

Plan of Service Survey 2020

Thank you so much for sharing your thoughts with us as we begin to collect input for our 2022-2026 Plan of Service.

In this survey, we have organized each group of questions to focus on a particular department or service offered by Mid York. For each service area, we are asking you to rate: how frequently you use that service, how important that service is to your library, and how good we're doing at providing that service to you.

If in your role at your library you are less familiar with a particular department, you will be able to skip questions that relate to those services.

* Required

1. Which library do you represent? *

2. What is your role at the library? *

Mark only one oval.

- ☐ Director/Manager
- ☐ Staff
- ☐ Trustee

Automation/IT

The IT/Automation department is led by Linda Welytok and includes Judi Boniface, Marshal Smith, and Andrea Torres-Clyne. Together they provide access to: the centralized circulation system, secure network & Internet access, Gmail, website hosting, holds management, custom reports, technology purchasing, installation, and ongoing support.

3. How frequently do you use custom reports from Mid York?

Custom reports include ones such as dusty book reports for weeding, circulation stats for new items, nonfiction circ by dewey number range, current patrons with notes on their records... These are not the regular daily or monthly stats that are sent out, but are typically requested by individual libraries.

Mark only one oval.

- ☐ Never *Skip to question 6*
- ☐ Rarely
- ☐ Occasionally
- ☐ Frequently
- ☐ Always

Automation - custom reports

4. How important are custom reports to your library?

Mark only one oval.

- ☐ Never use
- ☐ Not that important
- ☐ Somewhat important
- ☐ Very important
- ☐ Essential

5. How would you rate the quality of custom reports from Mid York?

Mark only one oval.

- ☐ Never use
- ☐ Poor
- ☐ Acceptable
- ☐ Good
- ☐ Excellent

Automation - holds management

6. How frequently do you use Mid York for holds management?

Holds management includes reviewing patrons' holds and make sure they are being filled as quickly as possible. We produce reports to see if libraries have enough copies to meet their patron's needs and if not we ask if anyone will purchase more copies. We also notify patrons when their holds can't be filled so they aren't waiting for something they will never receive.

Mark only one oval.

- ☐ Never *Skip to question 9*
- ☐ Rarely
- ☐ Occasionally
- ☐ Frequently
- ☐ Always

Automation - holds management pt 2

7. How important is holds management at Mid York to your library?

Mark only one oval.

- ☐ Never use
- ☐ Not that important
- ☐ Somewhat important
- ☐ Very important
- ☐ Essential

8. How would you rate the quality of holds management at Mid York?

Mark only one oval.

- ☐ Never use
- ☐ Poor
- ☐ Acceptable
- ☐ Good
- ☐ Excellent

Automation - purchasing recommendations

9. How frequently do you use Mid York for recommendations for purchasing of new equipment/software?

Mark only one oval.

- ☐ Never *Skip to question 12*
- ☐ Rarely
- ☐ Occasionally
- ☐ Frequently
- ☐ Always

Automation - purchasing recommendations

10. How important are recommendations for purchasing of new equipment/software to your library?

Mark only one oval.

- ☐ Never use
- ☐ Not that important
- ☐ Somewhat important
- ☐ Very important
- ☐ Essential

11. How would you rate the quality of recommendations for purchasing of new equipment/software?

Mark only one oval.

- ☐ Never use
- ☐ Poor
- ☐ Acceptable
- ☐ Good
- ☐ Excellent

Automation - installations

12. How frequently do you use Mid York for installation & setup of new equipment/software?

Mark only one oval.

- ☐ Never *Skip to question 15*
- ☐ Rarely
- ☐ Occasionally
- ☐ Frequently
- ☐ Always

Automation - installations pt 2

13. How important is installation & setup of new equipment/software?

Mark only one oval.

- ☐ Never use
- ☐ Not that important
- ☐ Somewhat important
- ☐ Very important
- ☐ Essential

14. How would you rate the quality of installation & setup of new equipment/software?

Mark only one oval.

- ☐ Never use
- ☐ Poor
- ☐ Acceptable
- ☐ Good
- ☐ Excellent

Automation - troubleshooting

15. How frequently do you use Mid York for troubleshooting of new equipment/software?

Mark only one oval.

