

1. In general, how satisfied are you with the services you receive from SALS?

	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Very unsatisfied	Rating Average	Response Count
Select one	81.6% (93)	16.7% (19)	0.9% (1)	0.9% (1)	3.79	114
answered question						114
skipped question						6

2. Which of the services provided by SALS do you now use?

	Use	Don't use	Rating Average	Response Count
Polaris/Automation	97.2% (105)	2.8% (3)	3.97	108
Delivery/Interlibrary Loan/Resource Sharing	97.3% (107)	2.7% (3)	3.97	110
Continuing Education and Consulting	76.9% (70)	23.1% (21)	3.77	91
Central Library Services	83.1% (74)	16.9% (15)	3.83	89
answered question				115
skipped question				5

3. How valuable and relevant are the services provided by SALS to you in your efforts to serve your patrons?

	Very valuable	Somewhat valuable	Not Very Valuable	Of no Value	Don't Use	Rating Average	Response Count
Select one	89.6% (103)	10.4% (12)	0.0% (0)	0.0% (0)	0.0% (0)	4.90	115
answered question							115
skipped question							5

4. What additional services could SALS provide that would help you serve your patrons better? Please be as specific as you can.

	Response Count
	22
answered question	22
skipped question	98

5. Which of the following services do you use?

	Use	Don't use	Rating Average	Response Count
POLARIS Integrated Library System	97.9% (95)	2.1% (2)	3.98	97
Joint Automation Project (JA) consulting services for new projects	75.3% (58)	24.7% (19)	3.75	77
Automation training	77.0% (57)	23.0% (17)	3.77	74
Joint Automation Project (JA) support for daily operations	76.6% (59)	23.4% (18)	3.77	77
Email accounts	95.8% (91)	4.2% (4)	3.96	95
POLARIS reports	85.9% (73)	14.1% (12)	3.86	85
Access to databases	83.9% (73)	16.1% (14)	3.84	87
			answered question	99
			skipped question	21

6. In general, how satisfied are you with the Polaris/Automation services you receive from SALS?

	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Very unsatisfied	Don't use	Rating Average	Response Count
Select one	72.4% (71)	23.5% (23)	0.0% (0)	0.0% (0)	4.1% (4)	4.60	98
answered question							98
skipped question							22

7. How valuable and relevant are these services to you in your efforts to serve your patrons?

	Very valuable	Somewhat valuable	Not very valuable	Of no value	Don't use	Rating Average	Response Count
Select one	89.8% (88)	8.2% (8)	0.0% (0)	0.0% (0)	2.0% (2)	4.84	98
answered question							98
skipped question							22

8. Which of the following services do you use?

	Use	Don't use	Rating Average	Response Count
Delivery	93.4% (85)	6.6% (6)	3.93	91
Interlibrary Loan among SALS/MVLS libraries	98.9% (94)	1.1% (1)	3.99	95
Access to regional resources: CDLC, OCLC	74.7% (59)	25.3% (20)	3.75	79
answered question				98
skipped question				22

9. In general, how satisfied are you with the resource sharing services you receive from SALS?

	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Very unsatisfied	Don't use	Rating Average	Response Count
Select one	88.9% (88)	9.1% (9)	1.0% (1)	0.0% (0)	1.0% (1)	4.85	99
answered question							99
skipped question							21

10. How valuable and relevant are these services to you in your efforts to serve your patrons?

	Very valuable	Somewhat valuable	Not very valuable	Of no value	Don't use	Rating Average	Response Count
Select one:	96.9% (95)	2.0% (2)	0.0% (0)	0.0% (0)	1.0% (1)	4.94	98
answered question							98
skipped question							22

11. Which of the following services do you use?

	Use	Don't use	Rating Average	Response Count
Continuing Education	78.2% (68)	21.8% (19)	3.78	87
Consulting	65.9% (54)	34.1% (28)	3.66	82
answered question				91
skipped question				29



