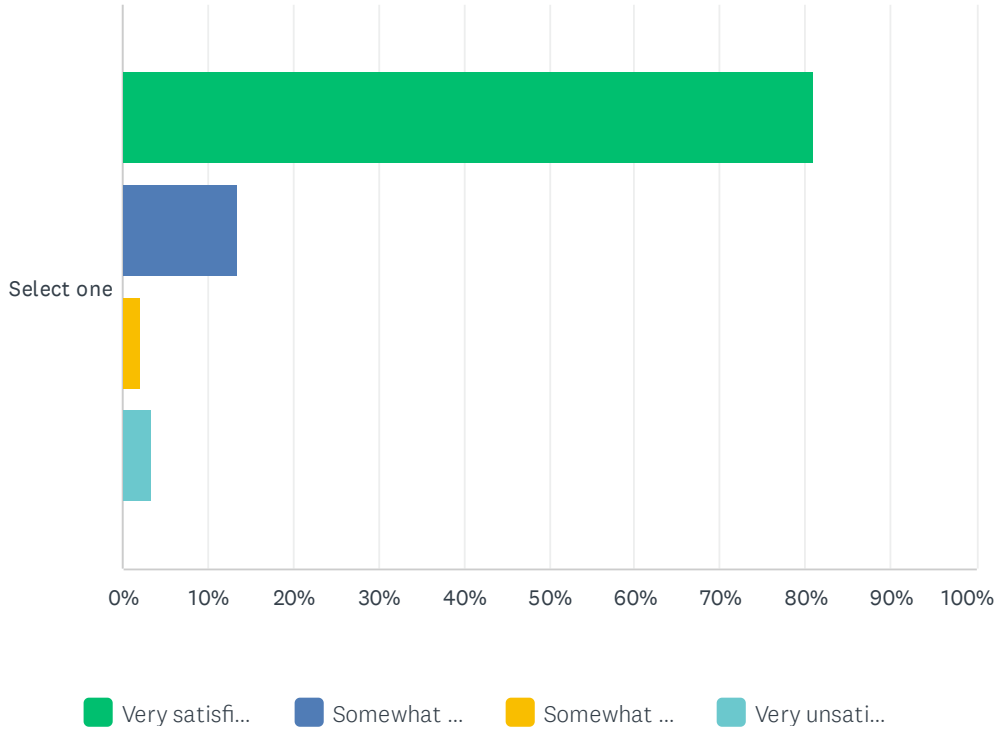


# Q1 In general, how satisfied are you with the services you receive from SALS?

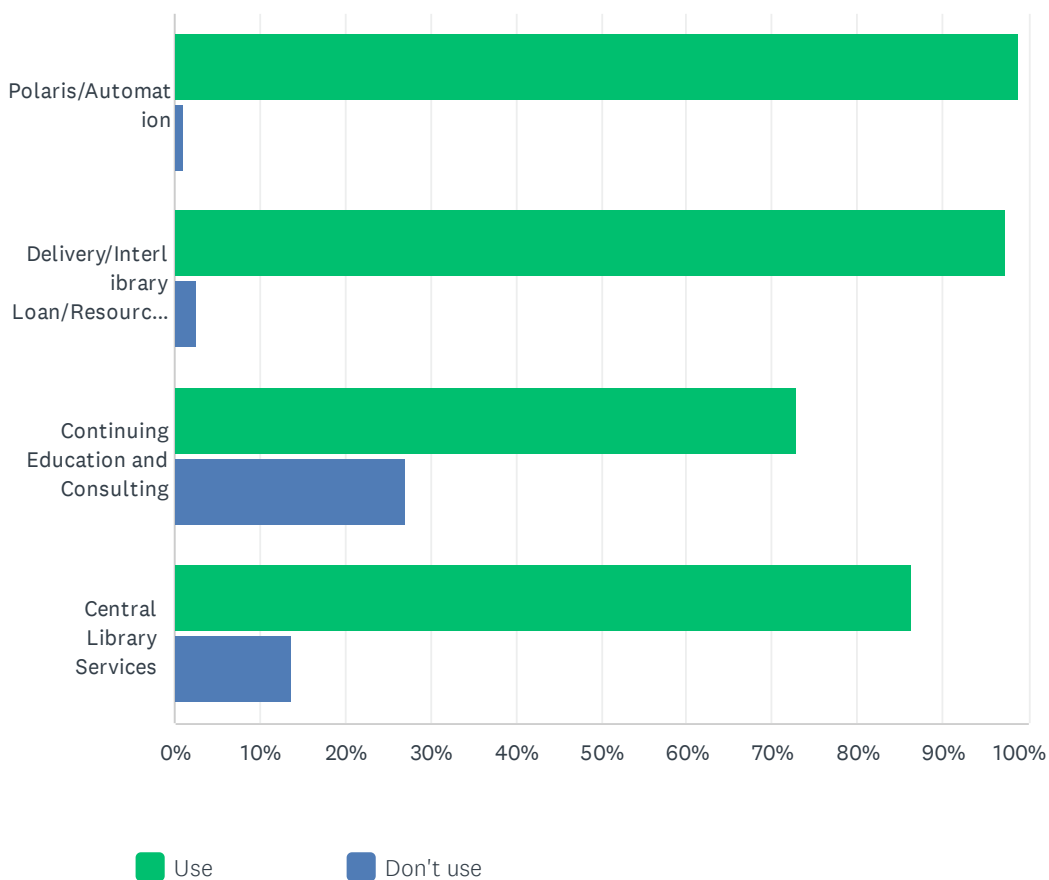
Answered: 90 Skipped: 4



	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT UNSATISFIED	VERY UNSATISFIED	TOTAL	WEIGHTED AVERAGE
Select one	81.11% 73	13.33% 12	2.22% 2	3.33% 3	90	3.72

## Q2 Which of the services provided by SALS do you now use?

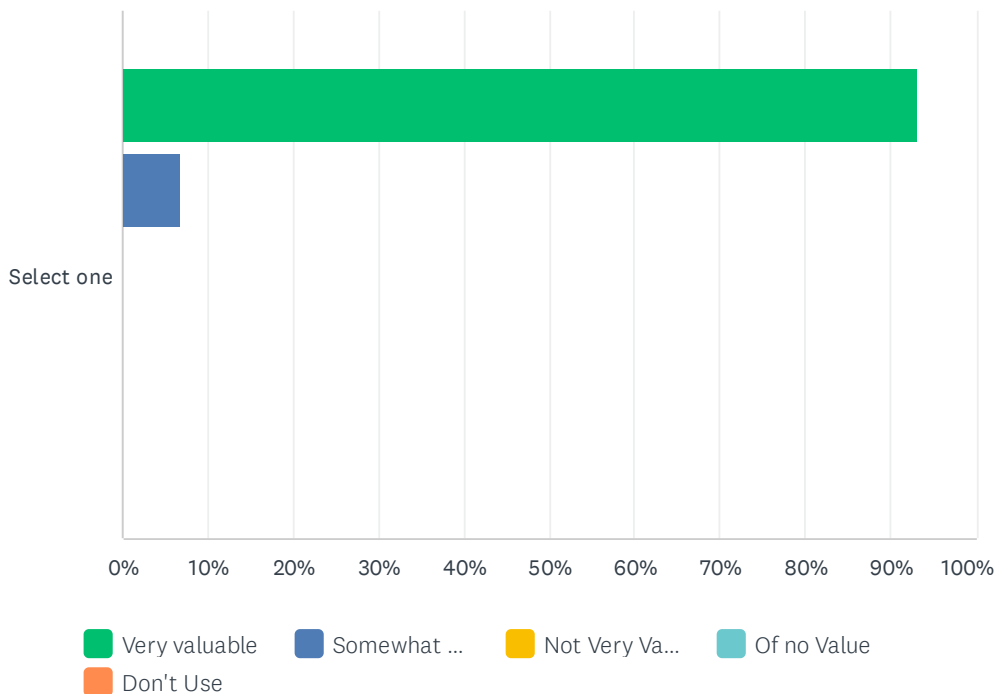
Answered: 89 Skipped: 5



	USE	DON'T USE	TOTAL	WEIGHTED AVERAGE
Polaris/Automation	98.84% 85	1.16% 1	86	3.99
Delivery/Interlibrary Loan/Resource Sharing	97.53% 79	2.47% 2	81	3.98
Continuing Education and Consulting	72.97% 54	27.03% 20	74	3.73
Central Library Services	86.30% 63	13.70% 10	73	3.86

