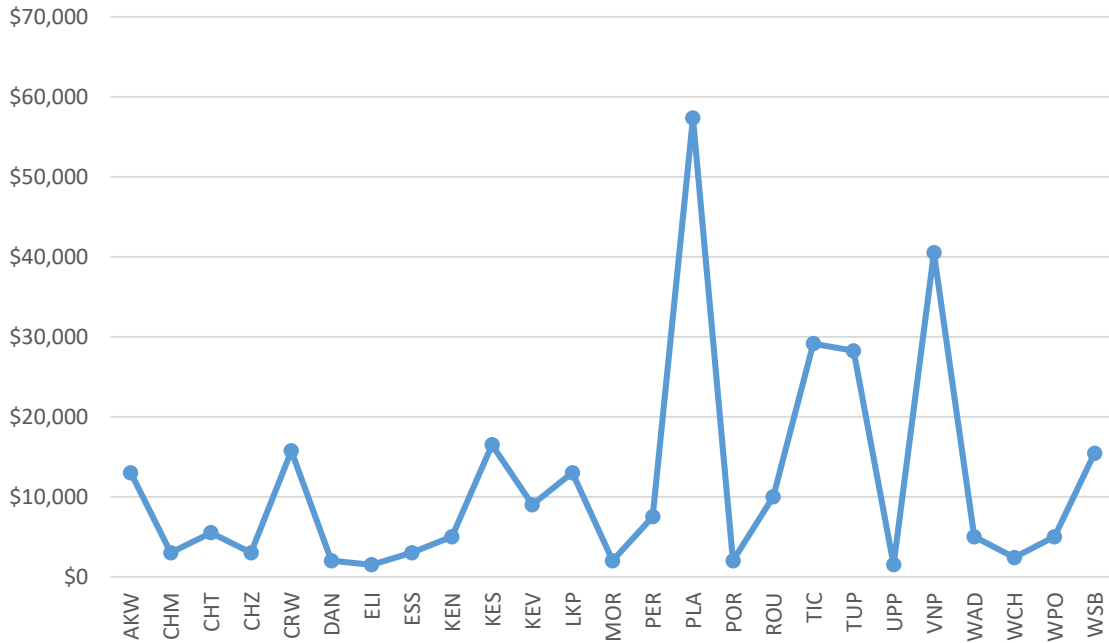
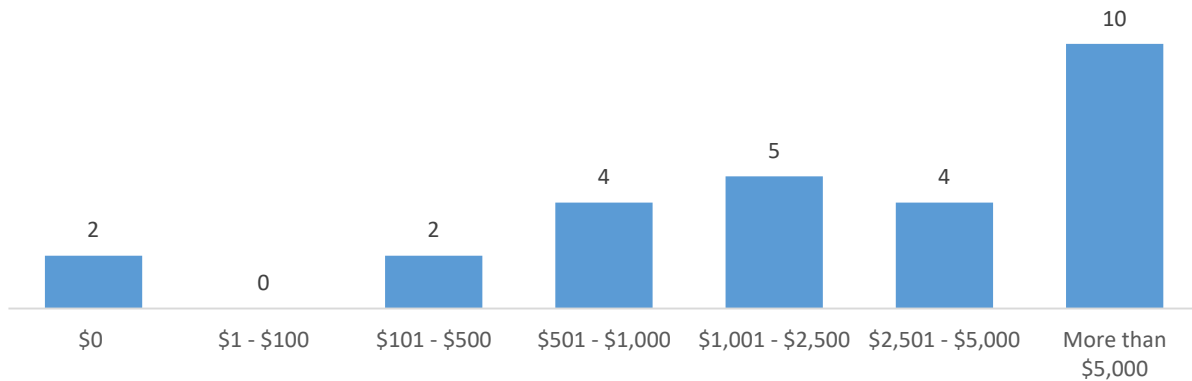


Budget

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

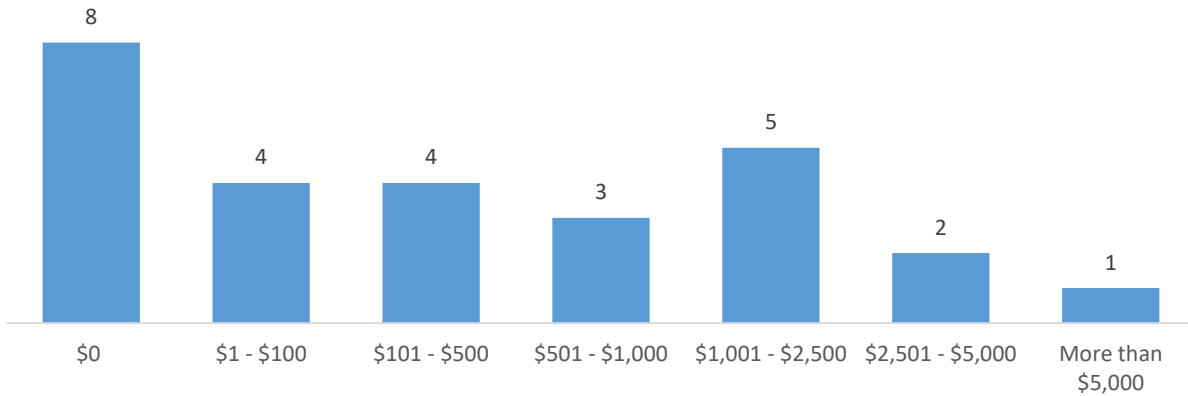


2) **Approximately how much of your budget is allocated towards adult regular print?**
(28 responses)

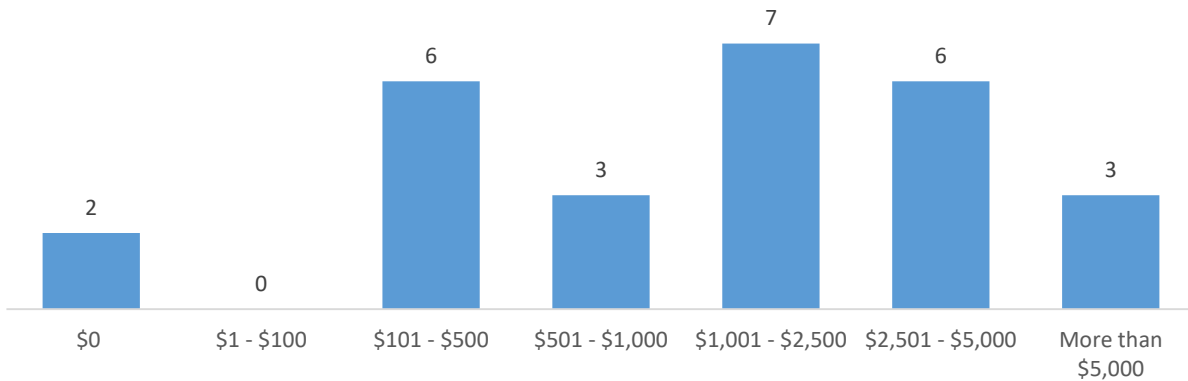




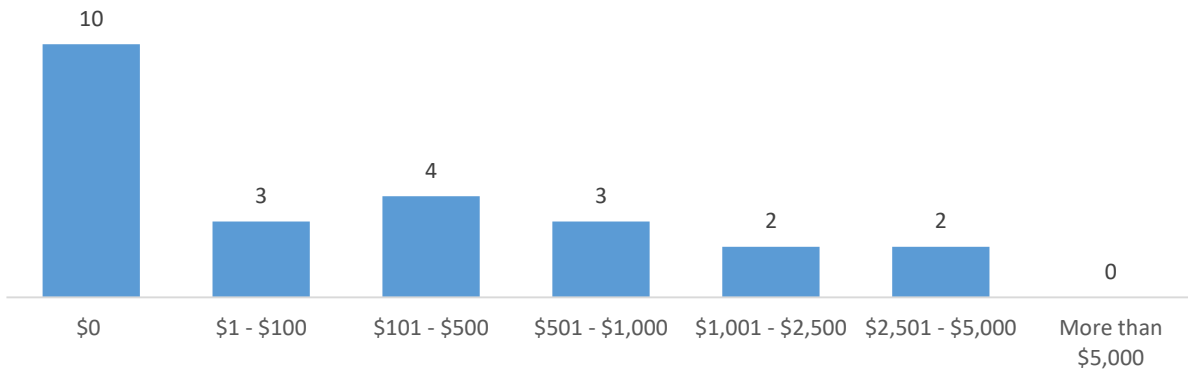
3) **Approximately how much of your budget is allocated towards large print?**
(27 responses)



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

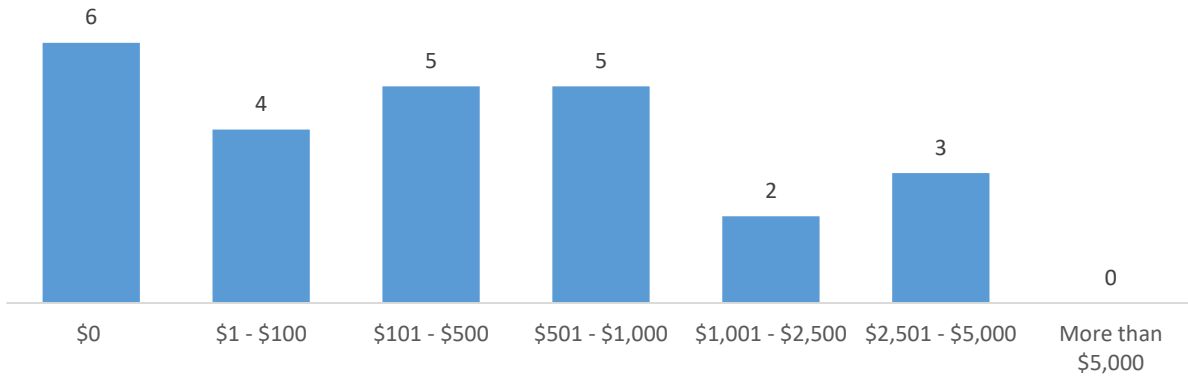


5) **Approximately how much of your budget is allocated towards audiobooks?**
(24 responses)

