



Stronger Together

**Massachusetts Library System (MLS)
Annual Report July 2019 - June 2020**

Hello MLS Members, Partners, Supporters, and Friends,

I am pleased to share our FY 2020 Annual Report. Like many of our libraries, FY20 began with good plans to offer consistent and responsive services to our members...and ended with a shift in almost everything: methods of service delivery, expectations, and advocacy.

- We began FY20 with another move. Our Marlborough office moved about 5 miles west to 33 Boston Post Rd West. We reduced our square footage (and lease costs) while gaining a better workflow setup, a bigger training space, and plenty of workspace for visitors and staff. In traditional times, our space is available to members for booking for events and meetings.
- We created our new strategic plan! Consultant Stephanie Chase led us through our first virtual-only planning process, with an emphasis on member participation. I am very proud of our [NEW Strategic Plan 2021-2024](#) and I am pleased to share it with you! Our new plan will allow us to focus on the specific things members need from MLS, while being flexible enough to adapt to what comes our way.
- Members used our services more than ever! Many of our services and programs saw record highs in FY20.

Please read the following report to learn more about MLS and the work we've accomplished and will continue to do. Last year, I mentioned in my letter that FY20 would be an exciting year for us; I had no idea how exciting! We are looking forward to FY21 and are thrilled to kick off the celebration of our 10th birthday and a new strategic plan.

I encourage you to continue to share your ideas with us. Our successes would not be possible without the dedicated work of our board of directors, members, partners, and supporters and especially our talented staff, who, though a year filled with uncertainty, worked hard to ensure sustained and stabilized services to our membership. I thank you for your continued support.



Sarah Sogigian
Executive Director



Massachusetts
LIBRARY
SYSTEM

Celebrating Ten Years of Service
July 2010 - July 2020

Consulting and Training

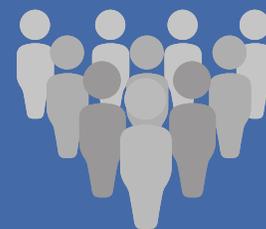
“Thank you so much for thinking of us and for reaching out! I am so grateful for all the work that you and your colleagues are doing to support the MA library community through [the pandemic].” - academic library



973.25
consulting hours



142
events



6,341
workshop attendees

MLS consultants are committed to offering outstanding continuing education opportunities for library staff 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 middle school services, creating surveys, collection development, time and project management, media mentorship, and Coronavirus (COVID-19) related trainings. Due to the growing COVID-19 pandemic, MLS suspended all in-person training and consulting services in mid-March. Our consultants quickly converted content from a number of their classes into an online format. In order to support library staff during the pandemic, the Consulting and Training Services Team worked to provide a number of live online learning opportunities and variety of online learning resources.



Highlights

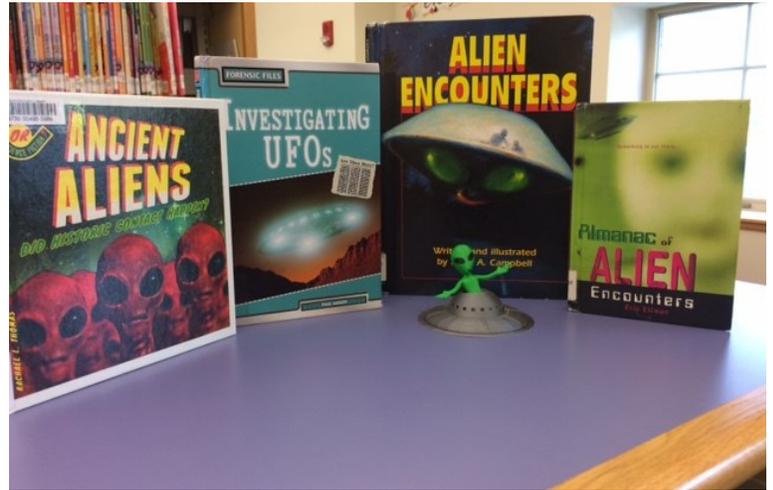
- Virtual Check-ins
- Basic Library Techniques (BLTs)
- Teleworking Tips Videos
- Early Childhood Literacy Webinars
- Copyright First Responders Program
- Building Your Leadership Toolbox
- Coronavirus (COVID-19) and Massachusetts Libraries LibGuide
- Small Library Management Webinars (partnered with ALA Publishing and supported by a grant from the Manton Foundation)
- Communities in Crisis: Libraries Respond to the Opioid Epidemic

Summer Library Program

In an effort to support public libraries with their summer reading and learning initiatives, the MLS provides training, promotional materials, a program manual and guidance, as well as membership in the Collaborative Summer Library Program (CSLP). The statewide summer library program is funded by your local library, the MLS, the Massachusetts Board of Library Commissioners (MBLC), and the Boston Bruins.



