Pioneer Library System
2019 System Satisfaction Survey

Summary of Responses Compiled on February 13, 2020

Member Library Directors
FROM 31 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.
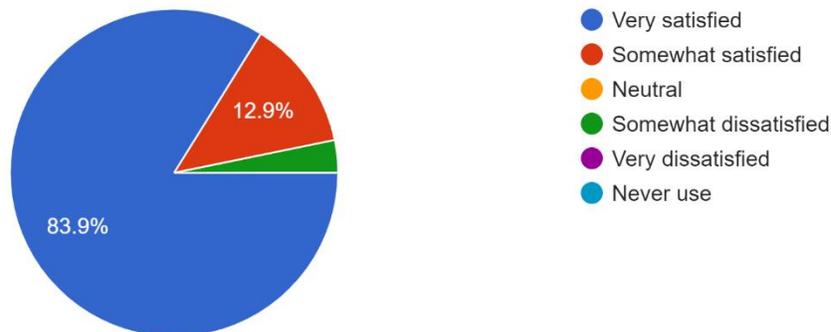
Examples of Activities:

- 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:

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

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

83.9%   12.9%

Summary of Comments (4):

- It could be useful to have a coordinated strategy for maintaining runs, or series of popular authors, writing for adults to improve use of collection funds and local space.
- I think we all rely heavily on OWWL2Go.
- Always receive prompt and courteous response to problems or questions.
- My only perceived area of improvement would be Evergreen reports. Obviously the loss of Lindsay impacted the ability to get new reports or reports in the normal timeframe but that is understandable. It would be great if access to new reports and innovation on the reporting was not limited to PLS. Perhaps Dan could work with a group of interested member library staff to train them on the basics of querying the database and running reports.

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.
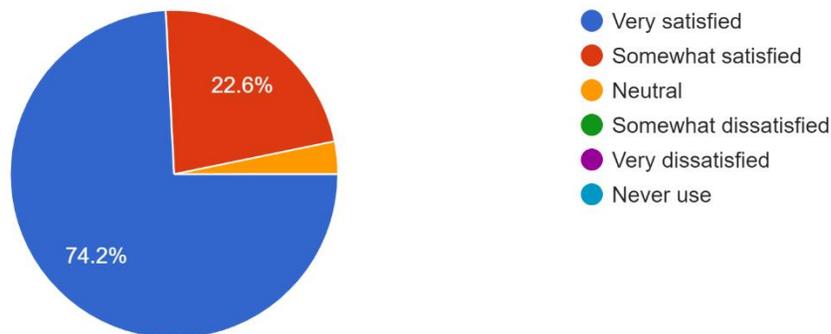
Examples of Activities:

- 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:

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

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

22.6%

74.2%

Comment Summary (4):

- Doing well on the stated goal. Perhaps I will find additional goals on the ILS that will address future ILS functionality.
- I have heard some patrons are missing Novelist.
- PLS does a fine job providing our ILS. The only reason I'm not saying "very satisfied" is because I sometimes feel we lack coordinated decision-making.
- Evergreen not user friendly

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.
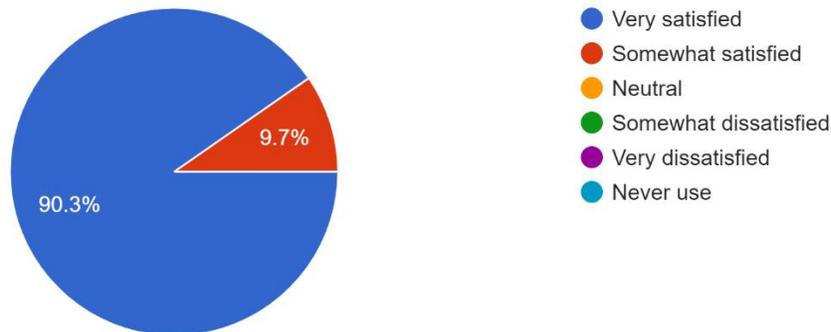d) Delivery will remain fee-free to patrons.

Examples of Activities:

- Delivery of library materials to member libraries.

