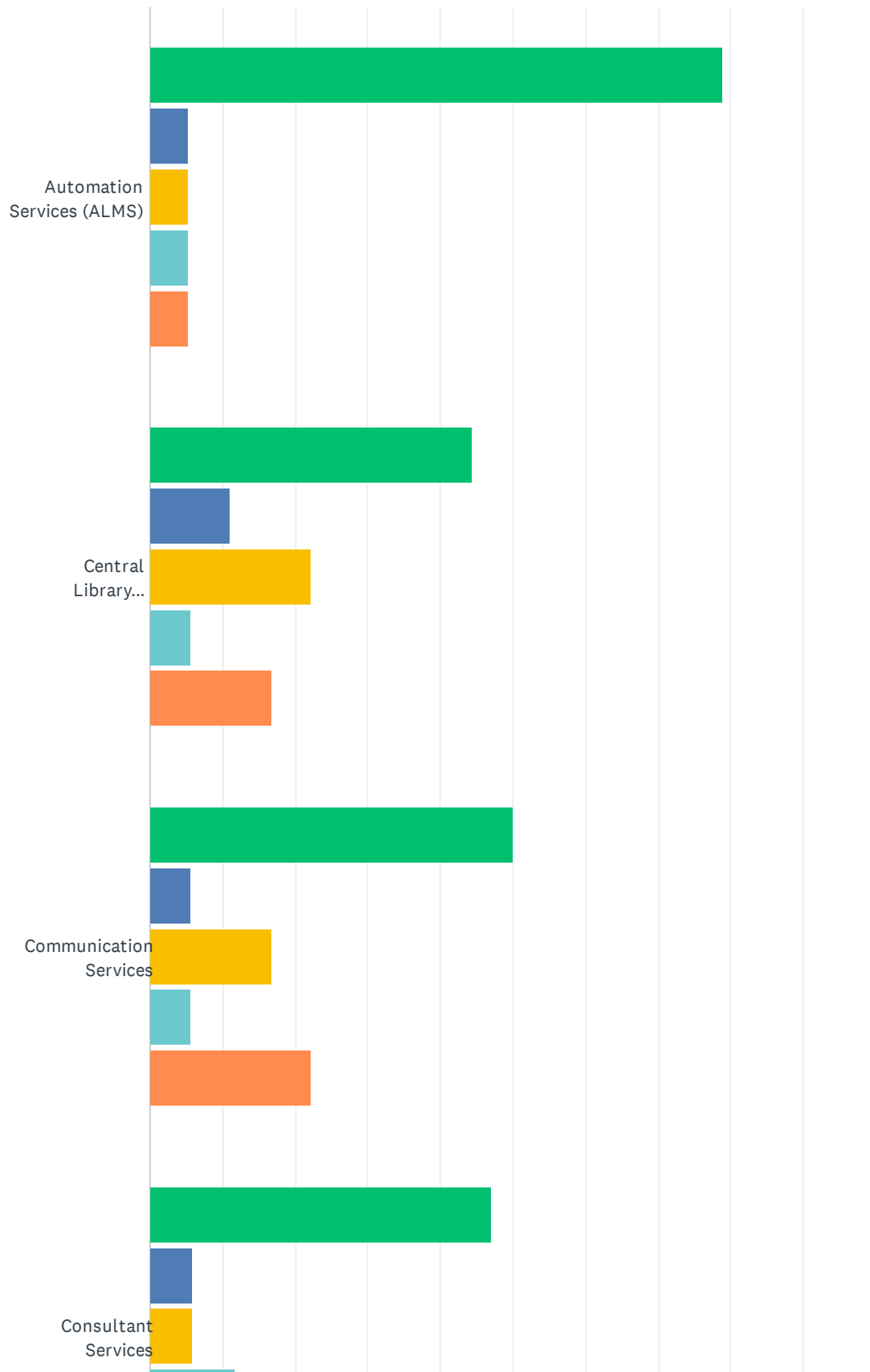
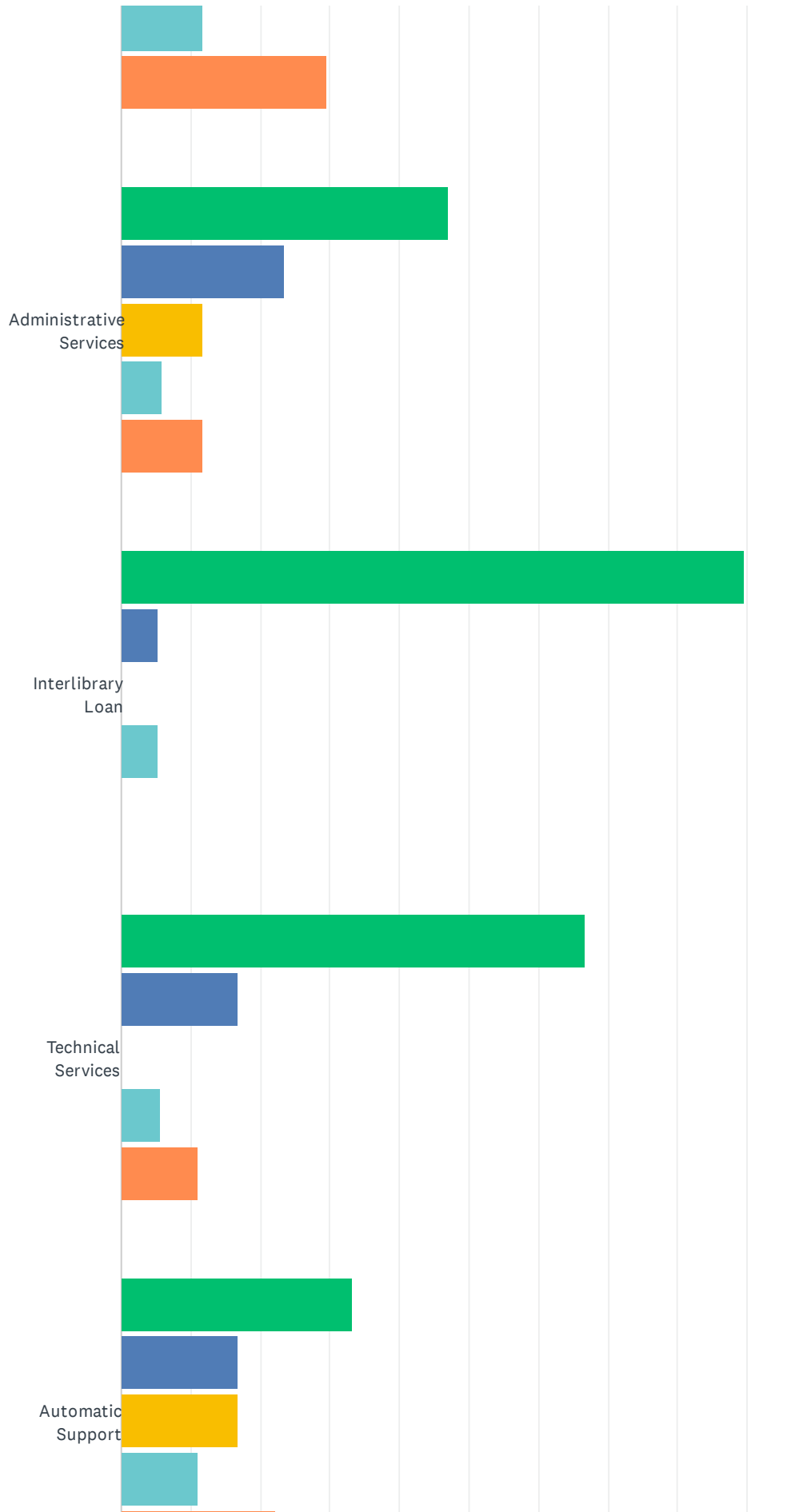
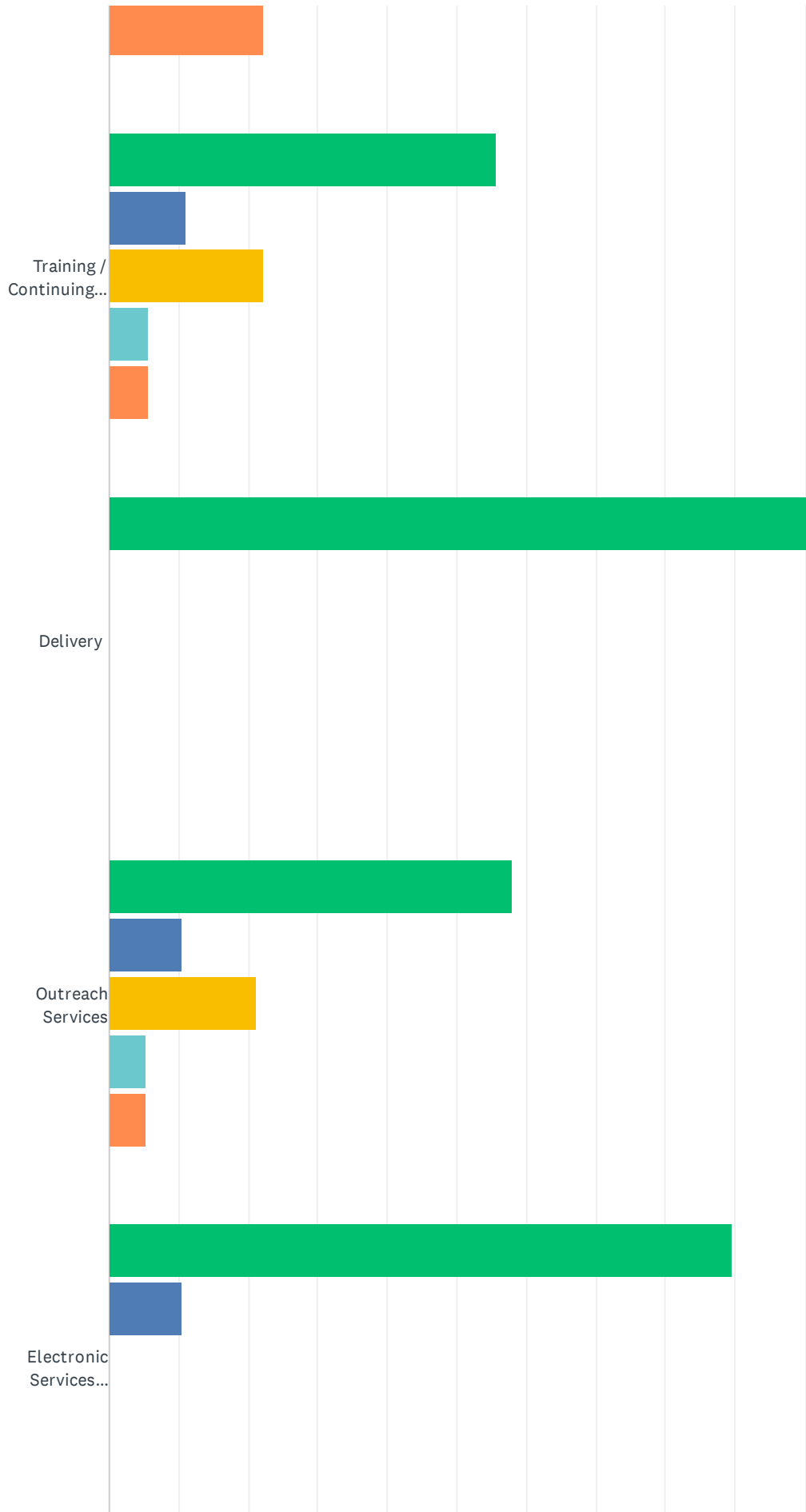


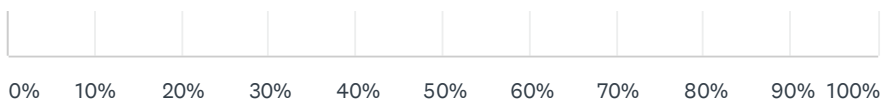
# Q1 Please rank these Nioga System services in terms of their value and relevance to you and your efforts to serve your patrons.

Answered: 19 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)	78.95% 15	5.26% 1	5.26% 1	5.26% 1	5.26% 1	19
Central Library Services	44.44% 8	11.11% 2	22.22% 4	5.56% 1	16.67% 3	18
Communication Services	50.00% 9	5.56% 1	16.67% 3	5.56% 1	22.22% 4	18
Consultant Services	47.06% 8	5.88% 1	5.88% 1	11.76% 2	29.41% 5	17
Administrative Services	47.06% 8	23.53% 4	11.76% 2	5.88% 1	11.76% 2	17
Interlibrary Loan	89.47% 17	5.26% 1	0.00% 0	5.26% 1	0.00% 0	19
Technical Services	66.67% 12	16.67% 3	0.00% 0	5.56% 1	11.11% 2	18
Automatic Support	33.33% 6	16.67% 3	16.67% 3	11.11% 2	22.22% 4	18
Training / Continuing Education	55.56% 10	11.11% 2	22.22% 4	5.56% 1	5.56% 1	18
Delivery	100.00% 19	0.00% 0	0.00% 0	0.00% 0	0.00% 0	19
Outreach Services	57.89% 11	10.53% 2	21.05% 4	5.26% 1	5.26% 1	19
Electronic Services (Overdrive, Hoopla, etc.)	89.47% 17	10.53% 2	0.00% 0	0.00% 0	0.00% 0	19

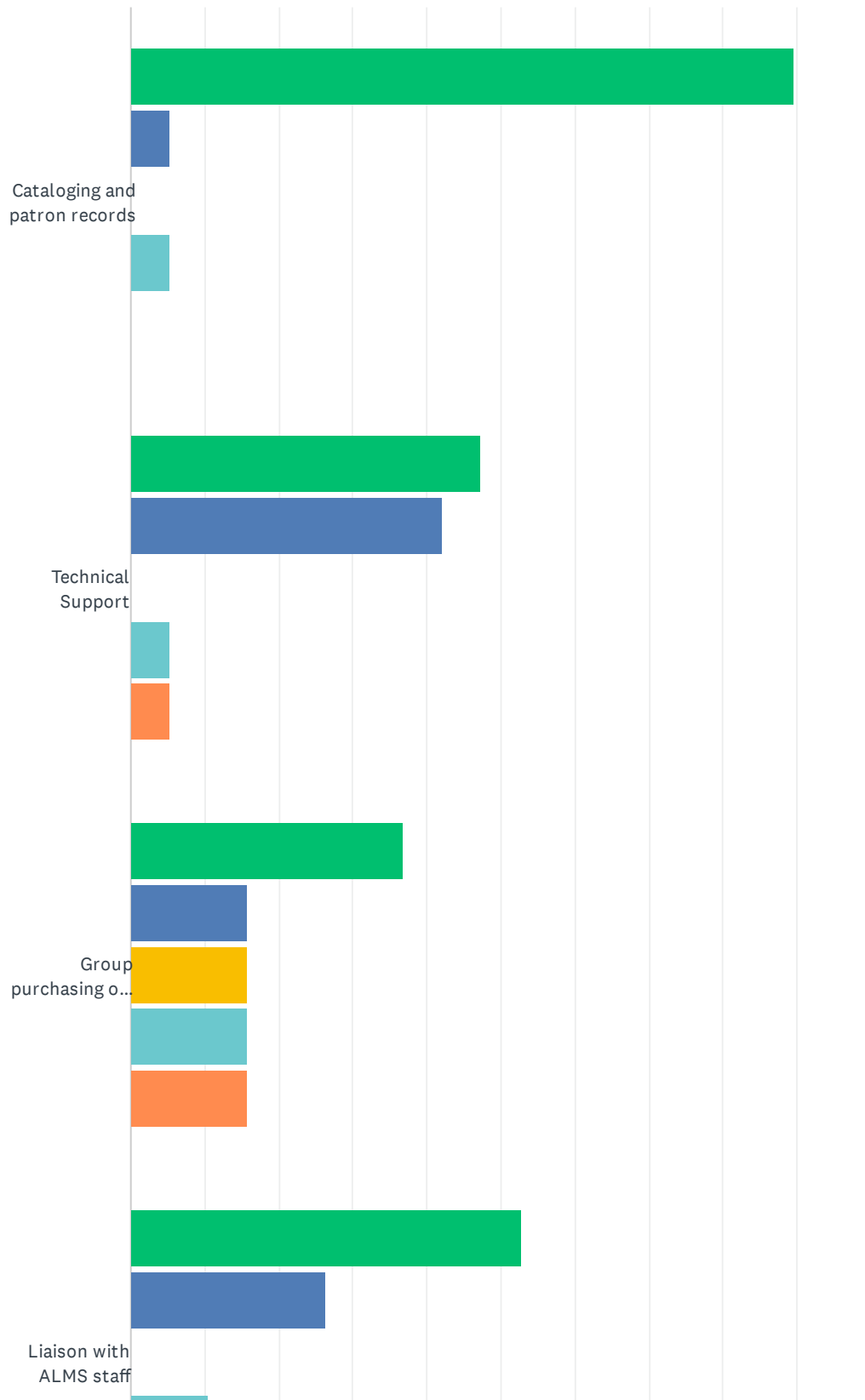
## Q2 What additional services could Nioga provide that would help you serve your patrons better? Please be as specific as you can.

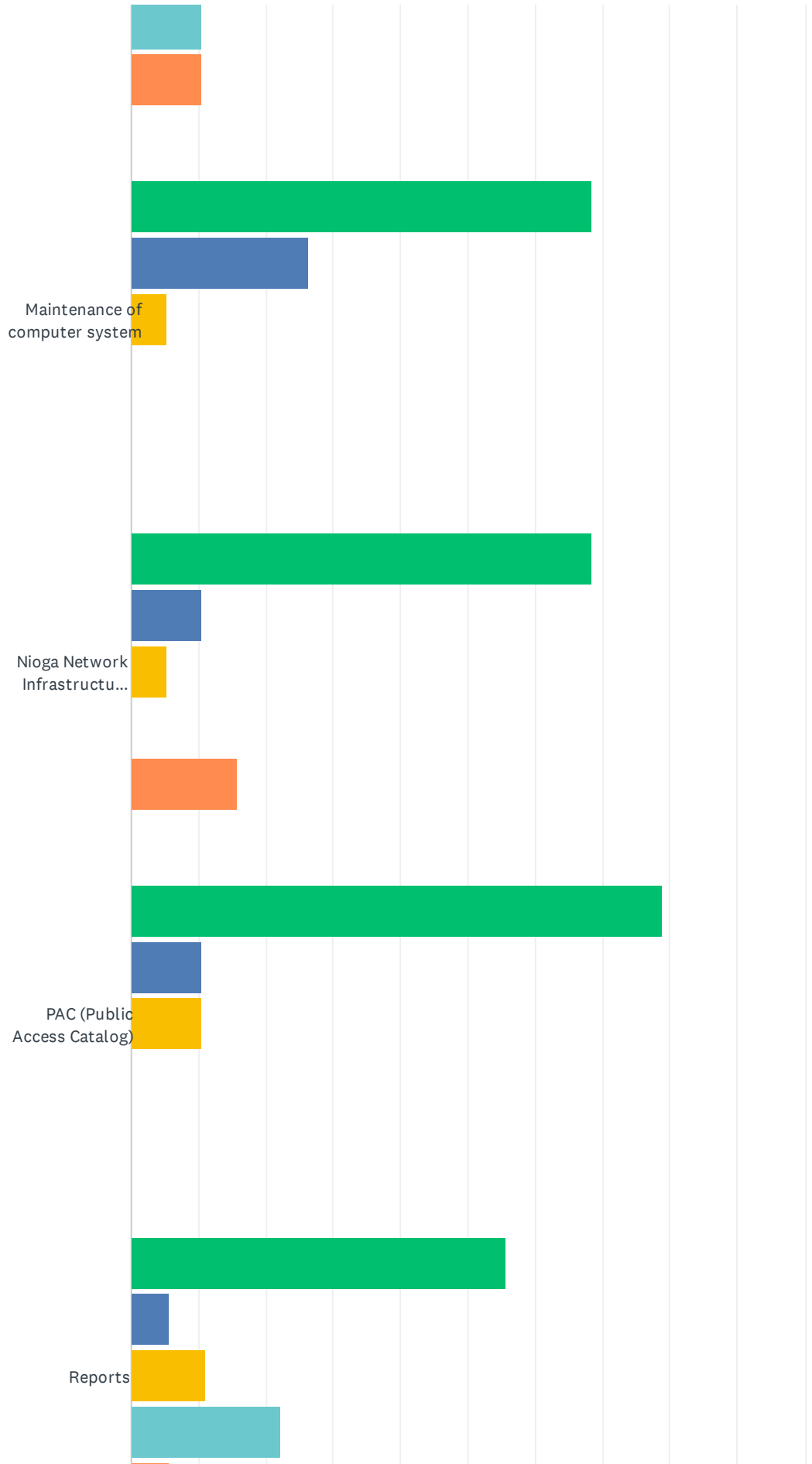
Answered: 7 Skipped: 12

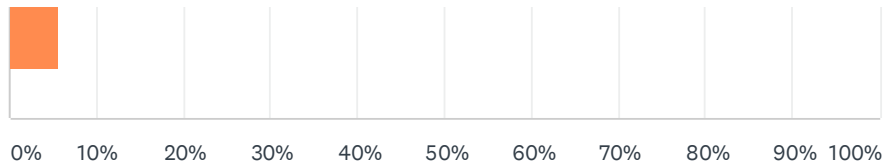
#	RESPONSES	DATE
1	Roaming programming, bringing back in-person computer classes and ditching the videos on random subjects (they are poorly-done and therefore useless), a library of things for patrons/staff, bookmobile	7/31/2021 11:13 AM
2	Better overdrive selections	7/26/2021 2:05 PM
3	I am not sure	7/20/2021 3:34 PM
4	online learning like treehouse	7/19/2021 4:14 PM
5	We miss the in-person computer classes!	7/16/2021 2:29 PM
6	Computer and job searching help at the NIOGA site.	7/16/2021 1:30 PM
7	In person digital training for staff and patrons	7/16/2021 10:57 AM

