



Pioneer Library System

2021 SYSTEM SATISFACTION SURVEY

SUMMARY OF RESPONSES COMPILED ON NOVEMBER 30, 2021

MEMBER LIBRARY DIRECTORS
FROM 29 LIBRARIES COMPLETED THE SURVEY
APPROVED BY THE SYSTEM BOARD ON DECEMBER 8, 2021

Question 1:

Cooperative Collection Development

Goal Statement:

Pioneer Library System will facilitate decision-making on the management of library collections and will coordinate purchasing for System-held shared collections and downloadable collections.

Intended Results:

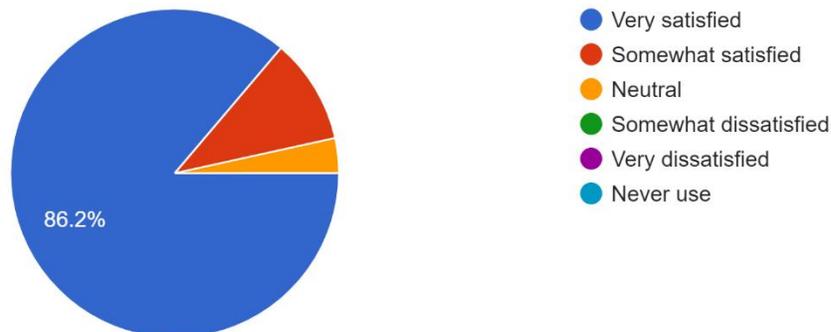
- a) Member library directors will have access to statistics and trend information to help develop collections.
- b) Member libraries will have access to shared collections to support local programs and services.
- c) Member libraries and their patrons will have access to a shared collection of downloadable e-content.

Examples of Activities:

- Preparation of Evergreen Reports for local collection analysis.
- Coordinate OverDrive content purchasing and Owwl2Go Collection Development Committee.

Please rank your satisfaction with Pioneer Library System's progress on this goal:

29 responses



Summary of Comments (2):

- Love the access to statistics and the reports - they're so helpful in analyzing and making decisions about our collection.
- We are very grateful to PLS for their work in this area.

Question 2:

Integrated Library System (ILS)

Goal Statement:

Pioneer Library System will support and maintain an Integrated Library System (ILS) and online public access catalog (OWWL) for all member libraries through a defined cost-sharing model.

Intended Results:

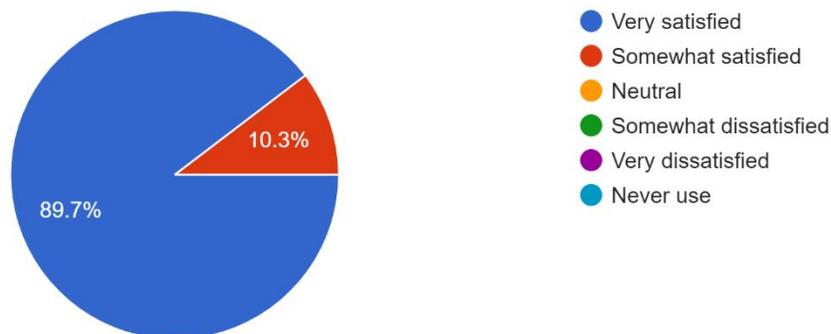
- a) Member libraries will have access to an ILS that continually evolves to meet patron needs.
- b) Patrons will have access to OWWL for the discovery of member library collections and for effective library account management.

Examples of Activities:

- Ongoing Evergreen support and improvement.
- Providing Evergreen training, including OWWLUG and Holdings workshops.
- Coordinated decision-making through PLSDAC & EAC.

Please rank your satisfaction with Pioneer Library System's progress on this goal:

29 responses



Comment Summary (3):

- 1. Evergreen can be a klunky catalog to maneuver in. 2. Perhaps on site training or video tutorials for major changes. Am thinking of the Individual logins. It was a lot of text to sort through for some staff, so it was work to make the directions more user friendly to complete the process for all of us.
- I'm very happy with the EG support from Dan G. and PLS.
- Updates and improvements are happening all the time with Evergreen to make usage easier for staff and patrons!

Question 3:

Delivery

Goal Statement:

Pioneer Library System will provide member libraries with regular, timely delivery services to meet patron demand for library materials.

