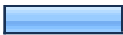



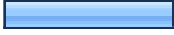












1. The county of your library:

		Response Percent	Response Count
Columbia		17.2%	11
<b>Dutchess</b>		<b>37.5%</b>	<b>24</b>
Greene		9.4%	6
Putnam		10.9%	7
Ulster		25.0%	16
<b>answered question</b>			<b>64</b>
<b>skipped question</b>			<b>0</b>

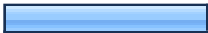




2. How do you rate MHLS Resource Sharing Services (Integrated Library System/Shared Catalog, Cataloging, and Delivery)?

		Response Percent	Response Count
Significantly Exceeds Expectation		17.2%	11
<b>Exceeds Expectation</b>		<b>50.0%</b>	<b>32</b>
Meets Expectation		31.3%	20
Below Expectation		0.0%	0
Requires Immediate Improvement		1.6%	1
No Opinion		0.0%	0
Comments:			7
<b>answered question</b>			<b>64</b>
<b>skipped question</b>			<b>0</b>

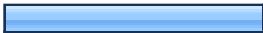



### 3. How do you rate MHLS Special Client Services (Adult & Family Literacy, Youth/Summer Reading Program, and Outreach/Community Partnerships)?

		Response Percent	Response Count
Significantly Exceeds Expectation		6.3%	4
Exceeds Expectation		33.3%	21
<b>Meets Expectation</b>		<b>44.4%</b>	<b>28</b>
Below Expectation		3.2%	2
Requires Immediate Improvement		3.2%	2
No Opinion		9.5%	6
		Comments:	9
		<b>answered question</b>	<b>63</b>
		<b>skipped question</b>	<b>1</b>




**4. How do you rate MHLS Professional Development & Continuing Education Services (programs, workshops, and professional networking opportunities)?**

		Response Percent	Response Count
Significantly Exceeds Expectation		30.2%	19
<b>Exceeds Expectation</b>		<b>47.6%</b>	<b>30</b>
Meets Expectation		14.3%	9
Below Expectation		6.3%	4
Requires Immediate Improvement		1.6%	1
No Opinion		0.0%	0
		Comments:	7
		<b>answered question</b>	<b>63</b>
		<b>skipped question</b>	<b>1</b>

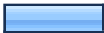




**5. How do you rate MHLS Consulting & Development Services (assistance with community based library planning, funding, and board development)?**

		<b>Response Percent</b>	<b>Response Count</b>
Significantly Exceeds Expectation		38.7%	24
<b>Exceeds Expectation</b>		<b>40.3%</b>	<b>25</b>
Meets Expectation		16.1%	10
Below Expectation		4.8%	3
Requires Immediate Improvement		0.0%	0
No Opinion		0.0%	0
		Comments:	6
		<b>answered question</b>	<b>62</b>
		<b>skipped question</b>	<b>2</b>

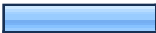


## 6. How do you rate MHLS Coordinated Services (Web Site Hosting, Technical (IT) Support, and SAM)?

		Response Percent	Response Count
Significantly Exceeds Expectation		19.4%	12
Exceeds Expectation		38.7%	24
<b>Meets Expectation</b>		<b>41.9%</b>	<b>26</b>
Below Expectation		0.0%	0
Requires Immediate Improvement		0.0%	0
No Opinion		0.0%	0
		Comments:	10
		<b>answered question</b>	<b>62</b>
		<b>skipped question</b>	<b>2</b>

**7. How do you rate MHLS Awareness & Advocacy Services (workshops (e.g., Advocacy Boot Camp), LibraryAware, and support for NYLA Advocacy Day)?**

		<b>Response Percent</b>	<b>Response Count</b>
Significantly Exceeds Expectation		14.5%	9
<b>Exceeds Expectation</b>		<b>40.3%</b>	<b>25</b>
Meets Expectation		37.1%	23
Below Expectation		1.6%	1
Requires Immediate Improvement		0.0%	0
No Opinion		6.5%	4
		Comments:	4
		<b>answered question</b>	<b>62</b>
		<b>skipped question</b>	<b>2</b>



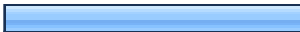

**8. How do you rate MHLS Communications Among Member Libraries Services (support for the Directors Association, weekly MHLS Bulletin, and MHLS listservs)?**

		Response Percent	Response Count
Significantly Exceeds Expectation		22.6%	14
<b>Exceeds Expectation</b>		<b>46.8%</b>	<b>29</b>
Meets Expectation		30.6%	19
Below Expectation		0.0%	0
Requires Immediate Improvement		0.0%	0
No Opinion		0.0%	0