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

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

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

90.3%
9.7%

Comments Summary (2):

- Patrons love that they can borrow items from other libraries without leaving their hometown. Access to and delivery from the member libraries means that we do not need to have everything the patrons want and need on our own shelves (we just don't have the space). We can lean on them, they can lean on us, and in the end our patrons win.
- Excellent

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.
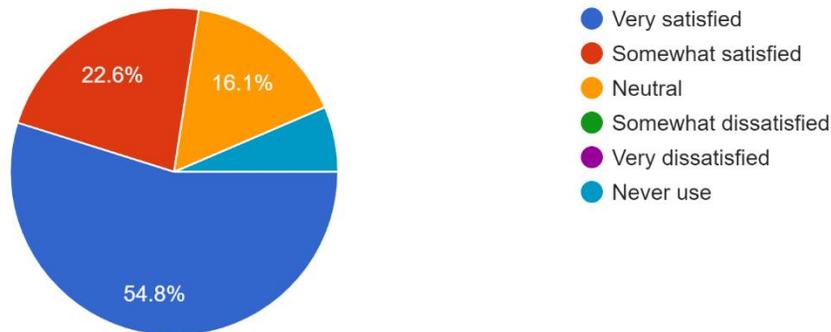
Examples of Activity:

- 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:

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

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

22.6% 16.1% 54.8%

Comments Summary (5):

- Fully aware of service; for years have had little use of it.
- The fee is prohibitive and a barrier to resource sharing.
- We have not used the inter-system/organization borrowing and lending too much, but it is nice to know that it is there when we need it.
- I know we can get materials from national collections but I wouldn't know where to start. Not your fault, just haven't asked
- Not aware of a) nationwide requests, nor how to go about it

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.
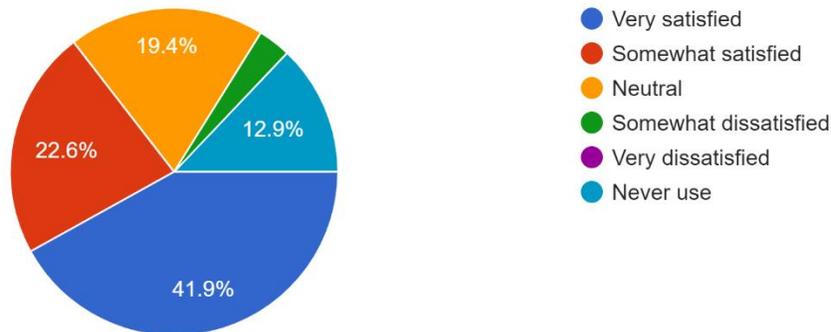   b) Member libraries will partner with literacy organizations to provide expanded adult literacy services.

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:

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

Comments Summary (2):

   • As sad as it is to say, I don't feel that Lyons library has a good working relationship with Literacy Volunteers of Wayne County. Some of that fault no doubt lies with me, as the director, but I also feel as if LV Wayne doesn't reach out like they used to lin regards to local libraries.
   • I don't really know what literacy organizations are in our community or how to partner with them. I'm not sure this has affected us (yet).

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.
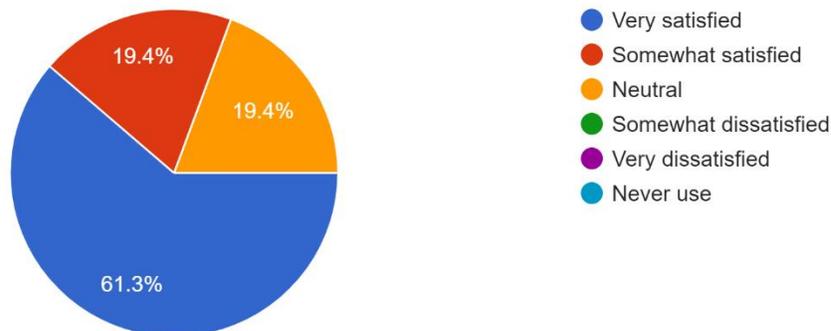
Examples of Activity:

- 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:

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

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

19.4% 19.4% 61.3%

Comment Summary (2):

- The outreach items make it so easy to go out in the community and participate in events - could not do it without these resources.
- PLS provides a lot of education and materials for serving individuals in the targeted outreach populations. I'm not certain, we as a library take full advantage of the opportunities they provide.

