Q1 Library:

Answered: 38   Skipped: 0

#	RESPONSES	DATE
1	Mundy	3/6/2023 1:48 PM
2	Maxwell Memorial Library	3/3/2023 3:33 PM
3	Elbridge Free Library	2/22/2023 5:56 PM
4	Solvay Library	2/22/2023 3:40 PM
5	Northeast Community Center Library	2/22/2023 12:43 PM
6	White Branch Library	2/22/2023 11:38 AM
7	Solvay	2/22/2023 11:04 AM
8	Tully	2/3/2023 4:42 PM
9	Petit Branch	2/1/2023 9:48 AM
10	Minoa	1/31/2023 6:26 PM
11	Beauchamp Branch Library and SWCC Library	1/31/2023 5:34 PM
12	LaFayette	1/31/2023 4:10 PM
13	Fairmount	1/31/2023 3:33 PM
14	Paine Branch Library	1/31/2023 3:27 PM
15	Onondaga Free	1/27/2023 2:42 PM
16	Onondaga Free Library	1/27/2023 11:41 AM
17	Manlius	1/26/2023 12:16 PM
18	Central	1/23/2023 11:12 AM
19	Onondaga Free Library	1/21/2023 11:37 AM
20	Onondaga Free Library	1/20/2023 12:03 PM
21	Liverpool Public Library	1/18/2023 1:04 PM
22	Salina Free Library	1/13/2023 10:46 AM
23	Jordan Bramley Library	1/12/2023 12:36 PM
24	Baldwinsville Public Library	1/11/2023 4:44 PM
25	Skaneateles	1/11/2023 3:41 PM
26	Fayetteville Free Library	1/11/2023 1:47 PM
27	East Syracuse Free Library	1/11/2023 12:04 PM
28	Community Library of DeWitt and Jamesville	1/11/2023 11:32 AM
29	Marcellus Free Library	1/11/2023 10:06 AM
30	SKaneateles	1/10/2023 5:14 PM
31	NOPL at Cicero	1/10/2023 4:19 PM
32	Hazard Branch	1/10/2023 3:14 PM
33	Soule Branch Library	1/10/2023 3:14 PM

Q4 Element 1: Resource Sharing Satisfaction. How important are these OCPL Resource Sharing Committees/Groups?

Answered: 38   Skipped: 0
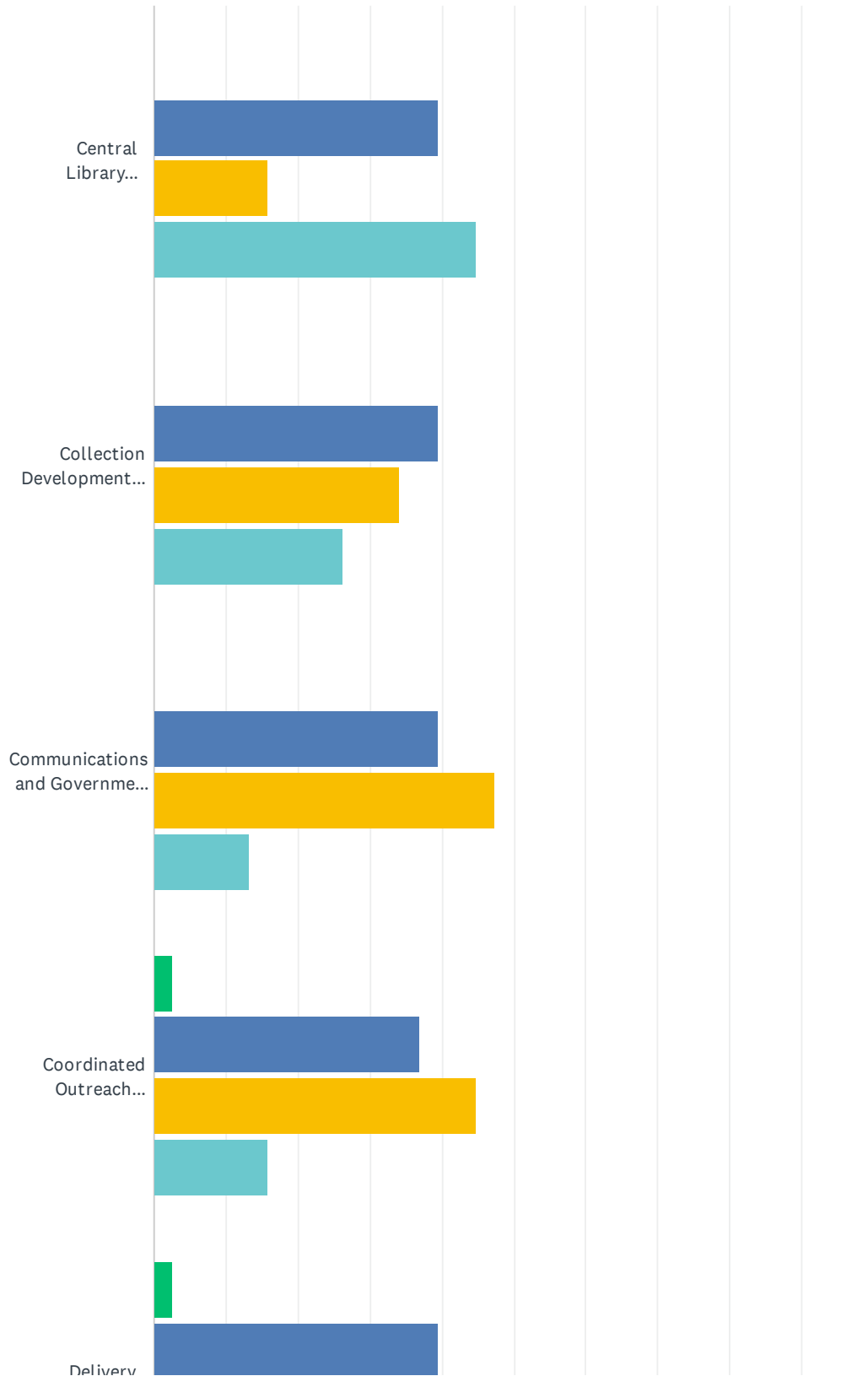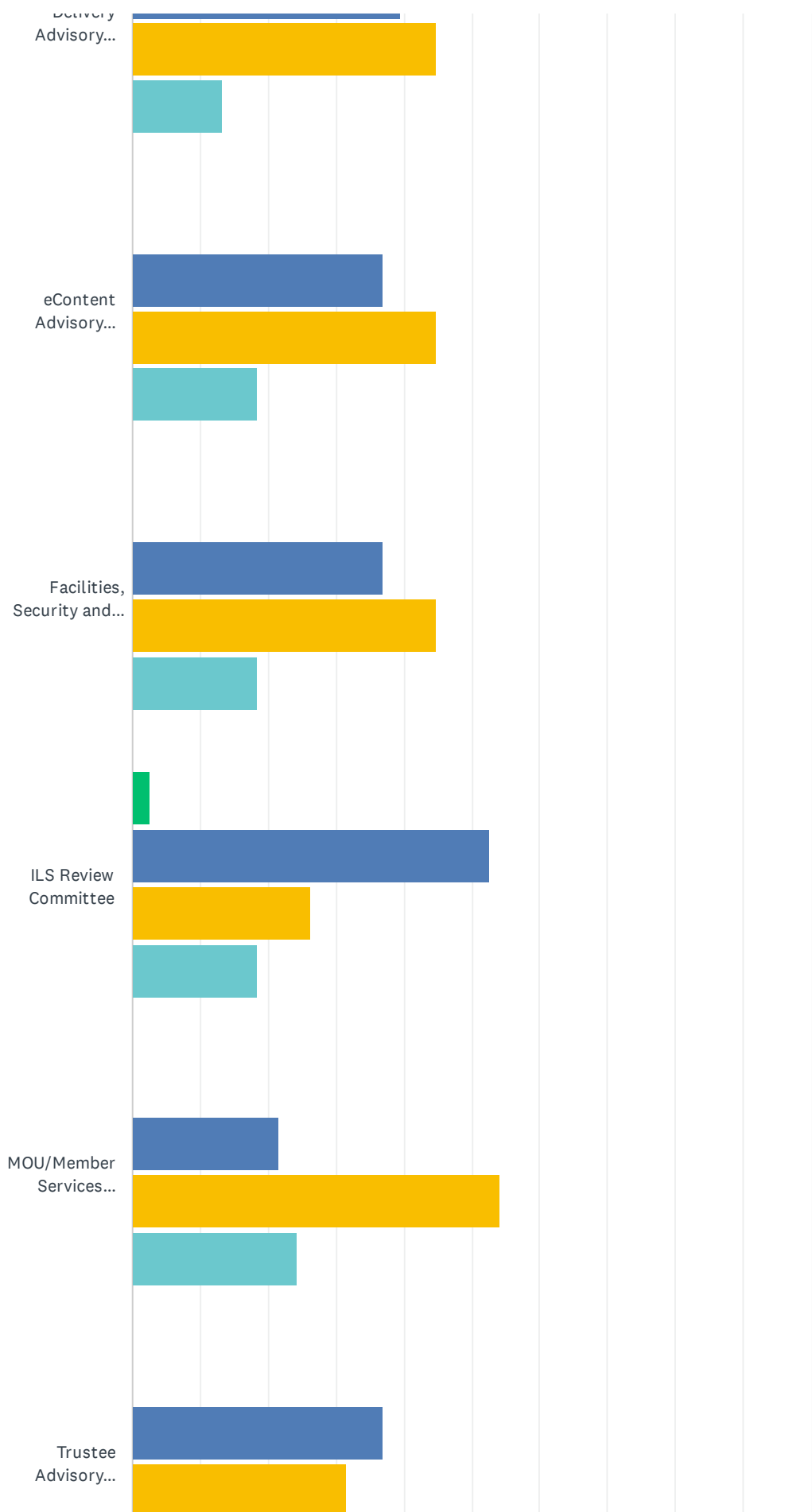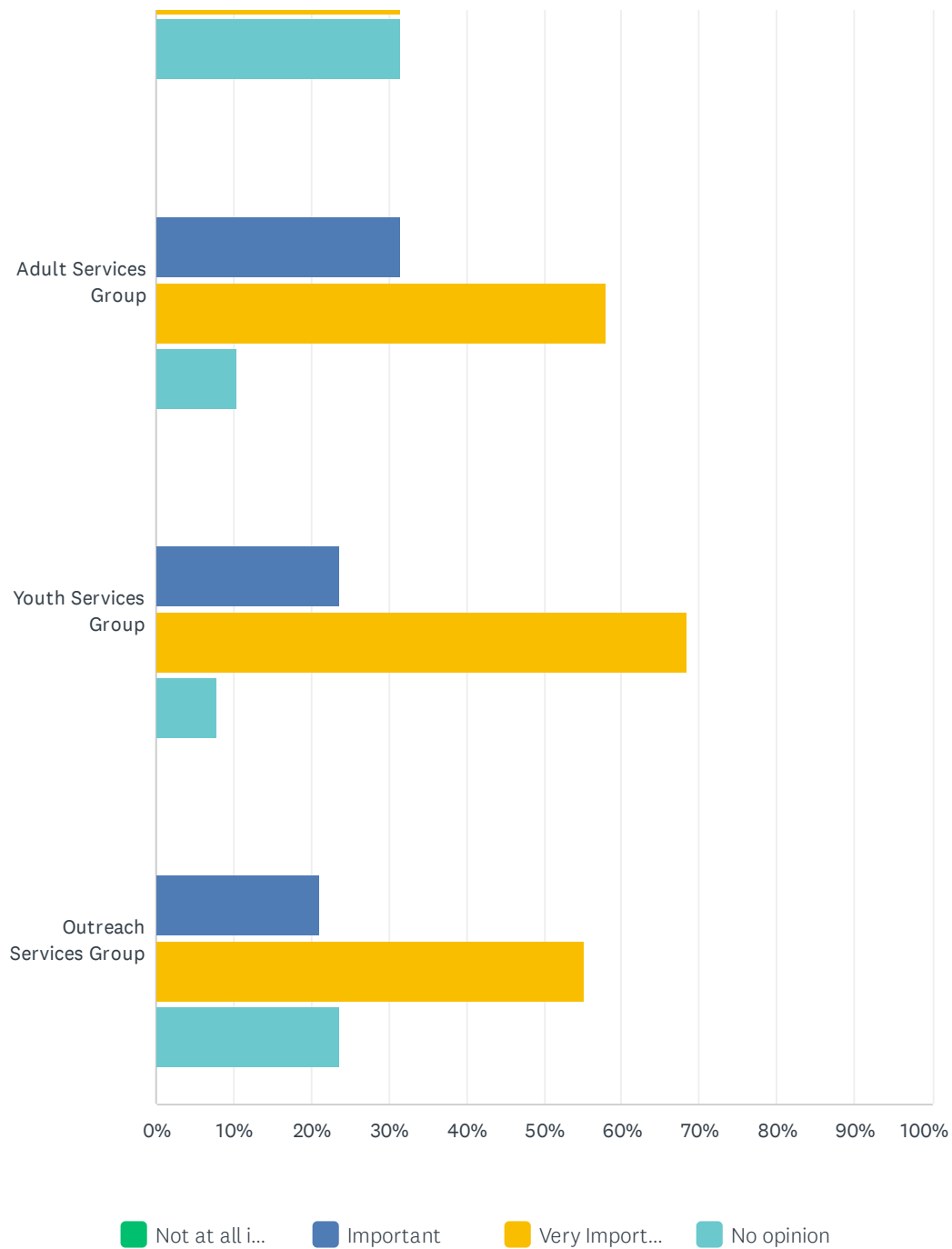
Legend:
- Not at all i...
- Important
- Very Import...
- No opinion

	NOT AT ALL IMPORTANT	IMPORTANT	VERY IMPORTANT	NO OPINION	TOTAL	WEIGHTED AVERAGE
Central Library Advisory Committee	0.00% 0	39.47% 15	15.79% 6	44.74% 17	38	2.29
Collection Development Advisory Committee	0.00% 0	39.47% 15	34.21% 13	26.32% 10	38	2.46
Communications and Government Relations Committee	0.00% 0	39.47% 15	47.37% 18	13.16% 5	38	2.55
Coordinated Outreach Services Advisory Committee	2.63% 1	36.84% 14	44.74% 17	15.79% 6	38	2.50
Delivery Advisory Committee	2.63% 1	39.47% 15	44.74% 17	13.16% 5	38	2.48
eContent Advisory Committee	0.00% 0	36.84% 14	44.74% 17	18.42% 7	38	2.55
Facilities, Security and Construction Advisory Committee	0.00% 0	36.84% 14	44.74% 17	18.42% 7	38	2.55
ILS Review Committee	2.63% 1	52.63% 20	26.32% 10	18.42% 7	38	2.29
MOU/Member Services Committee	0.00% 0	21.62% 8	54.05% 20	24.32% 9	37	2.71
Trustee Advisory Committee	0.00% 0	36.84% 14	31.58% 12	31.58% 12	38	2.46
Adult Services Group	0.00% 0	31.58% 12	57.89% 22	10.53% 4	38	2.65
Youth Services Group	0.00% 0	23.68% 9	68.42% 26	7.89% 3	38	2.74
Outreach Services Group	0.00% 0	21.05% 8	55.26% 21	23.68% 9	38	2.72

| #	COMMENTS:	DATE
1	It's all important, some slightly more than others, some have little direct impact on my work, some are slightly less known. But it's all important.	3/6/2023 1:48 PM
2	I'm not familiar with most of these committees and what they do so it's difficult to give an opinion as to their importance.	2/22/2023 3:40 PM
3	For some of these committees, for example the Central Library Advisory Committee, I didn't know that the group existed. I have no opinion on a lot of the committees because I don't know who is on them or what they do. I think there should be a listing on the system website listing each committee, what the basic charge is, and normal schedule of meeting. (Quarterly, once a month, etc.) It should also list members. Some things that are obvious to people who have been around for a while are not obvious to new people. For example, that OCPL Staff Day is not really for member staff!	1/31/2023 4:10 PM
4	I have almost no experience with the majority of these committers. My only suggestion is that there could be greater cooperation between committees where concerns overlap. For instance, the ILS Review Committee and the Collection Development Committee should work collaboratively on the ongoing collection code cleanup project.	1/27/2023 11:41 AM
5	Difference between the Coordinated Outreach Services Advisory Committee and the Outreach Services Group?	1/26/2023 12:16 PM
6	I had "No Opinion on 2 groups, because I am not sure what they do: 1. What is the difference between the Coordinated Outreach Services Advisory Committee and the Outreach Services	1/20/2023 12:03 PM

|	Group? 2. How what is the Central Library Advisory Committee? Does this have participants from member branches?	
7	I don't know much about the Coordinated Outreach Services Committee. Is that group only in the City, and the Outreach Services Group is all the libraries?	1/11/2023 4:44 PM
8	I am not sure what a "group" is. If it's just another word for committee, then for Outreach and adult, I'm satisfied with, and find them important.	1/11/2023 11:32 AM
9	At least in our branch, it's a little bit murky what some of these committees are, who's on them, if they're necessary, and what is involved in serving on them. There seems little incentive for branch support staff to know anything about these, which is frustrating since they often outnumber librarian staff in buildings.	1/10/2023 3:14 PM
10	No idea what the ILS Review Committee is, fwiw.	1/10/2023 2:41 PM

Q5 Element 1: Resource Sharing Satisfaction. How satisfied are you with these OCPL Resource Sharing Committees?

Answered: 38   Skipped: 0
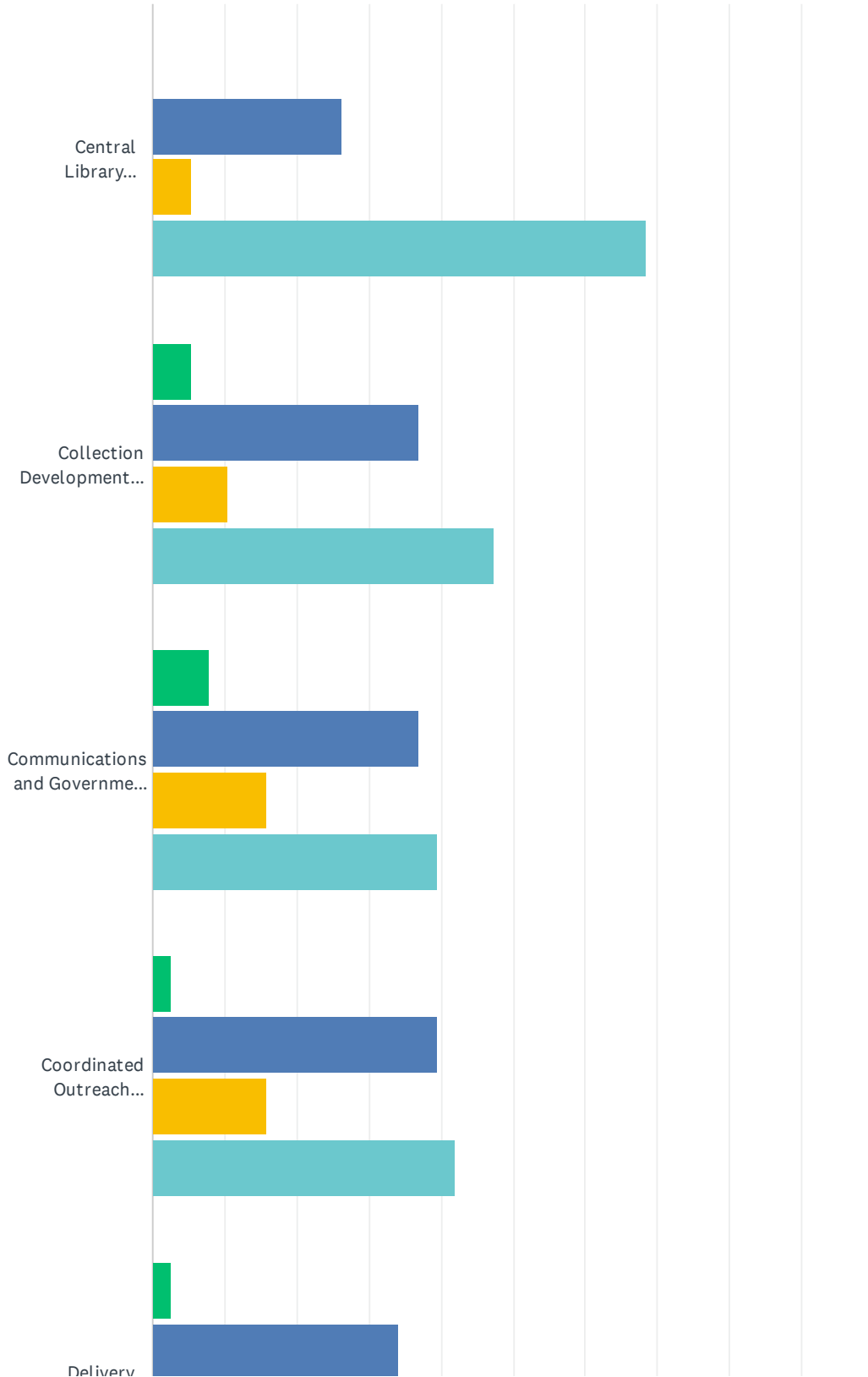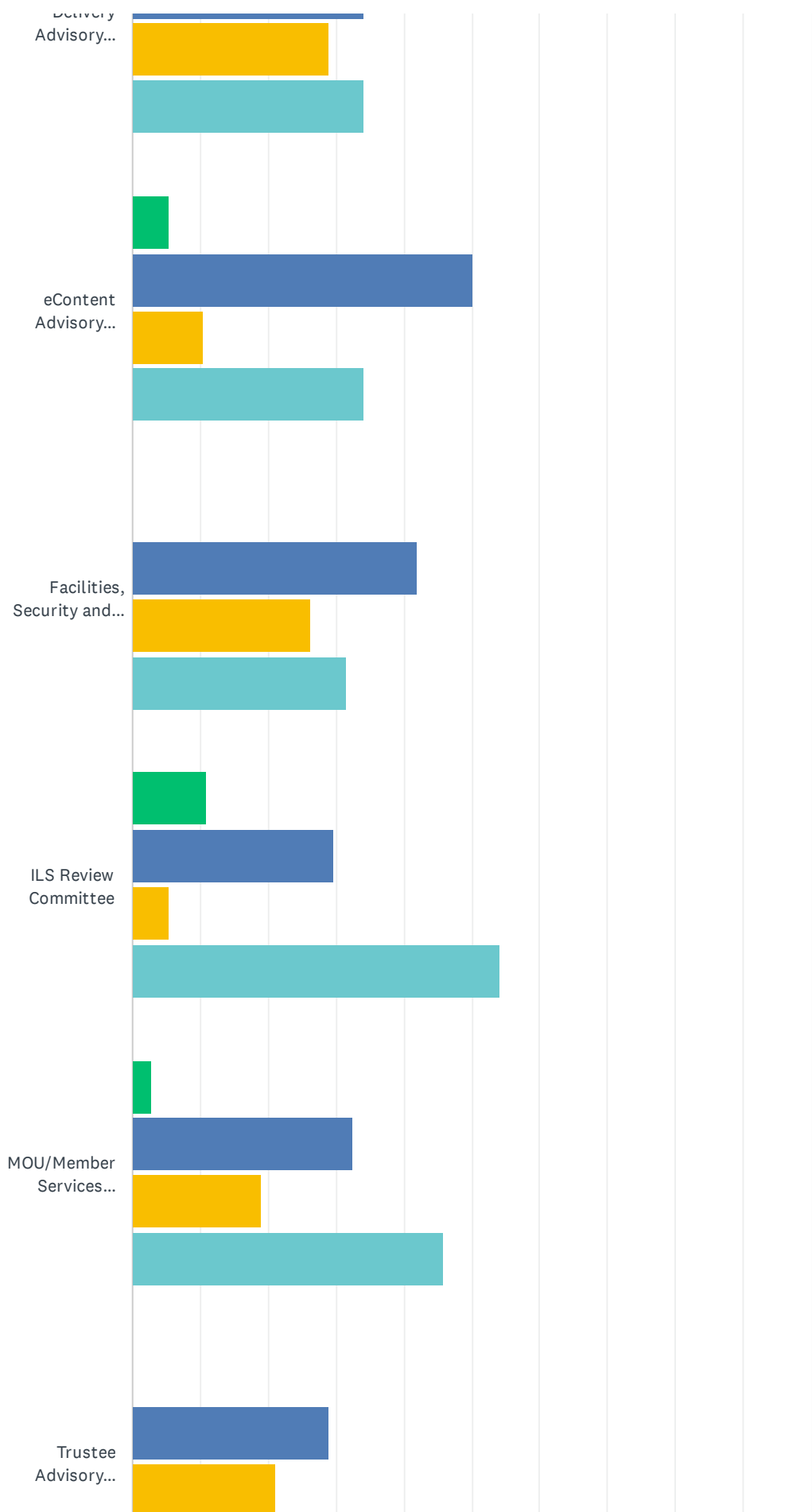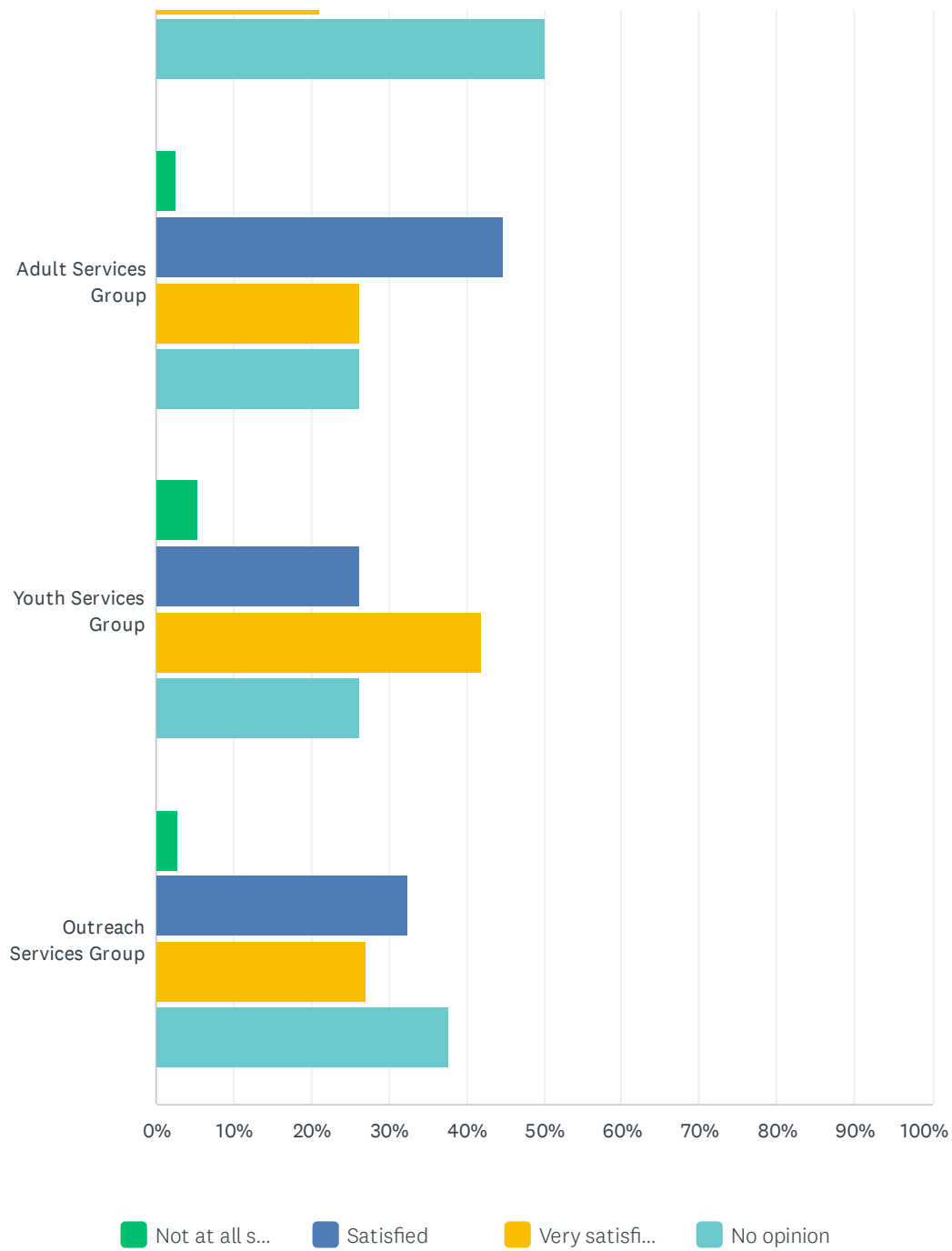
	NOT AT ALL SATISFIED	SATISFIED	VERY SATISFIED	NO OPINION	TOTAL	WEIGHTED AVERAGE
Central Library Advisory Committee	0.00% 0	26.32% 10	5.26% 2	68.42% 26	38	2.17
Collection Development Advisory Committee	5.26% 2	36.84% 14	10.53% 4	47.37% 18	38	2.10
Communications and Government Relations Committee	7.89% 3	36.84% 14	15.79% 6	39.47% 15	38	2.13
Coordinated Outreach Services Advisory Committee	2.63% 1	39.47% 15	15.79% 6	42.11% 16	38	2.23
Delivery Advisory Committee	2.63% 1	34.21% 13	28.95% 11	34.21% 13	38	2.40
eContent Advisory Committee	5.26% 2	50.00% 19	10.53% 4	34.21% 13	38	2.08
Facilities, Security and Construction Advisory Committee	0.00% 0	42.11% 16	26.32% 10	31.58% 12	38	2.38
ILS Review Committee	10.81% 4	29.73% 11	5.41% 2	54.05% 20	37	1.88
MOU/Member Services Committee	2.70% 1	32.43% 12	18.92% 7	45.95% 17	37	2.30
Trustee Advisory Committee	0.00% 0	28.95% 11	21.05% 8	50.00% 19	38	2.42
Adult Services Group	2.63% 1	44.74% 17	26.32% 10	26.32% 10	38	2.32
Youth Services Group	5.26% 2	26.32% 10	42.11% 16	26.32% 10	38	2.50
Outreach Services Group	2.70% 1	32.43% 12	27.03% 10	37.84% 14	37	2.39

