

Consultant Reports
MHLS Director's Association
Meeting of Tuesday, October 7, 2014

Merribeth Advocate, Assistant Director

1. **Database MARC Records:** MHLS member libraries each have access to 17 eResources/Databases. Here is the status of incorporating all 17 of these into the catalog as MARC records. Thank you to Nina Acosta in Cataloging for adding over 25,000 MARC records for these electronic resources.

	MARC record for the database	Individual MARC records for each resource offered
Chiltons (Gale)^		✓
Testing & Education Reference Center (Gale)^		✓
Mango Languages^	✓	
TumbleBooks^	✓	
JobNow (BrainFuse)^	coming soon	
Virtual Reference Library (Gale) from SENYLRC		✓
Academic OneFile (Gale)*		✓
General OneFile (Gale)*		✓
Business Insights: Essentials (Gale)*		✓
Health Reference Center Academic (Gale)*		✓
InfoTrac Newsstand (Gale)*		✓
National Newspaper Index (Gale)*	coming soon	
Opposing Viewpoints in Context (Gale)*		✓
Kids InfoBits (Gale)*		✓
Scholastic GO! (formerly Grolier Online)*	✓	
eLibrary Elementary (ProQuest)*	✓	
Gannett Newsstand Complete (ProQuest)*	✓	

^ Funded through MHLS member library group-buy/cost-share with Central Library Development Aid Funds

* Funded by NOVELny

2. **Making Your Collection Count: Essential Elements of Collection Development:** A reminder to register for this workshop. The MHLS Directors Association requires that all library directors attend one of these sessions. Directors are invited to bring any staff members they choose to. All workshops run from 10am-12pm.

- Wednesday, October 29 at Saugerties Public Library
- Thursday, October 30 at Roeliff Jansen Community Library
- Monday, November 17 at Cairo Public Library
- Wednesday, November 19 at Mahopac Public Library
- Thursday, November 20 at MHLS Auditorium

3. **Summer Reading Program 2014:**

- MHLS libraries reported the following summer activities supporting Common Core Standards:
 - i. 76% of reporting libraries offered Inquiry-Based Programs: "Involve me and I understand." Involvement in learning implies possessing skills and attitudes that permit children to seek resolutions to questions and issues while they construct new knowledge.
 - ii. 73% of reporting libraries offered Book Discussion Programs: Book discussion programs in public libraries help children develop the ability to read with care and use the information from the text to investigate and discuss various issues with their peers.

- The option to track reading by days read (rather than the number of books or the number of minutes) continues to grow in popularity.

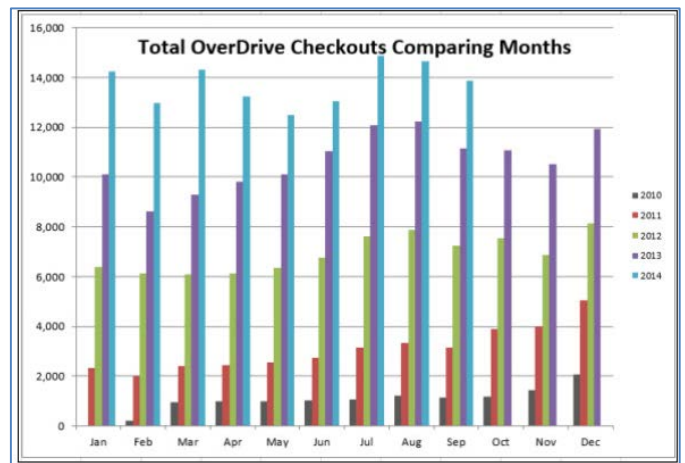
4. **Digital Literacy Workshop: Train-the-Trainer:** All library staff that **help patrons learn computer skills** should register for this workshop being held in the MHLS Auditorium on Tuesday October 21 from 10am-3:30pm. According to the 2013 MHLS Workforce Development Survey, system-wide member library computers are used 1,040-1,580 times per week by people as part of finding a new job, advancing careers or improving work related skills, but **68% of libraries reported that their staff does not have the necessary expertise.** This is the first time since 2012 that we have been able to bring back this important training from NYLA. Lunch is provided, and travel reimbursements are available to all attendees. In addition, if the library must hire a substitute in order to allow a staff person to attend, those costs will also be reimbursed. Registration is required and seats are limited. Register online at <http://tinyurl.com/lg4scwp> (choose 'Register as a Non-Member')



