Q1 Library:

Answered: 32 Skipped: 0

#	RESPONSES	DATE
1	Fayetteville Free Library	[redacted]
2	Community Library of DeWitt & Jamesville	[redacted]
3	Fairmount	[redacted]
4	Tully Free Library	[redacted]
5	Baldwinsville Public Library	[redacted]
6	Jordan Bramley Library	[redacted]
7	LaFayette Public Library	[redacted]
8	NOPL Cicero	[redacted]
9	Betts	[redacted]
10	Elbridge Free Library	[redacted]
11	Syracuse Northeast Community Center Library	[redacted]
12	Liverpool Public Library	[redacted]
13	Solvay Public Library	[redacted]
14	Salina Library	[redacted]
15	Petit	[redacted]
16	Marcellus Free Library	[redacted]
17	NOPL	[redacted]
18	East Syracuse Free Library	[redacted]
19	Hazard Branch	[redacted]
20	Maxwell Memorial Library	[redacted]
21	Beauchamp Branch Library	[redacted]
22	Soule Branch	[redacted]
23	Syracuse Community Connections (aka SWCC) Library	[redacted]
24	Central Library	[redacted]
25	Mundy	[redacted]
26	Onondaga Free	[redacted]
27	Paine Branch Library	[redacted]
28	Minoa Free Library	[redacted]
29	NOPL Brewerton	[redacted]
30	Manlius Library	[redacted]
31	Skaneateles	[redacted]
32	White Branch Library	[redacted]

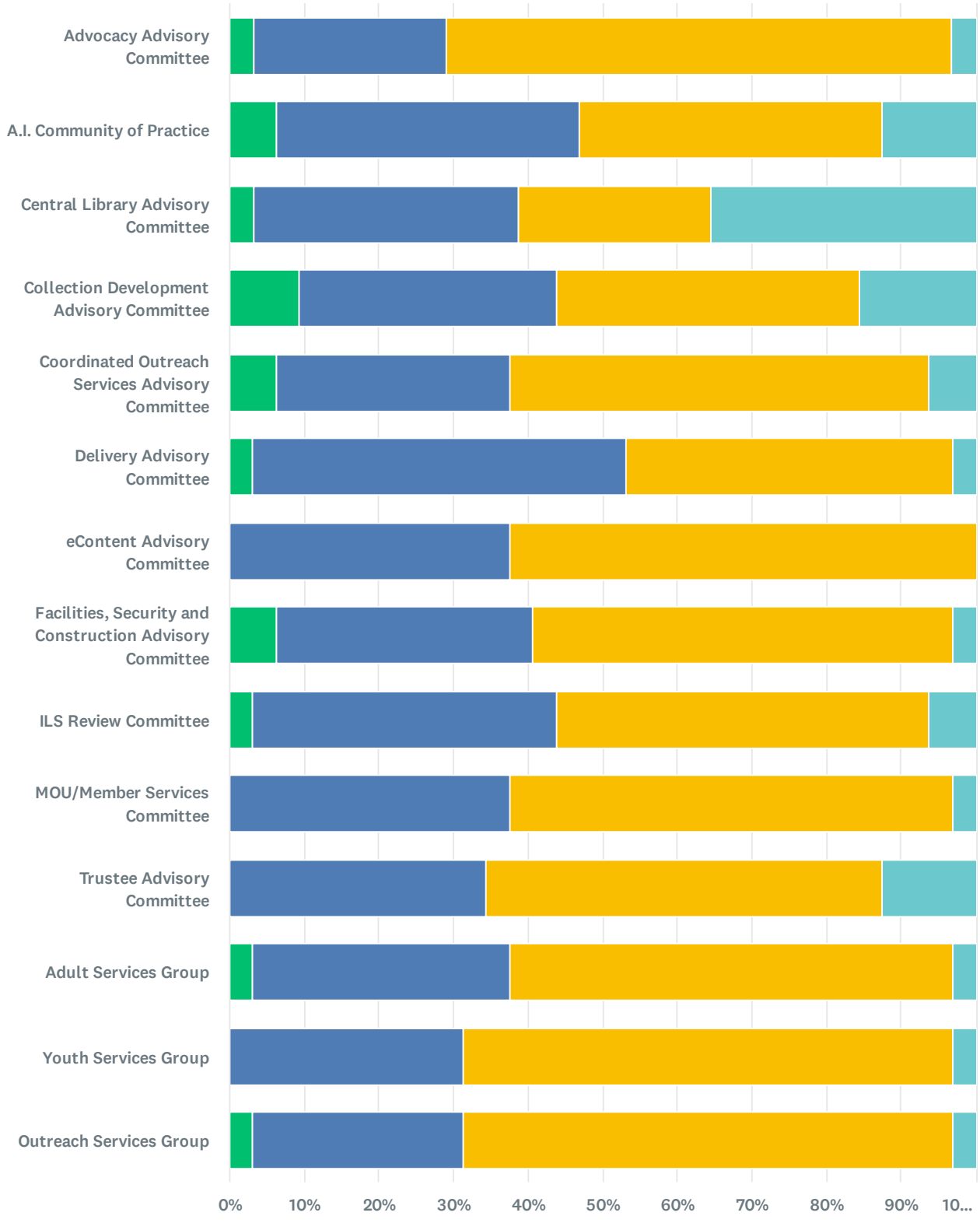
Q3 Title/Position :

Answered: 31 Skipped: 1

#	RESPONSES	DATE
1	Executive Director	[redacted]
2	Executive Director	[redacted]
3	Director	[redacted]
4	Library Director	[redacted]
5	Director	[redacted]
6	Library Director	[redacted]
7	Library Manager	[redacted]
8	Branch Manager	[redacted]
9	Director	[redacted]
10	Branch Manager	[redacted]
11	Director	[redacted]
12	Library Manager	[redacted]
13	Director	[redacted]
14	Manager	[redacted]
15	Director	[redacted]
16	Library Director	[redacted]
17	Executive Director	[redacted]
18	Branch Manager	[redacted]
19	Director	[redacted]
20	Beauchamp Branch and SCC Library Branch Manager	[redacted]
21	Branch Manager	[redacted]
22	Librarian-Charge	[redacted]
23	librarian 3- Manager	[redacted]
24	Branch Manager	[redacted]
25	Library Director	[redacted]
26	Branch Manager	[redacted]
27	Director	[redacted]
28	Branch Manager	[redacted]
29	Director	[redacted]
30	Executive Director	[redacted]
31	Branch Manager	[redacted]

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

Answered: 32 Skipped: 0



Not at all important | Important | Very Important | No opinion

	Not at all important	Important	Very Important	No opinion	Total
Advocacy Advisory Committee	3.23% 1	25.81% 8	67.74% 21	3.23% 1	31
A.I. Community of Practice	6.25% 2	40.63% 13	40.63% 13	12.50% 4	32
Central Library Advisory Committee	3.23% 1	35.48% 11	25.81% 8	35.48% 11	31
Collection Development Advisory Committee	9.38% 3	34.38% 11	40.63% 13	15.63% 5	32
Coordinated Outreach Services Advisory Committee	6.25% 2	31.25% 10	56.25% 18	6.25% 2	32
Delivery Advisory Committee	3.13% 1	50.00% 16	43.75% 14	3.13% 1	32
eContent Advisory Committee	0% 0	37.50% 12	62.50% 20	0% 0	32
Facilities, Security and Construction Advisory Committee	6.25% 2	34.38% 11	56.25% 18	3.13% 1	32
ILS Review Committee	3.13% 1	40.63% 13	50.00% 16	6.25% 2	32
MOU/Member Services Committee	0% 0	37.50% 12	59.38% 19	3.13% 1	32
Trustee Advisory Committee	0% 0	34.38% 11	53.13% 17	12.50% 4	32
					446

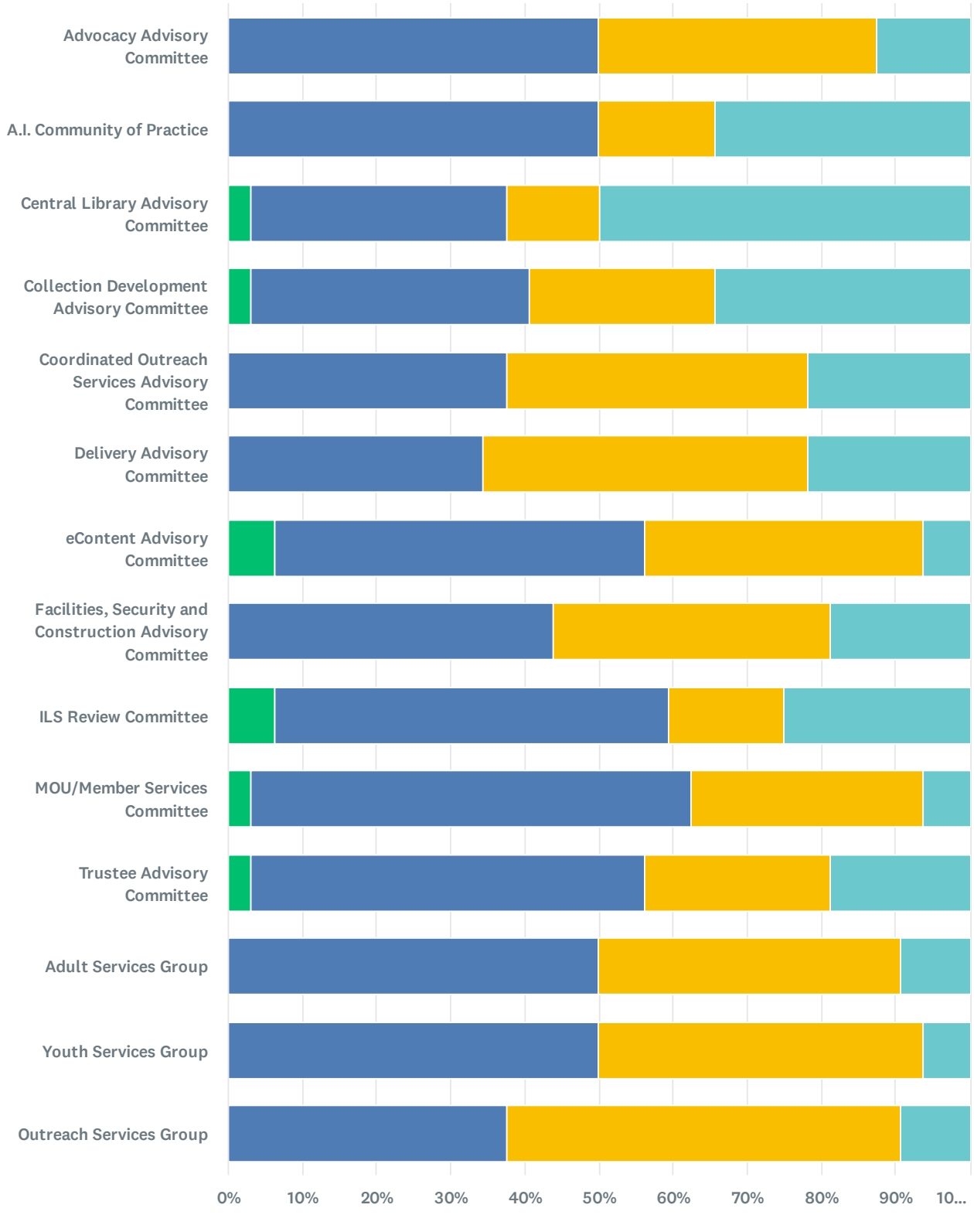
	Not at all important	Important	Very Important	No opinion	Total
Adult Services Group	3.13% 1	34.38% 11	59.38% 19	3.13% 1	32
Youth Services Group	0% 0	31.25% 10	65.63% 21	3.13% 1	32
Outreach Services Group	3.13% 1	28.13% 9	65.63% 21	3.13% 1	32
					446

Show comments

#	COMMENTS:	DATE
1	It was hard not to think of everything as very important. I also wonder if the collection development and eContent advisory committees could be combined?	[redacted]
2	All of these groups are important, but I would like to hear more about what they are doing. I would love more sharing of discussions.	[redacted]
3	I think CLRC does a good job of training everyone on advocacy. We only use collection development for tech packs.	[redacted]
4	In theory, all of these committees are very important. In practice, I don't have enough bandwidth to keep track of what happens on many of the committees, especially the Central-branches and age-specific ones.	[redacted]
5	Collection Development Advisory Committee - Some libraries don't buy enough copies of books to meet demand. Many of our new books disappear for months because, as a smaller library, we don't have as many patrons placing holds.	[redacted]
6	The ILS Review Committee needs a new name.My understanding is that Polaris was selected again for an ILS. I also wonder if the AI Community of Practice needs to meet regularly.	[redacted]
7	I think some groups can be combined (outreach and adult services) because they tend to cover similar if not the same topics. Also most of the groups maybe need to meet once a year or on an as needed basis. If there are no updated to our ILS then what do they need to review regularly.	[redacted]
8	All the OCPL Resource Sharing Committees/Groups are very important.	[redacted]

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

Answered: 32 Skipped: 0



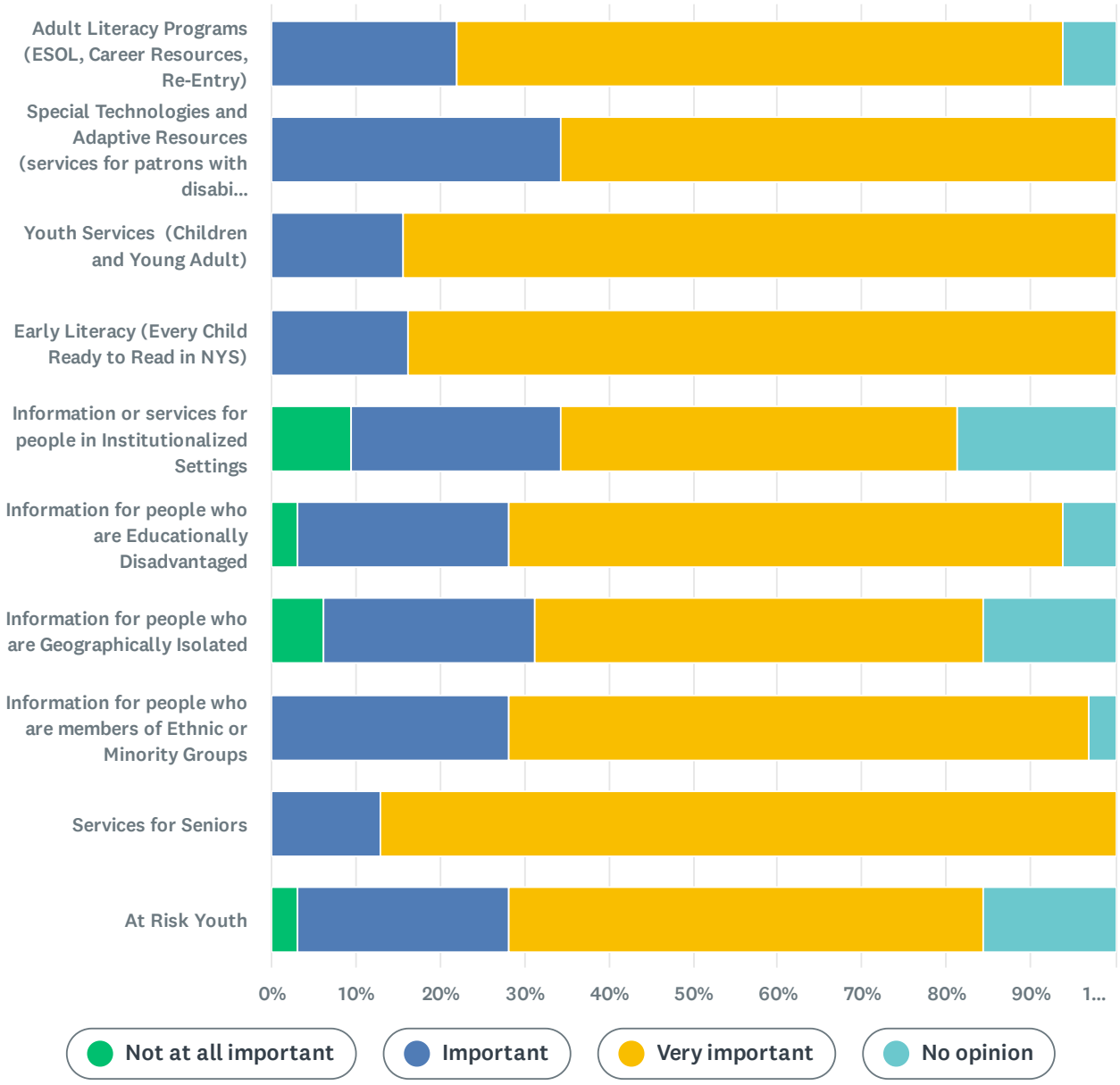
Not at all satisfied | Satisfied | Very Satisfied | No opinion

