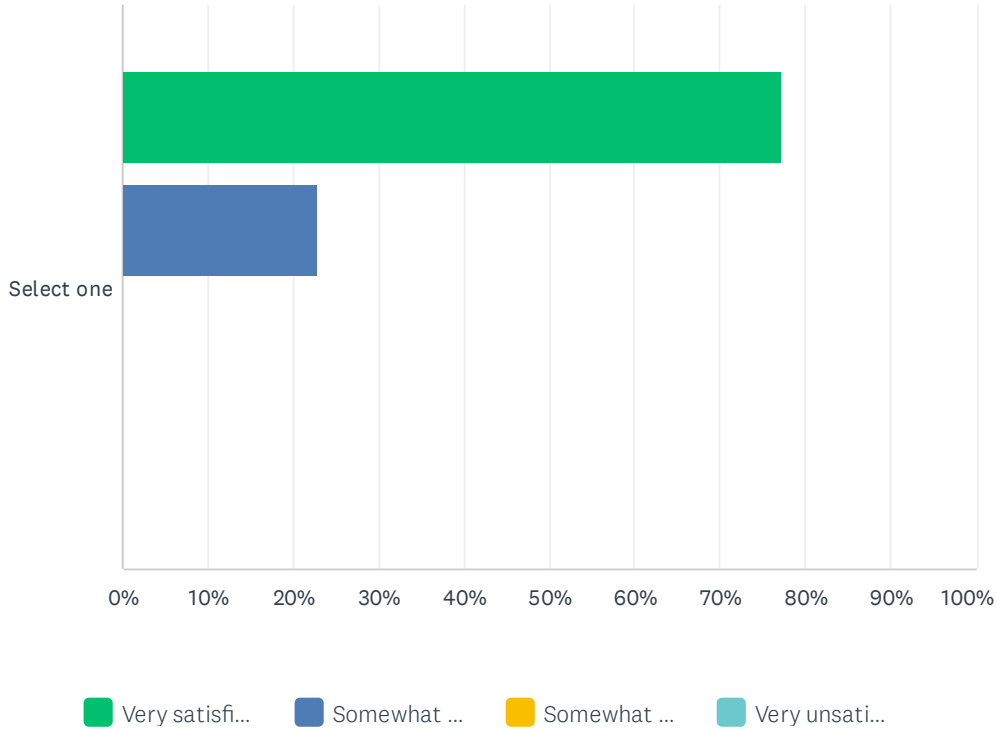


Q1 In general, how satisfied are you with the services you receive from SALS?

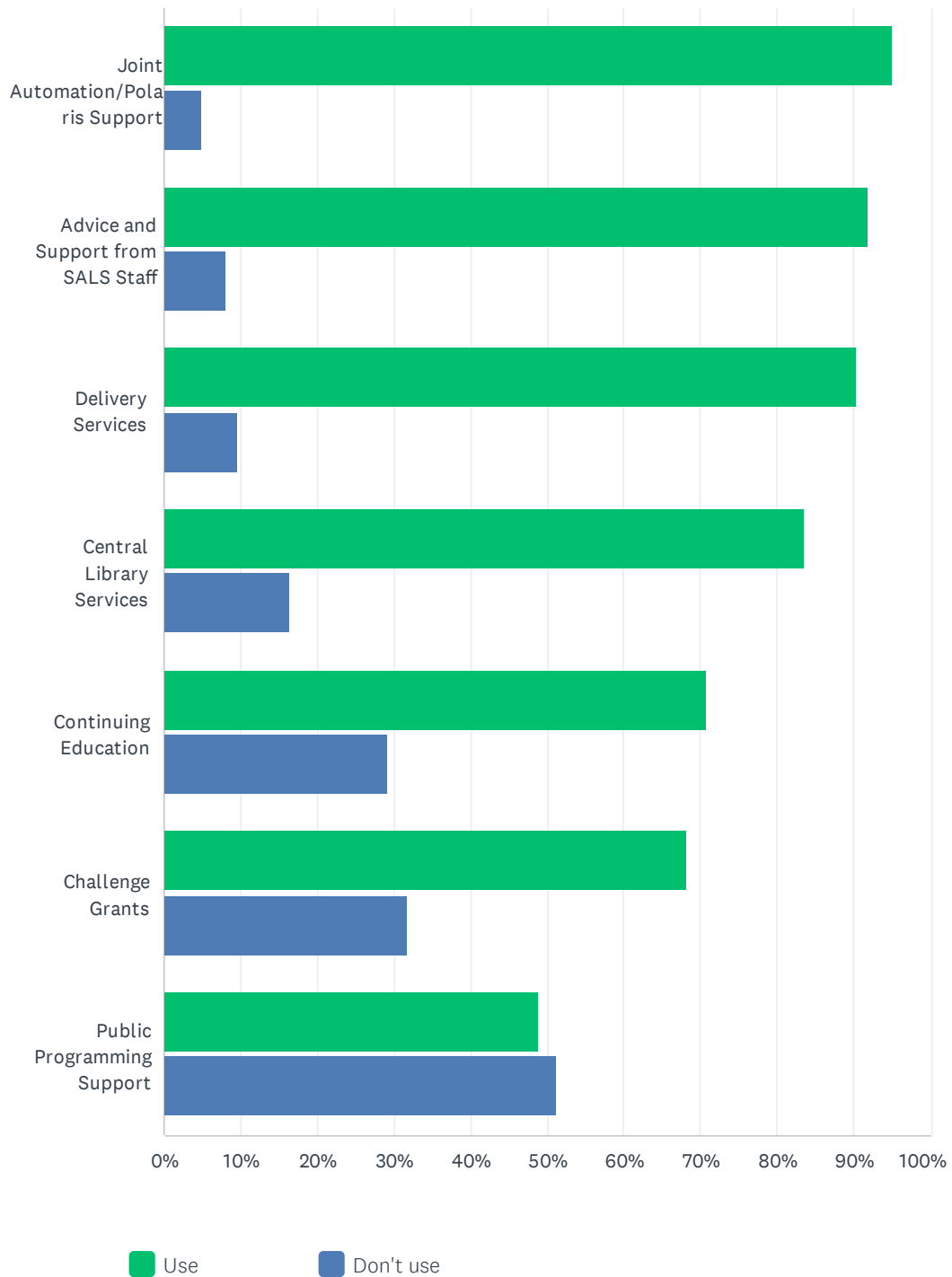
Answered: 70 Skipped: 1



	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT UNSATISFIED	VERY UNSATISFIED	TOTAL	WEIGHTED AVERAGE
Select one	77.14% 54	22.86% 16	0.00% 0	0.00% 0	70	3.77

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

Answered: 66 Skipped: 5

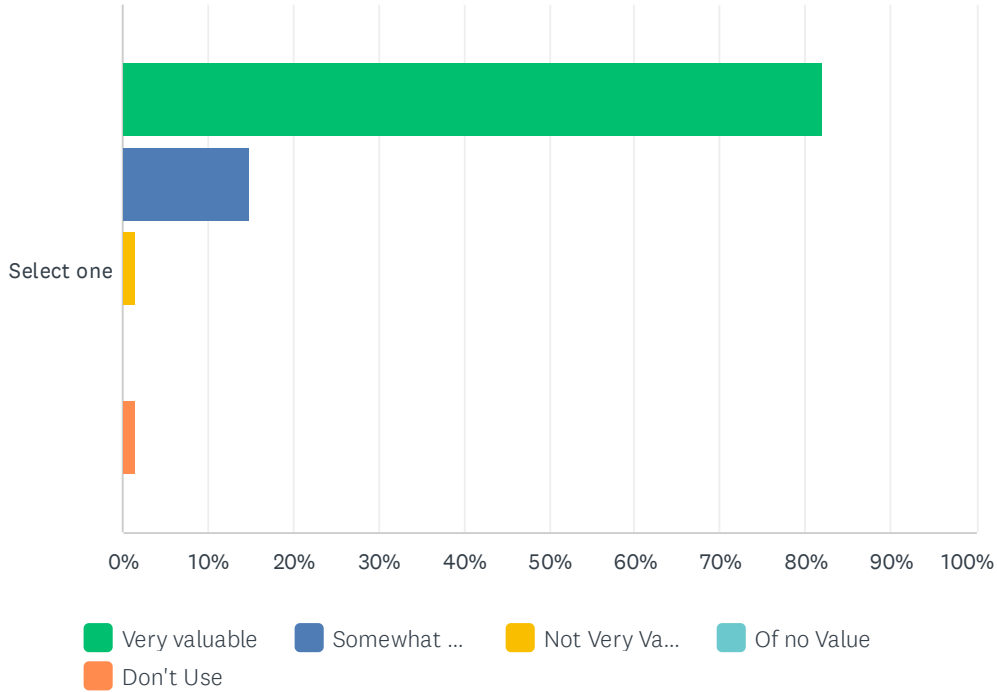


SALS System Use and Satisfaction Survey 2016

	USE	DON'T USE	TOTAL	WEIGHTED AVERAGE
Joint Automation/Polaris Support	95.08% 58	4.92% 3	61	3.95
Advice and Support from SALS Staff	91.80% 56	8.20% 5	61	3.92
Delivery Services	90.32% 56	9.68% 6	62	3.90
Central Library Services	83.61% 51	16.39% 10	61	3.84
Continuing Education	70.83% 34	29.17% 14	48	3.71
Challenge Grants	68.18% 30	31.82% 14	44	3.68
Public Programming Support	48.89% 22	51.11% 23	45	3.49

