

2017 Plan Of Service

Q1 Name:

Answered: 25 Skipped: 0

#	RESPONSES	DATE
1	Audra Everett	4/13/2018 3:59 PM
2	Sara Johnson	4/13/2018 2:29 PM
3	Marianne Gallagher	4/13/2018 12:22 PM
4	Madelyn Folino	4/12/2018 6:41 PM
5	Kelly Wells	4/12/2018 10:21 AM
6	Amelia Kalin	4/10/2018 12:33 PM
7	Diane Loomis	4/10/2018 12:07 PM
8	Mamakating Library Staff & Director joint response	4/5/2018 7:00 PM
9	Gretchen Bell	4/5/2018 5:02 PM
10	Nancy Krom	4/5/2018 1:51 PM
11	Nicole Lane	4/4/2018 2:14 PM
12	Pam Stocking	4/4/2018 2:09 PM
13	Laura Wolven	4/4/2018 12:52 PM
14	Marilyn McIntosh	4/4/2018 9:43 AM
15	Jessica Bowen	4/3/2018 4:42 PM
16	Carol Connell Cannon	4/3/2018 3:11 PM
17	Claudia Depkin	4/3/2018 2:38 PM
18	Rosemary Cooper	4/3/2018 9:53 AM
19	Patty Kennedy	3/30/2018 4:35 PM
20	Betsy Comizio	3/24/2018 8:11 PM
21	Ginny Neidermier	3/23/2018 12:14 PM
22	Dr. Joyce Conroy	3/22/2018 5:26 PM
23	Annmarie McAnany	3/22/2018 12:39 PM
24	Lisa Palmer	3/22/2018 11:25 AM
25	Jill Cronin	3/22/2018 10:54 AM

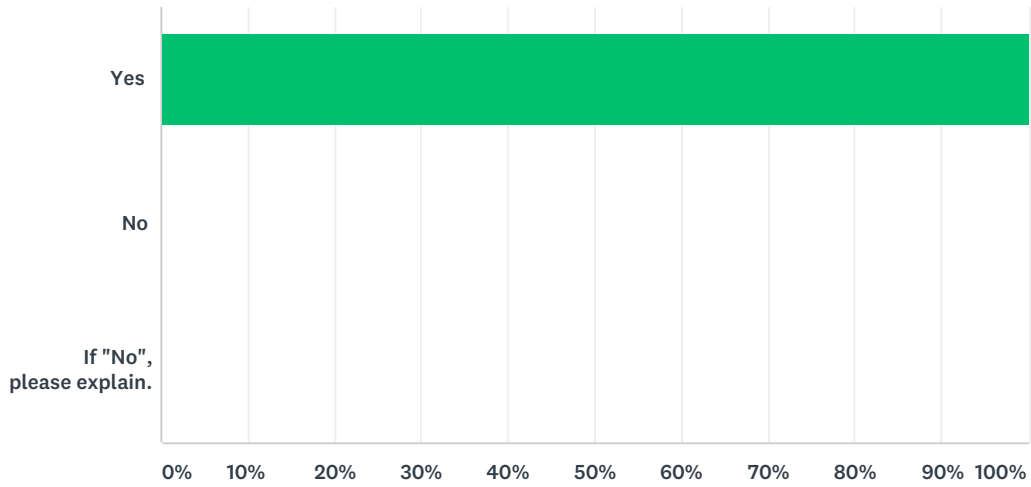
Q2 Library:

Answered: 25 Skipped: 0

#	RESPONSES	DATE
1	Western Sullivan Public Library	4/13/2018 3:59 PM
2	WPL	4/13/2018 2:29 PM
3	New City Library	4/13/2018 12:22 PM
4	Florida Public Library	4/12/2018 6:41 PM
5	Fallsburg Library	4/12/2018 10:21 AM
6	Valley Cottage Free Library	4/10/2018 12:33 PM
7	Tuxedo Park Library	4/10/2018 12:07 PM
8	Mamakating Library	4/5/2018 7:00 PM
9	Nanuet	4/5/2018 5:02 PM
10	Cragsmoor Free Library	4/5/2018 1:51 PM
11	Gardiner Library	4/4/2018 2:14 PM
12	Ellenville Public Library and Museum	4/4/2018 2:09 PM
13	Orangeburg	4/4/2018 12:52 PM
14	Monroe	4/4/2018 9:43 AM
15	Piermont	4/3/2018 4:42 PM
16	Suffern Free Library	4/3/2018 3:11 PM
17	Haverstraw King's Daughters Public Library	4/3/2018 2:38 PM
18	Albert Wisner Public Library	4/3/2018 9:53 AM
19	Sunshine Hall Free Library	3/30/2018 4:35 PM
20	Montgomery Free Library	3/24/2018 8:11 PM
21	Josephine-Louise Public Library	3/23/2018 12:14 PM
22	Roscoe Free Library	3/22/2018 5:26 PM
23	Sloatsburg Public Library	3/22/2018 12:39 PM
24	Wallkill Public Library	3/22/2018 11:25 AM
25	Greenwood Lake Public Library	3/22/2018 10:54 AM

Q3 In 2017, were you and your staff satisfied with creation of new MARC records and the ability to access those records?

Answered: 25 Skipped: 0

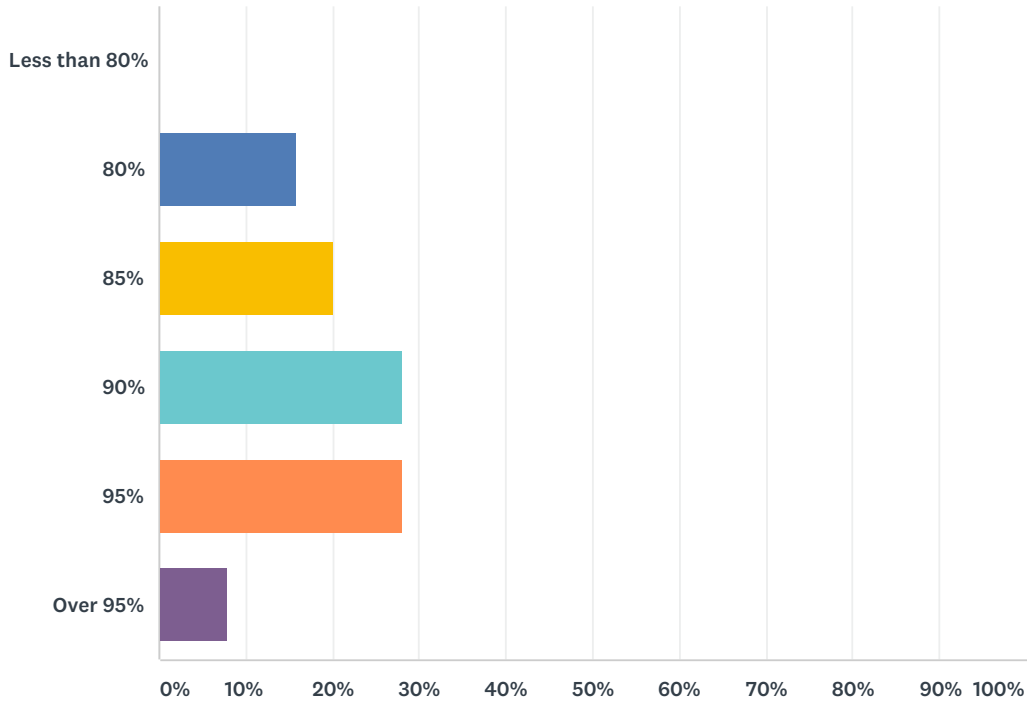


ANSWER CHOICES	RESPONSES
Yes	100.00% 25
No	0.00% 0
If "No", please explain.	0.00% 0
TOTAL	25

#	IF "NO", PLEASE EXPLAIN.	DATE
	There are no responses.	

Q4 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.

Answered: 25 Skipped: 0

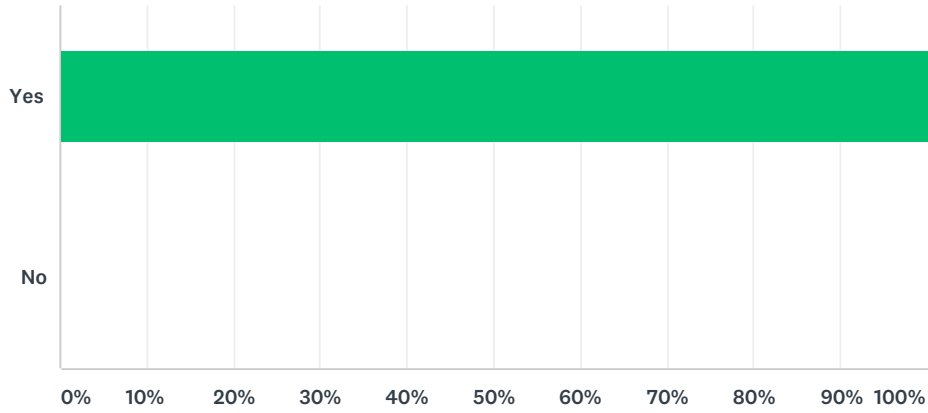


ANSWER CHOICES	RESPONSES	
Less than 80%	0.00%	0
80%	16.00%	4
85%	20.00%	5
90%	28.00%	7
95%	28.00%	7
Over 95%	8.00%	2
TOTAL		25

#	COMMENT	DATE
1	Search does not detect near matches, misspellings. Locating items by series or subject is difficult. Some staff choose to search in Enterprise for these reasons.	4/13/2018 2:29 PM
2	Adult Staff: 90% Children's Staff: Less than 80% Circ staff: 85%	4/13/2018 12:22 PM
3	From Tech Services- can usually find material on first attempt; however, sometimes more difficult to find CAPS record. Working with RCLS Tech team has made this much easier.	4/10/2018 12:33 PM
4	Sometimes there is a discrepancy between Enterprise and Symphony. If we can't find it on one, we try it with the other.	3/22/2018 12:39 PM

Q5 Are you and your staff satisfied with ILL services?

Answered: 25 Skipped: 0

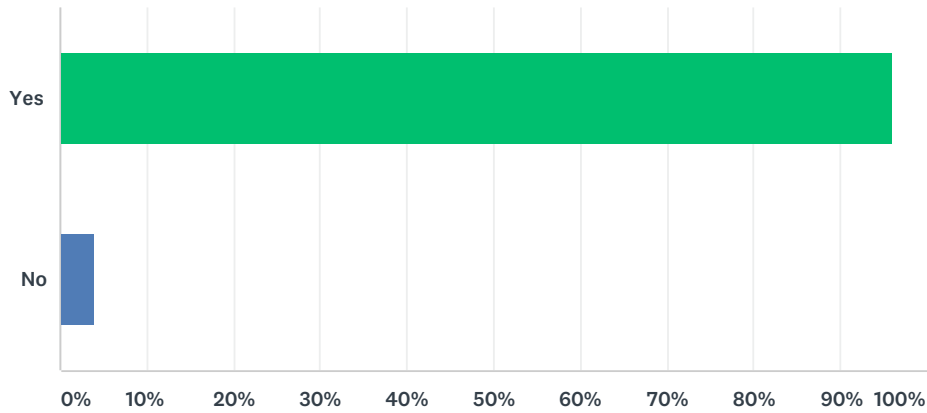


ANSWER CHOICES	RESPONSES	
Yes	100.00%	25
No	0.00%	0
TOTAL		25

#	IF "NO", PLEASE EXPLAIN.	DATE
1	This answer is mostly "yes" but my ILL person is not a fan of the new "electronic" method recently implemented. She finds it too time consuming.	4/10/2018 12:33 PM
2	Very satisfied!	3/30/2018 4:35 PM

