

Cooperative Director's Association
Michigan Public Library Services
Cooperatives Member Survey

Superiorland Library Cooperative

Total Number of Completes (total n): 25

A self-administered survey conducted via the internet (SurveyGizmo) using a list-based sample
The survey fielding dates were 11/3/2011 to 11/18/2011

We need your input!

In the interest of better understanding customer needs and determining how best to improve Library Cooperatives we invite you to respond to this survey.

Please provide your candid thoughts and add any additional ideas or suggestions in the blank spaces provided throughout the survey. Your responses will be treated in confidence and no identifying information will be requested or reported.

This survey takes about 9 minutes to complete.

Q1 1. Please identify your Library class type:

	n	%
I	5	20.0%
II	2	8.0%
III	6	24.0%
IV	3	12.0%
V	4	16.0%
VI	3	12.0%
Unsure	2	8.0%
Missing	0	0.0%

Q2 2. My library is a member of:

	n	%
Detroit Library Cooperative	0	0.0%
Lakeland Library Cooperative	0	0.0%
Mid-Michigan Library League	0	0.0%
Mideastern Michigan Library Cooperative	0	0.0%
Northland Library Cooperative	0	0.0%
Southwest Michigan Library Cooperative	0	0.0%
Suburban Library Cooperative	0	0.0%
Superiorland Library Cooperative	25	100.0%
The Library Network	0	0.0%
White Pine Library Cooperative	0	0.0%
Woodlands Library Cooperative	0	0.0%
other	0	0.0%
Unsure	0	0.0%
Missing	0	0.0%

Q3 3. When you consider how often you receive communications from your Cooperative, would you say they are communicating:

	n	%
Too often	0	0.0%
About the right amount	25	100.0%
Not enough	0	0.0%
Missing	0	0.0%

Q4 4. Could you please elaborate?

[Non-Blank Response](#)

n	%
21	84.0%

Note: This is an open-ended response. Please click the "Non-Blank Response" link to view responses to this question.

Q5 5. On a scale of 1-7 with 7 meaning Excellent and 1 meaning Very Poor, how would you rate the Cooperative in terms of communicating "Very Important" or "Need to know" information:

	Very Poor	2	3	4	5	6	Excellent	Unsure	Missing
n	0	0	0	0	0	1	24	0	0
%	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	96.0%	0.0%	0.0%

Q6 6. On a scale of 1-7 with 7 meaning Excellent and 1 meaning Very Poor, how good of a job does the Cooperative do in providing you with advance notice on trainings and inservices that are available from the Cooperative as well as

	Very Poor	2	3	4	5	6	Excellent	Unsure	Missing
n	0	0	0	1	1	1	22	0	0
%	0.0%	0.0%	0.0%	4.0%	4.0%	4.0%	88.0%	0.0%	0.0%

Q7 7. On a scale of 1-7 scale with 7 meaning Very Much and 1 meaning Very Little, how much opportunity for input into the program offerings and services do you feel you have with your Cooperative?

	Very Little	2	3	4	5	6	Very Much	Unsure	Missing
n	0	0	0	0	3	2	20	0	0
%	0.0%	0.0%	0.0%	0.0%	12.0%	8.0%	80.0%	0.0%	0.0%

8. what additionally or differently could your Cooperative do to keep you more informed or stay current with your needs/interests?

	n	%
Q8_1 Weekly e-mail reminders	3	12.0%
Q8_2 Facebook page (if one doesn't exist)	1	4.0%
Q8_3 Twitter (if not already doing)	0	0.0%
Q8_4 Google calendar (shared)	5	20.0%
Q8_5 other	8	32.0%
Q8_6 Unsure	8	32.0%

Note: this question is 'check all that apply' so n's may not total 25 and %'s may not sum to 100.

Q9 9. On a scale of 1-7 with 7 meaning Excellent and 1 meaning Very Poor, how good of a job does my Cooperative do in providing the classes/trainings that I need to keep my staff on track professionally?

