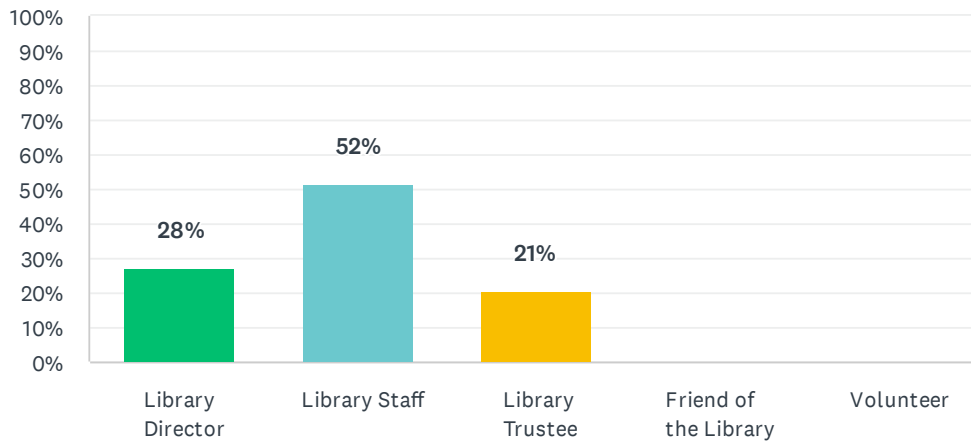


Q1 The position of the person completing this survey is:

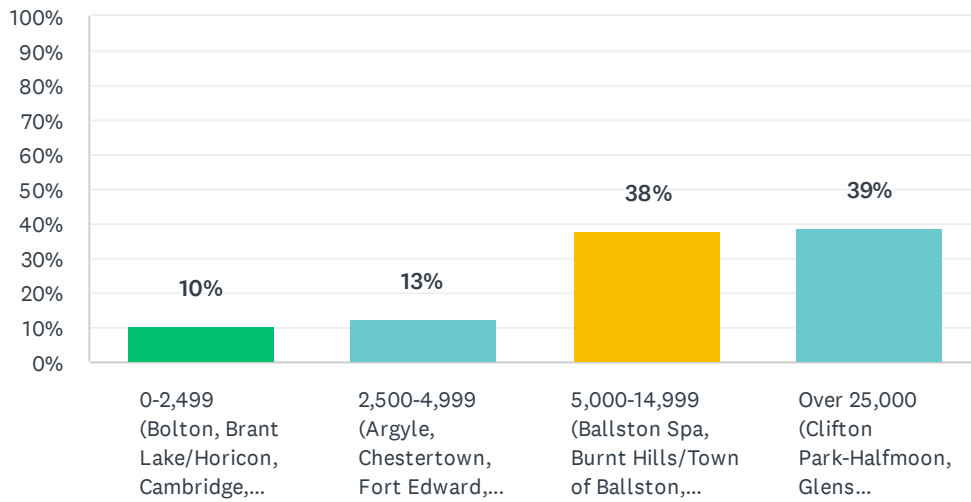
Answered: 87 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|-----------------------|-----------|-----------|
| Library Director | 28% | 24 |
| Library Staff | 52% | 45 |
| Library Trustee | 21% | 18 |
| Friend of the Library | 0% | 0 |
| Volunteer | 0% | 0 |
| TOTAL | | 87 |

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

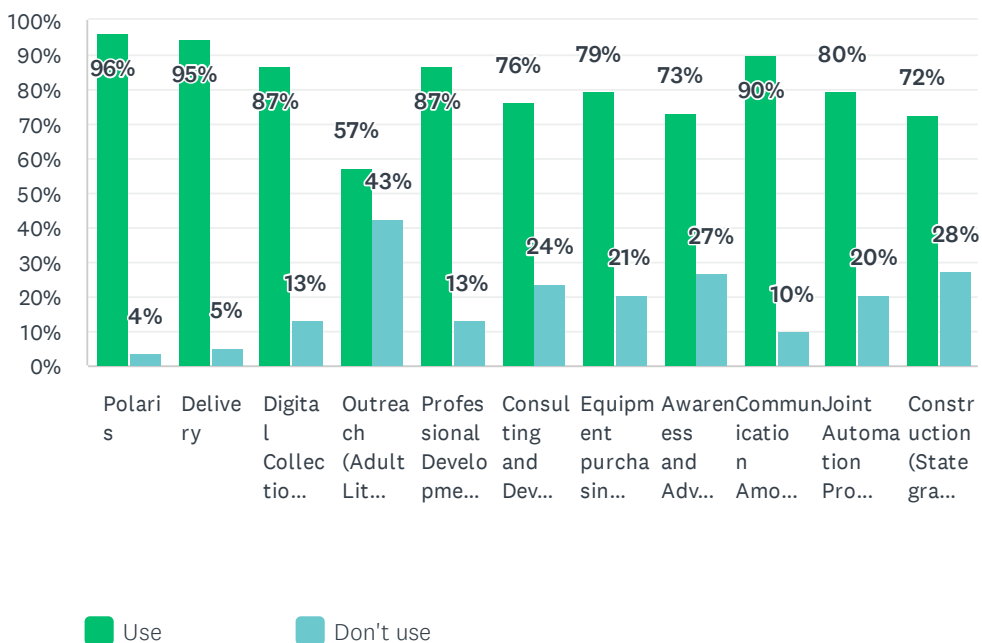
Answered: 87 Skipped: 0



| 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) | 10% | 9 |
| 2,500-4,999 (Argyle, Chestertown, Fort Edward, Granville/Pember, Greenwich, Lake-George/Caldwell-Lake George, Whitehall) | 13% | 11 |
| 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% | 33 |
| Over 25,000 (Clifton Park-Halfmoon, Glens Falls/Crandall, Hudson Falls, Saratoga Springs) | 39% | 34 |
| TOTAL | | 87 |

Q3 Which of the services provided by SALS do you now use?

