



**MLS Annual Meeting
November 5, 2018
The Hogan Center at the College of the Holy Cross, Worcester**

9:00	Registration	
9:30	Welcome, Introductions	Amy Lewontin, President
	MLS Update and Voting Procedures	Sarah Sogigian, Interim Executive Director
	MLS Business Meeting <ul style="list-style-type: none"> • Approval of the November 2017 minutes • Approval of FY20 Plan of Service and Budget • Nominating Update 	Amy Lewontin, President Stephanie Friree Ford, Nominating Committee
	Mass Board of Library Commissioners Update	James Lonergan, MBLC Director
	MLA Legislative Committee	Jennifer Harris, Committee Co-Chair
11:00	Keynote: Preaching to a New Choir: Widening the Audience for Literature	Lisa Lucas, National Book Foundation
12:00	Remarks from Representative Natalie Higgins, Library Caucus Co-Chair	Representative Higgins
12:15	Lunch	
1:15	Project SET	Amanda Fauver and Project SET Crew
2:45	Closing Remarks	Clare Dombrowski, Vice President and Sarah Sogigian, Interim Executive Director

MLS Annual Meeting Minutes
November 6, 2017
At the College of the Holy Cross in Worcester

Business Meeting and Announcements

Prior to start of the business meeting, Henry Toromoreno (Haverhill HS), President of the MLS Board, welcomed everyone and thanked Holy Cross for hosting us. He also wanted to acknowledge, thank, and say goodbye to Betty Johnson and Patrick Marshall who have served on the board since its inception.

MLS Executive Director Greg Pronevitz gave an MLS update and also went over the voting procedures for the business meeting.

MLS Executive Board President Henry Toromoreno (Haverhill HS) opened the meeting at 10:22 a.m by welcoming the Council of Members.

Approve Minutes of November 2016 Annual Meeting – Patrick Marshall (Bourne Public Library) moved to approve the minutes. Will Adamczyk (Milton Public Library) seconded the motion which passed unanimously at 10:23 a.m.

Approve Budget & Plan of Service for FY2019 - Patrick Marshall (Bourne Public Library) moved to approve the FY2019 Budget and Plan of Service which Greg Pronevitz had presented. Will Adamczyk (Milton Public Library) seconded the motion which passed unanimously at 10:24 am

Past President and Nominating Committee Chair Betty Johnson (Griswold Memorial Library, Colrain) introduced the candidates and officers for the MLS Executive Board saying that the new members of the board represented geographical and library variety.

Nominated for 3-year terms:

Tina McAndrew (Worcester Talking Book Library)

Becky Plimpton (Sturbridge Public Library)

Re-elected:

Matthew Berube (Jones Library, Amherst) 3- year term

Melinda Webster Loof (Bowman School, Lexington) 2-year term

Jackie Rafferty (Paul Pratt Memorial Library, Cohasset) 2-year term

Nominees for Officers:

Clare Dombrowski (Amesbury Public Library) Vice-president/President/Past President

Matthew Berube (Jones Library, Amherst) Treasurer

Elena Schuck (Mattacheese Middle School, West Yarmouth) Clerk

Betty also recognized the nominating committee and thanked everyone for the opportunity to serve on the board. Patrick Marshall (Bourne Public Library) moved to approve the candidates. Diane Wallace (Winthrop Public) seconded the motion which passed unanimously at 10:27 am.

President Toromoreno called for a motion to approve the revision of the MLS Bylaws that had been presented by Greg Pronevitz. Patrick Marshall (Bourne Public Library) moved to approve the updated bylaws. Will Adamczyk (Milton Public Library) seconded the motion which passed unanimously at 10:28 am.

President Toromoreno adjourned the Business Meeting at 10:29 am with a motion by Tim Gerolami (Cape Cod Community College) that was seconded by Will Adamczyk (Milton Public Library).



Plan of Service & Budget
Fiscal Year 2020
July 1, 2019-June 30, 2020

Plan of Service and Budget approved by the
Massachusetts Library System Executive Board on September 17, 2018, and
approved by the Council of Members on _____.

