



## Executive Director's Report to Directors Association – December 2016

### 1. 2017-2021 PLAN OF SERVICE

#### A. Action Plans

- (1) Process<sup>i</sup>
- (2) Review and Discussion - REVISED Action Plans for Phase I – Delivery; Integrated Library System; Cataloging; Coordinated Services (IT)

### 2. [PROPOSED 2017 MHLS BUDGET](#)

#### A. Operating Funds

- (1) Continuing Projects Recommended by the Directors Association and Funded with 2016 Unassigned Funds<sup>ii</sup>
- (2) Unassigned Funds @ \$49,113 (70% General Support Aid Increase of \$70,162)
  - a) System Services Advisory Committee/Directors Association and MHLS Staff Recommend to the MHLS Board the Allocation of Unassigned Funds

#### B. 2017 Proposed Budget - Timeline

- (1) October 17 - MHLS Finance Committee Reviews Proposed Budget
- (2) November 9 - DA Reviews Proposed Budget
- (3) November 9 - SSAC Meeting (cancelled)
- (4) December 2 - DA Reviews Proposed Budget
- (5) December 10 - MHLS Board Reviews Proposed Budget

### 3. AUTOMATION AGREEMENT

#### A. [Agreement Document](#)

#### B. [Agreement FAQ](#)

#### C. Email to MHLS Alerts - Thursday, October 20, 2016 2:52 PM

**MHLS ACTION MEMO #16-06**

TO: MHLS Directors

FROM: Tom Sloan Executive Director

DATE: 10/20/2016

RE: Automation Agreement

**Background:** As approved by the Directors Association, all member libraries are required to sign and return to MHLS an Automation Agreement. With the signing of the Automation Agreement all parties enter into an understanding for the provision of automated library services delivered through library automation software and related electronic library services selected by MHLS member libraries and MHLS, and provided by MHLS. The Agreement replaces a prior automation agreement which had provisions no longer in force including MHLS providing centralized hardware and software that operated the integrated library system.

**Action:**

1. Please print two (2) copies of the Automation Agreement. (Agreement attached to this email)
2. You and your board president please sign both copies. Original signatures are required on both



copies.

3. Please return both copies, with original signatures, to the attention of the MHLS Business Office.

4. Upon MHLS receipt of your signed documents, MHLS original signatures will be added to the documents you have signed and one (1) original copy of the agreement will be returned to you.

**Deadline:** April 30, 2017

D. Library Agreements Submitted to MHLS

**Columbia County**

Chatham  
Hillsdale-Roeliff Jansen  
Livingston

**Putnam County**

Cold Spring-Butterfield

**Dutchess County**

Beacon  
Beekman  
Dover Plains  
Fishkill  
Pawling  
Pine Plains  
Staatsburg  
Stanford

**Ulster County**

Highland  
New Paltz  
Phoenicia

**Greene County**

Greenville  
Hunter

4. ANNUAL REPORT DATA

A. State approved 2015 Member Library Annual Report Data posted at <http://midhudson.org/topics/statistics-research/annual-report/>

5. MATERIALS DAMAGED IN THE LOANING/DELIVERY PROCESS

A. From: <http://midhudson.org/topics/resource-sharing/delivery/>

What to do if a library believes materials have been damaged?

Answer: Library staff should verify that the damage did not occur before the item was placed in delivery by contacting the sending library. If the sending library confirms the item was not damaged prior to delivery pick-up, send the damaged item to Tom Finnigan or Chris Herron of the MHLS Shipping/Receiving Department. With a damaged item in hand, MHLS will file a damaged materials claim with the delivery vendor seeking replacement cost for the item. MHLS will reimburse the library owning an item damaged during delivery.

Reminder: Please follow the MHLS and Directors Association approved [Delivery Procedures &](#)



[Packaging Standards](#) to prevent damage. Libraries are expected to follow the delivery procedures in this document, and the procedures in the [MHLS Resource Sharing Standards](#) regarding Checking in Items with damaged part(s) (Circulation, section 6). Items damaged in delivery using other, non-standard, packaging (cases and containers) will be the responsibility of the owning library, as per the MHLS DA April 2009.

