MVLS Survey 2021 - Library Directors and Staff

Calling all MVLS member library directors and all library staff! Help us complete the 2021 MVLS Plan of Service and shape MVLS services to member libraries in the coming years. Please complete the questions below and include any additional comments. In addition to this survey, we will schedule several focus groups to gather input from member library directors, staff and member library trustees.

Please respond to this survey by Tuesday, June 1, 2021.

---

1. What is your current role at your library? *

- ◉ Director
- ○ Staff
- ○ Volunteer
- ○ Other: _____

---

2. Which of the following tasks do you typically work on? *

- ☑ Administration, Finance, HR etc.
- ☑ Collection Management/Materials Selection
- ☑ Processing, Cataloging, or Technical Services
- ☑ Public interactions at the Circulation Desk
- ☐ Youth or Teen Programs
- ☑ Programs for Adults
- ☑ Outreach activities in the community
- ☑ Reference & information services
- ☑ Technology & computer services
- ☑ Communications, Marketing & Advocacy
- ☑ Planning & Visioning
- ☐ Other: _____

---

3. Please share your impressions of the following MVLS services. *

	My library values this	My library doesn't need this	This doesn't apply to what I do at the library	I don't know about this service
Computer system and technology services	◉	○	○	○
Shared (rotating) collections and e-resources	◉	○	○	○
Central Library collections & services	◉	○	○	○
Delivery, ILL & resource sharing	◉	○	○	○
Collection Management	○	◉	○	○
Youth & teen services	○	◉	○	○
Programs & services for adults	○	◉	○	○
Continuing Education & consultant services	○	◉	○	○
Communications, advocacy & community engagement	◉	○	○	○
Collaboration opportunities with other libraries	◉	○	○	○
Inspiration, best practices and advancement	◉	○	○	○
Other	○	○	○	◉

4 Please offer any additional comments on the items in question 3

5. What training opportunities would you take advantage of if offered? *

- [ ] Orientation for library trustees
- [ ] Planning and funding topics
- [ ] Grants & Fundraising
- [ ] Communications
- [ ] Customer Service & User Experience
- [ ] Early & Family Literacy
- [ ] Teen Services
- [ ] Adult Programs
- [x] Technology Topics
- [x] Censorship & Privacy
- [x] Diversity & Inclusion
- [ ] Personnel & HR topics
- [ ] Leadership & Change Management
- [ ] Other:

6. Please list the best three things MVLS did for your library in the past 3 years *

provided Covid procdrue and requiements informaton, offered grants, provided trustee education

7. Please list the ways MVLS has disappointed your library in the last 3 years *

requiring replacement of 4 y.o. computers, delay in response to communications assistance request, timing of rotating collections requests,

8. What do you see as your library's biggest challenges in the next few years? *

Funding, community engagement, building repairs

9. What are your dreams for your library in the next few years? *

widespread broadband availability in our community, good attendance at programming, a sustainable collaboration with the school for SRP

10. What do you need from MVLS to assist your library with its challenges & dreams? *

Leadership, information, funding

11. What was positive and/or negative in the MVLS response to the COVID-19 pandemic?

Posoitives were regular Directors' Council Mtgs, negatives were efforts at one-size-fits-all solutions,

12. Please provide any other comments you would like to share with MVLS in the box below

The MVLS Director made valiant efforts to locate and share information during Covid

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○ Director

○ Staff

○ Volunteer

◉ Other: Librarian

---

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☐ Processing, Cataloging, or Technical Services

☑ Public interactions at the Circulation Desk

☑ Youth or Teen Programs

☐ Programs for Adults

☑ Outreach activities in the community

☑ Reference & information services

☑ Technology & computer services

☐ Communications, Marketing & Advocacy

☐ Planning & Visioning

☐ Other:

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Collection Management	◉	○	○	○
Youth & teen services	◉	○	○	○
Programs & services for adults	◉	○	○	○
Continuing Education & consultant services	◉	○	○	○
Communications, advocacy & community engagement	○	○	◉	○
Collaboration opportunities with other libraries	○	○	◉	○
Inspiration, best practices and advancement	○	○	◉	○
Other	○	○	◉	○

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5. What training opportunities would you take advantage of if offered? *

- ☐ Orientation for library trustees
- ☐ Planning and funding topics
- ☐ Grants & Fundraising
- ☐ Communications
- ☐ Customer Service & User Experience
- ☑ Early & Family Literacy
- ☑ Teen Services
- ☐ Adult Programs
- ☑ Technology Topics
- ☐ Censorship & Privacy
- ☑ Diversity & Inclusion
- ☑ Personnel & HR topics
- ☐ Leadership & Change Management
- ☐ Other:

6. Please list the best three things MVLS did for your library in the past 3 years *

Loaning materials, workshops

7. Please list the ways MVLS has disappointed your library in the last 3 years *

Loanable materials are raw and should have programs built into them

8. What do you see as your library's biggest challenges in the next few years? *

Funding

9. What are your dreams for your library in the next few years? *

In person programs

10. What do you need from MVLS to assist your library with its challenges & dreams? *

Materials

11. What was positive and/or negative in the MVLS response to the COVID-19 pandemic?

Would have been nice if it had been a hub for other libraries to connect

12. Please provide any other comments you would like to share with MVLS in the box below

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○ Volunteer
○ Other: ....

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☐ Other: ....

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Collection Management	○	○	●	○
Youth & teen services	○	○	●	○
Programs & services for adults	○	○	●	○
Continuing Education & consultant services	○	○	●	○
Communications, advocacy & community engagement	○	○	●	○
Collaboration opportunities with other libraries	○	○	●	○
Inspiration, best practices and advancement	○	○	●	○
Other	○	○	●	○

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- [ ] Planning and funding topics
- [ ] Grants & Fundraising
- [ ] Communications
- [x] Customer Service & User Experience
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- [ ] Teen Services
- [ ] Adult Programs
- [ ] Technology Topics
- [ ] Censorship & Privacy
- [ ] Diversity & Inclusion
- [ ] Personnel & HR topics
- [ ] Leadership & Change Management
- [ ] Other:

6. Please list the best three things MVLS did for your library in the past 3 years *

CBA Books, Computers, Technology-Digitals

7. Please list the ways MVLS has disappointed your library in the last 3 years *

They never have let down a library to my opinion

8. What do you see as your library's biggest challenges in the next few years? *

Staffing/Budget

9. What are your dreams for your library in the next few years? *

Becoming user friendly/meeting needs of communtity

10. What do you need from MVLS to assist your library with its challenges & dreams? *

Nothing

11. What was positive and/or negative in the MVLS response to the COVID-19 pandemic?

Was there one sorry I didn't know- except for the passage of what to do with materials

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NA

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- ☐ Outreach activities in the community
- ☑ Reference & information services
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- ☐ Communications, Marketing & Advocacy
- ☐ Planning & Visioning
- ☐ Other:

---

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Other	◉	○	○	○

4 Please offer any additional comments on the items in question 3

5. What training opportunities would you take advantage of if offered? *

- [ ] Orientation for library trustees
- [ ] Planning and funding topics
- [ ] Grants & Fundraising
- [ ] Communications
- [ ] Customer Service & User Experience
- [ ] Early & Family Literacy
- [ ] Teen Services
- [ ] Adult Programs
- [x] Technology Topics
- [ ] Censorship & Privacy
- [ ] Diversity & Inclusion
- [ ] Personnel & HR topics
- [ ] Leadership & Change Management
- [ ] Other:

6. Please list the best three things MVLS did for your library in the past 3 years *

Online Library resources have been great, The Adult Literacy Project, and the resources to combat racism

7. Please list the ways MVLS has disappointed your library in the last 3 years *

No disappointments.

8. What do you see as your library's biggest challenges in the next few years? *

Staffing and hours of operation

9. What are your dreams for your library in the next few years? *

More hours of operation and programs to resume as they once did.

10. What do you need from MVLS to assist your library with its challenges & dreams? *

n/a

11. What was positive and/or negative in the MVLS response to the COVID-19 pandemic?

Extra digital resources was a huge help

12. Please provide any other comments you would like to share with MVLS in the box below

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1. What is your current role at your library? *

○ Director
◉ Staff
○ Volunteer
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☐ Administration, Finance, HR etc.
☐ Collection Management/Materials Selection
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☑ Public interactions at the Circulation Desk
☐ Youth or Teen Programs
☐ Programs for Adults
☐ Outreach activities in the community
☑ Reference & information services
☑ Technology & computer services
☐ Communications, Marketing & Advocacy
☐ Planning & Visioning
☑ Other: I manage a Branch of the Library

---

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Communications, advocacy & community engagement	◉	○	○	○
Collaboration opportunities with other libraries	◉	○	○	○
Inspiration, best practices and advancement	◉	○	○	○
Other	◉	○	○	○

4 Please offer any additional comments on the items in question 3

WE go above and beyond to offer services to our Patrons

5. What training opportunities would you take advantage of if offered? *

- ☑ Orientation for library trustees
- ☐ Planning and funding topics
- ☑ Grants & Fundraising
- ☑ Communications
- ☑ Customer Service & User Experience
- ☑ Early & Family Literacy
- ☑ Teen Services
- ☑ Adult Programs
- ☐ Technology Topics
- ☐ Censorship & Privacy
- ☑ Diversity & Inclusion
- ☑ Personnel & HR topics
- ☐ Leadership & Change Management
- ☐ Other:

6. Please list the best three things MVLS did for your library in the past 3 years *

Sharon is always available to answer questions   They keep me informed , theyhelp when I
s They keep me informed of missing items, unclaimed items, in transit items. They always help when we have a computer glich.s

7. Please list the ways MVLS has disappointed your library in the last 3 years *

they have not

8. What do you see as your library's biggest challenges in the next few years? *

Our hours of operation, staffing

9. What are your dreams for your library in the next few years? *

To be open five days a week!

10. What do you need from MVLS to assist your library with its challenges & dreams? *

Resources for inclusivity, diversity

11. What was positive and/or negative in the MVLS response to the COVID-19 pandemic?

They responded quickly when a need came up

12. Please provide any other comments you would like to share with MVLS in the box below

Thank you for all you hard work.

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1. What is your current role at your library? *

○ Director
◉ Staff
○ Volunteer
○ Other: _____

---

2. Which of the following tasks do you typically work on? *

☐ Administration, Finance, HR etc.
☐ Collection Management/Materials Selection
☐ Processing, Cataloging, or Technical Services
☐ Public interactions at the Circulation Desk
☐ Youth or Teen Programs
☐ Programs for Adults
☐ Outreach activities in the community
☐ Reference & information services
☐ Technology & computer services
☐ Communications, Marketing & Advocacy
☐ Planning & Visioning
☑ Other: Not really "anonymous" if you ask this question.