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

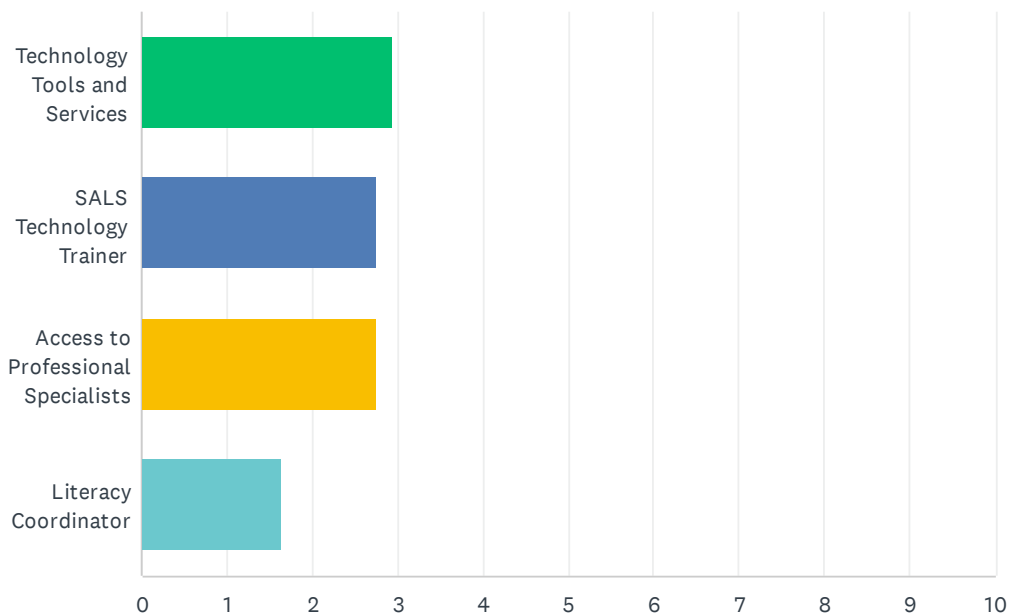
Answered: 67 Skipped: 4



	VERY VALUABLE	SOMEWHAT VALUABLE	NOT VERY VALUABLE	OF NO VALUE	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one	82.09%	14.93%	1.49%	0.00%	1.49%	67	4.76
	55	10	1	0	1		

Q4 Please help us prioritize the four new services that were identified during focus groups in 2016. Rank the services as the relate to value and relevance to you in your efforts to serve your patrons.

Answered: 52 Skipped: 19



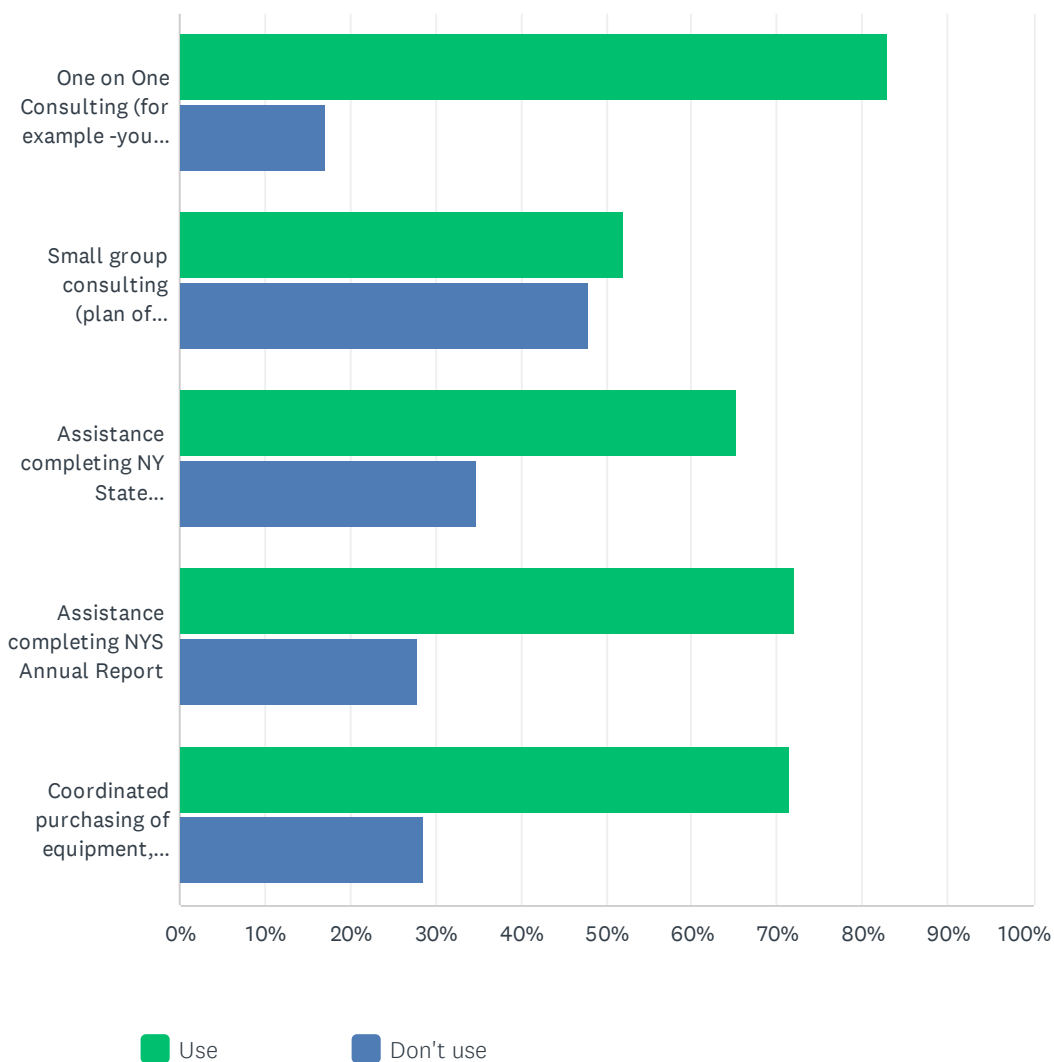
	1	2	3	4	TOTAL	SCORE
Technology Tools and Services	33.33% 17	33.33% 17	27.45% 14	5.88% 3	51	2.94
SALS Technology Trainer	22.00% 11	38.00% 19	34.00% 17	6.00% 3	50	2.76
Access to Professional Specialists	36.00% 18	18.00% 9	30.00% 15	16.00% 8	50	2.74
Literacy Coordinator	12.24% 6	10.20% 5	8.16% 4	69.39% 34	49	1.65

Q5 What additional services could SALS provide that would help you serve your patrons better? Please be as specific as you can.

Answered: 15 Skipped: 56

Q6 Which of the following services do you use?

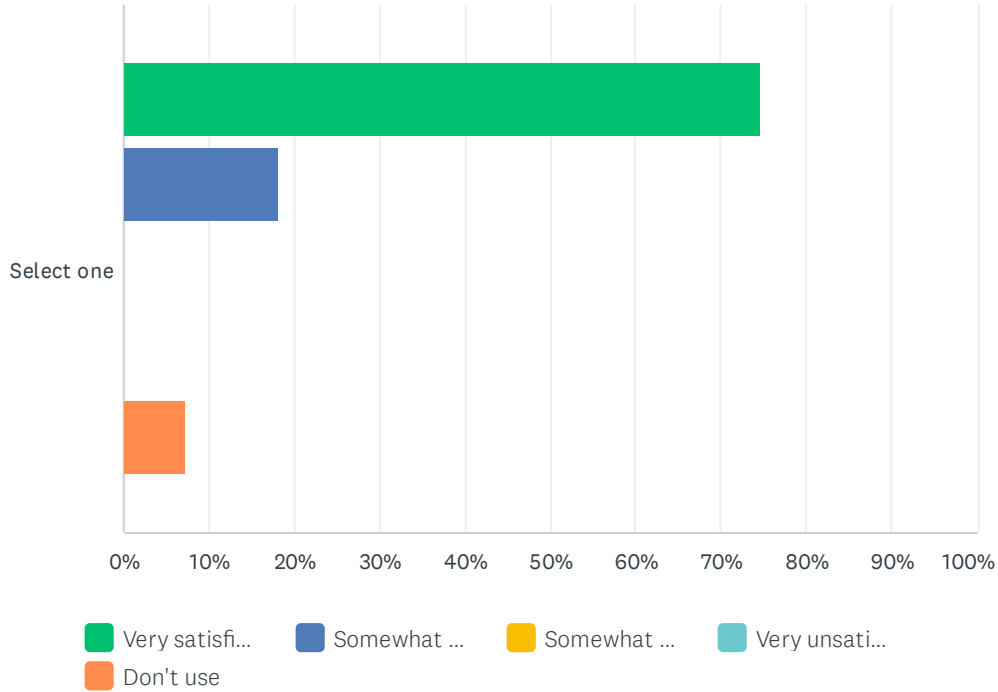
Answered: 55 Skipped: 16



	USE	DON'T USE	TOTAL
One on One Consulting (for example -youth, adult, literacy, technology, annual reports, trustee, outreach, Polaris workflow/troubleshooting, public library law)	83.02% 44	16.98% 9	53
Small group consulting (plan of service/strategic development, board development, new services, sustainability etc...)	52.08% 25	47.92% 23	48
Assistance completing NY State Construction Grants	65.22% 30	34.78% 16	46
Assistance completing NYS Annual Report	72.00% 36	28.00% 14	50
Coordinated purchasing of equipment, supplies, and library materials	71.43% 35	28.57% 14	49

Q7 In general, how satisfied are you with the Advice and Support you receive from SALS?

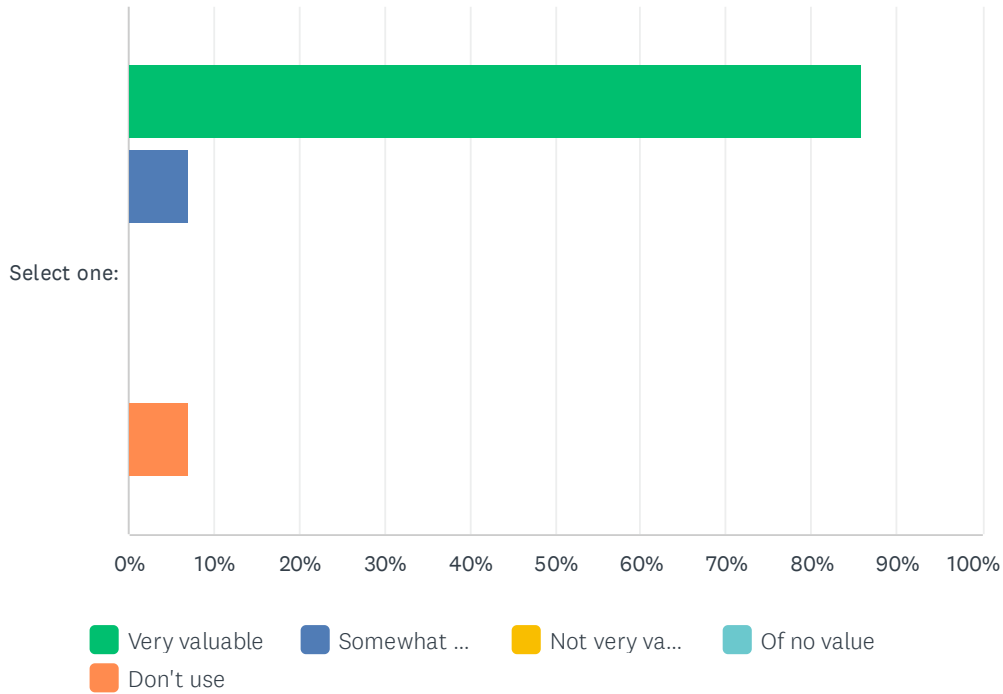
Answered: 55 Skipped: 16



	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT UNSATISFIED	VERY UNSATISFIED	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one	74.55% 41	18.18% 10	0.00% 0	0.00% 0	7.27% 4	55	4.53

Q8 How valuable and relevant are these services to you in your efforts to serve your patrons?

