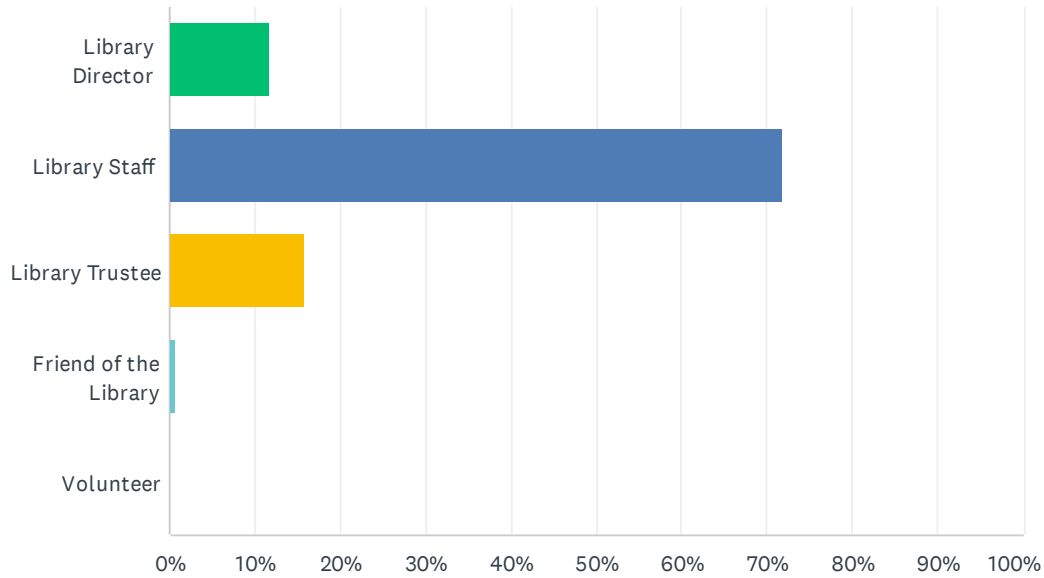


Q1 The position of the person completing this survey is:

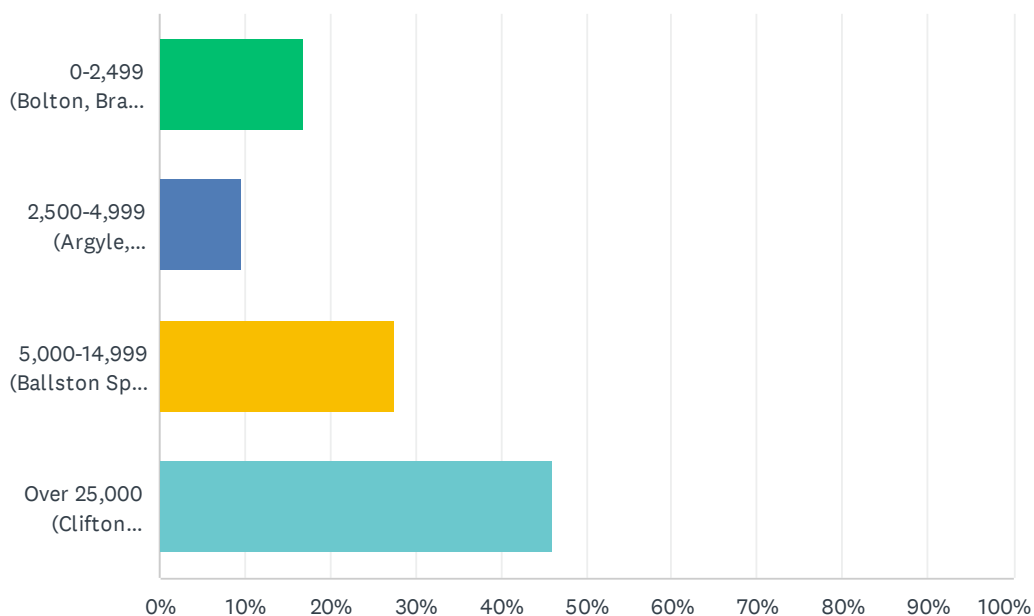
Answered: 178 Skipped: 0



ANSWER CHOICES	RESPONSES	
Library Director	11.80%	21
Library Staff	71.91%	128
Library Trustee	15.73%	28
Friend of the Library	0.56%	1
Volunteer	0.00%	0
TOTAL		178

Q2 What is the population of your library's chartered service area?

