

## Action Plan: New Activities | 2022-2026 Plan of Service

- ACTIONS COMPLETED INDICATED WITH ~~STRIKETHROUGH~~
- 2024 ACTIONS INDICATED WITH **YELLOW HIGHLIGHT**

### Service Priority 1: Delivery

|  | 2022         | 2023         | 2024     | 2025 | 2026 |
|--|--------------|--------------|----------|------|------|
| Delivery Contract Extension or Issuance of RFP         | <del>✗</del> |              | <b>X</b> |      |      |
| Regular analysis of volume trends and route structures | <del>✗</del> | <del>✗</del> | <b>X</b> |      |      |

### Service Priority 2 & 3: Integrated Library System & Cataloging Services

|  | 2022         | 2023         | 2024     | 2025 | 2026 |
|--|--------------|--------------|----------|------|------|
| Convene Advisory Committee and County Chairs to Discuss Road Map Development   |              |              | <b>X</b> | X    | x    |
| ILS & Discovery Platform Road Map 3.0  | <del>✗</del> |              | <b>X</b> |      |      |
| Convene working group to identify and study the latest developments in ILS software and component parts and issue a white paper to inform direction for ILS contract negotiations. |              | <del>✗</del> |          |      |      |
| ILS Contract Renewal or RFP Process  |              |              | <b>X</b> |      |      |
| Develop Implementation plan for new ILS contract   |              |              |          | X    | X    |
| Equity, Diversity , and Inclusion (EDI) review of cataloging terms   | <del>✗</del> | <del>✗</del> | <b>X</b> | X    | X    |

### Service Priority 4: Coordinated Services (IT) for Members

|   | 2022         | 2023         | 2024     | 2025 | 2026 |
|---|--------------|--------------|----------|------|------|
| <i>Beyond the Library WiFi Access Project</i> (part of the ARPA funded Hudson Valley Digital Equity Initiative with SENYLRC & RCLS) | <del>✗</del> |              |          |      |      |
| Introduction and Use of the <a href="#">Gigabit Toolkit</a> with Member Libraries   | <del>✗</del> | <del>✗</del> | <b>X</b> |      |      |
| Design new workflow consultation to aid library directors to upgrade broadband connectivity   | <del>✗</del> |              |          |      |      |
| Summary report of member library connection speeds to the MHLS Board  | <del>✗</del> | <del>✗</del> | <b>X</b> | X    | X    |
| Aerohive Program Maintenance  | X            | <del>✗</del> | <b>X</b> | X    | X    |

|                                |  |   |   |  |  |
|--------------------------------|--|---|---|--|--|
| Upgrade hosted web site design |  | ✕ | X |  |  |
|--------------------------------|--|---|---|--|--|

### Service Priority 5: Professional Development & Training

|  | 2022 | 2023 | 2024 | 2025 | 2026 |
|--|------|------|------|------|------|
| Research and Procure Learning Management Software (LMS) or solution that enables staff to earn certificates online                               | ✕    | ✕    |      |      |      |
| Manage and fine-tune LMS/solution  |      | ✕    | X    | X    | X    |
| Develop Trustee Education Certificates Process   | ✕    | ✕    |      |      |      |
| <b>Technology Operations</b><br><i>(ILS, Cataloging, eResources, &amp; IT)</i>   |      |      |      |      |      |
|  | 2022 | 2023 | 2024 | 2025 | 2026 |
| Annual workshop on the federal E-rate program  | ✕    | ✕    | X    | X    | X    |
| Digital Collection Development Training  | ✕    | ✕    | X    | X    | X    |
| Develop and train on Technology Competencies for Sierra & discovery platform   | ✕    | ✕    | X    | X    | X    |
| Develop and train on Technology Competencies for eResources  | ✕    | ✕    | X    | X    | X    |
| Develop on-demand training series for new directors  |      |      | X    | X    | X    |
| <b>Library Sustainability</b><br><i>(library management, governance, community-based planning, collective impact, Triple Bottom Line topics)</i> |      |      |      |      |      |
|  | 2022 | 2023 | 2024 | 2025 | 2026 |
| Offer Trustee Essentials (101 level) workshops and webinars  | ✕    | ✕    | X    | X    | X    |
| Offer Intermediate (201 level) workshops and webinars related to library finances and legal issues   | ✕    | ✕    | X    | X    | X    |
| Develop new Advanced Trustee Education module on financial planning  | ✕    | ✕    |      |      |      |
| Develop new Advanced Trustee Education module on the Ambassador role   |      | ✕    | X    |      |      |
| Convene Programmers Users Group at least twice a year  | X    | ✕    | X    | X    | X    |
| Develop new orientation process for new directors  | ✕    | ✕    | X    |      |      |
| Develop workshops in the area of equity, diversity, and inclusion  | ✕    | ✕    | X    | X    | X    |
| Develop workshops to increase libraries' understanding of collective impact projects   |      | ✕    | X    | X    | X    |

