



Plan of Service Satisfaction Survey Report - 2015

April 26, 2016

Introduction

2015 was the third 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 19 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 **93.7%** 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 **99.59%** 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 **88.5%** 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:

- **“A sincere thank you for our shopping trip to Barnes & Noble. Your assistance in choosing books was greatly appreciated. An inmate has already positively commented on one of the business books you chose.” (Albany County Correctional Facility)**
- **“We very satisfied with your support, guidance, help, and everything you do for us!” (Rensselaer County Correctional Facility)**

4.18 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 UHLS member libraries. The total formula based grant allocation for UHLS was \$444,453. (POS target 100%).

Annual Satisfaction Survey Results – 19 member library responses

1) Are you the director of your library?

Yes 94.74%

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 73.68%

Satisfied 26.32%

Not Satisfied 0%

Satisfaction level - 100% (POS target 80%)

Comments: Our patrons are so pleased to have access to materials from 28 other libraries.

I feel that in general, UHLS does not market the services of its member libraries to the public, or lead/assist in collaborative marketing efforts. I think we would be stronger as a system and individually if we had some joint marketing going.

I would like to see more leadership from the system in promoting sharing and standards

It certainly is not UHLS's fault that there are some glitches with Sierra and Encore. The guys do all they can to accommodate us.

The econtent collection in Overdrive is a great value to our patrons

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

Very Satisfied 38.89%

Satisfied 65.56%

Not Satisfied 5.56%

Satisfaction level – 94.74% (POS target 80%)

Comments: It's a shame that Jo-Ann's resignation coincided with the installation of Sierra. Perhaps because of that, it felt like the installation of the system was largely conducted by UHLS as a technical services and circulation exercise, with little effort given to marketing the new system and promoting its capabilities to library users. The lack of focus on the app that comes with the product, and the lack of focus on Decision Center are two such examples. We feel that with Deanna on board, the user side of the equation will begin getting more attention as we move forward.

Sierra has problems. Patrons complain quite regularly about the slowness and lack of user friendliness. Staff dislikes Sierra

I feel like they are trying as hard as they can.

Somewhat satisfied. I think that staff is working very hard but gets distracted from priorities and also that communication is not always directed appropriately.

It has been very bumpy and difficult for our patrons, but I know UHLS is trying. Our staff and patrons are not really very happy with Sierra.

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

Very Satisfied	78.95%
Satisfied	21.04%
Not Satisfied	0%

Satisfaction level - 100% (POS target 80%)

Comments: Very smooth service and items are delivered quickly.

It would be great if bins could be delivered on Saturdays

Delivery is great! Very reliable and so much better than in the "old days." Patrons are thrilled with how quickly they get their items

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	52.63%
Satisfied	42.11%
Not Satisfied	5.26%

Satisfaction level – 94.74% (POS target 80%)

Comments: Our patrons are VERY impressed when we get them something from, say, the Military War College. And, a retired professor of English Literature -- no longer with college library resources -- has been able to complete a book she is writing with articles and books through ILL from this rural public library!

Appreciate the new update to ILL guidelines

We feel like we essentially handle this ourselves at this library.

Our library borrows independently through OCLC but I am very satisfied with the service provided via UHLS.

I find ILL to be extra work for my staff. I wish ILL was more user friendly and patrons could request the items themselves online, or be walked through a request form online. Have UHLS put the temporary barcode on and send it through the bins per usual and it would just go on the hold shelf. I feel like there is too much paper work for a single book to be ILL and mailed back, it would be easier most of the time for the patron to just buy the item on Amazon, as it's usually a mystery and romance paperback in a series that no one carries anymore. If UHLS could take most of the burden on this, it would be greatly appreciated.

Many patrons who use this service appreciate it tremendously. Most patrons don't know about this service - more promotion throughout the system. It is a valuable service and patrons sometimes wish it included access to DVD's and CD's.

Very responsive.

The UHLS staff has made this very easy. Thank you.

Our patrons love this.

Most patrons don't know about this option, but those that do are VERY happy with this capability. They often wish they could get DVD's and music CD's this way also.

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

Very Satisfied	57.89%
Satisfied	36.84%
Not Satisfied	5.26%

Satisfaction level – 94.74% (POS target 80%)

Comments: Deanna has reinvigorated Adult Services!

A variety of workshops (with CEs!) are being offered which look useful

It is good to see Deanna come aboard, and good to see UHLS try to work with the structure a little bit--revamping ASAC, and getting rid of ASC are good moves. Under the previous staff, it was not discernible that there was an emphasis of support on adult services at all. Whether that was due to understaffing at UHLS or some other factor is no longer important. UHLS seems to be moving in the right direction.

Improving

Newly revamped Adult Services is great! More variety of mini grants would be helpful
nice to see the revitalization

I am happy that there is a new consultant and with the re-invigoration of the Adult Services advisory committee, I am optimistic that this will improve

Just wish I had more time to participate

Newly reformed Adult Services is a great start. Hopefully there will be grant opportunities, like the mini-grants in days of old. This area can be expanded and improved. We excel with youth services, but more adult services would be a plus.

