

MHLS PLAN OF SERVICE PROGRESS REPORT
January 1, 2014 – December 31, 2014

Element 1 – RESOURCE SHARING – RESULTS: The 2014 Survey of Library Directors rated MHLS Resource Sharing Services as being Highly Successful.

4.2 Cooperative Collection Development:

- Conducted a detailed report analyzing the cooperative collection development section of the MHLS plan of service including the outputs, outcomes, resources allocated to the service, and determined the value/return on investment for MHLS cooperative collection development services. This was reviewed and discussed by the MHLS Directors Association and the MHLS Board of Trustees.
- 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, MHLS assisted libraries with collection analysis to provide data to use in purchasing materials to meet local needs. Began an 'Increasing Circulation' initiative to increase member library material circulation.
- eBooks & eAudio: Coordinated expansion of digital collection development, resulting in digital collections of 7,845 eBooks and 1,966 downloadable audiobooks available to the patrons of every member library. This collection saw a 29% increase in checkouts vs. 2013 by acquiring additional funding, and responding to patron needs by collecting and purchasing digital title requests to provide access to relevant collections. Added curated collections to the digital collection interface, highlighting popular titles and corresponding Read-Alikes, to increase readers advisory and engagement. Added functionality of translating the OverDrive interface into Spanish. System posts monthly digital usage statistics, by library.
- Databases: Administered access and negotiated consortium subscriptions to 5 cost-shared databases to support member library collections, saving \$91,536 (71%) off the 2014 system list price. Provided budgeting information to libraries in advanced for library planning. Added 25,000 resources to the OPAC representing the individual records for each of the 18 databases all MHLS libraries have consortia access to, including those through NOVELny. Added 5 NOVELny databases to the OPAC through federated searching, expanding patron search results and increasing use of the NOVELny databases. System posts monthly digital usage statistics.

- Worked with Central Library staff to provide 'Making your Collection Count: Essential Elements of Collection Development' workshops in 7 locations with a total attendance of 105 representing 100% of member libraries. 100% of attendees said it was worth their time. Training included collection and circulation analysis skills, as well as collection development best practices to help libraries better react to local patrons with local collections.

4.3 Integrated Library System:

- Conducted a detailed report analyzing the integrated library system section of the MHLS plan of service including the outputs, outcomes, resources allocated to the service, and determined the value/return on investment for MHLS integrated library system services. This was reviewed and discussed by the MHLS Directors Association and the MHLS Board of Trustees.
- Conducted a detailed report analyzing MHLS cataloging services including the outputs, outcomes, resources allocated to the service, and determined the value/return on investment for MHLS cataloging services. This was reviewed and discussed by the MHLS Directors Association and the MHLS Board of Trustees.
- 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 3.98 million circulations, and enabled sharing of over 918,000 items between member libraries as a result of patron requests.
- Expanded the MHLS ILS Knowledge Base, used 3,400 times in 2014 by MHLS member library staff, to insure effective use of the ILS. Administered listserv to provide a communications forum for issues related to circulation of materials among libraries.
- Implemented the consortium decision to migrate to an enhanced discovery interface for the OPAC (Innovative Interface Encore). Made site visits on request to 25 libraries to insure a smooth transition to the new interface.
- Designed and conducted an Exemplar Search analysis to measure catalog quality (replicable search formulas intended to capture the most likely or typical patron search terms likely placed against our catalog) resulting in the new Encore catalog returning outstanding results.
- Ticket system implemented for technology and ILS issues was used for 90% of member library support requests (over 50% of these tickets were resolved within

1 hour, approximately 85% of tickets were resolved within 24 hours), assisting MHLS in prioritizing issues, improved delegating of responsibilities, keep more accurate statistics, building a training and support knowledgebase, and maintaining open phone lines for emergencies that cannot be handled in other ways.

