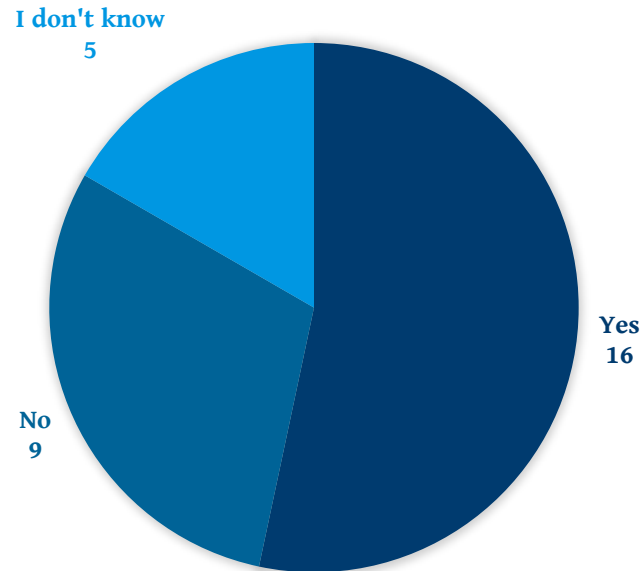


Cooperative Collection Development

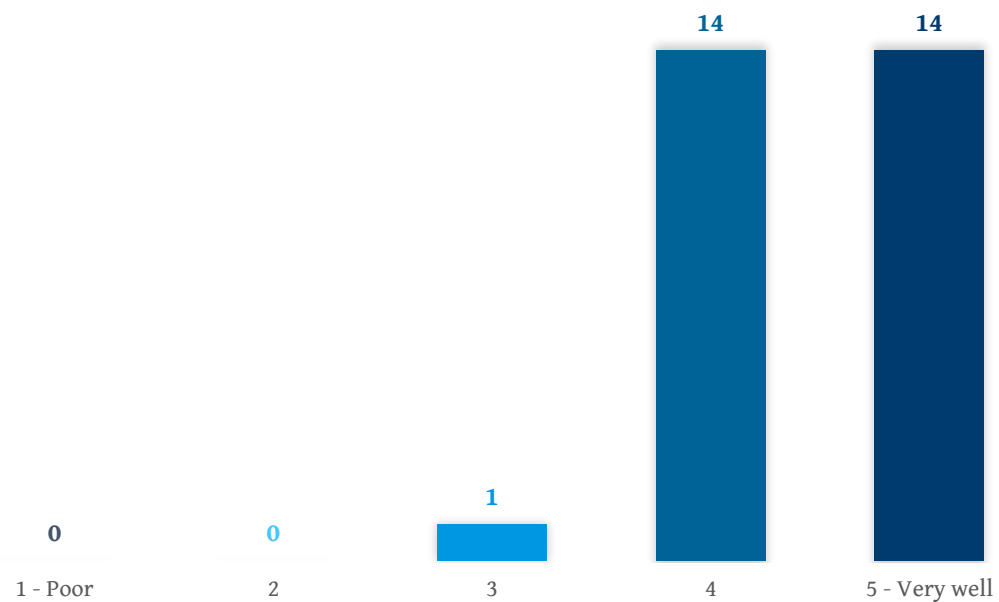
1) Does your library participate in the Cooperative Collection Development (CCD) plan?

30/30 responses



2) How well do you feel that your patron's needs and desires for nonfiction material are met by the library collections within the system?

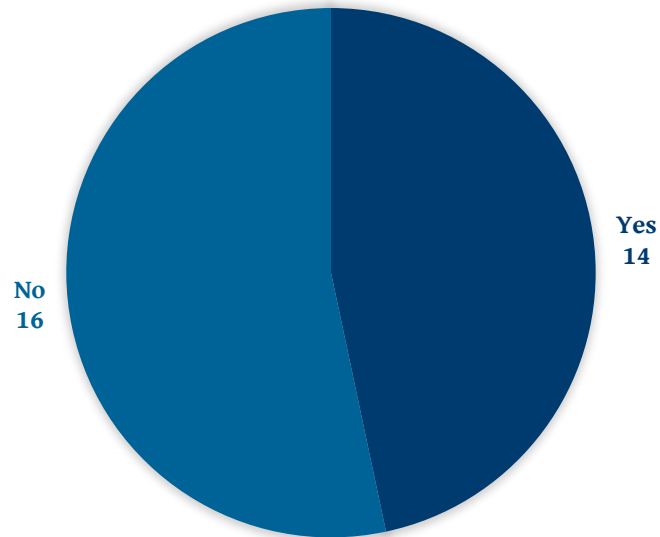
29/30 responses



Central Library

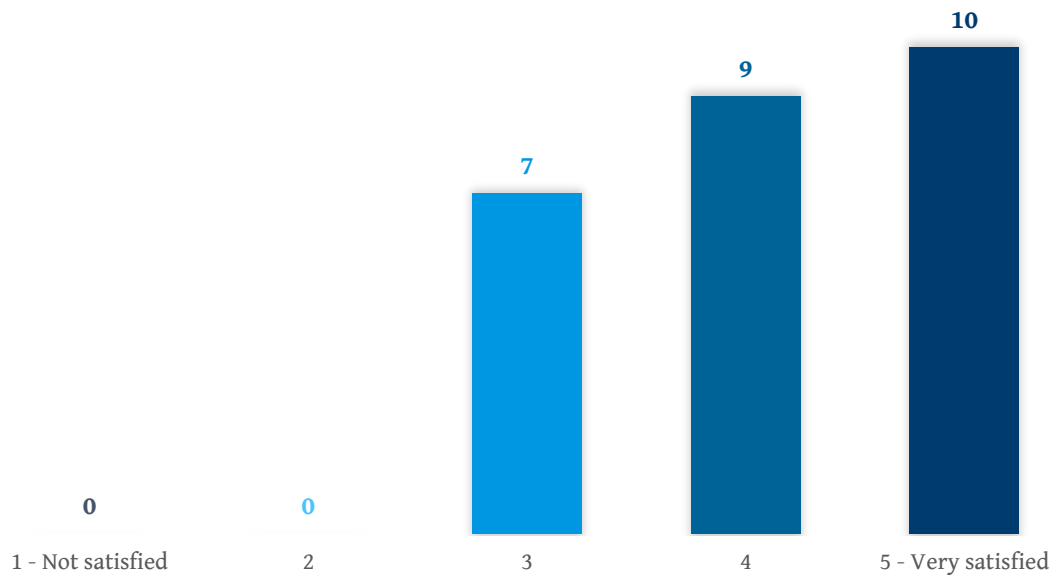
- 3) Have you used or have you referred any patrons and/or staff to the information and reference services at the Central Library (Plattsburgh Public Library)?

