

**MASSACHUSETTS
LIBRARY SYSTEM**



**Annual
Report**

FY2023



ABOUT

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.

Hello MLS Members, Collaborators, Supporters, and Friends,

I'm pleased to share our FY2023 Annual Report. Over the past year, MLS has continued to provide the critical services our members rely on and have added new services to elevate our work.

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

- Prioritizing time and funding to address equity and inclusion issues in our electronic resources, physical membership, learning opportunities, and new programs, such as our Language Learning and Library Juice Academy grants.
- Meeting with our members! Through visits, meetings, committee work, classes, and conferences, we have continued to benefit from meeting with our colleagues across the state and beyond.
- Collaboration work with local and statewide groups, specifically on Intellectual Freedom and sharing staff expertise at various conferences.

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 working on new and sustained opportunities for FY24.

MLS owes its success to people...our talented and dedicated staff, board of directors, members, collaborators, and supporters that work toward making our organization a critical partner in library service in Massachusetts.

Warm regards,

Sarah Sogigian
Executive Director



Consulting and Training Services

In FY23 our team of MLS consultants facilitated a variety of well-received workshops, including:

- Chat GPT and Generative AI: Implications for Libraries and Education
- Effective Strategies to Improve Teamwork
- Moving Beyond Surveys
- Soft Skills Can Be Hard: Interpersonal Skills in Your Library
- Weeding the Print Collection



95%

**of attendees said they
learned something new
by attending the
workshop**

“As you know, there are a lot of articles available on Chat GPT, which makes it difficult to know where to begin. Your presentation was clear, succinct, and informative. As a result, I learned a lot and have a new awareness of this new, evolving tool.” - Public Library, Library Assistant

AT A GLANCE



4,184

training
attendees



7,353

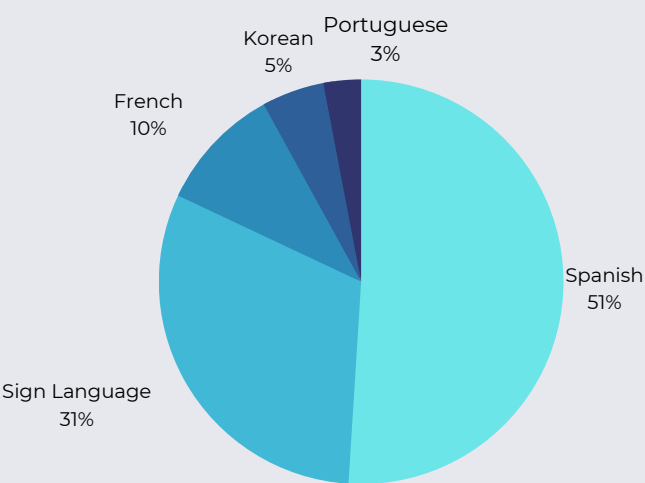
hours spent in
learning



708

consulting hours

While MLS offers a robust catalog of learning opportunities, we recognize that some library staff may have learning needs that go beyond the trainings that MLS offers. During FY23, MLS launched two new grant programs to allow staff at MLS member libraries to pursue professional development opportunities with external organizations. These grant opportunities were created in support of Initiative 1 Goal 3 and Initiative 2 Goal 2 of the MLS strategic plan.



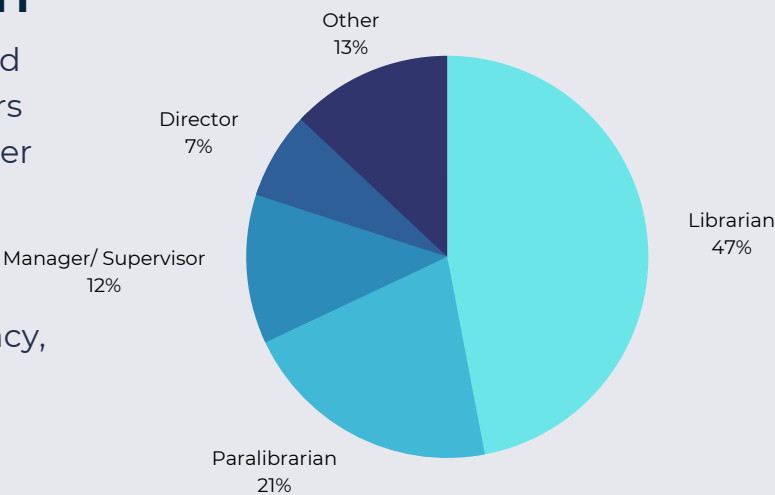
LANGUAGE LEARNING GRANT

The Language Learning Grant launched on February 2, 2023. This grant program reimburses staff in MLS member libraries up to \$500 to take language courses. In the first 5 months of the grant, we approved 39 library staff to take language courses.

