



**Ramapo Catskill Library System
2014 Plan of Service
Evaluation Summary Report**

Q1 Name:

Answered: 13 Skipped: 0

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TO MAINTAIN ANONYMITY**

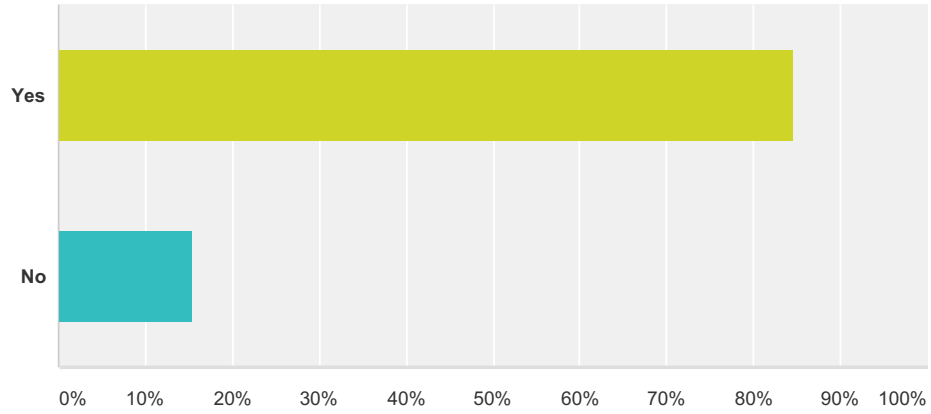
Q2 Library:

Answered: 13 Skipped: 0

**INTENTIONALLY LEFT BLANK TO
MAINTAIN ANONYMITY**

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

Answered: 13 Skipped: 0



Answer Choices	Responses	
Yes	84.62%	11
No	15.38%	2
Total		13

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: 0 Skipped: 13

! No matching responses.

Answer Choices	Responses
Yes, we have the knowledge to assist patrons and show them where to find the Help materials and email Help form	0.00% 0
Yes, we can show patrons where to find the Help materials and email Help form	0.00% 0
No	0.00% 0
Total	0

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 run OverDrive Reports.

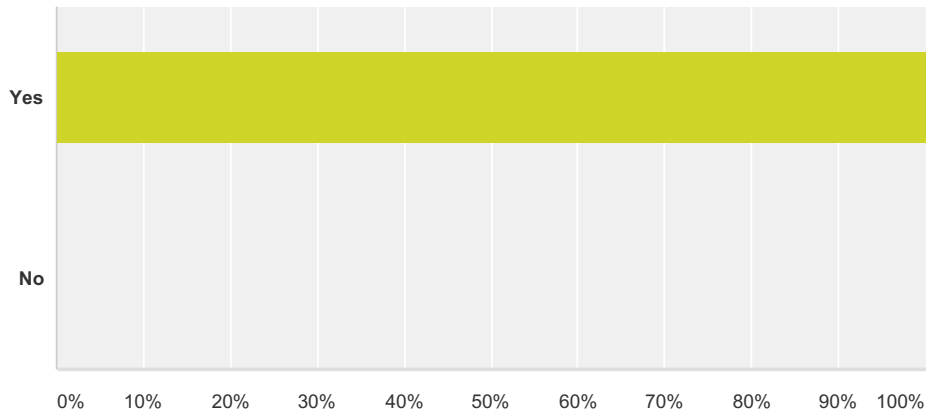
Answered: 0 Skipped: 13

! No matching responses.

Answer Choices	Responses
Yes, we use Marketplace to order materials and run reports	0.00% 0
Yes, we use Marketplace only to order materials	0.00% 0
Yes, we use Marketplace only to run reports	0.00% 0
No	0.00% 0
Total	0

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

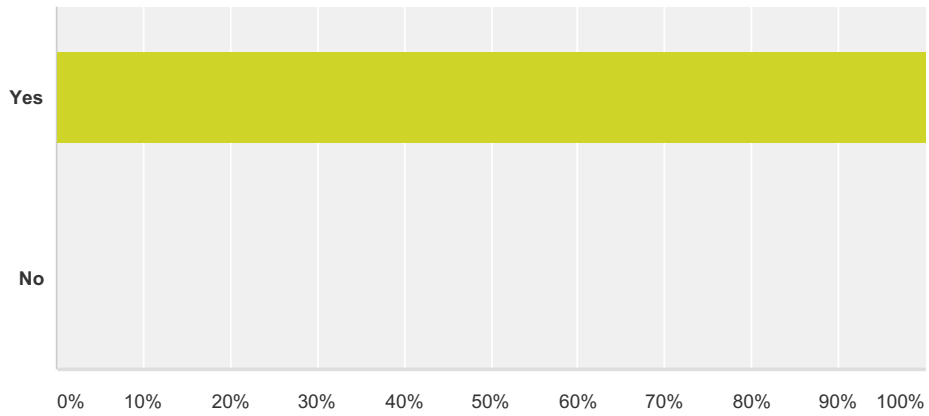
Answered: 13 Skipped: 0



Answer Choices	Responses
Yes	100.00% 13
No	0.00% 0
Total	13

Q7 Are you and your staff satisfied with ILL services?

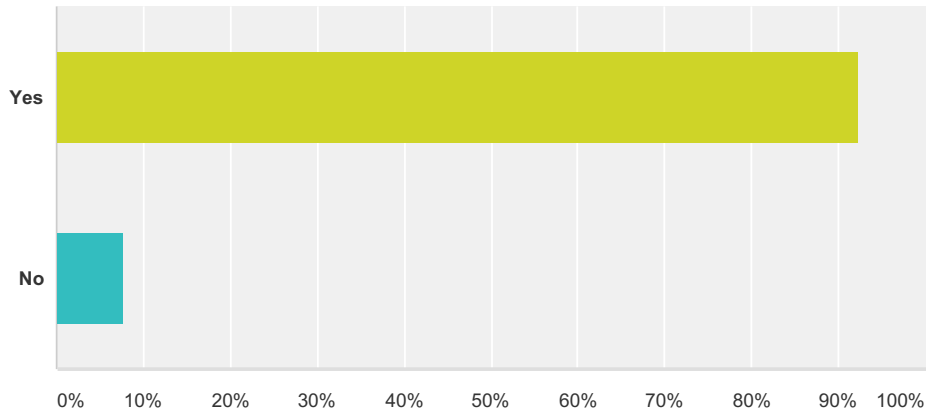
Answered: 13 Skipped: 0



Answer Choices	Responses
Yes	100.00% 13
No	0.00% 0
Total	13

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

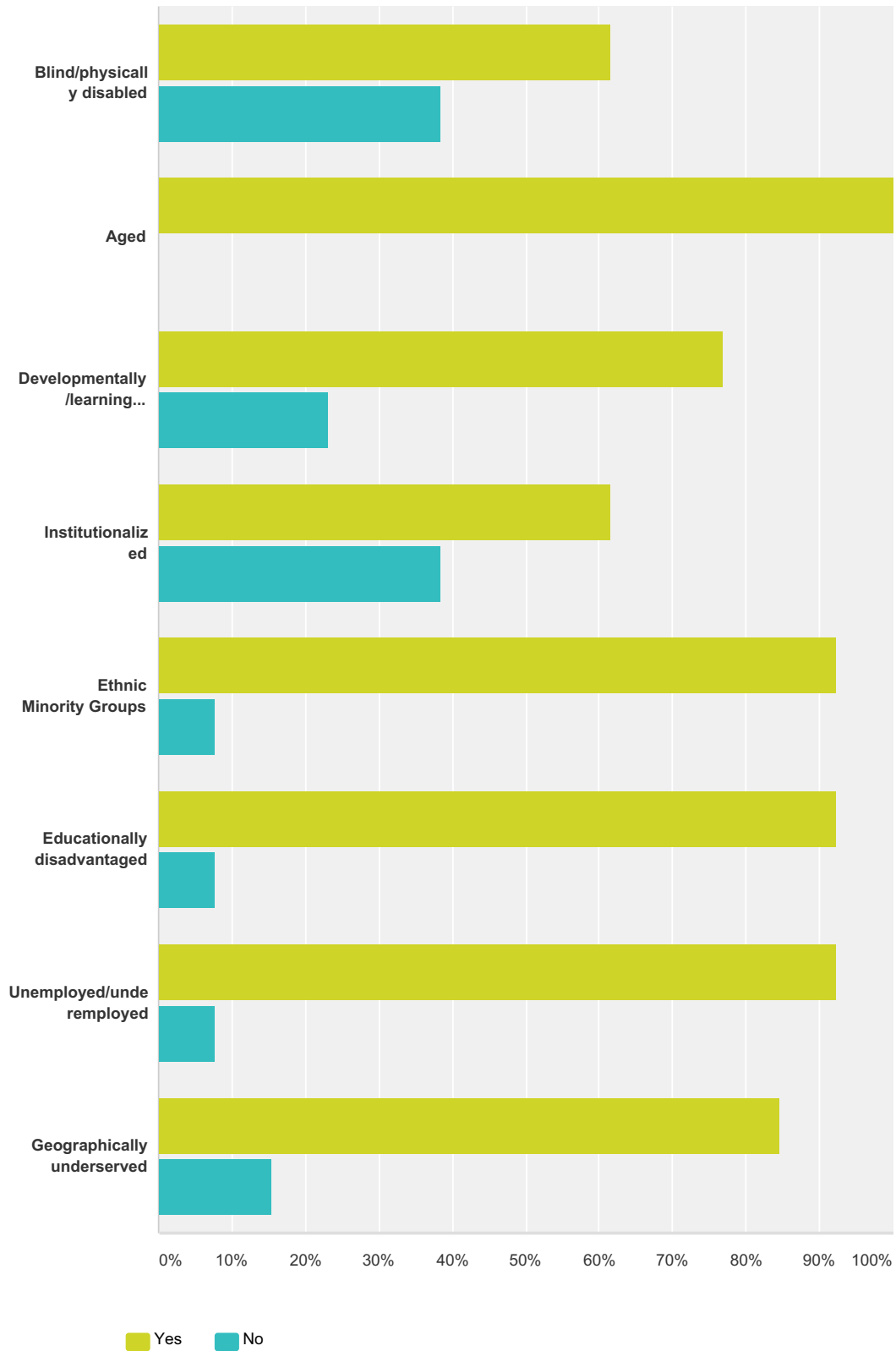
Answered: 13 Skipped: 0



Answer Choices	Responses	
Yes	92.31%	12
No	7.69%	1
Total		13

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

Answered: 13 Skipped: 0



RCLS Plan of Service Evaluation Survey (for 2015)