- ☐ Never *Skip to question 18*
- ☐ Rarely
- ☐ Occasionally
- ☐ Frequently
- ☐ Always

Automation - troubleshooting pt 2

16. How important is troubleshooting of new equipment/software?

Mark only one oval.

- ☐ Never use
- ☐ Not that important
- ☐ Somewhat important
- ☐ Very important
- ☐ Essential

17. How would you rate the quality of troubleshooting new equipment/software?

Mark only one oval.

- ☐ Never use
- ☐ Poor
- ☐ Acceptable
- ☐ Good
- ☐ Excellent

Automation - other

18. Please rank the following new services:

Mark only one oval per row.

	First choice	Second choice	Third choice	Fourth choice
Text message notifications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Expanded WiFi in library buildings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Broadband improvements for performance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Self-checkout stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

19. To increase consistency in circulation policies across the system, would you be willing to change your library policies?

Policies may include: fines, loan periods

Mark only one oval.

☐ Yes

☐ No

**Technical
Services
Department**

The technical services department is led by Heather Urtz and includes Inga Rudd. It includes cataloging (both send-in and scan-in) and processing of physical materials. It does not include processing completed by Ingram.

20. Do you use the Technical Services department at Mid York? *

Mark only one oval.

☐ Yes *Skip to question 21*

☐ No *Skip to question 31*

Technical Services - cataloging

21. How frequently do you use Mid York for creating catalog records using scan in?

Mark only one oval.

☐ Never

☐ Rarely

☐ Occasionally

☐ Frequently

☐ Always

22. How frequently do you use Mid York for creating catalog records using send in?

Mark only one oval.

☐ Never

☐ Rarely

☐ Occasionally

☐ Frequently

☐ Always

Technical Services - cataloging pt 2

23. How important is creating catalog records at Mid York to your library?

Mark only one oval.

- ☐ Never use
- ☐ Not that important
- ☐ Somewhat important
- ☐ Very important
- ☐ Essential

24. How would you rate the quality of catalog records as provided by Mid York?

Mark only one oval.

- ☐ Never use
- ☐ Poor
- ☐ Acceptable
- ☐ Good
- ☐ Excellent

Technical Services - processing books

25. How frequently do you use Mid York for processing of books?

Mark only one oval.

- ☐ Never *Skip to question 28*
- ☐ Rarely
- ☐ Occasionally
- ☐ Frequently
- ☐ Always

Technical Services - processing books pt 2

26. How important is processing of books by Mid York to your library?

Mark only one oval.

- ☐ Never use
- ☐ Not that important
- ☐ Somewhat important
- ☐ Very important
- ☐ Essential

27. How would you rate the quality of processing of books by Mid York?

Mark only one oval.

- ☐ Never use
- ☐ Poor
- ☐ Acceptable
- ☐ Good
- ☐ Excellent

Technical Services - processing AV

28. How frequently do you use Mid York for processing of AV materials?

Mark only one oval.

- ☐ Never *Skip to question 31*
- ☐ Rarely
- ☐ Occasionally
- ☐ Frequently
- ☐ Always

Technical Services - processing AV pt 2

29. How important is processing of AV materials by Mid York to your library?

Mark only one oval.

- ☐ Never use
- ☐ Not that important
- ☐ Somewhat important
- ☐ Very important
- ☐ Essential

30. How would you rate the quality of processing of AV materials by Mid York?

Mark only one oval.

- ☐ Never use
- ☐ Poor
- ☐ Acceptable
- ☐ Good
- ☐ Excellent

Lending Department

The lending department is lead by Leslie Stolins and includes Jon Acker and Kevin Decent. The department is responsible for: ILL (for lending outside of the system), rotating large type collections, delivery sorting (*not delivery drivers), and print jobs. Leslie is also the Outreach Librarian.

31. Do you use the lending department? *

Mark only one oval.

- ☐ Yes *Skip to question 32*
- ☐ No *Skip to question 44*

Skip to question 15

Lending - ILL

32. How frequently do you use ILL (aka WorldShare)?

Mark only one oval.

