

Lewis & Clark Library System Survey Spring 2010

This survey is being sent to all Lewis & Clark Library System (LCLS) participating libraries. Please assist us by answering the following questions. Data collected will be used to assist LCLS as we embark upon a strategic planning initiative which will enable us to better serve you. The survey has been designed by staff at SIUE's Institute for Urban Research (IUR). The IUR will assist further by collecting the surveys and tabulating the data. Please be frank and let us know what you think. The IUR will treat your responses confidentially.

Of the following activities, which do you currently spend most of your time doing?

Please check (✓) only one box for each option:

	Majority of Time	Frequently	Sometimes	Hardly Ever
Cataloging...				
Staff Development...				
Resolving Patron Issues...				
Scheduling...				
Payroll...				
Planning...				
Incorporating technology...				
Advocacy...				
Community Development...				
Evaluating/reviewing services...				
Other Activity... (*Please describe below)				

*Other Activity: _____

Please review the following statements and tell us the extent to which you agree with each one:

Please check (✓) only one box for each statement.

For My Library:	Strongly Agree	Agree	Disagree	Strongly Disagree
Funding is a major challenge...				
Staff Training is a challenge...				
Maintaining positive relationships with the local municipality/governing authority is a problem...				
My staff handles customer service issues very well...				
Most of my staff's time is spent providing programs...				
Most of my staff's time is spent advising readers...				
Theft and crime are problems...				
Members of my staff do NOT have any concerns regarding development and training...				

Is there additional information that LCLS should be providing to your library? (Please explain below):

Using a \surd please RANK the following tools and/or services in terms of their importance to your library for increasing staff efficiency:

	Most Important	Somewhat Important	Least Important
Training...			
Technology...			
Time...			
Something else? *Please explain below...			

*Something else? _____

To what extent are the following TASKS an issue of concern facing your patrons?

Please check (\surd) only one box for each option.

My Patrons need Help With:	Always an Issue	Sometimes an Issue	Rarely an Issue	Never an Issue
Job Hunting...				
Community Development...				
Research (school or otherwise)...				
Purchasing (online shopping, etc)...				
Interests/ Entertainment...				
Child Development...				
Other Issue... (*Please describe below)				

*Other Issue: _____

Please rate the following areas of service where your library might seek improvement:

My library could improve services regarding...

Please check (✓) only one box for each option.

My Library Could Improve Services Regarding:	No Improvement Necessary	Possibly Needing Improvement	Definitely Needing Improvement
Educational Support...			
Author Visits...			
Children's Programming...			
Teen Programming...			
Adult Programming...			
Publications and Newsletters...			
Inter-Library Loan Services...			
Database and Information Services...			
Customer Relations...			
Traffic Flow...			
Building Cleanliness and Hospitality...			
Employee Relations...			
Other Area of Service... (*Please List Below)			

*Other Area of service: _____

In the following question series, we provide a list of things that your library might need assistance with in next three years. Please review the following statements and tell us the extent (strongly agree, agree, disagree, or strongly disagree) to which you agree with each one:

Please check (✓) only one box for each statement.

	Strongly Agree	Agree	Disagree	Strongly Disagree
In the next three years, my library will need training on the issue of staff motivation...				
In the next three years, my library will need assistance with revenue-building...				
In the next three years, my library will need advice on employee relations...				
In the next three years, my library will need training about scheduling...				
In the next three years, my library will need support with community building...				
In the next three years, my library will need support with public relations and marketing...				
In the next three years, my library will need training on board development...				

Where might the Lewis & Clark Library System (LCLS) most improve its educational services?

What improvements should be made to the inter library loan service?

How might LCLS enhance its delivery of database and informational systems?

In what ways can LCLS management improve customer relations?

In what ways can LCLS management improve employee relations?

What services does LCLS provide that are, in your opinion, no longer effective?

What services does LCLS provide that are, in your opinion, no longer necessary?

What is the *most important challenge* facing your library in the next three years?

To finish, we would like to collect some basic demographic information from you. Rest assured that your responses will be treated confidentially and the results of this survey will only be used in the aggregate.

Please check (✓) only one box for each of the following:

Please tell us if you are:

Female...	<input type="checkbox"/>
Male...	<input type="checkbox"/>

Which of the following best describes your age?

18-24...	<input type="checkbox"/>
25-34...	<input type="checkbox"/>
35-54...	<input type="checkbox"/>
55-64...	<input type="checkbox"/>
65 and over...	<input type="checkbox"/>

What is the highest level of school that you completed?

Some High School...	<input type="checkbox"/>
High school Diploma or Equivalent...	<input type="checkbox"/>
Some College, Technical School, or Associate's Degree...	<input type="checkbox"/>
Bachelor's Degree...	<input type="checkbox"/>
Advanced Degree Beyond Bachelor's Level...	<input type="checkbox"/>

What type of library do you represent? (Please check only one)

Public	<input type="checkbox"/>
School	<input type="checkbox"/>
Special	<input type="checkbox"/>

Thank You for taking the time to respond to this survey.
If there is anything else you would like to tell us, please use the rest of this sheet.