



OWWL LIBRARY SYSTEM

2022 SYSTEM SATISFACTION SURVEY

SUMMARY OF RESPONSES COMPILED ON DECEMBER 2, 2022

MEMBER LIBRARY DIRECTORS FROM 23 LIBRARIES

COMPLETED THIS SURVEY

Cooperative Collection Development

Goal Statement:

OWWL Library System will facilitate decision making on the management of library collections and will coordinate purchasing for System-held shared collections and electronic collections.

Intended Results:

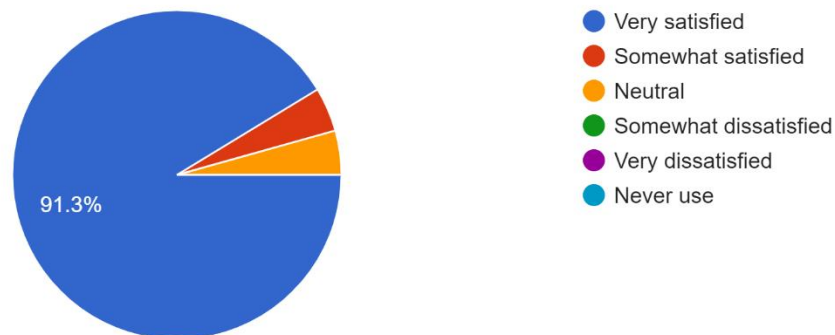
1. Member Library Directors will have access to statistics and trend information to help develop collections.
2. Member libraries will have access to shared collections to support local programs and services.
3. Member libraries and their patrons will have access to a shared collection of e-content.

Examples of Activities:

- Prepare Evergreen reports for local collection analysis, including ad-hoc reports to answer specific collection questions.
- Include member libraries in planning reports and analysis for collection development and collection maintenance activities.
- Coordinate selection of e-content through a partnership with the Directors' Advisory Council.
- Develop a Professional Development Collection to support the needs of member libraries staff.

Please rank your satisfaction with OWWL Library System's progress on this goal:

23 responses



Additional Comments:

1. The data OWWL provides is invaluable and we appreciate Kathryn's coordination OWWL2Go purchasing.
2. Suggest OWWL oversee EG Advisory group to formally solicit member library input, comments, new ideas, advancing statistical value in reports, to meet the needs of library management. Consider input prior, as well as after, EGAC review reports and/or develops newly needed or requested. Seek to benefit the largest number of libraries with uniform data rather than library-specific (created for routine use) reports. Consider options to support additional individual report creation and use for libraries seeking the opportunity (and/or training).
3. My only comment to this question is not in any part negative towards OWWL. I am grateful to be part of a system who supports and expands digital content for patrons. However, the coordinated sharing of overdrive with Finger Lakes and Southern Tier (IMO) has not added additional opportunities for OWWL patrons. Our collection is the one that is being maintained and growing. Our options are immense and awesome compared to theirs. I was hoping that myself and patrons would have more borrowing options, but I have not seen the benefit, and have had other patrons comment to me that the other systems we are sharing with “don’t have anything”. Again, this is not a negative, but a positive in how appreciative we are for our systems e catalog.
4. This is not even on my radar. If we are supposed to be collecting in a certain area, I'm not aware of it.
5. Evergreen reports and the data that can be provided is invaluable when working with our collections.
6. A big patron ask that we hear time and again is for more e-content. OWWL has worked hard to expand access with initiatives like the Reciprocal Lending Agreement with Southern Tier and Finger Lakes Library Systems.
7. Wonderful resources for member libraries and patrons.

Integrated Library System

Goal Statement:

OWWL Library System will support and maintain an Integrated Library System (ILS) and online public access catalog (OWWL) for all member libraries through a defined cost sharing model.

Intended Results:

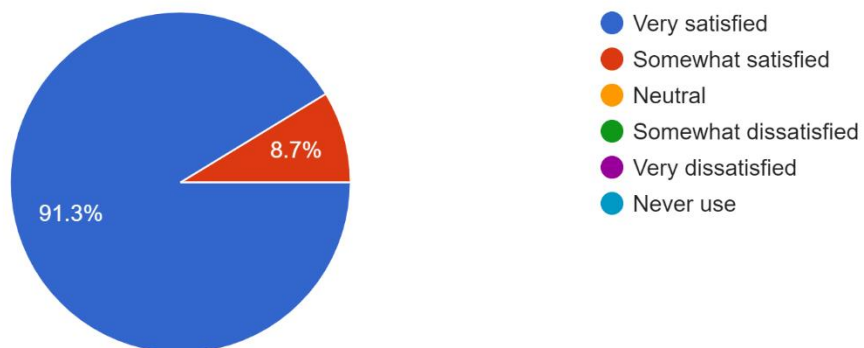
1. Member libraries will have access to an ILS that continually evolves to meet patron and staff needs.
2. Patrons will have access to the OWWL catalog for the discovery of member library collections and library account management.