30/30 responses



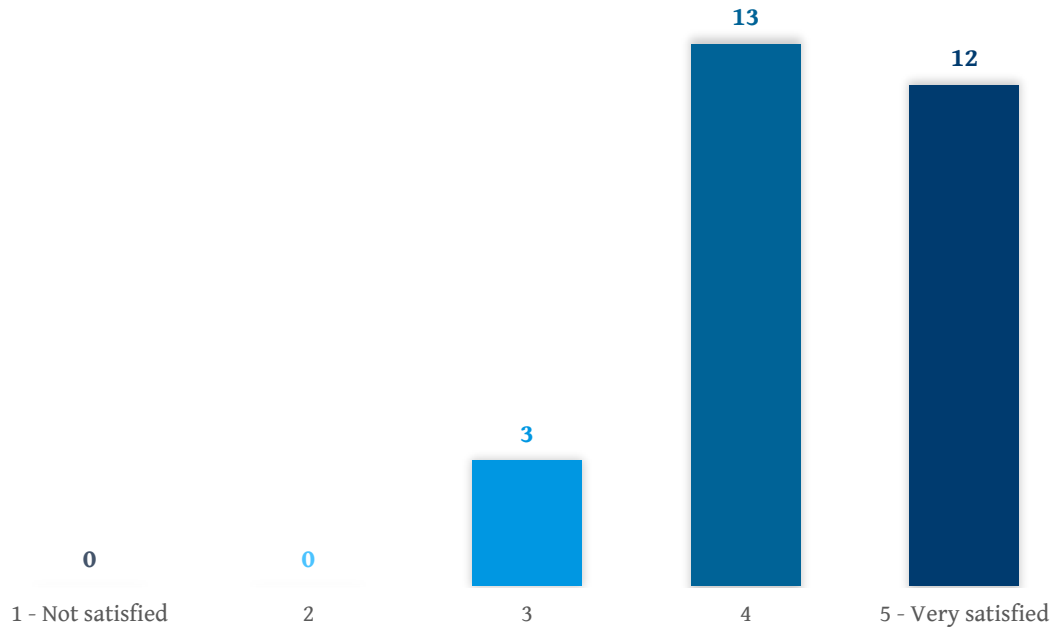
- 4) How satisfied are you with the Central Library's information and reference services?

26/30 responses



5) How satisfied are you with the collection of nonfiction titles purchased with Central Book Aid (CBA) funding by the Central Library?

28/30 responses



6) Do you have any suggestions on how to increase usage of nonfiction ebooks purchased with CBA funding by the Central Library?

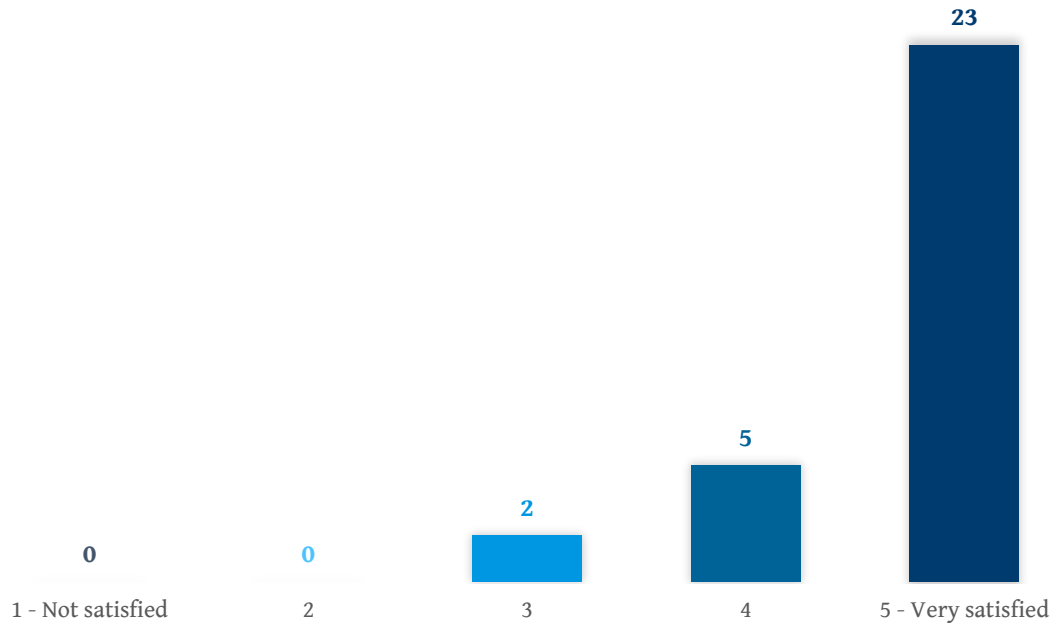
16/30 responses

- “Feature selections on web page; email list of recent titles in non-fiction by topic”
- “I have no suggestions. Nonfiction is a hard sell in my library.”
- “I think they are catching on. Maybe signs at libraries notifying availability of ebook for title.”
- “I was not aware that Plattsburgh received Central Book Aid until recently. I haven’t had a problem finding non-fiction books.”
- “If they’re in the catalog, then patrons will find them!”
- “It is hard to circulation non-fiction books as well.”
- “Let patrons know that they are available. Promote these, perhaps patrons are unaware of them. Or, simply do not choose to read non-fiction electronically. How about a survey?”
- “Member libraries might display a new nonfiction title banner on their webpage”
- “More publicity at my library”
- “More publicity at the local, and perhaps the System level. Possible evening open houses at member libraries, perhaps including assistance to help people get started downloading materials.”
- “No”
- “no”
- “no”
- “No. I need more time to think about it.”
- “Not sure”
- “public programs or videos on the databases”

