
Results

Survey 884918

Number of records in this query:	27
Total records in survey:	27
Percentage of total:	100.00%

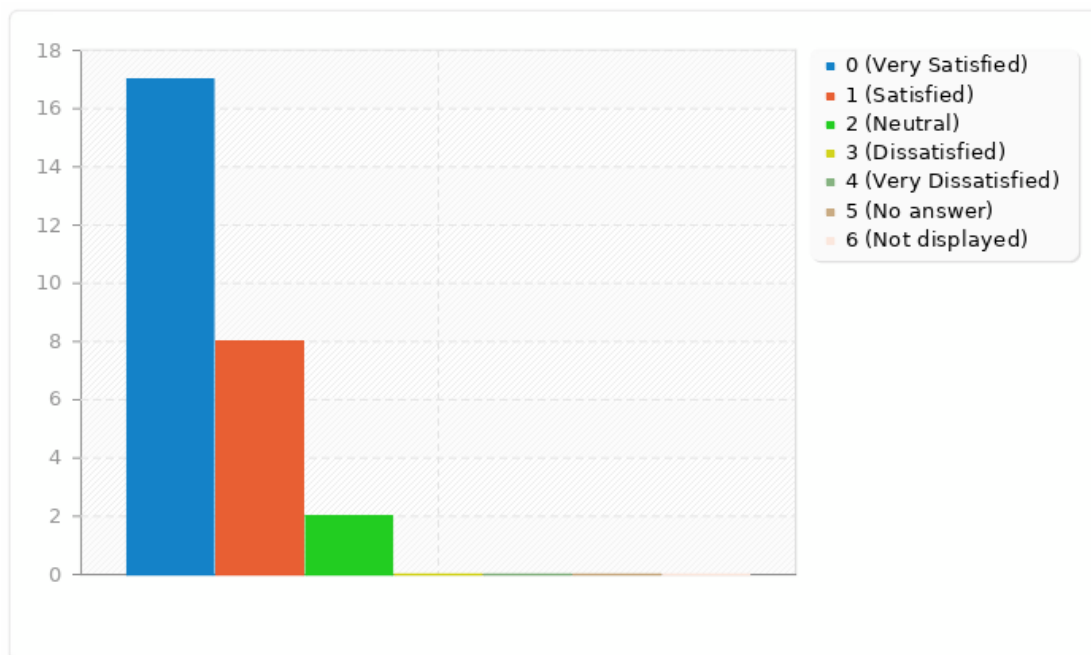
Summary for s1(SQ001)[Responsiveness of Support Team]

How satisfied are you with the following Libpress Services?

Answer	Count	Percentage
Very Satisfied (A1)	17	62.96%
Satisfied (A2)	8	29.63%
Neutral (A3)	2	7.41%
Dissatisfied (A4)	0	0.00%
Very Dissatisfied (A5)	0	0.00%
No answer	0	0.00%
Not displayed	0	0.00%

Summary for s1(SQ001)[Responsiveness of Support Team]

How satisfied are you with the following Libpress Services?



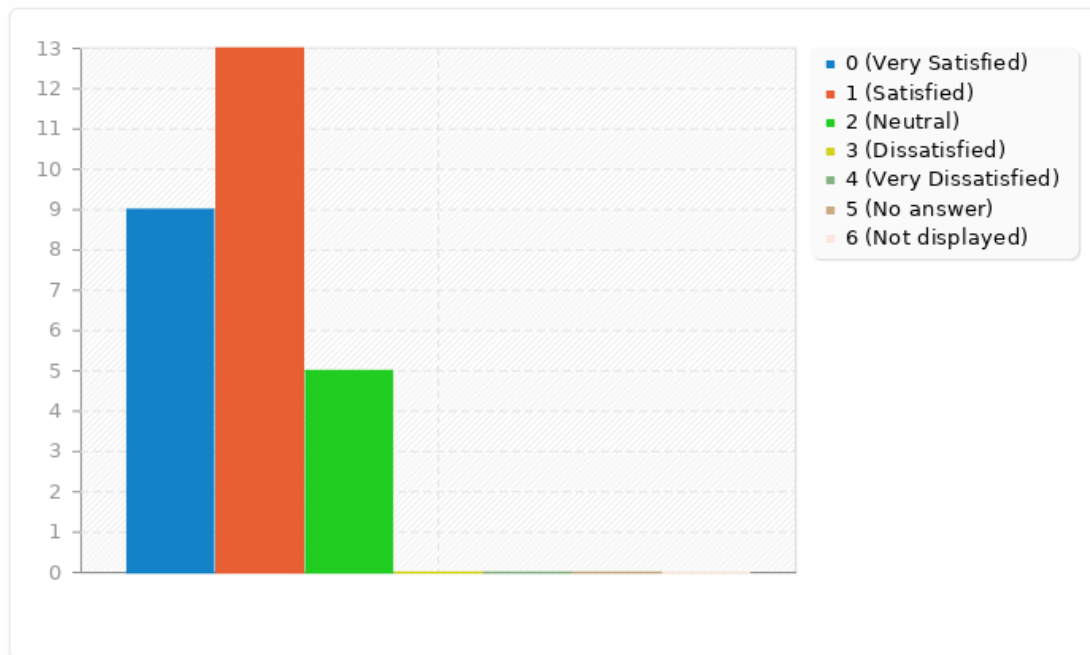
Summary for s1(SQ002)[Speed of Site]

How satisfied are you with the following Libpress Services?

Answer	Count	Percentage
Very Satisfied (A1)	9	33.33%
Satisfied (A2)	13	48.15%
Neutral (A3)	5	18.52%
Dissatisfied (A4)	0	0.00%
Very Dissatisfied (A5)	0	0.00%
No answer	0	0.00%
Not displayed	0	0.00%

Summary for s1(SQ002)[Speed of Site]

How satisfied are you with the following Libpress Services?



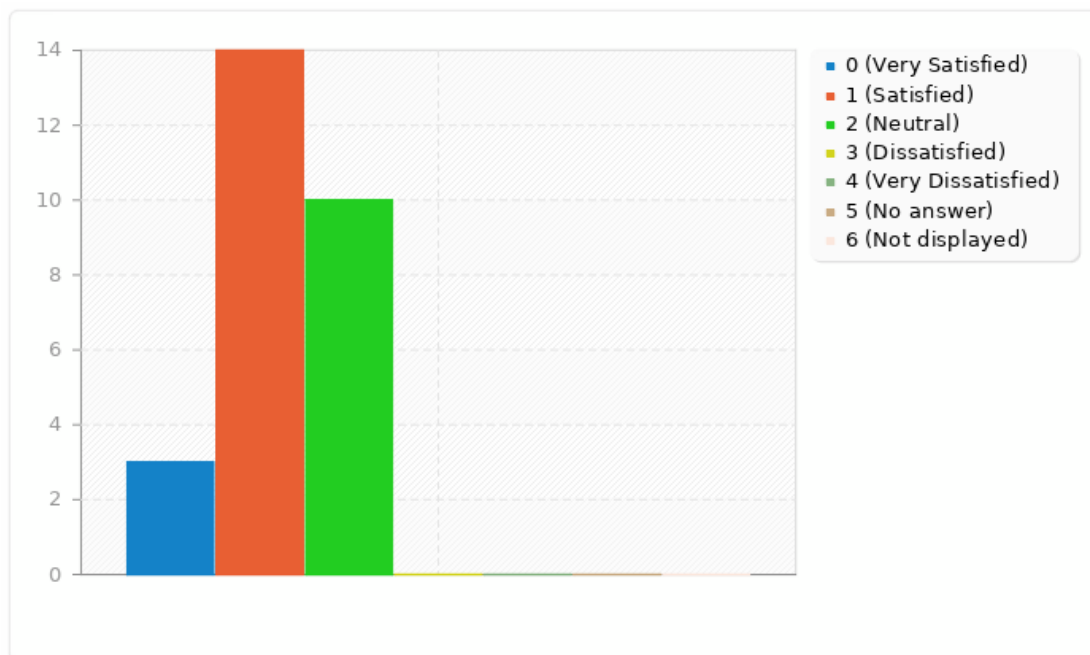
Summary for s1(SQ003)[Ease of Use of Maintaining Site]

How satisfied are you with the following Libpress Services?

Answer	Count	Percentage
Very Satisfied (A1)	3	11.11%
Satisfied (A2)	14	51.85%
Neutral (A3)	10	37.04%
Dissatisfied (A4)	0	0.00%
Very Dissatisfied (A5)	0	0.00%
No answer	0	0.00%
Not displayed	0	0.00%

Summary for s1(SQ003)[Ease of Use of Maintaining Site]

How satisfied are you with the following Libpress Services?



