



## 2013 ANNUAL MEMBERS SURVEY – 2014 Priority Themes & Actions

### A. Board Activities

- 1) Improve MHLS Board outreach by holding meetings throughout the MHLS service region
  - a. Adopted 2014 meeting schedule which included meetings at the Cairo Public Library (Greene County) on May 7 and the Mahopac Public Library (Putnam County) on September 17
  - b. Conducted general orientation and training for MHLS Board in March
  - c. Expanded understanding of Greene County library issues with regional meet and greet event on May 7 at Cairo Public Library
  - d. Expanded understanding of Putnam County library issues via presentation by the Putnam County Library Association at the Board meeting on September 17
  - e. Surveyed library board presidents regarding MHLS Board outreach efforts in 2014.
  - f. Adopted 2015 meeting schedule which includes meetings at the Roeliff Jansen Community Library (Columbia County) on May 6 and the Town of Esopus Library (Ulster County) on September 16
- 2) Recognize MHLS staff for the outstanding services being delivered
  - a. Featured a MHLS service and staff providing the service at 2014 MHLS Board meetings
    - Library Sustainability Service/Rebekkah in March
    - Outreach and Continuing Education Services/Merribeth in May
    - Delivery Services/ Tom F in July
    - Technology Operations Services/Robert in December
  - b. Conducted a Board/Staff Luncheon/Meeting on July 9
  - c. Conducted a comparative salary study between MHLS and other New York State Library Systems/related entities resulting in substantial salary adjustment based on market values.

### B. Staff Activities

- 1) Provide software/online applications that can be used to support meeting and training participation by remote users
  - a. Promoted twenty-two (22) Web based professional development and continuing education opportunities
  - b. Established and demonstrated Skype services
  - c. Conducted survey of trustees and library staff regarding preferences for viewing Webinars
  - d. Developed specifications and sought bids to upgrade the MHLS Auditorium to support the broadcasting of events
- 2) Reduce the MHLS Service Fees (e.g., databases, OverDrive, and assessment paid by member libraries)
  - a. Assessment of member service fees paid over years
    - Summary Report on MHLS Service Fees - Final Draft (Document 3.a.ii)
    - Moving Forward assessment/cost of services underway



- 3) Enhance advocacy efforts to promote libraries to local and NY State elected and appointed officials
  - a. Provided 14 workshops on Awareness and Advocacy including 3 sessions of Advocacy Boot Camp with attendance total of 202; 100% of attendees reported it was worth their time.
  - b. Coordinated attendance of over 40 regional library advocates at NYLA Advocacy Day, making appointments with all regional legislators and arranging for bus transportation.
  - c. Promoted virtual advocacy, resulting in a total of over 1,760 contacts to representatives in the MHLS region.
  - d. MHLS staff member serves on NYLA Legislative Committee, provides contact information for every library to their representatives in the NYS Senate and Assembly, and talking points on significant issues for libraries.
  - e. Supported 30 libraries holding votes in 2013 with vote success ratio of 26:4. 87% passed (2 special district creations; 4 414's; 17 budget votes; 1 building referendum). Conducted post-vote assessments, resulting in additional information to use in vote support.