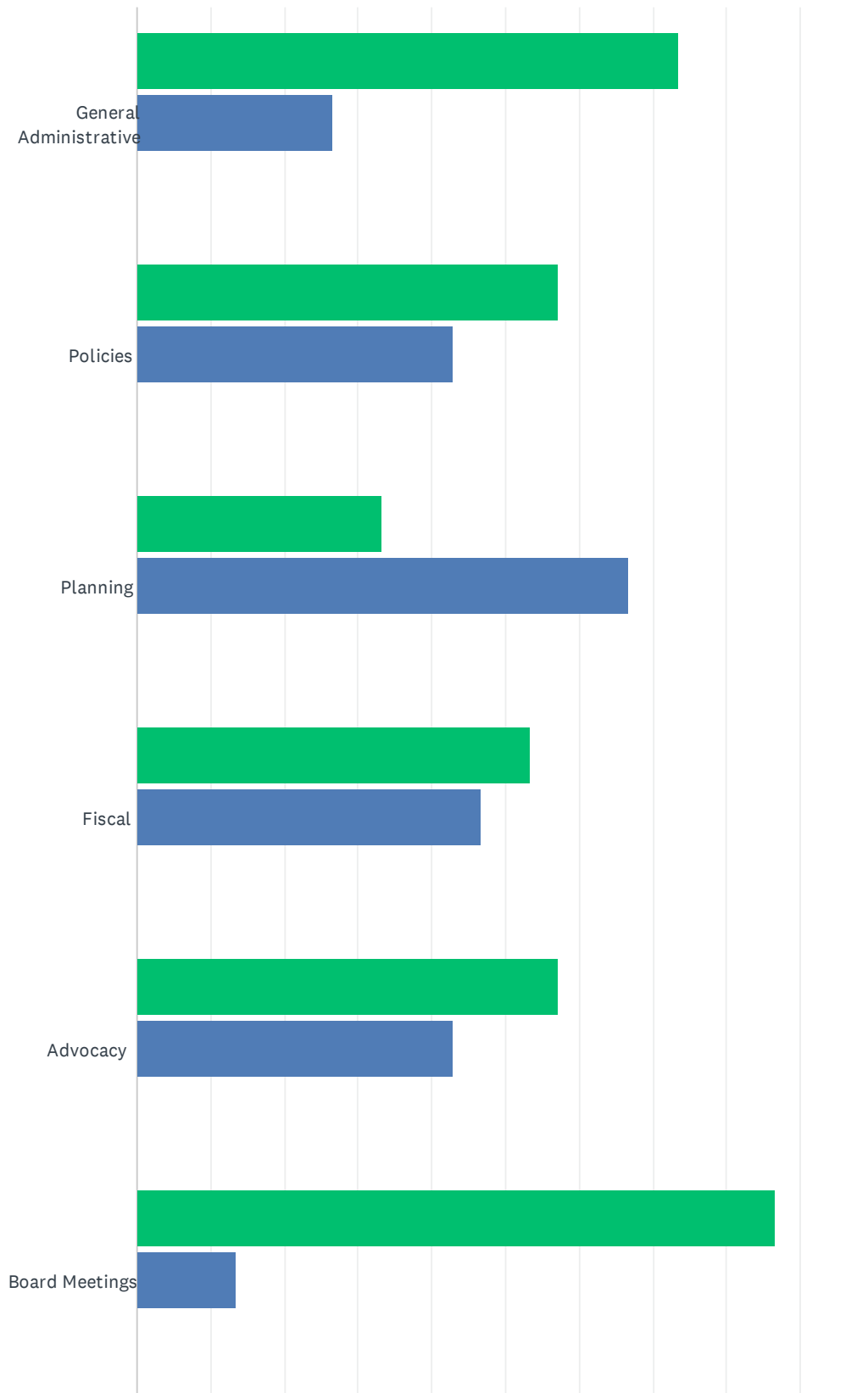
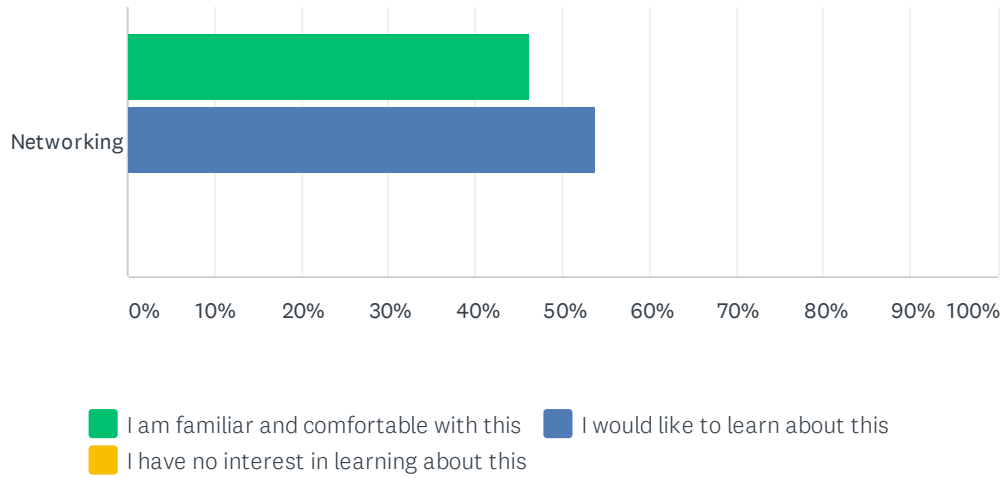


Q1 Which of these Trustee roles and responsibilities are you comfortable and familiar with? Which would you want to learn more about?