### Q3 How valuable and relevant are the services provided by SALS to you in your efforts to serve your patrons?

Answered: 89 Skipped: 5



	VERY VALUABLE	SOMEWHAT VALUABLE	NOT VERY VALUABLE	OF NO VALUE	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one	93.26% 83	6.74% 6	0.00% 0	0.00% 0	0.00% 0	89	4.93

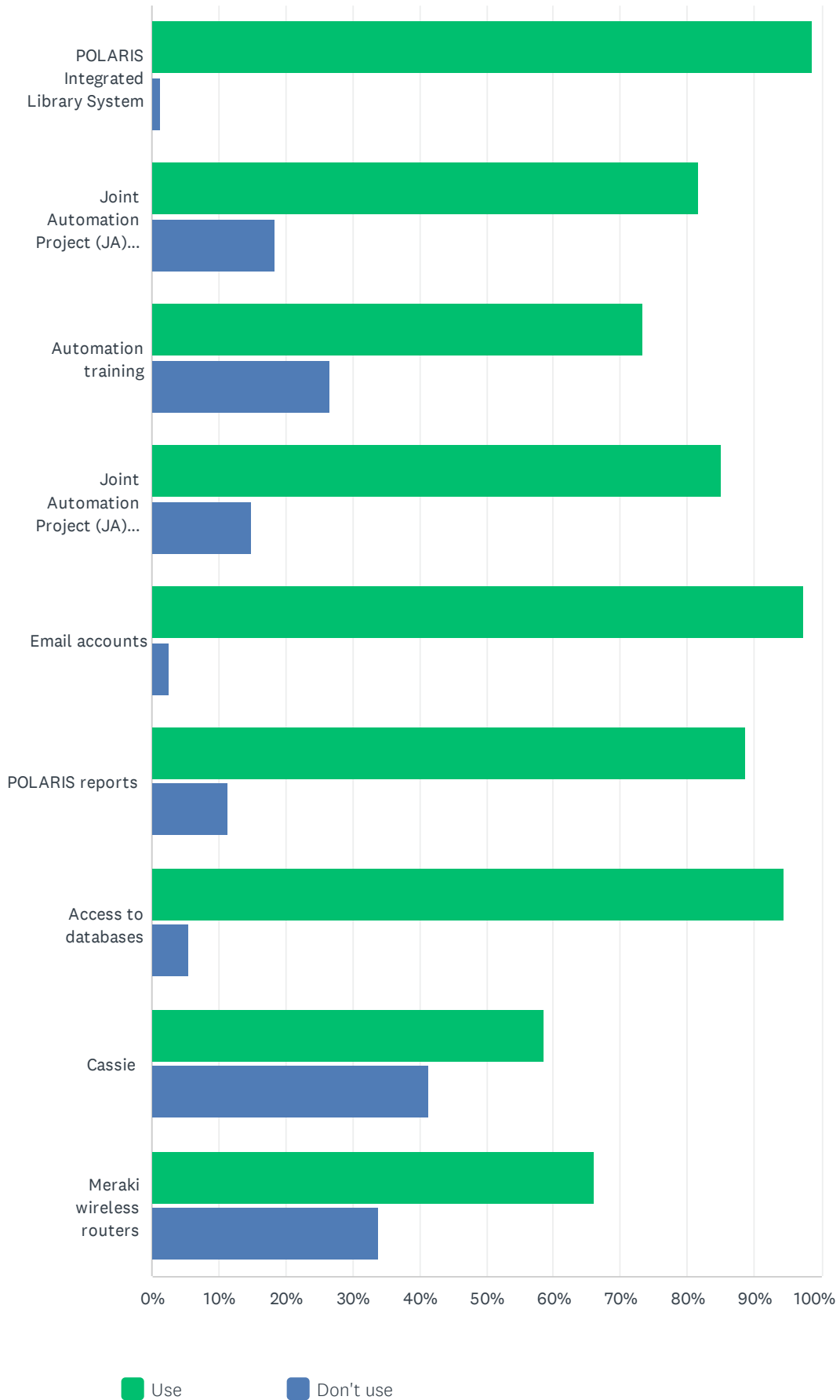
Q4 What additional services could SALS provide that would help you serve your patrons better? Please be as specific as you can.

Answered: 22 Skipped: 72

## Q5 Which of the following services do you use?

Answered: 84 Skipped: 10

# SALS System Use and Satisfaction Survey 2015

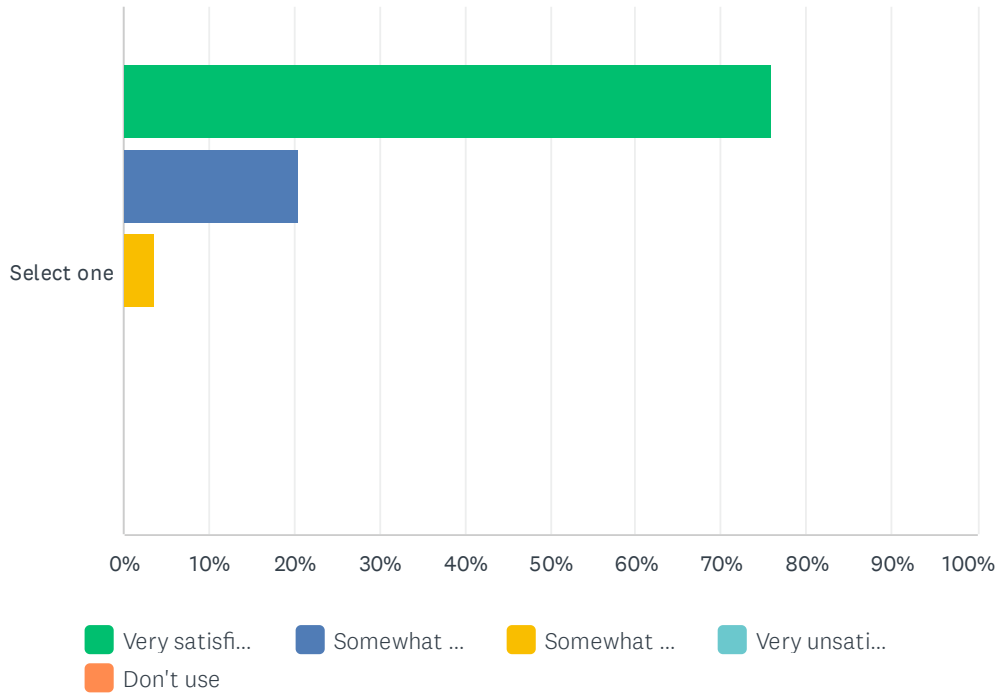


SALS System Use and Satisfaction Survey 2015

	USE	DON'T USE	TOTAL	WEIGHTED AVERAGE
POLARIS Integrated Library System	98.78% 81	1.22% 1	82	3.99
Joint Automation Project (JA) consulting services for new projects	81.69% 58	18.31% 13	71	3.82
Automation training	73.33% 44	26.67% 16	60	3.73
Joint Automation Project (JA) support for daily operations	85.07% 57	14.93% 10	67	3.85
Email accounts	97.47% 77	2.53% 2	79	3.97
POLARIS reports	88.73% 63	11.27% 8	71	3.89
Access to databases	94.37% 67	5.63% 4	71	3.94
Cassie	58.62% 34	41.38% 24	58	3.59
Meraki wireless routers	66.00% 33	34.00% 17	50	3.66

