

at 15

▶ MOBIUS HISTORY . . . . . 3

MOBIUS  
64 Libraries  
Sierra

▶ MOBIUS INFOGRAPHIC & STATISTICS . . . . . 4-8

MISS  
EVERGREEN

▶ EVERGREEN REPORT & STATISTICS . . . . . 9-10

○ 2012-2013

# MOBIUS

## Annual Report

### FY 2012-2013

We began our year with a new three year strategic plan and a celebration of the 15th anniversary of MOBIUS. It's amazing to think about how MOBIUS has transformed library services in Missouri since its inception and how our organization has transformed itself over the years while maintaining its primary purpose of resource sharing. This past year involved a lot of planning to increase resource sharing in and out of state, a new contract for sharing ebooks with MOBIUS libraries, giving some of our libraries an affordable way to access ebooks for the first time, a new associate membership level, the start of AV lending amongst our libraries, and the migration to Innovative Interfaces new Sierra platform. It was a very busy year indeed.

All of the cluster servers, with the exception of MERLIN, migrated to the Sierra platform in February 2013. We spent the Spring and Summer evaluating hosting options for Sierra due to the high technical requirements for the Sierra servers. A decision on how to move forward with

hosting was delayed until the following fiscal year due to the research we needed to conduct.

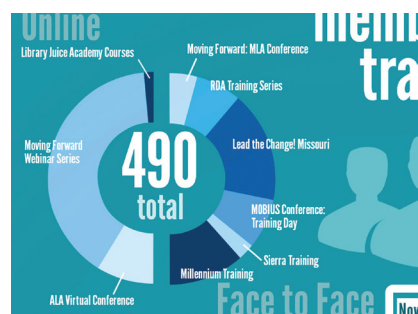
Innovative Interfaces was sold in 2012 to two investment groups. New management was hired and a new focus on consortia was developed. A restructuring of the company was put into place in order to improve customer service, software development, and communication and relationships with their libraries and other vendors. Nathan James was assigned as our first Innovative Customer Relations Manager, enabling us to move forward past some of the obstacles of the past.

MOBIUS hosted its first Eresources & Ebook Retreat for member libraries. It was a resounding success and gave us the idea to find a way to provide consortium-wide access to ebooks. Evaluating and choosing MOBIUS's first consortium-wide ebook contract was a long process. EBSCO was chosen as our ebook vendor after numerous vendor demonstrations, evaluations, and contract negotiations. Some of our member libraries are now providing access to ebooks for the first time.

### New Products

Member libraries placed several new orders this year with Innovative Interfaces with their InnAppreciation Points. These points were awarded to each cluster as part of our Sierra Contract. These products were purchased and implemented:

- Archway*--Consortium Extensions, AIRPAC / Mobile Encore
- ARTHUR*--Express Lane for Stephens College, Circa Inventory
- BRIDGES*--Circa Inventory
- GALAHAD*--donated all points to other clusters
- Kansas City*--Pathfinder Pro, Spanish Language OPAC
- LANCE*--Circa Inventory
- MERLIN*--Spanish Language OPAC, Chinese Language OPAC, 10 InnoU training certificates, One Acquisition Accounting Unit
- QUEST*--Circa Inventory
- SWAN*--Circa Inventory



### TRAINING

MOBIUS continued to travel to our member libraries for a total of 41 onsite sessions. We also provided several online training sessions, including Moving Forward, ALA Virtual Conference, and Library Juice Academy.

ALA Virtual Conference	30	Moving Forward	186
Lead the Change	100	RDA Training	41
Library Juice Academy	5	Sierra	15
Millennium	68	Training Day	45

**Total Attendees: 490**



# Celebrating our 15th Anniversary!

*MOBIUS celebrated its 15th year at the Annual Conference with cake, door prizes, and a trivia night featuring questions from 1998.*

sharing AV materials on July 1, 2013. We hope to see this service expand.

The MOBIUS Annual Conference was held in Jefferson City this year. Kim Massana, the new CEO of Innovative, spoke at our General Session, outlining his vision for the future of Innovative Interfaces. Nathan James, our Customer Relations Manager, spoke at lunch about the future of Sierra development. Our keynote, Steven Bell, talked about “Creating the Conversation: Cut Through the Noise and Be the Signal” to an audience of about 250 attendees.

The MOBIUS Office also had some staffing changes this year. The Board approved a new position of System Administrator to assist with the management of all of our servers and internal network. Blake Graham-Henderson was hired for this position in August, 2012. Long-time employee, Janine Gordon, resigned her position at MOBIUS to move to Kansas City to be closer to family and to start a new career with the Mid-Century Public Library. Our OPAC Specialist, Jessica Hammond left us to move to Wichita and Megan Durham was hired as her replacement in August 2012.