---

3. Please share your impressions of the following MVLS services. *

	My library values this	My library doesn't need this	This doesn't apply to what I do at the library	I don't know about this service
Computer system and technology services	○	○	◉	○
Shared (rotating) collections and e-resources	○	○	◉	○
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Collection Management	○	◉	○	○
Youth & teen services	○	◉	○	○
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Continuing Education & consultant services	○	◉	○	○
Communications, advocacy & community engagement	○	◉	○	○
Collaboration opportunities with other libraries	○	◉	○	○
Inspiration, best practices and advancement	○	◉	○	○
Other	○	○	○	◉

4 Please offer any additional comments on the items in question 3

5. What training opportunities would you take advantage of if offered? *

- [ ] Orientation for library trustees
- [ ] Planning and funding topics
- [ ] Grants & Fundraising
- [ ] Communications
- [ ] Customer Service & User Experience
- [ ] Early & Family Literacy
- [ ] Teen Services
- [ ] Adult Programs
- [ ] Technology Topics
- [ ] Censorship & Privacy
- [ ] Diversity & Inclusion
- [ ] Personnel & HR topics
- [ ] Leadership & Change Management
- [x] Other: Nothing

6. Please list the best three things MVLS did for your library in the past 3 years *

Can't think of any from my POV

7. Please list the ways MVLS has disappointed your library in the last 3 years *

SCPL makes up 41% of MVLS, yet only is considered ONE library when it comes to the whole picture. SCPL should NOT be limited by the surrounding libraries' limited needs. SCPL does not get a full ROI in the grander scheme.

8. What do you see as your library's biggest challenges in the next few years? *

Getting back up and running to some semblance of "normal" after the pandemic.

9. What are your dreams for your library in the next few years? *

To join UHLS, since our demographics and town lines match much more closely to their demographics than the outlying library systems within MVLS currently.

10. What do you need from MVLS to assist your library with its challenges & dreams? *

Give SCPL the proper power and say it should have had for years of keeping everything flowing.

11. What was positive and/or negative in the MVLS response to the COVID-19 pandemic?

Wasn't aware of a response.

12. Please provide any other comments you would like to share with MVLS in the box below

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1. What is your current role at your library? *

○ Director

○ Staff

○ Volunteer

◉ Other: Librarian

---

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☑ Youth or Teen Programs

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☑ Outreach activities in the community

☑ Reference & information services

☐ Technology & computer services

☑ Communications, Marketing & Advocacy

☑ Planning & Visioning

☐ Other:

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Programs & services for adults	○	○	◉	○
Continuing Education & consultant services	◉	○	○	○
Communications, advocacy & community engagement	◉	○	○	○
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Inspiration, best practices and advancement	◉	○	○	○
Other	○	○	○	◉

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5. What training opportunities would you take advantage of if offered? *

- [ ] Orientation for library trustees
- [ ] Planning and funding topics
- [ ] Grants & Fundraising
- [ ] Communications
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- [ ] Adult Programs
- [x] Technology Topics
- [ ] Censorship & Privacy
- [x] Diversity & Inclusion
- [ ] Personnel & HR topics
- [x] Leadership & Change Management
- [ ] Other:

6. Please list the best three things MVLS did for your library in the past 3 years *

They have provided grants, continuing education/networking opportunites, and program materials that can be borrowed for children's programs

7. Please list the ways MVLS has disappointed your library in the last 3 years *

I can't really think of any

8. What do you see as your library's biggest challenges in the next few years? *

understaffing, technology issues

9. What are your dreams for your library in the next few years? *

right now, being able to do programming inside the library, but also hiring more professional staff, being able to reach more varied audiences with our programs and services

10. What do you need from MVLS to assist your library with its challenges & dreams? *

not sure

11. What was positive and/or negative in the MVLS response to the COVID-19 pandemic?

good response

12. Please provide any other comments you would like to share with MVLS in the box below

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○ Volunteer
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☑ Technology & computer services
☑ Communications, Marketing & Advocacy
☑ Planning & Visioning
☐ Other: _____

---

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Communications, advocacy & community engagement	◉	○	○	○
Collaboration opportunities with other libraries	○	◉	○	○
Inspiration, best practices and advancement	◉	○	○	○
Other	○	○	○	◉

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5. What training opportunities would you take advantage of if offered? *

- [x] Orientation for library trustees
- [ ] Planning and funding topics
- [x] Grants & Fundraising
- [x] Communications
- [ ] Customer Service & User Experience
- [x] Early & Family Literacy
- [ ] Teen Services
- [x] Adult Programs
- [ ] Technology Topics
- [x] Censorship & Privacy
- [ ] Diversity & Inclusion
- [x] Personnel & HR topics
- [x] Leadership & Change Management
- [ ] Other:

6. Please list the best three things MVLS did for your library in the past 3 years *

mini grants, book recycling for discards, ILL/delivery

7. Please list the ways MVLS has disappointed your library in the last 3 years *

I have had no disappointments

8. What do you see as your library's biggest challenges in the next few years? *

staff turn over & accessibility

9. What are your dreams for your library in the next few years? *

accessibility

10. What do you need from MVLS to assist your library with its challenges & dreams? *

MVLS is ready to assist, the challenge remains on our end.

11. What was positive and/or negative in the MVLS response to the COVID-19 pandemic?

MVLS provided outstanding guidance

12. Please provide any other comments you would like to share with MVLS in the box below

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○ Staff
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Delivery, ILL & resource sharing	◉	○	○	○
Collection Management	◉	○	○	○
Youth & teen services	◉	○	○	○
Programs & services for adults	◉	○	○	○
Continuing Education & consultant services	◉	○	○	○
Communications, advocacy & community engagement	◉	○	○	○
Collaboration opportunities with other libraries	◉	○	○	○
Inspiration, best practices and advancement	◉	○	○	○
Other	○	◉	○	○

4 Please offer any additional comments on the items in question 3

5. What training opportunities would you take advantage of if offered? *

- ☐ Orientation for library trustees
- ☐ Planning and funding topics
- ☐ Grants & Fundraising
- ☐ Communications
- ☐ Customer Service & User Experience
- ☐ Early & Family Literacy
- ☐ Teen Services
- ☐ Adult Programs
- ☑ Technology Topics
- ☐ Censorship & Privacy
- ☐ Diversity & Inclusion
- ☐ Personnel & HR topics
- ☐ Leadership & Change Management
- ☐ Other:

6. Please list the best three things MVLS did for your library in the past 3 years *

mini grants; coordination of programs; controlled JA costs

7. Please list the ways MVLS has disappointed your library in the last 3 years *

cut delivery

8. What do you see as your library's biggest challenges in the next few years? *

building repairs; director replacement; tech vs paper

9. What are your dreams for your library in the next few years? *

balancing digital with physical

10. What do you need from MVLS to assist your library with its challenges & dreams? *

some consultation

11. What was positive and/or negative in the MVLS response to the COVID-19 pandemic?

dissemination of State info; collapse of connectivity to consultants

12. Please provide any other comments you would like to share with MVLS in the box below

Google Forms

MVLS Survey 2021 - Library Directors and Staff

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Please respond to this survey by Tuesday, June 1, 2021.

---

1. What is your current role at your library? *

○ Director

○ Staff

○ Volunteer

● Other: Librarian

---

2. Which of the following tasks do you typically work on? *

☑ Administration, Finance, HR etc.

☑ Collection Management/Materials Selection

☐ Processing, Cataloging, or Technical Services

☑ Public interactions at the Circulation Desk

☑ Youth or Teen Programs

☑ Programs for Adults

☑ Outreach activities in the community

☑ Reference & information services

☑ Technology & computer services

☑ Communications, Marketing & Advocacy

☑ Planning & Visioning

☐ Other:

---

3. Please share your impressions of the following MVLS services. *

	My library values this	My library doesn't need this	This doesn't apply to what I do at the library	I don't know about this service
Computer system and technology services	●	○	○	○
Shared (rotating) collections and e-resources	●	○	○	○
Central Library collections & services	●	○	○	○
Delivery, ILL & resource sharing	●	○	○	○
Collection Management	●	○	○	○
Youth & teen services	●	○	○	○
Programs & services for adults	●	○	○	○
Continuing Education & consultant services	●	○	○	○
Communications, advocacy & community engagement	●	○	○	○
Collaboration opportunities with other libraries	●	○	○	○
Inspiration, best practices and advancement	●	○	○	○
Other	●	○	○	○

4 Please offer any additional comments on the items in question 3

Is this services from MVLS to other member libraries or from branch libraries to the communities?

5. What training opportunities would you take advantage of if offered? *

- ☑ Orientation for library trustees
- ☑ Planning and funding topics
- ☑ Grants & Fundraising
- ☑ Communications
- ☐ Customer Service & User Experience
- ☐ Early & Family Literacy
- ☐ Teen Services
- ☐ Adult Programs
- ☐ Technology Topics
- ☑ Censorship & Privacy
- ☑ Diversity & Inclusion
- ☑ Personnel & HR topics
- ☑ Leadership & Change Management
- ☐ Other:

6. Please list the best three things MVLS did for your library in the past 3 years *

The many grants received; Dream & Do, LLSA, Advocacy

7. Please list the ways MVLS has disappointed your library in the last 3 years *

This is difficult to speak to as I am new here.

8. What do you see as your library's biggest challenges in the next few years? *

Long range planning and community improvement with limited staff and funding

9. What are your dreams for your library in the next few years? *

To get funding from the county so I can better serve our patrons

10. What do you need from MVLS to assist your library with its challenges & dreams? *

Honestly I'm not sure, there is an imbalance of capability versus need. It is difficult to impact major change when I am the only full-time library person.

11. What was positive and/or negative in the MVLS response to the COVID-19 pandemic?

A more cohesive front on COVID-19 regulations among the MVLS system would have been more helpful, presenting a united front in this would have better served patrons and library staff struggling to keep up with state and county changes.

12. Please provide any other comments you would like to share with MVLS in the box below

I appreciate MVLS's consistent efforts to assess the needs and requirements of the libraries within their system.

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Please respond to this survey by Tuesday, June 1, 2021.

