What is your role at the library?
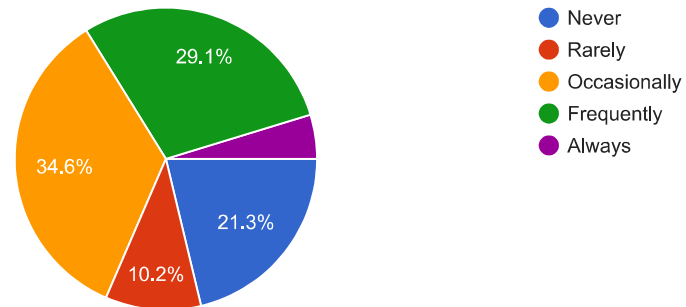
142 responses

- Director/Manager
- Staff
- Trustee

45.8%
21.1%
33.1%
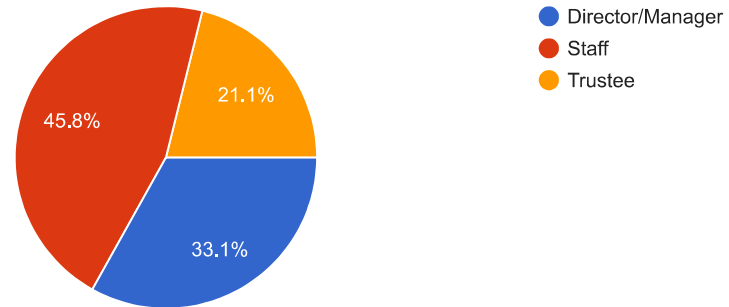
Automation/IT

How frequently do you use custom reports from Mid York?

127 responses

- Never
- Rarely
- Occasionally
- Frequently
- Always

29.1%
34.6%
10.2%
21.3%

Automation - custom reports

How important are custom reports to your library?

101 responses

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

37.6%
23.8%
34.7%
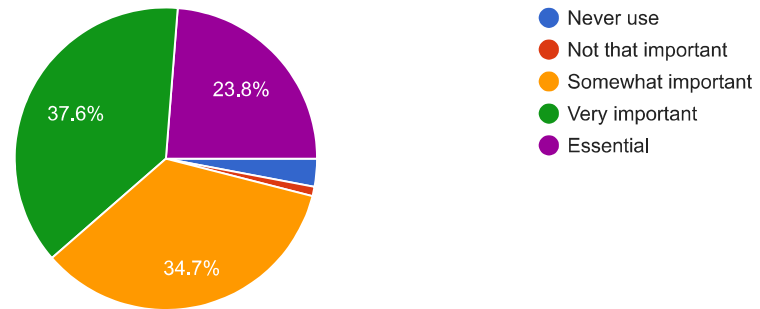
How would you rate the quality of custom reports from Mid York?

99 responses

- Never use
- Poor
- Acceptable
- Good
- Excellent

57.6%
31.3%
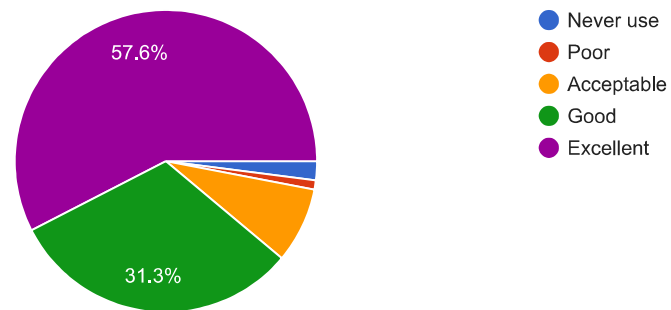
Automation - holds management

How frequently do you use Mid York for holds management?

120 responses

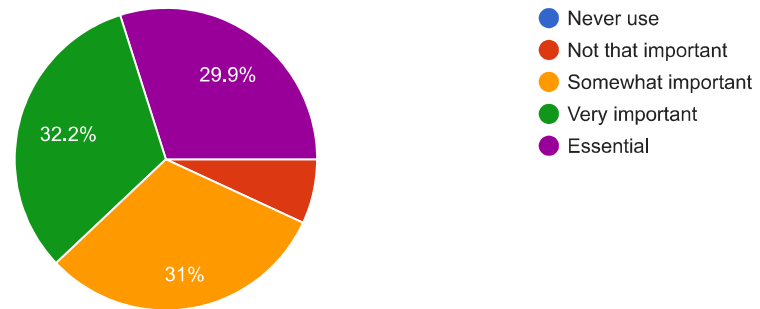
- Never
- Rarely
- Occasionally
- Frequently
- Always

28.3%
23.3%
18.3%
22.5%
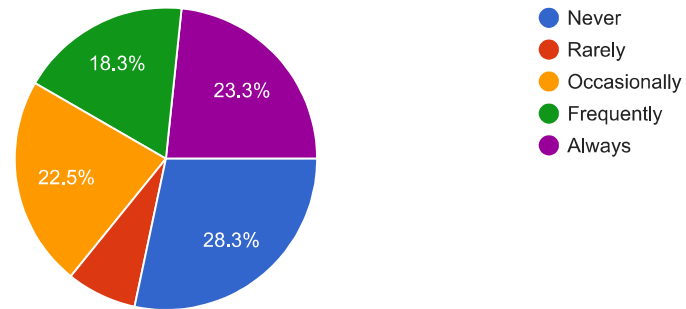
Automation - holds management pt 2

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

87 responses

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

29.9%
32.2%
31%

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

88 responses

- ● Never use
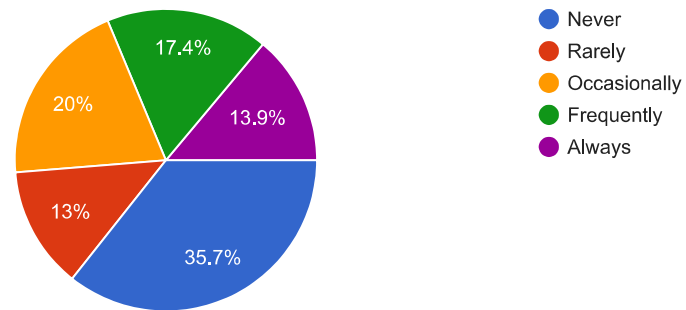- ● Poor
- ● Acceptable
- ● Good
- ● Excellent

61.4%
9.1%
29.5%
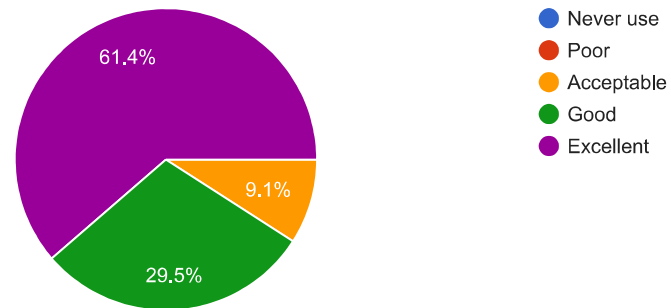
Automation - purchasing recommendations

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

115 responses

- ● Never
- ● Rarely
- ● Occasionally
- ● Frequently
- ● Always

17.4%
13.9%
20%
13%
35.7%
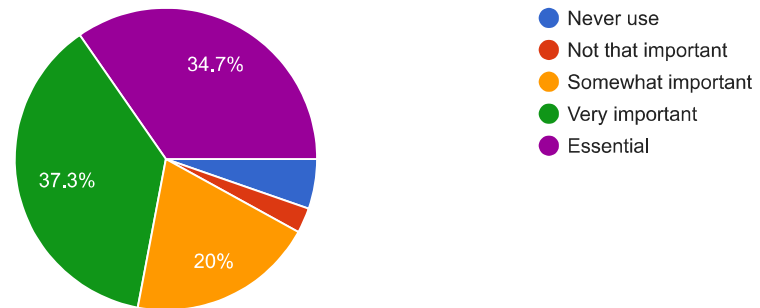
Automation - purchasing recommendations

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

75 responses

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

34.7%
37.3%
20%

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

72 responses

- ● Never use
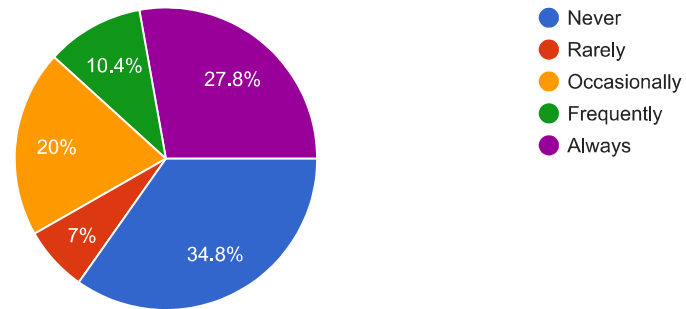- ● Poor
- ● Acceptable
- ● Good
- ● Excellent

61.1%
8.3%
22.2%
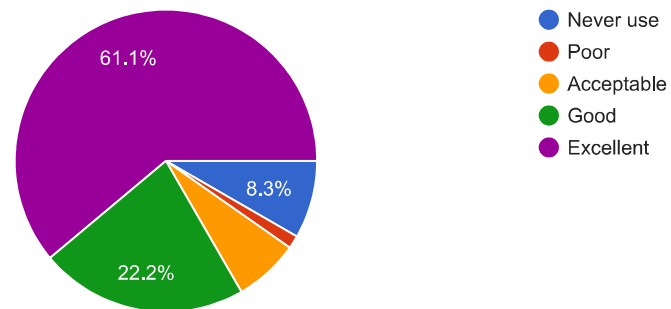
Automation - installations

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

115 responses

- Never
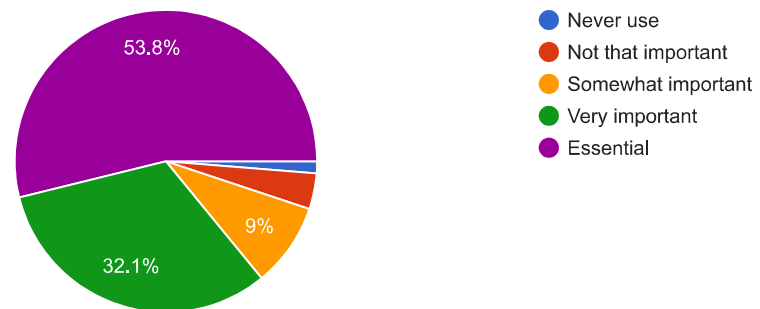- Rarely
- Occasionally
- Frequently
- Always

