



STRONGER TOGETHER

Massachusetts Library System Annual Report
July 1, 2017 - June 30, 2018

The Massachusetts Library System (MLS) provides services to about 1,600 Massachusetts libraries of all types and sizes throughout the Commonwealth. MLS was established in July 2010 with the following mission:

The Massachusetts Library System, a state-supported collaborative, fosters cooperation, communication, innovation, and sharing among member libraries of all types. The MLS promotes equitable access to excellent library services and resources for all who live, work, or study in Massachusetts.

Our mission has always embraced social justice and the MLS Team is committed to providing services that benefit and contribute to the library profession's core values: diversity, inclusion, equity, access to information, free expression, privacy, and social justice.

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Greeting Friends,

On behalf of the Massachusetts Library System Executive Board and Staff, we are pleased to present our FY 2018 Annual Report.

It was a year of great change at MLS.

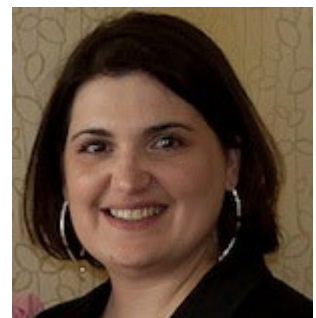
- Our founding Executive Director, Greg Pronevitz, announced his retirement effective early in FY 2019, and the MLS Executive Board and staff worked to ensure a seamless transition to new leadership.
- MLS consultants piloted a new blended model for the Basic Library Techniques workshop series that enables MLS to expand the reach of these important courses.
- The Commonwealth eBook Collection Steering Committee led a procurement for new eBook providers.
- The Emerging Online Products RFI Task Force laid the groundwork to expand cooperative purchasing offerings to include electronic resources in FY 2019.

I encourage you to peruse this report to learn more about our team and the work we've done and continue to do. I also encourage you to seek opportunities to get involved with MLS either by serving on one of our many committees and taskforces, our board, or by sharing your suggestions with us.

I am personally grateful for the support from MLS members and partners. Your dedication to MLS ensures that we are able to continue to offer the critical services our members rely on and to plan for the future of libraries services in Massachusetts. Together, we make Massachusetts libraries strong.

Warm regards,

Sarah Sogigian
Interim Executive Director



FY 2018 Member Value At a Glance



Future Ready Libraries

MLS consultants provide free guidance and professional development to help libraries meet the challenges of today and tomorrow!

779

consulting hours

276

events

3,185

attendees at workshops

\$54 million

saved

Substantial Cost Savings

MLS saves libraries time and money through efficient and cost-effective services.



Summer Library Engagement

MLS helps libraries to offer engaging and educational summer programs that foster a lifelong love of reading and learning for all ages.

293

participating libraries

462,749

program participants

8.8 million

full text articles viewed

Research and Homework Help

MLS provides funding, training and support for a rich array of research databases available to all who live, work and learn in Massachusetts.



Equal Access for All

MLS supports equal access to information through statewide delivery, interlibrary loan services and the MassCat resource sharing network

13.7 million

books and media delivered

21,966

interlibrary loan requests filled

3,816

items shared via MassCat

MLS Strategic Plan 2017-2019

Progress Report

GOAL: Co-creator Culture

MLS will build and nurture a co-creator culture within the Massachusetts Library Community.

Listening Tours

- 10 meetings in January and February 2018 throughout Massachusetts to discuss member priorities

Selected Task Forces and Special Projects

- Emerging Online Products RFI Task Force
- Gale Pages Redesign Task Force
- Institute for Database Engagement and Leadership (IDEAL)
- MLS Community Engagement Blog



Get Involved



Learn about WOMM

GOAL: Marketing and Communications

MLS will help member libraries to expand capacity for marketing and communications.

Word of Mouth Marketing (WOMM)

- An intensive institute to foster word of mouth marketing. The institute concluded in FY 2019.

Selected Marketing Workshops

- Strategy First Marketing
- Marketing Plans Made Easy
- Content Calendars
- Strategy Storytelling as Marketing

Goal: Future Readiness

MLS will position the Massachusetts Library Community for future readiness.

Future Readiness Kick-Off

- Miguel Figueroa, ALA's Center for the Future of Libraries, presented at the 2017 MLS Annual meeting to kick off future readiness discussions.