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.
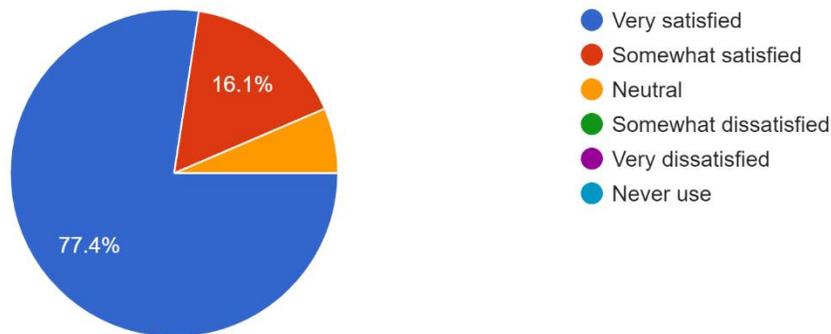
Examples of Activity:

- 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:

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

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

16.1%

77.4%

Comment Summary (3):

- There's a Youth Services Advisory Committee?
- The hands on workshops Hope has been doing in all four counties has been wonderful - to be able to put together items that I have out in my library and watch children (and adults) interact with has made it that much more of a fun family destination.
- Youth Yak and workshops are great for YS staff. Facilitating the Mini-Hometown Celebrations with WXXI was so much fun for staff and patrons alike!

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.
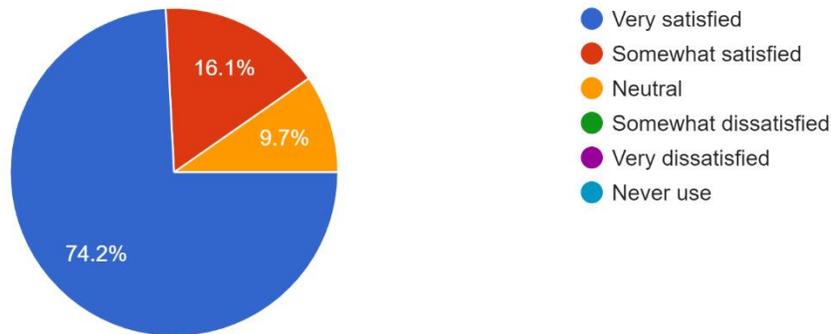
Intended Results:

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.

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

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

Comment Summary (1):

- We have participated in training programs, but I couldn't say which are funded by Division of Library Development's NYS Family Literacy Grant.

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.
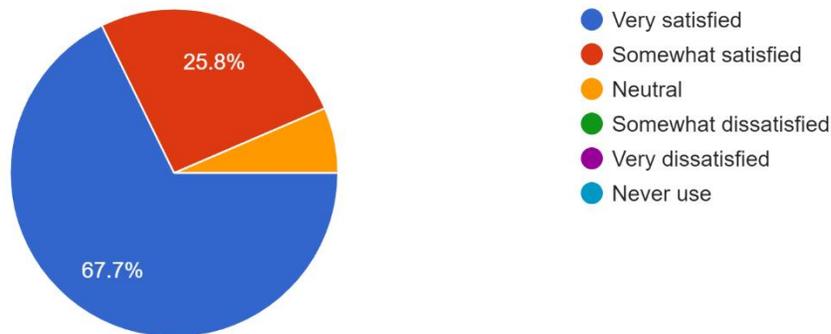
Examples of Activity:

- 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:

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

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

25.8%

67.7%

Comments (4):

- Grateful you are always seeking and open to additional ideas.
- We learn so much from the workshops offered and the system meetings.
- Directors and staff: yes, definitely. Could use more opportunities for formal trustee training - my trustees are not likely to independently identify and ask for what they need information/training on.
- We are so grateful for the many (free) opportunities offered through PLS!

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.
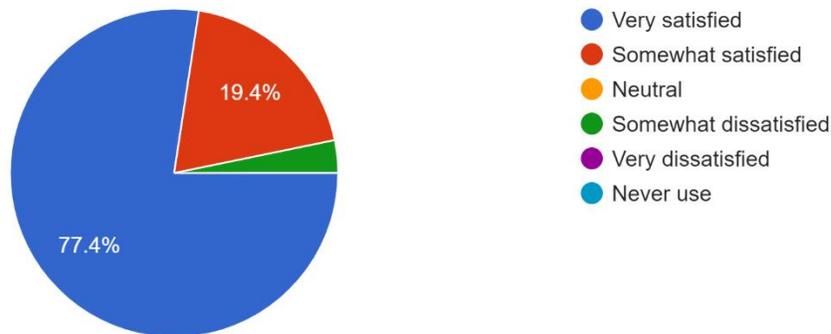
Examples of Activity:

- 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:

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

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

77.4%
19.4%

Comment Summary (4):

- I have been especially appreciative of support recently.
- Need more trustee trainings
- The on-demand assistance is great! Being new to the position, diving into a construction project, working with a stubborn board, and navigating the sundry of other issues that were never even mentioned in library school is rather overwhelming. Even if you don't have the answers, you get them, or you can point me in the right direction.
- Also fantastic... when boards & trustees utilize it.

