



Moving Forward - Summary Report on Special Client Groups/Correctional Facilities¹

February 2016

A. Plan of Service

1. Goal Statement: MHLS will provide services to state and county correctional facility libraries per the Correctional Services State Aid Guidelines.
2. Intended Result(s):
 - a. Member correctional facility libraries will have access to system-wide collections, services and the statewide library network to supplement its services to inmates.
3. Evaluation Method(s):
 - a. Annual review and negotiation of MHLS services.
 - b. Professional assessment by New York State Department of Corrections and Community Supervision (DOCCS), number of consultations and the ongoing assessment of comments and suggestions by correctional facility librarians for continuous improvement.
 - c. Survey correctional facility librarian satisfaction with MHLS support services.
4. Annual Progress Report (2014):
 - a. Successfully negotiated annual Authentication and Plan of Service with correctional facility librarians.
 - b. Had approximately 458 contacts with MHLS correctional facility librarians and staff of county jails.
 - c. 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.
 - d. 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.
 - e. Designed and supplied materials (including bookmarks and Hudson Valley Connections²) 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.
 - f. 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

¹ GENERAL DEFINITION – This special client group is comprised of service to both the 6 State facilities with a combined resident population of 7,961 (Coxsackie Correctional Facility, Downstate Correctional Facility, Fishkill Correctional Facility, Greene Correctional Facility, Green Haven Correctional Facility, Hudson Correctional Facility) and the 5 County facilities with a combined resident population of 1,111 (Columbia County Jail, Dutchess County Jail, Greene County Jail, Putnam County Jail, Ulster County Jail) in the MHLS service area. This Special Population component of the public library system Plan of Service supports the commitment of library service to the entire community, as reflected in the American Library Association Bill of Rights.

² Hudson Valley Connections is a MHLS produced annual resource guide for ex-offenders returning to Columbia, Dutchess, Greene, Putnam or Ulster counties in New York State.



- Regulations §90.14), assist new Outreach Coordinators with knowing their responsibilities, and improve statewide service to Correctional Facility libraries.
- g. 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 programming at the NYLA Conference, resulting in networking opportunities and sharing of best practices.
 - h. Worked with transitional program staff at Dutchess & Ulster county jails to support specific programs.

B. Outputs (2014)

1. 2,331 books purchased for correctional facility libraries
2. 514 books purchased for county libraries
3. 4,884³ items borrowed by correctional facility libraries
4. 458 contacts with correctional facility librarians and staff
5. 200 items donated from member libraries sent to correctional facilities to support facility collections
6. 4 training sessions provided for each of the 6 correctional facility librarians
7. 550 Hudson Valley Connections booklets provided to regional jails and prisons, and 200 provided upon individual request
8. 330 books supporting early literacy sent to family waiting rooms

C. Outcomes

1. Inmates at State and County facilities will be supported in their formal and informal educational endeavors by finding and using current high-interest materials.
2. Children visiting incarcerated individuals will have access to materials supporting early literacy development.
3. State correctional facility librarians will have improved skills through professional development and networking opportunities.
4. Statewide system staff will have improved skills in supporting correctional services.

³ A long-standing State-aid partnership (legislated through Education Law Article 5, Section 285, State Aid For Cooperation with Correctional Facilities; Commissioner's Regulations, 90.14, State Aid For Cooperation With Correctional Facilities) provides funds for a cooperative library services program between those public library systems which have State correctional facilities in their service areas and the State correctional facilities, to make available to the inmate population of such facilities, in direct coordination with the correctional facilities libraries, the library resources of such system. The number of items borrowed by correctional facility libraries in the MHLS chartered area is less than 0.12% of the total MHLS circulation.



