Moving Forward – **Summary Reports on**
Professional Development & Continuing Education
February 2016

A. Plan of Service

1. Goal Statement: MHLS will provide member library directors, staff, Friends and trustees with the opportunity to develop the skills and knowledge necessary to fulfill their roles and responsibilities and to proactively meet the current and future challenges of the community.
2. Intended Result(s):
   a. Member libraries will have access to a coordinated program of continuing education, resources and networking opportunities in such areas as:
      1) Leadership
      2) Management
      3) Community-based planning
      4) Strategies for sustainable funding
      5) Managing growth and transition
      6) Technology
      7) Advocacy skills
      8) Strategic public relations
      9) Staff development to ensure quality of service.
3. Evaluation Method(s):
   a. Number and topic of training sessions as compared to NYS categories.
   b. Number of member libraries and number of participants attending training.
   c. Advisory committee will determine changing member library needs.
   d. Evaluation by attendees at each session, reviewed by MHLS staff and the advisory committee.
   e. Self-evaluation by the instructor after each session for continuous improvement.
   f. Follow-up surveys for selected sessions asking participants if the session resulted in changes in behavior, skills, knowledge.
4. Annual Progress Report (2014):
   a. The 2014 Survey of Library Directors rated MHLS Professional Development & Continuing Education Services as being Highly Successful.
   b. 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.

c. 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.

d. 89 training programs offered (+ 23 outside webinars advertised) with total attendance of 1,024.

e. Developed responsive plans for workshop locations by collecting data from 28 volunteer sites , then conducting Conducted Preferences for Location Survey (306 responses).

f. Distributed information about how directors could support, and individuals could comply, with the new education mandates for Public Librarian Certificate retention.

g. Group buy of Lynda.com licenses (13 libraries participating with 19 licenses) at 50% discount, saving libraries $3,562.50.

h. 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.

i. Plan for 2015 trainings drafted and updated continuously.

j. 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.

k. 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

B. Outputs (2014)

1. Grand Total Sessions Provided by MHLS: 87; Grand Total Participants: 1024, in the following categories:

a. Resource sharing[1] (ILL, collection development, etc.): 7 sessions; 103 participants

b. Technology[2]: 30 sessions; 227 participants

c. Leadership[3]: 2 sessions; 28 participants

d. Management & Supervisory[4]: 3 sessions; 54 participants

e. Planning and Evaluation[5]: 9 sessions; 69 participants

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[1] 7 sessions of 'Making Your Collection Count: Essential Elements of Collection Development'

[2] 'Encore Training' sessions at 25 locations; 2 Encore webinars by Eric McCarthy; 'Encore webinar by Innovative for administrators'; 'Encore webinar by Innovative for front-line staff'; 'Training on NOVELny Databases from Gale Cengage'

[3] 'MHLS Leadership Circle'; 'Roundtable for New Directors (Working with your Board)'

[4] 'Create Lists – Beginners'; 'Web Management Reports'; 'Legal Issues for Libraries with Robert Scholfield and Ellen Bach'

[5] 'Orientation for New Summer Programmers'; 'Construction Grant Workshop'; 'Early Literacy Community Asset Analysis'; 2 sessions of 'Annual Report Workshop for New Directors'; 'Create Lists for Beginners'; 'Advanced Create Lists'; 2 sessions of 'Sierra Reports for New Directors'

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   f.   Awareness and Advocacy[6]: 12 sessions; 143 participants
   g.   Trustee Training[7]: 10 sessions; 198 participants
   h.   Special Client Populations[8]: 1 session; 31 participants
   i.   Children's Services/Elementary Grade Levels[9]: 5 sessions; 55 participants
   j.   Young Adult Services/Middle and High School Grade Levels[10]: 2 sessions; 39 participants
   k.   General Adult Services[11]: 6 sessions; 77 participants

C. Outcomes

1. The staff of member libraries will increase ILS skills and knowledge, providing improved services to library patron.
2. Member library directors, staff, Friends and trustees will increase skills and knowledge, to fulfill their roles and responsibilities and to proactively meet the current and future challenges of the community.
3. Patrons of member libraries will be supported in their formal and informal educational endeavors through the assistance of skilled and knowledgeable library staff.

