

Pioneer Library System

Plan of Service Survey (January 2012)

Summary of Data as presented at June 15, 2012 System Meeting

Respondents: Thirty-three of forty-two library directors responded to the survey (79% system participation).

Breakdown of # of respondents by population served:	Breakdown of # of respondents by county:
Less than 500 population served – 2	Ontario – 9 (75% county participation)
Between 500 and 2,499 – 9	Wayne – 11 (85% county participation)
Between 2,500 and 4,999 – 4	Wyoming – 9 (100% county participation)
-----	Livingston – 4 (50% county participation)
Between 5,000 and 14,999 – 15	
Between 15,000 and 24,999 - 2	
More than 25,000 – 1	

The Numeric Data:

Summary:

There seems to be little question about which Pioneer Library System services that the people who responded to the survey think are the most important. The same four services ranked highest in the top 6 for Use, Value, Satisfaction and Priority – **Delivery**, **Cataloging**, **Evergreen Support** and **Tech Support**.

Also making an appearance in the top 6 were:

Publications (ranked 4th in Use and 5th in Satisfaction);

Continuing Education (ranked 4th in Use, 5th in Value and 6th in Priority);

Consulting A (ranked 6th in Value, 3rd in Satisfaction, and 5th in Priority).

For libraries with a service population under 5,000, Tech Support ranked in the top 4; for libraries with a service population over 5,000, it ranked lower in use (#6) and satisfaction (#7) – See Tables 2 & 3.

Table 1 – Numeric Data – Summary (ALL RESPONDENTS)

Use	Value	Satisfaction	Priority
1. Delivery	1. Delivery	1. Delivery	1. Delivery
2. Cataloging	2. Evergreen Support	2. Cataloging	2. Evergreen Support
3. Evergreen Support	3. Cataloging	3. Consulting A	3. Tech Support (not EG)
4. Publications	4. Tech Support (not EG)	4. Evergreen Support	4. Cataloging
5. Continuing Education (tied with #4)	5. Continuing Education	5. Publications	5. Consulting A
6. Tech Support (not EG)	6. Consulting A	6. Tech Support (not EG)	6. Continuing Education
7. OWWL2go - Purchase Coordination	7. OWWL2go - Purchase Coordination (tied with #6)	7. OWWL2go - Training	7. Consulting B
8. Consulting A	8. OWWL2go - Training	8. OWWL2go - Purchase Coordination	8. OWWL2go - Purchase Coordination
9. Consulting B	9. Consulting B	9. Consulting B	9. OWWL2go - Training
10. OWWL2go - Training	10. Publications (tied with #9)	10. Continuing Education (tied with #9)	10. Publications (tied with #9)
11. Reference	11. Reference	11. Reference	11. Reference

Consulting A = Advocacy, Legal, Governance, Budgeting, Compliance

Consulting B = Collection Management, Reader's Advisory, Youth Services

Table 2 – Numeric Data – Summary (LIBRARIES WITH LESS THAN 5,000 SERVICE POPULATION)

Use	Value	Satisfaction	Priority
1. Delivery	1. Delivery	1. Cataloging	1. Delivery
2. Cataloging	2. Evergreen Support	2. Delivery	2. Evergreen Support
3. Evergreen Support	3. Tech Support (not EG)	3. Evergreen Support	3. Tech Support
4. Tech Support (not EG)	4. Cataloging (tied with #3)	4. Tech Support	4. Cataloging (tied with #3)
5. Publications (tied with #4)	5. Consulting A	5. Consulting A	5. Consulting A
6. Continuing Education (tied with #4 & #5)	6. OWWL2go - Purchase Coordination (tied with #5)	6. Publications	6. Consulting B (tied with #5)
7. Consulting B	7. Continuing Education (tied with #5 & #6)	7. OWWL2go – Training	7. OWWL2go - Purchase Coordination
8. Consulting A	8. OWWL2go – Training	8. Reference	8. Continuing Education
9. OWWL2go - Purchase Coordination (tied with #8)	9. Consulting B	9. Consulting B	9. OWWL2go – Training
10. OWWL2go – Training	10. Publications	10. Continuing Education (tied with #9)	10. Publications
11. Reference	11. Reference	11. OWWL2go - Purchase Coordination	11. Reference

Consulting A = Advocacy, Legal, Governance, Budgeting, Compliance

Consulting B = Collection Management, Reader’s Advisory, Youth Services

Table 3 – Numeric Data – Summary (LIBRARIES WITH 5,000+ SERVICE POPULATION)