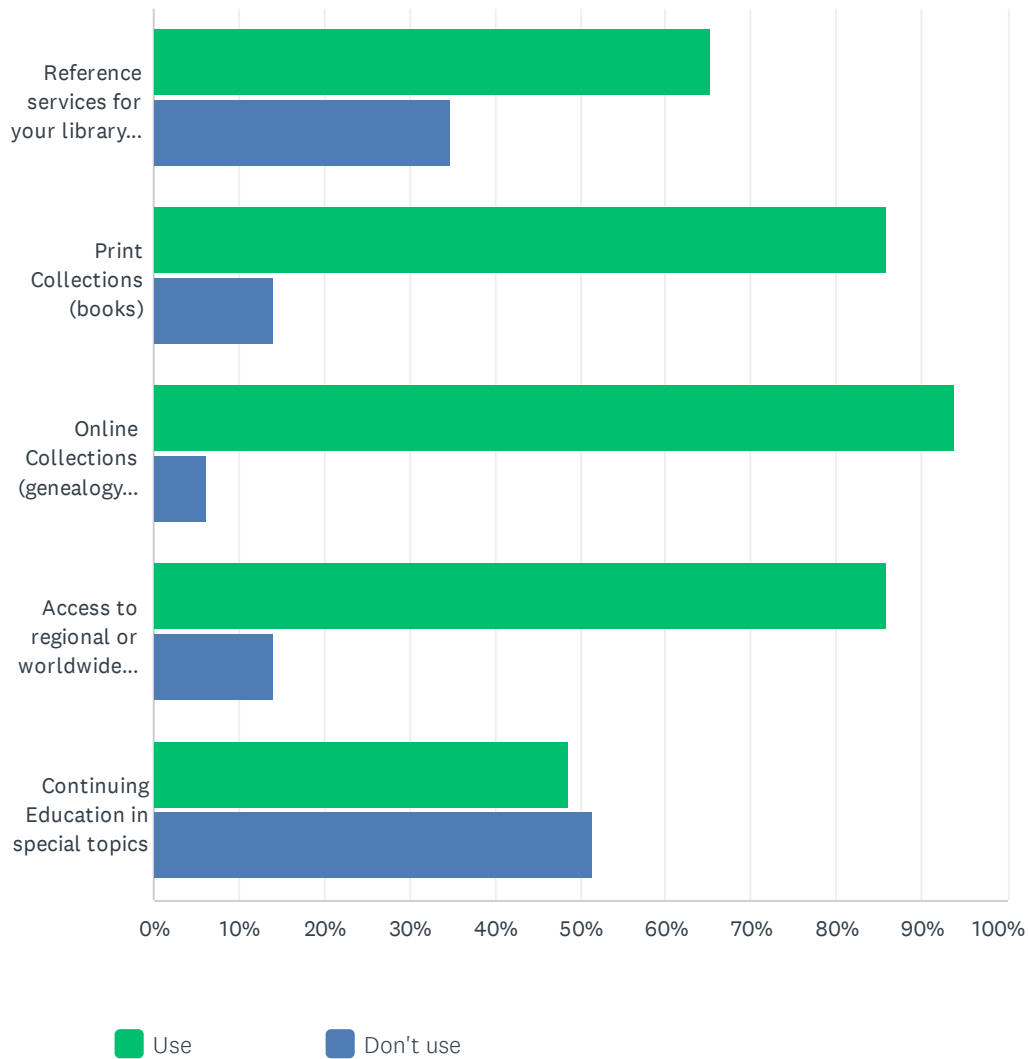
Answered: 57 Skipped: 14



	VERY VALUABLE	SOMEWHAT VALUABLE	NOT VERY VALUABLE	OF NO VALUE	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one:	85.96% 49	7.02% 4	0.00% 0	0.00% 0	7.02% 4	57	4.65

Q9 Which of the following SALS Central Library Services do you use?

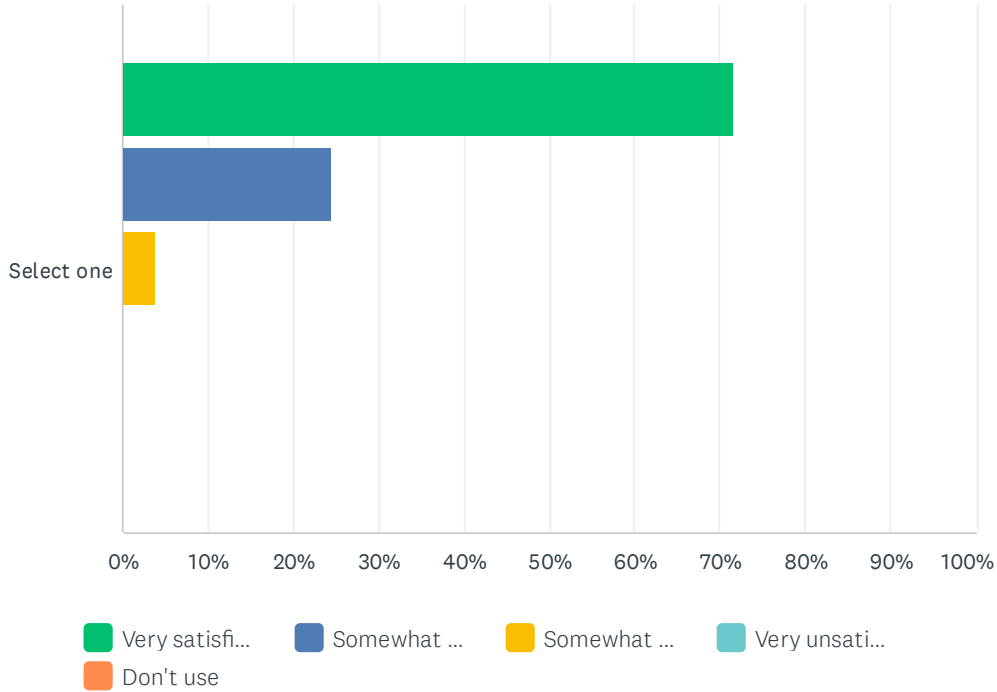
Answered: 54 Skipped: 17



	USE	DON'T USE	TOTAL	WEIGHTED AVERAGE
Reference services for your library and your patrons	65.22% 30	34.78% 16	46	3.65
Print Collections (books)	86.00% 43	14.00% 7	50	3.86
Online Collections (genealogy databases, electronic books and audiobooks)	93.75% 45	6.25% 3	48	3.94
Access to regional or worldwide resources via Interlibrary Loan	86.00% 43	14.00% 7	50	3.86
Continuing Education in special topics	48.72% 19	51.28% 20	39	3.49

Q10 In general, how satisfied are you with the Central Library Services you use?

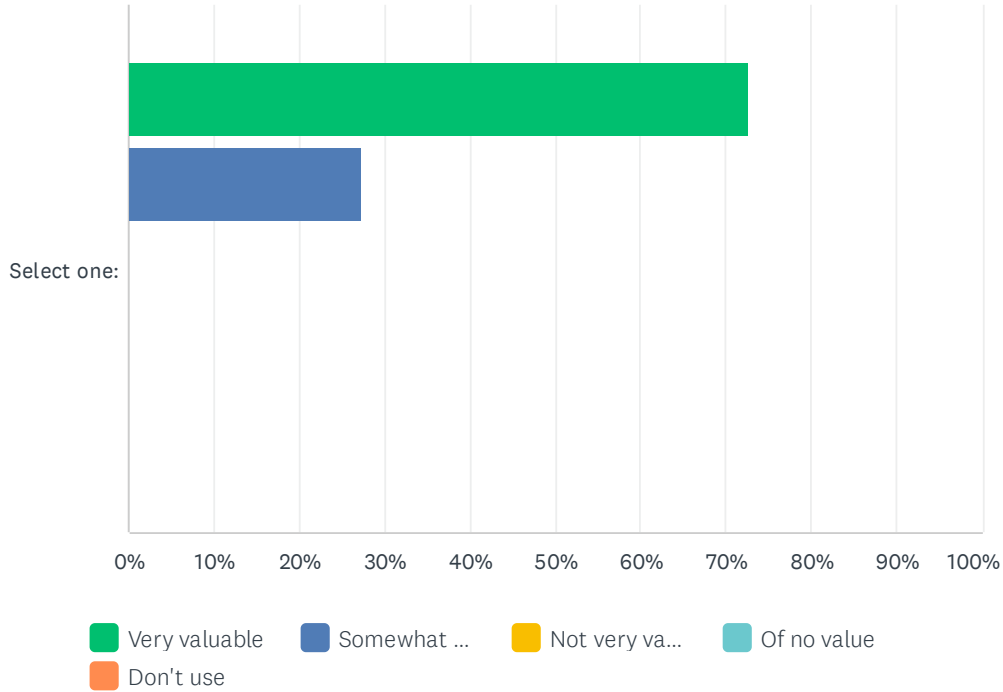
Answered: 53 Skipped: 18



	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT UNSATISFIED	VERY UNSATISFIED	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one	71.70% 38	24.53% 13	3.77% 2	0.00% 0	0.00% 0	53	4.68

Q11 How valuable and relevant are these services in your efforts to serve your patrons?

