2025 WNYLRC Member Library Survey

1. Introduction

The Board of Trustees of the Western New York Library Resources Council (WNYLRC) is in the process of developing the next 5-year Plan of Service that will encompass the years July 1, 2026 – June 30, 2031. Of great importance in this process is obtaining feedback from WNYLRC's membership. We are encouraging all staff from all of our member organizations – academic, hospital, special, and public and school library systems as well as other supporting institutions – to share their opinions about WNYLRC's programs and services and provide information on what they feel WNYLRC should be focusing on for the near future.

About this survey:
-There are four pages overall and 13 questions in total.
-Questions beginning with an "*" require an answer.

To encourage participation, WNYLRC will be awarding 4 $50 dollar gift cards in a drawing. If you want to participate in the drawing, you must provide your contact information on page 4.

Survey deadline: Friday, April 4, 2025.

* 1. What type of member library/organization do you work in?

◯ College or University (academic)

◯ Public branch

◯ School (K-12) individual building

◯ Public Library System

◯ School Library System

◯ Non-profit special, museum, or historical society

◯ Corporate or law firm

◯ Hospital

◯ Other (please specify)

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* 2. What is your primary position at your library/system/organization?

○ Director

○ System Director

○ Librarian (MLS)

○ Library Assistant

○ Support Staff

○ IT staff

○ Other (please specify)

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* 3. Are you working full-time or part-time at this position?

○ Full-time

○ Part-time

* 4. To what degree do these statements describe WNYLRC today?

	Very Effectively	Effectively	Somewhat Effectively but could do more	Not at all
WNYLRC is willing to support new initiatives.	○	○	○	○
WNYLRC connects diverse libraries.	○	○	○	○
WNYLRC provides meaningful professional development.	○	○	○	○
WNYLRC advocates on behalf of all members.	○	○	○	○
WNYLRC advocates on behalf of my library/organization.	○	○	○	○
WNYLRC provides leadership on collaborative projects/services.	○	○	○	○
WNYLRC provides value to my library/organization.	○	○	○	○
WNYLRC incorporates DEI initiatives into its activities	○	○	○	○

Other (please specify)

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2. Current Services and Challenges

* 5. Please indicate the value of current WNYLRC services and programs that are important or potentially important to your library or organization:

	Very valuable	Valuable	Somewhat valuable	Not valuable	Not Aware of Service/Program
Advocacy (state and institutional)	○	○	○	○	○
Annual Meeting	○	○	○	○	○
Archival Assistance	○	○	○	○	○
Archival Field Services (site visits)	○	○	○	○	○
Ask the Archivist (virtual Ask service)	○	○	○	○	○
Ask Us 24/7	○	○	○	○	○
Ask the Lawyer	○	○	○	○	○
Committees	○	○	○	○	○
Empire Archival Discovery Cooperative EAD finding aids	○	○	○	○	○
ESLN Air (Academic institutional repository through Ubiquity)	○	○	○	○	○
Empire State Immersive Experiences (ESIE	○	○	○	○	○
Exploration of new initiatives	○	○	○	○	○
Grants and Grant Assistance	○	○	○	○	○
Hospital Library Services	○	○	○	○	○
Newsletters via listserv	○	○	○	○	○
New York Heritage	○	○	○	○	○
New York State Historic Newspapers	○	○	○	○	○
Professional Development Programs	○	○	○	○	○
Regional conference - Intersect UnConference	○	○	○	○	○
Social Media postings	○	○	○	○	○
WNYLRC Awards Program	○	○	○	○	○
WNYlib-l Listserv	○	○	○	○	○
WNYLRC.org	○	○	○	○	○

Other (please specify)

* 6. Please rate the following challenges faced by your library/organization?

	Extremely challenging	Very Challenging	Somewhat challenging	Not challenging	N/A
Maintaining appropriate staffing	○	○	○	○	○
Maintaining appropriate funding levels	○	○	○	○	○
Maintaining staff expertise and knowledge	○	○	○	○	○
Relevance and perception of the library/organization the community	○	○	○	○	○
Relevance and perception of the library/organization by the parent institution including administers	○	○	○	○	○
Relevance and perception of the library/organization by funders	○	○	○	○	○
Relevance and perception of the library/organization by faculty	○	○	○	○	○
Relevance and perception of the library/organization by students	○	○	○	○	○
Significant changes in physical space usage	○	○	○	○	○
Significant changes in collection usage	○	○	○	○	○
Collections management	○	○	○	○	○
Technology issues (broadband)	○	○	○	○	○
Technology issues (devices)	○	○	○	○	○
Technology issues (training)	○	○	○	○	○
Technology (emerging)	○	○	○	○	○

E-resources business models	○	○	○	○	○
E-resources (vendor pricing, models, patron access)	○	○	○	○	○
Interfacing with law enforcement	○	○	○	○	○
Subpoena compliance	○	○	○	○	○
Restrictions on lending E-resources	○	○	○	○	○
Book challenges	○	○	○	○	○
First Amendment audits	○	○	○	○	○
Patron needs and how to address them (housing, social services, food)	○	○	○	○	○

Please comment on any of the ratings above:

[   ]

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2025 WNYLRC Member Library Survey

3. Looking to the Future

* 7. What issues would you like to see WNYLRC cover with its Professional Development Program in order to better prepare your staff for the future or their position? (Check all that apply)

☐ Archives and special collections management

☐ Consumer Health information

☐ Copyright compliance

☐ Curriculum development

☐ Data curation

☐ Database searching

☐ Grant writing

☐ Information and media literacy

☐ Leadership training

☐ Legal expertise

☐ Management skills

☐ Managing institutional repositories

☐ Marketing and promotion (social media, public relations)

☐ Open data

☐ Policy development

☐ Procurement

☐ Preservation and conservation techniques (book repair)

☐ Soft skills - (relationship building, communication, teamwork, problem-solving, time management, etc.)

☐ Technology - Emerging (Artificial Intelligence, other)

☐ Technology - Existing (development tools such as bootstrap, SQL, scripting, HTML, scripting)

☐ Working with a governing body or board of trustees

Please further explain your choices:

* 8. What services should WNYLRC consider offering that could benefit your library/organization within the next 5 years? (Check all that apply)

☐ Advocating for better vendor licensing and contracts

☐ Consortial purchasing of databases and eBooks (statewide/regional)

☐ Data repository services

☐ Digital preservation support

☐ Expand Empire State Delivery Services to include delivery of other items (equipment, supplies)

☐ IPEDS - work with other Councils to assume data collecting if IPEDS goes away

☐ Provide expertise on AI and augmented reality services

☐ Provide grant writing services

☐ Shared storage facility

☐ Support statewide catalog to enhance resource sharing among libraries

☐ None, current services are sufficient

☐ Other services:

[text box]

* 9. What developing trends will shape library services at your library in the coming five years? These could include societal, environmental, technological, political, or other trends.

[text box]

* 10. What are the biggest obstacles WNY libraries will face during the next five years?

[text box]

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2025 WNYLRC Member Library Survey

4. Contact Info

11. Please take a moment to add additional comments:

12. Please consider participating in follow-up discussions with your colleagues regarding the issues raised by the survey results. No individual survey results will be shared, only the collective data and trends will be discussed. Please provide your contact information below so that we may contact you on when the discussion groups will be held.

Name

Library/Organization

Email Address

Phone Number

13. To participate in the gift card drawing, please provide the following:

Name

Email

Phone