10.4%
27.8%
20%
7%
34.8%

Automation - installations pt 2

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

78 responses

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

53.8%
32.1%
9%

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

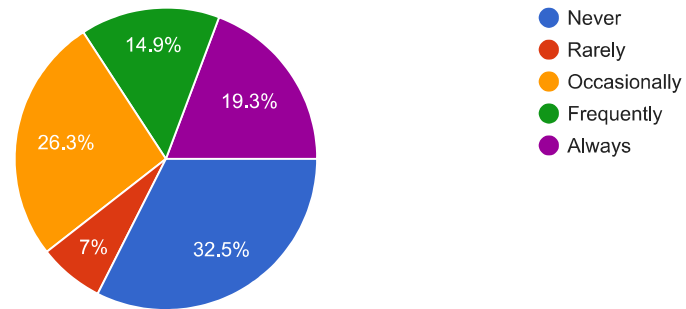75 responses

- Never use
- Poor
- Acceptable
- Good
- Excellent

72%

20%
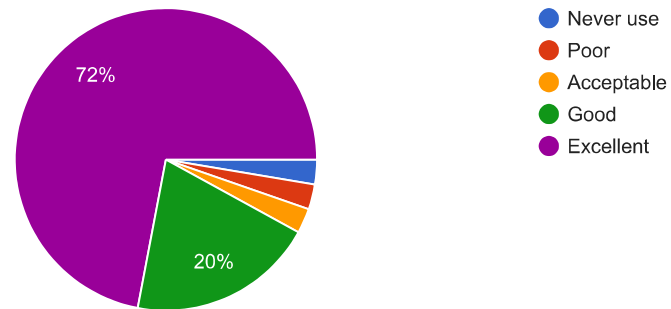
Automation - troubleshooting

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

114 responses

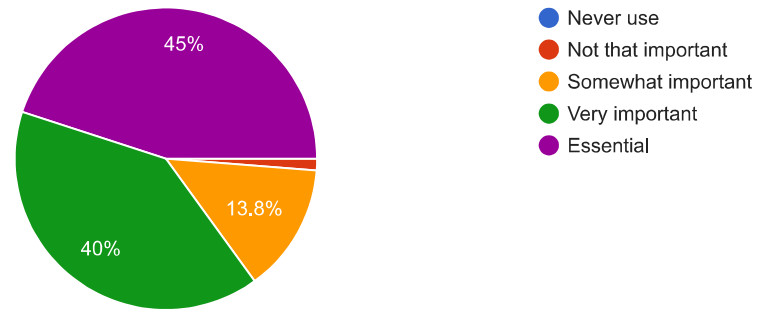- Never
- Rarely
- Occasionally
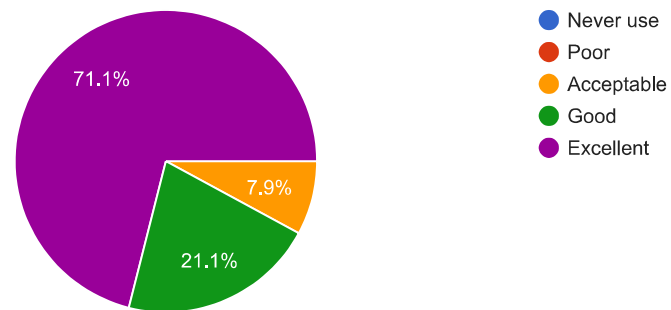- Frequently
- Always

14.9%

19.3%

26.3%

7%

32.5%

Automation - troubleshooting pt 2

How important is troubleshooting of new equipment/software?

80 responses

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

45%

40%

13.8%

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

76 responses

- ● Never use
- ● Poor
- ● Acceptable
- ● Good
- ● Excellent

71.1%

21.1%

7.9%

Automation - other

Please rank the following new services:

Legend: First choice (blue), Second choice (red), Third choice (yellow), Fourth choice (green)

Category	First choice	Second choice	Third choice	Fourth choice
Text message notifications	26	17	46	31
Expanded WiFi in library buildings	50	49	19	6
Broadband improvements for performance	38	44	30	9
Self-checkout stations	10	11	26	72
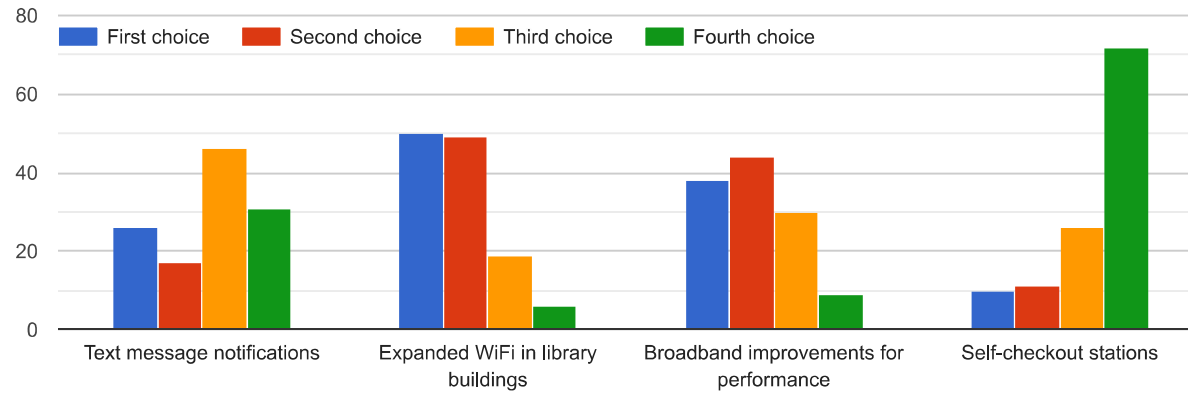
To increase consistency in circulation policies across the system, would you be willing to change your library policies?
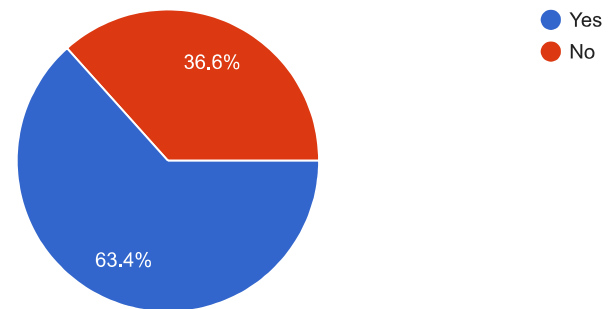
119 responses

- Yes — 83.2%
- No — 16.8%
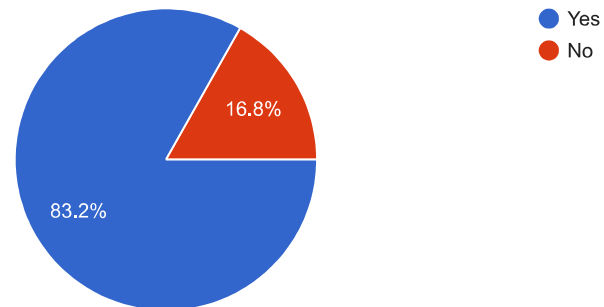
Technical Services Department

Do you use the Technical Services department at Mid York?

142 responses

- Yes
- No

36.6%

63.4%
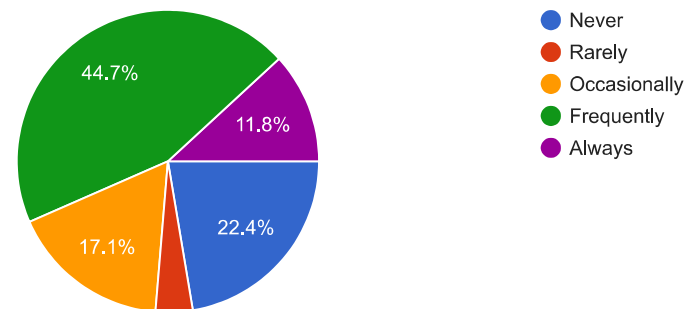
Technical Services - cataloging

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

76 responses

- Never
- Rarely
- Occasionally
- Frequently
- Always

44.7%

11.8%

22.4%

17.1%

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

75 responses

- 🔵 Never
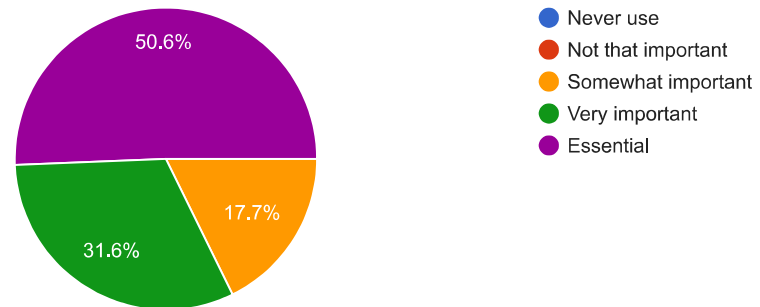- 🔴 Rarely
- 🟠 Occasionally
- 🟢 Frequently
- 🟣 Always

33.3%
12%
9.3%
40%
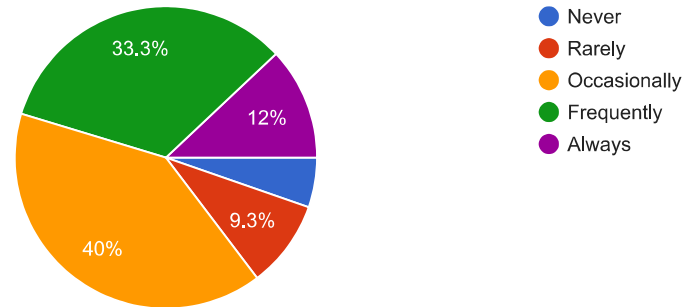
Technical Services - cataloging pt 2

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

79 responses

- 🔵 Never use
- 🔴 Not that important
- 🟠 Somewhat important
- 🟢 Very important
- 🟣 Essential

50.6%
17.7%
31.6%

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

79 responses

- 🔵 Never use
- 🔴 Poor
- 🟠 Acceptable
- 🟢 Good
- 🟣 Excellent

51.9%

43%
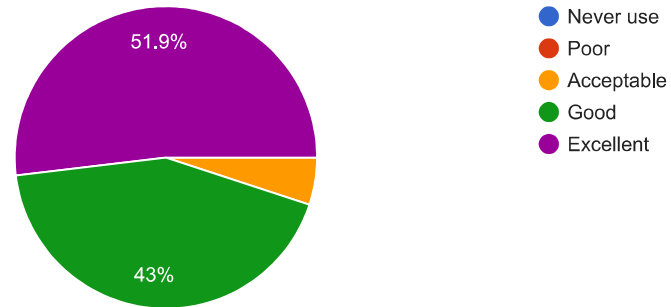
Technical Services – processing books

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

80 responses

- 🔵 Never
- 🔴 Rarely
- 🟠 Occasionally
- 🟢 Frequently
- 🟣 Always

38.7%

11.3%

10%

25%

15%
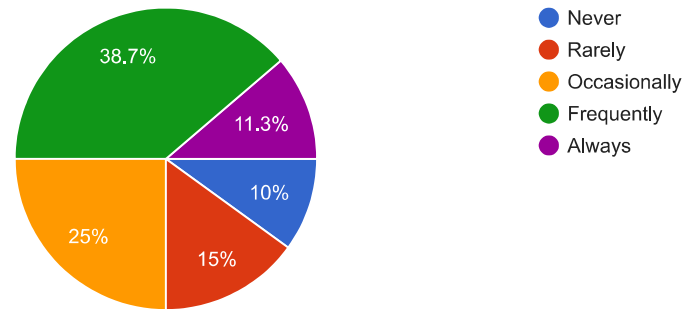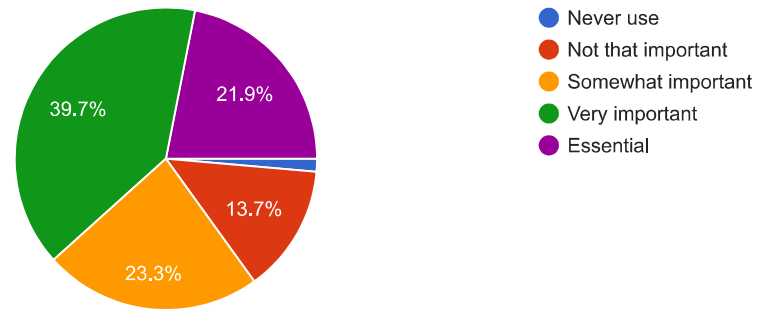
Technical Services – processing books pt 2

