



**Pioneer
Library
System**

**PIONEER LIBRARY SYSTEM
2020 SYSTEM SATISFACTION SURVEY**

SUMMARY OF RESPONSES COMPILED ON DECEMBER 1, 2020

**MEMBER LIBRARY DIRECTORS
FROM 25 LIBRARIES COMPLETED THE SURVEY**

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.

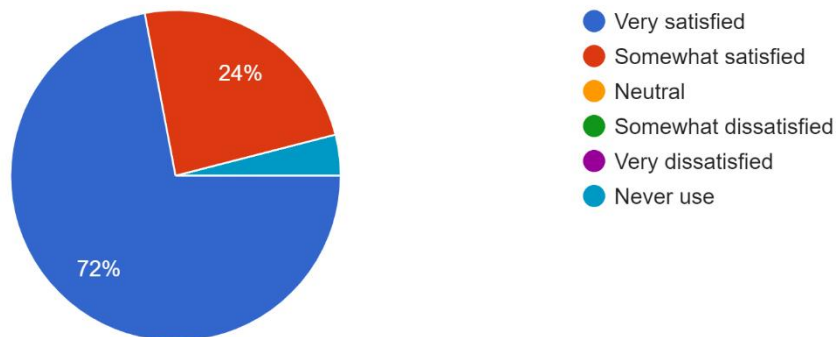
Examples of Activities:

- Preparation of Evergreen Reports for local collection analysis.
- Coordinate Owwl2Go Collection Development Committee to select and purchase OverDrive content.
- Coordinate the purchasing and loaning of the Mobile Maker Kits.

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

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

25 responses



Summary of Comments (4):

- With pandemic issues, could PLS look into more virtual and/or mobile lending kits? For example, large walking book tour/displays?
- Just wanted to comment that I appreciate the tremendous support that member libraries receive from PLS staff in all areas but especially in helping us navigate the challenges presented by the pandemic. I already submitted a survey but wanted to add a big thank you to all of you at PLS!
- The Evergreen reports are very helpful, but only if people use them. There does not seem to be anyone (either a director or PLS staff member) currently that reminds members to perhaps remove old, irrelevant, and dated materials.
- Great work, especially during COVID!

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 discovery of member library collections and for [effective] library account management.

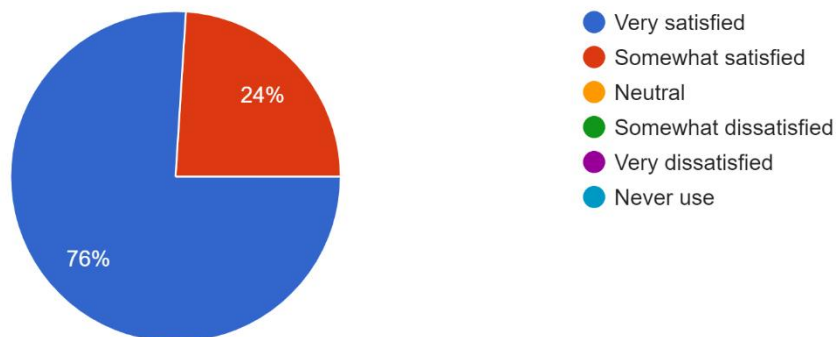
Examples of Activities:

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

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

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

25 responses



Comment Summary (5):

- Evergreen can at times be very cumbersome for staff and/or patron use. Not too user friendly. Continual improvements or look into other database use good.
- I am very pleased that PLS reacted to COVID quickly and implemented online card signups. This is just one example how PLS has evolved to meet patrons' needs.
- The system is sometimes quite slow to respond. Some features of Evergreen aren't quite as intuitive as others.
- The move a few years back to the online client was a great move. And more recently the adaptability of Evergreen has been beneficial (e.g. changing hold limits and the ability to for patrons to register online). The training and informational email that are regularly sent out are so helpful in keeping everyone on the same page.
- You are doing a great job, especially during the shutdown and phased openings.

