

idnum	Q Num	2. My library is a member of: [other]
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**<< there were no open-ended responses to this question >>**

idnum	Q Num	4. Could you please elaborate? [follow-up to Q3]
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236	Q4_T	Our cooperative communication is excellent and appropriate.
249	Q4_T	We receive valuable information from our Cooperative Director and staff.
250	Q4_T	I love the communication level within our cooperative. I welcome the updates, tips, advocacy and advice and appreciate their quick response time to my inquiries.
252	Q4_T	I email them and they are quick to respond. When they have something for me or the group, they keep us informed.
278	Q4_T	My Cooperative is very, very good about keeping the members libraries up-to-date on anything happening in the library community.
286	Q4_T	I appreciate that we are kept informed of all the latest developments in the state from our Cooperative.
288	Q4_T	we get all the information that we need
294	Q4_T	Our cooperative director, Suzanne Dees, does an excellent job of communicating accurately and in a timely manner about ALL the information that I, as a library director, need to know to provide good customer service and be aware of current library issues. Many of this I do not have access to, or the time to pursue, because I am a director who does all the jobs at a one-room rural library.
298	Q4_T	Coop keeps us all informed on major and minor things going on in our neck of the woods and in the whole state. I depend on them for bulk ordering, updates on legislation that effects libraries, educational meetings, grant writing, tech support, etc.
307	Q4_T	They are very helpful in every way with all of our needs. We ask about technology, grants, cataloging ideas and sources and they are helpful every time. They are great about anticipating our needs with sending us reports, providing ebook and audiobook downloads, etc.
314	Q4_T	I receive emails that are always relevant to the operation of our library.
318	Q4_T	My library is a small library. There are many times where the emails just do not pertain to me. However, it is good to be kept in the loop.
324	Q4_T	We are kept apprised of current legislation affecting libraries, library trends in service, etc. and assistance with USF, State Aid Reports, etc.
335	Q4_T	We receive communications from our coop on a daily basis, through email. These are often mass emailings. However, staff at the coop are also very informed and will send emails regarding specific concerns or issues to our library.
379	Q4_T	The director is very good about passing along information that we need to know when we need it, but without inundating everyone with extraneous information. I occasionally would like more information from the I.T. staff.
381	Q4_T	They response with answers very promptly and notify me on anything new quickly.
447	Q4_T	I love my cooperative. They are there whenever I need them (night or day) and keep me informed on a regular basis regarding issues that are pertinent to our library.
450	Q4_T	I always feel that I am in the loop re events/info of importance to me.

475 Q4\_T We receive regular email & telephone calls. The entire staff is very responsive.

476 Q4\_T aAll e-mailsare need to know!

483 Q4\_T I hear often and I appreciate every communication. In the north the distances are long and their is no money to travel to conferences, etc. to network. My cooperative is my life line. we'd sink without them.

idnum Q Num 8. What additionally or differently could your Cooperative do to keep you more informed or stay current with your needs/interests? [other]

236 Q8\_T They do just fine.

286 Q8\_T Email is good, so don't have look in too many places

294 Q8\_T I feel everything is handled quite well now.

298 Q8\_T they do a great job. No idea how to do better.

314 Q8\_T I have no problems with my Coop.

415 Q8\_T nothing

447 Q8\_T Nothing...they are doing great!

476 Q8\_T No complaints

idnum Q Num 11. What could my Cooperative do better to meet my training/in-service needs? [other]

236 Q11\_T Things are just right

278 Q11\_T Have more in-services on the day-to-day happenings at the library

288 Q11\_T more face to face meetings

294 Q11\_T The cooperative offers a great number and variety of training.

318 Q11\_T More offerings of the same training. Frequently hard to attend when there are only 1 or 2 dates provided. (which should be ample, but never seems to be.)

324 Q11\_T The video conferences and webinars have greatly increased our ability to participate in training without having to take time off to travel.

381 Q11\_T I dont think anything because of decreasing budgets

415 Q11\_T noting

447 Q11\_T They are doing well within our geography and their budget. But I would love to see more face to face opportunities nearer us.

idnum Q Num 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? [1st Service]

249 Q12\_1\_T Customer service for front line staff

294 Q12\_1\_T Trainings are excellent!

379 Q12\_1\_T e-books and e-readers

381 Q12\_1\_T Book repair

475 Q12\_1\_T customer service

idnum Q Num 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? [2nd Service]

249 Q12\_2\_T Training on emerging technologies

idnum	Q Num	Text
	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? [3rd Service]

249 Q12\_3\_T Training on electronic services

idnum	Q Num	Text
	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. [other]

<< there were no open-ended responses to this question >>

idnum	Q Num	Text
	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. [other]

450 Q14\_T Unsure

idnum	Q Num	Text
	15.	If there was no state aid, which of the services below would your library be willing to pay for? [other]

415 Q15\_T I don't know

483 Q15\_T we have NO money to spend

idnum	Q Num	Text
	16.	How many days per week does your Library currently receive delivery of materials? [some other schedule]

424 Q16\_T by mail upon request

483 Q16\_T we have mail only

idnum	Q Num	Text
	17.	How many days per week does your Library need delivery of materials? [some other schedule]

<< there were no open-ended responses to this question >>

idnum	Q Num	Text
	18.	If your Library were to pay the full cost of materials delivery, how many days per week would you request materials delivery? [some other schedule]

<< there were no open-ended responses to this question >>

idnum	Q Num	Text
	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. [other]

<< there were no open-ended responses to this question >>

idnum	Q Num	Text
	21.	Could you please elaborate? [follow-up to Q20]

236 Q21\_T Our Cooperative (Superiorland) is extremely important to us. We would pay for it from our budget if there was no state aid.

