

2022 Plan of Service Update



Report to the System Services Advisory Committee

Updates

Delivery

- Stats continue to be monitored quarterly
- No sharp trends in either directions
- Schedule is stable
- Pre-sorting to facilitate forward sorting going well
- Keeping our eye on the price of gas

ILS

- Vega Discovery Development continues
- Phase II of the pilot underway
- Vega Connect will be a part of our installation
- Staff tracking identified issues on the [MHLS Knowledgebase](#)

2022-2026 Themes Report

- Sustainable Funding
- Addressing Digital Inequities
- Collaborations/Collective Impact Efforts
- Connecting with New Residents & Non-Users
- Professional development
 - Staff
 - Trustees
 - Friends

Sustainable Funding

- [Public Library District Toolkit](#) Launched
- 2022 Advanced Trustee Education Topic: Pathways to Sustainable Funding
- 414/Municipal Ballot Vote Meet-ups (4)
- Advocacy to reduce the number of 414 petition signatures required
- OverDrive Reciprocal Lending Agreement with the Upper Hudson Library System instituted, increased available titles threefold
- Ad hoc committee of the DA formed to address OverDrive investment
- Researching multi-year financial planning and a fiscal stress test for libraries

Addressing Digital Inequities

2022-2026 Plan of Service Theme



118,570 children in our service area
do not have access to the internet.

83% of MHLS member libraries currently report they do not have the connectivity speed recommended by the Federal Communications Commission (FCC) and the American Library Association (ALA).

Recommended: a minimum of 100 Mbps for serving smaller communities and 1 Gbps for libraries serving populations greater than 50,000 people

Download speed	# of libraries
Greater than or equal to 768 kbps and less than 1.5 mbps	1
Greater than or equal to 3 mbps and less than 6 mbps	2
Greater than or equal to 6 mbps and less than 10 mbps	3
Greater than or equal to 10 mbps and less than 15 mbps	5
Greater than or equal to 15 mbps and less than 25 mbps	4
Greater than or equal to 25 mbps and less than 50 mbps	17
Greater than or equal to 50 mbps and less than 100 mbps	26
Greater than or equal to 100 mbps and less than 1 gbps	12
	70

We have no libraries over the GB line

Broadband as Library Infrastructure

MHLS participated in the New York State Library's "**Public Library Broadband Assessment Pilot Project**"

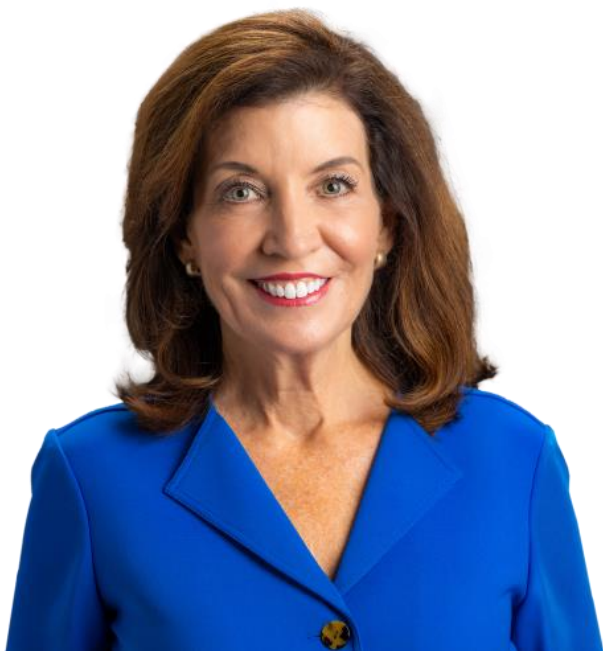


MHLS staff use the **Toward Gigabit Libraries toolkit** to advise libraries on broadband connectivity and advocate for higher connectivity speeds.



2022 Efforts

- Digital Navigator Training Program Launched (largest in the country!)
- Beyond the Library WiFi Program to extend signals in 43 libraries
- Custom Consultation Added: [Toward Gigabit Libraries](#)
- E-Rate Reminders and Training Promoted
- County Funding Advocacy Support
- State level advocacy to release \$10 million in digital inclusion grant funds



NYS Governor Kathy Hochul
2022 State of the State Address

\$1 Billion 'ConnectALL' Initiative

Governor Hochul's \$1 billion ConnectALL initiative is the largest ever investment in New York's 21st century infrastructure. This plan which will deliver affordable broadband to millions of New Yorkers and transform the state's digital infrastructure through new investments. Under the new ConnectALL initiative, New York State will use over \$1 billion in public and private investments to connect New Yorkers in rural and urban areas statewide to broadband.

