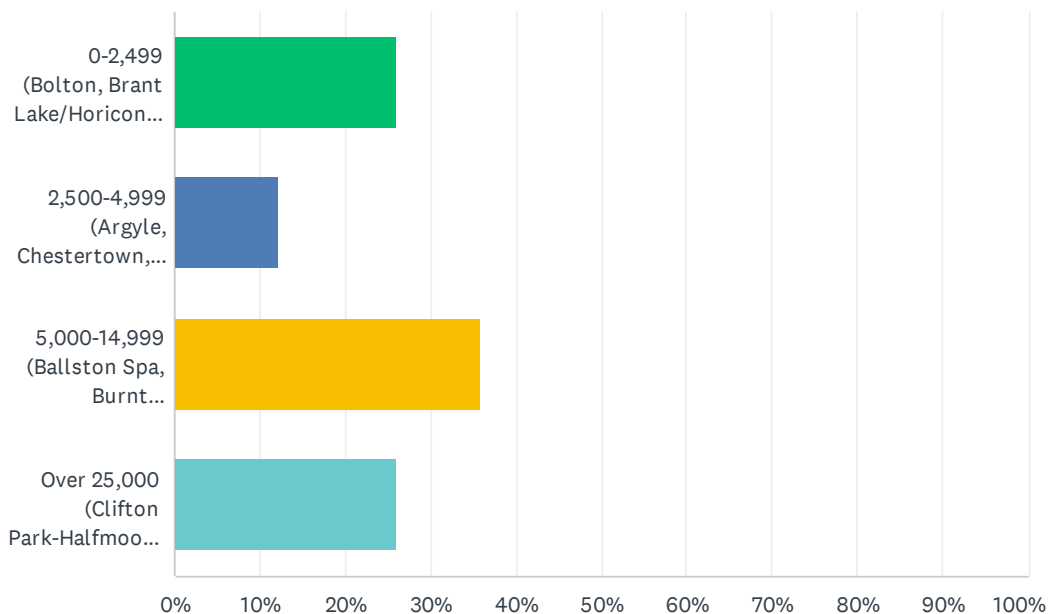


Q1 What is the population of your library's chartered service area?

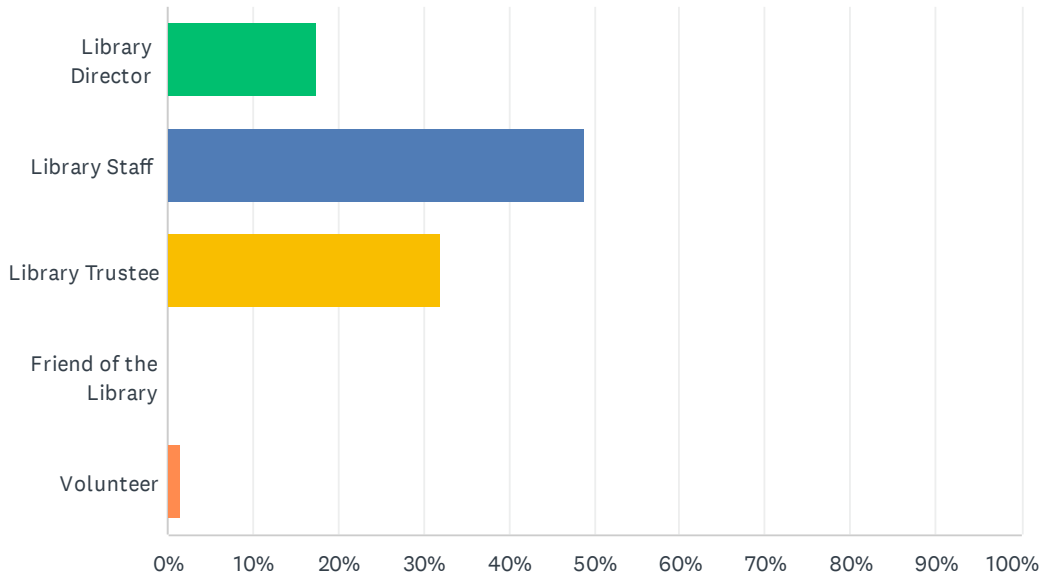
Answered: 131 Skipped: 0



ANSWER CHOICES	RESPONSES	
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)	25.95%	34
2,500-4,999 (Argyle, Chestertown, Fort Edward, Granville/Pember, Greenwich, Lake-George/Caldwell-Lake George, Whitehall)	12.21%	16
5,000-14,999 (Ballston Spa, Burnt Hills/Town of Ballston, Corinth, Galway, Hudson Falls, Mechanicville, Rockwell Falls, Round Lake, Schuylerville, Stillwater, Warrensburg/Richards, Waterford)	35.88%	47
Over 25,000 (Clifton Park-Halfmoon, Glens Falls/Crandall, Saratoga Springs)	25.95%	34
TOTAL		131

Q2 The position of the person completing this survey is:

