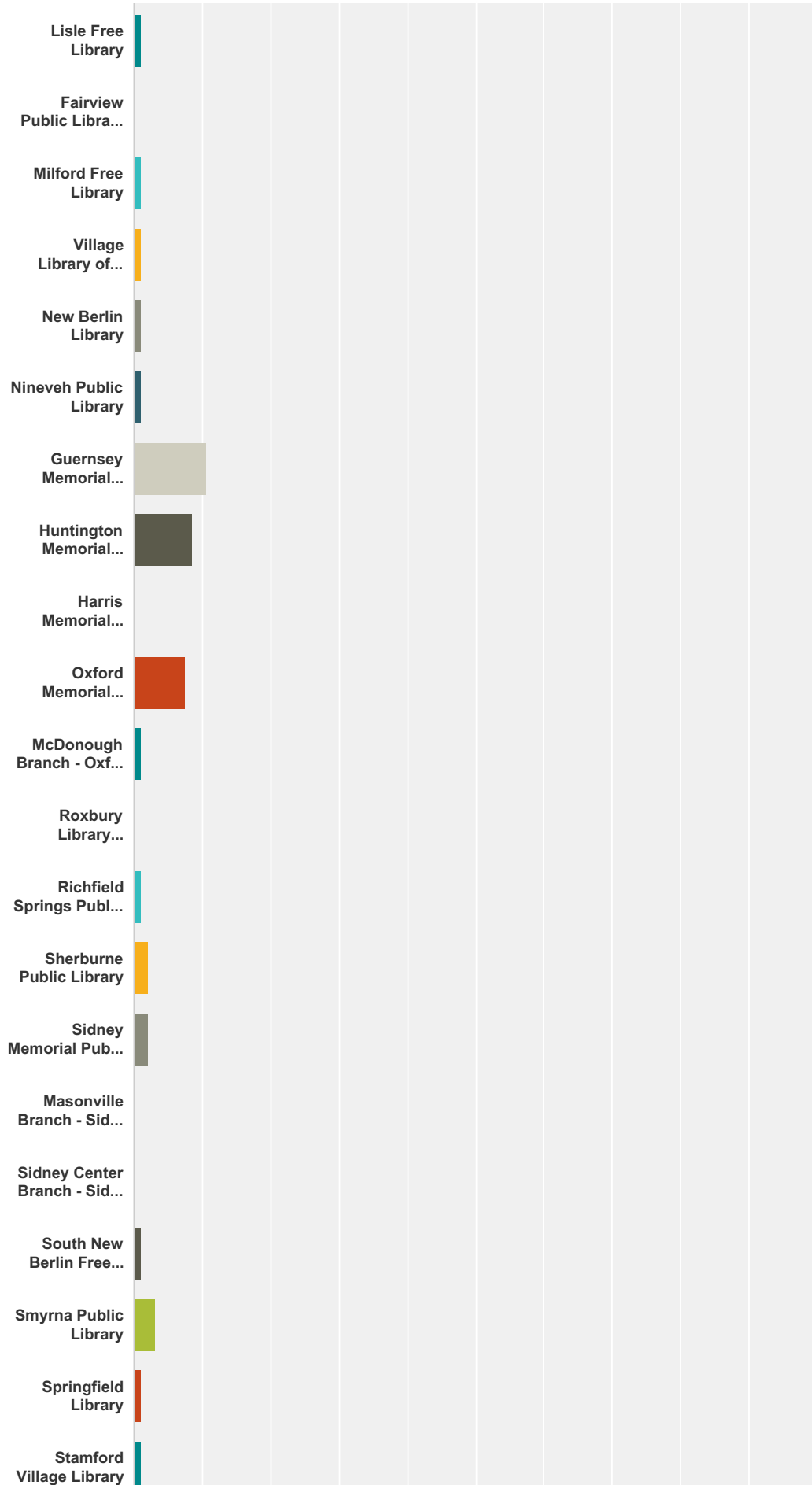
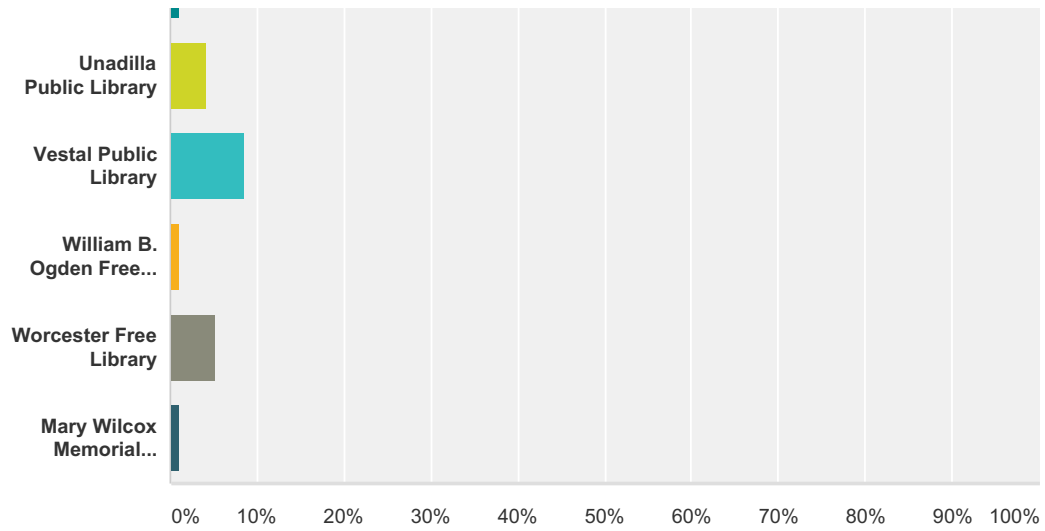


Q1 What is your Library?

Answered: 94 Skipped: 0







Answer Choices	Responses
Afton Free Library	1.06% 1
Andes Public Library	0.00% 0
Bainbridge Free Library	0.00% 0
Bovina Public Library	1.06% 1
Broome County Public Library	2.13% 2
Village Library of Cooperstown	1.06% 1
Cherry Valley Memorial Library	2.13% 2
Deposit Free Library	1.06% 1
Cannon Free Library (Delhi)	2.13% 2
Edmeston Free Library	1.06% 1
George F. Johnson Memorial Library (Endicott)	4.26% 4
Fenton Free Library	1.06% 1
Skene Memorial Library (Fleischmanns)	1.06% 1
Franklin Free Library	1.06% 1
Gilbertsville Free Library	1.06% 1
Moore Memorial Library (Greene)	1.06% 1
Louise Adelia Read Memorial Library (Hancock)	1.06% 1
Kinney Memorial Library (Hartwick)	6.38% 6
Your Home Public Library (Johnson City)	6.38% 6
Lisle Free Library	1.06% 1
Fairview Public Library (Margaretville)	0.00% 0

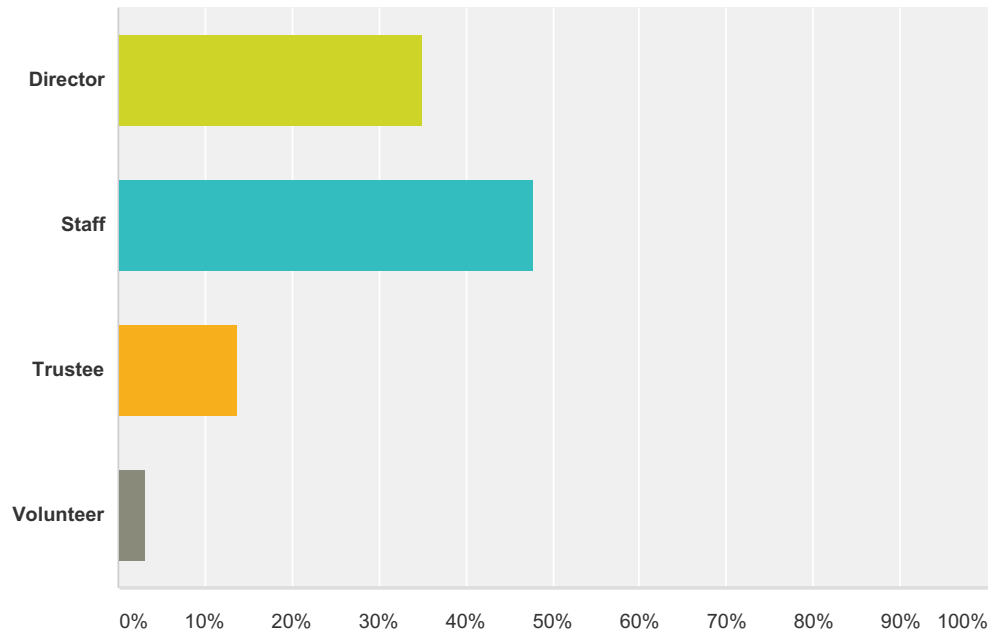
Member Library Satisfasfaction Survey 2015

SurveyMonkey

Milford Free Library	1.06%	1
Village Library of Morris	1.06%	1
New Berlin Library	1.06%	1
Nineveh Public Library	1.06%	1
Guernsey Memorial Library (Norwich)	10.64%	10
Huntington Memorial Library (Oneonta)	8.51%	8
Harris Memorial Library (Otego)	0.00%	0
Oxford Memorial Library	7.45%	7
McDonough Branch - Oxford Memorial Library	1.06%	1
Roxbury Library Association	0.00%	0
Richfield Springs Public Library	1.06%	1
Sherburne Public Library	2.13%	2
Sidney Memorial Public Library	2.13%	2
Masonville Branch - Sidney Memorial	0.00%	0
Sidney Center Branch - Sidney Memorial	0.00%	0
South New Berlin Free Library	1.06%	1
Smyrna Public Library	3.19%	3
Springfield Library	1.06%	1
Stamford Village Library	1.06%	1
Unadilla Public Library	4.26%	4
Vestal Public Library	8.51%	8
William B. Ogden Free Library (Walton)	1.06%	1
Worcester Free Library	5.32%	5
Mary Wilcox Memorial Library (Whitney Point)	1.06%	1
Total		94

Q2 What is your role in the library?