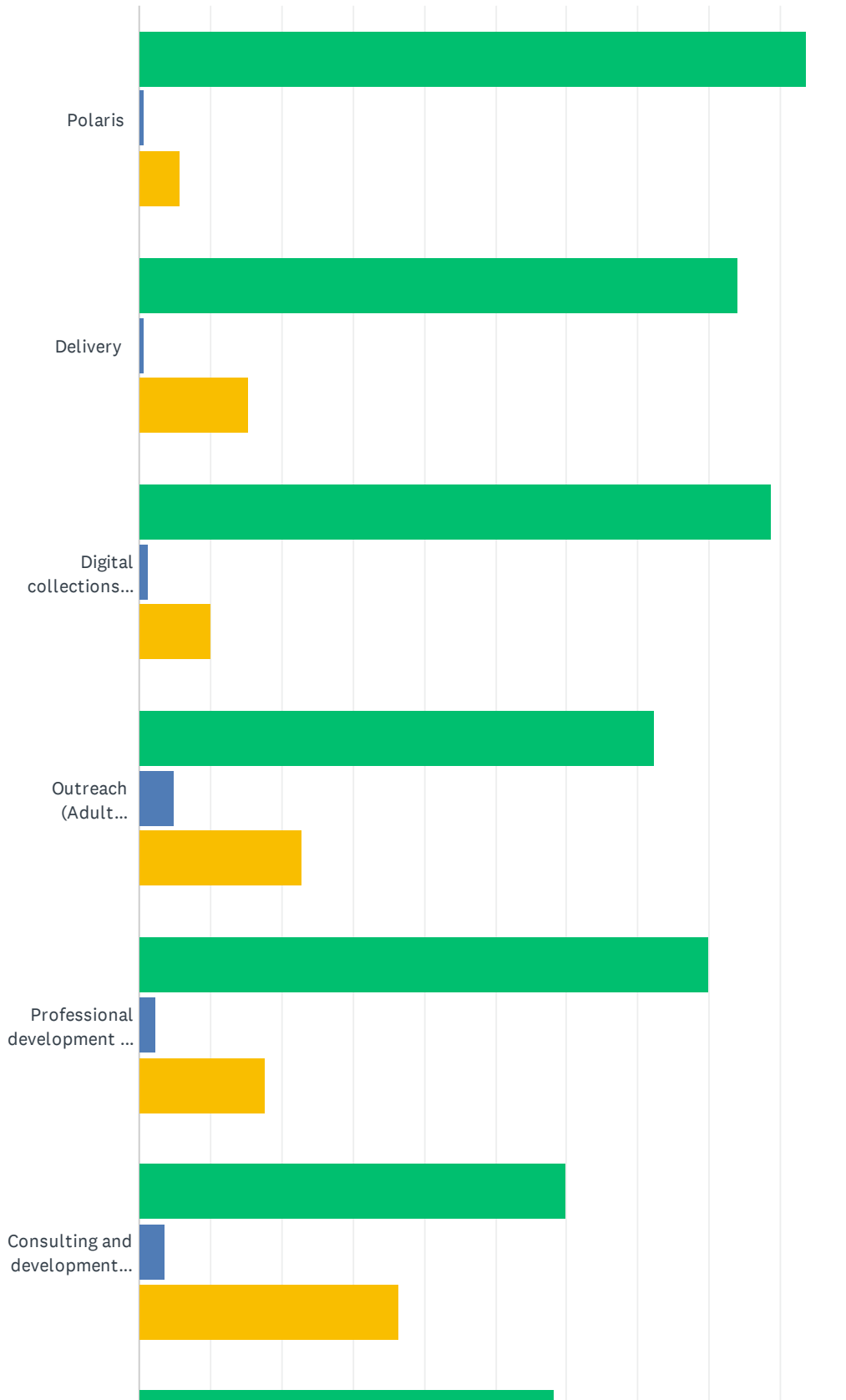
Answered: 178 Skipped: 0



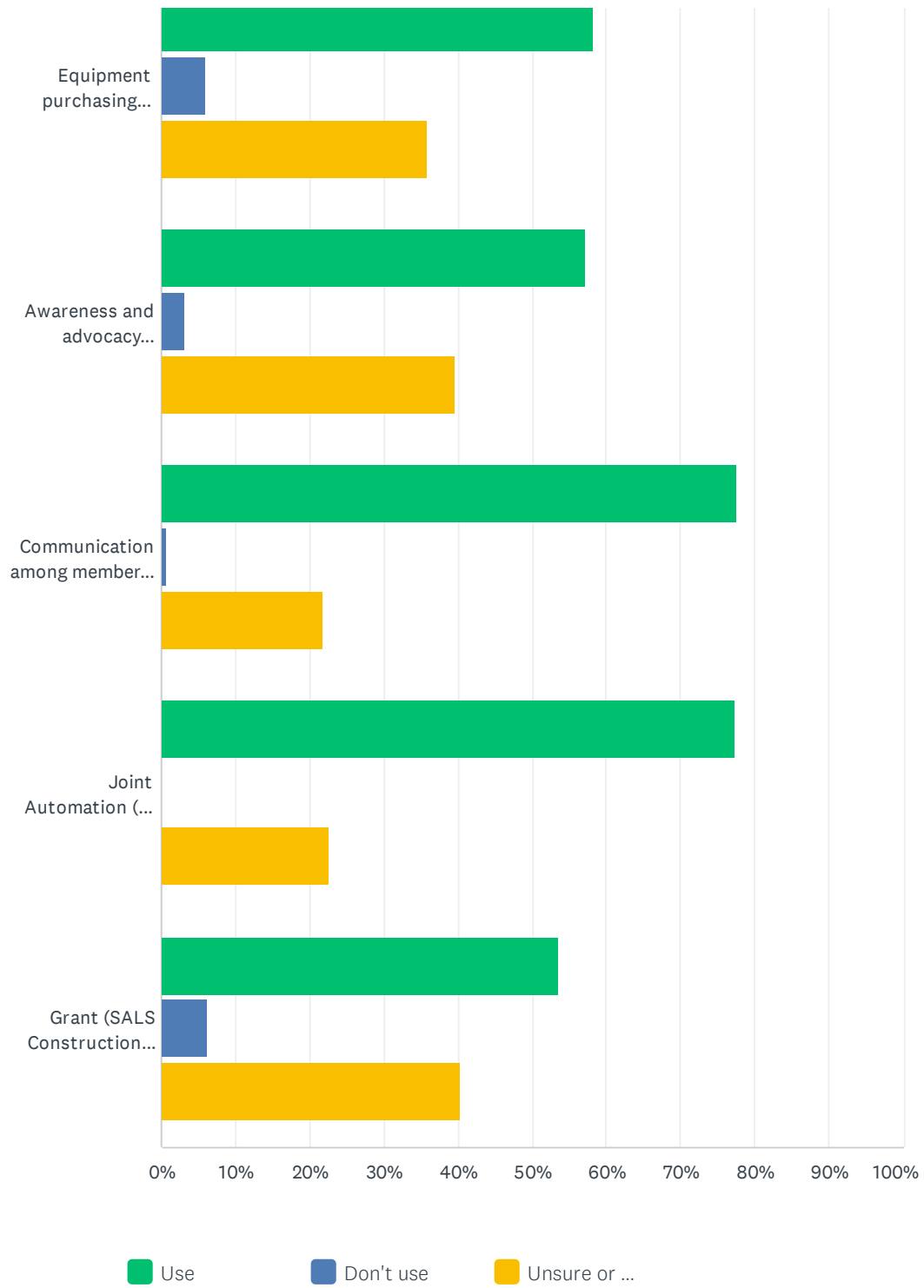
ANSWER CHOICES	RESPONSES
0-2,499 (Bolton, Brant Lake/Horicon, Cambridge, Easton, Indian Lake, Inlet, Johnsbury, Lake Pleasant, Long Lake/Cornelius Vanderbilt Whitney, Raquette Lake, Salem/Bancroft, Stony Creek)	16.85% 30
2,500-4,999 (Argyle, Chestertown, Fort Edward, Granville/Pember, Greenwich, Lake-George/Caldwell-Lake George, Whitehall)	9.55% 17
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)	27.53% 49
Over 25,000 (Clifton Park-Halfmoon, Glens Falls/Crandall, Saratoga Springs)	46.07% 82
TOTAL	178

Q3 Which of the services provided by SALS does your library now use?

Answered: 177 Skipped: 1



SALS System Use and Satisfaction Survey 2022

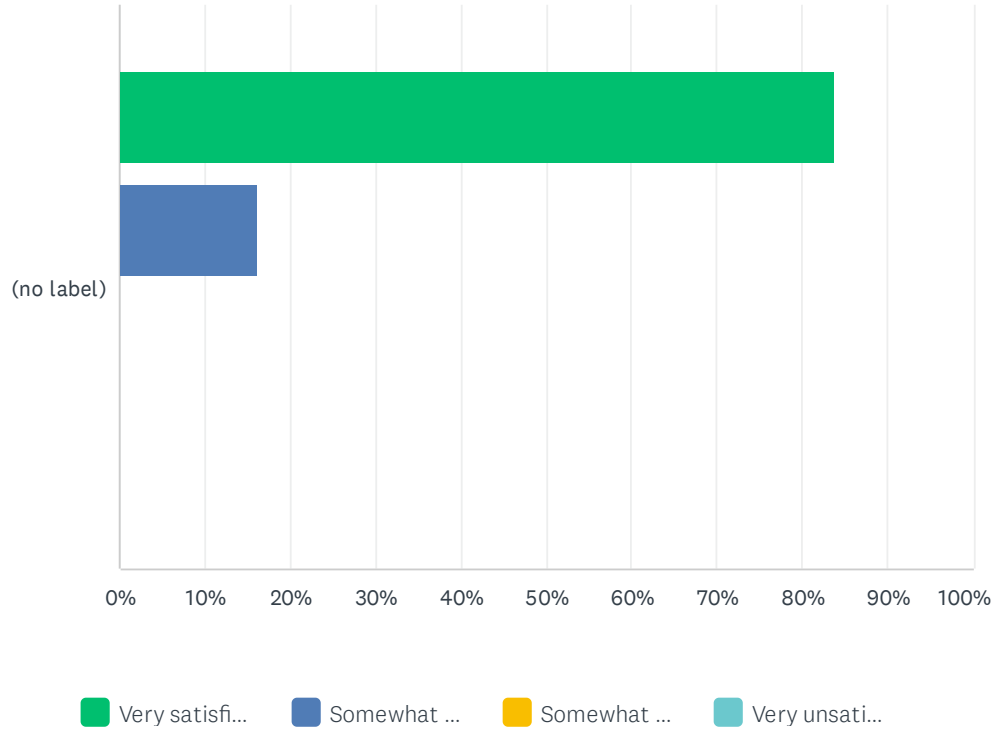


SALS System Use and Satisfaction Survey 2022

	USE	DON'T USE	UNSURE OR DON'T KNOW	TOTAL	WEIGHTED AVERAGE
Polaris	93.64% 162	0.58% 1	5.78% 10	173	3.99
Delivery	84.02% 142	0.59% 1	15.38% 26	169	3.99
Digital collections access (Overdrive, Ancestry & Heritage Quest)	88.76% 150	1.18% 2	10.06% 17	169	3.99
Outreach (Adult Literacy, Youth Services, Early Literacy, Farm-2-Library, Leaving Our Fingerprints on History, Social Media etc.)	72.29% 120	4.82% 8	22.89% 38	166	3.94
Professional development and training (continuing education, workshops)	79.88% 135	2.37% 4	17.75% 30	169	3.97
Consulting and development services (1-on-1 with SALS Staff, Joint Automation (JA) support, League of Extraordinary New Directors, Tech-After-Lunch)	59.88% 97	3.70% 6	36.42% 59	162	3.94
Equipment purchasing (computers through Joint Automation (JA), barcodes)	58.18% 96	6.06% 10	35.76% 59	165	3.91
Awareness and advocacy (national, state & local information; Advocacy Day and materials)	57.23% 91	3.14% 5	39.62% 63	159	3.95
Communication among member libraries ("Circulate!" and "Hello, World" newsletters, email, meetings, conference calls)	77.58% 128	0.61% 1	21.82% 36	165	3.99
Joint Automation (JA) Project	77.44% 127	0.00% 0	22.56% 37	164	4.00
Grant (SALS Construction Challenge Grant)	53.46% 85	6.29% 10	40.25% 64	159	3.89

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

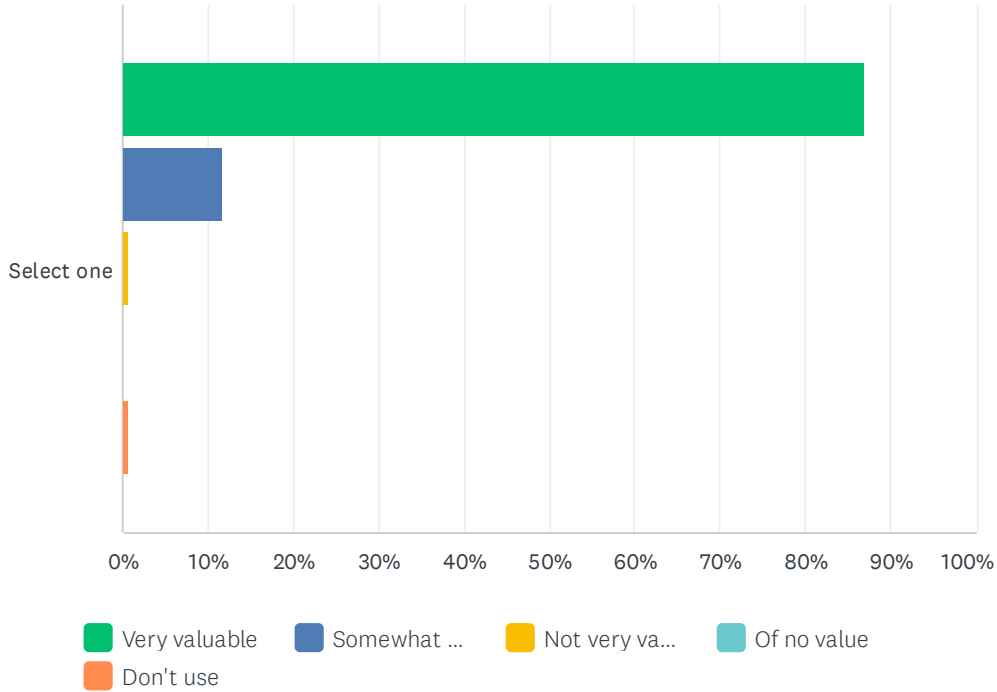
Answered: 172 Skipped: 6



	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT UNSATISFIED	VERY UNSATISFIED	TOTAL	WEIGHTED AVERAGE
(no label)	83.72% 144	16.28% 28	0.00% 0	0.00% 0	172	3.84