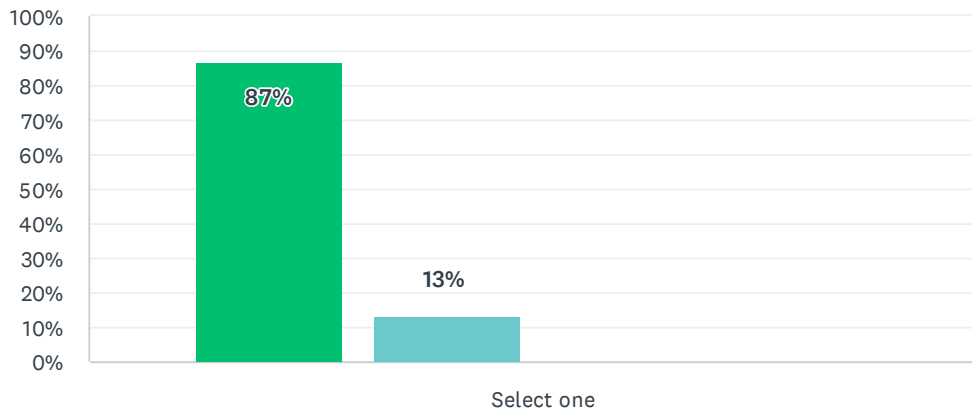
Answered: 84 Skipped: 3



| | USE | DON'T USE | TOTAL | WEIGHTED AVERAGE |
|--|-----------|-----------|-------|------------------|
| Polaris | 96% 78 | 4% 3 | 81 | 3.96 |
| Delivery | 95% 73 | 5% 4 | 77 | 3.95 |
| Digital Collections Access (eContent, genealogy) | 87% 60 | 13% 9 | 69 | 3.87 |
| Outreach (Adult Literacy, Youth Services, Early Literacy, etc.) | 57% 32 | 43% 24 | 56 | 3.57 |
| Professional Development and Training (continuing education, workshops) | 87% 65 | 13% 10 | 75 | 3.87 |
| Consulting and Development Services (1-on-1 with SALS Staff, automation support) | 76% 52 | 24% 16 | 68 | 3.76 |
| Equipment purchasing (computers through JA, barcodes) | 79% 54 | 21% 14 | 68 | 3.79 |
| Awareness and Advocacy (national, state & local information, Advocacy Day and materials) | 73% 44 | 27% 16 | 60 | 3.73 |
| Communication Among Member Libraries (email, meetings, conference calls) | 90% 62 | 10% 7 | 69 | 3.90 |
| Joint Automation Project | 80% 55 | 20% 14 | 69 | 3.80 |
| Construction (State grant, Facilities Upgrade Grant) | 72% 42 | 28% 16 | 58 | 3.72 |

Q4 In general, how satisfied are you with the SALS services you use?

Answered: 82 Skipped: 5

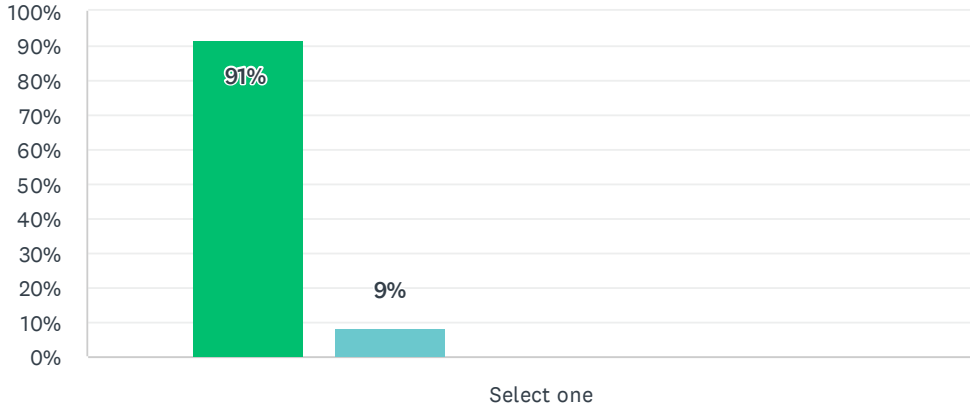


■ Very satisfi...
 ■ Somewhat ...
 ■ Somewhat ...
 ■ Very unsati...

| | VERY SATISFIED | SOMEWHAT SATISFIED | SOMEWHAT UNSATISFIED | VERY UNSATISFIED | TOTAL | WEIGHTED AVERAGE |
|------------|----------------|--------------------|----------------------|------------------|-------|------------------|
| Select one | 87% 71 | 13% 11 | 0% 0 | 0% 0 | 82 | 3.87 |

Q5 How valuable and relevant are these services to you in your efforts to serve your patrons?

Answered: 81 Skipped: 6



■ Very valuable
 ■ Somewhat ...
 ■ Not Very Va...
 ■ Of no Value
 ■ Don't Use

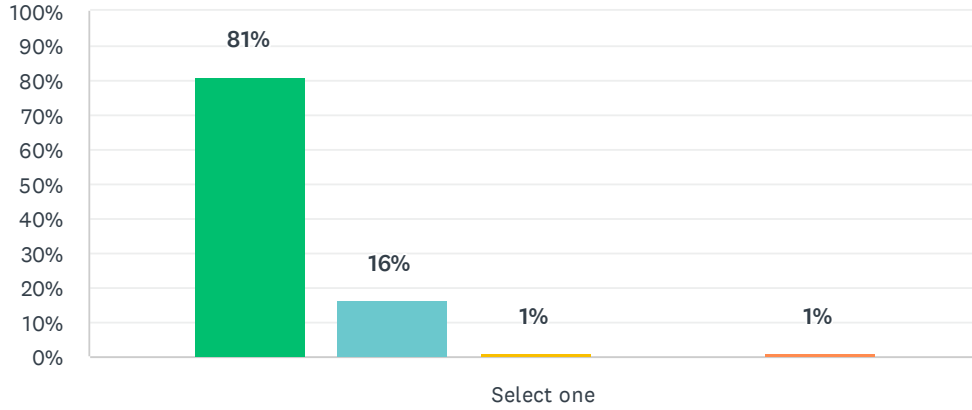
| | VERY VALUABLE | SOMEWHAT VALUABLE | NOT VERY VALUABLE | OF NO VALUE | DON'T USE | TOTAL | WEIGHTED AVERAGE |
|------------|---------------|-------------------|-------------------|-------------|-----------|-------|------------------|
| Select one | 91% 74 | 9% 7 | 0% 0 | 0% 0 | 0% 0 | 81 | 4.91 |

Q6 What existing services could be improved or new services added that would help you serve your patrons better? Please be as specific as you can.