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

73 responses

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

39.7%
21.9%
13.7%
23.3%

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

69 responses

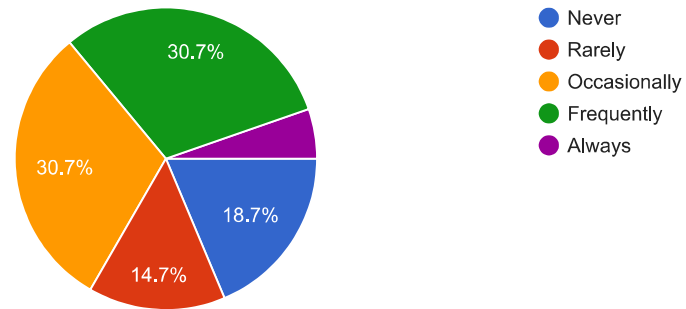- ● Never use
- ● Poor
- ● Acceptable
- ● Good
- ● Excellent

56.5%
36.2%
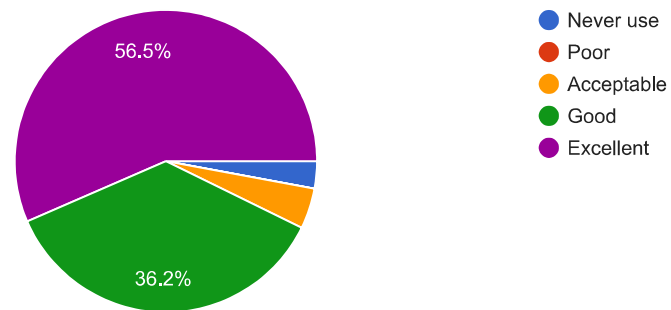
Technical Services - processing AV

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

75 responses

- Never
- Rarely
- Occasionally
- Frequently
- Always

30.7%
30.7%
18.7%
14.7%
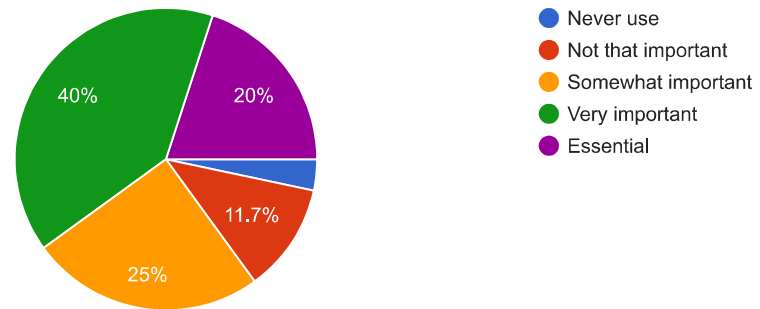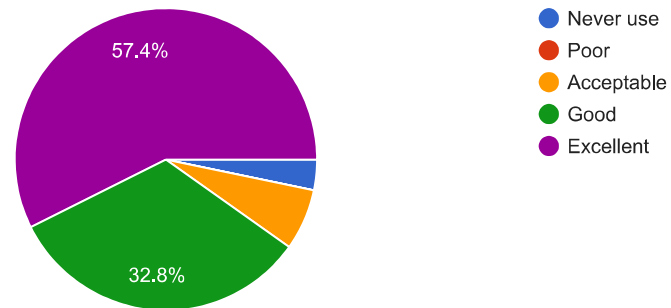
Technical Services - processing AV pt 2

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

60 responses

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

40%
20%
25%
11.7%

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

61 responses

- Never use
- Poor
- Acceptable
- Good
- Excellent

57.4%
32.8%

Lending Department

Do you use the lending department?

142 responses

- Yes
- No

28.2%
71.8%
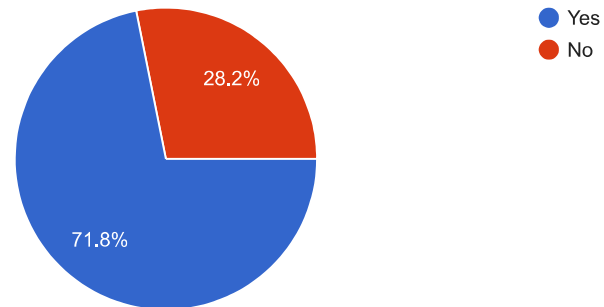
Lending - ILL

How frequently do you use ILL (aka WorldShare)?

94 responses

- Never
- Rarely
- Occasionally
- Frequently
- Always

23.4%
11.7%
35.1%
19.1%
10.6%
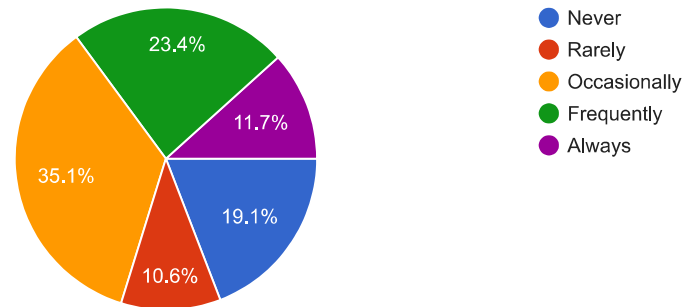
Lending - ILL pt 2

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

76 responses

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

27.6%
38.2%
9.2%
25%
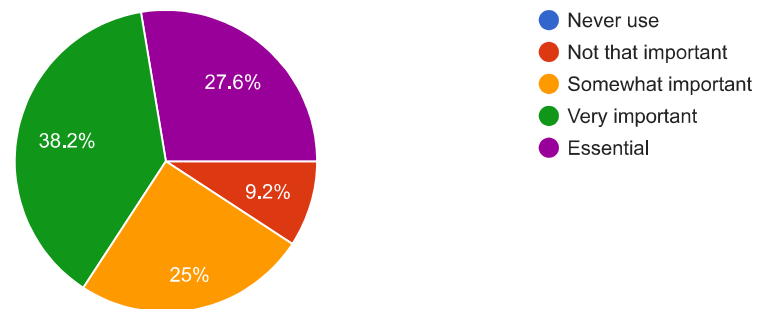
How would you rate the quality of ILL/WorldShare?

73 responses

- Never use
- Poor
- Acceptable
- Good
- Excellent

53.4%

9.6%

37%
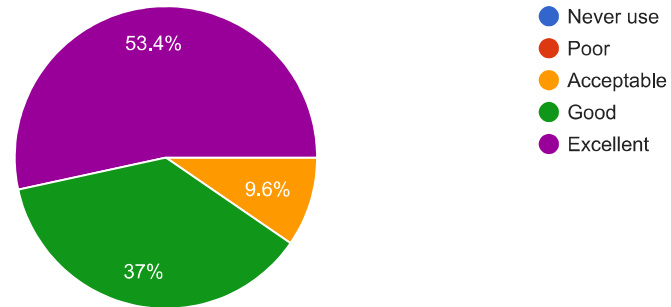
How frequently do you use printing services as provided by Mid York?

87 responses

- Never
- Rarely
- Occasionally
- Frequently
- Always

32.2%

8%

26.4%

32.2%
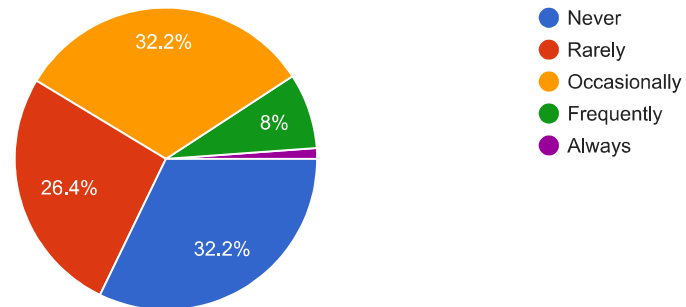
How important are printing services as provided by Mid York to your library?

58 responses

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

29.3%

39.7%

24.1%
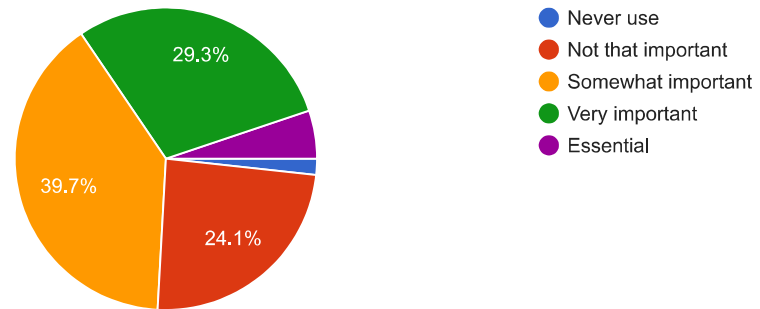
How would you rate the quality of printing services as provided by Mid York?
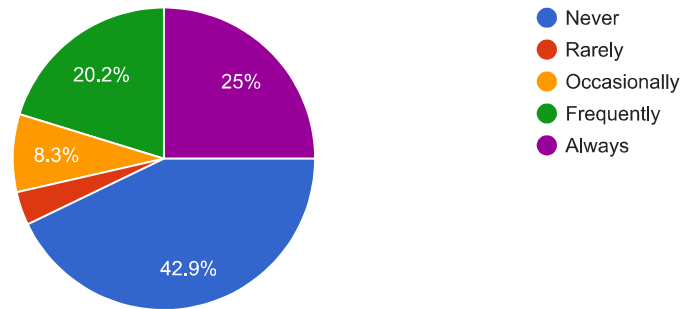
57 responses

- Never use
- Poor
- Acceptable
- Good
- Excellent

64.9%

22.8%
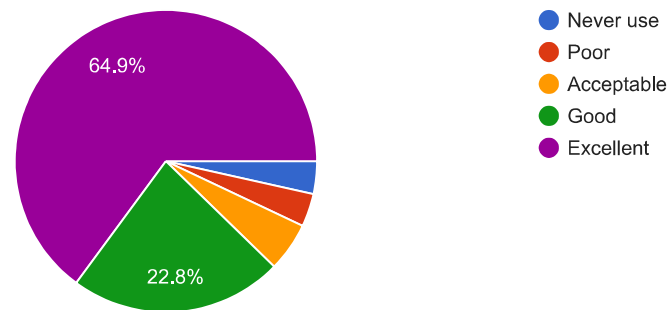
Lending - LT

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

84 responses

- Never
- Rarely
- Occasionally
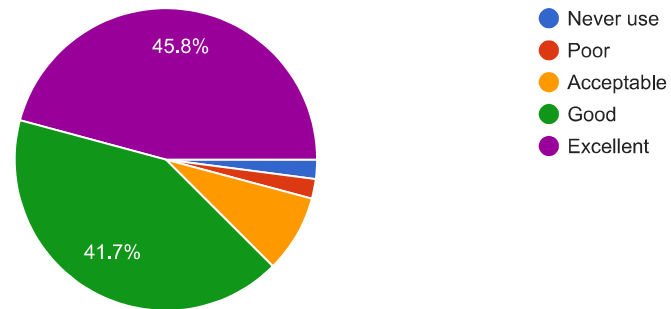- Frequently
- Always

42.9%
8.3%
20.2%
25%

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

48 responses

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

45.8%
25%
22.9%
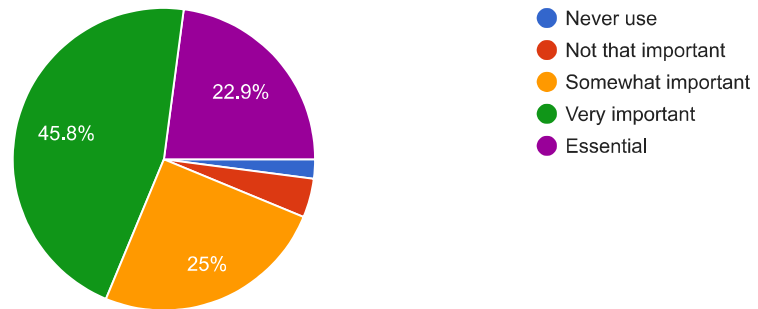
How would you rate the quality of the rotating LT collections provided by Mid York?