The Board of Directors started the process of separating the MOBIUS staff from the University of Missouri. An HR Consultant was hired to assist us with the process. We are on target to manage our own human resources by July 1, 2014.

It was a busy year that presented lots of opportunities and challenges. We are moving forward with our strategic plan while staying true to our mission of providing equal access to information for all our member libraries and their users.

MOBIUS libraries understand the power of resource sharing. The MOBIUS Union Catalog removes the hurdle of traditional Interlibrary Loan and empowers the user to search and find easily and quickly the information they need. The cohesiveness of our organization helps us all to provide quality services to our libraries and their users. We will continue to focus on what we do best--- resource sharing.

**T**he Board of Directors created a new level of membership called Associate Member. This new level allows libraries to join at a modest price so they may participate in discounts for electronic resources. This is a nonvoting member level. To date we have two members—Poplar Bluff Municipal Library and Park University.

I spent a considerable amount of time this year recruiting new members. Investigating out-of-state membership was a priority this year. I visited Tulsa-City County Library and several academic libraries in the Kansas City area, some in Kansas. I started a conversation with the Central Arkansas Library System in Little Rock as well.

MOBIUS welcomed Concordia Seminary as a new member on the BRIDGES Cluster. Concordia added 300,000 items to the Bridges Cluster and to the MOBIUS Union Catalog. They went live with Millennium on January 3, 2013.

A Task Force was formed to review the assessment model and some slight changes were made to the formula. We now only count requestable items in the Union Catalog which allows libraries to freely add nonrequestable items to the Union Catalog without worrying about incurring extra charges.

As part of our goal to make the Union Catalog more user friendly, MOBIUS purchased Syndetics Enhanced Data for the MOBIUS Union Catalog. This gives our users access to cover images, table of contents, and summaries. We are investigating a discovery tool as well.

The Board formed an AV Sub-Group of the MOBIUS Access Advisory Group to recommend policies and procedures governing the lending and borrowing of AV materials. The Board approved the recommendations and 15 of our libraries started

“ It was a busy year that presented lots of opportunities and challenges. ”

## BOARD OF DIRECTORS

Valerie Darst, President  
Gail Staines, Past President  
Cynthia Dudenhoffer, Vice-President  
Stephanie DeClue, Secretary  
Corrie Hutchinson, Treasurer  
Jim Cogswell, Member At-Large  
Mollie Dinwiddie, Member At-Large  
Wendy McGrane, Member At-Large  
Regina Cooper, Public Library Representative  
Sharon Upchurch, Academic Library Representative  
Susan Morrisroe, Special Library Representative  
Margaret Conroy, State Librarian (Ex-officio)

## IUG CONFERENCE SCHOLARSHIP

The MOBIUS Board of Directors awarded our first IUG Conference Scholarship Recipient to John Oyler. John works at St. Paul School of Theology. This scholarship enabled John to attend his first ever IUG Conference. We hope many of our member library staff can benefit from this scholarship in the years to come.

# MOBIUS

# CELEBRATING 1998 - 2013 MOBIUS at 15

It was the late nineties. 1998 to be exact. It was the year of Monica Lewinsky, the blockbuster Titanic, Windows 98, the creation of Google, the first Harry Potter book, and the end of Seinfeld. The World Wide Web was fast becoming a major part of libraries around the world. With the advent of the Internet came new possibilities and new challenges for libraries.

In Missouri there was a group of librarians that were having a conversation about how to better share their resources. Even earlier than 1998, Saint Louis University, the University of Missouri, and Washington University systems were researching new Integrated Library Systems. The three institutions eventually came together to form the MIRACL catalog in 1997. Also in 1997 MPALA (Missouri Public Academic Library Administrators) sent out an RFI to obtain feedback from vendors on a Common Library Platform and likely costs.

In 1997 Consultant Joe Ford wrote a report in support of forming MOBIUS with State Appropriations. This report has been commonly referred to as "The Gold Book". In May 1998, a Memorandum of Understanding goes out to college/university CEOs for signatures. And in June 1998, the Governor signs legislation authorizing over \$10,000,000 for the creation of MOBIUS. In Sept 1998, the MOBIUS Council approves Innovative Interfaces as the software for the Common Library Platform. In December 1998, a host site agreement is signed with the University of Missouri. On January 4, 1999 the MIRACL Union Catalog is brought online under the name MOBIUS.

