

## MHLS Five-Year Library System Plan of Service January 1, 2002 - December 31, 2006

First half of 2004 Update – Selected Highlights

Full report available at [http://midhudson.org/MHLS/POS/june04\\_update.htm](http://midhudson.org/MHLS/POS/june04_update.htm)

### **Goal: To enhance resource sharing and information resources for area residents.**

- Delivering 600 boxes (approx 10,000 items) per week through MHLS delivery system. Most items requested arrive within 3 working days, if not sooner.
- Added / improved over 22,500 unique records in the Public Library Catalog (OPAC) in 2004.
- Developed a new method of entering serials in the OPAC to streamline display and clarify patron holds placement.
- Hot links into the OPAC have been added to the 33 member library web sites managed by MHLS, including: New Fiction, New Non-fiction, New DVD's, New Books on CD, New Children's Books, as well as links of seasonal interest
- New General Science Database link added to HomeACCESS. Patrons can now pick from 17 separate specialized links to subscription databases from any library's web page.

### **Goal: To provide access throughout the region to all library holdings**

- 96% of MHLS libraries are fully automated using Millennium software.

### **Goal: To insure library services for all area residents, including groups traditionally underserved by libraries.**

- Over 50% of member libraries have an online calendar available through their library web site, to advertise programs to patrons.
- Initiated *Raising a Reader - Emergent Literacy Project*, funded by United Way in 6 libraries; additional funding to expand project to 3 more libraries 2004-05. Established collaboration with Migrant Workers agency to expand project.
- Offered 9 training sessions for member library staff on the topic of *Welcoming New Residents: Customer Service Essentials*. Attended by 70 participants representing 29% of libraries. Each received a copy of *Disability Etiquette*.
- Developed *Helpful Links for Living in the Hudson Valley* web site. Linked to all MHLS-managed member library web pages and those of the 10 focal libraries – averaging 10 visits a day.
- Expanded *EZ Library Program* database to nearly 400 library program idea entries; new categories added including New Resident programs.
- Nearly 90 postings to the Fundraising Listserv highlighting grant deadlines and fundraising related news.
- *Don't Know What To Read?* web page created and added to all 33 MHLS-managed member web pages. Includes Oprah selections, Best Sellers and Award Winning books with direct links into the OPAC. Advertised to members for addition to member-managed websites.
- Number of registered participants has doubled in the past year for the NYS Talking Book & Braille Library program. The program serves over 3,000 visually impaired / physically impaired patrons in our area.

**Goal: Insure Library's will have adequate space to meet the needs of their communities.**

- Six Library Space Planning consultations provided by MHLS staff at member libraries.

**Goal: To insure that all library staff and trustees have the skills and knowledge necessary to provide quality library service to their communities.**

- Attendance at MHLS continuing education events up 8%; over 540 attendances by member library staff / trustees in 2004. 51 MHLS training events offered, with 19 additional regional opportunities advertised to members.

**Goal: To enhance public recognition and support for public libraries.**

- Over 180 instances of libraries "In the News" reported.
- 27% of libraries sent trustees to Trustee Essentials & 20% of libraries sent trustees to Advanced Trustee Education. Advocacy was incorporated into the curriculum of both.
- MHLS Print Services printed over 550 jobs for member libraries in 2004, representing nearly 700,000 in-house imprints. Jobs ranged from notepads and bookmarks to stationary packages and posters.

**Goal: To strengthen library services through sharing of ideas and successes.**

- Developed midhudson.org web page capabilities to meet the information needs of members. Over 900 pages of content. Enhancements / additions this year include:
  - Expanded Web Site Index
  - Google search engine
  - Major expansion of areas that are of current interest to member staff / trustees
  - Building Blocks for Member Managed Web Sites
  - Online Material Request Form
  - Online posting of Action Memos

**Goal: To insure the ability of libraries to benefit from region and statewide resources.**

- Participated in regional committees and activities, including those with RCLS, BOCES, SENYLRC, and local education and social service providers. Co-sponsored workshops to increase regional opportunities
- Fostered communication with schools through School Library Systems

**Goal: To insure that libraries can successfully fulfill reference requests**

- 86% of member libraries have now had at least one on-site assessment of their reference collection since 2002.
- 63% of member libraries have had at least one reference / customer service training for staff, held at their library, since 2002.

**Goal: To insure that all people in the region have access to library services**

- Patterson and Kinderhook were both successful in their application to take on unchartered area.