

**MHLS PLAN OF SERVICE PROGRESS REPORT**  
**January 1, 2013 – December 31, 2013**

**Element 1 – RESOURCE SHARING – RESULTS:**

**4.2 Cooperative Collection Development:**

- Worked with advisory committee throughout the year to review and respond to member library issues and input, to ensure continuous improvement in the area of cooperative collection development, provide adequate access to popular items, and meet member library expectation of fairness in resource sharing.
- On-demand, libraries were assisted with collection analysis to provide data to use in purchasing materials to meet local needs.
- Coordinated expansion of digital collection development, resulting in 55% increase in digital materials checked out vs. 2012 by: Acquiring additional funding; Validating patron satisfaction through eBook user survey based on national ALA/OverDrive survey resulting in improvements to the consortium collection; Responding to patron needs by collecting and purchasing digital title requests to provide access to relevant collections.
- Administered access and negotiated consortium subscriptions to 7 cost-shared databases to support member library collections, providing budgeting information in advanced for library planning.
- Conducted Special Collections Survey resulting in a comprehensive look at how member libraries are diversifying collection development and services offered to appeal to a maximum number of residents, building on the traditional collaborative consumption model to provide experienced based education and entertainment opportunities. This information is used in trainings to help all member libraries understand that library service may look a little different than it has in the past.

**4.3 Integrated Library System:**

- Worked with advisory committee throughout the year to review and respond to member library input to insure accuracy of data and reliability of access to member library collections. ILS facilitated over 4.25 million circulations, and enabled sharing of over 950,000 items between member libraries as a result of patron requests.
- Provided 3 workshops and 65 on-site trainings at member libraries with a total attendance of 434; 99% of attendees reported it was worth their time. Developed a new Knowledge Base that had nearly 900 visits in 5 months, to insure effective use of the ILS. Administered listserv to provide a communications forum for issues related to circulation of materials among libraries.
- Coordinated a successful migration to Sierra by conducting a system-wide data clean-up and site visits at each library to insure a smooth transition to the new software.

- Negotiated no-cost enhancements to the ILS including 'Quick Click' module resulting in expediting bibliographic record additions, 'OCLC via Network' module resulting in more effective access to the OCLC client, and 'Patron Self-Registration' module resulting in enhanced opportunities for new library card registrations.
- Convened a Discovery Tools Sub-Committee to research improving OPAC search results for patrons, resulting in the consortium decision to implement an enhanced discovery interface for the OPAC (Encore).
- Added new patron-friendly readers advisory content enhancements to the OPAC through Novelist, and altered the design of the bibliographic pages to improve patron access to the additional information.

#### **4.4 Delivery:**

- Coordinated 6 day-a-week delivery with 29 routes per week, averaging 78 stops per day, throughout the MHLS region to facilitate resource sharing and achieve same-day and next-day delivery to member libraries. Delivered 2 to 100 boxes of materials per week to each library, with the average being 27 boxes. Consistent schedules were maintained, with any deviation reported to libraries in advance.
- Refined design and procedures in MHLS sorting / delivery bay to expand capacity and expedite delivery.
- Incorporated new efficiencies into the Holds System for sharing materials to keep holds moving and increase the fill rate at member libraries without unnecessary shipping.

#### **4.5 Interlibrary Loan (ILL):**

- Facilitated over 500 requests from member libraries from patrons for materials not available in the MHLS collection, and over 1,800 requests from outside libraries for materials in MHLS libraries. Communicated with lending libraries across the continental US regarding loan period and costs on behalf of member libraries.
- Instituted a new online request form, resulting in simplifying and expediting member library ILL requests.
- Participated in regional resource sharing discussions about increasing member library access to materials outside of the consortium and cost efficiencies in resource sharing.

### **Element 2 – SPECIAL CLIENT GROUPS - RESULTS**

#### **4.7 Adult Literacy:**

- Identified existing member library partnerships with regional literacy providers to develop a cohort eligible for NYS Adult Literacy Library Service Grant Program funds to be used to: Develop and expand adult literacy programs which will enhance workforce development services in public libraries; Improve adult literacy on the job and in the

home.