Interlibrary Loan

7) How satisfied are you and your patrons with the turnaround time for materials delivered via the CEFLS van?

30/30 responses



8) Do you have any suggestions on how to improve the turnaround time for materials?

16/30 responses

- “excellent service”
- “I think that the turnaround is very good”
- “Less focus on ILL to prisons. Member libraries are providing much of this material and it slows their work, and adds to the van loads. What is the relationship between member libraries and prisons?”
- “no”
- “No”
- “no”
- “No”
- “No”
- “No”
- “No”
- “No”
- “No—the system works very well just the way it is!!”
- “None. This is a terrific service that we provide for our patrons and most of them are very grateful for it.”
- “Our patrons are so glad to get items by ILL that they have not had an issue with turnaround.”
- “Twice a week delivery”

9) Are there any aspects to interlibrary loan that you would like training or information on?

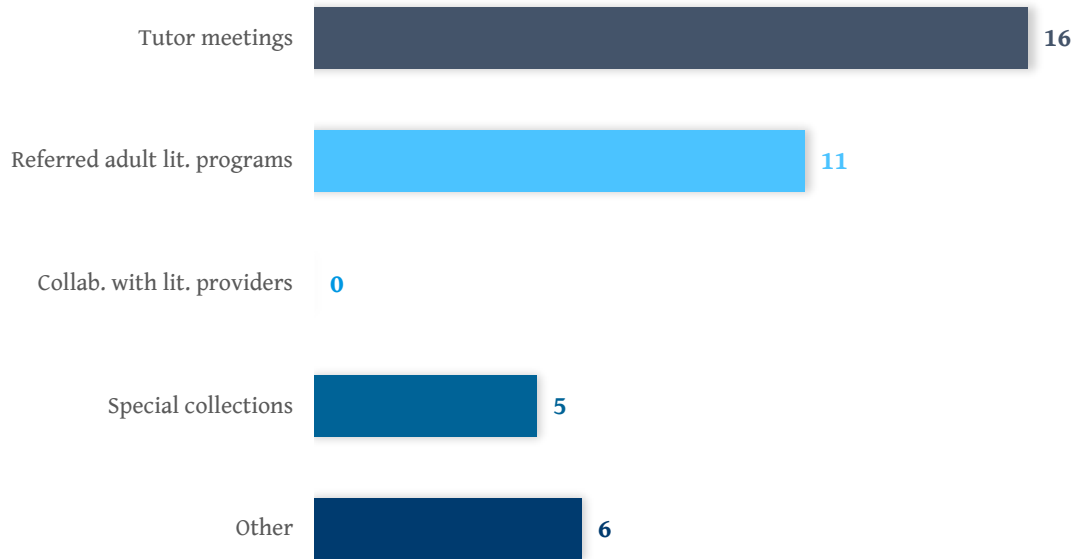
21/30 responses

- “Could use a refresher on ILL requests outside of CEFCAT and ICICILL”
- “How to generate overdues and other reports that I haven't taken the time to learn.”
- “I would like to have an automatic e-mail notification sent to the patron that their book(s) are on the way”
- “ICICLL lending”
- “If so, we'll ask Betsy during training on 1/19/17.”
- “no”
- “No”
- “No”
- “No”
- “no”
- “no”
- “no”
- “no”
- “No”
- “no”
- “No”
- “No”
- “No”
- “No”
- “no”
- “No-all set for now”
- “No.”
- “Not at this time”
- “Not right now”

Target Populations

10) Have you had any involvement with any of the following adult literacy services during the past year?

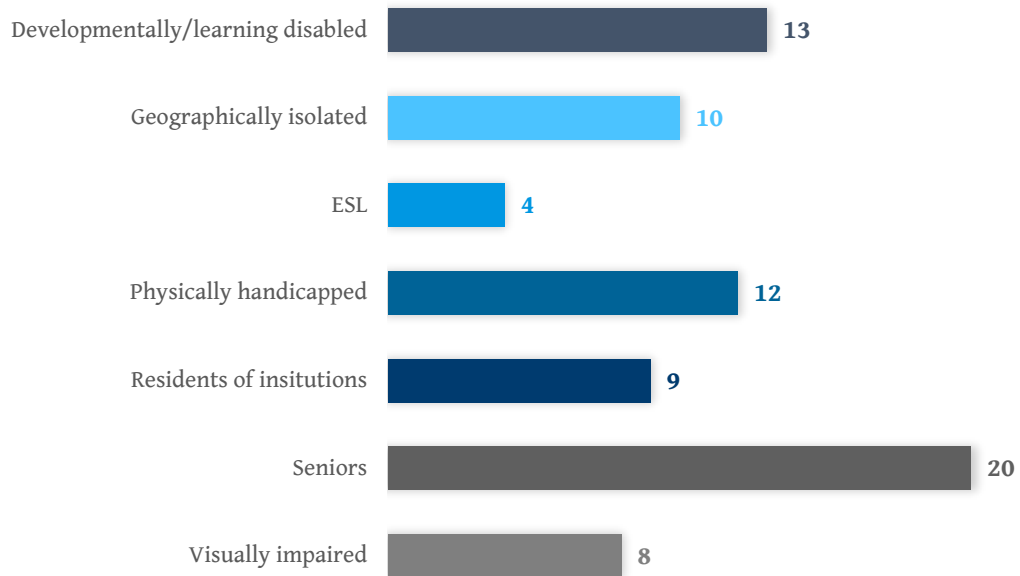
22/30 responses



- “ARC visits”
- “GED packets are delivered and sent from our library”
- “GED Teacher meets with students weekly”
- “I’ve had no interest from patrons.”
- “Not sure what ‘ground project’ means. I collaborate with TLCSD, GED, BOCES, Literacy Volunteers.”
- “try to keep some popular large print for our senior patrons”

11) What populations do you currently reach out to with services and publicity?