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

Answered: 19 Skipped: 0







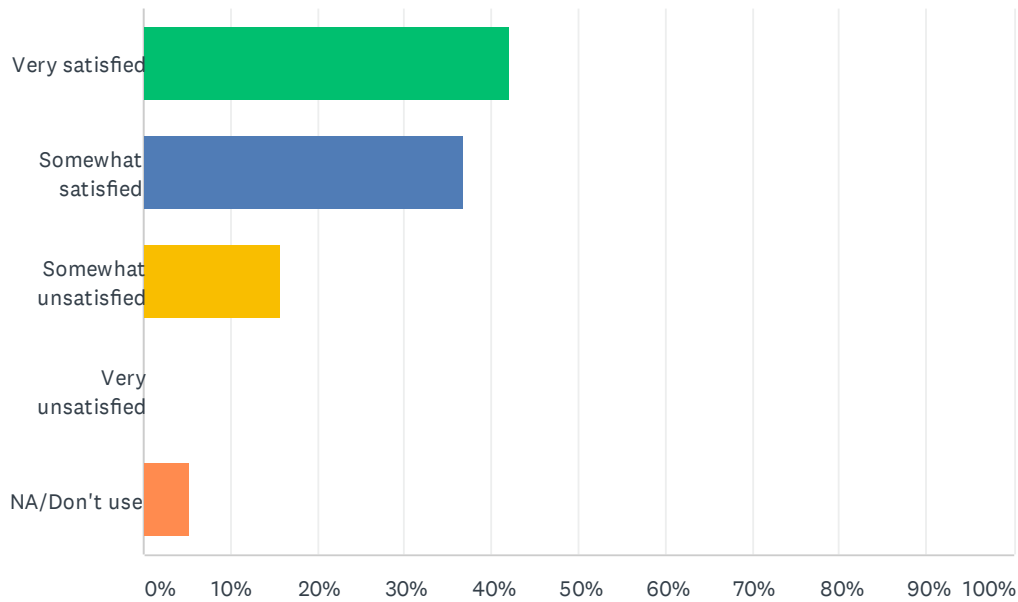
■ Very valuable   
 ■ Somewhat valuable   
 ■ Slightly valuable  
■ I don't use this service at all   
 ■ I am not familiar with this service

	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	89.47% 17	5.26% 1	0.00% 0	5.26% 1	0.00% 0	19	2.21
Technical Support	47.37% 9	42.11% 8	0.00% 0	5.26% 1	5.26% 1	19	2.79
Group purchasing of equipment and software	36.84% 7	15.79% 3	15.79% 3	15.79% 3	15.79% 3	19	3.58
Liaison with ALMS staff	52.63% 10	26.32% 5	0.00% 0	10.53% 2	10.53% 2	19	3.00
Maintenance of computer system	68.42% 13	26.32% 5	5.26% 1	0.00% 0	0.00% 0	19	2.37
Nioga Network Infrastructure maintenance	68.42% 13	10.53% 2	5.26% 1	0.00% 0	15.79% 3	19	2.84
PAC (Public Access Catalog)	78.95% 15	10.53% 2	10.53% 2	0.00% 0	0.00% 0	19	2.32
Reports	55.56% 10	5.56% 1	11.11% 2	22.22% 4	5.56% 1	18	3.17



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

Answered: 19 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	42.11%	8
Somewhat satisfied	36.84%	7
Somewhat unsatisfied	15.79%	3
Very unsatisfied	0.00%	0
NA/Don't use	5.26%	1
<b>TOTAL</b>		<b>19</b>

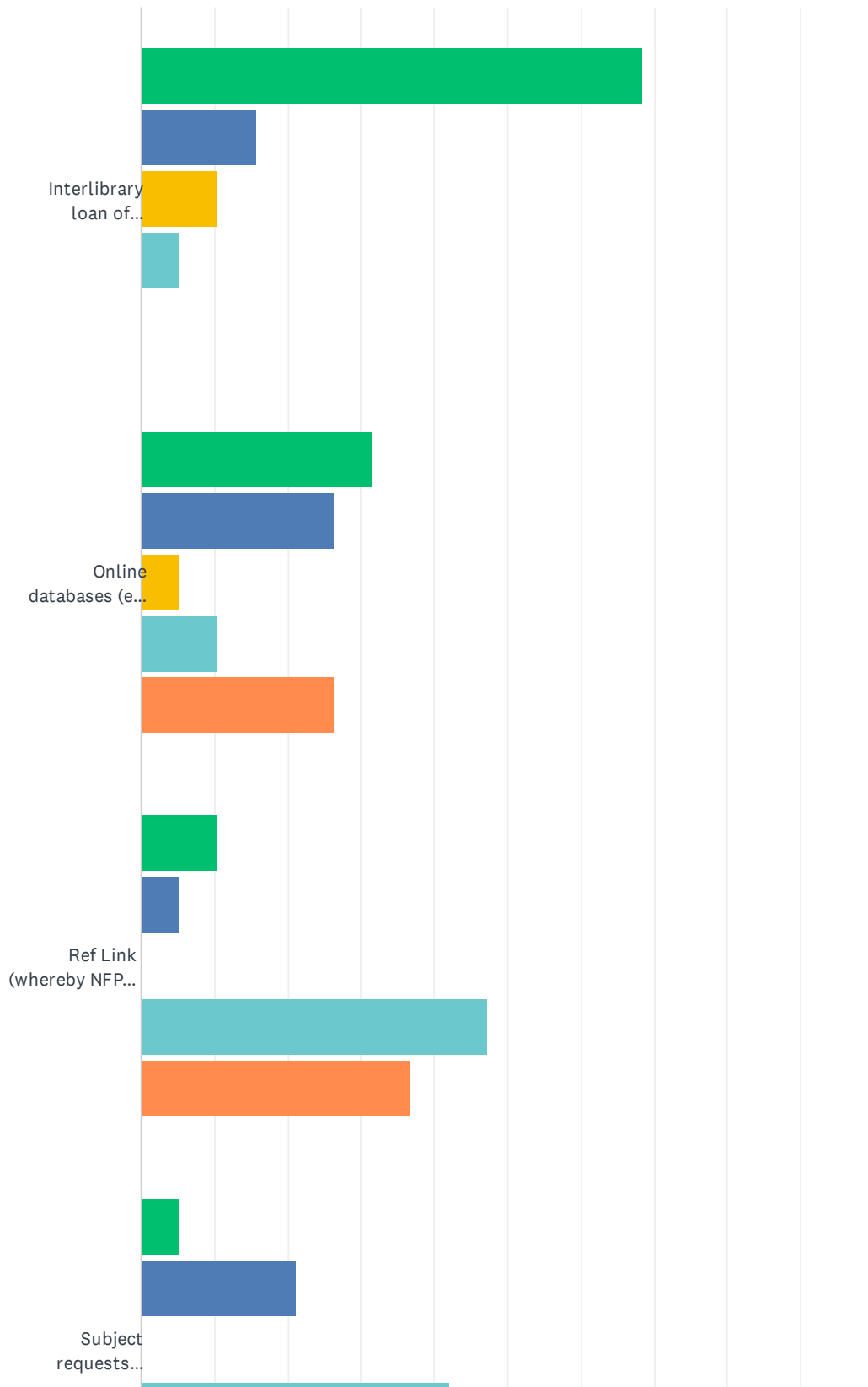
## Q5 Comments about Automation Services:

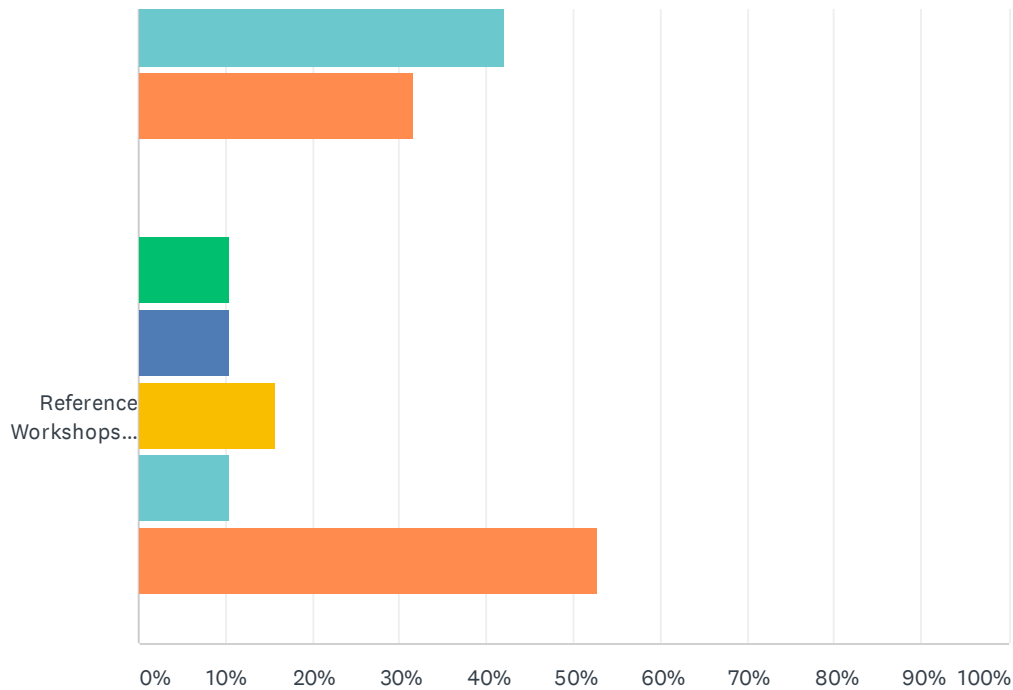
Answered: 6 Skipped: 13

#	RESPONSES	DATE
1	It took literally over a year to catalog a book, and sometimes months for records to come through. That's not great	7/31/2021 11:13 AM
2	While the automation services are necessary, the system	7/22/2021 5:07 PM
3	No comments	7/20/2021 3:34 PM
4	There could be more training to more fully utilize the systems we have.	7/16/2021 1:30 PM
5	I guess my biggest issue is with the ILS itself- it seems clunky and the user end continues to be difficult to navigate for patrons.	7/16/2021 11:34 AM
6	It's very easy to use the PAC and find what I want. I like it a lot.	7/16/2021 10:57 AM

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

Answered: 19 Skipped: 0



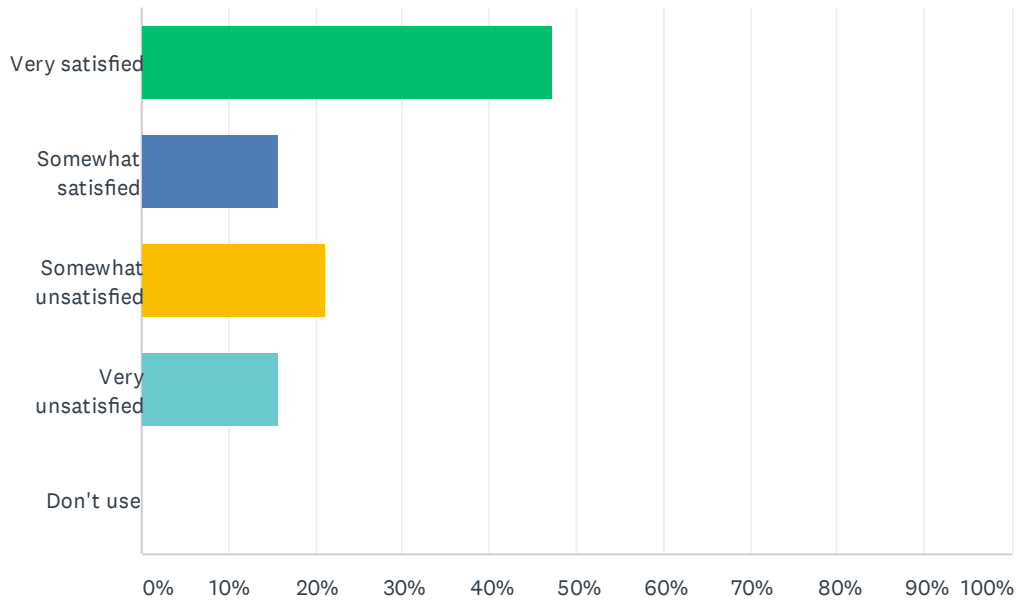


■ Very valuable   
 ■ Somewhat valuable   
 ■ Not very valuable  
■ I don't use this service at all   
 ■ I am not familiar with this service

	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)	68.42% 13	15.79% 3	10.53% 2	5.26% 1	0.00% 0	19
Online databases (e.g. Ebscohost, Grolier Encyclopedia, Auto Reference Center)	31.58% 6	26.32% 5	5.26% 1	10.53% 2	26.32% 5	19
Ref Link (whereby NFPL librarians provide on-demand reference assistance via an 800 toll-free number, also available via fax and email)	10.53% 2	5.26% 1	0.00% 0	47.37% 9	36.84% 7	19
Subject requests (whereby NFPL provides materials to answer specific requests with information)	5.26% 1	21.05% 4	0.00% 0	42.11% 8	31.58% 6	19
Reference Workshops (presented by NFPL librarians)	10.53% 2	10.53% 2	15.79% 3	10.53% 2	52.63% 10	19

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

Answered: 19 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	47.37%	9
Somewhat satisfied	15.79%	3
Somewhat unsatisfied	21.05%	4
Very unsatisfied	15.79%	3
Don't use	0.00%	0
<b>TOTAL</b>		<b>19</b>

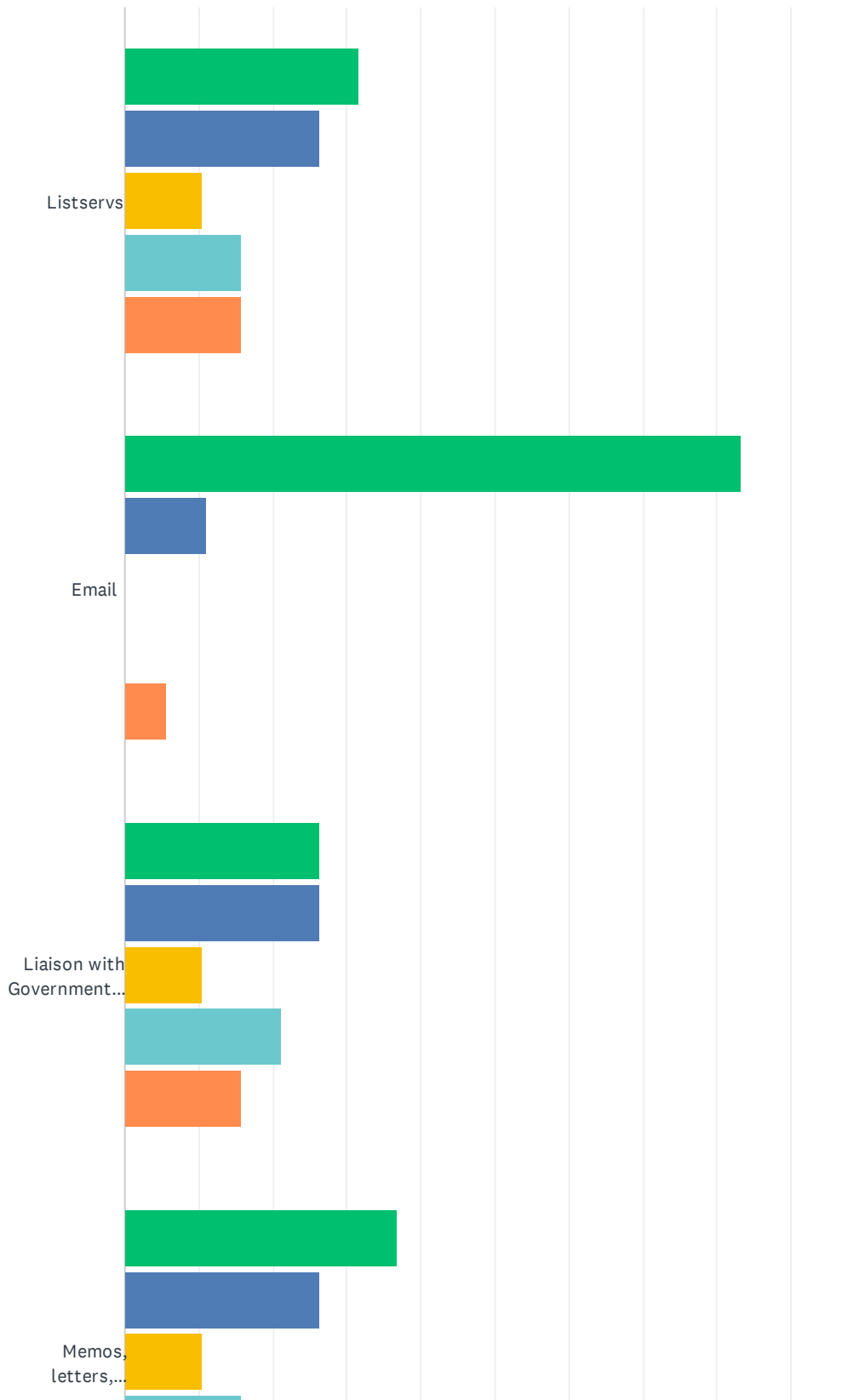
## Q8 If you do not use any of the Central Library Services, why not?