- B. From: Contract between Mid-Hudson Library System & A.L.D. Service - July 2016-June 2019 CARRIER will make every attempt to locate missing or lost materials in the delivery system and have an established procedure for dealing with missing/lost items.  
Lost or Damaged Claim Procedure: When SHIPPER determines goods and materials have been lost or damaged due to CARRIER services, in submitting a claim for loss or damage, SHIPPER will notify CARRIER within thirty (30) days of the date of shipment in which the goods and materials were damaged. CARRIER must be notified of lost or damaged goods and materials within thirty (30) days of shipment or the claim will be deemed waived and CARRIER will have no liability for the same. SHIPPER will invoice CARRIER for the cost to replace the lost or damaged goods and materials. CARRIER will have thirty (30) days to pay SHIPPER. If CARRIER does not pay the claim invoice within thirty (30) days of billing, SHIPPER will deduct the cost of the claim from the weekly invoice. Claims will only be paid provided all payments due CARRIER from SHIPPER have been paid in full.
- C. Over the past year: (1) MHLS has received from member libraries two (2) claims for items damaged item during delivery; and (2) more than 1.7 million items have been moved via Delivery Services.

6. EXECUTIVE DIRECTOR'S EVENT PARTICIPATION – NOVEMBER

- A. Union Vale Library Committee Meeting
- B. OverDrive Performance Analysis Meeting
- C. NY Alliance of Library Systems Meeting
- D. Public Library System Directors Organization (PULISDO) Meeting
- E. New York Library Association Annual Conference
- F. MHLS Trustees Services Committee Meeting
- G. Central Library Meeting
- H. Directors Association Meeting
- I. SENYLRC Meeting
- J. Dutchess County Library Directors Meeting
- K. Columbia County Library Directors Meeting
- L. Central Library/Collection Development Advisory Committee Meeting

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<sup>i</sup> Review of planning process and Action Plan form/format: September 22/System Services Advisory Committee; September 26/MHLS Personnel and Planning Committee; Directors Association/October 6.

1) Planning Process

- (a) The process would group services based on priorities/service areas:
  - (i) Phase I: Delivery; Integrated Library System; Cataloging; Coordinated (IT)



- (ii) Phase II: Professional Development/Continuing Education; Consulting/Development; Awareness/Advocacy; Construction; Communication Among Member Libraries
- (iii) Phase III - Cooperative Collection Development; Digital Collection Access; Interlibrary Loan; Cooperative Efforts with Other Library Systems
- (iv) Phase IV: Coordinated Outreach; Youth Services; Adult Literacy; Early Literacy; Correctional Facilities
- (b) The process would develop, report, review, and adopt Action Plans based on a three (3) month cycle for each phase:
  - (i) First Month – MHLS Staff Develop Discussion Draft of Action Plans per Phase
  - (ii) Second Month – Focus Groups for Stakeholders (i.e., MHLS Trustees, Library Directors, MHLS Staff) Review Actions Plans per Phase
  - (iii) Third Month – Action Plans Finalized and Presented to MHLS Board & Directors Association per Phase
- (c) The process timeline would cover the period of October 2016-September 2017:
  - (i) Phase I – Oct-Dec 2016
  - (ii) Phase II – Jan-March 2017
  - (iii) Phase III – April-June 2017
  - (iv) Phase IV – July-Sept 2017
- (d) Review and Discussion: Action Plan/Phase I: Delivery; Integrated Library System; Cataloging; Coordinated (IT)
  - (i) MHLS Planning & Personnel Committee – September 26
  - (ii) Directors Association – October 6
  - (iii) Greene County Libraries Association - October 19
  - (iv) Ulster County Library Association - October 20
  - (v) Dutchess County Directors Association - Nov 16
  - (vi) Columbia County Directors Association – Nov. 18
  - (vii) Directors Association – December 2
  - (viii) Putnam County Directors Association – December 6
  - (ix) MHLS Board – December 10

<sup>ii</sup> Continuing Projects

- 1) \$39,600 - 2017 Member Libraries Assessment @ \$600 per library for Sierra capital fees to purchase new licenses, modules, and fund migration of ILS
- 2) \$ 2,700 - Library Elf for Year 2 subscription for patron notification of items ready for pickup/overdue materials via text/email
- 3) \$16,000 - Aerohive Router for 22 Member Libraries/Phase II of 3 year project to improve library broadband services



Mid-Hudson Library System Plan of Service 2017-2021
Mission Statement, Goal Statements, Intended Results and Evaluation Methods

Mission Statement: Mid-Hudson Library System acts to ensure the public’s right to free access, facilitate economical resource sharing, and promote professional library services while working in partnerships with the independent public and free association libraries in the designated service region.