Answered: 16 Skipped: 71

Q7 In general, how satisfied are you with the delivery services you receive from SALS?

Answered: 80 Skipped: 7

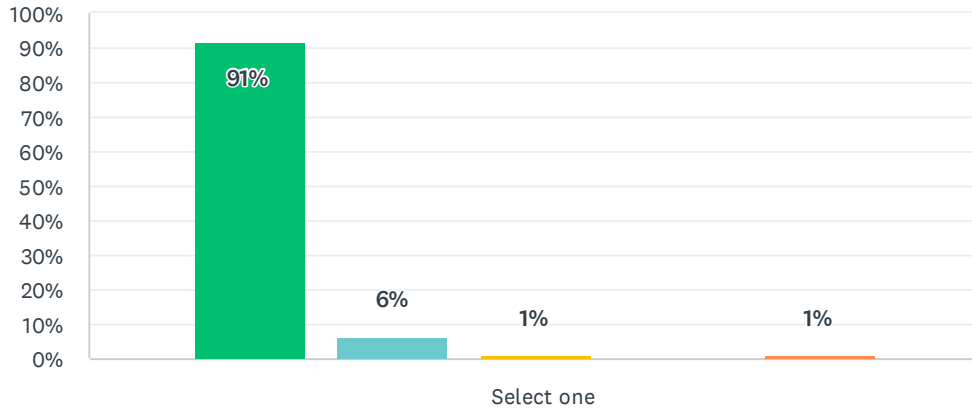


■ Very satisfi...
 ■ Somewhat ...
 ■ Somewhat ...
 ■ Very unsati...
 ■ Don't use

| | VERY SATISFIED | SOMEWHAT SATISFIED | SOMEWHAT UNSATISFIED | VERY UNSATISFIED | DON'T USE | TOTAL | WEIGHTED AVERAGE |
|------------|----------------|--------------------|----------------------|------------------|-----------|-------|------------------|
| Select one | 81% 65 | 16% 13 | 1% 1 | 0% 0 | 1% 1 | 80 | 4.76 |

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

Answered: 81 Skipped: 6

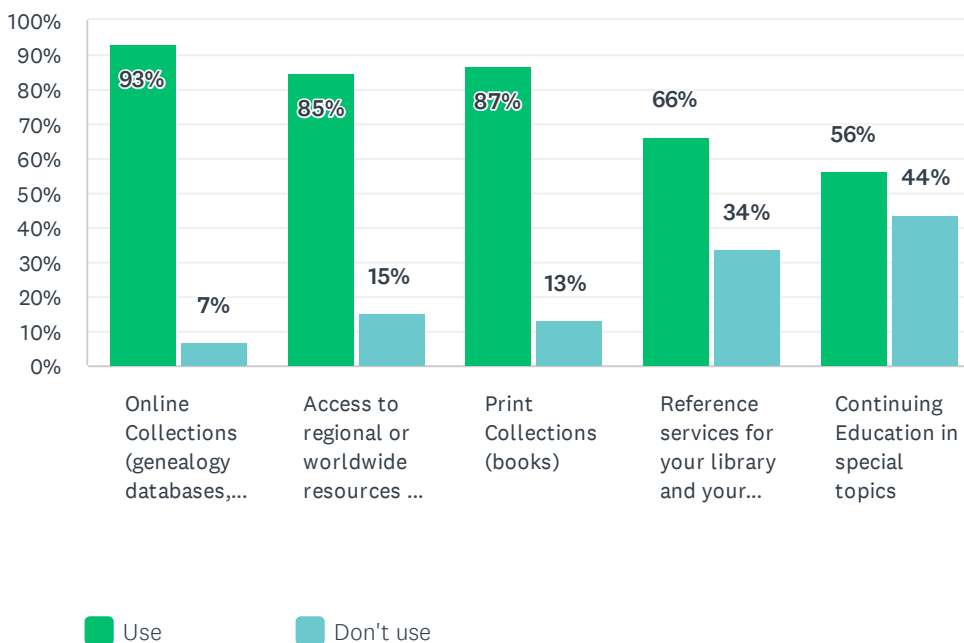


■ Very valuable
 ■ Somewhat ...
 ■ Not Very Va...
 ■ Of no Value
■ Don't Use

| | VERY VALUABLE | SOMEWHAT VALUABLE | NOT VERY VALUABLE | OF NO VALUE | DON'T USE | TOTAL | WEIGHTED AVERAGE |
|------------|---------------|-------------------|-------------------|-------------|-----------|-------|------------------|
| Select one | 91% 74 | 6% 5 | 1% 1 | 0% 0 | 1% 1 | 81 | 4.86 |