	Not at all satisfied	Satisfied	Very Satisfied	No opinion	Total
Advocacy Advisory Committee	0% 0	50.00% 16	37.50% 12	12.50% 4	32
A.I. Community of Practice	0% 0	50.00% 16	15.63% 5	34.38% 11	32
Central Library Advisory Committee	3.13% 1	34.38% 11	12.50% 4	50.00% 16	32
Collection Development Advisory Committee	3.13% 1	37.50% 12	25.00% 8	34.38% 11	32
Coordinated Outreach Services Advisory Committee	0% 0	37.50% 12	40.63% 13	21.88% 7	32
Delivery Advisory Committee	0% 0	34.38% 11	43.75% 14	21.88% 7	32
eContent Advisory Committee	6.25% 2	50.00% 16	37.50% 12	6.25% 2	32
Facilities, Security and Construction Advisory Committee	0% 0	43.75% 14	37.50% 12	18.75% 6	32
					448

	Not at all satisfied	Satisfied	Very Satisfied	No opinion	Total
ILS Review Committee	6.25% 2	53.13% 17	15.63% 5	25.00% 8	32
MOU/Member Services Committee	3.13% 1	59.38% 19	31.25% 10	6.25% 2	32
Trustee Advisory Committee	3.13% 1	53.13% 17	25.00% 8	18.75% 6	32
Adult Services Group	0% 0	50.00% 16	40.63% 13	9.38% 3	32
Youth Services Group	0% 0	50.00% 16	43.75% 14	6.25% 2	32
Outreach Services Group	0% 0	37.50% 12	53.13% 17	9.38% 3	32
					448

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: 32 Skipped: 0



	Not at all important	Important	Very important	No opinion	Total
Adult Literacy Programs (ESOL, Career Resources, Re-Entry)	0% 0	21.88% 7	71.88% 23	6.25% 2	32
Special Technologies and Adaptive Resources (services for patrons with disabilities)	0% 0	34.38% 11	65.63% 21	0% 0	32
Youth Services (Children and Young Adult)	0% 0	15.63% 5	84.38% 27	0% 0	32
Early Literacy (Every Child Ready to Read in NYS)	0% 0	16.13% 5	83.87% 26	0% 0	31
Information or services for people in Institutionalized Settings	9.38% 3	25.00% 8	46.88% 15	18.75% 6	32
Information for people who are Educationally Disadvantaged	3.13% 1	25.00% 8	65.63% 21	6.25% 2	32
Information for people who are Geographically Isolated	6.25% 2	25.00% 8	53.13% 17	15.63% 5	32
Information for people who are members of Ethnic or Minority Groups	0% 0	28.13% 9	68.75% 22	3.13% 1	32
Services for Seniors	0% 0	12.90% 4	87.10% 27	0% 0	31
					318

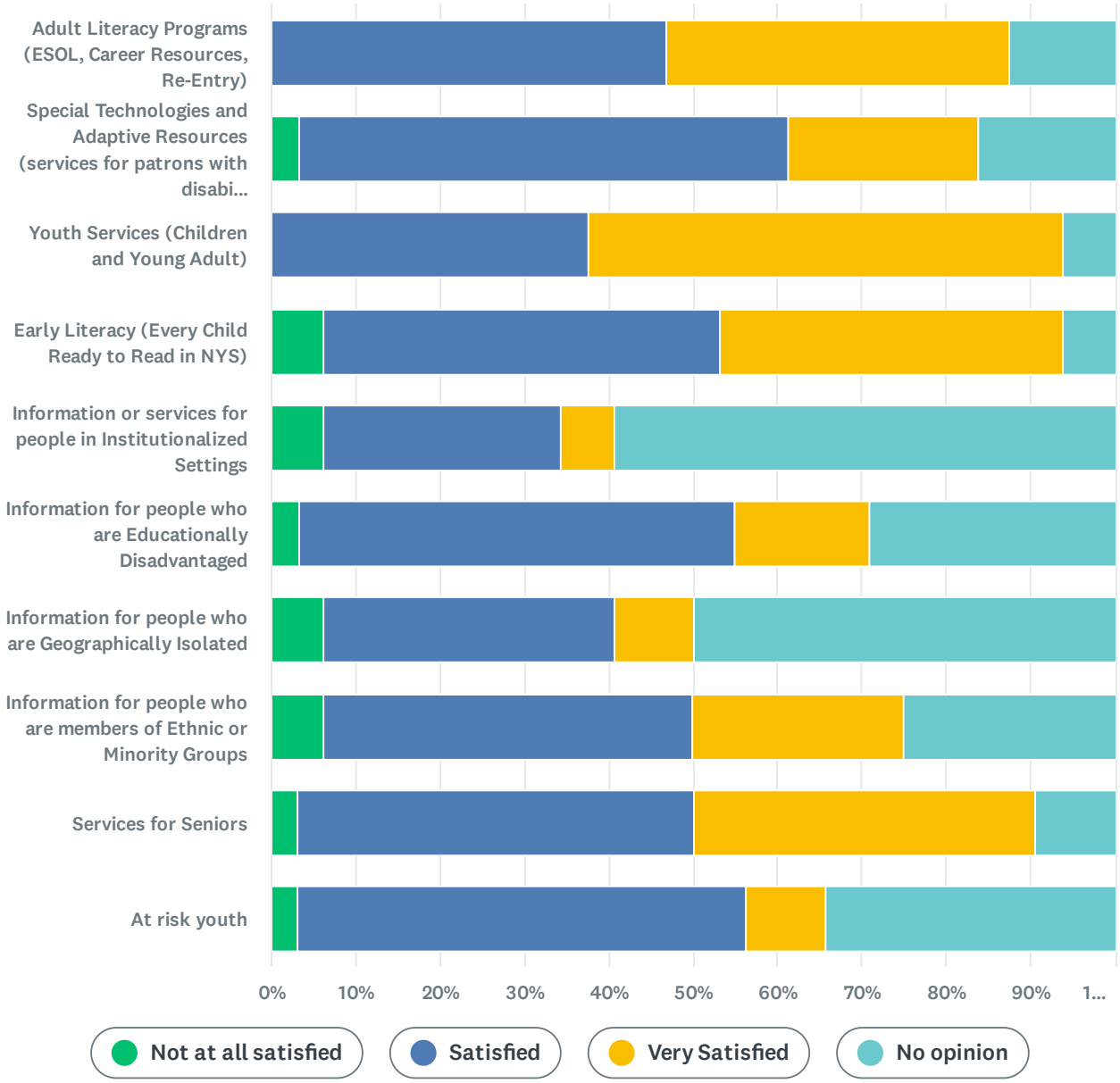
	Not at all important	Important	Very important	No opinion	Total
At Risk Youth	3.13% 1	25.00% 8	56.25% 18	15.63% 5	32
					318

Show comments

#	COMMENTS:	DATE
1	I think that this community surprisingly has huge gaps between the people who have and those who do not. Everyone seemingly is educated, but we do have some people in our charter who do not have internet where they live. We have a lot of those who are disabled and use the library but did not use adaptive resources when we had them. ESOL has been something that has been needed as well as things for our senior and youth populations.	[redacted]
2	I was unaware of system services we have available for at risk youth, geographically isolated, or institutionalized populations.	[redacted]
3	Have patrons in every category.	[redacted]
4	I am interpreting "institutionalized settings" as prisons and jails and detention centers- that is why I marked it with low importance to LPL. If it also includes seniors in aggregate living settings then I would change the answer to very important.	[redacted]
5	Without exception, all of the OCPL Special Client Services are very to SCC library.	[redacted]

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

Answered: 32 Skipped: 0



	Not at all satisfied	Satisfied	Very Satisfied	No opinion	Total
					318

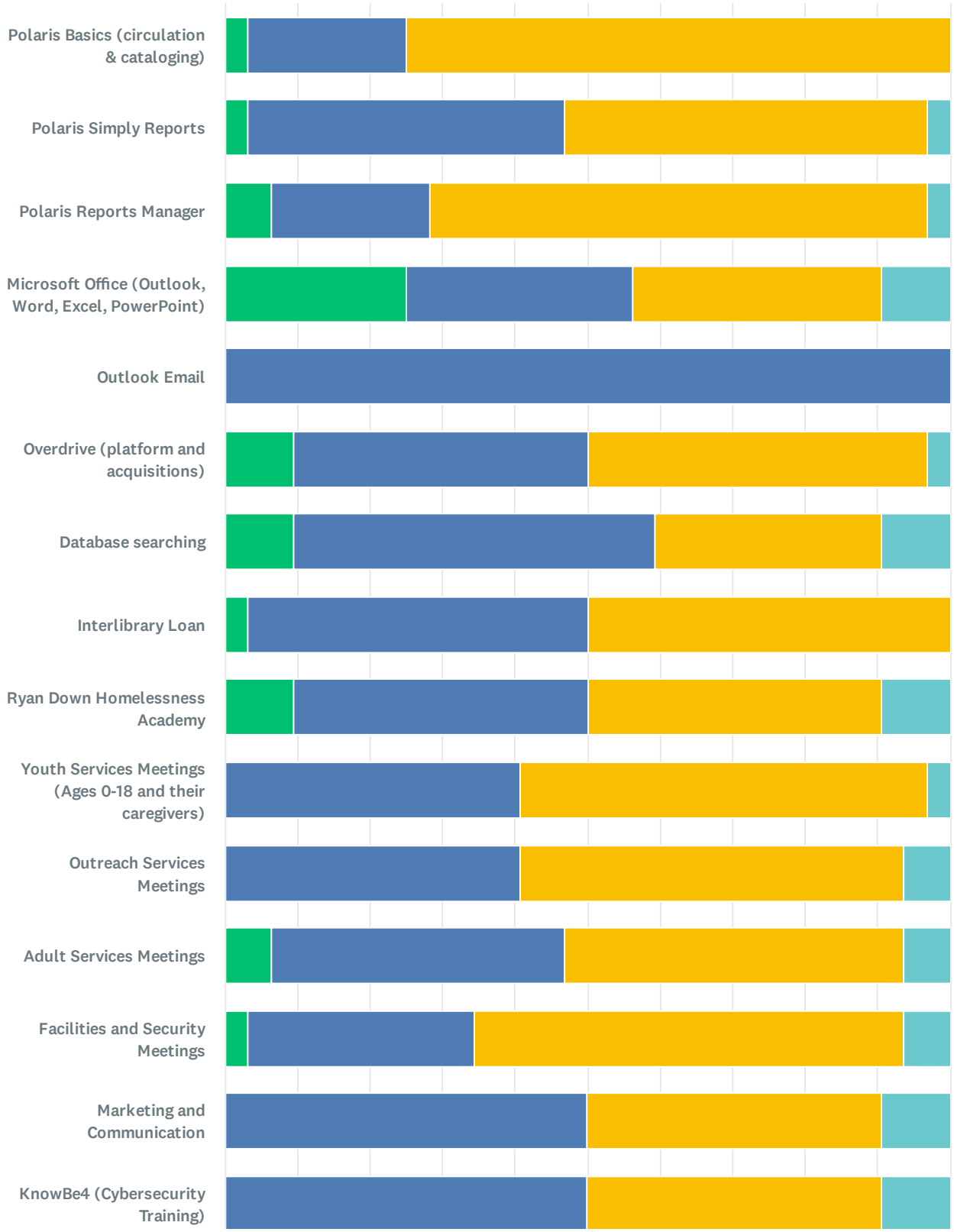
	Not at all satisfied	Satisfied	Very Satisfied	No opinion	Total
Adult Literacy Programs (ESOL, Career Resources, Re-Entry)	0% 0	46.88% 15	40.63% 13	12.50% 4	32
Special Technologies and Adaptive Resources (services for patrons with disabilities)	3.23% 1	58.06% 18	22.58% 7	16.13% 5	31
Youth Services (Children and Young Adult)	0% 0	37.50% 12	56.25% 18	6.25% 2	32
Early Literacy (Every Child Ready to Read in NYS)	6.25% 2	46.88% 15	40.63% 13	6.25% 2	32
Information or services for people in Institutionalized Settings	6.25% 2	28.13% 9	6.25% 2	59.38% 19	32
Information for people who are Educationally Disadvantaged	3.23% 1	51.61% 16	16.13% 5	29.03% 9	31
Information for people who are Geographically Isolated	6.25% 2	34.38% 11	9.38% 3	50.00% 16	32
Information for people who are members of Ethnic or Minority Groups	6.25% 2	43.75% 14	25.00% 8	25.00% 8	32
Services for Seniors	3.13% 1	46.88% 15	40.63% 13	9.38% 3	32
At risk youth	3.13% 1	53.13% 17	9.38% 3	34.38% 11	32
					318

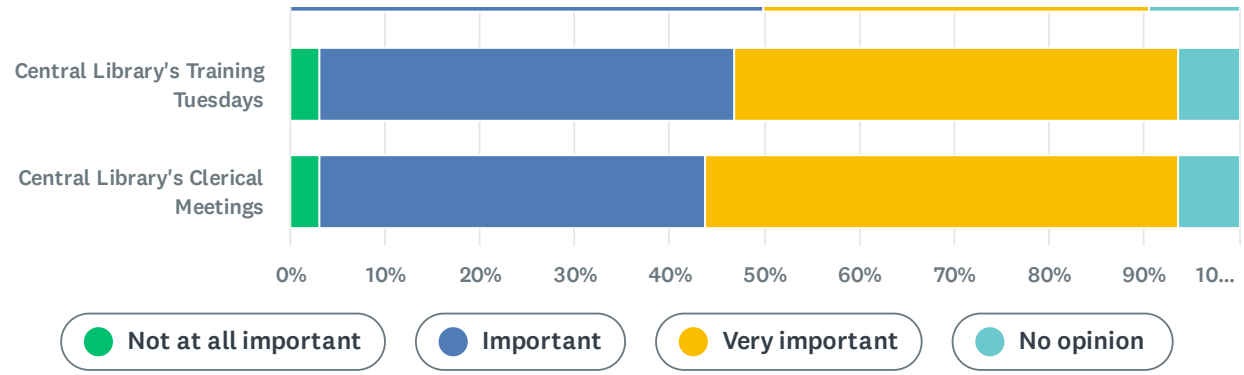
Show comments

#	COMMENTS:	DATE
1	I do not know if I can identify everything offered in these categories due to our needs here.	[redacted]
2	I am not entirely sure what resources are offered for the geographically isolated.	[redacted]
3	Don't have enough time to engage with these committees.	[redacted]
4	We haven't seen anything specific to at risk youth. This may be because this group falls under teen services and there has not been focus on teen services recently.	[redacted]
5	I am not totally familiar what the information is for ethnic or minority groups. Is there a particular set of information for these groups, or is it made up of lots of different information for immigrant populations, and diversity trainings and anti-racist literature? It would be great to get more info on resources for institutionalized settings, educationally disadvantaged, the geographically isolated, at risk youth and services for seniors.	[redacted]
6	All OCPL Special Client Services are satisfactory.	[redacted]
7	I gave STAR a lower rating because I'm not sure what services are available other than the star lab at the central library.	[redacted]
8	Yearly training needed for ECRR. Need more material in different languages, not just ESL.	[redacted]

Q8 Element 3: Professional Development and TrainingHow important are these Professional Development & Training opportunities to your library?