- ☐ Never *Skip to question 35*
- ☐ Rarely
- ☐ Occasionally
- ☐ Frequently
- ☐ Always

Lending - ILL pt 2

33. How important is ILL/WorldShare as provided by Mid York to your library?

Mark only one oval.

- ☐ Never use
- ☐ Not that important
- ☐ Somewhat important
- ☐ Very important
- ☐ Essential

34. How would you rate the quality of ILL/WorldShare?

Mark only one oval.

- ☐ Never use
- ☐ Poor
- ☐ Acceptable
- ☐ Good
- ☐ Excellent

Lending - printing

35. How frequently do you use printing services as provided by Mid York?

Mark only one oval.

- ☐ Never *Skip to question 38*
- ☐ Rarely
- ☐ Occasionally
- ☐ Frequently
- ☐ Always

Lending - printing pt 2

36. How important are printing services as provided by Mid York to your library?

Mark only one oval.

- ☐ Never use
- ☐ Not that important
- ☐ Somewhat important
- ☐ Very important
- ☐ Essential

37. How would you rate the quality of printing services as provided by Mid York?

Mark only one oval.

- ☐ Never use
- ☐ Poor
- ☐ Acceptable
- ☐ Good
- ☐ Excellent

Lending - LT

38. How frequently do you use the rotating large type (LT) collections provided by Mid York?

Mark only one oval.

- ☐ Never *Skip to question 41*
- ☐ Rarely
- ☐ Occasionally
- ☐ Frequently
- ☐ Always

Lending - LT pt 2

39. How important are the rotating LT collections provided by Mid York to your library?

Mark only one oval.

- ☐ Never use
- ☐ Not that important
- ☐ Somewhat important
- ☐ Very important
- ☐ Essential

40. How would you rate the quality of the rotating LT collections provided by Mid York?

Mark only one oval.

- ☐ Never use
- ☐ Poor
- ☐ Acceptable
- ☐ Good
- ☐ Excellent

Lending - Pop-Up

41. How frequently do you use the Pop-Up Library provided by Mid York?

Mark only one oval.

- ☐ Never *Skip to question 44*
- ☐ Rarely
- ☐ Occasionally
- ☐ Frequently
- ☐ Always

Lending - Pop-up pt 2

42. How important is the Pop-Up Library provided by Mid York to your library?

Mark only one oval.

- ☐ Never use
- ☐ Not that important
- ☐ Somewhat important
- ☐ Very important
- ☐ Essential

43. How would you rate the quality of the Pop-Up Library provided by Mid York?

Mark only one oval.

- ☐ Never use
- ☐ Poor
- ☐ Acceptable
- ☐ Good
- ☐ Excellent

Business Office

The Business Office is managed by Jeff Wooldridge and includes Sandy Lopata as well as Delivery and Bldg Mgt staff members Steve Reynolds, Brian Lazore, Ron Wuethrich and Dave Geer. We are responsible for all System financial management and member financial consultations as well as all reporting compliance issues such as the Annual Report Financial Section ,Annual Update Document and our annual financial statement audit.. The Business Office coordinates the daily delivery service with ILL and our members as well as headquarters facility management, The Business Office also manages all System HR and payroll issues and compliance.

44. Do you use the business office? *

Mark only one oval.

- ☐ Yes *Skip to question 45*
- ☐ No *Skip to question 60*

Business Office - delivery

45. How frequently do you use Mid York for daily delivery?

Mark only one oval.

- ☐ Once per week
- ☐ 2 times per week
- ☐ 3 times per week
- ☐ 4 times per week
- ☐ 5 times per week

46. How important is daily delivery from Mid York to your library?

Mark only one oval.

- ☐ Never use
- ☐ Not that important
- ☐ Somewhat important
- ☐ Very important
- ☐ Essential

47. How would you rate the quality of delivery services from Mid York?

Mark only one oval.

- ☐ Never use
- ☐ Poor
- ☐ Acceptable
- ☐ Good
- ☐ Excellent

Business Office - purchasing

48. How frequently do you use Mid York for coordinated purchasing of books & materials?

Mark only one oval.

