

**Q1 Name:**

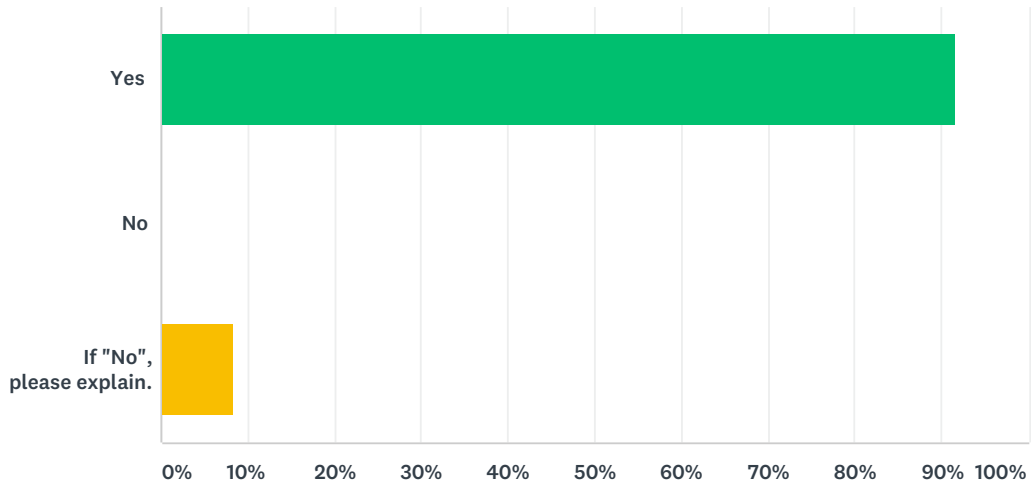
Answered: 25 Skipped: 0

## Q2 Library:

Answered: 25 Skipped: 0

### Q3 In 2018, were you and your staff satisfied with the creation of new MARC records and the ability to access those records?

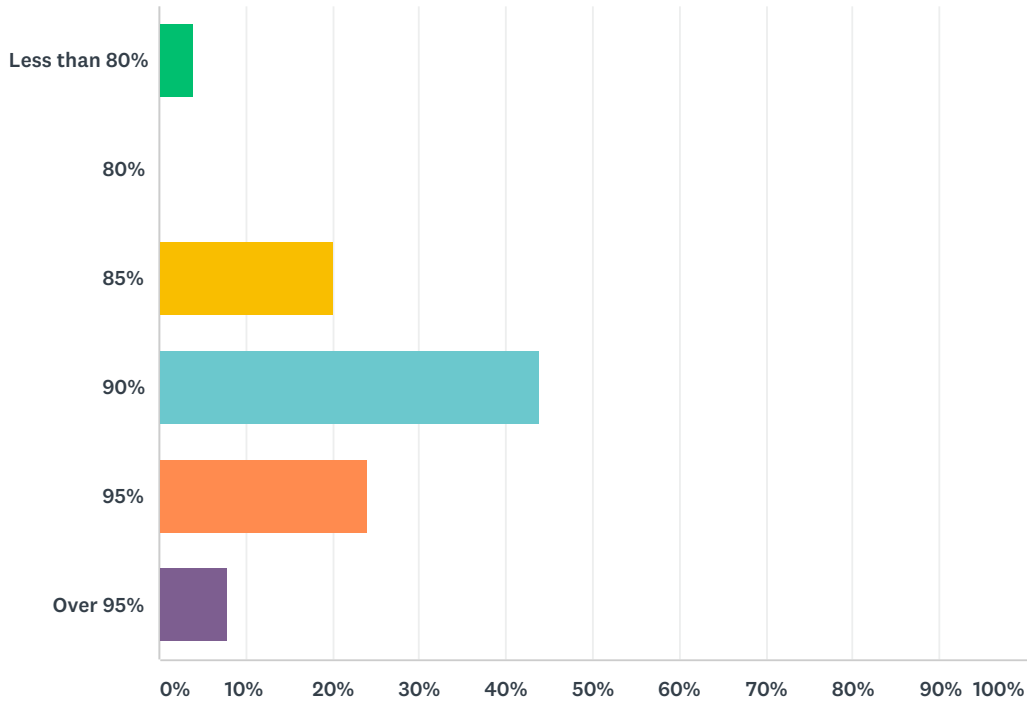
Answered: 24 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	91.67%	22
No	0.00%	0
If "No", please explain.	8.33%	2
<b>TOTAL</b>		<b>24</b>

Q4 In 2018, could your staff find materials (in the Catalog-Enterprise) with their first search, using Symphony or Enterprise (usually title, author, or ISBN) during library hours and closing hours? Please indicate your estimated success rate.

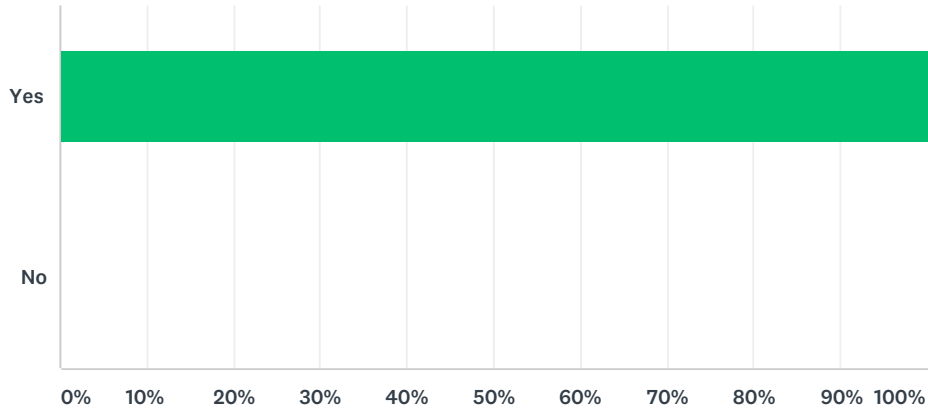
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ANSWER CHOICES	RESPONSES
Less than 80%	4.00% 1
80%	0.00% 0
85%	20.00% 5
90%	44.00% 11
95%	24.00% 6
Over 95%	8.00% 2
<b>TOTAL</b>	<b>25</b>

### Q5 Are you and your staff satisfied with ILL services?

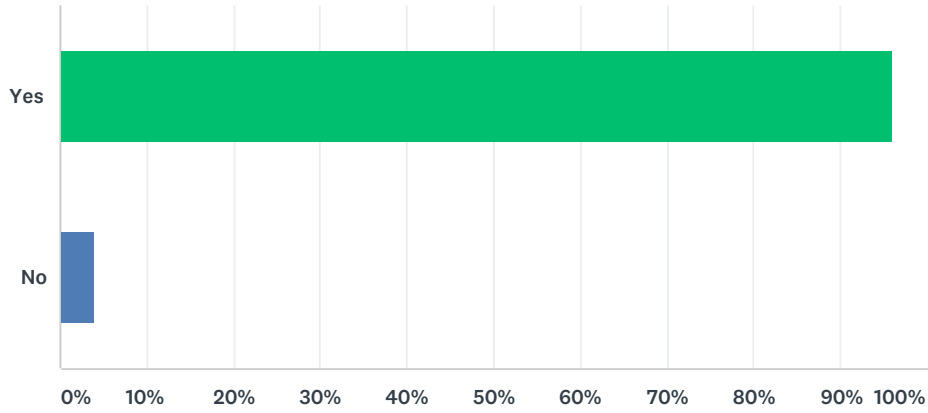
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ANSWER CHOICES	RESPONSES	
Yes	100.00%	25
No	0.00%	0
TOTAL		25

### Q6 Are you and your staff satisfied with the RCLS van delivery service?

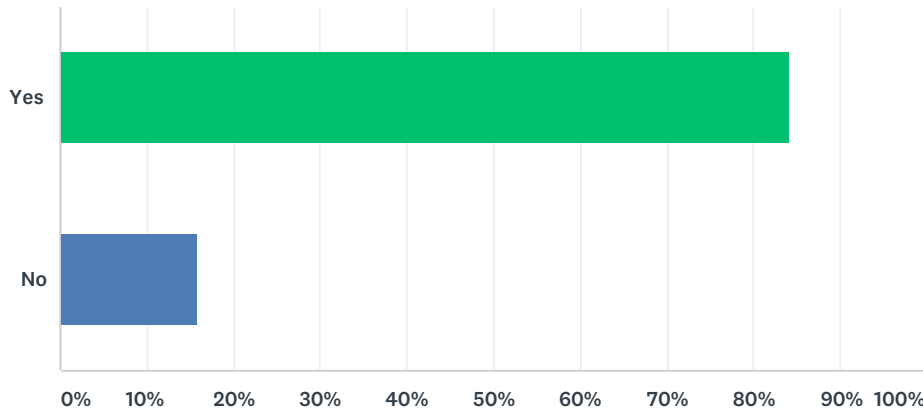
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ANSWER CHOICES	RESPONSES	
Yes	96.00%	24
No	4.00%	1
TOTAL		25

## Q7 Does your public service staff know how to access and use the RCLS Digital Download Center (OverDrive)?

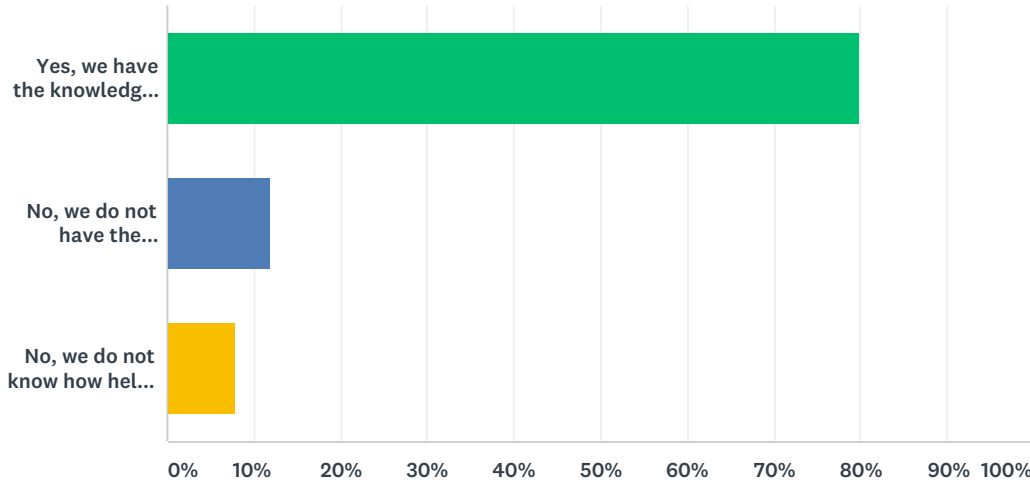
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ANSWER CHOICES	RESPONSES	
Yes	84.00%	21
No	16.00%	4
TOTAL		25

### Q8 Do you and your public services staff have the knowledge to teach and assist patrons with the Digital Download service (OverDrive) and show them where to find the Help materials and email Help form?

