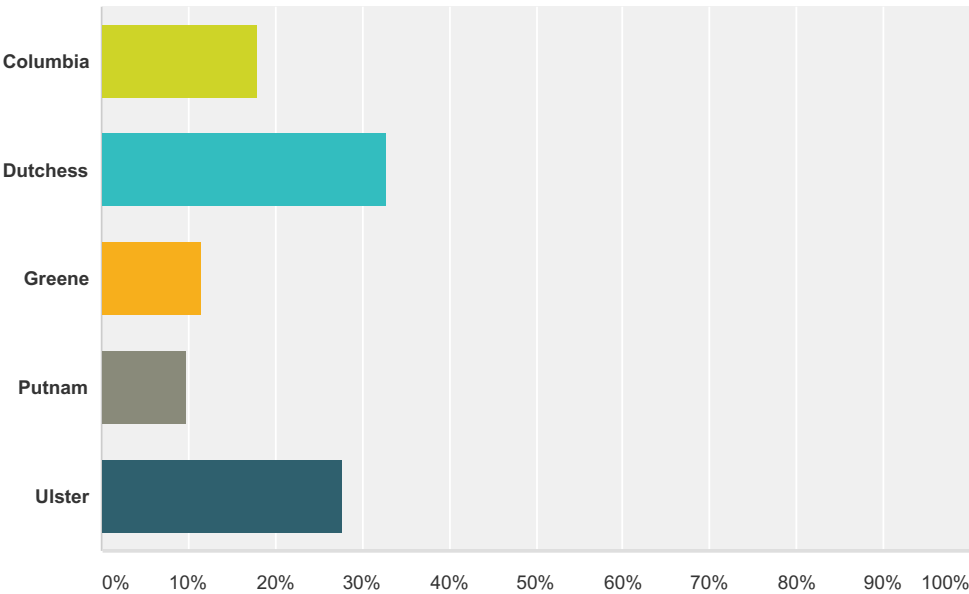


Q1 1. The county of your library:

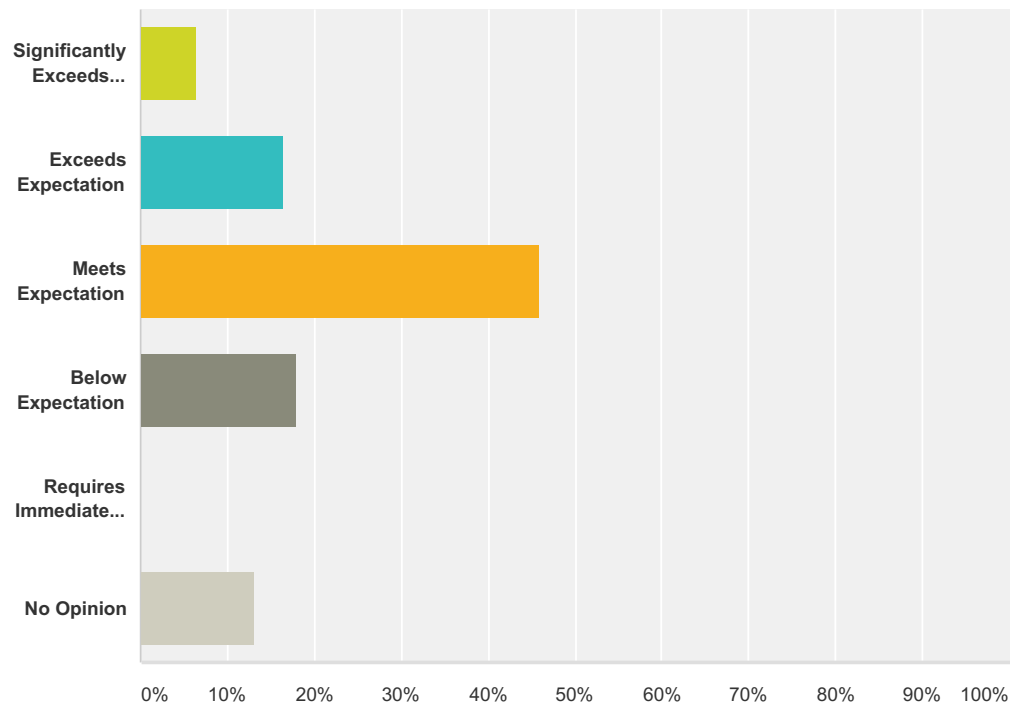
Answered: 61 Skipped: 0



Answer Choices	Responses	
Columbia	18.03%	11
Dutchess	32.79%	20
Greene	11.48%	7
Putnam	9.84%	6
Ulster	27.87%	17
Total		61

