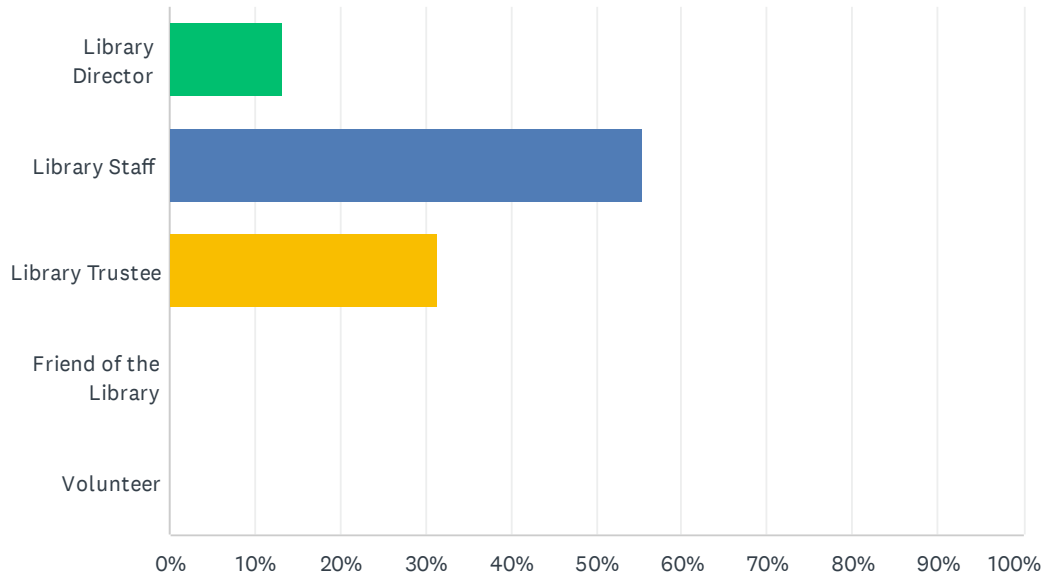


Q1 The position of the person completing this survey is:

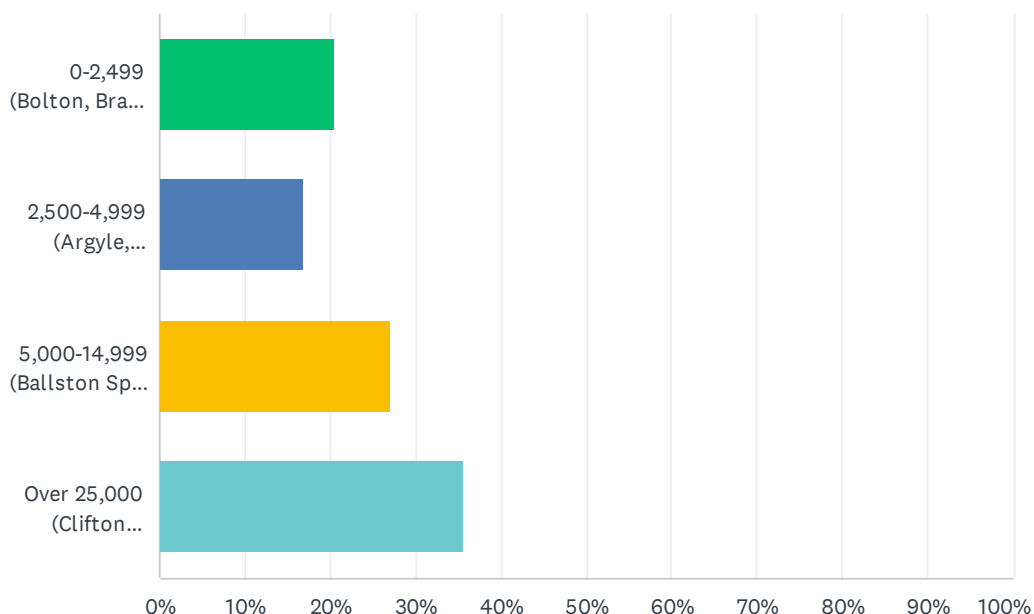
Answered: 166 Skipped: 0



ANSWER CHOICES	RESPONSES	
Library Director	13.25%	22
Library Staff	55.42%	92
Library Trustee	31.33%	52
Friend of the Library	0.00%	0
Volunteer	0.00%	0
TOTAL		166