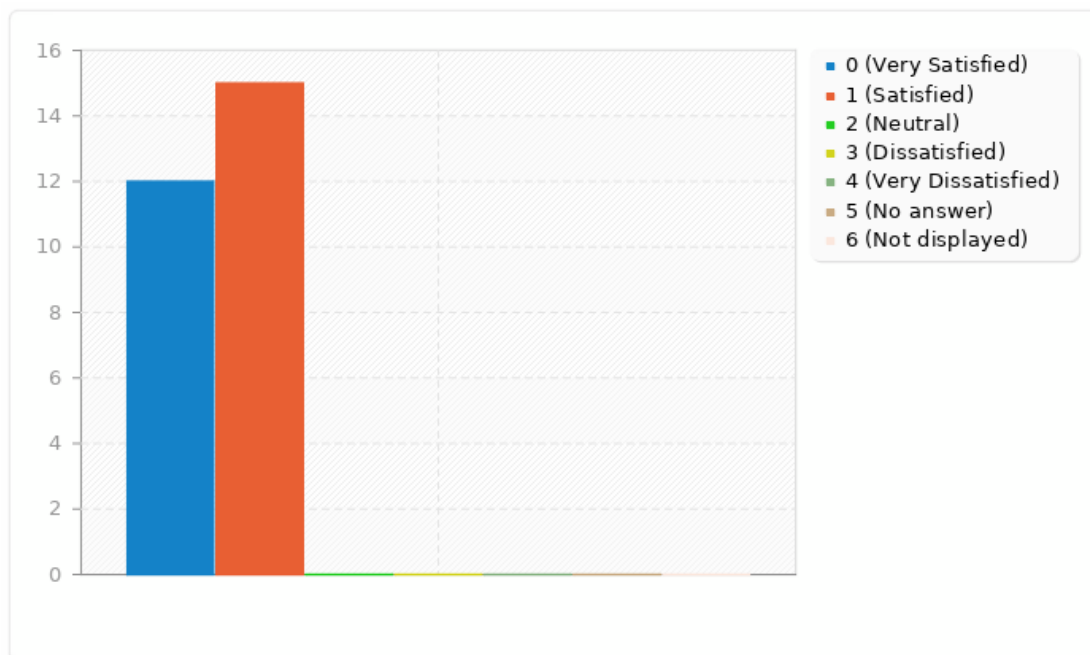
Summary for s1(SQ004)[Value of Service]

How satisfied are you with the following Libpress Services?

Answer	Count	Percentage
Very Satisfied (A1)	12	44.44%
Satisfied (A2)	15	55.56%
Neutral (A3)	0	0.00%
Dissatisfied (A4)	0	0.00%
Very Dissatisfied (A5)	0	0.00%
No answer	0	0.00%
Not displayed	0	0.00%

Summary for s1(SQ004)[Value of Service]

How satisfied are you with the following Libpress Services?



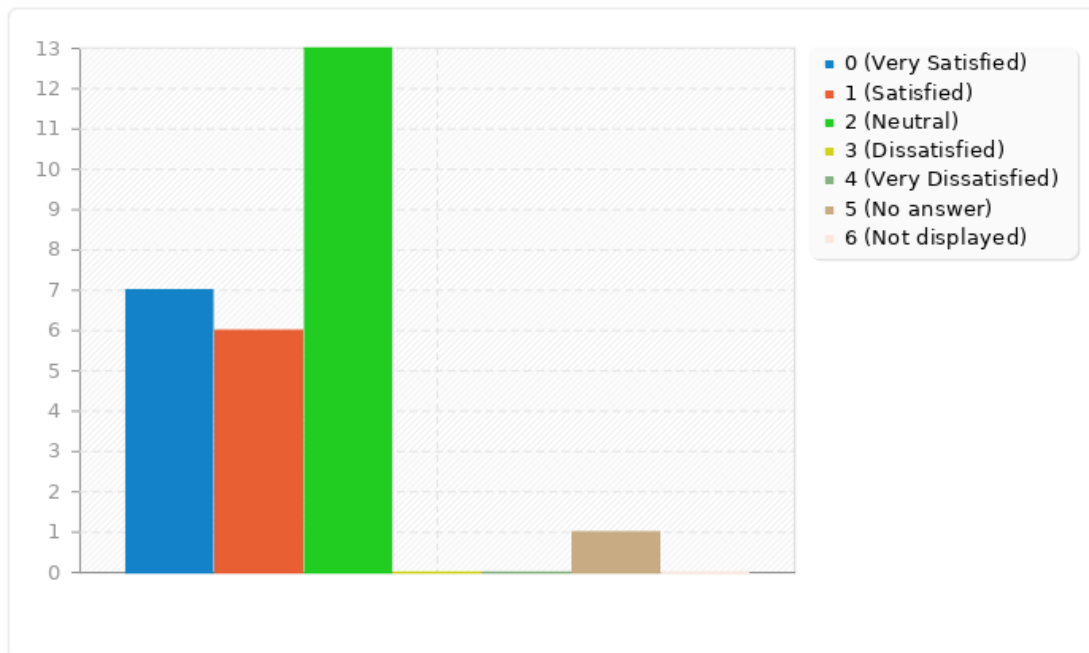
Summary for s1(SQ005)[Response to questions/problems submitted by calling toll-free number]

How satisfied are you with the following Libpress Services?

Answer	Count	Percentage
Very Satisfied (A1)	7	25.93%
Satisfied (A2)	6	22.22%
Neutral (A3)	13	48.15%
Dissatisfied (A4)	0	0.00%
Very Dissatisfied (A5)	0	0.00%
No answer	1	3.70%
Not displayed	0	0.00%

Summary for s1(SQ005)[Response to questions/problems submitted by calling toll-free number]

How satisfied are you with the following Libpress Services?



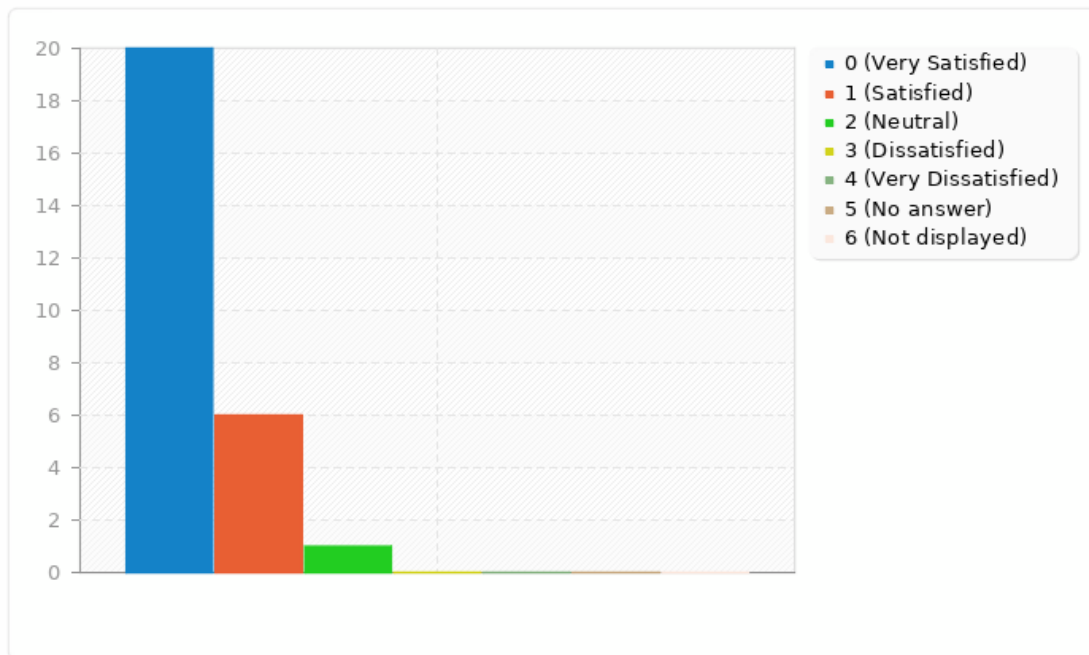
Summary for s1(SQ006)[Response to questions/problems submitted by emailing support/or directly entering a ticket into RT]

How satisfied are you with the following Libpress Services?

Answer	Count	Percentage
Very Satisfied (A1)	20	74.07%
Satisfied (A2)	6	22.22%
Neutral (A3)	1	3.70%
Dissatisfied (A4)	0	0.00%
Very Dissatisfied (A5)	0	0.00%
No answer	0	0.00%
Not displayed	0	0.00%

Summary for s1(SQ006)[Response to questions/problems submitted by emailing support/or directly entering a ticket into RT]

How satisfied are you with the following Libpress Services?



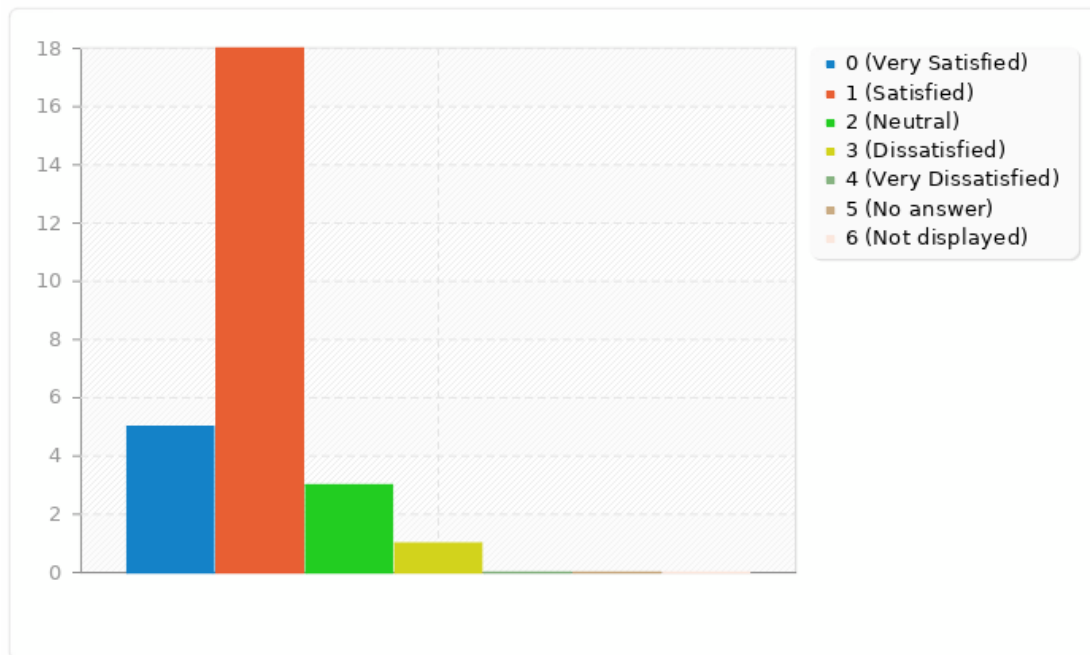
Summary for s1(SQ007)[Bug fixes]

How satisfied are you with the following Libpress Services?

