

MID-HUDSON LIBRARY SYSTEM
System Services Advisory Committee Meeting

Date: May 28, 2020 10:00am

Location: Online

Committee members attending:

- | | |
|---|--|
| <input checked="" type="checkbox"/> AnnaLee Dragon (Columbia) | <input checked="" type="checkbox"/> Michele Capozzella (Putnam) |
| <input checked="" type="checkbox"/> Thea Schoep (Columbia) | <input checked="" type="checkbox"/> Gina Loprinzo (Putnam) |
| <input checked="" type="checkbox"/> Mary De Bellis (Dutchess) | <input checked="" type="checkbox"/> Julie Kelsall-Dempsey (Ulster) |
| <input checked="" type="checkbox"/> Tom Lawrence (Dutchess) | <input checked="" type="checkbox"/> Margie Menard (Ulster) |
| <input checked="" type="checkbox"/> Catherine Benson (Greene) | |
| <input type="checkbox"/> Sue Ray (Greene) | |

Staff Attending: Rebekkah Smith-Aldrich (MHLS); Laurie Shedrick (MHLS); Linda Vittone (MHLS)

Others Attending: None

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1. **[Minutes](#) from our January 17, 2020 meeting were reviewed. Tom Lawrence made the motion to accept them as amended, with the following amendment: strike the sentence: *OverDrive: looking at price increase, on the eResources 2020 Master List, the pricing is recorded as being much lower in June 2019 when it was prepared. It has thus increased since then.* The motion was seconded by Margie Menard and the motion passed unanimously.**

2. **System Finances: Report from Chair & Executive Director**

Rebekkah Smith Aldrich reported on the New York State estimate of cuts that will be made to state aid, numbers have ranged from 14-50% with the figure 20% used frequently but not confirmed at this time. System funding may be cut three times over the course of the fiscal year and cuts could continue through 2021. There are also concerns about when funds from the state will be received, with the worst case scenario being no funds received at all in the fiscal year. . MHLS is taking action to mitigate their losses. They were approved for the Paycheck Protection Program and have looked at ways they can realize savings and increase revenue. They are exploring all COVID-19-related grants. These cuts are a multi-year problem and a workforce reduction would be their last resort

Rebekkah Smith Aldrich reported they are about to go into negotiations with the union, to address compensation and benefit adjustments. Staff are also reworking action plans to focus on both what members needs most right now as well as respecting the prioritized list of what is important to members. MHLS is looking at all options, both in

short and long term, in case cuts are deeper in the following months and years, due to the expected, impending, and yet to be defined, funding cuts to aid from the state.

MHLS is looking at a plan in the following phases:

Phase 1—MHLS is currently in this phase which has involved cutting expenditures, renegotiating contracts, applying for programs such as the Paycheck Protection Program and pursuit of grants.

Phase 2—MHLS would be in this phase going forward after the PPP has ensured a forgivable loan, after an 8-week window. This could involve using the NYS Shared Work Program.

Phase 3—MHLS would have workforce reductions done with the prioritization of services list in mind to made these difficult decisions. In the meantime, MHLS staff is assessing mandated activities and ensuring they are stripped down to the barest bones to meet minimum state mandates to build capacity to meet members' priorities. There really is no position to cut that will not have a significant impact on the current level of services. There is no fat.

There was discussion to give Local Library Services Aid (LLSA) funds to MHLS to avoid more drastic adjustments. By keeping these funds, MHLS could likely cover any shortfalls they anticipate coming from the state over the next two years. Even though this would be an easy cut to accept, and MHLS needs it, it may not be able to be done, as funds are allocated to the member libraries by law. Instead member libraries may have to contribute their own funds, not all may be able to do it, so it can't be forced upon them. They would have to give the funds themselves.

They are forced to explore other paths. These are difficult decisions. Since the state isn't forthcoming with details of funding cuts, the committee discussion ensued for how much member libraries could consider as proportional contribution, based on LLSA funds received. In the past regarding LLSA funds, the base amount allotted was \$1,500, and since then has diminished to \$1,419. It has decreased over the years based on the NYS Budget.