Q2 2. Special Client Services: How do you rate MHLS support for Youth Services? For more information on MHLS support for Youth Services [CLICK HERE](#)

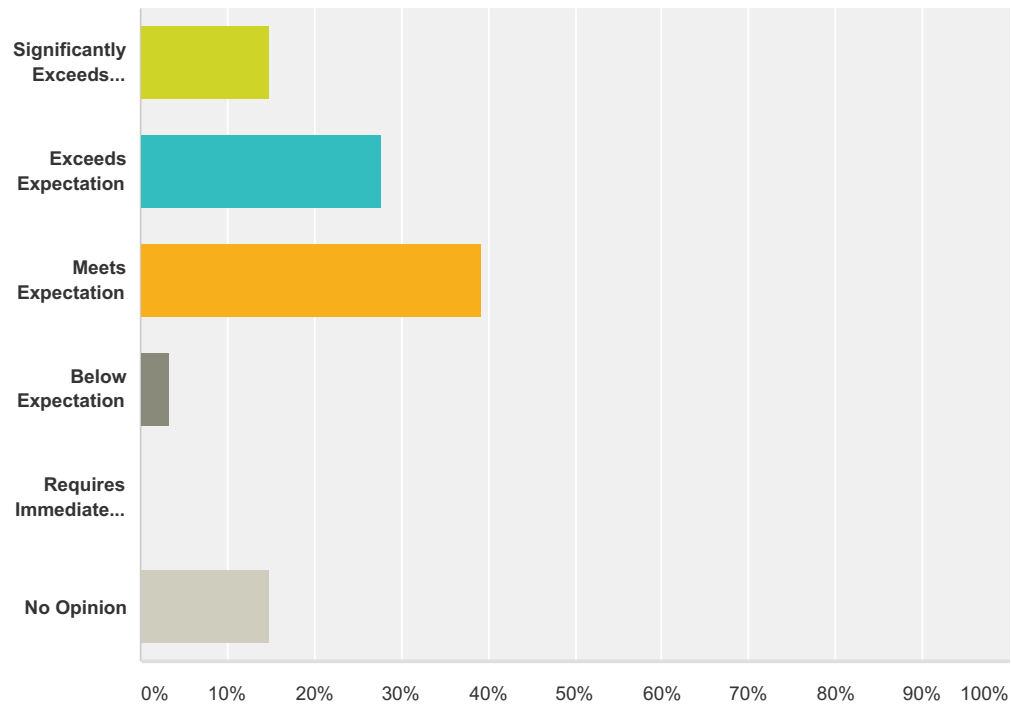
Answered: 61 Skipped: 0



Answer Choices	Responses	
Significantly Exceeds Expectation	6.56%	4
Exceeds Expectation	16.39%	10
Meets Expectation	45.90%	28
Below Expectation	18.03%	11
Requires Immediate Improvement	0.00%	0
No Opinion	13.11%	8
Total		61

Q3 3. Special Client Services: How do you rate MHLS support for Coordinated Outreach Services? For more information on MHLS support for Coordinated Outreach Services [CLICK HERE](#)