MOBIUS staff are hired and become part of the University of Missouri Library Systems Office. The next several years are spent in implementation of the 50 charter member libraries. After implementation MOBIUS begins reinventing itself, creating a new strategic plan that will increase membership, expand services and find new ways to meet our mission of providing quality information resources to the citizens of Missouri.

1999-- MIRACL (St. Louis University, Washington University, University of Missouri) goes live as MOBIUS.

2000--The 1st Annual MOBIUS Conference is held at the University of Missouri-Columbia

2001--LANCE, Bridges, QUEST, Galahad

2003--Springfield-Greene County Library joins MOBIUS as the first public library and cooperating partner

2005--Missouri River Regional Library becomes the second public library to join MOBIUS.

2005-- MOBIUS is cut from the state budget and becomes 100% member funded.

May 1, 2010--Donna Bacon, the third MOBIUS Executive Director, is hired.

2011--MOBIUS hosts and manages an Evergreen ILS for Poplar Bluff Municipal Library.

November, 2011--Christian County Library and Camden County Library join MOBIUS as standalone members.

March, 2012--MOBIUS signs a contract with the Missouri State Library to host and manage a public library consortium using Evergreen as the ILS. Poplar Bluff Municipal Library is migrated to the new consortium. Thirteen public libraries commit to forming the consortium.

August, 2012--Goldfarb School of Nursing & St. Louis Art Museum join MOBIUS as standalone members.

Happy 15th Anniversary! June 3-5, 2013 MOBIUS Annual Conference held in Jefferson City.

2000--ARTHUR, Archway, SWAN and WILO (now Kansas City)

2002--TOWERS completes the implementation of the 50 charter members

2004--pickup anywhere goes live increasing easy access to materials.

2005--The MOBIUS Office and the UM Library Systems Office separate.

2006--Beth Fisher, the second MOBIUS Executive Director is hired to replace George Rickerson.

July 1, 2010--MOBIUS separates from the University of Missouri System to become a not-for-profit 501 (C)(3) organization.

October, 2011--MOBIUS signs a contract with Innovative Interfaces to migrate all Millennium servers to their new platform, Sierra.

January 2012--WILO changes their cluster name to Kansas City.

June, 2012--MOBIUS moves all Millennium servers, with the exception of MERLIN, from the UM Data Center to a hosted virtualized environment at a commercial data center in Columbia.

February, 2013--All Clusters except MERLIN, migrate to Sierra

# 2013



# Experience MOBIUS

# 1.5 MILLION SERVED

64 Libraries  
migrated to  
**Sierra**

## Online

Library Juice Academy Courses

Moving Forward: MLA Conference

RDA Training Series

Moving Forward Webinar Series

**490**  
total

Lead the Change! Missouri

MOBIUS Conference: Training Day

Millennium Training

Sierra Training

ALA Virtual Conference

## members trained

*"I feel more confident about running lists now."*



## Face to Face

Now offering 69 E-Resources

↑ **263%**  
from FY '12

## help desk

total records loaded FY '13

# 77,010,269

records loaded by staff

# 12,655,131

 per year

# 1,054,594

 per month

# 34,576

 per day

# 4,322

 per hour

# 72

 per minute

**72%**  
of help desk tickets

are closed in less than  
**24 hours**

Frequently Heard Comments:  
*'I wouldn't have finished my PHD without MOBIUS!'*



## circulation

over 10 million  
unique holdings



# 185,862

borrowed items

# 52,522

intra-cluster

# 133,340

INN-Reach

# MOBIUS

## Statistics

### Tickets Opened & Closed

*In FY2012-2013, the MOBIUS Help Desk opened 11,977 tickets and closed 11,895. Breakdowns by queue, month, and institution are seen below.*

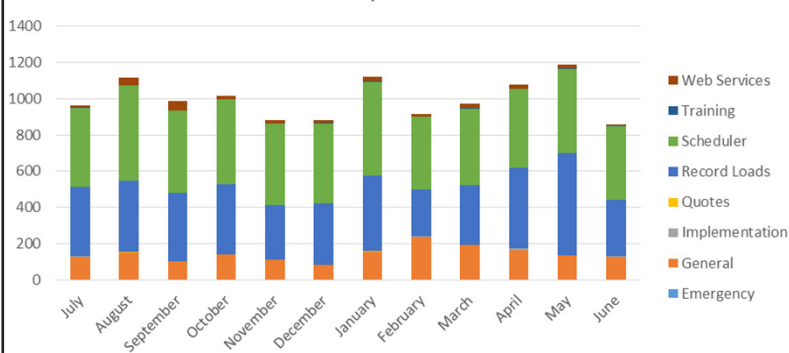
#### Tickets Opened & Closed

	Emergency	General	Implementation	Quotes	Record Loads	Scheduler	Training	Web Services
Opened	4	1724	22	14	4504	5418	23	268
Closed	4	1682	17	14	4512	5405	15	246