3. Review, Finalize and Recommend 2021 Member Assessment

a. Background:

- i. [2020 Member Assessment](#) This is member driven.
- ii. [Assessment column explanations](#)

- iii. [2021 draft E-Resources Cost Share](#)
- iv. [Member Capital Fund Policy](#)
 - a. [Members Capital Fund Proposal/Projections](#) In January of last year, the SSAC approved \$100,000 to assist with the migration and training for Sierra. It came with the Success package. Innovative has made some changes since we signed the contract with them and therefore two items have still not yet been billed yet: Inspire is a different ILS, it's now "Vega," which was budgeted for \$13,500 and 12 hours of training and implementation for \$5,180.

When we look at last year's numbers, in the Members Capital Fund Projections, Encore has recurring costs, but there is no capital intention. We have a low likelihood of migration in the near future, with \$65,000 available to be considered to offset cuts in 2020, with the DA's permission. Currently MHLS pays a portion of Encore and hosting, moving forward with the expectation of more cuts, this amount will be added to the members assessment. By doing this, it would help hold libraries harmless for paying for it in the 2020 year. It would be a more palatable assessment to member libraries for 2021.

Motion: While looking at the assessment table, we are looking at the Capital Fund to offsets the funds cut from Mid-Hudson Library System budget, while also giving libraries the option to increase their contributions based on the option of using the LLSA funds. The recommendation of the SSAC is to move \$65,000 from the Members Capital fund to MHLS Operating to help offset cuts this year and to add the annual Encore fees MHLS pays to the member assessments moving forward. The motion was made by Julie Kelsall-Dempsey, seconded by AnnaLee Dragon, and passed unanimously.

The group also discussed libraries giving their LLSA funds to MHLS to help with cuts. This is being looked into and may need to be decided on a library by library basis.

Directors, please note that this is a good time to talk to your boards to see if your library will be able to do this in your next budget. Mid-Hudson is trying to go about this thoughtfully, so they can have these projections ready.

- v. [2019 Local Library Services Aid \(LLSA\) chart](#)
 - 1. [Draft 2021 Assessment](#) Back in January, for 2021, the SSAC recommended to the DA a 1% increase, \$5,500.

2. In addition, the MHLS portion of Encore and hosting fees will be added to the assessment for 2021.

4. MHLS Delivery

- a. [Annual review of stop adjustments](#) Looking at the chart, minor adjustments will be made.
- b. Cost saving measure: Culling forward sort stops. MHLS is seeking an estimate from Valley Courier to eliminate secondary “forward sort stops” for 11 libraries. They would go from 2 stops in one day to 1 stop per day. If this results in significant savings, the committee agreed this was a reasonable adjustment to delivery services. Future savings will continue to be sought.
- c. [Driver Safety Protocols](#) – There is a draft amendment to contract with Valley Courier. MHLS had to amend the contract, so it is in writing the PPE protocols are in place. This is a vendor, not an employee, so MHLS wants to have it written into the contract.

5. 2020 Action Plan

[Prioritization of MHLS Services](#) In 2016, MHLS Stakeholders (Library Directors, MHLS Trustees, and MHLS Staff) were surveyed to rank their prioritized services. They ranked the service areas required in the System’s Plan of Service by the state, some of which are mandated services, such as library services to correctional facilities. Consideration was given to resurveying members to reprioritize the services offered, but with the action plan coming up, next year is the final year. We didn’t feel there would be anything to change. The answers would remain the same.

6. MHLS ILS Road Map 2.0 Development

Report from the MHLS ILS Road Map 2.0 Development Working Group

- a. Laurie Shedrick reported that in the past year, 3 products have already been implemented based on the ranking by the group:
 - i. Text Messaging
 - ii. Decision Center
 - iii. Mobile Worklist
- b. The MHLS ILS Road Map 2.0 Development Working Group learned about the different features and based on the survey results, this is how they prioritized the next features to be rolled out in order for use by members:
 - i. Serials;
 - ii. ILL

- iii. Material Booking
- iv. Patron Images
- v. Encore Harvesting

Motion was made to recommend the prioritized list as presented by Laurie Shedrick as recommended by the MHLS ILS Road Map 2.0 Development Working Group to the MHLS Directors Association for approval: the motion was made by Mary DeBellis, seconded by Thea Schoep and it passed unanimously.