|  |   |   |   |   |   |
|--|---|---|---|---|---|
| Develop workshops to increase libraries' understanding of the Triple Bottom Line (the balance of social equity, economic feasibility, environmental stewardship) |   | ✕ | X | X | X |
| Convene Friends Support Group twice a year   | X | ✕ | X | X | X |
| <i>Digital Navigator Training Program</i> (part of the ARPA funded Hudson Valley Digital Equity Initiative with SENYLRC & RCLS)                                  | ✕ | ✕ | X |   |   |
| Develop and train on Technology Competencies for digital literacy/patron assistance  |   | ✕ | X | X | X |

**Service Priority 6: Consulting & Development Services**

|   | 2022 | 2023 | 2024 | 2025 | 2026 |
|---|------|------|------|------|------|
| Development of a fiscal stress monitoring program to help directors and boards diagnose stress points and develop financial plans                       | ✕    |      | X    |      |      |
| Introduction of the new Sustainable Funding Toolkit from the New York State Library and upgrade of the MHLS Vote Toolbox                                | ✕    | ✕    |      |      |      |
| Development of a resource to help address wage and benefit development for library workers  | ✕    | ✕    | X    |      |      |
| Generate 2020 Census profiles for the MHLS region   |      |      | X    |      |      |
| Administer The Libraries of Local Project which is focused on building community resilience through collaborations that center at MHLS member libraires | ✕    | ✕    | X    | X    | X    |
| Assist member libraries with outreach to new residents and develop toolkit for future reference   |      |      | X    |      |      |
| Support the community of member libraries enrolled in the Sustainable Library Certification Program   | ✕    | ✕    | X    | X    | X    |
| Develop and maintain an online toolkit on topics related to EDI   | ✕    | ✕    | X    | X    | X    |
| Upgrade sample policy clearinghouse to address emerging issues in technology, administration, collaboration, and EDI                                    |      | ✕    | X    | X    | X    |
| Support the community of member libraries that participate in The Great Give Back program   | ✕    | ✕    | X    | X    | X    |
| Update Salary & Benefits Survey   |      | ✕    |      |      | X    |
| Support individual libraries and groups to use Project Outcome evaluation tools   | ✕    | ✕    | X    | X    | X    |
| Strategic planning support through cohort model using tools like Turning Outward  | ✕    | ✕    | X    | X    | X    |
| Provide annual reports using DLD annual report data   | X    | ✕    | X    | X    | X    |

**Service Priority 7: Cooperative Collection Development**

|   | 2022 | 2023 | 2024 | 2025 | 2026 |
|---|------|------|------|------|------|
| Develop/Research tools for analysis and visualization of data for print and digital collection development purposes | ✗    | ✗    | X    | X    | X    |

**Service Priority 8: Digital Collection Access\***

*\*This area is also touched on in the Central Library Program Plan of Service*

|   | 2022 | 2023 | 2024 | 2025 | 2026 |
|---|------|------|------|------|------|
| Convene Trend Spotter working group to identify advances in the market and new products |      |      | X    | X    | X    |
| Continued advancements in authentication solutions                                      | ✗    | ✗    | X    | X    | X    |
| Ongoing user experience interface improvements, including accessibility issues          | ✗    | ✗    | X    | X    | X    |

