Onondaga County Public Libraries

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2025 OCPL System Services Evaluation

Introduction

The System & Central Plans of Service and Free Direct Access Plan are planning documents which identify, organize, and provide an overview of the library system's service program including intended changes in services or priorities.

https://www.onlib.org/learn/about-ocpl/reports

Also on our new LibGuide: https://onlib-central.libguides.com/SystemServices

This survey will evaluate the current Plan of Service and take approximately 30 minutes to complete.

The plans emphasize what the library system proposes to accomplish and whom the library system serves. The plans demonstrate 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.**

We would like to collect names/libraries to assure we have representation from ALL our libraries. This survey can also be anonymous, however, if you choose to be anonymous, you will not be entered to win a prize!

Deadline: January 27, 2026 - open until all locations are accounted for.

Thank you for your time!

* 1. Library:

2. Name of Person Filling Out Survey:

3. Title/Position :

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

	Not at all important	Important	Very Important	No opinion
Advocacy Advisory Committee	○	○	○	○
A.I. Community of Practice	○	○	○	○
Central Library Advisory Committee	○	○	○	○
Collection Development Advisory Committee	○	○	○	○
Coordinated Outreach Services Advisory Committee	○	○	○	○
Delivery Advisory Committee	○	○	○	○
eContent Advisory Committee	○	○	○	○
Facilities, Security and Construction Advisory Committee	○	○	○	○
ILS Review Committee	○	○	○	○
MOU/Member Services Committee	○	○	○	○
Trustee Advisory Committee	○	○	○	○
Adult Services Group	○	○	○	○
Youth Services Group	○	○	○	○
Outreach Services Group	○	○	○	○

Comments:

* 5. Element 1: Resource Sharing Satisfaction.
How satisfied are you with these OCPL Resource Sharing Committees/Groups?

	Not at all satisfied	Satisfied	Very Satisfied	No opinion
Advocacy Advisory Committee	○	○	○	○
A.I. Community of Practice	○	○	○	○
Central Library Advisory Committee	○	○	○	○
Collection Development Advisory Committee	○	○	○	○
Coordinated Outreach Services Advisory Committee	○	○	○	○
Delivery Advisory Committee	○	○	○	○
eContent Advisory Committee	○	○	○	○
Facilities, Security and Construction Advisory Committee	○	○	○	○
ILS Review Committee	○	○	○	○
MOU/Member Services Committee	○	○	○	○
Trustee Advisory Committee	○	○	○	○
Adult Services Group	○	○	○	○
Youth Services Group	○	○	○	○
Outreach Services Group	○	○	○	○

* 6. Element 2: Special Client Groups
How 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

	Not at all important	Important	Very important	No opinion
Adult Literacy Programs (ESOL, Career Resources, Re-Entry)	◯	◯	◯	◯
Special Technologies and Adaptive Resources (services for patrons with disabilities)	◯	◯	◯	◯
Youth Services (Children and Young Adult)	◯	◯	◯	◯
Early Literacy (Every Child Ready to Read in NYS)	◯	◯	◯	◯
Information or services for people in Institutionalized Settings	◯	◯	◯	◯
Information for people who are Educationally Disadvantaged	◯	◯	◯	◯
Information for people who are Geographically Isolated	◯	◯	◯	◯
Information for people who are members of Ethnic or Minority Groups	◯	◯	◯	◯
Services for Seniors	◯	◯	◯	◯
At Risk Youth	◯	◯	◯	◯

Comments:

* 7. Element 2: Special Client Group Satisfaction

How satisfied are you with these OCPL Special Client Services?

	Not at all satisfied	Satisfied	Very Satisfied	No opinion
Adult Literacy Programs (ESOL, Career Resources, Re-Entry)	○	○	○	○
Special Technologies and Adaptive Resources (services for patrons with disabilities)	○	○	○	○
Youth Services (Children and Young Adult)	○	○	○	○
Early Literacy (Every Child Ready to Read in NYS)	○	○	○	○
Information or services for people in Institutionalized Settings	○	○	○	○
Information for people who are Educationally Disadvantaged	○	○	○	○
Information for people who are Geographically Isolated	○	○	○	○
Information for people who are members of Ethnic or Minority Groups	○	○	○	○
Services for Seniors	○	○	○	○
At risk youth	○	○	○	○

Comments:

* 8. Element 3: Professional Development and Training

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

	Not at all important	Important	Very important	No opinion
Polaris Basics (circulation & cataloging)	○	○	○	○
Polaris Simply Reports	○	○	○	○
Polaris Reports Manager	○	○	○	○
Microsoft Office (Outlook, Word, Excel, PowerPoint)	○	○	○	○
Overdrive (platform and acquisitions)	○	○	○	○
Database searching	○	○	○	○
Interlibrary Loan	○	○	○	○
Ryan Down Homelessness Academy	○	○	○	○
Youth Services Meetings (Ages 0-18 and their caregivers)	○	○	○	○
Outreach Services Meetings	○	○	○	○
Adult Services Meetings	○	○	○	○
Facilities and Security Meetings	○	○	○	○
Marketing and Communication	○	○	○	○
KnowBe4 (Cybersecurity Training)	○	○	○	○
Central Library's Training Tuesdays	○	○	○	○
Central Library's Clerical Meetings	○	○	○	○

Comments:

* 9. Element 3: Professional Development and Training

How satisfied are you with these Professional Development & Training opportunities to your library?