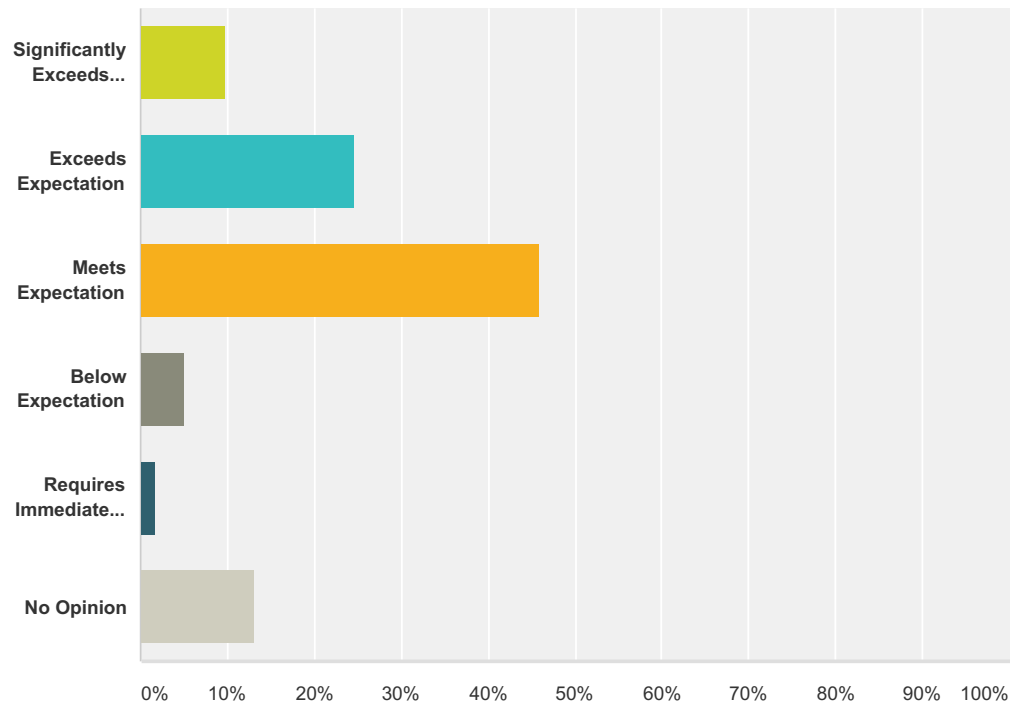
Answered: 61 Skipped: 0



Answer Choices	Responses	
Significantly Exceeds Expectation	14.75%	9
Exceeds Expectation	27.87%	17
Meets Expectation	39.34%	24
Below Expectation	3.28%	2
Requires Immediate Improvement	0.00%	0
No Opinion	14.75%	9
Total		61

Q4 4. Special Client Services: How do you rate MHLS support for Adult Literacy Services? For more information on MHLS support for Adult Literacy Services [CLICK HERE](#)