## Q6 In general, how satisfied are you with the Polaris/Automation services you receive from SALS?

Answered: 83 Skipped: 11

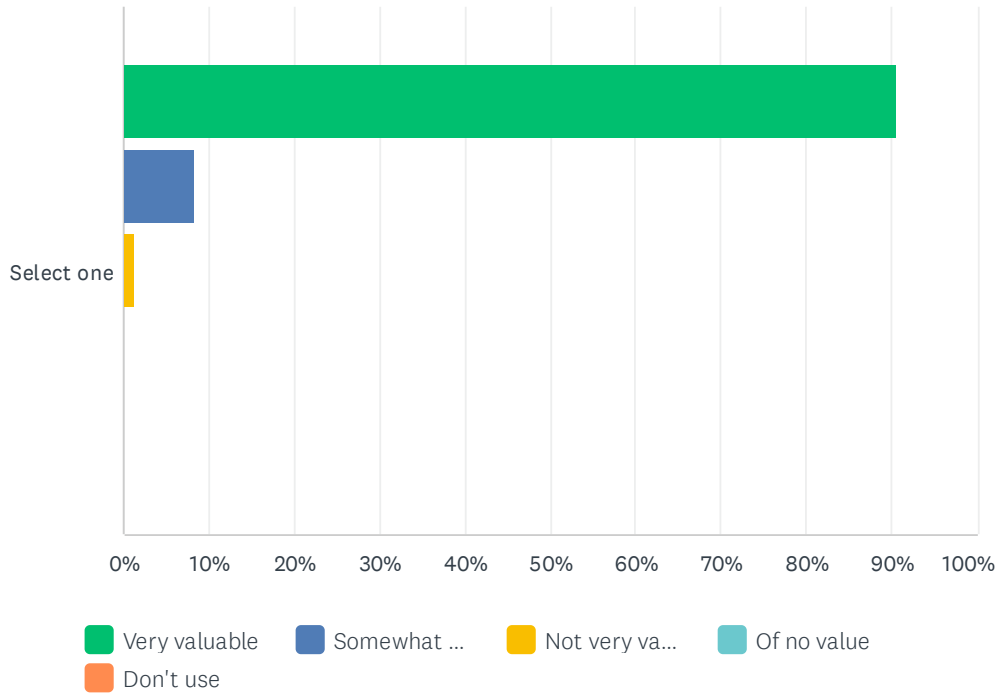


	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT UNSATISFIED	VERY UNSATISFIED	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one	75.90% 63	20.48% 17	3.61% 3	0.00% 0	0.00% 0	83	4.72



## Q7 How valuable and relevant are these services to you in your efforts to serve your patrons?

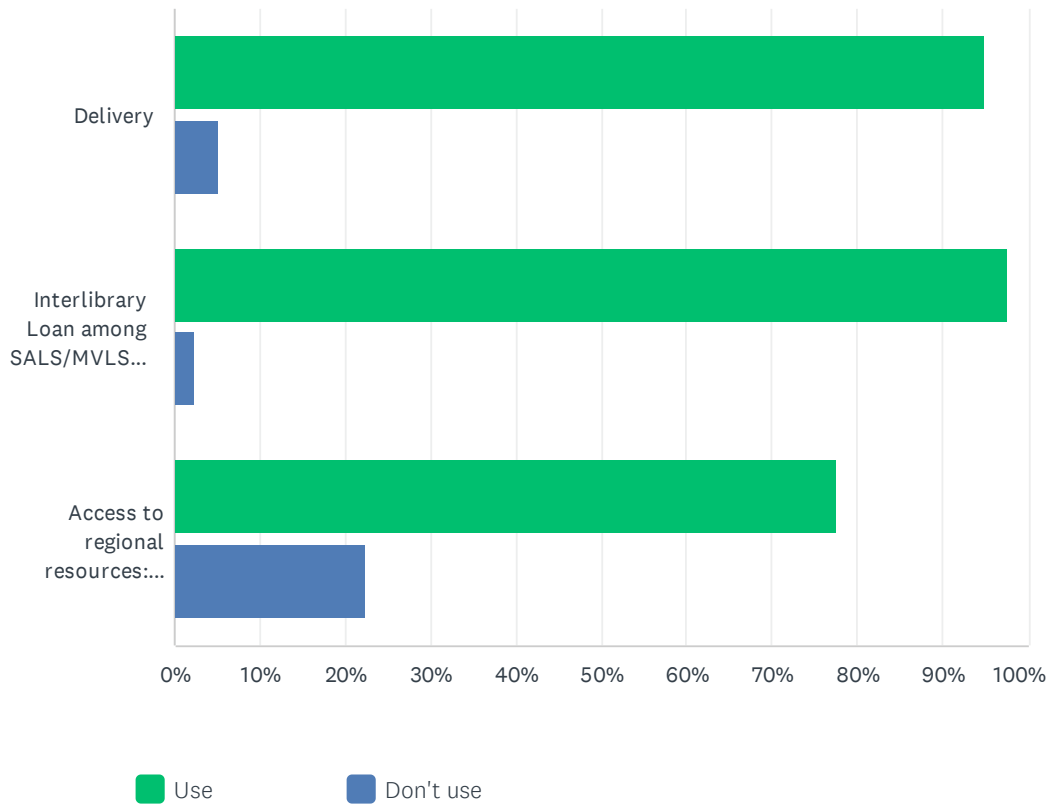
Answered: 85 Skipped: 9



	VERY VALUABLE	SOMEWHAT VALUABLE	NOT VERY VALUABLE	OF NO VALUE	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one	90.59%	8.24%	1.18%	0.00%	0.00%	85	4.89
	77	7	1	0	0		

## Q8 Which of the following services do you use?

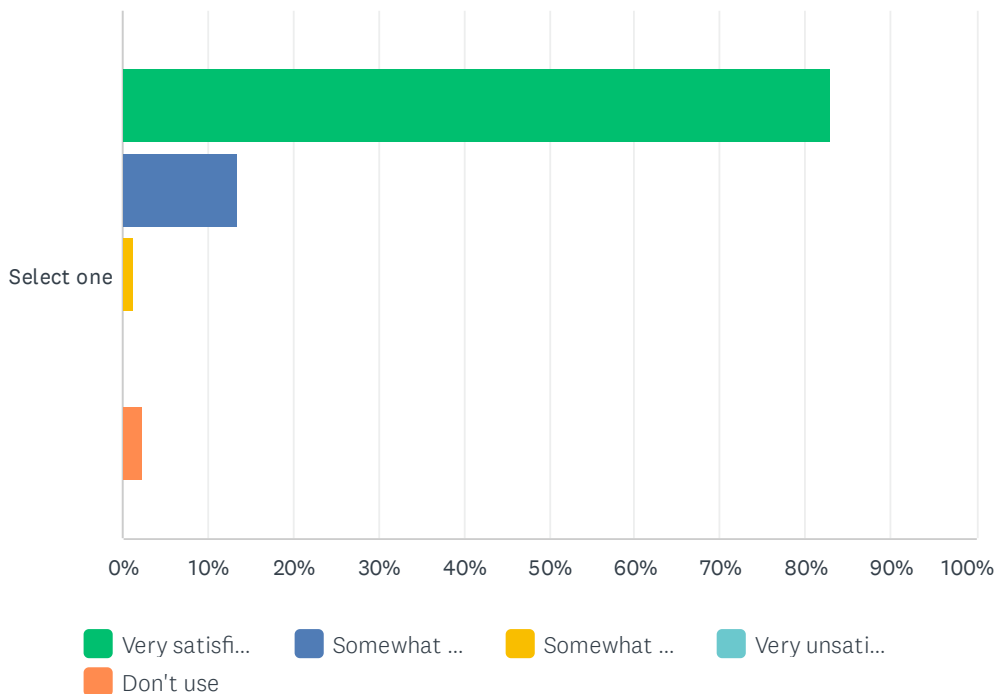
Answered: 84 Skipped: 10



	USE	DON'T USE	TOTAL	WEIGHTED AVERAGE
Delivery	94.81% 73	5.19% 4	77	3.95
Interlibrary Loan among SALS/MVLS libraries	97.62% 82	2.38% 2	84	3.98
Access to regional resources: CDLC, OCLC	77.61% 52	22.39% 15	67	3.78

