



# UPPER HUDSON LIBRARY SYSTEM

Together. For Better Libraries.

Directors' Association

May 2, 2014

	APLM - Carol Nersinger
✓	ALTM - Judith Wines
	BRLN - Sharon Vogel
✓	BERN - Judy Petrosillo
✓	BETH - Geoffrey Kirkpatrick
	BRUN - Julie Zelman
✓	CAST - Amy Peker
	COHS - Matt Graff
	COLN - Richard Naylor
	EGRN - Evelyn Neale
	GRAF - Christian Collins
✓	GUIL - Tim Wiles
✓	HOOF - Carol Gaillard
✓	MEND - Lenny Zapala
	NASS - Katherine Chansky
	NGRN - Daryl McCarthy

	PTRB - Sharon Hodges
✓	POES - Margie Morris
✓	RCSC - Judy Felsten
	RENS - Jane Chirgwin
✓	RVLL - Kim Graff
	SNLK - Melinda Fowler
✓	SCHG - Nick Matulis
	STEP - Laurenne Teachout
✓	TROY - Paul Hicok
	VAFI - Sandi Goodwin
✓	VOOR - Gail Sacco
	WTVT - Samantha Fagan
✓	WSTR - Sue Hoadley
	UHLS - Tim Burke

9:05 AM Meeting called to order by S. Hoadley, President.

## I. MINUTES

**MOTION:** C. Gaillard moved to accept the April 4, 2014 Minutes as presented. T. Wiles seconded. Unanimous.

## II. UHLS REPORTS

Executive Director's Report - T. Burke was absent but submitted a written report. S. Hoadley highlighted features in the report:

- the UHLS Annual Dinner will be held on Wednesday, June 11<sup>th</sup>
- T. Burke and J. Benedetti facilitated an excellent focus group meeting for the Westerlo Library. The report from that meeting offered good comments and was well organized. She highly recommends that any libraries considering a focus group should contact T. Burke. T. Wiles noted that T. Burke will be conducting a focus group for Guilderland.
- G. Kirkpatrick reported that the online membership process for NYLA is now working correctly. Organizational memberships include at least one personal membership that is a full membership with the right to vote. J. Petrosillo asked about the process for a refund if she has already purchased a personal membership and her library takes out an organizational membership. G. Kirkpatrick noted that NYLA is prepared to make adjustments.
- G. Sacco noted that the Satisfaction Survey submitted with T. Burke's report only included those items that dealt specifically with the State template for the Long Range Plan. In the focus groups that developed the LRP, there were other issues that were discussed that were important to the member libraries. She felt that the Satisfaction Survey did not address those issues and therefore only included about 80% of what the libraries considered to be of importance (such as collaborative marketing). She noted that it would be nice to assess if there had been any progress in these other areas. She acknowledged that the OverDrive "Best of the Small Press" was a step in the right direction.
- J. Petrosillo thanked H. Fuge for her work on the State Annual Reports.

Board and Finance Committee - no report

ILS Investigation Committee - no report

- G. Sacco noted that in her staff meetings, she has gradually been introducing her staff to sites that use Ill products so that they become familiar with them. She asked if Ill could provide the libraries with a demo version. G. Kirkpatrick responded that as soon as the contract with Ill is signed, we should have access to training sites.
- G. Sacco asked if any determination had been made regarding the use of UHLS servers or the Cloud? G. Kirkpatrick noted that is a UHLS decision and it will depend on several factors including finances. G. Sacco asked if T. Burke had taken personnel costs into consideration.