Intended Results:

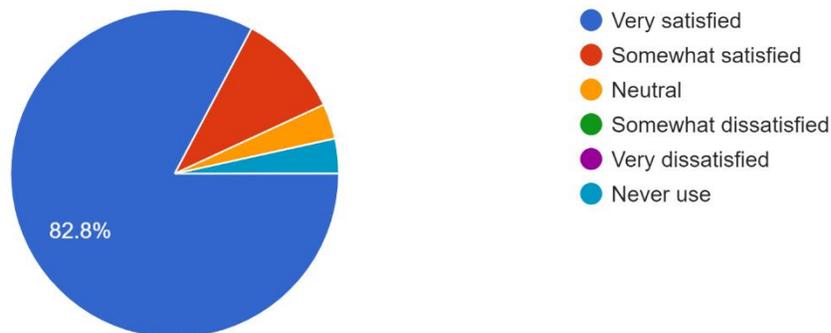
- a) Member libraries will have the ability to loan and borrow materials efficiently.
- b) Member libraries will receive delivery at least three times per week.
- c) Member libraries will have access to regional collections through Pioneer’s delivery service link with the Rochester Regional Library Council.
- d) Delivery will remain fee-free to patrons.

Examples of Activities:

- Delivery of library materials to member libraries.

Please rank your satisfaction with Pioneer Library System's progress on this goal:

29 responses



Comments Summary (8):

- Really impressed with the efforts to resume and restore delivery services during the challenges of the pandemic
- Delivery has been chaotic this year. I'm not blaming anyone, as I know that the hiring situation was rough for a bit. But it's not been ideal.
- We love delivery and so do our patrons!
- Patrons continue to be astounded by this service.
- We are so grateful that the holds are free. The only reason we marked this as somewhat satisfied is because our ILL outside of the system had to be shut down for the time being.
- Re-instituting a regular delivery schedule following the COVID shutdown took way too long and while we appreciate erring on the side of caution, this was more cautious than it needed to be.

- Our patrons love this! After libraries re-opened, the limited delivery was one of the biggest (library) hardships that patrons complained about. So glad delivery is back and patrons can request up to 20 items again!
- I know that we have access to regional collections but I wouldn't feel knowledgeable about explaining how we go about accessing them to my staff

Question 4:

Interlibrary Loan

Goal Statement:

The Pioneer Library System will provide its member libraries and their patrons with access to nationwide library collections through its regional resource sharing agreements and provide libraries outside of the Pioneer region the opportunity to borrow from member library collections.

Intended Results:

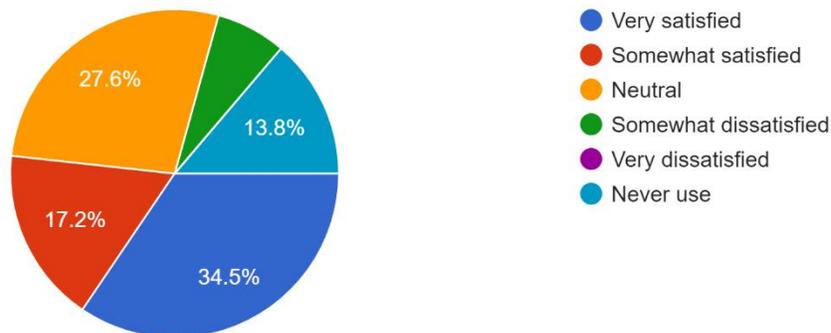
- a) Member libraries will have the ability to borrow materials from public, school, and academic library collections nationwide.
- b) Libraries outside of the Pioneer Library System will have the ability to borrow from Pioneer member library collections.

Examples of Activity:

- Coordinate external interlibrary loan service for items that are not in our catalog.

Please rank your satisfaction with Pioneer Library System's progress on this goal:

29 responses



Comments Summary (12):

- Not always possible to receive items. Any way this process can be more successful and/or thorough?
- I've never had to do this for a patron.
- I wish this could be easier, smoother and more accessible for all with physical materials, but am hopeful about the collaborative e-book borrowing that is going to be happening in the future.
- Glad to be able to offer this service. We absorb the fee for our patrons.
- Learned this summer regional some/or all ILL was discontinued. Perhaps I am wrong, I though all. We were told this that some factions (UR) of the our area libraries would no longer participate. If an updated status was communicated, I missed it. Hence I don't think PLS has ILL for member libraries--or another mechanism has not been commmunicated to directors for use.
- See previous answer
- If patrons were looking for older materials that we would not purchase having the option of ILL out of system was helpful to meet those needs.

