Pioneer Library System
2014 System Satisfaction Survey

Summary of Data compiled on January 6, 2015

Responses:
Thirty-one of forty-two library directors responded to the survey (74%). The survey was sent via Survey Monkey on December 5 2014, with a follow-up request sent January 5, 2015.

Five survey submissions (not included in the thirty-one responses noted above) were omitted from the following report due to incomplete survey responses.

Survey:
Each of the 13 survey questions were answered using a satisfaction rating scale and comment section. Below are the data summaries and respondent comments for each question.
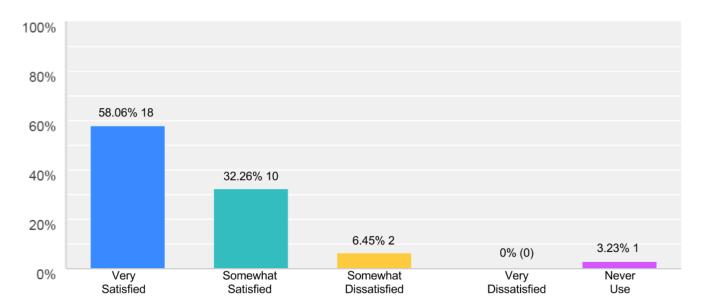
Question 1:
Cooperative Collection Development

<u>Goal Statement</u>:
Member libraries will benefit from cooperative collection development practices coordinated by Pioneer, and will receive collection analysis and development services in order to have current, active, well-maintained collections to meet patron needs.

Examples of Activity: Inventory/Shelf List Evergreen Reports for local collection analysis, including ad-hoc reports- Coordinated selection of electronic materials through the OWWL2Go Selection Committee.

Please rank your satisfaction with the System's progress in 2014 toward this goal:

<u>Comments (5)</u>:
1. Owing to the disparity of collection development forces across 42 libraries it is no doubt impossible to implement true cooperative collection development. I am pleased with CBA selection and access by member libraries. Also pleased with most of ebook collection development.
2. Library staff are extremely pleased to be able to run their own reports when needed. Lindsay is very quick about running any reports that staff can't run themselves and Bob makes accessing these reports very easy. I am very happy that I don't have to spend my time selecting eBooks. I barely have time to select hardcovers. This is a tremendous help for me. There were some member libraries that were collecting in specific areas to ensure that at least one library had the new titles in that subject or genre. Wadsworth Library focuses on parenting, history, and the sciences. I am still doing this but the program stopped a couple of years ago. It would be great if PLS could facilitate this again. PLS wouldn't need to do purchasing lists like you used to. Just help keep track of what libraries are purchasing what genres and subjects and keep it updated.
3. I have always wanted C.D. to go beyond this, I know some directors are keeping last copy of classic fiction, do save & share disks from another libs discarded AV to use as repl. I would envision GPL having a larger role in C.D.
4. We need monthly statistics on Overdrive usage for the system and for each library.
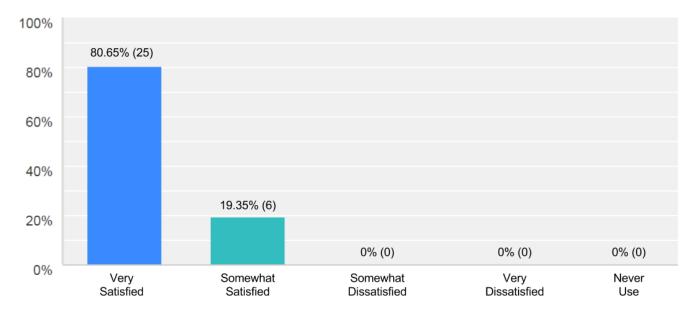
Question 2:
Integrated Library System (ILS)

Goal Statement:
Member libraries will receive support and maintenance services from Pioneer for an Integrated Library System (ILS) and online public access catalog (OWWL) through a defined cost-sharing model.

Examples of Activity: Evergreen Training and Consultation (including OWWLUG and Holdings Workshops), Catalog Customization, Advanced Search Updates, 24/7 Evergreen Connection Support, Coordinated decision-making through OWWLAC.