- 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	27.78%
Satisfied	72.22%
Not Satisfied	0 %

Satisfaction level - 100% (POS target 80%)

Comments: For this director, UHLS doesn't seem to have emphasized any outreach services at all. In consulting with old timers, I think this question refers to the prison population, homebound patrons, and English as a New language Learners. This may be another area where communication on these outreach efforts may improve with Deanna leading that effort. While we are a relatively well-staffed library, we struggle to reach all of our homebound patrons. Is help available in this area? if so, how would we know? I don't mean to be smart aleck, but I just haven't heard anything about UHLS doing outreach in my relatively short time. I'm beginning to sense a trend in my answers--that UHLS may not have been, over the last few years, communicating it's services very well to member libraries. Maybe there should be reports of five to ten minutes from Deanna and Joe at Director's monthly meetings?

I have no idea.

UHLS is supportive but there used to be money in the form of mini-grants that helped in this area. Now that money is going to STEM programs instead.

Not sure what this is. Can you educate us?

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

Very Satisfied	78.95%
Satisfied	21.05%
Not Satisfied	0%

Satisfaction level - 100% (POS target 80%)

Comments: We were selected to participate in ProPEL -- an amazing level of training and staff development!

Resources and ideas shared at youth services meetings and summer program planning workshop are very helpful.

Mary seems to lead an ongoing effort to coordinate best practices among member libraries and to offer continuing education opportunities to member libraries.

Youth Services is very strong in UHLS and support of member libraries is very much appreciated. Combined Youth calendar is wonderful!

Always great.

Great job.

Mary Fellows does a fantastic job with Youth Services. The variety of kits and support available is awesome! Most patrons with children are very happy with what UHLS provides, including the joint calendar for youth programs.

Mary Fellows always has well planned programs that enrich the youth of the area I serve.

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

Very Satisfied	21.05%
Satisfied	73.68%
Not Satisfied	5.26%

Satisfaction level – 94.74% (POS target 80%)

Comments: See above. Youth Services has always been strong; Adult Services is off to a great start!

Improving

Somewhat satisfied. But the fact that one of our directors had to create a series of CE sessions taking place after Director's meetings seems to indicate a felt need among Directors which UHLS was not necessarily meeting.

Again, recent improvement in this area bodes well for the future.

We could use more. I would like to see the professional collection marketed to Directors a bit more and freshened up.

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

Very Satisfied	84.21%
Satisfied	15.79%
Not Satisfied	0%

Satisfaction level - 100% (POS target 80%)

Comments: We have benefited greatly from CORE Trustee Training and Long-Range Planning training and facilitation.

UHLS offers a fine CORE Trustee training session to new trustees, or as a refresher course. Tim Burke is ready to come out to member libraries for special board sessions, focus groups, etc at the drop of a hat. He is quick to offer these trainings, and they are very well done. He anticipates the need and offers the trainings even before this director knows he and his board need them.

Great professional support to directors. Love the new Trustee training.

Tim and the rest of the UHLS team are always willing to go above and beyond to help directors with issues of policy or board/personnel matters. This level of support is priceless to directors of small libraries. The Trustee education has been very helpful also.

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: BookPage is a great example.

Courier service is good. Group purchasing of ILS works well. Other than that, I'm unfamiliar with any other group purchasing efforts. I'd like to see UHLS consider offering health insurance to its member library staffers. maybe with joint purchasing power, we could achieve some small reductions in rate growth. In addition to that potential savings, the amount of staff time it would free up if health care administration were done at the system level is considerable. It would seem to merit hiring a new employee at UHLS, so that Directors, assistant directors, fiscal officers, and HR people would be free to focus on other tasks.

Not sure we have participated in what is available.

I think this is an area that could be significantly expanded, especially if not all libraries had to participate in any one purchase. It's OK to coordinate for just some of the libraries.

more!

Other than Sierra and the ebooks, I am not aware of any coordinated or group purchasing efforts. Occasionally something happens in the Youth Services area.

Usually good with computer equipment. Cash register was not a good value or experience.

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

Very Satisfied	78.95%
Satisfied	21.05%
Not Satisfied	0%

Satisfaction level - 100% (POS target 80%)

Comment: UHLS makes this easy for member libraries and keeps us up to date on what is going on with advocacy. Additional marketing of all that UHLS and member libraries have to offer is always needed. We have so much good stuff and the public is still not always aware of it.

Very satisfied with governmental advocacy, where UHLS works with NYLA and the statewide library systems to provide first-rate advocacy. But I would love to see UHLS working to =advocate directly to the public through join marketing efforts benefitting the member libraries.

We could use additional efforts to promote area libraries in the media.

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	42.11%
Satisfied	52.63%
Not Satisfied	5.26%

Satisfaction level – 94.74% (POS target 80%)

Comment: The meeting structure at UHLS, which is currently being tweaked, is generally pretty good.

This could be improved, but it is far better than in the past.