**Service Priority 9: Awareness & Advocacy**

|  | 2022 | 2023 | 2024 | 2025 | 2026 |
|--|------|------|------|------|------|
| Advocate for the permanent reduction in the number of signatures for municipal ballot (414) votes  | ✗    | ✗    |      |      |      |
| Advocate for the right to consolidate library districts through special district legislation   | ✗    | ✗    | X    | X    | X    |
| Cultivation of Library Ambassador program  |      |      | X    | X    | X    |
| Develop relationships and/or partnerships with like-minded stakeholders in the Hudson Valley not currently broadly affiliated with libraries | ✗    | ✗    | X    | X    | X    |

**Service Priority 10: Interlibrary Loan**

|  | 2022 | 2023 | 2024 | 2025 | 2026 |
|--|------|------|------|------|------|
| Further streamline Interlibrary Loan process | ✗    | ✗    |      |      |      |

**Service Priority 11: Construction**

|   | 2022 | 2023 | 2024 | 2025 | 2026 |
|---|------|------|------|------|------|
| Update capital finance/funding sources toolkit  |      |      | X    | X    | X    |
| Annual facilities webinar (topics to include: planning, trends, accessibility issues, and sustainability) | ✗    |      | X    | X    | X    |

|   |  |  |   |  |  |
|---|--|--|---|--|--|
| Production of on-demand webinar series related to capital financing |  |  | X |  |  |
|---|--|--|---|--|--|

**Service Priority 12: Communication Among Member Libraries**

|  |      |      |      |      |      |
|--|------|------|------|------|------|
|  | 2022 | 2023 | 2024 | 2025 | 2026 |
|  |      |      |      |      |      |

**Service Priority 13: Coordinated Outreach**

|  |      |      |      |      |      |
|--|------|------|------|------|------|
|  | 2022 | 2023 | 2024 | 2025 | 2026 |
| Development MHLS Navigator Program using a cohort model annually, building off of ARPA-funded Digital Navigator model. This program would encourage library workers in each county to develop expertise to guide patrons to access government programs and resources (e.g. Lifeline Program, Emergency Broadband Benefit, HealthCare.gov, FEMA assistance, etc.) |      | X    | X    | X    | X    |
| CE or cohort model: Collective Impact  |      |      |      | X    |      |
| CE or cohort model: Outreach to ESL Communities  |      |      | X    |      |      |
| Outreach effort to place county social services and Social Work graduate students in area libraries  |      |      | X    |      |      |

**Service Priority 14: Youth Services**

|   |      |      |      |      |      |
|---|------|------|------|------|------|
|   | 2022 | 2023 | 2024 | 2025 | 2026 |
| Create Lab Project Cohort to explore summer reading programming best practices through cohort program |      |      | X    |      |      |

**Service Priority 15: Early Literacy**

|   |      |      |      |      |      |
|---|------|------|------|------|------|
|   | 2022 | 2023 | 2024 | 2025 | 2026 |
| Support cohort of children’s library staff in developing expertise in early literacy skills, community partnerships, and planning | X    | X    | X    | X    | X    |

**Service Priority 16: Adult Literacy**

|   |      |      |      |      |      |
|---|------|------|------|------|------|
|   | 2022 | 2023 | 2024 | 2025 | 2026 |
| Inclusion of Adult Literacy programming into the MHLS Outreach Mini-Grant Program | X    | X    | X    | X    | X    |

**Service Priority 17: Cooperative Efforts with Other Library System**

|   | 2022 | 2023 | 2024 | 2025 | 2026 |
|---|------|------|------|------|------|
| Leadership & Management Program Access and Development, including LIU Palmer School Advanced Certificate Program Access | X    | X    | X    | X    | X    |

**Service Priority 18: Correctional Facilities**

|  | 2022 | 2023 | 2024 | 2025 | 2026 |
|--|------|------|------|------|------|
| Identify and promote opportunities for MHLS member libraries to contribute to State Correctional Facility Library collections            | X    | X    | X    | X    | X    |
| Support development of correctional facility libraries and librarians through networking and relevant professional development programs. | X    | X    | X    | X    | X    |