




**1. What library type do you represent?**

		Response Percent	Response Count
Academic		12.0%	3
Public		24.0%	6
<b>School</b>		<b>60.0%</b>	<b>15</b>
Special		4.0%	1
<b>answered question</b>			<b>25</b>
<b>skipped question</b>			<b>0</b>




**2. What is your role at your library?**

		Response Percent	Response Count
Director		0.0%	0
<b>Staff</b>		<b>100.0%</b>	<b>25</b>
Trustee		0.0%	0
Other (please specify)			8
<b>answered question</b>			<b>25</b>
<b>skipped question</b>			<b>0</b>

### 3. What are the three biggest problems facing your library during the coming year?

		Response Percent	Response Count
1		100.0%	24
2		83.3%	20
3		66.7%	16
answered question			24
skipped question			1

### 4. What are three goals you hope to achieve for your library by the end of 2015?

		Response Percent	Response Count
1		100.0%	21
2		95.2%	20
3		57.1%	12
answered question			21
skipped question			4

### 5. What is one service that you wished Heartland would offer that it does not offer today?

	Response Count
	13
answered question	13
skipped question	12

**6. Please provide any comments on the answers above.**

	<b>Response Count</b>
	3
<b>answered question</b>	<b>3</b>
<b>skipped question</b>	<b>22</b>

**Q2. What is your role at your library?**

1	librarian/aide	Feb 26, 2014 3:06 PM
2	Librarian	Feb 26, 2014 2:13 PM
3	Library Specialist	Feb 26, 2014 1:52 PM
4	Teacher-librarian (survey insisted on one of the above being chosen)	Feb 26, 2014 1:47 PM
5	librarian	Feb 26, 2014 1:39 PM
6	library clerk	Feb 26, 2014 1:21 PM
7	Library Media Specialist	Feb 26, 2014 1:17 PM
8	Teaching Librarian	Feb 26, 2014 1:09 PM



**Q3. What are the three biggest problems facing your library during the coming year?**

1

1	budgetary support	Feb 27, 2014 8:16 AM
2	Flaws in Polaris' item request module. This needs to be remedied immediately because of the negative effects it has on all phases of IHLS services. Why should local staff have extra work because the program has a major flaw?	Feb 27, 2014 3:49 AM
3	lack of teen participation in programming	Feb 26, 2014 9:28 PM
4	budget	Feb 26, 2014 4:27 PM
5	funding	Feb 26, 2014 4:01 PM
6	Familiarizing staff and patrons with e-book and e-magazine services	Feb 26, 2014 3:24 PM
7	Not having enough funds.	Feb 26, 2014 3:06 PM
8	Lack of funding	Feb 26, 2014 2:13 PM
9	Funding for new books	Feb 26, 2014 2:12 PM
10	Budget	Feb 26, 2014 2:06 PM
11	Space / shelving	Feb 26, 2014 1:52 PM
12	technology	Feb 26, 2014 1:51 PM
13	Potential budget cuts	Feb 26, 2014 1:47 PM
14	If a book is checkout status doesn't show to who	Feb 26, 2014 1:43 PM
15	decreasing number of patrons	Feb 26, 2014 1:39 PM
16	Budget	Feb 26, 2014 1:39 PM
17	Building project/ storage of items	Feb 26, 2014 1:35 PM
18	The proficiency of obtaining items from other libraries for our students' projects.	Feb 26, 2014 1:26 PM
19	funding	Feb 26, 2014 1:21 PM
20	budget limitations	Feb 26, 2014 1:21 PM
21	Money	Feb 26, 2014 1:18 PM
22	lack of funding for collection	Feb 26, 2014 1:17 PM
23	lack of funding for staffing	Feb 26, 2014 1:09 PM
24	Engaging students in reliable internet sources	Feb 26, 2014 1:09 PM

2

**Q3. What are the three biggest problems facing your library during the coming year?**

1	low enrollment	Feb 27, 2014 8:16 AM
2	Lack of communication from IHLS to the staff at member libraries. How in the world are Share's catalogers supposed to know about training sessions, when notifications to ALL catalogers is not initiated from IHLS?	Feb 27, 2014 3:49 AM
3	limited budget	Feb 26, 2014 9:28 PM
6	Utilizing Polaris to its fullest and keeping part-time staff aware of developments	Feb 26, 2014 3:24 PM
7	Older books needing replaced	Feb 26, 2014 3:06 PM
9	Funding for electronic media	Feb 26, 2014 2:12 PM
10	Technology	Feb 26, 2014 2:06 PM
11	staff	Feb 26, 2014 1:52 PM
12	space	Feb 26, 2014 1:51 PM
13	Adding e-book services	Feb 26, 2014 1:47 PM
14	Having to check due dates to more than a week each day so they are not late. Should be two weeks	Feb 26, 2014 1:43 PM
15	reducing the number of titles we purchase in print	Feb 26, 2014 1:39 PM
17	Keeping up with technology	Feb 26, 2014 1:35 PM
18	Helping the students order items through the new system. It does lack some options like showing the student what place in the que they are and how long to expect it to arrive.	Feb 26, 2014 1:26 PM
19	upgrading	Feb 26, 2014 1:21 PM
20	stretched to thin to cover responsibilities	Feb 26, 2014 1:21 PM
21	Maintenance	Feb 26, 2014 1:18 PM
22	lack of technology	Feb 26, 2014 1:17 PM
23	lack of funding for purchases	Feb 26, 2014 1:09 PM
24	Maintaining relevance to the school	Feb 26, 2014 1:09 PM
3		
1	aging equipment/furniture; broadband limits	Feb 27, 2014 8:16 AM
2	Too much top down control from system headquarters. Little concern from IHLS staff about meeting local needs.	Feb 27, 2014 3:49 AM
3	need for renovations	Feb 26, 2014 9:28 PM