Answered: 16 Skipped: 0

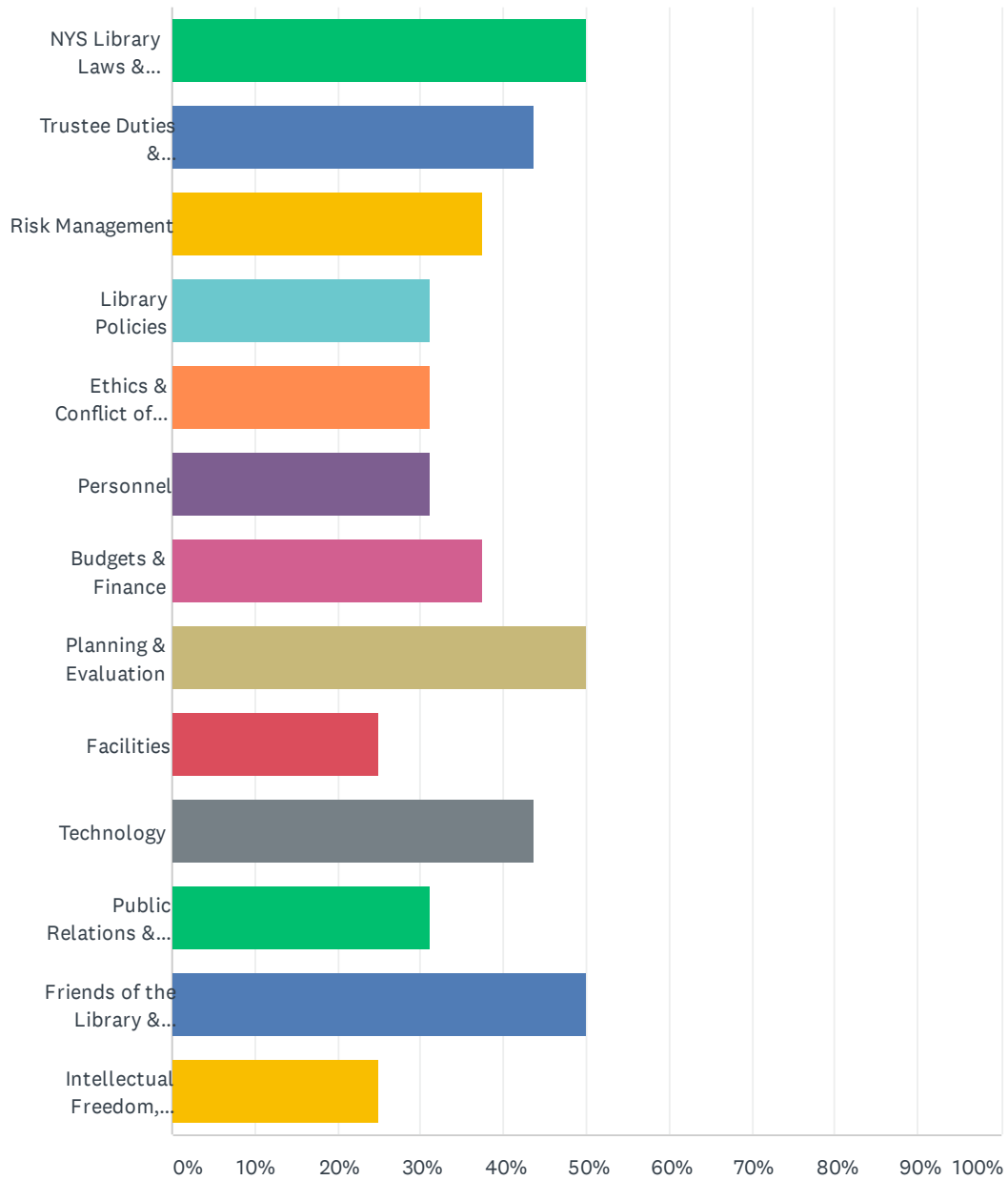




	I AM FAMILIAR AND COMFORTABLE WITH THIS	I WOULD LIKE TO LEARN ABOUT THIS	I HAVE NO INTEREST IN LEARNING ABOUT THIS	TOTAL	WEIGHTED AVERAGE
General Administrative	73.33% 11	26.67% 4	0.00% 0	15	1.53
Policies	57.14% 8	42.86% 6	0.00% 0	14	1.86
Planning	33.33% 5	66.67% 10	0.00% 0	15	2.33
Fiscal	53.33% 8	46.67% 7	0.00% 0	15	1.93
Advocacy	57.14% 8	42.86% 6	0.00% 0	14	1.86
Board Meetings	86.67% 13	13.33% 2	0.00% 0	15	1.27
Networking	46.15% 6	53.85% 7	0.00% 0	13	2.08

Q2 Which of these specific topics do want to learn more about?

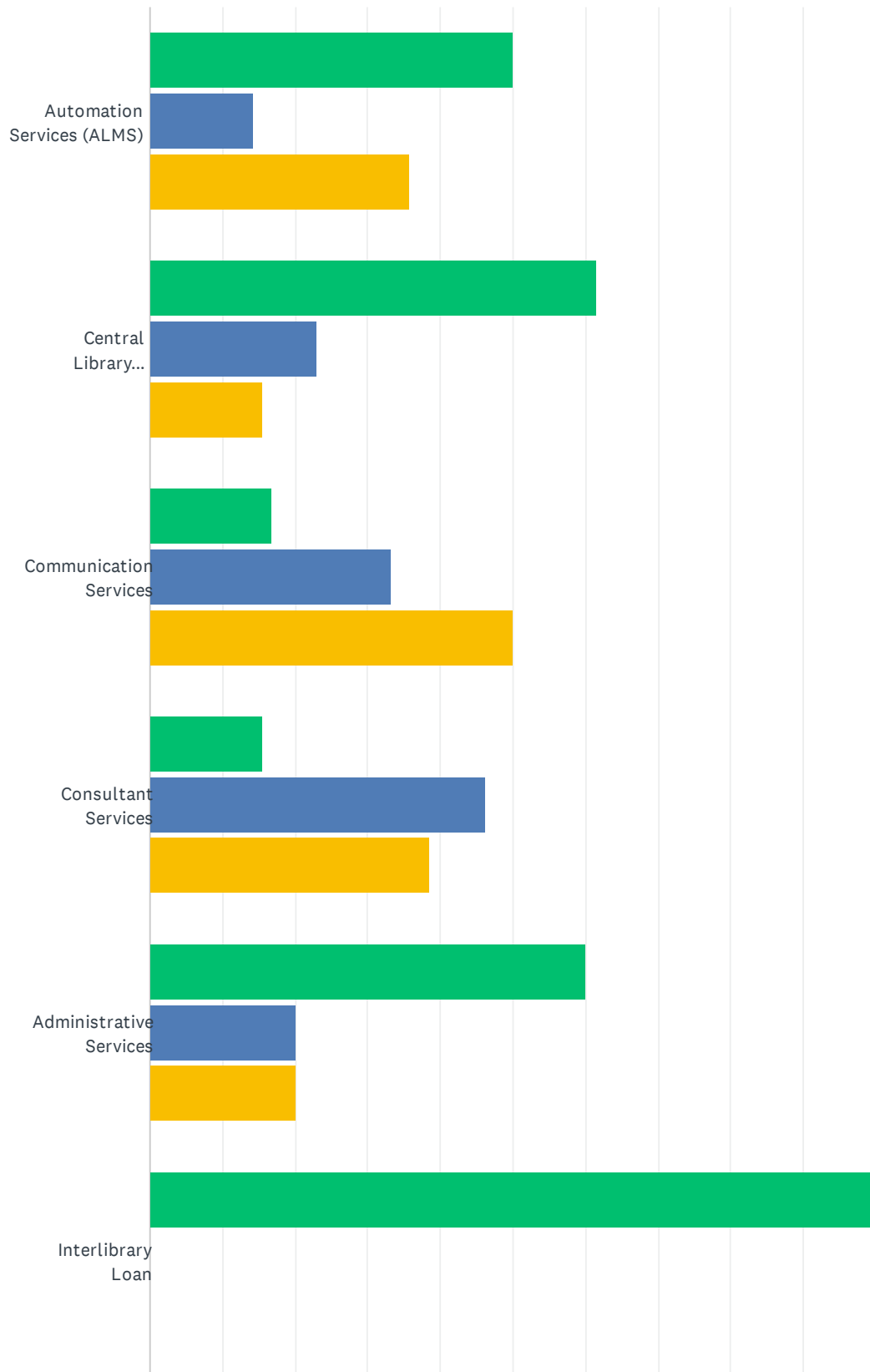
Answered: 16 Skipped: 0

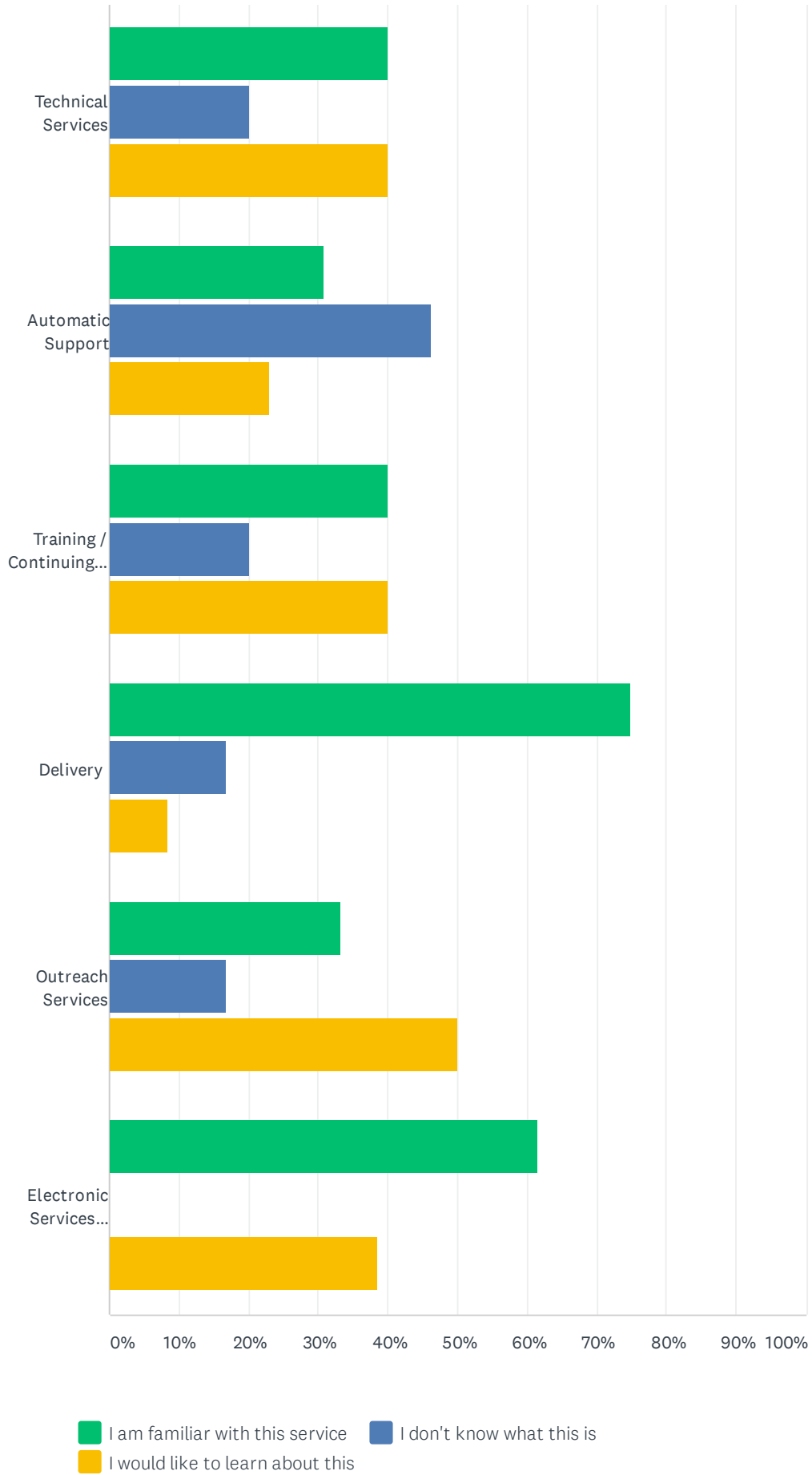


ANSWER CHOICES	RESPONSES	
NYS Library Laws & Regulations	50.00%	8
Trustee Duties & Responsibilities	43.75%	7
Risk Management	37.50%	6
Library Policies	31.25%	5
Ethics & Conflict of Interest	31.25%	5
Personnel	31.25%	5
Budgets & Finance	37.50%	6
Planning & Evaluation	50.00%	8
Facilities	25.00%	4
Technology	43.75%	7
Public Relations & Advocacy	31.25%	5
Friends of the Library & Foundations	50.00%	8
Intellectual Freedom, Censorship & Privacy	25.00%	4
Total Respondents: 16		

Q3 As a Trustee, which of these services provided by Nioga are you familiar with or want to learn more about?