4.4 Delivery:

- Conducted a detailed report analyzing MHLS delivery service including the outputs, outcomes, resources allocated to the service, and determined the value/return on investment for MHLS delivery service. This was reviewed and discussed by the MHLS Directors Association and the MHLS Board of Trustees.
- Coordinated 6 day-a-week delivery with 29 routes per week and 473 stops 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 and picked up approximately 88,800 individual boxes of library materials, averaging 45 items per box for a total of nearly 4 million items.
- Refined design and procedures in MHLS sorting / delivery bay to expand capacity and expedite delivery.
- Incorporated new efficiencies into the delivery routes for sharing materials to keep holds moving and increase the fill rate at member libraries without unnecessary shipping.

4.5 Interlibrary Loan (ILL):

- Facilitated 376 requests from member libraries from patrons for materials not available in the MHLS collection, and over 1,582 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.
- 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:

- Supported existing member library partnerships with regional literacy providers with NYS Adult Literacy Library Service Grant Program funds being 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.
- Advertised the consortium Mango language learning database ESL programs and consortium workforce development resources to regional adult literacy providers and BOCES career development departments.
- Increased number to 12 of Dutchess County libraries participating in the Dutchess County Department of Labor project (DOL staff provide a coordinated program of workforce development assistance to patrons at the libraries).
- Brought in the Digital Literacy workshop from NYLA (total attendance 45) for member library staff, and convinced NYLA to let us open it up to regional adult educators, literacy providers and transitional services staff (5 attended).
- Provided development assistance to Legal Services of the Hudson Valley Access to Justice Initiative, with over 100 survey responses.

4.8 Coordinated Outreach:

- Conducted focus groups of directors for feedback on Outreach element of Plan of Service at March Directors Association meeting.
- Provided 27 mini grants of \$400 each for summer reading programs (17 from Family Literacy funds; 10 from Outreach funds) resulting in member library partnerships with 34 community agencies.
- Developed a programming model that consolidates Youth Services into Outreach, reaching a larger cross section of member library staff by providing information, education and sharing of experiences for library staff providing programming for all ages.
- Incentivized 6 member library staff to complete the Learn Library Spanish training program from Mango, to help library staff better serve Spanish-speaking patrons.
- Collected information from member libraries who are doing outreach to the Spanish community, added to 'Partnerships That Work' on MHLS website.
- Developed partnership through serving on the Arts Mid-Hudson Folk Art Advisory Council that brought in funds for 4 member libraries from the Robert R. Chapman Fund (administered by the Community Foundation of the Hudson Valley) for

Children's Day Cultural Programs.

4.9 Correctional Facilities (State and Local):

- Successfully negotiated annual Authentication and Plan of Service with correctional facility librarians.
- Had approximately 458 contacts with MHLS correctional facility librarians and staff of county jails.
- Increased access to materials to fill local needs by: Providing Categorical Aid funds for purchase of materials; Providing 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 as an early literacy initiative.
- Developed a formal approach that was adopted statewide for proper response to 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.
- Drafted overall changes/updates for the Public Library System Services to State Correctional Facility Libraries State Aid Program guidelines for discussion with DLD, to incorporate relevant documents (current DOCCS Directive; Education Law §285 (1) ; Commissioner's Regulations §90.14), assist new Outreach Coordinators with knowing their responsibilities, and improve statewide service to Correctional Facility libraries.
- Coordinated annual Southeastern Region Correctional Facility Librarians meeting (with RCLS, WLS, and the correctional facility libraries in the southeastern region of NY) and CORT programming at the NYLA Conference, resulting in networking opportunities and sharing of best practices.
- Worked with transitional program staff at Dutchess & Ulster county jails to support specific programs.