Answered: 25 Skipped: 0

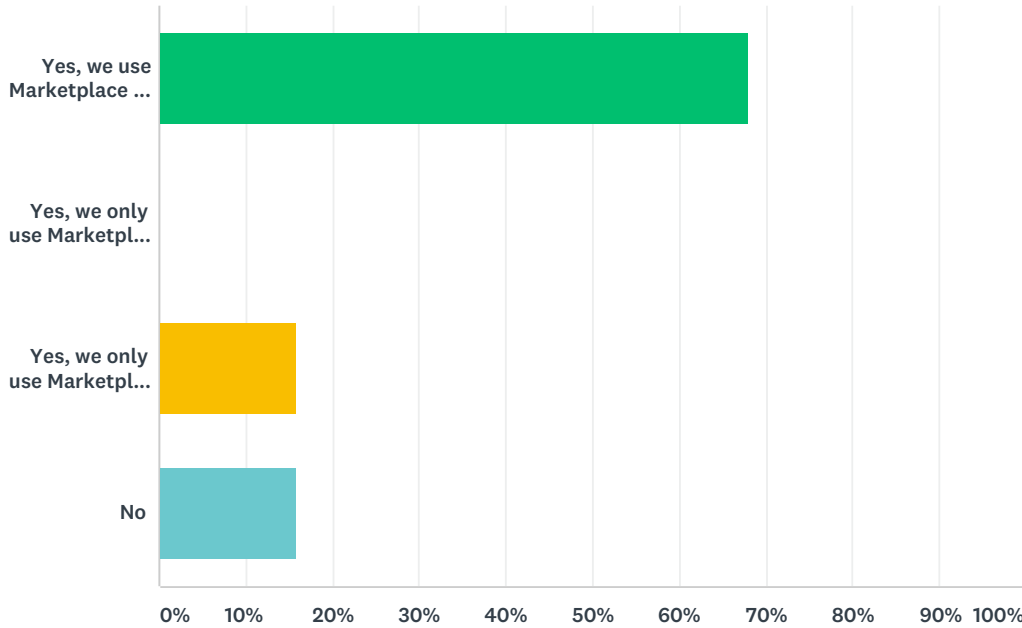


ANSWER CHOICES	RESPONSES
Yes, we have the knowledge to teach and assist patrons how to use the Digital Download service (OverDrive) and show them where to find the help materials and the link to e-mail OverDrive for additional help.	80.00% 20
No, we do not have the knowledge to help our patrons use the Digital Download service (OverDrive), however, we can show them where to find the help materials and the link to e-mail OverDrive for additional help.	12.00% 3
No, we do not know how help our patrons or show them where to find the help materials and the link to e-mail OverDrive for additional help.	8.00% 2
<b>TOTAL</b>	<b>25</b>



### Q9 Do you or your collection development staff know how to access and use OverDrive Marketplace to order materials for your Advantage collection and/or for your Pool carts or to run OverDrive Reports.

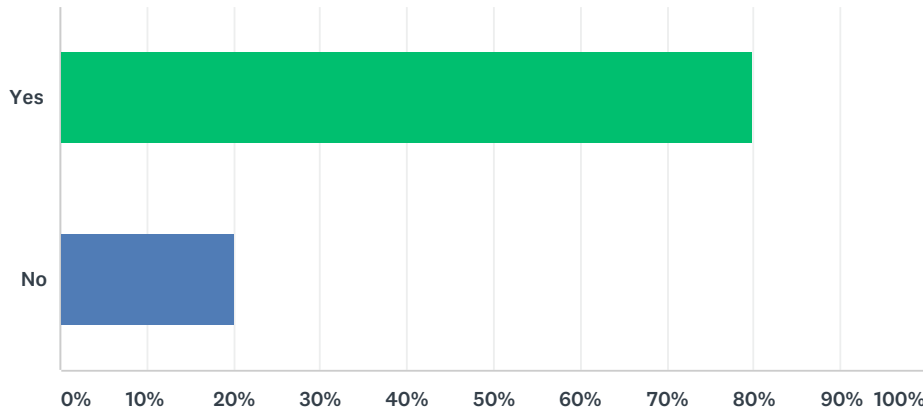
Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes, we use Marketplace to order materials and run reports	68.00%	17
Yes, we only use Marketplace to order materials	0.00%	0
Yes, we only use Marketplace to run reports	16.00%	4
No	16.00%	4
<b>TOTAL</b>		<b>25</b>

### Q10 Are you and your staff aware of the Workforce Development program offer by RCLS and hosted by member libraries?

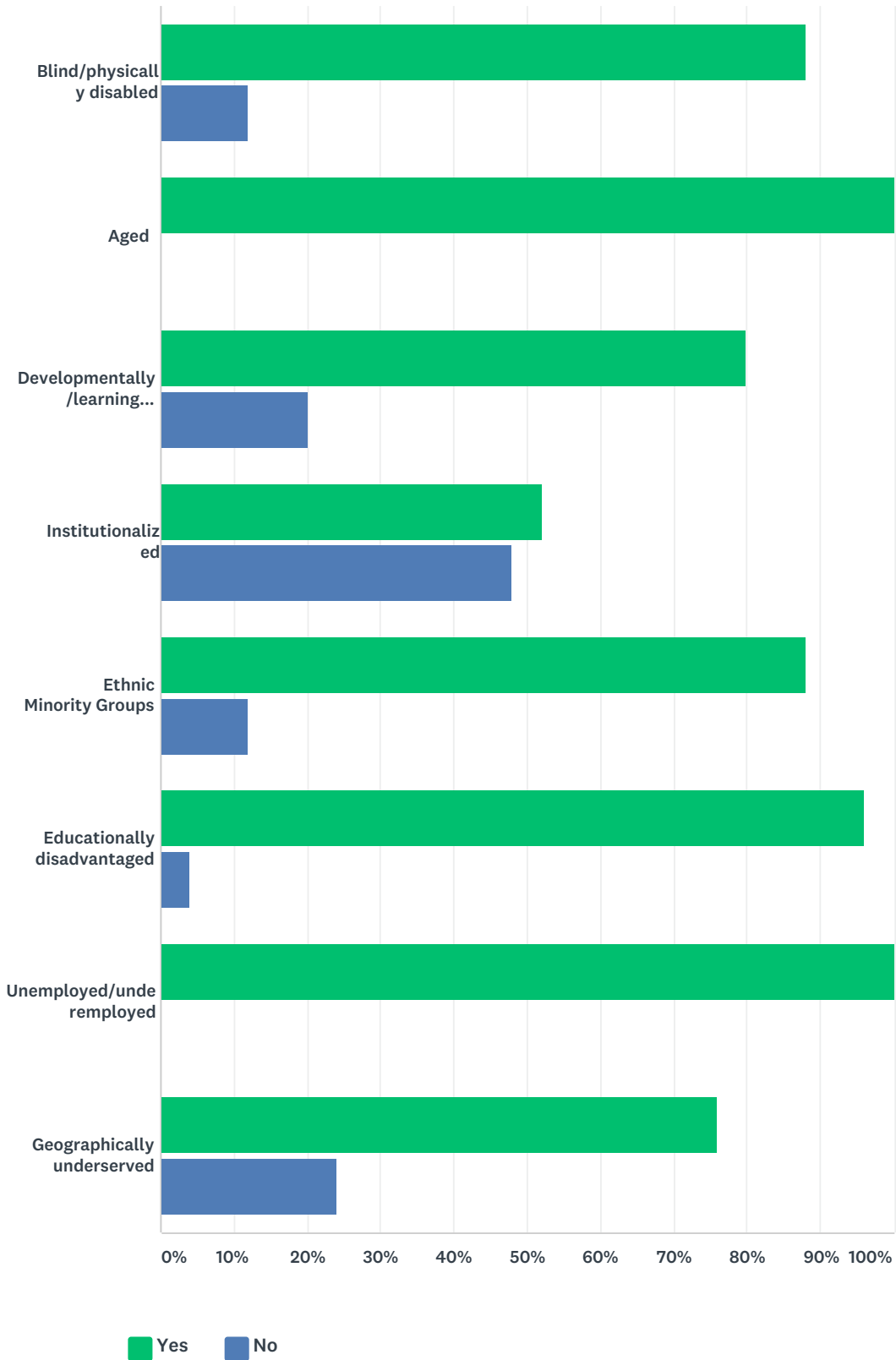
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ANSWER CHOICES	RESPONSES	
Yes	80.00%	20
No	20.00%	5
TOTAL		25

### Q11 Do you and your staff have the information, skills, and resources required to address the needs of the:

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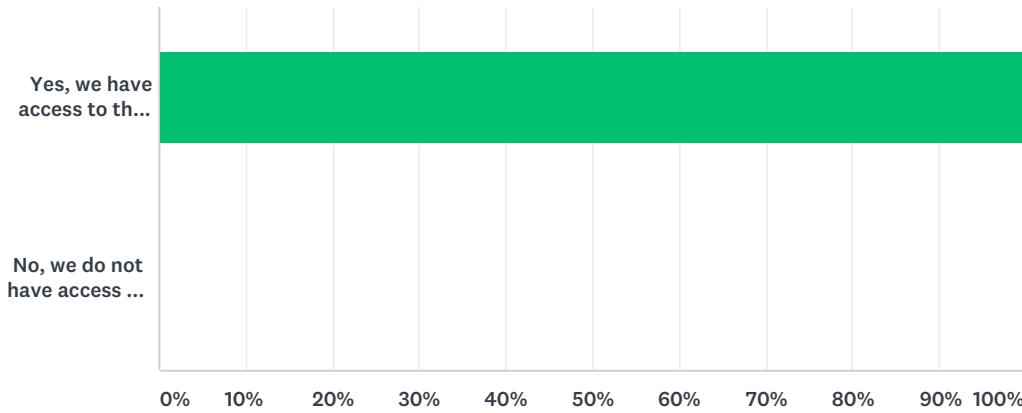