Please rank your satisfaction with the System's progress in 2014 toward this goal:

Comments (4):
1. Training, OWWLUG, OWWLAC, Evergreen support are great! I know that Bob is working on programming that will make Evergreen more user friendly for patrons but it can be very frustrating for patrons to use. It would be helpful to have an advanced search option on the owwl.org site. I also wish that "copies" tab was "location" tab.
2. Most of it is very satisfied. Sometimes decisions mean extra work, which I don't mind doing, but not everyone follows and it makes me very annoyed. One thing is making all TV series 3 wks. And I don't like that we can't put DL in record.
3. Very satisfied except for some Catalog customization
4. However, sometimes the issues in OWWLAC seem to be a fait accompli regardless of what we think.
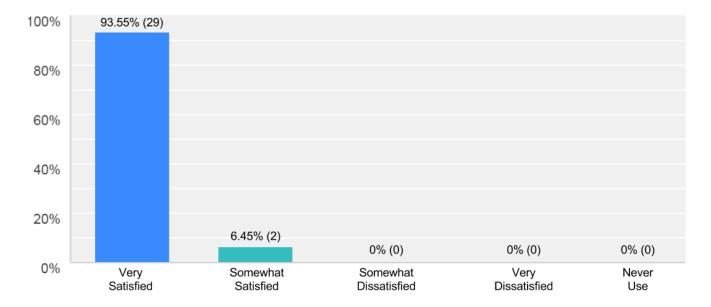
Question 3:
Delivery

Goal Statement:
1. Member libraries will receive regular, timely delivery services to meet patron demand for library materials.
2. Keep delivery fee-free to patrons.

Examples of Activity: 674,533 Items Delivered to Libraries (YTD), 102,960 Miles Traveled (YTD).

Please rank your satisfaction with the System's progress in 2014 toward these goals:

Comments (2):
1. This seems to be a well-oiled machine. Keep up the great work!
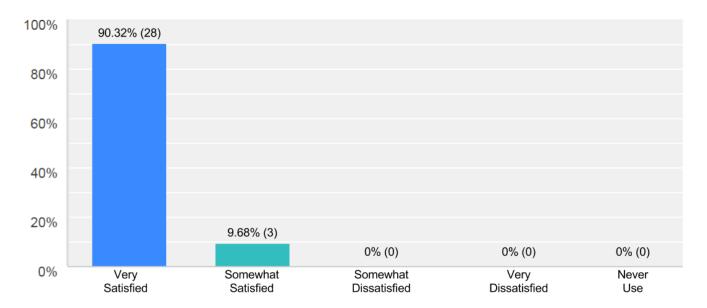2. The drivers do a great job in all kinds of weather!!

Question 4:
Interlibrary Loan

Goal Statement:
Member libraries and their patrons will have access to library materials to meet their educational, informational, and recreational needs through OWWL and regional resource sharing agreements. Examples of Activity:- 324,850 OWWL interlibrary loans.

Please rank your satisfaction with the System's progress in 2014 toward these goals:

Comments (3):
1. Hold protection on books is the bane of my existence. We have given in and now use it ourselves (out of self-preservation), but I feel strongly that it demonstrates the opposite of what we say we are - i.e. "one big library."
2. I understand the need for age-hold protection due to strange Evergreen holds system and I have finally given in and use this so that our patrons can get our copy first but I wish that this wasn't necessary. It seems to go against the very reasons for having an integrated system.
3. a few readers want items outside the system. I hate to discourage borrowers & this is less of an issue with so much technology. Dansville absorbs the cost for these except for no-pickup.
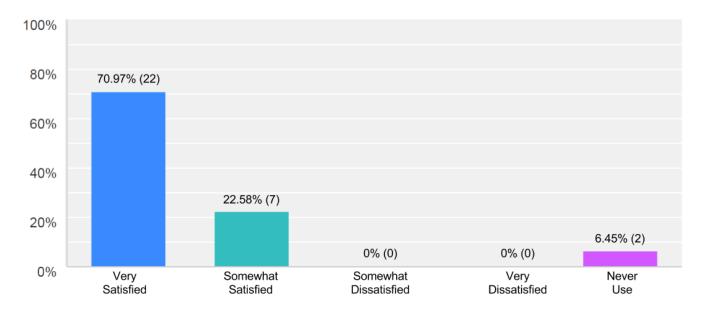
Question 5:
Coordinated Outreach

Goal Statement:
Member libraries will receive the guidance they need in order to provide equal access to library services and materials for all members of their communities, including the 8 targeted outreach populations as identified in NYS education law: 1. Blind/Physically disabled; 2. Aged; 3. Developmentally or learning disabled; 4. Institutionalized; 5. Members of ethnic/minority groups in need of special services; 6. Educationally disadvantaged; 7. Unemployed/Under-employed; 8. Geographically isolated.