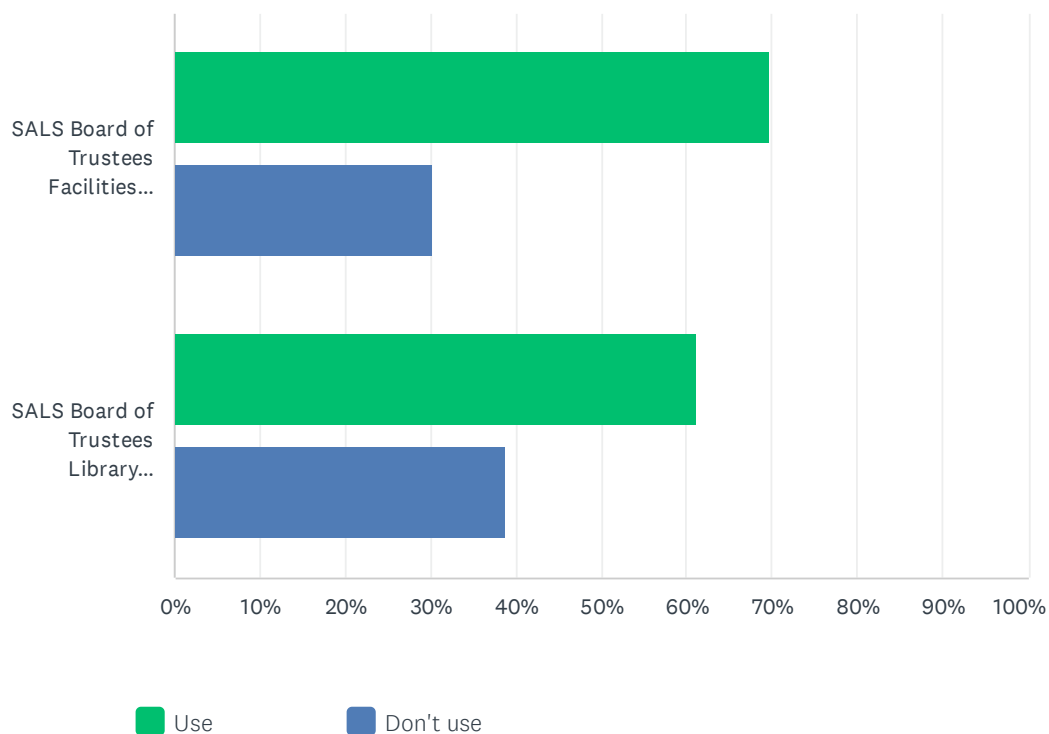
Answered: 55 Skipped: 16



	VERY VALUABLE	SOMEWHAT VALUABLE	NOT VERY VALUABLE	OF NO VALUE	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one:	72.73% 40	27.27% 15	0.00% 0	0.00% 0	0.00% 0	55	4.73

Q12 Which of the following Challenge Grants do you use?

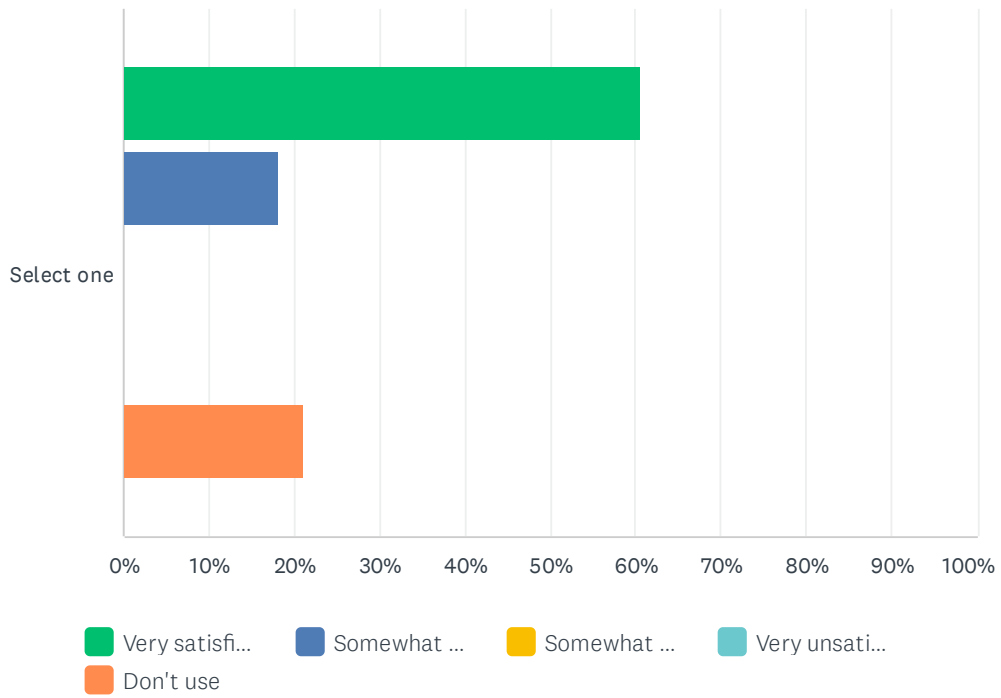
Answered: 35 Skipped: 36



	USE	DON'T USE	TOTAL	WEIGHTED AVERAGE
SALS Board of Trustees Facilities Upgrade Grant	69.70% 23	30.30% 10	33	3.70
SALS Board of Trustees Library Services Seed Grant	61.29% 19	38.71% 12	31	3.61

Q13 In general, how satisfied are you with the Challenge Grants?

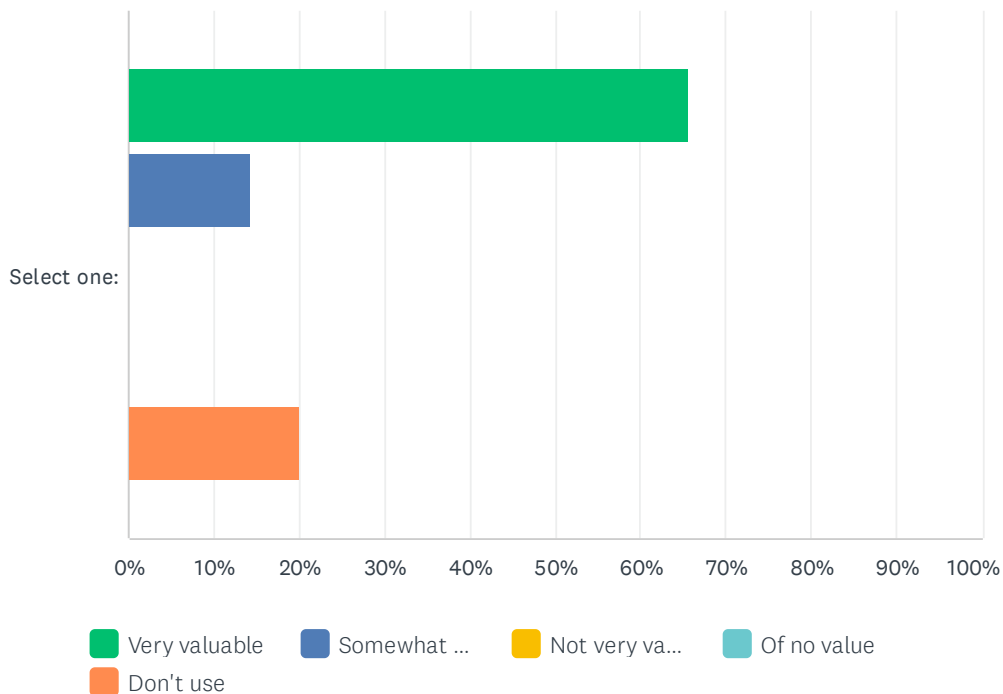
Answered: 33 Skipped: 38



	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT UNSATISFIED	VERY UNSATISFIED	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one	60.61% 20	18.18% 6	0.00% 0	0.00% 0	21.21% 7	33	3.97

Q14 How valuable and relevant are these grants in your efforts to serve your patrons?

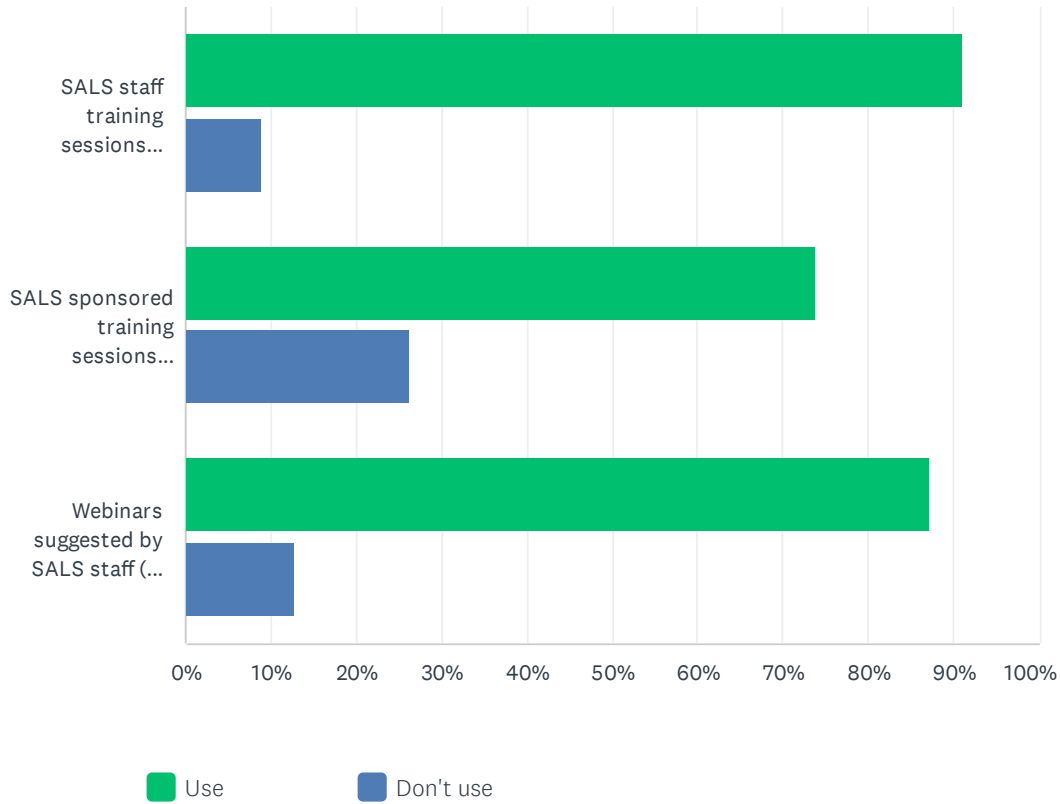
Answered: 35 Skipped: 36



	VERY VALUABLE	SOMEWHAT VALUABLE	NOT VERY VALUABLE	OF NO VALUE	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one:	65.71% 23	14.29% 5	0.00% 0	0.00% 0	20.00% 7	35	4.06

Q15 Which of the following services do you use?