Answered: 131 Skipped: 0

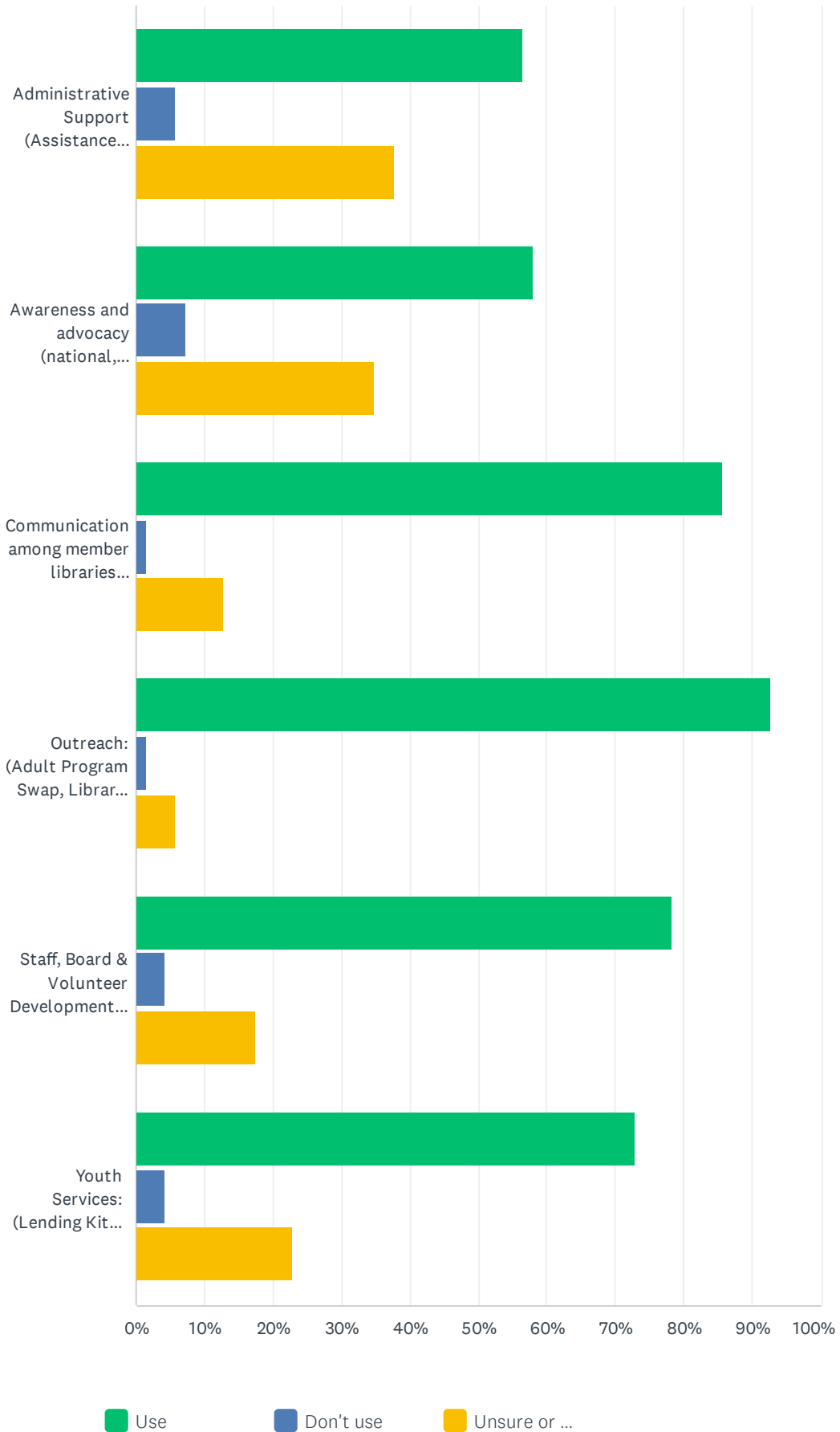


ANSWER CHOICES	RESPONSES	
Library Director	17.56%	23
Library Staff	48.85%	64
Library Trustee	32.06%	42
Friend of the Library	0.00%	0
Volunteer	1.53%	2
TOTAL		131

Q3 Which of the SALS services does your library use?

Answered: 70 Skipped: 61

SALS System Use and Satisfaction Survey 2024

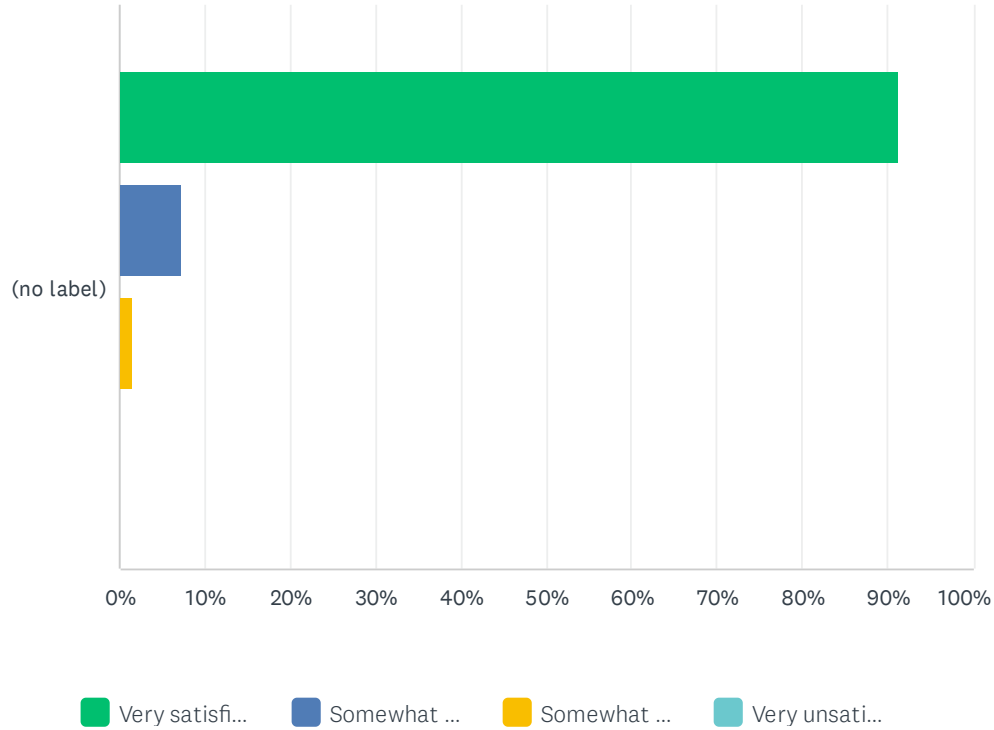


SALS System Use and Satisfaction Survey 2024

	USE	DON'T USE	UNSURE OR DON'T KNOW	TOTAL	WEIGHTED AVERAGE
Administrative Support (Assistance completing NYS Construction Grant, Assistance completing NYS Annual Report)	56.52% 39	5.80% 4	37.68% 26	69	3.91
Awareness and advocacy (national, state & local information; Advocacy Day and materials)	57.97% 40	7.25% 5	34.78% 24	69	3.89
Communication among member libraries ("Circulate!" and "Hello, World" newsletters, email, meetings)	85.71% 60	1.43% 1	12.86% 9	70	3.98
Outreach: (Adult Program Swap, Libraries Mean Business, Overdrive eBook Collection, Farm-2-Library program, Older Adults Technology Services [OATS])	92.75% 64	1.45% 1	5.80% 4	69	3.98
Staff, Board & Volunteer Development (Niche Academy, League of Extraordinary New Directors, Tech-After-Lunch, Friends Council, Trustee Training)	78.26% 54	4.35% 3	17.39% 12	69	3.95
Youth Services: (Lending Kits, ReadSquared, Early Literacy eBooks, Summer Reading Workshops, Greatest of All Time Teen Services Meet Up)	72.86% 51	4.29% 3	22.86% 16	70	3.94

Q4 In general, how satisfied are you with the SALS services your library uses?

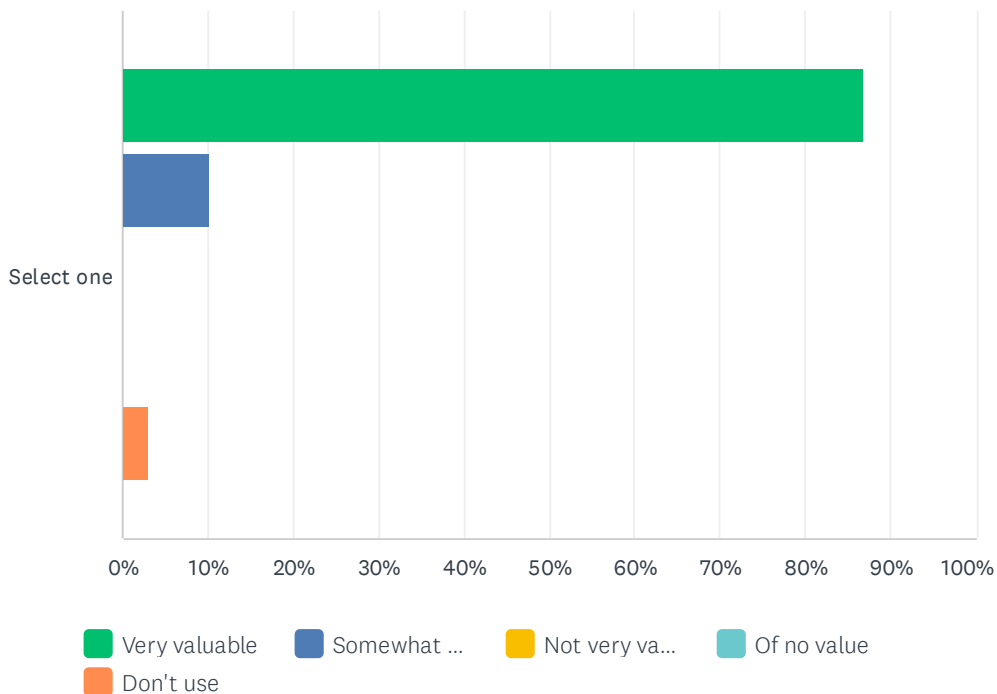
Answered: 68 Skipped: 63



	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT UNSATISFIED	VERY UNSATISFIED	TOTAL	WEIGHTED AVERAGE
(no label)	91.18% 62	7.35% 5	1.47% 1	0.00% 0	68	3.90

Q5 How valuable and relevant are the SALS services to you in your library's efforts to serve your patrons?

