



FY22 ANNUAL REPORT

MASSACHUSETTS LIBRARY SYSTEM

The Massachusetts Library System (MLS), a state-supported collaborative, fosters cooperation, communication, innovation, and sharing among member libraries of all types. The Massachusetts Library System promotes equitable access to excellent library services and resources for all who live, work, or study in Massachusetts.

Our mission has always embraced social justice and the MLS Team is committed to providing services that benefit and contribute to the library profession's core values: diversity, inclusion, equity, access to information, free expression, privacy, and social justice.

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Hello MLS Members, Partners, Supporters, and Friends,

Welcome to our FY2022 Annual Report. I'm pleased to report that over the past year, MLS worked to ensure consistent and, in some cases, elevated support for the services our members value.

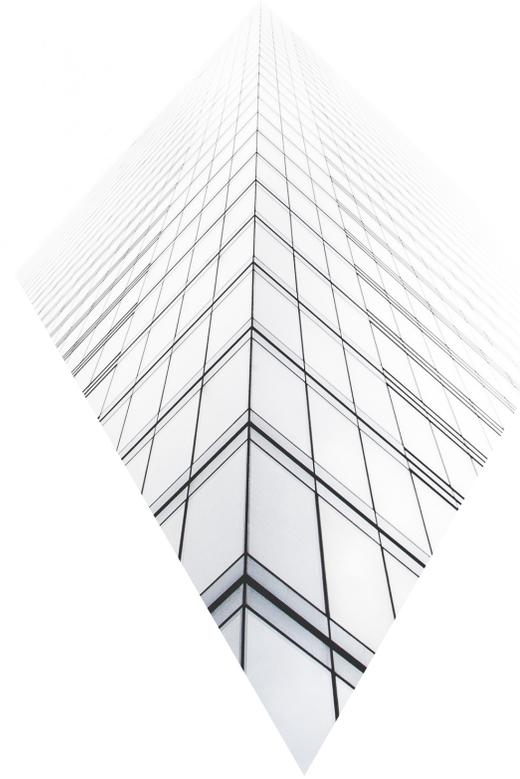
Our strategic plan gave us the roadmap we needed to continue our success, while our new communication process helped keep work transparent. Our achievements included:

- Following our FY22's Action Plan, we kept on track to deliver services and opportunities most needed by our members, as defined in our Strategic Plan.
- Record numbers for many of our services (again!), most notably with increased use to the Commonwealth eBook Collection, Trainings, and BiblioTemps.
- It's been wonderful to continue to connect with our members online, in person, at trainings, and at events!

Please read on to learn more about MLS and the work we've accomplished and will continue to do.

I, and the entire MLS team, welcome the opportunity to work with you. We're excited to already be pursuing new and sustained opportunities for FY23.

Finally, I'd like to recognize our board of directors, members, partners, and supporters and especially our talented staff, whose dedication and expertise allows MLS to be the success that it is.



Sarah Sogigian
Executive Director

CONSULTING AND TRAINING



207	5,787	13,490	628
events	workshop attendees	learning hours	consulting hours

In FY22, we prioritized building collaborations with outside experts to allow us to offer focused trainings and resources on:

- Diversity, Equity & Inclusion (DEI) with Cultures Connecting
- Leadership Development with Cathy-Hakala Ausperk, Cheryl Gould, and others
- Human Resources with the Employer's Association of the NorthEast
- Webinars with PCI Webinars and LibraryWorks
- Intellectual Freedom resource guide with the Massachusetts Board of Library Commissioners (MBLC) and the Massachusetts Library Association's (MLA) Intellectual Freedom/Social Responsibilities Committee.
- Digital Privacy resource guide with the Library Freedom Project and MLA's Information Technology Section.

Our team of Consultants offered a variety of consulting services and learning opportunities, including:

- Project Management Salad Bar
- Critical Disinformation Studies: A Mini Course
- Strategic Planning support
- Improve your Virtual Meetings

“[T]his [HR] series was among the best trainings I have attended. ... The whole series by [Employers Association of the NorthEast] was terrific and I would enthusiastically recommend it.” - evaluation response

SUMMER LIBRARY PROGRAM

MLS provides training, promotional materials, a program manual and guidance to support public libraries with their summer reading and learning initiatives.

Summer 2021, libraries continued to offer a wide variety of event and program options for their communities. While the statewide theme was the Collaborative Summer Library Program’s “Tails and Tales”, celebrating animals of the world, the unofficial theme was “flexibility.”