*“The language learning grant I received helped to cover the cost of a course I would otherwise not be able to afford”
-grant recipient*

LIBRARY JUICE ACADEMY GRANT

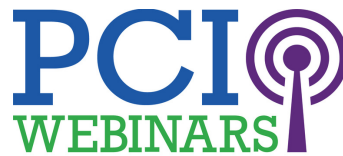
The Library Juice Academy Grant launched on April 12, 2023. This grant program covers the registration fee for staff in MLS member libraries to take Library Juice Academy eCourses. Library staff applied to take 57 different eCourses. The most requested eCourses were Foundations of Early Literacy, Python for Librarians, Excel for Librarians, and Introduction to Cataloging.



Library Staff Participants

“I do not have a Master’s degree, so this is helping fill in the gaps of my formal education.” - grant recipient

In FY23, MLS continued to place a special focus on collaborating with organizations to create unique opportunities on behalf of our member libraries. These collaborations include:



- American Library Association: Five-part Intellectual Freedom webinar series
- Association of College & Research Libraries: Two Virtual “Off-Road Shows”
- Employers Association of the NorthEast: HR Hotline and four-part “Lunch & Learn” series
- LibraryWorks and PCI Webinars: Weekly webinars with speakers from across the country
- MA Department of Mental Health: Three-part mental health webinar series (with MBLC)
- Simmons University: Four-part Leadership & Management Conversations series

We also collaborated with other New England states to produce Teen Summit (a day-long, multi-track virtual conference for library staff serving teens) and Summer Summit (a day-long virtual conference for library staff who were planning summer events for patrons of all ages).

Additionally, we brought together representatives from MLS, Massachusetts Board of Library Commissioners (MBLC), Massachusetts Library Association (MLA), and Massachusetts School Library Association (MSLA) to form a taskforce to address the growing number of materials and program challenges occurring in our member libraries. This work resulted in the creation of a [Joint Statement on Intellectual Freedom and Censorship](#), custom trainings and conversations around intellectual freedom, and community specific support.

Summer Reading



Summer 2022 was MLS's first official year working with the iREAD program to provide libraries across the Commonwealth with a theme, artwork, a resource manual, and materials for their summer library program. Massachusetts library patrons of all ages were encouraged to "Read Beyond the Beaten Path" with a camping/outdoors theme and participating library staff extended the theme to crafts, story times, star-gazing parties, and more. Along with the shift to a new summer library program provider, MLS has shifted our data-gathering to focus on the impact of summer library programs. We have encouraged libraries to use outcomes measurement tools and to gather the stories that illustrate the library's role in the community.

"Thank you for helping us make memories, encouraging reading and providing socialization time. We love the library!" - Feedback from Impact Survey



Electronic Resources

STATEWIDE DATABASES

FY23 marked year one of working with and supporting new vendors and new products. The new resources include the “Animals” and “Biographies” modules from Capstone PebbleGo and the language learning resource Transparent Language. New resources from current vendors include Gale Presents: Peterson’s Test Prep, Gale Interactive: Science, Gale in Context: Environmental Studies, Gale LegalForms for Massachusetts and Encyclopedia Britannica Moderna.



8,304,655

**total full-text downloads
over 1M more than FY22**

COMMONWEALTH EBOOK COLLECTION

The MLS OverDrive K-12 Shared Sora Collection ranks #1 in New England, #2 in the United States, and #3 in the world for total checkouts. Our circulation of the Sora Sweet Reads titles hit a milestone as the top circulating school platform for both the U.S. and Worldwide. In FY23, 33 schools joined bringing the total participating schools to 570, a new all-time high.