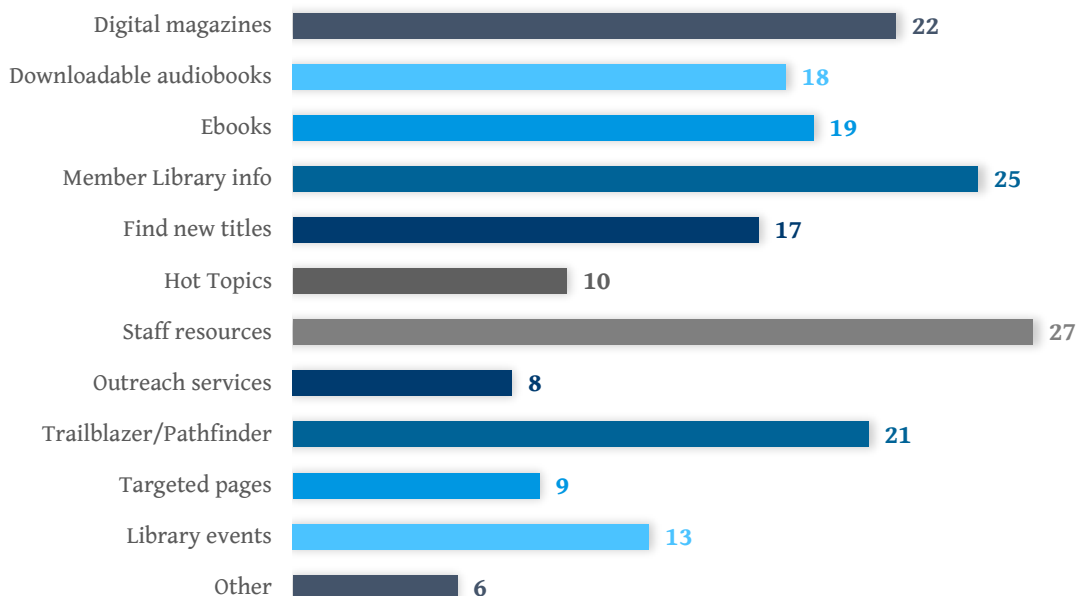
24/30 responses



Online Resources

12) What did you, your staff, or trustees use the CEFLS website (www.cefls.org) for in the past year?

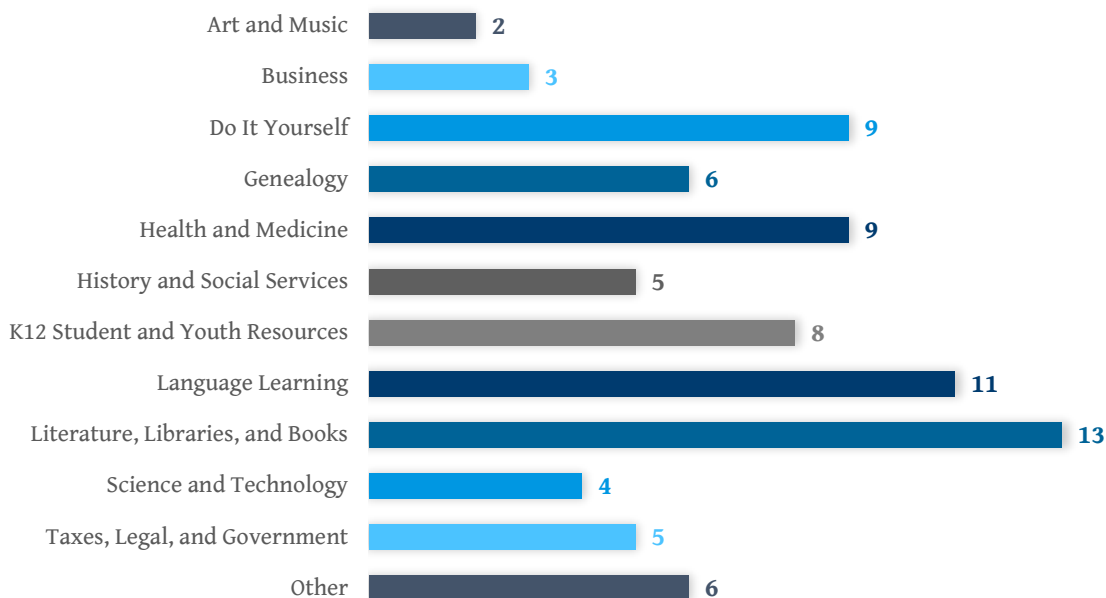
30/30 responses



- “CEFCAT”
- “not aware of what resources patrons have used”
- “Find database information, check holdings of libraries outside CEF”
- “MARC Record Input Form”
- “NYTimes Bestseller list”
- “Advanced search option for finding books in the system”

13) What type(s) of database(s) or Hot Topic(s) did you, your staff, or your patrons use in the past year?

26/30 responses



- “Career Resources”
- “Couldn't say what patrons search on computer. I haven't used these.”
- “DMV Resources”
- “don't know what patrons have used”
- “Hot Topic on Emergency Preparedness”
- “None that we are aware of”

14) Do you have any suggestions on ways to improve or additions to make to the CEFLS website?