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

Answered: 170 Skipped: 8



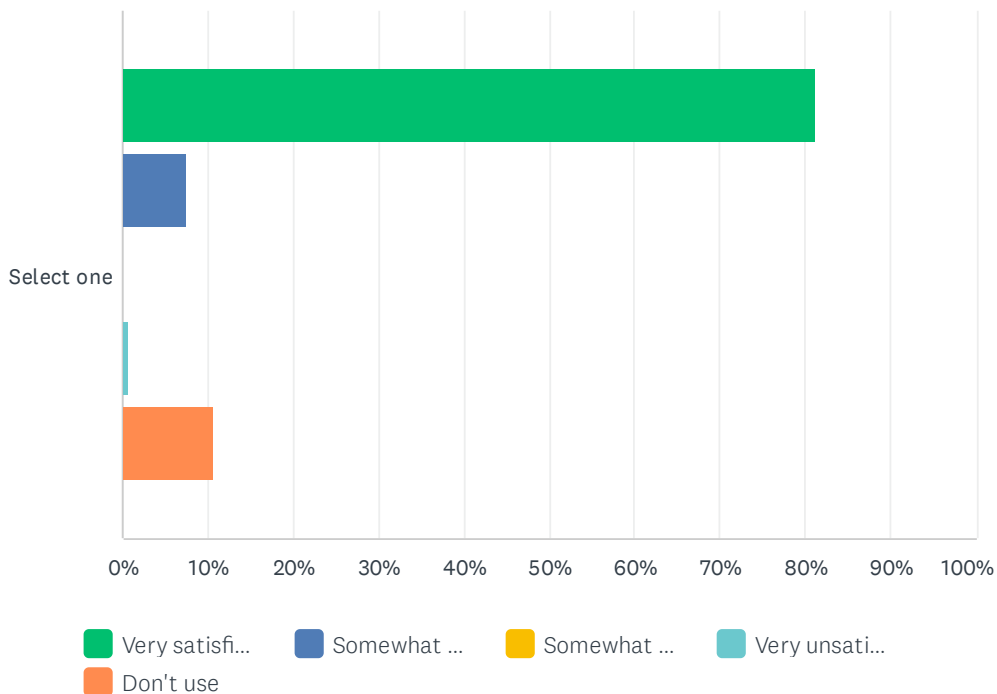
	VERY VALUABLE	SOMEWHAT VALUABLE	NOT VERY VALUABLE	OF NO VALUE	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one	87.06%	11.76%	0.59%	0.00%	0.59%	170	4.85
	148	20	1	0	1		

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

Answered: 30 Skipped: 148

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

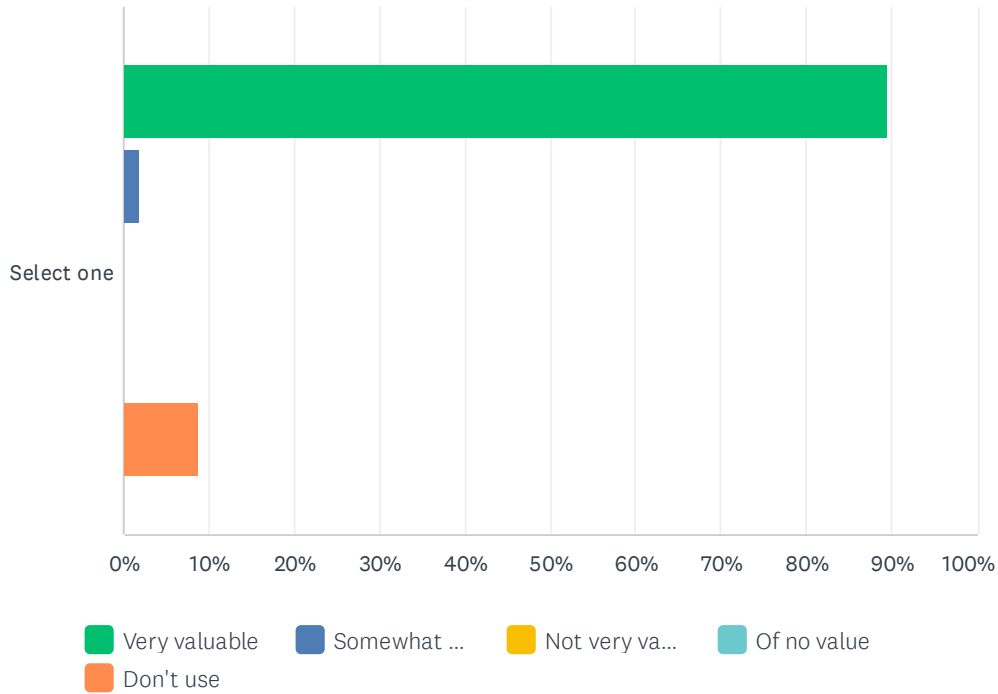
Answered: 160 Skipped: 18



	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT UNSATISFIED	VERY UNSATISFIED	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one	81.25% 130	7.50% 12	0.00% 0	0.63% 1	10.63% 17	160	4.48

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

Answered: 162 Skipped: 16



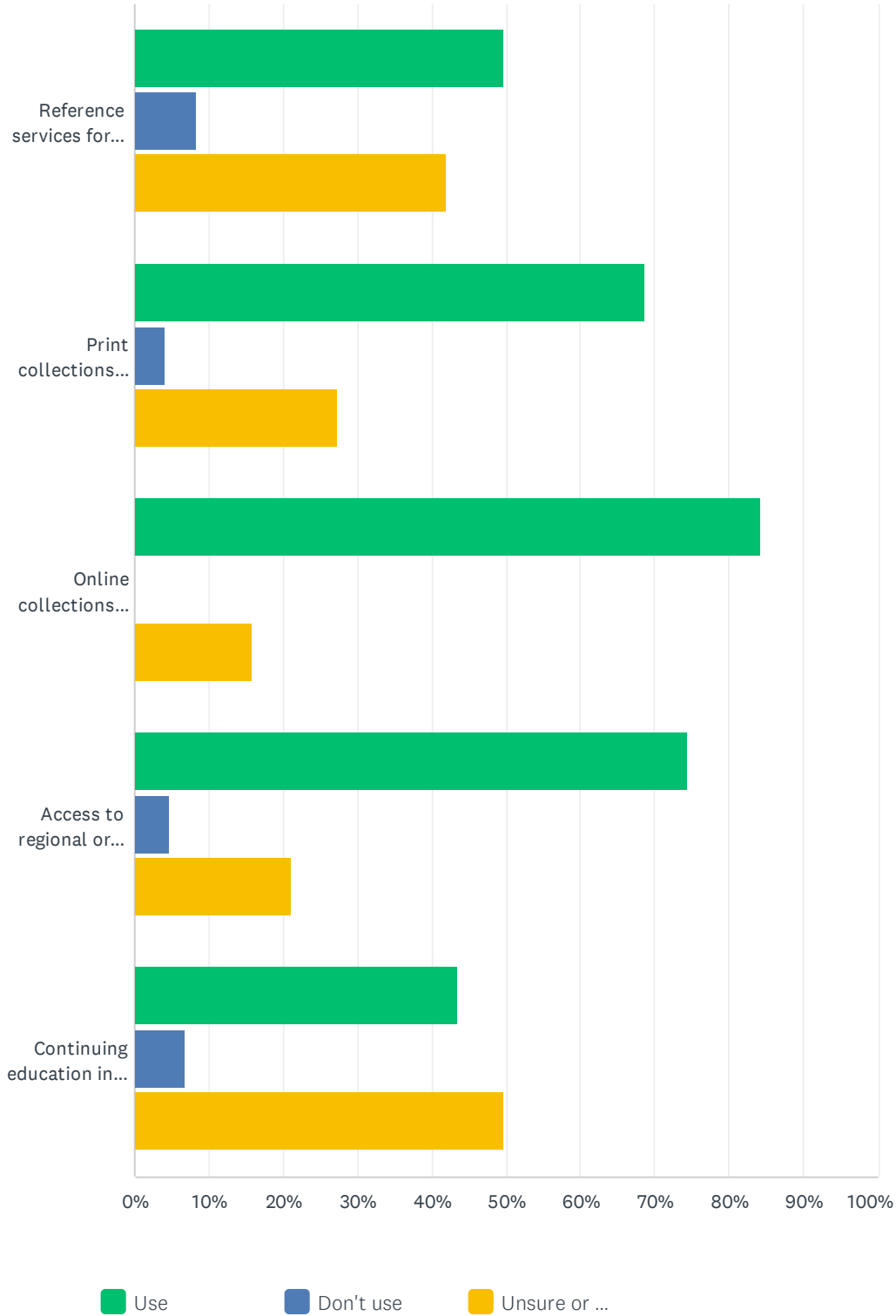
	VERY VALUABLE	SOMEWHAT VALUABLE	NOT VERY VALUABLE	OF NO VALUE	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one	89.51% 145	1.85% 3	0.00% 0	0.00% 0	8.64% 14	162	4.64

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

Answered: 18 Skipped: 160

Q10 Which of the following SALS Central Library Services does your library use?