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

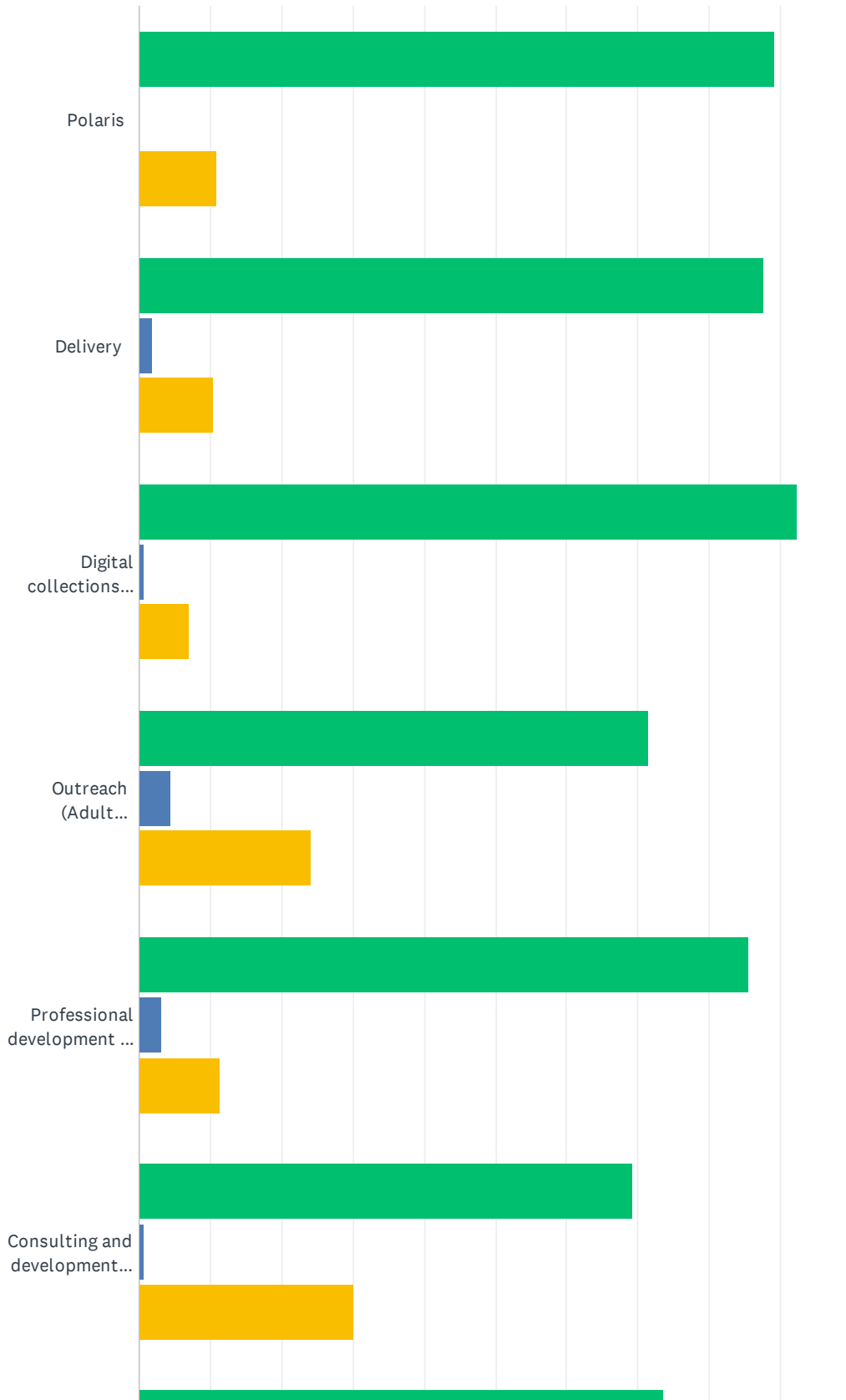
Answered: 166 Skipped: 0



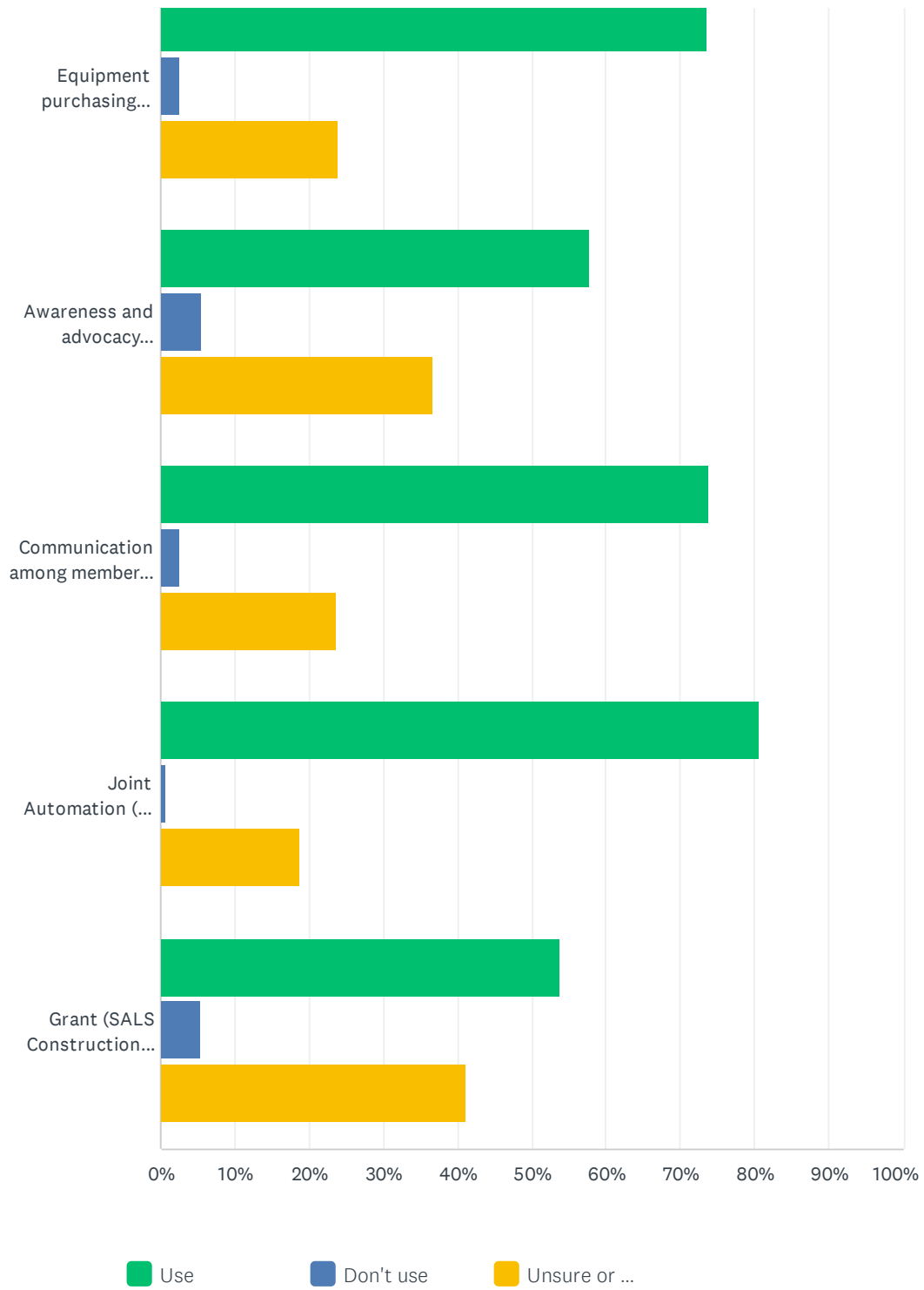
ANSWER CHOICES	RESPONSES	
0-2,499 (Bolton, Brant Lake/Horicon, Cambridge, Easton, Indian Lake, Inlet, Johnsburg, Lake Pleasant, Long Lake/Cornelius Vanderbilt Whitney, Raquette Lake, Salem/Bancroft, Stony Creek)	20.48%	34
2,500-4,999 (Argyle, Chestertown, Fort Edward, Granville/Pember, Greenwich, Lake-George/Caldwell-Lake George, Whitehall)	16.87%	28
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)	27.11%	45
Over 25,000 (Clifton Park-Halfmoon, Glens Falls/Crandall, Saratoga Springs)	35.54%	59
TOTAL		166

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

Answered: 165 Skipped: 1



SALS System Use and Satisfaction Survey 2023

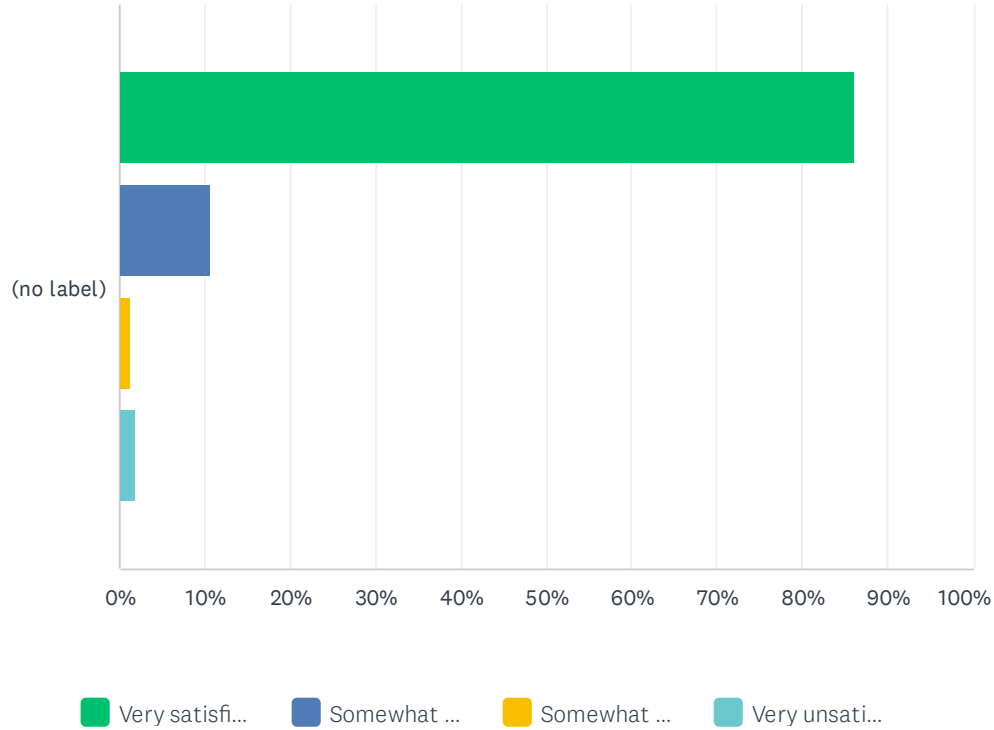


SALS System Use and Satisfaction Survey 2023

	USE	DON'T USE	UNSURE OR DON'T KNOW	TOTAL	WEIGHTED AVERAGE
Polaris	89.02% 146	0.00% 0	10.98% 18	164	4.00
Delivery	87.66% 135	1.95% 3	10.39% 16	154	3.98
Digital collections access (Overdrive, Ancestry & Heritage Quest)	92.31% 144	0.64% 1	7.05% 11	156	3.99
Outreach (Adult Literacy, Youth Services, Early Literacy, Farm-2-Library, Leaving Our Fingerprints on History, Social Media etc.)	71.43% 110	4.55% 7	24.03% 37	154	3.94
Professional development and training (continuing education, workshops, Niche Academy)	85.44% 135	3.16% 5	11.39% 18	158	3.96
Consulting and development services (1-on-1 with SALS Staff, Joint Automation (JA) support, League of Extraordinary New Directors, Tech-After-Lunch)	69.33% 104	0.67% 1	30.00% 45	150	3.99
Equipment purchasing (computers through Joint Automation (JA), barcodes)	73.51% 111	2.65% 4	23.84% 36	151	3.97
Awareness and advocacy (national, state & local information; Advocacy Day and materials)	57.82% 85	5.44% 8	36.73% 54	147	3.91
Communication among member libraries ("Circulate!" and "Hello, World" newsletters, email, meetings, conference calls)	73.72% 115	2.56% 4	23.72% 37	156	3.97
Joint Automation (JA) Project	80.65% 125	0.65% 1	18.71% 29	155	3.99
Grant (SALS Construction Challenge Grant)	53.64% 81	5.30% 8	41.06% 62	151	3.91