Answered: 16 Skipped: 0

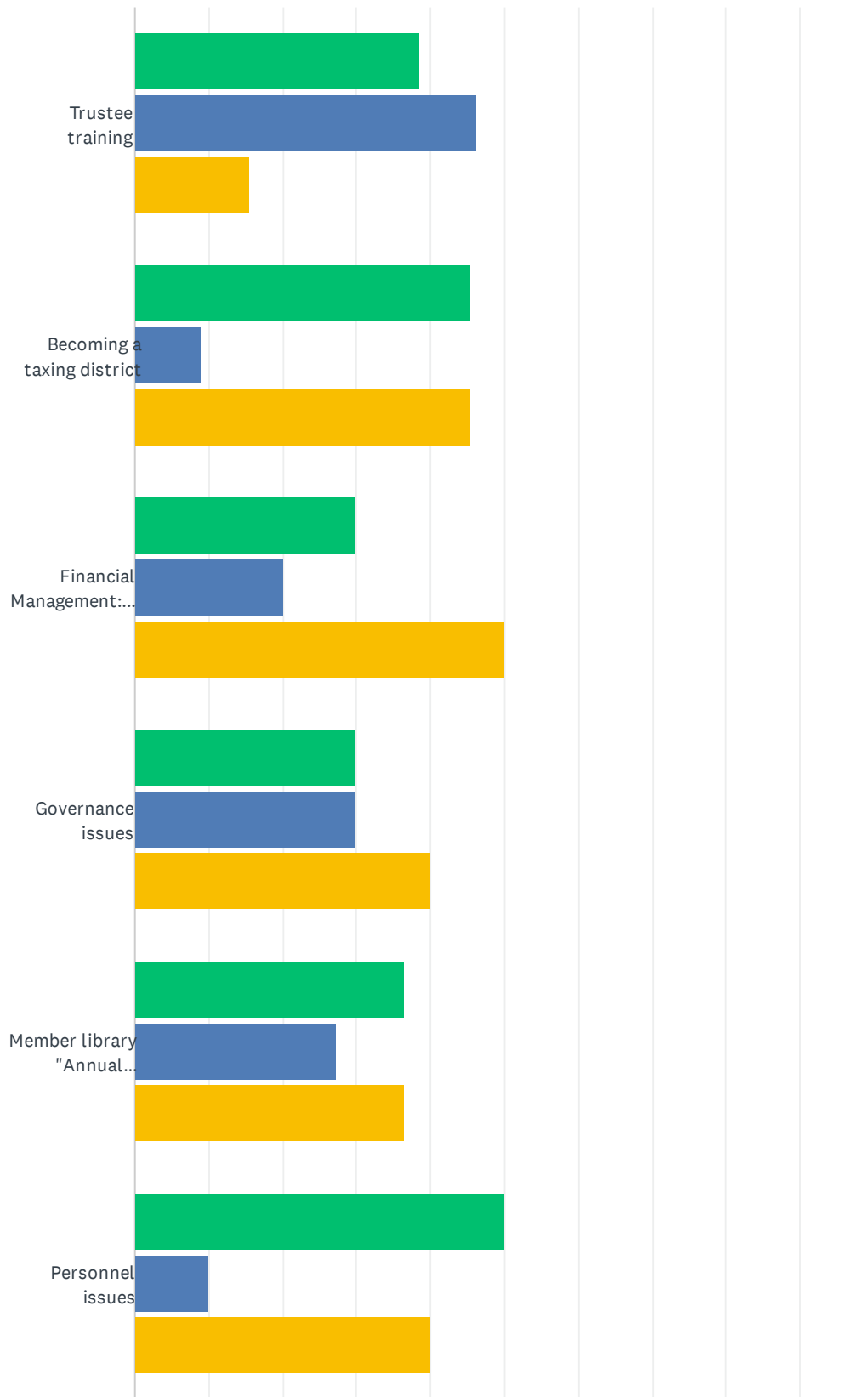


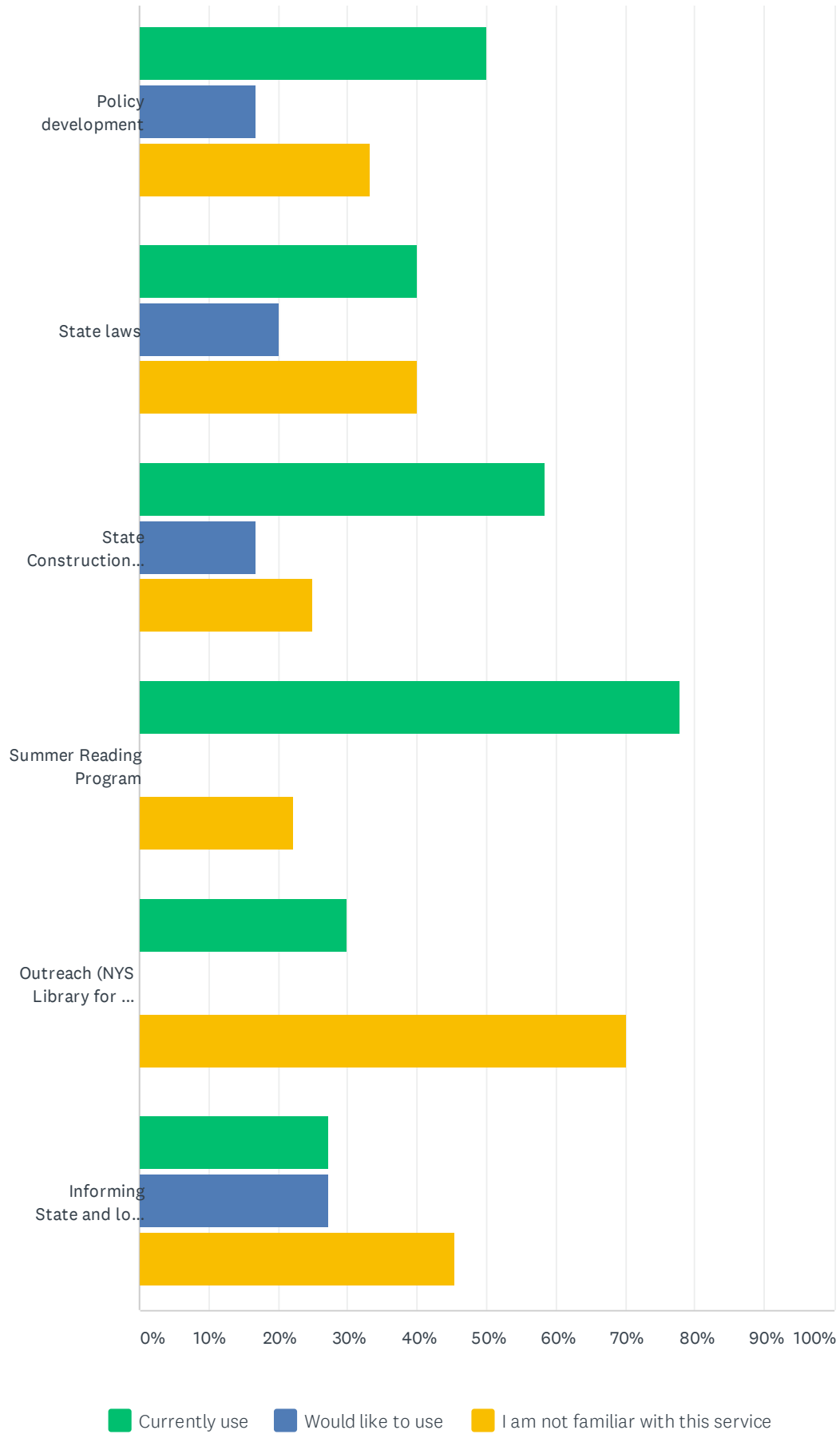


	I AM FAMILIAR WITH THIS SERVICE	I DON'T KNOW WHAT THIS IS	I WOULD LIKE TO LEARN ABOUT THIS	TOTAL	WEIGHTED AVERAGE
Automation Services (ALMS)	50.00% 7	14.29% 2	35.71% 5	14	1.86
Central Library Services	61.54% 8	23.08% 3	15.38% 2	13	1.54
Communication Services	16.67% 2	33.33% 4	50.00% 6	12	2.33
Consultant Services	15.38% 2	46.15% 6	38.46% 5	13	2.23
Administrative Services	60.00% 6	20.00% 2	20.00% 2	10	1.60
Interlibrary Loan	100.00% 13	0.00% 0	0.00% 0	13	1.00
Technical Services	40.00% 4	20.00% 2	40.00% 4	10	2.00
Automatic Support	30.77% 4	46.15% 6	23.08% 3	13	1.92
Training / Continuing Education	40.00% 4	20.00% 2	40.00% 4	10	2.00
Delivery	75.00% 9	16.67% 2	8.33% 1	12	1.33
Outreach Services	33.33% 4	16.67% 2	50.00% 6	12	2.17
Electronic Services (Overdrive, Hoopla, Libby, etc.)	61.54% 8	0.00% 0	38.46% 5	13	1.77

Q4 Please let us know is you use any Nioga Consultant Services, and what Consultant Services would you like to use.