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.

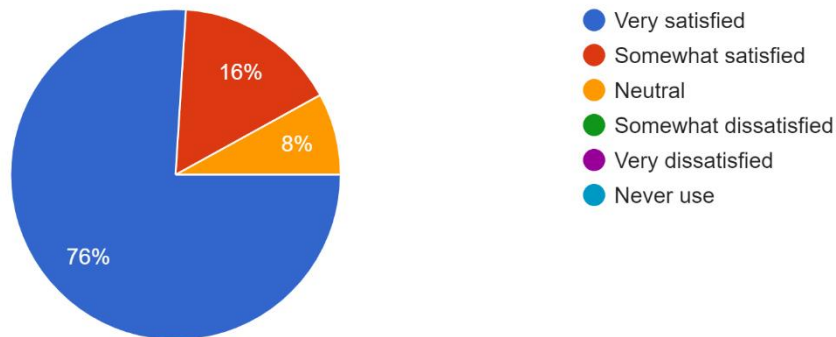
Examples of Activities:

- Delivery of library materials to member libraries.

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

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

25 responses



Comments Summary (6):

- Excellent job!
- Thanks especially to planning and drivers during the pandemic!
- In normal times I would say "Very satisfied". With COVID-19 restrictions, I know you're doing the best you can.
- Covid-19 certainly threw a monkey wrench into this one. But we are surviving.
- It is what it is. Adjustments to delivery this past year were thought out and not simply reactionary. I would like it to return to what it was in January & February 2020, but I'm not hopeful that will happen anytime soon (by no fault of PLS!).
- Navigating these difficult times, PLS has done a wonderful job.

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.

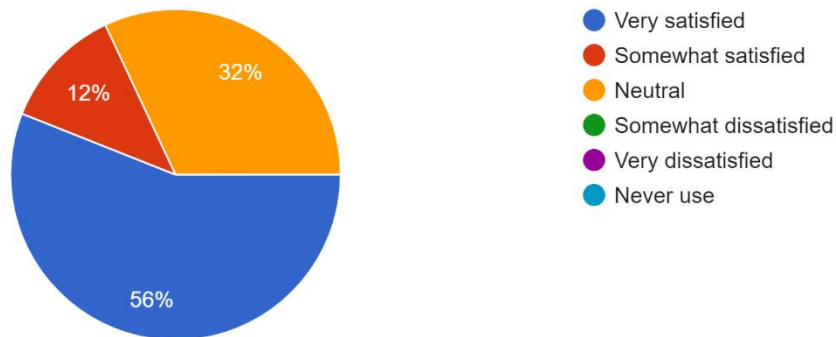
Examples of Activity:

- 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:

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

25 responses



Comments Summary (4):

- Didn't PLS drop this service?
- More information to member library directors regarding this service needed.
- Interlibrary loan is a great service to offer, but our library rarely uses it, pandemic aside.
- I have never used the external service but I feel like I would have to call someone to find out the steps we should take since it is used so rarely. Maybe just a refresher on the process would be helpful so I can teach my staff.

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 Mini Grants to develop and expand adult literacy programs.
- b) Member libraries will partner with literacy organizations to provide expanded adult literacy services.

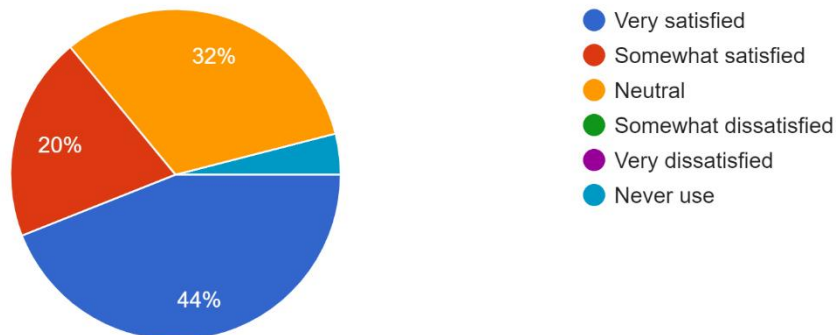
Examples of Activity:

- 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:

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

25 responses



Comments Summary (2):

- Maybe my library missed the opportunity to coordinate/partner with literacy agencies--or we were not able to participate attend. A PLS list of potential partner agencies would help me help our community better? Not sure that's a PLS thing.
- I'm not real clear on what this service offers. We have not utilized it in the past.

