



Executive Director's Report to Directors Association – March 2016

1. MOVING FORWARD – ASSESSMENT OF MHLS SERVICES

- A. [Scope & Purpose](#)
- B. [MHLS Planning Process for 2016-2021 Library System Five-Year Plan of Service](#)
- C. Reviews Completed
 - 1) [Integrated Library System Services](#)
 - 2) [Cataloging Services](#)
 - 3) [Delivery Services](#)
 - 4) [Interlibrary Loan Services](#)
 - 5) [Cooperative Collection Development Services](#)
 - 6) [Youth Services](#)
 - 7) [Correctional Facilities Services](#)
 - 8) [Adult Literacy Services](#)
 - 9) [Coordinated Outreach Services](#)
 - 10) [Professional Development and Continuing Education Services](#)
 - 11) [Consulting and Development Services](#)
 - 12) [Coordinated Services](#)
 - 13) **NEW** - [Awareness and Advocacy Services](#)
 - 14) **NEW** - [Communications Among Member Libraries](#)
 - 15) **NEW** - [Cooperative Efforts With Other Library Systems](#)
 - 16) **NEW** - [Construction](#)
- D. Complied Reports
 - 1) [Compiled Financial Report – Draft](#)
 - 2) [Compiled Staff Report – Draft](#)
- E. [Survey to Prioritize MHLS Services – April DA](#)

2. LIBRARY SERVICE TRENDS

- A. [REPORT: Circulation Trends by Library – 2010-2015](#)
 - 1) Systemwide Circulation Down 17.89% for 2010-2015
 - 2) 16 Libraries Increased Circulation for 2010-2015
 - ✓ Pine Hill
 - ✓ Hillsdale
 - ✓ Olive
 - ✓ Woodstock
 - ✓ Mountain Top
 - ✓ Saugerties
 - ✓ Red Hook
 - ✓ Hudson
 - ✓ Livingston
 - ✓ NE Millerton
 - ✓ Staatsburg
 - ✓ Catskill
 - ✓ Phoenicia
 - ✓ Hurley
 - ✓ Rhinecliff
 - ✓ Beacon
 - 3) 22 Libraries Increased Circulation for 2014-2015
 - ✓ Putnam Valley
 - ✓ Phoenicia
 - ✓ Pine Hill
 - ✓ Hunter
 - ✓ Olive
 - ✓ Clinton
 - ✓ Chatham
 - ✓ Claverack
 - ✓ Mountain Top
 - ✓ Livingston
 - ✓ West Hurley
 - ✓ Staatsburg
 - ✓ Esopus
 - ✓ Rosendale
 - ✓ Pawling
 - ✓ Kinderhook
 - ✓ Catskill
 - ✓ Kingston
 - ✓ Red Hook
 - ✓ Woodstock
 - ✓ Hyde Park
 - ✓ Hurley



B. REPORT: [Percent of Holdings Not Circulated/Borrowed in 3 Years](#)

- 1) Systemwide Percent = 10.97%

C. REPORTS: Services Reported by Member Libraries in Annual Report to the State – 2011-2014

- 2) Card Holders – Down in 5 Counties
- 3) Annual Visits – Up in 2 Counties (Columbia, Greene)
- 4) Internet Terminal Sessions – Up in 2 Counties (Green, Putnam)
- 5) Program Attendance – Up in 4 Counties (Columbia, Dutchess, Putnam, Ulster)
- 6) Reference Transactions – Up in 4 Counties (Columbia, Greene, Putnam, Ulster)
- 7) Circulation – Up in 1 County (Greene)
- 8) Website Visits – Up in 4 Counties (Columbia, Dutchess, Putnam, Ulster)
- 9) County Reports
 - a) [Columbia County Libraries Service Statistics – 2011-2014](#)
 - b) [Dutchess County Libraries Service Statistics – 2011-2014](#)
 - c) [Greene County Libraries Service Statistics – 2011-2014](#)
 - d) [Putnam County Libraries Service Statistics – 2011-2014](#)
 - e) [Ulster County Libraries Service Statistics – 2011-2014](#)

D. [2016 Increase Circulation Incubator Project](#)

3. [2016 MHLS BOARD APPROVED BUDGET](#)

A. Unassigned Funds = \$62,560 which represents 70% of the General Support Aid Increase of \$89,371

- 1) Opportunity for the Directors Association (DA) and MHLS staff to recommend to the MHLS Board how best to allocate these funds
- 2) Proposed Timeline
 - (a) Review by DA's System Services Advisory Committee (SSAC) of specific proposals - ~~January 29; February 5~~, March 4
 - (b) Review by DA of Specific Proposals – ~~February 5; March 4~~, April 5
 - (c) Report to the MHLS Board – ~~March 19~~, May 11