Examples of Activities:

- Ongoing catalog customization and improvements based on member library input, feedback, and suggestions.
- Coordinated decision making through EAC.
- Providing Evergreen training and consultation, including OWWLUG and Holdings Workshops.
- Invest in the development of a mobile app for patrons to use to search and interact with the OWWL catalog.

Please rank your satisfaction with OWWL Library System's progress on this goal:

23 responses



Additional Comments:

1. OWWL staff is always responsive to inquiries and needed support
2. The app is awesome! And our Evergreen staff are too!

3. We could not operate without this!
4. Evergreen is like a living creature: always growing and adapting to our and our patrons' needs. OWWL's support and maintenance of this creature enables the member libraries to stay current and to thrive!
5. Excellent job with Evergreen changes, updates, and training!

Delivery

Goal Statement:

OWWL Library System will provide member libraries with regular, timely delivery services to meet patron demand for library materials.

Intended Results:

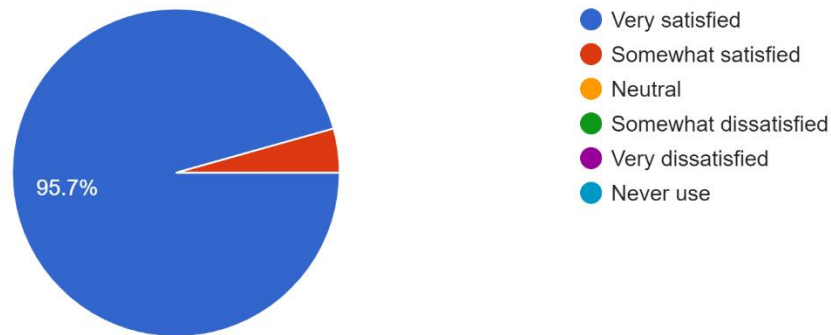
1. Member libraries will have the ability to loan and borrow materials efficiently.
2. Member libraries will receive delivery at least three times per week.
3. Member libraries will have access to regional collections through OWWL Library System's delivery service link with the Rochester Regional Library Council.
4. Delivery will remain a fee-free service offered by the System.

Examples of Activities:

- Delivery of library materials to member libraries.

Please rank your satisfaction with OWWL Library System's progress on this goal:

23 responses



Additional Comments:

1. This service is gold star!
2. We rely heavily on delivery. We wish the drivers would not try to tell us what to do, especially because we have 2 different drivers and they are always at odds with each other. If they have an issue with something we are doing, or not doing, I wish they would take their complaints to the person at OWWL who handles delivery. Then she could contact us if we need to change something.

3. Patrons LOVE delivery! Staff LOVE that we have this to offer patrons! Delivery opens up 42 libraries to every patron, even if they cannot travel far - it's like stepping into your local library and finding yourself in a Narnia of books, audiobooks, DVDs, etc.
4. I think the issues we were having over the last couple years have been resolving nicely, and I love being able to tell patrons that their items should be in within a few days.
5. Patrons are always amazed at how quickly we receive items from other libraries. Great job!

Interlibrary Loan

Goal Statement:

The OWWL Library System will provide member libraries and their patrons with access to nationwide library collections through its regional resource sharing agreements and provide libraries outside of the four county region the opportunity to borrow from member library collections.

Intended Results:

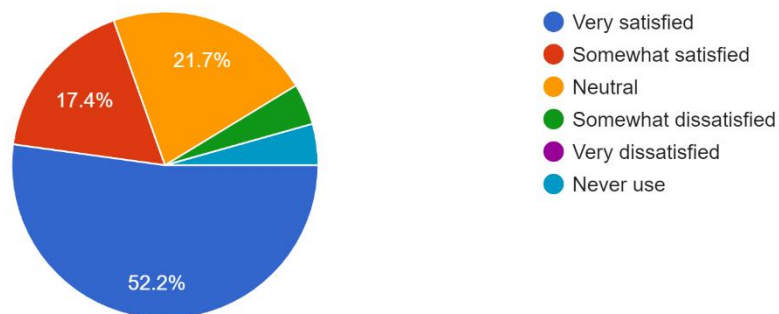
1. Member libraries will have the ability to request to borrow materials from public, school, and academic library collections nationwide.
2. Libraries outside of the OWWL Library System will have the ability to request to borrow from member library collections.

Examples of Activities:

1. Coordinate external Interlibrary Loan service.
2. Provide Access Cards to patrons for direct borrowing from regional libraries. Manage delivery program to support returns from specific neighboring library systems.

Please rank your satisfaction with OWWL Library System's progress on this goal:

23 responses



Additional Comments:

1. Not a well used resource but it's nice that it's there.
2. not something that we use often
3. While these services are available, they do not get used very often in our library.
4. Neutral leaning on disappointed. My understanding is that many, or most, or all Rochester regional ILL services have been discontinued. As a result we have essentially discontinue

- library member ILL requests. I hope to learn I am wrong--that this was just a Covid period change.
5. This service is not used often by our patrons
 6. We have several patrons who use ILL regularly. I can't imagine how they would cost-effectively access the materials they need otherwise. I hope that we are able to reciprocate with our collection, but I don't know if any of our items go out in ILL.
 7. I like the ILL program, but I still don't get how the access cards work. How do you apply? Where do you apply? Is this another one of the things that is buried on that blasted index that makes my eyes go blurry every time I try to look at it?
 8. I have not yet used external interlibrary loan service but plan to use it this coming year.
 9. This is not one of our best services. It could be a huge benefit for patrons if sharing between systems was encouraged- not just for students, but for everyone.
 10. I haven't used this service and could probably use a refresher course.