5. **Annual Survey Responses due November 14:** Member library directors and board presidents are asked by the MHLS Board of Trustees to annually evaluate system services by completing a member library survey. The survey of member library directors helps the MHLS Board get an accurate picture of system operations. Responses to the surveys are submitted directly to the MHLS Board of Trustees Personnel and Planning Committee through the links below:

- For Directors: <https://www.surveymonkey.com/s/2014MHLSdirectors>
- For Board Presidents: <https://www.surveymonkey.com/s/2014MHLSboardPres>

6. **OverDrive:** A big thank you to the 34 MHLS libraries who now get their OverDrive patron requests directly, or sent to their county designee, for consideration and purchase. If your library would like to start being one of these OverDrive selectors, I can set that up for you.



Full size charts at <http://midhudson.org/collection/overdrive.htm>

On the right: 2014 circulation Jan - Sep (shown in turquoise): 124,504 | 2013 total circulation (shown in purple): 127,972 | 2012 total circulation (shown in green): 83,165 | 2011 total circulation (shown in red): 37,084 | 2010 total circulation (shown in grey): 12,251.

7. **Feedback on Coordinated Services:** 52 MHLS Library Directors submitted feedback regarding MHLS Coordinated Services in the 2012-2016 MHLS Plan of Service. The report of the results is attached.

Rebekkah Smith Aldrich, Coordinator for Library Sustainability

1. Office of the State Comptroller Audits

- Two MHLS member libraries that are special district public libraries have been contacted about being audited. Both had a visit from an auditor that did a prescreening assessment, both were found to have adequate enough procedures that a full audit was not triggered.
- We are awaiting confirmation but it looks like the Office of the State Comptroller's training staff will be coming down to do a workshop for MHLS **either on Thursday, December 11 or Friday, December 12** from 10am-noon, I will confirm as soon as I can but thought you might want to hold both of those dates in reserve in the meantime.

2. **Appointing Staff:** *"Who is responsible for appointing staff – the library board or the library director?"* The Library Trustee Association of New York State recently highlighted this procedural issue that we felt some libraries may benefit from being reminded about. ***"Regardless of type of library, the library board, not the director is the appointing authority. The director recommends to the board the appointment of personnel; the library board approves such recommendation."***

The recommended procedure is:

- Director submits to the board for consideration and approval at a regular meeting the name, title and proposed salary of any person to be employed. *A sample "Personnel Actions" document is attached to my report, with thanks to Tom Lawrence of the Poughkeepsie Public Library District for sharing this document.*
- If the board approves, this should be recorded in the minutes of the meeting in the form of a motion indicated the name of the trustee who made the motion, the name of the trustee seconding the motion, the names of those trustees voting for or against the motion (as required by the provision of the Open Meetings Law, which applies to all board meetings of both public and association libraries.
- Maintain a "personnel roster," that includes the name, title, salary, date of original appointment, and date of resignation or termination if applicable

"The suggested procedures should not be construed as a method to tie the hands of the library administrator, who should have the latitude to make short-term, interim additions to the library staff as required by circumstances, but with the understanding that final approval of such matters rests with the library board."

3. Tax Cap Reminders

- The form is available: <https://www.osc.state.ny.us/localgov/realprop/localgovernments.htm> for those libraries with a calendar fiscal year. This applies to any library that has ever had a vote on their tax levy, including 414 libraries that have not gone out in recent years.
- Property Tax Freeze: If your library is going to be under the tax cap for Fiscal Year 2015 it would be advisable to file the Property Tax Freeze form as well: <https://www.osc.state.ny.us/localgov/realprop/taxfreeze.htm>

4. **NYLTO Reminder:** Availability of access to New York Libraries Trustees Online (NYLTO) [<http://www.nyto.org/>] was promoted through the recent MHLS Trustee Essentials workshops. Just a reminder: for trustees to receive their log-in info to this website the procedure is for them to let you, the director, know they would like to join. Directors should then send the names of those trustees that would like access to Kerstin