- There should not be a fee for this service. (We do not pass the fee along to our patrons). There have been occasions where I have been told by PLS that they can't get the requested item, but I have been able to contact a lender myself and get the item sent to us. So I feel that this service doesn't work very well the way it is currently set up.
- We/Our patrons do not use this service regularly. When we do, staff tends to forget that the request costs \$5. Our policy is to pass this charge to the patron, but when we forget to mention it, we tend to eat the cost.
- Is this still the case? Feels like ILLs are getting more restrictive.
- When this option is available, it functions properly, but since the pandemic, it has not been an option.
- Similar to the last goal, I'm not feeling like I could explain to my staff how we do this

Question 5:

Adult Literacy

Goal Statement:

Pioneer Library System will facilitate collaborations between member libraries and literacy organizations to develop or expand adult literacy services in their communities. The System will also administer the NYS Adult Literacy Grant Program, as awarded by the Division of Library Development to the Pioneer Library System.

Intended Results:

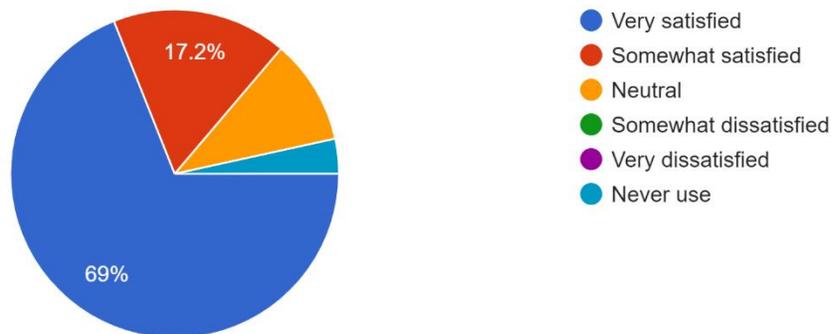
- a) Eligible member libraries will receive NYS Adult Literacy Library Services Grant.
- b) Member libraries will partner with literacy organizations to provide expanded adult literacy services.

Examples of Activity:

- Administer the Adult Literacy / Workforce Development Grant.
- Coordinate opportunities for libraries to interact with and learn from community literacy organizations.

Please rank your satisfaction with Pioneer Library System's progress on this goal:

29 responses



Comments Summary (3):

- We know these great resources are out there, but haven't had the time or staffing level to tap into them to the fullest potential.
- Thank you for your work on these grants. We have benefited from them.
- It would be great to hear about the projects that libraries are doing with these grants. Maybe not part of the system goal, but it could generate ideas.

Question 6:

Coordinated Outreach

Goal Statement:

Pioneer Library System will support improved library services for individuals who are aged; who are institutionalized; who are members of an ethnic or minority group in need of special services; who are educationally disadvantaged; who are unemployed or under-employed; who are geographically isolated; who are blind; who have a physical disability; or who have a developmental disability or learning disability.

Intended Results:

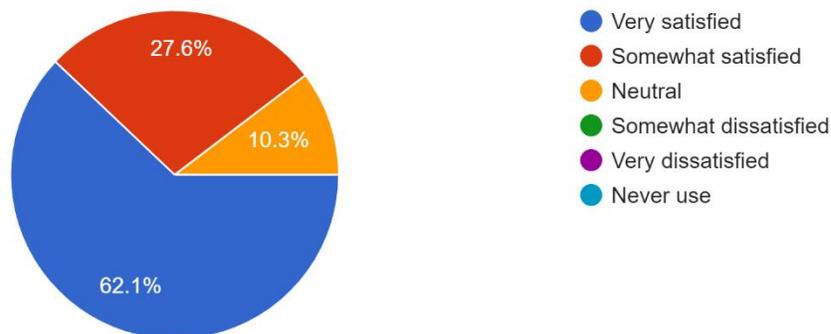
- a) Member libraries will continue to expand library services to individuals in targeted outreach populations.

Examples of Activity:

- Offer professional development opportunities (online and in-person) to support member library staff in serving underserved populations in their communities.
- Provide promotional items to be used by member library staff at outreach and community events.
- Participate in county-wide community providers meetings.
- Support partnerships between member libraries and local service providers.

Please rank your satisfaction with Pioneer Library System's progress on this goal:

29 responses



Comment Summary (4):

- Looking forward to books by mail service for homebound
- Super excited about having mail delivery (I think this fits in with this goal)!
- More work could be done to meet this goal, but obviously much of that work depends on the situation and on individual library initiatives.
- Bouncing ideas off of PLS staff members is so helpful: you ask a lot of questions to really get us thinking, while being super supportive at the same time. Providing promotional items is so helpful too - patrons/non-patrons take home something that will remind them of libraries and help them identify libraries by our logo. The items also provide a bit of an ice breaker when people aren't specifically looking for library info: "Do you need a chap-stick?" Again however, we need more library time/staffing to fully tap into these opportunities/resources.