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

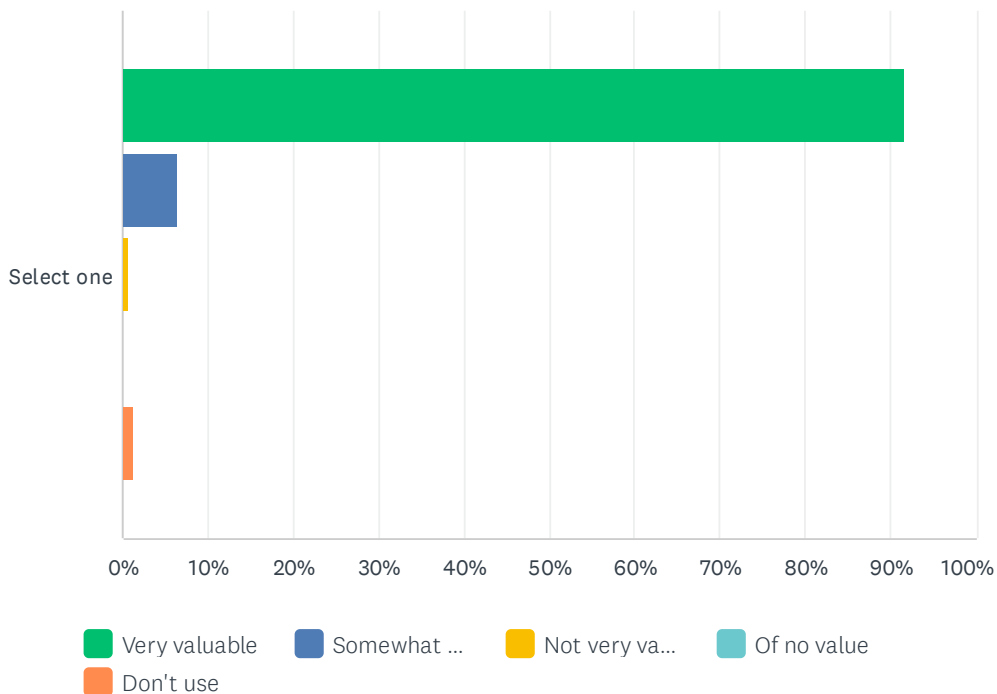
Answered: 158 Skipped: 8



	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT UNSATISFIED	VERY UNSATISFIED	TOTAL	WEIGHTED AVERAGE
(no label)	86.08% 136	10.76% 17	1.27% 2	1.90% 3	158	3.81

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

Answered: 155 Skipped: 11



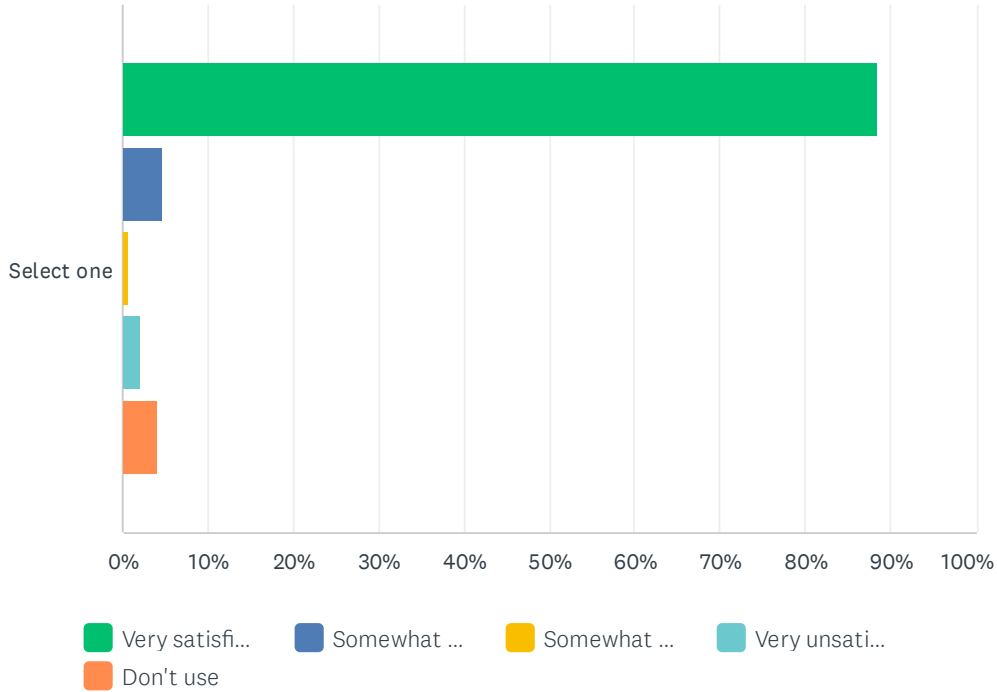
	VERY VALUABLE	SOMEWHAT VALUABLE	NOT VERY VALUABLE	OF NO VALUE	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one	91.61% 142	6.45% 10	0.65% 1	0.00% 0	1.29% 2	155	4.87

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

Answered: 30 Skipped: 136

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

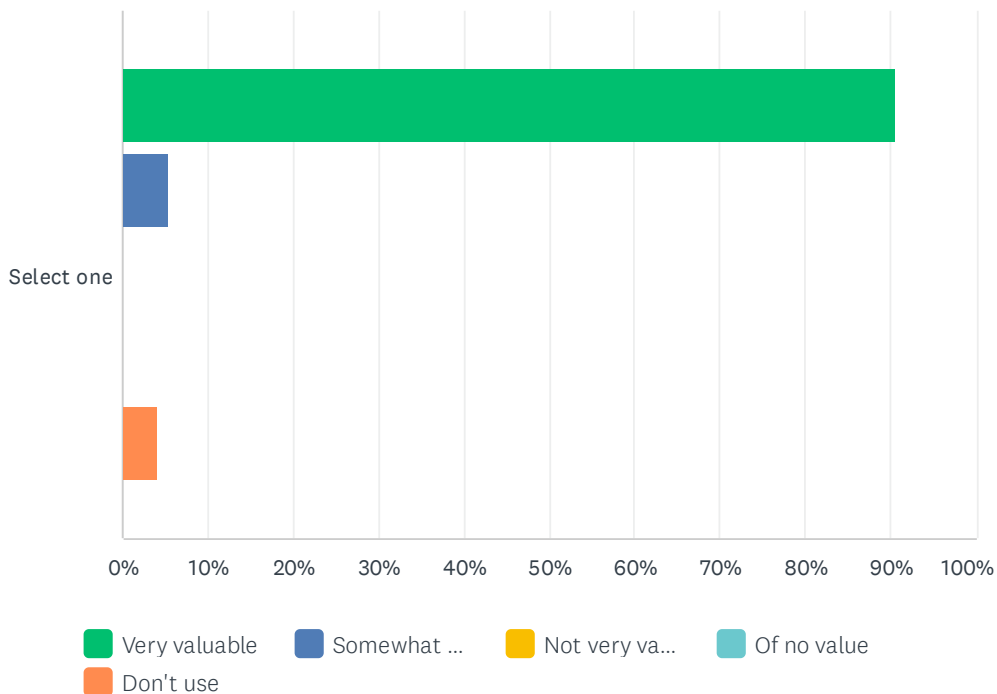
Answered: 147 Skipped: 19



	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT UNSATISFIED	VERY UNSATISFIED	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one	88.44% 130	4.76% 7	0.68% 1	2.04% 3	4.08% 6	147	4.71

