



UPPER HUDSON LIBRARY SYSTEM

Together. For Better Libraries.

OFFICERS:

President: Tara Ricard
Vice-President: Antonio Booth
Treasurer: Philip Erlich
Secretary: LouAnne Lundgren

Board of Trustees May 10, 2017

PRESENT: Antonio Booth; Phil Erlich; Evelyn Greenstein; Sarah Goff; Herb Hennings;
Janet Ivory; Susan Keitel; LouAnne Lundgren; Tara Ricard; Lisa Scoons;
Judith Wines; Fred Wobrock, Jr.
Excused: Yvette Terplak; Arlene Way
UHLS Staff: Tim Burke, Heidi Fuge

4:30 PM – Meeting called to order by T. Ricard, President.

I. MINUTES

MOTION: E. Greenstein moved to approve the Minutes of the April 12, 2017 Board meeting. L. Lundgren seconded. Motion passed.

II. DIRECTOR'S REPORT (full report attached to the original Minutes)

T. Burke highlighted the following in his written report:

- Standards: he will be exploring the options for developing some standard policies among the member libraries.
- Programs: kudos to Deanna DiCarlo and Anne Pitlyk for the great Adult Services Programs that they have organized so far this year.
- Construction Grant 101 Workshop: will be held at UHLS on May 25th.
- Minimum Standards revisions: PULISDO and DLD are working on some revisions to the Minimum Standard requirements for public libraries.

III. TREASURER'S REPORT

Report by P. Erlich, Treasurer. He noted that the Finance Committee reviewed the April 2017 report and recommended acceptance.

MOTION: P. Erlich moved acceptance of the April 2017 Treasurers' Report. T. Ricard seconded. Unanimous.

IV. COMMITTEE REPORTS

Finance Committee

Report by P. Erlich, Chair. The Committee reviewed the April Purchase Journal which had been sent out to the Board members prior to the meeting. He noted that there will be payments to Olsen Property Maintenance over the summer - this is the company that will be taking care of mowing the lawn and cleaning around the outside of the building on a weekly/as needed basis.

MOTION: P. Erlich moved to approve the April 2017 Purchase Journal and Payroll totaling \$119,558.92 . A. Booth seconded. Unanimous.

The Committee also reviewed the amended 2017 Budget. This is presented in order to keep the Board current with the finances. The budget was originally planned with a projected 4% increase in State funds. Instead, funding will remain the same as 2016. The proposed amended budget will not have any negative impact on member services or System staff - there were areas that could be trimmed without affecting service lines.

MOTION: T. Ricard moved to approve the 2017 budget as amended. P. Erlich seconded. Unanimous.

T. Burke noted that he expects to be coming back to the Board for approval to use some of the Restricted Funds as a match for the Construction Grant.

Services Committee

Report by L. Lundgren, Chair. She reported on the following:

- Construction Grant criteria: The Committee reviewed the proposed changes to the Construction Grant application criteria: the changes would allow the Committee and the Board to re-evaluate the distribution of the Grant funds if there are funds remaining after the initial allocations. This would allow the distribution of the remaining funds up to 75% of a project's cost. The Committee recommends acceptance of the proposed change. (Complete document attached to original Minutes)

MOTION: L. Lundgren moved acceptance of the revision as written. T. Ricard seconded. Unanimous.

- Adult Program of the Year: The Committee reviewed the six nominations. "Muslim Journey," the program nominated by the Troy Public Library was selected to receive the Award.
- Youth Program of the Year: The Committee review the seven nominations. "Beat Bots," the program nominated by the Albany Public Library was selected to receive the Award.
- At the July meeting, the Committee will discuss the Award criteria and will work on creating a checklist and/or mock-up of a nomination template.

Administration Committee

Initial report by T. Ricard: the Committee made it's selection for the Trustee of the Year Award and that will be presented to Antonio Booth (RCS Community Library).

A. Booth, Chair, then reported on the following:

- Volunteer of the Year: The Committee reviewed the five nominations and there was immediate consensus to present the Award to Alan Dai - volunteer at the WK Sanford Town Library (COLN).
- Advocate of the Year: The Committee felt that the one nomination that had been submitted did not meet the criteria for this Award. Instead, they unanimously voted to present it to Senator Hugh Farley.

Nominating Committee for Trustees

Report by J. Ivory, Chair. L. Lundgren's term finishes in June and she is not eligible for another term, so a new trustee needs to be recruited from the small libraries in Rensselaer County. A. Way is eligible for another term if appointed by APL. A new person for J. Wines' position on the Board (representing the Directors Association) will be voted on at the June DA meeting. A slate will be presented at the June 14th Annual Meeting.

V. NEW BUSINESS

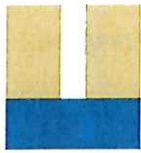
P. Erlich announced his retirement from both the UHLS and Rensselaer Boards. This news was received with much regret. He also noted the recent death of David Worden, a former UHLS and Guilderland Trustee and the person most responsible for overseeing UHLS' move into library automation.

VI. TRUSTEE REPORTS

- L. Lundgren (POES): the Library had a very successful Spring Market Day on May 6th. This is one of the major fundraising events for Poestenkill.
- A. Booth (RCSC): the Library is finishing up on its renovation project. A chicken BBQ will be held on May 11th. This has been very popular in the past.
- J. Ivory (STEP): the Director at Stephentown has resigned and an interim Director appointed. The transition is going well. The Board will soon begin their Search for a new Director.
- H. Hennings (GUIL): the Library held a very-well attended Author Talk by Ron Darling. The attendance was so large that the program had to be moved to another building. Guilderland is now a location for the purchase of the Thruway EZ Pass - the first Library to do this.
- S. Goff (COLN): the Colonie Library is planning a Star Wars program for both Youth and Adults. In addition, renovations are underway.
- L. Scoons (BETH): the Bethlehem Library has a new website.
- S. Keitel (WSTR): the Westerlo Library is the first all-wireless library in UHLS. The new Community Room is under construction and should be completed soon.

