



2025 SYSTEM SATISFACTION SURVEY REPORT SUMMARY COMPILED ON JANUARY 7, 2026

Introduction

OWWL Library System's Plan of Service is a planning document which identifies, organizes, and provides an overview of the library system's service program, including intended changes in services or priorities. The Plan emphasizes what the library system proposes to accomplish and whom the library system serves. The Plan demonstrates how the library system anticipates it will fulfill the major roles expected of library systems. The major recommended roles for library systems are:

- Support and strengthen member libraries
- Facilitate equitable access to library services and resources directly to patrons and customers
- Facilitate resource sharing among libraries
- Provide leadership for improving library services for all

Library System Plans of Service are required under Section 272 of State Education Law and Commissioner Regulation 90.3.

This report summarizes member feedback on OWWL's progress toward the service priorities identified in the **2022–2026 Plan of Service**. The survey covers the following areas:

1. Cooperative Collection Development
2. Integrated Library System
3. Delivery
4. Interlibrary Loan
5. Digital Collections Access
6. Adult Literacy
7. Coordinated Outreach
8. Correctional Facilities
9. Youth Services (Youth to age 18 exclusive of Early Literacy)
10. Early Literacy (Birth to School Age with Families and Caregivers)
11. Professional Development and Training
12. Consulting and Development Services
13. Digitization Services

14. Computer, Networking, and Technology Support
 15. Awareness and Advocacy
 16. Communications among Member Libraries
 17. Collaborative Efforts with Other Library Systems
 18. Construction
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Satisfaction Survey Summary of Results

OWWL received **24 survey responses** in 2025 regarding progress on the 2022–2026 Plan of Service goals. We are grateful to the member libraries that took the time to participate. Completing this survey is one of the practical ways libraries help shape System priorities, strengthen shared services, and keep planning grounded in real operational experience.

The libraries represented in the 2025 survey responses include:

1. Arcade Free Library
2. Avon Free Library
3. Bloomfield Public Library
4. Cordelia A. Greene Library
5. Dansville Public Library
6. Honeoye Public Library
7. Lyons Public Library
8. Macedon Public Library
9. Marion Public Library
10. Mount Morris Library
11. Newark Public Library
12. Palmyra Community Library
13. Perry Public Library
14. Phelps Library
15. Red Creek Free Library
16. Red Jacket Community Library
17. Sodus Community Library
18. Stevens Memorial Community Library
19. Victor Farmington Library
20. Warsaw Public Library
21. Wadsworth Library
22. Williamson Public Library
23. Wolcott Civic Free Library
24. Wood Library Association

Overall satisfaction was very strong. “Very satisfied” was the most common response across every goal area, and most services received near-unanimous ratings.

Key findings

- Satisfaction was consistently high across all 18 goal areas, with “Very satisfied” the dominant response in every category.
- A portion of respondents selected “Never use” for certain service areas, most notably:
 - Correctional Facilities (28%)
 - Digitization Services (28%)
 - Construction (20%)
- The only dissatisfaction recorded in the survey was:
 - Interlibrary Loan: 4% “Somewhat dissatisfied” (1 response)

Major themes in written comments (interpretation based on comment content)

- Integrated Library System: Strong appreciation for support and training, with interest in short introductory Evergreen and Aspen videos and continued feedback mechanisms.
- Delivery: Strong appreciation for reliability and speed, plus interest in increased delivery days and recognition that staffing and weather can affect schedules.
- Digital Collections: Strong appreciation for OverDrive and databases, along with concern about wait times and the rising cost of digital materials.
- Communications and connection: Desire for continued opportunities to connect and collaborate, alongside a shared challenge of keeping up with information.
- Advocacy: Appreciation for support, with interest in training related to public speaking and engaging local representatives.

OWWL’s approach to feedback

OWWL values both appreciative and critical feedback. Throughout this report, the System includes responses that acknowledge what is working well, clarify service scope when needed, and identify where comments will inform future planning. The goal is to support continuous improvement while keeping services sustainable and equitable across all member libraries.

