Q1 The position of the person completing this survey is:
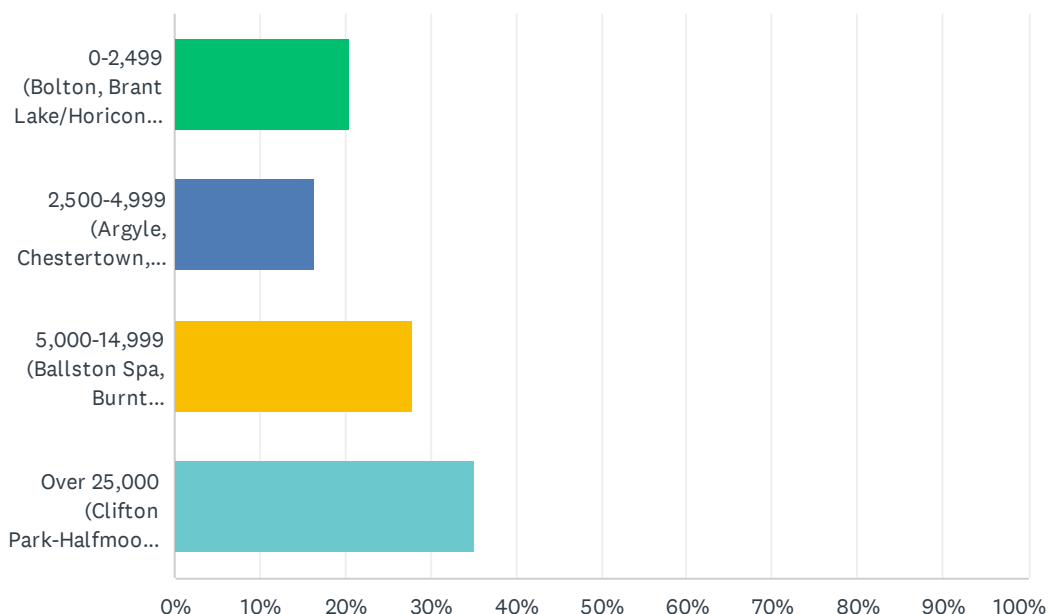
Answered: 122   Skipped: 0
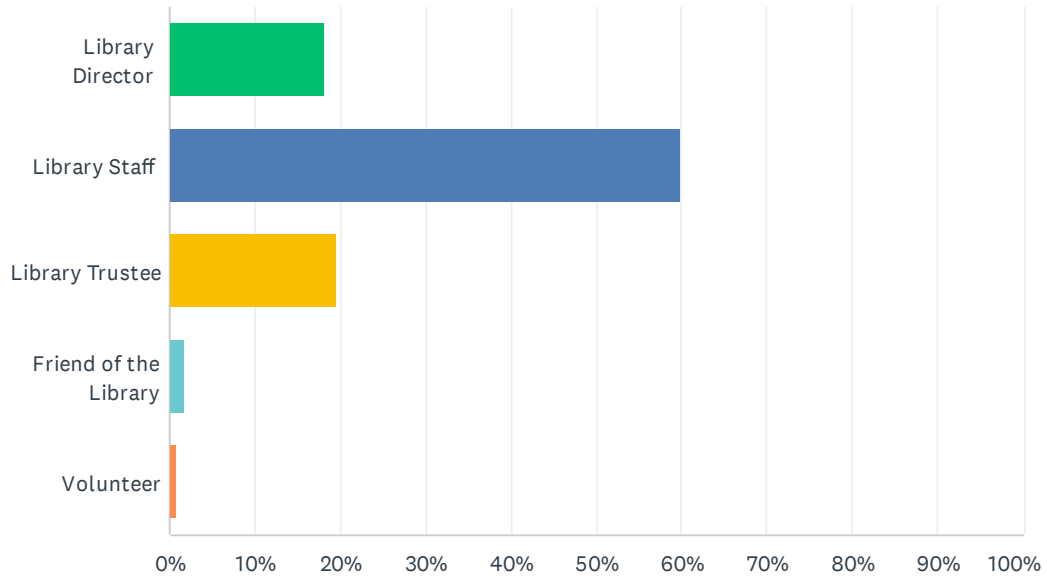
ANSWER CHOICES	RESPONSES	
Library Director	18.03%	22
Library Staff	59.84%	73
Library Trustee	19.67%	24
Friend of the Library	1.64%	2
Volunteer	0.82%	1
TOTAL		122

Q2 What is the population of your library's chartered service area?
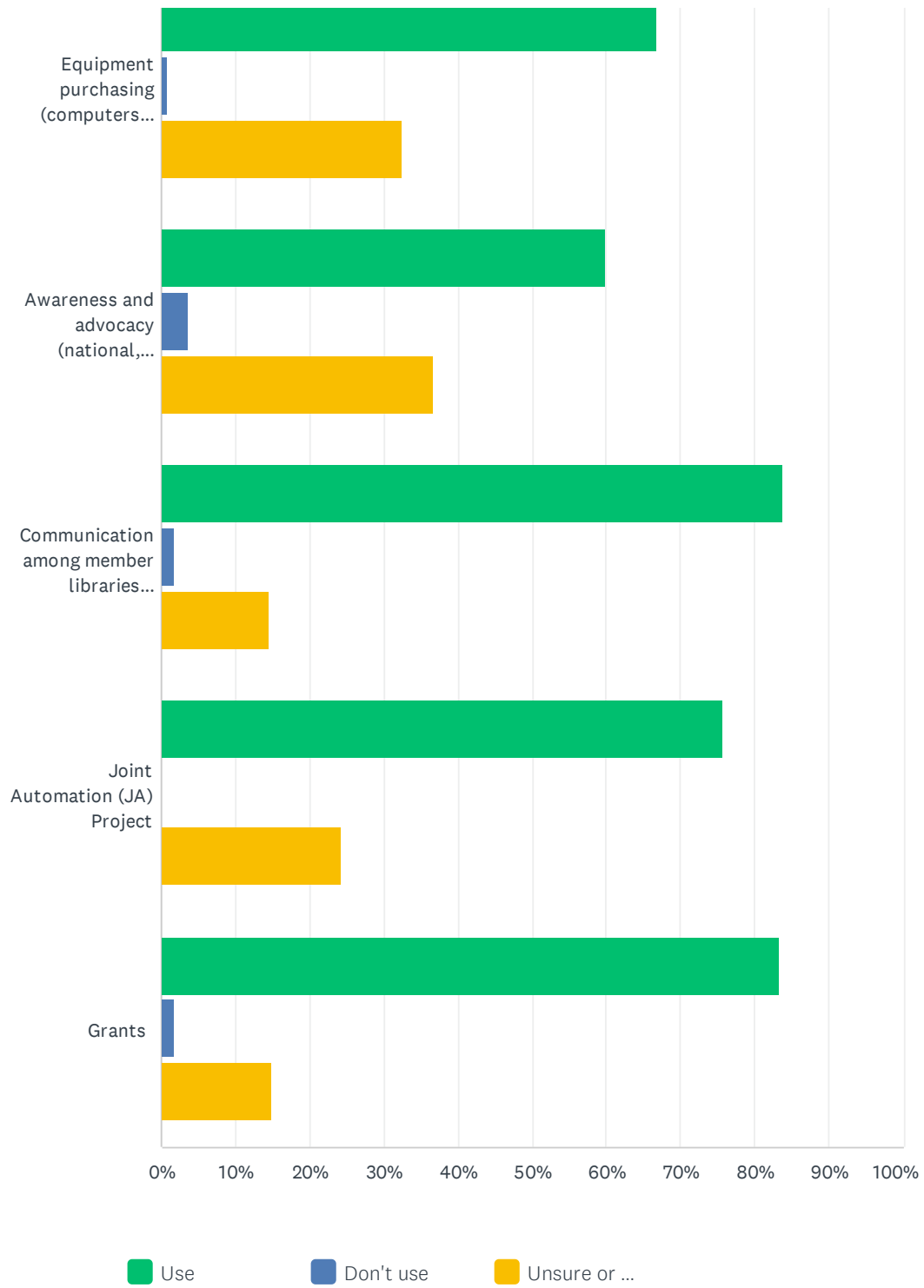
Answered: 122   Skipped: 0

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)	20.49%	25
2,500-4,999 (Argyle, Chestertown, Fort Edward, Granville/Pember, Greenwich, Lake-George/Caldwell-Lake George, Whitehall)	16.39%	20
5,000-14,999 (Ballston Spa, Burnt Hills/Town of Ballston, Corinth, Galway, Luzerne/Hadley-Luzerne, Mechanicville, Round Lake, Schuylerville, Stillwater, Warrensburg/Richards, Waterford)	27.87%	34
Over 25,000 (Clifton Park-Halfmoon, Glens Falls/Crandall, Hudson Falls, Saratoga Springs)	35.25%	43
TOTAL		122

