
MOHAWK VALLEY LIBRARY SYSTEM

MVLS Post Symposium Survey Results July 2024

Communications

Please rate your satisfaction with MVLS communications with member libraries as a whole.

Outstanding (5)	3
Good (4)	7
Neutral (3)	2
Needs Improvement (2)	0
Poor (1)	0

What is one change that you would like to see for MVLS Communications with members?

- Share information on regional or national programs/grants
- I don't have any proposed changes that I'd like to see regarding communication
- More MVLS people visiting branches
- Just remain consistent
- I would appreciate a response when I email the director about anything
- Facebook and website updates are difficult to keep up with. If information, news, and updates are important it would be appreciated if they are sent by email to put it on our radar
- I think at the moment communication is fine
- I think you guys are doing a great job given everything else going on. I enjoy getting the opportunity to work/collaborate with the whole MVLS team. I have not had any issues with communication since starting. Everyone has been incredibly responsive, helpful with information, and willing to come and visit me at the library for anything I need
- More thorough reporting on important meetings of interest to member libraries. For instance, I felt Wade's rundown of the SCPL board meeting at which UHLS made a presentation to be extremely informative and complete. I felt I got a true sense of what both "sides" were saying -- the benefits and the concerns. I guess I feel that's missing from some other meeting reports. There have been times that I've been in the room and then read the synopsis of the meeting that's sent out to libraries and felt that information was withheld or urgency/concerns were downplayed. I don't think that's being done intentionally, but it would be great to get a more complete picture
- They have always been very helpful

Please add any other comments on MVLS communications with members

- Agendas for weekly meetings, share questions other library staff may have - I think we all could benefit
- More contextual information with updates would be appreciated. It would convey openness and help everyone understand the perspectives of all parties
- You guys rock! :D
- Please continue including an agenda for the director forums
- I'm happy to see more announcements of programs/services and opportunities -- especially those that give advance notice! It's so helpful to be able to plan ahead, so even save-the-date notices are worthwhile
- I've always received a timely answer

MVLS Services

What is your library's general satisfaction level with MVLS services?

Outstanding (5)	3
Good (4)	7
Neutral (3)	2
Needs Improvement (2)	0
Poor (1)	0

What is your comfort level with providing feedback or suggesting changes in MVLS services?

Very comfortable (1)	3
Moderately comfortable (2)	5
Neutral (3)	1
Needs improvement (4)	3
I would never suggest a change (5)	0

What is one change you would like to see in MVLS Services?

- To prevent overlap of similar programs, have a discussion earlier on what is being planned so both MVLS staff and library staff can accommodate.
- More concrete marketing assistance -- not just general thoughts or suggestions but tangible practices/templates/plans that member libraries can easily implement.
- Can't think of anything
- That every member of the staff pulls their own weight.
- I think MVLS being open to change is the most important thing - and of course, it looks like that is happening.
- Nothing at the moment
- None at this time.
- Possible grant finding/writing assistance
- Maybe a taskforce with MVLS and member library staff to help develop future endeavors? Just a thought.
- I think Polaris is unnecessarily complicated and quirky

What would make you more comfortable in recommending changes in MVLS services?

- Have library staff involved from the start when a new service is being considered
- Periodic check-ins such as this survey, that aren't open-ended (which is much easier to ignore or disregard), and encourage feedback
- I am comfortable
- While I am pretty comfortable making recommendations, there is sometimes an atmosphere of apprehension that can make suggestions feel somewhat discouraged
- Gaining more experience/knowledge
- Probably having an evaluation procedure in place, in which member libraries can evaluate MVLS services and programs, and gets reviewed by the MVLS board directly
- I think I just need more time working in the system to give a good answer

What other comments would you like to make about MVLS services?

- Some MVLS staff seem more open to comments than others and may not take library staff suggestions in a positive way
- I feel that our system provides good services
- I appreciate the new services that have brought on board

MVLS Collaborative Projects

1. What is your satisfaction level with the current MVLS GO! collaborative summer reading project?

Outstanding (5)	7
Good (4)	3
Neutral (3)	1
Needs Improvement (2)	1
Poor (1)	0

2. What is your satisfaction level with your ability to have input into MVLS collaborative projects?

Outstanding (5)	4
Good (4)	6
Neutral (3)	2
Needs Improvement (2)	0
Poor (1)	0

What comments do you have on collaborative projects?