Massachusetts Library System Plan of Service & Budget

Fiscal Year 2020

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Executive Board Members

Name	Title	Library
William Adamczyk		Milton Public Library
Matthew Berube	Treasurer	Jones Library, Amherst
Christine Brown		Bridgewater State University
Clare Dombrowski	Vice President	Amesbury Public Library
Stephanie Frirée Ford		McLean Hospital, Belmont
Sarah Hooke Lee		Northeastern University School of Law
Ellen Keane		UMass Lowell
Amy Lewontin	President	Northeastern University, Boston
Melinda Webster Loof		Bowman School, Lexington
Laura Luker		Pioneer Valley Chinese Immersion Charter School, Amherst
Tina McAndrew		Leominster Public Library
Becky Plimpton		Joshua Hyde Public Library, Sturbridge
Jacqueline Rafferty		Paul Pratt Memorial Library, Cohasset
Elena Schuck	Clerk	Mattacheese Middle School, Yarmouth
Henry Tomoreno	Past President	Haverhill High School
Catherine Halpin	Ex Officio	Boston Public Library
James Lonergan	Ex Officio	Massachusetts Board of Library Commissioners
Sarah Sogigian	Ex Officio	Massachusetts Library System

Staff Members

Name	Title
Laura Bogart	Resource Sharing Assistant
Kristi Chadwick	Consultant
Shelah Coullard	BiblioTemps Manager
Alison DeMers	Resource Sharing Assistant
Sarah Donnelly	Event Coordinator
Michele Eberle	Consultant
Christine 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 Information Technology
Shirley MacLean	Member Services & Office Support
Amanda Malikowski	Delivery/Communications Coordinator
April Mazza	Consultant
Betsy Meaden	Business & Human Resource Director
Vincent Nguyen	Resource Sharing Assistant
Anna Popp	Consultant
Lida Refah	Staff Accountant
Tressa Santillo	Electronic Resources Coordinator
Sarah Sogigian	Interim Executive Director/Consulting & Training Services Director
Stephen Spohn	Resource Sharing Director
Amos Thomas	IT Support Specialist
Kelly Jo Woodside	Consultant

Introduction

We are pleased to present the Massachusetts Library System Plan of Service and Budget for Fiscal Year 2020 (July 2019 through June 2020). This Plan and Budget are based on level-funding with Fiscal Year 2019.

Strategic Plan: 2017-2019

Our current strategic plan runs through 2019. This plan of service calls for the development of a new plan to launch in 2020.

Current Strategic Goals:

1. Develop, promote, and facilitate a co-creator culture to actively engage the Massachusetts library community and provide tools, resources, and best practices to encourage everyone to take responsibility for the success of libraries. We'll take a concrete step toward this goal by launching a listening tour to create a model and principles of active membership in which members have a strong voice in governance and advocacy and we all work together to strengthen and connect the library community.
2. Develop services to improve the ability of library and MLS staff to manage change and become future ready.
3. Take concrete steps to build capacity for marketing, communications, and advocacy within the library community and specifically at MLS.

BiblioTemps

Enhance member library access to qualified temporary staffing cost effectively.

Area	Goal	Measures
Member Engagement	1. Develop and enhance BiblioTemps' value by diversifying its client base and available staffing.	Number of staff placements by area of expertise. Number of clients representing libraries of varying types, sizes, and locations.
	2. Assist library staff to make career transitions.	Number of BiblioTemps workers who are placed. Number of BiblioTemps workers participating in MLS continuing education programs
Support	3. Monitor and maintain financial surplus.	Income and spending analysis
Satisfaction	4. Evaluate level of service satisfaction.	Participation in surveys from both libraries and BiblioTemps employees.

Consulting

Provide advice and support concerning library operations, policy and personnel issues, advocacy, planning, and technology to member libraries of all types and their governing bodies.

Area	Goal	Measures
Support	1. Respond to member requests for advisory service in a timely manner (referring to others with expertise when MLS experience level warrants).	Number of site visits and member contacts. Number of contact hours.
Member engagement	2. Identify and connect staff at members libraries of all types (academic, public, school, special, paraprofessionals, trustees, etc.) with similar professional challenges, facilitate collaboration among them, and maintain open communication with their professional associations.	Number of collaborations facilitated. Member satisfaction with collaborations.
Use	3. Disseminate advisory materials, including templates, best practice documents, and standards set by professional associations.	Number and variety of items disseminated.
Satisfaction	4. Evaluate level of service satisfaction.	Survey results; follow up conversations; and promotion of MLS advisory expertise by member library staff.