D. Costs Associated with MHLS (2014)S

MHLS STAFF	Percent Correctional Facilities Services	Salary	Benefits	Other	Correctional Facilities Services TOTAL
Merribeth	5%	3,910	1,915	369	6,194
Tara	25%	9,253	1,807		11,060
Joan	25%	6,768	1,919		8,687
Shipping / Receiving staff	5%	586	185		771
		19,931	5,641	369	26,712
COORDINATED SERVICES	Total Cost	Correctional Facilities Services Cost			
• Books	31,281	31,281			
• Supplies/ Materials	957	957			
• Professional Development	2,625	2,625			
• Delivery	4,616	4,616			
• Books	3,910	3,910			
• Professional Fees	100	100			
• Postage	178	178			
		43,667			
TELCOM SERVICES ⁱ	Total Cost	Correctional Facilities Services Cost			
Network & Phone Services ⁱⁱ	30,325 – 5,596 (Teleforms) = 24,729	911			
		911			
IT SERVICES	Total Cost	Correctional Facilities Services Cost			
Hardware ⁱⁱⁱ	9,083	335			
Software ^{iv}	5,445	201			
IT Supplies	2,513	82			
		617			



GENERAL OVERHEAD ^v	Total Cost	Correctional Facilities Services Cost
Supplies	5,732	211
Equipment Rental	16,472	607
Professional Fees	25,189	928
Postage	4,505-2,875 (ILL) = 1,630	60
		1,806
FACILITIES OVERHEAD ^{vi}	Total Cost	Correctional Facilities Services Cost
Staff/Benefits	51,696	1,904
Utilities	27,973	1,030
Custodial Supplies	1,736	64
Other Ops/Maint.	35,776	1,318
Liability Insurance	15,423	568
		4,885
ADMINISTRATIVE SUPPORT ^{vii}	Total Cost	Correctional Facilities Services Cost
Staff/Benefits	361,059	13,300
Professional Develop.	31,532	1,162
		14,462
<u>TOTAL</u>		93,060

E. Primary Funding Sources

1. State Aid - General
2. Member Assessment Fees
3. State Aid – Restricted – Categorical: Correctional Services State Aid Program⁴
4. State Aid – Restricted – Categorical: County Jail “Inter-institutional” Aid Program⁵

⁴ **Correctional Services State Aid** -- Funding is part of a State-aided partnership between DOCCS and the NYS Library, initiated through 1984 legislation, providing funds to public library systems specifically to enhance the General Library Program at each State facility in the service area. Seventeen of the 23 public library systems receive this aid.

⁵ **County Jail "Interinstitutional" Aid** -- Funding comes through the Institution Library Services (Inter-institutional Libraries - Public Library System Services to County Jails) Program, which began in 1973, providing funds to public library systems specifically for improving library service to the inmates at each county jail in the services area.



F. Value of Services

1. Value of books added to facility collections = Correctional Facilities: \$31,281 + County Jails: \$3,910 = \$35,191
2. Value of Items borrowed by Correctional Facility Libraries = \$119,316
 - a. 4,884 items X \$24.43⁶ = \$119,316
3. Value of contacts consulting with facility librarians and staff = \$11,450
 - a. 458 contacts x \$25⁷ = \$11,450
4. Value of donations sent to Correctional Facility Libraries = \$2,684
 - a. 200 x \$13.42⁸ = \$2,684
5. Value of training sessions provided to Correctional Facility Librarians = \$1,560
 - a. 24 attendances x \$65⁹ = \$1,560
6. Value of early literacy titles¹⁰ sent to family waiting rooms = \$2,103
 - a. 330 x \$7.01 = \$2,103
7. Value of delivery services provided to Correctional Facilities = \$23,121
 - a. 450 boxes delivered annually x USPS rate of \$51.38 = \$23,121

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

ⁱⁱ Minus Teleform costs

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

^{iv} OCLC charges to Cataloging Services

^v % of General Overhead costs - After staff FTE assigned (allocate on a per staff calculation)

^{vi} Ibid.

^{vii} Ibid.

⁶ \$24.43 is the average price of young adult/adult hardcover books <http://www.slj.com/2014/03/research/sljs-average-book-prices-2014/>

⁷ Used by RCLS in their Return on Investment Report 2011-12

⁸ \$13.42 is the average price of adult hardcover/ mass market paperback books <http://www.slj.com/2014/03/research/sljs-average-book-prices-2014/>

⁹ \$65 is average cost of NYLA preconference ½ day program

¹⁰ \$7.01 is the average price of children's trade paperback <http://www.slj.com/2014/03/research/sljs-average-book-prices-2014/>