## 2018 Plan Of Service

	YES	NO	TOTAL RESPONDENTS
Blind/physically disabled	88.00% 22	12.00% 3	25
Aged	100.00% 25	0.00% 0	25
Developmentally/learning disabled	80.00% 20	20.00% 5	25
Institutionalized	52.00% 13	48.00% 12	25
Ethnic Minority Groups	88.00% 22	12.00% 3	25
Educationally disadvantaged	96.00% 24	4.00% 1	25
Unemployed/underemployed	100.00% 25	0.00% 0	25
Geographically underserved	76.00% 19	24.00% 6	25

## Q12 Do you and your staff have access to information about the New York State Talking Book and Braille program?

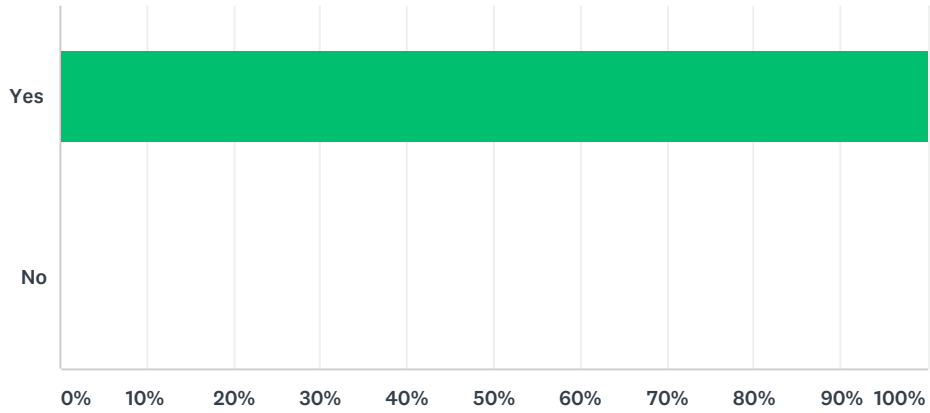
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ANSWER CHOICES	RESPONSES	
Yes, we have access to the information	100.00%	25
No, we do not have access to the information	0.00%	0
TOTAL		25

### Q13 Are you and your youth services staff satisfied that you have the information, skills, and resources available to you to manage programs for children and teens?

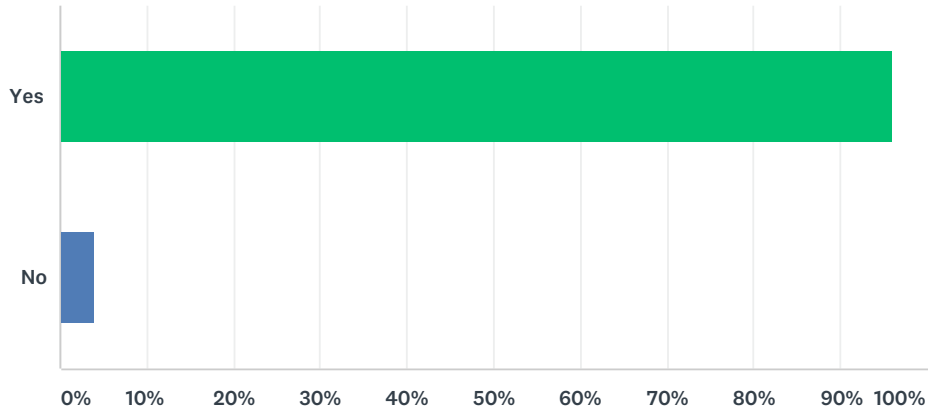
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ANSWER CHOICES	RESPONSES	
Yes	100.00%	25
No	0.00%	0
TOTAL		25

### Q14 Are you and your staff aware of the programs, services and material offered by RCLS to assist you in the developing or enhancing of early literacy programs at your library?

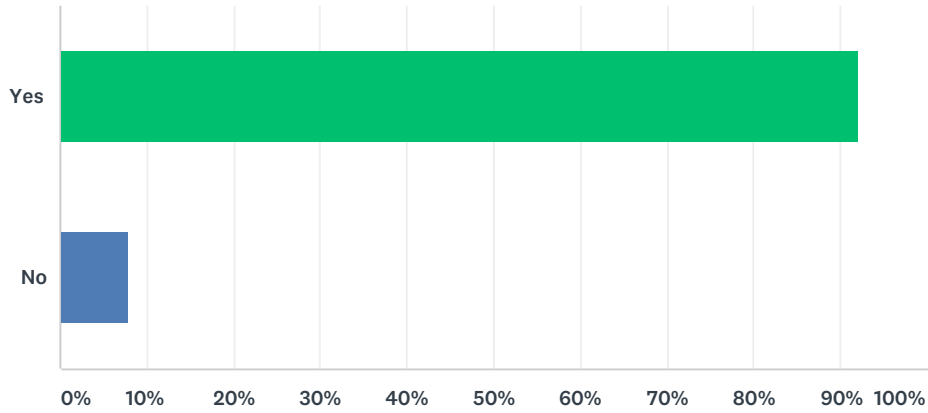
Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	96.00%	24
No	4.00%	1
TOTAL		25

### Q15 Are you and your youth services staff satisfied with the children and teen books preview sessions (scheduled times, materials available and reviews provided)?

Answered: 25 Skipped: 0

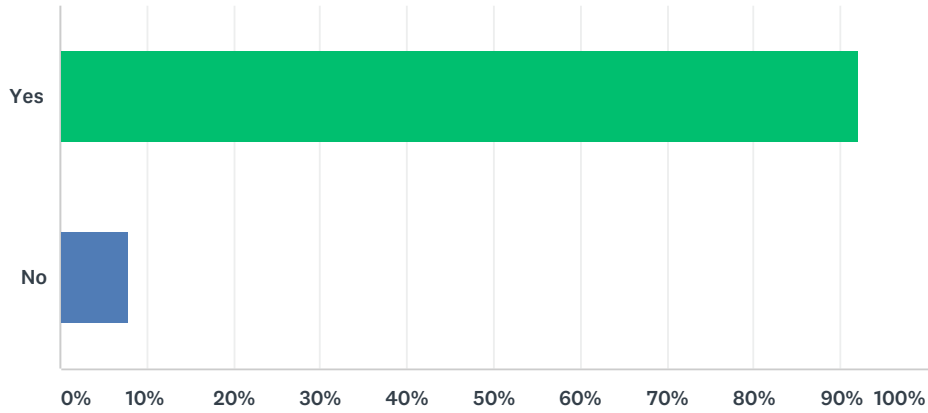


ANSWER CHOICES	RESPONSES	
Yes	92.00%	23
No	8.00%	2
TOTAL		25



### Q16 Are you, your staff and trustees satisfied with the information provided to you about continuing education opportunities available at RCLS?

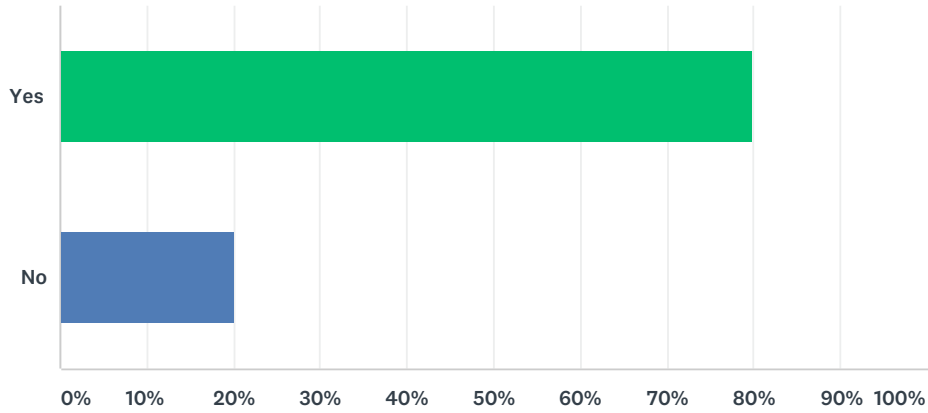
Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	92.00%	23
No	8.00%	2
TOTAL		25

**Q17 Are your trustees aware of the national, state, and regional organizations which support libraries and library services and do they know how to access the resources provided by those organizations?**

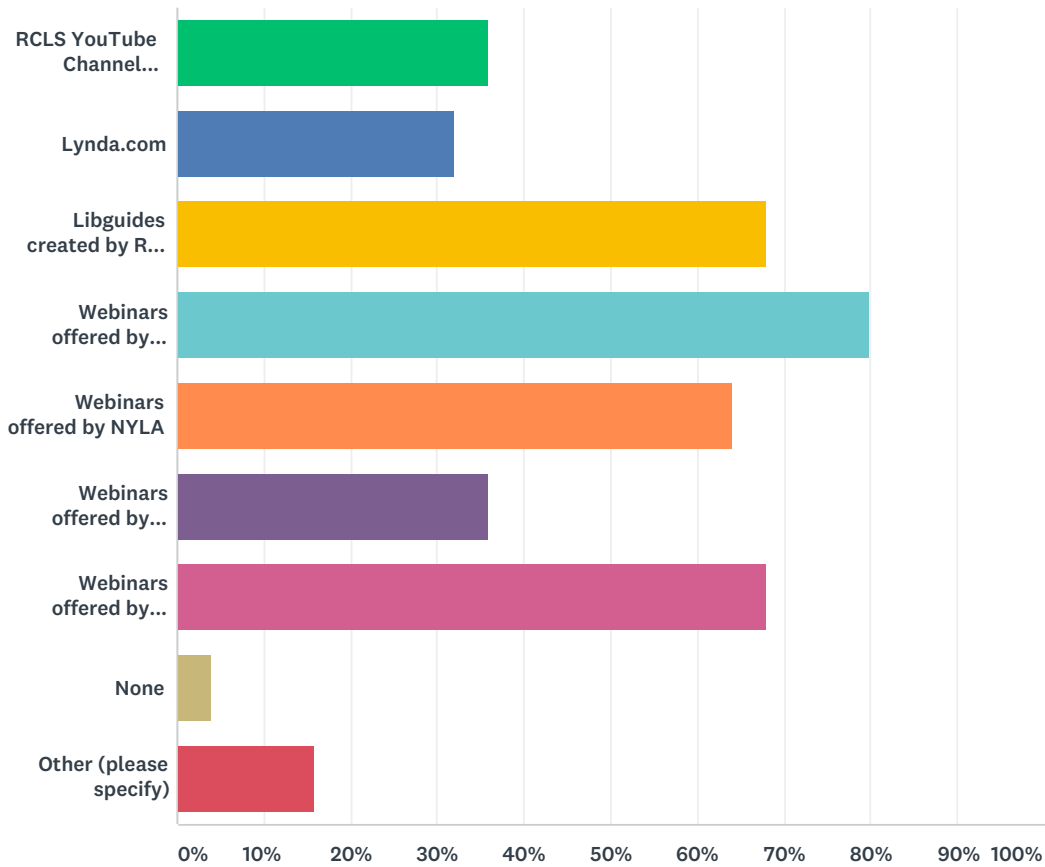
Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	80.00%	20
No	20.00%	5
TOTAL		25

### Q18 In 2018, which of the following distance-learning technologies did you or staff take advantage of for continuing education and training sessions?