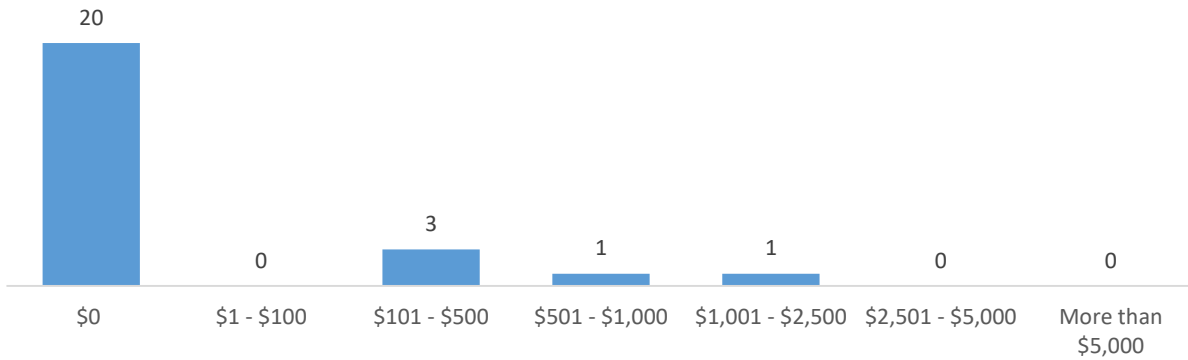




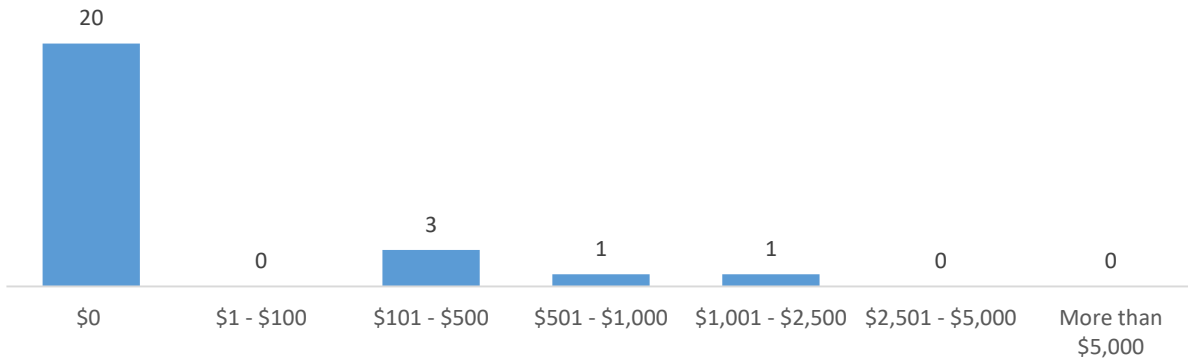
6) **Approximately how much of your budget is allocated towards DVDs?**
(25 responses)



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



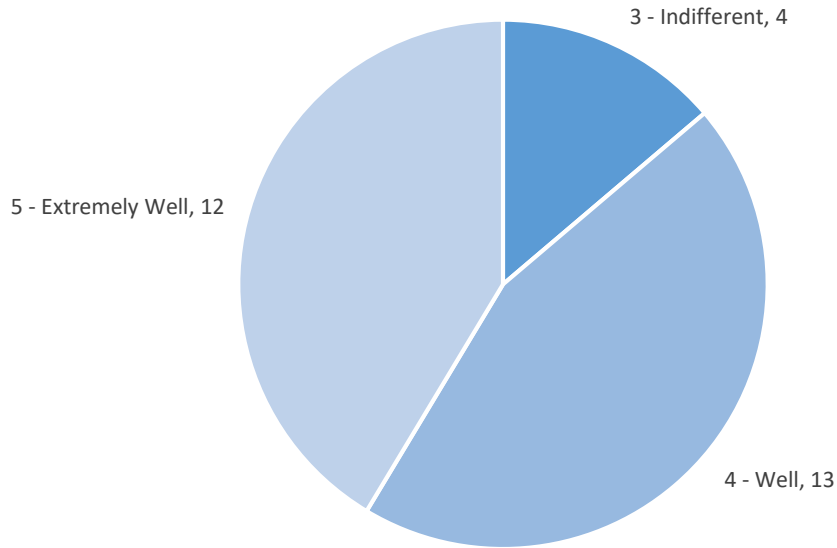
8) **Approximately how much of your budget is allocated towards e-audiobooks?**
(25 responses)



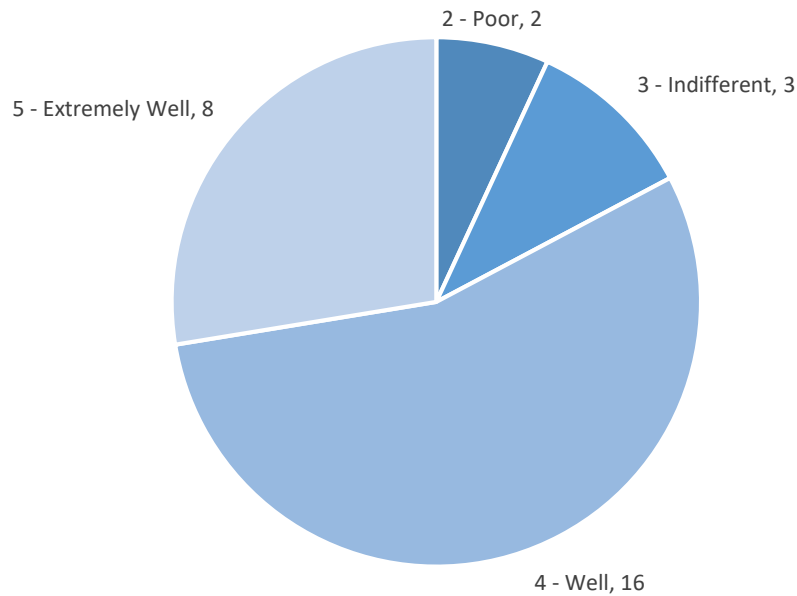


Resource Sharing

- 9) **How well are your patrons' needs for materials met by the library collections within the system?**
(29 responses)



- 10) **How well are your patrons' needs specifically for nonfiction materials met by the library collections within the system?**
(29 responses)





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

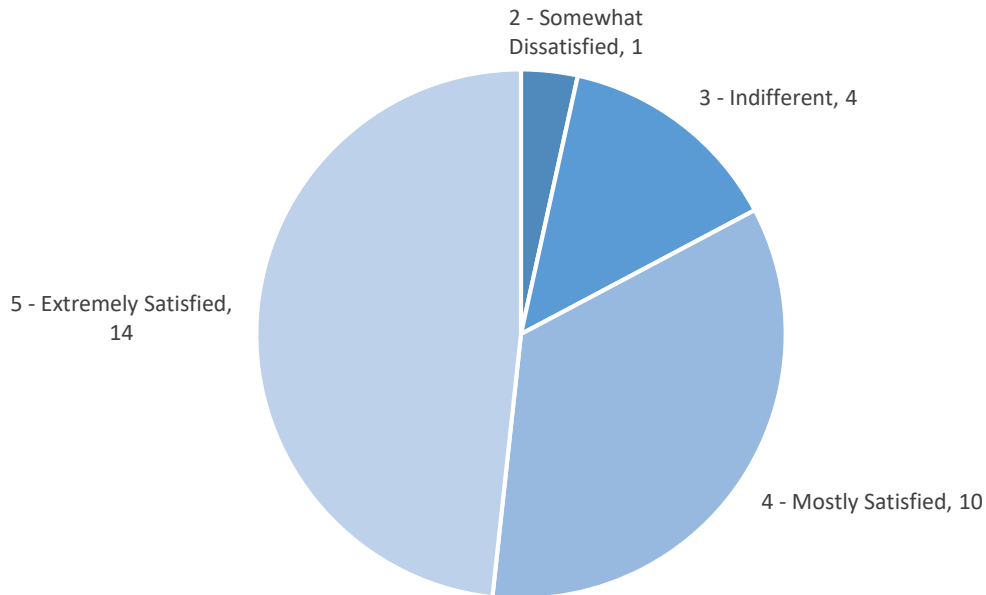
(12 responses)

- Electronic format items as we do not purchase those
- Large Print books
- Ebooks and e-audiobooks
- Biographies for politicians, current people of interest in the news, etc.
- Horror and manga
- Local authors, children's collection
- Ebooks, e-audio books
- New popular titles/genres.
- Social Science (current), self-help, Natural History/Science (current)
- Audiobooks, Library of Things
- More materials on the trades and professional development certifications
- We get requests for juvenile graphic novels.

Delivery

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

(29 responses)





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

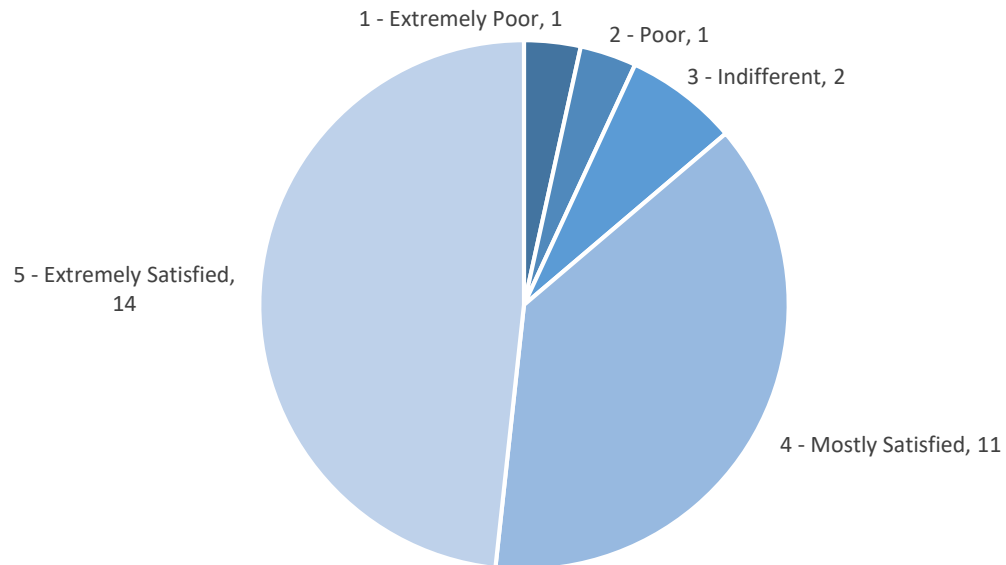
(11 responses)

- Delivery is working smoothly. Drivers are awesome!
- The team that delivers are wonderful people and do a good job
- Good job considering the load of items!
- I feel the turn-around-time is good
- No, it seems to be working.
- I would love a M,W,F delivery schedule
- The van/drivers are great. Some libraries don't pull materials in a timely manner.
- I think the turn around time is quite fast! I've been very impressed.
- I absolutely do not like the plastic book bins. Their drawbacks far exceed any perceived advantages. Unlike bag that will conform to a space, and boxes that are a manageable size and can be used for other things, they are not at all practical for a small library with no main floor storage.
- Love the CEFLS van system; couldn't serve our patrons' requests without it!
- Very helpful for books and item even large items.