MOTION:

A. Booth moved to adjourn. S. Goff seconded. Unanimous. Meeting adjourned at 5:45 PM.



UPPER HUDSON LIBRARY SYSTEM

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PROPOSED REVISIONS

Upper Hudson Library System

NYS Public Library Construction Grant - 75% award criteria **

Effective April 1, 2012, UHLS member libraries “that are located in an economically disadvantaged community” will be eligible to be awarded up to 75% of their total approved project cost from funds allocated to UHLS for the New York State Public Library Construction Grant.

UHLS has adopted a set of criteria to determine which member libraries are located in an economically disadvantaged community. A library must meet any ONE of the criteria to be eligible for a recommended grant award of up to 75% of the total approved project cost.

To be eligible the Library meet at least one of the following criteria:

- 1) Serve a municipal subdivision which makes up a majority (by population or land area) of the library’s chartered service population that has **4 percent or more of its population unemployed** as shown in the latest 5 year summary data of the US census (US Census Bureau American Community Survey 5-year estimates - <http://factfinder2.census.gov/faces/nav/jsf/pages/index.xhtml>).
 - Use Button - INCOME
 - Use Chart - “Selected Economic Characteristics...”
 - Use Line - “In Civilian Labor Force - Unemployed”

- 2) Serve a municipal subdivision which makes up a majority (by population or land area) of the library’s chartered service population that has **10 percent or more of its population living in poverty** as shown in the latest 5 year summary data of the US census (US Census Bureau American Community Survey 5-year estimates - <http://factfinder2.census.gov/faces/nav/jsf/pages/index.xhtml>).
 - Use Button - POVERTY
 - Use Chart - “Poverty Status in the Past 12 months...”
 - Use Line - “Population for whom poverty status is determined...”

- 3) Serve the majority (by population or land area) of a public school district within which the percentage of student enrollment that is **eligible for free and reduced lunch under the National**

School Lunch Program is 30 percent or more for at least one month during the twelve months prior to the date of filing of the grant application. -

(http://portal.nysed.gov/pls/cn_port/mel3_pkg.elig_enroll_query).

- Select specific NYS School District from pull down menu
 - Check "school" box under PUBLIC
 - Click "Find"
- 4) Serve a political subdivision that is located in a State or Federally designated disaster area for a period of 3 years from the designation.

If all applying libraries are fully funded at their maximum allowable award (50% and 75%) and there are still grant funds unclaimed, the UHLS Board of Trustees reserves the right to re-evaluate the determination of an economically disadvantaged community in order to ensure that all UHLS member libraries are given maximum access to the allotted funds.

The attached chart will be used to determine eligible libraries and will be updated annually on or before June 1.

~~Member libraries that are eligible to be considered for a grant award of more 50% of their total approved project cost should submit to the System at the same time their grant application is submitted, a narrative statement indicating which criteria is met by the library and an explanation of how the project will better enable the library to address the needs of the economically disadvantaged in their community.~~

** The UHLS Guidelines for Evaluation of Construction Grant Applications (approved 5/9/12) will be used to evaluate all construction grant applications. The above only applies to determining a library's eligibility for consideration of increased awards (up to 75%).

Criteria adopted by the UHLS Board of Trustees: 5/19/12

Proposed revision: 5/10/17

**UPPER HUDSON LIBRARY SYSTEM
EXECUTIVE DIRECTOR'S REPORT
May 2017**

May 10, 2017

Advocacy (Federal): IMLS Saved...For Now! – Thanks to a vocal and persistent effort led by ALA and supported by NYLA and its members, we got some good news on the national funding front. The Federal “omnibus” spending bill that was just passed in Washington included not just a restoration of the Institute for Museum and Library Services’ (IMLS) budget, but somehow a \$1 million increase was included (!?) in the total IMLS funding of \$231 million. This keeps federal funding for libraries safe until September when the budget battle will resume for the next annual budget.

Advocacy (State): Bullet Aid...for some libraries – Last week I sent a reminder out to the affected libraries, those in Republican Senate districts, to please make sure your library contacts your Senator’s office to request that your library receive “bullet aid”. Specific projects or programs to support with these funds are always viewed more favorably than general asks for funds. And something that can host a kickoff event, a ribbon cutting, a photo-op (especially with kids!) is particularly attractive!

2016 Plan of Service Satisfaction Survey – At the close of 2016 we completed the final year under our last plan of service and have conducted the annual satisfaction survey for the 2016 year. Included at the end of this report, please find the full report on the survey. It follows the same format as previous reports, detailing the results of the POS survey for the year including the full text of all of the comments shared by the survey participants. As I told you last month, the overall satisfaction score from the survey calculates out to a 98.31% satisfaction level with UHLS programs and services! This number and the other details included in the report once more speak to the high level of dedication and commitment with which the UHLS staff approach their job of helping the member libraries provide the best library service to their communities. We will continue the practice of administering an annual satisfaction survey under the new plan of service, which was approved in the fall of 2016. For your reference the new Plan of Service is available on the UHLS website at: http://www.uhls.org/UHLS_Plan_of_Service_2017_2021.pdf

Construction Grant Information for 2017 – According to DLD, the 2017 application portal for the NYS Construction Grant program will open on June 1. Remember, that due to our successful advocacy efforts, the grant funding for this year is \$24 million, which translates to ~\$720,000 to be distributed here in UHLS, so I hope to see lots of applications this year. Last week I sent to the member libraries the 2017 chart showing the UHLS libraries that are eligible to be considered for a 75% award in the NYS Library Construction grant program. As you know, we run the numbers on the criteria each year based on the most current census information and there are usually a few changes from year to year, so we remind libraries to review the chart carefully. I am also attaching the chart to this report for your reference. As we discussed at the last UHLS Board meeting, I would like the board to consider some revisions to the UHLS Construction Grant criteria for defining libraries that are eligible for the 75% match. I am suggesting that we add to the criteria a "safety valve" process that will enable the board to keep all or most of the grant \$ here in UHLS. I have provided proposed language for this revision to the Services Committee for their review and consideration as a possible committee recommendation to the full board.