Comments: 4

<b>answered question</b>	<b>62</b>
<b>skipped question</b>	<b>2</b>

**9. How do you rate MHLS Cooperative Efforts with Other Library Systems (joint efforts to support NYLA Advocacy Day, collaborative programs (Notable Book Banquets), and expanded ILL/Delivery services with RCLS/SUNY New Paltz/Vassar College)?**



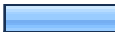


		Response Percent	Response Count
Significantly Exceeds Expectation		9.8%	6
Exceeds Expectation		27.9%	17
<b>Meets Expectation</b>		<b>44.3%</b>	<b>27</b>
Below Expectation		0.0%	0
Requires Immediate Improvement		0.0%	0
No Opinion		18.0%	11

Comments: 2






<b>answered question</b>	<b>61</b>
<b>skipped question</b>	<b>3</b>



**10. How do you rate MHLS Construction Grant Program Services (assistance with facility assessment, developing & planning construction projects, and applying/implementing grants)?**

		Response Percent	Response Count
Significantly Exceeds Expectation		26.2%	16
<b>Exceeds Expectation</b>		<b>36.1%</b>	<b>22</b>
Meets Expectation		16.4%	10
Below Expectation		6.6%	4
Requires Immediate Improvement		0.0%	0
No Opinion		14.8%	9
	Comments:		6
		<b>answered question</b>	<b>61</b>
		<b>skipped question</b>	<b>3</b>

**11. How do you rate MHLS Central Library Services Plan (expanded e-resources, supplemental funding for Delivery Services, and public service staff training)?**

		Response Percent	Response Count
Significantly Exceeds Expectation		8.2%	5
<b>Exceeds Expectation</b>		<b>45.9%</b>	<b>28</b>
Meets Expectation		36.1%	22
Below Expectation		1.6%	1
Requires Immediate Improvement		0.0%	0
No Opinion		8.2%	5

Comments: 2

answered question 61

skipped question 3

**12. Optional: Please provide any additional comments to the MHLS Board of Trustees in the box below:**

	Response Count
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13

answered question 13

skipped question 51

**13. Optional: If you wish for your comments to associated with you and your library, please provide your name and the name of your library in the box below (please note that in doing so your answers will no longer be completely anonymous):**

	Response Count
	10
answered question	10
skipped question	54

**14. Optional: If you want confirmation that your survey was received please provide your email address in the box below (please note that in doing so your answers will no longer be completely anonymous):**

	Response Count
	6
answered question	6
skipped question	58

**Page 1, Q2. How do you rate MHLS Resource Sharing Services (Integrated Library System/Shared Catalog, Cataloging, and Delivery)?**

1	MHLS is great, however, there are issues with Sierra	Nov 11, 2014 1:27 PM
2	Sierra can sometimes be very slow. Everything else works well - We love Encore	Oct 3, 2014 3:40 PM
3	Great job. Delivery staff deserve medals!	Sep 21, 2014 12:19 PM
4	Delivery is fantastic; the ILS however, is problematic. The consistent slowness and periodic downtimes are a nightmare and make our library look like it's ill-equipped to serve our community.	Sep 15, 2014 3:51 PM
5	Cataloging used to be sooooo much better. Complete accurate records months before publication and the need to inform of an error maybe once every other month. Delivery is consistently awesome.	Sep 8, 2014 8:44 PM
6	Everything is shared so quickly it is beyond helpful.	Sep 8, 2014 11:20 AM
7	It is a wonderful set of services. The only very weak link in the chain I can complain about is Sierra. It's so slow our basic operations (circulation, searches) are really hampered..	Sep 8, 2014 10:34 AM

**Page 2, Q3. How do you rate MHLS Special Client Services (Adult & Family Literacy, Youth/Summer Reading Program, and Outreach/Community Partnerships)?**

1	I'm not familiar with the.	Nov 13, 2014 4:55 PM
2	Battle of the Books would not work without MHLS. Kerstin Cruger does an outstanding job with the Battle.	Nov 11, 2014 1:27 PM
3	It would be helpful to have an event for area program providers to display their services. It is often difficult to decide between different program providers just based on their own promotional materials.	Sep 22, 2014 11:16 AM
4	The staff is fantastic and professional development opportunities are outstanding, but the opportunities are also quite limited. The grants for these areas are also in such small denominations that it doesn't seem worth the time of applying and reporting on the grants.	Sep 21, 2014 8:39 PM
5	These services seem to be pretty much non-existent these days.	Sep 21, 2014 12:21 PM
6	There appear to be few if any resources. Those that are available appear to be hastily cobbled together.	Sep 15, 2014 3:53 PM
7	We don't use this much but I suppose it's okay.	Sep 8, 2014 8:47 PM
8	Very coordinated	Sep 8, 2014 11:21 AM
9	We have gotten so much support to start new programs via mini grants and trainings. Can't say how vital this is for giving good service to our community that keeps up with intelligent practice norms for NYS libraries.	Sep 8, 2014 10:36 AM