Interlibrary Loan

14) How satisfied are you with interlibrary loan as a whole throughout the system?

(29 responses)





15) **Do you have any feedback or suggestions regarding interlibrary loan, OCLC, and/or DueNorth?**

(10 responses)

- Possibly put the money used to pay DueNorth into materials, such as books, dvds
- When I bring up a title to search, many times titles of books come up that have nothing to do with the subject matter I am searching. Too many titles means I have to go through many pages to find the books I am searching for. Sometimes I just give up because I cannot spend my whole day searching for a particular book when 100+ pages are indicated.
- I have very limited experience with this topic to date.
- Now that we no longer do our own OCLC, it is sometimes frustrating not knowing the status of the requests.
- Is there another ILL option outside of Due North?
- Need to have more instructions, PR materials available for using DueNorth; patrons don't know about it.
- I think materials should come back to the lending library before they are sent to another patron from the borrowing library.
- I wish Horizon supported emailing status updates for ILL patrons.
- Due North circulation record keeping is cumbersome. We do not use it enough to make it "automatic" and Need to relearn it everytime we use it.
- Sometimes the ILL takes awhile to receive items; however, we are very glad this service is available for our library as we are not able to provide all the books requested by our Patrons.

Integrated Library System

16) **Please tell us about any aspects of Horizon, the online catalog, or DueNorth that you would like training on.**

(12 responses)

- We received DueNorth training this year and it was extremely helpful! Thanks :)
- How to run a report on late items so I can contact those patrons more easily.
- Generating specific reports in Horizon
- Reports
- Horizon is bad. Functionally is very outdated, both on our end and PAC-side. Would love the system to explore upgrading to a new ILS. I heard that was a priority pre-pandemic.
- Horizon is an outdated ILS. It is clunky and hard to navigate. We need to explore an ILS that offers more to the member libraries and patrons. Especially with contacting patrons via email or text. Overall training on Horizon would be helpful, however, we really need get a new ILS that functions better.
- Any training would always be welcome.
- As director, I could use some videos to use during staff trainings. The online print instructions are great, but some videos would also be helpful. Same for DueNorth.
- DueNorth
- Reporting, specifically for Annual Reports. It's an unwieldy system to use.
- Due North, in particular record keeping

- I can't think of anything at the moment; however, if I ever have any questions, CEFLS staff are very valuable references and answer any questions we have.

Digital Collections Access

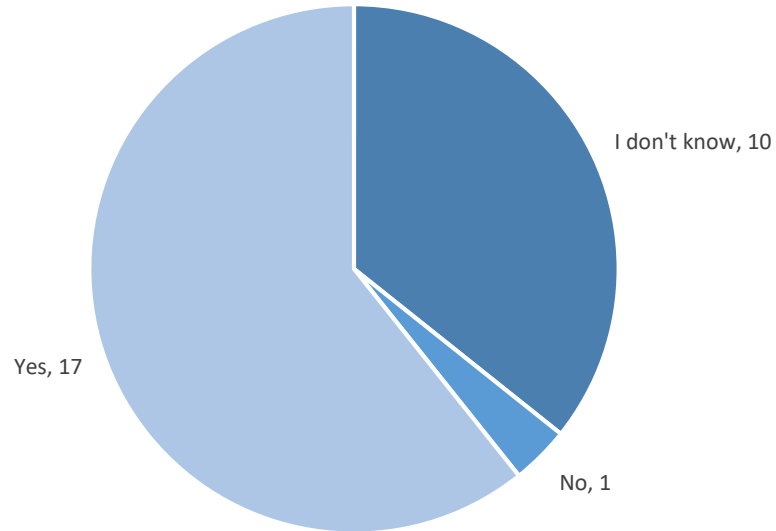
17) **Please provide any feedback received from patrons about ebooks, e-audiobooks, or digital magazines.**

(15 responses)

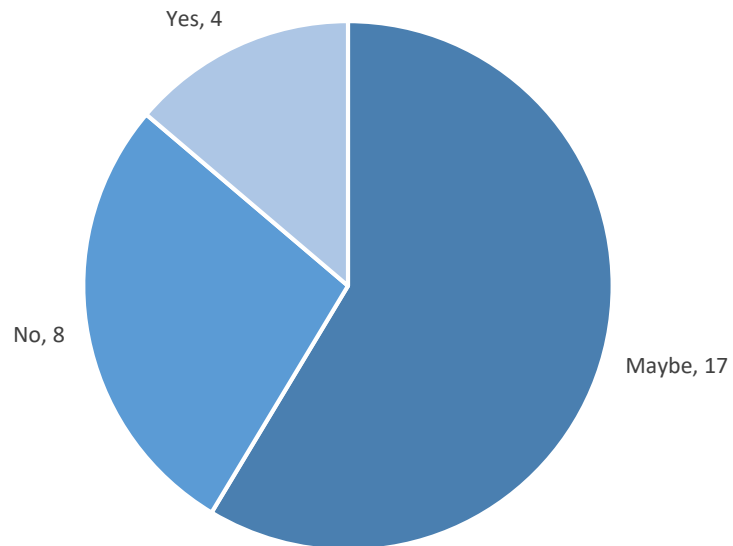
- A few complaints about long wait times and a few wishing for more selection. One complaint that Libby isn't as user friendly as OverDrive.
- We do have patrons that use only ebooks now. They tell me they are a lifesaver as they cannot get to the library (elderly and don't drive). I also have patrons that use ebooks and eaudio that use those formats as they are sight impaired.
- Patrons would like to see more selection on ebooks.
- Patrons want more – especially “new” patrons – this is the big draw.
- There are a number of adult fiction titles that have 20+ holds on them.
- Audio books are used by many of our patrons whose eyesight is not good or those who spend a lot of their time traveling. The collection is a good one, including nonfiction and fiction books.
- Patrons are happy with the ebook selections/collections
- Libby does not have enough titles available.
- I have not received any.
- People want more, more and more selections...lots of waitlists are discouraging
- The selection is very small.
- Would like more variety in ebooks and less wait time
- E-audiobooks are popular, and they want more.
- None, technology is a barrier, interest is low, and we can use some help promoting these
- I need to familiarize myself with the digital resources available through CEFLS! Our library's website also needs to be worked on so we can promote CEFLS resources to our patrons.



18) If funding was available to add it to the collection, do you feel that a streaming video service would be used by your patrons?
(18 responses)

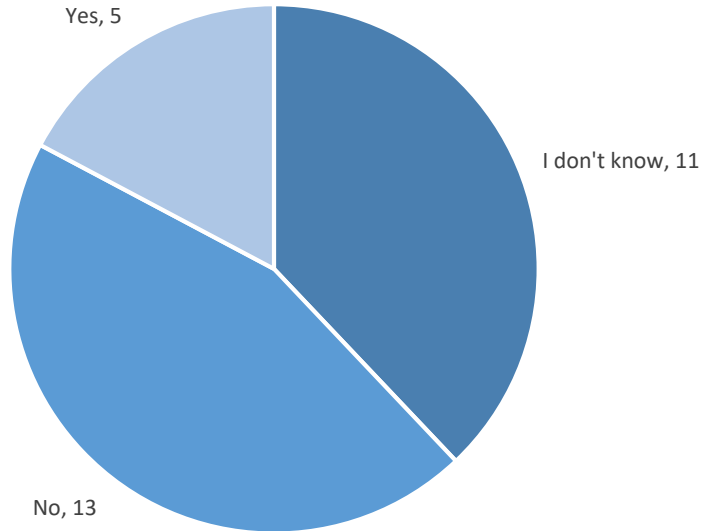


19) If funding was not available for a streaming video service, would you be willing to provide some funds towards it?
(29 responses)

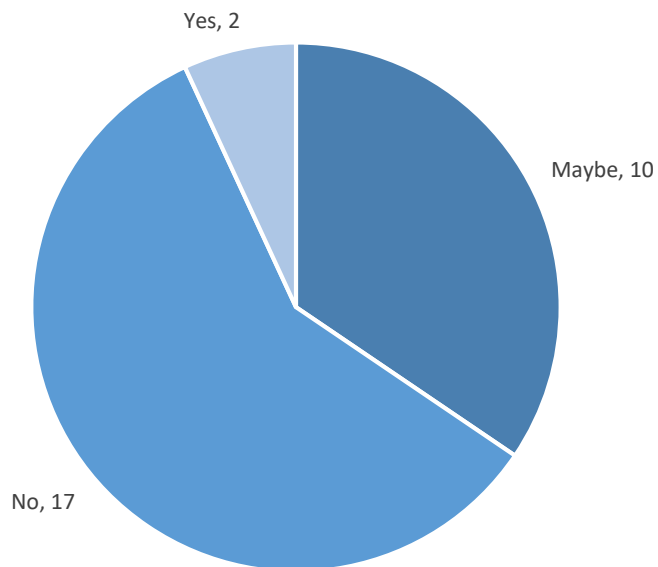




20) **If funding was available to add it to the collection, do you feel that e-magazines are important for the online collection?**
(29 responses)