Answered: 15 Skipped: 1

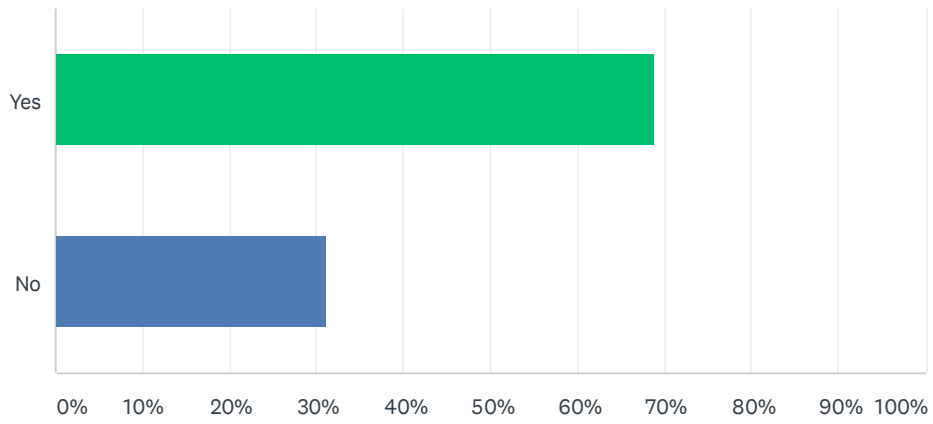




	CURRENTLY USE	WOULD LIKE TO USE	I AM NOT FAMILIAR WITH THIS SERVICE	TOTAL
Trustee training	38.46% 5	46.15% 6	15.38% 2	13
Becoming a taxing district	45.45% 5	9.09% 1	45.45% 5	11
Financial Management: bookkeeping/accounting, HR management, etc.	30.00% 3	20.00% 2	50.00% 5	10
Governance issues	30.00% 3	30.00% 3	40.00% 4	10
Member library "Annual Statistics & State Annual Report"	36.36% 4	27.27% 3	36.36% 4	11
Personnel issues	50.00% 5	10.00% 1	40.00% 4	10
Policy development	50.00% 6	16.67% 2	33.33% 4	12
State laws	40.00% 4	20.00% 2	40.00% 4	10
State Construction Consultation	58.33% 7	16.67% 2	25.00% 3	12
Summer Reading Program	77.78% 7	0.00% 0	22.22% 2	9
Outreach (NYS Library for the Visually Impaired, Jails, etc.)	30.00% 3	0.00% 0	70.00% 7	10
Informing State and local officials on issues pertaining to member libraries	27.27% 3	27.27% 3	45.45% 5	11

Q5 Do you receive or participate in Communication Services from Nioga? (newsletter, listservs, email)

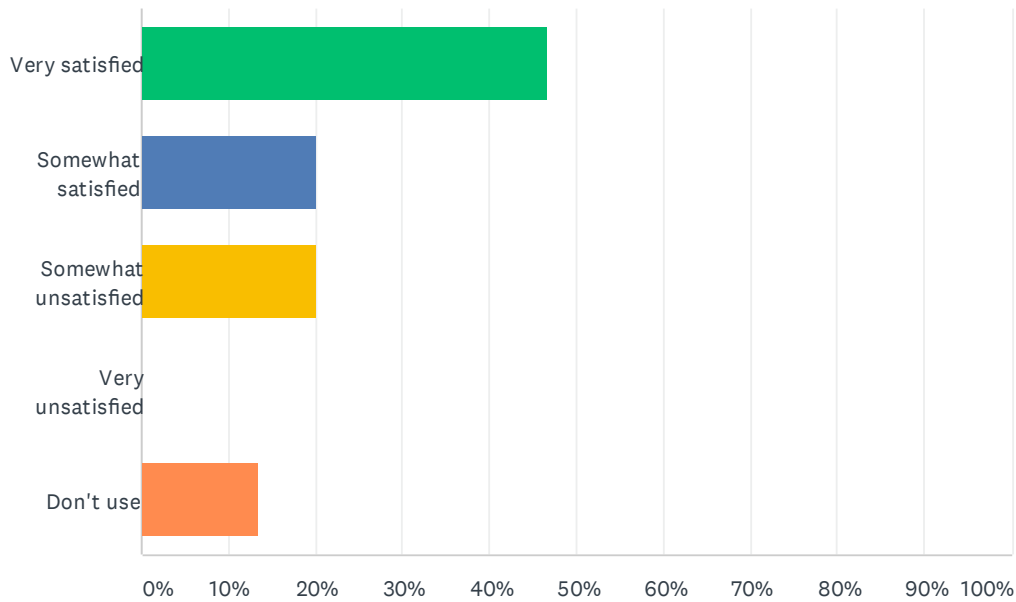
Answered: 16 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	68.75%	11
No	31.25%	5
TOTAL		16

Q6 In general, how satisfied are you with the Nioga Communication Services that you receive or participate in?

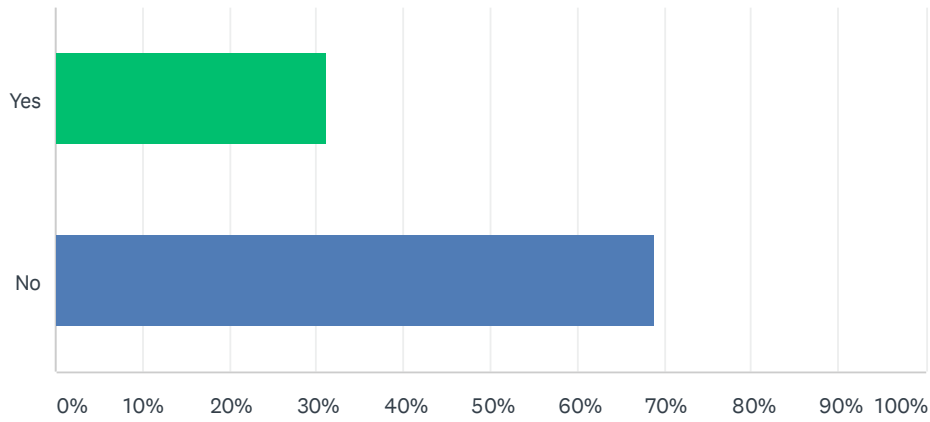
Answered: 15 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very satisfied	46.67%	7
Somewhat satisfied	20.00%	3
Somewhat unsatisfied	20.00%	3
Very unsatisfied	0.00%	0
Don't use	13.33%	2
TOTAL		15

Q7 Have you visited the Nioga Trustee website at NiogaTrustees.org?

