Pioneer Library System
2017 System Satisfaction Survey

Summary of Responses Compiled on January 9, 2018

Member Library Directors
from 29 libraries completed the survey

Question 1:
Cooperative Collection Development

Goal Statement:
Pioneer Library System will facilitate decision-making on the management of library collections and will coordinate purchasing for System-held shared collections and downloadable collections.
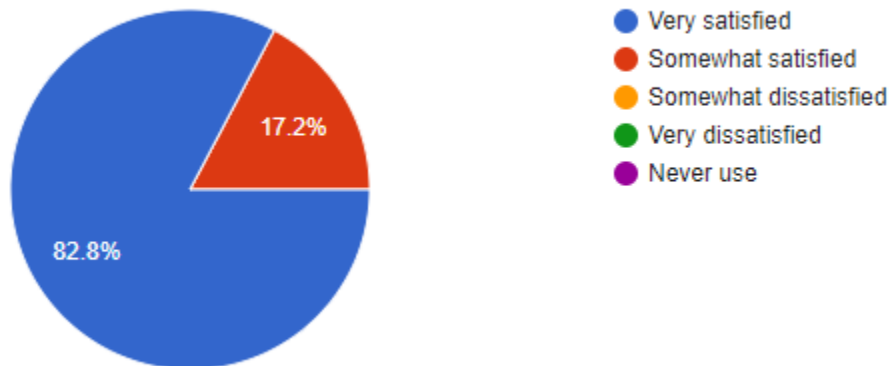
Intended Results:

- a) Member library directors will have access to statistics and trend information to help develop collections.
- b) Member libraries will have access to shared collections to support local programs and services.
- c) Member libraries and their patrons will have access to a shared collection of downloadable e-content.

Examples of Activities:

- Preparation of Evergreen Reports for local collection analysis.
- Coordinate Owwl2Go Collection Development Committee to select and purchase OverDrive content.
- Coordinate the purchasing and loaning of the Mobile Maker Kits.

Please rank your satisfaction with Pioneer Library System's progress on this goal:

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very dissatisfied
- Never use

82.8%

17.2%

Summary of Comments (1):

- This is more a comment on other libraries' policies rather than on the system's. I would love to get rid of age protection. A library system is about collaboration and sharing and this goes against that belief. It's frustrating to me because of principle, but frustrating to patrons because of limited resources.

Question 2:
Integrated Library System (ILS)

Goal Statement:
Pioneer Library System will support, and maintain an Integrated Library System (ILS) and online public access catalog (OWWL) for all member libraries through a defined cost-sharing model.
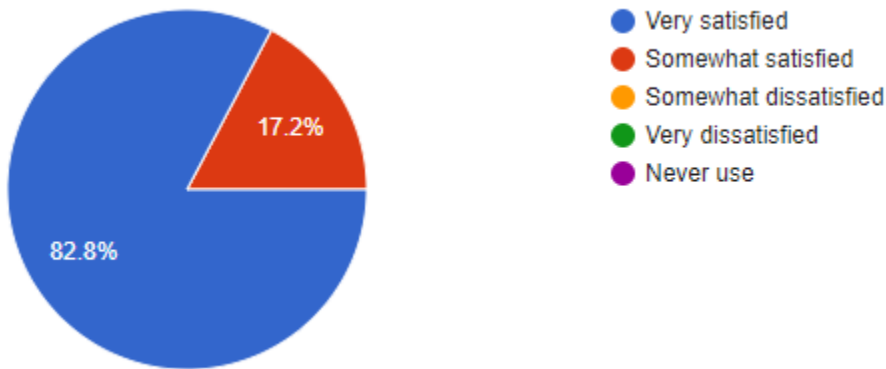
Intended Results:

a) Member libraries will have access to an ILS that continually evolves to meet patron needs.
b) Patrons will have access to OWWL for discovery of member library collections and for [effective] library account management.

Examples of Activities:

*   Ongoing Evergreen support and improvement.
*   Providing Evergreen training, including OWWLUG and Holdings workshops.
*   Coordinated decision-making through OWWLAC.

Please rank your satisfaction with Pioneer Library System's progress on this goal:

Comment Summary (1):

*   I would love to see additional features added to Evergreen. I know it's a work in progress.

