



Executive Director's Report to Directors Association – June 2016

1. MOVING FORWARD ASSESSMENT OF MHLS SERVICES & 2017-2021 PLAN OF SERVICE
 - A. [Scope & Purpose](#)
 - B. [MHLS Planning Process for 2017-2021 Library System Five-Year Plan of Service](#)
 - C. [Assessment Reports for 16 Services in the MHLS Plan of Service](#)
 - D. [Survey of Stakeholders to Prioritize MHLS Services](#)
 - E. MHLS Five Year Plan of Service 2017-2021
 - 1) [Mission Statement/Goal Statements/Intended Results/Evaluation Methods](#)
 - 2) [Direct Access Plan](#)
 - a) [System Comparisons - What constitutes excessive out of chartered/contracted service area borrowing](#)
 - b) [MHLS Member Libraries – Circ by PType & Town Code](#)
 - c) Central Library Plan
 - F. Review & Approval of the 2017-2021 Plan of Service
 - 1) June 2 - Review and discussion at the MHLS Directors Association Meeting of **FIRST DRAFTS** of: (1) Mission Statement/Goal Statements/Intended Results/Evaluation Methods, and (2) Direct Access Plan
 - 2) **June 3 @ 10 AM - Focus Group Session for member library directors to review and discuss FIRST DRAFTS of: (1) Mission Statement/Goal Statements/Intended Results/Evaluation Methods, and (2) Direct Access Plan**
 - 3) **June 7 @ 2 PM - Focus Group Session for member library directors to review and discuss FIRST DRAFTS of: (1) Mission Statement/Goal Statements/Intended Results/Evaluation Methods, and (2) Direct Access Plan**
 - 4) June 9-23 - MHLS Board of Trustees reviews **SECOND DRAFT** of: (1) Mission Statement/Goal Statements/Intended Results/Evaluation Methods, and (2) Direct Access Plan, with comments collected by the MHLS Personnel & Planning Committee
 - 5) **July 6 @ 10 AM & 2 PM - Focus Group Session for member library directors to review and discuss SECOND DRAFTS of: (1) Mission Statement/Goal Statements/Intended Results/Evaluation Methods, and (2) Direct Access Plan**
 - 6) July 7 - Central Library & Collection Development Committee review and discuss **FIRST DRAFT** of Central Library Plan
 - 7) July 12 - Review and discussion at the MHLS Directors Association Meeting of **THIRD DRAFTS** of: (1) Mission Statement/Goal Statements/Intended Results/Evaluation Methods, and (2) Direct Access Plan; and **SECOND DRAFT** of Central Library Plan
 - 8) July 13 - Review and discussion at the MHLS Board of **THIRD DRAFTS** of: (1) Mission Statement/Goal Statements/Intended Results/Evaluation Methods, and (2) Direct Access Plan; and **SECOND DRAFT** of Central Library Plan
 - 9) July 27: PPLD Board approves Central Library Plan (after which there can be no further changes without their approval)



- 10) August 4 @ 10 AM - Focus Group Session for member library directors to review and discuss **THRID DRAFTS** of: (1) Mission Statement/Goal Statements/Intended Results/Evaluation Methods, (2) Direct Access Plan, and (3) Central Library Plan as approved by PPLD Board
- 11) August 10 @ 2 PM - Focus Group Session for member library directors to review and discuss **THRID DRAFTS** of: (1) Mission Statement/Goal Statements/Intended Results/Evaluation Methods, (2) Direct Access Plan, and (3) Central Library Plan as approved by PPLD Board
- 12) August 2016 - MHLS Personnel & Planning Committee review and discuss FINAL DRAFT of: (1) Mission Statement/Goal Statements/Intended Results/Evaluation Methods, (2) Direct Access Plan, and (3) Central Library Plan as approved by PPLD Board
- 13) September 7 - DA recommendation to MHLS Board to approve: (1) Mission Statement/Goal Statements/Intended Results/Evaluation Methods, (2) Direct Access Plan, and (3) Central Library Plan as approved by PPLD Board
- 14) September 14 – MHLS Board approval of : (1) Mission Statement/Goal Statements/Intended Results/Evaluation Methods, (2) Direct Access Plan, and (3) Central Library Plan as approved by PPLD Board
- 15) October 1 - Plan Submitted to State

G. PROPOSED: Development of MHLS Action Plan for the 2017-2021 Plan of Service

- 1) 2016 Board Surveys of Library Directors
 - a) Focus on the actions that might be taken to support future services as represented in the 2017-2021 Plan of Service.
 - b) Each director identifies top 2-3 services they would like to discuss in a focus group.
- 2) Conduct focus groups based on service interests with library directors regarding the future actions taken to support specific services. Invite MHLS Trustees and public library trustees to participate in the focus groups.
- 3) Use focus group findings to influence decisions regarding the MHLS Action Plan based on the 2017-2021 Plan of Service.

