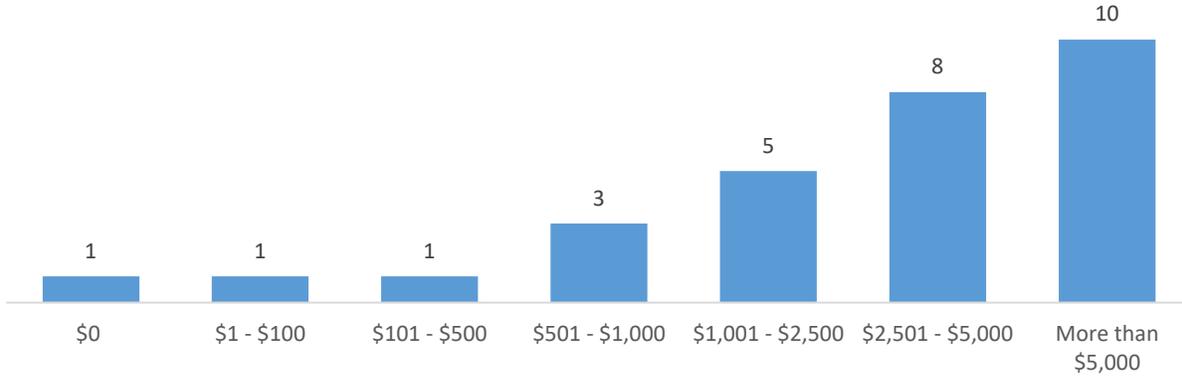


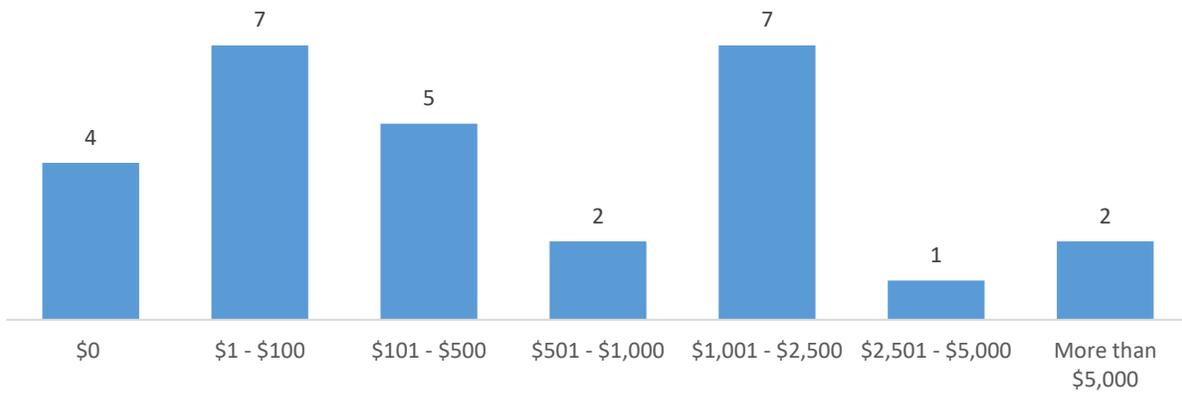


Budget

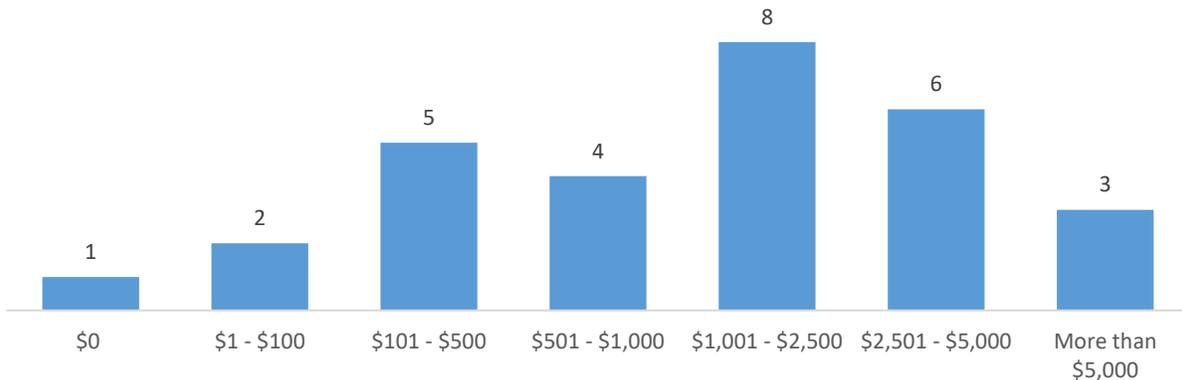
1) **Approximately how much of your budget is allocated towards adult regular print?**
(29/30 responses)



2) **Approximately how much of your budget is allocated towards large print?**
(28/30 responses)

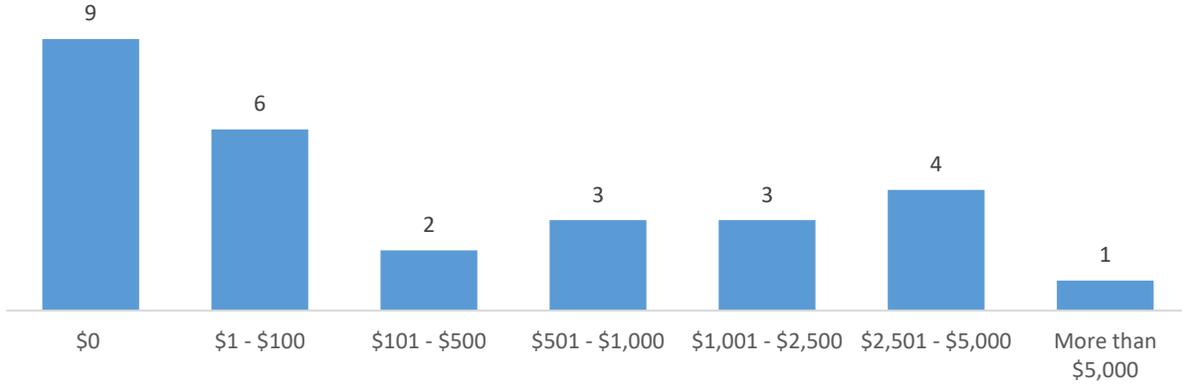


3) **Approximately how much of your budget is allocated towards juvenile and young adult books?**
(29/30 responses)