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

Answered: 122   Skipped: 0
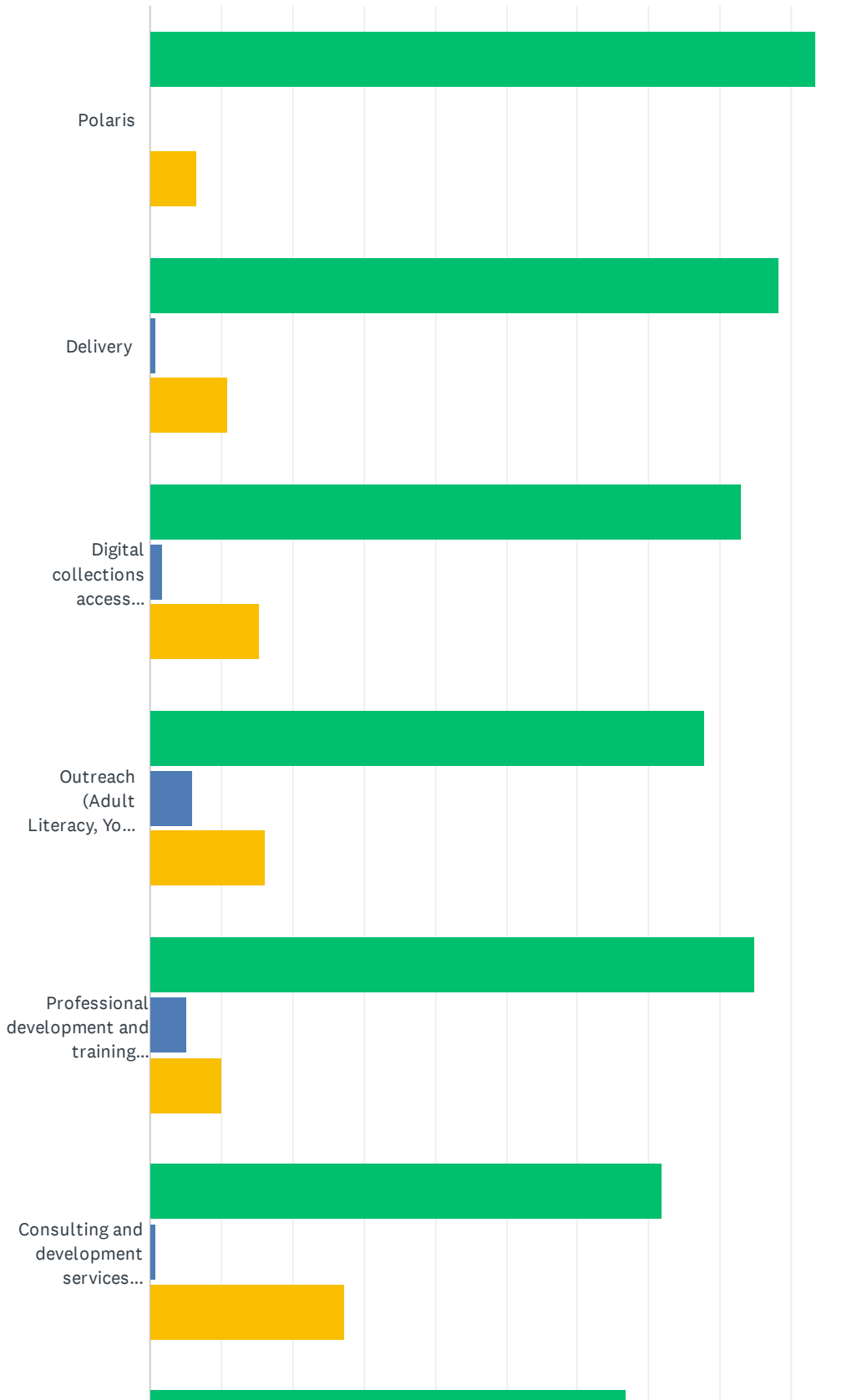
SALS System Use and Satisfaction Survey 2021


Legend: ■ Use ■ Don't use ■ Unsure or …

Categories (top to bottom):
- Equipment purchasing (computers…)
- Awareness and advocacy (national,…)
- Communication among member libraries…
- Joint Automation (JA) Project
- Grants

	USE	DON'T USE	UNSURE OR DON'T KNOW	TOTAL	WEIGHTED AVERAGE
Polaris	93.39% 113	0.00% 0	6.61% 8	121	4.00
Delivery	88.33% 106	0.83% 1	10.83% 13	120	3.99
Digital collections access (eContent, genealogy)	82.91% 97	1.71% 2	15.38% 18	117	3.98
Outreach (Adult Literacy, Youth Services, Early Literacy, Farm-2-Library, Leaving Our Fingerprints on History, Social Media etc.)	77.78% 91	5.98% 7	16.24% 19	117	3.93
Professional development and training (continuing education, workshops)	84.87% 101	5.04% 6	10.08% 12	119	3.94
Consulting and development services (1-on-1 with SALS Staff, Joint Automation (JA) support)	71.79% 84	0.85% 1	27.35% 32	117	3.99
Equipment purchasing (computers through Joint Automation (JA), barcodes)	66.67% 78	0.85% 1	32.48% 38	117	3.99
Awareness and advocacy (national, state & local information; Advocacy Day and materials)	59.82% 67	3.57% 4	36.61% 41	112	3.94
Communication among member libraries ("Circulate!" and "Hello, World" newsletters, email, meetings, conference calls)	83.76% 98	1.71% 2	14.53% 17	117	3.98
Joint Automation (JA) Project	75.65% 87	0.00% 0	24.35% 28	115	4.00
Grants	83.33% 95	1.75% 2	14.91% 17	114	3.98

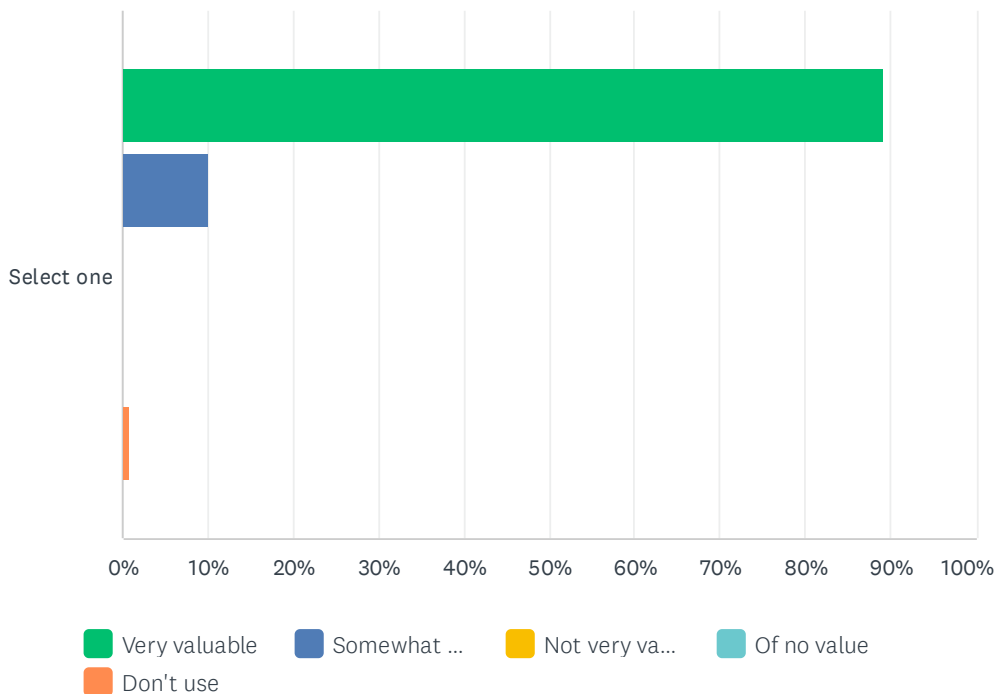## Q4 In general, how satisfied are you with the SALS services your library uses?

Answered: 120   Skipped: 2
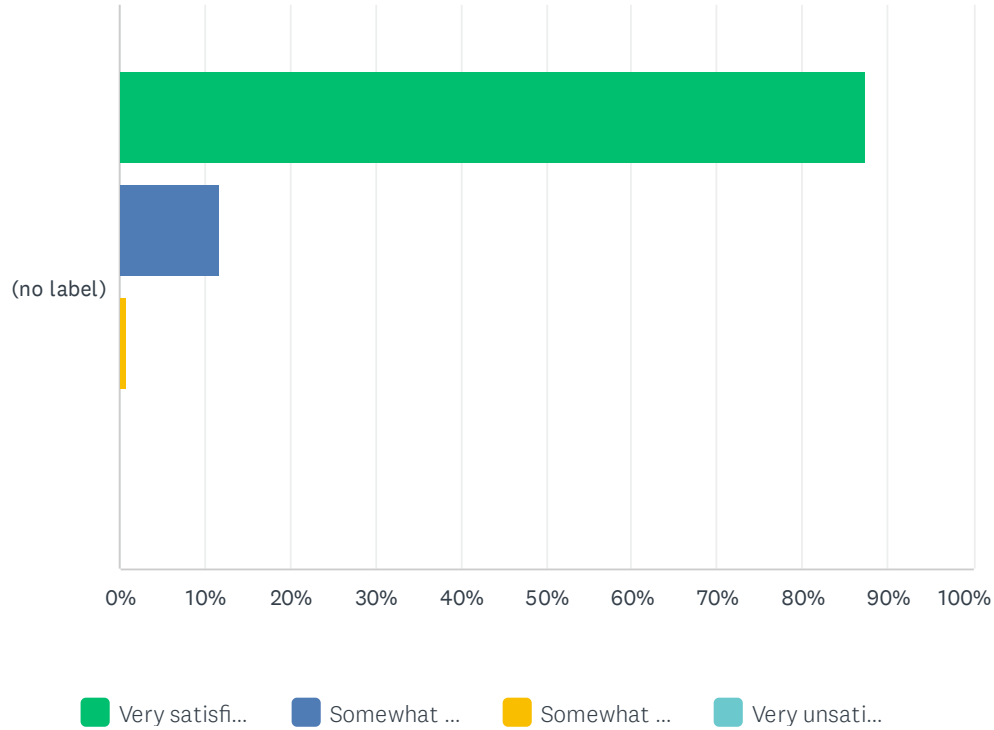
Very satisfi...   Somewhat ...   Somewhat ...   Very unsati...

	VERY SATISFIED	**SOMEWHAT SATISFIED**	**SOMEWHAT UNSATISFIED**	**VERY UNSATISFIED**	**TOTAL**	**WEIGHTED AVERAGE**
(no label)	87.50% 105	11.67% 14	0.83% 1	0.00% 0	120	3.87

Q5 How valuable and relevant are the SALS services to you in your library's efforts to serve your patrons?
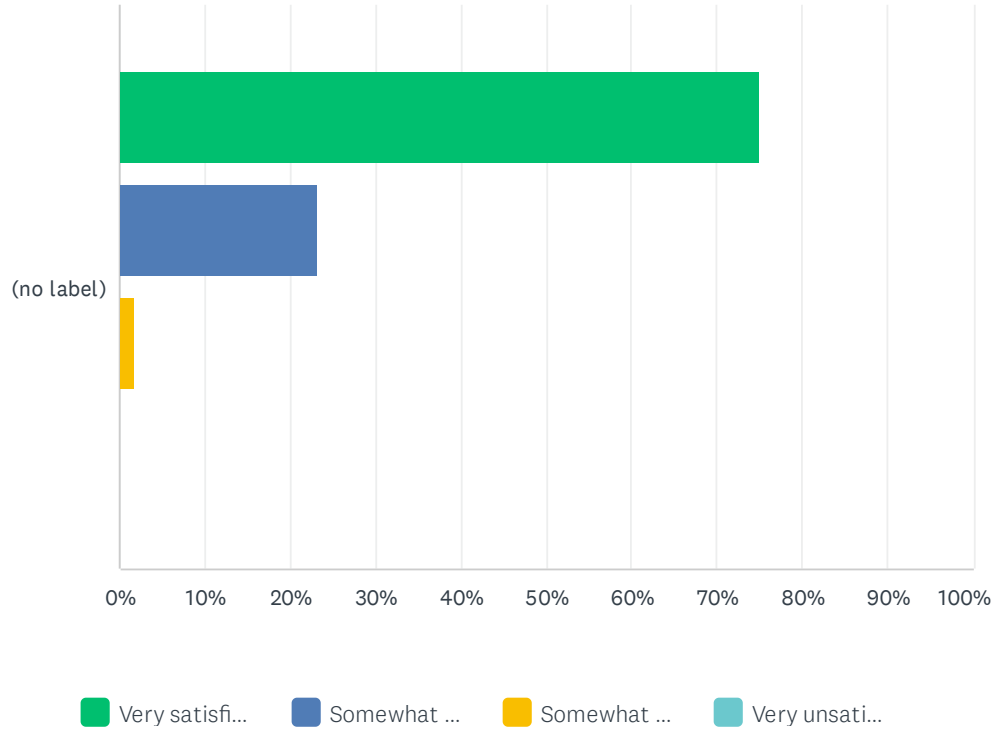
Answered: 119   Skipped: 3

