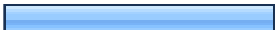
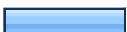




### 1. What is your role in the library?

		Response Percent	Response Count
Director		40.4%	59
Staff		17.8%	26
Volunteer		5.5%	8
Trustee		36.3%	53
answered question			146
skipped question			0

### 2. Delivery

#### VALUE - How important is this to your library?

	Vital to our operation	Very Important	Somewhat Important	Somewhat Unimportant
Delivery Service	59.7% (83)	38.8% (54)	0.7% (1)	0.7% (1)

#### QUALITY - How are we doing?

	Excellent	Very Good	Acceptable	Poor
Delivery Service	62.7% (84)	30.6% (41)	6.0% (8)	0.0% (0)

### 3. Please share any comments or concerns you have regarding delivery services.

	Response Count
	26
answered question	26
skipped question	120

### 4. Technical Services

#### VALUE - How important is this to your library?

	Vital to our operation	Very Important	Somewhat Important	Somewhat Unimportant
Adding/deleting bibliographic records	34.2% (38)	<b>46.8% (52)</b>	16.2% (18)	0.0% (0)
SirsiDynix circulation system	<b>52.3% (56)</b>	32.7% (35)	7.5% (8)	0.0% (0)
SirsiDynix training	32.4% (34)	<b>48.6% (51)</b>	10.5% (11)	1.0% (1)
Joint Automation Board (JAB) Meetings	5.1% (5)	<b>60.6% (60)</b>	25.3% (25)	1.0% (1)
Sharing sessions/JAB committees	5.2% (5)	<b>57.7% (56)</b>	27.8% (27)	3.1% (3)
Applying for E-Rate phone bill discounts	28.7% (31)	<b>55.6% (60)</b>	8.3% (9)	3.7% (4)

#### QUALITY - How are we doing?

	Excellent	Very Good	Acceptable	Poor
Adding/deleting bibliographic records	35.8% (39)	<b>44.0% (48)</b>	11.0% (12)	0.0% (0)
SirsiDynix circulation system	<b>47.2% (50)</b>	33.0% (35)	5.7% (6)	0.0% (0)
SirsiDynix training	<b>39.0% (41)</b>	34.3% (36)	8.6% (9)	1.9% (2)
Joint Automation Board (JAB) Meetings	24.0% (24)	<b>43.0% (43)</b>	14.0% (14)	1.0% (1)

Sharing sessions/JAB committees	19.2% (19)	<b>44.4% (44)</b>	15.2% (15)	0.0% (0)
Applying for E-Rate phone bill discounts	<b>56.2% (59)</b>	34.3% (36)	1.9% (2)	0.0% (0)

**5. Please share any comments or concerns you have regarding Technical Services.**

		Response Count
		32
answered question		32
skipped question		114

## 6. Central Library Services

### VALUE - How important is this to your library?

	Vital to our operation	Very Important	Somewhat Important	Somewhat Unimportant
Adult Non-fiction collection to enhance system-wide interlibrary loan	18.6% (21)	<b>49.6% (56)</b>	23.9% (27)	3.5% (4)
Reference Service	12.7% (13)	<b>50.0% (51)</b>	25.5% (26)	5.9% (6)

### QUALITY - How are we doing?

	Excellent	Very Good	Acceptable	Poor
Adult Non-fiction collection to enhance system-wide interlibrary loan	28.4% (31)	<b>51.4% (56)</b>	9.2% (10)	2.8% (3)
Reference Service	23.2% (23)	<b>48.5% (48)</b>	7.1% (7)	2.0% (2)

