



Pioneer Library System

PIONEER LIBRARY SYSTEM 2018 SYSTEM SATISFACTION SURVEY

SUMMARY OF RESPONSES COMPILED ON FEBRUARY 7, 2019

MEMBER LIBRARY DIRECTORS
FROM 32 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.

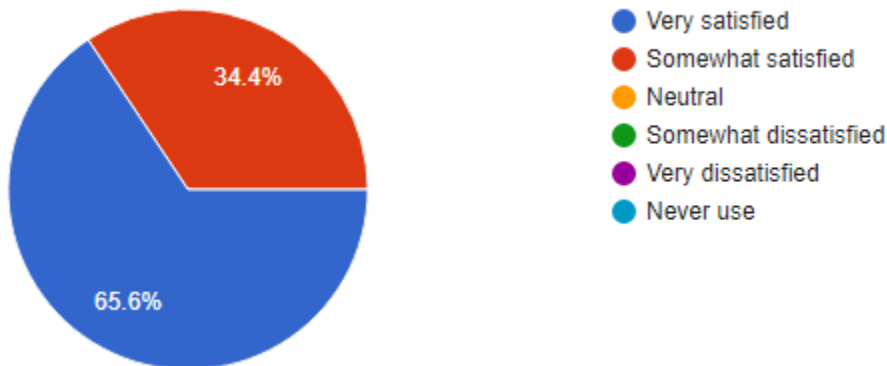
Intended Results:

- 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:



Summary of Comments (5):

- Sometimes it is very difficult to get the Mobile Maker Kits when we need them. They are too popular!
- Goal is too broad for survey. Three examples are distinctly different.
- I didn't say very satisfied because I am not always pleased with the response to requests for Evergreen reports and that I can't always get the information that I am looking for.
- Would appreciate more EG reports besides circulation/inventory reports to gauge collection success (analysis).
- It would be nice if the OWWL2go selection committee would be able to ask for or accept member library recommendations.

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.

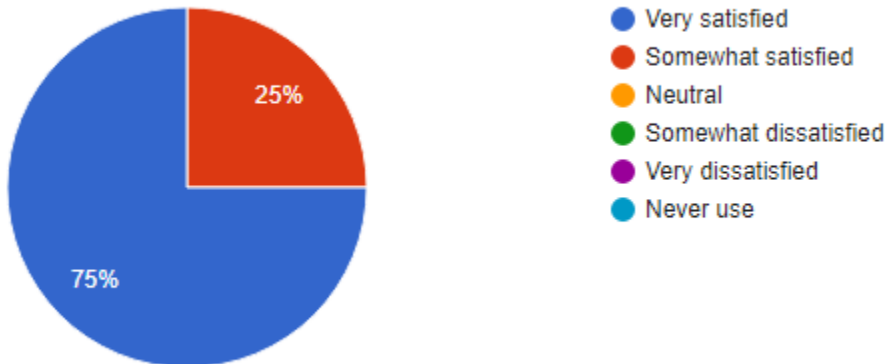
Intended Results:

- 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 PLSDAC & OWWLAC.

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



Comment Summary (2):

- The new Evergreen web client loses a couple functions that I enjoy in the original version.
- PLS does a good job of supporting our ILS, but we really dislike the new web client and it is NOT an improvement.

Question 3:

Delivery

Goal Statement:

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

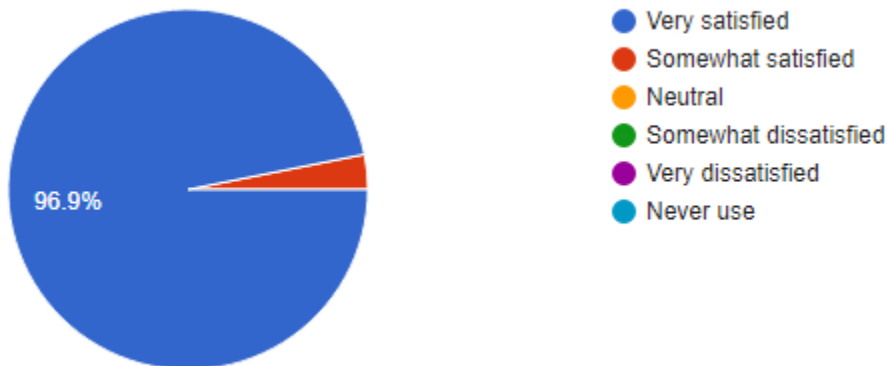
Intended Results:

