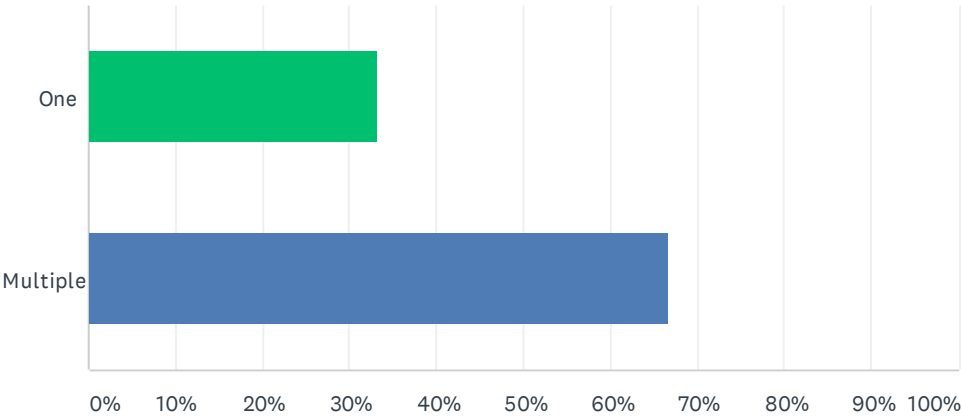


Q1 How many Access Managers are at your location?