Question 3:
Delivery

Goal Statement:
Pioneer Library System will provide member libraries with regular, timely delivery services to meet patron demand for library materials.
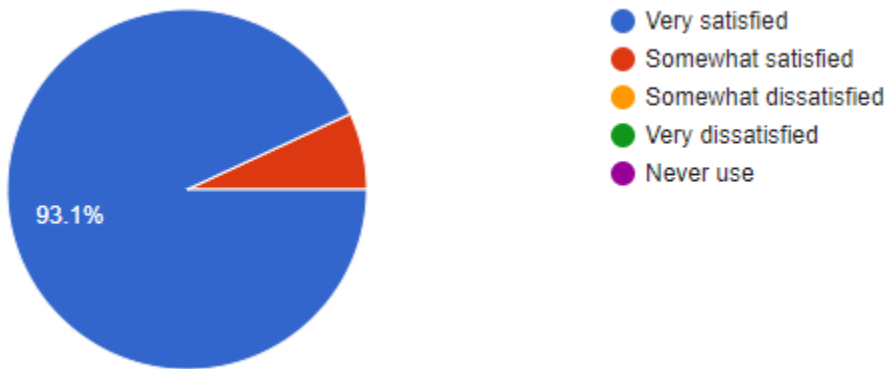
Intended Results:

a) Member libraries will have the ability to loan and borrow materials efficiently.
b) Member libraries will receive delivery at least three times per week.
c) Member libraries will have access to regional collections through Pioneer's delivery service link with the Rochester Regional Library Council.
d) Delivery will remain fee-free to patrons.

Examples of Activities:

- Delivery of library materials to member libraries.

Please rank your satisfaction with Pioneer Library System's progress on this goal:

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very dissatisfied
- Never use

93.1%

Comments Summary (6):

- I'm glad we do not charge a fee for delivery.
- Wish the Monday morning delivery was earlier.
- Best service we have foe everyone
- Our patrons love it. They are very impressed when they ask for an item one day and it comes the next.
- Still amazed after all these years...
- suggestion: alternate method of notification of any delivery that has been cancelled (unexpectedly), i.e., text to director or designated recipient in addition to email and/or FAX. Whether weather related or emergency, staff might not receive the message if sent only to the library.

Question 4:
Interlibrary Loan

Goal Statement:
The Pioneer Library System will provide its member libraries and their patrons with access to nationwide library collections through its regional resource sharing agreements and provide libraries outside of the Pioneer region the opportunity to borrow from member library collections.
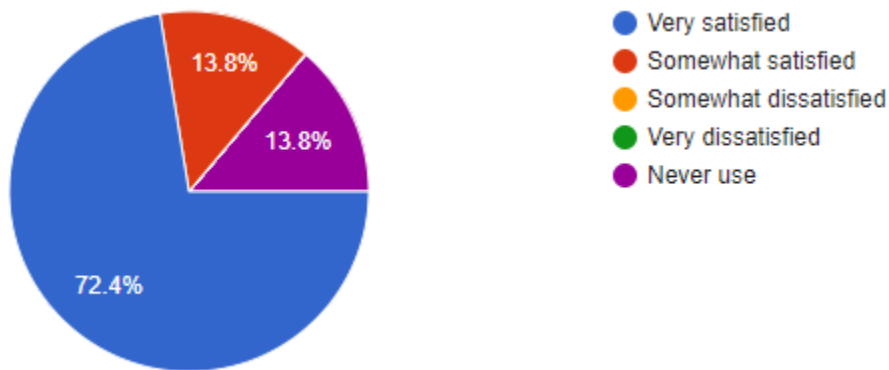
Intended Results:

a) Member libraries will have the ability to borrow materials from public, school, and academic library collections nationwide.
b) Libraries outside of the Pioneer Library System will have the ability to borrow from Pioneer member library collections.

Examples of Activity:

- Coordinate external interlibrary loan service for items that are not in our catalog.

