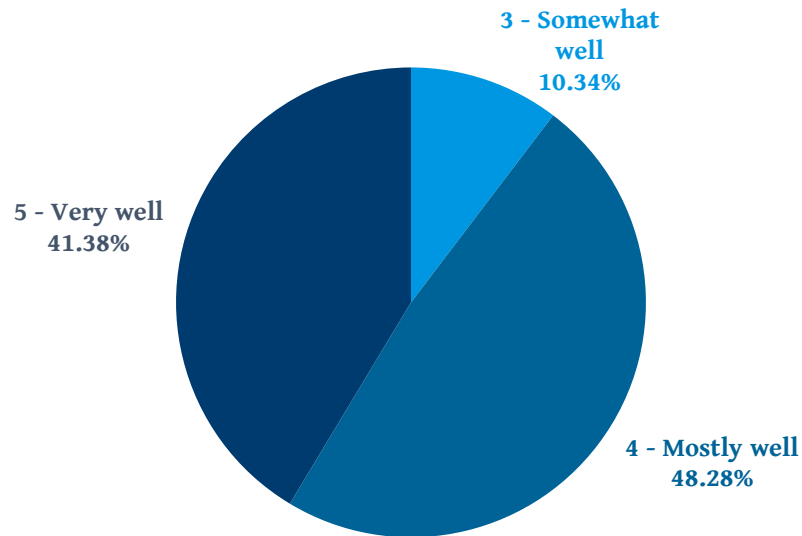


Resource Sharing

- 1) How well are your patrons' needs for nonfiction materials met by the library collections within the system?

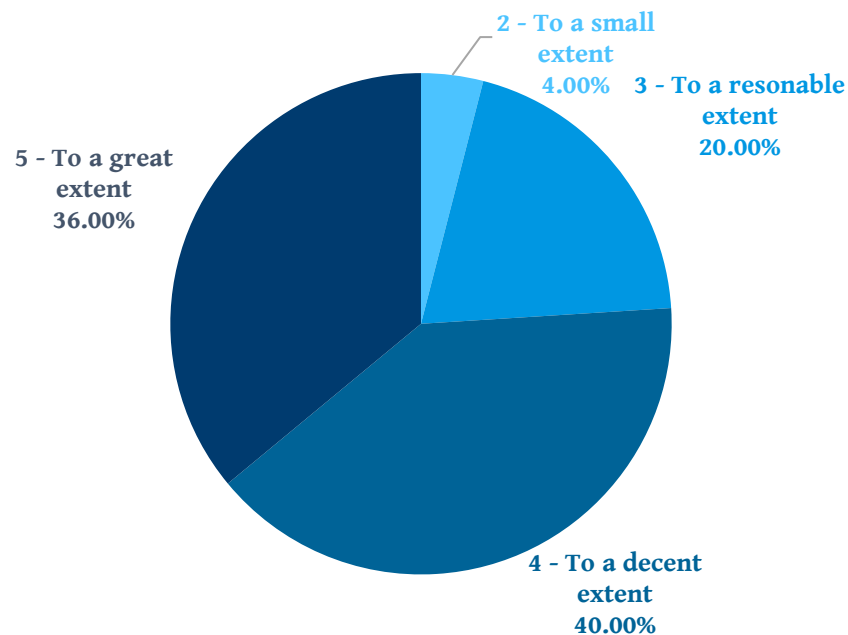
29/30 responses



Integrated Library System

- 2) If you or someone from your library attended a CEFCAT/Horizon training session in 2017, to what extent were your related skills improved as a result?

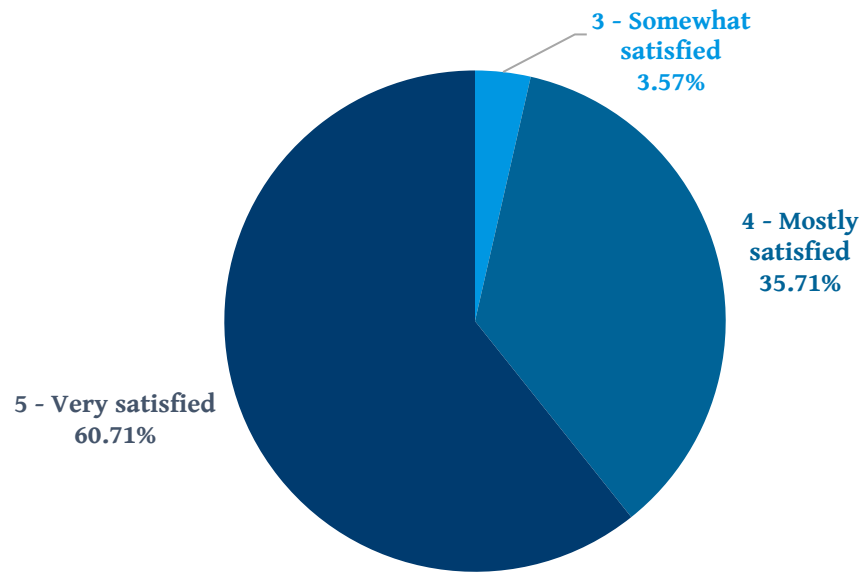
25/30 responses



Delivery

- 3) How satisfied are you and your patrons with the turnaround time for materials delivered on the CEFLS van?

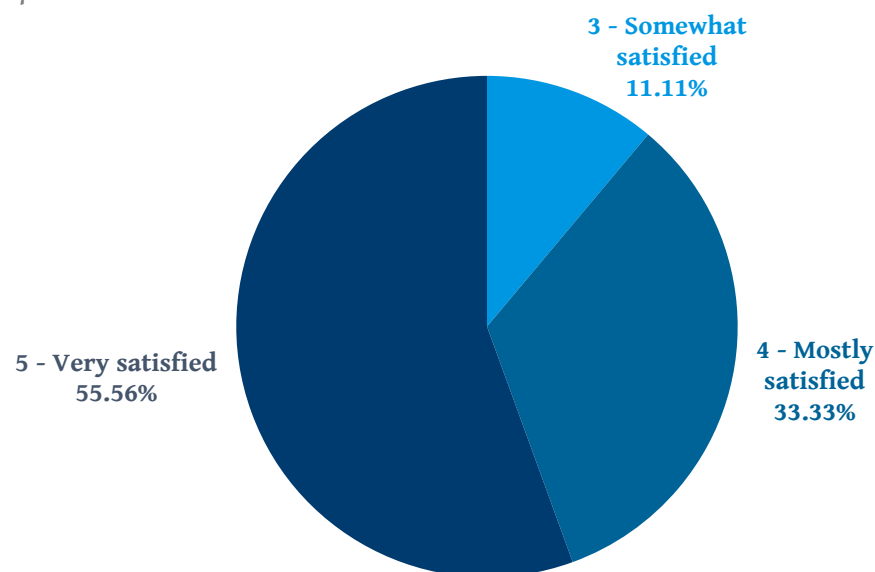
28/30 responses



Interlibrary Loan

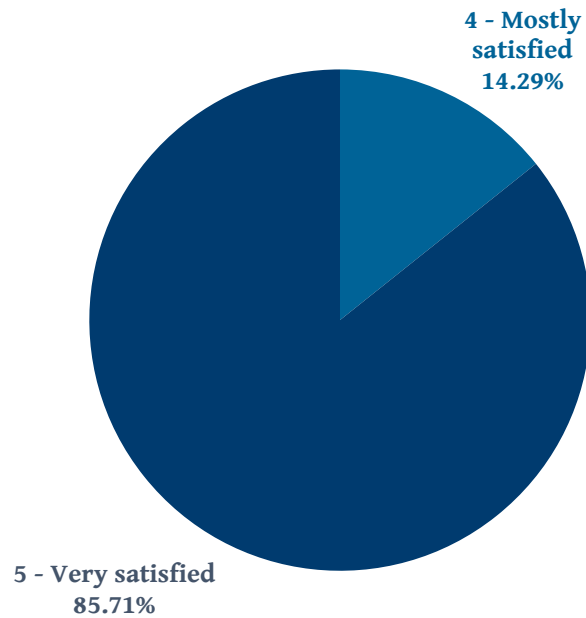
- 4) How satisfied are you with the ease of obtaining ILL materials from outside of the system (with DueNorth and OCLC)?

27/30 responses



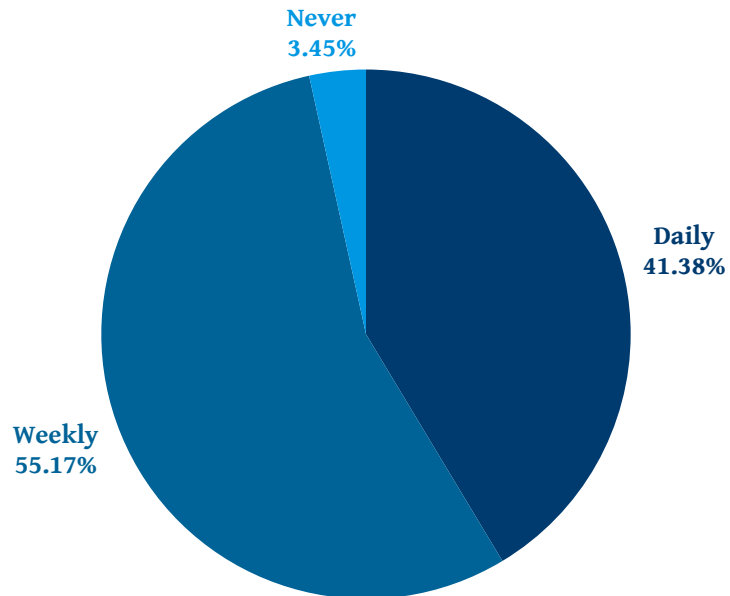
- 5) How satisfied are you with the ease of requesting ILL materials within CEFLS (with Horizon)?