Answer	Count	Percentage
Very Satisfied (A1)	5	18.52%
Satisfied (A2)	18	66.67%
Neutral (A3)	3	11.11%
Dissatisfied (A4)	1	3.70%
Very Dissatisfied (A5)	0	0.00%
No answer	0	0.00%
Not displayed	0	0.00%

Summary for s1(SQ007)[Bug fixes]

How satisfied are you with the following Libpress Services?



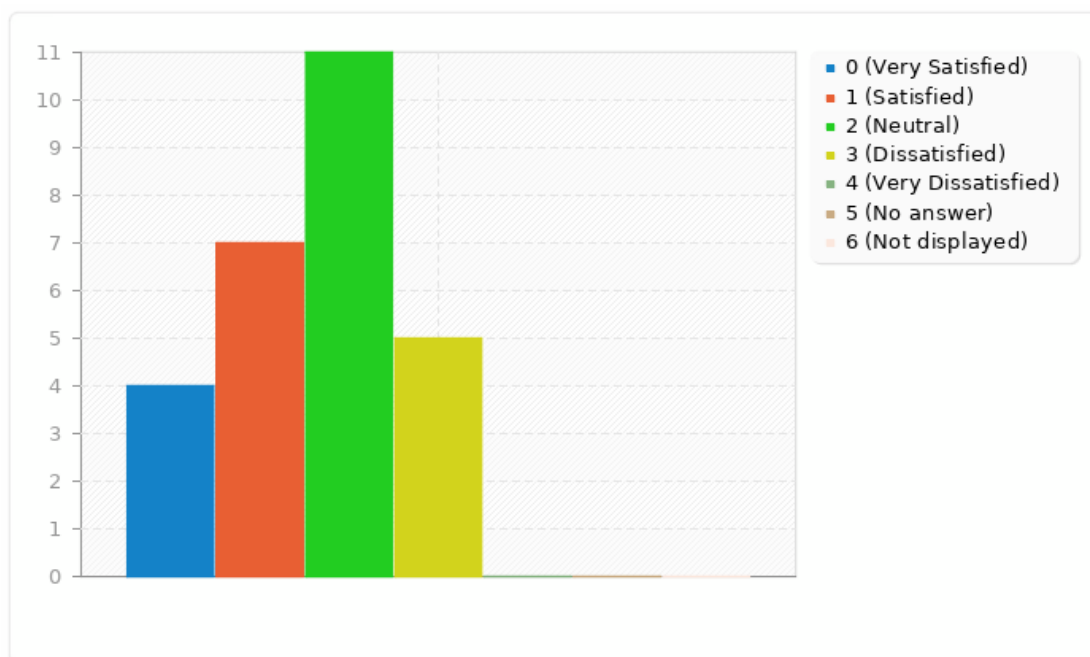
Summary for s1(SQ008)[Development of new features]

How satisfied are you with the following Libpress Services?

Answer	Count	Percentage
Very Satisfied (A1)	4	14.81%
Satisfied (A2)	7	25.93%
Neutral (A3)	11	40.74%
Dissatisfied (A4)	5	18.52%
Very Dissatisfied (A5)	0	0.00%
No answer	0	0.00%
Not displayed	0	0.00%

Summary for s1(SQ008)[Development of new features]

How satisfied are you with the following Libpress Services?



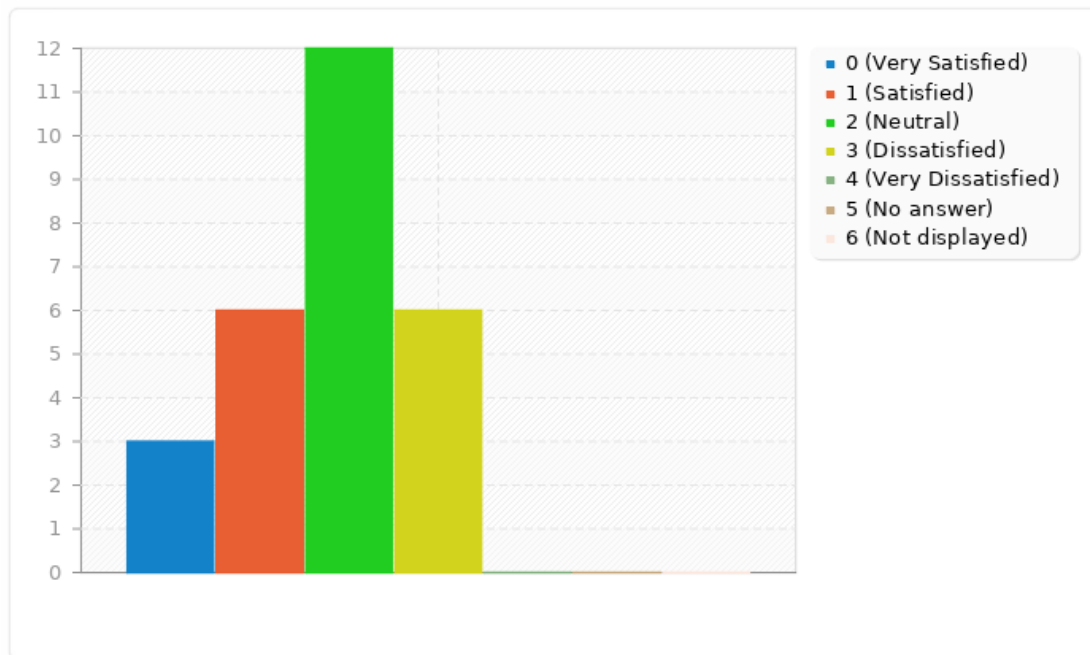
Summary for s1(SQ009)[Continuing training opportunities]

How satisfied are you with the following Libpress Services?

Answer	Count	Percentage
Very Satisfied (A1)	3	11.11%
Satisfied (A2)	6	22.22%
Neutral (A3)	12	44.44%
Dissatisfied (A4)	6	22.22%
Very Dissatisfied (A5)	0	0.00%
No answer	0	0.00%
Not displayed	0	0.00%

Summary for s1 (SQ009)[Continuing training opportunities]

How satisfied are you with the following Libpress Services?



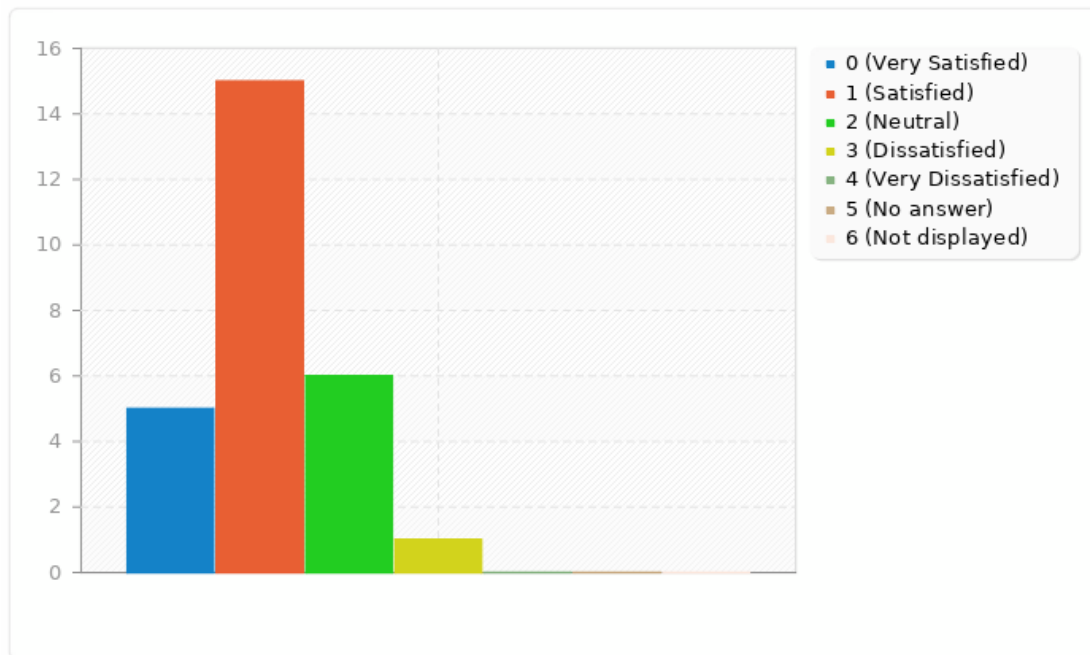
Summary for s1(SQ010)[Documentation]

How satisfied are you with the following Libpress Services?

Answer	Count	Percentage
Very Satisfied (A1)	5	18.52%
Satisfied (A2)	15	55.56%
Neutral (A3)	6	22.22%
Dissatisfied (A4)	1	3.70%
Very Dissatisfied (A5)	0	0.00%
No answer	0	0.00%
Not displayed	0	0.00%

Summary for s1(SQ010)[Documentation]

How satisfied are you with the following Libpress Services?