	VERY VALUABLE	**SOMEWHAT VALUABLE**	**NOT VERY VALUABLE**	**OF NO VALUE**	**DON'T USE**	**TOTAL**	**WEIGHTED AVERAGE**
Select one	89.08% 106	10.08% 12	0.00% 0	0.00% 0	0.84% 1	119	4.87

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

Answered: 19   Skipped: 103

# Q7 In general, how satisfied are you with the SALS response to the pandemic?

Answered: 112   Skipped: 10

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

	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT UNSATISFIED	VERY UNSATISFIED	TOTAL	WEIGHTED AVERAGE
(no label)	75.00% 84	23.21% 26	1.79% 2	0.00% 0	112	3.73

Q8 How valuable and relevant are the SALS services to you in your library's efforts to serve your patrons during the pandemic?
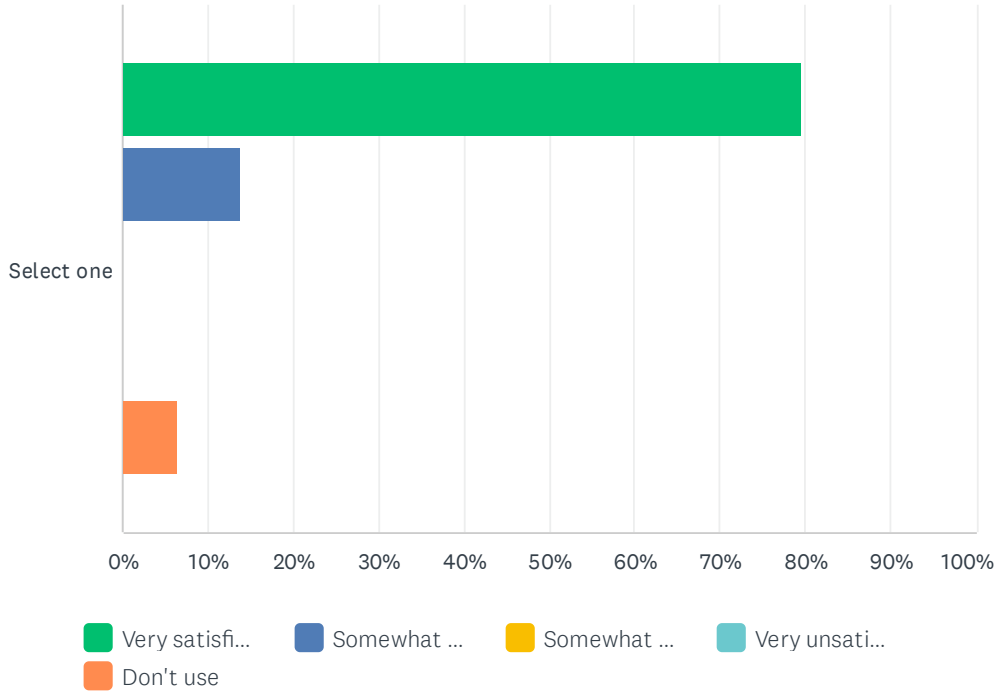
Answered: 108   Skipped: 14
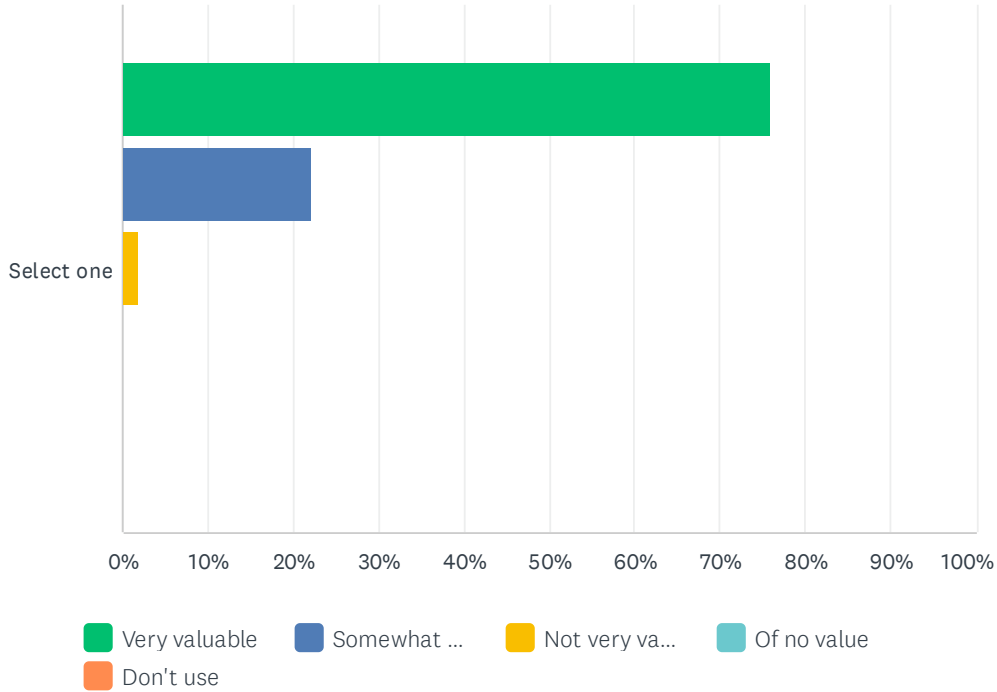
- Very valuable
- Somewhat ...
- Not very va...
- Of no value
- Don't use

	VERY VALUABLE	SOMEWHAT VALUABLE	NOT VERY VALUABLE	OF NO VALUE	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one	75.93% 82	22.22% 24	1.85% 2	0.00% 0	0.00% 0	108	4.74

Q9 Is there anything we can do to improve our services during a pandemic or similar unforeseen situations in the future?

Answered: 17   Skipped: 105

Q10 In general, how satisfied are you with the Delivery Services your library receives from SALS?
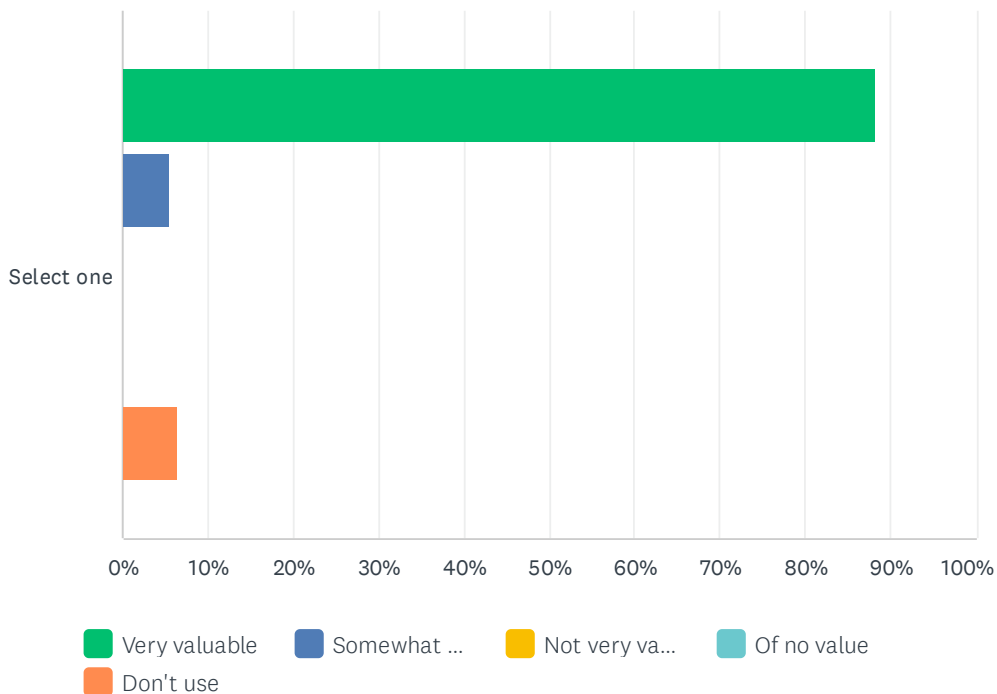
Answered: 108   Skipped: 14

Legend:
- 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	79.63% 86	13.89% 15	0.00% 0	0.00% 0	6.48% 7	108	4.60

Q11 How valuable and relevant are the Delivery Services to your library's efforts to serve your patrons?

Answered: 110   Skipped: 12

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	88.18% 97	5.45% 6	0.00% 0	0.00% 0	6.36% 7	110	4.69

Q12 Is there anything we can do to improve the Delivery Service?

Answered: 20   Skipped: 102

Q13 Which of the following SALS Central Library Services does your library use?