28/30 responses



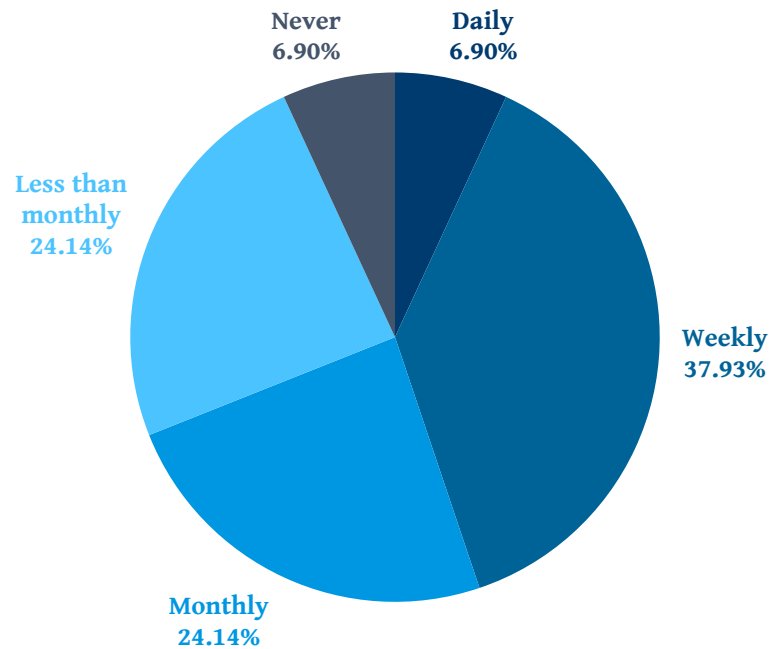
- 6) How often do you make requests for patrons using Horizon (within the system)?

29/30 responses



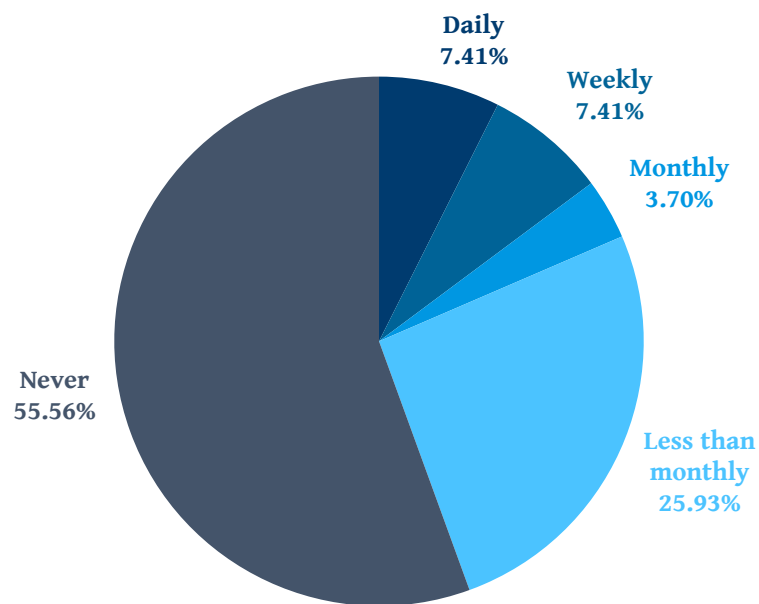
7) How often do you make requests for patrons using DueNorth (outside of the system but within the region)?

29/30 responses



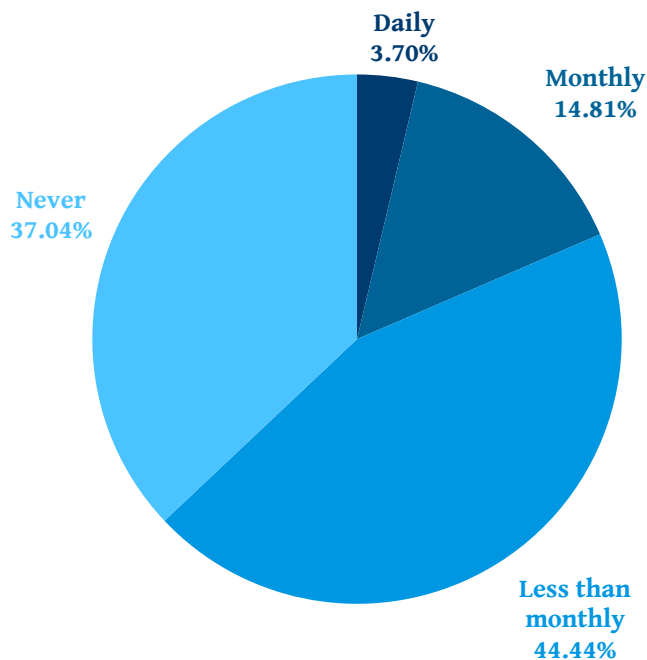
8) How often do you make requests for patrons using OCLC (outside both the system and the region)?

27/30 responses



- 9) How often do you make manual requests to CEFLS for nonfiction not found in the region (if you do not have direct access to OCLC)?

27/30 responses



- 10) Please tell us about any aspects of interlibrary lending that you would like training on.

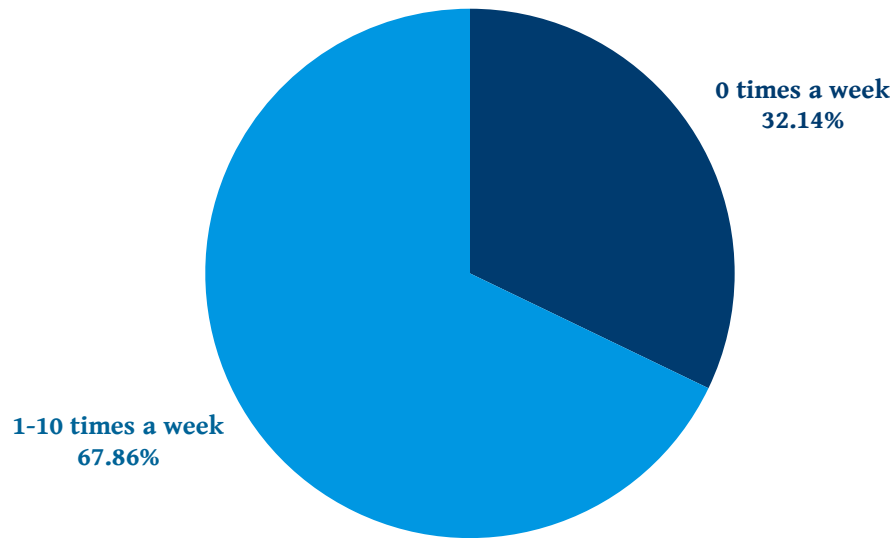
7/30 responses

- “How to keep track of stats.”
- “If there is an email sent that a book has been requested by a patron outside the system”
- “Feel confident/competent with how to use the ILL system”
- “I think all ongoing computer training for library staff is very helpful”
- “n/a”
- “OCLC and DueNorth”
- “none”

Digital Collections Access

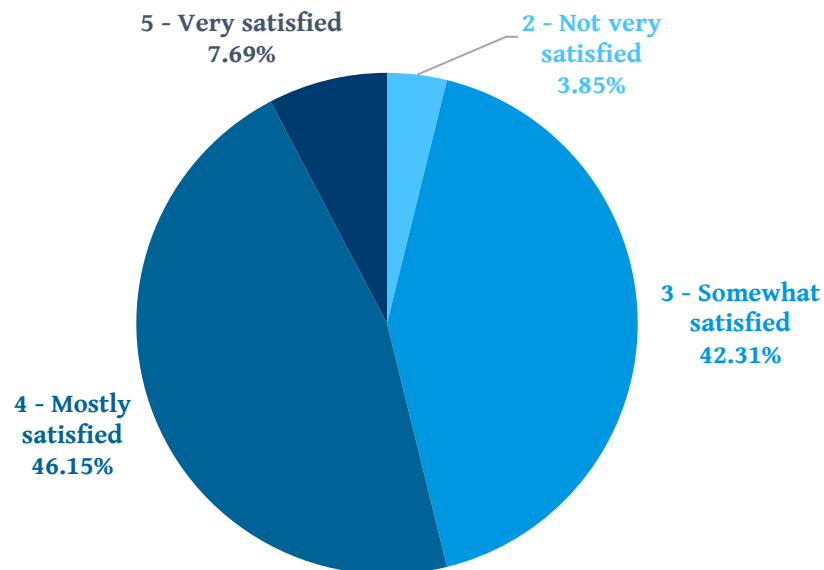
11) In a typical week, how many patrons do you help with using electronic media (ebooks, e-audiobooks, e-magazines)?

28/30 responses



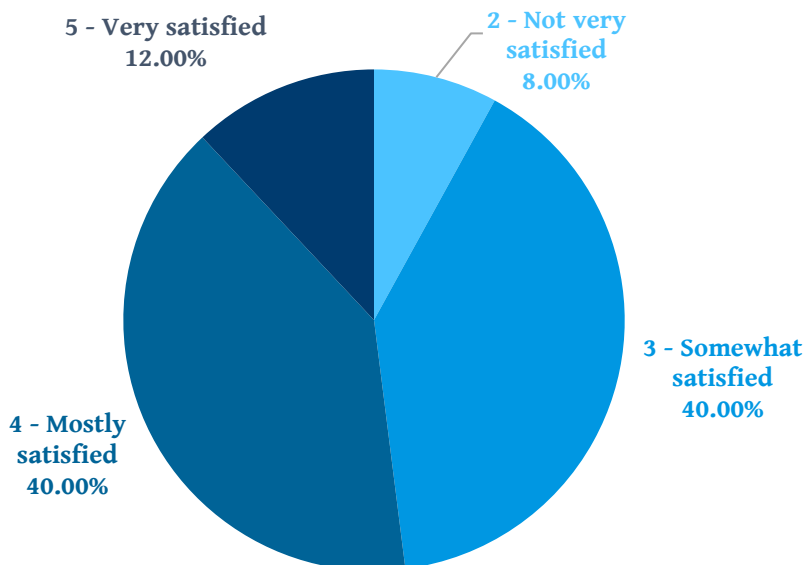
12) How satisfied are your patrons with the scope of the OverDrive fiction ebook and e-audiobook collections?

26/30 responses



13) How satisfied are your patrons with the scope of the OverDrive nonfiction ebook and e-audiobook collections?