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

Answered: 148 Skipped: 18



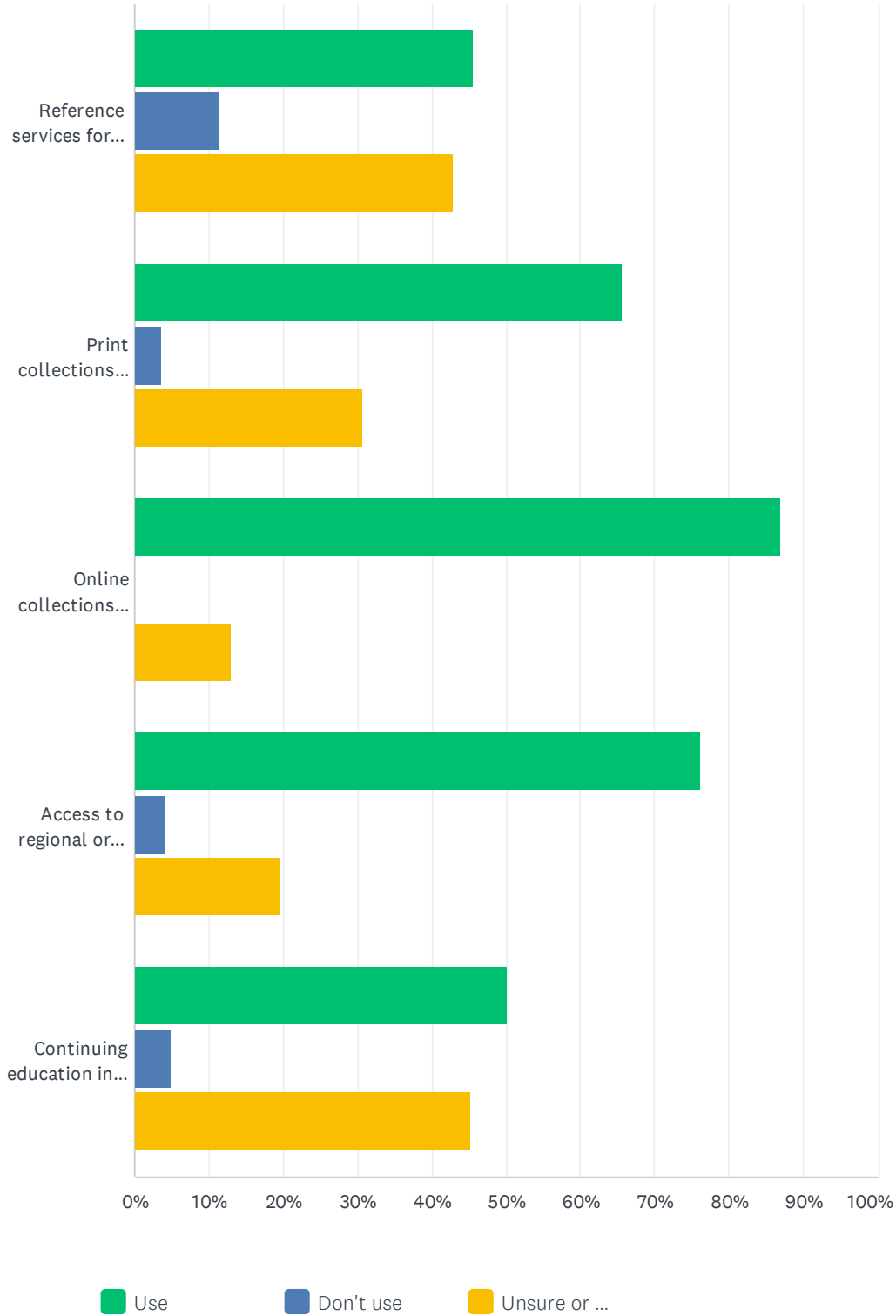
	VERY VALUABLE	SOMEWHAT VALUABLE	NOT VERY VALUABLE	OF NO VALUE	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one	90.54% 134	5.41% 8	0.00% 0	0.00% 0	4.05% 6	148	4.78

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

Answered: 26 Skipped: 140

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

Answered: 148 Skipped: 18

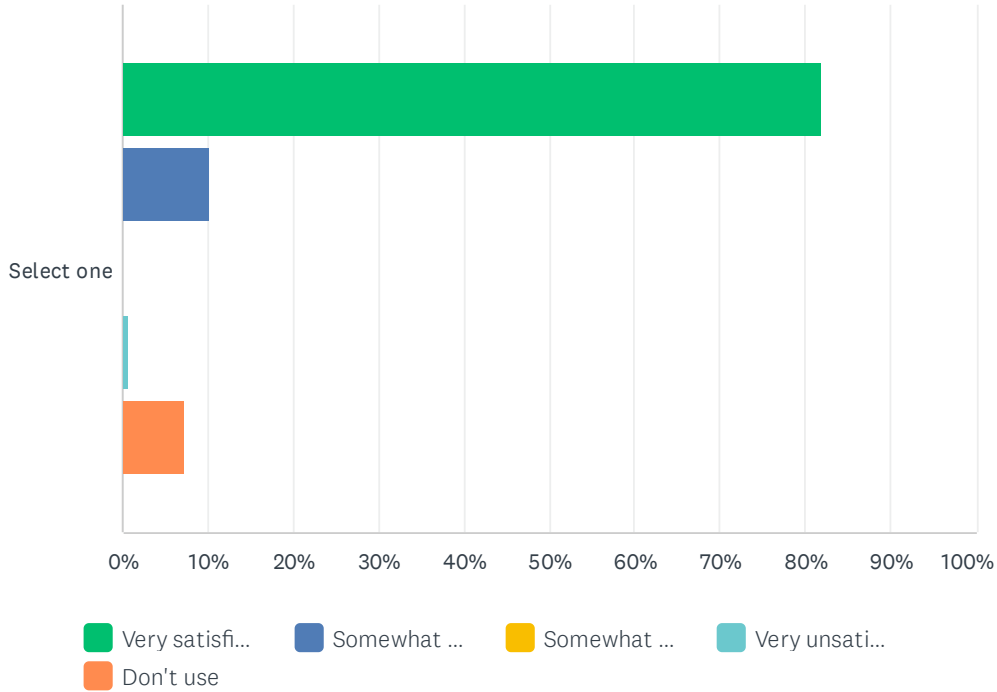


SALS System Use and Satisfaction Survey 2023

	USE	DON'T USE	UNSURE OR DON'T KNOW	TOTAL	WEIGHTED AVERAGE
Reference services for your library and your patrons	45.71% 64	11.43% 16	42.86% 60	140	3.80
Print collections (books)	65.71% 92	3.57% 5	30.71% 43	140	3.95
Online collections (Genealogy: Ancestry, Heritage Quest) & (ebooks: Overdrive, Libby, SALON)	86.90% 126	0.00% 0	13.10% 19	145	4.00
Access to regional or worldwide resources via Interlibrary Loan	76.22% 109	4.20% 6	19.58% 28	143	3.95
Continuing education in special topics	50.00% 72	4.86% 7	45.14% 65	144	3.91

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

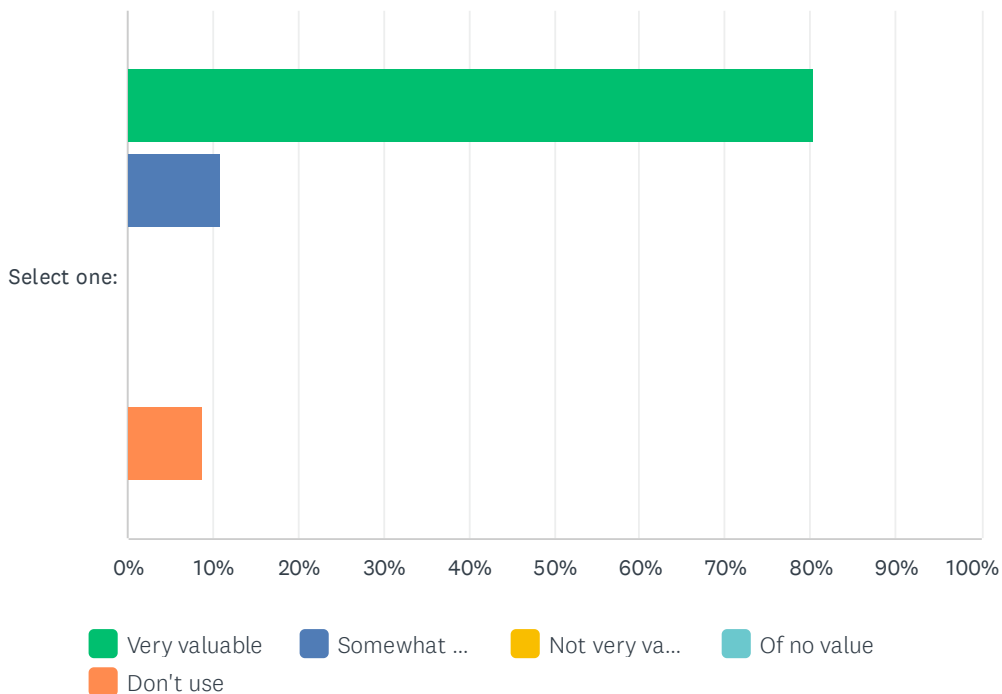
Answered: 138 Skipped: 28



	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT UNSATISFIED	VERY UNSATISFIED	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one	81.88% 113	10.14% 14	0.00% 0	0.72% 1	7.25% 10	138	4.59