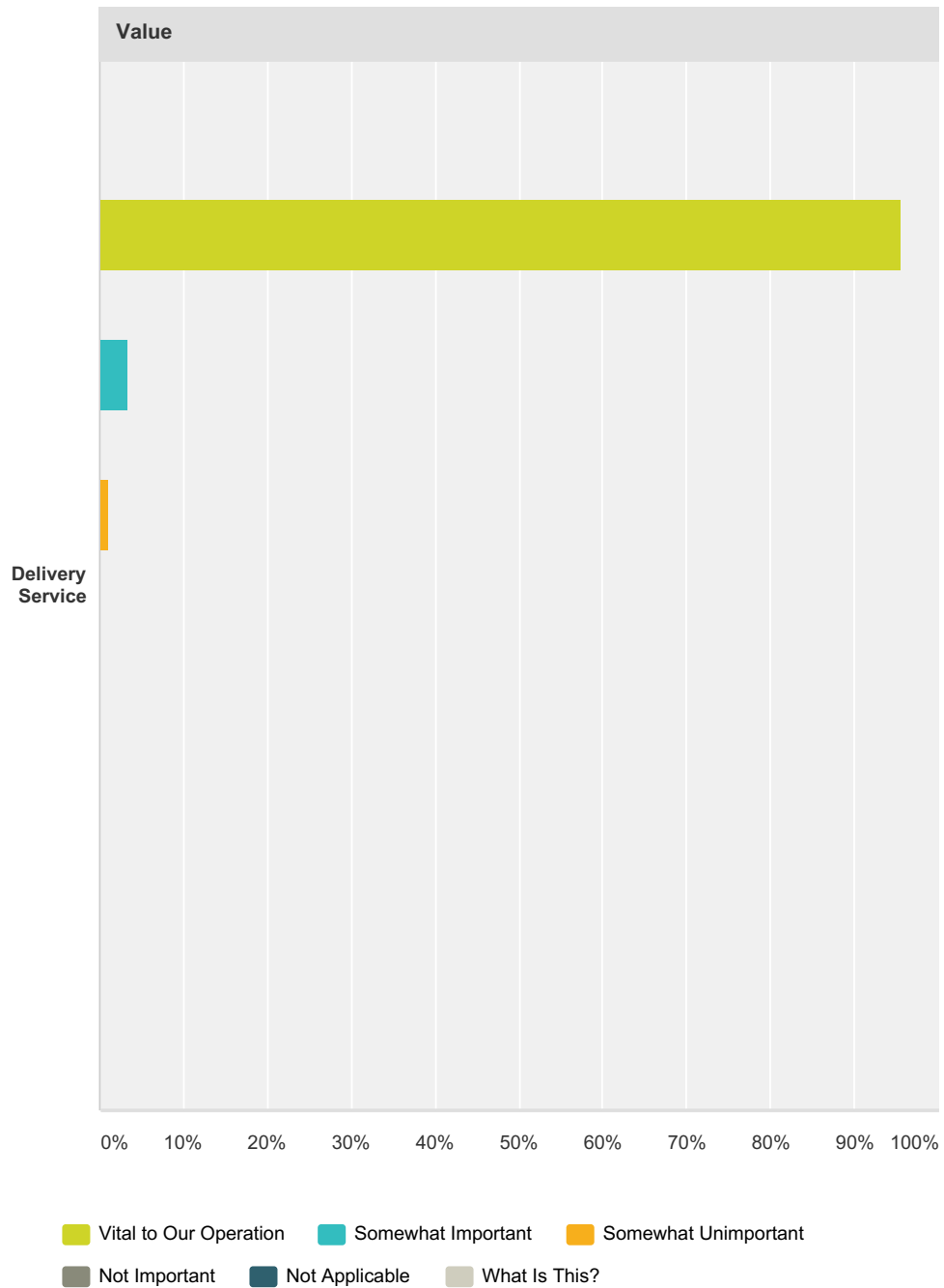
Answered: 94 Skipped: 0

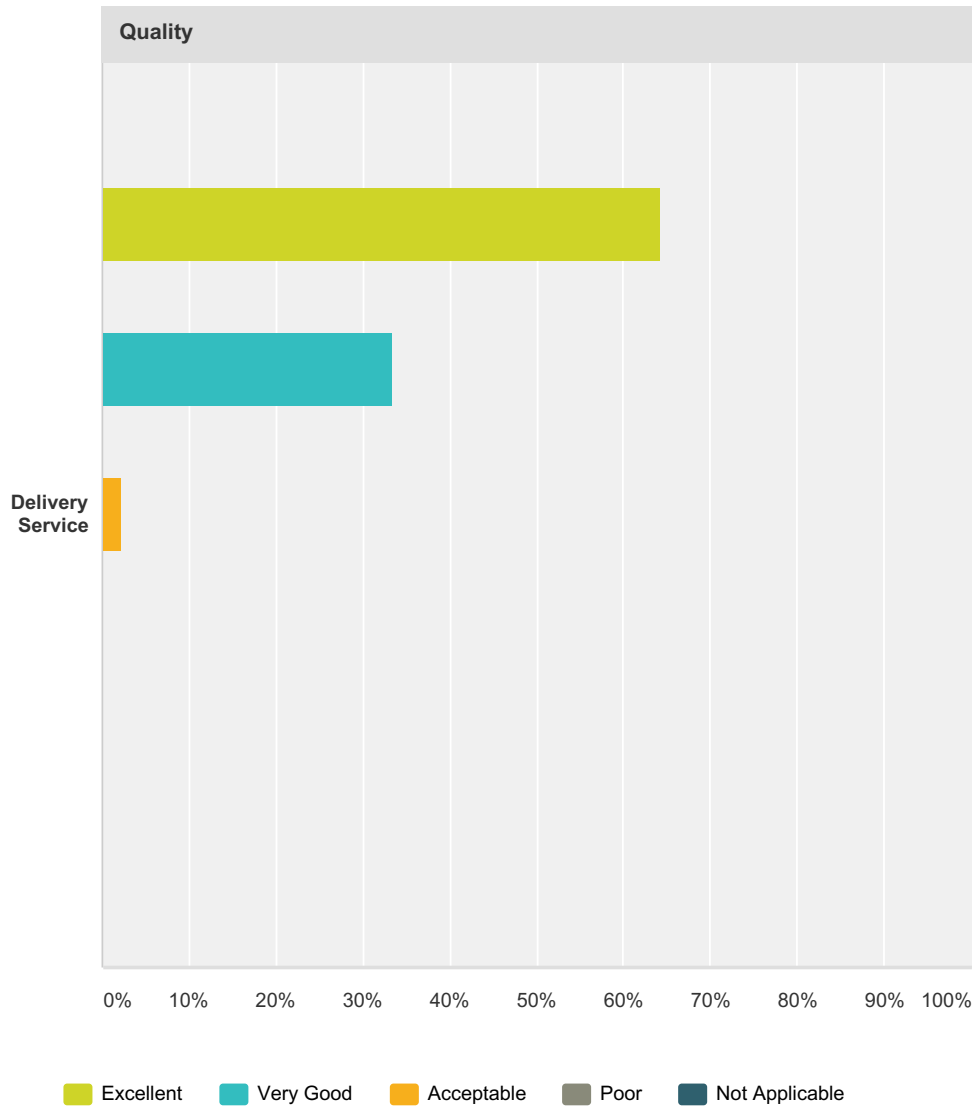


Answer Choices	Responses
Director	35.11% 33
Staff	47.87% 45
Trustee	13.83% 13
Volunteer	3.19% 3
Total	94

Q3 Delivery - please indicate the value of this service to your library and the quality with which it is executed.

Answered: 90 Skipped: 4





Value							
	Vital to Our Operation	Somewhat Important	Somewhat Unimportant	Not Important	Not Applicable	What Is This?	Total
Delivery Service	95.56% 86	3.33% 3	1.11% 1	0.00% 0	0.00% 0	0.00% 0	90

Quality						
	Excellent	Very Good	Acceptable	Poor	Not Applicable	Total
Delivery Service	64.37% 56	33.33% 29	2.30% 2	0.00% 0	0.00% 0	87

Q4 Please share any comments or concerns you have regarding our Delivery service.

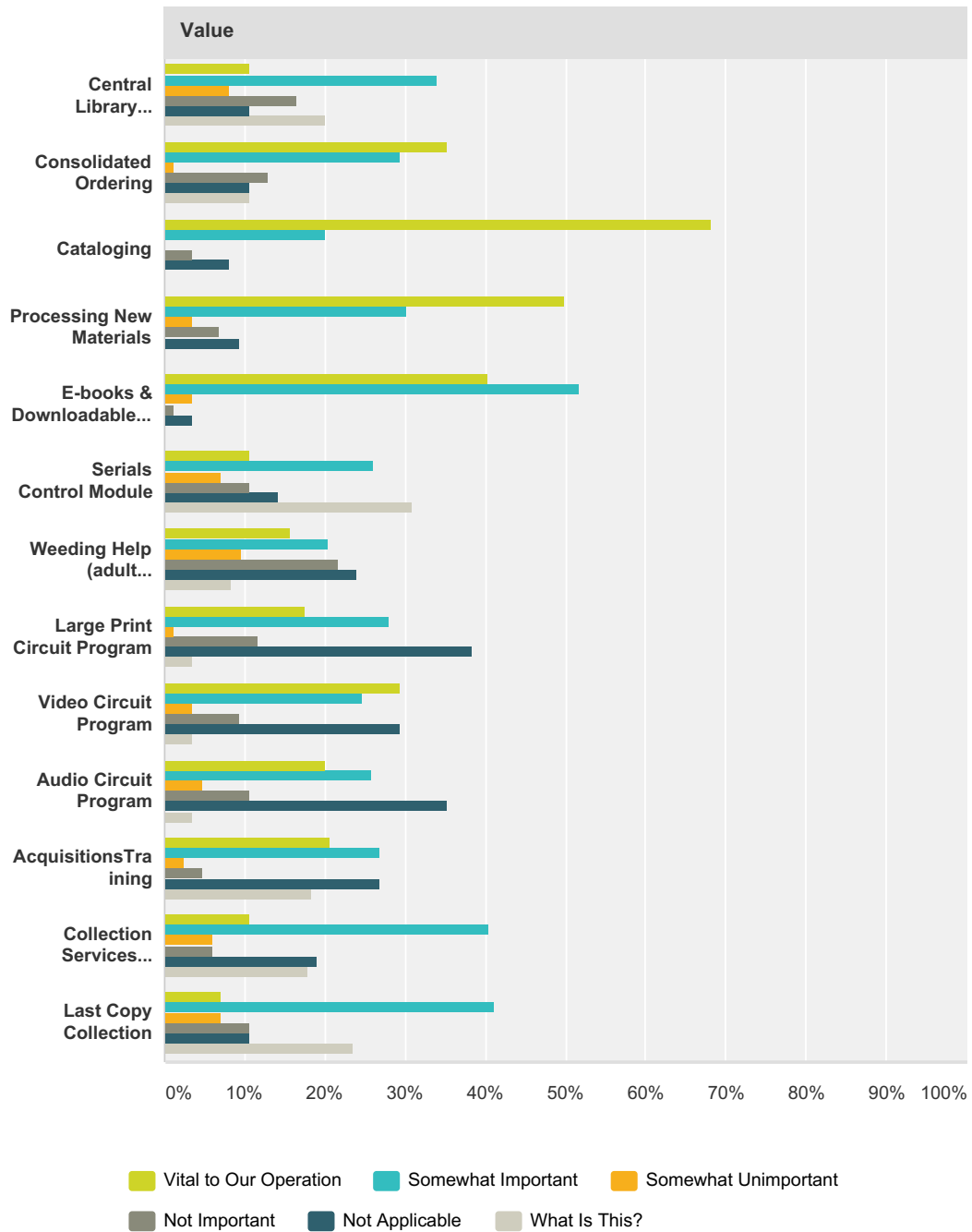
Answered: 40 Skipped: 54

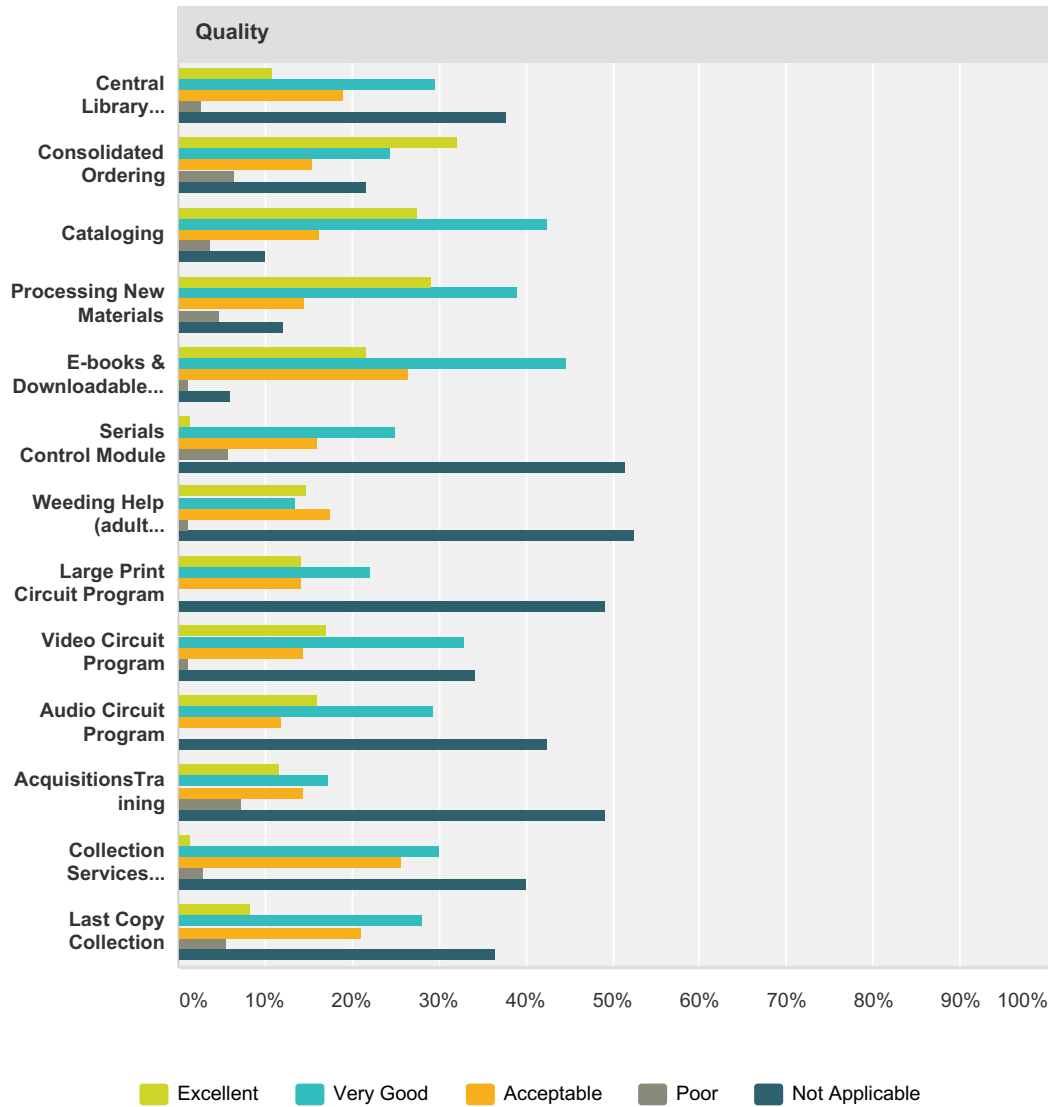
#	Responses	Date
1	Sometimes it is hard only having one delivery a week, but we absolutely understand why it is scheduled that way. Would it be possible to call and get an extra delivery every once in a while?	7/16/2015 9:52 AM
2	N/A	7/15/2015 6:36 PM
3	I cannot overestimate the importance of this service. It also helps that the drivers are friendly and helpful.	7/11/2015 10:22 AM
4	Good that they have gone to media bags, DVD's were getting crushed. Seems to be all better now.	6/12/2015 3:09 PM
5	There have been issues with misplaced ILL items; bags coming/going to the wrong libraries, etc. These are uncommon occurrences, but they do happen. Otherwise, the delivery service is very important to our patrons.	6/10/2015 11:01 AM
6	We appreciate the 4 county delivery service.	6/6/2015 9:24 AM
7	Should have been a choice between vital to operation (it is not) and somewhat important. Generally the delivery itself is good , the problem more often lies at the source, the libraries who are packing and sending items incorrectly or badly, not the deliver system	6/3/2015 4:37 PM
8	We hope to go online within the next year and with that will get more than one delivery.	6/2/2015 7:41 PM
9	Not as efficient lately	6/1/2015 9:38 PM
10	Delivery is dependable and we enjoy seeing the drivers every week!	6/1/2015 5:42 PM
11	would be helpful to have delivery 2x week	5/29/2015 4:20 PM
12	the delivery men are friendly and efficient. We have found that there are certain libraries that are better or worse at sending out their materials in a timely fashion for ILL.	5/29/2015 2:10 PM
13	All delivery drivers are excellent, courteous and professional. Jeff Jeffords also is professional and helpful. however, Lag time in libraries removing holds they do not want to fill and some libraries who do not know how to remove items and notify others.Please examine the list and notify libraries and send them printed instructions with screen shots of how this part of workflows works.	5/28/2015 4:59 PM
14	There wouldn't be much point in the ILS if we didn't have delivery! They make mistakes sometimes, but nothing earth shattering.	5/23/2015 2:14 PM
15	service is timely and responsible	5/21/2015 2:01 PM
16	its not the fault of the delivery people, but the penchant for putting books in bags with no routing slips can be a bit annoying. usually there is at least 1 every week which we can manage that, but the occasional half of a bag can affect morale	5/21/2015 1:54 PM
17	Sometimes items need to be re-routed, but it doesn't seem to be a prevalent issue. Sometimes deliveries are later than expected on Thursdays.	5/19/2015 5:01 PM
18	It is impossible to say too much about our Delivery system and people. Especially the people! One of the reasons why our library can exist on a bare bones budget is because we can order books in from other libraries for our Patrons. Without that, smaller libraries like ours would have a difficult time offering enough for our Patrons.	5/19/2015 4:35 PM
19	Delivery does an amazing job covering the 4cls area. Our drivers are pleasant and efficient.	5/19/2015 4:25 PM
20	Since we are far away from 4CTY, we rely on delivery.	5/19/2015 4:03 PM
21	We don't have a delivery service.	5/18/2015 12:26 AM
22	Lifeline	5/15/2015 5:36 PM
23	Love seeing the delivery men when they come.	5/15/2015 1:26 PM