25/30 responses



14) Please provide any feedback received from patrons about OverDrive ebooks/e-audiobooks:

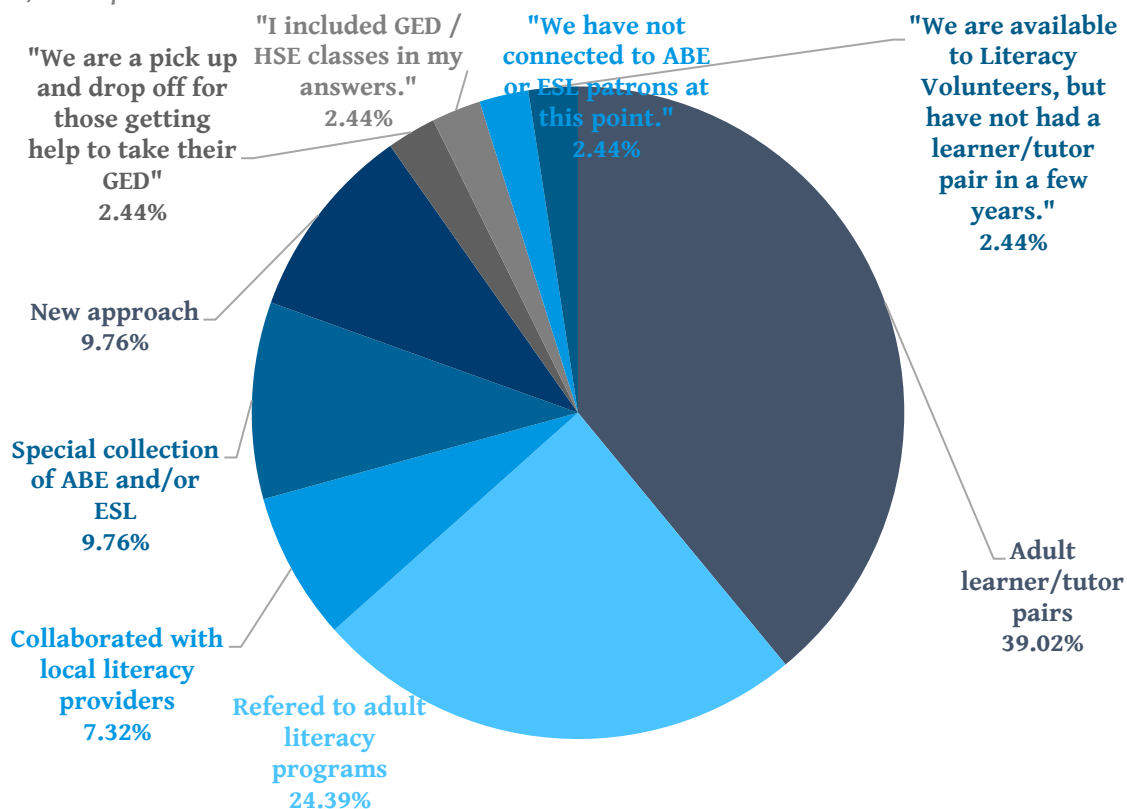
10/30 responses

- “They often are puzzled on how to use it, but after a one on one session they are fine.”
- “Not enough time allotted”
- “they love having the extension of e-materials available”
- “We do not get very much satisfaction feedback, mostly questions on how to use Overdrive”
- “My patrons find it very difficult to use OverDrive to listen to audiobooks. I have had two within the past month unable to access materials once downloaded.”
- “Patrons want more AF bestsellers.”
- “They'd like to be able to renew ebooks and e-audiobooks.”
- “Downloadable e-audiobooks are well liked.”
- “Most say we don't have the book they are looking for.”
- “Those few who are using it appreciate it. The download process, while easier than in the past, is still confusing for people. More variety in fiction, and especially non-fiction, would be welcome.”

Special Client Groups – Adult Literacy

15) Did you offer any of the following services to adult learners in your area?

21/30 responses



16) Please tell us briefly what services were most in demand and what assistance from CEFLS you might benefit from in order to meet the demand.

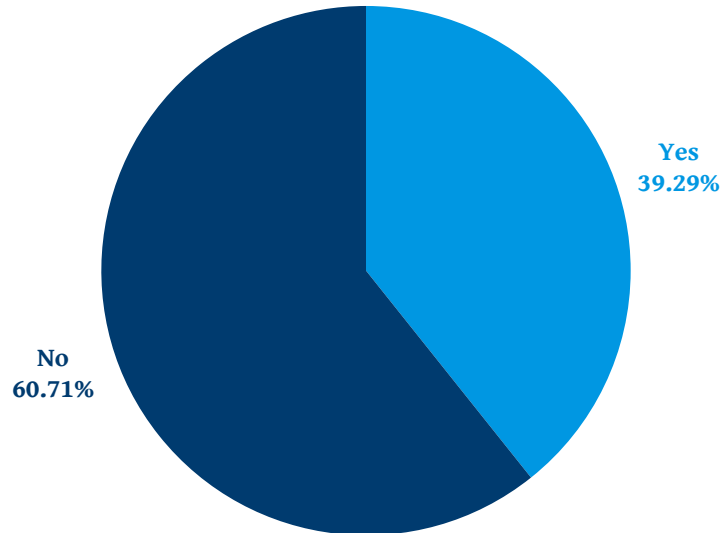
6/30 responses

- “We haven't has any need.”
- “Special Need Adult Programs”
- “Rotating book collection. Large print books. All do a wonderful job at CEF!”
- “DVDs and new Fiction and Non-fiction. Rotating collection helps tremendously”
- “GED / HSE classes. BOCES manages these classes, they just meet here.”
- “-ILL”

Special Client Groups - Coordinated Outreach

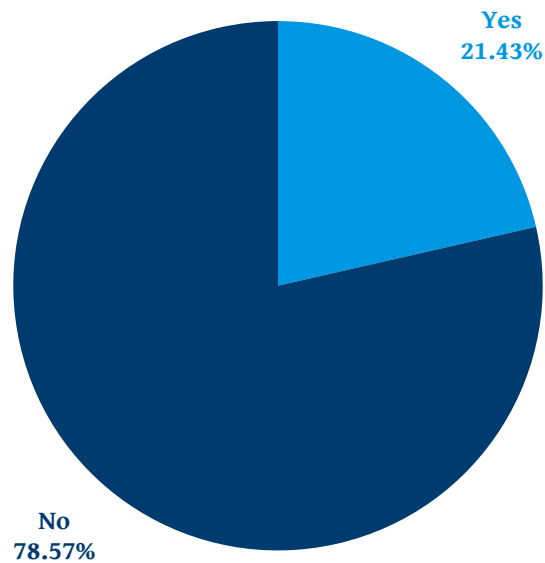
17) I offered new programs/services to adults age 55 or older.

28/30 responses

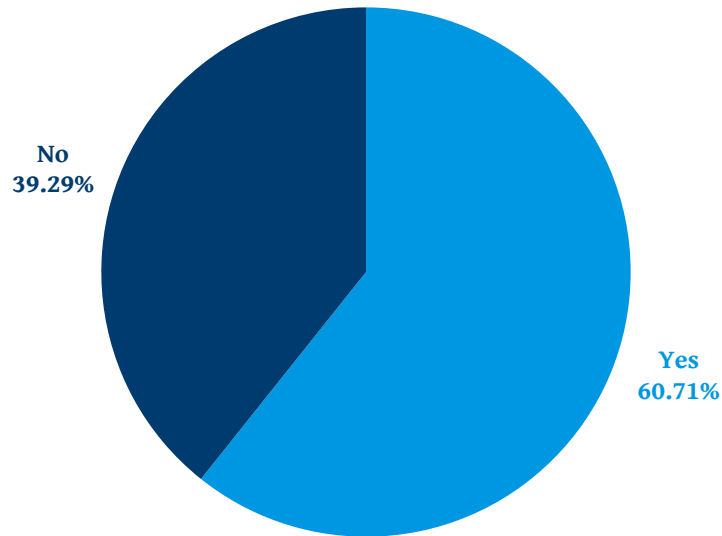


18) I had more than 10 contacts with human service agencies in my town and/or county.

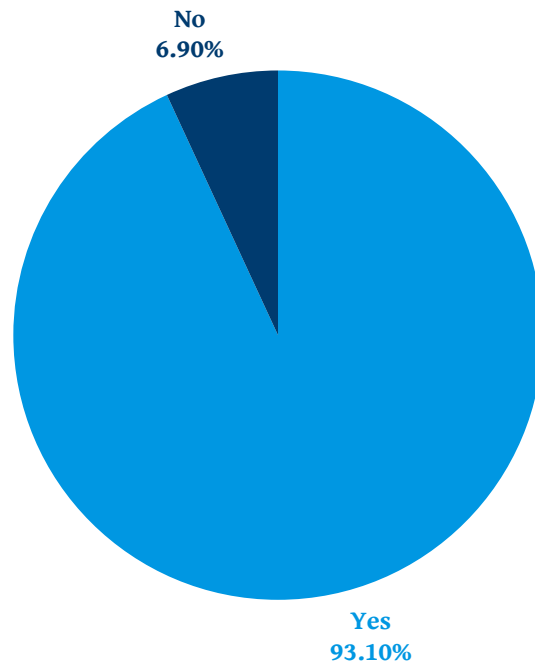
28/30 responses



19) Visually impaired residents in my community use my library.
28/30 responses

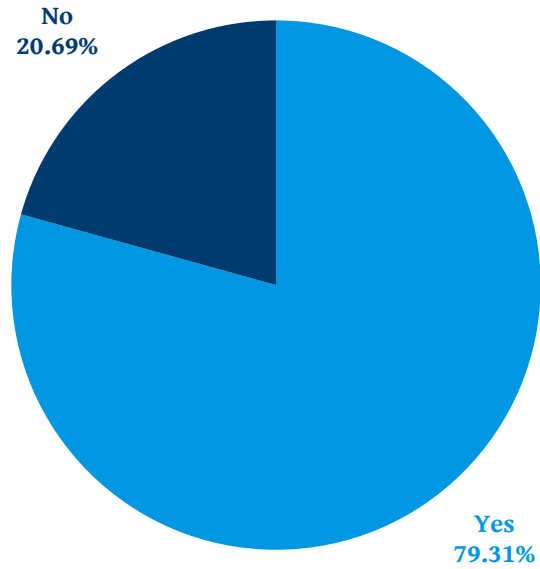


20) My library is accessible to people of all ages and abilities.
29/30 responses



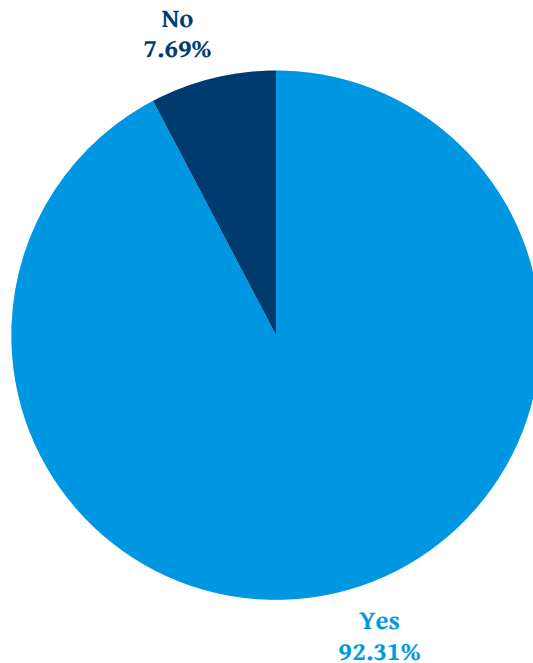
21) My library users of all abilities can easily access materials in the CEFLS shared online catalog.

