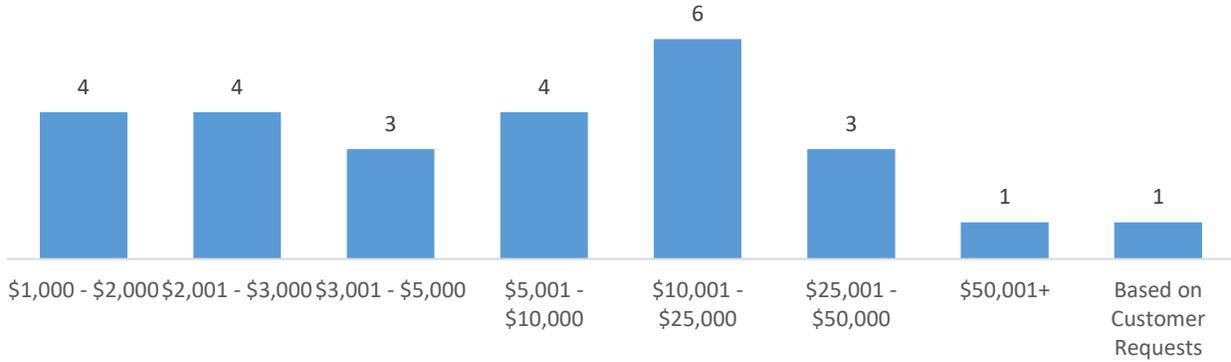


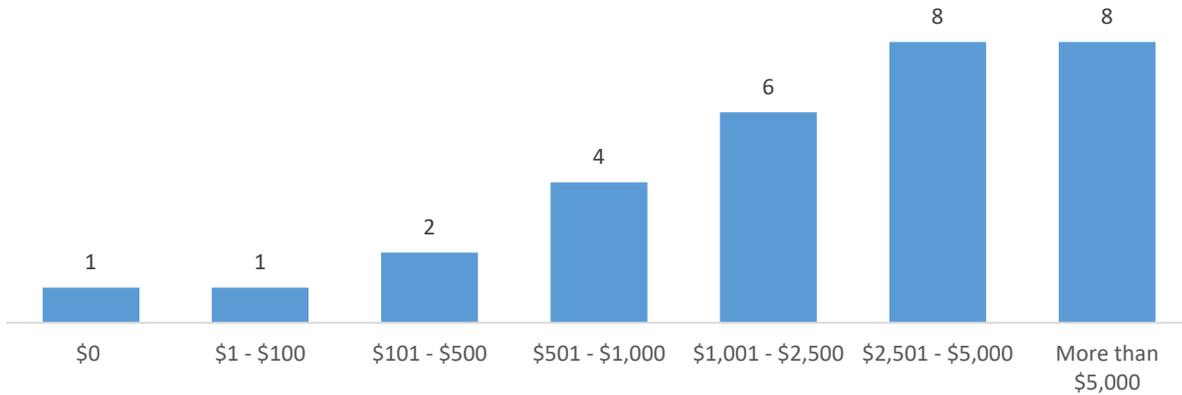


Budget

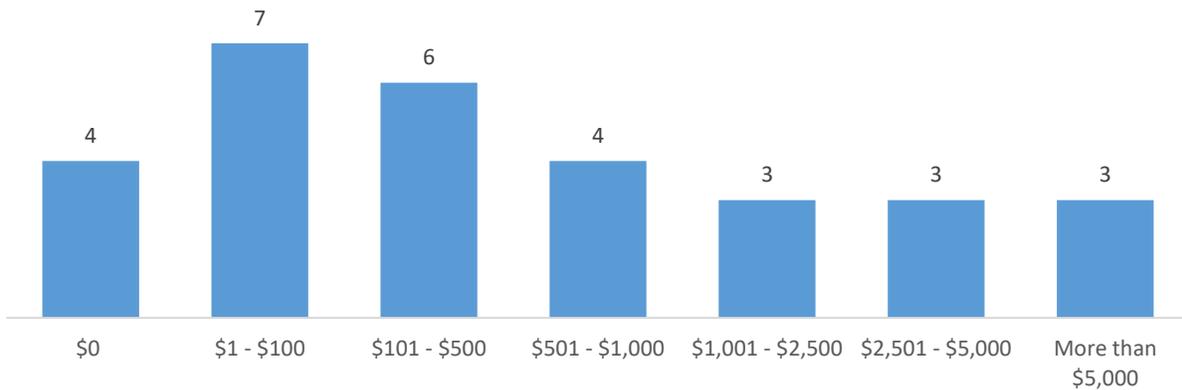
1) **What is your total budget for materials (books, audiobooks, DVDs, etc.)?**
(26/30 responses)



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

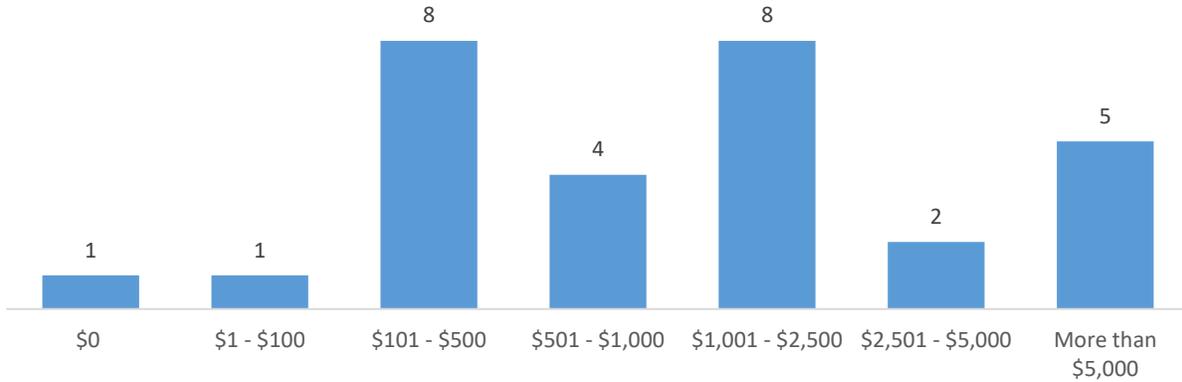


3) **Approximately how much of your budget is allocated towards large print?**
(30/30 responses)

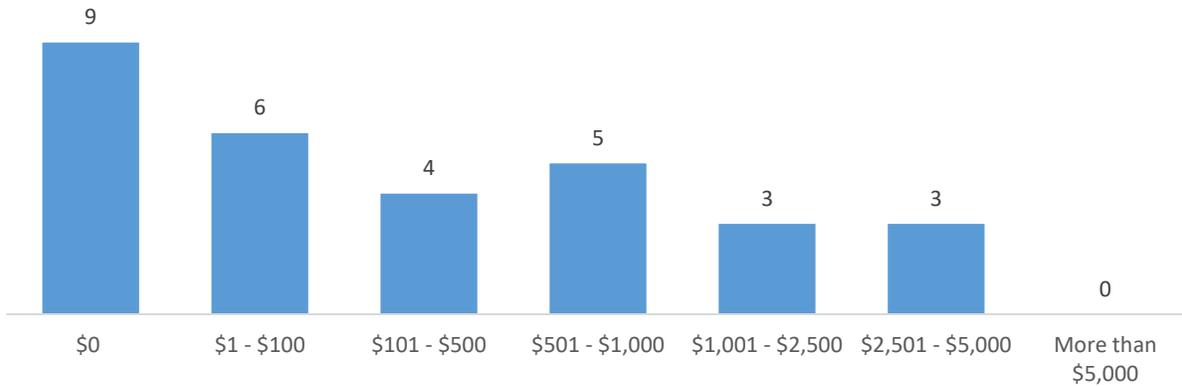




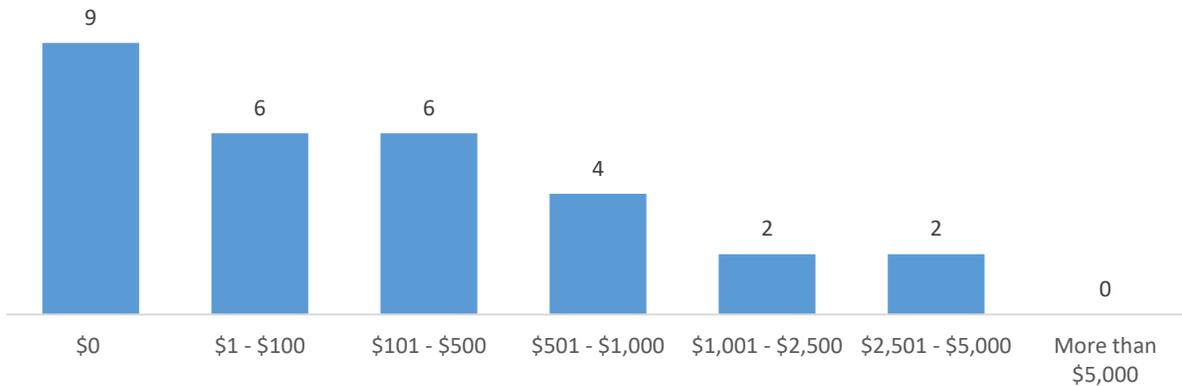
4) **Approximately how much of your budget is allocated towards juvenile and young adult books?**
(29/30 responses)