Please rank your satisfaction with Pioneer Library System's progress on this goal:

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very dissatisfied
- Never use

Comments Summary (3):

- It's not "never" use, but more like "rarely" use.
- Love the RRLC Access Card!!!!
- Rarely use

Question 5:
Adult Literacy

Goal Statement:
Pioneer Library System will facilitate collaborations between member libraries and literacy organizations to develop or expand adult literacy services in their communities. The System will also administer the NYS Adult Literacy Grant Program, as awarded by the Division of Library Development to the Pioneer Library System.
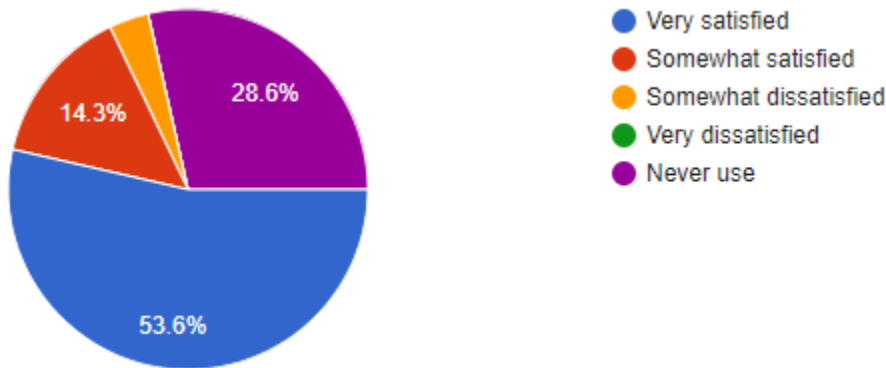
Intended Results:

  a) Eligible member libraries will receive NYS Adult Literacy Library Services Mini Grants to develop and expand adult literacy programs.
  b) Member libraries will partner with literacy organizations to provide expanded adult literacy services.

Examples of Activity:

  - Administer the Adult Literacy Mini Grant.
  - Coordinate opportunities for libraries to interact with and learn from community literacy organizations.

Please rank your satisfaction with Pioneer Library System's progress on this goal:

Comments Summary (3):

  - I would like to work more closely with Literacy Volunteers of Wayne County. Maybe PLS could help coordinate a meeting with LVWC and all the Wayne Libraries.
  - Love that PLS will brainstorm ideas with library staff!
  - no opinion

Question 6:
Coordinated Outreach

Goal Statement:
Pioneer Library System will support improved library services for individuals who are aged; who are institutionalized; who are members of an ethnic or minority group in need of special services; who are educationally disadvantaged; who are unemployed or under-employed; who are geographically isolated; who are blind; who have a physical disability; or who have a developmental disability or learning disability.
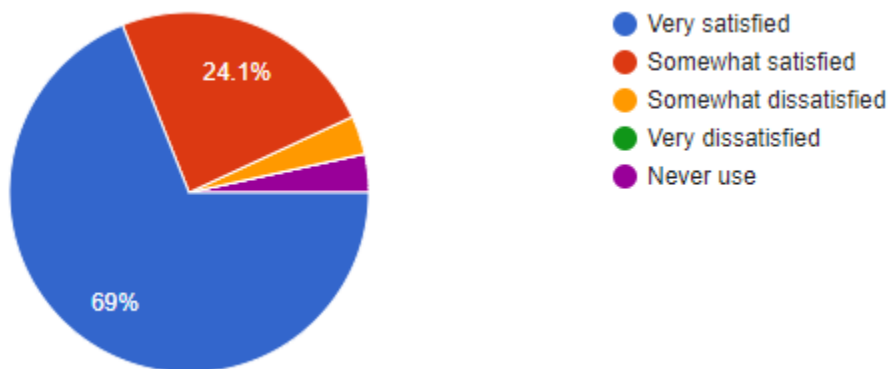
Intended Results:

a)   Member libraries will continue to expand library services to individuals in targeted outreach populations.

Examples of Activity:

- Offer professional development opportunities (online and in person) to support member library staff in serving undeserved populations in their communities.
- Provide promotional items to be used by member library staff at outreach and community events.
- Provide Pop-Up Library equipment to help libraries reach underserved populations through outreach activities.
- Participate in county-wide community providers meetings.
- Support partnerships between member libraries and local service providers.