	Very Poor	2	3	4	5	6	Excellent	Unsure	Missing
n	0	0	0	2	4	0	19	0	0
%	0.0%	0.0%	0.0%	8.0%	16.0%	0.0%	76.0%	0.0%	0.0%

Q10 10. On a scale of 1-7 with 7 meaning Very Effective and 1 meaning Not at all Effective, of the classes and trainings provided, overall, how effective are these in meeting my training/in-service needs?

	Not at all Effective	2	3	4	5	6	Very Effective	Unsure	Missing
n	0	0	0	1	6	3	14	1	0
%	0.0%	0.0%	0.0%	4.0%	24.0%	12.0%	56.0%	4.0%	0.0%

Q11 11. what could my Cooperative do better to meet my training/in-service needs?

	n	%
Move to video conferences for accessibility	2	8.0%
Move to webinars to increase accessibility/affordability	0	0.0%
Increase the number of training offerings	5	20.0%
Decrease the number of training offerings	0	0.0%
other	9	36.0%
Unsure	9	36.0%
Missing	0	0.0%

12. Different Cooperatives provide different training/services. Do you have training or service needs for your Library that are not currently being offered by your Cooperative?

Please type one training/service need per line (up to three).

	n	%
Q12_1_T 1st Service:	5	20.0%
Q12_2_T 2nd Service:	1	4.0%
Q12_3_T 3rd Service:	1	4.0%

Note: These are an open-ended text responses. Please click the "Service" links (1st, 2nd, and 3rd) to view responses to these questions.

13. Given the list of services which may or may not be offered by your Cooperative, please rank the top 5 of those you most want to keep or have if you don't have now.

Q13_1	1st Most Desired:	n	%
	Advocacy	1	4.0%
	Delivery/RIDES	0	0.0%
	Continuing Education	1	4.0%
	Group Purchasing- Databases (Example: OverDrive)	2	8.0%
	E-rate Application	2	8.0%
	Group Purchasing-Materials	0	0.0%
	Group Purchasing-Equipment	0	0.0%
	Group Purchasing-Software	0	0.0%
	Marketing/PR	0	0.0%
	Consulting	0	0.0%
	Grant writing	0	0.0%
	Research and Development	0	0.0%
	Shared Automated System	12	48.0%
	Technology Consulting	0	0.0%
	Hardware/Software Tech Support	4	16.0%
	Trustee and Board Training	0	0.0%
	Wide Area Network	0	0.0%
	Youth Services	0	0.0%
	Web Hosting	0	0.0%
	Interlibrary Loan Services	0	0.0%
	other	0	0.0%
	Missing	3	12.0%
Q13_2	2nd Most Desired:	n	%
	Advocacy	1	4.0%
	Delivery/RIDES	1	4.0%
	Continuing Education	1	4.0%
	Group Purchasing- Databases (Example: OverDrive)	0	0.0%
	E-rate Application	0	0.0%
	Group Purchasing-Materials	0	0.0%
	Group Purchasing-Equipment	0	0.0%
	Group Purchasing-Software	0	0.0%
	Marketing/PR	0	0.0%
	Consulting	1	4.0%
	Grant writing	2	8.0%
	Research and Development	1	4.0%
	Shared Automated System	6	24.0%
	Technology Consulting	4	16.0%
	Hardware/Software Tech Support	4	16.0%
	Trustee and Board Training	0	0.0%
	Wide Area Network	0	0.0%
	Youth Services	0	0.0%
	Web Hosting	0	0.0%
	Interlibrary Loan Services	1	4.0%
	other	0	0.0%
	Missing	3	12.0%