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.

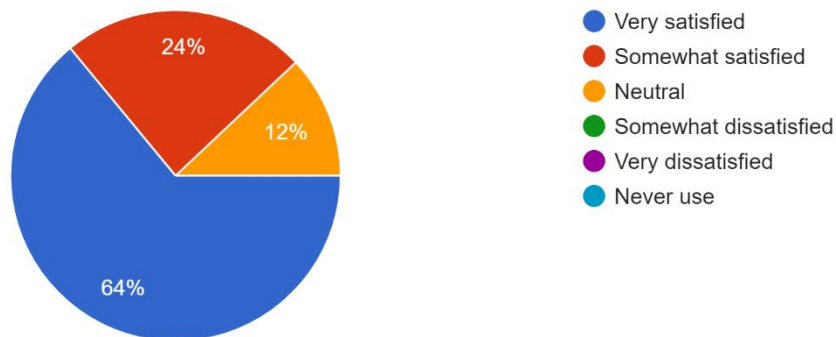
Examples of Activity:

- Offer professional development opportunities (online and in person) to support member library staff in serving under-served populations in their communities.
- Provide promotional items to be used by member library staff at outreach and community events.
- Provide Pop-Up Library equipment to help libraries reach underserved populations through outreach activities.
- 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:

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

25 responses



Comment Summary (1):

- The professional development is incredibly helpful for assisting us to know how to better read and work with various populations in our community.

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.

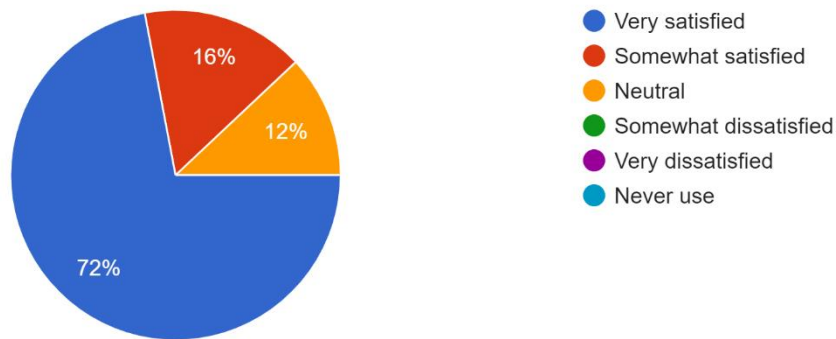
Examples of Activity:

- 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:

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

25 responses



Comment Summary (0):

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:

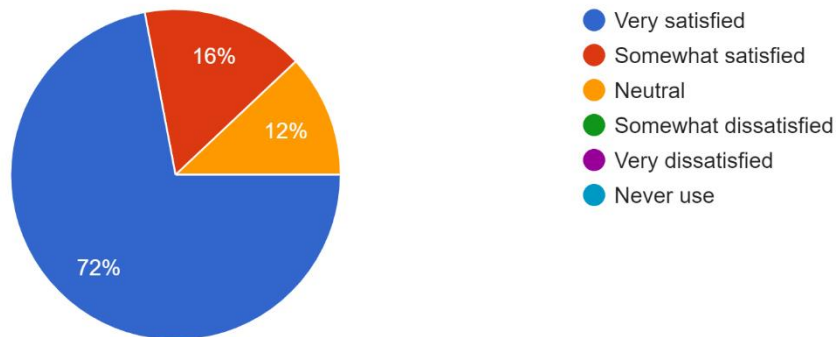
- a) Member libraries will have information and support to develop and improve early literacy programs and services in their communities.
- b) Member libraries will participate in the training program funded by Division of Library Development's NYS Family Literacy Grant to the Pioneer Library System.

