System Services: Satisfaction Survey

*** 1. Please select your MHLS stakeholders group.**

(Required.)

***What is your name?**

***Please indicate the name of your library:**

***What is your name?**

Part A: 2025 System Satisfaction Survey

Please help us evaluate our progress toward our goals outlined in The Mid-Hudson Library System's 2022-2026 Plan of Service.

Cooperative Collection Development

**Stakeholders ranked this as the 7th priority out of the 16 categories in the current plan of service.*

Goal Statement:

Mid-Hudson Library System (MHLS) will facilitate and promote best practices for managing libraries current physical and digital collections and promote developing the collections to meet the needs of the diverse communities that they serve.

Intended Results:

- Member library directors will have access to statistics and trend information to develop collections that respond to community needs and reflect their diverse communities.
- Member libraries and their patrons will have equitable access to select shared collections.

Evaluation Methods:

- Ongoing assessments by MHLS staff for continuous service improvement based on comments from member library directors.
- Periodic feedback from member library directors resulting in the evaluation and rating of this service.
- Periodic review by MHLS Central Library/Collection Development Advisory Committee of this service.
- Report to and confer with the Directors Association and the MHLS Board of Trustees on actions, outputs and trends that affect collections.

Please rank your satisfaction with MHLS's progress on this goal:

Additional comments regarding this goal:

Integrated Library System

**Stakeholders ranked this as the 2nd priority out of the 16 categories in the current plan of service.*

Goal Statement:
MHLS will coordinate Integrated Library System (ILS) services for all member libraries.

Intended Results:

1. Member library directors and staff will have access to an ILS which allows effective and efficient:
    1. management of library acquisitions for physical and digital collections;
    2. management of patron information;
    3. management of circulation activities;
    4. facilitation of resource sharing; and
    5. searching in an online, public-facing interface of the shared collection.
2. Member library directors and staff will have access to accurate and reliable bibliographic information and records.

3. Member library directors and staff will be knowledgeable, skilled, and cooperative in operating the ILS through training, documentation, and communications.
4. Member library directors will receive periodic reports regarding the state of ILS services and recommendations for improvement.
5. MHLS member library directors will have access to customized workflow consulting on ILS services on demand.

Evaluation Methods:

1. Ongoing assessment by MHLS staff for continuous service improvement based on comments from ILS users.
2. Periodic feedback from member library directors resulting in the evaluation and rating of this service.
3. Periodic review by MHLS Resource Sharing Advisory Committee of this service.
4. Report to and confer with the Directors Association and the MHLS Board of Trustees on actions, outputs and trends that affect this service.

Please rank your satisfaction with MHLS's progress on this goal:

Additional comments regarding this goal:

Delivery

**Stakeholders ranked this as the first priority out of the 16 categories in the current plan of service.*

Goal Statement:
MHLS will coordinate physical delivery service to all member libraries and partner institutions, including providing material sorting services and contracting with a commercial vendor for material delivery services.

Intended Results:

1. Member libraries will efficiently share library materials.
2. Library materials will be collected and distributed by the most cost-effective method through periodic refinement of the means to expedite delivery.

Evaluation Methods:

1. Ongoing assessment by MHLS staff for continuous service improvement based on comments from member library directors and staff.
2. Annual report to stakeholders on return on investment of this service.
3. Periodic feedback from member library directors resulting in the evaluation and rating of this service.
4. Periodic review by MHLS System Services Advisory Committee of this service.
5. Ongoing review by MHLS staff of delivery usage patterns, statistics, outputs, and capacity.

Please rank your satisfaction with MHLS's progress on this goal:

Additional comments regarding this goal:

Interlibrary Loan (ILL)

**Stakeholders ranked this as the 8th priority out of the 16 categories in the current plan of service.*

Goal Statement:

MHLS will coordinate interlibrary loan services for member libraries to borrow from nationwide collections and for libraries outside the region (e.g., SouthEastern Access to Libraries (SEAL)) to borrow from library collections.

Intended Results:

1. Member libraries will have access to the borrowing and lending of material outside of MHLS and regional (SEAL) holdings.
2. Libraries outside the region (e.g., SEAL) will have access to material from member library collections.
3. Continuous effort to improve the patron experience.