Courtesy of Ashland Public Library



Courtesy of Brockton Public Library

Over 200 libraries across the Commonwealth bring summer related programming to nearly half-a-million community members. Massachusetts Libraries reached for the stars during the 2019 statewide Summer Library Program, "A Universe of Stories"! An out of this world number of people attended programs for all ages at public libraries across the Commonwealth.



295
participating libraries

21,667
programs

524,032
program participants

MLS IN ACTION: COVID-19 Response

During the early months of the COVID-19 pandemic (March-June 2020), the use of our online learning resources saw a dramatic increase in use from the same time the previous year.

"I think it's remarkable what MLS has achieved during the pandemic. Thank you for creating updated and accurate information for the Massachusetts library community in this time of crisis." -special library



94,592
more LibGuide views
than FY19



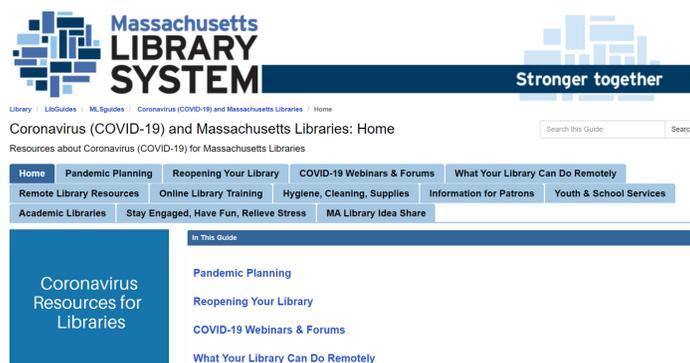
73,000
page views
COVID-19 guide



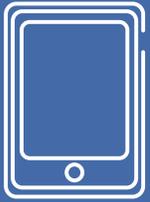
15,661
more webinar views
than FY19

Coronavirus (COVID-19) and Massachusetts Libraries LibGuide:

As MLS began to receive questions about COVID-19, the Consulting and Training Services Team worked collaboratively with MBLC to create a guide providing resources about the virus and how libraries could begin to prepare for it. As new information became available, MLS staff worked to keep members informed. The Coronavirus (COVID-19) and Massachusetts Libraries Guide provided libraries with information on pandemic planning, workplace safety, what your library can do remotely, webinars, reopening, and more.



"Grateful to have such a well thought out and executed guide that both supports and educates." -school library



eBooks

57.5%
increase school
participants from FY19

275,573
circulations for school
collections (record high)

21,573
items in school collection

334
participating libraries
(record high for schools)

711
support requests
(record high)



Databases

6,100,000
full text articles viewed

495
support requests

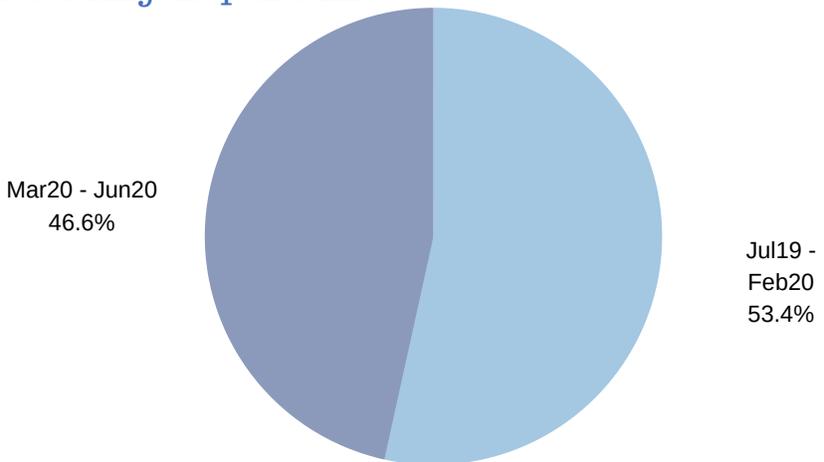
Electronic Resources

MLS administers the Commonwealth eBook Collections program, which provides the ability for non-network public libraries, academic, and special libraries to join the SAILS Network OverDrive collection and directly manages OverDrive K-12 Shared Sora Collection for school libraries. In addition, MLS provides training and support for the statewide database program that is funded jointly by MLS and MBLC.