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

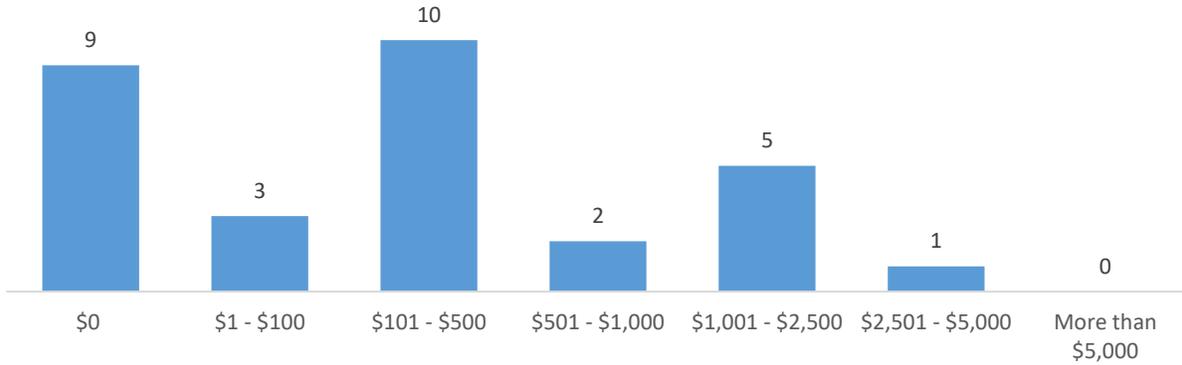


6) **Approximately how much of your budget is allocated towards DVDs?**
(29/30 responses)

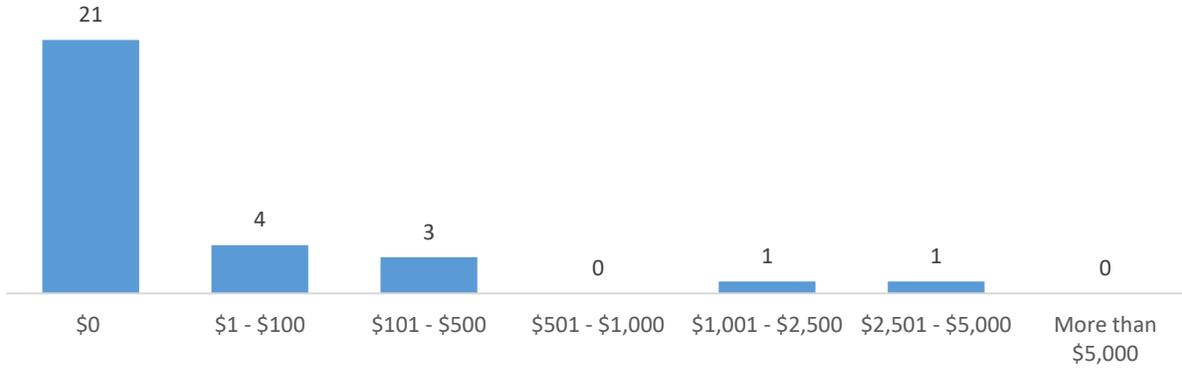




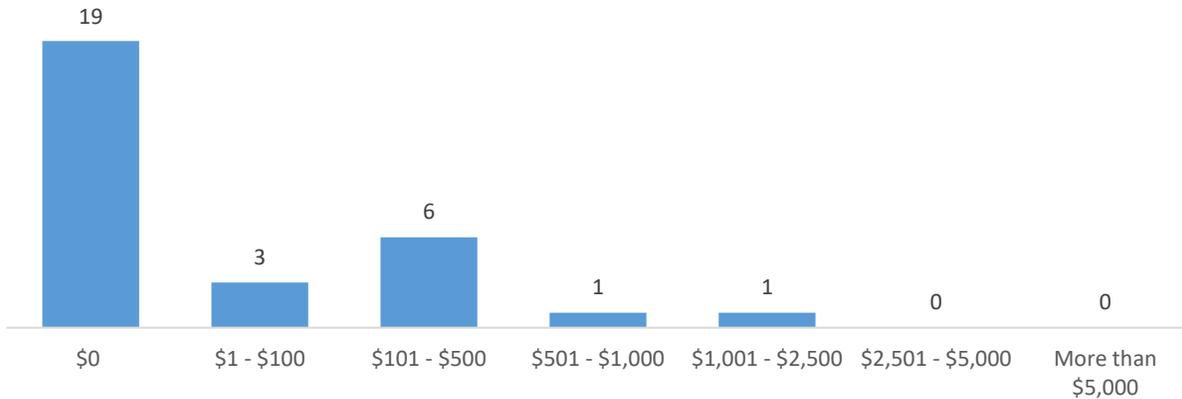
7) **Approximately how much of your budget is allocated towards magazines?**
(30/30 responses)



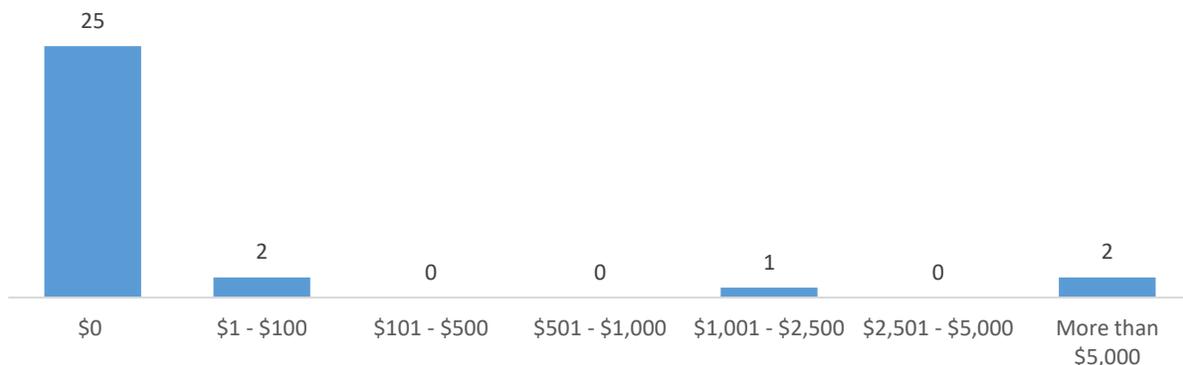
8) **Approximately how much of your budget is allocated towards ebooks?**
(30/30 responses)



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

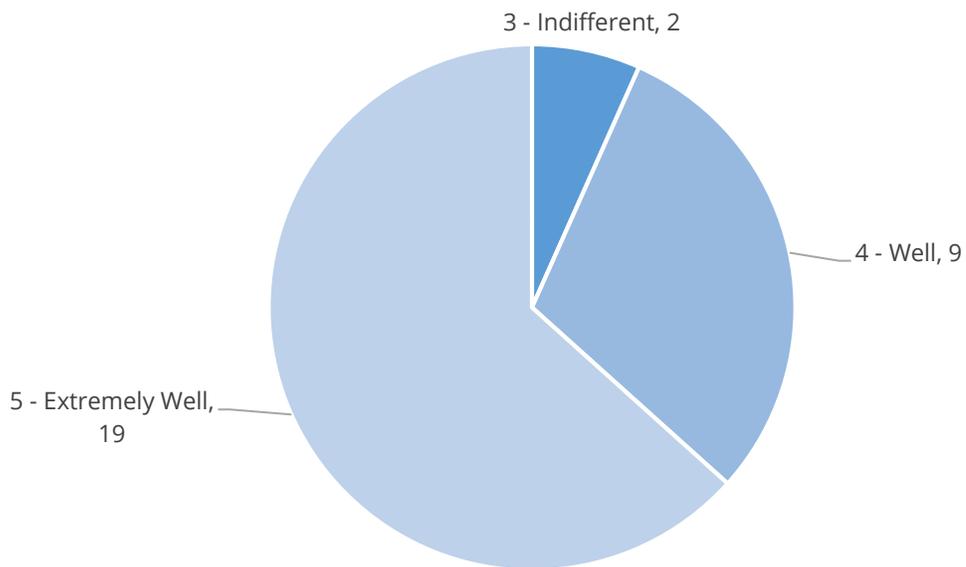


10) **Approximately how much of your budget is allocated towards online databases?**
(30/30 responses)