Cooperative Purchasing

Continue statewide activities to enable members to maximize resources and initiate new programs based on member needs.

Area	Goal	Measures
Member Engagement	1. Support member participation in the supplies, materials, and equipment purchasing cooperatives.	Number of members and satisfaction with the cooperatives.
	2. Launch new contract for digital library products.	Number of cooperative activities and participating members.
Support	3. Assess training needs of member libraries to support cooperative purchasing and Library procurement in collaboration with Massachusetts Higher Education Consortium when appropriate.	Number of training opportunities provided and attendees. Level of user satisfaction with training initiatives.
Use	4. Continue informing members about the benefits of using Massachusetts Higher Education Consortium online marketplace	Number of members accessing the MHEC website.
Satisfaction	5. Achieve a high level of member satisfaction	Level of satisfaction with ease, use and products offered by MHEC.

Delivery

Offer the most efficient and cost-effective interchange of library resources among members.

Area	Goal	Measures
Member Engagement	1. Monitor contract for statewide delivery.	Level of customer satisfaction. Level of contract benchmarks achieved.
	2. Investigate and recommend solutions to improve service, efficiency.	Number of members at events/forums and feedback received. Response time to implement changes. Level of participation at Open Houses' held and document member feedback to improve performance and satisfaction.
Support	3. Assess the volume of holds activity and implement necessary changes.	October and March member volume surveys.
Use	4. Keep members informed of delivery service issues.	Level of user satisfaction regarding communications.
	5. Expand delivery service to all eligible libraries.	Number of new eligible libraries serves
Satisfaction	6. Achieve a high level of member satisfaction by service area.	Level of satisfaction by member libraries.

MassCat

Encourage and support member access to resources through development and maintenance of MassCat.

Area	Goal	Measures
Member Engagement	1. Provide opportunities for both virtual and face-to-face training.	Number of training sessions and user group meetings held MassCat Advisory Committee revived with regular quarterly meetings.
	2. Engage members in discussions about this service area.	
Support	3. Maintain a robust self-service portal that empowers members with documentation and other resources.	Site statistics.
Use	4. Monitor use of these service areas and adjust as needed.	Network statistics and member feedback.
	5. Nurture resource sharing among members.	Resource sharing statistics.
Satisfaction	6. Monitor satisfaction with these service areas and adjust as needed.	Satisfaction survey ratings and member feedback.

Mediated Interlibrary Loan and Journal Article Document Delivery

Provide and promote timely and cost-effective resource sharing through mediated interlibrary loan and journal article document delivery.

Area	Goal	Success Metrics
Member Engagement	1. Provide opportunities for both virtual and face-to-face training.	Number of training sessions and user group meetings. Resource Sharing Advisory Committee meetings.
	2. Engage members in discussions about this service area.	
Support	3. Maintain a robust self-service portal that empowers members with documentation and other resources.	ILL MLSGuide statistics. ILL LibAnswers statistics.
Use	4. Monitor use of these service areas and adjust as needed.	Fill rate.
	5. Nurture resource sharing among members.	Number of new member libraries using the service. Increase in participation from other possible lenders in MA.
Satisfaction	6. Monitor satisfaction with these service areas and adjust as needed.	Satisfaction survey ratings and member feedback.

Online Content

Work with appropriate partners to provide direct access to a range of electronic content to cost effectively meet multi-type member library needs.

Area	Goal	Measures
Member Engagement and Training	1. Provide training on statewide databases.	Numbers of sessions and attendees.
Support	2. Provide support to MLS members in the promotion and use of statewide databases.	Number of support calls.
Use	3. Monitor use of statewide databases.	Usage statistics.
	4. Promote use of statewide databases.	TBD
	5. Monitor satisfaction with these service areas and adjust as needed.	Satisfaction survey ratings and member feedback.
Satisfaction		

Research and Development

Explore developments in libraries and library consortia, potential new initiatives and services for member libraries and potential leadership roles for MLS in the Massachusetts library community.