“Construction Grant 101” program – In order to help the member libraries take full advantage of the construction grant opportunity, UHLS will be hosting two sessions of the "NYS Construction Grant 101" program we started last year. The program will be offered twice at UHLS on **Thursday, May 25 at 10-11:30am and 6:30-8:00pm.** The daytime and evening sessions will cover the same material and are scheduled to offer convenient opportunities for both Library staff and Library Trustees to attend, but all are welcome to either session. The program is designed to give attendees the information they need to understand the grant (the guidelines, eligible projects, restrictions, etc.), the application process itself (required forms and data elements), and the grant timeline (from application, to \$ award, to close out). There will also be plenty of time for questions and answers. PLEASE NOTE that attendance at this program is NOT A REQUIREMENT to apply for a construction grant, but it will be really good preparation, so I encourage you to attend. Please RSVP to Heidi Fuge (437-9880 x221 heidi@uhls.lib.ny.us) at UHLS to register for either of these sessions. Remember too that I am also available to come to your library to discuss the grant process with the board in person if that is more convenient.

UHLS Annual Awards/UHLS Annual Celebration – As the Services and Administration Committee will attest, we had a good response for the annual award nominations (maybe it was the extra time we gave them!!). Thanks to all the libraries who submitted nominations. As we’ve done in the past, we will be sure to recognize all of the nominees in each category at the awards presentation. I’m looking forward to seeing you all at the 2017 UHLS Annual Celebration – **Wednesday, June 14 at the Albany Country Club!** The invitations have been sent out to all of the libraries, so please help us by encouraging all the folks from your library that will be attending the celebration to get their rsvp/dinner choices back to UHLS by the Monday, May 26 deadline.

Boopsie Update – We are getting closer to a launch for the Boopsie Mobile App for UHLS. We expect to hear from Boopsie in the next few weeks that the app is live in the various app stores and is available for use. When we get the word we will let the libraries know asap. But once it’s live in the app stores, it’s live for everyone, so when it goes live we’re intending it to be a soft launch to give us...and the libraries, some time to play with it to make sure it works as promised. Once we’ve kicked the tires for a week or two we’ll announce it with a press release. We’re also putting together the marketing materials to share with each library so they’ll have it in hand before the grand opening. I know that this implementation has taken longer than we’d hoped, but it is a complicated process and, right around the time we signed our contract with Boopsie, they were bought out and became a subsidiary of Demco, so I expect that transition in management may have had something to do with the delay.

Minimum Standards for Public Libraries - The Public Library System Directors (PULISDO) have been working in collaboration with NYS DLD on possible revisions to the NYS minimum standards for public libraries. As part of this process, the Public Library Systems across the state are seeking feedback from individual member libraries on how the proposed revisions would impact their library. The current set of proposed revisions was shared with the member library directors several weeks ago for their review and comment. We provided three opportunities to share feedback – a statewide online survey; a Google Doc to encourage some interactive discussion; and finally we spent some time at last week’s Directors Associate meeting for an in depth discussion. Armed with the feedback I’ve collected, I will represent UHLS at a PULISDO meeting on May 16 (held here at UHLS) where we'll discuss each standard and develop the PULISDO recommendation to forward to DLD. It's also very important to understand that this will not be the only chance the library community will have for input on minimum standards. These are just the opening steps in a process that involves not just individual libraries, PULISDO, and DLD; but the NYS Commissioner of Education and the Board of Regents as well. Any changes to NYS Commissioner's Regulations require several more public comment periods before any changes are enacted. I will keep you updated on the progress of this process.

Member Library Support - Since the last Board meeting, I have worked with several member libraries consulting with them on specific projects/issues, providing advice and support on local issues to trustees, directors, and/or staff. For this reporting period those libraries include Stephentown, East Greenbush, North Greenbush, Menands, and Watervliet. Mary Fellows and I also facilitated a community focus group for the Castleton Public Library earlier this week.

UHLS Department Reports

Adult and Outreach Services:

UHLS Adult & Outreach Services Report: April, 2017

Submitted to the Executive Director: 5/5/2017

eContent:

eContent Advisory Committee

The UHLS eContent Advisory Committee (eCAC) met on 4/28. The agenda included the Recommend to Library feature on the public facing OverDrive site, expired OverDrive metered access titles, the Central Library nonfiction OverDrive and Flipster budgets, OverDrive's Advantage Plus accounts, and exploring other vendors annually.