Answered: 104   Skipped: 18
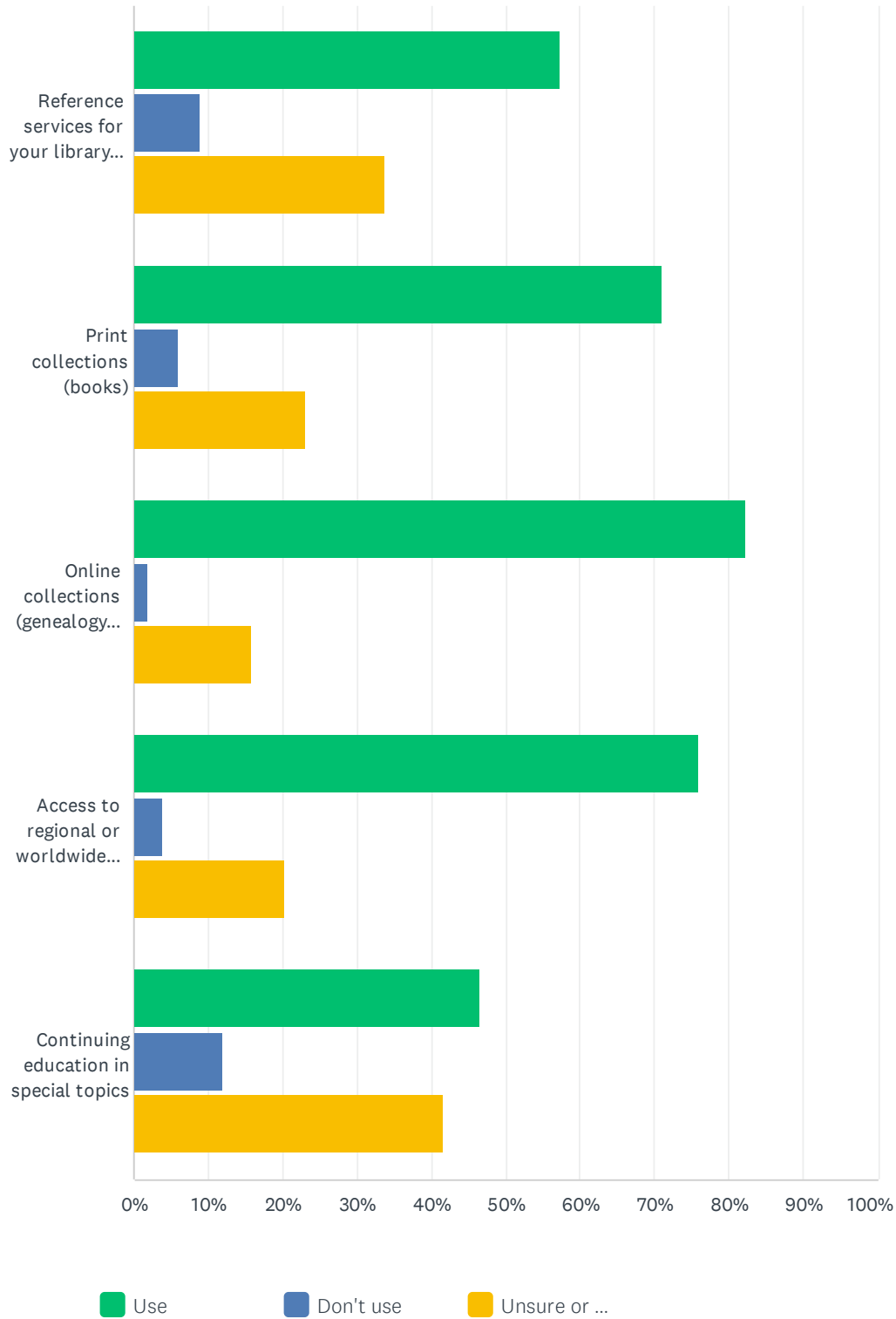
SALS System Use and Satisfaction Survey 2021

	USE	DON'T USE	UNSURE OR DON'T KNOW	TOTAL	WEIGHTED AVERAGE
Reference services for your library and your patrons	57.43% 58	8.91% 9	33.66% 34	101	3.87
Print collections (books)	71.00% 71	6.00% 6	23.00% 23	100	3.92
Online collections (genealogy databases, electronic books and audiobooks)	82.35% 84	1.96% 2	15.69% 16	102	3.98
Access to regional or worldwide resources via Interlibrary Loan	75.96% 79	3.85% 4	20.19% 21	104	3.95
Continuing education in special topics	46.53% 47	11.88% 12	41.58% 42	101	3.80

	USE	DON'T USE	UNSURE OR DON'T KNOW	TOTAL	WEIGHTED AVERAGE

Q14 In general, how satisfied are you with the Central Library Services your library uses?

Answered: 96 Skipped: 26
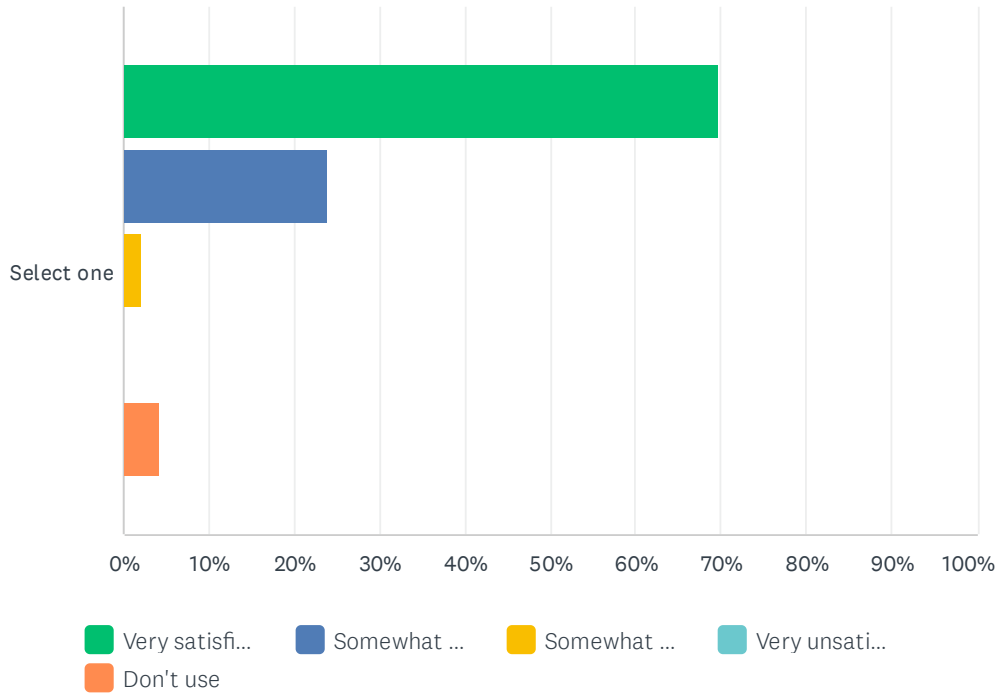
Very satisfi... | Somewhat ... | Somewhat ... | Very unsati...
Don't use

	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT UNSATISFIED	VERY UNSATISFIED	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one	69.79% 67	23.96% 23	2.08% 2	0.00% 0	4.17% 4	96	4.55

Q15 How valuable and relevant are the Central Library Services in your library's efforts to serve your patrons?
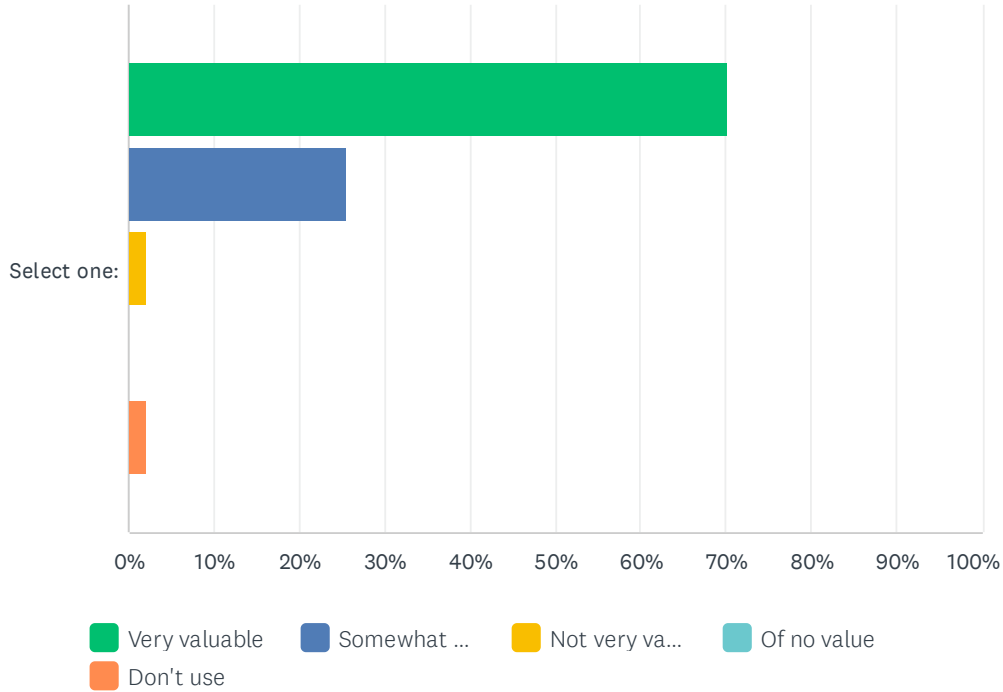
Answered: 94   Skipped: 28

	VERY VALUABLE	SOMEWHAT VALUABLE	NOT VERY VALUABLE	OF NO VALUE	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one:	70.21% 66	25.53% 24	2.13% 2	0.00% 0	2.13% 2	94	4.62

Q16 Is there anything we can do to improve the Central Library Services?

Answered: 7   Skipped: 115

Q17 Which of the programming support and resources provided by SALS does your library use?

