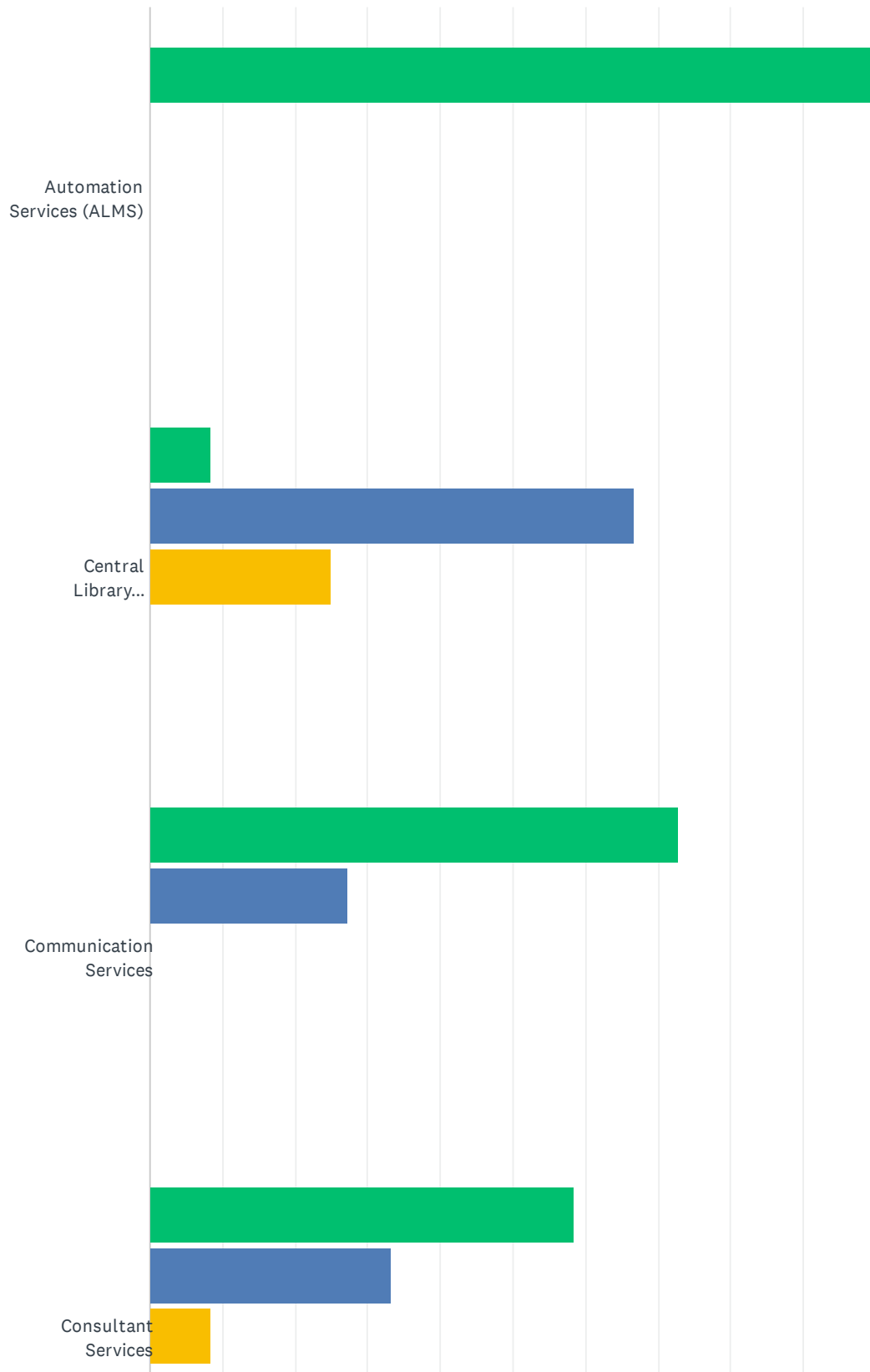
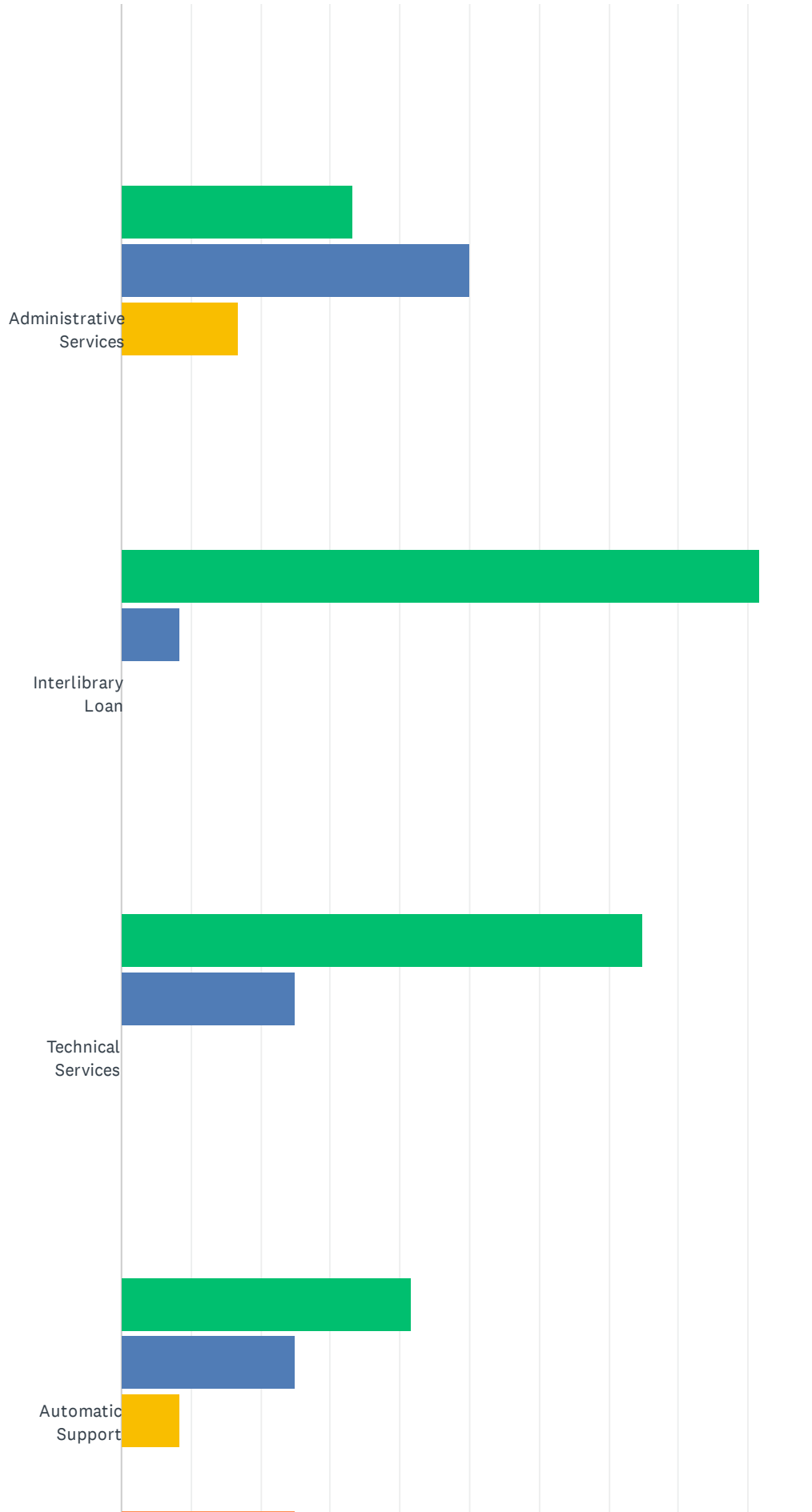
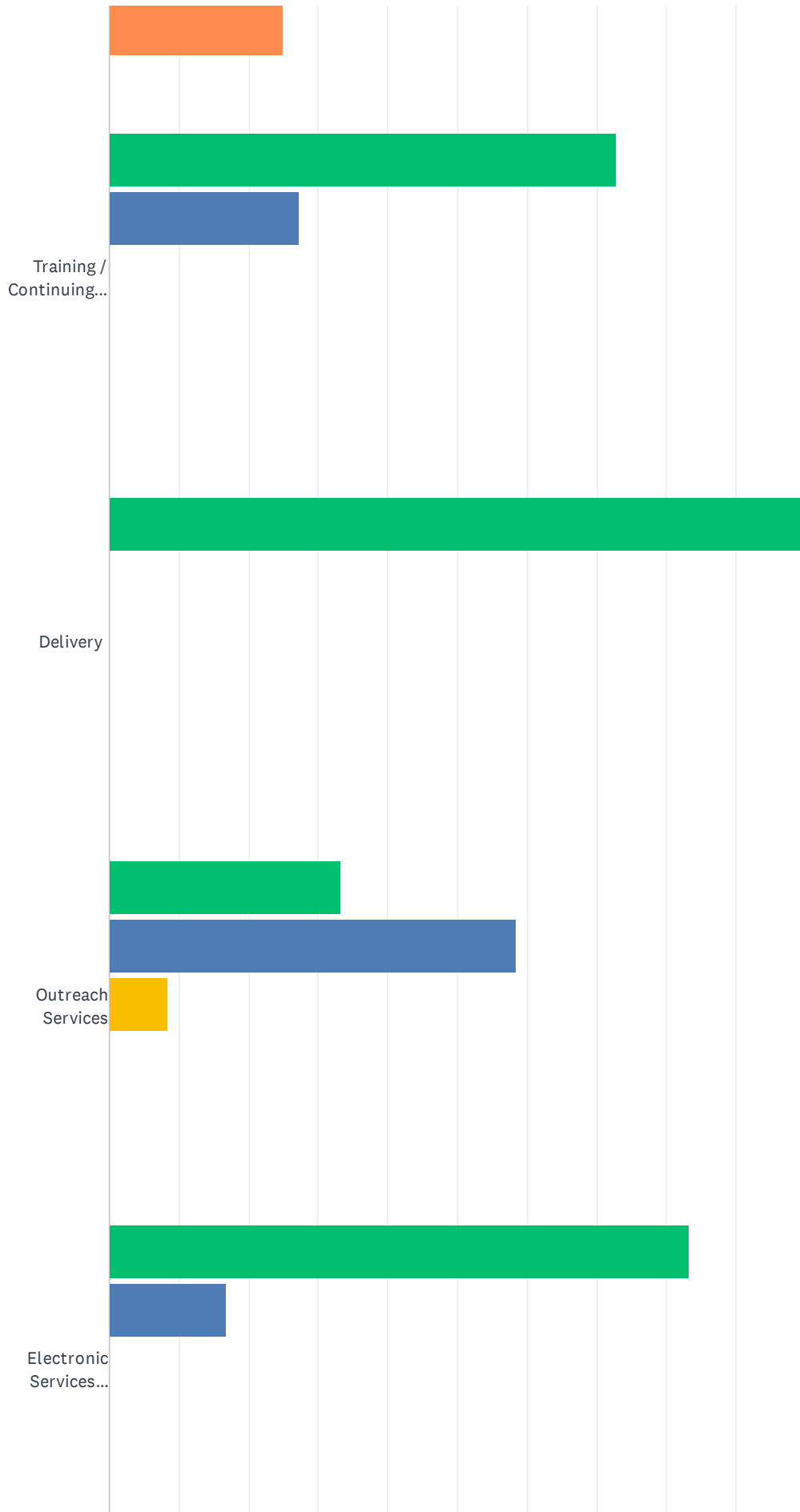


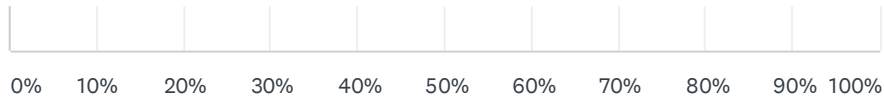
Q1 Please rank these Nioga System services in terms of their value and relevance to you and your efforts to serve your patrons.

Answered: 12 Skipped: 0









■ Very valuable
 ■ Somewhat valuable
 ■ Not very valuable
■ I don't use this service
 ■ I am not familiar with this service

	VERY VALUABLE	SOMEWHAT VALUABLE	NOT VERY VALUABLE	I DON'T USE THIS SERVICE	I AM NOT FAMILIAR WITH THIS SERVICE	TOTAL
Automation Services (ALMS)	100.00% 12	0.00% 0	0.00% 0	0.00% 0	0.00% 0	12
Central Library Services	8.33% 1	66.67% 8	25.00% 3	0.00% 0	0.00% 0	12
Communication Services	72.73% 8	27.27% 3	0.00% 0	0.00% 0	0.00% 0	11
Consultant Services	58.33% 7	33.33% 4	8.33% 1	0.00% 0	0.00% 0	12
Administrative Services	33.33% 4	50.00% 6	16.67% 2	0.00% 0	0.00% 0	12
Interlibrary Loan	91.67% 11	8.33% 1	0.00% 0	0.00% 0	0.00% 0	12
Technical Services	75.00% 9	25.00% 3	0.00% 0	0.00% 0	0.00% 0	12
Automatic Support	41.67% 5	25.00% 3	8.33% 1	0.00% 0	25.00% 3	12
Training / Continuing Education	72.73% 8	27.27% 3	0.00% 0	0.00% 0	0.00% 0	11
Delivery	100.00% 12	0.00% 0	0.00% 0	0.00% 0	0.00% 0	12
Outreach Services	33.33% 4	58.33% 7	8.33% 1	0.00% 0	0.00% 0	12
Electronic Services (Overdrive, Hoopla, etc.)	83.33% 10	16.67% 2	0.00% 0	0.00% 0	0.00% 0	12

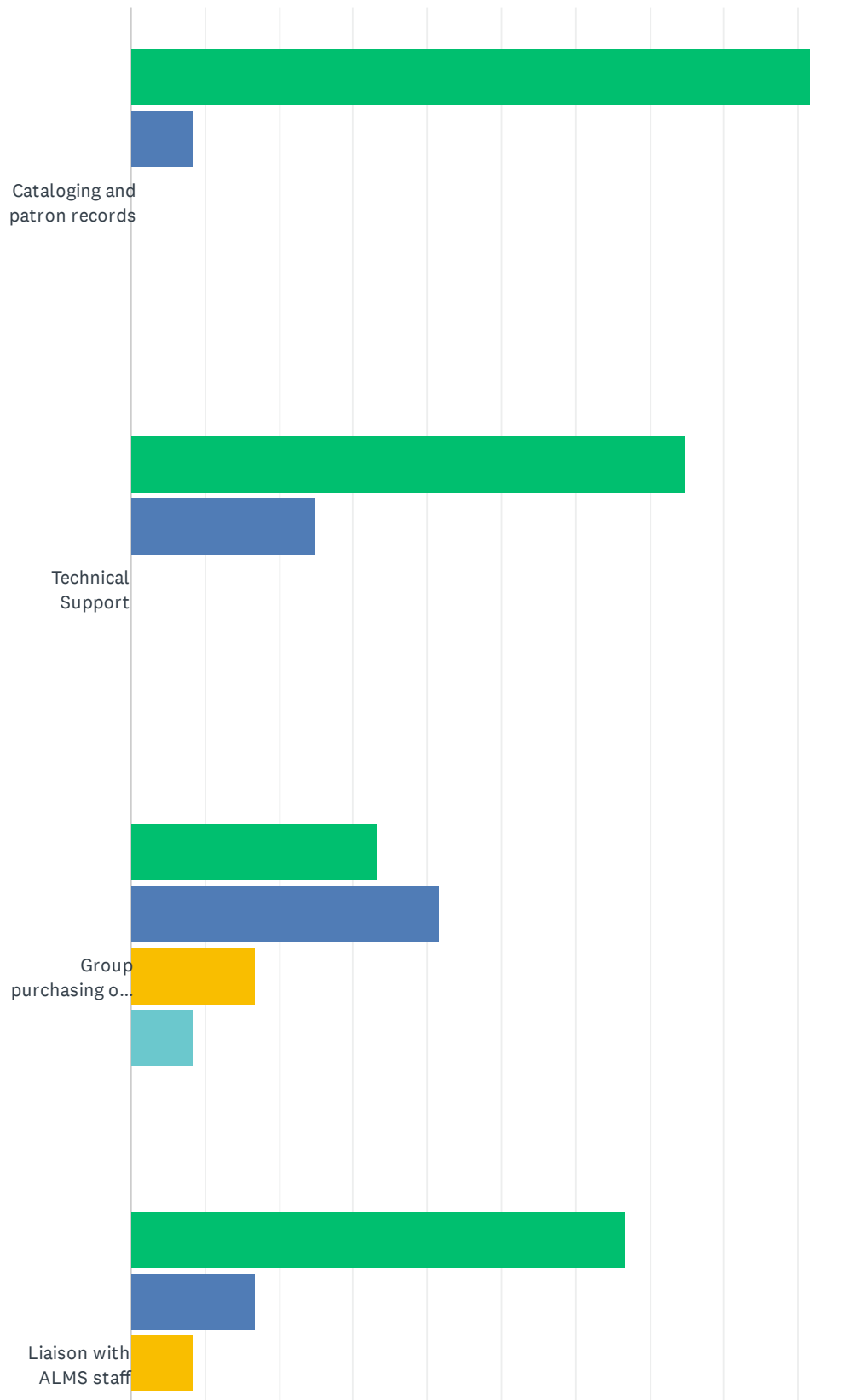
Q2 What additional services could Nioga provide that would help you serve your patrons better? Please be as specific as you can.

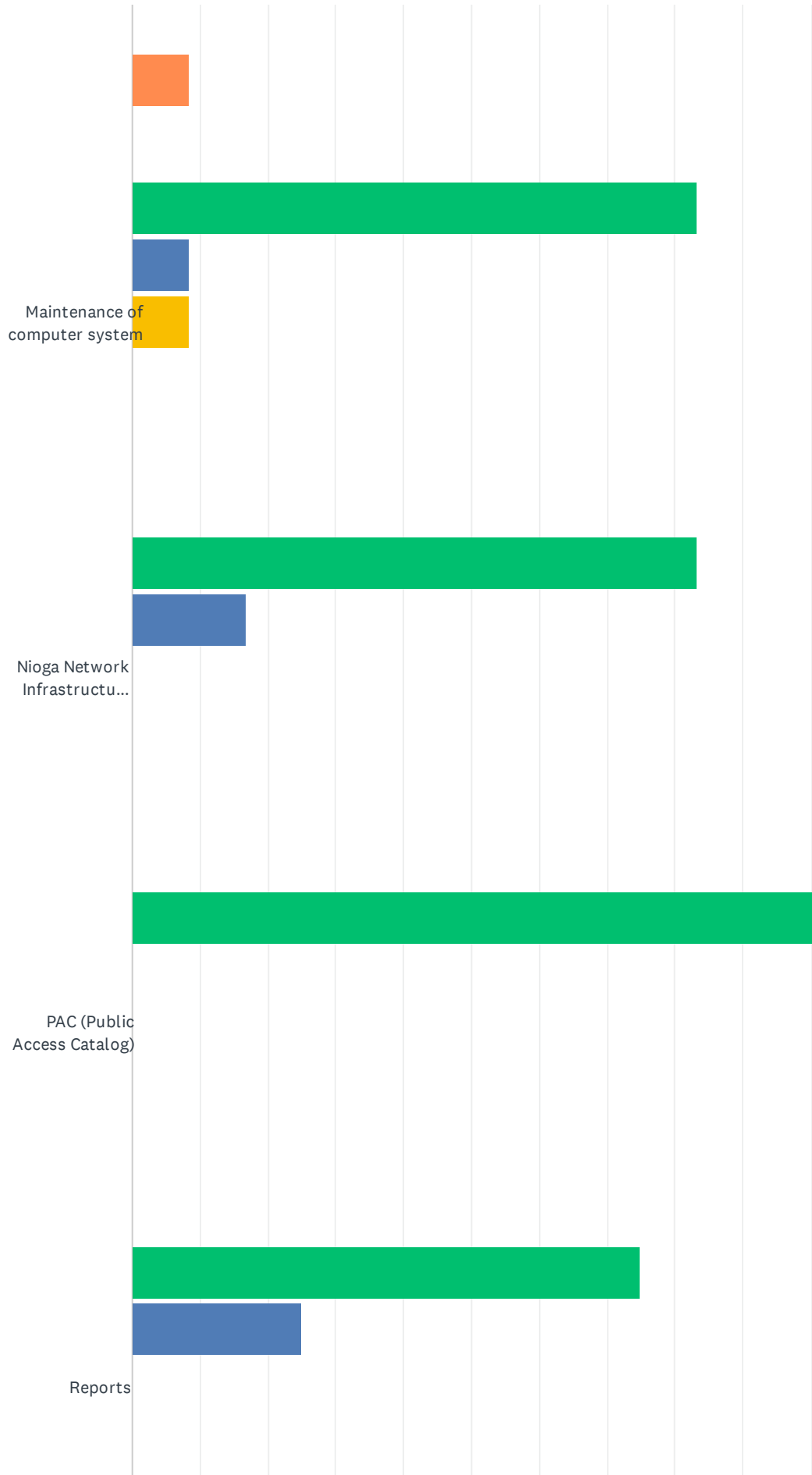
Answered: 3 Skipped: 9

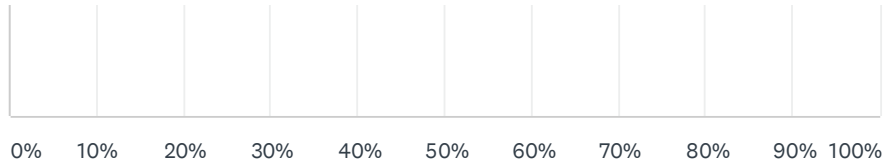
#	RESPONSES	DATE
1	dir meetings again In person training and Directors meetings again, please.	7/16/2021 4:45 PM
2	technology training Someone to come out to show or have steam programs like coding	7/15/2021 2:36 PM
3	how to - database use Training for staff on how to use databases so they can show patrons	7/15/2021 1:20 PM

Q3 Please rank these Automation Services provided by Nioga for use and relevance for you and your patrons?

Answered: 12 Skipped: 0





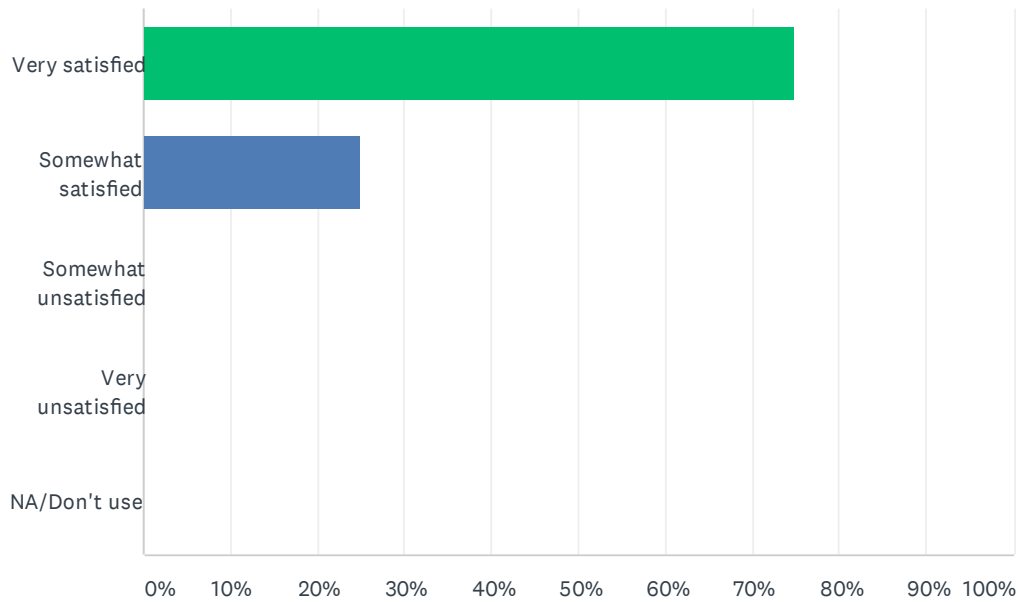


■ Very valuable
 ■ Somewhat valuable
 ■ Slightly valuable
■ I don't use this service at all
 ■ I am not familiar with this service

	VERY VALUABLE	SOMEWHAT VALUABLE	SLIGHTLY VALUABLE	I DON'T USE THIS SERVICE AT ALL	I AM NOT FAMILIAR WITH THIS SERVICE	TOTAL	WEIGHTED AVERAGE
Cataloging and patron records	91.67% 11	8.33% 1	0.00% 0	0.00% 0	0.00% 0	12	2.08
Technical Support	75.00% 9	25.00% 3	0.00% 0	0.00% 0	0.00% 0	12	2.25
Group purchasing of equipment and software	33.33% 4	41.67% 5	16.67% 2	8.33% 1	0.00% 0	12	3.00
Liaison with ALMS staff	66.67% 8	16.67% 2	8.33% 1	0.00% 0	8.33% 1	12	2.67
Maintenance of computer system	83.33% 10	8.33% 1	8.33% 1	0.00% 0	0.00% 0	12	2.25
Nioga Network Infrastructure maintenance	83.33% 10	16.67% 2	0.00% 0	0.00% 0	0.00% 0	12	2.17
PAC (Public Access Catalog)	100.00% 12	0.00% 0	0.00% 0	0.00% 0	0.00% 0	12	2.00
Reports	75.00% 9	25.00% 3	0.00% 0	0.00% 0	0.00% 0	12	2.25

Q4 In general, how satisfied are you with the Automation Services and Support provided by Nioga?

Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES
Very satisfied	75.00% 9
Somewhat satisfied	25.00% 3
Somewhat unsatisfied	0.00% 0
Very unsatisfied	0.00% 0
NA/Don't use	0.00% 0
TOTAL	12

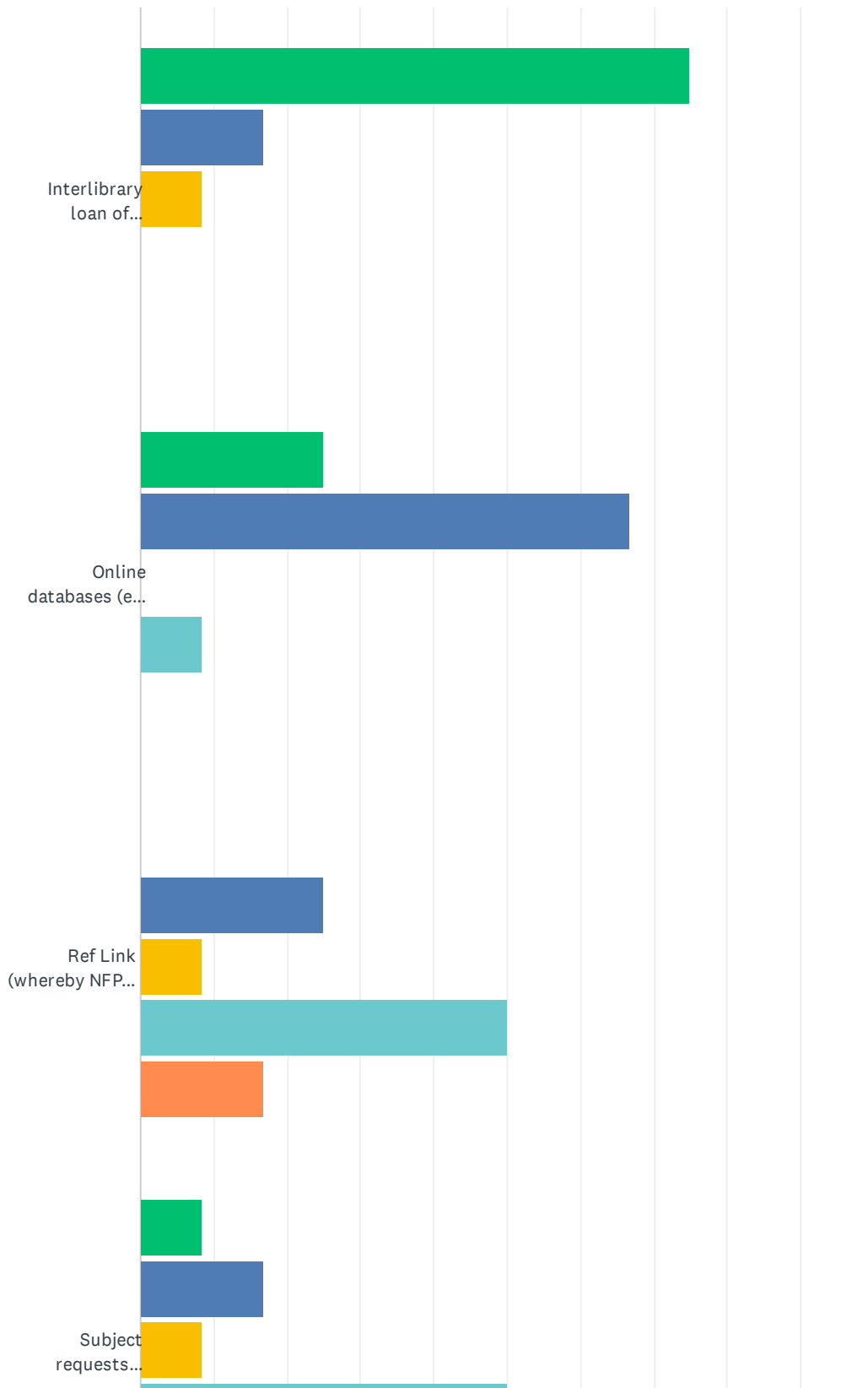
Q5 Comments about Automation Services:

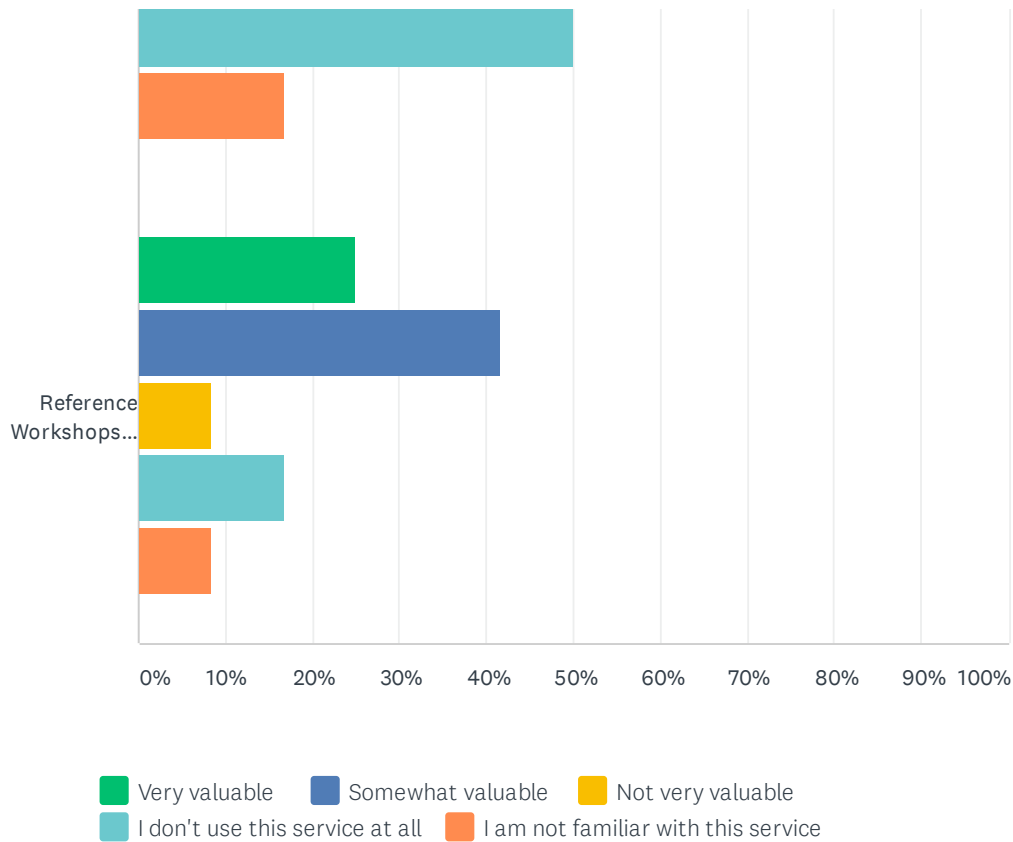
Answered: 3 Skipped: 9

#	RESPONSES	DATE
1	- I very much want to see purchased items recorded in the library system with a dummy record. This will allow for better planning on our end of whom many copies are needed, as well as look progressive in the eyes f our patrons.	7/19/2021 1:18 PM
2	we are a small library and we are grateful to have the services that Nioga provides for us.	7/16/2021 4:45 PM
3	I have had awesome help with all things with automation from all the staff! I appreciate all the help that I get with this also.	7/15/2021 2:36 PM

Q6 Please rate the Central Library Services for use and relevance in your efforts to serve your patrons.

Answered: 12 Skipped: 0

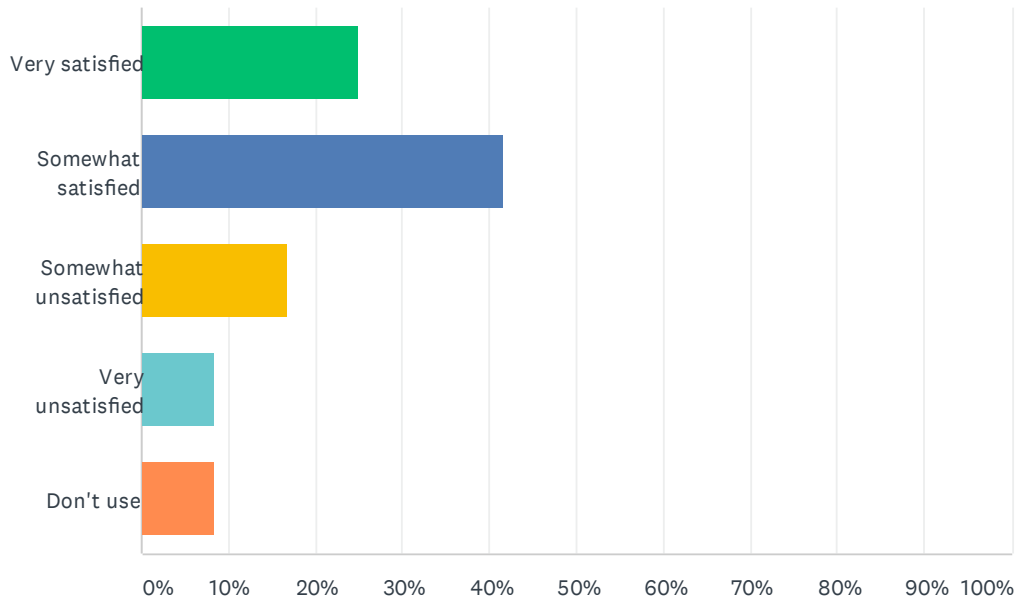




	VERY VALUABLE	SOMEWHAT VALUABLE	NOT VERY VALUABLE	I DON'T USE THIS SERVICE AT ALL	I AM NOT FAMILIAR WITH THIS SERVICE	TOTAL
Interlibrary loan of materials (e.g. fiction, non-fiction, audio-visual)	75.00% 9	16.67% 2	8.33% 1	0.00% 0	0.00% 0	12
Online databases (e.g. Ebscohost, Grolier Encyclopedia, Auto Reference Center)	25.00% 3	66.67% 8	0.00% 0	8.33% 1	0.00% 0	12
Ref Link (whereby NFPL librarians provide on-demand reference assistance via an 800 toll-free number, also available via fax and email)	0.00% 0	25.00% 3	8.33% 1	50.00% 6	16.67% 2	12
Subject requests (whereby NFPL provides materials to answer specific requests with information)	8.33% 1	16.67% 2	8.33% 1	50.00% 6	16.67% 2	12
Reference Workshops (presented by NFPL librarians)	25.00% 3	41.67% 5	8.33% 1	16.67% 2	8.33% 1	12

Q7 How satisfied are you with the Central Library Services that you use?

Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	25.00%	3
Somewhat satisfied	41.67%	5
Somewhat unsatisfied	16.67%	2
Very unsatisfied	8.33%	1
Don't use	8.33%	1
TOTAL		12

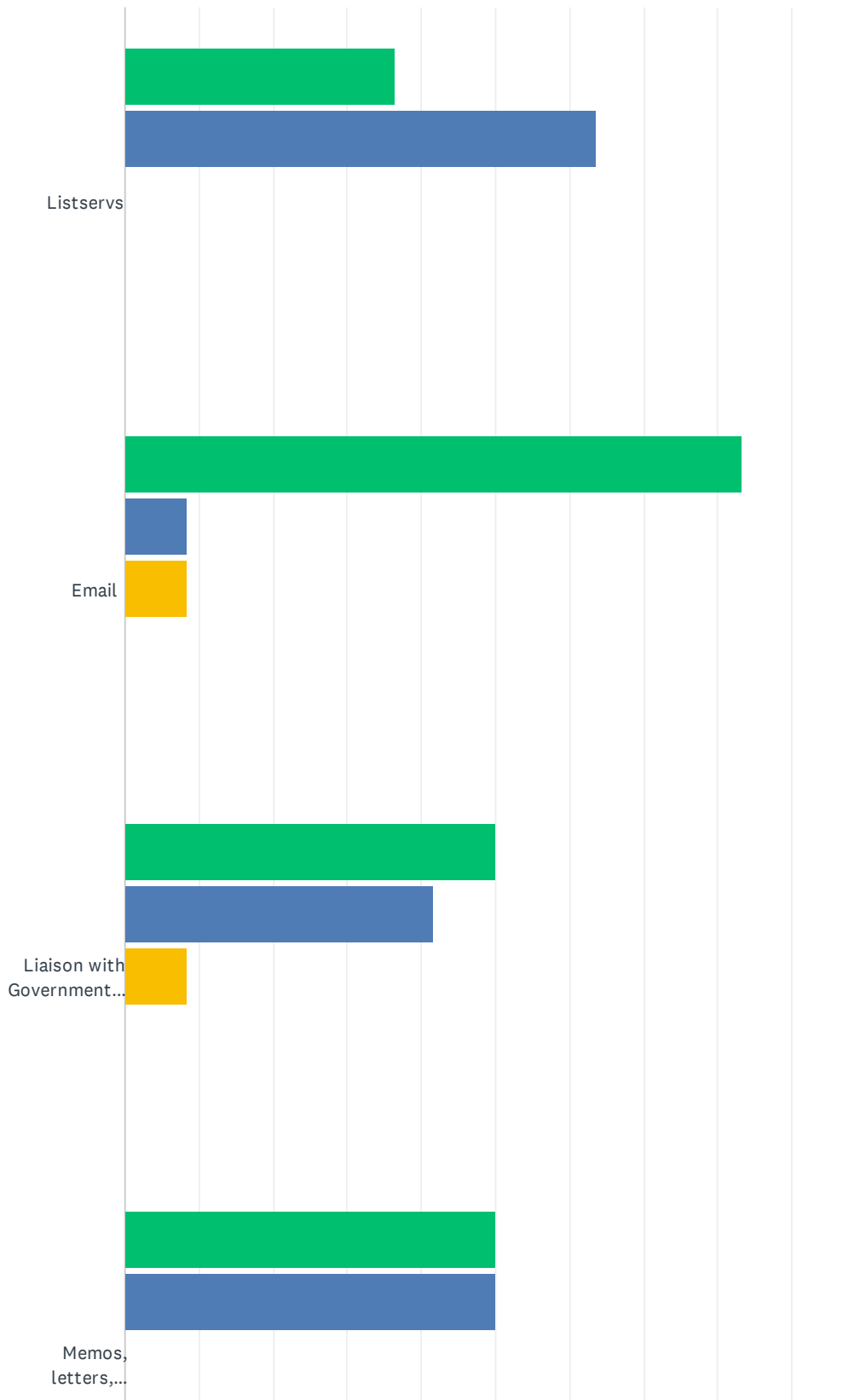
Q8 If you do not use any of the Central Library Services, why not?

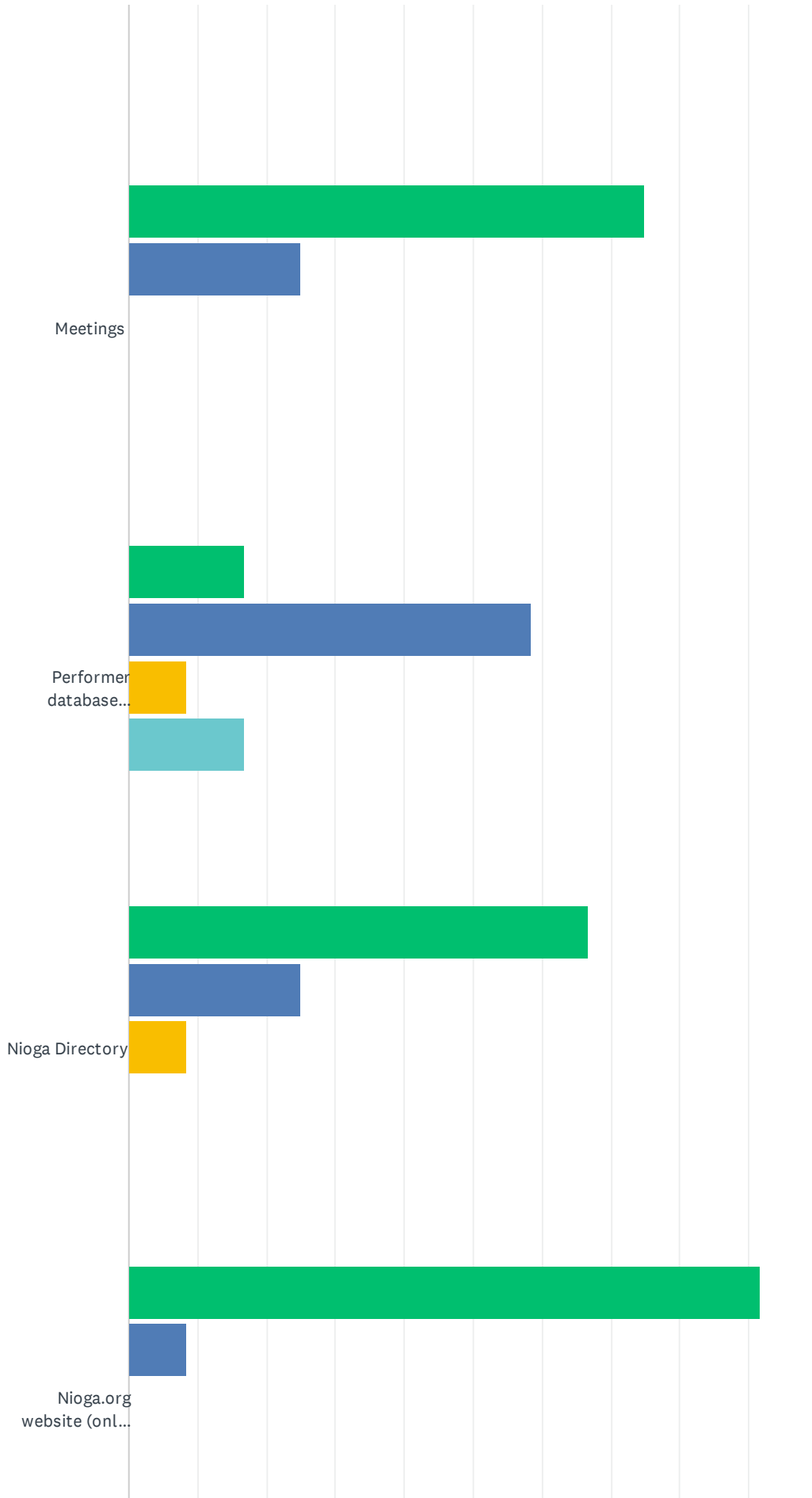
Answered: 6 Skipped: 6

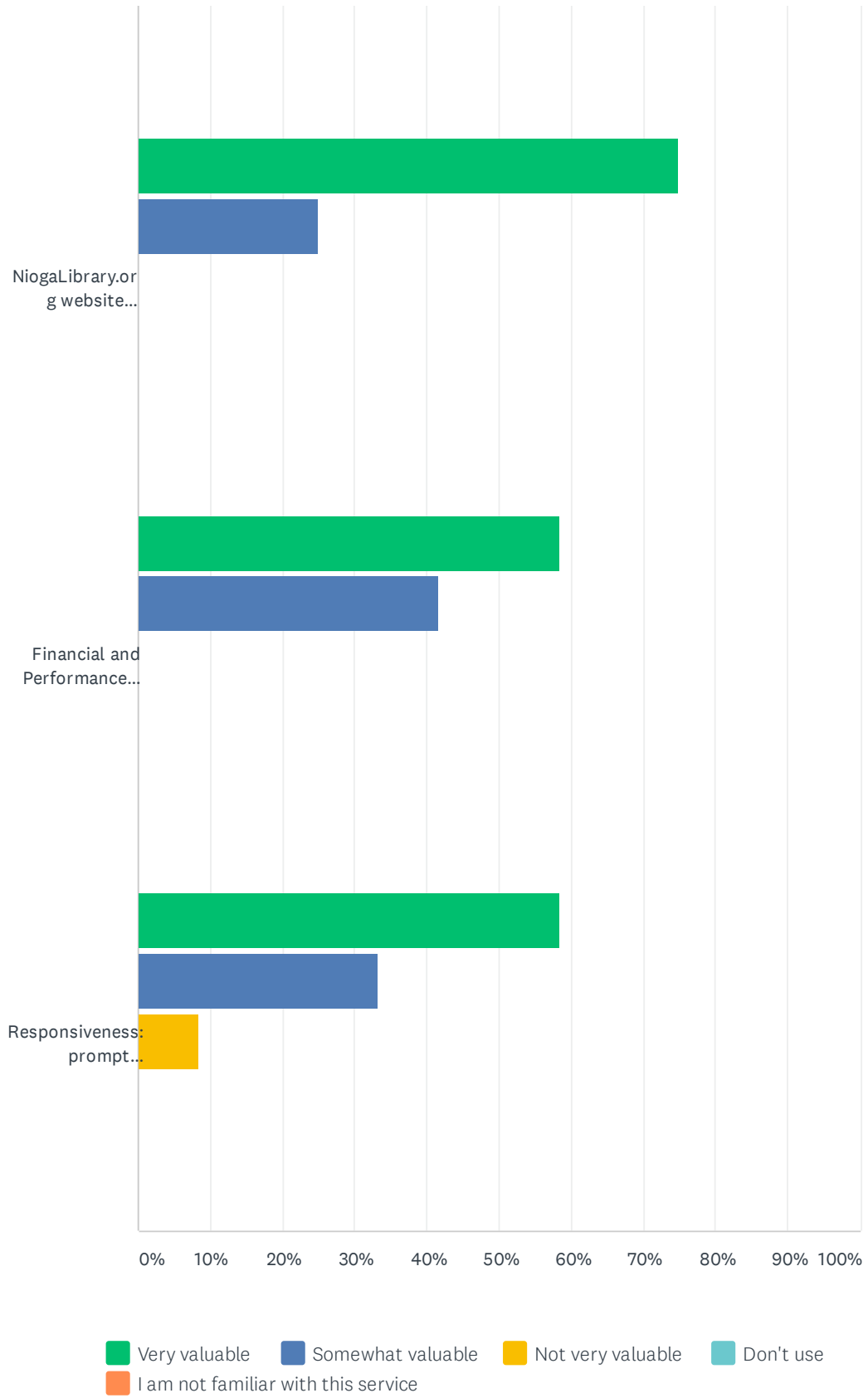
#	RESPONSES	DATE
1	Was not aware of the services.	7/27/2021 1:02 AM
2	I didn't realize subject requests were still available, would be helpful if to have that information as well as reminders of that service once and a while.	7/20/2021 2:27 PM
3	I think that the 1 800 is a waste as that next to no one uses it. I would like to spend that money on a online chat service tied to our Nioga webpage	7/19/2021 1:18 PM
4	N/A	7/16/2021 4:45 PM
5	Have not had a need for them.	7/15/2021 2:36 PM
6	NFL doesn't do near enough to justify the money they receive. I've been with my library over 20 years and I've been there once for a program put on by someone else. I receive more of my ILL request from LOC and NTW than I do from NFL.	7/15/2021 12:18 PM

Q9 How valuable and relevant are the Communication Services to you in your efforts to serve your patrons?