2. LIBRARY SERVICE TRENDS

A. REVISED REPORT: [Items Not Checked Out in 3 Years & Weeded + Libraries with Increased Circulation](#)

- 1) Revisions:
 - a) Column B - 2014 Grand Total Holdings (Source: Member Library 2014 Annual Reports)
 - b) Column C - 2015 Grand Total Holdings (Source: Member Library Reported 2015 Preliminary Annual Reports)
 - c) Added Definition:

Columns D & E represent the number of all holdings that, on the date the report was run:

 1. Had a last out date 3 years ago or older
 2. Had the status Checked In (and therefore did not have the status of Ask Staff, Billed, Discard, In Processing, In Transit, Lost and Paid, Missing, On Holdshelf, Repair, Storage, In Library Use, or Claims Returned.)

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

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



\$89,371

- 1) System Services Advisory Committee and MHLS staff recommend to the MHLS Board how best to allocate these funds
- 2) Recommendation #1 to Board - 2016 Member Assessments Reduction
 - (a) Sierra Capital Fee - COST: 66 libraries X \$600 = \$39,600 <http://da.midhudson.org/wp-content/uploads/2015/05/Assessment-Table-Updated-Numbers-5-5-151.pdf>
 - (b) On March 19, the MHLS Board of Trustees approved the expenditure of \$39,600 from MHLS unassigned 2016 general support aid to fund the 2016 member libraries assessment for Sierra capital fees.
 - (c) A letter of explanation was included in the MHLS invoice for Member Assessment Fee mailed in May.
- 3) Recommendation #2 to Board – Library Elf
 - (a) SSAC recommended at their meeting on May 5 for 2016 unassigned funds to pay the year 1 cost of Library Elf at an estimated amount of \$990 + \$1,500 (cardholder fee) = \$2,490.
 - (b) On July 13, the MHLS Board of Trustees will consider approving the recommended expenditure based on DA recommendation.

4. BROADBAND SERVICES

- A. MHLS staff working with individual member libraries on evaluating the broadband information and on how best to proceed with planning improved Internet services.

5. DELIVERY SERVICES

- A. 2016 Delivery Schedules
 - 1) Schedule by Library:
 - [Current](#)
 - [Effective 7/1/2016](#)
 - 2) Schedule by Day:
 - [Current](#)
 - [Effective 7/1/2016](#)

6. REPORT: MEMBER LIBRARY SERVICE FEES

- A. Member library service fees were extensively reviewed and discussed in detail by the Directors Association in 2015.
- B. The 2015 report on member library service fees has been updated and was reviewed by the MHLS Board on March 19.
- C. The updated report is available at:
<http://board.midhudson.org/wp-content/uploads/2016/03/Doc.-13.A-Report-on-Member-Library-Service-Fees.pdf>

7. 2015 MHLS Board Survey of Library Directors

- A. Actions to Address 3 Service Areas Identified by Directors as “Needs Improvement”
 - 1) Youth Services
 - a. ~~Review survey findings by county.~~



- b. Conduct a county based discussion with directors in Dutchess & Ulster Counties, the two counties with 10% or more respondents reporting Youth Services “Needs Improvement.”
 - i. ~~Meeting with Ulster County Directors – April~~
 - ii. Meeting with Dutchess County Directors – June
 - c. Report by Merribeth on findings from meetings with Dutchess and Ulster library directors.
 - d. Determine actions to take based on findings.
- 2) 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 (e.g., ~~Courtesy Notices; Spanish Language~~; Remote User Registration)
 - ii. Enhanced Services Available via Software/App Options (e.g., **Library Elf**, Virtual Users Registration; Calendar; Receipts Reporting Value of Items Loaned)
- 3) Internet Service Provider (ISP) 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
 - i. ~~Vendor responses reviewed by MHLS and BOCES~~
 - ii. ~~Report to the DA & MHLS Board – May~~
 - b. MHLS promote improved broadband services for member libraries
 - i. ~~MHLS presentation at Rural Broadband Meeting hosted by US Congressman RURAL BROADBAND MEETING – April 8~~
 - ii. Conference call with Assemblymember Didi Barratt regarding broadband services for member libraries – April 18
 - iii. ~~NY Broadband Program Presentation and Q&A Meeting at Columbia Greene Community College~~
 - c. MHLS staff will work with individual member libraries on sharing the broadband information and on how best to proceed.
 - d. MHLS establish and support strategic partnerships to demonstrate increase broadband services and demonstration broadband applications in selected member libraries.
8. SAVE THE DATE – FRIDAY, OCTOBER 14 – MHLS ANNUAL MEMBERSHIP MEETING
- A. 2016 Mid-Hudson Library System Annual Membership Meeting will be held on Friday, October 14, at the Henry A. Wallace Visitor and Education Center, Franklin D. Roosevelt Presidential Library and Museum, Hyde Park.
 - B. Paul Sparrow has agreed to provide the keynote presentation titled "The Future of the Past" and will deal with how technology impacts our effectiveness in preserving the past, and the challenges of



preserving the present for the future.

9. EXECUTIVE DIRECTOR'S EVENT PARTICIPATION – MAY

- A. Directors Association Meeting
- B. System Services Advisory Committee Meeting
- C. Spark Media Project Meeting
- D. PULISDO Conference Call
- E. State Library/PULISDO Conference Call
- F. MHLS Board of Trustees Meeting
- G. Broadband Services Conference Call with Eugene Knudsen
- H. NY Broadband Program Presentation and Q&A Meeting
- I. MHLS Facilities Committee Meeting
- J. Putnam County Libraries Association Annual Meeting