

Plan of Service Satisfaction Survey Report - 2024

April 2, 2025

Introduction

2024 was the fourth year under the 2022-2026 Plan of Service (POS). As required by NYS DLD, UHLS creates a satisfaction survey to be administered annually as part of the POS. There were 25 responses to the survey from the 29 member libraries. The report that follows includes: 1) the specific performance thresholds required in the UHLS 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 remarks on 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 **97.6%** 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 **99.9%** availability rate (POS target - 99%)

4.4 Element 1 - Resource Sharing/Delivery

1. During this reporting year the UHLS delivery service achieved a **99.7%** 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 **.0000058%** (POS target - 0.5%).

4.5 Element 1 - Resource Sharing/Interlibrary Loan

1. During this reporting year the UHLS interlibrary loan service achieved an **89%** 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 staff at both 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:

"We receive a yearly grant from the Upper Hudson Library System for our incarcerated individual's library items. This service is very much appreciated as we are able to keep our library updated and relevant. At any time we order books, either physical or e-books offered through Overdrive; Judith Wines makes sure to order and deliver such books in a very quick time period. We also depend on her expertise when we ask her to order all the new releases that come out that she finds to be useful and that the I/I would like to read to stay current. We appreciate Judith and the UHLS immensely and count on her to guide us with her services."
Kathleen Grady, Inmate Services Coordinator, Rensselaer County Jail

"I would like to thank you and the Upper Hudson Library System for the generosity provided over the years, and specifically for providing self-help textbooks (Alcoholics Anonymous, Narcotics Anonymous, in Spanish and English), and the Anger Management Journaling Curriculum) in 2024. The textbooks and journaling are used as part of a treatment plan as we address the disease of addiction with incarcerated individuals. Allowing individuals to have a personal copy of recovery textbooks provides a resource for them to access 24 hours a day, take with them upon release and use as a key component as they begin their path toward wellness and sobriety. Again, thank you."
Theron J. Rockwell, Director of Programs, Albany County Jail

4.23 Element 10 - Construction

1. During the year for this report UHLS distributed **115.38%** of the NYS Public Library Construction Grant funds allocated to the System to a total of 10 UHLS member libraries and a grant award to UHLS as well. The total formula based grant allocation for UHLS was \$1,072,744 with an additional \$164,961 added in additional funds from NYS turned back from other public library systems. (POS target 100%).

Annual Satisfaction Survey Results – 25 member library responses

- 1) Are you the director of your library?

Yes	96%
No	4% (Library manager, not director)

- 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%
Satisfied	8%
Not Satisfied	0%

Satisfaction level – 100% (POS target 80%)

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

Very Satisfied	88%
Satisfied	12%
Not Satisfied	0%

Satisfaction level – 100% (POS target 80%)

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

Very Satisfied	84%
Satisfied	12%
Not Satisfied	4%

Satisfaction level – 96% (POS target 80%)

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%
Satisfied	16%
Not Satisfied	0%

Satisfaction level –100% (POS target 80%)

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

Very Satisfied	84%
Satisfied	12%
Not Satisfied	4%

Satisfaction level – 96% (POS target 80%)

7) Please describe your level of satisfaction with UHLS' efforts to support member library resources and services to address the needs of the NYS designated outreach populations ("persons who are educationally disadvantaged or who are members of ethnic or minority groups in need of special library services, or who are unemployed and in need of job placement assistance, or who live in areas underserved by a library, or who are blind, physically disabled, have developmental or learning disabilities, or who are aged or confined in institutions, or who are at-risk youth from birth to age twenty-one").

Very Satisfied	72%
Satisfied	24%
Not Satisfied	4%

Satisfaction level – 96% (POS target 80%)

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

Very Satisfied	92%
Satisfied	8%

Not Satisfied 0%

Satisfaction level - 100% (POS target 80%)

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

Very Satisfied 70.8%

Satisfied 29.2%

Not Satisfied 0%

Satisfaction level – 100% (POS target 80%)

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

Very Satisfied 80%

Satisfied 20%

Not Satisfied 0%

Satisfaction level – 100% (POS target 80%)

11) Please describe your level of satisfaction with the UHLS coordinated and group purchasing efforts. Please describe your level of satisfaction with the UHLS coordinated and group purchasing efforts (BookPage, UHLAN cards, etc.)

Very Satisfied 76%

Satisfied 20%

Not Satisfied 4%

Satisfaction level – 96% (POS target 80%)

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

Very Satisfied 88%

Satisfied 12%

Not Satisfied 0%

Satisfaction level – 100% (POS target 80%)

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

Very Satisfied 87.5%

Satisfied 8.3%

Not Satisfied 4.2%

Satisfaction level –95.8% (POS target 80%)

- 14) Please describe your level of satisfaction with UHLS' efforts to collaborate and share programs and services with other NYS Public Library Systems (examples - Overdrive Reciprocal Lending Agreement, joint programming with SALS and MVLS, etc.