Please rank your satisfaction with Pioneer Library System's progress on this goal:

Comment Summary (3):

- Maybe I am too wrapped up in my own library to pay attention to county-wide community providers meetings but I don't seem to be aware of these opportunities.
- Rarely use
- Bookmobile Service

Question 7:
Youth Services (Youth to age 18 exclusive of Early Literacy)

Goal Statement:
Pioneer Library System will facilitate collaboration between member library youth services staff to develop, expand, or improve library services available to the youth in their communities.
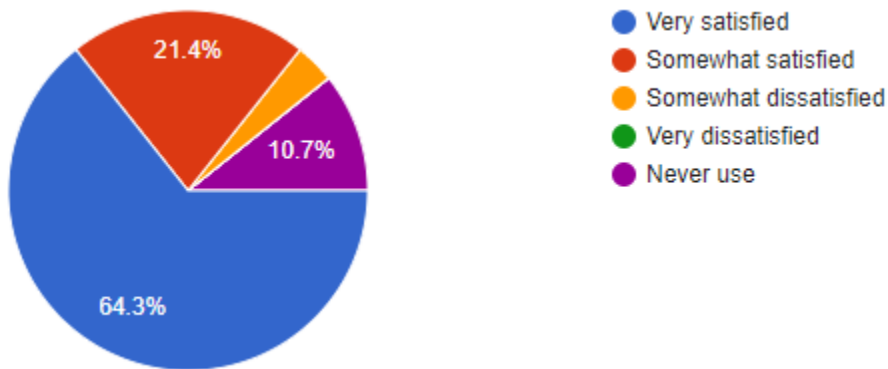
Intended Results:

a) Member libraries will have information and support to develop and improve programs and services to youth in their communities.

Examples of Activity:

- Support libraries in developing Youth Services programming through the Family Literacy Grant.
- Convene Youth Services Advisory Committee (YSAC) to develop system-wide initiatives and promote best practices.
- Offer workshops and training opportunities to support the expansion of youth services, including the annual Summer Reading Workshop and regular Youth Yak meetings.
- Consult with member library directors and staff to help libraries develop and expand youth programming and services.

Please rank your satisfaction with Pioneer Library System's progress on this goal:

Comment Summary (4):

- I have been hands off with most of the Youth Services information since my children's specialist has gone to workshops. Maybe she needs more of push from me and my attendance on occasion. Perhaps PLS can help me approach this problem.
- Very helpful
- We need to make more use of these services -- no strong opinion.
- Excellent support from PLS for youth services: informational meetings, training workshops, providing time and space to share ideas with other member library staff.

Question 8:
Early Literacy (Birth to School Age with Parents/Caregivers)
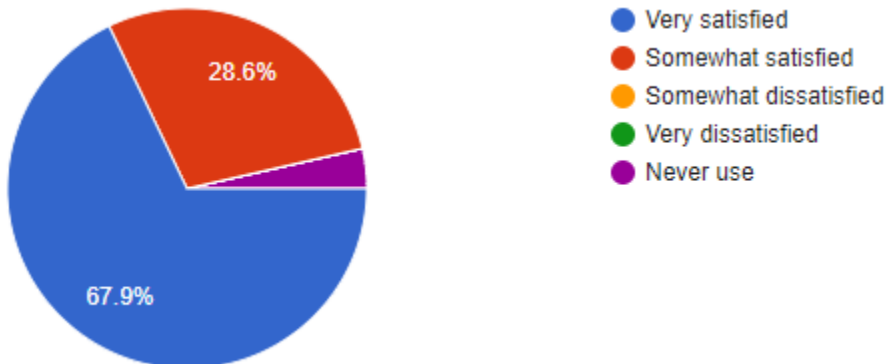
Goal Statement:
Pioneer Library System will facilitate collaboration between member library youth services staff to develop, expand, or improve early literacy related services. Pioneer Library System will also provide administration of the NYS Family Literacy Library Services Grant Program as awarded by the Division of Library Development to the System.

Intended Results:

   a)   Member libraries will have information and support to develop and improve early literacy programs and services in their communities.
   b)   Member libraries will participate in the training program funded by Division of Library Development's NYS Family Literacy Grant to the Pioneer Library System.

Examples of Activity:

   •   Convene Youth Services Advisory Committee to develop system-wide initiatives and promote best practices.
   •   Offer workshops and training opportunities to support the expansion of early literacy services, including those funded through the NYS Family Literacy Library Services Grant Program and offered in collaboration with the Monroe County Library System.