### Q9 In general, how satisfied are you with the resource sharing services you receive from SALS?

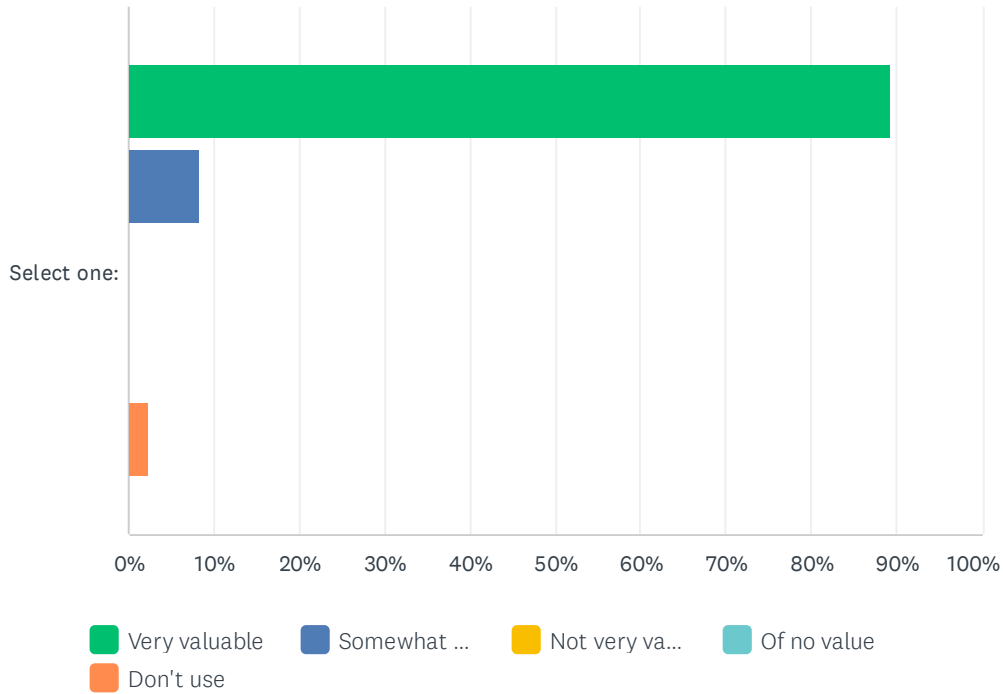
Answered: 82 Skipped: 12



	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT UNSATISFIED	VERY UNSATISFIED	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one	82.93% 68	13.41% 11	1.22% 1	0.00% 0	2.44% 2	82	4.74

## Q10 How valuable and relevant are these services to you in your efforts to serve your patrons?

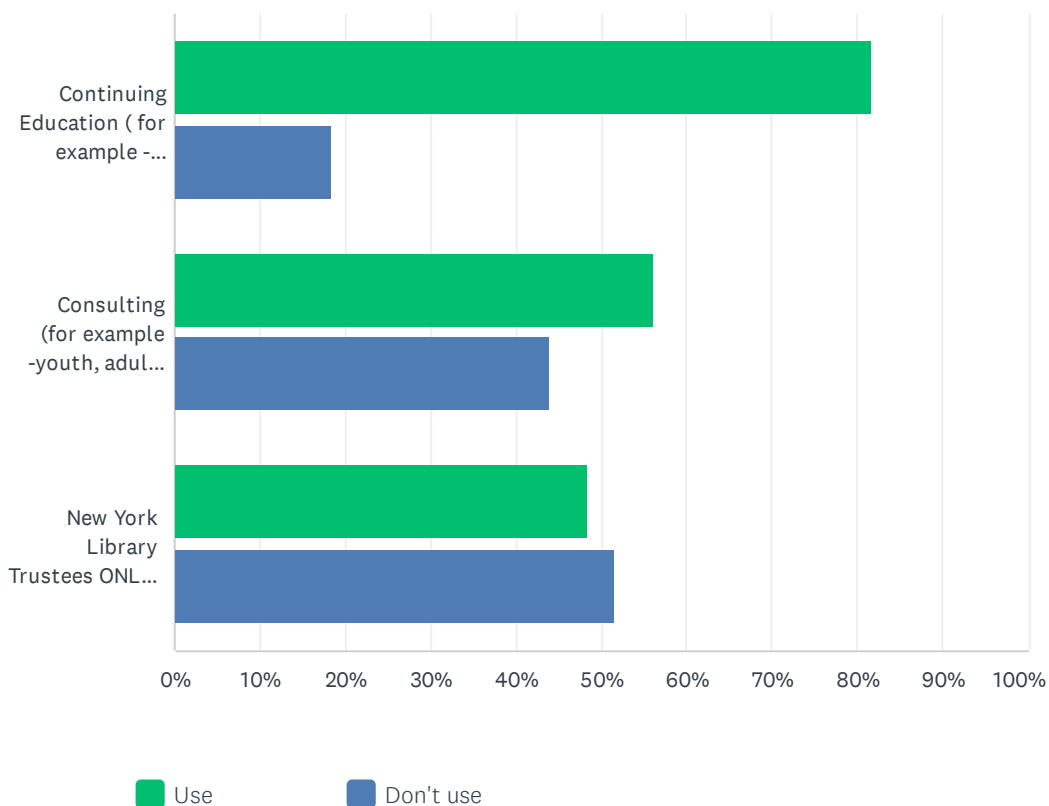
Answered: 84 Skipped: 10



	VERY VALUABLE	SOMEWHAT VALUABLE	NOT VERY VALUABLE	OF NO VALUE	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one:	89.29% 75	8.33% 7	0.00% 0	0.00% 0	2.38% 2	84	4.82