Very Satisfied	79.2%
Satisfied	20.8%
Not Satisfied	0%

Satisfaction level – 100% (POS target 80%)

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

Very Satisfied	88%
Satisfied	12%
Not Satisfied	0%

Satisfaction level – 100% (POS target 80%)

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

Full text of all comments listed below:

UHLS is great. Can't thank you all enough for all that you do.

I'm the new kid on the block! So I'm seeing through rose-colored glasses. Next year I may have more useful feedback. As a small library, we haven't been able to purchase new library cards due to the large expense and quantity required to meet the minimum purchase order by the vendors. I realize that many libraries already offer their patrons library cards with the library's name and logo, however, it would be helpful if UHLS offered an option for libraries to be able to be purchase cards in smaller quantities as another option to purchasing library cards with the UHLS logo. The library cards could have logos related to the theme "libraries are for everyone" or "freedom to read" or something else related to these themes.

The system has been very accommodating and resourceful.

-Thank you for offering online meetings and trainings. They make it easier for me to attend while running a small library without much staff coverage. -The online Libby collections and graphics have been beautiful and diverse. -Your IT team has helped our library many, many times with patience and kindness. We are so grateful to them. -I am thrilled about your books by mail program to help our disabled patrons. Thank you for thinking of our disabled community!

Our experience with UHLS has been, as indicated above, overwhelmingly positive. If we have ever identified a product, service, or training that is not currently offered, UHLS staff have made every effort to provide information about and

access to that thing. I'm proud of the Equity Committee's efforts, and UHLS' courage to anticipate and respond to weaknesses in our ability to reach underserved or underrepresented patrons and meet their needs.

The UHLS team was wonderful onboarding me as a new director and they do a great job as a resource for me, my Board, and the entire staff of my library.

UHLS provides so many valuable services, especially for new directors and staff members!

Thank you for administering this survey.

Everyone on the UHLS team is phenomenal, and all of us at CAST could not do what we do without you! Thank you for all of your great work.

UHLS provides member libraries with an exceptional level of service.

Thanks for all that you do!

Excellent Response Time. Very Professional.

Our trustees very much appreciated the advice and counsel this year, it was a particularly challenging year for the library and the support received from the UHLS staff was excellent.

My answers for delivery and member library communication facilitation would be higher on a different scale -- overall, I'm happy with delivery but we've been having numerous issues with drivers being unavailable; I'm not unhappy with the member library facilitation, but I do think it could be greatly improved. Delivery = 6/10 Communication between members = 7/10. Priya Parker's, "The Art of Gathering," is a great resource for intentional facilitation. Overall, Troy is very happy with the support provided by UHLS staff. It has been a challenging time and the staff have been responsive and accommodating. The Equity Challenge is a great project to lead member libraries to more diverse practices and I would like to see that framework used for more programs in the future. I would like to see UHLS offer more continuing education for leaders/managers/directors on topics like terminations, HR difficult conversations, performance evaluations, how to build a team, how to hire effectively, etc. I know small libraries do not have the capacity for this and many of my managers have never received formal training on how to perform a staff evaluation. Middle manager training is something I'm working on internally and in partnership with Brooklyn Public Library -- I would be happy to share once we've developed the program further. As a new director of a large library, I would be interested in trainings that focus on sustainable board development, best practices for board development, how to build a culture of giving in the community/local philanthropy, anything related to union negotiations, and best practices for communication with trustees, as an example. Keep up the great work!

Overall Satisfaction level (average score from questions 2-15 on the survey): 98.5%

General Remarks - First off, I'd like to apologize for letting this state required annual survey fall off my radar for the last several years. Like many things, I lost track of it during the pandemic and it took a few years for me the circle back to getting it out to our member libraries. We (meaning Jona) have it clearly on the UHLS calendar now, so it will return to being an "annual thing" going forward. Turning to the survey results, I was very happy to see such strong participation from the member libraries. I believe that 25 out of 29 is the highest return rate we've achieved on this survey. I

appreciate the specific suggestions for improvement and have passed these along to the appropriate UHLS staff for consideration and we'll factor these comments into our future planning. Even though we "scored" very high on the survey, we always have some work to do! The consistently high marks UHLS received in this year's survey, mirror those from surveys in the past and these numbers 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 possible to their communities. Each and every one of the UHLS staff deserve our sincere appreciation. We are indeed fortunate to have such a great team working here at UHLS.