(kcruger@midhudson.org) who will create accounts for them. *Please use the subject line "NYLTO" in your email message.*

5. **Advanced Trustee Education**, the topic for this year will be **Essential Policies**. The workshop will cover the trustee's responsibilities as they relate to policy development, best practices for creating and reviewing policies and an overview of the different policies recommended by MHLS through the MHLS Essential Documents Inventory. We will offer this workshop in two locations from **5:30 – 7:30pm** to accommodate trustees from around the region. A light dinner will be provided. Directors are encourage to attend with their trustees.
 - a. Wednesday, November 19th @Kingston Library
 - b. Thursday, November 20th @MHLS
6. The next meeting of the **MHLS Friends Support Group** will be on Wednesday December 10th @MHLS.
7. **Civil Service 101 for Trustees**: An updated version of this FAQ-style handout provided last month is attached to my report.

Robert Drake, Technology Operations Manager

Technology Operations Overview

1. **Encore Transition**: Beginning November 1st, a message will be placed on the old catalog directing patrons to search.midhudsonlibraries.org and that the old catalog will be deprecated beginning December 1st.

On December 1st, midhudsonlibraries.org will continue to exist however the search box and menu items will be removed. Only a link to the new catalog will remain.

2. **Inclusion of InfoTrac Newsstand into Encore**: October 8th, InfoTrac Newsstand will be included within the Articles Plus Search section Encore.

InfoTrac Newsstand is a subscription database from GALE CENGAGE Learning, available to all MHLS libraries, which includes access to more than 1,100 major U.S. regional, national and local newspapers (including 25 New York State Newspapers).

The annual list price for all MHLS libraries to have this database would be \$15,064, but there is no charge to member libraries or to the Mid-Hudson Library System because this database is provided by the New York State Library through NOVELny. NOVELny is an online virtual library connecting New Yorkers to 21st century information via libraries and library systems statewide, and is supported in large part with temporary federal funds through a Library Services and Technology Act (LSTA) grant to the New York State Library by the Federal Institute of Museum and Library Services (IMLS).

3. **Knowledge Reorganization**: <http://kb.midhudson.org/content-index/>. In an effort to make the knowledgebase more usable we have added an index page, found in red at the top of the knowledgebase or at the link above, which includes our existing Sierra documentation including guides on a variety of managerial reports.

4. Encore Usage

i. Table 1 - Robert

	Jul 2013	Jul 2014	Aug 2014	Sep 2014
# of Member Libraries Implementing Encore	0	59	60	62
# of Legacy System Searches	62,660	30,440	27,600	24,840
# of Encore Searches	0	45,900	44,180	45,820
# of OverDrive Checkouts via Encore	0	394	430	347

ii. Table 2 on database stats – Merribeth

Gale General One File	2013				2014			
	Sessions ¹	Full Text Retrievals ²	Retrievals ³	Searches ⁴	Sessions	Full Text Retrievals	Retrievals	Searches
June	175	327	599	858	227	365	548	606
July	187	257	484	835	206	453	696	757
August	173	283	462	887	201	309	538	644
September	118	266	381	543	185	265	485	542
Gale Academic One File	2013				2014			
	Sessions	Full Text Retrievals	Retrievals	Searches	Sessions	Full Text Retrievals	Retrievals	Searches
June	26	19	45	85	136	171	323	140
July	18	47	68	129	72	67	150	107
August	13	13	14	51	61	55	132	74
September	23	40	66	109	69	83	172	68
Gale Business Insights: Essentials	2013				2014			
	Sessions	Full Text Retrievals	Retrievals	Searches	Sessions	Full Text Retrievals	Retrievals	Searches
September	20	39	39	52	64	142	145	120

¹ Cycle of user activities that starts when a user connects to a database and ends by connecting to another database or leaving the service through a logout or timeout due to user inactivity.

² Sum of only full text records examined, downloaded, or otherwise supplied to user.

³ Sum of all full text, abstract, and extended citation records examined, downloaded, or otherwise supplied to user.

⁴ A specific intellectual query submitted through a search form to the database.