- 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:



Comments Summary (2):

- One of the drivers is a real downer. Library staff are continually complaining about his rudeness and hope to not be working the days he shows up...
- Love the delivery service!!

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.

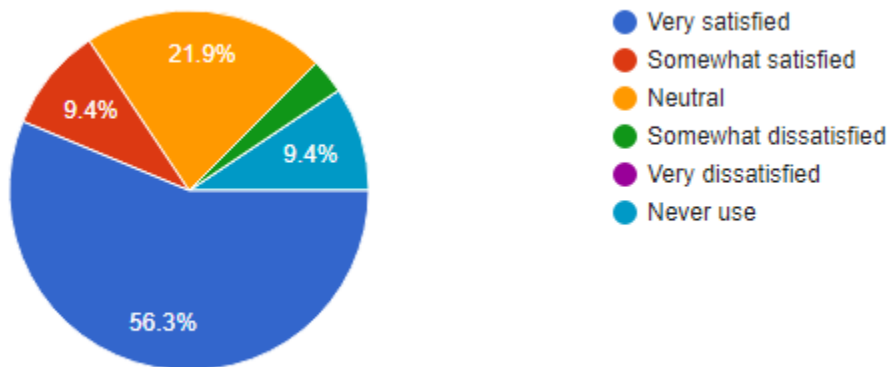
Intended Results:

- 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:



Comments Summary (5):

- I'm not sure I would know how to do this if someone asked.
- I still find this to be clunky and complicated. It would be nice if there could be a more streamlined way for NYS libraries to share books across the state without it being so convoluted.
- Since this became fee-based, we do not (and will not) use.
- Even though we don't use this service that often, we have been more than satisfied with how quickly the hold gets filled.
- This seems to take a very long time.

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.

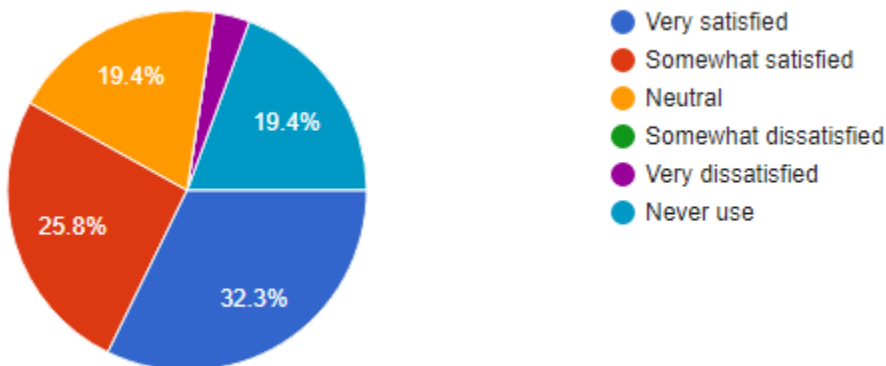
Intended Results:

- 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 / Workforce Development 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 see possible future relationships with ESL groups and local literacy organizations. We've tried in the recent past, and have not had much success with other organizations cooperating.
- Would like help to make this happen at our library, but don't always see how we can.
- We haven't been able to take advantage of it but I do know it works well from past experiences.

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.