24	The delivery service is great!	5/13/2015 3:41 PM
25	Cinsistent on-time deliveries	5/13/2015 11:26 AM
26	Our delivery person is always prompt and efficient. We depend on deliveries of ILL materials.	5/12/2015 9:00 AM
27	prompt and well done	5/11/2015 5:43 PM
28	I work directly with delivery people/service; I find them very dependable and excellent at letting us know in a timely manner when delivery schedule will change.	5/11/2015 10:26 AM
29	I have no concerns about delivery is always friendly and efficient and very vital to our small library.	5/9/2015 9:38 AM
30	Some AV cases for NEW items being sent from 4cls to us are still arriving damaged and have to have the cases replaced before circulating. Separate AV bags have helped, but I'm still finding it to be an issue.	5/8/2015 4:43 PM
31	Occasionally things get lost.	5/8/2015 3:27 PM
32	The gentlemen who do the deliveries are very courteous and helpful.	5/8/2015 12:32 PM
33	Too many lost items.	5/8/2015 10:08 AM
34	Our drivers do a fantastic job. We all need to do our part by making our buildings accessible in all kinds of weather and having our items in the delivery clearly & correctly marked.	5/7/2015 8:34 PM
35	It is amazing during the winter time, considering the terrible weather conditions.	5/7/2015 4:55 PM
36	4CLS assigns frequency of delivery based on volume of materials and geographic location; Broome county currently appears to receive more than their share of delivery resources. We'd all move more materials if we received more materials.	5/7/2015 2:56 PM
37	We have had good service the 34 yrs. I have been director.Probably is the most important item for us	5/7/2015 2:33 PM
38	None, drivers are all good.	5/7/2015 1:44 PM
39	Regular delivery times are crucial for our staff being able to get their work done within their work hours.	5/7/2015 11:57 AM
40	more deliveries might be nice but we do ok with two. Patrons are understanding.	5/7/2015 10:49 AM

Q5 Collection Services - please indicate the value of these services to your library and the quality with which it is executed.

Answered: 91 Skipped: 3





Value	Vital to Our Operation	Somewhat Important	Somewhat Unimportant	Not Important	Not Applicable	What Is This?	Total
Central Library Professional Collection	10.59% 9	34.12% 29	8.24% 7	16.47% 14	10.59% 9	20.00% 17	85
Consolidated Ordering	35.29% 30	29.41% 25	1.18% 1	12.94% 11	10.59% 9	10.59% 9	85
Cataloging	68.24% 58	20.00% 17	0.00% 0	3.53% 3	8.24% 7	0.00% 0	85
Processing New Materials	50.00% 43	30.23% 26	3.49% 3	6.98% 6	9.30% 8	0.00% 0	86
E-books & Downloadable Audio	40.23% 35	51.72% 45	3.45% 3	1.15% 1	3.45% 3	0.00% 0	87
Serials Control Module	10.71% 9	26.19% 22	7.14% 6	10.71% 9	14.29% 12	30.95% 26	84
Weeding Help (adult materials)	15.66% 13	20.48% 17	9.64% 8	21.69% 18	24.10% 20	8.43% 7	83

Large Print Circuit Program	17.44% 15	27.91% 24	1.16% 1	11.63% 10	38.37% 33	3.49% 3	86
Video Circuit Program	29.41% 25	24.71% 21	3.53% 3	9.41% 8	29.41% 25	3.53% 3	85
Audio Circuit Program	20.00% 17	25.88% 22	4.71% 4	10.59% 9	35.29% 30	3.53% 3	85
AcquisitionsTraining	20.73% 17	26.83% 22	2.44% 2	4.88% 4	26.83% 22	18.29% 15	82
Collection Services Advisory Committee meetings	10.71% 9	40.48% 34	5.95% 5	5.95% 5	19.05% 16	17.86% 15	84
Last Copy Collection	7.06% 6	41.18% 35	7.06% 6	10.59% 9	10.59% 9	23.53% 20	85

Quality						
	Excellent	Very Good	Acceptable	Poor	Not Applicable	Total
Central Library Professional Collection	10.81% 8	29.73% 22	18.92% 14	2.70% 2	37.84% 28	74
Consolidated Ordering	32.05% 25	24.36% 19	15.38% 12	6.41% 5	21.79% 17	78
Cataloging	27.50% 22	42.50% 34	16.25% 13	3.75% 3	10.00% 8	80
Processing New Materials	29.27% 24	39.02% 32	14.63% 12	4.88% 4	12.20% 10	82
E-books & Downloadable Audio	21.69% 18	44.58% 37	26.51% 22	1.20% 1	6.02% 5	83
Serials Control Module	1.47% 1	25.00% 17	16.18% 11	5.88% 4	51.47% 35	68
Weeding Help (adult materials)	14.86% 11	13.51% 10	17.57% 13	1.35% 1	52.70% 39	74
Large Print Circuit Program	14.29% 11	22.08% 17	14.29% 11	0.00% 0	49.35% 38	77
Video Circuit Program	17.11% 13	32.89% 25	14.47% 11	1.32% 1	34.21% 26	76
Audio Circuit Program	16.00% 12	29.33% 22	12.00% 9	0.00% 0	42.67% 32	75
AcquisitionsTraining	11.59% 8	17.39% 12	14.49% 10	7.25% 5	49.28% 34	69
Collection Services Advisory Committee meetings	1.43% 1	30.00% 21	25.71% 18	2.86% 2	40.00% 28	70
Last Copy Collection	8.45% 6	28.17% 20	21.13% 15	5.63% 4	36.62% 26	71

Q6 Please share any comments or concerns you have regarding Collection Services.

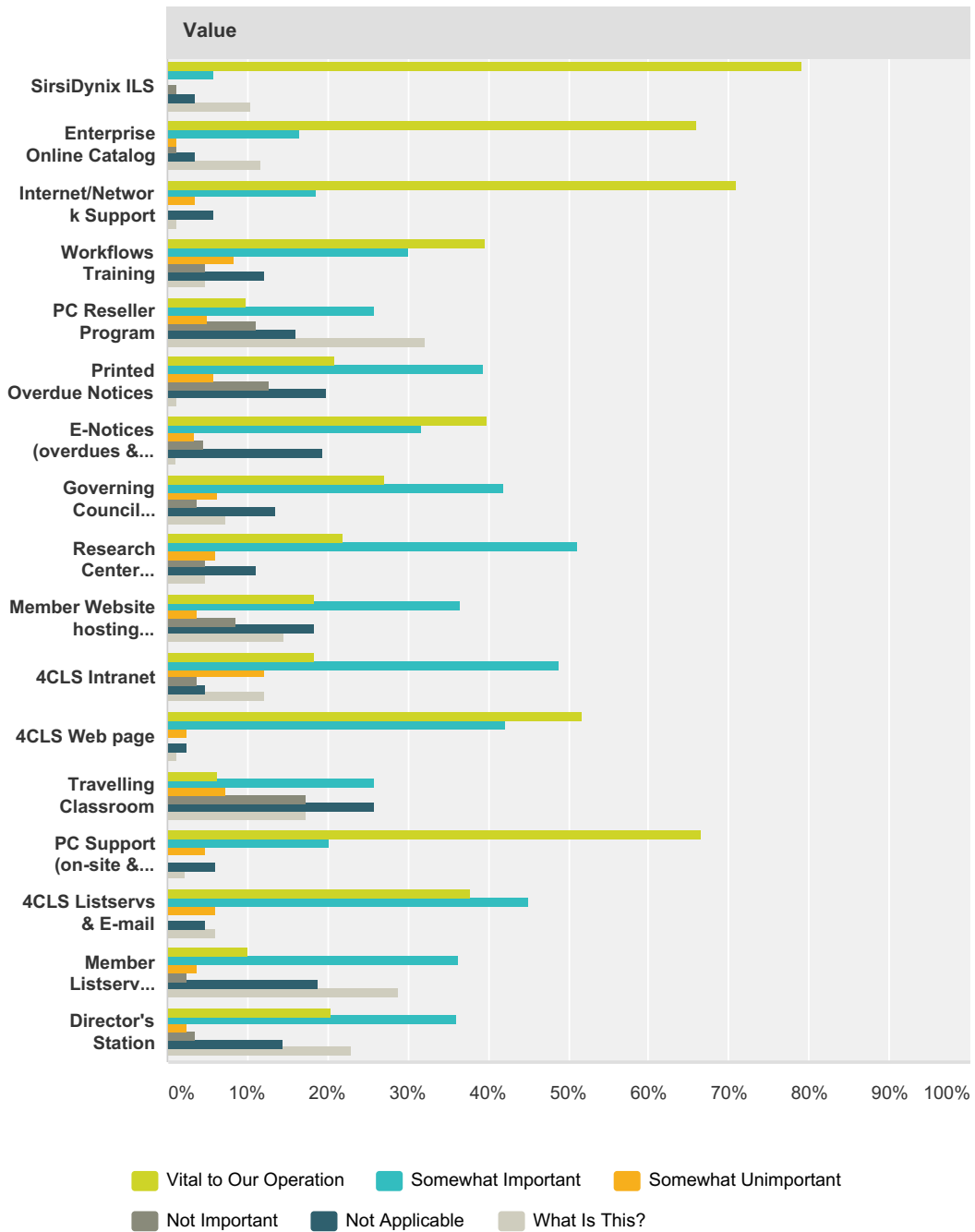
Answered: 37 Skipped: 57

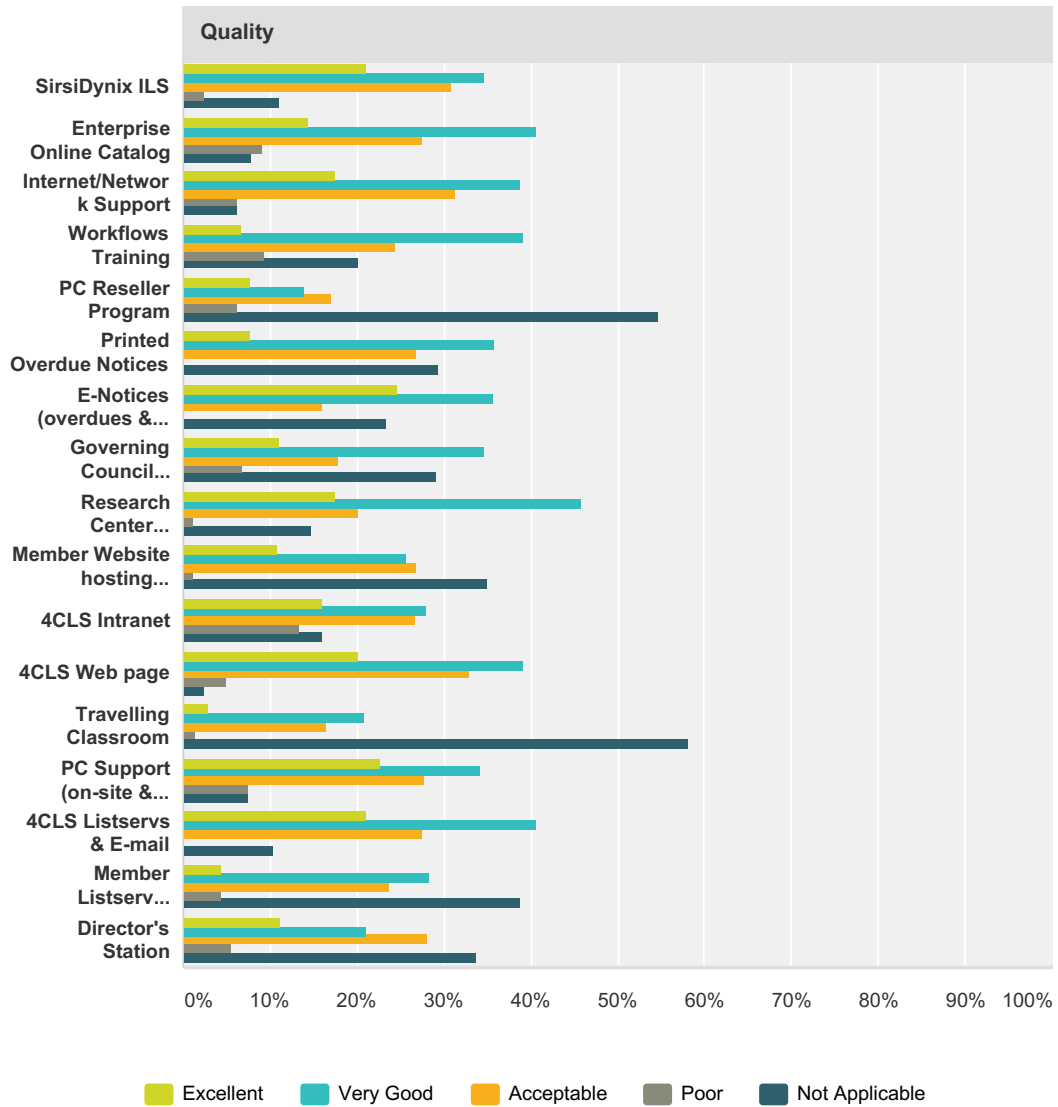
#	Responses	Date
1	Megan and I have yet to schedule a weeding date, but I trust it is very good to excellent.	7/16/2015 12:04 PM
2	N/A	7/15/2015 6:36 PM
3	A lot of the circuit books are very old which isn't a problem in every area, but is a problem in some.	7/1/2015 3:14 PM
4	We do not use the consolidated ordering program because the ordering process is too time consuming. We would like to see standing orders for adult fiction. Then we would come back.	6/12/2015 3:09 PM
5	Cataloging has vastly improved over the past year. We do our own processing at the library and don't use consolidated ordering. Unfortunately, many of our patrons do not have the means to use eBooks, so it's not as vital as we would like. We do weeding in house. Circuits are very important to us.	6/10/2015 11:01 AM
6	If trained properly libraries could catalog their own items which be more efficient and less costly I would hope we could move in that direction	6/3/2015 4:37 PM
7	I believe we will be going online next year and my involvement with some of the above services will change. Most don't apply at this time.	6/2/2015 7:41 PM
8	Collection services advisory committee not much information about this.	6/1/2015 9:38 PM
9	have seen improvements in the time taken in the processing of gift books and new materials.	5/29/2015 2:10 PM
10	I am confident that with a real contract between the system and member libraries, which would have a 3 or 5 year term, there would be a more concrete version of what members wanted.	5/29/2015 11:27 AM
11	Danielle is excellent and always helping us when others in the department ignore our emails. We currently have almost 500 items languishing in discard location, other libraries have more than this WA had 902 and so we all pay more automation fees. I have been a director for 5 yrs and I was not offered help with weeding, acquisitions, serials control or any other aspect of WF we learned it on our own and my predecessor knew even less about the system and how it worked. When Brian Lee came to help us, he was as surprised as us to discover we had learned all aspects of clunky WF. Danielle is a great help, but the ordering through 4cls is antiquated, labor intensive and bills arrive up to 6 months after material does.Last copy items remained on our inventory of WF for a yr after we sent them to Vestal as we were told there was no last copy policy in place at 4cls.	5/28/2015 4:59 PM
12	Seems to take a long time to process new books, many months before we get them back.	5/27/2015 8:40 PM
13	acq training is vital for libraries who participate if we continue with the acq module. I'm not sure that the acq module is vital to our operations. Adult weeding help is not important for me, except that I see junk in the database that should be weeded from other libraries, so weeding help is important.	5/23/2015 2:14 PM
14	Being at circ desk, many of the above items I am unfamiliar with.	5/21/2015 2:01 PM
15	book processing still gets stuck in the mud from time to time	5/21/2015 1:54 PM
16	I have very little to do with this area of services, however, I have noticed that it seems to take 4CLS a long time to process new materials.	5/19/2015 5:01 PM
17	Many good resources.	5/19/2015 4:35 PM
18	Collection services folks are helpful and knowledgeable about our needs.	5/19/2015 4:25 PM
19	I think last copy is a great idea. It allows some of that are smaller to free up some space on our shelves without losing the circulating books.	5/19/2015 4:03 PM
20	No direct knowledge of any of these	5/15/2015 5:36 PM
21	We always wish that Cataloging could happen faster. And that we could catalog our own materials in many cases.	5/14/2015 4:58 PM

