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"MCLS's mission is to facilitate sharing resources and to collaborate with other organizations to benefit Indiana and Michigan libraries."



MCLS at Three: Taking Stock

Annual Report 2013

[Executive Report](#)

Randy Dykhuis

In many respects, FY2013 was a transition year for MCLS. Or perhaps more accurately, it reflected our ongoing transition as we move beyond the shadow cast by our two legacy organizations, the Michigan Library Consortium and INCOLSA to find a model of service that provides additional value for our members in both states.

As we began FY2013 in July 2012, we had experienced more than a year of staff upheaval. We reorganized due to financial conditions and lost long-time staff members. I am happy to report that by the end of FY2013 this past June, we had replaced several of those positions and had positioned ourselves for new success in FY2014 and beyond.

During the past year, we had some notable accomplishments:

- We signed a new three-year agreement with the Library of Michigan to provide MeL implementation, support, and training services. The contract will carry us through September 30, 2015. As you will read elsewhere in this report, Michigan libraries continued to make strong use of MeL to borrow and lend materials through MeLCat and search for high-quality articles and content through MeL databases.
- We were financially responsible. Through the combination of several factors, including increased activity in group licensing, good returns on our investments, and significantly reduced expenses, we increased our fund balance.
- In March, the Michigan Cooperative Directors Association and MCLS worked together to bring Paula Singer to Flint for a two-day workshop on succession planning and developing a management tool-kit. More than 70 Michigan librarians and a few from Indiana attended the workshop.

- In September, the Library of Michigan joined our collaborative training efforts with the cooperatives by helping plan a two-day disaster planning workshop with Jeannie Drewes, chief of Binding and Collections Care in the Preservation Directorate at the Library of Congress. The Library of Michigan also generously supported the program with a grant.
- In September, we helped coordinate three webinars for the Indiana State Library's Resource Sharing Committee. The webinars were designed to help the committee become familiar with the leading alternatives for large-scale resource sharing projects.
- We sponsored a popular series of six workshops, including four in-person meetings and two webinars, about the impact of eBooks and eResources on library services, building architecture, and availability of materials.
- We helped many of our academic library members participate in SCOAP3, a worldwide initiative that will make several commercial, scholarly journals in high-energy physics available through open-access.

This fall we began a series of small group meetings with members. The format was inspired by the work of Rich Harwood and the Harwood Institute. Harwood has been working with the American Library Association for the last couple of years, and in April, I had an opportunity to hear him speak. I was inspired by his story and his procedures for working with communities to engage them in meaningful change.

Modeling our effort on the Harwood process, we began by scheduling six meetings throughout Indiana in October and November. We plan to follow these with meetings in Michigan in 2014 and perhaps additional sessions in Indiana.

We have gathered good ideas from those who have participated so far, and as we gather more, we will begin to make decisions about the direction MCLS needs to take and the services we need to offer. Through this process, we will become partners with you to design library services that will have huge impacts on you and your communities.

The last few years have been eventful, and we have come far from where MCLS started in 2010. But we have farther to go and with your help, we are expecting an exhilarating journey.

Sincerely,



Randy Dykhuis, MCLS Executive Director



Board Chair

Robert Roethemeyer
Concordia Theological
Seminary

Retiring Board Members:

- ▶ Member-at-Large (Indiana)
 - ▶ Kelly Currie, Director, Delphi Public Library
- ▶ Special Library Representative (Michigan)
 - ▶ Denise Hooks, Director, Mid-Eastern Library Cooperative
- ▶ Academic Library Representative (Michigan)
 - ▶ Elaine Logan, Director, University of Michigan – Dearborn

Newly Elected Board Members:

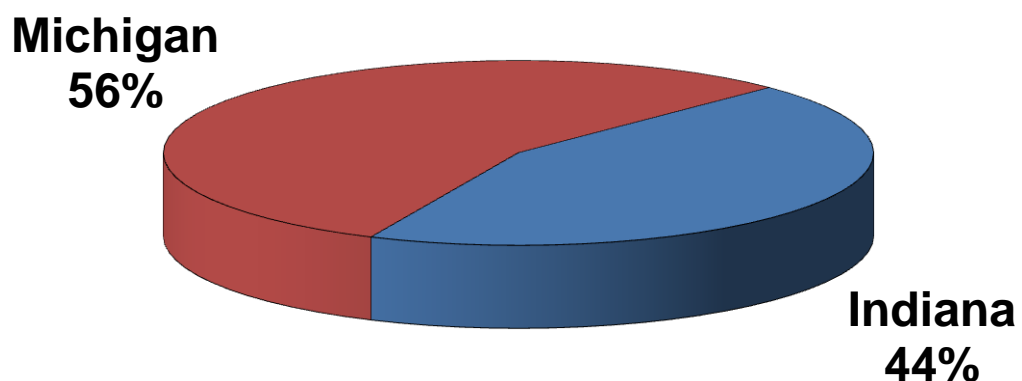
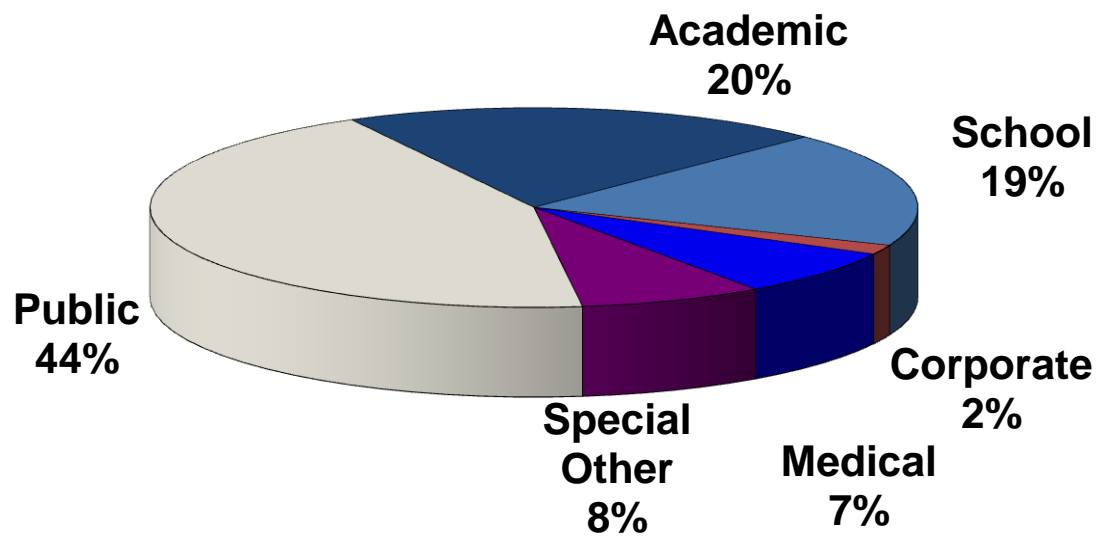
- ▶ Member-at-Large (Indiana)
 - ▶ Brad Eden, Dean of Library Services, Valparaiso University
- ▶ Special Library Representative (Michigan)
 - ▶ Audrey Bondar, Librarian, Henry Ford Hospital
- ▶ Academic Library Representative (Michigan)
 - ▶ Scott Garrison, Dean, Ferris State University
- ▶ Public Library Representative (Indiana)
 - ▶ Patty Stringfellow, Director, Jasper County Public Library

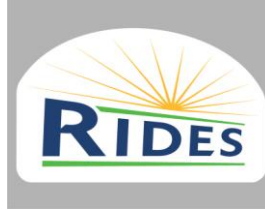
MCLS Community

MCLS: Members, Connecting, Listening, Serving

MCLS Membership Snapshot

(October 1, 2013)



[MeL - MeLCat - RIDES](#)

MeL Databases

MCLS has provided training and support for MeL Databases since its inception as AccessMichigan in 1997. During FY2013, MCLS staff resolved more than 350 database support requests. In addition to conducting 22 MeL Database-related webinars, MCLS staff have been redesigning the manner in which MeL Database training is presented. The creation of short, prerecorded teaching modules now allow users to receive MeL Database training on demand. MCLS staff also worked with the Library of Michigan to provide access to several new resources added to the MeL Databases collection.