Expired Ebooks

As part of our metered access eContent Re-Order (ERO) workflow, our department took note of an issue that needed to be addressed. Metered access titles are ebooks licensed in OverDrive for a set time frame or a set number of checkouts. Once the limits have expired, the title is no longer able to be checked out, but our customers are still able to place holds on the items (and thus could potentially be waiting forever if the item is not repurchased). OverDrive has been selling metered titles for several years, and we had over 1,300 titles that had expired and needed to either be repurchased or weeded from both databases (OverDrive and Sierra). Working with our IT department to find a solution, along with valuable assistance and advice from our friends at the Mid-Hudson Library System and the Mohawk Valley Library System, we devised a way to clean up both databases, and we were also able to re-purchase over 100 titles that had active holds (and cancel very old holds—and alert our patrons that the content had expired). I am happy to report that we will add these procedures to our monthly workflow so we can keep on top of it, and this will result in better service for our customers. Thanks to Merribeth Advocate and Nina Acosta of MHLS, Sharon O'Brien of MVLS, and Anne Pitlyk, Rob Carle, and Joe Thornton of UHLS for their contributions to solving this problem—it was truly a multi-faceted effort!

New Flipster Title

I am happy to report our customers now have access to *Kiplinger's Personal Finance* on Flipster, our digital magazine platform. Back issues from April, 2014 are included with our subscription.

Brunswick Staff Development Day (SDD)

I was delighted to join the fantastic Brunswick staff for a two-hour digital services SDD workshop entitled "Confident Customer Service." Tailoring the presentation to Brunswick cardholders specifically, staff learned what digital content is popular at their library, where and how to access OverDrive, Mango, and Flipster, and gained hands on experience using a variety of mobile devices. This SDD session can be easily duplicated for any member library.

Adult Literacy Grant

Workforce development workshops by Dr. Tom Denham of *Careers in Transition*, Evelyn Neale of *Successful Change*, and Sarah Mcfadden of *Cornell Cooperative Extension* resumed in April. These workshops are free and open to the public, and funded our adult literacy grant. Topics include resumes and interviews, entrepreneurship, LinkedIn, career exploration, and more. Early feedback has been very positive, with at least one library noting that the workshops brought many first-time customers to the library. Workshops continue in May and June, and we look forward to reading the workshop evaluations and completing the NYS grant report.

Jail Grants

Our ongoing relationship with the Albany and Rensselaer County Jails continues, and in April we purchased over 200 books for inmates, including books in Spanish; workforce development, career exploration, and re-entry titles; comics and manga, and many popular fiction and nonfiction titles.

Interlibrary Loan (ILL)

The Castleton Public Library (CAST) contacted us to ask if the ILL request form could email a copy of the complete request back to requestor. We thought this was a great idea—it will save our libraries time by not having to make a screenshot of the web interface as a record of their requests. Our thanks to Joe Thornton for completely rewriting the application to make it happen—and thanks to CAST for the suggestion!

April Adult & Outreach Continuing Education

We offered three continuing education opportunities in April:

4/11: One Stop Career Center Training

As part of our Adult Literacy Grant, we asked the Albany County One Stop Career Center to give us an overview of their services and their professional take on the local workforce development landscape. This is the first time we have ventured into the county career center for a training, and many attendees reported that they were glad to have a clearer understanding of what our customers can expect when we refer them to the One Stops. Topics included history and overview of national and statewide career services; common customer service issues in libraries and career centers; NYS Department of Labor website and other online resources; JobZone overview; resume and job search trends; transferable skills. Our heartfelt thanks to Mary Blais, Employment Service Manager of Albany & Schenectady Career Centers, NYS Department of Labor; Katie Beeble, Career Counselor, Troy and Hudson Career Centers, NYS Department of Labor, for conducting this excellent training. We look forward to a continued relationship with them as we seek to mutually improve services to the underemployed.

4/20/2017: Dealing with our (In) securities: Social Media at the Library

Managing social media at the library is a professional endeavor, and adding it to our workflows in 2017 is a must. While many librarians use social media as a personal tool, managing it at the professional level brings about a number of issues. At the request of the Rensselaerville Library, we offered a workshop on privacy and security issues that arise when managing social media for a library. The workshop covered secure passwords, app permissions, social media management tools, WordPress plugins, and social media policies, procedures, and best practices. Our thanks to Karrie McClellan and Laurie Dreyer for facilitating this valuable training.

4/27/2017: Make it Happen! Develop a Literacy Program at Your Library

Collaboration with Southern Adirondack Library System (SALS) and Mohawk Valley Library System (MVLS)

Some libraries in UHLS, MVLS, and SALS are experiencing an increased need for adult literacy and English language instruction, more than local literacy organizations are able to provide. As educational institutions dedicated to literacy and lifelong learning, what can public libraries do to meet the needs of our neighbors? This workshop offered the opportunity to discover how three public libraries met the literacy needs of their respective communities in very innovative ways. The presenters included Jennifer Bollerman, Head of Adult Services & Reference at Patchogue-Medford Library, Betsy Kennedy, Director of Cazenovia Public Library, and Tara Truett, Literacy Program Coordinator from Oneida Public Library/Madison County Reads Ahead. Topics included community based adult literacy programs, how to evaluate the need for adult literacy programs, identifying potential community partners, and creating an adult literacy implementation plan. This workshop had rave reviews, and it was a great opportunity for me to solidify partnerships with Erica Freudenberger of SALS and Lois Gordon of MVLS. I am really excited to continue working with them both in the future!