Examples of Activities: JobNow Database and Training, Talking Books and Braille Library Services, Poverty Sensitivity Training (i.e. Bridges Out of Poverty), Books Plus Kits and Book Discussion Kits.

Please rank your satisfaction with the System's progress in 2014 toward these goals:

Comments (4):
1. I really appreciate that Heidi attends county services meetings such as Livingston County's Community Resource Network. It is so important to keep these local organizations informed of what libraries have to offer them and their clients.
2. While the Bridges Out of Poverty was interesting and enlightening, I was looking for more practical applications.
3. Would like more JobNow and Talking Books "something" !! How to connect these to those who need/could use them??
4. people love books plus, but they are a pain at check in, counting all those little parts. OY
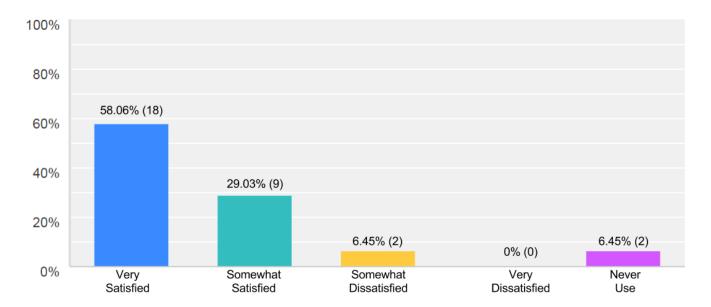
Question 6:
Youth Services

Goal Statement:
Pioneer will facilitate collaboration between member library youth services staff to develop or expand services available to the youth in their communities.

Examples of Activities: iPad Mini Grant, Family Literacy Grant Programs (i.e. Wildlife Defenders), YouthYak

Please rank your satisfaction with the System's progress in 2014 toward these goals:

Comments (3):
1. I am fortunate to employ a fantastic Children's Librarian! I will let her rate this element. It seems to be working well from my standpoint.
2. Children's Librarian has noted that it would be nice to have a variety in program options or a different performer each summer.
3. I still would like a specialist in youth services at the PLS level. Pat is doing very well but is spread a bit thin, just like we are!
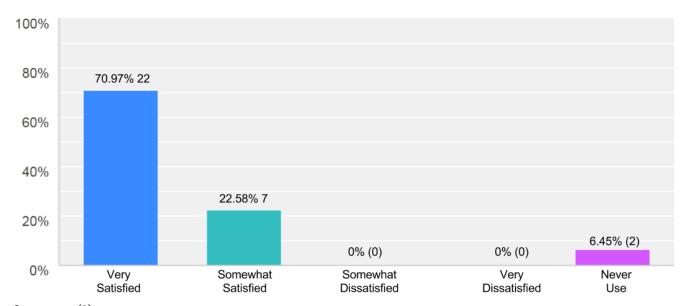
Question 7:
Professional Development and Continuing Education

<u>Goal Statement</u>:
Pioneer will provide learning opportunities to assist member library staff and trustees in providing quality library services in their communities.

Examples of Activities: 70+ Workshops, Webinars, & System Meetings, Trustee/Director Training, PLS Continuing Education Grants, Emerging Leaders Series.

Please rank your satisfaction with the System's progress in 2014 toward these goals:

<u>Comments (3)</u>:
1. Outstanding Trustee training opportunities and support;Outstanding access to beneficial courses across library systems (e.g., Emerging Leaders) and opportunity to compete for National Conferences. Webinars and access to training through RRLC including Lynda.com and Webjunction--Fabulous. Again disparity in needs across 42 libraries makes System Meeting educational/training subjects of various value to me and my staff.
2. PLS excels in this! We have the best system in NY State and I don't know what I would have done without your development and educational opportunities.
3. Haven't really loved the topics of many of the system meetings - not that relevant or compelling
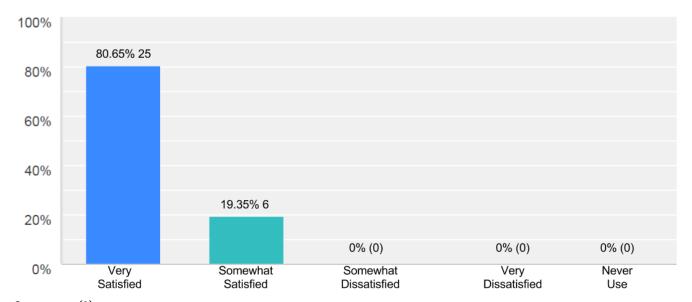
Question 8:
Consulting and Development Services

Goal Statement:
Member libraries will receive quality and timely consultant services to assist in the effective operation of their library.