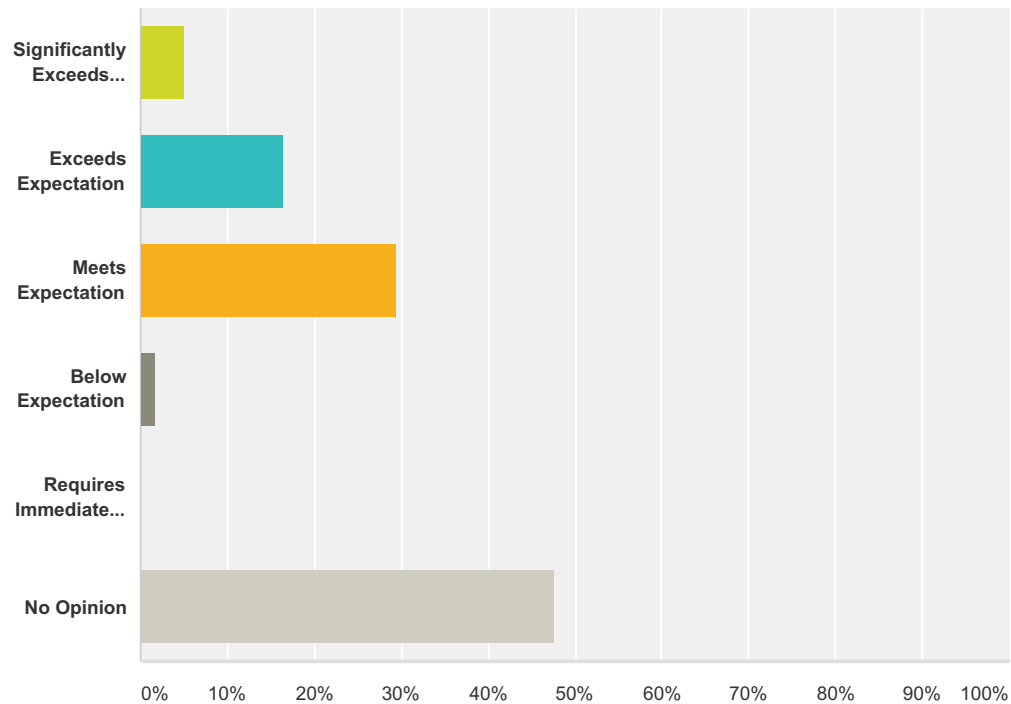
Answered: 61 Skipped: 0



Answer Choices	Responses	
Significantly Exceeds Expectation	9.84%	6
Exceeds Expectation	24.59%	15
Meets Expectation	45.90%	28
Below Expectation	4.92%	3
Requires Immediate Improvement	1.64%	1
No Opinion	13.11%	8
Total		61

Q5 5. Special Client Services: How do you rate MHLS support for Correctional Facilities Services? For more information on MHLS support for Correctional Facilities Services [CLICK HERE](#)

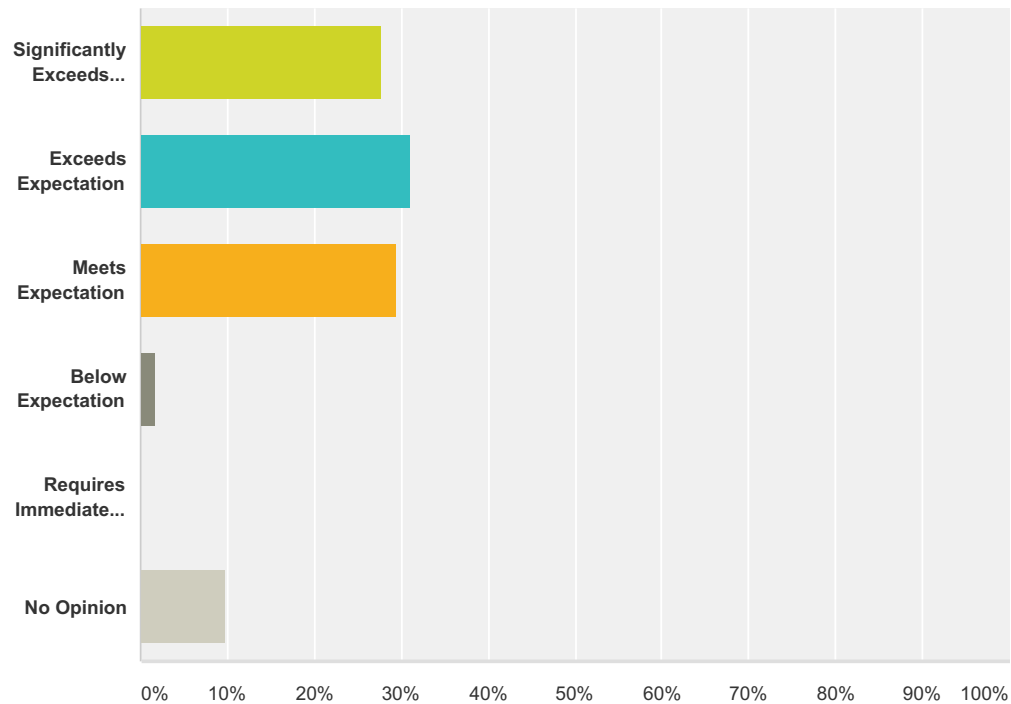
Answered: 61 Skipped: 0



Answer Choices	Responses	
Significantly Exceeds Expectation	4.92%	3
Exceeds Expectation	16.39%	10
Meets Expectation	29.51%	18
Below Expectation	1.64%	1
Requires Immediate Improvement	0.00%	0
No Opinion	47.54%	29
Total		61

Q6 6. Cooperation with Other Library Systems: How do you rate MHLS working with other library systems to support Library Advocacy Day including legislative office visits and shared bus transportation?