Resource Sharing

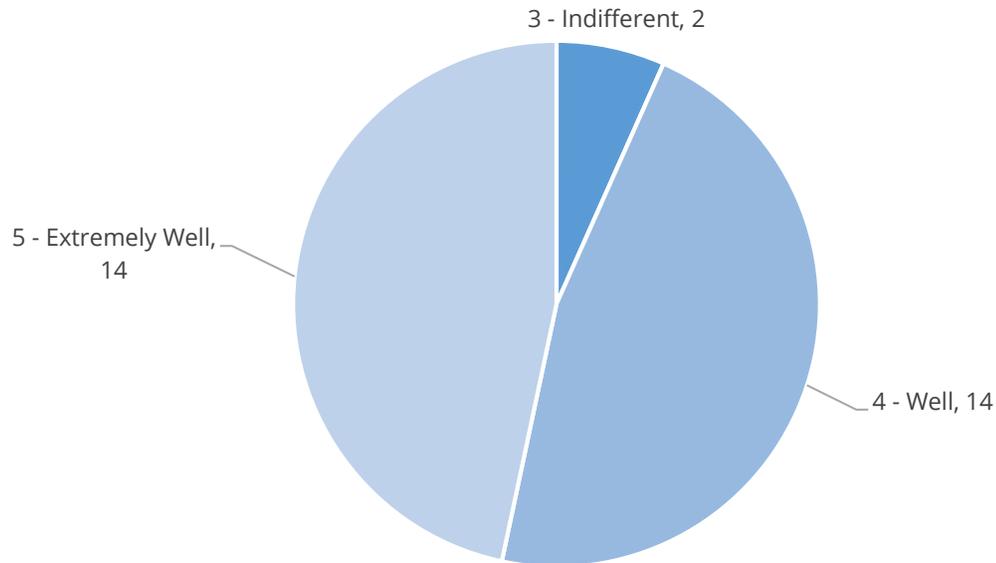
11) **How well are your patrons' needs for materials met by the library collections within the system?**
(30/30 responses)





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

(30/30 responses)



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

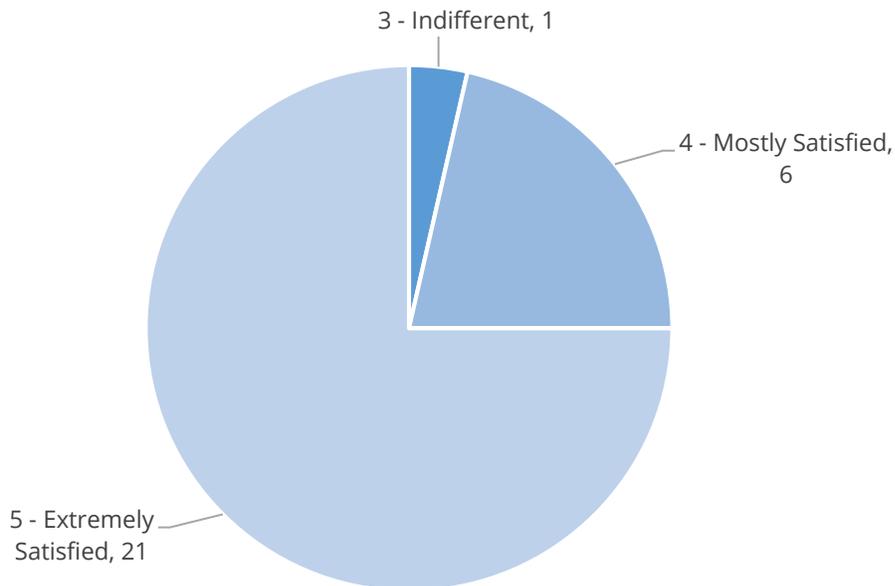
(11/30 responses)

- Cooking-Vegan /Classics / YA-Anime
- I think what we have works for my patrons
- Not really. I contact Plattsburgh when I have requests for books not in our system
- YA LGBT Issues
- We can always use more titles in Large Print, since we're all getting older! And eBooks.
- audio books, crossover YA and A fiction
- Non-fiction - self help, home remedies, health & wellness; LP Action Adventure and Westerns
- TRAVEL
- we could use more DVDs
- DVDs, Audiobooks, Large Print Mysteries & Westerns, Biographies, Non-Fiction
- Local interest, crafts, trades, DIY, multicultural, technology for older people

Integrated Library Systems

14) If you or someone from your library attended any training session(s) provided by CEFLS in 2019, what is your overall satisfaction with the training(s)?

(28/30 responses)



15) Do you have any feedback in regards to training sessions provided by CEFLS in 2019?

(8/30 responses)

- The trainings are always great, and appreciated. Keep up the good work!
- I wish I could make more, but the ones I make are always informative.
- Library assistants found their training to be extremely beneficial.
- They were all very good!
- I find the training sessions to be very valuable and I appreciate CEFLS investing the time to put them together for us.
- Each workshop attended was very organized and kept on task even through discussion
- always useful, including networking of attendees
- Very organized events and delicious lunches - keep up the great work!

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

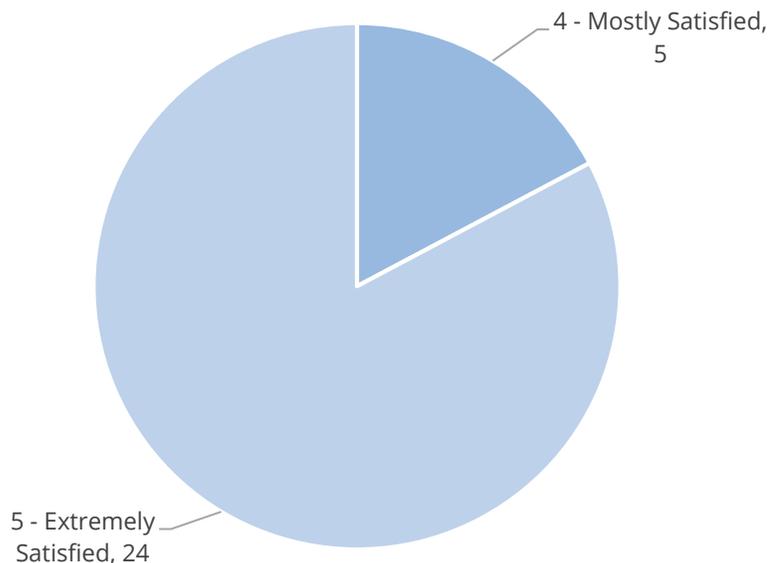
(12/30 responses)

- Weeding (Again)
- Running reports from horizon. Marketing, creating a web page/Facebook group.
- Technology in general.
- Active Shooter, Patron De-escalation
- anything to do with upcoming technology/trends. How about Notary Licensing for staff, it would be another service library's could offer to the community. I see other systems offer this (SALS)
- I think it would be good to have a short helpful hint on Horizon at every CEFLS/CEFCAT meeting, like Databases, helping a patron form a Wish List, accessing various LibGuides, etc.
- Bookkeeping
- De-escalation, conflict resolution, self defense, computer safety - what to do if you find someone coding, what to do if you get a virus. (for employees) Legal Responsibility/Ethics Training, Ebook, Eaudio, RBDigital training
- Mold remediation
- how to deal with popular authors' books who have too many titles to shelve
- Technology, Security, Weeding, Collection Development, Programming
- Libraries as tech support hubs

Delivery

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

(29/30 responses)



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

(10/30 responses)