Answered: 68 Skipped: 63



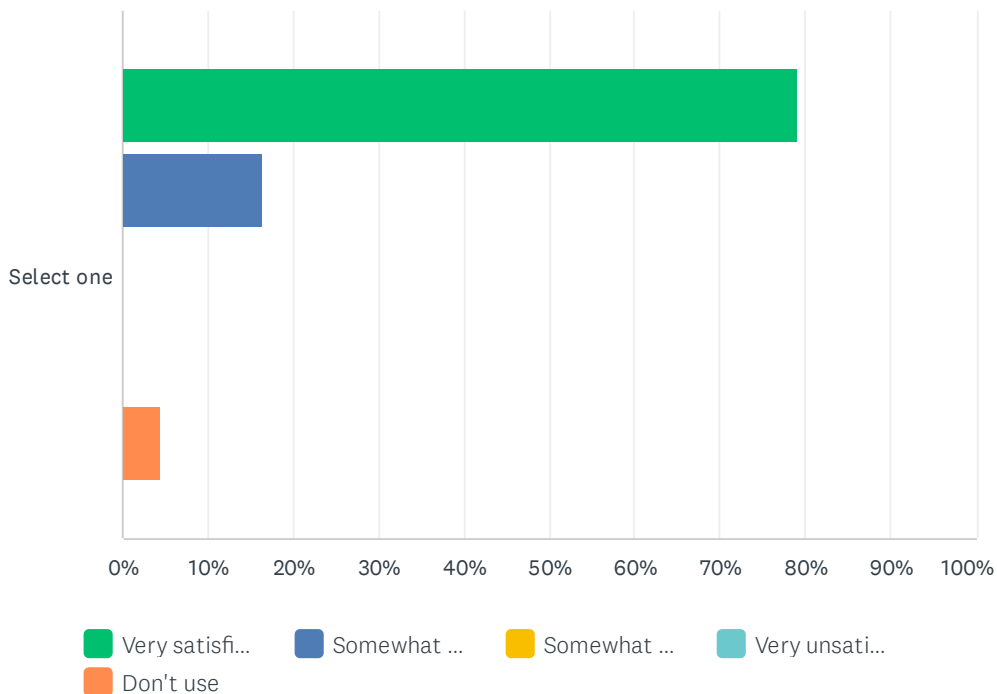
	VERY VALUABLE	SOMEWHAT VALUABLE	NOT VERY VALUABLE	OF NO VALUE	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one	86.76% 59	10.29% 7	0.00% 0	0.00% 0	2.94% 2	68	4.78

Q6 Is there anything we can do to improve the SALS services?

Answered: 12 Skipped: 119

Q7 In general, how satisfied are you with the Delivery Services your library receives from SALS?

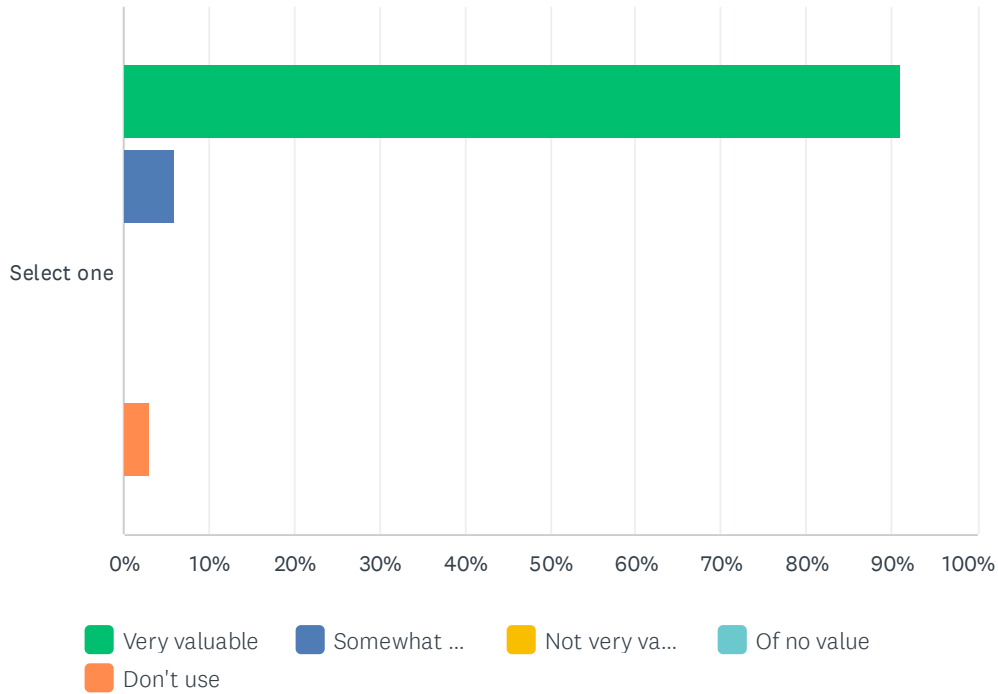
Answered: 67 Skipped: 64



	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT UNSATISFIED	VERY UNSATISFIED	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one	79.10% 53	16.42% 11	0.00% 0	0.00% 0	4.48% 3	67	4.66

Q8 How valuable and relevant are the Delivery Services to your library's efforts to serve your patrons?

Answered: 67 Skipped: 64



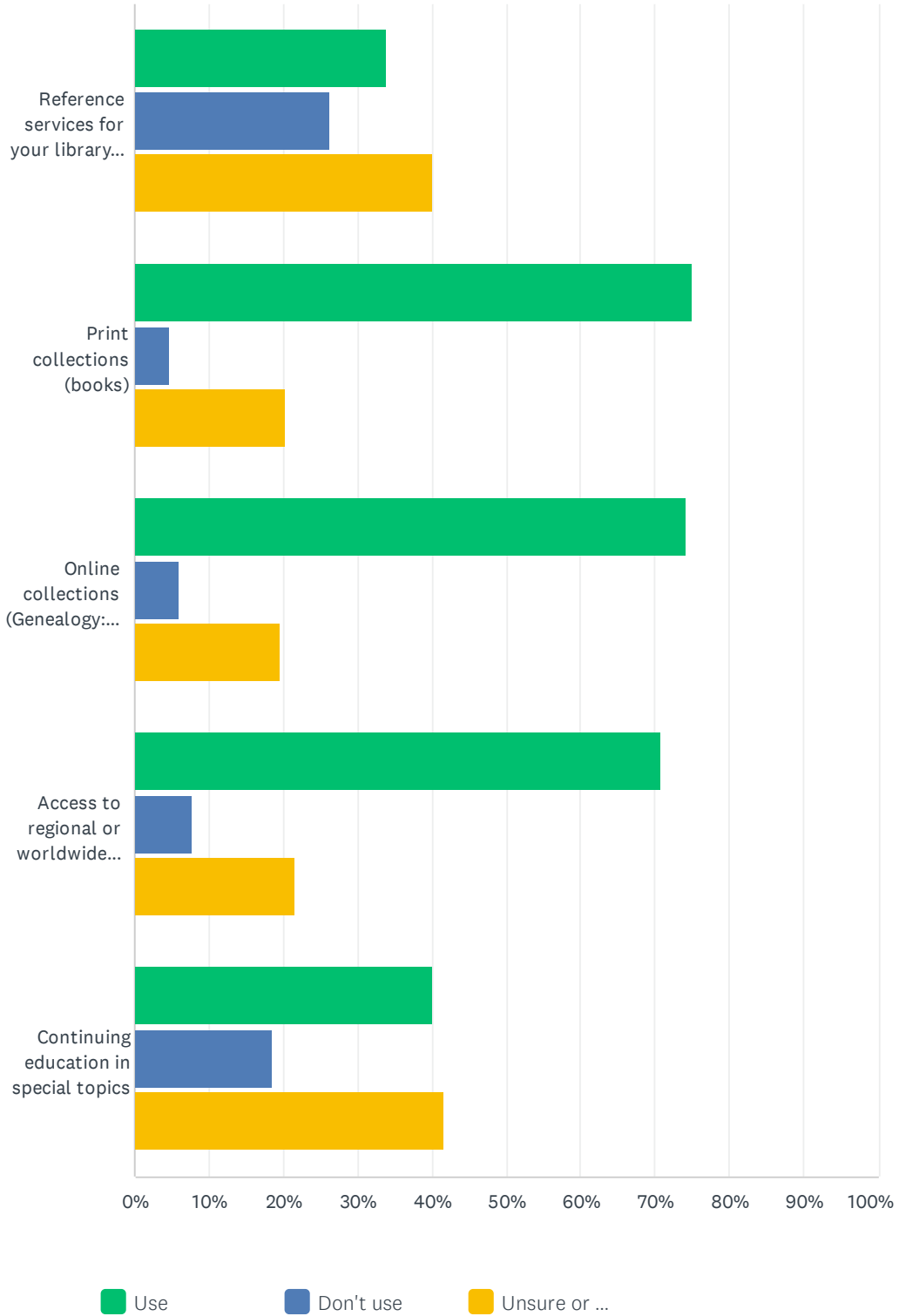
	VERY VALUABLE	SOMEWHAT VALUABLE	NOT VERY VALUABLE	OF NO VALUE	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one	91.04% 61	5.97% 4	0.00% 0	0.00% 0	2.99% 2	67	4.82