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

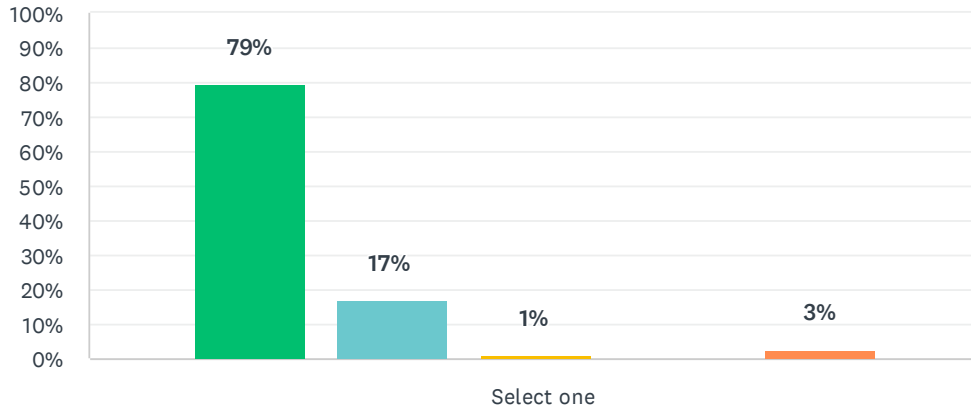
Answered: 78 Skipped: 9



| | USE | DON'T USE | TOTAL | WEIGHTED AVERAGE |
|---|-----------|-----------|-------|------------------|
| Online Collections (genealogy databases, electronic books and audiobooks) | 93% 66 | 7% 5 | 71 | 3.93 |
| Access to regional or worldwide resources via Interlibrary Loan | 85% 61 | 15% 11 | 72 | 3.85 |
| Print Collections (books) | 87% 52 | 13% 8 | 60 | 3.87 |
| Reference services for your library and your patrons | 66% 39 | 34% 20 | 59 | 3.66 |
| Continuing Education in special topics | 56% 32 | 44% 25 | 57 | 3.56 |

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

Answered: 77 Skipped: 10

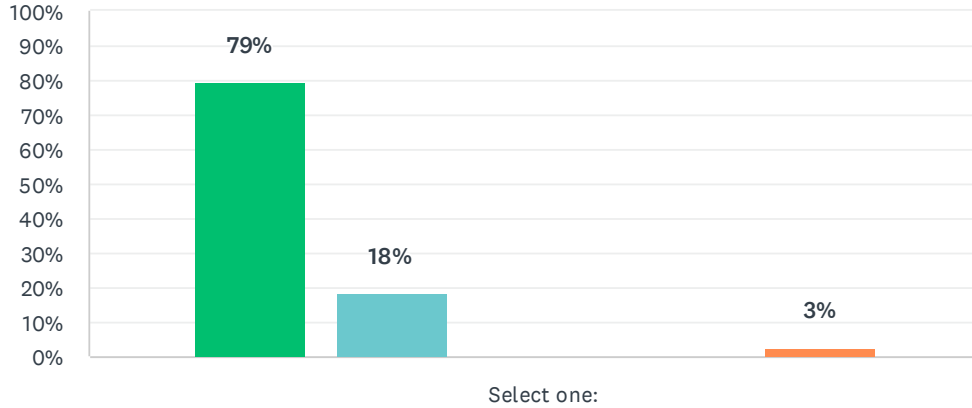


■ Very satisfi...
 ■ Somewhat ...
 ■ Somewhat ...
 ■ Very unsati...
 ■ Don't use

| | VERY SATISFIED | SOMEWHAT SATISFIED | SOMEWHAT UNSATISFIED | VERY UNSATISFIED | DON'T USE | TOTAL | WEIGHTED AVERAGE |
|------------|----------------|--------------------|----------------------|------------------|-----------|-------|------------------|
| Select one | 79% 61 | 17% 13 | 1% 1 | 0% 0 | 3% 2 | 77 | 4.70 |

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

Answered: 77 Skipped: 10

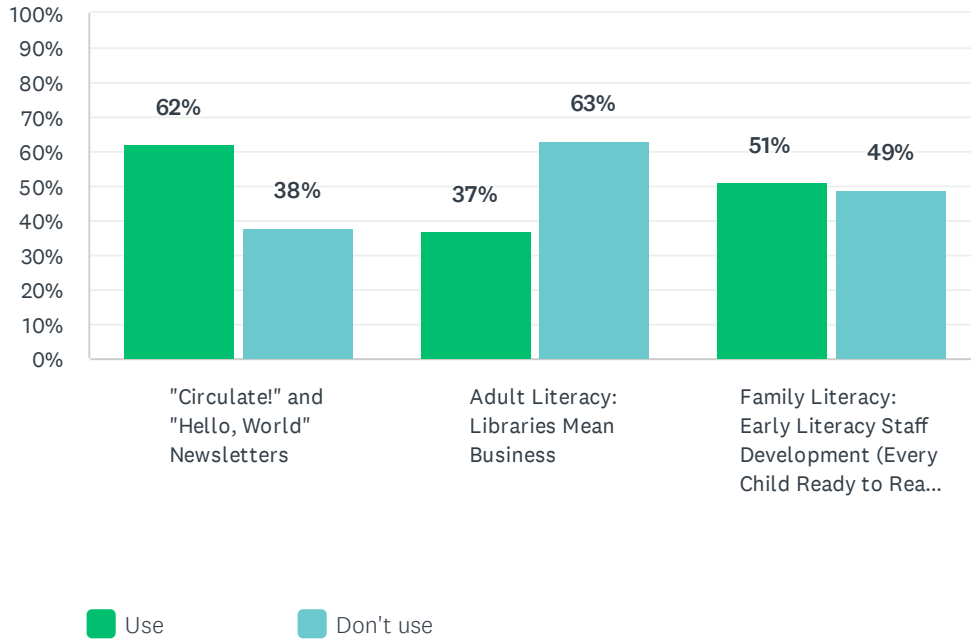


■ Very valuable
 ■ Somewhat ...
 ■ Not very va...
 ■ Of no value
■ Don't use

| | VERY VALUABLE | SOMEWHAT VALUABLE | NOT VERY VALUABLE | OF NO VALUE | DON'T USE | TOTAL | WEIGHTED AVERAGE |
|-------------|---------------|-------------------|-------------------|-------------|-----------|-------|------------------|
| Select one: | 79% 61 | 18% 14 | 0% 0 | 0% 0 | 3% 2 | 77 | 4.71 |

Q12 Which of the programming support and resources provided by SALS do you use?