Answered: 156 Skipped: 22

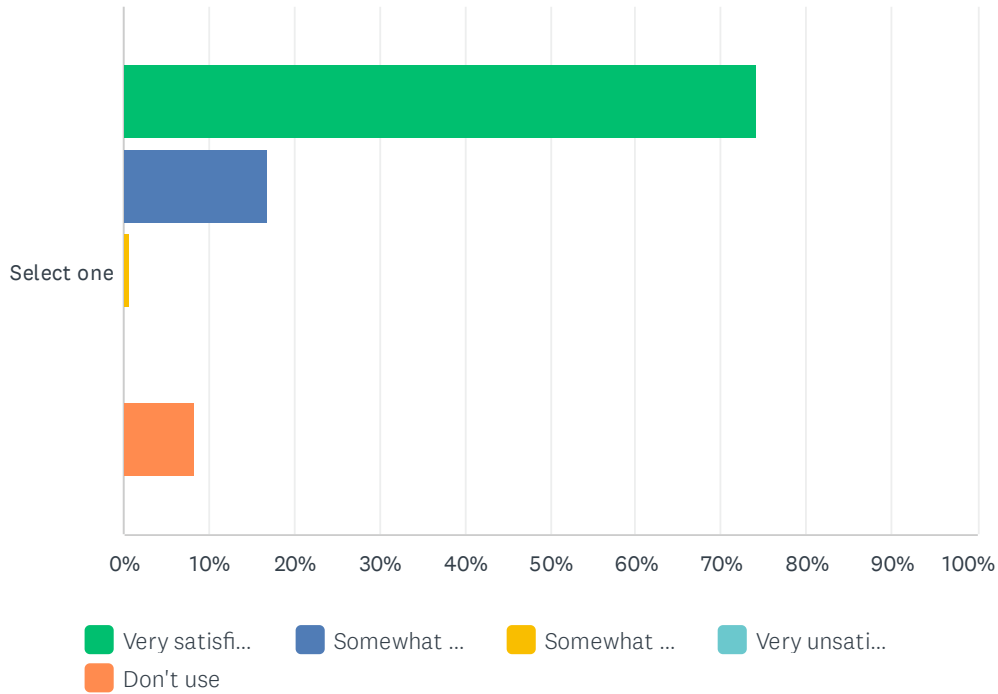


SALS System Use and Satisfaction Survey 2022

	USE	DON'T USE	UNSURE OR DON'T KNOW	TOTAL	WEIGHTED AVERAGE
Reference services for your library and your patrons	49.66% 72	8.28% 12	42.07% 61	145	3.86
Print collections (books)	68.67% 103	4.00% 6	27.33% 41	150	3.94
Online collections (Genology: Ancestry, Heritage Quest) & (ebooks:Overdrive, Libby, SALON)	84.31% 129	0.00% 0	15.69% 24	153	4.00
Access to regional or worldwide resources via Interlibrary Loan	74.34% 113	4.61% 7	21.05% 32	152	3.94
Continuing education in special topics	43.54% 64	6.80% 10	49.66% 73	147	3.86

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

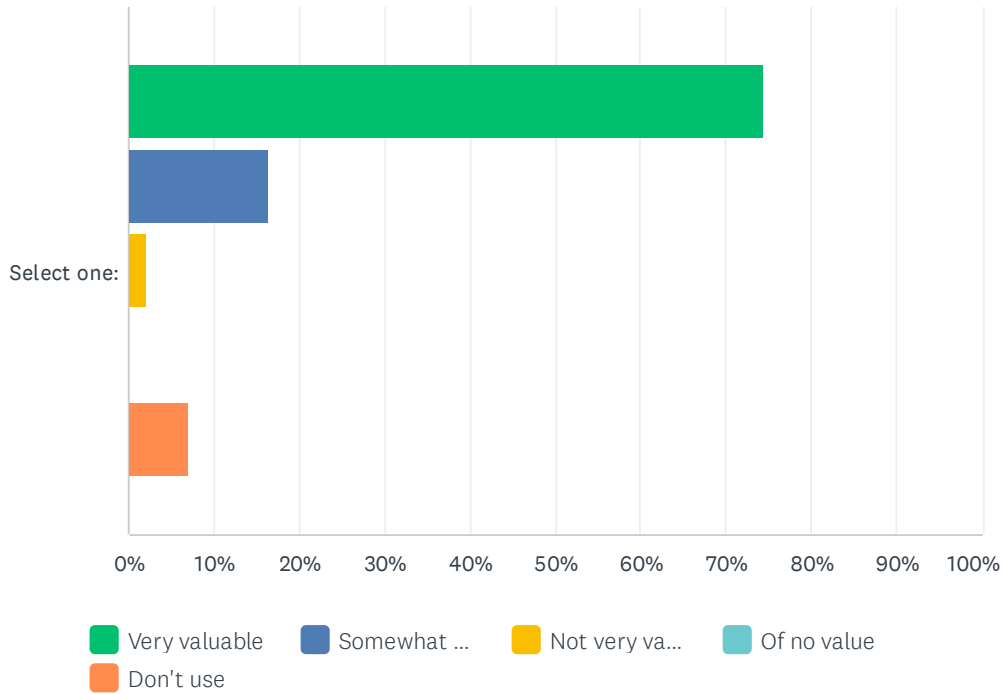
Answered: 143 Skipped: 35



	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT UNSATISFIED	VERY UNSATISFIED	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one	74.13% 106	16.78% 24	0.70% 1	0.00% 0	8.39% 12	143	4.48

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

Answered: 141 Skipped: 37



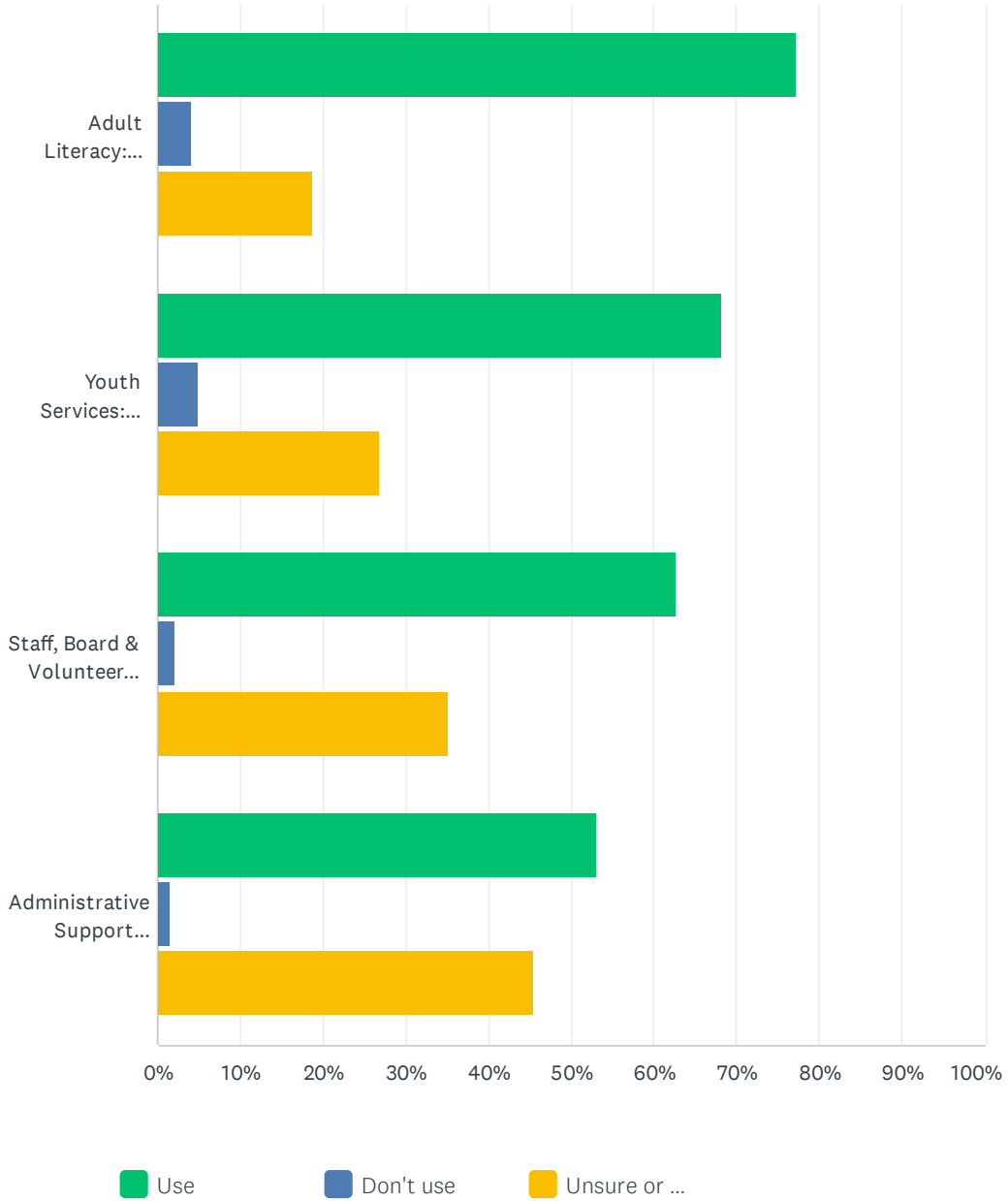
	VERY VALUABLE	SOMEWHAT VALUABLE	NOT VERY VALUABLE	OF NO VALUE	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one:	74.47% 105	16.31% 23	2.13% 3	0.00% 0	7.09% 10	141	4.51

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

Answered: 12 Skipped: 166

Q14 Which of the programming support and resources provided by SALS does your library use?