249 Q21\_T If services were maintained at current or improved levels. Not for directing state aid to cooperatives if services are cut below current levels.

- 250 Q21\_T I believe that State Aid should be paid at the levels intended and that libraries and cooperatives should be funded as required by law. Those who view State Aid as not very important are obviously not working in a small rural library where every penny counts. Many libraries would view the loss of State Aid as a hardship but likewise the loss of the coop would be a hardship as well and one that would reverse the direction of progress drastically. This is a decision that I personally cannot make and therefore cannot answer.
- 252 Q21\_T Funding is so bad at the local library, I am not sure we can take yet another hit to our revenue but I know we can't do it without them.
- 278 Q21\_T I am not authorized to speak for the board.  
286 Q21\_T while I know that my library could afford to have all of our state aid to go directly to support our cooperative, I know that some libraries rely on that funding.
- 288 Q21\_T we need all the dollars we can get  
298 Q21\_T we would at this time happily give all our state aid to the co-op.  
307 Q21\_T I would have to ask my Board. We are a very small library.  
314 Q21\_T Much depends on our current income.  
318 Q21\_T I would have to have input from our Superintendent/Board Members. I believe that we will lose many important aspects of our library if loose funding.
- 324 Q21\_T We currently receive such a minimal amount of state aid, that we would rather have this money go to the cooperatives to continue to provide their vital services to all libraries in their groups.
- 379 Q21\_T We get much more out of our cooperative than what we could do on our own with the State Aid money.
- 447 Q21\_T we could not function without the support of our Cooperative. They are the backbone of our existence. Rural libraries would be unable to continue to serve the public without their knowledge and shared resources. DO NOT LET OUR COOPERATIVES BE PUT IN JEOPARDY!
- 450 Q21\_T Without my cooperative I could not afford to have an automated system, any kind of technology, advocacy and needed consulting.
- 475 Q21\_T If it came down to the costs to us of Coops going away vs the amount we receive from SA, we would lose out. The costs of replacing things such as Overdrive, shared catalog would be much more than we would lose in SA.
- 483 Q21\_T we depend on every cent we get including state aid.

idnum Q Num 26. What is the single most important outcome your Cooperative provides for your Library today? [other]

- 249 Q26\_T Shared Automation System  
318 Q26\_T Shared online catalog.  
475 Q26\_T cooperative purchasing for electronic services

idnum Q Num 27. What is the least important outcome your Cooperative provides for your Library today? [other]

<< there were no open-ended responses to this question >>

idnum Q Num 28. If you could change any aspects of your Cooperative to make it work better for your Library what would they be? [1st Aspect]

- 249 Q28\_1\_T Full Time Director  
294 Q28\_1\_T Our Superiorland Library Cooperative is excellent!

324 Q28\_1\_T More reliable, financial support so we can be sure of their vital services in the future.  
 379 Q28\_1\_T more technology staff and assistance  
 381 Q28\_1\_T None  
 447 Q28\_1\_T Have two directors as wonderful as the one we have.  
 450 Q28\_1\_T nothing  
 483 Q28\_1\_T They do more than expected right now.

idnum Q Num 28. If you could change any aspects of your Cooperative to make it work better for your Library what would they be? [2nd Aspect]

249 Q28\_2\_T Try to get Cooperative Grants  
 324 Q28\_2\_T Additional staff so they don't have to work so many extra hours at home and after hours.  
 379 Q28\_2\_T more training opportunities

idnum Q Num 28. If you could change any aspects of your Cooperative to make it work better for your Library what would they be? [3rd Aspect]

249 Q28\_3\_T Increase advocacy and marketing in UP  
 379 Q28\_3\_T more ""networking"" with member libraries

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

278 Q29\_T I don't possibly see how our cooperative could change...they give 100 percent to their member libraries.  
 286 Q29\_T It amazes how well our cooperative meets the needs of our libraries. Our cooperative has been very proactive in dealing with potential financial issues which is hard when dealing with such a variety of libraries and the geographical distance between the libraries. We know that our Cooperative is our strongest advocate and our support.  
 294 Q29\_T Our Superiorland Library Cooperative provides excellent services to member libraries--this is a true miracle considering how much their funding has been reduced over prior years.  
 298 Q29\_T we depend on our co-op for many services and could not offer as many services to our patrons without them.  
 324 Q29\_T Our cooperative is well-positioned for the future, but the constant unreliability of funding for the cooperative creates uncertainty for all the member libraries as to what services and support will be available for the long-term..  
 379 Q29\_T we are very pleased with the Superiorland Library Cooperative.  
 391 Q29\_T Make funding for Cooperatives secure.  
 447 Q29\_T There is nothing that I could see that needs to be improved at this time. we could always use more funding and greater resources but, this is omething that cooperatives have little control over.  
 450 Q29\_T I love my cooperative. They are a needed and valuable service to us.  
 475 Q29\_T Superiorland is a very good cooperative and achieves so much with the resources it has.  
 483 Q29\_T superiorland truly is superior. They excell at all they do.

idnum Q Num 30. what is your current (2011) total budget? [other]

318 Q30\_T You started this seriously high!! I got my annual automated system  
payment and \$650 in books.  
415 Q30\_T under 4,000

idnum Q Num 31. what percent of your library's budget do E-Books currently take?  
[other]

278 Q31\_T None

idnum Q Num 32. How many current (2011) Full Time Employees (FTEs) does your  
library employ? [other]

278 Q32\_T 0  
314 Q32\_T NONE  
381 Q32\_T No Full time Employees  
415 Q32\_T none

idnum Q Num 33. what is your current (2011) materials budget? [other or  
percentage]

318 Q33\_T 650  
483 Q33\_T less than \$1,000.00