Digital Collections Access

Goal Statement:

OWWL Library System will facilitate access to shared digital collections to member libraries and their patrons.

Intended Results:

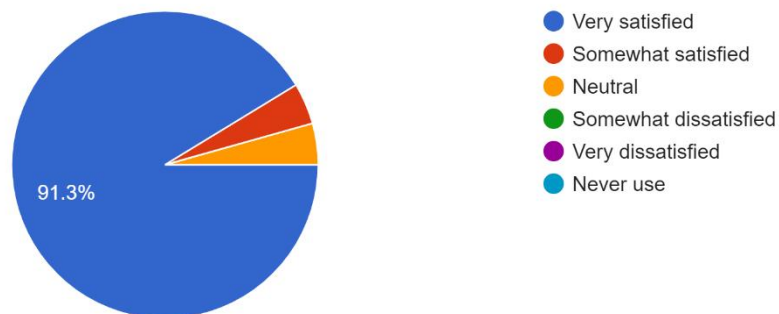
1. Member libraries and their patrons will have access to shared databases.
2. Member libraries and their patrons will have access to a shared collection of electronic materials.
3. Member libraries and their patrons will have the ability to access digital collections through the ILS.

Examples of Activities:

- Centralized purchase of Ancestry.com.
- Annual purchase of OverDrive platform and coordination of OWWL2Go materials selection.
- Link to digitized local history collections from the OWWL catalog. Link to digital collections, including Overdrive from the OWWL catalog.

Please rank your satisfaction with OWWL Library System's progress on this goal:

23 responses



Additional Comments:

1. YES! We need to do a better job of marketing these services to our patrons, but it's fabulous that they are available and that they will be growing in the future!
2. I recommend these services to patrons all the time.
3. I wish more patrons took advantage of this
4. It is so nice to be able to offer access to these digital resources to our patrons.

Adult Literacy

Goal Statement:

OWWL Library System will facilitate collaborations between member libraries and literacy organizations to develop or expand adult literacy services in their communities. The System will also administer the NYS Adult Literacy Library Services Program, as awarded by the Division of Library Development to the OWWL Library System.

Intended Results:

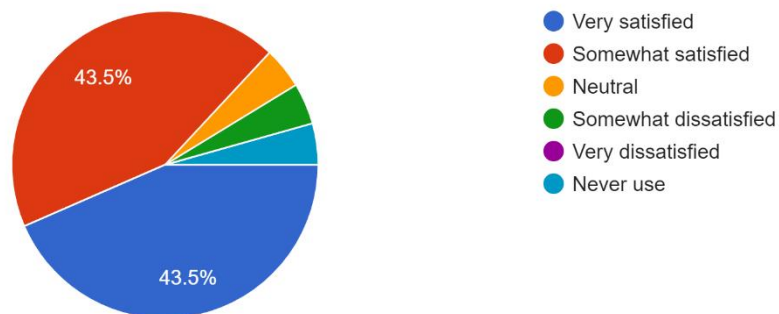
1. Community members and organizations will have increased access to adult literacy, workforce development, and digital literacy resources through the library.
2. Member libraries will partner with literacy organizations to provide expanded adult literacy services

Examples of Activities:

- Coordinate opportunities for libraries to interact with and learn from community literacy organizations.
- Promote the Talking Book and Braille Library to community members who are unable to use standard print materials due to a visual, physical or reading disability.

Please rank your satisfaction with OWWL Library System's progress on this goal:

23 responses



Additional Comments:

1. We take advantage of the workforce development grant to provide technology sessions, but would like to engage in more opportunities for adult literacy.
2. I've seen a lot of training and information for early literacy, but was not aware that adult literacy was even on the system's list of goals and priorities. I do have patrons that love the Talking Book & Braille Library services though, so that has been great.

3. On an individual library basis we have not partnered with many literacy organizations in our community. It's great that this is going on; we just haven't tapped into it much.
4. Still not sure how to take advantage of this.
5. I'm aware of the Talking Book Program but not sure where to go to get a patron set up.

Coordinated Outreach

Goal Statement:

OWWL Library System will support improved library services for individuals who are aged; who are institutionalized; who are members of an ethnic or minority group in need of special services; who are educationally disadvantaged; who are unemployed or under-employed; who are geographically isolated; who are blind; who have a physical disability; or who have a developmental disability or learning disability.

