

**RAMAPO CATSKILL LIBRARY SYSTEM
2016 PLAN OF SERVICE
EVALUATION SURVEY SUMMARY**

Data for this survey was collected
between March 29 and April 28

Q1 Name:

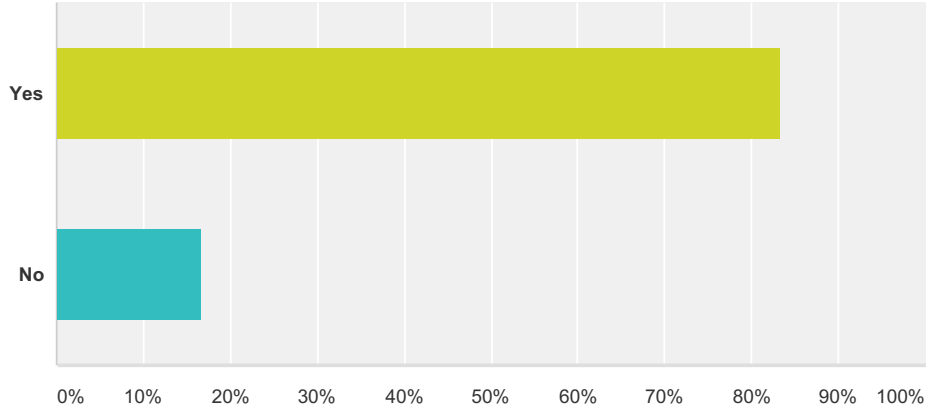
Answered: 12 Skipped: 0

Q2 Library:

Answered: 12 Skipped: 0

Q3 Does your public service staff know how to access and use the RCLS Digital Download Center (OverDrive) ?

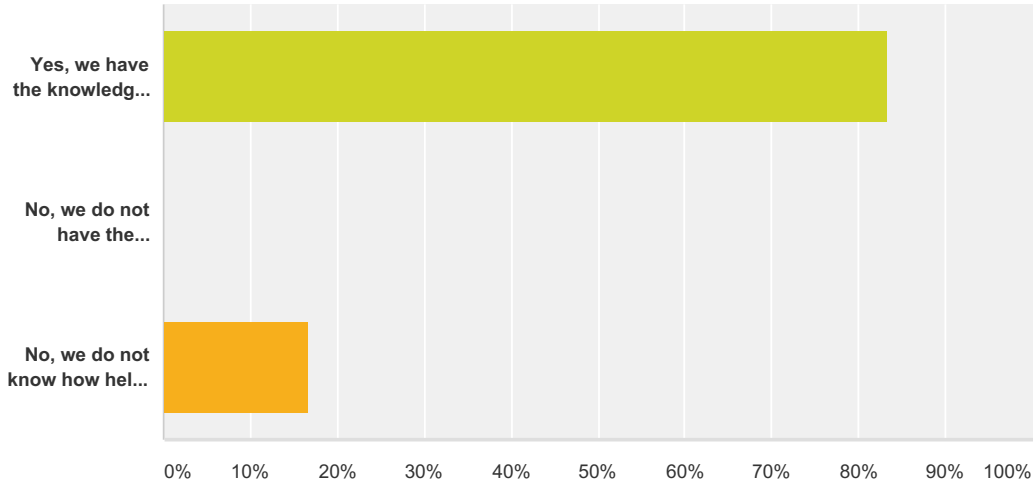
Answered: 12 Skipped: 0



Answer Choices	Responses
Yes	83.33% 10
No	16.67% 2
Total	12

Q4 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?

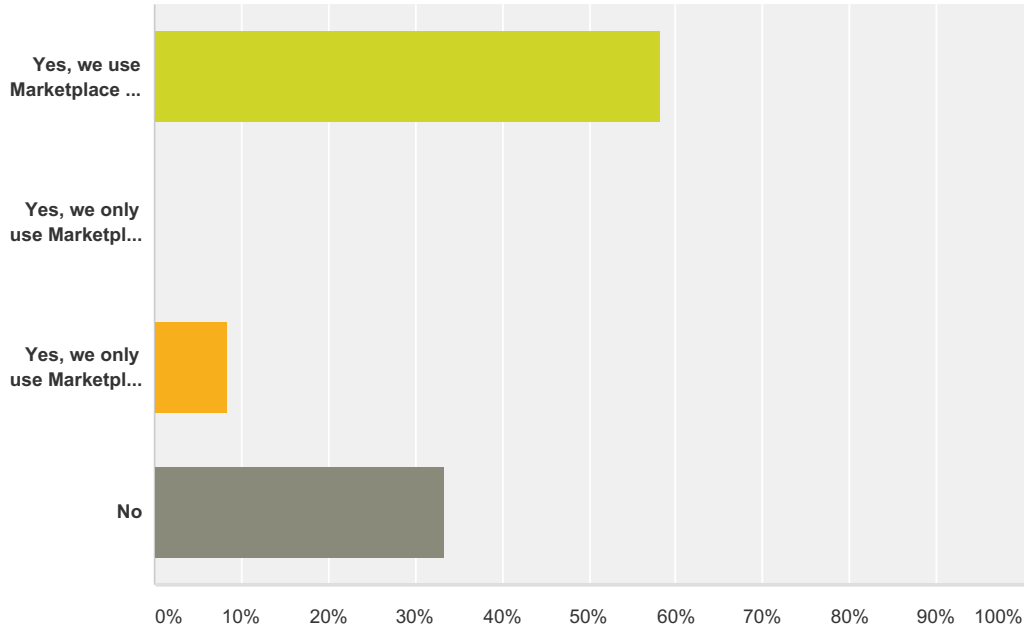
Answered: 12 Skipped: 0



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.	83.33% 10
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.	0.00% 0
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.	16.67% 2
Total	12

Q5 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.

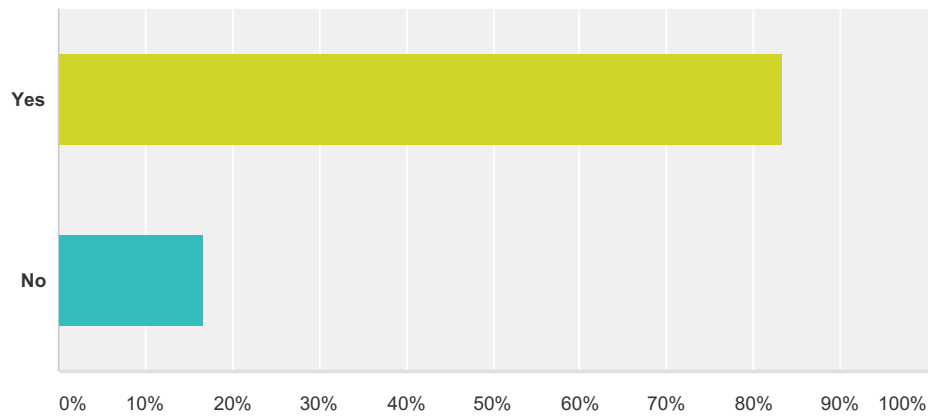
Answered: 12 Skipped: 0



Answer Choices	Responses
Yes, we use Marketplace to order materials and run reports	58.33% 7
Yes, we only use Marketplace to order materials	0.00% 0
Yes, we only use Marketplace to run reports	8.33% 1
No	33.33% 4
Total	12

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

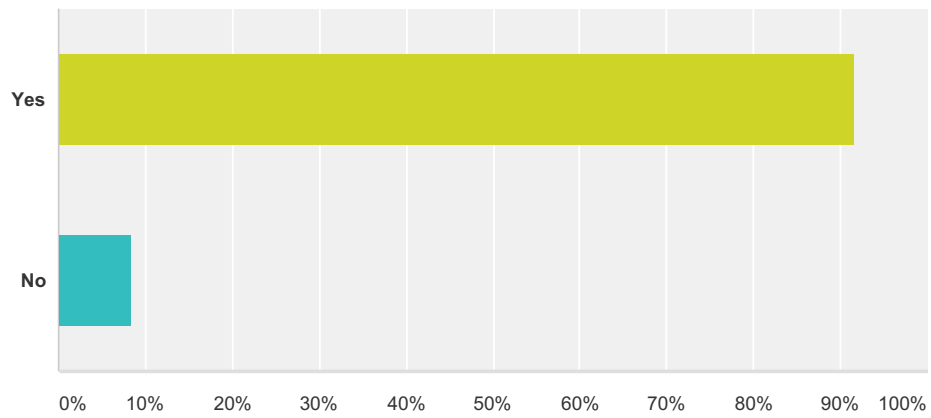
Answered: 12 Skipped: 0



Answer Choices	Responses	
Yes	83.33%	10
No	16.67%	2
Total		12

Q7 Are you and your staff satisfied with ILL services?

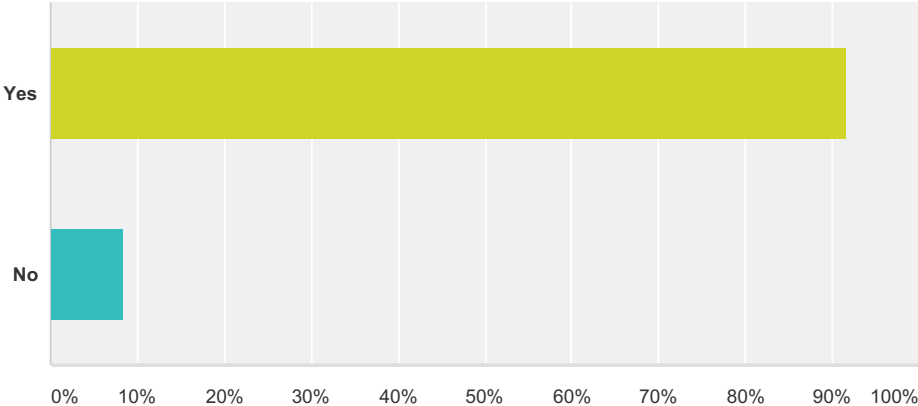
Answered: 12 Skipped: 0



Answer Choices	Responses
Yes	91.67% 11
No	8.33% 1
Total	12

Q8 Do you and your staff have the information and skills required to coordinate programs with literacy providers, for example, the Literacy Volunteers?