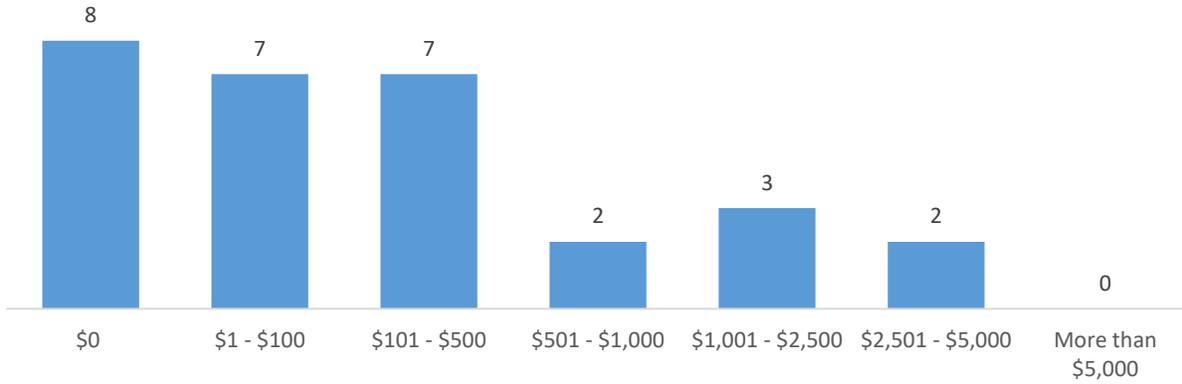




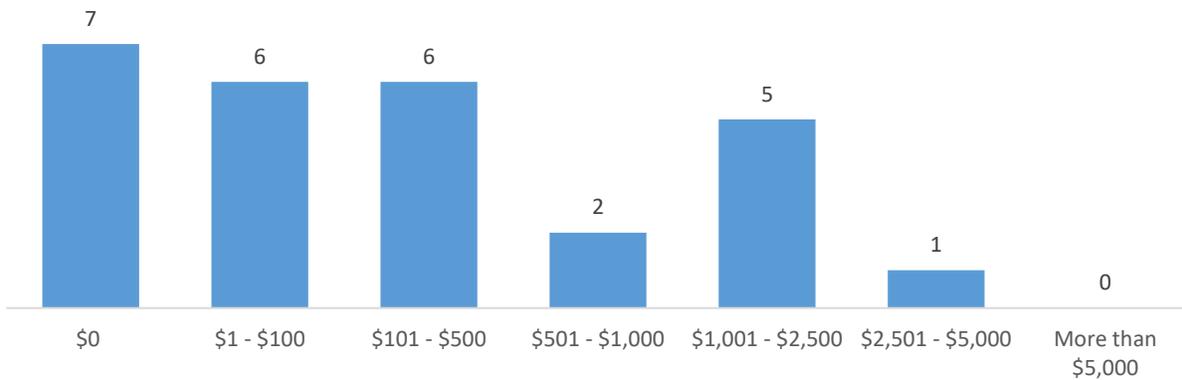
4) **Approximately how much of your budget is allocated towards audiobooks?**
(28/30 responses)



5) **Approximately how much of your budget is allocated towards DVDs?**
(29/30 responses)

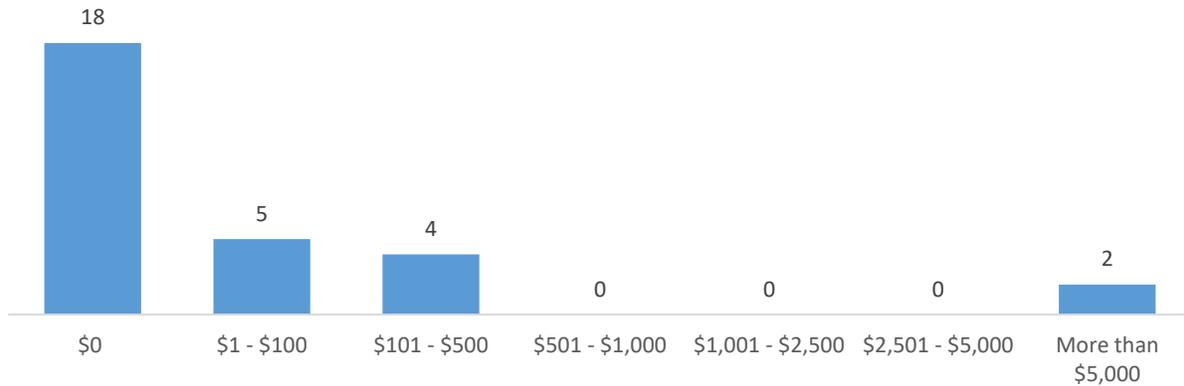


6) **Approximately how much of your budget is allocated towards magazines?**
(27/30 responses)

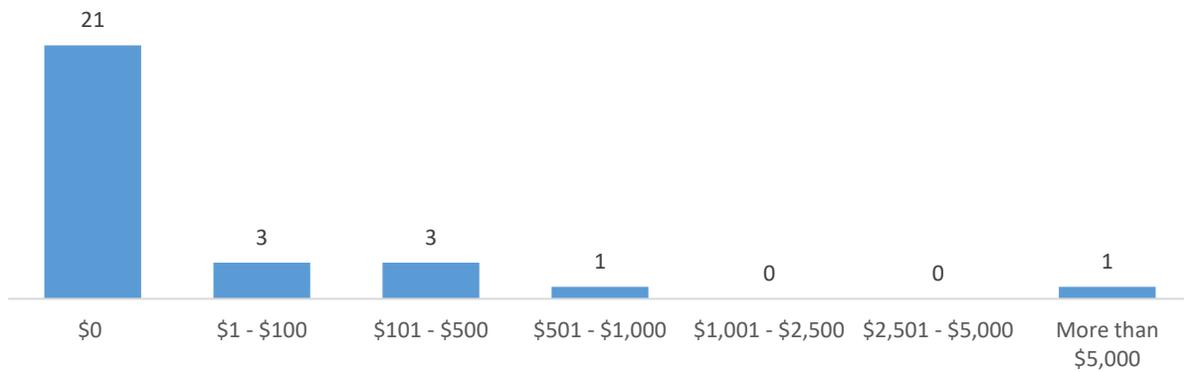




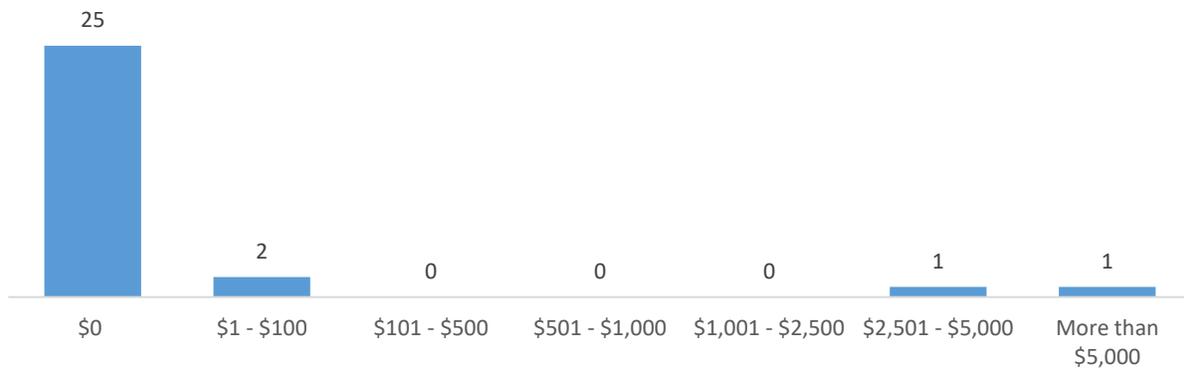
7) **Approximately how much of your budget is allocated towards ebooks?**
(29/30 responses)



8) **Approximately how much of your budget is allocated towards e-audiobooks?**
(29/30 responses)



9) **Approximately how much of your budget is allocated towards online databases?**
(29/30 responses)