1,601,405

circulations for schools

570

participating school
libraries

215,957

total items
138,000+ added to the
collection in FY23



Resource Sharing

In FY2023, the Interlibrary Loan (ILL) team saw an increase in borrowing requests made by member libraries over FY2022. We were able to fill 75% of requests, which is also an increase from last year. In total 12,454 requests were filled by MLS ILL.

We also increased the number of items we loaned from our members to libraries across the US and Canada, supplying over 2300 items. We even sent a book chapter scan to New Zealand!

Boston Public Library's Document Delivery service saw over 3,700 article requests filled.

MassCat saw circulation and network transfers back to pre-pandemic levels with over 144,000 items circulated and total holdings of 517,000 items.

Delivery: Did you know?

85% of items in delivery are processed without routing slips using Sort-to-Light, saving the time of library staff, while significantly cutting down on mis-sorts. Using Sort-to-Light has saved over 863 miles of paper a year...enough to reach from Boston to Chicago!

12M

items delivered
via statewide delivery

16,614

ILL requests - 1K more
items than in FY22

123,531

MassCat items circulated

BiblioTemps®

BiblioTemps is an employment service provided by the Massachusetts Library System. This fee-based service recruits, interviews, and screens library workers for all job levels. We assist in filling short and long term temporary and permanent positions at public, academic, and special libraries throughout Massachusetts. For more information about BiblioTemps please visit our website bibliotemps.com

68

positions filled, a 31% increase over FY22

At a Glance



New Clients

11



Successful Fill Rate

89%



Permanent Hires

8

"I have been telling everyone I can about BiblioTemps. I haven't seen another program like this in any state and it's so wonderful! Y'all have been so kind and helpful throughout every step of the journey, and it made all the difference!" - Temporary Day Supervisor 2023

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.



**MLS members saved by
purchasing through
MHEC in FY23**

Over 562 Massachusetts libraries use MHEC for their purchasing needs. With the new contracts that MHEC secured in FY23, MLS members had access to discounted pricing on everything from books and media to digital technologies.

In 2023 MHEC hosted a virtual meeting with Ingram and had over 100 participants.