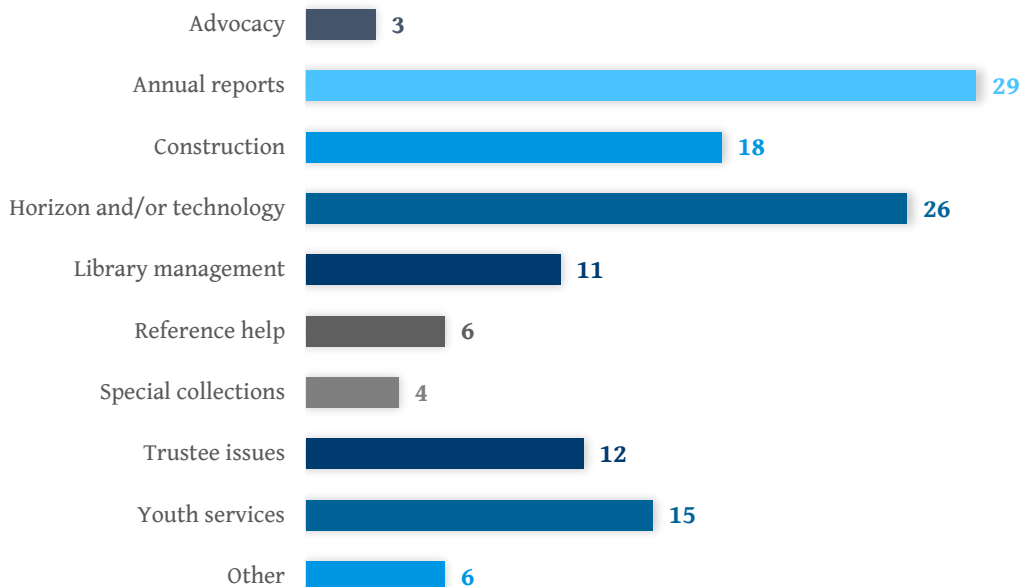
10/30 responses

- “I think the website is very good.”
- “In the category above (data Bases, etc.) I don't really know what my patrons are accessing at home, and usually not where they are going on the public computers here. Not unless they ask me for help.”
- “Larger print, less ‘stuff’ on homepage and a white background to blend better with other library's sites.”
- “No”
- “No”
- “no”
- “no”
- “No”
- “no”
- “sufficient for our community’s needs”

Consulting Services

15) What topics did you consult the CEFLS staff about in the past year?

30/30 responses



- “AUTOMATION”
- “Cataloging, Marc records, website help, technology help,”
- “civil service questions”
- “Computer setup, covering books, advice on cleaning books, call #, rotating collection”
- “Legal questions”
- “technology / circulation technology / grants”

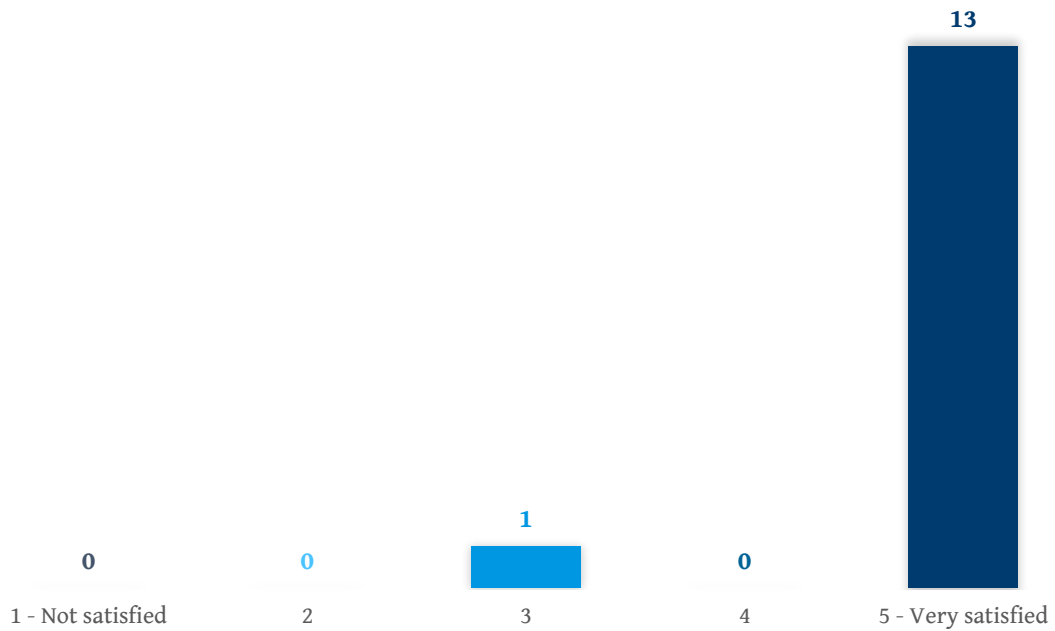
16) Are there any other areas you would like assistance with?

10/30 responses

- “A workshop on MS Excel”
- “helping patrons (and library staff) learn how to use e-collections”
- “No”
- “No”
- “no”
- “no”
- “No”
- “no”
- “Not at the moment”
- “Running reports thru Horizon. Any library classes/training that CEF has I’ll attend if possible.”