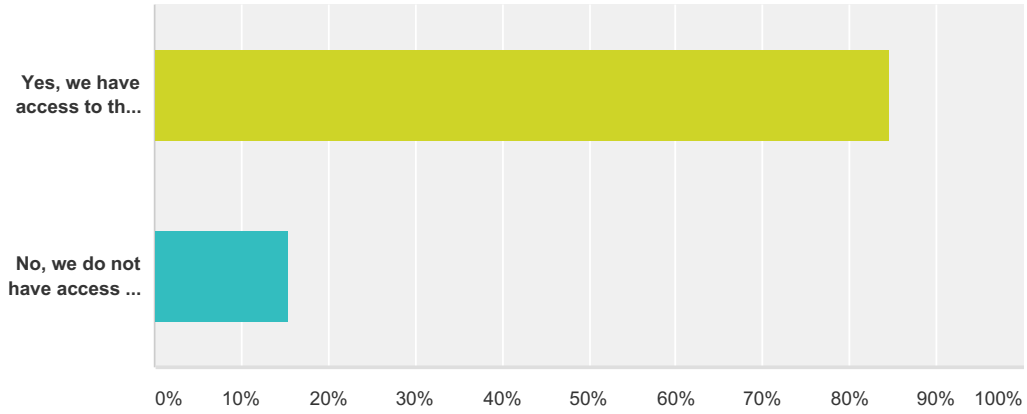
	Yes	No	Total Respondents
Blind/physically disabled	61.54% 8	38.46% 5	13
Aged	100.00% 13	0.00% 0	13
Developmentally/learning disabled	76.92% 10	23.08% 3	13
Institutionalized	61.54% 8	38.46% 5	13
Ethnic Minority Groups	92.31% 12	7.69% 1	13
Educationally disadvantaged	92.31% 12	7.69% 1	13
Unemployed/underemployed	92.31% 12	7.69% 1	13
Geographically underserved	84.62% 11	15.38% 2	13

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

Answered: 13 Skipped: 0

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

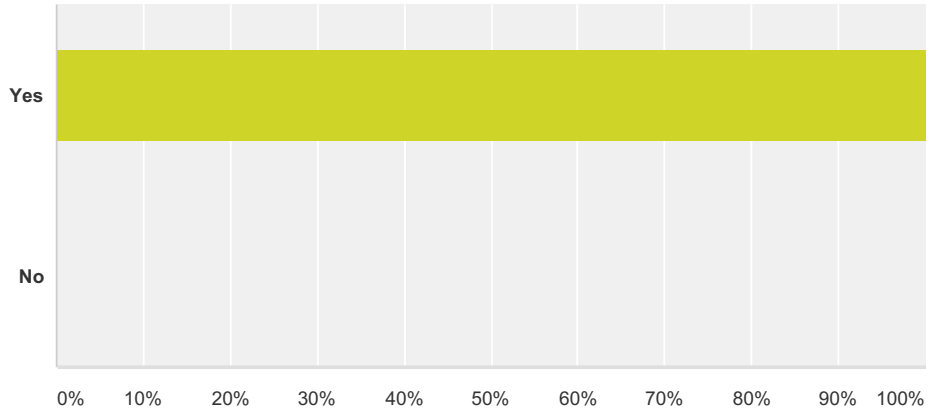
Answered: 13 Skipped: 0



Answer Choices	Responses
Yes, we have access to the information	84.62% 11
No, we do not have access to the information	15.38% 2
Total	13

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?