4.10 Youth Services:

- Supported Early Literacy development through: professional training for member libraries in 4 locations; Early Literacy Mini-Grant Program (13 of the 16 libraries participating reported making changes as a result of the program); Early Literacy Board Book Reimbursement Program (14 libraries established collections). Provided Early Literacy Community Asset training to Ulster County directors.
- Surveyed member library staff that offer game programs and/or family programs resulting in best practices to share, and a panel of 4 member library practitioners who provided a program to 31 attendees about programming events they have held that brought families in to enjoy the library together, and gaming programs that target families and contribute to literacy.
- Administered Youth Services listserv and Youth Literacy online forums to provide opportunities to share experiences.
- 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.

Collected info from all libraries on how their Summer Reading program supported common core standards.

- Supported 24 member libraries in their participation in a Regional Battle of the Books program attended by 450.
- Incentivized 6 member library staff to complete Children's Services Fundamentals Program (an Infopeople Online Learning Course, approved by ALA's Library Support Staff Certification).
- Served on Dutchess BOCES School Library System Council resulting in additional exposure for Dutchess public library programs and services.
- Reviewed usage statistics of YS materials available through MHLS, resulting in keeping just the die-cuts and button maker, and distributed the rest to member libraries through an interest-lottery.
- Partnership with Children's Media project resulted in replicatable training for 34 attendees and ongoing partnerships with 8 libraries.

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

- The 2014 Survey of Library Directors rated MHLS Professional Development & Continuing Education Services as being Highly Successful.
- Worked with advisory committee throughout the year to insure continuing education sessions, resources and networking opportunities were comprehensive and responding to member needs. Evaluations are conducted at each workshop, and summaries of the evaluations are reviewed by advisory committee. Committee noted that MHLS CE opportunities are available in locations across the region and library staff are taking advantage of these opportunities.
- Provided attendance reports from an enhanced CE attendance database for individual member library staff used in: Job evaluation; Resumes; Civil service T&E requirements; Public Librarians Certification requirements.
- 89 training programs offered (+ 23 outside webinars advertised) with total attendance of 1,024.
- Developed responsive plans for workshop locations by collecting data from 28 volunteer sites , then conducting Conducted Preferences for Location Survey (306 responses).
- Distributed information about how directors could support, and individuals could comply, with the new education mandates for Public Librarian Certificate retention.
- Group buy of Lynda.com licenses (13 libraries participating with 19 licenses) at 50% discount, saving libraries \$3562.50.
- Cosponsoring the 2015 'Emerging Leaders - seminar for library leaders' run by Jerry Nichols and hosted by RCLS, to increase member library directors access to professional leadership education.
- Plan for 2015 trainings drafted and updated continuously.
- Re-introduced the MHLS Member Library Mileage Equalization Grant Program (reimbursement for mileage, in excess of the first 20 miles each way, associated with attendance at training or to participate in meetings sponsored by and located at MHLS) to encouraged, urge, and support all member library staff to devote the time necessary to participate in MHLS professional development and continuing education opportunities, and to carry out their responsibilities associated with their position as MHLS members.
- Launched the new MHLS Leadership Circle at the urging of library directors interested in an open dialog about issues they face as library leaders, providing

leadership learning opportunities and taking advantage of the knowledge and wisdom of many of our member library directors while supporting each other.

Element 5 – CONSULTING AND DEVELOPMENT SERVICES 4.13 - RESULTS:

- The 2014 Survey of Library Directors rated MHLS Consulting & Development Services as being Highly Successful.
- Responded to approximately 19,000 requests for assistance.
- Made over 240 on-site visits to member libraries for consultation, information, program support, problem solving, technology support and training.