Answered: 12 Skipped: 0



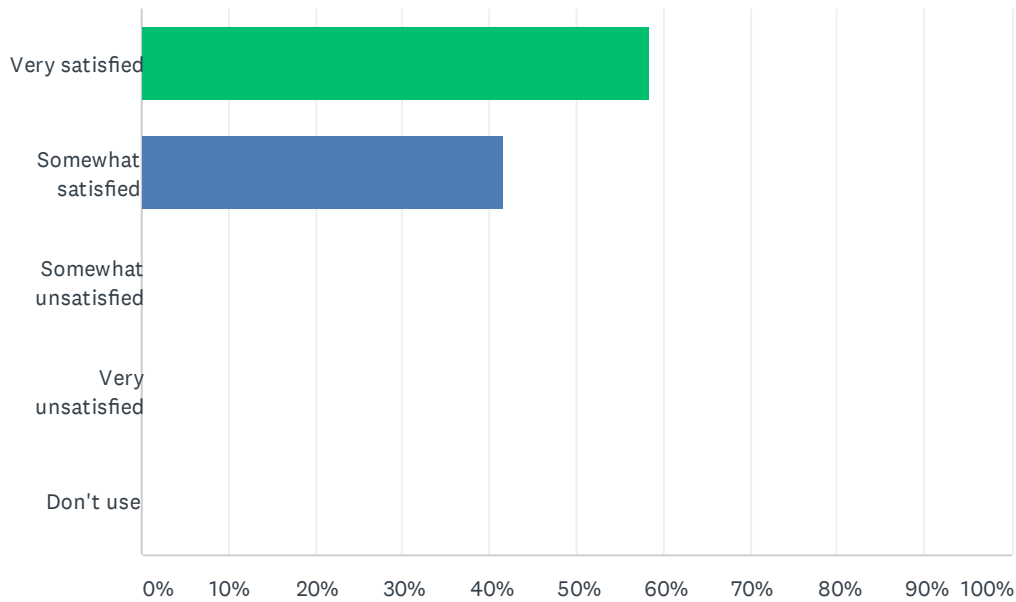




	VERY VALUABLE	SOMEWHAT VALUABLE	NOT VERY VALUABLE	DON'T USE	I AM NOT FAMILIAR WITH THIS SERVICE	TOTAL
Listservs	36.36% 4	63.64% 7	0.00% 0	0.00% 0	0.00% 0	11
Email	83.33% 10	8.33% 1	8.33% 1	0.00% 0	0.00% 0	12
Liaison with Government Agencies	50.00% 6	41.67% 5	8.33% 1	0.00% 0	0.00% 0	12
Memos, letters, mailings, etc.	50.00% 6	50.00% 6	0.00% 0	0.00% 0	0.00% 0	12
Meetings	75.00% 9	25.00% 3	0.00% 0	0.00% 0	0.00% 0	12
Performer database (performers for library programs)	16.67% 2	58.33% 7	8.33% 1	16.67% 2	0.00% 0	12
Nioga Directory	66.67% 8	25.00% 3	8.33% 1	0.00% 0	0.00% 0	12
Nioga.org website (online catalog, Hoopla, etc.)	91.67% 11	8.33% 1	0.00% 0	0.00% 0	0.00% 0	12
NiogaLibrary.org website (system services)	75.00% 9	25.00% 3	0.00% 0	0.00% 0	0.00% 0	12
Financial and Performance Profile (annual report distributed at annual dinner)	58.33% 7	41.67% 5	0.00% 0	0.00% 0	0.00% 0	12
Responsiveness: prompt service/answers to questions via email, phone, etc.	58.33% 7	33.33% 4	8.33% 1	0.00% 0	0.00% 0	12

Q10 In general, how satisfied are you with the Nioga Communication Services that you receive or participate in?

Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	58.33%	7
Somewhat satisfied	41.67%	5
Somewhat unsatisfied	0.00%	0
Very unsatisfied	0.00%	0
Don't use	0.00%	0
TOTAL		12

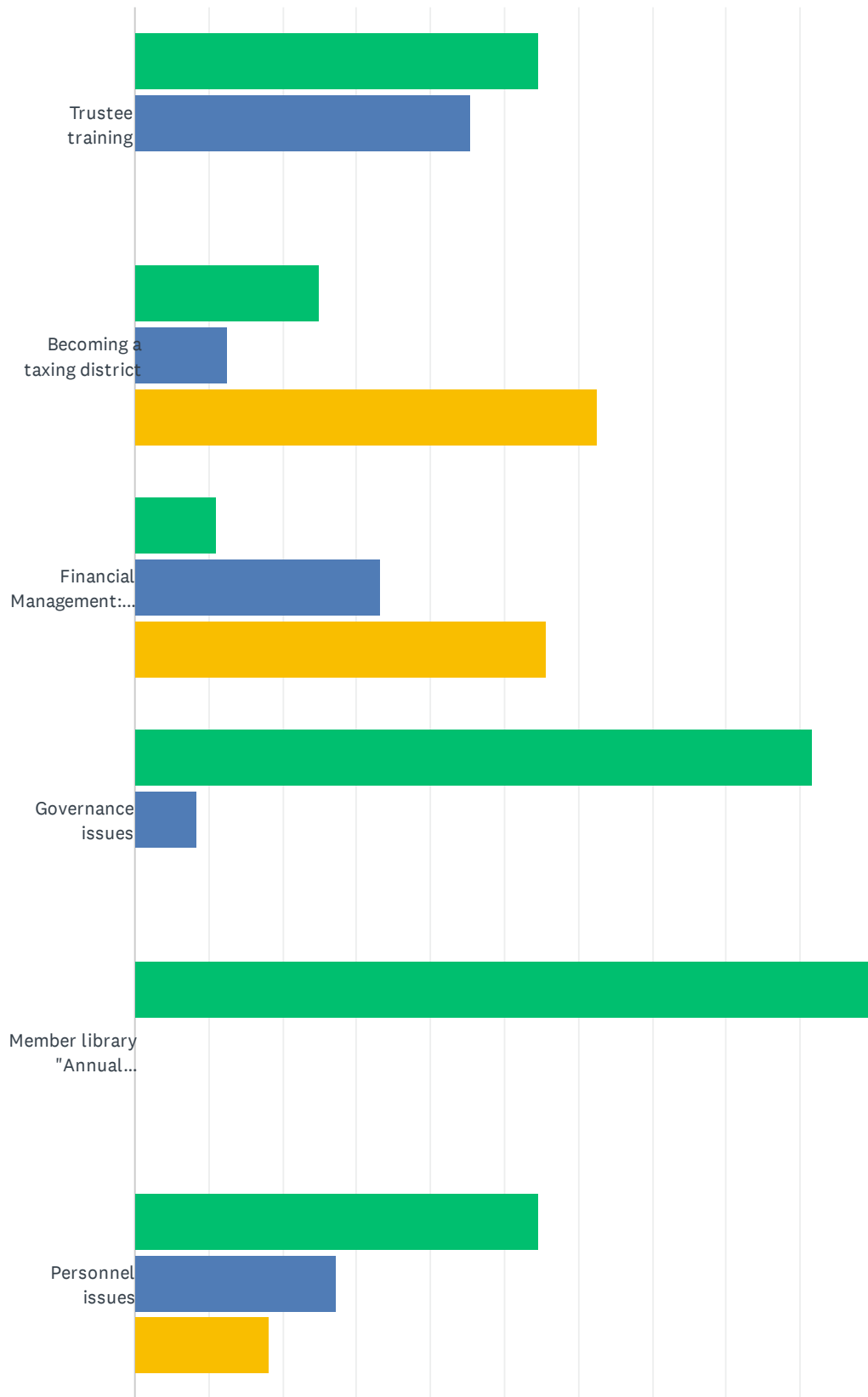
Q11 Comments about Communication Services:

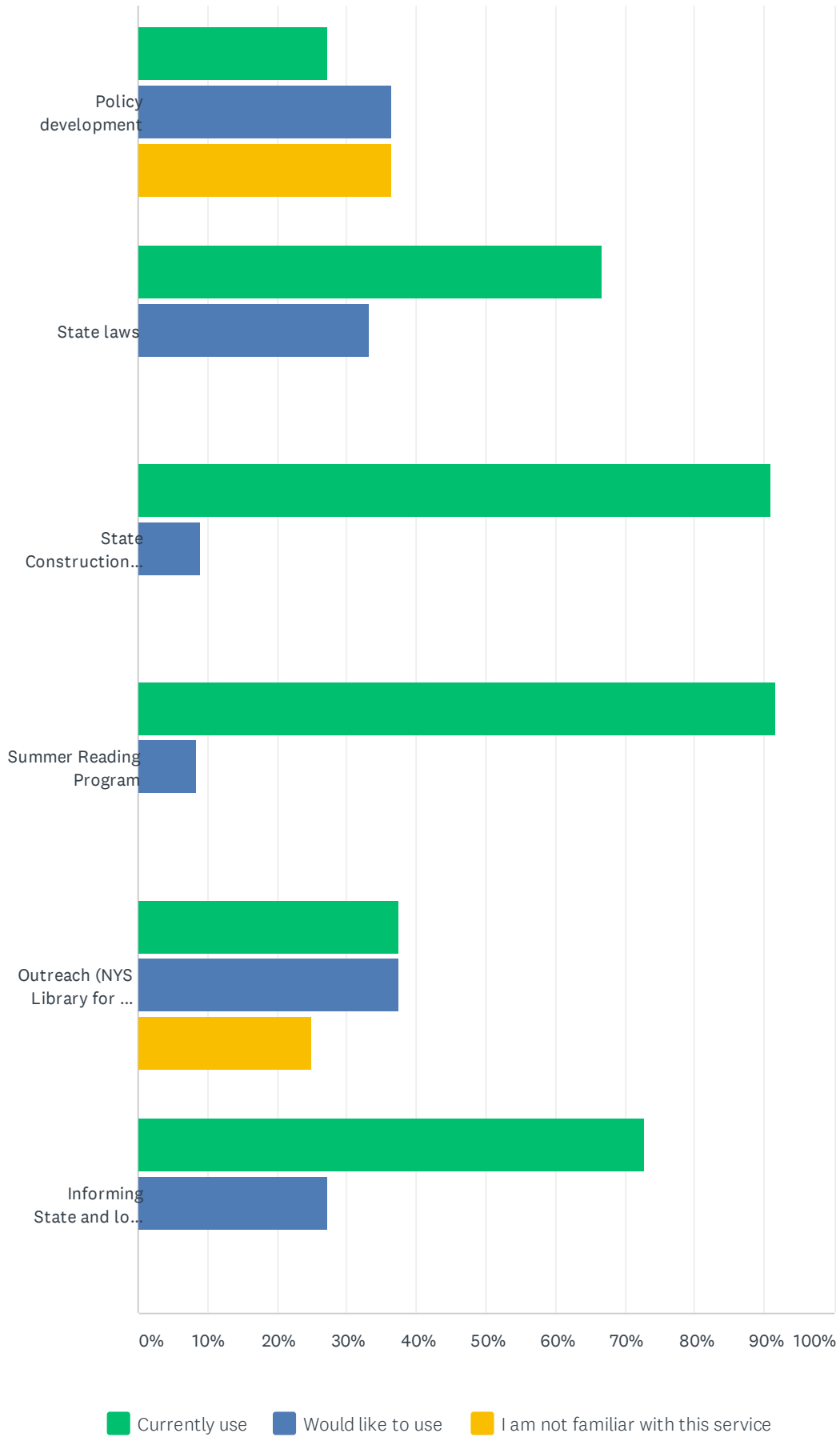
Answered: 3 Skipped: 9

#	RESPONSES	DATE
1	Responsiveness to some emails with NIOGA staff has been sparse lately.	7/27/2021 1:02 AM
2	I feel like we all can communicate better but Nioga is doing great and are very helpful when needed.	7/15/2021 2:36 PM
3	I've had no real issues with the cuts in staff. I use a lot more email to communicate with NIOGA now than I used to but haven't had issues with it.	7/15/2021 12:18 PM

Q12 Please indicate which Nioga Consultant Services do you currently use, and what Consultant Services would you like to use.

Answered: 12 Skipped: 0

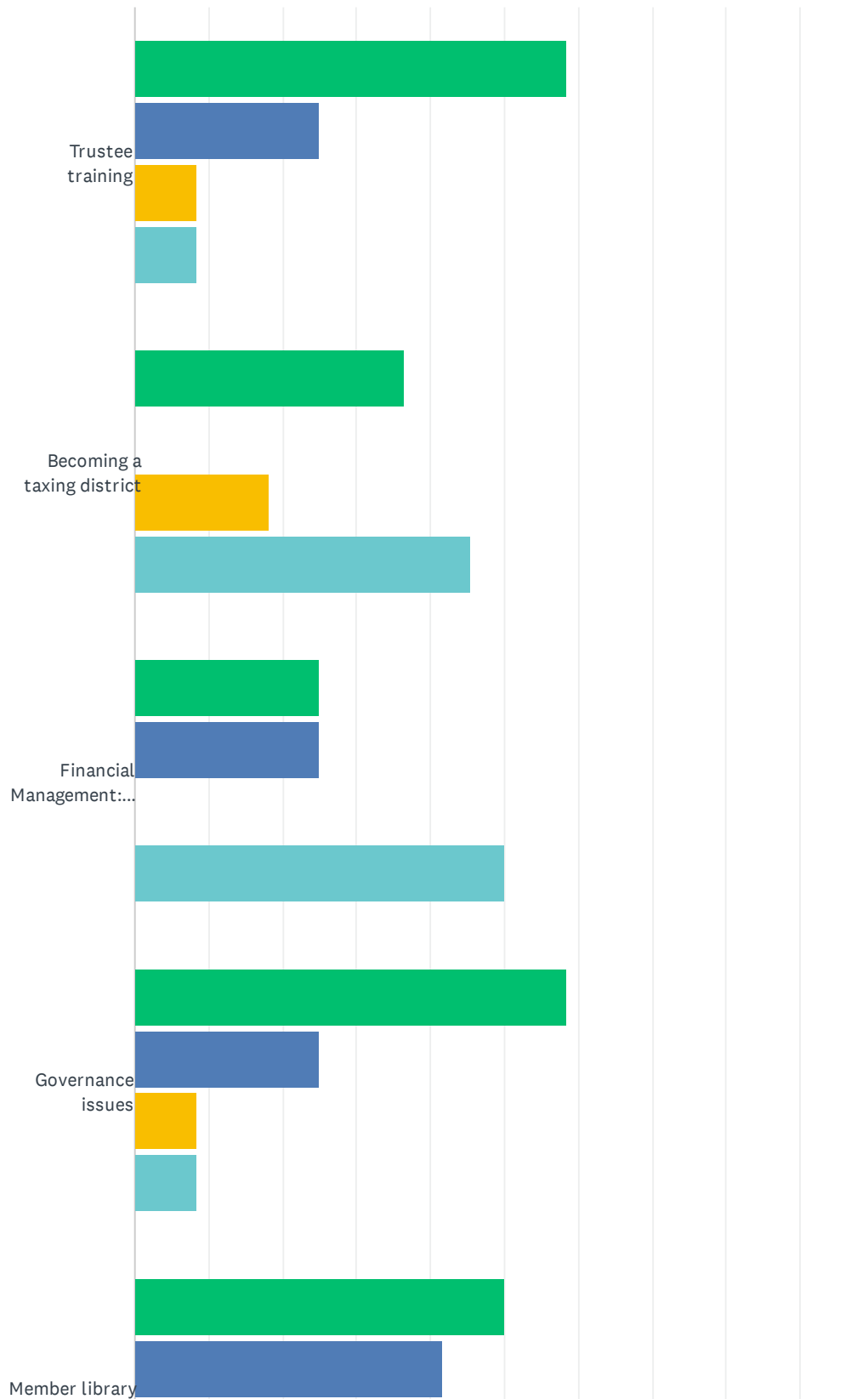


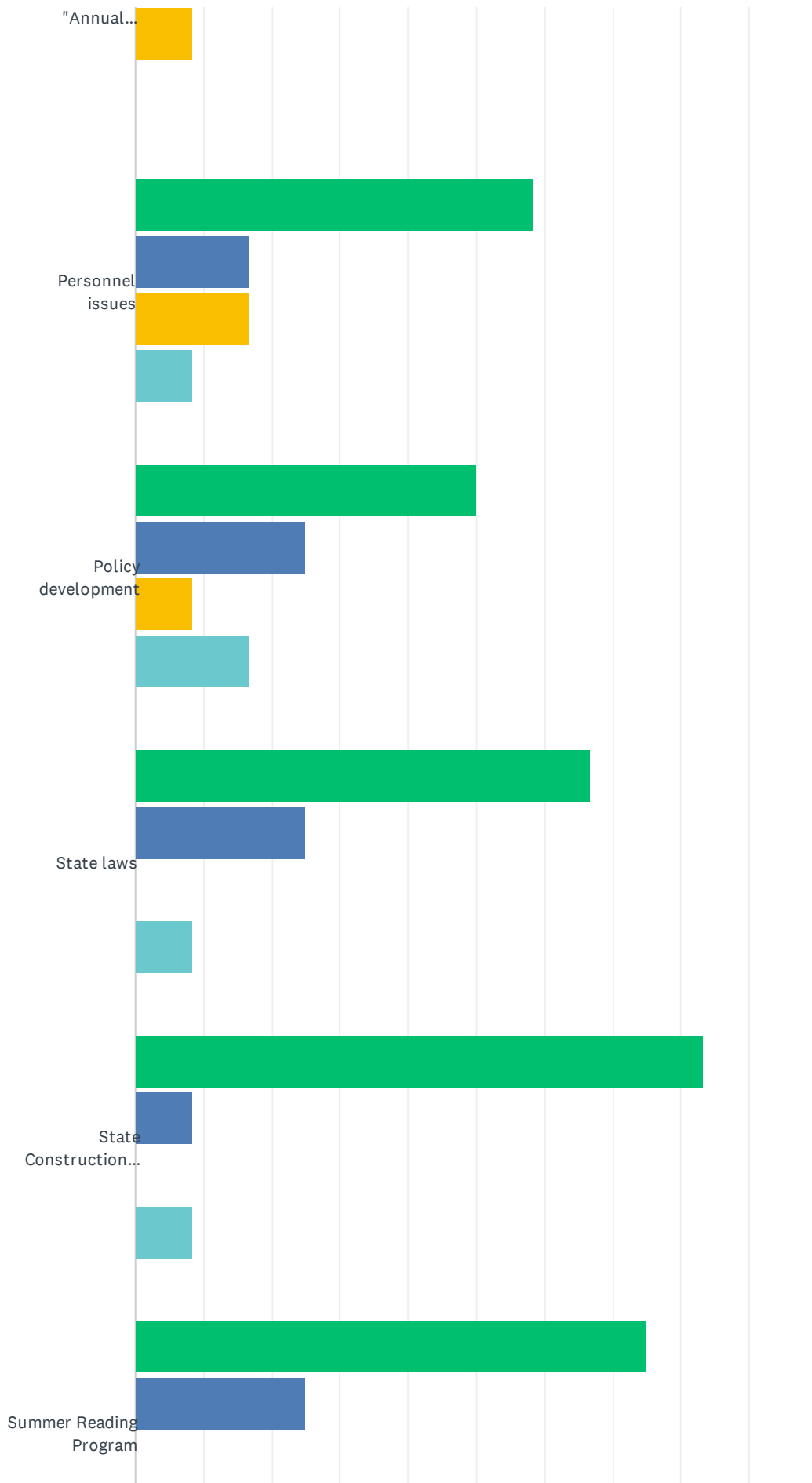


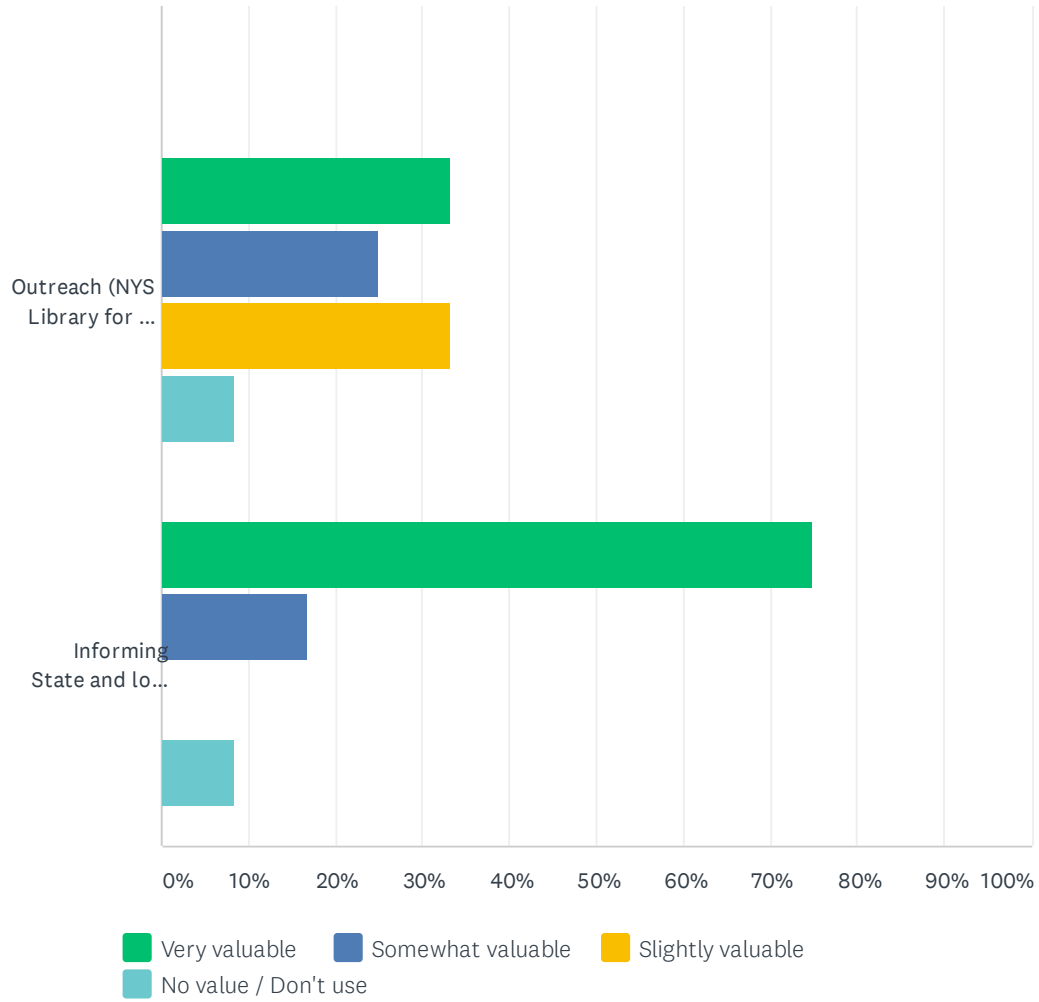
	CURRENTLY USE	WOULD LIKE TO USE	I AM NOT FAMILIAR WITH THIS SERVICE	TOTAL
Trustee training	54.55% 6	45.45% 5	0.00% 0	11
Becoming a taxing district	25.00% 2	12.50% 1	62.50% 5	8
Financial Management: bookkeeping/accounting, HR management, etc.	11.11% 1	33.33% 3	55.56% 5	9
Governance issues	91.67% 11	8.33% 1	0.00% 0	12
Member library "Annual Statistics & State Annual Report"	100.00% 12	0.00% 0	0.00% 0	12
Personnel issues	54.55% 6	27.27% 3	18.18% 2	11
Policy development	27.27% 3	36.36% 4	36.36% 4	11
State laws	66.67% 8	33.33% 4	0.00% 0	12
State Construction Consultation	90.91% 10	9.09% 1	0.00% 0	11
Summer Reading Program	91.67% 11	8.33% 1	0.00% 0	12
Outreach (NYS Library for the Visually Impaired, Jails, etc.)	37.50% 3	37.50% 3	25.00% 2	8
Informing State and local officials on issues pertaining to member libraries	72.73% 8	27.27% 3	0.00% 0	11

Q13 How valuable and relevant are the following Nioga Consultant Services to you in your efforts to serve your patrons?