Q13_3	3rd Most Desired:	n	%
	Advocacy	3	12.0%
	Delivery/RIDES	1	4.0%
	Continuing Education	2	8.0%
	Group Purchasing- Databases (Example: OverDrive)	5	20.0%
	E-rate Application	1	4.0%
	Group Purchasing-Materials	3	12.0%
	Group Purchasing-Equipment	1	4.0%
	Group Purchasing-Software	1	4.0%
	Marketing/PR	0	0.0%
	Consulting	0	0.0%
	Grant writing	0	0.0%
	Research and Development	0	0.0%
	Shared Automated System	0	0.0%
	Technology Consulting	0	0.0%
	Hardware/Software Tech Support	2	8.0%
	Trustee and Board Training	0	0.0%
	Wide Area Network	1	4.0%
	Youth Services	0	0.0%
	Web Hosting	0	0.0%
	Interlibrary Loan Services	2	8.0%
	other	0	0.0%
	Missing	3	12.0%

Q13_4	4th Most Desired:	n	%
	Advocacy	2	8.0%
	Delivery/RIDES	0	0.0%
	Continuing Education	3	12.0%
	Group Purchasing- Databases (Example: OverDrive)	0	0.0%
	E-rate Application	3	12.0%
	Group Purchasing-Materials	2	8.0%
	Group Purchasing-Equipment	2	8.0%
	Group Purchasing-Software	1	4.0%
	Marketing/PR	0	0.0%
	Consulting	3	12.0%
	Grant writing	2	8.0%
	Research and Development	0	0.0%
	Shared Automated System	0	0.0%
	Technology Consulting	1	4.0%
	Hardware/Software Tech Support	1	4.0%
	Trustee and Board Training	0	0.0%
	Wide Area Network	0	0.0%
	Youth Services	0	0.0%
	Web Hosting	0	0.0%
	Interlibrary Loan Services	2	8.0%
	other	0	0.0%
	Missing	3	12.0%

Q13_5	5th Most Desired:	n	%
	Advocacy	3	12.0%
	Delivery/RIDES	1	4.0%
	Continuing Education	2	8.0%
	Group Purchasing- Databases (Example: OverDrive)	3	12.0%
	E-rate Application	1	4.0%
	Group Purchasing-Materials	2	8.0%
	Group Purchasing-Equipment	0	0.0%
	Group Purchasing-Software	0	0.0%
	Marketing/PR	0	0.0%
	Consulting	2	8.0%
	Grant writing	1	4.0%
	Research and Development	0	0.0%
	Shared Automated System	1	4.0%
	Technology Consulting	0	0.0%
	Hardware/Software Tech Support	2	8.0%
	Trustee and Board Training	0	0.0%
	Wide Area Network	1	4.0%
	Youth Services	0	0.0%
	Web Hosting	1	4.0%
	Interlibrary Loan Services	2	8.0%
	other	0	0.0%
	Missing	3	12.0%

14. Given the list of services which may or may not be offered by your Cooperative, please rank the bottom 5 of those you value the least or don't want/need.

Q14_1	1st Least Desired:	n	%
	Advocacy	0	0.0%
	Delivery/RIDES	4	16.0%
	Continuing Education	0	0.0%
	Group Purchasing- Databases (Example: OverDrive)	0	0.0%
	E-rate Application	1	4.0%
	Group Purchasing-Materials	0	0.0%
	Group Purchasing-Equipment	0	0.0%
	Group Purchasing-Software	0	0.0%
	Marketing/PR	2	8.0%
	Consulting	0	0.0%
	Grant writing	0	0.0%
	Research and Development	3	12.0%
	Shared Automated System	0	0.0%
	Technology Consulting	1	4.0%
	Hardware/Software Tech Support	0	0.0%
	Trustee and Board Training	2	8.0%
	Wide Area Network	2	8.0%
	Youth Services	4	16.0%
	Web Hosting	1	4.0%
	Interlibrary Loan Services	1	4.0%
	other	1	4.0%
	Missing	3	12.0%

