

## Executive Summary of SALS 2017 Survey Responses

Eighty-seven library staff and trustees completed a satisfaction, value and use survey as required by the SALS Plan of Service (2017-2021). The survey responses are used to evaluate service priorities identified and to develop the following year's budget.

There were 87 responses with a 97% completion rate—a 23% increase in responses from last year. Respondents included 24 directors (27%), 45 staff (52%), and 18 trustees (21%).

The full survey results can be found here: <https://www.surveymonkey.com/results/SM-DVTZ387RL/>

### KEY FINDINGS

100% of the responders were satisfied with and found the SALS services valuable and relevant (Joint Automation, training and consulting services, challenge grants, programing and resources, central library services, and delivery).

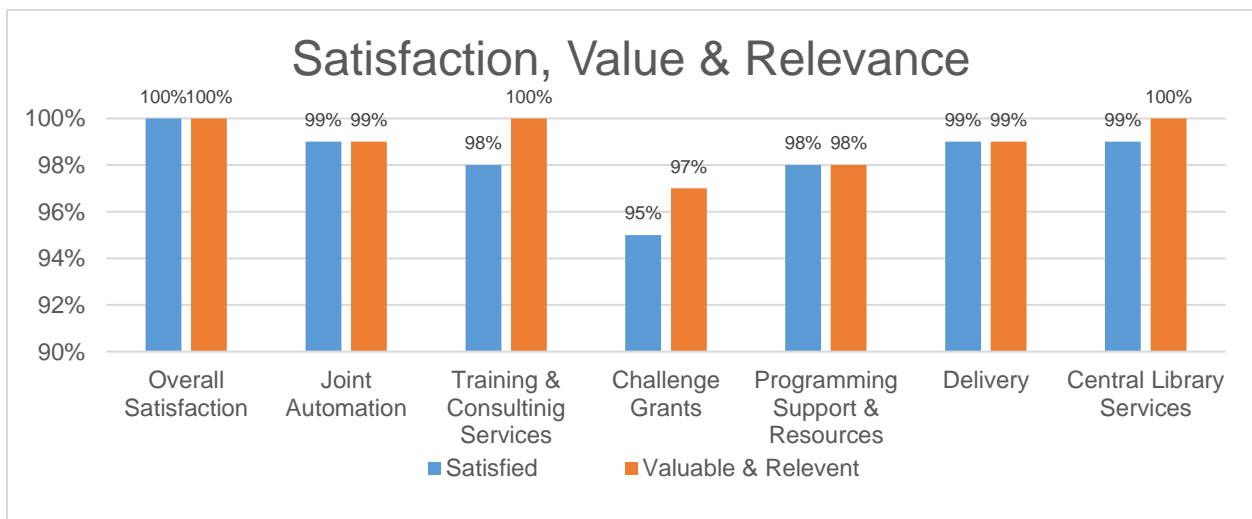


Figure 1: Services as identified by the SALS Plan of Service 2017-2021

## Most Used SALS Services:

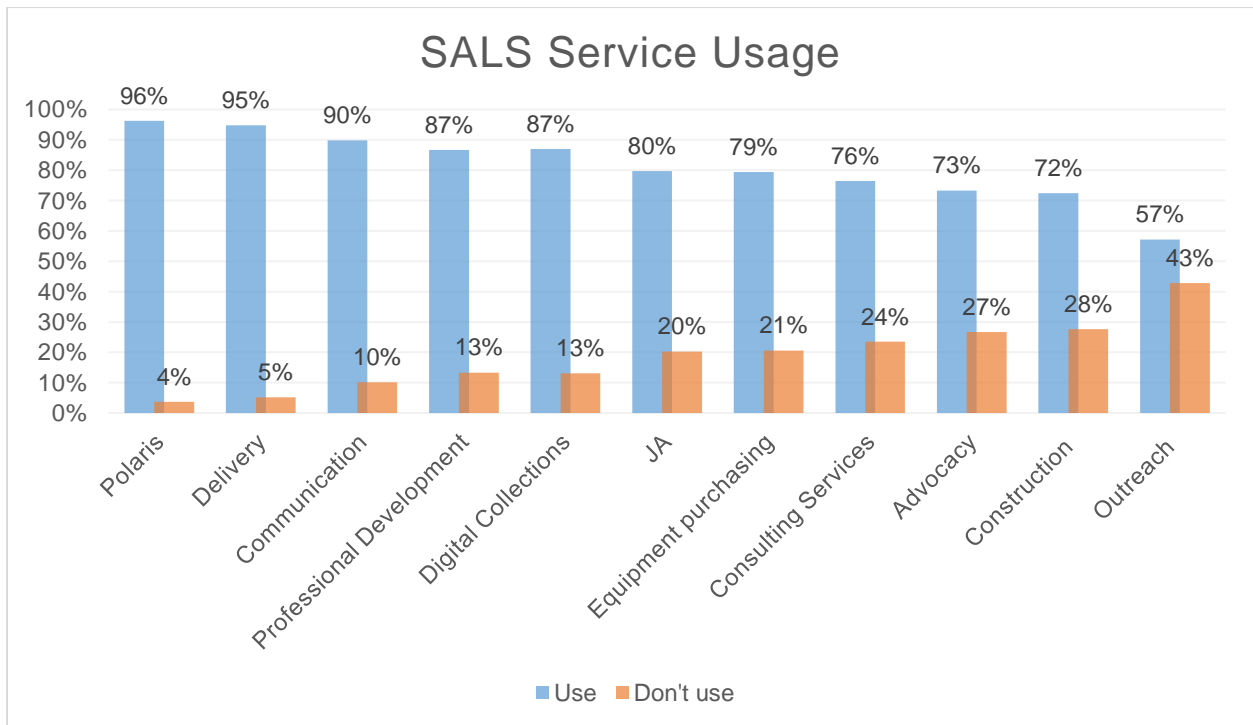


Figure 2: Services as identified by the SALS Plan of Service 2017-2021

## DATA TRENDS

One noticeable trend in the responses was the need for more training, in order of importance: technology, planning and management, library programming, customer service, and engaging specific populations. The findings also suggest that there was confusion about some of the services and a disconnect regarding library use and the position of the person answering the survey.

## RECOMMENDED SERVICE RESPONSE

SALS will offer continuing education programs based upon the topics identified in the survey. Offering more of the technology training workshops will dovetail into the newly approved NYS Board of Regents minimum standards.

SALS will increase the circulation of the two newsletters: *Circulate! Outreach, Engagement & Other Splendid Stuff*, and *Hello World Technology & Youth Services* by sending them to all SALS & Trustee emails. The newsletters will include information on what resources are available for libraries and staff.