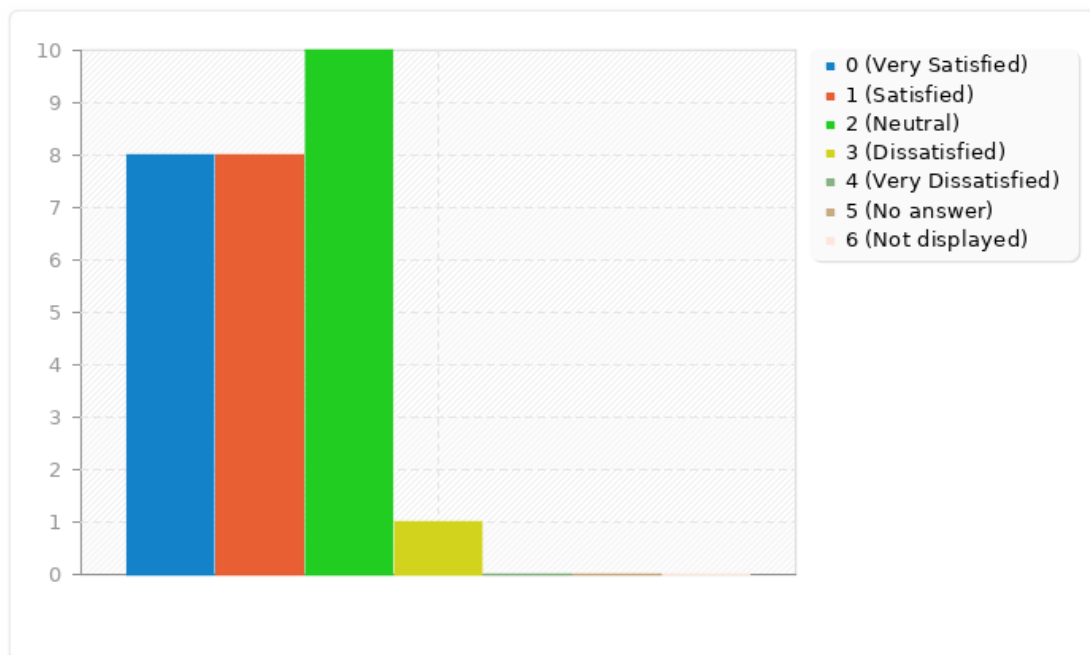
Summary for s1(SQ011)[Communication about improvements and enhancements]

How satisfied are you with the following Libpress Services?

Answer	Count	Percentage
Very Satisfied (A1)	8	29.63%
Satisfied (A2)	8	29.63%
Neutral (A3)	10	37.04%
Dissatisfied (A4)	1	3.70%
Very Dissatisfied (A5)	0	0.00%
No answer	0	0.00%
Not displayed	0	0.00%

Summary for s1(SQ011)[Communication about improvements and enhancements]

How satisfied are you with the following Libpress Services?



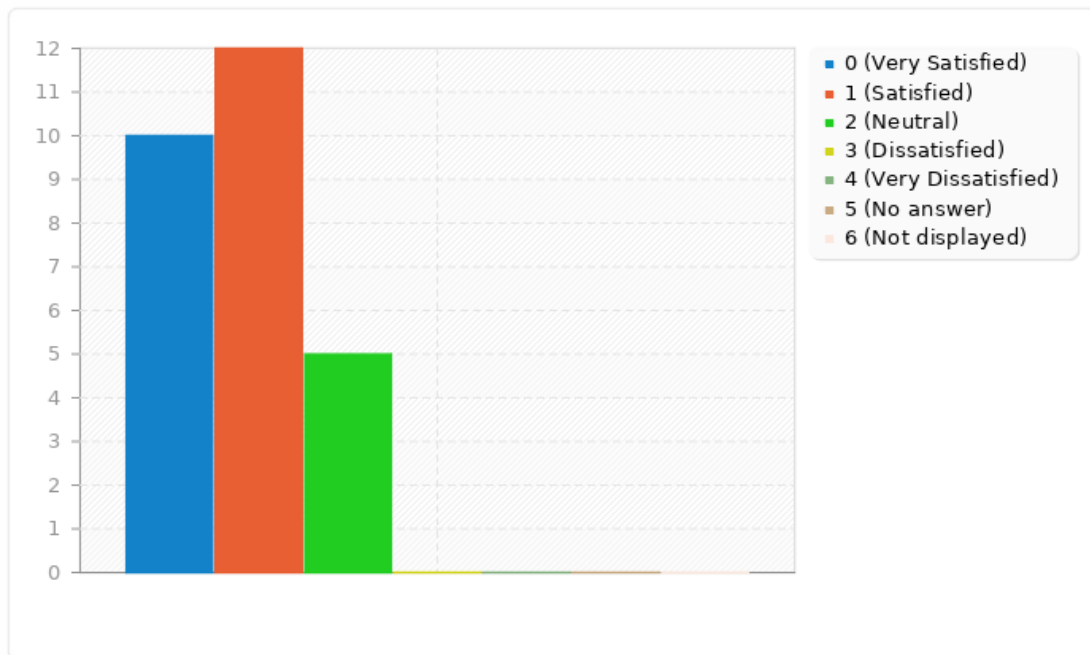
Summary for s1(SQ012)[Communication about problems and/or service interruptions]

How satisfied are you with the following Libpress Services?

Answer	Count	Percentage
Very Satisfied (A1)	10	37.04%
Satisfied (A2)	12	44.44%
Neutral (A3)	5	18.52%
Dissatisfied (A4)	0	0.00%
Very Dissatisfied (A5)	0	0.00%
No answer	0	0.00%
Not displayed	0	0.00%

Summary for s1(SQ012)[Communication about problems and/or service interruptions]

How satisfied are you with the following Libpress Services?



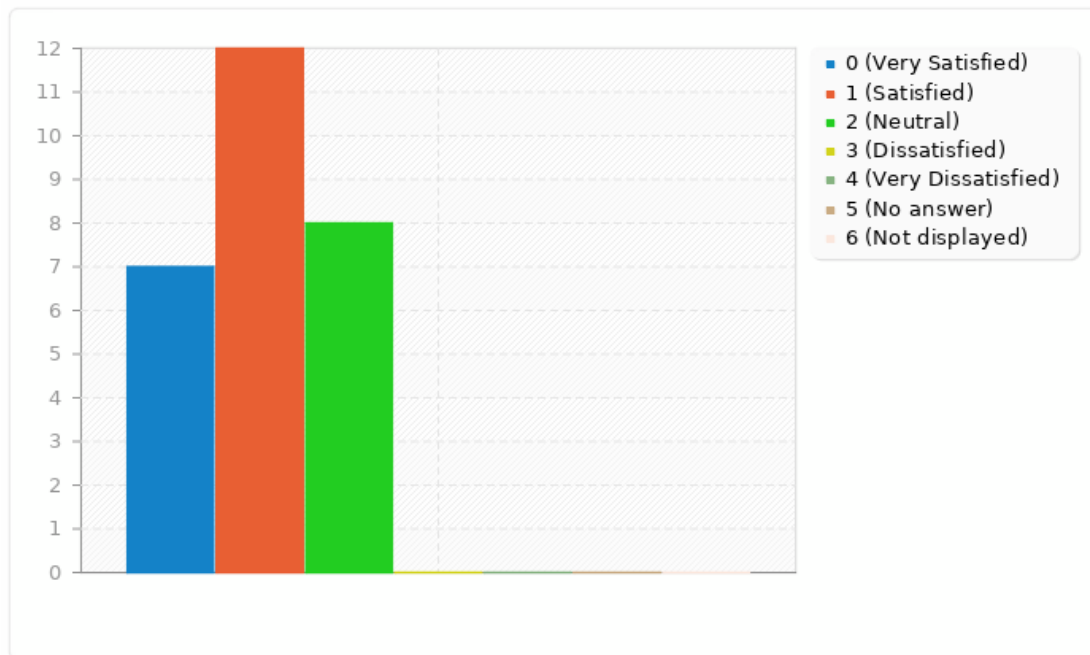
Summary for s1(SQ013)[Integration of LibPress with Sitka]

How satisfied are you with the following Libpress Services?

Answer	Count	Percentage
Very Satisfied (A1)	7	25.93%
Satisfied (A2)	12	44.44%
Neutral (A3)	8	29.63%
Dissatisfied (A4)	0	0.00%
Very Dissatisfied (A5)	0	0.00%
No answer	0	0.00%
Not displayed	0	0.00%

Summary for s1(SQ013)[Integration of LibPress with Sitka]

How satisfied are you with the following Libpress Services?