Answered: 16 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	31.25% 5
No	68.75% 11
TOTAL	16

#	COMMENTS: (PLEASE SPECIFY)	DATE
1	I could stand an update.	8/18/2021 11:06 AM
2	I was unaware of this.	7/24/2021 3:02 PM

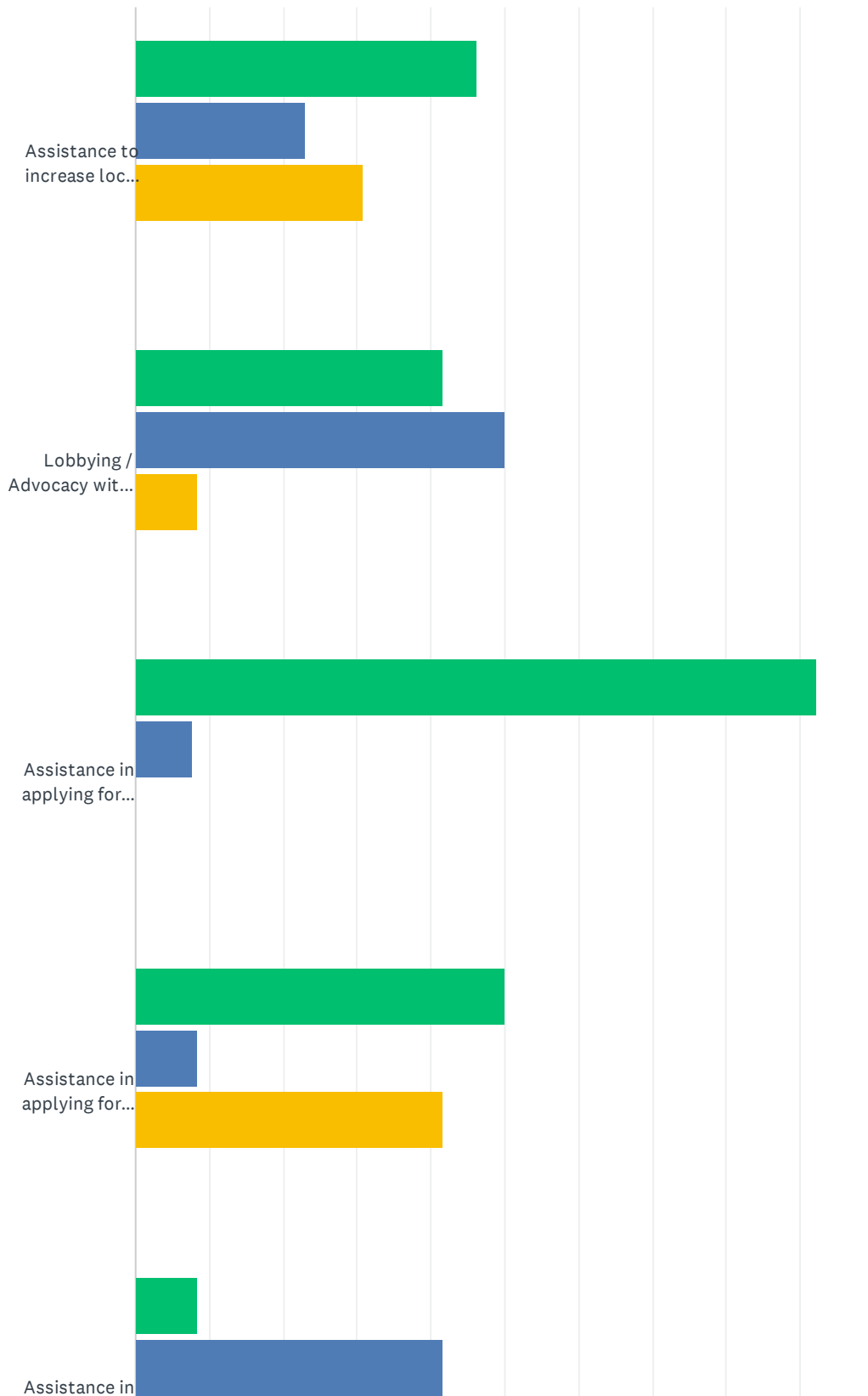
Q8 Comments about Communication Services:

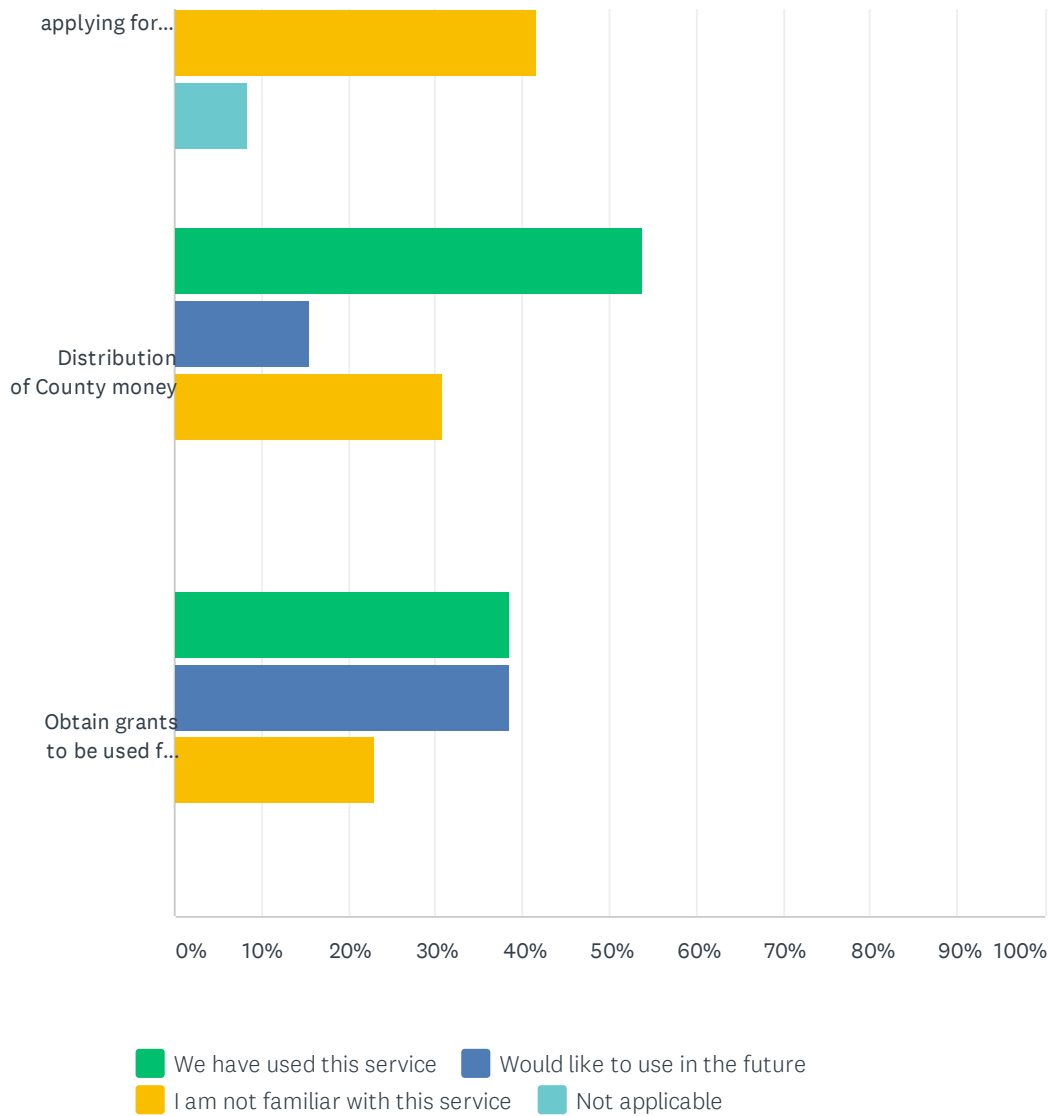
Answered: 4 Skipped: 12

#	RESPONSES	DATE
1	I would like to know all of the Communication Services that are available.	8/18/2021 11:06 AM
2	I would love for there to be more communication	7/22/2021 6:15 PM
3	I didn't know that there is a website for Trustees.	7/21/2021 9:44 AM
4	I used to receive communications, but they stopped at some point.	7/20/2021 7:34 AM

Q9 Please let us know about the Nioga Financial Support Services that you use or would like to use.

Answered: 14 Skipped: 2





	WE HAVE USED THIS SERVICE	WOULD LIKE TO USE IN THE FUTURE	I AM NOT FAMILIAR WITH THIS SERVICE	NOT APPLICABLE	TOTAL
Assistance to increase local financial support	46.15% 6	23.08% 3	30.77% 4	0.00% 0	13
Lobbying / Advocacy with State officials for funding	41.67% 5	50.00% 6	8.33% 1	0.00% 0	12
Assistance in applying for State Construction aid	92.31% 12	7.69% 1	0.00% 0	0.00% 0	13
Assistance in applying for Bullet aid	50.00% 6	8.33% 1	41.67% 5	0.00% 0	12
Assistance in applying for State Special Legislative aid	8.33% 1	41.67% 5	41.67% 5	8.33% 1	12
Distribution of County money	53.85% 7	15.38% 2	30.77% 4	0.00% 0	13
Obtain grants to be used for system-wide Services	38.46% 5	38.46% 5	23.08% 3	0.00% 0	13

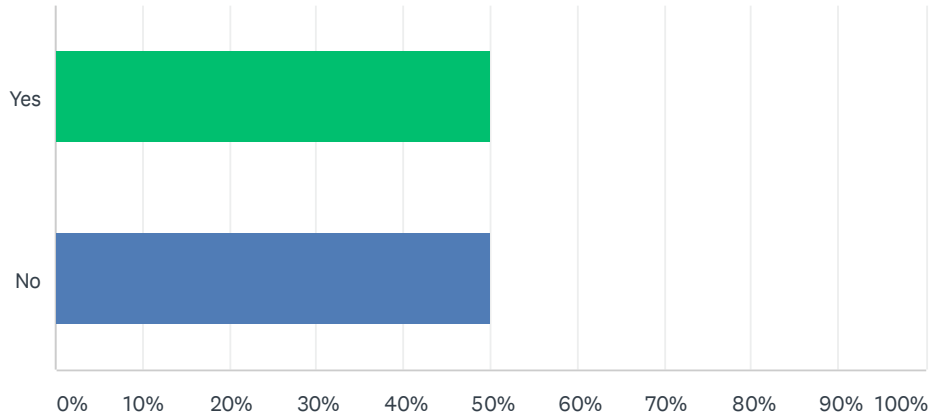
Q10 Comments about Financial Services:

Answered: 2 Skipped: 14

#	RESPONSES	DATE
1	Since I have been a NIOGA trustee for about only a few months I am still learning about the financial services available to libraries so I am not aware of all the roles that NIOGA assists with therefore my answers are indicative of my lack of knowledge in these areas.	8/15/2021 1:07 PM
2	I have worked closely with NIOGA on 2 construction grants	7/20/2021 9:20 PM

Q11 Have you attended any Nioga sponsored Trustee training programs?

