



**Annual Report**

**2008/2009**

**Missouri Library  
Network Corporation**



**Missouri Library Network Corporation**  
**And its Wholly owned Subsidiary,**  
**Axxess Information Solutions, Inc.**  
**For years ended**  
**June 30, 2009 and June 30, 2008**

**Consolidated Statements of**  
**Revenue, Expenses, and Changes in Net Assets**

	<u>2009</u>	<u>2008</u>
Revenue	\$ 4,664,687	\$ 4,061,177
Direct Expenses	<u>3,804,933</u>	<u>3,306,245</u>
<b>Gross Margin</b>	859,754	754,932
Expenses	<u>847,169</u>	<u>853,249</u>
<b>Operating Loss</b>	12,585	(98,317)
Other Income	<u>(16,395)</u>	<u>55,392</u>
<b>Income (Loss) Before Income Taxes</b>	(3,810)	(42,925)
Income Taxes	<u>-</u>	<u>-</u>
<b>Net Income (Loss)</b>	(3,810)	(42,925)
<b>Net Assets Beginning of Year</b>	<u>1,456,358</u>	<u>1,499,283</u>
<b>Net Assets End of Year</b>	<u>\$1,452,548</u>	<u>\$1,456,358</u>

*(This is an excerpt from the audited financial statements and does not include any of the disclosures.)*

**Missouri Library Network Corporation  
Officers and Board**

**July 1, 2008 – June 30, 2009**

**Laura Rein**

*President*

Emerson Library  
Webster University  
E-mail: lrein@webster.edu  
Term Expires: June 2009

**James Cogswell**

Ellis Library  
University of Missouri–Columbia  
E-mail: cogswellja@missouri.edu  
Term Expires: June 2011

**Waller McGuire**

*Vice President*

St. Louis Public Library  
E-mail: wmcguire@slpl.org  
Term Expires: June 2011

**Karen Hicklin**

Trails Regional Library  
E-mail: hicklink@trl.lib.mo.us  
Term expires: June 2011

**Genie McKee**

*Secretary*

Library  
Maryville University of St. Louis  
E-mail: gmckee@maryville.edu  
Term Expires: June 2010

**Liz MacDonald**

Butler Library  
Lindenwood University  
E-mail: emacdonald@lindenwood.edu  
Term Expires: June 2010

**Sharon McCaslin**

*Treasurer*

Library  
Fontbonne University  
E-mail: SMcCaslin@Fontbonne.edu  
Term Expires: June 2009

**Jim Pakala**

J. Oliver Buswell, Jr. Library  
Covenant Theological Seminary  
E-mail:  
jim.pakala@covenantseminary.edu  
Term Expires: June 2009

**Sharon Bostick**

Miller-Nichols Library  
University of Missouri–Kansas City  
E-mail: bosticks@umkc.edu  
Term Expires: June 2009

**William Rodgers**

Missouri River Regional Library  
E-mail: rodgersw@mrrl.org  
Term Expires: June 2010

**Vacant**

Term Expires: June 2010

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## **MLNC Areas of Strategic Focus**

The mission of the Missouri Library Network Corporation (MLNC) is to organize and deliver to its member libraries and other contracting entities OCLC-based information services, related electronic services and content, and training in the management and use of information.

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### **Support Library Efforts to Provide a Seamless User Environment**

We will help libraries utilize products and services that provide a seamless user environment and support the efforts of libraries to operate in their current surroundings. We will advocate for and support the adoption of new library technologies by Missouri institutions.

### **Encourage and Facilitate the Implementation of Change in Libraries**

We will provide resources for libraries to use in response to their shifting environments. We will provide tools for libraries that facilitate change.

### **Training and Continuing Education**

We will continue to offer and enhance our current workshops that are product or skill specific. Additional emphasis will be placed on offering education opportunities on broader, higher-level, non product-specific topics.

### **Fostering Library Development**

We will bring lasting change to library service around the state. MLNC will carry on our current support of the Show-Me the World project and continue to find other ways to strengthen libraries.

### **Provide Ways for Libraries to Leverage Resources**

We will bring together individual libraries in order to maximize their impact, provide time and cost benefits, and make services more accessible and affordable.

### **Further Enhance Relationships and Membership**

We will play a pivotal role in creating integration and synergies among Missouri library organizations and continue the already excellent relationships we have with our member libraries, the State Library, MOBIUS, OCLC, and other OCLC networks.

## **MLNC Board of Directors**

The Missouri Library Network Corporation (MLNC) Board guides strategic development by determining overall trends, shared values, purpose, future directions, and desired outcomes. Implementation of strategies and tactics is accomplished by the MLNC Executive Director and management team. The Board and Executive Director work together to ensure continued good stewardship of the MLNC organization.

