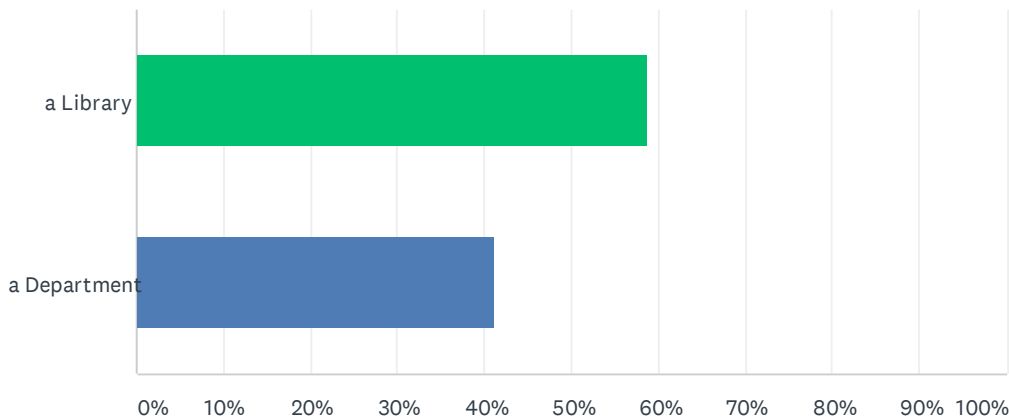


Q1 Do you represent:

Answered: 17    Skipped: 0



| ANSWER CHOICES | RESPONSES |    |
|----------------|-----------|----|
| a Library      | 58.82%    | 10 |
| a Department   | 41.18%    | 7  |
| TOTAL          |           | 17 |

Q2 What did your team do to make customer service successful in the past year?

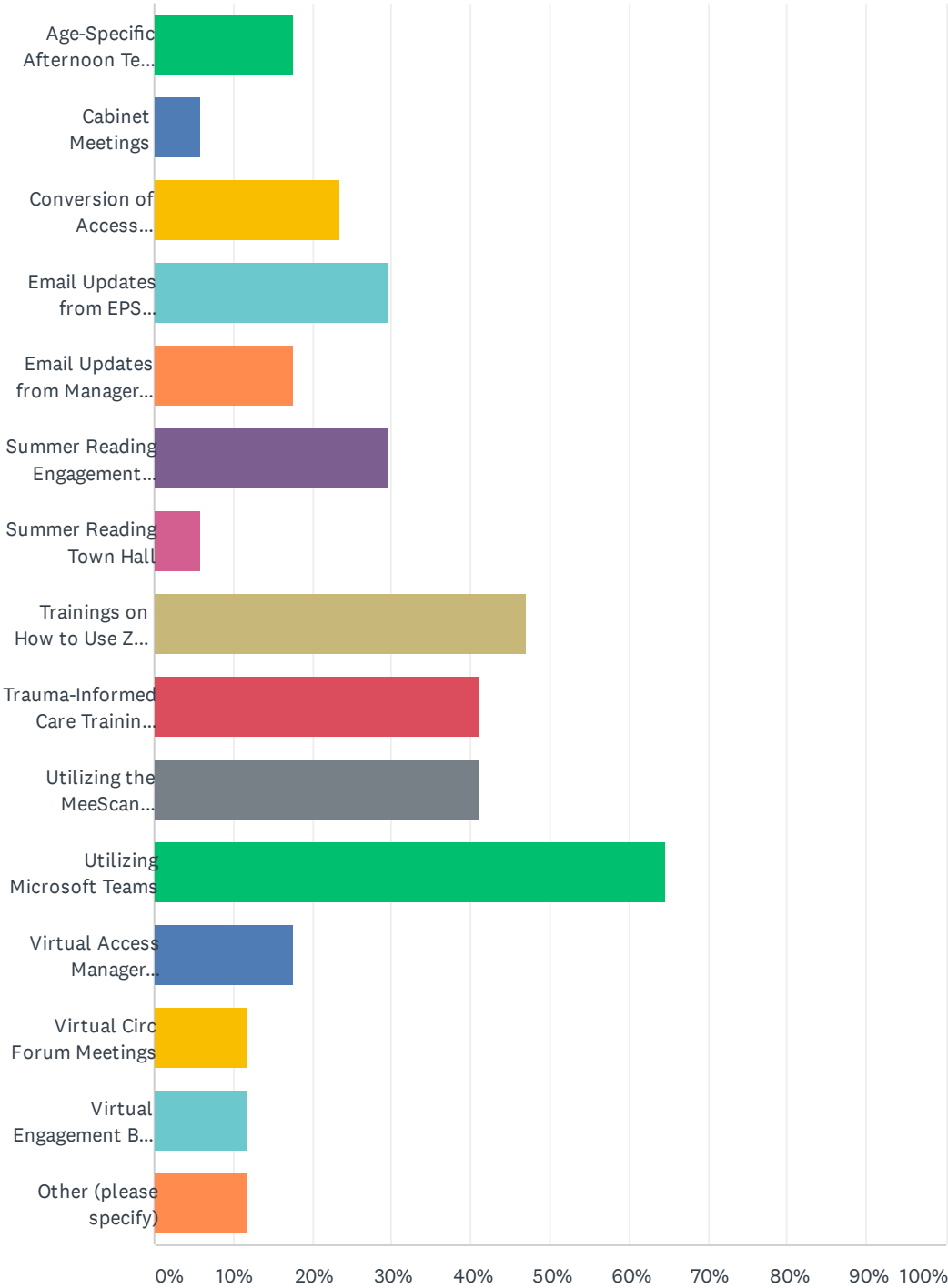
Answered: 17 Skipped: 0

**Q3 Please share 2-3 significant changes your team made to your location's processes in light of the COVID-19 pandemic.**