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

Answered: 138 Skipped: 28



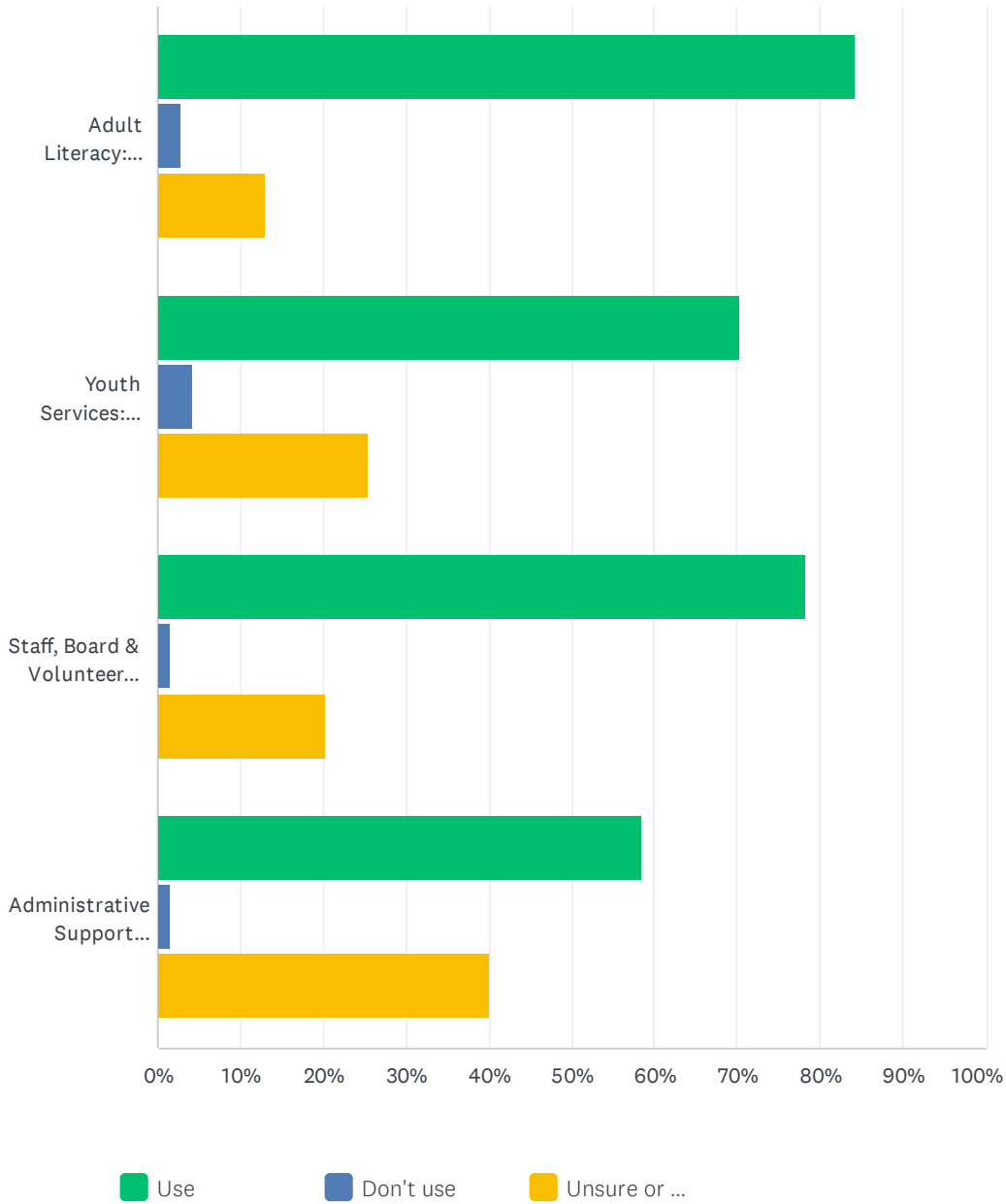
	VERY VALUABLE	SOMEWHAT VALUABLE	NOT VERY VALUABLE	OF NO VALUE	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one:	80.43% 111	10.87% 15	0.00% 0	0.00% 0	8.70% 12	138	4.54

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

Answered: 22 Skipped: 144

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

Answered: 146 Skipped: 20

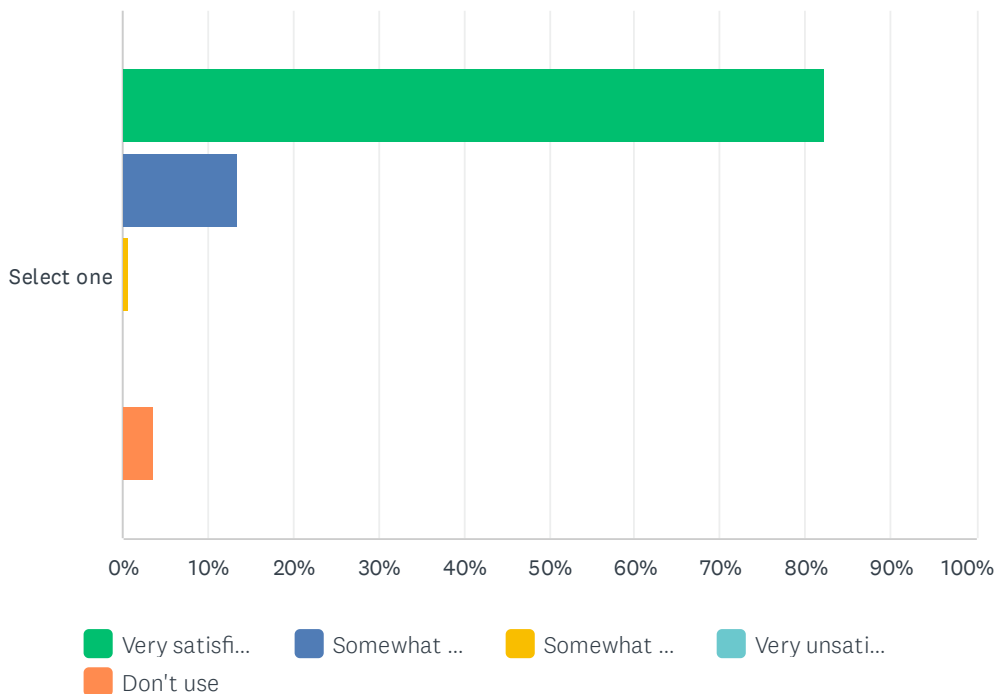


SALS System Use and Satisfaction Survey 2023

	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)	84.14% 122	2.76% 4	13.10% 19	145	3.97
Youth Services: (Lending Kits, ReadSquared, Early Literacy eBooks, Summer Reading Workshops, Greatest of All Time Teen Services Meet Up)	70.42% 100	4.23% 6	25.35% 36	142	3.94
Staff, Board & Volunteer Development (Niche Academy, League of Extraordinary New Directors, Tech-After-Lunch, Friends Council, Trustee Training)	78.32% 112	1.40% 2	20.28% 29	143	3.98
Administrative Support (Assistance completing NYS Construction Grant, Assistance completing NYS Annual Report)	58.45% 83	1.41% 2	40.14% 57	142	3.98