Evaluation Method:

1. Ongoing assessment by MHLS staff for continuous service improvement based on comments from ILL users.
2. Periodic feedback from member library directors resulting in the evaluation and rating of this service.
3. Periodic review by MHLS Resource Sharing Advisory Committee of this service.

Please rank your satisfaction with MHLS's progress on this goal:

Additional comments regarding this goal:

Digital Collection Access

**Stakeholders ranked this as the 3rd priority out of the 16 categories in the current plan of service.*

Goal Statement:
MHLS will facilitate access to digital collections provided to all member libraries.

Intended Result:

1. Member libraries will have access to shared digital collections through websites and catalog enhancements.
2. Member libraries will have access to training and marketing materials to help connect patrons with digital collections.
3. Continuous improvement to enhance the patron experience when accessing shared digital collection.

Evaluation Methods:

1. Ongoing assessment by MHLS staff for continuous service improvement based on comments from member library directors.
2. Periodic feedback from member library directors resulting in the evaluation and rating of this service.
3. Periodic review by MHLS Central Library/Collection Development Advisory Committee of this service.

4. Report to and confer with the Directors Association and the MHLS Board of Trustees on actions, outputs and trends that affect digital collections provided to all member libraries.

Please rank your satisfaction with MHLS's progress on this goal:

Additional comments regarding this goal:

Adult Literacy:

**Stakeholders ranked this as the 14th priority out of the 16 categories in the current plan of service.*
**Please note: NYS suspended these grant programs mid-way through the current plan.*

Goal Statement:
MHLS will provide administration of NYS Adult Literacy Library Services Grant Program, as awarded by the State Library/DLD to MHLS, for eligible member libraries.

Intended Result:

1. Eligible member libraries will receive state mandated NYS Adult Literacy Library Services Mini-Grants to develop and expand adult literacy programs.

Evaluation Methods:

1. Ongoing assessment by MHLS staff for continuous service improvement based on comments from member library directors participating in the NYS Adult Literacy Library Services Grant Program.
2. Periodic feedback from directors of member libraries participating in NYS Adult Literacy Library Services Grant Program resulting in the evaluation and rating of this service.
3. MHLS Board of Trustees review and approval of MHLS plan for grant implementation.
4. MHLS report to the State Library/DLD on services provided by the libraries participating in NYS Adult Literacy Library Services Grant Program.

Please rank your satisfaction with MHLS's progress on this goal:

Additional comments regarding this goal:

Coordinated Outreach:

**Stakeholders ranked this as the 12th priority out of the 16 categories in the current plan of service.*

Goal Statement:
MHLS will support targeted library services to create more equitable communities and improved library services for persons who are educationally disadvantaged, members of ethnic or minority groups in need of special library services, unemployed, blind, physically disabled, have developmental or learning disabilities, or who are aged or confined in institutions.

Intended Results:

1. Member libraries will have information and support to develop programs and services to attract and connect to outreach target populations and form relevant community partnerships at the local level.
2. Institutions serving targeted populations will have the opportunity to participate in community-based partnerships facilitated by MHLS to improve outreach services.

Evaluation Methods:

1. Ongoing assessment by MHLS staff for continuous service improvement based on comments from member library directors participating in MHLS supported outreach services.
2. Periodic feedback from member library directors resulting in the evaluation and rating of this service.

Please rank your satisfaction with MHLS's progress on this goal:

Additional comments regarding this goal:

Correctional Facilities:

**Stakeholders ranked this as the last priority out of the 16 categories in the current plan of service.*

Goal Statement:

MHLS will provide state and county correctional facilities with library materials and services, including professional development opportunities.

Intended Results:

1. State correctional facilities will benefit from their annually negotiated Plan of Service as per Guidelines for the New York State Public Library System Services to State Correctional Facility Libraries State Aid Program.
2. County correctional facilities will receive newly purchased library materials funded by the Inter-institutional Aid Program.