Answered: 149 Skipped: 29

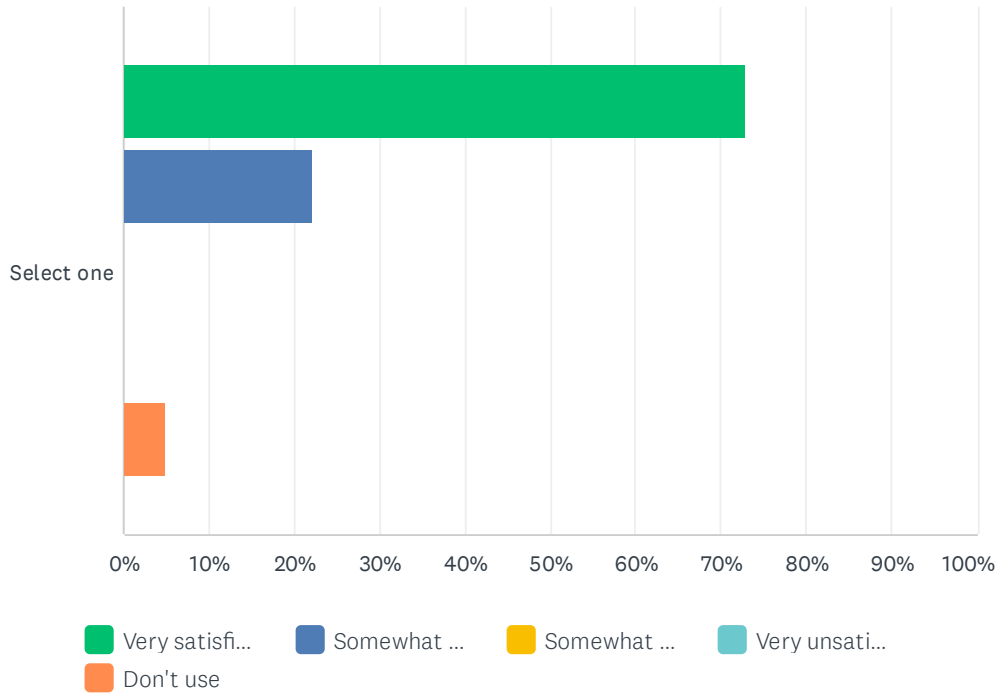


SALS System Use and Satisfaction Survey 2022

	USE	DON'T USE	UNSURE OR DON'T KNOW	TOTAL	WEIGHTED AVERAGE
Adult Literacy: (Adult Program Swap, Libraries Mean Business, Overdrive eBook Collection, Farm-2-Library program)	77.18% 115	4.03% 6	18.79% 28	149	3.95
Youth Services: (Lending Kits, ReadSquared, Early Literacy eBooks, Summer Reading Workshops, Greatest of All Time Teen Services Meet Up)	68.28% 99	4.83% 7	26.90% 39	145	3.93
Staff, Board & Volunteer Development (League of Extraordinary New Directors, Tech-After-Lunch, Friends Council, Trustee Training)	62.68% 89	2.11% 3	35.21% 50	142	3.97
Administrative Support (Assistance completing NYS Construction Grant, Assistance completing NYS Annual Report)	53.15% 76	1.40% 2	45.45% 65	143	3.97

Q15 In general, how satisfied are you with the SALS programming support and resources your library uses?

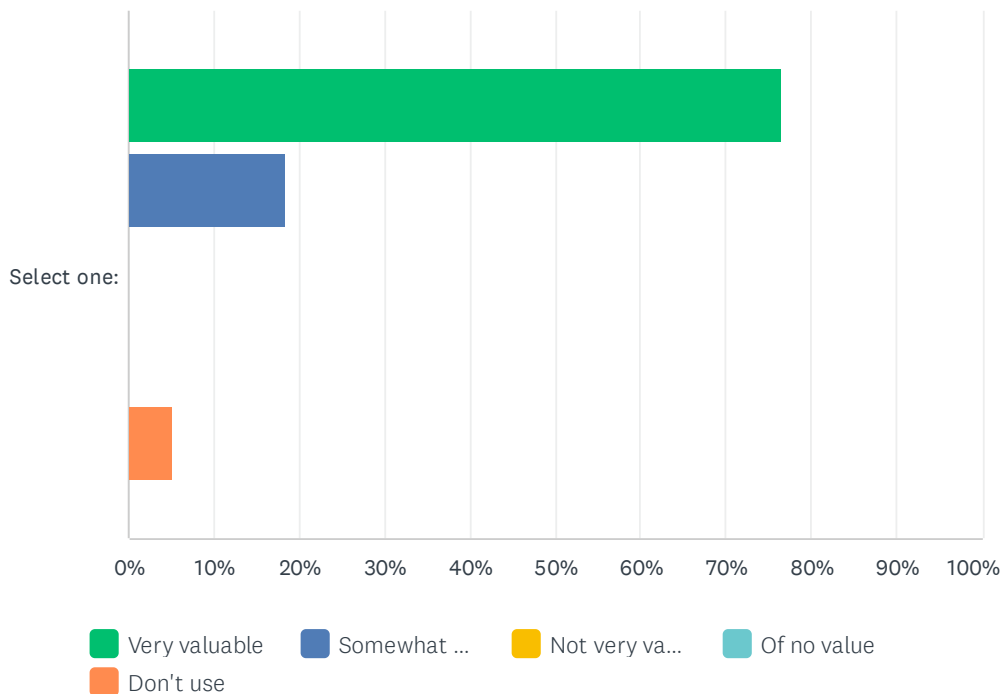
Answered: 140 Skipped: 38



	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT UNSATISFIED	VERY UNSATISFIED	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one	72.86% 102	22.14% 31	0.00% 0	0.00% 0	5.00% 7	140	4.58

Q16 How valuable and relevant are the SALS programming support and resources in your library's efforts to serve your patrons?

Answered: 137 Skipped: 41



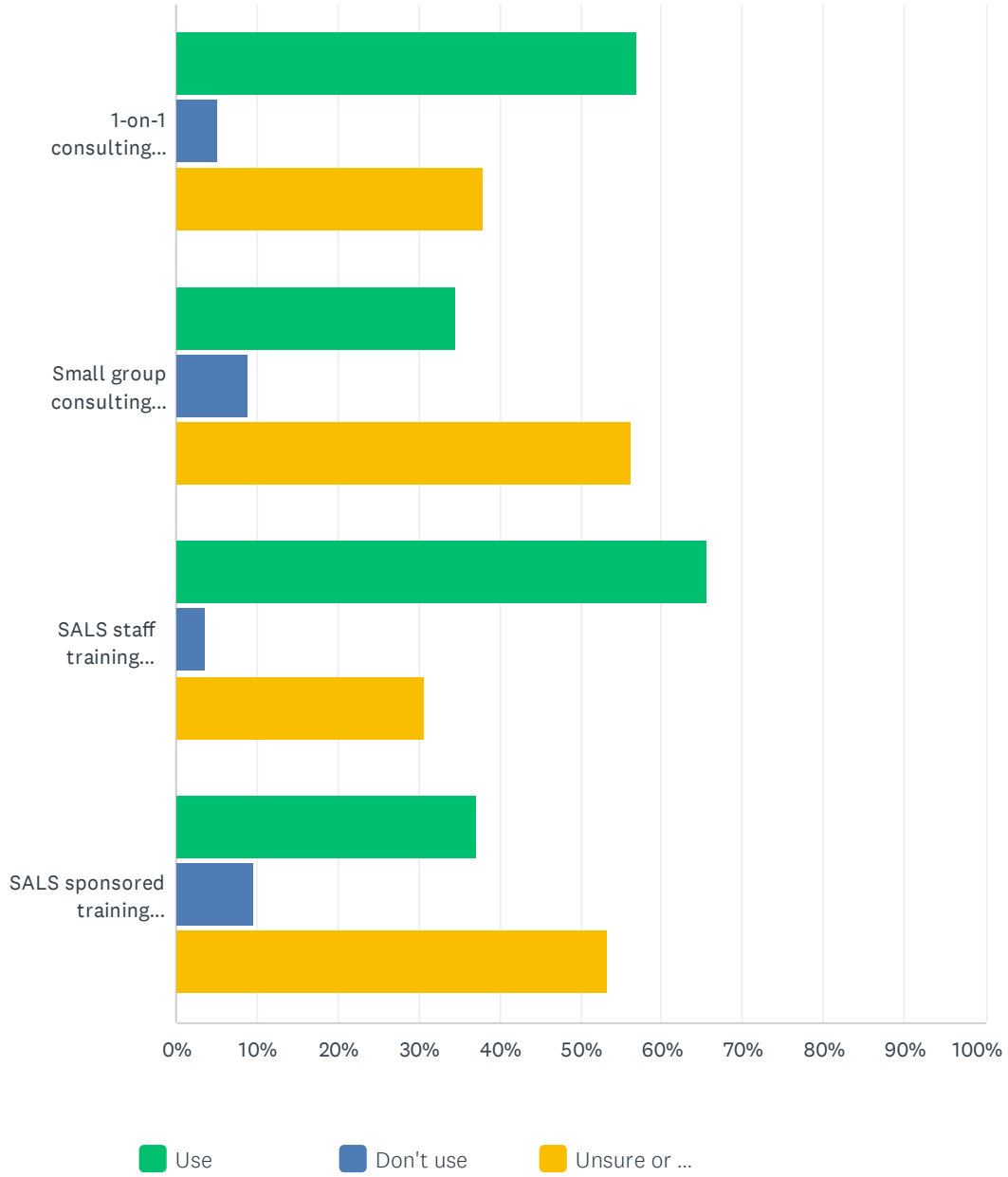
	VERY VALUABLE	SOMEWHAT VALUABLE	NOT VERY VALUABLE	OF NO VALUE	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one:	76.64% 105	18.25% 25	0.00% 0	0.00% 0	5.11% 7	137	4.61

Q17 Is there anything we can do to improve the SALS programming support and resources?

Answered: 17 Skipped: 161

Q18 Which of the following training and consulting services does your library use?