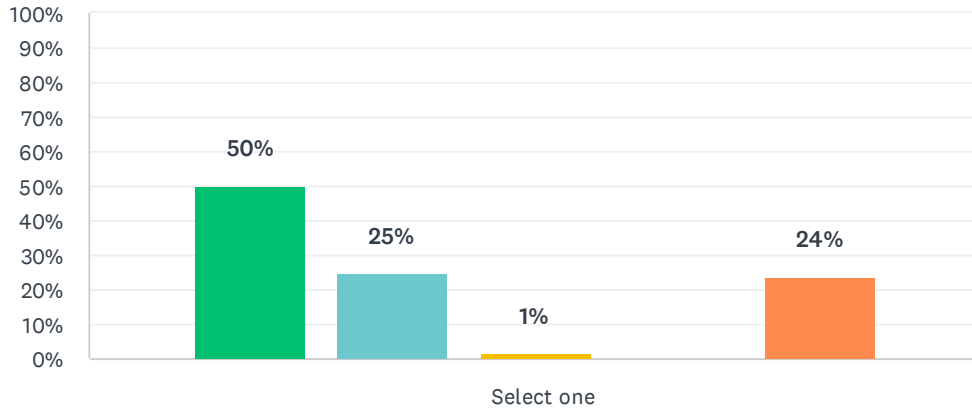
Answered: 67 Skipped: 20



| | USE | DON'T USE | TOTAL | WEIGHTED AVERAGE |
|--|-----------|-----------|-------|------------------|
| "Circulate!" and "Hello, World" Newsletters | 62% 39 | 38% 24 | 63 | 3.62 |
| Adult Literacy: Libraries Mean Business | 37% 20 | 63% 34 | 54 | 3.37 |
| Family Literacy: Early Literacy Staff Development (Every Child Ready to Read, Baby showers, Beanstack) | 51% 30 | 49% 29 | 59 | 3.51 |

Q13 In general, how satisfied are you with the programming services you use?

Answered: 68 Skipped: 19

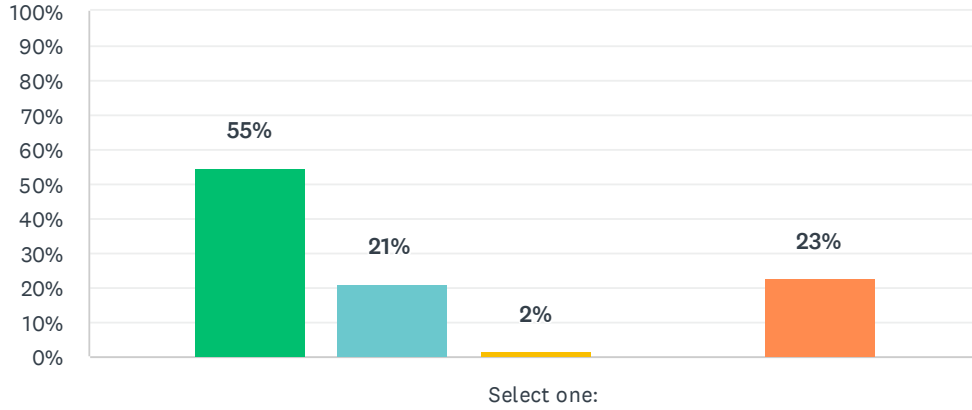


■ Very satisfi...
 ■ Somewhat ...
 ■ Somewhat ...
 ■ Very unsati...
 ■ Don't use

| | VERY SATISFIED | SOMEWHAT SATISFIED | SOMEWHAT UNSATISFIED | VERY UNSATISFIED | DON'T USE | TOTAL | WEIGHTED AVERAGE |
|------------|----------------|--------------------|----------------------|------------------|-----------|-------|------------------|
| Select one | 50% 34 | 25% 17 | 1% 1 | 0% 0 | 24% 16 | 68 | 3.78 |

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

Answered: 66 Skipped: 21

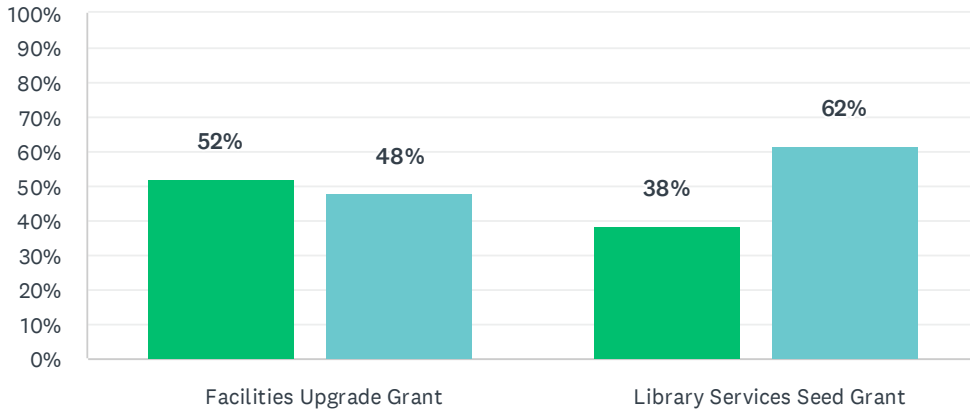


■ Very valuable
 ■ Somewhat ...
 ■ Not very va...
 ■ Of no value
■ Don't use

| | VERY VALUABLE | SOMEWHAT VALUABLE | NOT VERY VALUABLE | OF NO VALUE | DON'T USE | TOTAL | WEIGHTED AVERAGE |
|-------------|---------------|-------------------|-------------------|-------------|-----------|-------|------------------|
| Select one: | 55% 36 | 21% 14 | 2% 1 | 0% 0 | 23% 15 | 66 | 3.85 |

Q15 Which of the following SALS Board of Trustees Challenge Grants do you use?