- ☐ Never *Skip to question 51*
- ☐ Rarely
- ☐ Occasionally
- ☐ Frequently
- ☐ Always

Business Office - purchasing pt 2

49. How important is coordinated purchasing through Mid York to your library?

Mark only one oval.

- ☐ Never use
- ☐ Not that important
- ☐ Somewhat important
- ☐ Very important
- ☐ Essential

50. How would you rate the quality of coordinated purchasing from Mid York?

Mark only one oval.

- ☐ Never use
- ☐ Poor
- ☐ Acceptable
- ☐ Good
- ☐ Excellent

Business Office - payroll

51. How frequently do you use Mid York for payroll services?

Mark only one oval.

- ☐ Never *Skip to question 54*
- ☐ Rarely
- ☐ Occasionally
- ☐ Frequently
- ☐ Always

Business Office - payroll pt 2

52. How important are payroll services through Mid York to your library?

Mark only one oval.

- ☐ Never use
- ☐ Not that important
- ☐ Somewhat important
- ☐ Very important
- ☐ Essential

53. How would you rate the quality of payroll services from Mid York?

Mark only one oval.

- ☐ Never use
- ☐ Poor
- ☐ Acceptable
- ☐ Good
- ☐ Excellent

Business Office - insurance

54. How frequently do you use Mid York for insurance (ex. health ins)?

Mark only one oval.

- ☐ Never *Skip to question 57*
- ☐ Rarely
- ☐ Occasionally
- ☐ Frequently
- ☐ Always

Business Office - insurance pt 2

55. How important is insurance from Mid York to your library?

Mark only one oval.

- ☐ Never use
- ☐ Not that important
- ☐ Somewhat important
- ☐ Very important
- ☐ Essential

56. How would you rate the quality of insurance from Mid York?

Mark only one oval.

- ☐ Never use
- ☐ Poor
- ☐ Acceptable
- ☐ Good
- ☐ Excellent

Business
Office - AP
accounting

We have the ability to provide accounting reports and print checks for the members in case the library does not have a full-time treasurer or prefers to alleviate the director of such duties

57. How frequently do you use Mid York for AP accounting services?

Mark only one oval.

- ☐ Never *Skip to question 60*
- ☐ Rarely
- ☐ Occasionally
- ☐ Frequently
- ☐ Always

Business Office - AP accounting pt 2

58. How important is AP accounting services to your library?

Mark only one oval.

- ☐ Never use
- ☐ Not that important
- ☐ Somewhat important
- ☐ Very important
- ☐ Essential

59. How would you rate the quality of AP accounting services?

Mark only one oval.

- ☐ Never use
- ☐ Poor
- ☐ Acceptable
- ☐ Good
- ☐ Excellent

Construction Grant Consulting

60. How frequently have you consulted with Mid York on Construction grants?

Mark only one oval.

- ☐ Never *Skip to question 63*
- ☐ Rarely
- ☐ Occasionally
- ☐ Frequently
- ☐ Always

Construction Grant Consulting pt 2

61. How important is construction grant support from Mid York to your library?

Mark only one oval.

- ☐ Never use
- ☐ Not that important
- ☐ Somewhat important
- ☐ Very important
- ☐ Essential

62. How would you rate the quality of construction grant support as provided by Mid York?

Mark only one oval.

- ☐ Never use
- ☐ Poor
- ☐ Acceptable
- ☐ Good
- ☐ Excellent

Collection Development Consulting

63. How frequently have you consulted with Mid York on Collection Development?

Collection Development includes support and resources on upcoming titles, grant-related purchasing of materials, recommendations for increased diversity and inclusion, weeding materials, and use of space for collections.

Mark only one oval.

- ☐ Never *Skip to question 66*
- ☐ Rarely
- ☐ Occasionally
- ☐ Frequently
- ☐ Always

Collection Development Consulting pt 2

64. How important is collection development support from Mid York to your library?

Mark only one oval.

- ☐ Never use
- ☐ Not that important
- ☐ Somewhat important
- ☐ Very important
- ☐ Essential

65. How would you rate the quality of collection development support as provided by Mid York?

Mark only one oval.