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

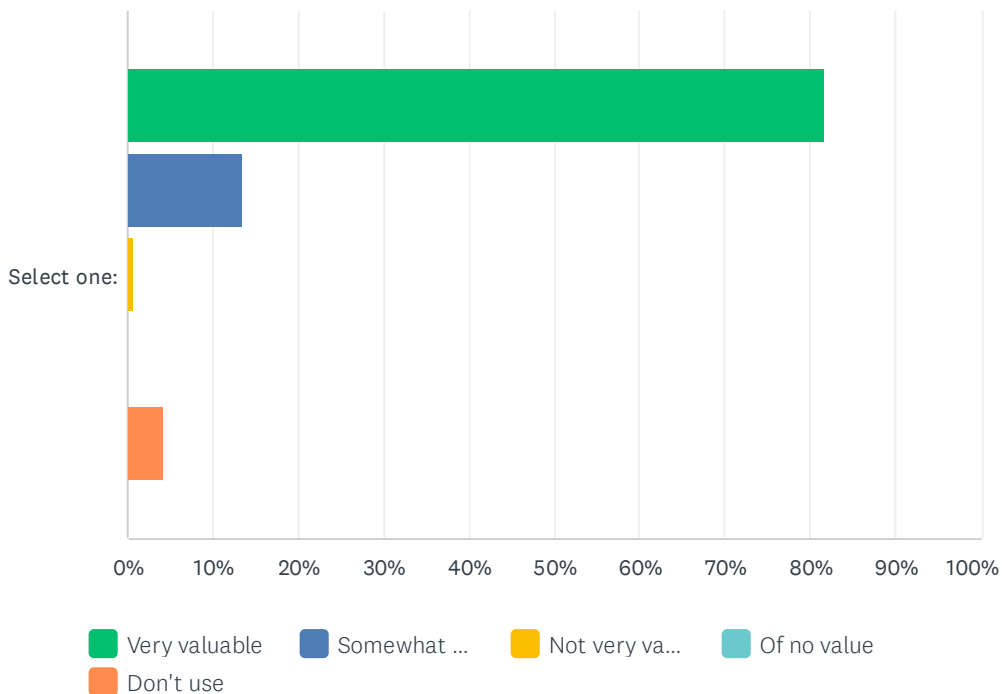
Answered: 142 Skipped: 24



	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT UNSATISFIED	VERY UNSATISFIED	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one	82.39% 117	13.38% 19	0.70% 1	0.00% 0	3.52% 5	142	4.71

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

Answered: 142 Skipped: 24



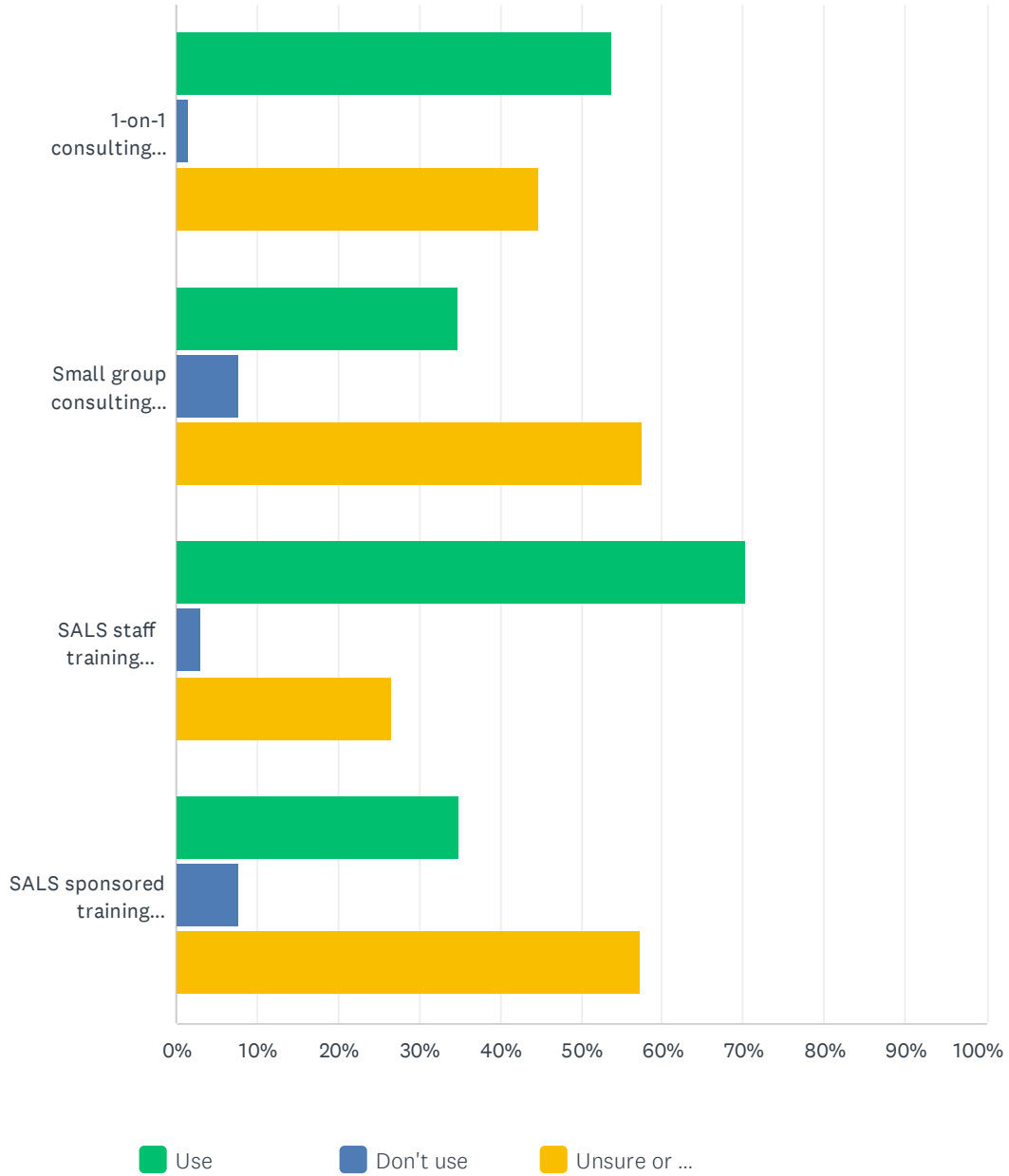
	VERY VALUABLE	SOMEWHAT VALUABLE	NOT VERY VALUABLE	OF NO VALUE	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one:	81.69% 116	13.38% 19	0.70% 1	0.00% 0	4.23% 6	142	4.68

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

Answered: 19 Skipped: 147

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

Answered: 136 Skipped: 30

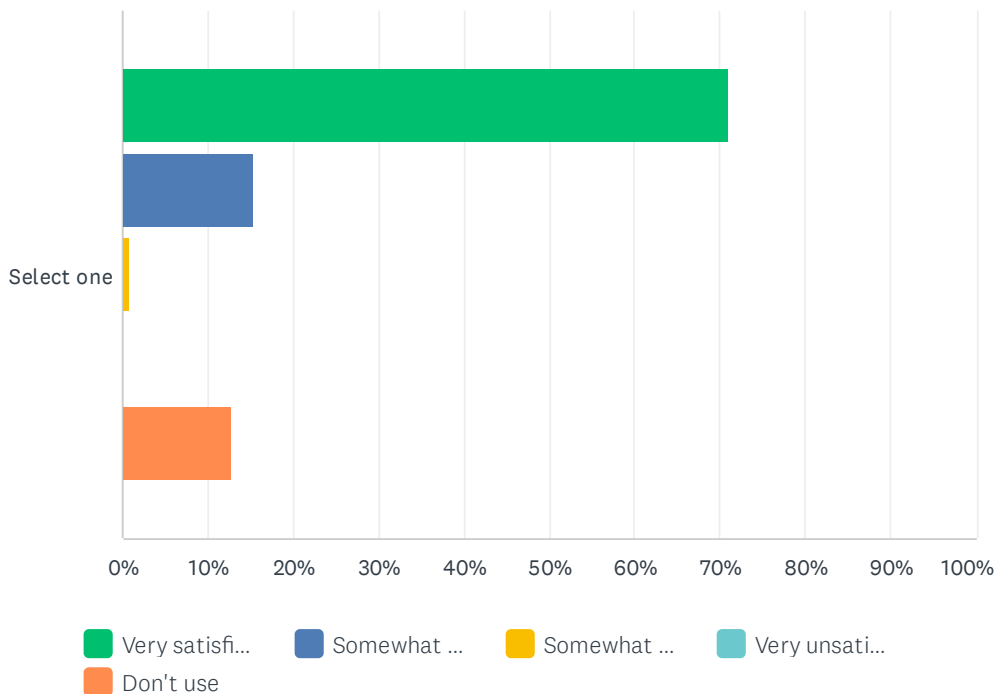


SALS System Use and Satisfaction Survey 2023

	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)	53.73% 72	1.49% 2	44.78% 60	134	3.97
Small group consulting (e.g. plan of service/strategic development, board development, new services, sustainability)	34.85% 46	7.58% 10	57.58% 76	132	3.82
SALS staff training sessions (e.g. informational sessions, Polaris training, literacy)	70.37% 95	2.96% 4	26.67% 36	135	3.96
SALS sponsored training sessions (e.g. hiring outside professionals, co-sponsorships with other library systems)	34.88% 45	7.75% 10	57.36% 74	129	3.82