- Participated in Ulster Literacy Association strategic planning process to improve and expand literacy support connections for member libraries.
- Participated in discussions with our Regional Adult Education Network regarding collaboration opportunities with the System and member libraries.
- Advertised the consortium Mango language learning database ESL programs and consortium workforce development resources to regional adult literacy providers and BOCES career development departments.
- Added information about regional access to Adult Literacy support to Hudson Valley Connections.
- Implemented a new consortium resume preparation electronic resource targeted to assist patrons with low literacy levels, resulting in 142 uses in 5 months.
- Developed new web resource 'Adult Literacy and Libraries' regarding how public libraries can support adult literacy and workforce development <http://www.scoop.it/t/adult-literacy-and-libraries>.

#### **4.8 Coordinated Outreach:**

- Outreach mini grants provided by MHLS resulted in: 14 new public library/school collaborations in the MHLS region; Long term incorporation of early literacy components into story time at 16 libraries; Professional development for 5 small libraries by attending an interactive Children's & Teen Literature Conference; Children's materials for economically challenged non-English speaking families in Phoenicia.
- Developed and conducted workforce development survey and needs assessment of member libraries based on national data collected by the Information Policy & Access Center (iPAC), collecting information from 100% of members resulting in: Increased relevant information used in advocacy; Department of Labor partnerships to ease and enhance library work supporting workforce development in the MHLS region; Development of a consortium suite of job and career support electronic resources which were used over 9,800 times to provide additional support to member libraries.
- Instituted OverDrive LEAP program to provide accessible eBooks to patrons, and distributed information to member libraries about the NY Talking Book and Braille Library and BARD program, resulting in increased access to reading opportunities for regional visually impaired patrons.

#### **4.9 Correctional Facilities (State and Local):**

- Successfully negotiated annual Authentication and Plan of Service with correctional facility librarians, and had approximately 375 contacts with MHLS correctional facility librarians and staff.

- Facilitated communication with DOCCS and networking with peers through regional meetings and the CORT Roundtable of NYLA, resulting in increased application of best practices.
- Increased access to materials to fill local needs by: Providing Categorical Aid funds for purchase of materials; Designing new catalog disks for access to MHLS holdings; Providing instruction on requesting materials through the MHLS OPAC; Providing print copies of electronic McNaughton order lists; Coordinating donations of magazines and paperback books to supplement facility collections, and children's books for the facility family waiting rooms.
- Instituted new system-wide procedure for inmate direct reference requests received by public libraries, supporting mechanisms and procedures from DOCCS, resulting in more of the desired involvement of the facility library.
- Designed and supplied materials (including bookmarks and Hudson Valley Connections) used by facility librarians at inmate library orientation programs, resulting in more awareness of how they can use the general library now for reentry resources and the public library when they are released.
- Developed a new web resource supporting prison library service <http://www.scoop.it/t/prison-and-libraries> .

#### **4.10 Youth Services:**

- Provided 8 workshops for Youth Services (including 'Encouraging Toddler Language Development Through Story Time'; 'Summer Programming Roundtables'; 'School/Library Collaborations that Work') with a total attendance of 140. Administered Youth Services listserv to provide a communications forum.
- Mini-grants of LSTA Summer Reading funds to 30 libraries for projects collaboratively-planned with schools resulted in: 171 meetings (a 60% increase over last year's LSTA funded mini-grant group) between member library staff and school partners to identify needs and opportunities, and to collaboratively plan the project activities; 100% reported that the mini-grant enabled them to expand programs and services during the summer; 100% reported that young people, families and educators reported that they benefitted from the school/library partnership; Facilitated creation by library staff of '75 Tips for Developing a Successful Public Library / School Collaboration' and '55 Tips for Involving Families in Public Library Summer Reading Programs', resulting in the sharing of best practices.
- Developed 5 new web resources: 'Summer Reading @ MHLS Libraries' <http://mhlsbooks.wordpress.com> ; 'Building Early Literacy Through Public Libraries' <http://www.scoop.it/t/early-literacy-for-library-staff> ; 'Building Family Literacy Through Public Library and School Collaborations' <http://www.scoop.it/t/collaborations-of-public-libraries-school-libraries> ; 'Youth Literacy Forum' <http://youth.midhudson.org/forums/youthliteracy> resulting in over 65 instances of shared ideas; Upgraded MHLS 'Kids Port' <http://kidsport.midhudson.org> through creation of a Content Advisory Group, resulting in over 4,770 visits.