Q9 Is there anything we can do to improve the Delivery Service?

Answered: 10 Skipped: 121

Q10 Which of the following Central Library (Crandall) Services does your library use?

Answered: 66 Skipped: 65

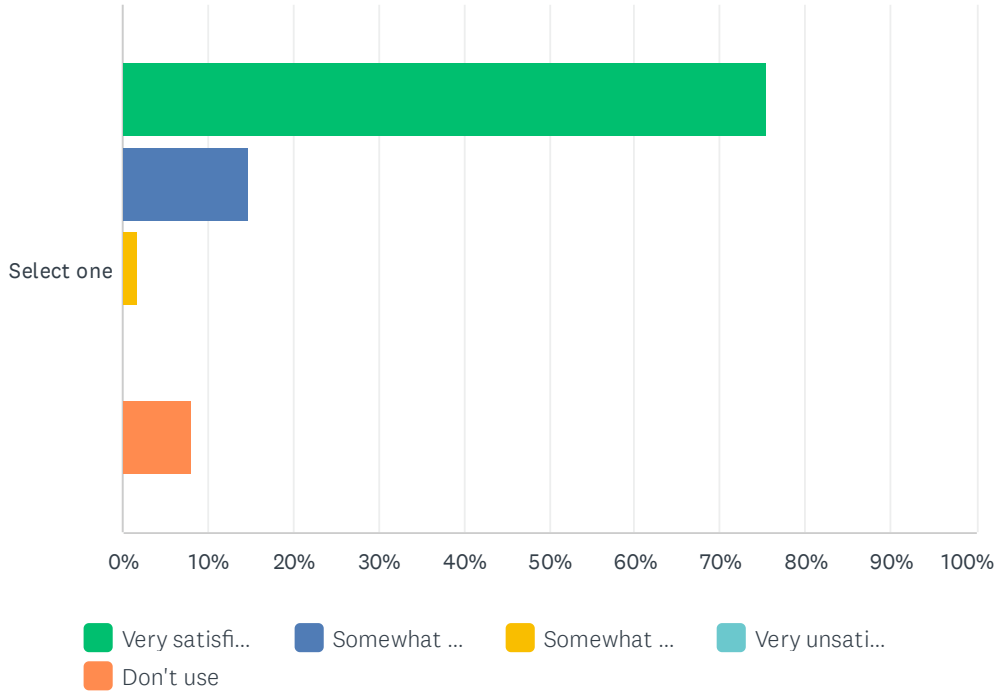


SALS System Use and Satisfaction Survey 2024

	USE	DON'T USE	UNSURE OR DON'T KNOW	TOTAL	WEIGHTED AVERAGE
Reference services for your library and your patrons	33.85% 22	26.15% 17	40.00% 26	65	3.56
Print collections (books)	75.00% 48	4.69% 3	20.31% 13	64	3.94
Online collections (Genealogy: Ancestry, Heritage Quest) & (ebooks: Overdrive, Libby, SALON)	74.24% 49	6.06% 4	19.70% 13	66	3.92
Access to regional or worldwide resources via Interlibrary Loan	70.77% 46	7.69% 5	21.54% 14	65	3.90
Continuing education in special topics	40.00% 26	18.46% 12	41.54% 27	65	3.68

Q11 In general, how satisfied are you with the Central Library Services your library uses?

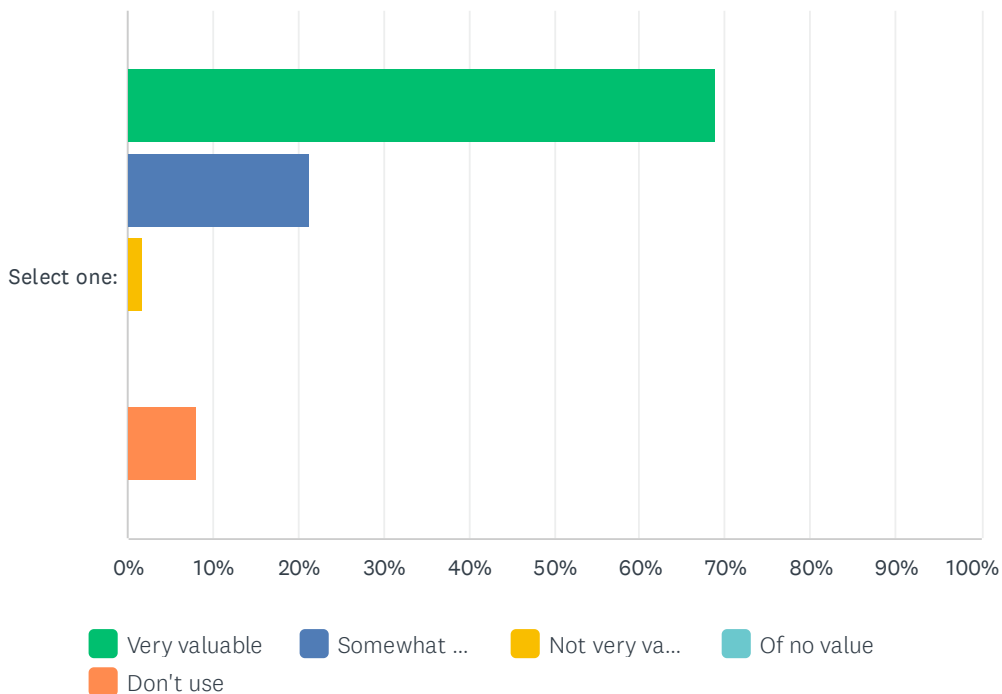
Answered: 61 Skipped: 70



	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT UNSATISFIED	VERY UNSATISFIED	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one	75.41% 46	14.75% 9	1.64% 1	0.00% 0	8.20% 5	61	4.49

Q12 How valuable and relevant are the Central Library Services in your library's efforts to serve your patrons?

Answered: 61 Skipped: 70



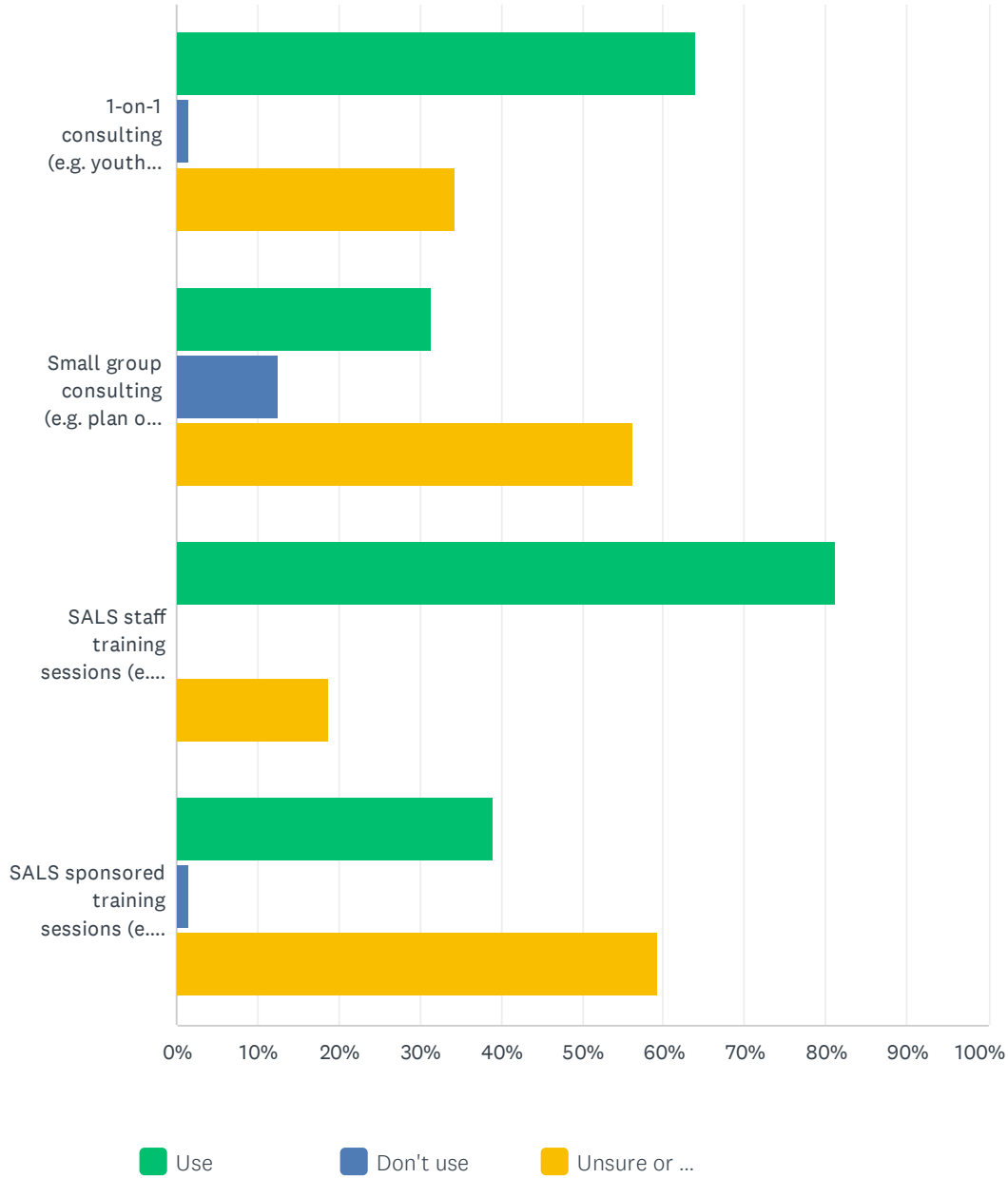
	VERY VALUABLE	SOMEWHAT VALUABLE	NOT VERY VALUABLE	OF NO VALUE	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one:	68.85% 42	21.31% 13	1.64% 1	0.00% 0	8.20% 5	61	4.43

Q13 Is there anything we can do to improve the Central Library Services?

Answered: 8 Skipped: 123

Q14 Which of the following training and consulting services does your library use?

Answered: 64 Skipped: 67

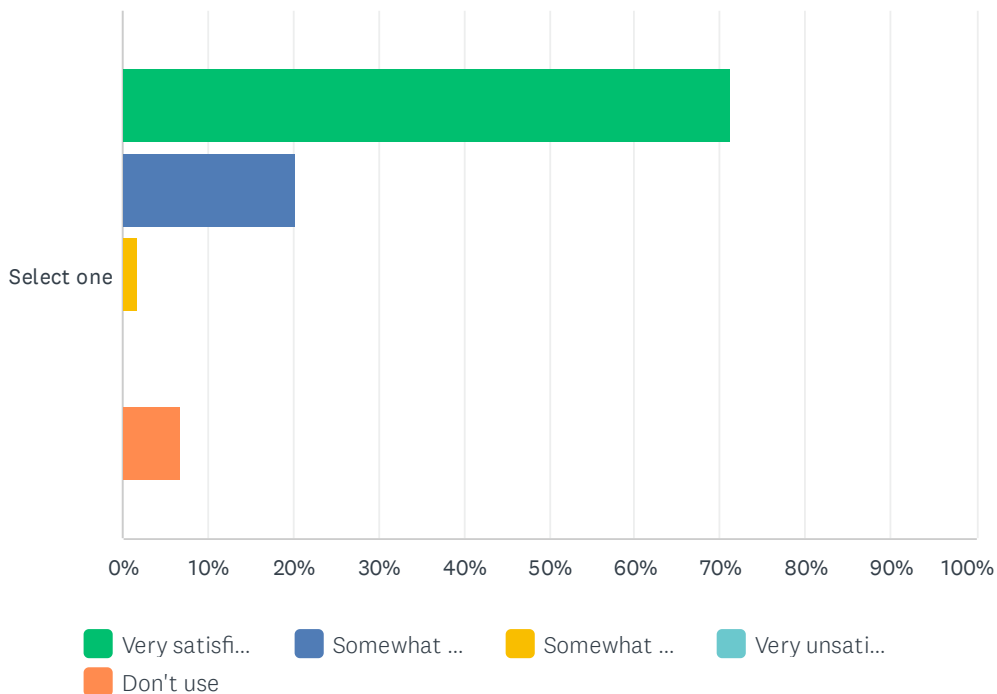


SALS System Use and Satisfaction Survey 2024

	USE	DON'T USE	UNSURE OR DON'T KNOW	TOTAL	WEIGHTED AVERAGE
1-on-1 consulting (e.g. youth services, adult literacy, technology, trustee, outreach, Polaris, public library law)	64.06% 41	1.56% 1	34.38% 22	64	3.98
Small group consulting (e.g. plan of service/strategic development, board development, new services, sustainability)	31.25% 20	12.50% 8	56.25% 36	64	3.71
SALS staff training sessions (e.g. informational sessions, Polaris training, literacy)	81.25% 52	0.00% 0	18.75% 12	64	4.00
SALS sponsored training sessions (e.g. hiring outside professionals, co-sponsorships with other library systems)	39.06% 25	1.56% 1	59.38% 38	64	3.96

Q15 In general, how satisfied are you with the training and consulting services your library uses?

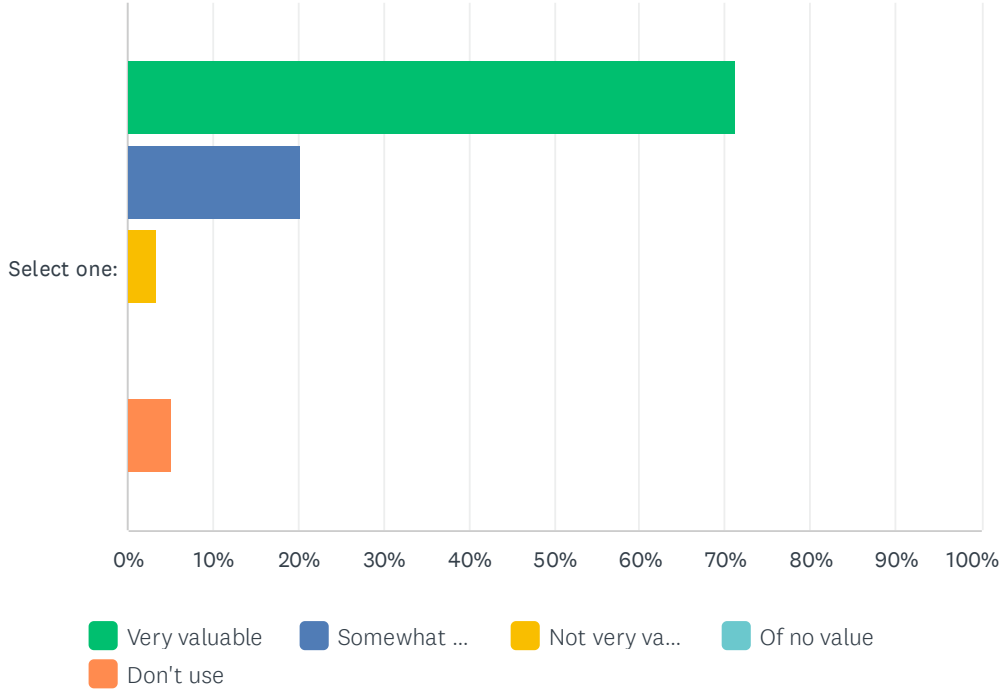
Answered: 59 Skipped: 72



	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT UNSATISFIED	VERY UNSATISFIED	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one	71.19% 42	20.34% 12	1.69% 1	0.00% 0	6.78% 4	59	4.49

Q16 How valuable and relevant are the training and consulting services in your library's efforts to serve your patrons?

Answered: 59 Skipped: 72



	VERY VALUABLE	SOMEWHAT VALUABLE	NOT VERY VALUABLE	OF NO VALUE	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one:	71.19% 42	20.34% 12	3.39% 2	0.00% 0	5.08% 3	59	4.53

Q17 Is there anything we can do to improve these training and consulting services?

Answered: 7 Skipped: 124

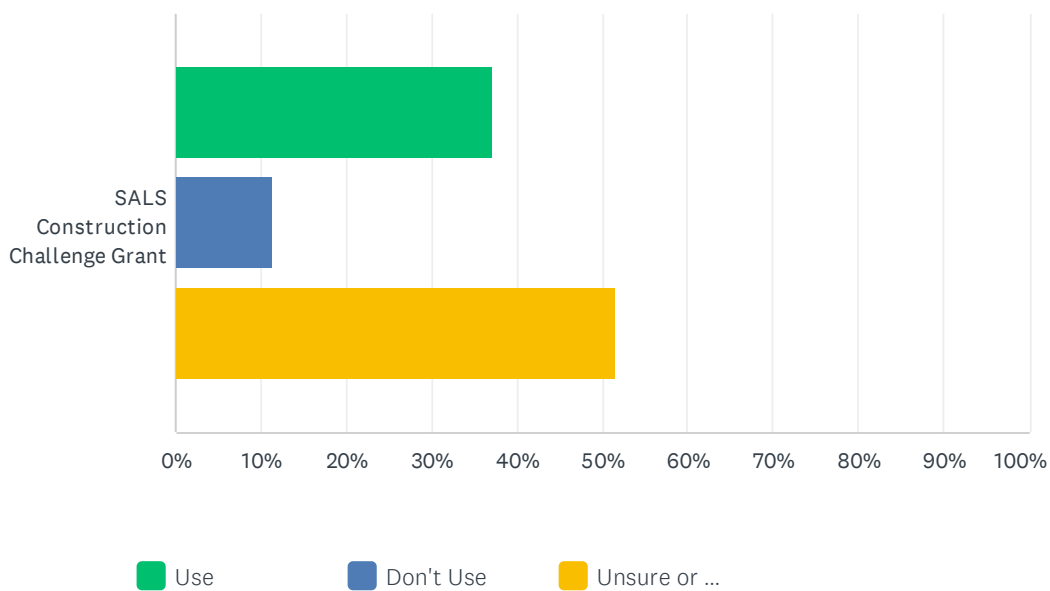
Q18 Everyone has a "wishlist" of Continuing Education programs they would like to attend. What are your top 3?

Answered: 28 Skipped: 103

ANSWER CHOICES	RESPONSES	
One:	100.00%	28
Two:	85.71%	24
Three:	64.29%	18

Q19 Did your library use the SALS Construction Challenge Grant?

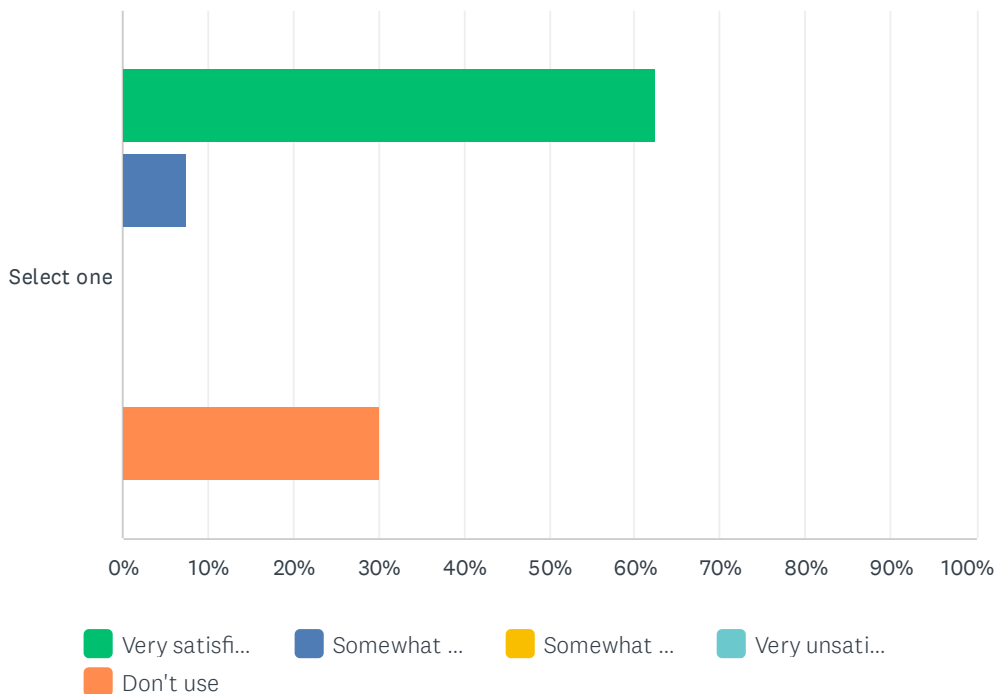
Answered: 62 Skipped: 69



	USE	DON'T USE	UNSURE OR DON'T KNOW	TOTAL
SALS Construction Challenge Grant	37.10% 23	11.29% 7	51.61% 32	62

Q20 In general, how satisfied are you with the SALS Construction Challenge Grant your library used?