MeLCat

In FY2013, Michigan residents placed over 1.1 million MeLCat requests as the system continued to be the most active INN-Reach system ever! Just under 1 million of those requests were filled for a fill rate of 89.2%. MeLCat members include over 400 libraries of all sizes and types - academic, public, school, and special - that reach urban and rural communities across Michigan. Since January 2005, MeLCat has received 6,510,694 requests and has filled 5,805,362 loans, all at no cost to the Michigan library patron. Resident cardholders of a MeLCat library can go online to the MeLCat system at any time of the day or night to place a request for a book or other item at the click of a mouse. In just a few days, the item will be delivered to their home library. The past year has seen an increase in the number of MeLCat libraries using NCIP as one way of streamlining their INN-Reach workflow. The savings in staff time have been considerable!

The MeL project is made possible by grant funds from the U.S. Institute of Museum and Library Services administered by the State of Michigan through the Library of Michigan.

RIDES

In the fall of 2012 MCLS formed the RIDES Task Force to investigate how to improve statewide delivery service. The Task Force made 2 key recommendations:

(1) Future pricing should be based on the volume of material sent by each library.

MCLS determined that the fairest way to measure delivery volume is with standard size totes that can be tracked each time they are delivered and picked up.

Based on data from earlier RIDES volume surveys, MCLS staff estimated that statewide need would be met by 8,000 totes in two sizes. Each tote was barcoded on 2 sides to maximize accessibility to courier staff. In addition, MCLS staff created and sent to each direct delivery site barcodes specific to their site. The site barcodes, as well as the tote barcodes, are scanned by the courier every time service is provided.

The logistics of introducing 8000 RIDES-specific totes into the system took months of planning and preparation culminating in June when MCLS staff received six semi-truck loads with 67 pallets of empty totes. The pallets were unloaded and moved into storage units. MCLS staff and five temp workers spent three days attaching two matching barcodes to each tote - a total of 16,000 barcodes, stacking the barcoded totes back on the pallets, and stretch wrapping the loads for pick up and distribution by our courier. After an initial period of adjustment, both courier staff and library staff are using the new procedures with few problems.

(2) The minimum number of stops for each direct delivery site should be increased while keeping the pricing close to the prior year's levels.

After much discussion and consultation with staff from other delivery systems, the Task Force recommended that the minimum number of stops at each delivery site be increased from 2 to 3 stops per week. Beginning July 1, 2013, sites previously receiving 2 days a week service were increased to 3 days a week service, and sites previously receiving 4 days a week service were increased to 5 days a week. The increase in delivery days was made possible by a grant from the Library of Michigan.

Over the course of the year, MCLS staff will track turnaround time to determine if the increase in delivery stops significantly reduces the time patrons must wait for materials.

[Member Services](#)

Diana Mitchell

Serving as member advocates remained paramount to our goals in FY2013. We continue to negotiate vendor licenses on behalf of libraries and our efforts have garnered opt-out clauses for multi-year eJournal licenses. Additionally, as most member libraries must comply with the Freedom of Information Act, we requested vendors strike all nondisclosure clauses from contracts.

We increased our eJournal publishers to thirteen and launched a discounted offer for a new app, BrowZine, which allows users to create an electronic newsstand of their libraries' eJournals. Libraries of all types increased their eBook collection while academic libraries additionally purchased archival collections from Blackwell, Springer, SAGE, and EBSCO.

In addition to electronic service discounts, MCLS members receive special reduced rates on library supplies and equipment. This year libraries ordered \$631,122,000 in 3M and Checkpoint security equipment and accessories alone, with member savings of up to 30% or more on many orders.

Financials - Accounting Services

One of the benefits of MCLS membership is easy, online access to your library's account summary, order history, and billing information through MCLS Member Accounts Online (MAO). Member libraries can go online to place orders, view account history, print invoices, renew subscriptions and more.

In addition to 24/7 access to online account information, MCLS accounting staff is available to assist members libraries with billing questions, retrieving billing history, creating and printing pro forma invoices, setting up deposit accounts, and other member account questions.

During 2013 the accounting staff completed a major upgrade to the accounting software. This upgrade will allow for direct electronic delivery of invoices and statements (to be implemented in fiscal 2014). Stay tuned...

Our [FY2013 Annual Audit](#) is now available.