- 5. Changes to Overdrive App:** Overdrive has updated their “Overdrive Media Console” app and renamed it to simply Overdrive. As part of this update, they have also removed the necessity of adobe authentication. This does not affect existing users, but does eliminate one of the more confusing and troublesome steps affecting patrons just getting started.

Sierra/ILS/Cataloging

- 6. Guide on create a list of your patrons who will be expiring soon**

<http://kb.midhudson.org/patrons-whose-library-cards-will-expire-in-the-near-future/>

- 7. Guide on creating a list of your expired patrons**

<http://kb.midhudson.org/patrons-whose-library-cards-have-already-expired/>

There are currently 61,816 patrons expired more than 3 years with fines under \$10

Civil Service 101 for Public Library Trustees

Three of the four types of libraries fall under New York State Civil Service:

- Municipal Public Libraries
- School District Public Libraries
- Special District Public Libraries

*Association libraries do not fall under Civil Service Law unless it is explicitly stated in the library's charter.

[Source: New York State Division of Library Development, *Types of Libraries: A Comparison*, <http://www.nysl.nysed.gov/libdev/libs/pltypes.htm>]

What is Civil Service?

Civil Service governs the hiring, promotion and firing of employees. Under New York State Civil Service Law, "appointments and promotions... shall be made according to merit and fitness to be ascertained, as far as practicable, by examination which, as far as practicable, shall be competitive..."

What is the point of Civil Service?

- Test for merit and fitness in an objective way.
- Encourage promotion from within.
- Provide career ladders for employees.

Who administers Civil Service?

Civil Service is administered by "commissions" that are geographically located throughout New York State. Each commission has authority over those practices of institutions within its service area. The commissions are commonly county based, in larger cities there may be a Civil Service Commission specific to that city.

If the board is hiring a new library director, do Civil Service practices need to be followed?

Yes.

Does Civil Service dictate the salary we must pay a new director?

No.

How is a new director appointed?

Boards will need to reach out to their local Civil Service commission to discuss the process. This position will fall into the competitive class. Your process will likely follow the following pattern:

- Candidates must meet the minimum qualifications for the position.
- Candidates must receive a passing score and be reachable* on an eligible list. (*See "Rule of Three" below)
- Candidates that are reachable must respond positively to a canvass letter
- The board must select a new director from the pool of available candidates identified through the canvassing process. The board should use an interview process and use any legal selection criteria amongst those deemed eligible to make their selection.
- Once a selection has been made, the candidate of choice must be appointed "from the list."
- The person selected must complete a probationary period. The length of this probationary period is determined by the local Civil Service commission.

Can we appoint an interim director while conducting a search for a new director?

Yes, it is possible for an interim director to be named through the temporary hire option. Please contact your local Civil Service Commission for their temporary hire process.

Is there a residency requirement for candidates to be eligible?

Possibly. You will need to check with your local Civil Service commission.

What is the “Rule of Three”?

This is actually referred to as the “Rule of One of Three,” and means that you may choose to appoint any one of the three candidates certified by the local civil service commission as “standing highest on such eligible list and who are willing to accept the appointment.” To fully understand the “rule of three”, it is necessary to understand Zone Scoring. When eligible lists are established, grades will be presented in zones. Final scores will be round numbers such as 100, 95, 90, etc. This scoring method creates a significant number of tie scores. Every candidate within the same zone has equal standing on the eligible list. Zone Scoring in no way alters the Rule of Three; appointing authorities must still select from among the three highest scoring candidates, and not the three highest scores. Please contact your local Civil Service Commission for questions about implementing the Rule of Three.

What do we do if there is no eligible list to hire a new director from?

Your first step would be to contact your local Civil Service commission to find out when the next test will be offered to gauge the timeframe for your process.

- **If a test will be offered within an acceptable time span to meet your needs**, advertise the test opportunity along with your job opening to encourage candidates to become eligible.
- **If a test will not be offered within an acceptable time span** you can provisionally appoint a candidate of your choice with the understanding that once the test is offered this person will need to take the test and score high enough to be reachable to keep their job.

What questions are asked on the exam for library directors?