Element 6 – COORDINATED SERVICES 4.14 - RESULTS:

- The 2014 Survey of Library Directors rated MHLS Coordinated Services as being Successful.
- Conducted survey of directors for feedback on Coordinated Services element of Plan of Service, receiving feedback from 52 (79%), with the majority rating all services as meeting or exceeding expectations.
- Designed and maintained websites for 37 libraries (56%), resulting in a total of 689,011 web visits by patrons. Designed and maintained mobile responsive county-based HOMEACCESS websites used 267,864 times by patrons (Columbia County 23,496; Greene County 34,786; Dutchess County 135,607; Putnam County 22,218; Ulster County 51,757). Developed 3 web resources for youth patrons (Kids Port, revived through member library Content Advisory Group; Kids page of MHLS managed member library web pages; Kids OverDrive eReading Room). Developed a suite of web graphics for member library webpages.
- Provided training and support for member library eRate application for technology reimbursement.
- Facilitated computer equipment purchases for libraries, 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.
- Conducted a group buy of Aerohive, a centrally manageable wireless router that supports captive portal (policy acceptance page) and has improved reporting,

helping member libraries collect wireless usage statistics for their NYS annual reports.

Element 7 – AWARENESS AND ADVOCACY 4.15 - RESULTS:

- The 2014 Survey of Library Directors rated MHLS Awareness and Advocacy Services as being Successful.
- 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.
- 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 'Armchair Advocacy', resulting in a total of 896 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.
- Supported 28 libraries holding votes in 2014 with 93% of member library votes passing. . Conducted post-vote assessments, resulting in additional information to use in vote support.
- Redesigned the 'MHLS Public Library Vote Toolbox' at <http://vote.midhudson.org> to improve access to the information member libraries for sustainable funding for their library.
- 12 workshop sessions were provided including ' Public Library Vote Toolbox "Know How for your Library's Vote"', 'Advocacy Boot Camp' (for frontline staff, trustees, and Friends looking for a better understanding of how libraries and the system are funded, what messages resonate with the public and legislators and best practices for delivering those advocacy messages), and 'Survey Team Training' (part of the MHLS Marketing Advisory Committee's Non-Library-User Outreach Program).
- Held a County Advocacy Meeting of directors/trustees instrumental in advocating for county funding.
- Collected info from 74% libraries to be used in advocacy about how people are affected by their summer reading program. For example: Participants who increased their enjoyment of reading; improved their reading ability; or families who saved money.

Element 8 – COMMUNICATIONS AMONG MEMBER LIBRARIES 4.16 - RESULTS:

- The 2014 Survey of Library Directors rated MHLS Communication Among Member Libraries Services as being Successful.
- 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 588 subscribers.
- Managed 6 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.
- Conducted a Salary, Leave & Benefit survey with 97% participation of member libraries.
- Redesigned the e-version of the MHLS Bulletin - now in full color with a more modern look and includes a new, regular "In the News" feature which provides links to local news coverage of MHLS member libraries.
- Redesigned the system website <http://midhudson.org/> to improve access to the information member libraries need to run their library. Using WordPress, a content management system (CMS), the functionality of the new site is much improved from both the user end and the maintenance side. Staff also worked to streamline and improve the content from the former site to increase usability.
- Launched a new Programming Listserv, a communication forum for MHLS libraries on all aspects of library programming for patrons from birth to adult, including programming for families, communities, summer reading, early literacy, family literacy, digital literacy, and outreach to the community through programming and piggy-back presenter opportunities.
- Developed new format at Directors Association meetings for sharing among directors, alternating each month between small-group Talk Events, and Tweet Out Events (where each director has an opportunity to speak for 30 seconds on the topic of their choice).

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.
- 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.
- Served on SENYLRC Board of Trustees Council resulting in making strong regional connections, more exposure to MHLS services in the community, and affecting regional decisions for the good of member libraries.
- Collaborated on the development of PULISDO Conference (Theme: Focus on Infrastructure) and pre-conference data collection in 3 areas of system services; Staff from 21 of the 23 NYS Public Library Systems attended, and 100% of respondents indicated that the sessions they attended were worth their time.
- Collaborated with area school library systems and regional public library systems on programs including annual 'Notable Book Banquets' and 'Fall Into Books Children's and Teens Literature Conference', resulting in increasing cost effective regional staff development opportunities.
- Collaborated with UHLS and Suffolk on ILS discussions and development.

