

November 2016 MLS Member Update



Upcoming Events

- **Marketing and Advocacy: Explaining Libraries To Elected Officials** - ALA Webinar, Nov. 10 - at MLS-Northampton & MLS-Marlborough [RSVP](#)
- **MLS Annual Meeting** - Nov. 7 - Sorry, registration closed.

Sad News

I am sad to report that our colleague, Diana Davis, passed away October 7th at home in South Hadley. Diana joined MLS in 2010 shortly after the formation of our organization working chiefly out of the Whately office.

Her contributions to MLS were many as part of the Advisory and Technology Teams. She led the process to bring broadband to many of the smallest libraries in the Commonwealth. Small libraries really appreciated her down-to-earth explanations of the most complex technology. At the MLS office we appreciated her ability to keep things running even when the going got tough. Despite serious illness, Diana stayed with us as long as she could to make the office efficient.

Diana was a critical partner in putting together the very successful small library forums in Sturbridge and in leading the prep work for our office move from Whately to Northampton.

Her many outside interests were intriguing, especially her delving into her genealogy and the study of her ancestors' native languages. The Daily Hampshire Gazette has published an [obituary](#) that expresses her wishes for donations and a life celebration on October 23 in South Hadley.

We will miss her.

October MLS Executive Board Meeting Actions

The Board approved a new Temp-to-Perm policy for BiblioTemps, which is designed to assist libraries in hiring permanent staff and creating a pathway from temporary employment to full-time employment that recognizes MLS investment in the process. Shelah Coullard, BiblioTemps Manager, will share new agreements with participating libraries soon.

MLS Service News

Commonwealth eBook Collections - The September 21 meeting and accessibility retreat of the steering committee was a great success. Our colleagues at the Perkins Library did a fantastic job helping us to understand accessible web design and the barriers that poor design create for blind and visually impaired people. In addition, MBLC also offered the final approval needed for the program to leave beta. More information on that front will be released shortly.

Consulting Services - In the spirit of co-creation, we are piloting a new process for addressing roundtable requests. We'll provide a draft process once we evaluate this pilot process.

Continuing Education

- The Consulting Team has had good success with our pilot of CE trainings this fall. It will be expanded to the spring for which planning is in progress.
- The Teen Summit was held Sept. 29 at the Beechwood Hotel, Worcester in collaboration with RI. We were pleased to host more than 160 attendees whose evaluations were very positive.
- A series of Basic Library Techniques was sold out again.
- MLS working with MBLC to present a series of Library Trustee Orientations.
- A New Director Breakfast was held on Oct. 25 at MLS-Marlborough.

Delivery - Delivery surveys and 2017 calendars went out for the week of October 17th. The Delivery Coordinator, Amanda Malikowski and I went to the Oxford facility on October 11th. It gave Mandy an opportunity to see how the delivery system worked and to answer questions we had about the process.

MassCat - We are very busy with re-integrating MassCat's 28 school members back in to the system after their summer break. Scott Kehoe will be co-presenting a table-talk with Kathy Lussier (MassLNC) at NELA Annual on collaboration using the open-source Koha and Evergreen ILS systems. Scott will also be attending the first Koha Northeast Summit in early November, sponsored by ByWater Solutions (MassCat's system vendor and server host).

Mediated Interlibrary Loan and Document Delivery - The Expanded Delivery Pilot Project is now offering borrowing from lenders in Rhode Island via Delivery (no return postage costs) to libraries throughout Massachusetts, not just to libraries on the Southern Delivery Routes. We also have more public library lenders in Rhode

Island involved in the project. Sue Kaler is attending a statewide event on the future of Resource Sharing in Rhode Island on October 13 and is leading a Table Talk on the future of Library Delivery in the Northeast along with her colleague Chaichin Chen from Rhode Island's Office of Library and Information Services. We want to continue to foster the connection with Rhode Island as we explore further options in other states in the area.

Purchasing Cooperative - MHEC Expo was held On September 16th at the Sturbridge Host Hotel in Sturbridge. MLS hosted a table there and also held a Meet and Greet with a few of indie authors who were invited to the event. The Meet and Greet was open to all who attended the Expo.

Small Libraries in Networks Grants - MLS, as coordinator of this program to a handful of small libraries that do not participate in a network, is investigating the pricing offered to non-networked libraries in Central and Western Massachusetts that are taking part in SLIN grants to offset telecommunications costs. Disbursements to SLIN libraries will begin shortly.

Social Justice - New England Library Association's Executive Board recently had a very productive meeting with Jody Gray, Director of ALA's Office for Diversity, Literacy and Outreach Services. ALA is considering developing programs for states that are interesting in advancing diversity and inclusion.

Statewide Databases - MLS continues to work with MBLC to transition database support functions and to plan the FY 2018 to 2022 database procurement. The RFP has been issued seeking content similar to the current contracts, i.e., general databases, encyclopedias, and newspapers (Globe and NYTimes).

Publications

Sue Kaler provided a chapter entitled, "Providing stellar interlibrary loan service to borrowing libraries and your own local patrons: it's all about sharing" in the book, Stellar customer service: training library staff to exceed expectations, Mou Chakraborty, ed (Santa Barbara, CA : Libraries Unlimited, 2016.) You can find a copy in the Professional Collection: <http://bit.ly/sueschapter>.