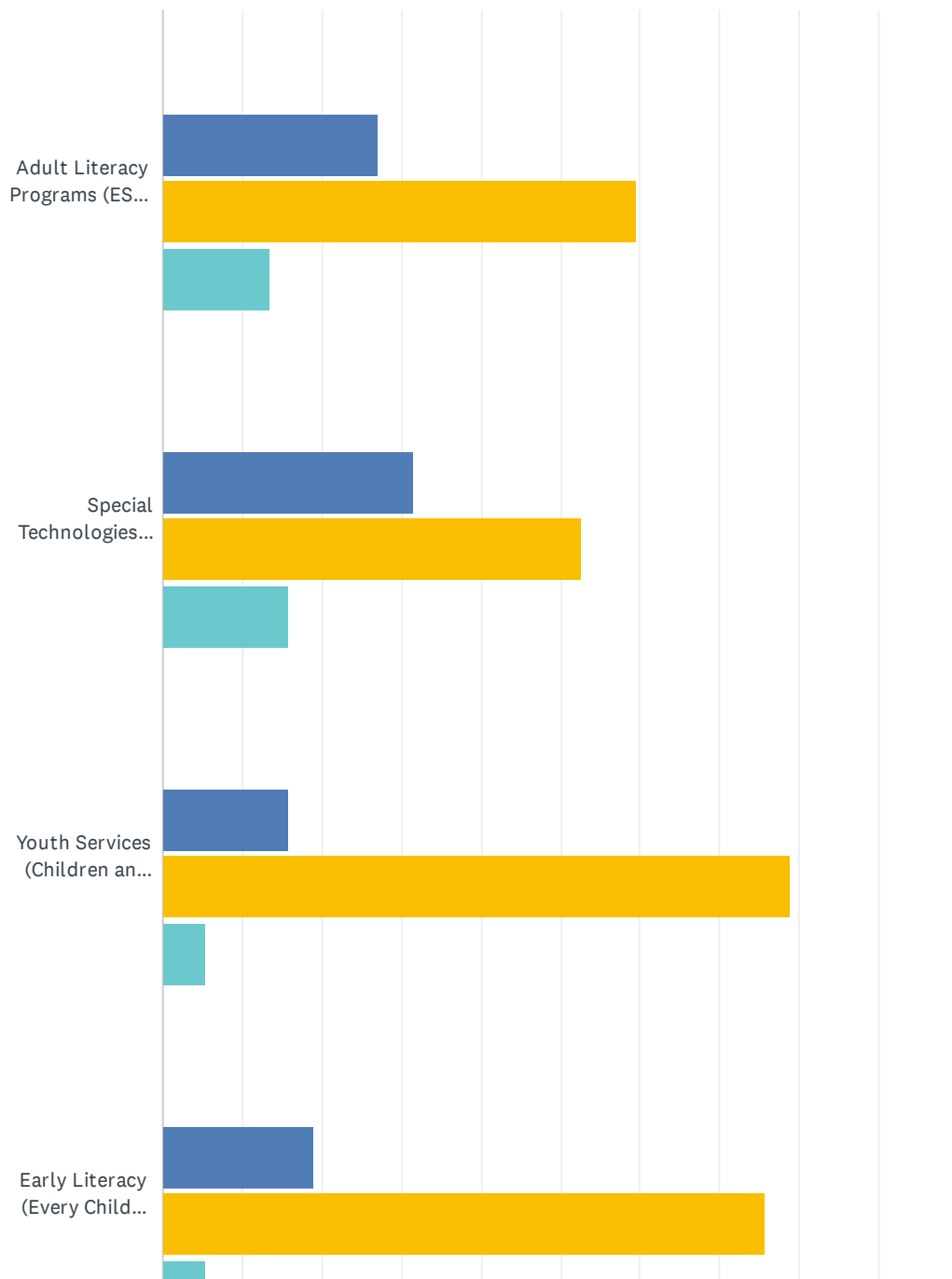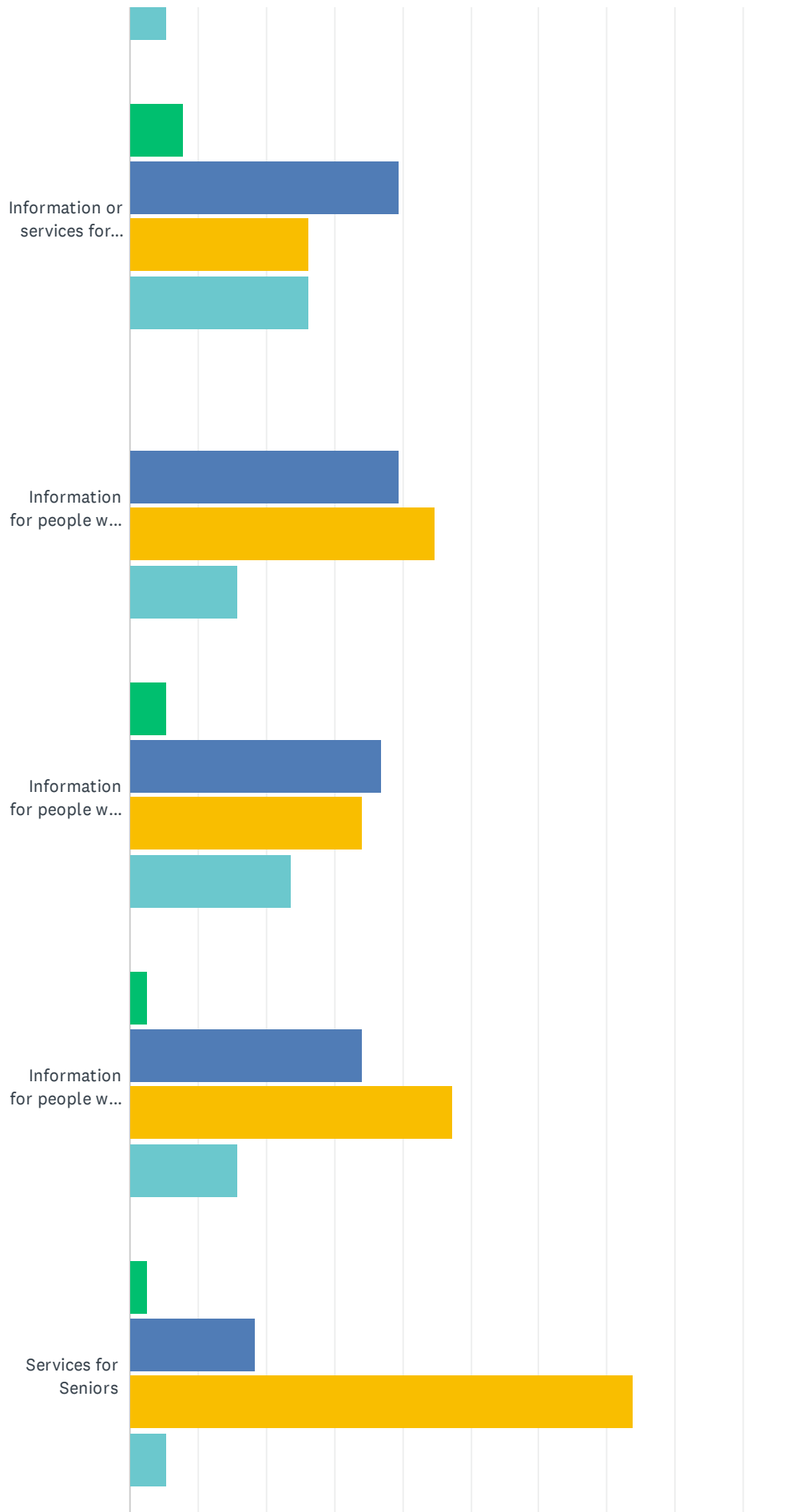| #	COMMENTS:	DATE
1	I trust they're all doing a great job. My tenure here has been too short to assess, however.	2/22/2023 11:04 AM
2	The adult services group should be good going forward with Maggie in charge.	2/1/2023 9:48 AM
3	Communications had more staff and could do more. Now, two people cannot do what a team of 5 did in the past.	1/31/2023 5:34 PM
4	I am rating these groups only by the service I receive. I can't really speak to the committees themselves.	1/31/2023 4:10 PM
5	I do appreciate the Youth Services group but some meetings only focus on certain age groups, so I think we should consider splitting into Children's Services vs Teen Services. I know the collection development advisory committee is new, but I think there is some overlap with other committees. For example, questions regarding cataloging/Polaris reporting support that could better be answered by the ILS committee. There is also overlap with digital collections (eContentent Committee). Could committees ever meet together and work on shared projects/goals?	1/20/2023 12:03 PM
6	I would have preferred to answer "Somewhat Satisfied" to the Communications and ILS Review Committees, but that was not a choice.	1/18/2023 1:04 PM
7	I put "No Opinion" on those groups I have not had any contact with.	1/11/2023 4:44 PM
8	I understand that ILS review has gotten delayed by covid, etc. and an understaffed IT dept. I also understand that we should be using Polaris in it's best version to make a good comparison. But we've used the same system for over 10 years and never evaluated it against	1/11/2023 3:41 PM

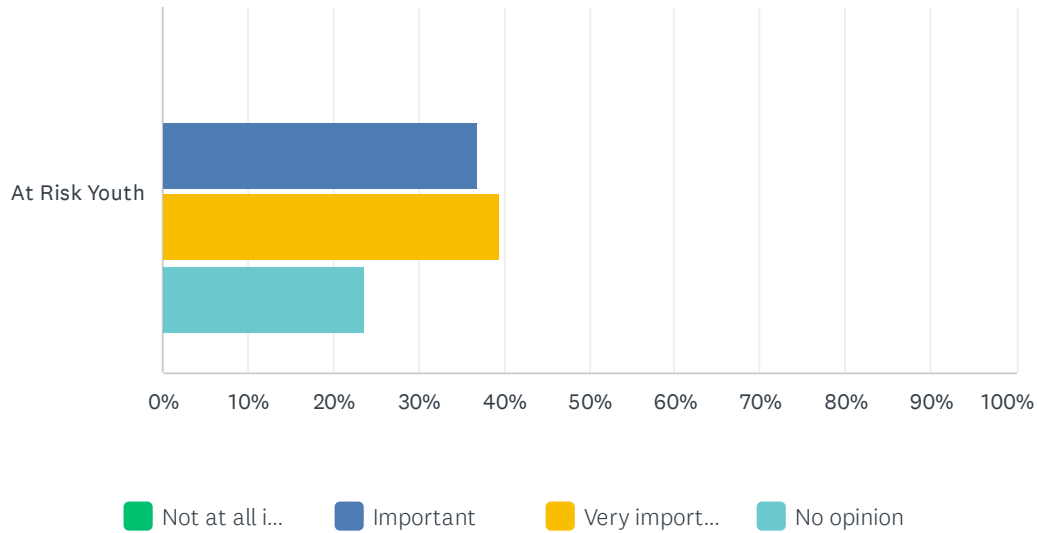others. It has a lot of faults. I'd really like to see some substantial thought given to other options.

9	Some of these I have never heard of.	1/10/2023 4:19 PM
10	I wish the adult services group would stop including all OCPL librarians (staff?) in their messages about organizing meetings, agendas, etc. Perhaps they don't do this anymore (although when I point blank asked the organizer to remove me from future messages, I was told that wasn't possible). It's one thing to receive helpful resources from a committee like this, it's another to have to constantly delete emails from my mailbox that aren't helpful. As for the other committees, are we supposed to be receiving sporadic info or updates from them, or are they "invisible" when working correctly?	1/10/2023 3:14 PM

Q6 Element 2: Special Client GroupsHow important are these OCPL Special Client Services to your library?Note: Coordinated Outreach as defined by NYS Law includes but is not limited to services for: Blind/physically disabled Seniors Developmentally or learning disabled Institutionalized Members of ethnic/minority groups in need of special services Educationally disadvantaged Unemployed/under-employed Geographically isolated At risk youth from birth to age 21

Answered: 38   Skipped: 0

Information or services for...

Information for people w...

Information for people w...

Information for people w...

Services for Seniors

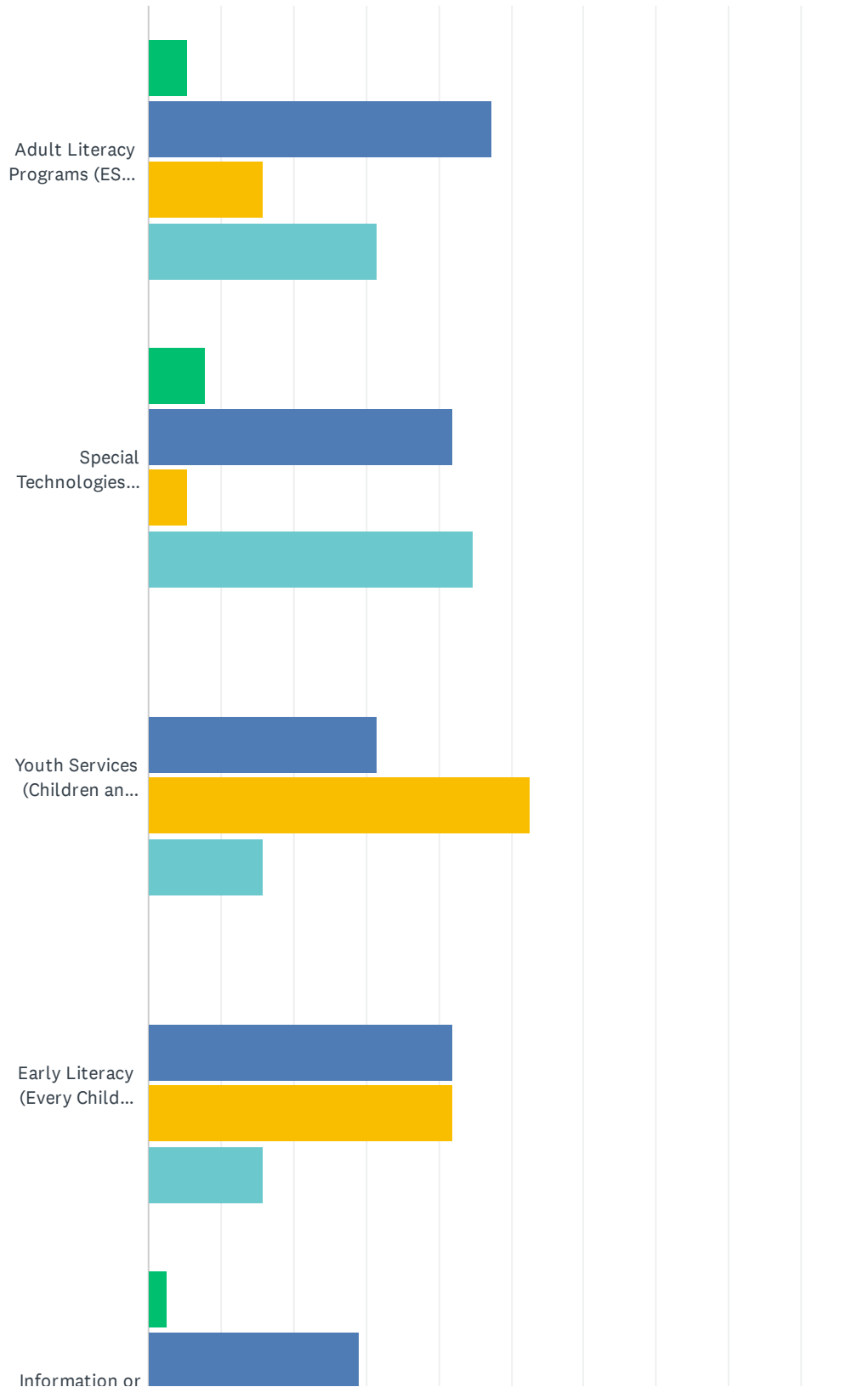|	NOT AT ALL IMPORTANT	IMPORTANT	VERY IMPORTANT	NO OPINION	TOTAL	WEIGHTED AVERAGE
Adult Literacy Programs (ESOL, Career Resources, Re-Entry)	0.00% 0	27.03% 10	59.46% 22	13.51% 5	37	2.69
Special Technologies and Adaptive Resources (services for patrons with disabilities)	0.00% 0	31.58% 12	52.63% 20	15.79% 6	38	2.63
Youth Services (Children and Young Adult)	0.00% 0	15.79% 6	78.95% 30	5.26% 2	38	2.83
Early Literacy (Every Child Ready to Read in NYS)	0.00% 0	18.92% 7	75.68% 28	5.41% 2	37	2.80
Information or services for people in Institutionalized Settings	7.89% 3	39.47% 15	26.32% 10	26.32% 10	38	2.25
Information for people who are Educationally Disadvantaged	0.00% 0	39.47% 15	44.74% 17	15.79% 6	38	2.53
Information for people who are Geographically Isolated	5.26% 2	36.84% 14	34.21% 13	23.68% 9	38	2.38
Information for people who are members of Ethnic or Minority Groups	2.63% 1	34.21% 13	47.37% 18	15.79% 6	38	2.53
Services for Seniors	2.63% 1	18.42% 7	73.68% 28	5.26% 2	38	2.75
At Risk Youth	0.00% 0	36.84% 14	39.47% 15	23.68% 9	38	2.52

#	COMMENTS:	DATE
1	Overall, I think these Special Client Services are important, however, if it's specific to Solvay, these OCPL Special Client Services are not important as I don't see how any apply or are being used at Solvay.	2/22/2023 3:40 PM
2	I'm not sure that this library receives coordinated (system) services for any of these group of people except Early Literacy (grant) and Youth Services for Summer Reading Program. What are examples, other than the catalog itself, of the services offered? I would love to know more about services for seniors, but I feel totally on my own in arranging for programs, etc. Also, as the only full-time staff member, I can't go to all the meetings. So, I wish there was a report/newsletter from each committee. For example, what services from the system are available for at-risk youth?	1/31/2023 4:10 PM

| 3 | I don't interact with these services at all. | 1/27/2023 11:41 AM |
4	The town senior centers provide the best support for seniors - we do not provide many enchanced services for seniors beyond our Adult Programming intitiatives. What does OCPL provide?	1/20/2023 12:03 PM
5	I'm still identifying some of these groups, such as the geographically isolated	1/11/2023 11:32 AM
6	Some of these services would be nice to have, but there are no specific programs or resources set up for these groups. For example, our branch has no specific resources or program geared towards "at risk youth," but we still serve them the same as other patrons.	1/10/2023 3:14 PM

Q7 Element 2: Special Client Group SatisfactionHow satisfied are you with these OCPL Special Client Services?

Answered: 38   Skipped: 0
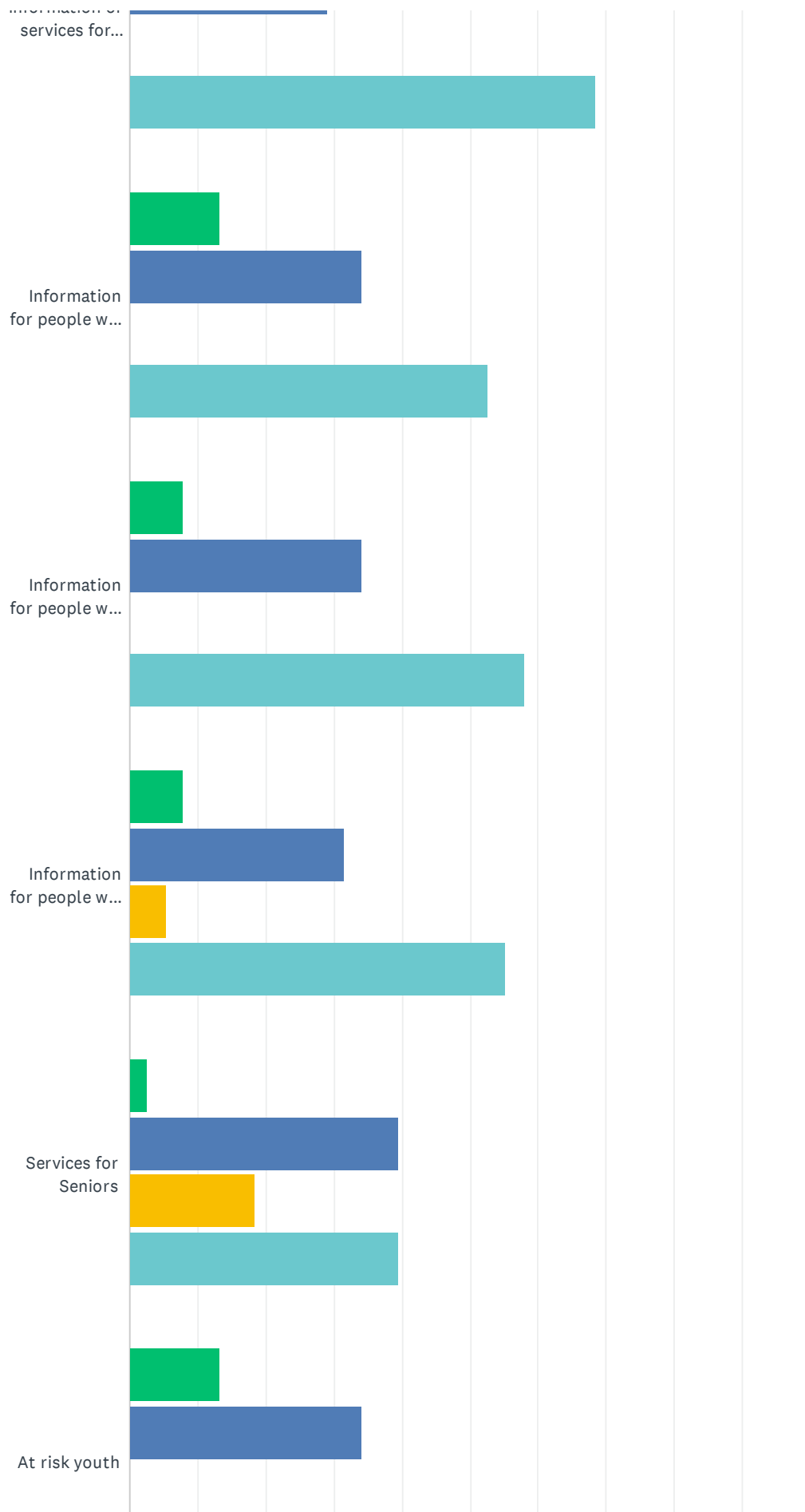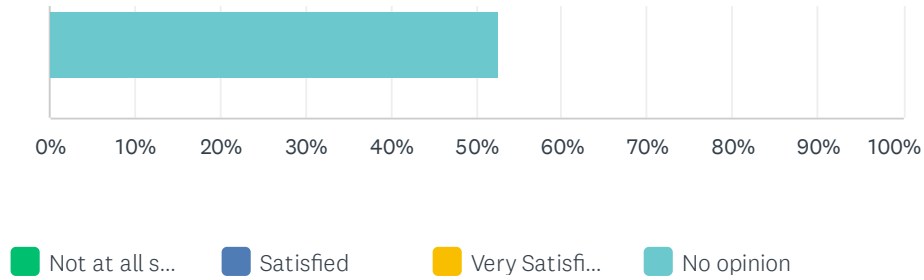
	NOT AT ALL SATISFIED	SATISFIED	VERY SATISFIED	NO OPINION	TOTAL	WEIGHTED AVERAGE
Adult Literacy Programs (ESOL, Career Resources, Re-Entry)	5.26% 2	47.37% 18	15.79% 6	31.58% 12	38	2.15
Special Technologies and Adaptive Resources (services for patrons with disabilities)	7.89% 3	42.11% 16	5.26% 2	44.74% 17	38	1.95
Youth Services (Children and Young Adult)	0.00% 0	31.58% 12	52.63% 20	15.79% 6	38	2.63
Early Literacy (Every Child Ready to Read in NYS)	0.00% 0	42.11% 16	42.11% 16	15.79% 6	38	2.50
Information or services for people in Institutionalized Settings	2.63% 1	28.95% 11	0.00% 0	68.42% 26	38	1.92
Information for people who are Educationally Disadvantaged	13.16% 5	34.21% 13	0.00% 0	52.63% 20	38	1.72
Information for people who are Geographically Isolated	7.89% 3	34.21% 13	0.00% 0	57.89% 22	38	1.81
Information for people who are members of Ethnic or Minority Groups	7.89% 3	31.58% 12	5.26% 2	55.26% 21	38	1.94
Services for Seniors	2.63% 1	39.47% 15	18.42% 7	39.47% 15	38	2.26
At risk youth	13.16% 5	34.21% 13	0.00% 0	52.63% 20	38	1.72

| #	COMMENTS:	DATE
1	As above.	2/22/2023 11:04 AM
2	Again, I don't know enough about what is offered to members.	1/31/2023 4:10 PM
3	I don't interact with these services at all.	1/27/2023 11:41 AM
4	I am often confused on the 2 Early Literacy services that OCPL pushes - should we be using Every Child Ready to Read or the Talk, Read, Sing Onondaga materials - it is hard to promote both. Also, I am unsure what Special Client services are provided for "Youth Services" beyond our committee meetings. Are there extra resources? What services do we provide for people Geographically isolated? Can we consider doing a home bound book service by mail? Only a few member branches offer this. More communication on what is happening with these support services would be helpful for all staff. I am unsure what we do for at risk youth or people in institutionalized settings.	1/20/2023 12:03 PM
5	These kinds of outreach are underserved in the suburban libraries (generally). We have people who walk from Liverpool to Baldwinsville and vice versa; how many others can't make that long of a walk?	1/11/2023 4:44 PM
6	We need to do a much better job of identifying and reaching some of these groups	1/11/2023 11:32 AM
7	I don't even know what some of these services would look like. What specific services should	1/10/2023 3:14 PM