- The drivers do a great job.
- Bill does an excellent job with our deliveries. Thank you!
- No, it seems to work well
- Great job guys and gals.
- No, the delivery of materials is great, and patrons are often pleasantly surprised that they received them so quickly.
- Libraries don't always put materials in delivery in a timely fashion, but as for the deliveries via van themselves, we are very satisfied. Drivers are always friendly + pleasant.
- Fantastic
- this is an excellent service
- Our patrons are very anxious to receive their requested books and like to receive them every Thursday, so if the requested item doesn't come in, then they are disappointed. One Patron said they would just buy the book. Also, there has been disappointment if a Patron can't request a newer book; so not sure what to do about newer books that do not go into circulation other than calling the home library and asking them if they can release the book to our patron.
- We are consistently receiving books destined for Keene Valley

Interlibrary Loan

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

(12/30 responses)

- Computer Prompts for Receipt and Return
- There is so much more to Horizon than checking books in and out. I don't think I fully understand what is the significance of item type versus collection, how to find out how many large print vs regular fiction, how many romance or sci books are taken out. I would like to be able to run more reports but I frequently get error dialog boxes when I try. So, Horizon I need training I guess. Interlibrary loan works fine for me.
- Is there a way to keep better track of where books are when they are going through the delivery process for DueNorth.
- Search functionality could be much better.
- Some materials borrowed in DueNorth System take so long to arrive patrons no longer want the item when it arrives or forget they ordered it.
- I wish we could keep one patron up while toggling between check in and check out
- No, I think everything is working smoothly.
- There's always room for improvement, to make Horizon more user-friendly. It would be good to more easily be able to print out a list of titles in a series for a patron, a list of all titles by an author, etc. Patrons like to keep track of all the books in a series that they've read.
- New Horizon catalog is not as user friendly - re: searches - narrowing including/excluding
- someday it would be wonderful to have the DueNorth and Horizon database combined; but is that even possible? Two separate vendors? Separate systems?
- I would like library patrons to receive a notice generated through Horizon to remind them that their card will soon be due for renewal. I have had several patrons complain recently that they were attempting to do online requests and for some reason Horizon would not allow this to happen. If they received a notice, say 2-4 weeks prior to renewal this might remedy the situation.
- The Horizon platform remains unwieldy; reporting and inventory documentation is difficult



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

(9/30 responses)

- Correct Interlibrary Protocol
- Ha! See above*, I'm not typing that again lol. (**There is so much more to Horizon than checking books in and out. I don't think I fully understand what is the significance of item type versus collection, how to find out how many large print vs regular fiction, how many romance or sci books are taken out. I would like to be able to run more reports but I frequently get error dialog boxes when I try. So, Horizon I need training I guess. Interlibrary loan works fine for me.*)
- I find it very user friendly
- We're pretty up to speed. Reference binder is handy.
- I saw there was a new aspect of DueNorth that let you mark when an item arrived and when it was returned but I wasn't sure how to find/do it.
- See my suggestion above* about having a short helpful hint at every CEFLS/CEFCAT meeting; my staff and I are always learning new features in Horizon that we didn't know about. (**I think it would be good to have a short helpful hint on Horizon at every CEFLS/CEFCAT meeting, like Databases, helping a patron form a Wish List, accessing various LibGuides, etc.*)
- I feel confident in our knowledge, and there is a great support system at CEF Library — only and e-mail and/or phone call away
- Anything on Horizon - only know the basics for everyday usage.
- None. It makes sense it's just inefficient.

Digital Collections Access

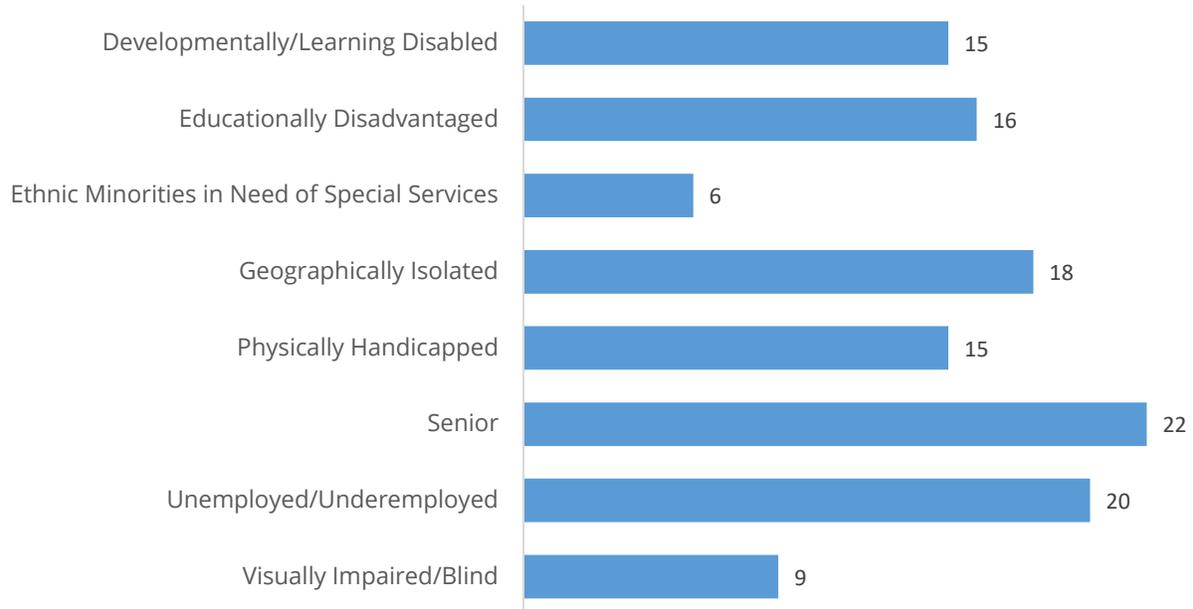
21) Please provide any feedback received from patrons about ebooks, e-audiobooks, or digital magazines.

(16/30 responses)

- I have some older patrons who are enjoying the e-audiobooks now that reading is becoming more difficult for them.
- Seems mostly positive
- the downloading/acquiring of the books can be a little tricky, especially for older patrons. this can be fixed with a little training
- the patrons that use them love the fact that we offer them. I have been asked about Hoopla
- Patrons are always glad that we offer this and surprised when I say magazines are available.
- Patrons appreciate these collections.
- One of our book clubs wished that we had an eBook available for "The Woman in the Window" by A.J. Finn, but you can't please all the people all the time!
- Patrons enjoy having this service and they are always looking forward to new titles being added.
- Positive feedback from patrons re: Flipster + RBdigital. More people are using these than in the past.
- There are so many different options for servers, sometimes confusing
- nothing specific, patrons seem satisfied in this respect
- they really enjoy the ebooks and downloadable audios
- some patrons would like a greater selection of ebooks, some are frustrated with wait times for holds
- Just that it's easy to use and they like the ebooks
- Patrons really enjoy the ebooks and e-audiobooks. We are trying to promote this media while still getting Patrons to come into our library and borrow the "real" books.
- Ebooks are easy to access once Libby is explained. Audiobooks and Flipster are not intuitive apps.

Outreach

22) Which of the following groups did you offer services to in the past year?
(25/30 responses)





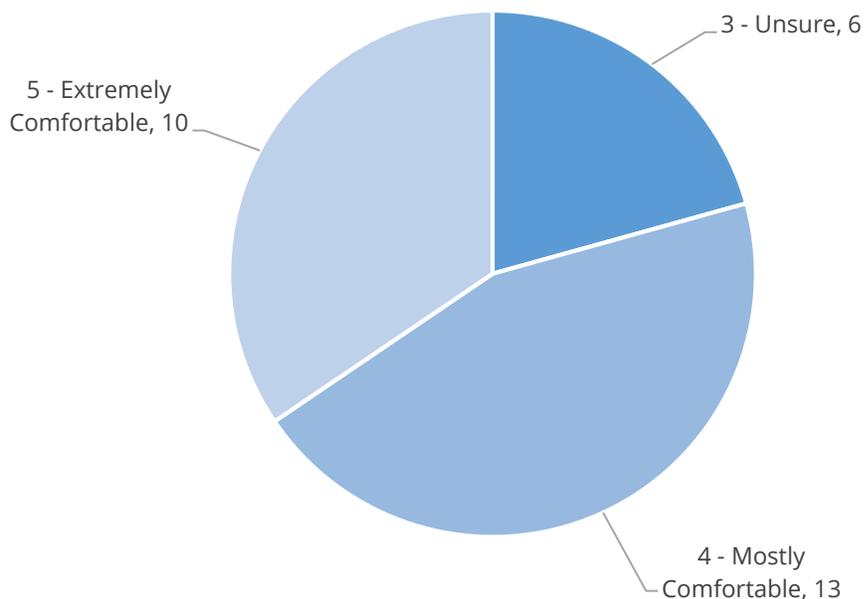
23) **Is there a particular group that you feel has a presence in your community that you have been unable to reach with library services? If so, what do you think CEFLS can do to assist you in reaching said group?**