Answered: 139 Skipped: 39

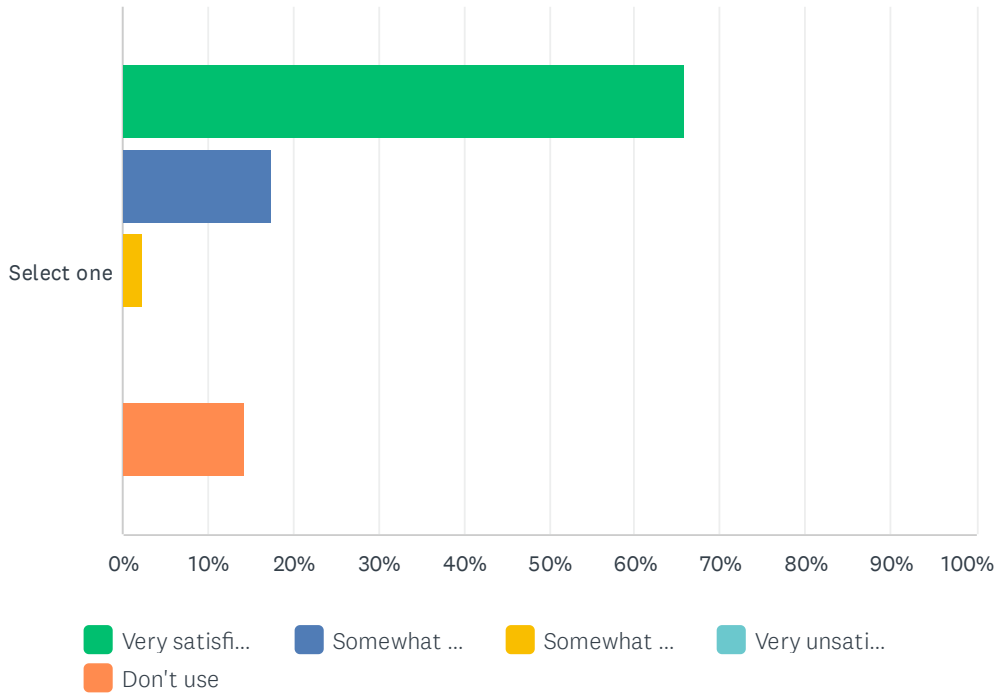


SALS System Use and Satisfaction Survey 2022

	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)	56.93% 78	5.11% 7	37.96% 52	137	3.92
Small group consulting (e.g. plan of service/strategic development, board development, new services, sustainability)	34.59% 46	9.02% 12	56.39% 75	133	3.79
SALS staff training sessions (e.g. informational sessions, Polaris training, literacy)	65.69% 90	3.65% 5	30.66% 42	137	3.95
SALS sponsored training sessions (e.g. hiring outside professionals, co-sponsorships with other library systems)	37.04% 50	9.63% 13	53.33% 72	135	3.79

Q19 In general, how satisfied are you with the training and consulting services your library uses?

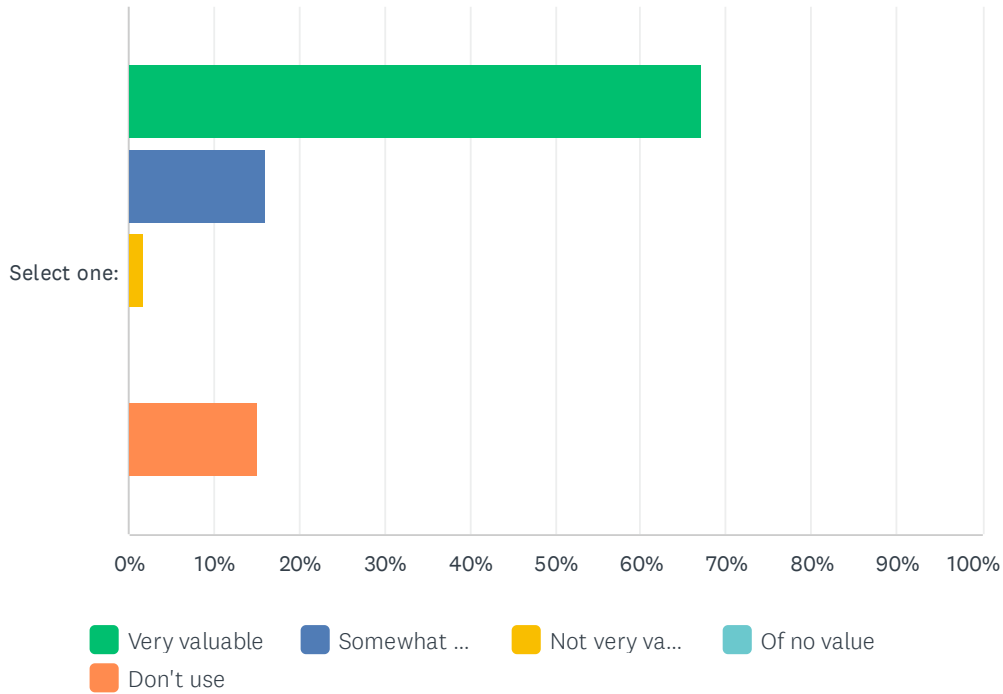
Answered: 126 Skipped: 52



	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT UNSATISFIED	VERY UNSATISFIED	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one	65.87% 83	17.46% 22	2.38% 3	0.00% 0	14.29% 18	126	4.21

Q20 How valuable and relevant are the training and consulting services in your library's efforts to serve your patrons?

Answered: 125 Skipped: 53



	VERY VALUABLE	SOMEWHAT VALUABLE	NOT VERY VALUABLE	OF NO VALUE	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one:	67.20% 84	16.00% 20	1.60% 2	0.00% 0	15.20% 19	125	4.20

Q21 Is there anything we can do to improve these training and consulting services?

Answered: 7 Skipped: 171

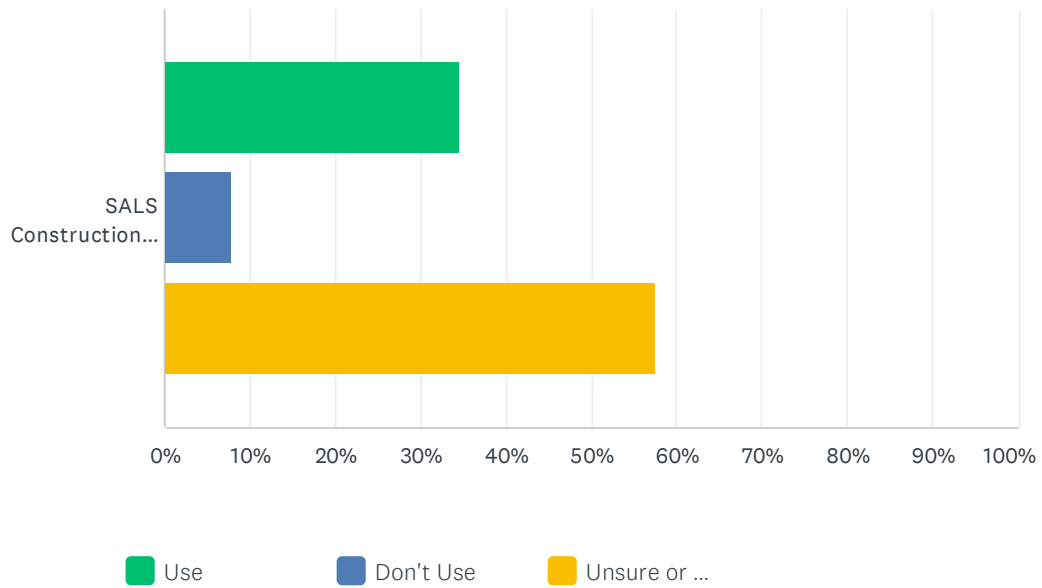
Q22 Everyone has a "wishlist" of Continuing Education programs they would like to attend. What are your top 3?

Answered: 48 Skipped: 130

ANSWER CHOICES	RESPONSES	
One:	100.00%	48
Two:	75.00%	36
Three:	54.17%	26

Q23 Did your library use the SALS Construction Challenge Grant?

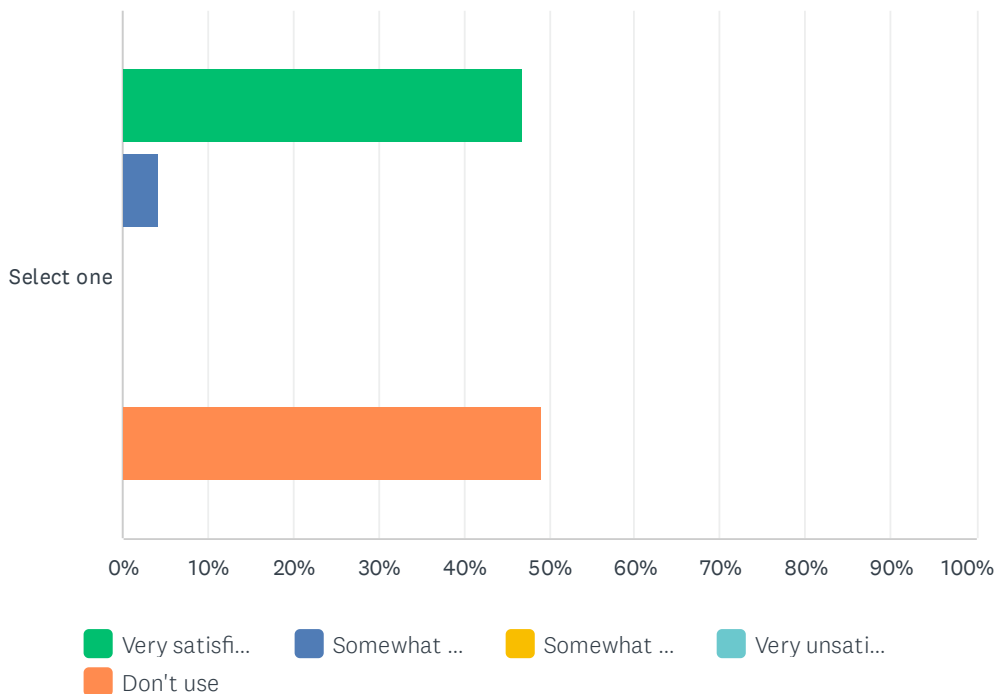
Answered: 139 Skipped: 39



	USE	DON'T USE	UNSURE OR DON'T KNOW	TOTAL
SALS Construction Challenge Grant	34.53% 48	7.91% 11	57.55% 80	139

Q24 In general, how satisfied are you with the SALS Board of Trustees Facilities Upgrade Grant your library used?