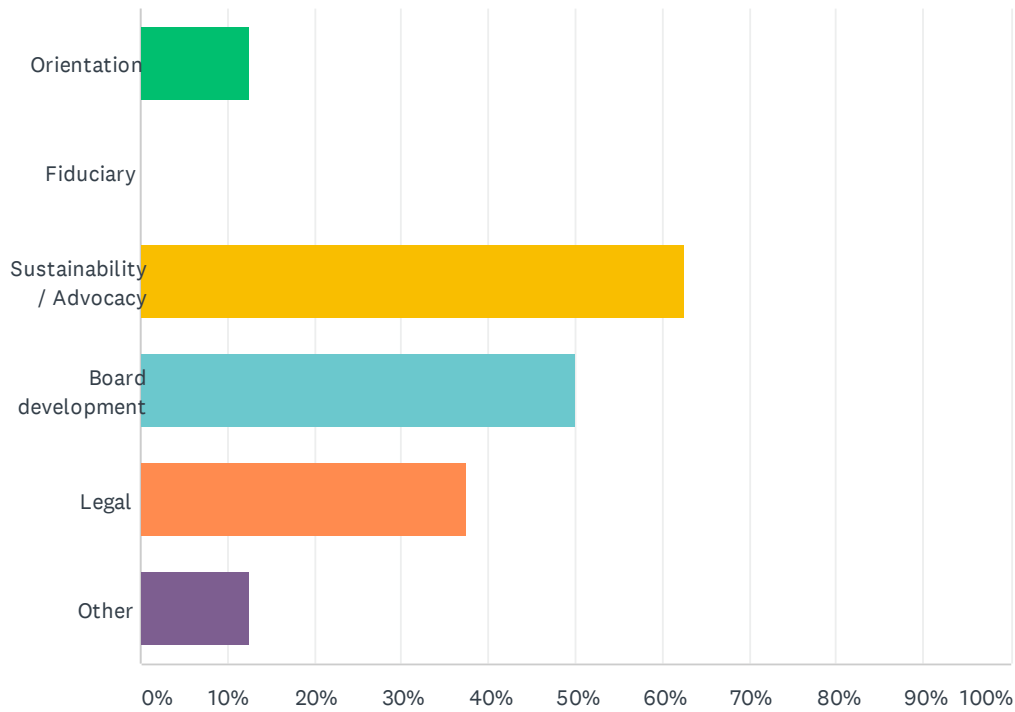
Answered: 16 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	50.00% 8
No	50.00% 8
TOTAL	16

Q12 If yes, what Trustee training sessions provided by Nioga have you attended?

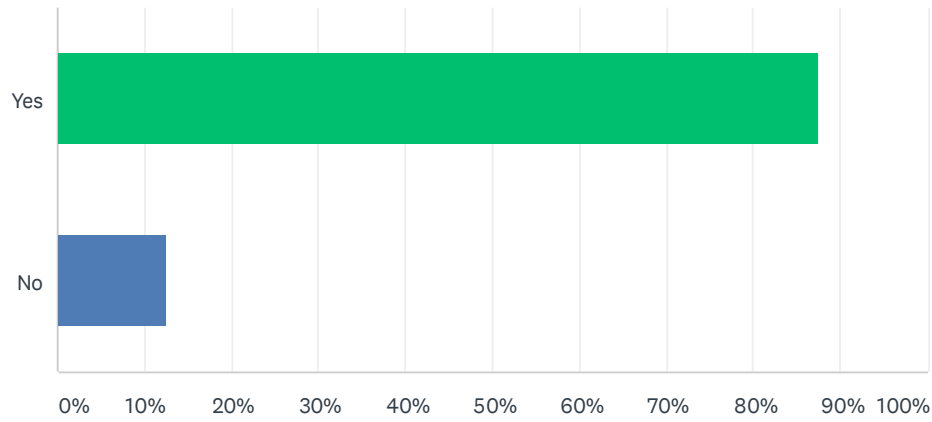
Answered: 8 Skipped: 8



ANSWER CHOICES	RESPONSES	
Orientation	12.50%	1
Fiduciary	0.00%	0
Sustainability / Advocacy	62.50%	5
Board development	50.00%	4
Legal	37.50%	3
Other	12.50%	1
Total Respondents: 8		

Q13 If Trustee training was available, would you be willing to attend?

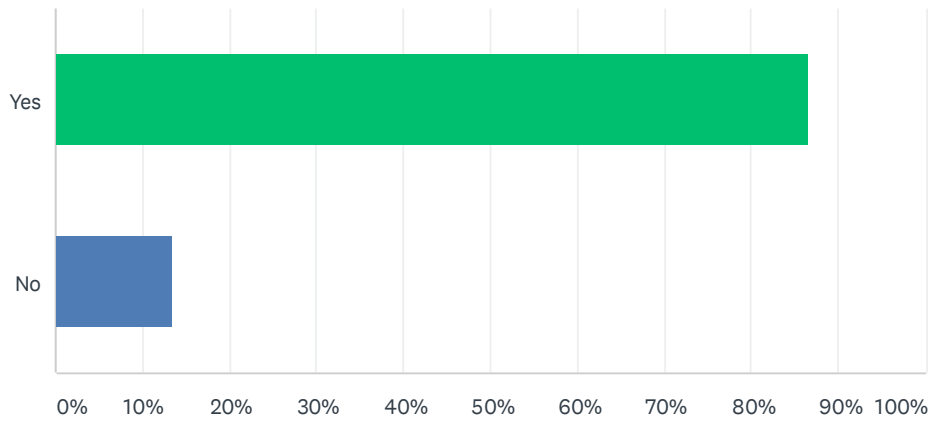
Answered: 16 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	87.50%	14
No	12.50%	2
TOTAL		16

Q14 If Trustee training was required to serve on your library board, would you be willing to attend?

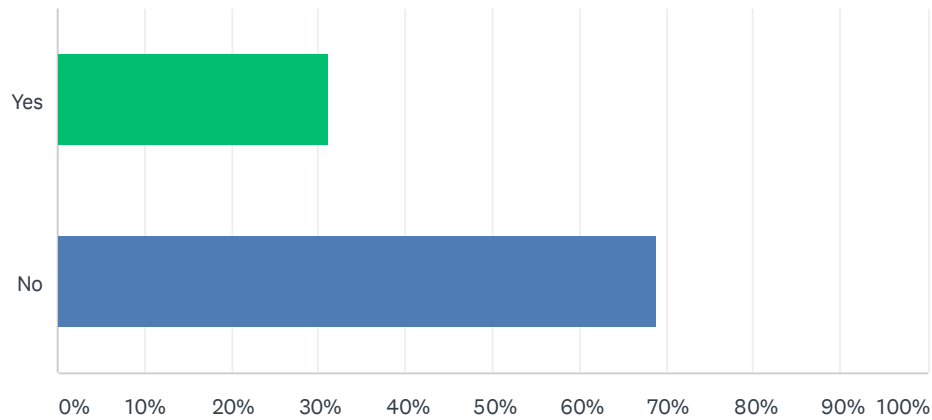
Answered: 15 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	86.67%	13
No	13.33%	2
TOTAL		15

Q15 Have you attended any other workshops provided by Nioga in the past two years?

Answered: 16 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	31.25%	5
No	68.75%	11
TOTAL		16

#	IF NO, WHY NOT?	DATE
1	I have been a trustee for only a few months.	8/15/2021 1:07 PM
2	Recent new member to Board.	7/24/2021 3:02 PM
3	Covid	7/22/2021 7:18 PM
4	I just became a Trustee within the past 9 months.	7/21/2021 9:44 AM
5	I haven't seen any offered	7/20/2021 10:41 AM
6	Budget constrictions	7/19/2021 9:24 PM
7	Covid 19, but I have attended many workshops in the past and they were beneficial.	7/19/2021 6:29 PM
8	Covid	7/19/2021 4:13 PM
9	They are always scheduled during the day and I have a job. I can't take a whole day off for a one hour session in the middle of the day	7/19/2021 10:24 AM

Q16 If your answer was "Yes", how beneficial were the workshop(s) you attended to your service as a Trustee. Please be as specific as you can.