Answered: 32 Skipped: 0





	Not at all important	Important	Very important	No opinion	Total
Polaris Basics (circulation & cataloging)	3.13% 1	21.88% 7	75.00% 24	0% 0	32
Polaris Simply Reports	3.13% 1	43.75% 14	50.00% 16	3.13% 1	32
Polaris Reports Manager	6.25% 2	21.88% 7	68.75% 22	3.13% 1	32
Microsoft Office (Outlook, Word, Excel, PowerPoint)	25.00% 8	31.25% 10	34.38% 11	9.38% 3	32
Outlook Email	0% 0	100.00% 1	0% 0	0% 0	1
Overdrive (platform and acquisitions)	9.38% 3	40.63% 13	46.88% 15	3.13% 1	32
Database searching	9.38% 3	50.00% 16	31.25% 10	9.38% 3	32
Interlibrary Loan	3.13% 1	46.88% 15	50.00% 16	0% 0	32
Ryan Down Homelessness Academy	9.38% 3	40.63% 13	40.63% 13	9.38% 3	32
Youth Services Meetings (Ages 0-18 and their caregivers)	0% 0	40.63% 13	56.25% 18	3.13% 1	32
					513

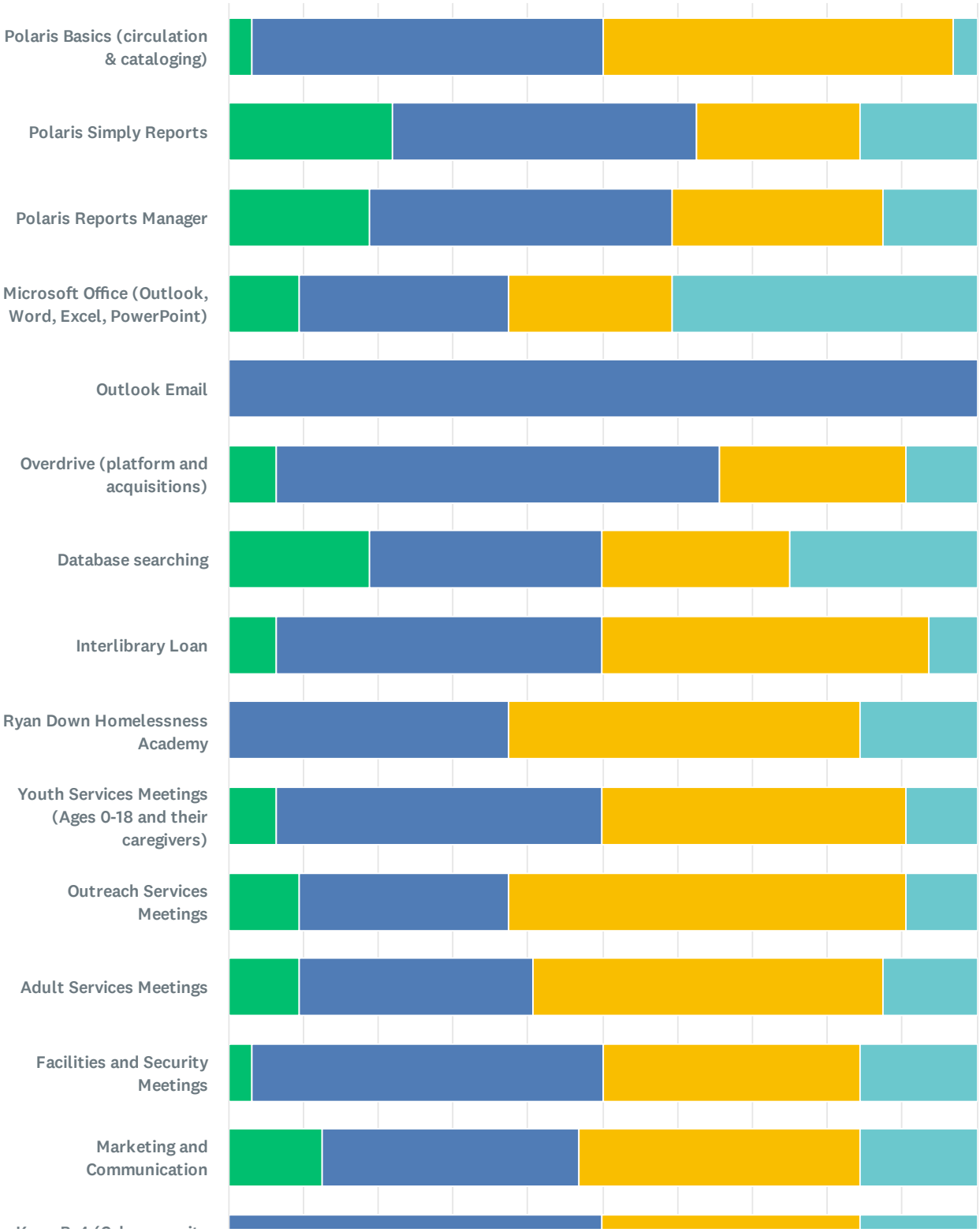
	Not at all important	Important	Very important	No opinion	Total
Outreach Services Meetings	0% 0	40.63% 13	53.13% 17	6.25% 2	32
Adult Services Meetings	6.25% 2	40.63% 13	46.88% 15	6.25% 2	32
Facilities and Security Meetings	3.13% 1	31.25% 10	59.38% 19	6.25% 2	32
Marketing and Communication	0% 0	50.00% 16	40.63% 13	9.38% 3	32
KnowBe4 (Cybersecurity Training)	0% 0	50.00% 16	40.63% 13	9.38% 3	32
Central Library's Training Tuesdays	3.13% 1	43.75% 14	46.88% 15	6.25% 2	32
Central Library's Clerical Meetings	3.13% 1	40.63% 13	50.00% 16	6.25% 2	32
					513

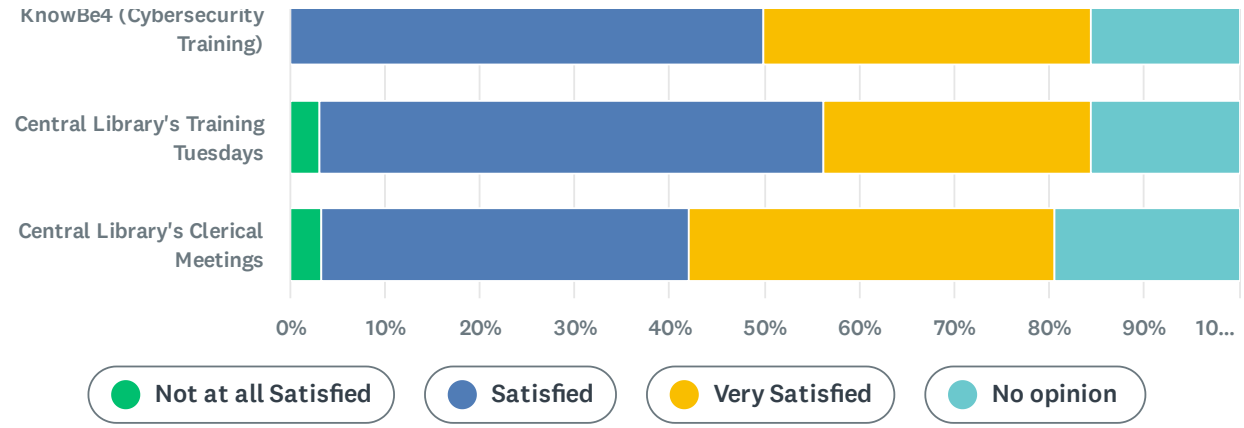
Show comments

#	COMMENTS:	DATE
1	We do our own MS training. We would like to see advanced Training Tuesday options.	[redacted]
2	Would like more opportunities to participate asynchronously - taped webinars and presentations. Clerical staff almost never can attend trainings when they are held and I am certain that they would watch if they could do it during their work hours.	[redacted]
3	We aren't able to send staff to the clerical meetings or in person Training Tuesdays. The meeting minutes are helpful.	[redacted]
4	My staff is really interested in the Central Trainings. Making them available by Zoom and recording is very helpful.	[redacted]
5	These professional development and training opportunities are very important to Syracuse Community Connections Library.	[redacted]
6	There clerical meetings have been helpful in keeping things consistent whenever possible	[redacted]
7	Please keep the Ryan Dowd training available for the long term.	[redacted]
8	Perhaps the training Tues and Clerical meetings could rotate where they meeting? We'd love to host as a member. Maybe this is in the plans already.	[redacted]

Q9 Element 3: Professional Development and TrainingHow satisfied are you with these Professional Development & Training opportunities to your library?

Answered: 32 Skipped: 0





	Not at all Satisfied	Satisfied	Very Satisfied	No opinion	Total
Polaris Basics (circulation & cataloging)	3.13% 1	46.88% 15	46.88% 15	3.13% 1	32
Polaris Simply Reports	21.88% 7	40.63% 13	21.88% 7	15.63% 5	32
Polaris Reports Manager	18.75% 6	40.63% 13	28.13% 9	12.50% 4	32
Microsoft Office (Outlook, Word, Excel, PowerPoint)	9.38% 3	28.13% 9	21.88% 7	40.63% 13	32
Outlook Email	0% 0	100.00% 1	0% 0	0% 0	1
					512

	Not at all Satisfied	Satisfied	Very Satisfied	No opinion	Total
Overdrive (platform and acquisitions)	6.25% 2	59.38% 19	25.00% 8	9.38% 3	32
Database searching	18.75% 6	31.25% 10	25.00% 8	25.00% 8	32
Interlibrary Loan	6.25% 2	43.75% 14	43.75% 14	6.25% 2	32
Ryan Down Homelessness Academy	0% 0	37.50% 12	46.88% 15	15.63% 5	32
Youth Services Meetings (Ages 0-18 and their caregivers)	6.25% 2	43.75% 14	40.63% 13	9.38% 3	32
Outreach Services Meetings	9.38% 3	28.13% 9	53.13% 17	9.38% 3	32
Adult Services Meetings	9.38% 3	31.25% 10	46.88% 15	12.50% 4	32
Facilities and Security Meetings	3.13% 1	46.88% 15	34.38% 11	15.63% 5	32
Marketing and Communication	12.50% 4	34.38% 11	37.50% 12	15.63% 5	32
					512

	Not at all Satisfied	Satisfied	Very Satisfied	No opinion	Total
KnowBe4 (Cybersecurity Training)	0% 0	50.00% 16	34.38% 11	15.63% 5	32
Central Library's Training Tuesdays	3.13% 1	53.13% 17	28.13% 9	15.63% 5	32
Central Library's Clerical Meetings	3.23% 1	38.71% 12	38.71% 12	19.35% 6	31
					512

Show comments

#	COMMENTS:	DATE
1	Just a note that our YS team is not usually able to attend the YS meetings as they have programming. I know it is hard to find a time that works for everyone, just know we want to attend but cannot.	[redacted]
2	Would like to see more trainings from the topics marked above!	[redacted]
3	Don't have time to go - and most of these don't appear to be able as videos later? Even if someone comes to LaFayette to train, that still will miss the majority of the staff. Hands-on is the best, but not with our staff schedule.	[redacted]
4	If somewhat satisfied was an option, I would have chosen that answer for some of these questions.	[redacted]
5	These professional development and training opportunities are satisfactory.	[redacted]
6	same answers as above	[redacted]
7	My Polaris ratings are based on the 2026 training schedule. I'm really looking forward to the sessions for myself & my staff! Have there been marketing & communication related trainings? As a smaller library, it is a challenge to justify sending staff to attend the adult & outreach services meetings when complete agendas are often not shared ahead of time or there is not substantive content. Attending over Zoom is often a challenge because the Owl cameras are not utilized well and virtual participants are not able to hear or participate.	[redacted]

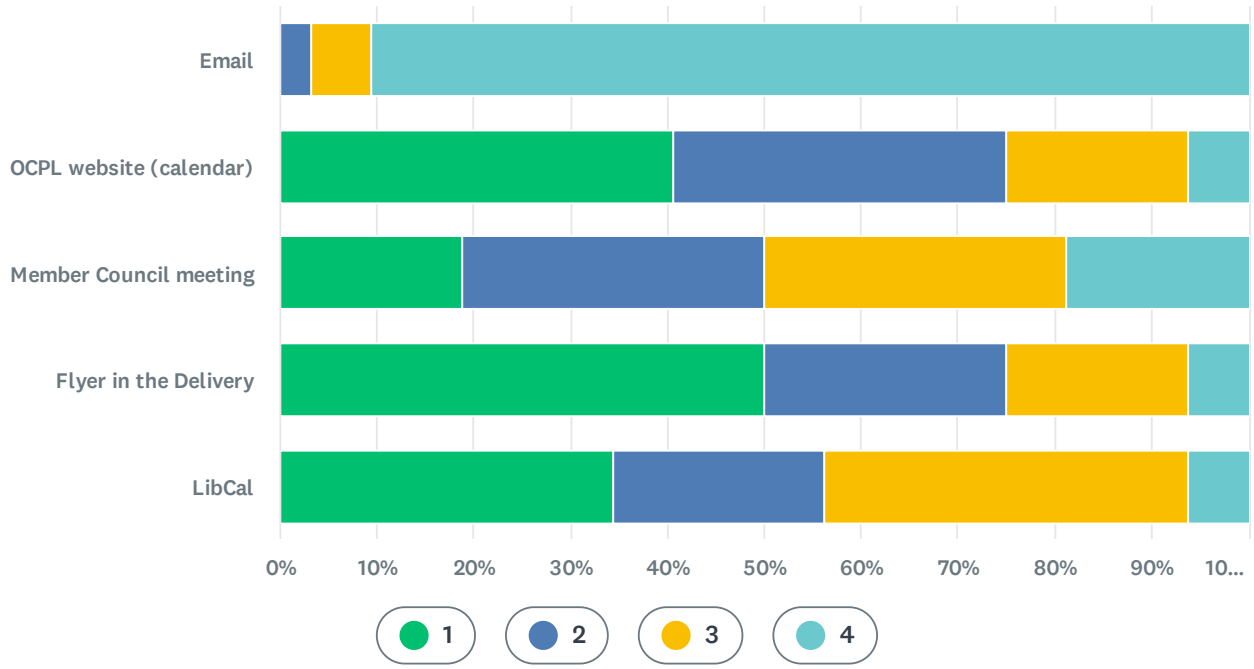
Q10 Are there Professional Development & Training opportunities not mentioned above that you would like OCPL to offer for staff?

Answered: 11 Skipped: 21

#	RESPONSES	DATE
1	More advanced topics for Training Tuesdays.	[redacted]
2	The Ryan Dowd Academy trainings are great, but I would love even more patron training courses!	[redacted]
3	Yes - videos on Polaris, Microsoft, sign language for libraries, clerical tips, database searching. Do we have these already? (Designed for clerks, not necessarily librarians?)	[redacted]
4	ECRR2 or similar	[redacted]
5	simply reports and reports manager for L1 &L2s would be great.	[redacted]
6	Understanding workplace culture, professional communication fundamentals, and team-building opportunities.	[redacted]
7	Active shooter training	[redacted]
8	Possibly a NAMI mental health training could be helpful.	[redacted]
9	In-person deescalation, technology for accessibility	[redacted]
10	1) Cultural Sensitivity Training 2) Trauma-Informed Interaction/Interviewing Training	[redacted]
11	AI for Workflows, Data-Driven Programming, Strategic Partnerships, Data Analytics (Patrons & Collection Use)	[redacted]

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: 32 Skipped: 0



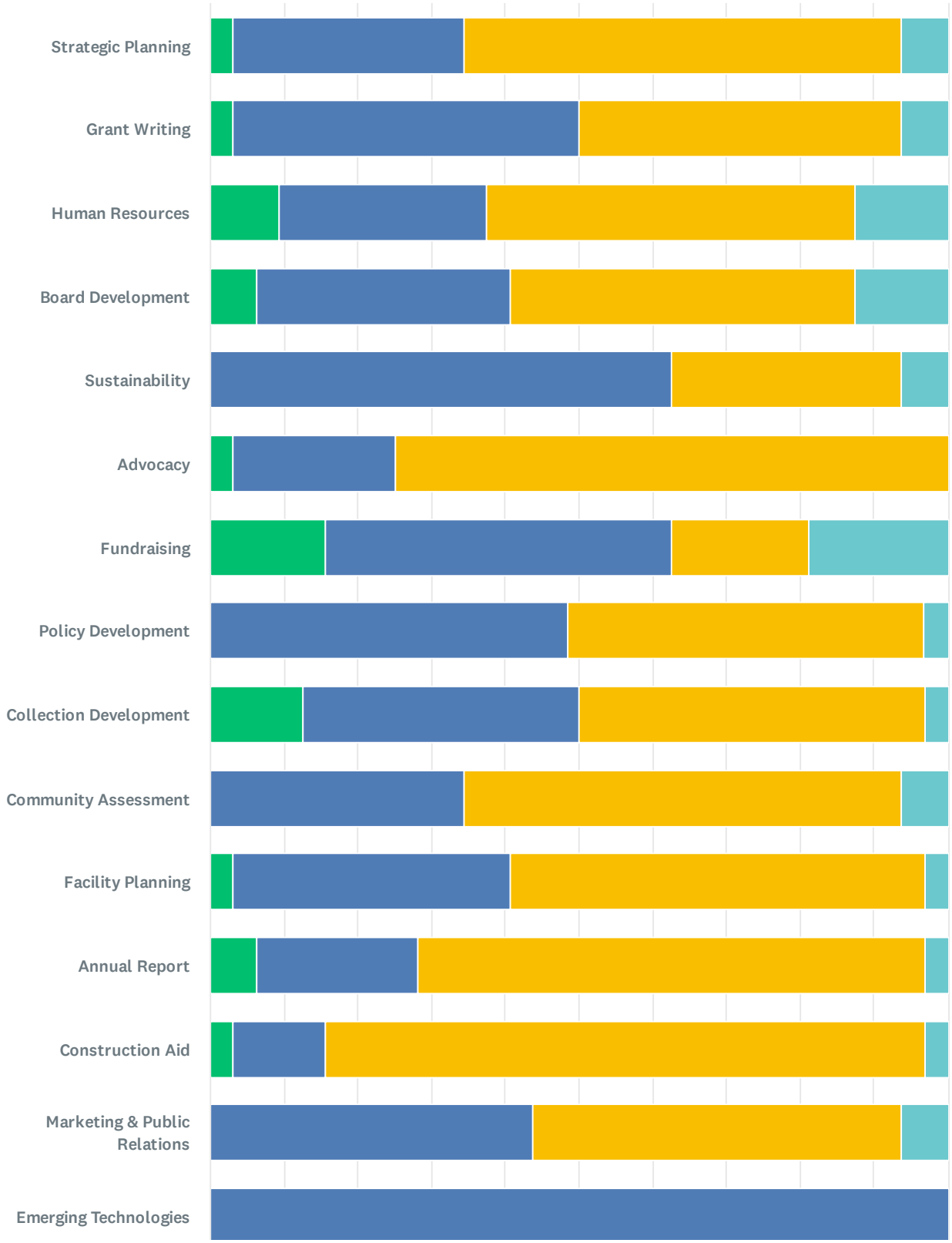
	1	2	3	4	Total
Email	0% 0	3.13% 1	6.25% 2	90.63% 29	32
OCPL website (calendar)	40.63% 13	34.38% 11	18.75% 6	6.25% 2	32
Member Council meeting	18.75% 6	31.25% 10	31.25% 10	18.75% 6	32
Flyer in the Delivery	50.00% 16	25.00% 8	18.75% 6	6.25% 2	32
LibCal	34.38% 11	21.88% 7	37.50% 12	6.25% 2	32
					160