29/30 responses



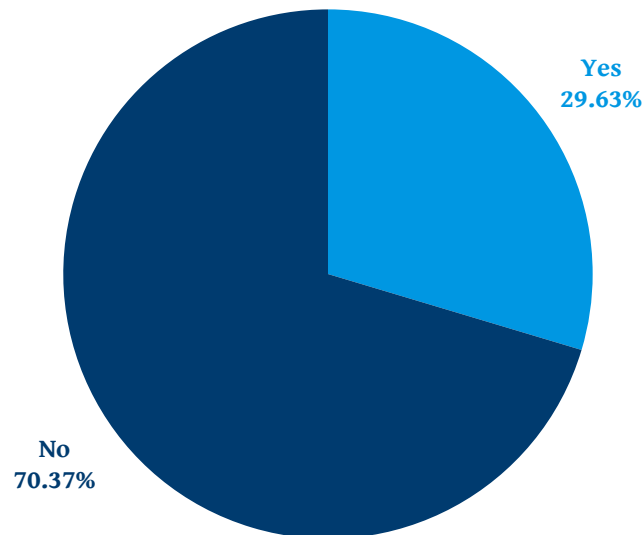
22) I am interested in reaching out to current non-library users at community events.

26/30 responses



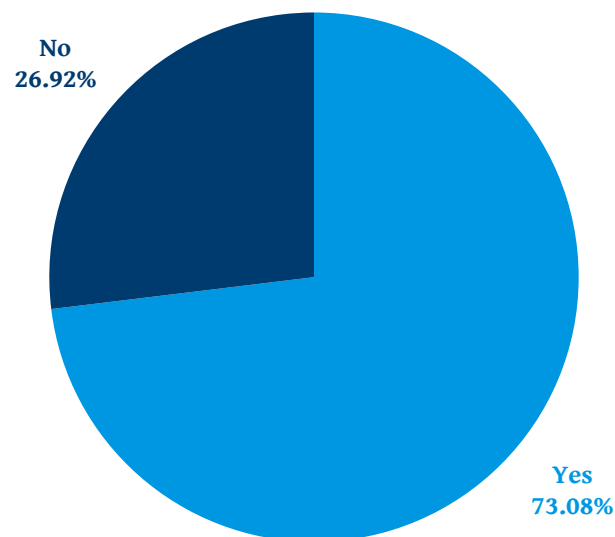
23) There are “ethnic minorities in need of special services” in my community.

27/30 responses



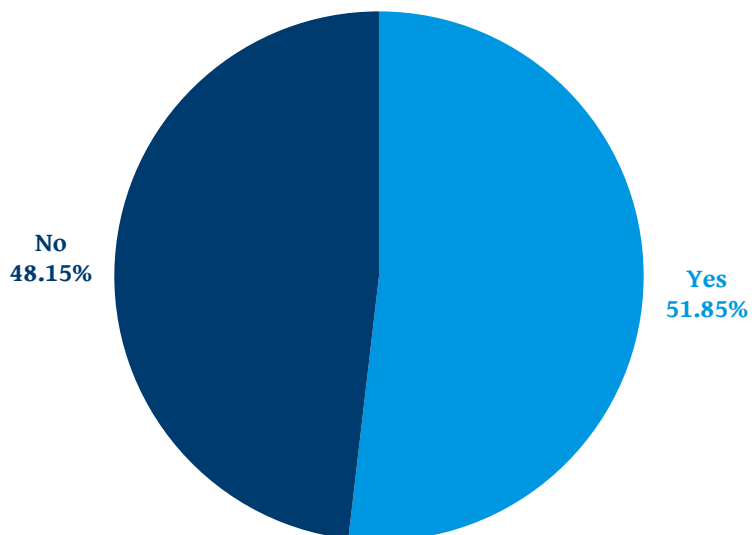
24) My service community includes “institutionalized” individuals (residents of nursing homes, rehabilitation centers, etc.) in need of library services.

26/30 responses



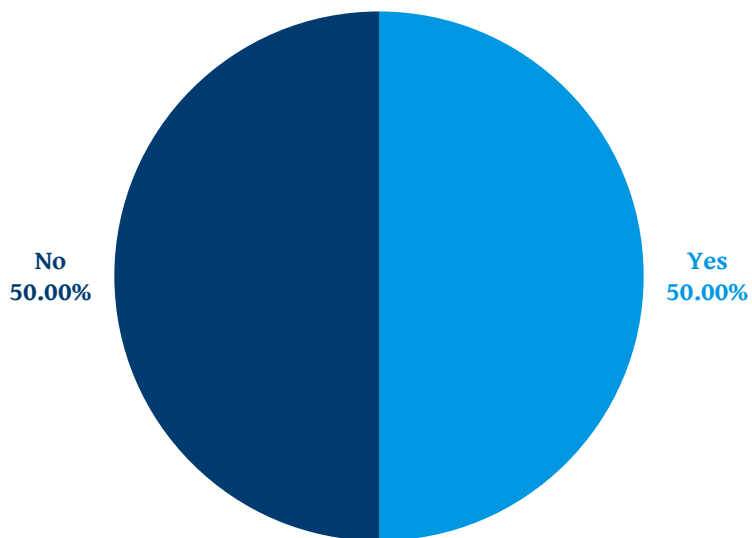
25) I hosted one or more technology-related training session(s) for older adults.

27/30 responses



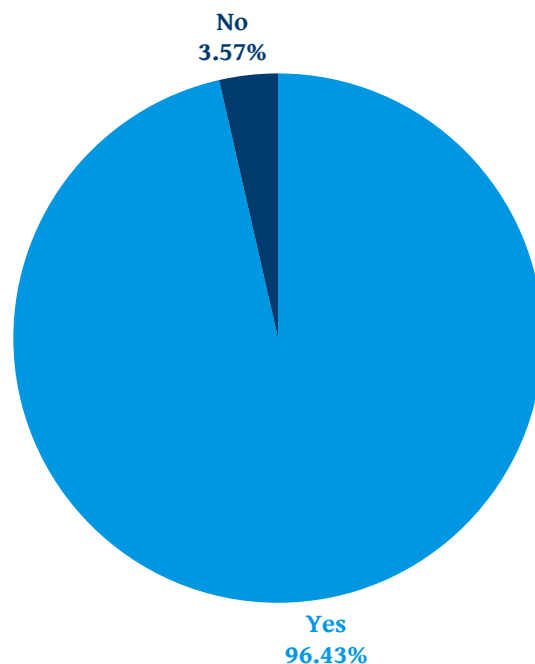
26) I hosted one or more program(s) for older adults (non-technology).

28/30 responses



27) There are residents in my community who would benefit from the information found in databases on the CEFLS website but who may not be using these resources.

28/30 responses



28) Comments:

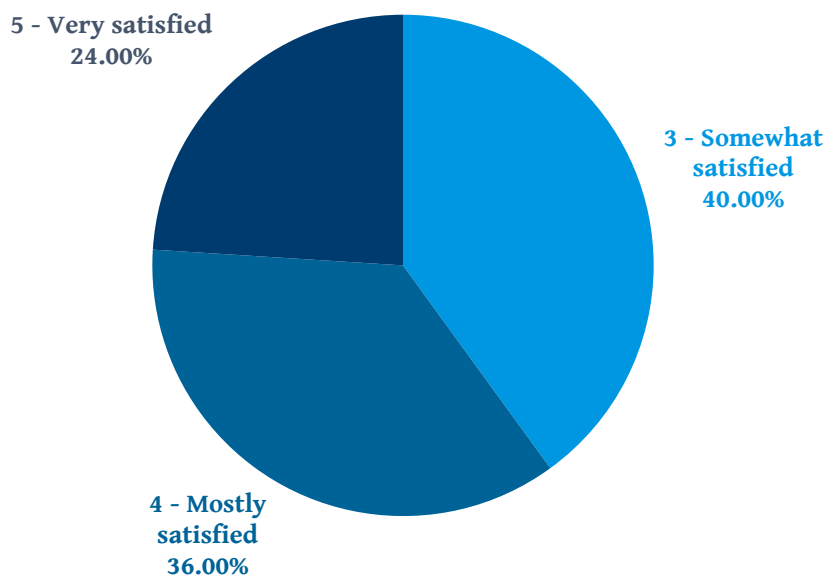
6/30 responses

- “We are planning more outreach for older adults and children in 2018”
- “We have not discovered an effective way to promote databases, but we do mention them more as people ask.”
- “Need assistance with advertising to community groups.”
- “Accessibility: the first floor is totally accessible. While we meet local code for the second floor, we do have accessibility issues for some patrons because of the steep stairs.
“Online catalog: many patrons need help with the online catalog.”
- “It would be helpful to have flyers (instructional) for patrons that we can hand out when we refer them to resources. Also a reminder for staff.”
- “An evening training session for patrons (who would mostly be older adults) on downloading e-materials would be helpful. A session to demonstrate the databases and other resources available on the CEF website would be great, too. Maybe that is something we should do ourselves, but any help would be appreciated.”