Answered: 5 Skipped: 11

#	RESPONSES	DATE
1	I attended all that were made available to me as a Trustee including HR and Sustainability. I really like the training programs.	8/18/2021 11:06 AM
2	Very beneficial	7/22/2021 6:15 PM
3	I attended a workshop on grant writing and it was very beneficial	7/20/2021 9:20 PM
4	Very. Good presenter. Clear messages.	7/19/2021 9:24 PM
5	Help in running a board meeting.	7/19/2021 11:23 AM

Q17 What do you feel the most knowledgeable about as a Trustee?

Answered: 13 Skipped: 3

#	RESPONSES	DATE
1	rechartering	8/18/2021 11:06 AM
2	Financial reports.	8/15/2021 1:07 PM
3	Personnel policies, public relations.	7/24/2021 3:02 PM
4	Responsibilities of a trustee, policies	7/22/2021 7:18 PM
5	Board policies	7/22/2021 6:15 PM
6	Policies and budget	7/21/2021 9:44 AM
7	Grant writing and communication.	7/20/2021 9:20 PM
8	Our community and the library goals	7/20/2021 10:41 AM
9	Day-to-day operations, administration, budget	7/20/2021 7:34 AM
10	How to run and participate in Board meeting. I know Robert's Rules. Personnel as participated at local level and museum board. Buildings and aGrounds. I am knowledgeable in construction and seeking out contractors. Participated on Buildins and Grounds in the Hoag Library construction. Education background in k-6 area. Union representative as well.	7/19/2021 9:24 PM
11	Libraries are a vital part of the community. it is very important that we keep them vibrant places. I try to keep up with the issues facing our libraries.	7/19/2021 6:29 PM
12	Financial and planning.	7/19/2021 4:13 PM
13	Policy and bylaws	7/19/2021 10:24 AM

Q18 What do you feel the least knowledgeable about as a Trustee?

Answered: 12 Skipped: 4

#	RESPONSES	DATE
1	Physical Plant	8/18/2021 11:06 AM
2	Technological structures	7/24/2021 3:02 PM
3	Finances	7/22/2021 7:18 PM
4	Financial	7/22/2021 6:15 PM
5	obtaining additional sources of funding	7/21/2021 9:44 AM
6	Sustainability	7/20/2021 9:20 PM
7	How to increase revenue, improve technology and reach more student ages	7/20/2021 10:41 AM
8	Planning, outreach services	7/20/2021 7:34 AM
9	Anything related to state regulations and state politics.	7/19/2021 9:24 PM
10	Finances.	7/19/2021 6:29 PM
11	Future of libraries. How to remain relevant.	7/19/2021 4:13 PM
12	Procedures for meetings and all of these services it sounds like NIOGA offers but I didn't know they existed or how to take advantage of them	7/19/2021 10:24 AM

Q19 Most 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: 10 Skipped: 6

ANSWER CHOICES	RESPONSES	
Topic 1:	100.00%	10
Topic 2:	70.00%	7
Topic 3:	60.00%	6

#	TOPIC 1:	DATE
1	Health Insurance Options for Local Libraries	8/18/2021 11:06 AM
2	See question 2 on trustee topocs	8/15/2021 1:07 PM
3	Starting a Successful friends org.	7/22/2021 7:18 PM
4	obtaining additional sources of funding	7/21/2021 9:44 AM
5	Financial sustainability (raising money)	7/20/2021 9:20 PM
6	community outreach	7/20/2021 10:41 AM
7	Post COVID workplace policies . Especially in personnel	7/19/2021 9:24 PM
8	Advocacy.	7/19/2021 6:29 PM
9	Libraries of the future?	7/19/2021 4:13 PM
10	Robert's Rules for library board meetings	7/19/2021 10:24 AM

#	TOPIC 2:	DATE
1	Responsibilities of Trustees	8/18/2021 11:06 AM
2	Applying for grants	7/22/2021 7:18 PM
3	forming a vision that will carry us through the next 10 years	7/21/2021 9:44 AM
4	Motivating others (board members)	7/20/2021 9:20 PM
5	fiscal sustainability / use f volunteers	7/20/2021 10:41 AM
6	Changes in library administrations	7/19/2021 9:24 PM
7	Finances	7/19/2021 10:24 AM

#	TOPIC 3:	DATE
1	Developing a plan for building maintence	8/18/2021 11:06 AM
2	Fundraising	7/22/2021 7:18 PM
3	digital services	7/21/2021 9:44 AM
4	21st century libraries	7/20/2021 10:41 AM
5	Friends fundraising and administrative policies	7/19/2021 9:24 PM
6	Friends group	7/19/2021 10:24 AM

Q20 What do you like or appreciate the most about the services provided by the Nioga system?

Answered: 9 Skipped: 7

#	RESPONSES	DATE
1	NIOGA provides services that we wouldn't be able to provide as an individual library.	8/18/2021 11:06 AM
2	The amount of support provided to member libraries	8/15/2021 1:07 PM
3	Helpful staff	7/22/2021 7:18 PM
4	I don't know enough about them to say	7/21/2021 9:44 AM
5	Innovations and support	7/20/2021 10:41 AM
6	I feel that NIOGA is stretched too thin trying to cover local library problems.	7/19/2021 9:24 PM
7	Inter- Library Loan, State construction grants, Advocacy for our libraries	7/19/2021 6:29 PM
8	The quick response to my questions.	7/19/2021 11:23 AM
9	Knowing that they're there to support us	7/19/2021 10:24 AM

Q21 What improvements would you like to see?

Answered: 7 Skipped: 9

#	RESPONSES	DATE
1	A more robust website with links and documents library boards would find helpful.	8/18/2021 11:06 AM
2	Increased direct communications regarding regional/State potential issues that may affect local operations	7/24/2021 3:02 PM
3	Faster responses at times	7/22/2021 7:18 PM
4	Overseeing better communication between libraries.	7/22/2021 6:15 PM
5	I don't know enough about them to say	7/21/2021 9:44 AM
6	Not sure	7/20/2021 10:41 AM
7	Better communication	7/19/2021 10:24 AM

Q22 Does your library have a special need that another are library may not have? Please describe this need.

Answered: 4 Skipped: 12

#	RESPONSES	DATE
1	I don't know.	7/21/2021 9:44 AM
2	Having a balanced budget. Our library does not have industrial benefactors like other local libraries do.	7/20/2021 9:20 PM
3	Housed in a building we don't own - difficult to make changes; couldn't open even when other libraries were open following pandemic	7/20/2021 10:41 AM
4	Hoag library needs trustee training as any other library does when the majority of the Biard is new and very diverse.	7/19/2021 9:24 PM

Q23 Please share the biggest challenge the COVID-19 Pandemic presented to you as a Trustee, to your Board and your library.

Answered: 13 Skipped: 3

#	RESPONSES	DATE
1	Policy guidance	8/18/2021 11:06 AM
2	Not meeting in person	8/15/2021 1:07 PM
3	Decreased patronage	7/24/2021 3:02 PM
4	Multiple changes in hours, requirements while ensuring patron/ staff safety	7/22/2021 7:18 PM
5	Continuing library services.	7/22/2021 6:15 PM
6	Zoom meetings were very difficult. It was also difficult to come up with ways to continue services - people really needed their libraries!	7/21/2021 9:44 AM
7	Since we rent space from the Village, we could not completely open the library. We were closed for 16 months (curb side pick up only)	7/20/2021 9:20 PM
8	as above: had to follow arbitrary rules	7/20/2021 10:41 AM
9	Personal contacts were very strained. Zoom is restrictive.	7/19/2021 9:24 PM
10	Zoom meetings!	7/19/2021 6:29 PM
11	How to keep services available to our residents while keeping staff safe.	7/19/2021 4:13 PM
12	Personally, my lack of knowledge as to Zoom meetings.	7/19/2021 11:23 AM
13	Knowing the right thing to do to keep staff and patrons safe with the ever changing guidance	7/19/2021 10:24 AM

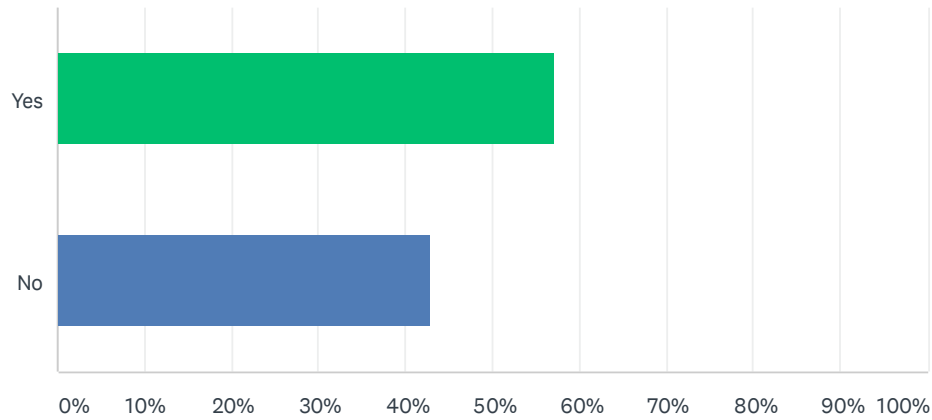
Q24 What suggestions do you have to address such a situation should it occur in the future?

Answered: 8 Skipped: 8

#	RESPONSES	DATE
1	It would be nice if we could have more unity in decision making.	8/18/2021 11:06 AM
2	I feel we will be better prepared if we have another occurrence. The newly required state plans should make that so	7/22/2021 7:18 PM
3	??	7/21/2021 9:44 AM
4	None since we are under rule of the Village.	7/20/2021 9:20 PM
5	we would like our own building but cannot afford it as we are currently run	7/20/2021 10:41 AM
6	The future is changing so being able to adjust your is critical.	7/19/2021 9:24 PM
7	The biggest problem to me was the constantly changing requirements from the state. I was hoping for more direction from NIOGA.	7/19/2021 11:23 AM
8	Provide sample policy changes to make in response to the ever changing guidance	7/19/2021 10:24 AM

Q25 Do you attend the annual Nioga dinner?

Answered: 14 Skipped: 2

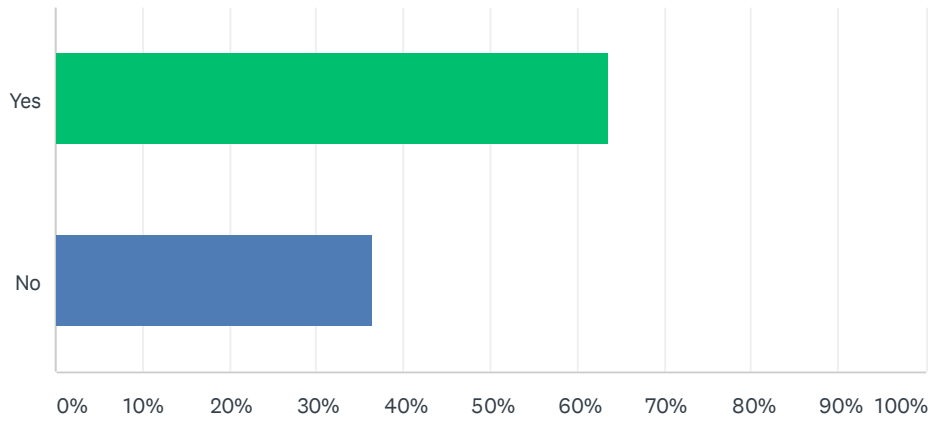


ANSWER CHOICES	RESPONSES
Yes	57.14% 8
No	42.86% 6
TOTAL	14

#	IF YOU DO NOT ATTEND, PLEASE LET US KNOW WHY.	DATE
1	I will be attending for the first time this year	8/15/2021 1:07 PM
2	Not aware of this event	7/24/2021 3:02 PM
3	I have not been a trustee for a full year yet.	7/21/2021 9:44 AM
4	Work	7/20/2021 10:41 AM
5	Timing hasn't worked with my schedule	7/20/2021 7:34 AM
6	I love it♥	7/19/2021 9:24 PM

Q26 Would you prefer to have a speaker at the annual Nioga dinner?

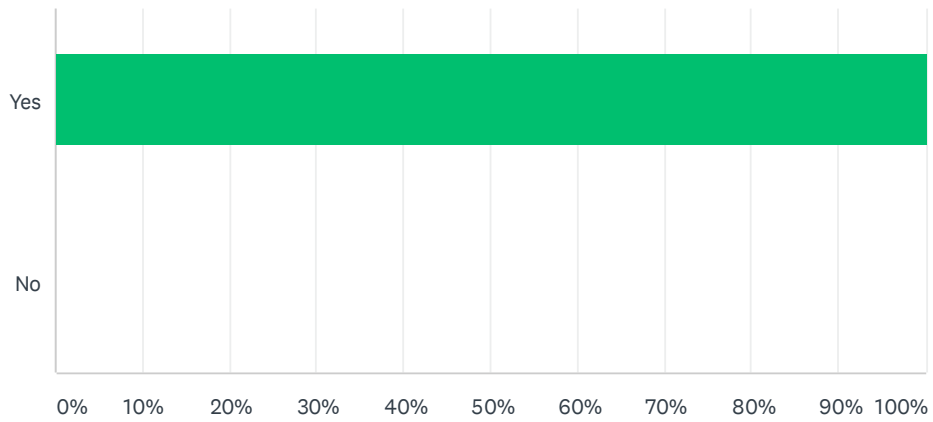
Answered: 11 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes	63.64%	7
No	36.36%	4
TOTAL		11

Q27 Are you satisfied with the availability of Nioga staff to be invited to attend library board meetings?

Answered: 12 Skipped: 4



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

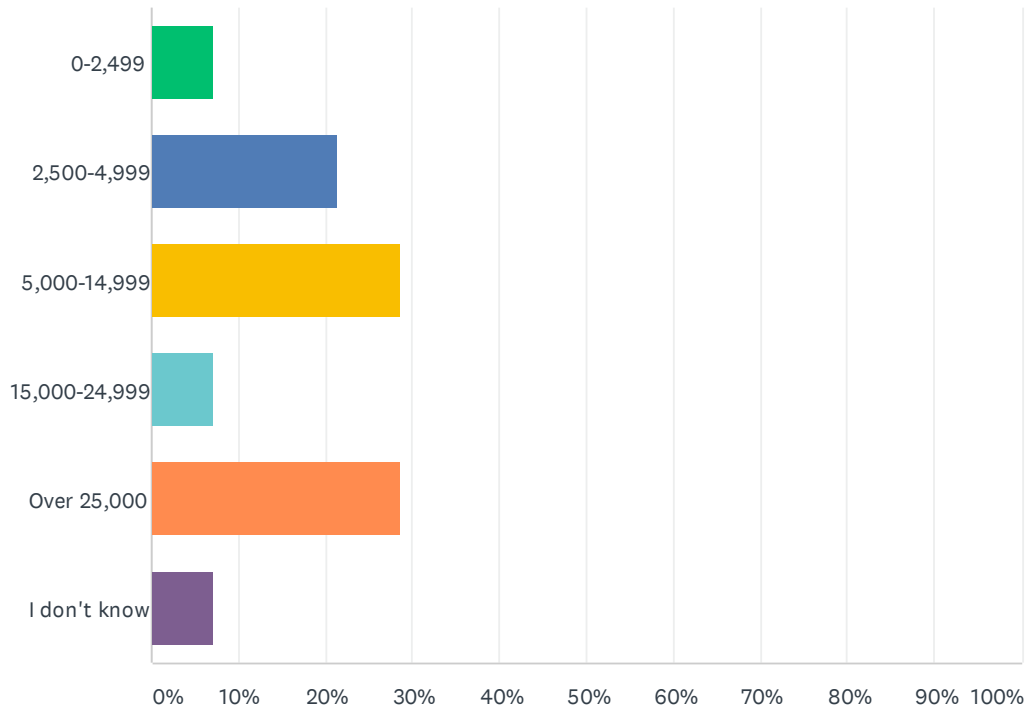
Q28 Over the next five years, what services and programs do you think the Nioga system should focus on?

Answered: 7 Skipped: 9

#	RESPONSES	DATE
1	I feel like we are all surviving but we need to move more towards thriving. Maybe some "Best Practices" from other public libraries? And I would love a consortia level health insurance plan that local libraries could access. Health Insurance is a real hurdle for us and prevents us from paying a better wage.	8/18/2021 11:06 AM
2	Diversity of programs and materials	7/22/2021 7:18 PM
3	I don't know.	7/21/2021 9:44 AM
4	Helping small libraries to attain a balanced budget by making them aware of existing foundations or grants available for funding.	7/20/2021 9:20 PM
5	expanded technology services / outreach to seniors / offerings for teens (tech again) / mixed media within the library	7/20/2021 10:41 AM
6	It is ever changing so it will depend on the trustees to adjust as problems occur.	7/19/2021 9:24 PM
7	Keeping our libraries serving our patrons.	7/19/2021 6:29 PM

Q29 Your Library Chartered Service Area Population

Answered: 14 Skipped: 2



ANSWER CHOICES	RESPONSES
0-2,499	7.14% 1
2,500-4,999	21.43% 3
5,000-14,999	28.57% 4
15,000-24,999	7.14% 1
Over 25,000	28.57% 4
I don't know	7.14% 1
TOTAL	14