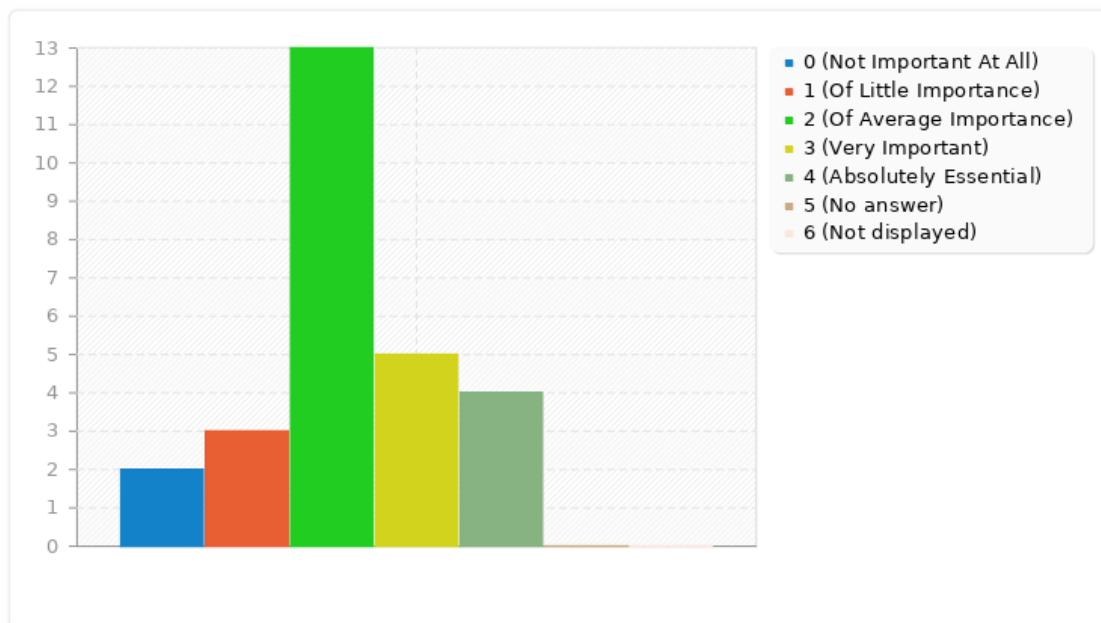
Summary for s2(SQ001)[Access to support staff via telephone]

How important to your library are the following LibPress services?

Answer	Count	Percentage
Not Important At All (A1)	2	7.41%
Of Little Importance (A2)	3	11.11%
Of Average Importance (A3)	13	48.15%
Very Important (A4)	5	18.52%
Absolutely Essential (A5)	4	14.81%
No answer	0	0.00%
Not displayed	0	0.00%

Summary for s2(SQ001)[Access to support staff via telephone]

How important to your library are the following LibPress services?



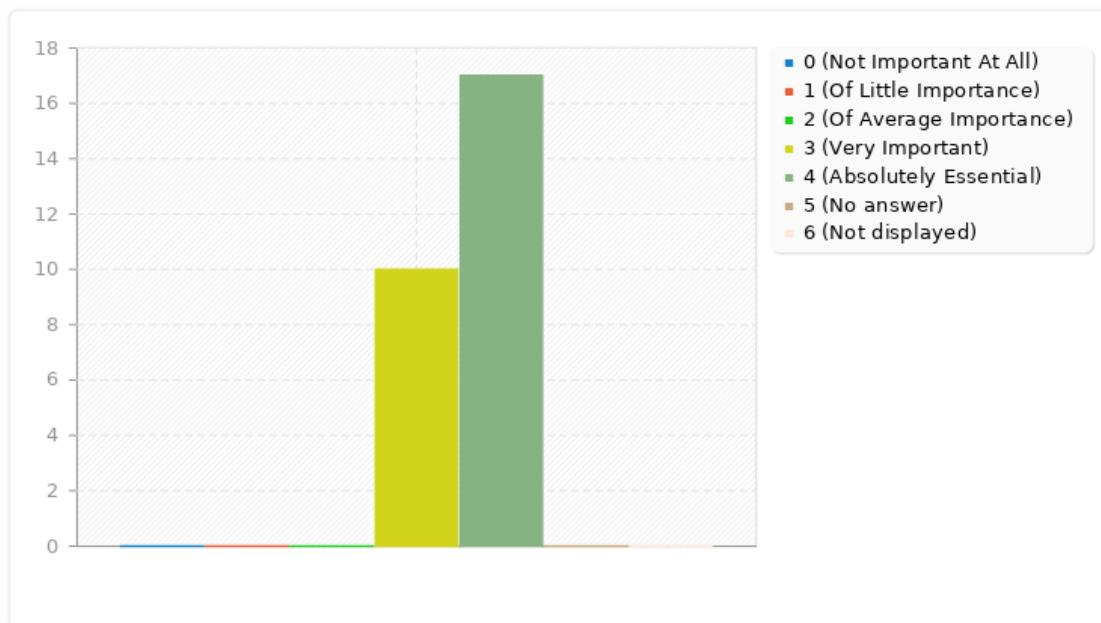
Summary for s2(SQ002)[Access to support staff via email or ticket system]

How important to your library are the following LibPress services?

Answer	Count	Percentage
Not Important At All (A1)	0	0.00%
Of Little Importance (A2)	0	0.00%
Of Average Importance (A3)	0	0.00%
Very Important (A4)	10	37.04%
Absolutely Essential (A5)	17	62.96%
No answer	0	0.00%
Not displayed	0	0.00%

Summary for s2(SQ002)[Access to support staff via email or ticket system]

How important to your library are the following LibPress services?



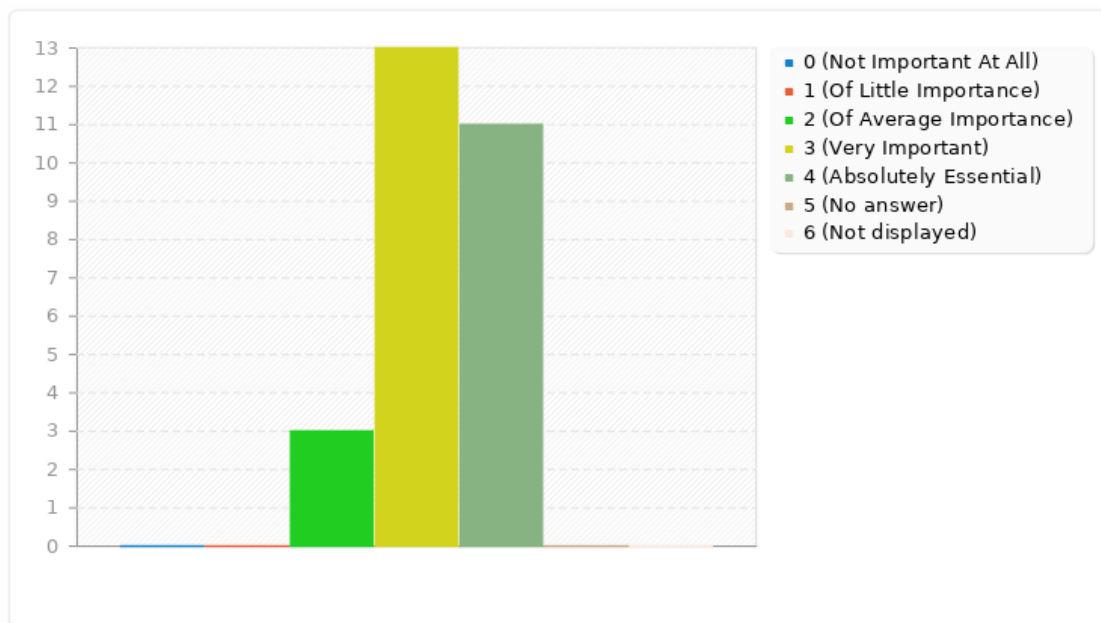
Summary for s2(SQ003)[Up-to-date documentation]

How important to your library are the following LibPress services?

Answer	Count	Percentage
Not Important At All (A1)	0	0.00%
Of Little Importance (A2)	0	0.00%
Of Average Importance (A3)	3	11.11%
Very Important (A4)	13	48.15%
Absolutely Essential (A5)	11	40.74%
No answer	0	0.00%
Not displayed	0	0.00%

Summary for s2(SQ003)[Up-to-date documentation]

How important to your library are the following LibPress services?



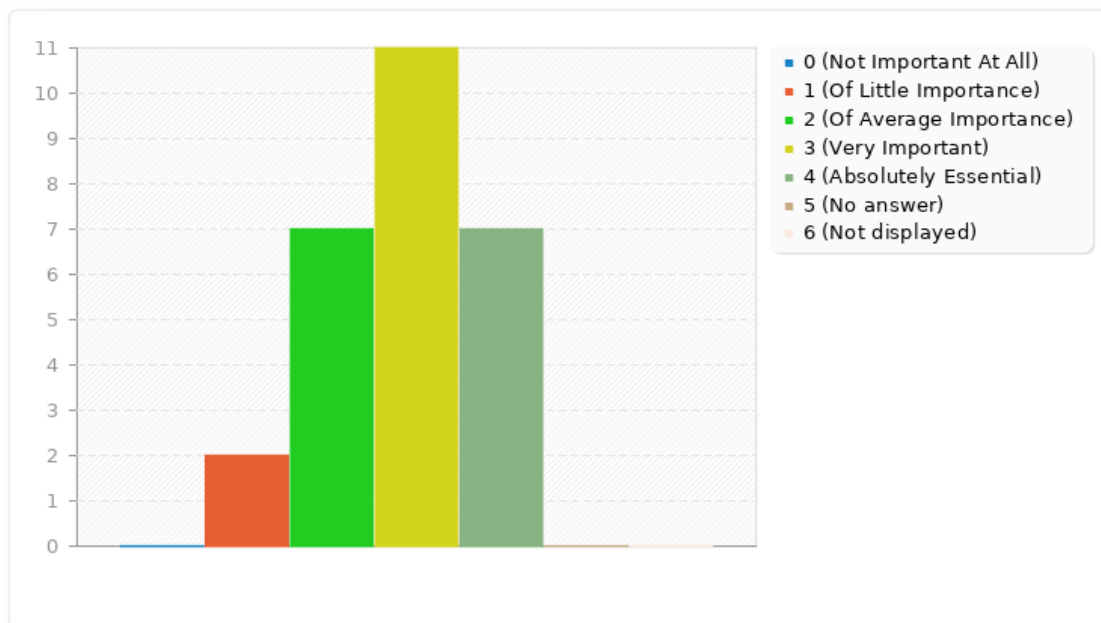
Summary for s2(SQ004)[Comprehensive training videos]

How important to your library are the following LibPress services?