Automation:

Automation Services Report April, 2017

We continued to provide the usual services to our libraries and the UHLS staff, such as website maintenance, desktop support, helpdesk, and troubleshooting. The highlights of the month follow, in no special order:

- **MyCard:** We set up *MyCard* for TROY, which joins APL, BERN, RCSC, RVLL, and WSTR in providing this service. Briefly, *MyCard* limits patrons to no more than three items out at a time, no DVDs or Blu-rays, and no fines, but bills are applied as with all other cards. BRUN is next up. An important discussion among these libraries and the DA is whether *MyCard* holders should be allowed to checkout items at non-*MyCard* libraries.
- **Authority Control:** On 4/13 LTI returned our updated authority and bibliographic records after performing our annual authority control processing. We imported them immediately and our catalogers were pleased with the relatively short processing time this year.
- **Sierra changes:**
 - We made changes to the Loan Rules for PTRB Museum Passes.
 - We made changes to Loan Rules and the *Days Open* table to accommodate APL's hourly loans of Chromebooks.
 - We changed the *Item Types* and *Loan Rule Determiner* tables to accommodate APL's loaning of fishing poles.
 - At the library's request, Rob deleted 13,000+ *Horizon Number* fields from GUIL patron records.
 - We worked with Deanna and Anne to develop a procedure (with help from Mid-Hudson Library System) to remove the MARC records for expired *OverDrive* titles from Sierra.
 - We discussed a "zero fines" change to the Loan Rules for HOOF. It's still under discussion.
 - We continue to run the APL Boopsie export manually every week.
- **Encore changes:**
 - The *Articles* tab stopped working (stopped returning results) a while ago. We worked with III to fix this problem and the function started working on 4/12.
 - We removed the "To renew your library card" blurb from the home screen.
 - We changed the colors of the menu bar.
 - We added a "Contact Us" link to the *Library Links* section of the home page (and also to the *Members* page on the UHLS website). This enables patrons to send suggestions, complaints, questions, etc. to the library they choose on the form.
 - At a patron's request, we added "Arabic" to the list of Language filters on Encore's *Advanced Search* screen.

- We configured and enabled “ip priority” for our libraries that have fixed IP addresses. This change causes the libraries’ records to display at the top of search result lists in *Encore*.
 - We worked with ILL and CDLC to try to get the *New York Heritage* image database included as a search option in *Encore*.
- **UHLS website changes:**
 - We completely rewrote the ILL book and article request forms on the website. They were written a long time ago in *ColdFusion*, an application that we’re trying to abandon as we consider moving our website from Windows to Linux. We also added a “Copy me on this email” checkbox on both forms, which sends a copy to the requester.
 - We added a new Featured Library (WSTR) to the website, with text provided by Tim.
- **Problems:**
 - The “reports” server went down several times during the month, forcing a hard restart. We still haven’t identified the cause.
 - A sub-site of the COLN *WordPress* website that we host on our server went down. Evidently it was hacked, so Rob installed fresh copy of *WordPress* for the site (the content was preserved).
 - We found a suspicious directory on our Linux web server, possibly the result of hacking. We removed it and spent a lot of time tightening security on that server. We removed *Joomla* - a CMS that we had installed years ago for a test, and we installed the latest version of *phpMyAdmin*, a graphical interface to the *WordPress* MySQL databases.
 - *Admin Corner* -- an ancient but essential tool for managing *Sierra* -- stopped working. After a long back-and-forth with ILL and some tweaking on our end we got it working again.
- **Meetings**
 - The [Automation Advisory Committee](#) met on 4/12/17. “Standards” was raised as a new topic, and Joe will start a conversation about it in the Cataloging and Circulation Advisory Councils.
 - The [Circulation Advisory Council](#) met on 4/5/17.
 - The [Cataloging Advisory Council](#) met on 4/6/17.
 - The Technology Advisory Council didn’t meet in April.
- **Miscellaneous:**
 - We’re evaluating the purchase of a new laptop or hybrid device (laptop/tablet) to be used for presentations at UHLS.
 - We created new email accounts for STEP to help manage Laurene’s departure.
- **At the libraries (Rawdon):**
 - **RCSC:** Worked with Dell to fix flash drive not redirecting in VM (virtual machine). To fix screen display blackout issues, we updated the video driver. Found a solution to speed up RDP (remote desktop) to Windows 10 virtual machines. Troubleshoot why the public network had no internet access. Working on setting up a profile server to setup mandatory profiles for patrons. Continued to work on video issue in Hyper-V.
 - **COHS:** Worked with Dell to fix flash drive not redirecting in VM, screen display black out issues, updated video driver. Found a solution to speed up RDP (remote desktop) to Windows 10 virtual machines. Realigned server deployment location, ordered a switch for this change. Continued to work on video issue in Hyper-V.
 - **BERN:** Found a solution to speed up RDP (remote desktop) to Windows 10 virtual machines. Continued to work on video issue in Hyper-V.
 - **RVLL:** Found a solution to speed up RDP (remote desktop) to Windows 10 virtual machines. Continued to work on video issue in Hyper-V.
 - **WTVT:** Attempted to fix audio jack. Working on setting up a profile server to setup mandatory profiles for patrons. Deployed file server for patron mandatory profiles. Restaged two staff PCs.
 - **CAST:** Troubleshoot images printing abnormally. Applied mandatory profiles for patrons.

- **UHLS:** Tested VEEAM app (backup software). Setup *Office 365* migration demo and moved staff documents to the cloud. Checked out *Surface* to be used as a replacement laptop option.
- **BRUN:**-Troubleshoot LCD projector video fuzziness -- bad port on the projector. Recommended they purchase a laptop for public use.

Youth and Family Services:

Youth and Family Services

April 2017

Mary Fellows, Manager, Youth and Family Services

Along with a few weeks of vacation each for both members of our YFS team, highlights of this month include:

- A staff development day class at Brunswick: "Everyone Serves Families with Young Children," co-presented with Christine McGinty, Head of Public Services at Bethlehem.
- April 7 "Libraries = Education" training coordination (with Tim) and attendance
- 21 Minutes for 21st Century Libraries presentation at Westerlo,
- A CORE trustee training session at UHLS
- Labeling and sending out 368 copies of our teen Read It Forward book, [I Am Princess X](#). The program launches in libraries in May.
- Continuing to leverage local and regional youth services groups for state and national advocacy efforts
- Youth Services Advisory Council, held this month at Albany Public Library Washington Ave Branch. The main focus was a studio tour and presentation from Youth FX, a youth filmmaking studio housed at and in strong partnership with APL. Youth FX offers innovative programs around youth filmmaking, which can be offered in libraries beyond APL.