- Outdoor programming continued to be a popular choice, especially as libraries considered rising COVID cases and local regulations.
- Some libraries began to host indoor in-person programs for the first time since before the pandemic.
- Online story times and educational programs continued to be popular.
- “Take and make” crafts that began in 2020 continued to bring thousands of people to libraries throughout the Summer 2021.

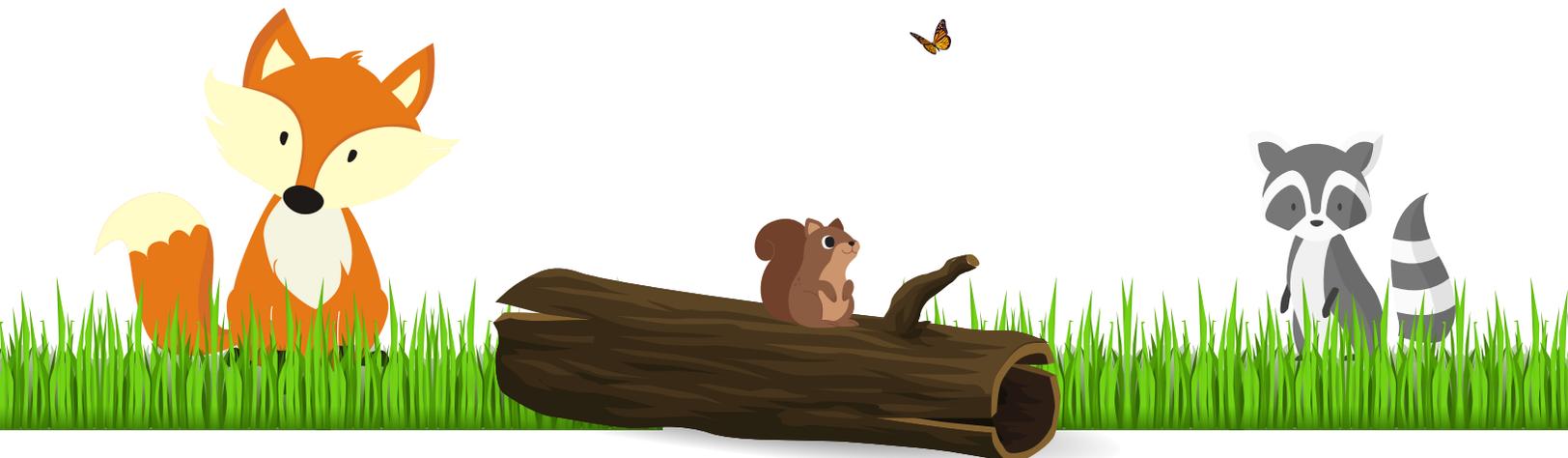


78,000
registered for
summer programs

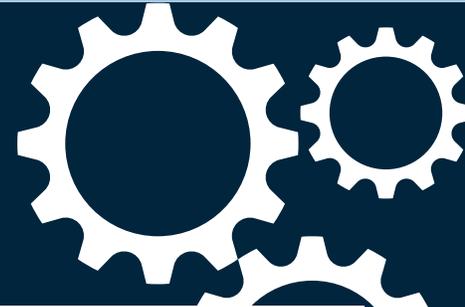
7,250
in-person programs
an average of 1 program
per library per day!

170,000
attendance at
in-person programs

120,430
"take and make" kits
given out by
libraries



ELECTRONIC RESOURCES



Commonwealth eBook Collections

55 new libraries joined the program, bringing the total number of participating school libraries to 564, an all-time high.

The OverDrive K-12 Shared Sora Collection broke monthly circulation records three times throughout the year. It exceeded 1 million total checkouts of titles for the first time in the history of the program.

The MLS shared Sora Collection ranks #1 in New England and 3rd in the US and World in total circulations for K-12 shared collections.

The OverDrive K-12 Shared Sora Collection was awarded \$400,000 in ARPA funding from the MBLC. These funds were used to increase equity of access, increase diverse representation of materials, and provide simultaneous use access to curriculum titles. MLS also offered a handful of community chats for school participants in the past year.

1,073,900
circulations for school collections

113,089
items in school collections
over 63K more than in FY21

564
participating school libraries



Statewide Databases

7,152,255
full text articles viewed
2M more than in FY21

314
support requests

19
live training events

Every Massachusetts resident has instant access to a vast array of general and scholarly periodical articles, encyclopedias, the full text article archive of The Boston Globe, and more.

Three staff members served as core members of the FY23 Database Procurement team, led by MBLC. New databases were selected and made available on July 1, 2022.



RESOURCE SHARING

Statewide Delivery - Document Delivery - ILL - MassCat

The Resource Sharing Team saw a 42% increase from FY21 in the number of mediated interlibrary loan borrowing requests placed by member libraries.