our institution have for members of minority groups? Does that mean special parts of our collection, special pamphlets, staff receiving anti-bias training? At this moment, knowing where to go for information or targeted resources is fairly difficult. For example, not all staff has up-to-date access to ELL instruction information. This is rather basic and important info, and one would think that the adult services committee would be on top of disseminating this info to all libraries.
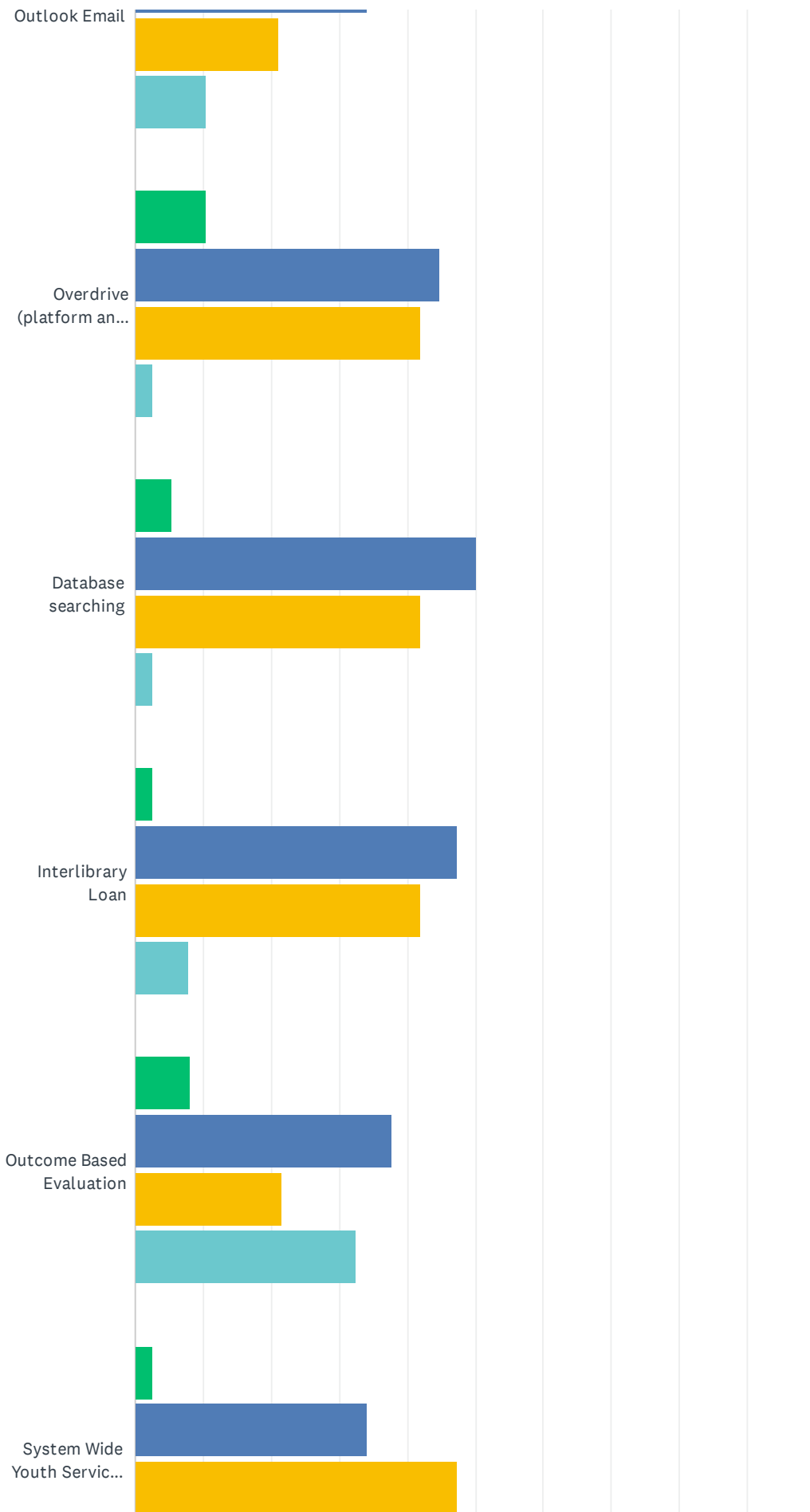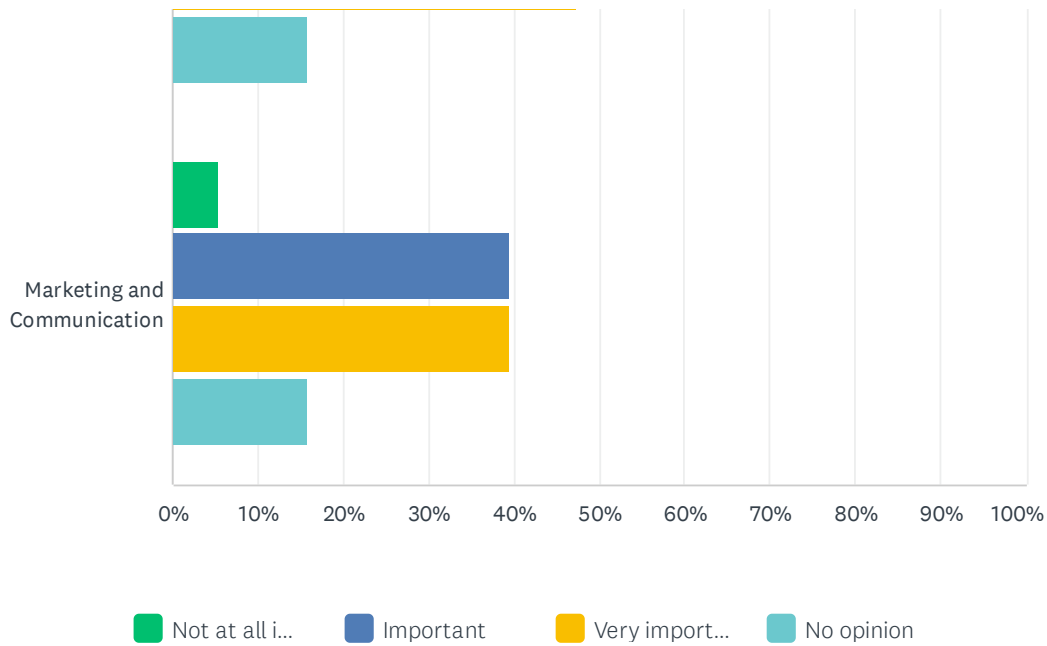
Q8 Element 3: Professional Development and TrainingHow important are these Professional Development & Training opportunities to your library?

Answered: 38   Skipped: 0

■ Not at all i...   ■ Important   ■ Very import...   ■ No opinion
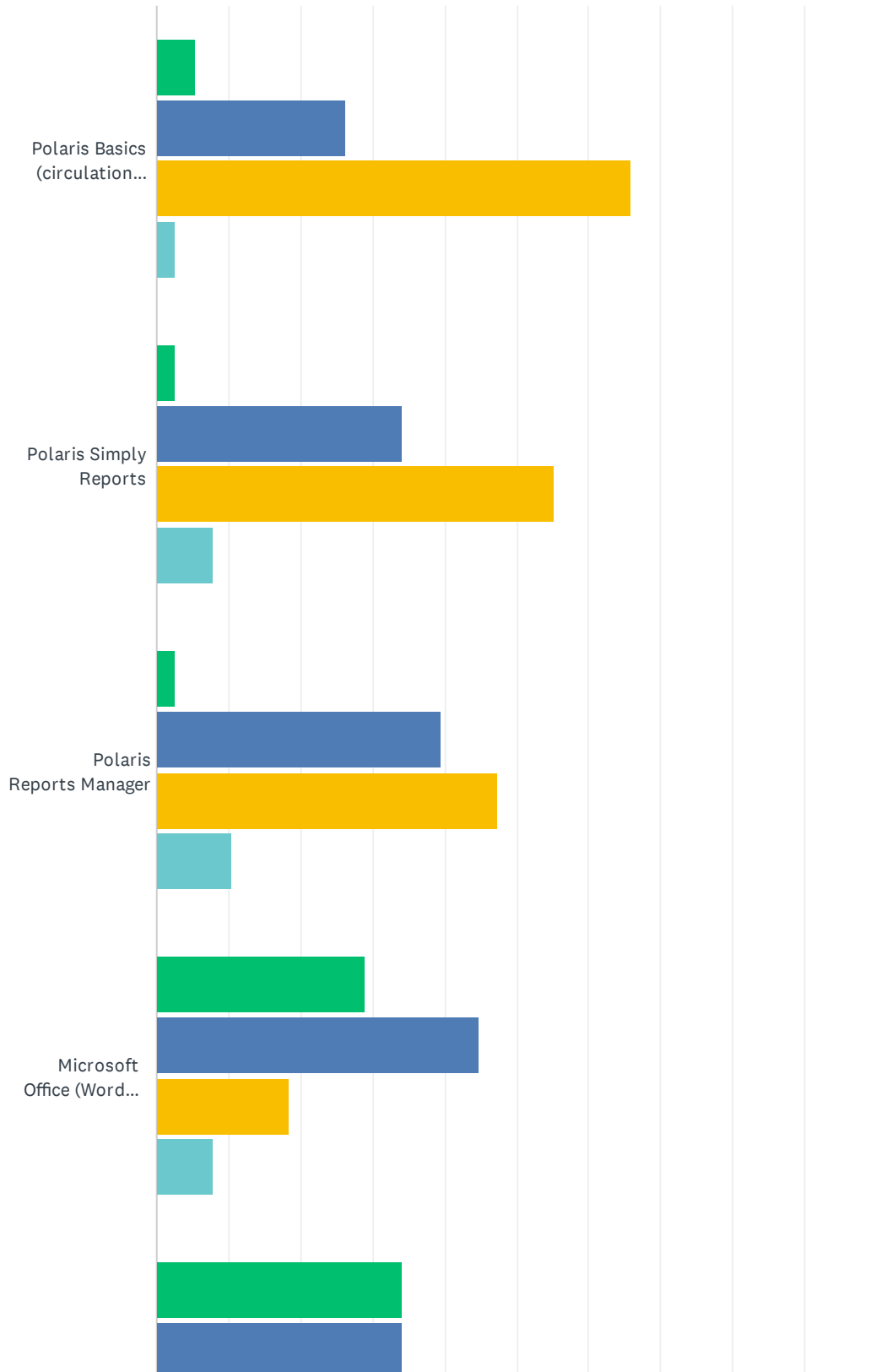
	NOT AT ALL IMPORTANT	IMPORTANT	VERY IMPORTANT	NO OPINION	TOTAL	WEIGHTED AVERAGE
Polaris Basics (circulation & cataloging)	5.26% 2	26.32% 10	65.79% 25	2.63% 1	38	2.62
Polaris Simply Reports	2.63% 1	34.21% 13	55.26% 21	7.89% 3	38	2.57
Polaris Reports Manager	2.63% 1	39.47% 15	47.37% 18	10.53% 4	38	2.50
Microsoft Office (Word, Excel, PowerPoint)	28.95% 11	44.74% 17	18.42% 7	7.89% 3	38	1.89
Outlook Email	34.21% 13	34.21% 13	21.05% 8	10.53% 4	38	1.85
Overdrive (platform and acquisitions)	10.53% 4	44.74% 17	42.11% 16	2.63% 1	38	2.32
Database searching	5.26% 2	50.00% 19	42.11% 16	2.63% 1	38	2.38
Interlibrary Loan	2.63% 1	47.37% 18	42.11% 16	7.89% 3	38	2.43
Outcome Based Evaluation	8.11% 3	37.84% 14	21.62% 8	32.43% 12	37	2.20
System Wide Youth Services Meetings (Ages 0-18 and their caregivers)	2.63% 1	34.21% 13	47.37% 18	15.79% 6	38	2.53
Marketing and Communication	5.26% 2	39.47% 15	39.47% 15	15.79% 6	38	2.41

| #	COMMENTS:	DATE
1	The tech related would be more important if I wasn't as confident in training staff myself	3/6/2023 1:48 PM
2	Ongoing straining is so beneficial and always welcome.	2/22/2023 3:40 PM
3	More training is needed	1/31/2023 5:34 PM

| 4 | We desperately could use training with LEAP and organizing our mailboxes. | 1/12/2023 12:36 PM |
| 5 | Any software/hardware training - like what OCPL provided for LEAP - should be hands-on rather than watching someone on the screen talk their way through demonstrating how to use a platform or run a report. Sadly, most of the OCPL tech trainings are passive and ineffective - especially the ones for READ-Squared and LEAP. | 1/10/2023 3:14 PM |

Q9 Element 3: Professional Development and Training Satisfaction. How satisfied are you with these Professional Development & Training opportunities to your library from OCPL?

Answered: 38   Skipped: 0
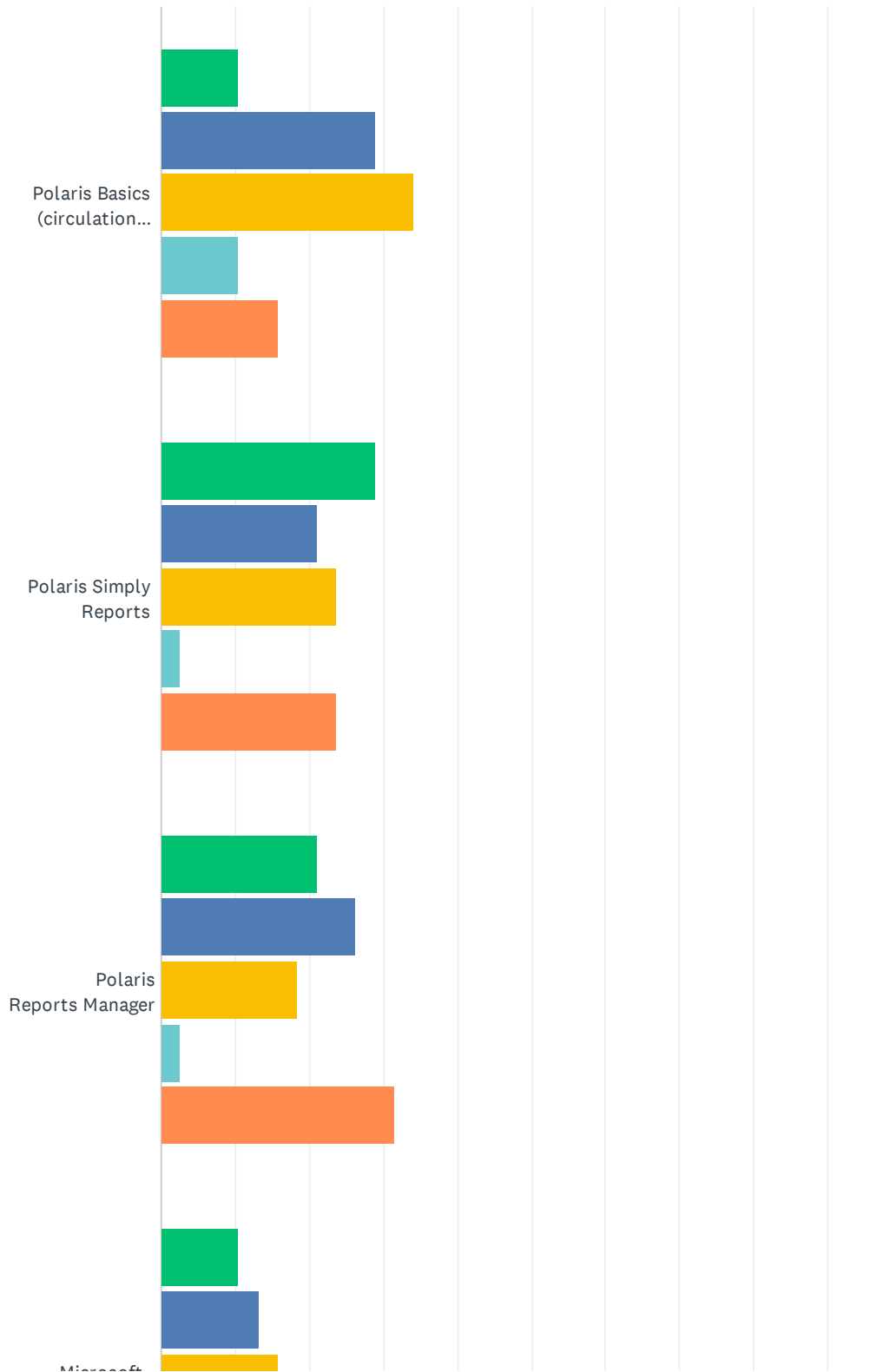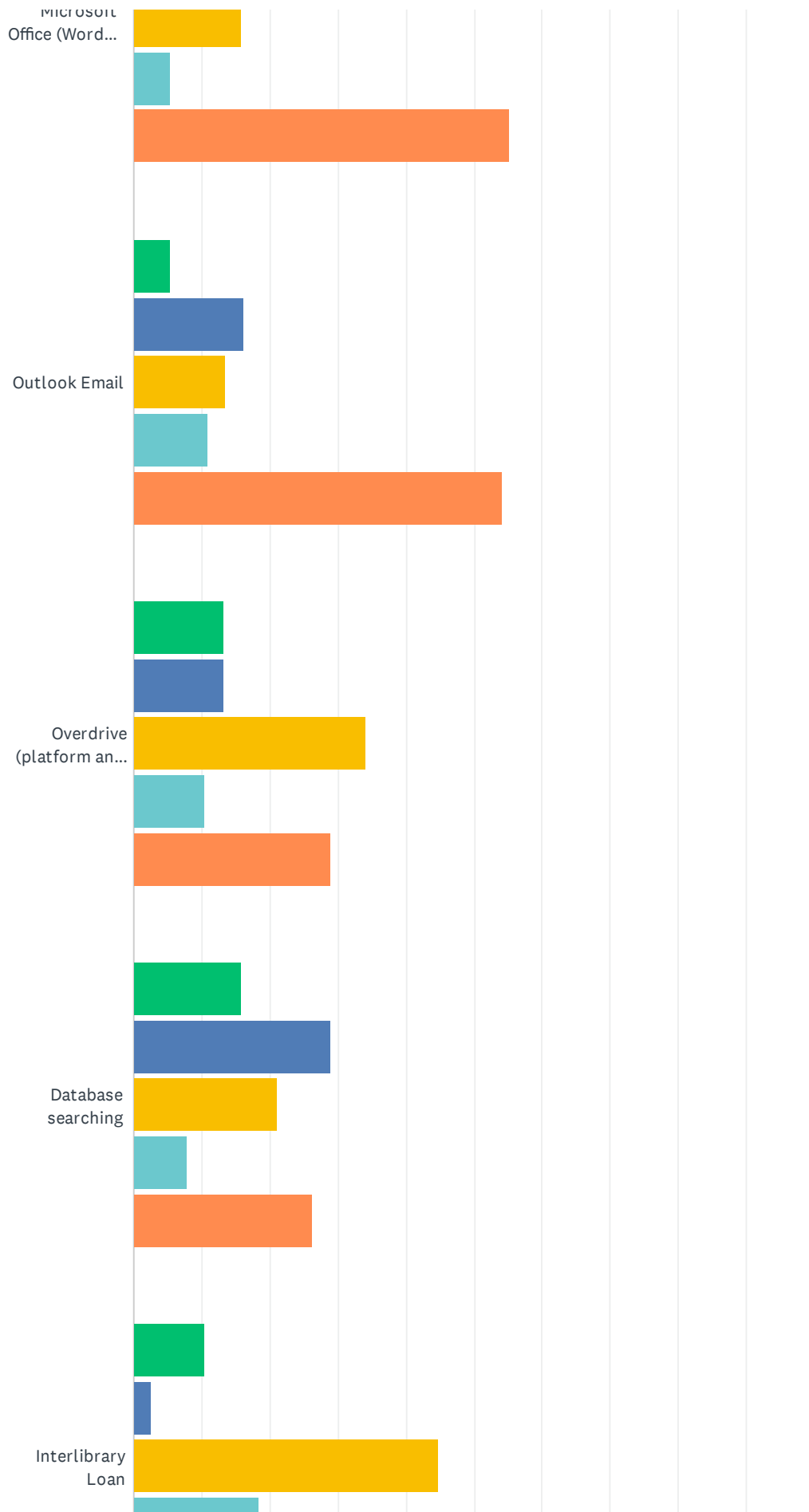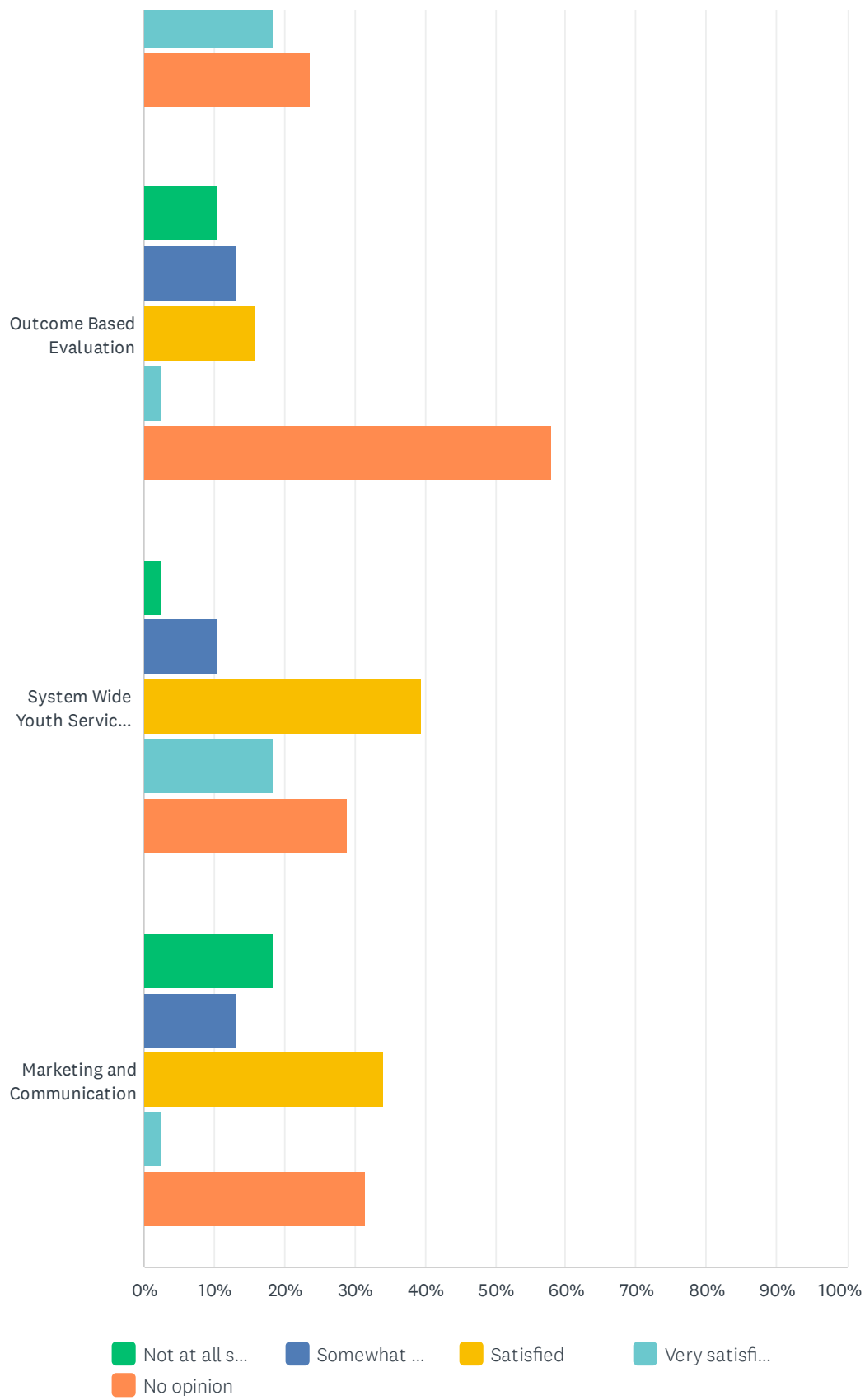
	NOT AT ALL SATISFIED	SOMEWHAT SATISFIED	SATISFIED	VERY SATISFIED	NO OPINION	TOTAL	WEIGHTED AVERAGE
Polaris Basics (circulation & cataloging)	10.53% 4	28.95% 11	34.21% 13	10.53% 4	15.79% 6	38	2.41
Polaris Simply Reports	28.95% 11	21.05% 8	23.68% 9	2.63% 1	23.68% 9	38	1.97
Polaris Reports Manager	21.05% 8	26.32% 10	18.42% 7	2.63% 1	31.58% 12	38	2.00
Microsoft Office (Word, Excel, PowerPoint)	10.53% 4	13.16% 5	15.79% 6	5.26% 2	55.26% 21	38	2.24
Outlook Email	5.41% 2	16.22% 6	13.51% 5	10.81% 4	54.05% 20	37	2.41
Overdrive (platform and acquisitions)	13.16% 5	13.16% 5	34.21% 13	10.53% 4	28.95% 11	38	2.44
Database searching	15.79% 6	28.95% 11	21.05% 8	7.89% 3	26.32% 10	38	2.18
Interlibrary Loan	10.53% 4	2.63% 1	44.74% 17	18.42% 7	23.68% 9	38	2.69
Outcome Based Evaluation	10.53% 4	13.16% 5	15.79% 6	2.63% 1	57.89% 22	38	2.19
System Wide Youth Services Meetings (Ages 0-18 and their caregivers)	2.63% 1	10.53% 4	39.47% 15	18.42% 7	28.95% 11	38	2.78
Marketing and Communication	18.42% 7	13.16% 5	34.21% 13	2.63% 1	31.58% 12	38	2.27

#	COMMENTS:	DATE
1	Not sure there's been training on reports manager. Simply reports was almost 3 years ago to my memory	3/6/2023 1:48 PM
2	I am not aware of very many training or professional development opportunities being offered. It's possible that they have been available but I'm not aware of them.	2/22/2023 3:40 PM
3	As above.	2/22/2023 11:04 AM
4	No offense to the communications team they do a great job but two people is not enough	2/1/2023 9:48 AM
5	Just not enough training on director level. I can't figure out how to generate reports that I need. I would love even one hour of training on Reports Manager. I'm mainly not satisfied because I haven't been able to take training, not because the training was bad.	1/31/2023 4:10 PM
6	We have different types of learners and need more trainings that are in-person or hands-on for Polaris/LEAP. Also, certain areas need more than 1 training a year due to the size of the entire OCPL staff.	1/20/2023 12:03 PM
7	I can't recall any systematic training from Automation being offered in a long time. Would you consider the "train the trainer" model?	1/18/2023 1:04 PM
8	Again, LEAP training is very much needed.	1/12/2023 12:36 PM
9	As far as I know, things like Office and Outlook are only if the library staff member requests them. We have them available upon request.	1/11/2023 4:44 PM
10	I was not aware OCPL offered training for most of these topics.	1/11/2023 11:32 AM
11	I am largely self-trained, but some of my staff are not as willing to learn on their own and do not take well to training from myself or other experienced staff members. They need more "formal" training. In-person training would be ideal, but at the same time I need staff at the	1/11/2023 10:06 AM

library during operating hours for us to run. It's a catch22. If hybrid, and recorded trainings could be offered, that could help.

| 12 | I appreciate the sporadic notices about Libby/Overdrive trainings (and almost none for Hoopla, which is strange) and have participated in a couple. They are fine. Support staff (clerks and pages) are not required to take these trainings, which is bizarre and wrong, since they are usually the first people patrons encounter with e-resources. | 1/10/2023 3:14 PM |

Q10 Are there Professional Development & Training opportunities not mentioned above that you would like OCPL to offer for staff?