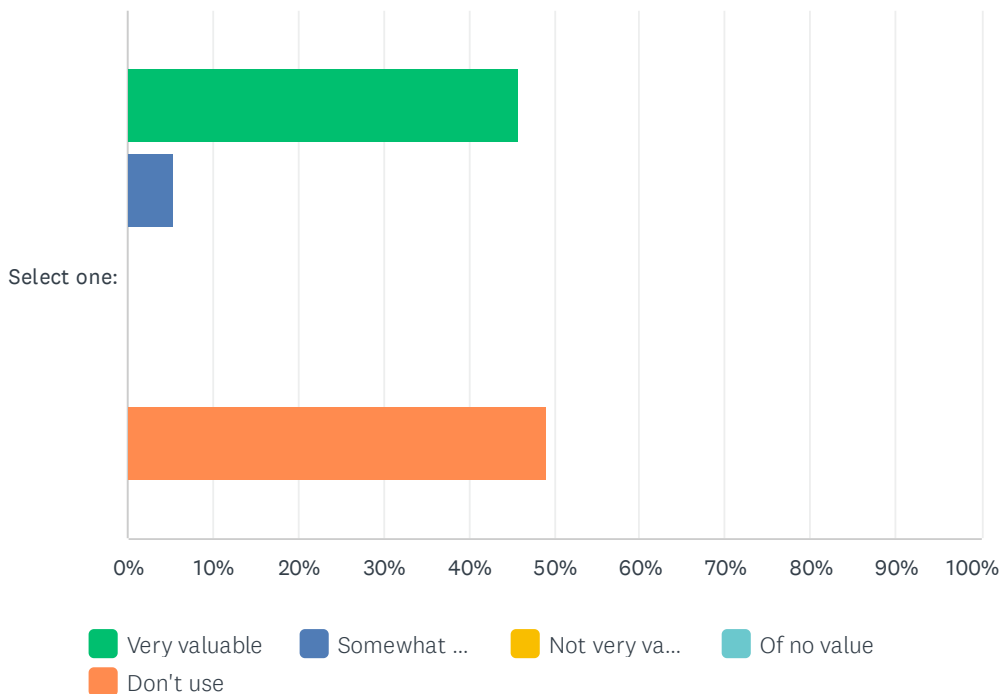
Answered: 96 Skipped: 82



	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT UNSATISFIED	VERY UNSATISFIED	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one	46.88% 45	4.17% 4	0.00% 0	0.00% 0	48.96% 47	96	3.00

Q25 How valuable and relevant was the SALS Board of Trustee Facilities Upgrade Grant in your library's efforts to serve your patrons?

Answered: 94 Skipped: 84



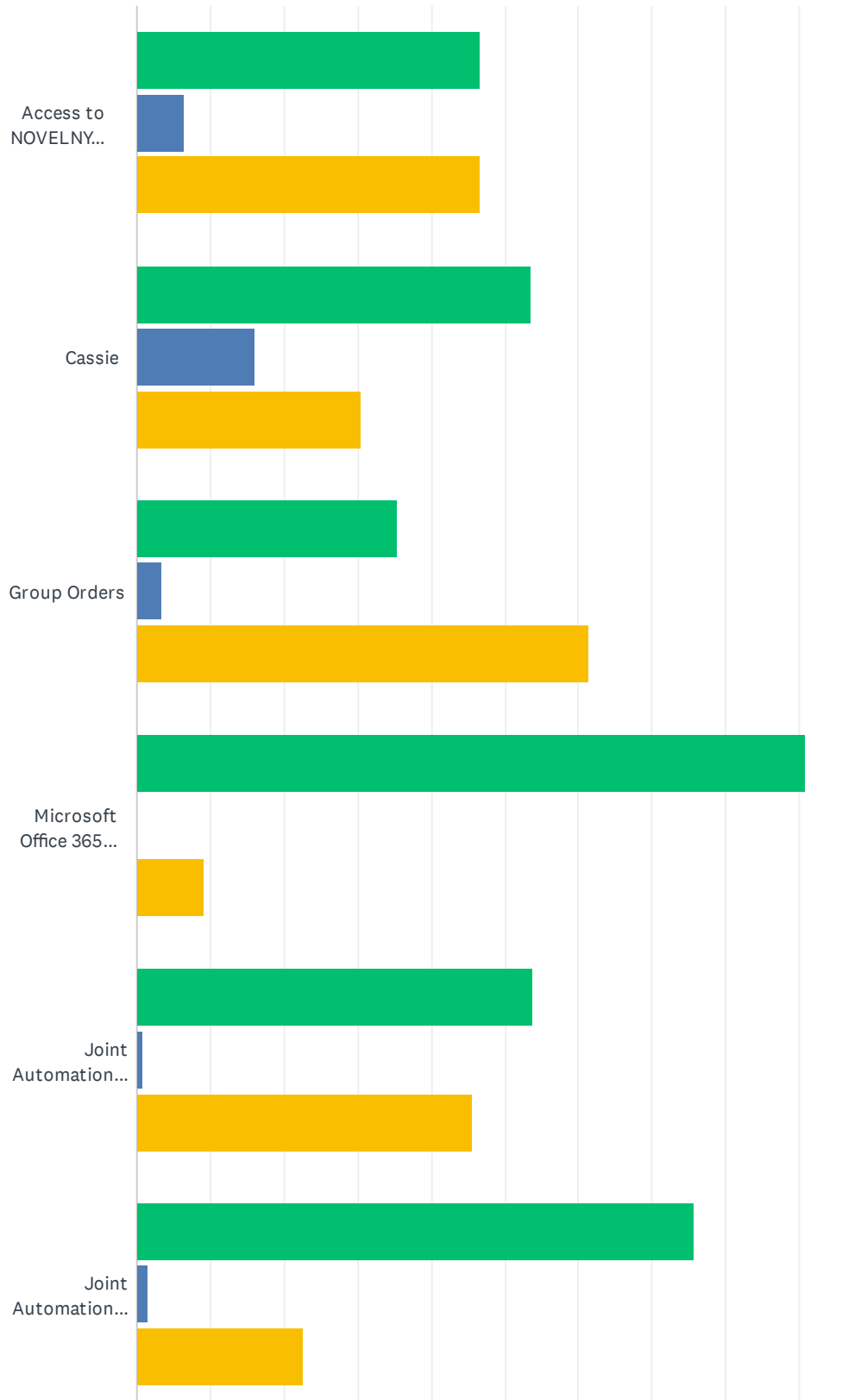
	VERY VALUABLE	SOMEWHAT VALUABLE	NOT VERY VALUABLE	OF NO VALUE	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one:	45.74% 43	5.32% 5	0.00% 0	0.00% 0	48.94% 46	94	2.99

Q26 Is there anything we can do to improve the SALS grant?

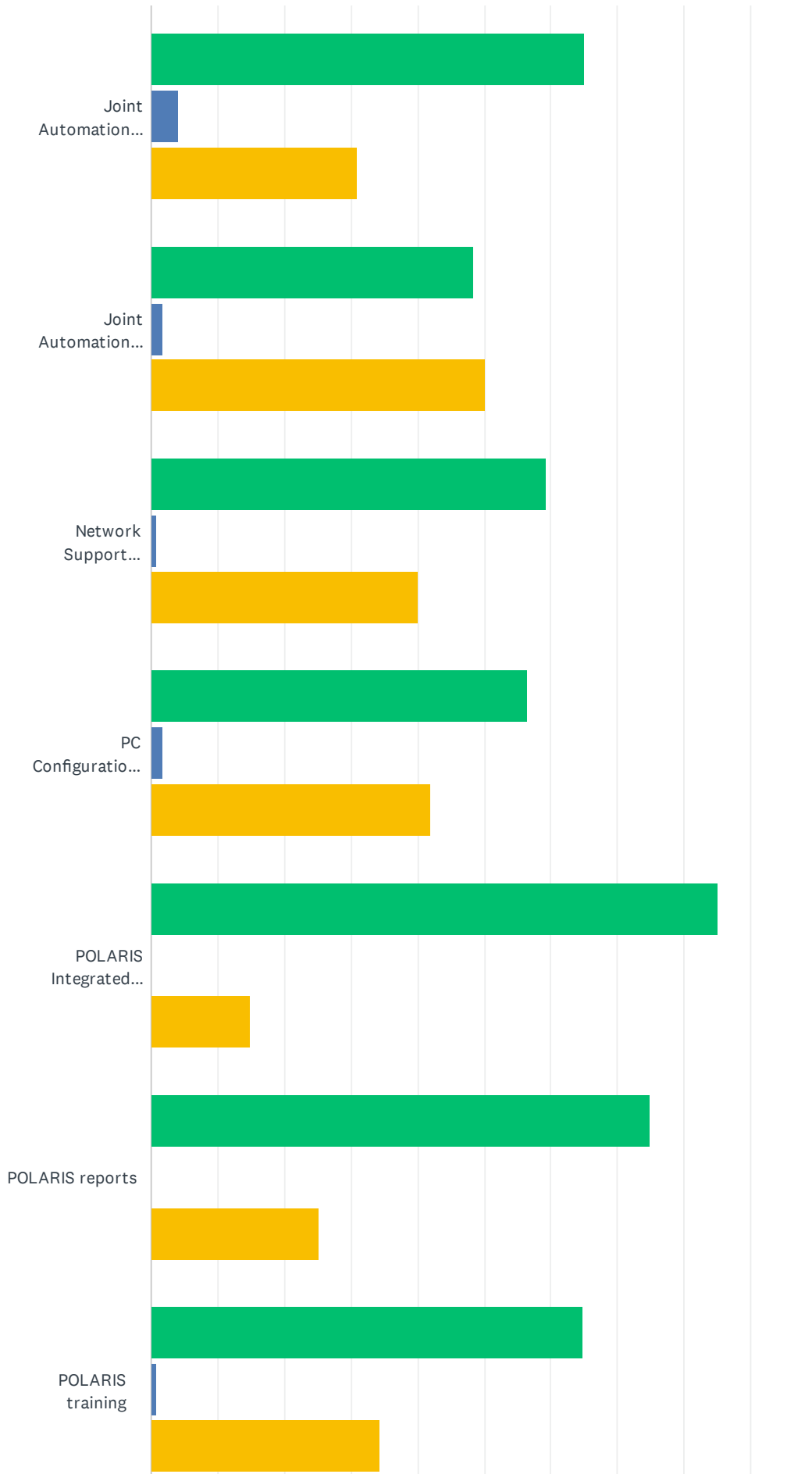
Answered: 8 Skipped: 170

Q27 Which of the following Joint Automation (JA) services does your library use?