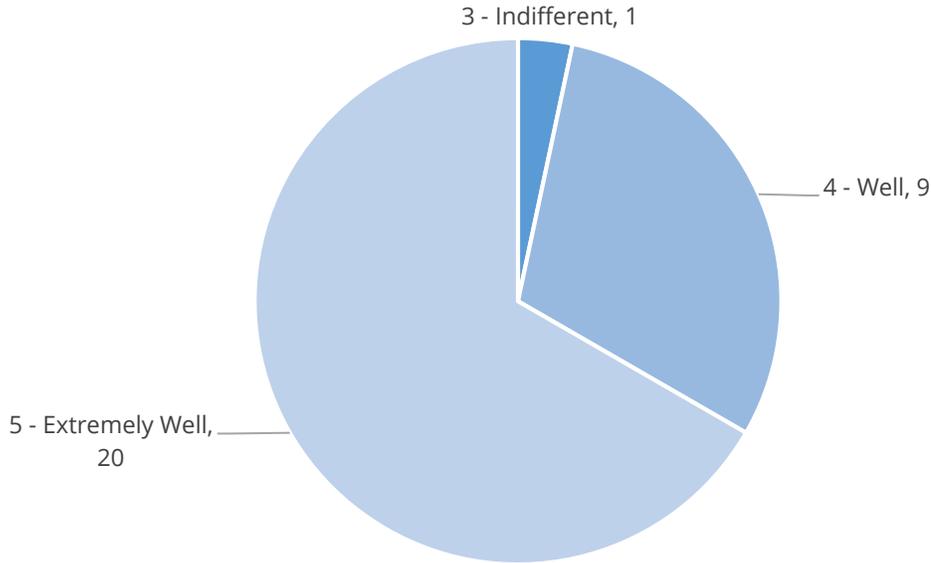




Resource Sharing

10) **How well are your patrons' needs for materials met by the library collections within the system?**

(30/30 responses)



11) **Are there specific topics, genres, and/or formats that you feel should be bolstered this year?**

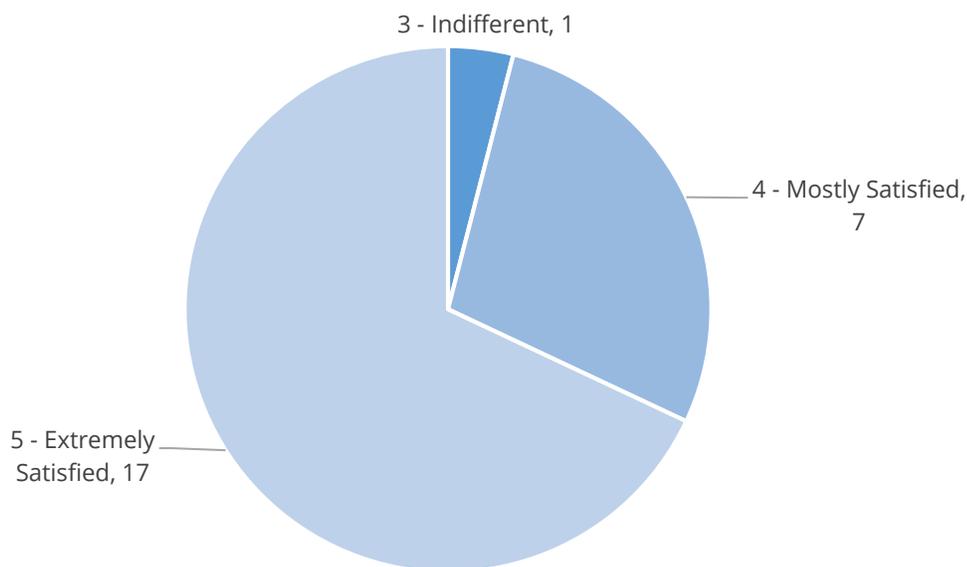
(10/30 responses)

- Audio is becoming more and more popular with my patrons
- non fiction audio books
- Adirondack History(Including Native American) and Environmental and Conservation Issues
- I am finding that in addition to the regular books/dvds, the rotating kits are popular with my patrons. I have had patrons ask if the system has others and I show them the list on the cef website; I think they wish there were even more topics and maybe some for adults too. The VR headsets are a great example of an adult kit that has been popular when I borrowed them.
- More and more large print, as our patrons age.
- e-books
- We depend on CEF for audio CDs and DVDs and could use more.
- Regional history is a popular topic - as is children's World History & Science
- mysteries, biographies. downloadable audiobooks
- Getting book club selections in multiple formats

Integrated Library Systems

12) If you or someone from your library attended any training session(s) provided by CEFLS in 2018, what is your overall satisfaction with the training(s)?

(25/30 responses)



13) Do you have any feedback in regards to training sessions provided by CEFLS in 2018?

(10/30 responses)

- Love them! I also enjoy doing webinars together even if I could do it on my own computer.
- I am unsure of what trainings the previous director went to in 2018. I attended the Summer Reading workshop this year and thought it was done very well.
- The Staff and our liaison is extremely helpful and prompt with assisting or answering questions. In addition materials are always shared when it is hard for myself to attend training.
- I always come away learning something new. Thank you for your dedication.
- I feel the staff at CEF always prepare and put a lot of effort into their training and it shows.
- They're very good; you guys do a great job!
- Enjoyed session with VR headsets
- Trainings are very well organized and run well. I find them informative and appreciate having them.
- Maybe a "gab session" on troubleshooting issues on doing it all in a one person rural library
- They were rich in program ideas for the library.



14) **Are there any specific topics you would like training on in the coming year?**

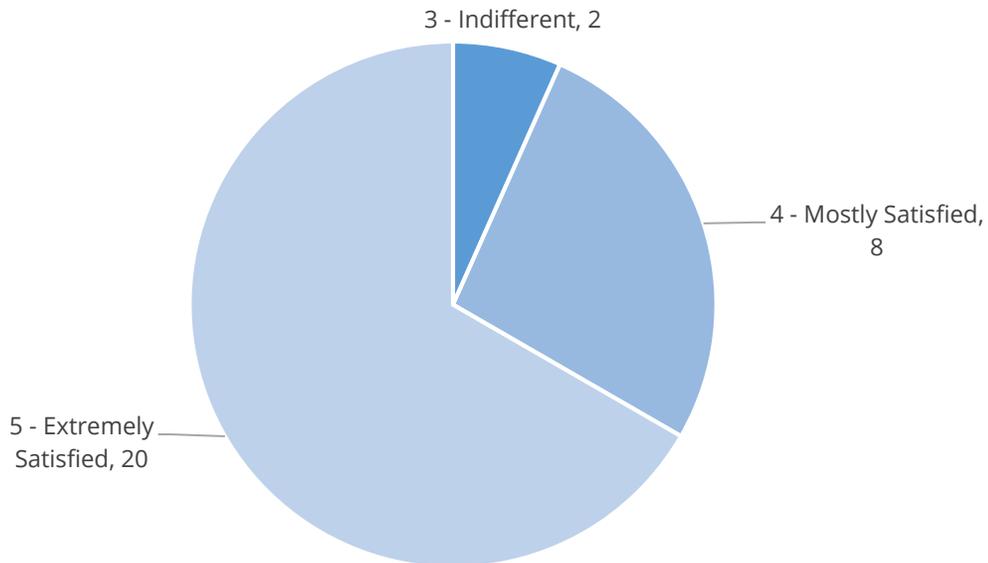
(10/30 responses)

- Overdrive
- website development
- Horizon reports. Pre-canned? Capabilities? How to set queries for data.
- Streamlining Budgets (As Grants are becoming more competitive) and Available FREE Resources
- Always technology!
- Because of the DLD requirement of tech training for staff now, I think tech training would be helpful. I know my board were in need of a training on Quickbooks. Luckily Michael did a one on one.
- It might be good to have a quick "Horizon Helpful Hint" each time we meet. I always learn something that I didn't know (like how to search and edit JUV patron records that should be changed to Adult).
- web design / book repair with tom Lawrence / mobile apps
- Update on Horizon's power & fast keys
- Teaching search strategies to inexperienced patrons

Delivery

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

(30/30 responses)





16) Do you have any feedback or suggestions regarding the delivery of materials?