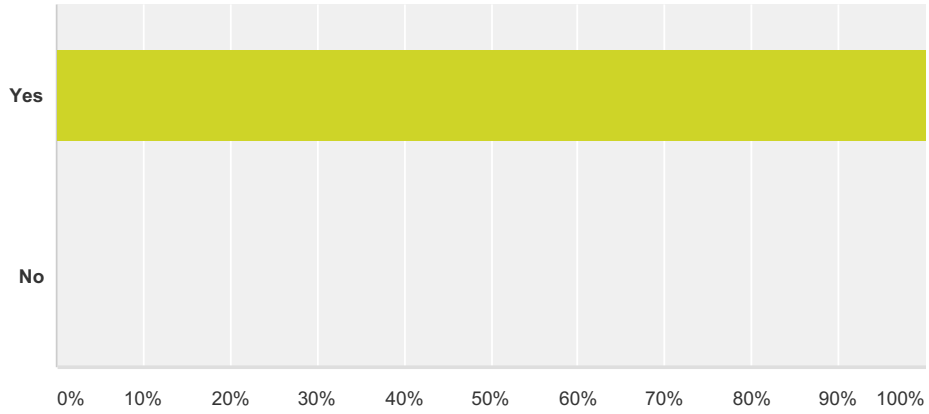
Answered: 13 Skipped: 0



Answer Choices	Responses
Yes	100.00% 13
No	0.00% 0
Total	13

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

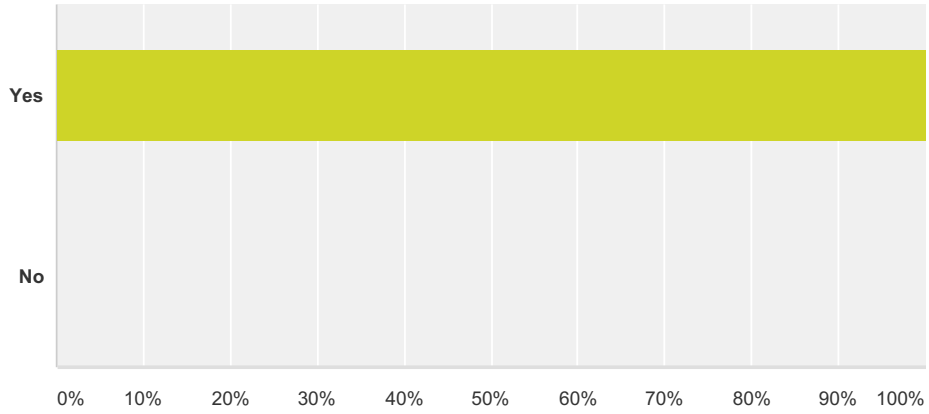
Answered: 13 Skipped: 0



Answer Choices	Responses
Yes	100.00% 13
No	0.00% 0
Total	13

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

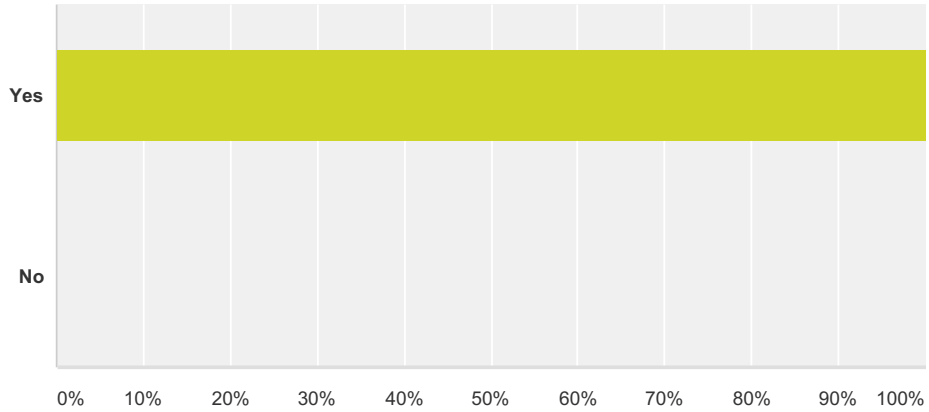
Answered: 13 Skipped: 0



Answer Choices	Responses
Yes	100.00% 13
No	0.00% 0
Total	13

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

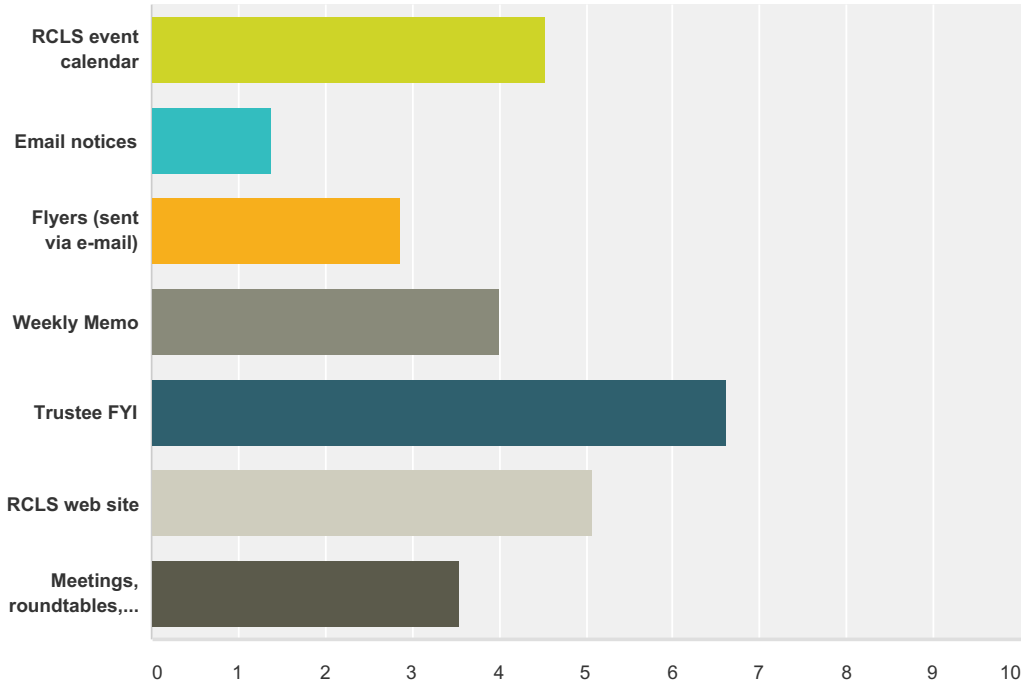
Answered: 13 Skipped: 0



Answer Choices	Responses	Count
Yes	100.00%	13
No	0.00%	0
Total		13

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

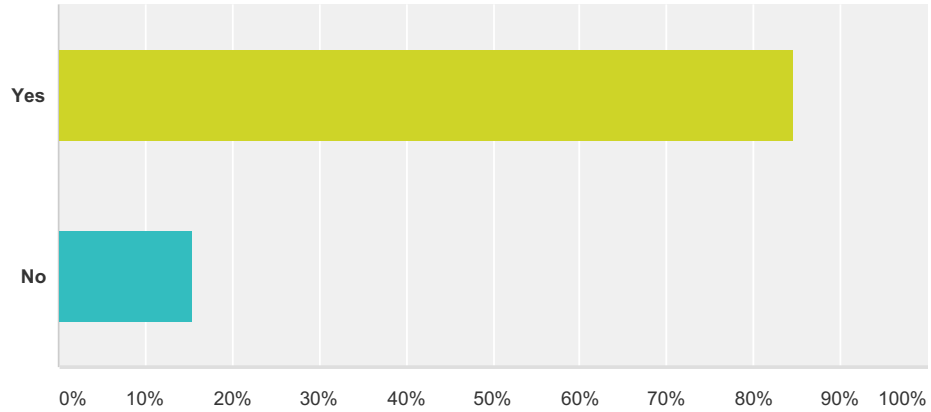
Answered: 13 Skipped: 0



	1: Most useful	2	3	4	5	6	7: Least useful	Total	Weighted Average
RCLS event calendar	0.00% 0	7.69% 1	15.38% 2	15.38% 2	38.46% 5	23.08% 3	0.00% 0	13	4.54
Email notices	76.92% 10	15.38% 2	0.00% 0	7.69% 1	0.00% 0	0.00% 0	0.00% 0	13	1.38
Flyers (sent via e-mail)	7.69% 1	46.15% 6	15.38% 2	15.38% 2	15.38% 2	0.00% 0	0.00% 0	13	2.85
Weekly Memo	7.69% 1	15.38% 2	23.08% 3	15.38% 2	15.38% 2	7.69% 1	15.38% 2	13	4.00
Trustee FYI	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	38.46% 5	61.54% 8	13	6.62
RCLS web site	0.00% 0	0.00% 0	15.38% 2	15.38% 2	30.77% 4	23.08% 3	15.38% 2	13	5.08
Meetings, roundtables, user groups, etc.	7.69% 1	15.38% 2	30.77% 4	30.77% 4	0.00% 0	7.69% 1	7.69% 1	13	3.54

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?

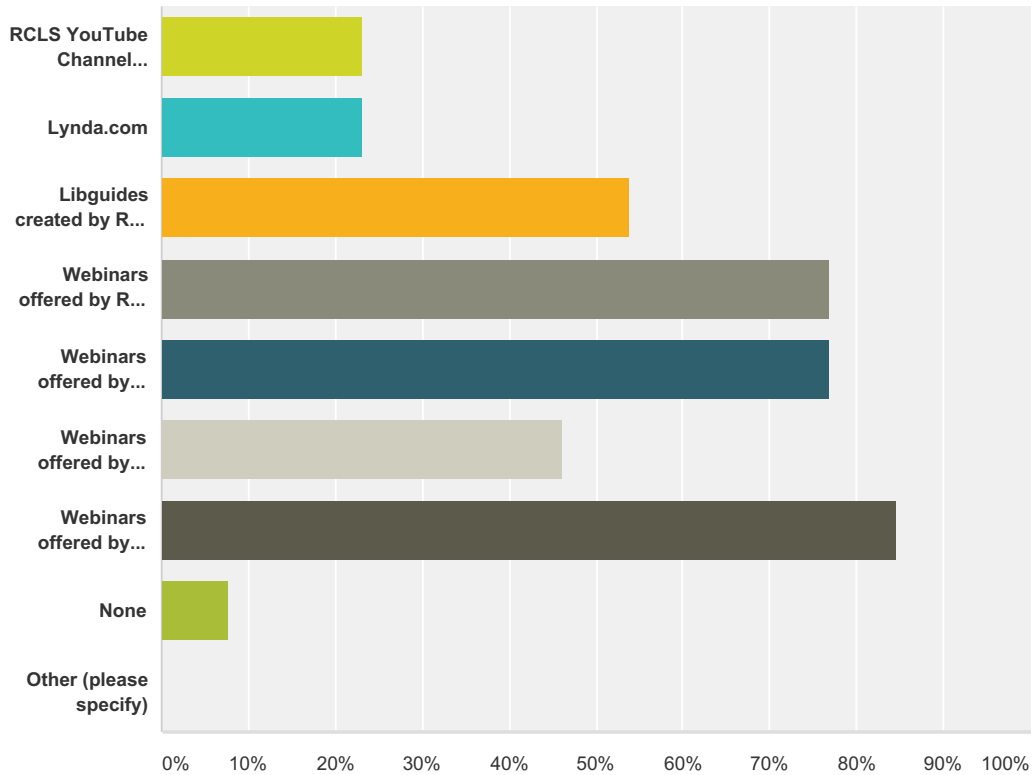
Answered: 13 Skipped: 0



Answer Choices	Responses	
Yes	84.62%	11
No	15.38%	2
Total		13

Q17 In 2015, which of the following distance-learning technologies did you or staff take advantage of for continuing education and training sessions?

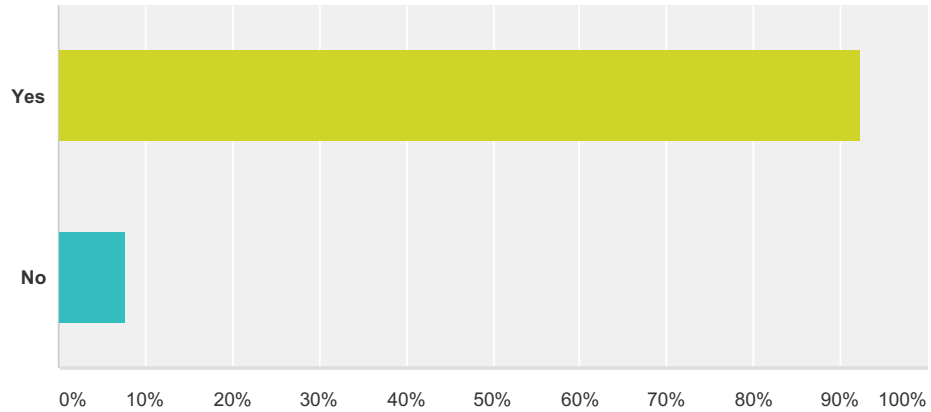
Answered: 13 Skipped: 0



Answer Choices	Responses
RCLS YouTube Channel (RCLSvids)	23.08% 3
Lynda.com	23.08% 3
Libguides created by RCLS staff	53.85% 7
Webinars offered by RCLS (WebEx, etc)	76.92% 10
Webinars offered by WebJunction	76.92% 10
Webinars offered by Library Journal	46.15% 6
Webinars offered by other groups or organizations	84.62% 11
None	7.69% 1
Other (please specify)	0.00% 0
Total Respondents: 13	

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.)