REVISIONS HIGHLIGHTED IN YELLOW

Service Priority 1 - Delivery:

- 1. Action Plan – Continuing Services: Ongoing delivery services are reported in the Moving Forward Assessment Report at: http://midhudson.org/wp-content/uploads/2015/03/Delivery-Services-Assessment-Summary.pdf
2. Action Plan – New Activities:

Table with 6 columns (Activity, 2017, 2018, 2019, 2020, 2021) and 5 rows under section 'a. Delivery Services Vendor'. Activities include identifying options, stakeholder review, contract implementation, and coordination.

Table with 6 columns (Activity, 2017, 2018, 2019, 2020, 2021) and 4 rows under section 'b. MHLS Van/Vehicle'. Activities include assessing needs, stakeholder review, and implementing plans.



**Service Priorities 2 & 3 - Integrated Library System & Cataloging Services<sup>ii</sup>:**

1. Action Plan – Continuing Services: Ongoing Integrated Library System & Cataloging Services are reported in the Moving Forward Assessment Report at:  
<http://midhudson.org/wp-content/uploads/2015/03/Integrated-Library-System-Services-Assessment-Summary.pdf>  
<http://midhudson.org/wp-content/uploads/2015/03/Cataloging-Services-Assessment-Summary.pdf>
2. Action Plan – New Activities:

<b>a. <u>Integrated Library System (ILS)/Integrated Library Platform (ILP) Services</u></b>					
	2017	2018	2019	2020	2021
Identify and study the latest developments in library services platforms (LSPs) components that make up the library technology ‘ecosystem’, recognizing multiple source components may be desired in place of or in addition to a closed and monolithic suite of ILS services from a single ILS vendor.	X				
Write, distribute and discuss with stakeholders an LSP white paper, which will guide and informs stakeholders about LSP issues and presents options on how best to proceed.		X			
Facilitate stakeholders’ review of and decision(s) regarding LSP selection(s) for LSP services starting in 2019.		X	X		
Contract for and implement LSP services as selected by stakeholders.			X		
Coordinate LSP services as contracted.				X	X

<b>b. <u>Integrated Library System/Integrated Library Platform Training &amp; Consulting</u></b>					
	2017	2018	2019	2020	2021
Provide monthly New Employee Circulation Essential Webinars	X	X	X	X	X
Offer in-person workflow consulting and group training in the areas of: Patron Entry, Reports, Create List Fundamentals, Create Lists for Data Cleanup, Circulation Basics for New Employees, Notices & Templates	X	X	X	X	X



<b>c. <u>Integrated Library System/Integrated Library Platform Reports &amp; Statistics</u></b>					
	2017	2018	2019	2020	2021
Automate ILS reports performed by using SQL <sup>1</sup> to facilitate transfer to member libraries	X	X	X	X	X
Member library accessible portal will be provided to allow on demand or automatic generation of complex ILS statistics		X	X	X	X
Automate Annual ILS report data			X	X	X

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<sup>1</sup> **Structured Query Language (SQL)** is a standard computer language for relational database management and data manipulation. **SQL** is used to query, insert, update and modify data.



**Service Priorities 4 – Coordinated Services (IT) for Members<sup>iii</sup>**

1. Action Plan – Continuing Services: Ongoing Coordinated (IT) Services are reported in the Moving Forward Assessment Report at:  
<http://midhudson.org/wp-content/uploads/2015/03/Coordinated-Services.pdf>
2. Action Plan – New Activities:

<b>a. <u>Aerohive Routers for Member Libraries</u></b>					
	2017	2018	2019	2020	2021
Aerohive Routers will be purchased and configured on behalf of member libraries	X	X			
Facilitate stakeholders’ review of the Aerohive Routers project		X			
Offer configuration, statistics, and tech support for Aerohive Routers	X	X	X	X	X