21) **If funding was not available for e-magazines, would you be willing to provide some funds towards it?**
(29 responses)

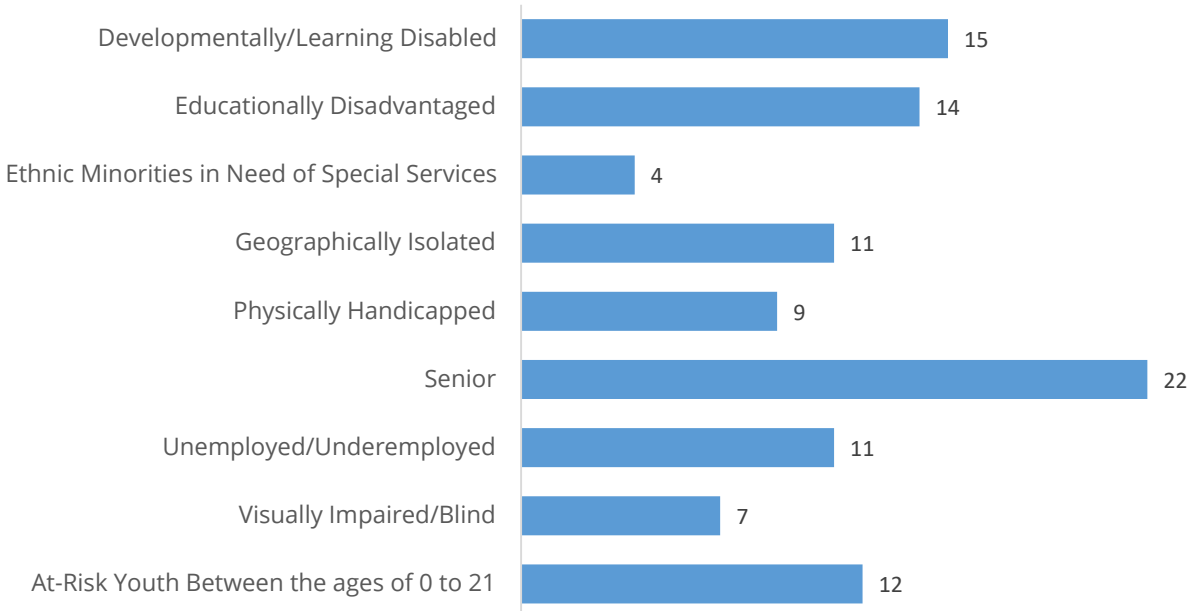




Outreach

22) **Have you purchased and/or offered materials, services, or programs to any of the groups listed below in the past year?**

(22 responses)



23) **What specific efforts did you make to reach out to any of the groups listed above?**

(16 responses)

- Created social media accounts to try and get more children and teens to see the resources available through the library system.
- Put in a lift, handicapped door openers. Gave House Cards to Mountain Lake Services so that their learning disabled residents were able to borrow materials.
- Literacy Volunteers teaches Eng to Spanish speaking immigrants. Excellent resource!
- We've had talks from the Alzheimer's Association. Everybody here is geographically isolated but I have heard people voice desire for books to be delivered to elderly or disabled individuals that can not make it here to pick up books.
- We maintain a "little library" at the local senior housing complex. Many of the residents of Mountain Lakes Services come here to pick out movies titles. We coordinate with the local youth commission during their summer program. Using the tactic of a scavenger hunt for them to see what books and services we offer, has been very fruitful in getting several more library cards from students who did not have them before. We have tutors and students coming in for people who are working toward their GED. We also have college students coming in to take an exam so they do not have to travel, especially in bad weather.
- Senior and Toddler Time programing has been done. We would like help reaching the geographically isolated population.
- We reach out to geographically isolated and/or physically handicapped seniors to offer reader's advisory and home delivery of library materials. We provide a warm, welcoming

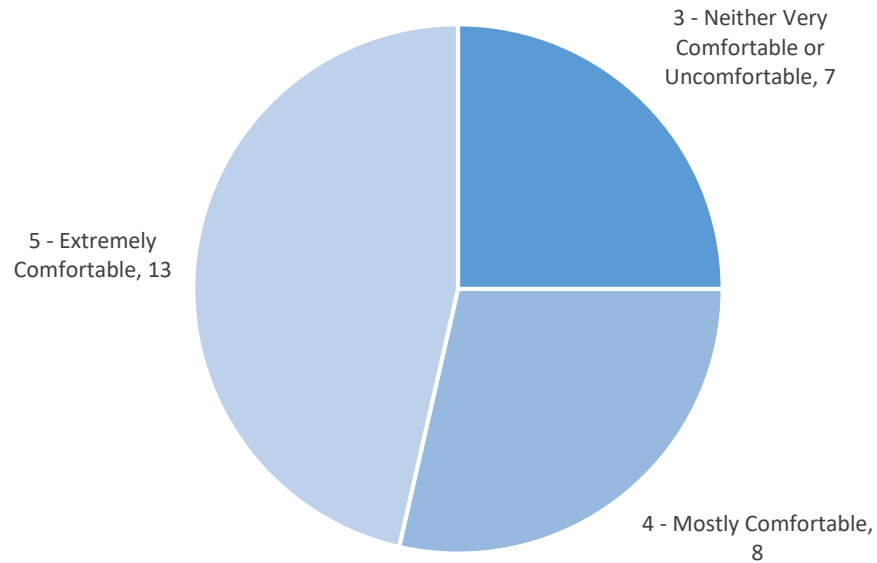


presence in the community for individuals to feel comfortable seeking assistance with housing, employment and learning.

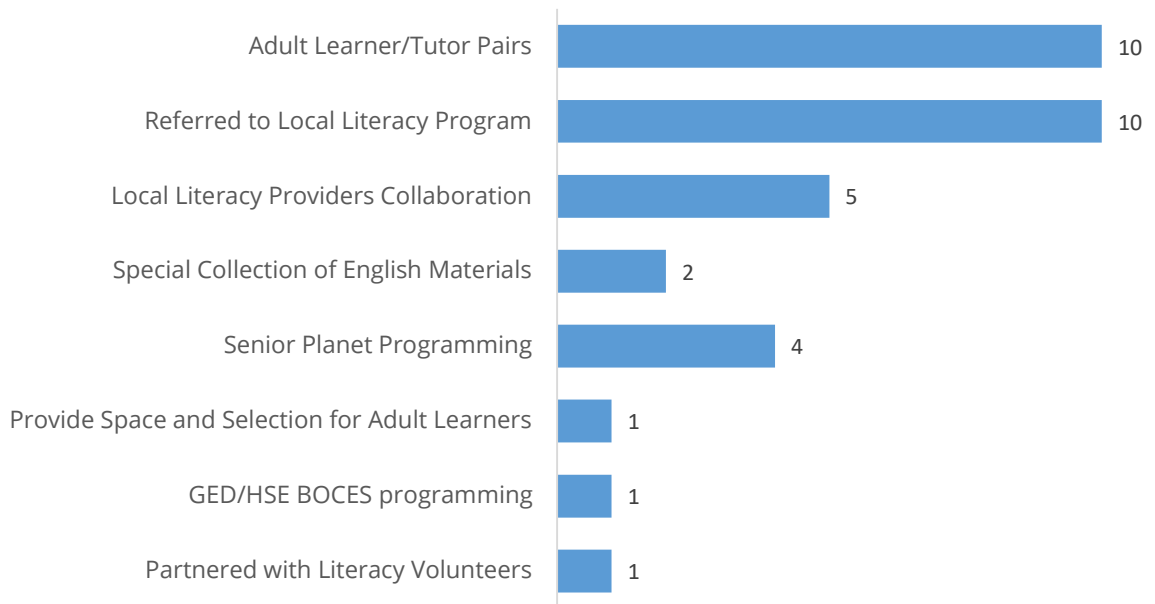
- Books we have ordered, assistance with technology, reading days for Head Start
- We worked with Alzheimer's Association, Citizen's Advocates, Farrar Home and Alice Center. We would like to offer more library services for at risk youth, ethnic minorities, and unemployed/underemployed. CEFLS could help with ideas for these groups. We don't necessarily know what they need. Perhaps if there are already programs out there to offer, we need to know to sign up as a venue (Perry Ground, Riverjack Z)
- With this being my first year and post COVID, I have primarily focused on getting people to come back to the libraries with programming and partnering with other organizations. My hope is to expand services and programs to include underserved populations. CEFLS could assist in this goal by providing training to help with creating services that appeal to underserved populations and help with finding local organizations for libraries to partner with to provide these groups with the service they need.
- The youth group home spends free time here. Youth and adult tutors are not charged for the area the request to reserve. We accommodate community service hours for all ages. We work with schoolwork programs. We deliver books to elders who have mobility issues and community members who can come to the library.
- Grants allow us to provide assistive devices, accessible formats etc. that we otherwise would not be able to offer.
- We provide NLS for the Blind/Physically Handicapped resources; Literacy Volunteers use our facility; we are working to increase the Senior Planet programs offered; our Large Print collection is extensive. For all listed groups, our library needs more facility space; CEFLS will be vitally important in helping our library submit a construction grant next year!
- I've specifically focused on providing tech support to seniors, STEM programming for local children, and resource suggestions to county services for at-risk patrons.
- we created a diversity book shelf. We offer memory cafes and caregiving programs. we have purchased and brought materials to local care facility
- We have programs that include Seniors as they are a large part of our library visitors and Patrons. Teens are difficult to get to our library. I don't know what CEFLS can do to assist us in reaching teens. Also, it would be nice to know what other libraries are doing to reach the above groups.