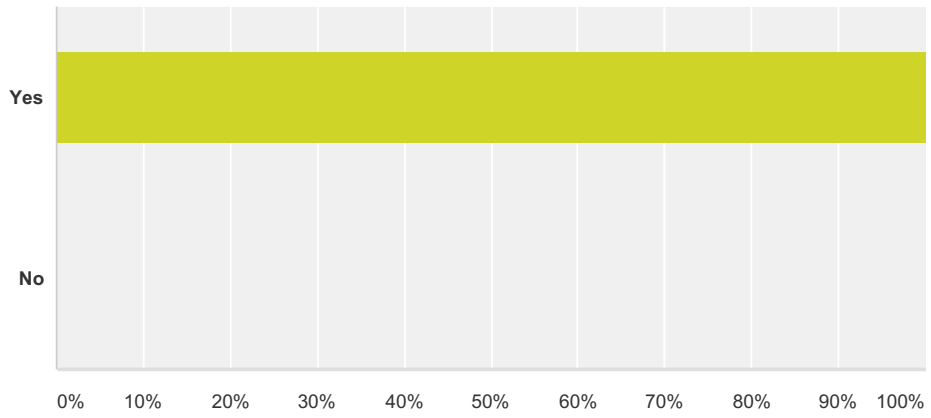
Answered: 13 Skipped: 0



Answer Choices	Responses	
Yes	92.31%	12
No	7.69%	1
Total		13

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

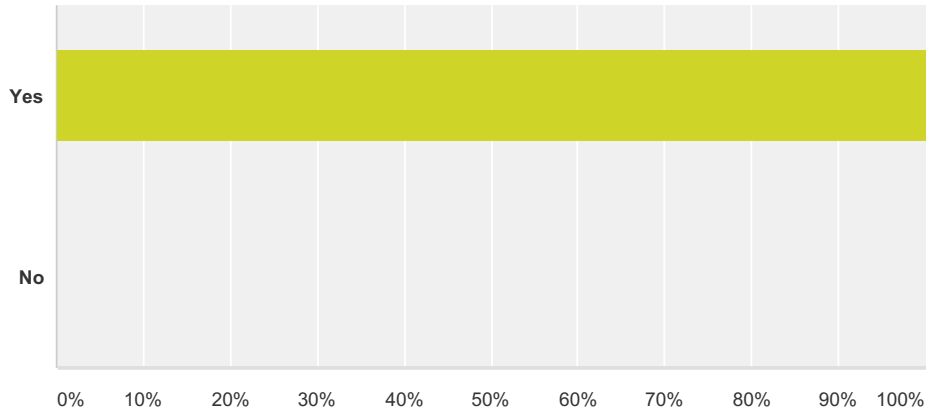
Answered: 13 Skipped: 0



Answer Choices	Responses
Yes	100.00% 13
No	0.00% 0
Total	13

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)?

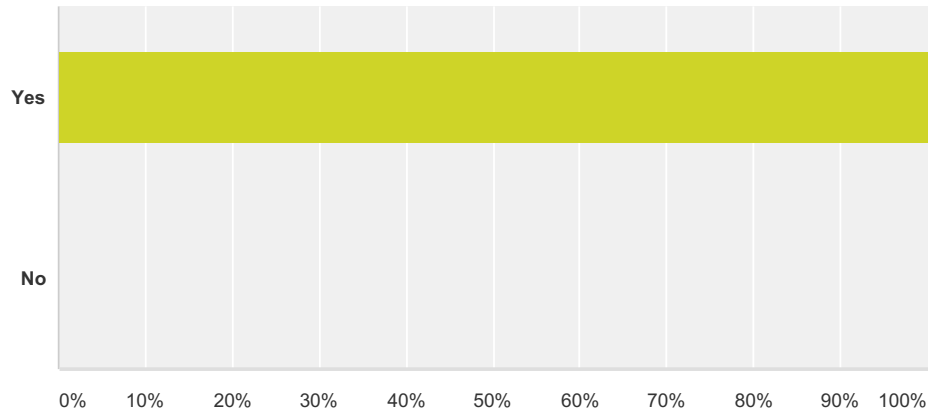
Answered: 13 Skipped: 0



Answer Choices	Responses
Yes	100.00% 13
No	0.00% 0
Total	13

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)?

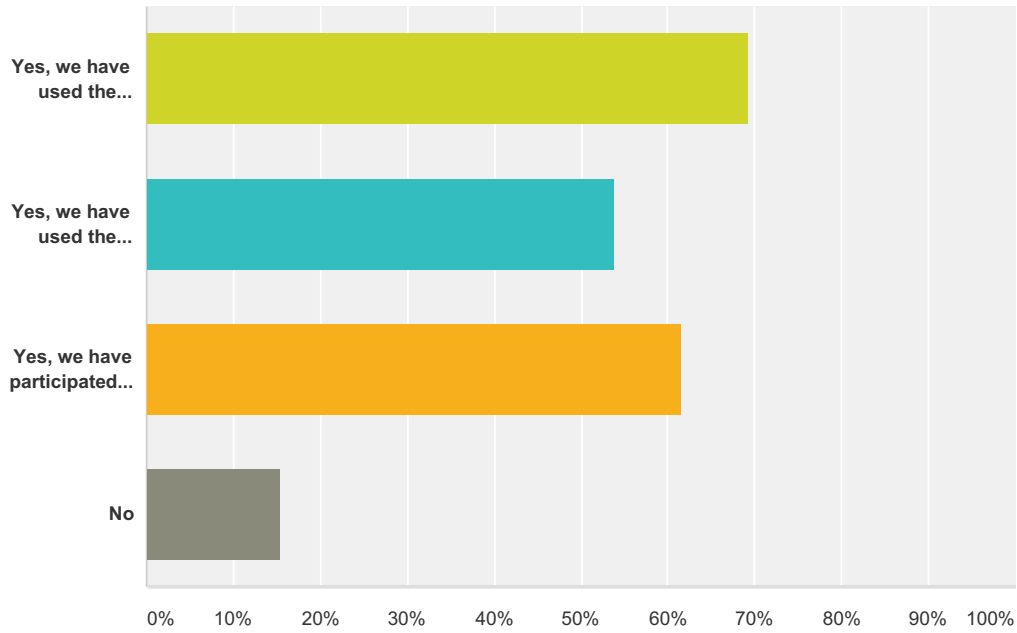
Answered: 13 Skipped: 0



Answer Choices	Responses
Yes	100.00% 13
No	0.00% 0
Total	13

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.)?

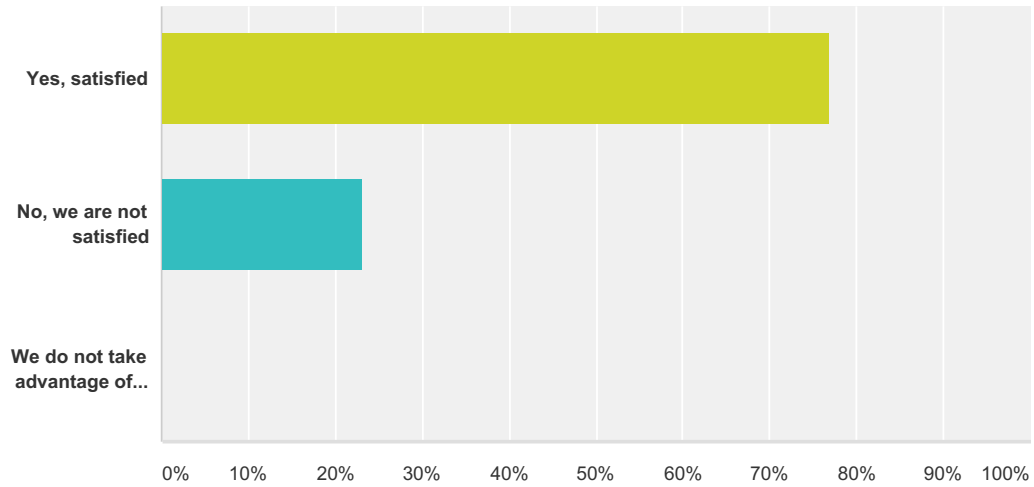
Answered: 13 Skipped: 0



Answer Choices	Responses
Yes, we have used the promotional materials	69.23% 9
Yes, we have used the instructional materials	53.85% 7
Yes, we have participated in web-based training offered by the vendors	61.54% 8
No	15.38% 2
Total Respondents: 13	

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?

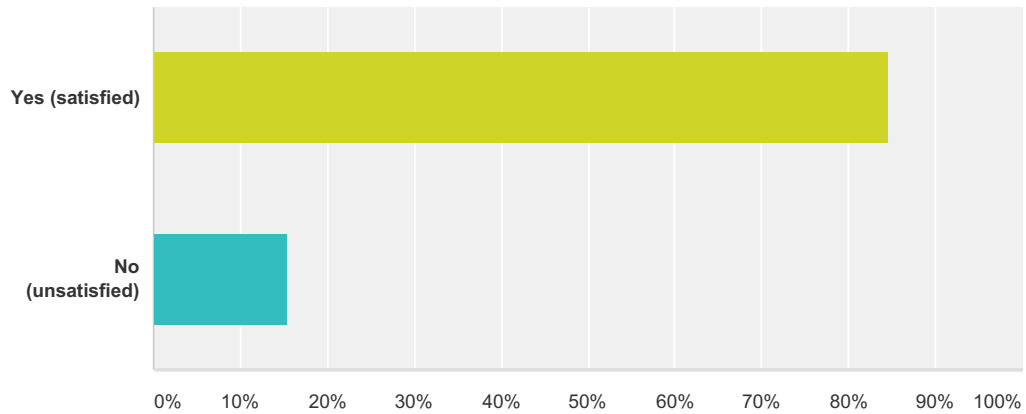
Answered: 13 Skipped: 0



Answer Choices	Responses
Yes, satisfied	76.92% 10
No, we are not satisfied	23.08% 3
We do not take advantage of the vendor materials or training	0.00% 0
Total	13

Q24 Based on feedback from library patrons, during 2015, 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)?