48 responses

- ● Never use
- ● Poor
- ● Acceptable
- ● Good
- ● Excellent

45.8%

41.7%

Lending - Pop-Up

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

80 responses

- ● Never
- ● Rarely
- ● Occasionally
- ● Frequently
- ● Always

31.3%

15%

53.8%
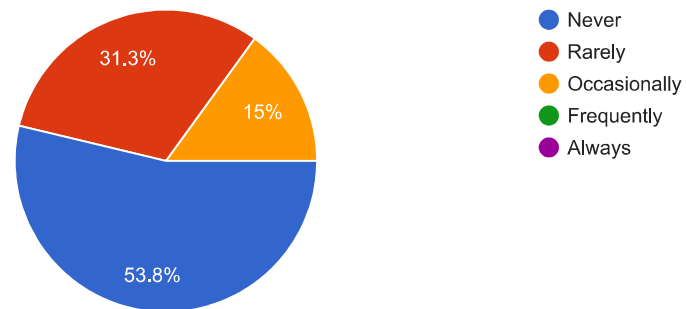
Lending - Pop-up pt 2

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

36 responses

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

50%
16.7%
30.6%
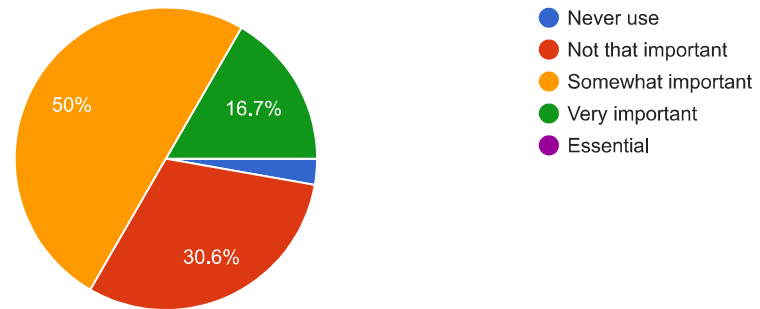
How would you rate the quality of the Pop-Up Library provided by Mid York?

36 responses

- ● Never use
- ● Poor
- ● Acceptable
- ● Good
- ● Excellent

61.1%
30.6%
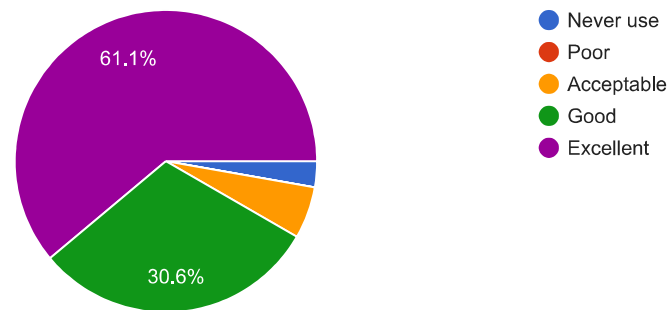
Business Office

Do you use the business office?

142 responses

- 🔵 Yes
- 🔴 No

43%

57%
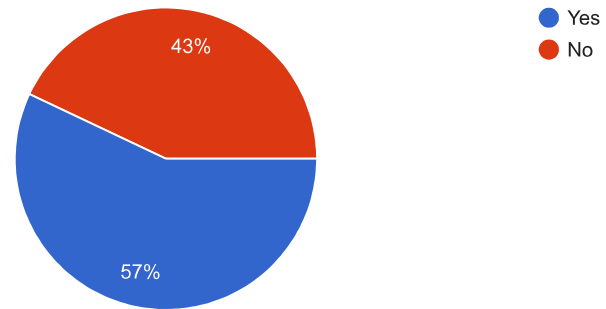
Business Office - delivery

How frequently do you use Mid York for daily delivery?

71 responses

- 🔵 Once per week
- 🔴 2 times per week
- 🟠 3 times per week
- 🟢 4 times per week
- 🟣 5 times per week

70.4%

15.5%

8.5%
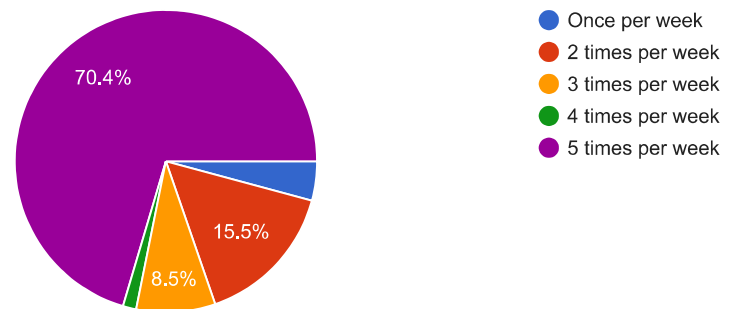
How important is daily delivery from Mid York to your library?

75 responses

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

70.7%

24%
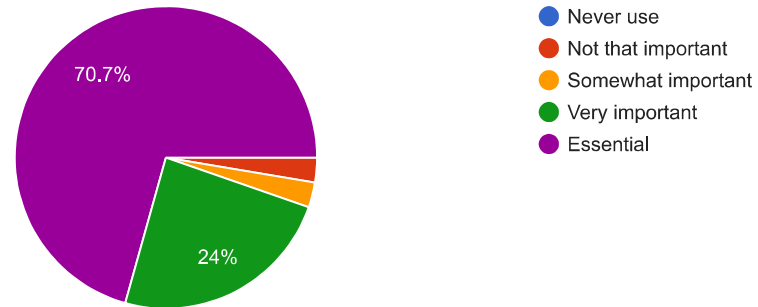
How would you rate the quality of delivery services from Mid York?

75 responses
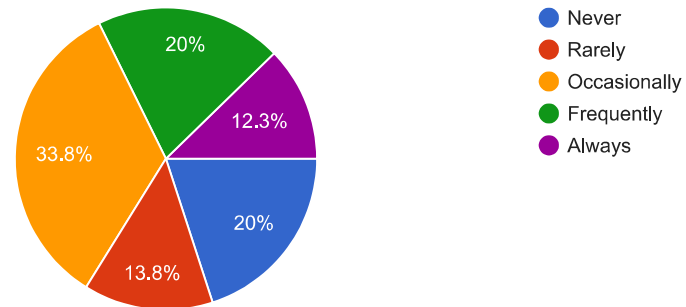

- Never use
- Poor
- Acceptable
- Good
- Excellent

74.7%

21.3%
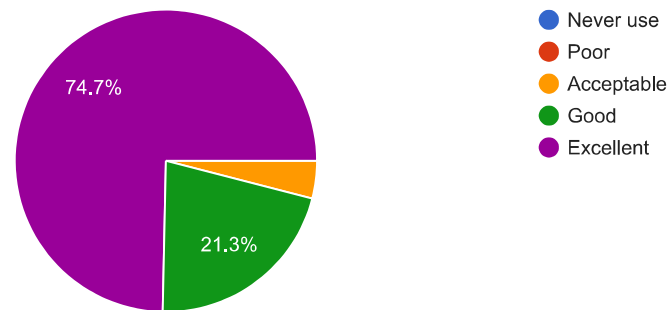
Business Office - purchasing

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

65 responses

- ● Never
- ● Rarely
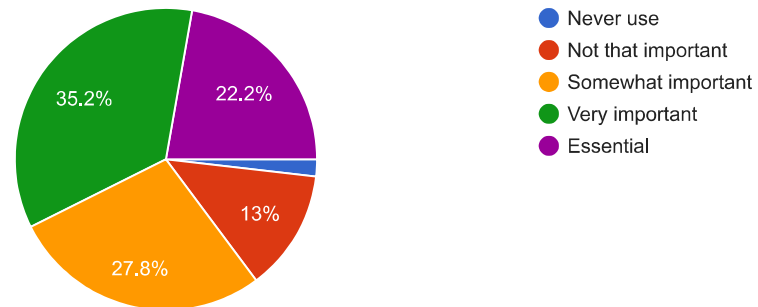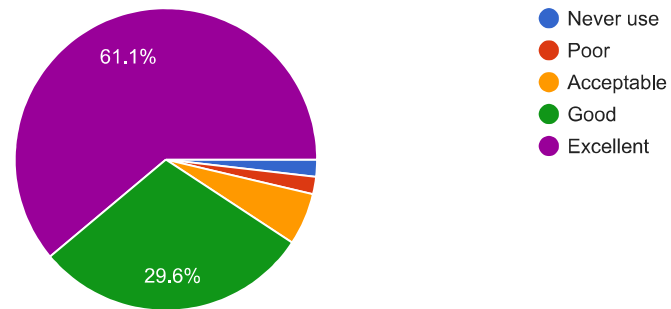- ● Occasionally
- ● Frequently
- ● Always

20%
12.3%
33.8%
20%
13.8%

Business Office - purchasing pt 2

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

54 responses

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

35.2%
22.2%
27.8%
13%

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

54 responses

- Never use
- Poor
- Acceptable
- Good
- Excellent

61.1%

29.6%

Business Office - payroll

How frequently do you use Mid York for payroll services?