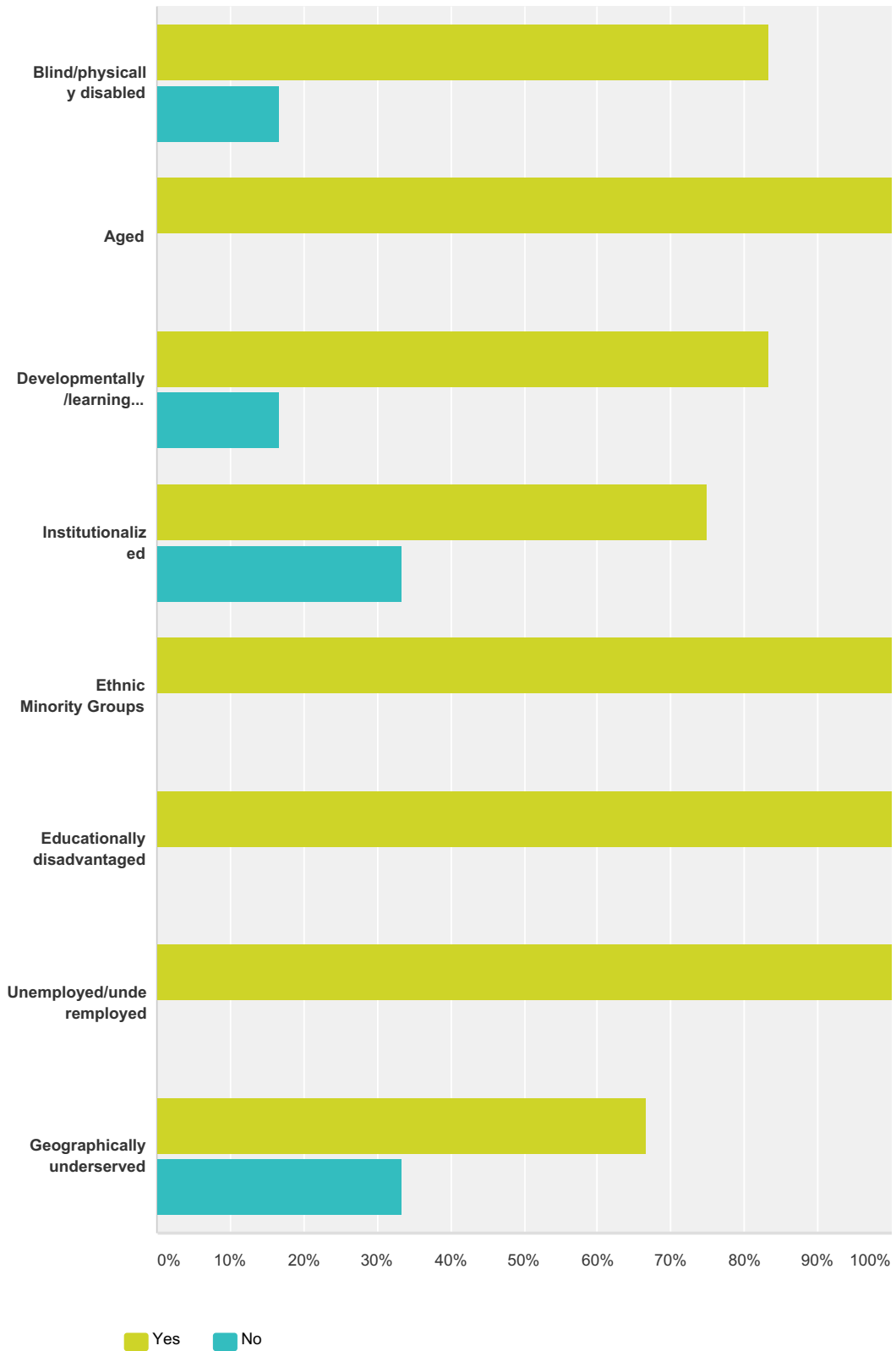
Answered: 12 Skipped: 0



Answer Choices	Responses
Yes	91.67% 11
No	8.33% 1
Total	12

Q9 Do you and your staff have the information, skills, and resources required to address the needs of the:

Answered: 12 Skipped: 0

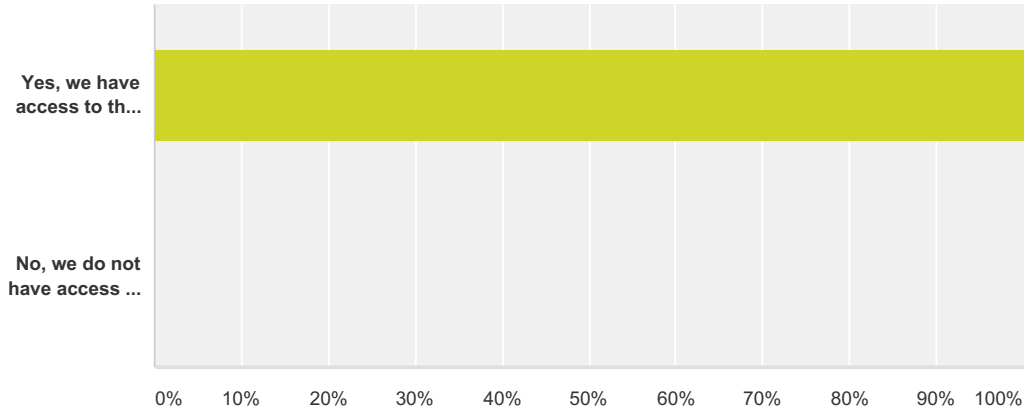


RCLS POS 2016

	Yes	No	Total Respondents
Blind/physically disabled	83.33% 10	16.67% 2	12
Aged	100.00% 12	0.00% 0	12
Developmentally/learning disabled	83.33% 10	16.67% 2	12
Institutionalized	75.00% 9	33.33% 4	12
Ethnic Minority Groups	100.00% 12	0.00% 0	12
Educationally disadvantaged	100.00% 12	0.00% 0	12
Unemployed/underemployed	100.00% 12	0.00% 0	12
Geographically underserved	66.67% 8	33.33% 4	12

Q10 Do you and your staff have access to information about the New York State Talking Book and Braille program?

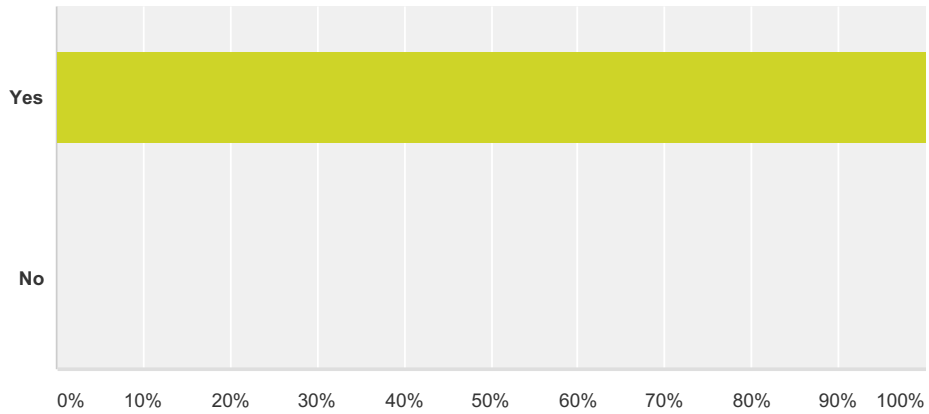
Answered: 12 Skipped: 0



Answer Choices	Responses	
Yes, we have access to the information	100.00%	12
No, we do not have access to the information	0.00%	0
Total		12

Q11 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?

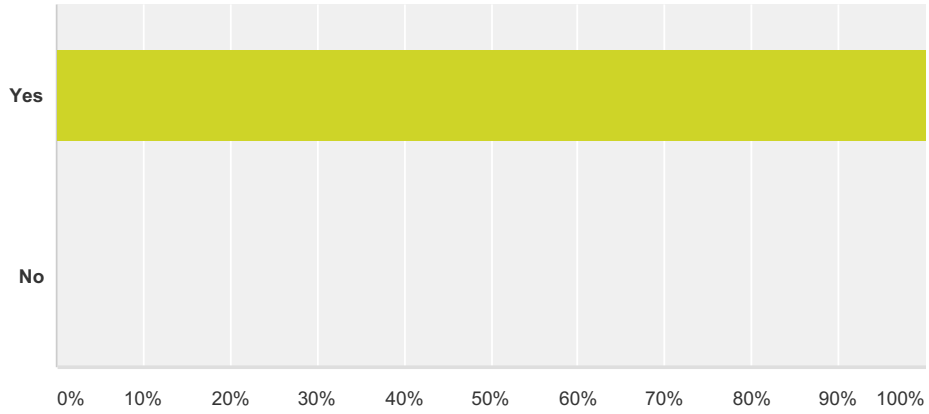
Answered: 12 Skipped: 0



Answer Choices	Responses
Yes	100.00% 12
No	0.00% 0
Total	12

Q12 Are you and your youth services staff satisfied with the children and teen books preview sessions (scheduled times, materials available and reviews provided)?

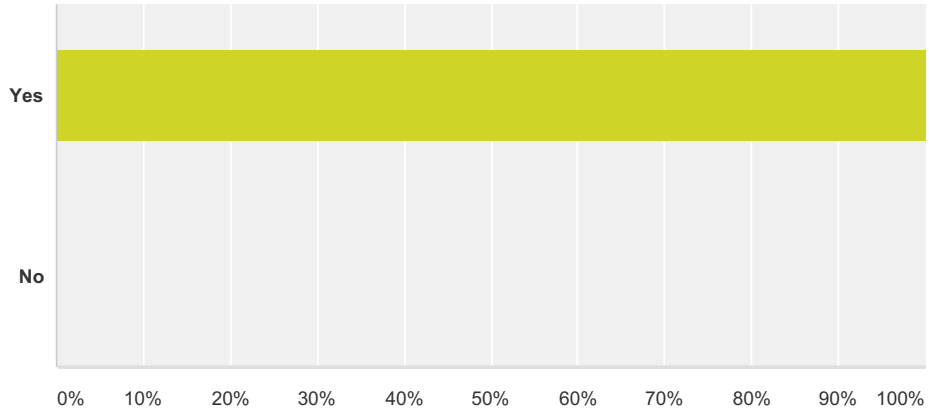
Answered: 12 Skipped: 0



Answer Choices	Responses
Yes	100.00% 12
No	0.00% 0
Total	12

Q13 Are you and your adult services staff satisfied that you have the information, skills, and resources available to you to implement and manage programs for adults?