Answered: 57 Skipped: 30

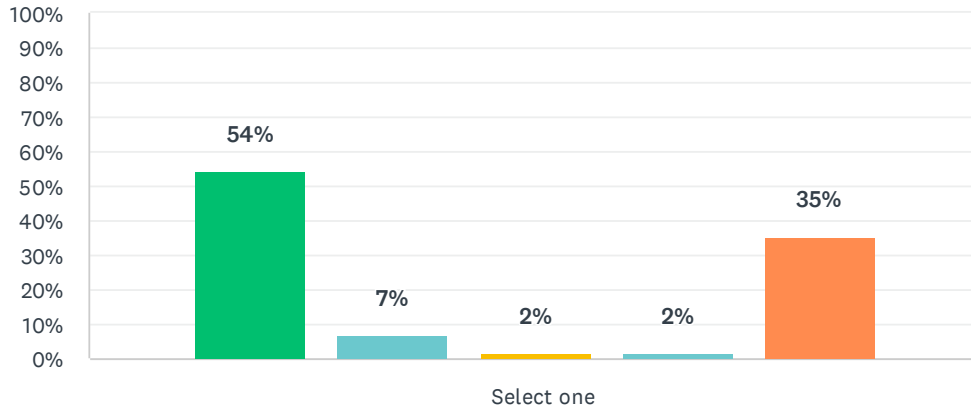


■ Use
 ■ Don't use

| | USE | DON'T USE | TOTAL | WEIGHTED AVERAGE |
|-----------------------------|-----------|-----------|-------|------------------|
| Facilities Upgrade Grant | 52% 28 | 48% 26 | 54 | 3.52 |
| Library Services Seed Grant | 38% 20 | 62% 32 | 52 | 3.38 |

Q16 In general, how satisfied are you with the SALS Board of Trustees Challenge Grants you use?

Answered: 57 Skipped: 30

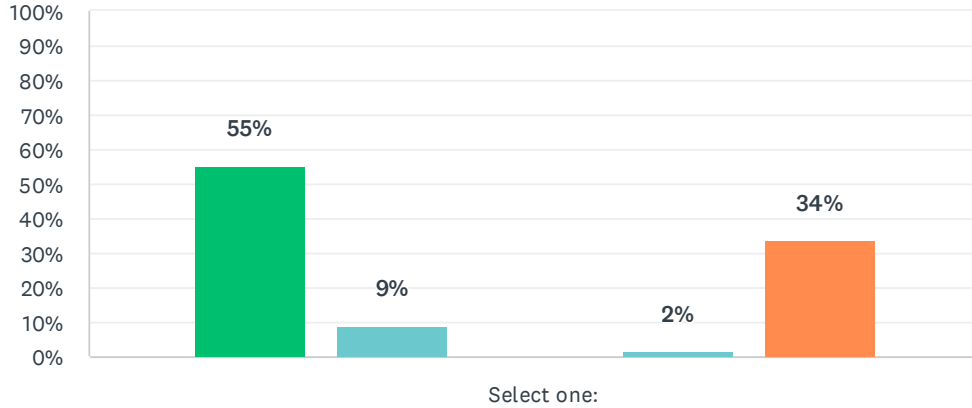


■ Very satisfi...
 ■ Somewhat ...
 ■ Somewhat ...
 ■ Very unsati...
 ■ Don't use

| | VERY SATISFIED | SOMEWHAT SATISFIED | SOMEWHAT UNSATISFIED | VERY UNSATISFIED | DON'T USE | TOTAL | WEIGHTED AVERAGE |
|------------|----------------|--------------------|----------------------|------------------|-----------|-------|------------------|
| Select one | 54% 31 | 7% 4 | 2% 1 | 2% 1 | 35% 20 | 57 | 3.44 |

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

Answered: 56 Skipped: 31

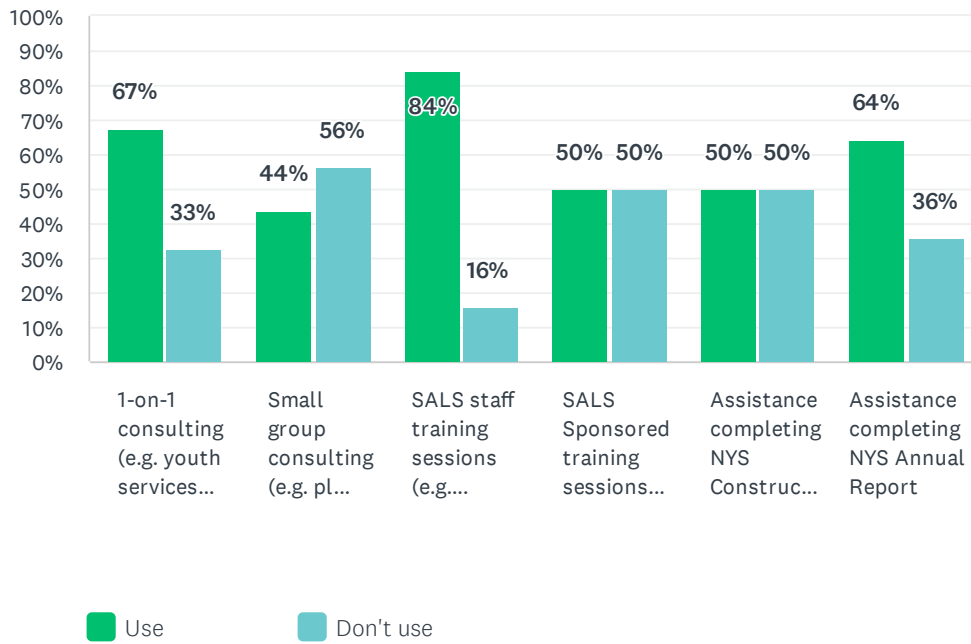


■ Very valuable
 ■ Somewhat ...
 ■ Not very va...
 ■ Of no value
■ Don't use

| | VERY VALUABLE | SOMEWHAT VALUABLE | NOT VERY VALUABLE | OF NO VALUE | DON'T USE | TOTAL | WEIGHTED AVERAGE |
|-------------|---------------|-------------------|-------------------|-------------|-----------|-------|------------------|
| Select one: | 55% | 9% | 0% | 2% | 34% | 56 | 3.50 |
| | 31 | 5 | 0 | 1 | 19 | | |

Q18 Which of the following training and consulting services do you use?

