



## **Moving Forward – Summary Reports on Coordinated Services**

February 2016

### **A. Plan of Service**

1. Goal Statement: MHLS will provide member libraries opportunities to participate in cost-sharing and group purchasing of products and services.
2. Intended Result(s): Member libraries will have:
  - a. Opportunities for group purchasing and cost-sharing.
  - b. Reduced costs for services and products.
3. Evaluation Method(s):
  - a. Number of coordinated service opportunities.
  - b. Survey member library director satisfaction and effectiveness of coordinated initiatives.
4. Annual Progress Report (2014):
  - a. The 2014 Survey of Library Directors rated MHLS Coordinated Services as being Successful.
  - b. 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.
  - c. 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.
  - d. Provided training and support for member library eRate application for technology reimbursement.
  - e. 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.
  - f. Provided technical support on-demand at libraries, including 11 under contract, resulting in improved access to technology and electronic services within their libraries.
  - g. 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.



**B. Outputs (2014)**

1. Web Site Hosting
  - a. 37 member libraries
  - b. 689,011 web visits by patrons
2. IT Support (# libs under contracts & # of contacts)
  - a. Contracted Support
    - i. 9 library contracts<sup>1</sup> (2015 – 13 contracts)
    - ii. 43 contracted visits<sup>2</sup>
    - iii. 24 microcomputer repair/upgrades<sup>3</sup>
  - b. Off Contract Support
    - i. 13 non-contracted visits
    - ii. 6 non-contracted microcomputer repair/upgrades
3. IT Equipment Purchases for Member Libraries
  - a. \$45,917 worth of equipment purchased in 38 orders entailing 57 hours of staff time spent on MHLS facilitation of OGS contracts and vendors, staff expertise in selection, initial equipment configuration, delivery to library, and billing/invoicing/documentation.
  - b. Purchasing Form: <http://midhudson.org/topics/resource-sharing/technology-operations/tech-purchase-form/>
4. IT Helpdesk (phone/email)<sup>4</sup> - Tickets average 30 minutes to resolve.

Subject	Email Contacts	Estimated Phone Contacts	Total Contacts	Estimated Time (hours)
ILS	1440	144	1584	792
Overdrive	638	64	702	351
Websites	1004	100	1104	552
Other	2198	220	2418	1209
Totals	5280	528	5808	2904

5. SAM<sup>5</sup>
  - a. 28 libraries
  - b. 17 libraries with Command PCs
  - c. 331 SAM public terminals

<sup>1</sup> Library contracts noted in 2014 Plan of Service Report refer to those from 2013 hence the numerical discrepancy.

<sup>2</sup> Tech Support visits can be used for training, documentation, computer/software/printer upgrades, updates, repair, or installation

<sup>3</sup> Sometimes called reformats – this work is substantial computer labor related to repair or upgrades taking on average 2 hours to perform

<sup>4</sup> IT Helpdesk is provided via Email and Phone on any general IT support topic as well as hosted member library websites, Sierra, Overdrive, and other technical services

<sup>5</sup> Smart Activity Manager – software from Comprise Technology that provides print and session management to patron computers



- 6. Teleforms<sup>6</sup>
  - a. 20 libraries (2015 – 29 libraries)
  - b. Approximately 450 calls made per day
- 7. Self-check Out<sup>7</sup>
  - a. III Self-Check Licenses: 2 libraries
- 8. Acquisition Module Bookkeeping Function/Login
  - a. III Acquisition Licenses: 2 libraries
- 9. E-Rate
  - a. Grant application assistance provided to 11 libraries entailing 22 hours of staff time
  - b. Deadlines and directions provided via consultant report

**C. Outcomes**

- 1. Member libraries have more resources to support library operations through participation in cost-sharing and group purchases of products and services.
- 2. Library patrons receive more cost effective services through their libraries participation in cost-sharing and group purchases of products and services.
- 3. Member library IT services and infrastructures are more cost effective through MHLS-provided technical assistance and advice.

**D. Costs Associated with MHLS (2014)**

MHLS STAFF	Percent Coordinated Services	Salary	Benefits	Coordinated Services TOTAL
Robert	50%	31,317	12,228	43,544
Gerry	45%	17,474	10,855	28,329
Isaac	85%	13,755	1,114	14,869
Matt	80%	12,877	2,526	15,402
Thomas	5%	3,056	1,754	4,810
Joan	5%	1,354	384	1,737
				<b>108,692</b>

<sup>6</sup> Also called Teleform Notification Service or TNS, Teleforms is an autodialer service for ILS notifications. Only one per library system making us a sole provider of this service.

<sup>7</sup> III SIP License plus Self-Check license



COORDINATED SERVICES	Total Cost	Coordinated Services Cost
Zen Desk	20	20
Teleforms	13,652	13,652
SAM	23,111	23,111
WordPress <sup>8</sup>	891	713
Self-Check Licenses	1,533	1,533
Acquisitions Licenses	1,213	1,213
Members' Equipment	39,213	39,213
		<b>79,455</b>
TELCOM SERVICES <sup>i</sup>	Total Cost	Coordinated Services Cost
Network & Phone Services <sup>ii</sup>	30,325 – 5,596 (Teleforms) = 24,729	3,809
		<b>3,809</b>
IT SERVICES	Total Cost	Coordinated Services Cost
Hardware <sup>iii</sup>	9,083	1,399
Software <sup>iv</sup>	5,445	839
IT Supplies	2,213	341
		<b>2,579</b>
GENERAL OVERHEAD <sup>v</sup>	Total Cost	Coordinated Services Cost
Supplies	5,732	883
Equipment Rental	16,472	2,537
Professional Fees	25,189	3,880
Postage	4,505- 2,875 (ILL) = 1,630	251
		<b>7,552</b>
FACILITIES OVERHEAD <sup>vi</sup>	Total Cost	Coordinated Services Cost
Staff/Benefits	51,696	7,964
Utilities	27,973	4,309
Custodial Supplies	1,736	267
Other Ops/Maint	35,776	5,511
Liability Insurance	15,423	2,376
		<b>20,427</b>

