

Plan of Service Satisfaction Survey Report - 2025

July 6, 2026

Introduction

2025 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 29 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 **97.7%** 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%** 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 **0%** (POS target - 0.5%).

4.5 Element 1 - Resource Sharing/Interlibrary Loan

1. During this reporting year the UHLS interlibrary loan service achieved an **88%** 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 high level of satisfaction with the resources and consulting services offered by UHLS. UHLS continues to provide materials for inmates in a variety of formats.

4.23 Element 10 - Construction

1. During the year for this report UHLS distributed **100%** of the NYS Public Library Construction Grant funds allocated to the System to a total of 8 UHLS member libraries. The total formula based grant allocation for UHLS was \$1,388,257, with an additional \$4,993 in reallocated funds from NYS. (POS target 100%).

Annual Satisfaction Survey Results – 29 member library responses

- 1) Are you the director of your library?

Yes 92.9%

No 7.1% (Library manager/Dept. Heads)

- 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 86.2%

Satisfied 13.8%

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 69%

Satisfied 24.1%

Not Satisfied 6.9%

Satisfaction level – 93.1% (POS target 80%)

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

Very Satisfied 89.7%

Satisfied 10.3%

Not Satisfied 0%

Satisfaction level – 100% (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 93.1%

Satisfied 6.9%

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 82.8%

Satisfied 17.2%

Not Satisfied 0%

Satisfaction level – 100% (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 62.1%

Satisfied 34.5%

Not Satisfied 3.4%

Satisfaction level – 96.6% (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 96.6%

Satisfied 3.4%

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 65.6%

Satisfied 31%

Not Satisfied 3.4%

Satisfaction level – 96.6% (POS target 80%)

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

Very Satisfied 75.9%

Satisfied 20.7%

Not Satisfied 3.4%

Satisfaction level – 96.6% (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 75.9%

Satisfied 13.8%

Not Satisfied 10.3%

Satisfaction level – 89.7% (POS target 80%)

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

Very Satisfied 82.8%

Satisfied 17.2%

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 79.3%

Satisfied 13.8%

Not Satisfied 6.9%

Satisfaction level – 93.1% (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 82.8%

Satisfied 13.8%

Not Satisfied 3.4%

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 Aid.

Very Satisfied 75.9%

Satisfied 20.7%

Not Satisfied 3.4%

Satisfaction level – 96.6% (POS target 80%)

18) Anything else you would like to share with UHLS regarding the System's overall program of service?
Full comments are below:

For the questions where we answered "Satisfied" instead of "Very Satisfied," we would like to see more options, not that we are not "very satisfied" with the work you have done.

Thank you all for everything you do!

Watervliet continues to benefit greatly from its membership in the library system.

I am grateful for the entire staff of UHLS and the work you do every day to help my library and all the member libraries. We appreciate you all very much!

UHLS is an invaluable resource. All of your efforts and hard work are greatly appreciated.

Very thankful to have all their help!

UHLS does a very good job on the whole, as my answers above reflect. Under the "Coordinated Services for Members" element and/or "Communications Among Member Libraries and/or Branches" element of the next POS, I would like to see improvements in change management and communication around major new initiatives. The roll-outs of the new app and Vega Discover were rocky. I expected a clearer sense of timeline, a sense of progress (i.e. Gantt chart), and a plan of action broken down into steps, with responsibilities outlined for UHLS staff and for member libraries' staff. During each of these roll-outs, I struggled to understand where UHLS's responsibility ended, and where my staff's began, and whose timeline we were on: the vendor's, UHLS's, or our own. These shifting goalposts made it very challenging to say the right thing at the right time to staff/board/community. Perhaps in the future, change management could be improved with a committee or working group of UHLS personnel and member libraries' personnel, or with a project outline for the DA at an early stage that could then be adjusted as new information becomes available.

Related to question 15: I support sharing services to bring down costs, but don't think that sharing programs with other systems is essential, or would have more of an impact than if the system were to provide more comprehensive professional development for adult services librarians. I think there's more we can be doing to improve Sierra. The Central Library Committee does not seem to be active or to do much. I think the mission of UHLS is overly broad, which could explain why there's a lot of directions that it appears to be moving itself in, rather than one cogent path. I'm not aware of service to jails and would like more of an opportunity to connect with the County jail in Troy. UHLS's strengths in youth services, advocacy, group purchasing, and member library director support, are clear.