63 responses

- Never
- Rarely
- Occasionally
- Frequently
- Always

28.6%

65.1%
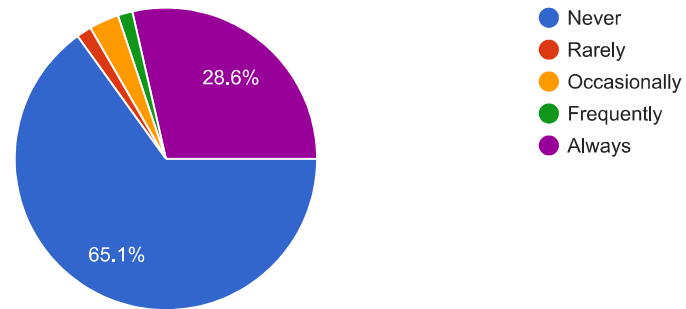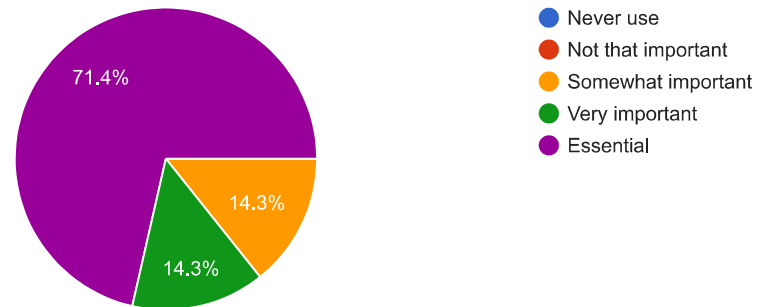
Business Office - payroll pt 2

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

21 responses

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

71.4%

14.3%

14.3%

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

22 responses

- ● Never use
- ● Poor
- ● Acceptable
- ● Good
- ● Excellent

72.7%
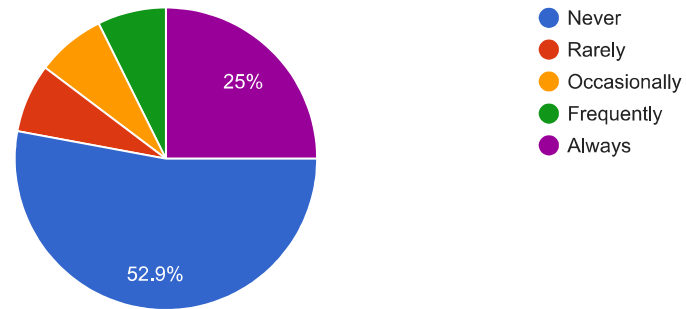
22.7%
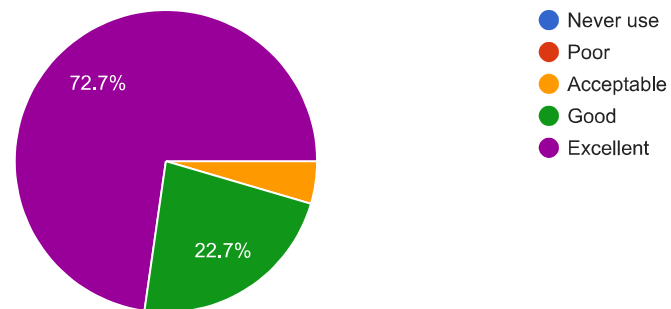
Business Office - insurance

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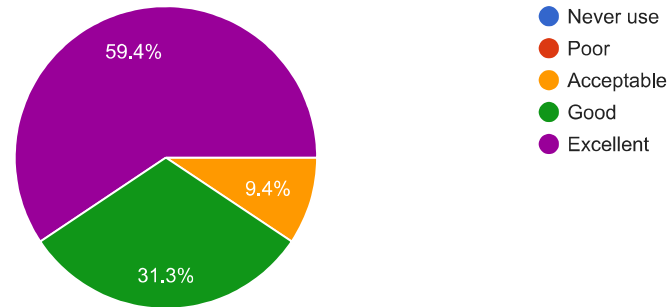
68 responses

- Never
- Rarely
- Occasionally
- Frequently
- Always

25%

52.9%

Business Office - insurance pt 2

How important is insurance from Mid York to your library?

32 responses

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

46.9%

34.4%

15.6%
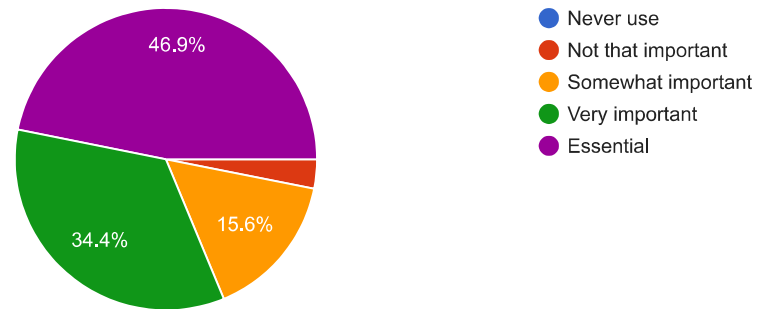
How would you rate the quality of insurance from Mid York?

32 responses

- Never use
- Poor
- Acceptable
- Good
- Excellent

59.4%
9.4%
31.3%

Business Office - AP accounting

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

62 responses

- Never
- Rarely
- Occasionally
- Frequently
- Always

83.9%
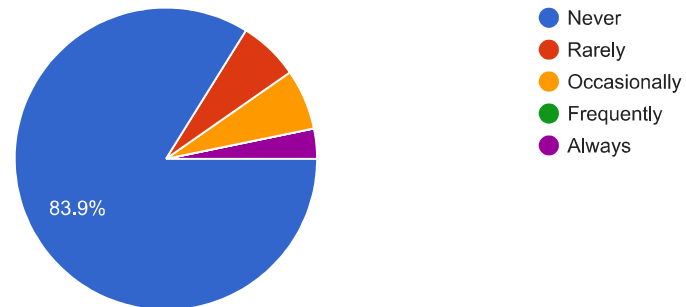
Business Office - AP accounting pt 2

How important is AP accounting services to your library?

12 responses

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

8.3%
16.7%
41.7%
16.7%
16.7%
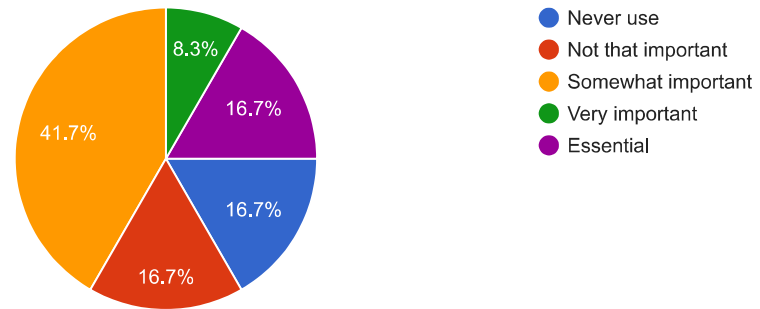
How would you rate the quality of AP accounting services?

12 responses

- ● Never use
- ● Poor
- ● Acceptable
- ● Good
- ● Excellent

41.7%
25%
16.7%
16.7%

Construction Grant Consulting
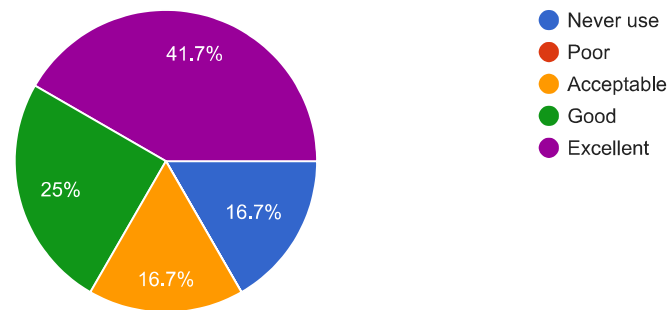
How frequently have you consulted with Mid York on Construction grants?

104 responses

- Never
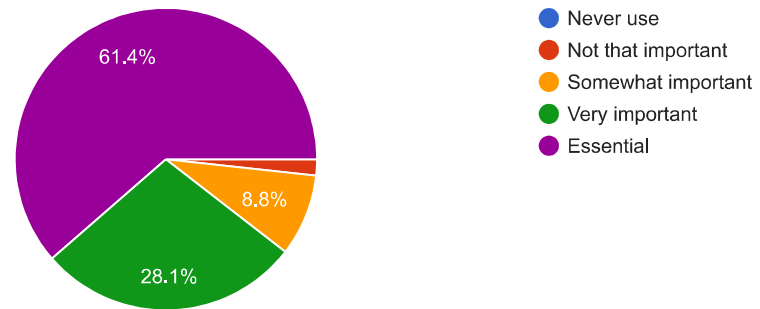- Rarely
- Occasionally
- Frequently
- Always

13.5%
12.5%
15.4%
10.6%
48.1%
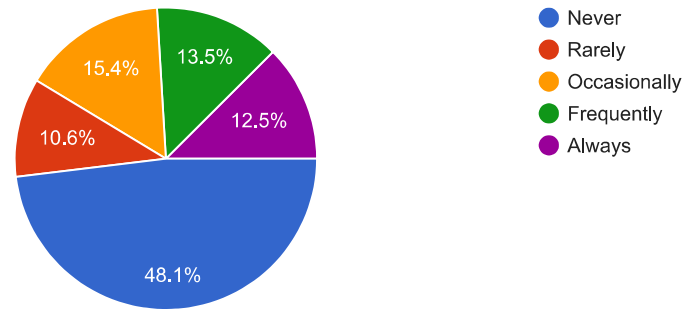
Construction Grant Consulting pt 2

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

57 responses

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

61.4%
8.8%
28.1%

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

55 responses

- Never use
- Poor
- Acceptable
- Good
- Excellent

69.1%
9.1%
20%
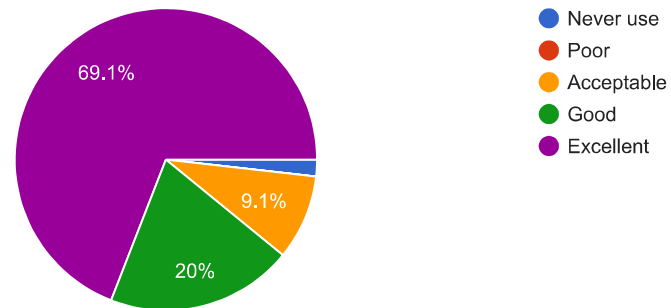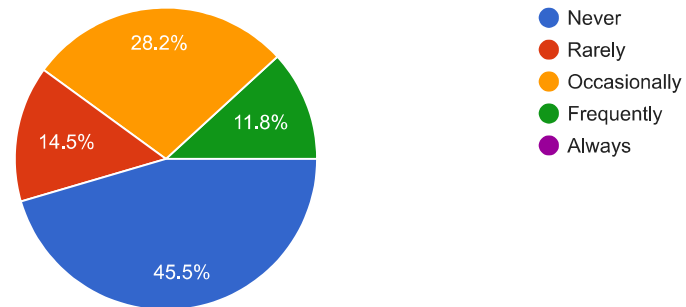
Collection Development Consulting

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

110 responses

- Never
- Rarely
- Occasionally
- Frequently
- Always

28.2%
14.5%
11.8%
45.5%
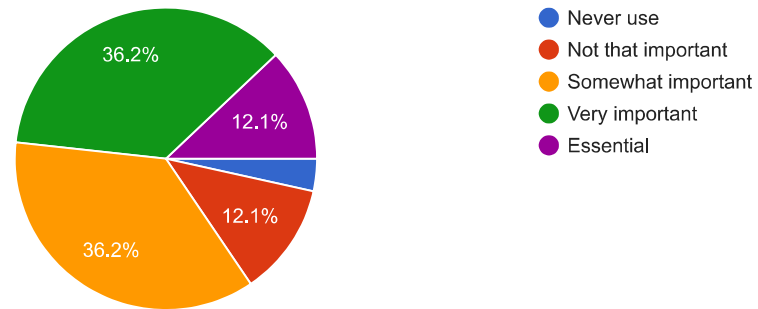
Collection Development Consulting pt 2

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

58 responses

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

36.2% 12.1% 12.1% 36.2%

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

57 responses

- ● Never use
- ● Poor
- ● Acceptable
- ● Good
- ● Excellent

52.6% 8.8% 35.1%

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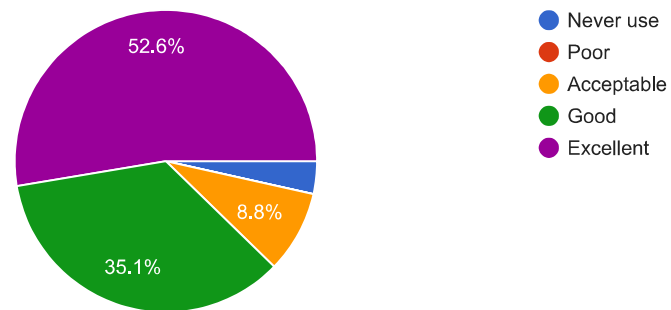
How frequently have you consulted with Mid York on Youth Services?