22	Acquisition training is only important if we continue to purchase through 4CLS.	5/14/2015 2:48 PM
23	In the past few months, the timeliness of the ordering and processing has increased significantly. Communication with Emily and Dannielle is EXCELLENT.	5/13/2015 3:41 PM
24	I'd like to see more action movies in the Circuit dvd's.	5/12/2015 4:45 PM
25	The circuit program is a huge help to small libraries such as ours. It allows us to circulate a large number of items for a minimal cost. We do not take advantage of consolidated ordering because in the past our staff has found the process to be cumbersome and confusing. It is much easier for us to order materials through Amazon. We process the vast majority ourselves. I am unfamiliar with several of the services mentioned and don't believe our library has ever used them. Therefore, I don't feel qualifies to rate their quality.	5/12/2015 9:00 AM
26	since last copy collection is new/trial I put not applicable/I can't judge currently	5/11/2015 10:26 AM
27	Hoping for more 'defaults' to be saved in Serial Control (ex: magazine price, category settings) rather than having to go back and add them individually after checking in issues.	5/11/2015 9:03 AM
28	Since the staff is not privy to how some of these services occur - like consolidated ordering - the comments might be moot and I can't answer anything about them. However, I see a lot of room for things like using the book sellers to process and prepare the books for the system to save time in processing/cost that would benefit the system in the future. Other libraries do this.	5/9/2015 10:34 AM
29	being a small library our collection needs the help of 4cls and their collection to satisfy our patron's requests	5/9/2015 9:38 AM
30	E-books and the downloadable audio do not play a huge role in Smyrna, but I think it will continue to grow and become more important over time. I think the Last Copy Collection is a wonderful idea, but until this survey I did not know this service was offered.	5/8/2015 12:32 PM
31	Processing/cataloging is outmoded and should be able to be done by anyone in the system	5/8/2015 10:08 AM
32	Kudos to cataloging for processing the old backlog of gift items. That was a huge effort that is greatly appreciated!	5/7/2015 4:55 PM
33	circuits were very valuable 10 years ago; we managed to add budget lines for LP, DVDs and audio in 2005; since then steadily less and less important. serials control might be valuable if I knew that it worked; same with last copy collection. good concepts, we'll see about the execution.	5/7/2015 2:56 PM
34	the many years we used the x-coll. were very helpful. Now we have ZERO room.	5/7/2015 2:33 PM
35	I notice more errors in cataloging and processing than before.	5/7/2015 1:44 PM
36	I went to Greene years ago to learn how to order from the prepub in workflows but couldn't seem to get any training on how to add titles to existing lists so I just ordered a lot from Ingram. Megan came up once after a year plus of e-mails to Pam but it didn't work, she was going to see what problem was and that was last I heard until yesterday.	5/7/2015 10:49 AM
37	I am extremely happy with how quickly we get new books from processing..this has greatly improved under Steve's direction.	5/6/2015 8:44 PM

Q7 Automation - please indicate the value of these services to your library and the quality with which it is executed.

Answered: 92 Skipped: 2





Value	Vital to Our Operation	Somewhat Important	Somewhat Unimportant	Not Important	Not Applicable	What Is This?	Total
SirsiDynix ILS	79.07% 68	5.81% 5	0.00% 0	1.16% 1	3.49% 3	10.47% 9	86
Enterprise Online Catalog	65.88% 56	16.47% 14	1.18% 1	1.18% 1	3.53% 3	11.76% 10	85
Internet/Network Support	70.93% 61	18.60% 16	3.49% 3	0.00% 0	5.81% 5	1.16% 1	86
Workflows Training	39.76% 33	30.12% 25	8.43% 7	4.82% 4	12.05% 10	4.82% 4	83
PC Reseller Program	9.88% 8	25.93% 21	4.94% 4	11.11% 9	16.05% 13	32.10% 26	81
Printed Overdue Notices	20.93% 18	39.53% 34	5.81% 5	12.79% 11	19.77% 17	1.16% 1	86
E-Notices (overdues & hold notices)	39.77% 35	31.82% 28	3.41% 3	4.55% 4	19.32% 17	1.14% 1	88

Governing Council Meetings	27.16% 22	41.98% 34	6.17% 5	3.70% 3	13.58% 11	7.41% 6	81
Research Center (Subscription databases)	21.95% 18	51.22% 42	6.10% 5	4.88% 4	10.98% 9	4.88% 4	82
Member Website hosting (wordpress, template, etc.)	18.29% 15	36.59% 30	3.66% 3	8.54% 7	18.29% 15	14.63% 12	82
4CLS Intranet	18.29% 15	48.78% 40	12.20% 10	3.66% 3	4.88% 4	12.20% 10	82
4CLS Web page	51.81% 43	42.17% 35	2.41% 2	0.00% 0	2.41% 2	1.20% 1	83
Travelling Classroom	6.17% 5	25.93% 21	7.41% 6	17.28% 14	25.93% 21	17.28% 14	81
PC Support (on-site & remote)	66.67% 56	20.24% 17	4.76% 4	0.00% 0	5.95% 5	2.38% 2	84
4CLS Listservs & E-mail	37.80% 31	45.12% 37	6.10% 5	0.00% 0	4.88% 4	6.10% 5	82
Member Listserv Support	10.00% 8	36.25% 29	3.75% 3	2.50% 2	18.75% 15	28.75% 23	80
Director's Station	20.48% 17	36.14% 30	2.41% 2	3.61% 3	14.46% 12	22.89% 19	83

Quality							
	Excellent	Very Good	Acceptable	Poor	Not Applicable	Total	
SirsiDynix ILS	20.99% 17	34.57% 28	30.86% 25	2.47% 2	11.11% 9	81	
Enterprise Online Catalog	14.47% 11	40.79% 31	27.63% 21	9.21% 7	7.89% 6	76	
Internet/Network Support	17.50% 14	38.75% 31	31.25% 25	6.25% 5	6.25% 5	80	
Workflows Training	6.76% 5	39.19% 29	24.32% 18	9.46% 7	20.27% 15	74	
PC Reseller Program	7.81% 5	14.06% 9	17.19% 11	6.25% 4	54.69% 35	64	
Printed Overdue Notices	7.69% 6	35.90% 28	26.92% 21	0.00% 0	29.49% 23	78	
E-Notices (overdues & hold notices)	24.69% 20	35.80% 29	16.05% 13	0.00% 0	23.46% 19	81	
Governing Council Meetings	11.11% 8	34.72% 25	18.06% 13	6.94% 5	29.17% 21	72	
Research Center (Subscription databases)	17.57% 13	45.95% 34	20.27% 15	1.35% 1	14.86% 11	74	
Member Website hosting (wordpress, template, etc.)	10.81% 8	25.68% 19	27.03% 20	1.35% 1	35.14% 26	74	
4CLS Intranet	16.00% 12	28.00% 21	26.67% 20	13.33% 10	16.00% 12	75	
4CLS Web page	20.25% 16	39.24% 31	32.91% 26	5.06% 4	2.53% 2	79	

Travelling Classroom	2.99% 2	20.90% 14	16.42% 11	1.49% 1	58.21% 39	67
PC Support (on-site & remote)	22.78% 18	34.18% 27	27.85% 22	7.59% 6	7.59% 6	79
4CLS Listservs & E-mail	21.05% 16	40.79% 31	27.63% 21	0.00% 0	10.53% 8	76
Member Listserv Support	4.48% 3	28.36% 19	23.88% 16	4.48% 3	38.81% 26	67
Director's Station	11.27% 8	21.13% 15	28.17% 20	5.63% 4	33.80% 24	71

Q8 Please share any comments or concerns you have regarding Automation.