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.
- A survey was conducted of member library directors as to their satisfaction with the administration of the construction grant program at MHLS. Input received helped to fine tune our process with a goal of being transparent and accountable.

92% of respondents indicated they feel the process is fairly handled with 78% indicating it is “completely fair.”

- We developed standards to apply to our funding priority of energy conservation, providing guidance to libraries to educate themselves as to how to achieve energy efficiencies through new projects and projects that involved replacing facility components at the end of their useful life.
- Assisted the following libraries: The Mountain Top / Haines Falls Library finally completed their adaptive reuse of an existing building and held their grand opening; 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 managing community dissent over their planned annex project; Amenia Free Library as it plans an expansion project and works to build community support to invest in the project; 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; 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 12, 100% of which said it was good use of their time.
- 12 member libraries were recommended awarded funds through State Aid for Public Library Construction program. Projects approved include: BREWSTER PUBLIC LIBRARY: Restoration of windows in a 1931 Georgian-style library facility, application of low-E solar film; installation of storm panels. HEERMANCE MEMORIAL LIBRARY (Coxsackie): Interior modifications to flooring, ceilings, lighting and shelving to make the library more accessible, sustainable and user-friendly. DESMOND-FISH LIBRARY (Garrison): Installation of a variable refrigerant flow system (VRFZ) to result in a more efficient HVAC system; more zones; and noise reduction. Estimated annual heating/cooling savings of \$7,000. HAINES FALLS FREE LIBRARY: Later phase of a significant renovation project to address drainage system damaged by Hurricane Irene; renovate entries; rehabilitate stairs to mezzanine; and final fixtures and furnishings. When total project is completed it will result in a 466% increase in usable public space. HUDSON AREA LIBRARY ASSOCIATION: Adaptive re-use of the Hudson Armory, a facility that will be the new home for the library. Project includes built-in millwork (shelving, service and computer desks, cabinetry, displays). New space will enable the library to be fully handicapped accessible for the first time, result in the provision of a meeting room that can seat 100 people (currently they have no dedicated meeting room); new facility will result in a 60% increase in usable public space. HURLEY LIBRARY: Acquisition of new facility which will result in a

fully handicapped facility (current library is not handicapped accessible), increase usable public space by 40% and lower heating and cooling costs in the library's operations budget. PATTERSON LIBRARY: Installation of a whole-building generator and dehumidification system to increase access to service and stabilize interior climate and air quality. PHOENICIA LIBRARY: Phase III of renovation project to expand current footprint concurrently with renovation work of fire-damaged building. This will result in new space for children's room, community meeting room and elevator. This phase: flood-proofing to FEMA standards; septic; technology infrastructure; fixtures and furnishings; construction supervision. Slated to be the first Passive House designed library in the country. POUGHKEEPSIE PUBLIC LIBRARY DISTRICT: First phase of a major renovation and expansion project for a newly acquired facility. This phase: site preparation. Ultimately will result in a 240% increase in space: new space will double the number of public access computers; create programming space where none existed previously; completely handicapped accessible; adequate parking. RED HOOK PUBLIC LIBRARY: Renovation of currently underused space in an historic building to create more public space for computers, programming and a quiet reading area. New space will provide twice the current number of public access computers. Includes HVAC, insulation and electrical system upgrades to this 1865 facility to create the capacity for the stated needs in newly created space. STONE RIDGE LIBRARY: Phase II of a significant stabilization, rehabilitation and energy conservation project for a building on the State and National Registers of Historic Places. Project includes siding and insulation - using environmentally friendly insulation. WOODSTOCK PUBLIC LIBRARY DISTRICT: First phase of a new construction project to create a library annex: asbestos abatement; demolition of current structure; and relocation of an electrical pole. Future plans for the new building will ultimately result in a minimum 13% increase in usable public space.

Element 11 – CENTRAL LIBRARY – RESULTS: The 2014 Survey of Library Directors rated MHLS Central Library Services as being Successful.