(9/30 responses)

- Don't stop!
- a few mentions that it takes a week or two. Not really to the level of complaint.
- The Van Delivery is always prompt and efficient.
- Staff are friendly
- Patrons are always impressed, for the most part, with how quickly their items come. It is a very rare occasion that I have to tell them that we can't get an item.
- No. It works very well.
- excellent service
- Overall the service is quick...but Due North loans can sometimes take up to a month to receive.
- Our delivery driver is excellent.

Interlibrary Loan

17) Are there any improvements or suggestions you would like to make in regards to Horizon and/or interlibrary loan?

(6/30 responses)

- The request goes to library that hasn't had a request the longest. could it go to the library that comes before ours in delivery so it gets here in one week?
- The queue system for new books is impacted by the way libraries "hold" books This needs to be redesigned as patrons who cannot purchase may wait for months to receive.
- In Horizon if the check out page could look different than the check in page I think there would less errors.
- No, we're thrilled!
- Better report options
- We are very satisfied with Horizon & the support staff at CEFL

18) Please tell us about any aspects of Horizon, interlibrary lending, or DueNorth that you would like training on.

(7/30 responses)

- Yes. Either I or my staff would attend training on any of the above!
- It seems very clean and easy to use. Due North However is still a mystery as to the tracking system. I must keep a log.
- Sending out e-mails notifications
- There's always more to learn about Horizon, but I can't think of a specific example right now.
- Due North record keeping
- Correct way to track items in Horizon for Due North.
- I think we are okay - with help readily available via phone - great support w/ CEFL system

Digital Collections Access

19) Do you have any suggestions on how to improve patron use of ebooks, e-audiobooks, and digital magazines?

(15/30 responses)

- Maybe class tutorials from CEF directly to patrons
- I don't know much about these myself. Apps, how much memory does it take, can you put 2 books on a phone, do they disappear after 2 weeks, how do you "return" them.
- Those who utilize seem able to access smoothly
- Advertise, advertise, advertise
- I think many people are intimidated and confused by how to get them onto their devices, especially the e-audiobooks. It seems whenever I try to help a patron even I have problems. Training on ebooks and eaudio would be a good one for me. I never seem to have time to actually sit down and figure it out.
- Having the online tutorial is a great help, so they can use it at home.
- a CEF produced flyer at circ desks in the system
- More marketing
- Just promoting to help awareness of it. People need to be reminded.
- Maybe some informational posters
- Only a few of our patrons use them. I'd like to hold an evening training session. It's a lot to ask, but might a CEF staff person be willing to come?
- Our patrons who use these materials are very self-sufficient, they usually don't ask our input
- Hosting a patron tutorial session at our library - led by CEFL staff - we would welcome that
- more advertising to create awareness of availability
- advocating for them in person when they visit the library is most effective.



20) Please provide any feedback received from patrons about ebooks, e-audiobooks, or digital magazines.

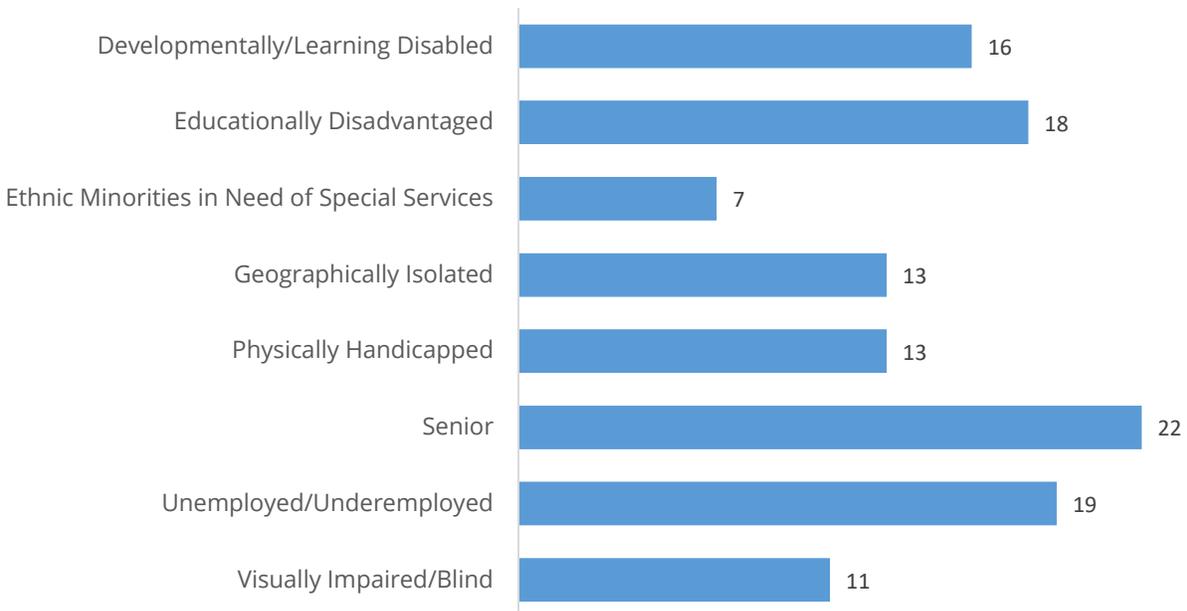
(12/30 responses)

- e-audio is easier now
- The time allotted to borrow (usually 2 weeks) has been an issue
- Those who use it love it.
- Having ebooks available is a way for my patrons that leave for Florida to continue to use our services. Some tell me that the Florida (or whatever state) library wants to charge them if they want borrowing privledges so they are grateful for the ability to use the ebooks while away.
- It seems that there's a learning curve. But once they get used to ordering/downloading ebooks, etc., they love them!
- A few of the patrons have had trouble logging/using RB Digital
- Only a few of our patrons use digital materials and I have not received any feedback from those few.
- They are always pleasantly surprised we have magazines available.
- The service is appreciated by the few of our patrons that use it, but some are frustrated by wait times and limited selection.
- Patrons appreciate access to these things and hope for the selection to continue to grow.
- They appreciate what is offered - though more new/popular ebook titles are always welcome
- love the e-audiobooks, more communication about the digital magazines is needed.

Outreach

21) Which of the following groups did you offer services to in the past year?

(23/30 responses)





22) Is there a particular group that you feel has a presence in your community that you have been unable to reach with library services? If so, what do you think CEFLS can do to assist you in reaching said group?

(7/30 responses)

- the middle aged and senior population need technology help
- As we go into the local school and pre-k classes for literacy with reading/programs/activities and services, we find the families in our rural and low income area trickle in even after receiving flyers or information. If CEFLS could place Bullet Ads in the free local SUN community Newspapers about all we do...it may help.
- Our community is diverse socioeconomically (but not ethnically) some choose not to use the library, will never understand why.
- I think it would be very beneficial to the more remote communities of the North Country to reinstate the bookmobile.
- People who live nearby but don't come to the Library. : ?
- We serve some older patrons with mobility issues, who have been unable to visit the library due to our entranceway. With CEF's help, we secured a construction grant, and construction starts on our access ramp in a month or so. You've helped us already!
- Veterans

23) Are there particular needs or wants that you feel adults in your community have that the library could help fulfill?