## 7. Please share any comments or concerns you have regarding Central Library Services.

	Response Count
	18
answered question	<b>18</b>
skipped question	<b>128</b>

## 8. Databases/Electronic Resources

### VALUE - How important is this to your library?

	Vital to our operation	Very Important	Somewhat Important	Somewhat Unimportant
HeritageQuest	6.8% (7)	<b>46.6% (48)</b>	37.9% (39)	4.9% (5)
LearningExpress	5.0% (5)	<b>47.5% (48)</b>	34.7% (35)	7.9% (8)
Universal Class	5.1% (5)	<b>46.5% (46)</b>	32.3% (32)	12.1% (12)
Overdrive (ebooks and audiobooks)	12.8% (14)	<b>61.5% (67)</b>	22.0% (24)	1.8% (2)
AskUs 24/7 virtual reference	5.0% (5)	38.0% (38)	<b>44.0% (44)</b>	9.0% (9)

### QUALITY - How are we doing?

	Excellent	Very Good	Acceptable	Poor
HeritageQuest	26.9% (28)	<b>47.1% (49)</b>	8.7% (9)	0.0% (0)
LearningExpress	24.0% (24)	<b>49.0% (49)</b>	12.0% (12)	0.0% (0)
Universal Class	23.2% (23)	<b>47.5% (47)</b>	9.1% (9)	0.0% (0)
Overdrive (ebooks and audiobooks)	25.5% (27)	<b>53.8% (57)</b>	15.1% (16)	0.0% (0)
AskUs 24/7 virtual reference	21.8% (22)	<b>45.5% (46)</b>	12.9% (13)	0.0% (0)

## 9. Please share any comments or concerns you have regarding databases/electronic resources.

	Response Count
	28
answered question	<b>28</b>
skipped question	<b>118</b>

## 10. Web Services

### VALUE - How important is this to your library?

	Vital to our operation	Very Important	Somewhat Important	Somewhat Unimportant
NCLS website (www.nclsweb.org)	43.4% (49)	<b>46.9% (53)</b>	9.7% (11)	0.0% (0)
The online catalog design and ease of use (www.northcountrylibraries.org)	<b>60.7% (68)</b>	35.7% (40)	3.6% (4)	0.0% (0)
Web template (for member library websites)	12.8% (12)	<b>50.0% (47)</b>	20.2% (19)	3.2% (3)
Hosting websites for member libraries	26.8% (26)	<b>50.5% (49)</b>	13.4% (13)	5.2% (5)

### QUALITY - How are we doing?

	Excellent	Very Good	Acceptable	Poor
NCLS website (www.nclsweb.org)	<b>51.8% (57)</b>	40.9% (45)	6.4% (7)	0.9% (1)
The online catalog design and ease of use (www.northcountrylibraries.org)	<b>48.2% (53)</b>	36.4% (40)	13.6% (15)	0.9% (1)
Web template (for member library websites)	28.6% (26)	<b>37.4% (34)</b>	13.2% (12)	2.2% (2)
Hosting websites for member libraries	35.8% (34)	<b>42.1% (40)</b>	7.4% (7)	1.1% (1)

## 11. Please share any comments or concerns you have regarding our web services.

	Response Count
	23
answered question	23
skipped question	123

## 12. Continuing Education

### VALUE - How important is this to your library?

	Vital to our operation	Very Important	Somewhat Important	Somewhat Unimportant
Library skills classes	28.8% (32)	<b>55.0% (61)</b>	13.5% (15)	2.7% (3)
Trustee related classes	7.7% (8)	<b>55.8% (58)</b>	28.8% (30)	5.8% (6)

### QUALITY - How are we doing?

	Excellent	Very Good	Acceptable	Poor
Library skills classes	<b>51.9% (55)</b>	37.7% (40)	7.5% (8)	0.9% (1)
Trustee related classes	27.9% (29)	<b>38.5% (40)</b>	13.5% (14)	1.9% (2)

**13. Please share any comments or concerns you have regarding our continuing education classes.**

	<b>Response Count</b>
	16
<b>answered question</b>	<b>16</b>
<b>skipped question</b>	<b>130</b>