Administration Committee - no report

Services Committee - no report

Central Library Committee - L. Zapala noted that the Committee will probably meet in the Fall.

e - Content Committee - report by J. Wines

- OverDrive has agreed to a plan in regard to weeding e-content: if an item has not circulated in five years it will be weeded (unless it is a classic), non-fiction earlier if content is no longer correct (like medical books). Also, if someone sees an item that needs to be weeded prior to the five-year deadline, they should contact J. Benedetti.
- Orange Boy, the company working with APLM, has requested information from OverDrive regarding checkouts and other patron information that they use in their demographic study. UHLS is discussing this with OverDrive to see if the APLM patron information can be separated out. There are legal and confidentiality concerns in this process.
- The Chinese site is up. There is a toggle on the OverDrive link to convert the site to Chinese. There will soon be a Spanish site and approximately 85 Spanish language items have been purchased in preparation for this. J. Benedetti is working with OverDrive to develop marketing materials in Chinese and Spanish.
- The Committee looked at streaming video products from vendors other than OverDrive in order to get a sense of pricing and availability. Two of the vendors investigated were Hoopla and IndieFlix. The OverDrive pricing and content appeared to be the best at this time. J. Wines distributed a spreadsheet showing e-content purchases to date and noted that COHS has purchased the majority of the videos at this time.

**III. OLD BUSINESS**

- J. Wines volunteered to be the DA liaison to the UHLS Board and the Finance Committee.

**IV. OPEN FORUM**

- G. Sacco asked if the Parameters Subcommittee would take into consideration a maximum amount of time that an item such as newer DVDs could be placed on Hold. Brief discussion. It was noted that for the smaller libraries that are not open all day, the longer hold periods are necessary. Also, some patrons only visit the library once a week. G. Kirkpatrick responded that it is on the list for consideration.
- T. Wiles asked if the other libraries would be willing to share copies of their Employee Evaluation forms. He will send an email to Directors. Discussion about how the forms would be collected. G. Sacco suggested that they could be sent to UHLS and posted on the website. Nothing decided. T. Wiles will send out an email and see what kind of results he gets. J. Petrosillo noted that there might be something useful on the Library Trustee Association (LTA) website. NYLA was also mentioned as a possible source of information.
- S. Hoadley welcomed N. Matulis, the new Director at the Diver Memorial Library (Schaghticoke). He gave a brief background on his career as a musician, novelist and playwright (and house painter).

- L. Zapala reported that MEND, with assistance from the office of Assemblyman Steck, will be working on making the Library handicapped accessible.
- G. Sacco noted that the VOOR Budget will be going down 1% and the Board will be going back down to 5 people, they were having trouble obtaining a quorum with 7 Board members. The library is working on plans for their roof and the process will require an architect and is starting to get expensive. T. Wiles noted that a retired architect offered to consult with GUIL, free, on their roof project.
- T. Wiles reported that the GUIL proposed budget increased by \$49,000 or 1.42% and there are 5 people running for 4 open seats on their Board.
- J. Felsten reported that the RCS Board adopted the \$10.10 minimum wage which will result in a cost increase for the non-professional positions. The library's budget is over the tax cap. Interest was expressed in hearing about the RCS community's response to the minimum wage decision.
- J. Felsten announced that she will be retiring at the end of September 2014.

**MOTION:**

J. Petrosillo moved to adjourn. J. Felsten seconded.  
Unanimous. Meeting adjourned at 9:50 AM.

Heidi A. Fuge  
5/2/14



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## Report for the 5/2/14 Director's Association Meeting

**Plan of Service Satisfaction Survey** - Attached to this report please find the Plan of Service Satisfaction Survey Report for 2013. The document provides a detailed report on the results of the POS survey for 2013 including the full text of the comments shared by the survey participants. I also included some general takeaways from the process that we'll be working on as we move forward. The overall satisfaction score calculated out to 97.31%, which speaks to the high level of dedication and commitment with which the UHLS staff approaches their job. Remember that the Plan of Service is available on the UHLS website at:

[http://www.uhls.org/UHLS\\_Plan\\_of\\_Service\\_2012\\_2016.pdf](http://www.uhls.org/UHLS_Plan_of_Service_2012_2016.pdf)

**UHLAN Agreement/2015 UHLAN fee formula** - The 2015 UHLAN fee chart has been completed and posted on the UHLS website. Contact me if you have any questions about the chart. We have quite a few UHLAN agreement forms returned already, but if your board hasn't reviewed the UHLAN agreement form yet, please encourage them to review and sign both copies of the 2015-2017 UHLAN Agreement and return BOTH COPIES to UHLS. One copy signed by the UHLS Board President will be returned to your library for your records. If you or your trustees have questions about the UHLAN agreement I will be happy to speak or meet with them to discuss their concerns. Your help with this process is very much appreciated.

