



## **Executive Director's Report to MHLS Board of Trustees – July 2016**

1. **MOVING FORWARD ASSESSMENT OF MHLS SERVICES & 2017-2021 PLAN OF SERVICE**
  - A. [Scope & Purpose](#)
  - B. [MHLS Planning Process for 2017-2021 Library System Five-Year Plan of Service](#)
  - C. [Assessment Reports for 16 Services in the MHLS Plan of Service](#)
  - D. [Survey of Stakeholders to Prioritize MHLS Services](#)
  - E. MHLS Five Year Plan of Service 2017-2021
    - 1) **REVIEW** - Mission Statement/Goal Statements/Intended Results/Evaluation Methods – 3<sup>rd</sup> Draft
    - 2) **REVIEW** - Direct Access Plan – 3<sup>rd</sup> Draft
      - a) [System Comparisons - What constitutes excessive out of chartered/contracted service area borrowing](#)
      - b) MHLS Member Libraries – [Circ by Terminal & Town Code](#)
    - 3) **REVIEW** - Central Library Plan – 1<sup>st</sup> Draft
  - F. Review & Approval of the 2017-2021 Plan of Service
    - 1) June 2 - Review and discussion at the MHLS Directors Association Meeting of FIRST DRAFTS of: (1) Mission Statement/Goal Statements/Intended Results/Evaluation Methods, and (2) Direct Access Plan
    - 2) June 3 @ 10 AM - Focus Group Session for member library directors to review and discuss FIRST DRAFTS of: (1) Mission Statement/Goal Statements/Intended Results/Evaluation Methods, and (2) Direct Access Plan
    - 3) June 7 @ 2 PM - Focus Group Session for member library directors to review and discuss FIRST DRAFTS of: (1) Mission Statement/Goal Statements/Intended Results/Evaluation Methods, and (2) Direct Access Plan
    - 4) June 8 - Dutchess County Library Directors reviewed and discussed: (1) Mission Statement/Goal Statements/Intended Results/Evaluation Methods, and (2) Direct Access Plan
    - 5) June 9-23 - MHLS Board of Trustees reviews SECOND DRAFT of: (1) Mission Statement/Goal Statements/Intended Results/Evaluation Methods, and (2) Direct Access Plan, with comments collected by the MHLS Personnel & Planning Committee
    - 6) July 6 @ 10 AM & 2 PM - Focus Group Session for member library directors to review and discuss SECOND DRAFTS of: (1) Mission Statement/Goal Statements/Intended Results/Evaluation Methods, and (2) Direct Access Plan
    - 7) July 7 - Central Library & Collection Development Committee review and discuss FIRST DRAFT of Central Library Plan
    - 8) July 12 - Review and discussion at the MHLS Directors Association Meeting of THIRD DRAFTS of: (1) Mission Statement/Goal Statements/Intended Results/Evaluation Methods, and (2) Direct Access Plan; and SECOND DRAFT of Central Library Plan
    - 9) July 13 - Review and discussion at the MHLS Board of THIRD DRAFTS of: (1) Mission Statement/Goal Statements/Intended Results/Evaluation Methods, and (2) Direct Access Plan; and SECOND DRAFT of Central Library Plan



- 10) July 27: PPLD Board approves Central Library Plan (after which there can be no further changes without their approval)
  - 11) August 4 @ 10 AM - Focus Group Session for member library directors to review and discuss THRID DRAFTS of: (1) Mission Statement/Goal Statements/Intended Results/Evaluation Methods, (2) Direct Access Plan, and (3) Central Library Plan as approved by PPLD Board
  - 12) August 10 @ 2 PM - Focus Group Session for member library directors to review and discuss THRID DRAFTS of: (1) Mission Statement/Goal Statements/Intended Results/Evaluation Methods, (2) Direct Access Plan, and (3) Central Library Plan as approved by PPLD Board
  - 13) August 2016 - MHLS Personnel & Planning Committee review and discuss FINAL DRAFT of: (1) Mission Statement/Goal Statements/Intended Results/Evaluation Methods, (2) Direct Access Plan, and (3) Central Library Plan as approved by PPLD Board
  - 14) September 7 - DA recommendation to MHLS Board to approve: (1) Mission Statement/Goal Statements/Intended Results/Evaluation Methods, (2) Direct Access Plan, and (3) Central Library Plan as approved by PPLD Board
  - 15) September 14 – MHLS Board approval of : (1) Mission Statement/Goal Statements/Intended Results/Evaluation Methods, (2) Direct Access Plan, and (3) Central Library Plan as approved by PPLD Board
  - 16) October 1 - Plan Submitted to State
- G. PROPOSED: Development of MHLS Action Plan for the 2017-2021 Plan of Service
- 1) 2016 Board Surveys of Library Directors
    - a) Focus on the actions that might be taken to support future services as represented in the 2017-2021 Plan of Service.
    - b) Each director identifies top 2-3 services they would like to discuss in a focus group.
  - 2) Conduct focus groups based on service interests with library directors regarding the future actions taken to support specific services. Invite MHLS Trustees and public library trustees to participate in the focus groups.
  - 3) Use focus group findings to influence decisions regarding the MHLS Action Plan based on the 2017-2021 Plan of Service.