## Q11 Which of the following services do you use?

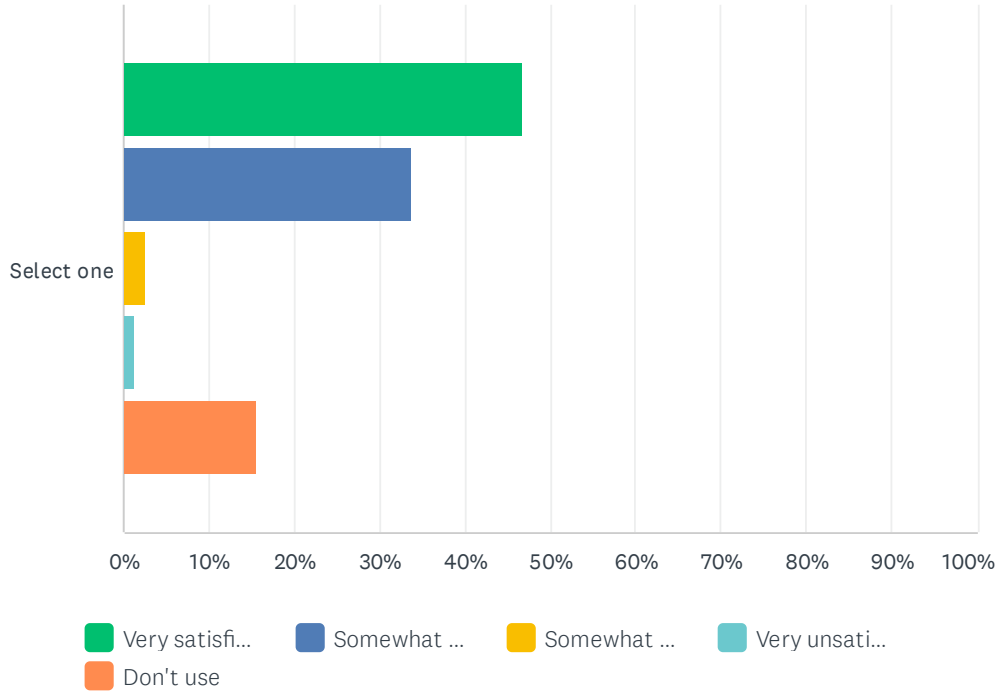
Answered: 77 Skipped: 17



	USE	DON'T USE	TOTAL	WEIGHTED AVERAGE
Continuing Education ( for example - workshops, webinars)	81.58% 62	18.42% 14	76	3.82
Consulting (for example -youth, adult, literacy, trustee, outreach)	56.06% 37	43.94% 29	66	3.56
New York Library Trustees ONLINE (www.nylto.org)	48.39% 30	51.61% 32	62	3.48

## Q12 In general, how satisfied are you with the Continuing Education and Consulting services you receive from SALS?

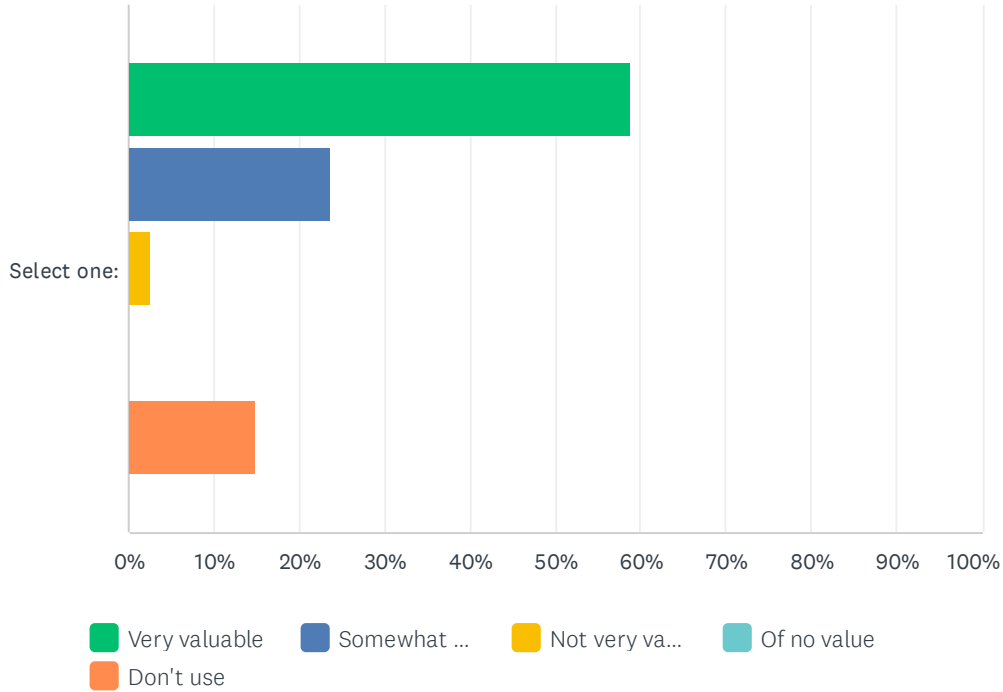
Answered: 77 Skipped: 17



	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT UNSATISFIED	VERY UNSATISFIED	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one	46.75% 36	33.77% 26	2.60% 2	1.30% 1	15.58% 12	77	3.95

### Q13 How valuable and relevant are these services to you in your efforts to serve your patrons?

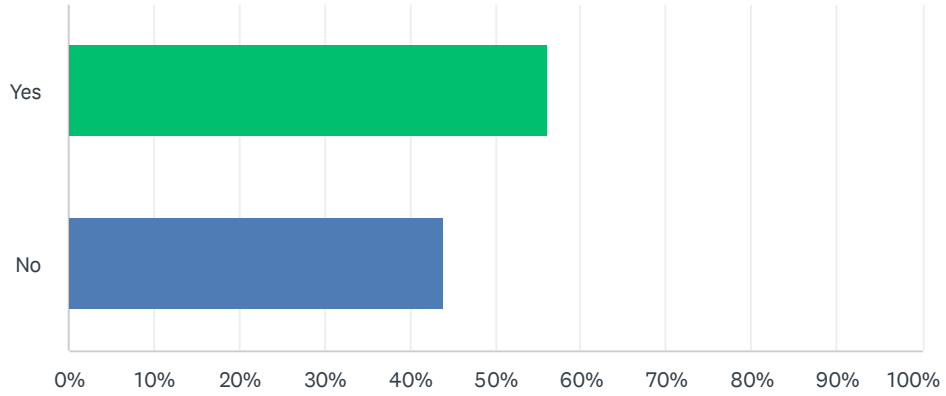
Answered: 80 Skipped: 14



	VERY VALUABLE	SOMEWHAT VALUABLE	NOT VERY VALUABLE	OF NO VALUE	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one:	58.75% 47	23.75% 19	2.50% 2	0.00% 0	15.00% 12	80	4.11

### Q14 Did you attend any continuing education opportunities sponsored or presented by SALS during the past year?

Answered: 82 Skipped: 12



ANSWER CHOICES	RESPONSES	
Yes	56.10%	46
No	43.90%	36
TOTAL		82



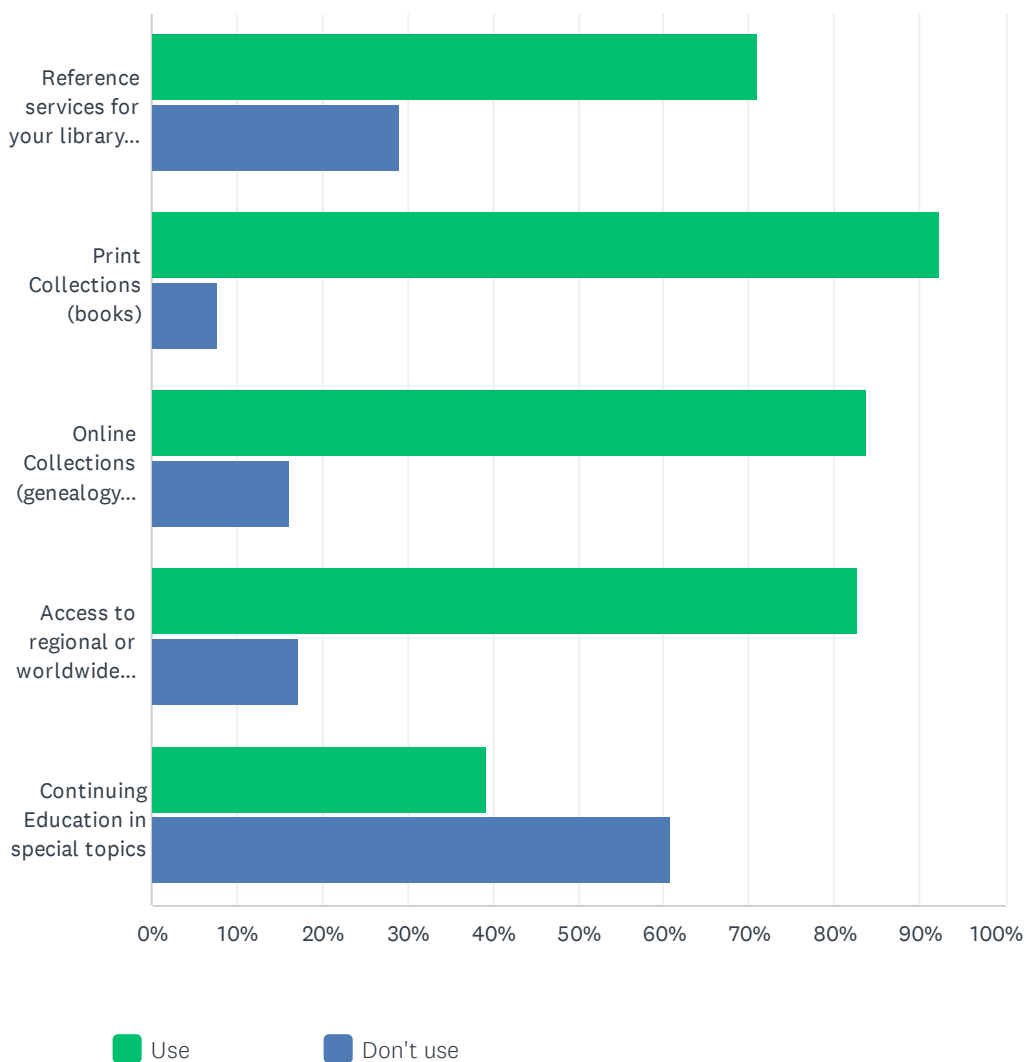
Q15 Most library staff and trustees have a “wish list” of training programs that they would like to attend. List the topics of four training programs you would attend if you could.