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

Answered: 25 Skipped: 0

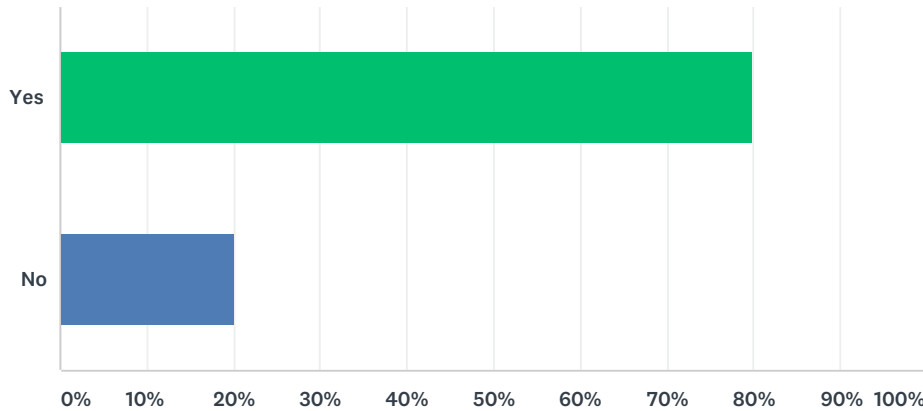


ANSWER CHOICES	RESPONSES	
Yes	96.00%	24
No	4.00%	1
TOTAL		25

#	IF "NO", PLEASE EXPLAIN.	DATE
1	This answer is mostly "yes" but we feel the range of delivery times could be improved. One week the van arrives 1:30; another week it is 10:30 and for 2 weeks it is between 11:30-12:30. It seems this is dependent on driver's work styles. It would be easier for us to staff our circulation department if delivery times were within the same time range every day, every week.	4/10/2018 12:33 PM
2	Our complaint about the van delivery service is that all too often the materials (books, dvds, cds) are roughly manhandled, which can and does cause damage. While we appreciate the fact that the drivers are busy, it does not take much to handle the items properly/gently. Tossing and throwing them about isn't good and definitely not appreciated.	4/4/2018 2:09 PM
3	Somewhat. Our one-on-one sessions with librarians has helped a lot to get people to understand how it works.	4/3/2018 3:11 PM
4	Very satisfied!	3/30/2018 4:35 PM

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

Answered: 25 Skipped: 0

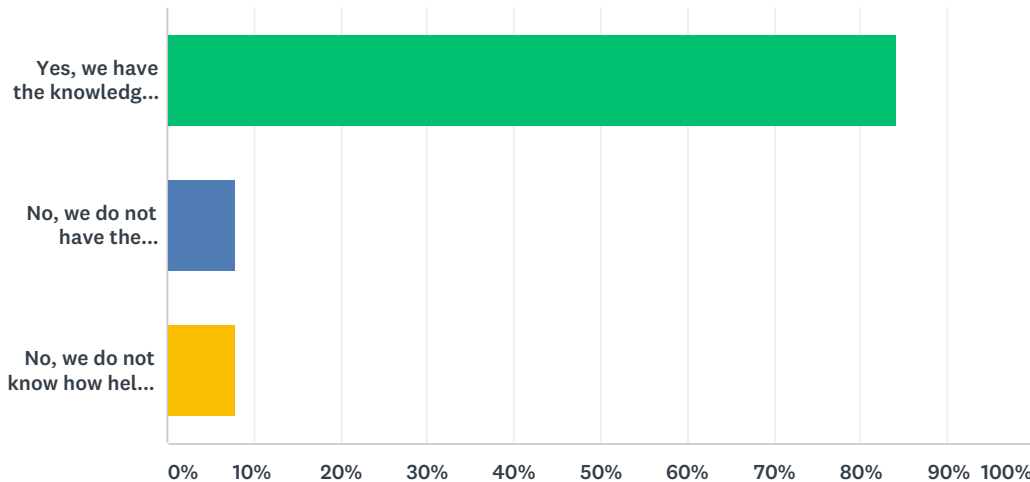


ANSWER CHOICES	RESPONSES	
Yes	80.00%	20
No	20.00%	5
TOTAL		25

#	IF "NO", PLEASE EXPLAIN	DATE
1	Half yes/half no. Staff would like more training materials and guides and workshops to learn.	4/13/2018 2:29 PM
2	Not all staff.	4/12/2018 6:41 PM
3	All of the public service staff know how to access OverDrive, but only 50% know how to use OverDrive.	4/12/2018 10:21 AM
4	Not everyone on staff is able to do this	4/10/2018 12:07 PM
5	We would all like a refresher and plan on asking for a training at some point.	4/4/2018 2:14 PM
6	Most do.	4/3/2018 3:11 PM
7	I haven't had time to train them.	3/30/2018 4:35 PM
8	Sometimes there are glitches - especially when magazines were available. People downloaded them, but couldn't find them.	3/22/2018 12:39 PM

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

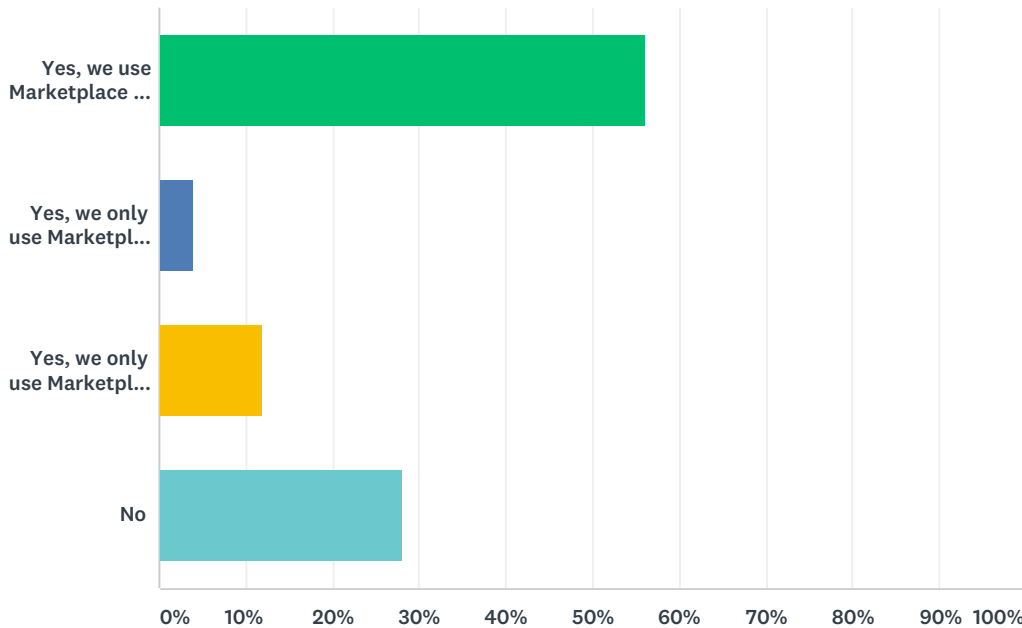


ANSWER CHOICES	RESPONSES
Yes, we have the knowledge to teach and assist patrons how to use the Digital Download service (OverDrive) and show them where to find the help materials and the link to e-mail OverDrive for additional help.	84.00% 21
No, we do not have the knowledge to help our patrons use the 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.	8.00% 2
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
TOTAL	25

#	IF "NO", PLEASE EXPLAIN.	DATE
1	Some yes. Staff can locate Overdrive Help but would also like more materials to assist them in helping patrons.	4/13/2018 2:29 PM
2	Adult staff -yes Children's staff - first "no"	4/13/2018 12:22 PM
3	Same as above, about 50% know OverDrive well enough to assist patrons themselves or to direct patrons to help materials.	4/12/2018 10:21 AM
4	Not everyone on staff is able to do this	4/10/2018 12:07 PM
5	Correction: I do (not WE). I can assist them, and show them where to find help on the website. But, none of my staff can at the moment (paid or volunteers). I haven't had time to train them, and no one seems motivated to learn on their own.	3/30/2018 4:35 PM
6	Newer employees may run into difficulty with this task.	3/22/2018 12:39 PM

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

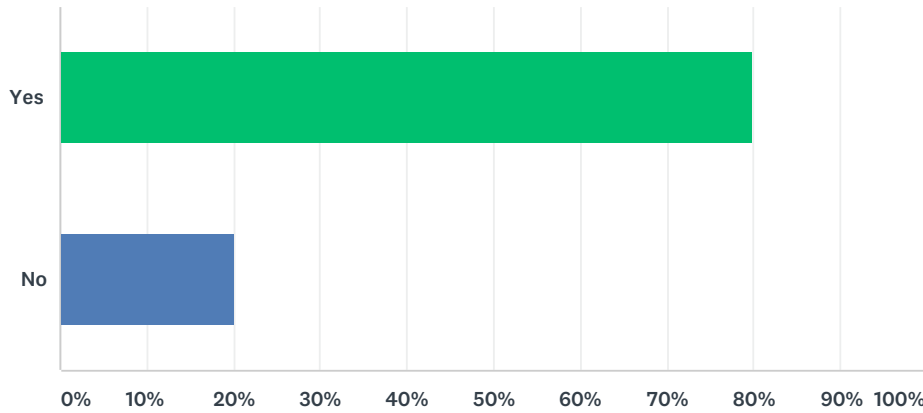


ANSWER CHOICES	RESPONSES
Yes, we use Marketplace to order materials and run reports	56.00% 14
Yes, we only use Marketplace to order materials	4.00% 1
Yes, we only use Marketplace to run reports	12.00% 3
No	28.00% 7
TOTAL	25

#	IF "NO" PLEASE EXPLAIN:	DATE
1	Not an Advantage library.	4/12/2018 6:41 PM
2	Haven't done it in a while, but we have the knowledge!	4/5/2018 7:00 PM
3	We do not use marketplace.	4/4/2018 2:14 PM
4	I know how to use Marketplace to order and run reports, but I rarely, if ever, have the time. Nor have I trained my reference librarian. Currently, we also lack a budget for ordering additional (to the pool) titles.	4/4/2018 12:52 PM
5	We don't us this at all.	4/4/2018 9:43 AM
6	Again: me only. But, that's by choice, not because I haven't had time to train them.	3/30/2018 4:35 PM
7	We do not buy ebooks .	3/24/2018 8:11 PM
8	beyond us here in Roscoe.	3/22/2018 5:26 PM

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

Answered: 25 Skipped: 0

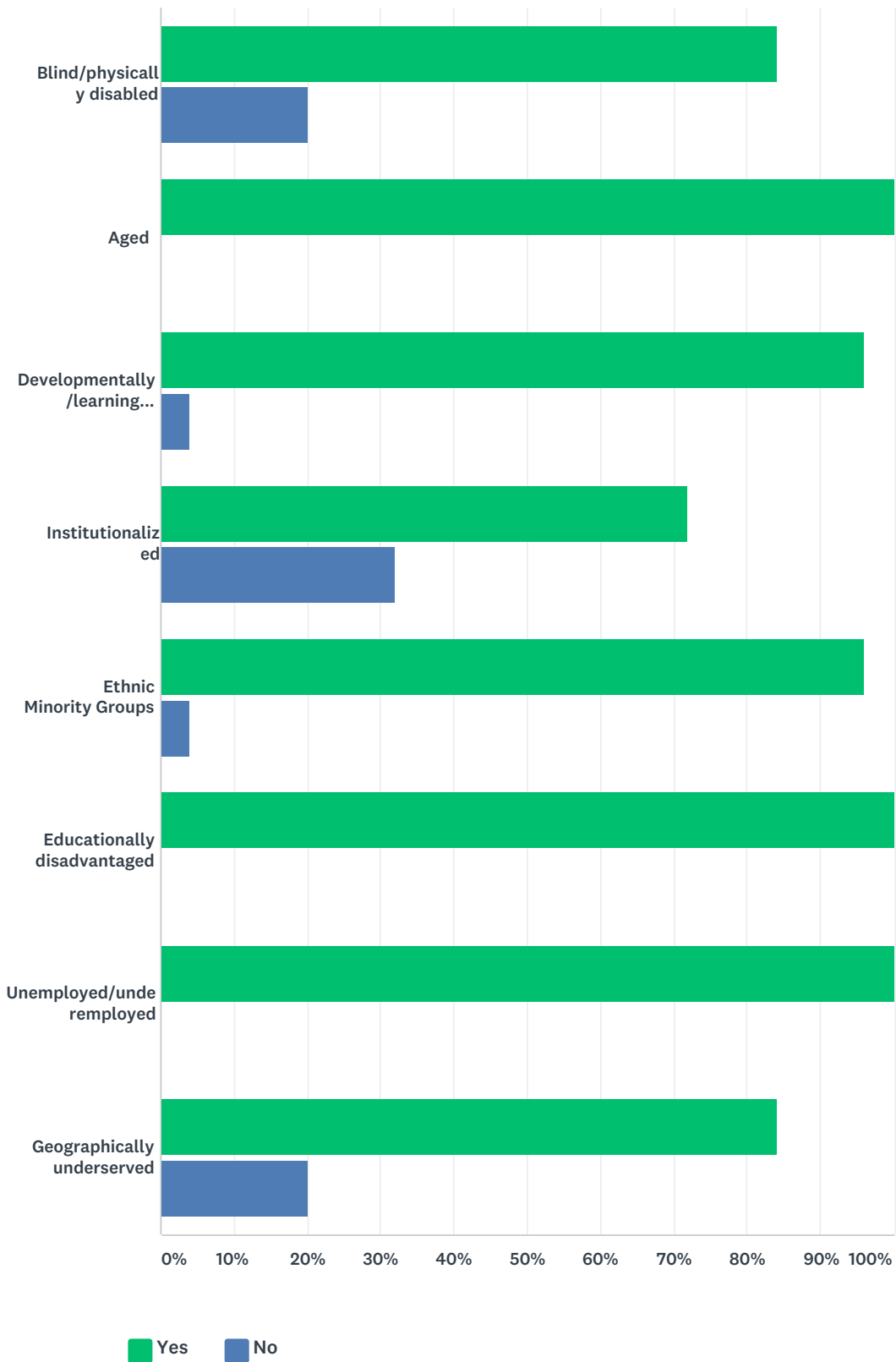


ANSWER CHOICES	RESPONSES	
Yes	80.00%	20
No	20.00%	5
TOTAL		25

#	IF "NO", PLEASE EXPLAIN	DATE
1	although they were not aware of the term "workforce development;" they just know it as "job help"	4/13/2018 12:22 PM
2	Not sure if everyone is aware of this service	4/10/2018 12:07 PM
3	I will have to look it up.	4/4/2018 12:52 PM