Legislative Day



MHEC Expo



West Bridgewater Delivery Open House

Our Members

Thank You

Executive Board Members

Anna Bognolo
Greenfield Public Library

Kim Cochrane, Ph.D
Fitchburg High School

Shannon Compton, Ph.D
BayPath University

Hope Houston
Bentley University, Waltham

Melinda Webster Loof
Bowman Elementary School,
Lexington

Patrick Marshall
Wareham Free Library

Elizabeth McGovern
Westwood Public Library

Allyson Malik
Oak Bluffs Public Library

Rebecca Morin
Worcester Art Museum

Becky Plimpton
Joshua Hyde Public Library,
Sturbridge

Thomas Raffensperger
Westfield State University

Tim Rivard
Massachusetts Bay Community College

Joseph Rodio
South Hadley Public Library

Jill Westover
Worcester Polytechnic Institute

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

Our Team

Laura Bogart
Resource Sharing Assistant
laura@masslibsystem.org

Kathryn Bowen
Resource Sharing Assistant
kathryn@masslibsystem.org

Kristi Chadwick
Consultant
kristi@masslibsystem.org

Alison DeMers
Resource Sharing Librarian
alison@masslibsystem.org

Sarah Donnelly
Project/Event Manager
sdonnelly@masslibsystem.org

Michelle Eberle
Consultant
michelle@masslibsystem.org

Christi Farrar
Consultant
christif@masslibsystem.org

Amanda Fauver
Membership and BiblioTemp®
Manager
amanda@masslibsystem.org

Heidi Flynn
Resource Sharing Assistant
heidi@masslibsystem.org

Dodie Gaudet
MassCat Cataloger
dgaudet@masslibsystem.org

Oscar Lanza-Galindo
Consultant
oscar@masslibsystem.org

Heather Hibbard
BiblioTemps® Assistant
heather@masslibsystem.org

Scott Kehoe
Library Resources Director
scott@masslibsystem.org

Shirley MacLean
Member Services and Office Support
smaclean@masslibsystem.org

Amanda Malikowski
Delivery Coordinator
amalikowski@masslibsystem.org

Terry McQuown
Consulting and Training Services Director
terry@masslibsystem.org

Betsy Meaden
Business and Human Resources Director
betsy@masslibsystem.org

Vincent Nguyen
Resource Sharing Assistant
vincent@masslibsystem.org

Anna Popp
Consultant
anna@masslibsystem.org

Lida Refah
Staff Accountant
lida@masslibsystem.org

Tressa Santillo
Electronic Resources Coordinator
tressa@masslibsystem.org

Sarah Sogigian
Executive Director
sarah@masslibsystem.org

Jane Stimpson
Consultant
jane@masslibsystem.org

Amos Thomas
IT Support Specialist
athomas@masslibsystem.org

Hillary Washburn
Instructional Designer & LMS
Administrator
hillary@masslibsystem.org



Hillary Washburn



Oscar Lanza-Galindo



Heidi Flynn



Jane Stimpson

New Members

Boardwalk Campus Library
Acton

Dearborn STEM Academy
Roxbury

Discovery School at Four Corners
Greenfield

Fayerweather Street School
Cambridge

Federal Street Elementary School
Greenfield

Hennigan K-8 School
Jamaica Plain

Josiah Quincy Elementary School
Boston

Leicester Elementary School
Leicester

Lesley Ellis School
Arlington

Lilla G. Frederick Pilot Middle School
Dorchester

Lunenburg Primary School
Lunenburg

Maria Weston Chapman Middle School
Weymouth

Mario Umana Academy
East Boston

Mather Elementary School
Dorchester

Mattahunt Elementary School
Mattapan

McKay Elementary School
Fitchburg

Mulcahey Elementary School
Taunton

Nathan Hale Elementary School
Roxbury

Nauset Regional High School
Eastham

Newton Elementary School
Greenfield

Old Sturbridge Village Research Library
Sturbridge

Patrick Lyndon Pilot School
West Roxbury

Paul A. Dever Elementary School
Boston

Phelps Elementary School
Rockland

Reingold Elementary School
Fitchburg

Roger Clap Elementary School
Dorchester

Samuel W. Mason Pilot Elementary School
Roxbury

Sizer School
Fitchburg

Returning Members

Arthur W. Coolidge Middle School
Reading

Ayers Elementary School
Beverly

Boyden Elementary
Walpole

Brooks School
North Andover

Centerville Elementary School
Beverly

Commonwealth School
Boston

Cove Elementary School
Beverly

Dennett Elementary School
Plympton

Dual Language Elementary School
Waltham

East Meadow School
Granby

East Middle School
Braintree

Edward Bellamy Middle School
Chicopee

Edward P. Boland Elementary School
Springfield

Elmwood Elementary School
Hopkinton

Frederick Harris Elementary School
Springfield

Greenfield Middle School
Greenfield

Hannah Elementary School
Beverly

Hedge Elementary School
Plymouth

Henry Whittemore Elementary School
Waltham

Holbrook Middle High School
Holbrook

Hopkinton Middle School
Hopkinton

Hosmer Elementary School
Watertown

James Fitzgerald Elementary School
Waltham

Jeremiah E. Burke High School
Dorchester

Luther Conant Elementary School
Acton

Mary E. Curley School
Boston

Mary M. Lynch Elementary School
Springfield

McCarthy Middle School
Chelmsford

Nantucket Elementary School
Nantucket

Nantucket Intermediate School
Nantucket

Nashoba Brooks School
Concord

Nipmuc Regional High School
Upton

North Beverly Elementary School
Beverly

Phillips Academy
Andover

Sarah Greenwood K-8 School
Dorchester

South Elementary School
Plymouth

Springfield High School of Science and Technology
Springfield

St. Mark's School
Southborough

Thayer Academy
Braintree

The Fenn School
Concord

The Rivers School
Weston

Turkey Hill Elementary School
Lunenburg

West Tisbury Elementary School
West Tisbury

William E. Norris School
Southampton

William H. Galvin Middle School
Canton

Wilmington Middle School
Wilmington

Xaverian Brothers High School
Westwood



Marlborough Office
33 Boston Post Road WEST
Marlborough, MA 01752
Suite 400

Northampton Office
241-243 King Street
Northampton, MA 01060
Suite 250

www.masslibsystem.org
[info @masslibsystem.org](mailto:info@masslibsystem.org)
508-357-2121