Area	Goal
Delivery	1. Review the pilot project on interstate delivery. Develop and implement plans to expand the pilot.
Online Content	2. Continue to build value in Commonwealth eBook Collections through national and local partnerships that expands access to content, expands program features and improves user experience and discovery. 3. Engage members and committees in grant-funded projects to enhance access to eBooks.

Summer Library Program

Provide programs for four age groups, with an emphasis on technological and traditional literacy skills, library visits and programs, and the efficient, fun way to incorporate reading and related activities into summer family time.

Area	Goal	Measures
Member Engagement	1. Plan summer planning event(s) in support of our annual theme.	Number of attendees at event. Number of hits MLSguide.
	2. Plan future statewide summer library programs in conjunction with CSLP (Collaborative Summer Library Program), representing member suggestions in our planning.	Number of member suggestions, successful implementation of suggestions.
Support	3. Maintain an online resource guide containing all information about the summer program, offers, resources, & sponsors.	Number of hits on the guide, member comments about the guide.
Use/Satisfaction	4. Survey all participating libraries.	number of responses, number or libraries ordering items for the next program.

Training and Professional Development

Provide training and professional development opportunities to enable member libraries and their governing authorities to maintain standards of professional excellence and improve the quality of services to users.

Area	Goal	Measures
Member Engagement	1. Support and encourage member collaboration in order to offer training and professional development opportunities.	Number of collaborations. Number of participants.
	2. Explore and extend partnership opportunities with other organizations, e.g. the automated library networks, consortia and associations, to offer high quality training and professional development and services.	Number of collaborations. Number of participants.
Support	3. Focusing on both specific library types and across types, assess training and professional development needs, locations and methods of delivering content to member library staff and governance boards and respond to needs as appropriate.	Number of opportunities provided and attendees. Survey member needs. Level of user satisfaction.
Use	4. Implement alternative formats for delivering training and professional development content, such as webinars, conference calls and social networking features.	Number of participants via alternative formats. Level of members' satisfaction with alternative formats.
Satisfaction	5. Working with the internal Assessment Committee at MLS, develop appropriate surveys to evaluate levels of satisfaction.	Number of responses to surveys.

Administration

Develop, coordinate, implement and evaluate the Plan of Service and Strategic Plan.

Area	Goal	Measures
Member Engagement	<ol style="list-style-type: none"> 1. Meet members in person around the Commonwealth to develop best practices for active membership. 2. Promote MLS and its services to key constituencies. 3. Finalize Strategic Plan for 2020+. 	<p>Host listening tour; member forums; directors roundtables and gather feedback on member satisfaction.</p> <p>Recommendations and practical solutions.</p> <p>Co-create marketing and communications plan.</p>
Engagement with Stakeholders	<ol style="list-style-type: none"> 4. Meet and communicate as appropriate with MBLC, library associations, networks, partners. 	Member service successes and collaborations resulting from these relationships.
Support	<ol style="list-style-type: none"> 5. Monitor internal capacity and ensure that staff have proper tools to be successful. 	Staff job satisfaction assessment.
Use	<ol style="list-style-type: none"> 6. Monitor service use by members and efficiency/costs of service delivery. 	Return on investment/Sustainability
Satisfaction	<ol style="list-style-type: none"> 7. Monitor and fine tune services based on member satisfaction. 	Survey results and subsequent actions

**Massachusetts Library System
Fiscal Year 2020**

Program Budget

Program	Sub-Contracted Costs	Direct Regional Program Costs	Totals	Projected Level of Activity
1. Delivery	\$0.00	\$4,514,713.00	\$4,514,713.00	525 participating libraries; 14 million items delivered
2. Electronic Content		\$644,641.98	\$644,641.98	
3. Interlibrary Loan	\$100,000.00	\$545,795.67	\$645,795.67	23,000 member requests for ILL
4. Continuing Education and Training	\$0.00	\$518,070.34	\$518,070.34	218 Sessions; 3,600 attendees
5. Consulting & Technical Assistance	\$0.00	\$533,295.67	\$533,295.67	1,600 hours consulting
6. Supplemental Services	\$0.00	\$145,281.67	\$145,281.67	
6a. Cooperative purchasing programs	\$0.00	\$46,112.67	\$46,112.67	4 programs; 400 participating libraries
6b. Summer reading program	\$0.00	\$99,169.00	\$99,169.00	428,000 participants in 269 libraries
7. Administration	\$0.00	\$673,957.67	\$673,957.67	
Grand Totals	\$100,000.00	\$7,575,756.00	\$7,675,756.00	
Personnel and Space Rental Cost Allocations by program				
Delivery			6%	
E-Reference			7%	
ILL			16%	
MassCat			7%	
CE			19%	
Consulting			23%	
Supplemental Services			5%	
Administration			17%	
			100%	