Selected Workshops

- Rethinking School Outreach and Reaching Teachers: Practical Tips for Librarians
- Get STEAMed: The How and Why of Adding STEAM to your Library
- Sustainable Change Management: Motivation and Communication
- Library/Social Services Forums
- Youth Mental Health First Aid

MLS Strategic Plan 2017-2019

Progress Report (cont.)



**Learn about
Social Justice**

Strategic Theme: Social Justice **Diversity, inclusion and social justice**

MLS Inclusion Statement

- Our mission has always embraced social justice and the MLS Team is committed to providing services that benefit and contribute to the library profession's core values: diversity, inclusion, equity, access to information, free expression, privacy, and social justice.



**Calculate MLS
Value to Your
Library**

Selected Workshops

- 1 in 5: Disability Essentials in Your Library
- Ready or Not, Here It Comes! Inclusive Summer Library Programs
- Is Everyone Invited? Accessible Events at Your Library
- Building Inclusive Collections: Why Cultural Competence is Essential in Libraries
- Young Changemakers in the 21st Century Library

Strategic Theme: Assessment and Advocacy **Assessment, advocacy and data-driven decisions**

MLS Value to Member Libraries

- Enhanced workflows to collect, analyze and report data in preparation for reporting and advocacy efforts in FY 2019

Selected Workshops

- Using Project Outcome to Measure & Build a Better Summer Library Program
- Research Institute for Public Libraries Regional Conference

Strategic Theme: Sustainability, Efficiency and Economy **Planning, financial stewardship and effective management**

Development Task Force

- Explored potential paths for external fundraising for MLS and developed preliminary recommendations for the new MLS Executive Director to review

Efficiency and Economy

- Health plan savings
- Migration to new low-cost CRM
- ComCat for Mediated Interlibrary Loan

Consulting and Training

Consulting - Continuing Education - Summer Library Program

“Thanks and appreciation for kickstarting our discussion on assessment! The feedback on your workshop was great, and staff have been meeting to decide on micro feedback questions and other ways to work on the assessment cycle. We hope to work with you again in the future.”

“Our number of library visitors have almost doubled! I really believe the techniques we learned as well as our continuing work to tell our patrons, staff, volunteers that their role is to help us spread the word are partly the reason for this data.”

MLS consultants are committed to offering outstanding continuing education opportunities for librarians to promote equitable access to excellent library services for all who live, work, or study in Massachusetts. This year, MLS offered workshops on a broad range of topics including marketing, sustainable change management, the summer library program, strategic planning, STEAM, library hacks, mindfulness, mental health, and building inclusive collections.



**Get Help from
MLS Consultants**

Selected Special Initiatives

- Massachusetts Research Institute for Public Libraries (RIPL)
- Teen Summit
- Online Basic Library Techniques Workshops
- ProjectSET (skills, empowerment, training)
- Word of Mouth Marketing (WOMM) Institute

Ongoing Consulting

- Strategic planning
- Space planning
- Summer library programming
- And more!



**Register for
Upcoming Events**

Consulting

779
consulting hours

Continuing Education

276
events
3,185
workshop attendees

Summer Library Program

292
participating libraries
431,061
program attendees

Electronic Resources

Commonwealth eBook Collections - Statewide Databases

“I really want to entice the teachers and the kids to work with the library and unfortunately, the print collection leaves little to offer so Commonwealth eBook Collections will be a wonderful way to introduce myself!”

“[IDEAL] is seriously one of the most valuable [professional development programs] I have participated in.”



**Learn about MLS
and eBooks**



**Get Help with
Databases**

MLS administers Commonwealth eBook Collections and collaborates with the automated resource sharing networks on statewide eBook strategy. In addition, MLS provides training and support for the statewide databases program that is funded jointly by MLS and the Massachusetts Board of Library Commissioners.



Commonwealth eBook Collections RFP

- 16 vendors submitted 17 eBook solutions for evaluation by the CEC steering committee and participating libraries.

Statewide Databases Initiatives

- Piloted the Institute for Database Engagement and Leadership (IDEAL) - a multi month instructional and self-directed program designed to increase use of the Gale databases.
- Formed the Gale Pages Revision Task Force to review and revise the template for Gale Pages.

eBooks

565
participating libraries
174,355
circulations
101,930
items

Statewide Databases

8.8 million
full text articles viewed

Resource Sharing

Delivery - Document Delivery - Interlibrary Loan - MassCat

“We are continually amazed at the superb service and the abundant gifts flowing from the library system to our town. We are happy to be a part of it.”