Examples of Activity: Technology Support, Long Range/Strategic Planning, Policy Development, Personnel and Management Support, and On-Demand Board Consultations.

Please rank your satisfaction with the System's progress in 2014 toward these goals:

Comments (3):
1. Helped in urgent time frame to structure library response to Town message of budget cut to Library. Made sure to define difference to library between educate and advocate.
2. I am so pleased that PLS has included onsite tech support as a service to member libraries. Adam is so nice to work with, too. He is nice, listens, responds, and never talks down to staff. Honestly, better to work with than Aaron. I am also very happy with the assistance I get from Lauren and Ron regarding policy and legal issues.
3. especially in-house technology support and on demand board consultations.
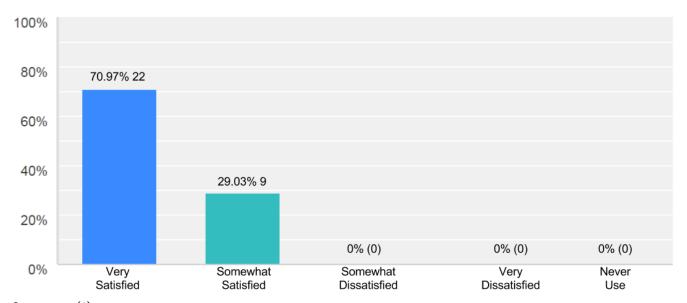
Question 9:
Coordinated Services

Goal Statement:
Member libraries will have access to coordinated, centralized library services that are cost-effective and provide economies of scale (examples: cataloging; OWWL2Go and database purchasing).

Examples of Activities: Copy/Original Cataloging, 24,453 Records Added to Catalog, OWWL2Go shared collection, On-site technology installation support, Coordinated technology purchasing, Centralized networking support on-site and on-call- Novelist Database, including the Library Aware newsletter.

Please rank your satisfaction with the System's progress in 2014 toward these goals:

Comments (4):
1. Always area for improvement - but overall each department invaluable resource to our library.
2. Again, technology support is superb. I do not work directly with copy/original cataloging but, as far as I know, it is timely. I have heard no complaints from staff.
3. thank you thank you!
4. I know we all share proportionately for OWWL2GO, but I'd love to know how many are CLY users. I realize people's mobility makes it nearly impossible to track. Also I really like the idea of GPL central taking over OWWL2go, rather than buy books. There are plenty of libraries that might be willing to buy particular titles to share. I would. Titles could be posted and whatever library wanting to/can afford to can commit to it and remove from list. My 2 cents.
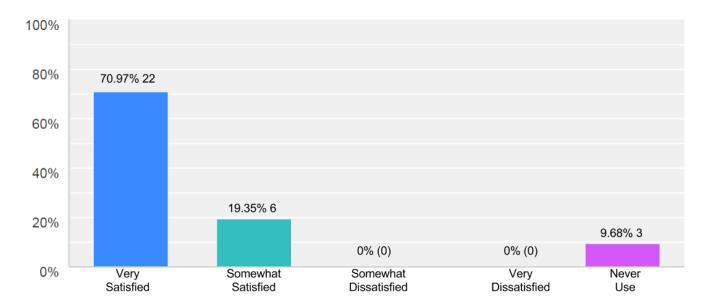
Question 10:
Awareness and Advocacy

Goal Statement:
Member library staff, trustees and volunteers will have the skills and knowledge they need to effectively promote their library to legislators and the community.

Examples of Activities: Coordinating Bus to Albany for 50 Pioneer trustees, staff, and friends; Continuing Education (i.e. Communicating Your Essential Message with Mike Kennerknecht and You Are the Candidate with John Chrastka); and Board consultations regarding local funding options.