Evaluation Methods:

1. Ongoing assessment by MHLS staff for continuous service improvement based on comments from State correctional facilities librarians and county correctional facilities administrators.
2. Periodic feedback from State correctional facilities librarians resulting in the evaluation and rating of this service.
3. Ongoing review by MHLS staff of the needs and trends of state correctional facilities regarding interlibrary loan & reference services, collection development, consultant services, continuing education, programs, and regional re-entry guides.

Please rank your satisfaction with MHLS's progress on this goal:

Additional comments regarding this goal:

Youth Services:

**Stakeholders ranked this as the 13th priority out of the 16 categories in the current plan of service.*

Goal Statement:
MHLS will provide member library directors and member library staff with information to support services for youth.

Intended Result:

1. Member libraries will have access to basic information about youth services and new trends in the field in order to improve youth services.

Evaluation Methods:

1. Ongoing assessment by MHLS staff for continuous service improvement based on comments from member library directors participating in MHLS supported youth services.
2. Periodic feedback from member library directors resulting in the evaluation and rating of this service.

Please rank your satisfaction with MHLS's progress on this goal:

Additional comments regarding this goal:

Early Literacy:

**Please Note: NYS suspended these grant programs mid-way through the current plan*.

Goal Statement:
MHLS will administer the NYS Family Literacy Library Services Grant program as awarded by the state to support children's library staff in developing expertise in early literacy skills, community partnerships, and planning.

Intended Results:

- Member libraries will be offered training in support of making their library a vital community partner and early learning hub in their community.
- Member libraries participating in the MHLS Early Literacy Cohort Program will receive support and resources to implement early literacy related services in their library.

Evaluation Methods:

- Ongoing assessment by MHLS staff for continuous service improvement based on comments from member library directors participating in the MHLS Early Literacy Cohort Program.
- Periodic feedback from directors of member libraries participating in the MHLS Early Literacy Cohort Program resulting in the evaluation and rating of this service.

- MHLS Board of Trustees review and approval of MHLS plan for grant implementation.
- Number of continuing education sessions, number of participants attending continuing education, and evaluation by attendees at each session reviewed by MHLS staff.
- Member libraries participating in MHLS Early Literacy Cohort Program will report on the increased capacity of their library to provide improved early literacy services for the public.
- MHLS report to the State Library/DLD on services provided by the libraries participating in NYS Family Literacy Library Services Grant Program.

Please rank your satisfaction with MHLS's progress on this goal:

Additional comments regarding this goal:

Professional Development and Training:

**Stakeholders ranked this as the 5th priority out of the 16 categories in the current plan of service.*

Goal Statement:
MHLS will coordinate professional development and training focused on select subjects for the library directors, staff, trustees, and Friends of member libraries.

Intended Results:
Member library directors, staff, trustees, and Friends will have access to professional development and training which:

1. Improves the skills and knowledge necessary to fulfill their roles and responsibilities;
2. Focuses on proactively meeting the current and future challenges of the community; and/or
3. Addresses the following tracks: leadership; operational management; trustee education; financial planning; technology competencies; community engagement and sustainable funding; library user experience.

Evaluation Methods:

1. Ongoing assessment by MHLS staff for continuous service improvement based on comments from member library directors, staff, trustees, and Friends, and evaluations by attendees at each professional development and training event.
2. Periodic feedback from member library directors and board president resulting in the evaluation and rating of this service.
3. Report to and confer with the Directors Association and the MHLS Board of Trustees on actions, outputs and trends that affect this service.
4. Ongoing engagement with member library directors, staff, trustees, and Friends to determine professional development and training needs.
5. Follow-up surveys for selected events asking participants if the session resulted in changes in behavior, skills, and knowledge.

Please rank your satisfaction with MHLS's progress on this goal:

Additional comments regarding this goal:

Consulting and Development Services

**Stakeholders ranked this as the 6th priority out of the 16 categories in the current plan of service.*

Goal Statement:
MHLS will provide technical support and expertise to member library directors and member library boards and their local communities in the areas of library management, library governance, community-based planning, collective impact, and sustainable funding.

Intended Results:

1. MHLS member libraries will optimize:
    1. Triple Bottom Line mindset
    2. Equity, Diversity, and Inclusion practices in library operations and service design

3. Effective management practice
4. Transparent and accountable governance practices
5. Best practices for community-based planning
6. Viable funding strategies and tactics
7. Technology Competencies
8. Ambassador role of Trustees and Friends

2. MHLS member library directors and member library boards will have access to consulting and development services on demand.