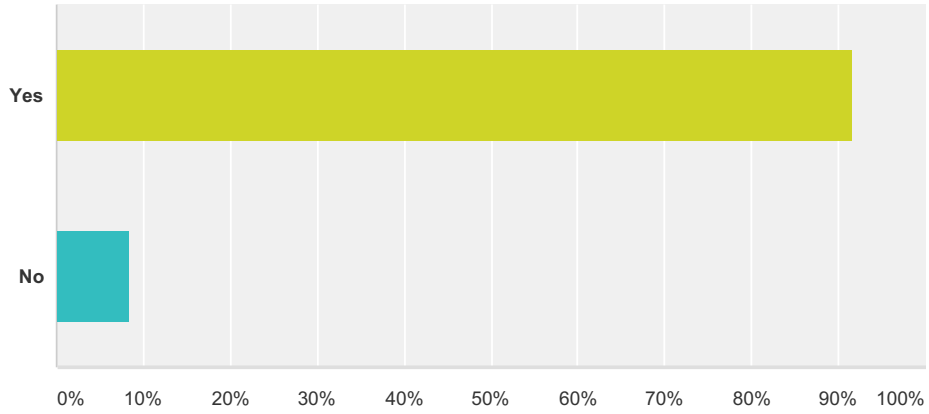
Answered: 12 Skipped: 0



Answer Choices	Responses
Yes	100.00% 12
No	0.00% 0
Total	12

Q14 Are you and your trustees satisfied with the information provided to you about continuing education opportunities?

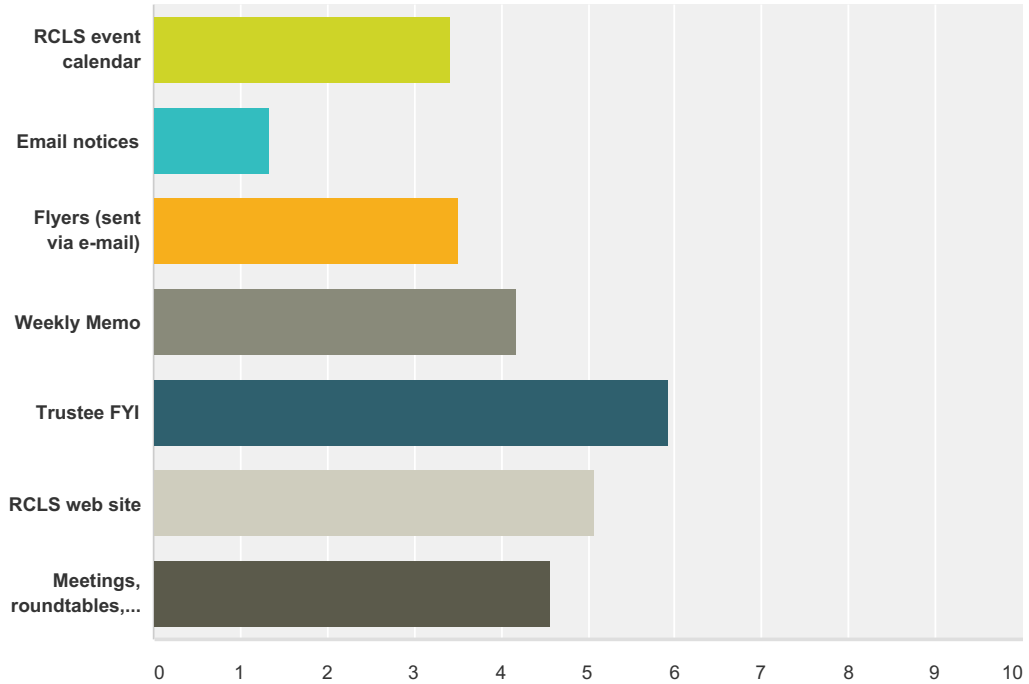
Answered: 12 Skipped: 0



Answer Choices	Responses
Yes	91.67% 11
No	8.33% 1
Total	12

Q15 Rank the following means of providing announcements of training and informational session opportunities:

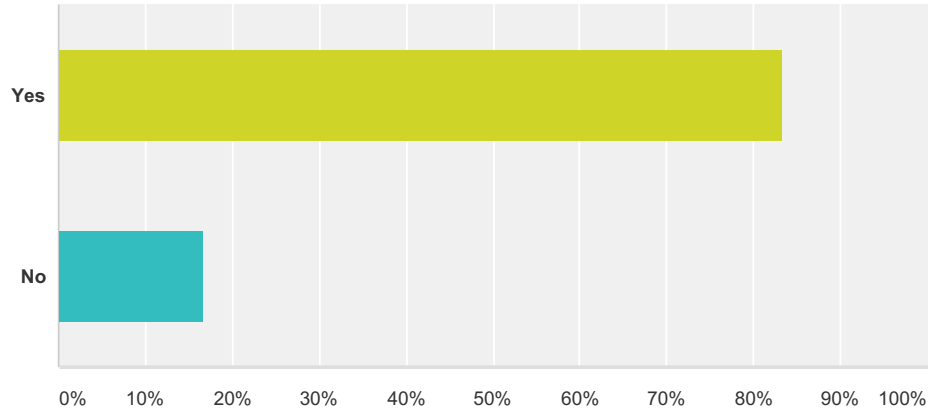
Answered: 12 Skipped: 0



	1: Most useful	2	3	4	5	6	7: Least useful	Total	Weighted Average
RCLS event calendar	16.67% 2	16.67% 2	16.67% 2	16.67% 2	25.00% 3	8.33% 1	0.00% 0	12	3.42
Email notices	75.00% 9	16.67% 2	8.33% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	12	1.33
Flyers (sent via e-mail)	0.00% 0	41.67% 5	16.67% 2	16.67% 2	8.33% 1	8.33% 1	8.33% 1	12	3.50
Weekly Memo	8.33% 1	8.33% 1	25.00% 3	16.67% 2	8.33% 1	25.00% 3	8.33% 1	12	4.17
Trustee FYI	0.00% 0	0.00% 0	8.33% 1	16.67% 2	8.33% 1	8.33% 1	58.33% 7	12	5.92
RCLS web site	0.00% 0	0.00% 0	8.33% 1	16.67% 2	41.67% 5	25.00% 3	8.33% 1	12	5.08
Meetings, roundtables, user groups, etc.	0.00% 0	16.67% 2	16.67% 2	16.67% 2	8.33% 1	25.00% 3	16.67% 2	12	4.58

Q16 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?

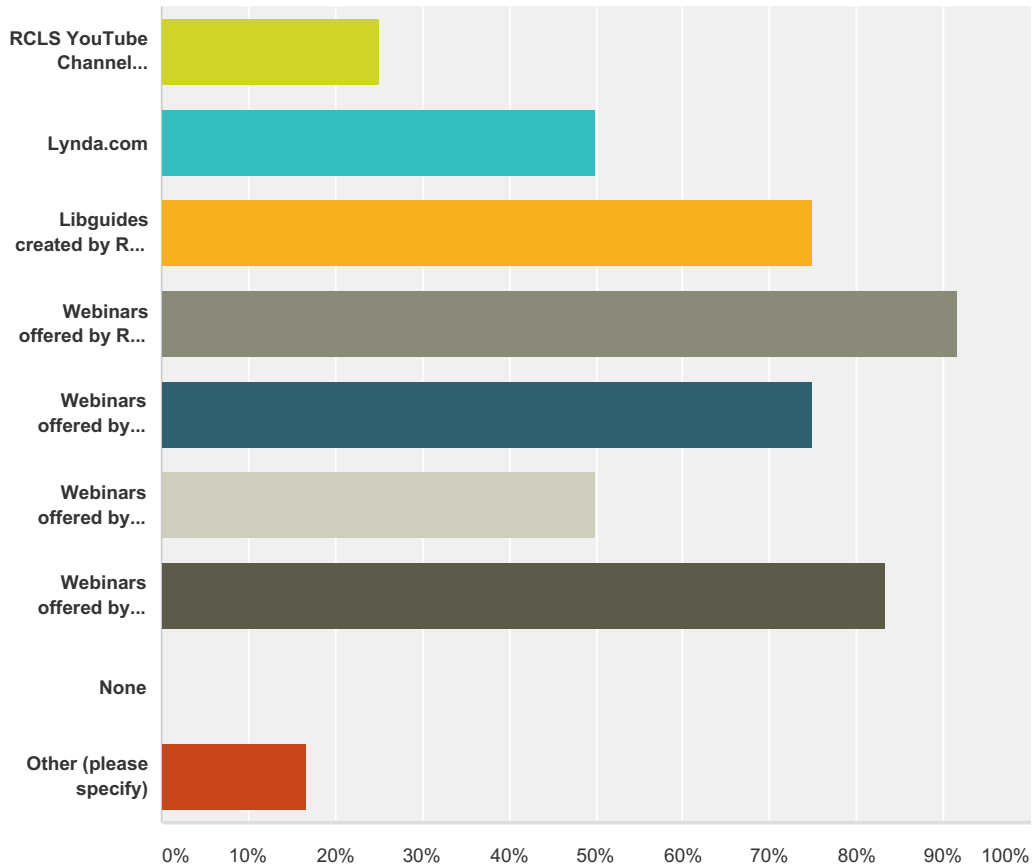
Answered: 12 Skipped: 0



Answer Choices	Responses	
Yes	83.33%	10
No	16.67%	2
Total		12

Q17 In 2016, which of the following distance-learning technologies did you or staff take advantage of for continuing education and training sessions?

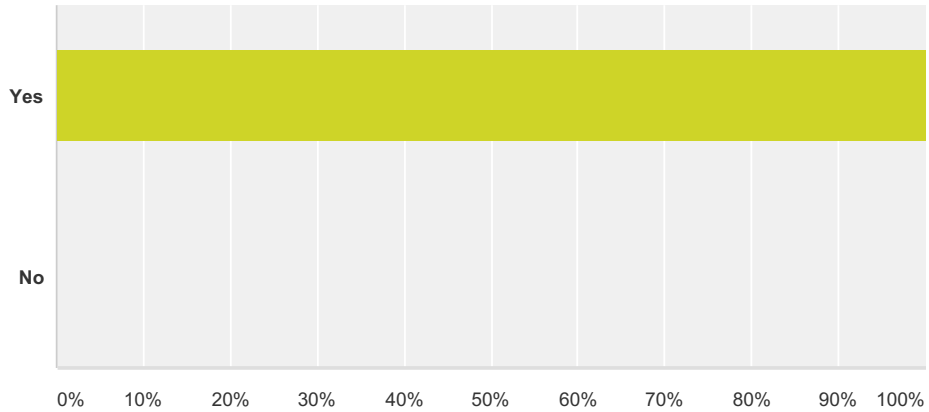
Answered: 12 Skipped: 0



Answer Choices	Responses
RCLS YouTube Channel (RCLSvids)	25.00% 3
Lynda.com	50.00% 6
Libguides created by RCLS staff	75.00% 9
Webinars offered by RCLS (WebEx, etc)	91.67% 11
Webinars offered by WebJunction	75.00% 9
Webinars offered by Library Journal	50.00% 6
Webinars offered by other groups or organizations	83.33% 10
None	0.00% 0
Other (please specify)	16.67% 2
Total Respondents: 12	

Q18 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.)