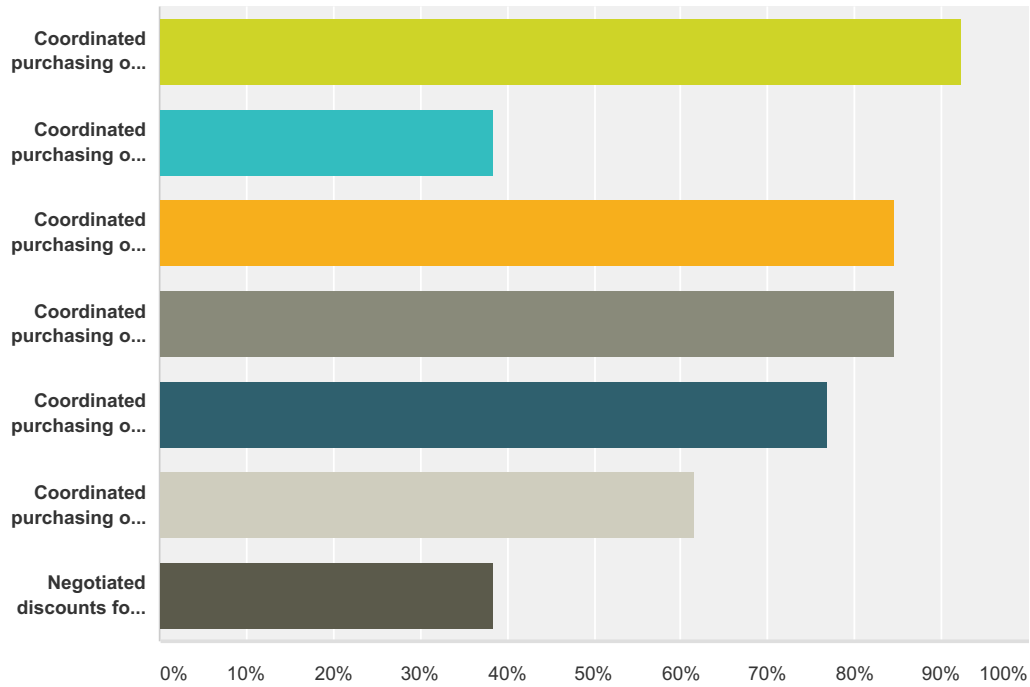
Answered: 13 Skipped: 0



Answer Choices	Responses	
Yes (satisfied)	84.62%	11
No (unsatisfied)	15.38%	2
Total		13

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

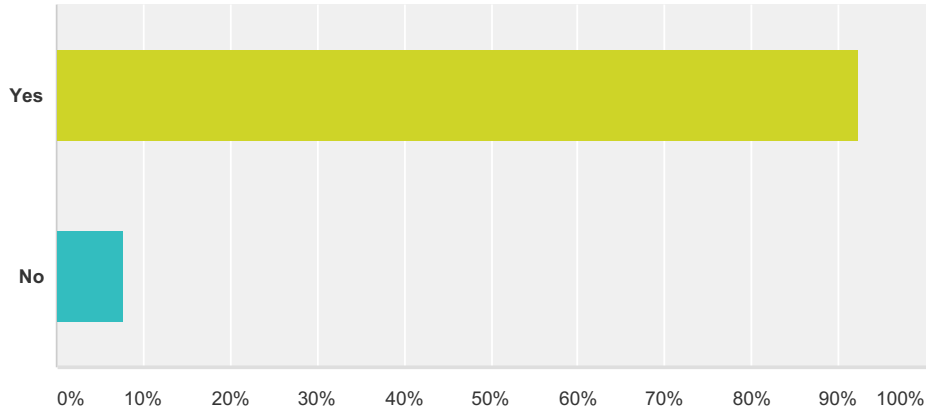
Answered: 13 Skipped: 0



Answer Choices	Responses
Coordinated purchasing of public performance licensing of films	92.31% 12
Coordinated purchasing of summer reading incentives	38.46% 5
Coordinated purchasing of automation equipment	84.62% 11
Coordinated purchasing of automation supplies	84.62% 11
Coordinated purchasing of electronic databases	76.92% 10
Coordinated purchasing of NYLA Annual Conference attendance	61.54% 8
Negotiated discounts for BookExpo, ComicCon and/or Marist College registration fees	38.46% 5
Total Respondents: 13	

Q26 Are you and your staff satisfied with the RCLS coordinated purchasing and negotiated discount program?

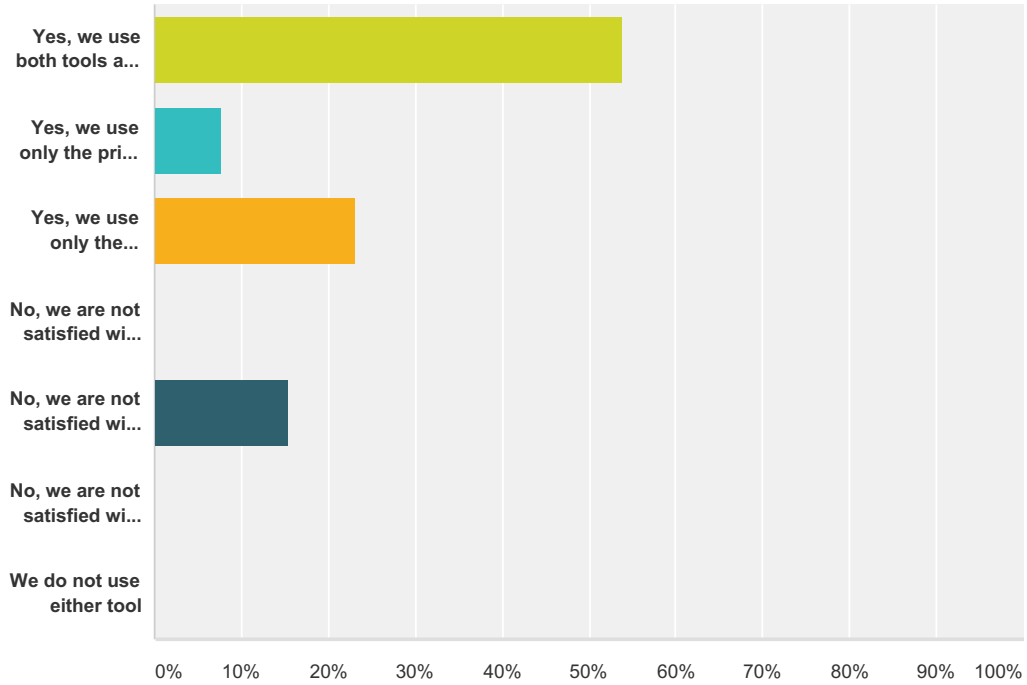
Answered: 13 Skipped: 0



Answer Choices	Responses
Yes	92.31% 12
No	7.69% 1
Total	13

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

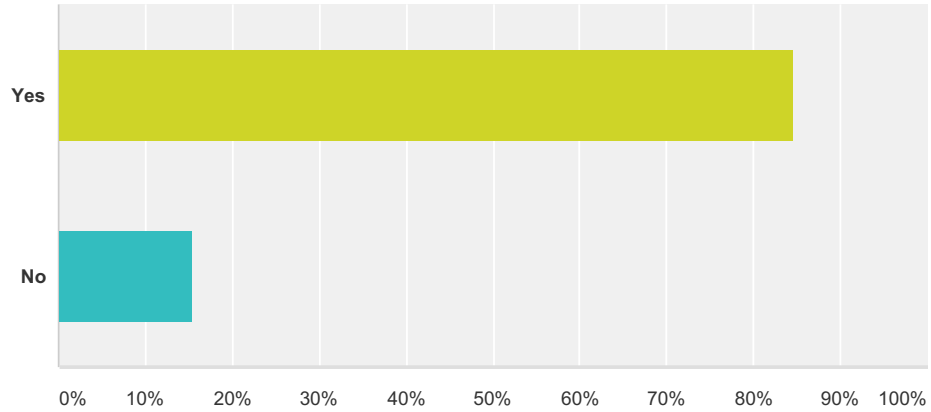
Answered: 13 Skipped: 0



Answer Choices	Responses	Count
Yes, we use both tools and are satisfied	53.85%	7
Yes, we use only the print management component and are satisfied	7.69%	1
Yes, we use only the workstation management component and are satisfied	23.08%	3
No, we are not satisfied with either tool	0.00%	0
No, we are not satisfied with the print management component	15.38%	2
No, we are not satisfied with the workstation reservation component	0.00%	0
We do not use either tool	0.00%	0
Total		13

Q28 In 2015, did your staff run and use Symphony/WebReporter/BLUEcloud Analytics item reports (or receive them automatically) to help manage your collection?