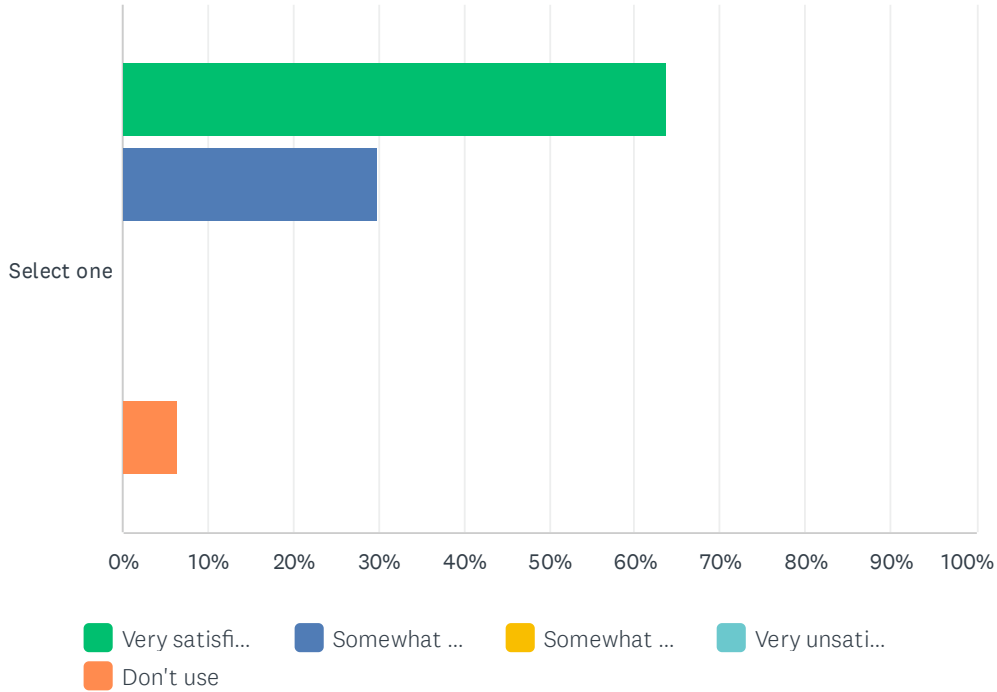
Answered: 49 Skipped: 22



	USE	DON'T USE	TOTAL	WEIGHTED AVERAGE
SALS staff training sessions (informational sessions, Polaris, literacy, etc.)	91.11% 41	8.89% 4	45	3.91
SALS sponsored training sessions (hiring outside professionals, co-sponsorships with other library systems)	73.68% 28	26.32% 10	38	3.74
Webinars suggested by SALS staff (via email, newsletters or website)	87.23% 41	12.77% 6	47	3.87

Q16 In general, how satisfied are you with the continuing education you receive from SALS?

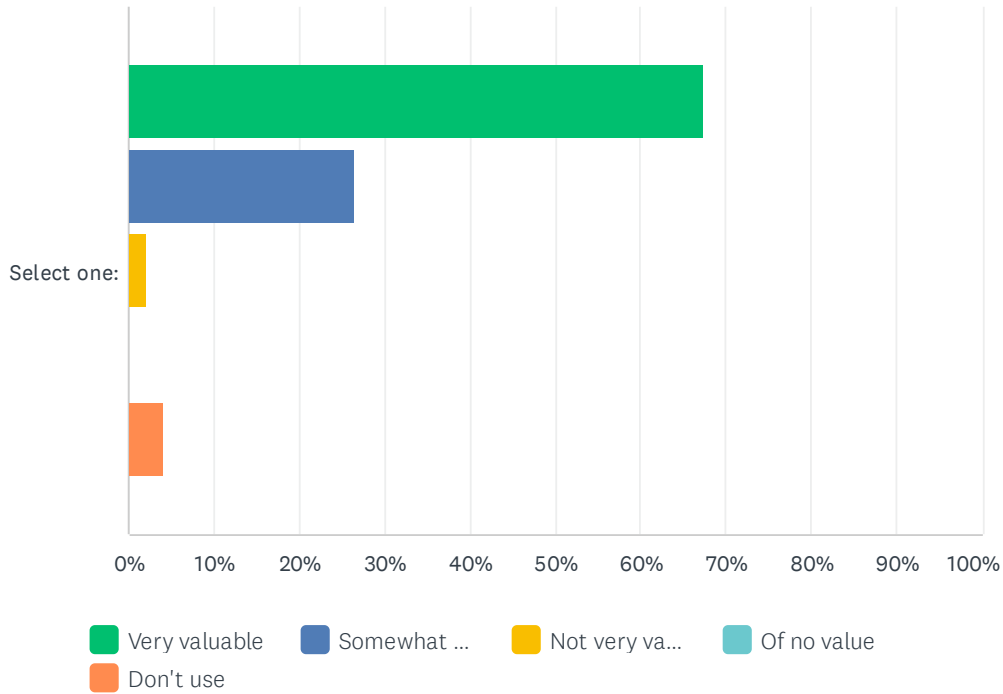
Answered: 47 Skipped: 24



	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT UNSATISFIED	VERY UNSATISFIED	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one	63.83% 30	29.79% 14	0.00% 0	0.00% 0	6.38% 3	47	4.45

Q17 How valuable and relevant are these services to you in your efforts to serve your patrons?

Answered: 49 Skipped: 22



	VERY VALUABLE	SOMEWHAT VALUABLE	NOT VERY VALUABLE	OF NO VALUE	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one:	67.35% 33	26.53% 13	2.04% 1	0.00% 0	4.08% 2	49	4.53

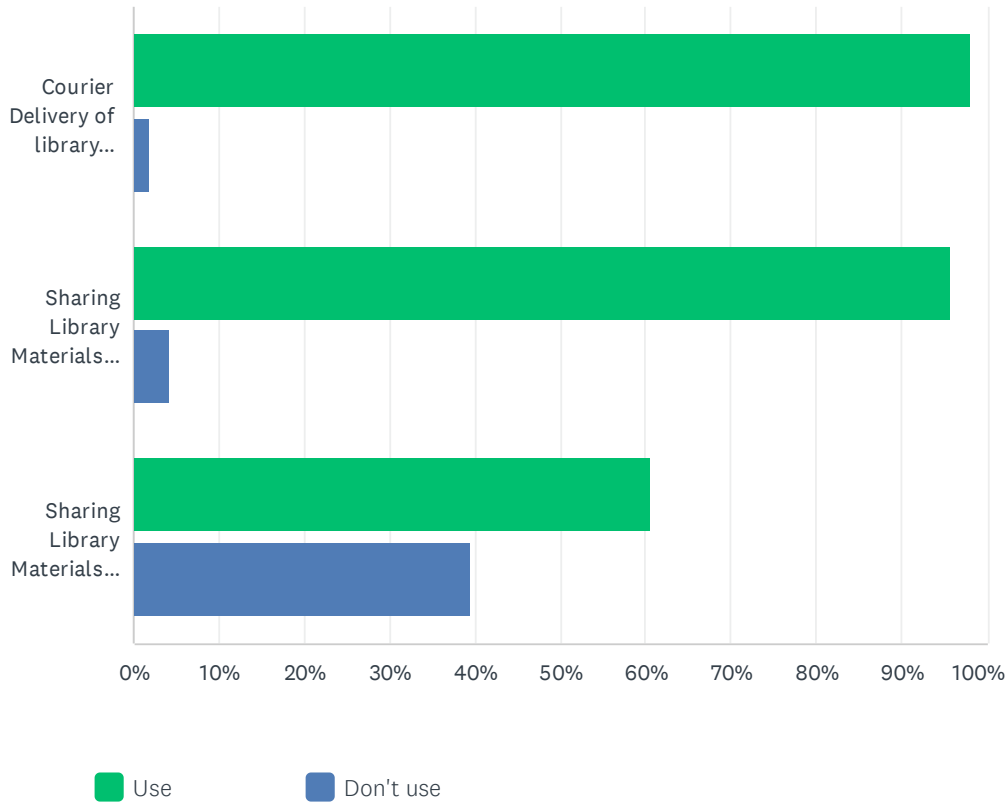
Q18 Everyone has a "wishlist" of Continuing Education programs they would like to attend. What are your top 3?

Answered: 17 Skipped: 54

ANSWER CHOICES	RESPONSES	
One:	100.00%	17
Two:	100.00%	17
Three:	76.47%	13

Q19 Which of the following services do you use?