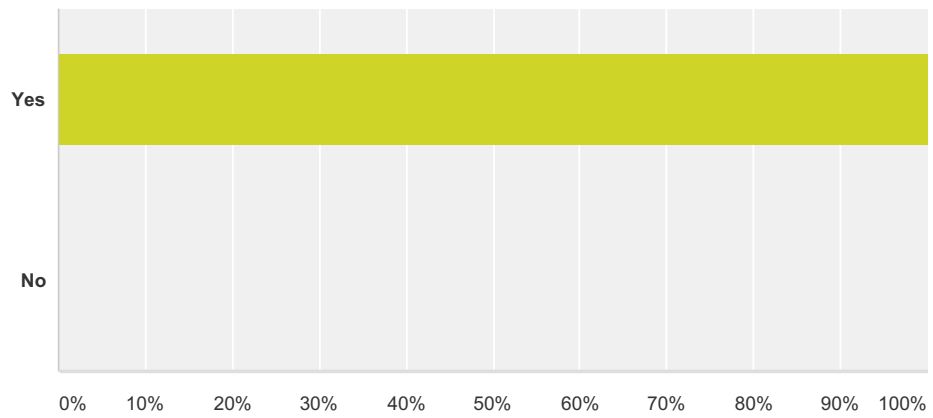
Answered: 12 Skipped: 0



Answer Choices	Responses	
Yes	100.00%	12
No	0.00%	0
Total		12

Q19 Are you and your staff satisfied with RCLS technology support?

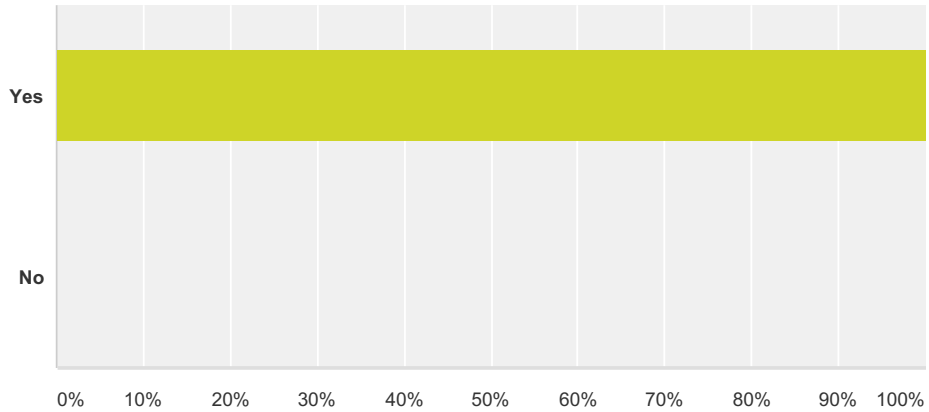
Answered: 12 Skipped: 0



Answer Choices	Responses
Yes	100.00% 12
No	0.00% 0
Total	12

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 Premiere, Academic One File, Novelist Plus)?

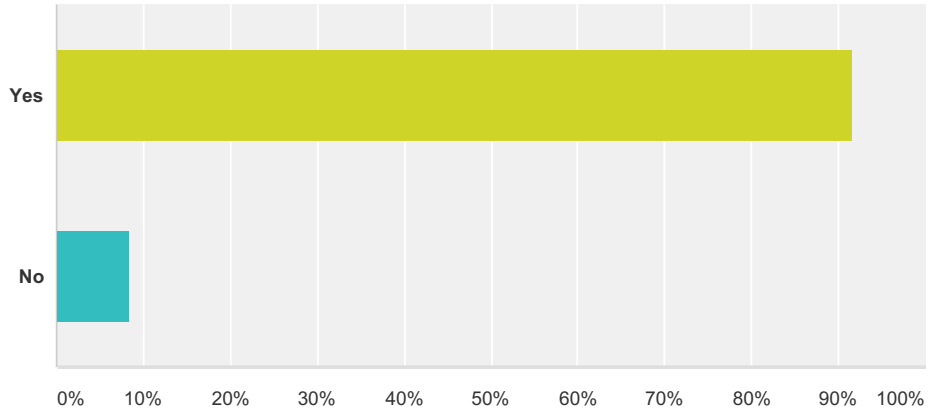
Answered: 12 Skipped: 0



Answer Choices	Responses
Yes	100.00% 12
No	0.00% 0
Total	12

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)?

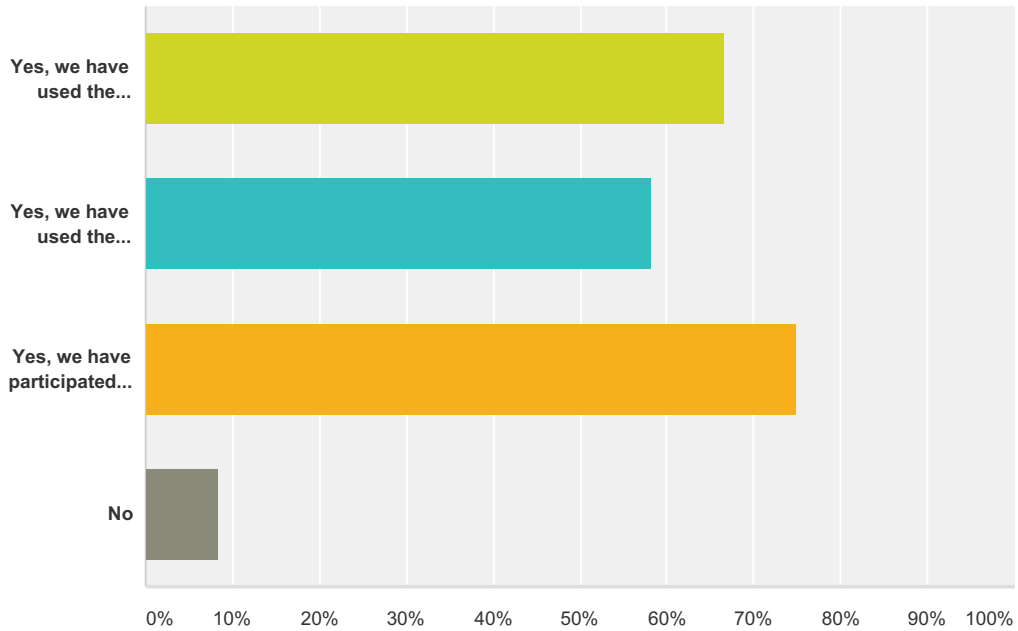
Answered: 12 Skipped: 0



Answer Choices	Responses
Yes	91.67% 11
No	8.33% 1
Total	12

Q22 Have you or your public services staff used the promotional or instructional materials or participated in any web-based training offered by the vendors for their online databases (e.g. Gale, EBSCO, etc.)? Check all that apply.

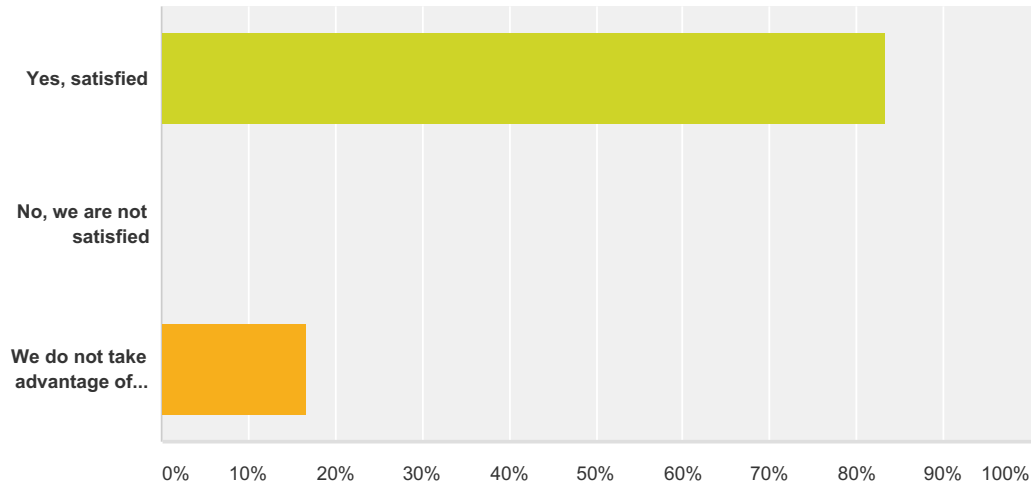
Answered: 12 Skipped: 0



Answer Choices	Responses
Yes, we have used the promotional materials	66.67% 8
Yes, we have used the instructional materials	58.33% 7
Yes, we have participated in web-based training offered by the vendors	75.00% 9
No	8.33% 1
Total Respondents: 12	

Q23 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?

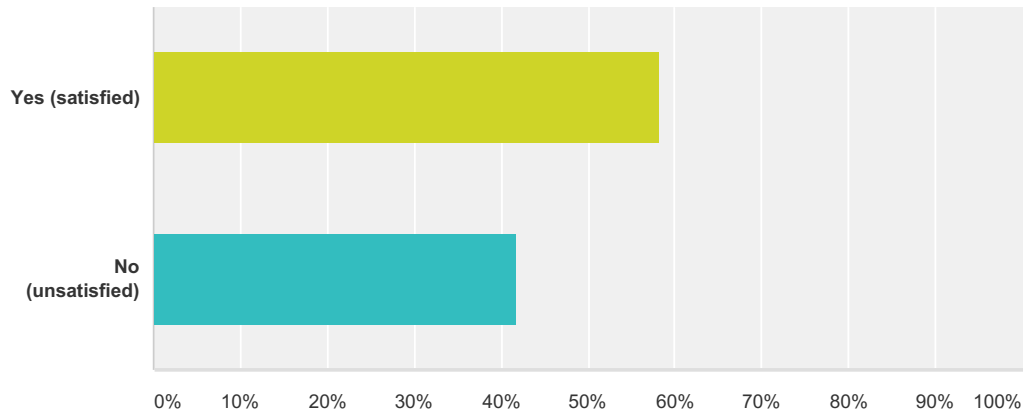
Answered: 12 Skipped: 0



Answer Choices	Responses
Yes, satisfied	83.33% 10
No, we are not satisfied	0.00% 0
We do not take advantage of the vendor materials or training	16.67% 2
Total	12

Q24 Based on feedback from library patrons, during 2016, 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, member library web sites hosted by RCLS, Digital Download Center, RCLS Mobile [Boopsie], online databases)?