Answered: 99   Skipped: 23
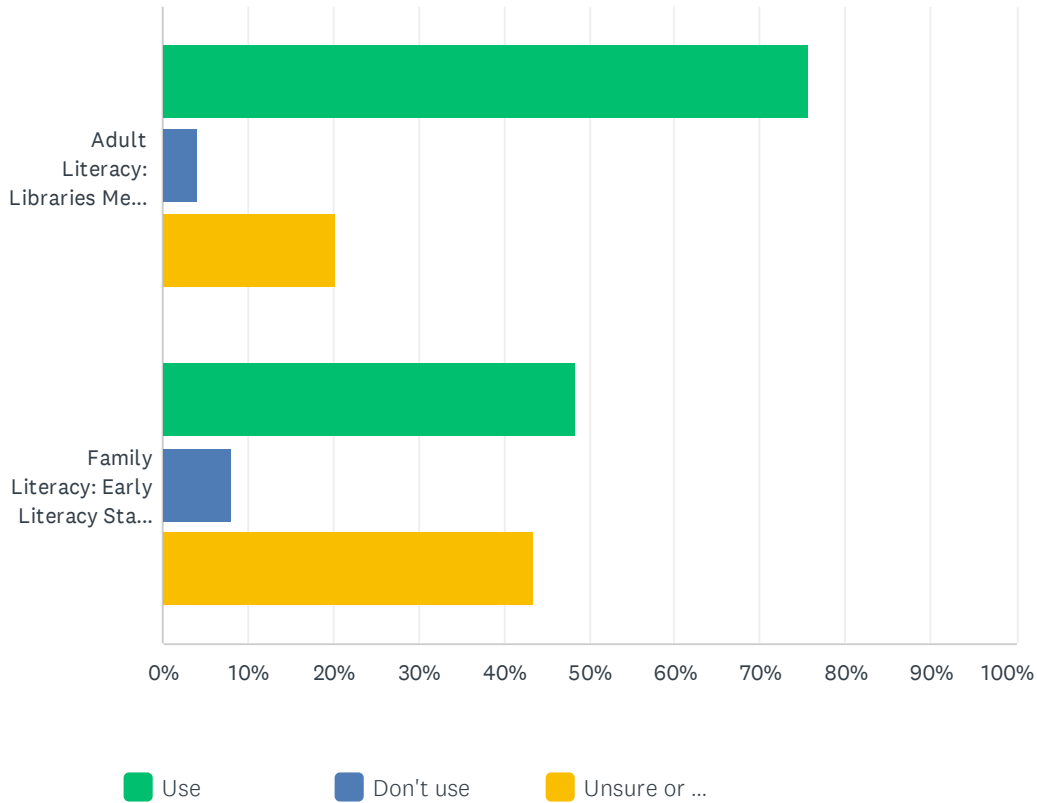
	USE	DON'T USE	UNSURE OR DON'T KNOW	TOTAL	WEIGHTED AVERAGE
Adult Literacy: Libraries Mean Business, Overdrive eBook Collection, Farm-2-Library program	75.76% 75	4.04% 4	20.20% 20	99	3.95
Family Literacy: Early Literacy Staff Development, Lending Kits, Readsquared, Early Literacy eBooks	48.48% 48	8.08% 8	43.43% 43	99	3.86

# Q18 In general, how satisfied are you with the SALS programming support and resources your library uses?

Answered: 95   Skipped: 27
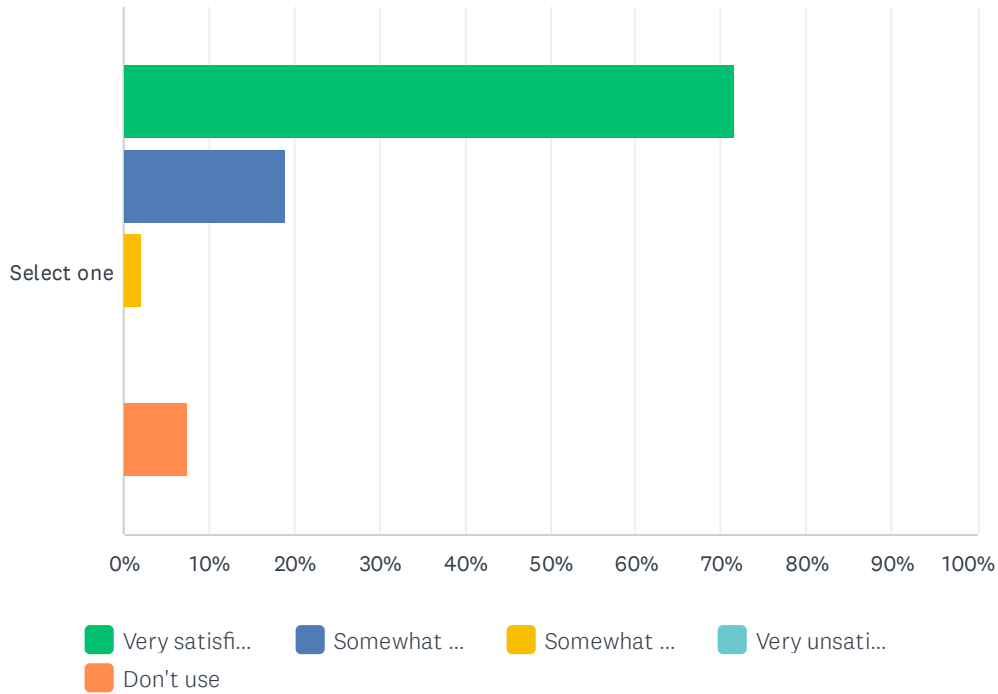
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT UNSATISFIED	VERY UNSATISFIED	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one	71.58% 68	18.95% 18	2.11% 2	0.00% 0	7.37% 7	95	4.47

Q19 How valuable and relevant are the SALS programming support and resources in your library's efforts to serve your patrons?
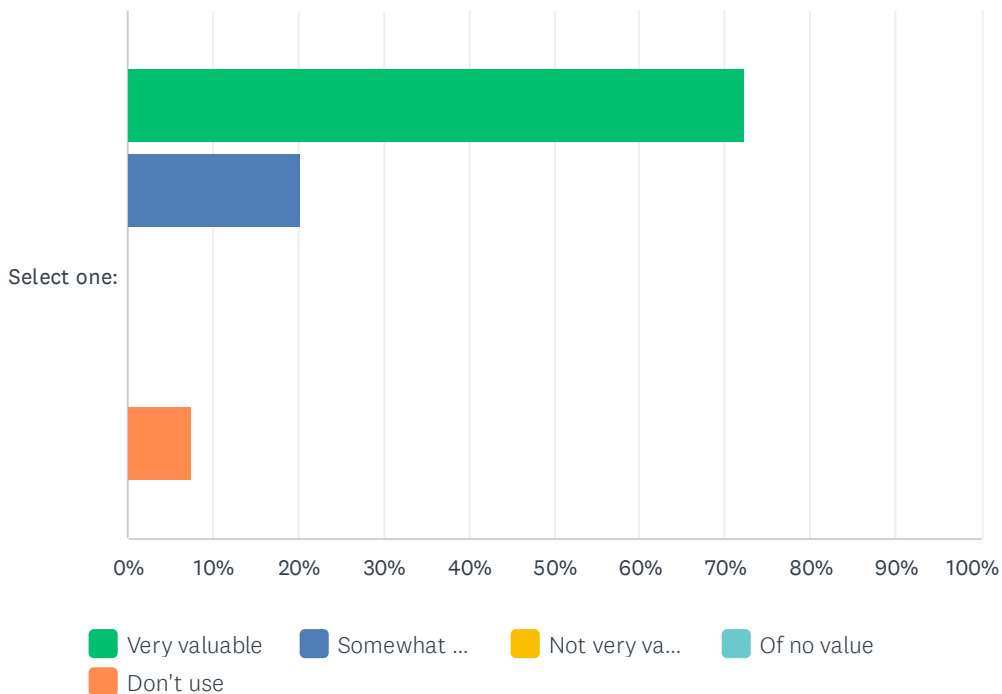
Answered: 94   Skipped: 28

Legend: 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:	72.34% 68	20.21% 19	0.00% 0	0.00% 0	7.45% 7	94	4.50

Q20 Is there anything we can do to improve the SALS programming support and resources?

Answered: 10   Skipped: 112

Q21 Which of the following SALS Board of Trustees Challenge Grants did your library use?

Answered: 68   Skipped: 54

Legend: ■ Use   ■ Don't use
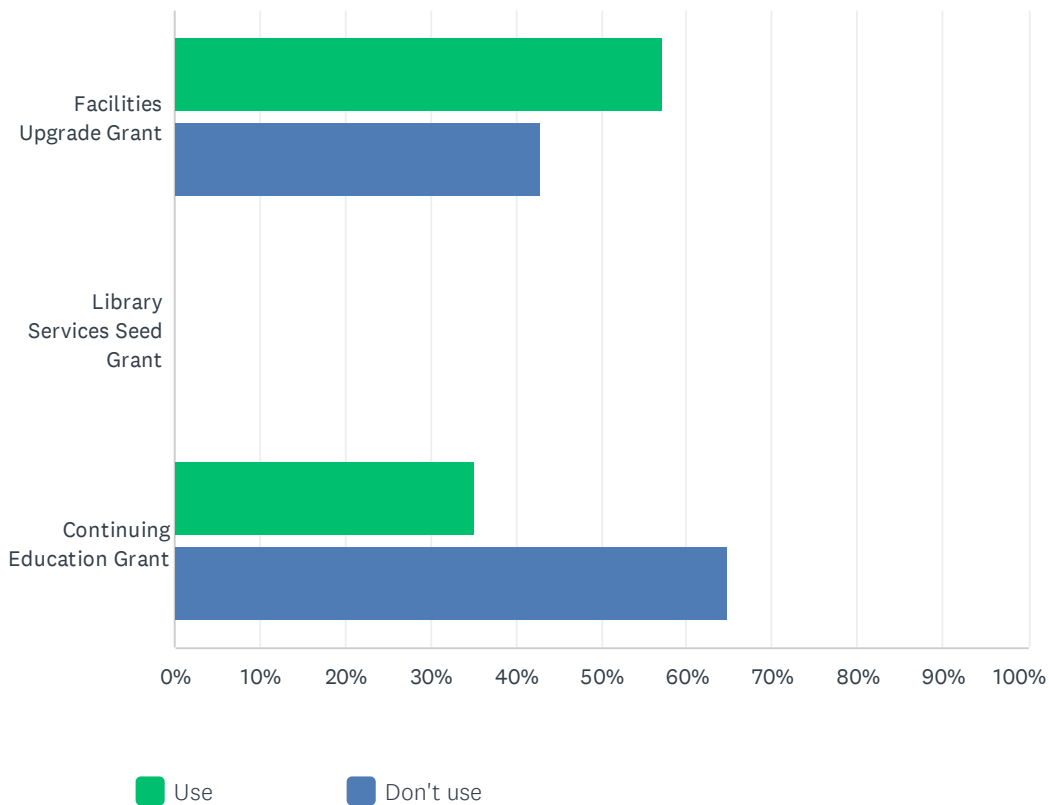
	USE	DON'T USE	TOTAL	WEIGHTED AVERAGE
Facilities Upgrade Grant	57.14% 36	42.86% 27	63	3.57
Library Services Seed Grant	0.00% 0	0.00% 0	0	0.00
Continuing Education Grant	35.09% 20	64.91% 37	57	3.35