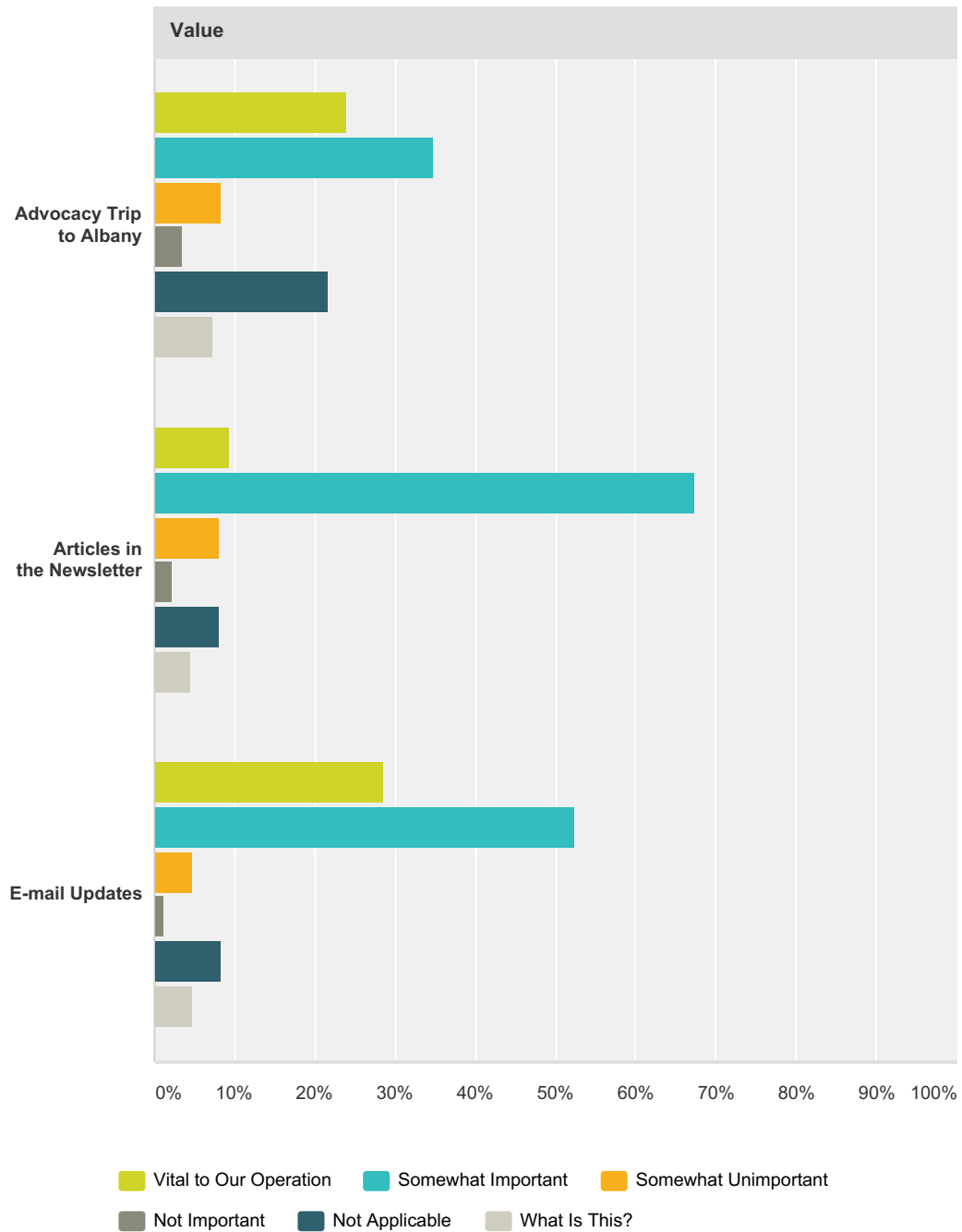
Answered: 35 Skipped: 59

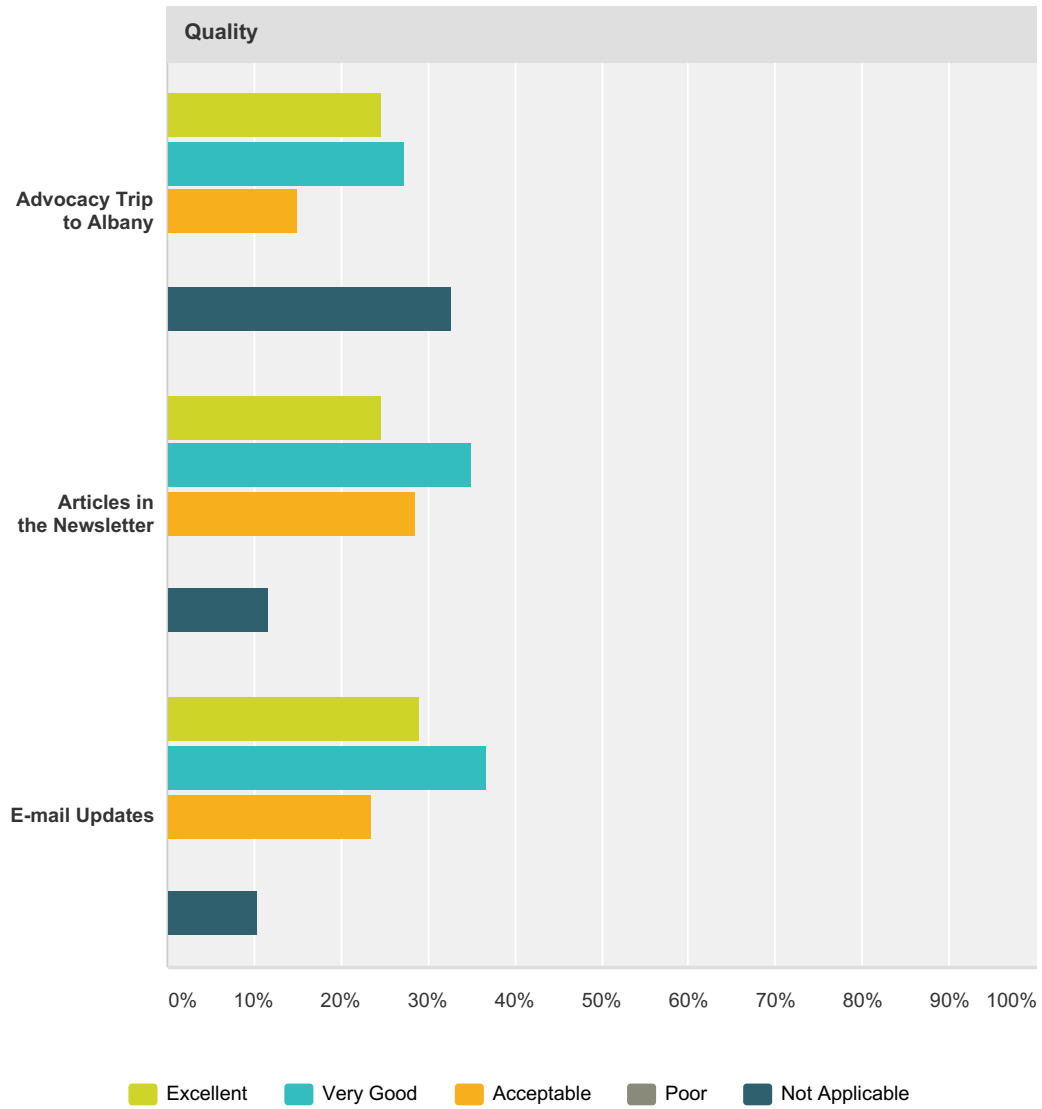
#	Responses	Date
1	I haven't learned or practiced adding content to the Bovina Library website. I may consider changing platforms.//4CLS email is excellent, not sure I understand "listserv"//enterprise catalog: would like to be able to search by ISBN// Workflows training: I learned some WF processes when I worked at M'ville, I expect the training to be very good to excellent or NA in Bovina's case//I'm a novice at the 4CLS intranet//the 4CLS webpage doesn't draw me in; it feels too busy//	7/16/2015 12:04 PM
2	I did not receive any Workflows training when I took over as Director, and have had to figure things out myself or make a lot of calls for help. Standardized training of some kind would be very helpful.	7/16/2015 9:52 AM
3	N/A	7/15/2015 6:36 PM
4	Director's station is very hard to use even with training. Often I find it hard to locate when I am looking for on the Intranet.	6/12/2015 3:09 PM
5	Workflows is one of the worst software programs I have ever used. The search function is horrendous. Tech service has improved, but still slow. Unsure of the overall value of purchasing technology only through 4CLS. That said, the items themselves are excellent. In 2015, I don't understand why 4CLS meetings can't be held through webinars, phone, or videoconferencing? This is basic technology competence for librarians.	6/10/2015 11:01 AM
6	feel response time on issues is very poor. I have waited days after ticket submitted, calling is the only way to get results and when I do I'm told to submit a ticket	6/3/2015 4:37 PM
7	I am hoping to get our entire collection in the database when we go online and be able to access the services offered.	6/2/2015 7:41 PM
8	Very slow response time from Automation Dept. Member Website hosting needs updating for better user interaction.	6/1/2015 5:42 PM
9	would like detailed "how to's" for pertinent searches useful to library maintenance on directors station. Both Works flows and directors station are areas that training has been lacking and the knowledge we do have has been self taught through trial and error. Our old 4CLS web page was much easier to navigate and more user friendly.	5/29/2015 2:10 PM
10	The ticketing system is broken and needs to be redesigned with each person in department handling one area. Three requests for same help and 80 percent of the time it is fixed by one person.It should not take a ticket sent, email sent to department head and then asking steve in person to get problem addressed.	5/28/2015 4:59 PM
11	From questions I've heard from newer directors, Workflows training needs to be improved. Maybe periodic training workshops should be available for newer staff?	5/23/2015 2:14 PM
12	being at the circ desk, many of the above do not apply.	5/21/2015 2:01 PM
13	Many are confused as to how to help patrons use their tablets with the website, to "borrow" from our ebook selection. Many patrons have trouble setting it up on their own.	5/19/2015 8:31 PM
14	There are some defaults in Work Flows that could be streamlined for a much better user experience. Seems that the 4CLS connection and system often have slow downs which make serving the public more difficult.	5/19/2015 5:01 PM
15	Automation is prompt to keep us informed on updates and to help us when we need it.	5/19/2015 4:25 PM
16	I think that PC Support is the most important of these options. However, I feel that this is an understaffed area of the system.	5/19/2015 4:14 PM
17	If we have retraining for next version of Director's Station, I might use it more. Really miss the quarterly visits by the techs since we only get remote service now.	5/19/2015 4:03 PM
18	Network support is critical and would be better if the department was larger. Current support does a great job, but just not enough "helpers" to go around.	5/19/2015 1:34 PM
19	No direct knowledge	5/15/2015 5:36 PM

20	The search engine on Workflows is frustrating.	5/14/2015 4:58 PM
21	eNotices should provide a hyperlink to the catalog so patrons can renew if possible. Director's station value is based on the training received and doesn't reflect the quality so much as the quantity of training.	5/14/2015 2:48 PM
22	Patrons do take exception/get alarmed by the wording of the due date and overdue notifications.	5/14/2015 12:01 PM
23	As a trustee I am not familiar with all automation services. From personal experience I can say that some of these services have improved greatly in the past year. Director's Station training has never been successful in our library, although we have attempted it a couple of times. The helpfulness of the automation staff has been varied. Brian Lee is very responsive and a great addition to your staff.	5/12/2015 9:00 AM
24	meetings like GC and ILL would be more effective if better attended	5/11/2015 10:26 AM
25	Would like a more user friendly 4cls search, so patrons can feel more independent finding items they want. Saving defaults per session (such as the library) would be great. Many patrons use the search to see what is available in our library, but the current system does not make that an easy task.	5/11/2015 9:03 AM
26	Again, because I am a staff person, I don't have access to some of this. The web page often goes down, is difficult to use, and the card catalog is confusing to users and takes a lot of staff time to help users find what they are looking for.	5/9/2015 10:34 AM
27	Need better communication on some services. Trying to update website have not received answer-some items i do not know what they are-would like more information-director's stations member listserv support?	5/9/2015 9:38 AM
28	Most often when any of our staff have had to e-mail or call Automation we can expect a long wait before we hear back, and sometimes in the past we never have heard back.	5/8/2015 4:43 PM
29	I think the Governing Council is an outdated concept. I think we should have 4CLS member library meetings in their stead and talk about everything rather than have informational meetings just regarding SIRS! issues.	5/8/2015 3:27 PM
30	PC support would be more useful if the response time was faster. When you place a call or an email for help you expect to get a response in a reasonable time frame.	5/8/2015 12:32 PM
31	Other ILS systems much more user friendly. Only use network support for emergencies. Governing Council irrelevant, could be done in an email. Email not our primary. Research Center, not enough use for the cost	5/8/2015 10:08 AM
32	I didn't know we could set up listservs for member libraries' staff & patrons and don't have time to maintain one.	5/7/2015 8:34 PM
33	automation is great in a crisis; not responsive to their own ticketing system; worthless for planning, even when interacting with consultants that speak pc and networks	5/7/2015 2:56 PM
34	Need more IT staff. Director's Station very counter-intuitive.	5/7/2015 1:44 PM
35	I put acceptable for PC support, there is a lot of room for improvement but the remote has helped. I took 2 training sessions on Director's station and just find it very hard to use, very user unfriendly, too many hoops etc... I have old fashioned but effective ways of doing most of those things.	5/7/2015 10:49 AM

Q9 Advocacy - please indicate the value of these services to your library and the quality with which it is executed.

Answered: 88 Skipped: 6





Value							
	Vital to Our Operation	Somewhat Important	Somewhat Unimportant	Not Important	Not Applicable	What Is This?	Total
Advocacy Trip to Albany	24.10% 20	34.94% 29	8.43% 7	3.61% 3	21.69% 18	7.23% 6	83
Articles in the Newsletter	9.30% 8	67.44% 58	8.14% 7	2.33% 2	8.14% 7	4.65% 4	86
E-mail Updates	28.57% 24	52.38% 44	4.76% 4	1.19% 1	8.33% 7	4.76% 4	84

Quality						
	Excellent	Very Good	Acceptable	Poor	Not Applicable	Total
Advocacy Trip to Albany	24.66% 18	27.40% 20	15.07% 11	0.00% 0	32.88% 24	73
Articles in the Newsletter	24.68% 19	35.06% 27	28.57% 22	0.00% 0	11.69% 9	77
E-mail Updates	28.95% 22	36.84% 28	23.68% 18	0.00% 0	10.53% 8	76

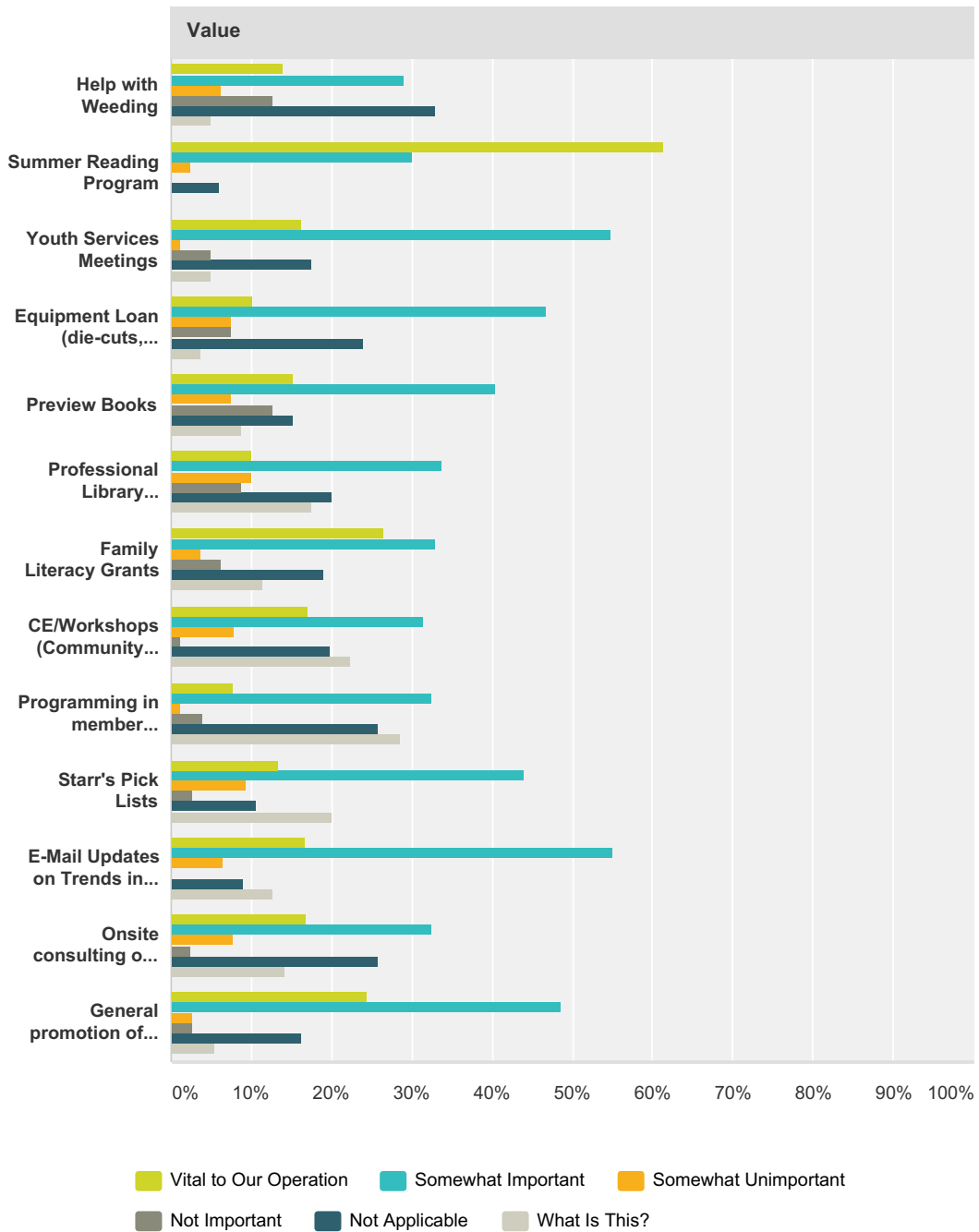
Q10 Please share any comments or concerns you have regarding Advocacy.