Intended Results:

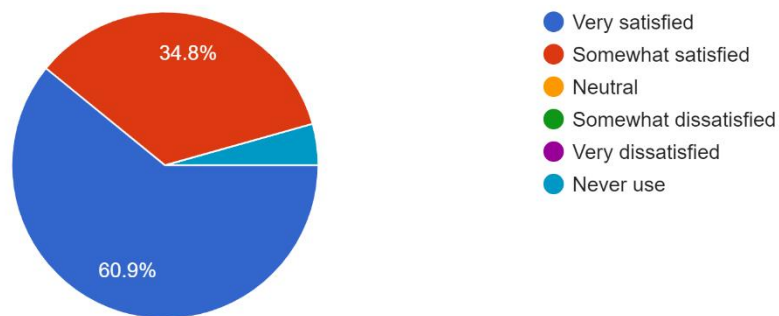
1. Member libraries will continue to expand library services to individuals in targeted outreach populations.

Examples of Activities:

- Provide workshops and training opportunities for member library staff to support improved services to individuals in targeted outreach populations.
- Convene the Coordinated Outreach Services Advisory Council (COSAC) to connect community service providers to member libraries.

Please rank your satisfaction with OWWL Library System's progress on this goal:

23 responses



Additional Comments:

1. Have not heard about COSAC, but love the work done with BBM & BTG for seniors!
2. Did this COSAC actually convene yet? I don't recall hearing about it. Otherwise, excellent work in outreach!
3. This has been an area of extreme growth for our system. Every outreach program benefits member libraries and does so exceptionally! Thank you Suzanne for bringing library

services into the community, meeting patrons where they are, and spreading library love and literacy throughout the 4 counties we serve.

4. Love love love the food pantry book giveaway! Books by mail is an amazing service I am so proud to tell the community about. These programs have really helped bridge the gap between us and the community.
5. The Books By Mail program is wonderful.
6. The Books by Mail project has been great! We do delivery to a few home-bound patrons, but there are undoubtedly more out there.

Correctional Facilities

Goal Statement:

The OWWL Library System will provide correctional facilities and jails with materials and services.

Intended Results:

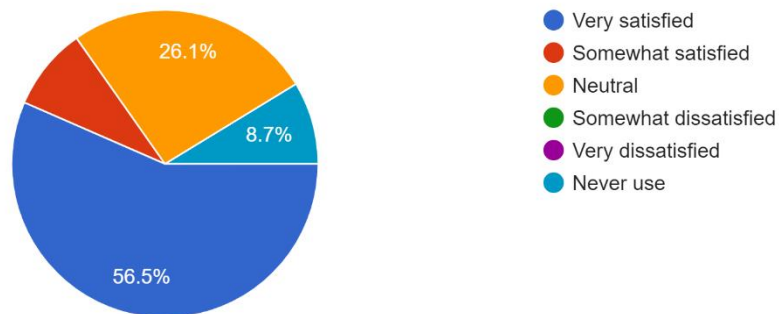
1. Incarcerated individuals in State Correctional Facilities will have access to library materials through Interlibrary Loan.
2. State Correctional Facilities and County Jails will receive newly purchased material funded by the Correctional Aid program.

Examples of Activities:

- Facilitate borrowing of materials between member libraries and incarcerated individuals.
- Purchase library materials for Correctional Facilities and jails.
- Support programs in County Jails that support adult literacy and promote the value of libraries to the inmate population. Annually negotiate a contract for library services to State Correctional Facilities.

Please rank your satisfaction with OWWL Library System's progress on this goal:

23 responses



Additional Comments:

1. I don't know much about this program, but I do know it's important.
2. I don't know much about what OWWL does for Correctional Facilities.
3. I don't have a lot of exposure to this program so I don't know if it's working or not.
4. It is so important to provide materials to this population.

Youth Services (Youth to age 18 exclusive of Early Literacy)

Goal Statement:

OWWL Library System will facilitate collaboration between Member Library Youth Services Staff to develop, expand, or improve library services available to the youth in their communities.

Intended Results:

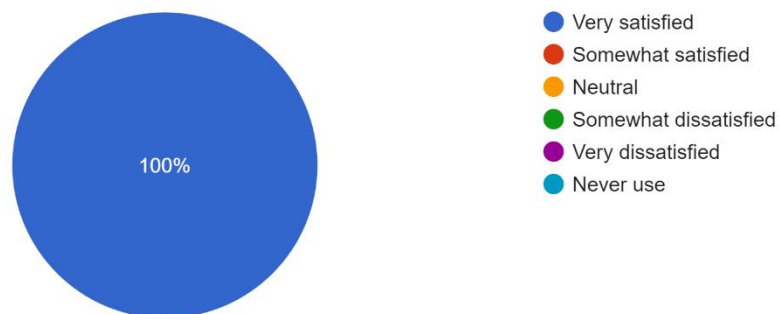
1. Member libraries will have information to develop and improve programs and services to youth in their communities.

Examples of Activities:

- Convene Youth Services Committee to develop system-wide initiatives and promote best practices.
- Offer workshops and training opportunities to support the expansion of youth services, including the annual Summer Reading Workshop and regular Youth Yak meetings.
- Consult with member library directors and youth services staff to help libraries develop and expand youth programming and services. Partner with other library systems to provide workshops, and resource sharing opportunities to member library youth services staff.