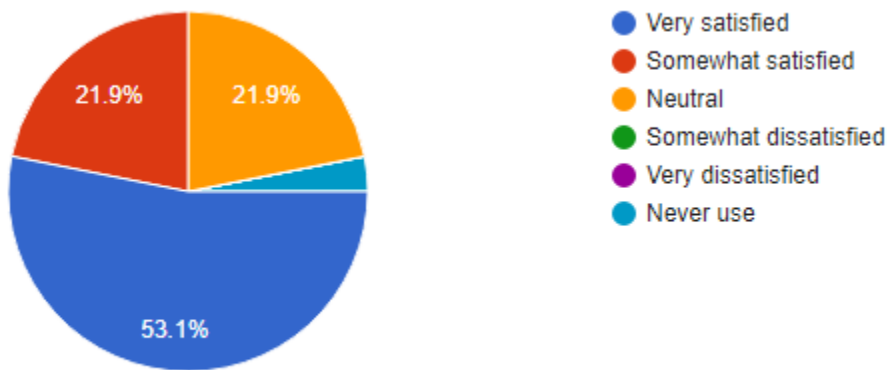
Intended Results:

- 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 under-served 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 (2):

- We need to evaluate our service area to determine where we might make better use of these expanded services.
- I would like to hear more about how the system is meeting this goal. Perhaps a monthly report or newsletter showcasing how these populations are being reached to asking for partnership with member libraries.

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.

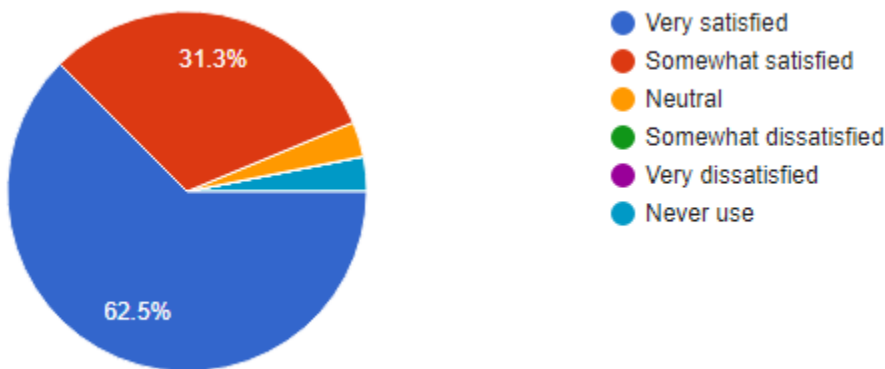
Intended Results:

- 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 (5):

- Hope coming out to libraries to do workshops is wonderful and easier for me to attend!
- Can we bring back the free summer programs facilitated through PLS?
- Since many library directors also wear the youth services hat, it would be helpful if youth services programming workshops could be done during system meetings and both directors and youth support staff could be invited to attend. It would also create a nice synergy between administrators and their youth services staff.
- Anticipate increased use of these services in 2019.
- I would love more consultation and problem solving for individual libraries.

Question 8:

Early Literacy (Birth to School Age with Parents/Caregivers)

Goal Statement:

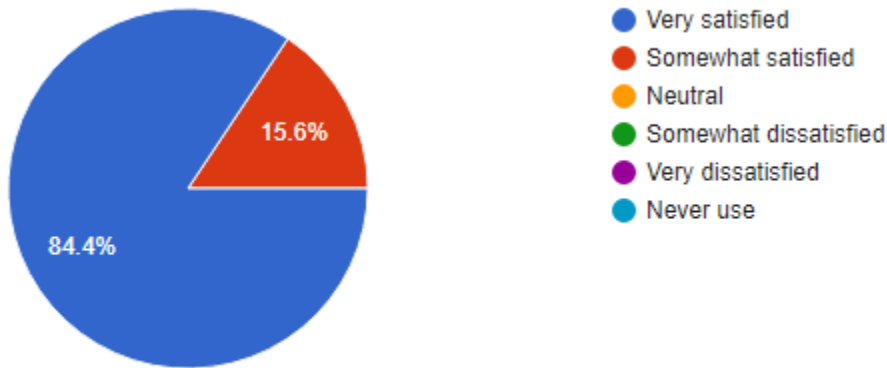
Pioneer Library System will facilitate collaboration between member library youth services staff to develop, expand, or improve early literacy related services. Pioneer Library System will also provide administration of the NYS Family Literacy Library Services Grant Program as awarded by the Division 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 anticipate increasing use of these services.