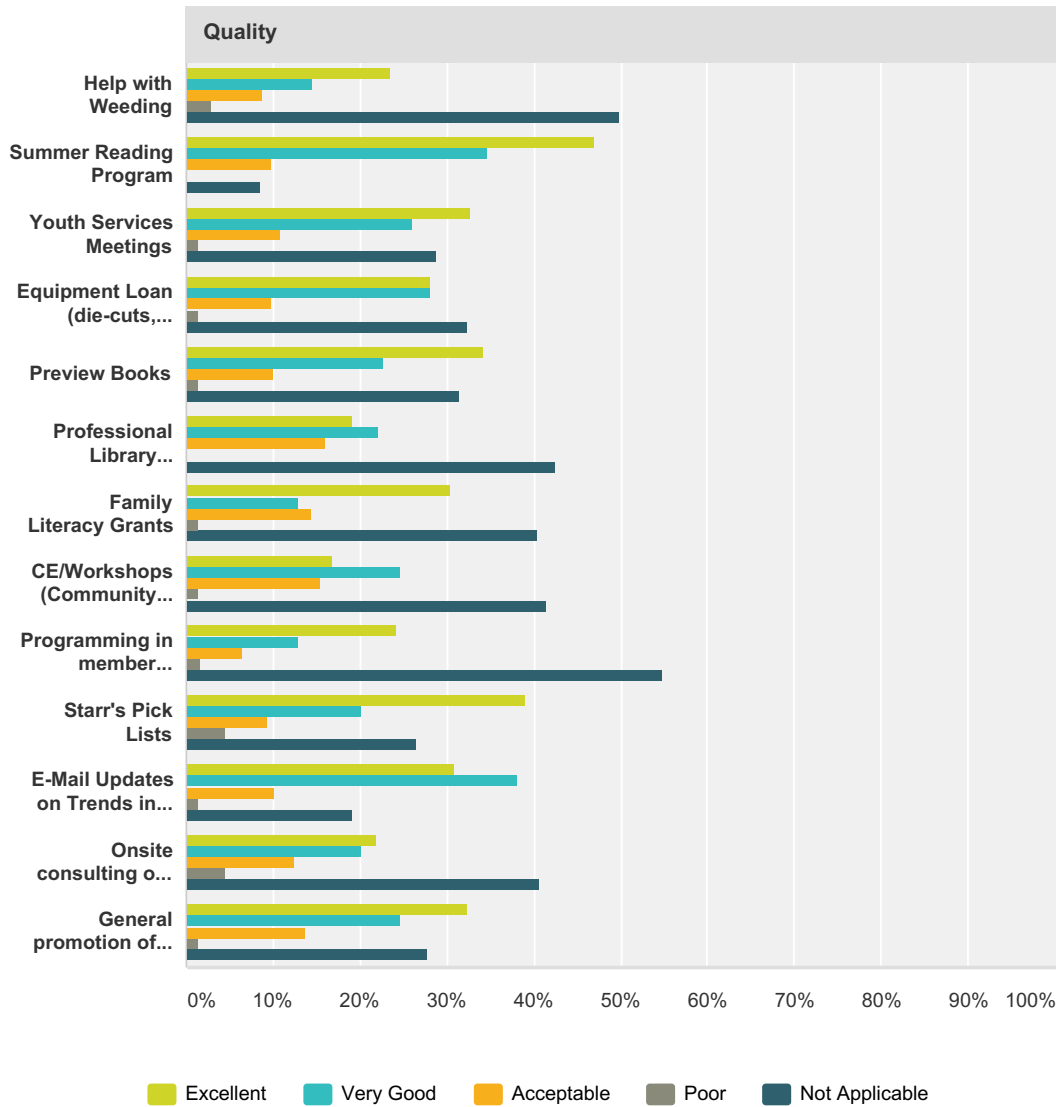
Answered: 15 Skipped: 79

#	Responses	Date
1	I'm not familiar with the newsletter or the email updates though they may have been shown to me. surely they are very good to excellent// I would hazard a guess that the Advocacy trips to Albany ARE vital to BPL and I do believe them to be successful.	7/16/2015 12:04 PM
2	No concerns at this time!!!	7/15/2015 6:36 PM
3	I am sure the Albany trip is exciting, but I am unable to make that type of trip. It is important.	6/2/2015 7:41 PM
4	Should be part of the message at every Gov Council mtg	5/29/2015 11:27 AM
5	I prefer to write to my reps rather than kill an entire day in Albany. Encourage us to WRITE. I really like the NYLA automatic letter writing - they even fill in who to write to...then you can customize the letter. Who can't take a minute to do that?	5/23/2015 2:14 PM
6	Being at circ desk many of the above do not apply, or I haven't had the opportunity to take part in.	5/21/2015 2:01 PM
7	These services are not usually shared with the circulation staff.	5/19/2015 5:01 PM
8	They have great ideas that they are willing to share.	5/19/2015 4:25 PM
9	Keeping libraries informed through the newsletter and email updates is helpful.	5/12/2015 9:00 AM
10	I haven't had good response to emails sent to 4cls.	5/11/2015 10:26 AM
11	Again, not something for staff, although the Newsletters from other libraries are left for us to read.	5/9/2015 10:34 AM
12	From what I have heard 4cls has been excellent in providing advocacy for our libraries!	5/9/2015 9:38 AM
13	Wish we could fit in more visits with more legislators and actually meet with those legislators rather than their staff. The way Pioneer used to do it, there would be no conflicting meetings and the whole crew would jam itself into each legislator's office to overwhelm them with numbers regardless of whether we were actually their constituents. We'd have appointments with several legislators and all of us would go to all of them.	5/8/2015 3:27 PM
14	Albany has already decided on budget allocations before Advocacy Day.	5/8/2015 10:08 AM
15	articles in newsletter are preaching to the choir? who are we promoting our value to? I wasn't raised to beg, and most advocacy looks like begging to me. If this society doesn't get the value of libraries, we deserve to fall like rome . . .	5/7/2015 2:56 PM

Q11 Youth Services - please indicate the value of these services to your library and the quality with which it is executed.

Answered: 85 Skipped: 9





Value	Vital to Our Operation	Somewhat Important	Somewhat Unimportant	Not Important	Not Applicable	What Is This?	Total
Help with Weeding	13.92% 11	29.11% 23	6.33% 5	12.66% 10	32.91% 26	5.06% 4	79
Summer Reading Program	61.45% 51	30.12% 25	2.41% 2	0.00% 0	6.02% 5	0.00% 0	83
Youth Services Meetings	16.25% 13	55.00% 44	1.25% 1	5.00% 4	17.50% 14	5.00% 4	80
Equipment Loan (die-cuts, puppets, etc)	10.13% 8	46.84% 37	7.59% 6	7.59% 6	24.05% 19	3.80% 3	79
Preview Books	15.19% 12	40.51% 32	7.59% 6	12.66% 10	15.19% 12	8.86% 7	79
Professional Library Literature Collection	10.00% 8	33.75% 27	10.00% 8	8.75% 7	20.00% 16	17.50% 14	80
Family Literacy Grants	26.58% 21	32.91% 26	3.80% 3	6.33% 5	18.99% 15	11.39% 9	79

CE/Workshops (Community assessment, etc.)	17.11% 13	31.58% 24	7.89% 6	1.32% 1	19.74% 15	22.37% 17	76
Programming in member libraries by YS consultant	7.79% 6	32.47% 25	1.30% 1	3.90% 3	25.97% 20	28.57% 22	77
Starr's Pick Lists	13.33% 10	44.00% 33	9.33% 7	2.67% 2	10.67% 8	20.00% 15	75
E-Mail Updates on Trends in the Field	16.67% 13	55.13% 43	6.41% 5	0.00% 0	8.97% 7	12.82% 10	78
Onsite consulting on YS issues (e.g. space planning, collection development, etc)	16.88% 13	32.47% 25	7.79% 6	2.60% 2	25.97% 20	14.29% 11	77
General promotion of importance of library services to youth through presence at community events	24.32% 18	48.65% 36	2.70% 2	2.70% 2	16.22% 12	5.41% 4	74

Quality						
	Excellent	Very Good	Acceptable	Poor	Not Applicable	Total
Help with Weeding	23.53% 16	14.71% 10	8.82% 6	2.94% 2	50.00% 34	68
Summer Reading Program	46.91% 38	34.57% 28	9.88% 8	0.00% 0	8.64% 7	81
Youth Services Meetings	32.88% 24	26.03% 19	10.96% 8	1.37% 1	28.77% 21	73
Equipment Loan (die-cuts, puppets, etc)	28.17% 20	28.17% 20	9.86% 7	1.41% 1	32.39% 23	71
Preview Books	34.29% 24	22.86% 16	10.00% 7	1.43% 1	31.43% 22	70
Professional Library Literature Collection	19.12% 13	22.06% 15	16.18% 11	0.00% 0	42.65% 29	68
Family Literacy Grants	30.43% 21	13.04% 9	14.49% 10	1.45% 1	40.58% 28	69
CE/Workshops (Community assessment, etc.)	16.92% 11	24.62% 16	15.38% 10	1.54% 1	41.54% 27	65
Programming in member libraries by YS consultant	24.19% 15	12.90% 8	6.45% 4	1.61% 1	54.84% 34	62
Starr's Pick Lists	39.06% 25	20.31% 13	9.38% 6	4.69% 3	26.56% 17	64
E-Mail Updates on Trends in the Field	30.88% 21	38.24% 26	10.29% 7	1.47% 1	19.12% 13	68
Onsite consulting on YS issues (e.g. space planning, collection development, etc)	21.88% 14	20.31% 13	12.50% 8	4.69% 3	40.63% 26	64
General promotion of importance of library services to youth through presence at community events	32.31% 21	24.62% 16	13.85% 9	1.54% 1	27.69% 18	65