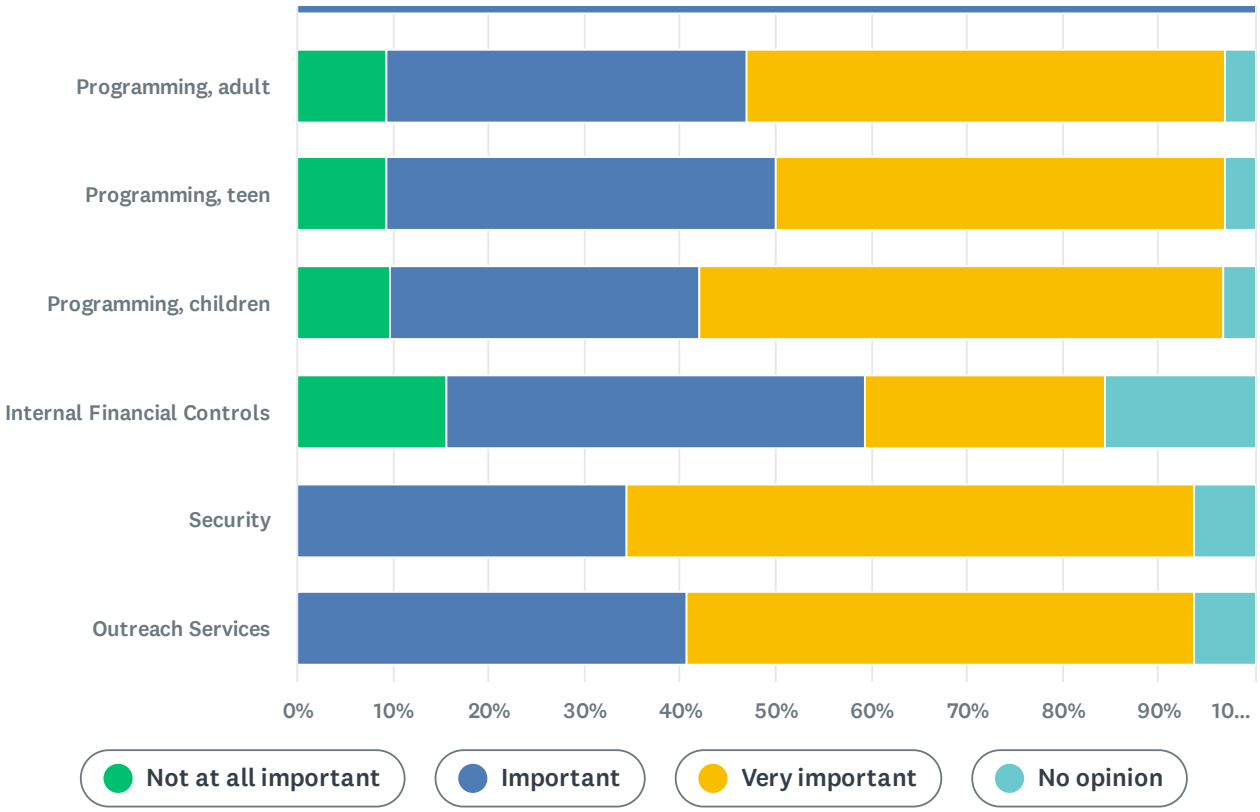
Show comments

#	OTHER (PLEASE SPECIFY)	DATE
[redacted]	[redacted]	[redacted]

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

Answered: 32 Skipped: 0





	Not at all important	Important	Very important	No opinion	Total
Strategic Planning	3.13% 1	31.25% 10	59.38% 19	6.25% 2	32
Grant Writing	3.13% 1	46.88% 15	43.75% 14	6.25% 2	32
Human Resources	9.38% 3	28.13% 9	50.00% 16	12.50% 4	32
Board Development	6.25% 2	34.38% 11	46.88% 15	12.50% 4	32
Sustainability	0% 0	62.50% 20	31.25% 10	6.25% 2	32
Advocacy	3.13% 1	21.88% 7	75.00% 24	0% 0	32
Fundraising	15.63% 5	46.88% 15	18.75% 6	18.75% 6	32
					639

	Not at all important	Important	Very important	No opinion	Total
Policy Development	0% 0	48.39% 15	48.39% 15	3.23% 1	31
Collection Development	12.50% 4	37.50% 12	46.88% 15	3.13% 1	32
Community Assessment	0% 0	34.38% 11	59.38% 19	6.25% 2	32
Facility Planning	3.13% 1	37.50% 12	56.25% 18	3.13% 1	32
Annual Report	6.25% 2	21.88% 7	68.75% 22	3.13% 1	32
Construction Aid	3.13% 1	12.50% 4	81.25% 26	3.13% 1	32
Marketing & Public Relations	0% 0	43.75% 14	50.00% 16	6.25% 2	32
Emerging Technologies	0% 0	100.00% 1	0% 0	0% 0	1
Programming, adult	9.38% 3	37.50% 12	50.00% 16	3.13% 1	32
Programming, teen	9.38% 3	40.63% 13	46.88% 15	3.13% 1	32
					639

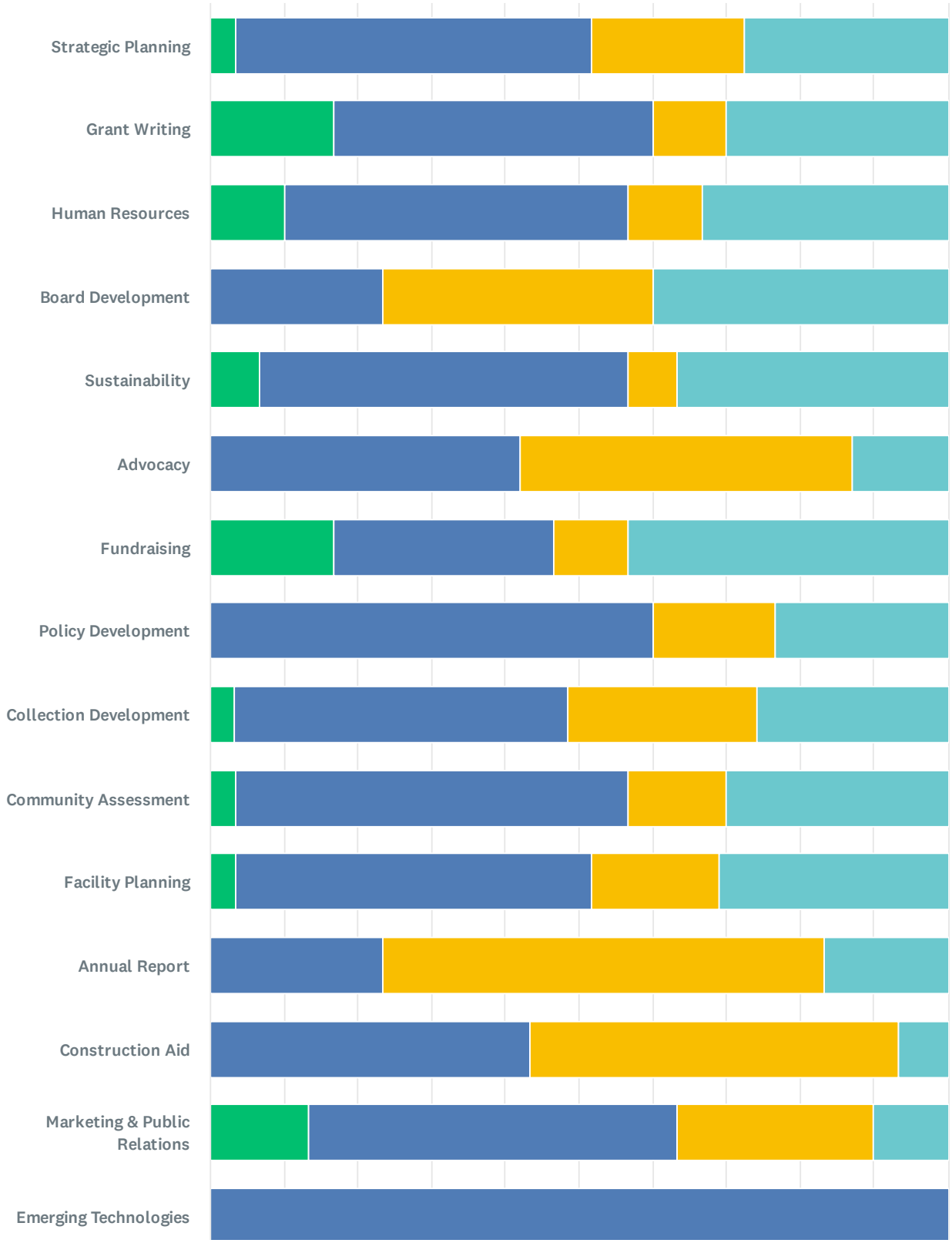
	Not at all important	Important	Very important	No opinion	Total
Programming, children	9.68% 3	32.26% 10	54.84% 17	3.23% 1	31
Internal Financial Controls	15.63% 5	43.75% 14	25.00% 8	15.63% 5	32
Security	0% 0	34.38% 11	59.38% 19	6.25% 2	32
Outreach Services	0% 0	40.63% 13	53.13% 17	6.25% 2	32
					639

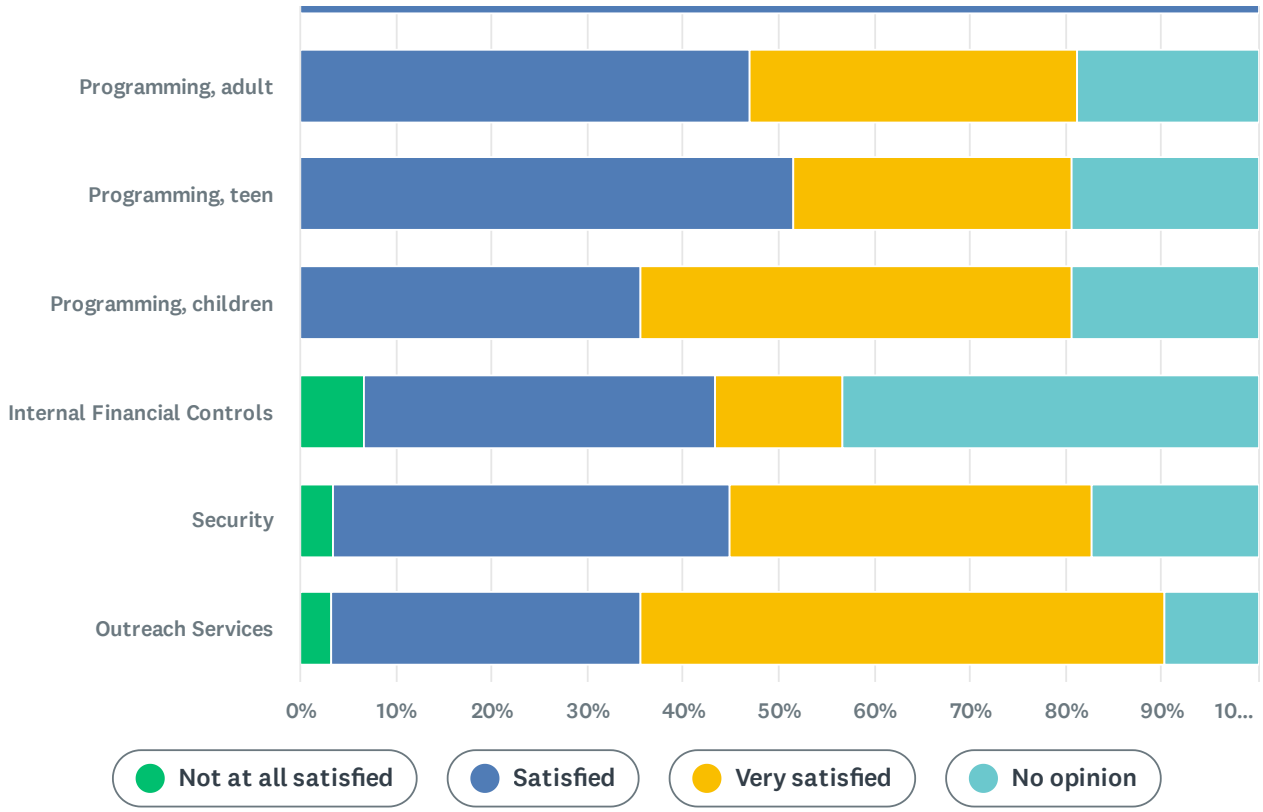
Show comments

#	COMMENTS:	DATE
1	Again, hard to figure out what is just important and what is very important. We have a HR consultant and an auditor who advise us on HR and internal financial controls so that is why I had no opinion.	[redacted]
2	Fundraising not important only because Board has said they will not fundraise.	[redacted]
3	Internal Financial controls information we recieve from our independent auditors and school district- we do not rely on OCPL that is why I marked it low. I marked programming low because we are fortunate to have in-house expertise in those areas.	[redacted]
4	All the consulting and development services are very important to Syracuse Community Center library.	[redacted]
5	Annual book sale our only fundraising activity at the branch.	[redacted]

Q13 Element 4: Consulting and Developmental ServicesHow satisfied are you with these Consulting and Development Services to your library?