12. In general, how satisfied are you with the Continuing Education and Consulting services you receive from SALS?

	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Very unsatisfied	Don't use	Rating Average	Response Count
Select one	55.7% (49)	25.0% (22)	2.3% (2)	0.0% (0)	17.0% (15)	4.02	88
answered question							88
skipped question							32





13. How valuable and relevant are these services to you in your efforts to serve your patrons?

	Very valuable	Somewhat valuable	Not very valuable	Of no value	Don't use	Rating Average	Response Count
Select one:	56.2% (50)	23.6% (21)	3.4% (3)	0.0% (0)	16.9% (15)	4.02	89
answered question							89
skipped question							31

14. Did you attend any workshops provided by SALS during the past year?

		Response Percent	Response Count
Yes		69.1%	65
No		30.9%	29
answered question			94
skipped question			26

15. Most library staff and trustees have a “wish list” of training programs that they would like to attend. List the topics of four training programs you would attend if you could.

		Response Percent	Response Count
1.		100.0%	43
2.		72.1%	31
3.		48.8%	21
4.		25.6%	11
answered question			43
skipped question			77

16. Which of the following SALS Central Library Services do you use?

	Use	Don't use	Rating Average	Response Count
Reference services for your library and your patrons	80.5% (62)	19.5% (15)	3.81	77
Print Collections (books)	83.1% (64)	16.9% (13)	3.83	77
Online Collections (databases)	70.5% (55)	29.5% (23)	3.71	78
Access to regional or worldwide resources via Interlibrary Loan	69.6% (55)	30.4% (24)	3.70	79
Continuing Education in special topics	45.8% (33)	54.2% (39)	3.46	72
answered question				88
skipped question				32

17. In general, how satisfied are you with the Central Library Services you use?

	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Very unsatisfied	Don't use	Rating Average	Response Count
Select one	71.4% (60)	21.4% (18)	1.2% (1)	0.0% (0)	6.0% (5)	4.52	84
answered question							84
skipped question							36

18. How valuable and relevant are these services in your efforts to serve your patrons?

	Very valuable	Somewhat valuable	Not very valuable	Of no value	Don't use	Rating Average	Response Count
Select one:	71.8% (61)	21.2% (18)	0.0% (0)	0.0% (0)	7.1% (6)	4.51	85
answered question							85
skipped question							35

19. Which of the Administrative Services provided by SALS do you now use?

	Use	Don't use	Rating Average	Response Count
Distribution of designated state, county, and federal funds	69.1% (47)	30.9% (21)	3.69	68
Distribution of undesignated state aid	61.0% (36)	39.0% (23)	3.61	59
Publications (Online statistical summary and member directory)	74.3% (52)	25.7% (18)	3.74	70
Advocacy/Sustainability	60.3% (38)	39.7% (25)	3.60	63
Coordinated purchasing of equipment, supplies, and library materials	71.0% (49)	29.0% (20)	3.71	69
Communication via delivery, phone, email and blog	84.0% (63)	16.0% (12)	3.84	75
Construction grants	49.2% (32)	50.8% (33)	3.49	65
Downloadable eContent (Overdrive)	81.7% (58)	18.3% (13)	3.82	71
		answered question		80
		skipped question		40

20. In general, how satisfied are you with the Administrative and Advocacy Services you receive from SALS?

	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Very unsatisfied	Don't use	Rating Average	Response Count
Select one	64.5% (49)	23.7% (18)	2.6% (2)	1.3% (1)	7.9% (6)	4.36	76
						answered question	76
						skipped question	44




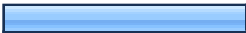
21. How valuable and relevant are these services to you in your efforts to serve your patrons?