4. PUBLIC LIBRARY SERVICES FOR TOWN OF UNION VALE RESIDENTS

A. Library Service Restriction Removed - Town of Union Vale Residents May Borrow Non-print Library Materials

B. [Announcement](#)

5. [RFP FOR NETWORK SERVICES](#)

A. MHLS partnered with the Board of Cooperative Educational Services (BOCES) of Ulster County to invite the submission of sealed proposals from vendors which includes Internet services for MHLS member libraries

B. Vendor responses currently under review by MHLS and BOCES

C. MHLS staff will confer with libraries offered services by vendors

6. [DELIVERY SERVICES](#)

A. Delivery Schedule as of February 1, 2016

- 1) DA endorsed SSAC recommendation to adjust outliers, normalizing delivery stops based on volume, and to keep Saturday delivery services



- 2) MHLS and Hudson River Transport have signed an amended contract to implement the new delivery schedule as of February 1, 2016.
 - 3) Schedules as of February 1 posted at: <http://midhudson.org/topics/resource-sharing/delivery/>
 - 4) Comments from directors to Tom Sloan by March 15
 - 5) Report to DA on April 5
7. MHLS 2015 Incentive Grants – Travel Equalization
- A. As requested by the SSAC, the MHLS Board authorized the use of the unexpended balance of 2015 Travel Equalization fund for the purchase of OverDrive materials as requested by the SSAC.
8. 2015 MHLS Board Survey of Library Directors
- A. [MHLS Staff Report on Survey](#)
 - B. Comments to MHLS Board including Dutchess Directors
 - 1) General Comments:
 - a. Include notice requesting comments focusing on services not individual MHLS staff members.
 - 2) Youth Services
 - a. Review survey findings by county. Conduct a county based discussion with directors in each county with 10% or more respondents (Dutchess & Ulster) reporting Youth Services “Needs Improvement.”
 - i. Explore if Youth Services rating is based on comparing current level of service to level of service prior to MHLS budget/service cuts.
 - 3) III Software/Functions
 - a. Review opportunities for providing directors with information regarding III proposed enhancements and encouraging membership in III IUG.
 - b. Determine member staff III software training needs and provide training opportunities which include instruction by front line member staff.
 - c. Identify key procedures/functions not currently implemented by MHLS.
 - i. Enhanced Services Available from III
 - ✓ Courtesy Notices
 - ✓ Spanish Language
 - ✓ Remote User Registration
 - ✓ Other...
 - ii. Enhanced Services Available via Software/App Options
 - ✓ Virtual Users Registration for Accessing Digital Library Services
 - ✓ Calendar
 - ✓ Receipts Reporting Value of Items Loaned
 - ✓ Messaging Patrons
 - ✓ Other...
 - C. Additional comments from directors?
9. Survey of Library Directors - Better World Books Drop Box @ MHLS
- A. Responses from 39 libraries



- B. When visiting MHLS for meetings and training events, would you and/or you staff regularly transport discarded books and donate the books to Better World Books using a BWB Drop Box located in the MHLS parking lot?

ANSWER	# of Libraries	% of Libraries
Yes	26	66 %
No	13	33%

- C. How many 2016 visits/trips to MHLS do you estimate you and/or your staff will make and transport books for donation to Better World Books using a Drop Box located in the MHLS parking lot?
 - 1) Answer – 182 Visits Reported
- D. How many books PER TRIP/VISIT to MHLS do you estimate you would transport/donate?
 - 1) Answer – 73 (average) per visit
- E. If the total estimated number of books donated by member libraries average approximately 600 books per month, MHLS will proceed with requesting a Drop Box.
 - 1) Answer – 182 Visits X 73 Books per Visit = 13,286 / 12 months = 1,107 per month
 - 2) MHLS has requested a Better World Books Drop Box

10. EXECUTIVE DIRECTOR’S EVENT PARTICIPATION – DECEMBER 2015/JANUARY 2016

- A. ILP Review Committee from Nassau County Library System Meeting
- B. Columbia County Library Association Annual Dinner Meeting
- C. Directors Association Meeting
- D. MHLS Board of Trustees Meetings
- E. Editorial Board Meeting - Journal of Interlibrary Loan, Document Delivery & Electronic Reserve
- F. PULISDO Conference Call
- G. Greene County Library Association Annual Luncheon Meeting
- H. Columbia County Library Directors Meetings
- I. Dutchess County Directors Association Meeting
- J. Hunter Public Library Board of Trustees Meeting
- K. Ulster County Library Association Meeting
- L. Meeting with Eugene Knudsen, Director, Mid-Hudson Regional Information Center
- M. Meeting with Alex Ibarra, CEO/President, Hudson River Transports