## 14. Consulting Services

### VALUE - How important is this to your library?

	Vital to our operation	Very Important	Somewhat Important	Somewhat Unimportant
Assistance with general library tasks and problems	36.0% (40)	<b>52.3% (58)</b>	9.9% (11)	1.8% (2)
Assistance with Trustee related topics	17.3% (19)	<b>63.6% (70)</b>	16.4% (18)	0.9% (1)
Assistance with grants and funding support	40.6% (43)	<b>46.2% (49)</b>	11.3% (12)	0.0% (0)
Assistance with Children related topics	17.8% (18)	<b>68.3% (69)</b>	13.9% (14)	0.0% (0)
Visits to your library and Board meetings	14.5% (16)	<b>48.2% (53)</b>	32.7% (36)	4.5% (5)

### QUALITY - How are we doing?

	Excellent	Very Good	Acceptable	Poor
Assistance with general library tasks and problems	<b>58.9% (63)</b>	33.6% (36)	6.5% (7)	0.0% (0)
Assistance with Trustee related topics	41.7% (45)	<b>43.5% (47)</b>	10.2% (11)	0.9% (1)
Assistance with grants and funding support	<b>51.4% (54)</b>	35.2% (37)	8.6% (9)	0.0% (0)
Assistance with Children related topics	40.0% (40)	<b>42.0% (42)</b>	11.0% (11)	3.0% (3)
Visits to your library and Board meetings	37.7% (40)	<b>41.5% (44)</b>	18.9% (20)	0.9% (1)

**15. Please share any comments or concerns you may have regarding our consulting services.**

	<b>Response Count</b>
	17
<b>answered question</b>	<b>17</b>
<b>skipped question</b>	<b>129</b>

## 16. Information Technology Services

### VALUE - How important is this to your library?

	Vital to our operation	Very Important	Somewhat Important	Somewhat Unimportant
Remote (Bomgar) and phone assistance	28.4% (27)	<b>54.7% (52)</b>	14.7% (14)	0.0% (0)
Visits to your library	21.2% (22)	<b>54.8% (57)</b>	21.2% (22)	2.9% (3)
Ordering/repair of equipment	42.6% (43)	<b>44.6% (45)</b>	9.9% (10)	3.0% (3)
Technology consulting (systems upgrades, building renovations, etc.)	<b>46.2% (48)</b>	41.3% (43)	9.6% (10)	2.9% (3)

### QUALITY - How are we doing?

	Excellent	Very Good	Acceptable	Poor
Remote (Bomgar) and phone assistance	<b>62.4% (58)</b>	26.9% (25)	5.4% (5)	0.0% (0)
Visits to your library	<b>47.1% (48)</b>	40.2% (41)	11.8% (12)	0.0% (0)
Ordering/repair of equipment	<b>57.6% (57)</b>	31.3% (31)	8.1% (8)	0.0% (0)
Technology consulting (systems upgrades, building renovations, etc.)	<b>57.8% (59)</b>	28.4% (29)	11.8% (12)	0.0% (0)

## 17. Please share any comments or concerns you have regarding our IT services.

	Response Count
	20
answered question	20
skipped question	126

## 18. Outreach Services

### VALUE - How important is this to your library?

	Vital to our operation	Very Important	Somewhat Important	Somewhat Unimportant
Large Print Rotating Collection	12.6% (13)	<b>47.6% (49)</b>	28.2% (29)	4.9% (5)
Audiobook Rotating Collection	5.3% (5)	<b>40.0% (38)</b>	28.4% (27)	13.7% (13)
Equipment loan (accu-cut, laptop & projector, etc.)	9.5% (9)	32.6% (31)	<b>43.2% (41)</b>	10.5% (10)

### QUALITY - How are we doing?

	Excellent	Very Good	Acceptable	Poor
Large Print Rotating Collection	<b>44.0% (44)</b>	35.0% (35)	9.0% (9)	0.0% (0)
Audiobook Rotating Collection	24.5% (23)	<b>35.1% (33)</b>	10.6% (10)	1.1% (1)
Equipment loan (accu-cut, laptop & projector, etc.)	30.9% (29)	<b>31.9% (30)</b>	13.8% (13)	0.0% (0)