Special Client Groups – Correctional Facilities

29) Please rate your satisfaction with the process of lending materials to state correctional facility libraries.

25/30 responses



30) What are your thoughts on making lending to correctional facilities an effective process for all?

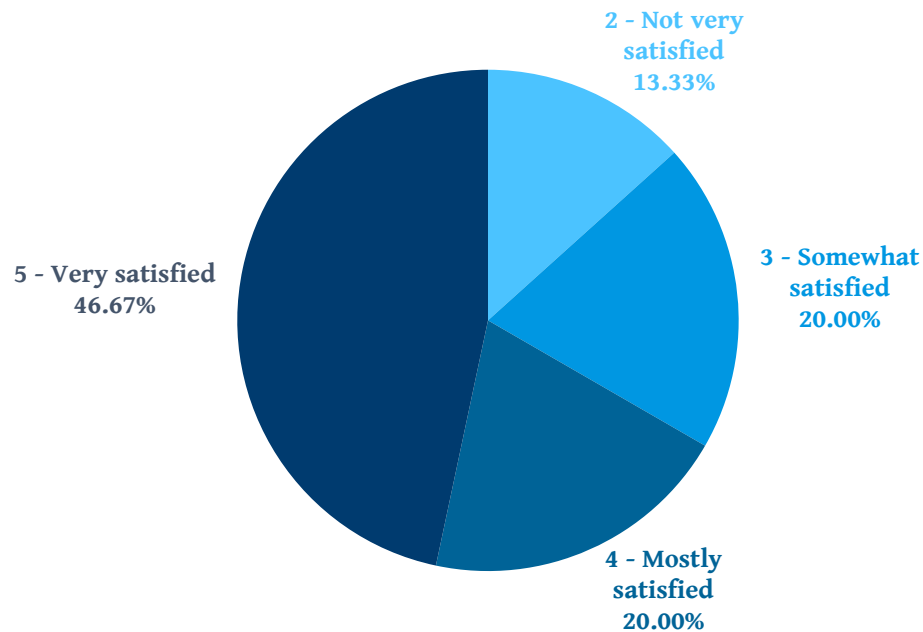
9/30 responses

- “I have no thoughts on this.”
- “We do not have many requests but we bring donations yearly to facilities for their libraries”
- “I support the access of materials by correctional facilities, difficult as it may be to get materials back.”
- “I've had no problems with CF and do not know what this question refers to.”
- “We are pleased with the new delivery process, so we don't have to mail material anymore.”
- “I don't understand what you mean by this question. When CF request items through Horizon, we send them. I don't see any problems getting items back; CF is no worse than member library patrons.”
- “The only issue I have with lending to correctional facilities is overdue materials.”
- “It seems that they're much better about returning our items that they borrow.”
- “We have had too little experience with it to comment.”

Special Client Groups – Early Literacy (Birth to School Age with Parents/Caregivers)

31) Please rate the satisfaction of families who borrowed Early Literacy Kits via your library.

15/30 responses



32) Comments:

11/30 responses

- “Feedback was quiet. Those caregivers that were asked truly were grateful and used them.”
- “N/A To my knowledge, we have not had these kits circulate”
- “no kits borrow yet”
- “We have not used the Kits”
- “Would be nice if these were included as part of rotating collection. They would get used a lot more.”
- “Not sure that we've borrowed these yet! I forgot about them! I just requested one.”
- “n/a”
- “The Early Lit. Backpacks have been a great success with our patrons. The diversity of materials make it enjoyable for the parent and the inclusion of music and sometimes a puppet completely engage our early learners, making it fun to learn.”
- “N/A”
- “I don't think any of my patrons borrowed these kits.”
- “have not had any use”

33) In order to loan out an Early Literacy Kit at least 10 times in 2018, I need the following from CEFLS:

13/30 responses

- “More kits.”
- “More things I can POST”
- “we may promote the Early Literacy Kit in conjunction w/an early reader program”
- “perhaps a flyer listing the items available.”
- “maybe some advertisement, posters brochures”
- “Kits available at library without request”
- “Put them in rotating collection. Or, print me out a list of ones you have and what is included in them so I can share the list with my storytime gal. Maybe she would use them”
- “Reminders to borrow them! ;-)”
- “Flyers and or brochures”
- “Posters or advertising materials to promote kits”
- “low demand for this service”
- “I think a display of the kits offered would be nice.”
- “More information; help publicizing.”

34) In order to meet current or an increased demand for other early literacy resources from families in my community, I need the following from CEFLS:

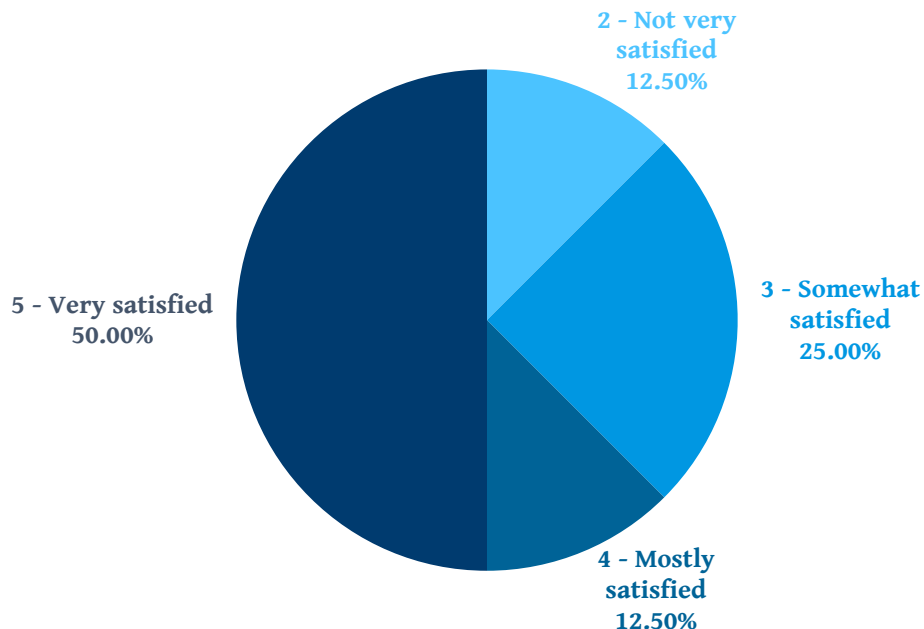
8/30 responses

- “More kits”
- “More Early Reading and Reading Ready Packets”
- “It would be great to have a person/assistant from CEFL when we host a literacy program”
- “IDK”
- “I do not see an increase in demand. Families with young kids seem happy”
- “N/A”
- “More kits for better access to all the libraries.”
- “Awareness of the resource to our patrons.”

Special Client Groups – Youth Services (Youth to Age 18, excluding Early Literacy)

35) Please rate the satisfaction of families or individuals who used Maker Kits at your library.

8/30 responses



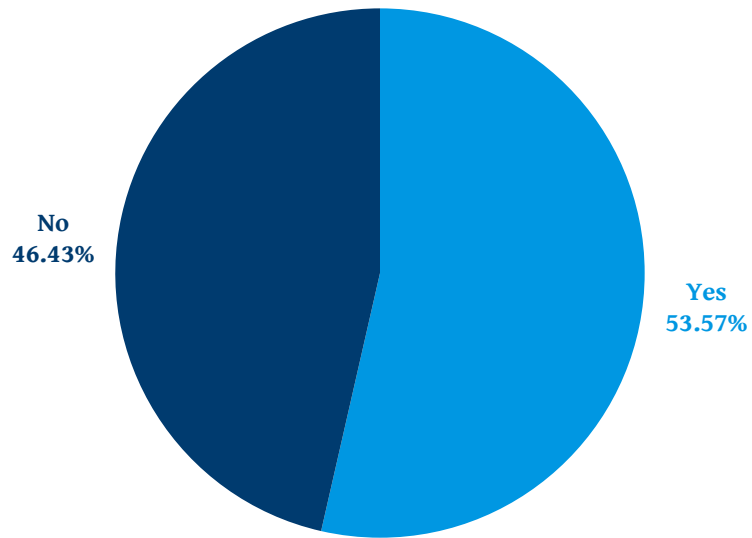
36) Comments:

14/30 responses

- “Too difficult.”
- “N/A”
- “has not happened”
- “We have not used Maker Kits at this time.”
- “none used”
- “N/A none of our patrons have borrowed one yet”
- “I borrowed two but didn't let patrons borrow. Again, if they were part of rotating collection I think they would get used more and patrons would want more. Especially home school families.”
- “We haven't borrowed them yet. I looked for ‘maker kits’ in the catalog and only found, ‘The makerspace librarian's sourcebook / edited by Ellyssa Kroski.’”
- “n/a”
- “We have not used these, as yet.”
- “Not used”
- “We have not used these kits.”
- “None of my patrons used these kits.”
- “no use yet”

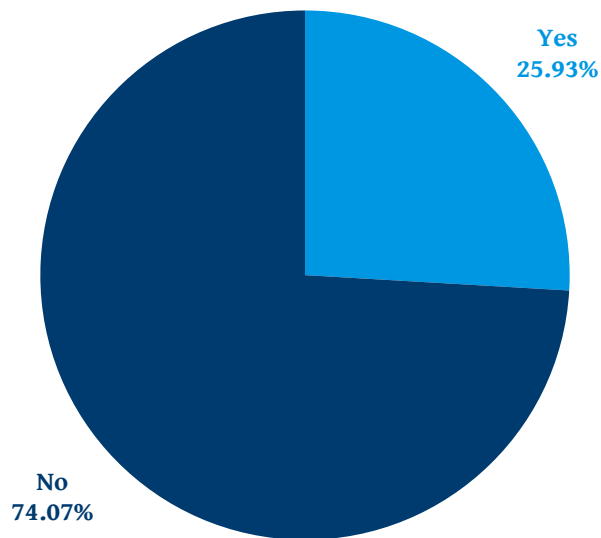
37) Apart from themed Summer Reading programs, did you organize and host one of more “reading for pleasure” program activities for young readers and their families?

28/30 responses



38) Did you perceive a demand from families for more or different resources and programs?

27/30 responses



39) If you answered “Yes,” please tell us what was requested and how you met the need.

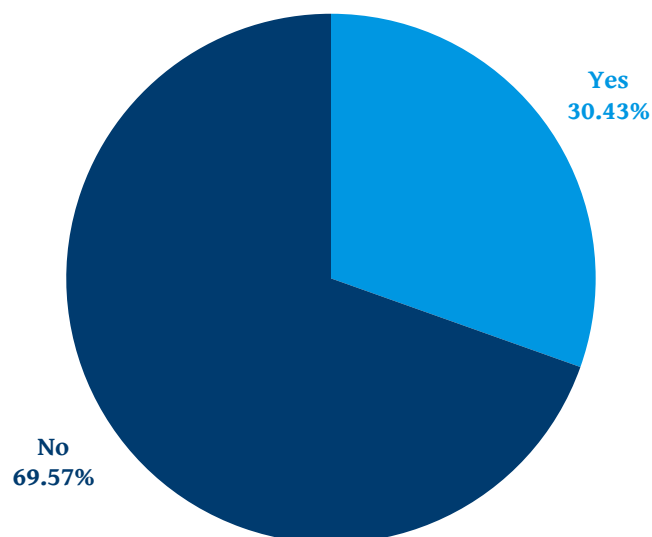
7/30 responses

- “Math instruction / programs & home schoolers in need of research instruction”
- “Na”
- “A variety of programs. In 2017 we had a "Medal Winning" Program (using all Medal Winning Books. No minimum or limit. All awards given. In conjunction with our "Summer Library Camp" using the 5 elements, books and activities and this year we will have a Harry Potter Reading and movie and a Library Summer Camp to write and illustrate a book.”
- “We are currently conducting a survey on this. But in my opinion public always asks for more programming and when it is provided the numbers attending are low.”
- “Homeschool families want kits for science and math topics such as measuring/volume”
- “Ever increasing awareness of our fantastic Children's room and Librarian has brought lots of new families into the library. We added a music story time as well as welcoming home school groups. We welcome ideas from the community as well as working hard to make the library a family space.”
- “Some parents have indicated they would like a story time. I am an interim employee and have not implemented any programming yet.”

Special Client Groups – Geographically Isolated

40) Are there rural residents in your service area that you would like to work with CEFLS to “reach out” to?

23/30 responses



41) Please comment on what you might need in order to do this.

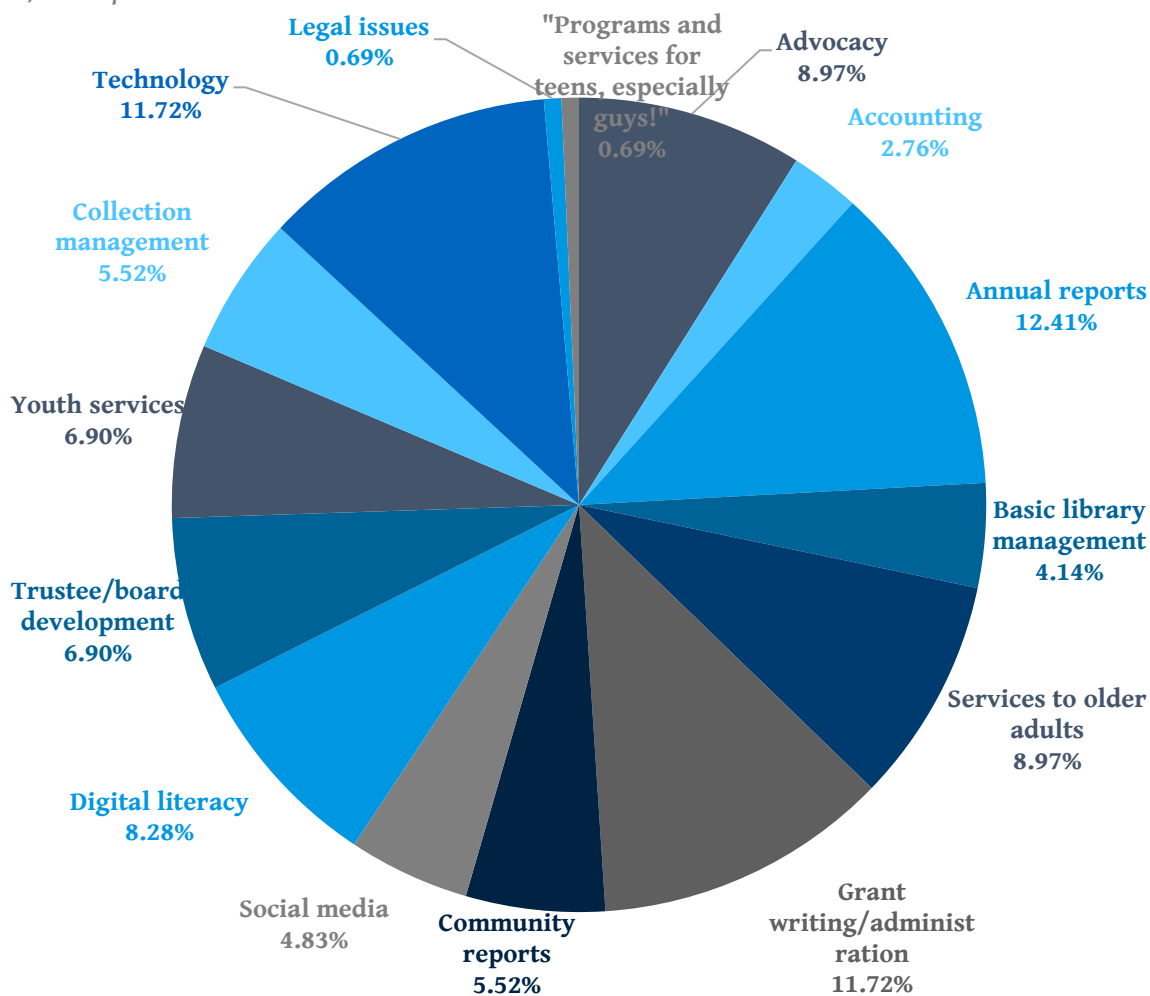
6/30 responses

- “Na”
- “Funding for Advertising in the FREE and Local Newspaper.”
- “any of the school children w/i the Au Sable School district - which is a large area”
- “I have no idea how to reach them.”
- “Unfortunately, the bookmobile was the best way, but I know it is too expensive.”
- “Although we have many rural residents, they find a way to get to us when they want our resources. I'm not sure how CEFLS could help us reach out to them.”

Professional Development and Training

42) In 2018, the top five training/professional development topics for myself and trustees are:

29/30 responses



43) Please elaborate on any of the above topics as needed.

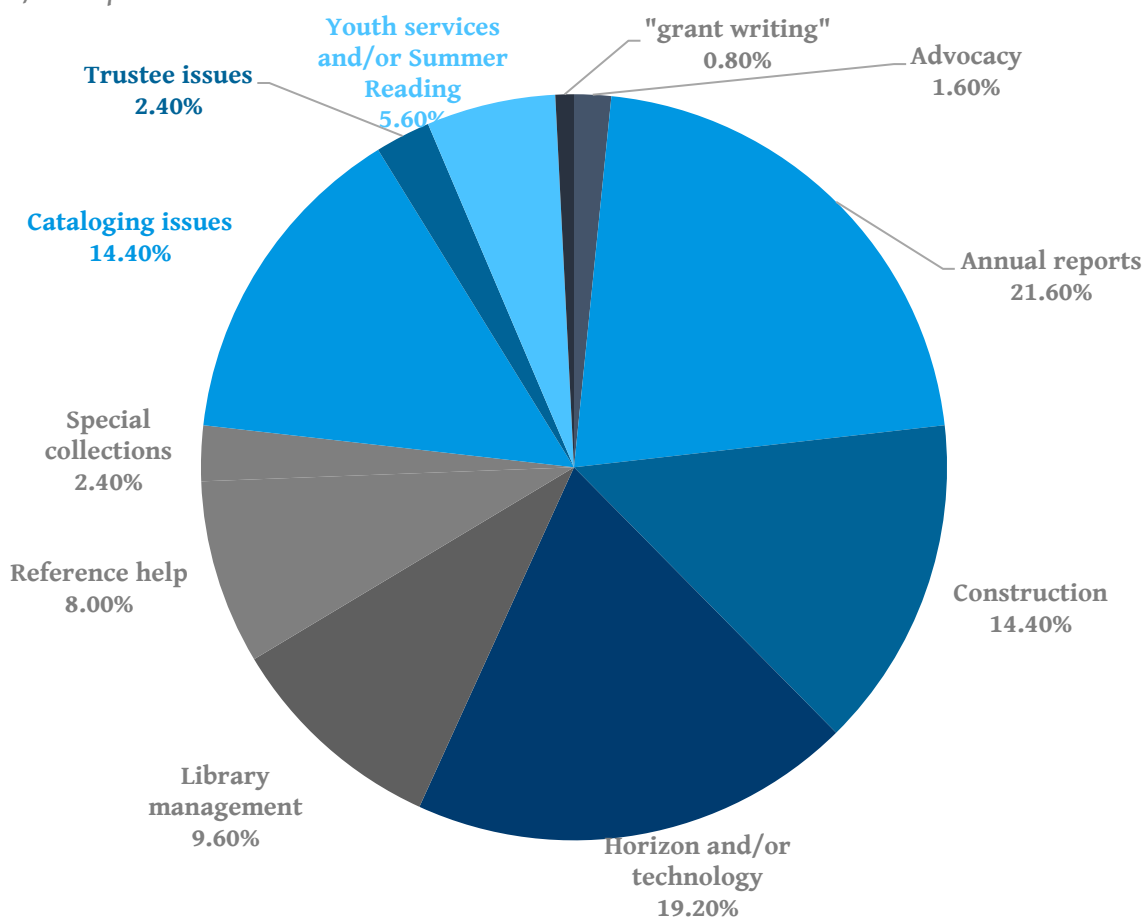
4/30 responses

- “na”
- “Making the library more centralized to the community at large/What I should be tracking for the Annual Report/BEST ways to Manage the stacks/The Resources in Digital Downloads and what devices are needed by Patrons/Balancing the collection in the library”
- “trainings are rarely on days I can attend”
- “Boards need to learn how to advocate for/ raise funds for the library.”
“Understanding sustainable funding.”

Consulting and Development Services

44) What topics did you consult with CEFLS staff members about?

27/30 responses



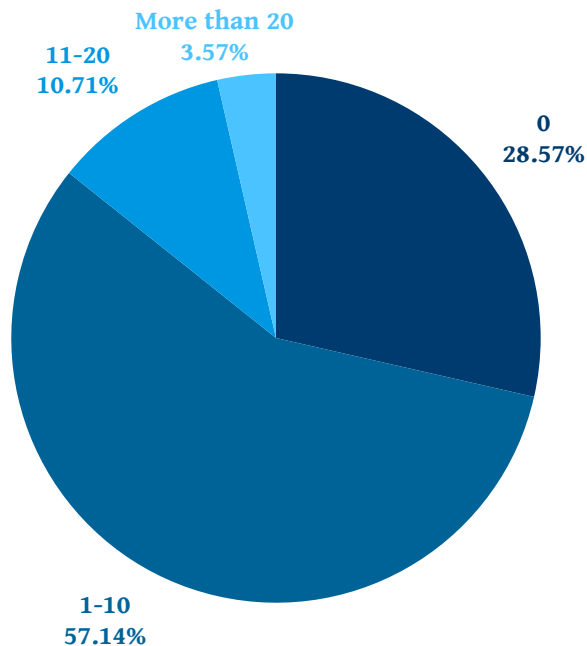
45) Are there other topics that you would like assistance with?

3/30 responses

- “If any come up the Staff is ALWAYS helpful and prompt to assist.”
- “running reports from horizon,”
- “I would like to see more training opportunities for library assistants.”

46) How many times did you consult a LibGuide (cefls.libguides.com) on the CEFLS website or refer a patron to these materials?

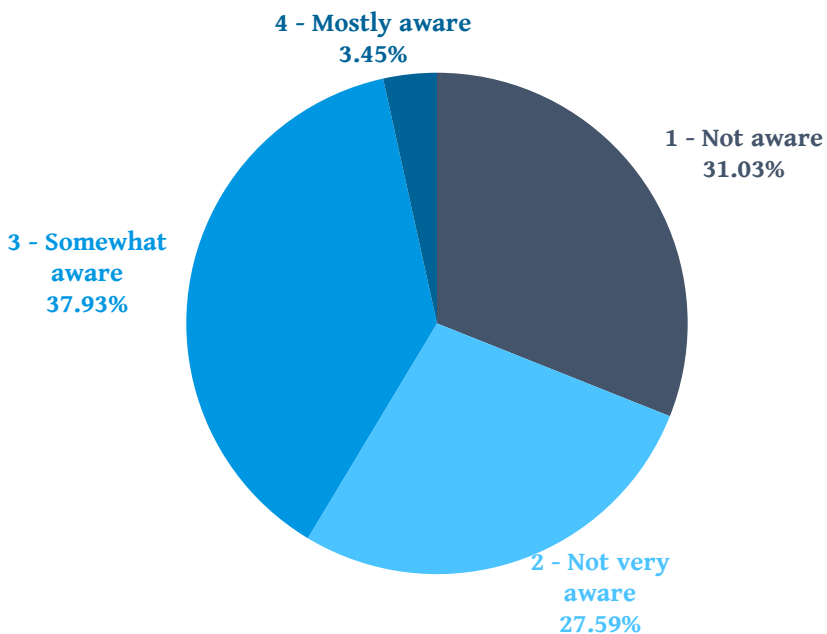
28/30 responses



Coordinated Services for Members – Virtual Reference

47) Please rate your local patron awareness of NOVEL NY and the other databases and learning resources available on the CEFLS website.

29/30 responses



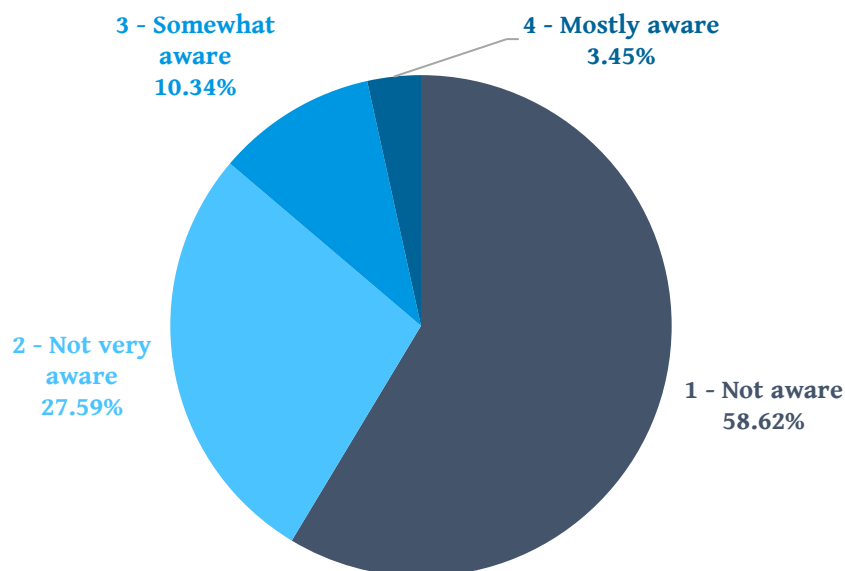
48) In order to increase patron awareness of these learning resources, I need the following from CEFLS:

11/30 responses

- “I'm not sure how to get the word out. I often educate in my newsletter but there doesn't seem to be any more usage.”
- “Are there any ‘Mass Emails’ such as our Newsletters or are these strictly to the branches?”
- “A CEFL person to host a workshop at our library”
- “Materials explaining the databases that are eye-catching.”
- “posters, brochures”
- “I really don't think patrons care about databases. I tell them about what we have but don't get a response.”
- “training”
- “Bookmarks or brochures with info for patrons to take”
- “low level of interest”
- “Flyers, pamphlets”
- “Print materials (flyers, bookmarks?), news article(s)?, open house/info session at our library?”

49) Please rate your local patron awareness of ASK 24/7 from the Central Library.

29/30 responses



50) In order to increase patron awareness of ASK 24/7, I need the following from CEFLS during 2018:

14/30 responses

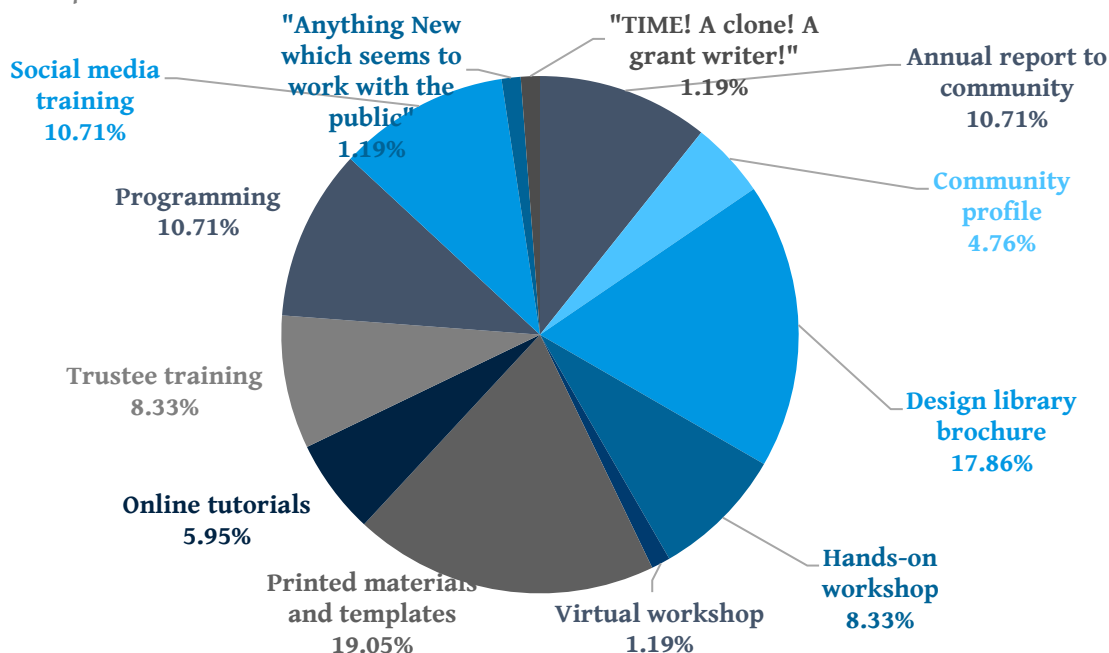
- “?”

- “It goes into our Patron Newsletter but should always be included in any ‘Mass’ Email”
- “Same as above”
- “I don't even know what it is”
- “Brochure, flyer or bookmark”
- “I'm not even sure what it is”
- “I've used ask 24/7 twice this year. Both times they were no help. So, I don't refer my patrons to the service.”
- “Advertising”
- “It is important to note that ASK US is not a Central Library function, but rather PPL.”
- “training”
- “I wasn't aware that ASK 24/7 was available from PPL, so I haven't told patrons.”
- “Bookmarks or brochures with info”
- “low level of interest”
- “Flyers, pamphlets”

Awareness and Advocacy

51) What resources do you need from CEFLS in 2018 to market your library’s services to community groups and local “stakeholders?”