Answered: 40 Skipped: 54

ANSWER CHOICES	RESPONSES	
1.	100.00%	40
2.	75.00%	30
3.	60.00%	24
4.	37.50%	15

## Q16 Which of the following SALS Central Library Services do you use?

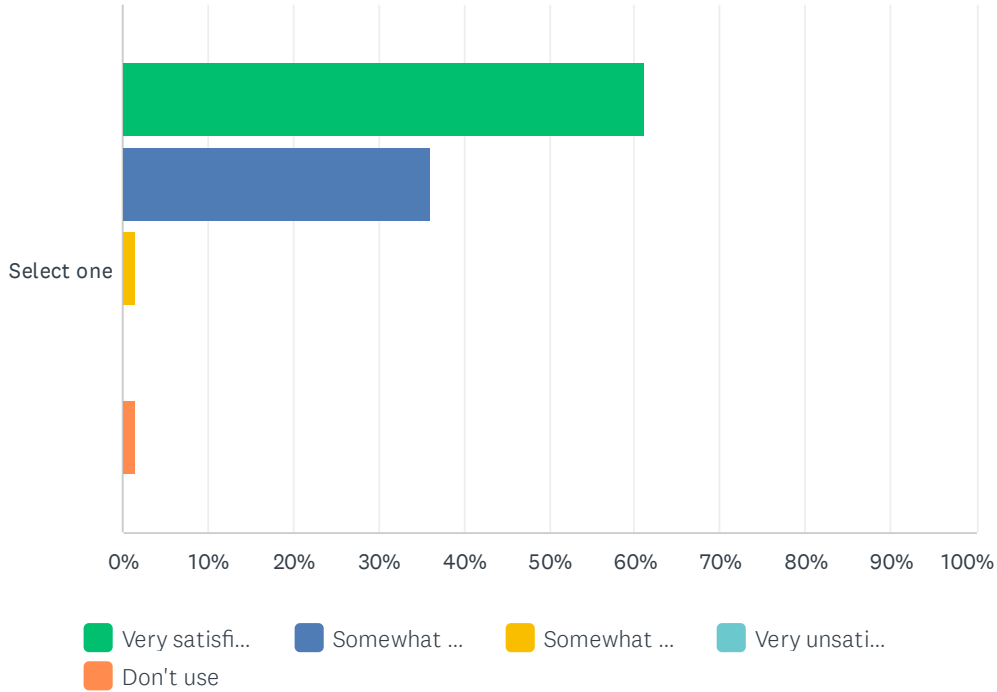
Answered: 73 Skipped: 21



	USE	DON'T USE	TOTAL	WEIGHTED AVERAGE
Reference services for your library and your patrons	70.97% 44	29.03% 18	62	3.71
Print Collections (books)	92.31% 60	7.69% 5	65	3.92
Online Collections (genealogy databases, electronic books and audiobooks)	83.87% 52	16.13% 10	62	3.84
Access to regional or worldwide resources via Interlibrary Loan	82.81% 53	17.19% 11	64	3.83
Continuing Education in special topics	39.22% 20	60.78% 31	51	3.39

# Q17 In general, how satisfied are you with the Central Library Services you use?

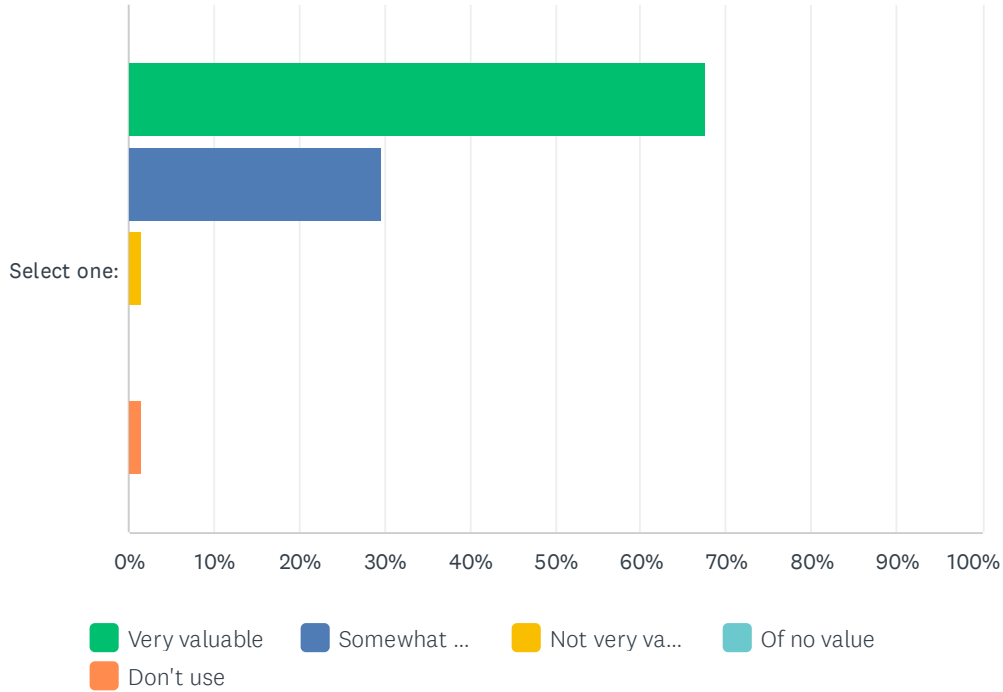
Answered: 72 Skipped: 22



	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT UNSATISFIED	VERY UNSATISFIED	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one	61.11% 44	36.11% 26	1.39% 1	0.00% 0	1.39% 1	72	4.56

