

From the Executive Director



First, I want to offer a big thank you to you, our members. Without your choice to join MCLS, none of what we do would be possible. You make the difference. We are not a for-profit vendor seeking to maximize sales. Instead, we are a mission-driven organization, working in partnership with you to come up with projects and services that serve to enhance libraries across the region. Libraries are amazing institutions and librarians remarkable professionals. You all accomplish a lot every day. But there are some things that you cannot do on your own. Sometimes you work best by working with each other, and that is where we come in. We are proud to be one of the agencies that helps you find ways to offer better service to your patrons. But we know that libraries are so varied and needs so broad that no single organization can provide everything for every library, so we collaborate with other library service agencies in our region for the greater good of libraries and library patrons. In the last year, we worked with a diverse group of organizations, including the Academic Libraries of Indiana, the Indiana Library Federation, and the Hoosier Heritage Alliance in Indiana, and in Michigan, the Council of Library Deans and Directors, the Library of Michigan, the Michigan Library Association, MAME, and the Michigan Health Sciences Library Association. We also formed a partnership with libraries that are members of the National Network of Library of Medicine (NN/LM) Greater Midwest Region. We look forward to stronger working relationships in 2012 and 2013.

If 2010 was about forming a new organization and getting ready to offer services across our new region, 2011 was about putting plans into motion and working to create a base of services that would best serve members. We are happy to report significant progress:

- * We increased the number of vendors who offer discounts to our members.

- * We increased the number of online classes, offering classes on topics ranging from MARC, RDA, and descriptive cataloging to SQL, supervisory skills, and book repair. Attendance exceeded 1,500 at more than 140 workshops and programs. We also were pleased to offer several special programs. These included popular programs such as *Marketing for Public Libraries*, *Ebooks and Ereaders in Libraries*, and *MeLCat Users Day*.

- * We worked with the Indiana Library Federation on a large program to begin a strategic planning for public libraries in Indiana. The program on August 9 attracted 90 participants from public libraries of all sizes and from all areas of the state. The event set in motion follow-up meetings at the ILF's Annual Conference at the Fort Wayne Convention Center in November. Because the Michigan Library Consortium, one of the legacy organizations that formed MCLS, had been a leader in a similar multitype effort in 1999, we were able to bring our experience and knowledge to bear on this important activity in Indiana. It is an indication of the kind of good work that can happen when libraries work together to solve common problems.



As an organization that you count on for leadership and vision, MCLS is responsible to you for taking on new projects that will move libraries ahead in new and innovative ways. This year we did that by beginning to work with a small group of Michigan academic libraries to initiate a pilot project investigating the feasibility of a shared print storage facility. The project originated at Grand Valley State University in 2010 but expanded to include six other libraries in 2011. The project's goal was to identify legacy print monographs that could be safely removed from libraries' collections while preserving access for future scholars and researchers. MCLS facilitated early meetings of the group and a contract with Sustainable Collection Services to do the collection analysis and preparation of lists of candidates for removal. We think this project holds great promise for other libraries in our region and we expect to expand participation in 2012.



Looking ahead, we results from the survey that we sent in mid-January will guide us in decisions about our services and partnerships for the next several years. We are committed to providing the best and highest quality service possible to all of our members, regardless of location, size, or type of library. As the only multitype library consortium with offices in the region, we believe we have a special obligation to you to listen closely and

design an organization that can move all our members and the profession forward.

Sincerely,
Randy Dykhuis, MCLS Executive Director

2011 MCLS Board of Directors

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and Elaine Logan, University of
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Patricia Lunsford (Board Secretary), Franciscan St. Elizabeth Health (IN).

State Library Permanent Seat: Nancy R. Robertson, Library of Michigan. Optional Seat: vacant.

MCLS Member Services



MCLS offers an ever-expanding range of discounted products to member libraries of all types throughout Indiana and Michigan. Online databases, electronic journals, digital books, and software are only a few of the available services. This year MCLS added Journal of Visualized Experiments (JoVE), the first video-based online journal, to our product lineup. New ebook content was also made available from vendors such as ASTM, ProQuest, Oxford University Press, SAGE, Springer, and University of Michigan Press. Apart from adding new brand-new services MCLS continued to negotiate with publishers for favorable terms of use on several existing products.

Especially when faced with limited financial resources, MCLS and its member libraries work together to share expertise and maximize savings. In 2010, hospital libraries alone saved \$80,000 by joining the Springer Ebooks group purchase. And during 2011, member libraries collectively saved more than \$570,000 by participating in MCLS' group licensing program. To facilitate members' collaboration on current ejournal agreements and future group licensing possibilities, MCLS sponsors an academic ejournal conference each spring. At this year's meeting, academic libraries reaffirmed their commitment to MCLS' group licensing program, banding together to allow the greatest possible content availability at the lowest possible price. Despite increasing cost pressure from publishers, the group held firm and renewed all existing ejournal packages.



MCLS has coordinated its Digital Libraries group of OverDrive subscribers since 2004, with patron use of the ebook and audiobook collection growing steadily each year through 2010. The 2010 holiday season saw an explosion in sales of ebook reader devices such as the Apple iPad, Barnes & Noble Nook, and Amazon Kindle. New users flocked to OverDrive libraries, resulting in a near-doubling of unique library patrons to 19,980. With the larger user base came an exceptional increase in ebook circulation, evidenced by a nearly 80% rise to 284,886 checkouts. While libraries' investment in OverDrive titles has been well received by patrons, the ebook trend also presents challenges for keeping up with demand. Limited ebook budgets, OverDrive's one-copy one-user distribution model, and the rapid rise in patron interest hinder immediate availability for users. Compared to the previous 12 months, the number of holds surged 217% to more than 181,000. Among other OverDrive happenings, HarperCollins required OverDrive to impose a 26-checkout limit on purchases, after which the copy is deactivated and must be bought again to maintain access. Several libraries signed on to OverDrive's Advantage program, allowing group participants to buy non-shared titles specifically for their own patrons' use.

More and more libraries are depending on Electronic Resources Management software to keep track of important details about their database, ebook, and journal subscriptions. As a member benefit, libraries can now find many publishers' ERM data elements on the MCLS website at no cost. In addition to electronic service discounts, MCLS members receive special reduced rates on library supplies and equipment from many vendors. This year libraries ordered \$792,000 in 3M and Checkpoint security equipment and accessories alone, with member savings of up to 30% or more on many orders.

MCLS Training and Special Programs

During 2011, MCLS training workshops and special programs were held at our Michigan and Indiana offices, as well as an expanded online training program. MCLS offered 190 training workshops, which include 79 live on-site sessions and 111 online webinars. In addition to our regular training workshops, MCLS hosted the following special programs:



Marketing The Public Library was held in Indianapolis in April. Library marketing expert Kathy Dempsey provided the audience with the tools they could use to create their own marketing plan to take back to their libraries. We also heard from Jennifer Pearson from OCLC about the "Geek The Library" national marketing campaign. Due to popular demand, we offered this program in Lansing in September.

Choose Your Own Adventure: eBooks and eReaders in Libraries was held in April in Lansing with over 100 in attendance. "Librarian by Day" Bobbi Newman presented her views on the future of eBooks and eReaders. Ruth Dukelow presented the legal aspects of eBooks. Lindsey Levinsohn from Overdrive gave a perspective from the vendor side of eBooks, and Kathy Petlewski from the Plymouth District Library gave a practical view of developing an eReader training program for library staff.

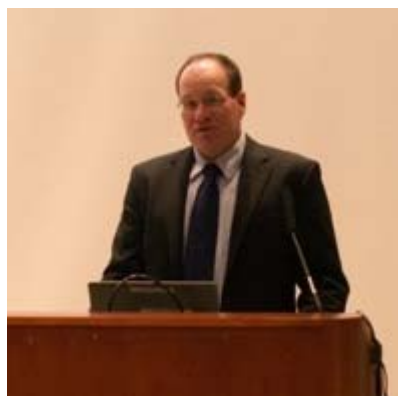




MCLS, Indiana Public Library Association, and Indiana Library Federation partnered to present the Future of Indiana Libraries Conference in Anderson Indiana in August. 90 librarians were in attendance as a first step in planning for the successful future of Indiana public libraries. Cathy DeRosa from OCLC gave the Keynote

presentation based on OCLC's report, Perceptions of Libraries. Following, Joe Mika from Hartzell-Mika Consulting facilitated a group discussion on external and internal issues affecting Indiana libraries. The conference then concluded with a hands-on strategic planning session.

The MCLS Annual Meeting, Library Clouds and Content, was held in October in Lansing. For the first time, members were able to attend via streaming video in their libraries. Out of the over 120 attendees, half took advantage of the streaming video option to attend. Keynote speaker, Erik Mitchell addressed "Why Libraries Virtualize: Understanding Cloud Computing Adoption and Impact." Andy Bush from OCLC gave a presentation of OCLC's Web Management System followed by Matt Weaver who gave a presentation on the Library Renewal project.



MeLCat Users Day was held in November in Lansing with 211 in attendance. Keynote speaker, Steve Sowards from Michigan State University presented "Thinking Outside the Box in the World of eBooks." Breakout sessions on various subjects followed the keynote address. Attendees were then presented with an update on NCIP and ArticleReach before participating in a resource sharing open forum and concluding with a sneak peek of what's to come in the near future with MeLCat.

Shared Systems

During 2011, MCLS hosted three shared systems: PALNI's Aleph system, Michigan Evergreen, and SCION's Koha system.



Michigan Evergreen is an open-source Evergreen system shared among public and school libraries in Michigan. During 2011, we welcomed 2 new libraries to the system. In mid-2011, MCLS contracted with Library Technology Consultants to develop an NCIP responder for the Evergreen software. When completed in early 2012, this development work will provide considerable time savings for the Evergreen libraries that participate in MeLCat. MCLS' staff provided support and training to our participating libraries, as well as training for other Evergreen library systems in Michigan. Michigan Evergreen was featured in a program at the Evergreen

International Conference in Atlanta and in a program at the Michigan Library Association's annual conference. Michigan Evergreen was also upgraded to version 2.1, bringing new and improved functionality to the system.

PALNI, the Private Academic Library Network of Indiana, contracted with MCLS to provide implementation, support, and training for its shared system, which used the Aleph integrated library automation software from Ex Libris to implement an online public-access catalog, local cataloging, authority control, circulation control, acquisitions, and serials control for participating libraries. MCLS also provided support for PALNI's SFX, MetaLib and CONTENTdm services. In early 2011, PALNI announced their intention to reduce their reliance on locally-owned hardware and, instead, make extensive use of cloud-based services. In addition to continuing to provide ongoing support and training services during the transition period, MCLS staff provided PALNI with extensive assistance in the migration of data and configuration information. We wish them much success in their move to embrace cloud-based services!

SCION is an open-source Koha system shared among public and school libraries in Indiana. Because many of the original members of SCION had migrated to new systems in 2009, it was no longer sustainable to continue with the shared system. During 2011, MCLS worked with remaining SCION libraries to assist them in migration to new integrated library systems. The SCION project ended in June 2011 when the last SCION library moved to its own Koha system.

MeL - The Michigan eLibrary

MeL Databases. MCLS has provided training and support for MeL Databases since its inception as AccessMichigan in 1997. During 2011, MCLS staff resolved more than 600 database support requests and trained 265 library staff in 43 online webinars. Training was transitioned to online during late 2010, and all 2011 classes were taught as webinars. The transition to online made it easier for library staff to attend training without additional time and expense for travel.



MeLCat. In 2011, Michigan residents once again placed over one million MeLCat requests as the system continued to be the most active INN-Reach system ever! By the end of December 2011, MeLCat had received 1,076,681 requests and had filled 964,410 loans, achieving an impressive fill rate of 89.57% for the year. This year also saw two of the MeLCat servers moved onto new, faster hardware resulting in faster system response. Staff worked with Innovative Interfaces, the INN-Reach vendor, to improve and implement a new matching/merging algorithm which has vastly improved the union catalog database. MeLCat has grown to include 415 libraries of all sizes and types - academic, public, school, and special - that reach urban and rural communities across Michigan.

Over the past seven years, MeLCat has received 4,389,407 requests and has filled 3,920,732 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.

RIDES. In 2011, MCLS developed new RIDES label maker software that streamlined the packaging process for participants as well as the courier. A series of three surveys were conducted in August, September, and October to assess service, turn-around time, and volume of materials. Periodically throughout the year, GPS devices are sent through the system to track delivery routes and times. Data from the surveys and the GPS project is used to develop and improve procedures for both participants and the courier.



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.

Member Accounts Online and 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 through MAO to place orders, view account history, print invoices, renew subscriptions and more.

In addition to 24/7 access to online account information, MCLS offers our member libraries the personal touch of live assistance from our friendly accounting staff during business hours. During 2011, the MCLS accounting department assisted member libraries with OCLC billing questions, retrieving billing history, printing pro forma invoices, setting up deposit accounts, and other member account questions.

Shared Print Storage Project

In July 2011, MCLS convened a small group of academic librarians to examine issues surrounding the ongoing shift from print to electronic resources, and to identify opportunities and strategies for managing print monographs during this transition. The Shared Print Storage Project emerged, with a group of seven public universities: Central Michigan University, Eastern Michigan University, Grand Valley State University, Michigan Technical University, Saginaw Valley State University, Wayne State University, and Western Michigan University. The project goal is to devise a collaborative effort to responsibly downsize print collections so that library space may be freed up for other uses, valuable titles may be preserved, and a last copy may be identified in the state or within the group of participating libraries.

The first phase of the project is to aggregate and analyze data from the library catalogs. MCLS contracted with Sustainable Collection Services (SCS) to conduct the data analysis; preliminary results were received in December. data analysis identifies books that have circulated three or

fewer times since 1999, with publication (or add) date prior to 2005, and held by more than 2 libraries in the group. The analysis includes title among the libraries, as well as the number of holdings in non-Michigan libraries as reflected in WorldCat, and whether overlap titles are held by the HathiTrust.

The second phase of the project begins in 2012. Project participants will discuss the data analysis results and define cooperative strategies for responsibly downsizing collections while ensuring continued access to one or more copies of each title among the participant libraries. MCLS expects to expand the group in 2012 to include other libraries, further extending the benefits that may be gained by cooperation.

Midwest Collaborative for Library Services

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