- ☐ Never use
- ☐ Poor
- ☐ Acceptable
- ☐ Good
- ☐ Excellent

Youth Services Consulting

66. How frequently have you consulted with Mid York on Youth Services?

Youth services consulting includes providing professional development related to YS; collection development related to YS; providing programming kits for YS programs in-house; fostering collaboration with local schools and the school library systems.

Mark only one oval.

- ☐ Never *Skip to question 69*
- ☐ Rarely
- ☐ Occasionally
- ☐ Frequently
- ☐ Always

Youth Services Consulting pt 2

67. How important is youth services support from Mid York to your library?

Mark only one oval.

- ☐ Never use
- ☐ Not that important
- ☐ Somewhat important
- ☐ Very important
- ☐ Essential

68. How would you rate the quality of youth services support as provided by Mid York?

Mark only one oval.

- ☐ Never use
- ☐ Poor
- ☐ Acceptable
- ☐ Good
- ☐ Excellent

Business Office Consulting

69. How frequently have you consulted with Mid York on budgeting/cash management?

Mark only one oval.

- ☐ Never *Skip to question 72*
- ☐ Rarely
- ☐ Occasionally
- ☐ Frequently
- ☐ Always

Business Office Consulting - budgeting

70. How important is budgeting/cash management support from Mid York to your library?

Mark only one oval.

- ☐ Never use
- ☐ Not that important
- ☐ Somewhat important
- ☐ Very important
- ☐ Essential

71. How would you rate the quality of budgeting/cash management support as provided by Mid York?

Mark only one oval.

- ☐ Never use
- ☐ Poor
- ☐ Acceptable
- ☐ Good
- ☐ Excellent

Business Office Consulting - annual report financials

72. How frequently have you consulted with Mid York on the financial section of the annual report?

Mark only one oval.

- ☐ Never *Skip to question 75*
- ☐ Rarely
- ☐ Occasionally
- ☐ Frequently
- ☐ Always

Business Office Consulting - annual report financials pt 2

73. How important is support from Mid York on the financial section of the annual report to your library?

Mark only one oval.

- ☐ Never use
- ☐ Not that important
- ☐ Somewhat important
- ☐ Very important
- ☐ Essential

74. How would you rate the quality of support from Mid York on the financial section of the annual report?

Mark only one oval.

- ☐ Never use
- ☐ Poor
- ☐ Acceptable
- ☐ Good
- ☐ Excellent

Consulting - Advocacy

75. How frequently have you consulted with Mid York on advocacy?

Mark only one oval.

- ☐ Never *Skip to question 78*
- ☐ Rarely
- ☐ Occasionally
- ☐ Frequently
- ☐ Always

Consulting - advocacy pt 2

76. How important is support from Mid York on advocacy to your library?

Mark only one oval.

- ☐ Never use
- ☐ Not that important
- ☐ Somewhat important
- ☐ Very important
- ☐ Essential

77. How would you rate the quality of support from Mid York on advocacy?

Mark only one oval.

- ☐ Never use
- ☐ Poor
- ☐ Acceptable
- ☐ Good
- ☐ Excellent

Consulting - vote campaigns

78. How frequently have you consulted with Mid York on vote campaigns?

Mark only one oval.

- ☐ Never *Skip to question 81*
- ☐ Rarely
- ☐ Occasionally
- ☐ Frequently
- ☐ Always

Consulting - vote campaigns pt 2

79. How important is support from Mid York on vote campaigns to your library?

Mark only one oval.

- ☐ Never use
- ☐ Not that important
- ☐ Somewhat important
- ☐ Very important
- ☐ Essential

80. How would you rate the quality of support from Mid York on vote campaigns?

Mark only one oval.

- ☐ Never use
- ☐ Poor
- ☐ Acceptable
- ☐ Good
- ☐ Excellent

Digital Resources

81. How frequently do you promote OverDrive provided by Mid York?

Mark only one oval.

- ☐ Never
- ☐ Rarely
- ☐ Occasionally
- ☐ Frequently
- ☐ Always

82. How important is OverDrive to your library?

Mark only one oval.

- ☐ Never use
- ☐ Not that important
- ☐ Somewhat important
- ☐ Very important
- ☐ Essential

83. How would you rate the quality of the OverDrive collection as provided by Mid York?

Mark only one oval.