1. Cooperative Collection Development

Ratings

- Very satisfied: 24 (96.0%)
- Somewhat satisfied: 1 (4.0%)

Additional comments (1)

1. Evergreen reports are SO helpful when determining what to purchase, replace, weed, etc.

OWWL Response to Comments

2. Integrated Library System

Ratings

- Very satisfied: 23 (92.0%)
- Somewhat satisfied: 2 (8.0%)

Additional comments (4)

1. Very grateful for OWWL and EAC's hard work on our ILS and OPAC.
2. The System's handling of ILS issues is always prompt and professional, and the training opportunities have helped our staff feel confident using the software
3. It would be nice to have short introductory training videos for staff in Niche Academy, covering basic usage of Evergreen and Aspen.
4. I like the addition of a feedback loop through EAC and I hope that it gives people more agency for the front line staff.

OWWL Library System's Response to Comments

We are grateful for the positive feedback about the work of the Evergreen Advisory Committee and System staff. It means a great deal to hear that issue response, training, and ongoing ILS support are helping staff feel confident and supported.

We also appreciate the practical recommendations shared in these comments. Short introductory Evergreen and Aspen training videos would be helpful for onboarding and refreshers, and we will consider how to build or curate these resources within available capacity. The addition of a structured feedback loop through EAC is intended to strengthen communication and improve responsiveness, and we are glad to hear that approach is being noticed and valued.

3. Delivery

Ratings

- Very satisfied: 24 (96.0%)
- Somewhat satisfied: 1 (4.0%)

Additional comments (3)

1. Accommodating our patrons requests with the very limited collection the Phelps Library is currently working with was a big concern I had upon first assuming my role here as

Director. OWWL has done such a wonderful job ensuring that requested materials arrive quickly and efficiently. I truly appreciate OWWL making it possible to provide our growing patron base with high quality materials and for making the process quick and easy for both patrons and staff!

2. I would love to see delivery days increase
3. Being one of the farthest away, we sometimes don't get delivery if drivers are absent or if weather is bad down. It is understandable and I wouldn't want someone getting injured on our account, it's just an observation based on the "at least 3 times a week" portion. Generally our patrons and staff are amazed at how fast items arrive here after placing a hold (I sometimes tell them that they're delivered by owls like on Harry Potter :-)

OWWL Library System's Response to Comments

Thank you for sharing how delivery supports your ability to serve patrons, especially when local collections are constrained. We appreciate hearing that materials are arriving quickly and that the service is making day-to-day operations easier for staff and patrons.

Several comments also raise helpful points about delivery frequency and reliability. Delivery is scheduled multiple days per week for most routes, and we work hard to keep that schedule consistent. At the same time, delivery is affected by real-world constraints such as staffing availability and weather, particularly for libraries farther from the central route. When a delivery day is missed, libraries typically receive materials on the next scheduled run.

To provide additional context, in 2025 delivery was scheduled on 305 days, excluding Sundays and holidays. Based on the delivery log, full-route cancellations occurred on 9 of those scheduled days, meaning 296 of 305 scheduled delivery days ran as planned, or 97.0% successful scheduled runs. There were also a small number of instances where delivery occurred but a particular stop could not be completed due to situational barriers such as unsafe road conditions, blocked access, or facility conditions. These partial disruptions are not reflected in the full-route cancellation percentage, and they were typically resolved on the next scheduled run.

OWWL reviews delivery patterns regularly to maintain reliability and efficiency across the full service area. The current schedule is operating at capacity, and additional delivery days would require additional funding. Many libraries also have delivery volume levels that would not benefit from more frequent runs. Our goal is to keep delivery stable, predictable, and cost-effective for all member libraries.

4. Interlibrary Loan

Ratings

- Very satisfied: 17 (68.0%)
- Somewhat satisfied: 4 (16.0%)

- Never use: 3 (12.0%)
- Somewhat dissatisfied: 1 (4.0%)

Additional comments (3)

1. Was not aware OWWL provided access cards for direct borrowing.
2. RC has not used this service
3. It is not easy nor often successful to borrow books from out-of-system. I am not sure how to improve upon this service.