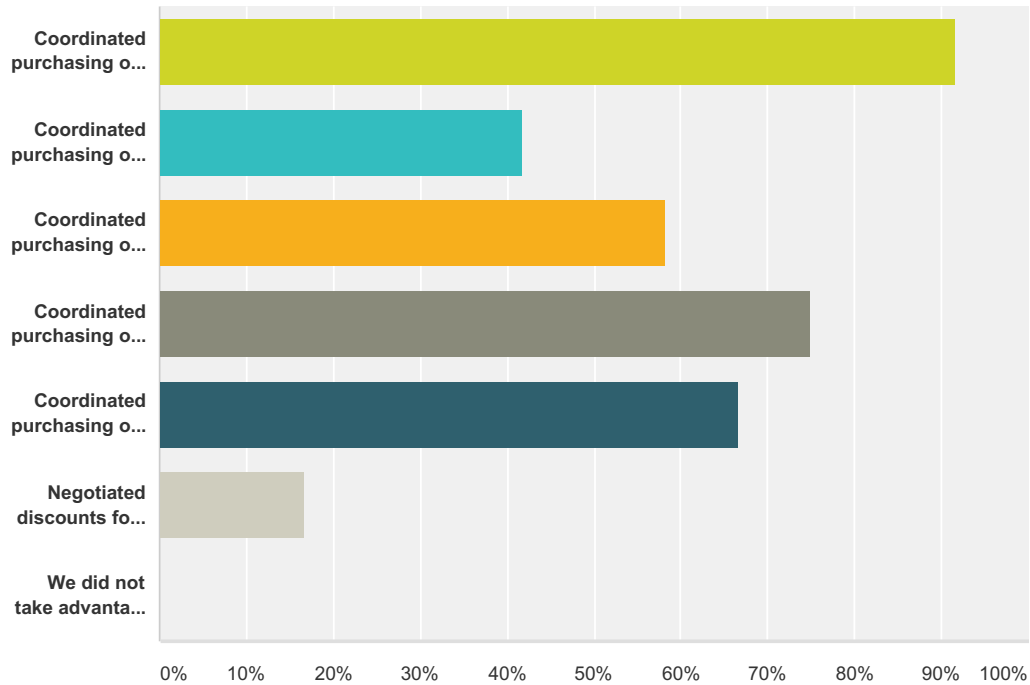
Answered: 12 Skipped: 0



Answer Choices	Responses	
Yes (satisfied)	58.33%	7
No (unsatisfied)	41.67%	5
Total		12

Q25 Which of the following RCLS coordinated purchasing or discounted registration cost options have you taken advantage of in 2016?

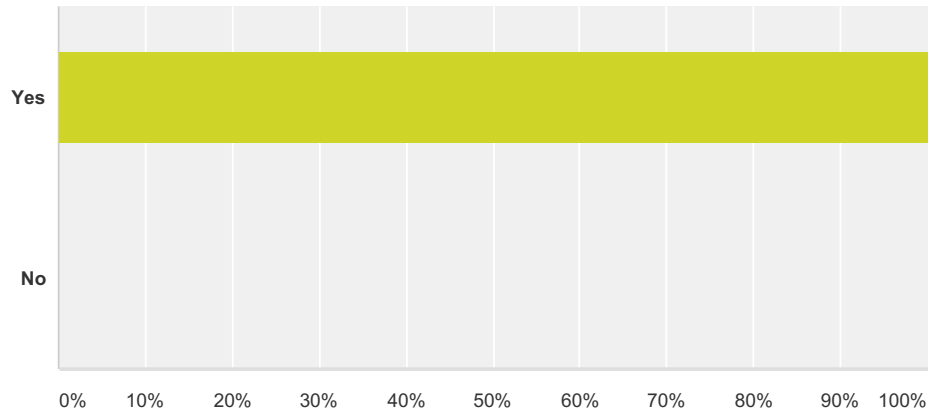
Answered: 12 Skipped: 0



Answer Choices	Responses
Coordinated purchasing of public performance licensing of films	91.67% 11
Coordinated purchasing of summer reading incentives	41.67% 5
Coordinated purchasing of automation equipment	58.33% 7
Coordinated purchasing of automation supplies	75.00% 9
Coordinated purchasing of electronic databases	66.67% 8
Negotiated discounts for BookExpo, ComicCon and/or Marist College registration fees	16.67% 2
We did not take advantage of any of the coordinated purchasing or discounted registration cost options in 2016.	0.00% 0
Total Respondents: 12	

Q26 If you indicated in the previous question that you took advantage of coordinated purchasing and/or negotiated discount program, were satisfied with this service?

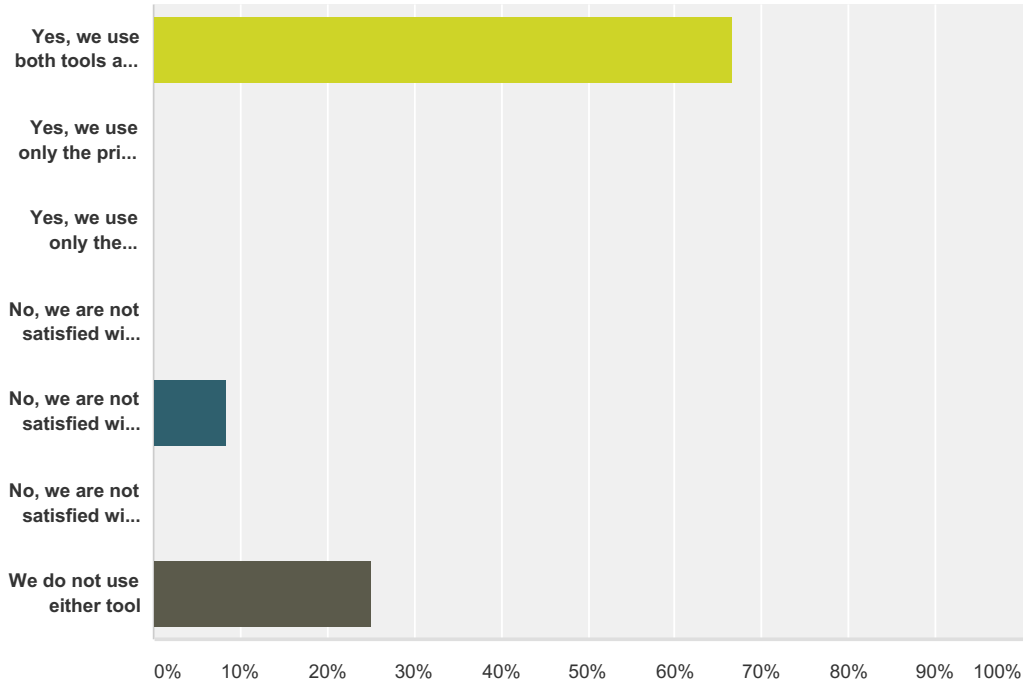
Answered: 12 Skipped: 0



Answer Choices	Responses
Yes	100.00% 12
No	0.00% 0
Total	12

Q27 Are you and your public services staff satisfied with the print management and workstation reservation software (EnvisionWare)?

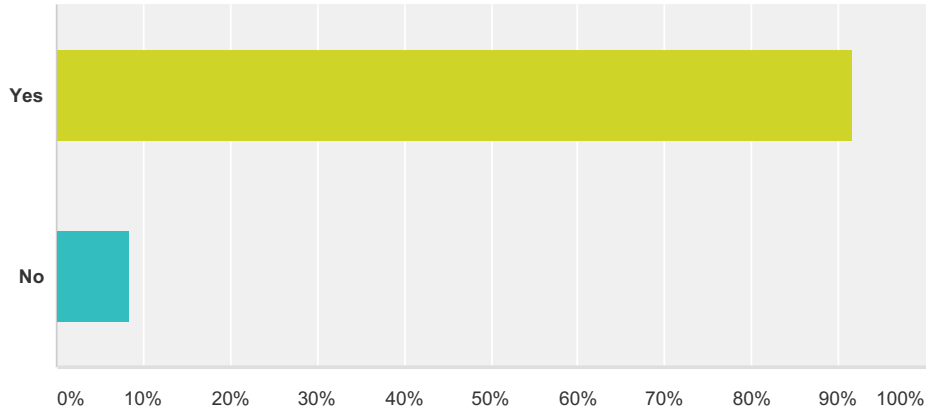
Answered: 12 Skipped: 0



Answer Choices	Responses
Yes, we use both tools and are satisfied	66.67% 8
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	0.00% 0
No, we are not satisfied with the print management component	8.33% 1
No, we are not satisfied with the workstation reservation component	0.00% 0
We do not use either tool	25.00% 3
Total	12

Q28 In 2016, did your staff run and use Symphony BLUEcloud Analytics item reports (or receive them automatically) to help manage your collection?

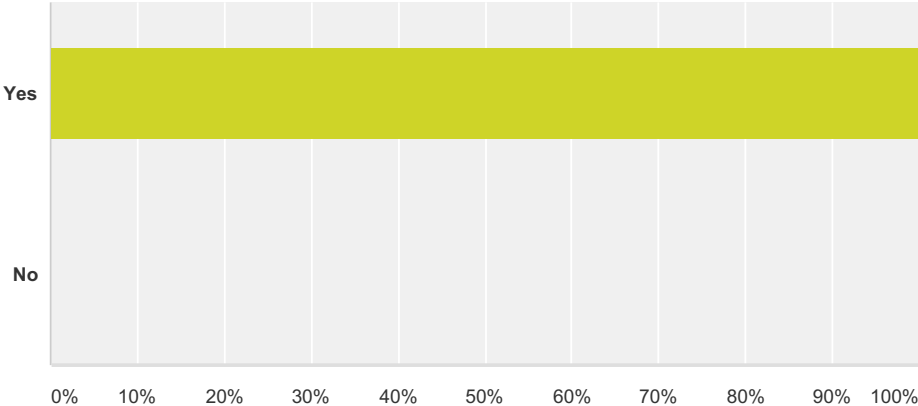
Answered: 12 Skipped: 0



Answer Choices	Responses
Yes	91.67% 11
No	8.33% 1
Total	12

Q29 Are you and your staff satisfied with the support provided by RCLS staff to run and access Symphony/WebReporter/BLUEcloud Analytics reports?