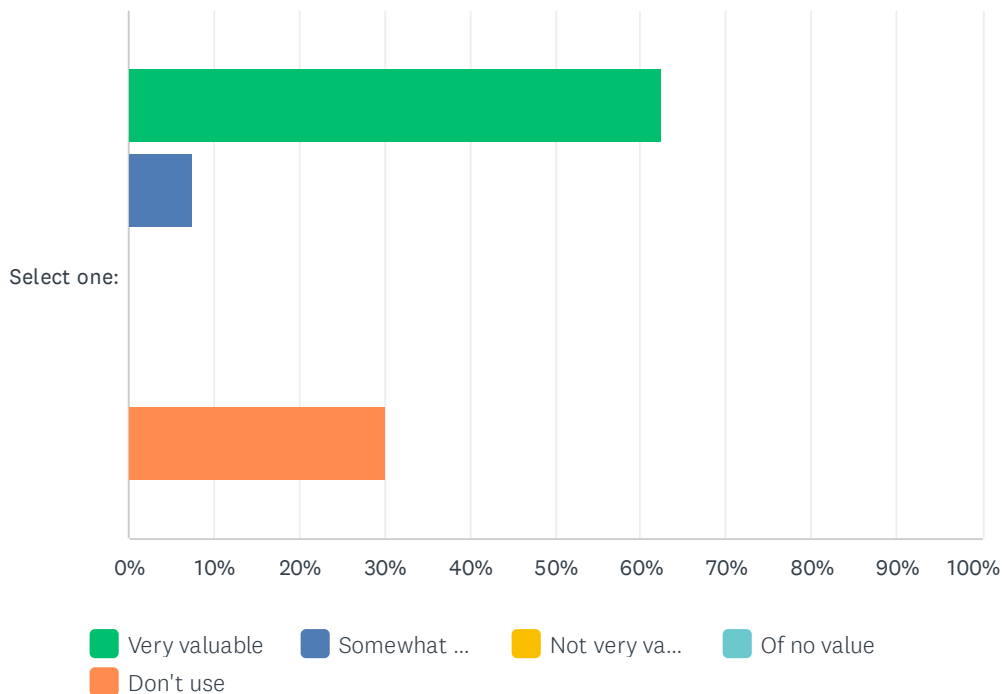
Answered: 40 Skipped: 91



	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT UNSATISFIED	VERY UNSATISFIED	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one	62.50% 25	7.50% 3	0.00% 0	0.00% 0	30.00% 12	40	3.73

Q21 How valuable and relevant was the SALS Construction Grant in your library's efforts to serve your patrons?

Answered: 40 Skipped: 91



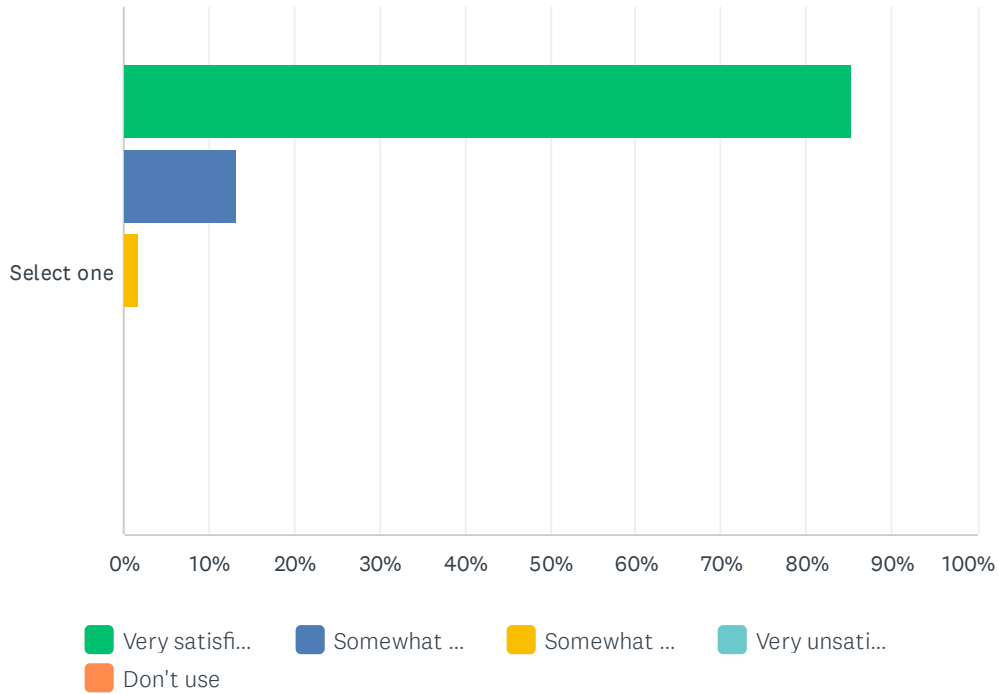
	VERY VALUABLE	SOMEWHAT VALUABLE	NOT VERY VALUABLE	OF NO VALUE	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one:	62.50% 25	7.50% 3	0.00% 0	0.00% 0	30.00% 12	40	3.73

Q22 Is there anything we can do to improve the SALS grant?

Answered: 4 Skipped: 127

Q23 In general, how satisfied are you with the Joint Automation (JA) services your library uses?

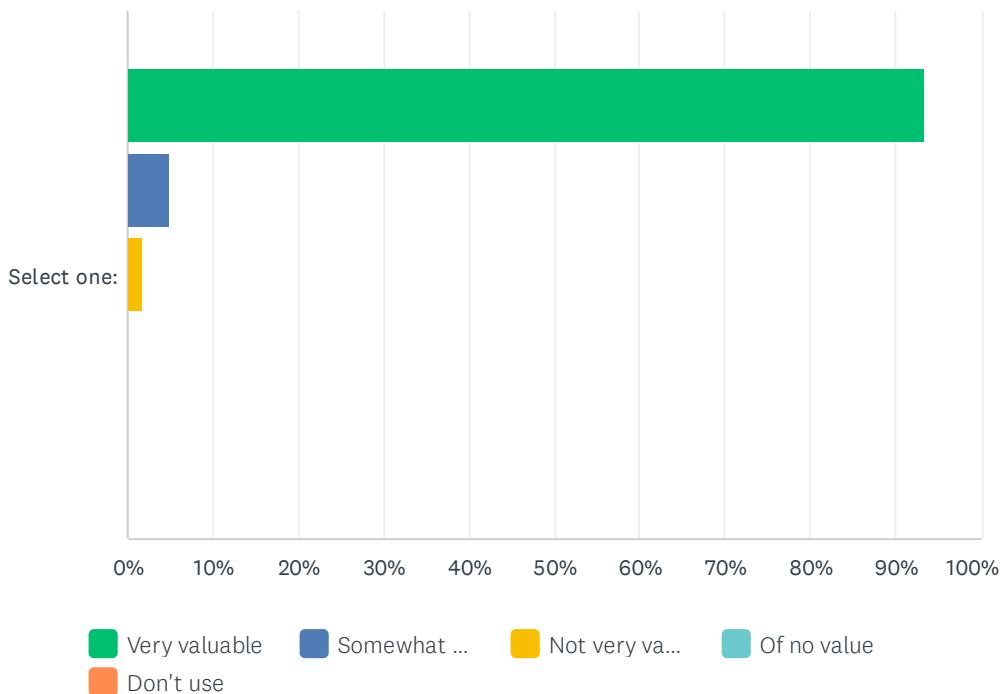
Answered: 61 Skipped: 70



	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT UNSATISFIED	VERY UNSATISFIED	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one	85.25% 52	13.11% 8	1.64% 1	0.00% 0	0.00% 0	61	4.84

Q24 How valuable and relevant are the Joint Automation (JA) services in your library's efforts to serve your patrons?

Answered: 61 Skipped: 70



	VERY VALUABLE	SOMEWHAT VALUABLE	NOT VERY VALUABLE	OF NO VALUE	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one:	93.44% 57	4.92% 3	1.64% 1	0.00% 0	0.00% 0	61	4.92

Q25 How satisfied are you with Polaris? And what changes would you like to see in the future?