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



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





26) **Are there particular needs or wants that you feel adults in your community have that the library could help fulfill (Job searching, assistance with higher education, financial literacy, life skill training, etc.)?**

(13 responses)

- Job Searching, financial literacy
- Basic computer skills
- Most of the needs of adult learners are met through other agencies. We are always interested in increasing our profile to include adult learners through these agencies.
- Caregivers training, financial literacy and life skill training
- Socialization
- Jobs and housing searching. Financial literacy, adulating 101/how-to programs
- We've tried financial literacy with little response. A few patrons have asked for Information and support for the LGBTQ community.
- All of these needs would be important.
- All the above we do our best with and plan on improving our ability to help the community.
- Yes, plan to expand programming!
- Use of electronic devices
- Technology Literacy

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

(8 responses)

- Your services are wonderful and always appreciated.
- Training videos on how to use the CEFLS website so patrons can see step by step (like a You Tube how to video)
- Increase the number of books available through Libby
- Providing libraries with tools for assessing accessibility. (We don't know what we don't know)
- I would love help finding local organizations that I could partner with to provide these services. I want to make the library the hub for these services.
- Need help with how to promote library resources, both in print and online. Library marketing is a neglected area of training and instruction for all our small libraries.
- Funding
- I am not sure. I feel we are very accessible to visitors and patrons. It would be nice to know what other libraries are doing.

Library of Things Kits

28) If you have created a “Library of Things” collection, please describe some of the items that you’ve added to the collection.

(13 responses)

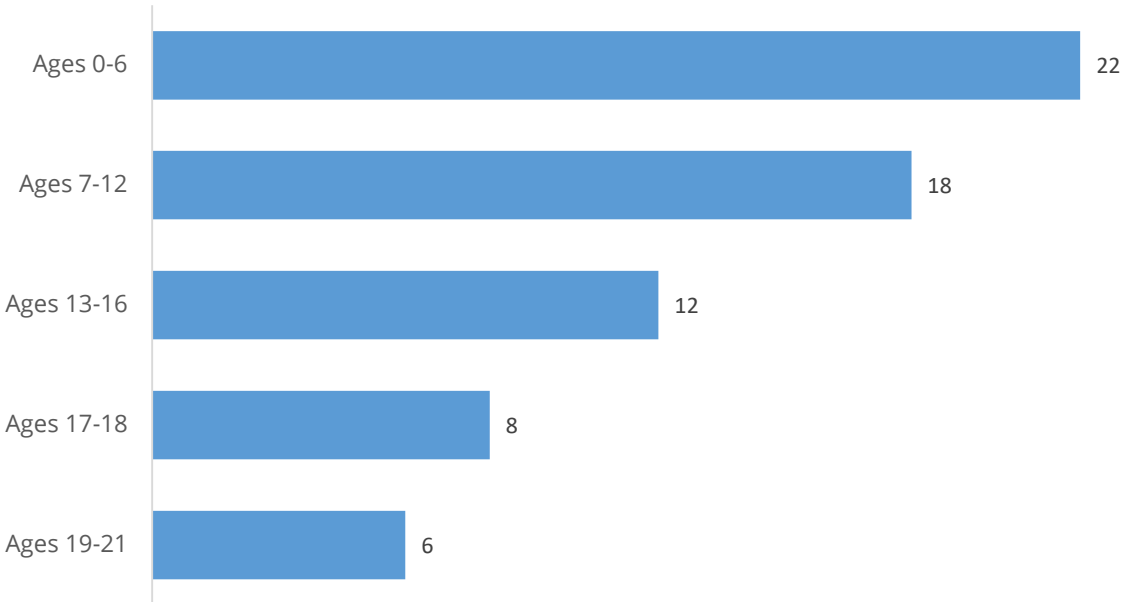
- Puzzles, passes and games
- Food dehydrator, sewing machines, diagnostic auto device
- Fishing poles, baking pans, seeds, puzzles, games, sewing machine
- We are working on creating a few nature exploring backpacks. Also, I would love how to get a donation of hiking poles and snowshoes.
- Discount passes, snow shoes
- We are working a basket making kit and some other community appropriate kits.
- Our Library of Things is currently under construction: we have sewing machine, coffee urn, popcorn machine, cookie cutters, yarn, button maker. Hope to add a green screen kit, puzzle/games, and other items as available.
- Fishing poles, snowshoes, museum passes, instruments
- We now have a microscope.
- We have literacy, science and math kits for checkout
- Sewing Machines, 3d printer, STEAM items for children such as microscope and slides; building kits for for toddlers; Adventure Backpack kits; Pickleball kit; basketballs; fishing rods; ukuleles.....the list goes on and on
- No but we are planning to



Youth Services

29) Apart from themed Summer Reading programs, did you organize and host one or more program activities (physical, digital, grab'n'go, etc.) for the groups listed below and their families?

(23 responses)



30) What are some of your challenges with reaching some of the age groups listed above?

(25 responses)

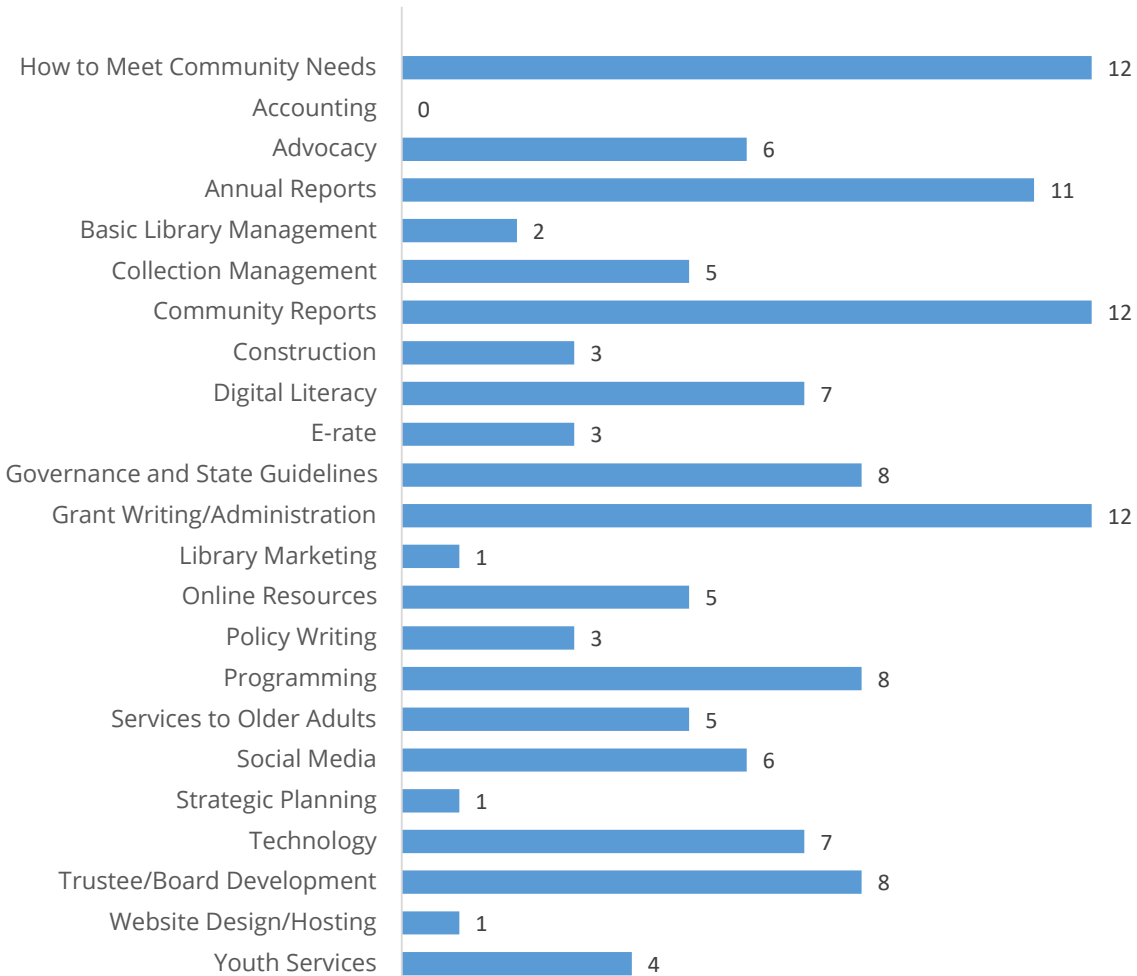
- Teens are always a challenging demographic to reach. Having some success with Magic the Gathering card nights. Teens have formed their own dungeons and dragons group that meets monthly, we just had a successful "minis painting" program
- Lack of interest; busy schedules; sports activities.
- Small population makes it difficult to achieve "critical mass" for some age groups -teens, for instance. Parents of younger children are working and busy so it's difficult to find a time when we could offer programs.
- advertising
- I don't have regular attendance by any of these groups
- kids are so busy, library programming is not high on list. I have put more energy into senior citizens and adults who are otherwise isolated.
- They don't come in here-I'm not sure what to do.
- Getting people to participate or actually show up for programming
- Only been on the job 6 months. Unable to answer at this time
- Our open hours are mostly during the school day so a child who rides the bus cannot access our programs unless they can come in during our Saturday hours of 10-2.
- This past summer I partnered with the Town Summer Day Camp to offer programming and increase participation. The biggest challenge I found was with my staff. For the 2023 year, I would like to find more volunteers or some funding to provide quality

- programming without counting so much on my staff. If there is any guidance that CEFLS could provide to help I would appreciate it.
- older group is not in school
 - In general, we (like probably all small libraries) benefit when local residents with children in these age brackets take a leading role in specific programming. I have children in first two age brackets and that helps to design and turnout targeted programing. But for the teen bracket we struggle.
 - We are in walking distance for a few children only, so parental involvement and transportation is required for children's programming.
 - Getting parents to bring them to the library
 - Parental participation, program awareness/marketing
 - I don't have enough experience to address this question yet. I do know we need to do more events for these ages.
 - Need to conduct some sort of survey for parents and students of our local school district to try and find out why more children/teens are not using our library. Again, promotion of resources is difficult. Space for any activities that would draw young people to our library is extremely limited/non-existent.
 - There are not many of them to draw in, getting the word out, meeting these groups where/how they need to be met.
 - Reaching teens is challenging between schoolwork, sports and jobs, they have little free time, and it is tough to get them to consider spending it at the library.
 - So many activities in LP. Difficult to get teens to attend
 - Funding, accessible restrooms
 - Bringing in new patrons. Marketing needs work.
 - In our town, once kids hit middle school, they are too involved with school activities to make time for library and pleasure reading.
 - Time & Utilizing space

Professional Development and Training

31) In 2023, the top five training/professional development topics for myself and trustees are:

(29 responses)





32) Please elaborate on the topics above as needed.