- ☐ Never use
- ☐ Poor
- ☐ Acceptable
- ☐ Good
- ☐ Excellent

84. How frequently do you promote RB Digital provided by Mid York?

Mark only one oval.

- ☐ Never
- ☐ Rarely
- ☐ Occasionally
- ☐ Frequently
- ☐ Always

85. How important is RB Digital to your library?

Mark only one oval.

- ☐ Never use
- ☐ Not that important
- ☐ Somewhat important
- ☐ Very important
- ☐ Essential

86. How would you rate the quality of the RB Digital collection as provided by Mid York?

Mark only one oval.

- ☐ Never use
- ☐ Poor
- ☐ Acceptable
- ☐ Good
- ☐ Excellent

87. How frequently do you promote Transparent Languages provided by Mid York?

Mark only one oval.

- ☐ Never
- ☐ Rarely
- ☐ Occasionally
- ☐ Frequently
- ☐ Always

88. How important is Transparent Languages to your library?

Mark only one oval.

- ☐ Never use
- ☐ Not that important
- ☐ Somewhat important
- ☐ Very important
- ☐ Essential

89. How would you rate the quality of Transparent Languages as provided by Mid York?

Mark only one oval.

- ☐ Never use
- ☐ Poor
- ☐ Acceptable
- ☐ Good
- ☐ Excellent

Online User Registration & Renewals

90. How frequently do you promote online user registration/renewals provided by Mid York?

Mark only one oval.

- ☐ Never
- ☐ Rarely
- ☐ Occasionally
- ☐ Frequently
- ☐ Always

91. How important is online user registration/renewals to your library?

Mark only one oval.

- ☐ Never use
- ☐ Not that important
- ☐ Somewhat important
- ☐ Very important
- ☐ Essential

92. How would you rate the quality of online user registration/renewals as provided by Mid York?

Mark only one oval.

- ☐ Never use
- ☐ Poor
- ☐ Acceptable
- ☐ Good
- ☐ Excellent

Continuing Education - staff

93. How frequently do you use Mid York for continuing education for staff?

Mark only one oval.

- ☐ Never *Skip to question 96*
- ☐ Rarely
- ☐ Occasionally
- ☐ Frequently
- ☐ Always

Continuing Education - staff pt 2

94. How important is continuing education for staff from Mid York to your library?

Mark only one oval.

- ☐ Never use
- ☐ Not that important
- ☐ Somewhat important
- ☐ Very important
- ☐ Essential

95. How would you rate the quality of continuing education for staff as provided by Mid York?

Mark only one oval.

- ☐ Never use
- ☐ Poor
- ☐ Acceptable
- ☐ Good
- ☐ Excellent

Continuing Education - trustees

96. How frequently do you use Mid York for continuing education for trustees?

Mark only one oval.

- ☐ Never *Skip to question 99*
- ☐ Rarely
- ☐ Occasionally
- ☐ Frequently
- ☐ Always

Continuing Education - trustees pt 2

97. How important is continuing education for trustees from Mid York to your library?

Mark only one oval.

- ☐ Never use
- ☐ Not that important
- ☐ Somewhat important
- ☐ Very important
- ☐ Essential

98. How would you rate the quality of continuing education for trustees as provided by Mid York?

Mark only one oval.

- ☐ Never use
- ☐ Poor
- ☐ Acceptable
- ☐ Good
- ☐ Excellent

Continuing Education - Niche Academy

99. How frequently do you use Mid York for continuing education through Niche Academy?

Mark only one oval.

- ☐ Never
- ☐ Rarely
- ☐ Occasionally
- ☐ Frequently
- ☐ Always

100. How important is continuing education through Niche Academy from Mid York to your library?

Mark only one oval.

- ☐ Never use
- ☐ Not that important
- ☐ Somewhat important
- ☐ Very important
- ☐ Essential

101. How would you rate the quality of continuing education through Niche Academy as provided by Mid York?

Mark only one oval.

- ☐ Never use
- ☐ Poor
- ☐ Acceptable
- ☐ Good
- ☐ Excellent

Thank you for your feedback!

102. Do you have any questions, comments, suggestions, or concerns?

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