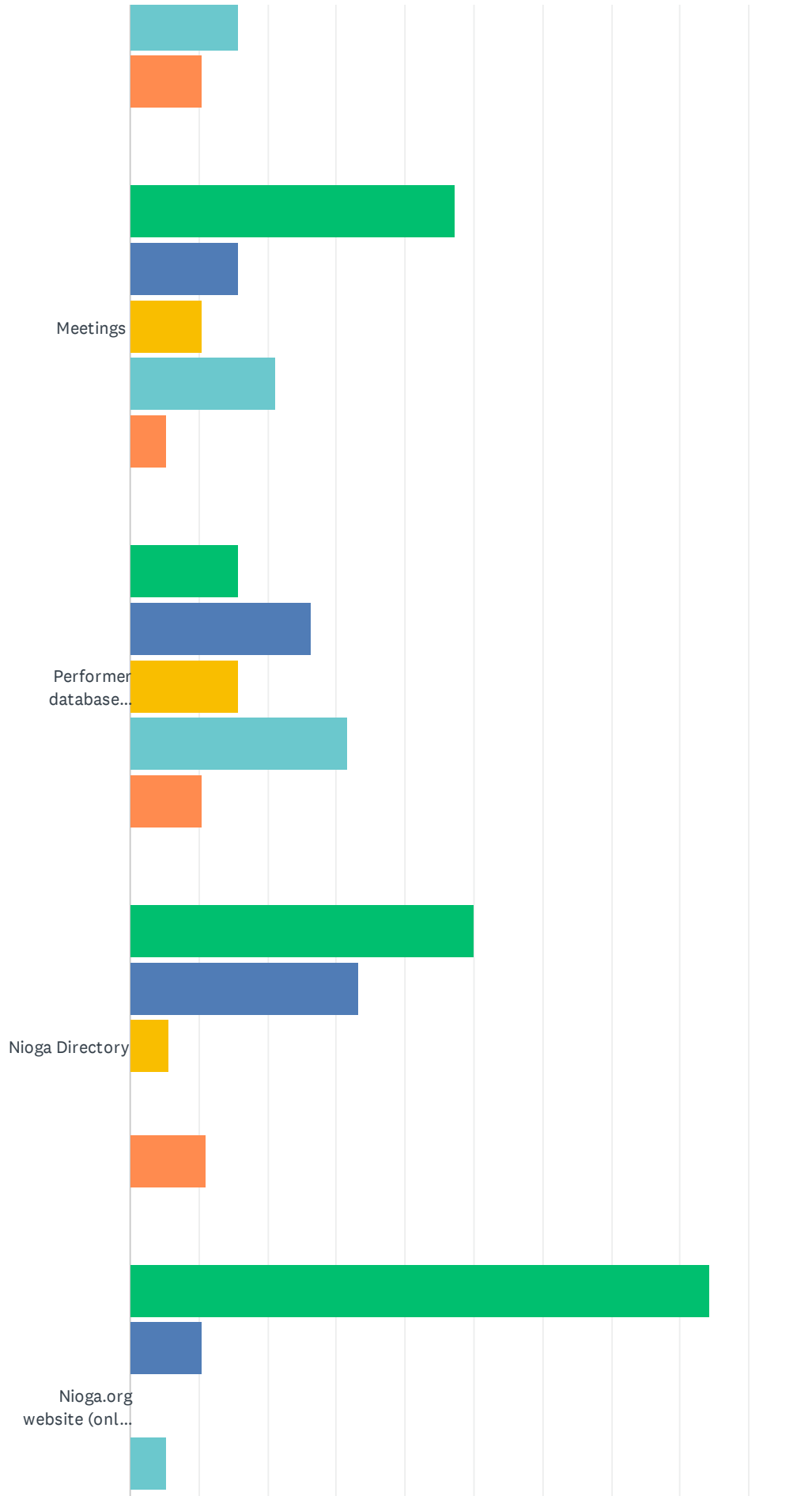
Answered: 7 Skipped: 12

#	RESPONSES	DATE
1	I had never heard of most of them.	7/31/2021 11:13 AM
2	Grolier is supplied by NYS, not Central Library. There is not an Auto Reference resource	7/23/2021 11:31 AM
3	When we try to request materials from them, they do not allow most of what we want to circulate.	7/22/2021 5:09 PM
4	I didn't realize a lot of these services existed in our system. I've also requested DVD's and not been able to get them from NFPL.	7/22/2021 5:07 PM
5	Didn't know that there was a central Library service. AV materials are very limited through ILL.	7/22/2021 4:51 PM
6	Didn't know they were offered	7/22/2021 4:30 PM
7	workshops are not applicable to my position	7/19/2021 4:14 PM

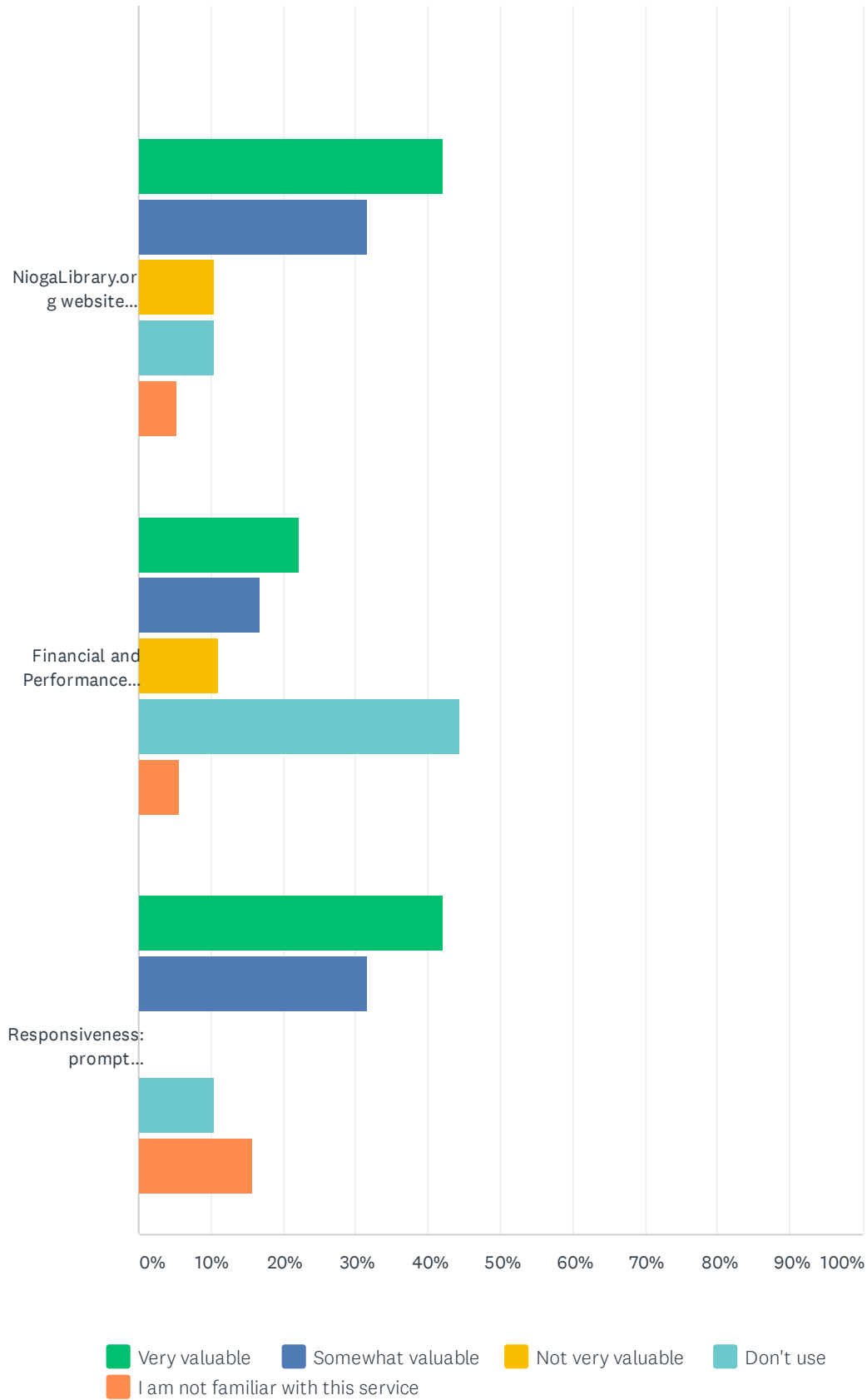
# Q9 How valuable and relevant are the Communication Services to you in your efforts to serve your patrons?

Answered: 19 Skipped: 0





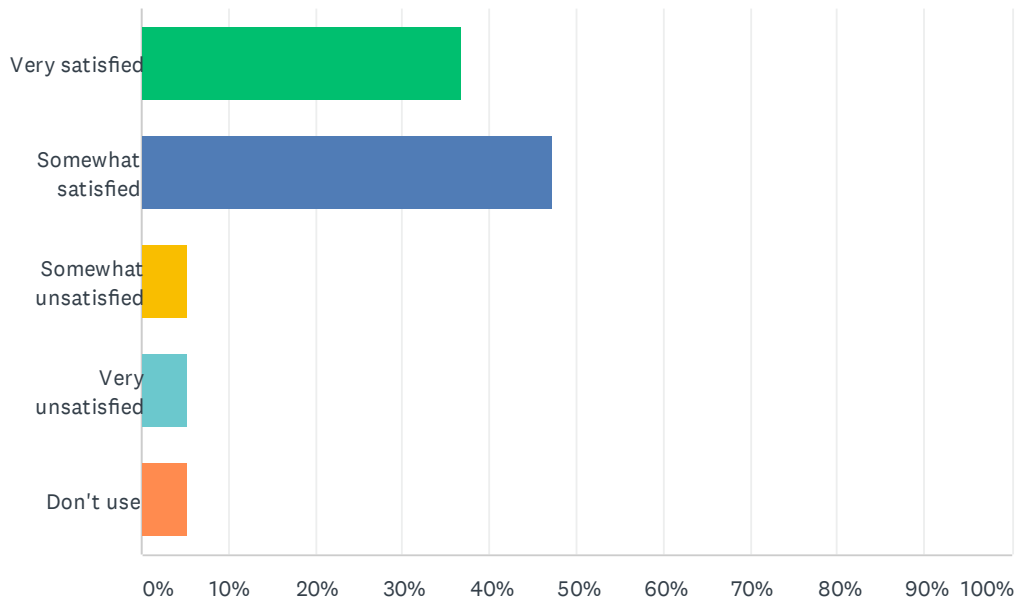




	VERY VALUABLE	SOMEWHAT VALUABLE	NOT VERY VALUABLE	DON'T USE	I AM NOT FAMILIAR WITH THIS SERVICE	TOTAL
Listservs	31.58% 6	26.32% 5	10.53% 2	15.79% 3	15.79% 3	19
Email	83.33% 15	11.11% 2	0.00% 0	0.00% 0	5.56% 1	18
Liaison with Government Agencies	26.32% 5	26.32% 5	10.53% 2	21.05% 4	15.79% 3	19
Memos, letters, mailings, etc.	36.84% 7	26.32% 5	10.53% 2	15.79% 3	10.53% 2	19
Meetings	47.37% 9	15.79% 3	10.53% 2	21.05% 4	5.26% 1	19
Performer database (performers for library programs)	15.79% 3	26.32% 5	15.79% 3	31.58% 6	10.53% 2	19
Nioga Directory	50.00% 9	33.33% 6	5.56% 1	0.00% 0	11.11% 2	18
Nioga.org website (online catalog, Hoopla, etc.)	84.21% 16	10.53% 2	0.00% 0	5.26% 1	0.00% 0	19
NiogaLibrary.org website (system services)	42.11% 8	31.58% 6	10.53% 2	10.53% 2	5.26% 1	19
Financial and Performance Profile (annual report distributed at annual dinner)	22.22% 4	16.67% 3	11.11% 2	44.44% 8	5.56% 1	18
Responsiveness: prompt service/answers to questions via email, phone, etc.	42.11% 8	31.58% 6	0.00% 0	10.53% 2	15.79% 3	19

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

Answered: 19 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	36.84%	7
Somewhat satisfied	47.37%	9
Somewhat unsatisfied	5.26%	1
Very unsatisfied	5.26%	1
Don't use	5.26%	1
<b>TOTAL</b>		<b>19</b>

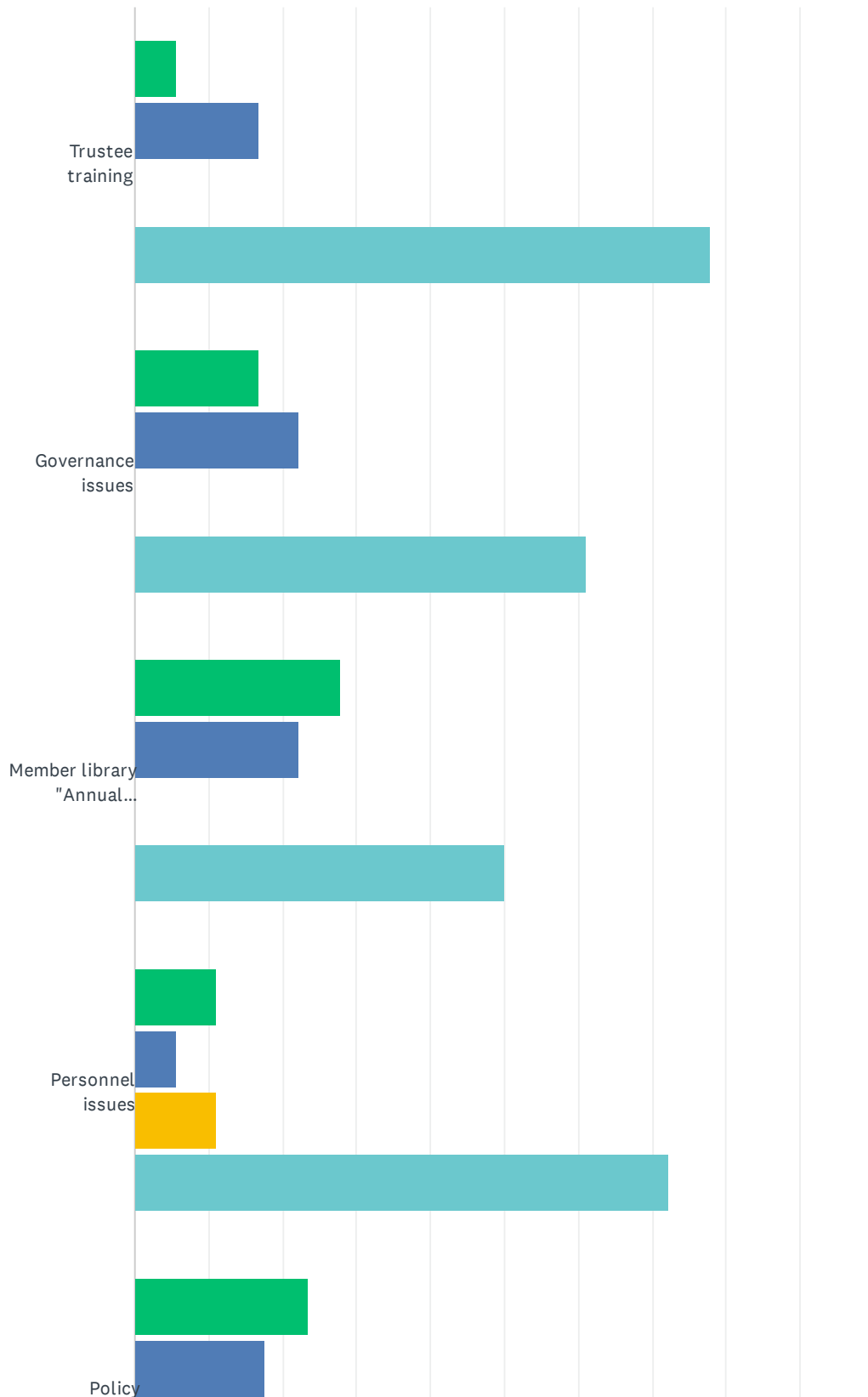
## Q11 Comments about Communication Services:

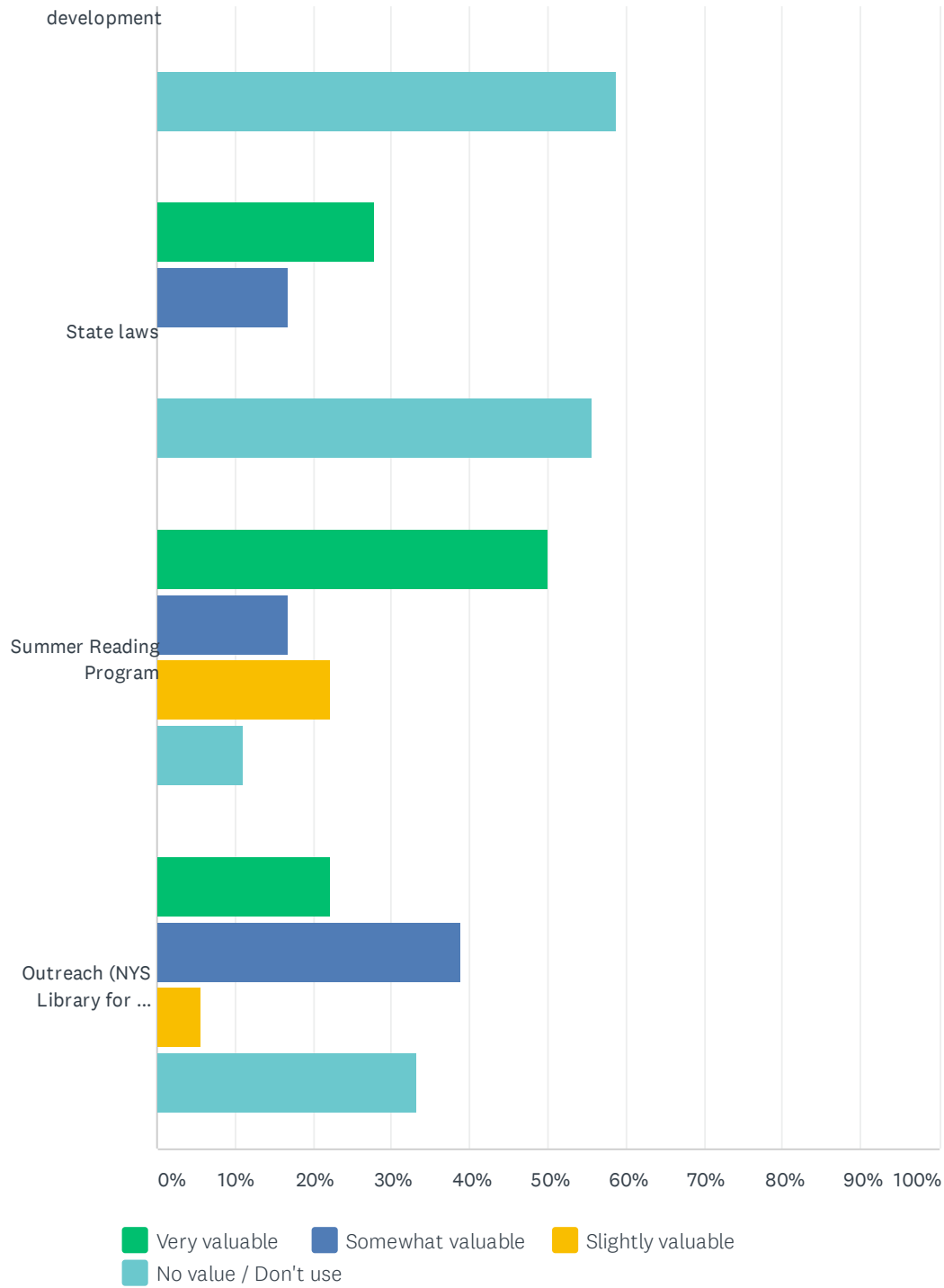
Answered: 3 Skipped: 16

#	RESPONSES	DATE
1	Overdue notices, email return notices etc. come through the reports email. I should say not to respond to that email. We were told they couldn't but responses show up within them and it's not the first thing you see and get missed.	7/22/2021 4:51 PM
2	In general, NIOGA staff responds promptly to any requests. It would be helpful, if there was future training at NIOGA, to have a longer Q&A time.	7/16/2021 1:30 PM
3	The constant emails from the NIOGA director are unnecessary.	7/16/2021 11:44 AM

### Q12 How valuable and relevant are the following Nioga Consultant Services to you in your efforts to serve your patrons?