---

1. What is your current role at your library? *

○ Director
◉ Staff
○ Volunteer
○ Other: _____

---

2. Which of the following tasks do you typically work on? *

☐ Administration, Finance, HR etc.
☑ Collection Management/Materials Selection
☐ Processing, Cataloging, or Technical Services
☑ Public interactions at the Circulation Desk
☐ Youth or Teen Programs
☐ Programs for Adults
☐ Outreach activities in the community
☑ Reference & information services
☐ Technology & computer services
☐ Communications, Marketing & Advocacy
☐ Planning & Visioning
☐ Other: _____

---

3. Please share your impressions of the following MVLS services. *

	My library values this	My library doesn't need this	This doesn't apply to what I do at the library	I don't know about this service
Computer system and technology services	○	○	○	◉
Shared (rotating) collections and e-resources	◉	○	○	○
Central Library collections & services	○	○	○	◉
Delivery, ILL & resource sharing	◉	○	○	○
Collection Management	○	○	○	◉
Youth & teen services	○	○	○	◉
Programs & services for adults	○	○	○	◉
Continuing Education & consultant services	○	○	○	◉
Communications, advocacy & community engagement	○	○	○	◉
Collaboration opportunities with other libraries	○	○	○	◉
Inspiration, best practices and advancement	○	○	○	◉
Other	○	○	◉	○

4 Please offer any additional comments on the items in question 3

I appreciate that you have multiple titles for bookclubs but I don't think it is easy to find what is available.

5. What training opportunities would you take advantage of if offered? *

- ☐ Orientation for library trustees
- ☐ Planning and funding topics
- ☐ Grants & Fundraising
- ☐ Communications
- ☑ Customer Service & User Experience
- ☑ Early & Family Literacy
- ☑ Teen Services
- ☑ Adult Programs
- ☐ Technology Topics
- ☐ Censorship & Privacy
- ☐ Diversity & Inclusion
- ☐ Personnel & HR topics
- ☐ Leadership & Change Management
- ☐ Other:

6. Please list the best three things MVLS did for your library in the past 3 years *

Driver (Josh) is great. Collection of teen books improving. Collection of Graphic Novels is improving.

7. Please list the ways MVLS has disappointed your library in the last 3 years *

Rotating things all at the same time. The audiobook cases get cracked easily. LT spine labels are yellow and not easy to see and LT readers need good readable stickers on spines. Also, patrons ask that LT books have the stickers to indicate the genre.

8. What do you see as your library's biggest challenges in the next few years? *

Covid challenges for handling materials. Technology to order online and to use Polaris catalog. Challenge to use digital materials for all of the different levels of abilities and types of devices. Budgets cut.

9. What are your dreams for your library in the next few years? *

The library be more of a community center with classes (in person and online) and a coffee bar. I would like to see the library further reinvent itself and for each library to have a little more flexibility in what it carries according to what Patrons are interested in. I would like to see hubs of activity with programs and letting there be some quiet background music (like a bookstore) and a place to rejuvenate mind. I want the museum passes back.

10. What do you need from MVLS to assist your library with its challenges & dreams? *

I have no idea except to get things from one place to another and supply books for bookclubs.

11. What was positive and/or negative in the MVLS response to the COVID-19 pandemic?

NO idea

12. Please provide any other comments you would like to share with MVLS in the box below

I don't have much direct contact except that you deal with the collection. You are great about record set changes. I wish I knew more about what you do.

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Please respond to this survey by Tuesday, June 1, 2021.

---

1. What is your current role at your library? *

- ( ) Director
- (•) Staff
- ( ) Volunteer
- ( ) Other: _____

---

2. Which of the following tasks do you typically work on? *

- [ ] Administration, Finance, HR etc.
- [x] Collection Management/Materials Selection
- [x] Processing, Cataloging, or Technical Services
- [ ] Public interactions at the Circulation Desk
- [ ] Youth or Teen Programs
- [ ] Programs for Adults
- [ ] Outreach activities in the community
- [x] Reference & information services
- [ ] Technology & computer services
- [ ] Communications, Marketing & Advocacy
- [ ] Planning & Visioning
- [ ] Other: _____

---

3. Please share your impressions of the following MVLS services. *

	My library values this	My library doesn't need this	This doesn't apply to what I do at the library	I don't know about this service
Computer system and technology services	(•)	( )	( )	( )
Shared (rotating) collections and e-resources	(•)	( )	( )	( )
Central Library collections & services	(•)	( )	( )	( )
Delivery, ILL & resource sharing	(•)	( )	( )	( )
Collection Management	( )	( )	( )	(•)
Youth & teen services	( )	( )	(•)	( )
Programs & services for adults	( )	( )	( )	(•)
Continuing Education & consultant services	( )	( )	( )	(•)
Communications, advocacy & community engagement	( )	( )	(•)	( )
Collaboration opportunities with other libraries	( )	( )	(•)	( )
Inspiration, best practices and advancement	( )	( )	(•)	( )
Other	( )	( )	( )	(•)

4 Please offer any additional comments on the items in question 3

5. What training opportunities would you take advantage of if offered? *

☐ Orientation for library trustees

☐ Planning and funding topics

☐ Grants & Fundraising

☑ Communications

☑ Customer Service & User Experience

☐ Early & Family Literacy

☐ Teen Services

☐ Adult Programs

☐ Technology Topics

☑ Censorship & Privacy

☑ Diversity & Inclusion

☑ Personnel & HR topics

☑ Leadership & Change Management

☐ Other:

6. Please list the best three things MVLS did for your library in the past 3 years *

1) Sharon O'Brien is a fantastic resource and help and an absolute gem! I hope she's writing everything down. 2) delivery system--couldn't function without it. 3) JA.

7. Please list the ways MVLS has disappointed your library in the last 3 years *

Too many programs/activities are geared to the tiny, rural libraries. A big system like Schenectady is underserved by you.

8. What do you see as your library's biggest challenges in the next few years? *

Budget, staffing, and relevance.

9. What are your dreams for your library in the next few years? *

To still be in existence, adequately staffed and with an appropriate budget. Up-to-date, cared-for buildings.

10. What do you need from MVLS to assist your library with its challenges & dreams? *

Advocacy with the state legislature, p.r. assistance, practical grants and programs

11. What was positive and/or negative in the MVLS response to the COVID-19 pandemic?

Positive--Sharon's help with collections and many other items; JA; then being able to restart piece-by-piece and individually

12. Please provide any other comments you would like to share with MVLS in the box below

MVLS used to have a books-by-mail collection for the homebound which was a huge asset and would be greatly appreciated. They also used to offer ILL services, ditto.

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---

1. What is your current role at your library? *

○ Director
◉ Staff
○ Volunteer
○ Other: _____

---

2. Which of the following tasks do you typically work on? *

☐ Administration, Finance, HR etc.
☐ Collection Management/Materials Selection
☑ Processing, Cataloging, or Technical Services
☑ Public interactions at the Circulation Desk
☐ Youth or Teen Programs
☐ Programs for Adults
☐ Outreach activities in the community
☑ Reference & information services
☑ Technology & computer services
☐ Communications, Marketing & Advocacy
☐ Planning & Visioning
☐ Other: _____

---

3. Please share your impressions of the following MVLS services. *

	My library values this	My library doesn't need this	This doesn't apply to what I do at the library	I don't know about this service
Computer system and technology services	◉	○	○	○
Shared (rotating) collections and e-resources	◉	○	○	○
Central Library collections & services	◉	○	○	○
Delivery, ILL & resource sharing	◉	○	○	○
Collection Management	○	○	○	◉
Youth & teen services	◉	○	○	○
Programs & services for adults	◉	○	○	○
Continuing Education & consultant services	○	○	◉	○
Communications, advocacy & community engagement	◉	○	○	○
Collaboration opportunities with other libraries	○	○	◉	○
Inspiration, best practices and advancement	◉	○	○	○
Other	○	○	○	◉

4 Please offer any additional comments on the items in question 3

5. What training opportunities would you take advantage of if offered? *

- [ ] Orientation for library trustees
- [ ] Planning and funding topics
- [ ] Grants & Fundraising
- [ ] Communications
- [x] Customer Service & User Experience
- [ ] Early & Family Literacy
- [ ] Teen Services
- [ ] Adult Programs
- [x] Technology Topics
- [x] Censorship & Privacy
- [ ] Diversity & Inclusion
- [ ] Personnel & HR topics
- [ ] Leadership & Change Management
- [ ] Other:

6. Please list the best three things MVLS did for your library in the past 3 years *

Not sure, have worked here less than a year, I think the rotating collections are good. Tech support has been good.

7. Please list the ways MVLS has disappointed your library in the last 3 years *

Not sure

8. What do you see as your library's biggest challenges in the next few years? *

Encouraging residents to use the library,

9. What are your dreams for your library in the next few years? *

Not sure

10. What do you need from MVLS to assist your library with its challenges & dreams? *

Not sure

11. What was positive and/or negative in the MVLS response to the COVID-19 pandemic?

Our Director did a fantastic job assuring safety before we reopened and after

12. Please provide any other comments you would like to share with MVLS in the box below

MVLS Survey 2021 - Library Directors and Staff

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Please respond to this survey by Tuesday, June 1, 2021.

---

1. What is your current role at your library? *

○ Director
◉ Staff
○ Volunteer
○ Other:

---

2. Which of the following tasks do you typically work on? *

☐ Administration, Finance, HR etc.
☐ Collection Management/Materials Selection
☐ Processing, Cataloging, or Technical Services
☐ Public interactions at the Circulation Desk
☑ Youth or Teen Programs
☑ Programs for Adults
☐ Outreach activities in the community
☐ Reference & information services
☑ Technology & computer services
☑ Communications, Marketing & Advocacy
☑ Planning & Visioning
☐ Other:

---

3. Please share your impressions of the following MVLS services. *

	My library values this	My library doesn't need this	This doesn't apply to what I do at the library	I don't know about this service
Computer system and technology services	◉	○	○	○
Shared (rotating) collections and e-resources	◉	○	○	○
Central Library collections & services	◉	○	○	○
Delivery, ILL & resource sharing	◉	○	○	○
Collection Management	○	○	○	◉
Youth & teen services	◉	○	○	○
Programs & services for adults	◉	○	○	○
Continuing Education & consultant services	◉	○	○	○
Communications, advocacy & community engagement	◉	○	○	○
Collaboration opportunities with other libraries	◉	○	○	○
Inspiration, best practices and advancement	◉	○	○	○
Other	◉	○	○	○

4 Please offer any additional comments on the items in question 3

Information on grant opportunities and program facilitators is also much appreciated!