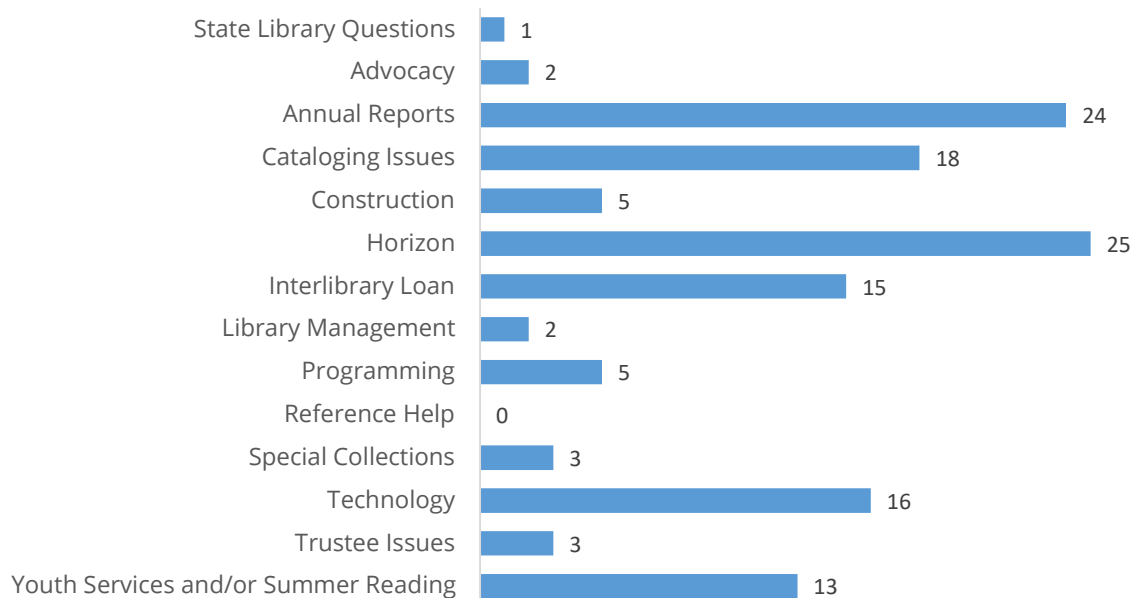
(8 responses)

- Educate trustees on contents of Annual Report and Report to the Community. Educate staff on social media and grant writing. Determine with staff and board and patrons how to meet community needs.
- My strength is not grant writing! We have Macs, I am a PC person, the elderly do not understand current technology
- As a new library employee, grant writing is difficult for me. Finding grants that would apply to our small library is hard and I know I have missed some grant activity that would benefit us. Government and state guidelines are always changing and it is difficult to keep up with with the changes. Many of our seniors are not computer literate and find it difficult to access our services on the computer. We have in the past provided computer literacy programs and will be offering one in the spring. I find it hard to find non-fiction books to satisfy many of our patrons. I do have a wish list and periodically purchase a book but it seems there are many books that our patrons aren't interested in. Some ask us to purchase a particular book but many times it goes out once or twice and then sits on the shelf. Guidance along this path would be greatly appreciated.
- I would love to have a training for my staff on customer service. Although they do a good job I feel that their interactions with patrons needs to be refined.
- The board and I need assistance with Strategic Planning.
- I would love to learn more about grant writing.
- There are many others here, but, these are the 5 that I would like to see most.
- Our board will need assistance with fulfilling the newly required 2 hours of continuing education.
- My overall goal since starting in April this year is to increase engagement with the community. All of these topics either address the need or are tools needed to reach our goal.
- Trustee 2 hour training requirements, legal requirements for construction bids
- Changing and upcoming technology trends . Keeping us informed on state/federal changes and updates.

Consulting and Development Services

33) What topics did you consult with CEFLS staff members about in 2022?

(26 responses)



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

(10 responses)

- Book Repair
- I would love help with strategic planning and more in depth explanation of how to do the annual report. Also, assistance with the construction grant that I am currently in the midst of. I am the third director to take it over. There are many other administrative questions that I have.
- Just finer understanding of how we work in the greater NYS library system.
- Loved how indigenous people’s day was organized (grant, presenter, we picked the date) and would love to see more of this for Black History month, Hispanic Heritage month, pride month veteran’s day, AAPI heritage month, etc.



35) Do you have any plans for construction projects you wish to start between now and 2027? If so, please describe the project(s) with an estimated cost.

(13 Responses)

- Yes – update the front entrance to make it accessible. \$387,000
- Unsure. Meeting with Executive Board in the near future
- We hope to add solar collectors, which may also necessitate a new roof. Rough estimate \$30,000.
- We need to create small personal soundproof places for people to use cellphones or take classes online or tutor.
- Hopefully we are through with that.
- I am not sure. Right now we are finishing up with a construction grant that I am struggling with and am not happy with the outcome.
- We have purchased a piece of property that we will be landscaping for outdoor library use, and there is a building on site that will be renovated. Planning stages right now so we have no estimate.
- Heat pumps – possible add to our solar grid
- Roof/foundation work (2023), energy efficiency/HVAC (2024-2025), interior renovations/ADA compliance (2026-2027) - \$250K-\$300K
- We are hoping to expand our front and back parking lot and an early quote puts the project at \$100,000.00. This would my first year trying to get a construction grant and so if it goes well, the next project would be modifying our HVAC system to be more efficient and modern.
- Adding wing to the library, particularly to include a community room and children's section, possibly more administrative space and meeting rooms. Very very rough estimate: \$750,000.
- Perhaps, bathroom?
- We need a new slate roof and new windows and our handicapped ramp needs repair. We have trouble getting grants because of our school affiliation. Expensive projects.

36) Do you have any plans for improving broadband access in your library between now and 2027? If so, please describe the project(s) with an estimated cost.

(8 Responses)

- We just received two grants to improve service and Layer8 did the work.
- We will install an in-house server
- I am not sure
- We have updated our internet to a faster, paid connection
- Our broadband is already very good but I would like to work on developing publicly-available free broadband elsewhere in the community.
- We recently met with our provider, and they say are set up is exactly what we need for the size for our building and usage.
- Perhaps Fiber
- We have discussed switching to fiber optic with Fist Light. No decisions have been made yet.



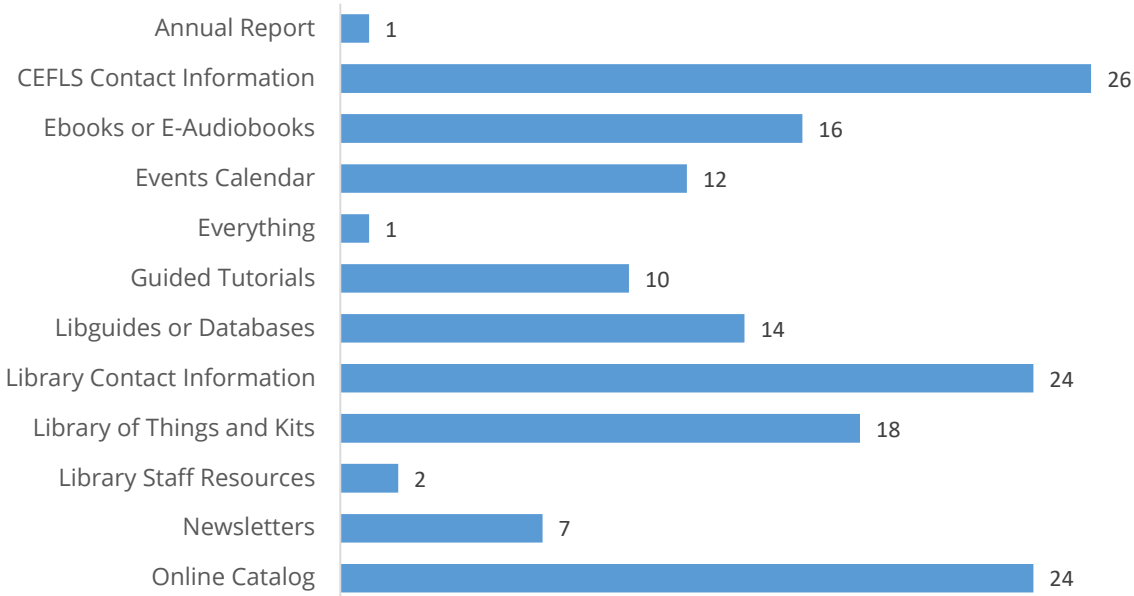
37) Do you have any plans for construction project you wish to start after 2027? If so, please describe the project(s) with an estimated cost.

(1 Response)

- Parking expansion (2028), \$100K

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

(28 responses)



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

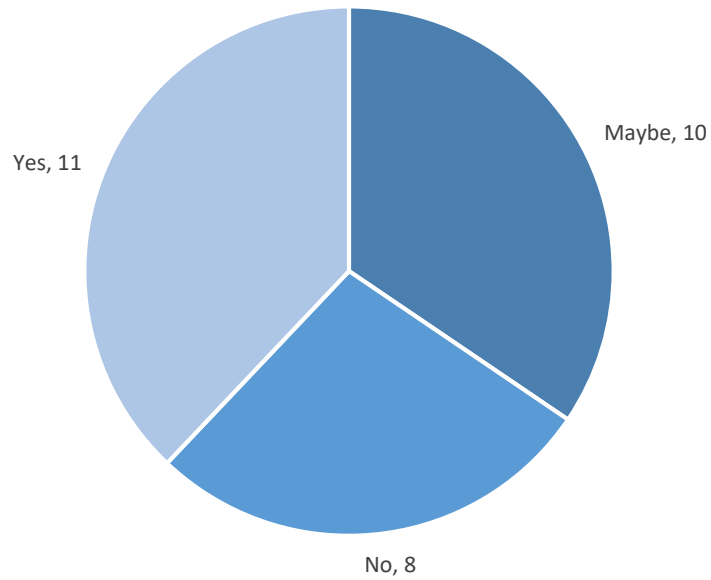
(9 responses)

- Same problem I have with our website - keeping it current. Featured events on front page are a month and a half old.
- difficult to find books in a bag and library of things. Probably my lack of intuitive search aids.
- It's difficult to find the libguide to enter the results from the Reading Challenges
- A link to NYSL
- To date, I have been very satisfied with what is available on the CEFLS website.
- Your site is very useful and easy to use.
- A bit hard sometimes to locate particular information. So much available (which is wonderful) but navigation may need to be clarified, made easier for library patrons to use.
- I find that the website is not very intuitive and some of the links are broken/outdated. I sense that our patrons use the online catalogue to search and request books, but not for much else. Are there accessibility features for low vision patrons etc.?