	Very valuable	Somewhat valuable	Not very valuable	Of no value	Don't use	Rating Average	Response Count
Select one:	75.6% (59)	14.1% (11)	0.0% (0)	1.3% (1)	9.0% (7)	4.46	78
answered question							78
skipped question							42

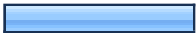



22. What else would you like to tell the SALS staff about the programs and services they provide?

	Response Count
	20
answered question	20
skipped question	100

23. What is the population of your library's chartered service area?

		Response Percent	Response Count
0-2,499 (Bolton, Brant Lake/Horicon, Cambridge, Easton, Indian Lake, Inlet, Johnsbury, Lake Pleasant, Long Lake/Cornelius Vanderbilt Whitney, Raquette Lake, Salem/Bancroft, Schuylerville, Stony Creek)		20.2%	20
2,500-4,999 (Argyle, Chestertown, Granville/Pember, Greenwich, Lake-George/Caldwell-Lake George, Luzerne/Hadley-Luzerne, Whitehall)		16.2%	16
5,000-14,999 (Ballston Spa, Burnt Hills/Town of Ballston, Corinth, Fort Edward, Galway, Hudson Falls, Mechanicville, Round Lake, Stillwater, Warrensburg/Richards, Waterford)		27.3%	27
Over 25,000 (Clifton Park-Halfmoon, Glens Falls/Crandall, Saratoga Springs)		36.4%	36
		answered question	99
		skipped question	21

24. The position of the person completing this survey is:

		Response Percent	Response Count
Library Director		28.3%	28
Library Staff or Volunteer acting in a staff capacity		49.5%	49
Library Trustee		19.2%	19
Other (please specify)		3.0%	3
		answered question	99
		skipped question	21

25. Additional comments welcomed

	Response Count
	6
answered question	6
skipped question	114

Page 2, Q4. What additional services could SALS provide that would help you serve your patrons better? Please be as specific as you can.

1	none	Jun 28, 2012 11:33 AM
2	shared library policies- either through a website or forum/ more communication with directors on best practices	Jun 18, 2012 11:41 AM
3	SALS should have kept its pool collection so that smaller libraries that cannot afford all of the "best sellers" could get them for their patrons when the other libraries will not loan (and rightly so) their newest & best	Jun 18, 2012 11:40 AM
4	Wi-fi printing from laptops	Jun 13, 2012 2:23 PM
5	New on the Board. I don't know at this point. I also have no knowledge of Polaris etc so left blank.	Jun 13, 2012 7:22 AM
6	I stopped requesting interlibrary loan books after 3 or 4 requests were just dropped without notification. I waited weeks for books, then when I asked about them, there was no record. I hope this has been changed.	Jun 11, 2012 10:20 AM
7	A little more help in searches for things patrons want.	Jun 10, 2012 4:28 AM
8	More staff training especially ebook devices.	Jun 9, 2012 7:36 AM
9	our patrons want speakers and programs - small libraries have limited funds or knowledge about recruiting speakers. A SALS list of available speakers (volunteer or paid for by SALS) would help bring educational, informational and interesting programs to our partons	Jun 8, 2012 6:02 PM
10	Get Polaris updates related to customer service and create reports to eliminate handwriting some processes.	Jun 7, 2012 10:00 AM
11	More computer training and ebook training for staff.	Jun 7, 2012 9:47 AM
12	more continuing education and technology training	Jun 7, 2012 6:27 AM
13	Staff workshops/training	Jun 7, 2012 6:24 AM
14	Improve ebook and audiobook system...terrible interface, poor index and book categories, unduly complicated digital rights and terms of service--I know this isn't a SALS problem.	Jun 6, 2012 6:27 PM
15	I miss the book processing!	Jun 6, 2012 4:37 PM
16	Please don't cut any services you now provide!	Jun 6, 2012 3:42 PM
17	Increased # of e-books. The wait times for books can take many months.	Jun 6, 2012 2:29 PM
18	We will be using your workshop format to introduce our patrons to the world of E readers and I believe that will be very exciting for us.	Jun 6, 2012 1:57 PM
19	Help w/ being treasurer and a trustee	Jun 6, 2012 1:43 PM
20	more training and professional meetings	Jun 6, 2012 1:36 PM

Page 2, Q4. What additional services could SALS provide that would help you serve your patrons better? Please be as specific as you can.

21	buy an excellent machine to resurface DVD's ... when small libraries come for meetings they can bring the dvds that need help.	Jun 6, 2012 12:37 PM
22	Wireless Printing	Jun 6, 2012 12:23 PM

Page 5, Q5. Most library staff and trustees have a “wish list” of training programs that they would like to attend. List the topics of four training programs you would attend if you could.

1.

1	Book Repair workshop	Jun 28, 2012 11:40 AM
2	book repair	Jun 28, 2012 11:39 AM
3	Technology Update	Jun 26, 2012 3:39 PM
4	Refresher on Collection Management	Jun 22, 2012 5:49 AM
5	How to choose books for young adults	Jun 20, 2012 8:28 AM
6	website design	Jun 19, 2012 7:28 AM
7	Book repair	Jun 18, 2012 1:29 PM
8	staff- polaris reports best practices	Jun 18, 2012 11:47 AM
9	OUTREACH	Jun 18, 2012 11:28 AM
10	eBook issues	Jun 16, 2012 10:51 AM
11	use of ebooks - again - horrible previous workshop	Jun 14, 2012 6:23 AM
12	Fund Raising	Jun 13, 2012 2:27 PM
13	policies	Jun 11, 2012 2:18 PM
14	e reader/e book training	Jun 11, 2012 8:40 AM
15	adult programming	Jun 10, 2012 10:47 AM
16	more help with hands on use of devices to download e-books	Jun 10, 2012 4:31 AM
17	using different ebook devices (hands-on devices)	Jun 9, 2012 7:49 AM
18	promoting the library	Jun 8, 2012 6:09 PM
19	Library administration Training for Assistants	Jun 8, 2012 8:19 AM
20	From Planning to Bidding to Construction and everything in between.	Jun 8, 2012 7:19 AM
21	general trustee orientation	Jun 7, 2012 12:27 PM
22	library election laws and procedures	Jun 7, 2012 12:00 PM
23	on line programs should be followed up with a in house	Jun 7, 2012 10:03 AM
24	School Year Programming	Jun 7, 2012 10:02 AM
25	Hands-on ebook training using specific devices	Jun 7, 2012 7:37 AM
26	working with different patron personalities and needs	Jun 7, 2012 7:26 AM

Page 5, Q5. Most library staff and trustees have a “wish list” of training programs that they would like to attend. List the topics of four training programs you would attend if you could.

27	using hand held technology in the library	Jun 7, 2012 6:30 AM
28	E-Books	Jun 7, 2012 6:28 AM
29	Technology training	Jun 7, 2012 6:14 AM
30	Management systems for ebook and audiobook players	Jun 6, 2012 6:32 PM
31	Personnel Management	Jun 6, 2012 4:39 PM
32	using friends group	Jun 6, 2012 4:10 PM
33	how to use the new e-books in order to help patrons	Jun 6, 2012 3:51 PM
34	Book selection	Jun 6, 2012 3:45 PM
35	Security for small libraries	Jun 6, 2012 2:37 PM
36	downloadable content	Jun 6, 2012 2:18 PM
37	E readers	Jun 6, 2012 1:58 PM
38	relevant technologies	Jun 6, 2012 1:39 PM
39	Summer reading programs	Jun 6, 2012 12:41 PM
40	in depth training on site for staff who are part time & don't attend meetings	Jun 6, 2012 12:40 PM
41	Reports!	Jun 6, 2012 12:38 PM
42	Policies	Jun 6, 2012 12:31 PM
43	programs for the autistic population	Jun 6, 2012 12:25 PM
2.		
1	Grant writing workshop	Jun 28, 2012 11:40 AM
3	Writing 5 - Year Plans	Jun 26, 2012 3:39 PM
4	Policy Development Skills	Jun 22, 2012 5:49 AM
8	board of trustees boot camp- external responsibilities to the public	Jun 18, 2012 11:47 AM
10	webinar issues	Jun 16, 2012 10:51 AM
12	Reader's Advisory	Jun 13, 2012 2:27 PM
13	trustee/director relationship	Jun 11, 2012 2:18 PM
14	cataloging items training	Jun 11, 2012 8:40 AM
15	advertising- selling library services	Jun 10, 2012 10:47 AM

Page 5, Q5. Most library staff and trustees have a “wish list” of training programs that they would like to attend. List the topics of four training programs you would attend if you could.

17	Publisher - most current version	Jun 9, 2012 7:49 AM
18	effective ways to spread the work load beyond the trustees	Jun 8, 2012 6:09 PM
19	Reader advisory	Jun 8, 2012 8:19 AM
22	safe financial practices	Jun 7, 2012 12:00 PM
23	Quicker way to find series for patrons	Jun 7, 2012 10:03 AM
24	Grant Writing	Jun 7, 2012 10:02 AM
26	continuing education re children's services	Jun 7, 2012 7:26 AM
27	what's new in programming for adult users	Jun 7, 2012 6:30 AM
28	Programming tips and ideas; sharing of what works in other librarues	Jun 7, 2012 6:28 AM
29	eReader/eBook	Jun 7, 2012 6:14 AM
30	How to set up a file server	Jun 6, 2012 6:32 PM
31	Local History Collection Development	Jun 6, 2012 4:39 PM
32	new fund raising ideas	Jun 6, 2012 4:10 PM
33	computer education classes for patrons	Jun 6, 2012 3:51 PM
34	use of different e-readers	Jun 6, 2012 3:45 PM
35	Maybe a once - a year workshop to remind directors of SALS policis and procedures. This would be helpful for new and old.	Jun 6, 2012 2:37 PM
36	emerging trends in library services (baby boomers)	Jun 6, 2012 2:18 PM
37	Being a better more informed Trustee	Jun 6, 2012 1:58 PM
38	new trends in library services	Jun 6, 2012 1:39 PM
39	Anything related to teens and tweens	Jun 6, 2012 12:41 PM
40	a basic this is a trustee course	Jun 6, 2012 12:40 PM
42	Collection Development	Jun 6, 2012 12:31 PM
3.		
3	Fund Raising	Jun 26, 2012 3:39 PM
4	Trustee Recruitment	Jun 22, 2012 5:49 AM
8	board of trustees- fiscal (internal) responsibilities	Jun 18, 2012 11:47 AM

Page 5, Q5. Most library staff and trustees have a “wish list” of training programs that they would like to attend. List the topics of four training programs you would attend if you could.

12	ebooks/eaudios	Jun 13, 2012 2:27 PM
13	policies and procedures	Jun 11, 2012 2:18 PM
14	archival practices	Jun 11, 2012 8:40 AM
15	outreach	Jun 10, 2012 10:47 AM
19	Early Literacy	Jun 8, 2012 8:19 AM
24	Fundraising	Jun 7, 2012 10:02 AM
26	serving the needs of the whole community	Jun 7, 2012 7:26 AM
27	keeping up with web pages and social media	Jun 7, 2012 6:30 AM
28	Staffing solutions with less	Jun 7, 2012 6:28 AM
30	Building a better library website	Jun 6, 2012 6:32 PM
31	Defining the Role of Library Board of Trustees	Jun 6, 2012 4:39 PM
32	e reader training	Jun 6, 2012 4:10 PM
35	Mandatory workshop (yes I know) for board members on the NYS Trustees Handbook.	Jun 6, 2012 2:37 PM
37	staff management	Jun 6, 2012 1:58 PM
38	updates on education/library reform	Jun 6, 2012 1:39 PM
39	E-books	Jun 6, 2012 12:41 PM
40	foil	Jun 6, 2012 12:40 PM
42	Mobile technology training	Jun 6, 2012 12:31 PM
4.		
3	Resources available	Jun 26, 2012 3:39 PM
8	staff- expanding collections	Jun 18, 2012 11:47 AM
12	Creative low-cost programs (swap session)	Jun 13, 2012 2:27 PM
13	civil service law	Jun 11, 2012 2:18 PM
24	Training for Trustees	Jun 7, 2012 10:02 AM
27	reaching teens	Jun 7, 2012 6:30 AM
28	Discussion on healthy communication skills	Jun 7, 2012 6:28 AM

Page 5, Q5. Most library staff and trustees have a “wish list” of training programs that they would like to attend. List the topics of four training programs you would attend if you could.

31	Defining the Role of the Friends of the Library	Jun 6, 2012 4:39 PM
32	circulation area update	Jun 6, 2012 4:10 PM
38	school - public library partnerships	Jun 6, 2012 1:39 PM
39	reference	Jun 6, 2012 12:41 PM

Page 7, Q4. What else would you like to tell the SALS staff about the programs and services they provide?

1	thank you	Jun 26, 2012 3:40 PM
2	Thank you!	Jun 22, 2012 5:51 AM
3	further develop the intranet for staff (either the JA site or start another site) for FAQs on all the topics SALS administers	Jun 18, 2012 11:49 AM
4	Note: I am a retired librarian who only works PT, so I am not really u-to-date with all SALS provides.	Jun 16, 2012 10:53 AM
5	Keep up the good work!	Jun 13, 2012 2:28 PM
6	Thank you!	Jun 13, 2012 7:00 AM
7	I have always found the staff at SALS to be extremely helpful, knowledgeable, professional, and friendly. I would be lost without their assistance.	Jun 12, 2012 10:28 AM
8	Thank you!	Jun 11, 2012 2:19 PM
9	We need more J and YA science fiction and fantasy series titles in Overdrive	Jun 9, 2012 7:37 AM
10	I believe SALS is doing a great job with all they do.	Jun 8, 2012 7:22 AM
11	Money is wasted on outside consultants. Money could be better spent on other services. Continuing education is often repetitive and not well-attended.	Jun 7, 2012 12:30 PM
12	Get all libraries to follow uniform barcoding	Jun 7, 2012 10:05 AM
13	e-content is very important to rural libraries	Jun 7, 2012 6:32 AM
14	Staff are always pleasant and very helpful. We appreciate their knowledge and patience!	Jun 6, 2012 6:36 PM
15	Keep up the good work!	Jun 6, 2012 3:46 PM
16	Question 3, #2 - I am very satisfied with SALS tech staff. I marked "somewhat satisfied" due to the fact I find Polaris cumbersome to use; and training new staff is difficult.	Jun 6, 2012 2:38 PM
17	Member library trustees could send a representative to a meeting similar to the Directors Council?	Jun 6, 2012 2:20 PM
18	I'd like to be better informed of upcoming events offered by SALS. I'd also like to be better informed of current, ongoing SALS happenings.	Jun 6, 2012 1:54 PM
19	More training on downloadable eContent	Jun 6, 2012 1:05 PM
20	I see the relation between sals & libraries but not so much between sals and gov or the general public.	Jun 6, 2012 12:43 PM

Page 8, Q2. The position of the person completing this survey is:

1	board member	Jun 12, 2012 5:12 PM
2	Children's Services	Jun 7, 2012 10:56 AM
3	President of the Board of Trustees	Jun 6, 2012 2:00 PM

Page 8, Q3. Additional comments welcomed

1	none	Jun 28, 2012 11:47 AM
2	Website could offer more support for financial sustainability and local issues of concern.	Jun 7, 2012 12:31 PM
3	thank you for the opportunity to attend PLA. Would be interested in attending additional training/conferences	Jun 7, 2012 6:32 AM
4	Re: workshops. I did attend the security workshop offered last year. The presenter was certainly experienced and a good speaker, but I felt that some of his presentation was directed at larger libraries who have a security staff. Maybe something on what to do when you are the only staff member on duty.	Jun 6, 2012 2:39 PM
5	The people at SALS are wonderful. They provide a needed service. They do a lot for our libraries with the money they get. I don't know how they possibly could do anymore.	Jun 6, 2012 12:46 PM
6	It is difficult to imagine how we would be able to provide the quality and level of services we now give to our patrons without all the help received from SALS. A job well done.	Jun 6, 2012 12:34 PM