OWWL Library System's Response to Comments

Thank you for the feedback in this section. These comments highlight both the value of the service and the need for continued clarity about what is available and how it works.

Some respondents noted that they were not aware of access cards for direct borrowing. We appreciate that this was raised, and we will continue to share information about the regional Access Pass program so libraries can help patrons understand their options. The Access Pass program is not for direct borrowing. It is intended for research needs by allowing access to collections at participating colleges, universities, and MCLS. However, the program does have limitations and does not guarantee access to all materials.

A comment also noted challenges with out-of-system borrowing. Out-of-system Interlibrary Loan depends on the lending policies and willingness of libraries outside OWWL. Even when a request is placed correctly, the item may not be available for lending, or the lending library may decline. OWWL investigates requests as they come in and works to facilitate successful borrowing whenever possible, while recognizing that this service cannot guarantee that every out-of-system request can be fulfilled.

5. Digital Collections Access

Ratings

- Very satisfied: 23 (92.0%)
- Somewhat satisfied: 2 (8.0%)

Additional comments (3)

1. Wait times on LIBBY for holds and the costs associated make it difficult to meet patron demand
2. The wonderful digital collection through OverDrive, as well as databases such as Ancestry for Libraries and Mango Languages serve as daily reminders to patrons that libraries offer so much more than just physical books. After learning more about Ancestry for Libraries at

a recent system meeting, I have really enjoyed utilizing the program myself, and have been actively promoting it to patrons. I love being able to offer such high quality, no cost (to the patrons) resources to our community!

3. The transparency of what shared collections and digital databases the System provides access to and how much it costs increased this year.

OWWL Library System's Response to Comments

Thank you for recognizing the value of the shared digital collection and databases. It is encouraging to hear that resources such as OverDrive, Ancestry for Libraries, and Mango Languages are being promoted locally and are strengthening the public's understanding of what libraries provide.

We also appreciate the honest feedback about wait times and costs. Digital access continues to be a high-demand service across New York State and beyond. Wait times for titles in Libby/OverDrive are influenced by publisher licensing restrictions, popularity of materials, and rising costs for digital content. These challenges affect library systems broadly.

OWWL works with OverDrive, other library systems, and statewide working groups to manage these pressures and to purchase materials strategically. Demand continues to increase, and maintaining strong service levels requires continued investment over time. We will continue monitoring usage and costs to keep the shared collection as responsive and sustainable as possible.

6. Adult Literacy

Ratings

- Very satisfied: 22 (88.0%)
- Never use: 2 (8.0%)
- Somewhat satisfied: 1 (4.0%)

Additional comments (2)

1. It would be great to have an adult program group that could meet like we have for the youth.
2. Before joining the Phelps Library, I spent many years working in a library where providing outreach services to seniors and individuals facing barriers to accessing physical materials was a central part of my role. I have seen firsthand how these services can be truly life-changing for those who benefit from them. I am deeply grateful to the OWWL system for awarding our library a grant to launch similar outreach efforts here in Phelps, and I am eager to see the positive impact these funds will have on our community.

3. I haven't seen a lot from the System regarding this goal, except the alternate delivery grant. However, I'm not sure how much providing dollars qualifies as "facilitating collaborations between member libraries and organizations".

OWWL Library System's Response to Comments

Thank you for the thoughtful comments in this goal area, especially the reflection on outreach services and the potential impact of adult programming. We are grateful to hear that grant funding is supporting meaningful local work, and we appreciate the commitment libraries bring to serving adults facing barriers to access.

This goal area is also challenging to scale across a large, diverse member network. OWWL has explored ways to convene adult literacy programming and partnerships in the past, but participation has been limited and uneven across the region. With 42 member libraries, system-level programming must reach a broad audience to be sustainable and effective.

As the next Plan of Service is developed, OWWL will reassess this goal area and identify approaches that better support libraries system-wide, including strategies that strengthen local partnerships and increase participation. This will allow us to focus resources on models that have the greatest potential impact across the region.