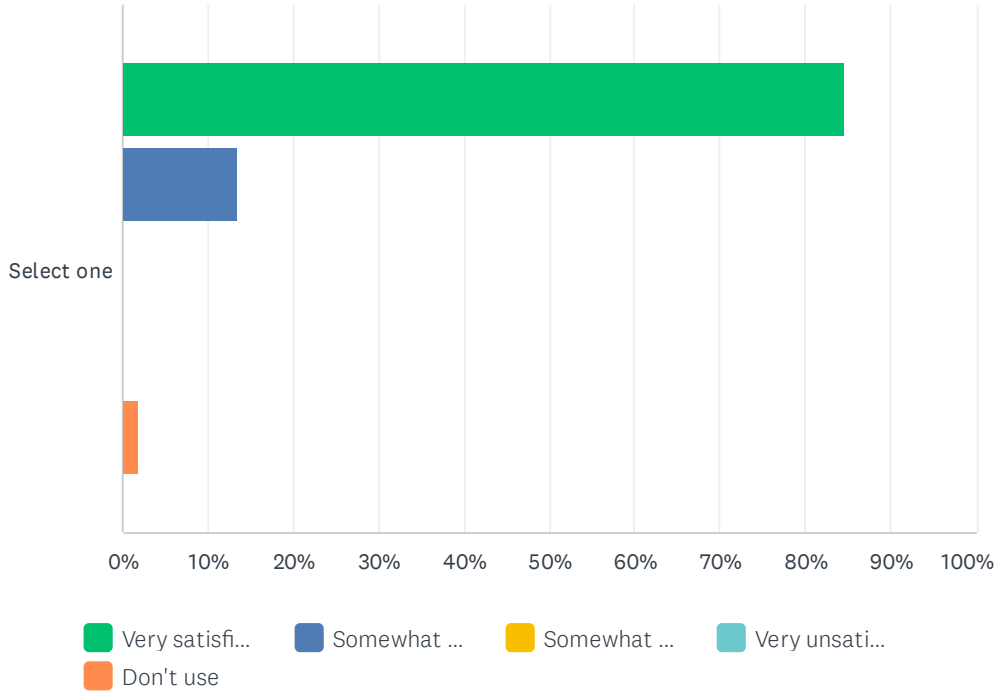
Answered: 52 Skipped: 19



	USE	DON'T USE	TOTAL	WEIGHTED AVERAGE
Courier Delivery of library materials, computer equipment and communications	98.04% 50	1.96% 1	51	3.98
Sharing Library Materials between SALS and MVLS libraries	95.74% 45	4.26% 2	47	3.96
Sharing Library Materials between Capital District Library Council and Regional Schools	60.53% 23	39.47% 15	38	3.61

Q20 In general, how satisfied are you with the delivery services you receive from SALS?

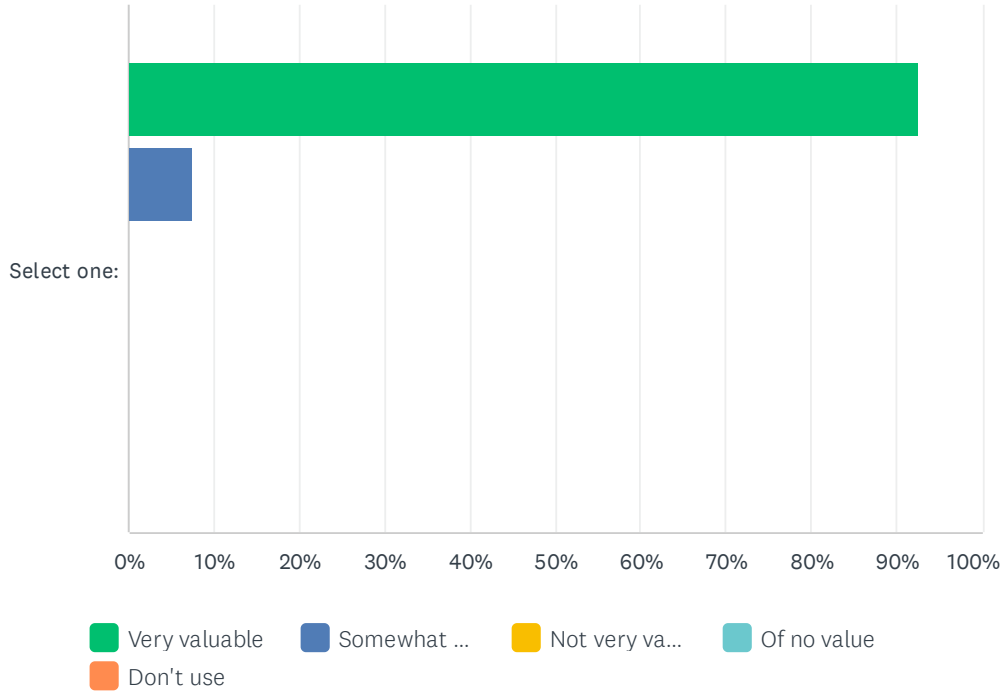
Answered: 52 Skipped: 19



	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT UNSATISFIED	VERY UNSATISFIED	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one	84.62% 44	13.46% 7	0.00% 0	0.00% 0	1.92% 1	52	4.79

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

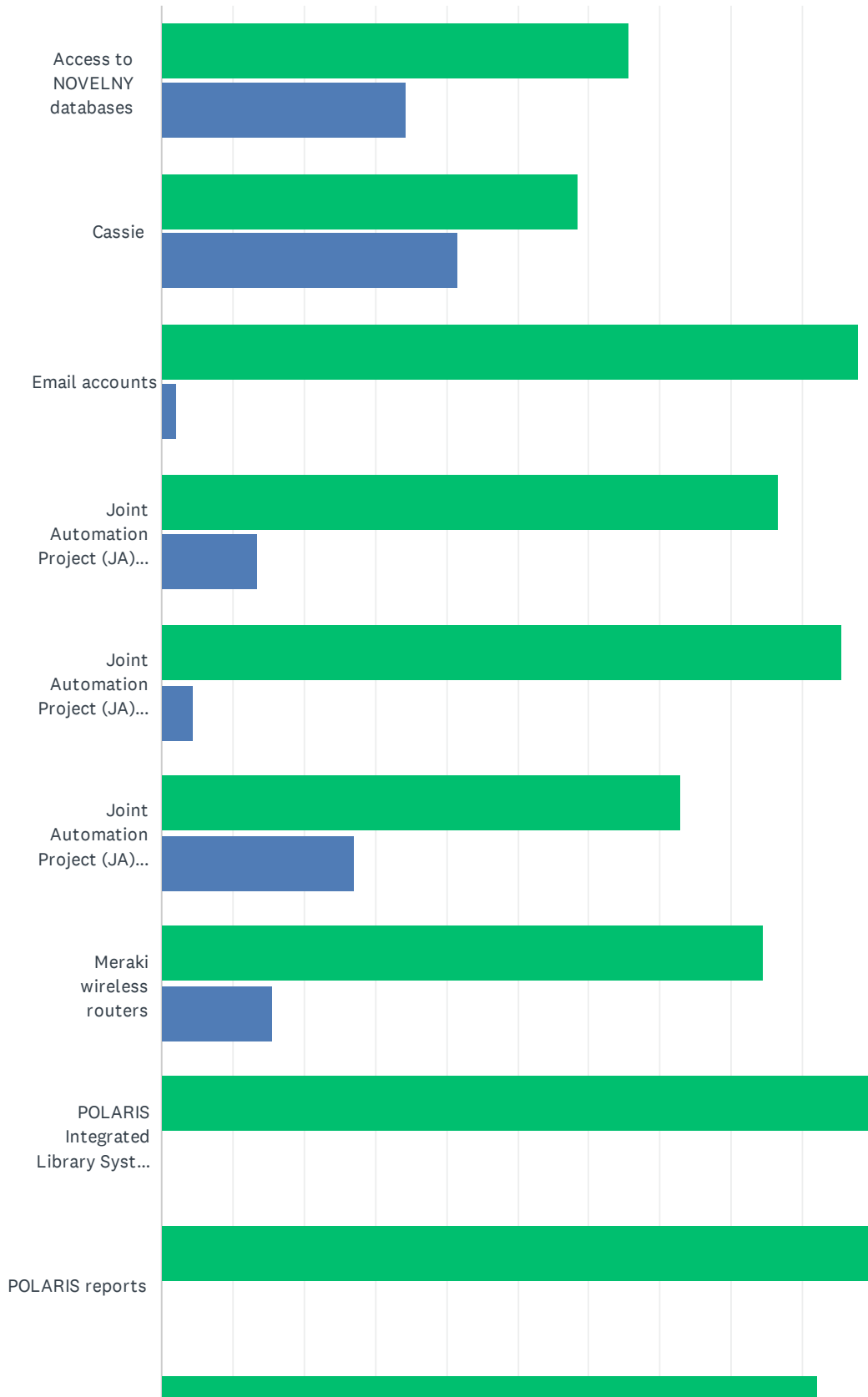
Answered: 53 Skipped: 18



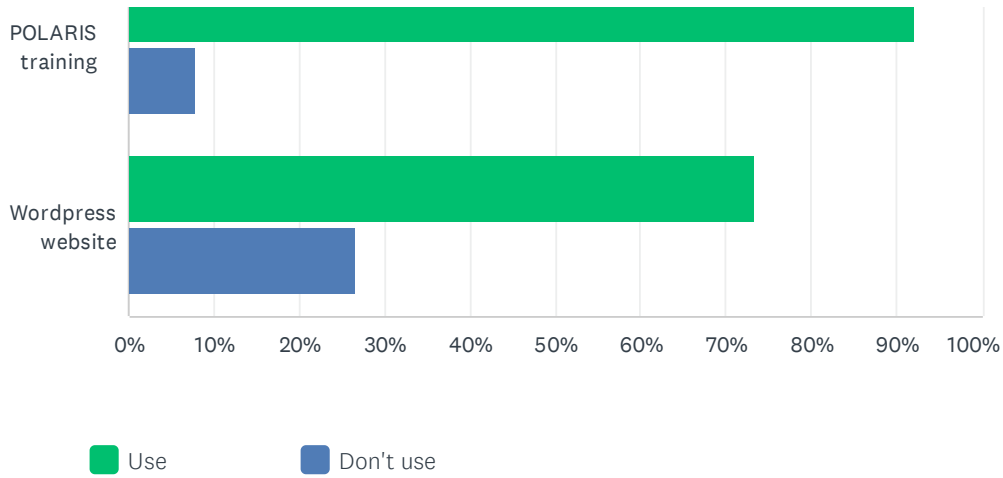
	VERY VALUABLE	SOMEWHAT VALUABLE	NOT VERY VALUABLE	OF NO VALUE	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one:	92.45% 49	7.55% 4	0.00% 0	0.00% 0	0.00% 0	53	4.92

Q22 Which of the following services do you use?