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[6] 3 sessions of 'Advocacy Boot Camp'; 'County Funding Advocacy Group'; 'Friends Support Group: Signature Fundraising Events with Cassie Guthrie'; 'LibraryAware Webinar on Print Materials'; 'New Directors Roundtable: Working with Your Friends Group'; 'Public Library Vote Toolbox - Know How for your Library's Vote'; 4 sessions of 'Survey Team Training'

[7] 6 sessions of 'Essential Trustee Duties & Responsibilities'; 2 sessions of 'Essential Policies to Protect Your Library: Advanced Trustee Education'; 'OSC Audits - Procedures and Common Findings'; 'Orientation for New MHLS Board Members'

[8] 'Family Programming & Gaming: Programming for All Ages'

[9] 5 sessions of 'Early Literacy Storytimes - Enhancing Programs for Children & their Caregivers'; 'Dutchess BOCES Notable Books Banquet'

[10] '2014 Fall Into Books - Children's and Teen Literature Conference'; 'Ulster County Book Banquet'

[11] 6 sessions of 'Encore, HOMEACCESS & Reference - Helping Patrons'

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D. Costs Associated with MHLS (2014)

MHLS STAFF	Percent Professional Development & Continuing Education Services	Salary	Benefits	Other	Professional Development & Continuing Education Services TOTAL
Merribeth[12]	20%	15,641	7,661	330	23,631
Kerstin[13]	15%	6,377	3,142	74	9,593
Tara[14]	15%	5,552	1,084		6,636
Rebekkah[15]	20%	13,270	5,080		18,350
Thomas/Eric[16]	25%	15,278	8,772		24,050
Nina	5%	1,772	695		2,467
Gerry[17]	5%	1,942	1,206		3,148
Robert	5%	3,132	1,223		4,354
					92,231

COORDINATED SERVICES	Total Cost	Professional Development & Continuing Education Services Cost
Presenters	890	890
Refreshments	736	736
Lynda.com	3,375	3,206
Mileage Equalization Grant	2,490	1,245[18]
		6,077

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[12] Coordinates and assists in the development and implementation of relevant professional development and continuing education opportunities for member library directors, staff, friends groups and trustees. Acts as instructor and facilitator for MHLS workshops & user groups. Tracks workshop evaluations to monitor member satisfaction. Serves as liaison to coordinate training with other library systems and educational institutions and works to develop regional opportunities. Facilitates input from the MHLS Continuing Education and Professional Development Advisory Committee.

[13] Assists in efforts to provide member library directors, staff, trustees and Friends with professional development and continuing education opportunities. This includes event planning, set-up and breakdown, as assigned.

[14] Assists in the coordination of continuing education by compiling summaries of session evaluations, and tracking attendance of participants.

[15] Coordinates and provides member library directors, staff, trustees and Friends Groups with the education, skills and resources necessary to achieve organizational goals in the areas of sustainable funding, awareness and advocacy, management, governance, and facilities.

[16] Presents and facilitates ILP automation and technology workshops and user groups.

[17] Provides, and works with other system staff to provide, training and consultations on technology related topics.

[18] 50% of the MHLS Member Library Mileage Equalization Grant Program is estimated to be reimbursements for attendance at continuing education programs.

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TELCOM SERVICES[i]		
Network & Phone Services[ii]	30,325 – 5,596 (Teleforms) = 24,729	2,126
		2,126

IT SERVICES	Total Cost	Professional Development & Continuing Education Services Cost
Hardware[iii]	9,083	781
Software[iv]	5,445	468
IT Supplies	2,213	190
		1,439

GENERAL OVERHEAD[v]	Total Cost	Professional Development & Continuing Education Services Cost
Supplies	5,732	493
Equipment Rental	16,472	1,416
Professional Fees	25,189	2,165
Postage	4,505- 2,875 (ILL) = 1,630	140
		4,214

FACILITIES OVERHEAD[vi]	Total Cost	Professional Development & Continuing Education Services Cost
Staff/Benefits	51,696	4,443
Utilities	27,973	2,404
Custodial Supplies	1,736	149
Other Operations/Maint	35,776	3,075
Liability Insurance	15,423	1,326
		11,398

ADMINISTRATIVE SUPPORT[vii]	Total Cost	Professional Development & Continuing Education Services Cost
Staff/Benefits	361,059	31,034
Professional Develop.	31,532	2,710
		33,744
TOTAL		**151,229**

E. Primary Funding Sources

1. State Aid - General
2. Member Assessment Fees
3. State Aid – Restricted – Categorical: Coordinated Outreach Services Aid
4. Member Cost Share: Lynda.com

F. Value of Services

1. Value of training provided by MHLS = $76,195
   a. 983 workshop attendances to general programs[19] = $63,895
   b. 41 workshop attendances to specialized proprietary training[20] = $12,300
2. Cost Comparison for training provided by MHLS compared to MHLS outsourcing = $84,107
   a. 87 training sessions[21] = $52,200
   b. Part time MHLS training coordinator[22] = $31,907
3. Value of Lynda.com license group-buy savings[23] = $3,562

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[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.

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[19] $65 is average cost of NYLA preconference ½ day program per person
[20] $300 is the average cost of Innovative training per person. Workshops included are Create Lists for Beginners, Advanced Create Lists, Web Management Reports, Sierra Reports for New Directors
[21] $600 / session – includes preparation, presentation, travel
[22] The coordinator would need either a Master of Library Science Degree or a Master Degree in Adult Education
[23] Group buy of Lynda.com licenses (13 libraries participating with 19 licenses) at 50% discount, saving libraries $3,562.50

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