Please rank your satisfaction with OWWL Library System's progress on this goal:

23 responses



Additional Comments:

1. OWWL's support of Youth Services staff over the past year has been phenomenal. There seems to be something exciting going on all the time: Mock Newbery, OneBook OWWLKids. I'm really happy that YSAC is active - library activities and offerings are less siloed when we share with others.
2. All the System's support, especially with Summer Reading, is greatly appreciated.

Early Literacy (Birth to School Age with Parents/Caregivers)

Goal Statement:

OWWL Library System will facilitate collaboration between member library youth services staff to develop, expand, or improve early literacy-related services. OWWL Library System will also provide administration of the NYS Family Literacy Library Services Grant Program as awarded by the Division of Library Development to the System.

Intended Results:

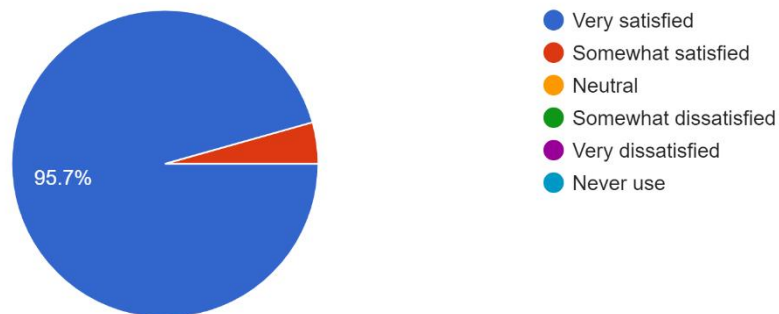
1. Member libraries will have information and support to develop and improve early literacy programs and services in their communities.

Examples of Activities:

- Convene discussions with Youth Service staff to develop system-wide initiatives and promote best practices. Offer workshops and training opportunities to support the expansion of early literacy services, including those funded through the NYS Family Literacy Library Services Grant Program.

Please rank your satisfaction with OWWL Library System's progress on this goal:

23 responses



Additional Comments:

1. Booklet is awesome. So is Suzanne and the Family Literacy Team! The growth for both outreach and youth services under her directorship has been amazing and the benefits to the community, staff, and patrons immense!
2. Ditto pretty much everything I said for the Youth Services goal!

Professional Development and Training

Goal Statement:

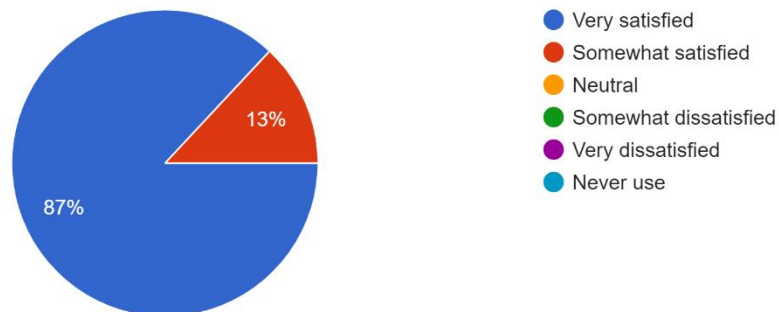
1. OWWL Library System will provide learning opportunities to Member Library Directors, staff, and Trustees.

Intended Results:

- Member Library Directors, staff, and Trustees will have access to relevant and timely opportunities to build the skills and knowledge they need to enhance the services of their libraries.
- Examples of Activities: Offer workshops and training opportunities on a variety of library-related issues and topics to a range of audiences, including Library Directors, staff, and Trustees.

Please rank your satisfaction with OWWL Library System's progress on this goal:

23 responses



Additional Comments:

1. Always appreciate the group and individual support in this category.
2. Love the Trustee training opportunities!
3. The selection of trainings has been great and so helpful! I especially got a lot out of the Women in Leadership program
4. Thank you for all that you have done to improve Trustee Education and expanded training for staff, such as first aid, CPR, mental health first aid and notary trainings. I could go on and on...the training and learning opportunities provided to member libraries is so relevant, helpful, and practical! Thank you also for the CE scholarship, which Warsaw received. Our staff, who received this scholarship was so grateful and it made such an impact on him and strengthened his role at our library.
5. Hope we can have more in person workshops the better the handle on COVID is!
6. The trustee training is especially valuable.

7. I would select the ranking option of "Most satisfied" if you offered it. OWWL provides so many opportunities for library staff to improve their knowledge base and to grow, not only in the profession, but as individuals. Plus, with remote access to workshops and meeting (COVID silver-lining?) it's easier than ever to access those opportunities. I particularly find the small-group, open-discussion online meetings the most beneficial - a la New Directors Group.
8. I would like to see the incentive structures revisited with an eye to boosting participation from library board members.
9. I appreciate the wide range of opportunities.
10. Guest presenters (and field trips) are always enjoyable and informative.

Consulting and Development Services

Goal Statement:

OWWL Library System will provide expertise to Member Library Directors and Boards in the areas of funding, governance, planning, and management.