Q22 In general, how satisfied are you with the SALS Board of Trustees Challenge Grants your library used?
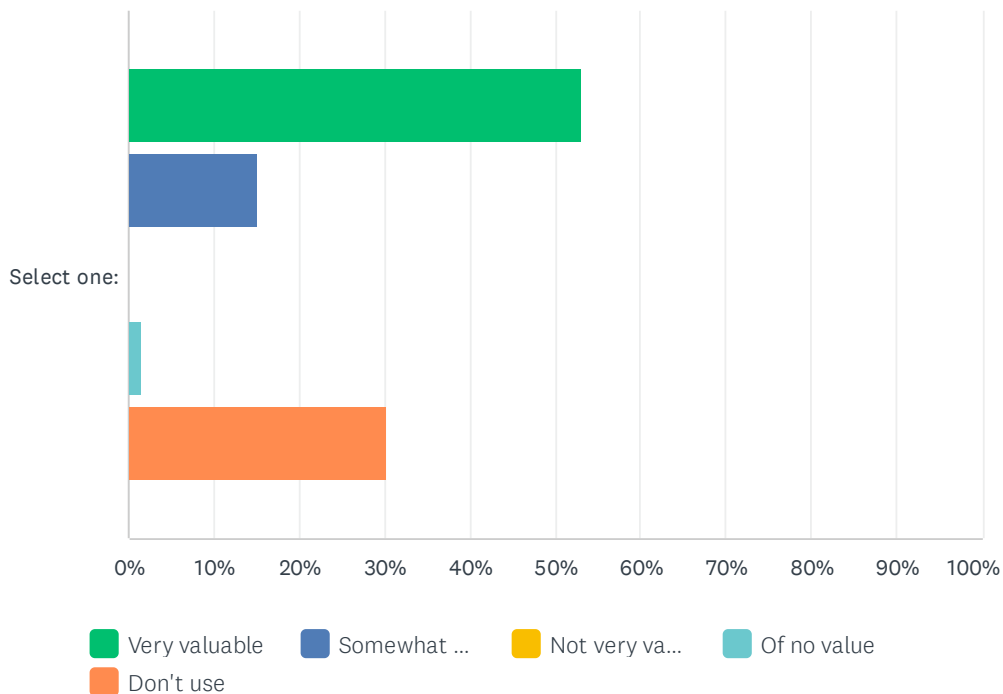
Answered: 70   Skipped: 52
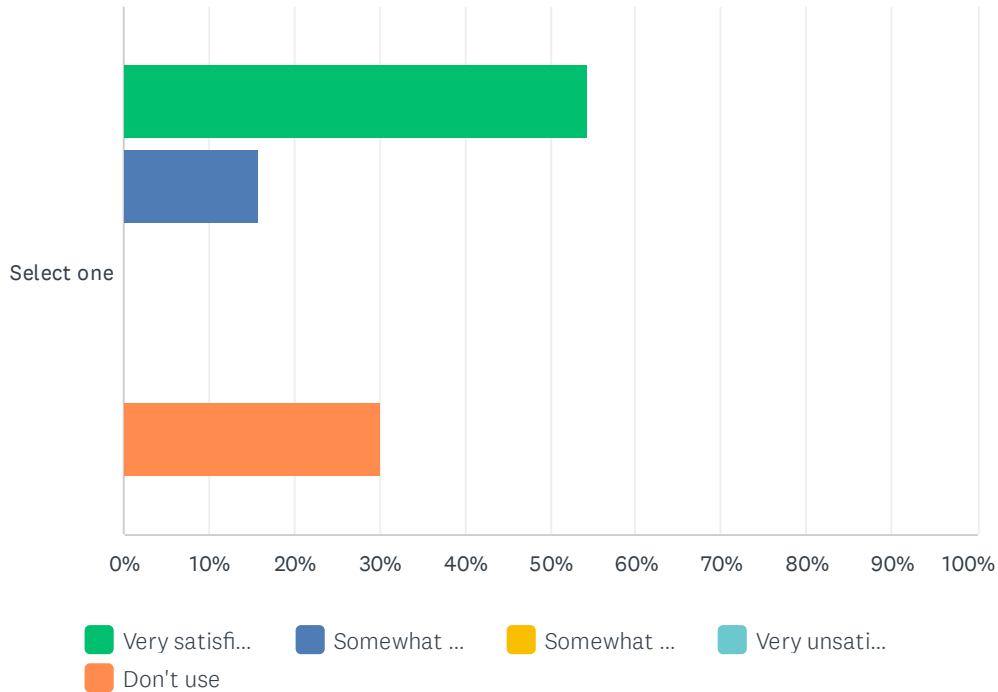
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT UNSATISFIED	VERY UNSATISFIED	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one	54.29% 38	15.71% 11	0.00% 0	0.00% 0	30.00% 21	70	3.64

Q23 How valuable and relevant were the SALS Board of Trustee Challenge Grants in your library's efforts to serve your patrons?

Answered: 66   Skipped: 56

	VERY VALUABLE	SOMEWHAT VALUABLE	NOT VERY VALUABLE	OF NO VALUE	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one:	53.03% 35	15.15% 10	0.00% 0	1.52% 1	30.30% 20	66	3.59

Q24 Which of the following training and consulting services does your library use?

Answered: 87   Skipped: 35

SALS System Use and Satisfaction Survey 2021
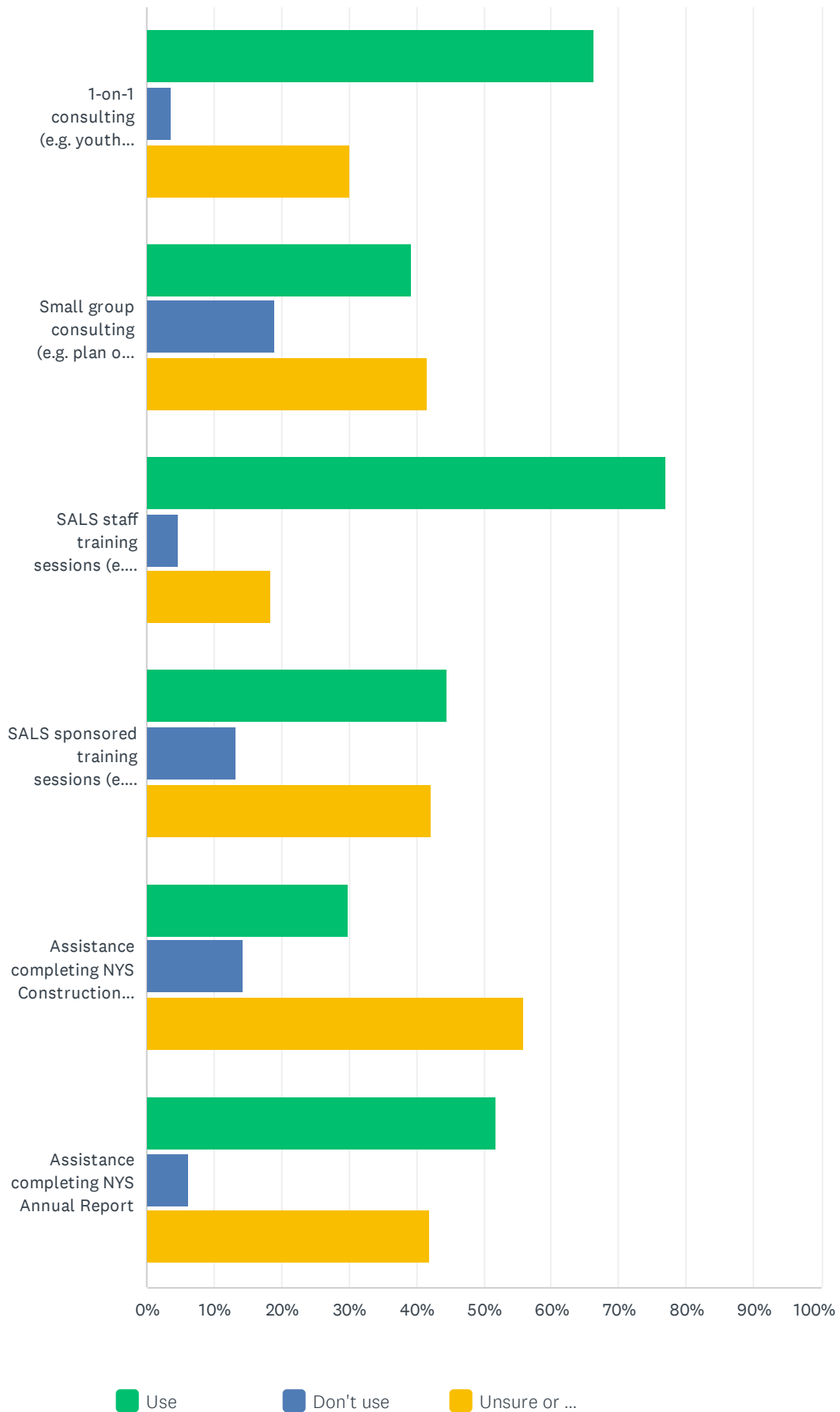
Legend: Use, Don't use, Unsure or ...

Categories (top to bottom):
- 1-on-1 consulting (e.g. youth...)
- Small group consulting (e.g. plan o...)
- SALS staff training sessions (e....)
- SALS sponsored training sessions (e....)
- Assistance completing NYS Construction...
- Assistance completing NYS Annual Report

X-axis: 0% to 100%

	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)	66.27% 55	3.61% 3	30.12% 25	83	3.95
Small group consulting (e.g. plan of service/strategic development, board development, new services, sustainability)	39.29% 33	19.05% 16	41.67% 35	84	3.67
SALS staff training sessions (e.g. informational sessions, Polaris training, literacy)	77.01% 67	4.60% 4	18.39% 16	87	3.94
SALS sponsored training sessions (e.g. hiring outside professionals, co-sponsorships with other library systems)	44.58% 37	13.25% 11	42.17% 35	83	3.77
Assistance completing NYS Construction Grant	29.76% 25	14.29% 12	55.95% 47	84	3.68
Assistance completing NYS Annual Report	51.85% 42	6.17% 5	41.98% 34	81	3.89

Q25 In general, how satisfied are you with the training and consulting services your library uses?

