

SALS SERVICES SURVEY- 2007

Executive Summary:

Member library staff, trustees and volunteers were asked to complete a survey of SALS services that were developed as part of the SALS 2007-2011 Long Range Plan. Seven services SALS provides were identified. Next to the service is the rating average for use, value and satisfaction. The scale was 1 (highest) to 4 (lowest).

Service	Use	Value	Satisfaction
Polaris/Automation/Technology Services:	1.02	1.05	1.15
Delivery/Interlibrary Loan/Resource Sharing:	1.05	1.12	1.12
Acquisitions/Cataloging/Processing:	1.38	1.40	1.18
Continuing Education/Consulting	1.65	1.59	1.32
Central Library Services	2.14	2.05	1.39
Administrative Services/Advocacy	2.22	2.05	1.28
Outreach to special client groups	3.16	3.15	1.59

The service that ranked lowest in use is a State mandated service that targets people who can not use their local library. Even though the member libraries do not use this service, they are satisfied (1.59) with the service.

The service that improved the most since last year's survey is Acquisitions, Cataloging and Processing. Satisfaction for this service is 1.18 compared to last year's 1.87 (1 being the best, 4 the worst).

One respondent commented that they were pleased with the improvements made in the department. Another felt that because so many different people handle cataloging there are increased inconsistencies. In reality, SALS shares the bibliographic database with MVLS (forty-eight member libraries), thus there is no way fewer people can handle the database.

As was the case last year, the two top services the membership identified as the most important services are Polaris and Delivery.

Central Library Services is a state mandated service. Efforts will continue through a Central Library Blog, meetings and email to determine which services best support the needs of the membership and their communities.

The membership values continuing education and consulting. 94.2% rated the quality of the workshops above average, with 35.3% rated the workshops as excellent.

People were generally satisfied with Administrative Services and Advocacy. In particular they appreciated the distribution of state and federal funds, coordinated purchasing of equipment and supplies. The most improved was the communication via delivery, phone, email and the new SALS Blog. Use for this service is 1.24 compared to last year's 1.91 (1 being the best, 4 the worst).

Survey:

The 2007 survey was developed using the language in the Long Range Plan. The membership was asked to fill out the survey during the month of June 2007. A hardcopy of the survey was sent via delivery to all libraries, emails were sent to member library directors and Board Presidents, and some visits were made to libraries to talk about the survey.

The 2007 SALS Services Survey will be used as the baseline for the next four years.

Forty-five surveys were submitted by member library staff or member library trustees.

Population Size	Response Percent by size	Response Count
0-2,499	39.5%	15
2,500-4,999	18.4%	7
5,000-14,999	15.8%	6
Over 25,000	26.3%	10

Person completing Survey	Response Percent by position	Response Count
Library Director	55.3%	21
Library Staff or Volunteer acting in a staff capacity	31.6%	12
Library Trustee	7.9%	3
Other	5.3%	2

The results of this survey will be used to develop the 2008 SALS Budget. To read the entire survey, please go to <http://tinyurl.com/26dvk2>