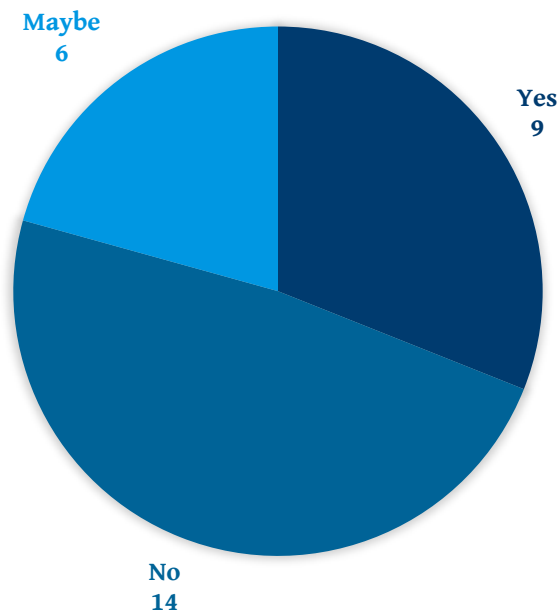
17) If you applied for a construction grant in the last year, how satisfied are you with CEFLS' support with the process?

14/30 responses



18) Do you plan to apply for a construction grant in the coming year?

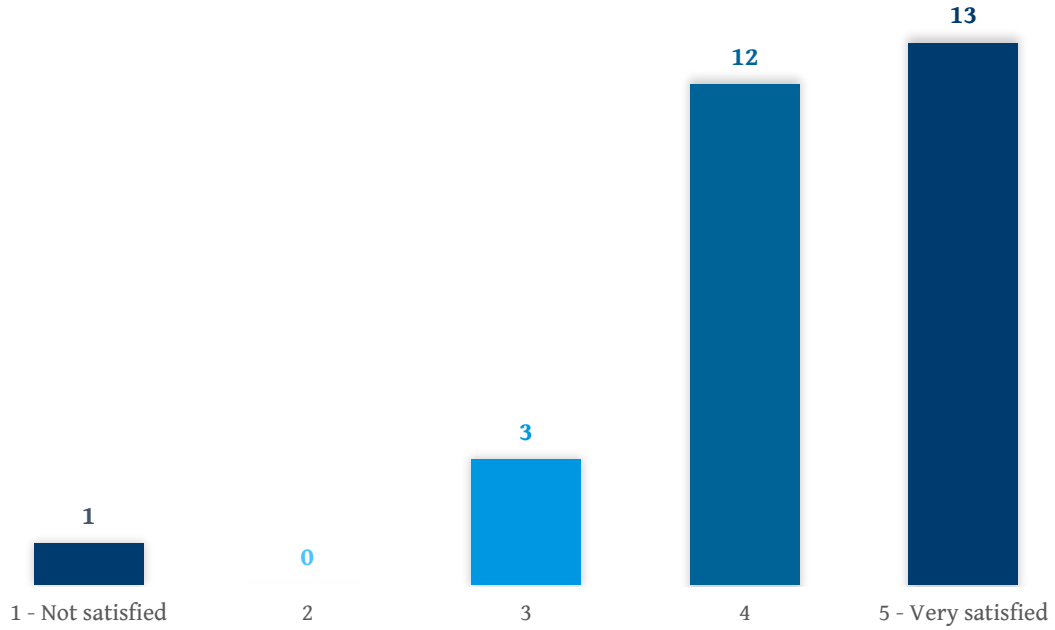
29/30 responses



Horizon

19) How satisfied are you with using Horizon as our Integrated Library System?

29/30 responses



20) Do you have any suggestions on ways to improve our Integrated Library System?

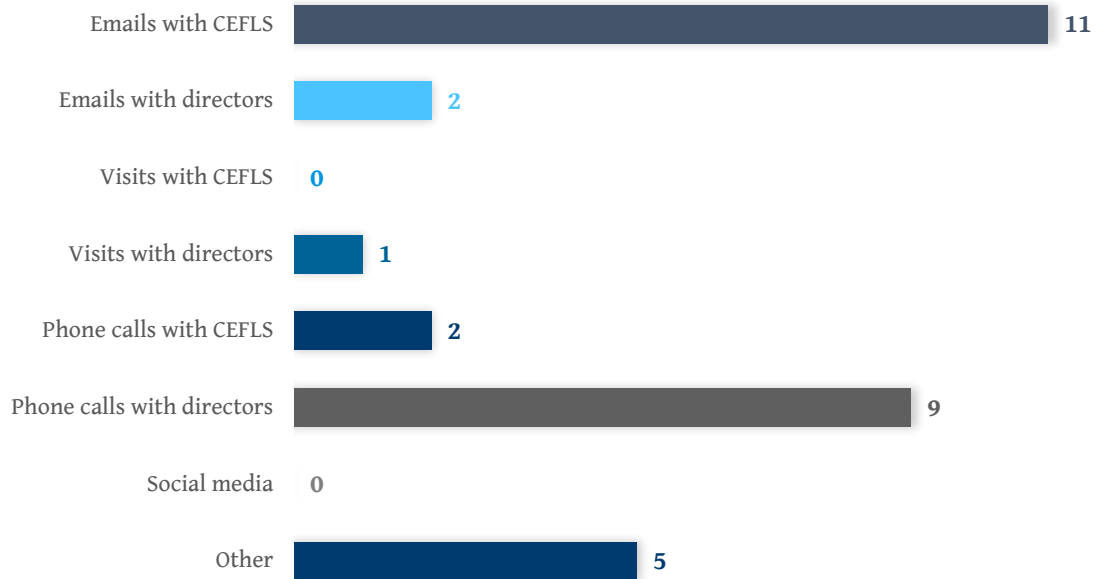
14/30 responses

- “Add the acquisition module”
- “Connectivity and downtime are better this year, and hopefully will keep getting better.”
- “I’ll wait to see the interface and features with the upgrade next week.”
- “If it would generate an automated e-mail response to patrons that their ILL titles are on the way”
- “No”
- “no”
- “no”
- “No”
- “No”
- “Not at the moment but think this would be an excellent topic to discuss at a future CEFCAT meeting.”
- “Overall I'm satisfied but I don't like the fact that sometimes I can't find something in the catalog that I know we own. If I can't find it, I'm sure patrons can't find it either. Usually it is a misspelled word or title is slightly different than what I typed. Wish catalog would give suggestions rather than item not found.”
- “Suggestions if you spell something wrong.”
- “Too many steps/too many screens to go through when using certain functions”
- “We need a faster turn around time on marc records not sure of how it can be done”

Information Exchange

21) How do you typically share information with the member libraries and CEFLS?