Answered: 12 Skipped: 0



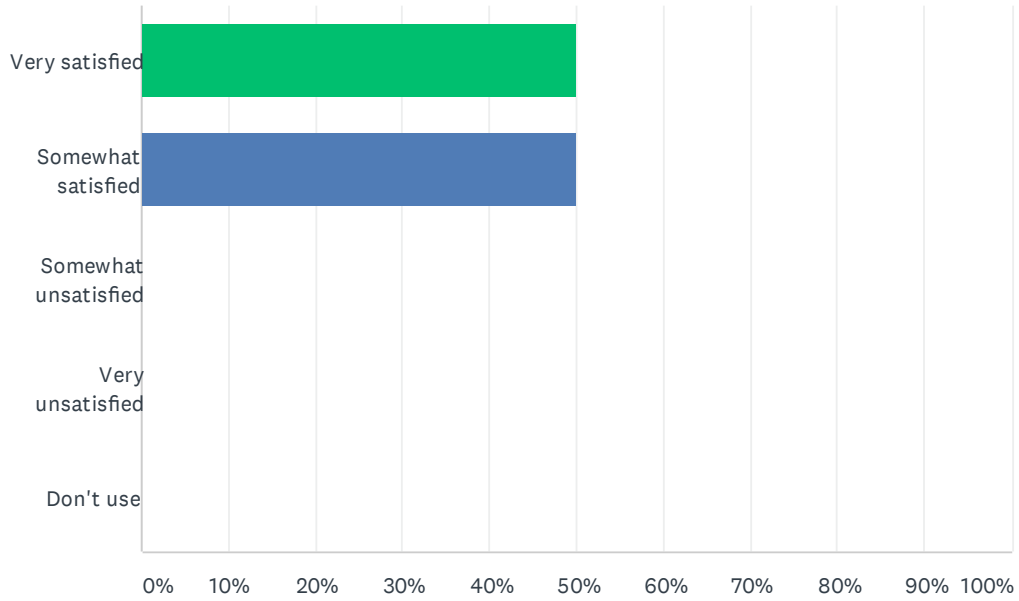




	VERY VALUABLE	SOMEWHAT VALUABLE	SLIGHTLY VALUABLE	NO VALUE / DON'T USE	TOTAL
Trustee training	58.33% 7	25.00% 3	8.33% 1	8.33% 1	12
Becoming a taxing district	36.36% 4	0.00% 0	18.18% 2	45.45% 5	11
Financial Management: bookkeeping/accounting, HR management, etc.	25.00% 3	25.00% 3	0.00% 0	50.00% 6	12
Governance issues	58.33% 7	25.00% 3	8.33% 1	8.33% 1	12
Member library "Annual Statistics & State Annual Report"	50.00% 6	41.67% 5	8.33% 1	0.00% 0	12
Personnel issues	58.33% 7	16.67% 2	16.67% 2	8.33% 1	12
Policy development	50.00% 6	25.00% 3	8.33% 1	16.67% 2	12
State laws	66.67% 8	25.00% 3	0.00% 0	8.33% 1	12
State Construction Consultation	83.33% 10	8.33% 1	0.00% 0	8.33% 1	12
Summer Reading Program	75.00% 9	25.00% 3	0.00% 0	0.00% 0	12
Outreach (NYS Library for the Visually Impaired, Jails, etc.)	33.33% 4	25.00% 3	33.33% 4	8.33% 1	12
Informing State and local officials on issues pertaining to member libraries	75.00% 9	16.67% 2	0.00% 0	8.33% 1	12

Q14 How satisfied are you with Nioga Consultant Services?

Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	50.00%	6
Somewhat satisfied	50.00%	6
Somewhat unsatisfied	0.00%	0
Very unsatisfied	0.00%	0
Don't use	0.00%	0
TOTAL		12

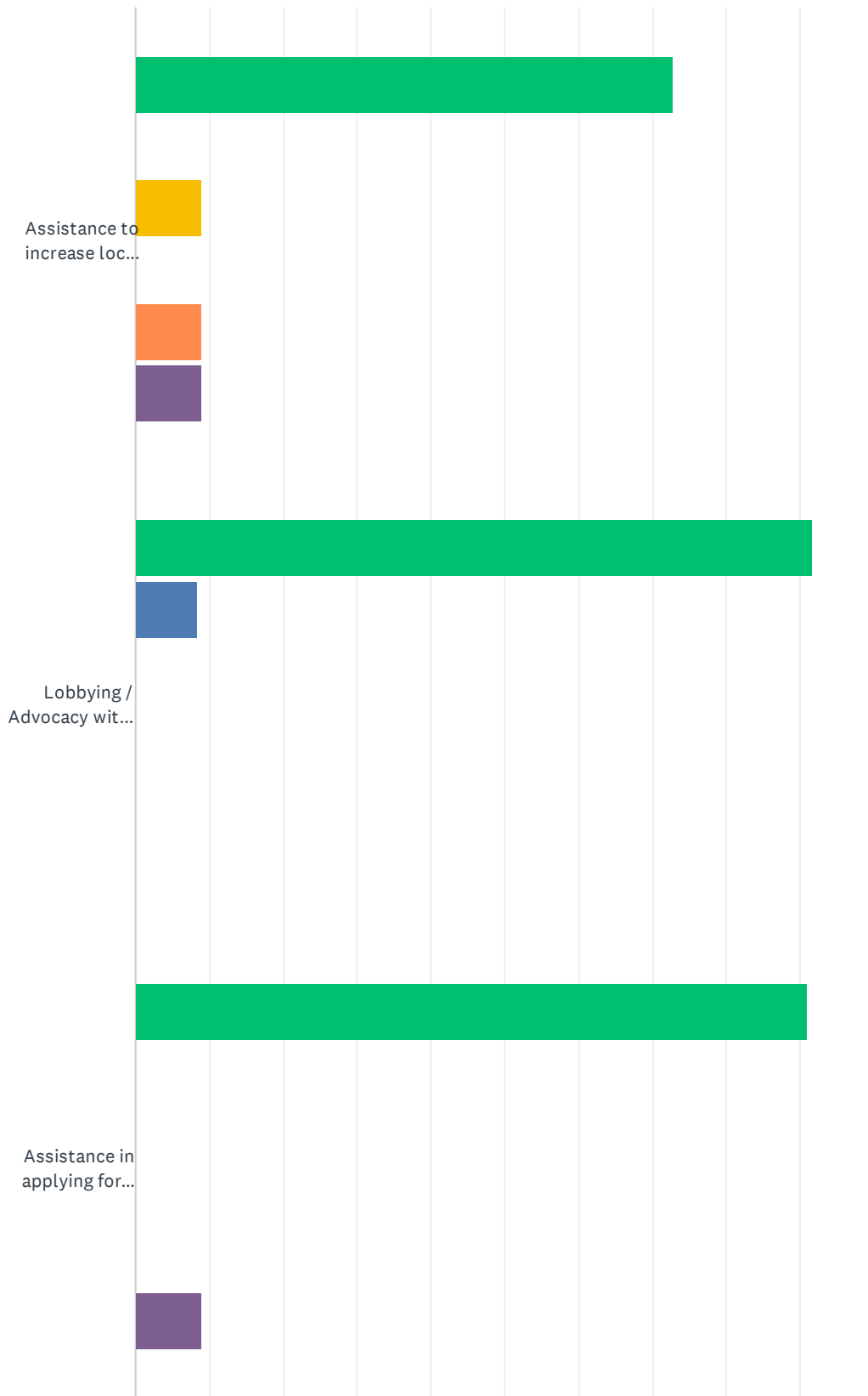
Q15 What Consultant Services would you like to have in addition to those listed above?

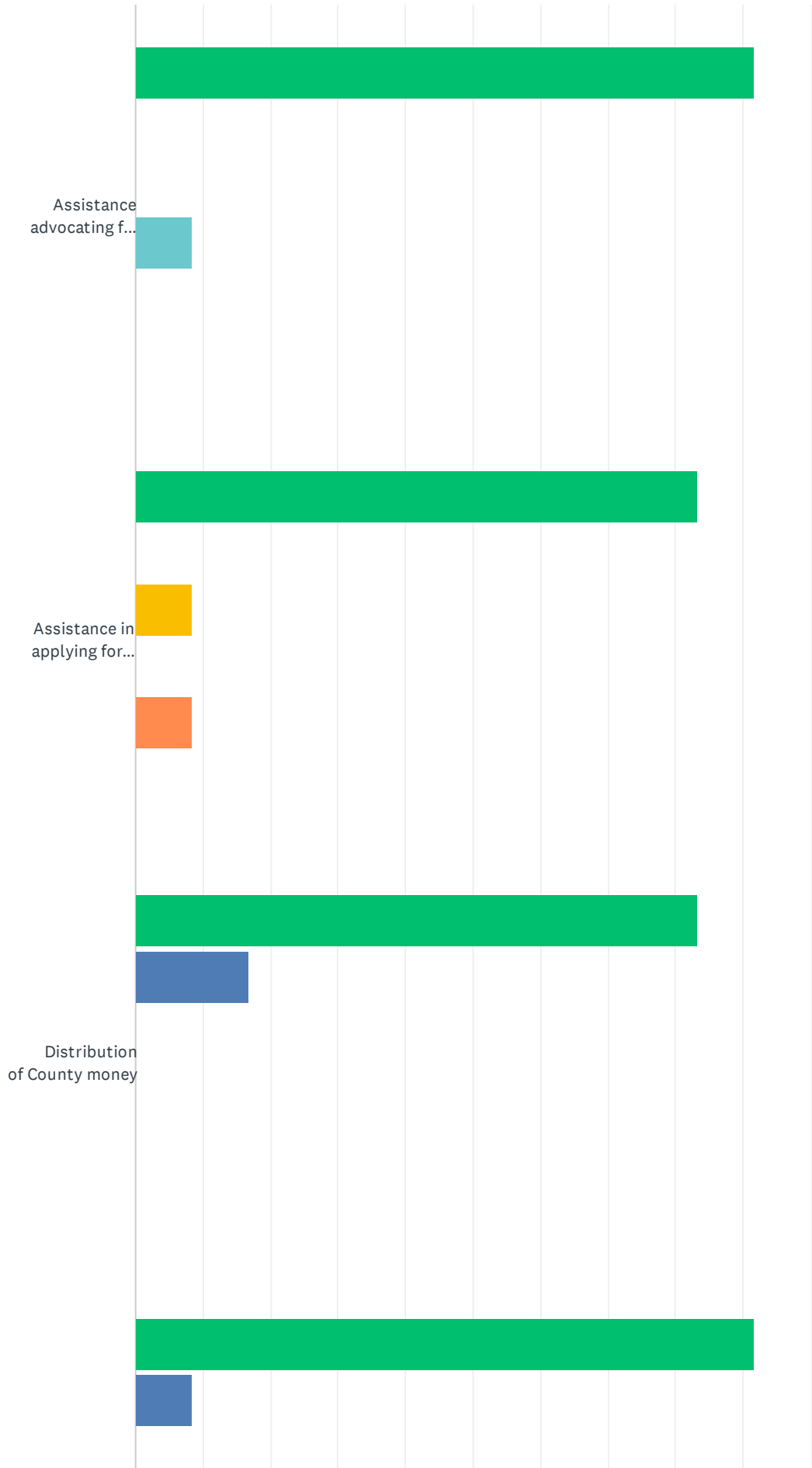
Answered: 1 Skipped: 11

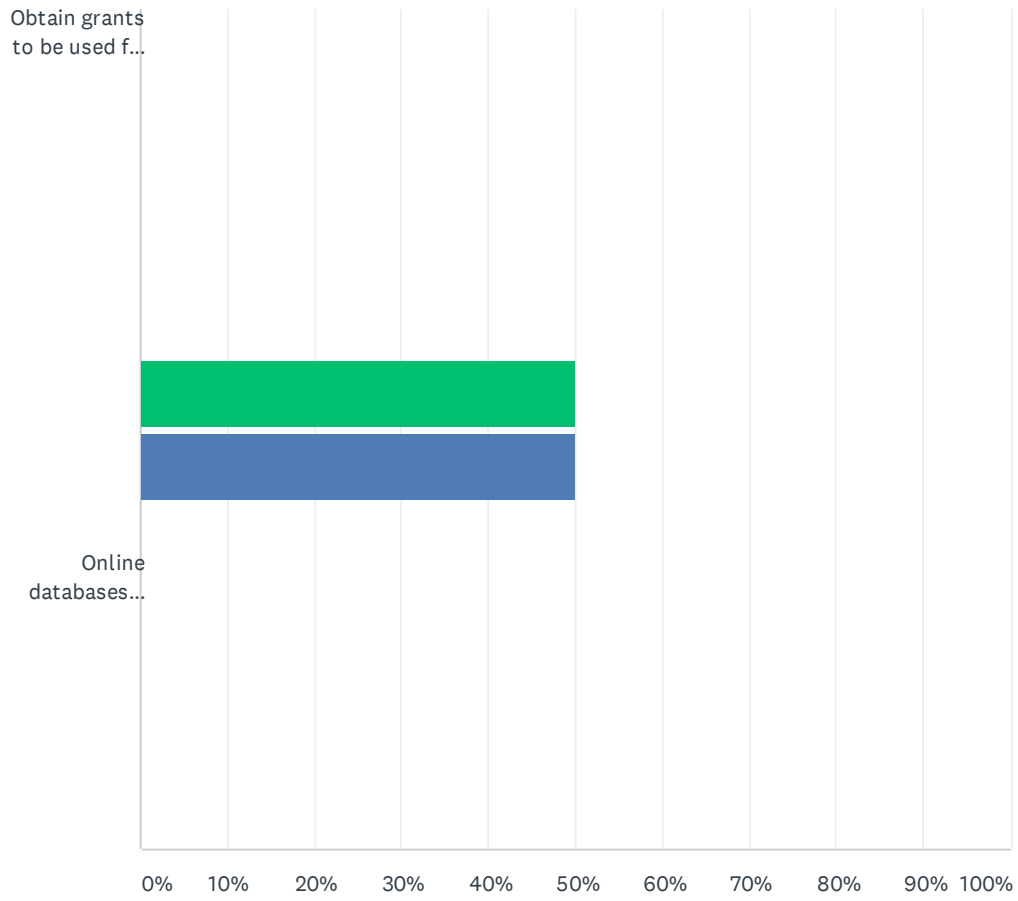
#	RESPONSES	DATE
1	I am not using the Financial management or outreach services but feel that they are helpful. Nioga keeps us up to date on what is happening in the government	7/15/2021 2:36 PM

Q16 How valuable and relevant are the Nioga Financial Support Services that you use now?

Answered: 12 Skipped: 0





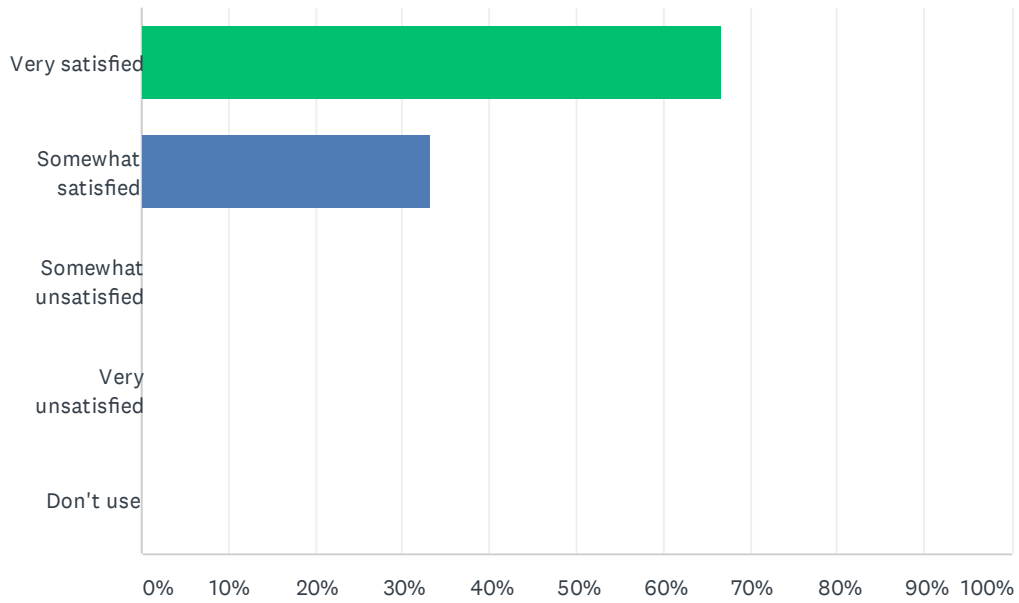


- Very valuable
- Somewhat valuable
- Slightly valuable
- I don't use this service at all
- I am not familiar with this service
- I would like to use this service in the future

	VERY VALUABLE	SOMEWHAT VALUABLE	SLIGHTLY VALUABLE	I DON'T USE THIS SERVICE AT ALL	I AM NOT FAMILIAR WITH THIS SERVICE	I WOULD LIKE TO USE THIS SERVICE IN THE FUTURE	TOTAL
Assistance to increase local financial support	72.73% 8	0.00% 0	9.09% 1	0.00% 0	9.09% 1	9.09% 1	11
Lobbying / Advocacy with State officials for funding (Bullet Aid)	91.67% 11	8.33% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	12
Assistance in applying for State Construction aid	90.91% 10	0.00% 0	0.00% 0	0.00% 0	0.00% 0	9.09% 1	11
Assistance advocating for Bullet aid	91.67% 11	0.00% 0	0.00% 0	8.33% 1	0.00% 0	0.00% 0	12
Assistance in applying for State Special Legislative aid	83.33% 10	0.00% 0	8.33% 1	0.00% 0	8.33% 1	0.00% 0	12
Distribution of County money	83.33% 10	16.67% 2	0.00% 0	0.00% 0	0.00% 0	0.00% 0	12
Obtain grants to be used for system-wide Services	91.67% 11	8.33% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	12
Online databases (Beyond NOVEL)	50.00% 6	50.00% 6	0.00% 0	0.00% 0	0.00% 0	0.00% 0	12

Q17 How satisfied are you with Nioga Financial Services?

Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	66.67%	8
Somewhat satisfied	33.33%	4
Somewhat unsatisfied	0.00%	0
Very unsatisfied	0.00%	0
Don't use	0.00%	0
TOTAL		12

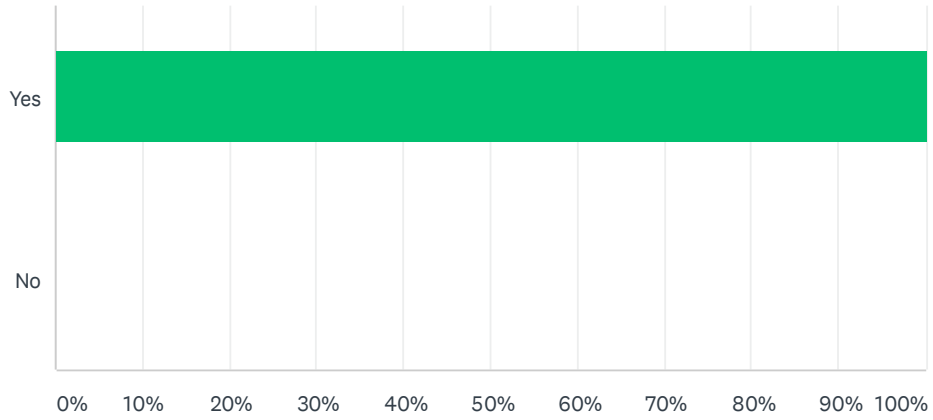
Q18 Comments about Financial Services:

Answered: 1 Skipped: 11

#	RESPONSES	DATE
1	I think that the financial services available at the system level are absolute essential to the small library.	7/27/2021 1:02 AM

Q19 Do you use Inter-Library Loan Services?

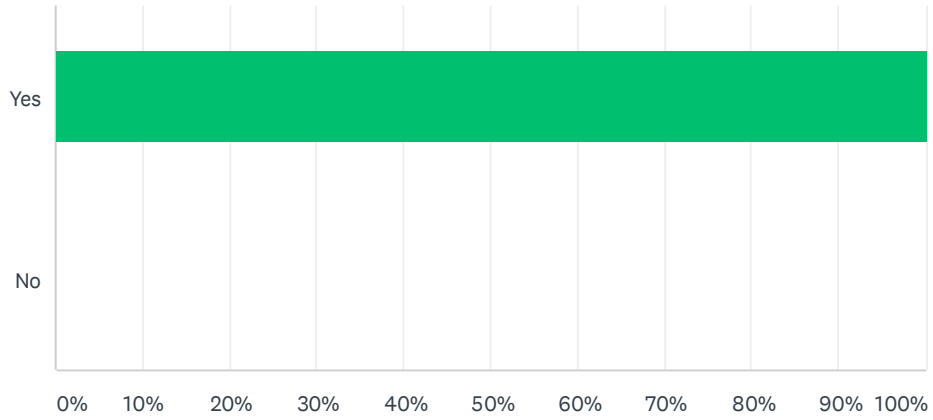
Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	100.00%	12
No	0.00%	0
TOTAL		12

Q20 Do you use Nioga Delivery Services?

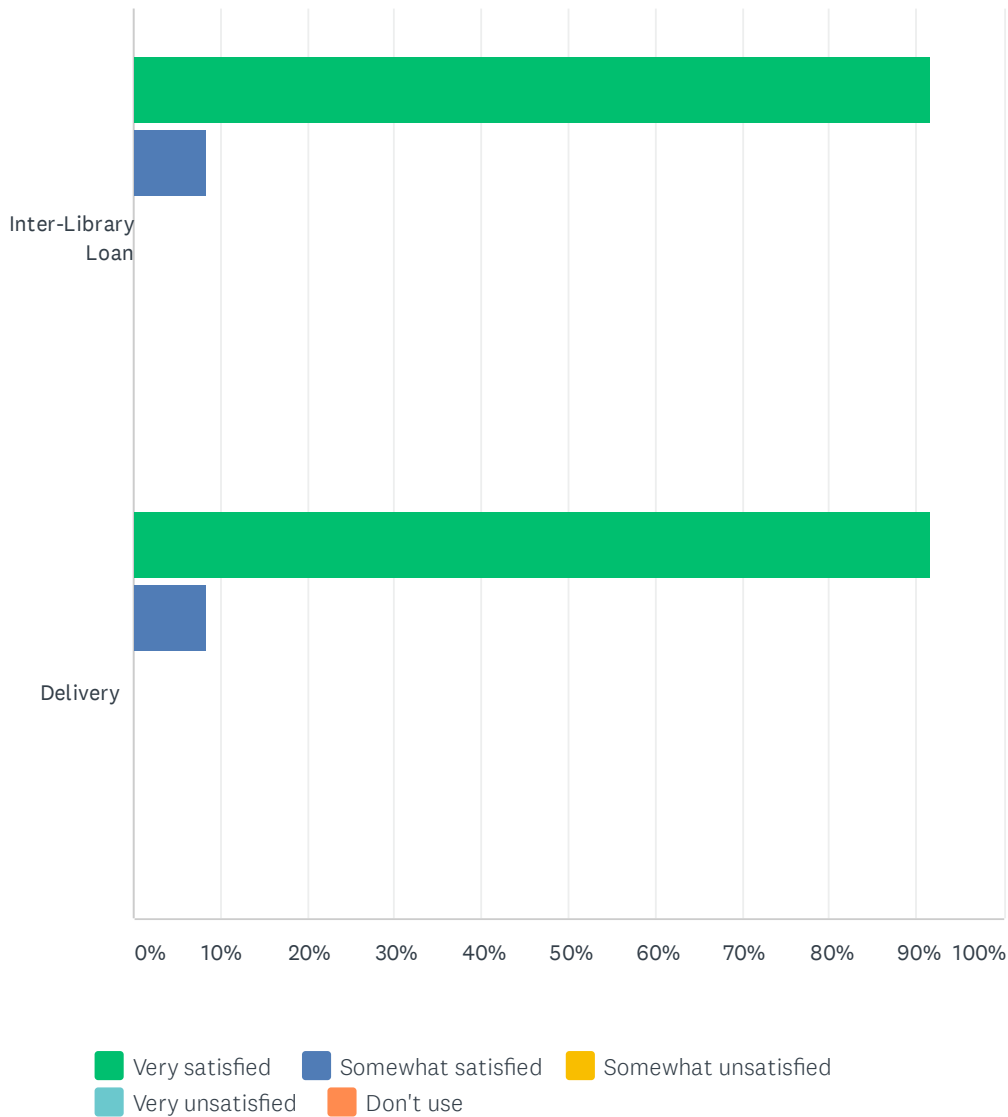
Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	100.00%	12
No	0.00%	0
TOTAL		12

Q21 In general, how satisfied are you with Inter-Library Loan and Delivery Services?