The exam for directors is not a traditional “exam” as you may envision it. It is called a “training and experience” exam, or “T&E” exam, and is basically a form that asks questions about a candidate’s education and experience relevant to the job specifications.

What job protections are offered to employees under Civil Service Law in New York?

Section 75 of the Civil Service Law provides due process in removal and other disciplinary actions to every post-probationary permanent employee. Due process will include a hearing at which the employee must be proved guilty of misconduct or incompetence. Library collective bargaining agreements may modify these procedures.

For more information see “*A Librarian’s Guide to Civil Service in New York State*,” a publication of the New York Library Association’s Leadership & Management Section (LAMS): <http://bit.ly/YWbxV0>

MHLS would like to thank **Tracey McShane**, Personnel Administrator for the Bethlehem Public Library & **Geoffrey Kirkpatrick**, Director of the Bethlehem Public Library and Chair of the New York Library Association Taskforce on Civil Service for their assistance on this topic.

2014 MHLS Plan of Service - Directors Feedback on Coordinated Services

Responses from 52 MHLS Library Directors

1. Does your library have a web site that is hosted by MHLS?

- **Yes 55.8% (29)**
- No 42.3% (22)
- Don't know 1.9% (1)

If yes, how do you rate this service?

- Significantly Exceeds Expectation 24.2% (8)
- **Exceeds Expectation 33.3% (11)**
- Meets Expectation 30.3% (10)
- Below Expectation 3.0% (1)
- Requires Immediate Improvement 0.0% (0)
- No Opinion 9.1% (3)

Comments:

- Love that we have a nice-looking web site; whenever I ask changes to be made they are done so quickly. It would be nice to have a bit more control over the site, but as I said, whenever I've requested changes, they are done promptly.
- This saves us time and money. We can make changes without having to do the design and all the link updates, etc.
- It does relieve the burden of having to design and worry about coding. My only complaint is that the sites are unattractive and we are only easily able to edit one part.
- It is very beneficial - however, there is room for improvement
- MHLS doesn't support my site, but I've gotten help with it from MHLS, and it's always been great.
- Our library benefits in several ways: 1. MHLS has set up a basic website framework that can be customized by the library, saving the library staff set-up time and agita. 2. MHLS updates system database and other information, saving library staff time. 3. MHLS staff have been extremely helpful and quick to fulfill requests for added links, etc. to website areas not accessible by libraries. 4. The charge for this service is affordable to most MHLS libraries. It's kind of a steal.
- Fast response to changes that need to be made on MHLS end. Always courteous with tech support when needed, even with regard to changes on the Library's end.
- The staff is very responsive and timely. I do wish the site had more flexibility in terms of design.
- This service is not only cheaper than I can find elsewhere, saving my library money, but also saves the library time as I don't have to worry about updating it when links change or products need to be added that are system based. Which is what I tell people when they complain about how ugly it is.
- This has been a huge timesaver. As always, MHLS IT is super fast, super responsive, detail oriented, helpful and skilled. Really it is a HUGE blessing. Our website would be out of date and look like a wreck without it. The website is an important site for patrons to find out about programs and a way to link information from our FB page.

2. Does your library have a Tech Support Contract through MHLS for your library?

- Yes 23.1% (12)
- **No 69.2% (36)**
- Don't know 7.7% (4)

If yes, how do you rate this service?

- **Significantly Exceeds Expectation 37.5% (6)**
- Exceeds Expectation 31.3% (5)
- Meets Expectation 6.3% (1)
- Below Expectation 0.0% (0)
- Requires Immediate Improvement 0.0% (0)
- No Opinion 25.0% (4)

Comments:

- Robert and Gerry are wonderful. They've done a tremendous job of getting our library more up-to-date with technology, and have been a huge help in keeping track of where we are and what we need.
- Having tech staff familiar with the ILS and libraries in general is very beneficial.
- We have an IT person on call, but may be contracting with MHLS for certain services. Robert can be very persuasive.
- Tech support contract was for batch computer operating system upgrades. Well performed and, again, courteous.
- We will be signing up shortly though. Came highly recommended by other directors as most cost effective and skilled local option.