Comment Summary (1):

   •   we need to participate more -- we see to have schedule and staffing challenges

Question 9:
Professional Development and Training

Goal Statement:
Pioneer Library System will provide learning opportunities to member library directors, staff, trustees, and Friends.
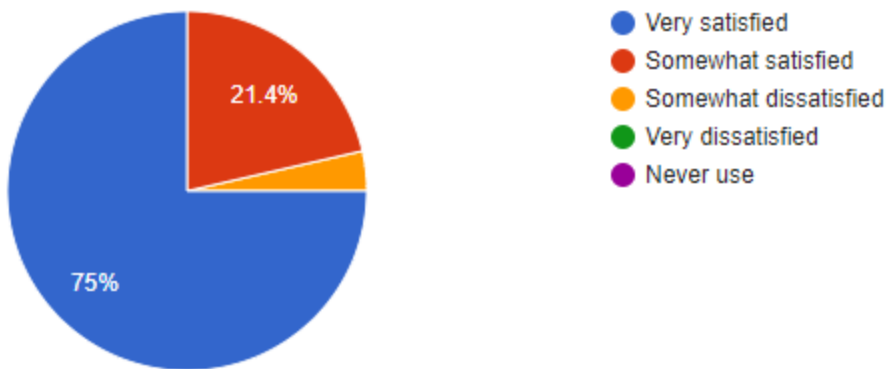
Intended Result(s):

a) Member library directors, staff, and trustees will have access to relevant and timely opportunities to build the skills and knowledge they need to enhance the services of their libraries.

Examples of Activity:

- Offer workshops and training opportunities on a range of library issues to a range of audiences, including library directors, staff, trustees, and Friends.

Please rank your satisfaction with Pioneer Library System's progress on this goal:

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very dissatisfied
- Never use

Comments (6):

- New member library staff orientations to PLS
- Love the option of having PLS staff come to our libraries to train staff.
- Excellent service!
- Would still like to see an occasional system meeting held at a member library.
- no opinion -- again, wish we were able to participate more
- The varied workshops and training opportunities are critical! These learning opportunities have helped me to implement changes in the library, expand services and to further outreach in our community.

Question 10:
Consulting and Development Services

Goal Statement:
Pioneer Library System will provide expertise to member library directors and Boards in the areas of funding, governance, planning, and management.
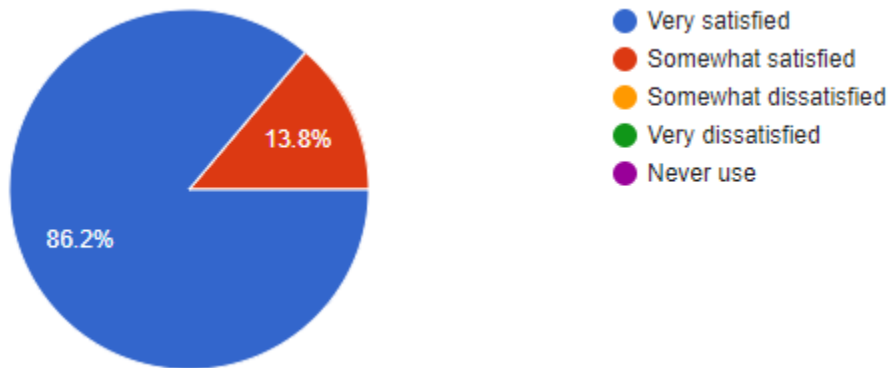
Intended Results:

a) Member library directors, boards, and Friends groups will have access to the information and professional support they need to solve problems, increase local funding, engage in meaningful planning activities, and expand organizational capacity.

Examples of Activity:

- On-demand board consultations in the areas of funding, governance, planning, and management issues.
- Provide answers to legal, financial, and human resources questions or connect member library directors and boards to an appropriate professional.
- Facilitate strategic planning activities for member libraries.
- Provide continuing education workshops for member library Trustees and Directors

Please rank your satisfaction with Pioneer Library System's progress on this goal:

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very dissatisfied
- Never use

86.2% 13.8%

Comment Summary (5):

- PLS has always been helpful.
- PLS is my personal Google on all library matters I need assistance with.
- Both Lauren's and Ron's handling of a delicate situation with the board, director and community was professional and tactful. They handled a stressful and potentially explosive situation with impartiality while remaining sensitive to all involved. Kudos!!!
- Top notch guidance
- PLS is consistently available, receptive and extremely knowledgeable when questions and concerns arise in the areas of funding, governance, planning and management.