5. What training opportunities would you take advantage of if offered? *

- [ ] Orientation for library trustees
- [ ] Planning and funding topics
- [x] Grants & Fundraising
- [x] Communications
- [ ] Customer Service & User Experience
- [x] Early & Family Literacy
- [x] Teen Services
- [x] Adult Programs
- [x] Technology Topics
- [ ] Censorship & Privacy
- [x] Diversity & Inclusion
- [ ] Personnel & HR topics
- [x] Leadership & Change Management
- [ ] Other:

6. Please list the best three things MVLS did for your library in the past 3 years *

Pitched the Adult Digital Literacy program to the NYS Library, enabling us to receive the grant funds to run the Tech Savvy program; assisted us with the Pen & Ink: Life & Literature program; and expanded our 2020 SRP Fairy Houses at the Library idea into a system-wide extravaganza! There's one more: provided a forum for support and idea-sharing at various points during the pandemic

7. Please list the ways MVLS has disappointed your library in the last 3 years *

MVLS has generally been great, but there are a couple of things that could have been better. 1. Not continuing to send information about Pen & Ink and Tech Savvy deadlines, requirements, updated forms, and funding after Lois retired (but I appreciate that when I asked, Eric did his best to give me answers). I'm sure it's been incredibly tough to have Lois, Sue, and Kathy all retire AND the pandemic! 2. When the pandemic shutdowns occurred, it would have been so helpful if MVLS had offered training and "best practices" for doing virtual programs in various formats, a list of facilitators for virtual programs, supply lists for take & make kits, etc. However, I realize this was new territory and MVLS did the best they could in a challenging time, and some of this info has been shared as time went on. Our library was OK with Zoom, since I had already been using it for awhile, but I needed help with the other things I mentioned.

8. What do you see as your library's biggest challenges in the next few years? *

Budget - we need money AND I think the money we have could possibly be used more efficiently/allocated in a way that would be beneficial. And improving relations between trustees and staff so that we can work together as a team. I really wish we could have mediation or something. Also, the physical building is a challenge as it's old. And keeping community engagement going, especially in the teen through 30's/40's age group.

9. What are your dreams for your library in the next few years? *

That the library can be financially sustainable with a comfortable staffing level; that we can continue to provide good resources and relevant programming for our community, as well as support for the arts; that we can help to inform minds and broaden the experiences of our community members. And that our trustees will be true supporters of the library and the staff, working together with staff and patrons to make these dreams a reality.

10. What do you need from MVLS to assist your library with its challenges & dreams? *

Information and support about grants, professional development, program ideas/opportunities, and collaborating with other libraries. I'd love to see more system-wide projects and virtual programs.

11. What was positive and/or negative in the MVLS response to the COVID-19 pandemic?

I mostly answered this question in #6 and #7. I really appreciated the joint MVLS/UHLS or SALS sessions to figure out Summer Reading, the homeschooling workshops, and other ways MVLS brought us together to share information and ideas.

12. Please provide any other comments you would like to share with MVLS in the box below

Collaboration, sharing ideas, and mutual support is so important, especially for libraries with very few staff members. It's hard being the only one in a particular role, and easy to lose sight of the big picture, what are realistic expectations, when enough is enough, and when to work on something more. Virtual gatherings on a regular basis could help with this (even every month or two), as well as simply having more opportunities to collaborate. Every time I interact with someone from MVLS or another library, I learn something and also find it refreshing to talk with another person who cares about the same things I do! Also, is there an MVLS-wide calendar of events for all the libraries, so we have one place where we can see what everyone else is doing? Thank you for this survey, it's nice to have the opportunity to give feedback. I think MVLS is doing a great job, and I'm glad our library is a member!

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Please respond to this survey by Tuesday, June 1, 2021.

---

1. What is your current role at your library? *

○ Director
◉ Staff
○ Volunteer
○ Other: _____

---

2. Which of the following tasks do you typically work on? *

☐ Administration, Finance, HR etc.
☐ Collection Management/Materials Selection
☑ Processing, Cataloging, or Technical Services
☑ Public interactions at the Circulation Desk
☐ Youth or Teen Programs
☐ Programs for Adults
☐ Outreach activities in the community
☐ Reference & information services
☐ Technology & computer services
☐ Communications, Marketing & Advocacy
☐ Planning & Visioning
☑ Other: repairing the collections

---

3. Please share your impressions of the following MVLS services. *

	My library values this	My library doesn't need this	This doesn't apply to what I do at the library	I don't know about this service
Computer system and technology services	◉	○	○	○
Shared (rotating) collections and e-resources	◉	○	○	○
Central Library collections & services	◉	○	○	○
Delivery, ILL & resource sharing	◉	○	○	○
Collection Management	◉	○	○	○
Youth & teen services	○	○	◉	○
Programs & services for adults	○	○	◉	○
Continuing Education & consultant services	○	○	◉	○
Communications, advocacy & community engagement	◉	○	○	○
Collaboration opportunities with other libraries	○	○	◉	○
Inspiration, best practices and advancement	◉	○	○	○
Other	◉	○	○	○

4 Please offer any additional comments on the items in question 3

displays and making the collections appealing

5. What training opportunities would you take advantage of if offered? *

- [ ] Orientation for library trustees
- [ ] Planning and funding topics
- [ ] Grants & Fundraising
- [ ] Communications
- [x] Customer Service & User Experience
- [ ] Early & Family Literacy
- [ ] Teen Services
- [ ] Adult Programs
- [ ] Technology Topics
- [ ] Censorship & Privacy
- [ ] Diversity & Inclusion
- [ ] Personnel & HR topics
- [ ] Leadership & Change Management
- [x] Other: more cataloging skills

6. Please list the best three things MVLS did for your library in the past 3 years *

sends us new books to add, helped with inventory and gets us the book pages

7. Please list the ways MVLS has disappointed your library in the last 3 years *

i dont think mvls has disappointed thats more for the director to say

8. What do you see as your library's biggest challenges in the next few years? *

getting in the young people

9. What are your dreams for your library in the next few years? *

to be able to have groups again

10. What do you need from MVLS to assist your library with its challenges & dreams? *

possibly helping with supplies

11. What was positive and/or negative in the MVLS response to the COVID-19 pandemic?

making sure all libraries were on the same page so there wasn't conflict

12. Please provide any other comments you would like to share with MVLS in the box below

i want to stay with the system and be able to help other libraries out and continue my skills on collections and cataloging. i love working with the books

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---

1. What is your current role at your library? *

- ○ Director
- ◉ Staff
- ○ Volunteer
- ○ Other: ....

---

2. Which of the following tasks do you typically work on? *

- ☐ Administration, Finance, HR etc.
- ☐ Collection Management/Materials Selection
- ☐ Processing, Cataloging, or Technical Services
- ☑ Public interactions at the Circulation Desk
- ☐ Youth or Teen Programs
- ☐ Programs for Adults
- ☐ Outreach activities in the community
- ☐ Reference & information services
- ☑ Technology & computer services
- ☑ Communications, Marketing & Advocacy
- ☐ Planning & Visioning
- ☐ Other: ....

---

3. Please share your impressions of the following MVLS services. *

	My library values this	My library doesn't need this	This doesn't apply to what I do at the library	I don't know about this service
Computer system and technology services	◉	○	○	○
Shared (rotating) collections and e-resources	○	◉	○	○
Central Library collections & services	◉	○	○	○
Delivery, ILL & resource sharing	◉	○	○	○
Collection Management	◉	○	○	○
Youth & teen services	○	○	○	◉
Programs & services for adults	○	○	○	◉
Continuing Education & consultant services	○	○	○	◉
Communications, advocacy & community engagement	○	○	○	◉
Collaboration opportunities with other libraries	◉	○	○	○
Inspiration, best practices and advancement	○	○	○	◉
Other	○	○	○	◉

4 Please offer any additional comments on the items in question 3

5. What training opportunities would you take advantage of if offered? *

- [ ] Orientation for library trustees
- [ ] Planning and funding topics
- [ ] Grants & Fundraising
- [x] Communications
- [x] Customer Service & User Experience
- [x] Early & Family Literacy
- [x] Teen Services
- [x] Adult Programs
- [ ] Technology Topics
- [ ] Censorship & Privacy
- [ ] Diversity & Inclusion
- [ ] Personnel & HR topics
- [x] Leadership & Change Management
- [ ] Other:

6. Please list the best three things MVLS did for your library in the past 3 years *

unknown

7. Please list the ways MVLS has disappointed your library in the last 3 years *

unknown

8. What do you see as your library's biggest challenges in the next few years? *

sustainable growth

9. What are your dreams for your library in the next few years? *

expansion

10. What do you need from MVLS to assist your library with its challenges & dreams? *

funding and support

11. What was positive and/or negative in the MVLS response to the COVID-19 pandemic?

12. Please provide any other comments you would like to share with MVLS in the box below

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MVLS Survey 2021 - Library Directors and Staff

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Please respond to this survey by Tuesday, June 1, 2021.

---

1. What is your current role at your library? *

- ◉ Director
- ○ Staff
- ○ Volunteer
- ○ Other: ....

---

2. Which of the following tasks do you typically work on? *

- ☑ Administration, Finance, HR etc.
- ☑ Collection Management/Materials Selection
- ☑ Processing, Cataloging, or Technical Services
- ☑ Public interactions at the Circulation Desk
- ☑ Youth or Teen Programs
- ☑ Programs for Adults
- ☑ Outreach activities in the community
- ☑ Reference & information services
- ☑ Technology & computer services
- ☑ Communications, Marketing & Advocacy
- ☑ Planning & Visioning
- ☑ Other: "other duties as assigned"

---

3. Please share your impressions of the following MVLS services. *

	My library values this	My library doesn't need this	This doesn't apply to what I do at the library	I don't know about this service
Computer system and technology services	◉	○	○	○
Shared (rotating) collections and e-resources	◉	○	○	○
Central Library collections & services	○	○	○	◉
Delivery, ILL & resource sharing	◉	○	○	○
Collection Management	○	○	○	◉
Youth & teen services	○	○	○	◉
Programs & services for adults	○	○	○	◉
Continuing Education & consultant services	◉	○	○	○
Communications, advocacy & community engagement	◉	○	○	○
Collaboration opportunities with other libraries	◉	○	○	○
Inspiration, best practices and advancement	◉	○	○	○
Other	○	○	◉	○

4 Please offer any additional comments on the items in question 3

5. What training opportunities would you take advantage of if offered? *

- ☑ Orientation for library trustees
- ☑ Planning and funding topics
- ☑ Grants & Fundraising
- ☐ Communications
- ☐ Customer Service & User Experience
- ☐ Early & Family Literacy
- ☐ Teen Services
- ☐ Adult Programs
- ☑ Technology Topics
- ☑ Censorship & Privacy
- ☐ Diversity & Inclusion
- ☐ Personnel & HR topics
- ☑ Leadership & Change Management
- ☐ Other:

6. Please list the best three things MVLS did for your library in the past 3 years *

Providing grant opportunities, coordinating shared resources, offering professional consultations

7. Please list the ways MVLS has disappointed your library in the last 3 years *

I think the trustee/staff training opportunities could be more comprehensive

8. What do you see as your library's biggest challenges in the next few years? *

mission creep, declining patron engagement, financial growth

9. What are your dreams for your library in the next few years? *

I want the community to take better advantage of the services and resources we offer and feel greater investment in what we do.