Answered: 32 Skipped: 0





	Not at all satisfied	Satisfied	Very satisfied	No opinion	Total
Strategic Planning	3.45% 1	48.28% 14	20.69% 6	27.59% 8	29
Grant Writing	16.67% 5	43.33% 13	10.00% 3	30.00% 9	30
Human Resources	10.00% 3	46.67% 14	10.00% 3	33.33% 10	30
Board Development	0% 0	23.33% 7	36.67% 11	40.00% 12	30
Sustainability	6.67% 2	50.00% 15	6.67% 2	36.67% 11	30
Advocacy	0% 0	41.94% 13	45.16% 14	12.90% 4	31
Fundraising	16.67% 5	30.00% 9	10.00% 3	43.33% 13	30
					605

	Not at all satisfied	Satisfied	Very satisfied	No opinion	Total
Policy Development	0% 0	60.00% 18	16.67% 5	23.33% 7	30
Collection Development	3.23% 1	45.16% 14	25.81% 8	25.81% 8	31
Community Assessment	3.33% 1	53.33% 16	13.33% 4	30.00% 9	30
Facility Planning	3.45% 1	48.28% 14	17.24% 5	31.03% 9	29
Annual Report	0% 0	23.33% 7	60.00% 18	16.67% 5	30
Construction Aid	0% 0	43.33% 13	50.00% 15	6.67% 2	30
Marketing & Public Relations	13.33% 4	50.00% 15	26.67% 8	10.00% 3	30
Emerging Technologies	0% 0	100.00% 1	0% 0	0% 0	1
Programming, adult	0% 0	46.88% 15	34.38% 11	18.75% 6	32
					605

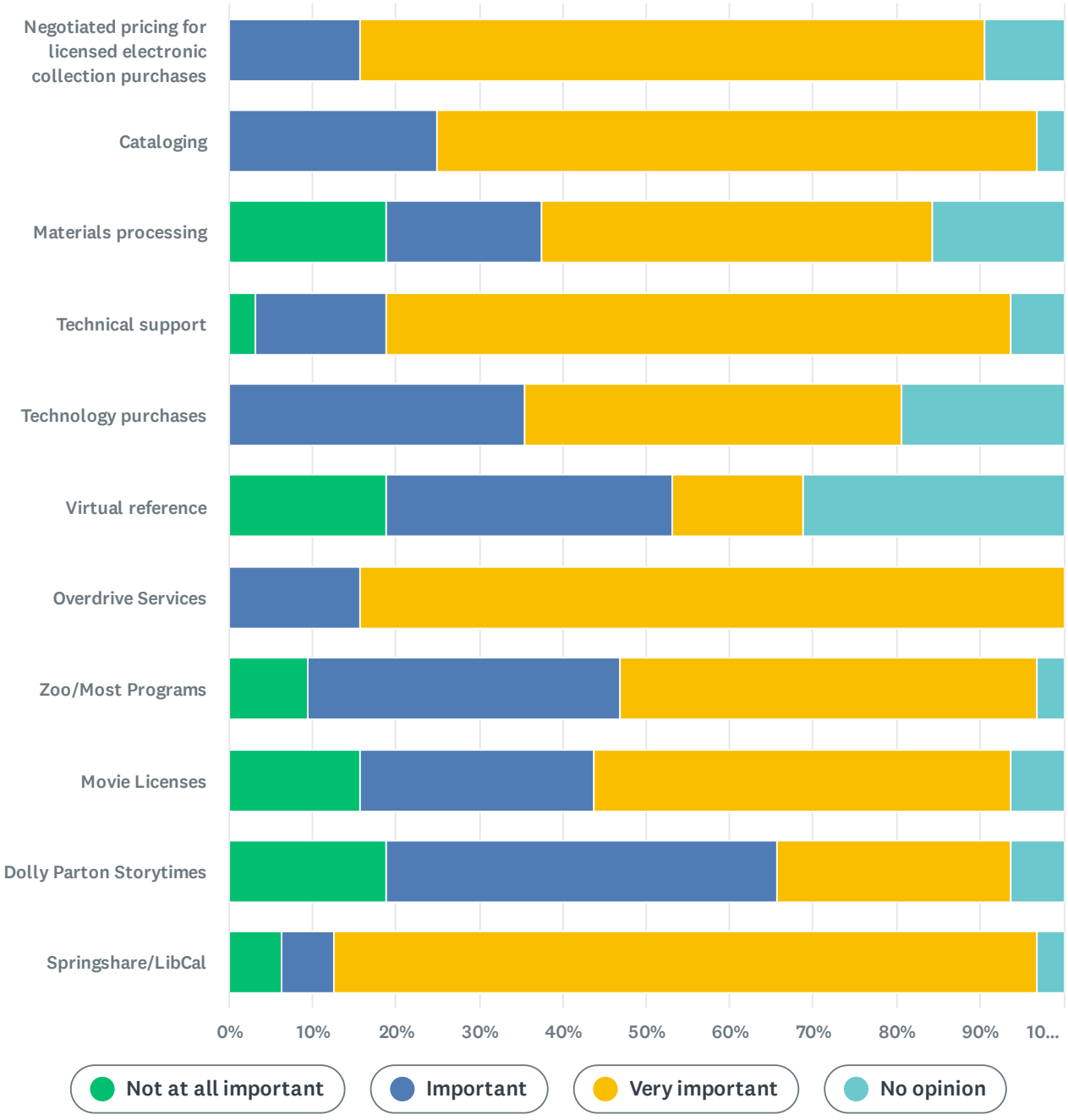
	Not at all satisfied	Satisfied	Very satisfied	No opinion	Total
Programming, teen	0% 0	51.61% 16	29.03% 9	19.35% 6	31
Programming, children	0% 0	35.48% 11	45.16% 14	19.35% 6	31
Internal Financial Controls	6.67% 2	36.67% 11	13.33% 4	43.33% 13	30
Security	3.45% 1	41.38% 12	37.93% 11	17.24% 5	29
Outreach Services	3.23% 1	32.26% 10	54.84% 17	9.68% 3	31
					605

Show comments

#	COMMENTS:	DATE
1	Would like to see some more of the above!	[redacted]
2	More training on construction aid grants for newbies.	[redacted]
3	We really need human resources consulting as our town has no human resources person. I didn't know we could get help with collection development, other than the electronic resources? Okay with having Katie purchase our OverDrive items. Basically okay/good with everything, but a lot of information doesn't apply to this specific library. The "satisfied" and no opinion answers are not higher because we are an outlier in so many areas, and because of the Library Board's position s in some area. Overall, system services are excellent! Amanda S. does a great job for wearing so many hats at once. She needs another person to help her. The system is more complex then it ever has been.	[redacted]
4	No opinion- have not had a lot of experience consulting OCPL on these issues, so am neutral	[redacted]
5	All these consulting and development services are satisfactory to SCC library.	[redacted]
6	Would like to learn more about Fundraising at City Branches	[redacted]

Q14 Element 5: Coordinated ServicesHow important are these Coordinated Services to your library?

Answered: 32 Skipped: 0



	Not at all important	Important	Very important	No opinion	Total
					351

	Not at all important	Important	Very important	No opinion	Total
Negotiated pricing for licensed electronic collection purchases	0% 0	15.63% 5	75.00% 24	9.38% 3	32
Cataloging	0% 0	25.00% 8	71.88% 23	3.13% 1	32
Materials processing	18.75% 6	18.75% 6	46.88% 15	15.63% 5	32
Technical support	3.13% 1	15.63% 5	75.00% 24	6.25% 2	32
Technology purchases	0% 0	35.48% 11	45.16% 14	19.35% 6	31
Virtual reference	18.75% 6	34.38% 11	15.63% 5	31.25% 10	32
Overdrive Services	0% 0	15.63% 5	84.38% 27	0% 0	32
					351

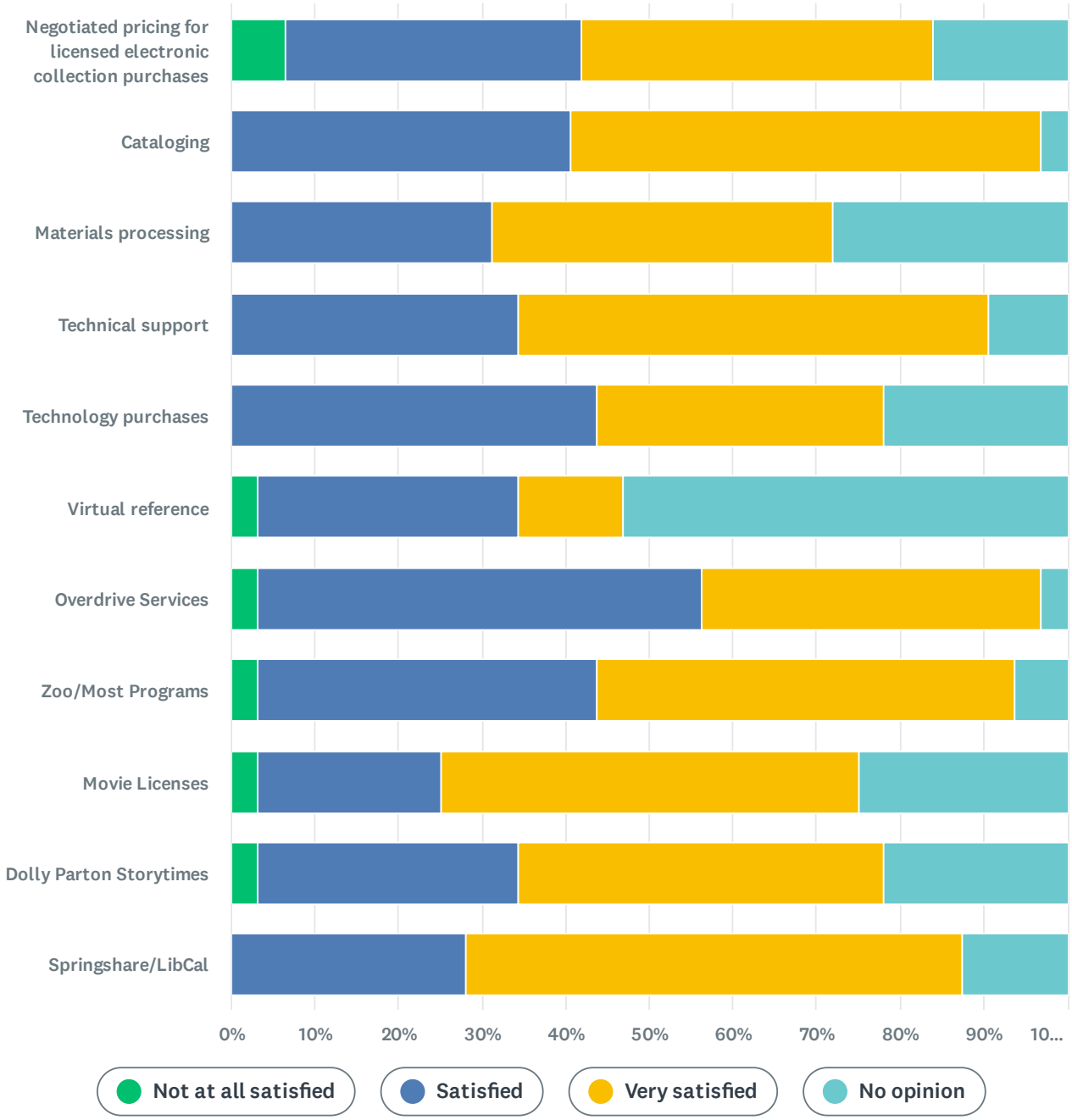
	Not at all important	Important	Very important	No opinion	Total
Zoo/Most Programs	9.38% 3	37.50% 12	50.00% 16	3.13% 1	32
Movie Licenses	15.63% 5	28.13% 9	50.00% 16	6.25% 2	32
Dolly Parton Storytimes	18.75% 6	46.88% 15	28.13% 9	6.25% 2	32
Springshare/LibCal	6.25% 2	6.25% 2	84.38% 27	3.13% 1	32
					351

Show comments

#	COMMENTS:	DATE
1	LibCal is awesome and we are so grateful to have it. Thank you!	[redacted]
2	Do not receive help with technology, have to pay outsider to help us. We do our own processing. Don't understand why coordinated technology purchases can't be made easier. Example, order once every few months, put out a spreadsheet with common items: basic computers, barcode readers, printers, etc.	[redacted]
3	The coordinated services are very important to SCC Library.	[redacted]

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

Answered: 32 Skipped: 0



	Not at all satisfied	Satisfied	Very satisfied	No opinion	Total
					351

	Not at all satisfied	Satisfied	Very satisfied	No opinion	Total
Negotiated pricing for licensed electronic collection purchases	6.45% 2	35.48% 11	41.94% 13	16.13% 5	31
Cataloging	0% 0	40.63% 13	56.25% 18	3.13% 1	32
Materials processing	0% 0	31.25% 10	40.63% 13	28.13% 9	32
Technical support	0% 0	34.38% 11	56.25% 18	9.38% 3	32
Technology purchases	0% 0	43.75% 14	34.38% 11	21.88% 7	32
Virtual reference	3.13% 1	31.25% 10	12.50% 4	53.13% 17	32
Overdrive Services	3.13% 1	53.13% 17	40.63% 13	3.13% 1	32
Zoo/Most Programs	3.13% 1	40.63% 13	50.00% 16	6.25% 2	32
					351

	Not at all satisfied	Satisfied	Very satisfied	No opinion	Total
Movie Licenses	3.13%	21.88%	50.00%	25.00%	

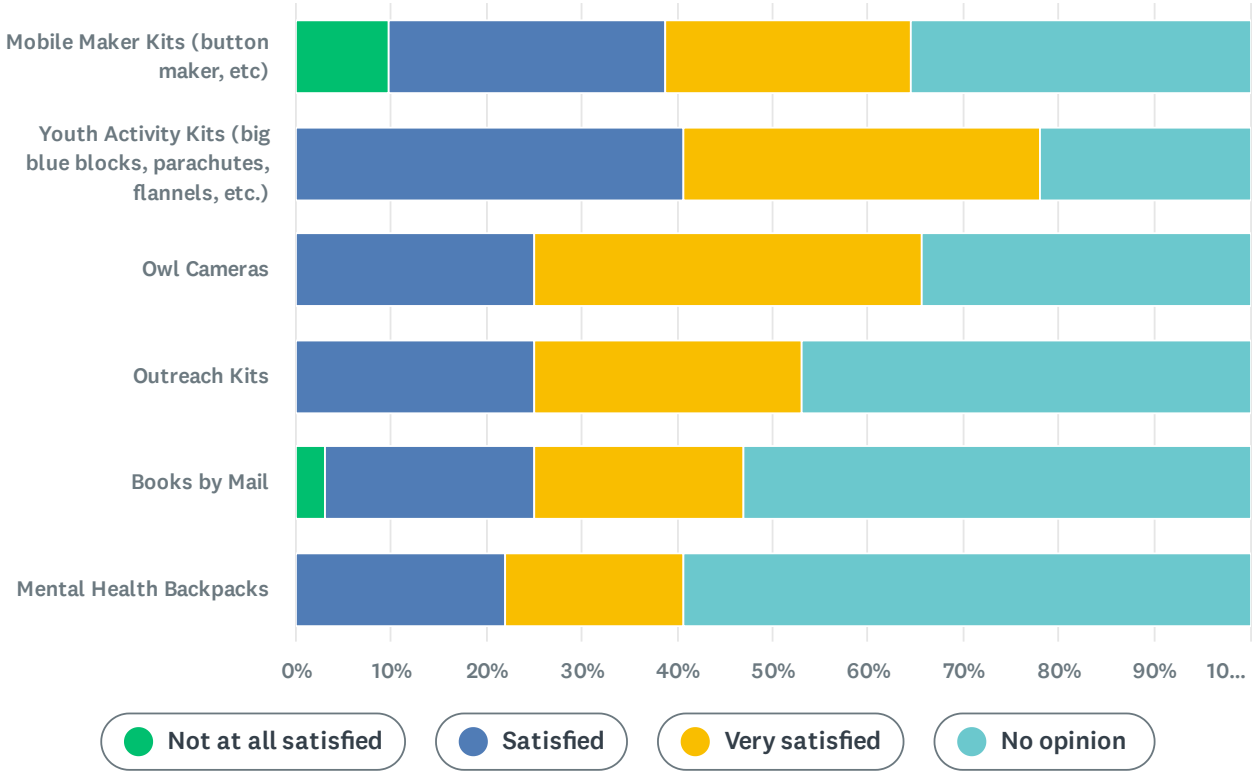
Q16 Are there Coordinated Services not mentioned above that you would like OCPL to offer?

Answered: 5 Skipped: 27

#	RESPONSES	DATE
1	We wish more digital resources were available to suburban libraries. Also, we have gotten complaint from patrons and staff about the new calendar; they prefer the old one. :(	[redacted]
2	We did our own Dolly Patron story time? We got a table with flyers etc. but nothing other than that? Would love to have more coordinated calendar on main library page - one click to get to member library coordinated calendar, instead of having to go and look at each one individually, maybe.	[redacted]
3	None	[redacted]
4	would like to offer more OverDrive and Passes	[redacted]
5	I didn't know that there was a virtual reference service! While the day of the Dolly Parton storytime was fun, leading up to the actual event the communication was very limited which led us to downplaying the event at our library because we didn't know what was happening.	[redacted]

Q17 How satisfied are you with these system resources from OCPL?