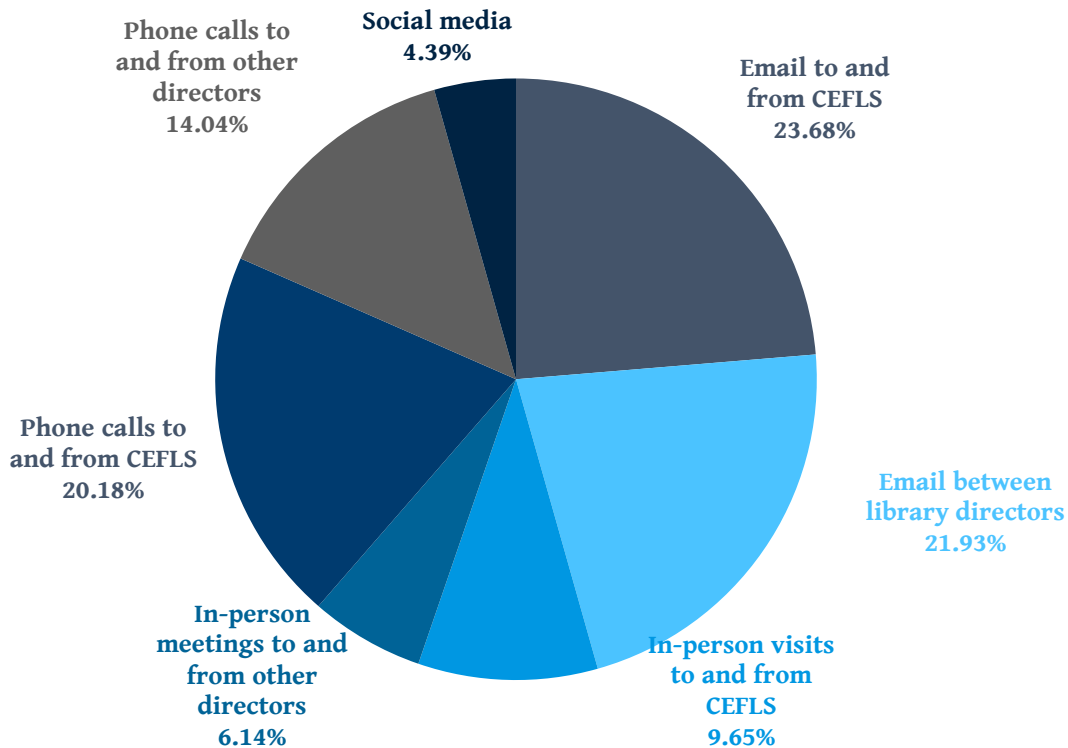
26/30 responses



Communication among Member Libraries

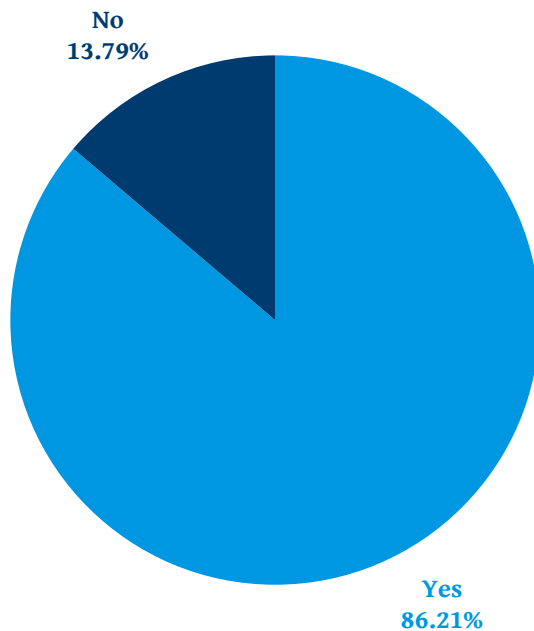
52) How do you typically share information with member libraries and CEFLS?

29/30 responses



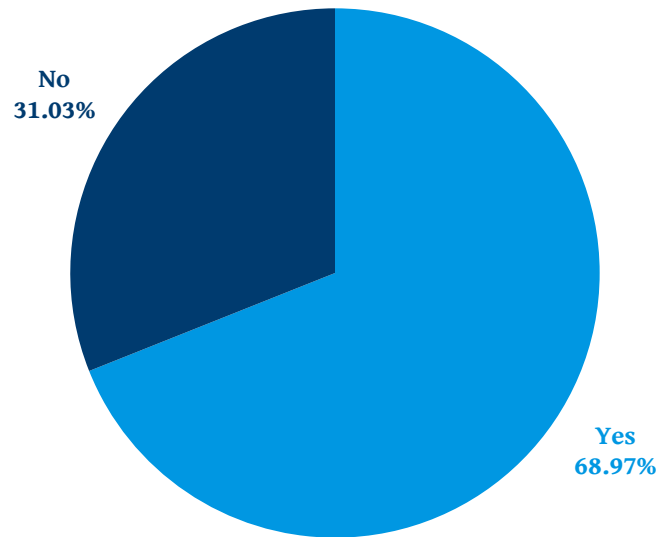
53) Are you in contact with your local school or school system?

29/30 responses

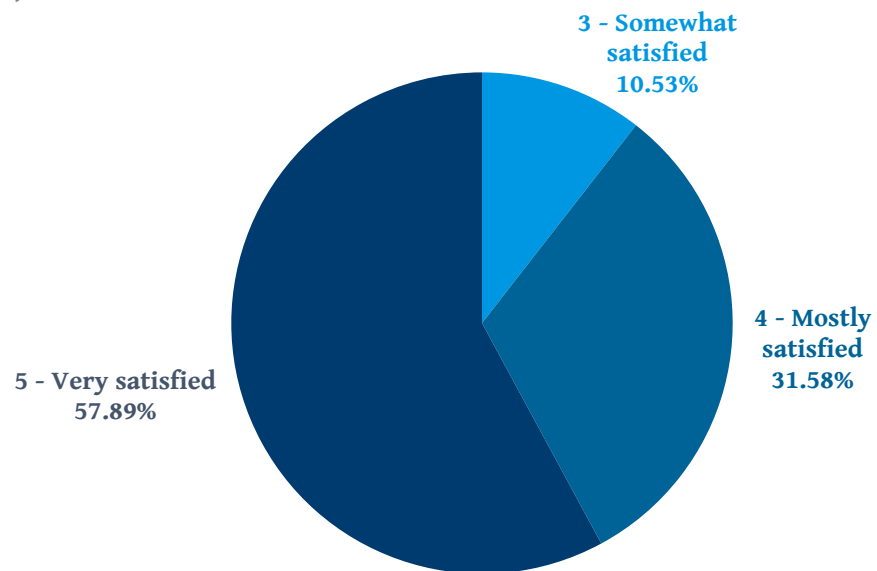


54) Were you able to attend CEFCAT meetings in the last year?

29/30 responses



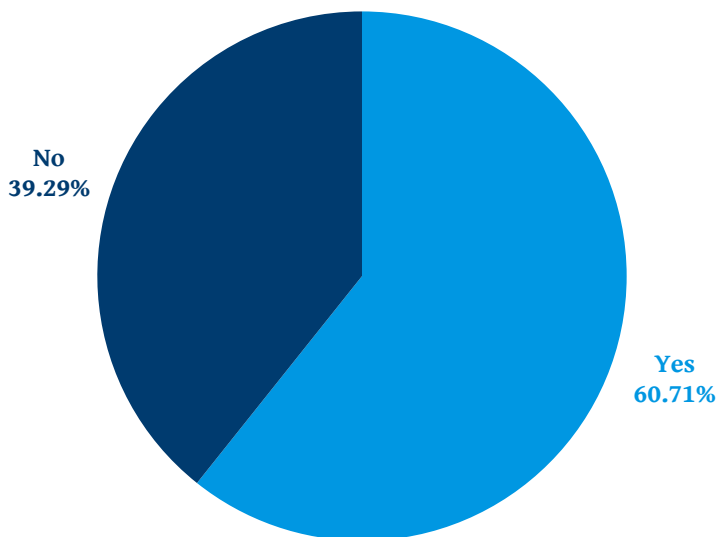
55) If you were able to attend, how satisfied were you with the meeting?
19/30 responses



Construction

56) Are you interested in actively exploring construction-related initiatives such as sustainability, green buildings, and non-state aid matching funds?

28/30 responses



57) Please comment on your local focus.

11/30 responses

- “We are in the renovation process so we can use all the help we can get.”
- “We need to obtain funding for a publicly-accessible restroom”
- “We would love to expand and include a small ‘reading room’ off the side overlooking the Boquet River. To do this we have to be DEC compliant.”
- “Becoming greener”
- “expand into our attic, create meeting space”
- “I’m interested in making the library more energy efficient through non-state aid grants.”
- “Energy efficient replacement windows for the new portion of the building.”
- “Always looking for funds!”
- “We are considering having an electricity supply source in front of the library for electric vehicles.”
- “While there is always room for improvement, we have good rapport with our local community with fairly strong communication back and forth.”
- “Not ready for another construction project yet, but interested in solar for the future.”

Final Thoughts

58) 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?

10/30 responses

- “I received substantial help, guidance and support for CEFLS staff while completing the NYS Library Construction Grant. Without the help and guidance of the CEFLS staff the task would have been much more difficult and extraordinarily onerous.”
- “NA”
- “We are working with Julie and David on a SALC grant, which would allow us to repair our entryway and build a wheelchair access ramp. This initiative will help us to better serve our older and mobility-challenged patrons”
- “As I complete my first full year as Library Director, coming in with little training and even less understanding of the timelines, budgeting and financial checks and balances needed for a smooth daily operation, I could not have moved forward on many occasions without the assistance of the CEFLS Staff. This position has utilized all my skills and abilities with its diverse needs and I thank everyone at CEFLS for the patience and time always given. I look forward to the days ahead knowing...you have me covered!”
- “CEF staff were instrumental in our obtaining construction grants”
- “We appreciate the Summer Reading Program mini-grants and look forward to hosting Historypin Storybox programs this year.”
- “I am very new to the library system and you all have been wonderful welcoming me and answering all my questions!
Thank you!”
- “Our patrons LOVE ILL, of course. We recently collaborated with Betsy to borrow a laptop and do inventory again (first time in 5 years). We often call Julie to ask for her help with Construction Grants; Anja and Kim help to get items cataloged quicker so we can get them to our patrons quicker; Michael helps tremendously with Annual Reports; Karen is a great help with SRP... We appreciate everything that all of you do to support us!”
- “Julie Wever's help with the NYS construction grant process was invaluable. We couldn't have dot it without her!”
- “No specific anecdotes, but CEFLS services are vital to serving our patrons, and CEF staff are always very helpful. We depend on them a lot.”