Intended Results:

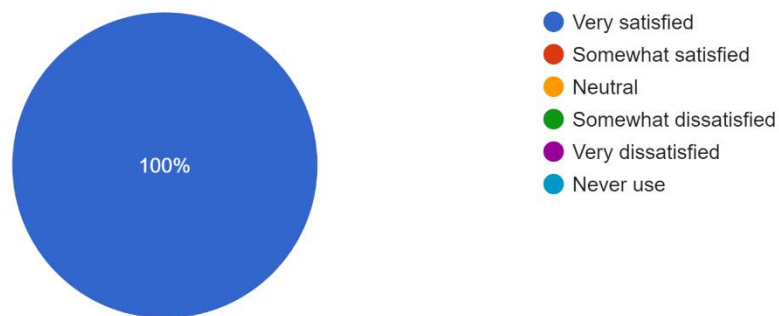
1. Member Library Directors and Boards will have access to the information and professional support they need to solve problems, increase local funding, advocate for local funding, engage in meaningful planning activities, and expand organizational capacity.

Examples of Activities:

- Offer on-demand Board consultations on a range of topics relating to funding, governance, planning, and management issues.
- Provide answers to legal, financial, and human resources questions to the best of our ability, or connect member library directors and Boards to an appropriate professional.
- Facilitate community-based strategic planning for member libraries. Serve as liaison between member libraries and the Division of Library Development on regulatory issues.

Please rank your satisfaction with OWWL Library System's progress on this goal:

23 responses



Additional Comments:

1. I respect and trust Ron's opinion on the variety of topics I throw at him.
2. The system staff are always so helpful and eager to answer our questions, even if they need to research the answer and get back to us.
3. Ron has been very helpful to us in this role on multiple occasions.
4. Yes! The knowledge of the team at OWWL is invaluable! Children always assume that library staff live at the library, but as an adult I find it hard to believe that OWWL staff don't

actually live at OWWL HQ. They're always available and always have support to give, even when an "answer" might not actually exist. Whenever working with OWWL staff, it feels like this is a library system for 1 - there's only 1 library the system serves and it's me! The undivided attention and support is second to none!

5. I think the system does a good job of maintaining its offerings. I still think the incentive system around participation needs to be tweaked. What's the board version of a gold star sticker?
6. I always know where to turn when I have a question. So does our board president!

Digitization Services

Goal Statement:

OWWL Library System will connect member libraries to resources to support the digitization of collections of local interest and importance.

Intended Results:

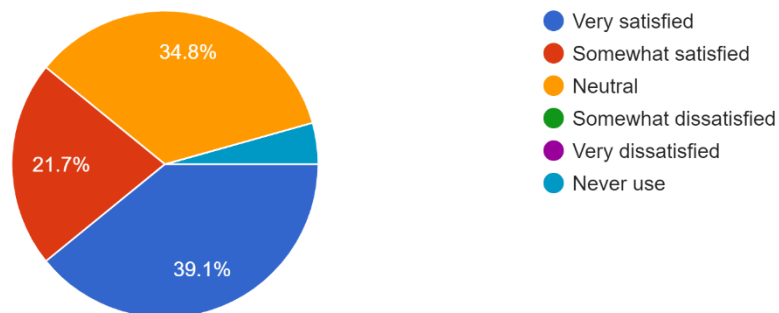
1. Member libraries and their patrons will have the opportunity to access digitized collections through the OWWL catalog and other regional databases.
2. Member libraries will have access to select equipment and consulting services to support digitization projects.
3. Member libraries will have the opportunity to preserve digital collections on a shared server.

Examples of Activities:

- Convene Local History Working Group to identify digitization priorities across the System.
- Loan equipment, including a scanner, camera, and laptop, to member libraries so they can digitize items in their collections.
- Connect member libraries with funding opportunities available through the Rochester Regional Library Council. Host workshops where staff works to digitize local history collections.

Please rank your satisfaction with OWWL Library System's progress on this goal:

23 responses



Additional Comments:

1. I don't think my library has used this service
2. Neutral only because we haven't used this service.
3. I can't wait until we have a consistent staffing level, so we can borrow OWWL equipment to get some of our local history items scanned and available!
4. This is something I should learn more about

Computer, Networking, and Technology Support

Goal Statement:

OWWL Library System will provide cost-saving technology, computer, and networking support to member libraries.

Intended Results:

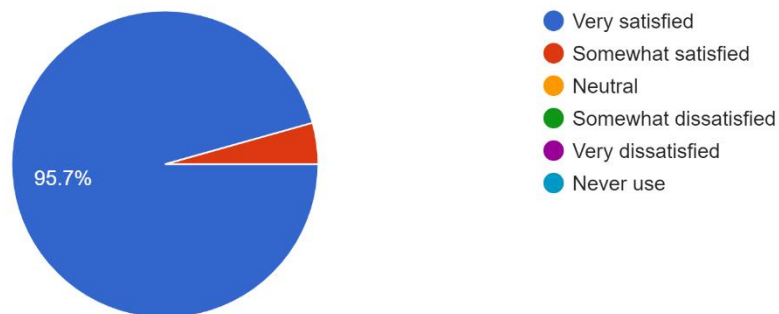
1. Member libraries will receive efficient and reliable support and troubleshooting for computers and networks.
2. Member libraries will have the ability to purchase reasonably priced computers and technology through centralized technology purchasing.
3. Member libraries will have access to IT consulting services to support technology planning, bandwidth adoption, and networking.