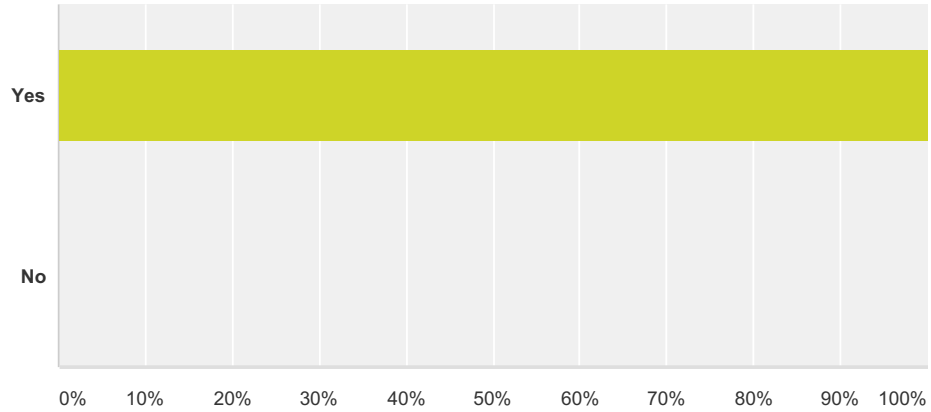
Answered: 13 Skipped: 0



Answer Choices	Responses	
Yes	84.62%	11
No	15.38%	2
Total		13

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

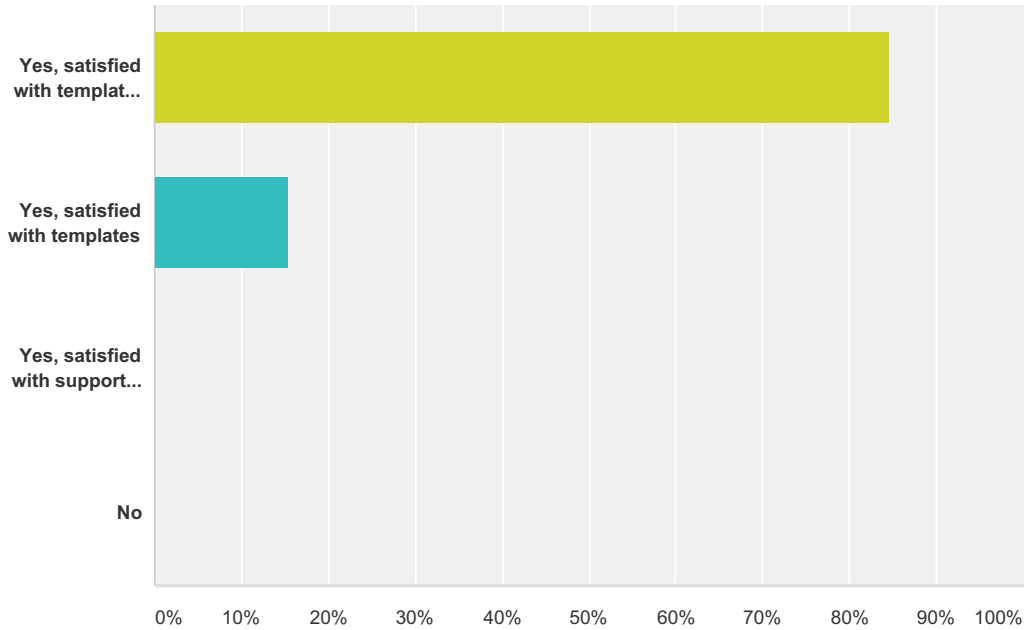
Answered: 13 Skipped: 0



Answer Choices	Responses
Yes	100.00% 13
No	0.00% 0
Total	13

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?

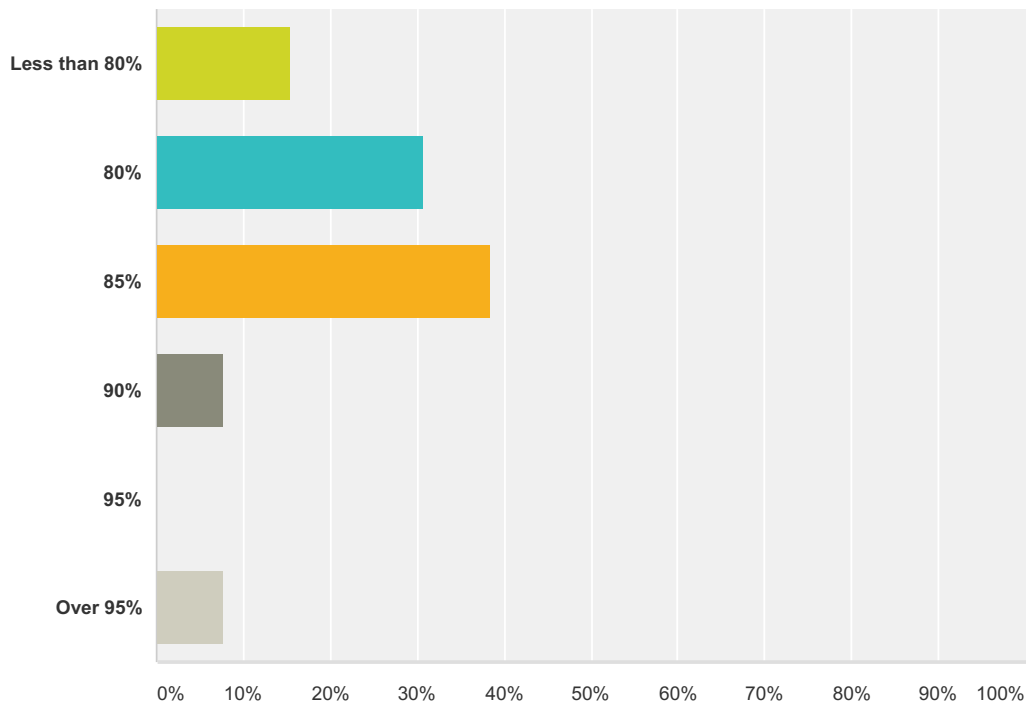
Answered: 13 Skipped: 0



Answer Choices	Responses
Yes, satisfied with templates and support to modify reports	84.62% 11
Yes, satisfied with templates	15.38% 2
Yes, satisfied with support to modify reports	0.00% 0
No	0.00% 0
Total	13

Q31 In 2015, 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:

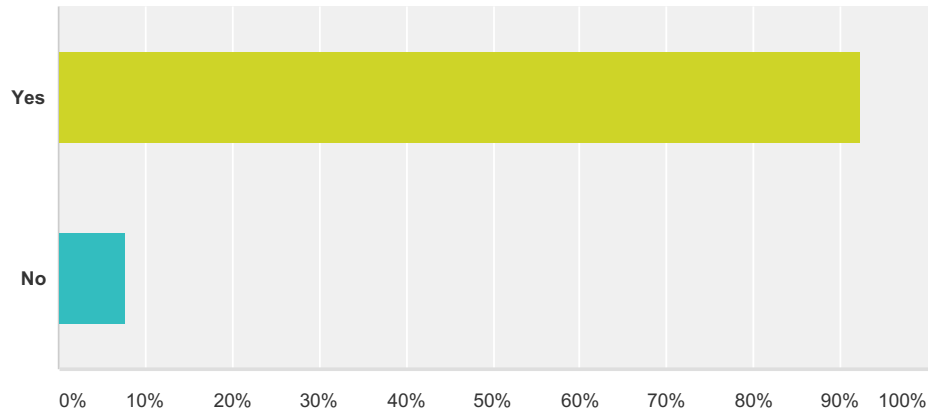
Answered: 13 Skipped: 0



Answer Choices	Responses	Count
Less than 80%	15.38%	2
80%	30.77%	4
85%	38.46%	5
90%	7.69%	1
95%	0.00%	0
Over 95%	7.69%	1
Total		13

Q32 In 2015, were you and your staff satisfied that the ANSER catalog provided adequate access to the holdings of other member libraries for resource sharing?

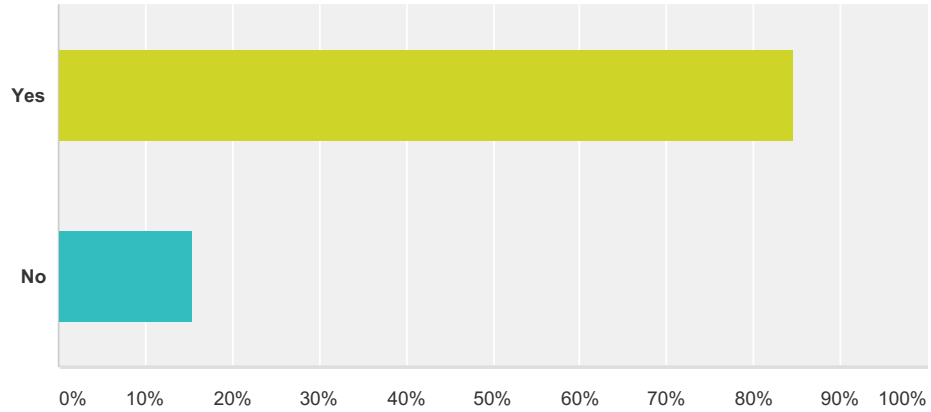
Answered: 13 Skipped: 0



Answer Choices	Responses
Yes	92.31% 12
No	7.69% 1
Total	13

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: 13 Skipped: 0



Answer Choices	Responses	
Yes	84.62%	11
No	15.38%	2
Total		13

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?