Answered: 18 Skipped: 1

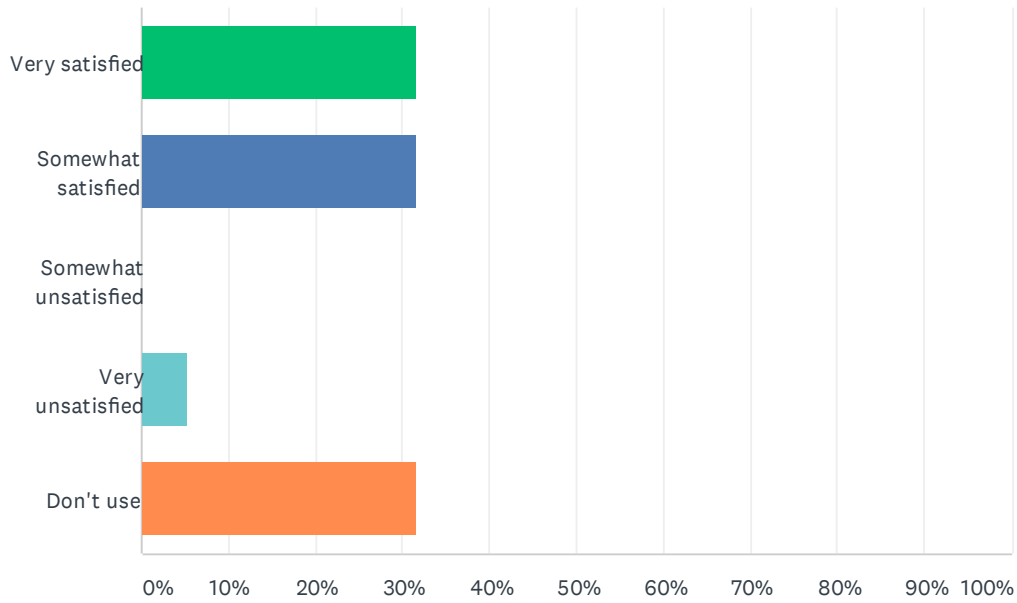




	VERY VALUABLE	SOMEWHAT VALUABLE	SLIGHTLY VALUABLE	NO VALUE / DON'T USE	TOTAL
Trustee training	5.56% 1	16.67% 3	0.00% 0	77.78% 14	18
Governance issues	16.67% 3	22.22% 4	0.00% 0	61.11% 11	18
Member library "Annual Statistics & State Annual Report"	27.78% 5	22.22% 4	0.00% 0	50.00% 9	18
Personnel issues	11.11% 2	5.56% 1	11.11% 2	72.22% 13	18
Policy development	23.53% 4	17.65% 3	0.00% 0	58.82% 10	17
State laws	27.78% 5	16.67% 3	0.00% 0	55.56% 10	18
Summer Reading Program	50.00% 9	16.67% 3	22.22% 4	11.11% 2	18
Outreach (NYS Library for the Visually Impaired, Jails, etc.)	22.22% 4	38.89% 7	5.56% 1	33.33% 6	18

### Q13 How satisfied are you with Nioga Consultant Services?

Answered: 19 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	31.58%	6
Somewhat satisfied	31.58%	6
Somewhat unsatisfied	0.00%	0
Very unsatisfied	5.26%	1
Don't use	31.58%	6
<b>TOTAL</b>		<b>19</b>



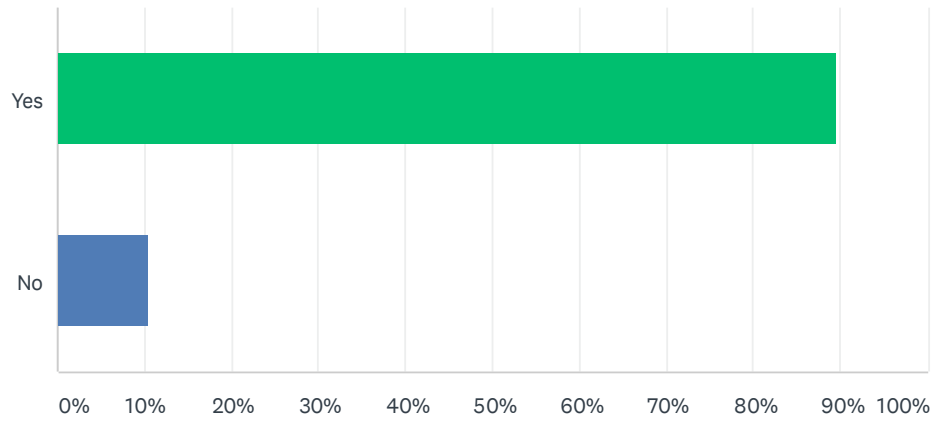
## Q14 What Consultant Services would you like to have in addition to those listed above?

Answered: 2 Skipped: 17

#	RESPONSES	DATE
1	HR rights for staff assistance.	7/19/2021 4:14 PM
2	While all of these topics are relevant, they are virtually NONEXISTENT at Nioga.	7/16/2021 11:44 AM

## Q15 Do you use Inter-Library Loan Services?

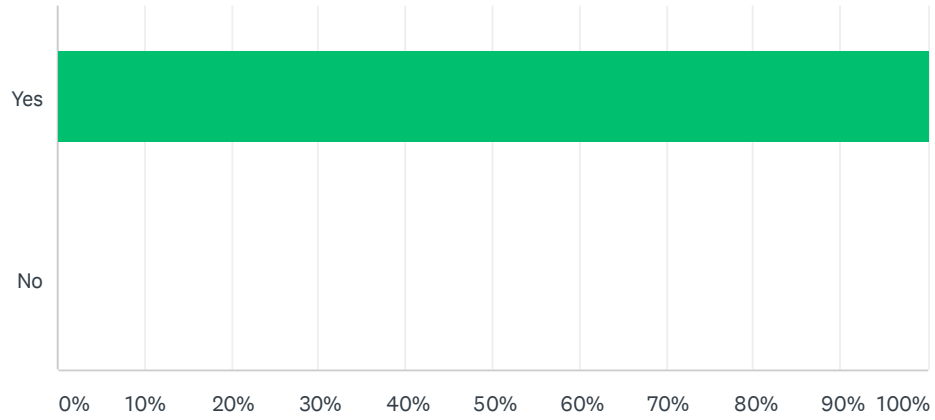
Answered: 19 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	89.47% 17
No	10.53% 2
TOTAL	19

## Q16 Do you use Nioga Delivery Services?

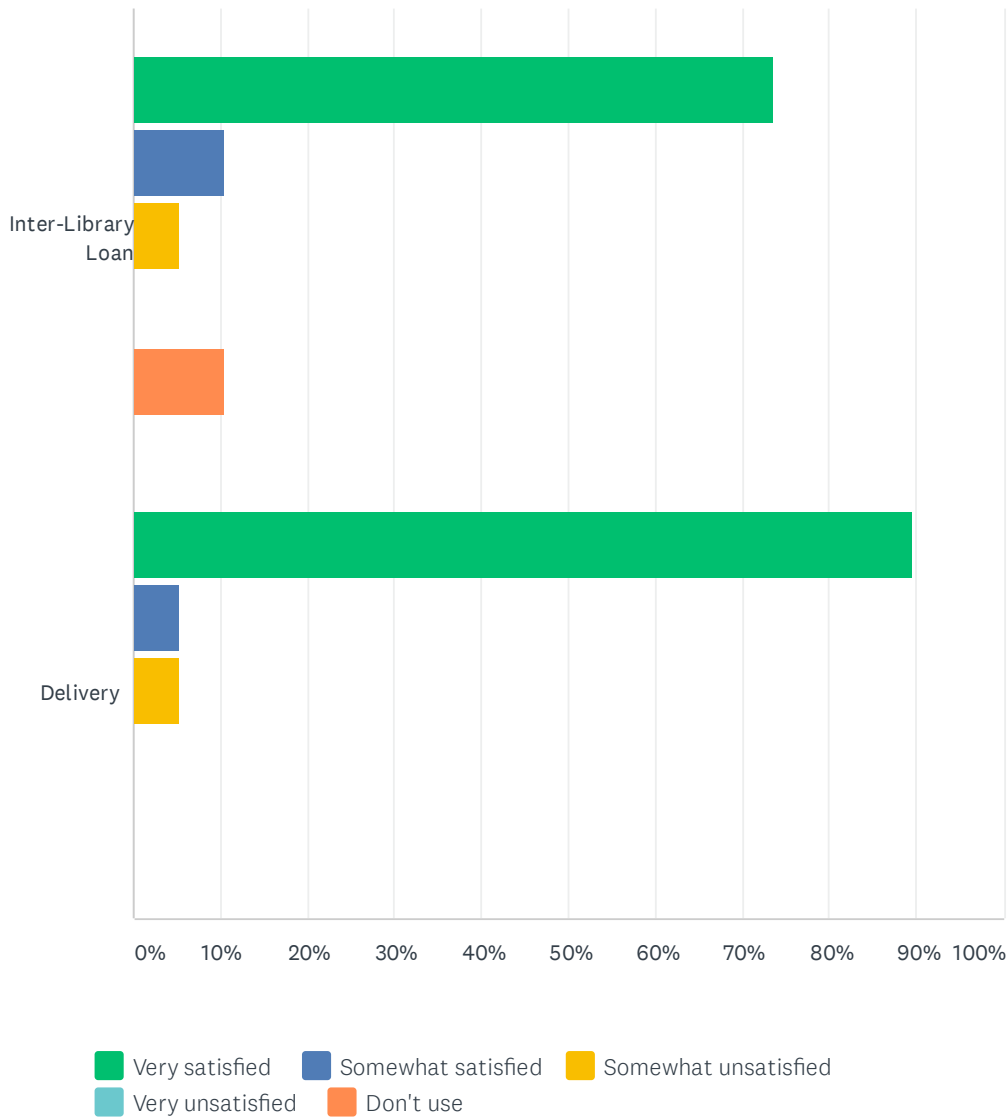
Answered: 19 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	100.00%	19
No	0.00%	0
TOTAL		19

# Q17 In general, how satisfied are you with Inter-Library Loan and Delivery Services?

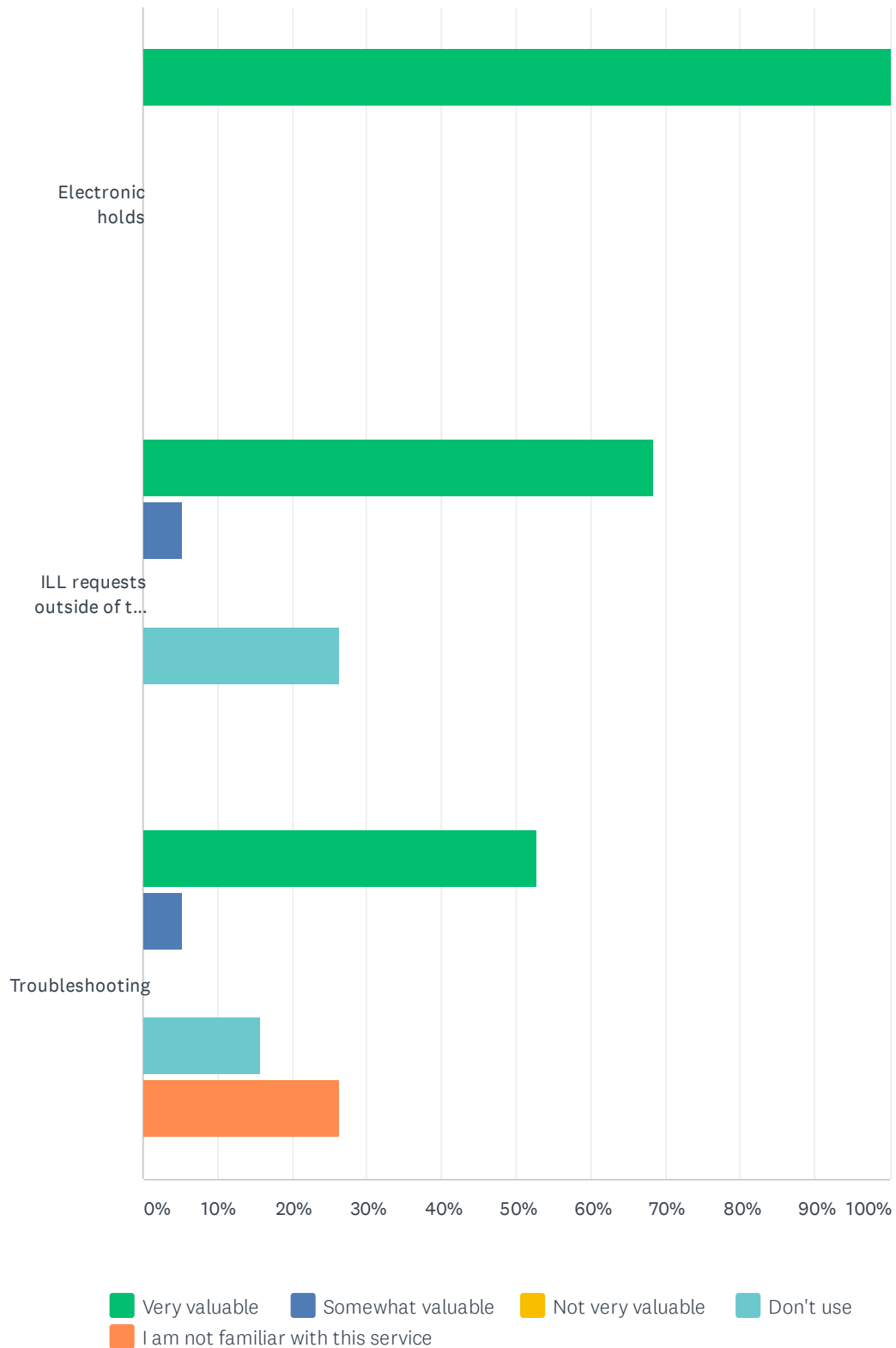
Answered: 19 Skipped: 0



	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT UNSATISFIED	VERY UNSATISFIED	DON'T USE	TOTAL	WEIGHTED AVERAGE
Inter-Library Loan	73.68% 14	10.53% 2	5.26% 1	0.00% 0	10.53% 2	19	1.63
Delivery	89.47% 17	5.26% 1	5.26% 1	0.00% 0	0.00% 0	19	1.16

# Q18 How valuable are the following Inter-Library Loan services provided by Nioga to you in your efforts to serve your patrons?

Answered: 19 Skipped: 0



	VERY VALUABLE	SOMEWHAT VALUABLE	NOT VERY VALUABLE	DON'T USE	I AM NOT FAMILIAR WITH THIS SERVICE	TOTAL
Electronic holds	100.00% 19	0.00% 0	0.00% 0	0.00% 0	0.00% 0	19
ILL requests outside of the system	68.42% 13	5.26% 1	0.00% 0	26.32% 5	0.00% 0	19
Troubleshooting	52.63% 10	5.26% 1	0.00% 0	15.79% 3	26.32% 5	19

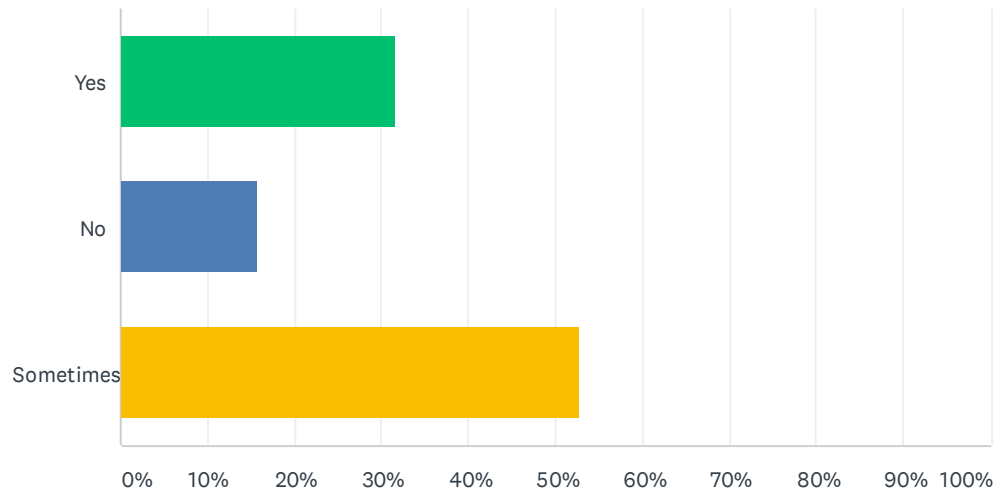
## Q19 Do you have any suggestions to improve the Inter-Library Loan or Delivery Services?

Answered: 3 Skipped: 16

#	RESPONSES	DATE
1	If a patron calls an out-of-system library and they say they can send the item, then we call and they say the same thing, it should be able to be sent. Something's been going wrong on our end with ILL for about 8 months, and patrons are noticing.	7/31/2021 11:13 AM
2	Develop a NIOGA system app. It will allow patrons to request items a lot faster	7/16/2021 11:44 AM
3	Need help to be more responsive to requests. Another person?	7/16/2021 10:57 AM

## Q20 Did you have the information you needed for your library to serve your patrons during the Pandemic?

Answered: 19 Skipped: 0

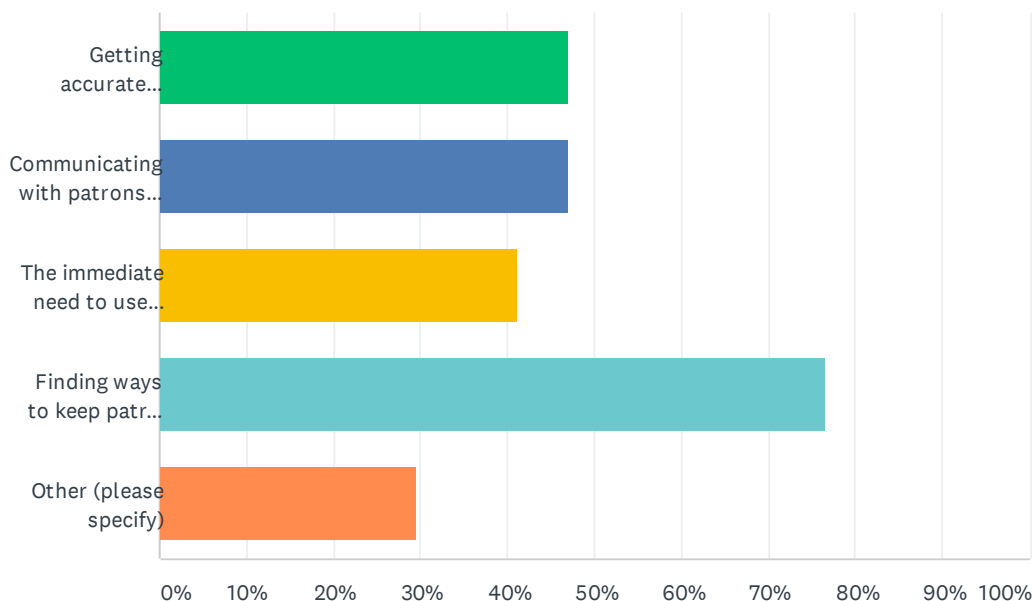


ANSWER CHOICES	RESPONSES
Yes	31.58% 6
No	15.79% 3
Sometimes	52.63% 10
TOTAL	19



## Q21 What were your most significant challenges at that time? (Check all that apply.)

Answered: 17 Skipped: 2



ANSWER CHOICES	RESPONSES
Getting accurate information about how to safely operate	47.06% 8
Communicating with patrons about hours, procedures, e-services, etc.	47.06% 8
The immediate need to use digital services for online meetings and library programs (ie. online Story Hour)	41.18% 7
Finding ways to keep patrons involved, using our services, keeping items in circulation	76.47% 13
Other (please specify)	29.41% 5
Total Respondents: 17	

#	OTHER (PLEASE SPECIFY)	DATE
1	Not sure. As staff, I wasn't privy to any of this, plus at our branch, all staff was forced to use sick time for three months.	7/31/2021 11:13 AM
2	Nothing was direct to staff all was through the director	7/22/2021 4:51 PM
3	Helping patrons get access to the internet because our library did not choose to extend our internet bubble outside the building more, offer hotspots for check out, or other mobile computing devices.	7/19/2021 4:14 PM
4	Our branch was looking to NIOGA for emails or notifications for up to date information on branch by branch closures/openings. It was not a source of any complete information.	7/16/2021 1:30 PM
5	Getting any type of response from the Niagara Falls Public Library board. They participated in Board meetings via Zoom, but very rarely spoke with library staff.	7/16/2021 11:44 AM

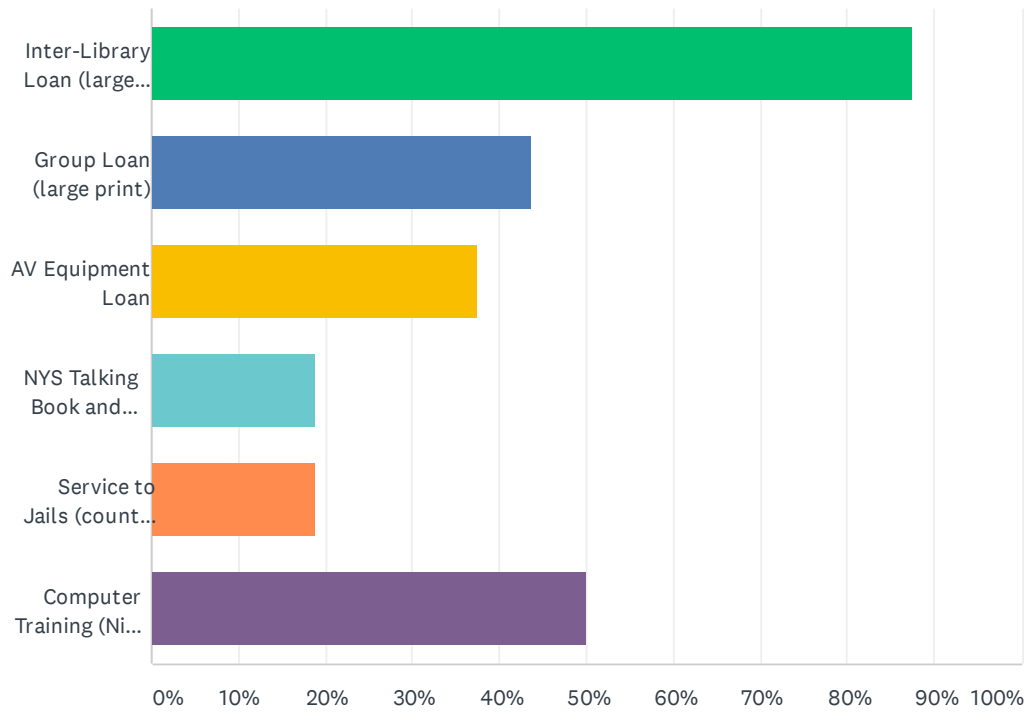
## Q22 Do you have suggestions to help planning with an unexpected situation like the Pandemic?