<b>b. <u>Member Libraries IT Support Services</u></b>					
	2017	2018	2019	2020	2021
Evaluate cloud management centralization technologies to support member library PCs, software, and networks	X				
Offer fee-based cloud management centralization technologies to support member library PCs, software, and networks		X	X	X	X
Support transition for SAM libraries without command PCs to alternatives	X	X			

<b>c. <u>Community Connectivity Projects</u></b>					
	2017	2018	2019	2020	2021
Phase I: Planning and project preparation, including determination of eligibility for and interest in E-Rate funding, with identified partners for community connectivity demonstration projects	X				
Phase I: Support for implementation and operations of community connectivity demonstration projects		X	X	X	X





Phase II: E-Rate planning and project preparation with identified partners for community connectivity projects			X		
Phase II: Support for implementation and operations of community connectivity projects				X	X
Assessment of community connectivity projects and future plans					X

<sup>i</sup> Delivery Services

1. Goal Statement: MHLS will coordinate physical delivery service to all member libraries and partner institutions, including providing material sorting services and contracting with a commercial vendor for material delivery services.
2. Intended Result(s):
  - a. Member libraries will efficiently share library materials.
  - b. Library materials will be collected and distributed by the most cost-effective method through continuous refinement of the means to expedite delivery.
3. Evaluation Method(s):
  - a. Ongoing assessment by MHLS staff for continuous service improvement based on comments from member library directors and staff.
  - b. Annual report to stakeholders on Moving Forward Service Assessment of this service.
  - c. Periodic feedback from member library directors resulting in the evaluation and rating of this service.
  - d. Periodic review by MHLS System Services Advisory Committee of this service.
  - e. Ongoing review by MHLS staff of delivery usage patterns, statistics, outputs, and capacity.

<sup>ii</sup> Integrated Library System & Cataloging Services

1. Goal Statement: MHLS will coordinate Integrated Library System (ILS) services for all member libraries.
2. Intended Result(s):
  - a. Member library directors and staff will have access to an ILS which allows effective and efficient:
    - 1) management of library acquisitions and inventory;
    - 2) management of patron information; and
    - 3) searching, circulation, and sharing of library materials.
  - b. Member library directors and staff will have access to accurate and reliable bibliographic information and records.
  - c. Member library directors and staff will be knowledgeable, skilled, and cooperative in operating the ILS through training, documentation, and communications.
  - d. Member library directors will receive periodic reports regarding the state of ILS services and recommendations for improvement.
  - e. MHLS member library directors will have access to on-site/in-person workflow consulting on ILS services.
3. Evaluation Method(s):
  - a. Ongoing assessment by MHLS staff for continuous service improvement based on comments from ILS users.
  - b. Annual report to stakeholders on Moving Forward Service Assessment of this service.
  - c. Periodic feedback from member library directors resulting in the evaluation and rating of this service.
  - d. Periodic review by MHLS Resource Sharing Advisory Committee of this service.
  - e. Report to and confer with the Directors Association and the MHLS Board of Trustees on actions, outputs and trends that affect this service.
  - f. Ongoing review by MHLS staff of ILS usage patterns, statistics, outputs, and capacity

<sup>iii</sup> Coordinated Services (IT) for Members

1. Goal Statement: MHLS will provide member libraries with cost-sharing and group purchasing opportunities for Information Technology (IT) products, services, and consulting.
2. Intended Result(s):
  - a. Member libraries will have opportunities to:



- 1) Purchase appropriate and reasonably priced IT products and services
  - 2) Receive effective and efficient IT services
  - b. MHLS member libraries will have access to consulting and development services in the areas of e-rate; facilities planning for IT services; IT management, and network/broadband.
3. Evaluation Method(s):
- a. Ongoing assessment by MHLS staff for continuous service improvement based on comments from users of Coordinated Services.
  - b. Annual report to stakeholders on Moving Forward Service Assessment of this service.
  - c. Periodic feedback from member library directors resulting in the evaluation and rating of this service.
  - d. Report to and confer with the Directors Association and the MHLS Board of Trustees on actions, outputs and trends that affect this service.
  - e. Ongoing review by MHLS staff of IT product and service usage patterns, statistics, outputs, and capacity

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