

DRAFT

2015 MHLS Annual Member Survey Report

This is a DRAFT report. The final report will be updated with the incorporation of input from the Directors Association.

The MHLS *Planning and Personnel Committee* conducts an annual survey of the member library Board Presidents and Directors. This report will address both the actions taking to address the 2014 survey results and the results of the 2015 survey. (The 2015 results and recommendations are on pages 3 & 4.)

Follow-up on 2014 Survey

2014 Directors Survey

After the 2015 Directors Survey the MHLS staff focused on three areas for additional attention: *Construction Grant Program*, *Special Client Services* and *Cooperation with Other Library Systems*. These became the focus of the 2015 survey based on the proposed methodology for 2014 (and now 2015).

The *Construction Grant Program* received a very focused re-evaluation this year, including a separate survey and was therefore NOT included in the 2015 survey.

Based on survey comments and feedback from the Directors Association from the 2014 survey *Integrated Library System Services* was added to the 2015 survey.

2014 Board Presidents Survey

The only area requiring follow-up based on the results of the 2014 Board Presidents Survey was the *MHLS Board Outreach Efforts*. We, as a board, increased our contact with member library boards and county library associations and held two MHLS Board meetings were held in member library facilities.

2015 Survey

For 2015 we retained the format and Plan-of-Service-focus of the 2014 survey, not surveying some areas as planned based on the 2014 results and asking additional questions in the remaining areas to try to determine specific sub-areas for additional remedial focus in 2016.

The raw survey results have already been distributed to the MHLS Board and to the Directors but are also available on request (as are the breakdowns by county).

Participation

Without counting some duplicate submissions, we had a slight decrease in participation this year, 5-6% overall*. The board thanks all participants for their time and effort! The following table shows the participation including the duplicates:

Year	Total Responses	Board Presidents	Directors
2015	115 (87%) *	54 (82%)	61 (92%)
2014	111 (84%)	47 (71%)	64 (97%)
2013	87 (66%)	39 (59%)	48 (73%)
2012	91 (69%)	34 (52%)	57 (86%)
2011	73 (55%)	29 (44%)	44 (67%)
2009	42 (32%)	7 (11%)	35 (53%)

* It appears that ONE director and FIVE (possibly 6) Board Presidents submitted duplicate surveys. As in 2014, we proceeded using everything submitted after carefully reviewing the results to see if the duplicates would change any conclusions. They did not. By retaining the duplicates we did retain some comments that were meaningful.

Methodology

To gain a more in-depth understanding of each of the three focus areas the **Directors Survey** was broken down into multiple (2-4) questions as shown below.

Staff Input

The Staff Report (Appendix) included the assumptions the staff used (and the committee agreed with) in their analysis of the results. The methodology was identical to that used for the 2014 survey. Each sub-area was rated based on the objective ranking of responses for the sub-area to aid the board and staff in focusing on areas that need attention or improvement as well as areas that are already successful and will not be recommended for survey questions in 2016. The rating criteria is on the first page of the Staff Report (Appendix).

This analysis was not necessary for the **Board Presidents Survey**.

Directors Association Input

The results of both surveys have been provided to the MHLS Directors Association for their analysis. The results of any analysis they provide will be incorporated in a final draft and presented at a future MHLS Board meeting.

Library Directors Survey Results and Recommendations

The survey focus areas, sub-areas and objective results (ratings) were as follows:

Special Client Services

Coordinated Outreach

Needs Attention

Adult Literacy

Needs Attention

Correctional Services

Needs Attention

Youth Services

Needs Improvement

Cooperation with Other Library Systems

Advocacy

Needs Attention

Regional Events

Needs Attention

Integrated Library System Services

MHLS Staff Support

Successful

Innovative Services Software Functions

Needs Improvement

Internet Service Provider

Needs Improvement

Note: The detailed analysis is contained in the Appendix to this report.

Based on the 2015 survey results, *Integrated Library System Services* and *Special Client Services* will **require an action plan to improve service.**

It is noted that a Request for Proposal (RFP) has been issued in conjunction with BOCES and other regional organizations that would cover all 66 member libraries for broadband service. Efforts with Innovative are continually on-going. The staff plans to ask director's for further clarification on *Youth Services*, as this was an area specifically cut-back a few years ago.

In retrospect, the directors should not have been surveyed on either *Correctional Services* or *Cooperation with Other Library Systems* as these are generally not services provided TO member libraries. These should have been addressed in separate surveys of the correctional facilities and other systems. **It is the committee's intent to conduct such surveys in 2016.**

Summary:

1. The Committee reviewed the *Survey of Library Directors* and the *MHLS Staff Report on the Survey of Library Directors*.
2. The Committee accepted the assessment model presented as shown above
3. The MHLS staff agreed to provide the Board with recommendations on potential actions regarding the two (2) service sub-areas needing attention (black above) and to develop action plans for the three (3) sub-areas "needing improvement" (red above).
4. The MHLS staff agreed to provide contact information for 2016 surveys of the correctional facilities and other library systems (blue above).
5. As for the 2014 survey, the committee recommends that the survey results be used to report on the MHLS Plan of Service in the annual report and that this report be sent to all participants and interested parties.
6. The committee also agreed that the 2014 & 2015 survey findings should influence what is included in the 2016 survey, continuing the methodology

of 2014. Some changes may be desirable as a new 5-year Plan of Service is being submitted in 2016 and the next survey should be coordinated with that.