Question 7:

Youth Services (Youth to age 18 exclusive of Early Literacy)

Goal Statement:

Pioneer Library System will facilitate collaboration between member library youth services staff to develop, expand, or improve library services available to the youth in their communities.

Intended Results:

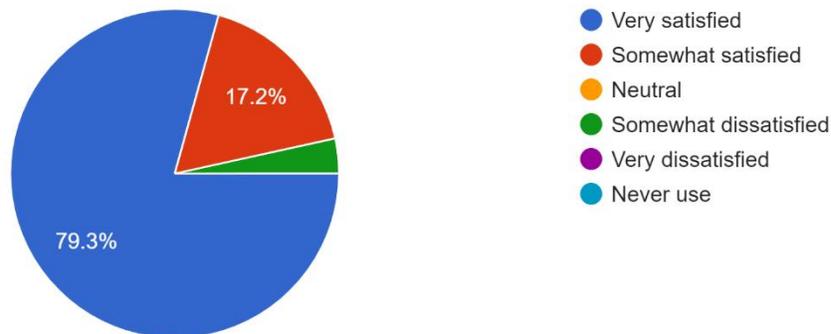
- a) Member libraries will have information and support to develop and improve programs and services to youth in their communities.

Examples of Activity:

- Support libraries in developing Youth Services programming through the Family Literacy Grant.
- Convene Youth Services Advisory Committee (YSAC) to develop system-wide initiatives and promote best practices.
- Offer workshops and training opportunities to support the expansion of youth services, including the annual Summer Reading Workshop and regular Youth Yak meetings.
- Consult with member library directors and staff to help libraries develop and expand youth programming and services.

Please rank your satisfaction with Pioneer Library System's progress on this goal:

29 responses



Comment Summary (4):

- I still feel as though more could be done to inspire and motivate teens to use the library. I would love to see a county-wide teen board established to help inform teen needs and wants across the system. I do think a lot is done to support children's services and we do a great job with summer reading initiatives.
- New and interesting service ideas always forthcoming--results shared among professionals and para-professionals.
- We miss having Hope as our youth services contact. The program is not as strong without her.
- The System is great with providing information, opportunities and support to our library for kids related programs, resources, and collection items.

Question 8:

Early Literacy (Birth to School Age with Parents/Caregivers)

Goal Statement:

Pioneer Library System will facilitate collaboration between member library youth services staff to develop, expand, or improve early literacy-related services. Pioneer Library System will also provide administration of the NYS Family Literacy Library Services Grant Program as awarded by the Division of Library Development to the System.

Intended Results:

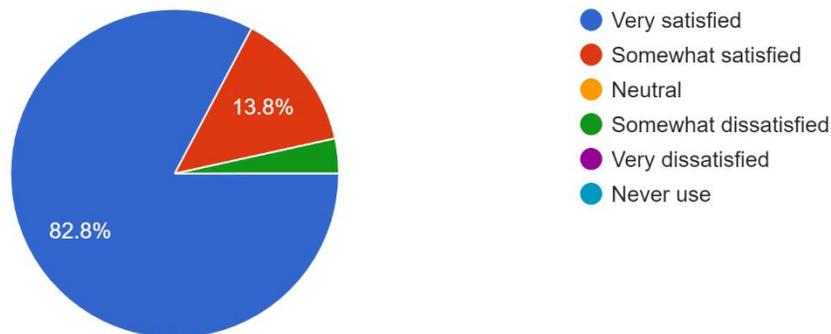
- a) Member libraries will have information and support to develop and improve early literacy programs and services in their communities.
- b) Member libraries will participate in the training program funded by the Division of Library Development's NYS Family Literacy Grant to the Pioneer Library System.

Examples of Activity:

- Convene Youth Services Advisory Committee to develop system-wide initiatives and promote best practices.
- Offer workshops and training opportunities to support the expansion of early literacy services, including those funded through the NYS Family Literacy Library Services Grant Program and offered in collaboration with the Monroe County Library System.

Please rank your satisfaction with Pioneer Library System's progress on this goal:

29 responses



Comment Summary (1):

- Keep providing!

Question 9:

Professional Development and Training

Goal Statement:

Pioneer Library System will provide learning opportunities to member library directors, staff, trustees, and Friends.