Examples of Activities:

- Maintain IT support ticketing system in order to provide technology assistance to member libraries in a timely manner.
- Provide remote and onsite technology support and troubleshooting for common library technology issues.
- Subsidize member libraries' bandwidth costs. Support network equipment for all member libraries.

Please rank your satisfaction with OWWL Library System's progress on this goal:

23 responses



Additional Comments:

1. My favorite department in OWWL. These guys are the best. Of course, all the departments are great at OWWL.
2. The CANS staff is great and we could not afford a private IT consultant on our own.

3. I am so grateful to our IT professionals and the addition of Kelsey. Their support and expertise helps us to be successful in an ever changing fast paced technological environment. The response times to support is quick, and they fix every problem efficiently and do so with kindness and understanding. They also use each opportunity as a teaching one so that they are not just fixing the problem, but teaching us how to as well so that we can grow in our profession.
4. The CANS department is the best!
5. This service is of vital importance to all member libraries.
6. Computer, networking, and tech support provided by OWWL saves our library SO much time and money!
7. Our IT people are top notch.
8. Always a fast and friendly response to tech issues. Thanks SO much!

Awareness and Advocacy

Goal Statement:

OWWL Library System will supply the necessary information and organizational structure to advocate for improved local and state support of libraries.

Intended Results:

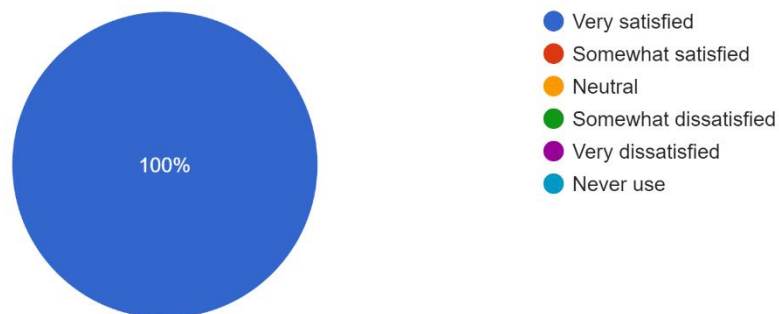
1. Member Library Directors, staff, and Trustees will have the skills and knowledge they need to promote their library to legislators and their communities.
2. Member libraries will have opportunities to communicate with state representatives about library funding and legislation.

Examples of Activities:

- Coordinate member library participation each year for Library Advocacy Day.
- Schedule in-district visits with state legislators.
- Communicate with Library Directors, staff, and Trustees about important library funding and legislation.
- Provide consultation on local library funding campaigns. Represent the System's member libraries' interests on regional and statewide committees.

Please rank your satisfaction with OWWL Library System's progress on this goal:

23 responses



Additional Comments:

1. I appreciate the proactive approach to keeping us all aware.

Communications Among Member Libraries

Goal Statement:

OWWL Library System will facilitate opportunities for communication and cooperation among member libraries, including through System newsletters, System Meetings, advisory committees, social media, email listservs, and workshops.

Intended Results:

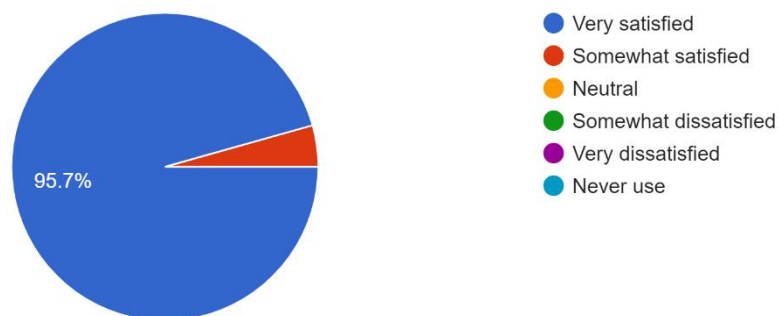
1. Member Library Directors will have the opportunity to contribute to System-wide decision-making through participation in the Director's Advisory Council (DAC), the DAC's liaison to the System Board of Trustees, and through various in-person discussions and online surveys.
2. Member Library Directors and staff will share best practices with their colleagues.

Examples of Activities:

- Weekly publication of System-wide information to Directors and member library staff.
- Quarterly publication of the Trustee Newsletter.
- Opportunities for Library Directors and staff to share news and successes at System meetings.
- Engage Member Library Directors and staff to provide training and workshops to other member libraries.
- Convene advisory committees to guide System-wide decision-making.
- Use social media to communicate System information, initiatives, and campaigns as well as highlight member libraries' programs and services and other library-related news. Manage email listservs to enable peer information sharing.

