CCLS Member Library Survey

1. What is the approximate Service Area Population of your library?

2. What is your role in the library?	
Director/Manager	
Librarian	
Clerk	
Page	
Trustee	
Other (please specify)	

3. How successful has CCLS been in making progress towards completing the 2017-2021 Strategic Plan Goals?

	1 (Strongly Disagree)	2	3	4	5 (Strongly Agree)	I don't know
Providing education, training, and hands-on assistance to promote member library sustainability efforts (financial, environmental, and social equity)	\bigcirc	0	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Improve access for underserved populations to library programs, services, and materials by developing best practices and benchmarks; continue deposit collection program; increases services to the aging.	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Digital collections meet patron demand and are user-friendly	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc

	1 (Strongly Disagree)	2	3	4	5 (Strongly Agree)	l don't know
Member Libraries will understand the value of contributing to central digital collections.	0	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
CCLS and Member Libraries will advocate effectively for library support, statewide, regionally, and locally.	\odot	0	\bigcirc	\bigcirc	\odot	$^{\circ}$
Provide quality consulting services for all areas of library management and operations.	\bigcirc	0	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Increase IT consulting services including increased website support for improved usability and standardization, and centralized affordable broadband options.	\bigcirc	$^{\circ}$	\bigcirc	\odot	\odot	\bigcirc
Provide forums for effective communication among Member Libraries; develop mentoring programs; promote skill sharing collaborations.	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Collaborate with other Western New York Library Systems to provide comprehensive training and development opportunities to member libraries.	\bigcirc	0	\bigcirc	\bigcirc	0	\bigcirc
Strengthen member library early literacy support through consultancy services and training.	0	0	0	0	0	0
Provide youth services support to strengthen materials and programming for children of all ages, and promote partnerships with schools.	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc

	1 (Strongly Disagree)	2	3	4	5 (Strongly Agree)	l don't know
Provide member libraries with a cost effective Integrated Library System with customer friendly discoverability tools, and user-friendly cataloging, circulation and reporting functions.	\bigcirc	0	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Provide member library staff with professional development opportunities in multiple formats to meet identified needs.	\odot	\bigcirc	\bigcirc	\odot	\bigcirc	$^{\circ}$
Provide member library trustees with professional development opportunities in multiple formats to meet identified needs.	\bigcirc	0	\bigcirc	0	0	\bigcirc
Support the development and funding of library construction projects; encourage sustainable and ADA-compliant building projects; support improved broadband access and infrastructure.	\bigcirc	0	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Continue to provide quality Collection Development tools and services, and explore ways to make collection development more efficient and effective.	0	0	0	0	0	0
Provide effective delivery service between Member Libraries to enable efficient sharing of resources.	$^{\circ}$	0	$^{\circ}$	0	$^{\circ}$	0
Fill interlibrary loan requests in and out of system.	\bigcirc	0	\bigcirc	0	0	0

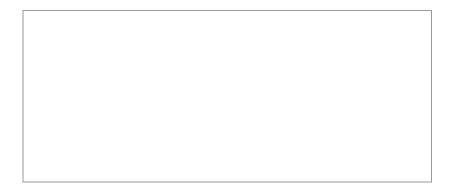
	1 (Strongly Disagree)	2	3	4	5 (Strongly Agree)	I don't know
Coordinate support for adult literacy opportunities both directly and through member library support.	0	0	\bigcirc	\odot	\odot	0
Continue to provide one prison and two jails with library services.	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Identify collections suitable for digitization, assist member libraries in digitizing special collections, and provide storage and access support for digitized collections.	0	0	\odot	\bigcirc	0	0
Assist libraries in developing virtual reference services.	0	0	\bigcirc	\bigcirc	0	0

4. Tell us how important each of the following services that CCLS currently offers are to you. https://www.cclsny.org/wp-content/uploads/2019/04/System-Services-15APR19.pdf

	1 (Strongly Disagree)	2	3	4	5 (Strongly Agree)	l don't know
Delivery between libraries	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Access to member library collections	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Online Catalog (KOHA) and Support Interlibrary Loan (access to materials outside CCLS)	\odot	$^{\circ}$	\bigcirc	\odot	\odot	\odot
Materials ordering and processing support (purchasing, cataloging, bindery, disc cleaning)	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Centralized purchasing and support for eMaterials and resources	\odot	0	\odot	\odot	\odot	\odot
eMaterials (eBooks, Downloadable audio, eMagazines)	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Large Print and Audio Book Deposit Collections	\bigcirc	\bigcirc	\bigcirc	0	0	\bigcirc

	1 (Strongly Disagree)	2	3	4	5 (Strongly Agree)	l don't know
IT Support	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Technology Purchasing	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Website hosting and design	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Guidance and Advice on Policy Development, Minimum Standards, Legal, HR etc.	\bigcirc	$^{\circ}$	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Trustee training	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
System newsletter	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Annual Report Assistance	\bigcirc	\bigcirc	\bigcirc	0	0	\bigcirc
Grant assistance, including Construction Grants and RBDB	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Special grants to member libraries (outreach, travel, \$250 cash grant)	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Outreach Grants	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Professional Development/ Continuing Education	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Youth services including Summer Reading Program Support	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Youth programming materials	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	0
Supply purchasing (paper, library cards, receipt tape, etc.)	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Awareness and Advocacy	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Print shop services	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Payroll Assistance	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Local history and special collections support	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc

What other services provided by CCLS are valuable to you?