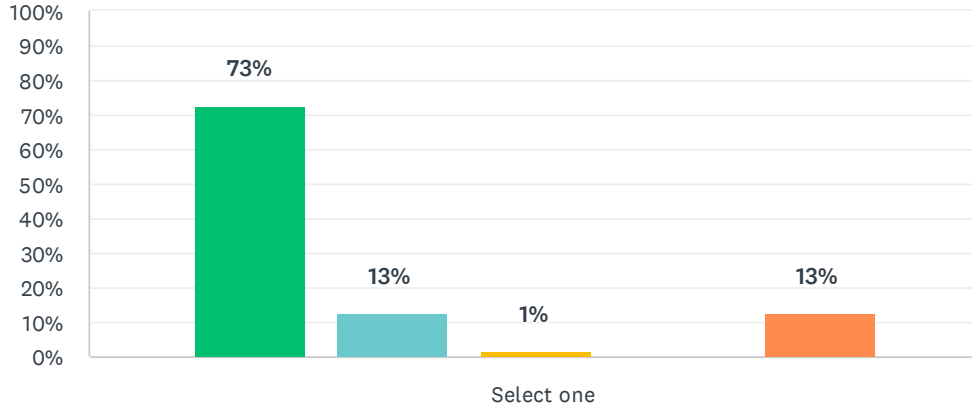
Answered: 72 Skipped: 15



| | USE | DON'T USE | TOTAL |
|--|-----------|-----------|-------|
| 1-on-1 consulting (e.g. youth services, adult literacy, technology, trustee, outreach, Polaris, public library law) | 67% 41 | 33% 20 | 61 |
| Small group consulting (e.g. plan of service/strategic development, board development, new services, sustainability) | 44% 24 | 56% 31 | 55 |
| SALS staff training sessions (e.g. informational sessions, Polaris training, literacy) | 84% 58 | 16% 11 | 69 |
| SALS Sponsored training sessions (e.g. hiring outside professionals, co-sponsorships with other library systems) | 50% 27 | 50% 27 | 54 |
| Assistance completing NYS Construction Grant | 50% 26 | 50% 26 | 52 |
| Assistance completing NYS Annual Report | 64% 34 | 36% 19 | 53 |

Q19 In general, how satisfied are you with the training and consulting services you use?

Answered: 70 Skipped: 17

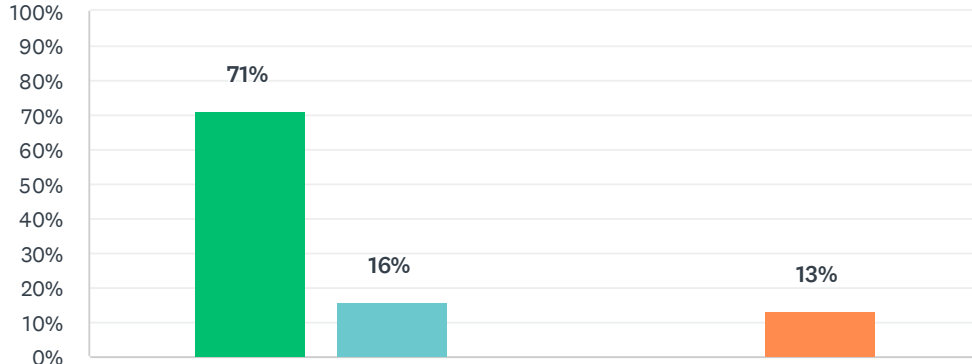


■ Very satisfi...
 ■ Somewhat ...
 ■ Somewhat ...
 ■ Very unsati...
 ■ Don't use

| | VERY SATISFIED | SOMEWHAT SATISFIED | SOMEWHAT UNSATISFIED | VERY UNSATISFIED | DON'T USE | TOTAL | WEIGHTED AVERAGE |
|------------|----------------|--------------------|----------------------|------------------|-----------|-------|------------------|
| Select one | 73% 51 | 13% 9 | 1% 1 | 0% 0 | 13% 9 | 70 | 4.33 |

Q20 How valuable and relevant are these services in your efforts to serve your patrons?

Answered: 69 Skipped: 18



Select one:

■ Very valuable
 ■ Somewhat ...
 ■ Not very va...
 ■ Of no value
■ Don't use

| | VERY VALUABLE | SOMEWHAT VALUABLE | NOT VERY VALUABLE | OF NO VALUE | DON'T USE | TOTAL | WEIGHTED AVERAGE |
|-------------|---------------|-------------------|-------------------|-------------|-----------|-------|------------------|
| Select one: | 71% 49 | 16% 11 | 0% 0 | 0% 0 | 13% 9 | 69 | 4.32 |

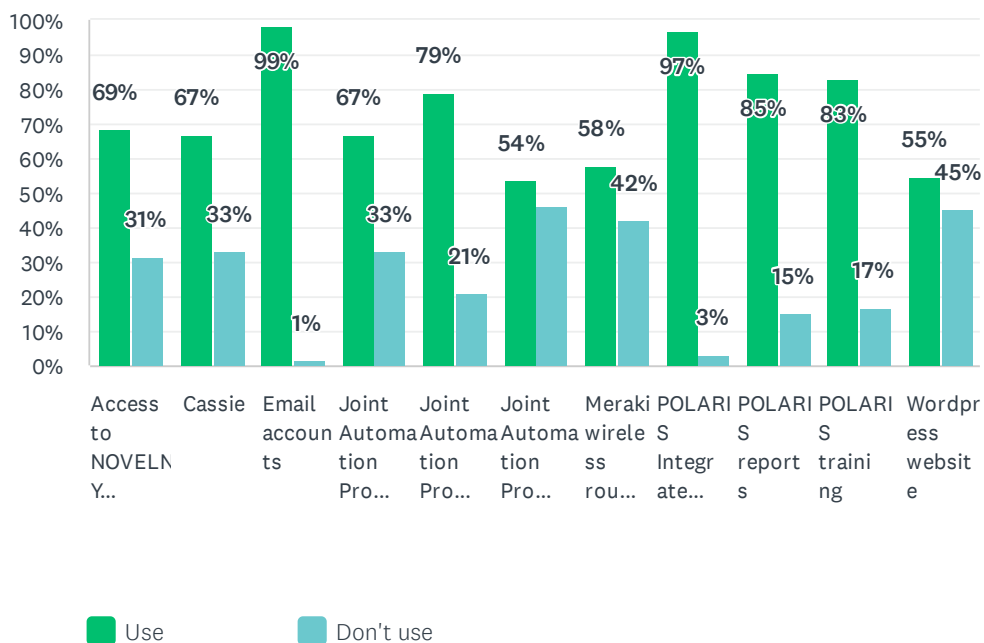
Q21 Everyone has a "wishlist" of Continuing Education programs they would like to attend. What are your top 3?