**Q3. What are the three biggest problems facing your library during the coming year?**

6	Knowing how to put ourselves out there in the community (not really my specific job but I think it's a growing problem with us)	Feb 26, 2014 3:24 PM
7	Providing new books for high school age students	Feb 26, 2014 3:06 PM
9	Funding to replace VHS with DVDs,	Feb 26, 2014 2:12 PM
10	Staff	Feb 26, 2014 2:06 PM
11	money	Feb 26, 2014 1:52 PM
12	programing	Feb 26, 2014 1:51 PM
13	Improving curriculum	Feb 26, 2014 1:47 PM
15	not as much shelf space in basement as we had before renovation	Feb 26, 2014 1:39 PM
19	going on line	Feb 26, 2014 1:21 PM
20	transitions with technology	Feb 26, 2014 1:21 PM
21	space	Feb 26, 2014 1:18 PM
22	library department staff cuts	Feb 26, 2014 1:17 PM
24	Keeping my funding	Feb 26, 2014 1:09 PM





**Q4. What are three goals you hope to achieve for your library by the end of 2015?**

1

1	Permission to use Z39.50 in cataloging. It never should have been disallowed. A mistake that should be remedied immediately.	Feb 27, 2014 3:49 AM
2	better asistance for patrons with electronic resources	Feb 26, 2014 9:28 PM
3	weeding	Feb 26, 2014 4:27 PM
4	purchasing books for a young adult section	Feb 26, 2014 4:01 PM
5	I would like to see all our staff receive training and become confident using our e-book/audio/magazine services AND common devices.	Feb 26, 2014 3:24 PM
6	Providing a library that is filled with interesting books.	Feb 26, 2014 3:06 PM
7	Add to our collection	Feb 26, 2014 2:13 PM
8	To have it completely weeded.	Feb 26, 2014 2:12 PM
9	Expanded services	Feb 26, 2014 2:06 PM
10	have active library websites	Feb 26, 2014 1:52 PM
11	more programs for various ages	Feb 26, 2014 1:51 PM
12	Students able to access ebooks	Feb 26, 2014 1:47 PM
13	everything cataloged that needs to be cataloged	Feb 26, 2014 1:39 PM
14	E-books available	Feb 26, 2014 1:39 PM
15	Keeping up with technology	Feb 26, 2014 1:35 PM
16	I hear our school system is going all-wireless.	Feb 26, 2014 1:26 PM
17	member of share	Feb 26, 2014 1:21 PM
18	Work with students on ipads and library program	Feb 26, 2014 1:21 PM
19	Buying new books	Feb 26, 2014 1:18 PM
20	Increase circulation	Feb 26, 2014 1:17 PM
21	improve service	Feb 26, 2014 1:09 PM

2

1	Make optional the use of the cumbersome Connexion module, therefore, the reinstatement of Z39.50.	Feb 27, 2014 3:49 AM
2	renovations	Feb 26, 2014 9:28 PM
3	getting newer titles	Feb 26, 2014 4:27 PM

**Q4. What are three goals you hope to achieve for your library by the end of 2015?**

5	I would like to see staff grow in the area of patron satisfaction.	Feb 26, 2014 3:24 PM
6	Weeding out old, damaged, and not read recently books	Feb 26, 2014 3:06 PM
7	Seek a grant that will add to our collection	Feb 26, 2014 2:13 PM
8	To replace incorrect spine labels and school designation stamps	Feb 26, 2014 2:12 PM
9	Staff training	Feb 26, 2014 2:06 PM
10	full-time assistants	Feb 26, 2014 1:52 PM
11	weeding of old materials to make more space	Feb 26, 2014 1:51 PM
12	Increased collaboration with teachers	Feb 26, 2014 1:47 PM
13	more patrons	Feb 26, 2014 1:39 PM
14	be merged completely with IHLS and use Polaris	Feb 26, 2014 1:39 PM
15	Adding more programs	Feb 26, 2014 1:35 PM
16	Maintain the ability to acquire new books.	Feb 26, 2014 1:26 PM
17	increase in funds	Feb 26, 2014 1:21 PM
18	weeding out damaged and outdated material	Feb 26, 2014 1:21 PM
19	Other resources for students	Feb 26, 2014 1:18 PM
20	Promote free choice reading	Feb 26, 2014 1:17 PM
21	improve collection	Feb 26, 2014 1:09 PM
3		
1	Clean up misaligned data in our local holdings records as a result of dumping the 4 legacy databases into Share. What a time-consuming mess!! This is additional work on top of our daily work we are paid to do and I don't think it can be completed in 2 years, but at the same time system staff are concerned whether the catalogers are deleting a certain tag or whether "full set" is on the volume line prior to saving an item record. Locally we just want our patrons to have the holdings information so they can find the item they need.	Feb 27, 2014 3:49 AM
2	better staff supervision	Feb 26, 2014 9:28 PM
3	Electronic books	Feb 26, 2014 4:27 PM
9	Grant	Feb 26, 2014 2:06 PM
10	curriculum in place for district	Feb 26, 2014 1:52 PM
11	upgrade computers	Feb 26, 2014 1:51 PM

