

MLS Member Update June 2017



Become an active member with MLS!

Let us know your areas of interest. Would you like to be part of a focus group or listening tour; or to host an event, member forum, or discussion? We need active members to remain member driven. We invite all members and library stakeholders to respond. While there is no specific time-frame to respond, we would like to hear from you by July 15th, if possible.

[CLICK to volunteer for Active Membership](#)

Or, make a stronger commitment and run for a three-year Executive Board term. The Board meets monthly in Marlborough or Northampton. **Deadline August 21, 2017.** All members are eligible to volunteer to fill one of the two vacancies. If possible, we are seeking representation from public, school, and special libraries in Metrowest and/or Central Mass. for this November's election to fill anticipated vacancies and maintain a representative Board. The Nominating Committee will make recommendations to the Board on the best representative slate of candidates for the Annual Meeting election.

MLS Bylaws: "The guiding principle for the composition of the Executive Board shall be one of fair representation of current employees of member libraries according to library size, geographic region and type."

[CLICK to volunteer for the Executive Board](#)

Saturday Delivery Service Ending

Due to a budget shortfall in fy2018 we must announce the elimination of Saturday delivery on all MLS delivery routes beginning July 1, 2017.

Upcoming Events:

Mark your Calendars for the November 6, 2017 - MLS Annual Meeting at Holy Cross

Statewide Database Webinars – Gale and Britannica – [Sign up](#) on our site for different events July-September.

Statewide Databases

Training is underway for the statewide databases including seven upcoming webinars from Gale and Britannica. Interested library staff may see all upcoming training opportunities as well as recorded webinars on the Statewide Databases [MLS guide](#).

Delivery

- Optima and MLS worked to transition MVLC to sort-to-light and smooth the delivery bubble of the changeover. [CLICK](#) to see their new interface. Congratulations to MVLC and its members on their recent migration to a new system.
- MLS hosted an informative open house at Optima's Plymouth warehouse, which attracted many members for an interesting afternoon and some members did a bit of sort-to-light sorting themselves.



MassCat and the Commonwealth Catalog

MLS is bringing circulating MassCat's public libraries online to ComCat. Training is underway for library staff.

Continuing Education

Virtual CE – Recent Postings

Check out the [recording](#) of a webinar on Libraries and Compassion Fatigue with Elissa Hardy, LCSW from the Denver Public Library (a Licensed Social Worker who is staff at a library.) The webinar was attended by over 170 people from Massachusetts, Maine, North Carolina, Kentucky, Maryland, Ohio, Nebraska, Nevada, Tennessee, Texas, and Canada.

A [new episode](#) in the 5 in 15 Members' Edition series of Readers' Advisory videos is up: All Tied Up – alternatives to the Fifty Shades Series.

Our 2017 Spring Program, Talking Social Justice in MA Libraries: From Diversity to Equity was a great success! We welcomed over 150 librarians from MA and beyond who came together to

engage in an open dialog with colleagues and our guest speakers. The topic of social justice is an important theme in our current strategic plan. The planning committee is proud that this program not only supported this theme, but that the membership recognized the importance of addressing these topics together. Join us as we continue our discussion online on our resource [guide](#). To gain access to the online discussion, please email Kelly Jo Woodside kelly@masslibsystem.org.

Member Survey Results (May 2017)

Continuing Education -- CE is a core service of MLS provided by a team comprised of six full time consultants (who both consult and train), an Event Coordinator, and our part-time Program Manager. We also have a vacant consultant position due to the budget shortfall. Trainings are offered across MA, in a variety of library types. Topics are selected, developed, and presented based on member suggestions, as well as trends and topics that are prevalent in our profession locally and nationally, in addition to trainings that support MLS services like as ILL, CeC, and databases. In some cases we invite outside speakers for keynotes, webinars, and classes depending on the topic and outcomes.

We sent our annual CE survey to 1,765 individuals that participated in a CE offering (class, event, webinar) in 2016. 180 responses were recorded.

- The average satisfaction score was Mostly Satisfied
- Overwhelmingly, respondents would like more trainings in more areas and more online.

Selected comments:

“The program was well planned, the notifications/reminders were helpful, and I knew how to follow up if I had more questions. Superb!”