7. Coordinated Outreach

Ratings

- Very satisfied: 23 (92.0%)
- Somewhat satisfied: 2 (8.0%)

Additional comments (2)

1. Eliminating the Books by Mail program without an equivalent system-supported service reduced my satisfaction with OWWL's progress on this goal. The grants for member libraries' to start their own alternative delivery systems were helpful, but we really value system-supported programs and services.
2. The grants that have been made available to member libraries to advance this initiative in ways that work for their individual communities has been extremely helpful in developing these programs in a way that works for us. If there is ever an opening to serve on COSAG, I would be interested, access is an area of librarianship that I feel strongly about and would love to help advance these efforts.

OWWL Library System's Response to Comments

Thank you for the candid feedback about outreach work, and for recognizing the value of the alternative delivery grants. We appreciate both the support for System involvement and the clarity about what member libraries value in system-supported services.

Books by Mail was created as a time-limited pilot to test a centralized outreach model. While the program served patrons who benefited from it, usage data showed that only a small portion of enrolled participants used the service consistently (roughly 30 people). The program also required significant ongoing staff time and System resources to operate. Even with efficiencies introduced over time, it remained a high-cost service serving a relatively small number of patrons across a system serving nearly 300,000 residents.

To support outreach more broadly and sustainably, OWWL shifted resources to a grant-based approach, providing \$14,725 to member libraries to build or strengthen locally operated alternative delivery services. This approach allows outreach to be tailored to community needs and delivered through member libraries, which is generally more scalable and sustainable than a centralized patron-direct model.

Going forward, OWWL's system-wide services will focus on supporting and strengthening member libraries, rather than operating direct-to-patron programs, so that resources can reach more communities and align with how libraries deliver services locally.

We also appreciate interest in COSAG participation and will continue seeking ways to connect staff with libraries that want to help advance this work.

8. Correctional Facilities

Ratings

- Very satisfied: 18 (72.0%)
- Never use: 7 (28.0%)

Additional comments (1)

1. I have not yet had the opportunity to participate in this facet of the fantastic outreach the OWWL system offers. I think the system does a great job offering this very important service to a largely underrepresented population, and hope to have the opportunity to partner with OWWL to serve local corrections facilities in the future.
2. No something I have experience with personally, but aware that it is something that the System does.

OWWL Library System's Response to Comments

Thank you for recognizing the importance of correctional facility service and outreach to underrepresented populations. We are grateful for the support of this work and for the interest expressed in partnering in the future.

This goal area is not used by every library, often because correctional facility partnerships depend on local geography, facility needs, and local relationships. OWWL remains committed to supporting correctional facility service where it is needed and feasible, and we welcome libraries reaching out when opportunities arise to collaborate locally.

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

Ratings

- Very satisfied: 23 (92.0%)
- Somewhat satisfied: 2 (8.0%)

Additional comments (1)

1. YS staff expressed a desire for more workshops, trainings, and/or continuing education offered by OWWL (as opposed sharing opportunities from outside organizations).

OWWL Library System's Response to Comments

Thank you for the feedback and for the strong overall satisfaction reflected in this section. We appreciate hearing directly about what staff find most valuable, and we also appreciate the request for more System-led workshops and continuing education.

Developing and delivering additional trainings requires dedicated funding and staff capacity, and participation levels must be strong enough to justify the investment across a system of 42 member libraries. OWWL welcomes libraries identifying specific training topics they would like to see offered. When clear needs are identified and participation is strong, we can better evaluate opportunities to develop or coordinate trainings that are timely, practical, and well-attended.

10. Early Literacy (Birth to School Age with Families/Caregivers)

Ratings

- Very satisfied: 23 (92.0%)
- Somewhat satisfied: 2 (8.0%)

Additional comments

1. YS staff is not aware of formal early literacy "best practices" promoted by OWWL.

OWWL Library System's Response to Comments

Thank you for the strong ratings in this section and for the direct feedback about early literacy best practices. Early literacy is foundational library work, and clarity about available guidance and expectations matters.

A comment noted that staff are not aware of formal early literacy best practices promoted by OWWL. This feedback is helpful. As part of the upcoming Plan of Service work, OWWL will review how early literacy support is defined, communicated, and delivered across the system. This will allow us to ensure that best practices are clearly identified, easily accessible, and aligned with the support libraries need.