Answered: 10   Skipped: 28

#	RESPONSES	DATE
1	Readsquared, Jaws software, Star Lab Training, Soft Skills, Conflict Managment, CPR First Aid.	2/22/2023 11:38 AM
2	Customer Service skills.	2/22/2023 11:04 AM
3	Phone and downloading information from the security cameras.	1/31/2023 5:34 PM
4	Career development and pathways within OCPL for those who want it. Training in how to use QuickBooks.	1/31/2023 4:10 PM
5	CPR training	1/31/2023 3:27 PM
6	More days offered for training	1/23/2023 11:12 AM
7	Cultural Competencies/Diversity Training is a must; Also consider Management skills and Customer Service trainings (but CLRC, Homelessness subscription, ALA and NYLA do a great job covering these topics).	1/20/2023 12:03 PM
8	Handling difficult patrons.	1/13/2023 10:46 AM
9	DEI related, both racial and ability based	1/11/2023 11:32 AM
10	None	1/10/2023 1:49 PM

Q11 Rank the following means of providing announcements of Professional Development and Training opportunities to your library (1 being least preferred-4 being most preferred):

Answered: 38   Skipped: 0
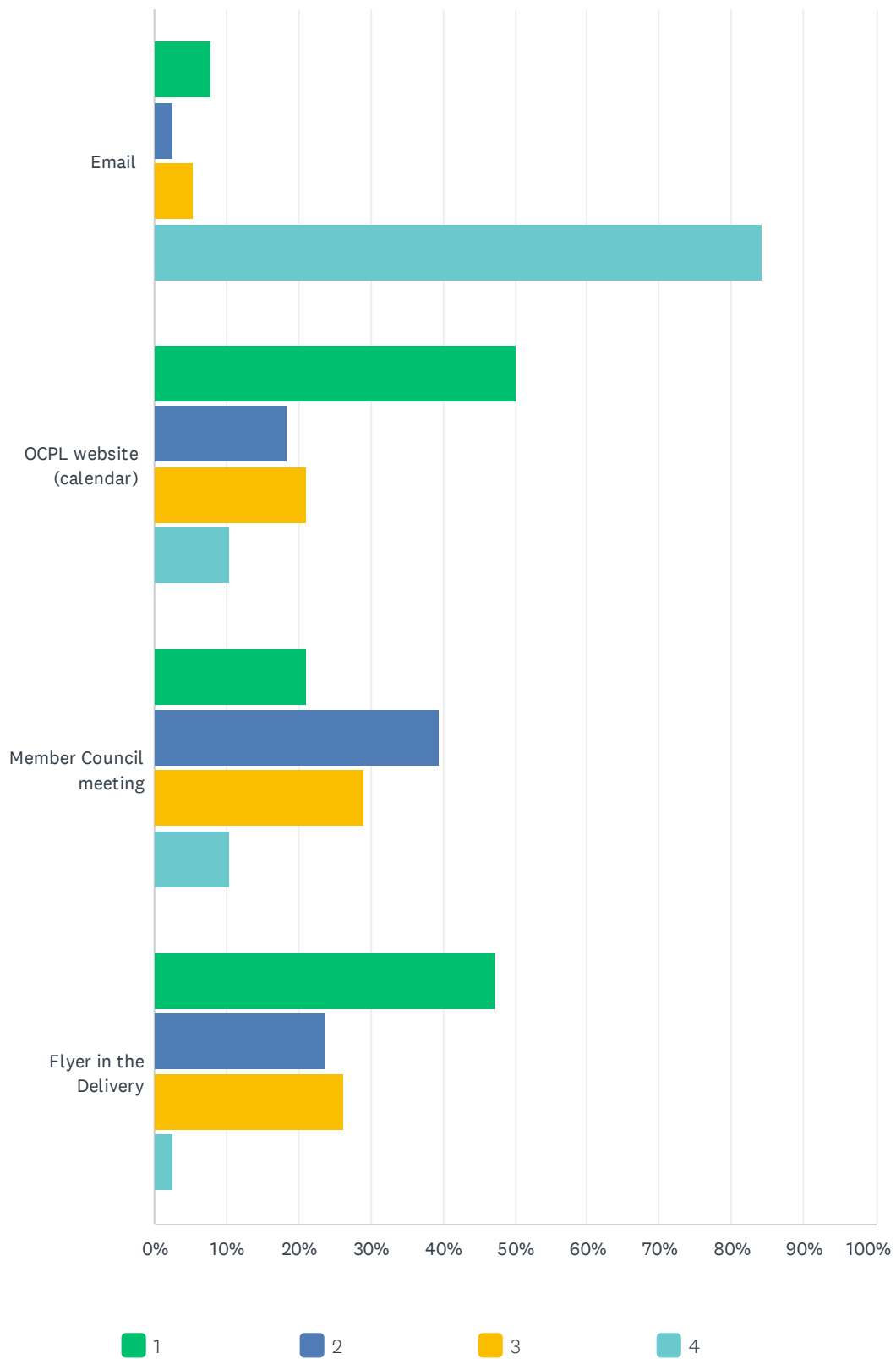
	1	2	3	4	TOTAL	WEIGHTED AVERAGE
Email	7.89% 3	2.63% 1	5.26% 2	84.21% 32	38	3.66
OCPL website (calendar)	50.00% 19	18.42% 7	21.05% 8	10.53% 4	38	1.92
Member Council meeting	21.05% 8	39.47% 15	28.95% 11	10.53% 4	38	2.29
Flyer in the Delivery	47.37% 18	23.68% 9	26.32% 10	2.63% 1	38	1.84

| #	OTHER (PLEASE SPECIFY)	DATE
1	Any committee meetings.	2/22/2023 11:38 AM
2	Also share in all resource sharing committee meetings	1/20/2023 12:03 PM
3	Since support staff can be iffy checking their email and often have no interest in professional development, a flyer (coupled with an email) which could be left at the front desk for circ staff to see may be the best bet. But I could be wrong...	1/10/2023 3:14 PM

Q12 Element 4: Consulting and Developmental ServicesHow important are these Consulting and Development Services to your library?

Answered: 38   Skipped: 0
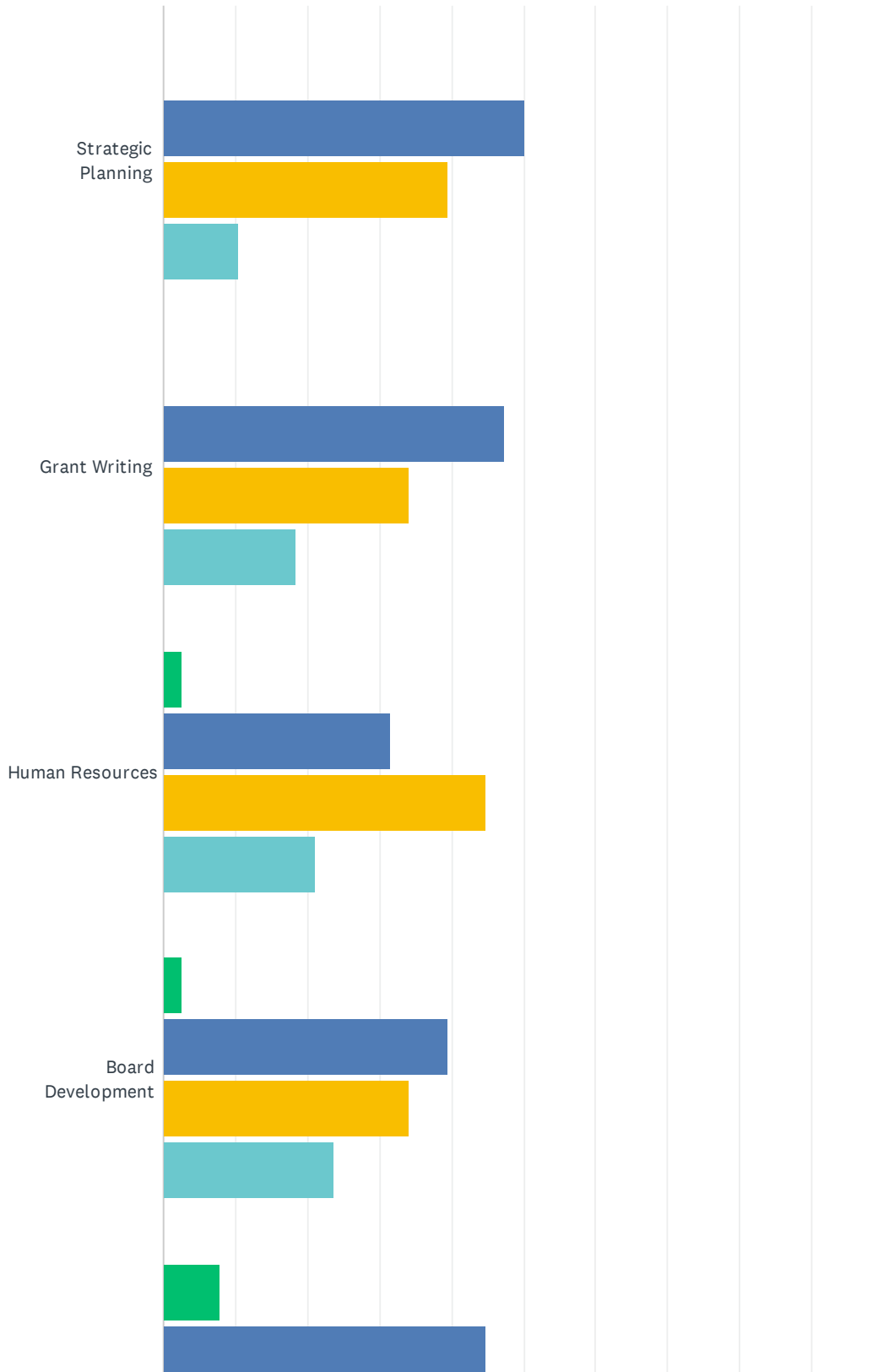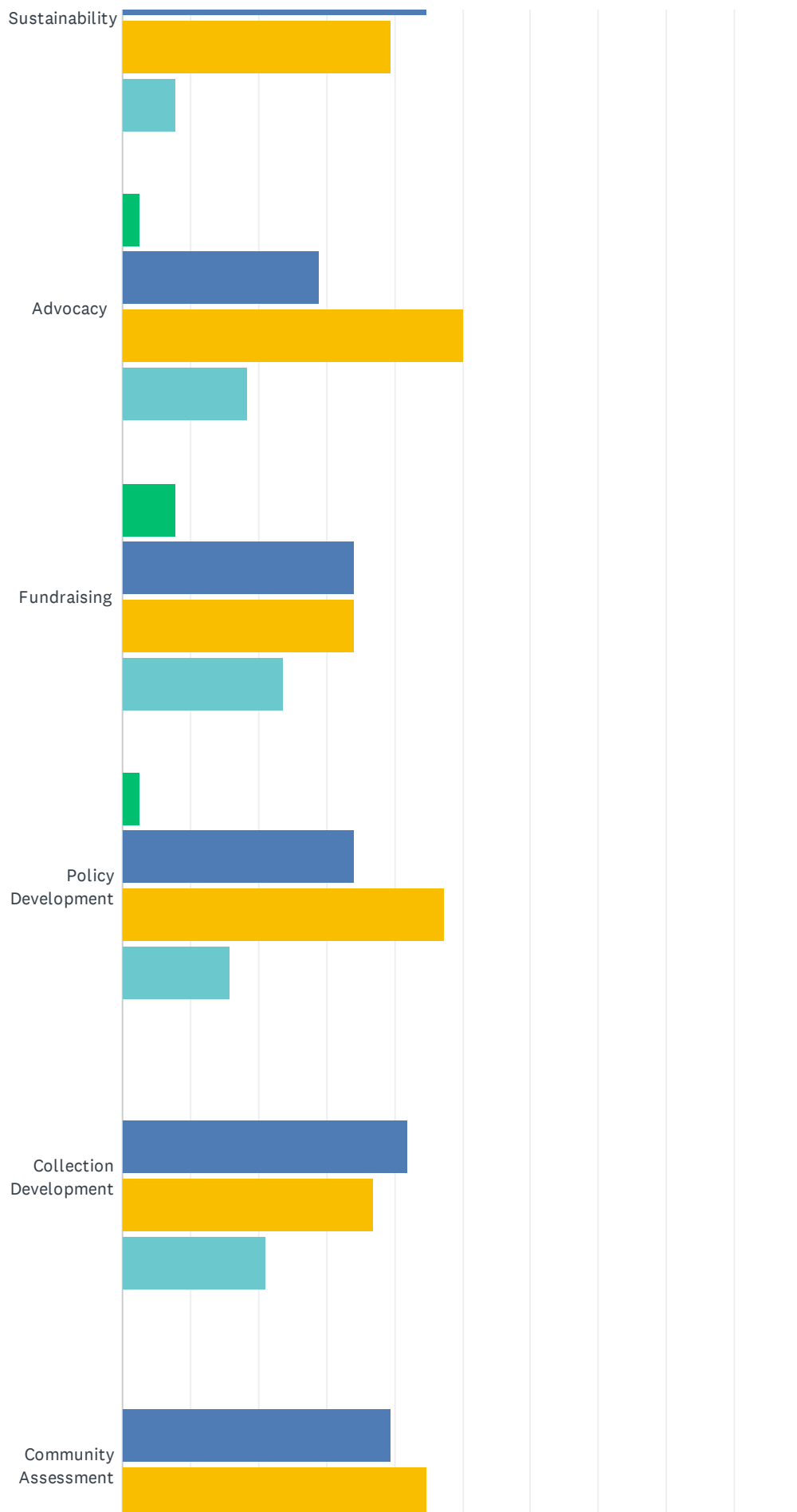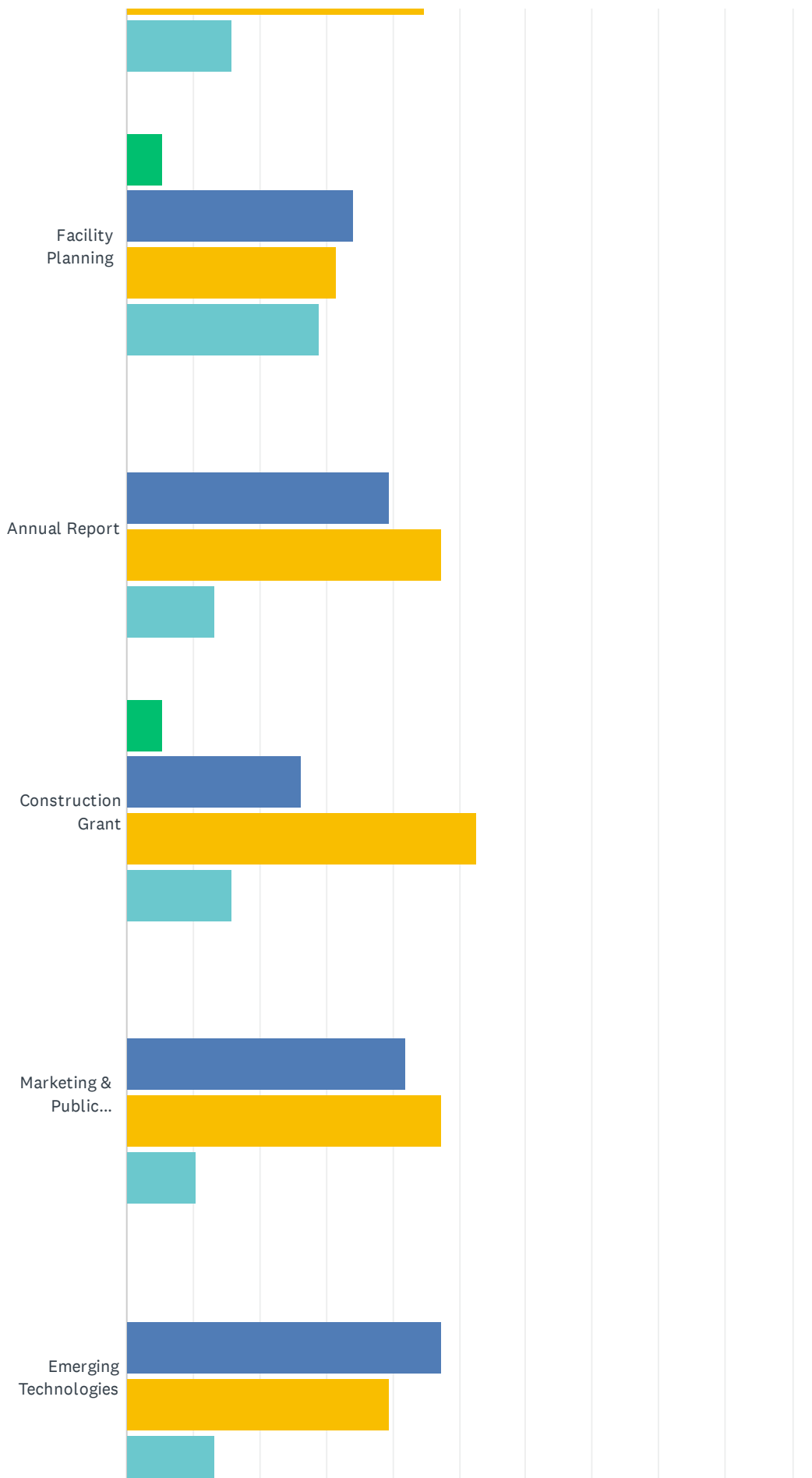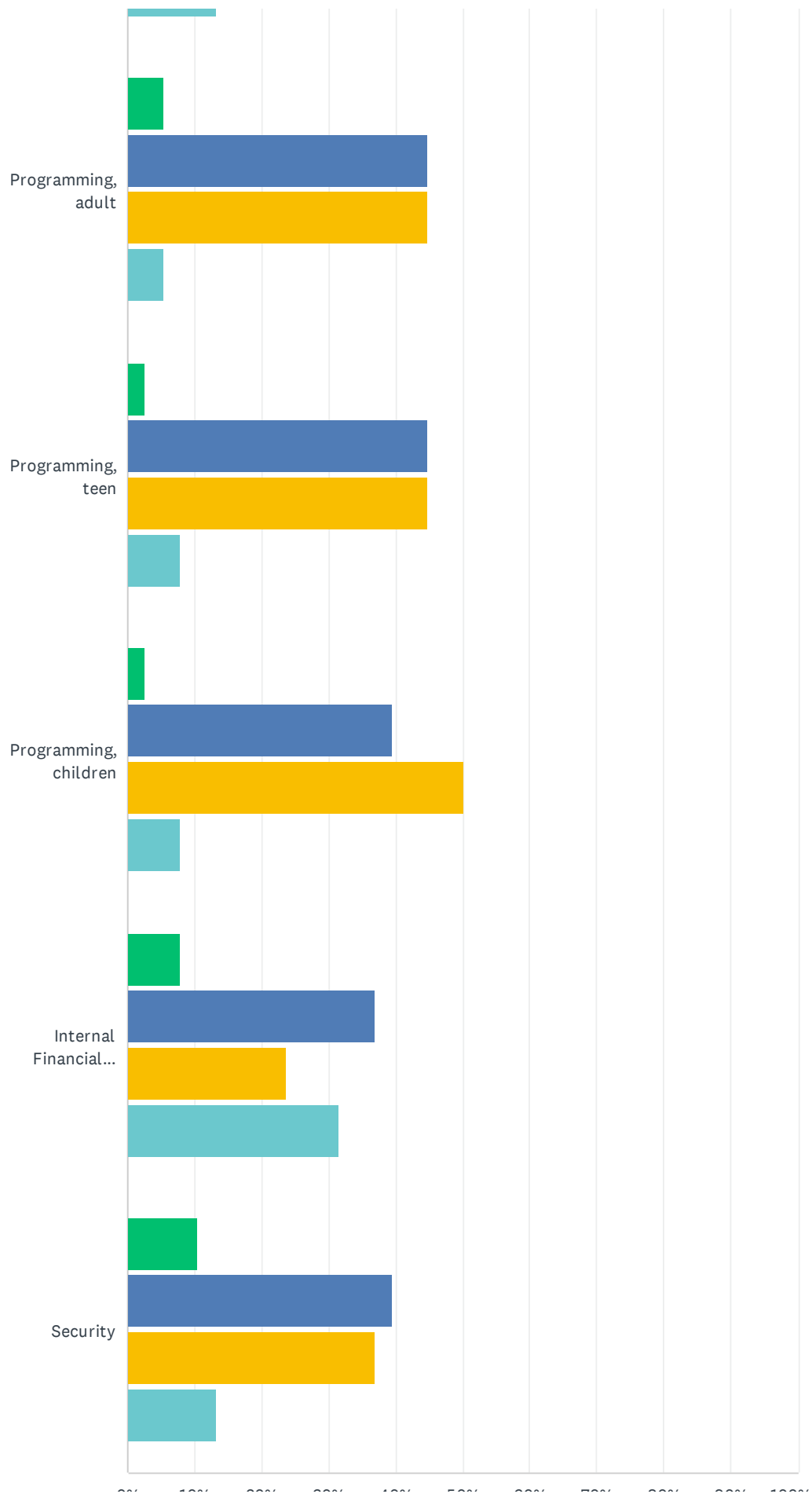
```
0%    10%   20%   30%   40%   50%   60%   70%   80%   90%  100%
```

🟩 Not at all i...   🟦 Important   🟨 Very import...   🟦 No opinion

	NOT AT ALL IMPORTANT	IMPORTANT	VERY IMPORTANT	NO OPINION	TOTAL	WEIGHTED AVERAGE
Strategic Planning	0.00% 0	50.00% 19	39.47% 15	10.53% 4	38	2.44
Grant Writing	0.00% 0	47.37% 18	34.21% 13	18.42% 7	38	2.42
Human Resources	2.63% 1	31.58% 12	44.74% 17	21.05% 8	38	2.53
Board Development	2.63% 1	39.47% 15	34.21% 13	23.68% 9	38	2.41
Sustainability	7.89% 3	44.74% 17	39.47% 15	7.89% 3	38	2.34
Advocacy	2.63% 1	28.95% 11	50.00% 19	18.42% 7	38	2.58
Fundraising	7.89% 3	34.21% 13	34.21% 13	23.68% 9	38	2.34
Policy Development	2.63% 1	34.21% 13	47.37% 18	15.79% 6	38	2.53
Collection Development	0.00% 0	42.11% 16	36.84% 14	21.05% 8	38	2.47
Community Assessment	0.00% 0	39.47% 15	44.74% 17	15.79% 6	38	2.53
Facility Planning	5.26% 2	34.21% 13	31.58% 12	28.95% 11	38	2.37
Annual Report	0.00% 0	39.47% 15	47.37% 18	13.16% 5	38	2.55
Construction Grant	5.26% 2	26.32% 10	52.63% 20	15.79% 6	38	2.56
Marketing & Public Relations	0.00% 0	42.11% 16	47.37% 18	10.53% 4	38	2.53
Emerging Technologies	0.00% 0	47.37% 18	39.47% 15	13.16% 5	38	2.45
Programming, adult	5.26% 2	44.74% 17	44.74% 17	5.26% 2	38	2.42
Programming, teen	2.63% 1	44.74% 17	44.74% 17	7.89% 3	38	2.46
Programming, children	2.63% 1	39.47% 15	50.00% 19	7.89% 3	38	2.51
Internal Financial Controls	7.89% 3	36.84% 14	23.68% 9	31.58% 12	38	2.23
Security	10.53% 4	39.47% 15	36.84% 14	13.16% 5	38	2.30

| #	COMMENTS:	DATE
1	Again, not sure what these refer to. For example, what services are there to help with human resources? I have hired 4 people in my first year here. I could have used some help.	1/31/2023 4:10 PM
2	I was unaware these consulting services were even available.	1/27/2023 11:41 AM
3	These are all important- concerned our system does not have the organizational capacity, budget and staff wise, to offer all these.	1/18/2023 1:04 PM
4	Could you be clearer about what "consulting a developmental services" means? Does it mean OCPL pays for a consult to go around to various branches and do trainings? Does it mean paying a company like Polaris or READ-Squared to conduct webinars that may or may not be helpful?	1/10/2023 3:14 PM