“Not enough advisors to help. Starting to wonder where MLS is headed. Is it just delivery now?” *(We realize that delivery is the most costly item in our budget. However, it is a service that many members and patrons truly appreciate. Unfortunately the rising cost of delivery has caused cutbacks in CE, databases, and delivery stop cutbacks.)*

While many members expressed suggestions and ideas on how to make our program more relevant, easier to access, and better for all members, some responders understand our budget situation and staffing levels. There is a need for more online content, as well as better promotion of not just our topics, but “where we are”, i.e. physically that our classes are hosted statewide. There are a few items mentioned that are great ideas we can implement in our program and we look forward to the response from members as we promote how we are addressing some of their needs.

Bibliotemps Survey Results --The 2017 Bibliotemps Annual survey was sent to 45 current or recent clients. There were 17 responses to the survey yielding a 37% response rate. The survey requested participants to rate the MLS service on a scale of 1-5 with 5 being the highest. Of the 17 responses, 47% rated the service a 5 and 24% rated Bibliotemps 4. Reasons for the basis of their rating varied from quality of the candidates to Bibliotemps level of customer service and responsiveness.

Some comments:

“Responsive nature of Bibliotemps staff. Willingness to work with changing situations. Courteous and friendly service”.

“Bibliotemps staff are highly responsive, provide good customer support, and regularly follow up with you;” and “Quality of applicants and timeliness of response.”

Some suggestions for improvement: *“Making sure temp staff are better trained on how to enter timesheets, create accounts, etc.”* and *“more quality staff to choose from in our area”*.

Purchasing Cooperative --The Purchasing Cooperative survey resulted in 176 responses from libraries that used the MHEC website. The overall satisfaction rating for the Purchasing Cooperative program was 4 out of five. Three main reasons libraries take advantage of MHEC is cost, discounts they receive and ease of ordering. Many libraries said it was a great service and they are able to purchase more materials because of the discounts. However, several libraries expressed the MHEC website was difficult to use and perhaps more training from MHEC needed. Participants also suggested better discounts.

Delivery--In March 2017 more than 500 libraries participated in the delivery survey (90% return rate). Libraries recorded the total number of bins, items received, and items put into delivery. In this one week, an excess of 286,000 items went into transit across Massachusetts, just under 15 million items per year (down a bit from last year when we exceeded 15 million/year). Overall libraries were very happy with the delivery service.

Sample comments:

“We receive consistently excellent service from MLS and Optima in terms of timeliness, accuracy and service in general – they are always so accommodating”. Thank you to all, Endicott College.

“We appreciate the quick response when requesting extra bins and the ease of communications with service reps from both Optima and MLS. Thanks for providing and managing such an essential service for libraries - Pollard Memorial Library, Lowell.

Executive Board June 2017 Meeting

The Board met on June 19, 2017 at MLS-Marlborough.

Actions:

The Board approved two Leadership Team recommendations:

1. A pilot test of an electronic system for processing invoices and payments, which will begin in July. This low-cost system will reduce processing time and check fees as well as speed up payments.
2. A reconfiguration of MLS committees and promotion of active membership under which six committees will be retained and four put on hiatus (see below). A new structure will be launched to encourage active membership by asking members to be active in their own areas of interest and contacting them, as needed, for interviews, focus groups, short-term task forces, directors' forums, and other ways that are less regimented than a four-meeting a year committee structure. Members are encouraged to be active with two new forms. [Volunteer Form for Active Membership](#) and [Volunteer to Run for the Executive Board](#)

Continuing Committees*

- Budget Committee
- Bylaws Committee
- Nominating Committee
- Personnel Committee
- Youth Services Advisory Committee
- Continuing Education/Consulting Services Committee

Committees on Hiatus

- Academic Library Services Advisory Committee
- Delivery Advisory Committee
- Purchasing Cooperative Advisory Committee
- Resource Sharing Advisory Committee

MLS also hosts a short-term task force to study sharing information about patrons. This group continues to meet. However, it does not report to MLS.

Discussion Items:

- Member satisfaction survey results for BiblioTemps, Delivery, Purchasing Cooperative, and Continuing Education.
- School library certification update. Nine of the 68 libraries that were unable to meet membership requirements this year have re-enrolled MLS.
- Listening Tour. The Board discussed the recent listening tour stops on advocacy and active membership ([Notes](#)) at the MLA and MSLA conferences in May. Please complete our online active member form to suggest topics for the next round at: [Volunteer Form for Active Membership](#)
- MLS Business & HR Director, Betsy Meaden reported that our attorney has filed the application to dissolve the WMRLS Corporation, as long planned.