11. Professional Development and Training

Ratings

- Very satisfied: 25 (100.0%)

Additional comments (1)

1. We're very fortunate to have great access to these learning opportunities.
2. More in person meetings and outside speakers on timely topics
3. Throughout my years working in an OWWL library, I have taken advantage of many valuable learning opportunities. In my new role as Director, I am even more appreciative of the wealth of professional development resources available. I greatly value the wide range of topics offered, as well as the flexibility to participate either in person or virtually. The training I have received has directly enhanced my effectiveness in this role and strengthened my ability to serve our patrons and the broader community.
4. Niche academy has been an extremely helpful addition to our toolbox. My staff has expressed a desire for more workshops and trainings coordinated by OWWL, especially in person (as opposed to shared from other organizations). I appreciate the access to a wide variety of webinars and trainings through OWWL.
5. I sincerely appreciate all the support and training for Directors that is offered by the System!
6. OWWL professional development is awesome.
7. It's great that we now have the option for workshops and training opportunities to be online, but they are often missing the interpersonal connections. I benefited so much more from the in-person workshops at the monthly System meetings. When in-person, your full attention is on the presenter, but via Zoom there's the temptation to "multi-task" during a training - which just means you're half-assing multiple things and probably not getting the full benefit of the training.
8. Everyone at OWWL helps library staff and trustees at every opportunity. This is an area where OWWL far exceeds expectations, they are a support for libraries that we rely on heavily to meet best practices.

9. I think that OWWL's efforts in this area have been incredible, even just making library staff aware of professional development areas that are available to them through outside organizations. I do think that additional information regarding the fiscal management of libraries would be helpful. As a current student working on an MLIS, there is a significant deficit in the area of fiscal management, and I believe that it is something that other library directors might struggle with as well.

OWWL Library System's Response to Comments

Thank you for the overwhelmingly positive feedback in this section. We are grateful for the recognition of OWWL's professional development work, including the value of Niche Academy, director support, and the day-to-day responsiveness of staff. It is especially meaningful to hear that training has strengthened effectiveness in leadership roles and improved service to patrons.

We also appreciate the thoughtful requests for more in-person meetings, stronger interpersonal connection, and more outside speakers. OWWL serves a wide geographic area, and travel can be a significant barrier for many libraries, particularly smaller and more rural locations. Offering online options increases participation and access for libraries across the region.

In addition, the total cost of staff time and mileage for libraries attending in-person meetings can be substantial. For many libraries, online participation provides the best balance of accessibility, cost, and attendance. As an example, an average in-person meeting of 20 directors would cost our library community approximately \$2,500-\$4,000 in travel expenses. While this is not an exact translation to individual library budgets, it is one of the aggregate considerations the System takes into account when planning.

OWWL offers hybrid options when feasible and has added in-person System Meetings on alternating months from Director Advisory Committee meetings. Attendance patterns and cost will continue to guide how we structure professional development so that resources are used effectively and opportunities remain broadly accessible.

We also appreciate the suggestion for more fiscal management support. This is a recurring need for many directors, and it will be considered as part of future training priorities.

12. Consulting and Development Services

Ratings

- Very satisfied: 23 (92.0%)
- Somewhat satisfied: 2 (8.0%)

Additional comments (2)

1. I'd be lost without Ron's and the System's advice and support.
2. Guidance and support has been very helpful
3. Despite my many years of library experience, nothing could have fully prepared me for the wide range of complex challenges I encountered upon becoming Director of my current library. I am deeply grateful for the incredible support I have received from nearly every member of the OWWL team. Their guidance has been invaluable across numerous areas—including technology, budgeting, cataloging, human resources, outreach, library governance, and board of trustee matters, among others. I would like to especially acknowledge Ron Kirsop, whose exceptional assistance and steady support through many of these complex issues have been instrumental to my success in steadily making vital and healthy changes for the library.
4. Ron is always helpful with answering/finding information on any questions my Board or I have.
5. Ron Kirsop is prompt and very knowledgeable. He and the OWWL staff are an excellent resource
6. I appreciate this service very much!
7. The System has been very helpful with answering legal, financial, and HR questions. I just wish my Board would listen to what I tell them, without me having to say "Ron said..."
8. Again, Ron and everyone at OWWL is always willing to advise on library issues and goes above and beyond to give quality responses.
9. Top notch! Everyone, but especially Ron and Piety, is so responsive and helpful whenever it's needed. It's clear that OWWL goes above and beyond to provide the highest level of support to member libraries.