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:

25 responses



Comment Summary (0):

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.

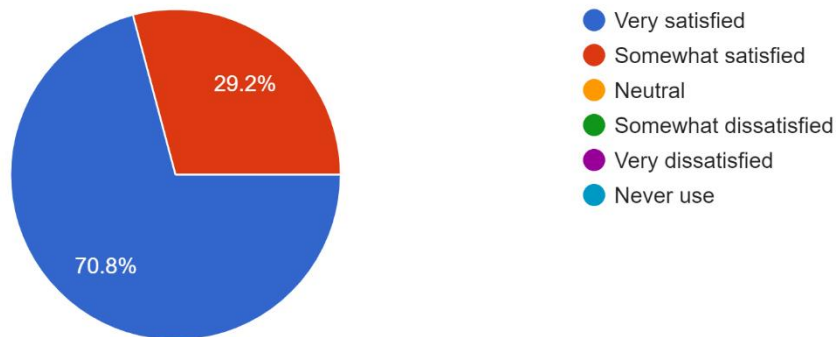
Examples of Activity:

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

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

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

24 responses



Comments (3):

- Please add wordpress training. Would like to see-for interested and skilled library staff the ability to create and execute fairly sophisticated EG reports on demand. If looking for a library to trial this--I vote for ONT :-)
- The PLS offered trainings and opportunities for development have been invaluable this past year. Whether by an outside presenter or PLS staff, they obviously come from much research on their various topics and are presented with authority and clarity.
- I like hearing ideas and getting training for our own member libraries but I like hearing from other systems that can share tried and true programs and ideas as well.

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.

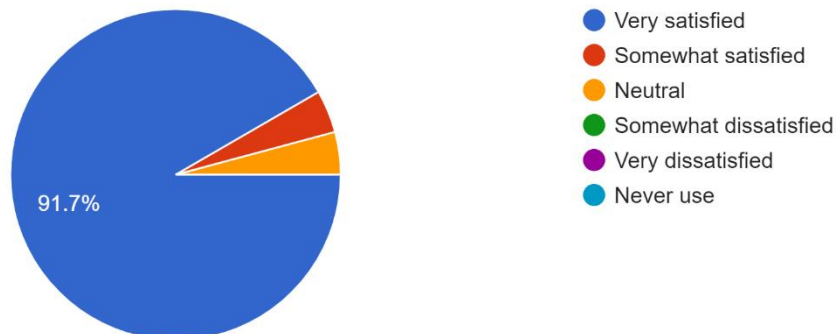
Examples of Activity:

- 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:

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

24 responses



Comment Summary (5):

- Especially true in this COVID year!
- The ideas and workshops are good but need more proactive follow up beyond the above activities to help member libraries/directors/friends groups/trustees benefit from them.
- Excellent support on all the problems that pop up. Sufficient management and administration time and skills delivered by PLS to help with specific library needs and group library issues.
- There's been some shakeup of PLS personnel lately, but I still feel very comfortable seeking guidance from PLS staff. They are readily available and offer sound guidance and provide useful and relevant resources.
- I just wish more Trustees and Friends groups took advantage of this resource.

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.

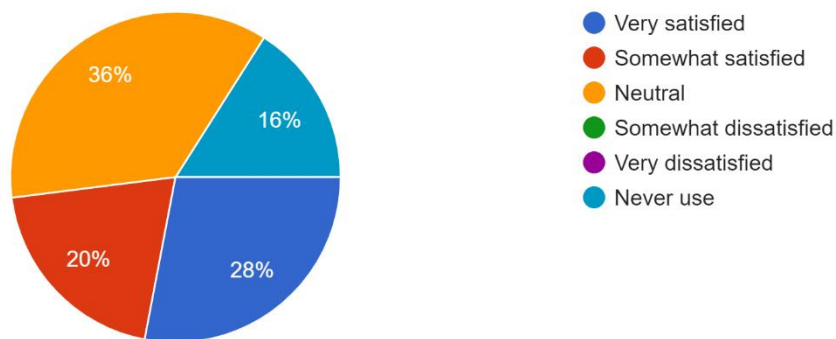
Examples of Activity:

- Convene Local History Working Group to identify digitization priorities across the System.
- 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:

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

25 responses



Comment Summary (4):

- Would like to find out more, utilize more.
- I do feel as if local history collection was forgotten by Lindsay Stratton while she was still here and I know are digitized papers are in limbo, partly because I never got permission from the owners for online publication. I am not sure how to go about doing that anymore since it was long time ago.
- I would benefit from a refresher on this.
- My local history community members have a great interest in this and I often feel I don't have the right background to help lead projects. I don't know all the rules, etc.

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:

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

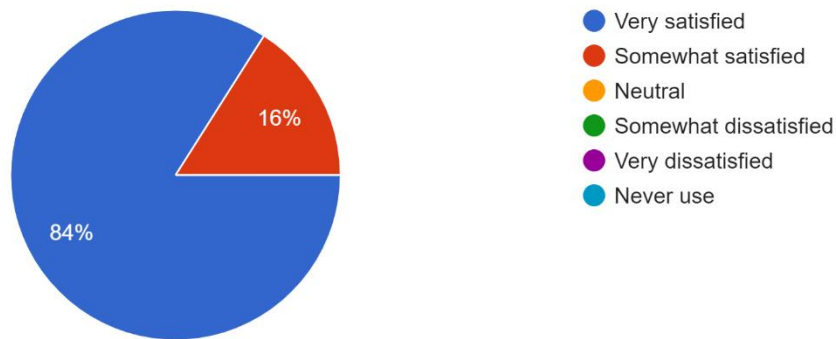
Examples of Activity:

- 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.

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

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

25 responses



Comment Summary (7):

- We are generally satisfied with the help we have received but it still does feel like the CNS team is stretched too thin. We have had a few delays in getting help and we are sometimes hesitant to request support so as not to bog down CNS.
- Always helpful.
- Well timed response to problems for all and particular libraries! Small staff, fast help!
- We would be lost without the IT coordination provided by PLS.
- More assistance or guidance in upkeep would be useful fo backups and routine tasks.
- I'm not sure how I would be able to handle all of the computer and tech concerns without PLS support!
- As a non-tech person, completely appreciated everything the IT guys

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.

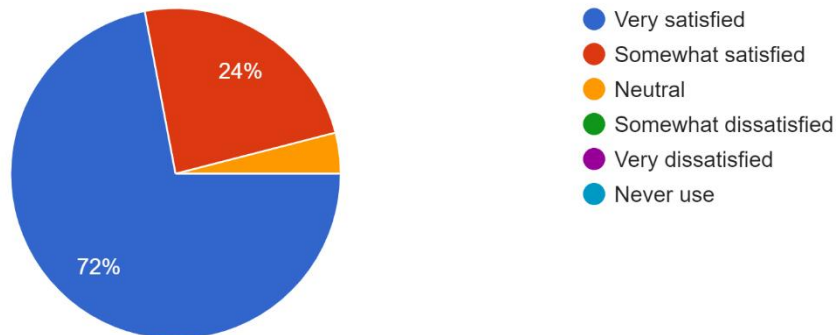
Examples of Activity:

- Coordinate bus trip to Albany for Library Advocacy Day.
- 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:

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

25 responses



Comment Summary (1):

- Super

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 through 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.

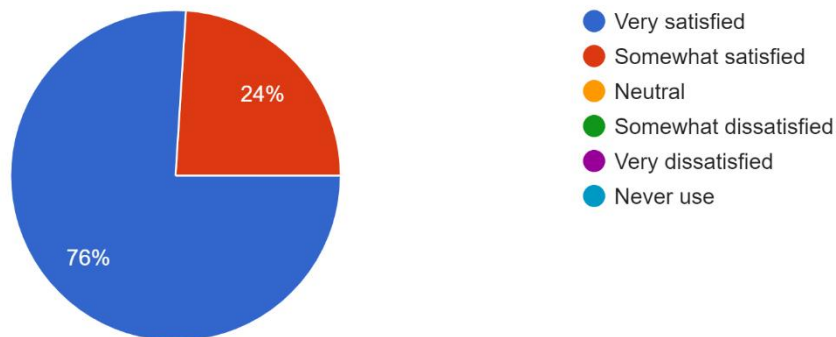
Examples of Activity:

- Weekly publication of PLS Notes.
- Monthly publication of the Trustee Newsletter.
- 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:

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

25 responses



Comment Summary (3):

- Organize notes, memos, meetings, beginning to mid week, instead of late or Fridays. Information is always so good then easy to forget about over weekend, next week on to new agenda.
- Communication among the libraries and directors has occurred more in the past year than any other year (thanks COVID!). However, I don't really feel like I know other directors/library staffs - at least not well enough to not feel like an ignorant buffoon to approach anyone with questions or concerns that I should probably already know by now.
- stellar job during the pandemic

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:

- a) Member libraries will benefit from opportunities for resource sharing.
- b) Library staff will benefit from professional development opportunities provided through cooperative and collaborative efforts.
- c) 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.

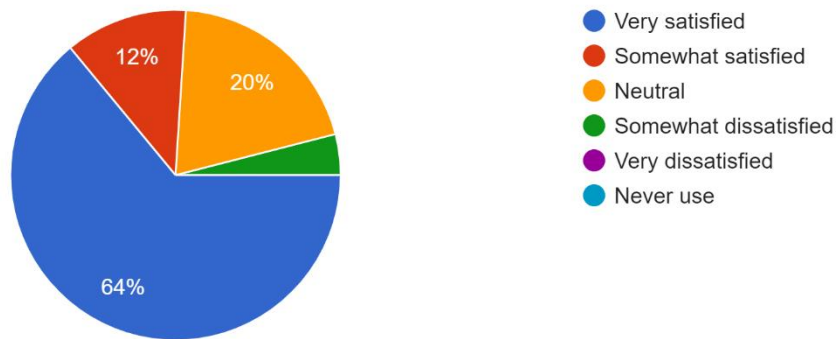
Examples of Activity:

- 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:

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

25 responses



Comment Summary (1):

- Have no idea about these services but would like to know more and definitely utilize.
- OWWL2Go and Sora is a perfect example!
- Don't know if this is possible, but I'd love to see other systems' budget kits for a comparison/benchmark tool.

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.

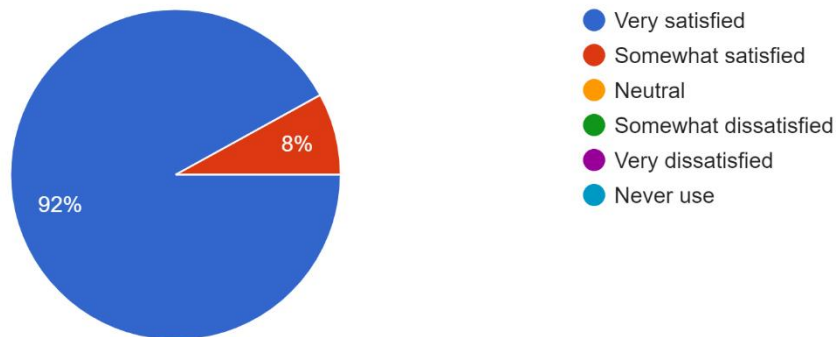
Examples of Activities:

- 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:

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

25 responses



Comment Summary (5):

- Great support; thank you!
- I'm trying to finish up a construction project, and I still don't understand all the steps that need to be taken, and in what order to close this out.