(9/30 responses)

- 1. We have set up non-circulating "little libraries" through the area and in 3-4 different agencies (ie Essex Center/Families First). Need more assist to set up more and monitor.
- 2. We are an After School area for older students. Often we cannot stay open longer in the winter. It would be nice to have grants for 1-2 hours after hours to stay open.
- We get a large variety of people into the library but not everyone of course.
- I have found that we have a lot of home bound seniors that would like reading materials, but they are unwilling or unable to use an electronic device. I'm not sure how to help them other than encouraging them to reach out to a family member or friend to get items for them. My board is trying to find someone to volunteer time to bring items to these individuals, but that has not really resulted in anything as it would be someone's time and gas money.
- Middle school / Young Adults. I buy books for them, but they don't come. Maybe kits or program ideas to reach these kids... I'll think on this...
- We need to develop programs for the developmentally disable + their mentors.
- Maybe shut-ins and I'm unsure how to handle this group
- People who never visit a library. ?
- We regularly have elderly patrons. And the parents and small children love our children's room; however, we would love to reach young adults and young and middle-aged adults and parents, teens, more children, farmers in our area, Amish residents in our area.
- Conservatives (not kidding)

24) **How comfortable are you and your staff with assisting adult learners?**

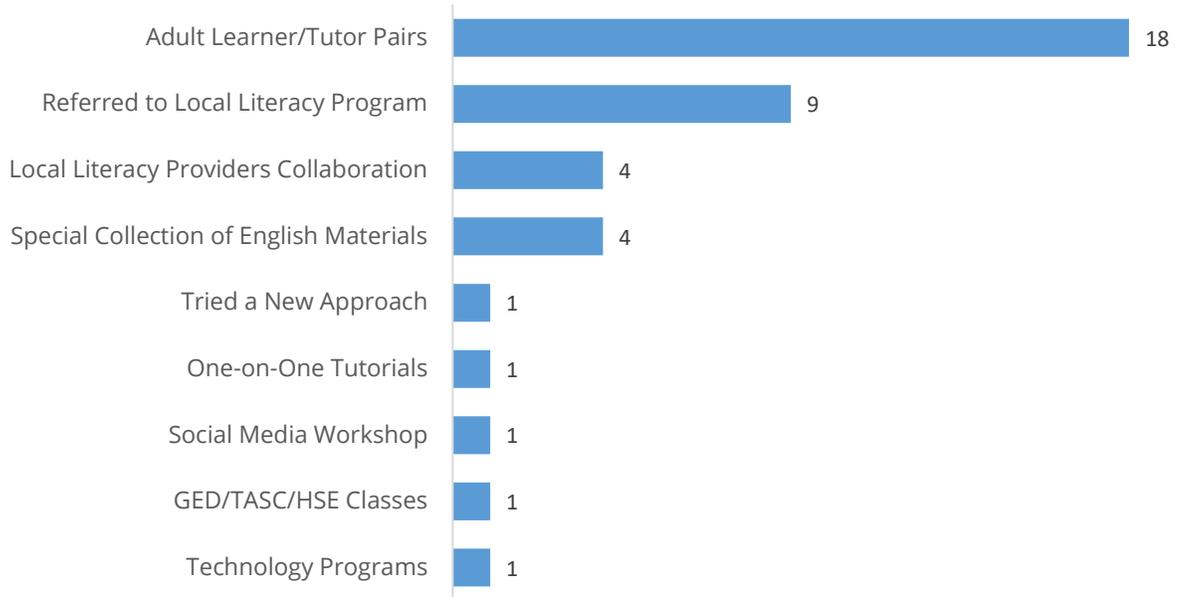
(29/30 responses)





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

(20/30 responses)



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

(11/30 responses)

- We have little resources for State Testing Materials (ie Civil Service Booklets). These are hard to find. We also would like a list of resources for NYS Agencies which control or provide many licenses and permits.
- I have a hard time getting people in to programs even if they said they want the program! That is why I am interested in marketing.
- Financial Lit and Computer skills are always helpful.
- computer tech assistance
- Job searching/resume writing
- Our library currently works to help patrons with job searching and assistance with higher education. I would love to help patrons with financial literacy but I am not sure that I am qualified, however lots of people come to us to use the computers to do their taxes and print out the forms they need. Most have some tax questions, but I am not qualified to answer them. I would love to offer some free tax help.
- Yes, all of these, but when we offer workshops, no one comes!
- all of the above, but I can't seem to pull them in.
- We fulfill many of these needs with our patrons
- I am not sure; would like more information in this area.
- Tech support, financial literacy, mentoring programs

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

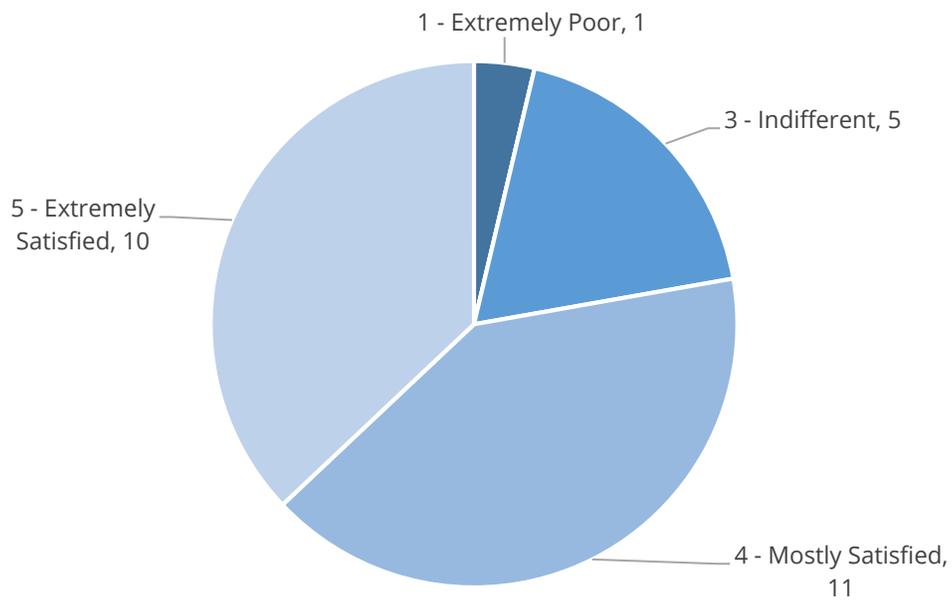
(7/30 responses)

- Possibly working with the local schools. We go into classrooms and read and give lessons using books as well as a Summer "Library Camp" working with the local Youth Commissions.
This has been very successful and enriching but we only have a \$200 Grant through CEFLS for materials and programs.
We also could benefit with access to writing and publishing software at a discounted rate for small libraries such as ours.
- When we get out Distance learning center in later this year, I could use some training on using the technology.
- I think CEF does a good job already.
- Teach me how to market the library
- Offer technology workshops of what is available from CEFL for the public at the regional libraries?
- Would appreciate any ideas you have.
- Knowledge sharing between libraries, best-practice documentation

Correctional Facilities

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

(27/30 responses)