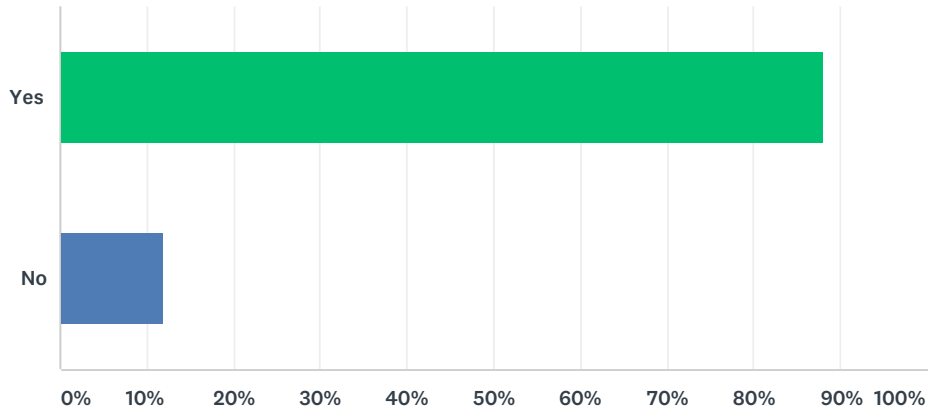
Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES	
RCLS YouTube Channel (RCLSvids)	36.00%	9
Lynda.com	32.00%	8
Libguides created by RCLS staff	68.00%	17
Webinars offered by WebJunction	80.00%	20
Webinars offered by NYLA	64.00%	16
Webinars offered by Library Journal	36.00%	9
Webinars offered by other groups or organizations	68.00%	17
None	4.00%	1
Other (please specify)	16.00%	4
Total Respondents: 25		

**Q19 Overall, are you, your staff and trustees satisfied with RCLS consulting services? (includes all consulting contacts with RCLS staff - grants, construction, governance, Education Law, library policies, youth services, public services, advocacy, Outreach, etc.)**

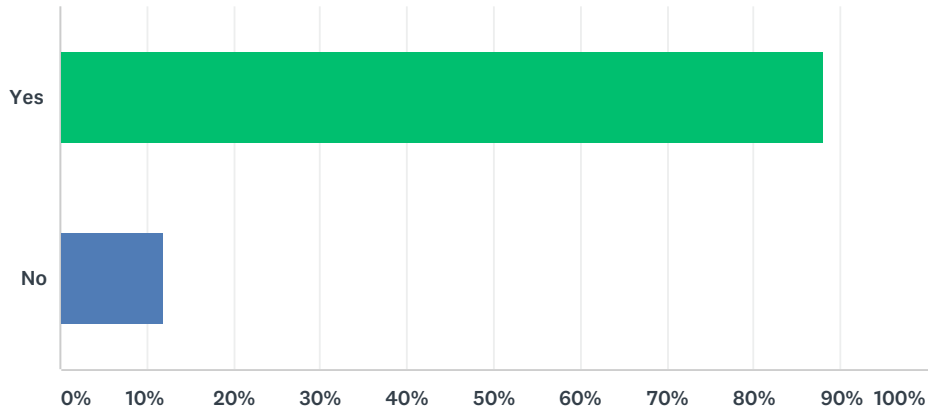
Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	88.00%	22
No	12.00%	3
TOTAL		25

**Q20 Are you and your public services staff satisfied with the online databases made available to you through the Central Library (such as Britannica, Biography In Context, Literature Resource Center, Masterfile, Academic One File, Rosetta Stone, Consumer Reports, Novelist Plus)?**

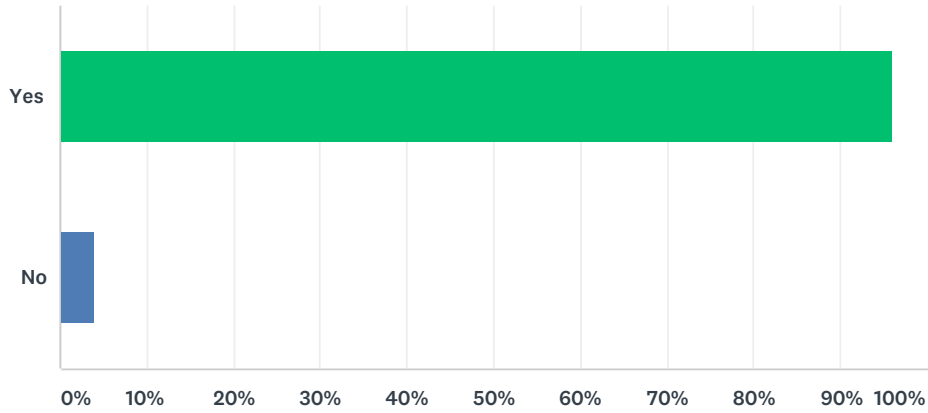
Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	88.00%	22
No	12.00%	3
TOTAL		25

**Q21 Are you and your public services staff satisfied with the access methods that RCLS provides directly to your patrons so that they can use online databases (LibGuide for databases)?**

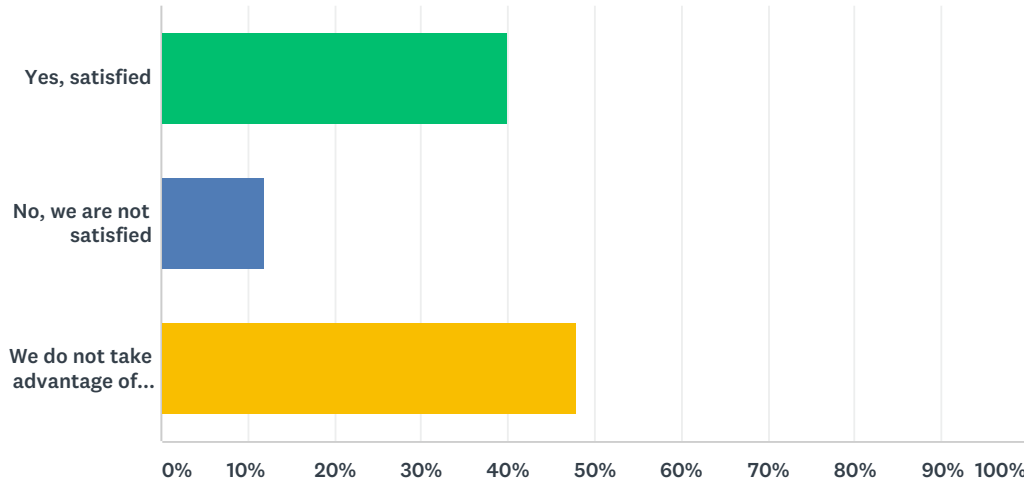
Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	96.00%	24
No	4.00%	1
TOTAL		25

### Q22 Are you and your public services staff satisfied with the promotional materials, instructional materials and web-based training offered by vendors, for the online databases?

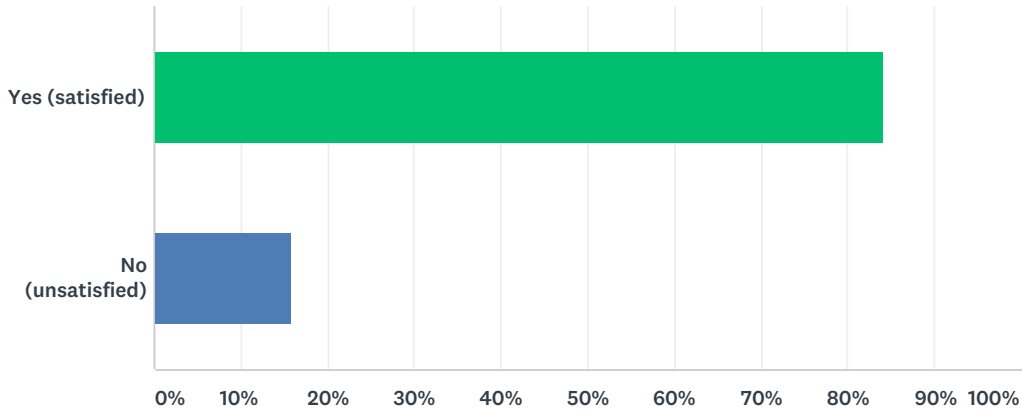
Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes, satisfied	40.00%	10
No, we are not satisfied	12.00%	3
We do not take advantage of the vendor materials or training	48.00%	12
<b>TOTAL</b>		<b>25</b>

Q23 Based on feedback from library patrons, during 2018, were patrons satisfied with their ability to reach web-based services provided by RCLS and your library from outside the library (e.g. Enterprise catalog, Digital Download Center, RCLS Mobile [Boopsie], online databases)?

Answered: 25 Skipped: 0

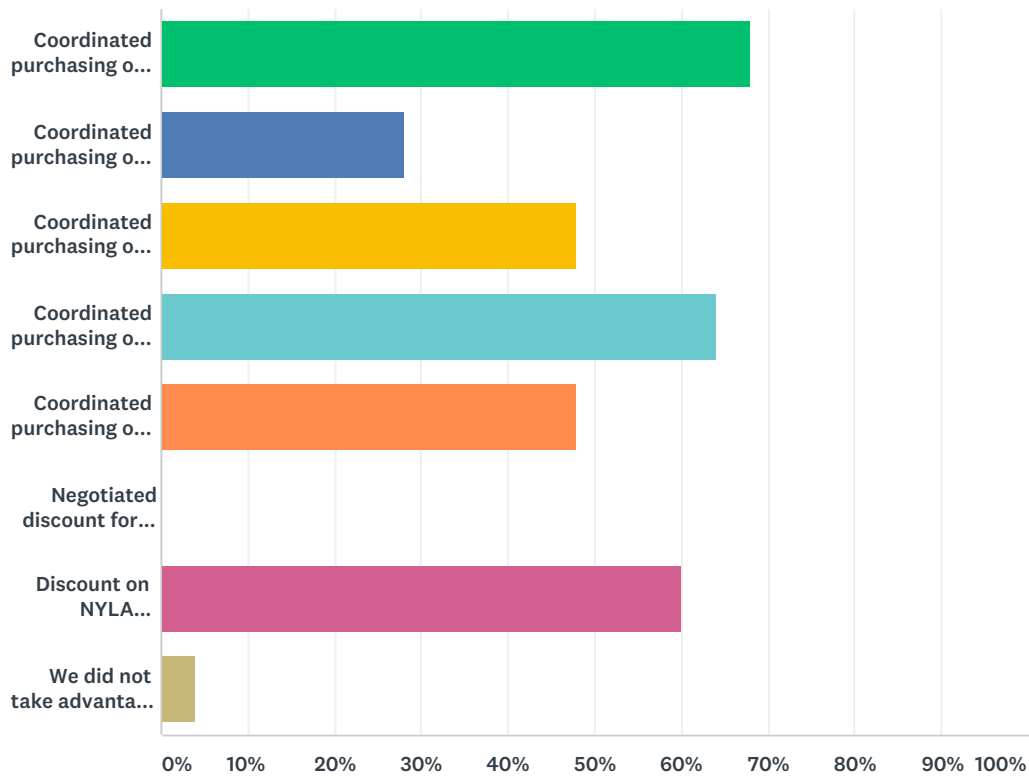


ANSWER CHOICES	RESPONSES	
Yes (satisfied)	84.00%	21
No (unsatisfied)	16.00%	4
TOTAL		25



## Q24 Which of the following RCLS coordinated purchasing or discounted registration cost options have you taken advantage of in 2018?