Answered: 79   Skipped: 43
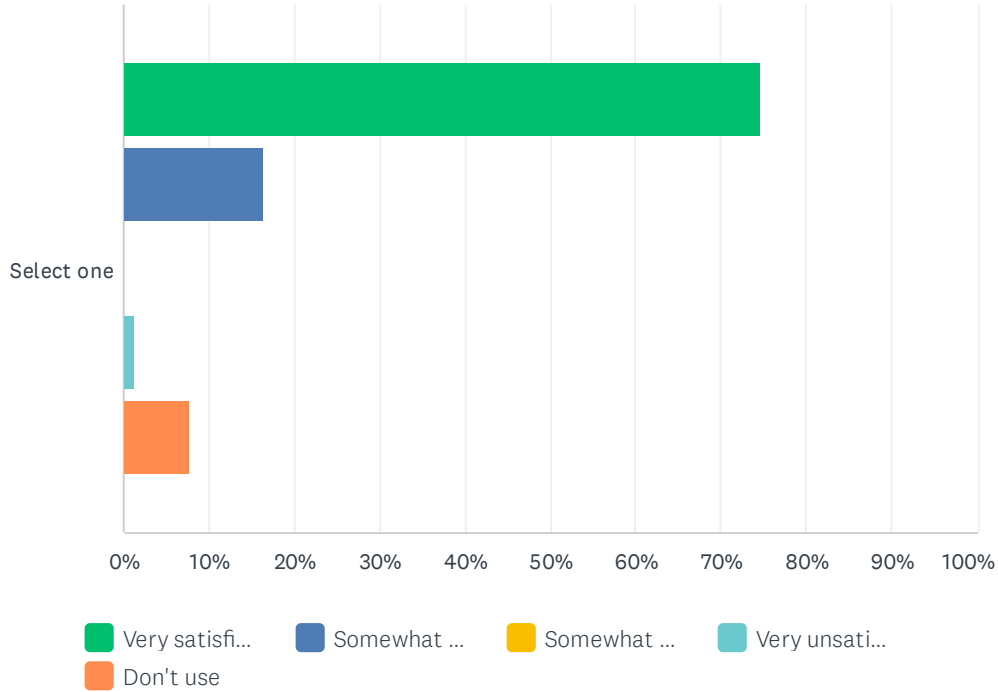
Very satisfi...   Somewhat ...   Somewhat ...   Very unsati...
Don't use

	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT UNSATISFIED	VERY UNSATISFIED	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one	74.68% 59	16.46% 13	0.00% 0	1.27% 1	7.59% 6	79	4.49

Q26 How valuable and relevant are the training and consulting services in your library's efforts to serve your patrons?

Answered: 78   Skipped: 44
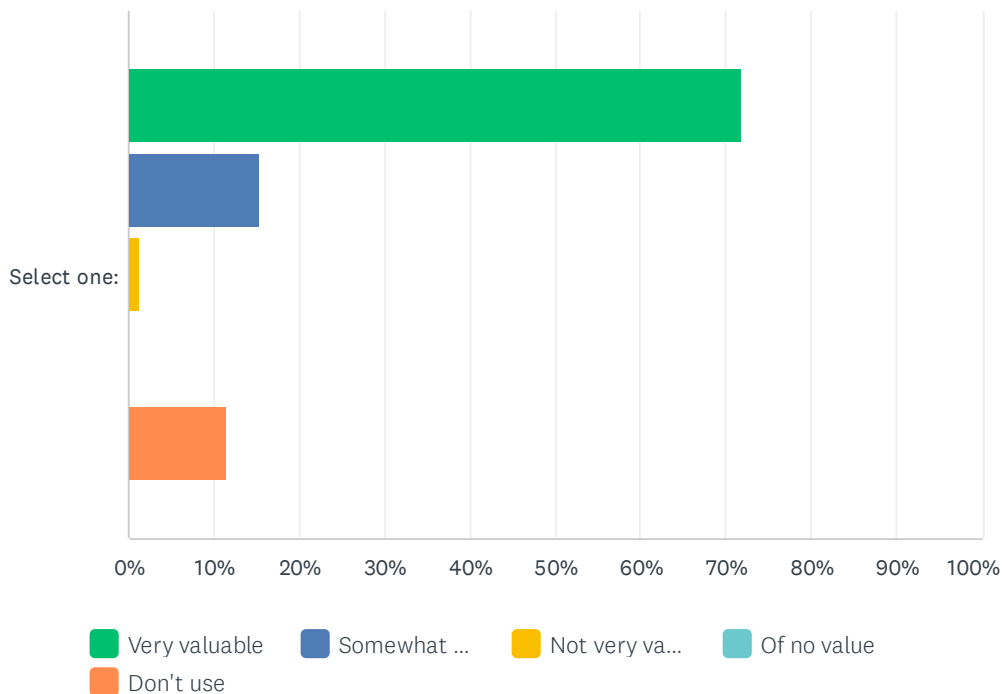
Legend: Very valuable, Somewhat ..., Not very va..., Of no value, Don't use

	VERY VALUABLE	SOMEWHAT VALUABLE	NOT VERY VALUABLE	OF NO VALUE	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one:	71.79% 56	15.38% 12	1.28% 1	0.00% 0	11.54% 9	78	4.36

Q27 Is there anything we can do to improve these training and consulting services?
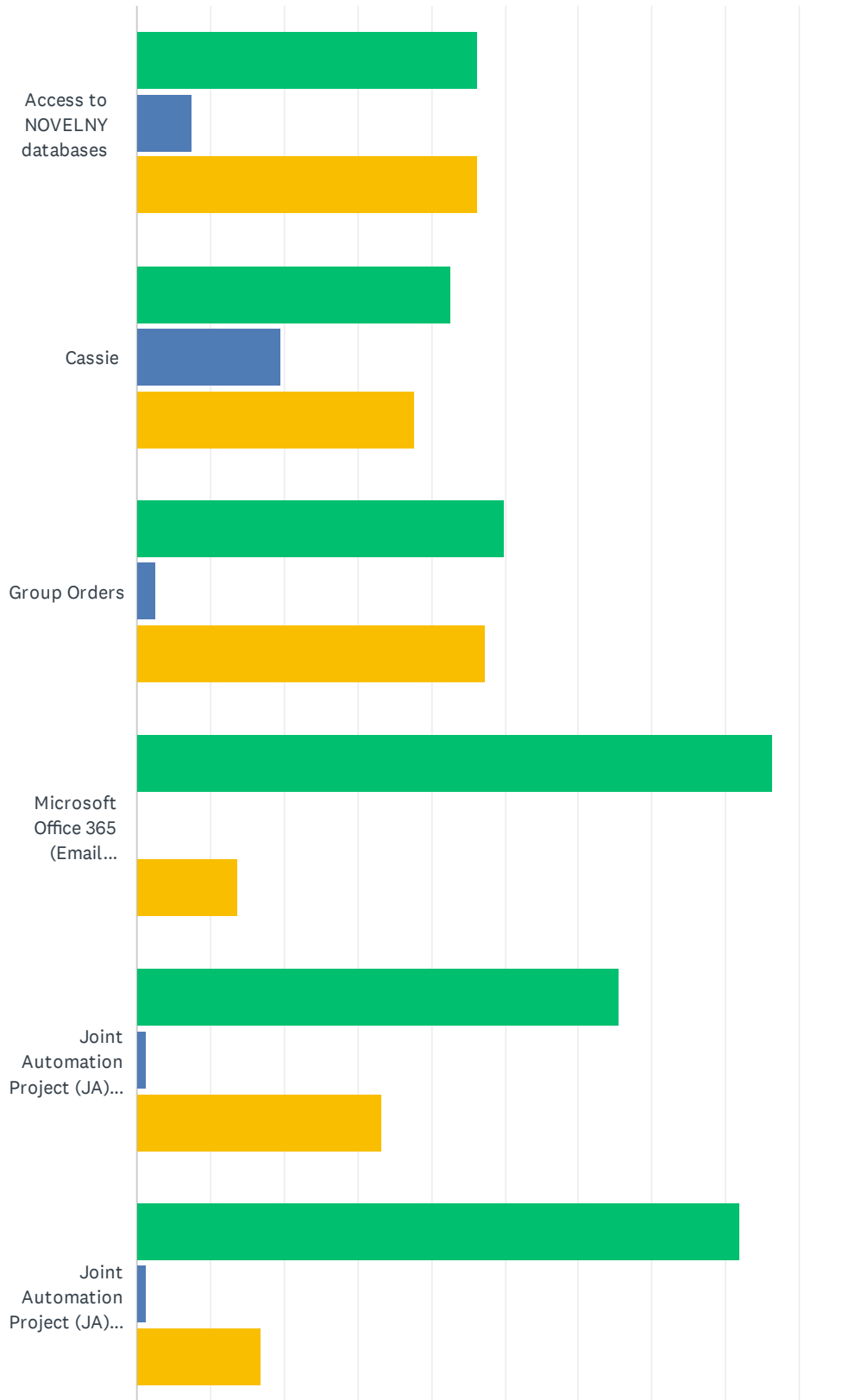
Answered: 4   Skipped: 118

Q28 Everyone has a "wishlist" of Continuing Education programs they would like to attend. What are your top 3?
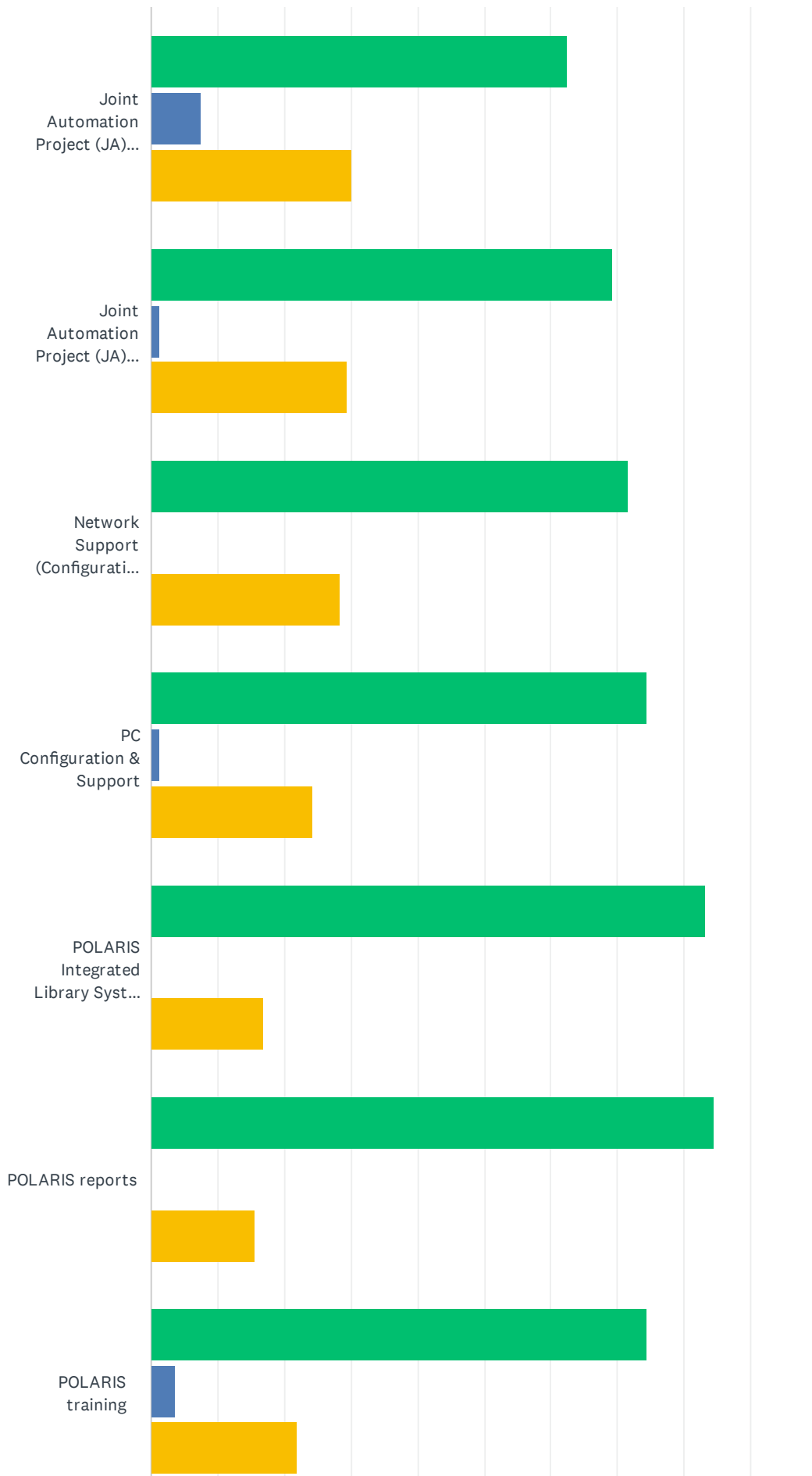
Answered: 28   Skipped: 94