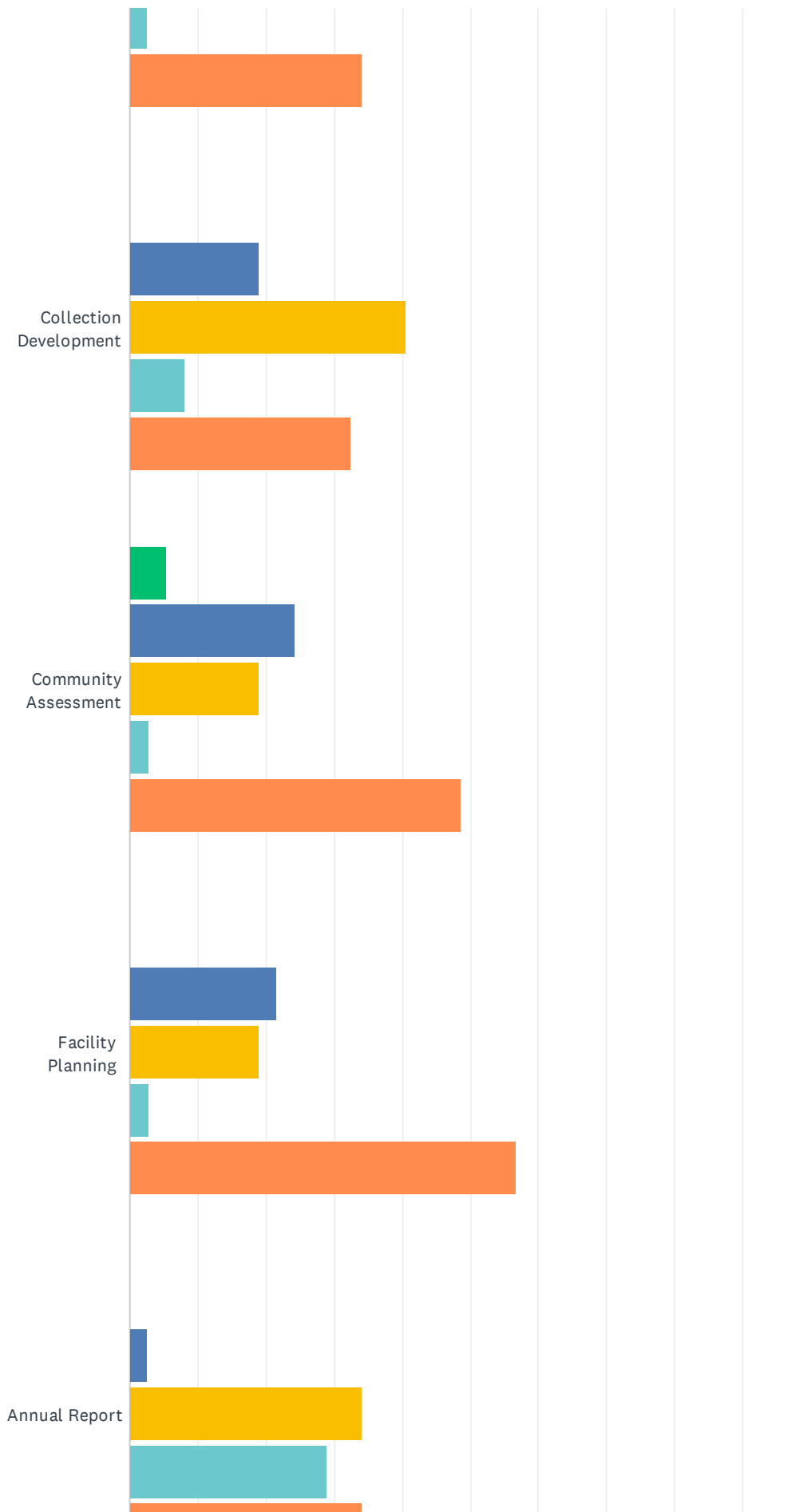# Q13 Element 4: Consulting and Developmental Services SatisfactionHow satisfied with Consulting and Development Services to your library by OCPL?
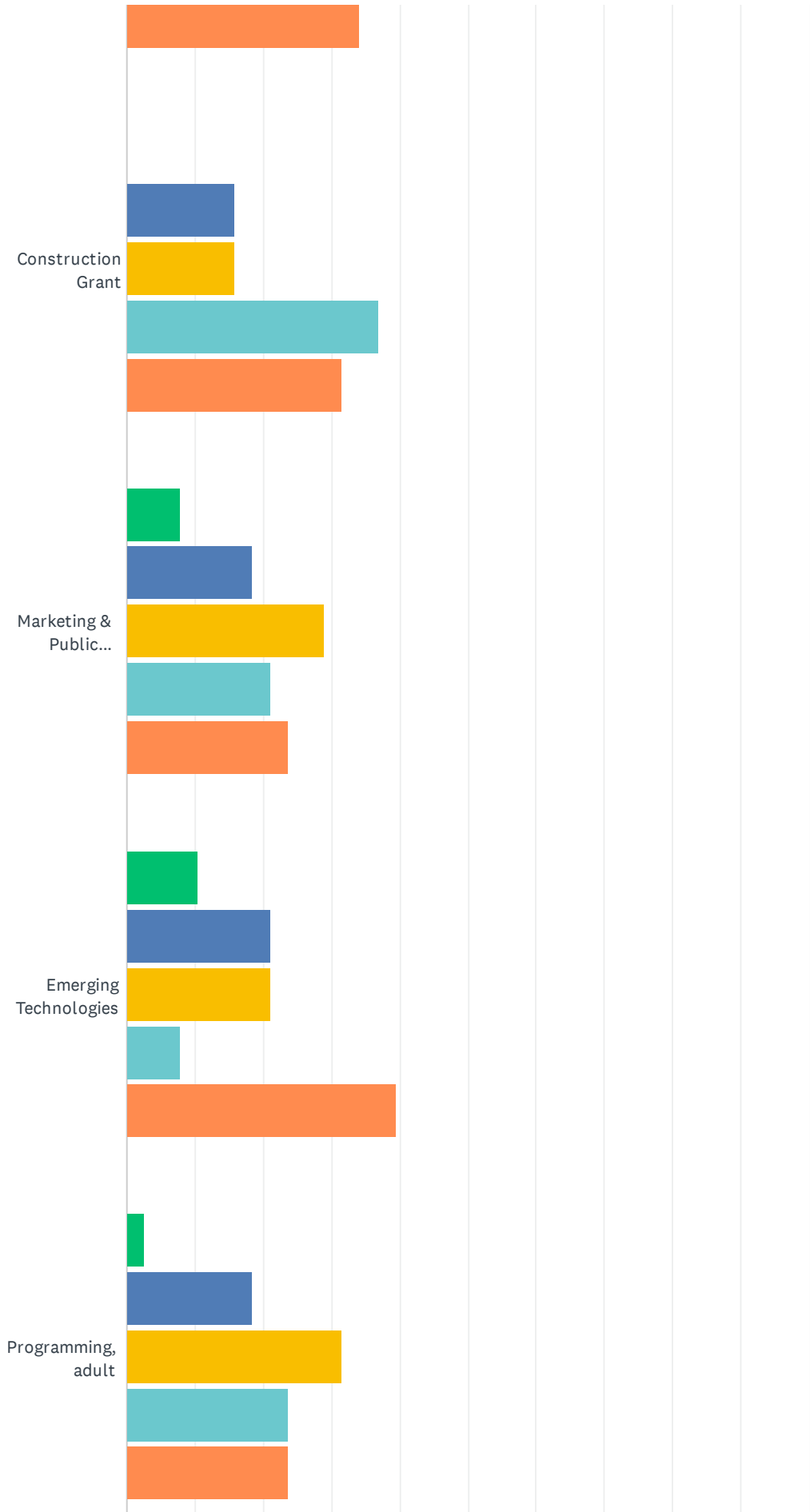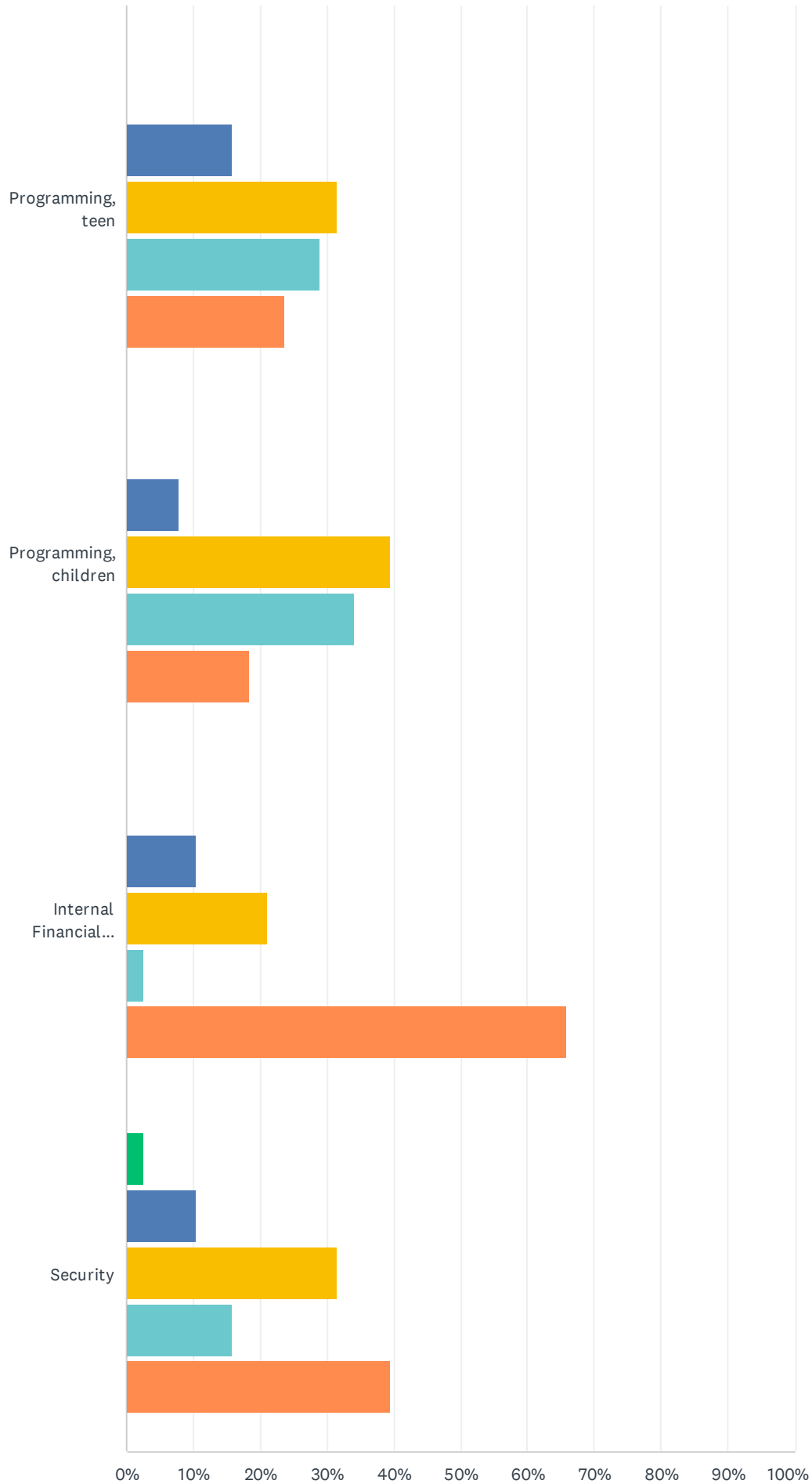
Answered: 38   Skipped: 0
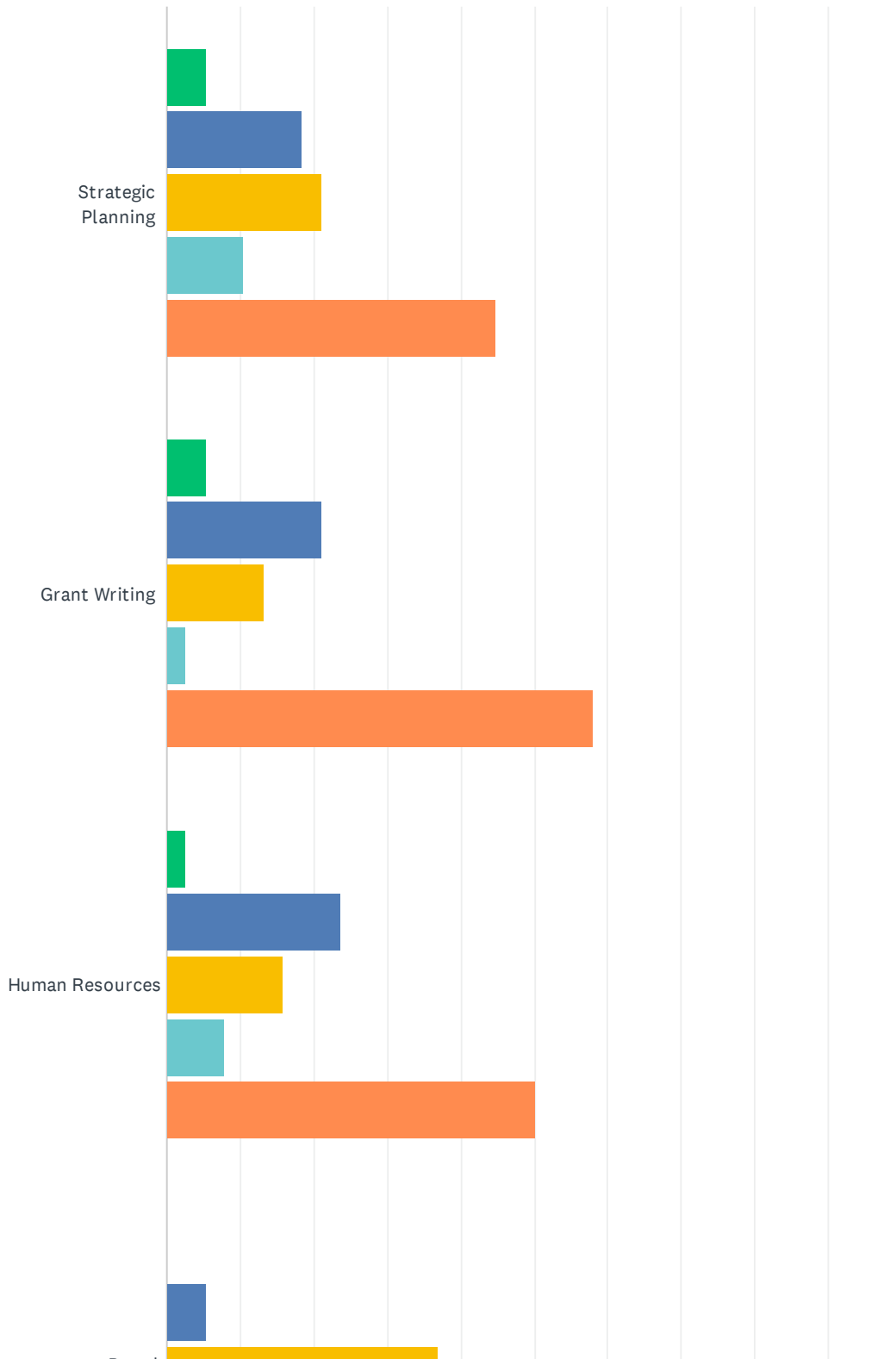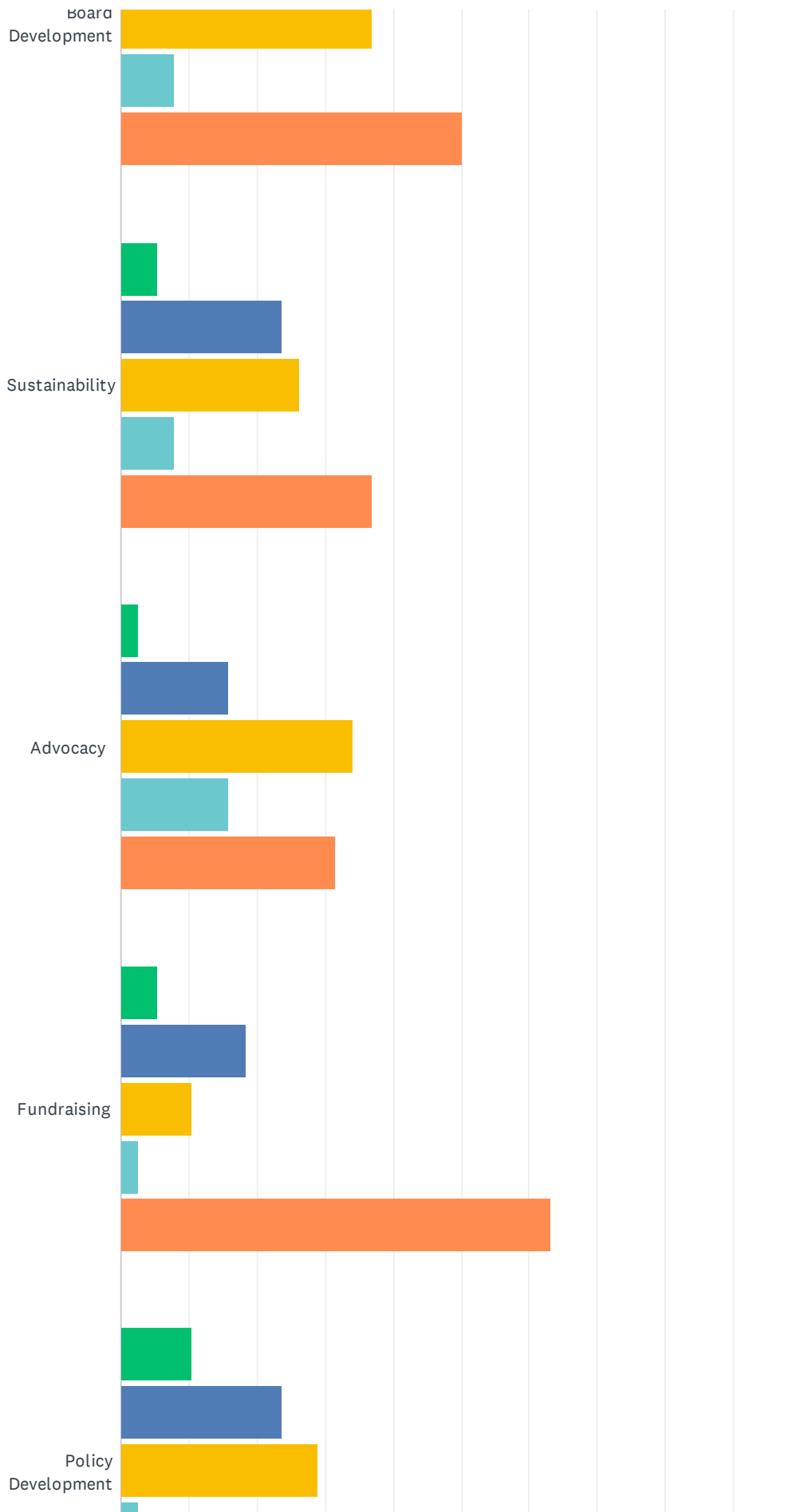
Not at all s... ■ Somewhat ... ■ Satisfied ■ Very Satisfi...
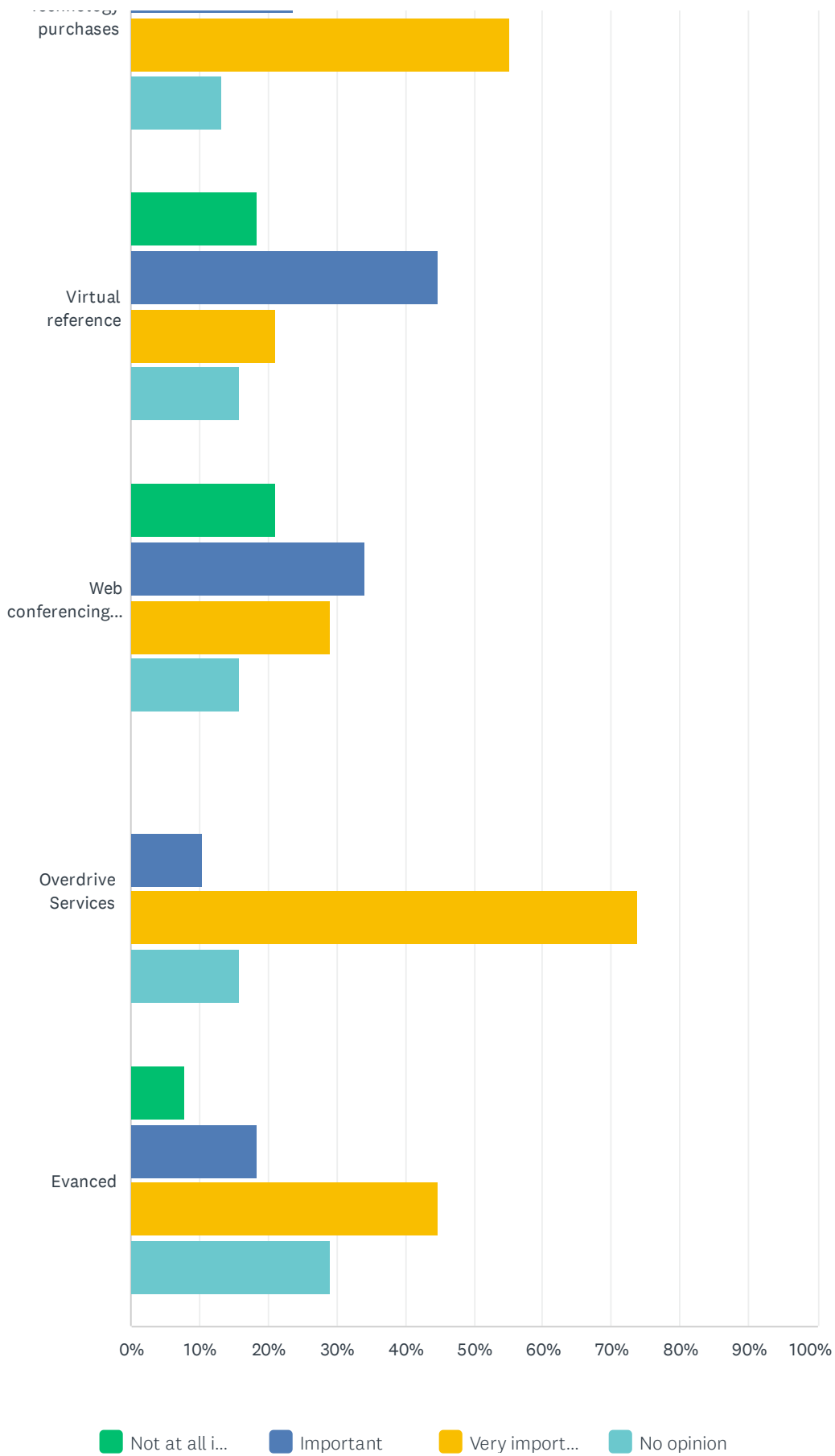No opinion

	NOT AT ALL SATISFIED	SOMEWHAT SATISFIED	SATISFIED	VERY SATISFIED	NO OPINION	TOTAL	WEIGHTED AVERAGE
Strategic Planning	5.26% 2	18.42% 7	21.05% 8	10.53% 4	44.74% 17	38	2.67
Grant Writing	5.26% 2	21.05% 8	13.16% 5	2.63% 1	57.89% 22	38	2.31
Human Resources	2.63% 1	23.68% 9	15.79% 6	7.89% 3	50.00% 19	38	2.58
Board Development	0.00% 0	5.26% 2	36.84% 14	7.89% 3	50.00% 19	38	3.05
Sustainability	5.26% 2	23.68% 9	26.32% 10	7.89% 3	36.84% 14	38	2.58
Advocacy	2.63% 1	15.79% 6	34.21% 13	15.79% 6	31.58% 12	38	2.92
Fundraising	5.26% 2	18.42% 7	10.53% 4	2.63% 1	63.16% 24	38	2.29
Policy Development	10.53% 4	23.68% 9	28.95% 11	2.63% 1	34.21% 13	38	2.36
Collection Development	0.00% 0	18.92% 7	40.54% 15	8.11% 3	32.43% 12	37	2.84
Community Assessment	5.41% 2	24.32% 9	18.92% 7	2.70% 1	48.65% 18	37	2.37
Facility Planning	0.00% 0	21.62% 8	18.92% 7	2.70% 1	56.76% 21	37	2.56
Annual Report	0.00% 0	2.63% 1	34.21% 13	28.95% 11	34.21% 13	38	3.40
Construction Grant	0.00% 0	15.79% 6	15.79% 6	36.84% 14	31.58% 12	38	3.31
Marketing & Public Relations	7.89% 3	18.42% 7	28.95% 11	21.05% 8	23.68% 9	38	2.83
Emerging Technologies	10.53% 4	21.05% 8	21.05% 8	7.89% 3	39.47% 15	38	2.43
Programming, adult	2.63% 1	18.42% 7	31.58% 12	23.68% 9	23.68% 9	38	3.00
Programming, teen	0.00% 0	15.79% 6	31.58% 12	28.95% 11	23.68% 9	38	3.17
Programming, children	0.00% 0	7.89% 3	39.47% 15	34.21% 13	18.42% 7	38	3.32
Internal Financial Controls	0.00% 0	10.53% 4	21.05% 8	2.63% 1	65.79% 25	38	2.77
Security	2.63% 1	10.53% 4	31.58% 12	15.79% 6	39.47% 15	38	3.00

Q14 Element 5: Coordinated ServicesHow important are these Coordinated Services to your library?
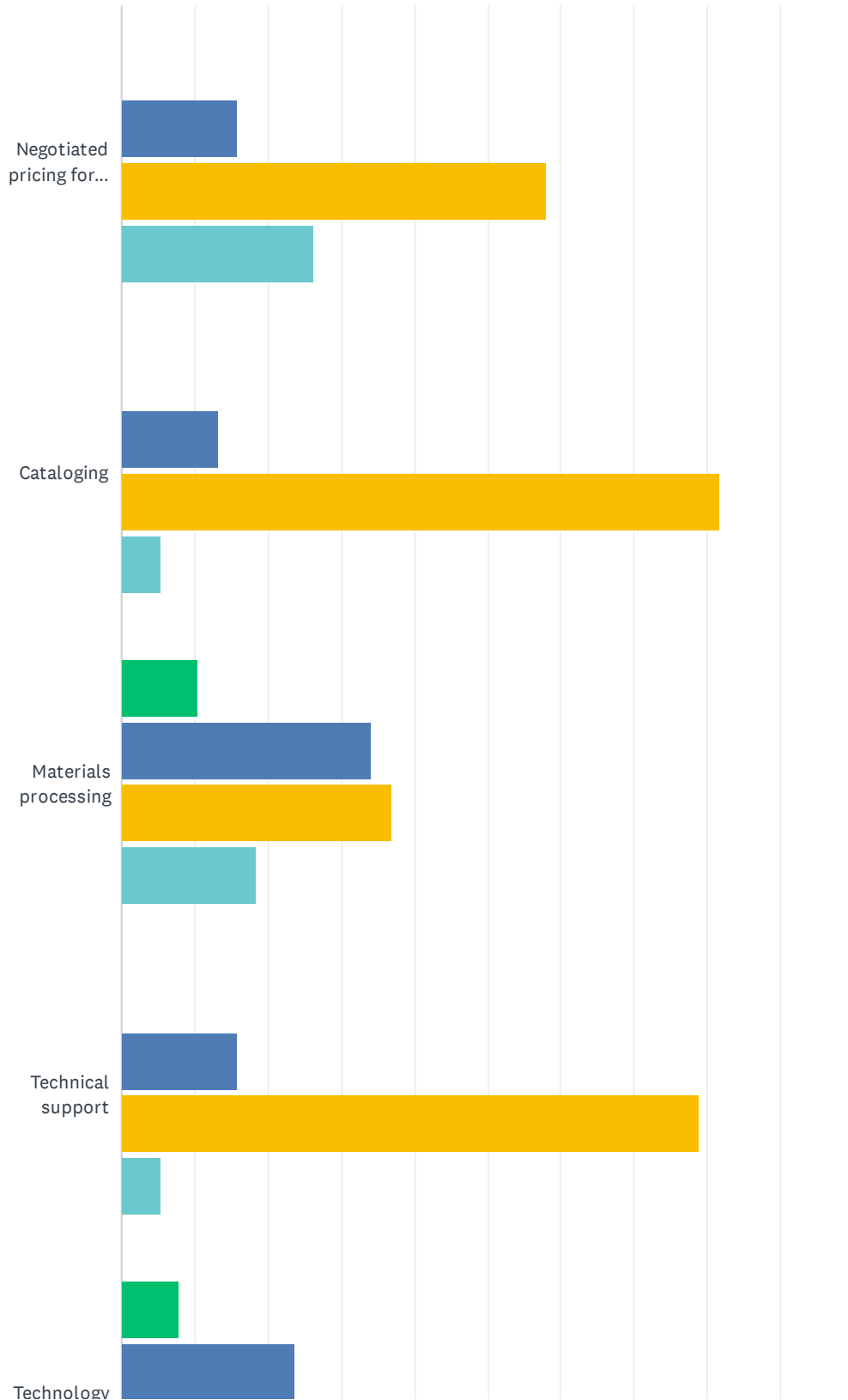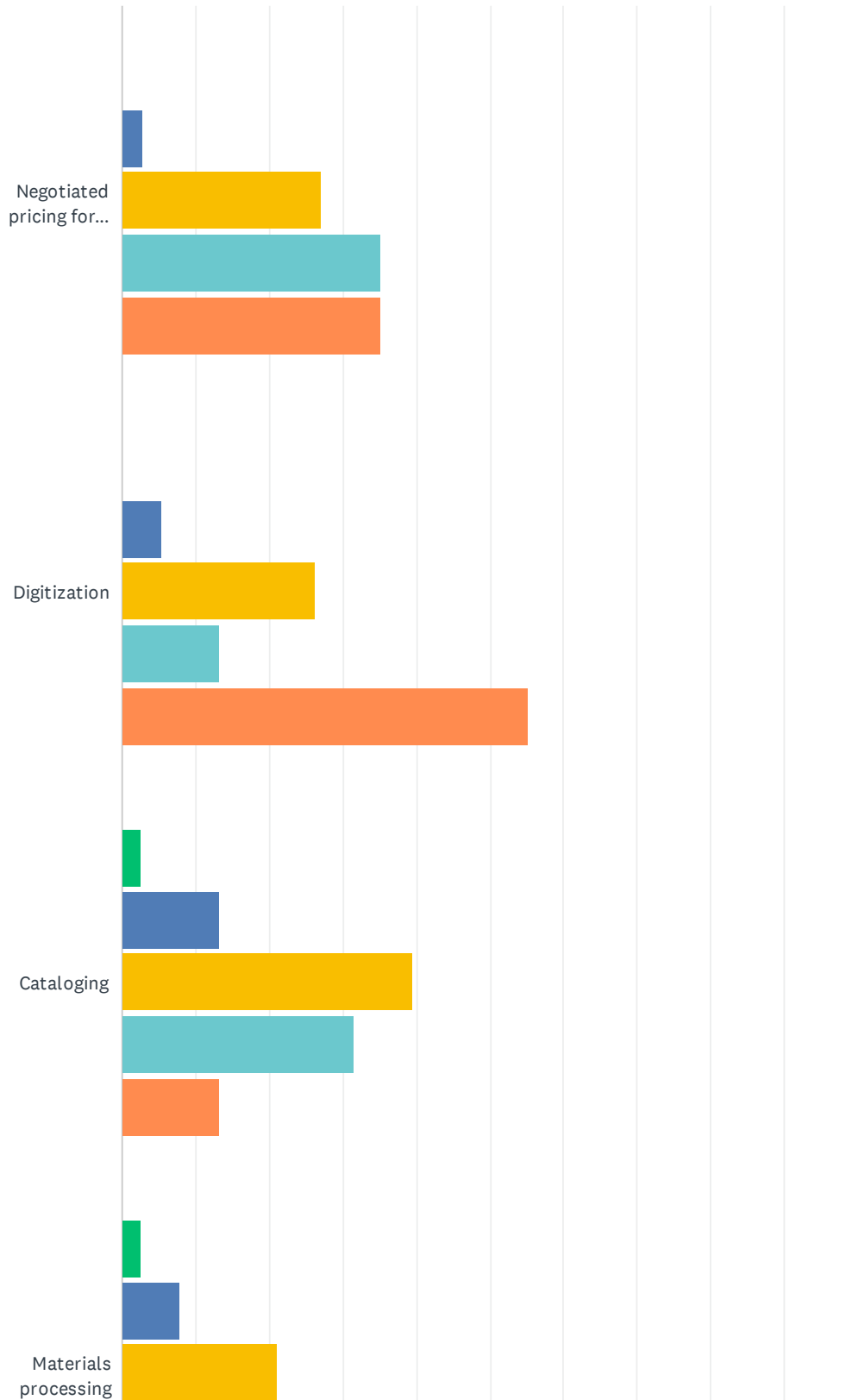
Answered: 38   Skipped: 0

Legend: Not at all i... Important Very import... No opinion

	NOT AT ALL IMPORTANT	IMPORTANT	VERY IMPORTANT	NO OPINION	TOTAL	WEIGHTED AVERAGE
Negotiated pricing for licensed electronic collection purchases	0.00% 0	15.79% 6	57.89% 22	26.32% 10	38	2.79
Cataloging	0.00% 0	13.16% 5	81.58% 31	5.26% 2	38	2.86
Materials processing	10.53% 4	34.21% 13	36.84% 14	18.42% 7	38	2.32
Technical support	0.00% 0	15.79% 6	78.95% 30	5.26% 2	38	2.83
Technology purchases	7.89% 3	23.68% 9	55.26% 21	13.16% 5	38	2.55
Virtual reference	18.42% 7	44.74% 17	21.05% 8	15.79% 6	38	2.03
Web conferencing software	21.05% 8	34.21% 13	28.95% 11	15.79% 6	38	2.09
Overdrive Services	0.00% 0	10.53% 4	73.68% 28	15.79% 6	38	2.88
Evanced	7.89% 3	18.42% 7	44.74% 17	28.95% 11	38	2.52