Question 11:
Digitization Services

Goal Statement:
Pioneer Library System will connect member libraries to resources to support the digitization of collections of local interest and importance.
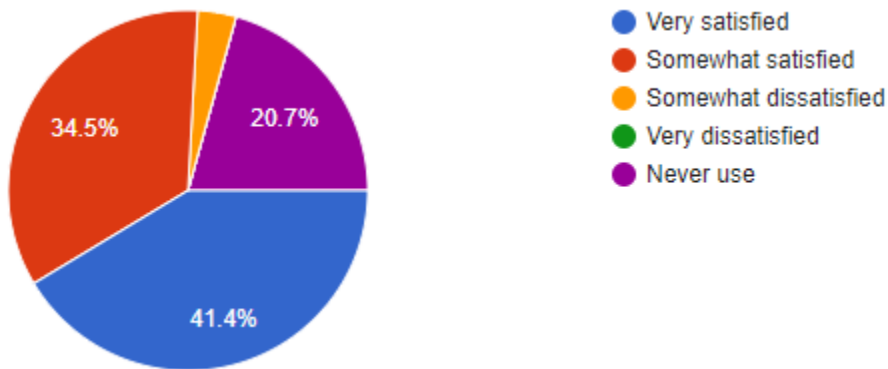
Intended Results:

a) Member libraries and their patrons will have the opportunity to access digitized collections through the OWWL catalog and other regional databases.
b) Member libraries will have access to select equipment and consulting services to support digitization projects.
c) Member libraries will have the opportunity to preserve digital collections on a shared server.

Examples of Activity:

- Convene Local History Working Group to identify digitization priorities across the System.
- Continue local history inventory and cataloging project
- Administer grant to support the digitization of local history materials
- Maintain a server for the preservation of member libraries' digitized collections.

Please rank your satisfaction with Pioneer Library System's progress on this goal:

Comment Summary (3):

- I started out very excited about this but I don't really know what has been going on. I haven't attended some of the specials meetings for Local History. However, they seem to be scheduled haphazardly, not on a regular basis, and therefore, I miss them.
- This goal was going very well toward the beginning of the year, but now the Group hasn't met since May, and there seems to be no more movement.
- My fault -- I haven't been able to attend most recent meetings; need to put this up on my activities list for the future as we have unique historical materials in need of preservation

Question 12:
Computer, Networking, and Technology Support

Goal Statement:
Pioneer Library System will provide cost-saving technology, computer, and networking support to member libraries.
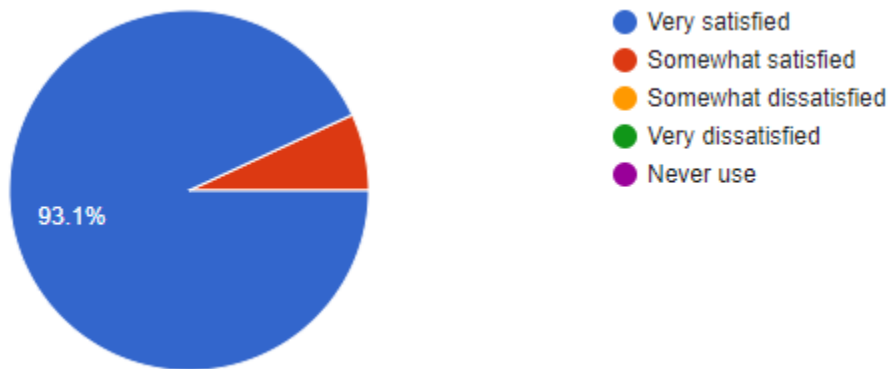
Intended Results:

a) Member libraries will receive efficient and quality support and troubleshooting for computers and networks.
b) Member libraries will have the ability to purchase reasonably priced computers and technology through centralized technology purchasing.
c) Member libraries will have access to IT consulting services to support technology planning, bandwidth adoption, and networking.

Examples of Activity:

- Maintain IT support ticketing system in order to provide technology assistance to member libraries in a timely manner.
- Provide remote and onsite technology support and troubleshooting for common library technology issues.
- Subsidize member libraries' bandwidth costs.
- Support Firewalls for every member library.