ANSWER CHOICES	RESPONSES	
One:	100.00%	28
Two:	92.86%	26
Three:	64.29%	18

Q29 Which of the following Joint Automation (JA) services does your library use?

Answered: 85   Skipped: 37

# SALS System Use and Satisfaction Survey 2021

Joint Automation Project (JA)...

Joint Automation Project (JA)...

Network Support (Configurati...

PC Configuration & Support

POLARIS Integrated Library Syst...

POLARIS reports

POLARIS training

SALS System Use and Satisfaction Survey 2021
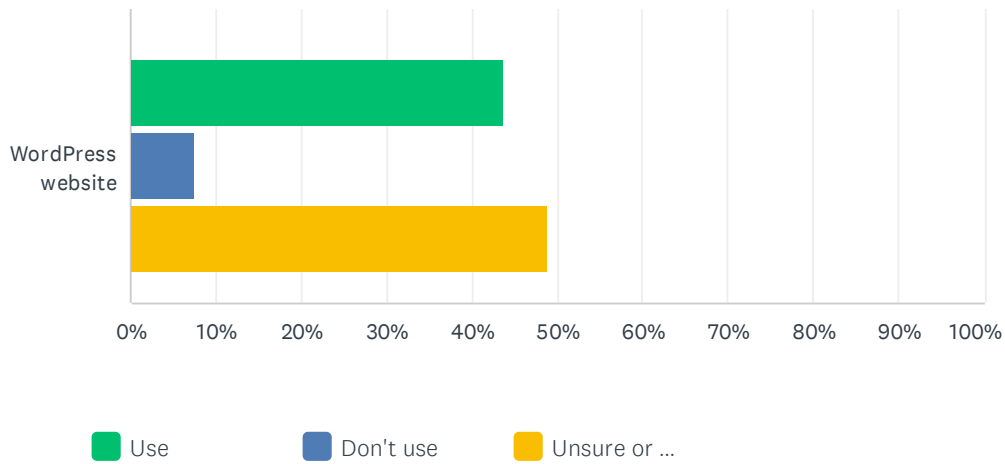
	USE	DON'T USE	UNSURE OR DON'T KNOW	TOTAL	WEIGHTED AVERAGE
Access to NOVELNY databases	46.25% 37	7.50% 6	46.25% 37	80	3.86
Cassie	42.68% 35	19.51% 16	37.80% 31	82	3.69
Group Orders	50.00% 39	2.56% 2	47.44% 37	78	3.95
Microsoft Office 365 (Email accounts, OneDrive, Teams)	86.42% 70	0.00% 0	13.58% 11	81	4.00
Joint Automation Project (JA) consulting services for new projects	65.43% 53	1.23% 1	33.33% 27	81	3.98
Joint Automation Project (JA) support for daily operations	81.93% 68	1.20% 1	16.87% 14	83	3.99
Joint Automation Project (JA) after hour support (24/7)	62.50% 50	7.50% 6	30.00% 24	80	3.89
Joint Automation Project (JA) Intranet (https://japroject.sals.edu)	69.23% 54	1.28% 1	29.49% 23	78	3.98
Network Support (Configuration, Troubleshooting, Meraki wireless routers)	71.60% 58	0.00% 0	28.40% 23	81	4.00
PC Configuration & Support	74.39% 61	1.22% 1	24.39% 20	82	3.98
POLARIS Integrated Library System (ILS)	83.13% 69	0.00% 0	16.87% 14	83	4.00
POLARIS reports	84.34% 70	0.00% 0	15.66% 13	83	4.00
POLARIS training	74.39% 61	3.66% 3	21.95% 18	82	3.95
WordPress website	43.75% 35	7.50% 6	48.75% 39	80	3.85

Q30 In general, how satisfied are you with the Joint Automation (JA) services your library uses?
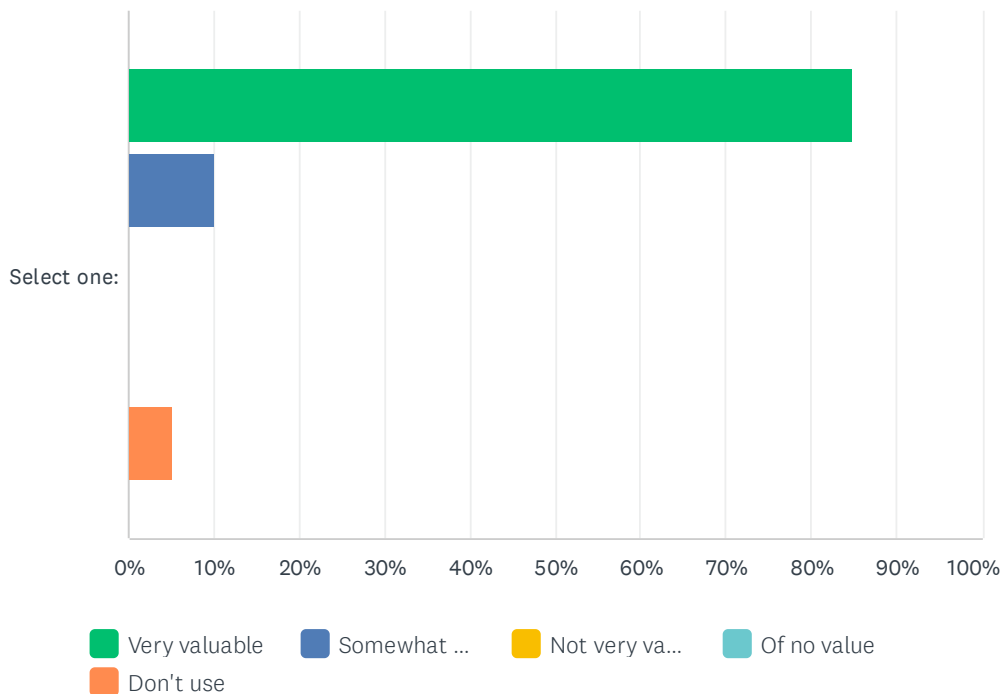
Answered: 81   Skipped: 41
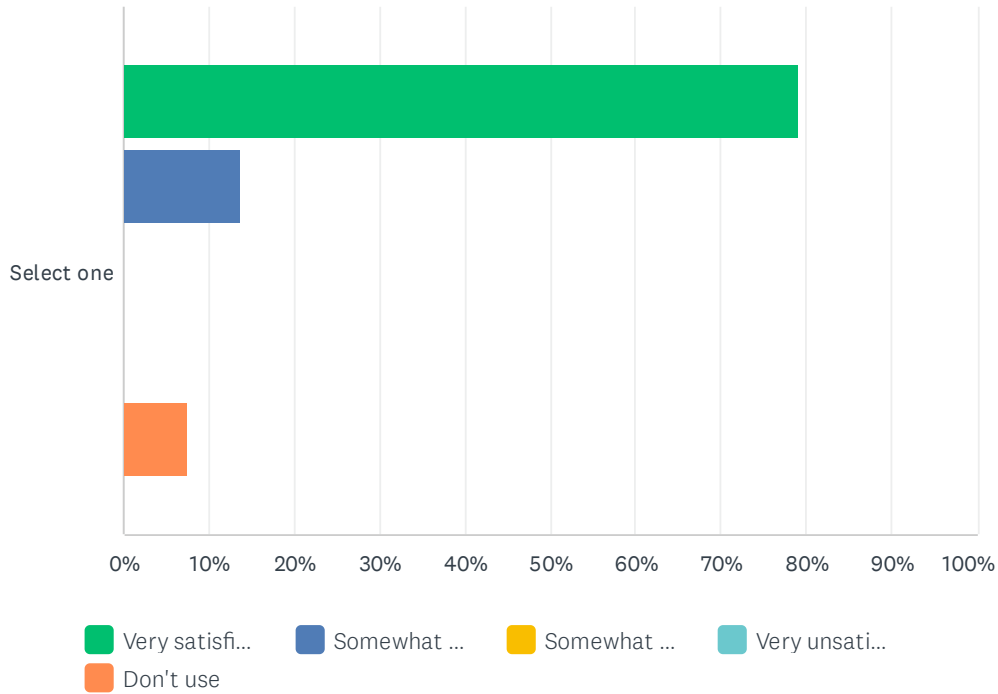
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT UNSATISFIED	VERY UNSATISFIED	DON'T USE	TOTAL	WEIGHTED AVERAGE
Select one	79.01% 64	13.58% 11	0.00% 0	0.00% 0	7.41% 6	81	4.57

Q31 How valuable and relevant are the Joint Automation (JA) services in your library's efforts to serve your patrons?

Answered: 79   Skipped: 43

- 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:	84.81% 67	10.13% 8	0.00% 0	0.00% 0	5.06% 4	79	4.70

Q32 Is there anything we can do to improve the Joint Automation (JA) services?

Answered: 11   Skipped: 111

Q33 Additional comments welcomed

Answered: 4   Skipped: 118