Question 11:
Digitization Services

<u>Goal Statement</u>:
Pioneer Library System will connect member libraries to resources to support the digitization of collections of local interest and importance.

<u>Intended Results</u>:

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.
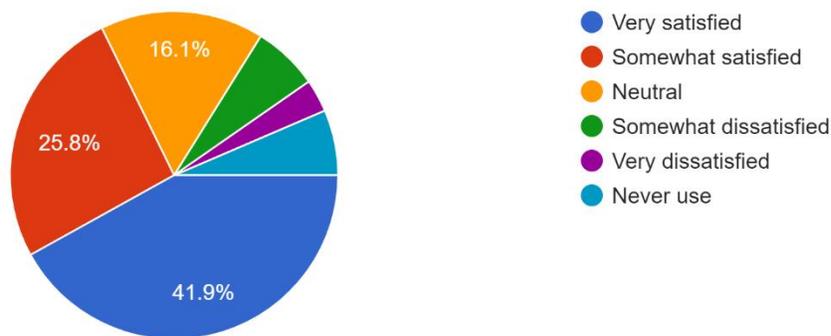
<u>Examples of Activity</u>:

- 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:

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

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

16.1%
25.8%
41.9%

<u>Comment Summary (6)</u>:

- The Local History Working Group very quickly stopped meeting. As far as I know a grant for digitization was never offered by PLS. Likewise inventory and cataloging of local history materials seems to have died off without being completed.
- Unable to secure local funding for oversized newspaper scanning, but would like to. Have used PLS grant help and support getting some film/fiche converted successfully.
- I have to admit I have little knowledge of the entire digitization preservation project.
- Meetings were not held very often and were disorganized.. Projects seemed to be forgotten.
- Neutral only because I haven't used the service.
- We have not taken advantage of this as of yet.

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.
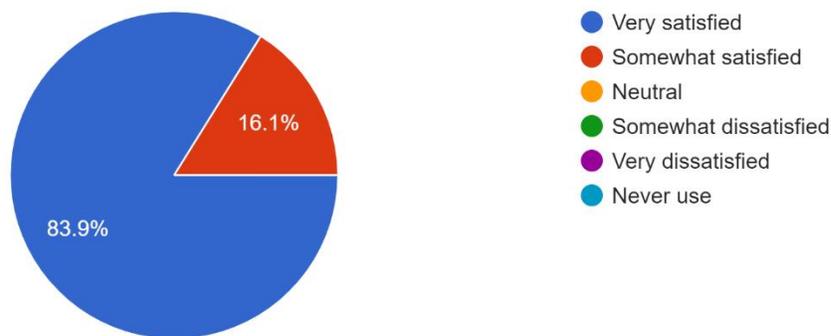
Examples of Activity:

- 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:

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

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

16.1%

83.9%

Comment Summary (10):

- The IT staff at PLS deserve a lot of praise.
- Excellent support!
- The best IT department ever.
- The tech team is outstanding!
- We could not do what we do without the support of PLS in this area.
- I'm sure this is a common comment but my only concern on this front is how thin the CNS team is stretched and how generally reliant member libraries are on PLS for tech support. The tech initiatives funnel down to member libraries through PLS, which is great since member library staff do not generally have the expertise to innovate on this end. But as a result, this just seems to add to our dependence on PLS. I do not see this

dynamic changing so if there was ever a chance for PLS to add positions or change the organizational struture, adding a member or two to CNS would be very beneficial.
- Having this support is invaluable! I don't know what we would do without this.
- Thank you for this work!
- Allowing staff tech to be able to address computer issues with onsite visits has been invaluable to my small library. Funding for an on site permanent tech staff member would just not be in the budget. Ordering new computers and having them all set up and then brought to my library and installed is a tremendousservice.