(9/30 responses)

- How to stretch a dollar.. needed desperately
- People have asked for computer training. I don't always feel qualified to provide training and I do not have a lot of space for training. I am looking into using other village space.
- We try to assist in all ways possible. As we are located in the county seat, many organizations are within this area and their information is always kept available as needed.
- assistance with higher education and financial literacy
- Seems like financial lit. training would be helpful. Whether people would make use of it is another matter.
- Our local community has access to special programs for job search and higher education
- We provide great tech & office services that are hard to find in a rural small town
- adults are always interested in computer/tech trainings
- Financial literacy, online research skills, life skill training, community collaboration hub



24) **Are there any ways CEFLS could assist you in making your library and its services more accessible to all patrons?**

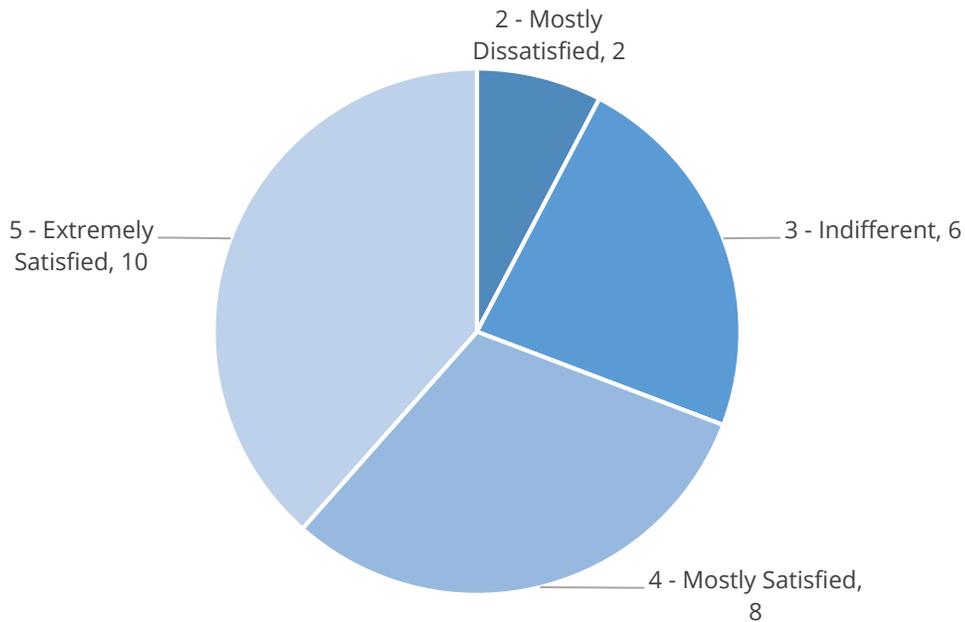
(9/30 responses)

- funding opportunities to purchase fiber optic internet
- Put together and teach some classes.
- Again, if CEFLS could place Bullet Ads in the free local SUN community Newspapers about all we do...it may help the community to see all we offer (ie. one library card good in all 3 counties/check out-drop off anywhere/ free computer access-we have 24/7 inside then outside). In our mission to serve, educate and enrich we strive to do this daily.
- The construction grant for a new handicap entrance will help.
- additional training on above services or possibly a "class" that could be hosted by all libraries
- Just helping to promote awareness of resources.
- Opportunities to get together (as we do at CEFDA) with people from other libraries to talk in some depth about successful programs and perhaps even come up with a few programs that could travel to several libraries. ?
- PR printing/design to help promote services
- More updates on relevant small grant opportunities

Correctional Facilities

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

(26/30 responses)





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

(16/30 responses)

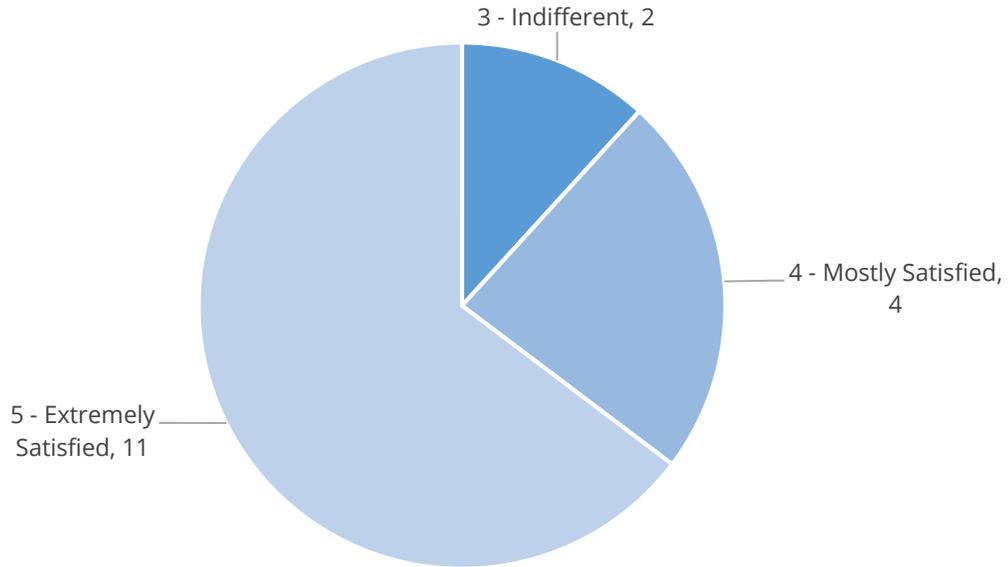
- I am all for it
- would be nice to have updates on material(s) useful to them for donations
- I have had no problem getting books back in good shape.
- We do not have a continual lending program. We do give any and all paperbacks donated to the local facilities.
- I don't see it as any different than any other establishment.
- As long as our books come back I am fine with it
- It seems that they're better about returning materials than they used to be.
- Some of our patrons do not like knowing the books they are borrowing from us have been inside prisons. Perception of filth and contamination.
- Seems to work well having them use the ILL system in place.
- I think this has worked out well.
- We lend a few items, have had no problems.
- It's a little confusing, sometimes, how and where to go about sending things. Whether we should send them to CEF, or through DueNorth. And when we find a CF that has huge fines on its account, should we be lending at all? Maybe we can just talk this over individually, it's probably just my own lack of understanding.
- Some titles seem to not be returned - we have trouble following through as we are understaffed to manage overdues
- we have no problems lending to correctional facilities
- have almost no experience with this
- We've had very few requests from DueNorth but there are some facilities that are not part of the delivery system which require us to send materials via Post Office. That's inconvenient to us.



Library of Things Kits

27) If your library provided an Early Literacy Kit, Maker Kit, Sensory Kit, Book Club in a Bag, Baking Pan, or VR Headset(s) to patrons, please rate the overall experience with them.

(17/30 responses)





28) Do you have any feedback or did you receive any feedback from patrons in regards to the kit(s)?

(19/30 responses)

- Book Club in a bag was a big hit!
- only positive feedback
- our internet connection a bit too slow for VR web access
- Excellent feedback about the Early Literacy Kits.
- I don't know if the previous director used this service in 2018.
- Those maker and sensory kits received have been too involved. The Book Club in a bag does not resonate with our patrons. The Baking Pan has interest. Our patronage likes the easy to learn with gratifying results
- We borrowed Early Literacy Kits for our local daycare facility and they loved them.
- I push the kits on people, I have them right on or near the desk and if I see a person/family that I think would be a good fit I say.." Hey, did you know we have this and you can borrow it...". Patrons are so impressed by what we have to offer.
- It seems that we've read all of the Book Club in a Bag kits. It'd be good to have more of them, that have Library Journal starred reviews (and would be more popular).
- Haven't yet but hope to do VR headsets at some point.
- Patrons are pleased.
- Patrons that I have told about these items being available always seem surprised and happy that we have them.
- The daycare program (0-6) loves them; Head Start thinks the theme specific kit are great.
- Family7 found sensory (autism) kit useful. Our book club is planning to use the book club service - good to see added titles.
- My patrons seem surprised and pleased by the kits, but none of them have been checked out so far. A couple have been played with at the library. I think parents are afraid of losing things or just don't want the responsibility of keeping track of all the items.
- We didn't have much response & we don't offer all of the kits listed
- Patrons are very surprised when they learn they can borrow these things. Parents and children who have borrowed the early literacy kits are extremely happy.
- The baking pans were good because they are not pans that would be used frequently.
- We love receiving the kits but parents have been reluctant to sign them out over concerns that parts will be lost or broken.