Commonwealth eBook Collections

After the closure of schools in mid-March, usage of the OverDrive K-12 Shared Sora Collection for schools increased dramatically. Interest from schools in joining the program also increased significantly and several schools joined the program during the final months of FY20.

joined during the pandemic



joined before the pandemic

Statewide Databases

MLS continued to offer well attended training sessions throughout the year. New databases were added in January, 2020:

- Opposing Viewpoints in Context (Gale)
- Career Transitions (which is now Gale Presents: Peterson's Career Prep) (Gale)
- HeritageQuest Online (ProQuest)
- Science Database (ProQuest)
- Research Companion (ProQuest)

Resource Sharing

Delivery - Document Delivery - Interlibrary Loan - MassCat

“Very grateful for this feature, as we are a very small library and rely on ILL for quite a lot of our circulation.” - public library



14,247
ILL & DocDel
requests processed



9,100,000
items delivered



3,506
items MassCat shared

“Delivery moves an amazing amount of items in a very reasonable amount of time. Our patrons appreciate the service.” - public library



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.

Highlights

- MLS and the Rhode Island Office of Library and Information Services (OLIS) continue the Interstate delivery program.
- Two new libraries joined MassCat: Rising Tide Charter Public School, Plymouth and Tower Hill Botanic Garden, Boylston
- Towards the end of FY20 Resource Sharing halted because of the pandemic. Delivery shut down from mid-March until mid-June.

Other MLS Services

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



BiblioTemps®

62
temporary placements

2
temp-to-perm placements

“Our experience with BiblioTemps® has been all positive. Each team member we have had has been professional and dedicated themselves enthusiastically to the project.”
-academic library

Bibliotemps®

In FY20 BiblioTemps® applied for a grant to fund a series of webinars designed to help individual library job seekers build skills related to job searching, interviewing, and other aspects of career development. This webinar series is coming soon in the second half of FY21 and was made possible by CARES Act funding to the Federal Institute of Museum and Library Services as administered by the MBLC.



Cooperative
Purchasing

5,600,000
dollars saved

Cooperative Purchasing

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 students.” -school library

- MHEC membership increased from 33 to 644 in Massachusetts.
- MHEC created a library landing page to help librarians access information quicker and easier.

New and Returning Members

New Members

Dearborn STEM Academy
Roxbury

Drury High School
North Adams

Fuller Meadow Elementary School
Middleton

Greater Egleston High School
Roxbury

Returning Members

Beebe School
Malden

Dorothy L. Beckwith Middle School
Rehoboth

East Somerville Community School
Somerville

Edward P. Boland Elementary School
Springfield

Elias Brookings School
Springfield

Ferryway School Library
Malden

George R. Austin Intermediate School
Lakeville

George R. Martin Elementary School
Seekonk

Green Meadow Elementary School
Maynard

Lee Elementary School
Lee

Linden STEAM Academy Library
Malden

International School of Boston/Lyceum
International de Boston
Cambridge

Springfield Conservatory of the Arts School
Springfield

Sunita L. Williams Elementary School
Needham

Lynch Elementary School
Winchester

McCarthy-Towne Elementary School
Acton

Memorial School
Medfield

Mount Greylock Regional School
Williamstown

Nathaniel Morton Elementary School
Plymouth

Northbridge Middle School
Whitinsville

Quincy High School
Quincy

Rockland High School
Rockland

Springfield High School of Science & Technology
Springfield

The English High School
Jamaica Plain

Walsh Middle School
Framingham

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

Matthew Berube
Jones Library, Amherst

Hope Houston
Bentley University, Waltham

Thomas Raffensperger
Westfield State University

Anne Bognolo
Eaglebrook School, Deerfield

James Lonergan
Massachusetts Board of
Library Commissioners

Joseph Rodio
South Hadley Public Library

Clare Dombrowski
Amesbury Public Library

Melinda Webster Loof
Bowman Elementary School,
Lexington

Elena Schuck
Mattacheese Middle School,
Yarmouth

Stephanie Friree Ford
McLean Hospital

Becky Plimpton
Joshua Hyde Public Library,
Sturbridge

Sarah Sogigian
Massachusetts Library System

Catherine Halpin
Boston Public Library

Elizabeth Teoli
Northern Essex Community
College, Haverhill

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Laura Bogart
Resource Sharing Assistant

Dodie Gaudet
MassCat Cataloger

Vincent Nguyen
Resource Sharing Assistant

Kathryn Bowen
Resource Sharing Assistant

Scott Kehoe
Library Resources Director

Anna Popp
Consultant

Kristi Chadwick
Consultant

Shirley MacLean
Member Services and Office
Support

Lida Refah
Staff Accountant

Alison DeMers
Resource Sharing Librarian

Amanda Malikowski
Communications and Delivery
Coordinator

Tressa Santillo
Electronic Resources Coordinator

Sarah Donnelly
Project/Event Manager

April Mazza
Consultant

Sarah Sogigian
Executive Director

Michelle Eberle
Consultant

Terry McQuown
Consulting and Training
Services Director

Amos Thomas
IT Support Specialist

Christi Farrar
Consultant

Kelly Jo Woodside
Consultant

Amanda Fauver
Membership and Bibliotemp
Manager

Betsy Meaden
Business and Human Resources
Director