The end of FY22 also brought the start of lending materials across the country through OCLC. We filled 134 loans in total, about half of which were filled in June.

We hosted 16 Community Chats for ILL staff at member libraries, two co-hosted with staff from Delivery and eResources, reaching over 237 attendees and covering everything from ILL codes to tracking items using USPS' free tracking tools.

MassCat saw circulation and network transfers climbing back to pre-pandemic levels.

We also invited librarians to meet delivery staff at the new Worcester sort facility and get a sneak peek at the work behind processing and delivering library materials to our 500+ participating members.



11,350,000
items delivered
via Statewide Delivery

12,728
ILL and Document Delivery
requests processed

133,929
MassCat items circulated
up 24K from FY21



BIBLIOTEMPS

BiblioTemps is an employment service provided by MLS. This fee-based service recruits, interviews, and screens library workers for all job levels. We assist in filling short-term and permanent placements at public, academic and special libraries throughout Massachusetts.



In Fiscal Year 2021 usage of BiblioTemps was down due to the COVID-19 Pandemic. As libraries opened back up and vaccinations became more widely available, the interest in BiblioTemps and the need for staffing also grew. In FY22 we filled 52 positions, this was over three times the number of filled positions in FY21 (16). BiblioTemps also added 13 new Clients. Six of our placements were hired permanently, more than any other year of operation. As a pilot program, BiblioTemps worked with Trustees at two libraries to conduct their search for a new library director and filled our first two direct hire positions.

For more information about BiblioTemps please visit our website bibliotemps.com

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“5 stars for quality of staffing placement, ease of process, and quality customer service from Amanda. We had a positive experience. Our temp gained valuable skills as an early career librarian, and we were able to maintain services. This service is critical as Massachusetts libraries emerge from COVID with staffing challenges.” -Lyena Chavez, Merrimack College

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COOPERATIVE PURCHASING

MHEC, our cooperative purchasing partner, is a New England wide purchasing consortium that uses its larger member base and procurement expertise to negotiate high cost savings for members. We work closely with MHEC to ensure the products that libraries purchase are available at the best price possible.

MHEC launched i-buy marketplace

In FY 2022, MHEC launched their new e-commerce site, i-buy marketplace™. MLS members are now able to take advantage of a point and-click shopping experience where they can search, compare prices, benefit from promotional specials, request a quote, order, and pay — all on one site.

**MLS MEMBERS
SAVED OVER
\$13.5M
BY
PURCHASING
THROUGH
MHEC**

With the new contracts that MHEC secured in FY22, MLS members had access to discounted pricing on everything from books and media to digital technologies. Members can purchase from all of the MHEC contracts, including printing and promotional products, maintenance contracts, and disaster restoration services.



January 2021 - June 2022: Strategic Plan Action Plan Report

Strategic Initiative 1

MLS ensures its services are sustainable, prioritize member needs, and equitably serve all member types.

MLS ensures service value to all member types.

- Coordinated library visits with MBLC staff, placing special emphasis on talking with new directors.
- Developed materials clarifying member benefits, a new internal member directory and tracking program, and promotional materials for specific services.
- Introduced a standard post-workshop evaluation, a new learning management system, and established a new staff position to manage these features.

MLS will continue to strengthen its partnerships and collaborations to allow MLS to focus on what it does uniquely well.

- FY22 Collaborators include: Boston Public Library, Massachusetts Board of Library Commissioners, New England state libraries, Boston Children's Museum, MA Department of Public Health, and the Employer's Association of the NorthEast.

New services will be designed to deliver the greatest statewide impact, able to expand and contract due to available funding and need.

- MLS staff participated in the joint MLS/MBLC Database Procurement and Advisory Committee. New databases launched on July 1, 2022 and impact will be noted in FY23.
- MLS collaborated with several organizations to bring unique benefits to members. Members utilized over 1,300 learning hours on DEI topics, 1,075 learning hours on HR related topics, and over 850 learning hours on leadership development.

January 2021 - June 2022: Strategic Plan Action Plan Report

Strategic Initiative 2

MLS empowers leaders to emerge at every level of library service, connecting staff throughout the stages of their careers.

MLS promotes excellence and continuity by providing professional development, conversation, and community around leadership.

- MLS hosted a series of learning opportunities around management for library supervisors and new directors, with a particular focus on their needs.

Leadership, professional development, and networking opportunities will have flexible offerings in order to include participants from various library types, library sizes, and resources.

- MLS offered HR related workshops with the Employers Association of the NorthEast, external experts in Leadership, Management, informal chats, and in person consultations.

