

**MHLS PLAN OF SERVICE PROGRESS REPORT**  
**January 1, 2015 – December 31, 2015**

**Element 1 – RESOURCE SHARING – RESULTS:** The 2014 Survey of MHLS Library Directors rated MHLS Resource Sharing Services as being Highly Successful, so this element was not resurveyed in 2015.

**4.2 Cooperative Collection Development:**

- **SERVICE EVALUATION:** Conducted a detailed report analyzing the Cooperative Collection Development section of the MHLS plan of service including the outputs, outcomes, and 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, and will be used in development of the 2017-2021 MHLS Plan of Service.
- **ADVISORY COMMITTEE:** 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.
- **COLLECTION ANALYSIS:** Continued an 'Increasing Circulation' initiative to increase member library material circulation. Piloted an "Increasing Circulation Incubator Project" matching up 10 member libraries to explore, implement and report out on best practices, policies and procedures to increase circulation. Provided training accessible to all interested member libraries to assist with optimizing collection development, marketing of library collections and the user experience in our libraries. On-demand, MHLS assisted libraries with collection analysis to provide data to use in purchasing materials to meet local needs.
- **eBOOKS & eAUDIO:** Coordinated expansion of digital collection development, resulting in digital collections of 12,568 eBooks and 2,666 downloadable audiobooks available to the patrons of every member library. This collection saw a 1,466% increase in checkouts from launch of service. MHLS Directors Association approved revised MHLS OverDrive Collection Development Guidelines to more tightly focus how the cost-share funds are used, including to purchase additional copies when holds hit a level of 4.5 in order to speed materials to patrons, and to use patron driven acquisition as the determiner of repurchasing metered titles that have timed out. Patron access to materials was increased by providing a longer loan period (up to 21 days). System posts monthly digital usage statistics, by library.

- eMAGAZINES: MHLS Directors Association developed a subgroup of 12 libraries to test the eMagazine patron experience of 2 nationally available products and report findings. Resulted in the approval of Zinio for Libraries System-wide Service for eMagazines.
- DATABASES: MHLS Central Library/Collection Development Advisory Committee (CLCD) reviewed the usage of system-wide collectively purchased databases to insure they are cost effective and being used enough to be worthy of renewal. The committee reviewed the Central Library Development Aid (CLDA) and Central Book Aid (CBA) budget that cost-shares the price of the databases with the member libraries. The MHLS Directors Association voted to approve the recommended package of cost-shared eResources for the coming year.

### **4.3 Integrated Library System:**

- SERVICE EVALUATION: Conducted a detailed report analyzing the Integrated Library System section of the MHLS plan of service (and also a separate analysis of Cataloging Services) including the outputs, outcomes, and 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, and will be used in development of the 2017-2021 MHLS Plan of Service. The 2015 Survey of Library Directors rated MHLS Staff Support for Integrated Library System Services as Successful, the Innovative Interfaces (II) Software Functions as Needs Improvement, and Internet Service Provider (ISP) Services as Needs Improvement.
- ADVISORY COMMITTEE: 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.
- PATRON FUNCTIONALITY: ILS facilitated 2870760 circulations, and enabled sharing of over 936185 items between member libraries as a result of patron requests. Added Video & Music content (cover images and annotations for CD and DVD materials) to OPAC, and rearranged facet search in left-hand navigation bar. Linked mobile OPAC to full OPAC to facilitate ability of patrons to pay fines online.
- SUPPORT FOR MEMBER LIBRARY STAFF: Implemented Book Club Request Form that is used by staff to ask other libraries to check on requests of multiple copies for book clubs. Partnered with the Mid-Hudson Joint Management Team (MHJMT), composed of the Dutchess BOCES, Orange/Ulster BOCES, and the Sullivan BOCES, to act as a consortium in soliciting bids for bandwidth to connect MHLS member public libraries to the internet.