Answered: 32 Skipped: 0



	Not at all satisfied	Satisfied	Very satisfied	No opinion	Total
Mobile Maker Kits (button maker, etc)	9.68% 3	29.03% 9	25.81% 8	35.48% 11	31
Youth Activity Kits (big blue blocks, parachutes, flannels, etc.)	0% 0	40.63% 13	37.50% 12	21.88% 7	32
Owl Cameras	0% 0	25.00% 8	40.63% 13	34.38% 11	32
Outreach Kits	0% 0	25.00% 8	28.13% 9	46.88% 15	32
Books by Mail	3.13% 1	21.88% 7	21.88% 7	53.13% 17	32
					191

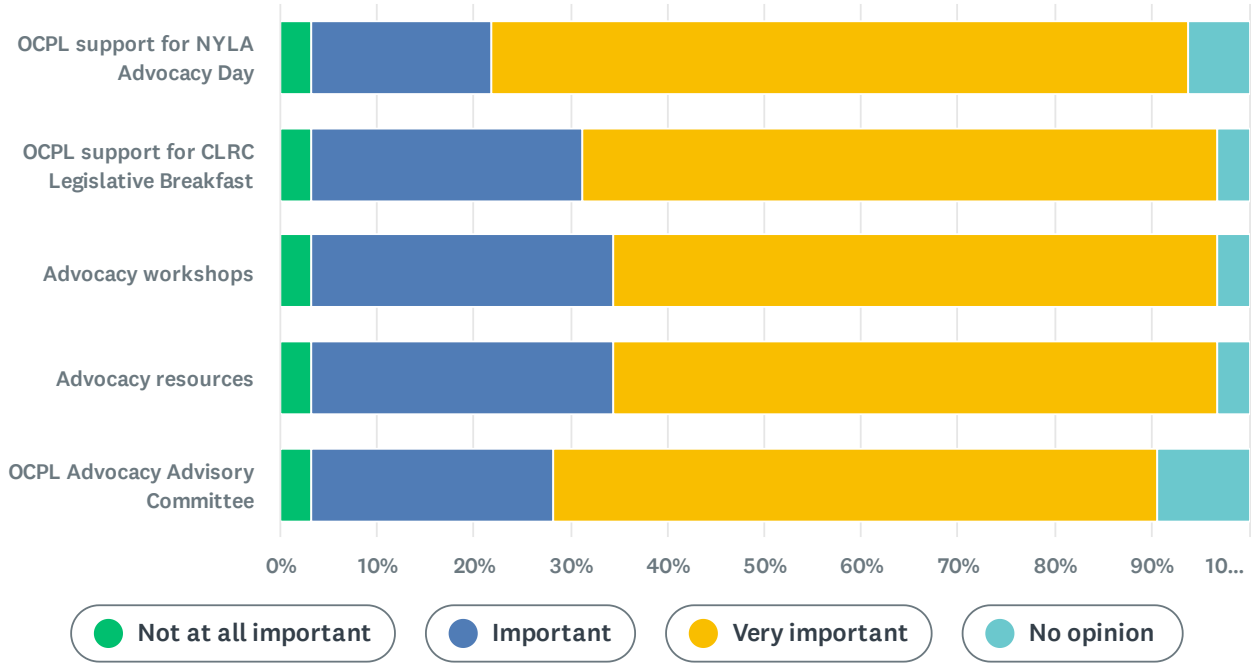
	Not at all satisfied	Satisfied	Very satisfied	No opinion	Total
Mental Health Backpacks	0% 0	21.88% 7	18.75% 6	59.38% 19	32
					191

Show comments

#	COMMENTS:	DATE
1	We have not used any of these so I really cannot comment.	[redacted]
2	Mobile maker kits used to be awesome and I'd love to see these revitalized with new exciting STEM toys and kits, technology. Also, perhaps polling libraries to see what they might need or use and purchase some new things we can all share just like the button maker. We would be happy to help with this.	[redacted]
3	I did not know most of these were available through OCPL (Books by mail I know is newer; we have not tried this yet). It's impossible to plan a program around the big blue blocks because we don't know when we will get them and can't share with patrons when they will be here.	[redacted]
4	Need more information on how to borrow/use these. For example, what are in the mental health backpacks, and are they available to member libraries? What are in the outreach kits?	[redacted]
5	No opinion= we haven't had much interaction with these, so I answered no opinion.	[redacted]
6	The mobile maker kits (other than the button maker) need to be updated. Maybe with STEM items that are tech base so they don't go out of date so quickly. Like microscopes or an incubator for eggs.	[redacted]
7	The listed system resources from OCPL are satisfactory.	[redacted]
8	The lack of clarity on books by mail & being told that not all patrons in our service area are eligible led us to not promoting this service to our community.	[redacted]
9	More button makers!	[redacted]

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

Answered: 32 Skipped: 0



	Not at all important	Important	Very important	No opinion	Total
OCPL support for NYLA Advocacy Day	3.13% 1	18.75% 6	71.88% 23	6.25% 2	32
OCPL support for CLRC Legislative Breakfast	3.13% 1	28.13% 9	65.63% 21	3.13% 1	32
Advocacy workshops	3.13% 1	31.25% 10	62.50% 20	3.13% 1	32
Advocacy resources	3.13% 1	31.25% 10	62.50% 20	3.13% 1	32
					160

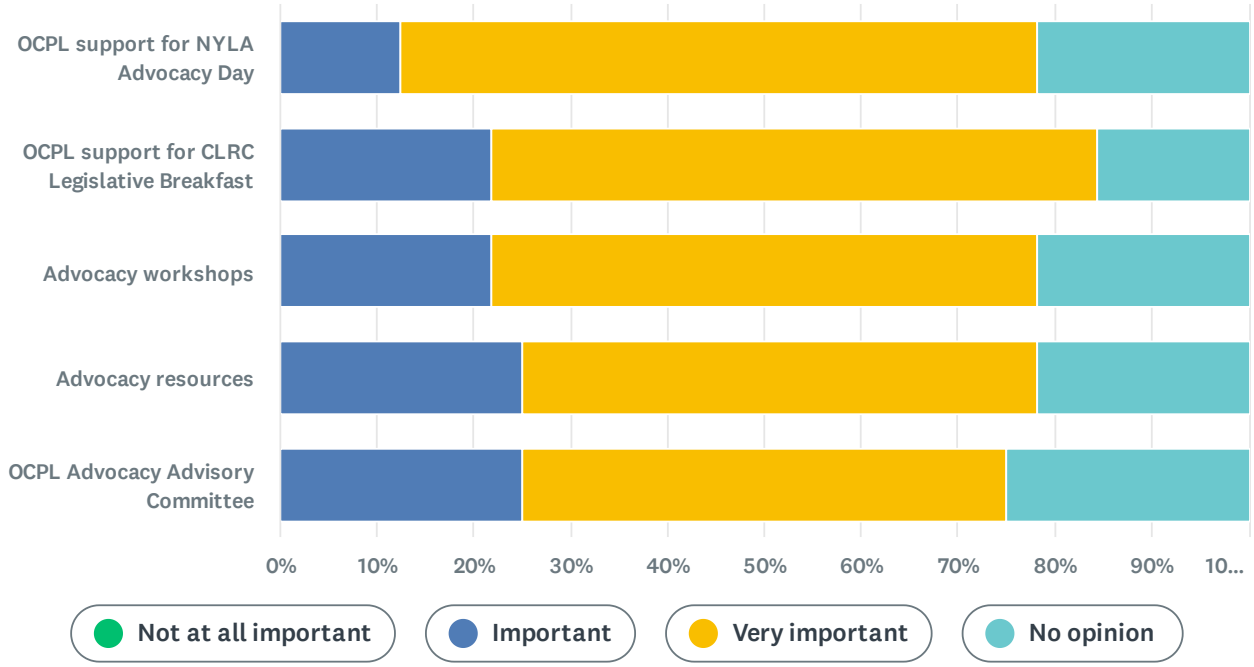
	Not at all important	Important	Very important	No opinion	Total
OCPL Advocacy Advisory Committee	3.13% 1	25.00% 8	62.50% 20	9.38% 3	32
					160

Show comments

#	COMMENTS:	DATE
1	All listed awareness and advocacy services are very important to SCC Library.	[redacted]
2	Great job for most recent Legislative Breakfast preparing attendants for this important event.	[redacted]

Q19 Element 6: Awareness and Advocacy SatisfactionHow satisfied are you with these Awareness and Advocacy services to your library?

Answered: 32 Skipped: 0



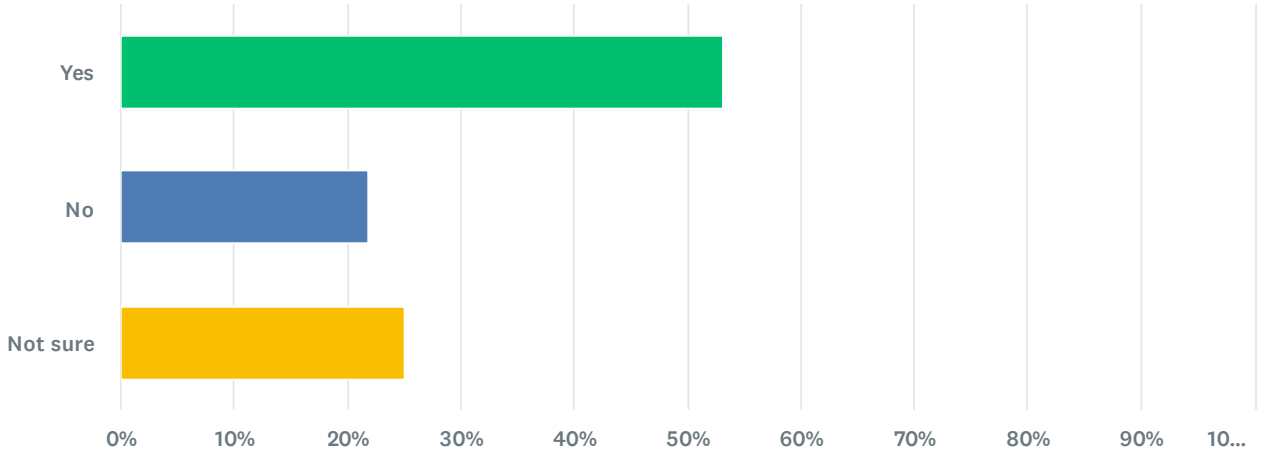
	Not at all important	Important	Very important	No opinion	Total
OCPL support for NYLA Advocacy Day	0% 0	12.50% 4	65.63% 21	21.88% 7	32
OCPL support for CLRC Legislative Breakfast	0% 0	21.88% 7	62.50% 20	15.63% 5	32
Advocacy workshops	0% 0	21.88% 7	56.25% 18	21.88% 7	32
Advocacy resources	0% 0	25.00% 8	53.13% 17	21.88% 7	32
OCPL Advocacy Advisory Committee	0% 0	25.00% 8	50.00% 16	25.00% 8	32
					160

Show comments

#	COMMENTS:	DATE
1	This was amazing this year!	[redacted]
2	no time to engage with much of this.	[redacted]
3	In question 19, my answers are meant to be "very satisfied."	[redacted]
4	The listed awareness and advocacy services are satisfactory.	[redacted]
5	where I chose "important " I mean "Satisfied" where I chose "very important" I mean "very satisfied"	[redacted]
6	sub "very satisfied" for "very important"	[redacted]
7	It's been great to see advocacy efforts reenergized for OCPL. I believe that this will pay off immensely down the road for all of us.	[redacted]
8	I might be biased...	[redacted]

Q20 Do you feel your trustees have the skills to effectively advocate on behalf of libraries and library services?

Answered: 32 Skipped: 0

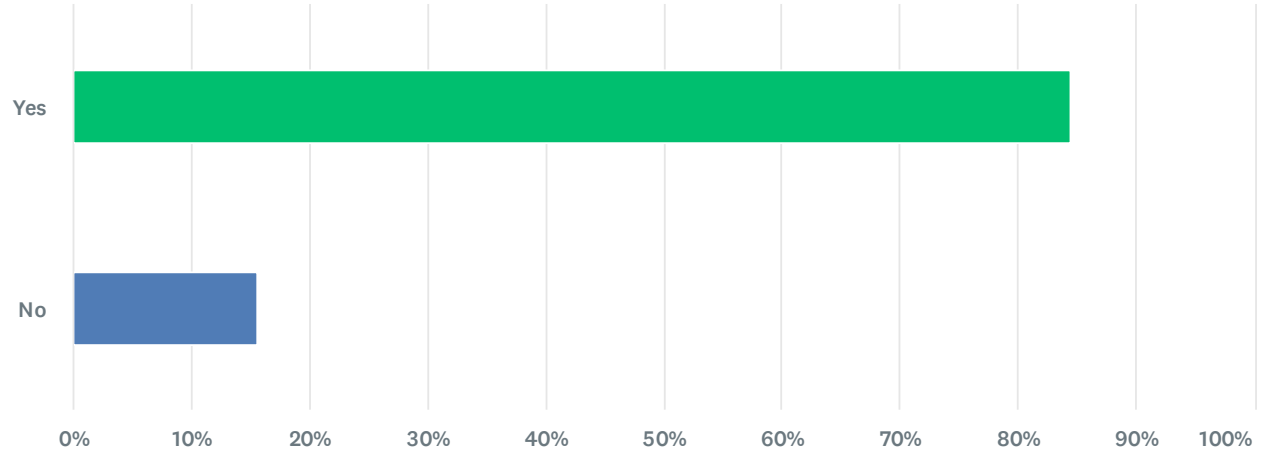


Answer Choices	Percentage	Responses
Yes	53.13%	17
No	21.88%	7
Not sure	25.00%	8
Show comments		
Total		**32**

#	IF "NO", PLEASE EXPLAIN	DATE
1	They are getting better!	[redacted]
2	We have a very unique board who have all joined for different reasons. They definitely need some help in understanding how to advocate the library appropriately as a board member.	[redacted]
3	Many of the trustees never visit the library. They won't fundraise. They do not evaluate themselves or the director. I don't ever get the feeling that they talk about the library to anyone in the community. (With one exception)	[redacted]
4	I would like to see more trustee participation in learning about Library Advocacy.	[redacted]
5	Newer trustees are very easy to work with and advocate well, older, not so much.	[redacted]
6	We have a lot of trustee turnover and many new trustees.	[redacted]
7	I think some do.	[redacted]
8	Some do but not all. It's a work in progress for us. It requires steady and consistent education and awareness year round so that they realize the benefit.	[redacted]

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

Answered: 32 Skipped: 0

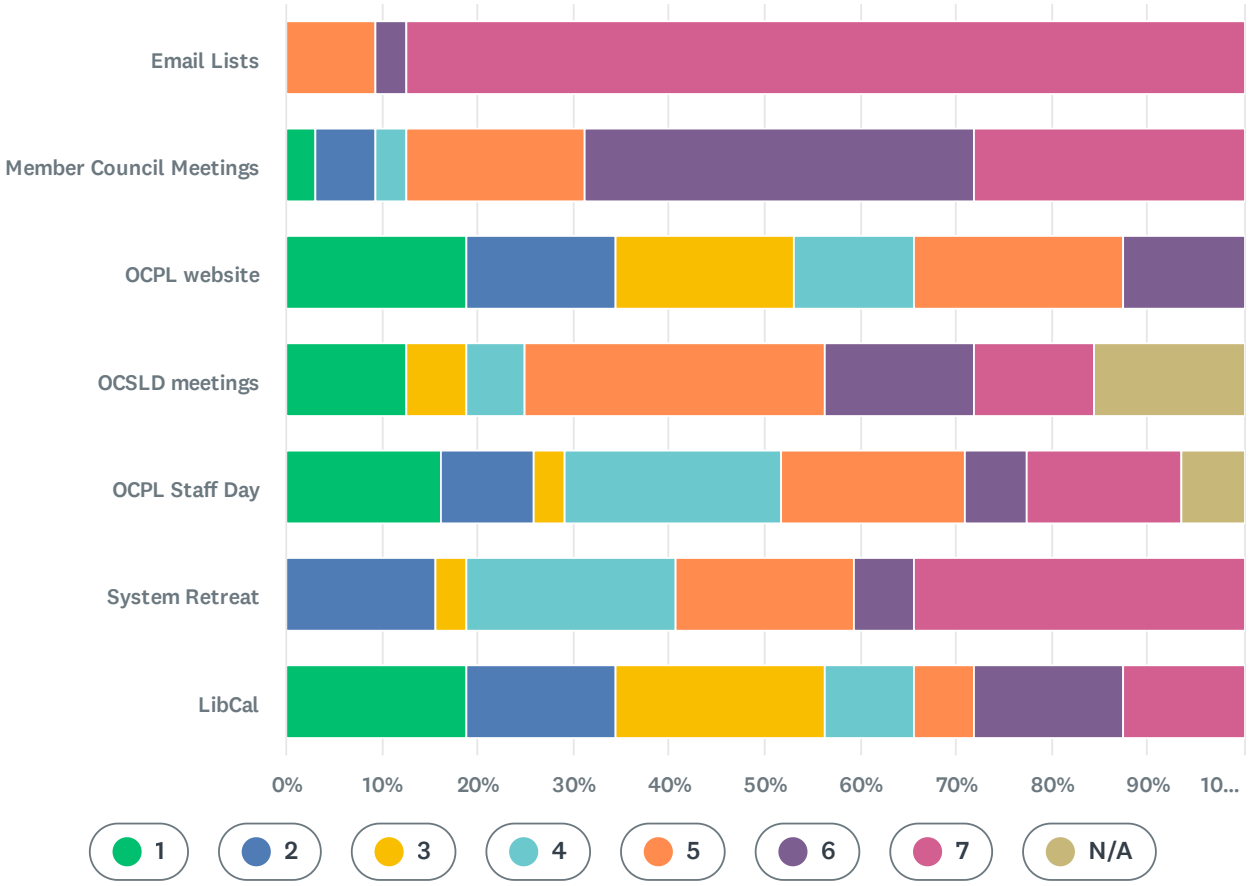


Answer Choices	Percentage	Responses
Yes	84.38%	27
No	15.63%	5
Show comments		
Total		**32**