10. What do you need from MVLS to assist your library with its challenges & dreams? *

Any efforts that can support our efforts to build a secure financial future, whether that's continued political advocacy, shared services to help manage costs, fundraising help. And continued advisory guidance on difficult issues we face.

11. What was positive and/or negative in the MVLS response to the COVID-19 pandemic?

Positives: we learned to strengthen our online programming; we reminded patrons how much they valued access to their library. Negatives: we made people expect online programs and reminded some patrons how little they missed the library when it was shut down.

12. Please provide any other comments you would like to share with MVLS in the box below

I would love MVLS to find ways to provide more shared services that individual libraries are all currently having to sort out on their own. What about, for instance, shared bookkeeping/accounting services for multiple libraries? Or group insurance/retirement plans for library staff not eligible for state plans? Or a shared graphic design/marketing consultant to work on different libraries' communications campaigns?

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Please respond to this survey by Tuesday, June 1, 2021.

---

1. What is your current role at your library? *

○ Director

○ Staff

○ Volunteer

◉ Other: Executive Director

---

2. Which of the following tasks do you typically work on? *

☑ Administration, Finance, HR etc.

☐ Collection Management/Materials Selection

☐ Processing, Cataloging, or Technical Services

☐ Public interactions at the Circulation Desk

☐ Youth or Teen Programs

☐ Programs for Adults

☐ Outreach activities in the community

☐ Reference & information services

☐ Technology & computer services

☑ Communications, Marketing & Advocacy

☑ Planning & Visioning

☐ Other:

---

3. Please share your impressions of the following MVLS services. *

	My library values this	My library doesn't need this	This doesn't apply to what I do at the library	I don't know about this service
Computer system and technology services	◉	○	○	○
Shared (rotating) collections and e-resources	○	○	◉	○
Central Library collections & services	○	○	◉	○
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Collection Management	○	○	◉	○
Youth & teen services	○	○	◉	○
Programs & services for adults	○	○	◉	○
Continuing Education & consultant services	○	○	◉	○
Communications, advocacy & community engagement	◉	○	○	○
Collaboration opportunities with other libraries	◉	○	○	○
Inspiration, best practices and advancement	◉	○	○	○
Other	○	○	○	◉

4 Please offer any additional comments on the items in question 3

5. What training opportunities would you take advantage of if offered? *

- [x] Orientation for library trustees
- [x] Planning and funding topics
- [x] Grants & Fundraising
- [ ] Communications
- [ ] Customer Service & User Experience
- [ ] Early & Family Literacy
- [ ] Teen Services
- [ ] Adult Programs
- [ ] Technology Topics
- [x] Censorship & Privacy
- [x] Diversity & Inclusion
- [ ] Personnel & HR topics
- [x] Leadership & Change Management
- [ ] Other:

6. Please list the best three things MVLS did for your library in the past 3 years *

Facilitated Library Construction Grant; Served as "Head of Command" resource during COVID; Arranged Zoom Advocacy Day with Senator Hinchey!!

7. Please list the ways MVLS has disappointed your library in the last 3 years *

Website is difficult to navigate (I have trouble finding things); it might be difficult (or impossible) but concise COVID "mandates" or "policies" that could have applied to all MVLS libraries would have been helpful (understanding that we are all so different and in fact operate under different "ownership"); is it possible for all MVLS staff to now visit each member library to appreciate and understand our sameness and uniqueness?

8. What do you see as your library's biggest challenges in the next few years? *

Funding - we would very much like to gain the tax vote and are working on a "quiet campaign" (not using the word tax) to better inform community and ideally gain support

9. What are your dreams for your library in the next few years? *

Tax vote; increased regular funding (foundation? grants?); a more involved board.

10. What do you need from MVLS to assist your library with its challenges & dreams? *

Easier way to access information on website (what abt a Grants or Funding menu tab?); your continued support (an email or call away - thank you!); planning and implementation assistance when we are ready (board training, long range, advocacy,. etc).

11. What was positive and/or negative in the MVLS response to the COVID-19 pandemic?

The nearly immediate recent emails regarding changing policies were fabulous - thank you for condensing and sharing information as soon as you were able; it was sometimes difficult for us to make decisions wihtout speicfic MVLS policy - we appreciate being able to make decisions based on our org and community, but we all felt at sea at times last year - I don;t know that anythgn could have been done differently or better in that regard since we are all so different and COVID continues to evolve - strains and policies....

12. Please provide any other comments you would like to share with MVLS in the box below

Thank you!

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---

1. What is your current role at your library? *

○ Director
◉ Staff
○ Volunteer
○ Other: _____

---

2. Which of the following tasks do you typically work on? *

☐ Administration, Finance, HR etc.
☑ Collection Management/Materials Selection
☑ Processing, Cataloging, or Technical Services
☑ Public interactions at the Circulation Desk
☑ Youth or Teen Programs
☐ Programs for Adults
☑ Outreach activities in the community
☑ Reference & information services
☑ Technology & computer services
☐ Communications, Marketing & Advocacy
☐ Planning & Visioning
☐ Other: _____

---

3. Please share your impressions of the following MVLS services. *

	My library values this	My library doesn't need this	This doesn't apply to what I do at the library	I don't know about this service
Computer system and technology services	◉	○	○	○
Shared (rotating) collections and e-resources	◉	○	○	○
Central Library collections & services	○	○	◉	○
Delivery, ILL & resource sharing	◉	○	○	○
Collection Management	◉	○	○	○
Youth & teen services	◉	○	○	○
Programs & services for adults	○	○	◉	○
Continuing Education & consultant services	○	○	○	◉
Communications, advocacy & community engagement	○	○	○	◉
Collaboration opportunities with other libraries	○	○	◉	○
Inspiration, best practices and advancement	○	○	○	◉
Other	○	○	○	◉

4 Please offer any additional comments on the items in question 3

5. What training opportunities would you take advantage of if offered? *

- [ ] Orientation for library trustees
- [ ] Planning and funding topics
- [ ] Grants & Fundraising
- [ ] Communications
- [ ] Customer Service & User Experience
- [x] Early & Family Literacy
- [ ] Teen Services
- [ ] Adult Programs
- [ ] Technology Topics
- [ ] Censorship & Privacy
- [ ] Diversity & Inclusion
- [ ] Personnel & HR topics
- [ ] Leadership & Change Management
- [ ] Other:

6. Please list the best three things MVLS did for your library in the past 3 years *

Gave assistance with computer issues, Gave us many children's booksus many children's books

7. Please list the ways MVLS has disappointed your library in the last 3 years *

I don't know of any disappointments.

8. What do you see as your library's biggest challenges in the next few years? *

Attracting and encouraging people to READ books!

9. What are your dreams for your library in the next few years? *

We would love to see mnore interest in reading, especially among children and teens.

10. What do you need from MVLS to assist your library with its challenges & dreams? *

I don't know.

11. What was positive and/or negative in the MVLS response to the COVID-19 pandemic?

I have no opinion about this. I think MVLS followed the guidelines of the government.

12. Please provide any other comments you would like to share with MVLS in the box below

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Please respond to this survey by Tuesday, June 1, 2021.

---

1. What is your current role at your library? *

- ○ Director
- ◉ Staff
- ○ Volunteer
- ○ Other: _____

---

2. Which of the following tasks do you typically work on? *

- ☑ Administration, Finance, HR etc.
- ☐ Collection Management/Materials Selection
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- ☐ Youth or Teen Programs
- ☑ Programs for Adults
- ☑ Outreach activities in the community
- ☑ Reference & information services
- ☑ Technology & computer services
- ☑ Communications, Marketing & Advocacy
- ☐ Planning & Visioning
- ☐ Other: _____

---

3. Please share your impressions of the following MVLS services. *

	My library values this	My library doesn't need this	This doesn't apply to what I do at the library	I don't know about this service
Computer system and technology services	◉	○	○	○
Shared (rotating) collections and e-resources	○	○	◉	○
Central Library collections & services	○	○	◉	○
Delivery, ILL & resource sharing	○	○	◉	○
Collection Management	○	○	◉	○
Youth & teen services	◉	○	○	○
Programs & services for adults	◉	○	○	○
Continuing Education & consultant services	◉	○	○	○
Communications, advocacy & community engagement	◉	○	○	○
Collaboration opportunities with other libraries	○	○	◉	○
Inspiration, best practices and advancement	◉	○	○	○
Other	○	○	○	◉

4 Please offer any additional comments on the items in question 3

5. What training opportunities would you take advantage of if offered? *

- [ ] Orientation for library trustees
- [ ] Planning and funding topics
- [ ] Grants & Fundraising
- [x] Communications
- [ ] Customer Service & User Experience
- [ ] Early & Family Literacy
- [ ] Teen Services
- [ ] Adult Programs
- [x] Technology Topics
- [x] Censorship & Privacy
- [ ] Diversity & Inclusion
- [ ] Personnel & HR topics
- [ ] Leadership & Change Management
- [ ] Other:

6. Please list the best three things MVLS did for your library in the past 3 years *

Improved WIFI, helped with blocked emails, kept on top of network security

7. Please list the ways MVLS has disappointed your library in the last 3 years *

No disappointments; they are very professional and respond quickly.

8. What do you see as your library's biggest challenges in the next few years? *

ongoing community social and public health issues

9. What are your dreams for your library in the next few years? *

More books!

