



## Plan of Service Satisfaction Survey Report - 2017

July 11, 2018

### Introduction

2017 was the first year under the 2017-2021 Plan of Service (POS). As called for in the POS, UHLS creates a satisfaction survey to be administered annually as part of the POS. There were only 14 responses to the survey from the 29 member libraries and as in the past, all responses were anonymous. 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 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 **95.1%** 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 **99.8%** availability rate (POS target - 99%)

#### 4.4 Element 1 - Resource Sharing/Delivery

1. During this reporting year the UHLS delivery service achieved a **99.1%** 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 **.0004%** (POS target - 0.5%).

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

1. During this reporting year the UHLS interlibrary loan service achieved a **97.6%** fill rate for member library interlibrary loan requests (POS target - 80%).

UHLS staff comment: UHLS has seen a **386%** increase in ILL requests from our members in 2017 (over 2016), which I attribute to our improved training, communication about, and marketing of the UHLS ILL service.

#### 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:

“Your donation of books to our library continues to help it grow immensely. Please tell everyone at the Upper Hudson Library System we are truly grateful.” (Albany County Correctional Facility)

“The services that UHLS provides our correctional facility greatly increases the time inmates spend reading. We are able to order books in every genre so there are always books for everyone to choose from!” (Rensselaer County Correctional Facility)

#### 4.23 Element 10 - Construction

1. During the year for this report UHLS distributed **102.31%** of the NYS Public Library Construction Grant funds allocated to the System to a total of 4 UHLS member libraries. The total formula based grant allocation for UHLS was \$761,920 with an additional \$17,636 added in additional funds from NYS turned back from other public library systems, bringing the grand total to \$779,556. (POS target 100%).

## **Annual Satisfaction Survey Results – 14 member library responses**

- 1) Are you the director of your library?

Yes 100%

Comments: none

- 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 85.71%

Satisfied 7.14%

Not Satisfied 7.14%

Satisfaction level – 92.86% (POS target 80%)

Comments: Either some member libraries don't pull all their holds daily or Sierra is dysfunctional, but we often see items that are CKI go days without being pulled after our patrons request them.

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

Very Satisfied	64.29%
Satisfied	35.71%
Not Satisfied	0%

Satisfaction level – 100% (POS target 80%)

Comments: While Sierra has its issues, Joe does a great job of customizing and tweaking the system wherever possible.

Bad product, but we have made it work.

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

Very Satisfied	85.71%
Satisfied	14.29%
Not Satisfied	0%

Satisfaction level - 100% (POS target 80%)

Comments: Could use new courier bins. Can we stress again with the courier service the importance of not putting dvd cases on the bottom of the bins to reduce breakage?

Kenroy is very polite and efficient.

Almost not problems, anything that comes up is solved quickly.

Is there any chance we can get delivery service on the weekend?

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	85.71%
Satisfied	14.29%
Not Satisfied	0%

Satisfaction level – 100% (POS target 80%)

Comments: In the past few years our number of requests for this service has been higher. We appreciate the streamlining of the process and the help from UHLS.

Our customers are surprised at how fast a requested book comes in.

A special thank you to Deanna, Diane, Anne and all involved in interlibrary loan. The new service is fantastic and we have been able to reach more people and provide better service.

6) Please describe your level of satisfaction with UHLS' efforts to provide and maintain access to the shared digital collections.

Very Satisfied	64.29%
Satisfied	35.71%
Not Satisfied	0%

Satisfaction level – 100% (POS target 80%)

Comments: The majority of the work is done by member libraries.

Overdrive is still very klunky to a few senior patrons and get frustrated very easily. I know this isn't on UHLS, but I do wish the interface for Overdrive was more user friendly, especially the kindle aspect.

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

Very Satisfied	76.92%
Satisfied	15.38%
Not Satisfied	7.69%

Satisfaction level – 92.31% (POS target 80%)

Comments: A lot of opportunities and activities - sometimes overwhelming.

I am new to serving adults through UHLS. What I do know about UHLS and I am satisfied.

Deanna is an absolutely gem in the UHLS team.

8) 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.

Very Satisfied	42.86%
Satisfied	50%
Not Satisfied	7.14%

Satisfaction level – 92.86% (POS target 80%)

Comments: whatever you're doing should be better publicized as I don't feel that I know enough to answer this question.

This is an area that I know little about as far as the role of UHLS. I am marking satisfied mostly because I know so little about it.

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

Very Satisfied	85.71%
Satisfied	14.29%
Not Satisfied	0%

Satisfaction level - 100% (POS target 80%)

Comments: Mary does a great job and is very supportive.

I value the availability of learning kits that UHLS has for lending. Staff at UHLS are very approachable and get back to you in a timely manner with questions.

10) Please describe your level of satisfaction with UHLS' efforts to support member library early literacy resources and services?

Very Satisfied	85.71%
Satisfied	14.29%
Not Satisfied	0%

Satisfaction level – 100% (POS target 80%)

Comments: The Bells grant has helped libraries understand the importance of early reading. Also, providing access to Every Child a Reader kits makes ideas for story time available.

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

Very Satisfied	50%
Satisfied	35.71%
Not Satisfied	0%

Satisfaction level – 100% (POS target 80%)

Comments: more programs, more varied speakers. need to think outside the box. For example NELA's program on verbal judo.

UHLS makes training easy by coming to individual libraries at convenient times.