**Massachusetts Library System
Fiscal Year 2020**

Line Item Budget

	FY 2019 Approved Budget	FY 2020 Budget	Change (+ or -)	Identification of Changed Items
OPERATING EXPENSES				
A. Books and Other Library Materials				
1. Online Content - Reference	539,104.41	383,247.65	-155,857	
2. Online Content - eBook	100,000.00	100,000.00	0	In addition to participant contributions
3. Professional Collection	3,000.00	3,000.00	0	
B. Equipment				
1. Computer Hardware and Software	22,000.00	22,000.00	0	
2. Office Equipment and Furnishings	8,000.00	5,000.00	-3,000	
3. Vehicles	0.00		0	
C. Office Expenses				
1. Supplies	20,587.13	30,000.00	9,413	
2. Postage	12,500.00	12,000.00	-500	
3. Telephone	22,000.00	34,000.00	12,000	
4. Printing	2,500.00	2,500.00	0	
5. Travel				
a) In-state	50,000.00	50,000.00	0	
b) Out-of-state	42,000.00	42,000.00	0	
6. Equipment Maintenance and Repair	4,500.00	4,500.00	0	
7. Space Rental/Electricity	169,304.99	178,109.00	8,804	
8. Audit	30,000.00	30,000.00	0	
9. Other	90,000.00	60,000.00	-30,000	
D. Regional Vehicle Expenses	0.00	0.00	0	
E. Contractual Services (Attachment B - Excludes Online Content)	4,413,646.00	4,491,875.00	78,229	Delivery costs /new contract/cost sharing/minimum wage increase
SUBTOTAL	5,529,142.53	5,448,231.65	-80,911	
III. SUB-CONTRACTED SERVICES (Attachment C.)	100,000.00	100,000.00	0	
TOTAL	5,629,142.53	5,548,231.65	-80,911	

Massachusetts Library System				
Fiscal Year 2020				
Line Item Budget Personnel				
	FY 2019 Budget	FY 2020 Budget	Change (+ or -)	
I. Personnel Costs				
A. Salaries and Wages				
Consulting/Training Staff	468,620.20	479,085.20	10,465.00	Continues ongoing Consultant vacancy
Member Services/Office Support Staff	264,686.36	270,667.20	5,980.84	
Resource Sharing Staff	216,770.63	225,344.86	5,106.45	
Administration Staff	593,601.82	612,768.50	19,166.68	
A. Subtotal Salaries and Wages	1,543,679.01	1,587,865.76	44,187	
B. Subtotal Benefits	502,934.46	539,658.59	36,724	
SUBTOTAL PERSONNEL	2,046,613.47	2,127,524.35	80,911	

Massachusetts Library System

Slate of Candidates- November 5, 2018

Executive Board Members (3 year term)

Anne Meringolo, New England Historical Genealogical Society

Joseph Rodio, South Hadley Public Library

Kathryn Geoffrion Scannell, McQuade Library - Merrimack College

Executive Board President Vice President/President/Past President (3-year term)

Matthew Berube, Jones Library, Amherst

Executive Board Officers (1-year term)

Christine Brown, Bridgewater State University (Treasurer)

Recommended by the Nominating Committee:

Name	Library	Municipality
Henry Toromoreno, Chair	Haverhill High School	Haverhill
Karen Demers	Wilbraham Public Library	Wilbraham
Stephanie Friree Ford	McLean Hospital	Belmont
Steve Mazzulli	North Quincy High School	Quincy
Mike Somers	Bridgewater State University	Bridgewater
Betsy Meaden	MLS	MLS Ex Officio
Sarah Sogigian	MLS	MLS Ex Officio