10. What do you need from MVLS to assist your library with its challenges & dreams? *

Tech help for the public

11. What was positive and/or negative in the MVLS response to the COVID-19 pandemic?

12. Please provide any other comments you would like to share with MVLS in the box below

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---

1. What is your current role at your library? *

○ Director
◉ Staff
○ Volunteer
○ Other: _____

---

2. Which of the following tasks do you typically work on? *

☑ Administration, Finance, HR etc.
☑ Collection Management/Materials Selection
☑ Processing, Cataloging, or Technical Services
☑ Public interactions at the Circulation Desk
☐ Youth or Teen Programs
☐ Programs for Adults
☑ Outreach activities in the community
☑ Reference & information services
☐ Technology & computer services
☐ Communications, Marketing & Advocacy
☐ Planning & Visioning
☐ Other: _____

---

3. Please share your impressions of the following MVLS services. *

	My library values this	My library doesn't need this	This doesn't apply to what I do at the library	I don't know about this service
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Central Library collections & services	◉	○	○	○
Delivery, ILL & resource sharing	◉	○	○	○
Collection Management	◉	○	○	○
Youth & teen services	○	○	◉	○
Programs & services for adults	○	○	◉	○
Continuing Education & consultant services	○	○	◉	○
Communications, advocacy & community engagement	◉	○	○	○
Collaboration opportunities with other libraries	○	○	◉	○
Inspiration, best practices and advancement	◉	○	○	○
Other	○	○	○	◉

4 Please offer any additional comments on the items in question 3

5. What training opportunities would you take advantage of if offered? *

- ☐ Orientation for library trustees
- ☑ Planning and funding topics
- ☑ Grants & Fundraising
- ☑ Communications
- ☑ Customer Service & User Experience
- ☐ Early & Family Literacy
- ☐ Teen Services
- ☐ Adult Programs
- ☐ Technology Topics
- ☑ Censorship & Privacy
- ☑ Diversity & Inclusion
- ☑ Personnel & HR topics
- ☑ Leadership & Change Management
- ☐ Other:

6. Please list the best three things MVLS did for your library in the past 3 years *

kept us informed, kept things moving,

7. Please list the ways MVLS has disappointed your library in the last 3 years *

doesnt apply

8. What do you see as your library's biggest challenges in the next few years? *

getting more people in, keeping circ up, getting teens interested

9. What are your dreams for your library in the next few years? *

more community involvement

10. What do you need from MVLS to assist your library with its challenges & dreams? *

not sure

11. What was positive and/or negative in the MVLS response to the COVID-19 pandemic?

keep material coming in

12. Please provide any other comments you would like to share with MVLS in the box below

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---

1. What is your current role at your library? *

○ Director
◉ Staff
○ Volunteer
○ Other: _____

---

2. Which of the following tasks do you typically work on? *

☑ Administration, Finance, HR etc.
☑ Collection Management/Materials Selection
☑ Processing, Cataloging, or Technical Services
☑ Public interactions at the Circulation Desk
☑ Youth or Teen Programs
☑ Programs for Adults
☑ Outreach activities in the community
☑ Reference & information services
☑ Technology & computer services
☑ Communications, Marketing & Advocacy
☑ Planning & Visioning
☐ Other: _____

---

3. Please share your impressions of the following MVLS services. *

	My library values this	My library doesn't need this	This doesn't apply to what I do at the library	I don't know about this service
Computer system and technology services	○	◉	○	○
Shared (rotating) collections and e-resources	○	◉	○	○
Central Library collections & services	◉	○	○	○
Delivery, ILL & resource sharing	◉	○	○	○
Collection Management	○	◉	○	○
Youth & teen services	○	○	◉	○
Programs & services for adults	○	◉	○	○
Continuing Education & consultant services	○	◉	○	○
Communications, advocacy & community engagement	○	◉	○	○
Collaboration opportunities with other libraries	◉	○	○	○
Inspiration, best practices and advancement	○	◉	○	○
Other	○	○	◉	○

4 Please offer any additional comments on the items in question 3

5. What training opportunities would you take advantage of if offered? *

- ☐ Orientation for library trustees
- ☑ Planning and funding topics
- ☑ Grants & Fundraising
- ☑ Communications
- ☑ Customer Service & User Experience
- ☑ Early & Family Literacy
- ☑ Teen Services
- ☑ Adult Programs
- ☑ Technology Topics
- ☑ Censorship & Privacy
- ☑ Diversity & Inclusion
- ☑ Personnel & HR topics
- ☑ Leadership & Change Management
- ☐ Other:

6. Please list the best three things MVLS did for your library in the past 3 years *

Removing restrictions on accessing digital content when most libraries were closed for Covid.

7. Please list the ways MVLS has disappointed your library in the last 3 years *

Behind the ball with implementing new technologies to help staff provide services to patrons, poor selection of digital content for patrons, treating SCPL like it's the lowest part of MVLS when in reality it makes up almost half of the consortium. MVLs has consistently said no to any kind of innovation to help improve services to our patrons these last few years. It's been immensely frustrating to try and improve services and be hampered by the consortium.

8. What do you see as your library's biggest challenges in the next few years? *

Trying to innovate and provide exciting services to our patrons while working within the restrictions that MVLS/JA puts on us.

9. What are your dreams for your library in the next few years? *

To join UHLS

10. What do you need from MVLS to assist your library with its challenges & dreams? *

More autonomy and less micro-managing.

11. What was positive and/or negative in the MVLS response to the COVID-19 pandemic?

Removing restrictions for patrons to access digital content.

12. Please provide any other comments you would like to share with MVLS in the box below

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---

1. What is your current role at your library? *

○ Director
◉ Staff
○ Volunteer
○ Other: _____

---

2. Which of the following tasks do you typically work on? *

☐ Administration, Finance, HR etc.
☑ Collection Management/Materials Selection
☑ Processing, Cataloging, or Technical Services
☑ Public interactions at the Circulation Desk
☑ Youth or Teen Programs
☐ Programs for Adults
☑ Outreach activities in the community
☑ Reference & information services
☐ Technology & computer services
☐ Communications, Marketing & Advocacy
☑ Planning & Visioning
☐ Other: _____

---

3. Please share your impressions of the following MVLS services. *

	My library values this	My library doesn't need this	This doesn't apply to what I do at the library	I don't know about this service
Computer system and technology services	◉	○	○	○
Shared (rotating) collections and e-resources	○	◉	○	○
Central Library collections & services	○	◉	○	○
Delivery, ILL & resource sharing	◉	○	○	○
Collection Management	◉	○	○	○
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Communications, advocacy & community engagement	◉	○	○	○
Collaboration opportunities with other libraries	◉	○	○	○
Inspiration, best practices and advancement	◉	○	○	○
Other	○	○	○	◉

4 Please offer any additional comments on the items in question 3

5. What training opportunities would you take advantage of if offered? *

☐ Orientation for library trustees
☐ Planning and funding topics
☐ Grants & Fundraising
☐ Communications
☑ Customer Service & User Experience
☐ Early & Family Literacy
☐ Teen Services
☐ Adult Programs
☐ Technology Topics
☐ Censorship & Privacy
☐ Diversity & Inclusion
☐ Personnel & HR topics
☐ Leadership & Change Management
☐ Other:

6. Please list the best three things MVLS did for your library in the past 3 years *

Delivery, Book Preview, Bib services

7. Please list the ways MVLS has disappointed your library in the last 3 years *

8. What do you see as your library's biggest challenges in the next few years? *

Bringing new young patrons in

9. What are your dreams for your library in the next few years? *

Continue to build a patron base

10. What do you need from MVLS to assist your library with its challenges & dreams? *

Ideas

11. What was positive and/or negative in the MVLS response to the COVID-19 pandemic?

Positive leadership/guidance

12. Please provide any other comments you would like to share with MVLS in the box below

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---

1. What is your current role at your library? *

○ Director
◉ Staff
○ Volunteer
○ Other: ....

---

2. Which of the following tasks do you typically work on? *

☐ Administration, Finance, HR etc.
☑ Collection Management/Materials Selection
☑ Processing, Cataloging, or Technical Services
☑ Public interactions at the Circulation Desk
☑ Youth or Teen Programs
☑ Programs for Adults
☑ Outreach activities in the community
☑ Reference & information services
☑ Technology & computer services
☑ Communications, Marketing & Advocacy
☑ Planning & Visioning
☐ Other: ....

---

3. Please share your impressions of the following MVLS services. *

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Programs & services for adults	◉	○	○	○
Continuing Education & consultant services	◉	○	○	○
Communications, advocacy & community engagement	◉	○	○	○
Collaboration opportunities with other libraries	◉	○	○	○
Inspiration, best practices and advancement	◉	○	○	○
Other	○	○	○	◉

4 Please offer any additional comments on the items in question 3

5. What training opportunities would you take advantage of if offered? *

- ☐ Orientation for library trustees
- ☐ Planning and funding topics
- ☐ Grants & Fundraising
- ☑ Communications
- ☑ Customer Service & User Experience
- ☑ Early & Family Literacy
- ☑ Teen Services
- ☑ Adult Programs
- ☑ Technology Topics
- ☑ Censorship & Privacy
- ☑ Diversity & Inclusion
- ☑ Personnel & HR topics
- ☑ Leadership & Change Management
- ☐ Other:

6. Please list the best three things MVLS did for your library in the past 3 years *

Interlibrary loan, program assistance, program development

7. Please list the ways MVLS has disappointed your library in the last 3 years *

8. What do you see as your library's biggest challenges in the next few years? *

Parton attendance

9. What are your dreams for your library in the next few years? *

More programs, more attendance

10. What do you need from MVLS to assist your library with its challenges & dreams? *

assistance with program ideas/development

11. What was positive and/or negative in the MVLS response to the COVID-19 pandemic?

MVLS seemed to be on top of the issues dealing with COVID-19

12. Please provide any other comments you would like to share with MVLS in the box below

Google Forms

MVLS Survey 2021 - Library Directors and Staff

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Please respond to this survey by Tuesday, June 1, 2021.

---

1. What is your current role at your library? *

- ○ Director
- ◉ Staff
- ○ Volunteer
- ○ Other: ....

---

2. Which of the following tasks do you typically work on? *

- ☐ Administration, Finance, HR etc.
- ☐ Collection Management/Materials Selection
- ☐ Processing, Cataloging, or Technical Services
- ☑ Public interactions at the Circulation Desk
- ☑ Youth or Teen Programs
- ☑ Programs for Adults
- ☑ Outreach activities in the community
- ☑ Reference & information services
- ☑ Technology & computer services
- ☑ Communications, Marketing & Advocacy
- ☑ Planning & Visioning
- ☐ Other: ....

---

3. Please share your impressions of the following MVLS services. *

	My library values this	My library doesn't need this	This doesn't apply to what I do at the library	I don't know about this service
Computer system and technology services	◉	○	○	○
Shared (rotating) collections and e-resources	◉	○	○	○
Central Library collections & services	○	○	◉	○
Delivery, ILL & resource sharing	◉	○	○	○
Collection Management	○	○	◉	○
Youth & teen services	◉	○	○	○
Programs & services for adults	◉	○	○	○
Continuing Education & consultant services	◉	○	○	○
Communications, advocacy & community engagement	◉	○	○	○
Collaboration opportunities with other libraries	◉	○	○	○
Inspiration, best practices and advancement	◉	○	○	○
Other	○	○	◉	○

4 Please offer any additional comments on the items in question 3

More leadership on collaborations as well as assistance with programs that are avaioable or funded through other sources would be appreciated.