- **TRAINING FOR MEMBER LIBRARY STAFF:** Provided a variety of training for library staff (designed to ensure the accuracy and efficiency of the shared Sierra database) and monthly topical Sierra lunch time webinars. Expanded the MHLS ILS Knowledge Base (used 2,938 times by MHLS member library staff) to insure effective use of the ILS, and included video recorded trainings.
- **CATALOG ANALYSIS:** 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 MHLS OPAC returning outstanding results.
- **CATALOG MAINTENANCE:** MHLS staff cataloged over 700 records a week and answered questions ranging from title/sub title changes, to changing number of disks, MHLS staff also perform a variety of clean-up and maintenance work on the catalog as follows - Weekly: Use high demand holds list to prioritize cataloging of prepublication titles; Add subject headings to local history records; Check our catalog for instances of common typographical errors; Delete records with no items or orders attached. Monthly: Delete or suppress records with all orders received and no items attached; Check for mismatches on Material Type vs. General Material Designations; Delete canceled orders. Bi-Yearly: Run searches for incorrect skip digits in cataloged records; Check for invalid subfields or indicators, and correct them.

#### **4.4 Delivery:**

- **SERVICE EVALUATION:** Conducted a detailed report analyzing MHLS Delivery Service section of the MHLS plan of service including the outputs, outcomes, and 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, and will be used in development of the 2017-2021 MHLS Plan of Service.
- **DELIVERY SERVICE TO MEMBER LIBRARIES:** Coordinated 6 day-a-week delivery with 473 stops per week throughout the MHLS region to facilitate resource sharing and achieve same-day and next-day delivery to member libraries. A total of 23,700 individual delivery stops were made. MHLS delivery vans drove 200,750 miles (the equivalent of driving across the United States 58 times). 31,923 boxes came into MHLS headquarters (which if stacked is equal to over 30 times the height of the Empire State Building). 1,436,535 items were sorted and turned around at MHLS for delivery to member libraries. MHLS Directors Association endorsed a recommendation from the MHLS System Services Advisory Committee to redesign the schedule to adjust outliers and normalize delivery stops based on volume (while keeping Saturday delivery services) for implementation in 2016.

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

- **ILL SERVICES TO MEMBER LIBRARIES:** Brought in 4,862 items not available in the MHLS collection, as requested by member libraries for their patrons. Facilitated the provision of 511 items from MHLS libraries to outside libraries. Communicated with lending libraries across the continental US regarding loan period and costs on behalf of member libraries.
- **REGIONAL SHARING:** Provided beta testing as part of revamping SEAL (Southeastern Access to Libraries) to make regional ILL easier among different library types (including college, school, RCLS public libraries) through the eight county area of Columbia, Greene, Ulster, Dutchess, Orange, Sullivan, Putnam and Rockland.

**Element 2 – SPECIAL CLIENT GROUPS – RESULTS:** The 2014 Survey of MHLS Library Directors rated MHLS Special Client Services as Needs Attention, so this element was resurveyed in 2015 in more detail.

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

- **SERVICE EVALUATION:** Conducted a detailed report analyzing the Adult Literacy section of the MHLS plan of service including the outputs, outcomes, and resources allocated to the service, and determined the value/return on investment for MHLS Adult Literacy services. This was reviewed and discussed by the MHLS Directors Association and the MHLS Board of Trustees, and will be used in development of the 2017-2021 MHLS Plan of Service. The 2015 Survey of Library Directors rated MHLS Adult Literacy Services as Needs Attention (34.43% Significantly Exceeds or Exceeds Expectations; 45.90% Meets Expectation; 6.56% Below Expectation or Needs Improvement; 13.11% No Opinion).
- **GRANTS TO MEMBER LIBRARIES:** Supported 4 member libraries who have existing partnerships with regional literacy providers with NYS Adult Literacy Library Service Grant Program funds of \$8,073, being used to develop and expand adult literacy programs which will enhance workforce development services in public libraries and improve adult literacy on the job and in the home. Provided mini-grants of \$500 each to 9 member libraries to incentivize collaborations with agencies that affect their community, and expand adult literacy through digital and/or arts programming.
- **TRAINING FOR MEMBER LIBRARY STAFF:** Collaborated with 'Legal Services of the Hudson Valley Access to Justice Initiative' who developed online legal aid and self-help resources for Hudson Valley residents, with the goal of increasing access to justice, and introduced library staff to these resources through live webinar.