107 responses
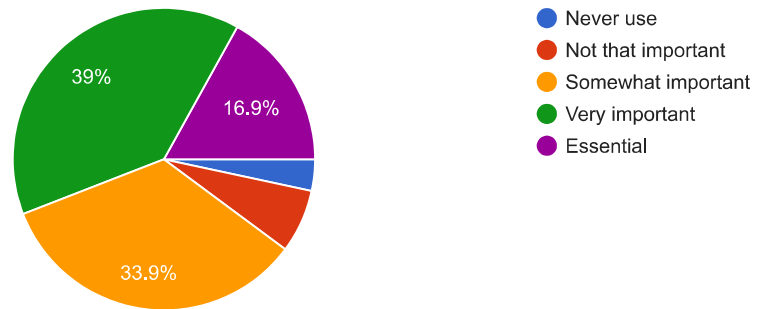

- Never
- Rarely
- Occasionally
- Frequently
- Always

22.4%
15.9%
15%
46.7%
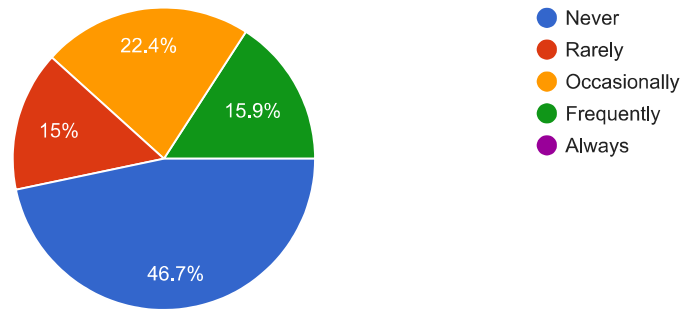
Youth Services Consulting pt 2

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

59 responses

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

39%
16.9%
33.9%

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

57 responses

- Never use
- Poor
- Acceptable
- Good
- Excellent

57.9%
28.1%
12.3%
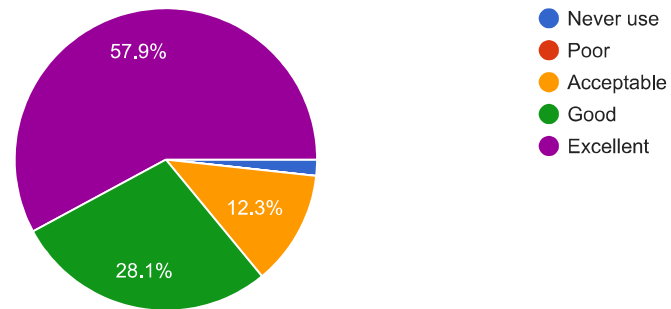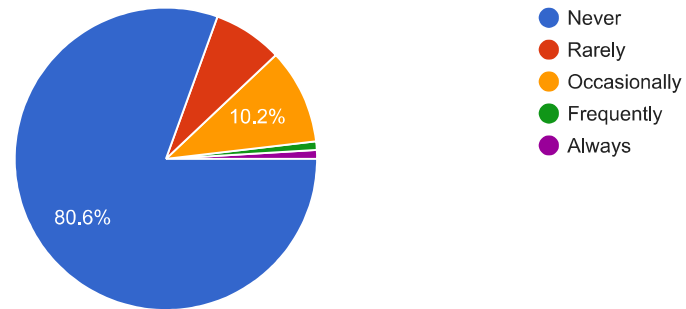
Business Office Consulting

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

108 responses

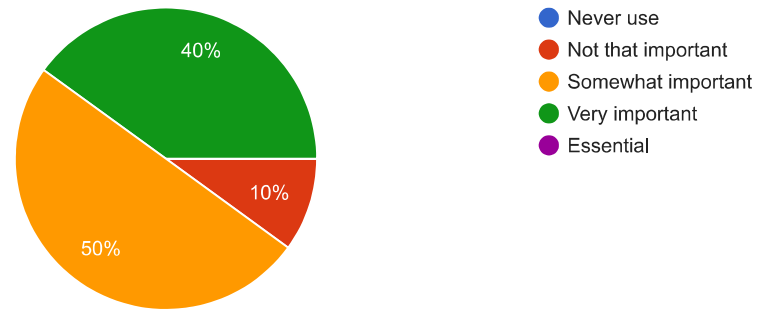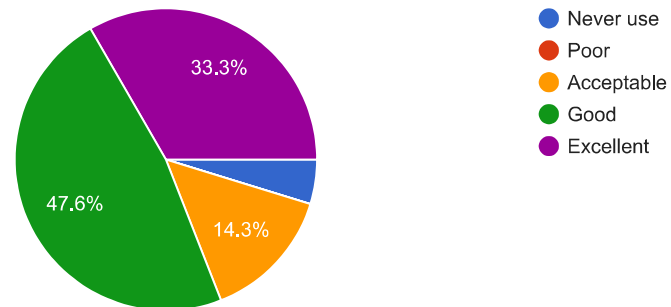- Never
- Rarely
- Occasionally
- Frequently
- Always

80.6%
10.2%

Business Office Consulting - budgeting

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

20 responses

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

40%

10%

50%

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

21 responses

- Never use
- Poor
- Acceptable
- Good
- Excellent

33.3%

47.6%

14.3%

Business Office Consulting - annual report financials

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

106 responses

- Never
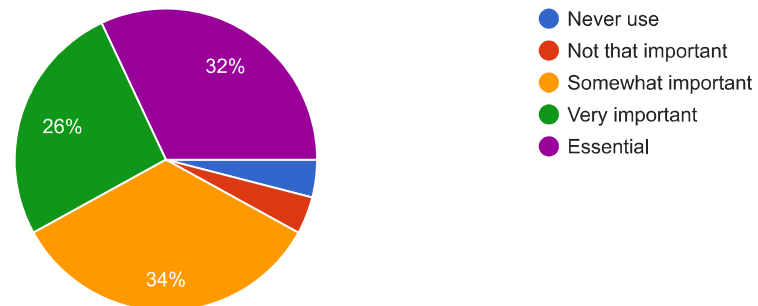- Rarely
- Occasionally
- Frequently
- Always

18.9%
9.4%
53.8%
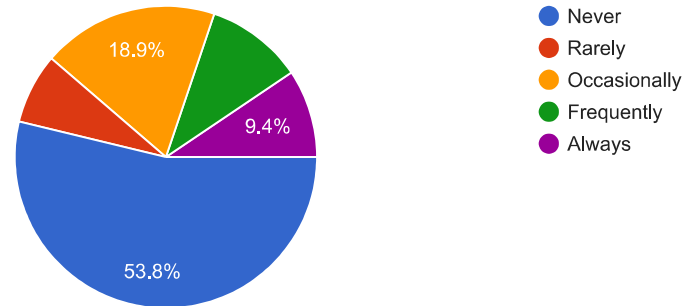
Business Office Consulting - annual report financials pt 2

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

50 responses

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

32%
26%
34%

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

48 responses

Legend:
- Never use
- Poor
- Acceptable
- Good
- Excellent

54.2%
25%
12.5%
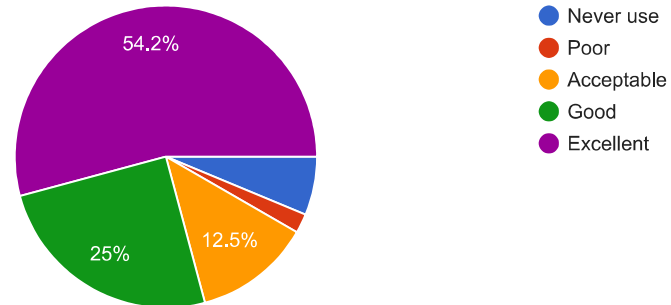
Consulting - Advocacy

How frequently have you consulted with Mid York on advocacy?

105 responses

Legend:
- Never
- Rarely
- Occasionally
- Frequently
- Always

14.3%
20%
58.1%
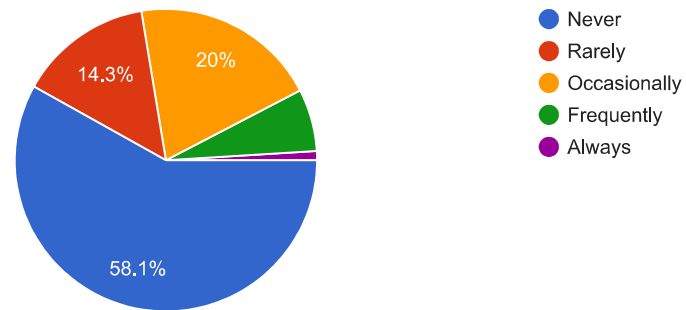
Consulting - advocacy pt 2

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

46 responses

- 🔵 Never use
- 🔴 Not that important
- 🟠 Somewhat important
- 🟢 Very important
- 🟣 Essential

47.8%
19.6%
26.1%
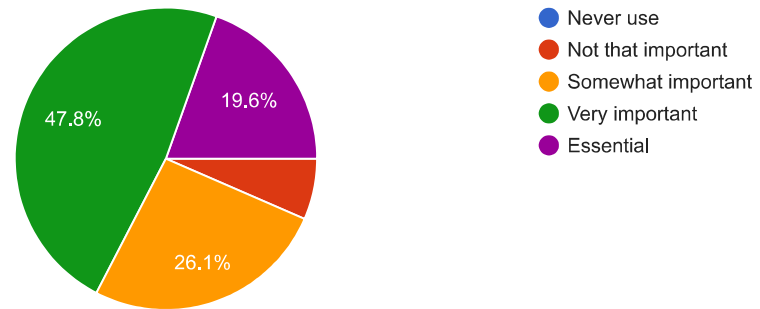
How would you rate the quality of support from Mid York on advocacy?