5. What training opportunities would you take advantage of if offered? *

☐ Orientation for library trustees
☑ Planning and funding topics
☑ Grants & Fundraising
☑ Communications
☑ Customer Service & User Experience
☑ Early & Family Literacy
☑ Teen Services
☑ Adult Programs
☑ Technology Topics
☑ Censorship & Privacy
☑ Diversity & Inclusion
☐ Personnel & HR topics
☐ Leadership & Change Management
☐ Other:

6. Please list the best three things MVLS did for your library in the past 3 years *

Help with marketing materials, hosting trainings in cooperation with SALS and UHLS, and keeping material deliveries going.

7. Please list the ways MVLS has disappointed your library in the last 3 years *

Lack of suggestion beyond "look into these things," only two grant funded programs handled for member libraries (there are no others for library systems?), computer system limitations.

8. What do you see as your library's biggest challenges in the next few years? *

Engagement with new users and user retention. Need more answers for where and especially how to engage the public.

9. What are your dreams for your library in the next few years? *

Physical space expansion for a dedicated teen space. Gender neutral bathrooms. Become important community hub. Remove barriers for borrowing materials/gatekeeping.

10. What do you need from MVLS to assist your library with its challenges & dreams? *

Guidance on how to get people in the doors, funding for construction and/or inclusivity. Continued/additional training. Remove ID requirements for library cards. Stop being focussed on potential losses and focus on potential expansion of service to marginalized or otherwise vulnerable populations.

11. What was positive and/or negative in the MVLS response to the COVID-19 pandemic?

Removing fines and overdues was good. A faster response in the beginning would have been better. Yes, each library is indipendent but many smaller libraries take their cue from the system.

12. Please provide any other comments you would like to share with MVLS in the box below

End fines, end ID requirements for cards, promote inclusivity, train staff on what it means to be user centered and community minded.

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☐ Reference & information services
☐ Technology & computer services
☐ Communications, Marketing & Advocacy
☐ Planning & Visioning
☐ Other: _____

---

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Central Library collections & services	◉	○	○	○
Delivery, ILL & resource sharing	◉	○	○	○
Collection Management	○	○	◉	○
Youth & teen services	◉	○	○	○
Programs & services for adults	◉	○	○	○
Continuing Education & consultant services	◉	○	○	○
Communications, advocacy & community engagement	◉	○	○	○
Collaboration opportunities with other libraries	◉	○	○	○
Inspiration, best practices and advancement	◉	○	○	○
Other	◉	○	○	○

4 Please offer any additional comments on the items in question 3

It would be helpful to have a collection of resources to share programming best practices, ideas, searchable database of what works for people.

5. What training opportunities would you take advantage of if offered? *

- [ ] Orientation for library trustees
- [x] Planning and funding topics
- [x] Grants & Fundraising
- [x] Communications
- [x] Customer Service & User Experience
- [ ] Early & Family Literacy
- [x] Teen Services
- [x] Adult Programs
- [ ] Technology Topics
- [ ] Censorship & Privacy
- [x] Diversity & Inclusion
- [x] Personnel & HR topics
- [x] Leadership & Change Management
- [ ] Other:

6. Please list the best three things MVLS did for your library in the past 3 years *

7. Please list the ways MVLS has disappointed your library in the last 3 years *

8. What do you see as your library's biggest challenges in the next few years? *

the board, funding

9. What are your dreams for your library in the next few years? *

funding, board support

10. What do you need from MVLS to assist your library with its challenges & dreams? *

have some reliable resources I can use to effect change from the ground up.

11. What was positive and/or negative in the MVLS response to the COVID-19 pandemic?

12. Please provide any other comments you would like to share with MVLS in the box below

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- ○ Staff
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---

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- ☑ Reference & information services
- ☑ Technology & computer services
- ☑ Communications, Marketing & Advocacy
- ☑ Planning & Visioning
- ☐ Other: _____

---

3. Please share your impressions of the following MVLS services. *

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Shared (rotating) collections and e-resources	⦿	○	○	○
Central Library collections & services	⦿	○	○	○
Delivery, ILL & resource sharing	⦿	○	○	○
Collection Management	⦿	○	○	○
Youth & teen services	⦿	○	○	○
Programs & services for adults	⦿	○	○	○
Continuing Education & consultant services	⦿	○	○	○
Communications, advocacy & community engagement	⦿	○	○	○
Collaboration opportunities with other libraries	⦿	○	○	○
Inspiration, best practices and advancement	⦿	○	○	○
Other	○	○	⦿	○

4 Please offer any additional comments on the items in question 3

Working together offers the best deal and many things like delivery we couldn't afford on our own.

5. What training opportunities would you take advantage of if offered? *

- ☑ Orientation for library trustees
- ☑ Planning and funding topics
- ☑ Grants & Fundraising
- ☑ Communications
- ☑ Customer Service & User Experience
- ☑ Early & Family Literacy
- ☑ Teen Services
- ☑ Adult Programs
- ☑ Technology Topics
- ☑ Censorship & Privacy
- ☑ Diversity & Inclusion
- ☑ Personnel & HR topics
- ☑ Leadership & Change Management
- ☐ Other:

6. Please list the best three things MVLS did for your library in the past 3 years *

Delivery, support while switching to Ingram, Book giveaways

7. Please list the ways MVLS has disappointed your library in the last 3 years *

guidance on construction aid wasn't accurate leading to challenges,

8. What do you see as your library's biggest challenges in the next few years? *

funding, growth, trustee and staff development

9. What are your dreams for your library in the next few years? *

an open vibrant space with lots of people, higher circulation, building use and programming numbers.

10. What do you need from MVLS to assist your library with its challenges & dreams? *

HR updates to changes, regional and national trends to help with development and growth, financial guidance for grants, investments, bonding. Sustainability more support with this state and national effort.

11. What was positive and/or negative in the MVLS response to the COVID-19 pandemic?

Monthly conversations were helpful. Might have helped to know what other Systems were doing. Things that would've been helpful - bulk orders for needed supplies, marketing and communications press, posters etc,. It often felt like had to figure things out on our own or didn't have information in a timely fashion.

12. Please provide any other comments you would like to share with MVLS in the box below

I wear many hats so here are a few ideas for the new position or existing staff that would be helpful: staff training for mental health, NLM Consumer health Specialists, notary training, national trends; NYLA/ALA sustainability effort; technology trends, social media, web design help; adult services program kits like have for kids or themed backpack kits or library of things or ALA has monthly themes pick one to have us all focus on that year; collaborate with other state agencies for adult programs and info we need to know (ie records retention specific for libraries); economic development how do we help with this to improve base for library funding; we collect library data give examples of how to best present for budget votes etc.; ideas for library advocacy; trustee education and how to build a board so they don't all have same background/experiences, policy templates; foundation and grant search; HR support from basics to the changes we need to be following;

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---

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---

3. Please share your impressions of the following MVLS services. *

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Collection Management	◉	○	○	○
Youth & teen services	◉	○	○	○
Programs & services for adults	◉	○	○	○
Continuing Education & consultant services	○	○	○	◉
Communications, advocacy & community engagement	◉	○	○	○
Collaboration opportunities with other libraries	◉	○	○	○
Inspiration, best practices and advancement	◉	○	○	○
Other	◉	○	○	○

4 Please offer any additional comments on the items in question 3

5. What training opportunities would you take advantage of if offered? *

☐ Orientation for library trustees

☐ Planning and funding topics

☐ Grants & Fundraising

☐ Communications

☐ Customer Service & User Experience

☐ Early & Family Literacy

☐ Teen Services

☑ Adult Programs

☐ Technology Topics

☐ Censorship & Privacy

☐ Diversity & Inclusion

☐ Personnel & HR topics

☐ Leadership & Change Management

☐ Other:

6. Please list the best three things MVLS did for your library in the past 3 years *

collections,

7. Please list the ways MVLS has disappointed your library in the last 3 years *

labeling of collections

8. What do you see as your library's biggest challenges in the next few years? *

getting patrons back to the building

9. What are your dreams for your library in the next few years? *

a teen area

10. What do you need from MVLS to assist your library with its challenges & dreams? *

unkonwn

11. What was positive and/or negative in the MVLS response to the COVID-19 pandemic?

were able to fill most requests for materials from patrons

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- ☑ Communications, Marketing & Advocacy
- ☑ Planning & Visioning
- ☐ Other: _____

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Shared (rotating) collections and e-resources	⦿	◯	◯	◯
Central Library collections & services	⦿	◯	◯	◯
Delivery, ILL & resource sharing	⦿	◯	◯	◯
Collection Management	⦿	◯	◯	◯
Youth & teen services	⦿	◯	◯	◯
Programs & services for adults	⦿	◯	◯	◯
Continuing Education & consultant services	⦿	◯	◯	◯
Communications, advocacy & community engagement	⦿	◯	◯	◯
Collaboration opportunities with other libraries	⦿	◯	◯	◯
Inspiration, best practices and advancement	⦿	◯	◯	◯
Other	◯	◯	◯	⦿

4 Please offer any additional comments on the items in question 3

5. What training opportunities would you take advantage of if offered? *

☐ Orientation for library trustees

☑ Planning and funding topics

☐ Grants & Fundraising

☑ Communications

☑ Customer Service & User Experience

☐ Early & Family Literacy

☐ Teen Services

☐ Adult Programs

☐ Technology Topics

☐ Censorship & Privacy

☐ Diversity & Inclusion

☑ Personnel & HR topics

☑ Leadership & Change Management

☐ Other:

6. Please list the best three things MVLS did for your library in the past 3 years *

Excellent resource to answer professional questions; Sharon's abilities and expertise; kickstarting new initiatives.

7. Please list the ways MVLS has disappointed your library in the last 3 years *

I wish there was a staff member that could assist with "soft" computer issues (not IT support like JA does) --- such as advising on how to assist patrons with device tutorials, etc. More concrete and tangible marketing ideas, and ways to sell our libraries to our communities! The strategic planning sessions are theoretically helpful but I'm not sure if they are practically helpful. Assistance with website design and maintenance would be great.

8. What do you see as your library's biggest challenges in the next few years? *

Staying relevant in the community. Retaining and hopefully growing our user base. Making our services known.

9. What are your dreams for your library in the next few years? *

Becoming reinvigorated Post-COVID. I'm not sure what a successful library will look like on the other side of the pandemic. But I would like to continue to serve our community the best way that we can. I'd like the library to grow even more as a community hub. I'd like to hire progressive and energetic staff members. I would like to be a place that is used by all age groups.

10. What do you need from MVLS to assist your library with its challenges & dreams? *

Proactive staff, with fresh ideas and a willingness to think outside of the box. Heather has been great so far! Would love to have a replacement for Sue's vacated Assistant Director position.

11. What was positive and/or negative in the MVLS response to the COVID-19 pandemic?

Sharon was an absolute champion in her responsiveness and the way in which she pivoted, and then pivoted again for all of us. I was grateful for the regular directors' meetings, and that they have continued.