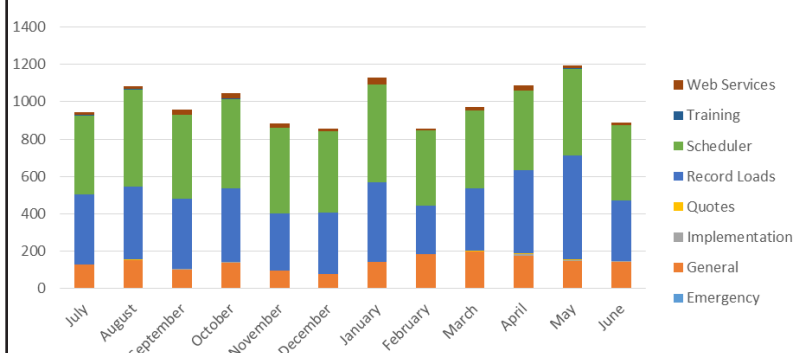
#### Ticket Breakdown by Month

	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
Opened	964	1117	985	1015	880	884	1121	913	974	1079	1186	859
Closed	946	1081	958	1045	882	858	1128	857	971	1086	1195	888

Tickets Opened FY12-13



Tickets Closed FY12-13



### Ticket Breakdown by Institution

<i>Institution</i>	<i>Opened</i>	<i>Closed</i>
A.T. Still University	31	39
Assemblies of God Theological Seminary	15	15
Avila University	64	66
Baptist Bible College	53	50
Camden County Library	1	1
Central Methodist University	23	24
Christian County Library	4	4
Columbia College	263	262
Conception Abbey & Seminary College	25	19
Concordia Seminary	76	63
Cotter College	98	99
Covenant Theological Seminary	110	102
Crowder College	138	144
Culver-Stockton College	40	42
Drury University	264	261
East Central College	115	116
Fontbonne University	263	261
Forest Institute of Professional Psychology	83	84
Goldfarb School of Nursing	29	29
Hannibal-LaGrange University	247	250
Harris-Stowe State University	7	7
Jefferson College	102	102
Kansas City Art Institute	82	81
Kenrick-Glennon Seminary	2	2
Lincoln University	55	51
Lindenwood University	565	570
Linn State Technical College	115	123
Logan College of Chiropractic	72	84
Maryville University	33	34
Metropolitan Community Colleges	55	53
Midwestern Baptist Theological Seminary	74	72
Mineral Area College	44	45
Missouri Baptist University	118	122
Missouri River Regional Library	4	5

### Ticket Breakdown by Institution (cont.)

<i>Institution</i>	<i>Opened</i>	<i>Closed</i>
Missouri Southern State University	332	329
Missouri State Library	24	24
Missouri State University	972	967
Missouri University of Science & Technology	732	749
Missouri Valley College	27	28
Missouri Western State University	383	375
Moberly Area Community College	44	50
North Central Missouri College	36	36
Northwest Missouri State University	594	593
Ozarks Technical Community College	175	175
Rockhurst University	133	136
Saint Louis University	13	14
Saint Paul School of Theology	27	27
Southeast Missouri State University	356	356
Southwest Baptist University	224	221
Springfield-Greene County Library	28	27
St Charles Community College	96	94
St Louis Art Museum	6	4
St Louis College of Pharmacy	32	32
St Louis Community College	158	157
State Fair Community College	36	29
Stephens College	36	37
Three Rivers Community College	110	112
Truman State University	130	127
University of Central Missouri	227	234
University of Missouri	1389	1328
University of Missouri - Kansas City	1395	1379
University of Missouri - St Louis	901	869
Washington University	49	49
Webster University/Eden Theological Seminary	381	381
Westminster College	69	68
William Jewell College	108	106
William Woods University	80	81

### Financial Statement

	<i>FY 2010-2011</i>	<i>FY 2011-2012</i>	<i>FY 2012-2013</i>
Revenues	\$4,745,773	\$5,274,527	5,437,521
Expenses	\$4,405,347	\$4,966,345	5,334,255

### Borrowing

	<i>FY 2010-2011</i>	<i>FY 2011-2012</i>	<i>FY 2012-2013</i>
Intra-Cluster Borrowing	71,705	59,292	52,522
MOBIUS Borrowing	149,621	134,148	133,340
Total Borrowing	221,326	193,440	185,862