UHLS Libraries - 75% Construction award eligibility (May 2017)

UHLS Annual Eligibility Criteria (across top)		Unemployment = or > 4%	Poverty level = or > 10%		Free/Reduced School Lunch Eligibility = or > 30%	eligible for 75% matching funds for this year
Member Library (libraries highlighted are eligible for award consideration for up to 75% of "Cost for which Funding is Being Requested")	Municipal Subdivision used	% of Pop. Unemployed ***	% of pop. at/below poverty level **	School District used	% of pop. Eligible for free/reduced lunch (for at least 1 month/yr.) ***	
Albany Public Library	City - Albany	5.1	26.8	Albany City SD	96.5	Y
Altamont Free Library	Village - Altamont	3.9	6.6	Guilderland CSD	17.3	Y
Arville E Diver Memorial Library	Village - Scaghticoke	5.7	11.1	Hoosic Valley CSD	30.9	Y
Berlin Free Town Library	Town - Berlin	4.7	3.3	Berlin CSD	51.1	Y
Berrie Public Library	Town - Berne	3.8	9.1	Berrie-Knox-Westerlo CSD	37.2	Y
Bethlehem Public Library	Town - Bethlehem	3.3	4.3	Bethlehem CSD	10.5	Y
Brunswick Community Library	Town - Brunswick	2.4	2.1	Brunswick/Brittonkill CSD	24.7	Y
Castleton Public Library	Village - Castleton	3.8	4.3	Schodack CSD	19.3	Y
Cheney Library	Town - Hoosick	3.2	11.4	Hoosick Falls CSD	45.7	Y
Cohoos Public Library	City - Cohoes	6.4	17.4	Cohoos City SD	78.9	Y
East Greenbush Community Library	Town - East Greenbush	2.8	4.9	East Greenbush CSD	22.5	Y
Grafton Community Library	Town - Grafton	4.2	8.2	Berlin CSD	51.1	Y
Guilderland Public Library	Town - Guilderland	3.2	5.8	Guilderland CSD	17.3	Y
Menands Public Library	Village - Menands	0.3	6.4	Menands UFSD	28.5	Y
Nassau Free Library	Town - Nassau	3.8	5.7	East Greenbush CSD	22.5	Y
North Greenbush Public Library	Town - North Greenbush	3	5.1	Wynantskill UFSD	26.5	Y
Petersburgh Public Library	Town - Petersburgh	2.9	9.4	Berlin CSD	51.1	Y
Poestenkill Library	Town - Poestenkill	2.1	1.9	Averill Park CSD	21.3	Y
RCS Community Library	Town - Coeymans	2.2	9.9	Ravens-Coeymans-Selkirk CSD	37.3	Y
Rensselaer Public Library	City - Rensselaer	7.3	19.6	Rensselaer City SD	91	Y
Rensselaerville Library	Town - Rensselaerville	4.9	15.4	Greenville CSD	33.9	Y
Sand Lake Town Library	Town - Sand Lake	2.6	2.4	Averill Park CSD	21.3	Y
Stephentown Memorial Library	Town - Stephentown	11.3	12	Berlin CSD	51.1	Y
Town of Westerlo Public Library	Town - Westerlo	4.2	4	Berrie-Knox-Westerlo CSD	37.2	Y
Troy Public Library	City - Troy	7.2	26.1	Troy City SD	86.2	Y
Valley Falls Free Library	Town - Pittstown	5	8.6	Hoosic Valley CSD	30.9	Y
Voorheesville Public Library	Town - New Scotland	2.7	5.9	Voorheesville CSD	8.3	Y
Watervliet Public Library	City - Watervliet	6.1	14.5	Watervliet City SD	81.5	Y
William K Sanford Town Library	Town - Colonie	3.2	6.9	North Colonie CSD	21.7	Y
Averages		4.18	9.28		39.77	

Notes/Sources

* Sp. Leg. and School District Libraries - municipal subdivision determined by UHLS

** unemployment/poverty statistics - US Census Bureau 2013 US Community Survey (<http://factfinder2.census.gov/faces/nav/jsf/pages/index.xhtml>)

*** free/reduced lunch statistics - NYS Education Department Child Nutrition Management System (http://portal.nysed.gov/nis/cm_port/me13_pkg.elig_enroll_query)

Criteria adopted by the UHLS Service Committee and Board of Trustees : 5/9/12



Plan of Service Satisfaction Survey Report - 2016

May 10, 2017

Introduction

2016 was the fourth and final year under the 2012-2016 Plan of Service (POS). As described in the POS, UHLS staff created an annual satisfaction survey to be administered annually as part of the POS. There were only 13 responses to the survey from the 29 member libraries. I would conjecture that the lower than average response rate is tied to the fact that this is the last year of the plan and by the time the survey was administered, the new plan of service was already in place and this was seen as “old news”. The report that follows includes: 1) the specific performance thresholds required in the POS to measure success in various areas of System services with the POS targets; 2) the complete results of the annual satisfaction survey of the member libraries that UHLS included in the POS with the POS targets and; 3) some general takeaways from the survey results.

Specific Performance Measures Required in the Plan of Service

4.2 Element 1 - Resource Sharing/Cooperative Collection Development

1. During this reporting year all UHLS member library users had full access to **94.8%** of the combined collections of the UHLS member libraries (POS target - 80%).