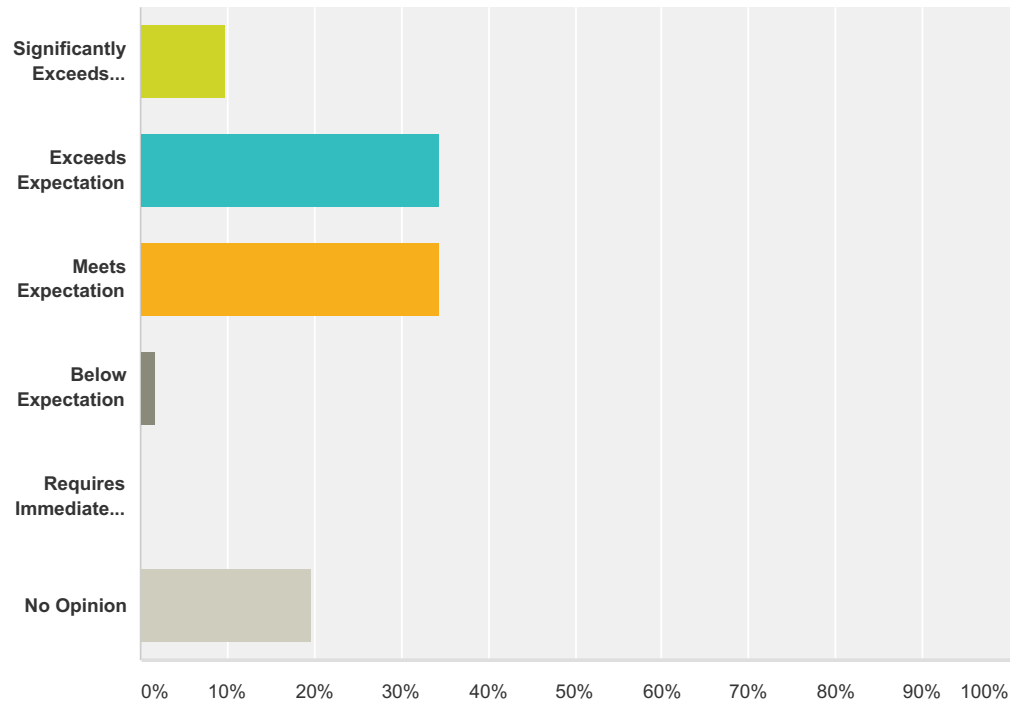
Answered: 61 Skipped: 0



Answer Choices	Responses	
Significantly Exceeds Expectation	27.87%	17
Exceeds Expectation	31.15%	19
Meets Expectation	29.51%	18
Below Expectation	1.64%	1
Requires Immediate Improvement	0.00%	0
No Opinion	9.84%	6
Total		61

Q7 7. Cooperation with Other Library Systems: How do you rate MHLS working with other library systems to support regional library events such as Notable Book Banquets and Annual Fall Into Books Children's and Teens Literature Conference?