#	IF "NO", PLEASE EXPLAIN	DATE
1	Even though we have bimonthly member council meetings, sometimes we still feel isolated as a small rural library from a lot of the goings-on.	[redacted]
2	read minutes of meetings, but do feel somewhat out of the loop. Would like to have a mentor director from another (bigger) library.	[redacted]
3	Could be much be better communication between libraries with programming and events.	[redacted]
4	Generally satisfied, however there are times when communication from the system is lacking (ex: whenever Leap goes down, we don't always receive an email notification). Related to that, we submit a service ticket unnecesarily.	[redacted]
5	Hard to say if there is news I am missing	[redacted]
6	No but with the one-stop shop LibGuide, I am optimistic that it will be easier to know what is happening.	[redacted]

Q22 Rank the following means of providing communications to your libraries about the System (1 being least preferred-7 being most preferred):

Answered: 32 Skipped: 0



	1	2	3	4	5	6	7	N/A	Total
Email Lists	0% 0	0% 0	0% 0	0% 0	9.38% 3	3.13% 1	87.50% 28	0% 0	32
Member Council Meetings	3.13% 1	6.25% 2	0% 0	3.13% 1	18.75% 6	40.63% 13	28.13% 9	0% 0	32
OCPL website	18.75% 6	15.63% 5	18.75% 6	12.50% 4	21.88% 7	12.50% 4	0% 0	0% 0	32
									223

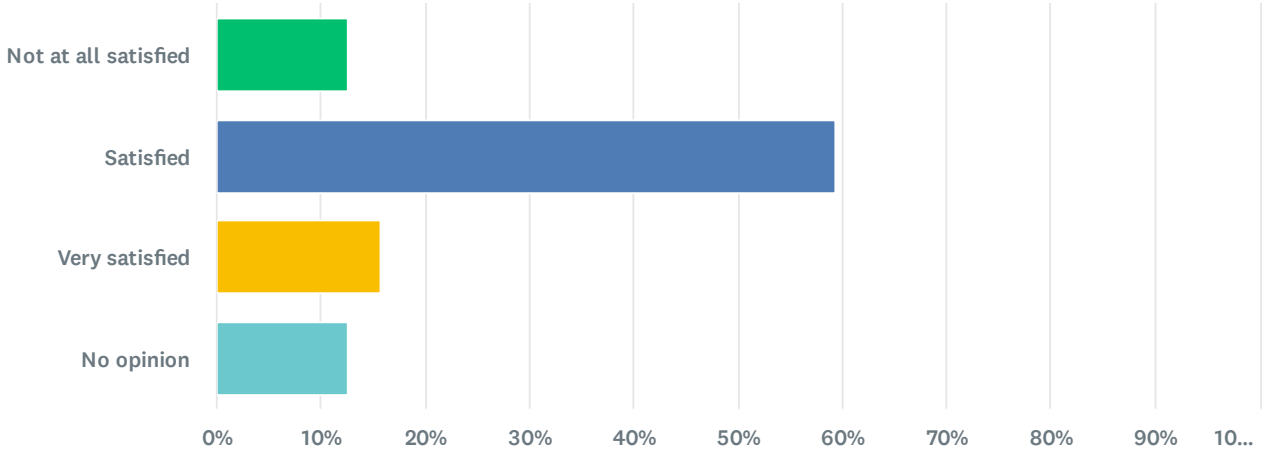
	1	2	3	4	5	6	7	N/A	Total
OCSLD meetings	12.50% 4	0% 0	6.25% 2	6.25% 2	31.25% 10	15.63% 5	12.50% 4	15.63% 5	32
OCPL Staff Day	16.13% 5	9.68% 3	3.23% 1	22.58% 7	19.35% 6	6.45% 2	16.13% 5	6.45% 2	31
System Retreat	0% 0	15.63% 5	3.13% 1	21.88% 7	18.75% 6	6.25% 2	34.38% 11	0% 0	32
LibCal	18.75% 6	15.63% 5	21.88% 7	9.38% 3	6.25% 2	15.63% 5	12.50% 4	0% 0	32
									223

Show comments

#	OTHER (PLEASE SPECIFY)	DATE
1	We are isolated, so any means of communication is valued!	[redacted]
2	I generally do not attend OCPL Staff Day	[redacted]
3	I'm not sure how libcal would be used in this instance? Are you saying to just check the calendar?	[redacted]

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

Answered: 32 Skipped: 0

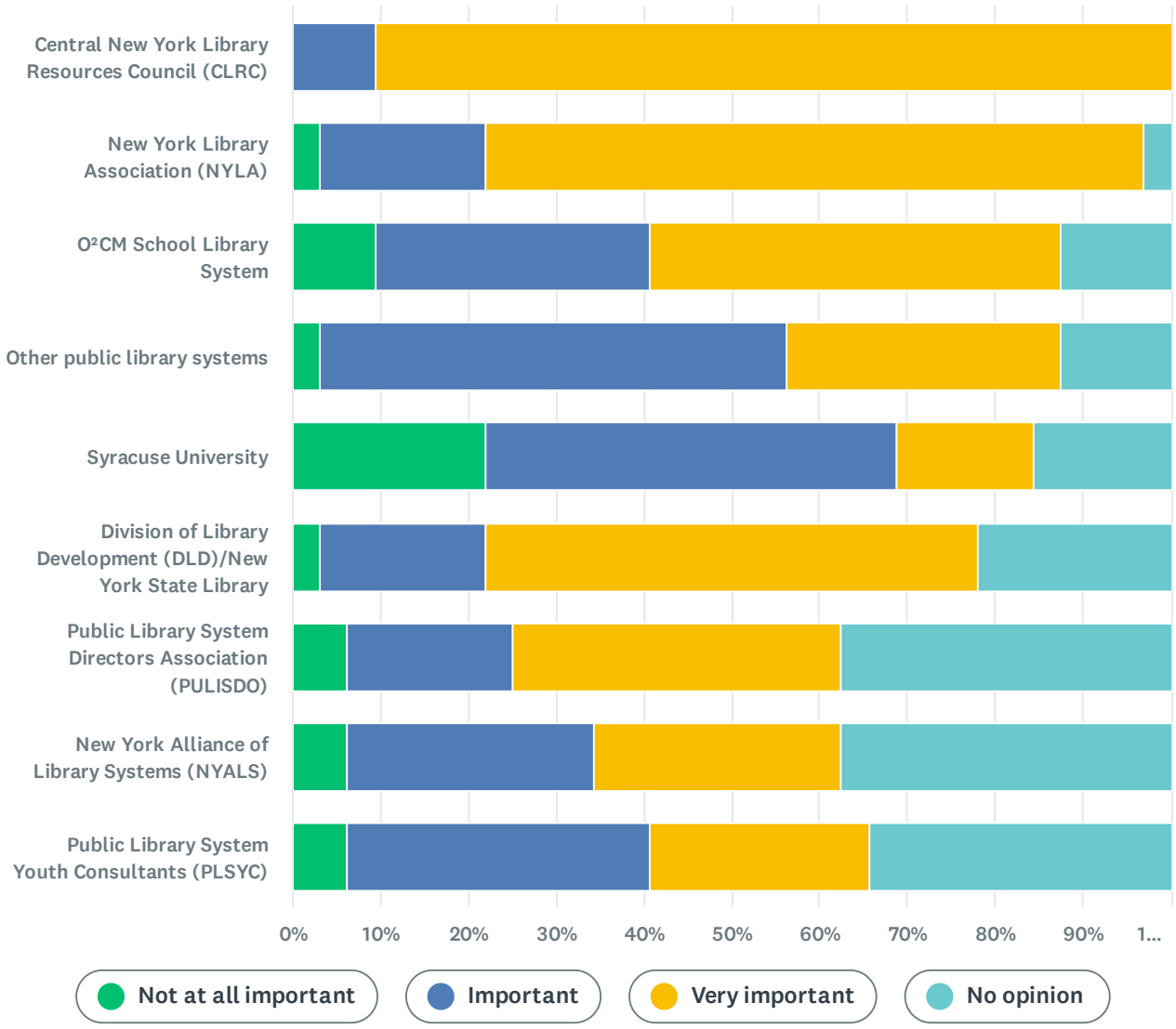


Rating	Percentage	Responses
Not at all satisfied	12.50%	4
Satisfied	59.38%	19
Very satisfied	15.63%	5
No opinion	12.50%	4
Show comments		
Average 2.04		**32**

#	COMMENTS:	DATE
1	The staff has done an amazing job so far and cannot wait to see what they do next!	[redacted]
2	We're a little disappointed in the shift away from including the suburban libraries as much. We understand that the city branches require more support, but it creates a discrepancy in feeling like a county-wide system.	[redacted]
3	So Central-specific. We are supposed to be a system, but you wouldn't know it to look at the main page.	[redacted]
4	definitely needs updating - difficult to navigate, things are often missing or incomplete, search function is hit or miss	[redacted]
5	Searching through the catalog, especially in depth and specific searching for types of materials and account access could be better for phone and tablet use.	[redacted]
6	It's hard to find what you need besides the catalog. Hopefully the updated website will be easier for patrons to navigate.	[redacted]
7	I think the website can be more user friendly with the calendar.	[redacted]
8	Very satisfied	[redacted]
9	Needs some improvements.	[redacted]
10	As a library staff member, I primarily use the OCPL site to access the online databases as we don't link to everything directly from our website. I also use the pages such as the list of libraries that have tax prep -- those are very helpful when patrons ask us for info	[redacted]
11	Hard to find resources other than databases	[redacted]

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

Answered: 32 Skipped: 0



	Not at all important	Important	Very important	No opinion	Total
Central New York Library Resources Council (CLRC)	0% 0	9.38% 3	90.63% 29	0% 0	32
					288

	Not at all important	Important	Very important	No opinion	Total
New York Library Association (NYLA)	3.13% 1	18.75% 6	75.00% 24	3.13% 1	32
O²CM School Library System	9.38% 3	31.25% 10	46.88% 15	12.50% 4	32
Other public library systems	3.13% 1	53.13% 17	31.25% 10	12.50% 4	32
Syracuse University	21.88% 7	46.88% 15	15.63% 5	15.63% 5	32
Division of Library Development (DLD)/New York State Library	3.13% 1	18.75% 6	56.25% 18	21.88% 7	32
Public Library System Directors Association (PULISDO)	6.25% 2	18.75% 6	37.50% 12	37.50% 12	32
New York Alliance of Library Systems (NYALS)	6.25% 2	28.13% 9	28.13% 9	37.50% 12	32
Public Library System Youth Consultants (PLSYC)	6.25% 2	34.38% 11	25.00% 8	34.38% 11	32
					288

Show comments

#	COMMENTS:	DATE
1	I am unaware of how we coordinate with PULISDO and NYALS.	[redacted]
2	OCPL cooperative efforts with the listed organizations are very important to SCC Library.	[redacted]

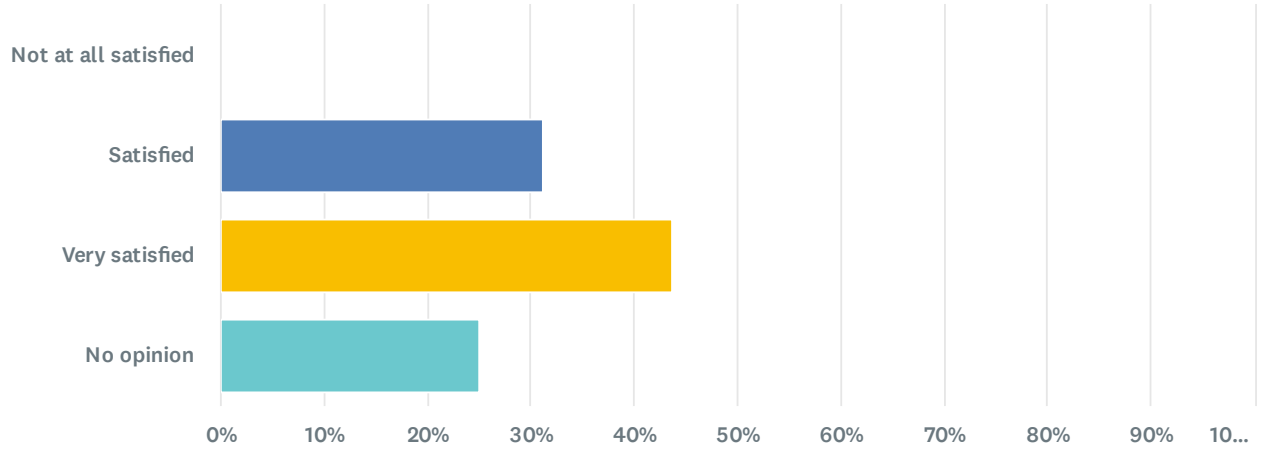
Q25 Element 9: Other ServicesAre there services/resources that OCPL does not currently offer but you would like to see offered in the future?

Answered: 6 Skipped: 26

#	RESPONSES	DATE
1	HR/Legal consulting services	[redacted]
2	The new system services webpage is really helpful. I think continued development of that resource will benefit everyone. If the system could provide more resources on how to evaluate library performance, that would be helpful.	[redacted]
3	A designated system youth services position so there can be more focus on teen services	[redacted]
4	library of things for sports / fitness items	[redacted]
5	Nothing at this time.	[redacted]
6	VR/AR technologies, strengthening workforce development (certifications, etc.)	[redacted]

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

Answered: 32 Skipped: 0

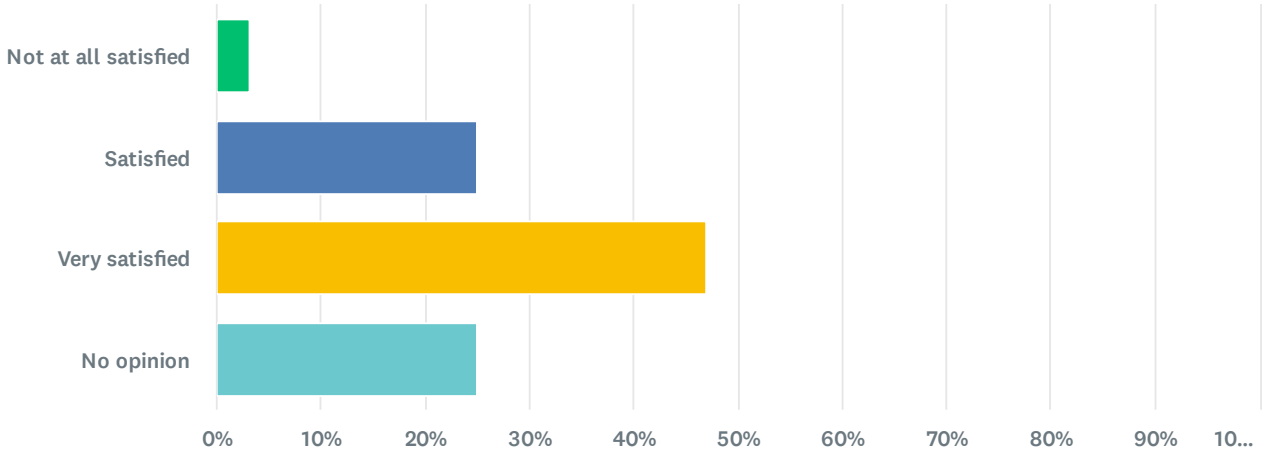


Rating	Percentage	Responses
Not at all satisfied	0%	0
Satisfied	31.25%	10
Very satisfied	43.75%	14
No opinion	25.00%	8
Show comments		
Average 2.58		**32**

#	COMMENTS:	DATE
1	Amanda S is amazing!	[redacted]
2	have not yet attended	[redacted]
3	Amanda is an invaluable resource.	[redacted]
4	This could almost be its own position if there was funding. That being said, Amanda is great at dealing with us.	[redacted]
5	Always great. Lots of help.	[redacted]
6	City branch construction aid handled by Central, but past help at a member library was great!	[redacted]
7	Very satisfied with OCPL construction aid guidance and support.	[redacted]
8	Very pleased with the continued support for applying for each grant. Thank you!	[redacted]

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

Answered: 32 Skipped: 0

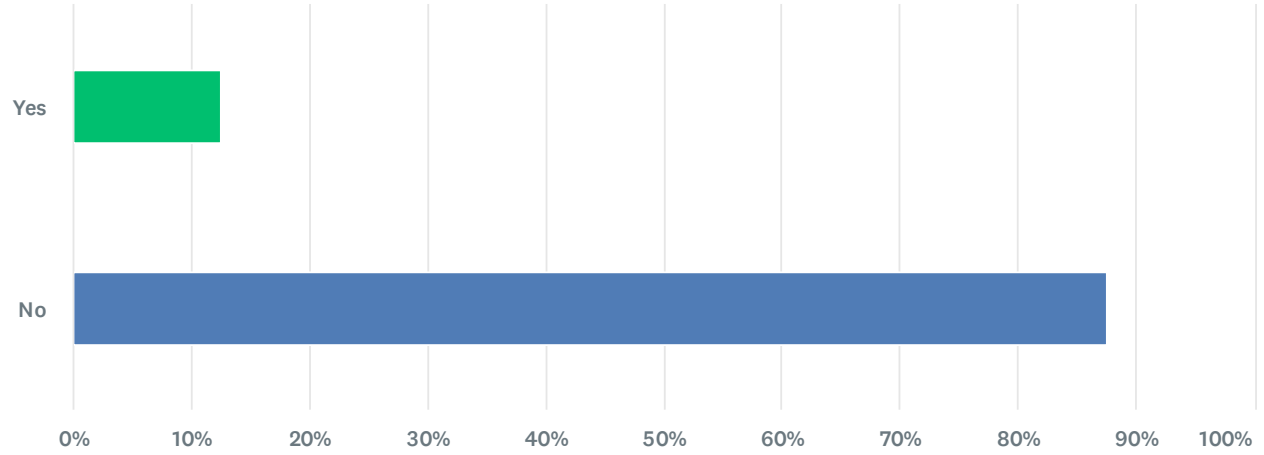


Rating	Percentage	Responses
Not at all satisfied	3.13%	1
Satisfied	25.00%	8
Very satisfied	46.88%	15
No opinion	25.00%	8
Show comments		
Average 2.58		**32**

#	COMMENTS:	DATE
1	It's slow, but I know that's the state, not OCPL.	[redacted]
2	City branch construction aid handled by Central, but past help at a member library was great!	[redacted]
3	Very satisfied.	[redacted]

Q28 Element 11: Free Direct Access PlanDo you feel the OCPL: System Free Direct Access Plan needs updates?