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

- **SERVICE EVALUATION:** Conducted a detailed report analyzing the Coordinated Outreach section of the MHLS plan of service including the outputs, outcomes, and resources allocated to the service, and determined the value/return on investment for MHLS Coordinated Outreach services. This was reviewed and discussed by the MHLS Directors Association and the MHLS Board of Trustees, and will be used in development of the 2017-2021 MHLS Plan of Service. The 2015 Survey of MHLS Library Directors rated MHLS Outreach Services as Needs Attention (43.62% Significantly Exceeds or Exceeds Expectations; 39.34% Meets Expectation; 3.28% Below Expectation or Needs Improvement; 14.75% No Opinion).
- **GRANTS TO MEMBER LIBRARIES:** Provided mini-grants of \$500 each to 19 member libraries from NYS Family Literacy Library Service Grant Program where the libraries were required to collaboratively plan (with agencies that affect their communities) interactive inquiry-based programs for families, before submitting the project to MHLS, resulting in 19 new community partnerships being developed and expanded. 100% of the libraries reported that their collaborations were successful, that they benefited from the collaboration, that families in their community benefited from the collaboration, and that their community partner agency benefited from the collaboration. Tip Sheet at <http://tinyurl.com/oqdl9kx>
- **SUPPORT FOR MEMBER LIBRARY STAFF:** Implemented 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. Purchased ZoomText Magnifier/Reader software for 10 member libraries as part of an initiative that every county will have libraries where powerful screen magnification is available, removing barriers and expanding possibilities for community members with low vision. Distributed information about NYS Talking Book and Braille Library resources, including how to register the public library as an institutional member. Distributed information to assist member libraries in making their programs accessible including: How to create a statement of accessibility for library program & meeting announcements; Adding a budget line for auxiliary aids; 'How to Write and Report about People with Disabilities' from the Research and Training Center on Independent Living; 'ADA Title II and Title III Revised Regulations'. Partnered with a non-profit media arts organization Wave Farm on a project Arts + Culture + Transmission, funded by a grant from the New York State Council on the Arts through Governor Andrew M. Cuomo's Regional Economic Development Council Workforce Investment Program, establishing 4 member libraries as remote broadcast and online streaming venues.

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

- **SERVICE EVALUATION:** Conducted a detailed report analyzing the Correctional Facilities section of the MHLS plan of service including the outputs, outcomes, and resources allocated to the service, and determined the value/return on

investment for MHLS Correctional Facilities services. This was reviewed and discussed by the MHLS Directors Association and the MHLS Board of Trustees, and will be used in development of the 2017-2021 MHLS Plan of Service.

- **SUPPORT FOR CORRECTIONAL FACILITY LIBRARY STAFF:** Successfully negotiated annual Authentication and plan of service with correctional facility librarians. 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; Providing children's books for the facility family waiting rooms as an early literacy initiative. Designed and supplied bookmarks and Hudson Valley Connections (a resource guide for ex-offenders returning to Columbia, Dutchess, Greene, Putnam or Ulster counties in New York State) 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.
- **TRAINING FOR CORRECTIONAL FACILITY LIBRARY STAFF:** Coordinated annual Southeastern Region Correctional Facility Librarians meeting (with RCLS, WLS, and the correctional facility libraries in the southeastern region of NY) and Corrections and Outreach Resource Team (CORT) programming at the NYLA Conference, resulting in networking opportunities and sharing of best practices.

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

- **SERVICE EVALUATION:** Conducted a detailed report analyzing the Youth Services section of the MHLS plan of service including the outputs, outcomes, and resources allocated to the service, and determined the value/return on investment for MHLS Youth Services. This was reviewed and discussed by the MHLS Directors Association and the MHLS Board of Trustees, and will be used in development of the 2017-2021 MHLS Plan of Service. The 2015 Survey of MHLS Library Directors rated MHLS Youth Services as Needs Improvement (22.92% Significantly Exceeds or Exceeds Expectations; 45.90% Meets Expectation; 18.03% Below Expectation or Needs Improvement; 13.11% No Opinion).
- **GRANTS TO MEMBER LIBRARIES:** Purchased Very Ready Reading Curriculum Kits for 13 member libraries to elevate drop-in storytimes to a comprehensive early literacy program and reach out to the community. Incentivized 8 member library staff to complete Teen Services Fundamentals Program (an Infopeople Online Learning Course, approved by ALA's Library Support Staff Certification).
- **SERVICE TO MEMBER LIBRARY STAFF:** Collected book donations from Books for Kids for libraries in communities with a poverty level of at 8.3% or above,

resulting in 26 MHLS libraries putting new books into the hands of disadvantaged youth. Supported more than 200 competitors and 22 member libraries participating in a Regional Battle of the Books program.

### **Element 3 – PROFESSIONAL DEVELOPMENT AND CONTINUING EDUCATION**

#### **4.12 - RESULTS:**

- **SERVICE EVALUATION:** Conducted a detailed report analyzing the Professional Development and Continuing Education section of the MHLS plan of service including the outputs, outcomes, and resources allocated to the service, and determined the value/return on investment for MHLS Professional Development and Continuing Education services. This was reviewed and discussed by the MHLS Directors Association and the MHLS Board of Trustees, and will be used in development of the 2017-2021 MHLS Plan of Service. The 2014 Survey of MHLS Library Directors rated MHLS Professional Development & Continuing Education Services as being Highly Successful, so this element was not resurveyed in 2015.
- **ADVISORY COMMITTEE:** Worked with advisory committee throughout the year to insure training 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 overall very positive feedback.
- **SUPPORT FOR MEMBER LIBRARY STAFF:** Surveyed Trustees, Directors, and staff regarding training location preference and webinar preferences resulting in a list of preferred locations for workshops and the finding that most Trustees report they are likely to view a webinar on a computer at their home. Provided attendance reports for individual member library staff used in job evaluations, resumes, civil service T&E requirements, and Public Librarians Certification requirements. Distributed information about how directors could support, and individuals could comply, with the education mandates for Public Librarian Certificate retention. Facilitated group buy of Lynda.com Pro licenses (18 libraries participating with 22 licenses) at 50% discount, saving libraries \$4,125.
- **TRAINING FOR MEMBER LIBRARY STAFF:** A total of 79 sessions with 1,120 attendances in the following categories:
  - Awareness & Advocacy: 1 session with 54 attendances ('Get the YES Vote Out: Tips & Trends from Around the County')
  - General Adult Services: 8 sessions with 203 attendances ('Orientation for New Library Staff'; 'How to Respond to a Security Incident in your Library'; 'Dealing with Difficult Patrons'; 'The Future of Programming: Empower, Engage & Excite'; 'Building Great Programs for Patrons in their 20's & 30's')
  - Leadership: 6 sessions with 83 attendances ('Leadership Circle on Understanding Your Leadership Style'; 'Leadership Circle on Diagnosing Your Library's Organizational Culture'; 'New Directors Roundtable on the Face of the Library'; 'New Directors Roundtable on Personnel, Hiring &

- Firing'; 'Tax Cap Refresher'; 'Construction Grant Technical Assistance Workshop')
- Management & Supervisory: 6 sessions with 77 attendances ('Annual Report Workshop for New Directors'; 'Web Management Report for Circulation Analysis'; 'Policy Clinic on Internal Financial Controls')
- Planning & Evaluation: 25 sessions with 236 attendances ('Circulation Incubator Project'; 'Removing Barriers Mini-Conference to Increase Circulation'; 'Create Lists to Increase Circulation - Level 2 & Level 2'; 'Enhancement of Create Lists Through Excel - Level 1 & Level 2'; 'Collection Development through Overdrive - Best Practices for Increasing Digital Circulation'; 'Running End of Month Statistics in Web Management Reports'; 'E-rate Changes and Opportunities'; 'Orientation for New Programmers')
- Resource Sharing: 17 sessions with 270 participants ('Using Sierra Create Lists to Efficiently Clean up Records'; 'Sierra Data Entry Spring Cleaning'; 'Sierra Date Entry on How Brief is Too Brief'; 'Weeding Workshop')
- Trustee Training: 9 sessions with 100 attendances ('Essential Trustee Duties and Responsibilities')
- Friends: 1 session with 17 attendances ('MHLS Friends Support Group')
- Children's Services/Birth to Kindergarten: 1 session with 14 attendances ('Play, Move & Sing Developmental Play Skills')
- Children's Services/Elementary Grade Levels: 2 sessions with 24 attendances ('Building Community Support through Summer Reading & Year-round Collaboration - Programming for All Ages'; 'Fall Into Books Discussion Workshop')
- Young Adult Services/Middle and High School Grade Levels: 3 sessions with 42 attendances ('Ulster County Book Banquet'; 'Dutchess County Book Banquet'; 'Fall Into Books Literature Conference')