Q14_2	2nd Least Desired:	n	%
	Advocacy	0	0.0%
	Delivery/RIDES	3	12.0%
	Continuing Education	0	0.0%
	Group Purchasing- Databases (Example: OverDrive)	0	0.0%
	E-rate Application	2	8.0%
	Group Purchasing-Materials	1	4.0%
	Group Purchasing-Equipment	0	0.0%
	Group Purchasing-Software	0	0.0%
	Marketing/PR	2	8.0%
	Consulting	0	0.0%
	Grant writing	1	4.0%
	Research and Development	3	12.0%
	Shared Automated System	0	0.0%
	Technology Consulting	0	0.0%
	Hardware/Software Tech Support	0	0.0%
	Trustee and Board Training	2	8.0%
	Wide Area Network	1	4.0%
	Youth Services	4	16.0%
	Web Hosting	2	8.0%
	Interlibrary Loan Services	0	0.0%
	other	0	0.0%
	Missing	4	16.0%

Q14_3	3rd Least Desired:	n	%
	Advocacy	1	4.0%
	Delivery/RIDES	1	4.0%
	Continuing Education	0	0.0%
	Group Purchasing- Databases (Example: OverDrive)	0	0.0%
	E-rate Application	0	0.0%
	Group Purchasing-Materials	0	0.0%
	Group Purchasing-Equipment	0	0.0%
	Group Purchasing-Software	0	0.0%
	Marketing/PR	3	12.0%
	Consulting	0	0.0%
	Grant writing	0	0.0%
	Research and Development	3	12.0%
	Shared Automated System	0	0.0%
	Technology Consulting	0	0.0%
	Hardware/Software Tech Support	0	0.0%
	Trustee and Board Training	1	4.0%
	Wide Area Network	1	4.0%
	Youth Services	5	20.0%
	Web Hosting	4	16.0%
	Interlibrary Loan Services	1	4.0%
	other	0	0.0%
	Missing	5	20.0%

Q14_4	4th Least Desired:	n	%
	Advocacy	0	0.0%
	Delivery/RIDES	1	4.0%
	Continuing Education	0	0.0%
	Group Purchasing- Databases (Example: OverDrive)	0	0.0%
	E-rate Application	2	8.0%
	Group Purchasing-Materials	0	0.0%
	Group Purchasing-Equipment	0	0.0%
	Group Purchasing-Software	0	0.0%
	Marketing/PR	2	8.0%
	Consulting	0	0.0%
	Grant writing	1	4.0%
	Research and Development	2	8.0%
	Shared Automated System	0	0.0%
	Technology Consulting	0	0.0%
	Hardware/Software Tech Support	0	0.0%
	Trustee and Board Training	3	12.0%
	Wide Area Network	3	12.0%
	Youth Services	2	8.0%
	Web Hosting	2	8.0%
	Interlibrary Loan Services	0	0.0%
	other	1	4.0%
	Missing	6	24.0%
Q14_5	5th Least Desired:	n	%
	Advocacy	1	4.0%
	Delivery/RIDES	0	0.0%
	Continuing Education	0	0.0%
	Group Purchasing- Databases (Example: OverDrive)	0	0.0%
	E-rate Application	1	4.0%
	Group Purchasing-Materials	1	4.0%
	Group Purchasing-Equipment	0	0.0%
	Group Purchasing-Software	0	0.0%
	Marketing/PR	2	8.0%
	Consulting	1	4.0%
	Grant writing	1	4.0%
	Research and Development	4	16.0%
	Shared Automated System	0	0.0%
	Technology Consulting	0	0.0%
	Hardware/Software Tech Support	0	0.0%
	Trustee and Board Training	2	8.0%
	Wide Area Network	1	4.0%
	Youth Services	0	0.0%
	Web Hosting	0	0.0%
	Interlibrary Loan Services	0	0.0%
	other	4	16.0%
	Missing	7	28.0%