Library Board Presidents Survey Results and Recommendations

The only area requiring follow-up based on the results of the 2014 Board Presidents Survey was the *MHLS Board Outreach Efforts*. We asked if board members would attend an MHLS meeting if it were held in their area and 29% said "No". There were no comments indicating this was a problem area.

About half (49%) indicated a desire to have a board member at one of their upcoming board meetings. The list of these libraries has already been forwarded to MHLS Board members for their separate action.

Comments were solicited on "What information could MHLS provide that would be helpful to your board?" All of these appear to be routine matters that can be addressed by the staff. Twenty-six (26) libraries asked for varying support but only thirteen (13) identified themselves. This information has been provided to the staff for their attention.

Summary:

1. The Committee reviewed the *Survey of Library Board Presidents*.
2. The Trustees Committee should develop plans to reach out to the libraries requesting MHLS Board presence at a member library board meeting
3. The MHLS Staff agreed to take the board presidents indication of areas they felt they needed specific additional information or support under advisement.
4. As for the 2014 survey, the committee recommends that the survey results be used to report on the MHLS Plan of Service in the annual report and that this report be sent to all participants and interested parties.
5. The committee also agreed that the 2014 & 2015 survey findings should influence what is included in the 2016 survey, continuing the methodology of 2014. Some changes may be desirable as a new 5-year Plan of Service is being submitted in 2016 and the next survey should be coordinated with that.

The results of both surveys are a part of the December MHLS Board packet and will, as in the past, be sent to all survey participants along with a copy of this report. Results for individual counties are available on request.

Requests for aforementioned additional materials should be directed to JohnBickford@Alumni.UVM.edu with a copy to tsloan@midhudson.org.

Appendix: MHLS Staff Report – 2015 Directors Survey and Findings

Working Assumptions - Purpose:

1. Board Bylaws state the objectives of the System shall be to foster and improve library service to the residents of the System area, through the member libraries, as specified in the System's Plan of Service.
2. Board Bylaws¹ state it is the Board's responsibility to "adopt a Plan of Service and amend it as necessary" and "insure the achievement of the System's objectives."
3. In support of the Board duties as described above, the Board conducted a survey of MHLS Library Directors regarding the Plan of Service, and a survey of MHLS Library Board Presidents regarding service interactions between trustees and MHLS staff.

Working Assumptions - Surveys:

1. The MHLS Board recognized seven (7) services rated as Highly Successful or Successful based on the 2014 survey.
2. The 2015 survey focus more in depth on three (3) MHLS services which are rated in the 2014 survey as needing attention.

Ranking MHLS Services Based on Survey Findings:

RATINGS	CALCULATION	ACTION
Highly Successful	More than 75% ranking as Significantly Exceeding or Exceeds Expectations	Service is not 2016 focus. No actions planned. Board surveys in 2017, not 2016.
Successful	More than 90% ranking as Significantly Exceeding, Exceeds, or Meets Expectations,	Service is not 2016 focus. Board surveys in 2016.
Needs Attention	More than 10% ranking Below Expectation, Requires Improvement, and/or No Opinion	Service area is 2016 focus. Specific actions are taken to bring attention to the service. Board surveys again in 2016.
Needs Improvement	More than 10% ranking Below Expectation and/or Requires Improvement	Service area is 2016 focus. Action plan is developed to improve service. Board surveys again in 2016.

¹ MHLS Board Bylaws - The Board of Trustees, hereinafter referred to as the Board, is entrusted with the governance of the System. It shall adopt Bylaws, adopt a Plan of Service and amend it as necessary, establish such policies as will insure the achievement of the System's objectives, employ a Director, and employ and appoint other staff upon the recommendation of the Director and as the Board deems necessary, supervise the expenditure of the System's funds, discharge all such responsibilities as provided for in these Bylaws and exercise such other responsibilities as may be appropriate

The chart below uses the above model to organize the services and survey responses:

SERVICES	% Significantly Exceeds or Exceeds Expectations	% Meets Expectation	% Below Expectation or Needs Improvement	No Opinion	Rating
SPECIAL CLIENT SERVICES					
Special Client Services – Coordinated Outreach	43.62%	39.34%	3.28%	14.75%	Needs Attention
Special Client Services – Adult Literacy	34.43%	45.90%	6.56%	13.11%	Needs Attention
Special Client Services – Correctional Facilities	21.31%	29.51%	1.64%	47.54%	Needs Attention
Special Client Services – Youth Services	22.92%	45.90%	18.03%	13.11%	Needs Improvement
COOPERATIONS WITH OTHER LIBRARY SYSTEMS					
Cooperation with Other Library Systems – Advocacy	59.02%	29.51%	1.64%	9.84%	Needs Attention
Cooperation with Other Library Systems – Regional Events	44.27%	34.43%	1.64%	19.67%	Needs Attention
INTEGRATED LIBRARY SYSTEM SERVICES					
MHLS Staff Support for Innovative Interfaces (III)	63.94%	29.51%	6.56%	0.00%	Successful
Innovative Interfaces (III) – Software/Functions	8.20%	60.66%	31.15%	0.00%	Needs Improvement
Internet Service Provider (ISP) Services	9.84%	45.90%	36.07%	8.20%	Needs Improvement

Survey Findings 2015:

1. MHLS staff should report to the MHLS Board on the three (3) services rated as Needs Improvement.
2. In 2016, the MHLS Board, Directors Association, and MHLS Staff will be engaged in developing the MHLS 2016-2021 Library System Five-Year Plan of Service, which will include the ranking of MHLS services based on the Moving Forward Assessment of Services. Any 2016 survey of Library Directors should be in support of the 2016-2021 Library System Five-Year Plan of Service.