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The MLNC Board was actively engaged in 2008/2009 as they worked to guide the organization through the rapidly changing operating environment. Their activities and accomplishments include:

Analyzed the operating environment and created If/Then Scenarios for possible future directions of the organization at a Strategic Planning retreat held in November 2008.

Pursued a role in the OCLC Partner Program and negotiated a contract with OCLC for MLNC to act as a billing, marketing and training partner.

Created and adopted a Board handbook in order to comply with the IRS regulations for Form 990. Some of the new policies included in the handbook are: Conflict of Interest, Whistleblower, and Determining Compensation. These new policies were combined with existing policies such as Fiscal Procedures and Reserve Fund to create a single document outlining Board policies.

Developed a transitional membership fee model to help address the changes in the operational environment which affected MLNC's income and services. The transitional membership fee will help provide our members with billing, training and support services for MLNC's various products and services.

Determined the future of Axxess Information Solutions, Inc., by deciding to close MLNC's wholly-owned for-profit subsidiary. The continuation of Axxess was no longer in alignment with the future directions of MLNC.

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## **Encouraging the implementation of change in libraries**

MLNC brings nationally renowned experts to the state as part of its Speakers Series. This demonstrates MLNC's commitment to facilitating change in libraries, fostering library development and supporting members' efforts to provide a seamless user environment. During FY2008/2009 243 attendees participated in Speakers Series events.

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July 16, 2008

### **Traveling through Transitions in Technical Services**

Karen Calhoun, OCLC

This presentation explored the trends in library technical services--unrelenting budget pressure, the complex and changing context for metadata management, and the sometimes strident debate about the future of cataloging.

*"It was exciting to have someone of Karen Calhoun's knowledge and stature to address us in St. Louis. You usually have to go to conferences for this type of presentation."*

*"I've found all that I've attended to be very worthwhile. It's a chance for me to keep up with developments in the field without the time and expense of attending a conference."*

February 12, 2009

### **Everyday Leadership**

Pat Wagner, Pattern Research

Pat's talk addressed how to improve relationships, increase your voice, solve problems at the "root", and implement the ideals of leadership even if your job title or daily tasks do not include the word "leader".

*“Wonderful presentation! Information was presented in an entertaining style, and was practical for everyday use in my particular situation.”*

*“Pat Wagner speaks common sense, logic and policy with grace and dignity. Her presentations are formatted to make her audience understand and then follow through...”*

June 9, 2009

### **Open Source Software and Its Place in Libraries**

Eric Lease Morgan, Notre Dame University

This session outlined the types and principles of open source software including applications of general interest as well as those specific to the library community.

*“Eric's talk made it easier for me to grasp that XML should be thought of as today's MARC in terms of a standard competency for librarians. It will be easier to promote this now to admin and employees.”*

*“Absolutely great presentation! Really appreciate the opportunity!”*



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## Training and Continuing Education

We continue to offer workshops that are product/skill specific while placing additional emphasis on customized training for individual libraries, workflow consulting, and broader educational opportunities on higher-level topics not related to a specific product.

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	Workshops Offered	Attendees	Presentations	Attendees
<b>FY2009</b>	53	682	8	220
<b>FY2008</b>	92	816	13	463
<b>FY2007</b>	106	1,110	12	325
<b>FY2006</b>	67	759	11	340
<b>FY2005</b>	97	1,019	7	257

### Workshop offerings included:

*License Agreements: What You Need to Know*

*Copyright in the Print and Digital World*

*Alphabet Soup: A Metadata Overview*

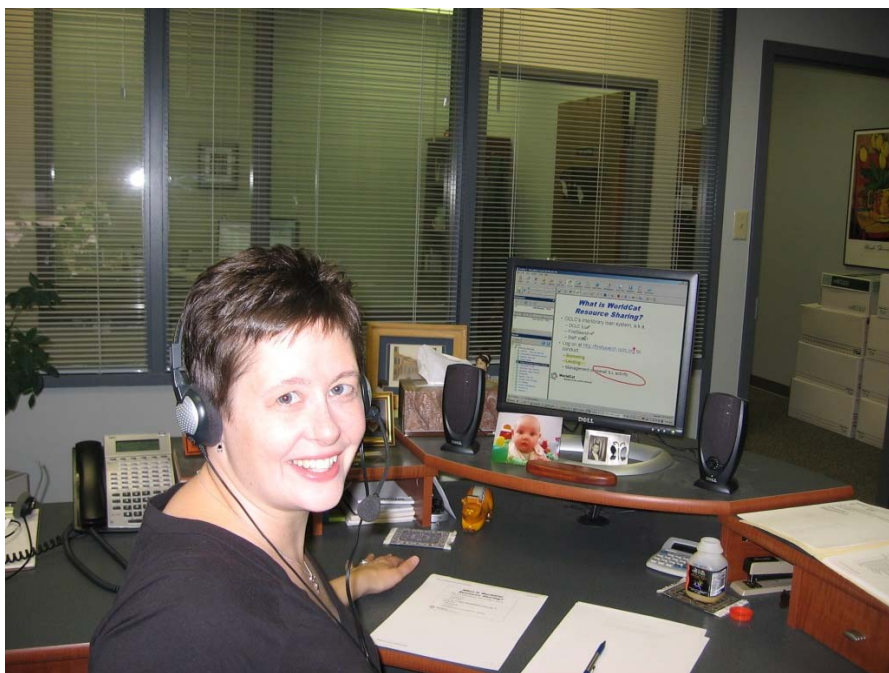
*Introduction to WorldCat Resource Sharing*