15. If there was no state aid, which of the services below would your library be willing to pay for?

Please select all that apply

	n	%
Q15_1 Advocacy	7	28.0%
Q15_2 Delivery/RIDES	13	52.0%
Q15_3 Continuing Education	5	20.0%
Q15_4 Group Purchasing- Databases (Example: OverDrive)	9	36.0%
Q15_5 E-rate Application	9	36.0%
Q15_6 Group Purchasing-Materials	7	28.0%
Q15_7 Group Purchasing-Equipment	7	28.0%
Q15_8 Group Purchasing-Software	7	28.0%
Q15_9 Marketing/PR	3	12.0%
Q15_10 Consulting	5	20.0%
Q15_11 Grant Writing	2	8.0%
Q15_12 Research and Development	1	4.0%
Q15_13 Shared Automated System	17	68.0%
Q15_14 Technology Consulting	12	48.0%
Q15_15 Hardware/Software Tech Support	11	44.0%
Q15_16 Trustee and Board Training	3	12.0%
Q15_17 Wide Area Network	6	24.0%
Q15_18 Youth Services	0	0.0%
Q15_19 Web Hosting	7	28.0%
Q15_20 Interlibrary Loan Services	7	28.0%
Q15_21 Other	2	8.0%
Q15_22 None of the Above	2	8.0%

Note: this question is 'check all that apply' so n's may not total 25 and %'s may not sum to 100.

Q16 16. How many days per week does your Library currently receive delivery of materials?

	n	%
1 day per week	1	4.0%
2 days per week	12	48.0%
3 days per week	4	16.0%
4 days per week	3	12.0%
5 days per week	1	4.0%
6 days per week	0	0.0%
7 days per week	0	0.0%
Some other schedule	1	4.0%
Unsure	3	12.0%
Missing	0	0.0%

Q17 17. How many days per week does your Library need delivery of materials?

	n	%
1 day per week	0	0.0%
2 days per week	8	32.0%
3 days per week	8	32.0%
4 days per week	2	8.0%
5 days per week	2	8.0%
6 days per week	0	0.0%
7 days per week	0	0.0%
Some other schedule	0	0.0%
Unsure	4	16.0%
Missing	1	4.0%

Q18 18. If your Library were to pay the full cost of materials delivery, how many days per week would you request materials delivery?

	n	%
1 day per week	5	20.0%
2 days per week	8	32.0%
3 days per week	2	8.0%
4 days per week	2	8.0%
5 days per week	1	4.0%
6 days per week	0	0.0%
7 days per week	0	0.0%
Some other schedule	0	0.0%
Unsure	5	20.0%
Missing	2	8.0%

Q19 19. while member Libraries don't pay directly for Co-op services except for some direct fee assessments, there is a perceived "value" for the dollars spent.

How much value do you believe your Cooperative provides overall to your Library for the "dollars spent"?

	n	%
Very high value	18	72.0%
High value	6	24.0%
Medium value	0	0.0%
Low value	0	0.0%
Very low value	0	0.0%
Other	0	0.0%
Unsure	1	4.0%
Missing	0	0.0%

Q20 20. Historically there has been a concern that state aid is not a very important piece of funding for public libraries but very important for the survival of the Cooperatives.

With the decrease in funding would your library be willing to have all state aid used to support the Cooperatives?

	n	%
Yes	11	44.0%
No	2	8.0%
Unsure	12	48.0%
Missing	0	0.0%

Q21_T 21. Could you please elaborate?

	n	%
Non-Blank Response	17	68.0%

Note: This is an open-ended response. Please click the "Non-Blank Response" link to view responses to this question.

Q22 22. When I have a question regarding Library "best practice" I consider my Cooperative to be:

	n	%
A reliable source for the answer	23	92.0%
A somewhat reliable source of information	2	8.0%
Neither reliable nor unreliable as a source of information	0	0.0%
A somewhat unreliable source of information	0	0.0%
An unreliable source of information	0	0.0%
Unsure	0	0.0%
Missing	0	0.0%

Q23 23. When I have a question regarding Library News/Issues, I consider my Cooperative to be:

	n	%
A reliable source for the answer	23	92.0%
A somewhat reliable source of information	2	8.0%
Neither reliable nor unreliable as a source of information	0	0.0%
A somewhat unreliable source of information	0	0.0%
An unreliable source of information	0	0.0%
Unsure	0	0.0%
Missing	0	0.0%