## 2. 2016 MHLS BOARD APPROVED BUDGET

- A. Unassigned Funds = \$62,560 which represents 70% of the General Support Aid Increase of \$89,371
- 1) System Services Advisory Committee and MHLS staff recommend to the MHLS Board how best to allocate these funds
  - 2) Recommendation #1 to Board - 2016 Member Assessments Reduction - APPROVED
    - (a) Sierra Capital Fee - COST: 66 libraries X \$600 = \$39,600 <http://da.midhudson.org/wp-content/uploads/2015/05/Assessment-Table-Updated-Numbers-5-5-151.pdf>
    - (b) On March 19, the MHLS Board of Trustees approved the expenditure of \$39,600 from MHLS unassigned 2016 general support aid to fund the 2016 member libraries assessment for Sierra capital fees.
    - (c) A letter of explanation was included in the MHLS invoice for Member Assessment Fee mailed in May.



- 3) Recommendation #2 to Board – Library Elf - RECOMMENDED
  - (a) Library Elf is an app that allow patrons to op-in for managing their library loans and holds via email and/or RSS <http://www.libraryelf.com/base/AboutELF.aspx>
  - (b) The SSAC and DA, in consultation with MHLS staff, recommend using 2016 unassigned funds to pay the year 1 cost of Library Elf at an estimated amount of \$990 + \$1,500 (cardholder fee) = \$2,490.
  - (c) **ACTION – Recommendation to the MHLS Board of Trustees from the Directors Association and MHLS staff to expend \$2,490 in 2016 Unassigned Funds (current unexpended balance of \$22,960) for year 1 subscription to Library Elf.**
- 4) Other Recommendations to Board for Allocating Unexpended Funds are Under Review

3. DELIVERY SERVICES – NEW SCHEDULE

A. Schedule by Library: [Effective 7/1/2016](#)

B. Schedule by Day: [Effective 7/1/2016](#)

C. **VERBAL REPORT – Implementation of New Schedule**

4. MHLS AUDIT – OFFICE OF STATE COMPTROLLER

A. OSC procedures are that when we perform an audit we send a notification to the CEO, CFO, and all Board members, that is the only reason for our need for the email addresses of your Board members. We no longer send paper notifications but rather electronic communications. We like to make the Board members aware of the fact that an audit of the unit will be performed, in some cases a Board member may want to contact us with questions or concerns and we want them to have our contact information.

There is no particular reason why we are auditing the library system other than the fact we have not done so in recent years. Our regional office has audited two other library systems recently and our plan is to audit all those located within our region.

Evelyn Ciabattoni, CPA  
Principal Examiner  
Office of the State Comptroller

5. 2015 MHLS Board Survey of Library Directors

A. Actions to Address 3 Service Areas Identified by Directors as “Needs Improvement”

1) Youth Services

~~a. Review survey findings by county.~~

~~b. Conduct a county based discussion with directors in Dutchess & Ulster Counties, the two counties with 10% or more respondents reporting Youth Services “Needs Improvement.”~~

~~i. Meeting with Ulster County Directors – April~~

~~ii. Meeting with Dutchess County Directors – June~~

c. **VERBAL REPORT - Report by Merribeth on findings from meetings with Dutchess and Ulster library directors.**