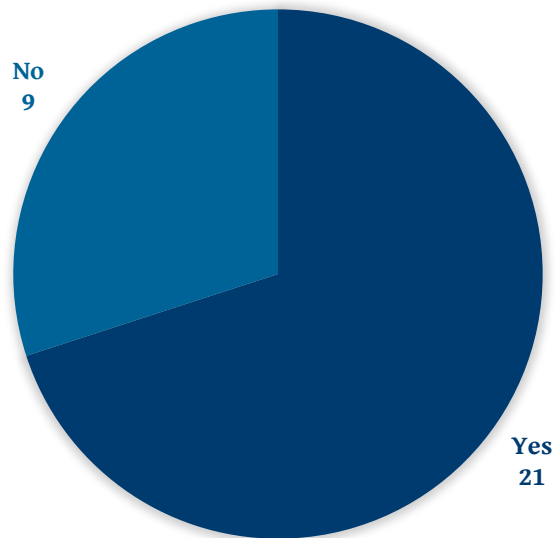
30/30 responses



- “all of the above”
- “all of the above”
- “all of the above”
- “All of the above.”
- “I use most of these methods often (except social media)”

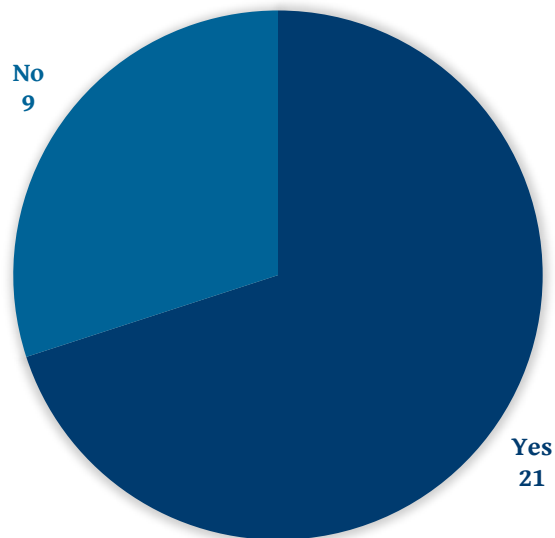
22) Are you in contact with your local school or school system?

30/30 responses



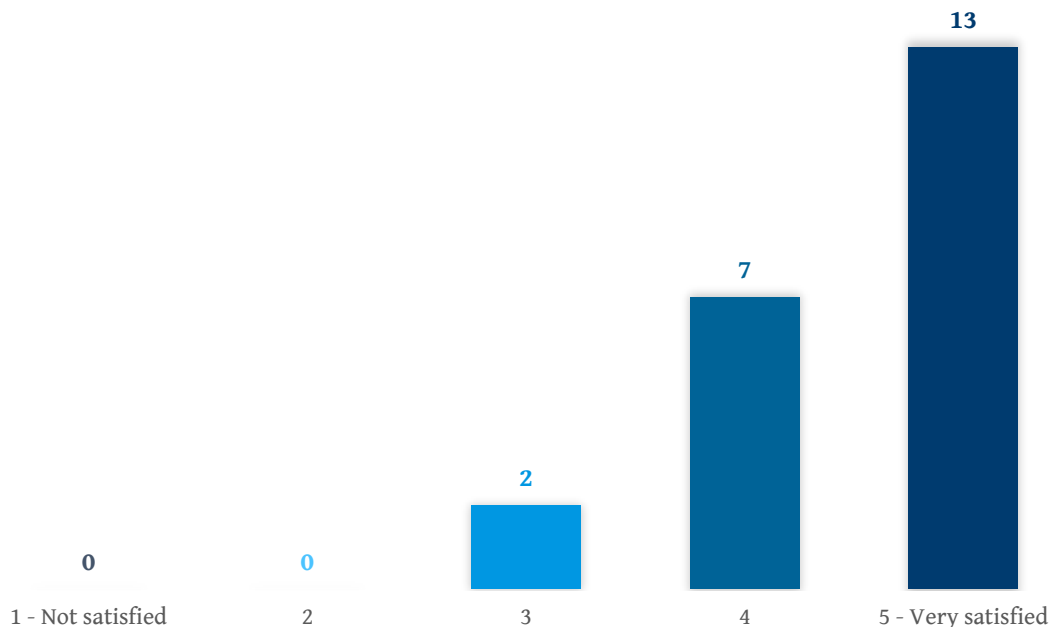
23) Were you able to attend CEFCAT meetings in the last year?

30/30 responses



24) If you were able to attend, how satisfied are you with CEFCAT meetings?

22/30 responses



25) How can we make it easier for you to attending more CEFCAT meetings in the coming year?

