



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%
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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.