## Q18 How valuable and relevant are these services in your efforts to serve your patrons?

Answered: 71 Skipped: 23

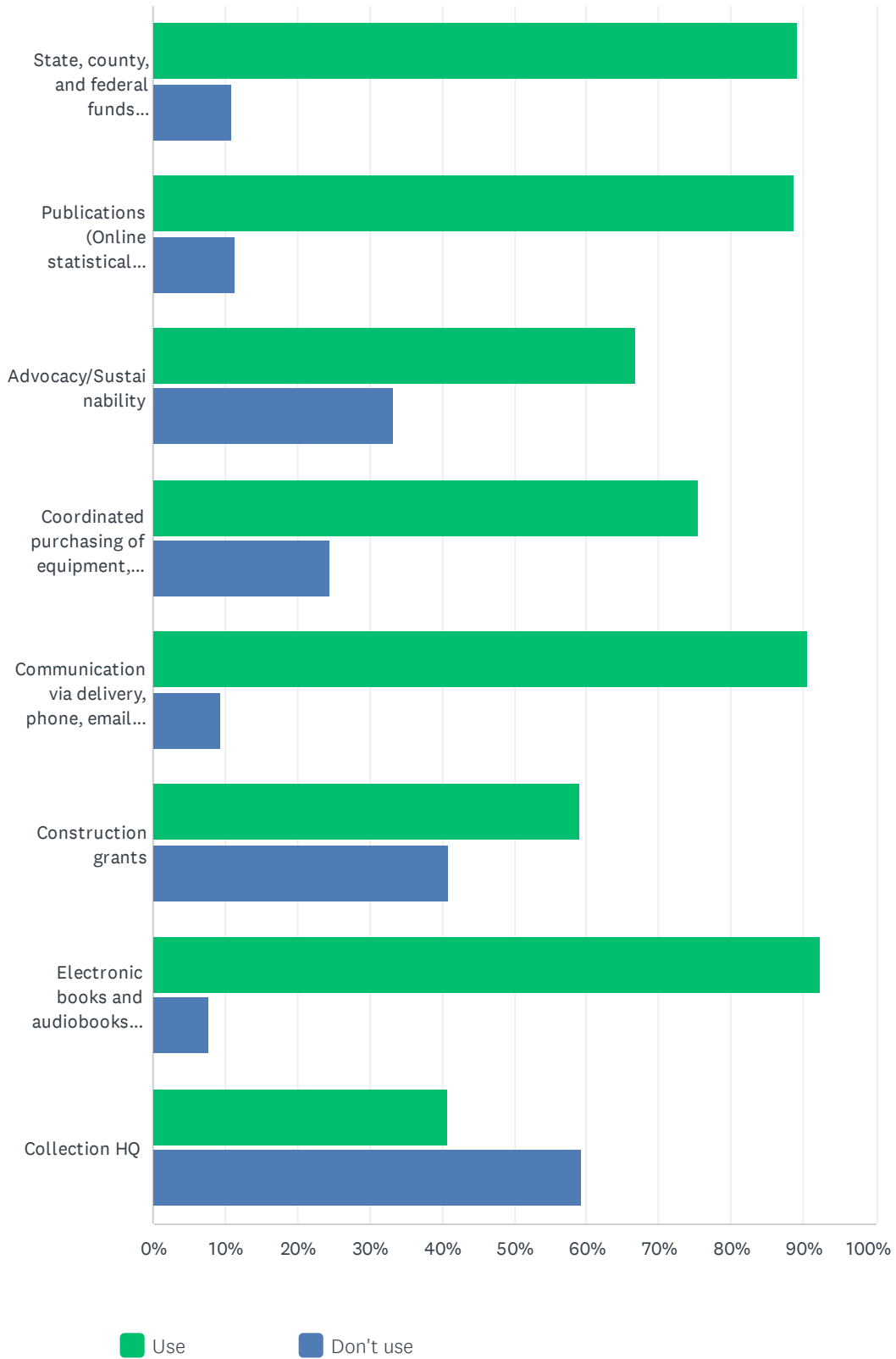


	VERY VALUABLE	SOMEWHAT VALUABLE	NOT VERY VALUABLE	OF NO VALUE	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one:	67.61% 48	29.58% 21	1.41% 1	0.00% 0	1.41% 1	71	4.62

**Q19 Which of the Administrative Services provided by SALS do you now use?**

Answered: 70 Skipped: 24

# SALS System Use and Satisfaction Survey 2015

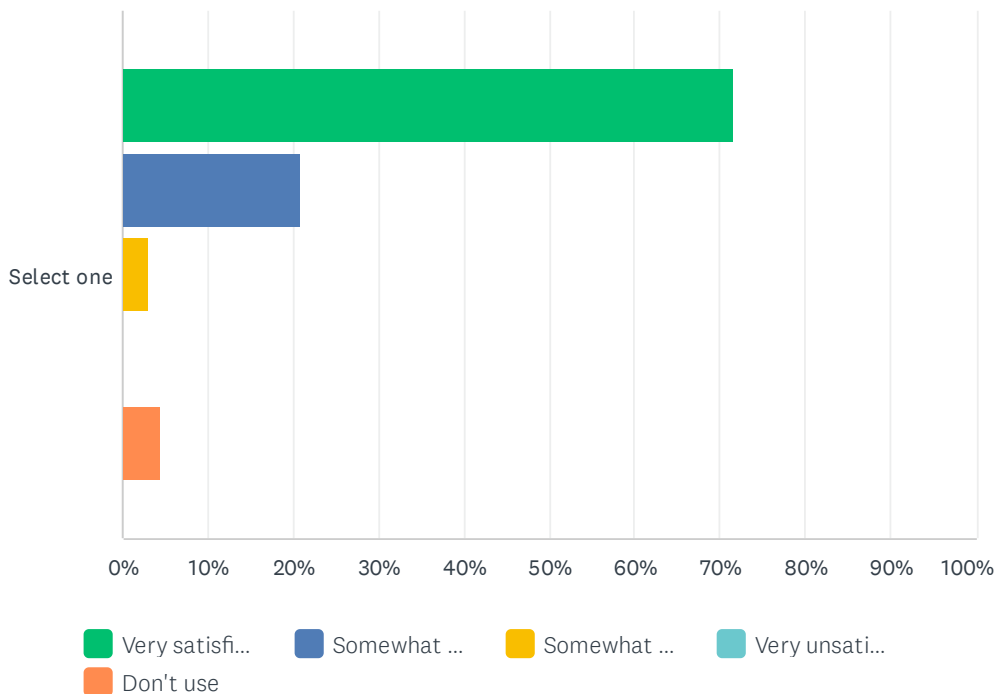


SALS System Use and Satisfaction Survey 2015

	USE	DON'T USE	TOTAL	WEIGHTED AVERAGE
State, county, and federal funds distributed by SALS	89.23% 58	10.77% 7	65	3.89
Publications (Online statistical summary and member directory)	88.71% 55	11.29% 7	62	3.89
Advocacy/Sustainability	66.67% 38	33.33% 19	57	3.67
Coordinated purchasing of equipment, supplies, and library materials	75.41% 46	24.59% 15	61	3.75
Communication via delivery, phone, email, online conferencing and website	90.63% 58	9.38% 6	64	3.91
Construction grants	59.02% 36	40.98% 25	61	3.59
Electronic books and audiobooks (Overdrive)	92.42% 61	7.58% 5	66	3.92
Collection HQ	40.74% 22	59.26% 32	54	3.41