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

Answered: 25 Skipped: 0



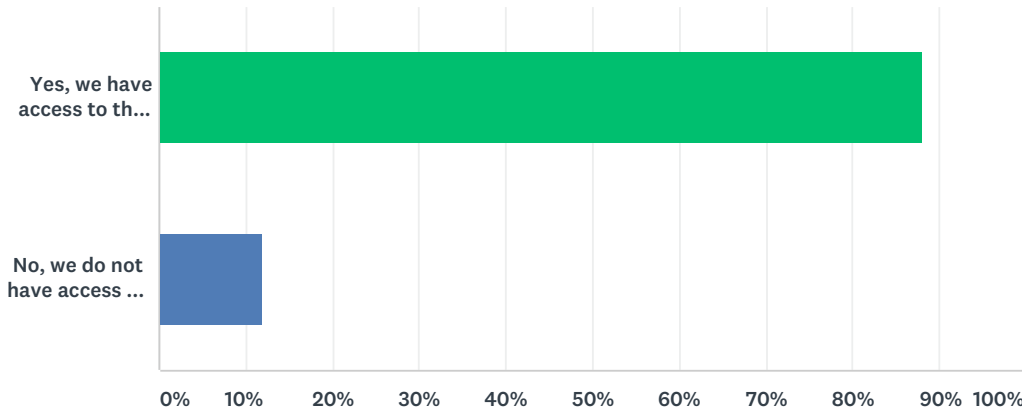
2017 Plan Of Service

	YES	NO	TOTAL RESPONDENTS
Blind/physically disabled	84.00% 21	20.00% 5	25
Aged	100.00% 25	0.00% 0	25
Developmentally/learning disabled	96.00% 24	4.00% 1	25
Institutionalized	72.00% 18	32.00% 8	25
Ethnic Minority Groups	96.00% 24	4.00% 1	25
Educationally disadvantaged	100.00% 25	0.00% 0	25
Unemployed/underemployed	100.00% 25	0.00% 0	25
Geographically underserved	84.00% 21	20.00% 5	25

#	IF ANY ARE "NO", PLEASE EXPLAIN	DATE
1	could use more training	4/13/2018 12:22 PM
2	We do not feel adequately prepared with resources to serve the institutionalized and geographically under-served populations.	4/10/2018 12:33 PM
3	Institutionalized: Not sure if this refers to Group Home residents who come to the library or those who do not come to the library	4/5/2018 7:00 PM
4	I really don't understand the whole question.	4/4/2018 2:14 PM
5	Note: Many of these "yes" answers are limited to directing people to websites like rockland.gov and mharockland.org	4/3/2018 4:42 PM
6	Some answers are a little more "most of the time" than yes or no.	4/3/2018 3:11 PM
7	We would benefit from additional training for serving developmentally/learning disabled	4/3/2018 9:53 AM
8	The first 3 are yes. Institutionalized I don't think so. The next three I hope so. The last I don't know.	3/30/2018 4:35 PM
9	We just signed up for talking books.	3/22/2018 12:39 PM
10	While we do serve some home and hospital bound patrons, we need more staff/transportation to really expand this service.	3/22/2018 10:54 AM

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

Answered: 25 Skipped: 0

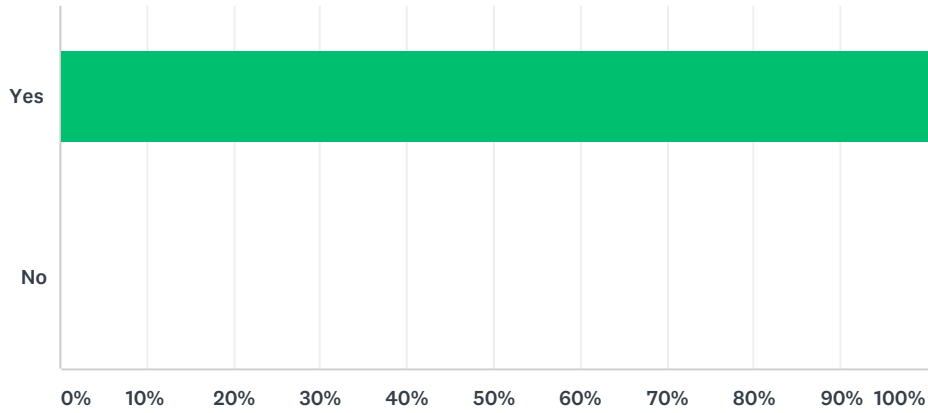


ANSWER CHOICES	RESPONSES	
Yes, we have access to the information	88.00%	22
No, we do not have access to the information	12.00%	3
TOTAL		25

#	COMMENT	DATE
1	I recently signed up so I'm waiting to get information.	4/4/2018 2:14 PM
2	We just signed up for this.	3/22/2018 12:39 PM

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?

Answered: 25 Skipped: 0

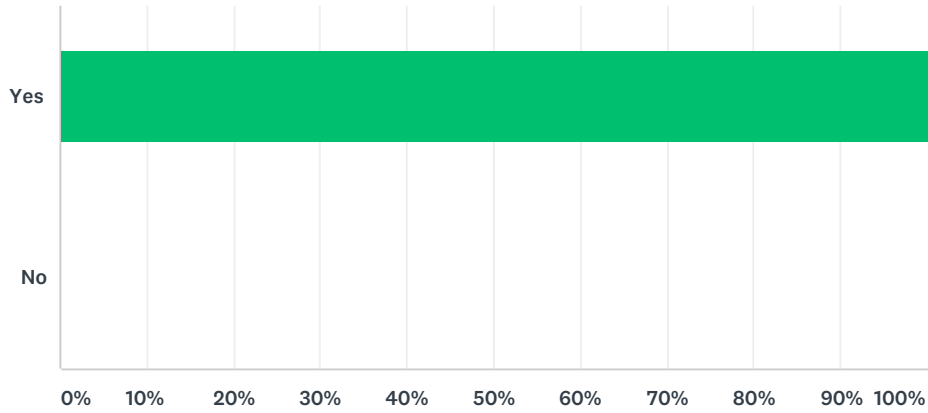


ANSWER CHOICES	RESPONSES	
Yes	100.00%	25
No	0.00%	0
TOTAL		25

#	IF "NO" PLEASE EXPLAIN	DATE
	There are no responses.	

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

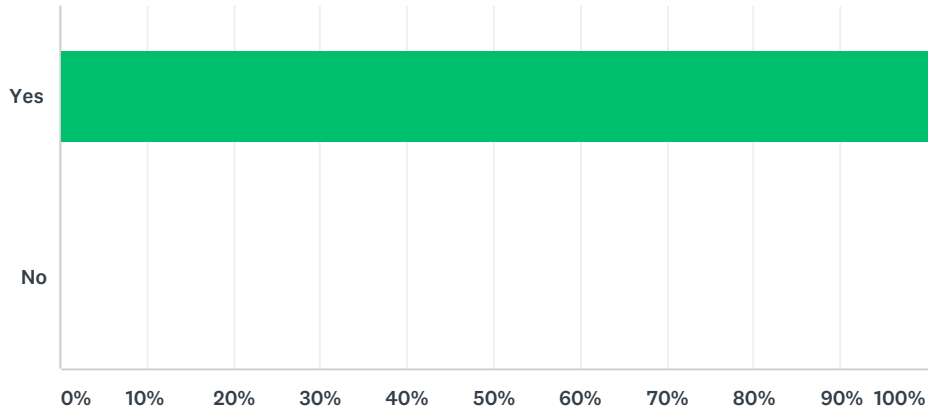


ANSWER CHOICES	RESPONSES	
Yes	100.00%	25
No	0.00%	0
TOTAL		25

#	IF "NO" PLEASE EXPLAIN	DATE
	There are no responses.	

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

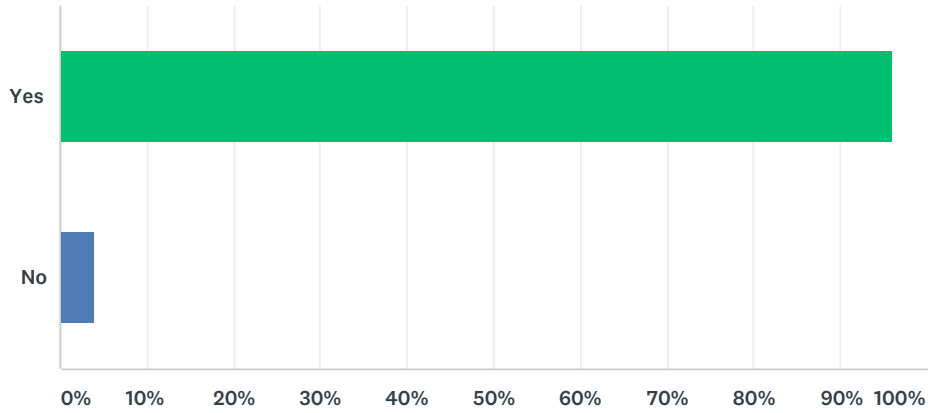


ANSWER CHOICES	RESPONSES	
Yes	100.00%	25
No	0.00%	0
TOTAL		25

#	IF "NO" PLEASE EXPLAIN	DATE
1	Children's librarian finds helpful; Teen Librarian says aware but not helpful	4/13/2018 12:22 PM
2	Very very very satisfied!!!	3/30/2018 4:35 PM

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

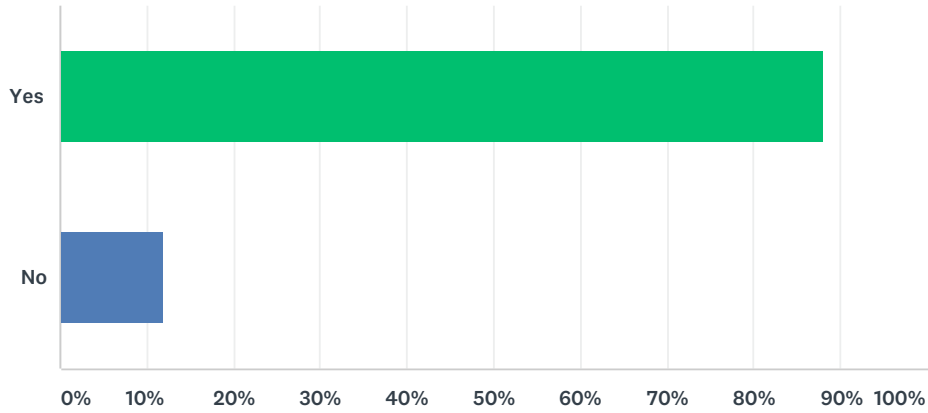


ANSWER CHOICES	RESPONSES	
Yes	96.00%	24
No	4.00%	1
TOTAL		25

#	IF "NO" PLEASE EXPLAIN	DATE
1	Happily, the variety of continuing education opportunities has increased lately. Thank you, Grace!	4/10/2018 12:33 PM
2	Printed flyers sent via the bins would be helpful	4/10/2018 12:07 PM