Q12 Please share any comments or concerns you have regarding Youth Services

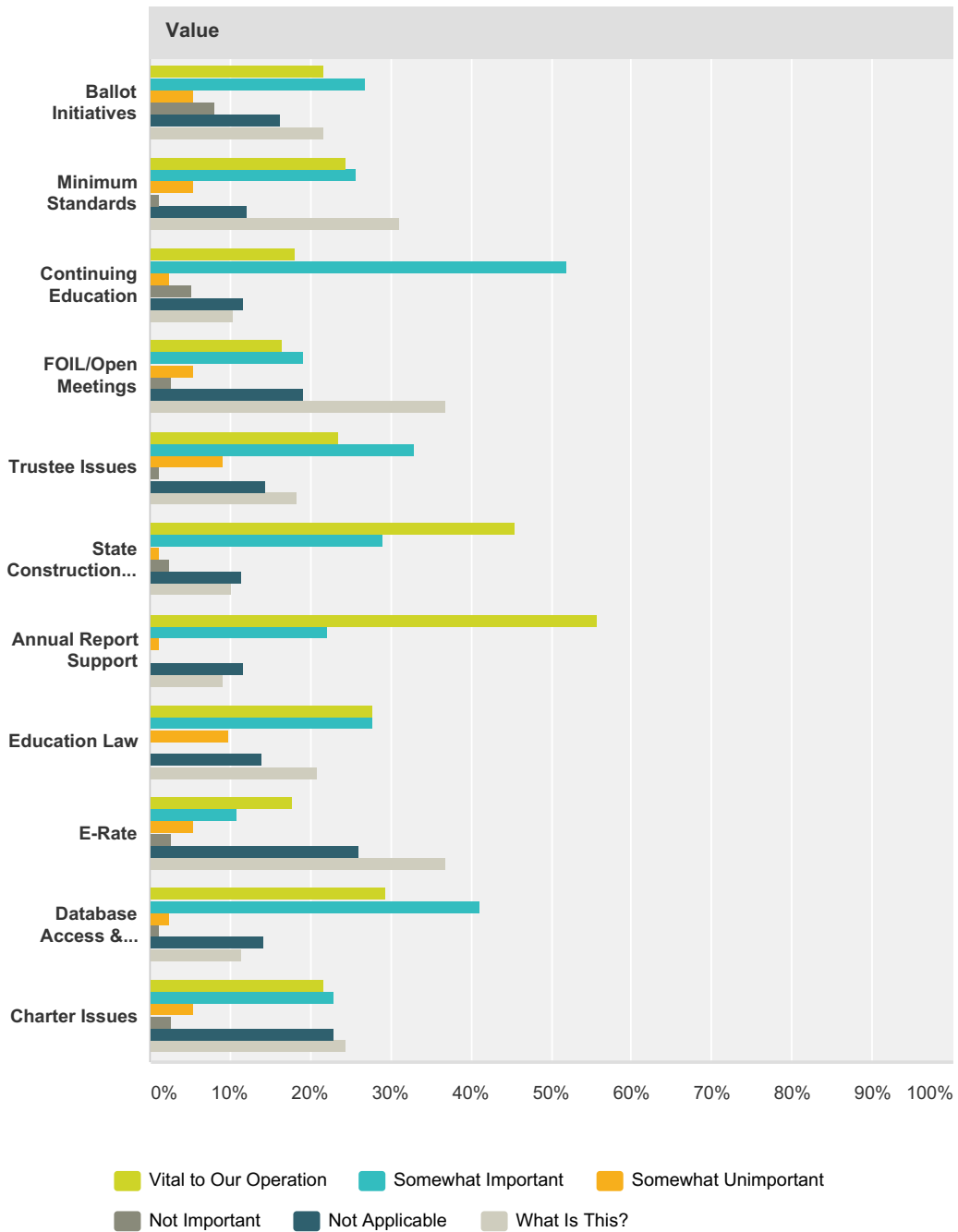
Answered: 29 Skipped: 65

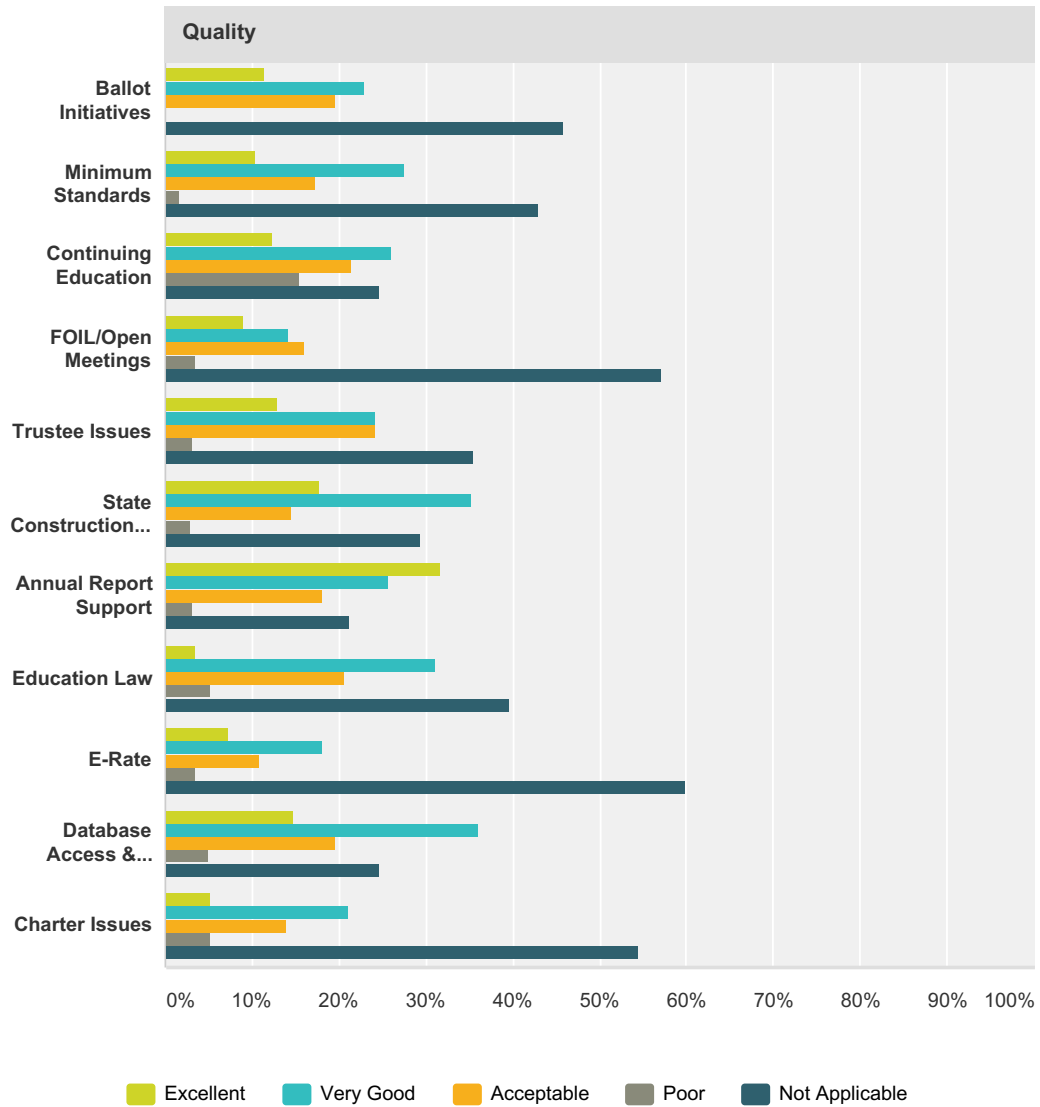
#	Responses	Date
1	I love the preview books! though when I worked at MG we used to bag the 'spoken for' books and NOT put them on preview carts which is why only a VG quality though it truly is excellent exposure if one gets to preview all of the books !///Summer Reading in Bovina has taken a slow start... not sure when the last Summer Reading program in Bovina was// I'm looking forward to taking advantage of the puppets and die cuts//apologies for missing any email update trends- I need to get current on my 4CLS email	7/16/2015 12:04 PM
2	None...I think Starr does a great job!!!	7/15/2015 6:36 PM
3	I never get to preview book sites, maybe we could rotate the locations, so that everyone gets a chance to host.	6/12/2015 3:09 PM
4	Workshops are important and Starr always has great ones.	6/2/2015 7:41 PM
5	YS Dept is always helpful, topical and updated!!	6/1/2015 5:42 PM
6	starr picks are very inconsistent,	5/29/2015 2:10 PM
7	Family Lit grants are used by the system, right? Therefore, members can't even apply for these state funds. I don't know if YS consultant doing programming or appearing at member libraries. YS only meets 2x per year, so...	5/29/2015 11:27 AM
8	Youth services meetings have devolved into book giveaways and very little useful information is gleaned from these meetings if you are a medium to large libraries. Only part- time youth librarians benefit the bar is set too low. gas to drive to view preview books cost more than books you receive.	5/28/2015 4:59 PM
9	Our library is really the only place in our small village available for youth to gather, we have some good well attended events and with more funding or fundraising opportunities could do more.	5/27/2015 8:40 PM
10	Help with weeding from 4cls for Adult and YS items is vital for ALL libraries, especially the smaller libraries.	5/23/2015 2:14 PM
11	I am unfamiliar with most of these services.	5/19/2015 5:01 PM
12	Youth services is a great support for us as a small library and we appreciate their efforts.	5/19/2015 4:25 PM
13	Most of this not applicable to my job, so I have no familiarity with YS.	5/19/2015 9:59 AM
14	Services are very valuable to Maryse.	5/18/2015 3:59 PM
15	No direct experience	5/15/2015 5:36 PM
16	CE workshop quality is unknown but the quantity is too few.	5/14/2015 2:48 PM
17	We are SO LUCKY to have Starr as our Youth Services Consultant!	5/13/2015 3:41 PM
18	Although we have not used some of the services (hence the not applicable ratings), I cannot say enough good things about Starr and her management of the youth services department. She has shown more personal interest in our library than any other 4cls staff member. She is always available for questions and willing to help. She goes above and beyond!	5/12/2015 9:00 AM
19	Again, not something for general staff other than Youth Services	5/9/2015 10:34 AM
20	No concerns Starr does a fabulous job-she is very approachable, knowledgable and helps in any way she can. Don't know what i would do without her.	5/9/2015 9:38 AM
21	I think Starr does a wonderful job putting on the meeting and she does make sure those who cannot attend get the information they missed, but I feel that the locations and times do not fit very often in a manner where I can attend. The professional library literature collection would be more beneficial if you could check them out for more than a week and could put a hold on them through workflows. The CE/Workshops may not be important right now because I am so new to Smyrna but in the future they may become more important as I grow in my profession. Until this survey I had not heard of Starr's Pick List, even as a YS librarian for another library.	5/8/2015 12:32 PM

22	No problems. Starr is an excellent advocate of Youth Services and reading throughout the community and is well respected.	5/8/2015 10:08 AM
23	We always have to keep an eye on what's important for our youth because the survival of the library will one day fall on their shoulders.	5/7/2015 8:34 PM
24	I do not directly use many of these services in my position.	5/7/2015 4:55 PM
25	I love Starr, and we go to her workshops whenever possible, however, there has not been a youth services presence in Chenango County since before 2004. It was strongly implied that we shouldn't even ask for such support.	5/7/2015 2:56 PM
26	We have very few youths in the hamlet and fewer come to the library. They do not come out to programs, intent instead on their games. If they read it will be e-books which we have no means to handle here. I'm sure the services are very welcome elsewhere	5/7/2015 2:33 PM
27	Will let YS staff respond to this section.	5/7/2015 1:44 PM
28	Love the YS meetings and exchange of ideas. Starr does a great job.	5/7/2015 10:49 AM
29	Starr is always willing to help out when needed.	5/6/2015 8:44 PM

Q13 Consulting Topics - please indicate the value of these services to your library and the quality with which it is executed.

Answered: 81 Skipped: 13





Value	Vital to Our Operation	Somewhat Important	Somewhat Unimportant	Not Important	Not Applicable	What Is This?	Total
Ballot Initiatives	21.62% 16	27.03% 20	5.41% 4	8.11% 6	16.22% 12	21.62% 16	74
Minimum Standards	24.32% 18	25.68% 19	5.41% 4	1.35% 1	12.16% 9	31.08% 23	74
Continuing Education	18.18% 14	51.95% 40	2.60% 2	5.19% 4	11.69% 9	10.39% 8	77
FOIL/Open Meetings	16.44% 12	19.18% 14	5.48% 4	2.74% 2	19.18% 14	36.99% 27	73
Trustee Issues	23.68% 18	32.89% 25	9.21% 7	1.32% 1	14.47% 11	18.42% 14	76
State Construction Grants	45.57% 36	29.11% 23	1.27% 1	2.53% 2	11.39% 9	10.13% 8	79
Annual Report Support	55.84% 43	22.08% 17	1.30% 1	0.00% 0	11.69% 9	9.09% 7	77

Education Law	27.78% 20	27.78% 20	9.72% 7	0.00% 0	13.89% 10	20.83% 15	72
E-Rate	17.81% 13	10.96% 8	5.48% 4	2.74% 2	26.03% 19	36.99% 27	73
Database Access & Training	29.49% 23	41.03% 32	2.56% 2	1.28% 1	14.10% 11	11.54% 9	78
Charter Issues	21.62% 16	22.97% 17	5.41% 4	2.70% 2	22.97% 17	24.32% 18	74

Quality						
	Excellent	Very Good	Acceptable	Poor	Not Applicable	Total
Ballot Initiatives	11.48% 7	22.95% 14	19.67% 12	0.00% 0	45.90% 28	61
Minimum Standards	10.34% 6	27.59% 16	17.24% 10	1.72% 1	43.10% 25	58
Continuing Education	12.31% 8	26.15% 17	21.54% 14	15.38% 10	24.62% 16	65
FOIL/Open Meetings	8.93% 5	14.29% 8	16.07% 9	3.57% 2	57.14% 32	56
Trustee Issues	12.90% 8	24.19% 15	24.19% 15	3.23% 2	35.48% 22	62
State Construction Grants	17.65% 12	35.29% 24	14.71% 10	2.94% 2	29.41% 20	68
Annual Report Support	31.82% 21	25.76% 17	18.18% 12	3.03% 2	21.21% 14	66
Education Law	3.45% 2	31.03% 18	20.69% 12	5.17% 3	39.66% 23	58
E-Rate	7.27% 4	18.18% 10	10.91% 6	3.64% 2	60.00% 33	55
Database Access & Training	14.75% 9	36.07% 22	19.67% 12	4.92% 3	24.59% 15	61
Charter Issues	5.26% 3	21.05% 12	14.04% 8	5.26% 3	54.39% 31	57

Q14 Please share any comments or concerns you have regarding these Consulting topics