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

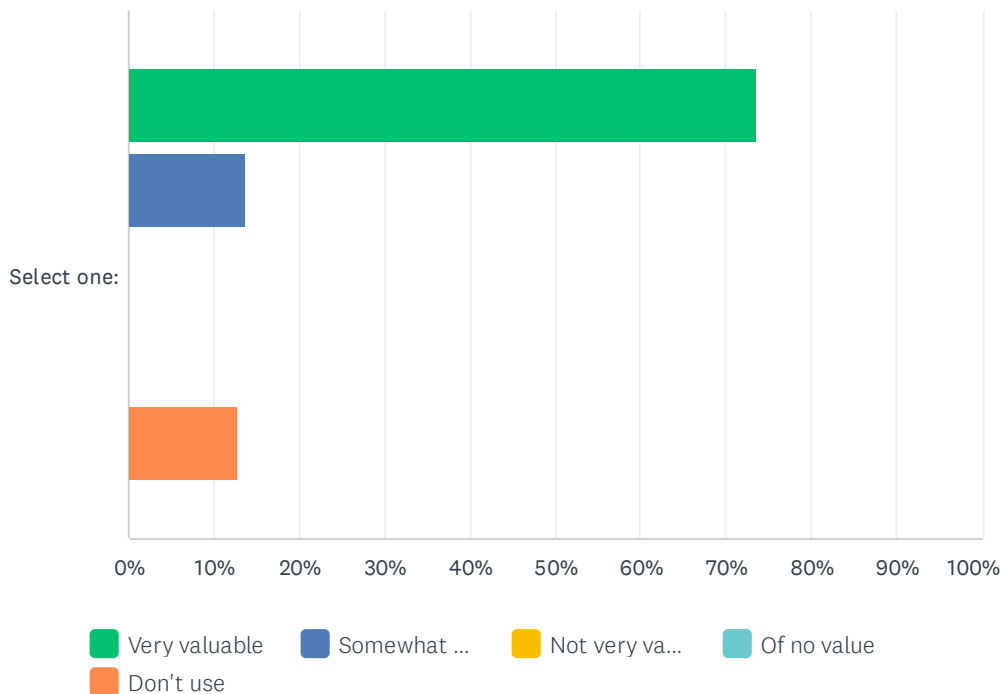
Answered: 117 Skipped: 49



	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT UNSATISFIED	VERY UNSATISFIED	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one	70.94% 83	15.38% 18	0.85% 1	0.00% 0	12.82% 15	117	4.32

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

Answered: 117 Skipped: 49



	VERY VALUABLE	SOMEWHAT VALUABLE	NOT VERY VALUABLE	OF NO VALUE	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one:	73.50% 86	13.68% 16	0.00% 0	0.00% 0	12.82% 15	117	4.35

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

Answered: 19 Skipped: 147

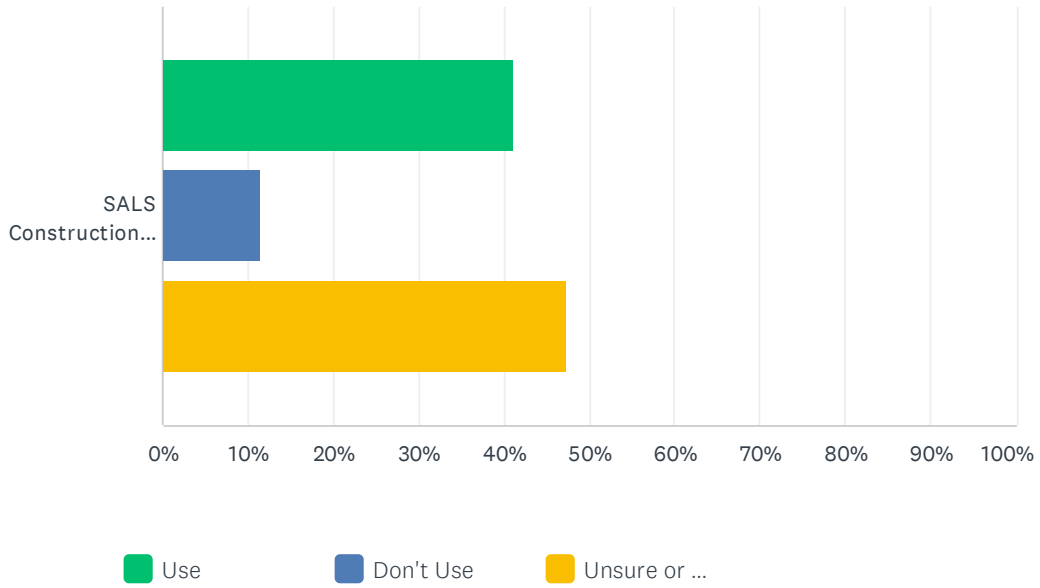
Q22 Everyone has a "wishlist" of Continuing Education programs they would like to attend. What are your top 3?

Answered: 47 Skipped: 119

ANSWER CHOICES	RESPONSES	
One:	100.00%	47
Two:	74.47%	35
Three:	46.81%	22

Q23 Did your library use the SALS Construction Challenge Grant?

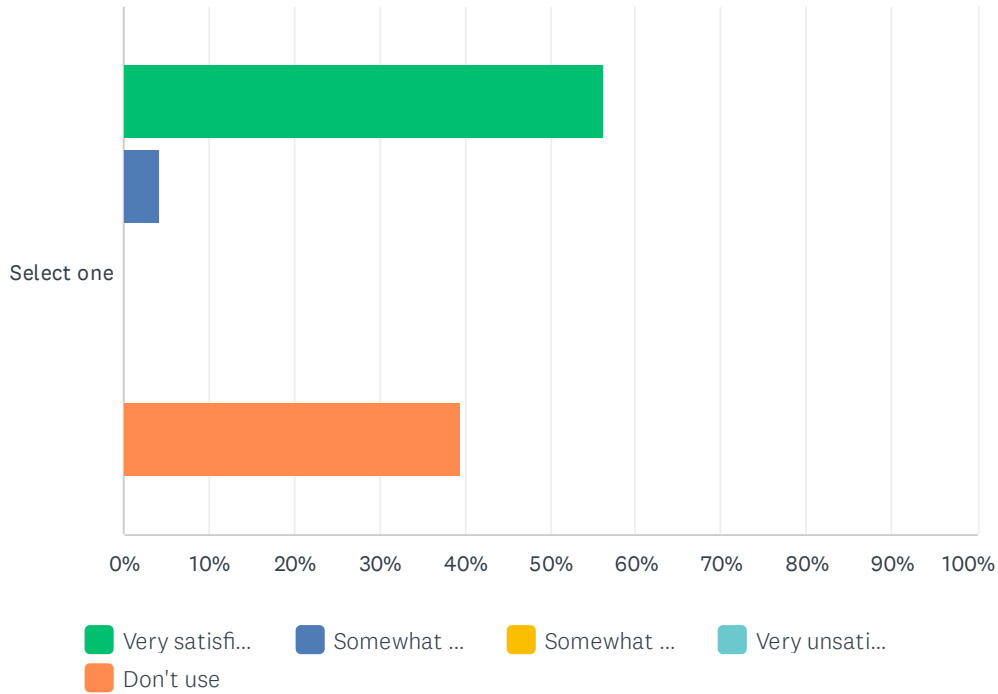
Answered: 131 Skipped: 35



	USE	DON'T USE	UNSURE OR DON'T KNOW	TOTAL
SALS Construction Challenge Grant	41.22% 54	11.45% 15	47.33% 62	131

Q24 In general, how satisfied are you with the SALS Construction Challenge Grant your library used?