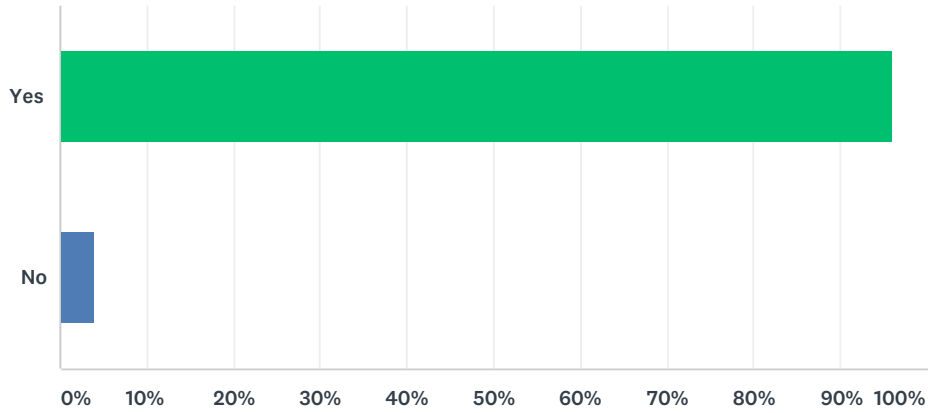
Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES	
Coordinated purchasing of public performance licensing of films	68.00%	17
Coordinated purchasing of summer reading incentives	28.00%	7
Coordinated purchasing of automation equipment	48.00%	12
Coordinated purchasing of automation supplies	64.00%	16
Coordinated purchasing of electronic databases	48.00%	12
Negotiated discount for Marist College tuition	0.00%	0
Discount on NYLA organizational membership fee	60.00%	15
We did not take advantage of any of the coordinated purchasing or discounted registration cost options in 2018.	4.00%	1
Total Respondents: 25		

Q25 If you indicated in the previous question that you took advantage of coordinated purchasing and/or negotiated discount program, were satisfied with this service?

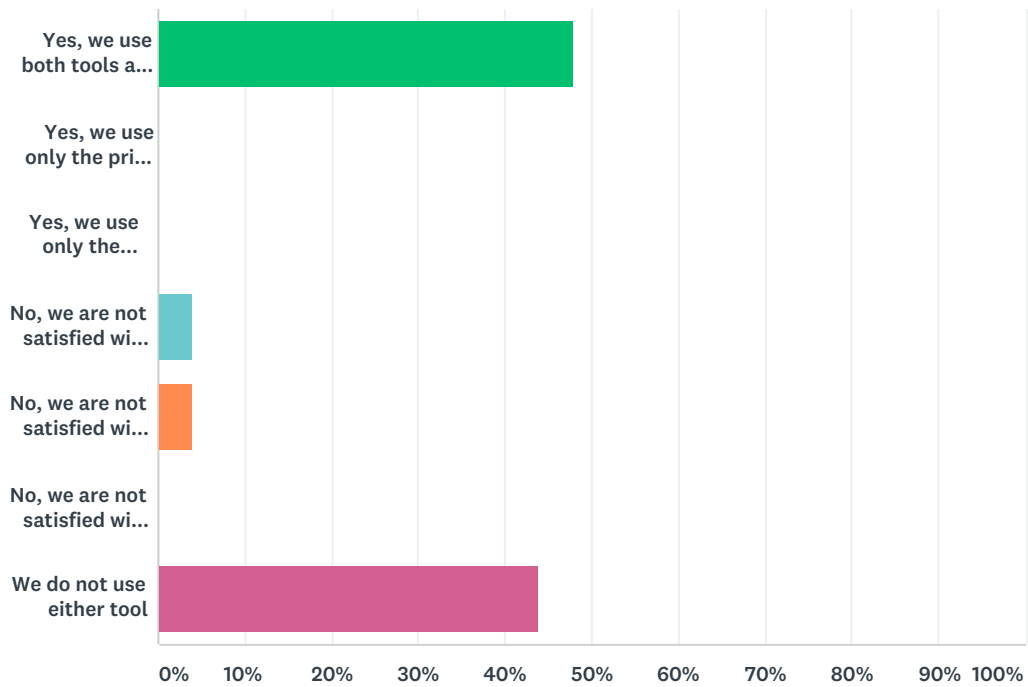
Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	96.00%	24
No	4.00%	1
TOTAL		25

## Q26 Are you and your public services staff satisfied with the print management and workstation reservation software (EnvisionWare)?

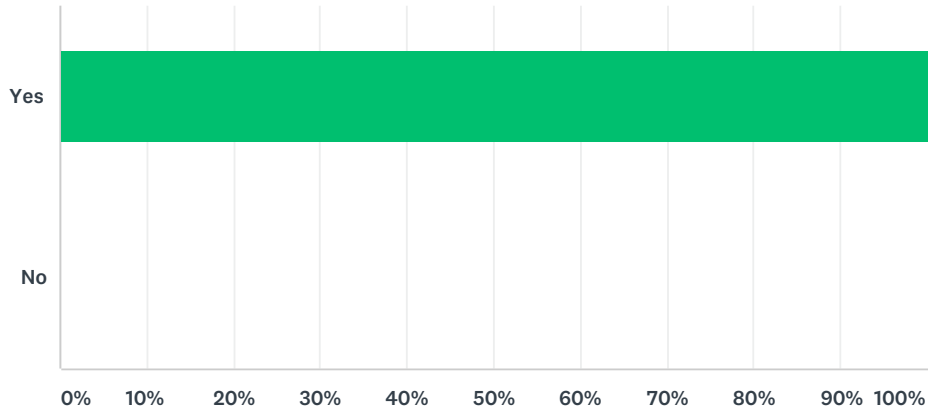
Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes, we use both tools and are satisfied	48.00%	12
Yes, we use only the print management component and are satisfied	0.00%	0
Yes, we use only the workstation management component and are satisfied	0.00%	0
No, we are not satisfied with either tool	4.00%	1
No, we are not satisfied with the print management component	4.00%	1
No, we are not satisfied with the workstation reservation component	0.00%	0
We do not use either tool	44.00%	11
<b>TOTAL</b>		<b>25</b>

### Q27 Are you and your staff satisfied with the support provided by RCLS staff to run and access Symphony/WebReporter/BLUEcloud Analytics reports?

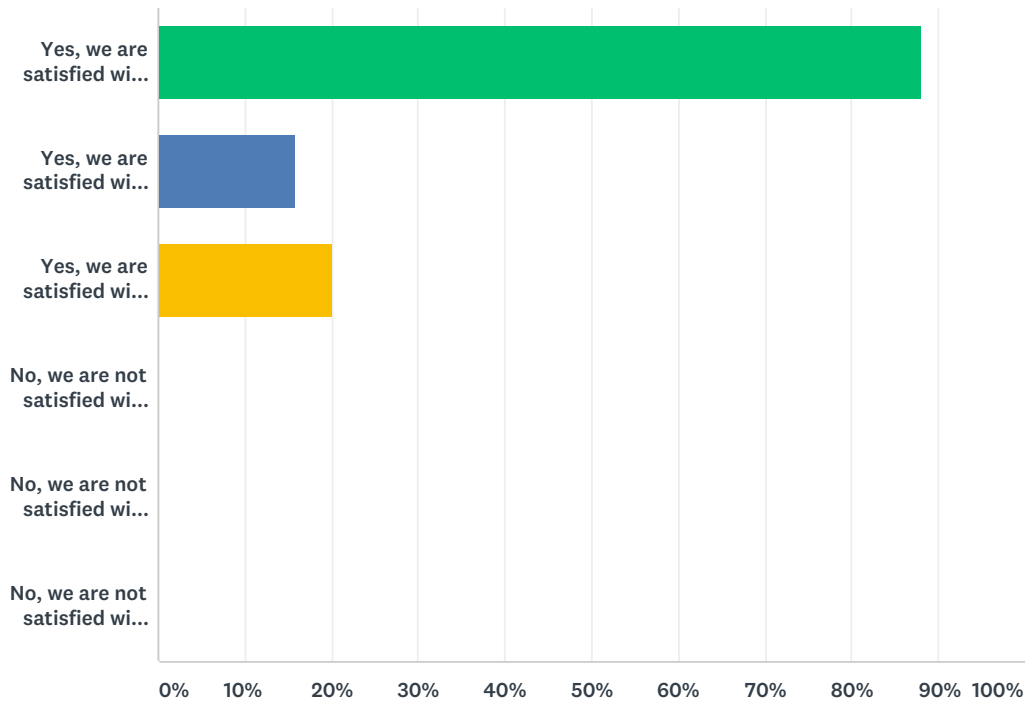
Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	100.00%	25
No	0.00%	0
TOTAL		25

Q28 Are you and your staff satisfied by the report templates created by RCLS staff and the support offered to adjust or modify these (e.g. dusty books, purchase alerts, missing, lost, long "In Transit") reports within WorkFlows, WebReporter and/or BLUEcloud Analytics? Check all that apply.