**Q4. What are three goals you hope to achieve for your library by the end of 2015?**

12	Aligned curriculum with common core	Feb 26, 2014 1:47 PM
13	better communication among staff	Feb 26, 2014 1:39 PM
16	Continue to supply ample computers/books/magazines/etc.	Feb 26, 2014 1:26 PM
17	more community & volunteer interaction	Feb 26, 2014 1:21 PM
18	cloning myself to get it all done!	Feb 26, 2014 1:21 PM
20	Use library collection to support Common Core State Standards	Feb 26, 2014 1:17 PM

**Q5. What is one service that you wished Heartland would offer that it does not offer today?**

1	Consultant services	Feb 27, 2014 3:49 AM
2	strict membership requirements and adherence to SHARE rules	Feb 26, 2014 9:28 PM
3	Maybe IHLS already offers this and I don't hear about it, but I guess I would love to be able to schedule someone come and do a conference just for our staff on some technology we need help with.	Feb 26, 2014 3:24 PM
4	can not think of any	Feb 26, 2014 3:06 PM
5	We used to be able to print a list of all of the books checked out for each teacher. It would be wonderful if we had that capability again!	Feb 26, 2014 2:12 PM
6	On site training	Feb 26, 2014 2:06 PM
7	more relative workshops and convenient locations for hands on learning	Feb 26, 2014 1:52 PM
8	Heartland offers all the programming we need. Thank you.	Feb 26, 2014 1:51 PM
9	It would be great to have a school specialist who was knowledgeable about curriculum and common core.	Feb 26, 2014 1:47 PM
10	Consultants/ advisors to groups like SWAYS etc.	Feb 26, 2014 1:35 PM
11	Consultant to answer public library issues	Feb 26, 2014 1:21 PM
12	Face to face professional development for school librarians	Feb 26, 2014 1:17 PM
13	ILL for schools without being a full member	Feb 26, 2014 1:09 PM

**Q6. Please provide any comments on the answers above.**

- |   |  |                      |
|---|--|----------------------|
| 1 | <p>IHLS staff appear to be so far removed from the actual, day-to-day needs and workings of public and school libraries, yet they impose all kinds of stringent rules onto local staff followed by threats of denying services. Headquarter staff should take a few weeks, shadow real frontline school and public librarians to see what they must accomplish for their taxpayers. IHLS needs a listserv for ALL catalogers, so information is sought by IHLS about our needs, rather than the current procedure of force-feeding to the few attending staff a lot of cataloging information that is irrelevant to local needs. IHLS needs to take advantage of local professional group meetings to train and seek input rather than scheduling additional meetings = the need for consultant services. Who can drop everything to attend a virtual meeting? No one except, apparently, system staff. More emphasis on local needs and less emphasis on what the system needs are; after all, frontline staff must serve their taxpayers first. If only 1 person attends the chat sessions, if only 55 catalogers (and some of these are from system offices) attend a Tuesday training, the system staff should question why local staffs are not attending in greater numbers and figure out what the local staff needs are and how to meet those needs. This survey is the first time any input has been sought from local library staff. Thank you for seeking input about local concerns. Now what is going to happen with our comments? Suggestion - compile and share these responses with all local staff at all of the member libraries; seek comments on the concerns raised; then take action to meet member needs.</p> | Feb 27, 2014 3:49 AM |
| 2 | <p>I'm not a director, I'm a cataloger, but I end up spending a lot of my time troubleshooting at the front desk for staff that is doing their best but doesn't have a lot of tech savvy, plus many are only part-time and don't run into things like putting Zinio apps on tablets, or advanced item searching in Polaris, often enough to get comfortable with the processes. I understand that some classes are offered at Edwardsville, but that's almost a 45 minute drive for us and we can't all take the classes together, bouncing ideas off each other or jogging each other's memories about issues that have come up at our location. My director and I are on the same page about staff needing more training but I honestly feel like an all-day in-house seminar by a couple of IHLS staff (morning spent on e-resources like Overdrive, Zinio, 3M, afternoon on more advanced Polaris issues) would be invaluable. If this were even an option, I would love to know about it and I think all our staff would be interested.</p>   | Feb 26, 2014 3:24 PM |
| 3 | <p>Consultants used to keep us apprised of upcoming events and about political situations facing libraries that we could become involved in I miss that.</p>   | Feb 26, 2014 1:35 PM |