Question 9:

Professional Development and Training

Goal Statement:

Pioneer Library System will provide learning opportunities to member library directors, staff, trustees, and Friends.

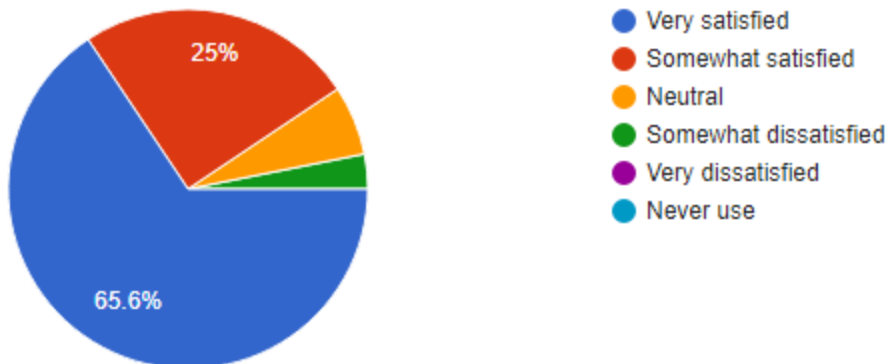
Intended Result(s):

- 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:



Comments (6):

- I would love to see a hands on seminar on how to create a library budget. Take attendees line by line through budget creation.
- It would be nice to include member library staff as co-presenters at system meetings, since they are more aware of area needs and the personal stories to support actions, programs, and services.
- I'd love to see more e-mails/trainings when laws are updated or changed that would affect library policies.
- How do we get trustees to want to go to training?
- Haven't found very many compelling topics during system meetings this year.
- Need to bring trustee training to our library; PLS meeting features not always of interest or practicable for our staff/library.

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.

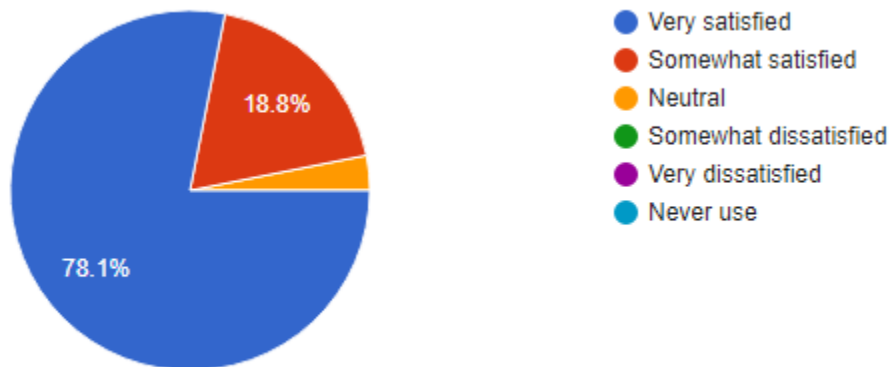
Intended Results:

- 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:



Comment Summary (2):

- If only Board members were as enthusiastic as PLS about the training!
- Very happy with the support our library received when working on our strategic plan.

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.

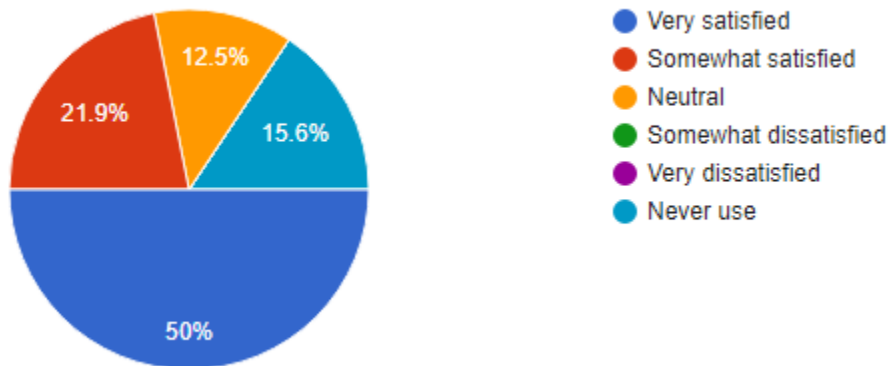
Intended Results:

- 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 (1):

- Looking forward to seeing this expand over time.