Intended Result(s):

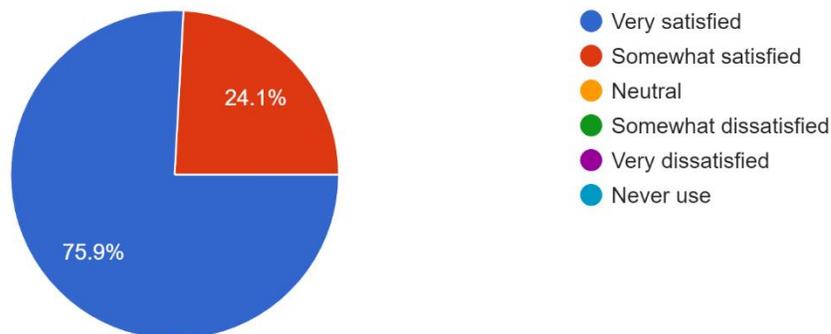
- a) Member library directors, staff, and trustees will have access to relevant and timely opportunities to build the skills and knowledge they need to enhance the services of their libraries.

Examples of Activity:

- Offer workshops and training opportunities on a range of library issues to a range of audiences, including library directors, staff, and trustees.

Please rank your satisfaction with Pioneer Library System's progress on this goal:

29 responses



Comments (8):

- Haven't seen very many workshops that are relevant to me in the past year or so
- Great job with workshops in 2021 - excited about training opportunities coming up in 2022!
- Thrilled with the selections and ease of access to CE of all kinds
- The trainings and classes you hold are helpful and informative.
- Trustee trainings are great.
- System Meetings and the Women In Leadership program have been great! Always very informative and make it easy to stay current on relevant topics and get CE credits.
- I feel more connected with my peers in the system than I did pre-covid.
- I believe I could benefit from more leadership training opportunities.

Question 10:

Consulting and Development Services

Goal Statement:

Pioneer Library System will provide expertise to member library directors and Boards in the areas of funding, governance, planning, and management.

Intended Results:

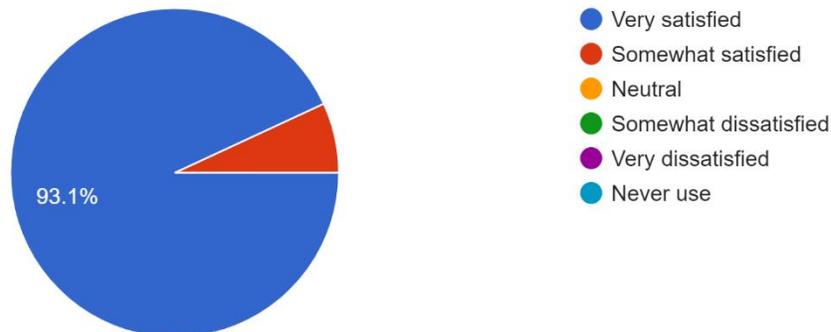
- a) Member library directors, boards, and Friends groups will have access to the information and professional support they need to solve problems, increase local funding, engage in meaningful planning activities, and expand organizational capacity.

Examples of Activity:

- On-demand board consultations in the areas of funding, governance, planning, and management issues.
- Provide answers to legal, financial, and human resources questions or connect member library directors and boards to an appropriate professional.
- Facilitate strategic planning activities for member libraries.
- Provide continuing education workshops for member library Trustees and Directors

Please rank your satisfaction with Pioneer Library System's progress on this goal:

29 responses



Comment Summary (7):

- Always helpful; thank you!
- The expert advice from PLS is invaluable. Can't imagine doing this without them.
- The board and I appreciate the accessibility of the Exec. Director and the support available from PLS.
- ONT couldn't have managed a handful of extremely difficult political issues without support for PLS Senior Management. All PLS Staff have helped ONT. Ron is knowledgeable, thoughtful, and available to help us as we deliver public services in an ever changing social and political environment.
- Your staff is always helpful and willing to assist libraries with special consultation and challenging questions.
- The support we get from PLS is phenomenal!
- System staff seem to available 24/7 to assist with big and small questions and issues!

Question 11:

Digitization Services

Goal Statement:

Pioneer Library System will connect member libraries to resources to support the digitization of collections of local interest and importance.