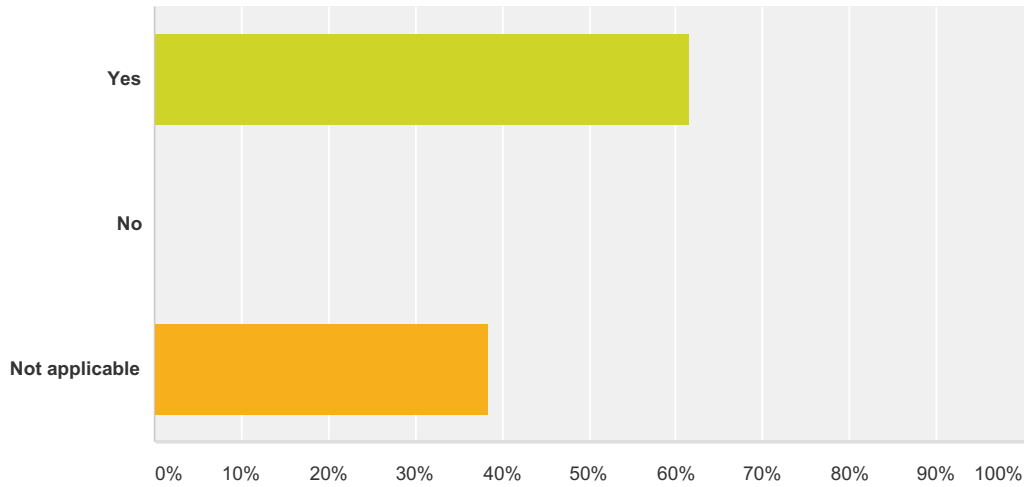
Answered: 0 Skipped: 13

! No matching responses.

Answer Choices	Responses
Yes, we have implemented WiFi	0.00% 0
Yes, we decided not to implement WiFi	0.00% 0
No	0.00% 0
Not Applicable	0.00% 0
Total	0

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?

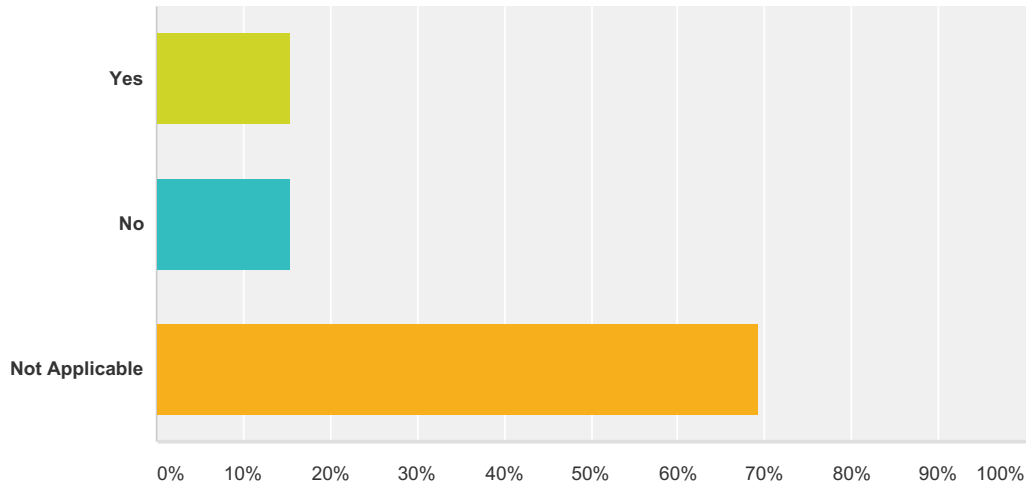
Answered: 13 Skipped: 0



Answer Choices	Responses	
Yes	61.54%	8
No	0.00%	0
Not applicable	38.46%	5
Total		13

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?

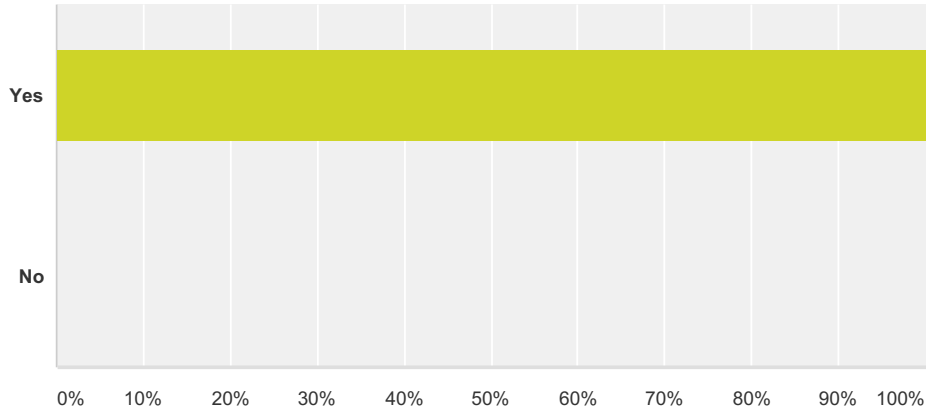
Answered: 13 Skipped: 0



Answer Choices	Responses	
Yes	15.38%	2
No	15.38%	2
Not Applicable	69.23%	9
Total		13

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

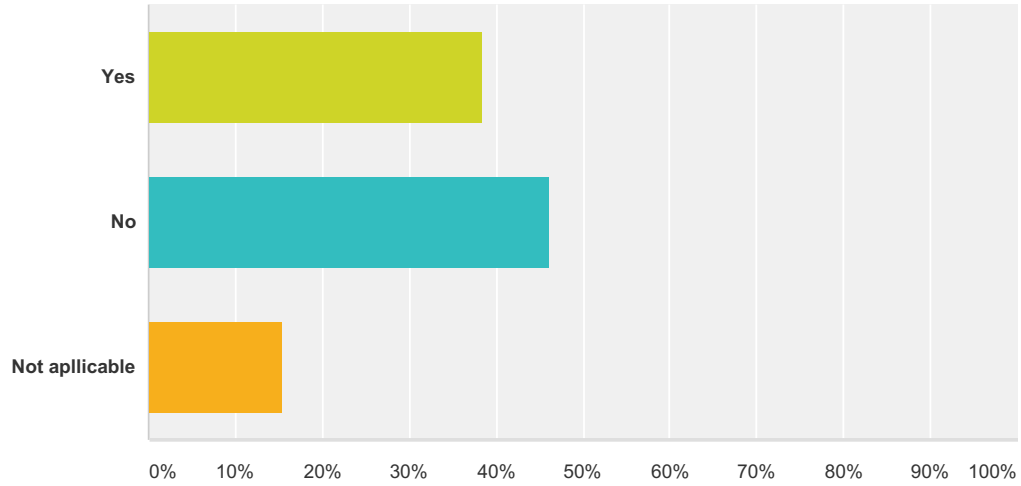
Answered: 13 Skipped: 0



Answer Choices	Responses
Yes	100.00% 13
No	0.00% 0
Total	13

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

Answered: 13 Skipped: 0



Answer Choices	Responses	
Yes	38.46%	5
No	46.15%	6
Not applicable	15.38%	2
Total		13

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

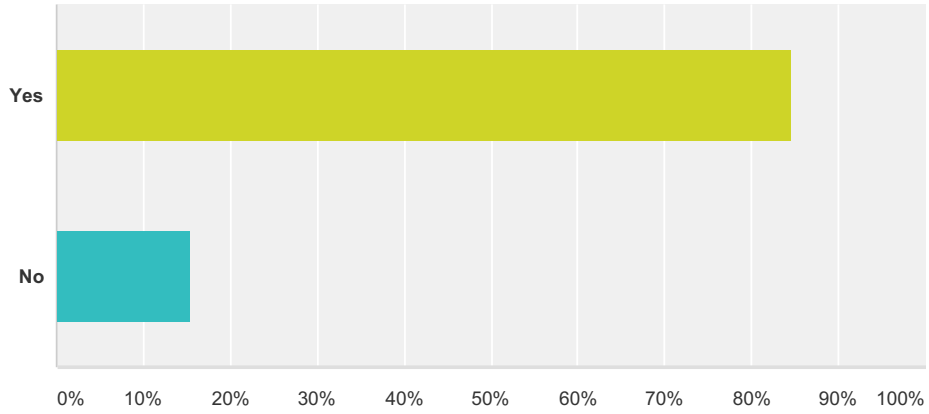
Answered: 0 Skipped: 13

! No matching responses.

Answer Choices	Responses
Yes, we know about and have the skills to use Library Aware	0.00% 0
No, we do not know about Library Aware or how to use it	0.00% 0
Total	0

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

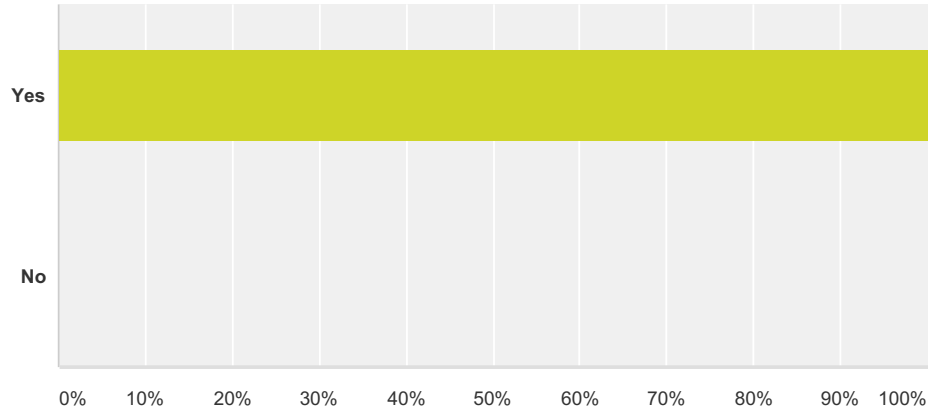
Answered: 13 Skipped: 0



Answer Choices	Responses
Yes	84.62% 11
No	15.38% 2
Total	13

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?