Question 12:

Computer, Networking, and Technology Support

Goal Statement:

Pioneer Library System will provide cost-saving technology, computer, and networking support to member libraries.

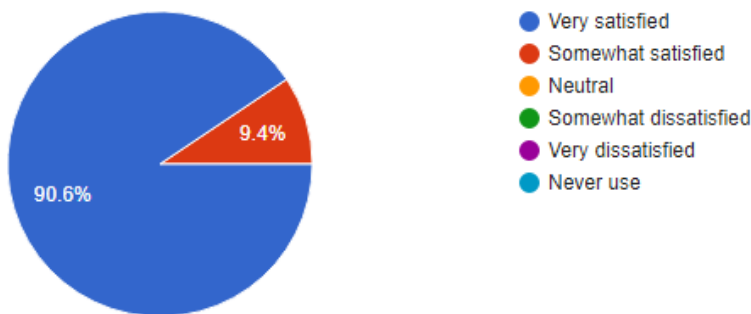
Intended Results:

- 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:



Comment Summary (10):

- The CANS guys are the best. They're always willing to go that extra mile.
- Add more staff to the IT dept... We don't want them to burn out!
- Great initial response to a ticket but could be better with follow up and setting up a date to work on a service.
- The PLS technology support is fantastic! We really appreciate the onsite visits to troubleshoot network problems, etc.
- This is very helpful!
- Individual libraries could not manage IT without your support.
- What WOULD we do without PLS skilled staff??? They are lifesavers.
- This has been one of the best services that PLS has offered!
- The IT team is always very helpful when we need them and are always striving to problem solve any issues that are happening or are on the horizon.
- Adam and Matthew provide terrific IT support and this is the best and most practical service from PLS.

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.

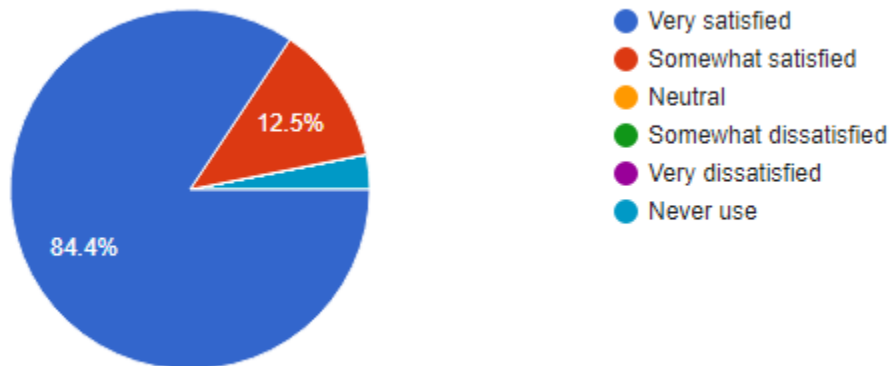
Intended Results:

- 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 (3):

- Lauren is so knowledgeable and up to date with this stuff. I'm thankful for that!
- Thank you for scheduling office visits with legislators. I think they are more effective than Advocacy Day appointments.
- Lauren and Ron are motivated, highly informed, and very professional.

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.

