



*** 1. Name:**

*** 2. Library:**

3. In 2017, were you and your staff satisfied with creation of new MARC records and the ability to access those records?

Yes

No

If "No", please explain.

*** 4. In 2017, 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.**

Less than 80%

80%

85%

90%

95%

Over 95%

Comment

*** 5. Are you and your staff satisfied with ILL services?**

- Yes
- No

If "No", please explain.

*** 6. Are you and your staff satisfied with the RCLS van delivery service?**

- Yes
- No

If "No", please explain.

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

- Yes
- No

If "No", please explain

*** 8. 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?**

- 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](#).
- 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](#).
- 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](#).

If "No", please explain.

9. 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.

- Yes, we use Marketplace to order materials and run reports
- Yes, we only use Marketplace to order materials
- Yes, we only use Marketplace to run reports
- No

If "no" please explain:

*** 10. Are you and your staff aware of the Workforce Development program offer by RCLS and hosted by member libraries?**

- Yes
- No

If "No", please explain

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

	Yes	No
Blind/physically disabled	<input type="checkbox"/>	<input type="checkbox"/>
Aged	<input type="checkbox"/>	<input type="checkbox"/>
Developmentally/learning disabled	<input type="checkbox"/>	<input type="checkbox"/>
Institutionalized	<input type="checkbox"/>	<input type="checkbox"/>
Ethnic Minority Groups	<input type="checkbox"/>	<input type="checkbox"/>
Educationally disadvantaged	<input type="checkbox"/>	<input type="checkbox"/>
Unemployed/underemployed	<input type="checkbox"/>	<input type="checkbox"/>
Geographically underserved	<input type="checkbox"/>	<input type="checkbox"/>

If any are "No", please explain

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

- Yes, we have access to the information
- No, we do not have access to the information

Comment

*** 13. 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?**

- Yes
- No

If "No" please explain

*** 14. 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?**

- Yes
- No

If "No" please explain

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

- Yes
- No

If "No" please explain

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

Yes

No

If "No" please explain

*** 17. 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?**

Yes

No

If "No", please explain

*** 18. In 2017, which of the following distance-learning technologies did you or staff take advantage of for continuing education and training sessions?**

RCLS YouTube Channel (RCLSvids)

Lynda.com

Libguides created by RCLS staff

Webinars offered by RCLS (WebEx, etc)

Webinars offered by WebJunction

Webinars offered by NYLA

Webinars offered by Library Journal

Webinars offered by other groups or organizations

None

Other (please specify)

*** 19. 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.)**

Yes

No

Comments

*** 20. 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)?**

Yes

No

If "No", please explain

*** 21. 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)?**

Yes

No

If "No" please explain

*** 22. 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?**

Yes, satisfied

No, we are not satisfied

We do not take advantage of the vendor materials or training

If "No" please explain

*** 23. Based on feedback from library patrons, during 2017, 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)?**

- Yes (satisfied)
- No (unsatisfied)

If "No", please explain

*** 24. Which of the following RCLS coordinated purchasing or discounted registration cost options have you taken advantage of in 2017?**

- Coordinated purchasing of public performance licensing of films
- Coordinated purchasing of summer reading incentives
- Coordinated purchasing of automation equipment
- Coordinated purchasing of automation supplies
- Coordinated purchasing of electronic databases
- Negotiated discounts for BookExpo, ComicCon and/or Marist College registration fees
- We did not take advantage of any of the coordinated purchasing or discounted registration cost options in 2016.

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

- Yes
- No

If "No", please explain

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

- Yes, we use both tools and are satisfied
- Yes, we use only the print management component and are satisfied
- Yes, we use only the workstation management component and are satisfied
- No, we are not satisfied with either tool
- No, we are not satisfied with the print management component
- No, we are not satisfied with the workstation reservation component
- We do not use either tool

If "No" please explain

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

- Yes
- No

If "No" please explain

*** 28. 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.**

- Yes, we are satisfied with templates and the support to modify reports
- Yes, we are satisfied with templates
- Yes, we are satisfied with the support to modify reports
- No, we are not satisfied with templates or the support to modify reports
- No, we are not satisfied with templates
- No, we are not satisfied with the support to modify reports

If "No" please explain

*** 29. In 2017, were you and your staff satisfied that the online catalog provided adequate access to the holdings of other member libraries for resource sharing?**

Yes

No

If "No", please explain

*** 30. 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.**

Yes

No

If "No", please explain

*** 31. Are you and your staff satisfied with RCLS technology support?**

Yes

No

Comments

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

Yes, we receive adequate decision-making information and have implemented WiFi

Yes, we receive adequate decision-making information and decided not to implement WiFi

No, we did not receive adequate decision-making information

Not applicable, we did not request information, we setup our own WiFi

Not applicable, we did not request information, we are interested in setting up WiFi at this time

If "no" or "not applicable" please explain

*** 33. 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?**

- Yes
- No
- Not applicable

If "No", please explain

*** 34. 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?**

- Yes
- No
- Not Applicable

If "No" please explain

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

- Yes
- No

If "No", please explain

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

- Yes
- No
- Not applicable

If "no" or "not applicable" please explain

37. During 2017, were you and your staff satisfied with the RCLS backup Internet Services when needed?

- Yes
- No
- If "No", please explain.

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

- Yes
- No

If "No", please explain

*** 39. 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?**

- Yes
- No

If "No", please explain

*** 40. 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?**

- Yes, we are satisfied with the system-wide press releases
- Yes, we use and are satisfied with the generic editable press releases
- No, we are not satisfied with the system-wide press releases
- No, although we use the generic editable press releases we are not satisfied with these
- No, we do not use the generic editable press releases

If "No" please explain

*** 41. 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?**

Yes

No

If "No, please explain

*** 42. 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?**

Yes

No

If "No", please explain

*** 43. 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.)**

Yes

No

If "No, please explain

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

Yes

No

Not applicable

If "No, please explain

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

Yes

No

If "No", please explain.

46. Are you and your staff satisfied that you can easily * reach RCLS staff?

Yes

No

If "No", please explain.