Q24 24. When I have a question regarding Library Finances I consider my Cooperative to be:

	n	%
A reliable source for the answer	21	84.0%
A somewhat reliable source of information	3	12.0%
Neither reliable nor unreliable as a source of information	1	4.0%
A somewhat unreliable source of information	0	0.0%
An unreliable source of information	0	0.0%
Unsure	0	0.0%
Missing	0	0.0%

25. What role(s) should cooperatives play over the next 5 years?

Please choose roles in order of importance with the first column ("1st") being the most important and the last column ("6th") being the least

	n	%
Q25_1 Advocacy	5	20.0%
Q25_2 Discounts	1	4.0%
Q25_3 Education/Training	2	8.0%
Q25_4 Technology Support	14	56.0%
Q25_5 Consulting	2	8.0%
Q25_6 Marketing/PR	1	4.0%

Note: this question is 'check all that apply' so n's may not total 25 and %'s may not sum to 100.

Q26 26. What is the single most important outcome your Cooperative provides for your Library today?

	n	%
Advocacy	2	8.0%
Discounts	0	0.0%
Education/Training	2	8.0%
Technology Support	14	56.0%
Consulting	4	16.0%
Marketing/PR	0	0.0%
other	3	12.0%
Unsure	0	0.0%
Missing	0	0.0%

Q27 27. what is the least important outcome your Cooperative provides for your Library today?

	n	%
Advocacy	0	0.0%
Discounts	1	4.0%
Education/Training	1	4.0%
Technology Support	2	8.0%
Consulting	2	8.0%
Marketing/PR	15	60.0%
other	1	4.0%
Unsure	3	12.0%
Missing	0	0.0%

28. If you could change any aspects of your Cooperative to make it work better for your Library what would they be?

Please type one aspect per line (up to three).

	n	%
Q28_1_T 1st Aspect:	8	32.0%
Q28_2_T 2nd Aspect:	3	12.0%
Q28_3_T 3rd Aspect:	2	8.0%

Note: These are an open-ended text responses. Please click the "Aspect" links (1st, 2nd, and 3rd) to view responses to these questions.

Q29_T 29. what additional comments, thoughts or suggestions would you like to make to improve how your Cooperative serves your Library?

[Non-Blank Response](#)

n	%
11	44.0%

Note: This is an open-ended response. Please click the "Non-Blank Response" link to view responses to this question.

To help ensure we have a balanced sample, please complete the following questions:

Q30 30. what is your current (2011) total budget?

	n	%
Less than \$100,000	8	32.0%
\$100,001-\$300,000	6	24.0%
\$300,001-\$1,000,000	6	24.0%
\$1,000,001-\$5,000,000	1	4.0%
\$5,000, 001+	0	0.0%
other	2	8.0%
Unsure	2	8.0%
Missing	0	0.0%

Q31 31. what percent of your library's budget do E-Books currently take?

	n	%
.1% to 1%	12	48.0%
1.1% to 3%	4	16.0%
3.1%-5.1%	0	0.0%
5.1% or more	0	0.0%
other % or Dollar Amt	1	4.0%
Library does not offer E-Books	4	16.0%
Unsure	4	16.0%
Missing	0	0.0%

Q32 32. How many current (2011) Full Time Employees (FTEs) does your library employ?

	n	%
1-3	13	52.0%
4-15	6	24.0%
16-25	2	8.0%
26 or more	0	0.0%
other	4	16.0%
Unsure	0	0.0%
Missing	0	0.0%

Q33 33. what is your current (2011) materials budget?

	n	%
Less than \$15,000	7	28.0%
\$15,001-\$25,000	4	16.0%
\$25,001-40,000	5	20.0%
\$40,001-\$75,000	2	8.0%
\$75,001-\$150,000	3	12.0%
\$150,001 or more	0	0.0%
Other or Percentage	2	8.0%
Unsure	2	8.0%
Missing	0	0.0%

Thank you for your input!

We will compile the results and provide a report back to the membership.