29) **Are there any additional "Library of Things" items or kits that you would like CEFLS to explore on behalf of the libraries in the system?**

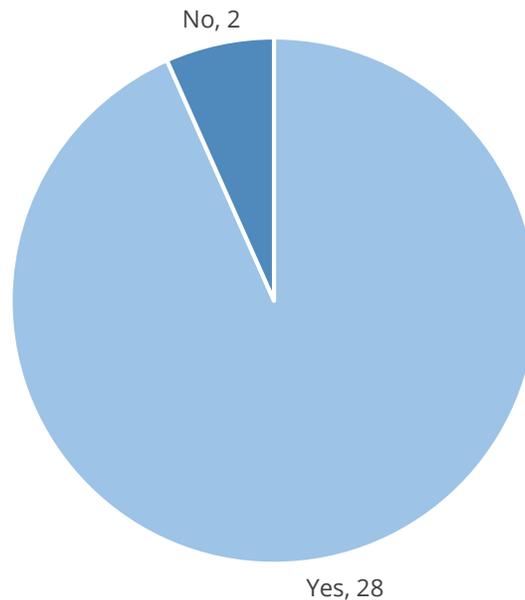
(6/30 responses)

- not that i can think of, but i like the program
- LEGO making kits and other building kits
- Your button maker, 3d printer, sewing machine, Sissix Big Shot, Arduino, Ozobot, Legos Kits would be a BIG hit.
- Maybe more Coordinated Cooperative Collection Development (CCCD) kits that are made up of some books, some artifacts/items like they have at https://www.sllboces.org/cms/lib/NY05000130/Centricity/domain/145/cccd%20kits/CC_CD_Kits_List.pdf. I'll email some examples to Betsy.
- No, we really don't have a very large juvenile demographic.
- Board Games

Youth Services

30) **Apart from themed Summer Reading programs, did you organize and host one or more program activities for young readers and their families?**

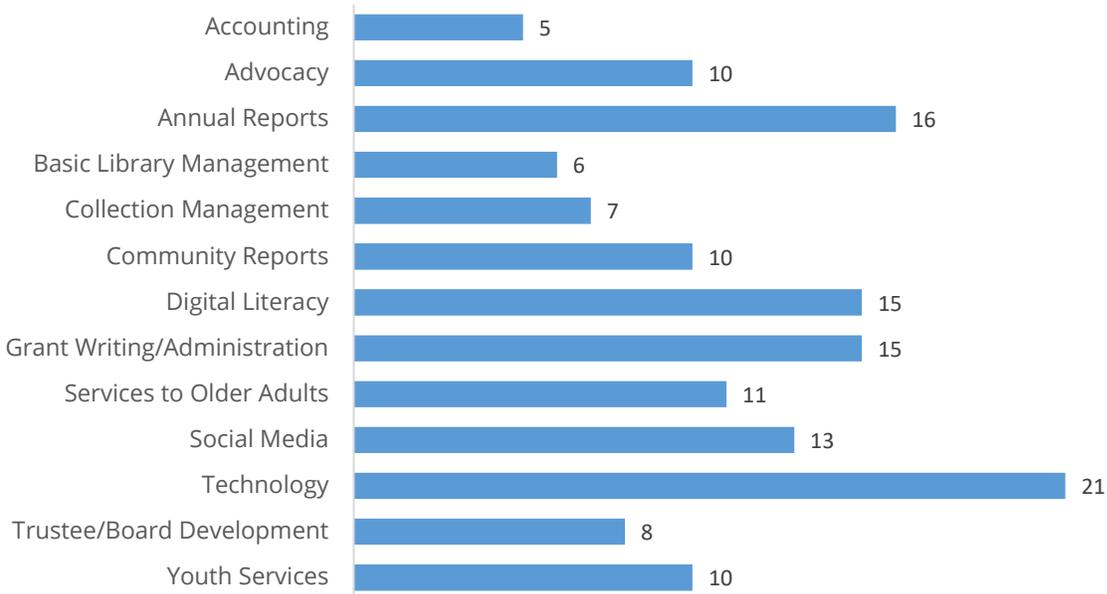
(30/30 responses)



Professional Development and Training

31) In 2019, the top five training/professional development topics for myself and trustees are:

(30/30 responses)



Others include:

- Long range planning – a community assessment
- Marketing

32) Please elaborate on the topics above as needed.

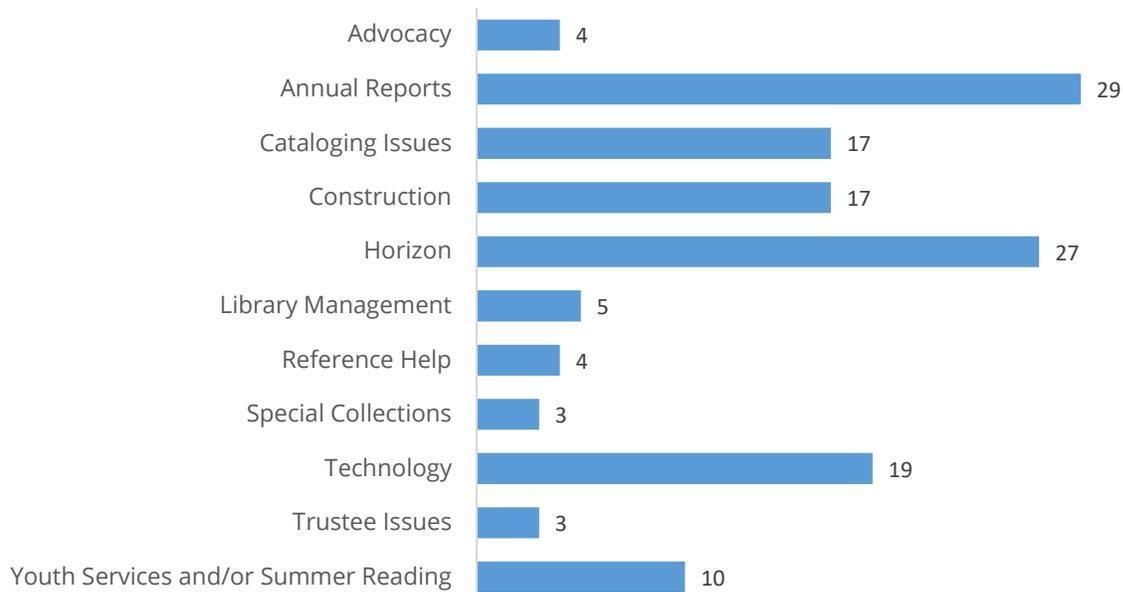
(2/30 responses)

- As a small library our budget and accounting is finite. This also includes research into grants. We offer as many services to our population as possible and have established "little Libraries" in the senior housing and rehabilitation centers. We have also established a yearly Summer "Library Camp" which collaborates with the school and Summer Youth Commission. These all have been a great success.
- I'd love to have ideas on how to get middle school/high school students involved in the library. We try to offer relevant books and programs, but they don't come!