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

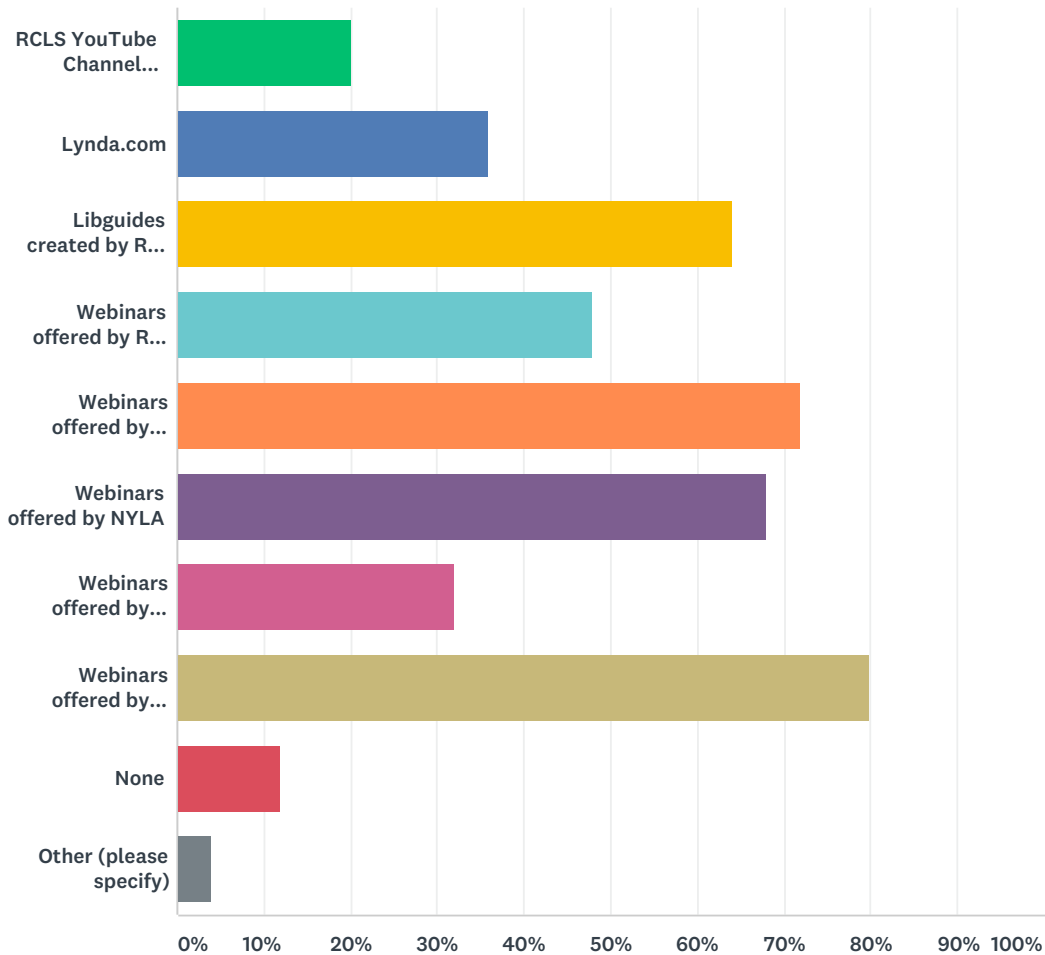


ANSWER CHOICES	RESPONSES	
Yes	88.00%	22
No	12.00%	3
TOTAL		25

#	IF "NO", PLEASE EXPLAIN	DATE
1	They're aware in that they know such organizations exist, but they do not know exactly what the organizations are or how to access resources.	4/12/2018 10:21 AM
2	Aware of the service but not frequent users or may not know how to use	4/10/2018 12:07 PM
3	Some do and some don't, but hopefully each trustee will find out as they attend trainings, etc.	4/5/2018 7:00 PM
4	(Although, I do have to remind the trustees from time to time...)	3/23/2018 12:14 PM

Q18 In 2017, 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)	20.00%	5
Lynda.com	36.00%	9
Libguides created by RCLS staff	64.00%	16
Webinars offered by RCLS (WebEx, etc)	48.00%	12
Webinars offered by WebJunction	72.00%	18
Webinars offered by NYLA	68.00%	17
Webinars offered by Library Journal	32.00%	8
Webinars offered by other groups or organizations	80.00%	20
None	12.00%	3
Other (please specify)	4.00%	1

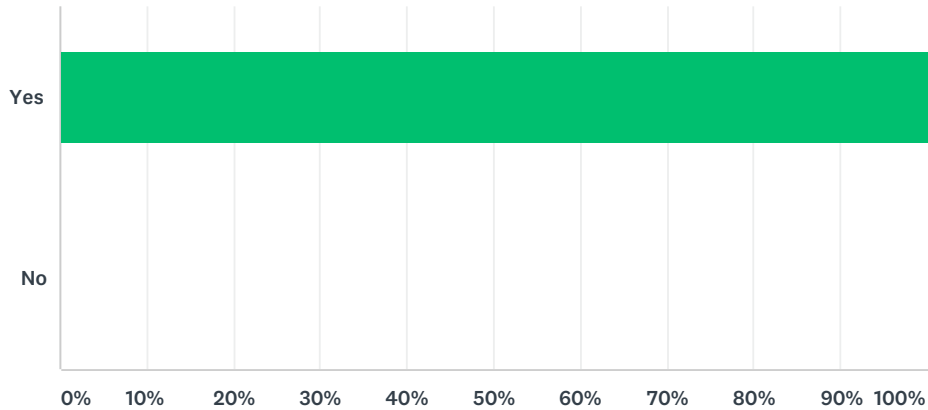
2017 Plan Of Service

Total Respondents: 25

#	OTHER (PLEASE SPECIFY)	DATE
1	LibraryAware and Rosetta Stone	4/5/2018 7:00 PM

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

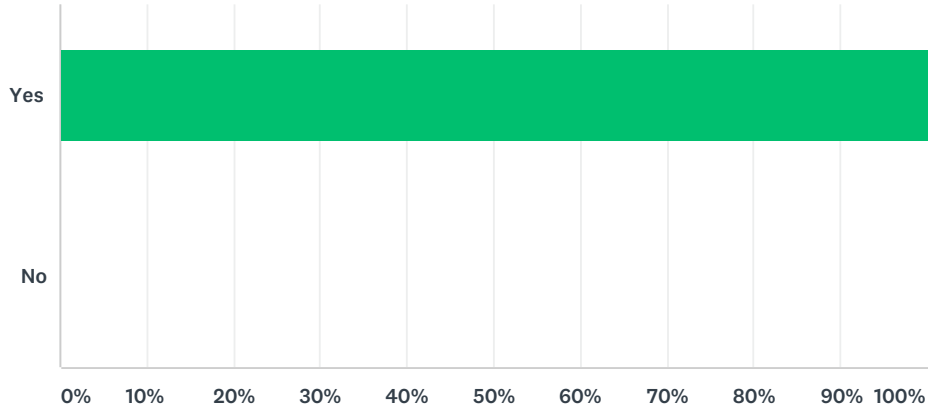


ANSWER CHOICES	RESPONSES	
Yes	100.00%	25
No	0.00%	0
TOTAL		25

#	COMMENTS	DATE
1	Robert and Grace are sometimes hard to reach and/or don't return messages.	4/12/2018 6:41 PM
2	Teen Services librarian praised Youth Services consulting services.	4/10/2018 12:33 PM
3	-Stephen Hoefler provides excellent assistance -Randy Enos provides excellent service for youth services	4/10/2018 12:07 PM
4	Grace, Stephen and Randy are wonderful!	4/4/2018 2:09 PM
5	Very satisfied.	3/30/2018 4:35 PM
6	Absolutely!	3/23/2018 12:14 PM
7	We love Randy & the help he provides!!	3/22/2018 5:26 PM

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: 25 Skipped: 0

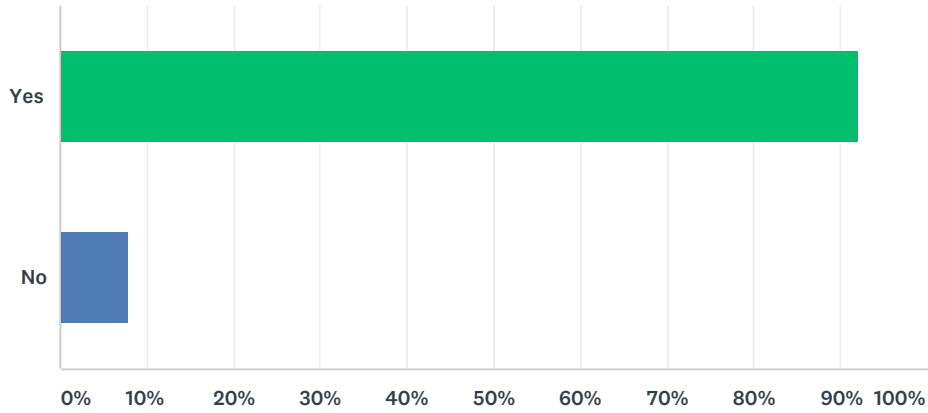


ANSWER CHOICES	RESPONSES	
Yes	100.00%	25
No	0.00%	0
TOTAL		25

#	IF "NO", PLEASE EXPLAIN	DATE
1	Children's staff wants World Book	4/13/2018 12:22 PM
2	Has Central Library considered funding Universal Class?	4/10/2018 12:07 PM
3	I wish we had Ancestry.com..... just sayin.	3/30/2018 4:35 PM

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

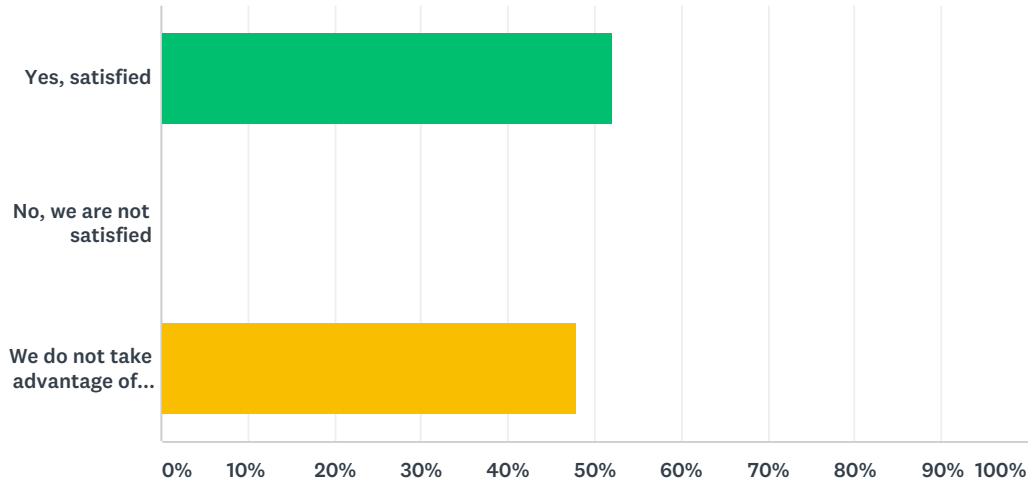


ANSWER CHOICES	RESPONSES	
Yes	92.00%	23
No	8.00%	2
TOTAL		25

#	IF "NO" PLEASE EXPLAIN	DATE
1	Staff would like to know more about patron use of the databases, such as: if patrons are able to find the information they were seeking.	4/13/2018 2:29 PM
2	But it is frustrating not to have access to the A-Z database page.	4/10/2018 12:33 PM
3	The LibGuide is easy to use. But, although they get very little use in-house, when we do try to access them in the library, a barcode is generally required.	4/5/2018 7:00 PM
4	I haven't tried any of the databases recently, but I've never had a success accessing information I needed.	3/30/2018 4:35 PM

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

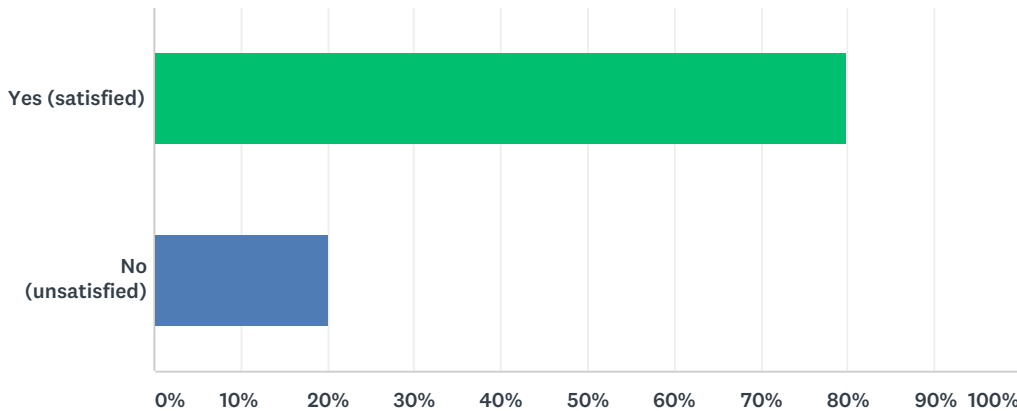


ANSWER CHOICES	RESPONSES
Yes, satisfied	52.00% 13
No, we are not satisfied	0.00% 0
We do not take advantage of the vendor materials or training	48.00% 12
TOTAL	25

#	IF "NO" PLEASE EXPLAIN	DATE
1	Except Libby, which we love!	4/5/2018 7:00 PM
2	We would benefit from promotional and instructional materials. We do not have them currently.	4/3/2018 4:42 PM
3	We should do more of these.	4/3/2018 2:38 PM
4	I'll have to get more information about this.	3/30/2018 4:35 PM

Q23 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)?

