Executive Summary of SALS 2024 Survey Responses

One hundred and thirty-one directors, library staff and trustees took the SALS System Use and Satisfaction Survey, the evaluation tool required by the SALS Plan of Service (2022-2026). Survey responses are used to identify service priorities and develop the following year's budget, plan continuing education event. Past survey results have led to new training programs and improved support.
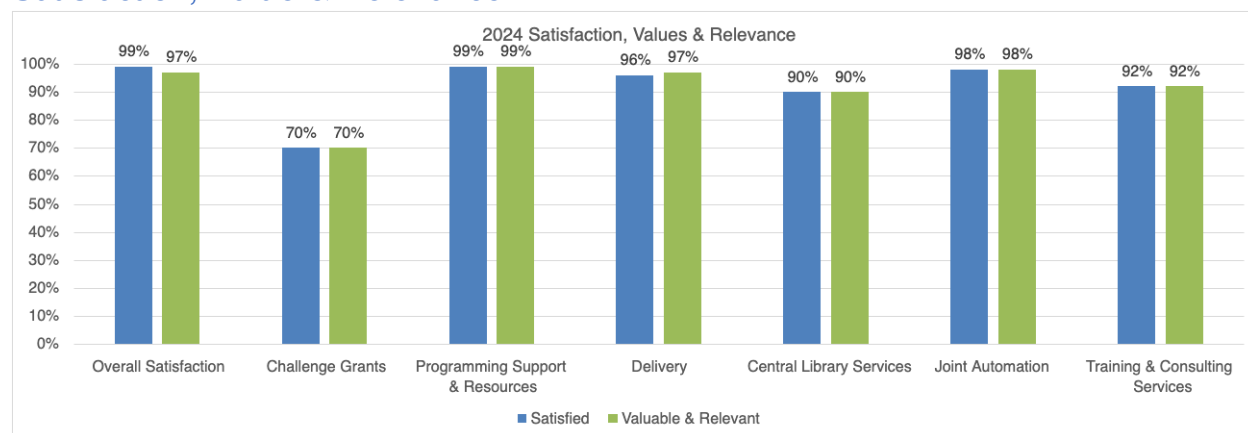
Thank you to everyone who participated!

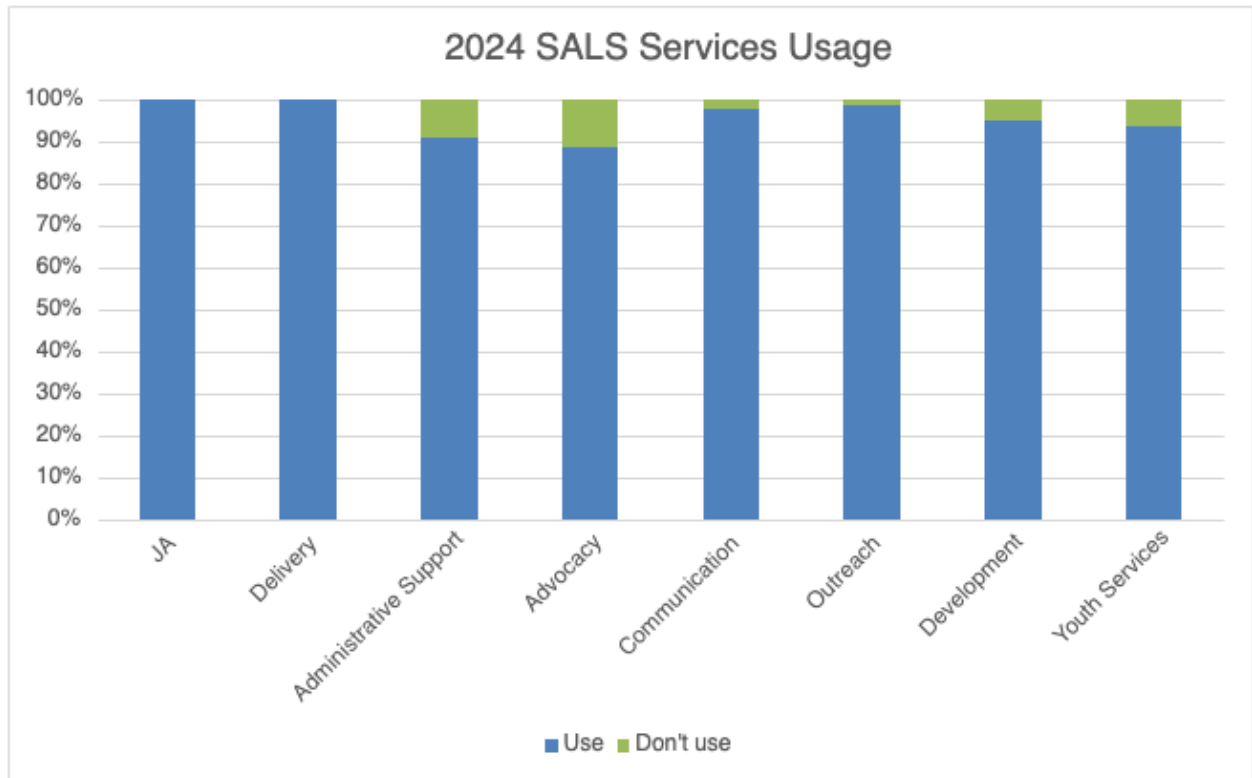The full survey results can be found here: [SALS System Use and Satisfaction Survey 2024](#)

KEY FINDINGS

99% of the responders were satisfied with SALS services and 97% found the SALS services valuable and relevant.

Satisfaction, Value & Relevance:

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Most Used SALS Services:

2024 SALS Services Usage

Bar chart showing usage percentages for SALS services. Categories along the x-axis: JA, Delivery, Administrative Support, Advocacy, Communication, Outreach, Development, Youth Services. Y-axis ranges from 0% to 100%. Legend: ■ Use ■ Don't use.

- JA: ~100% Use
- Delivery: ~100% Use
- Administrative Support: ~91% Use
- Advocacy: ~89% Use
- Communication: ~98% Use
- Outreach: ~99% Use
- Development: ~95% Use
- Youth Services: ~94% Use

DATA TRENDS

SALS' overall satisfaction during the year 2024 remained strong. We rated at or above the 90th percentile in all categories except Challenge Grants.

RECOMMENDED SERVICE RESPONSE

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