Answered: 4 Skipped: 15

#	RESPONSES	DATE
1	be able to deploy mobile hotspots into communities, root out institutional racism: too many times during the pandemic I was told by my Director that there was no need in our community for additional outdoor internet, hotspots for checkout (because the school district should be taking care of that), or tablets and laptops were not needed by our community (so many people were being asked to try to work from home). It was so sad to see folks go without.	7/19/2021 4:14 PM
2	To have any plan would be good start.	7/16/2021 1:30 PM
3	Have a better plan in place.	7/16/2021 11:44 AM
4	Beef up online resources and promote YouTube and Zoom outreach	7/16/2021 10:57 AM

## Q23 Please check all of the following Outreach Services provided by Nioga that you currently use.

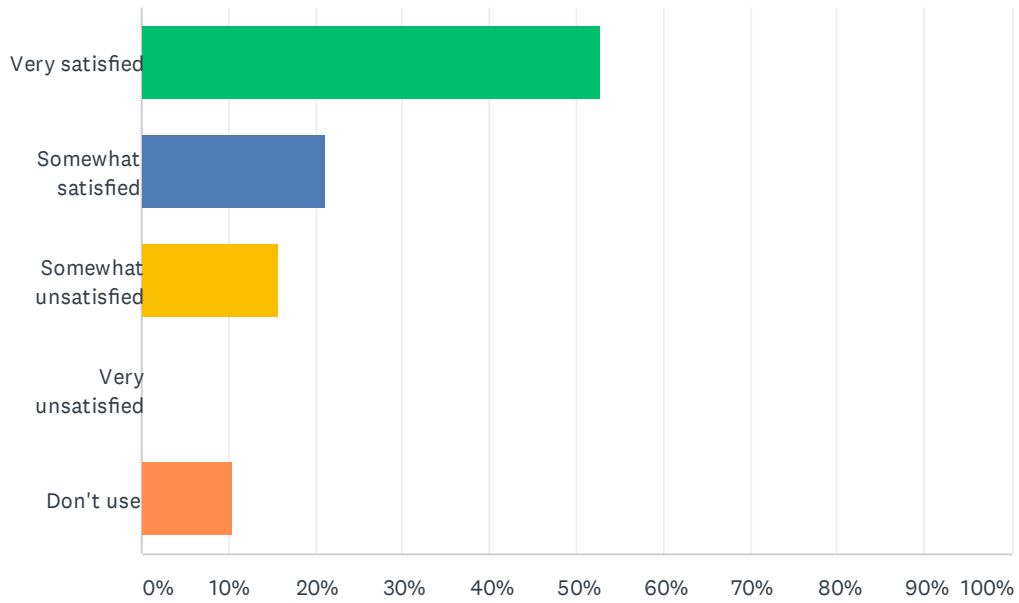
Answered: 16 Skipped: 3



ANSWER CHOICES	RESPONSES	
Inter-Library Loan (large print)	87.50%	14
Group Loan (large print)	43.75%	7
AV Equipment Loan	37.50%	6
NYS Talking Book and Braille Library	18.75%	3
Service to Jails (county and state facilities)	18.75%	3
Computer Training (Nioga Mobile Tech - formerly called BTOP)	50.00%	8
Total Respondents: 16		

## Q24 How satisfied are you with Nioga Outreach Services?

Answered: 19 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	52.63%	10
Somewhat satisfied	21.05%	4
Somewhat unsatisfied	15.79%	3
Very unsatisfied	0.00%	0
Don't use	10.53%	2
<b>TOTAL</b>		<b>19</b>

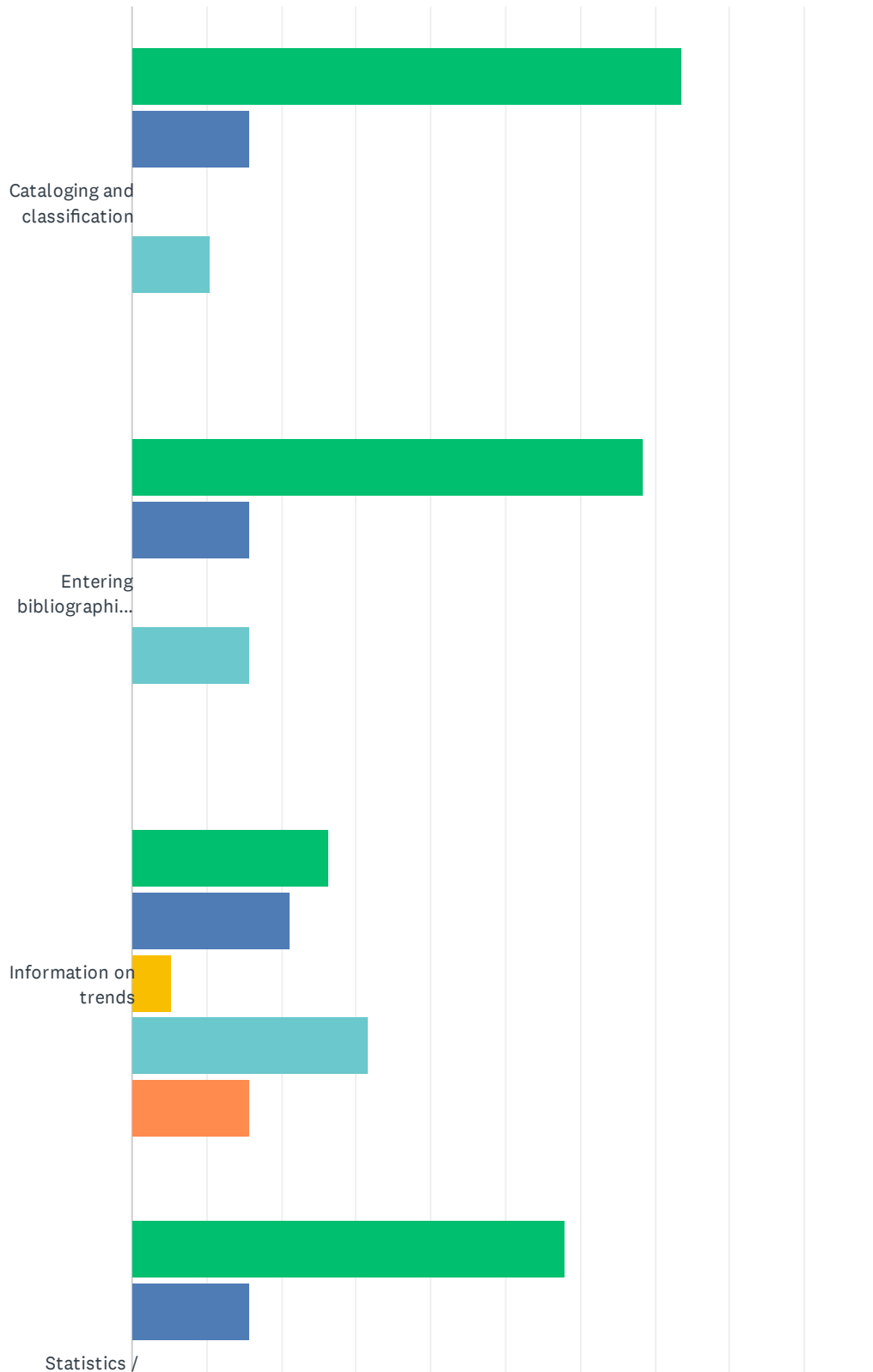
## Q25 If you do not use any of the Nioga Outreach Services, why not?

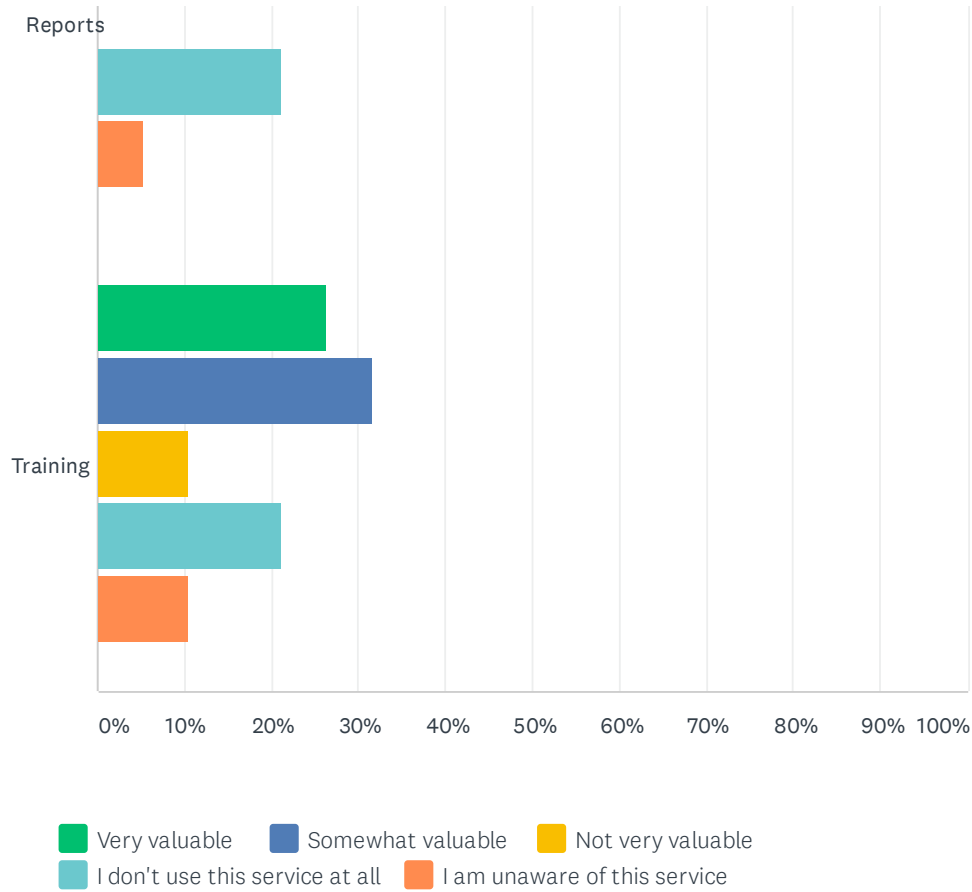
Answered: 1 Skipped: 18

#	RESPONSES	DATE
1	No need	7/23/2021 11:31 AM

# Q26 How valuable and relevant are the following Technological & Technology Support Services provided by Nioga in your efforts to serve your patrons?

Answered: 19 Skipped: 0

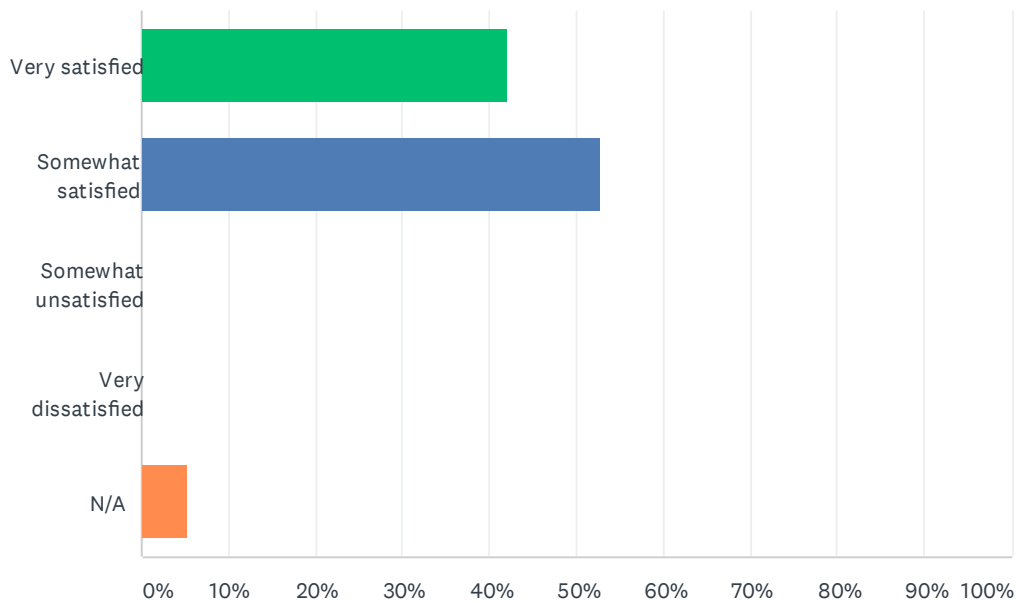




	VERY VALUABLE	SOMEWHAT VALUABLE	NOT VERY VALUABLE	I DON'T USE THIS SERVICE AT ALL	I AM UNAWARE OF THIS SERVICE	TOTAL
Cataloging and classification	73.68% 14	15.79% 3	0.00% 0	10.53% 2	0.00% 0	19
Entering bibliographic records	68.42% 13	15.79% 3	0.00% 0	15.79% 3	0.00% 0	19
Information on trends	26.32% 5	21.05% 4	5.26% 1	31.58% 6	15.79% 3	19
Statistics / Reports	57.89% 11	15.79% 3	0.00% 0	21.05% 4	5.26% 1	19
Training	26.32% 5	31.58% 6	10.53% 2	21.05% 4	10.53% 2	19

## Q27 In general, how satisfied are you with the Technical Services & Technology Support provided by Nioga?

Answered: 19 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	42.11%	8
Somewhat satisfied	52.63%	10
Somewhat unsatisfied	0.00%	0
Very dissatisfied	0.00%	0
N/A	5.26%	1
<b>TOTAL</b>		<b>19</b>



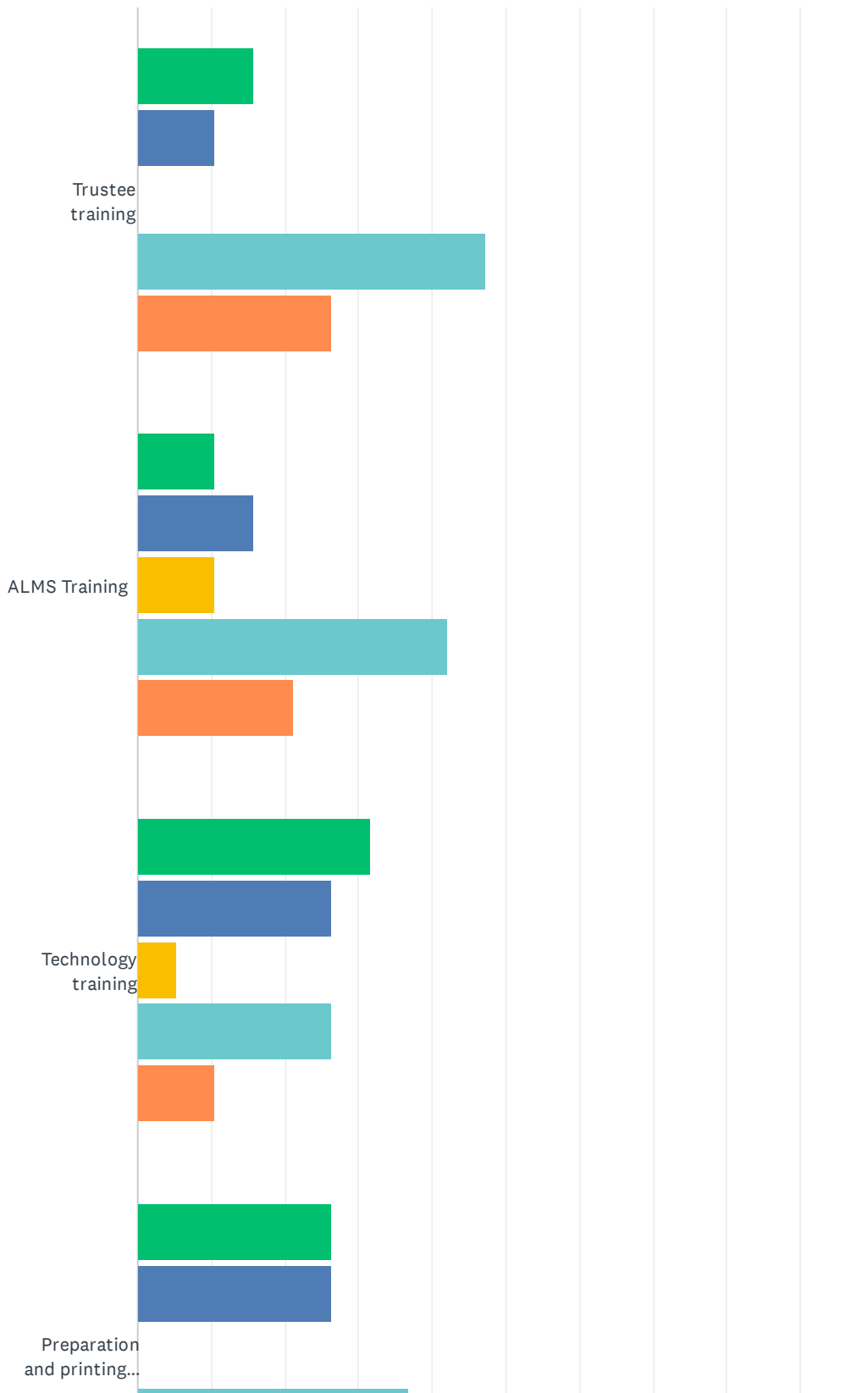
## Q28 Do you have any comments about Nioga's Technical Services & Technology Support?

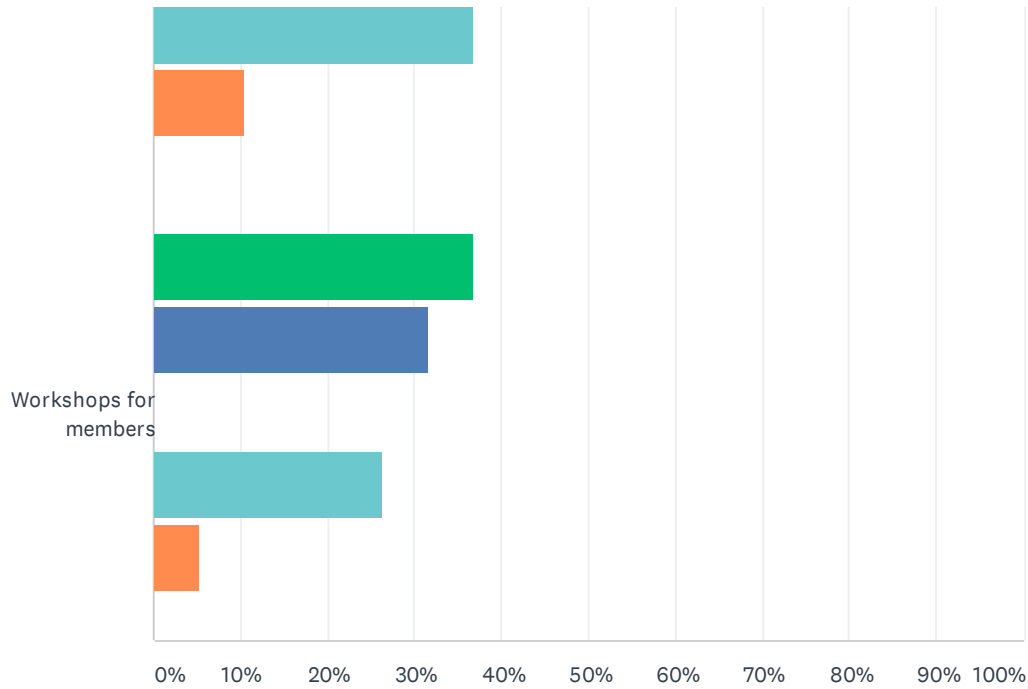
Answered: 3 Skipped: 16

#	RESPONSES	DATE
1	While cataloging and and bibliographic are valuable in that they are essential for us to circulate books, the time that it takes to create these records could be better.	7/22/2021 5:07 PM
2	too many variables per library	7/22/2021 4:51 PM
3	There needs to be staff dedicated to technical services at EACH Nioga library.	7/16/2021 11:44 AM

### Q29 How valuable and relevant are these Training & Education Services provided by Nioga to you in your efforts to serve your patrons?