Use	Value	Satisfaction	Priority
1. Delivery	1. Delivery	1. Delivery	1. Delivery
2. Cataloging	2. Evergreen Support (tied with #1)	2. Consulting A	2. Evergreen Support
3. Evergreen Support	3. Cataloging	3. Cataloging	3. Tech Support (not EG)
4. Publications	4. Tech Support (not EG)	4. Evergreen Support	4. Cataloging
5. Continuing Education (tied with #4)	5. Continuing Education	5. Publications (tied with #4)	5. Consulting A
6. Tech Support (not EG)	6. Consulting A	6. OWWL2go - Purchase Coordination	6. Continuing Education
7. OWWL2go - Purchase Coordination (tied with #6)	7. OWWL2go - Purchase Coordination (tied with #6)	7. Tech Support (not EG)	7. OWWL2go – Training
8. OWWL2go – Training	8. OWWL2go – Training	8. Consulting B	8. Publications
9. Consulting A	9. Publications	9. OWWL2go – Training (tied with #8)	9. Consulting B (tied w/ #8)
10. Consulting B	10. Consulting B	10. Continuing Education (tied with #8 & #9)	10. OWWL2go - Purchase Coordination (tied with #8 & #9)
11. Reference	11. Reference	11. Reference	11. Reference

Consulting A = Advocacy, Legal, Governance, Budgeting, Compliance

Consulting B = Collection Management, Reader’s Advisory, Youth Services

The Narrative Data:

Additional Services (Survey Question #5):

Fourteen (42%) of the survey respondents answered Question #5, suggesting services that Pioneer could offer to help them serve their patrons better. All but 1 were requests for more of something that's currently offered, or an enhancement to something that's currently offered. The new service request (#3 below) was for "iPhone catalog app, texting for holds." A complete listing of responses is below:

1. Aid in ways to encourage/promote Trustee participation at the library and at PLS events.
2. Offering technology classes at the library i.e. how to use OWWL2GO.
3. iPhone catalog app, texting for holds
4. more help with grants
5. -24 hour tech support. -on-site software install/updates -more EG training for new staff! Please.
6. I would rather see current services maintained right now, than try to add anything additional. What PLS provides now, is what we need now. If funding ever improves, it would be great to be able to offer training (computer/OWWL2go/anything tech) to our patrons onsite.
7. more timely access to collection reports to help evaluate our collections and prepare weeding lists; having access to the data in excel format would be wonderful
8. I can't imagine how you can possibly do more.
9. Mostly financial help, which I know isn't possible. More on site training would be great.
10. I find the individual training or small group trainings very valuable. I also find internet training and pls notes helpful if I am unable to attend meetings.
11. ereader training/ owwl2go
12. I really can't think of anything at this moment. Offering OWWL2Go training on the same day as a System Meeting so that we don't have to make multiple trips would be AWESOME. And an in-depth training touching on the different software and ereaders with some hands on experience would be fantastic.
13. Everyday delivery. Easier access to more Evergreen data.
14. I wouldn't ask for more services, just want to keep the ones that we have -- particularly delivery, technology support and consulting re: governance and legal issues.

Other Comments (Survey Question #6):

Sixteen (48%) of the survey respondents answered Question #6, providing a general comment about the services and programs provided by Pioneer. These comments were clustered into two groups: Positive or Generally Positive (62.5%) and Neutral or Mixed (37.5%). A complete listing of responses is below:

1. Ranking is difficult. Not all services within each category may be used or ranked the same. Some services depend on others, e.g. delivery is very important, but without network/EG support and cataloging, ILLs could not be generated for delivery. System meetings are very important, but sometimes topics could be more timely, e.g. tax cap instead of a Central Library or OWWL2go replay. Technology is overwhelming--trying to keep up with it all is difficult for a small library. Overall, PLS does a fantastic job in meeting our needs, beginning with the person who first picks up the phone when we call. (P/GP)
2. Very supportive. I told my board that new Library Director should take every advantage of services offered. Please know that as interim director, I'm making 'educated guesses' on some of the questions. (P/GP)
3. An amazing job! (P/GP)
4. support staff to consider old technology (computers) before asking libraries to perform upgrades (N/M)
5. Please keep them FREE to our patrons (ie. holds) (N/M)

