

Executive Summary of SALS 2021 Survey Responses

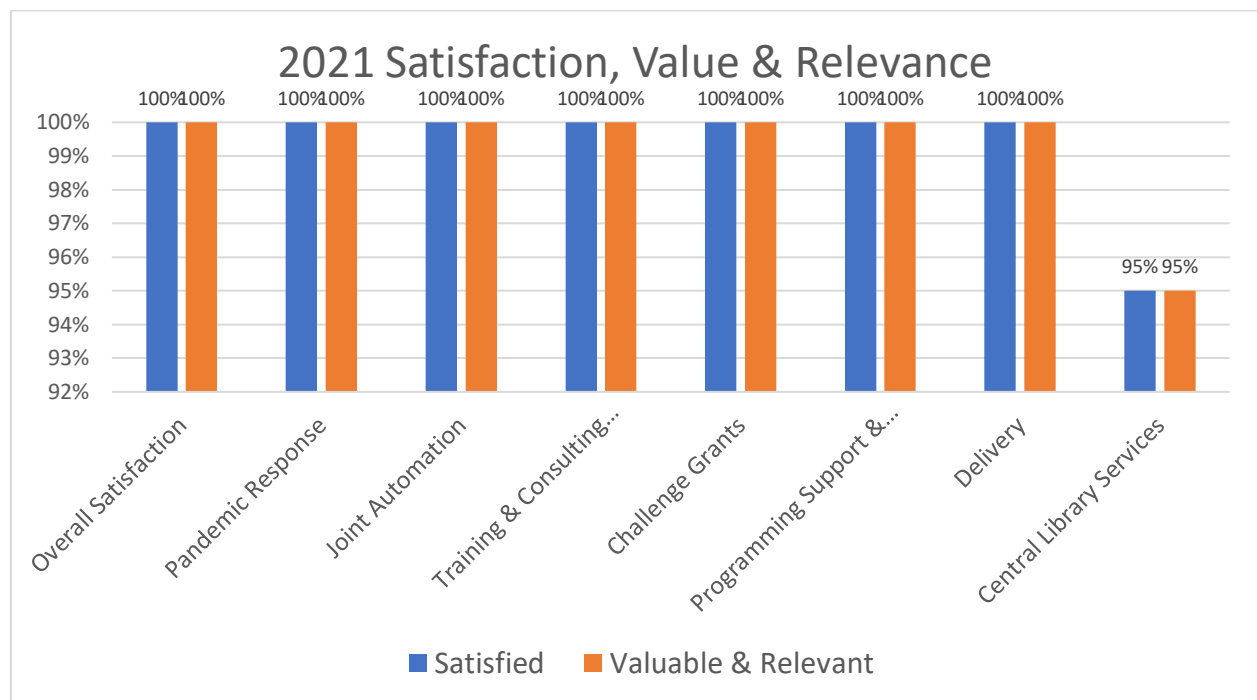
Thirty-one directors took the SALS System Use and Satisfaction Survey, the evaluation tool required by the SALS Plan of Service (2017-2021). Survey responses are used to identify service priorities and develop the following year's budget.

The full survey results can be found here: [SALS System Use and Satisfaction Survey 2021](#).

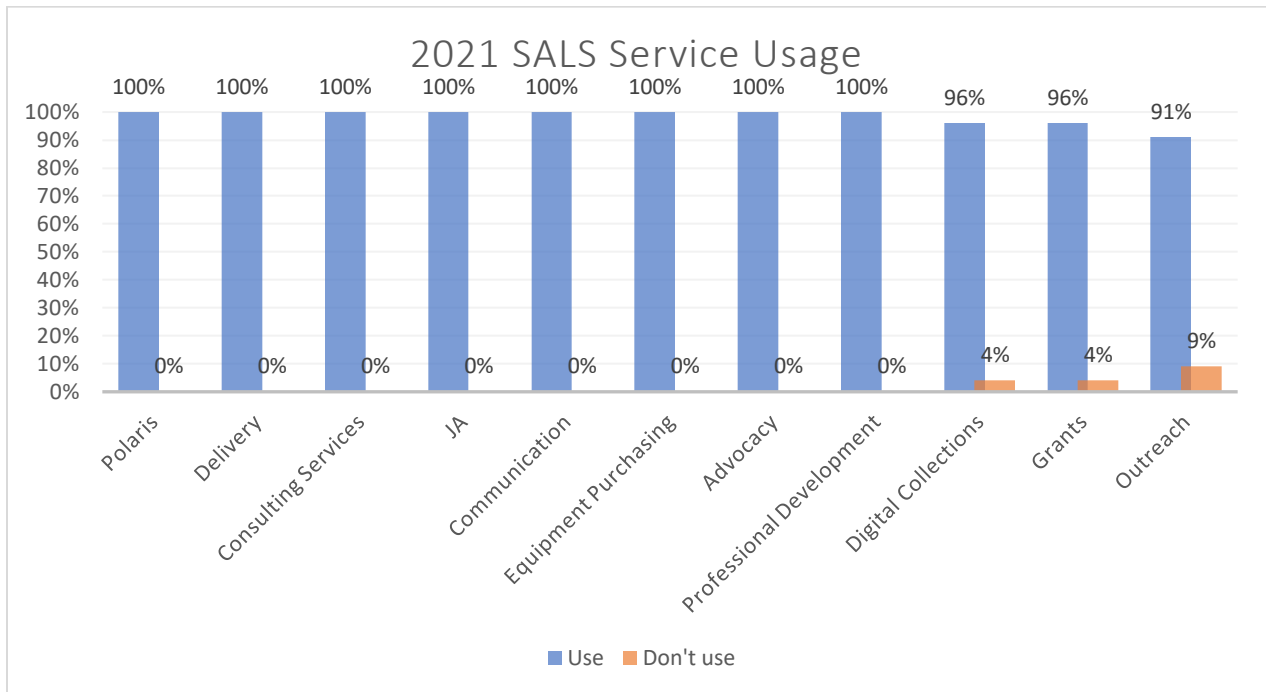
KEY FINDINGS

100% of the directors 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 during a trying year remained strong. We rated 100% in Satisfaction and Value & Relevance in our Pandemic Response, Joint Automation, Training & Consulting Services, Challenge Grants Programming Support & Resources, and Delivery.

RECOMMENDED SERVICE RESPONSE

SALS will continue to offer professional development based upon the topics identified by our member libraries in the survey.