



**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.**

**Service Priority 1 - Delivery<sup>1</sup>:**

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:

<b>a. <u>Delivery Services Vendor</u></b>					
	2017	2018	2019	2020	2021
Identify Delivery Services options and costs via a Request for Proposal (RFP) including contracting for sorting services and providing Saturday delivery			X		
Facilitate stakeholders’ review of and decision regarding Delivery Services starting in July 2019.			X		
Contract for and implement Delivery Services as selected by stakeholders.			X		
Coordinate Delivery Services as contracted.				X	X

<b>b. <u>MHLS Van/Vehicle</u></b>					
	2017	2018	2019	2020	2021
Assess MHLS current and future needs for a MHLS vehicle and develop vehicle use plan.	X				
Facilitate review of and decision regarding MHLS vehicle use plan.		X			
Implement vehicle use plans.			X	X	X



**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

<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