Evaluation Methods:

1. Ongoing assessment by MHLS staff for continuous service improvement based on member library directors and member library board comments.
2. Periodic feedback from member library directors and board president resulting in the evaluation and rating of this service.
3. Report to and confer with the Directors Association and the MHLS Board of Trustees on actions, outputs and trends that affect library development.

Please rank your satisfaction with MHLS's progress on this goal:

Additional comments regarding this goal:

Coordinated IT Services:

**Stakeholders ranked this as the 4th priority out of the 16 categories in the current plan of service.*

Goal Statement:
MHLS will monitor pricing on items related to the ILS and technology infrastructure. When advantageous and within our scope MHLS may provide member libraries with cost-sharing and group purchasing opportunities for Information Technology (IT) products, services, and consulting.

Intended Results:

1. Member libraries will have opportunities to:

    1. Purchase appropriate and reasonably priced IT products and services.
    2. Receive effective and efficient IT services related to the ILS or within the scope of the negotiated tech support or web hosting contracts.
    3. Improve their broadband connectivity speeds and deploy broadband connectivity solutions in their community.
2. Member libraries will have access to support for ILS related IT services and accessories. This includes installation support, hardware recommendation and troubleshooting, but does not include network management and hardware.
3. MHLS member libraries will have access to consulting and development services in the areas of facilities planning for IT services; IT management, and network/broadband as it related to the provision of the ILS and other shared services (e.g. Aerohive routers).

Evaluation Methods:

1. Ongoing assessment by MHLS staff for continuous service improvement based on comments from users of Coordinated Services.
2. Periodic feedback from member library directors resulting in the evaluation and rating of this service.
3. Report to and confer with the Directors Association and the MHLS Board of Trustees on actions, outputs and trends that affect this service.
4. Ongoing review by MHLS staff of IT product and service usage patterns, statistics, outputs, and capacity.

Please rank your satisfaction with MHLS's progress on this goal:

Additional comments regarding this goal:

Awareness and Advocacy:

**Stakeholders ranked this as the 10th priority out of the 16 categories in the current plan of service.*

Goal Statement:
MHLS will provide professional development and training programs for directors, staff,

trustees and Friends of member libraries to help them understand their role in creating awareness of the value of the library and library services at the local, state and national levels, and empower them to advocate for better funding at all levels through outreach campaigns and appropriate channels.

Intended Results:

1. Member libraries will benefit from directors, staff, trustees, and Friends who:
    1. Have strategies and tactics to be effective advocates and ambassadors
    2. Are knowledgeable about:
        - Current federal, state and local legislative issues that impact sustainable funding
        - How member libraries and MHLS collaborate to achieve sustainable funding
    3. Are developing and strengthening local, regional, and state library services through engagement with the New York Library Association (NYLA) and the American Library Association (ALA)
2. Member libraries will benefit from increased public awareness of the value and benefits of libraries and library services or through MHLS member library projects.

Evaluation Methods:

1. Ongoing assessment by MHLS staff for continuous service improvement based on directors, staff, trustees, and Friends of member libraries comments.
2. Periodic feedback from member library directors and board presidents resulting in the evaluation and rating of Awareness and Advocacy efforts.
3. Report to and confer with the Directors Association and the MHLS Board of Trustees on actions, outputs and trends that affect Awareness and Advocacy efforts.

Please rank your satisfaction with MHLS's progress on this goal:

Additional comments regarding this goal:

Communication Among Member Libraries:

**Stakeholders ranked this as the 9th priority out of the 16 categories in the current plan of service.*

Goal Statement:
MHLS will coordinate an integrated system of communication for directors, staff, trustees, and Friends of member libraries for purposes of resource sharing, library development, and cooperative networking.

Intended Results:

1. Member libraries will increase their knowledge and understanding of best practices; local, regional and national trends, statistics, and issues impacting library service; and MHLS services and operations.
2. Member libraries will have peer-networking opportunities, online and face-to-face.