OWWL Library System's Response to Comments

Thank you for the strong feedback in this section. We are grateful for the trust libraries place in System staff for guidance on governance, budgeting, technology, human resources, and complex operational issues. It is also meaningful to hear that this support is helping directors navigate difficult challenges and make sustained improvements.

OWWL's goal in consulting and development is to provide accurate, timely, and practical support so libraries can make well-informed decisions. We appreciate the recognition of staff responsiveness and subject-matter expertise, and we remain committed to supporting member libraries with professionalism, care, and consistency.

13. Digitization Services

Ratings

- Very satisfied: 18 (72.0%)
- Never use: 7 (28.0%)

Additional comments (1)

1. I have not yet had the opportunity of this resource but look forward to doing so in the future.
2. Did the Local History Working Group meet this year?
3. I did not know this was a service, though I am happy to find out that it is! I have been looking into paying for a service to turn our microfilm into digital.

OWWL Library System's Response to Comments

Thank you for the feedback in this section. These comments highlight both appreciation for the service and an opportunity to improve awareness.

OWWL provides digitization lab equipment for loan and offers consultation to help libraries plan or implement digitization projects. These services are intended to support libraries in preserving and improving access to local history materials within available capacity and resources.

A comment also asked about the Local History Working Group. Interest and participation have been limited in recent years, and the group has not been a consistent active forum. OWWL is open to re-engaging this work if there is renewed interest from member libraries, and we will explore next steps as part of ongoing service planning.

We also appreciate hearing that libraries are exploring digitization needs such as microfilm conversion. Libraries are encouraged to contact the System early when considering these projects so we can help assess options and identify the most appropriate support.

14. Computer, Networking, and Technology Support

Ratings

- Very satisfied: 23 (92.0%)
- Somewhat satisfied: 2 (8.0%)

Additional comments (3)

1. We're very lucky to have an outstanding IT department.
2. The CANS dept is always helpful and resolves issues quickly. I am very thankful CANS is available when the Library has an issue that is Tech related
3. OWWL's IT team is extremely knowledgeable and go above and beyond to help!
4. Matt K is wonderful, and so is Daniel
5. This service is very helpful.
6. Not only is the System providing cost-saving IT support, they support they provide is both time-saving and headache-saving! Being able to submit tickets with all our tech questions

and issues, saves the library the cost, time, and head-aches of trying to figure things out on our own (and probably then only doing a mediocre job).

7. CANS IS THE BEST

OWWL Library System's Response to Comments

Thank you for the strong positive feedback in this section. We deeply appreciate hearing that the Computer and Network Services (CANS) teams are responsive, knowledgeable, and helpful. Comments about timeliness, ticketing support, and the cost and time savings of shared IT services reflect exactly what this goal area is intended to accomplish.

We are grateful for the recognition of individual staff as well. The work of maintaining reliable technology support across a diverse region is complex, and we value the partnership libraries bring when they submit clear tickets, communicate needs, and collaborate on solutions.

15. Awareness and Advocacy

Ratings

- Very satisfied: 18 (72.0%)
- Somewhat satisfied: 6 (24.0%)
- Never use: 1 (4.0%)

Additional comments (2)

1. Very helpful
2. I do wish we offered training on public speaking and how to connect with and talk to your local representatives.

OWWL Library System's Response to Comments

Thank you for the feedback and for the recognition that advocacy support is helpful. We appreciate that libraries view this as a valuable part of System work.

We also appreciate the request for training on public speaking and engaging local representatives. Advocacy work is most effective when it is supported by confident local leadership, and skill-building in this area can strengthen impact. OWWL will consider how training resources can be organized or expanded within available capacity as part of future service planning.