## Q20 In general, how satisfied are you with the Administrative and Advocacy Services you receive from SALS?

Answered: 67 Skipped: 27

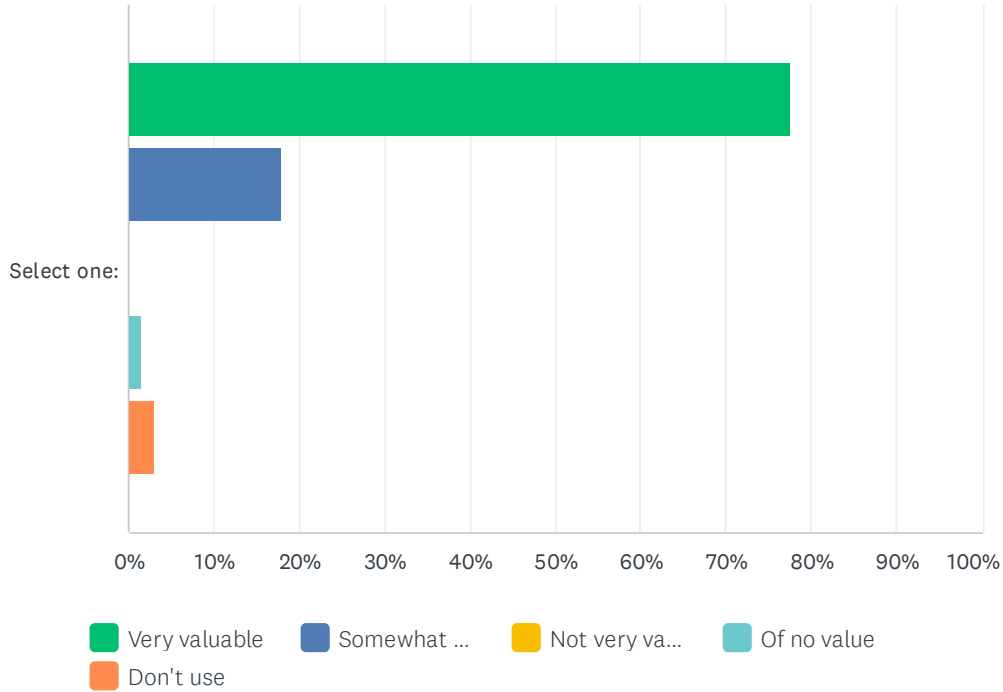


	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT UNSATISFIED	VERY UNSATISFIED	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one	71.64% 48	20.90% 14	2.99% 2	0.00% 0	4.48% 3	67	4.55



## Q21 How valuable and relevant are these services to you in your efforts to serve your patrons?

Answered: 67 Skipped: 27



	VERY VALUABLE	SOMEWHAT VALUABLE	NOT VERY VALUABLE	OF NO VALUE	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one:	77.61% 52	17.91% 12	0.00% 0	1.49% 1	2.99% 2	67	4.66

Q22 What else would you like to tell the SALS staff about the programs and services they provide?

Answered: 11 Skipped: 83

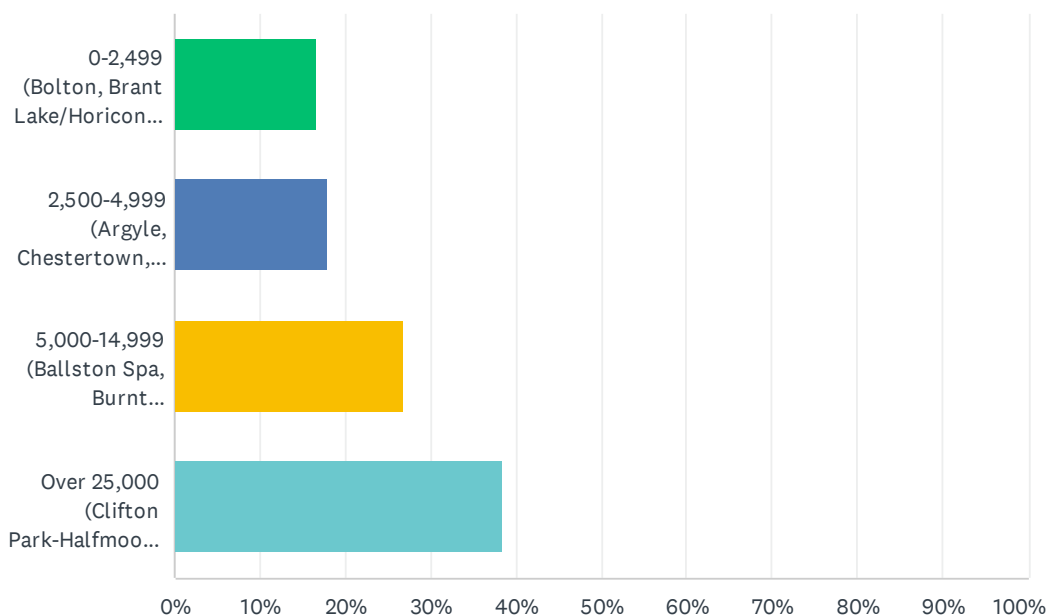
Q23 Most library staff and trustees have a “wish list” of programs or services that they would like SALS to provide. List the services you would like to see SALS provide.

Answered: 15 Skipped: 79

ANSWER CHOICES	RESPONSES	
1.	93.33%	14
2.	53.33%	8
3.	26.67%	4
4.	20.00%	3

## Q24 What is the population of your library's chartered service area?

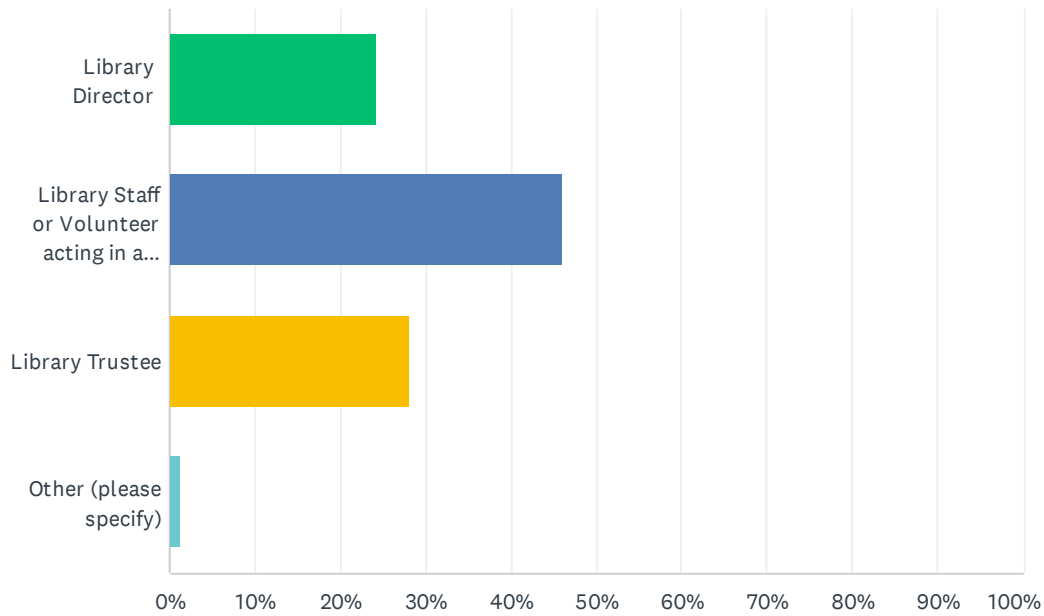
Answered: 78 Skipped: 16



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)	16.67%	13
2,500-4,999 (Argyle, Chestertown, Fort Edward, Granville/Pember, Greenwich, Lake-George/Caldwell-Lake George, Whitehall)	17.95%	14
5,000-14,999 (Ballston Spa, Burnt Hills/Town of Ballston, Corinth, Galway, Luzerne/Hadley-Luzerne, Mechanicville, Round Lake, Schuylerville, Stillwater, Warrensburg/Richards, Waterford)	26.92%	21
Over 25,000 (Clifton Park-Halfmoon, Glens Falls/Crandall, Hudson Falls, Saratoga Springs)	38.46%	30
<b>TOTAL</b>		<b>78</b>

## Q25 The position of the person completing this survey is:

Answered: 78 Skipped: 16



ANSWER CHOICES	RESPONSES	
Library Director	24.36%	19
Library Staff or Volunteer acting in a staff capacity	46.15%	36
Library Trustee	28.21%	22
Other (please specify)	1.28%	1
<b>TOTAL</b>		<b>78</b>

## Q26 Additional comments welcomed

Answered: 6 Skipped: 88