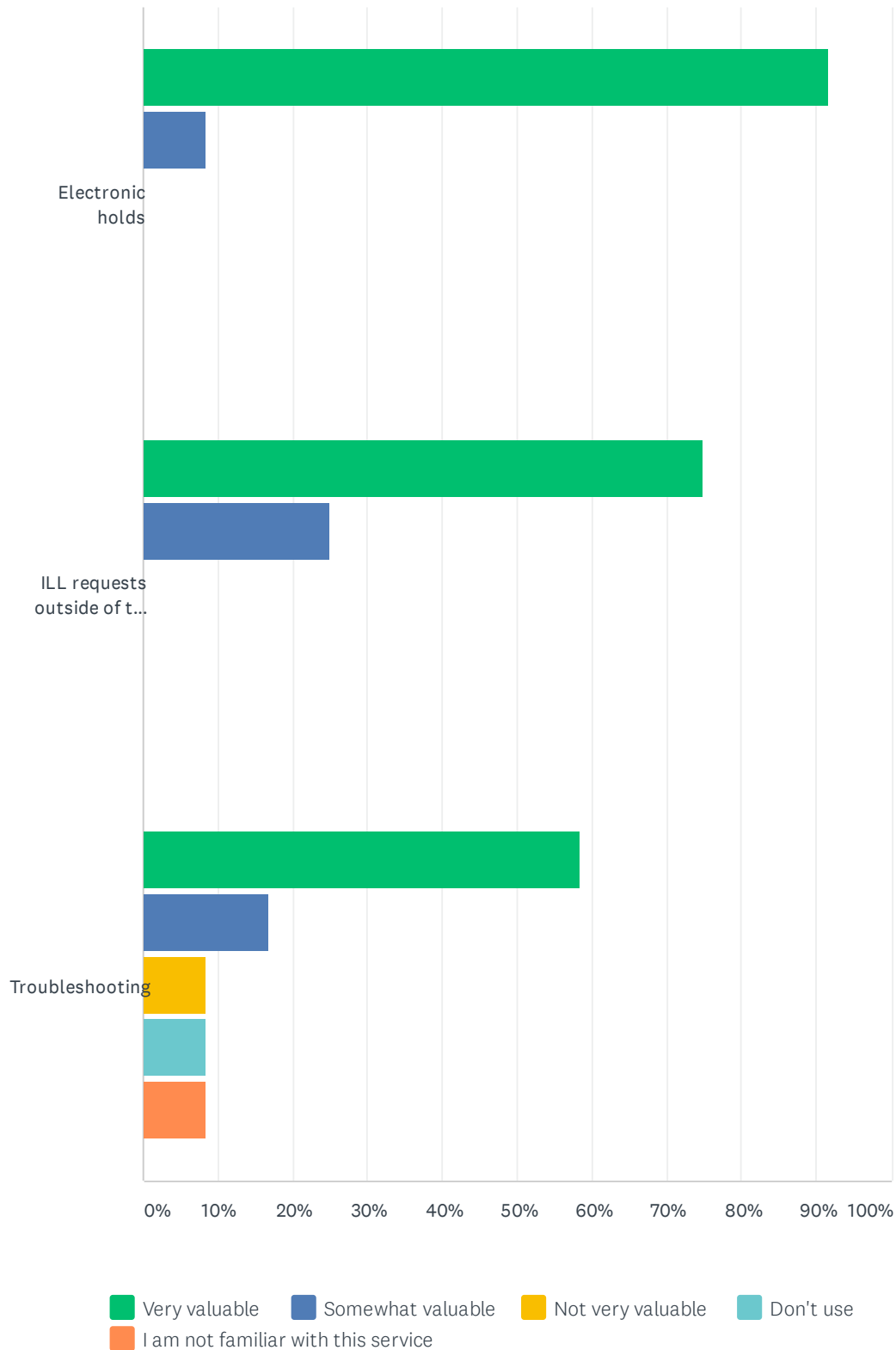
Answered: 12 Skipped: 0



	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT UNSATISFIED	VERY UNSATISFIED	DON'T USE	TOTAL	WEIGHTED AVERAGE
Inter-Library Loan	91.67% 11	8.33% 1	0.00% 0	0.00% 0	0.00% 0	12	1.08
Delivery	91.67% 11	8.33% 1	0.00% 0	0.00% 0	0.00% 0	12	1.08

Q22 How valuable are the following Inter-Library Loan services provided by Nioga to you in your efforts to serve your patrons?

Answered: 12 Skipped: 0



	VERY VALUABLE	SOMEWHAT VALUABLE	NOT VERY VALUABLE	DON'T USE	I AM NOT FAMILIAR WITH THIS SERVICE	TOTAL
Electronic holds	91.67% 11	8.33% 1	0.00% 0	0.00% 0	0.00% 0	12
ILL requests outside of the system	75.00% 9	25.00% 3	0.00% 0	0.00% 0	0.00% 0	12
Troubleshooting	58.33% 7	16.67% 2	8.33% 1	8.33% 1	8.33% 1	12

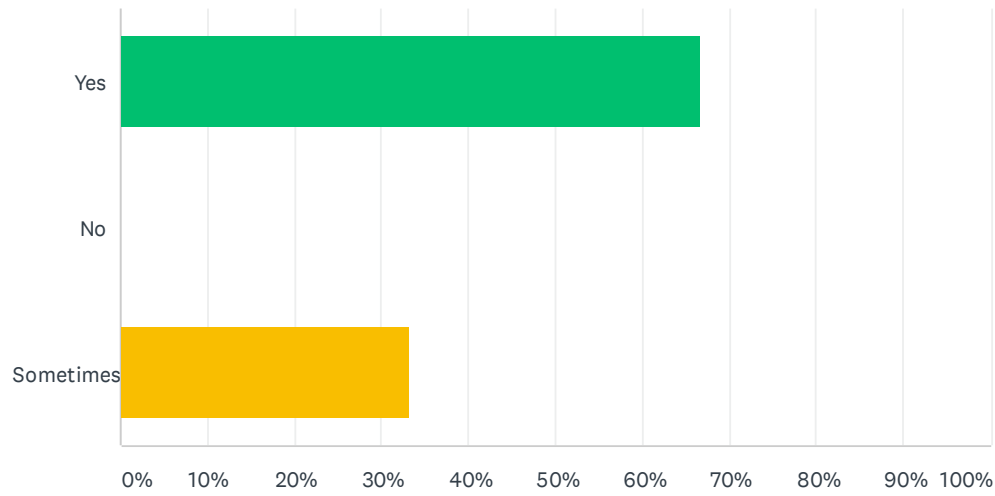
Q23 Do you have any suggestions to improve the Inter-Library Loan or Delivery Services?

Answered: 2 Skipped: 10

#	RESPONSES	DATE
1	There should be a back up to Rob if he is ill or unable to make the delivery.	7/19/2021 10:56 AM
2	We could not be a viable library without the ability to interloan items for my patrons.	7/15/2021 2:36 PM

Q24 Did you have the information you needed for your library to serve your patrons during the Pandemic?

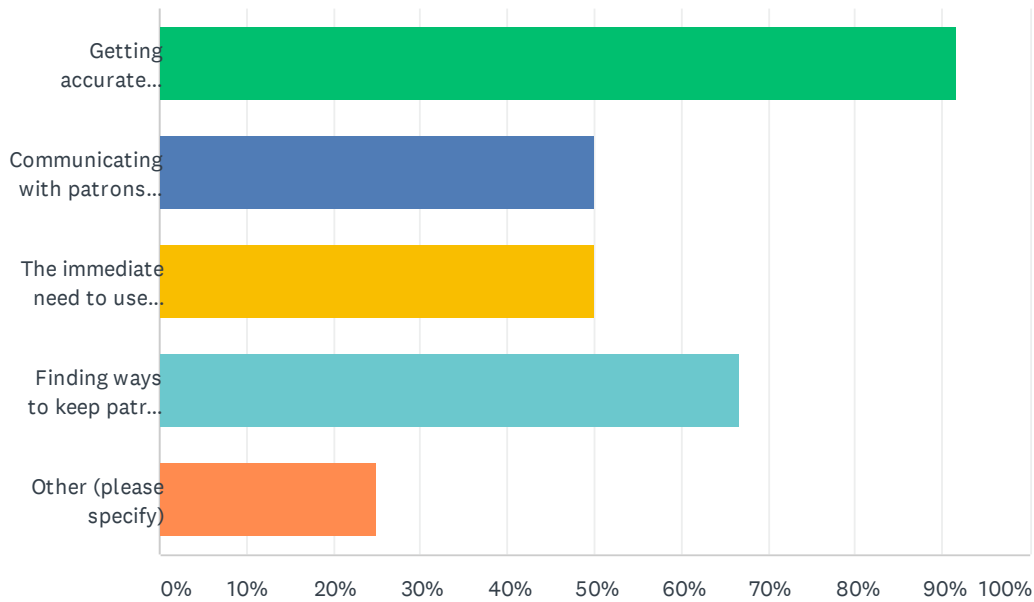
Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	66.67%	8
No	0.00%	0
Sometimes	33.33%	4
TOTAL		12

Q25 What were your most significant challenges at that time? (Check all that apply.)

Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES
Getting accurate information about how to safely operate	91.67% 11
Communicating with patrons about hours, procedures, e-services, etc.	50.00% 6
The immediate need to use digital services for online meetings and library programs (ie. online Story Hour)	50.00% 6
Finding ways to keep patrons involved, using our services, keeping items in circulation	66.67% 8
Other (please specify)	25.00% 3
Total Respondents: 12	

#	OTHER (PLEASE SPECIFY)	DATE
1	The director's meeting that we held from March until at least late winter were VERY helpful. The information around reopening last summer was incredibly important.	7/27/2021 1:02 AM
2	if there is a future pandemic....God forbid, the NFPI would be willing to be a drop-off point for returned materials.	7/19/2021 1:18 PM
3	I wish the state library would be better able to guide us not only during Covid but any other time they have been involved with any issue we have had in the past. They are not helpful at all as far as I'm concerned.	7/15/2021 12:18 PM

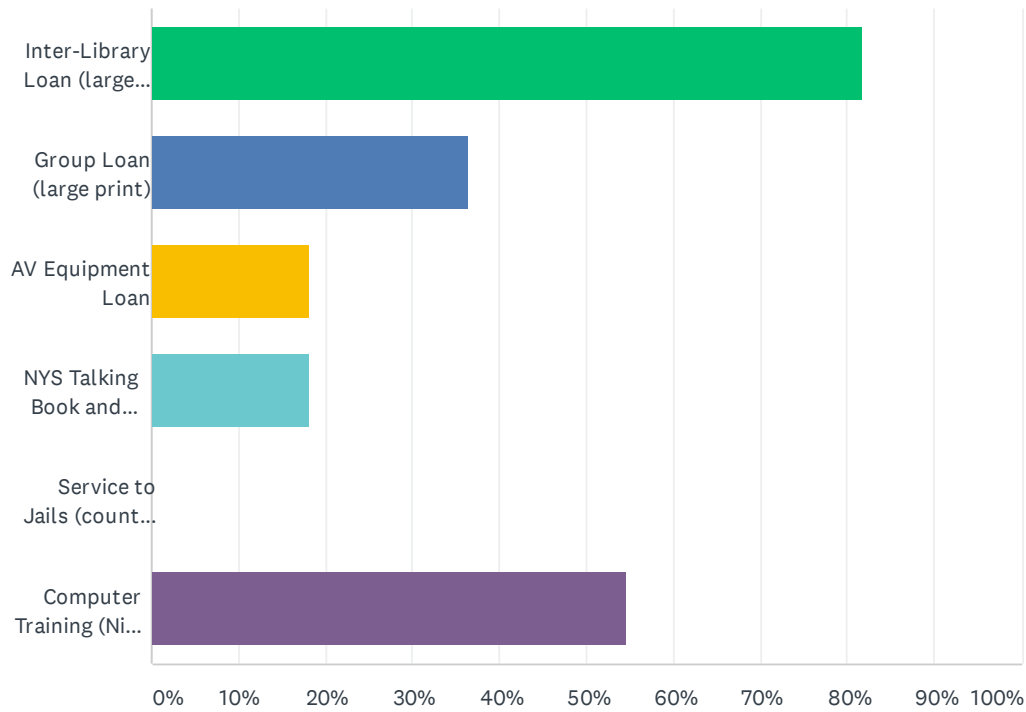
Q26 Do you have suggestions to help planning with an unexpected situation like the Pandemic?

Answered: 3 Skipped: 9

#	RESPONSES	DATE
1	if there is a future pandemic....God forbid, the NFPI would be willing to be a drop-off point for returned materials. Storage in our Bay/Garage	7/19/2021 1:18 PM
2	Continual communication daily among the directors to help mass confusion.	7/16/2021 4:45 PM
3	Everything with the pandemic was so unprecedented. I think NIOGA did a wonderful job keeping us informed to the best of their ability, things changed from one minute to the next and nobody had any solid answers for the most part. That's one way I think the state library should have stepped up but didn't.	7/15/2021 12:18 PM

Q27 Please check all of the following Outreach Services provided by Nioga that you currently use.

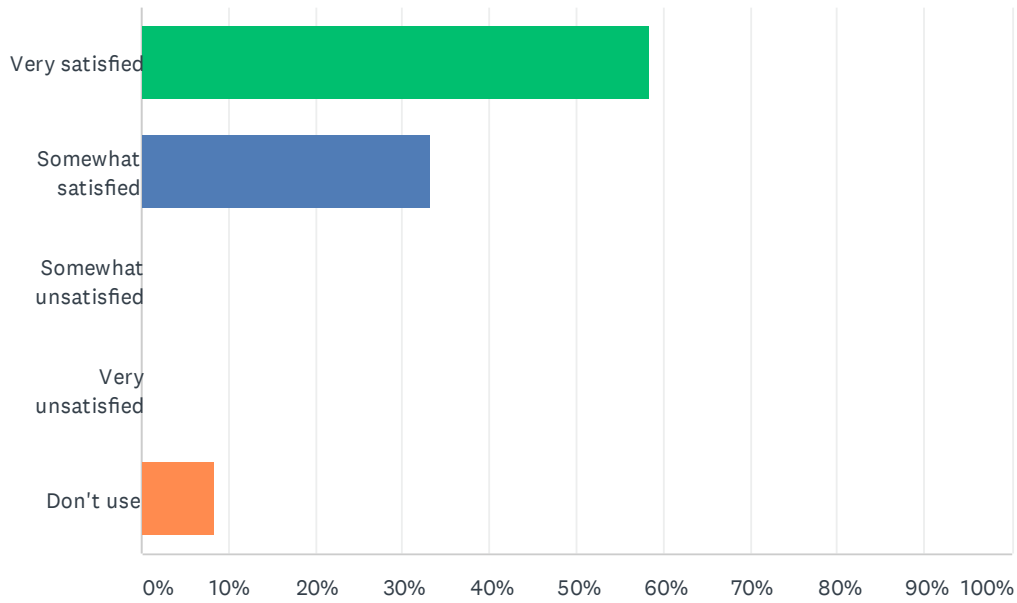
Answered: 11 Skipped: 1



ANSWER CHOICES	RESPONSES	
Inter-Library Loan (large print)	81.82%	9
Group Loan (large print)	36.36%	4
AV Equipment Loan	18.18%	2
NYS Talking Book and Braille Library	18.18%	2
Service to Jails (county and state facilities)	0.00%	0
Computer Training (Nioga Mobile Tech - formerly called BTOP)	54.55%	6
Total Respondents: 11		

Q28 How satisfied are you with Nioga Outreach Services?

Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	58.33%	7
Somewhat satisfied	33.33%	4
Somewhat unsatisfied	0.00%	0
Very unsatisfied	0.00%	0
Don't use	8.33%	1
TOTAL		12

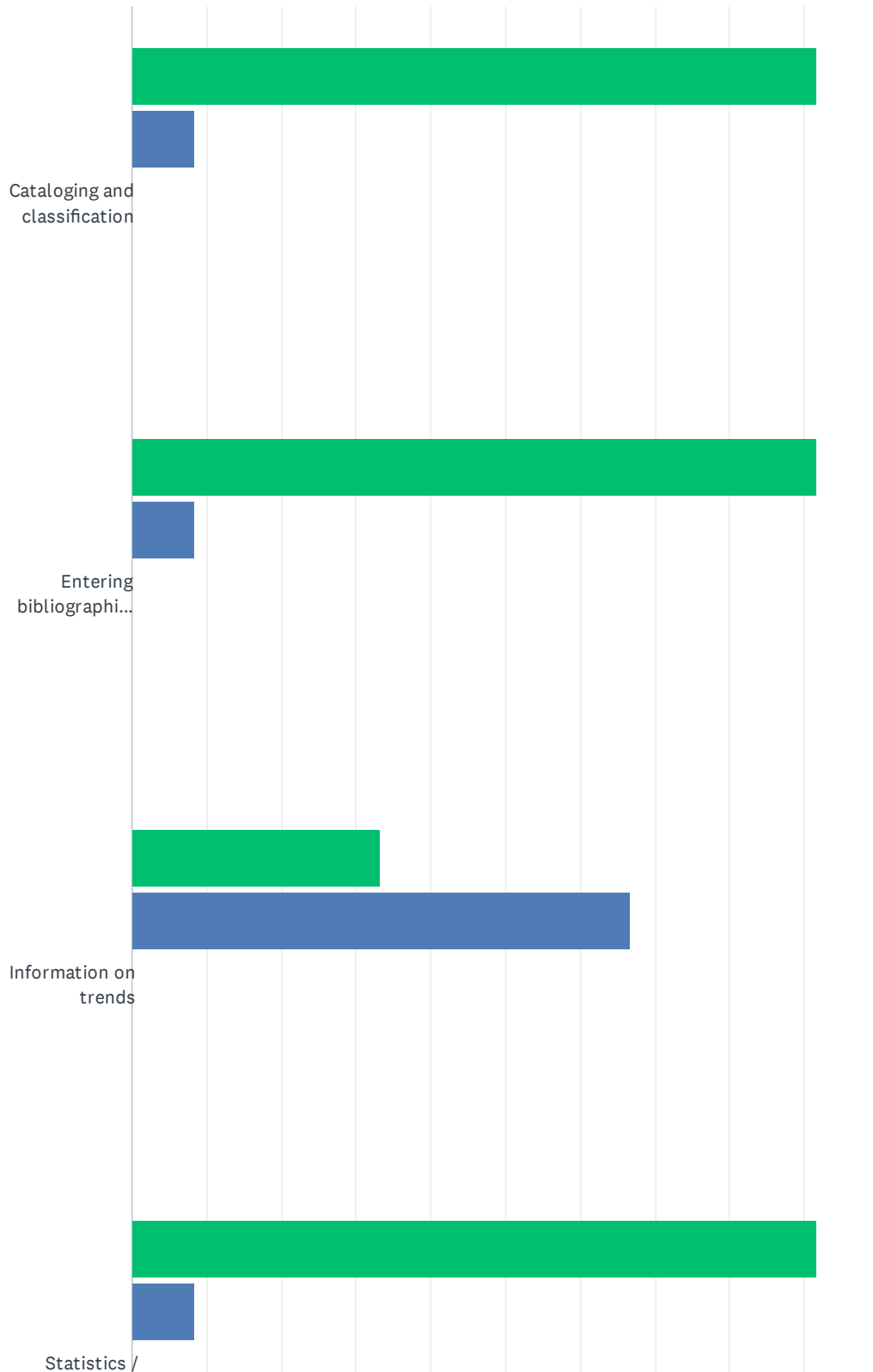
Q29 If you do not use any of the Nioga Outreach Services, why not?

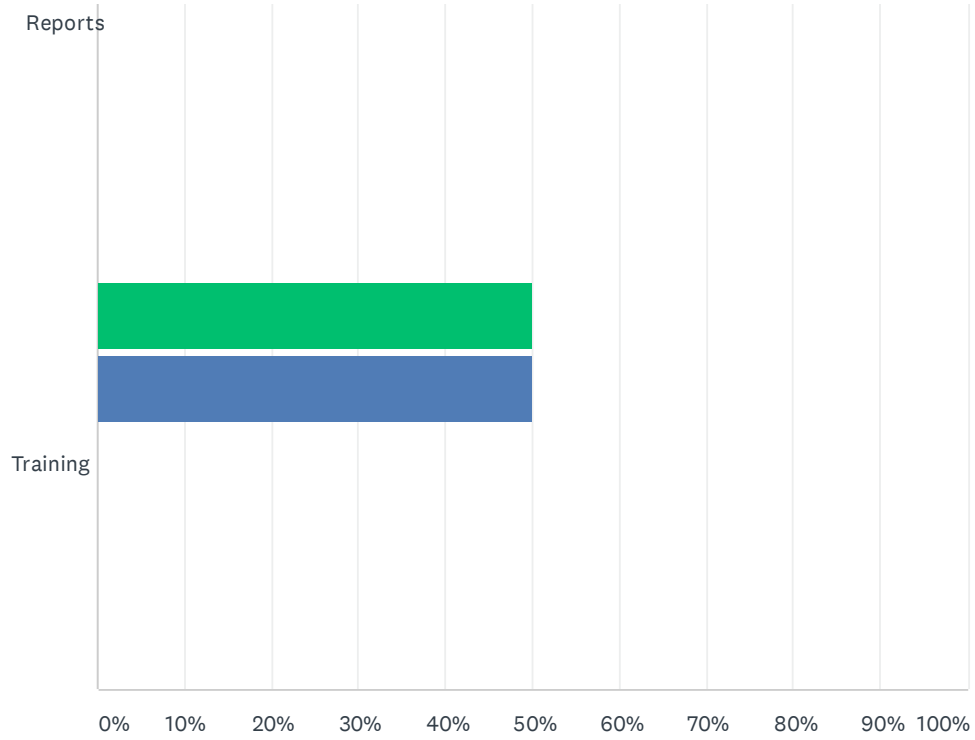
Answered: 2 Skipped: 10

#	RESPONSES	DATE
1	I don't use the outreach listed but do use the Storytime kits and other youth service items	7/15/2021 2:36 PM
2	I would use computer training but there is a required number of participants and we can't always meet that number.	7/15/2021 12:18 PM

Q30 How valuable and relevant are the following Technological & Technology Support Services provided by Nioga in your efforts to serve your patrons?