16/30 responses

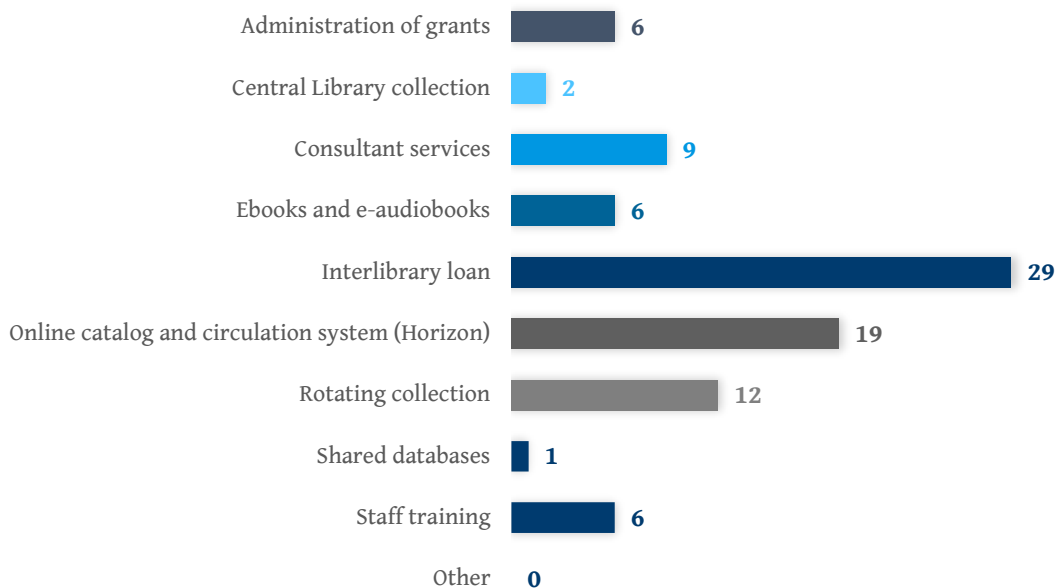
- “Difficult for me because I am a part-time resident of the North Country -- no suggestions.”
- “Do a live stream or google hangout format for the one person libraries.”
- “Don't meet on Fridays”
- “Have it on days my library is closed.”
- “have them on days I have off.”
- “HAVE THEM ON MONDAYS”
- “I have a very limiting schedule, wouldn't expect you to adjust to accommodate me.”
- “I think the current setup is the best one for me - and the teleconference equipment is handy.”
- “I usually attend.”
- “I'm fine, Have a good substitute and encouragement from my Board.”
- “If I host it at our library, otherwise I am unable to leave to participate”
- “Many of us can only attend on certain days, and these days vary with each library. This will not change. I believe that you schedule these accordingly.”
- “Mondays or Fridays are the best times for me”
- “Substitutes”
- “timing is an issue.”

- “Varied times and varied places--sometimes I can't find a sub when we're open or the distance is too far.”

Final Thoughts

26) Out of the following, what do you consider to be the most important services provided by CEFLS?

30/30 responses



27) Do you have one or two anecdotes about how you or your staff have collaborated with CEFLS to serve your patrons in the past year?

14/30 responses

- “At our monthly book discussion we read ‘Light's Out’ by Ted Koppel. We had a prepper's table set up and thought it would be great to get the CEF Emergency Preparedness kiosk to have on hand for participants to use. Anya was very open to the idea and personally brought the device down to our library and set it up for our discussion.

“Our library is very small so I don't have a large collection. I always have a book cart that has books on display for each holiday or a topic. Julie is always good about sending me a mini-rotating collection to fill in the gaps when I don't have enough books on a particular topic.”

- “I think all of the above are important to me when I need them.”
- “ILL Training and Emergency Kiosk”
- “Julie and David helped me get my construction grant done on time.”
- “Julie Wever pulled some books for a student report, which the student's parent was able to pick up at Dawn's desk. Betsy Brooks helped our Board president with

the new E-rate application. Betsy also helped greatly with re-setting up our public computers.”

- “Much collaboration with Julie Wever to secure and implement our construction grant. This grant will greatly increase the functionality and appearance of our building -- so far, our patrons are delighted.”
- “My connections with CEFLS helped me survive my first 6 months on the job.”
- “No”
- “not this year”
- “Obtaining sheet music from the Library of Congress for a patron; she was thrilled!! Helping to transit ILL material to other schools and libraries makes it worthwhile for patrons to use the service.”
- “The disaster preparedness kiosk / emergency workshop was interesting, and probably something we would not have done on our own - it also prompted some safety changes that we made to the library. Also, the ILL service we provide through the CEFLS delivery is essential to our patrons and much appreciated!”
- “The summer reading program mini-grant helped us serve our young patrons with new books and a memorable program.”
- “Through a manual request Kim was able to find a very obscure family history for one of our patrons. The Library housing the document made a copy for him to keep. That was one very happy patron.”
- “We have received public relations help to advocate for and to publicize our services to the community, we have received continued support for any/all questions that arise from use of Horizon, we have been able to display services that extend beyond our library (safety kiosk) and the day-to-day support we receive from CEFLS is immeasurable – only an e-mail and/or telephone call away the CEFLS staff time is given generously and their knowledge is shared in a comprehensible manner. We are grateful to be a member in this wonderful system.”

28) Do you have any suggestions on how we can focus our human and financial resources to provide optimal service to you and your patrons in the coming year?

11/30 responses

- “I believe that you already do this.”
- “Continue to offer various training opportunities; grant support is key; allowing consultants to visit libraries and meet with directors/staff/trustees is important as well.”
- “I appreciate the services you are providing, including the new ILL shipping service and directory.”
- “I think CEF should organize library directors/and or their board members to attend budget meetings at the county level as well as state level. That's where the funding is and without the funding, your staff can't do any more than they already do.”
- “Just keep doing what you are doing. I can't imagine operating without CEFLS.”
- “Keep doing what you are doing, and continue to stay on top of trends (e.g. downloadable audiobooks, ebooks and e-magazines) and offering training on these new services.”
- “Keep providing the excellent services and support that you are currently offering.”
- “Less focus on prisons and more attention to developing and supporting new initiatives to benefit member libraries and their communities. Consider streaming media, visiting libraries for no particular reason, develop a long term budget to consider the realities of building costs (should you sell and rent a space), ever increasing staffing costs,do you need to collect the number of books you do, and whether CEFLS can afford to stand alone or if merging with another system would result in better service to those you serve. I know that merger talks have been going on for years. Thank you.”
- “No”
- “no”
- “One of the things that I value the most is the experience and expertise that CEFLS staff provide. I am always going to one person or another with a question, and everyone is willing to help and provide assistance.”