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

- SERVICE EVALUATION: Conducted a detailed report analyzing the Consulting and Development Services section of the MHLS plan of service including the outputs, outcomes, and resources allocated to the service, and determined the value/return on investment for MHLS Consulting and Development Services. This was reviewed and discussed by the MHLS Directors Association and the MHLS Board of Trustees, and will be used in development of the 2017-2021 MHLS Plan of Service. The 2014 Survey of MHLS Library Directors rated MHLS Consulting & Development Services as being Highly Successful, so this element was not resurveyed in 2015.
- SUPPORT FOR MEMBER LIBRARY STAFF: Consultations provided included technical assistance (in areas such as Municipal and School District Ballot Initiatives, Public Vote Strategy, NYS Property Tax Cap, Open Meeting Law and use of executive session, Civil Service, Oaths of Office, Freedom of Information Law requests, Non-profit Revitalization Act implications for public libraries and



Friends Groups, Charter amendments, Registration for libraries that had converted from association to special district libraries, Meeting Minimum Standards for Public Libraries in New York State, Budget planning, Conflicts of interest, Bylaw revisions, Removal of a trustee) as well as Policy development assistance, Consultations on fiscal accountability/transparency, Board president assistance, Support for boards in hiring a new director, Support for interim directors, Friends Group support, Special District initiatives, Consultation on personnel issues, Risk management assistance and disaster recovery support. Made site visits to member libraries for consultation, information, program support, problem solving, technology support and training.

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

- **SERVICE EVALUATION:** Conducted a detailed report analyzing the Coordinated Services section of the MHLS plan of service including the outputs, outcomes, and resources allocated to the service, and determined the value/return on investment for MHLS Coordinated Services. This was reviewed and discussed by the MHLS Directors Association and the MHLS Board of Trustees, and will be used in development of the 2017-2021 MHLS Plan of Service. The 2014 Survey of MHLS Library Directors rated MHLS Coordinated Services as being Successful, so this element was not resurveyed in 2015.
  
- **SUPPORT FOR MEMBER LIBRARY STAFF:**
  - **Web Site Development and Hosting:** Designed and maintained websites for 38 libraries (58%), resulting in a total of 770,955 web visits by patrons. Designed and maintained mobile responsive county-based eResources/HOMEACCESS websites used 567,924 times by patrons (Columbia County 51,626; Greene County 70,823; Dutchess County 295,759; Putnam County 40,744; Ulster County 108,972).
  - **Contracted and Off-Contract IT Support:** Provided technical support on-demand at libraries (including 13 under contract) and in-house microcomputer repair/upgrade of member library computers, resulting in improved access to technology and electronic services within their libraries.
  - **IT Purchases for Member Libraries:** 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.
  - **IT Helpdesk:** Ticket system implemented for technology and ILS issues was used by member libraries (tickets average 30 minutes to resolve), 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.
  - **E-Rate:** Provided training and support for member library application for technology reimbursement.

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

- **SERVICE EVALUATION:** Conducted a detailed report analyzing the Awareness and Advocacy section of the MHLS plan of service including the outputs, outcomes, and resources allocated to the service, and determined the value/return on investment for MHLS Awareness and Advocacy services. This was reviewed and discussed by the MHLS Directors Association and the MHLS Board of Trustees, and will be used in development of the 2017-2021 MHLS Plan of Service. The 2014 Survey of MHLS Library Directors rated MHLS Awareness and Advocacy Services as being Successful, so this element was not resurveyed in 2015.
- **ADVISORY COMMITTEE:** Worked with advisory committee throughout the year 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.
- **GRANTS FOR MEMBER LIBRARIES:** MHLS staff, with endorsement from the MHLS Directors Association, contacted area legislators resulting in Special Legislative Aid Awarded to 56 (85%) MHLS member libraries totaling \$250,500; Special Legislative Project Grants to support Summer Reading Programs received from Assemblymember Kevin Cahill for 17 MHLS member libraries in the 103rd Assembly District totaling \$25,000; Special Legislative Project Grants to support Summer Reading Programs from Assemblymember Didi Barrett for 15 MHLS member libraries in the 106th Assembly District totaling \$10,000.
- **SUPPORT FOR MEMBER LIBRARY STAFF:** Supported 28 libraries holding votes with 93% of member library votes passing. Conducted post-vote assessments, resulting in additional information to use in vote support; Held a County Advocacy Meeting of directors/trustees instrumental in advocating for county funding to share best practices; Collected info from 70% 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); Coordinated attendance of nearly 50 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 1,481 contacts to representatives of our region. MHLS Coordinator for Library Sustainability 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.