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	31.58%
Satisfied	68.42%
Not Satisfied	0%

Satisfaction level - 100% (POS target 80%)

Comments: I like these collaborations whenever I see them, but feel there could be a few more.

Improving.

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

Very Satisfied	73.68%
Satisfied	26.32%
Not Satisfied	0%

Satisfaction level - 100% (POS target 80%)

Comments: This program is well-administered.

The staff at UHLS work diligently on this.

UHLS help tremendously with this complex process.

UHLS team is willing to help with Construction grants and goes above and beyond with this.

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

Comments: Great IT department!

Appreciate the system's support.

Although we do not always participate in offerings or access all services, we are ALWAYS happy with the outstanding efforts of the UHLS staff to make things available. You listen and respond to the needs of the member libraries, as diverse as they are. Thank you for all the wonderful support.

Several years ago, there were member focus groups which included trustees. All of us agreed that we needed marketing and public relations help. Although this was not part of the formal New York State plan, we were assured that this would happen. It has not. I would like to see some efforts in this area.

In general, I'm not trying to sound like a downer, but some of my answers may come across that way. I've tried to offer explanations in my answers, such as certain aspects of UHLS being not so visible at a time of transition among your staff and from one ILS to another. I do lack the longer perspective to know what the trends are beyond the last few years. Some thoughts--could UHLS do more marketing, and more administration that is difficult for member libraries, such as the health insurance piece. Could UHLS do anything about unserved patrons within its service area? For example, between Guilderland and Colonie, there is a geographical area that contains people who are not served by either the Guil school district library or the Colonie Town library. Can we meet to discuss those people and offer them some services? Are there other wrinkles like this in the UHLS service area? Could UHLS offer a book mobile, or a pop-up library truck which could appear at local fairs, festivals, community nights, etc., sort of a mobile library? Member libraries could perhaps "check out the truck" and take it for a ride, serving their patrons. UHLS should make it a point to conduct a formal site visit once a year to each of its member libraries, which could be an opportunity to libraries to discuss improvements in service and efficiencies which the system can produce--maybe member libraries are unaware of all UHLS currently offers? In addition, monthly meetings should move around instead of always being in the UHLS meeting room. I'd like to see UHLS (AND NYLA) help the State understand that there are many areas in General law and ed law where libraries are not represented, enumerated, mentioned, etc. While beyond the scope of UHLS, NY libraries need a legal review. As far as advocacy, I read the Times Union daily, and I keep waiting for a library leader to have an op-ed column about the relationship between the \$15 minimum wage and the tax cap. Lots of leaders in other fields have mentioned the difficulty of this situation, but libraries are quiet. While I personally support an increased minimum wage and suppose many if not most librarians do too, we need to speak up and ask for this potential mandate to be somehow offset by relief in the tax cap area. If wages are going to rise by up to 5-6 dollars an hour, but the tax cap is going to remain, well, it's pretty clear that existing programs, services, and/or staff will need to be cut. Unless somehow the governor can at least hear that such an unfunded mandates is in effect a cut in library funding. Thanks for this opportunity to reflect on UHLS, which is extremely valuable as is. Hopefully the collective comments will make it even better!

UHLS must have the best staff of any library system. They are all receptive and helpful.

We couldn't do all that we do without you.

Keep up the good work!

The technology team really help me with the services that I can offer to my community. They help to maintain what I have and give me advantages to acquire newer technology equipment.

Overall Satisfaction level (average score from survey): 97.33%

Takeaways from the 2015 POS Satisfaction Survey

I am very pleased with the overall satisfaction with UHLS programs and services as evidenced by the survey results. Going forward into the next year, which is the final year of this plan, we will continue to maintain and improve what we are doing for and with our member libraries. A few specific ideas that we will pursue as a result of the POS process and the survey results are:

- We need to continue to familiarize ourselves and the member library staffs with all of the features and capabilities of Sierra; work with the member libraries to customize Sierra for UHLS; encourage the member libraries to continue to explore standardization of circulation policies; and build the capacity for shared decision making in the area of automation through the newly formed Automation Advisory Committee.
- We will explore ways to make sure the member libraries are fully informed about all services available to them from UHLS using all of our organizational communications tools such as the advisory committees/councils, the UHLS website, e-mail, social media, etc.
- With the recent staffing changes at UHLS we are better positioned to devote more time, attention, and resources on the development of a robust and consistent continuing education program for the “non-youth services” staff at the member libraries. We have already started to see a difference and that will continue to be a point of emphasis going forward.
- UHLS will revisit the idea of “joint marketing” with the membership to better understand what the member libraries want and need under this broad term. Although recent staff changes have increased our skill set and capacity in some areas related to the above, any new services will have to be considered within the context of the available resources.
- We will continue to explore other practicable opportunities for purchasing coordination and group purchases.
- The UHLS staff are regularly visiting member libraries for trainings, meetings, consultations, troubleshooting, etc., but the idea of arranging a series of “formal site visits” to all member libraries annually as mentioned in the general comments section could be considered.