*Cataloging Bootcamp*

*Using the OCLC Connexion Client*

*Just When I Get Comfortable...Everything Changes*

*Series Cataloging the Basics*



**Associate Director for Member Services Deb Ehrstein presents an online workshop using Centra.**

**Recent comments from workshop evaluations:**

*“Awesome presenter on a subject matter that is necessary but can be tedious.”*

*Liked the content, concise information presented in a very approachable way. Gave good points that will be helpful in many contexts.”*

*“This was very good! I learned a lot and feel more confident!”*

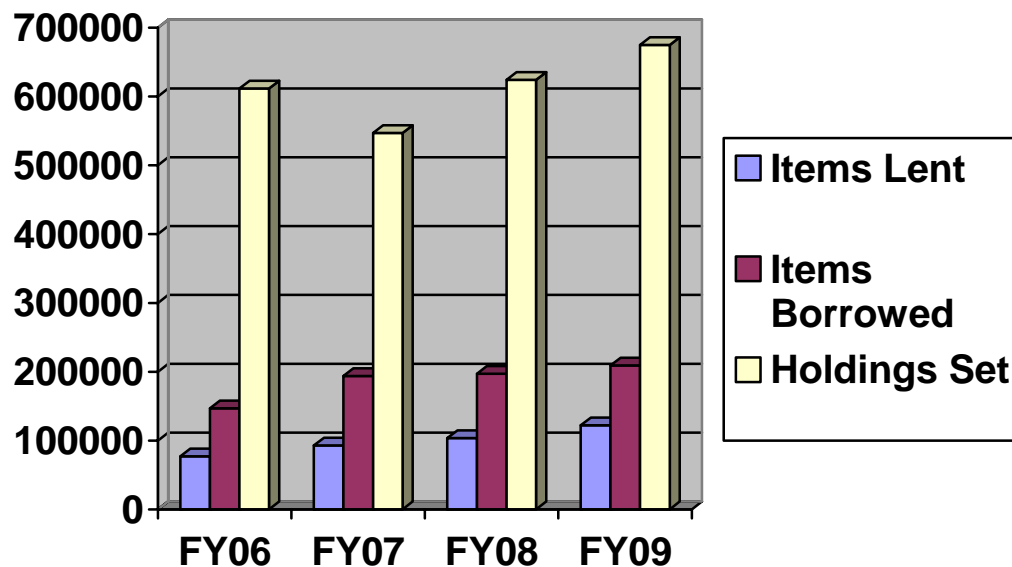
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### Fostering Library Development

We will bring lasting change to library service around the state. MLNC will carry on our current support of the Show-Me the World project and continue to find other ways to strengthen libraries.

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The Missouri State Library funded Show-Me the World project provides public libraries unlimited use of the WorldCat Resource Sharing system, access to the WorldCat database for patrons and the Missouri Group catalog, now available on WorldCat.org. The Missouri Group Catalog, a virtual statewide union catalog, is a scoped version of the WorldCat database for Missouri libraries. Holdings are kept up to date through OCLC batchloading, CatExpress or Connexion. Use of resource sharing and the number of holdings set increased over 6% in FY09.



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## Leveraging Library Resources

MLNC brings together libraries throughout the region in order to maximize their impact, provide time and cost benefits, and make services more accessible and affordable.

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MLNC helps libraries leverage resources by pooling the buying power of members to negotiate discounts on a wide variety of electronic resources. In FY2008/2009 MLNC broke all previous records by managing 865 database subscriptions for 334 member libraries, an increase of 200 subscriptions for 68 more libraries!