- Collected book donations from Books for Kids for libraries in communities with a poverty level of at least 7.8% resulting in 27 MHLS libraries putting new books into the hands of disadvantaged youth.
- Advertised to BOCES the addition of Lexile levels to the MHLS consortium OPAC, who distributed this information about public library support for shared goals to schools, resulting in increased awareness of teachers and parents.

### **Element 3 – PROFESSIONAL DEVELOPMENT AND CONTINUING EDUCATION 4.12 - RESULTS:**

- Worked with advisory committee throughout the year to insure continuing education sessions, resources and networking opportunities were comprehensive and responding to member needs, including the review of program evaluation summaries from each workshop for continuous improvement.
- Provided a total of 133 training sessions with a total attendance of 1,345; 105 of the sessions were provided by MHLS staff; 10 by Central Library staff; 18 by outside experts. Provided additional leadership opportunities for 11 member library staff practitioners who presented training. Provided programs supporting member library staff new to their positions including: 'Orientation for New Summer Programmers'; 'Orientation for New Library Staff and Circulation Essentials'; 'Trustee Essential Roles & Responsibilities'; 'Roundtable for New Directors'.
- Conducted follow-up outcome-based evaluations on 11 training sessions resulting in responses averaging as follows: 98% said they benefitted from attending the program; 73% said they made changes as a result of attending; 98% said they would recommend that workshop to others.
- Developed a new enhanced CE attendance database resulting in being able to provide attendance reports for individual member library staff used in: Job evaluation; Resumes; Civil service T&E requirements; Public Librarians Certification requirements.
- Developed new web resources including 13 Three-minute Training videos and 'Digital Literacy for Library Staff' <http://www.scoop.it/t/digital-literacy-for-library-staff>.
- Collaborated with NYLA to host Library Assistant/Technician Training 18-hour certificate program at MHLS in early 2014.
- Piloted access to Lynda.com web-based training through a statewide group buy through the 3R's for libraries to try, resulting in 19 libraries purchasing their own discounted access.
- Results of 2013 Annual Member Survey showed 'high value was especially placed on trustee education and the professional development opportunities provided to directors and staff. The breadth of continuing education offered by the system was seen as a strong asset by respondents'. MHLS CE was also listed by library directors as a service done well: 'The quality and quantity of continuing education and training services is highly commended'.

#### **Element 5 – CONSULTING AND DEVELOPMENT SERVICES 4.13 - RESULTS:**

- Made over 330 on-site visits to member libraries for consultation, information, program support, problem solving, technology support and training.
- Responded to approximately 14,000 total requests for assistance including 2,450 regarding board development; director development; community-based planning, sustainable funding, growth and development.
- Results of 2013 Annual Member Survey from both board presidents and directors 'placed high value and praise for our system's staff and their expertise. Their comments reinforced our knowledge that our staff is approachable, responsive, knowledgeable about the member libraries and focused on each library's success'. Additionally responses from library directors showed 'Consultation services are essential and excellent' and board presidents indicated 'MHLS consulting services are highly rated and very helpful'.

#### **Element 6 – COORDINATED SERVICES 4.14 - RESULTS:**

- Negotiated consortium subscriptions to 7 cost-shared databases resulting in saving thousands of member library dollars, and access to electronic resources they otherwise wouldn't be able to afford.
- Coordinated OverDrive access and purchasing, resulting in digital collections of 5,671 eBooks and 1,723 downloadable audiobooks available to the patrons of every member library.
- Designed and maintained websites for 37 libraries (56%), resulting in a total of 1,158,541 web visits by patrons.
- Designed and maintained mobile responsive county-based HOMEACCESS websites; 5 months of usage resulted in 11,199 web visits (Columbia County 1,042; Greene County 717; Dutchess County 4,100; Putnam County 2,500; Ulster County 4,777).
- Provided training and support for eRate application for technology reimbursement, which increased the number of member libraries applying to 15 increased from 10.
- Facilitated 17 computer equipment purchases for libraries totaling over \$17,000, developing standardized ordering forms that resulted in streamlining the process for member library staff to get the right products and the best prices.
- Provided technical support on-demand at libraries, including 11 under contract, resulting in improved access to technology and electronic services within their libraries.
- Registered MHLS with CardStar and coordinated a group purchase of 2D barcode scanners, resulting in member libraries being able to read patron library card barcodes on mobile devices.
- Provided information regarding purchasing through Office of General Services (OSG) Procurement Services, increasing cost saving opportunities for member libraries.