Intended Results:

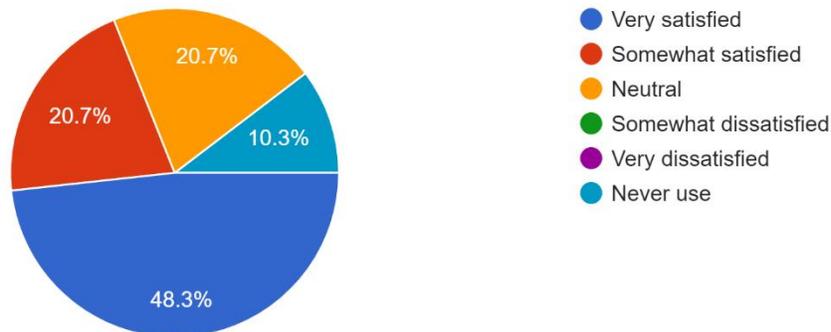
- a) Member libraries and their patrons will have the opportunity to access digitized collections through the OWWL catalog and other regional databases.
- b) Member libraries will have access to select equipment and consulting services to support digitization projects.
- c) Member libraries will have the opportunity to preserve digital collections on a shared server.

Examples of Activity:

- Continue local history inventory and cataloging project
- Administer grant to support the digitization of local history materials
- Maintain a server for the preservation of member libraries' digitized collections.

Please rank your satisfaction with Pioneer Library System's progress on this goal:

29 responses



Comment Summary (7):

- Always seem to be up to date on trends and collections. Thank you!
- I want to see more emphasis on this. Also, I'd like to have more information about how my library can take advantage of these things. For example, as a new director, this question is the first time I've heard that there is a grant for digitization that might be available and that there is a system-wide local history inventory and cataloging project. I thought it was just some libraries.
- Team is very responsive to questions, suggestions. My community loves the products.
- We have not utilized these resources much.
- I do not very much knowledge about this.
- Don't know much about this initiative.
- I haven't really heard anything about this. Local history management is one of my biggest headaches and I'd love to see more support for digitizing and a system-supported server.

Question 12:

Computer, Networking, and Technology Support

Goal Statement:

Pioneer Library System will provide cost-saving technology, computer, and networking support to member libraries.

Intended Results:

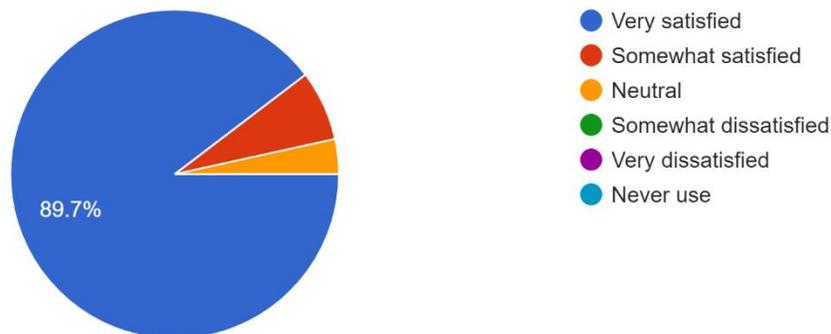
- a) Member libraries will receive efficient and quality support and troubleshooting for computers and networks.
- b) Member libraries will have the ability to purchase reasonably priced computers and technology through centralized technology purchasing.
- c) Member libraries will have access to IT consulting services to support technology planning, bandwidth adoption, and networking.

Examples of Activity:

- Maintain IT support ticketing system in order to provide technology assistance to member libraries in a timely manner.
- Provide remote and onsite technology support and troubleshooting for common library technology issues.
- Subsidize member libraries' bandwidth costs.
- Support Firewalls for every member library.
- Support LibCal collaborative calendar
- Prefab website development

Please rank your satisfaction with Pioneer Library System's progress on this goal:

29 responses



Comment Summary (10):

- Would like more support in library for training type issues. Smaller libraries who "do it all" can be overwhelmed by extra technology tasks. However, whenever have asked to come out to library, PLS has come. But then we get an issue with a phone line or someone saying we have a bad internet connection and it's not that, did a ticket and result not a connection issue at library nor pls level, support on next steps would help.
- All I can say is "Wow - thank you!"
- The IT dept is fabulous. The prefab website is awful, though, and my understanding is that it was never intended to be used as widely as it has been. I think we need web dev training on a GUI site builder like

Elementor or Divi, or even the basic WordPress interface, to equip libraries to build their own simple websites. For people who promote code camps and digital literacy, we seem to know very little about how our digital world actually works.

- CANS Dept. is very responsive. Thanks!
- The it staff is excellent at helping and at facilitating the technology upgrades and improvements we need. Obvioulsy it would be helpful if there was more flexibility and gaming capabilities for the linux computers.
- We absolutely rely on these services.
- We do not have the budget for our own IT staff, so having this resource has made a world of difference for our library!
- Tech support is super helpful! There is so much that they do for the individual libraries that we don't realize and we don't see day-to-day, but the fact that we keep running smoothly is definitely the proof that they are awesome!
- Excellent IT support. thank you!
- This service is INVALUABLE.