### Unique Holdings

Titles held by 1 library	7,357,452
Titles held by 2 or more libraries	3,258,715
Total	10,616,167
% of Unique Holdings	69.30%

### Help Desk

	<i>FY 2010-2011</i>	<i>FY 2011-2012</i>	<i>FY2012-2013</i>
Tickets Opened	1,946	1,959	1,960
Tickets Closed	1,911	1,902	1,901

(Excludes Evergreen, Record Load, and Scheduler tickets)



# EXECUTIVE COMMITTEE

David Doennig, Chair, Stone County Library  
 Terri York, Vice Chair, Webster County Library  
 Cathy Dame, Secretary, Lebanon-Laclede County Library  
 Sue Lightfoot, Member At-Large, Carrollton County Library  
 Karen Hayden, Member At-Large, Little Dixie Regional Libraries

## INTER-SYSTEM TRANSISTS PER MONTH

Month	Count
Aug	39
Sep	141
Oct	229
Nov	319
Dec	708
Jan	1,202
Feb	1,234
Mar	1,587
Apr	1,691
May	1,829
June	1,906
<b>Total</b>	<b>10,885</b>



# MISSOURI EVERGREEN

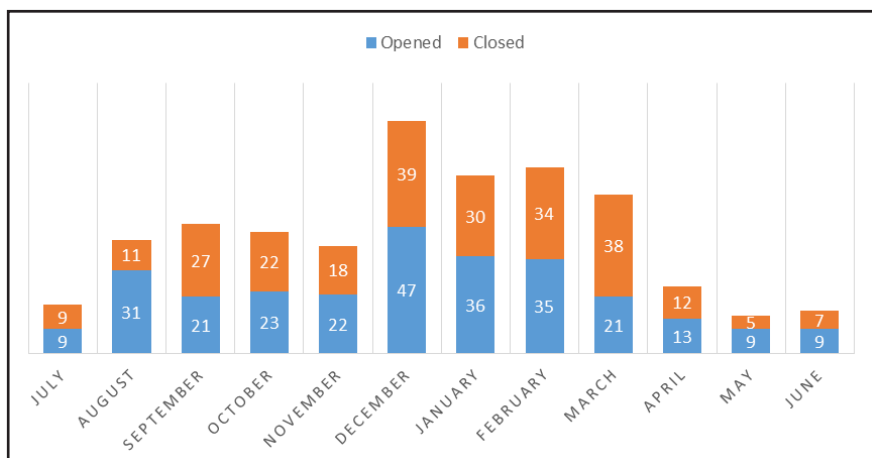
**M**OBIOUS signed a second year contract with the Missouri State Library to host and manage the Missouri Evergreen Consortium on September 1, 2012. We were lucky to have hired Deborah Luchenbill in August 2012 as our first Missouri Evergreen Coordinator. Debbie's position is fully funded through our state contract. Debbie had to "jump" right into her new position, learning the Evergreen system, and implementing and training new member libraries. Ten Missouri public libraries were migrated to Missouri Evergreen within the last fiscal year.

As of June 30, 2013, the Missouri Evergreen System had a total of 633,181 bibliographic records, 652,024 items, and 112,594 patron records. Circulation slowly increased as we added new libraries every other month. The ten libraries are:

“Poplar Bluff Municipal Library  
 Grundy County Jewett Norris Library  
 Marshall Public Library  
 Carrollton Public Library  
 Lebanon-Laclede County Library  
 Stone County Library  
 Webster County Library  
 Doniphan-Ripley County Library  
 Albany Carnegie Public Library”  
 Little-Dixie Regional Library

The Missouri Evergreen Executive Committee created circulation policies and procedures for the consortium and began the cataloging policy. A deduping project for the Missouri Evergreen database was researched and implemented.

Missouri Evergreen is growing quickly adding new public libraries every other month. The consortium is in its formative years, still planning and developing policies and procedures. By this time next year, the consortium will have doubled in size, making it even an even more valuable service to the libraries and the communities they serve.



## Tickets Opened & Closed

Opened: **276**  
 Closed: **252**



## Statistics

### Ticket Breakdown by Institution

Institution	Year End FY12-13	
	Opened	Closed
Carrollton Public Library	43	43
Doniphan-Ripley County Library	10	10
Grundy County Library	12	13
Howard County Library	5	3
Lebanon-Laclede County Library	67	57
Little Dixie Regional Library	1	-
Marshall Public Library	22	19
MOBIUS Office	2	1
Neosho-Newton County Library	1	1
Poplar Bluff Municipal Library	43	43
Stone County Library	9	7
Webster County Library	1	3