Please rank your satisfaction with Pioneer Library System's progress on this goal:

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very dissatisfied
- Never use

93.1%

Comment Summary (9):

- We have been trying to get our staff and public networks segregated for more than a year but also understand that it is a time intensive project and the CNS is very busy
- PLS CANS is AWESOME!
- The IT department is the best. Thanks to all the guys there!
- As a small library, having the ability to have PLS techs come to trouble shoot computer problems has become invaluable. Patrons want efficient and consistent computer access. Not having to find money in the library budget for this vital service is priceless.
- Very, very, very satisfied
- Great team!
- extremely helpful friendly service
- So thankful for the expansion of computer support services
- Superb IT support

Question 13:
Awareness and Advocacy

Goal Statement:
Pioneer Library System will supply the necessary information and organizational structure member libraries need to conduct campaigns to advocate for improved local and state support of libraries.
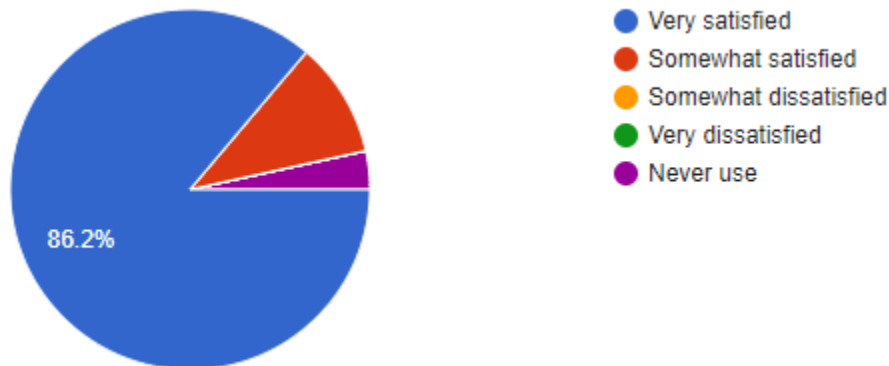
Intended Results:

a) Member library directors, staff, trustees and volunteers will have the skills and knowledge they need to effectively promote their library to legislators and their community.
b) Member libraries will have opportunities to communicate with state legislators about library funding and issues.

Examples of Activity:

- Coordinate bus trip to Albany for Library Advocacy Day.
- Schedule in-district visits with state legislators.
- Communicate with library directors, staff, and trustees about important library funding and legislative issues.
- Provide consultation on local library funding campaigns.
- Represent Pioneer's member libraries' interests on regional and statewide committees.

Please rank your satisfaction with Pioneer Library System's progress on this goal:

Comment Summary (1):

- Are you just talking about budget votes for local library funding campaigns or fundraising campaigns?

Question 14:
Communications Among Member Libraries and/or Branches

Goal Statement:
Pioneer Library System will facilitate opportunities for communication and cooperation among member libraries, including through System newsletters, System Meetings, advisory committees, social media, email listservs, and workshops.
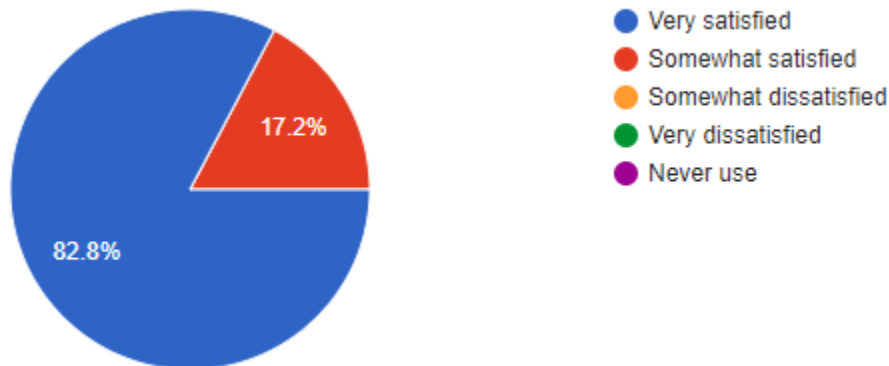
Intended Results:

a) Member library directors will have the opportunity to contribute to system-wide decision-making.
b) Member libraries directors and staff will share best practices with their colleagues.

Examples of Activity:

- Weekly publication of PLS Notes.
- Monthly publication of the Trustee Newsletter.
- Organize opportunities for library directors and staff to share news and successes at System meetings.
- Engage member library directors and staff to provide training and workshops to other member libraries.
- Convene advisory committees to guide system-wide decision-making.
- Use social media to facilitate discussions.
- Manage email listservs to enable peer information sharing.

Please rank your satisfaction with Pioneer Library System's progress on this goal:

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very dissatisfied
- Never use

17.2%

82.8%

Comment Summary:

No comments.