The COVID-19 pandemic exposed how inaccessible and unreliable a broadband connection was for many New Yorkers, who suddenly were forced to live their lives through the internet. It is essential that all New Yorkers have equitable access to the internet, as marginalized communities are most affected by this lack of broadband access.

Closing this remaining digital divide is critical, because having universal access to high-speed broadband in our digital economy is as essential as having heat, water, and electricity. Connectivity helps New Yorkers go to school, work remotely, find a job, start a business, access healthcare, and communicate with loved ones. Further investment in this vital public infrastructure will not only strengthen the progress of our State's initial investment, it will boost economic growth and local innovation far into the future.

Driven by a new ConnectALL Office, this initiative includes:

- Broadband Assessment Program and Interactive Map
- Grant Programs
- [\\$30-a-month Affordability Subsidy](#)
- Affordable Housing Connectivity Program
- Digital Equity Program
- Removing Fees, Outdated Regulatory Hurdles and Leveraging State Assets

Collaborations/Collective Impact Efforts

Connecting with New Residents & Non-Users

- Outreach Mini-Grants
- Turning Outwards Cohort
- The Library of Local Project (Year 2)
- Sustainable Library Certification Program Cohort
- Going Fine Free Support
- National Voter Registration Day
- Support for The Great Give Back 2022



**Sustainable
Libraries
Initiative**

THE
GREAT
GIVE
BACK

**IMPLEMENTING THE NYS CLIMATE LEADERSHIP
AND COMMUNITY PROTECTION ACT**



**MONDAY, MAY 16, 6:00 - 7:00PM
ON ZOOM**

Equity, Diversity & Inclusion



MHLS Board

- Mission, Vision & Values
- Board Education
- Board Recruitment Process
- EDI & Sustainability Policies
- Policy Analysis Framework Created
- Outreach & EDI Specialist Position
- EDI Assessment with staff and board

For Members

- “When Anti-Racist Reading Lists Aren’t Enough”
with Dr. Nicole Cooke
- “Oh, The Places You’ll Go: The Intersection of Intellectual Freedom & EDI” with Deborah Caldwell-Stone and Dr. Emily Knox
- Justice, Equity, Diversity, & Inclusion (JEDI) On Demand Training
- EDI Resource Page: <https://midhudson.org/edi/>

Team Discussions: JEDI

- JEDI = Justice, Equity, Diversity, and Inclusion
- Team-Based Discussions around the videos found at <https://midhudson.org/edi/>
- Goal: to have us all think about the intersection of the topics with:
 - Our personal experiences
 - How we interact with co-workers
 - How these topics impact the work we do at MHLS with our member libraries

Debrief Notes:

Key Finding:

The need for empathy for the life experiences of others in all interactions.

Key Best Practice:

Pause. Treat people the way you want to be treated. Shorthand: Be kind.

Key Challenge:

Ensure efforts in this area are ongoing and that practice follows policy.

This should not be a “one-off” discussion in our workplace.

2022 Efforts



- Cataloging Team
 - Authority Control
 - Controlled Vocabulary
 - Catalog Statement re: on-going efforts
- Accessibility statement added to midhudson.org
- ADA Checklist for MHLS facilities
- MHLS Board Self-Evaluation includes EDI focused questions
- New EDI Series created; first offerings include:
 - From Diversity to Inclusion: How to Audit Your Collection and Why
 - An Introduction to the Talking Book & Braille Library
- Justice at Work Cohort
- Safe Zone Training
- Board Diversity Working Group
- EDI Mini-Conference: October 2022

Professional Development

- Implementation of Niche Academy Platform to:
 - Offer access to on demand recordings with a certificate of completion
 - This will help boards comply with the new trustee education mandate that goes into effect January 1, 2023
 - Create courses for library staff to “level up” by going through coursework and taking a brief quiz to demonstrate learning
 - Pull in and curate training from vendors
 - Curate training from outside presenters to create an on-demand portal
- Custom Consultations continue to be refined
- Trustee Handbook Book Club to continue in addition to traditional Trustee Education Series in the Spring/Fall