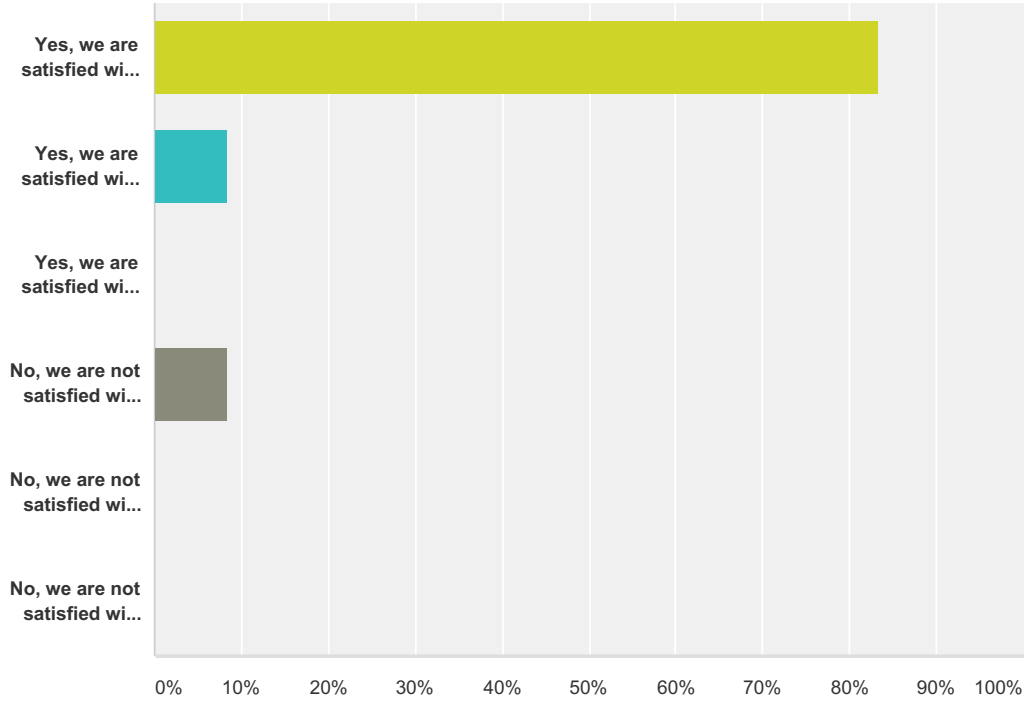
Answered: 12 Skipped: 0



Answer Choices	Responses
Yes	100.00% 12
No	0.00% 0
Total	12

Q30 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.

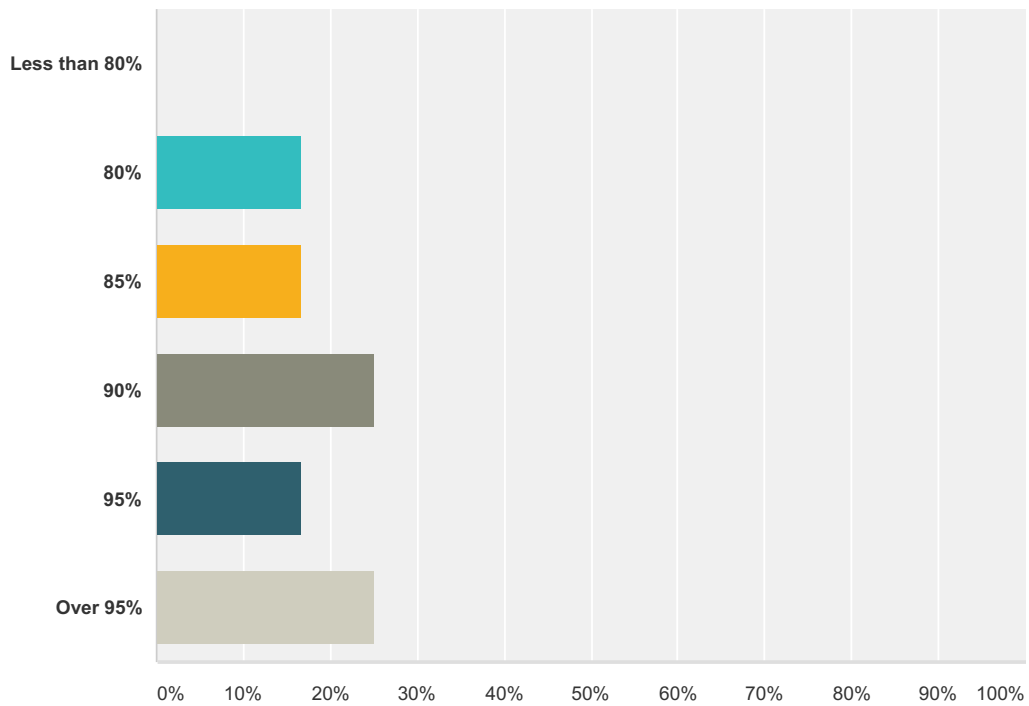
Answered: 12 Skipped: 0



Answer Choices	Responses
Yes, we are satisfied with templates and the support to modify reports	83.33% 10
Yes, we are satisfied with templates	8.33% 1
Yes, we are satisfied with the support to modify reports	0.00% 0
No, we are not satisfied with templates or the support to modify reports	8.33% 1
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: 12	

Q31 In 2016, could your staff find materials (in the ANSER catalog - Enterprise) with their first search, using Symphony or Enterprise (usually title, author, or ISBN)? Please indicate your estimated success rate. Do not include search failures due to new titles not yet included in the ANSER database:

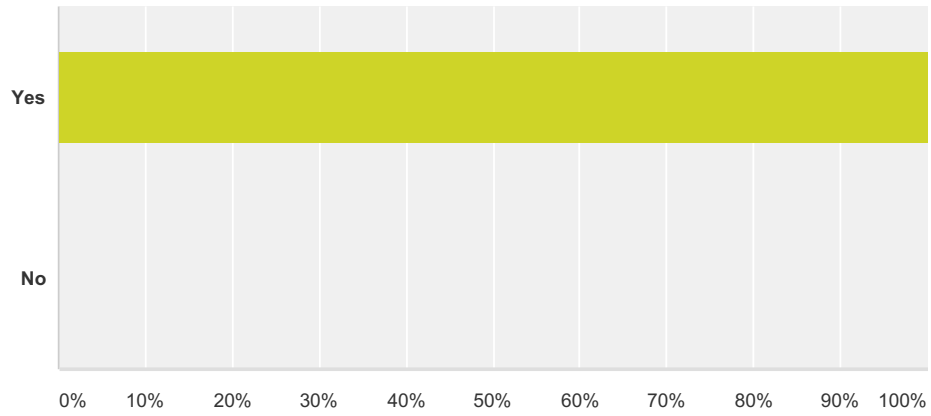
Answered: 12 Skipped: 0



Answer Choices	Responses
Less than 80%	0.00% 0
80%	16.67% 2
85%	16.67% 2
90%	25.00% 3
95%	16.67% 2
Over 95%	25.00% 3
Total	12

Q32 In 2016, were you and your staff satisfied that the ANSER catalog provided adequate access to the holdings of other member libraries for resource sharing?

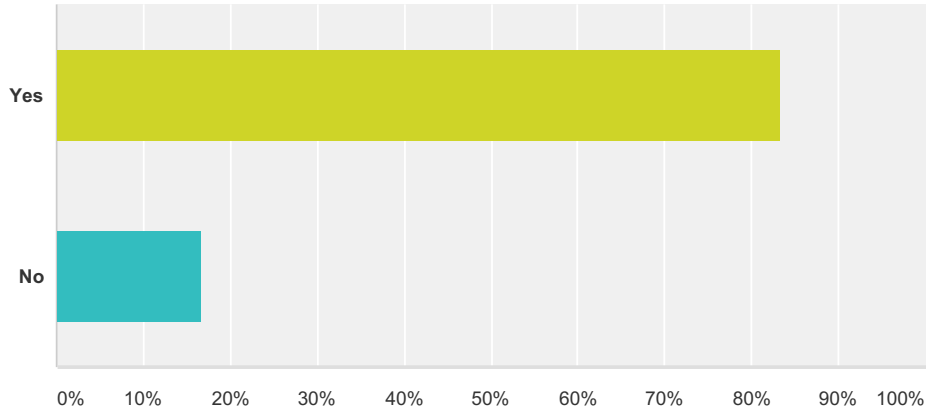
Answered: 12 Skipped: 0



Answer Choices	Responses
Yes	100.00% 12
No	0.00% 0
Total	12

Q33 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.

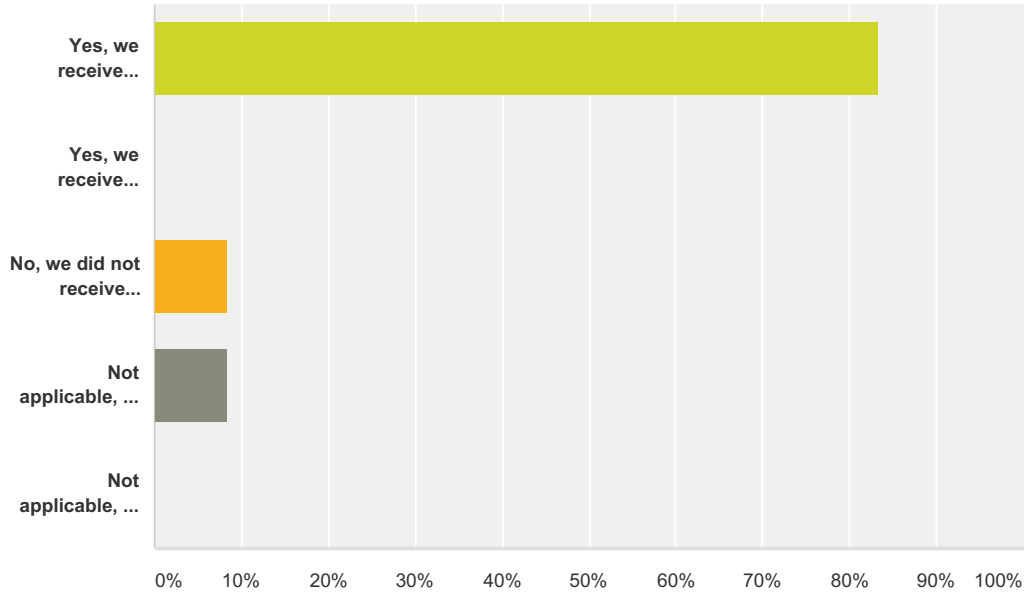
Answered: 12 Skipped: 0



Answer Choices	Responses	
Yes	83.33%	10
No	16.67%	2
Total		12

Q34 Did you and your staff receive adequate decision-making information, from RCLS staff, about the implementation of wireless (WiFi) public access at your library?