Answered: 25 Skipped: 0

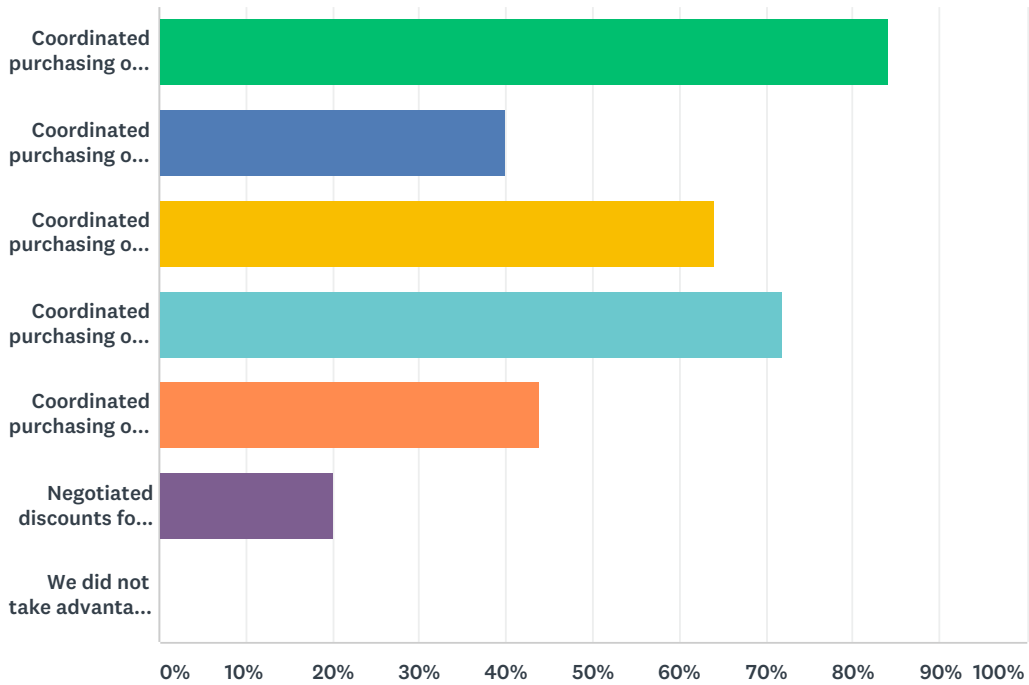


ANSWER CHOICES	RESPONSES	
Yes (satisfied)	80.00%	20
No (unsatisfied)	20.00%	5
TOTAL		25

#	IF "NO", PLEASE EXPLAIN	DATE
1	We have received mixed reviews from our patrons. Some seem to have difficulty using Boopsie and Overdrive but are able to use the Databases. We have recommended Libby to many patrons.	4/13/2018 3:59 PM
2	No complaints received but feedback is limited.	4/13/2018 2:29 PM
3	significant issues w/mobile app for a large period of time. Patrons love it but just want it to work	4/13/2018 12:22 PM
4	For the most part, but we do get complaints about the Boopsie app- it's not great.	4/10/2018 12:33 PM
5	People are able to reach services, but have reported trouble either logging in or using Enterprise. People find the Enterprise drop-down menus triggered by pipe-Z info confusing.	4/3/2018 4:42 PM
6	I've never heard feedback on databases or Boopsie, but many patrons use Enterprise and DDC and the feedback is primarily positive.	3/30/2018 4:35 PM
7	Problems with Boopsie has been the only complaint we have received.	3/22/2018 12:39 PM
8	Primarily with Overdrive wait times	3/22/2018 10:54 AM

Q24 Which of the following RCLS coordinated purchasing or discounted registration cost options have you taken advantage of in 2017?

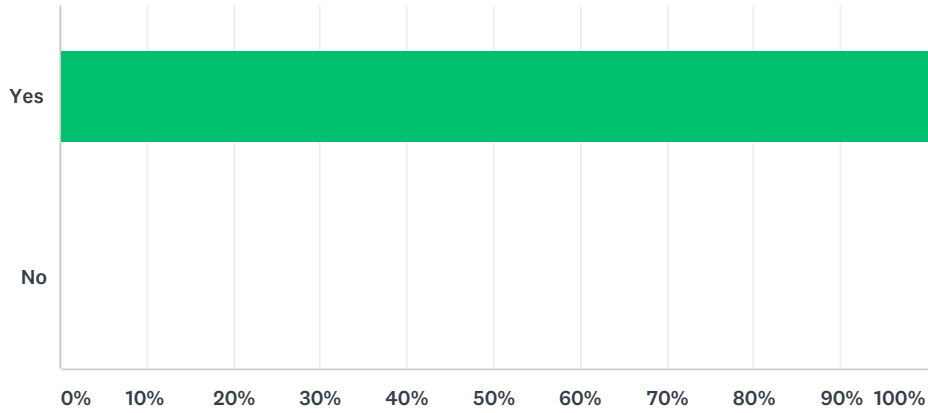
Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES	
Coordinated purchasing of public performance licensing of films	84.00%	21
Coordinated purchasing of summer reading incentives	40.00%	10
Coordinated purchasing of automation equipment	64.00%	16
Coordinated purchasing of automation supplies	72.00%	18
Coordinated purchasing of electronic databases	44.00%	11
Negotiated discounts for BookExpo, ComicCon and/or Marist College registration fees	20.00%	5
We did not take advantage of any of the coordinated purchasing or discounted registration cost options in 2016.	0.00%	0
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

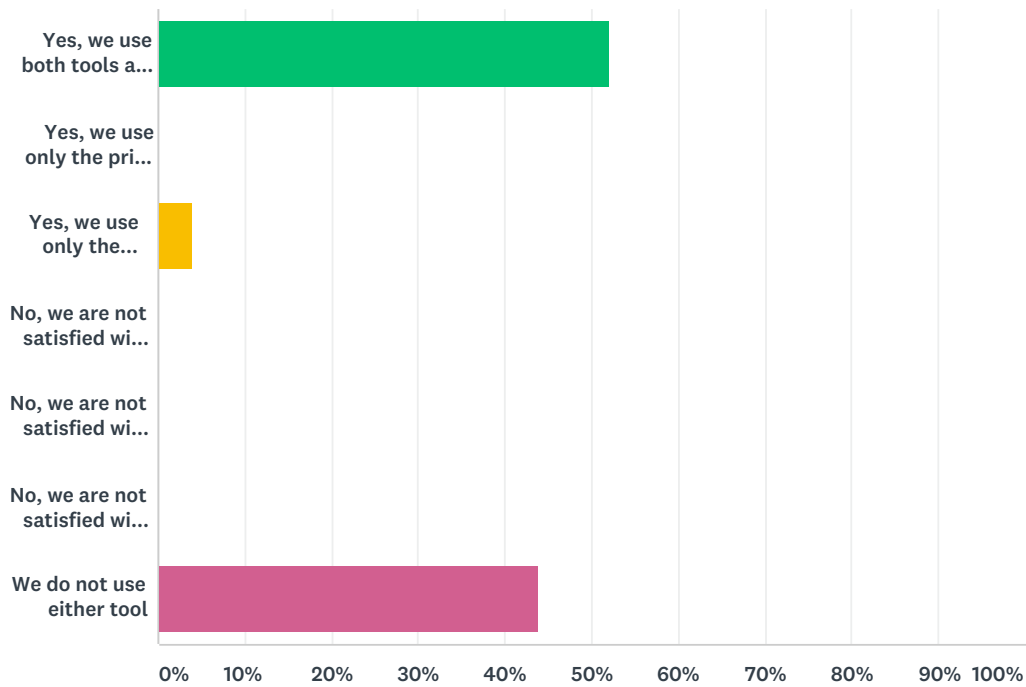


ANSWER CHOICES	RESPONSES	
Yes	100.00%	25
No	0.00%	0
TOTAL		25

#	IF "NO", PLEASE EXPLAIN	DATE
	There are no responses.	

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

Answered: 25 Skipped: 0

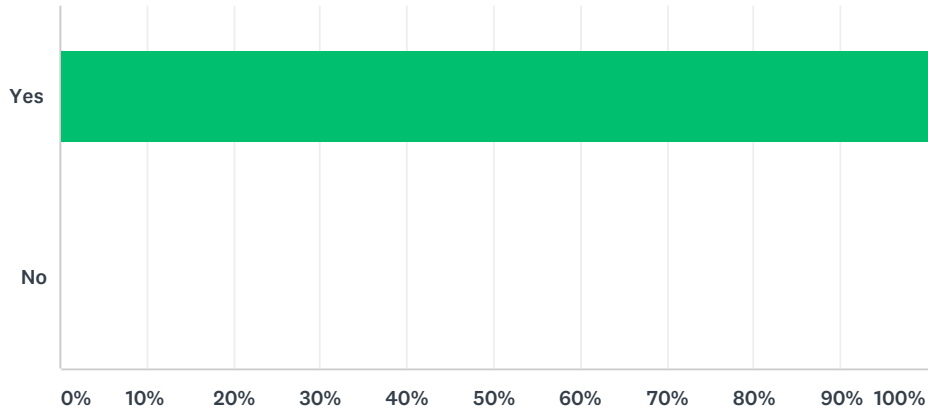


ANSWER CHOICES	RESPONSES	
Yes, we use both tools and are satisfied	52.00%	13
Yes, we use only the print management component and are satisfied	0.00%	0
Yes, we use only the workstation management component and are satisfied	4.00%	1
No, we are not satisfied with either tool	0.00%	0
No, we are not satisfied with the print management component	0.00%	0
No, we are not satisfied with the workstation reservation component	0.00%	0
We do not use either tool	44.00%	11
TOTAL		25

#	IF "NO" PLEASE EXPLAIN	DATE
1	For the most part we are satisfied though occasionally we have issues but it is definitely better than in years past.	4/10/2018 12:33 PM
2	We have never used either tool. Board decision a few years back.	4/4/2018 2:09 PM
3	Are in the process of implementing Mobile Print, but we're having problems with the feature on the entry level. Seems to work fine on the mid-level.	4/3/2018 2:38 PM
4	wireless printing needs to improve	4/3/2018 9:53 AM

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

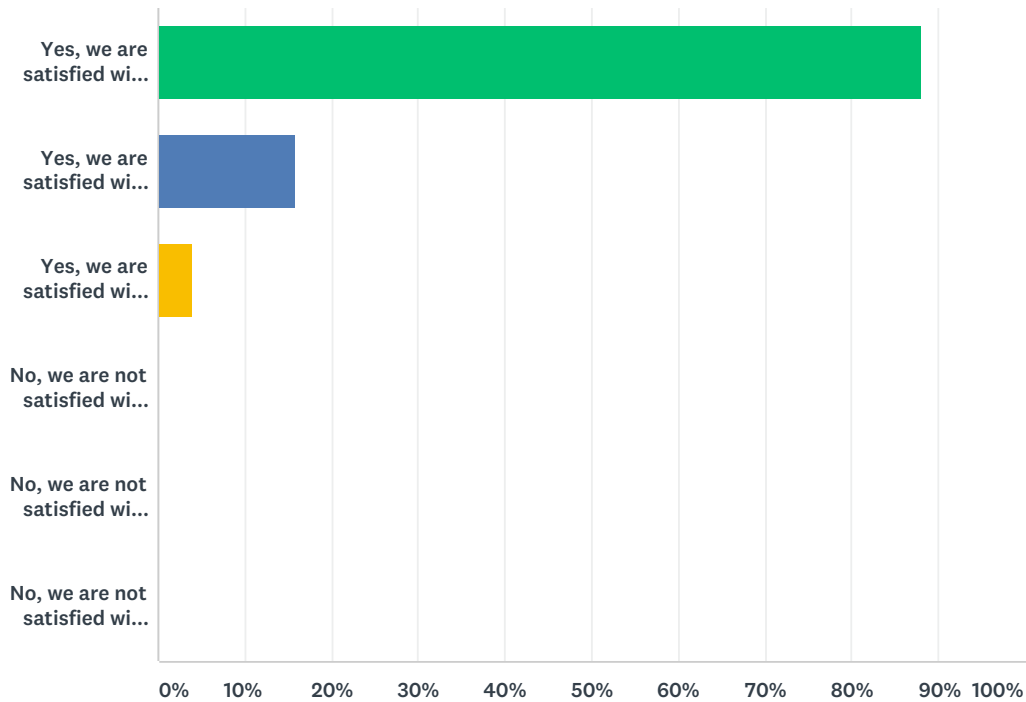


ANSWER CHOICES	RESPONSES	
Yes	100.00%	25
No	0.00%	0
TOTAL		25

#	IF "NO" PLEASE EXPLAIN	DATE
1	Although some find the available reports limited and BCA confusing despite the training provided by RCLS.	4/10/2018 12:33 PM
2	We could use a basic class now and again to keep as different staff take on different tasks.	4/3/2018 3:11 PM