Answer	Count	Percentage
Not Important At All (A1)	0	0.00%
Of Little Importance (A2)	2	7.41%
Of Average Importance (A3)	7	25.93%
Very Important (A4)	11	40.74%
Absolutely Essential (A5)	7	25.93%
No answer	0	0.00%
Not displayed	0	0.00%

Summary for s2(SQ004)[Comprehensive training videos]

How important to your library are the following LibPress services?



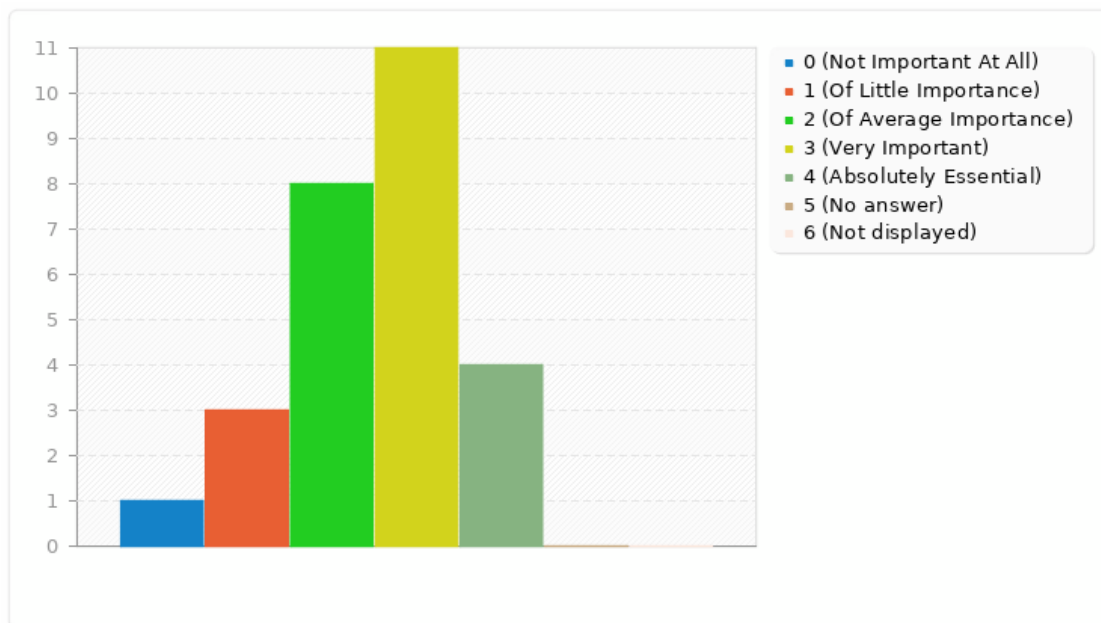
Summary for s2(SQ005)[Continuing training "live" webinars]

How important to your library are the following LibPress services?

Answer	Count	Percentage
Not Important At All (A1)	1	3.70%
Of Little Importance (A2)	3	11.11%
Of Average Importance (A3)	8	29.63%
Very Important (A4)	11	40.74%
Absolutely Essential (A5)	4	14.81%
No answer	0	0.00%
Not displayed	0	0.00%

Summary for s2(SQ005)[Continuing training "live" webinars]

How important to your library are the following LibPress services?



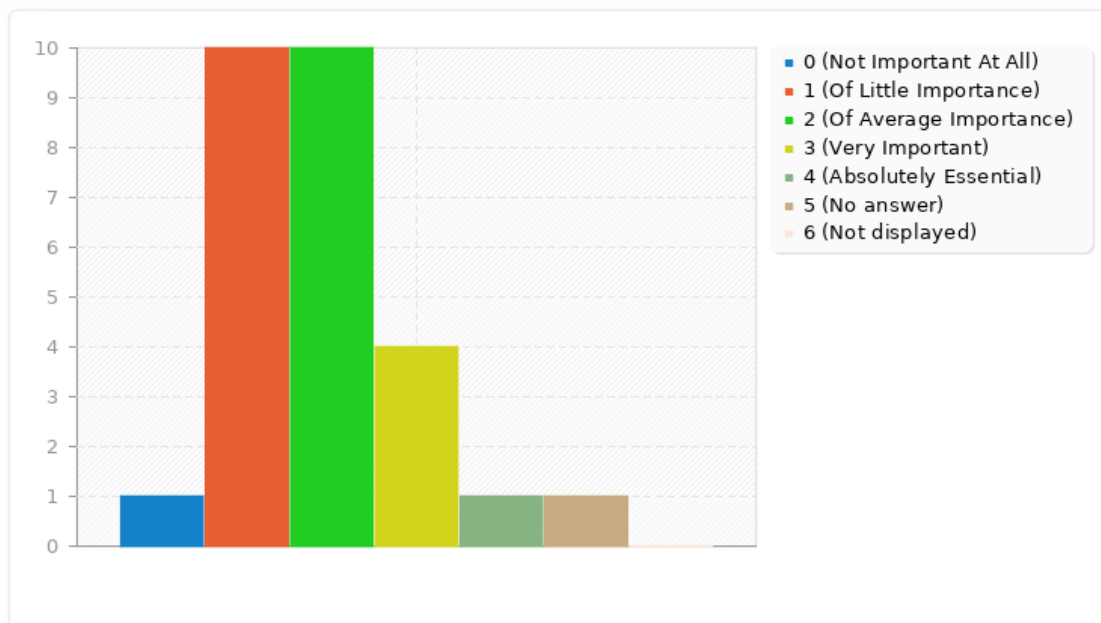
Summary for s2(SQ006)[Regular LibPress community calls]

How important to your library are the following LibPress services?

Answer	Count	Percentage
Not Important At All (A1)	1	3.70%
Of Little Importance (A2)	10	37.04%
Of Average Importance (A3)	10	37.04%
Very Important (A4)	4	14.81%
Absolutely Essential (A5)	1	3.70%
No answer	1	3.70%
Not displayed	0	0.00%

Summary for s2(SQ006)[Regular LibPress community calls]

How important to your library are the following LibPress services?



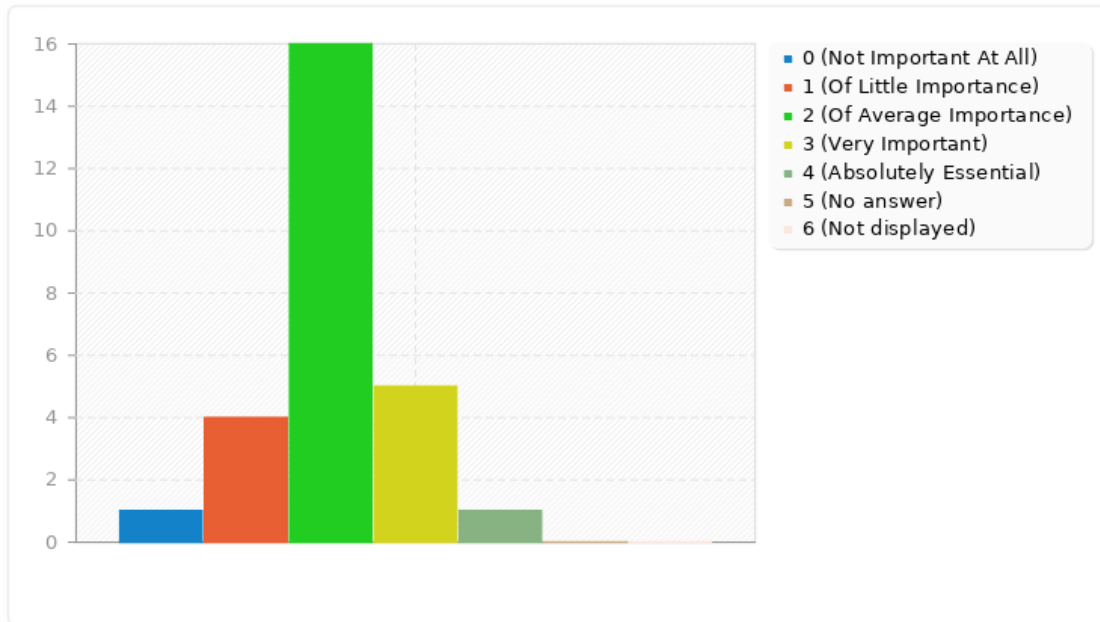
Summary for s2(SQ007)[Presentations from support staff at library conferences or regional library meetings]

How important to your library are the following LibPress services?

Answer	Count	Percentage
Not Important At All (A1)	1	3.70%
Of Little Importance (A2)	4	14.81%
Of Average Importance (A3)	16	59.26%
Very Important (A4)	5	18.52%
Absolutely Essential (A5)	1	3.70%
No answer	0	0.00%
Not displayed	0	0.00%

Summary for s2(SQ007)[Presentations from support staff at library conferences or regional library meetings]

How important to your library are the following LibPress services?