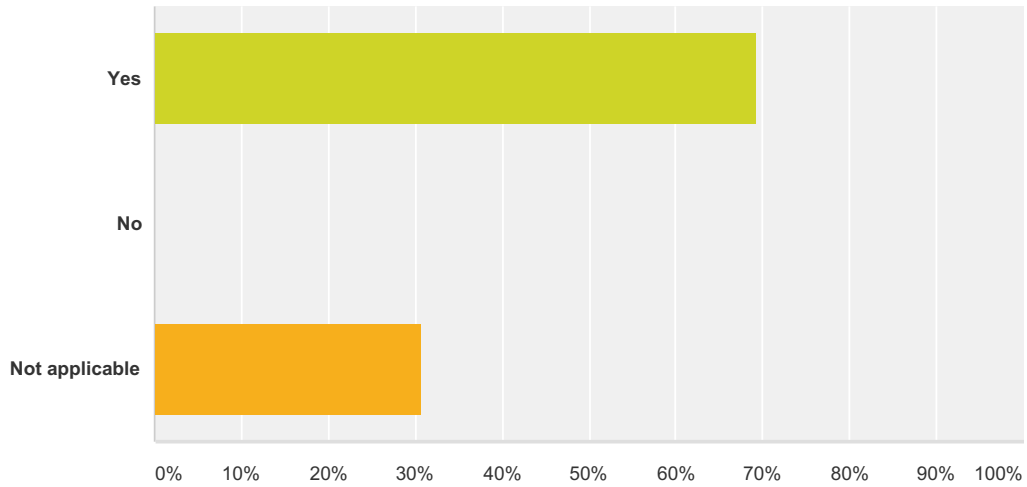
Answered: 13 Skipped: 0



Answer Choices	Responses
Yes	100.00% 13
No	0.00% 0
Total	13

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?

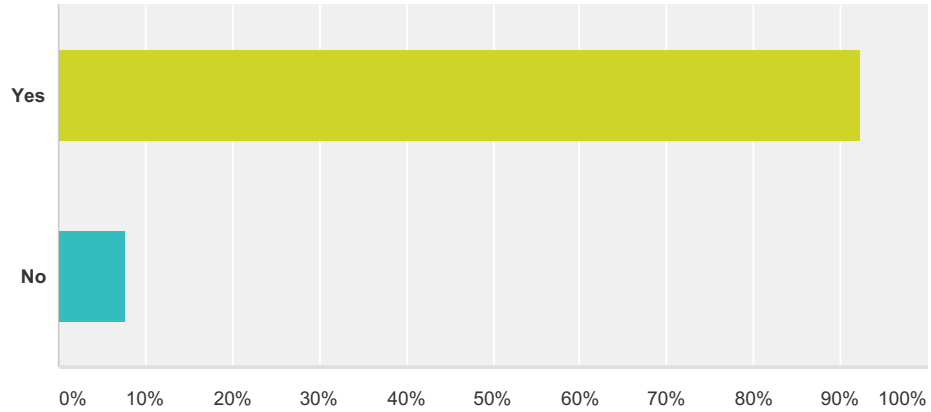
Answered: 13 Skipped: 0



Answer Choices	Responses
Yes	69.23% 9
No	0.00% 0
Not applicable	30.77% 4
Total	13

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?

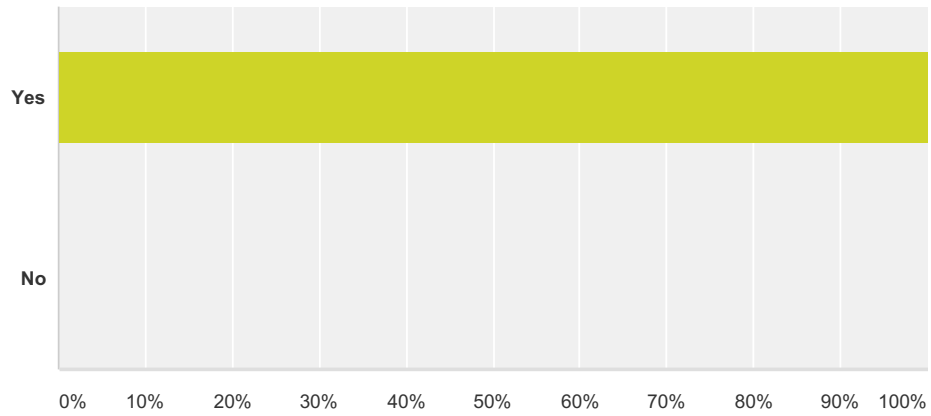
Answered: 13 Skipped: 0



Answer Choices	Responses	
Yes	92.31%	12
No	7.69%	1
Total		13

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

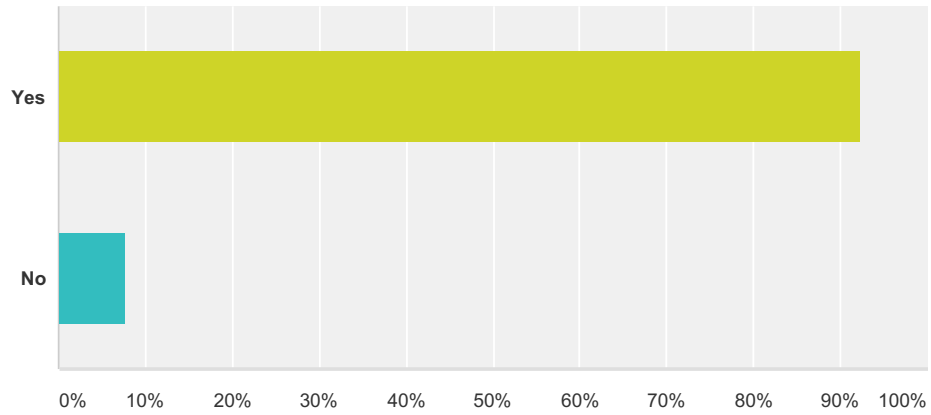
Answered: 13 Skipped: 0



Answer Choices	Responses
Yes	100.00% 13
No	0.00% 0
Total	13

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?

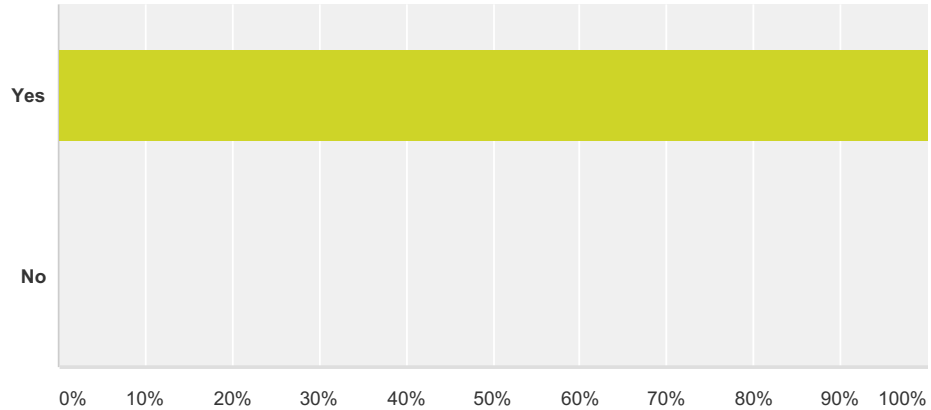
Answered: 13 Skipped: 0



Answer Choices	Responses
Yes	92.31% 12
No	7.69% 1
Total	13

Q46 Do the partnerships developed by RCLS with other organizations support your local library services? (for example SEAL, Fall Into Books, cosponsored training sessions, etc.)

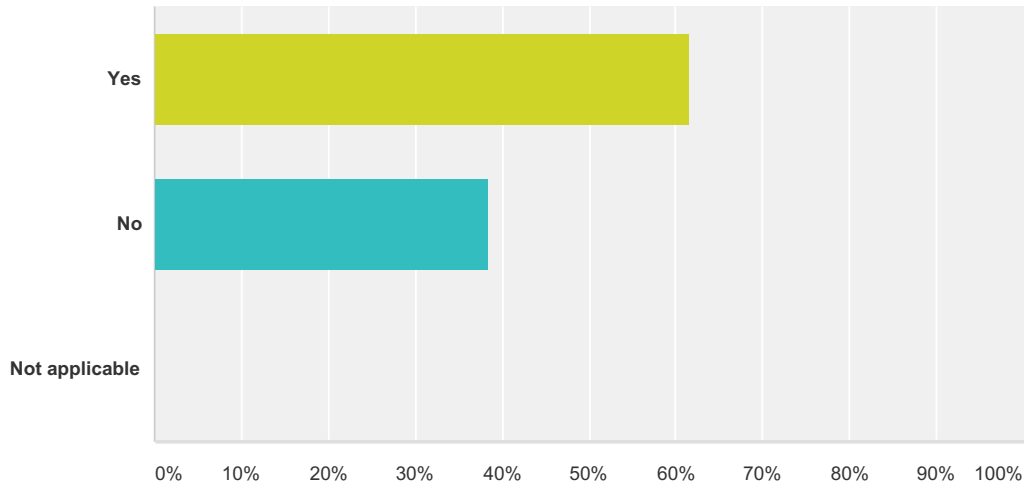
Answered: 13 Skipped: 0



Answer Choices	Responses
Yes	100.00% 13
No	0.00% 0
Total	13

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

Answered: 13 Skipped: 0



Answer Choices	Responses	Count
Yes	61.54%	8
No	38.46%	5
Not applicable	0.00%	0
Total		13