Answered: 12    Skipped: 0



ANSWER CHOICES	RESPONSES	
One	33.33%	4
Multiple	66.67%	8
TOTAL		12

**Q2 What did your team do to make access services successful in the past year?**

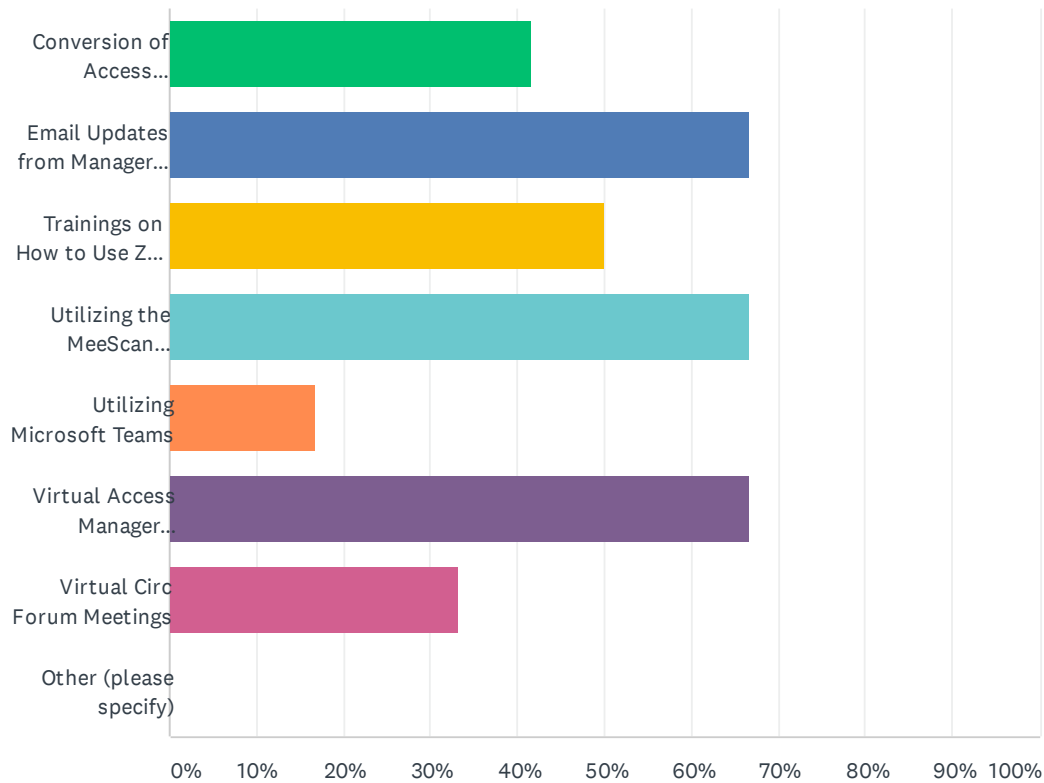
Answered: 12   Skipped: 0

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

Answered: 11   Skipped: 1

## Q4 Select the activities that were most effective in helping deploy access services. Check all that apply.

Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES	
Conversion of Access Trainings to a Virtual Format	41.67%	5
Email Updates from Manager of Access	66.67%	8
Trainings on How to Use Zoom and Teams	50.00%	6
Utilizing the MeeScan Curbside Software and App	66.67%	8
Utilizing Microsoft Teams	16.67%	2
Virtual Access Manager Meetings	66.67%	8
Virtual Circ Forum Meetings	33.33%	4
Other (please specify)	0.00%	0
Total Respondents: 12		

**Q5 In what ways did your team support or promote engagement services in communicating with customers?**

Answered: 12   Skipped: 0

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

Answered: 12   Skipped: 0

Q7 What are the road blocks and pain points your team experienced with access services (e.g., curbside, copying/faxing/scanning, etc.)?

Answered: 12 Skipped: 0

Q8 In your opinion, what does the future of customer service/curbside look like?

Answered: 12 Skipped: 0

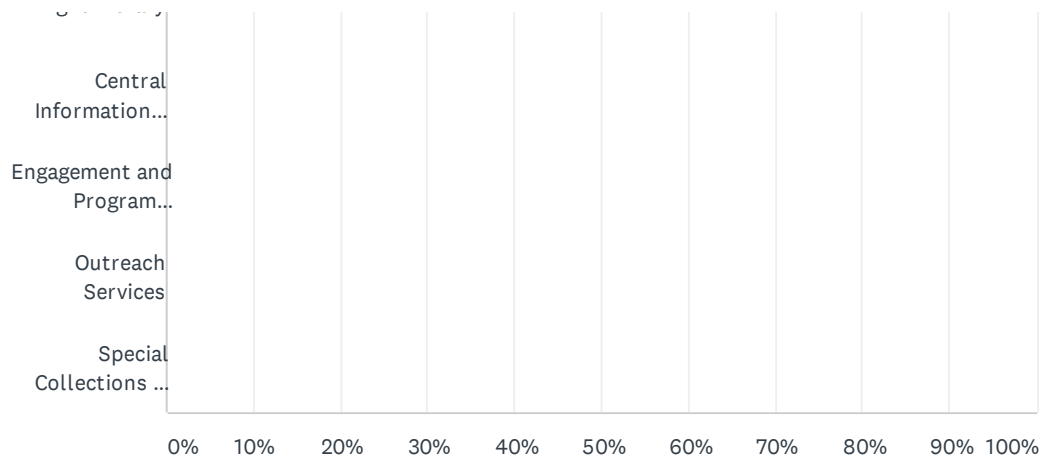


Q9 Location optional

Answered: 8    Skipped: 4



## Access Reflection Survey for Access Managers



## Access Reflection Survey for Access Managers

ANSWER CHOICES	RESPONSES	
Almonte Library	12.50%	1
Belle Isle Library	0.00%	0
Bethany Library	12.50%	1
Capitol Hill Library	0.00%	0
Choctaw Library	0.00%	0
Del City Library	12.50%	1
Downtown Library	12.50%	1
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	12.50%	1
Ralph Ellison Library	0.00%	0
Southern Oaks Library	0.00%	0
The Village Library	12.50%	1
Warr Acres Library	25.00%	2
Wright Library	0.00%	0
Central Information Services	0.00%	0
Engagement and Program Services	0.00%	0
Outreach Services	0.00%	0
Special Collections and Research	0.00%	0
TOTAL		8

Q10 If you would like the Manager of Access or a Regional Director to follow up with you, please share your email address below optional

Answered: 0 Skipped: 12