5. Which of the above has the most room for improvement?

6. How can we improve that service?

7. What trends and changes in your community and the wider world will affect library service in the coming five years?

8. How worried are you about the following?

	1 (Not worried at all)	2	3	4	5 (Very worried)	I don't know
Funding decreases or stagnation	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Increasing costs	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Relevancy of libraries	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Negative image of the library in the general public	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Negative image of the library by funders	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Decreasing circulation	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Decreasing library visits	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Decreasing program attendance	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Fewer people reading books	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Keeping up with rapidly changing technology	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Health and safety	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Underserved and vulnerable populations	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Marketing	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Special Collections Preservation	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Finding qualified staff	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Library building maintenance and repair	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc

Please elaborate on any point provided or add your own

9. (for Director/Managers only): In regards to your Board of Trustees, would you agree or disagree with the following statements?

	1 (Strongly disagree)	2	3	4	5 (Strongly agree)	l don't know
My Trustees understand their role in the library	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
My Trustees are committed to strengthening the library	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
My Trustees run their meetings ethically, legally, and effectively	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
My Trustees support and trust me	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
My Trustees are active in raising funds for the library	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
I have good communication with my Trustees	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
My Board provides me with a fair salary and benefits package	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
My Trustees hold regular committee meetings in between regular meetings	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Comments						

10. (for Directors/Managers only): In regards to your Staff, in general would you agree or disagree with the following statements:

	1 (Strongly Disagree)	2	3	4	5 (Strongly Agree)	l don't know
My staff is dependable and trustworthy	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
My staff members have the skills they need to do their jobs effectively	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
My staff is compensated fairly for their work	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
My staff understand the importance of our library in the community	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
My staff provides excellent customer service	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Comments						

11. (for Directors/Managers only): In regards to Yourself, would you agree or disagree with the following statements:

	1 (Strongly Disagree)	2	3	4	5 (Strongly Agree)	l don't know
I am meeting the needs and wants of my community for Adult Programs	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
I am meeting the needs and wants of my community for Teen Programs	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
I am meeting the needs and wants of my community for Children's Programs	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
I have the skills I need to manage a public library	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
I have the skills I need to manage my staff	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
I provide excellent customer service	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
I collaborate with other organizations in my community	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
I find ways to reach out to new users in my community	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
I participate in System- wide activities and communicate with other Directors/Managers	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
I understand the needs of the Underserved in my community and know how to assist them (e.g. Blind, disable, aged, minorities, unemployed)	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Comments						

12. (for Trustees only): Would you be likely to attend the following workshops if offered?

Habits of Effective Boards
Open Meetings Law
Library Laws and Regulations
Human Resources
How to form a District Library?
Bookkeeping and Accounting Basics
Understanding library finances
Preparing for a Comptroller Audit
Effective Fundraising
Creating Effective Library services and programs
Future trends of librarianship
Other (please specify)

13. (for Trustees only): In regards to your Director, would you agree or disagree with the following statements:

	1 (Strongly Disagree)	2	3	4	5 (Strongly Agree)	l don't know
My Director understands his/her role in the library	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
My Director is committed to strengthen the library	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
My Director prepares and participates effectively in Board Meetings	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
My Director trustees and is comfortable communicating with the Board	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
My Director always looks for ways to improve the library	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
My Director effectively manages the staff	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
My Director is a positive force in our community	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
The Board provides the Director a fair Salary and Benefits package	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
The community respects and trusts my Director	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
My Director provides programs for all ages	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Comments						

14. (for Trustees only): In regards to Yourself, would you agree or disagree with the following statements:

	1 (Strongly Disagree)	2	3	4	5 (Strongly Agree)	l don't know
I am an active member of the Board	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
I have the knowledge and training I need to be a Public Library Trustee	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
I keep informed on issues at my library and the wider library world	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
I am interested in receiving training to help me in my role as Public Library Trustee	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
I advocate effectively for my library in my community	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
l play an active role in fundraising for my library	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Comments						

15. Tell us how important the services below would be to your library in the next five years(Not important – Very Important/ I don't know)

	1 (Not Important)	2	3	4	5 (Very Important)	I don't know
Streaming /Downloadable video	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Library Sustainability	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Equity, Diversity, and Inclusion	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Gaming/Virtual reality	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Chat Reference	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Training on managing virtual meetings/workshops	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Online Genealogy	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Information on Teen programming and services	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Local History Digital Library Hosting	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Local History Digitizatior Equipment	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Online Classes	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Self-publishing software	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Language Learning Software	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
More Grant Opportunities	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Free Access to Electronic Trade Journals (e.g. Library Journal)	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
More out of System training opportunities (e.g. Grants to travel for training opportunities)	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc

16. Please share any other information or thoughts that may help develop Library System priorities.