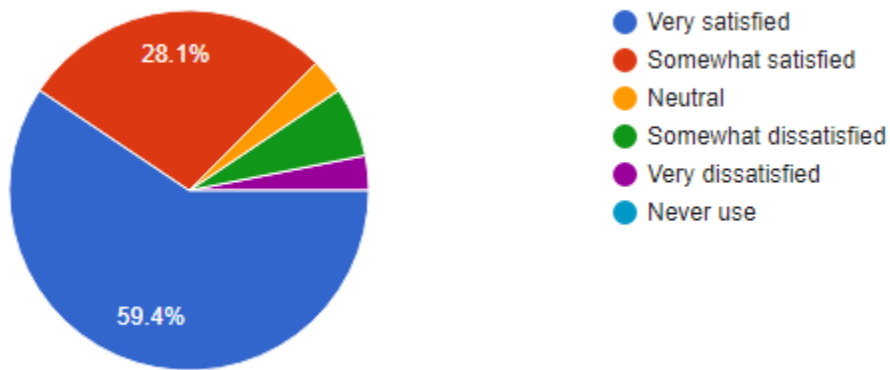
Intended Results:

- 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:



Comment Summary (4):

- Again, I wish member libraries were as enthusiastic as PLS.
- It would be nice to have an article in the PLS Notes once a month that would describe an area of best practice that would be relevant to our libraries. If someone could, in other words, write a brief summary of some newly researched discovery in the library world that could help us to serve our communities better, that would be awesome! The key is to make brief article easy to understand with bullet points to illustrate what the best practice is and how we can implement it. That would be really useful and very helpful!
- Preferred having PLS Notes distributed each week on a set day.
- I would be nice if there was more of an opportunity for member libraries to contribute to the newsletters or to share needs, concerns, or news!

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.

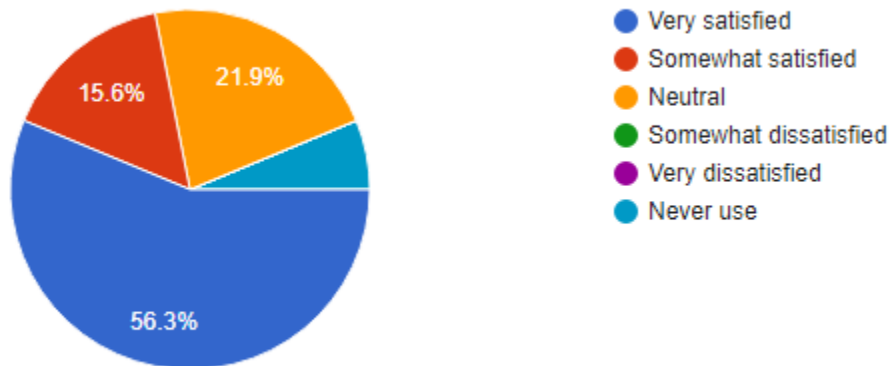
Intended Results:

- 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:



Comment Summary:

No responses.

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.

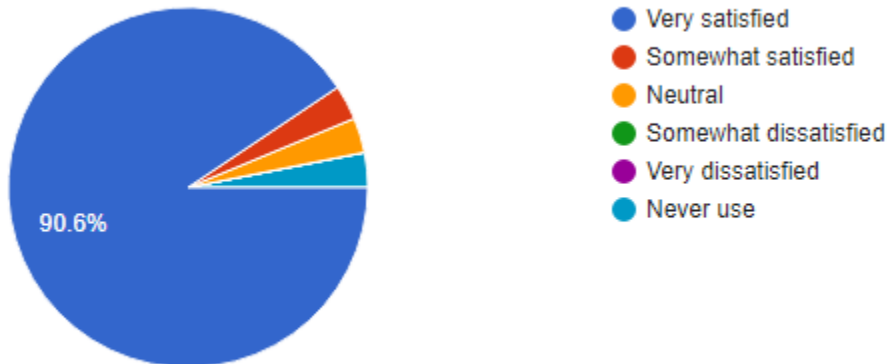
Intended Results:

- 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 (5):

- Ron is the master.
- Support during the construction grant application process is outstanding. Thank you Ron!
- Thank you!
- This is a key service for most member libraries.
- Most excellent.