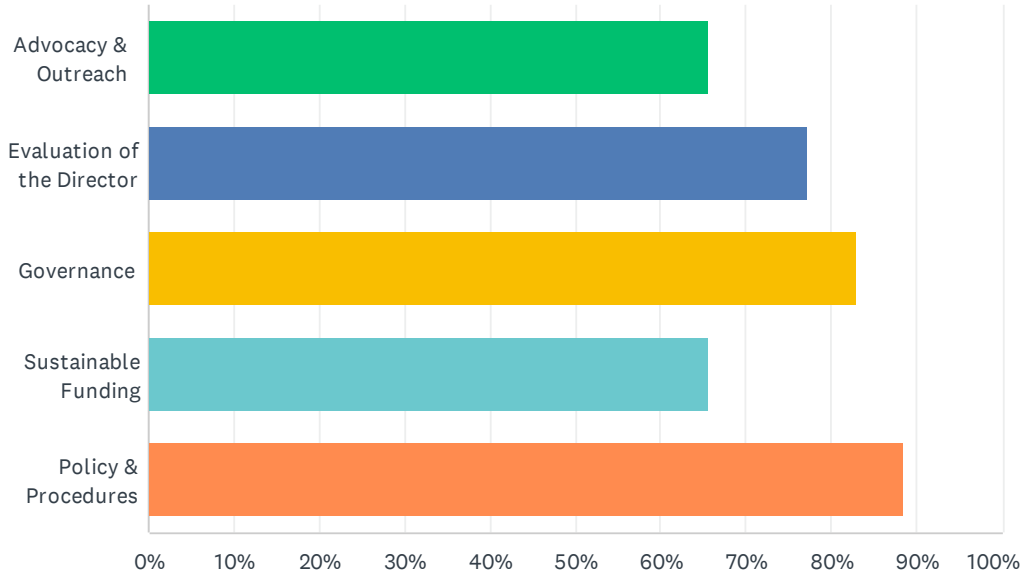
Answered: 26 Skipped: 105

Q26 Is there anything we can do to improve the Joint Automation (JA) services? Does your library have technology needs that JA isn't currently meeting? What is your library technology dream?

Answered: 11 Skipped: 120

Q27 As a Trustee, what roles do you play in your library? (Select all that apply)

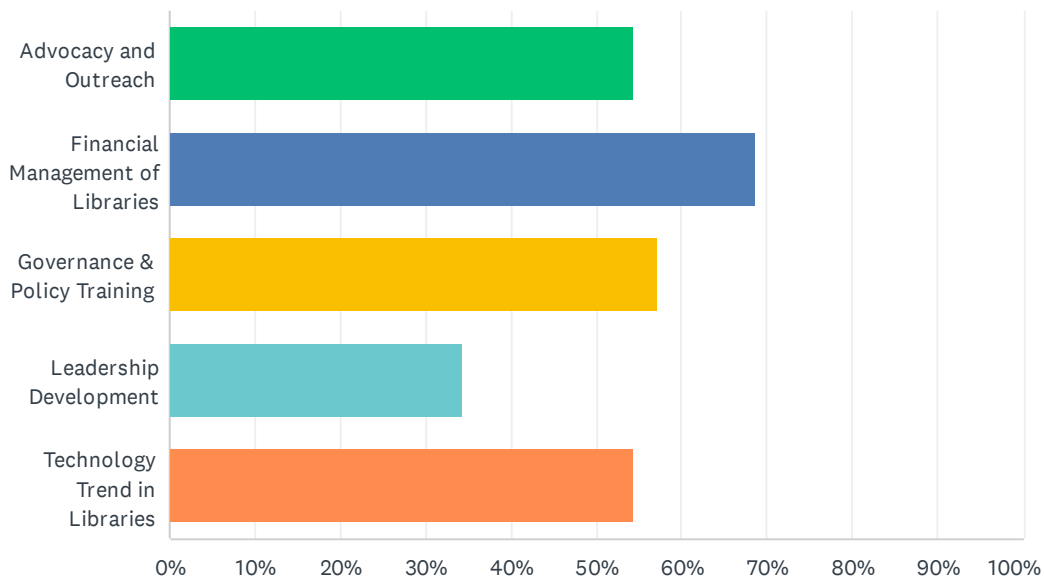
Answered: 35 Skipped: 96



ANSWER CHOICES	RESPONSES
Advocacy & Outreach	65.71% 23
Evaluation of the Director	77.14% 27
Governance	82.86% 29
Sustainable Funding	65.71% 23
Policy & Procedures	88.57% 31
Total Respondents: 35	

Q28 What continuing education opportunities would help you become a more effective trustee? (Select all that apply or specify others below)

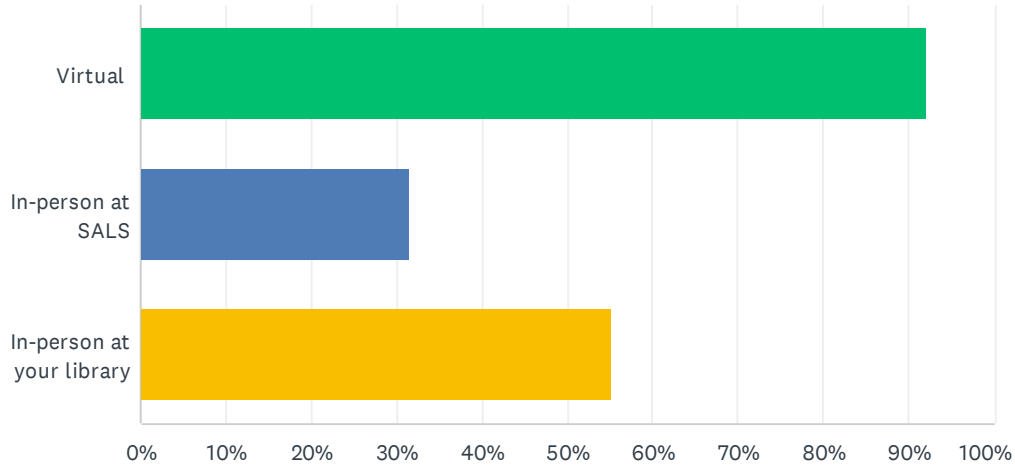
Answered: 35 Skipped: 96



ANSWER CHOICES	RESPONSES
Advocacy and Outreach	54.29% 19
Financial Management of Libraries	68.57% 24
Governance & Policy Training	57.14% 20
Leadership Development	34.29% 12
Technology Trend in Libraries	54.29% 19
Total Respondents: 35	

Q29 Where would continuing education workshops work best for you? (select all that apply)

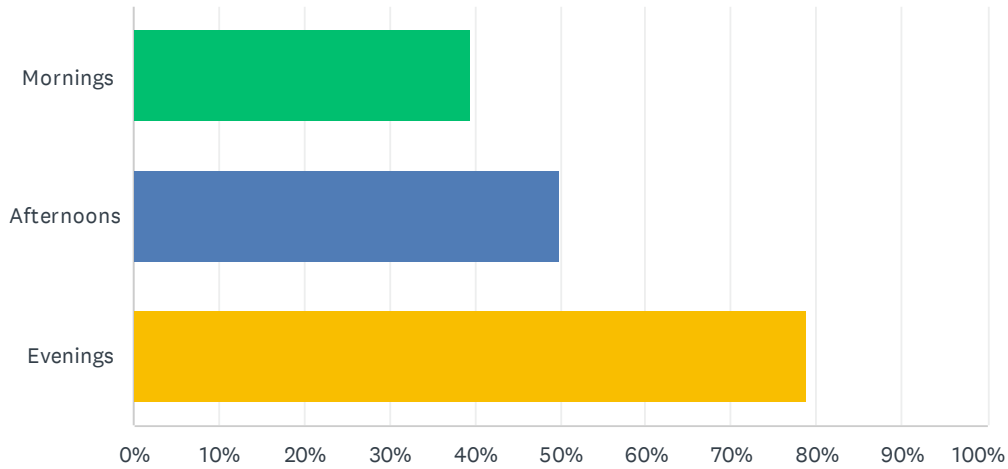
Answered: 38 Skipped: 93



ANSWER CHOICES	RESPONSES	
Virtual	92.11%	35
In-person at SALS	31.58%	12
In-person at your library	55.26%	21
Total Respondents: 38		

Q30 When would continuing education workshops work best for you? (select all that apply)

Answered: 38 Skipped: 93



ANSWER CHOICES	RESPONSES
Mornings	39.47% 15
Afternoons	50.00% 19
Evenings	78.95% 30
Total Respondents: 38	

Q31 Any additional comments are welcomed

Answered: 17 Skipped: 114