7. **2020 DA Events** (see Jan 2020 [minutes](#) for original list) The schedule for the upcoming meeting June 10th was to be a Business Meeting with the topic of “Fines” discussed. The committee decided that in response to the ongoing pandemic, we would stick to Business Meetings only and forgo the workshop topics agreed upon in January. If a topic emerges that needs more time, then that recommendation may change. But for now, it is preferable to keep the meetings tight and focused on what is at hand.

8. Board Liaison Assignments

- a. Wednesday, July 15 Gina Loprinzo
- b. Wednesday, Sept 16 Thea Schoep
- c. Saturday, Dec 12 AnnaLee Dragon

Other:

1. The next DA meeting, June 10th, will be online. We may not be able to do large gatherings come September. It was noted there was more participation with meetings held online, so it was recommended to hold the rest of the DA meetings online through the rest of 2020.

2. 2014 was when the last salary survey was done. This may not be the right time to do another survey, but library boards may still be referring to this outdated information regarding current hiring decisions. People are still moving forward. It was decided to table this survey until later this year or next year. This gives MHLS a little more breathing room.

Next SSAC meeting: Originally scheduled for some time in October, we will reassess in a few weeks, and make adjustments in light of the New York State’s funding cuts. We need the data to guide our informed decisions. We will meet on an agreed upon date through a Doodle poll Rebekkah Smith Aldrich will send out. This will give us two months of month-end announcements from the state and hopefully there will be more data with which to work.

Respectfully submitted:

Catherine Benson

Assistant Secretary

Title: 2021 Tentative Member Assessment Table

Background: Annually a Tentative Member Assessment Table is provided to library directors for budgeting purposes

Issue: The System Services Advisory Committee met on May 28th, 2020 to review, discuss and recommend the 2021 Tentative Member Assessment Table. The proposal includes the increase agreed upon in 2019 (1%) as well as the absorption of the Encore (\$7,418) and hosting fees (\$7,753) formerly in the MHLS operating budget. The Encore and hosting fees will increase 2% each year going forward as per the III contract.

Recommendation: The SSAC recommends approving the 2021 Tentative Member Assessment Tables available at:

Status: Discussed at the 6.11.2019 DA meeting; Discussed at the 5.28.2020 SSAC meeting; Action Item at 6.10.2020 DA meeting.

Title: Transfer of Funds from the Members Capital Fund to MHLS Operating Fund

Background: The Members Capital Fund underwrites “training, product implementation, hosting, catalog and ILS expenses” as well as funds any future migration of the Integrated Library System Platform.

Issue: MHLS operating revenue is significantly threatened by the predicted cuts and cash flow issues caused due to the extreme economic fallout due to statewide efforts to stop the spread of COVID-19. To protect against drastic cuts to services and to augment efforts by the MHLS staff and board, alternative funds may be needed for MHLS operations in 2020 and 2021. Given that MHLS staff was able to negotiate better pricing for the ILS training and implementation fees than originally anticipated for 2019-2020 of the \$100,000 authorized for those purposes in 2019, \$65,000 remains.

Recommendation: The SSAC recommends reallocating the identified \$65,000 to MHLS operations to help manage the predicted cuts and cash flow issues.

Status: Discussed at the 5.28.2020 SSAC meeting; Action Item at 6.10.2020 DA meeting.

Title: ILS Road Map 2.0

Background: Our current contract with Innovative provides a number of new features to benefit the patron and staff experience with Sierra. An ILS Road Map was created in 2019 to guide the development and implementation of three prioritized products: text messaging, Decision Center, and Mobile Worklists. Once complete, an ILS Road Map development meeting was convened with members of the SSAC, county library association chairs and the chairs of the CL/CD and RS Advisory Committees to discuss the next iteration of the MHLS ILS Road Map.

Issue: After an overview and Q&A period reviewing five potential implementation projects, the group prioritized the implementation of all five items for an 18-month implementation plan called the ILS Road Map 2.0.

Recommendation: The SSAC endorses the development groups findings and recommends the adoption of an ILS Road Map 2.0 that prioritizes the implementation of:

1. [Serials;](#)
2. [ILL](#)
3. [Material Booking](#)

4. [Patron Images](#)
5. [Encore Harvesting](#)

Status: Discussed at the 5.18.2020 ILS Road Map Meeting; Discussed at the 5.28.2020 SSAC meeting;
Action Item at 6.10.2020 DA meeting.

DRAFT