DIGITAL COLLECTION DEVELOPMENT:

- Central library staff worked with advisory committee throughout the year whose mission is 'to oversee Central Reference services and to insure that system-wide collections and resources are comprehensive and responsive to patron needs'.
- Provided \$19,351 for suite of online, commercially licensed databases, used by member library staff and patrons, cost-shared with members. Reviewed usage with advisory committee, who made recommendations for additions and subtractions that were acted on by the MHLS Directors Association to make the best use of CLDA/CBA and consortia funds.
- Provided \$26,420 for catalog enhancements (NextReads, NoveList and Syndetics) resulting in improved readers advisory support for library staff and

improved patron access to the additional information.

- CLDA/CBA funds were used to support the purchase of the OverDrive service platform and non-fiction purchases of eBook and downloadable audiobook titles.

PUBLIC SERVICE STAFF TRAINING AND EDUCATION:

- Central library staff worked with system staff to provide 'Making your Collection Count: Essential Elements of Collection Development' workshops in 7 locations with a total attendance of 105 representing 100% of member libraries. 100% of attendees said it was worth their time.
- Central library staff provided 5 workshops on 'Encore, HOMEACCESS & Reference - Helping Patrons Find What They Want' to develop member library staff skills. There were a total of 66 attendances, with 98% of attendees reported it was worth their time.

COLLECTION MANAGEMENT AND USE ANALYSIS:

- The advisory committee asked the MHLS Directors Associations (which agreed) to require all member library directors to attend the provide 'Making your Collection Count: Essential Elements of Collection Development' workshop which covered collection and circulation analysis skills, as well as collection development best practices to help libraries better react to local patrons with local collections. Planning to provide in 2015 reports to each library for strategic weeding.

REFERENCE SERVICES:

- Provided funding and 'Encore, HOMEACCESS & Reference - Helping Patrons Find What They Want' workshops for member library staff in support of both member library staff needs and patron needs for information both in the library and from outside the library.
- Central library staff published weekly reference tips (Tuesdays Tips at <http://poklib.org/reference-and-research/tuesdays-tips/>) which are sent out to all member library staff to support best reference practices.

DELIVERY AND INTERLIBRARY LOAN:

- Provided \$47,755 in direct support from CLDA funds for the MHLS delivery service to facilitate resource sharing among member libraries.

SUPPLEMENTAL ADULT NON-FICTION COLLECTIONS:

- 2,039 non-fiction titles funded by CLDA or CBA were added to the collection at the Central Library. Digital non-fiction materials were added to the consortia OverDrive collection.

NYS Central Book Aid (CBA) / Central Library Development Aid (CLDA) Guidelines: Annual budget applications submitted to the State Library for CLDA and CBA must be consistent with the central library's long-range plan for use of central library funds and the library system's approved Five-Year Plan of Service. Expenditures should strengthen services to the entire library system rather than services that are primarily for the central library's local service area. State funds should be used to improve services to residents of the entire library system. In cooperative library systems, a library system/central library committee makes program and expenditure recommendations to the library system. Such a committee advises the system and central library on the intra-system policy and guidelines for selection of CBA material and the budgeting for CLDA funds. <http://www.nysl.nysed.gov/libdev/clda>

Element 12 - DIRECT ACCESS RESULTS:

- MHLS and all its member libraries continue to facilitate direct access to public library services for all residents in the Mid-Hudson service area. There were no reports in 2013 of serious inequities or hardship. MHLS continued to work with the Town of Union Vale on behalf of 4 member libraries (Beekman Library, Millbrook Free Library, LaGrange Association Library, and Dover Plains Library) regarding the funding by the Town of Union Vale for public library services. MHLS efforts included negotiating a contract with the Town of Union Vale, which resulted in \$30,000 being awarded to the 4 member libraries based on each library's proportionate share of circulation to Town residents.