4.3 Element 1 - Resource Sharing/Integrated Library System

1. During this reporting year UHLS ILS achieved a **99.7%** availability rate (POS target - 99%)

4.4 Element 1 - Resource Sharing/Delivery

1. During this reporting year the UHLS delivery service achieved a **99.9%** rate of completed delivery stops to member libraries (POS target - 97%).
2. During this reporting year UHLS delivery service achieved an item loss rate of **.00001%** (POS target - 0.5%).

4.5 Element 1 - Resource Sharing/Interlibrary Loan

1. During this reporting year the UHLS interlibrary loan service achieved an **81%** fill rate for member library interlibrary loan requests (POS target - 80%).

4.9 Element 2 - Special Client Groups/Correctional Facilities (State and Local)

1. For this reporting year the Head of Inmate Services for the Albany County Jail and the Rensselaer County Jail, respectively, reported a very high level of satisfaction with the resources and consulting services offered by UHLS.

Comments:

- “Thanks again for your assistance! What you do for us is greatly appreciated.” (Albany County Correctional Facility)
- “We are very satisfied. Thank you so much!! You are the best!!” (Rensselaer County Correctional Facility)

4.18 Element 10 - Construction

1. During the year for this report UHLS distributed **97.5%** of the NYS Public Library Construction Grant funds allocated to the System to UHLS member libraries. The total formula based grant allocation for UHLS was \$603,187. (POS target 100%).

Annual Satisfaction Survey Results – 19 member library responses

- 1) Are you the director of your library?

Yes 100%

Comments: Library Manager

- 2) Please describe your level of satisfaction with UHLS' efforts to provide your users maximum access to the combined collections of the UHLS member libraries.

Very Satisfied 92.31%

Satisfied 7.69%

Not Satisfied 0%

Satisfaction level - 100% (POS target 80%)

Comments: The number of items we borrow from member libraries -- and in turn the number that we loan -- increases each year.

- 3) Please describe your level of satisfaction with UHLS' efforts to provide and maintain the current Integrated Library System (Sierra).

Very Satisfied 69.23%

Satisfied 30.77%

Not Satisfied 0%

Satisfaction level – 100% (POS target 80%)

Comments: Extremely responsive to problem!

Our patrons liked Horizon better, but are getting used to Sierra
Our patrons preferred Horizon, but are adjusting to Sierra.

4) Please describe your level of satisfaction with UHLS' efforts to provide and maintain the current delivery service.

Very Satisfied	84.62%
Satisfied	15.38%
Not Satisfied	0%

Satisfaction level - 100% (POS target 80%)

Comments: Great communication when there are issues about delivery delays.

Wonderful service!

I would like to see delivery service on the weekends. I think it would cut down on transit time and we have had patrons complain about things taking too long because they request it on a Thursday or Friday.

5) Please describe your level of satisfaction with UHLS' efforts to provide and maintain interlibrary loan services to give users access to material outside the UHLS service area.

Very Satisfied	84.62%
Satisfied	7.69%
Not Satisfied	7.69%

Satisfaction level – 92.31% (POS target 80%)

Comments: Last week I requested a scientific journal article -- available only in abstract through the state-funded databases. My patron would have had to pay \$31 for the article from the publisher. Instead he got it FREE from his public library!

Patrons really appreciate our ability to get things for them from outside the system.

Our patrons are continually amazed at the obscure items that we are able to access for them.

We only have one staff member on hand that handles ILL and they are not in every day. We normally only receive about 1-3 requests a month. However, when it does happen, it's time consuming and frustrating. I have been trying to train all of my staff on ILL, but if you don't do it often enough, it can be very daunting and difficult when you are trying to do the process after not having done it in a month or so--in front of a patron and lots of mistakes were happening. So now, we usually just wait until that staff member is in to handle the request-- but then the patron gets upset that it takes too long, and we look inept and it's embarrassing all around. Also, on occasion some ILLs have cost us more than we would like to spend when sending them back. For those libraries that rarely get ILL, would it be at all possible for UHLS or other large libraries that have frequent ILL, to handle the processing and paper work? Basically we would just submit a request and it would arrive in a courier bin and we would just check it in and put it on a hold shelf per usual. Please understand that I recognize what a great and valuable resource ILL is, and I also realize that asking UHLS or a larger member library to handle the processing, is a major ask. However, I would be willing to pay an increase in our UHLS services fee to have this process taken care of in the future.

6) Please describe your level of satisfaction with UHLS efforts to support member library adult literacy resources and services.

Very Satisfied	100.00%
Satisfied	0%
Not Satisfied	0%

Satisfaction level – 100% (POS target 80%)

Comments: Deanna has breathed new life into Adult Services!
Newly revived adult services is wonderful.
Deanna has done an excellent job and has improved adult services.
Only wish we had the time and money to take advantage of meetings and workshops.
Deanna is a tremendous asset to UHLS and does incredible work and is so, so patient.

- 7) Please describe your level of satisfaction with UHLS efforts to support member libraries resources and services to address the needs of the NYS designated outreach populations (Outreach minigrants, etc.).
- | | |
|----------------|--------|
| Very Satisfied | 58.33% |
| Satisfied | 41.67% |
| Not Satisfied | 0 % |

Satisfaction level - 100% (POS target 80%)

Comments: POES is not really a participant in designated outreach but I am aware of the great services offered where needed.
Don't know

- 8) Please describe your level of satisfaction with UHLS' efforts to support member libraries Youth and Family resources and services?
- | | |
|----------------|------|
| Very Satisfied | 100% |
| Satisfied | 0% |
| Not Satisfied | 0% |

Satisfaction level - 100% (POS target 80%)

Comments: Mary is a jewel in UHLS' crown.
Mary is the Queen of Youth Services. The workshops, the materials, the emails, the connections and networking are invaluable with helping us provide service to our community.