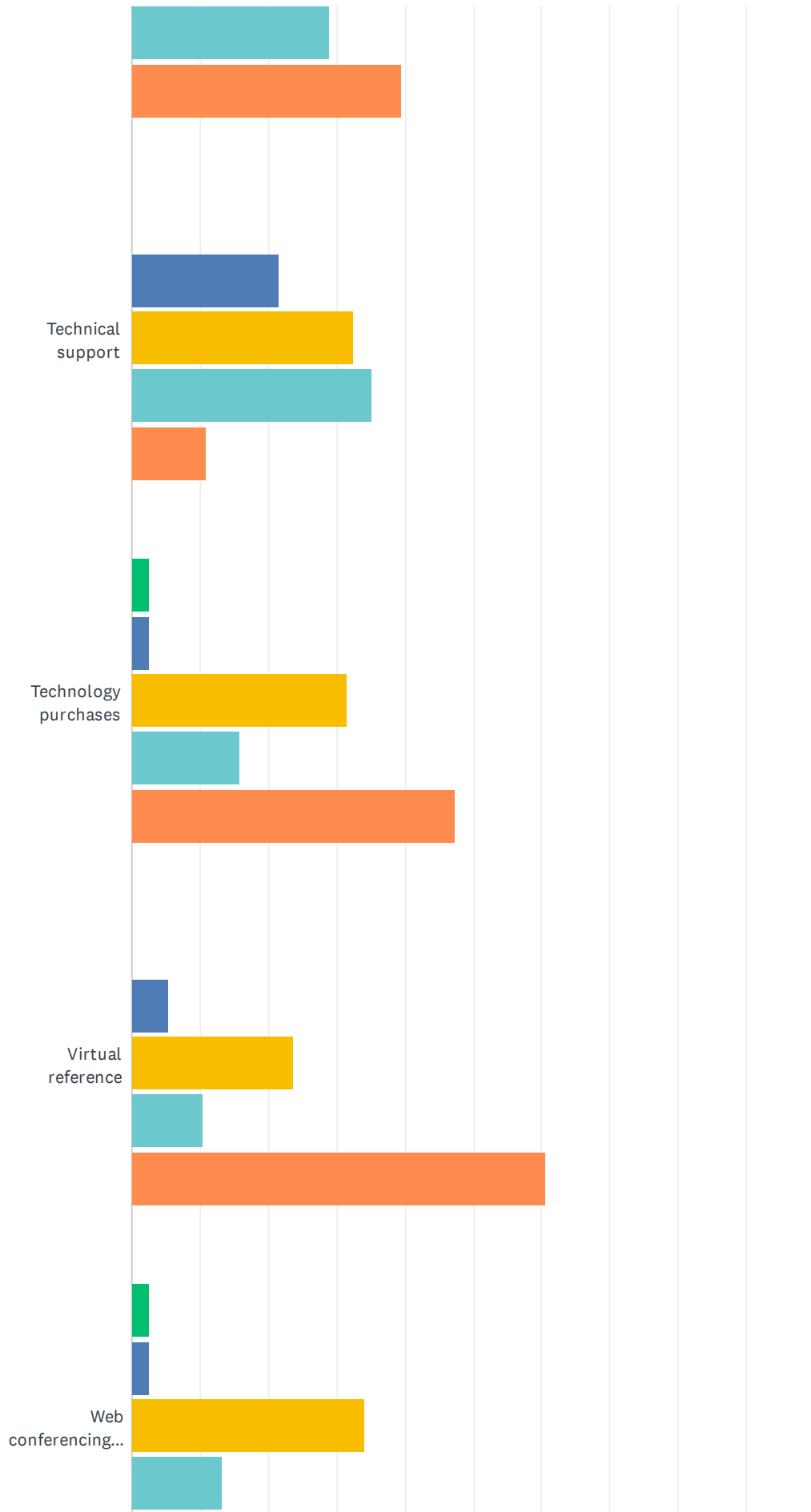| #	COMMENTS:	DATE
1	We were told we couldn't sign up for evanced by the vendor...even though other members use it. We'd like to contract with them, but the rep said we were too small? so we use Plymouth Rocket / EK Reg. Any help would be appreciated.	1/31/2023 3:33 PM
2	Onondaga Free purchases its own hardware and the vast majority of the software for both staff and our patrons. Tech support regarding Polaris, however, is of the utmost importance.	1/27/2023 11:41 AM
3	I am not familiar with Evanced.	1/13/2023 10:46 AM
4	As a suburban library, some of these are essential, and we have little contact with others.	1/11/2023 4:44 PM

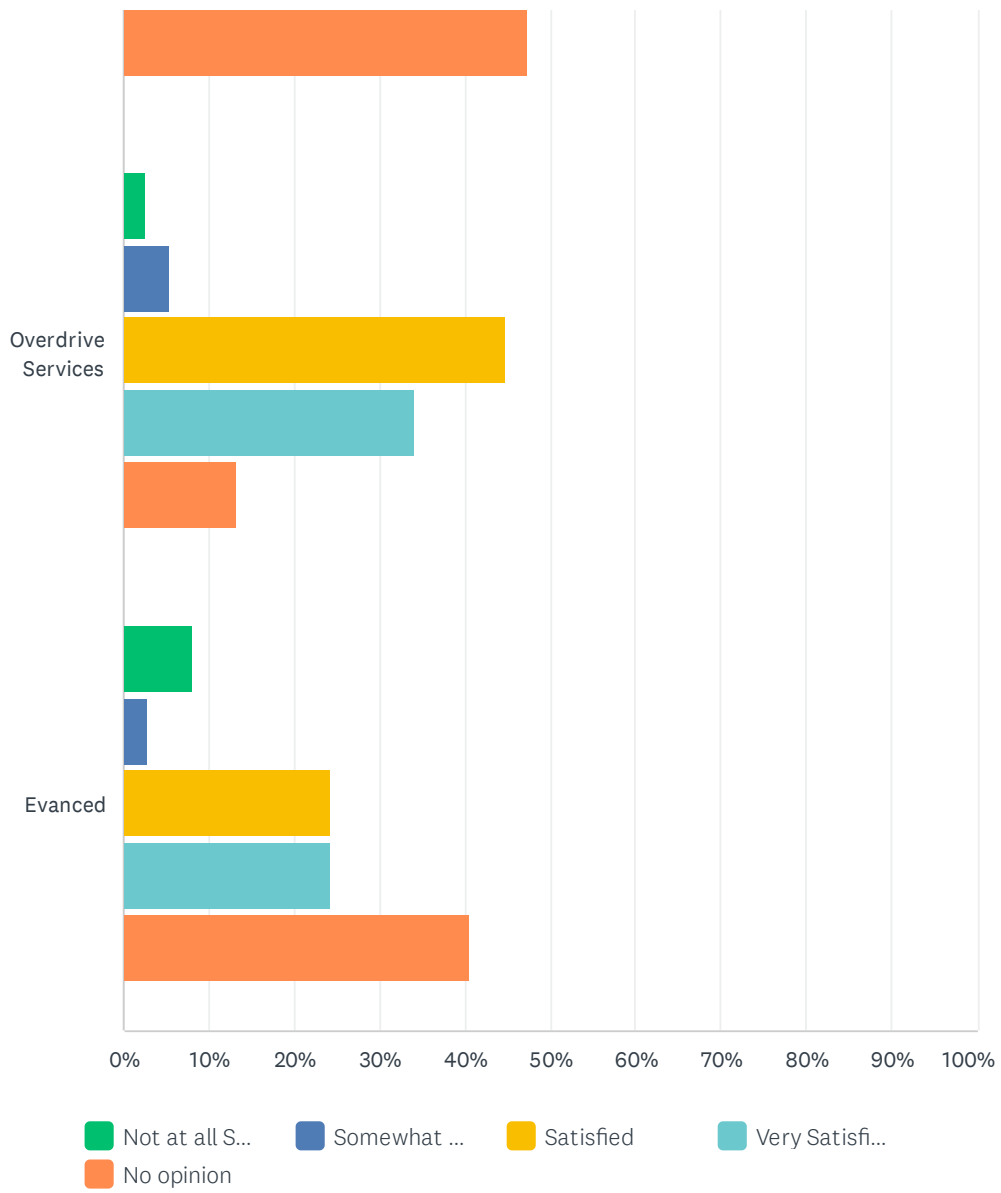|	NOT AT ALL IMPORTANT	IMPORTANT	VERY IMPORTANT	NO OPINION		

Q15 Element 5: Coordinated Services: SatisfactionHow satisfied are you with these OCPL Coordinated Services to your library?

Answered: 38   Skipped: 0

Technical support

Technology purchases

Virtual reference

Web conferencing...

Legend:
- Not at all S...
- Somewhat ...
- Satisfied
- Very Satisfi...
- No opinion

	NOT AT ALL SATISFIED	SOMEWHAT SATISFIED	SATISFIED	VERY SATISFIED	NO OPINION	TOTAL	WEIGHTED AVERAGE
Negotiated pricing for licensed electronic collection purchases	0.00% 0	2.70% 1	27.03% 10	35.14% 13	35.14% 13	37	3.50
Digitization	0.00% 0	5.26% 2	26.32% 10	13.16% 5	55.26% 21	38	3.18
Cataloging	2.63% 1	13.16% 5	39.47% 15	31.58% 12	13.16% 5	38	3.15
Materials processing	2.63% 1	7.89% 3	21.05% 8	28.95% 11	39.47% 15	38	3.26
Technical support	0.00% 0	21.62% 8	32.43% 12	35.14% 13	10.81% 4	37	3.15
Technology purchases	2.63% 1	2.63% 1	31.58% 12	15.79% 6	47.37% 18	38	3.15
Virtual reference	0.00% 0	5.26% 2	23.68% 9	10.53% 4	60.53% 23	38	3.13
Web conferencing software	2.63% 1	2.63% 1	34.21% 13	13.16% 5	47.37% 18	38	3.10
Overdrive Services	2.63% 1	5.26% 2	44.74% 17	34.21% 13	13.16% 5	38	3.27
Evanced	8.11% 3	2.70% 1	24.32% 9	24.32% 9	40.54% 15	37	3.09

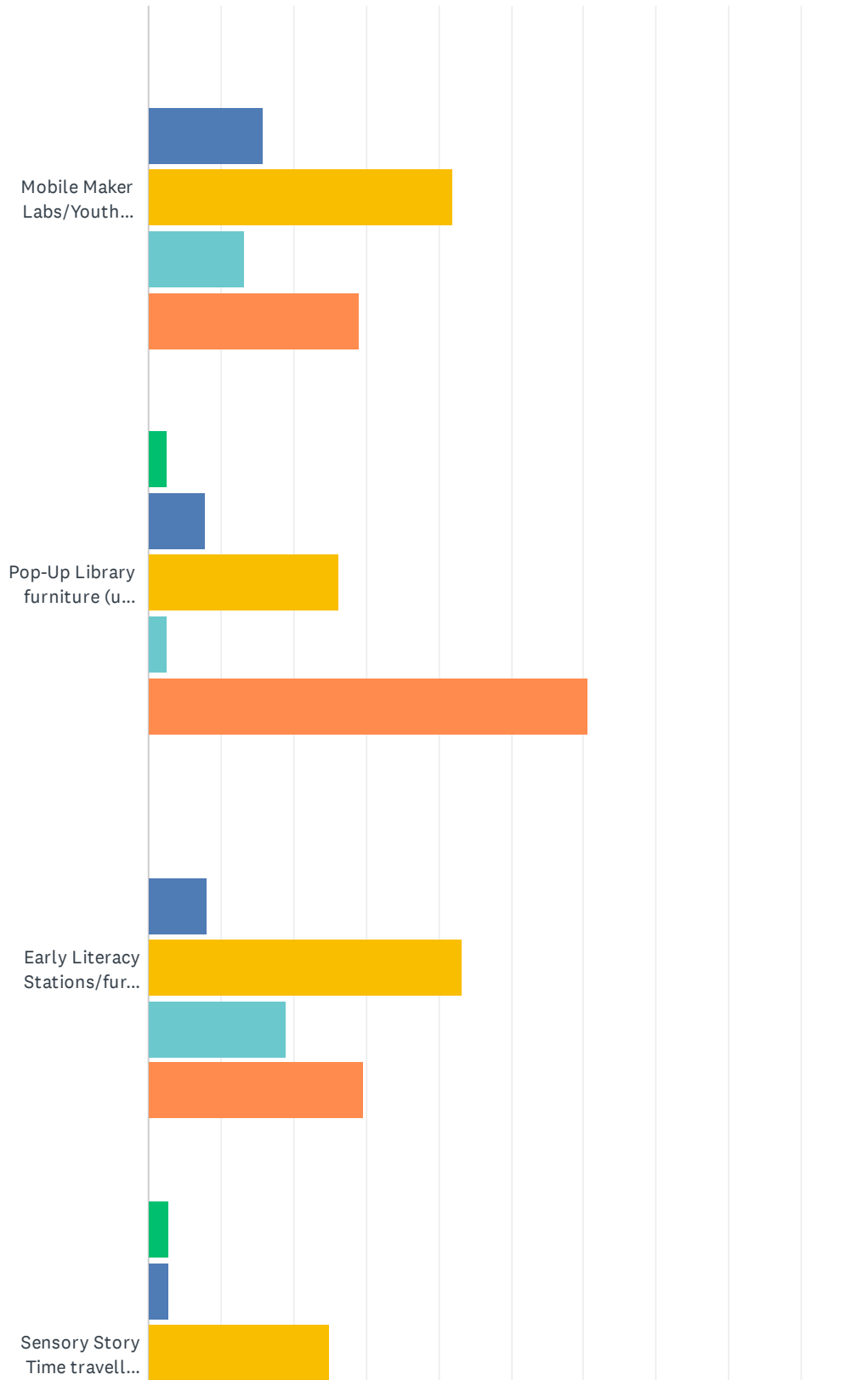| #	COMMENTS:	DATE
1	Val does a great job with training and support for Evanced but the product itself is terrible. Let's look at transitioning to another product in 2023	2/1/2023 9:48 AM
2	We have digitization services available to us? Materials processing?	1/31/2023 4:10 PM
3	The Overdrive titles are not integrated with the catalog. This is amust, as our staff try to help patrons find content (they should be in one integrated catalog). The catalog records in Polaris for new titles are often incomplete. My library only has a processing clerk (not a trained librarian) and we rely on OCPL to do all cataloging and to ensure we have good bib records. We keep our item records clean and up-to-date but there have been issues with bib records. The coordinated ILL service is amazing - thank you!	1/20/2023 12:03 PM
4	We don't use Evanced, and we do our own technology purchasing and most of our own materials processing. We do most technology support ourselves. We were having a hard time getting support from downtown until the new ticketing system was implemented.	1/11/2023 4:44 PM
5	Evanced is a difficult platform to navigate. I would like to see something easier and more user-friendly	1/11/2023 11:32 AM
6	My Materials Processor complains a lot about how there used to be more training from OCPL, and has since stopped. I was not apart of the system at that time, so I do not know what she is referencing, but it's something I would be interested in seeing offered if it ever was....	1/11/2023 10:06 AM

Q16 Are there Coordinated Services not mentioned above that you would like OCPL to offer?
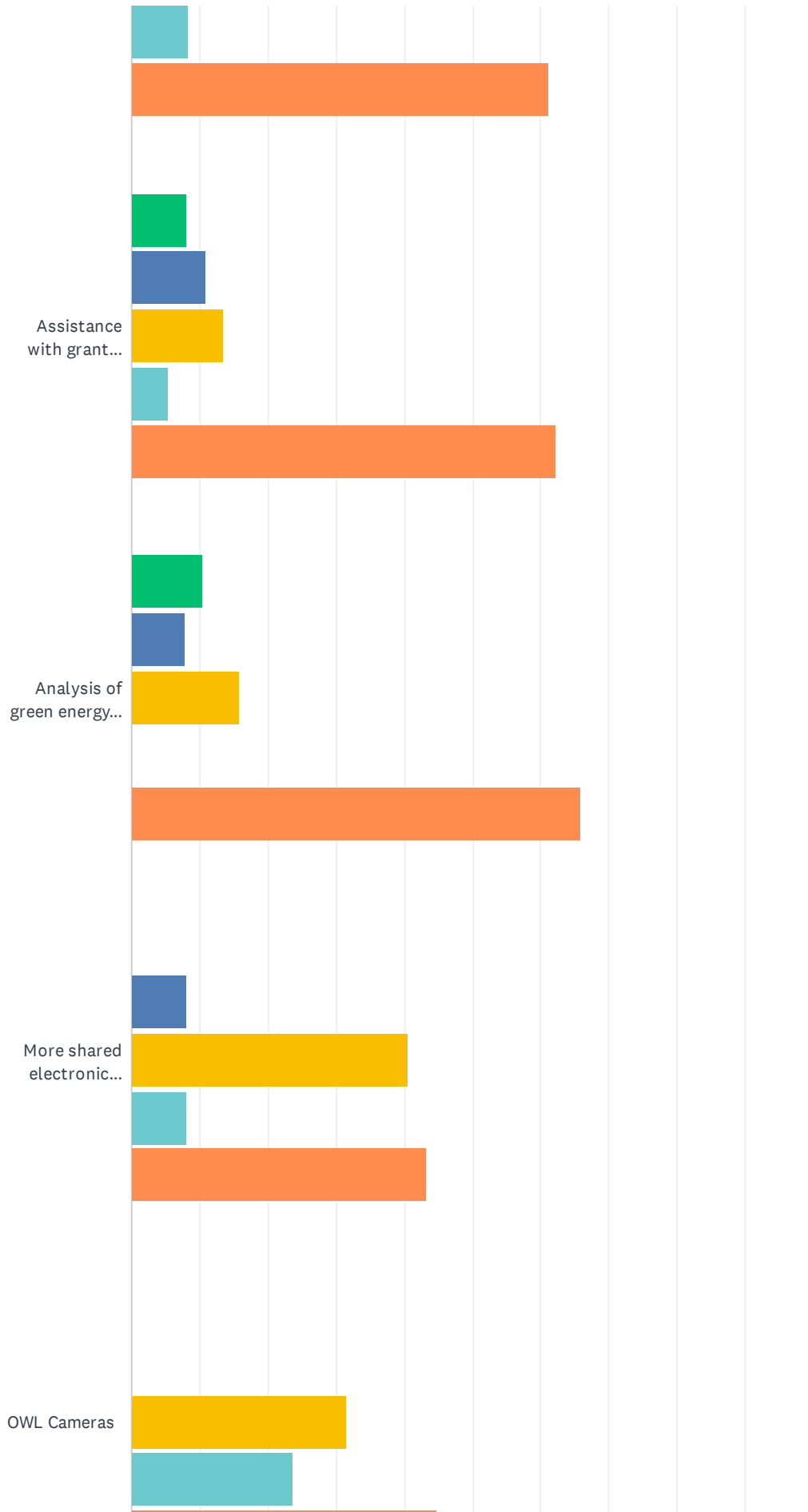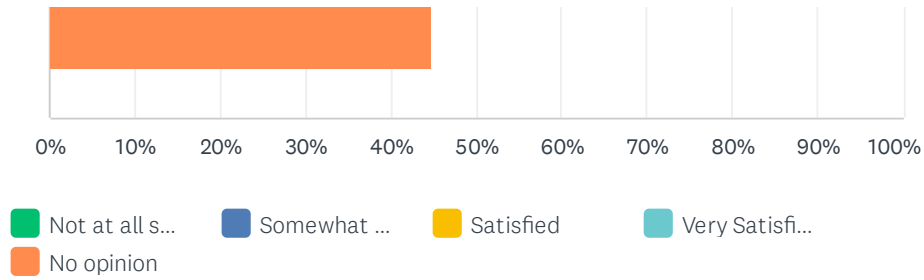
Answered: 7   Skipped: 31

#	RESPONSES	DATE
1	Reference software (Gimlet). This would be great to have as a coordinated service.	3/3/2023 3:33 PM
2	Assistance with purchasing public computers (we just bought new PCs before the bulk buy option was mentioned. I hope bulk buy is a service that continues)	2/3/2023 4:42 PM
3	Delivery- needs to arrive at OFL earlier in the day	1/21/2023 11:37 AM
4	Home bound service	1/20/2023 12:03 PM
5	I would like to know more about what services for the blind and shut-ins could be offered in our suburban area.	1/11/2023 4:44 PM
6	Have a training on OWL, Web Conferencing and Overdrive Services	1/10/2023 1:59 PM
7	No	1/10/2023 1:49 PM

Q17 How satisfied is your library with these Emerging System Services from OCPL?

Answered: 38   Skipped: 0

Assistance with grant...

Analysis of green energy...

More shared electronic...

OWL Cameras

| Not at all s... | Somewhat ... | Satisfied | Very Satisfi... |
| No opinion |

	NOT AT ALL SATISFIED	SOMEWHAT SATISFIED	SATISFIED	VERY SATISFIED	NO OPINION	TOTAL	WEIGHTED AVERAGE
Mobile Maker Labs/Youth Activity Kits	0.00% 0	15.79% 6	42.11% 16	13.16% 5	28.95% 11	38	2.96
Pop-Up Library furniture (used at public events)	2.63% 1	7.89% 3	26.32% 10	2.63% 1	60.53% 23	38	2.73
Early Literacy Stations/furniture and kits	0.00% 0	8.11% 3	43.24% 16	18.92% 7	29.73% 11	37	3.15
Sensory Story Time travelling kits	2.78% 1	2.78% 1	25.00% 9	8.33% 3	61.11% 22	36	3.00
Assistance with grant writing	8.11% 3	10.81% 4	13.51% 5	5.41% 2	62.16% 23	37	2.43
Analysis of green energy technologies for libraries	10.53% 4	7.89% 3	15.79% 6	0.00% 0	65.79% 25	38	2.15
More shared electronic content	0.00% 0	8.11% 3	40.54% 15	8.11% 3	43.24% 16	37	3.00
OWL Cameras	0.00% 0	0.00% 0	31.58% 12	23.68% 9	44.74% 17	38	3.43

#	COMMENTS:	DATE
1	I am not involved with any of these services so I've checked no opinion.	2/22/2023 3:40 PM
2	As above.	2/22/2023 11:04 AM
3	I would like more info about the grant writing assistance and green energy analysis	2/3/2023 4:42 PM
4	I would love to see new mobile maker kits, and would love to help get that off the ground, help fundraise, contribute or ask corporate partners for monetary donations for new kits and new technology we can share in this way. It has an amazing impact. I don't think the kits have been updated with new items in 4+ years.	1/31/2023 3:33 PM
5	I don't think there is expertise in our system to offer advanced grant writing and development training. Same opinion of green energy technologies. Liverpool is fortunate in that we have funding for some of these emerging services-although we support them for the good of all.	1/18/2023 1:04 PM
6	Would love it if we could coordinate a grant to get at least one OWL for each library! We (a suburban library) have always felt on our own for grant-writing.	1/11/2023 4:44 PM
7	My multi-platform book club has said the OWL cameras have created the best multi-platform experience they've had anywhere. I'm not sure how well they'd work for a larger setting though.	1/11/2023 11:32 AM
8	The mobile maker labs are in pretty rough shape (though anything electronic tends to age quickly). Also, OCPL has sensory story times traveling kits, someone/something to assist with grant writing, a way to analyze green energy technologies?	1/10/2023 3:14 PM
9	Need to have some training with the Technologies such as the OWL and Green Energy tech and shared content	1/10/2023 1:59 PM

10   Thanks for providing Owl cameras for the memeber libraries to try out. We're still working out   12/21/2022 3:24 PM
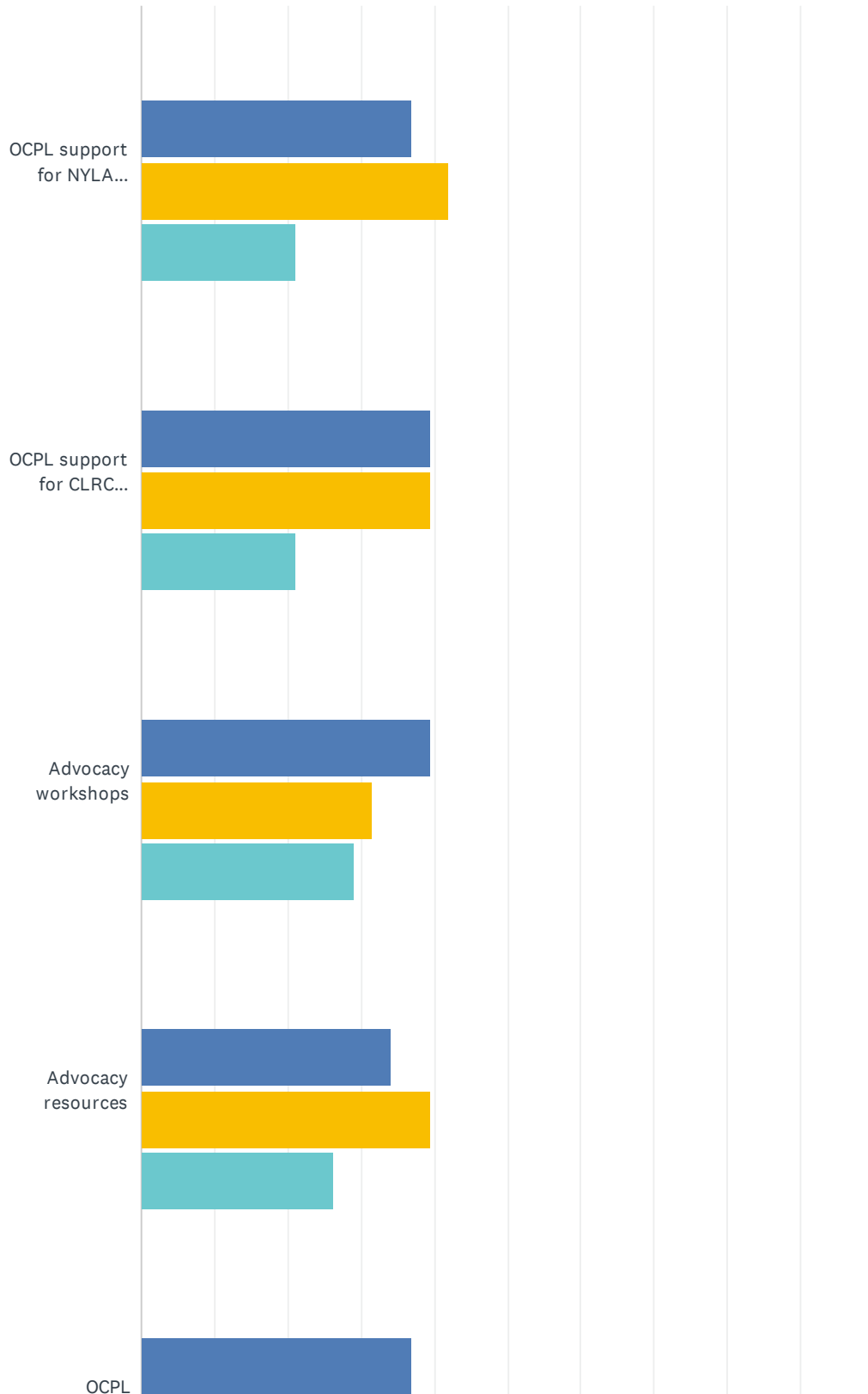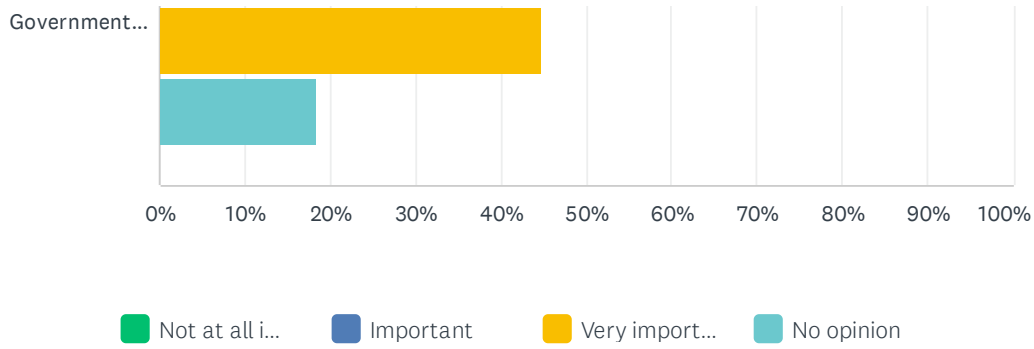   hybrid programming even though there is less of a need for it. I appreciate having that
            recource.

Q18 Element 6: Awareness and AdvocacyHow important are these Awareness and Advocacy services to your library?

Answered: 38   Skipped: 0

Government...