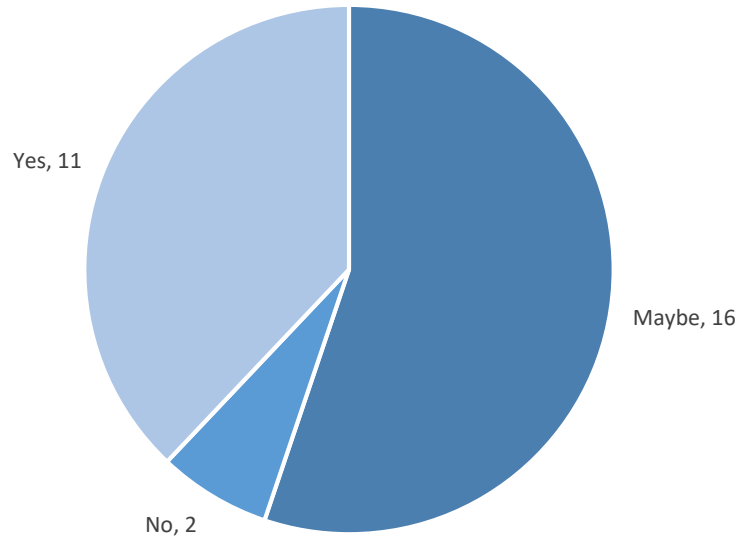
- I think that patrons have a hard time browsing the "library of things" items that libraries have. Its kinda tricky to find them. regularly

40) If CEFLS were to reach out to IT support companies to provide services to some member libraries at a group rate, would you be interested even if you still need to pay some fee towards the total cost?

(29 responses)



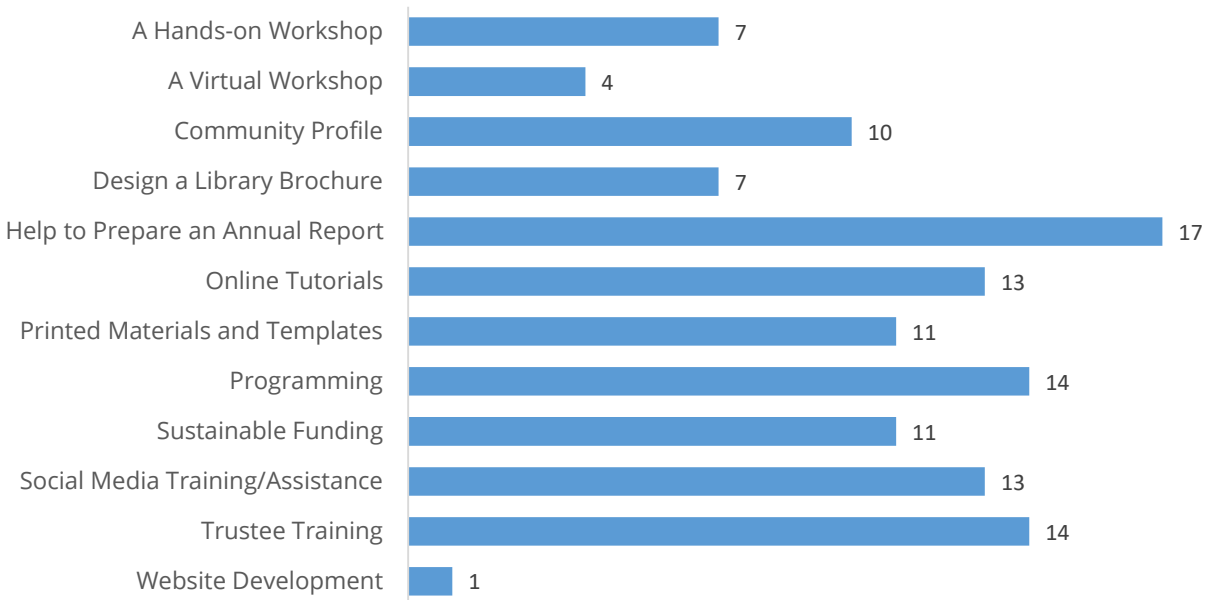
41) If CEFLS were to offer a group-rate email newsletter (or email “blast”) platform to allow you to send out emails to a large amount of people, would you be interested?
(29 responses)



Awareness and Advocacy

42) What resources do you need from CEFLS in 2023 to market your library's services to community groups and local "stakeholders?"

(26 responses)



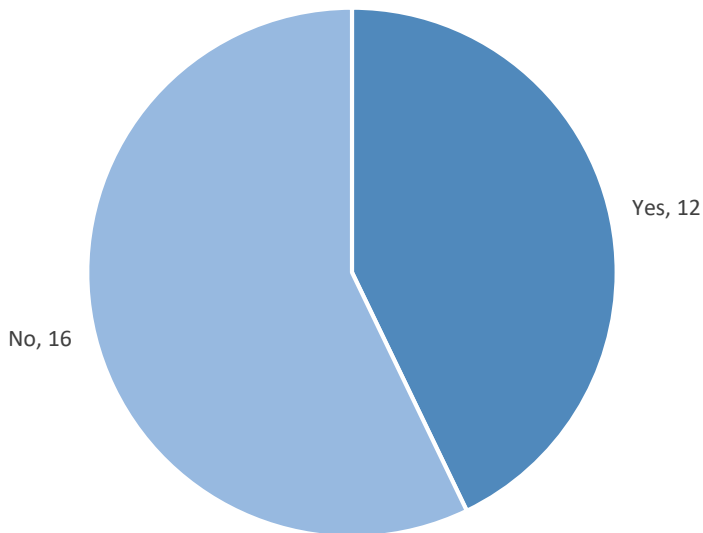
43) Please elaborate on the topics above as needed.

(7 responses)

- Trustee training opportunities
- It might be cool to have a uniform brochure to hand out that contains all the things the system has and a spot where I can customize my specific branch and I could hand that out to people who have no idea what resources are available through our system.
- As a new librarian, the annual report was a nightmare for me since I had no backup info to get the figures from. I have kept separate worksheets with the figures I know I will need to do next year's report. Michael Spofford, David Fuller, and Anja were wonderful in responding to all my questions. Hopefully this year's report will be much easier.
- All of these services are important.
- All these areas are important to me and will make us a stronger resource to the community.
- We have a website but need help in learning to manage/improve it.
- Where do you advertise or send our flyers and posters?

Communication

44) **Do you collaborate with a school library?**
(28 responses)



45) **Please describe how you collaborate with a school library. If you don't currently collaborate with a school library, what are some hurdles you see that prevent you from doing so?**
(22 responses)

- Still developing relationships, but the school libraries are always happy to help us promote programs
- We share our information on programs with the school librarian and she spreads the word through various ways including a school newsletter.
- We lend books to our school library.
- The school doesn't have much of a library, as I understand it.
- KCS classes k-6 visit the library weekly. Teachers in the upper grades come occasionally to do local research or for a particular topic. Grade 8 students and seniors add stories to our oral history project
- They are too busy and unreliable in my experience.
- We have a relationship, but I have only been here a short time. I intend to.
- We recently had 2 schools merge so I am not sure if each school building has a library. This will be a project to work on in the near future.
- I have yet to get to the school librarians. I have slowly started to reach out to some teachers in both the elementary and high school. I hope to connect with the school librarians in the near future.
- I would like to change this. I occasionally talk to a school librarian but we do not directly collaborate
- We collaborate with our local school and BOCES during summer reading



- Collaboration is coordinated through another library
- This year we worked with a School District to be one of their food program locations. We served over 3,000 meals. Whenever any school invites to event we attend and participate. Before the pandemic the head start programs would come weekly for story hour.
- When possible, I visit the elementary school during one of the two "library specials" days. Biggest hurdle is library staffing that doesn't allow staff to leave the library to visit schools.
- Local schools are in the service areas of neighboring libraries that can more easily build a relationship with them. They sometimes advertise our events, but it is difficult to get our PR to school libraries/classrooms.
- We've provided the school library with Christmas books for a read-a-thon they were doing and have offered to drop off books for subjects their collection might be lacking.
- Promote Book groups and reading incentives. School librarian helped with the Adirondack Book Festival
- More to come! School visits
- Our School system's libraries are very insular and have no interest in collaboration.
- We send our flyers about programs to the school libraries. We also reach out when we have programs students/teachers may like (Perry Ground, RiverJack Z)
- We collaborate with the school but not their library as they do not have a librarian at this time. The elementary teachers bring their students to the library occasionally and one of our staff members will be doing visits to the school to teach some library skills and talk to students about library services.
- Communication

46) Please describe how you collaborate with other member libraries. If you don't currently collaborate with other member libraries, what are some of the hurdles you see that prevent you from doing so?