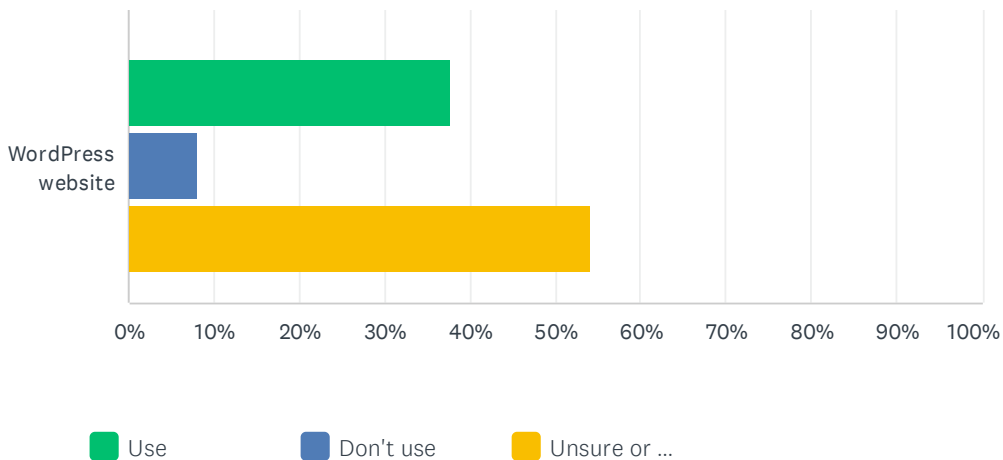
Answered: 133 Skipped: 45



SALS System Use and Satisfaction Survey 2022



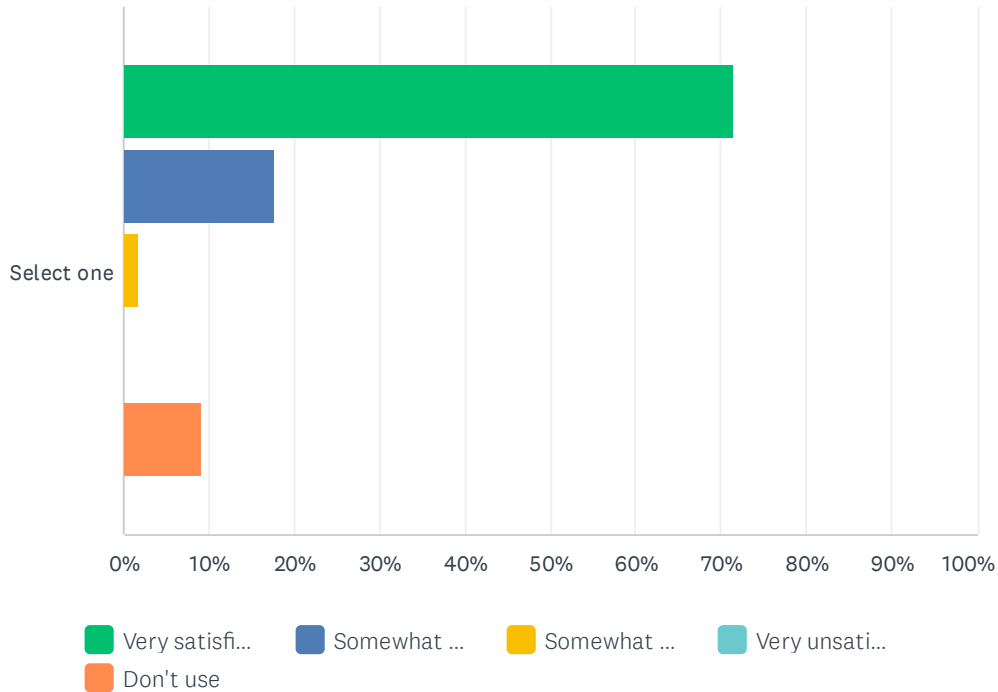
SALS System Use and Satisfaction Survey 2022



	USE	DON'T USE	UNSURE OR DON'T KNOW	TOTAL	WEIGHTED AVERAGE
Access to NOVELNY databases	46.77% 58	6.45% 8	46.77% 58	124	3.88
Cassie	53.60% 67	16.00% 20	30.40% 38	125	3.77
Group Orders	35.29% 42	3.36% 4	61.34% 73	119	3.91
Microsoft Office 365 (Email accounts, OneDrive, Teams)	90.77% 118	0.00% 0	9.23% 12	130	4.00
Joint Automation Project (JA) consulting services for new projects	53.66% 66	0.81% 1	45.53% 56	123	3.99
Joint Automation Project (JA) support for daily operations	75.78% 97	1.56% 2	22.66% 29	128	3.98
Joint Automation Project (JA) after hour support (24/7)	65.04% 80	4.07% 5	30.89% 38	123	3.94
Joint Automation Project (JA) Intranet (https://japroject.sals.edu)	48.36% 59	1.64% 2	50.00% 61	122	3.97
Network Support (Configuration, Troubleshooting, Meraki wireless routers)	59.20% 74	0.80% 1	40.00% 50	125	3.99
PC Configuration & Support	56.45% 70	1.61% 2	41.94% 52	124	3.97
POLARIS Integrated Library System (ILS)	85.04% 108	0.00% 0	14.96% 19	127	4.00
POLARIS reports	74.80% 95	0.00% 0	25.20% 32	127	4.00
POLARIS training	64.75% 79	0.82% 1	34.43% 42	122	3.99
WordPress website	37.70% 46	8.20% 10	54.10% 66	122	3.82

Q28 In general, how satisfied are you with the Joint Automation (JA) services your library uses?

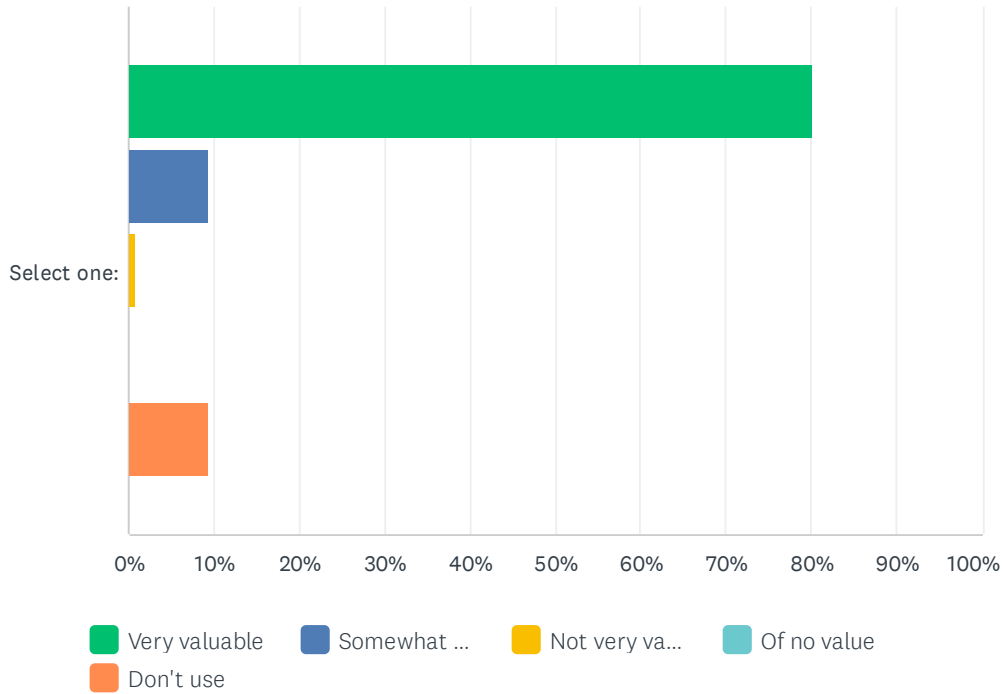
Answered: 119 Skipped: 59



	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT UNSATISFIED	VERY UNSATISFIED	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one	71.43% 85	17.65% 21	1.68% 2	0.00% 0	9.24% 11	119	4.42

Q29 How valuable and relevant are the Joint Automation (JA) services in your library's efforts to serve your patrons?

Answered: 116 Skipped: 62



	VERY VALUABLE	SOMEWHAT VALUABLE	NOT VERY VALUABLE	OF NO VALUE	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one:	80.17% 93	9.48% 11	0.86% 1	0.00% 0	9.48% 11	116	4.51

Q30 Is there anything we can do to improve the Joint Automation (JA) services?

Answered: 15 Skipped: 163

Q31 Additional comments welcomed

Answered: 9 Skipped: 169