■ Not at all i... ■ Important ■ Very import... ■ No opinion

	NOT AT ALL IMPORTANT	IMPORTANT	VERY IMPORTANT	NO OPINION	TOTAL	WEIGHTED AVERAGE
OCPL support for NYLA Advocacy Day	0.00% 0	36.84% 14	42.11% 16	21.05% 8	38	2.53
OCPL support for CLRC Legislative Breakfast	0.00% 0	39.47% 15	39.47% 15	21.05% 8	38	2.50
Advocacy workshops	0.00% 0	39.47% 15	31.58% 12	28.95% 11	38	2.44
Advocacy resources	0.00% 0	34.21% 13	39.47% 15	26.32% 10	38	2.54
OCPL Government Relations Committee	0.00% 0	36.84% 14	44.74% 17	18.42% 7	38	2.55

Q19 Element 6: Awareness and Advocacy SatisfactionHow satisfied is your library with these Awareness and Advocacy services from OCPL?
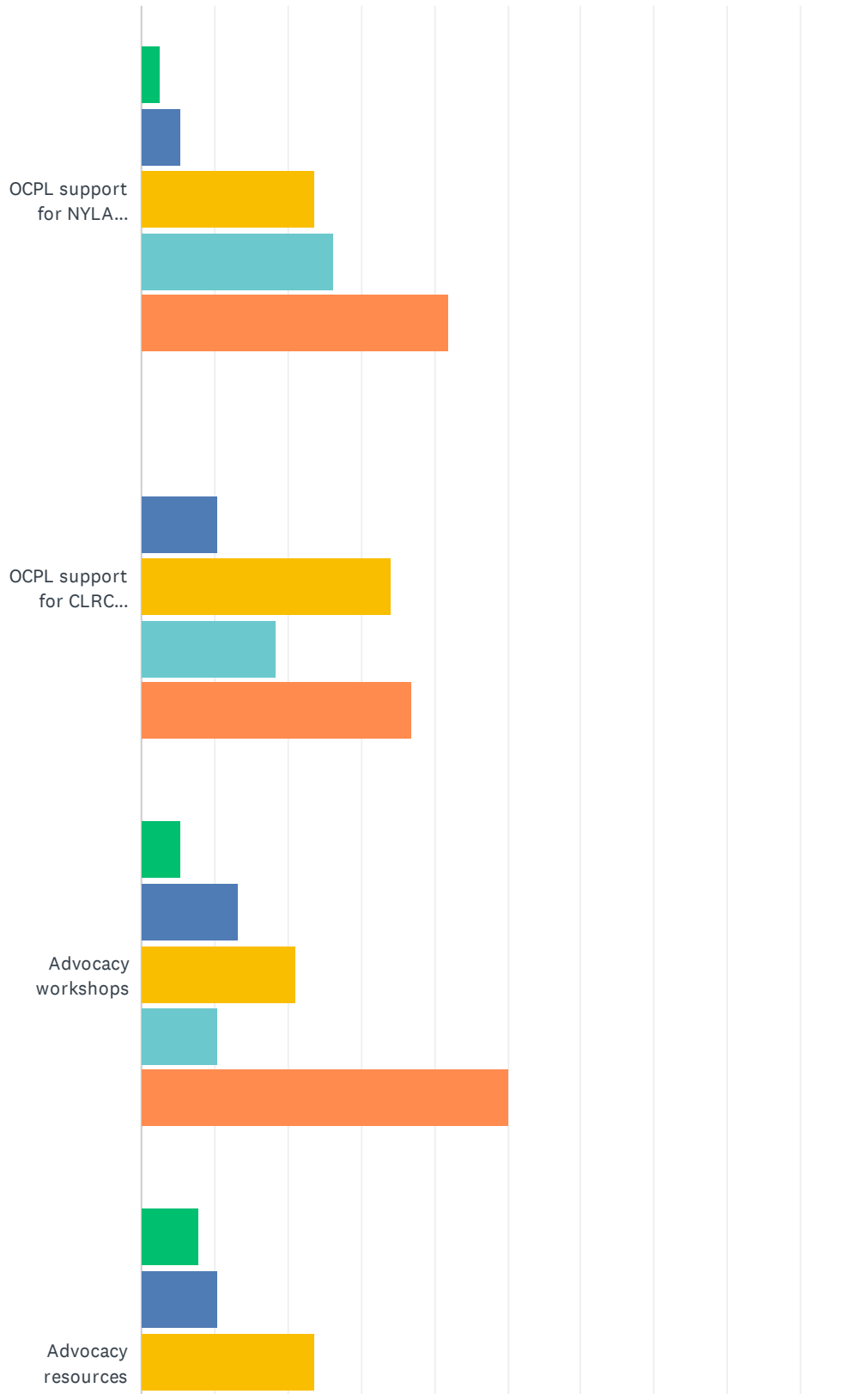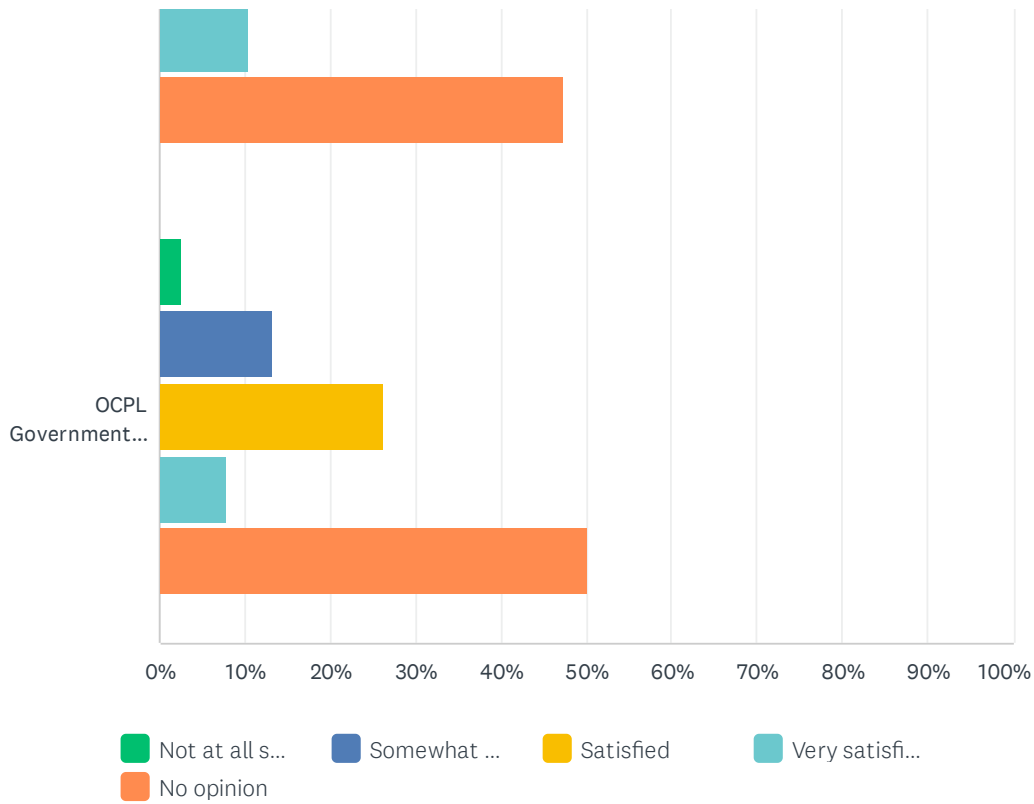
Answered: 38   Skipped: 0

	NOT AT ALL SATISFIED	SOMEWHAT SATISFIED	SATISFIED	VERY SATISFIED	NO OPINION	TOTAL	WEIGHTED AVERAGE
OCPL support for NYLA Advocacy Day	2.63% 1	5.26% 2	23.68% 9	26.32% 10	42.11% 16	38	3.27
OCPL support for CLRC Legislative Breakfast	0.00% 0	10.53% 4	34.21% 13	18.42% 7	36.84% 14	38	3.13
Advocacy workshops	5.26% 2	13.16% 5	21.05% 8	10.53% 4	50.00% 19	38	2.74
Advocacy resources	7.89% 3	10.53% 4	23.68% 9	10.53% 4	47.37% 18	38	2.70
OCPL Government Relations Committee	2.63% 1	13.16% 5	26.32% 10	7.89% 3	50.00% 19	38	2.79

#	COMMENTS:	DATE
1	As above.	2/22/2023 11:04 AM
2	I'm not sure what OCPL actually does in these areas. It seems to mostly come from CLRC/NYLA.	1/31/2023 4:10 PM
3	A new approach is needed for advocacy.	1/18/2023 1:04 PM
4	I don't feel in touch with these on the county level. Probably it is mostly Directors, and I'm not a Director.	1/11/2023 4:44 PM
5	I appreciate CLRC's advocacy resources, which get shared among OCPL. OCPL itself...does it have advocacy resources beyond what it shares from CLRC?	1/10/2023 3:14 PM

Q20 Do you feel your trustees have the skills to effectively advocate on behalf of libraries and library services?
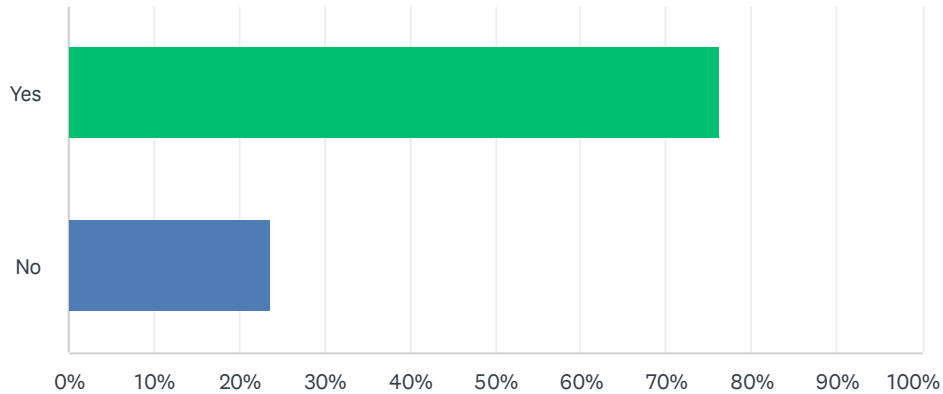
Answered: 38   Skipped: 0
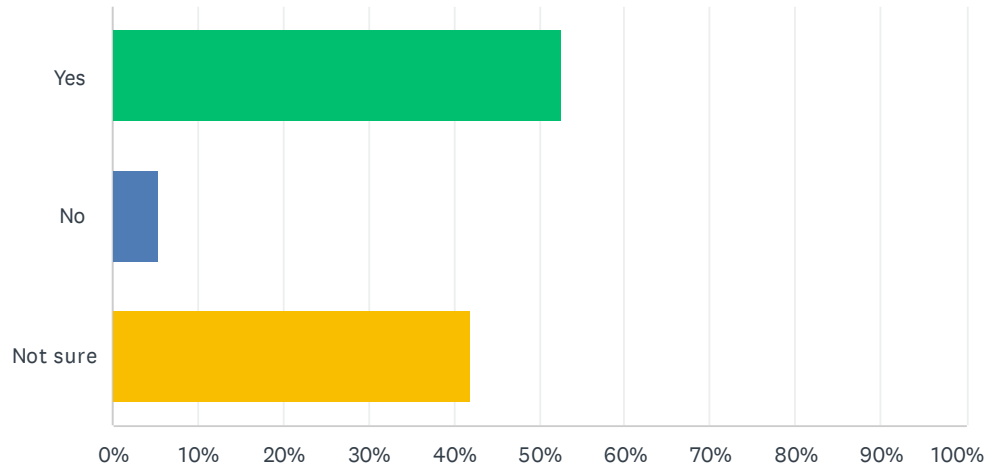
ANSWER CHOICES	RESPONSES	
Yes	52.63%	20
No	5.26%	2
Not sure	42.11%	16
TOTAL		38

#	IF "NO", PLEASE EXPLAIN	DATE
1	Some do and some (mostly the newer ones) do not	2/3/2023 4:42 PM
2	We need trustees with good public speaking skills to advocate in front of the Town Council.	1/31/2023 4:10 PM
3	Our trustees definitely have the skills but they need the knowledge.	1/12/2023 12:36 PM
4	We do what we can, but some are on board more than others.	1/11/2023 4:44 PM
5	I don't feel that they know enough about public libraries, specifically how the Central and branches work differently to advocate effectively.	1/10/2023 3:14 PM
6	I think our trustees are more informed than they used to be but feel like they could use more legal training.	12/21/2022 3:24 PM

Q21 Element 7: Communications Among Member LibrariesDo you feel adequately informed about System and Member news?

Answered: 38   Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	76.32%	29
No	23.68%	9
TOTAL		38

| #	IF "NO", PLEASE EXPLAIN	DATE
1	Need a quarterly update.	1/31/2023 5:34 PM
2	The new newsletter format is helping a lot with this. I hope that it continues.	1/31/2023 4:10 PM
3	I feel as thought I am informed about the issues directly relating to my specialty, library information systems, but otherwise I do not feel adequately informed.	1/27/2023 11:41 AM
4	I have a hard time finding information/meeting notes from committee meetings that we missed or are not represented on. I do like the new system newsletter and am hopeful it will keep us more informed about special program and big system news items each month. I do not think we have the best communication about policies that affect all libraries - for instance, what are the circulation policies for each branch (and shouldn't they be system-wide?). Patrons do not understand why policies are so different between libraries and I am often caught off guard (ex: fine free, age for getting a library card, what physical documents do you need to be issued a card, what does "out of system" mean, LOST book replacement process, etc.).	1/20/2023 12:03 PM
5	I feel informed about "news." I do not feel informed about strategic directions, broad budget information, etc.	1/18/2023 1:04 PM
6	Since the pandemic, it seems like communication is more fragmented. This may be only my perception. The newsletters work well; perhaps the people that do those could have more time to do them; they could be more frequent.	1/11/2023 4:44 PM
7	I was not aware of many of the services offered by OCPL.	1/11/2023 11:32 AM
8	The new & revises e-newsletter is great!	1/10/2023 5:14 PM
9	I don't know how it could be improved but I'm sure there are things going on that I just don't know about.	1/10/2023 2:41 PM

Q22 Rank the following means of providing communications to your libraries about the System (1 being least preferred-7 being most preferred):
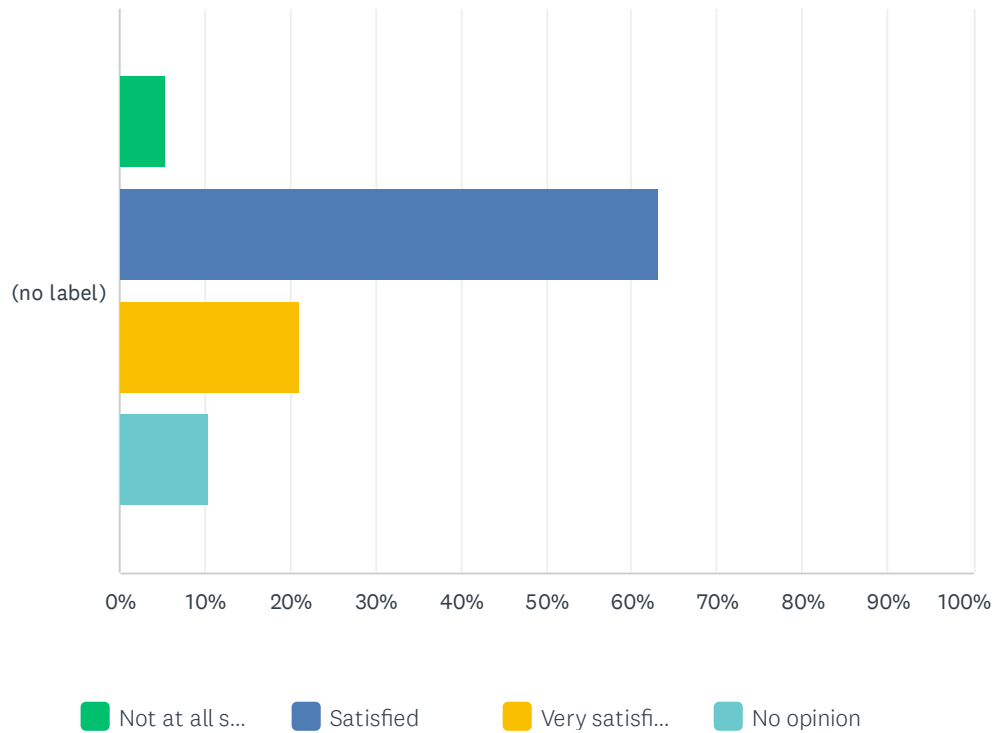
Answered: 38   Skipped: 0
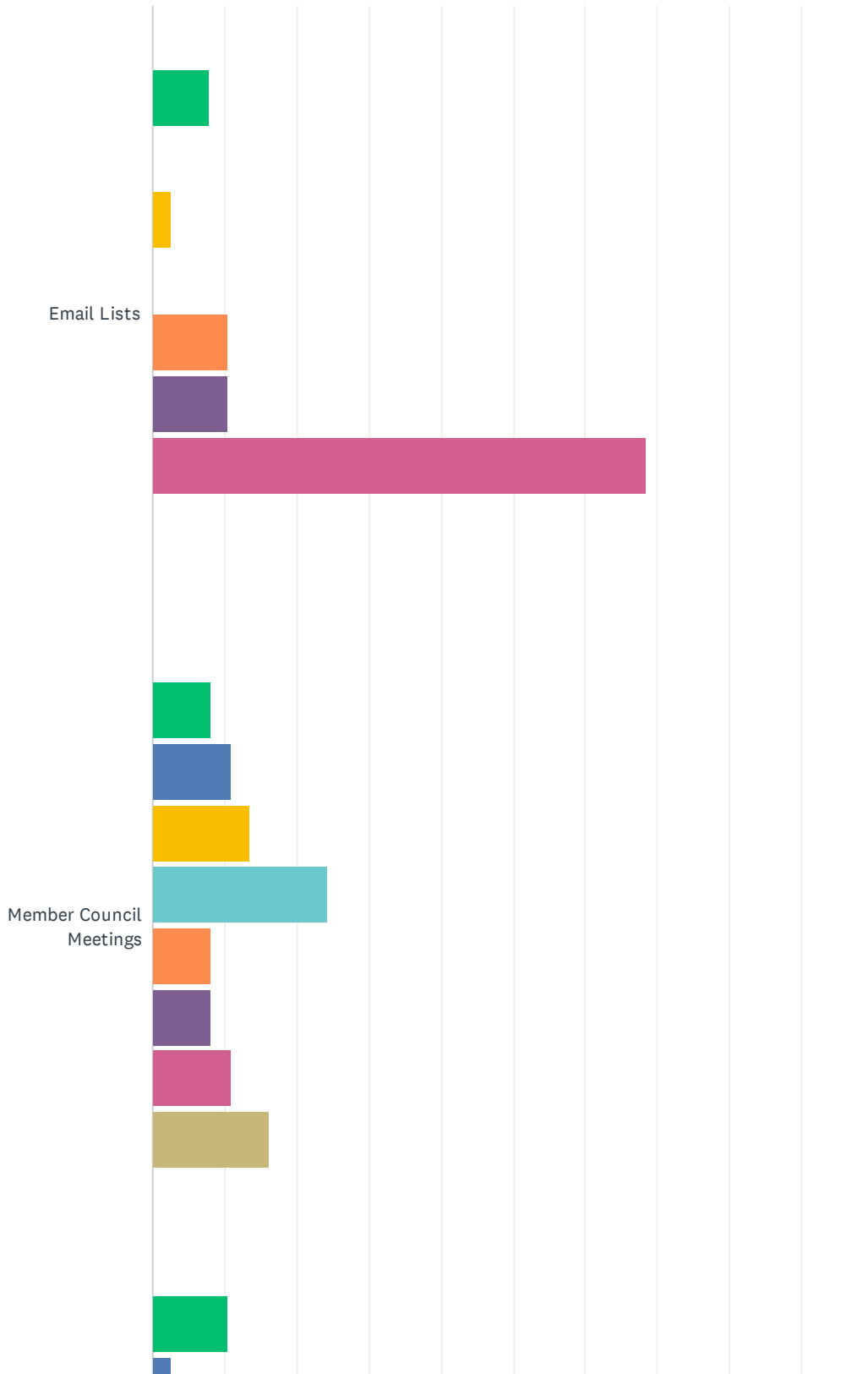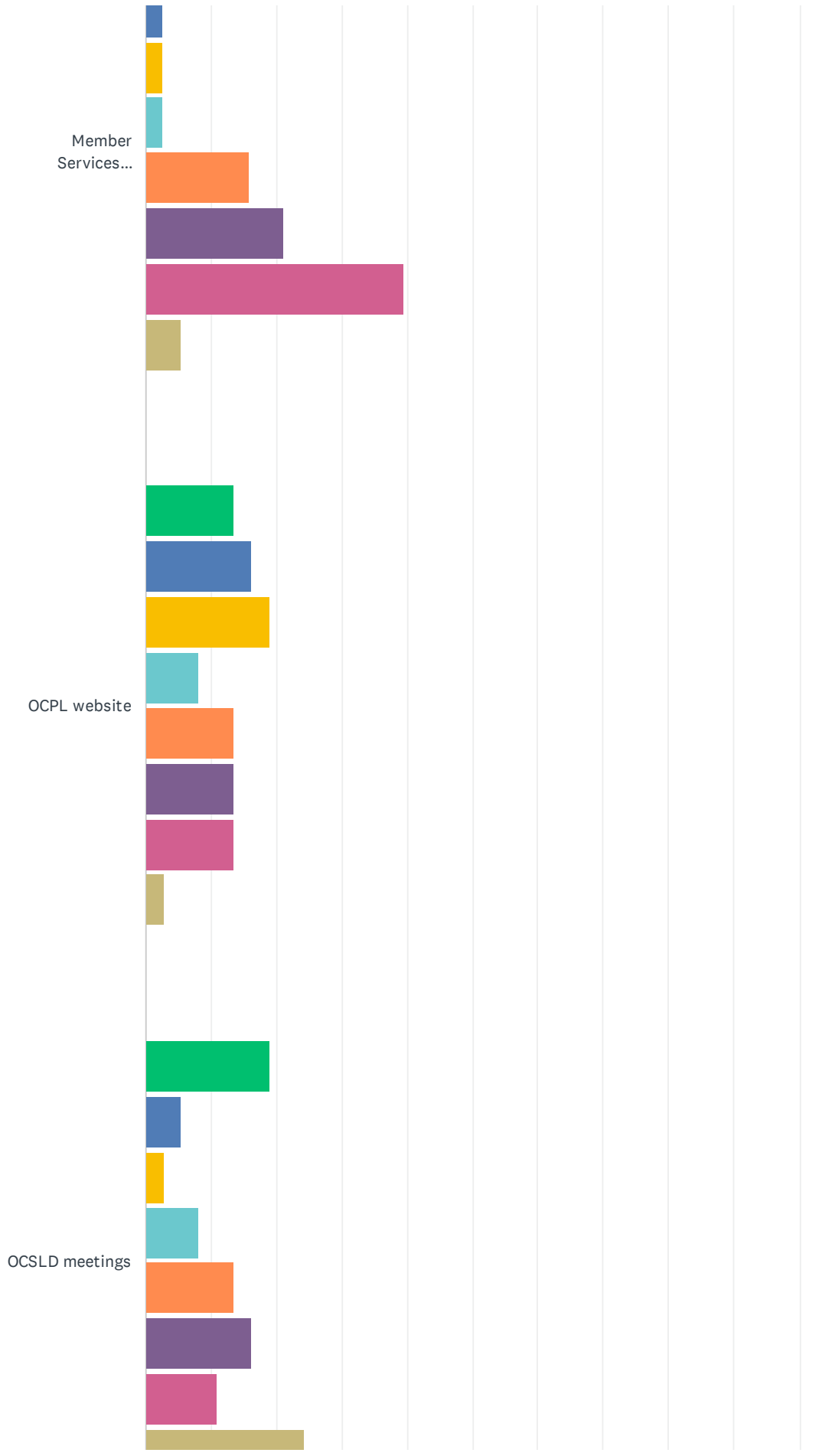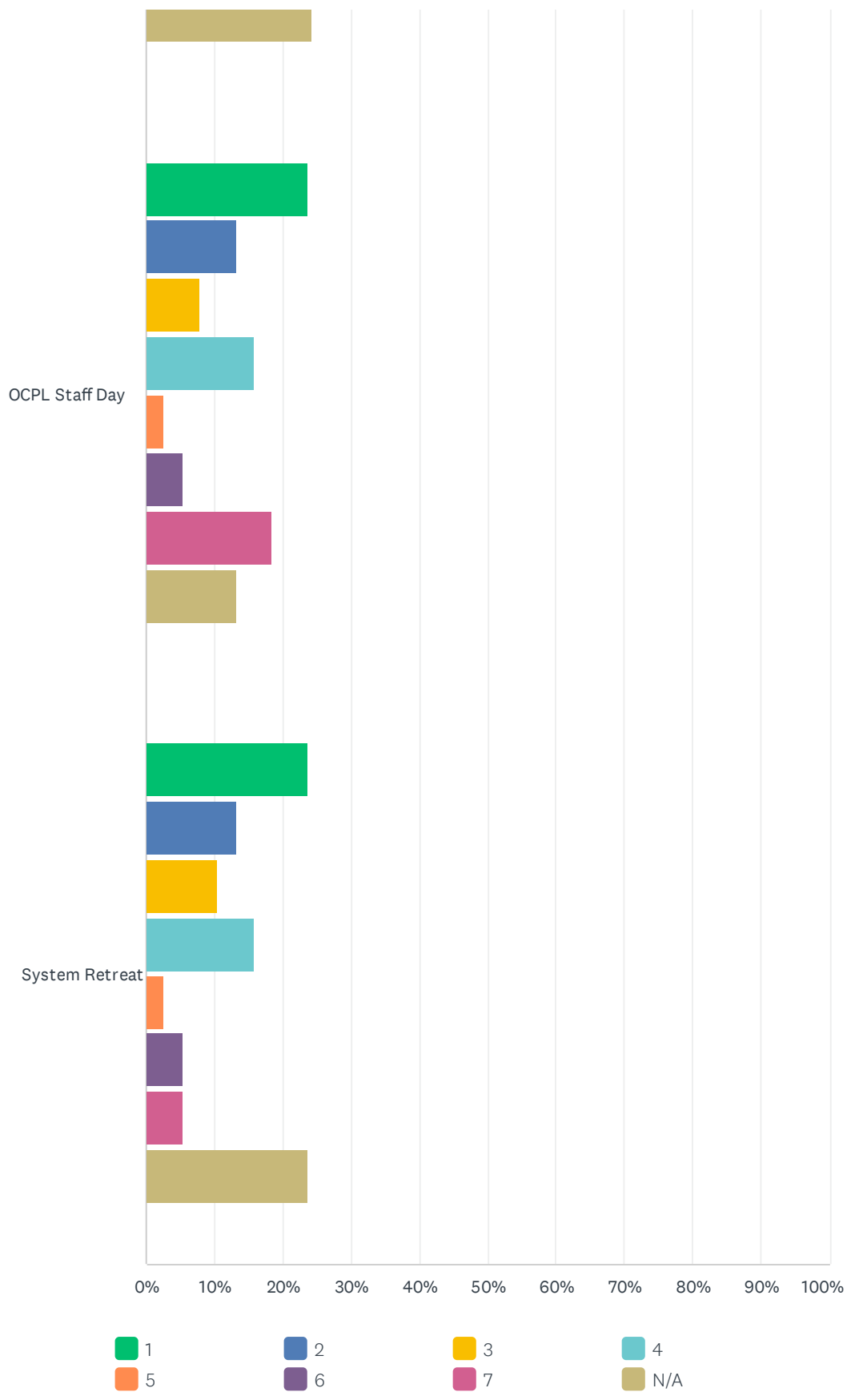
	1	2	3	4
	5	6	7	N/A

	1	2	3	4	5	6	7	N/A	TOTAL	WEIGHTED AVERAGE
Email Lists	7.89% 3	0.00% 0	2.63% 1	0.00% 0	10.53% 4	10.53% 4	68.42% 26	0.00% 0	38	6.11
Member Council Meetings	8.11% 3	10.81% 4	13.51% 5	24.32% 9	8.11% 3	8.11% 3	10.81% 4	16.22% 6	37	3.97
Member Services Biweekly Email Blast	10.53% 4	2.63% 1	2.63% 1	2.63% 1	15.79% 6	21.05% 8	39.47% 15	5.26% 2	38	5.44
OCPL website	13.51% 5	16.22% 6	18.92% 7	8.11% 3	13.51% 5	13.51% 5	13.51% 5	2.70% 1	37	3.89
OCSLD meetings	18.92% 7	5.41% 2	2.70% 1	8.11% 3	13.51% 5	16.22% 6	10.81% 4	24.32% 9	37	4.11
OCPL Staff Day	23.68% 9	13.16% 5	7.89% 3	15.79% 6	2.63% 1	5.26% 2	18.42% 7	13.16% 5	38	3.58
System Retreat	23.68% 9	13.16% 5	10.53% 4	15.79% 6	2.63% 1	5.26% 2	5.26% 2	23.68% 9	38	2.97

#	OTHER (PLEASE SPECIFY)	DATE
1	The Member Council meetings need to be restructured. Most of the content is commenting on reports which we can read online.	1/18/2023 1:04 PM

Q23 How satisfied are you with the OCPL website, www.onlib.org?

Answered: 38　　Skipped: 0

	NOT AT ALL SATISFIED	SATISFIED	VERY SATISFIED	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	5.26% 2	63.16% 24	21.05% 8	10.53% 4	38	2.18

#	COMMENTS:	DATE
1	Need more staff in the communications department.	2/22/2023 11:38 AM
2	If I am aware of a program but cannot remember the date or library, I go to the calendar. I do not go to the calendar for information..	1/31/2023 5:34 PM
3	For a system website, it seems very city-focused.	1/31/2023 4:10 PM
4	It could use a refresh, but it's relatively easy to navigate.	1/27/2023 11:41 AM
5	Sometimes information is outdated, and sometimes something I have found there in the past is missing. Please update "which libraries offer these services" and keep it updated regularly!	1/11/2023 4:44 PM
6	The website has a lot of information on it and I can only imagine how difficult it is to keep up with member library information. Thanks for your efforts!	12/21/2022 3:24 PM

Q24 Element 8: Cooperative Efforts with other Library Systems:How important are OCPL cooperative efforts with these organizations to your library?