The Altamont community continues to be very satisfied with the services provided for our library and our community by UHLS. AFL's affiliation with UHLS was commented upon several times as a reason for patron satisfaction with AFL in our recent Long Range Planning surveys. Five-day per week courier service is particularly appreciated. Thanks for all you do!

Since the survey didn't allow for comments for each question: Comments in quotes are from my staff. #3 - "This is one of our best services across UHLS." #4 - (Sierra) There isn't on going or any new employee Sierra trainings. "With staff changes and turnover, who ensures that Sierra training is ongoing? There are gaps in the knowledge between UHLS libraries usage of the system. "I don't know if this falls on UHLS Staff or iii staff bit improvements/updates are few and far between." #5 - "The bins come on time." #6 - "This feels like a real perk for patrons. I'm not sure what the new OCLC shift will bring." #7 - "They do this"? "This feels like a place where lots of emphasis goes to older people and seniors but less so to other age groups in the "adult" category." The digest emails that are sent out are just lists that I have already seen in other emails. They are also usually sent late on Friday afternoon and I don't see them by the time I get to work on Monday. #8 - "I feel like there is much greater awareness and efforts to improve services in the last year or two particularly." #9 - "Mary has always done a lot!" I am worried that the new Manager of Youth and Family Services might not have small library experience. We have a diverse array of libraries in our system please ensure the new person understands small and large library concerns. #10 - "meh" #11 - "What support services?" As mentioned in #4 there doesn't seem to be any ongoing support for learning about Sierra. The lack of an UHLS IT staffer who understands computer networking and the needs of small and medium size libraries who don't have their own IT staff is causing issues for small and medium libraries. #12 - "Unaware this is happening" The coordinated and group purchasing efforts are not going through the proper Advisory Councils. #14 - "The spreadsheet to show relevant "special items" is a good start. #17 - "IT support and technology services are lacking since Rawdon's retirement. Smaller libraries with no full-time IT or Tech Support person are significantly impacted. While the transition to Vega as our new catalog, and the rollout of the new app for UHLS as well as the addition of ComicsPlus are nice upgrades/improvements to service long-term, the guidance and BETA testing for these projects was lacking. We need more staff to support testing of systems, hardware, IT networks, cybersecurity, WCAG compliance etc. Rawdon is definitely missed!"

Hoping to revisit Direct Access Plan scope, and work towards solving the digital equity divide between the different libraries (cooperative purchasing, digital only library card, and online library card registration (auto authentication) would be a great start. I would also love if UHLS could help/push member libraries to adequately fund their libraries (based on community size and capacity). Better cyber security protections and advice to member libraries. Also - a shared statistics database would be phenomenal- not just ILS stats, but also programming, visits etc.. If we can see each other's data on a monthly basis (instead of yearly) that would be great. I would also love UHLS to auto fill holds based on chartered to serve cardholders, not pickup location. Ultimately, you guys are doing a great job. Much appreciated. Thank you!!!

Thank you for all your hard work and support

The UHLS team clearly recognizes the significance of (and cares deeply about) the work that they do to support member libraries. As a small rural library it is really difficult to imagine serving the needs of our community without all of the nuanced, individualized assistance that UHLS has provided over the years--and continues to provide! We've received tech support, moral support, help navigating sticky patrons, invaluable staff and trustee education (and inspiration!)...and much more. We've always felt seen, heard, valued, and supported by our friends at UHLS. Honestly, I couldn't begin to quantify the overwhelming value that Diver receives as a UHLS member library. And you're nice people too! Thank you for all that you do!

I think you guys are pretty great - the only thing I am lukewarm on is the catalog and mobile app. It has been much better since the recent upgrades but I feel like there wasn't a ton of urgency (I'm actually the one who proposed upgrading the discovery layer last year and Tim said "if it ain't broke don't fix it"), so I'd love to see more leadership on that. I also think our committee assignments are baroque, like the process of getting myself put on the e-collection committee instead of one of my L2s has seemed strange and byzantine, to say the least,

but that could be a director problem and not a UHLS problem. But in terms of advocacy, grants, youth service, and general guidance, you guys are doing a great job.

Overall Satisfaction level (average score from questions 2-15 on the survey): 97.3%

General Remarks – The satisfaction survey reveals positive scores from our member libraries. I am pleased we had 100% participation. No more than three libraries answered Not Satisfied on any given question where that was a response, but that shows an area to focus on for improvement. There are some individual comments that reveal a need for some clarity about UHLS roles and services, as well as a desire to have more detailed information about projects the system is undertaking. There are also some great ideas about possible initiatives and leadership that the system can explore.