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

- **SERVICE EVALUATION:** Conducted a detailed report analyzing the Communications Among Member Libraries section of the MHLS plan of service including the outputs, outcomes, and resources allocated to the service, and determined the value/return on investment for MHLS Communications Among Member Libraries services. This was reviewed and discussed by the MHLS Directors Association and the MHLS Board of Trustees, and will be used in development of the 2017-2021 MHLS Plan of Service. The 2014 Survey of MHLS Library Directors rated MHLS Communication Among Member Libraries Services as being Successful, so this element was not resurveyed in 2015.
- **SUPPORT FOR MEMBER LIBRARY STAFF:** Established an official communication channel known as the MHLS Alerts List, in order to effectively distribute original MHLS content/information which may be time sensitive to all member libraries via email and homepage postings; 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 687 subscribers; Managed 5 electronic discussion lists 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; Supported the MHLS Directors Association by assisted with scheduling, developing and distributing meeting agendas and documents, and reporting for 10 DA meetings (including 5 Table Talks on the following topics: 'Best Fund Raiser You Have Done or Heard About'; 'Review Information Associated with MHLS Assessment Fees'; 'Best Practices for Implementing Change with Your Staff'; 'Managing and Assessing OverDrive - Locally, by County & System Wide'; 'Impact of Weeding List of Materials 10 years old & no Circulation for 5 years & the Direction for the Future in Your Library'); Assisted with scheduling, developing and distributing meeting agendas and documents, and reporting for 21 DA advisory committees meetings; Compiled and maintained the MHLS Calendar with 293 events posted; Compiled and Summarized Member Library Annual Reports into 13 reports in 2 formats each; Executive Director participated in 23 County Library Directors/Associations Meetings.

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

- **SERVICE EVALUATION:** Conducted a detailed report analyzing the Cooperative Efforts with Other Library Systems section of the MHLS plan of service including the outputs, outcomes, and resources allocated to the service, and determined the value/return on investment for MHLS Cooperative Efforts with Other Library Systems services. This was reviewed and discussed by the MHLS Directors Association and the MHLS Board of Trustees, and will be used in development of the 2017-2021 MHLS Plan of Service.

- **REGIONAL COOPERATION:** 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. 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. Coordinated Southeastern Region Correctional Facility Librarians meeting with RCLS and WLS, resulting in networking opportunities and sharing of best practices. 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.
- **STATE-WIDE COOPERATION:**
  - ILEAD: MHLS Technology Operations Manager served as the lead Technology Instructor for the program and MHLS Coordinator for Library Sustainability was a Mentor/Instructor for the HATS team that is working to develop a standardized trustee education framework for New York State.
  - New York State Library's Ready to Read Initiative: MHLS Assistant Director presented the 'Strategies for Successful Partnerships and Outreach to Families with Young Children's module.
  - NYLA Sustainability Committee: MHLS Coordinator for Library Sustainability named co-chair and assisted in planning the 'Sustainable, Resilient, Regenerative A Strategy for the Future of New York's Libraries NYLA Sustainability Initiative Retreat'
  - PULISDO Conference: MHLS Assistant Director served on planning committee.
  - Handbook for Library Trustees of New York State (2015 edition): MHLS Coordinator for Library Sustainability was co-author