Answered: 33 Skipped: 54

| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|----|
| One: | 100% | 33 |
| Two: | 88% | 29 |
| Three: | 55% | 18 |

Q22 Which of the following Joint Automation (JA) services do you use?

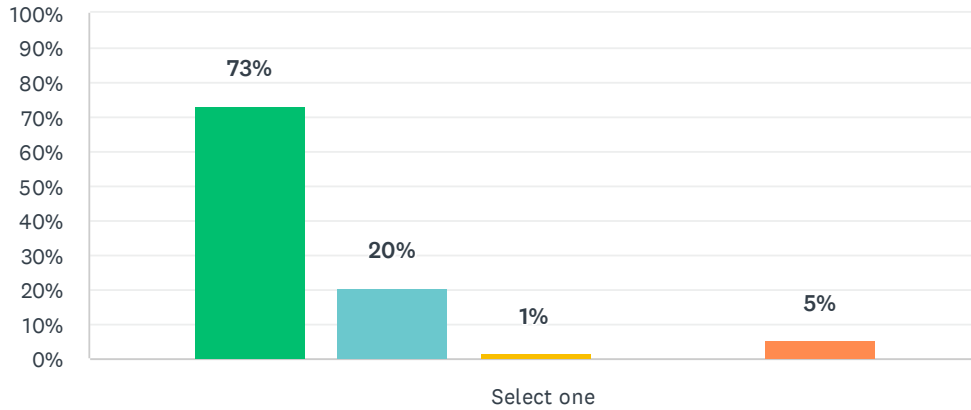
Answered: 76 Skipped: 11



| | USE | DON'T USE | TOTAL | WEIGHTED AVERAGE |
|--|-----------|-----------|-------|------------------|
| Access to NOVELNY databases | 69% 37 | 31% 17 | 54 | 3.69 |
| Cassie | 67% 38 | 33% 19 | 57 | 3.67 |
| Email accounts | 99% 73 | 1% 1 | 74 | 3.99 |
| Joint Automation Project (JA) consulting services for new projects | 67% 34 | 33% 17 | 51 | 3.67 |
| Joint Automation Project (JA) support for daily operations | 79% 49 | 21% 13 | 62 | 3.79 |
| Joint Automation Project (JA) after hour support (24/7) | 54% 28 | 46% 24 | 52 | 3.54 |
| Meraki wireless routers | 58% 29 | 42% 21 | 50 | 3.58 |
| POLARIS Integrated Library System (ILS) | 97% 62 | 3% 2 | 64 | 3.97 |
| POLARIS reports | 85% 56 | 15% 10 | 66 | 3.85 |
| POLARIS training | 83% 49 | 17% 10 | 59 | 3.83 |
| Wordpress website | 55% 29 | 45% 24 | 53 | 3.55 |

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

Answered: 74 Skipped: 13

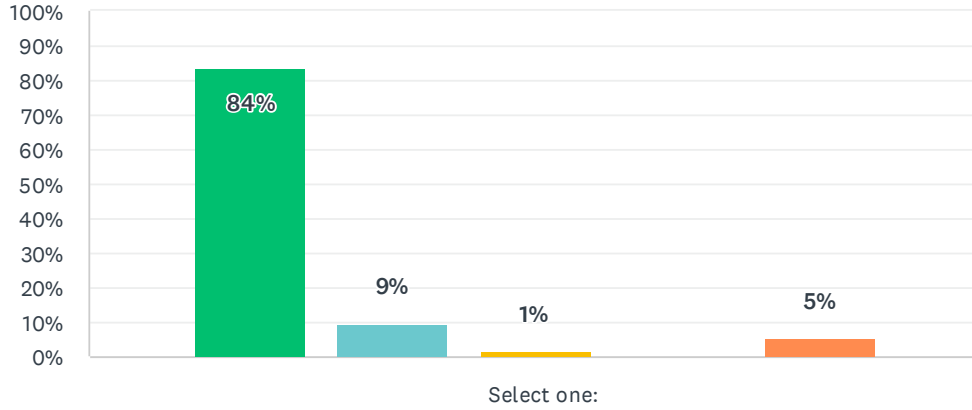


■ Very satisfi...
 ■ Somewhat ...
 ■ Somewhat ...
 ■ Very unsati...
 ■ Don't use

| | VERY SATISFIED | SOMEWHAT SATISFIED | SOMEWHAT UNSATISFIED | VERY UNSATISFIED | DON'T USE | TOTAL | WEIGHTED AVERAGE |
|------------|----------------|--------------------|----------------------|------------------|-----------|-------|------------------|
| Select one | 73% 54 | 20% 15 | 1% 1 | 0% 0 | 5% 4 | 74 | 4.55 |

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

Answered: 74 Skipped: 13



■ Very valuable
 ■ Somewhat ...
 ■ Not very va...
 ■ Of no value
■ Don't use

| | VERY VALUABLE | SOMEWHAT VALUABLE | NOT VERY VALUABLE | OF NO VALUE | DON'T USE | TOTAL | WEIGHTED AVERAGE |
|-------------|---------------|-------------------|-------------------|-------------|-----------|-------|------------------|
| Select one: | 84% 62 | 9% 7 | 1% 1 | 0% 0 | 5% 4 | 74 | 4.66 |

Q25 Additional comments welcomed

Answered: 13 Skipped: 74