Consulting and Development Services

33) What topics did you consult with CEFLS staff members about in 2018?

(29/30 responses)



Others include:

- Patron issues
- Film public performance rights

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

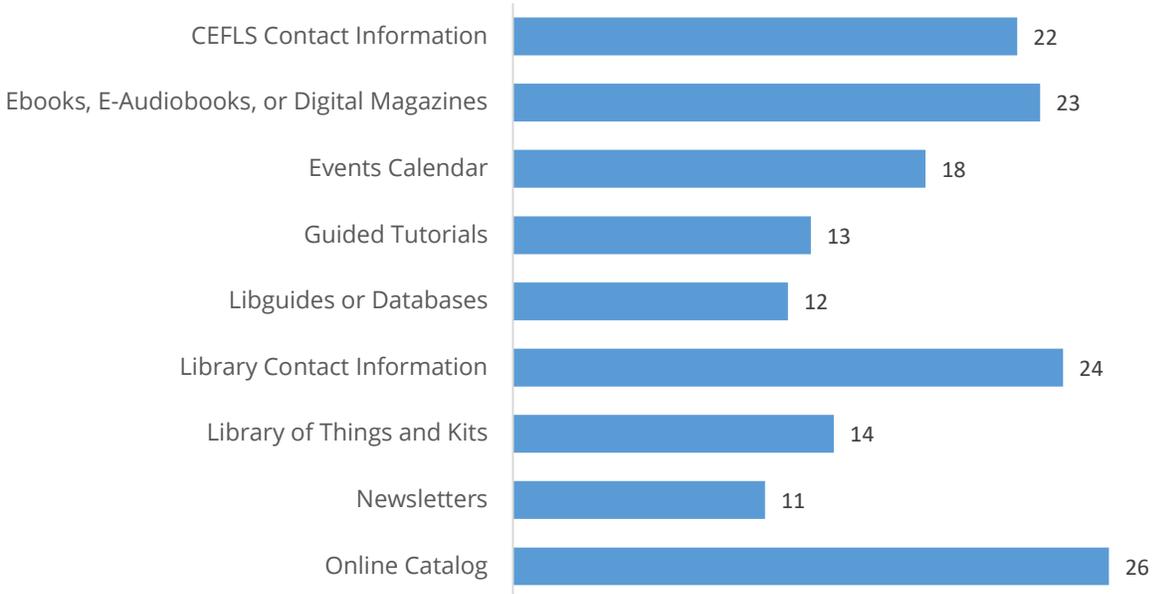
(2/30 responses)

- wordpress website development
- Budget streamlining for libraries.



35) **If you went to the CEFLS website (www.cefls.org), what part(s) of the website did you visit?**

(29/30 responses)



Others include:

- Any article links on the main page
- Marc record form
- Marcing/Library Staff Notes

36) **Do you have any feedback in regards to the CEFLS website such as items to add or ways to improve navigation?**

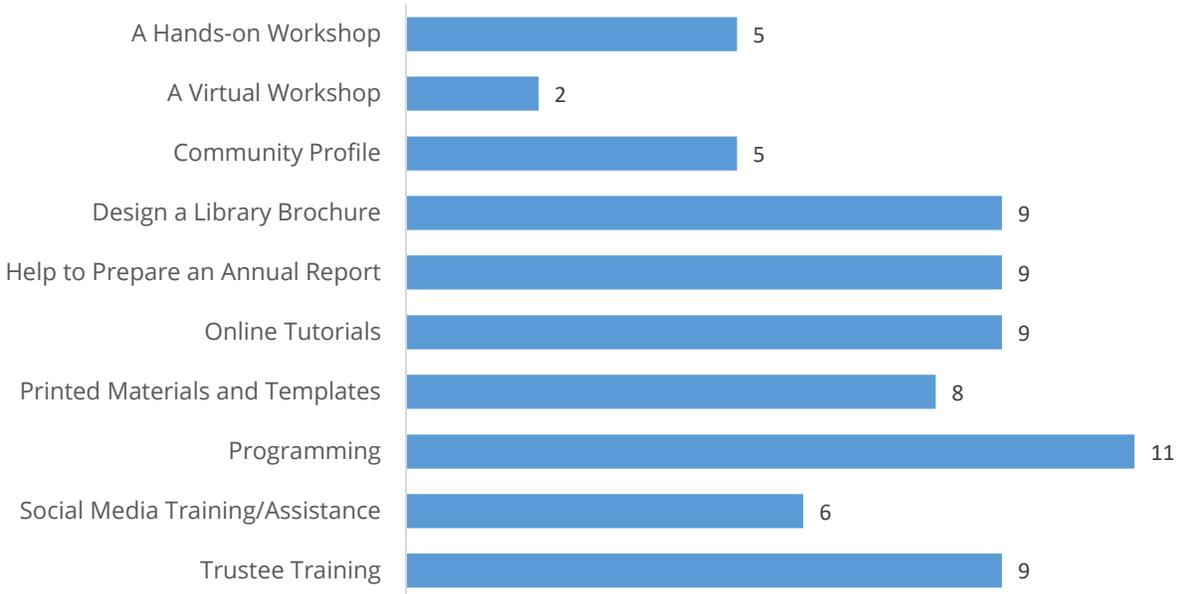
(5/30 responses)

- patrons have said it is hard to renew books on line. They look for "my account" on first page instead of under "search our catalog". The restrictions are confusing.
- It is a clean and efficient tool
- No, it looks good.
- Lots of good stuff there. We try to promote it to patrons but don't know how much they use it. Thank you for moving the tutorial tab to the side and not letting it obscure other content.
- It seems clear & straight forward to use. Possibly a direct link to DueNorth? Maybe ebooks front & center?

Awareness and Advocacy

37) **What resources do you need from CEFLS in 2019 to market your library's services to community groups and local "stakeholders?"**

(26/30 responses)



Others include:

- design of a library website
- get my trustees to advocacy training
- help with Mailchimp
- Making a website and training on how to maintain it

38) Please elaborate on the topics above as needed.

(8/30 responses)

- I prefer in person workshops, might be able to get board to go through an on-line one. We are starting a new 5 year plan and a survey for the community. And we are pretty much floundering.
- ~We are ready to have a brochure WITH a local historic map if possible as we hope to have summer historic walking tours.~ Everything is changing so rapidly I need an update on the social networks-good and bad.
- David was very helpful with Mail Chimp.
- I keep suggesting that my trustees attend one of Andy Robinson's workshops, but they never do. And yes, I'd like help in paring down the Annual Report to present to our community (like Pete Benson does).
- Simple, easy to update 2 sided brochure - like a rack card
- I think we still need to talk about sexual harassment policy
- Board members love programming BUT w/ a one person library it is difficult to coordinate. Maybe CEFL staff to help?
- more printed instructions for using e-services

Communication

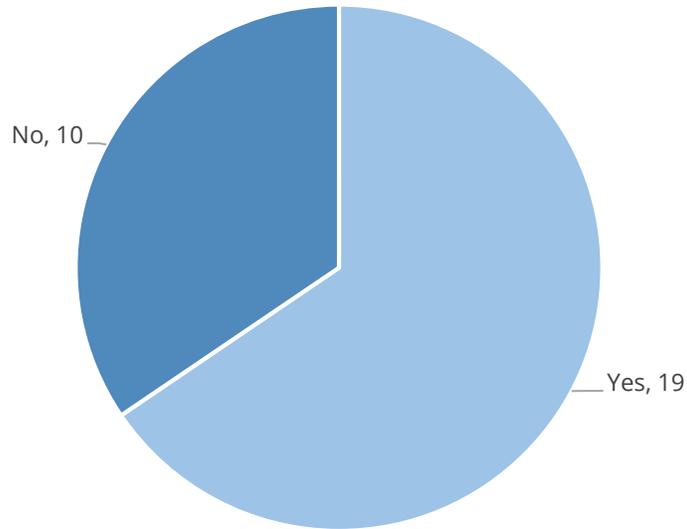
39) If you are in contact with a school library, do you have any anecdotes about collaboration that you would like to share?