Answered: 12 Skipped: 0



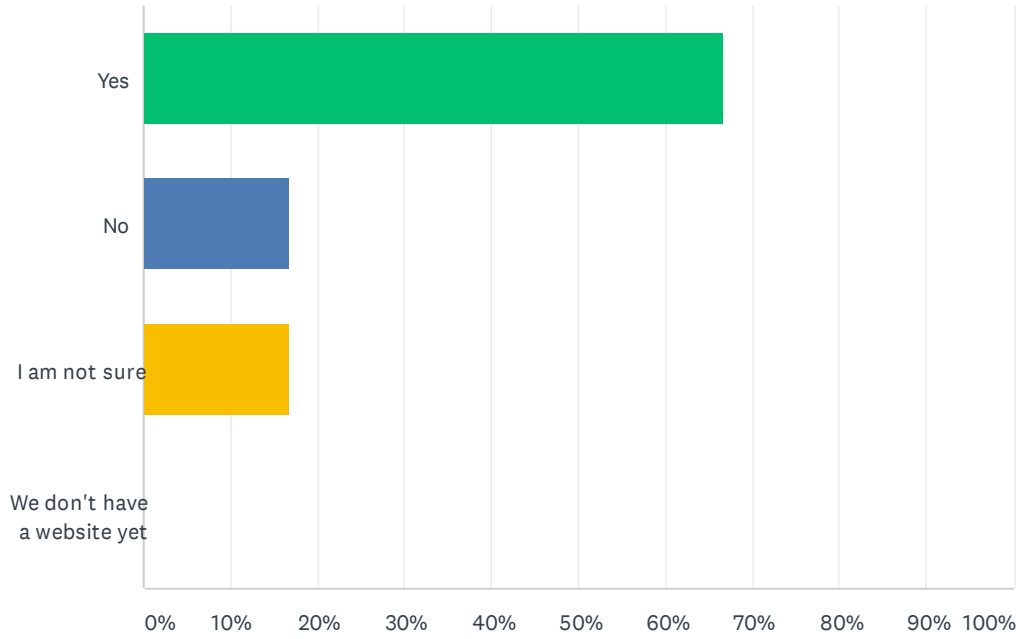


■ Very valuable
 ■ Somewhat valuable
 ■ Not very valuable
■ I don't use this service at all
 ■ I am unaware of this service

	VERY VALUABLE	SOMEWHAT VALUABLE	NOT VERY VALUABLE	I DON'T USE THIS SERVICE AT ALL	I AM UNAWARE OF THIS SERVICE	TOTAL
Cataloging and classification	91.67% 11	8.33% 1	0.00% 0	0.00% 0	0.00% 0	12
Entering bibliographic records	91.67% 11	8.33% 1	0.00% 0	0.00% 0	0.00% 0	12
Information on trends	33.33% 4	66.67% 8	0.00% 0	0.00% 0	0.00% 0	12
Statistics / Reports	91.67% 11	8.33% 1	0.00% 0	0.00% 0	0.00% 0	12
Training	50.00% 6	50.00% 6	0.00% 0	0.00% 0	0.00% 0	12

Q31 Is your website mobile friendly?

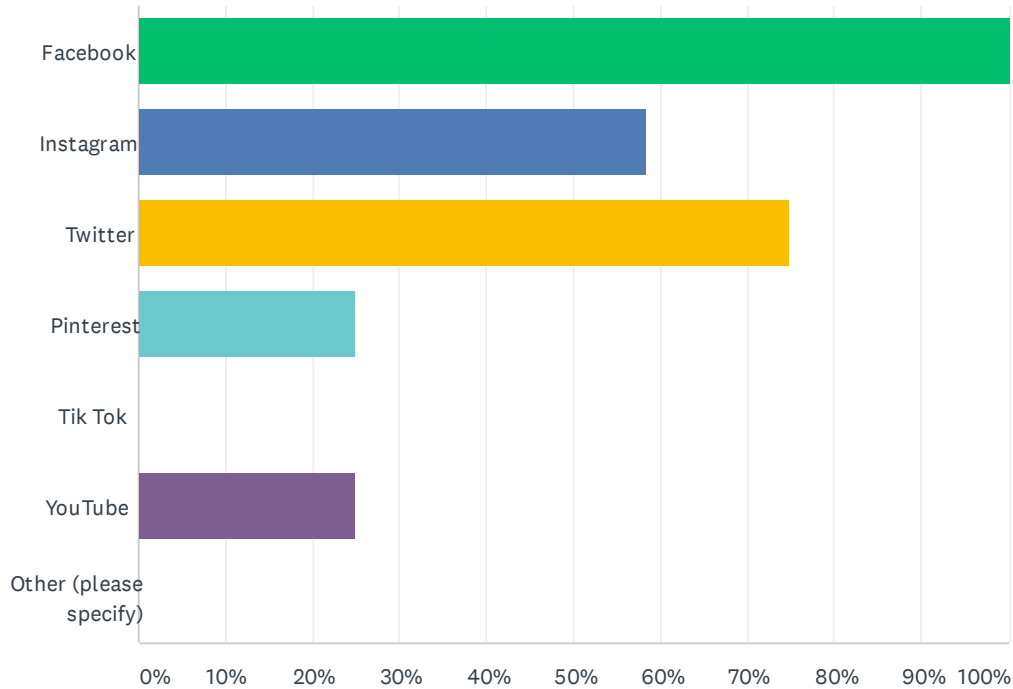
Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	66.67%	8
No	16.67%	2
I am not sure	16.67%	2
We don't have a website yet	0.00%	0
TOTAL		12

Q32 What Social Media accounts do you use to promote your library?

Answered: 12 Skipped: 0

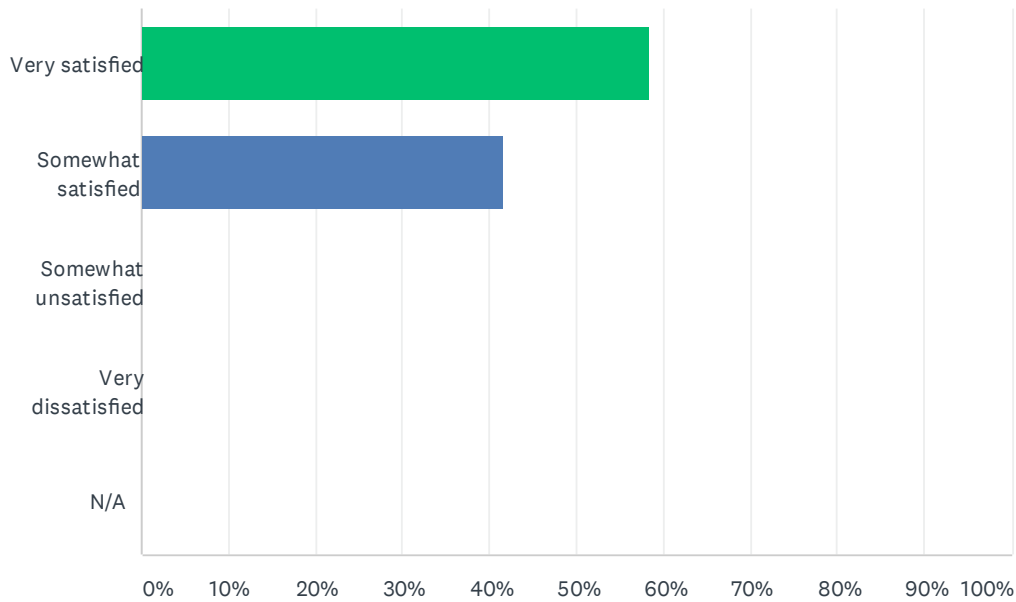


ANSWER CHOICES	RESPONSES	
Facebook	100.00%	12
Instagram	58.33%	7
Twitter	75.00%	9
Pinterest	25.00%	3
Tik Tok	0.00%	0
YouTube	25.00%	3
Other (please specify)	0.00%	0
Total Respondents: 12		

#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

Q33 In general, how satisfied are you with the Technical Services & Technology Support provided by Nioga?

Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	58.33%	7
Somewhat satisfied	41.67%	5
Somewhat unsatisfied	0.00%	0
Very dissatisfied	0.00%	0
N/A	0.00%	0
TOTAL		12

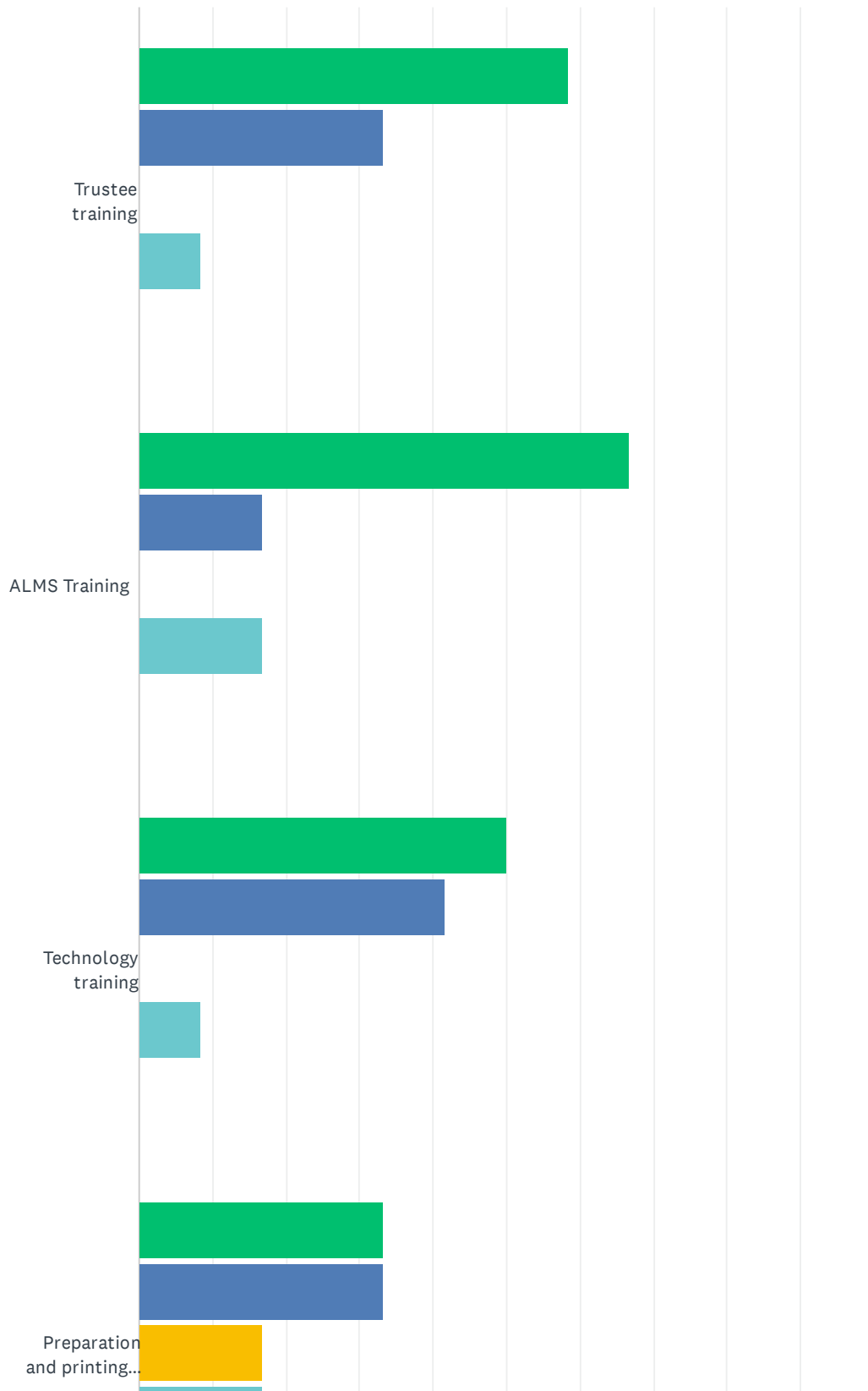
Q34 Do you have any comments about Nioga's Technical Services & Technology Support?

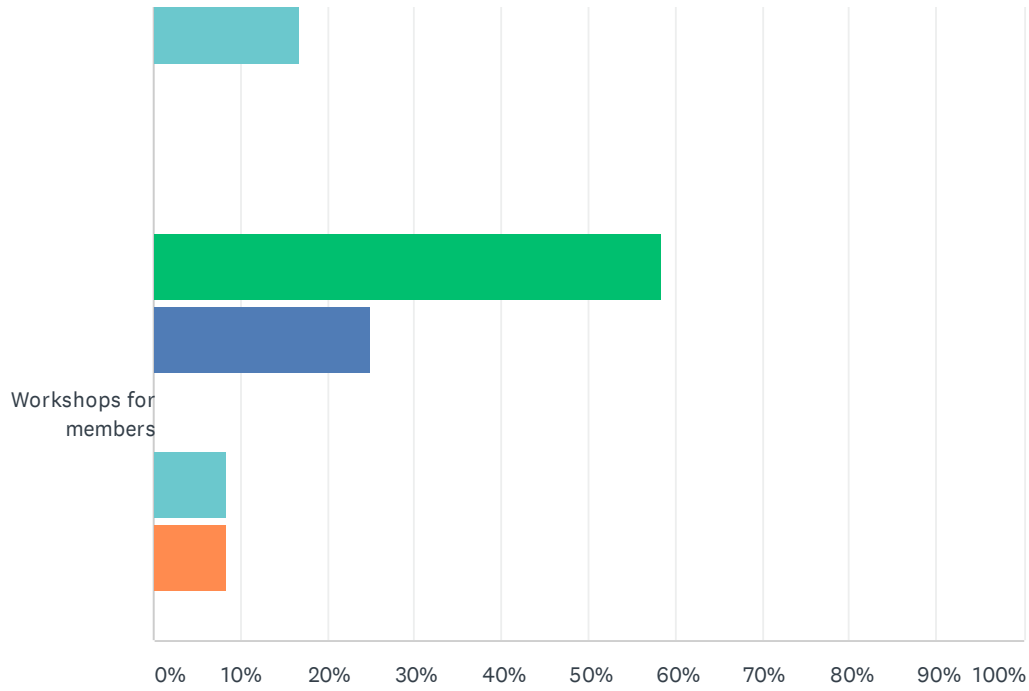
Answered: 3 Skipped: 9

#	RESPONSES	DATE
1	Some of the required paperwork and steps need to be updated.	7/19/2021 10:56 AM
2	Justin and Maggie are the best. If I need help they are always willing and are great at it.	7/15/2021 2:36 PM
3	I don't know what I'd do without Justin and Maggie!	7/15/2021 12:18 PM

Q35 How valuable and relevant are these Training & Education Services provided by Nioga to you in your efforts to serve your patrons?

Answered: 12 Skipped: 0



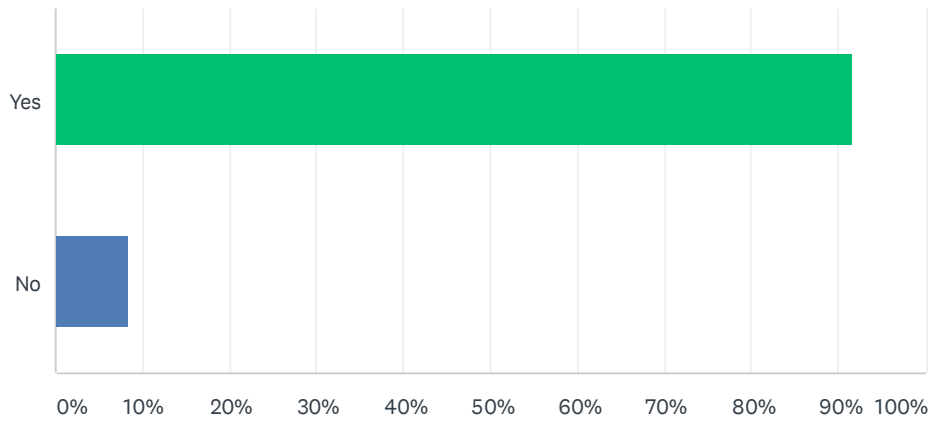


■ Very valuable
 ■ Somewhat valuable
 ■ Not very valuable
■ I don't use these services at all
 ■ I am not familiar with this service

	VERY VALUABLE	SOMEWHAT VALUABLE	NOT VERY VALUABLE	I DON'T USE THESE SERVICES AT ALL	I AM NOT FAMILIAR WITH THIS SERVICE	TOTAL
Trustee training	58.33% 7	33.33% 4	0.00% 0	8.33% 1	0.00% 0	12
ALMS Training	66.67% 8	16.67% 2	0.00% 0	16.67% 2	0.00% 0	12
Technology training	50.00% 6	41.67% 5	0.00% 0	8.33% 1	0.00% 0	12
Preparation and printing of handouts and materials	33.33% 4	33.33% 4	16.67% 2	16.67% 2	0.00% 0	12
Workshops for members	58.33% 7	25.00% 3	0.00% 0	8.33% 1	8.33% 1	12

Q36 Have you attended any workshops provided by Nioga in the past two years?

Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	91.67%	11
No	8.33%	1
TOTAL		12

#	IF NO, WHY NOT?	DATE
	There are no responses.	

Q37 If your answer was "Yes", how beneficial were the workshop(s) you attended to your job performance. Please be as specific as you can.

Answered: 6 Skipped: 6

#	RESPONSES	DATE
1	Somewhere better than others. It is most problematic when the presentation does not match the described topic or audience.	7/27/2021 1:02 AM
2	I don't remember what workshops were attended, but I attend them in order to keep my skills up to date.	7/20/2021 2:27 PM
3	Sorry it has been so long i can't really remember. The main thing is to keep to the point and the time frame.	7/19/2021 10:56 AM
4	Very beneficial, I always take away very helpful information for my position.	7/16/2021 4:45 PM
5	I always get at least one thing I can use from all workshops	7/15/2021 2:36 PM
6	I most always get something out of the meetings and workshops offered by NIOGA. My staff does also. I'd like to see more staff training.	7/15/2021 12:18 PM

Q38 Most library staff and trustees have a "wish list" of training programs they would like to attend. What are the three top areas or topics that you would like to have specific training for?

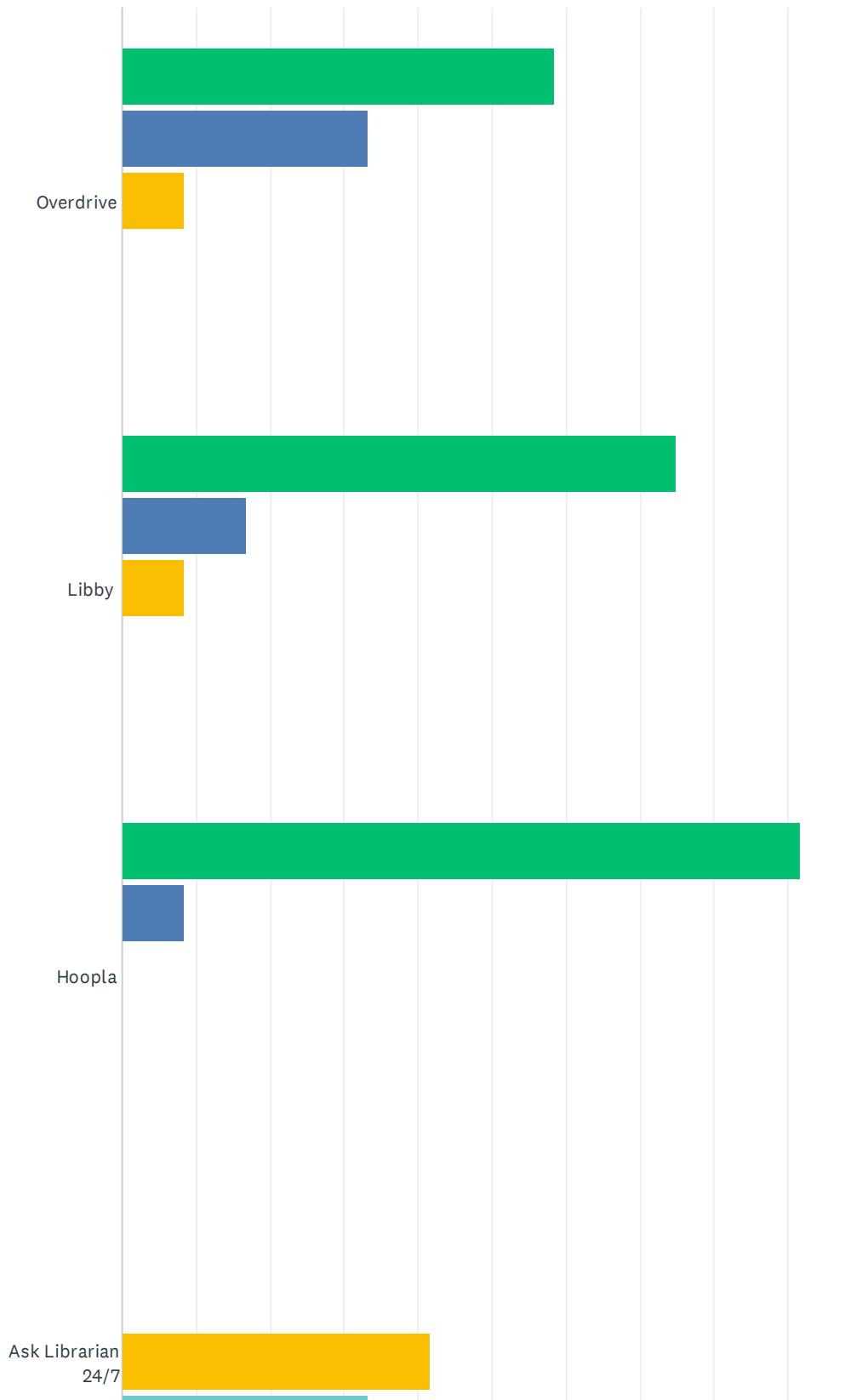
Answered: 9 Skipped: 3

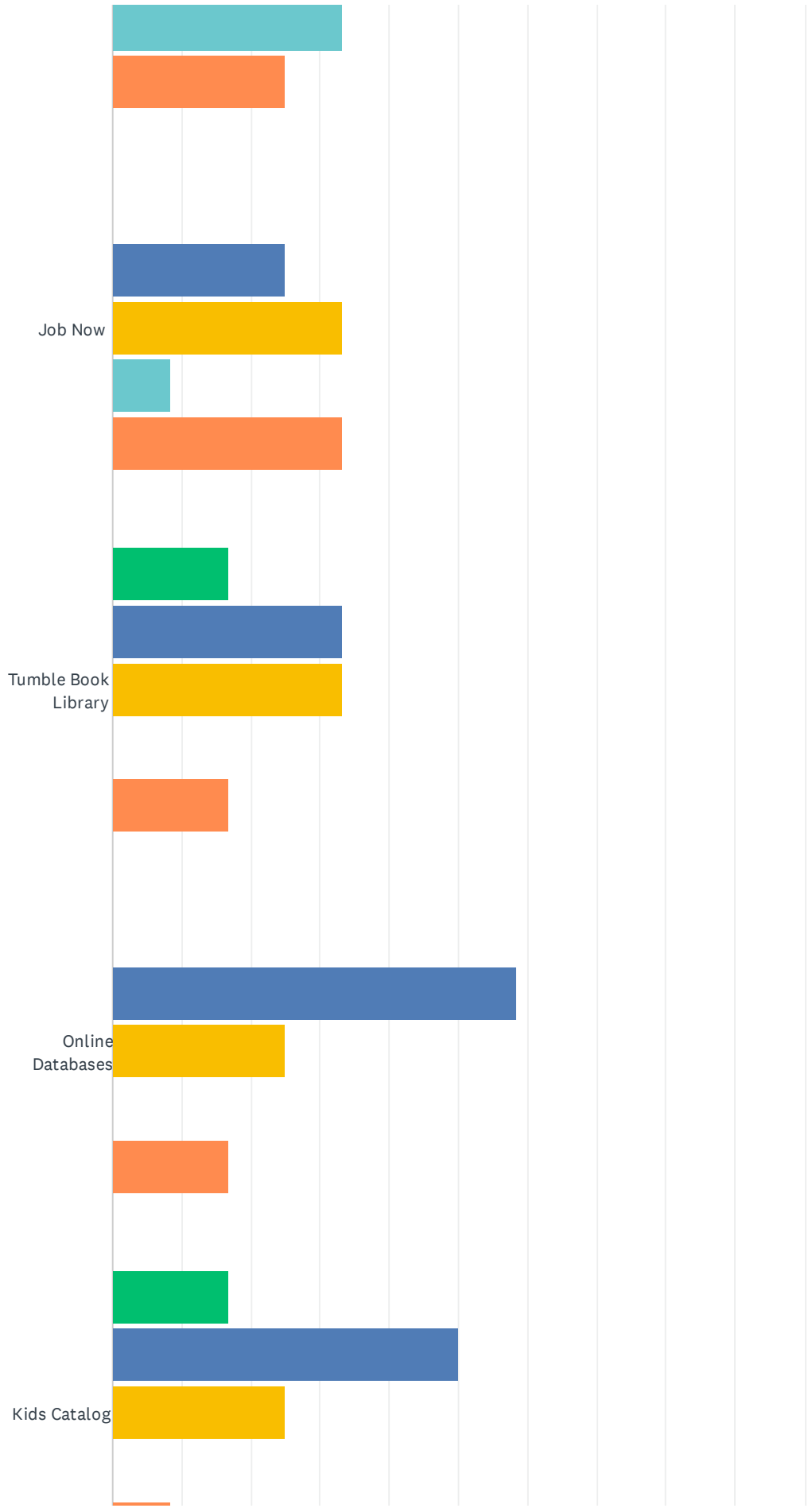
ANSWER CHOICES	RESPONSES	
Topic 1:	100.00%	9
Topic 2:	77.78%	7
Topic 3:	55.56%	5