**ILS Update** - I have communicated to both Polaris and Innovative Interfaces Inc. the decision of UHLS to pursue negotiations for the Ill Sierra product. I have been in communication with the Ill sales team working through our questions and concerns about the product, pricing, contract forms, implementation process and schedule, etc. We are also continuing to investigate the hosting option question as part of this process. I will keep you informed as we move forward on this exciting new adventure!

**NYLA Organizational Membership** - At the 2013 NYLA membership meeting in Niagara Falls the members approved a new organizational dues structure which was designed to make it more attractive for libraries to support NYLA through organizational membership. After a few months of getting the membership software in order, NYLA is now fully prepared to accept your library's organizational membership registration. The new dues structure reduces the annual dues for the smallest libraries (now only \$50 for libraries with annual budgets under \$50,000) and creates a "value added proposition" for libraries with larger budgets by including multiple associate memberships in NYLA which can be assigned to staff of participating libraries. Another benefit of organizational membership is that the library can enroll ALL TRUSTEES as non-voting NYLA members, which means they receive all NYLA informational and continuing educational opportunities the same as full members. Attached to this report please find a NYLA document that provides more details on the organizational dues structure.

I just sent our dues check in for UHLS and I am strongly encouraging all UHLS member libraries to become an organizational member of NYLA under this new structure. Simply put, your dues will go to support the vital work NYLA does for all libraries as the "voice of the library community" in advocacy, continuing education, and community building. Please consider making this investment in your library's future.

**Long range planning focus group facilitation** - As part of our work with member libraries to assist with their long range planning efforts, we have volunteered our services to facilitate community focus groups as part of the stakeholder feedback step of the planning process. Drawing from the experience of other public library systems around the state and our own research, UHLS staff (Jo-Ann Benedetti and I) successfully facilitated a community focus group as part of the Westerlo Public Library's planning process and we are looking forward to opportunities to do more. Please let us know if we can assist your library with this information gathering tool.

**UHLS Annual Dinner** - The invitations are about to go out for our 53rd Annual Dinner, which will be held on Wednesday, June 11 at the Century House in Latham, NY. The **RSVP deadline will be Friday, May 23**, so please make sure your board and your staff return their invitations to us by the deadline.

**UHLS Annual Awards** - I am very pleased to report that we have multiple nominations for each of the UHLS annual awards, so the UHLS Services Committee and the UHLS Administration Committee will have their work cut out for them this year! As I announced last week, I am pleased that once again we have been able to secure corporate sponsorship for the UHLS Annual Awards Program. As a result, the winner of each award (Program of the Year - Urban/Suburban, Program of the Year - Rural, Trustee of the Year, Volunteer of the Year, and Advocate of the Year) will receive a check for \$250 in addition to the framed award certificate. Thanks to the generosity of the sponsors I am very happy to be able to offer a tangible reward to recognize the great work that goes on in our libraries every day.

**NYS Annual Reports** - As of this writing all of the member library annual reports have been approved by DLD. Heidi tells me that this year saw the fewest number of questions from DLD after their initial review of the reports, so hearty congratulations to all of you for your diligent efforts to get your reports completed and submitted. In addition, Heidi Fuge deserves her very own hearty thank you for all of her work making the annual report process go as well as it does here at UHLS. Please take a minute at the DA meeting to thank Heidi.