Answered: 17   Skipped: 0

Q4 Select the activities that were most effective in deploying customer service during the Pandemic. Check all that apply.

Answered: 17 Skipped: 0



## Reflection Survey for Managers

| ANSWER CHOICES   | RESPONSES |    |
|--|-----------|----|
| Age-Specific Afternoon Teas and Meetings   | 17.65%    | 3  |
| Cabinet Meetings   | 5.88%     | 1  |
| Conversion of Access Trainings to a Virtual Format   | 23.53%    | 4  |
| Email Updates from EPS (opportunities to participate, idea generation, updates on processes) | 29.41%    | 5  |
| Email Updates from Manager of Access   | 17.65%    | 3  |
| Summer Reading Engagement Toolkits   | 29.41%    | 5  |
| Summer Reading Town Hall   | 5.88%     | 1  |
| Trainings on How to Use Zoom and Teams   | 47.06%    | 8  |
| Trauma-Informed Care Training or Ryan Dowd Trainings   | 41.18%    | 7  |
| Utilizing the MeeScan Curbside Software and App  | 41.18%    | 7  |
| Utilizing Microsoft Teams  | 64.71%    | 11 |
| Virtual Access Manager Meetings  | 17.65%    | 3  |
| Virtual Circ Forum Meetings  | 11.76%    | 2  |
| Virtual Engagement Best Practices document   | 11.76%    | 2  |
| Other (please specify)   | 11.76%    | 2  |
| Total Respondents: 17  |           |    |

## Q5 How did your team support or promote services?

Answered: 16   Skipped: 1

## Q6 What's the most important thing to come out of curbside service?

Answered: 16   Skipped: 1

## Q7 What's the most important thing to come out of virtual engagement?

Answered: 16   Skipped: 1



Q8 What are the road blocks and pain points your team experienced with access services (e.g., curbside, copying/faxing/scanning, etc.)?