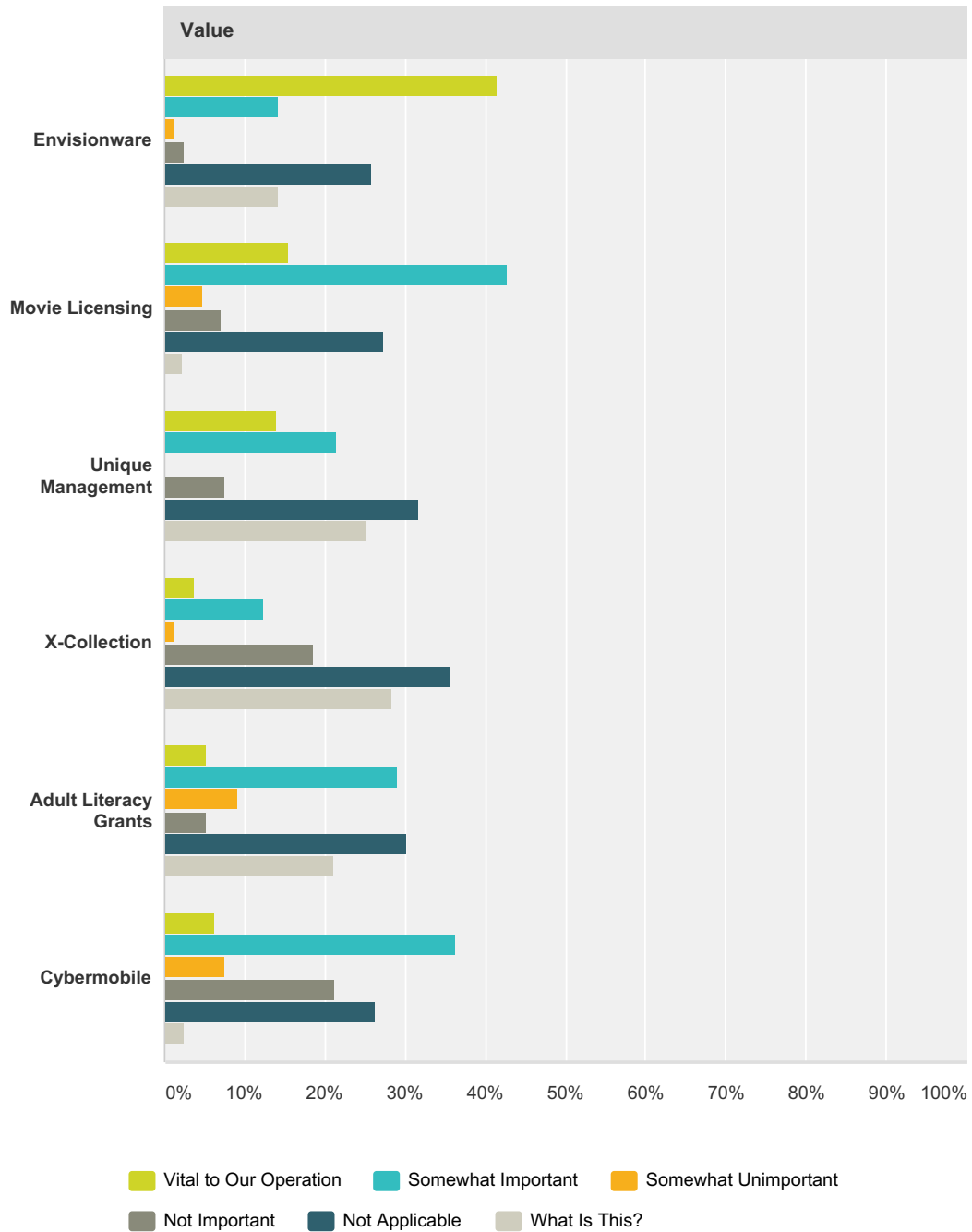
Answered: 27 Skipped: 67

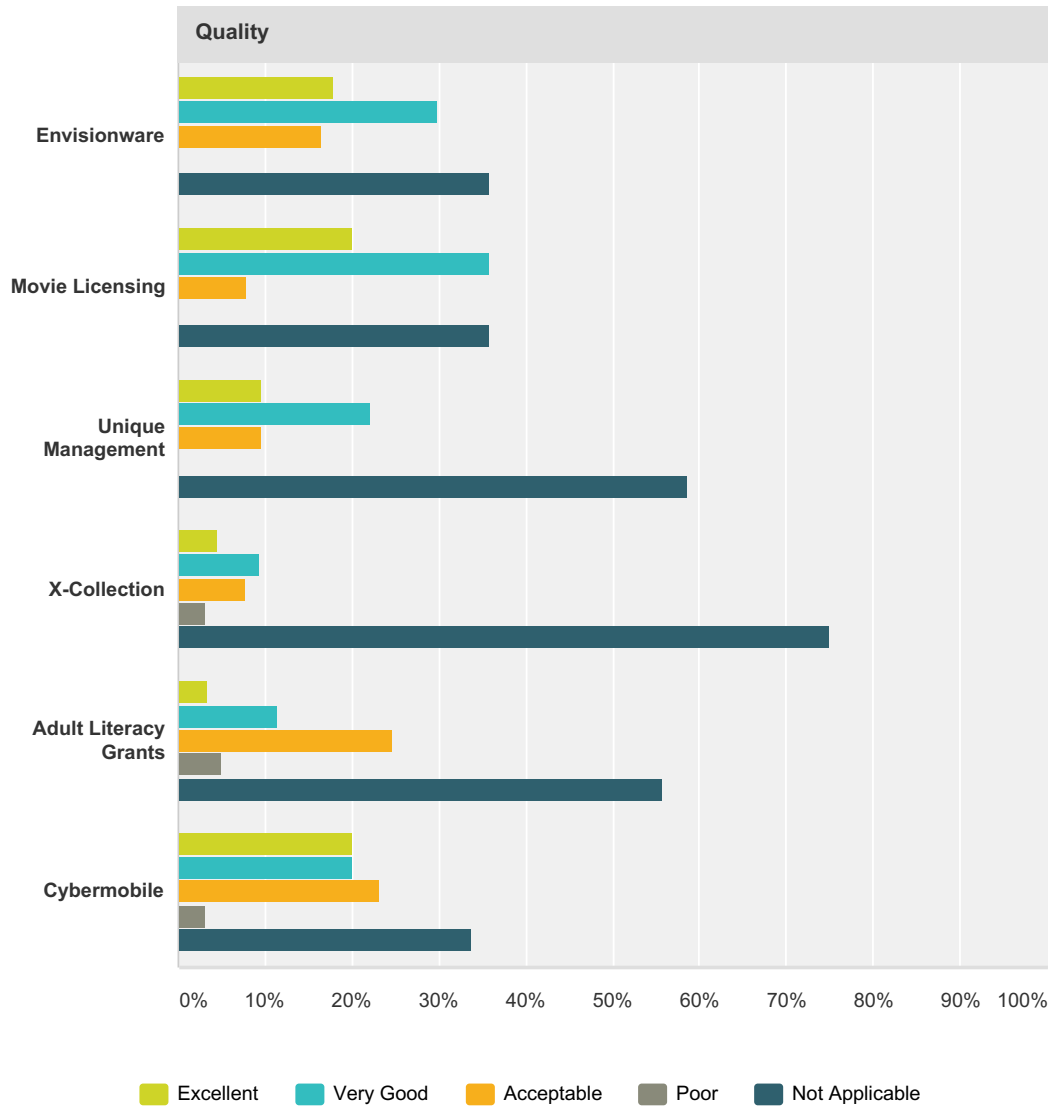
#	Responses	Date
1	I have seen [and read a few of] the state construction grant emails; the communication is excellent- intend to pursue next year/// Brian from Automation is visiting Bovina at end of month- sure to be excellent!/// come Dec I'm sure to seek Annual Report support and trust it will be VG to E.	7/16/2015 12:04 PM
2	More opportunities for training for member library staff on various topics	7/16/2015 9:52 AM
3	We went on the school ballot for funding, but felt knowledge and help was sparse on 4 county's end. We have responded to the state in regards to issues with our charter (number of trustees) and nothing has been taken care of on their end.	7/1/2015 3:14 PM
4	Continuing education is done through ALA and NYLA, not 4CLS. The board is looking into the construction grants, but has yet to apply for it.	6/10/2015 11:01 AM
5	Training is always an important aspect that seems to be missing. I just don't get the value of webinars, I have tried and they don't work as "hands on" does.	6/2/2015 7:41 PM
6	I am not familiar with most of these items	6/1/2015 9:38 PM
7	would like to see more educational or enrichment opportunities for YS similar to the trip to NYC for the illustrators society.	5/29/2015 2:10 PM
8	Every year we receive 8 emails from different departments updating us on annual report areas. how about all dept.s at 4cls drafting one email with this info and then we wont be missing information vital to on-time completion of state reports. Open meetings. The time of 12 noon for board meetings makes it difficult for community members to attend and then add to this the number of times they reschedule and it becomes impossible to be OPEN. Let's also address the 3 month lag in posting minutes online	5/28/2015 4:59 PM
9	It can be difficult to find people willing to be a trustee in our rural area.	5/27/2015 8:40 PM
10	Continuing Ed programs (except for YS) are lacking. Webinars are not a replacement for workshops.	5/23/2015 2:14 PM
11	Working at the adult circ desk, I am unfamiliar with most of the above youth services questions.	5/21/2015 2:01 PM
12	I have no experience with these services.	5/19/2015 5:01 PM
13	I wish there was an option to choose "I don't know" for selecting quality for these questions.	5/19/2015 9:59 AM
14	Clueless about this section	5/18/2015 12:26 AM
15	No knowledge of services not rated	5/15/2015 5:36 PM
16	Where I indicated "not applicable," I meant that it's not applicable in my job in Youth Services.	5/13/2015 3:41 PM
17	This section is a bit confusing. I marked not applicable on many because we have never needed consultation on these topics. However, I do feel 4cls staff should be well-versed on the topics and able to advise if needed. Support on completing the annual report has been varied, depending on which staffer you are asking.	5/12/2015 9:00 AM
18	Not for staff - other than writing the grants!	5/9/2015 10:34 AM
19	Wasn't aware that you consulted on FOIL.	5/8/2015 3:27 PM
20	As a new director I need more information on what you mean exactly on Charter issues.	5/8/2015 12:32 PM
21	No longer have the staff to provide continuing ed. Broome County has its own FOIL protocol, have no matching \$ for State Construction grants	5/8/2015 10:08 AM

22	We're not ready to go to the voters via school at this time. We are currently trying to get our ducks in a row to apply for a construction grant. E-Rate for POTS is being fazed out. Except for 4CLS help at the very beginning of the E-Rate program, I have managed to make it through the process on my own. CV updated its charter several years ago and isn't likely to need to do it again any time soon.	5/7/2015 8:34 PM
23	IWe've had a charter issue open with Albany for so long that I'd need to look up the original e-mails . . . nobody seems to notice or care, so we haven't acted either . . .	5/7/2015 2:56 PM
24	most everything offered in every field , although probably excellent for mosst libraries is simply of no use to us. We are on a different wave-length apparently, but our patrons are satisfied and EVERY TIME we are open we hear praises for how we operate. We want to co-operate but it would be time wasted. I'm stealing time to do this survey, in fact.	5/7/2015 2:33 PM
25	Continuing Ed seems absent	5/7/2015 1:44 PM
26	database access & training has greatly improved with new employee, Brian.	5/7/2015 10:49 AM
27	I am not the director but I know the annual report support and state construction grants are very valuable to us. The database training we have had recently has been excellent.	5/6/2015 8:44 PM

Q15 Other Services - please indicate the value of these services to your library and the quality with which it is executed.

Answered: 87 Skipped: 7





Value							
	Vital to Our Operation	Somewhat Important	Somewhat Unimportant	Not Important	Not Applicable	What Is This?	Total
Envisionware	41.56% 32	14.29% 11	1.30% 1	2.60% 2	25.97% 20	14.29% 11	77
Movie Licensing	15.48% 13	42.86% 36	4.76% 4	7.14% 6	27.38% 23	2.38% 2	84
Unique Management	13.92% 11	21.52% 17	0.00% 0	7.59% 6	31.65% 25	25.32% 20	79
X-Collection	3.70% 3	12.35% 10	1.23% 1	18.52% 15	35.80% 29	28.40% 23	81
Adult Literacy Grants	5.26% 4	28.95% 22	9.21% 7	5.26% 4	30.26% 23	21.05% 16	76
Cybermobile	6.25% 5	36.25% 29	7.50% 6	21.25% 17	26.25% 21	2.50% 2	80
Quality							
	Excellent	Very Good	Acceptable	Poor	Not Applicable	Total	

Envisionware	17.91% 12	29.85% 20	16.42% 11	0.00% 0	35.82% 24	67
Movie Licensing	20.00% 15	36.00% 27	8.00% 6	0.00% 0	36.00% 27	75
Unique Management	9.52% 6	22.22% 14	9.52% 6	0.00% 0	58.73% 37	63
X-Collection	4.69% 3	9.38% 6	7.81% 5	3.13% 2	75.00% 48	64
Adult Literacy Grants	3.28% 2	11.48% 7	24.59% 15	4.92% 3	55.74% 34	61
Cybermobile	20.00% 13	20.00% 13	23.08% 15	3.08% 2	33.85% 22	65

Q16 Please share any comments or concerns you have regarding these Other services

Answered: 23 Skipped: 71

#	Responses	Date
1	would like to begin a movie series at the library and will probably need guidance	7/16/2015 12:04 PM
2	love to bring the Cybermobile to visit our library in the summer!!!!	7/15/2015 6:36 PM
3	It was hard to get answers and support when we changed our funding system from Town funds to School district funds. We also never got concrete answers about our tax-exempt status.	7/1/2015 7:47 PM
4	A lot of the x-collection books are out of date/ancient. The cybermobile has two stops within 10-15 minutes of the library. One of those towns is included in the Cooperstown Library charter. It seems to me that these are not "underserved" areas	7/1/2015 3:14 PM
5	I am hoping when we go online to use the unique management aspect of services. It will be wonderful to have automatic overdues done.	6/2/2015 7:41 PM
6	Cybermobile is an aging vehicle and is going to become costly to repair and maintain. Need to take a hard accounting of it's operating costs in relation to 4cls budget "short-falls".	6/1/2015 5:42 PM
7	being a volunteer, I am not familiar with some of the items listed in this questionnaire, however, I do notice that we seem to be some what left out of the loop, since we are so far from "home base".	5/29/2015 4:20 PM
8	stops for cybermobile seem too short of a time	5/29/2015 2:10 PM
9	Adult Lit grants are used by the system, right? Therefore, members can't even apply for these state funds.	5/29/2015 11:27 AM
10	Outreach/literacy. I do not remember any 4cls programs or book purchases offered to us? On the library trustees blog it states..."The Four County Library System partnered with Mid York in hosting its own Grassroots Read initiative in their service area. The idea behind the locally themed Grassroots concept is to focus on a specific aspect of the region and to demonstrate that libraries provide information and programming that is interesting, exciting, and relevant to their local communities. The 2014 Grassroots Read focus was local agriculture and the books selected were: The Dirty Life by Rome, NY native Kristin Kimball (Adult and pre-college teen level) Potatoes on Rooftops by Hadley Dyer (Middle and Early High School level) Tops & Bottoms by Janet Stevens (Elementary School level) During this time, many libraries offered a variety of programs and activities centered on the local agriculture theme" Cybermobile- (I know this is your baby, steve) but we are still waiting on statistics of number of users and circulation.	5/28/2015 4:59 PM
11	Concerns: Cybermobile. Our village library is hard pressed to meet yearly increases. There has to be a way to cut at your end.	5/27/2015 10:03 PM
12	Is there a better way to distribute materials in rural areas, I know some elderly people cannot get to the cybermobile and it stops under 1 mile away from their home. I also know that if the cybermobile is to help people by allowing them internet access 20 minutes for a stop is not long enough.	5/27/2015 8:40 PM
13	cybermobile very costly, local library could offer their own service instead	5/27/2015 7:58 PM
14	I would like to see a book club collection housed at the 4cls headquarters. We borrow the JC books in a bag and if 4cls could coordinate a books in a bag program, I think that a group of libraries would consider joining to cover the cost and have a greater selection for our book groups.	5/23/2015 2:14 PM
15	It seems that many DVDs go missing and are never replaced. Is Unique successfully collecting from delinquent patrons? If so, why aren't these lost materials being replaced?	5/19/2015 5:01 PM
16	Gave up x-collection years ago when we needed the space for large print books.	5/19/2015 4:03 PM
17	No knowledge of services not rated	5/15/2015 5:36 PM
18	We do not use any of these services. We dropped the X-collection a few years ago because we found we were receiving a better quality of items through our circuits.	5/12/2015 9:00 AM

19	Cybermobile is outmoded transportation, should be cheaper, smaller vehicles to do the same thing	5/8/2015 10:08 AM
20	A movie license is not transferrable to another location and our building is too small to take advantage of a license.	5/7/2015 8:34 PM
21	I've never seen the cybermobile; if it were really connected to the internet, then their circ history would be available in Director's station.	5/7/2015 2:56 PM
22	X-col was wonderful when we had space for it. All others are not of concern to us	5/7/2015 2:33 PM
23	would love to have unique but can't afford it.	5/7/2015 10:49 AM