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## Plan of Service Satisfaction Survey Report - 2013

May 2, 2014

### Introduction

2013 was the first full 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 18 responses to the survey from the 29 member libraries. 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 **88.9%** 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 **.001%** (POS target - 0.5%).

#### 4.5 Element 1 - Resource Sharing/Interlibrary Loan

1. During this reporting year the UHLS interlibrary loan service achieved an **86.3%** 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:



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

Very Satisfied	100%
Satisfied	0%
Not Satisfied	0%

Satisfaction level - 100% (POS target 80%)

Comments:

- Drivers are courteous and timely. Much improved from past years.
- Dependable service and great communication when there are delivery issues.

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	77.78%
Satisfied	22.22%
Not Satisfied	0%

Satisfaction level - 100% (POS target 80%)

Comments:

- This is not the fault of UHLS, but the service itself - we sometimes receive large amounts of the wrong library's books or once we received the wrong box entirely. Human error is normal but sometimes people do receive items later than expected. Overall the service is great.
- This has been a great service to our patrons. They are very complimentary of our ability to get these items for them. A few patrons wish for the ability to get DVD's and CD's that are unavailable through UHLS.
- This is a valuable service to a small library as we do not have access to the resources needed to get these materials for our patrons. UHLS is the vehicle we use to meet our patron's needs for materials outside the system.
- Not relevant to this library.

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

Very Satisfied	41.18%
Satisfied	47.06%
Not Satisfied	11.76%

Satisfaction level - 88.24% (POS target 80%)

Comments:

- As a small library we cannot attract authors for visits and would like to see UHLS coordinate author visits and book signings at several libraries as well as offer help with grants to pay for author visits.
- I don't see a lot of this, but also don't see a huge demand for it locally.
- Have not used these resources.
- Digital Literacy programs are particularly strong.

- Wish we still had language and genealogy on-line resources available to patrons but I understand the lack of money needed to support these databases.

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	41.18%
Satisfied	47.06%
Not Satisfied	11.76%

Satisfaction level - 88.24% (POS target 80%)

Comments:

- Would like to see a bilingual section on the UHLS site and catalog as well as information on grants to have bilingual programs and programs fostering cultural understanding.
- Not much experience with this.
- We have received several Outreach minigrants and they have helped us provide additional and much needed services for our rural community.
- Rather than distributing this money to individual libraries, it should be used at UHLS to provide training and direct resources for outreach populations.

8) Please describe your level of satisfaction with UHLS' efforts to support member libraries Youth and Family resources and services?

Very Satisfied	88.89%
Satisfied	11.11%
Not Satisfied	0%

Satisfaction level - 100% (POS target 80%)

Comments:

- The system provides useful and timely resources.
- Lots of great workshops offered/made available.
- Mary Fellows is a tremendous asset to UHLS and provides a tremendous level of support and guidance to all member libraries for Youth and Family services.

9) Please describe your level of satisfaction with the UHLS professional development and continuing education programs and services.

Very Satisfied	38.89%
Satisfied	61.11%
Not Satisfied	0%

Satisfaction level - 100% (POS target 80%)

Comments:

- But more would be even better.
- Great, interesting, and current topics/issues are addressed at these programs.
- Recent improvement. Having UHLS host webinars for member library staff members is a good use of time and energy.

10) Please describe your level of satisfaction with the UHLS consulting services to member library directors, staff, and trustees.

Very Satisfied	77.78%
Satisfied	16.67%
Not Satisfied	5.56%

Satisfaction level - 94.45% (POS target 80%)

Comments:

- Our library's trustees get a lot from UHLS, specifically the trainings and personal support.
- Professional Development for trustees is excellent -- especially bringing the program directly to the library.
- Trustee training has been wonderful. UHLS is very responsive to the needs of member libraries and provides so much hands-on assistance to them.
- I think it will be helpful to compile electronic resources for library trustees. Specifically, information that relates to their legal and fiduciary responsibilities.
- UHLS does an outstanding in this area. The trustee training programs have been greatly appreciated by our Board. They are looking forward to attending more of them.
- The staff is great.