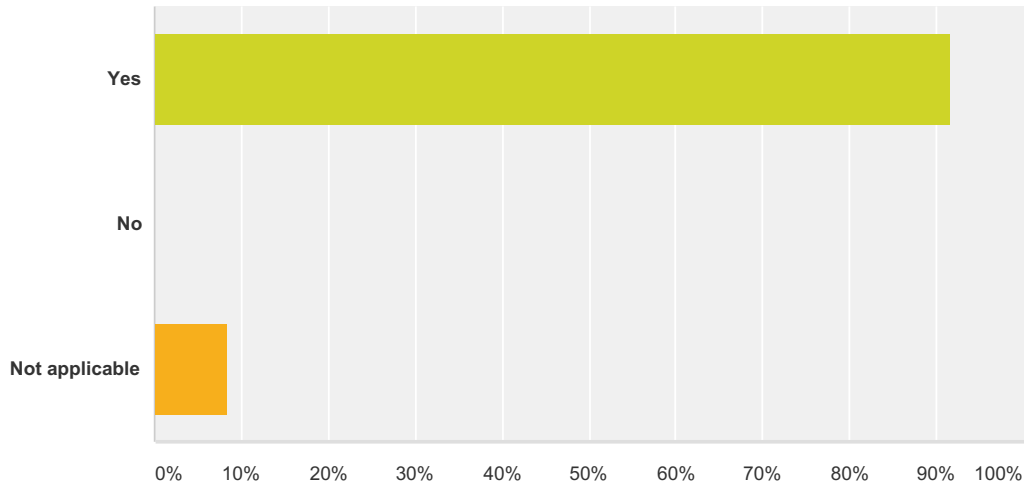
Answered: 12 Skipped: 0



Answer Choices	Responses
Yes, we receive adequate decision-making information and have implemented WiFi	83.33% 10
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	8.33% 1
Not applicable, we did not request information, we setup our own WiFi	8.33% 1
Not applicable, we did not request information, we are interested in setting up WiFi at this time	0.00% 0
Total	12

Q35 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?

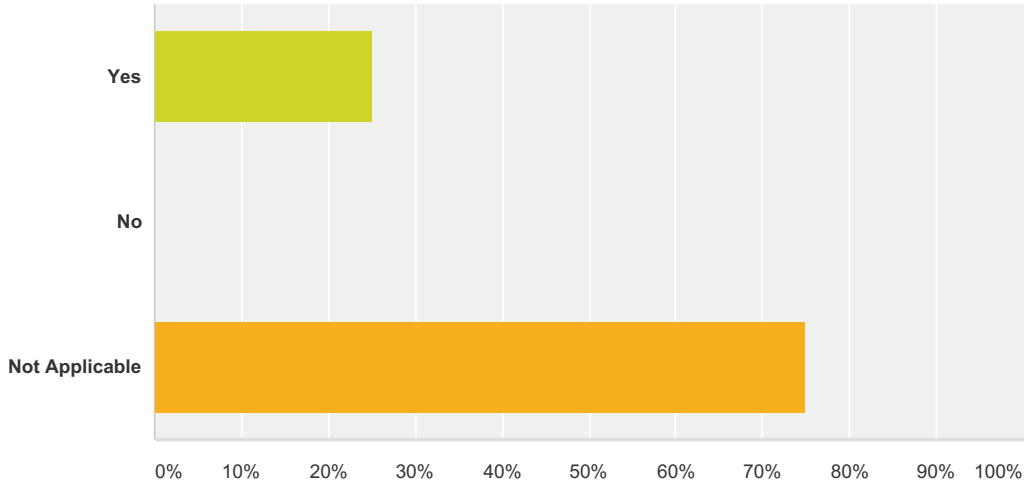
Answered: 12 Skipped: 0



Answer Choices	Responses	
Yes	91.67%	11
No	0.00%	0
Not applicable	8.33%	1
Total		12

Q36 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?

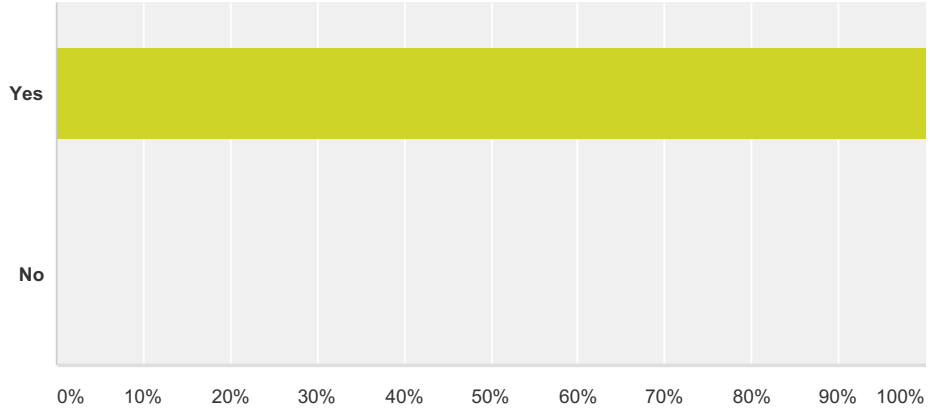
Answered: 12 Skipped: 0



Answer Choices	Responses	Count
Yes	25.00%	3
No	0.00%	0
Not Applicable	75.00%	9
Total		12

Q37 Are you and your staff satisfied with the Wide-Area Network (i.e. fiber optic network)?

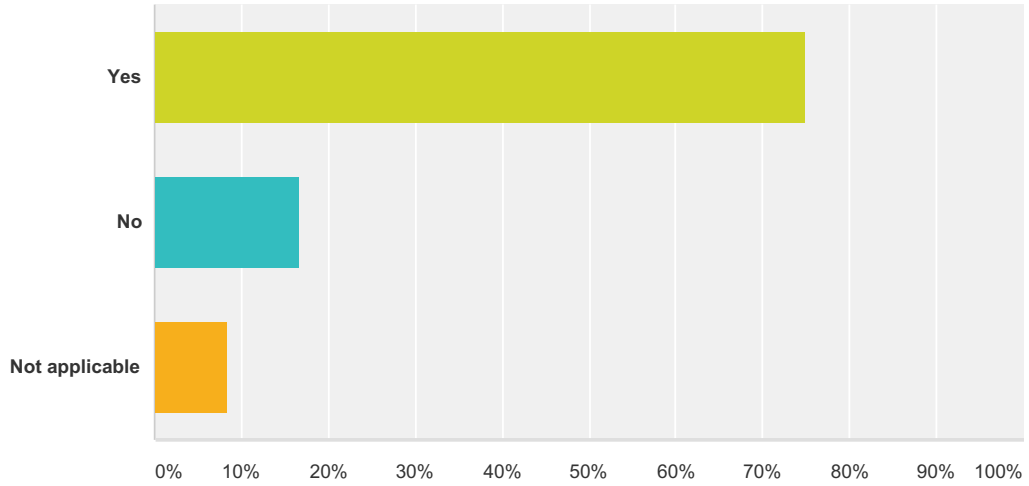
Answered: 12 Skipped: 0



Answer Choices	Responses	
Yes	100.00%	12
No	0.00%	0
Total		12

Q38 Do you and your public services staff have the knowledge and skills to create and use the LibGuide software?

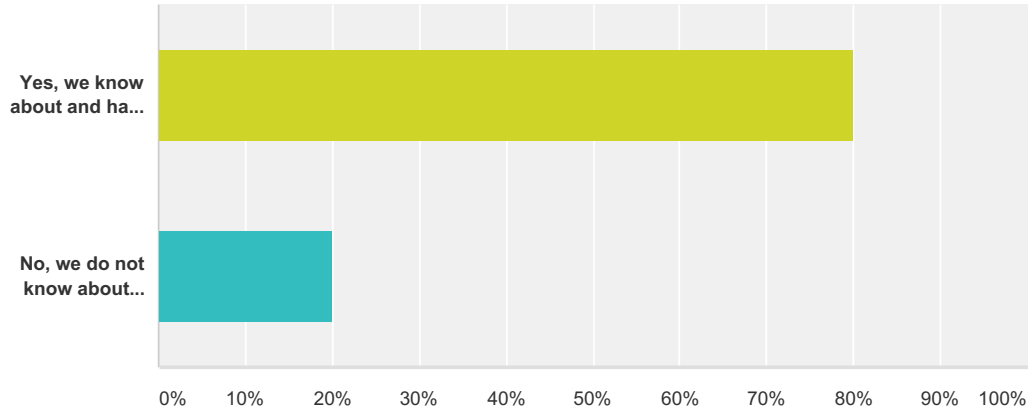
Answered: 12 Skipped: 0



Answer Choices	Responses	
Yes	75.00%	9
No	16.67%	2
Not applicable	8.33%	1
Total		12

Q39 Do you and your staff have the knowledge and skills to use the Library Aware service?

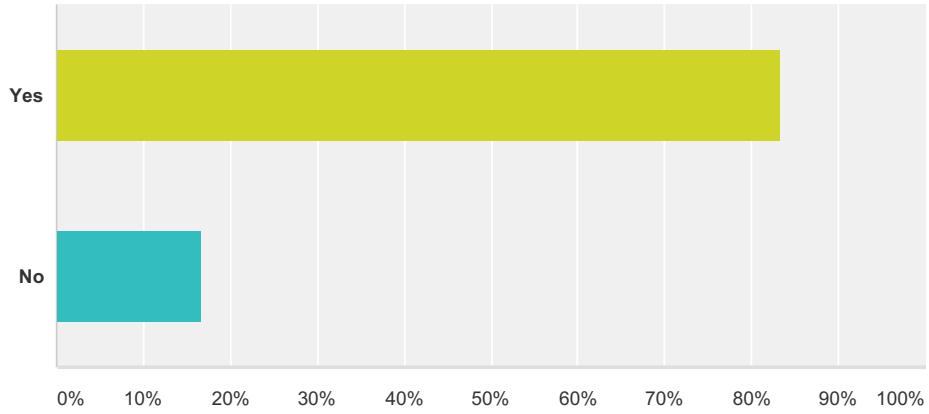
Answered: 10 Skipped: 2



Answer Choices	Responses
Yes, we know about and have the skills to use Library Aware	80.00% 8
No, we do not know about Library Aware or how to use it	20.00% 2
Total	10

Q40 Do you, your trustees and staff have the skills and information required to effectively advocate on behalf of libraries and library services?

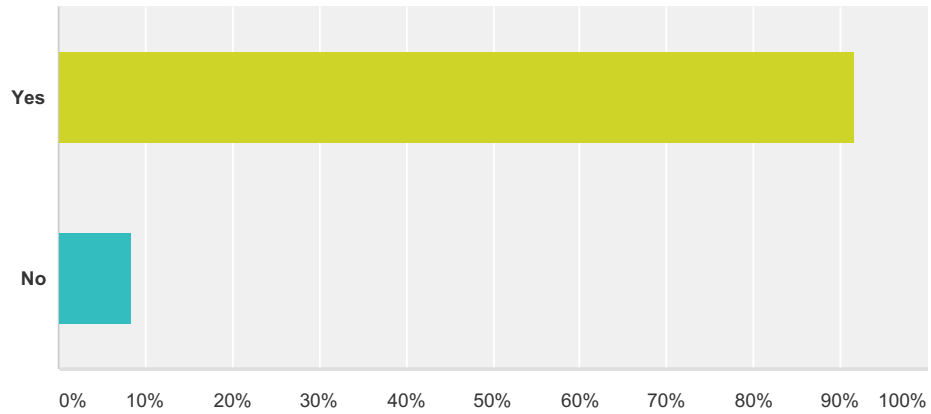
Answered: 12 Skipped: 0



Answer Choices	Responses
Yes	83.33% 10
No	16.67% 2
Total	12

Q41 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?