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

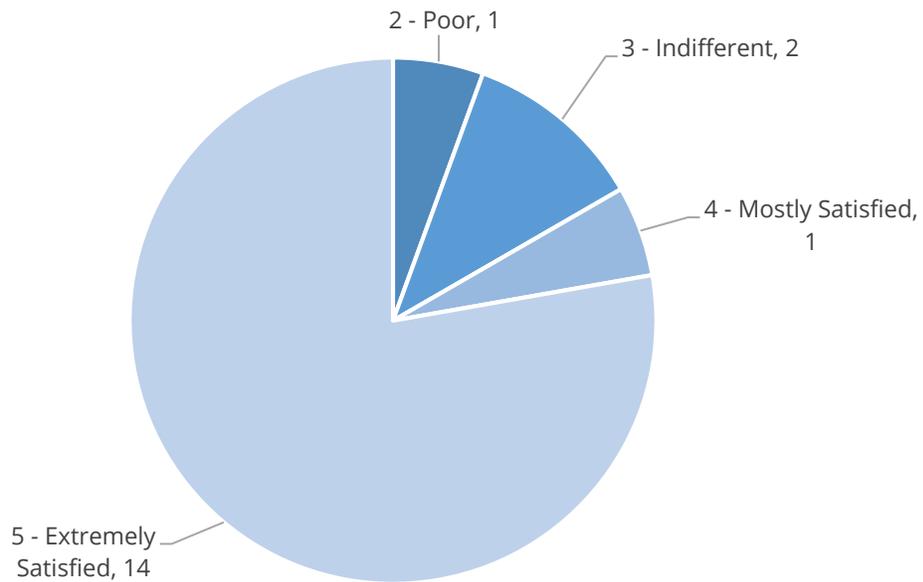
(11/30 responses)

- We give ours to the correctional facilities following our yearly book sale
- I feel that we have to be part of the rehabilitation process by providing reading materials. Educational and for entertainment, sitting around bored will not help anyone's progress. I am not interested in being part of the punishment mindset. I will help with rehabilitation. I have not had a book unreturned or damaged in the 4 or 5 years I have been here.
- We haven't had too much experience with it.
- We are open to lending any of our materials to correctional facilities.
- I am glad this service is offered to the correctional facilities and inmates. I know that sometimes items are lost, but they have always paid for any of these items that were my library's.
- Neutral - Philosophically, I believe we should strongly support correctional facilities. Good thoughts.
- It seems that the restrictions are on their end. We offer materials, but some facilities don't allow certain materials in for their inmates.
- The current system is working well. They have more guidelines for use so the more hands involved will create more issues.
- There are sometimes lost items, or over dues. That would be great to have dealt with before the request another title.
- We have only lent a few items. We had no trouble with it.
- Would be nice to see DueNorth and Horizon somehow integrated as a single-point platform

Library of Things Kits

30) If your library provided an Early Literacy Kit, Empowering Girls 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.

(18/30 responses)



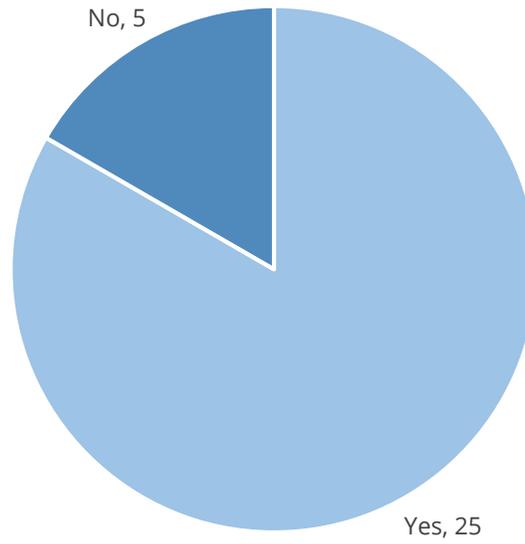
31) Do you have any feedback or did you receive any feedback from patrons in regards to the kit(s), and/or do you have a suggestion for a new item you'd like to see added to the Library of Things?

(17/30 responses)

- Book Club in a Bag is a big hit!
- Loved the VR kits. Not so much for the sensory kit
- We have used the sensory kits and Early literacy kits and they have been well received.
- Haven't had much feedback. Haven't had the headsets yet but liked them when I tried them at CEF meeting.
- Patrons are impressed with bookbags.
- I wish my patrons better respected the need to return items from CEFLS
- My patrons, including downstate part-time patrons, are always impressed with what this small library offers to its patrons. I had someone contact me from Long Island to show me that libraries are offering baking pans now at their library thinking it was something we did not do. They were impressed that we were already doing that. Parents loved the Empowering Girls Kits. The bookclub in a bag is well liked at my library too.
- Patron who borrowed a sewing machine said it was helpful in finishing in project and realizing she needed a new machine.
- Headsets were a hit! for adults + kids. There was much sharing and help while using them.
- I sent a list of suggested titles to Anja for Book Clubs in a Bag, and we've discussed this... they're very popular!
- Unfortunately the kits just don't circulate at my library. They sometimes get in-house use, but that has become rare.
- We don't really know a lot about these materials and not sure our patrons do either.
- The groups who borrowed items were very pleased.
- sometimes not quite sure when the due date of rotating objects is
- Patron appreciated the Sensory Kit. 2 book clubs have appreciated the service. More titles would be welcome.
- We think this is such a great idea and try to promote this program with word of mouth and signage; however, we have not had any requests for this. We even put it on our website on main page from time to time.
- VR headsets by far the most popular offering. Other Things never got traction.

Youth Services

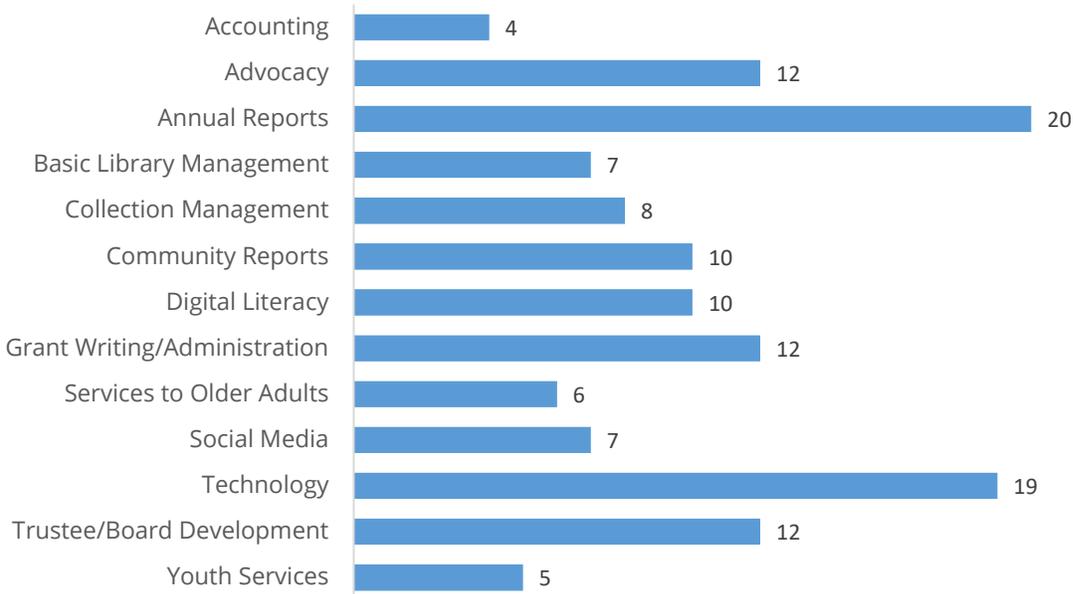
- 32) **Apart from themed Summer Reading programs, did you organize and host one or more program activities for young readers and their families?**
(30/30 responses)



Professional Development and Training

33) In 2020, the top five training/professional development topics for myself and trustees are:

(29/30 responses)



34) Please elaborate on the topics above as needed.