Answered: 38   Skipped: 0
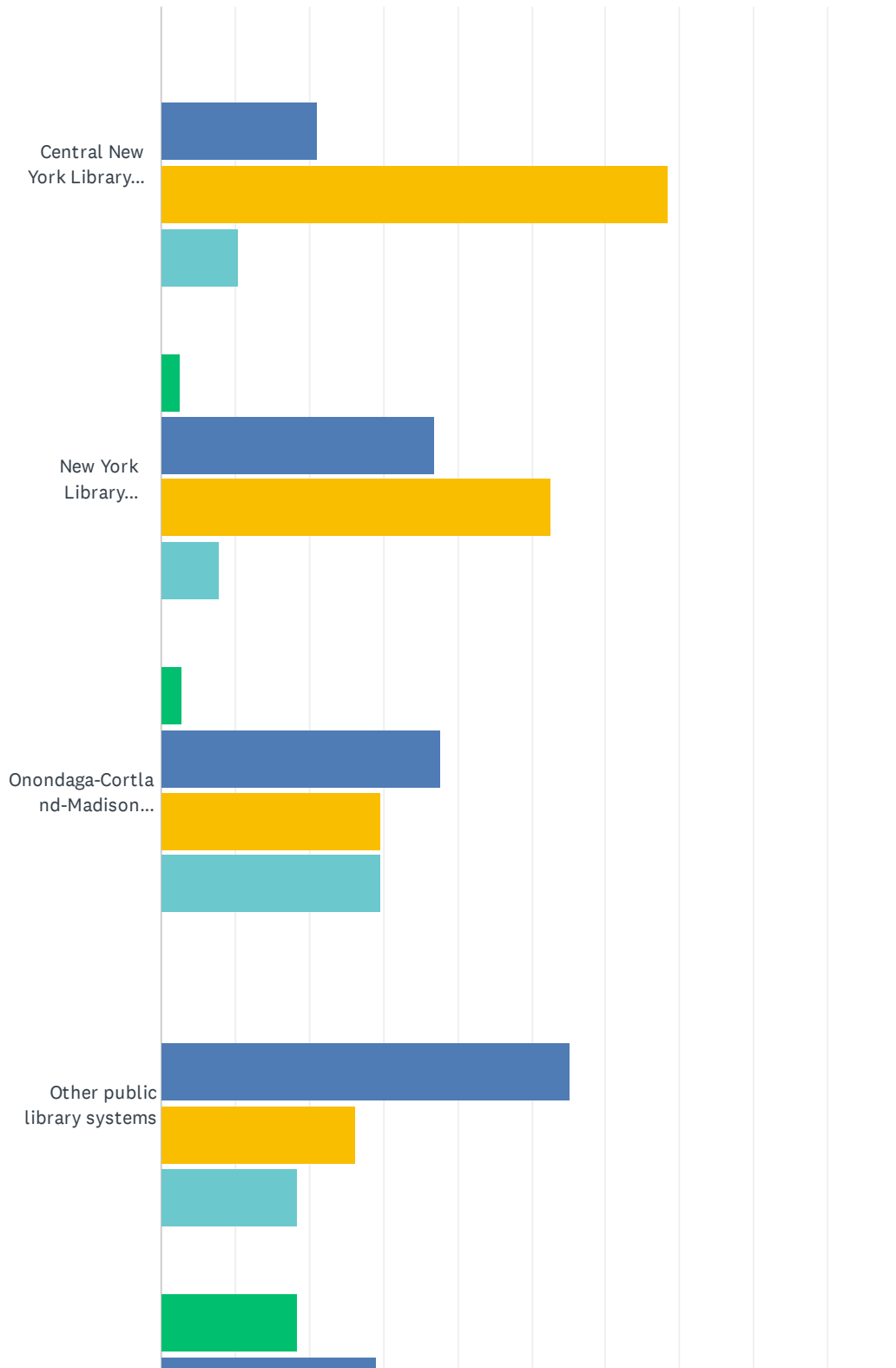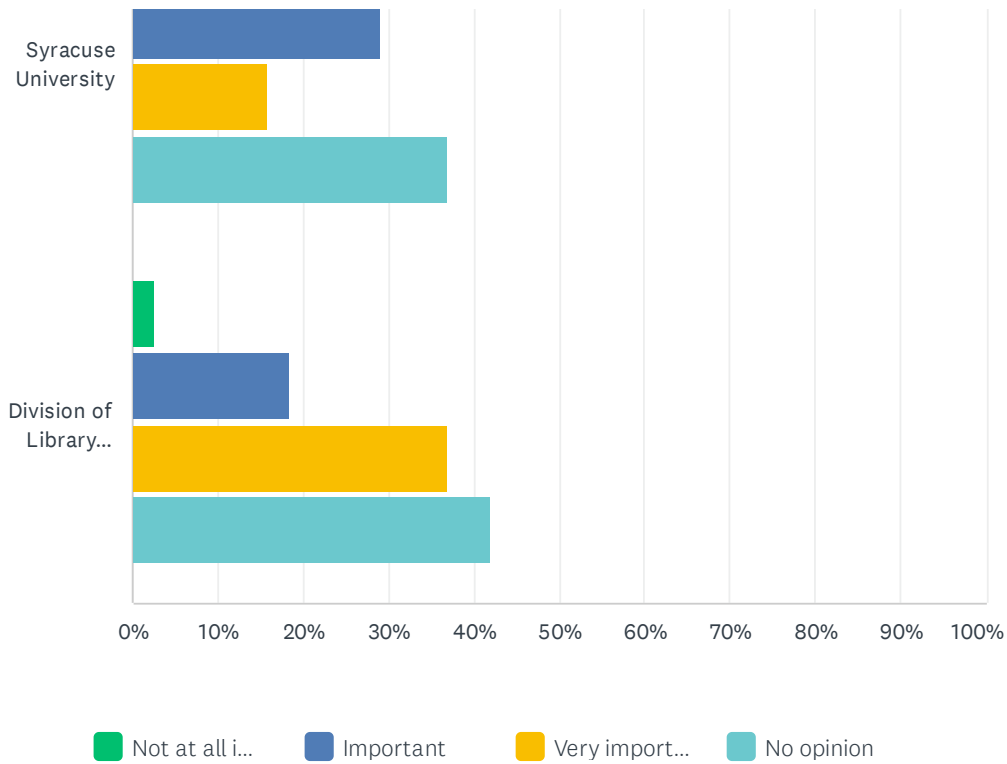
	NOT AT ALL IMPORTANT	IMPORTANT	VERY IMPORTANT	NO OPINION	TOTAL	WEIGHTED AVERAGE
Central New York Library Resources Council (CLRC)	0.00% 0	21.05% 8	68.42% 26	10.53% 4	38	2.76
New York Library Association (NYLA)	2.63% 1	36.84% 14	52.63% 20	7.89% 3	38	2.54
Onondaga-Cortland-Madison Boces	2.70% 1	37.84% 14	29.73% 11	29.73% 11	37	2.38
Other public library systems	0.00% 0	55.26% 21	26.32% 10	18.42% 7	38	2.32
Syracuse University	18.42% 7	28.95% 11	15.79% 6	36.84% 14	38	1.96
Division of Library Development	2.63% 1	18.42% 7	36.84% 14	42.11% 16	38	2.59

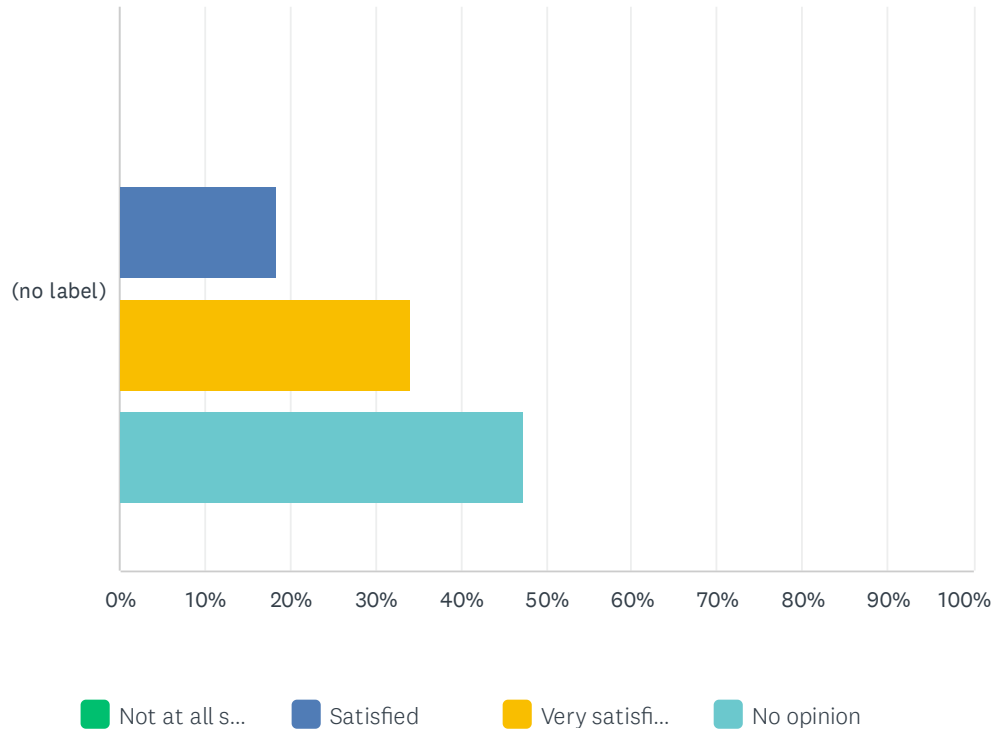| #	COMMENTS:	DATE
1	What about Onondaga County? This is one of our most important relationships. Onondaga Cortland-Madison BOCES does not include the Syracuse City School District- I feel this relationship is of utmost importance for the city children.	1/18/2023 1:04 PM
2	DoLD and BOCES are mostly invisible to me as an adult services librarian. Odd...	1/11/2023 4:44 PM

Q25 Element 9: Other ServicesAre there services/resources that OCPL does not currently offer but you would like to see offered in the future?

Answered: 5   Skipped: 33

#	RESPONSES	DATE
1	No.	2/22/2023 11:04 AM
2	Tours of historical areas -- where books come to life. Such as the American Civil War Memorial. Waterloo, N.Y. https://www.cbsnews.com/newyork/news/top-5-must-see-civil-war-era-sites/	1/31/2023 5:34 PM
3	Many members are interested in starting Library by Mail services. It was mentioned in the way past, we did that before. Is this something OCPL could coordinate outreach for? Be involved in?	1/26/2023 12:16 PM
4	I would love to see OCPL provide outside training at a member library instead of at Central. I have staff who will not drive in the 'city'. We have the room, we just need the instructors. The sessions could be held at a different library each time, This would also allow staff to get out and physically look at other facilities and what other libraries are providing to their patrons.	1/12/2023 12:36 PM
5	Group purchasing, such as buying OWL cameras would be great. Also perhaps coordinated purchasing of materials repair such as CD/DVD cleaners, or other mending tasks.	1/11/2023 4:44 PM

Q26 Element 10: ConstructionHow satisfied are you with OCPL Construction Aid guidance and support?
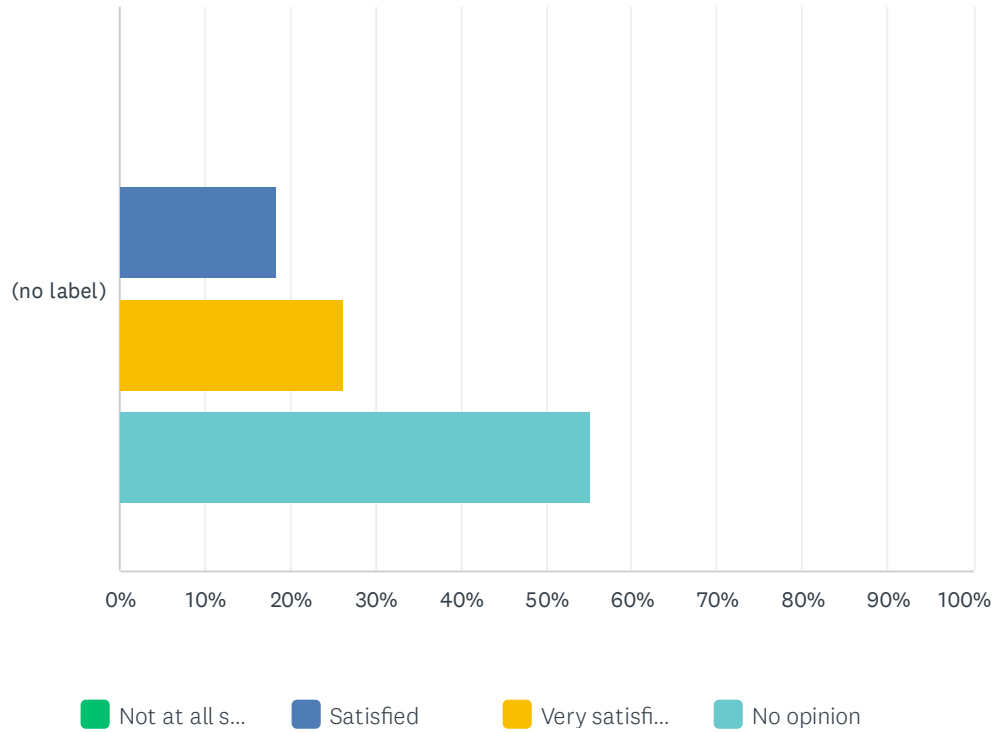
Answered: 38   Skipped: 0

	NOT AT ALL SATISFIED	SATISFIED	VERY SATISFIED	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	18.42% 7	34.21% 13	47.37% 18	38	2.65

#	COMMENTS:	DATE
1	As above.	2/22/2023 11:04 AM
2	I'm new and still a little confused. It would be helpful to have a written timeline. Do this by time 1, do this by time 2, all the way to the end.	1/31/2023 4:10 PM
3	Amanda is amazing and has been an invaluable resource to FCL.	1/31/2023 3:33 PM
4	We'd be lost without Amanda.	1/26/2023 12:16 PM
5	I'm not directly involved, but it seemed to work smoothly for us.	1/11/2023 4:44 PM

Q27 How satisfied are you with the OCPL Construction Aid decision process?

Answered: 38   Skipped: 0

	NOT AT ALL SATISFIED	SATISFIED	VERY SATISFIED	NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	18.42% 7	26.32% 10	55.26% 21	38	2.59

#	COMMENTS:	DATE
1	As above.	2/22/2023 11:04 AM
2	I'm not directly involved, but it seemed to work smoothly for us.	1/11/2023 4:44 PM

Q28 Do you feel Central Library's collections complement and support your local collection?

Answered: 38   Skipped: 0
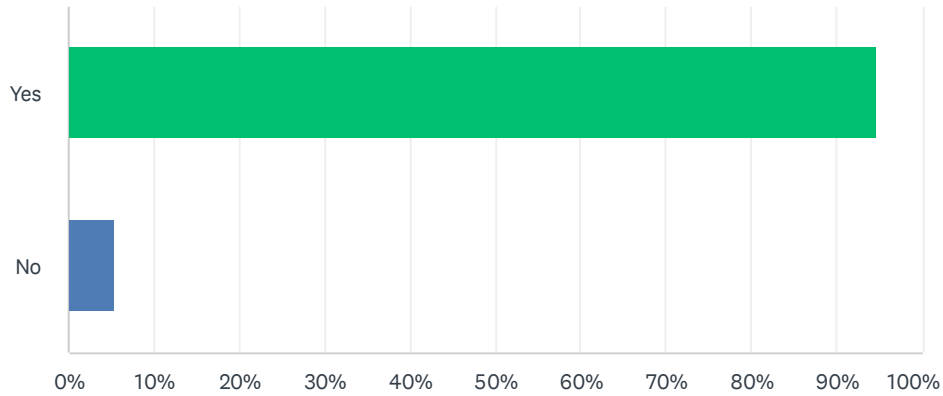
ANSWER CHOICES	RESPONSES	
Yes	94.74%	36
No	5.26%	2
TOTAL		38

#	IF "NO", PLEASE EXPLAIN	DATE
1	I don't know. I would have to spend more time learning the collection downtown. (Which I don't have time to do.)	1/31/2023 4:10 PM
2	For titles, yes, but I'm often concerned about the condition of materials we receive.	1/11/2023 3:41 PM

Q29 How satisfied are you with these Central Library Services?

Answered: 38   Skipped: 0
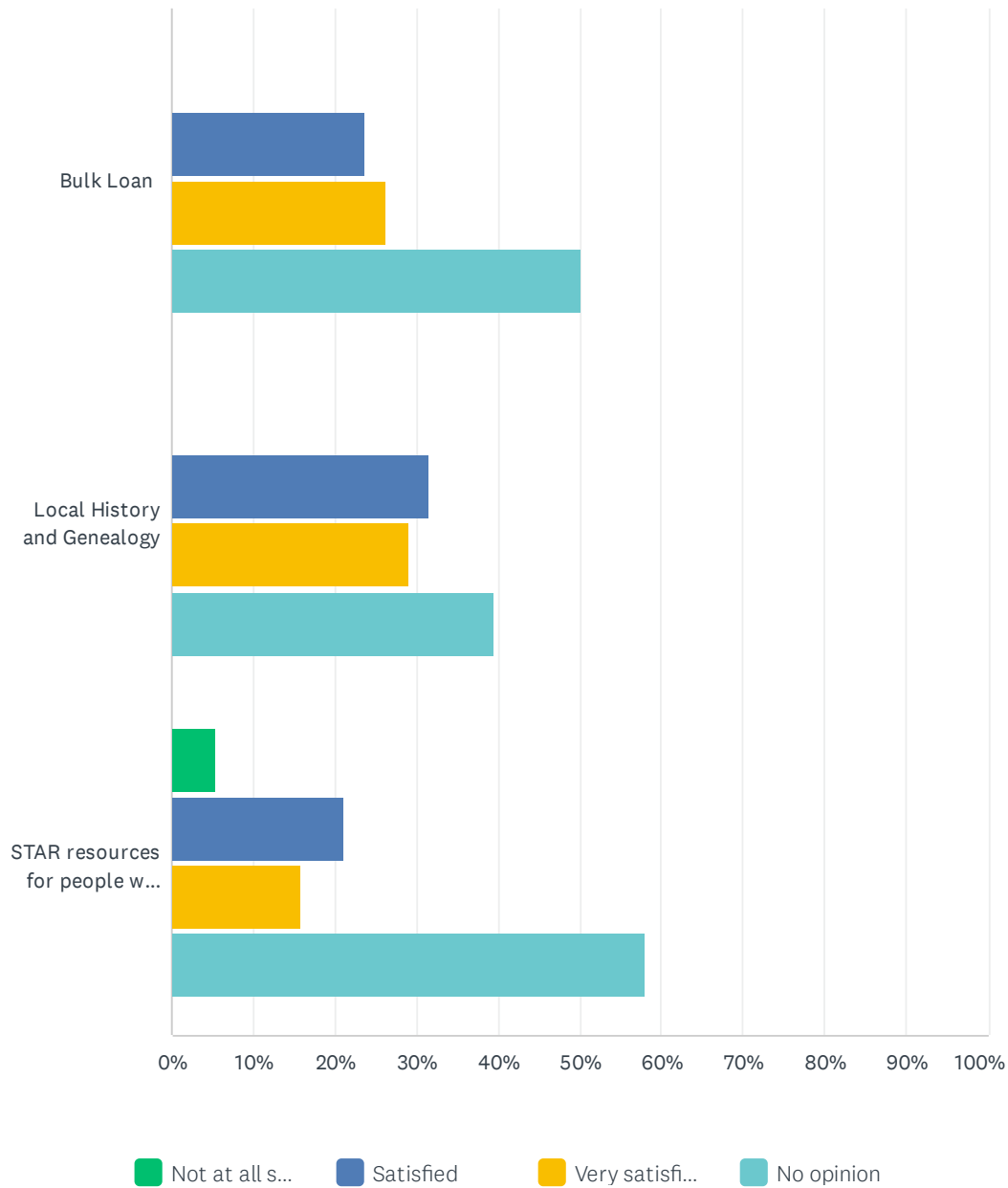
	NOT AT ALL SATISFIED	SATISFIED	VERY SATISFIED	NO OPINION	TOTAL	WEIGHTED AVERAGE
Bulk Loan	0.00% 0	23.68% 9	26.32% 10	50.00% 19	38	2.53
Local History and Genealogy	0.00% 0	31.58% 12	28.95% 11	39.47% 15	38	2.48
STAR resources for people with disabilities	5.26% 2	21.05% 8	15.79% 6	57.89% 22	38	2.25

#	COMMENTS:	DATE
1	As above.	2/22/2023 11:04 AM
2	Really wish we could do more on all of these fronts. Please help the suburban libraries be more aware of how people can access STAR resources.	1/11/2023 4:44 PM
3	Mostly, I think the STAR resources are under-advertised. Many co-workers have been unaware of them, and with Marc's well-deserved retirement during the pandemic, there has been a lack of knowledge about how to use them. (Mostly, my knowledge and comments are connected to the braille embosser from my previous job as a choir director.)	1/11/2023 11:32 AM
4	I wasn't familiar with STAR resources until I just looked it up.	1/10/2023 5:14 PM

#	COMMENTS:	DATE
1	As above.	2/22/2023 11:04 AM

Q30 Please share any barriers to using any OCPL System service (specify the service & barrier).

Answered: 38   Skipped: 0

#	RESPONSES	DATE
1	none	3/6/2023 1:48 PM
2	I can't think of any.	3/3/2023 3:33 PM
3	I do not have any to share	2/22/2023 5:56 PM
4	No barriers.	2/22/2023 3:40 PM
5	NA	2/22/2023 12:43 PM
6	Some databases are difficult to access locally.	2/22/2023 11:38 AM
7	None recognized.	2/22/2023 11:04 AM
8	Simply not being aware of them is the biggest barrier for me. There are some, like the grant writing assistance and energy analysis, that I didn't know were available.	2/3/2023 4:42 PM
9	None	2/1/2023 9:48 AM
10	N/A	1/31/2023 6:26 PM
11	No opinion	1/31/2023 5:34 PM
12	It is mostly the time to learn about the services themselves. I don't know what is offered and by whom.	1/31/2023 4:10 PM
13	n a	1/31/2023 3:33 PM
14	I cannot think of a specific service and barrier at this time.	1/31/2023 3:27 PM
15	No comments	1/27/2023 2:42 PM
16	N/A	1/27/2023 11:41 AM
17	I still think you're very understaffed overall. I also see issues with communication between OCPL staff and members.	1/26/2023 12:16 PM
18	The Serials check in on LEAP is not very helpful	1/23/2023 11:12 AM
19	training- databases, pulling reports in Polaris, marketing materials for system resources	1/21/2023 11:37 AM
20	Need training on these services for all staff - teach them how we can connect our patrons to these services	1/20/2023 12:03 PM
21	none	1/18/2023 1:04 PM
22	None.	1/13/2023 10:46 AM
23	Training, or lack there of, is a huge barrier.	1/12/2023 12:36 PM
24	We generally do a good job, but getting to libraries is one of the barriers. Please help METRO increase number and frequency of buses to the suburban libraries!	1/11/2023 4:44 PM
25	Sorry, don't have an answer right now!	1/11/2023 3:41 PM
26	n/a	1/11/2023 1:47 PM
27	It can be extremely challenging for the physically handicapped to borrow physical items. Most have to rely on family, friends and library staff.	1/11/2023 12:04 PM
28	See 29 about the STAR labs. Also, I am not aware of many services offered.	1/11/2023 11:32 AM

29	No opinion	1/11/2023 10:06 AM
30	.	1/10/2023 5:14 PM
31	I don't know of any.	1/10/2023 4:19 PM
32	none	1/10/2023 3:14 PM
33	It can be very frustrating to send in an IT request and hear nothing back but a help ticket with a "low priority" rating. And then nothing.	1/10/2023 3:14 PM
34	No idea.	1/10/2023 2:41 PM
35	ILL	1/10/2023 1:59 PM
36	None	1/10/2023 1:49 PM
37	The website is difficult for patrons to navigate. This limits access to databases, eresources, and the catalog.	1/10/2023 1:34 PM
38	Sometimes being a suburban library we are isolated from realizing all the resources the central library has and can provide.	12/21/2022 3:24 PM

Q31 What OCPL Resource Sharing Committees/Groups are you interested in hearing more about?

Answered: 24   Skipped: 14
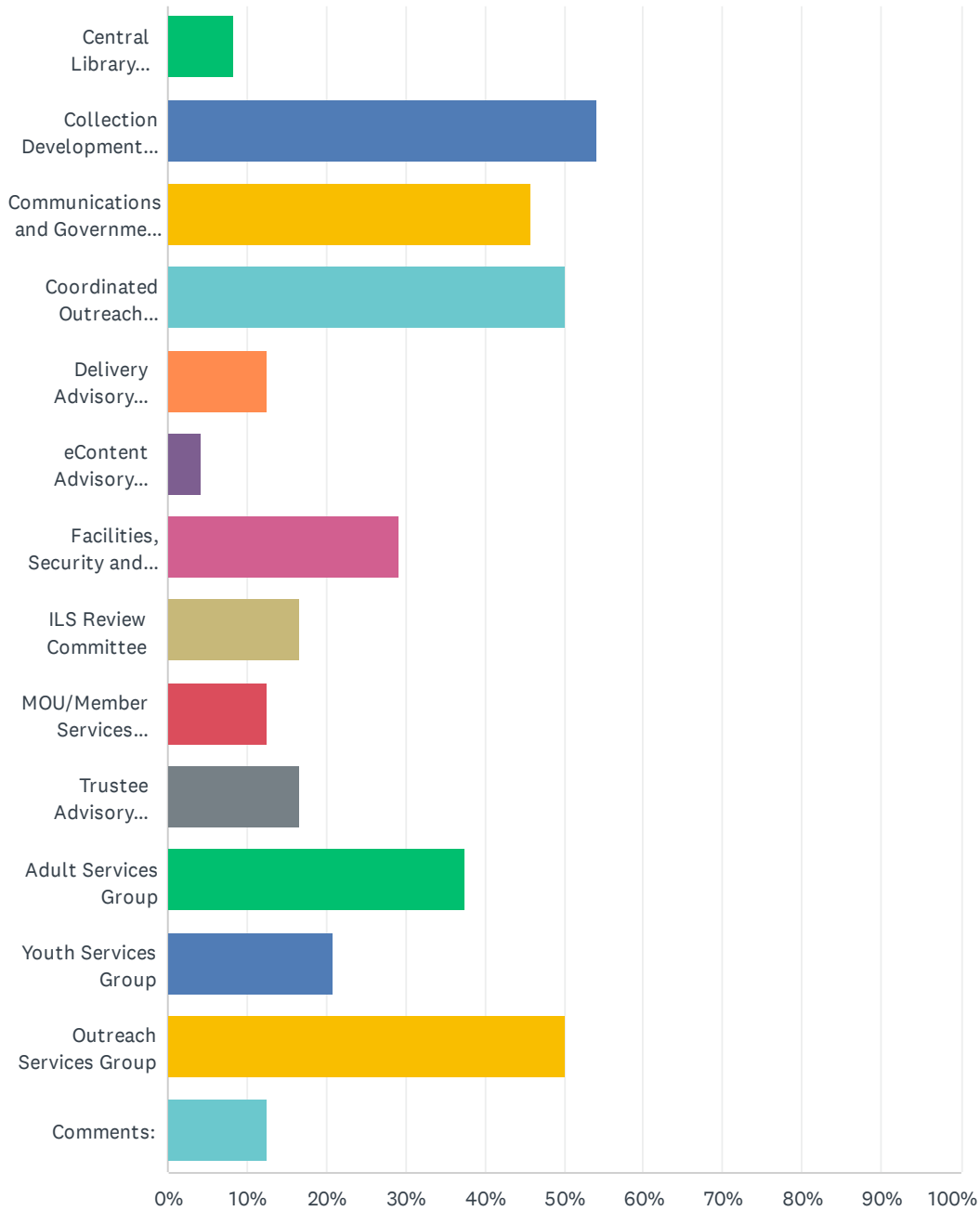
ANSWER CHOICES	RESPONSES	
Central Library Advisory Committee	8.33%	2
Collection Development Advisory Committee	54.17%	13
Communications and Government Relations Committee	45.83%	11
Coordinated Outreach Services Advisory Committee	50.00%	12
Delivery Advisory Committee	12.50%	3
eContent Advisory Committee	4.17%	1
Facilities, Security and Construction Advisory Committee	29.17%	7
ILS Review Committee	16.67%	4
MOU/Member Services Committee	12.50%	3
Trustee Advisory Committee	16.67%	4
Adult Services Group	37.50%	9
Youth Services Group	20.83%	5
Outreach Services Group	50.00%	12
Comments:	12.50%	3
Total Respondents: 24		

#	COMMENTS:	DATE
1	I had a difficult time answering many of these questions since this survey seems most applicable to library directors vs. support staff. As a result, I often checked the "No Opinion" box.	2/22/2023 3:40 PM
2	(Again, if the AS and OS groups are just committees, I've heard about them and participate in them)	1/11/2023 11:32 AM
3	I honestly didn't know half of these were active committees, and I don't know if it's even worthwhile to ask for more info on any of them.	1/10/2023 3:14 PM