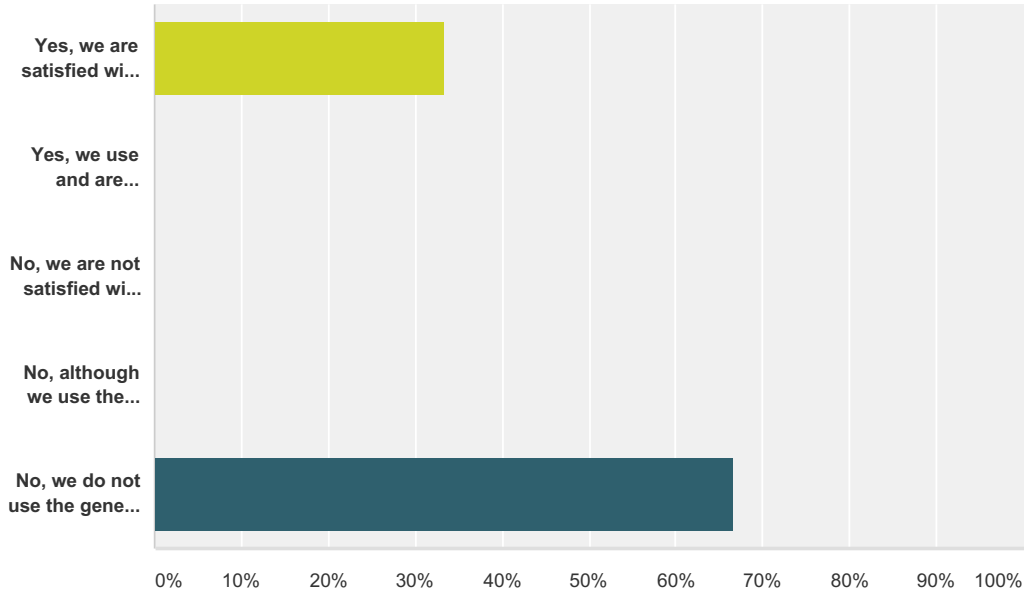
Answered: 12 Skipped: 0



Answer Choices	Responses
Yes	91.67% 11
No	8.33% 1
Total	12

Q42 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?

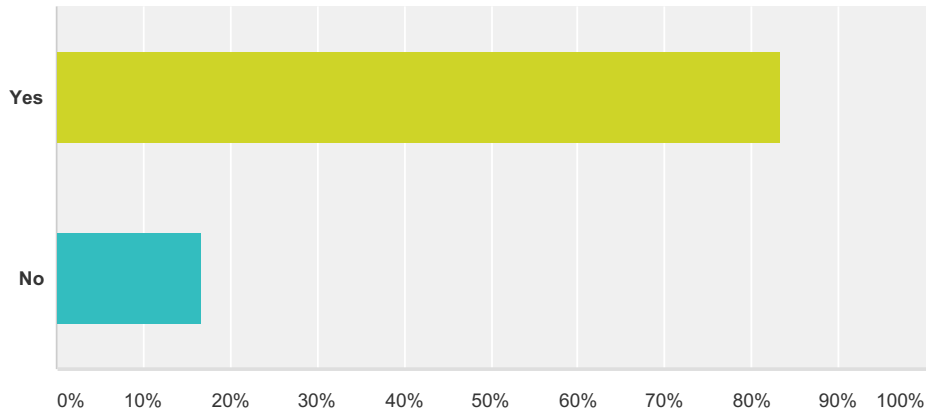
Answered: 12 Skipped: 0



Answer Choices	Responses
Yes, we are satisfied with the system-wide press releases	33.33% 4
Yes, we use and are satisfied with the generic editable press releases	0.00% 0
No, we are not satisfied with the system-wide press releases	0.00% 0
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	66.67% 8
Total Respondents: 12	

Q43 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?

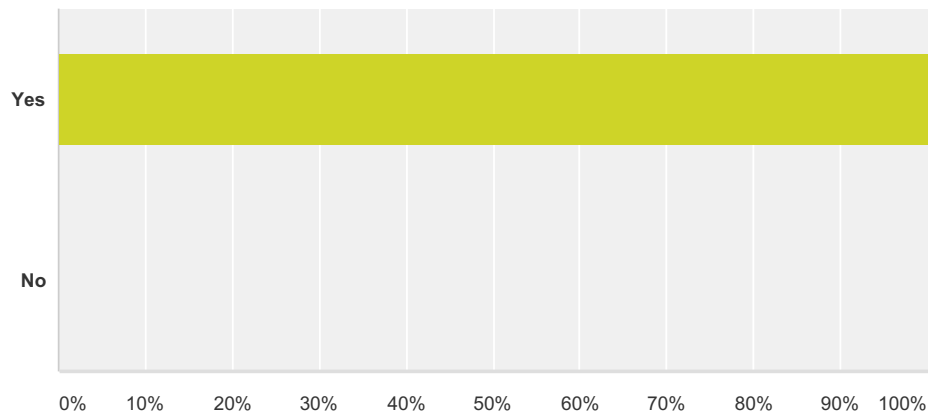
Answered: 12 Skipped: 0



Answer Choices	Responses	
Yes	83.33%	10
No	16.67%	2
Total		12

Q44 Are you and your staff satisfied that you can easily reach RCLS staff?

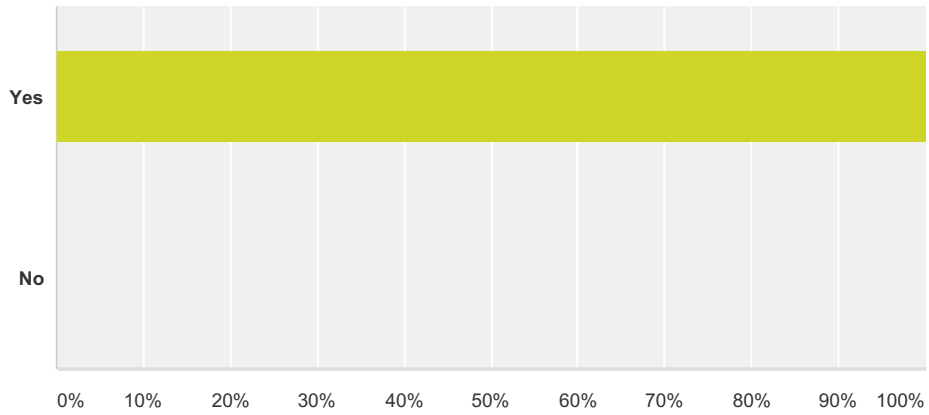
Answered: 12 Skipped: 0



Answer Choices	Responses
Yes	100.00% 12
No	0.00% 0
Total	12

Q45 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?

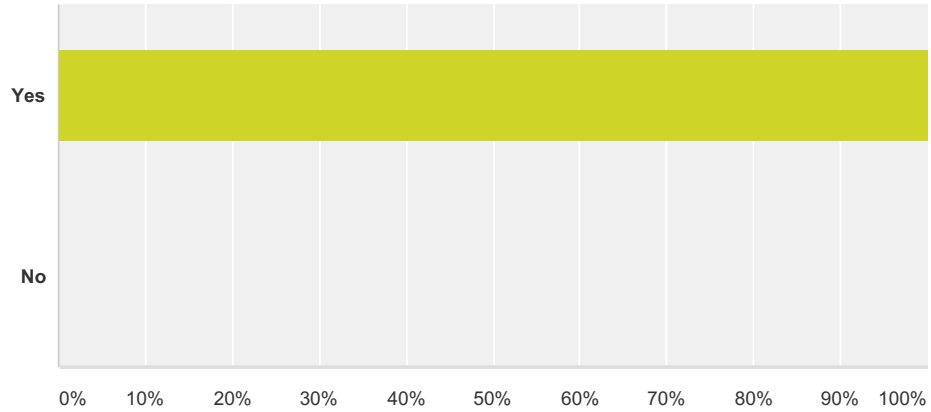
Answered: 12 Skipped: 0



Answer Choices	Responses
Yes	100.00% 12
No	0.00% 0
Total	12

Q46 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.)

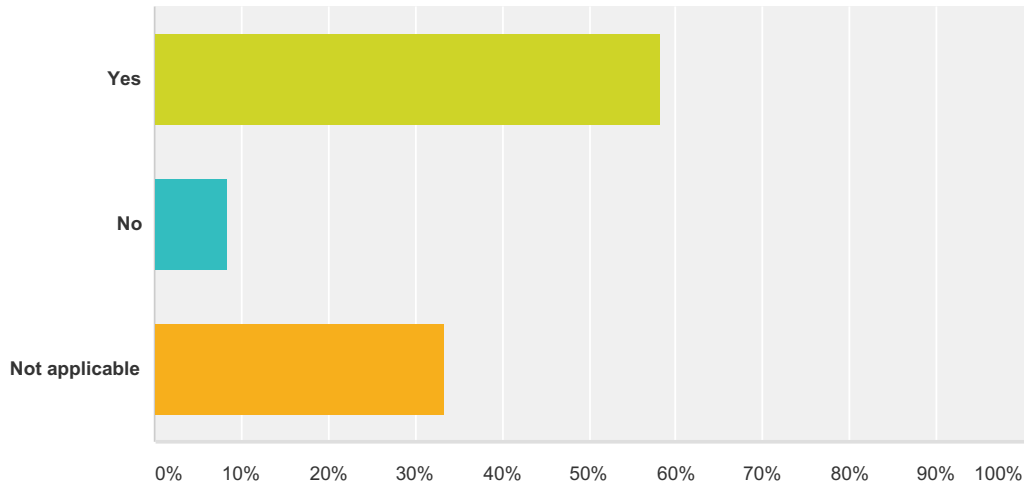
Answered: 12 Skipped: 0



Answer Choices	Responses
Yes	100.00% 12
No	0.00% 0
Total	12

Q47 Are you satisfied that you and your trustees have the information, skills, and resources required to complete a building project?

Answered: 12 Skipped: 0



Answer Choices	Responses
Yes	58.33% 7
No	8.33% 1
Not applicable	33.33% 4
Total	12