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

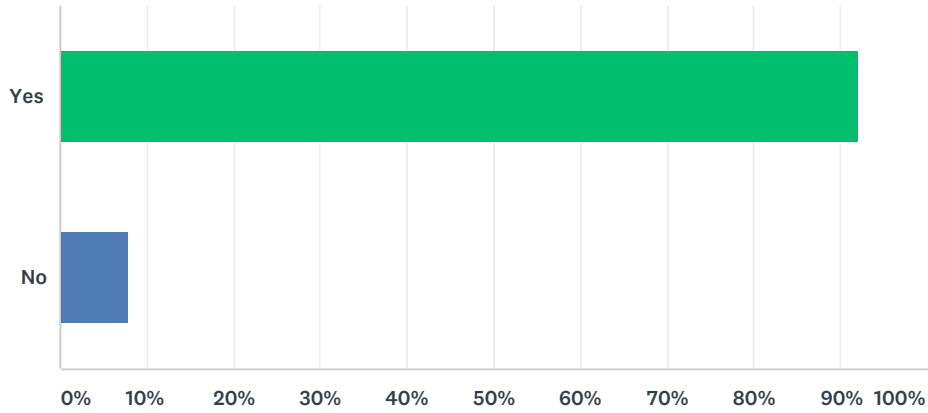


ANSWER CHOICES	RESPONSES	
Yes, we are satisfied with templates and the support to modify reports	88.00%	22
Yes, we are satisfied with templates	16.00%	4
Yes, we are satisfied with the support to modify reports	4.00%	1
No, we are not satisfied with templates or the support to modify reports	0.00%	0
No, 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		

#	IF "NO" PLEASE EXPLAIN	DATE
	There are no responses.	

Q29 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?

Answered: 25 Skipped: 0

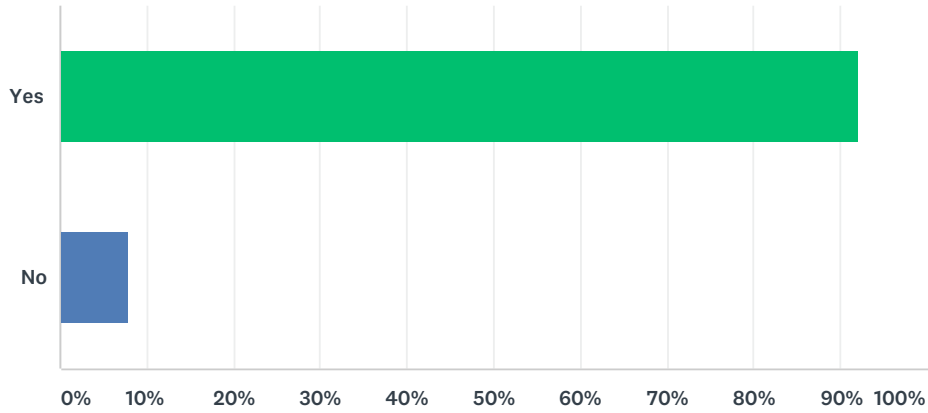


ANSWER CHOICES	RESPONSES	
Yes	92.00%	23
No	8.00%	2
TOTAL		25

#	IF "NO", PLEASE EXPLAIN	DATE
1	"We want FML back." "Incomplete and inconsistent records." "Lots of records not merged causes confusion for patrons."	4/13/2018 12:22 PM
2	One person wished FML holdings were incorporated into the holdings.	4/10/2018 12:33 PM
3	Staff still sometimes find it difficult to locate materials that we know are in the system, particularly books in a series.	4/3/2018 4:42 PM

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

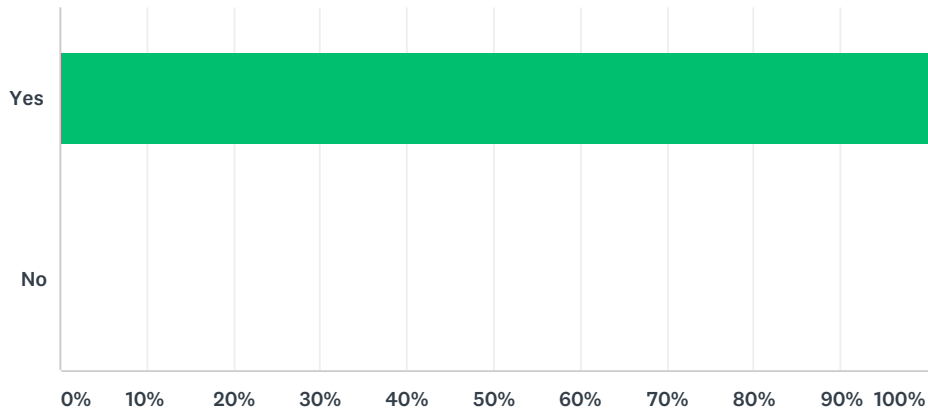


ANSWER CHOICES	RESPONSES	
Yes	92.00%	23
No	8.00%	2
TOTAL		25

#	IF "NO", PLEASE EXPLAIN	DATE
1	Yes, but could be more instructive.	4/13/2018 2:29 PM
2	if we ask	4/13/2018 12:22 PM
3	What information?	4/12/2018 6:41 PM
4	Generally yes, but some felt we needed more support for new technologies	4/3/2018 9:53 AM
5	Overall we're satisfied but I was unhappy with the insufficient info and capability of adding a portable workstation in the form of a laptop.	3/22/2018 10:54 AM

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

Answered: 25 Skipped: 0

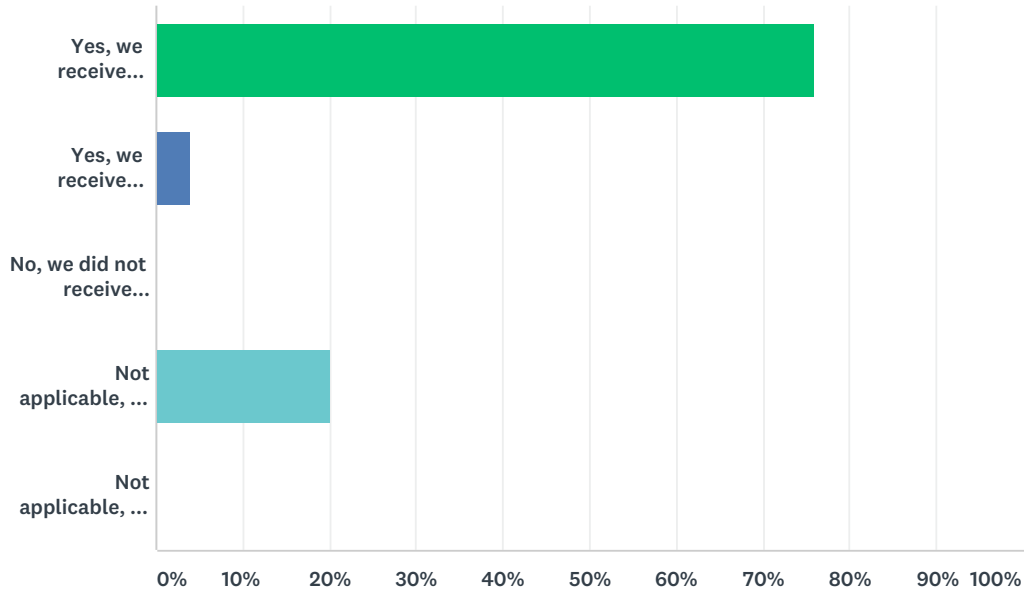


ANSWER CHOICES	RESPONSES	
Yes	100.00%	25
No	0.00%	0
TOTAL		25

#	COMMENTS	DATE
1	Tech Services reports that whenever they call they get an answer immediately to their question or very soon after that.	4/10/2018 12:33 PM
2	Communication could be improved - it would be nice to know the status of the a work order e.g. when the tech is scheduled to arrive, is the tech delayed - perhaps offer online tool that allows you to find out the status of a job	4/10/2018 12:07 PM
3	They do a great job.	4/5/2018 1:51 PM
4	Yes, but more is more. Not everyone can get it all in one session.	4/3/2018 3:11 PM
5	They are very helpful, & we appreciate them.	3/22/2018 5:26 PM

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

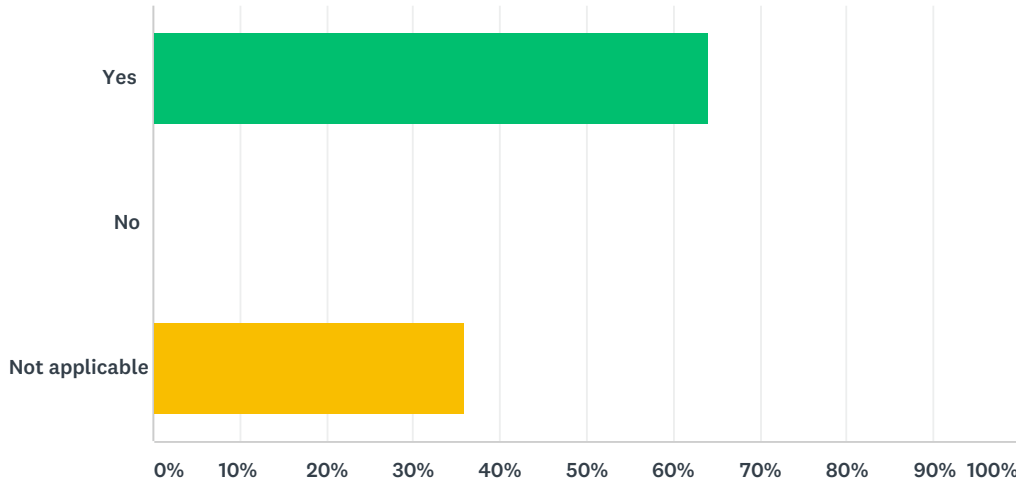


ANSWER CHOICES	RESPONSES	
Yes, we receive adequate decision-making information and have implemented WiFi	76.00%	19
Yes, we receive adequate decision-making information and decided not to implement WiFi	4.00%	1
No, we did not receive adequate decision-making information	0.00%	0
Not applicable, we did not request information, we setup our own WiFi	20.00%	5
Not applicable, we did not request information, we are interested in setting up WiFi at this time	0.00%	0
TOTAL		25

#	IF "NO" OR "NOT APPLICABLE" PLEASE EXPLAIN	DATE
1	We have a consultant & our own wifi.	4/5/2018 5:02 PM
2	We upgraded wifi a year or so ago.	4/3/2018 3:11 PM

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

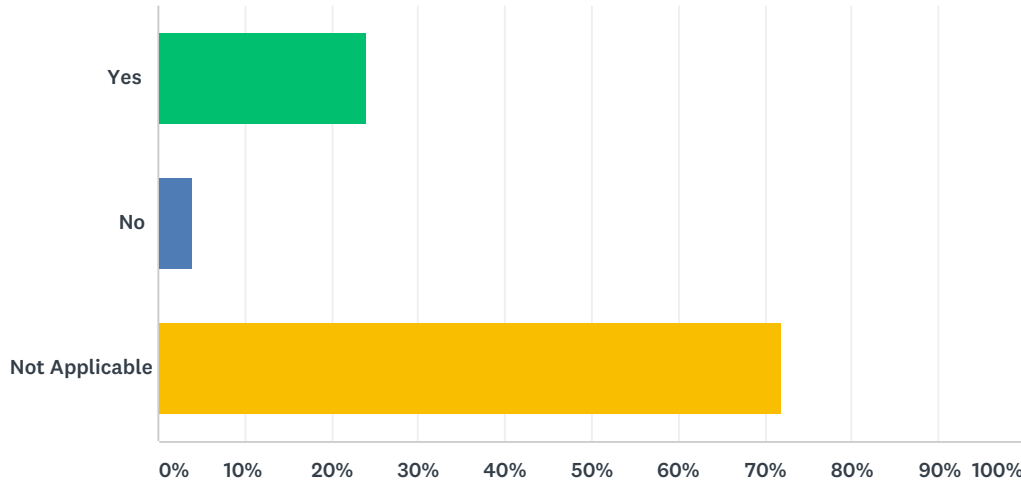


ANSWER CHOICES	RESPONSES
Yes	64.00% 16
No	0.00% 0
Not applicable	36.00% 9
TOTAL	25

