

## Member Update March 2018



### Executive Board Action – February 26, 2018

#### Strategic Planning Policies

The Board approved a recommendation to establish policies on MLS Strategic Planning activities with member libraries as follows: The MLS is pleased to offer these services to assist libraries with the planning process.

1. Present Annual Strategic Planning workshops. Workshops are held each calendar year, at locations around the state. Upcoming and recent events:
  - a. 2/22- Mason Library, Great Barrington
  - b. 2/8- Ames Library, Easton
  - c. 3/9- MLS Marlborough
  - d. 3/13- Palmer PL
  - e. 3/19- Milne Library, Williamstown
  - f. 3/29- Peabody Institute, Danvers
  - g. 4/3- CLAMS Headquarters, Hyannis
2. Author and regularly update a *Strategic Planning for Libraries* resource guide for library reference: <http://guides.masslibsystem.org/strategicplanning>
3. Provide one dedicated on-site visit from an MLS Consultant who can:
  - a. Facilitate a planning meeting: with your planning committee, trustees, staff, or community group.
  - b. Discuss planning process with library director/management.
  - c. Assist with planning pre-work.
  - d. Assist with the development of discussion questions for your survey or community group meetings.
4. Provide ongoing assistance with logistics of planning, answers to questions about the process, writing, and implementation of your plan. Continuing assistance is available via phone or email.
5. Review plan draft prior to library submission to the MBLC.

#### The MLS Road Show

The Board discussed a proposal to expand MLS site visits. Members have requested more frequent on-site presence from MLS, especially to meet new library directors. Board members are very interested in being a part of these expanded visits. Planning is now underway to launch the “Road Show” in the fall. In the meantime, we welcome your requests for a site visit from MLS staff. Please let us know.

## **Special Commission on School Libraries in Massachusetts *Report* Issued**

*The Massachusetts School Library Study: Equity and Access for Students in the Commonwealth. Report of Findings and Recommendations of the Special Commission on School Library Services in Massachusetts* will be presented to the Joint Committee on Education of the Legislature, per the charge of the Commission, this week. The Commission was sponsored by Representative Sean Garballey (Arlington) and the late Senator Ken Donnelly (Arlington) and comprised of hard-working representatives of the Massachusetts School Library Association, including Judi Paradis (Thomas R. Plympton Elementary School, Library) and Kendall Boninti (Cambridge Rindge and Latin School, Pearl K. Wise Library), Judy Marcella of the Dept. of Secondary and Elementary Education, George Comeau a Commissioner with the MBLC, and others. MLS was represented on the Commission by Greg Pronevitz, Executive Director. The researchers for the Commission was Dr. Carol Gordon and Dr. Robin Cicchetti (Concord-Carlisle High School).

The *Report* includes the results of a statewide study and recommendations such as improving access to:

- school libraries and school librarians
- information resources in school libraries
- information technology
- library instruction and help
- funding

The report has been posted on the MBLC website at this URL: <https://mblc.state.ma.us/school-libraries-study/>

### **Directors' Forums**

March 9, 2018 at 10-12 noon at Boxboro Public Library

Topic: Ellen Rainville, J.V. Fletcher Library (Westford) will lead a discussion on steps you can take to assist your library in planning for the director's retirement. [RSVP](#)

March 30, 2018 at 12-2pm at Hopkinton Public Library

Join your library director colleagues for this informal brown-bag lunch discussion. It is a great opportunity to network and visit a newly renovated space. [RSVP](#)

April 20, 2018 at 10-12 noon at the Sturgis Library in Barnstable

Topic: Strategic planning. This forum was scheduled to allow library directors to share information about their own planning efforts. [RSVP](#)

Please let us know if you have any questions or if you would like to host a future forum at your library.

## **Massachusetts Regional Research Institute for Public Libraries**

Registration for the Massachusetts Regional Research Institute for Public Libraries (RIPL) is now open! This exciting 2-day event will take place at the Devens Common Center on May 7 & 8, 8am-5pm each day.