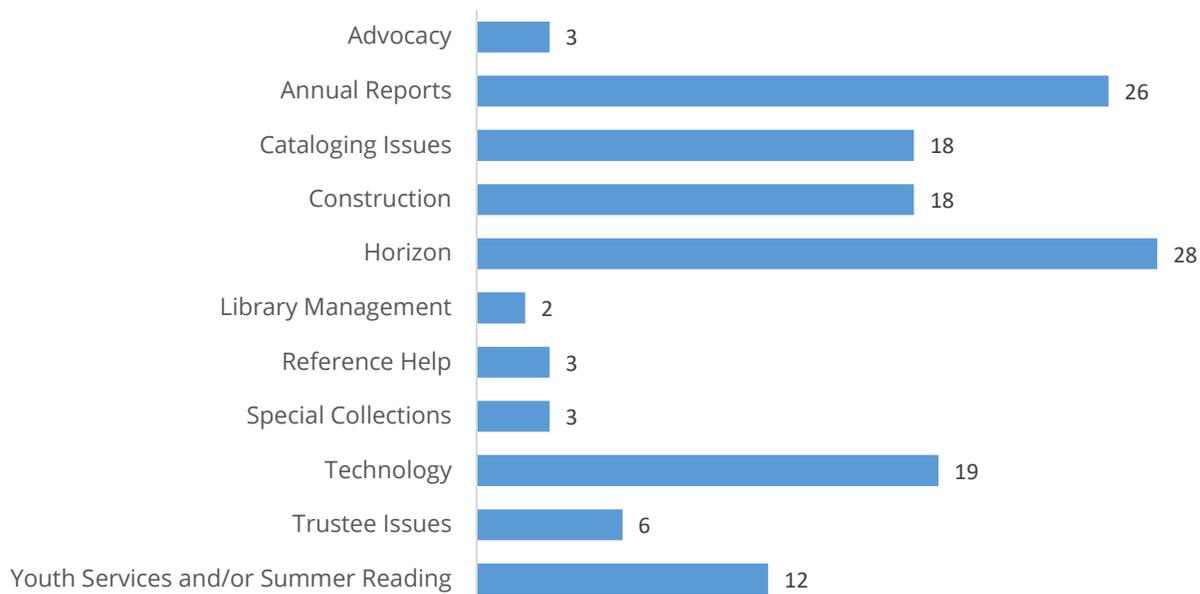
(11/30 responses)

- Going into the new decade, more awareness of what is available and worthwhile in a library.
- All of the above are always useful.
- My board has expressed interest on attending one of the "Train Your Board" sessions, but many of them work. They would like to see a possible online version or a Saturday session so they may be able to go.
- Technology is changing so quickly we all feel it is important to keep up to date.
- Accounting - we got Quickbooks which turned out to not be so quick. Thanks Michael
- Annual Reports - Betsy's Annual Reports meeting jump starts entering the data.
- Trustee Board Development - my board has been taking the online webinars from NYLA and ALA to increase their knowledge.
- In terms of training / prof development for trustees, our trustees don't seem to be interested in attending any of these; they want / expect me to do it all.
- We have had director/trustee turnover.
- Difficulty in retaining board members; keeping updated with social media and technology changes
- still need to build our website!

Consulting and Development Services

35) What topics did you consult with CEFLS staff members about in 2019?

(29/30 responses)



Others include:

- Quickbooks
- School District
- Patron B

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

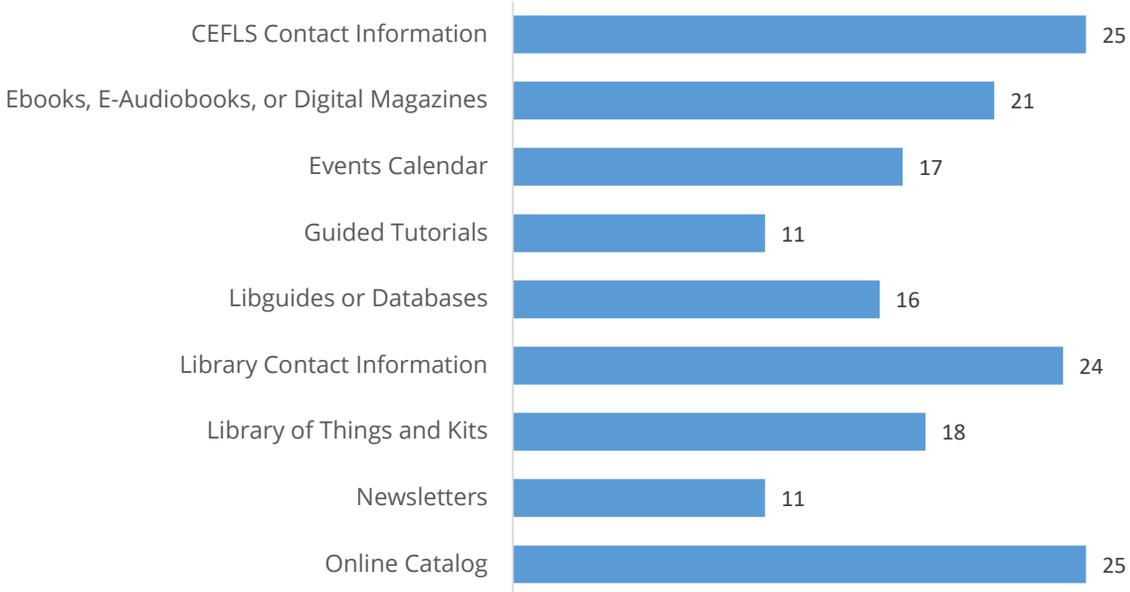
(3/30 responses)

- If there are, Betsy and the CEFLS staff always help!
- hopefully i'll get my act together and get a basic website running this year WORDPRESS
- Technology; Starting a Friends Library Group; Annual Report



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

(29/30 responses)



Others include:

- Staff only – marc records form

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

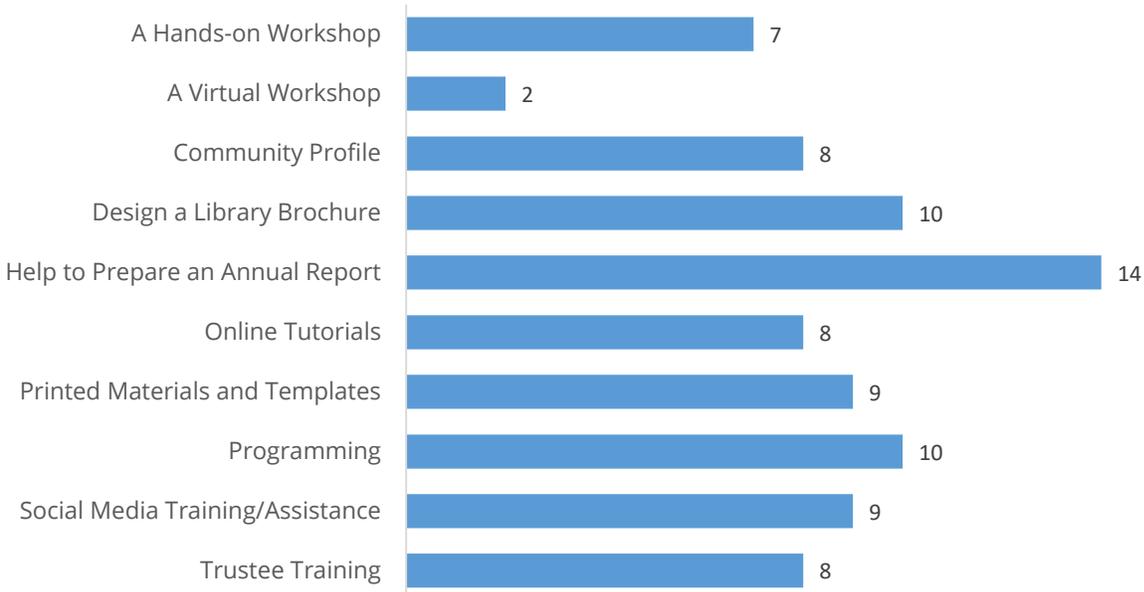
(6/30 responses)

- Patrons seem very comfortable with the format and design.
- One complaint I have heard from patrons is about searching. You can search "Everything" or you can pick one category such as audio book. But then you have to do the search before you can further limit to one library or other limiting factor.
- I don't. It seems well organized
- No. It's seems to be well laid out and intuitive.
- Some patrons do have trouble navigating but I don't know how to improve that
- I love that we can search cefls.org and our online catalog for "book club in a bag" and see all 64 results!

Awareness and Advocacy

39) What resources do you need from CEFLS in 2020 to market your library's services to community groups and local "stakeholders?"

(25/30 responses)



40) Please elaborate on the topics above as needed.

(4/30 responses)

- We give our Annual Report to the public as requested and also to the towns and school. We would love to have a brochure if any software is recommended. We have just been given a Mac Book Air. We also have a Board Member who would like to develop a facebook page if there is anyone who can assist.
- I always prefer hands on workshops as I learn just as much discussing topics with fellow directors.
- I think that the Trustee Handbook and Annual Report say that we're supposed to present our Annual Report to the community, but it would be good to be able to produce a concise summary of graphics and statistics, like Saranac Lake does!
- Teaching the trustees to be the "faces" of the library so they understand advocacy and all it entails.