#### **Element 7 – AWARENESS AND ADVOCACY 4.15 - RESULTS:**

- Worked with advisory committee throughout the year on whose mission is 'to help guide the development of strategies and tools to strengthen member libraries' ability to cultivate support amongst users and nonusers', resulting in coordinated initiatives to build the library base of support.
- Provided 14 workshops on Awareness and Advocacy (including 3 sessions of Advocacy Boot Camp) with attendance total of 202; 100% of attendees reported it was worth their time.
- Coordinated attendance of over 40 regional library advocates at NYLA Advocacy Day, making appointments with all regional legislators and arranging for bus transportation. Promoted virtual advocacy, resulting in a total of over 1,760 contacts to representatives of our region. MHLS staff member serves on NYLA Legislative Committee, provides contact information for every library to their representatives in the NYS Senate and Assembly, and talking points on significant issues for libraries including Tax Cap information, resulting in year-round advocacy.
- LibraryAware launched for all members to manage the development and deployment of library publicity materials. Provided 11 training sessions with a total attendance of 83.
- Supported 30 libraries holding votes in 2013 with vote success ratio of 26:4 . 87% passed (2 special district creations; 4 414's; 17 budget votes; 1 building referendum). Conducted post-vote assessments, resulting in additional information to use in vote support.
- 5 MHLS libraries were awarded Library Journal "Star Library" status - 13% of NY's Star Libraries are in MHLS.
- Distributed information and developed a cohort for the Impact Survey, resulting in all MHLS libraries planning to run it in early 2014 and share the results.
- Results of 2013 Annual Member Survey showed 'respondents continue to believe that the system keeps members generally well informed. Communications on political and legal issues were specifically noted as both timely and appreciated.'

#### **Element 8 – COMMUNICATIONS AMONG MEMBER LIBRARIES 4.16 - RESULTS:**

- Produced weekly MHLS Bulletin of communications, available in print and electronically, resulting in relevant news delivered to each member library and correctional facility library, and sent electronically to 486 subscribers.
- Directors Association held focus group of 33 member library directors on effectiveness of system communications resulting in actionable feedback about: MHLS weekly Bulletin; Training for member library trustees; MHLS Trustees contact with member libraries; Access to Tech Support; Calendar of billing schedule.

- Advisory committee worked in conjunction with MHLS Board committee to develop the 2013 Annual Member Survey sent to member library directors and board presidents which resulted in 87 responses (73% of directors and 59% of board presidents) about organizational performance and how the system is meeting their needs, resulting in Priority Themes for 2014 set by MHLS Board.
- Developed permanent System Services Advisory Committee by merging 2 temporary committees, tasked 'to represent MHLS member library interests by collaborating with System staff and Board in determining services and how they are funded'.
- Consolidated contact information for MHLS delivery, cataloging, web changes, tech support to expedite communications with MHLS staff. Improved collection of member library email changes to expedite communications with member libraries.
- Upgraded MHLS online calendar with new categorization of events to improve access to training opportunities.
- Managed 5 listservs for member libraries which continue to generate positive participation, resulting in member libraries being able to share information, network and get quick answers to questions.
- Results of 2013 Annual Member Survey to Board presidents: 90% indicated board contact with MHLS staff that influenced a board decision; 95% indicated that MHLS communications provided information that led to useful board discussions; 90% indicated use of the website to get information of importance to the board. MHLS communications was also listed by library directors as a service done well: 'Communications provide important information updates and promotes sharing among members'.

