

SOUTHERN ADIRONDACK LIBRARY SYSTEM

SALS System Use and Satisfaction Survey 2018

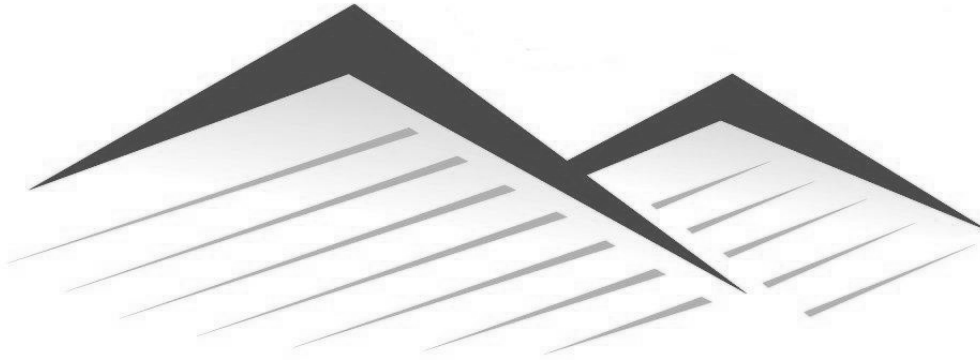
Introduction

This survey contains a variety of questions to gather data to determine the use, value and satisfaction of SALS current services and possible future services.

Feel free to skip questions when you have no knowledge of or opinions about those services. Questions marked with an asterisk must be answered.

Please remember this is for the year of 2018.

Click "Next" to get started with the survey. It should take less than 10 minutes to complete.



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Please let us know what you think the about services you currently receive through SALS.

* 1. The position of the person completing this survey is:

- Library Director
- Library Staff
- Library Trustee
- Friend of the Library
- Volunteer

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

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

3. Which of the services provided by SALS does your library now use?

	Use	Don't use	Unsure or Don't know
Polaris	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Delivery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Digital collections access (eContent, genealogy)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outreach (Adult Literacy, Youth Services, Early Literacy, Library Moonwalk, Fresh Food Collective, Social Media etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professional development and training (continuing education, workshops)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consulting and development services (1-on-1 with SALS Staff, automation support)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Equipment purchasing (computers through JA, barcodes)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Awareness and advocacy (national, state & local information; Advocacy Day and materials)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication among member libraries ("Circulate!" and "Hello, World" newsletters, email, meetings, conference calls)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Joint Automation Project	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Construction (State grant, Facilities Upgrade Grant)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. In general, how satisfied are you with the SALS services your library uses?

	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Very unsatisfied
Select one	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. How valuable and relevant are these services to you in your library's efforts to serve your patrons?

	Very valuable	Somewhat valuable	Not very valuable	Of no value	Don't use
Select one	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. What existing services could be improved or new services added that would help your library serve your patrons better? Please be as specific as you can.

7. In general, how satisfied are you with the delivery services your library receives from SALS?

	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Very unsatisfied	Don't use
Select one	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. How valuable and relevant are these services to your library's efforts to serve your patrons?

	Very valuable	Somewhat valuable	Not very valuable	Of no value	Don't use
Select one	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. Which of the following SALS Central Library Services does your library use?

	Use	Don't use	Unsure or Don't know
Reference services for your library and your patrons	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Print collections (books)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online collections (genealogy databases, electronic books and audiobooks)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to regional or worldwide resources via Interlibrary Loan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Continuing education in special topics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. In general, how satisfied are you with the Central Library Services your library uses?

	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Very unsatisfied	Don't use
Select one	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. How valuable and relevant are these services in your library's efforts to serve your patrons?

Very valuable Somewhat valuable Not very valuable Of no value Don't use

Select one:

12. Which of the programming support and resources provided by SALS does your library use?

Use Don't use Unsure or Don't know

Adult Literacy: Libraries
Mean Business

Family Literacy: Early
Literacy Staff
Development (Every
Child Ready to Read,
Baby showers,
Beanstack)

13. In general, how satisfied are you with the programming services your library uses?

Very satisfied Somewhat satisfied Somewhat
unsatisfied Very unsatisfied Don't use

Select one

14. How valuable and relevant are these services in your library's efforts to serve your patrons?

Very valuable Somewhat valuable Not very valuable Of no value Don't use

Select one:

15. Which of the following SALS Board of Trustees Challenge Grants does your library use?

Use Don't use

Facilities Upgrade Grant

Library Services Seed
Grant

16. In general, how satisfied are you with the SALS Board of Trustees Challenge Grants your library uses?

Very satisfied Somewhat satisfied Somewhat
unsatisfied Very unsatisfied Don't use

Select one

17. How valuable and relevant are these services in your library's efforts to serve your patrons?

Very valuable Somewhat valuable Not very valuable Of no value Don't use

Select one:

18. Which of the following training and consulting services does your library use?

	Use	Don't use	Unsure or Don't know
1-on-1 consulting (e.g. youth services, adult literacy, technology, trustee, outreach, Polaris, public library law)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Small group consulting (e.g. plan of service/strategic development, board development, new services, sustainability)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SALS staff training sessions (e.g. informational sessions, Polaris training, literacy)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SALS sponsored training sessions (e.g. hiring outside professionals, co-sponsorships with other library systems)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistance completing NYS Construction Grant	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistance completing NYS Annual Report	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

19. In general, how satisfied are you with the training and consulting services your library uses?

	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Very unsatisfied	Don't use
Select one	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

20. How valuable and relevant are these services in your library's efforts to serve your patrons?

	Very valuable	Somewhat valuable	Not very valuable	Of no value	Don't use
Select one:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

21. Everyone has a "wishlist" of Continuing Education programs they would like to attend. What are your top 3?

One:

Two:

Three:

22. Which of the following Joint Automation (JA) services does your library use?

	Use	Don't use	Unsure or Don't know
Access to NOVELNY databases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cassie	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Email accounts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Joint Automation Project (JA) consulting services for new projects	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Joint Automation Project (JA) support for daily operations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Joint Automation Project (JA) after hour support (24/7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meraki wireless routers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
POLARIS Integrated Library System (ILS)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
POLARIS reports	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
POLARIS training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
WordPress website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

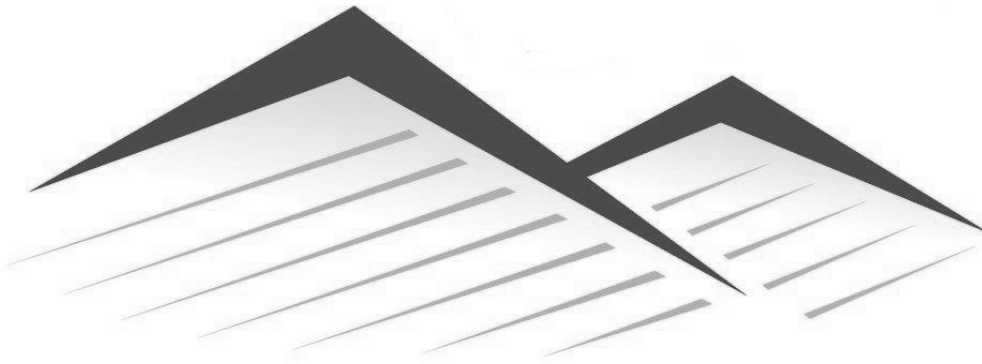
23. In general, how satisfied are you with the Joint Automation (JA) services your library uses?

	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Very unsatisfied	Don't use
Select one	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

24. How valuable and relevant are these services in your library's efforts to serve your patrons?

	Very valuable	Somewhat valuable	Not very valuable	Of no value	Don't use
Select one:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

25. Additional comments welcomed



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Thanks!

We appreciate your feedback. Your responses will help us plan for future services.

Thanks again!