(19 responses)

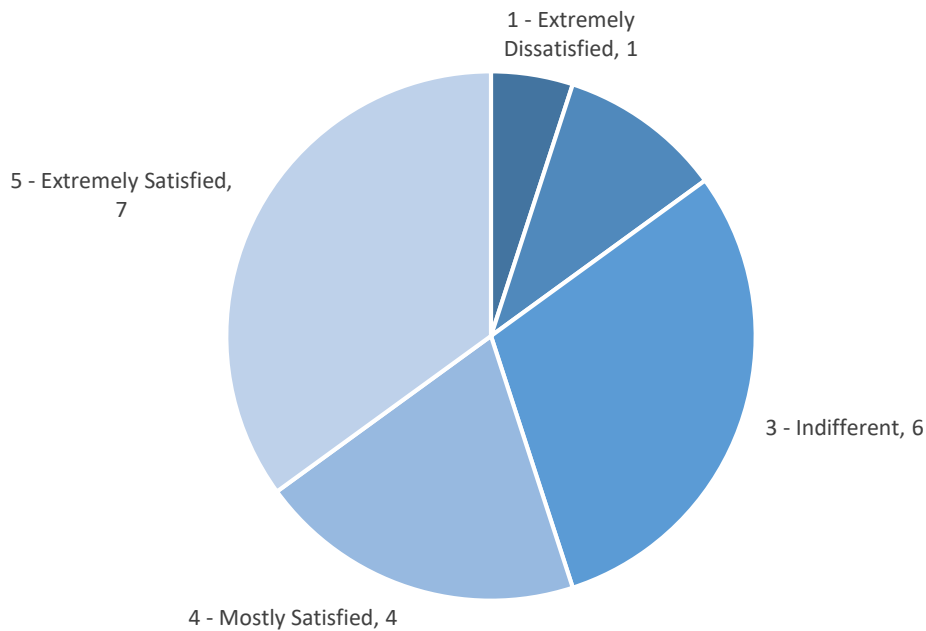
- In-person director's meetings would be beneficial
- interlibrary loan
- Time - the limited number of hours I am allowed to work.
- I hope to collaborate with many member libraries in the future
- The distance between libraries is a problem in bad weather.
- The largest hurdle that I see is physical distance. Because Tupper Lake is so far from the other libraries I feel as though we do our own thing. However, I would LOVE to have some more partnerships with libraries closer to me and possibly joint programming.
- I am often dismayed when a newer book is listed as not available to borrow. If the book is in the system, it should be allowed to be taken out, as far as I know, no one has read the print off a book in one reading.
- multi library discounts on programs. If there was a way to be more coordinated on this it would help. Not sure what the answer could be though
- My biggest hurdle is that I am one person trying to do everything



- Mostly time constraints - we currently only have me as an employee and I'm part-time with a full plate of responsibilities.
- I am still new to the job, but it would be nice in the near future to start working on this with my team. The only perceived difficulty is the distance between each member.
- We email other libraries regularly for advice/suggestions. The northeast Clinton county libraries have formed a support group that will be meeting periodically.
- Everyone just does their own thing. I asked neighboring libraries if they wanted to collaborate on winter break activities/programs but no one replied. Although we share a population in practical terms, that population is small and the temptation is to grab and hold.
- We collaborate with member libraries by sharing ideas in the bi-weekly meetings and by advertising events at nearby libraries and posting their flyers.
- Loans, for now, more to come!
- 2 libraries split a yearly subscription to Book Page. We each pay half the cost and divide the periodicals. This makes it affordable and provides enough copies for our respective patrons. Our patrons greatly enjoy having this available. We have been doing this for some years now.
- Location and distance are a hurdle
- We don't collaborate. The closest library is Ticonderoga and they are 20 miles away
- In person meeting with other local directors, subbed for Senior Planet class lecture of another library

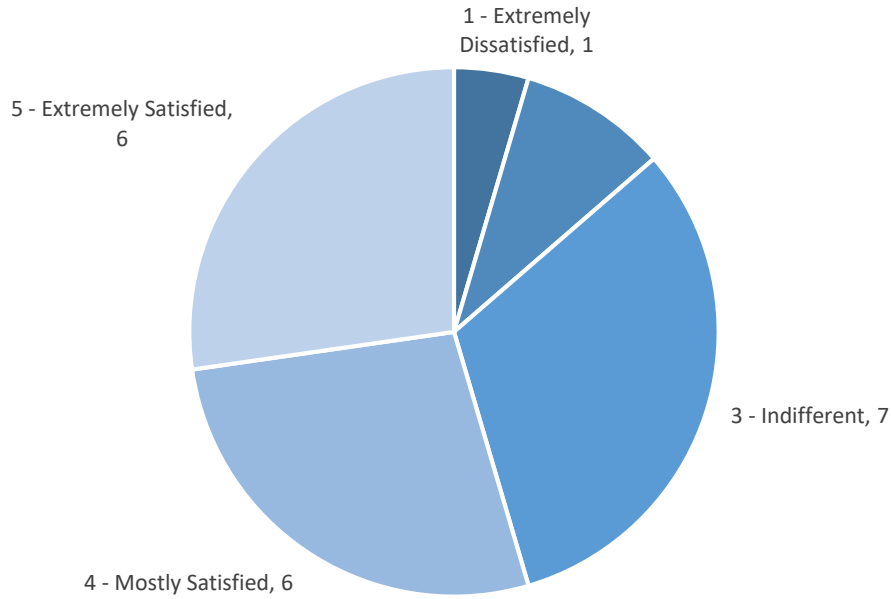
47) If you were able to attend the Zoom meetings over the past year, how satisfied were you with the meeting(s)?

(20 responses)





48) If you were able to attend the Zoom meetings over the past year, how satisfied were you with the meeting(s)?
(22 responses)



49) Do you have any feedback pertaining to the Zoom meetings held over the last year?
(11 responses)

- The biweekly meeting doesn't really feel helpful anymore.
- I guess I am over zoomed and would drive the hour to be with colleagues, I would like time to interact, share ideas, with others
- I have not been able to listen to these meetings because I am alone and have to be available for patrons. Is there some way that these are archived so I could listen to them at a later date when it is convenient for me?
- I agree that it's beneficial for us to meet via zoom frequently. However, I struggled with the lack of direction in these meetings. Maybe we should only meet once a month? Also, I think there needs to be more email reminders about upcoming meetings and programs. Someone once said a person needs to see something at least 5 times before it sinks in.
- no
- I really wish they were held at a different time. Especially when they want us to attend the live session. That just isn't possible with the time that they are.
- No.
- Don't like Zoom meetings---find the discussion is very limited. Know they're needed (and love that I can watch the recordings) but don't find the exchange of information very satisfying.



- No need to read from publicly accessible websites. Links are good. There are vast differences in library needs and experiences of staff members. Not all libraries need the basics. Some topics are repeated. It's always helpful to see what other libraries are experiencing. Updates on state employment laws that affect libraries would be helpful.
- Personally, I'd rather meet in person. But, the zoom meetings that I attended were very helpful and made it easier to attend since I didn't have to drive to Plattsburgh.
- Not enough attendance

Final Thoughts

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

(9 responses)

- I have an elderly Patron who loves to read; however, she doesn't drive and tries to get into the library when she does have a driver. I have dropped off books to her home as she lives near me, and it has been nice getting to know her. I would do this for others; however, the board doesn't want to start this up as they want people to come in and enjoy our lovely library, which I do understand.
- Not anything specific, but attitude changes (people have had their questions answered) I have had people email things they needed to print, helped people change passwords, access their email, etc...it is an everyday thing.
- Many times older patrons are not computer savvy and I helped a patron run off some IRS forms so they could do their taxes. I keep a list of books that patrons want from other libraries and every wednesday I check off 1 or 2 from each list so they don't have to keep a record of what they have read or received.
- I had a Canadian lady come in, distressed, as she couldn't figure out an app on her phone. within minutes I had it working, she became a customer, she summers here, and I see her weekly. She is soon to leave for her home, but I have enjoyed getting to know her.
- We listen and care.
- We don't offer mobile delivery as a full service, but my team will drive to patrons even after the pandemic for any reason to help. The team is very professional and will go above and beyond to help satisfy a patron's request. They will spend days looking for an answer and will research a request by any means until they have what the patrons need.
- Don't have time---patrons coming in the library!!
- Just got here! Hope to have more next year to relay.
- We helped several patrons with ArriveCan site, provided free covid kits to patrons, helped a patron by phone find her local ballot on the internet



51) Please provide us with a “wish list” of services, additions, or projects you’d like to see the most for your library and its patrons.

(17 responses)

- Someone able to assist me with on-site IT issues would be amazing: networking, scheduling routine maintenance and computer updates, recommending patron self service software, etc. ILS review committee. Additional day of delivery.
- Our patrons rarely go to the "older books" in our library. They always go directly to new purchased books, and with our book budget, we can't purchase every new requested book. It would be nice to have newer books available for libraries somehow. I do understand libraries want the new books that they purchased for their own patrons.
- Overarching solutions to reaching the community, getting them into the library post covid.
- we need a more up-to-date, user-friendly circ system. As of Jan. 1 there will be a wish list on our website.
- I'm trying to put together a Tool Library and I'd like to look into winter sports equipment like snowshoes and cross country skis. I'm also working on possibly getting some Little Free Libraries put up in the surrounding town centers. I would also like to be open more hours and more days of the week. Also possibly a gaming system and cameras so kids can make movies and edit them in here.
- Maker Space! Learning experiences for children that are tactile. A coffee shop to get people in here!
- Only worked 6 weeks. Unable to answer at this time
- An archived program so that I could watch at my leisure (at home) some of the zoom programs. I miss being able to watch in real time and keep up to date.
- Help with connecting with local organizations to create a bond that will make the library a hub in the community, assistance with finding and funding summer programs for youth, and guidance with administrative stuff (i.e. crating a long range plan, help with the construction grant). Finally, a NEW ILS system. It's time to retire Horizon and get an ILS that can improve the user experience and email or text patrons.
- Thank you for all you do CELFS!!!
- If a member of CEFLS rep can attend a board meeting with instruction on minimum standards that also fulfills trustee training time that would be helpful
- More COVID tests for patrons would be appreciated.
- I really wish CEF would set up E-rate for us. Other library systems set it up for all of their libraries. I don't understand why CEF doesn't/won't. One person libraries just can't do it all.
- More trades and professional development materials, a comprehensive resource guide for area-wide support services for at-risk youth and elders
- We are working on more programming, events, and community engagement outreach opportunities.
- See SALS website for "Libraries Mean Business" and Farm-2-Literacy - both would be useful to our library. In that vein, a curated idea exchange board with links to websites would also be helpful. I check the websites of my favorite creative libraries and library systems once or twice a month for new program ideas and ways to offer services.

- Afterhours programing, school programing, ebook/online intro classes, fundraising, hobby/special interests workshops with community experts
- Community garden, youth after school tutoring/homework, youth exercising program