**Page 2, Q4. How do you rate MHLS Professional Development & Continuing Education Services (programs, workshops, and professional networking opportunities)?**

1	Merribeth Advocate and Rebekkah Smith Aldrich are exceptional presenters and trainers	Nov 11, 2014 1:27 PM
2	The trainings we have attended have been beneficial to our staff, though wish there were more opportunities for these trainings and that more were held in our county.	Sep 21, 2014 8:39 PM
3	Would love to see more varied offerings; professionals sharing their experiences. More practice, less theory.	Sep 21, 2014 12:21 PM
4	It would be great to see some new life brought into the workshops. We seem to have the same things offered repeatedly. It would be great to hear from people who are experts at what they do and have experience to bring to the table, not just theory.	Sep 15, 2014 3:53 PM
5	This is where midhudson shines and proves it's worth. I feel like I am a better director because of the training and outreach with fellow libraries midhudson provides me. I am also kept informed of local, state and federal laws as well. I never complain about my member dues simply because the info Rebekah's dept provides is invaluable.	Sep 8, 2014 8:47 PM
6	I feel like there used to be more workshops. I would also like more options to have training come directly to my staff.	Sep 8, 2014 11:21 AM
7	If you are going to a training through MHLS, you are going to always learn a huge amount and be professionally supported. I am completely bowled over by the quality of this particular resource. Haven't gone to a bad training yet. I couldn't run my library without this education and support.	Sep 8, 2014 10:36 AM

**Page 3, Q5. How do you rate MHLS Consulting & Development Services (assistance with community based library planning, funding, and board development)?**

1	Once again Merribeth Advocate and Rebekkah Smith Aldrich do a phenomenal job.	Nov 11, 2014 1:27 PM
2	Specifically Rebekkah Smith Aldrich and Merribeth Advocate do such amazing work to support the member libraries in so many ways from workshops to individual consulting. They are always extremely responsive and helpful.	Sep 22, 2014 2:48 PM
3	Rebekkah excels.	Sep 22, 2014 9:30 AM
4	I don't know where I'd be without knowing whenever I have a "theory" I can call Mhls to find out it's veracity and obtain backup facts	Sep 8, 2014 8:50 PM
5	Staff are always willing and able to answer my questions.	Sep 8, 2014 11:22 AM
6	Again, with our library's 414, capital campaign, rebuild, public dissent with neighbors over permitting for our new building .... we could NOT have done it without the wise counsel of R.S. Aldrich. We based all of our planning and execution very closely to the printed and in person plans she gave us for each of these -- and each element proved to be essential and successful in terms of strategy. How fortunate are we? These aspects are essential to the very life of our library.	Sep 8, 2014 10:40 AM

**Page 3, Q6. How do you rate MHLS Coordinated Services (Web Site Hosting, Technical (IT) Support, and SAM)?**

1	Only referring to IT support. Don't use website hosting.	Nov 13, 2014 1:01 PM
2	Robert Drake and his staff do a great job. We don't use SAM which I believe has some issues.	Nov 11, 2014 1:27 PM
3	My library uses only the technical support, and it has been very helpful.	Oct 7, 2014 1:55 PM
4	When we request changes to the website they are made right away. When we are having trouble with Sierra, there is nearly always someone available to pick up the phone and help out.	Sep 22, 2014 2:48 PM
5	Do not use SAM. Do not use web hosting. IT support good, but problems with Sierra transcend IT support.	Sep 22, 2014 9:30 AM
6	Fantastic, helpful service!	Sep 21, 2014 12:22 PM
7	Tech support is outstanding. They regularly go above and beyond.	Sep 15, 2014 3:54 PM
8	The sites could be more modern but I understand you get what you pay for and we pay cheap. We only use it support when Sierra hangs up so it's an exercise in frustration but that's not it's fault.	Sep 8, 2014 8:50 PM
9	The support is great but the amount of complaints about Sierra and SAM are frustrating.	Sep 8, 2014 11:22 AM
10	Again, we are blessed with an extremely effective, bright and accessible group of people. We use their services frequently throughout the year for tech support, to do our web page for us, to help us design and implement a new network, for technology purchases, and soon, for onsite tech service. This is so crucial to us. We do not have another practical way of getting this help where we are.	Sep 8, 2014 10:40 AM