Answered: 19 Skipped: 0



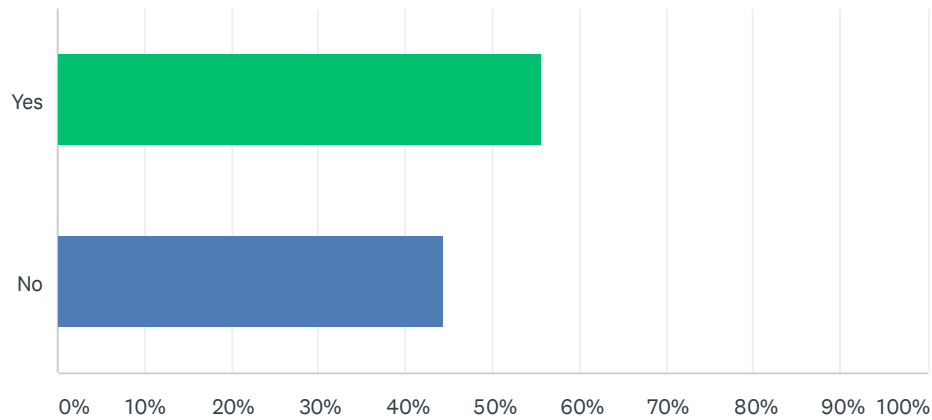


■ Very valuable   
 ■ Somewhat valuable   
 ■ Not very valuable  
■ I don't use these services at all   
 ■ I am not familiar with this service

	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	15.79% 3	10.53% 2	0.00% 0	47.37% 9	26.32% 5	19
ALMS Training	10.53% 2	15.79% 3	10.53% 2	42.11% 8	21.05% 4	19
Technology training	31.58% 6	26.32% 5	5.26% 1	26.32% 5	10.53% 2	19
Preparation and printing of handouts and materials	26.32% 5	26.32% 5	0.00% 0	36.84% 7	10.53% 2	19
Workshops for members	36.84% 7	31.58% 6	0.00% 0	26.32% 5	5.26% 1	19

### Q30 Have you attended any workshops provided by Nioga in the past two years?

Answered: 18 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	55.56%	10
No	44.44%	8
TOTAL		18

#	IF NO, WHY NOT?	DATE
1	Limited time availability on my part	8/12/2021 7:26 PM
2	covid	7/22/2021 4:51 PM
3	None have been offered	7/22/2021 4:30 PM
4	Unable to	7/20/2021 3:34 PM
5	NA	7/19/2021 1:24 PM
6	I am a substitute in my library. I have not been offered an opportunity to attend a workshop.	7/17/2021 7:58 AM
7	No Time/ Covid	7/16/2021 2:29 PM
8	None applicable to me	7/16/2021 11:52 AM

### Q31 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: 8 Skipped: 11

#	RESPONSES	DATE
1	I was able to add specific programming to my library's roster as a direct result of the workshops I attended, and the SRC meeting is always super-helpful in gaining new ideas and learning what other branches are doing.	7/31/2021 11:13 AM
2	The ASL for Storytimes workshop we did was incredibly helpful and I use it almost daily! I'd love to see more like this one offered!	7/22/2021 5:09 PM
3	I recently	7/22/2021 5:07 PM
4	have been before and they were ok. somewhat repetitive	7/22/2021 4:51 PM
5	The youth services workshops that I attend when I can have been very helpful in providing community within the system when I needed it most during the pandemic while helping me plan for contingencies during our summer reading program.	7/19/2021 4:14 PM
6	I attended a Census workshop in March 2020 at NIOGA in Lockport.	7/16/2021 11:44 AM
7	I helped to coordinate a workshop but I have attended as a participant.	7/16/2021 11:34 AM
8	I liked the "Libraries are for Everyone"	7/16/2021 10:57 AM

## Q32 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: 13 Skipped: 6

ANSWER CHOICES	RESPONSES	
Topic 1:	100.00%	13
Topic 2:	92.31%	12
Topic 3:	69.23%	9

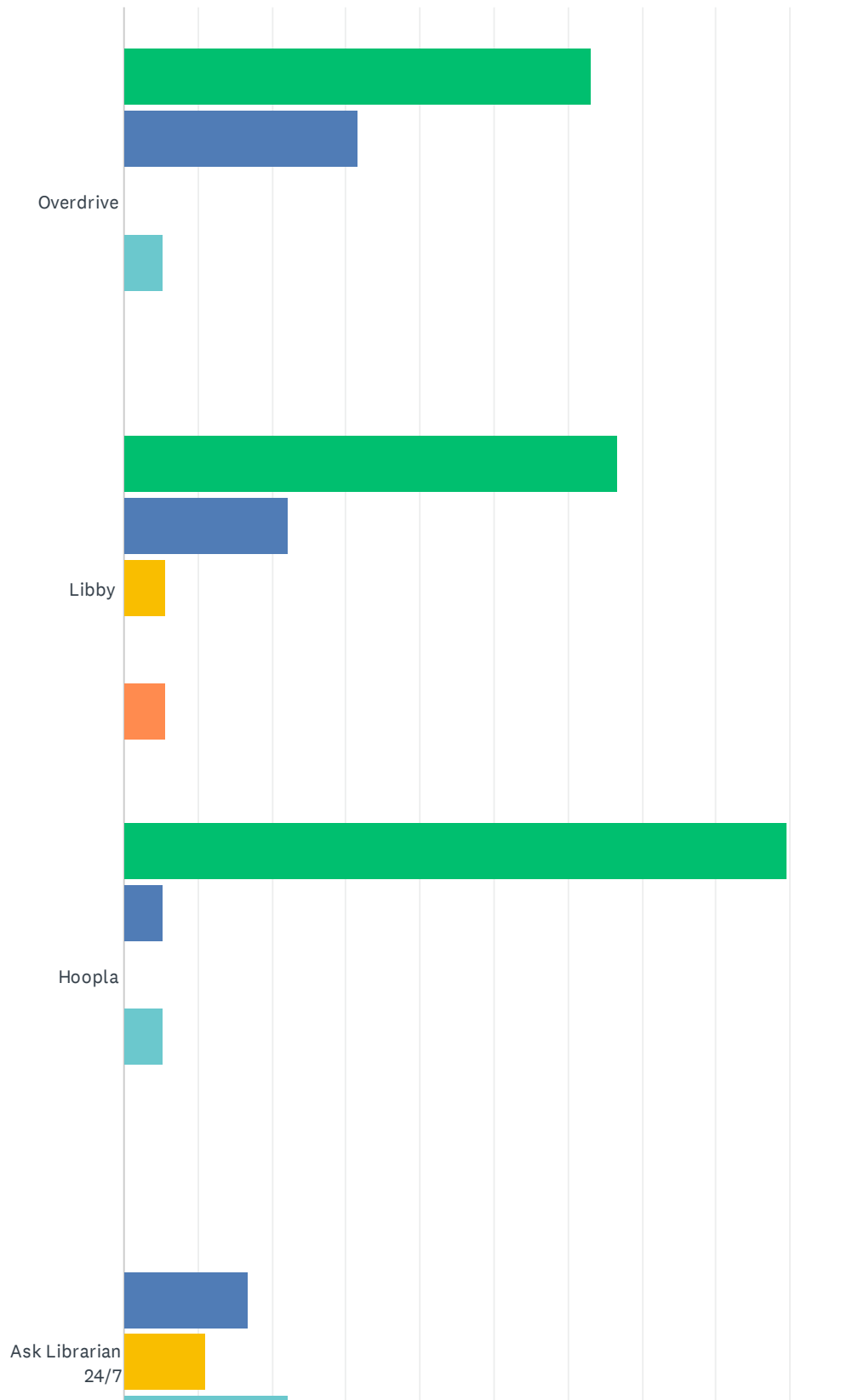
#	TOPIC 1:	DATE
1	Storyhours for special communities	7/31/2021 11:13 AM
2	Running reports on Catalog so it's more self-serve	7/26/2021 2:05 PM
3	Grant Writing	7/22/2021 5:09 PM
4	ASL	7/22/2021 5:07 PM
5	workshops with library clerks out of NIOGA	7/22/2021 4:51 PM
6	Topics involving mental health services	7/20/2021 3:34 PM
7	knowing my employee rights (and what's not ok)	7/19/2021 4:14 PM
8	Cataloging	7/17/2021 7:58 AM
9	New Technologies esp. video skills	7/16/2021 2:29 PM
10	Efficient ways to search our catalog	7/16/2021 1:30 PM
11	Circulation/clerical issues	7/16/2021 11:52 AM
12	Disaster preparedness	7/16/2021 11:44 AM
13	Hoopla	7/16/2021 10:57 AM

#	TOPIC 2:	DATE
1	Diversity auditing collections and successfullybuilding a diverse collection	7/31/2021 11:13 AM
2	Disabilities (Working with those who have them. Heard of hearing, visually impaired, physically handicapped.)	7/22/2021 5:09 PM
3	Networking with Librarians in other systems	7/22/2021 5:07 PM
4	marketing your library	7/22/2021 4:51 PM
5	Online programming ideas	7/20/2021 3:34 PM
6	Dealing with stressful patrons/stressful situations	7/19/2021 4:14 PM
7	Communicating better with patrons	7/17/2021 7:58 AM
8	Social Media & Marketing	7/16/2021 2:29 PM
9	Connecting community to community resources	7/16/2021 1:30 PM
10	Online materials and databases	7/16/2021 11:52 AM
11	active shooter training	7/16/2021 11:44 AM

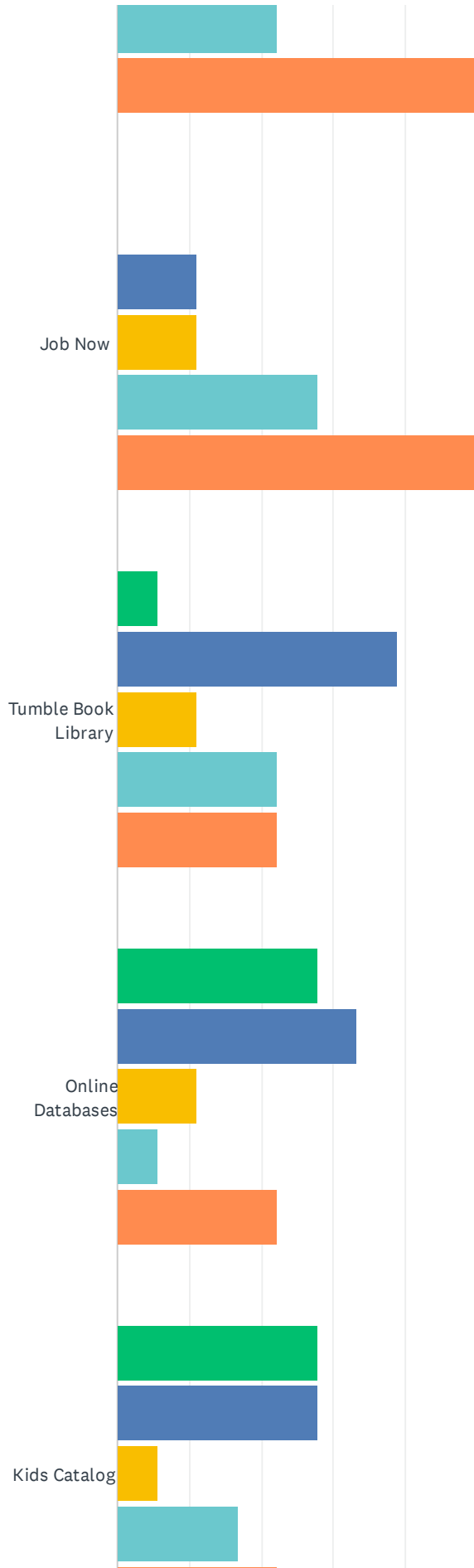
12	Effective Internet searching/Evaluate Information	7/16/2021 10:57 AM
<b>#</b>	<b>TOPIC 3:</b>	<b>DATE</b>
1	Sourcing materials from non-traditional sources (ie: independent publishers, non-English-language publishers, working with comic shops and video game stores, etc...)	7/31/2021 11:13 AM
2	Grant writing	7/22/2021 5:07 PM
3	connecting and searching genealogy and local history research databases	7/22/2021 4:51 PM
4	Being able to help patrons with computer issues	7/17/2021 7:58 AM
5	Adult and Senior Programming/Best Practices	7/16/2021 2:29 PM
6	Ways to become more eco-friendly, less paper waste	7/16/2021 1:30 PM
7	interlibrary loan	7/16/2021 11:52 AM
8	Mental Health awareness training. Especially for library workers	7/16/2021 11:44 AM
9	Digital and Media Literacy for Patrons: Make it Interesting	7/16/2021 10:57 AM

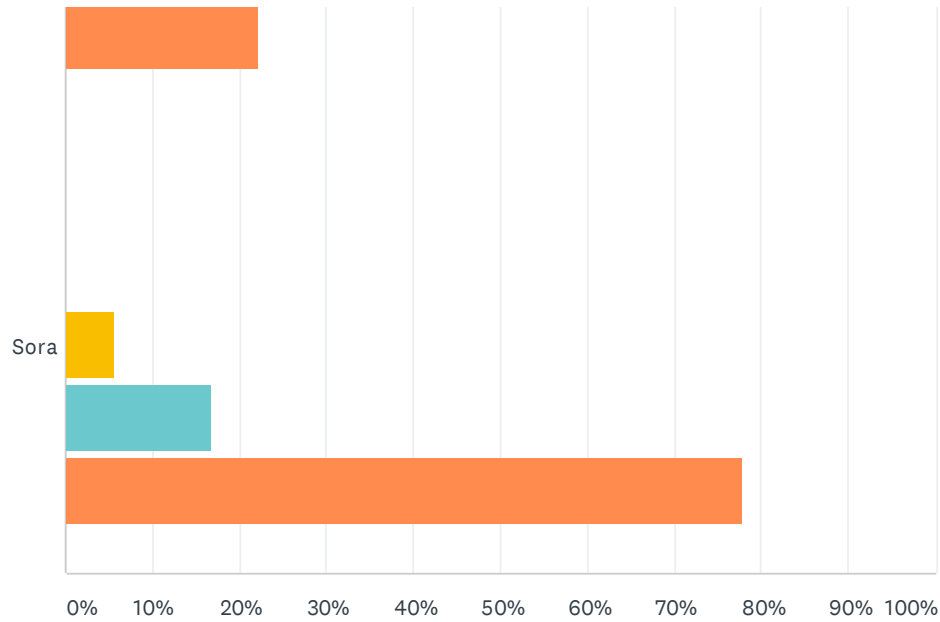
### Q33 In your opinion, what e-services (some are provided by Nioga) are of most interest or most used by your patrons? Please check all that apply.

Answered: 19 Skipped: 0







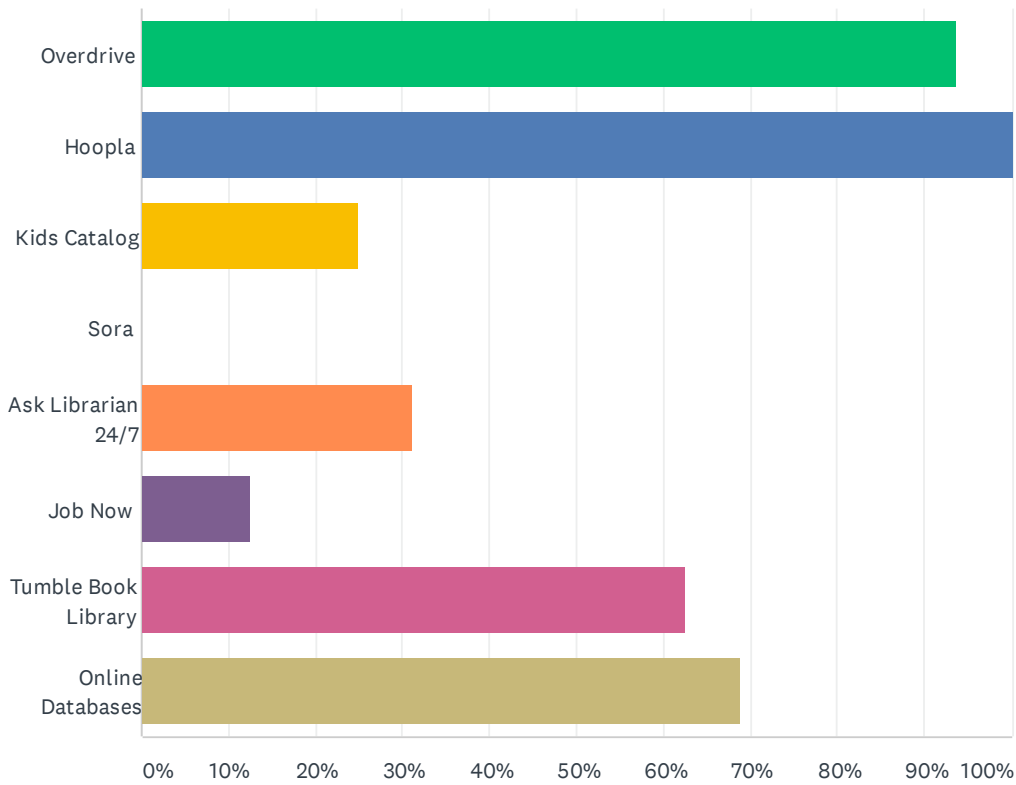


■ Most interest/use   
 ■ Some interest/use   
 ■ Slight interest/use  
■ No interest/use   
 ■ They are probably unaware of this service

	MOST INTEREST/USE	SOME INTEREST/USE	SLIGHT INTEREST/USE	NO INTEREST/USE	THEY ARE PROBABLY UNAWARE OF THIS SERVICE	TOTAL
Overdrive	63.16% 12	31.58% 6	0.00% 0	5.26% 1	0.00% 0	19
Libby	66.67% 12	22.22% 4	5.56% 1	0.00% 0	5.56% 1	18
Hoopla	89.47% 17	5.26% 1	0.00% 0	5.26% 1	0.00% 0	19
Ask Librarian 24/7	0.00% 0	16.67% 3	11.11% 2	22.22% 4	50.00% 9	18
Job Now	0.00% 0	11.11% 2	11.11% 2	27.78% 5	50.00% 9	18
Tumble Book Library	5.56% 1	38.89% 7	11.11% 2	22.22% 4	22.22% 4	18
Online Databases	27.78% 5	33.33% 6	11.11% 2	5.56% 1	22.22% 4	18
Kids Catalog	27.78% 5	27.78% 5	5.56% 1	16.67% 3	22.22% 4	18
Sora	0.00% 0	0.00% 0	5.56% 1	16.67% 3	77.78% 14	18

### Q34 Which of these Electronic Services provided by Nioga do you list on your website, in advertisements or in newsletters?