Communication

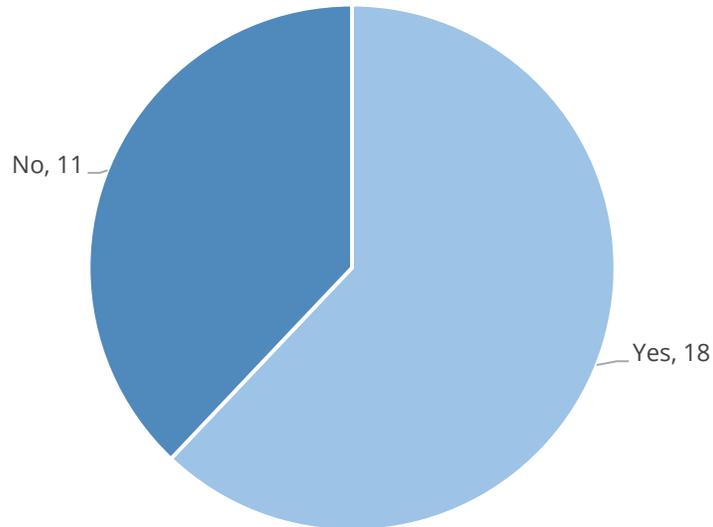
41) If you are in contact with a school library, do you have any anecdotes about collaboration that you would like to share?

(10/30 responses)

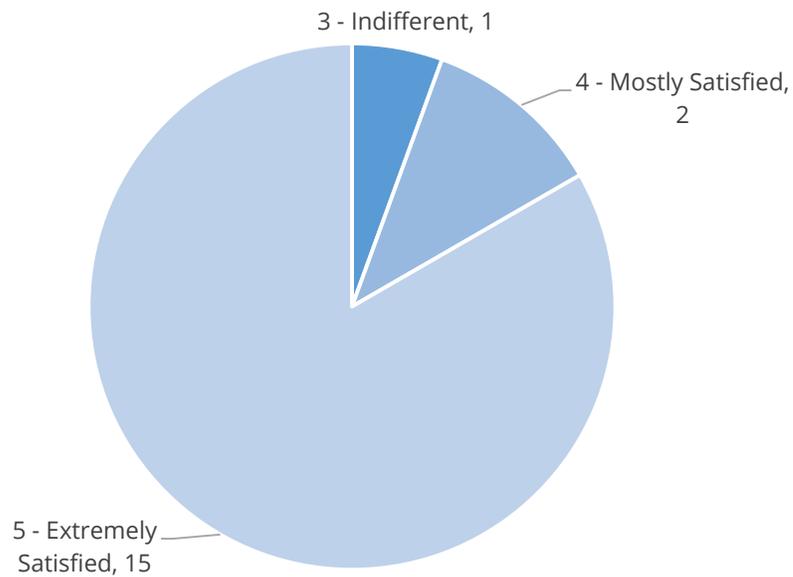
- We are doing some programs in collaboration with the LPMS/HS librarian. Karen Armstrong and I are presenting with Kaitlin Patenaude at the School Librarian Conference in LP on Feb. 3
- We are in full collaboration with the school librarian. We send any possible programs or information that the school may be able to use (ie The travelling holocaust museum and iditarod programs) which cannot fit into our little library. Because of our presence in the school we have many more families and students coming in for reading programs and challenges. Very successful!
- I am in contact with them, but I do not have any anecdotes.
- We host a program with First graders each year in the fall with Guest Children's author and we get them their first library card.
- We have good communications with all the school librarians in the SLCS
- I am not in contact with new school librarian. She is new, part time librarian and part time special ed teacher.
- We work very closely with Keene Central School.
- I collaborate with our school every year on after-school book clubs for 4th-6th grade boys, and 4th-6th grade girls. For the boys, I now have 3 great male role models (a teacher, the K-12 male librarian, and Ben); they decide on a series for the boys to read, and I buy the books for them. I also buy snacks and juice for the boys when they meet here at the library once a month to discuss the book. The school bus brings them here and parents pick them up here. It's gotten more popular each year! I also collaborate with the TLCS on the SRP, and the school invites me to their award presentation each September. We have a great relationship with TLCS faculty and the school media specialist.
- We send flyers for children's programs to 3 area elementary libraries. An employee went to the 5th grade classrooms to promote a new book club.
- PreK and K class scheduled to visit library regularly this spring



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



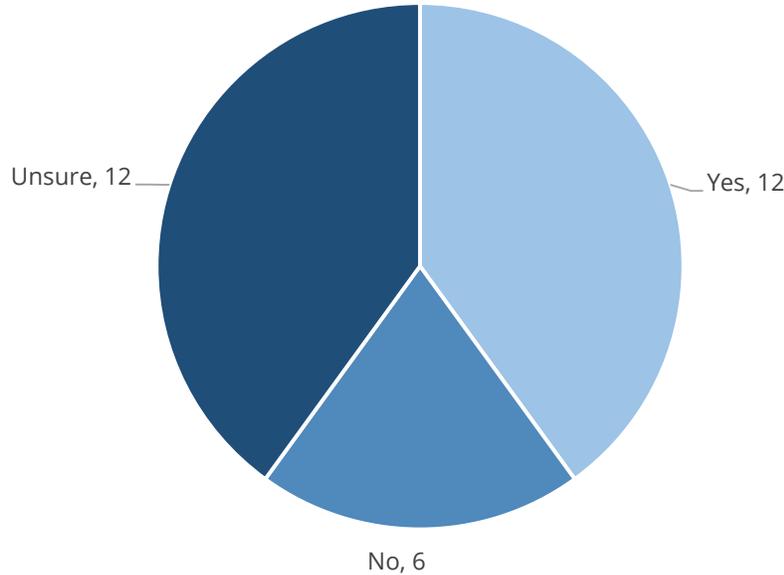
43) **If you were able to attend, how satisfied were you with the meeting(s)?**
(18/30 responses)





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

(30/30 responses)



Final Thoughts

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

(12/30 responses)

- Ron Huber (IT) helps people almost on a daily basis. Kate Curry (ILL) has found obscure titles for a few (particular) patrons. Linda Blair's kindness touches people on a daily basis.
- We have a number of special need and seniors who use our library. We take special books to our local Senior Center for patrons who cannot get into the library. One favorite patron asked if there were "any books or information that would have the list of candidates running for president." We were able to obtain the current list for her. This patron is 97 and commented upon receipt: "I will vote until the day I die, and then send my requests down to my son who never did vote the right way" (:
- We have helped an adult patron who was trying to improve her reading by following along in a print book while she listened to an audio book. She needed to find unabridged audiobooks or it would not work. We searched for where the system had both over the course of several months and taught her how to do the searching herself.
- We were closed on New Years eve because our Construction team was putting our new railings up, however everyone kept calling and were in desperate need for books so I was shuttling books out to the parking lot to keep them from the constructions site.
- Our library assistant, Nancy Sherman, is know to bring books to home bound people who are sick or elderly.
- We help patrons in need all day long. from finding parts to a 1939 tractor online to trying to find out if the ice rink in town is up and running. It's hard to remember ones that



- stand out. Once we had a patron that came in to say a dog was running loose on Route9 so we posted it on our facebook page. Immediately someone replied saying they knew the dog and we called the owners. Today a man came in to tell us that his cats were itchy, scabby, losing hair, but he had no money for a vet. We googled symptoms, found a reputable source of course, and gave him the list of what it could possibly be and told him to go to tractor supply for the meds. I think I see a trend here...
- Home delivery of library materials to patron during recovery from heart attack.
 - We'll see how the Census 2020 goes. Our patrons love our "Tech Help @ the Library" that we offer with TLCS National Honor Society students on Wednesdays. And a comment on budgeting: We do not allocate part of our budget toward DVDs, audio books, large print, etc. We just have budget line items for, "books", "books on Tape/CDs/Videos" and we buy what we need/want until the money is gone!
 - We have a patron who normally would come into the library, but due to weakness from illness found it difficult, so he would park in the handicap space, call us on his cell phone and we would take books out to him. He would give us his returns and select what he wanted to check out.
 - We are frequently helping folks with their technology needs; from assistance with resume layout, to helping them scan an item that they've been unable to print, to printing items from their e-mail attachments that they have been unable to download. We have become a well-relied upon community technology resource.
 - Requested additional DVDs for rotating collection for patrons who requested more variety; requested more large print mysteries & westerns for rotating collection for patron requests; utilized DueNorth a lot for patron requests; assisted many patrons with digital books and apps.
 - We've helped several retirees switch from cable television to streaming services. We helped another library research on an American-born author living in England after WWII by contacting the library over there and getting back an extensive list of potential matches.