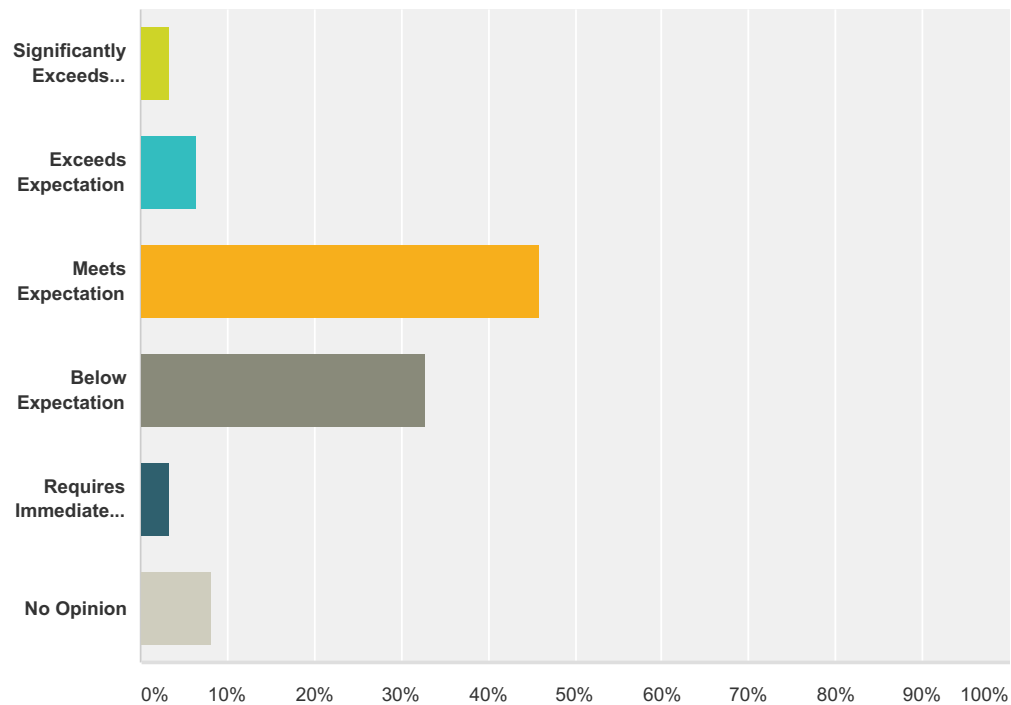
Answered: 61 Skipped: 0



Answer Choices	Responses	
Significantly Exceeds Expectation	9.84%	6
Exceeds Expectation	34.43%	21
Meets Expectation	34.43%	21
Below Expectation	1.64%	1
Requires Immediate Improvement	0.00%	0
No Opinion	19.67%	12
Total		61

Q8 8. Internet Service Provider (ISP) - How do you rate your library's Internet Service Provider (ISP) including the cost and speed of your library's Internet access?

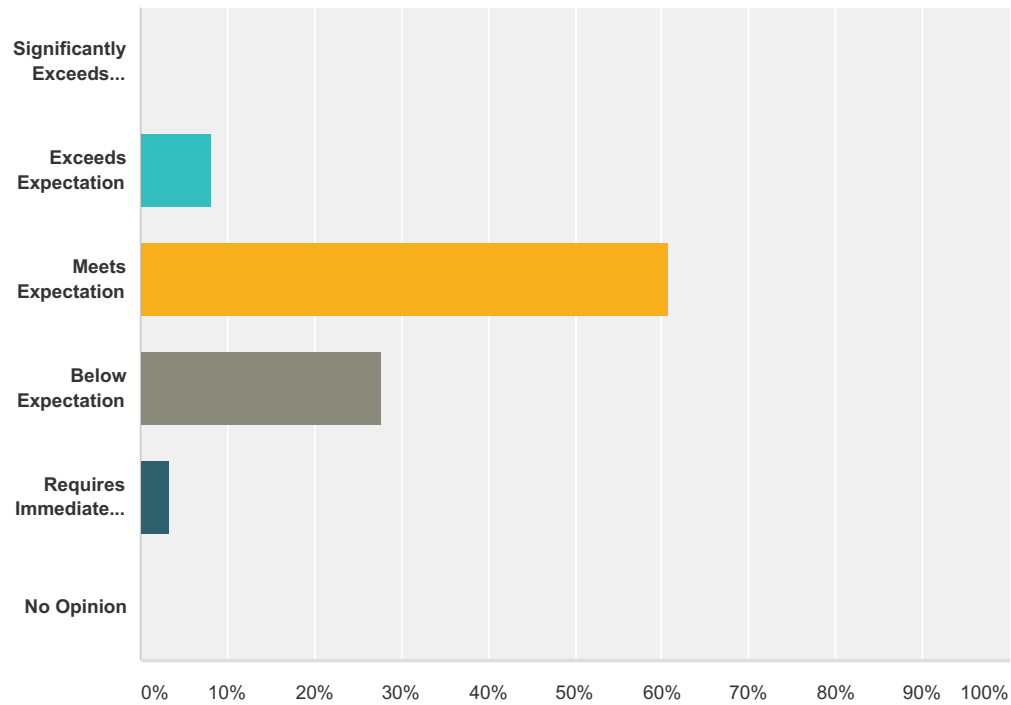
Answered: 61 Skipped: 0



Answer Choices	Responses
Significantly Exceeds Expectation	3.28% 2
Exceeds Expectation	6.56% 4
Meets Expectation	45.90% 28
Below Expectation	32.79% 20
Requires Immediate Improvement	3.28% 2
No Opinion	8.20% 5
Total	61

Q9 9. Innovative Interfaces (III) - How do you rate Innovative Interfaces' Sierra/Encore software functions and services?