- d. Determine actions to take based on findings.
- 2) III Software/Functions
  - a. Review opportunities for providing directors with information regarding III proposed enhancements and encouraging membership in III IUG.
  - b. Determine member staff III software training needs and provide training opportunities which include instruction by front line member staff.
  - c. Identify key procedures/functions not currently implemented by MHLS.
    - i. Enhanced Services Available from III (e.g., ~~Courtesy Notices; Spanish Language~~; Remote User Registration)
    - ii. Enhanced Services Available via Software/App Options (e.g., Library Elf, Virtual Users Registration; Calendar; Receipts Reporting Value of Items Loaned)
- 3) Internet Service Provider (ISP) Services
  - a. MHLS partnered with the Board of Cooperative Educational Services (BOCES) of Ulster County to invite the submission of sealed proposals from vendors which includes Internet services for MHLS member libraries
    - i. ~~Vendor responses reviewed by MHLS and BOCES~~
    - iii. ~~Report to the DA & MHLS Board – May~~
    - iv. Issue 2017 RFP for 4 year pricing of services of libraries
  - b. MHLS promote improved broadband services for member libraries
    - i. ~~MHLS presentation at Rural Broadband Meeting hosted by US Congressman RURAL BROADBAND MEETING – April 8~~
    - ii. ~~Conference call with Assemblymember Didi Barratt regarding broadband services for member libraries – April 18~~
    - v. ~~NY Broadband Program Presentation and Q&A Meeting at Columbia-Greene Community College~~
    - vi. ~~Broadband meeting with representatives from NY Broadband Office & PSC regarding Columbia County broadband services~~
  - c. MHLS will explore with Member Libraries an Aerohive Router project to improve router services including access and management of statistics.
  - d. MHLS staff will work with individual member libraries on sharing the broadband information and on how best to proceed.
  - e. MHLS establish and support strategic partnerships to demonstrate increase broadband services and demonstration broadband applications in selected member libraries.
6. VARIANCES – STANDARDS FOR REGISTRATION OF PUBLIC & FREE ASSOCIATION LIBRARIES
  - A. Morton Memorial Library and Community House – Rhinecliff
    - 1) The Morton Memorial Library stated in its annual report to the State that the Library was not in compliance with three (3) Standards.
    - 2) MHLS reviewed and discussed the non-compliance with the Library Director and communicated with the Library Board President. On April 11, the MHLS Executive Director provided the following written request for variance information from the Morton Library:



*1. For the Variance Request related to **Minimum Standard #2: Long-Range Plan***

*a. We request additional information before we can advise on your request. Please provide to me a copy of the library's most recent written, board-approved long-range plan of service.*

*2. For the Variance Request related to **Minimum Standard #3: Report to the Community***

*a. We ask that you amend your explanation document within the "Plan for Compliance" section of your request to include the distribution to the general public "will occur prior to December 31, 2016."*

*3. For the Variance Request related to **Minimum Standard #5: Written Budget***

*a. We ask that you create a new separate sheet attachment document for this item.*

*b. We ask that within the new sheet, in response to the fourth item, Plan for Compliance, that you outline a plan to provide/present the board approved, written budget in a venue accessible to the public, for example, through the library's web site, no later than December 31, 2016.*

*c. We would ask you to note that for years in which your library does not conduct a 414 vote that the board will ensure a public presentation of the board approved, written budget. This can be done through your annual report to the community, posted on the library's web site, etc.*

- 3) The MHLS request to the Morton Library for revised variances prior to July 1 for the July 13 MHLS Board meeting was not met by the Morton Library
- 4) The notifies the MHLS Board and the other 65 member libraries of the Morton Library variance issue recognizing State funding for all 66 member libraries will be withheld by the State if any single member library has not completed and been approved for any variance.
- 5) **REPORT** – **Update on Request for Variance Information from the Morton Library**

7. **SAVE THE DATE – FRIDAY, OCTOBER 14 – MHLS ANNUAL MEMBERSHIP MEETING**

- A. 2016 Mid-Hudson Library System Annual Membership Meeting will be held on Friday, October 14, at the Henry A. Wallace Visitor and Education Center, Franklin D. Roosevelt Presidential Library and Museum, Hyde Park. Paul Sparrow's keynote presentation is titled "The Future of the Past" and will deal with how technology impacts our effectiveness in preserving the past, and the challenges of preserving the present for the future.

8. **EXECUTIVE DIRECTOR'S EVENT PARTICIPATION – MAY & JUNE**

- A. Directors Association Meetings
- B. System Services Advisory Committee Meeting
- C. Spark Media Project Meeting
- D. PULISDO Conference Call
- E. State Library/PULISDO Conference Call
- F. MHLS Board of Trustees Meeting
- G. Broadband Services Conference Call with Eugene Knudsen



- H. NY Broadband Program Presentation and Q&A Meeting
- I. MHLS Facilities Committee Meeting
- J. Putnam County Libraries Association Annual Meeting
- K. MHLS Stress Management Workshop
- L. Focus Groups on DRAFT MHLS Plan of Service
- M. Kingston Library Meeting on Weeding and Collection Management
- N. Broadband REF Meeting with Eugene Knudsen of BOCES Ulster
- O. Dutchess County Directors Association Meeting
- P. Kingston Library Grand Re-opening of Children's Room