- Plan earlier so it is easier to work into library plans. Provide marketing materials to libraries, printing in color can be rather expensive. A suggestion - come up with a collaborative program that our more unfortunate patrons can participate in, not everyone has the funds to drive around

- The MVLS Go collaboration is a great and well-executed idea. However, there is not much interest for it amongst our young patrons appreciate the new services that have brought on board
- Love the trading cards and staff willingness to help with programs at our library
- There have been a number of library driven collaborative programs over the last few years, it's been great
- I would like to see more of these types of projects
- Kate is a great help and always feels accessible
- LOVE the trading cards!
- Our library likes collaborative projects
- This year the trading card project seemed too rushed, but I am well aware that there were a lot of extenuating circumstances this time around. It is such an awesome idea and the cards are amazing, I just wish there had been more lead time so we could have promoted it more or had adjacent programming
- I don't fully understand the MVLS GO project. I know that this year we did trading cards, but I wasn't aware it was part of a bigger project. This could just be because I'm newer

JA Services

What is your satisfaction level with JA computer support, their responsiveness and problem solving?

Outstanding (5)	7
Good (4)	5
Neutral (3)	0
Needs Improvement (2)	0
Poor (1)	0

What is your satisfaction level with JA services as a whole: the Polaris database and software, security, etc.?

Outstanding (5)	3
Good (4)	4
Neutral (3)	5
Needs Improvement (2)	0
Poor (1)	0

What is your satisfaction level with your ability to influence JA decisions through JA Council or Committees?

Outstanding (5)	0
Good (4)	4
Neutral (3)	5
Needs Improvement (2)	3
Poor (1)	0

What could we change to improve your ability to suggest and implement changes in JA policies or procedures?

- Perhaps a better way to bring topics for discussion forward to JA Council needs to be designed. I am still not sure how to go about taking my requests to the council. Maybe there is an online form or I go to my system representative
- JA Council has always felt like a rubber stamp activity. There is little interaction with the Council and JA day to day. Even as a council member, I have not felt the agency to enact change. The ad hoc committees are a good start.
- You've already made many changes, keep the communication open
- Reminders and being made aware of that some of the meetings are meant to accomplish. If we are bogged down daily at our library, we might need to be made aware of the importance of specific meetings. That is not an excuse, just a reality
- I think JA needs to change the impression that they are set in their ways and not open to change. Again, I believe this is starting to change.
- This is many people's first foray myself included into recommending change through a committee and is hard to have an opinion from this sole experience. While I am pleased with the progress there is not a lot of actionable change to reflect on; much is still in discussion, or moved from one committee to another. Some elements of JA policy and procedure still feel limiting instead of a supportive resource.
- I've had no issues
- I'm not sure. I feel neutral
- Not sure. JA Council doesn't seem to truly have a handle on what goes on with JA. Some members have stated repeatedly that they don't get information in advance or explained adequately, that there's little time for discussion of issues, and that they rubber stamp things. I'm not sure how to change that, though. But it would certainly benefit everyone if Council was a more consequential body. The ad hoc committees were a good idea, as well, but they were a little too late to the game, and it's yet to be seen if any change will come about from them.
- Not sure
- I don't feel I have enough knowledge about their work to know what to suggest

Is there anything else you want to tell MVLS?

- Michelle said the other day that the current situation has brought forward things she had no idea we needed. Maybe an annual survey of tech and application needs.
How do MVLS staff and JA staff overlap?
How can library staff be involved in MVLS staff evaluations?
Provide an itemized bill for our monthly payments.
Provide a cheat sheet on what results and why you might want them for the reports in the report server.
Based on push back from patrons I would like to stop collecting driver's license information during registration.
Start discussions on possible System futures without SCPL.
- I am grateful, appreciative, and satisfied with the service MVLS has provided to both me and my library throughout the years. Questions and concerns that I have are answered to my satisfaction. I value the professionalism and expertise on the staff.

- Please remember that we are dealing with various issues and personalities with the public daily, days can run away from us in the blink of an eye
- I think the staff at JA is really great, professional and responsive. The same goes for the MVLS staff. I think spending more time talking to each other helps to build a culture of respect and appreciation. No one wants to feel as if they are not being heard. I feel as if things are moving in the right direction.
- A JA menu of services might be helpful to those who may not know everything that is available to them and/or possible with Polaris
- I feel like when new people come on board (directors, staff) it would be nice to have the training right away instead of waiting for the library to reach out.
- We appreciate you!
- I am grateful to both MVLS and JA for soliciting feedback and want to make sure both organizations know how deeply appreciated their work is -- especially considering staffing and budget constraints
- It's difficult to be a new librarian in the system and give the adequate feedback MVLS needs. I want to be helpful, but it's hard to know how to navigate a situation I walked into and don't fully understand. I also don't want to be swayed by other opinions of those who have been here longer. I know that for as long as I've been here, MVLS and JA have been helpful with all of the issues I've come across



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