

**Staff - Buffalo & Erie County Public Library System - Planning for the Future.**  
***Thank you for taking the survey. Your responses are anonymous.***

\* 1. **As an employee, in your opinion, which of the following would you use to describe your Library?**

**Select all that apply.**

The exterior of the facility is appealing and welcoming

The interior of the facility is appealing and welcoming

Staff make the library a welcoming place

A fun place to go

A good value

A place for community

A place to learn and discover

A place for entertainment

A place to read

A place to use a computer or free WiFi

A place to take a computer class

A place to use a meeting room

A safe place

An unwelcoming place because of the staff

An unwelcoming place because of the facility

Other (please specify)

\* 2. In your opinion, how important are these Library services to the COMMUNITY?

	Very Important	Important	Somewhat Important	Not Important
Borrowing items (books, DVDs, music, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attending free events /programs at the library- (storytimes, computer training, book discussions, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Free WiFi	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public computers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online databases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meeting room use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing a space for the distribution of community flyers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Borrowing from one library and returning to another	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Borrowing from libraries outside of Erie County (ILL)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Downloading books or music	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library outreach in the community (such as Canalside, schools, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\* 3. In your opinion, is it easy for a patron to...

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree
Borrow /check out books and/or other materials at the self checkout stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Find books and other materials in the library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attend programs or events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Download books from the website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Download music from the website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Manage "My Account" online	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get information about library services from the Library System website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get information about library services from staff members	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get information about library services over the phone (through the System's eBranch info line 858-8900)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get information about library services over the phone when one calls my library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Find information about library services through social media	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use the Library catalog	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**\* 4. Please select the top ten service priorities the Library System should focus on in the next 5 years.**

**(Select up to ten choices.)**

- |   |   |
|---|---|
| <input type="checkbox"/> Expand the collection  | <input type="checkbox"/> Offer more adult programs  |
| <input type="checkbox"/> Expand the digital (downloadable books) collection             | <input type="checkbox"/> Offer more family programs   |
| <input type="checkbox"/> Extend open hours  | <input type="checkbox"/> Better serve the underserved including neighborhoods without libraries |
| <input type="checkbox"/> Extend loan periods  | <input type="checkbox"/> Improve customer service   |
| <input type="checkbox"/> Provide more services for the unemployed                       | <input type="checkbox"/> Market Library services  |
| <input type="checkbox"/> Provide more services to new immigrant populations             | <input type="checkbox"/> Add more foreign language material                                     |
| <input type="checkbox"/> Provide more services on health and wellness                   | <input type="checkbox"/> Expand technology training   |
| <input type="checkbox"/> Provide more MakerSpace technology (such as 3D printers, etc.) | <input type="checkbox"/> Loan technology equipment such as WiFi Hotspots, iPads, eReaders, etc. |
| <input type="checkbox"/> Offer more children's events and programs                      | <input type="checkbox"/> Offer more displays from Rare & Special Collections                    |
| <input type="checkbox"/> Offer more young adult events and programs                     | <input type="checkbox"/> Promote the Rare & Special Collections more                            |

Other (please specify)

**5. What are your suggestions for improving centralized collection development?**

**6. What types of tools / training do you feel are needed for staff to provide excellent Customer Service to patrons?**

\* 7. Which of the following types of training should be provided to employees?

Select all that apply.

- |  |   |
|--|---|
| <input type="checkbox"/> Advocacy/ awareness   | <input type="checkbox"/> Tips on offering public programming  |
| <input type="checkbox"/> Awareness and enforcement of Library policies                               | <input type="checkbox"/> How to weed collections  |
| <input type="checkbox"/> Working with special populations  | <input type="checkbox"/> Management Skills  |
| <input type="checkbox"/> Working with board members/ friends groups / volunteers / elected officials | <input type="checkbox"/> How to download books from the library                                     |
| <input type="checkbox"/> How best to use social media for your library                               | <input type="checkbox"/> Technology training (please provide specific types in the "other section") |
| <input type="checkbox"/> How to market your library  |   |

Other (please be specific)

8. Managers and Directors, would you like to see the System provide more assistance in any of the following?

Select all that apply.

- |   |   |
|---|---|
| <input type="checkbox"/> Public programming / event programming | <input type="checkbox"/> Budgets              |
| <input type="checkbox"/> Grant writing                          | <input type="checkbox"/> Grant administration |
| <input type="checkbox"/> Library governance                     | <input type="checkbox"/> Facility planning    |
| <input type="checkbox"/> Operations & sustainability            |   |

Other (please be specific)

9. Are there any programs or services that you would like to see initiated and coordinated through the System for member libraries and branches that are not already provided?

\* 10. Which methods below do you, or would you, find effective for internal library communications?

**Select all that apply.**

- Library website
- Library Intranet / Intranet Forums
- Library's Social Media Outlets - Facebook, Twitter, Pinterest, Instagram, Flickr, YouTube, Tumblr
- Email
- Phone
- In person / Site visits
- Staff Forums (in person quarterly meetings or listening to the audio recording of the meeting)
- Web conferencing (BigBlueButton)
- Instant messaging
- Text messaging
- Document Sharing (Dropbox, Google Drive)

Other (please specify)

\* 11. What is the ONE best method from the list below for you to get information about Library System initiatives, policies, events, etc.?

- |   |  |
|---|--|
| <input type="radio"/> Library website   | <input type="radio"/> Staff Forums (in person quarterly meetings or listening to the audio recording of the meeting) |
| <input type="radio"/> Library Intranet / Intranet Forums  | <input type="radio"/> Web conferencing (BigBlueButton)   |
| <input type="radio"/> Library's Social Media Outlets - Facebook, Twitter, Pinterest, Instagram, Flickr, YouTube, Tumblr | <input type="radio"/> Instant messaging  |
| <input type="radio"/> Email   | <input type="radio"/> Text messaging   |
| <input type="radio"/> Phone   | <input type="radio"/> Document Sharing (Dropbox, Google Drive)   |
| <input type="radio"/> In person / Site visits   |  |

Other (please specify)

\* 12. How would you rate the frequency of Library System communications to employees?

- |                                  |   |
|----------------------------------|---|
| <input type="radio"/> Too often  | <input type="radio"/> Not often enough                              |
| <input type="radio"/> Just right | <input type="radio"/> I don't receive Library System communications |

**13. Do you have suggestions for improving communication, either from the System or between branches?**

**14. Managers and Directors, how can the System be of assistance to you with desired construction projects?**

- Provide additional information on the State Aid for Libraries Construction Program
- Provide guidance and assistance in assessing construction needs
- Provide assistance in determining priorities
- Review draft applications

Other (please specify)

**15. To make the library better for patrons, I would suggest.....**

**16. To make the library better for employees, I would suggest.....**

**\* 17. Overall, how important do you think the library is to Erie County residents?**

Very Important

Important

Somewhat Important

Not Important

**18. Please select which Library you work at?**

**\* 19. I have worked at a library in the Buffalo & Erie County Public Library System for ...**

- Less than one year
- 1 - 2 years
- 3 - 5 years
- 6 - 10 years
- 11 - 20 years
- 21 - 30 years
- 30 + years