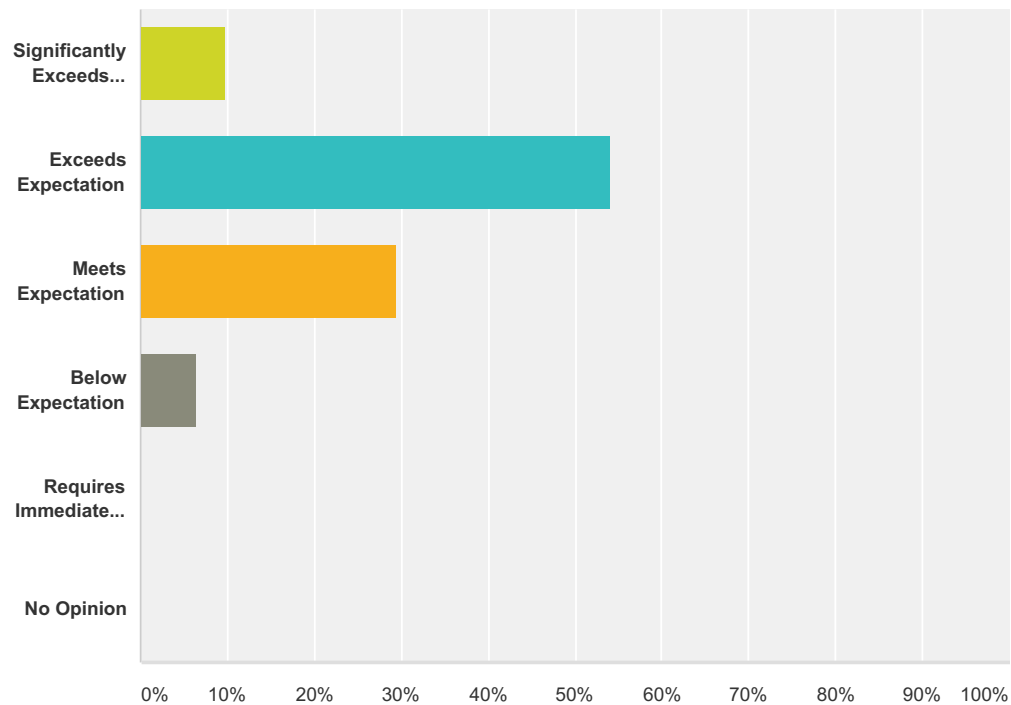
Answered: 61 Skipped: 0



Answer Choices	Responses	
Significantly Exceeds Expectation	0.00%	0
Exceeds Expectation	8.20%	5
Meets Expectation	60.66%	37
Below Expectation	27.87%	17
Requires Immediate Improvement	3.28%	2
No Opinion	0.00%	0
Total		61

Q10 10. MHLS Sierra/Encore Support Services - How do you rate MHLS support of member library staff in their use of Sierra/Encore?

Answered: 61 Skipped: 0



Answer Choices	Responses
Significantly Exceeds Expectation	9.84% 6
Exceeds Expectation	54.10% 33
Meets Expectation	29.51% 18
Below Expectation	6.56% 4
Requires Immediate Improvement	0.00% 0
No Opinion	0.00% 0
Total	61

Q11 Optional: Please provide any additional comments to the MHLS Board of Trustees in the box below:

Answered: 16 Skipped: 45

Q12 Optional: If you wish for your comments to be associated with you and your library, please provide your name and the name of your library in the box below (please note that in doing so your answers will no longer be completely anonymous):

Answered: 6 Skipped: 55

Q13 Optional: If you want confirmation that your survey was received, please provide your email address in the box below (please note that in doing so your answers will no longer be completely anonymous):

Answered: 3 Skipped: 58