**Page 4, Q7. How do you rate MHLS Awareness & Advocacy Services (workshops (e.g., Advocacy Boot Camp), LibraryAware, and support for NYLA Advocacy Day)?**

1	Have yet to attend.	Nov 13, 2014 9:55 AM
2	Can we please get rid of LibraryAware? It's a waste of precious resources.	Sep 21, 2014 12:22 PM
3	Not sure why MHLS chose to invest in LibraryAware. After trying it out, it seemed to be little better than Microsoft Publisher. To do awareness & advocacy properly, it would be great to have print services available. Both the system and most member libraries are held back because of access to good design to communicate our message.	Sep 15, 2014 3:56 PM
4	I feel very well informed in the issues that do really impact each of our libraries, thanks to MHLS service. It helps me explain to our board what is happening, to know how we can help, and to understand what will be impacting us.	Sep 8, 2014 10:42 AM



**Page 4, Q8. How do you rate MHLS Communications Among Member Libraries Services (support for the Directors Association, weekly MHLS Bulletin, and MHLS listservs)?**

1	It would save a lot of time if the papers for the Director's Association could be posted online in a way which allowed them to all be printed at once.	Oct 3, 2014 3:43 PM
2	I would rather significant & urgent MHLS action memos be sent out as individual emails rather than merely posted to the listserv.	Sep 22, 2014 2:52 PM
3	I always feel "in the loop"	Sep 8, 2014 11:22 AM
4	I think these are all great ways to informally share information and ask questions. I can't tell you how many times I have turned to other directors and MHLS staff on the listserves for the host of questions that come up at our library. Great, great resource.	Sep 8, 2014 10:42 AM

**Page 5, Q9. How do you rate MHLS Cooperative Efforts with Other Library Systems (joint efforts to support NYLA Advocacy Day, collaborative programs (Notable Book Banquets), and expanded ILL/Delivery services with RCLS/SUNY New Paltz/Vassar College)?**

1	While this service meets expectations, it is not one I regularly use.	Sep 22, 2014 3:47 PM
2	I can only comment on the ILL w/the other libraries. I've been really really impressed with Tara's work to help a particular patron obtain books for reseach. We need to be able to offer these to patrons who have more scholarly, professional needs. Tara very meticulously provides what we need, and is supportive and flexible as well.	Sep 8, 2014 10:47 AM

**Page 5, Q10. How do you rate MHLS Construction Grant Program Services (assistance with facility assessment, developing & planning construction projects, and applying/implementing grants)?**

1	We could not have completed this grant without Rebekkah's help.	Nov 11, 2014 1:28 PM
2	Funding seems to be at the discretion of MHLS rather than the state. New construction seems to be favored over renovations that will significantly lower a library's carbon footprint.	Sep 22, 2014 2:56 PM
3	Have not done construction in 10 yrs.	Sep 22, 2014 9:31 AM
4	There is the appearance of politics going on in the awards of construction grants; favorites are rewarded.	Sep 21, 2014 12:24 PM
5	The workshop I attended was beyond helpful.	Sep 8, 2014 11:23 AM
6	Another essential and amazing service provided by MHLS. We literally would not have been able to rebuild our library post fire without the support of MHLS. It begins w/a good assessment of facility, follows with a great, clear workshop on the application, is supported by 1:1 phone support and draft review by Rebekkah prior to submission. Here and there we had some snafus, and MHLS helped us work out the kinks. I feel the process is very fair in giving to poorer communities and to libraries that encourage energy efficiency, accessibility, and greater space for programs/materials.	Sep 8, 2014 10:47 AM

**Page 6, Q11. How do you rate MHLS Central Library Services Plan (expanded e-resources, supplemental funding for Delivery Services, and public service staff training)?**

1	Some Encore training for service staff, Maybe	Sep 8, 2014 1:20 PM
2	I am sorry, I am not clear enough on this to comment.	Sep 8, 2014 10:49 AM