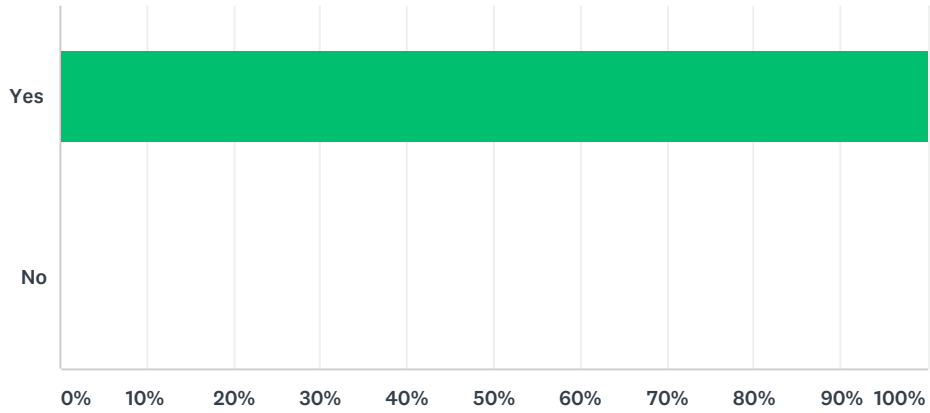
Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes, we are satisfied with templates and the support to modify reports	88.00%	22
Yes, we are satisfied with templates	16.00%	4
Yes, we are satisfied with the support to modify reports	20.00%	5
No, we are not satisfied with templates or the support to modify reports	0.00%	0
No, we are not satisfied with templates	0.00%	0
No, we are not satisfied with the support to modify reports	0.00%	0
Total Respondents: 25		

### Q29 In 2018, were you and your staff satisfied that the online catalog provided adequate access to the holdings of other member libraries for resource sharing?

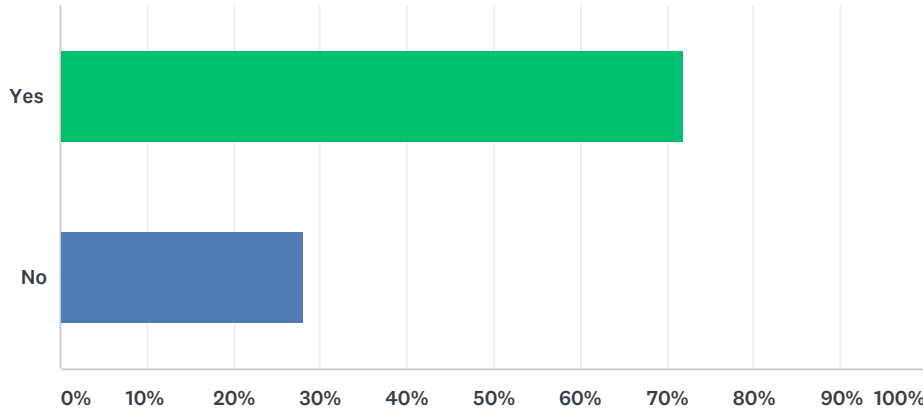
Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	100.00%	25
No	0.00%	0
TOTAL		25

**Q30 In general, do you and your staff receive adequate decision-making information about new technologies from RCLS? Examples include RFID, eCommerce, monitors, ebook devices, etc.**

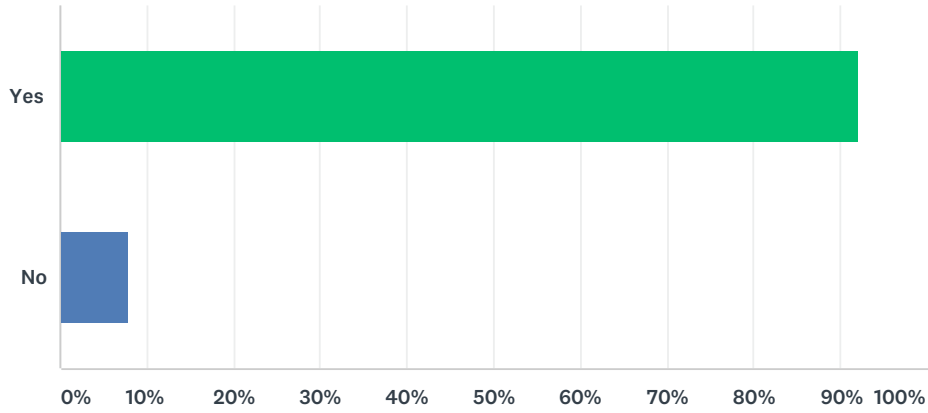
Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	72.00%	18
No	28.00%	7
TOTAL		25

### Q31 Are you and your staff satisfied with RCLS technology support?

Answered: 25 Skipped: 0

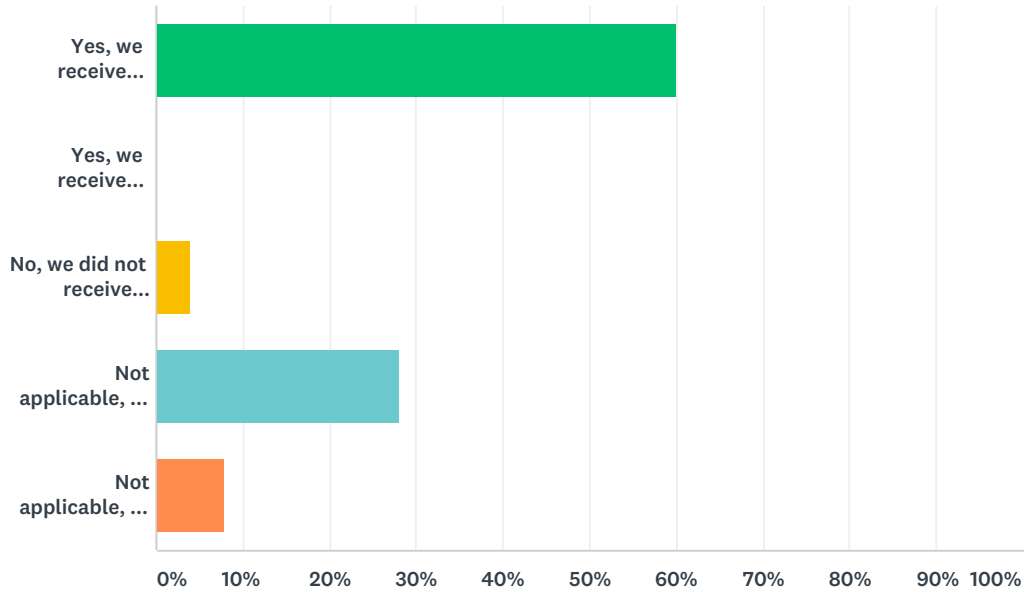


ANSWER CHOICES	RESPONSES	
Yes	92.00%	23
No	8.00%	2
TOTAL		25



### Q32 Did you and your staff receive adequate decision-making information, from RCLS staff, about the implementation of wireless (WiFi) public access at your library?

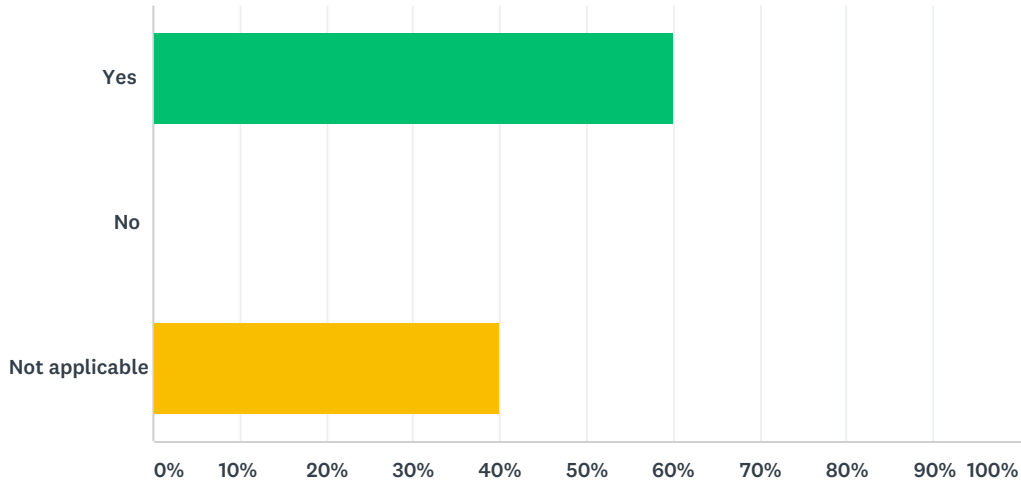
Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes, we receive adequate decision-making information and have implemented WiFi	60.00%	15
Yes, we receive adequate decision-making information and decided not to implement WiFi	0.00%	0
No, we did not receive adequate decision-making information	4.00%	1
Not applicable, we did not request information, we setup our own WiFi	28.00%	7
Not applicable, we did not request information, we are interested in setting up WiFi at this time	8.00%	2
<b>TOTAL</b>		<b>25</b>

**Q33 If your library is using wireless (WiFi) public access offered by RCLS, are you satisfied with the support you and your staff received from the ANSER staff?**

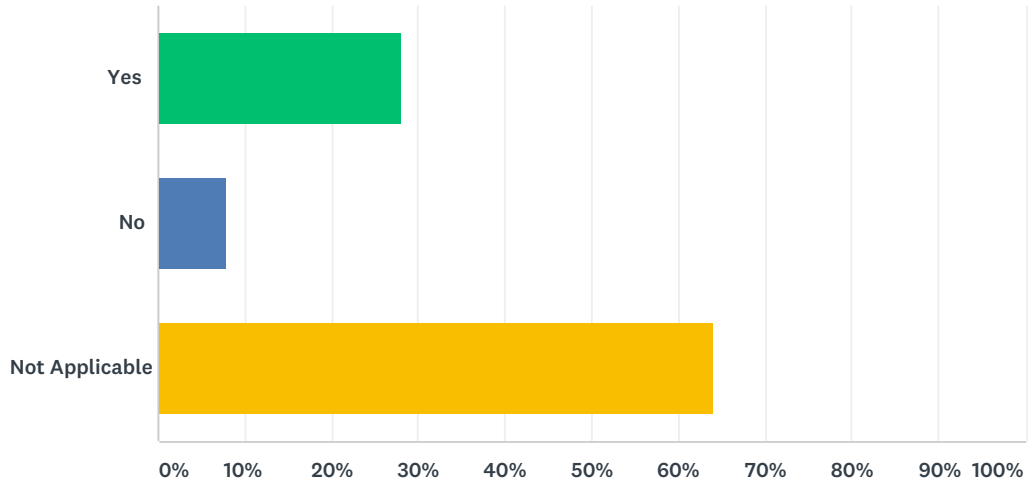
Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	60.00%	15
No	0.00%	0
Not applicable	40.00%	10
<b>TOTAL</b>		<b>25</b>

### Q34 Whether your library is using self-checkout workstations or considered doing so, did you and your staff receive adequate decision-making information from ANSER staff?

