



## OCPL System Services Evaluation

### Introduction

The current five year System and Central Plan of Service will be ending in 2016. This survey will help OCPL prioritize the System's goals and objectives for the 2017-2021 Plan of Service.

The System & Central Plan of Service is a planning document which identifies, organizes, and provides an overview of the library system's service program including intended changes in services or priorities. The Plan emphasizes what the library system proposes to accomplish and whom the library system serves. The Plan demonstrates how the library system anticipates it will fulfill the major roles expected of library systems. The major recommended roles for library systems are:

- Support and strengthen member libraries
- Facilitate equitable access to library services and resources directly to patrons/customers
- Facilitate resource sharing among libraries
- Provide leadership for improving library services for all

The evaluation should take 10-15 minutes to complete. The survey will be open for 3 weeks, closing on December 24. If you have any questions about the evaluation or technical assistance contact Amanda Travis, [atravis@onlib.org](mailto:atravis@onlib.org).

This is only the first step in the Plan of Service process. There will be advisory groups created to work on different sections of the Plan. These advisory groups will be made up of member staff, city staff and system staff.

We appreciate your time in offering input in creating the new System & Central Plan of Service.

\* 1. Library:



## OCPL System Services Evaluation

2. How important are these OCPL Resource Sharing Services to your library?

	Not at all important	Important	Very important	No opinion
Integrated Library System (Polaris)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Delivery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interlibrary Loan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shared Digital Collections (Overdrive & 3M)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Collection Development Task Force	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E-Content Committee	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

3. How satisfied are you with these OCPL Resource Sharing Services?

	Not at all satisfied	Satisfied	Very satisfied	No opinion
Integrated Library System (Polaris)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Delivery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interlibrary Loan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shared Digital Collections (Overdrive & 3M)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Collection Development Task Force	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E-Content Committee	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

4. How important are these OCPL Special Client Services to your library?

	Not at all important	Important	Very important	No opinion
Adult Literacy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Special Technologies and Adaptive Resources (services for patrons with disabilities)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
System-wide Coordination of Summer Reading Program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
System-wide Youth Services Meetings (Children and Young Adult)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Early Literacy (Every Child Ready to Read in NY)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

5. How satisfied are you with these OCPL Special Client Services?

	Not at all satisfied	Satisfied	Very satisfied	No opinion
Adult Literacy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Special Technologies and Adaptive Resources (services for patrons with disabilities)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
System-wide Coordination of Summer Reading Program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
System-wide Youth Services Meetings (Children and Young Adult)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Early Literacy (Every Child Ready to Read in NY)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

6. How important are these Professional Development & Training opportunities to your library?

	Not at all important	Important	Very important	No opinion
Polaris Basics (circulation & cataloging)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Polaris Simply Reports	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Polaris Reports Manager	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Microsoft Office (Word, Excel, PowerPoint)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outlook Email	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overdrive (platform and acquisitions)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3M (platform and acquisitions)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Database searching	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inside OCPL	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interlibrary Loan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outcome Based Evaluation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

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

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

	1	2	3	4
Email	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
OCPL website (calendar)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
OCSLD meeting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inside OCPL	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

9. How important are these Consulting and Development Services to your library?

	Not at all important	Important	Very important	No opinion
Strategic Planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Grant Writing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Human Resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Board Development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sustainability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Advocacy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fundraising	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Policy Development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Collection Development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community Assessment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facility Planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Annual Report	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Construction Grant	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Marketing & Public Relations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emerging Technologies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Programming, adult	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Programming, teen	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Programming, children	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Internal Financial Controls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

10. How important are these Coordinated Services to your library?

	Not at all important	Important	Very important	No opinion
Coordinated print purchases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coordinated non-print purchases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Negotiated pricing for licensed electronic collection purchases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Digitization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cataloging	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Materials processing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology purchases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Virtual reference	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Web conferencing software	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
OCPL Library App	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

11. Are there Coordinated Services not mentioned above that you would like OCPL to offer?

12. How important are these Emerging System Services to your library?

	Not at all important	Important	Very important	No opinion
Mobile Maker Labs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pop-Up Library furniture (used at public events)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Early Literacy Stations/furniture and kits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sensory Story Time travelling kits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistance with grant writing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Analysis of green energy technologies for libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More shared electronic content	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mobile tech training lab (traveling mobile laptop cart)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

13. How important are these Awareness and Advocacy services to your library?

	Not at all important	Important	Very important	No opinion
OCPL support for NYLA Advocacy Day	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
OCPL support for CLRC Legislative Breakfast	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Advocacy workshops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Advocacy resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
OCPL Government Relations Committee	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

14. Do you feel your trustees have the skills to effectively advocate on behalf of libraries and library services?

- Yes
- No
- Not sure

If "No", please explain

15. Do you feel adequately informed about System news?

- Yes
- No

If "No", please explain

16. Rank the following means of providing communications to your libraries about the System (1 being least preferred-6 being most preferred):

	1	2	3	4	5	6
Email	<input type="radio"/>					
OCPL website	<input type="radio"/>					
OCSLD meetings	<input type="radio"/>					
Inside OCPL	<input type="radio"/>					
System Retreat (once a year)	<input type="radio"/>					
OCPL Update (newsletter)	<input type="radio"/>					

Other (please specify)

17. How satisfied are you with the OCPL website, [www.onlib.org](http://www.onlib.org)?

Not at all satisfied	Satisfied	Very satisfied	No opinion
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

18. How important would a System webpage as part of the OCPL website be to your library?

Not at all important	Important	Very important	No opinion
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

19. How important are OCPL cooperative efforts with these organizations to your library?

	Not at all important	Important	Very important	No opinion
Central New York Library Resources Council (CLRC)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
New York Library Association (NYLA)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Onondaga-Cortland-Madison Boces	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other public library systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Syracuse University	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Division of Library Development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

20. How satisfied are you with OCPL Construction Grant guidance and support?

Not at all satisfied	Satisfied	Very satisfied	No opinion
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

21. How satisfied are you with the OCPL Construction Grant decision process?

Not at all satisfied	Satisfied	Very satisfied	No opinion
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

22. Do you feel Central Library's collections compliment and support your local collection?

- Yes
- No

If "No", please explain

23. How satisfied are you with these Central Library Services?

	Not at all satisfied	Satisfied	Very satisfied	No opinion
Telephone Reference (Ask A Librarian Chat and AskUs247 text)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local History and Genealogy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

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

25. Are there services/resources that OCPL does not currently offer but you would like to see offered in the future?