**Page 6, Q12. Optional: Please provide any additional comments to the MHLS Board of Trustees in the box below:**

1	I commend the Board for using a firm that improved the process for our finding a new System Director. He has wonderful leadership qualities including listening and working cooperatively with an excellent staff.	Nov 16, 2014 5:19 PM
2	We are always impressed with the delivery service. They do a great job.	Nov 11, 2014 1:28 PM
3	Given the strain on resources, MHLS still does very well.	Nov 10, 2014 8:51 PM
4	We are fortunate to be a member library of the Mid-Hudson Library System. The level of support MHLS staff provide to member libraries is outstanding and supports every area of our services.	Nov 7, 2014 12:24 PM
5	I have great confidence in the MidHudson Library System. They make every effort to solve individual library concerns in a expert and courteous manner.	Oct 7, 2014 1:58 PM
6	I am impressed by Tom Sloan's leadership.	Oct 3, 2014 3:46 PM
7	The real strength in MHLS lies in its ability to connect member libraries to training opportunities, network opportunities and a translation of legalese from the state level. While "wires" and "tires" are essential, we pay directly for those services as they are easily quantifiable. It is the people behind the scenes who provide the information and training that are invaluable.	Sep 22, 2014 3:49 PM
8	Smaller libraries pay a disproportionate amount into MHLS as a proportion of their budgets. While it is fair to base delivery fees upon the number of items delivered, the other fees that are shared among the member libraries should be calculated in relation to the library's overall budget. While some of the larger libraries might pay twice the fees of a smaller library, the size of their budget might be 10 times that of the smaller library. As it has been established that smaller libraries are net-lenders in terms of library materials, it should also be examined the extent to which they are net-givers in terms of funding the system.	Sep 22, 2014 3:13 PM
9	Member fees are crushing the life out of the smaller libraries. Since implementing, there have been no additional cuts to MHLS funding; instead, there has been a modest restoration -- and last year, even a modest increase in funding. Yet the biggest reduction in member fees comes from the Central Library. While it's good to see MHLS rebuild, can it really afford to do so on the backs of member libraries? At one point will member fees be reassessed in light of increased funding for the system? I appreciate that the staff has had, and deserves raises, but many of the libraries they represent have not been able to offer the same to their staffs, nor benefits of any kind. This disparity between the System and member libraries is growing, and is a disturbing trend.	Sep 21, 2014 12:28 PM
10	Tom Sloan is MHLS' biggest asset; the work he does is phenomenal. I just can praise him enough, not just due to the contrast with previous directors, but the quality of his work exceeds anything I have seen throughout the profession. We are luckier than we can even guess.	Sep 21, 2014 5:50 AM
11	As member libraries are challenging themselves to think about what the future looks like, the System should as well. Instead of trying to control the conversation that takes place, listen to what member libraries are saying, and meet their needs -- don't try to shape their needs to the services you want to provide.	Sep 15, 2014 3:58 PM

**Page 6, Q12. Optional: Please provide any additional comments to the MHLS Board of Trustees in the box below:**

12	Rebekkah Smith-Aldrich is an exceptional resource and I would be devastated without her help!	Sep 8, 2014 11:23 AM
13	You have a system in MHLS that is working extremely effectively. The member libraries are so blessed with the help that the MHLS staff provides. We couldn't function without them. There is not a weak person there. All personable and skilled. No complaints.	Sep 8, 2014 10:49 AM

**Page 7, Q13. Optional: If you wish for your comments to associated with you and your library, please provide your name and the name of your library in the box below (please note that in doing so your answers will no longer be completely anonymous):**

1	Gloria Goverman East Fishkill Public Library District	Nov 13, 2014 1:03 PM
2	Linda Deubert Heermance Memorial Library Coxsackie	Nov 11, 2014 1:31 PM
3	Sally Alderdice Claverack	Nov 7, 2014 1:37 PM
4	Kingston Library	Nov 7, 2014 12:25 PM
5	Victoria Read, Olive Free Library	Sep 26, 2014 6:25 PM
6	Starr/Rhinebeck Stephen Cook	Sep 22, 2014 9:32 AM
7	Arlene Christensen Stanford Library	Sep 10, 2014 2:37 PM
8	Sally Alderdice Claverack	Sep 8, 2014 6:20 PM
9	Julia L. Butterfield Memorial Library, Cold Spring, NY	Sep 8, 2014 11:59 AM
10	Liz Potter, Phoenicia Library	Sep 8, 2014 10:49 AM

**Page 7, Q14. Optional: If you want confirmation that your survey was received please provide your email address in the box below (please note that in doing so your answers will no longer be completely anonymous):**

1	Director@stoneridgelibrary.org	Nov 13, 2014 4:21 PM
2	goverman@eflibrary.org	Nov 13, 2014 1:03 PM
3	director@heermancelibrary.org	Nov 11, 2014 1:31 PM
4	director@kingstonlibrary.org	Nov 7, 2014 12:25 PM
5	Readkatz1@aol.com	Sep 26, 2014 6:25 PM
6	stanfordlibrary@optonline.net	Sep 10, 2014 2:37 PM