My staff has begun attending training done by surrounding library systems. There is little training of relevance done within the system. Libraries and their staff aren't challenged to be innovative.

More and more librarians have graduated after 2012, and they need CE credit. As many workshops as possible will always be appreciated.

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

Very Satisfied	71.43%
Satisfied	21.43%
Not Satisfied	7.14%

Satisfaction level – 92.86% (POS target 80%)

Comments: I appreciate all of the time and effort that everyone at UHLS puts into assisting our library, our staff, and myself.

Generally good, but would improve if we had an expert on School District Public Libraries on UHLS staff

At the directors meetings the issues are covered thoroughly. Frequent emails help the libraries maintain the information needed.

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

Very Satisfied	64.29%
Satisfied	35.71%
Not Satisfied	0%

Satisfaction level – 100% (POS target 80%)

Comments: Thank you!!! for coordinating these efforts. It makes my job easier.

The listed resources are great, but there seem to be many other possibilities, even going so far as group purchasing of health insurance.

I am new to the group purchasing. The less I need to think of these materials being purchased the more I can concentrate on other issues.

More would be better, and if this could be extended to, e.g. HR functions, that would be excellent.

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

Very Satisfied	78.57%
Satisfied	14.29%
Not Satisfied	7.14%

Satisfaction level – 92.86% (POS target 80%)

Comment: I appreciate the emails requesting a letter to our representatives and an email to thank them. UHLS makes it very easy, only a click away.

I follow several library systems on social media. All of them promote their libraries and celebrate their success. Outside of Advocacy Day what does UHLS do?

15) 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 (DA meetings, advisory councils and committees, email lists, etc.).

Very Satisfied	53.85%
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Satisfied	38.46%
Not Satisfied	7.69%

Satisfaction level – 92.31% (POS target 80%)

Comment: DA meetings - extremely useful & necessary but also very frustrating when a handful of people dominate the conversation ( not UHLS's issue, just venting) email lists - very helpful advisory councils and committees - useful; would like to see more prominent sharing of discussion results/ decisions made at cataloging, circulation, etc.; sometimes it is hard to decipher the decisions/consensus of the groups from the minutes, especially cataloging since much of it is beyond my capabilities, but if there is something that all of us - even those of without catalogers - could /should be doing, it would be helpful to know.

It is a poorly kept secret that many directors find the DA meetings to be a waste of time. There are often Directors from some of our largest libraries that don't attend. It is now regular practice to get reports the night before the meeting, if at all.

16) 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	71.43%
Satisfied	14.29%
Not Satisfied	14.29%

Satisfaction level – 85.71% (POS target 80%)

Comments: seems pretty infrequent. More collaboration would probably be a way to afford more and more varied speakers

By partnering with other systems for training purposes help expand the information and keeps everyone current.

My library prefers to work with outside organizations separate from the system.

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

Very Satisfied	64.29%
Satisfied	28.57%
Not Satisfied	7.14%

Satisfaction level – 92.86% (POS target 80%)

Comments:

18) Please share your suggestions for continuing education programs UHLS should offer for the member libraries (directors, staff, board, etc.).

Comments: all day sessions, collaborating with nearby systems....sorry, too fried this afternoon to make specific suggestions

Communication skills (de-escalating tense situations) marketing/promotion book repair

Programs for staff could include the best use of time. More training on using social me

UHLS seems to be very comfortable with keeping things as is. I look at what other systems are doing and get discouraged. Great and friendly staff, who I believe is talented enough to lead our libraries into the future. However, there seems to be a lack of vision and an unwillingness to step outside of their (UHLS leadership) comfort zone. There also seems to be a tendency to reward libraries that "tow the UHLS line."

Handling tough costumers, Active Shooting, how to get other services like ez passes, passports, hunting/fishing licenses

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

Comments: generally good. Appreciate the steps toward ecommerce.

We appreciate all that you do.

I am honored to be part of UHLS innovated group of supporters.

Couldn't do it without you! Thanks to everyone at UHLS!

I appreciate everyone's dedication and hard work. UHLS is a wonderful team and the support is priceless.

**Overall Satisfaction level (average score from survey): 95.91%**

The consistently high marks UHLS received in this annual survey 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 specific observations from the above survey results: For the first time, we've reached 100% satisfaction with the ILS, which does not mean that it's perfect (by any means!), but Sierra does seem to be providing the basic functionality it needs to and we are now spending more time with the member libraries working on enhancements such as eCommerce and the continued exploration of standardization of circulation policies and practices to improve customer service throughout the System. I am also very pleased to see that the resource sharing services (delivery and especially ILL) received high marks, which is to the credit of Deanna, Anne, and Diane's efforts in these areas. UHLS and

the member libraries continue to explore to find the most effective and efficient formula to support the growth and development of the eContent collections, so we will be watching this area of the POS survey closely.

Once again, I am very pleased with the overall member library satisfaction with UHLS programs and services as evidenced by these survey results. I would like to see greater participation from the member libraries in the survey and I will plan to do more to encourage responses next year, but I do also see this as a sign of at least “passive satisfaction” with the relationship between member libraries and UHLS. From a few specific comments shared in the survey, it is clear that we still have some work to do with a few of our member libraries to reach an acceptable level of satisfaction, but all of us at UHLS are committed to understanding and meeting the diverse needs of every one of our libraries, from the largest to the smallest, so we will continue to listen to the members and work with them to assist them in their mission to provide the best level of library service for their community.