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

- **SERVICE EVALUATION:** Conducted a detailed report analyzing the Construction section of the MHLS plan of service including the outputs, outcomes, and resources allocated to the service, and determined the value/return on investment for MHLS Construction services. This was reviewed and discussed by the MHLS Directors Association and the MHLS Board of Trustees, and will be used in development of the 2017-2021 MHLS Plan of Service.
- **SUPPORT FOR MEMBER LIBRARY STAFF:** Assisted 8 member libraries with construction plans, space planning and capital financing options. Provided Construction Grant Technical Assistance Workshop, attended by 28, 100% of

which said it was good use of their time. Produced an introductory webinar to prepare member libraries for the grant program [https://youtu.be/uj4tFAZ\\_D5s](https://youtu.be/uj4tFAZ_D5s). Created a support web page for member libraries at <http://midhudson.org/nysconstructiongrant/>.

- **GRANTS TO MEMBER LIBRARIES:** 11 member libraries were recommended awarded funds through State Aid for Public Library Construction program, totaling \$496,003. All funded projects were part of a long-range plan or prioritized facility plan and were ranked for funding on the following criteria: An increase in services, through an increase in usable public space or increased staff efficiencies (e.g., new buildings, additions to current buildings, renovation of existing areas for new uses); and/or An increase in access (e.g., handicapped accessibility; to optimize a space to bring in a new or underserved population); and/or Energy conservation in the context of a professional's recommendations or with an historic preservation element. For the purposes of the board's ranking a "professional's recommendation" will, at least, include the results of an Energy Audit by the NYS Energy Research & Development Authority (NYSERDA).

#### **Element 11 – CENTRAL LIBRARY – RESULTS:**

- **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'. CLDA/CBA funds were used to support the purchase of the OverDrive service platform and non-fiction purchases of eBook and downloadable audiobook titles, and also to launch a new eMagazine service for all member libraries through Zinio for Libraries from Recorded Books.
- **PUBLIC SERVICE STAFF TRAINING AND EDUCATION:** Central library staff published 40 Tuesdays Tips (weekly reference tips at <http://poklib.org/reference-and-research/tuesdays-tips/>) which are sent out to all member library staff to support best reference practices.
- **COLLECTION MANAGEMENT AND USE ANALYSIS:** In March, Central Library staff created customized collection development reports for each library. The data in the reports itemizes each member library item that is at least 10 years old and has not circulated for 5 years. The reports were prepared at the request of the Central Library Advisory Committee as part of this year's focus on collection development vis-à-vis increased circulation. In October and November, Central Library staff attended County library director meetings to unveil a competencies document designed as a best practices tool by which member libraries can develop local collection development and reference services competencies. Central library staff provided 2 sessions Level 1 & 2 sessions of Level 2 'Enhancement of Create Lists Through Excel', designed for Excel users

processing review files of item records exported from the ILS. There were a total of 26 attendances, with 100% of attendees reporting it was worth their time.

- **REFERENCE SERVICES:** There was direct support of online, commercially licensed databases from CLDA and CBA funds. These databases (Chilton's, Gale TERC, JobNow, Mango Languages) are used by member library staff and patrons in support of information needs both in the library and from outside the library. There was direct support of catalog enhancements and federated searching (NextReads, NoveList, and Syndetics) in order to provide added content to search results.
- **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. Interlibrary loan service for all libraries is implemented by staff at MHLS and funded by MHLS, fully.
- **SUPPLEMENTAL ADULT NON-FICTION COLLECTIONS:** 1,873 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. In March, the MHLS Board of Trustees reviewed claims of "Serious Inequities and Hardships" from the Beekman Library, the LaGrange Library, and the Millbrook Library regarding providing services to residents in the Town of Union Vale. The MHLS Board recognized sufficient efforts have been made to secure adequate support from the Town of Union Vale, confirmed the Town of Union Vale provided substantially less than the median or average funding for public library services; and accepted the claims of "serious inequities and hardships" filed by the public library boards of the Beekman Library, the Lagrange Library, and the Millbrook Library, based on Town of Union Vale residents representing 5% or more of each

library's total circulation based on a three year average. Based on MHLS Board authorization, MHLS implemented a restriction on loaning non-print library materials, as authorized in the MHLS Direct Access Plan, to residents of the Town of Union Vale. In December, the MHLS Board approved a proposed service agreement with the Town of Union Vale for 2016, which would remove the restriction on loaning non-print materials.