Question 15:
Collaborative Efforts with Other Library Systems

Goal Statement:
Pioneer Library System will work cooperatively with public library systems, school library systems, and regional resource councils.
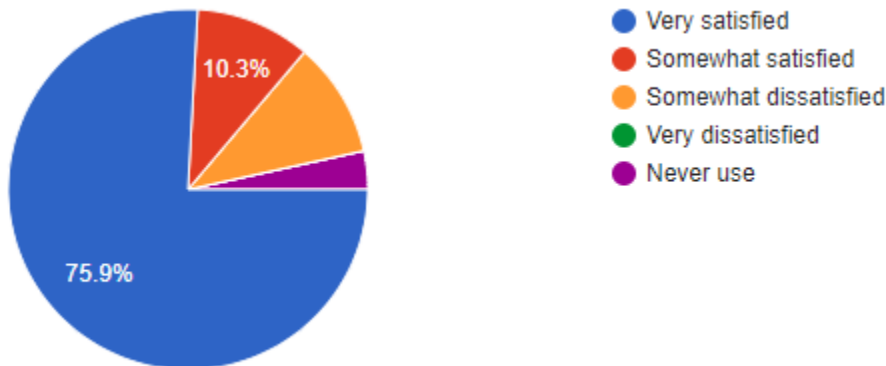
Intended Results:

 a) Member libraries will benefit from opportunities for resource sharing.
 b) Library staff will benefit from professional development opportunities provided through cooperative and collaborative efforts.
 c) Member libraries will benefit from Pioneer staff exchanging information with the staff of other public library systems, school library systems, and reference and research library resources systems.

Examples of Activity:

 • Engage experts from other library systems to provide workshops and training to member library directors, staff, and trustees.
 • Participate in the Rochester Regional Library Council's grants and services.
 • Represent member libraries' interests on regional and state committees.

Please rank your satisfaction with Pioneer Library System's progress on this goal:

Legend:
- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very dissatisfied
- Never use

Pie chart values: 75.9%, 10.3%

Comment Summary (2):

 • Pioneer has continually provided speakers from other systems and agencies which have greatly enhanced my knowledge and have promoted best practices information in many areas.
 • I'm sure there is much cooperation among systems -- and I'm sure I know only a bit of what PLS does for us behind the scenes

Question 16:
Construction

Goal Statement:
Pioneer Library System will administer the NYS Library Construction Aid program as awarded by New York State and will provide consultation and support to member library directors and trustees throughout the grant application process and construction project.
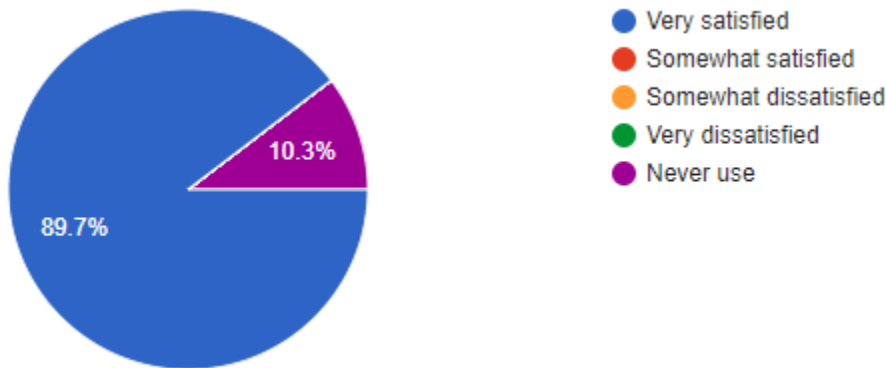
Intended Results:

   a) Member libraries will benefit from NYS Construction Aid to Libraries grants.
   b) Member libraries will have the ability to improve the accessibility, energy efficiency, and design of their facilities to meet their communities' needs.
   c) Pioneer Library System will award 100% of its NYS Library Construction Aid allocation.

Examples of Activities:

   • Facilitate the NYS Public Library Construction Grant program to member libraries.
   • Provide support and consultations to member libraries when completing the application for the Construction grant.

Please rank your satisfaction with Pioneer Library System's progress on this goal:

Comment Summary (4):

   • Ron is great!
   • My library recently participated in the NYS Construction Aid grant.program. With excellent support from the Pioneer Library System Assistant Director, I was able to navigate the many required steps and provide the necessary information. I would not have attempted this project without being assured that there would be support.
   • Rarely use
   • Excellent support throughout the NYS grant application process.