Strategic Initiative 3

MLS will take the lead in facilitating important conversations, and support member-facing initiatives focused on DEI: diversity, equity, inclusion, accessibility and social justice.

MLS will integrate the core values of diversity, equity, inclusion, accessibility and social justice into its policies, practices, procedures, and programs.

- See specific Action Plan report below for more details.

Following the lead of trusted experts, MLS will build awareness in using the DEI tenets with member library staff to identify and eliminate barriers to inclusive library services.

- MLS staff created and shared tools to assist member libraries in this work, including Collection Development Audits, Cultural Competency resources, and trainings on DEI related topics.

Strategic Initiative 3: MLS will take the lead in facilitating important conversations, and support member-facing initiatives focused on DEI: diversity, equity, inclusion, accessibility, and social justice work

INTERNAL

- All staff trainings: group and self directed
 - DEI audit of HR materials including Staff Handbook and Search Practices
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EXTERNAL

- Accessibility options for all MLS events, including caption and transcript options to all MLS online events.
 - Allocation of additional funding for the Commonwealth eBook Collection, in an effort to ensure equity of access and increased diverse representation of materials.
 - Focused trainings to assist our members with their own DEI work.
 - Diversifying class topics and speaker profiles
 - Increased support for Statewide Delivery, to ensure staff retention and continued operations in providing equity of access to all library users in MA.
 - Focused work on allocating funding and staff capacity for these efforts.
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CONNECTIONS

- Ongoing communications with statewide and local associations, groups, and libraries as they conduct their work around social justice.
- Continued discussions on how MLS can support our libraries and their staff.

People

MLS is people-powered! We couldn't do what we do without our dedicated Executive Board, talented staff, committed members and partners who work tirelessly to provide great service. Thank you!



Library Visit at Shrewsbury Public Library



Karen Traub, MBLC Commissioner and Jan Resnick, Library Advocate



Concord Free Public Library Delivery



Mary Kronholm, library advocate, Sarah Sogigian, MLS, Celeste Bruno, MBLC, Eric Poulin, Simmons SLIS West, and Lynn Blair, Southwick Public Library

Executive Board Members

Anne Bognolo
Eaglebrook School, Deerfield

Kim Cochran
Fitchburg High School

Stephanie Friere Ford
McLean Hospital, Belmont

Hope Houston
Bentley University, Waltham

Sara Kelso
Newburyport Public Library

Emily Levine
Brockton Public Library

Melinda Webster Loof
Bowman Elementary School,
Lexington

Patrick Marshall
Wareham Free Library

Elizabeth McGovern
Westwood Public Library

Rebecca Morin
Worcester Art Museum

Becky Plimpton
Joshua Hyde Public Library,
Sturbridge

Jill Westover
Worcester Polytechnic
Institute

Thomas Raffensperger
Westfield State University

Tim Rivard
Massachusetts Bay
Community College

Joseph Rodio
South Hadley Public Library

Ex Officio

James Lonergan
Massachusetts Board of Library
Commissioners

Eric Poulin
Simmons University

Sarah Sogigian
Massachusetts Library System

Karen Traub
Massachusetts Board of Library
Commissioners

Angela Veizaga
Boston Public Library



Amos Thomas



Kristi Chadwick



Christi Farrar



Heather Hibbard

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Kelly Jo Woodside
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New Members

Arthur J. Epstein Hillel School
Marblehead MA

Charlotte E. Dunning Elementary School
Framingham MA

Elm Street School
Gardner MA

Ford Middle School
Acushnet MA

Francis J. Burke Memorial Elementary School
Medway MA

Greater Commonwealth Virtual School (GCVS)
Greenfield MA

Henri A. Yelle Elementary School
Norton MA

John D. McGovern Elementary School
Medway MA

Medway Middle School
Medway MA

Mountain View School
Easthampton MA

Plymouth Community Intermediate School
Plymouth MA

Stapleton Elementary School
Framingham MA

Returning Members

Atlantic Middle School
Quincy MA

Austin Preparatory School
Reading MA

Beaver Country Day School, Research &
Design Center Chestnut Hill MA

Bellingham Memorial School
Bellingham MA

Berkshire Arts and Technology Charter Public
School Adams MA

Bourne Middle School
Bourne MA

Department of Veterans Affairs Central
Western Massachusetts Healthcare System
Leeds MA

King Philip Middle School
Norfolk MA

Luther Burbank Middle School
Lancaster MA

Mary M. Lynch Elementary School
Springfield MA

Northeast Metro Tech, NEMetroTech
Wakefield MA

Quabbin Regional Middle/High School
Barre MA

Revere High School
Revere MA

Whitinsville Christian School
Whitinsville MA



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