Answered: 32 Skipped: 0

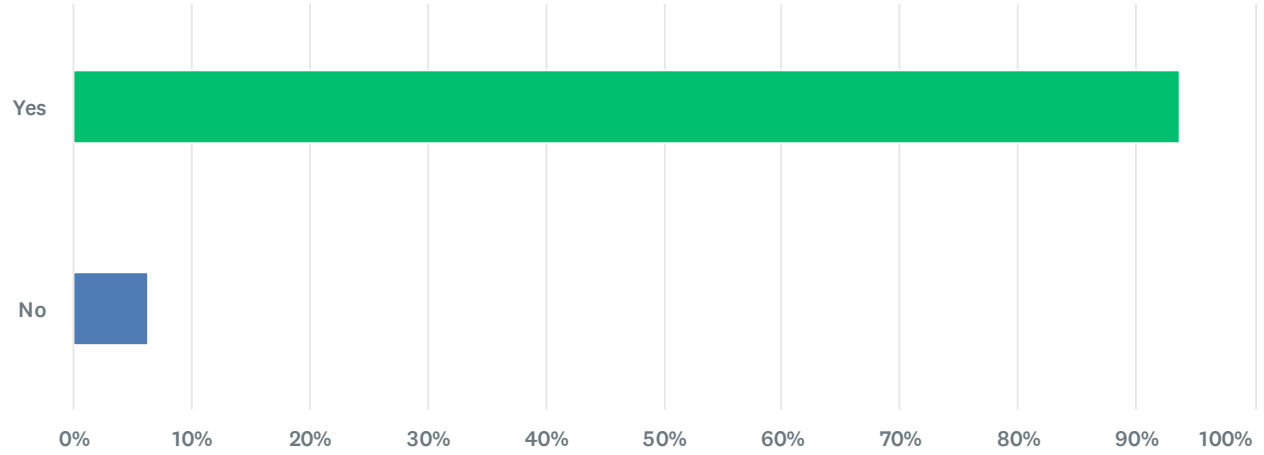


Answer Choices	Percentage	Responses
Yes	12.50%	4
No	87.50%	28
Show comments		
Total		**32**

#	IF "YES", PLEASE EXPLAIN	DATE
1	"If in the future a difference of more than 10% exists between a library's borrowing and its lending, the impact on that library and the other member libraries will be examined by System administration and OCPL member libraries. Note that Central Library items are not included in these counts since Central Library items serve all County residents." Could you provide information on the percentage of borrowed/loaned for each library? I think that is in the data we get for the annual report? I do not want to be at the 10%! Also, does this plan allow for kits, etc. to NOT go through the delivery? I think it does, but I don't see that stated anywhere. (Not all items are available via delivery; some things have to be directly obtained from a specific library)	[redacted]
2	Unsure of what this is.Would like to learn about it.	[redacted]
3	Both the society and the library are growing organisms, and therefore, continuous updates are imperative in the light of new developments.	[redacted]
4	2022-2026.	[redacted]
5	Unsure of what this is	[redacted]

Q29 Element 12: Do you feel Central Library's collections complement and support your local collection?

Answered: 32 Skipped: 0

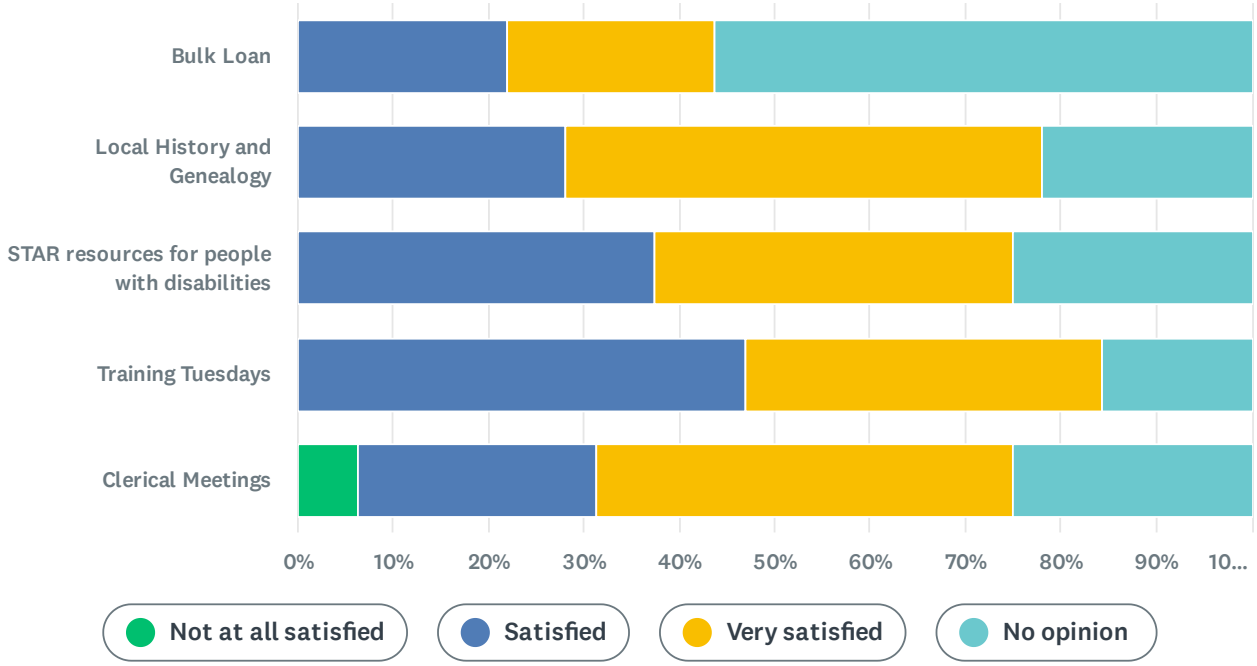


Answer Choices	Percentage	Responses
Yes	93.75%	30
No	6.25%	2
Show comments		
Total		**32**

#	IF "NO", PLEASE EXPLAIN	DATE
1	We buy what we need and borrow from all libraries in the county not just Central.	[redacted]
2	Maybe Central could purchase extra copies to help fill system holds on popular items (if funds allow).	[redacted]

Q30 How satisfied are you with these Central Library Services?

Answered: 32 Skipped: 0



	Not at all satisfied	Satisfied	Very satisfied	No opinion	Total
Bulk Loan	0% 0	21.88% 7	21.88% 7	56.25% 18	32
Local History and Genealogy	0% 0	28.13% 9	50.00% 16	21.88% 7	32
STAR resources for people with disabilities	0% 0	37.50% 12	37.50% 12	25.00% 8	32
Training Tuesdays	0% 0	46.88% 15	37.50% 12	15.63% 5	32
Clerical Meetings	6.25% 2	25.00% 8	43.75% 14	25.00% 8	32
					160

Show comments

#	COMMENTS:	DATE
1	My staff visited local history and gained valuable knowledge. We need to attend clerical meetings.	[redacted]
2	Don't use these services. Training doesn't work for the staff here.	[redacted]
3	Since there is such diversity in the different types of libraries in the system, some items on the agenda in clerical meetings to not apply to different libraries.	[redacted]
4	Very satisfied.	[redacted]
5	I'm not clear if there are any STAR resources available to a patron who is not able to get to the central library. I have not sent staff to clerical meetings because it is not always clear that they are open to both city & suburban library staff and if the topics discussed will be relevant to our staff.	[redacted]

Q31 Please share any barriers to using any OCPL System service (specify the service & barrier).

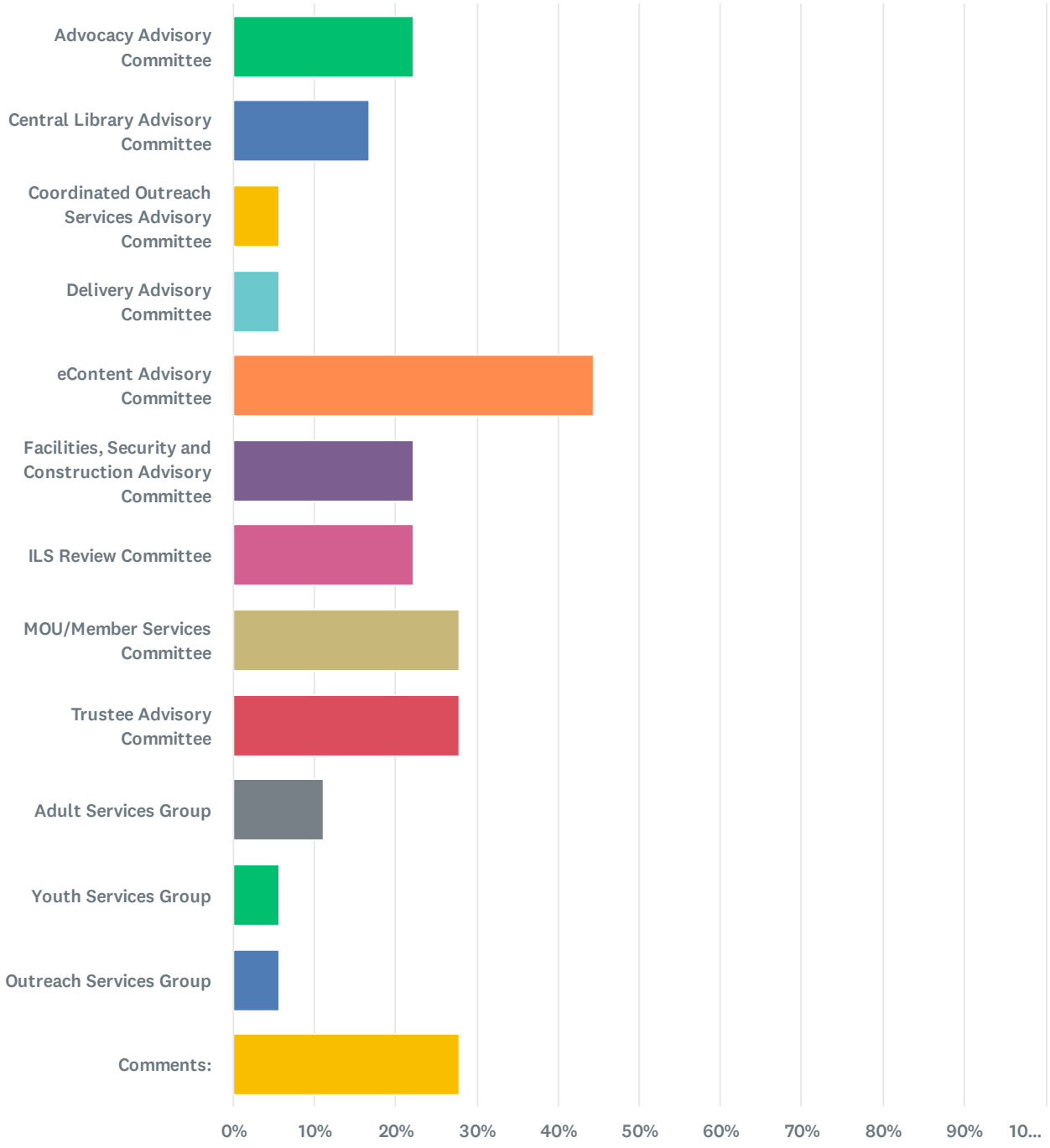
Answered: 32 Skipped: 0

#	RESPONSES	DATE
1	None	[redacted]
2	Time; there is too much in house to correct that I do not have time to plan see more than what is in front of me	[redacted]
3	n/a	[redacted]
4	The big blue blocks, since they are shared with other libraries, are difficult to plan to have. We have very little space and would need to incorporate them into a program, but it is difficult to manage when we don't know whwne we will get to use them.	[redacted]
5	I can't think of anything at this time.	[redacted]
6	I am satisfied!	[redacted]
7	Mostly lack of time to explore the services, and to participate in training and committees.	[redacted]
8	More info shared by email would be good. A searchable archive of informational communiques and committee minutes would also be helpful.	[redacted]
9	perhaps only because I personally don't have any training on theses resources, but Local History & Geneaology and the STAR lab. I know they exist, and that's about it. I really think highlighting what local history has could be good marketing to our community. Special exhibits, etc.	[redacted]
10	n/a	[redacted]
11	Can't think of anything at this time.	[redacted]
12	Can't think of anything specific.	[redacted]
13	Transportation can be the only real barrier for some people. Books by mail does help alleviate that.	[redacted]
14	No barriers.	[redacted]
15	none	[redacted]
16	n/a	[redacted]
17	I am not aware of any barriers. Perhaps, transportation for some patrons to the Central Library.	[redacted]
18	Barriers are a small staff and work shifts so it is difficult to get them coordinated with some of the training opportunities.	[redacted]
19	None	[redacted]
20	The only barrier we have at Maxwell is a small staff. It's hard for us to take advantage of off-site trainings and attending meetings because we would either have to close or arrange for sub staff to cover desk shifts.	[redacted]
21	I think people may have some barriers based on lack of ID to borrow items, but I do think that sometimes this helps people get on the path of getting IDs. The sheriff's ID was helpful for people but they don't make that anymore. I think we want to make sure that people don't feel afraid that if they owe items that they can't set foot in the library anymore. Many people still think that the library is a for-profit institution, and I am not sure why that is.	[redacted]
22	None	[redacted]
23	No barriers at this time.	[redacted]

24	none	[redacted]
25	none	[redacted]
26	When we refer patrons to Local History and Genealogy sometimes transportation/parking can be a barrier to visiting the department.	[redacted]
27	Computers, MIFI loans, passes, backpack kits - barrier is often times just lack of awareness or literacy (digital) Need more mobile service - to overcome barriers like transportation or mobility issues	[redacted]
28	N/A	[redacted]
29	distance	[redacted]
30	I think one barrier seems to be that some of our libraries don't know what you offer. Which does seem silly.	[redacted]
31	Hybrid meetings are a challenge because of the poor sound quality & lack of engagement with virtual attendees - it leads our staff to not attend sessions if they are not able to attend in person.	[redacted]
32	None I can think of at this time.	[redacted]

Q32 What OCPL Resource Sharing Committees/Groups are you interested in hearing more about?

Answered: 18 Skipped: 14



Answer Choices	Percentage	Responses
Total		44

Answer Choices	Percentage	Responses
Advocacy Advisory Committee	22.22%	4
Central Library Advisory Committee	16.67%	3
Coordinated Outreach Services Advisory Committee	5.56%	1
Delivery Advisory Committee	5.56%	1
eContent Advisory Committee	44.44%	8
Facilities, Security and Construction Advisory Committee	22.22%	4
ILS Review Committee	22.22%	4
MOU/Member Services Committee	27.78%	5
Trustee Advisory Committee	27.78%	5
Adult Services Group	11.11%	2
Youth Services Group	5.56%	1
Outreach Services Group	5.56%	1
Comments: Show responses	27.78%	5
Total		**44**

#	COMMENTS:	DATE
1	I just need to read what is already sent out right now to answer this better.	[redacted]
2	I would like to know more of what the ILS Review Committee is doing	[redacted]
3	Status of Books by Mail?	[redacted]
4	collection development committee, does it exist?	[redacted]
5	THANK YOU FOR ALL THAT YOU DO!	[redacted]