Feedback from members using electronic resources through MLNC include comments such as:

*“You have been so helpful I intend to maintain my membership in MLNC. Pat yourself on the back for providing such good customer service.”*

*“I want to express my thanks for the opportunity to investigate these databases-- both the Greenwood Spring Preview set and the ABC-CLIO Spring Preview set. Such a generous trial period, too, all the way to June 1st. I have forwarded both messages to our teachers; I know that several of the databases will be of great interest to them.”*

Top vendors for MLNC members are:

- **Oxford University Press**
- **LexisNexis**
- **CQ Press**
- **HW Wilson**

New vendors added this year include:

- **ABC-CLIO**
- **Swets**
- **YourLibrarySite**

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Missouri Library Network Corporation

October 2009

## Enhancing Relationships and Membership

MLNC staff further connections with members through formal and informal visits to libraries, presenting at conferences and giving updates at regional and group meetings.

### Presentations:

University of Central Missouri –  
Kirkpatrick Staff Development  
Day

American Theological Libraries  
Association Annual  
Conference – Plenary  
Speaker and Breakout  
session

St. Louis Public Library – Staff Day –  
Keynote Presentation and  
Breakout session

State	MemberType	Academic	Public	School	Special	Total
MO	Full	48	9		6	<b>63</b>
MO	Associate	37	140	14	39	<b>230</b>
MO	Participant	8		43	5	<b>56</b>
IL	Participant	143	22	27	4	<b>196</b>
KS	Associate	1			3	<b>4</b>
KS	Participant	1				<b>1</b>
		<b>238</b>	<b>171</b>	<b>84</b>	<b>57</b>	<b>550</b>

### Meetings & Conferences:

American Library Association

Conferences

Illinois Library Association Conference

International Coalition of Library

Consortia

Missouri Association of School Librarians



Missouri Library Network Corporation

October 2009



Missouri Library Association  
Conference  
Missouri Public Library Directors  
MOBIUS Council & MOBIUS Users  
Conference  
Music OCLC Users Group  
Conference  
OCLC Members Council

OCLC Service Providers  
RONDAC  
School Library/Media District  
Coordinators  
Secretary of State Council on Library  
Development  
Special Library Association – St. Louis  
Chapter



**Missouri Library Network Corporation  
Staff**

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**Asia Gross**, Electronic Resources Librarian

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Monday – Friday, 8:30 a.m. – 5:00 p.m. CST

8045 Big Bend Blvd., Suite 202 · St. Louis, MO 63119-2714

## **MLNC Membership Categories and Services**

*Effective July 1, 2008*

### **Full member – \$550**

- All privileges of participant and associate members, *plus*:
- \$150 credit towards regularly offered workshops, institution-specific training sessions or consulting services such as workflow analysis
- Full participation in MLNC governance and meetings
- Influence MLNC's future by running for Board positions, serving on committees and participating in other governance activities
- Stand for election as MLNC's OCLC Members Council delegate
- Access to the MLNC Professional eBook Collection on NetLibrary

### **Associate member – \$150**

- All privileges of a participant member library, *plus*:
- Online Account Access via the MLNC website
- Enables a library to use OCLC products and services such as FirstSearch, Resource Sharing, CatExpress and online Cataloging through MLNC
- Associate members pay Full member workshop fees

### **Participant member – \$100**

- Enables a library to participate in:
  - MLNC Cooperative Purchasing/Electronic Database discounts
  - MLNC Custom Cataloging services
- Participants pay non-member workshop fees

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**Services Available through MLNC (a brief list)**

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- **Business Services**
  - Billing / OCLC Invoices
  - Online Account Access
  - Organizational Services
- **Cataloging Services**
  - MLNC Contract Cataloging
  - OCLC Cataloging Service
  - OCLC CatExpress
  - TLC's Cataloging products
- **Interlibrary Loan**
  - WorldCat Resource Sharing
  - Ariel
  - Odyssey
  - ILLiad
- **Training/Workshops**
  - Cataloging
  - Digitization
  - Interlibrary Loan
  - Reference
  - Technology
  - On-request workshops
  - Regional sessions
  - Workflow consulting
- **Retrospective Conversion Services**
- **Authority Control**
  - Backstage Library Works
  - Library Technologies, Inc.
- **Library Supplier Discounts**
  - 3M Tattletapes
  - Brodart
  - DEMCO
  - Gaylord
  - Highsmith
  - Kapco
  - Library Store
  - Light Impressions
  - Shopper, Inc.
  - Symbology Inc.
- **Electronic Reference Database Companies**
  - Alexander Street Press
  - CQ Electronic Library
  - eBooks & eAudiobooks
  - Facts on File
  - Greenwood Press
  - H.W. Wilson
  - Knovel
  - LexisNexis
  - McGraw-Hill
  - OCLC FirstSearch service
  - Oxford University Press
  - Playaway
  - Project MUSE
  - SilverPlatter/Ovid
  - And many others!