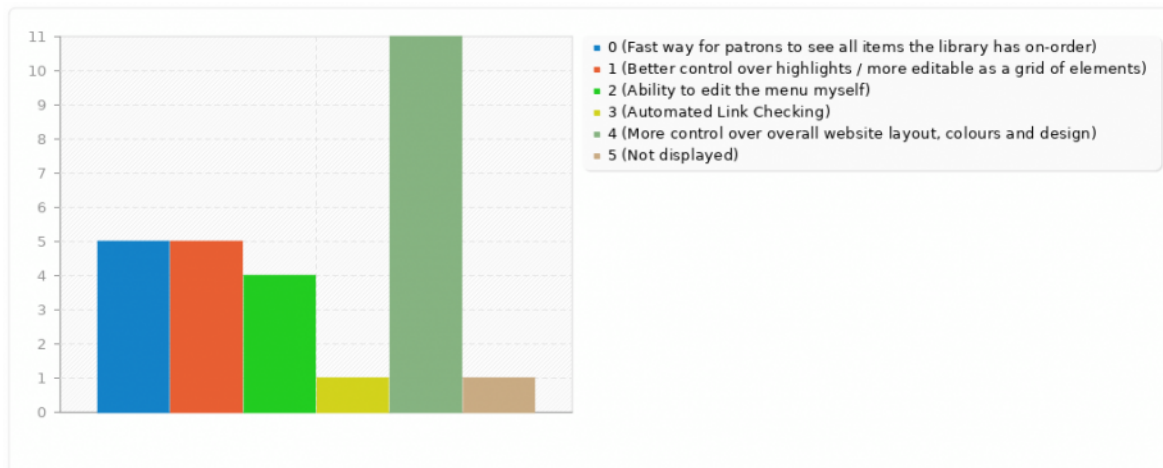
Summary for E1 [1]

Please rank your top priorities for new functionality from the following list[Ranking 1]

Answer	Count	Percentage
Fast way for patrons to see all items the library has on-order (A2)	5	18.52%
Better control over highlights / more editable as a grid of elements (A11)	5	18.52%
Ability to edit the menu myself (A10)	4	14.81%
Automated Link Checking (A8)	1	3.70%
More control over overall website layout, colours and design (A9)	11	40.74%
Not displayed	1	3.70%

Summary for E1 [1]

Please rank your top priorities for new functionality from the following list[Ranking 1]



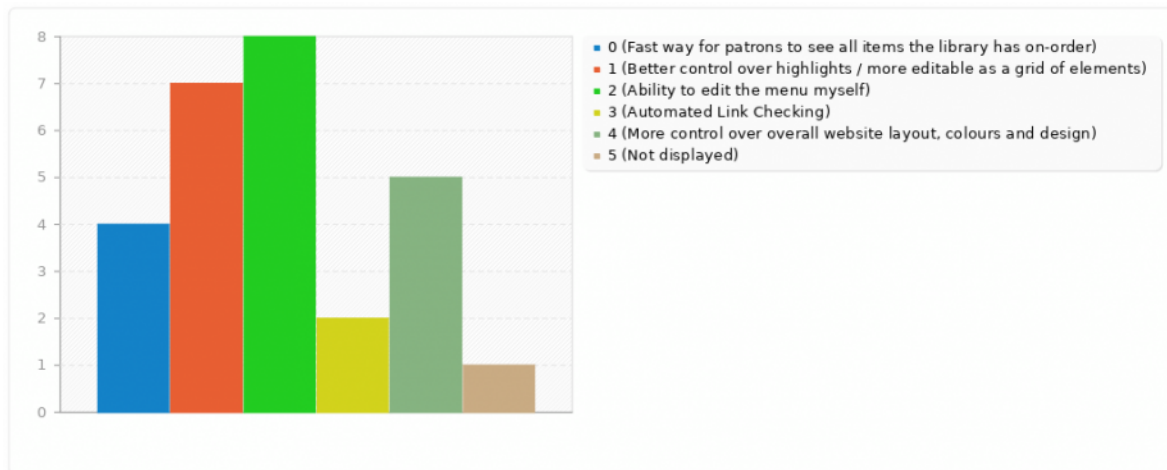
Summary for E1 [2]

Please rank your top priorities for new functionality from the following list[Ranking 2]

Answer	Count	Percentage
Fast way for patrons to see all items the library has on-order (A2)	4	14.81%
Better control over highlights / more editable as a grid of elements (A11)	7	25.93%
Ability to edit the menu myself (A10)	8	29.63%
Automated Link Checking (A8)	2	7.41%
More control over overall website layout, colours and design (A9)	5	18.52%
Not displayed	1	3.70%

Summary for E1 [2]

Please rank your top priorities for new functionality from the following list[Ranking 2]



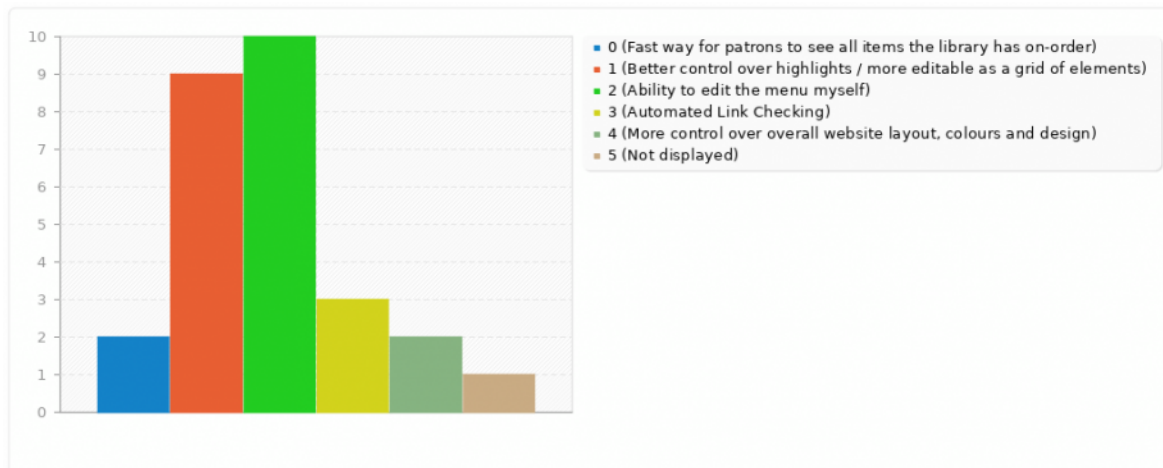
Summary for E1 [3]

Please rank your top priorities for new functionality from the following list[Ranking 3]

Answer	Count	Percentage
Fast way for patrons to see all items the library has on-order (A2)	2	7.41%
Better control over highlights / more editable as a grid of elements (A11)	9	33.33%
Ability to edit the menu myself (A10)	10	37.04%
Automated Link Checking (A8)	3	11.11%
More control over overall website layout, colours and design (A9)	2	7.41%
Not displayed	1	3.70%

Summary for E1 [3]

Please rank your top priorities for new functionality from the following list[Ranking 3]



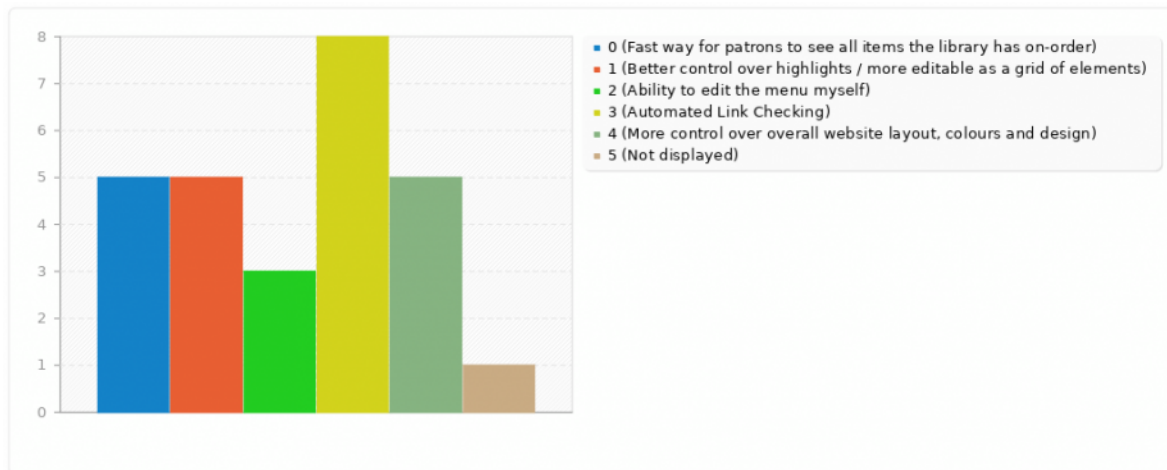
Summary for E1 [4]

Please rank your top priorities for new functionality from the following list[Ranking 4]

Answer	Count	Percentage
Fast way for patrons to see all items the library has on-order (A2)	5	18.52%
Better control over highlights / more editable as a grid of elements (A11)	5	18.52%
Ability to edit the menu myself (A10)	3	11.11%
Automated Link Checking (A8)	8	29.63%
More control over overall website layout, colours and design (A9)	5	18.52%
Not displayed	1	3.70%

Summary for E1 [4]

Please rank your top priorities for new functionality from the following list[Ranking 4]