Question 13:

Awareness and Advocacy

Goal Statement:

Pioneer Library System will supply the necessary information and organizational structure member libraries need to conduct campaigns to advocate for improved local and state support of libraries.

Intended Results:

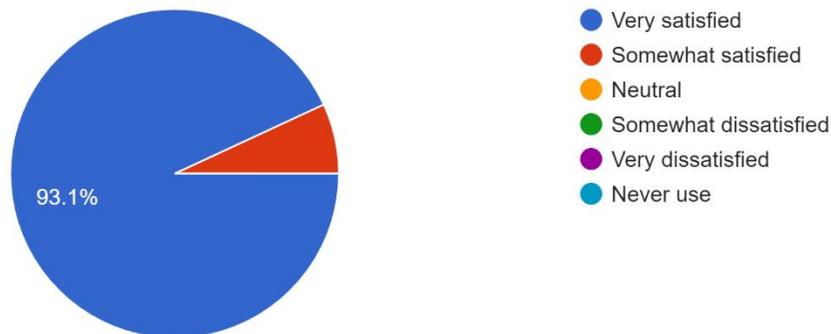
- a) Member library directors, staff, trustees, and volunteers will have the skills and knowledge they need to effectively promote their library to legislators and their community.
- b) Member libraries will have opportunities to communicate with state legislators about library funding and issues.

Examples of Activity:

- Schedule in-district visits with state legislators.
- Communicate with library directors, staff, and trustees about important library funding and legislative issues.
- Provide consultation on local library funding campaigns.
- Represent Pioneer's member libraries' interests on regional and statewide committees.

Please rank your satisfaction with Pioneer Library System's progress on this goal:

29 responses



Comment Summary (2):

- COVID year aside, PLS has always done a great job of facilitating the advocacy effort
- A thought. In-district visits are all well and good, but if we're not at the table listening to the conversation, no one is going to listen to us when we open our mouths. I get that libraries are busy places. I'm insanely busy myself. But if we're not bringing value to the community we have, there's no point to us, and we can't bring value if we aren't involved in what's going on.

Question 14:

Communications Among Member Libraries and/or Branches

Goal Statement:

Pioneer Library System will facilitate opportunities for communication and cooperation among member libraries, including System newsletters, System Meetings, advisory committees, social media, email listservs, and workshops.

Intended Results:

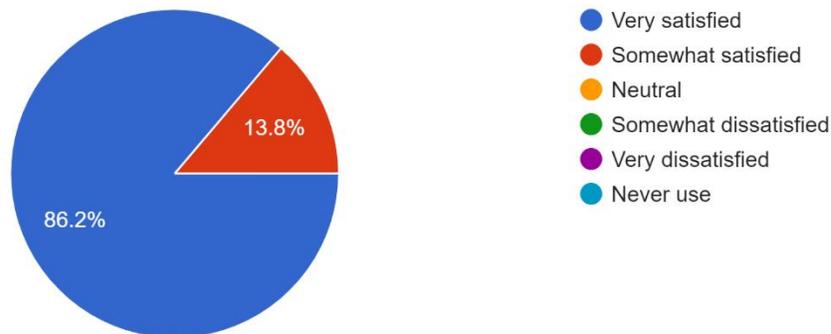
- a) Member library directors will have the opportunity to contribute to system-wide decision-making.
- b) Member libraries directors and staff will share best practices with their colleagues.

Examples of Activity:

- Weekly publication of PLS Notes.
- Weekly publication of the Monday Briefing.
- Organize opportunities for library directors and staff to share news and successes at System meetings.
- Engage member library directors and staff to provide training and workshops to other member libraries.
- Convene advisory committees to guide system-wide decision-making.
- Use social media to facilitate discussions.
- Manage email listservs to enable peer information sharing.

Please rank your satisfaction with Pioneer Library System's progress on this goal:

29 responses



Comment Summary (6):

- Weekly briefing and notes is a lot of information to digest. So sometimes important things get glossed over. Don't think all PLS staff emails need to receive NOTES and briefings as they do currently.
- Appreciate the Monday briefing and Friday PLS notes, but really wish the Friday PLS notes were in the body of the email rather than having to log into docs.
- REALLY miss meeting in person. Give & take conversations are so much more difficult via Zoom and we have lost much of our camaraderie. I feel especially bad for new directors who haven't had a chance to get to know their peers.
- Actually, there's so much information that I am always behind in digesting it.
- Love the Monday Briefing and Friday PLS Notes.
- Between meetings, workshops, newsletters, news--PLS gets info to us within appropriate time.
- Yes! Yes! Yes! This is wonderful!