**Element 9 – COOPERATIVE EFFORTS WITH OTHER LIBRARY SYSTEMS 4.17 - RESULTS:**

- Coordinated advocacy efforts with RCLS, WLS, UHLS, FCLS, and MVLS, resulting in more effective legislative office visits; Coordinated Advocacy Day bus with regional library systems, resulting in facilitating attendance from MHLS, RCLS, SENYLRC and 2 BOCES school library systems.
- Coordinated Southeastern Region Correctional Facility Librarians meeting with RCLS and WLS, resulting in networking opportunities and sharing of best practices.
- Collaborated with area school library systems and regional public library systems on programs including 'Notable Book Banquets' and 'Annual Fall Into Books Children's and Teens Literature Conference', resulting in increasing cost effective regional staff development opportunities.
- Participated in SENYLRC's 'Forum on Shared Services', resulting regional discussion about ways to implement ideas of collaboration, shared services and to explore administrative and/or program consolidation.
- Participated with regional and statewide peers through NY3R's statewide I2NY Conference, NYALS retreat, monthly meetings with regional school library system



directors, and monthly phone meetings with PULISDO, resulting in ideas and partnerships that save money and expand opportunity.

- Cooperate on regional delivery of materials by having a weekly transfer exchange point with RCLS, and by delivering to SUNY New Paltz and Vassar College through contract with SENYLRC, resulting in expanded regional access to materials.
- Participated in statewide group buy through the 3R's for Lynda.com web-based training resulting in over \$3,000 savings.

#### **Element 10 – CONSTRUCTION 4.18 - RESULTS:**

- Conducted System-wide construction needs update survey. MHLS member libraries reported construction / renovation needs totaling \$55,000,000 in the region. This number was shared with the NYS Division of Library Development to help advocate to the Governor and the NYS Legislature for the need to continue the \$14 million State Aid for Public Library Construction Grant program annually.
- Developed a sample facility plan outline and added this document to the MHLS Essential Documents Inventory project to aid in director and trustee education for the need to plan ahead for major capital repairs, renovations and ultimately expansion.
- Assisted the following libraries: Phoenicia Library with their rebuild plans (a fire devastated their Main Street facility), slated to result in a highly energy efficient library which is likely to be the first 'Passive House' Library in the United States, if not the world; Hudson Area Association Library in their plans to adaptively reuse the Hudson Armory as the new public library location; Woodstock Public Library District in planning their sustainably designed annex building; Amenia Free Library as it plans an expansion project and works to build community support to invest in the project; Valatie Free Library as they reconsidered their plans for the renovation of a newly acquired facility that will be the future home of the library; Tivoli Free Library in their lease negotiations with the Village board; Pine Plains Library as they were faced with possible eviction from their facility, also aided in the path to the referendum that ultimately will mean the library will be able to stay in their new facility; Kingston Library in assessing community priorities as part of their renovation planning project through facilitating community focus groups; Putnam Valley Free Library as they discovered the extent of the damage to their facility after the recent Hurricanes and Superstorm Sandy.
- Provided Construction Grant Technical Assistance Workshop, attended by 16, 100% of which said it was worth their time. 12 member libraries were recommended awarded funds through State Aid for Public Library Construction program. Projects approved include an energy conservation/restoration project of the Brewster Public Library's 1931 Georgian-style facility; renovation project leading to better accessibility and energy conservation for the Heermance Memorial Library in Coxsackie; an energy conservation project for the Desmond-Fish Library in Garrison; support for a later phase of the Haines Falls Free Library's large project to move into a much larger facility, addressing damage from Hurricane Irene; support of the Hudson Area Association Library's project to adaptively reuse the Hudson Armory as public library space; acquisition of a larger, more handicapped facility for the Hurley Library; a two-part project at the Patterson Library to 1) install a dehumidification system and 2) to purchase a 45kw, 3 phase generator to

power the library during outages – enabling it to meet their long-range plan goal to provide services in the aftermath of major weather events that have plagued our region in recent years; support for the multi-year project to rebuild and expand the fire-damaged Phoenicia Library; support for the renovation and expansion of a newly acquired branch facility for the Poughkeepsie Public Library District; renovation of a currently underused space in the historic building housing the Red Hook Public Library; phase II of a significant stabilization, rehabilitation and energy conservation project for a building on the State and National Registers of Historic Places which houses the Stone Ridge Library; and support for the first phase of a new construction project that will create a library annex building for the Woodstock Public Library District.