“I appreciated seeing the behind the scenes of our delivery service. It was interesting to hear the many challenges and how they were remedied. It was fun to hear the crazy number of items that pass through your warehouse in a day, week and year!”

MLS provides statewide delivery, document delivery and interlibrary loan services that foster equity of access to library resources to everyone in Massachusetts. In addition, MassCat offers a low-cost solution for small libraries of all types that enables resource sharing for their library users.



Get Help with Delivery



Get Help with ILL & DocDel



Learn about MassCat

Special Initiatives

- Interstate delivery with Rhode Island
- Open houses at delivery warehouses
- Interlibrary loan lending via ComCat
- MassCat connection to ComCat
- ILL Policy Task Force revised MLS ILL policy

Delivery

13.7 million
items delivered

**ILL & Document
Delivery**

21,966
requests filled

MassCat

3,816
items shared

Other MLS Programs

BiblioTemps - Cooperative Purchasing

“Both BiblioTemps employees made it abundantly clear that not only did they want to do the job, they wanted to make sure that it was done right. They went above and beyond, volunteering to shelf read as they went to ensure that the books were find-able at the end of the project. I am confident in the work that they performed. It was worth the additional time and money.”

“I work in a school library. If we did not have access to cooperative purchasing, my buying power would be almost half what it is now. I cannot put into words how much this means to my patrons.”



**Hire a
BiblioTemp**

MLS offers two additional services that help libraries to save time and money. BiblioTemps offers a temporary library staffing service, and our partnership with MHEC offers access to discounts on everything from library books to 3D printers.

Special Initiatives

- Launched a new BiblioTemps *Temp-to-Perm* service.
- Increased marketing to reach new BiblioTemps customers.
- Launched Emerging Online Products RFI Task Force to develop RFI to explore new and emerging products and collaborated with MHEC to plan for expansion of cooperative purchasing discounts for electronic resources.



Save Money

BiblioTemps

40
temporary placements

Cooperative Purchasing

\$12.6 million
saved

People

MLS is people-powered! We couldn't do what we do without our dedicated Executive Board, our talented staff and our committed members who volunteer their time and wisdom. **Thank you!**

Executive Board Members

William Adamczyk
Milton Public Library

Matthew Berube
Jones Library

Christine Brown
Bridgewater State University

Clare Dombrowski
Amesbury Public Library

Stephanie Friree Ford
McLean Hospital

Catherine Halpin
Boston Public Library

Sarah Hooke Lee
Northeastern University
School of Law

Amy Lewontin
Northeastern University

Melinda Webster Loof
Bowman Elementary School

James Lonergan
Massachusetts Board of
Library Commissioners

Laura Luker
Pioneer Valley Chinese
Immersion Charter School

Ellen Keane
University of Massachusetts
Lowell

Tina McAndrew
Westborough Public Library

Becky Plimpton
Joshua Hyde Public Library

Jacqueline Rafferty
Paul Pratt Memorial Library

Elena Schuck
Mattacheese Middle School

Sarah Sogigian
Massachusetts Library
System

Henry Toromoreno
Haverhill High School

Staff

Laura Bogart
Resource Sharing Assistant

Kristi Chadwick
Consultant

Shelah Coullard
BiblioTemps Manager

Alison DeMers
Resource Sharing Assistant

Sarah Donnelly
Event Coordinator

Michelle Eberle
Consultant

Christi Farrar
Consultant

Amanda Fauver
Project SET Coordinator

Dodie Gaudet
MassCat Cataloger

Hansie Grignon
Resource Sharing Assistant

Sue Kaler
Interlibrary Loan Manager

Scott Kehoe
Manager of MassCat and IT

Shirley MacLean
Member Services and Office
Support

Amanda Malikowski
Communications and
Delivery Coordinator

April Mazza
Consultant

Betsy Meaden
Business and Human
Resources Director

Vincent Nguyen
Resource Sharing Assistant

Anna Popp
Consultant

Lida Refah
Staff Accountant

Tressa Santillo
Electronic Resources
Coordinator

Sarah Sogigian
Interim Executive Director

Stephen Spohn
Resource Sharing Director

Amos Thomas
IT Support Specialist

Kelly Jo Woodside
Consultant



Massachusetts
**LIBRARY
SYSTEM**