#	IF "NO", PLEASE EXPLAIN	DATE
1	Yes, but our service could be better in both buildings. We have session drops frequently.	4/3/2018 2:38 PM

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

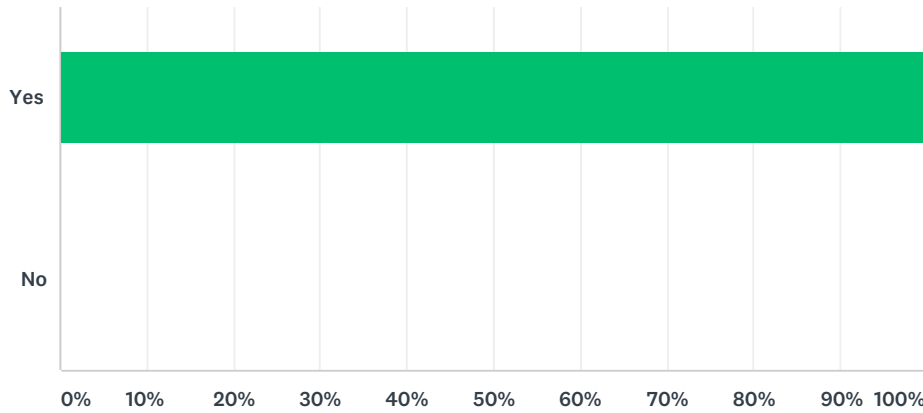


ANSWER CHOICES	RESPONSES
Yes	24.00% 6
No	4.00% 1
Not Applicable	72.00% 18
TOTAL	25

#	IF "NO" PLEASE EXPLAIN	DATE
1	installed by previous director; I'm sure he received adequate info	4/13/2018 12:22 PM
2	Don't remember any information being offered.	4/12/2018 6:41 PM
3	We may be considering another station. Would need guidance then.	4/3/2018 3:11 PM

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

Answered: 25 Skipped: 0

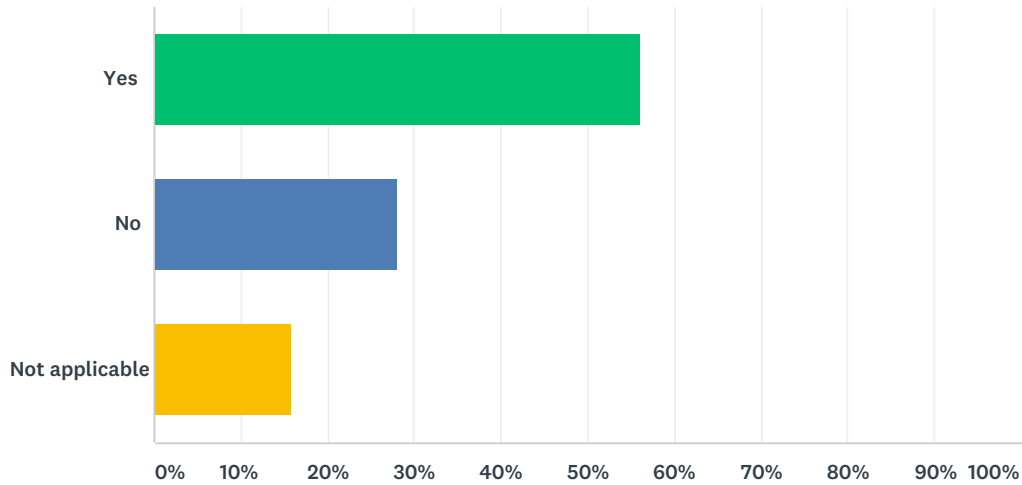


ANSWER CHOICES	RESPONSES	
Yes	100.00%	25
No	0.00%	0
TOTAL		25

#	IF "NO", PLEASE EXPLAIN	DATE
	There are no responses.	

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

Answered: 25 Skipped: 0

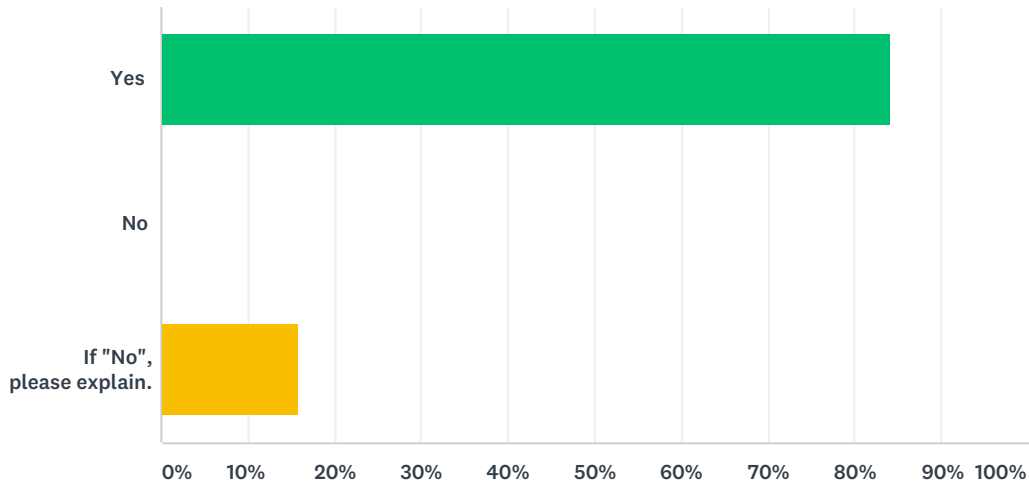


ANSWER CHOICES	RESPONSES
Yes	56.00% 14
No	28.00% 7
Not applicable	16.00% 4
TOTAL	25

#	IF "NO" OR "NOT APPLICABLE" PLEASE EXPLAIN	DATE
1	Most staff do not know how to use the software but are interested in learning.	4/13/2018 2:29 PM
2	Have not tried this.	4/12/2018 6:41 PM
3	2 of us know how to use LibGuide, the rest of my staff do not.	4/12/2018 10:21 AM
4	I need more work in it.	4/5/2018 1:51 PM
5	Maybe, it has been awhile since I took the training.	4/4/2018 2:14 PM
6	Not everyone is trained. Would like to attend another workshop on the subject if offered.	3/22/2018 12:39 PM
7	Only some of us do.	3/22/2018 10:54 AM

Q37 During 2017, were you and your staff satisfied with the RCLS backup Internet Services when needed?

Answered: 25 Skipped: 0

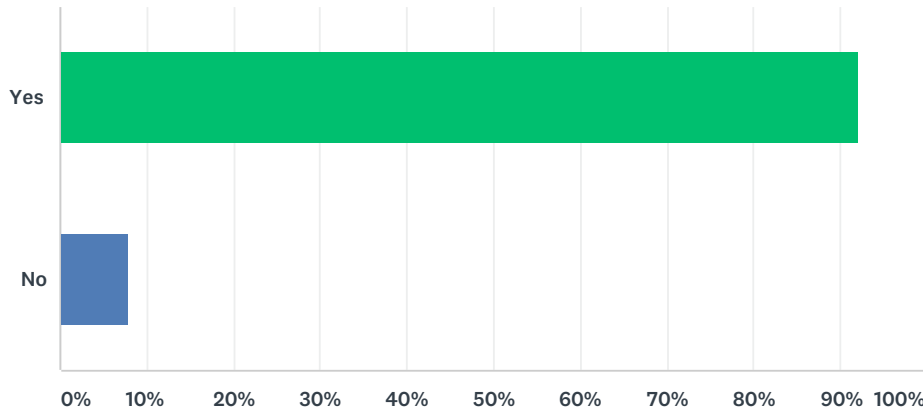


ANSWER CHOICES	RESPONSES	
Yes	84.00%	21
No	0.00%	0
If "No", please explain.	16.00%	4
TOTAL		25

#	IF "NO", PLEASE EXPLAIN.	DATE
1	Not sure what RCLS backup Internet services is.	4/10/2018 12:33 PM
2	I don't think backup internet services work for us anymore under our current configuration. We've always had to call our ISP and local computer services company.	4/3/2018 4:42 PM
3	Mostly yes. I need to followup about a couple problems I've had, though.	3/30/2018 4:35 PM
4	We have an unusual situation I guess in that we have 2 seperate (but supposedly integrate servers)d	3/22/2018 10:54 AM

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

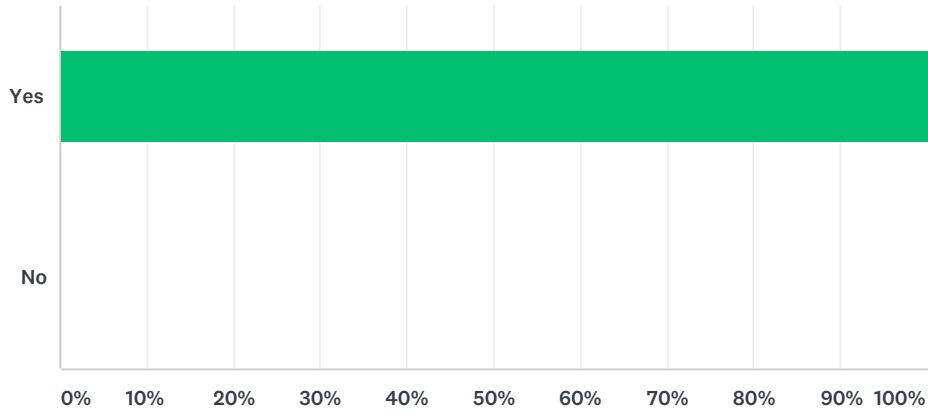


ANSWER CHOICES	RESPONSES	
Yes	92.00%	23
No	8.00%	2
TOTAL		25

#	IF "NO", PLEASE EXPLAIN	DATE
1	Some have the skills and information to effectively advocate on behalf of libraries, some do not.	4/12/2018 10:21 AM
2	Finally, in 2018 RCLS offered advocacy training prior to NYLA Advocacy day. I have advocated for that for years and finally gave up.	4/10/2018 12:33 PM
3	Not sure about the trustees.	4/5/2018 5:02 PM
4	RCLS provides the information. I can't say all trustees avail themselves of it.	4/3/2018 3:11 PM

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

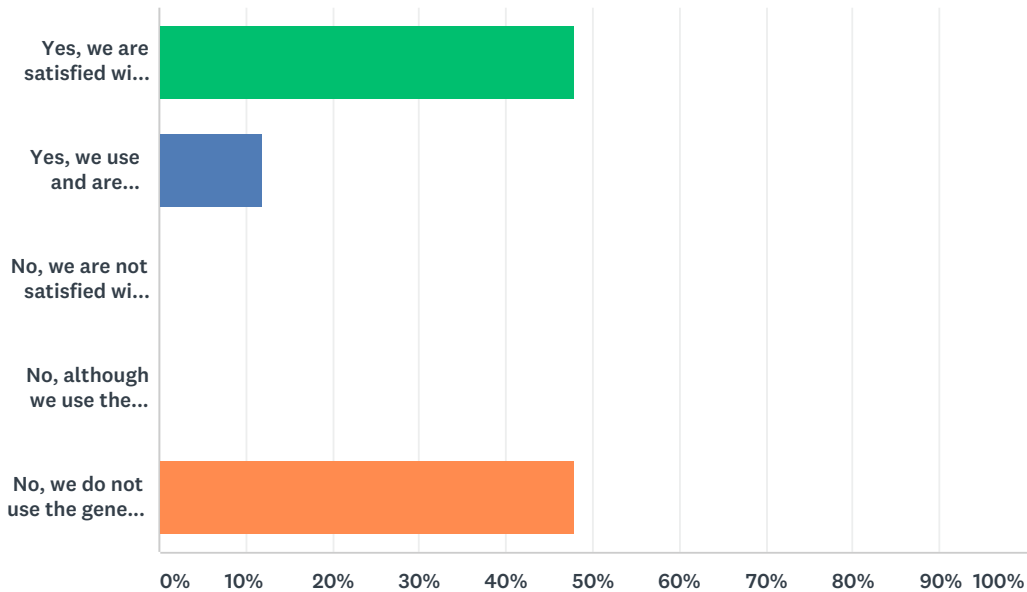


ANSWER CHOICES	RESPONSES	
Yes	100.00%	25
No	0.00%	0
TOTAL		25

#	IF "NO", PLEASE EXPLAIN	DATE
1	If you subscribe to NYLA the duplication of advocacy alerts by RCLS can be annoying since it's another email I have to delete and which eats up email storage space. For the most part their is no separate RCLS advocacy information since most often it is NYLA emails being forwarded.	4/10/2018 12:33 PM
2	Very satisfied.	3/30/2018 4:35 PM