(5/30 responses)

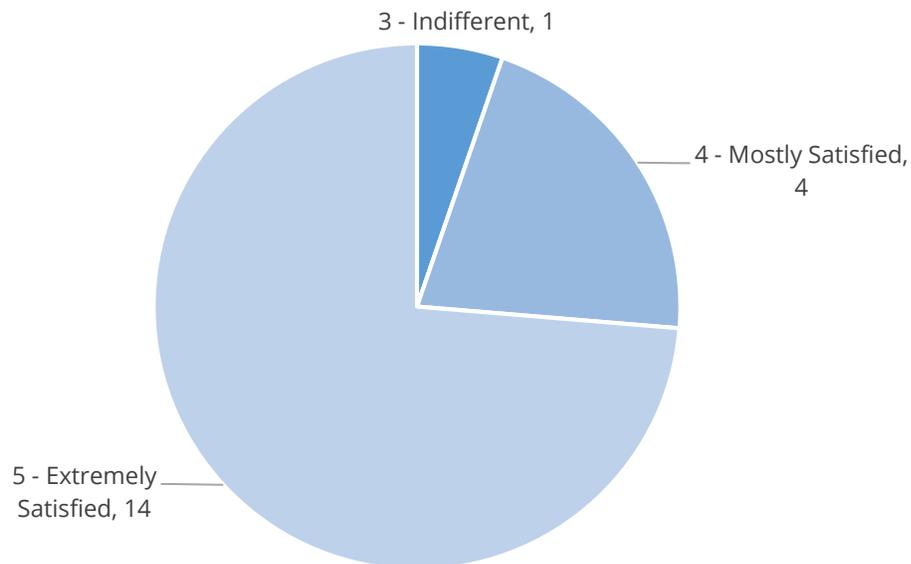
- Yes. We are in the midst of a school merger and there is one librarian for both sites. I am sending summer reading lists/grants
- Oh yes, lots! I contact them about after school boys/girls books clubs, Summer Reading Program, Reading level guides for kids, etc. We collaborate a lot.
- We have a first grade program that has been very successful. Had Kate Messner in Sept.
- Our Board President and VP are the secondary and primary school librarians, respectively
- Collection development - select specific areas for individual libraries to target - (subject areas)



40) **Were you able to attend CEFCAT meetings in the last year?**
(29/30 responses)



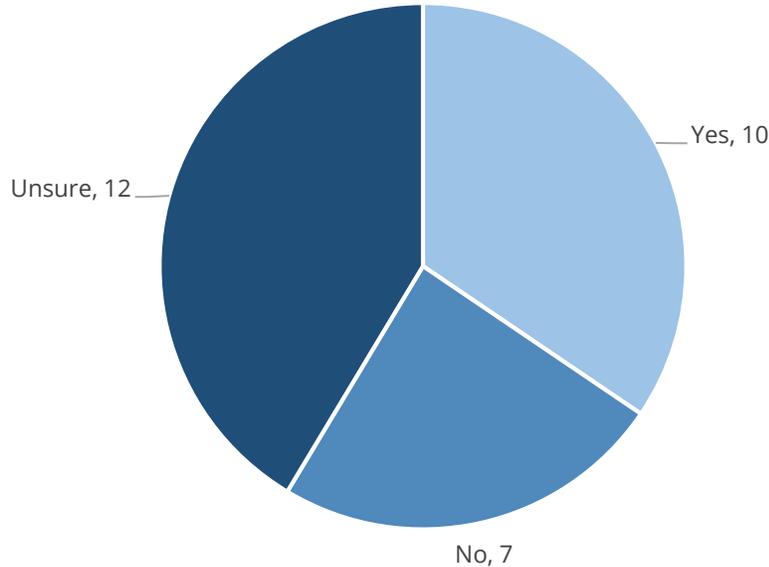
41) **If you were able to attend, how satisfied were you with the meeting(s)?**
(19/30 responses)





42) **Would you be able to attend more meetings if you could easily join via phone or the Internet?**

(29/30 responses)



Final Thoughts

43) **Do you have one or two anecdotes to share about how you or your staff helped a patron in need?**

(12/30 responses)

- Kate and Linda delivery books to an elderly patron regularly. Kate recently repaired a Catholic Prayer book for her.
- computer / tech troubleshooting is popular help topic, helped one patron trace genealogy to unknown parent from New York to Washington state using 100+ year old census data
- Provided information on rental possibilities to patrons seeking housing. Obtained textbooks for a graduate student through DueNorth interlibrary loans.
- A Funny Story:
A Patron came in asking for books that might interest her mother. She said her mother loved "scary good horror" - so we chose a few authors to include: John Saul, Neil Gaiman, Jo Nesbo, Caitlin Kiernan and Victor La Valle. After two weeks our patron returned indicating her mother did not like any of the books because they were too "tame". She then asked if we had any books by George Martin (Game of Thrones). Puzzled why this would be taking the place of the others she told us her mother "lived in a nursing home and the staff said it was full of blood, zombies, death and horrible creatures" and "if her staff liked these they MUST BE SCARY!"goes to show....one way or another Hollywood does influence and....you never know what a 95 year old patron will enjoy (:



- Oh lord. I help with the computers all the time. People want to create items and they have no knowledge of the program they want to use. Or they need to file for unemployment and they have never touched a computer before etc. I printed off a tax extension form today for a man who never had touched a computer before.
- Yesterday a patron wanted to do something online but needed an email address to do so. I explained how it is free to get a gmail account and he could come in the library to access his account any time he wants. I set him up, showed him the basics on how to use email. He came back today all excited to sign in and see if he received any mail. Today I taught a patron how to put apps on her phone and kindle fire. That is the new reference question, tech questions and tech help. No one asks me the population of China anymore.
- We try to stay tuned into their needs: Large Print books, audio books, getting other titles by authors they like, etc.
- No specific anecdotes, but the staff as a whole is fantastic
- We've been a last resort for people still clinging to doing their taxes on paper (printing forms, etc.) and faxing.
- We have a home bound individual who calls in every now and then and asks us very esoteric research questions. He is not our patron, we do not know his name. We always look up the answers for him. He is pleasant and interested and always thanks us. Just a little slice of library life.
- The library staff helps our older patrons with choosing books, assisting with email issues and just "lending an ear".
- From time to time we have a few patrons to whom we give keys to the Library so they can come in to work when we're not open, such as a college professor who has no reliable internet at home who is working on his dissertation and work for his classes, a writer who needs a quiet place to write, a college student taking online classes, etc. Another group we help are not regular patrons, but travelers. We are on the road between the ferry and Lake Placid and points north and south. We give directions, provide a rest room, a computer or wi-fi connection to check their email, information about the history of the area. People marvel at our beautiful waterfall, say they love our library and tell us about theirs sometimes. And we reassure some of them that they will get where they're going even though there are so many trees.