	Not at all Satisfied	Satisfied	Very Satisfied	No opinion
Polaris Basics (circulation & cataloging)	○	○	○	○
Polaris Simply Reports	○	○	○	○
Polaris Reports Manager	○	○	○	○
Microsoft Office (Outlook, Word, Excel, PowerPoint)	○	○	○	○
Overdrive (platform and acquisitions)	○	○	○	○
Database searching	○	○	○	○
Interlibrary Loan	○	○	○	○
Ryan Down Homelessness Academy	○	○	○	○
Youth Services Meetings (Ages 0-18 and their caregivers)	○	○	○	○
Outreach Services Meetings	○	○	○	○
Adult Services Meetings	○	○	○	○
Facilities and Security Meetings	○	○	○	○
Marketing and Communication	○	○	○	○
KnowBe4 (Cybersecurity Training)	○	○	○	○
Central Library's Training Tuesdays	○	○	○	○
Central Library's Clerical Meetings	○	○	○	○

Comments:

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

* 11. 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	◯	◯	◯	◯
OCPL website (calendar)	◯	◯	◯	◯
Member Council meeting	◯	◯	◯	◯
Flyer in the Delivery	◯	◯	◯	◯
LibCal	◯	◯	◯	◯

Other (please specify)

* 12. Element 4: Consulting and Developmental Services

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

	Not at all important	Important	Very important	No opinion
Strategic Planning	○	○	○	○
Grant Writing	○	○	○	○
Human Resources	○	○	○	○
Board Development	○	○	○	○
Sustainability	○	○	○	○
Advocacy	○	○	○	○
Fundraising	○	○	○	○
Policy Development	○	○	○	○
Collection Development	○	○	○	○
Community Assessment	○	○	○	○
Facility Planning	○	○	○	○
Annual Report	○	○	○	○
Construction Aid	○	○	○	○
Marketing & Public Relations	○	○	○	○
Programming, adult	○	○	○	○
Programming, teen	○	○	○	○
Programming, children	○	○	○	○
Internal Financial Controls	○	○	○	○
Security	○	○	○	○
Outreach Services	○	○	○	○

Comments:

* 13. Element 4: Consulting and Developmental Services

How satisfied are you with these Consulting and Development Services to your library?

	Not at all satisfied	Satisfied	Very satisfied	No opinion
Strategic Planning	◯	◯	◯	◯
Grant Writing	◯	◯	◯	◯
Human Resources	◯	◯	◯	◯
Board Development	◯	◯	◯	◯
Sustainability	◯	◯	◯	◯
Advocacy	◯	◯	◯	◯
Fundraising	◯	◯	◯	◯
Policy Development	◯	◯	◯	◯
Collection Development	◯	◯	◯	◯
Community Assessment	◯	◯	◯	◯
Facility Planning	◯	◯	◯	◯
Annual Report	◯	◯	◯	◯
Construction Aid	◯	◯	◯	◯
Marketing & Public Relations	◯	◯	◯	◯
Programming, adult	◯	◯	◯	◯
Programming, teen	◯	◯	◯	◯
Programming, children	◯	◯	◯	◯
Internal Financial Controls	◯	◯	◯	◯
Security	◯	◯	◯	◯
Outreach Services	◯	◯	◯	◯

Comments:

* 14. Element 5: Coordinated Services

How important are these Coordinated Services to your library?

	Not at all important	Important	Very important	No opinion
Negotiated pricing for licensed electronic collection purchases	○	○	○	○
Cataloging	○	○	○	○
Materials processing	○	○	○	○
Technical support	○	○	○	○
Technology purchases	○	○	○	○
Virtual reference	○	○	○	○
Overdrive Services	○	○	○	○
Zoo/Most Programs	○	○	○	○
Movie Licenses	○	○	○	○
Dolly Parton Storytimes	○	○	○	○
Springshare/LibCal	○	○	○	○

Comments:

* 15. Element 5: Coordinated Services

How satisfied are you with these Coordinated Services to your library?