## 19. Please share any comments or concerns you have regarding our Outreach services.

	Response Count
	17
answered question	17
skipped question	129

## 20. State Services

### VALUE - How important is this to your library?

	Vital to our operation	Very Important	Somewhat Important	Somewhat Unimportant
Assistance with the NYS Annual Report	<b>52.8% (57)</b>	39.8% (43)	5.6% (6)	0.0% (0)
Assistance with the NYS Construction Grant	43.1% (44)	<b>44.1% (45)</b>	6.9% (7)	0.0% (0)

### QUALITY - How are we doing?

	Excellent	Very Good	Acceptable	Poor
Assistance with the NYS Annual Report	<b>62.1% (64)</b>	29.1% (30)	5.8% (6)	1.0% (1)
Assistance with the NYS Construction Grant	<b>57.6% (57)</b>	28.3% (28)	6.1% (6)	0.0% (0)

## 21. Please share any comments or concerns you have regarding our State services.

	Response Count
	13
answered question	13
skipped question	133

## 22. Printing Services

### VALUE - How important is this to your library?

	Vital to our operation	Very Important	Somewhat Important	Somewhat Unimportant
Custom print/graphic design assistance	12.4% (12)	<b>49.5% (48)</b>	30.9% (30)	6.2% (6)
Ready-to-print materials on the NCLS website	12.4% (12)	<b>51.5% (50)</b>	30.9% (30)	4.1% (4)
Bulk mailings	14.3% (13)	25.3% (23)	<b>35.2% (32)</b>	9.9% (9)

### QUALITY - How are we doing?

	Excellent	Very Good	Acceptable	Poor
Custom print/graphic design assistance	<b>48.9% (46)</b>	36.2% (34)	6.4% (6)	0.0% (0)
Ready-to-print materials on the NCLS website	43.0% (40)	<b>47.3% (44)</b>	6.5% (6)	0.0% (0)
Bulk mailings	23.3% (21)	<b>34.4% (31)</b>	15.6% (14)	0.0% (0)

**23. Please share any comments or concerns you have regarding our printing services.**

	Response Count
	11
answered question	11
skipped question	135

**24. Miscellaneous Services**

**VALUE (How important is this to your library?)**

	Vital to our operation	Very Important	Somewhat Important	Somewhat Unimportant
Booklist magazine subscription	7.9% (7)	<b>42.7% (38)</b>	38.2% (34)	5.6% (5)

**Quality (How are we doing?)**

	Excellent	Very Good	Acceptable	Poor
Booklist magazine subscription	30.1% (25)	<b>42.2% (35)</b>	10.8% (9)	0.0% (0)

## 25. Advocacy

### VALUE - How important is this to your library?

	Vital to our operation	Very Important	Somewhat Important	Somewhat Unimportant
Awareness of State legislation that affects libraries	45.2% (52)	<b>47.0% (54)</b>	7.0% (8)	0.0% (0)
County grants	46.3% (50)	<b>49.1% (53)</b>	3.7% (4)	0.0% (0)

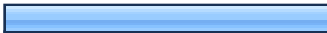

### QUALITY - How are we doing?

	Excellent	Very Good	Acceptable	Poor
Awareness of State legislation that affects libraries	<b>59.5% (66)</b>	38.7% (43)	1.8% (2)	0.0% (0)
County grants	<b>47.1% (49)</b>	41.3% (43)	9.6% (10)	0.0% (0)

## 26. Please share any comments or concerns you have regarding advocacy.

	Response Count
	8
answered question	8
skipped question	138

**27. Do you collaborate with your local literacy agency?**

		Response Percent	Response Count
Yes		49.0%	48
No		51.0%	50
		answered question	98
		skipped question	48

**28. Please share any barriers to using any NCLS service (specify the service and barrier).**

		Response Count	
		20	
		answered question	20
		skipped question	126

**29. If you would like to discuss this survey with Steve Bolton or your Consultant please leave your name and your library in the comment box below.**

		Response Count	
		4	
		answered question	4
		skipped question	142