16. Communications among Member Libraries

Ratings

- Very satisfied: 20 (80.0%)
- Somewhat satisfied: 5 (20.0%)

Additional comments (3)

1. Still miss our monthly meetings!
2. I only wish there was less to communicate. It's difficult to keep up-to-date on all the things, but having access to past publications helps.
3. Would love to see Ontario County directors meet on a regular basis, but I know that is more up to the directors than it is to OWWL.

OWWL Library System's Response to Comments

Thank you for the feedback in this section. These comments reflect two related needs: continued opportunities for connection, and a desire to reduce communication overload. Both are valid. Libraries operate in a complex environment shaped by legal requirements, regulations, funding rules, and changing service expectations. Staying informed is part of the work, and it can also feel difficult to keep up.

OWWL provides structured communications through tools such as the Director Briefing and the OWWL Post, and we will continue refining how information is organized so key items are easier to track and reference.

Regarding director meetups, OWWL has supported these efforts by planning, funding, and attending when possible. Participation ultimately depends on member director interest and availability. OWWL remains willing to help create forums for peer connection, while recognizing that engagement must come from the membership.

17. Collaborative Efforts with Other Library Systems

Ratings

- Very satisfied: 23 (92.0%)
- Somewhat satisfied: 2 (8.0%)

Additional comments (1)

1. Staff and Board noted there was no one present from System when three libraries/members were recognized regionally. Staff were proud of their achievements and would have liked to have the System acknowledge as well. Elected officials were present.

OWWL Library System's Response to Comments

Thank you for raising the importance of recognition and visibility when libraries are honored for their work. OWWL values opportunities to celebrate member achievements and understands the disappointment expressed when System staff were not present at a regional recognition event.

OWWL is a small organization with limited staff capacity, and staff availability is affected by competing obligations, project timelines, and scheduling conflicts. We make every effort to attend important events and meetings, but we cannot always be present at every recognition opportunity. OWWL remains committed to supporting member libraries and acknowledging accomplishments whenever possible, including through System communications and engagement.

18. Construction

Ratings

- Very satisfied: 19 (76.0%)
- Never use: 5 (20.0%)
- Somewhat satisfied: 1 (4.0%)

Additional comments (2)

1. Guidance has been very helpful and funding has supported building needs and updates.
2. We have not used this service in five years.

OWWL Library System's Response to Comments

Thank you for the positive feedback about construction guidance and funding support. We appreciate hearing that this assistance has been helpful for building needs and updates.

Construction support is a service that libraries use as major capital needs arise, so it may not be used regularly by every library. OWWL provides guidance on construction planning, funding opportunities, and the overall application process for library construction aid and related initiatives.

Libraries considering future construction projects are encouraged to plan early. For the state construction aid cycle, the intent to apply is typically due each May for that application year, and this schedule is consistent from year to year. Early planning helps libraries position projects effectively and meet required deadlines.

Conclusion

The 2025 System Satisfaction Survey reflects strong confidence in OWWL Library System services and support. Member library directors and staff reported high satisfaction across all areas of the Plan of Service, and written comments frequently recognized the value of System staff, shared resources, and the practical impact of services on local operations.

The survey also highlights the realities of delivering system-wide services across a large geographic region with varied library sizes, staffing levels, and community needs. In particular, comments related to delivery frequency, digital collection demand, communication volume, and training preferences underscore the ongoing need to balance responsiveness with sustainability, equity, and cost effectiveness.

OWWL is grateful for the time and thought respondents invested in this survey. Feedback from both positive and critical comments will be used in service planning and in development of the upcoming Plan of Service. Where awareness gaps were identified, OWWL will continue to strengthen communication and guidance so libraries can make full use of available services. Where requests for expansion were raised, OWWL will evaluate options within available funding and capacity, with a continued focus on strategies that support member libraries at scale.

Report compiled by:
Ronald Kirsop
Executive Director
OWWL Library System

Approved by the OWWL Library System Board of Trustees on January 14, 2026