Answered: 16 Skipped: 3



ANSWER CHOICES	RESPONSES
Overdrive	93.75% 15
Hoopla	100.00% 16
Kids Catalog	25.00% 4
Sora	0.00% 0
Ask Librarian 24/7	31.25% 5
Job Now	12.50% 2
Tumble Book Library	62.50% 10
Online Databases	68.75% 11
Total Respondents: 16	

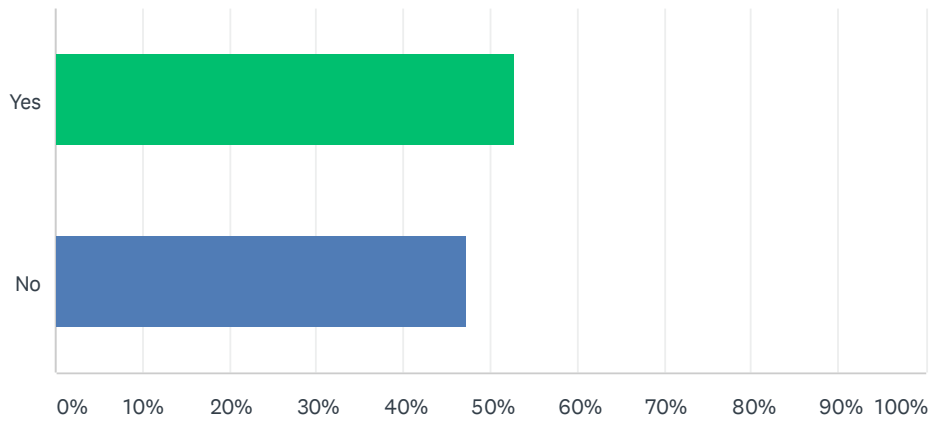
## Q35 What Electronic Services from those listed above, do you talk about or discuss with your patrons the most?

Answered: 14 Skipped: 5

#	RESPONSES	DATE
1	Hoopla, Overdrive	8/12/2021 7:26 PM
2	Hoopla, Libby, the online databases	7/31/2021 11:13 AM
3	Hoopla	7/26/2021 2:05 PM
4	Libby is an app for OverDrive. SORA is only for schools and not available to the public; Ask 24/7 and Jobs now were removed in 2019.	7/23/2021 11:31 AM
5	Overdrive and Hoopla are what I promote most.	7/22/2021 5:09 PM
6	Overdrive and Hoopla. I do mention that students can link their Sora account to our Overdrive Library but I'm not sure how they could have Sora without being a student.	7/22/2021 5:07 PM
7	Overdrive and Hoopla	7/22/2021 4:30 PM
8	hoopla, tumble books	7/19/2021 4:14 PM
9	Libby and Hoopla	7/19/2021 1:24 PM
10	Hoopla	7/17/2021 7:58 AM
11	Hoopla & OverDrive	7/16/2021 2:29 PM
12	Overdrive, Hoopla	7/16/2021 1:30 PM
13	Hoopla, Overdrive, Libby	7/16/2021 11:44 AM
14	Hoopla and OverDrive/Libby	7/16/2021 11:34 AM

### Q36 Have you held a computer class (e.g. Gadgets & Gear Program) at your library within the last two years?

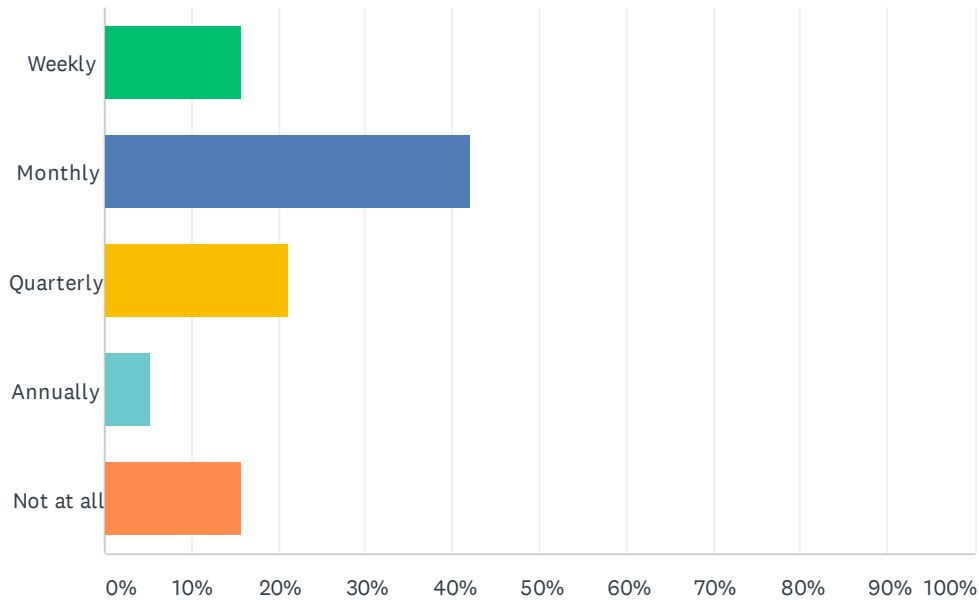
Answered: 19 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	52.63%	10
No	47.37%	9
TOTAL		19

### Q37 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?

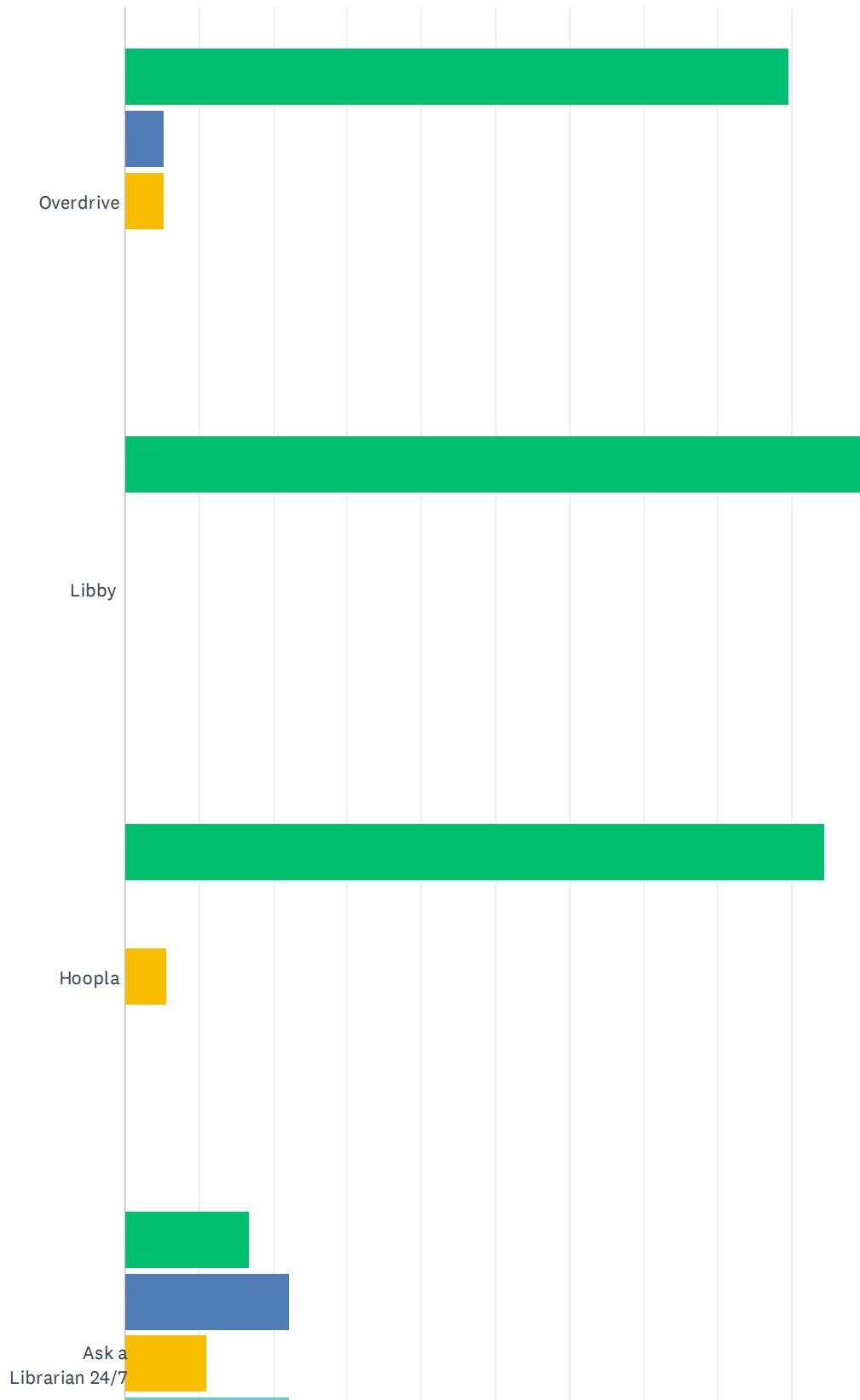
Answered: 19 Skipped: 0

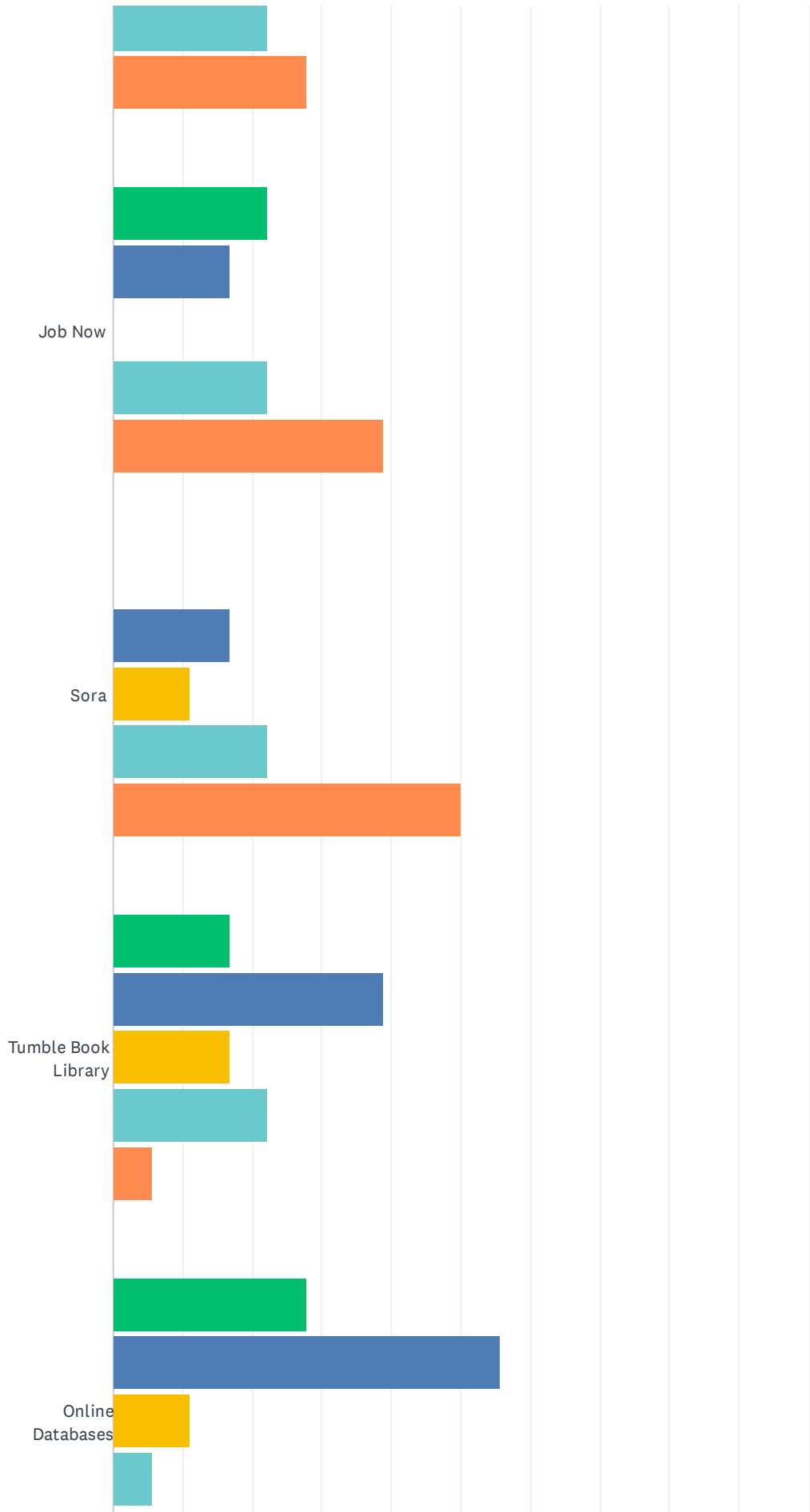


ANSWER CHOICES	RESPONSES
Weekly	15.79% 3
Monthly	42.11% 8
Quarterly	21.05% 4
Annually	5.26% 1
Not at all	15.79% 3
<b>TOTAL</b>	<b>19</b>

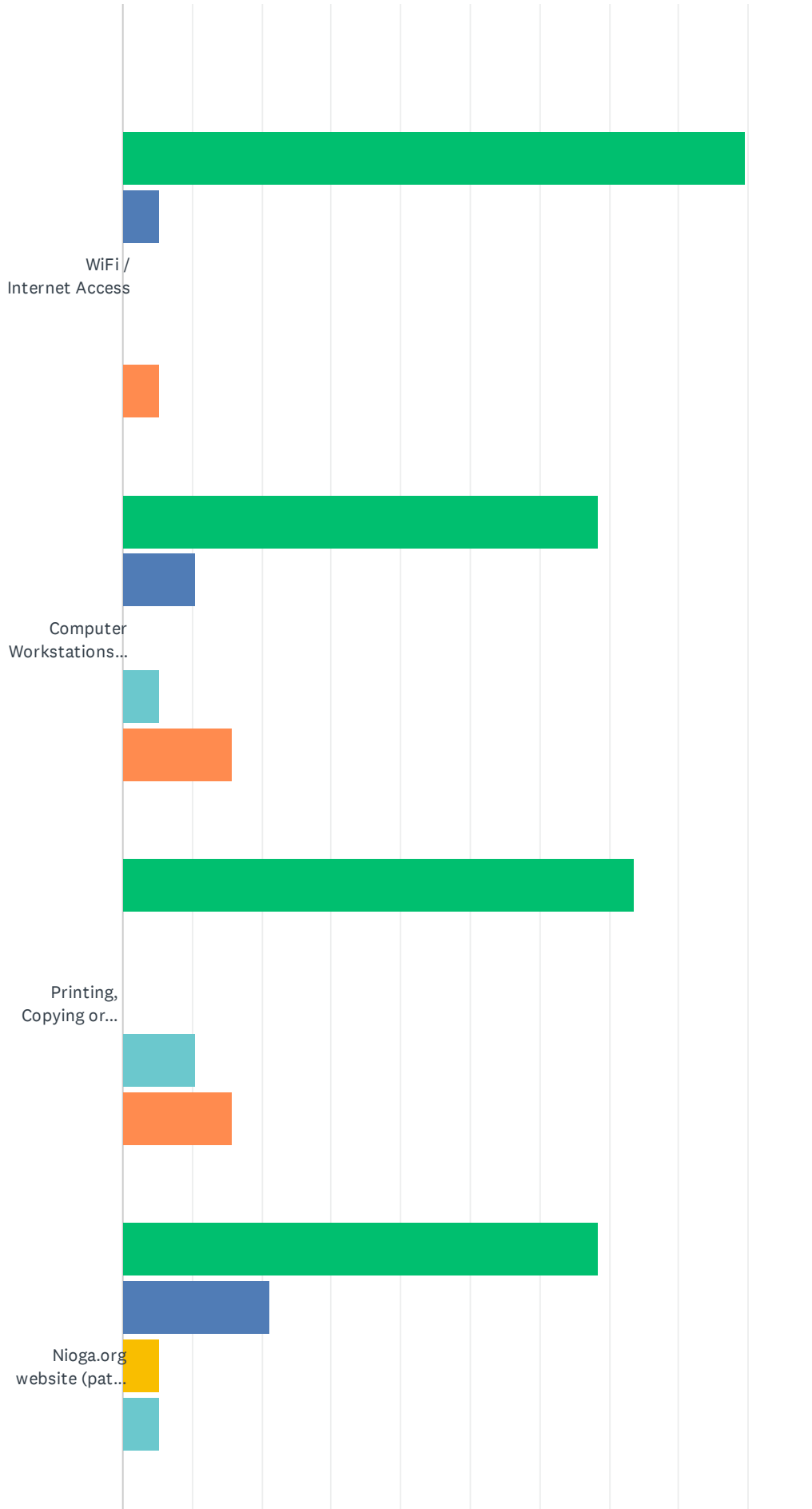
### Q38 How valuable or relevant are the Electronic Services provided by Nioga to you in your efforts to serve your patrons?

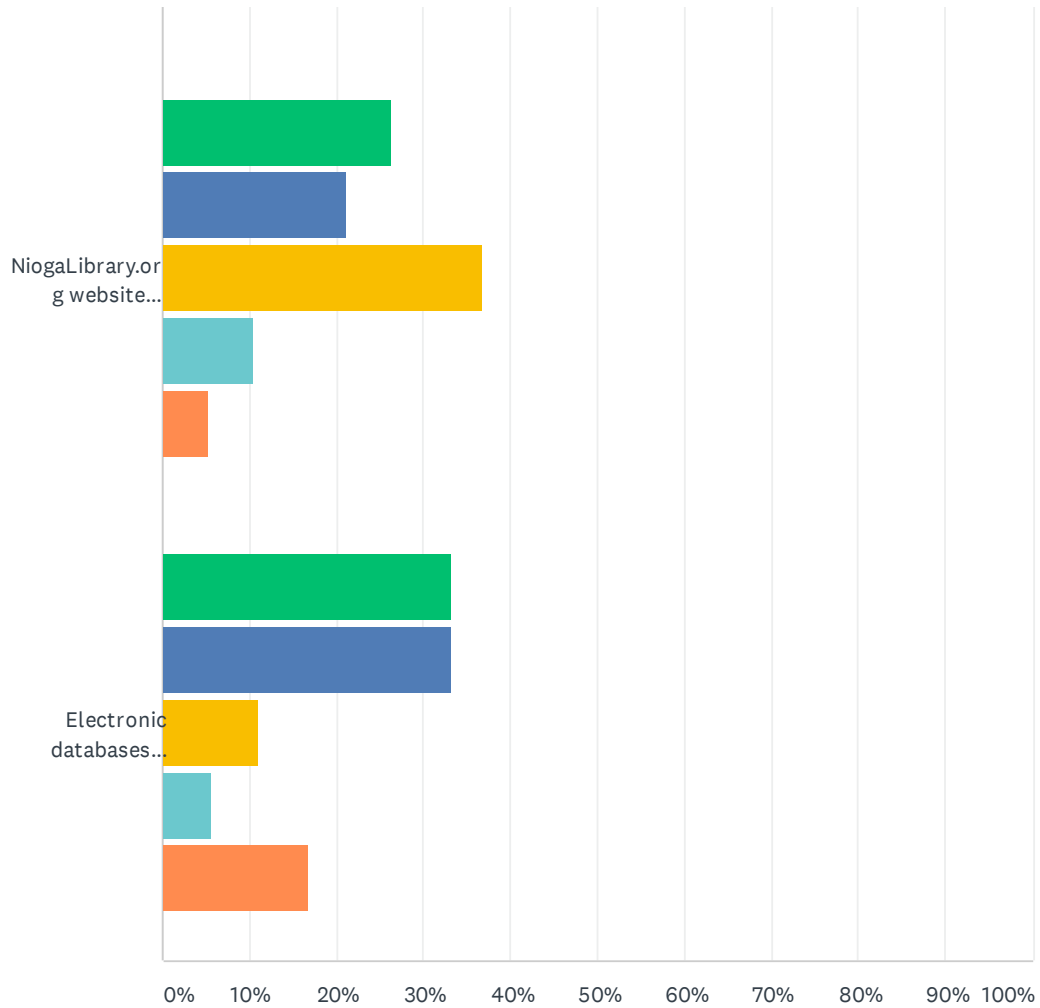
Answered: 19 Skipped: 0









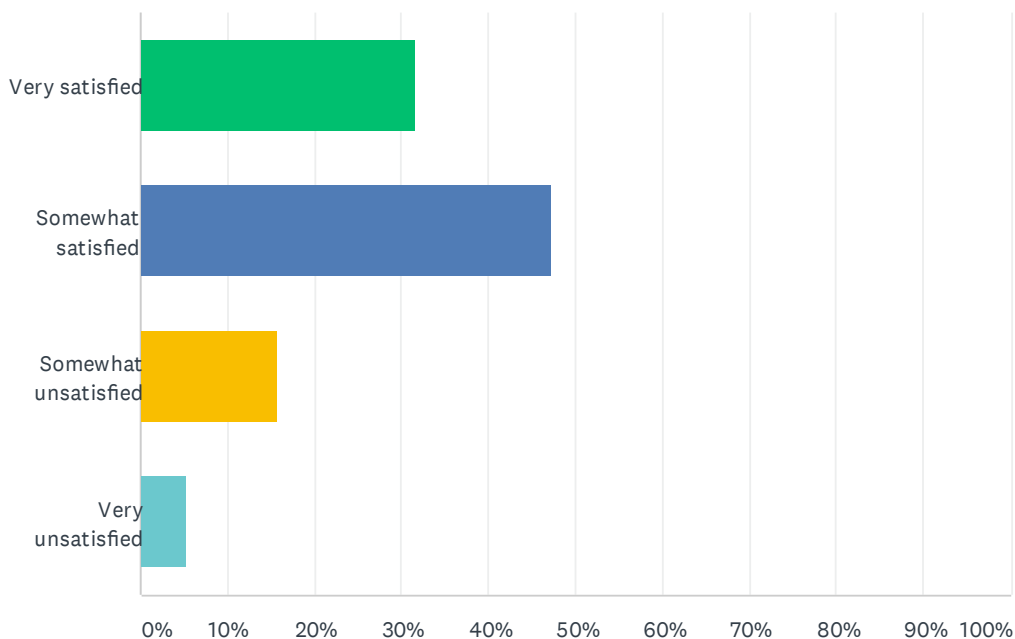


Very valuable    Somewhat valuable    Slightly valuable  
No value at all    I am not aware of this service