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.
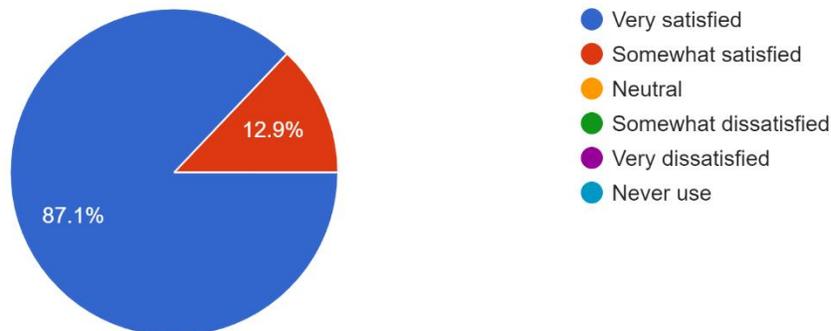
Examples of Activity:

- 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:

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

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

87.1%   12.9%

Comment Summary (0):

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.
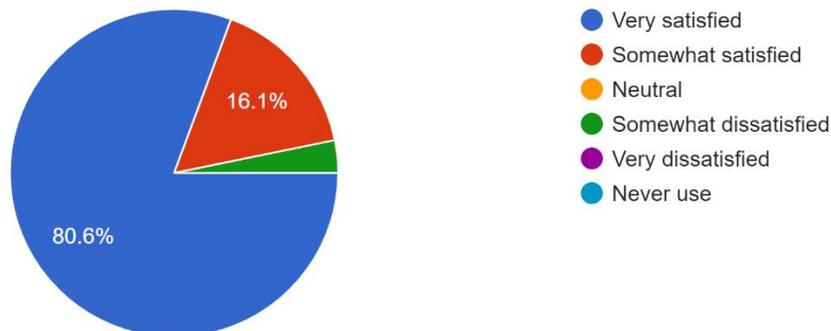 b) Member libraries directors and staff will share best practices with their colleagues.

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:

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

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

16.1%
80.6%

Comment Summary (3):

  • My only concern here is the decision-making process. I feel like decisions are sometimes pushed through without fully listening to input from all concerned.
  • Meetings or groups are hard to break into/ new directors should be given information about the groups and what they do.
  • Space out meetings during week more and at more member libraries.

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.
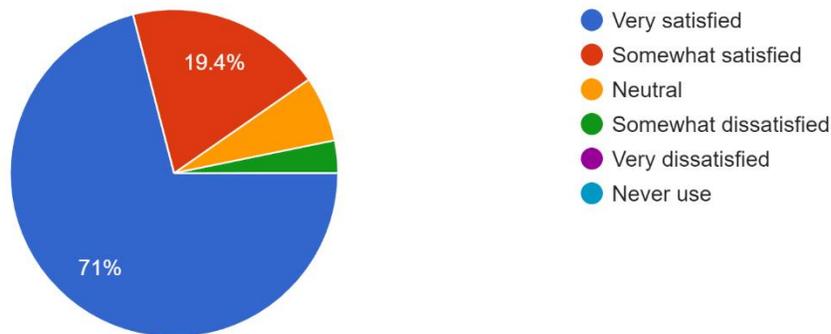
Examples of Activity:

- 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:

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

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

Comment Summary (1):

- I don't know that we do this?

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.
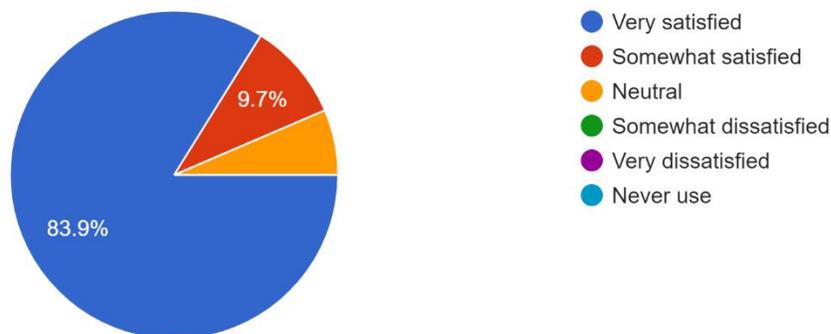c) Pioneer Library System will award 100% of its NYS Library Construction Aid allocation.

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:

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

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

83.9% — 9.7%

Comment Summary (5):

• Ron always does a great job with this.
• Thank goodness you facilitate the NYS Library construction grants - in the middle of a project right now and I still don't understand the whole process.
• The NYS Public Library Construction Grant Program such a boon to libraries.The funds that allow libraries to improve buildings through upgraded lighting systems,install energy efficient heating and cooling systems and expand current structures would often not happen without the construction grant.