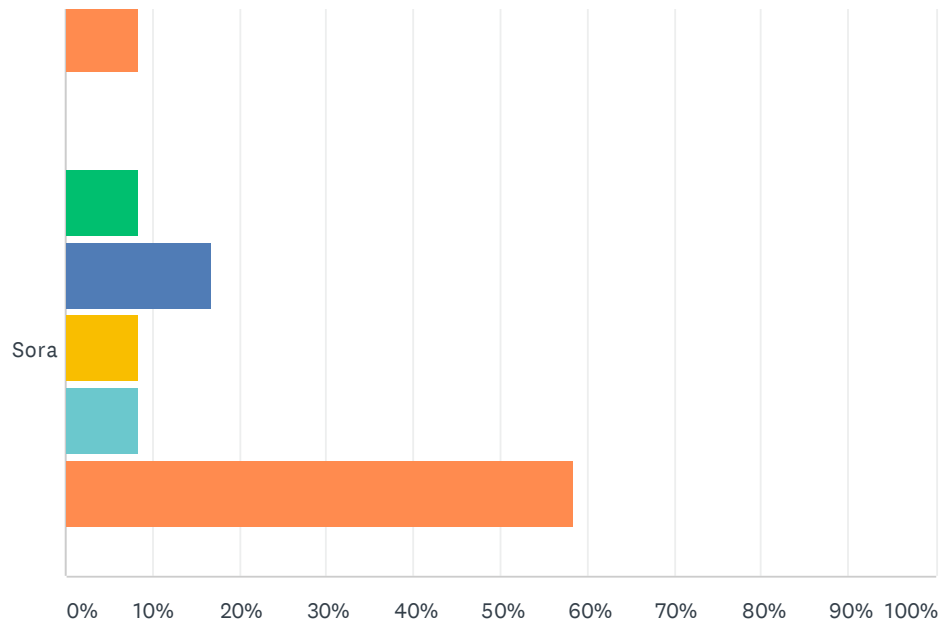
#	TOPIC 1:	DATE
1	Using images on website or print material - copyright, free images, purchased images	7/20/2021 2:27 PM
2	State laws for libraries	7/19/2021 10:56 AM
3	Online databases	7/18/2021 11:45 AM
4	Public Library Law	7/16/2021 5:28 PM
5	Policies and Procedure Updates	7/16/2021 4:45 PM
6	Website- wordpress how to	7/15/2021 2:36 PM
7	hiring practices	7/15/2021 1:20 PM
8	Trustee training- Responsibilities	7/15/2021 12:18 PM
9	Grant writing	7/15/2021 11:25 AM
#	TOPIC 2:	DATE
1	Using the electronic databases on the Nioga webpage	7/20/2021 2:27 PM
2	Human Resources	7/16/2021 5:28 PM
3	Continual Directors Training	7/16/2021 4:45 PM
4	technology	7/15/2021 2:36 PM
5	benefits	7/15/2021 1:20 PM
6	Staff-ALMS training, e-services	7/15/2021 12:18 PM
7	HR/ personnel	7/15/2021 11:25 AM
#	TOPIC 3:	DATE
1	How to continue to engage your community	7/16/2021 4:45 PM
2	reader services	7/15/2021 2:36 PM
3	teaching staff to teach patrons	7/15/2021 1:20 PM
4	Staff- Patron interactions	7/15/2021 12:18 PM
5	Building construction	7/15/2021 11:25 AM

Q39 In your opinion, what e-services (some are provided by Nioga) are of most interest or most used by your patrons? Please check all that apply.

Answered: 12 Skipped: 0





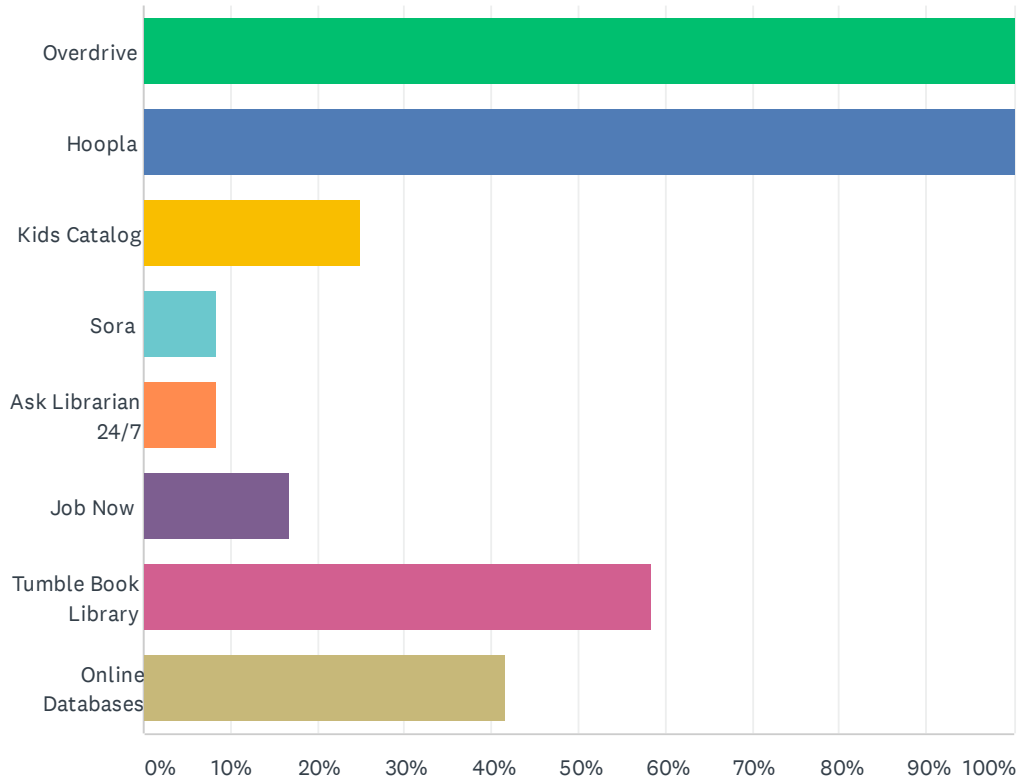


■ Most interest/use
 ■ Some interest/use
 ■ Slight interest/use
■ No interest/use
 ■ They are probably unaware of this service

	MOST INTEREST/USE	SOME INTEREST/USE	SLIGHT INTEREST/USE	NO INTEREST/USE	THEY ARE PROBABLY UNAWARE OF THIS SERVICE	TOTAL
Overdrive	58.33% 7	33.33% 4	8.33% 1	0.00% 0	0.00% 0	12
Libby	75.00% 9	16.67% 2	8.33% 1	0.00% 0	0.00% 0	12
Hoopla	91.67% 11	8.33% 1	0.00% 0	0.00% 0	0.00% 0	12
Ask Librarian 24/7	0.00% 0	0.00% 0	41.67% 5	33.33% 4	25.00% 3	12
Job Now	0.00% 0	25.00% 3	33.33% 4	8.33% 1	33.33% 4	12
Tumble Book Library	16.67% 2	33.33% 4	33.33% 4	0.00% 0	16.67% 2	12
Online Databases	0.00% 0	58.33% 7	25.00% 3	0.00% 0	16.67% 2	12
Kids Catalog	16.67% 2	50.00% 6	25.00% 3	0.00% 0	8.33% 1	12
Sora	8.33% 1	16.67% 2	8.33% 1	8.33% 1	58.33% 7	12

Q40 Which of these Electronic Services provided by Nioga do you list on your website, in advertisements or in newsletters?

Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES
Overdrive	100.00% 12
Hoopla	100.00% 12
Kids Catalog	25.00% 3
Sora	8.33% 1
Ask Librarian 24/7	8.33% 1
Job Now	16.67% 2
Tumble Book Library	58.33% 7
Online Databases	41.67% 5
Total Respondents: 12	

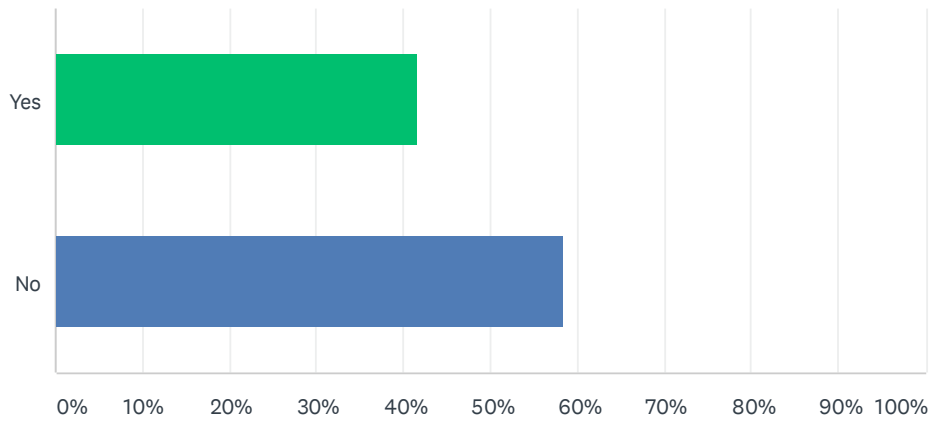
Q41 What Electronic Services from those listed above, do you talk about or discuss with your patrons the most?

Answered: 11 Skipped: 1

#	RESPONSES	DATE
1	The digital libraries, Hoopla and Libby	7/28/2021 1:31 PM
2	LIBBY 7 HOOPLA	7/27/2021 1:02 AM
3	Hoopla and Overdrive. Hoopla more so because of the variety.	7/20/2021 2:27 PM
4	Overdrive and Hoopla without a doubt	7/19/2021 1:18 PM
5	Hoopla	7/19/2021 10:56 AM
6	Hoopla, Libby	7/18/2021 11:45 AM
7	Hoopla	7/16/2021 5:28 PM
8	Overdrive and Hoopla	7/16/2021 4:45 PM
9	Overdrive- Hoopla - Kids Catalog- Tumble Book- Online Databases	7/15/2021 2:36 PM
10	Hoopla, Overdrive Love the new kids catalog!!!!!!	7/15/2021 12:18 PM
11	Hoopla	7/15/2021 11:25 AM

Q42 Have you held a computer class (e.g. Gadgets & Gear Program) at your library within the last two years?

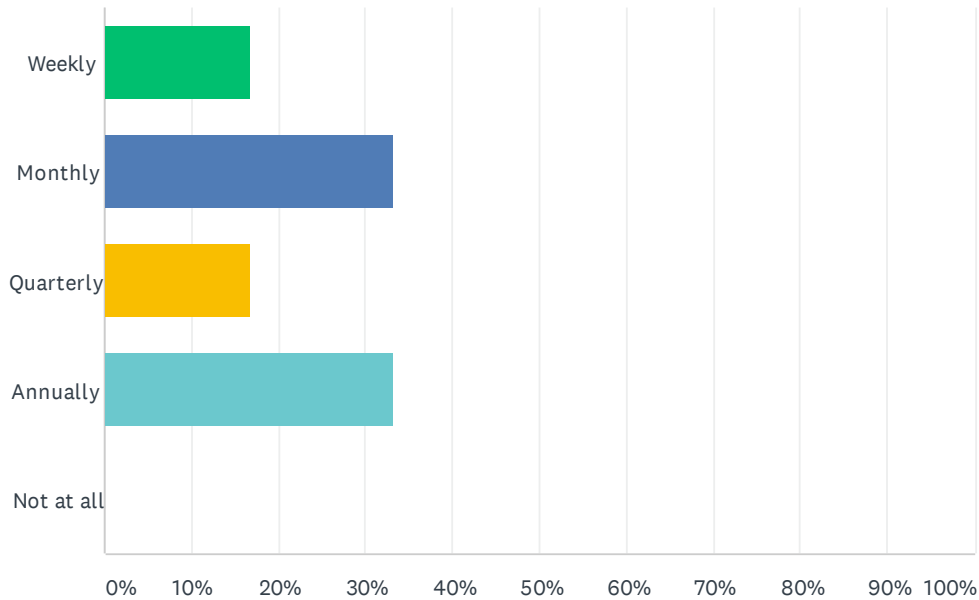
Answered: 12 Skipped: 0



ANSWER CHOICES		RESPONSES	
Yes		41.67%	5
No		58.33%	7
TOTAL			12

Q43 In a perfect world, how often would you prefer to schedule computer classes (like Gadgets & Gear) to explain any of the Electronic Services available at your library?

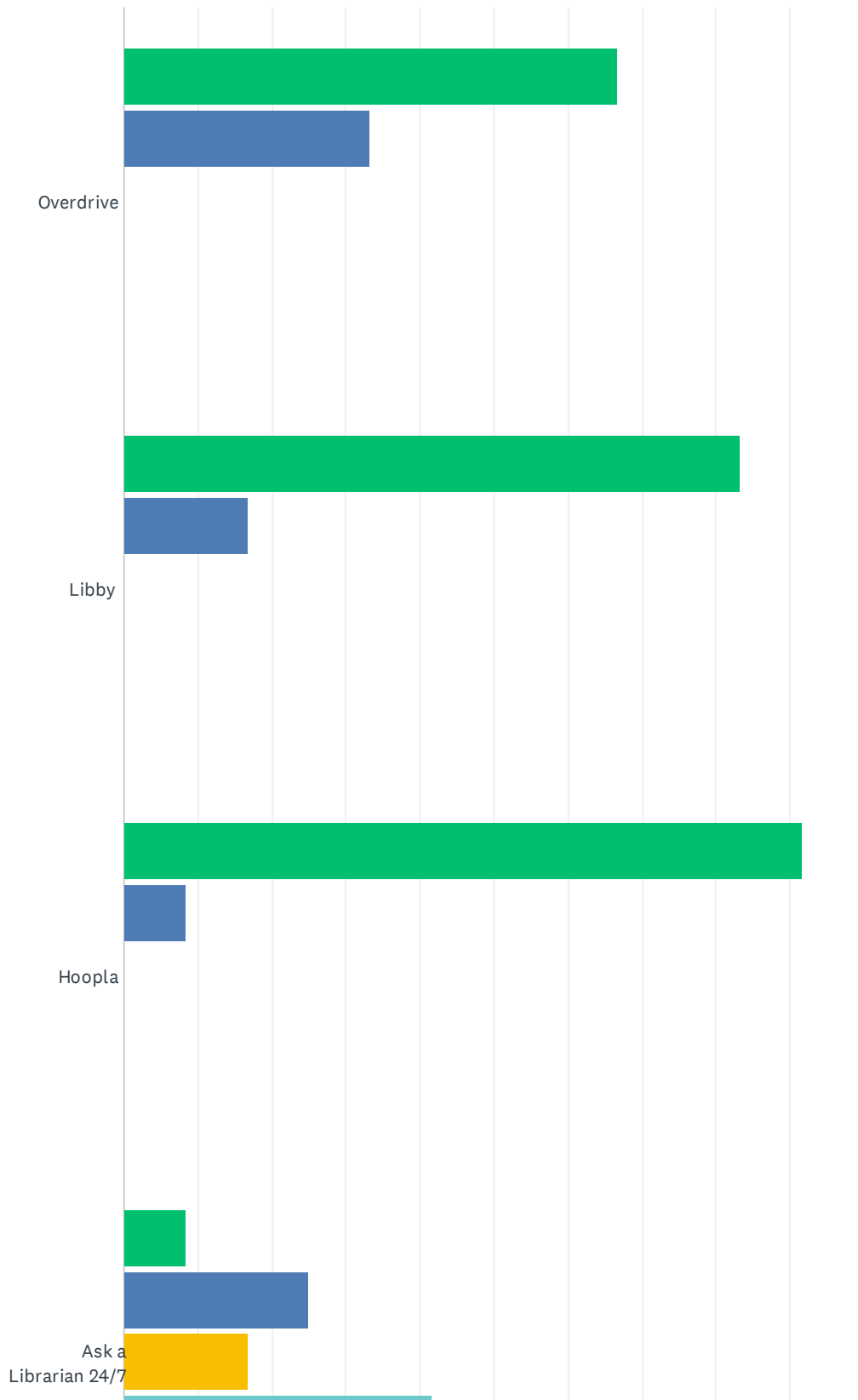
Answered: 12 Skipped: 0

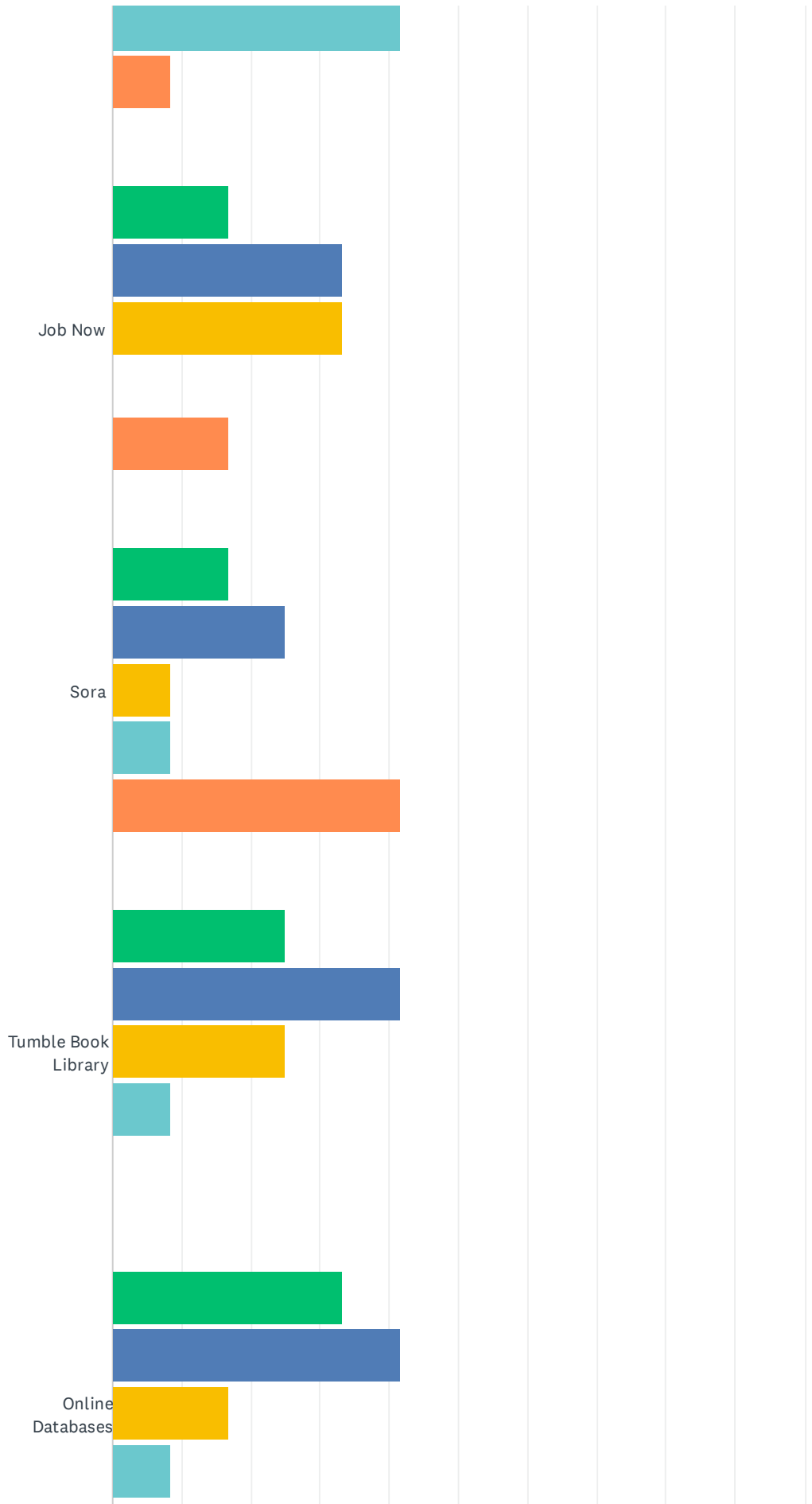


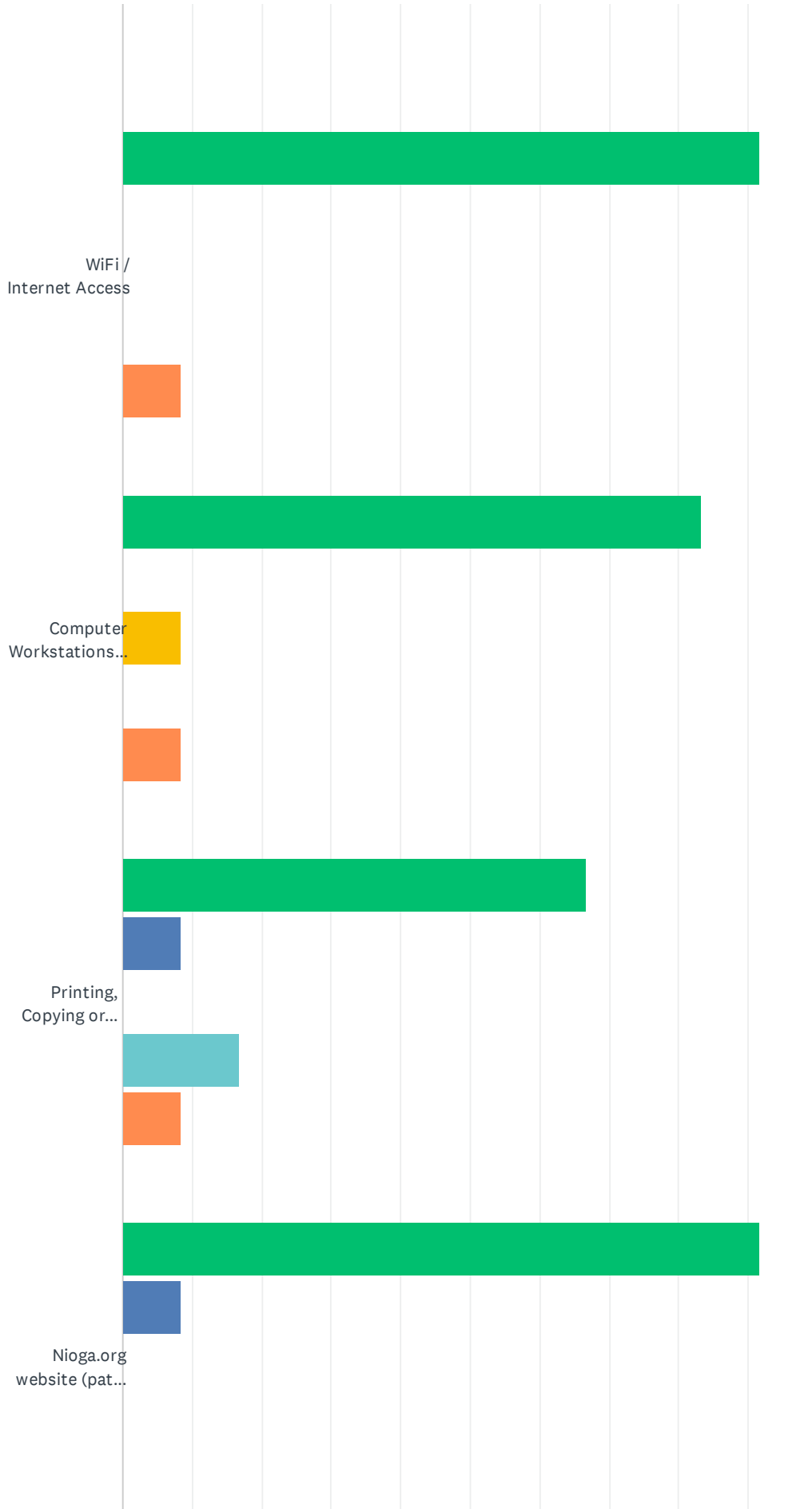
ANSWER CHOICES	RESPONSES
Weekly	16.67% 2
Monthly	33.33% 4
Quarterly	16.67% 2
Annually	33.33% 4
Not at all	0.00% 0
TOTAL	12