Answered: 47 Skipped: 24



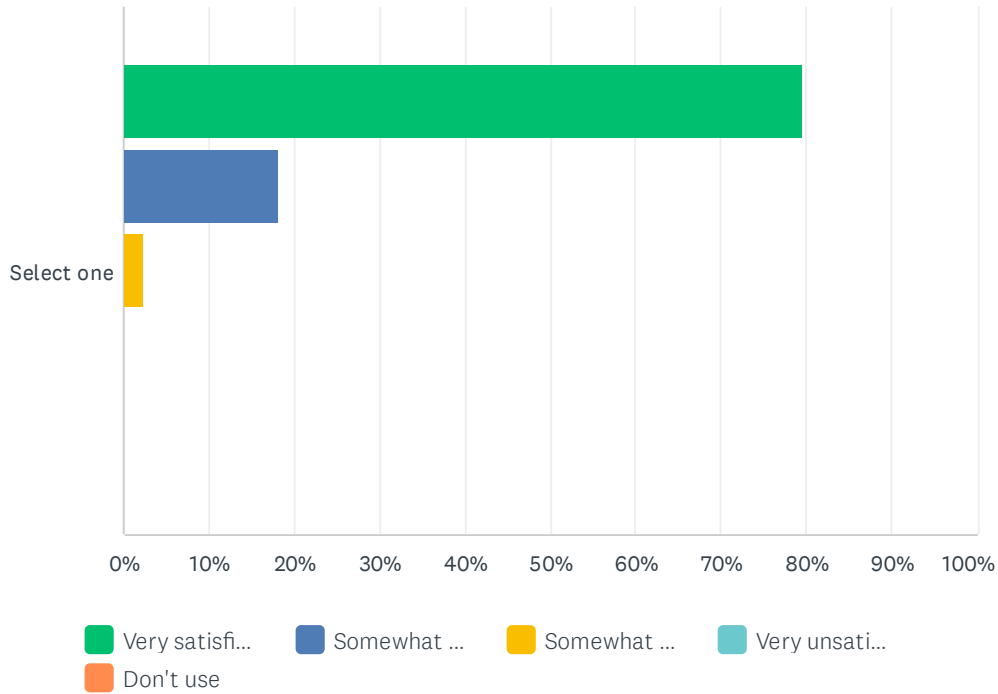
SALS System Use and Satisfaction Survey 2016



	USE	DON'T USE	TOTAL	WEIGHTED AVERAGE
Access to NOVELNY databases	65.71% 23	34.29% 12	35	3.66
Cassie	58.33% 21	41.67% 15	36	3.58
Email accounts	97.78% 44	2.22% 1	45	3.98
Joint Automation Project (JA) consulting services for new projects	86.49% 32	13.51% 5	37	3.86
Joint Automation Project (JA) support for daily operations	95.45% 42	4.55% 2	44	3.95
Joint Automation Project (JA) after hour support (24/7)	72.97% 27	27.03% 10	37	3.73
Meraki wireless routers	84.38% 27	15.63% 5	32	3.84
POLARIS Integrated Library System (ILS)	100.00% 43	0.00% 0	43	4.00
POLARIS reports	100.00% 41	0.00% 0	41	4.00
POLARIS training	92.11% 35	7.89% 3	38	3.92
Wordpress website	73.33% 22	26.67% 8	30	3.73

Q23 In general, how satisfied are you with the Polaris/Automation services you receive from SALS?

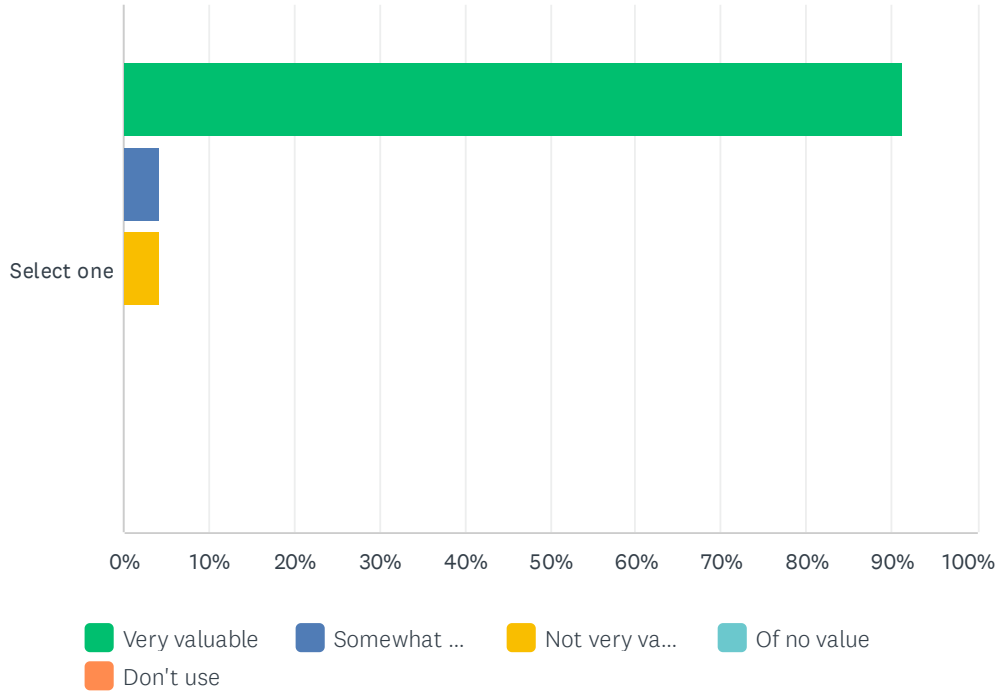
Answered: 44 Skipped: 27



	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT UNSATISFIED	VERY UNSATISFIED	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one	79.55% 35	18.18% 8	2.27% 1	0.00% 0	0.00% 0	44	4.77

Q24 How valuable and relevant are these services to you in your efforts to serve your patrons?

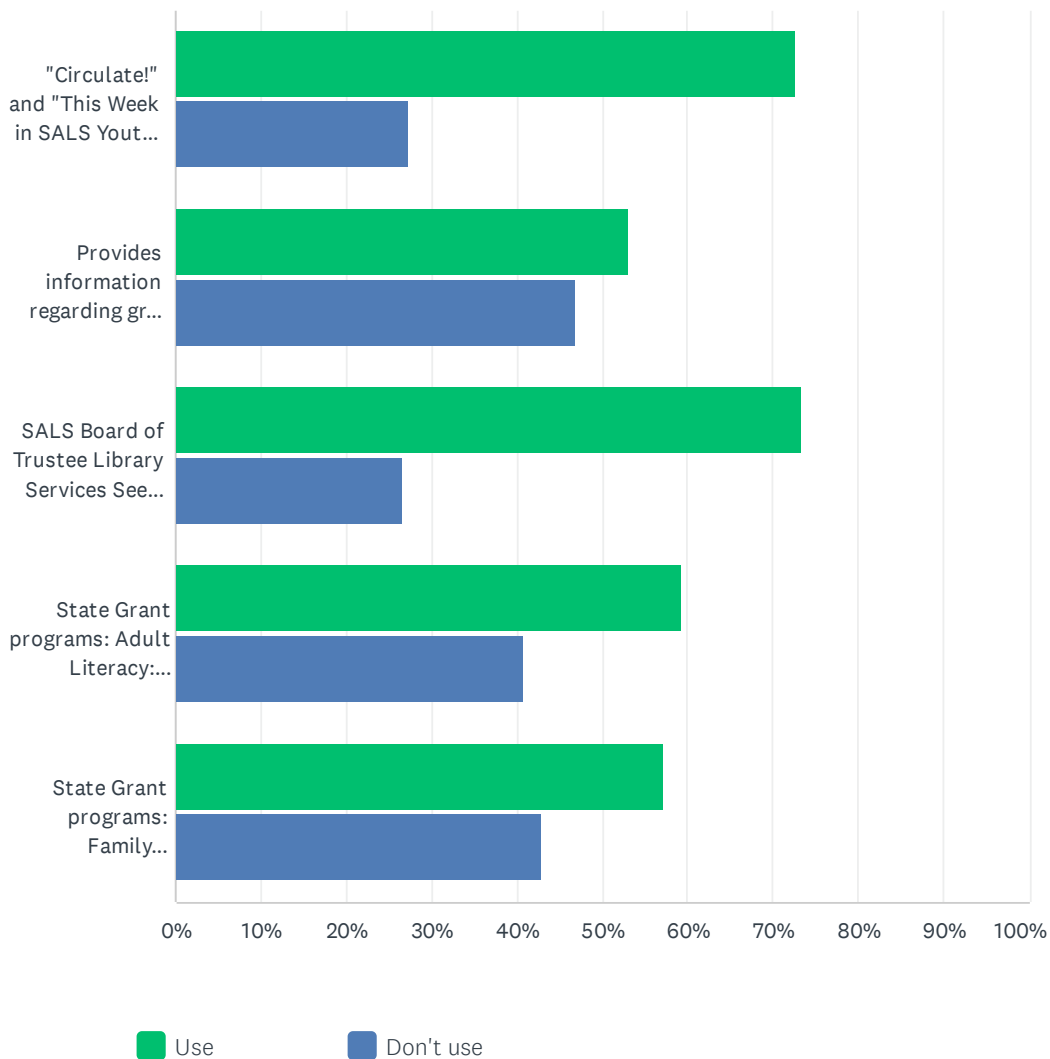
Answered: 46 Skipped: 25



	VERY VALUABLE	SOMEWHAT VALUABLE	NOT VERY VALUABLE	OF NO VALUE	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one	91.30% 42	4.35% 2	4.35% 2	0.00% 0	0.00% 0	46	4.87

Q25 Which of the public programming support and resources do you use that is provided by SALS?