Please rank your satisfaction with the System's progress in 2014 toward these goals:

Comments (3):
1. toward goals in 2014!!!! Lots of encouragement to write to leaders when needed, too. Help with new ideas on proper policies procedures in case of state audit!
2. Again, best system in NY State.
3. hmm, didn't know there were consultations regarding local funding options. prob because we are school dist pub lib but we have entered a stage of tight money due to tax cap
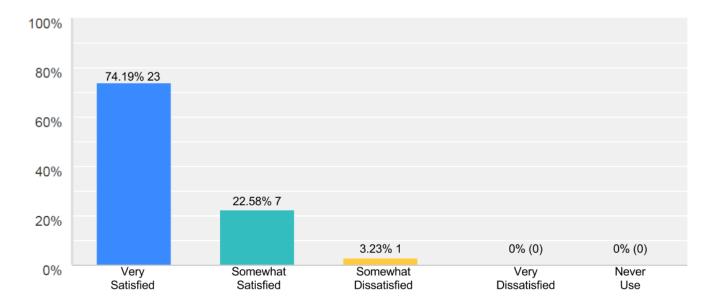
Question 11:
Communication Among Member Libraries

Goal Statement:
Member libraries will share ideas, successes, and best practices by means of support, assistance and collaboration from Pioneer.

Examples of Activities: PLS Notes, PLS Pathfinder, and System Meetings

Please rank your satisfaction with the System's progress in 2014 toward these goals:

Comments (4):
1. PLS seems to encourage an atmosphere of sharing among member libraries. The listserv is a great service that keeps us all connected. PLS Notes is essential since we can't all make every meeting.
2. Less attendance at System Meetings
3. weekly PLS notes are fabulous for keeping us all informed! Thanks.
4. ? System Meerting topics?
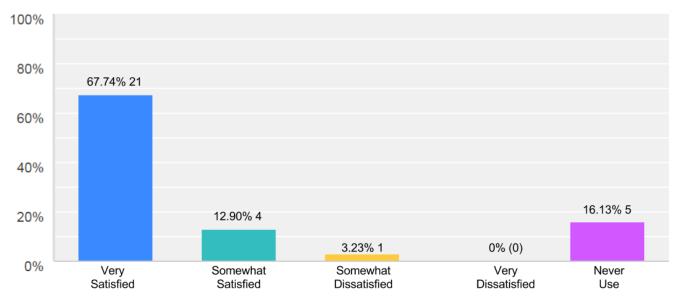
Question 12:
Construction

<u>Goal Statement</u>:
Member libraries will receive construction grant assistance and encouragement from Pioneer to provide accessible facilities that meet community needs.

Examples of Activities: Six Grant Applications, $493,180 Requested and $377,532 Awarded

Please rank your satisfaction with the System's progress in 2014 toward these goals:

<u>Comments (3)</u>:
1. Not applicable for the past year, but we have had construction grant assistance from PLS in two recent years, and have been very satisfied with the help that was given.
2. I have been through this process three times and PLS staff is always very helpful! I wish there was a larger pool of funds for construction projects but that is not something that PLS can control.
3. we haven't used in several years so there have been some changes I know. can't respond properly
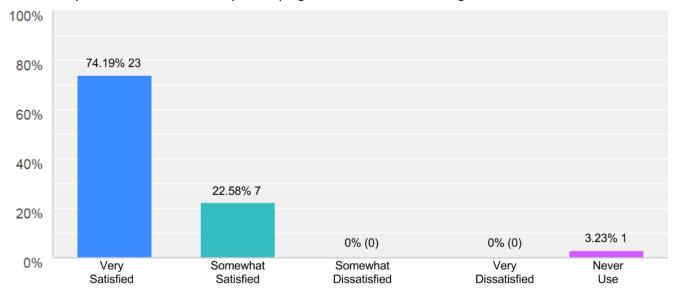
Question 13:
Central Library Services

Goal Statement:
The Central Library (Geneva Public Library) will enhance the collections and services of member libraries by: 1. Providing reference and technology assistance and training services to improve the ability of library staff to assist patrons; and 2. Expanding access and availability of nonfiction collections and electronic resources in compliance with NYS law and guidelines.

Examples of Activities: Owwl2Go Support, Computer Training Pilot Project, Nonfiction Collection Development and Purchasing.

Please rank your satisfaction with the System's progress in 2014 toward these goals:

Comments (5):
1. Offering on-site training has been a wonderful addition to Central Library services, and we plan to take advantage of this again during 2015.
2. Chris gave to Excel classes to Wadsworth Library staff and everyone was very satisfied. We appreciate the ability to contact Central Library when we can't help a patron with OWWL2go. It would be great if there could be a Central Library staff person who could dedicate more time to teaching public classes. I just don't have the time or staff to offer continuous technology training to the public.
3. I'm not sure what I'm looking for --- maybe Rochester Public Library to return?? so that would be the Impossible Dream.
4. Would like to see the computer training available at more libraries
5. See couple of questions back for thoughts on NF Collect devel.