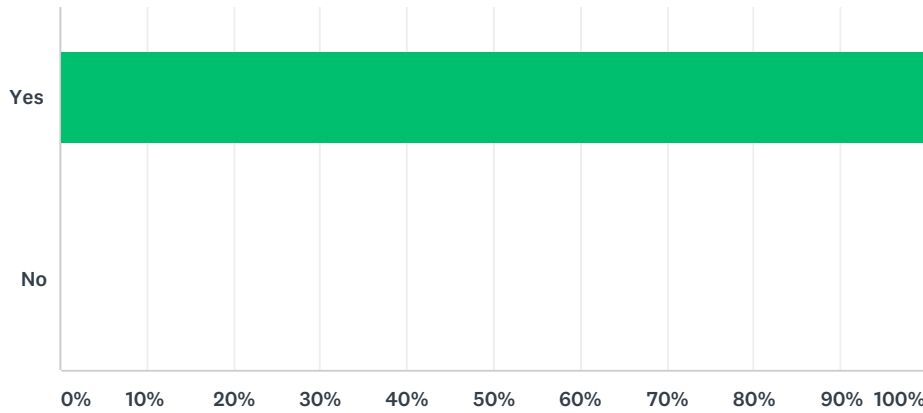
Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	28.00%	7
No	8.00%	2
Not Applicable	64.00%	16
TOTAL		25

### Q35 Are you and your staff satisfied with the Wide-Area Network (i.e. fiber optic network)?

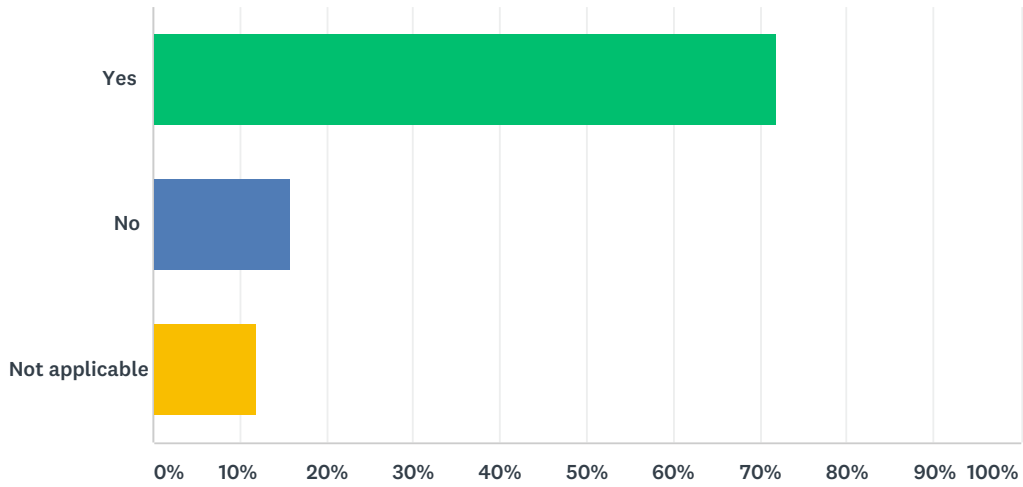
Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	100.00%	25
No	0.00%	0
TOTAL		25

### Q36 Do you and your public services staff have the knowledge and skills to create and use the LibGuide software?

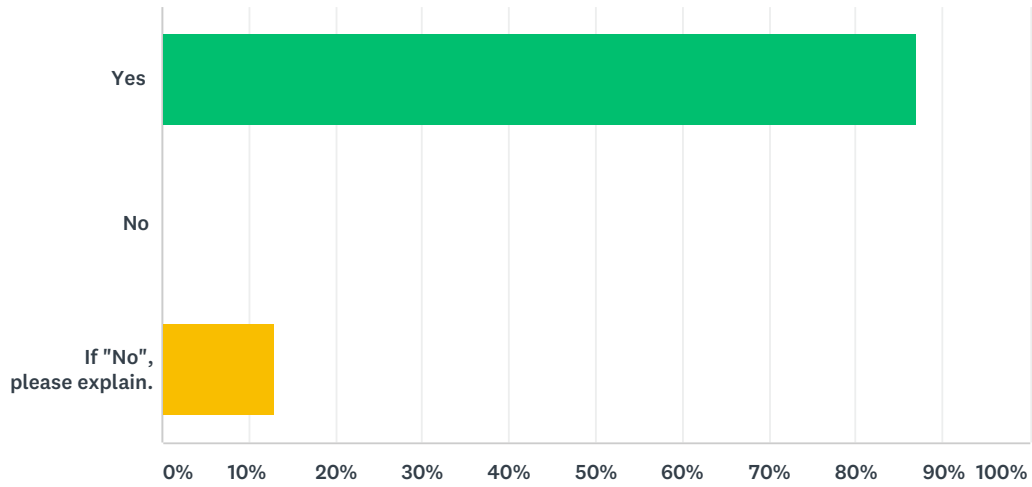
Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	72.00%	18
No	16.00%	4
Not applicable	12.00%	3
<b>TOTAL</b>		<b>25</b>

### Q37 During 2018, were you and your staff satisfied with the RCLS backup Internet Services when needed?

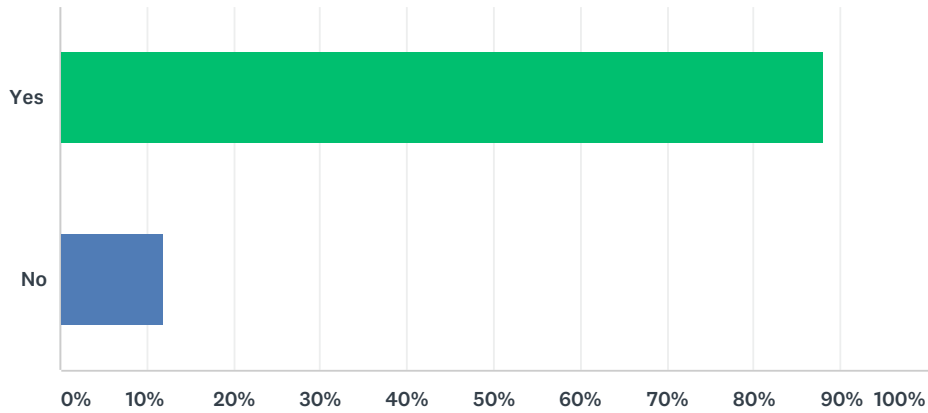
Answered: 23 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	86.96%	20
No	0.00%	0
If "No", please explain.	13.04%	3
<b>TOTAL</b>		<b>23</b>

### Q38 Do you, your trustees and staff have the skills and information required to effectively advocate on behalf of libraries and library services?

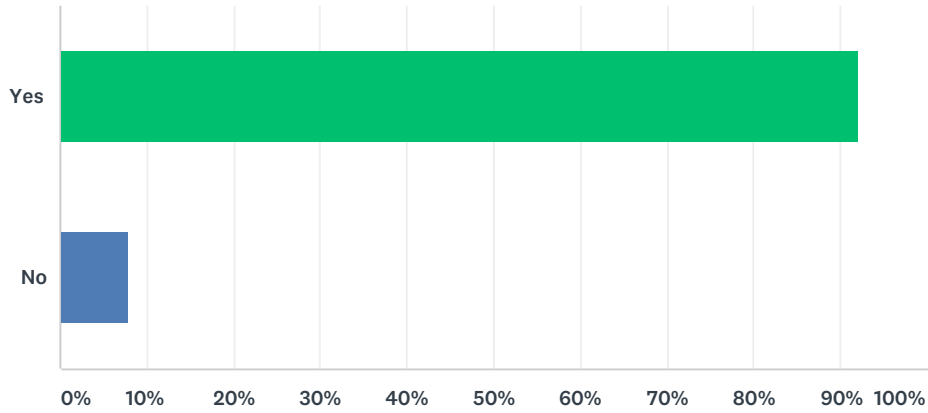
Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	88.00%	22
No	12.00%	3
TOTAL		25

**Q39 Are you, your trustees and staff satisfied with the information (research reports and trends) and notices (legislative action or important events) provided by RCLS to support local advocacy efforts?**

Answered: 25 Skipped: 0

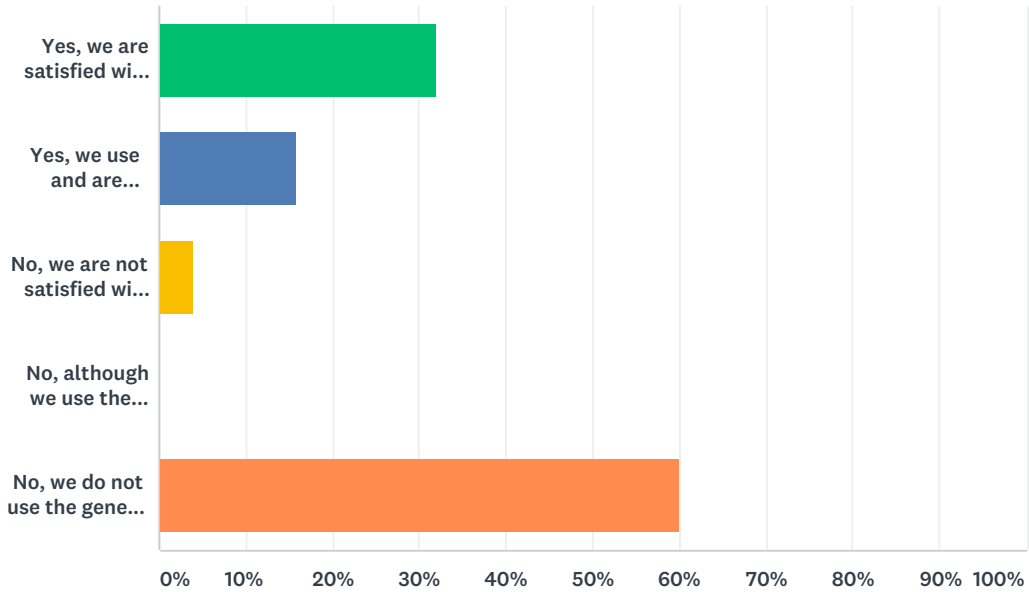


ANSWER CHOICES	RESPONSES	
Yes	92.00%	23
No	8.00%	2
TOTAL		25



### Q40 Are you and staff satisfied with the system-wide press releases and generic, editable press releases provided by RCLS staff to help support local marketing efforts?