Evaluation Methods:

1. Ongoing assessment by MHLS staff for continuous improvement based on directors, staff, trustees, and Friends of member libraries comments.
2. Periodic feedback from member library directors in the evaluation and rating of this goal.

Please rank your satisfaction with MHLS's progress on this goal:

Additional comments regarding this goal:

Cooperative Efforts with other Library Systems:

**Stakeholders ranked this as the 15th priority out of the 16 categories in the current plan of service.*

Goal Statement:
MHLS will cooperatively work with other public library systems, school library systems, and reference and research library resource systems.

Intended Results:

1. Member libraries will benefit from enhanced opportunities for resource sharing, professional development and advocacy.
2. Member libraries will benefit from MHLS staff exchanging information with the staff of other public library systems, school library systems, and reference and research library resources systems.

Evaluation Methods:

1. Ongoing assessment by MHLS staff for continuous improvement based on comments from other public library systems, school library systems, and reference and research library resources systems.
2. Periodic feedback from selected library systems resulting in the evaluation and rating of this service.

Please rank your satisfaction with MHLS's progress on this goal:

Additional comments regarding this goal:

Other:

Goal Statement:
MHLS will work cooperatively with non-library organizations to align the library community with efforts to build community resilience (e.g. Liveboats HV, League of Women Voters, etc.)

Intended Results:

1. Member libraries will be seen as valuable community partners in strengthening social cohesion and civic participation.
2. Member libraries will benefit from MHLS staff making connections with non-library organizations.

Evaluation Methods:

1. Ongoing assessment by MHLS staff for achievement of intended results.
2. Periodic feedback from participating libraries to evaluate the value of these efforts.

Please rank your satisfaction with MHLS's progress on this goal:

Additional comments regarding this goal:

Construction:

**Stakeholders ranked this as the 11th priority out of the 16 categories in the current plan of service.*

Goal Statement:
MHLS will provide administration of the State Aid for Public Library Construction Grant Program as awarded by the State, and provide consultation to member library directors and member library boards in support of the assessment, development, planning, and funding of library facilities.

Intended Results:

1. MHLS member library directors and member library board presidents will have advanced notice of grant availability, information and continuing education about application procedures and priorities, grant writing assistance, and award recommendations based on a transparent MHLS Board directed process.
2. MHLS member library directors and member library boards will have:
    1. Facilities that meet the needs of their communities based on community assessment
    2. Pre-design project planning assistance
    3. Best practice design project planning assistance
    4. Understanding of funding options
3. MHLS member library directors and member library boards will have access to consultations in support of the assessment, development, planning, and funding of library facilities.

Evaluation Methods:

1. Ongoing assessment by MHLS staff for continuous service improvement based on member library directors and member library board comments.

2. Periodic feedback from member library directors and board presidents resulting in the evaluation and rating of administration of this service.
3. Report to and confer with the Directors Associations and the MHLS Board of Trustees on the State Aid for Public Library Construction Grant Program, and the assessment, development, planning, and funding of library facilities.
4. Annual review and analysis by the MHLS Board Incentive Committee of priorities, procedures, economically disadvantaged community definition, and ranking process.
5. Assess percentage of annual NYS construction fund allotment awarded to member libraries.

Please rank your satisfaction with MHLS's progress on this goal:

Additional comments regarding this goal:

Part B: Upcoming Plan of Service Priorities

Please prioritize all service categories[1] listed below, numbering the services from 1-16, with the MOST IMPORTANT service to you assigned #1 and the LEAST IMPORTANT service to you assigned #16.

[1]These categories are mandated within New York State in the Plan of Service Instructions. To read a description of each category please CLICK HERE.

You can drag and drop each section in order of importance with 1 at the top or use the boxes to assign a number to each category.

- Adult Literacy
- Cataloging Services
- Collaborative Efforts with Other Library Systems and Organizations
- Communication and Awareness
- Construction
- Consulting Services
- Coordinated Outreach
- Coordinating Services for Members
- Correctional Facilities
- Early Literacy

- Integrated Library Systems (ILS)
- Interlibrary Loan and Delivery
- Professional Development and Training
- Shared Electronic Collections
- Supporting Technology
- Youth Services