Question 15:

Collaborative Efforts with Other Library Systems

Goal Statement:

Pioneer Library System will work cooperatively with public library systems, school library systems, and regional resource councils.

Intended Results:

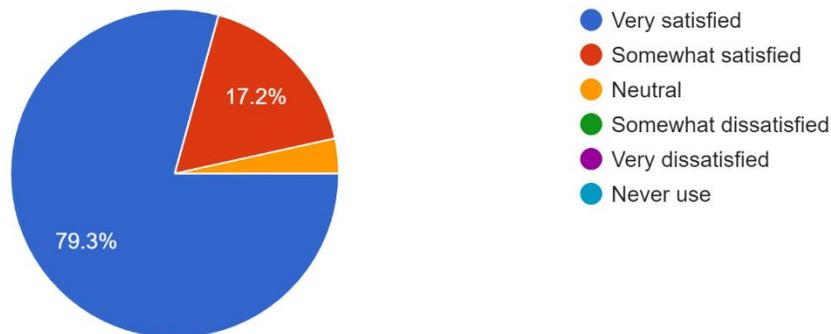
- Member libraries will benefit from opportunities for resource sharing.
- Library staff will benefit from professional development opportunities provided through cooperative and collaborative efforts.
- Member libraries will benefit from Pioneer staff exchanging information with the staff of other public library systems, school library systems, and reference and research library resources systems.

Examples of Activity:

- Engage experts from other library systems to provide workshops and training to member library directors, staff, and trustees.
- Participate in the Rochester Regional Library Council's grants and services.
- Represent member libraries' interests on regional and state committees.

Please rank your satisfaction with Pioneer Library System's progress on this goal:

29 responses



Comment Summary:

- I don't know if I can comment effectively on this one as COVID seems to have ruined sharing and it's hard to tell what things used to be like. The one criticism I have (and I don't even know if it's valid) is that the PLS staff does such job of doing these things on our behalf that we don't always know how to do them for ourselves. Also, there's a ton of non-library resources out there that we can use for our own purpose. In my community, those haven't even been looked at by most libraries. I think we as a profession tend to not see our own blind spots, and we don't always see the value in lessons learned outside of the library world. I'd like to see PLS educate our member libraries more about how to take advantage of local community resources and network locally.
- Brought tremendous opportunity to benefit staffs from great number of CE, workshops, etc. developed at other systems. Shares alike in leading with local PLS knowledge for other system programs of education.
- More has been done in the post-covid to work with other systems virtually.

Question 16:

Construction

Goal Statement:

Pioneer Library System will administer the NYS Library Construction Aid program as awarded by New York State and will provide consultation and support to member library directors and trustees throughout the grant application process and construction project.

Intended Results:

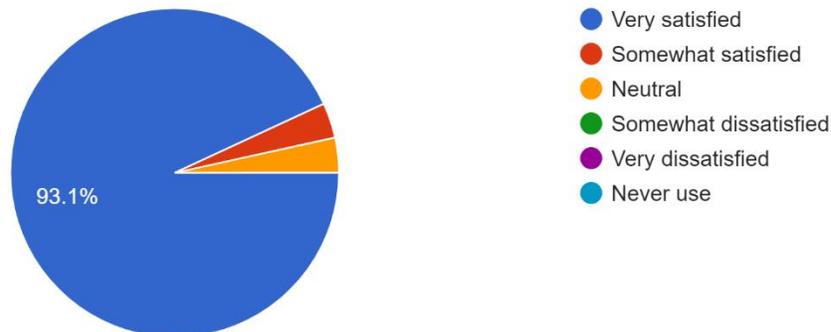
- a) Member libraries will benefit from NYS Construction Aid to Libraries grants.
- b) Member libraries will have the ability to improve the accessibility, energy efficiency, and design of their facilities to meet their communities' needs.
- c) Pioneer Library System will award 100% of its NYS Library Construction Aid allocation.

Examples of Activities:

- Facilitate the NYS Public Library Construction Grant program to member libraries.
- Provide support and consultations to member libraries when completing the application for the Construction grant.

Please rank your satisfaction with Pioneer Library System's progress on this goal:

29 responses



Comment Summary (5):

- Thank you!
- Couldn't do it without their help!
- PLS is extremely helpful with all the phases of the Construction Grant program.
- Suzanne and Ron have helped ONT get into the 2022 program. They also developed a share program for several libraries to jointly benefit!
- Our building project would not be happening if it weren't for PLS's continued support!
- Their system makes this big, often confusing process, less scary!