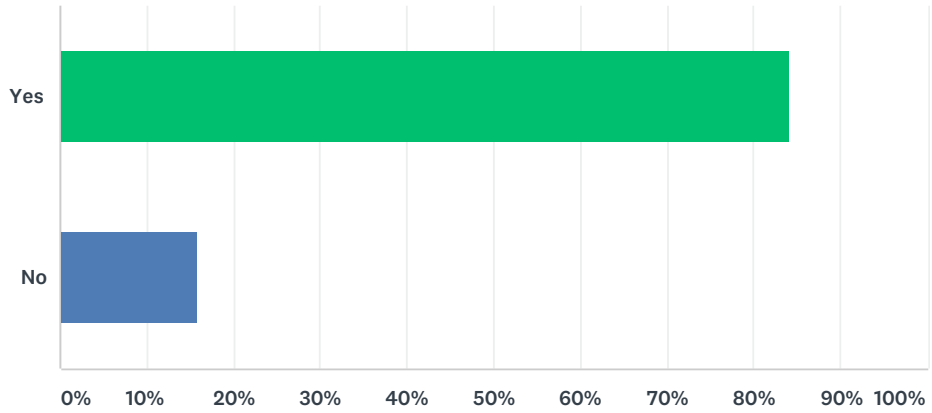
Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes, we are satisfied with the system-wide press releases	32.00%	8
Yes, we use and are satisfied with the generic editable press releases	16.00%	4
No, we are not satisfied with the system-wide press releases	4.00%	1
No, although we use the generic editable press releases we are not satisfied with these	0.00%	0
No, we do not use the generic editable press releases	60.00%	15
Total Respondents: 25		

**Q41 Are you and your staff satisfied with the access you have to publications, policy statements, schedules, guidelines, committee minutes, etc. via the RCLS web site?**

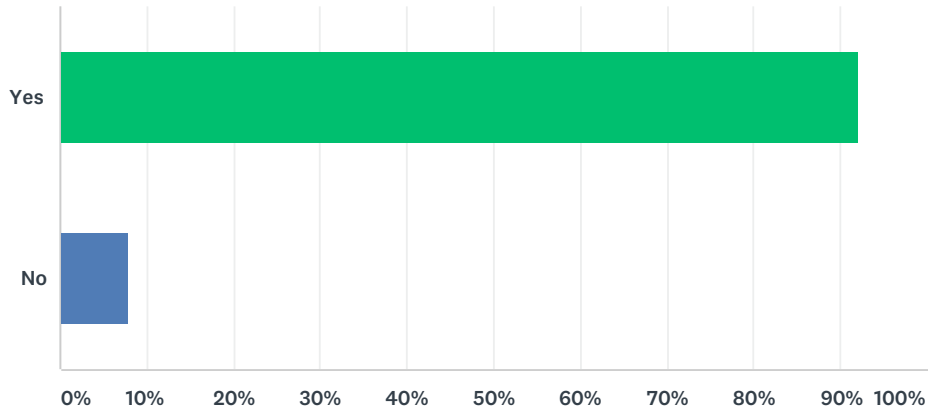
Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	84.00%	21
No	16.00%	4
TOTAL		25

**Q42 Are you, your trustees, and staff satisfied with the information distributed by RCLS staff about programs and services provided by RCLS, by other member libraries, and by regional, state, and national organizations?**

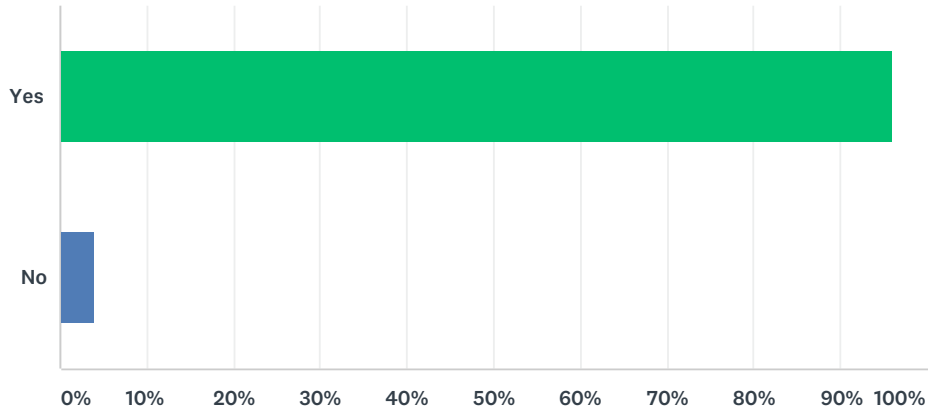
Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	92.00%	23
No	8.00%	2
TOTAL		25

**Q43 Do the partnerships developed by RCLS with other organizations support your local library services? (for example SEAL, Fall Into Books Conference, cosponsored training sessions, etc.)**

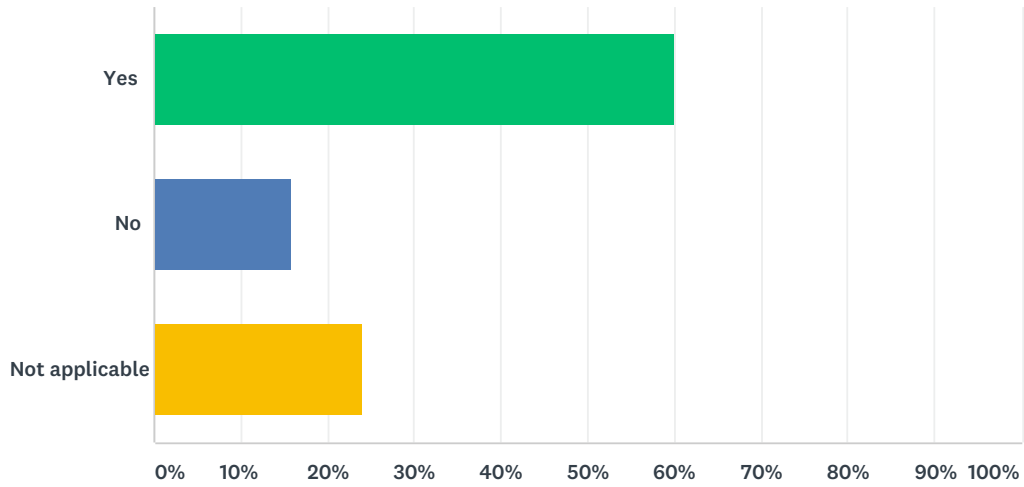
Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	96.00%	24
No	4.00%	1
TOTAL		25

### Q44 Are you satisfied that you and your trustees have the information, skills, and resources required to complete a building project?

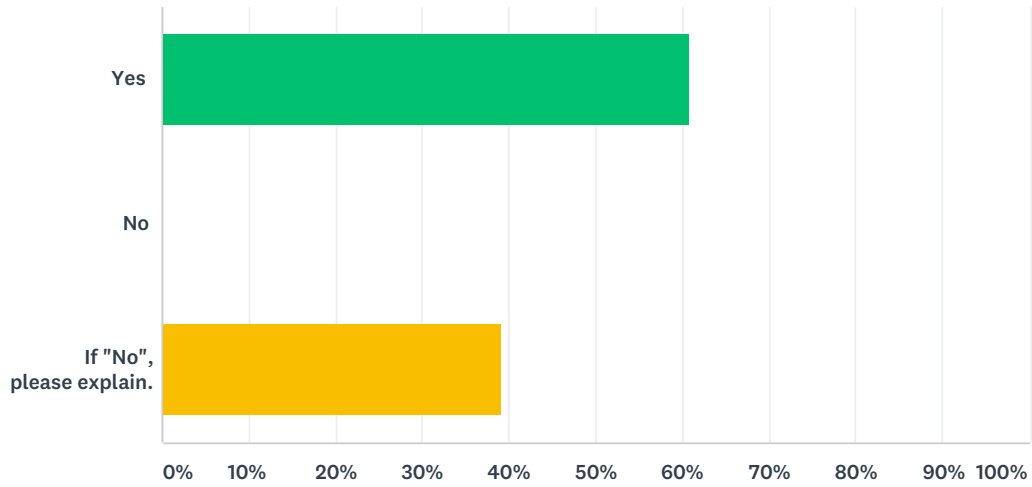
Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	60.00%	15
No	16.00%	4
Not applicable	24.00%	6
<b>TOTAL</b>		<b>25</b>

### Q45 Are you and your friends of the library group satisfied with the information and networking opportunities provided by RCLS?

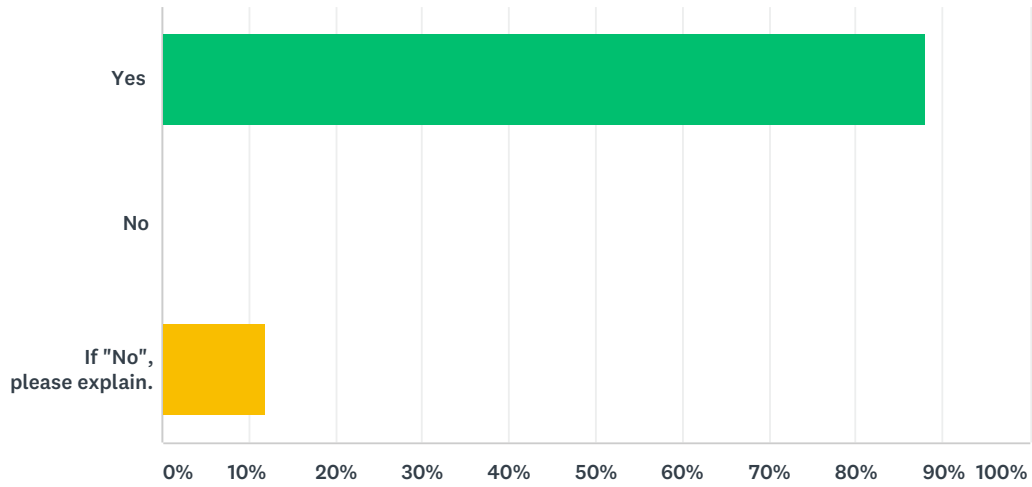
Answered: 23 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	60.87%	14
No	0.00%	0
If "No", please explain.	39.13%	9
<b>TOTAL</b>		<b>23</b>

### Q46 Are you and your staff satisfied that you can easily \* reach RCLS staff?

Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	88.00%	22
No	0.00%	0
If "No", please explain.	12.00%	3
<b>TOTAL</b>		<b>25</b>