	VERY VALUABLE	SOMEWHAT VALUABLE	SLIGHTLY VALUABLE	NO VALUE AT ALL	I AM NOT AWARE OF THIS SERVICE	TOTAL	WEIGHTED AVERAGE
Overdrive	89.47% 17	5.26% 1	5.26% 1	0.00% 0	0.00% 0	19	3.84
Libby	100.00% 18	0.00% 0	0.00% 0	0.00% 0	0.00% 0	18	4.00
Hoopla	94.44% 17	0.00% 0	5.56% 1	0.00% 0	0.00% 0	18	3.89
Ask a Librarian 24/7	16.67% 3	22.22% 4	11.11% 2	22.22% 4	27.78% 5	18	1.78
Job Now	22.22% 4	16.67% 3	0.00% 0	22.22% 4	38.89% 7	18	1.61
Sora	0.00% 0	16.67% 3	11.11% 2	22.22% 4	50.00% 9	18	0.94
Tumble Book Library	16.67% 3	38.89% 7	16.67% 3	22.22% 4	5.56% 1	18	2.39
Online Databases	27.78% 5	55.56% 10	11.11% 2	5.56% 1	0.00% 0	18	3.06
WiFi / Internet Access	89.47% 17	5.26% 1	0.00% 0	0.00% 0	5.26% 1	19	3.74
Computer Workstations & Software	68.42% 13	10.53% 2	0.00% 0	5.26% 1	15.79% 3	19	3.11
Printing, Copying or Faxing Services	73.68% 14	0.00% 0	0.00% 0	10.53% 2	15.79% 3	19	3.05
Nioga.org website (patron access for Overdrive, Hoopla, etc.)	68.42% 13	21.05% 4	5.26% 1	5.26% 1	0.00% 0	19	3.53
NiogaLibrary.org website (system services)	26.32% 5	21.05% 4	36.84% 7	10.53% 2	5.26% 1	19	2.53
Electronic databases (Groliers, etc.)	33.33% 6	33.33% 6	11.11% 2	5.56% 1	16.67% 3	18	2.61

### Q39 In general, how satisfied are you with the Nioga website (Nioga.org) in terms of ease of use for your patrons?

Answered: 19 Skipped: 0

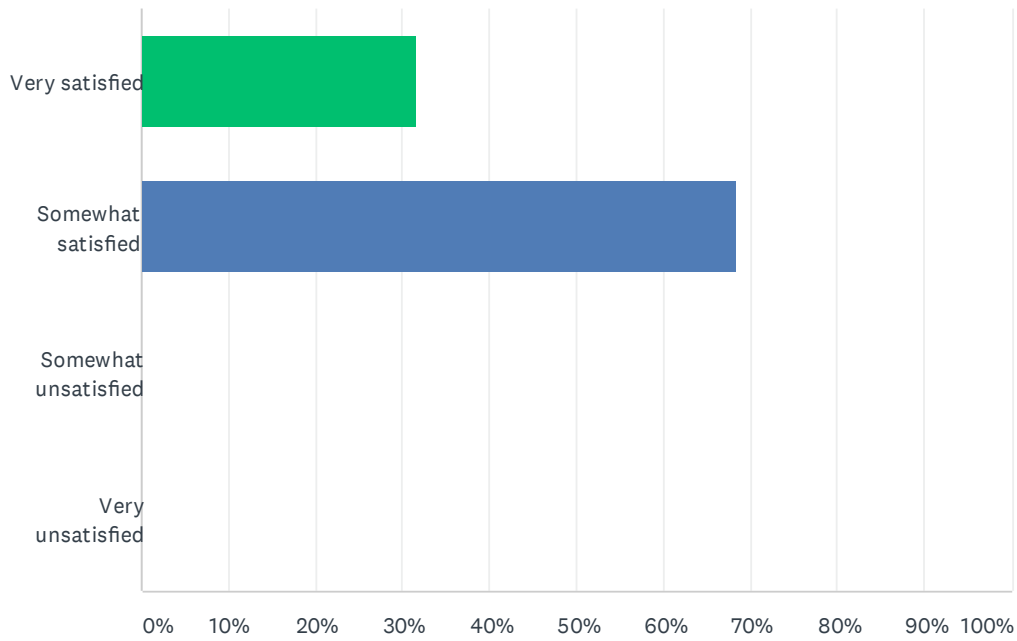


ANSWER CHOICES	RESPONSES
Very satisfied	31.58% 6
Somewhat satisfied	47.37% 9
Somewhat unsatisfied	15.79% 3
Very unsatisfied	5.26% 1
<b>TOTAL</b>	<b>19</b>

#	OTHER COMMENTS (PLEASE SPECIFY)	DATE
1	When they click on an item, they should not have to scroll through the MARC record to find locations. No one understands this. Also, having ebooks listed on the catalog, but not all that our patrons can access is misleading and confusing. We constantly have people trying to check items out directly from the catalog and it never works. Plus, they can never find the ebooks we buy and then we have to re-train them to use the apps instead. Just don't put ebooks in the catalog, please.	7/31/2021 11:13 AM
2	Searching is extremely difficult, especially for non-traditional items. Having to have exact spelling can be difficult for patrons.	7/22/2021 5:07 PM
3	rarely use it	7/22/2021 4:51 PM

## Q40 In general, how satisfied are you with the Electronic Services provided by Nioga?

Answered: 19 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	31.58%	6
Somewhat satisfied	68.42%	13
Somewhat unsatisfied	0.00%	0
Very unsatisfied	0.00%	0
<b>TOTAL</b>		<b>19</b>

## Q41 What do you like or appreciate the most about the services provided by the Nioga system?

Answered: 9 Skipped: 10

#	RESPONSES	DATE
1	They create a centralized system for libraries that would otherwise have no way of accessing these perks, and also provide volume discounts for a large variety of integral things, like a searchable catalog, databases, and technology.	7/31/2021 11:13 AM
2	Everything that Laura H. does for the Children's services including gadget lending, storywalks, trainings, grant writing etc.	7/22/2021 5:09 PM
3	Interlibrary loan, youth services workshops and networking opportunities, STEAM gadget library.	7/22/2021 5:07 PM
4	ILL	7/22/2021 4:51 PM
5	Ill/delivery	7/19/2021 4:14 PM
6	Staff are patient and friendly!	7/16/2021 2:29 PM
7	Knowledgeable staff.	7/16/2021 1:30 PM
8	the ability to easily request items via Interlibrary Loan	7/16/2021 11:44 AM
9	The ILL and system delivery help give our patrons more access to materials and resources.	7/16/2021 11:34 AM

## Q42 What improvements do you think you and / or your patrons would you like to see?

Answered: 5 Skipped: 14

#	RESPONSES	DATE
1	Better databases, like EBSCOHost, or a job-hunting-specific one. An ILL that functions as seamlessly as it used to, more digital content, especially film/tv streaming, and music	7/31/2021 11:13 AM
2	Easier searching through the online catalog.	7/22/2021 5:07 PM
3	easier to use online catalog	7/19/2021 4:14 PM
4	Upgraded computers. Wireless printing from a mobile device. Mobile friendly website and/or mobile app	7/16/2021 11:44 AM
5	An updated, more user friendly site and ILS. Something that makes it easier for patrons to see if they are selecting a book, eBook, etc, since their own vocabulary can limit their interpretation of what is available in our catalog.	7/16/2021 11:34 AM

## Q43 Is there a special need specific to your library? Please describe this need.

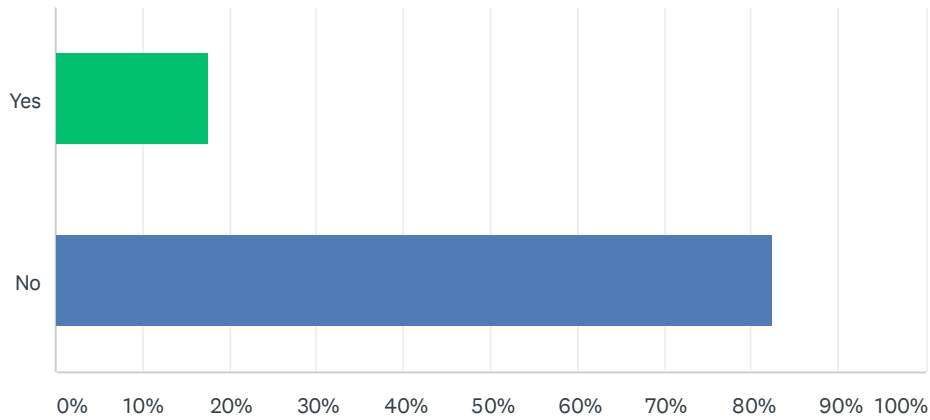
Answered: 4 Skipped: 15

#	RESPONSES	DATE
1	In-person technology classes, especially for email, computer basics, mobile phones, kindles, and professional-level Microsoft products	7/31/2021 11:13 AM
2	Questions should contain accurate information	7/23/2021 11:31 AM
3	A dedicated HR Representative.	7/22/2021 5:07 PM
4	We absolutely need a Systems Administrator here at Niagara Falls Public Library. Almost all of the computer related issues fall on the librarians and clerks. My knowledge of computer programs is limited. Someone with more specific knowledge and training would be extremely useful for the library. Right now, we depend on someone from City Hall. They come so infrequently, and it hampers the overall productivity of everyone at the library.	7/16/2021 11:44 AM



### Q44 Do you attend the annual Nioga dinner?

Answered: 17 Skipped: 2

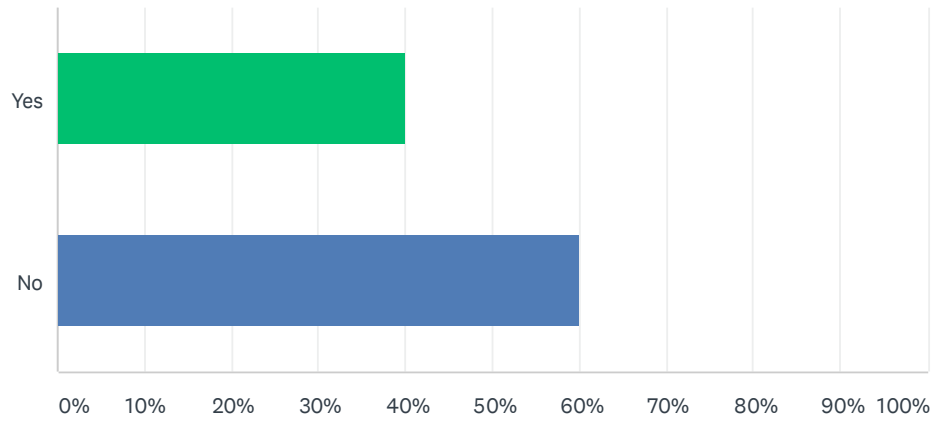


ANSWER CHOICES	RESPONSES
Yes	17.65% 3
No	82.35% 14
TOTAL	17

#	IF YOU DO NOT ATTEND, PLEASE LET US KNOW WHY.	DATE
1	Not really interested.	8/12/2021 7:26 PM
2	Far away and I typically working when it takes place	7/31/2021 11:13 AM
3	Usually only our director and board members go.	7/22/2021 5:09 PM
4	only our board goes	7/22/2021 4:51 PM
5	nothing for me	7/19/2021 4:14 PM
6	I am a substitute at my library. I have never been invited to the dinner.	7/17/2021 7:58 AM
7	I never get a notice of when the dinner is being held.	7/16/2021 11:44 AM
8	not a convenient time	7/16/2021 11:34 AM

### Q45 Would you prefer to have a speaker at the annual Nioga dinner?

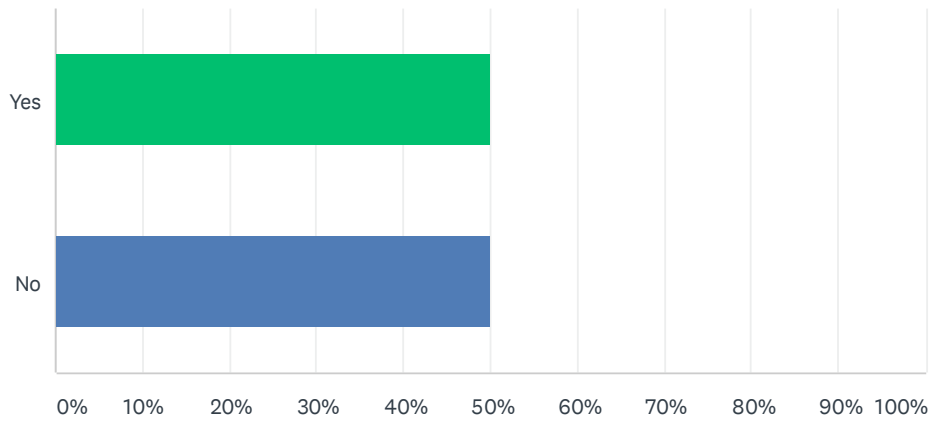
Answered: 10 Skipped: 9



ANSWER CHOICES	RESPONSES	
Yes	40.00%	4
No	60.00%	6
TOTAL		10

### Q46 Are you satisfied with the availability of Nioga staff to be invited to attend your library board meetings?

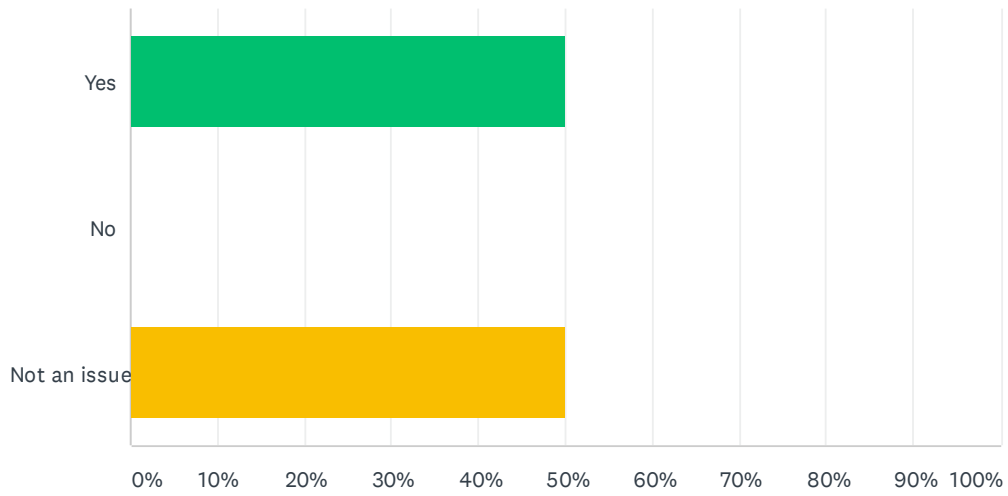
Answered: 8 Skipped: 11



ANSWER CHOICES	RESPONSES	
Yes	50.00%	4
No	50.00%	4
TOTAL		8

### Q47 Would you like the ability to conveniently invite Nioga staff to attend your library board meetings?

Answered: 6 Skipped: 13



ANSWER CHOICES	RESPONSES
Yes	50.00% 3
No	0.00% 0
Not an issue	50.00% 3
TOTAL	6

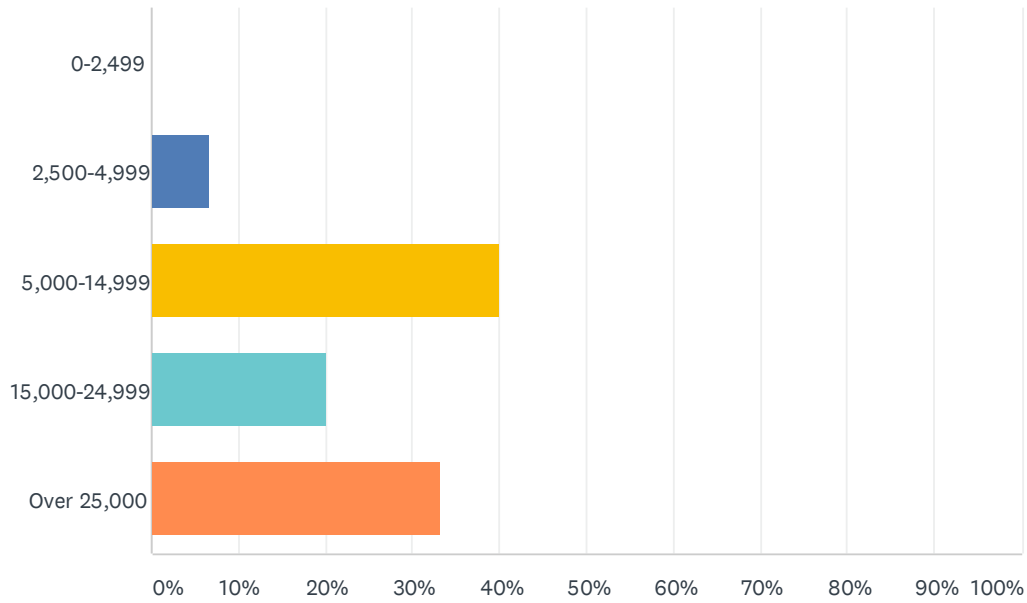
## Q48 Over the next five years, what services and programs do you think the Nioga system should focus on?

Answered: 7 Skipped: 12

#	RESPONSES	DATE
1	Help with grant programs like Erate.	8/12/2021 7:26 PM
2	A wide range of easily-available technology classes with a larger teaching staff, library of things for patron use, a catalog that is simple for the patrons to use (an app would be great!), cataloging items quickly, and providing quality workshops that don't all take place on Wednesday mornings (virtual would be wonderful in the winter, when the weather is often bad).	7/31/2021 11:13 AM
3	A system wide HR representative.	7/22/2021 5:09 PM
4	free broadband access for the whole system	7/19/2021 4:14 PM
5	Emerging technologies, workplace and entrepreneurship support, lifelong education	7/16/2021 2:29 PM
6	Job skills, computer training and adult literacy.	7/16/2021 1:30 PM
7	Dedication to more mobile friendly services.	7/16/2021 11:44 AM

## Q49 Your Library Chartered Service Area Population

Answered: 15 Skipped: 4



ANSWER CHOICES	RESPONSES	
0-2,499	0.00%	0
2,500-4,999	6.67%	1
5,000-14,999	40.00%	6
15,000-24,999	20.00%	3
Over 25,000	33.33%	5
<b>TOTAL</b>		<b>15</b>