45 responses
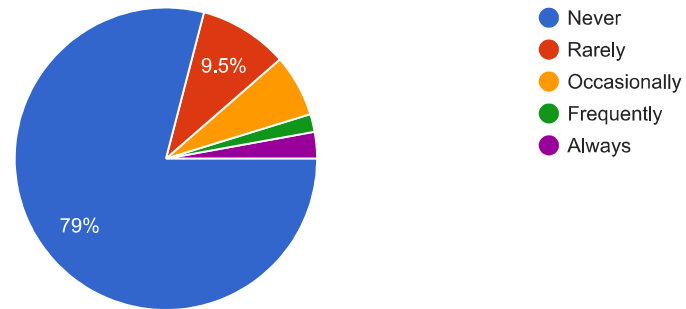

- 🔵 Never use
- 🔴 Poor
- 🟠 Acceptable
- 🟢 Good
- 🟣 Excellent

51.1%
15.6%
33.3%
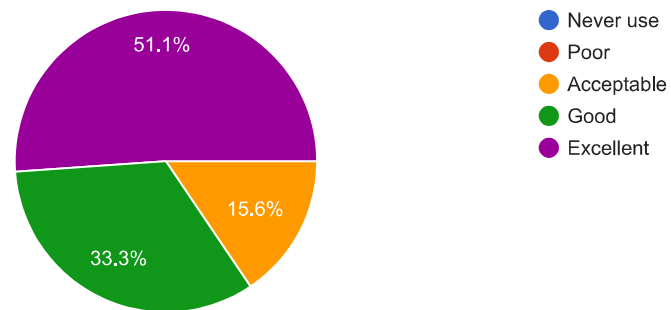
Consulting - vote campaigns

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

105 responses

- Never
- Rarely
- Occasionally
- Frequently
- Always

9.5%

79%

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

22 responses

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

31.8%

13.6%

27.3%

22.7%
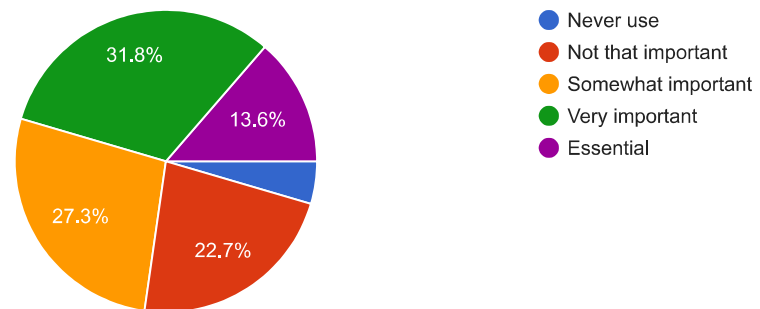
How would you rate the quality of support from Mid York on vote campaigns?

21 responses

- Never use
- Poor
- Acceptable
- Good
- Excellent

33.3%
9.5%
14.3%
42.9%
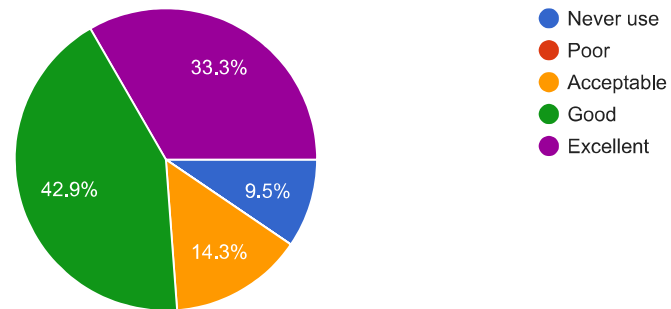
Digital Resources

How frequently do you promote OverDrive provided by Mid York?

121 responses

- Never
- Rarely
- Occasionally
- Frequently
- Always

26.4%
12.4%
22.3%
33.1%
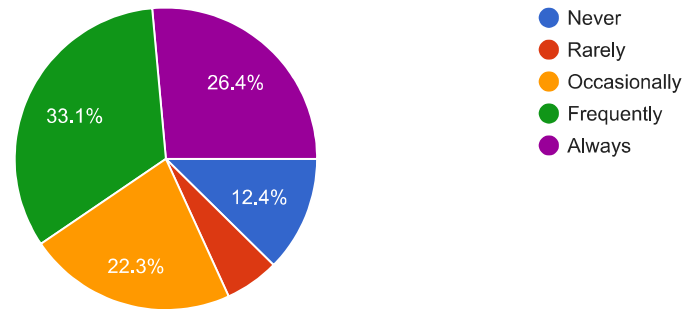
How important is OverDrive to your library?

118 responses

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

44.9%
8.5%
11.9%
33.9%
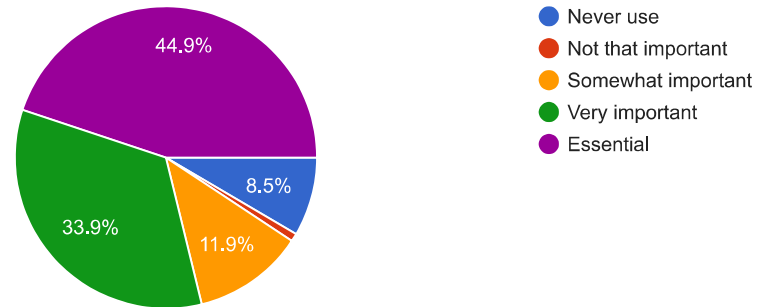
How would you rate the quality of the OverDrive collection as provided by Mid York?

121 responses

- Never use
- Poor
- Acceptable
- Good
- Excellent

27.3%
13.2%
10.7%
47.1%
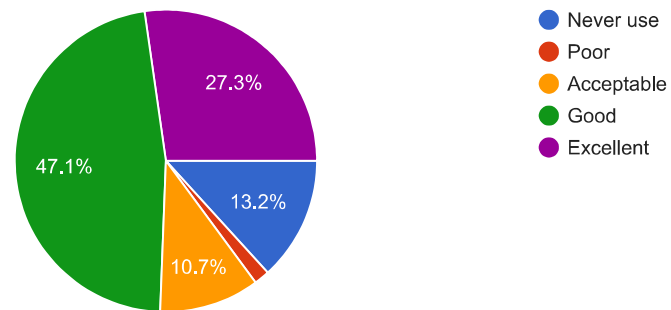
How frequently do you promote RB Digital provided by Mid York?

122 responses

- ● Never
- ● Rarely
- ● Occasionally
- ● Frequently
- ● Always

27.9%
13.9%
19.7%
13.9%
24.6%
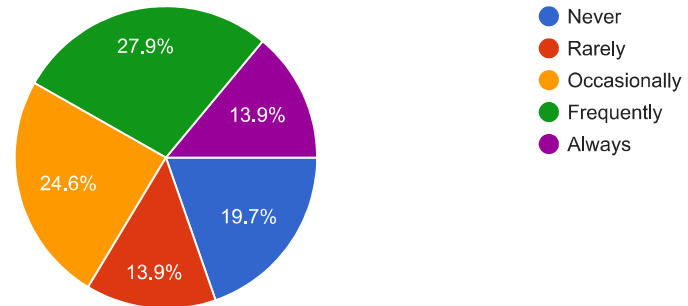
How important is RB Digital to your library?

119 responses

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

24.4%
19.3%
16%
8.4%
31.9%
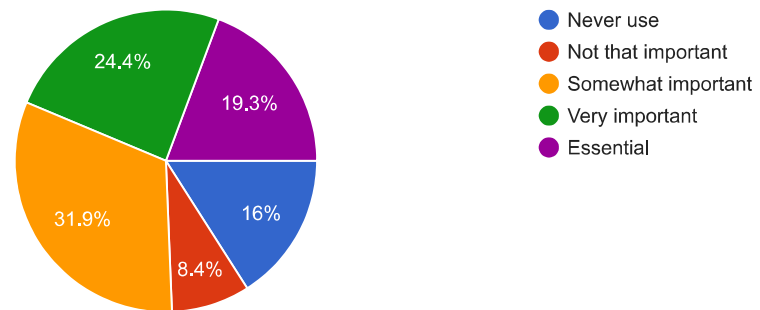
How would you rate the quality of the RB Digital collection as provided by Mid York?

114 responses

- ● Never use
- ● Poor
- ● Acceptable
- ● Good
- ● Excellent

34.2%

23.7%

16.7%

24.6%
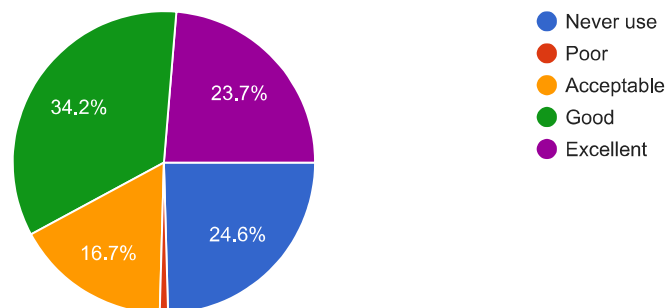
How frequently do you promote Transparent Languages provided by Mid York?

114 responses

- ● Never
- ● Rarely
- ● Occasionally
- ● Frequently
- ● Always

31.6%

19.3%

40.4%
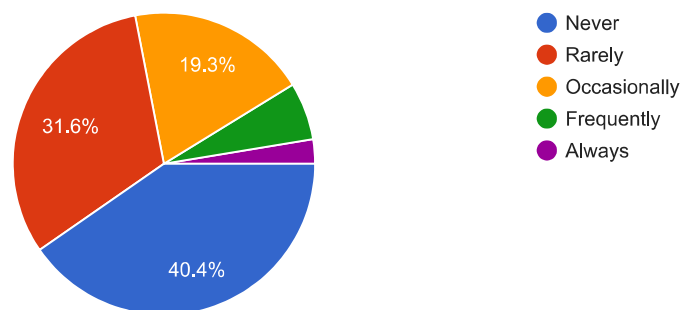
How important is Transparent Languages to your library?

106 responses

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

36.8%
12.3%
21.7%
28.3%
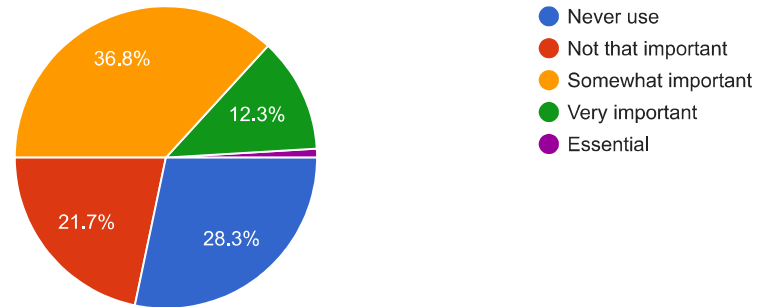
How would you rate the quality of Transparent Languages as provided by Mid York?