	Not at all satisfied	Satisfied	Very satisfied	No opinion
Negotiated pricing for licensed electronic collection purchases	○	○	○	○
Cataloging	○	○	○	○
Materials processing	○	○	○	○
Technical support	○	○	○	○
Technology purchases	○	○	○	○
Virtual reference	○	○	○	○
Overdrive Services	○	○	○	○
Zoo/Most Programs	○	○	○	○
Movie Licenses	○	○	○	○
Dolly Parton Storytimes	○	○	○	○
Springshare/LibCal	○	○	○	○

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

* 17. How satisfied are you with these system resources from OCPL?

	Not at all satisfied	Satisfied	Very satisfied	No opinion
Mobile Maker Kits (button maker, etc)	○	○	○	○
Youth Activity Kits (big blue blocks, parachutes, flannels, etc.)	○	○	○	○
Owl Cameras	○	○	○	○
Outreach Kits	○	○	○	○
Books by Mail	○	○	○	○
Mental Health Backpacks	○	○	○	○

Comments:

* 18. Element 6: Awareness and Advocacy

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	○	○	○	○
OCPL support for CLRC Legislative Breakfast	○	○	○	○
Advocacy workshops	○	○	○	○
Advocacy resources	○	○	○	○
OCPL Advocacy Advisory Committee	○	○	○	○

Comments:

* 19. Element 6: Awareness and Advocacy Satisfaction

How satisfied are you with these Awareness and Advocacy services to your library?

	Not at all important	Important	Very important	No opinion
OCPL support for NYLA Advocacy Day	○	○	○	○
OCPL support for CLRC Legislative Breakfast	○	○	○	○
Advocacy workshops	○	○	○	○
Advocacy resources	○	○	○	○
OCPL Advocacy Advisory Committee	○	○	○	○

Comments:

* 20. 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

* 21. Element 7: Communications Among Member Libraries

Do you feel adequately informed about System and Member news?

- ◯ Yes
- ◯ No

If "No", please explain

* 22. Rank the following means of providing communications to your libraries about the System (1 being least preferred-7 being most preferred):

	1	2	3	4	5	6	7	N/A
Email Lists	◯	◯	◯	◯	◯	◯	◯	◯
Member Council Meetings	◯	◯	◯	◯	◯	◯	◯	◯
OCPL website	◯	◯	◯	◯	◯	◯	◯	◯
OCSLD meetings	◯	◯	◯	◯	◯	◯	◯	◯
OCPL Staff Day	◯	◯	◯	◯	◯	◯	◯	◯
System Retreat	◯	◯	◯	◯	◯	◯	◯	◯
LibCal	◯	◯	◯	◯	◯	◯	◯	◯

Other (please specify)

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

Not at all satisfied	Satisfied	Very satisfied	No opinion
◯	◯	◯	◯

Comments:

* 24. Element 8: Cooperative Efforts with other Library Systems:

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)	○	○	○	○
New York Library Association (NYLA)	○	○	○	○
O²CM School Library System	○	○	○	○
Other public library systems	○	○	○	○
Syracuse University	○	○	○	○
Division of Library Development (DLD)/New York State Library	○	○	○	○
Public Library System Directors Association (PULISDO)	○	○	○	○
New York Alliance of Library Systems (NYALS)	○	○	○	○
Public Library System Youth Consultants (PLSYC)	○	○	○	○

Comments:

25. Element 9: Other Services

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

* 26. Element 10: Construction

How satisfied are you with OCPL Construction Aid guidance and support?

Not at all satisfied	Satisfied	Very satisfied	No opinion
◯	◯	◯	◯

Comments:

* 27. How satisfied are you with the OCPL Construction Aid decision process?

Not at all satisfied	Satisfied	Very satisfied	No opinion
◯	◯	◯	◯

Comments:

* 28. Element 11: Free Direct Access Plan

Do you feel the OCPL: System Free Direct Access Plan needs updates?

- ◯ Yes
- ◯ No

If "Yes", please explain

* 29. Element 12: Do you feel Central Library's collections complement and support your local collection?

- ◯ Yes
- ◯ No

If "No", please explain

* 30. How satisfied are you with these Central Library Services?

	Not at all satisfied	Satisfied	Very satisfied	No opinion
Bulk Loan	◯	◯	◯	◯
Local History and Genealogy	◯	◯	◯	◯
STAR resources for people with disabilities	◯	◯	◯	◯
Training Tuesdays	◯	◯	◯	◯
Clerical Meetings	◯	◯	◯	◯

Comments:

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

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

- ☐ Advocacy Advisory Committee
- ☐ Central Library Advisory Committee
- ☐ Coordinated Outreach Services Advisory Committee
- ☐ Delivery Advisory Committee
- ☐ eContent Advisory Committee
- ☐ Facilities, Security and Construction Advisory Committee
- ☐ ILS Review Committee
- ☐ MOU/Member Services Committee
- ☐ Trustee Advisory Committee
- ☐ Adult Services Group
- ☐ Youth Services Group
- ☐ Outreach Services Group
- ☐ Comments: