# Q1 What is the approximate Service Area Population of your library?
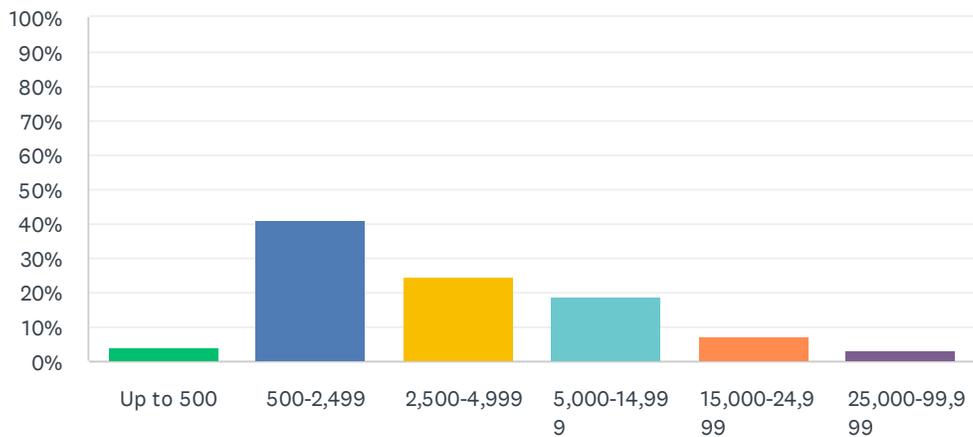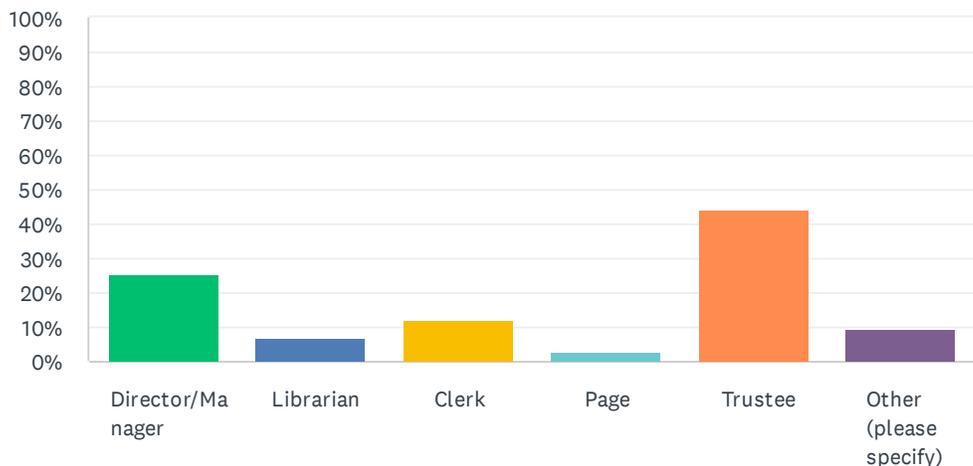
Answered: 68     Skipped: 8



| ANSWER CHOICES | RESPONSES | |
| --- | --- | --- |
| Up to 500 | 4.41% | 3 |
| 500-2,499 | 41.18% | 28 |
| 2,500-4,999 | 25.00% | 17 |
| 5,000-14,999 | 19.12% | 13 |
| 15,000-24,999 | 7.35% | 5 |
| 25,000-99,999 | 2.94% | 2 |
| TOTAL | | 68 |

# Q2 What is your role in the library?

Answered: 75     Skipped: 1

| ANSWER CHOICES | RESPONSES | |
|---|---|---|
| Director/Manager | 25.33% | 19 |
| Librarian | 6.67% | 5 |
| Clerk | 12.00% | 9 |
| Page | 2.67% | 2 |
| Trustee | 44.00% | 33 |
| Other (please specify) | 9.33% | 7 |
| TOTAL | | 75 |

## Q3 How successful has CCLS been in making progress towards completing the 2017-2021 Strategic Plan Goals?

Answered: 73     Skipped: 3

| | 1 (STRONGLY DISAGREE) | 2 | 3 | 4 | 5 (STRONGLY AGREE) | I DON'T KNOW | TOTAL | WEIGHTED AVERAGE |
|---|---|---|---|---|---|---|---|---|
| Providing education, training, and hands-on assistance to promote member library sustainability efforts (financial, environmental, and social equity) | 0.00% 0 | 0.00% 0 | 16.44% 12 | 35.62% 26 | 31.51% 23 | 16.44% 12 | 73 | 4.48 |
| Improve access for underserved populations to library programs, services, and materials by developing best practices and benchmarks; continue deposit collection program; increases services to the aging. | 0.00% 0 | 0.00% 0 | 15.07% 11 | 38.36% 28 | 31.51% 23 | 15.07% 11 | 73 | 4.47 |
| Digital collections meet patron demand and are user-friendly | 0.00% 0 | 4.17% 3 | 2.78% 2 | 31.94% 23 | 54.17% 39 | 6.94% 5 | 72 | 4.57 |
| Member Libraries will understand the value of contributing to central digital collections. | 0.00% 0 | 1.39% 1 | 6.94% 5 | 31.94% 23 | 44.44% 32 | 15.28% 11 | 72 | 4.65 |
| CCLS and Member Libraries will advocate effectively for library support, statewide, regionally, and locally. | 1.37% 1 | 0.00% 0 | 5.48% 4 | 30.14% 22 | 57.53% 42 | 5.48% 4 | 73 | 4.59 |
| Provide quality consulting services for all areas of library management and operations. | 1.39% 1 | 0.00% 0 | 4.17% 3 | 31.94% 23 | 51.39% 37 | 11.11% 8 | 72 | 4.65 |
| Increase IT consulting services including increased website support for improved usability and standardization, and centralized affordable broadband options. | 0.00% 0 | 4.11% 3 | 15.07% 11 | 34.25% 25 | 36.99% 27 | 9.59% 7 | 73 | 4.33 |
| Provide forums for effective communication among Member Libraries; develop mentoring programs; promote skill sharing collaborations. | 0.00% 0 | 5.48% 4 | 16.44% 12 | 30.14% 22 | 31.51% 23 | 16.44% 12 | 73 | 4.37 |
| Collaborate with other Western New York Library Systems to provide comprehensive training and development opportunities to member libraries. | 0.00% 0 | 2.74% 2 | 12.33% 9 | 31.51% 23 | 31.51% 23 | 21.92% 16 | 73 | 4.58 |
| Strengthen member library early literacy support through consultancy services and training. | 0.00% 0 | 0.00% 0 | 13.70% 10 | 41.10% 30 | 27.40% 20 | 17.81% 13 | 73 | 4.49 |
| Provide youth services support to strengthen materials and programming for children of all ages, and promote partnerships with schools. | 0.00% 0 | 4.29% 3 | 10.00% 7 | 35.71% 25 | 41.43% 29 | 8.57% 6 | 70 | 4.40 |
| Provide member libraries with a cost effective Integrated Library System with customer friendly discoverability tools, and user- | 0.00% 0 | 4.11% 3 | 12.33% 9 | 31.51% 23 | 42.47% 31 | 9.59% 7 | 73 | 4.41 |

friendly cataloging, circulation and reporting functions.

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| Provide member library staff with professional development opportunities in multiple formats to meet identified needs. | 1.37% 1 | 1.37% 1 | 8.22% 6 | 39.73% 29 | 36.99% 27 | 12.33% 9 | 73 | 4.47 |
| Provide member library trustees with professional development opportunities in multiple formats to meet identified needs. | 0.00% 0 | 5.48% 4 | 16.44% 12 | 30.14% 22 | 27.40% 20 | 20.55% 15 | 73 | 4.41 |
| Support the development and funding of library construction projects; encourage sustainable and ADA-compliant building projects; support improved broadband access and infrastructure. | 0.00% 0 | 1.37% 1 | 5.48% 4 | 24.66% 18 | 57.53% 42 | 10.96% 8 | 73 | 4.71 |
| Continue to provide quality Collection Development tools and services, and explore ways to make collection development more efficient and effective. | 0.00% 0 | 4.11% 3 | 9.59% 7 | 28.77% 21 | 36.99% 27 | 20.55% 15 | 73 | 4.60 |
| Provide effective delivery service between Member Libraries to enable efficient sharing of resources. | 0.00% 0 | 1.37% 1 | 2.74% 2 | 19.18% 14 | 69.86% 51 | 6.85% 5 | 73 | 4.78 |
| Fill interlibrary loan requests in and out of system. | 0.00% 0 | 2.74% 2 | 1.37% 1 | 23.29% 17 | 60.27% 44 | 12.33% 9 | 73 | 4.78 |
| Coordinate support for adult literacy opportunities both directly and through member library support. | 0.00% 0 | 5.48% 4 | 8.22% 6 | 21.92% 16 | 30.14% 22 | 34.25% 25 | 73 | 4.79 |
| Continue to provide one prison and two jails with library services. | 1.37% 1 | 4.11% 3 | 4.11% 3 | 15.07% 11 | 19.18% 14 | 56.16% 41 | 73 | 5.15 |
| Identify collections suitable for digitization, assist member libraries in digitizing special collections, and provide storage and access support for digitized collections. | 0.00% 0 | 0.00% 0 | 5.48% 4 | 24.66% 18 | 27.40% 20 | 42.47% 31 | 73 | 5.07 |
| Assist libraries in developing virtual reference services. | 0.00% 0 | 1.41% 1 | 9.86% 7 | 23.94% 17 | 33.80% 24 | 30.99% 22 | 71 | 4.83 |

# Q4 Tell us how important each of the following services that CCLS currently offers are to you.https://www.cclsny.org/wp-content/uploads/2019/04/System-Services-15APR19.pdf

Answered: 74     Skipped: 2
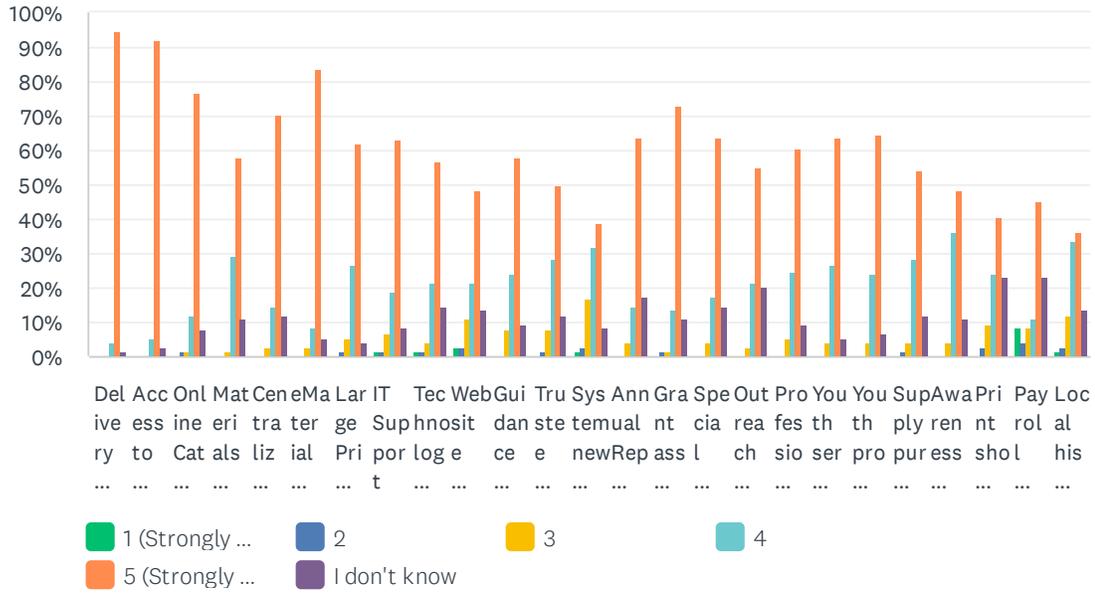
| | 1 (STRONGLY DISAGREE) | 2 | 3 | 4 | 5 (STRONGLY AGREE) | I DON'T KNOW | TOTAL |
|---|---|---|---|---|---|---|---|
| Delivery between libraries | 0.00% 0 | 0.00% 0 | 0.00% 0 | 4.05% 3 | 94.59% 70 | 1.35% 1 | 74 |
| Access to member library collections | 0.00% 0 | 0.00% 0 | 0.00% 0 | 5.41% 4 | 91.89% 68 | 2.70% 2 | 74 |
| Online Catalog (KOHA) and Support Interlibrary Loan (access to materials outside CCLS) | 0.00% 0 | 1.35% 1 | 1.35% 1 | 12.16% 9 | 77.03% 57 | 8.11% 6 | 74 |
| Materials ordering and processing support (purchasing, cataloging, bindery, disc cleaning) | 0.00% 0 | 0.00% 0 | 1.35% 1 | 29.73% 22 | 58.11% 43 | 10.81% 8 | 74 |
| Centralized purchasing and support for eMaterials and resources | 0.00% 0 | 0.00% 0 | 2.70% 2 | 14.86% 11 | 70.27% 52 | 12.16% 9 | 74 |
| eMaterials (eBooks, Downloadable audio, eMagazines) | 0.00% 0 | 0.00% 0 | 2.74% 2 | 8.22% 6 | 83.56% 61 | 5.48% 4 | 73 |
| Large Print and Audio Book Deposit Collections | 0.00% 0 | 1.35% 1 | 5.41% 4 | 27.03% 20 | 62.16% 46 | 4.05% 3 | 74 |
| IT Support | 1.37% 1 | 1.37% 1 | 6.85% 5 | 19.18% 14 | 63.01% 46 | 8.22% 6 | 73 |
| Technology Purchasing | 1.35% 1 | 1.35% 1 | 4.05% 3 | 21.62% 16 | 56.76% 42 | 14.86% 11 | 74 |
| Website hosting and design | 2.70% 2 | 2.70% 2 | 10.81% 8 | 21.62% 16 | 48.65% 36 | 13.51% 10 | 74 |
| Guidance and Advice on Policy Development, Minimum Standards, Legal, HR etc. | 0.00% 0 | 0.00% 0 | 8.11% 6 | 24.32% 18 | 58.11% 43 | 9.46% 7 | 74 |
| Trustee training | 0.00% 0 | 1.35% 1 | 8.11% 6 | 28.38% 21 | 50.00% 37 | 12.16% 9 | 74 |
| System newsletter | 1.39% 1 | 2.78% 2 | 16.67% 12 | 31.94% 23 | 38.89% 28 | 8.33% 6 | 72 |
| Annual Report Assistance | 0.00% 0 | 0.00% 0 | 4.05% 3 | 14.86% 11 | 63.51% 47 | 17.57% 13 | 74 |
| Grant assistance, including Construction Grants and RBDB | 0.00% 0 | 1.35% 1 | 1.35% 1 | 13.51% 10 | 72.97% 54 | 10.81% 8 | 74 |
| Special grants to member libraries (outreach, travel, $250 cash grant) | 0.00% 0 | 0.00% 0 | 4.05% 3 | 17.57% 13 | 63.51% 47 | 14.86% 11 | 74 |
| Outreach Grants | 0.00% 0 | 0.00% 0 | 2.70% 2 | 21.62% 16 | 55.41% 41 | 20.27% 15 | 74 |
| Professional Development/ Continuing Education | 0.00% 0 | 0.00% 0 | 5.48% 4 | 24.66% 18 | 60.27% 44 | 9.59% 7 | 73 |
| Youth services including Summer Reading Program Support | 0.00% 0 | 0.00% 0 | 4.05% 3 | 27.03% 20 | 63.51% 47 | 5.41% 4 | 74 |
| Youth programming materials | 0.00% 0 | 0.00% 0 | 4.05% 3 | 24.32% 18 | 64.86% 48 | 6.76% 5 | 74 |
| Supply purchasing (paper, library cards, receipt tape, etc.) | 0.00% 0 | 1.35% 1 | 4.05% 3 | 28.38% 21 | 54.05% 40 | 12.16% 9 | 74 |
| Awareness and Advocacy | 0.00% 0 | 0.00% 0 | 4.05% 3 | 36.49% 27 | 48.65% 36 | 10.81% 8 | 74 |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Print shop services | 0.00%<br>0 | 2.70%<br>2 | 9.46%<br>7 | 24.32%<br>18 | 40.54%<br>30 | 22.97%<br>17 | 74 |
| Payroll Assistance | 8.22%<br>6 | 4.11%<br>3 | 8.22%<br>6 | 10.96%<br>8 | 45.21%<br>33 | 23.29%<br>17 | 73 |
| Local history and special collections support | 1.35%<br>1 | 2.70%<br>2 | 12.16%<br>9 | 33.78%<br>25 | 36.49%<br>27 | 13.51%<br>10 | 74 |

## Q5 Which of the above has the most room for improvement?

Answered: 23    Skipped: 53
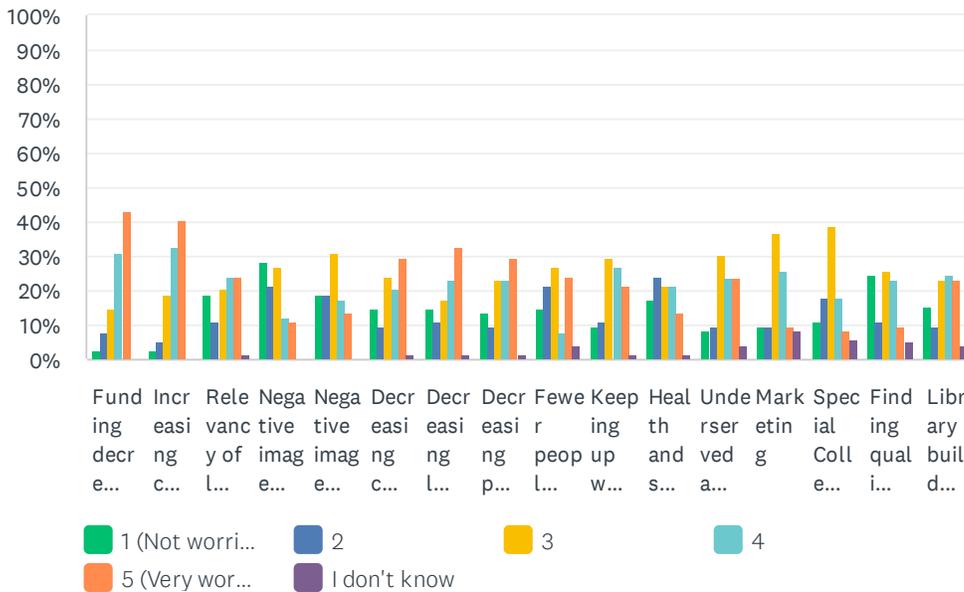
## Q6 How can we improve that service?

Answered: 20    Skipped: 56

## Q7 What trends and changes in your community and the wider world will affect library service in the coming five years?

Answered: 32    Skipped: 44

## Q8 How worried are you about the following?

Answered: 74    Skipped: 2

| | 1 (NOT WORRIED AT ALL) | 2 | 3 | 4 | 5 (VERY WORRIED) | I DON'T KNOW | TOTAL |
|---|---|---|---|---|---|---|---|
| Funding decreases or stagnation | 2.70% 2 | 8.11% 6 | 14.86% 11 | 31.08% 23 | 43.24% 32 | 0.00% 0 | 74 |
| Increasing costs | 2.70% 2 | 5.41% 4 | 18.92% 14 | 32.43% 24 | 40.54% 30 | 0.00% 0 | 74 |
| Relevancy of libraries | 18.92% 14 | 10.81% 8 | 20.27% 15 | 24.32% 18 | 24.32% 18 | 1.35% 1 | 74 |
| Negative image of the library in the general public | 28.38% 21 | 21.62% 16 | 27.03% 20 | 12.16% 9 | 10.81% 8 | 0.00% 0 | 74 |
| Negative image of the library by funders | 18.92% 14 | 18.92% 14 | 31.08% 23 | 17.57% 13 | 13.51% 10 | 0.00% 0 | 74 |
| Decreasing circulation | 14.86% 11 | 9.46% 7 | 24.32% 18 | 20.27% 15 | 29.73% 22 | 1.35% 1 | 74 |
| Decreasing library visits | 14.86% 11 | 10.81% 8 | 17.57% 13 | 22.97% 17 | 32.43% 24 | 1.35% 1 | 74 |
| Decreasing program attendance | 13.51% 10 | 9.46% 7 | 22.97% 17 | 22.97% 17 | 29.73% 22 | 1.35% 1 | 74 |
| Fewer people reading books | 14.86% 11 | 21.62% 16 | 27.03% 20 | 8.11% 6 | 24.32% 18 | 4.05% 3 | 74 |
| Keeping up with rapidly changing technology | 9.46% 7 | 10.81% 8 | 29.73% 22 | 27.03% 20 | 21.62% 16 | 1.35% 1 | 74 |
| Health and safety | 17.57% 13 | 24.32% 18 | 21.62% 16 | 21.62% 16 | 13.51% 10 | 1.35% 1 | 74 |
| Underserved and vulnerable populations | 8.33% 6 | 9.72% 7 | 30.56% 22 | 23.61% 17 | 23.61% 17 | 4.17% 3 | 72 |
| Marketing | 9.59% 7 | 9.59% 7 | 36.99% 27 | 26.03% 19 | 9.59% 7 | 8.22% 6 | 73 |
| Special Collections Preservation | 11.11% 8 | 18.06% 13 | 38.89% 28 | 18.06% 13 | 8.33% 6 | 5.56% 4 | 72 |
| Finding qualified staff | 24.66% 18 | 10.96% 8 | 26.03% 19 | 23.29% 17 | 9.59% 7 | 5.48% 4 | 73 |
| Library building maintenance and repair | 15.07% 11 | 9.59% 7 | 23.29% 17 | 24.66% 18 | 23.29% 17 | 4.11% 3 | 73 |

# Q9 (for Director/Managers only): In regards to your Board of Trustees, would you agree or disagree with the following statements?

Answered: 25    Skipped: 51
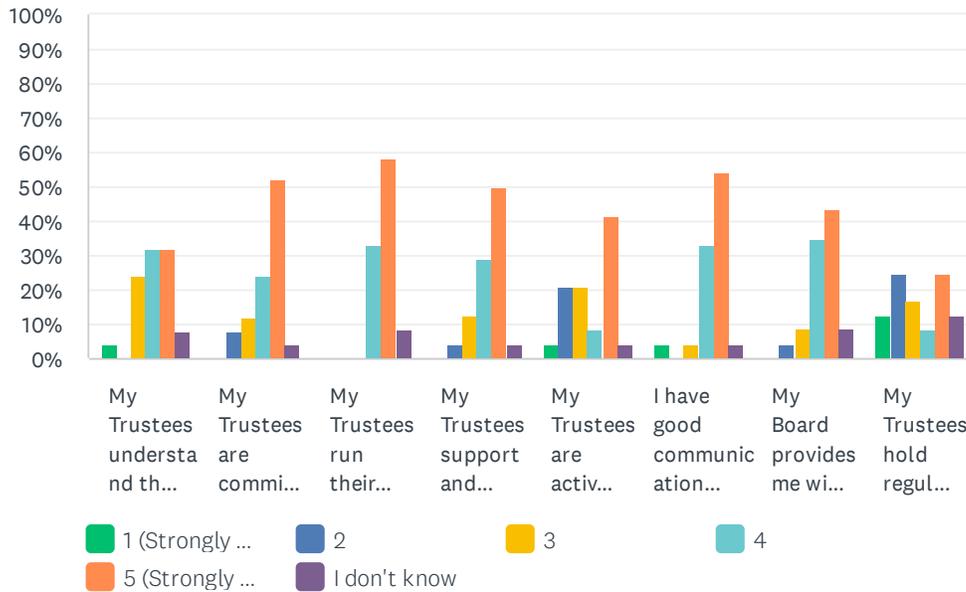
| | 1 (STRONGLY DISAGREE) | 2 | 3 | 4 | 5 (STRONGLY AGREE) | I DON'T KNOW | TOTAL | WEIGHTED AVERAGE |
|---|---|---|---|---|---|---|---|---|
| My Trustees understand their role in the library | 4.00% 1 | 0.00% 0 | 24.00% 6 | 32.00% 8 | 32.00% 8 | 8.00% 2 | 25 | 4.12 |
| My Trustees are committed to strengthening the library | 0.00% 0 | 8.00% 2 | 12.00% 3 | 24.00% 6 | 52.00% 13 | 4.00% 1 | 25 | 4.32 |
| My Trustees run their meetings ethically, legally, and effectively | 0.00% 0 | 0.00% 0 | 0.00% 0 | 33.33% 8 | 58.33% 14 | 8.33% 2 | 24 | 4.75 |
| My Trustees support and trust me | 0.00% 0 | 4.17% 1 | 12.50% 3 | 29.17% 7 | 50.00% 12 | 4.17% 1 | 24 | 4.38 |
| My Trustees are active in raising funds for the library | 4.17% 1 | 20.83% 5 | 20.83% 5 | 8.33% 2 | 41.67% 10 | 4.17% 1 | 24 | 3.75 |
| I have good communication with my Trustees | 4.17% 1 | 0.00% 0 | 4.17% 1 | 33.33% 8 | 54.17% 13 | 4.17% 1 | 24 | 4.46 |
| My Board provides me with a fair salary and benefits package | 0.00% 0 | 4.35% 1 | 8.70% 2 | 34.78% 8 | 43.48% 10 | 8.70% 2 | 23 | 4.43 |
| My Trustees hold regular committee meetings in between regular meetings | 12.50% 3 | 25.00% 6 | 16.67% 4 | 8.33% 2 | 25.00% 6 | 12.50% 3 | 24 | 3.46 |

## Q10 (for Directors/Managers only): In regards to your Staff, in general would you agree or disagree with the following statements:

Answered: 21    Skipped: 55

| | 1 (STRONGLY DISAGREE) | 2 | 3 | 4 | 5 (STRONGLY AGREE) | I DON'T KNOW | TOTAL |
|---|---|---|---|---|---|---|---|
| My staff is dependable and trustworthy | 0.00% 0 | 4.76% 1 | 0.00% 0 | 23.81% 5 | 71.43% 15 | 0.00% 0 | 21 |
| My staff members have the skills they need to do their jobs effectively | 0.00% 0 | 0.00% 0 | 4.76% 1 | 38.10% 8 | 57.14% 12 | 0.00% 0 | 21 |
| My staff is compensated fairly for their work | 4.76% 1 | 4.76% 1 | 23.81% 5 | 38.10% 8 | 28.57% 6 | 0.00% 0 | 21 |
| My staff understand the importance of our library in the community | 0.00% 0 | 0.00% 0 | 9.52% 2 | 28.57% 6 | 61.90% 13 | 0.00% 0 | 21 |
| My staff provides excellent customer service | 0.00% 0 | 4.76% 1 | 4.76% 1 | 23.81% 5 | 66.67% 14 | 0.00% 0 | 21 |

# Q11 (for Directors/Managers only): In regards to Yourself, would you agree or disagree with the following statements:

Answered: 22     Skipped: 54
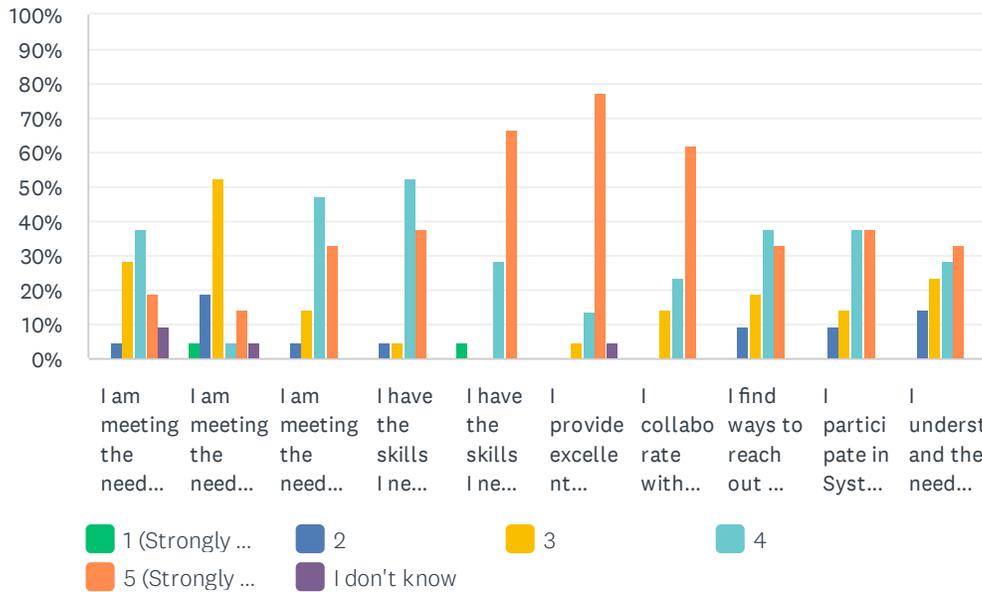
| | 1 (STRONGLY DISAGREE) | 2 | 3 | 4 | 5 (STRONGLY AGREE) | I DON'T KNOW | TOTAL |
|---|---|---|---|---|---|---|---|
| I am meeting the needs and wants of my community for Adult Programs | 0.00% 0 | 4.76% 1 | 28.57% 6 | 38.10% 8 | 19.05% 4 | 9.52% 2 | 21 |
| I am meeting the needs and wants of my community for Teen Programs | 4.76% 1 | 19.05% 4 | 52.38% 11 | 4.76% 1 | 14.29% 3 | 4.76% 1 | 21 |
| I am meeting the needs and wants of my community for Children's Programs | 0.00% 0 | 4.76% 1 | 14.29% 3 | 47.62% 10 | 33.33% 7 | 0.00% 0 | 21 |
| I have the skills I need to manage a public library | 0.00% 0 | 4.76% 1 | 4.76% 1 | 52.38% 11 | 38.10% 8 | 0.00% 0 | 21 |
| I have the skills I need to manage my staff | 4.76% 1 | 0.00% 0 | 0.00% 0 | 28.57% 6 | 66.67% 14 | 0.00% 0 | 21 |
| I provide excellent customer service | 0.00% 0 | 0.00% 0 | 4.55% 1 | 13.64% 3 | 77.27% 17 | 4.55% 1 | 22 |
| I collaborate with other organizations in my community | 0.00% 0 | 0.00% 0 | 14.29% 3 | 23.81% 5 | 61.90% 13 | 0.00% 0 | 21 |
| I find ways to reach out to new users in my community | 0.00% 0 | 9.52% 2 | 19.05% 4 | 38.10% 8 | 33.33% 7 | 0.00% 0 | 21 |
| I participate in System-wide activities and communicate with other Directors/Managers | 0.00% 0 | 9.52% 2 | 14.29% 3 | 38.10% 8 | 38.10% 8 | 0.00% 0 | 21 |
| I understand the needs of the Underserved in my community and know how to assist them (e.g. Blind, disable, aged, minorities, unemployed) | 0.00% 0 | 14.29% 3 | 23.81% 5 | 28.57% 6 | 33.33% 7 | 0.00% 0 | 21 |

# Q12 (for Trustees only): Would you be likely to attend the following workshops if offered?

Answered: 33     Skipped: 43
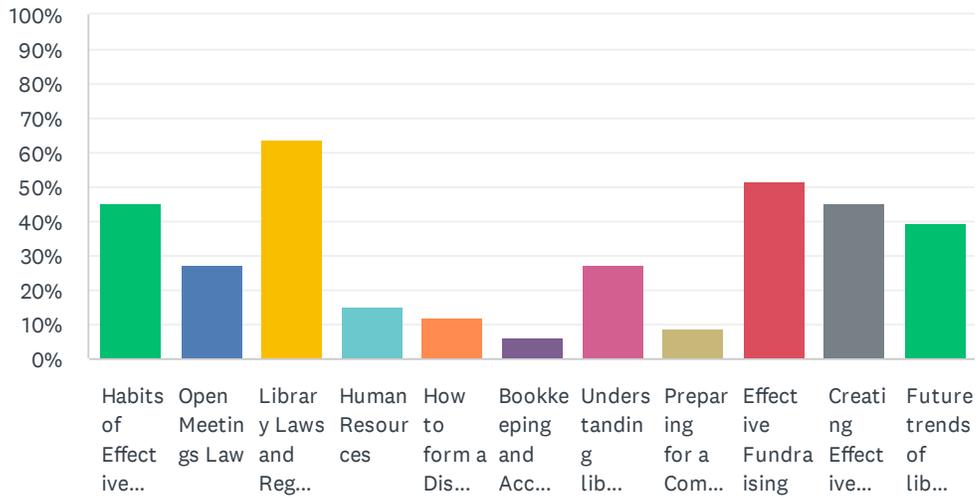
| ANSWER CHOICES | RESPONSES | |
|---|---|---|
| Habits of Effective Boards | 45.45% | 15 |
| Open Meetings Law | 27.27% | 9 |
| Library Laws and Regulations | 63.64% | 21 |
| Human Resources | 15.15% | 5 |
| How to form a District Library? | 12.12% | 4 |
| Bookkeeping and Accounting Basics | 6.06% | 2 |
| Understanding library finances | 27.27% | 9 |
| Preparing for a Comptroller Audit | 9.09% | 3 |
| Effective Fundraising | 51.52% | 17 |
| Creating Effective Library services and programs | 45.45% | 15 |
| Future trends of librarianship | 39.39% | 13 |
| Total Respondents: 33 | | |

## Q13 (for Trustees only): In regards to your Director, would you agree or disagree with the following statements:

Answered: 37    Skipped: 39
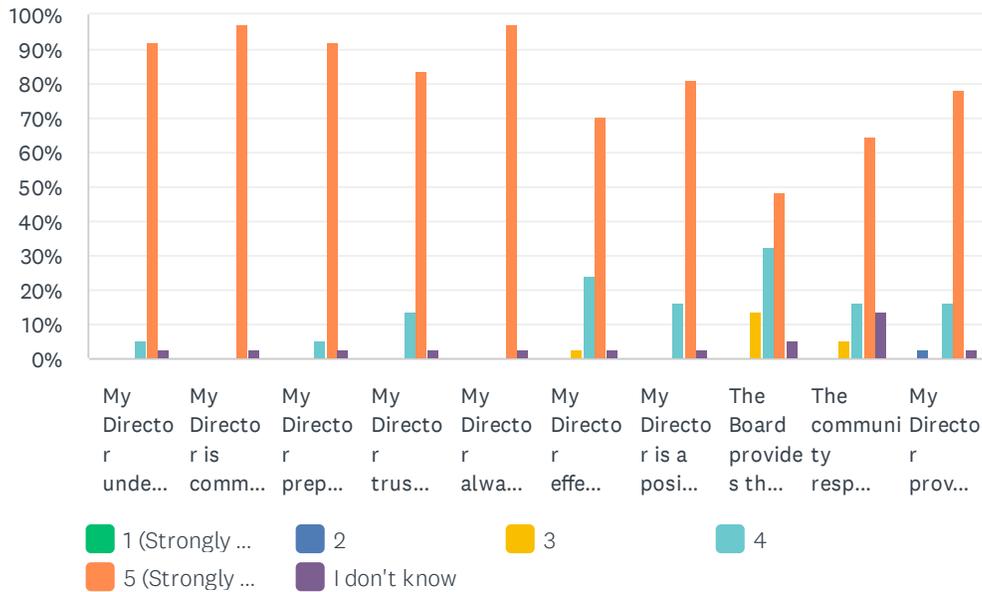
| | 1 (STRONGLY DISAGREE) | 2 | 3 | 4 | 5 (STRONGLY AGREE) | I DON'T KNOW | TOTAL |
|---|---|---|---|---|---|---|---|
| My Director understands his/her role in the library | 0.00% 0 | 0.00% 0 | 0.00% 0 | 5.41% 2 | 91.89% 34 | 2.70% 1 | 37 |
| My Director is committed to strengthen the library | 0.00% 0 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 97.30% 36 | 2.70% 1 | 37 |
| My Director prepares and participates effectively in Board Meetings | 0.00% 0 | 0.00% 0 | 0.00% 0 | 5.41% 2 | 91.89% 34 | 2.70% 1 | 37 |
| My Director trustees and is comfortable communicating with the Board | 0.00% 0 | 0.00% 0 | 0.00% 0 | 13.51% 5 | 83.78% 31 | 2.70% 1 | 37 |
| My Director always looks for ways to improve the library | 0.00% 0 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 97.30% 36 | 2.70% 1 | 37 |
| My Director effectively manages the staff | 0.00% 0 | 0.00% 0 | 2.70% 1 | 24.32% 9 | 70.27% 26 | 2.70% 1 | 37 |
| My Director is a positive force in our community | 0.00% 0 | 0.00% 0 | 0.00% 0 | 16.22% 6 | 81.08% 30 | 2.70% 1 | 37 |
| The Board provides the Director a fair Salary and Benefits package | 0.00% 0 | 0.00% 0 | 13.51% 5 | 32.43% 12 | 48.65% 18 | 5.41% 2 | 37 |
| The community respects and trusts my Director | 0.00% 0 | 0.00% 0 | 5.41% 2 | 16.22% 6 | 64.86% 24 | 13.51% 5 | 37 |
| My Director provides programs for all ages | 0.00% 0 | 2.70% 1 | 0.00% 0 | 16.22% 6 | 78.38% 29 | 2.70% 1 | 37 |

## Q14 (for Trustees only): In regards to Yourself, would you agree or disagree with the following statements:

Answered: 37　　Skipped: 39
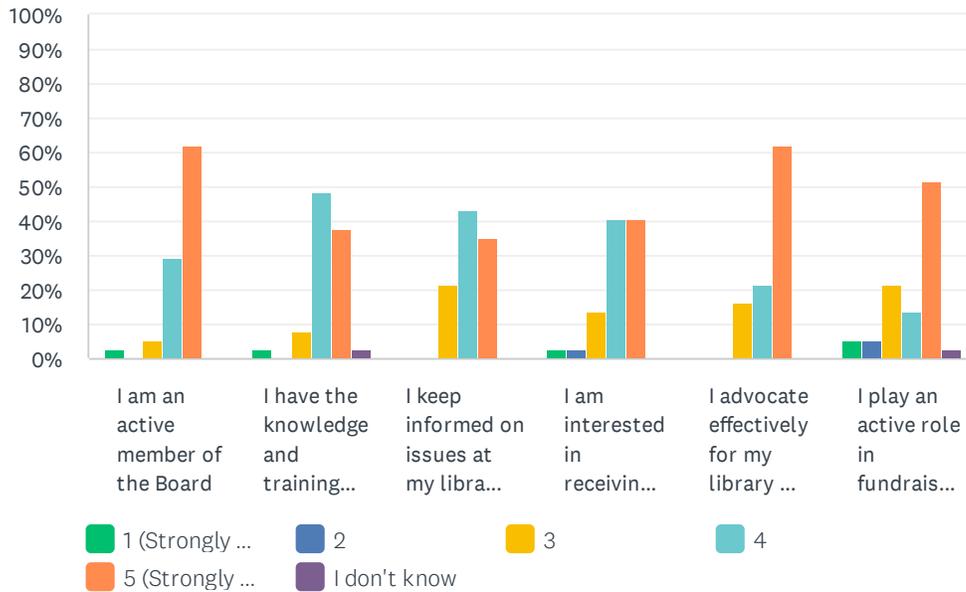
| | 1 (STRONGLY DISAGREE) | 2 | 3 | 4 | 5 (STRONGLY AGREE) | I DON'T KNOW | TOTAL |
|---|---|---|---|---|---|---|---|
| I am an active member of the Board | 2.70% 1 | 0.00% 0 | 5.41% 2 | 29.73% 11 | 62.16% 23 | 0.00% 0 | 37 |
| I have the knowledge and training I need to be a Public Library Trustee | 2.70% 1 | 0.00% 0 | 8.11% 3 | 48.65% 18 | 37.84% 14 | 2.70% 1 | 37 |
| I keep informed on issues at my library and the wider library world | 0.00% 0 | 0.00% 0 | 21.62% 8 | 43.24% 16 | 35.14% 13 | 0.00% 0 | 37 |
| I am interested in receiving training to help me in my role as Public Library Trustee | 2.70% 1 | 2.70% 1 | 13.51% 5 | 40.54% 15 | 40.54% 15 | 0.00% 0 | 37 |
| I advocate effectively for my library in my community | 0.00% 0 | 0.00% 0 | 16.22% 6 | 21.62% 8 | 62.16% 23 | 0.00% 0 | 37 |
| I play an active role in fundraising for my library | 5.41% 2 | 5.41% 2 | 21.62% 8 | 13.51% 5 | 51.35% 19 | 2.70% 1 | 37 |

# Q15 Tell us how important the services below would be to your library in the next five years(Not important – Very Important/ I don't know)

Answered: 67     Skipped: 9
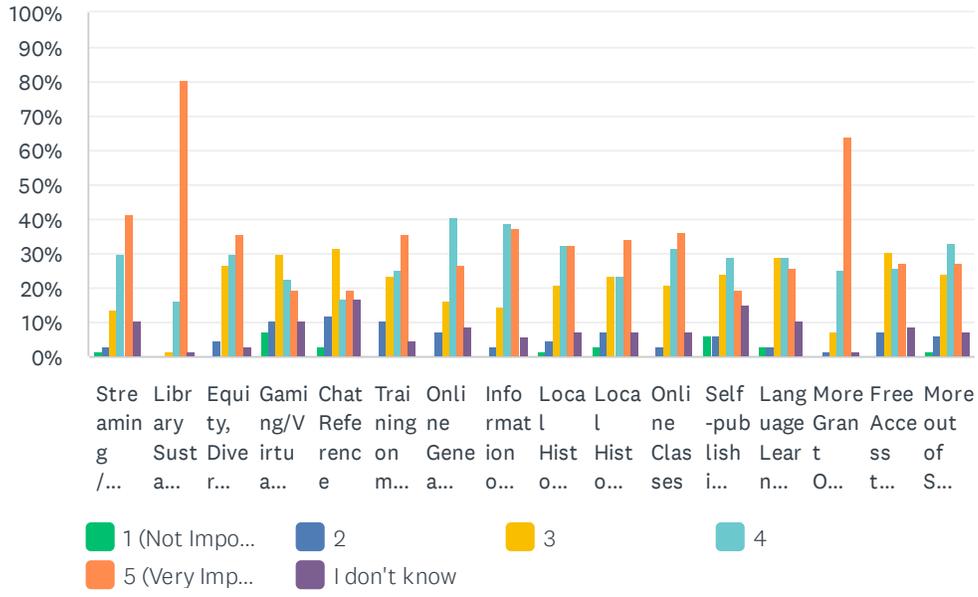
| | 1 (NOT IMPORTANT) | 2 | 3 | 4 | 5 (VERY IMPORTANT) | I DON'T KNOW | TOTAL | WEIGHTED AVERAGE |
|---|---|---|---|---|---|---|---|---|
| Streaming /Downloadable video | 1.49%<br>1 | 2.99%<br>2 | 13.43%<br>9 | 29.85%<br>20 | 41.79%<br>28 | 10.45%<br>7 | 67 | 4.39 |
| Library Sustainability | 0.00%<br>0 | 0.00%<br>0 | 1.49%<br>1 | 16.42%<br>11 | 80.60%<br>54 | 1.49%<br>1 | 67 | 4.82 |
| Equity, Diversity, and Inclusion | 0.00%<br>0 | 4.48%<br>3 | 26.87%<br>18 | 29.85%<br>20 | 35.82%<br>24 | 2.99%<br>2 | 67 | 4.06 |
| Gaming/Virtual reality | 7.46%<br>5 | 10.45%<br>7 | 29.85%<br>20 | 22.39%<br>15 | 19.40%<br>13 | 10.45%<br>7 | 67 | 3.67 |
| Chat Reference | 3.03%<br>2 | 12.12%<br>8 | 31.82%<br>21 | 16.67%<br>11 | 19.70%<br>13 | 16.67%<br>11 | 66 | 3.88 |
| Training on managing virtual meetings/workshops | 0.00%<br>0 | 10.45%<br>7 | 23.88%<br>16 | 25.37%<br>17 | 35.82%<br>24 | 4.48%<br>3 | 67 | 4.00 |
| Online Genealogy | 0.00%<br>0 | 7.46%<br>5 | 16.42%<br>11 | 40.30%<br>27 | 26.87%<br>18 | 8.96%<br>6 | 67 | 4.13 |
| Information on Teen programming and services | 0.00%<br>0 | 2.99%<br>2 | 14.93%<br>10 | 38.81%<br>26 | 37.31%<br>25 | 5.97%<br>4 | 67 | 4.28 |
| Local History Digital Library Hosting | 1.49%<br>1 | 4.48%<br>3 | 20.90%<br>14 | 32.84%<br>22 | 32.84%<br>22 | 7.46%<br>5 | 67 | 4.13 |
| Local History Digitization Equipment | 2.99%<br>2 | 7.46%<br>5 | 23.88%<br>16 | 23.88%<br>16 | 34.33%<br>23 | 7.46%<br>5 | 67 | 4.01 |
| Online Classes | 0.00%<br>0 | 3.03%<br>2 | 21.21%<br>14 | 31.82%<br>21 | 36.36%<br>24 | 7.58%<br>5 | 66 | 4.24 |
| Self-publishing software | 6.06%<br>4 | 6.06%<br>4 | 24.24%<br>16 | 28.79%<br>19 | 19.70%<br>13 | 15.15%<br>10 | 66 | 3.95 |
| Language Learning Software | 3.03%<br>2 | 3.03%<br>2 | 28.79%<br>19 | 28.79%<br>19 | 25.76%<br>17 | 10.61%<br>7 | 66 | 4.03 |
| More Grant Opportunities | 0.00%<br>0 | 1.49%<br>1 | 7.46%<br>5 | 25.37%<br>17 | 64.18%<br>43 | 1.49%<br>1 | 67 | 4.57 |
| Free Access to Electronic Trade Journals (e.g. Library Journal) | 0.00%<br>0 | 7.58%<br>5 | 30.30%<br>20 | 25.76%<br>17 | 27.27%<br>18 | 9.09%<br>6 | 66 | 4.00 |
| More out of System training opportunities (e.g. Grants to travel for training opportunities) | 1.52%<br>1 | 6.06%<br>4 | 24.24%<br>16 | 33.33%<br>22 | 27.27%<br>18 | 7.58%<br>5 | 66 | 4.02 |

## Q16 Please share any other information or thoughts that may help develop Library System priorities.

Answered: 3     Skipped: 73