<sup>8</sup> 80% member Web site hosting and 20% communications among member libraries



ADMINISTRATIVE SUPPORT <sup>vii</sup>	Total Cost	Coordinated Services Cost
Staff/Benefits	361,059	55,619
Professional Development	31,532	4,857
		<b>60,476</b>
<b><u>TOTAL</u></b>		<b>282,990</b>

**E. Primary Funding Sources**

1. State Aid – General
2. IT Service Fees<sup>9</sup>
3. Member Assessment Fees

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<sup>9</sup> Website Hosting - \$10,350, Contracts - \$15,900, Other Support Visits / Microcomputer Support – \$4,800, Purchasing Equipment - \$45,917, SAM - \$23,111 , Teleforms -\$13,652



**F. Value of Services**

1. MHLS Coordinated Services Comparable to BOCES Services<sup>10</sup>

Service	Estimated BOCES Unit Cost	MHLS Unit Charge	MHLS Service in 2014	BOCES Projected Charges	MHLS Charges 2014	Estimated Cost Savings to Members
Help Desk	\$176/Hour	0	2902.5 Hours	\$510,840	\$0	\$510,840
Website/Year	\$1500/Website	\$250/\$350	37 Websites	\$55,000	\$10,350	\$44,650
Tech Support Visit Contracted	\$600/Day	\$300/Day	43 Visits	\$25,800	\$12,900	\$12,900
Tech Support Visit Non-Contract	\$600/Day	\$300/Day	13 Visits	\$7,800	\$3,900	\$3,900
Microcomputer Repair/Upgrades Contracted	\$181.40/Computer	\$125.00/Computer	24 Microcomputer Repair/Upgrades	\$4,353	\$3,000	\$1,353
Microcomputer Repair/Upgrades - Non-Contracted	\$181.40/Computer	\$150.00/Computer	6 Microcomputer Repair/Upgrades	\$1,087	\$900	\$187
E-Rate Assistance	\$98/Hour	0	22 Hours	\$2,156	\$0	\$2,156
Purchasing Assistance <sup>11</sup>	\$176/Hour	Variable: Built into Equipment Price	57 Hours	\$10,032	\$6704	\$3328
<b>Total</b>				<b>\$607,037</b>	<b>\$37,754</b>	<b>\$579,315</b>

<sup>10</sup> Cooperative Services Guide 2015-2016 – Dutchess BOCES (Chapter 422 of the Laws of 2012-S.7014 (Flannagan) / A.10147 ( Nolan)-Amends Education Law section 1950 to authorize BOCES and public libraries to enter into contracts for any available services. Signed by Governor, 8/17/12

<sup>11</sup> Staff time spent on facilitation of OGS contracts and vendors, staff expertise in selection, initial equipment configuration, delivery to library, and billing/invoicing/documentation.



2. For a different comparison with a private service consider for web hosting Wp Engine provides a somewhat comparable service of managed websites.

Service Provided by	MHLS	BOCES	WP-Engine <sup>12</sup>
Web Hosting	X	X	X
Technical Updates	X	X	X
Training	X	X	
Content Updates	X	X	
Yearly Cost	\$250/\$350	\$1,500	\$360/\$1200

3. SAM

- a. Billing, Quote Facilitation, Server Administration, estimated 10% cost savings
- b. \$500 per year toward server replacement

4. Teleforms

- a. Billing, Tech Support, Server Administration, Member Library Quotes.
- b. III fee = \$5,000
- c. 20% of Server<sup>13</sup> = \$1,124
- d. Phone Cost = \$7,454
- e. Total = \$13,578

Estimated Cost to Member Libraries to Provide Five (5) County Based Teleforms systems with county ILS' = \$38,074

County	Estimated Cost of Teleforms per County (phone cost divided by 5)
Columbia	\$7614
Dutchess	\$7614
Greene	\$7614
Putnam	\$7614
Ulster	\$7614
TOTAL	\$38,074

5. Self-check Out

- a. Pricing/cost pass through, quote facilitation

6. Acquisition Module Bookkeeping Function/Login

- a. Pricing/cost pass through

<sup>12</sup> Cost depends on hosting package. Prices can be found at: <https://wpengine.com/plans/> and we pulled 12/9/2015

<sup>13</sup> Billed Yearly based on an expected 5 year replacement schedule



<sup>i</sup> % of total Telecom costs – After staff FTE assigned, breakout of telecom costs by service (break out Teleforms & all other by staff FTE per service)

<sup>ii</sup> Minus Teleform costs

<sup>iii</sup> % of General Hardware/Software costs - After staff FTE assigned (allocate on a per staff calculation)

<sup>iv</sup> OCLC charges to Cataloging Services

<sup>v</sup> % of General Overhead costs - After staff FTE assigned (allocate on a per staff calculation)

<sup>vi</sup> Ibid.

<sup>vii</sup> Ibid.

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