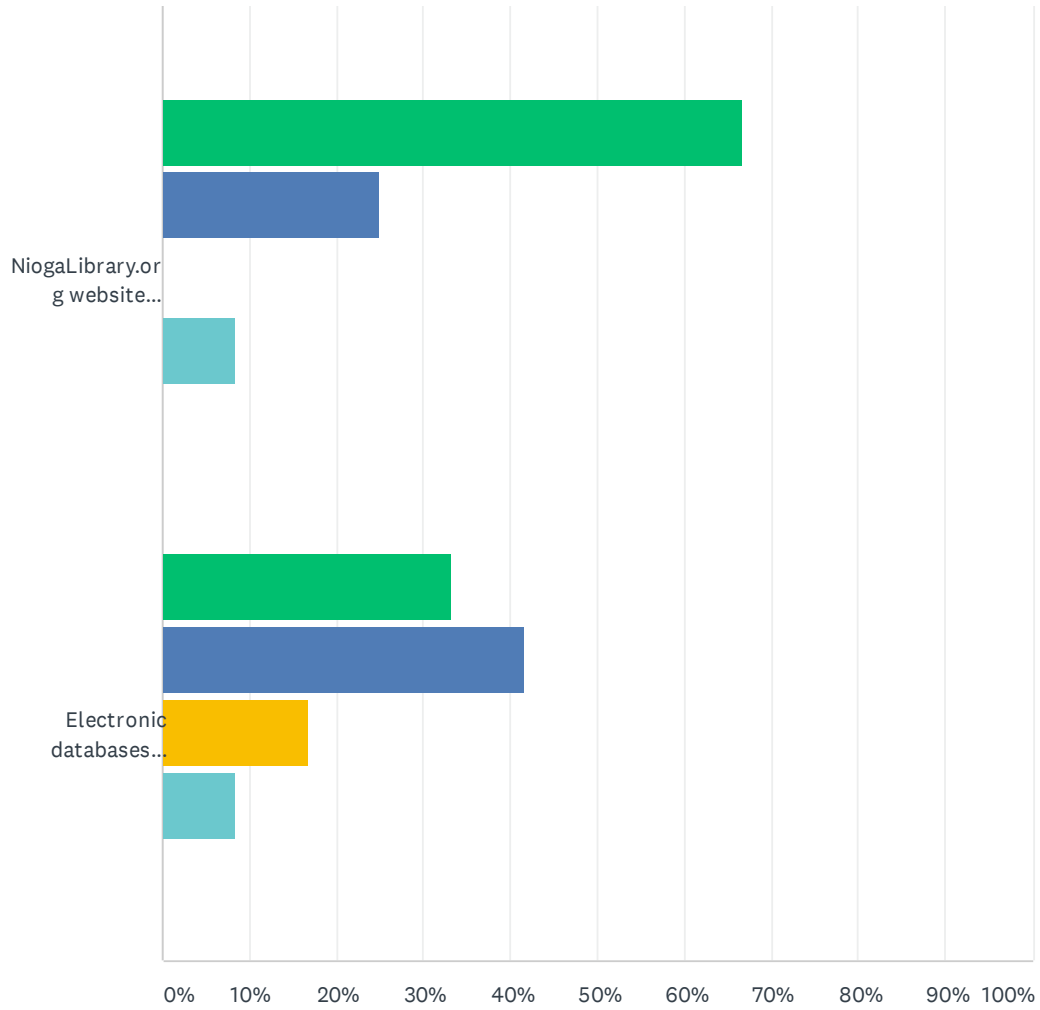
Q44 How valuable or relevant are the Electronic Services provided by Nioga to you in your efforts to serve your patrons?

Answered: 12 Skipped: 0







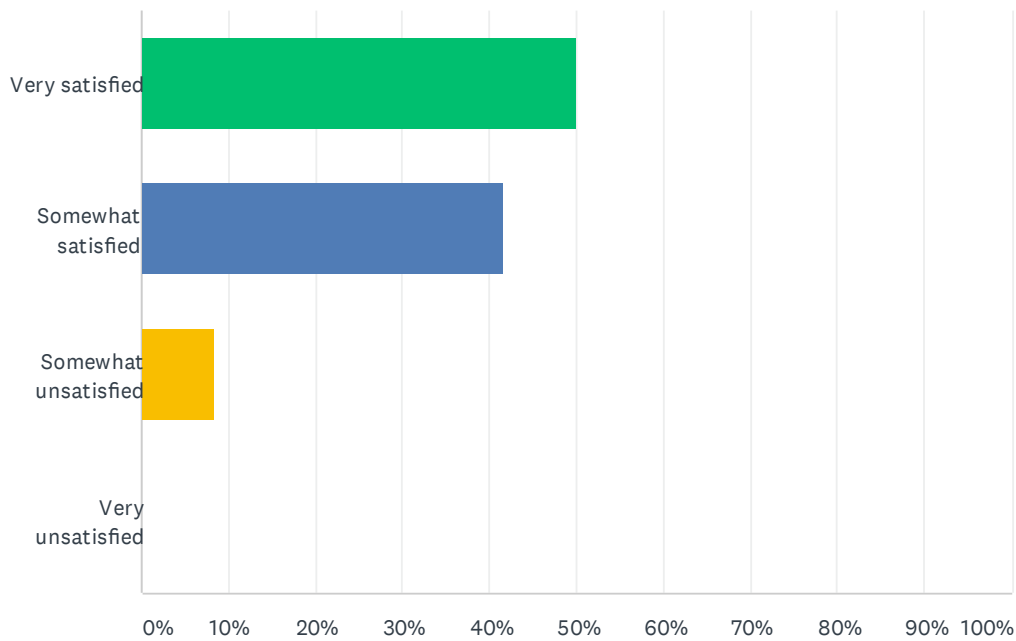


Very valuable Somewhat valuable Slightly valuable
No value at all I am not aware of this service

	VERY VALUABLE	SOMEWHAT VALUABLE	SLIGHTLY VALUABLE	NO VALUE AT ALL	I AM NOT AWARE OF THIS SERVICE	TOTAL	WEIGHTED AVERAGE
Overdrive	66.67% 8	33.33% 4	0.00% 0	0.00% 0	0.00% 0	12	3.67
Libby	83.33% 10	16.67% 2	0.00% 0	0.00% 0	0.00% 0	12	3.83
Hoopla	91.67% 11	8.33% 1	0.00% 0	0.00% 0	0.00% 0	12	3.92
Ask a Librarian 24/7	8.33% 1	25.00% 3	16.67% 2	41.67% 5	8.33% 1	12	1.83
Job Now	16.67% 2	33.33% 4	33.33% 4	0.00% 0	16.67% 2	12	2.33
Sora	16.67% 2	25.00% 3	8.33% 1	8.33% 1	41.67% 5	12	1.67
Tumble Book Library	25.00% 3	41.67% 5	25.00% 3	8.33% 1	0.00% 0	12	2.83
Online Databases	33.33% 4	41.67% 5	16.67% 2	8.33% 1	0.00% 0	12	3.00
WiFi / Internet Access	91.67% 11	0.00% 0	0.00% 0	0.00% 0	8.33% 1	12	3.67
Computer Workstations & Software	83.33% 10	0.00% 0	8.33% 1	0.00% 0	8.33% 1	12	3.50
Printing, Copying or Faxing Services	66.67% 8	8.33% 1	0.00% 0	16.67% 2	8.33% 1	12	3.08
Nioga.org website (patron access for Overdrive, Hoopla, etc.)	91.67% 11	8.33% 1	0.00% 0	0.00% 0	0.00% 0	12	3.92
NiogaLibrary.org website (system services)	66.67% 8	25.00% 3	0.00% 0	8.33% 1	0.00% 0	12	3.50
Electronic databases (Groliers, etc.)	33.33% 4	41.67% 5	16.67% 2	8.33% 1	0.00% 0	12	3.00

Q45 In general, how satisfied are you with the Nioga website (Nioga.org) in terms of ease of use for your patrons?

Answered: 12 Skipped: 0

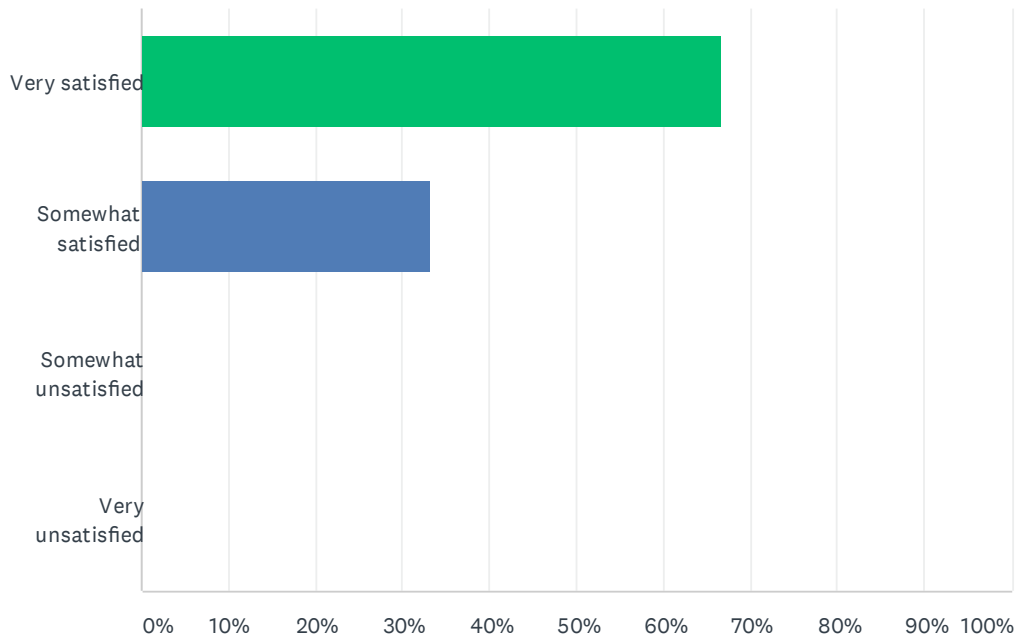


ANSWER CHOICES	RESPONSES
Very satisfied	50.00% 6
Somewhat satisfied	41.67% 5
Somewhat unsatisfied	8.33% 1
Very unsatisfied	0.00% 0
TOTAL	12

#	OTHER COMMENTS (PLEASE SPECIFY)	DATE
1	The mobile website is still kind of confusing to navigate (e.g. find a specific library to search in)	7/28/2021 1:31 PM
2	I need to use this website more often to familiarize myself with it, especially the electronic databases.	7/20/2021 2:27 PM

Q46 In general, how satisfied are you with the Electronic Services provided by Nioga?

Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	66.67%	8
Somewhat satisfied	33.33%	4
Somewhat unsatisfied	0.00%	0
Very unsatisfied	0.00%	0
TOTAL		12

Q47 What do you like or appreciate the most about the services provided by the Nioga system?

Answered: 11 Skipped: 1

#	RESPONSES	DATE
1	A lot of the workshops and training, and the youth services (especially the STEAM gadgets)	7/28/2021 1:31 PM
2	ALMS, circulation, tech services, cataloging, delivery, and interlibrary loan. Maintains of online catalog, catalog and patron record maintenance. Consultation services and Financial services.	7/27/2021 1:02 AM
3	Having people to talk to/figure out problems with/share ideas with in my field. As the only librarian on staff, it can be very isolating not having a coworker in my field.	7/20/2021 2:27 PM
4	guidance on state construction grants and annual report season.	7/19/2021 1:18 PM
5	They help the library complete its mission of service to the public.	7/19/2021 10:56 AM
6	Ill, cataloging, electronic services	7/18/2021 11:45 AM
7	That we have access to all of the other libraries materials in the system. Also, they have a good support system for when you have questions or concerns.	7/16/2021 4:45 PM
8	I use the interloan and the tech. services the most	7/15/2021 2:36 PM
9	The people who work at NIOGA	7/15/2021 1:20 PM
10	The help I receive when I haven't a clue what I'm doing! ;)	7/15/2021 12:18 PM
11	Ease of accessibility. The delivery which provides my patrons with materials from the entire system.	7/15/2021 11:25 AM

Q48 What improvements do you think you and / or your patrons would you like to see?

Answered: 5 Skipped: 7

#	RESPONSES	DATE
1	It's frustrating when a patron wants to place a hold on something, but the library who owns it won't send it. Patrons get confused & frustrated - did they do something wrong? - when it should be more simple.	7/20/2021 2:27 PM
2	updated Nioga website. online chat service	7/19/2021 1:18 PM
3	Sometimes the search isn't as friendly if you do not have the correct spelling on author names or book titles. Patrons would also love to have a checkout history on their account to see what they have read in the past.	7/16/2021 4:45 PM
4	More availability of outside interloan	7/15/2021 2:36 PM
5	It would be nice if nioga subscribed to proquest ancestry, heritage quest, and fold3. Then everyone could access the databases instead of dealing with upset patrons who don't understand why one has it and another doesn't.	7/15/2021 11:25 AM

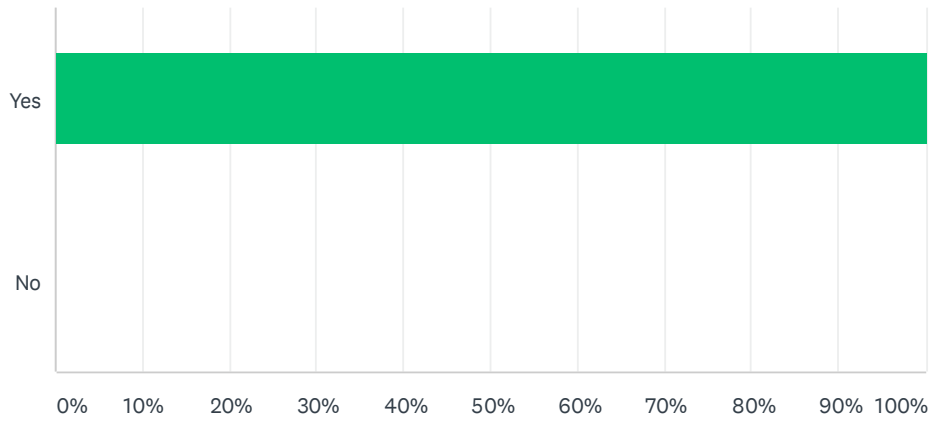
Q49 Is there a special need specific to your library? Please describe this need.

Answered: 4 Skipped: 8

#	RESPONSES	DATE
1	Outreach, many people in our district are still unaware we are here and what services we provide	7/28/2021 1:31 PM
2	Website update and maintenance; Trustee development and identification of new trustees, Financial concerns.	7/27/2021 1:02 AM
3	Understanding what is expected by the state of a tax-funded library.	7/20/2021 2:27 PM
4	Library Aware through NoveList. It would be a big help with the Annual Report to the Community and getting information out to our patrons. They have great ideas on promotion, marketing, readers advisory. It cost a bit more than my budget allows unfortunately.	7/15/2021 12:18 PM

Q50 Do you attend the annual Nioga dinner?

Answered: 12 Skipped: 0

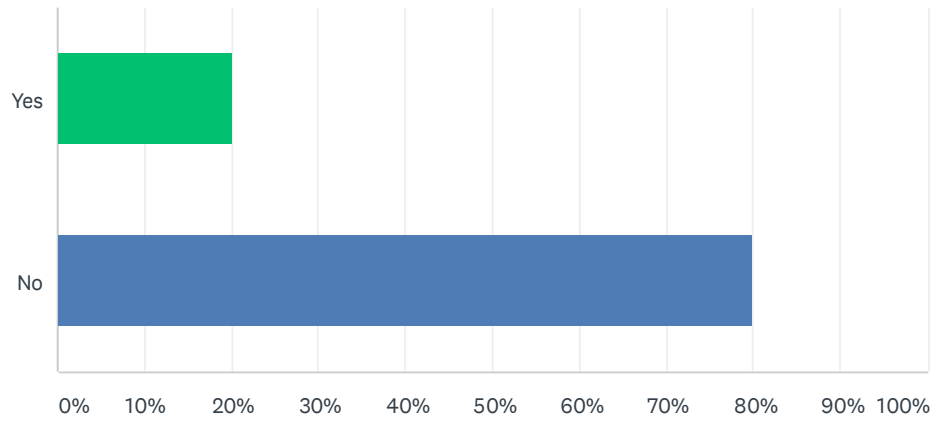


ANSWER CHOICES	RESPONSES
Yes	100.00% 12
No	0.00% 0
TOTAL	12

#	IF YOU DO NOT ATTEND, PLEASE LET US KNOW WHY.	DATE
1	sometimes, depending on location	7/19/2021 1:18 PM

Q51 Would you prefer to have a speaker at the annual Nioga dinner?

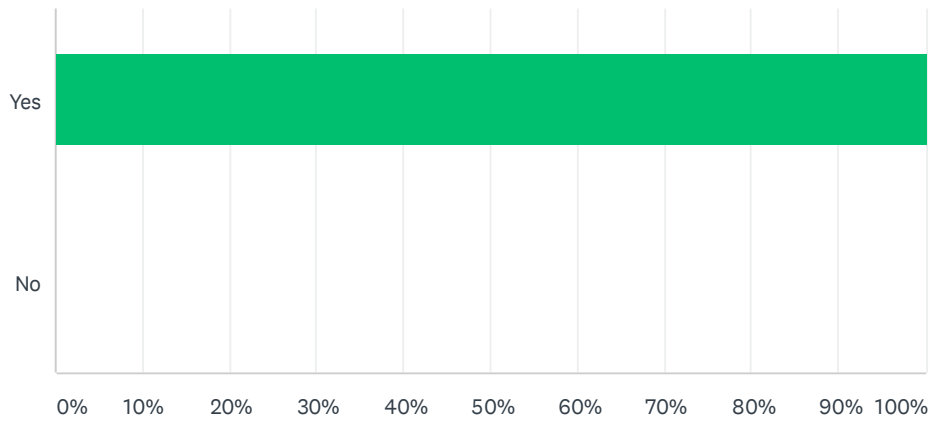
Answered: 10 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	20.00%	2
No	80.00%	8
TOTAL		10

Q52 Are you satisfied with the availability of Nioga staff to be invited to attend your library board meetings?

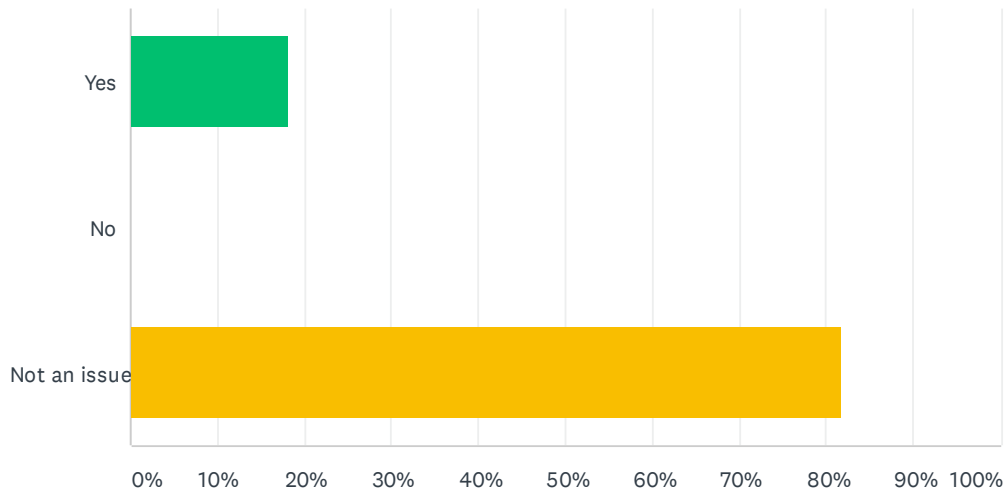
Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	100.00%	12
No	0.00%	0
TOTAL		12

Q53 Would you like the ability to conveniently invite Nioga staff to attend your library board meetings?

Answered: 11 Skipped: 1



ANSWER CHOICES	RESPONSES
Yes	18.18% 2
No	0.00% 0
Not an issue	81.82% 9
TOTAL	11

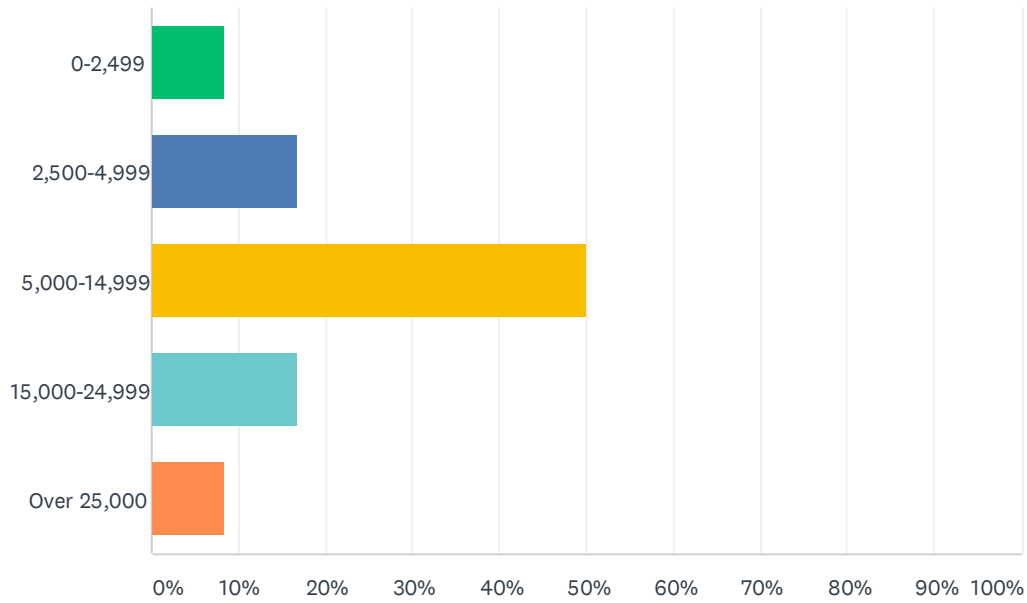
Q54 Over the next five years, what services and programs do you think the Nioga system should focus on?

Answered: 8 Skipped: 4

#	RESPONSES	DATE
1	NIOGA needs a stable funding stream. The services relating to circulation of library materials, the automated system, cataloging, ILL and delivery, and technical services, are essential to life of the local library. Ensuring the health of these services should be a priority.	7/27/2021 1:02 AM
2	With covid, patrons realized that they can get items electronically where before they would check out the physical materials. Focus on Electronic resources for those patrons, and marketing to get others back into the library.	7/20/2021 2:27 PM
3	fundraising	7/19/2021 1:18 PM
4	digital products Computer training for the public	7/19/2021 10:56 AM
5	Workshops and Training for staff (in person)	7/16/2021 4:45 PM
6	I would like to see more help in the youth services area - I do not see a need for outreach like Sara does with Nioga mobile tech.	7/15/2021 2:36 PM
7	Technology in the home/workspace	7/15/2021 1:20 PM
8	Keeping the basic in these difficult times.	7/15/2021 12:18 PM

Q55 Your Library Chartered Service Area Population

Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES	
0-2,499	8.33%	1
2,500-4,999	16.67%	2
5,000-14,999	50.00%	6
15,000-24,999	16.67%	2
Over 25,000	8.33%	1
TOTAL		12