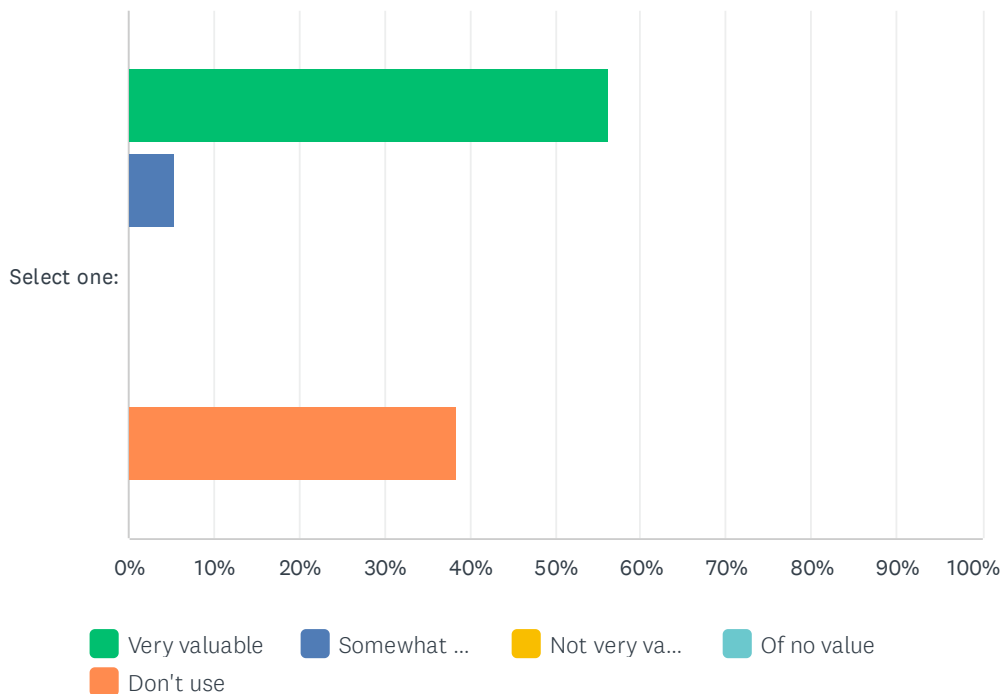
Answered: 94 Skipped: 72



	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT UNSATISFIED	VERY UNSATISFIED	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one	56.38% 53	4.26% 4	0.00% 0	0.00% 0	39.36% 37	94	3.38

Q25 How valuable and relevant was the SALS Construction Grant in your library's efforts to serve your patrons?

Answered: 94 Skipped: 72



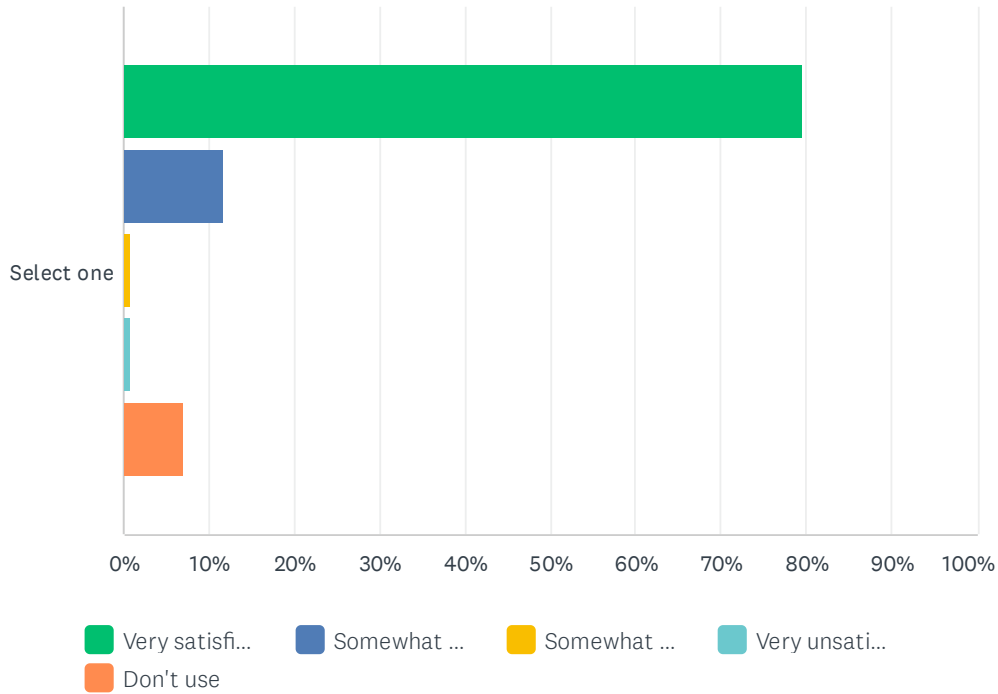
	VERY VALUABLE	SOMEWHAT VALUABLE	NOT VERY VALUABLE	OF NO VALUE	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one:	56.38% 53	5.32% 5	0.00% 0	0.00% 0	38.30% 36	94	3.41

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

Answered: 23 Skipped: 143

Q27 In general, how satisfied are you with the Joint Automation (JA) services your library uses?

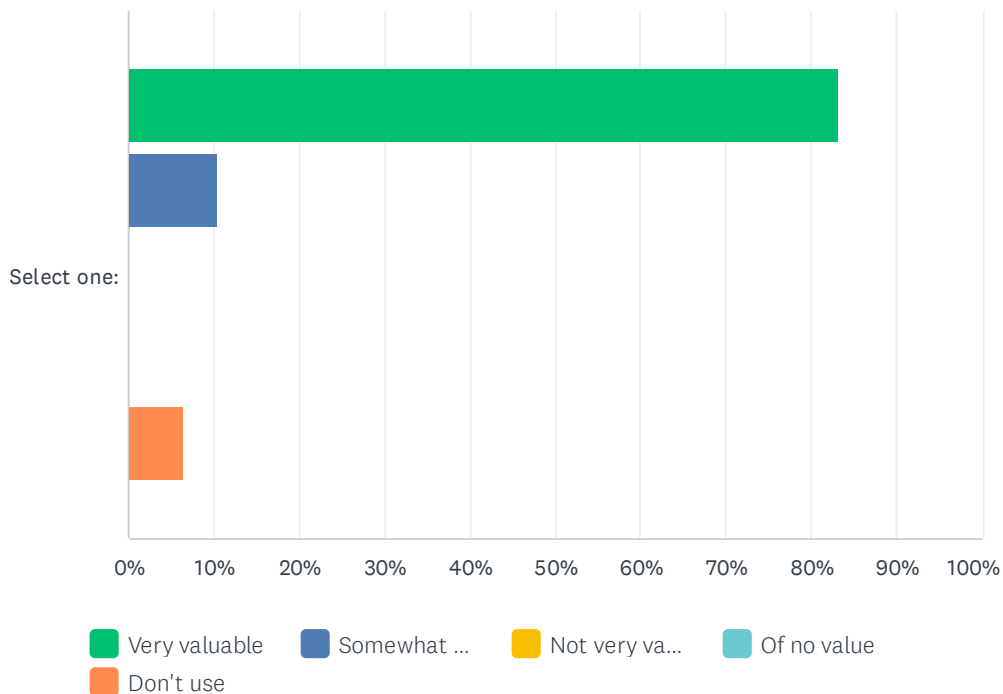
Answered: 127 Skipped: 39



	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT UNSATISFIED	VERY UNSATISFIED	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one	79.53% 101	11.81% 15	0.79% 1	0.79% 1	7.09% 9	127	4.56

Q28 How valuable and relevant are the Joint Automation (JA) services in your library's efforts to serve your patrons?

Answered: 125 Skipped: 41



	VERY VALUABLE	SOMEWHAT VALUABLE	NOT VERY VALUABLE	OF NO VALUE	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one:	83.20% 104	10.40% 13	0.00% 0	0.00% 0	6.40% 8	125	4.64

Q29 How satisfied are you with Polaris? And what changes would you like to see in the future?

Answered: 42 Skipped: 124

Q30 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: 26 Skipped: 140

Q31 Any additional comments are welcomed

Answered: 21 Skipped: 145