12. Please provide any other comments you would like to share with MVLS in the box below

Wade's position is not nearly as outward-facing as I anticipated that it would be when it was created. I'd love to know more about what he is doing behind the scenes, and how we could benefit more from his services and expertise! Additionally, I would be grateful for more regular updates from the staff, in general (beyond the monthly director's meeting reports).

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- ○ Volunteer
- ○ Other: _____

---

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- ☑ Reference & information services
- ☑ Technology & computer services
- ☑ Communications, Marketing & Advocacy
- ☑ Planning & Visioning
- ☐ Other: _____

---

3. Please share your impressions of the following MVLS services. *

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Computer system and technology services	●	○	○	○
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Delivery, ILL & resource sharing	●	○	○	○
Collection Management	●	○	○	○
Youth & teen services	●	○	○	○
Programs & services for adults	●	○	○	○
Continuing Education & consultant services	●	○	○	○
Communications, advocacy & community engagement	●	○	○	○
Collaboration opportunities with other libraries	●	○	○	○
Inspiration, best practices and advancement	●	○	○	○
Other	○	●	○	○

4 Please offer any additional comments on the items in question 3

NA

5. What training opportunities would you take advantage of if offered? *

- [ ] Orientation for library trustees
- [ ] Planning and funding topics
- [ ] Grants & Fundraising
- [ ] Communications
- [ ] Customer Service & User Experience
- [ ] Early & Family Literacy
- [ ] Teen Services
- [ ] Adult Programs
- [ ] Technology Topics
- [ ] Censorship & Privacy
- [ ] Diversity & Inclusion
- [ ] Personnel & HR topics
- [ ] Leadership & Change Management
- [x] Other: NA

6. Please list the best three things MVLS did for your library in the past 3 years *

Grant information, Guidance of policy, Sue and Sharon coming to the library to help rid it of unused materials

7. Please list the ways MVLS has disappointed your library in the last 3 years *

The covid grant being geared only toward summer reading,

8. What do you see as your library's biggest challenges in the next few years? *

Finding the correct person to wield the position of director

9. What are your dreams for your library in the next few years? *

Make the correct economic changes

10. What do you need from MVLS to assist your library with its challenges & dreams? *

NA

11. What was positive and/or negative in the MVLS response to the COVID-19 pandemic?

Having monthly meetings to hear what other libraries were doing, communication.

12. Please provide any other comments you would like to share with MVLS in the box below

NA

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- ○ Director
- ● Staff
- ○ Volunteer
- ○ Other:

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- ☐ Technology & computer services
- ☐ Communications, Marketing & Advocacy
- ☐ Planning & Visioning
- ☑ Other: work there

3. Please share your impressions of the following MVLS services. *

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Collection Management	●	○	○	○
Youth & teen services	○	○	●	○
Programs & services for adults	○	○	●	○
Continuing Education & consultant services	●	○	○	○
Communications, advocacy & community engagement	○	○	○	●
Collaboration opportunities with other libraries	○	○	○	●
Inspiration, best practices and advancement	○	○	○	●
Other	○	○	○	●

4 Please offer any additional comments on the items in question 3

5. What training opportunities would you take advantage of if offered? *

- [ ] Orientation for library trustees
- [ ] Planning and funding topics
- [ ] Grants & Fundraising
- [ ] Communications
- [x] Customer Service & User Experience
- [ ] Early & Family Literacy
- [ ] Teen Services
- [x] Adult Programs
- [x] Technology Topics
- [x] Censorship & Privacy
- [ ] Diversity & Inclusion
- [ ] Personnel & HR topics
- [ ] Leadership & Change Management
- [ ] Other:

6. Please list the best three things MVLS did for your library in the past 3 years *

OverDrive; staff developmwent

7. Please list the ways MVLS has disappointed your library in the last 3 years *

attitude

8. What do you see as your library's biggest challenges in the next few years? *

budget, staffing

9. What are your dreams for your library in the next few years? *

more staffing, better communication

10. What do you need from MVLS to assist your library with its challenges & dreams? *

not sure

11. What was positive and/or negative in the MVLS response to the COVID-19 pandemic?

OverDrive

12. Please provide any other comments you would like to share with MVLS in the box below

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- ☑ Communications, Marketing & Advocacy
- ☑ Planning & Visioning
- ☐ Other: _____

---

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Communications, advocacy & community engagement	◉	○	○	○
Collaboration opportunities with other libraries	◉	○	○	○
Inspiration, best practices and advancement	◉	○	○	○
Other	○	○	○	◉

4 Please offer any additional comments on the items in question 3

5. What training opportunities would you take advantage of if offered? *

- ☐ Orientation for library trustees
- ☐ Planning and funding topics
- ☐ Grants & Fundraising
- ☑ Communications
- ☑ Customer Service & User Experience
- ☑ Early & Family Literacy
- ☑ Teen Services
- ☐ Adult Programs
- ☑ Technology Topics
- ☐ Censorship & Privacy
- ☑ Diversity & Inclusion
- ☐ Personnel & HR topics
- ☑ Leadership & Change Management
- ☐ Other:

6. Please list the best three things MVLS did for your library in the past 3 years *

Cataloging/PAC support, grant funding for youth services, and communications/press release support

7. Please list the ways MVLS has disappointed your library in the last 3 years *

Loss of MVLS staff, e-book purchasing, and lack of professional development opportunities

8. What do you see as your library's biggest challenges in the next few years? *

Getting back hours and staff we've lost over COVID closures, rebuilding trust with the public, and being relevant to our public

9. What are your dreams for your library in the next few years? *

More librarians on staff, for the library to be the thriving destination it was, and resume Museum Pass program and other valuable community services/programs

10. What do you need from MVLS to assist your library with its challenges & dreams? *

Advocacy, training, and communication

11. What was positive and/or negative in the MVLS response to the COVID-19 pandemic?

12. Please provide any other comments you would like to share with MVLS in the box below

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MVLS Survey 2021 - Library Directors and Staff

Calling all MVLS member library directors and all library staff! Help us complete the 2021 MVLS Plan of Service and shape MVLS services to member libraries in the coming years. Please complete the questions below and include any additional comments. In addition to this survey, we will schedule several focus groups to gather input from member library directors, staff and member library trustees.

Please respond to this survey by Tuesday, June 1, 2021.

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1. What is your current role at your library? *

◉ Director
○ Staff
○ Volunteer
○ Other: _____

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2. Which of the following tasks do you typically work on? *

☑ Administration, Finance, HR etc.
☑ Collection Management/Materials Selection
☑ Processing, Cataloging, or Technical Services
☑ Public interactions at the Circulation Desk
☐ Youth or Teen Programs
☑ Programs for Adults
☑ Outreach activities in the community
☑ Reference & information services
☑ Technology & computer services
☑ Communications, Marketing & Advocacy
☐ Planning & Visioning
☐ Other: _____

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3. Please share your impressions of the following MVLS services. *

	My library values this	My library doesn't need this	This doesn't apply to what I do at the library	I don't know about this service
Computer system and technology services	◉	○	○	○
Shared (rotating) collections and e-resources	◉	○	○	○
Central Library collections & services	◉	○	○	○
Delivery, ILL & resource sharing	◉	○	○	○
Collection Management	◉	○	○	○
Youth & teen services	◉	○	○	○
Programs & services for adults	◉	○	○	○
Continuing Education & consultant services	◉	○	○	○
Communications, advocacy & community engagement	◉	○	○	○
Collaboration opportunities with other libraries	◉	○	○	○
Inspiration, best practices and advancement	◉	○	○	○
Other	○	○	◉	○

4 Please offer any additional comments on the items in question 3

5. What training opportunities would you take advantage of if offered? *

- ☑ Orientation for library trustees
- ☑ Planning and funding topics
- ☑ Grants & Fundraising
- ☐ Communications
- ☐ Customer Service & User Experience
- ☑ Early & Family Literacy
- ☑ Teen Services
- ☑ Adult Programs
- ☑ Technology Topics
- ☐ Censorship & Privacy
- ☑ Diversity & Inclusion
- ☑ Personnel & HR topics
- ☑ Leadership & Change Management
- ☐ Other:

6. Please list the best three things MVLS did for your library in the past 3 years *

ILL collections

7. Please list the ways MVLS has disappointed your library in the last 3 years *

8. What do you see as your library's biggest challenges in the next few years? *

funding

9. What are your dreams for your library in the next few years? *

Expanding

10. What do you need from MVLS to assist your library with its challenges & dreams? *

Help with grants and funding

11. What was positive and/or negative in the MVLS response to the COVID-19 pandemic?

I thought they handled it very well considering all it entailed

12. Please provide any other comments you would like to share with MVLS in the box below

MVLS has a personable team that is a pleasure to work with.

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○ Director
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Shared (rotating) collections and e-resources	○	○	●	○
Central Library collections & services	○	○	○	●
Delivery, ILL & resource sharing	●	○	○	○
Collection Management	○	○	●	○
Youth & teen services	●	○	○	○
Programs & services for adults	○	○	●	○
Continuing Education & consultant services	●	○	○	○
Communications, advocacy & community engagement	○	○	○	●
Collaboration opportunities with other libraries	○	○	○	●
Inspiration, best practices and advancement	○	○	○	●
Other	○	○	○	●

4 Please offer any additional comments on the items in question 3

The Youth Services equipment is valued, but uncertain how it will be used post Pandemic

5. What training opportunities would you take advantage of if offered? *

☑ Orientation for library trustees
☐ Planning and funding topics
☑ Grants & Fundraising
☑ Communications
☑ Customer Service & User Experience
☑ Early & Family Literacy
☑ Teen Services
☐ Adult Programs
☑ Technology Topics
☐ Censorship & Privacy
☑ Diversity & Inclusion
☑ Personnel & HR topics
☑ Leadership & Change Management
☐ Other:

6. Please list the best three things MVLS did for your library in the past 3 years *

Youth Services equipment, Trainings, and grants

7. Please list the ways MVLS has disappointed your library in the last 3 years *

Outreach to area libraries, Position statement for Black Lives, Asians and other disparate communities and people

8. What do you see as your library's biggest challenges in the next few years? *

providing services to teens as the cycle of children are aging out of school age activities

9. What are your dreams for your library in the next few years? *

Ability to take credit cards at the branches, notarization services partnerships, assistance in collection analysis to help build collections that serve our community better and maximize funds

10. What do you need from MVLS to assist your library with its challenges & dreams? *

Staff training, participation in committees as an independent entity

11. What was positive and/or negative in the MVLS response to the COVID-19 pandemic?

I don't even know what your response was...

12. Please provide any other comments you would like to share with MVLS in the box below

Google Forms