50 participants from Massachusetts will engage in two days of hands-on, intensive workshops about:

- Designing outcome-based evaluation of programs and services
- Assessing the needs of your community
- Techniques for tracking public library data and using these data for planning, management, and demonstrating the library's worth
- Using data and stories to document the impact of your library

Participants will walk away from the RIPL Regional with tools for evaluation, confidence in building research into their activities, and a network of colleagues for future learning and success.

For more detailed information about the RIPL Regional event, including presenter bios and the daily program, please visit the RIPL site: <https://ripl.lrs.org/ma2018/>

Click here to [Register!](#)

Registration is open to staff of Massachusetts Library System members (max one person per library), and the cost is \$150 which includes breakfast and lunch each day. The last day to register is April 17.

## **Join Project SET 2018**

We are happy to announce that the application period for our fourth cohort of Project SET is now open! Join us in 2018 and kickstart your career development.

[Complete the Online Application!](#)

Project SET is a professional learning cohort that supports the development of individual career goals and the exploration of other aspects of the library community. Every session provides the chance for participants to build knowledge, communication skills, connections, awareness, and confidence as an information professional. SET is a way to interact with other librarians by stepping out of the day-to-day routine and thinking about the bigger picture.

Project SET is an amazing opportunity to work with librarians of all types throughout the Massachusetts community who are passionate about the profession. It is an inspiring program that pushes participants and gives them the time and permission to reflect deeply on their place in the library world. The program is designed to broaden your library related understanding, boost your confidence and connect you to colleagues.

Project SET prides itself on creating an open and welcoming environment for its participants. We are committed to building a cohort of participants from diverse cultures, backgrounds, and experiences. Applications from diverse applicants are strongly encouraged.

For additional information about Project SET check out our [LibGuide!](#)

## **Recent Satisfaction Surveys**

MLS has conducted four satisfaction surveys of member libraries recently. MLS surveys members about program that they participate in individually with a common set of questions. This approach provides reliable and useful responses.

### **Commonwealth eBook Collections**

Summary Results: Satisfaction: 3.9 on a scale of 1-5

Respondents who reported no change or higher satisfaction since last year: 82%

#### **Selected stories:**

- *We have students on IEPs that require access to audiobooks. Axis360 has most of our required readings in audio format, easily available for free! Thank you!!*
- *I have had TWO parents of YA Patrons, who have never utilized the library previously are now avid eBook readers.*
- *As an academic library, we do not offer our users Overdrive from our library. The MLS service enables us to provide our users with materials that we would not ordinarily purchase, due to budget limitations.*

### **Journal Article Document Delivery**

Summary Results: Satisfaction: 4.6 on a scale of 1-5

Respondents who reported no change or higher satisfaction since last year: 82%

Nearly all comments pertain to speedy, reliable and friendly service that members enjoy from this service.

### **Statewide Databases**

Summary Results: Satisfaction: 3.8 on a scale of 1-5

Respondents who reported no change or higher satisfaction since last year: 54%

Ratings are down, and there were many comments related to the outcomes of the procurement which is not surprising. Libraries definitely felt a sense of loss, but there were a heartwarming number of libraries that offered praise for the outcome in recognition of the challenging budget situation.

## **Delivery**

Summary Results: Satisfaction: 3.4 on a scale of 1-4

### **Selected stories:**

- *Thanks for doing such an excellent job. Our patrons are in awe of their ability to request materials and have them appear so quickly. We love this system and all that you do to keep the wheels oiled.*
- *Good service and timely. Only complaint is that often if bins are overfilled we receive some items water damaged from the rain. Otherwise we get our items as expected.*
- *Endicott College is extremely pleased with our delivery person, his timeliness and patience during our construction on campus. Sorting is amazingly accurate and consistent.*
- *I think you do a great job considering the complexity of sorting & scanning and then delivering to Cape Cod, and the Islands during the summer! Thank you.*

### **Upcoming Surveys Planned**

- BiblioTemps (March)
- Delivery (March)
- Continuing Education (April)
- Cooperative Purchasing (May)