6. Overall, I am pleased with PLS staff and services. I do think that they forget what it is like on the front lines with the public, working with frustrations caused by Evergreen, etc. What might work at PLS and what works at a library can be two different things. In regards to Evergreen support, I sometimes have gotten the feeling that the staff doesn't believe me when I say this happened, give them screen shots and they try to replicate it and can't - well it's darn frustrating. (N/M)
7. our usage and feelings about services do not discount the needs of smaller libraries (N/M)
8. I think the PLS staff is amazing. Through all the budget cuts, downsizing, and changes, they remain committed to serving member libraries with professionalism and expertise, and we all benefit. (P/GP)
9. I think that there are opportunities to address certain areas of concerns that could be addressed at monthly meetings as the program for that meeting. For example: tax cap filling out form procedures. Libraries are losing funding from their towns...let's talk about solutions or coping techniques.. Though technology plays an important part in our services , making it a the topic of the majority of meetings does get a bit overwhelming and tiresome .I realize that PLS funds are limited , but author visits are great. Having the Nook people from Barnes and Noble was very informative. Getting a bit tired of community resource programs as well. The nuts and bolts is dealing with patrons and obtaining what they want or need. Also a a daily factor is dealing with patron behavior. PLS staff are wonderful. They respond, support, and make things happen. Questions are answered, advice offered, and support is there. I think a factor to keep in mind is that we all deal with very different communities and our needs are not always the same. Our resources are different and our staff support very widely as well. (N/M)
10. I am very satisfied with the services that are provided by PLS staff. They are a great staff and are always very friendly and helpful. I appreciate all the help that they have provided over the past several years. (P/GP)
11. I would just like them to know I think they are doing a great job! (P/GP)
12. We will begin to use OWWL2Go training and coordination NOW. I did not use it regularly before is not because I did not value it, but ONLY because it was DISCOURAGED by my Board and now that we have multiple patrons and a Board member who have eReaders, my knowledge base will need to increase to encompass these bits of tech, too. (N/M)
13. Good Job (P/GP)
14. You do a great job. We are very fortunate to have a system like Pioneer and it is because of the wonderful staff. Everyone works very hard to give us the best possible service -- with a smile. We really appreciate the Pioneer staff. (P/GP)
15. In the areas that I use infrequently, they are valuable for the few times I do need them. All services are vital and are well run. (P/GP)
16. They do an excellent job in spite of all the funding cuts. Staff is very friendly and helpful. (P/GP)

POS Survey 2012

The Pioneer Library System is beginning work on its 5 Year Plan of Service which is due to the Division of Library Development in October 2012. Your feedback is very important in helping guide us in this process. Your responses will be combined with others and will only be reported in the aggregate. The survey should only take 10 minutes to complete. Please respond by Friday, March 9th. Thank you for your time!

*1. How often do you use the following services?

	Use infrequently	Use occasionally	Use regularly
Delivery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Evergreen Support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology Support (NOT Evergreen - i.e., network, email, antivirus, deep freeze, CASSIE, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consulting: Collection Management, Reader's Advisory, Youth Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consulting: Advocacy, Legal, Governance, Budgeting, Compliance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cataloging	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
OWWL2go Purchase Coordination	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
OWWL2go Training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Publications (PLS Notes, Trustee Talk, Pathfinder)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reference (from Central Library)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C.E. - trustee training, system meetings, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

POS Survey 2012

*2. How valuable are the services in these 11 areas in your efforts to serve your patrons?

	Very Valuable	Somewhat Valuable	Not Very Valuable	Of No Value
Delivery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Evergreen Support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology Support (NOT Evergreen - i.e., network, email, antivirus, deep freeze, CASSIE, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consulting: Collection Management, Reader's Advisory, Youth Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consulting: Advocacy, Legal, Governance, Budgeting, Compliance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cataloging	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
OWWL2go Purchase Coordination	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
OWWL2go Training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Publications (PLS Notes, Trustee Talk, Pathfinder)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reference (from Central Library)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C.E. - trustee training, system meetings, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

POS Survey 2012

*3. How satisfied are you with the services provided by PLS in these 11 areas?

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Never use
Delivery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Evergreen Support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology Support (NOT Evergreen - i.e., network, email, antivirus, deep freeze, CASSIE, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consulting: Collection Management, Reader's Advisory, Youth Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consulting: Advocacy, Legal, Governance, Budgeting, Compliance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cataloging	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
OWWL2go Purchase Coordination	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
OWWL2go Training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Publications (PLS Notes, Trustee Talk, Pathfinder)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reference (from Central Library)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C.E. - trustee training, system meetings, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

POS Survey 2012

***4. Please rank the following PLS service areas from 1 to 11 in order of their priority with 1 the highest priority and 11 the lowest priority.**

	1	2	3	4	5	6	7	8	9	10	11
Delivery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Evergreen Support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology Support (NOT Evergreen - i.e., network, email, antivirus, deep freeze, CASSIE, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consulting: Collection Management, Reader's Advisory, Youth Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consulting: Advocacy, Legal, Governance, Budgeting, Compliance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cataloging	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
OWWL2go Purchase Coordination	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
OWWL2go Training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Publications (PLS Notes, Trustee Talk, Pathfinder)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reference (from Central Library)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C.E. - trustee training, system meetings, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. What additional services could PLS provide that would help you serve your patrons better?

Please be specific as possible

6. What else would you like to tell the PLS staff about the services and programs they provide?

***7. What is your library's service population?**

- Up to 500
 500 - 2,499
 2,500 - 4,999
 5,000 - 14,999
 15,000 - 24,999
 Over 25,000

***8. What county is your library in?**