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

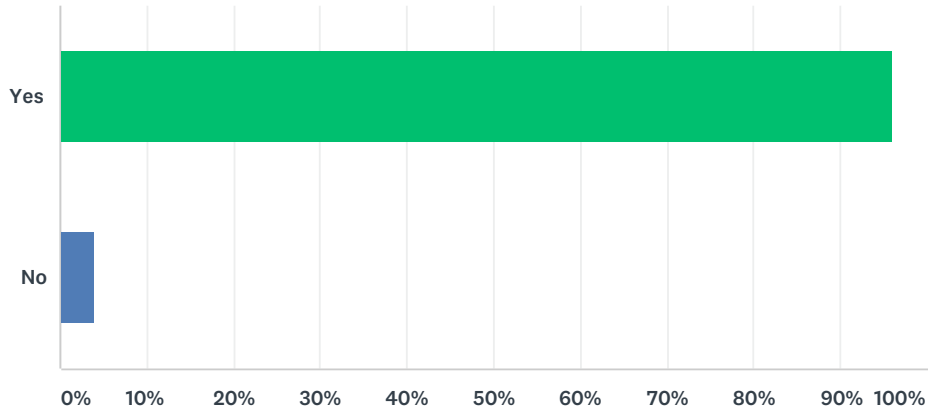


ANSWER CHOICES	RESPONSES	
Yes, we are satisfied with the system-wide press releases	48.00%	12
Yes, we use and are satisfied with the generic editable press releases	12.00%	3
No, we are not satisfied with the system-wide press releases	0.00%	0
No, although we use the generic editable press releases we are not satisfied with these	0.00%	0
No, we do not use the generic editable press releases	48.00%	12
Total Respondents: 25		

#	IF "NO" PLEASE EXPLAIN	DATE
1	We do not use the generic editable press releases, although they are well done.	4/12/2018 10:21 AM
2	How are these system-wide press releases and editable press releases provided to us by RCLS? Never see an email about this!	4/10/2018 12:33 PM
3	Looking into why we don't use them.	4/5/2018 5:02 PM
4	We do our own press releases.	4/4/2018 2:09 PM
5	Not dissatisfied, we just don't use them.	4/3/2018 4:42 PM

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

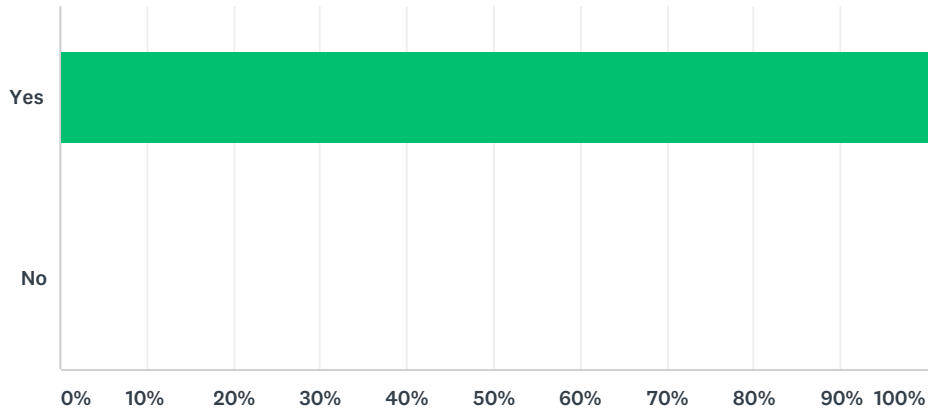


ANSWER CHOICES	RESPONSES	
Yes	96.00%	24
No	4.00%	1
TOTAL		25

#	IF "NO, PLEASE EXPLAIN	DATE
1	The RCLS website is hard to use and hard to find information. Policies are hard to find and under categories one couldn't guess at.	4/12/2018 6:41 PM
2	Satisfied for the most part although ANSER subcommittee minutes CTUG & RUG are non-existent on the RCLS website. I am not sure if all staff have access to the Directors Association LibGuide but even there, no minutes have been posted.	4/10/2018 12:33 PM
3	RCLS website could use a redesign & reorganization.	4/5/2018 5:02 PM

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

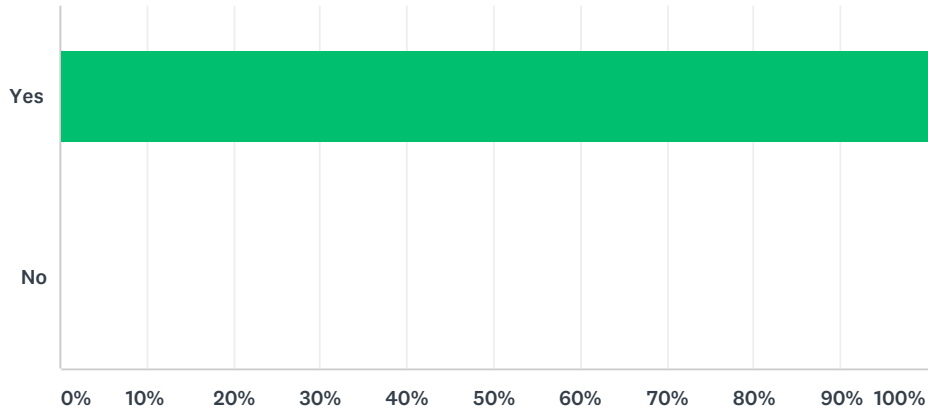


ANSWER CHOICES	RESPONSES	
Yes	100.00%	25
No	0.00%	0
TOTAL		25

#	IF "NO", PLEASE EXPLAIN	DATE
1	As above, I am not sure how often our trustees take the time to read it all.	4/3/2018 3:11 PM

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

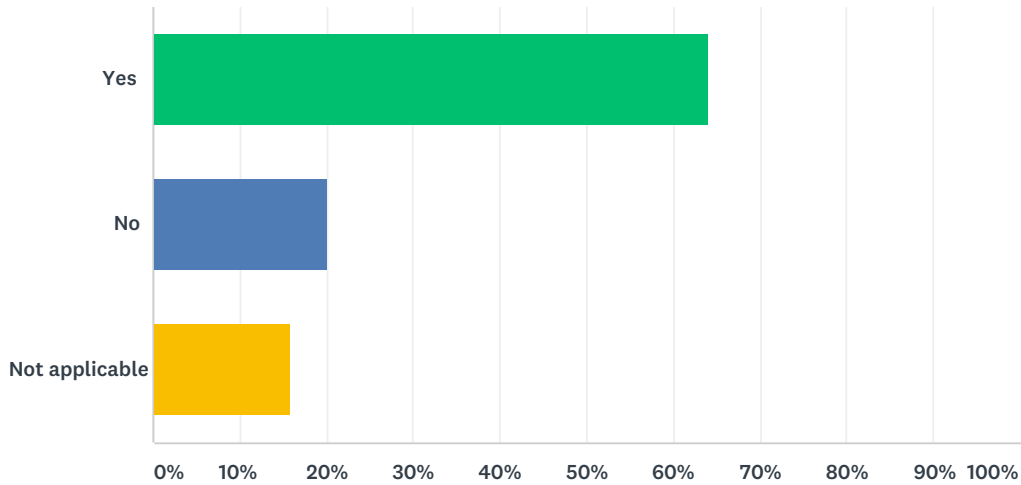


ANSWER CHOICES	RESPONSES	
Yes	100.00%	25
No	0.00%	0
TOTAL		25

#	IF "NO, PLEASE EXPLAIN	DATE
1	Although I feel sometimes that the workshops aren't focused enough on smaller libraries.	3/22/2018 10:54 AM

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

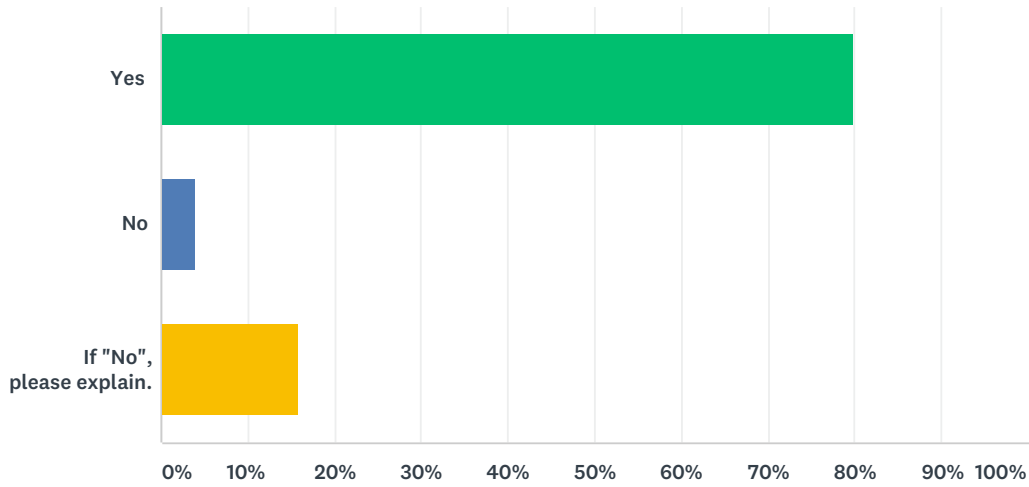


ANSWER CHOICES	RESPONSES
Yes	64.00% 16
No	20.00% 5
Not applicable	16.00% 4
TOTAL	25

#	IF "NO, PLEASE EXPLAIN	DATE
1	Need information on funding.	4/12/2018 6:41 PM
2	I do not believe that all of my trustees are fully aware of that scope of a building process, nor do I believe that they all have the skills - or desire to acquire the skills - necessary to complete one. I have been attending trainings and acquiring as much information as I can about library building projects and it has been a bit overwhelming. I do know that there's a lot of information and support that I can receive from RCLS staff though.	4/12/2018 10:21 AM
3	We don't know what we're doing, no. But, that's what we have Stephen for, right?	4/4/2018 12:52 PM

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

Answered: 25 Skipped: 0

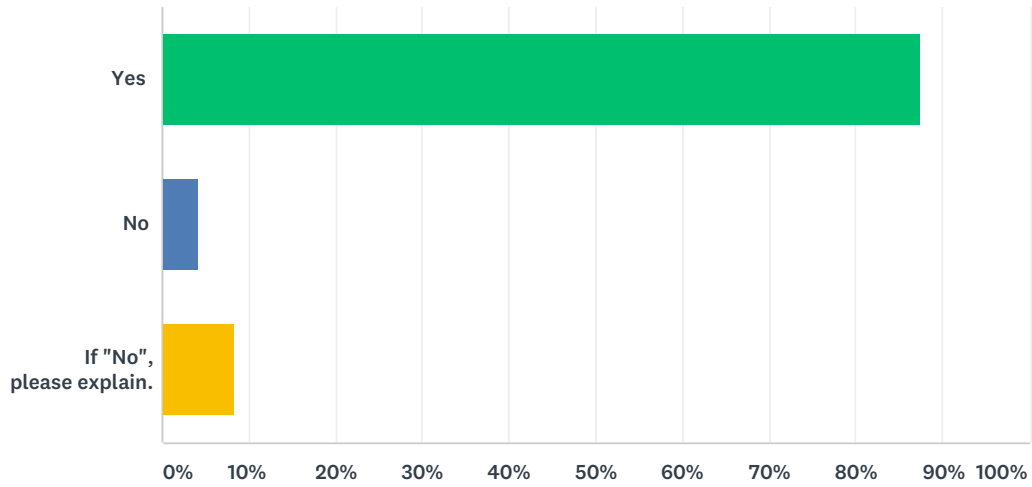


ANSWER CHOICES	RESPONSES
Yes	80.00% 20
No	4.00% 1
If "No", please explain.	16.00% 4
TOTAL	25

#	IF "NO", PLEASE EXPLAIN.	DATE
1	Our friends group would like more networking opportunities with outhur FOL groups.	4/13/2018 3:59 PM
2	No Friends Group	4/13/2018 2:29 PM
3	Our Friends would welcome some informational support and cheerleading.	4/5/2018 7:00 PM
4	No FOL group	4/3/2018 3:11 PM

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

Answered: 24 Skipped: 1



ANSWER CHOICES	RESPONSES
Yes	87.50% 21
No	4.17% 1
If "No", please explain.	8.33% 2
TOTAL	24

#	IF "NO", PLEASE EXPLAIN.	DATE
1	Everyone is very quick to respond and we all appreciate it!	4/3/2018 3:11 PM
2	Always.	3/30/2018 4:35 PM