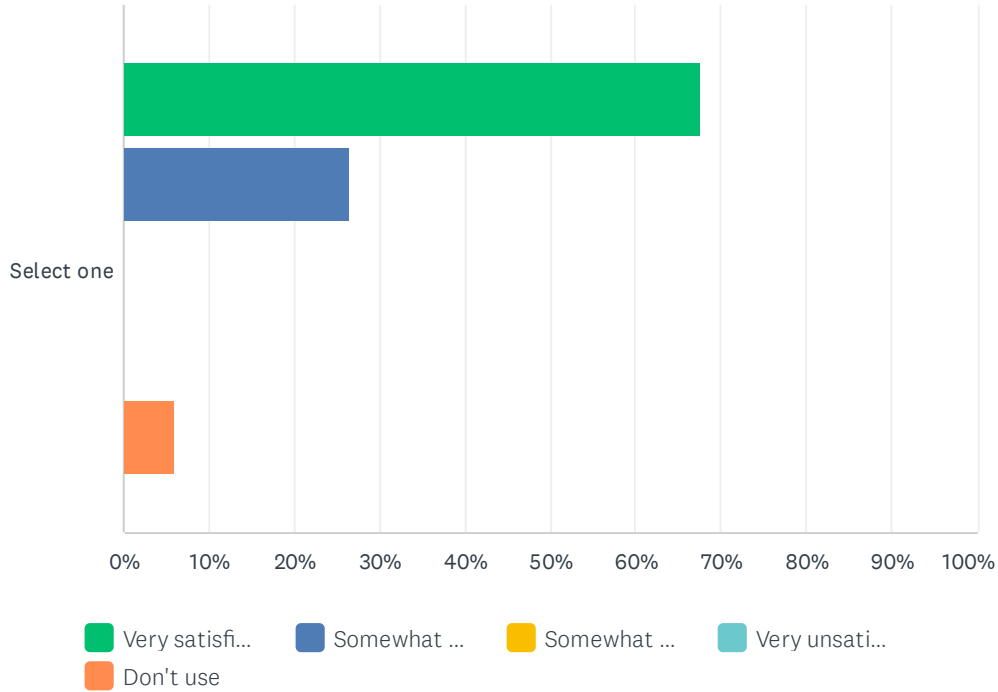
Answered: 36 Skipped: 35



	USE	DON'T USE	TOTAL	WEIGHTED AVERAGE
"Circulate!" and "This Week in SALS Youth Services" Newsletters	72.73% 24	27.27% 9	33	3.73
Provides information regarding group bookings of performers and programmers	53.13% 17	46.88% 15	32	3.53
SALS Board of Trustee Library Services Seed Challenge Grant	73.33% 22	26.67% 8	30	3.73
State Grant programs: Adult Literacy: Libraries Mean Business	59.26% 16	40.74% 11	27	3.59
State Grant programs: Family Literacy: Early Literacy Staff Development	57.14% 16	42.86% 12	28	3.57

Q26 In general, how satisfied are you with the Public Programming Services you receive from SALS?

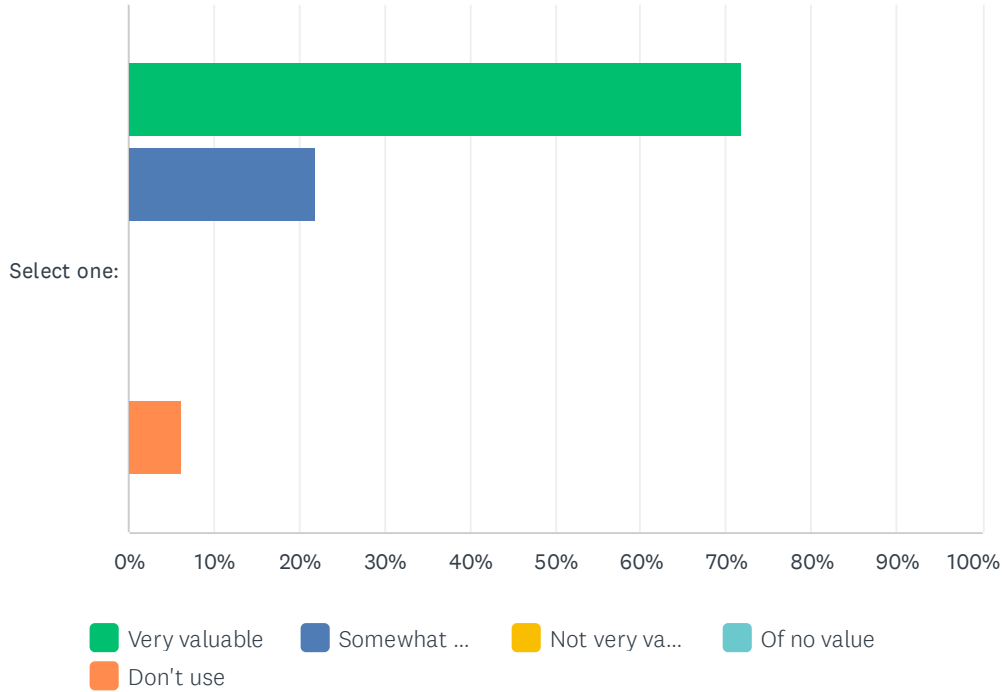
Answered: 34 Skipped: 37



	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT UNSATISFIED	VERY UNSATISFIED	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one	67.65% 23	26.47% 9	0.00% 0	0.00% 0	5.88% 2	34	4.50

Q27 How valuable and relevant are these services to you in your efforts to serve your patrons?

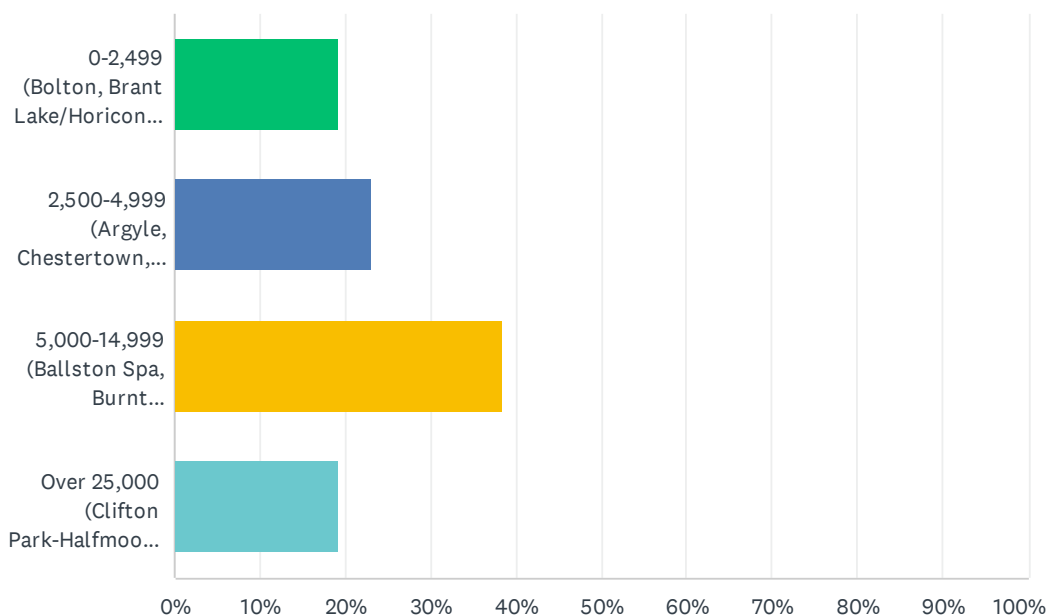
Answered: 32 Skipped: 39



	VERY VALUABLE	SOMEWHAT VALUABLE	NOT VERY VALUABLE	OF NO VALUE	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one:	71.88% 23	21.88% 7	0.00% 0	0.00% 0	6.25% 2	32	4.53

Q28 What is the population of your library's chartered service area?

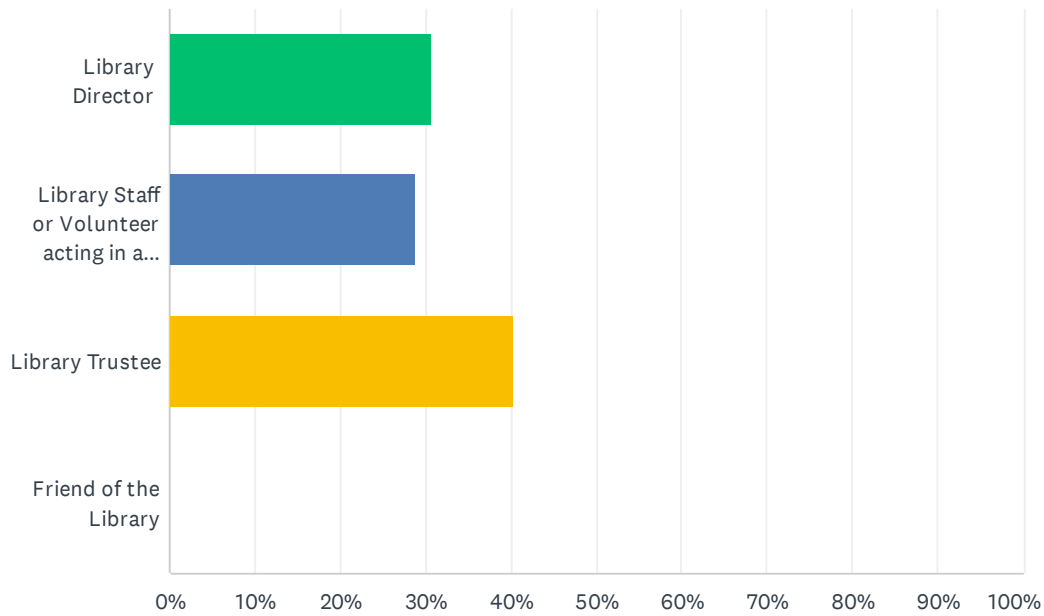
Answered: 52 Skipped: 19



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)	19.23%	10
2,500-4,999 (Argyle, Chestertown, Fort Edward, Granville/Pember, Greenwich, Lake-George/Caldwell-Lake George, Whitehall)	23.08%	12
5,000-14,999 (Ballston Spa, Burnt Hills/Town of Ballston, Corinth, Galway, Luzerne/Hadley-Luzerne, Mechanicville, Round Lake, Schuylerville, Stillwater, Warrensburg/Richards, Waterford)	38.46%	20
Over 25,000 (Clifton Park-Halfmoon, Glens Falls/Crandall, Hudson Falls, Saratoga Springs)	19.23%	10
TOTAL		52

Q29 The position of the person completing this survey is:

Answered: 52 Skipped: 19



ANSWER CHOICES	RESPONSES	
Library Director	30.77%	16
Library Staff or Volunteer acting in a staff capacity	28.85%	15
Library Trustee	40.38%	21
Friend of the Library	0.00%	0
TOTAL		52

Q30 Additional comments welcomed

Answered: 10 Skipped: 61