- 9) Please describe your level of satisfaction with the UHLS professional development and continuing education programs and services.
- | | |
|----------------|--------|
| Very Satisfied | 69.33% |
| Satisfied | 30.77% |
| Not Satisfied | 0% |

Satisfaction level – 100% (POS target 80%)

Comments: I am very thankful that UHLS provides professional development and continuing education programs for little or no cost. Not only that but they are always useful and interesting and fun.

- 10) Please describe your level of satisfaction with the UHLS consulting services to member library directors, staff, and trustees.
- | | |
|----------------|--------|
| Very Satisfied | 84.62% |
|----------------|--------|

Satisfied	7.69%
Not Satisfied	7.69%

Satisfaction level – 92.31% (POS target 80%)

Comments: Wonderful support from all area of UHLS. We couldn't function without it!

Trustee development is excellent.

I wish there was an extremely satisfied button. It gives us such confidence to know that UHLS is always behind us and always there for help--at all hours.

11) Please describe your level of satisfaction with the UHLS coordinated and group purchasing efforts.

Very Satisfied	75%
Satisfied	16.67%
Not Satisfied	8.33%

Satisfaction level – 91.67% (POS target 80%)

Comments: none

12) Please describe your level of satisfaction with the UHLS awareness and advocacy efforts.

Very Satisfied	84.62%
Satisfied	15.38%
Not Satisfied	0%

Satisfaction level - 100% (POS target 80%)

Comment: none

13) Please describe your level of satisfaction with UHLS' efforts to facilitate communication between the member libraries and UHLS, and also communication among the member libraries.

Very Satisfied	83.33%
Satisfied	16.67%
Not Satisfied	0%

Satisfaction level – 100% (POS target 80%)

Comment: I think the communication is the key to the success of UHLS. You always keep us informed as to what is going on and about future events/issues.

I would like it if directors would not speak about issues (ex. the rate of libraries to cover the cost of e-books after Central Library no longer could use their money) at UHLS director meetings when they had not been at meetings where those issues were discussed and resolved. Instead time is taken up hashing over what had already happened.

14) Please describe your level of satisfaction with UHLS efforts to collaborate and share programs and services with other NYS Library Systems (joint programs with MVLS, SALS, CDLC, etc.).

Very Satisfied	75%
Satisfied	25%
Not Satisfied	0%

Satisfaction level - 100% (POS target 80%)

Comments: Most familiar with youth services collaboration with MVLS.

15) Please describe your level of satisfaction with UHLS services and support for member libraries seeking NYS Construction grant funds.

Very Satisfied	76.92%
Satisfied	23.08%
Not Satisfied	0%

Satisfaction level - 100% (POS target 80%)

Comments: Again, not a participant (yet) but I see the results

We couldn't do it without you!

Thank you to everyone at UHLS for all of your hard work, all of your support, and for contributing to an atmosphere of warm cooperation between member libraries.

16) Anything else you would like to share with UHLS regarding the System's overall program of service?

Comments: UHLS is an integral part of the success of POES and it is likely the same for many of the smaller libraries with limited staff. We especially rely on the technical support offered and have NEVER been disappointed! Thank you ALL for all you do for the member libraries and their communities.

Technical support to all libraries -- but small libraries in particular -- is invaluable. We have a terrific support team at UHLS -- a key is great leadership!

Very glad to have Mango, Ancestry, and Flipster. Our patrons love these services.

Everyone on the UHLS team does everything possible to help make our library a better place. We truly appreciate all the support and the positive attitudes. Great service with a smile!

You're doing a great job, and we couldn't do it without you.

Overall Satisfaction level (average score from survey): 98.3%

I am very pleased with the overall member library satisfaction with UHLS programs and services as evidenced by these survey results. These high marks speak directly to the high level of dedication and commitment with which the UHLS staff approach their job of helping the member libraries provide the best library service to their communities. We are indeed fortunate to have such a great team working here at UHLS.

Just a couple of observations from the above survey results: As expected, the teething troubles for the Sierra ILS have largely been resolved. We now need to focus on working with the member libraries to customize Sierra for UHLS and to encourage the member libraries to continue to explore standardization of circulation policies and practices to improve customer service throughout the System. The recently formed Automation Advisory Committee is proving itself to be an effective vehicle to build the capacity for shared decision making within UHLS. Finally, I am very pleased to see that

Deanna DiCarlo's efforts to expand the adult services continuing education and support services has made a significant impact for the member libraries. She and Anne Pitlyk have proven to be important additions to the UHLS Team.

Here in 2017, we are already well into the first year of our new plan of service. The process we used to create the new plan, which included participation from the UHLS staff and Board and the member libraries, resulted in a plan that very much "stays the course", reaffirming much of the last plan and keeping our service themes intact as well. These themes represent the core values of UHLS and they are:

Encourage resource sharing to help member libraries improve and expand library service.

Foster interdependence among the member libraries to help them offer maximum resource and service levels to library users.

Support technology and promote innovation to help member libraries provide progressive programs and services.

Inspire excellence in library service through continuing education and training for member library staff and trustees.

Connect member libraries to each other and to UHLS through effective and efficient communication strategies.

Provide leadership to communicate the value of public libraries to elected officials and local communities.

Based on this clear mandate from the member libraries, UHLS will continue to maintain our programs and services and make efforts to improve what we are doing, both for and with our member libraries.