Please rank your satisfaction with OWWL Library System's progress on this goal:

23 responses



Additional Comments:

1. Without director briefings and the communication between staff members of other libraries and at OWWL I would be 110% lost and hopeless.
2. Nice website help, hosting -- and mediating support - such as assistance when email is received at System meant for member library.
3. Thank you for keeping all member libraries up to standards through continued communication. This has been so valuable!
4. The system does a great job with this. If only there was a way to force my staff to read their email...
5. System-Library communications and Library-Library communications are doing well. I feel I have a good picture of what other libraries are up to, and I feel like I know or am acquainted with someone from each library. This makes reaching out with questions about what they're doing or how they're doing it so much easier.
6. I wish I could have some kind of home screen when I log into my email that would allow me to access the latest information blasts. That way I wouldn't have to sort through them in my email. I know it's probably not a thing, but a human can dream...

<https://hbr.org/2016/06/some-companies-are-banning-email-and-getting-more-done>

Collaborative Efforts with Other Library Systems

Goal Statement:

OWWL Library System will work cooperatively with other public library systems, school library systems, and regional resource councils.

Intended Results:

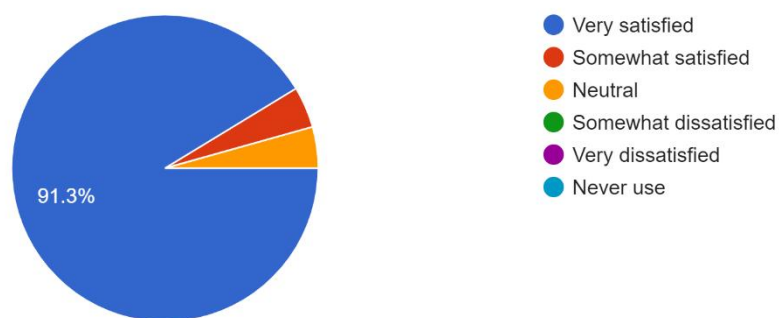
1. Member libraries will benefit from opportunities for resource sharing.
2. Library staff will benefit from professional development opportunities provided through cooperative and collaborative efforts.
3. Member libraries will benefit from OWWL Library System staff exchanging information with the staff of other public library systems, school library systems, and reference and research library resources systems.

Examples of Activities:

- Engage experts from other library systems to provide workshops and training to Member Library Directors, staff, and Trustees.
- Collaborate with other public library systems to provide workshops, training, and resource sharing opportunities to Member Library Directors and staff.
- Participate in the Rochester Regional Library Council's grants and services. Represent member libraries' interests on regional and state committees.

Please rank your satisfaction with OWWL Library System's progress on this goal:

23 responses



Additional Comments:

1. The Libby sharing and trainings offered through other systems are great.
2. Resource sharing - check (Reciprocal Lending Agreement)
Professional development opportunities - check (Small Libraries Summer Symposium)

Exchange of information - check (anywhere and anytime two or more library staffers are together)

3. It's helpful to have access to RRLC services. Also, the weeding workshop was very informative.
4. Expanding digital book and audiobook access is fantastic! I wish there could be more sharing of print resources among the systems.

Construction Aid

Goal Statement:

OWWL Library System will administer the State Aid for Library Construction program as awarded by New York State and will provide consultation and support to Member Library Directors and Trustees throughout the grant application process and construction project.

Intended Results:

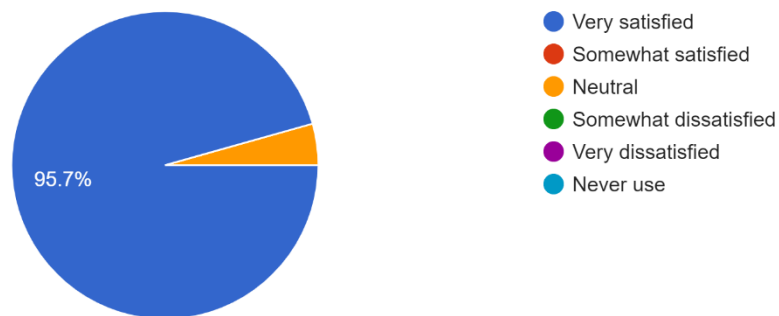
1. Member libraries will benefit from State Aid for Library Construction grants.
2. Member libraries will have the ability to improve the accessibility, energy-efficiency, and design of their facilities to meet their communities' needs.
3. OWWL Library System will award 100% of its State Aid for Library Construction allocation.

Examples of Activities:

- Hold an annual information session for Member Library Directors and Trustees to learn more about the application process and grant cycle.
- Support member libraries through the application process.
- Liaise between member libraries and the Division for Library Development (DLD) to assist libraries with completing and closing out their construction projects.

Please rank your satisfaction with OWWL Library System's progress on this goal:

23 responses



Additional Comments:

1. I'm so grateful for all the help I've received with construction aid!
2. We could not have done our construction project without this aid AND the support of Ron and Suzanne throughout the process
3. Didn't do any Construction Aid related projects this year, but thank goodness your here to help when we do! We'd be lost otherwise!
4. Very helpful and very well organized. Thanks for the support!