3. Has your library purchased IT Equipment through MHLS?

- **Yes 53.8% (28)**
- No 32.7% (17)
- Don't know 13.5% (7)

If yes, how do you rate this service?

- **Significantly Exceeds Expectation 34.5% (10)**
- **Exceeds Expectation 34.5% (10)**
- Meets Expectation 20.7% (6)
- Below Expectation 3.4% (1)
- Requires Immediate Improvement 0.0% (0)
- No Opinion 6.9% (2)

Comments:

- MHLS knows what equipment works best in public libraries and what is needed to work with Sierra. This service has been very useful, time saving and money saving.
- I'm always very happy with IT help from MHLS, but when I bought my library's new computers through MHLS I got a computer with different specs than we'd talked about. I knew that the buying process through MHLS involved buying computers at a set price, and that the type of computers available at that price could change, but I don't think I found out which computer I was actually getting until after I'd purchased it. The computers we ended up getting had less RAM and a lower processor than we'd discussed initially. The computers work well, and I didn't have any problems with the specs changing, but I had told my board we were going to get one thing, and then we got something else. My board didn't seem to notice, but it would have been better if I got the computers I told them I was going to get. Like I said, I understand that it's a sliding scale, but maybe there's a way to keep the buyer better informed.
- Very friendly and communicative IT staff. Very reliable!
- Buying through MHLS insures that equipment will be sufficient for the need and configured properly.
- This was many years ago. Our accountant at the time informed us that the process of paying for equipment prior to receiving it goes against recommended financial practice. We began ordering equipment independently and found we could usually match the group buy price on our own. MHLS's process may have changed in the meantime.

- Working right now with Robert Drake for our first major purchase through MHLS. The ease and professionalism and scope of knowledge is so valuable to me. RD was able to quickly put together an inventory appropriate for us, provide 3 bids on big items, and was super easy and pleasant to work with.
- We have not purchased anything through MHLS in the past 9 months. Frank may have purchased equipment through you before that.

4. Other than for Sierra issues, does your library use MHLS Tech support phone and/or email?

- **Yes 64.5% (34)**
- No 30.8% (16)
- Don't know 3.8% (2)

If yes, how do you rate this service?

- **Significantly Exceeds Expectation 52.8% (19)**
- Exceeds Expectation 25.0% (9)
- Meets Expectation 16.7% (6)
- Below Expectation 0.0% (0)
- Requires Immediate Improvement 0.0% (0)
- No Opinion 5.6% (2)

Comments:

- One caveat: this depends on who we get on the phone. For the most part, if we get Gerry or Robert we've had happy resolutions. When we've gotten others, sometimes things have become far more complicated than they needed to be.
- We rely on the MHLS tech support staff for many tech related questions and services. If we used an outside service they would not understand all the issues related to the catalog, Sierra and public use of library computers.
- SAM
- I am entering meets expectations often for tech services because they always do. I go in expecting them to help fix my tech issues and they always do.
- It is very helpful to always be able to talk with someone when we have PC issues.
- The ticketing system is uniform and they give quick responses that help us decide if a situation needs greater assistance.
- Very friendly. Quick response.
- We have called in emergency-like and non-emergency situations and every time have been taken care of promptly, efficiently and come away with more knowledge than before our call.
- We might occasionally call about SAM but we usually have to go directly to Comprise for those issues.
- We couldn't function w/o tech support. We have no local options for immediate help. We aren't skilled enough or have the time resource to figure out issues that really can be helped with an email or a phone call. Always prompt and thorough. Technology is so important to our functioning and to our patrons, how would we do it w/o the back up of tech support?
- We don't have an in-house IT person
- We at Roe Jan are not computer experts. When we come up against something we can't deal with we call Gerry, Robert or Isaac. They are always willing to help and are extremely patient and knowledgeable.

5. Does your library have SAM for your patrons?

- Yes 46.2% (24)
- **No 50.0% (26)**
- Don't know 3.8% (2)

If yes, how do you rate this service?