102 responses

- Never use
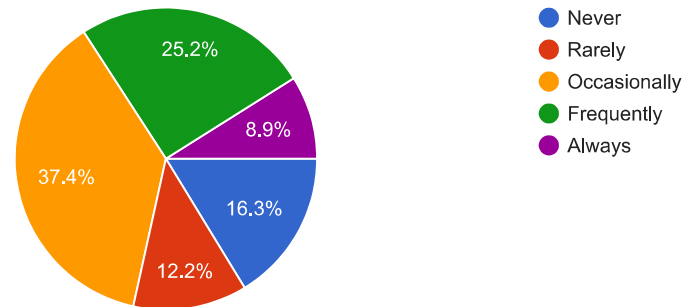- Poor
- Acceptable
- Good
- Excellent

20.6%
13.7%
15.7%
50%
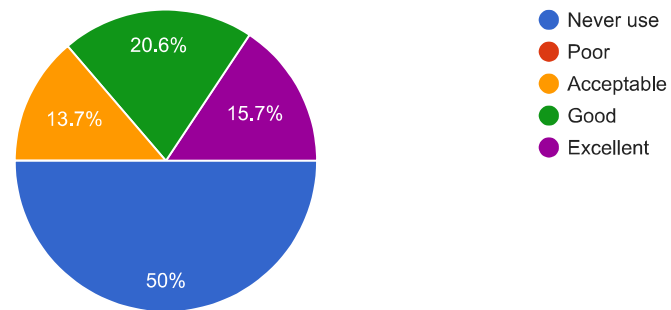
Online User Registration & Renewals

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

123 responses

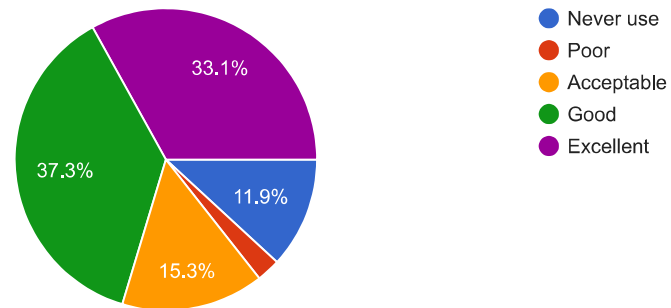- Never
- Rarely
- Occasionally
- Frequently
- Always

25.2%
8.9%
16.3%
12.2%
37.4%

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

120 responses

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

32.5%
17.5%
7.5%
31.7%
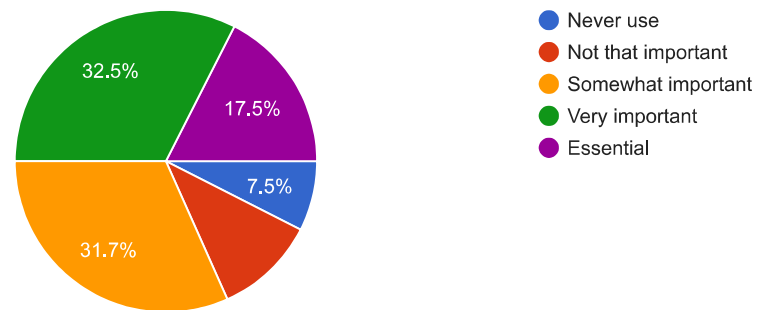
How would you rate the quality of online user registration/renewals as provided by Mid York?

118 responses

- ● Never use
- ● Poor
- ● Acceptable
- ● Good
- ● Excellent

33.1%
11.9%
15.3%
37.3%

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

114 responses

- ● Never
- ● Rarely
- ● Occasionally
- ● Frequently
- ● Always

24.6%
7%
14.9%
14.9%
38.6%
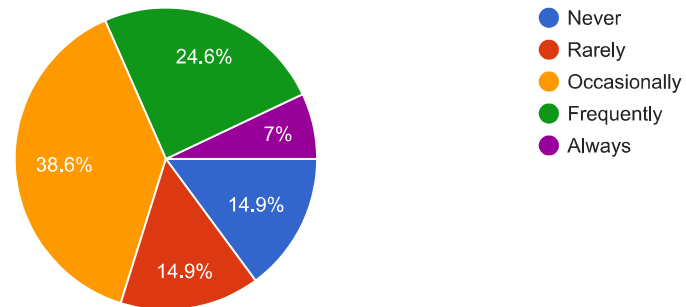
How important is continuing education for staff from Mid York to your library?

99 responses

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

40.4%
25.3%
30.3%
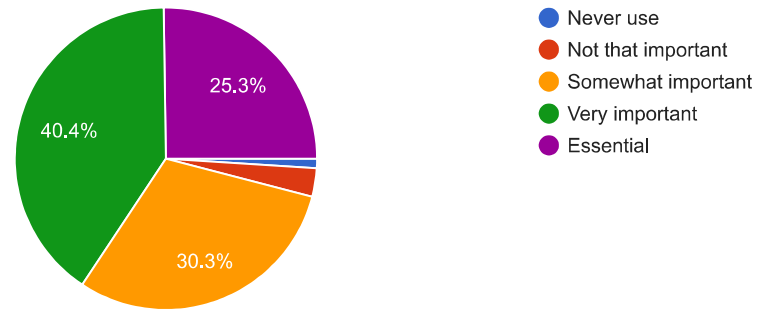
How would you rate the quality of continuing education for staff as provided by Mid York?

99 responses

- Never use
- Poor
- Acceptable
- Good
- Excellent

42.4%
35.4%
17.2%
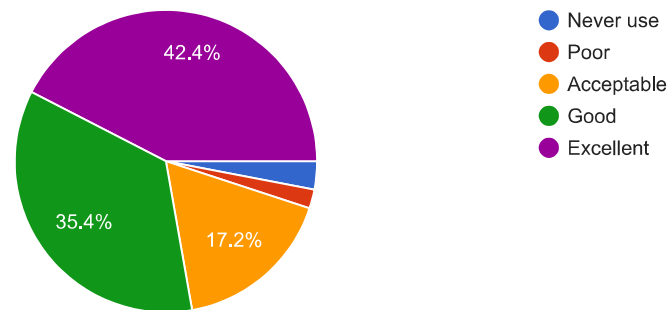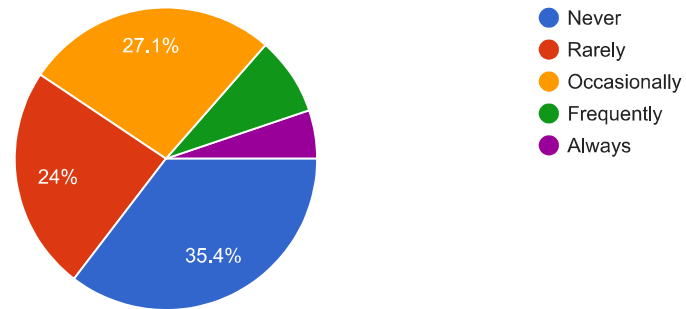
Continuing Education - trustees

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

96 responses

- Never
- Rarely
- Occasionally
- Frequently
- Always

27.1%
24%
35.4%
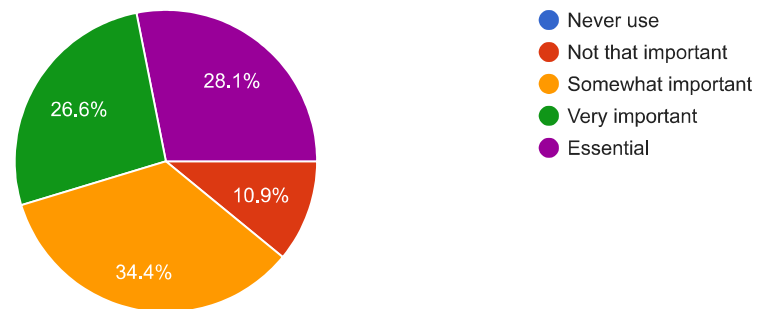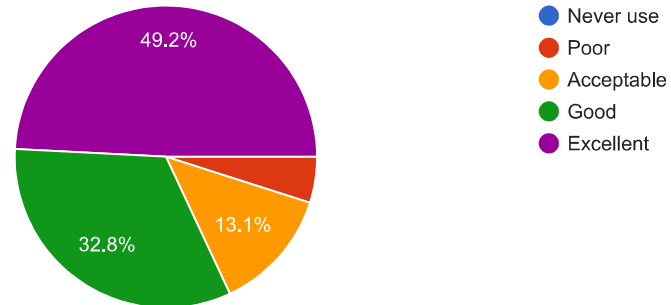
Continuing Education - trustees pt 2

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

64 responses

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

28.1%
26.6%
10.9%
34.4%

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

61 responses

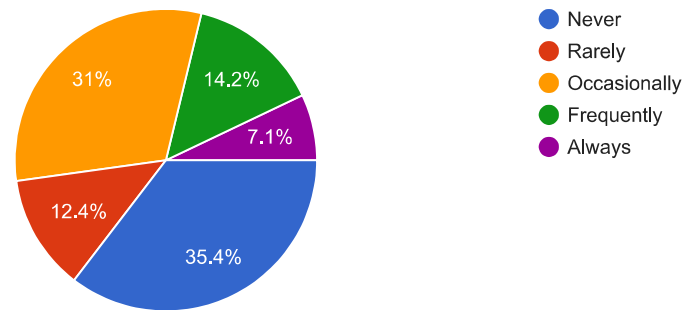- Never use
- Poor
- Acceptable
- Good
- Excellent

49.2%
13.1%
32.8%

Continuing Education - Niche Academy

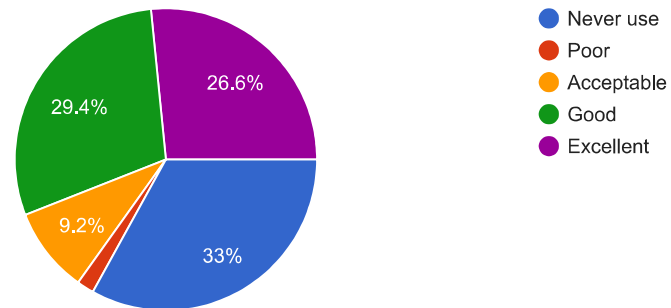## How frequently do you use Mid York for continuing education through Niche Academy?

113 responses

- Never
- Rarely
- Occasionally
- Frequently
- Always

31%
14.2%
7.1%
12.4%
35.4%

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

111 responses

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

20.7%
15.3%
28.8%
32.4%
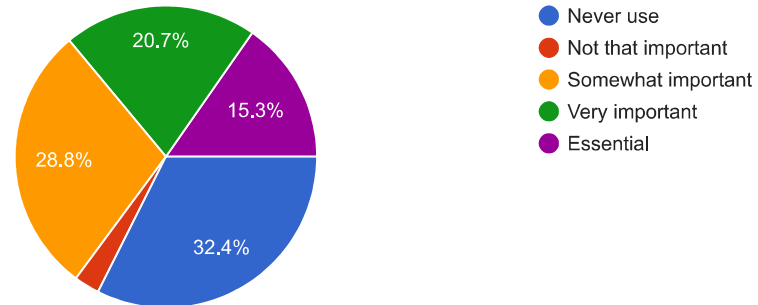
How would you rate the quality of continuing education through Niche Academy as provided by Mid York?

109 responses

- Never use
- Poor
- Acceptable
- Good
- Excellent

26.6%
29.4%
9.2%
33%

Thank you for your feedback!