

## Executive Summary of SALS 2018 Survey Responses

Seventy-eight library staff and trustees began the SALS System Use and Satisfaction Survey, the evaluation tool required by the SALS Plan of Service (2017-2021). Survey responses are used to identify service priorities and develop the following year's budget.

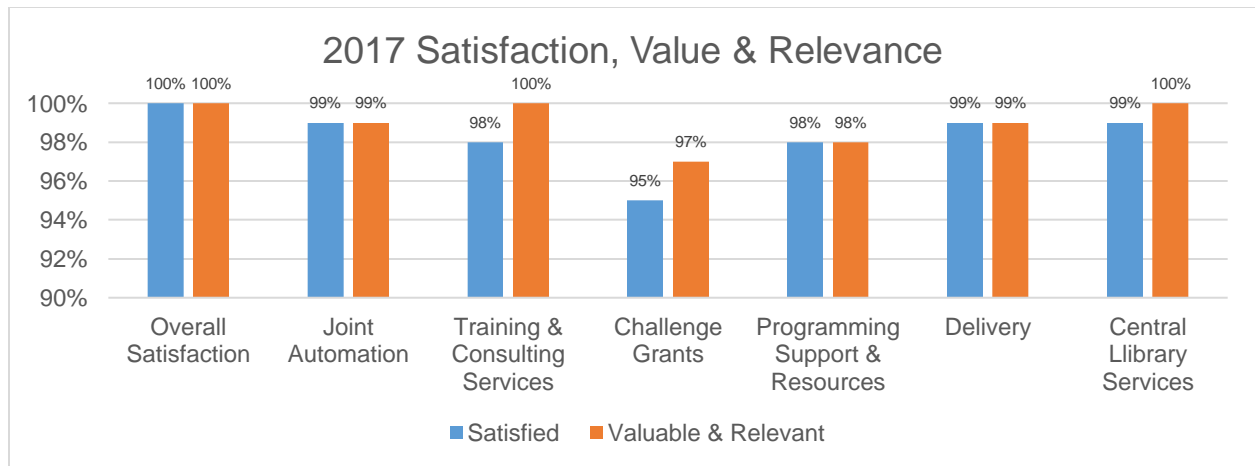
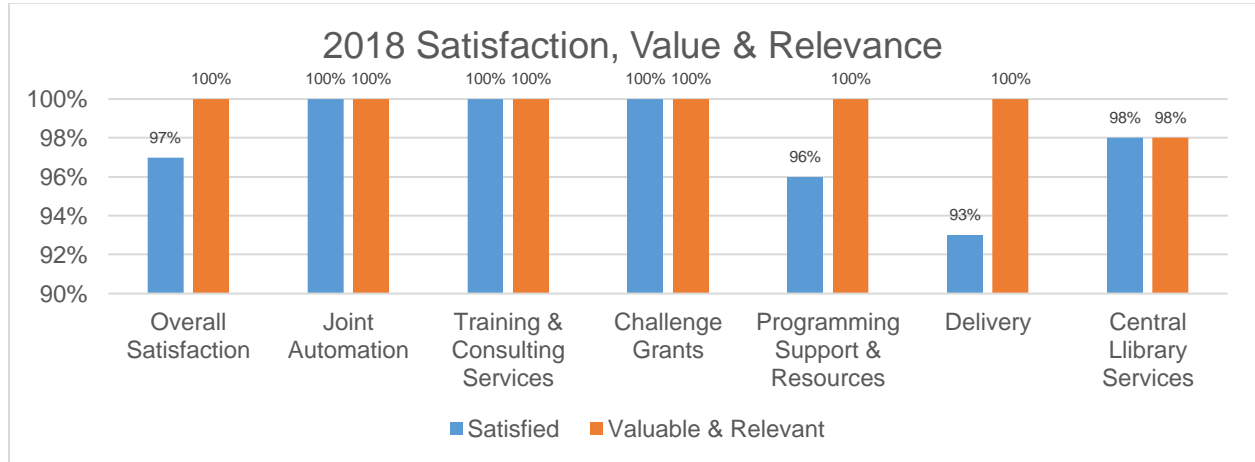
Fifty-nine completed surveys were completed, the majority by member library Trustees.

The full survey results can be found here: [SALS System Use and Satisfaction Survey 2018](#)