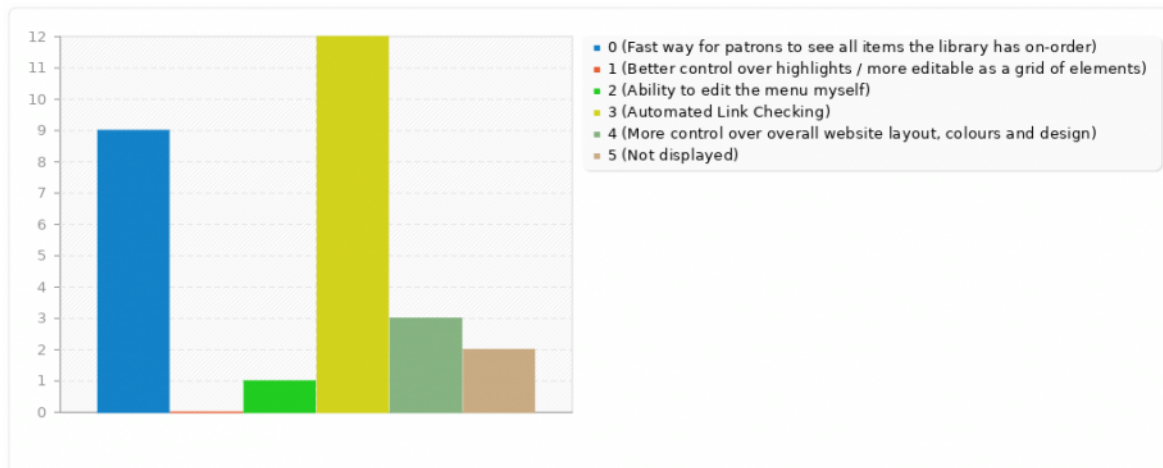
Summary for E1 [5]

Please rank your top priorities for new functionality from the following list[Ranking 5]

Answer	Count	Percentage
Fast way for patrons to see all items the library has on-order (A2)	9	33.33%
Better control over highlights / more editable as a grid of elements (A11)	0	0.00%
Ability to edit the menu myself (A10)	1	3.70%
Automated Link Checking (A8)	12	44.44%
More control over overall website layout, colours and design (A9)	3	11.11%
Not displayed	2	7.41%

Summary for E1 [5]

Please rank your top priorities for new functionality from the following list[Ranking 5]



Summary for E2

Is there another piece of functionality not listed above you would like to see? Or a suggestion on how to improve any aspect of LibPress - whether it be Support or some other aspect of the service?

Answer	Count	Percentage
Answer	8	29.63%
No answer	19	70.37%
Not displayed	0	0.00%

ID	Response
6	I think I care more about enhancements and modernization to the OPAC area rather than the front-page. Most of my issues with the front page are things I can work around and live with (Static layout wrt to highlights, slide layouts.) I wouldn't mind a little more freedom but I think I'd very rarely actually use it.
33	n/a
57	<p>*shared slides for stat holidays (attractive) - that we can use as is or edit.</p> <p>*carousels that can rotate all new items (we are a small library and don't actually have that many new items per month) - can edit out items (eg - without pictures or replacement titles)</p> <p>* highlights could be easier to edit - I often have to take several goes before items show up properly when saved.</p> <p>For the next question, it would depend on the service enhancements. If the majority of the group would benefit, then cost share. If it is specific to large libraries or some other subset, then opt in costing.</p>
60	Currently can't think of any. From reading below, it is easier for Co-op staff to maintain sites that are basically the same (with a few exceptions) than have every one be different. Same is more cost effective and less time consuming. But that would be the choice for Co-op staff and other libraries. I am happy to have a few more attributes and training for them, but do not want to put any excess work on anyone else.
78	As a Library that is not on Sitka, there are quite a few functions that we are not able to use. I would like to see our invoice to reflect this.
84	<p>Better tables function.</p> <p>Easier way to have images side-by-side.</p>
90	<p>It's a small thing, but I'd like the ability to center YouTube videos. As far as I know, they can only be placed on the left and you can't play around with its placement or size.</p> <p>Also, the layout of a catalogue record isn't as "pretty" or user-friendly as it is in, for example, Bibliocommons where the book cover is large and engaging.</p> <p>I'd also like to be able to have a carousel showing multiple book covers (rather than just one at a time).</p> <p>More control over font type and size, especially when using tables. It could be that I just don't know how to play around with it properly, but whenever I'm tempted to use a table, the font is super small within the table. It generally seems that there's little control over placement and layout, which can be really frustrating at times.</p>
126	Allowing us to add code to our pages! When I go to embed anything, it never accepts my code. If I ask LibPress staff to add code to a page and I ever need to edit it again, the website purges the staff-added code after my edit is saved. Thinking like - embedding Google forms into the site, embedding youtube videos easily, that kind of stuff.

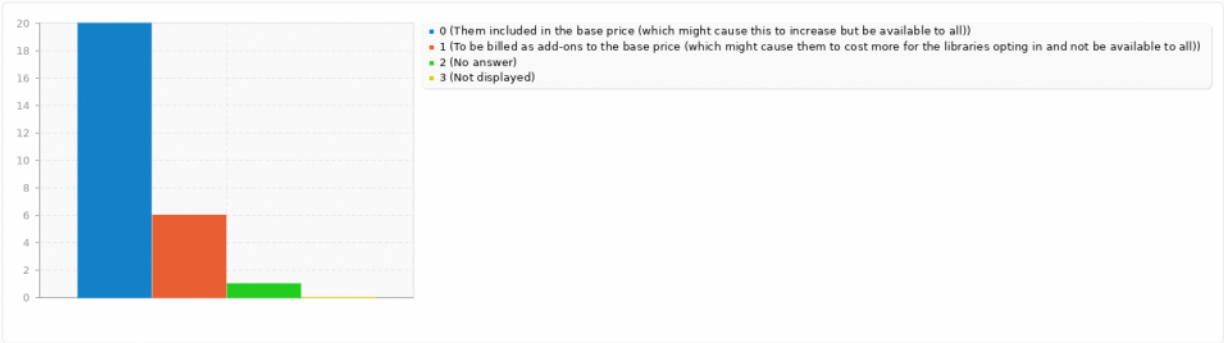
Summary for E3

For service enhancements, I would best like to see these paid for by:

Answer	Count	Percentage
Them included in the base price (which might cause this to increase but be available to all) (A1)	20	74.07%
To be billed as add-ons to the base price (which might cause them to cost more for the libraries opting in and not be available to all) (A2)	6	22.22%
No answer	1	3.70%
Not displayed	0	0.00%

Summary for E3

For service enhancements, I would best like to see these paid for by:



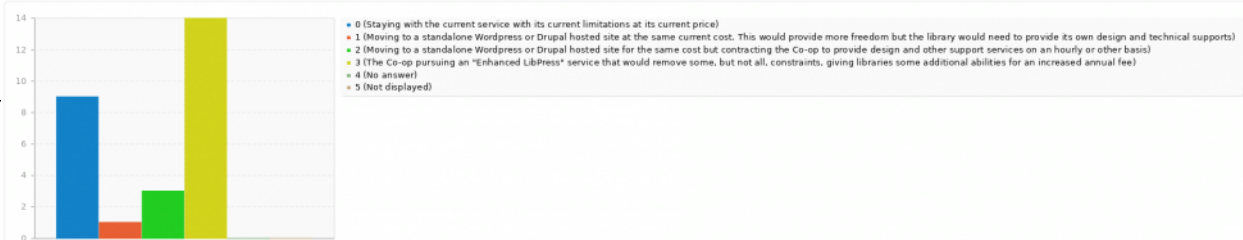
Summary for E5

Past surveys and feedback from some LibPress users have indicated some libraries find the current system overly limiting, with some libraries expressing interest in more control over the site layout and more ability to insert code and content from other services. In the current system, these limitations are intentional design choices that were made in an effort to provide an easy to maintain site on a service that could scale at low cost. However the Co-op does offer standalone Wordpress and Drupal hosting and hosts a number of other library and library organization websites in this model. And we could investigate an "enhanced LibPress" service that offered more flexibility and control but with some of the current supports that come at a higher cost. Are you interested in:

Answer	Count	Percentage
Staying with the current service with its current limitations at its current price (A1)	9	33.33%
Moving to a standalone Wordpress or Drupal hosted site at the same current cost. This would provide more freedom but the library would need to provide its own design and technical supports (A2)	1	3.70%
Moving to a standalone Wordpress or Drupal hosted site for the same cost but contracting the Co-op to provide design and other support services on an hourly or other basis (A3)	3	11.11%
The Co-op pursuing an "Enhanced LibPress" service that would remove some, but not all, constraints, giving libraries some additional abilities for an increased annual fee (A4)	14	51.85%
No answer	0	0.00%
Not displayed	0	0.00%

Summary for E5

Past surveys and feedback from some LibPress users have indicated some libraries find the current system overly limiting, with some libraries expressing interest in more control over the site layout and more ability to insert code and content from other services. In the current system, these limitations are intentional design choices that were made in an effort to provide an easy to maintain site on a service that could scale at low cost. However the Co-op does offer standalone Wordpress and Drupal hosting and hosts a number of other library and library organization websites in this model. And we could investigate



Summary for T3

I would most like refresher training on the following topics

Answer	Count	Percentage
Working with home page highlights (SQ001)	12	44.44%
Working with calendars and events (SQ002)	7	25.93%
Working with graphics or other media on site pages (SQ003)	16	59.26%
Maintaining the front page slideshow (SQ004)	2	7.41%
Working with carousels (SQ005)	13	48.15%
Shared Content (SQ006)	9	33.33%
Other	3	11.11%

ID	Response
60	All of the above.
147	All of the above
162	editing content on the homepage

Summary for T3

I would most like refresher training on the following topics



Summary for T4

In terms of ongoing training and support, what works best for me is (choose al that apply):

Answer	Count	Percentage
Live Webinars (SQ001)	14	51.85%
Short Targeted Videos (SQ002)	20	74.07%
Text Based Videos (silent) (SQ003)	9	33.33%
Long Comprehensive Videos (SQ004)	4	14.81%
LibPress Training Manual (SQ005)	18	66.67%
Handouts (SQ006)	5	18.52%
Self Guided Tutorials (SQ007)	18	66.67%
Self Exploration (SQ008)	7	25.93%

Summary for T4

In terms of ongoing training and support, what works best for me is (choose al that apply):