- Significantly Exceeds Expectation 0.0% (0)
- Exceeds Expectation 0.0% (0)
- **Meets Expectation 55.6% (15)**
- Below Expectation 29.6% (8)
- Requires Immediate Improvement 0.0% (0)
- No Opinion 14.8% (4)

Comments:

- Since I have been here (3-4 years) it has never worked properly. It has gotten to the point where we have given up on some of SAM's capabilities just so the important ones work.
- We recently did away with Sam. There were some good aspects but overall staff found it easier to not have it.
- SAM is through Comprise? Comprise's customer service is terrible.
- Unfortunately, there are often problems with SAM not loading properly but it's still an important service and their IT dept is always available and willing to help.
- Quirky. Some issues still waiting for Comprise to resolve. Better than nothing (generally).
- We have SAM Command PC and SAM Payment Center.
- Always issues with printing, patrons signing in or trying to extend session time
- It seems like a "finicky" program. Clunky at times. But does serve it's most basic function well.
- When SAM is running fine, we're great BUT if ever we have a problem, it takes ages to get a hold of a live person - they prefer online communication which they apparently rarely check. When we do have a SAM-issue we have found that if MHLS-tech staff are involved, our questions are answered with lightning fast speed.
- Could be a better product, but it is what it is, and there's not a lot of competition out there so we just suck it up.
- The rating of below expectation is for the product itself, not for the MHLS support of the product. We have always found MHLS tech staff to be supportive of our needs. Also, while the product is not great, it sure beats NOT using it.
- Still can be "buggy" ie stations don't always register, it takes awhile to get patrons into the system
- We have had trouble with SAM printing

6. Does your library use Teleforms (TNS) for phone notices to your patrons?

- Yes 32.7% (17)
- **No 61.5% (32)**
- Don't know 5.8% (3)

If yes, how do you rate this service?

- Significantly Exceeds Expectation 20.0% (4)
- Exceeds Expectation 20.0% (4)
- **Meets Expectation 30.0% (6)**
- Below Expectation 5.0% (1)
- Requires Immediate Improvement 5.0% (1)
- No Opinion 20.0% (4)

Comments:

- First day of the service
- Have sent a number of messages asking for the library to be set up on Teleforms - took a long time to get a quote, still haven't gotten a response regarding the setup. May be a "ball dropped" situation re Eric's departure.
- Allows us to get everything else we need to get done that day.

- There have been a number of times that Teleforms hasn't worked properly.
- Often does not work and we don't know about it until the patron says they never got a phone call. Patrons complain it doesn't have the specificity of email. We try to explain about confidentiality but they don't care.
- Our staff is a lot happier with teleforms.
- Many of our patrons have caller ID, and the TNS phone number doesn't identify itself as coming from a library, so some ignore the call. It would be great if the phone line you use for TNS could be identified as "Mid-Hudson Library System", or Just "Library"

7. Does your library have Self Checkout for patrons?

- Yes 5.8% (3)
- **No 94.2% (49)**
- Don't know 0.0% (0)

If yes, how do you rate this service?

- Significantly Exceeds Expectation 0.0% (0)
- Exceeds Expectation 14.3% (1)
- Meets Expectation 0.0% (0)
- Below Expectation 0.0% (0)
- Requires Immediate Improvement 14.3% (1)
- **No Opinion 71.4% (5)**

Comments:

- Very little usage
- Self-Checkout gives our patrons privacy and provides staff with a third check-out PC when the Circ Desk is backed up. People have not been quick to adopt, but once they try it, they love it. It would significantly exceed expectation if MHLS libraries used RFID.
- Have just recently signed a contract but do not have the station equipped at this time.

8. Has your library purchased the Acquisitions module (III)?

- Yes 5.8% (3)
- **No 82.7% (43)**
- Don't know 11.5% (6)

If yes, how do you rate this functionality?

- Significantly Exceeds Expectation 0.0% (0)
- Exceeds Expectation 0.0% (0)
- **Meets Expectation 50.0% (3)**
- Below Expectation 0.0% (0)
- Requires Immediate Improvement 0.0% (0)
- **No Opinion 50.0% (3)**

Comments:

- Having the Acquisitions module helps us track our materials orders and expenses, create our own reports, etc. without co-mingling information with that of other libraries. When I once suggested dumping Acquisitions to save money, my staff was vehemently opposed.