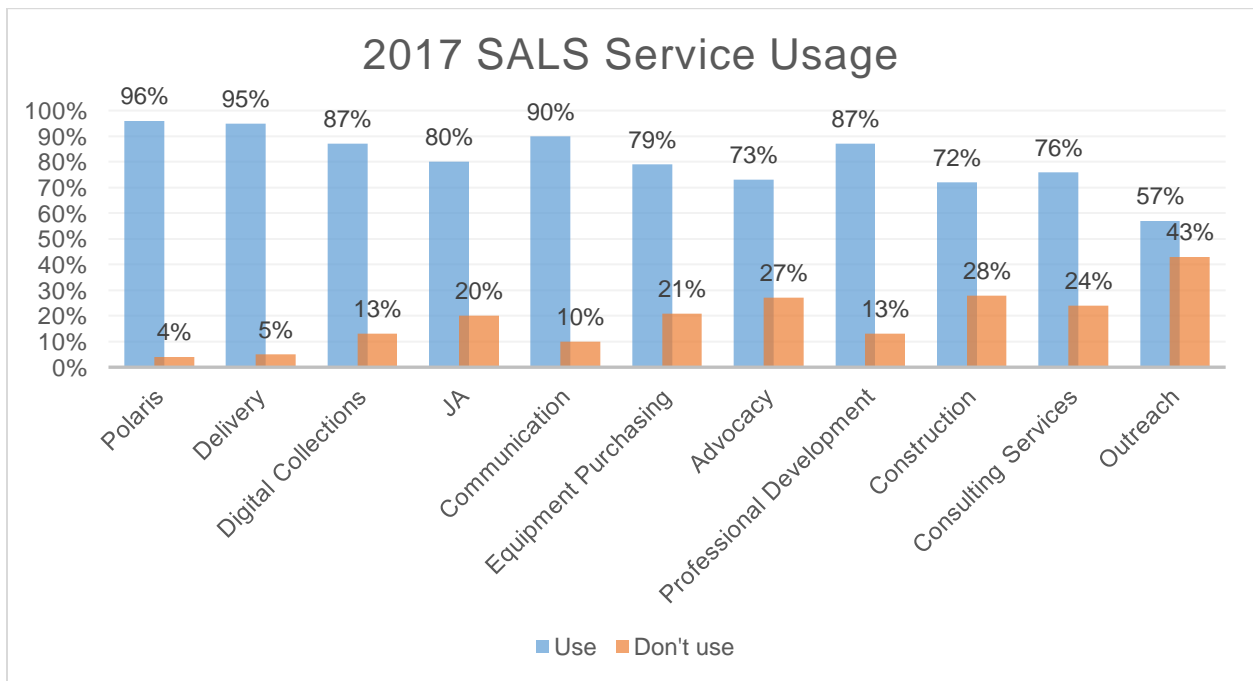
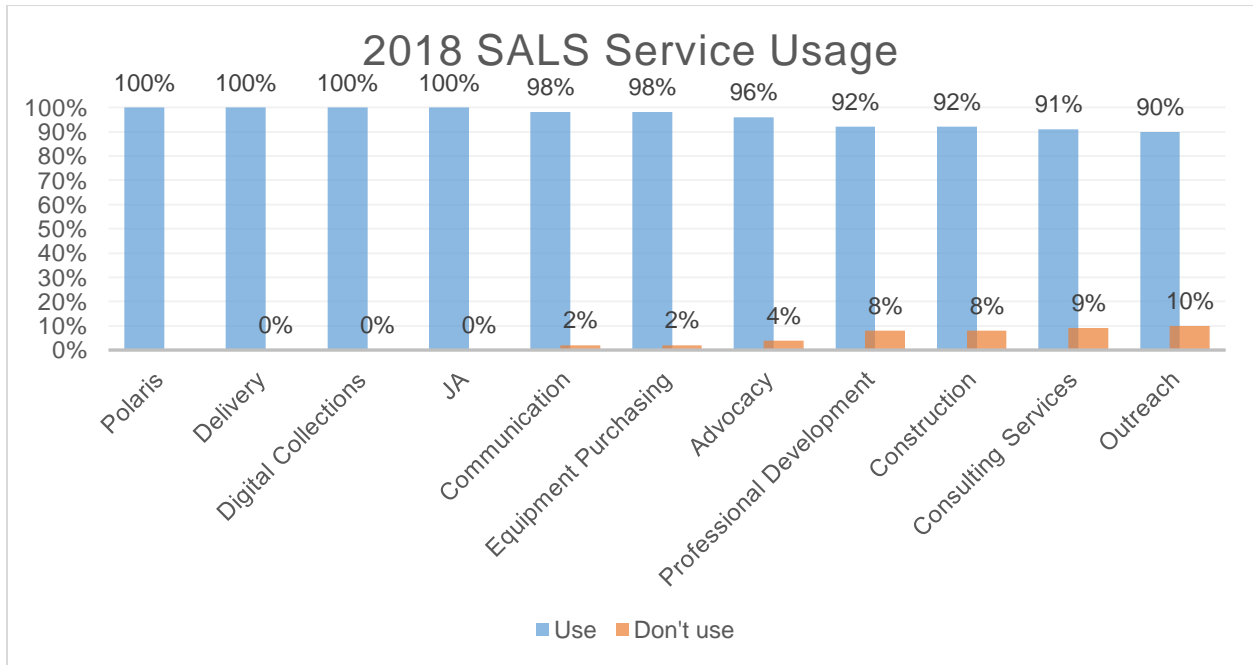
### KEY FINDINGS

97% of the responders were satisfied with SALS services and 100% found the SALS services valuable and relevant.

*Satisfaction, Value & Relevance:*



Most Used SALS Services:



## **DATA TRENDS**

SALS' overall satisfaction remains strong, and Joint Automation, Training & Consulting Services, and Challenge Grants all improved to a 100% rating in both Satisfaction and Value & Relevance.

The noticeable decrease in satisfaction for the Delivery services was noticed before the survey was distributed and has been addressed with the hiring of a new vendor.

Our member libraries continue to express an interest in professional development, echoing our commitment to lifelong learning. The most-requested topics include, in order of importance: strategic planning, library programming, Polaris, marketing & public relations, identifying new trends & innovations, and collection development.

The significant increase in Service Usage represents an increased awareness of the services SALS provides. As a response to a lack of awareness of SALS services in 2017, there was an effort to increase the circulation of the two newsletters and promoting SALS services to libraries and staff. In 2018, 91% of survey respondents, a 44% increase from the prior year, indicated that they use *Circulate!* and *Hello World* newsletters.

## **RECOMMENDED SERVICE RESPONSE**

SALS will continue to offer professional development based upon the topics identified by our member libraries in the survey. It should also be noted that many of the programs addressed on the want list are workshops that we have recently facilitated.

The need for strategic planning is currently being addressed in preparation for the updated 2021 NYS minimum standards.

In our next survey, we plan to focus on having more directors respond to the survey by changing the way in which we distribute the survey to our members.