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

Very Satisfied	50%
Satisfied	38.89%
Not Satisfied	11.11%

Satisfaction level - 88.89% (POS target 80%)

Comments:

- E-content is going in the right direction, and the pool collections are very useful but this is an area where more could be done.
- Very recent group purchase of BookPage was a big money-saver!
- We were very pleased to be able to offer Book Page at a reduced rate to our patrons, thanks to efforts of UHLS staff.
- Specifically, UHLS did a great job in getting a good price for the Book Page subscriptions for interested libraries. This is something a small library would have difficulty adding to the budget at the regular subscription price. Our patrons love the magazine.
- The majority of our patrons still prefer books over e-books yet, if I understand correctly, all of the Central Library's money goes to e-content. It seems that they should still be purchasing some nonfiction books.
- There is little group purchasing and coordination happening at the system level for products not also used by the system itself.

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

Very Satisfied	61.11%
Satisfied	38.89%

Not Satisfied 0%

Satisfaction level - 100% (POS target 80%)

Comment:

- Always on top of this. Wonderful communication to member libraries about issues and ways to help spread the word about library issues.

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 94.44%  
Satisfied 5.56%  
Not Satisfied 0%

Satisfaction level - 100% (POS target 80%)

Comments:

- I think this could be better, but not because of a lack of effort on UHLS' part.
- But, trustees would like more interaction with trustees of other libraries.
- Outstanding communication efforts.

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

Very Satisfied 47.06%  
Satisfied 52.94%  
Not Satisfied 0%

Satisfaction level - 100% (POS target 80%)

Comments:

- This works very well with SRP planning.
- Allows UHLS member libraries more opportunities for training, professional development, and problem solving.

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

Very Satisfied 76.47%  
Satisfied 23.53%  
Not Satisfied 0%

Satisfaction level - 100% (POS target 80%)

Comments:

- Thank you. Thank you.

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

Comments:

- The services the system provides are invaluable. The biggest impediment to their improvement is a parochial nature of the constituent organizations. Member libraries are doing fabulous things that could be scaled or spread out but this often only happens by informal word of mouth. One of the by products of this is an inequality of level of service within the system. Of course, this ties back to local funding/local control, but the system's ability to mitigate this is an area that could use improvement.
- Technical Support team is top notch!
- Nothing at this time.
- I know that our library would not be able to stand on its own. We need the support of UHLS and through them our fellow libraries. UHLS offers the services of outstanding consultants, available almost immediately. Small libraries do not have specialized staff and having access to trained professionals allows us give our patrons better services and information and helps us to solve problems more quickly. As for materials, patrons request more than can be held at any one location and UHLS allows patron access to infinity and beyond! (Really just other libraries in the system and so much beyond our system's borders, but that doesn't sound as big as it feels to patrons looking for that obscure item.)
- I have checked Very Satisfied for services which I value highly and for which UHLS is doing an excellent job. I generally checked satisfied for services that I value less highly because how can we be very satisfied with something that cannot satisfy us ...

**Overall Satisfaction level (average score from survey): 97.13%**

## Takeaways

I am very pleased with the overall satisfaction with UHLS programs and services. We will continue to maintain and improve what we are doing for and with our member libraries going into the next year of the POS. A few specific ideas that we will pursue as a result of the POS process and the survey results are:

- Move ahead with the migration to a new ILS
- Continue to facilitate and encourage the parameters review process
- Develop and expand continuing education programming for member library staff, especially the programs sharing member library ideas and expertise (MailChimp, 3D printing) and group showings of webinars.
- Explore other opportunities for purchasing coordination and group purchases (museum passes, author visits/book signings, etc.)
- Create more opportunities for member library trustee interaction (CORE special topic sessions, trustee discussion groups, etc.)