Answered: 16   Skipped: 1

**Q9 What are the road blocks and pain points your team experienced with virtual engagement?**

Answered: 16   Skipped: 1

**Q10 In your opinion, what does the future of customer service/curbside look like?**

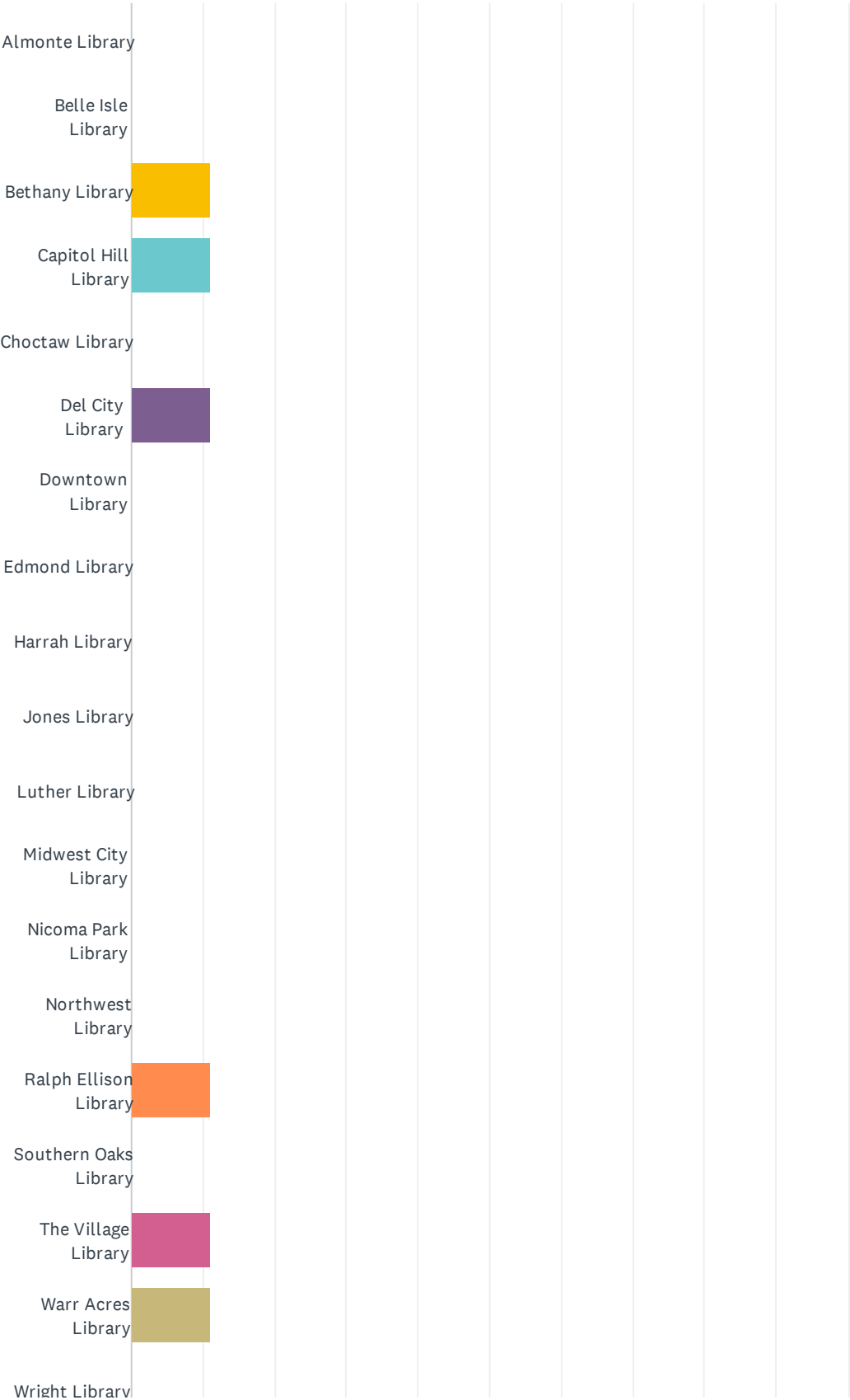
Answered: 15   Skipped: 2

Q11 In your opinion, what does the future of virtual engagement look like?

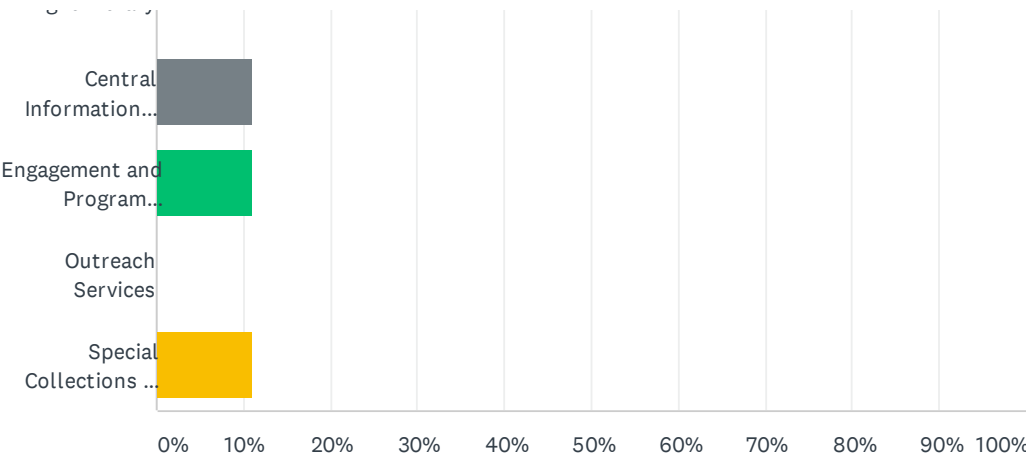
Answered: 15   Skipped: 2

Q12 Location optional

Answered: 9    Skipped: 8



Reflection Survey for Managers



## Reflection Survey for Managers

| ANSWER CHOICES                   | RESPONSES |   |
|----------------------------------|-----------|---|
| Almonte Library                  | 0.00%     | 0 |
| Belle Isle Library               | 0.00%     | 0 |
| Bethany Library                  | 11.11%    | 1 |
| Capitol Hill Library             | 11.11%    | 1 |
| Choctaw Library                  | 0.00%     | 0 |
| Del City Library                 | 11.11%    | 1 |
| Downtown Library                 | 0.00%     | 0 |
| Edmond Library                   | 0.00%     | 0 |
| Harrah Library                   | 0.00%     | 0 |
| Jones Library                    | 0.00%     | 0 |
| Luther Library                   | 0.00%     | 0 |
| Midwest City Library             | 0.00%     | 0 |
| Nicoma Park Library              | 0.00%     | 0 |
| Northwest Library                | 0.00%     | 0 |
| Ralph Ellison Library            | 11.11%    | 1 |
| Southern Oaks Library            | 0.00%     | 0 |
| The Village Library              | 11.11%    | 1 |
| Warr Acres Library               | 11.11%    | 1 |
| Wright Library                   | 0.00%     | 0 |
| Central Information Services     | 11.11%    | 1 |
| Engagement and Program Services  | 11.11%    | 1 |
| Outreach Services                | 0.00%     | 0 |
| Special Collections and Research | 11.11%    | 1 |
| TOTAL                            |           | 9 |

Q13 If you would like someone from PSLT to follow up with you, please share your email address below optional

Answered: 2   Skipped: 15