

Membership Satisfaction Survey Report, 2020

Results of the survey for calendar year of 2020

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Executive Summary

The responses to the survey were overwhelmingly positive. We received 140 responses out of a potential of at least 1848 contacts in our contact management system representing 7.6% of the total contacts. The response by library type is similar to the membership percentage. Public library response rates were slightly lower than membership and hospital response rates were slightly higher than represented. The margin of error for evaluations is +/-8%. The majority of respondents identified as working in library administration and reference although respondents could select multiple areas of professional responsibility. In rating the services, all the ratings for each service were at 4.0 or better indicating that the membership on average is either satisfied or very satisfied with the services provided. These ratings do not include the continuing education (CE) programs. Similarly, the CE programs received an average rating of 4.2 or higher. The conference programs and related events received a rating of 4.5 or higher. Overall, there is strong indication that members are satisfied with our existing programs and services. The responses to the open ended questions at the end of the survey indicate an overwhelming positive view of LILRC's services and programs. They also do not indicate any suggestion for LILRC to change direction in any significant way. The comments do include suggestions for programs and service ideas that might be worth piloting.

Estimated Total Number of Potential Respondents: 1,885

Total Number of Responses (N): 140

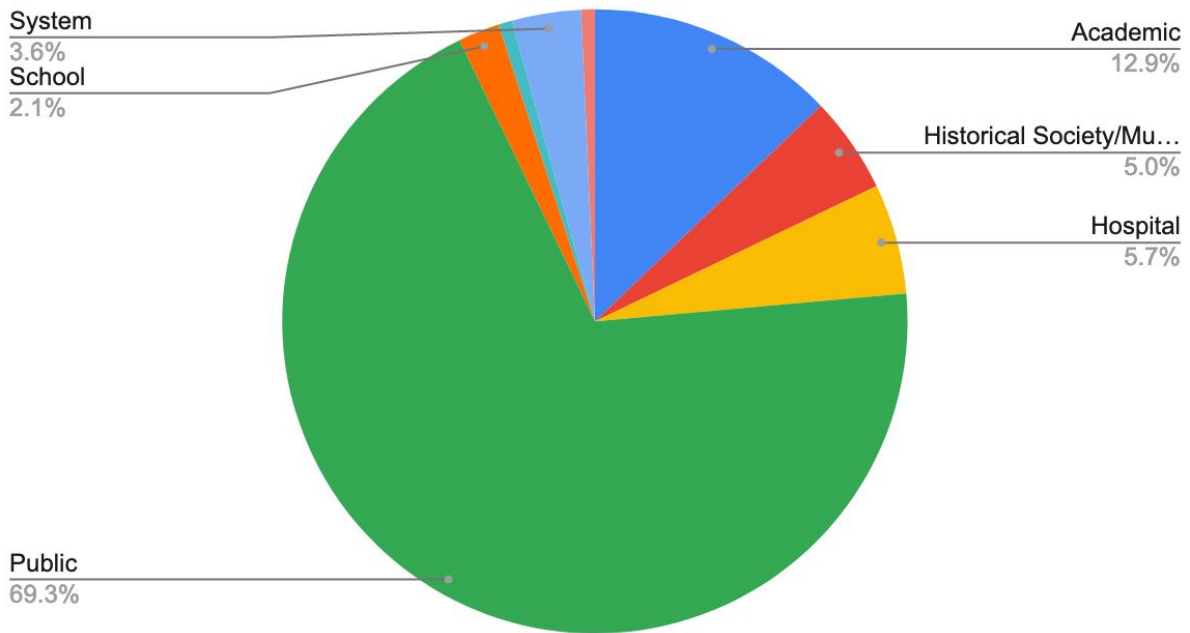
Confidence Level: 95%

Margin of Error: 8%

Demographics

Responses by Library Type

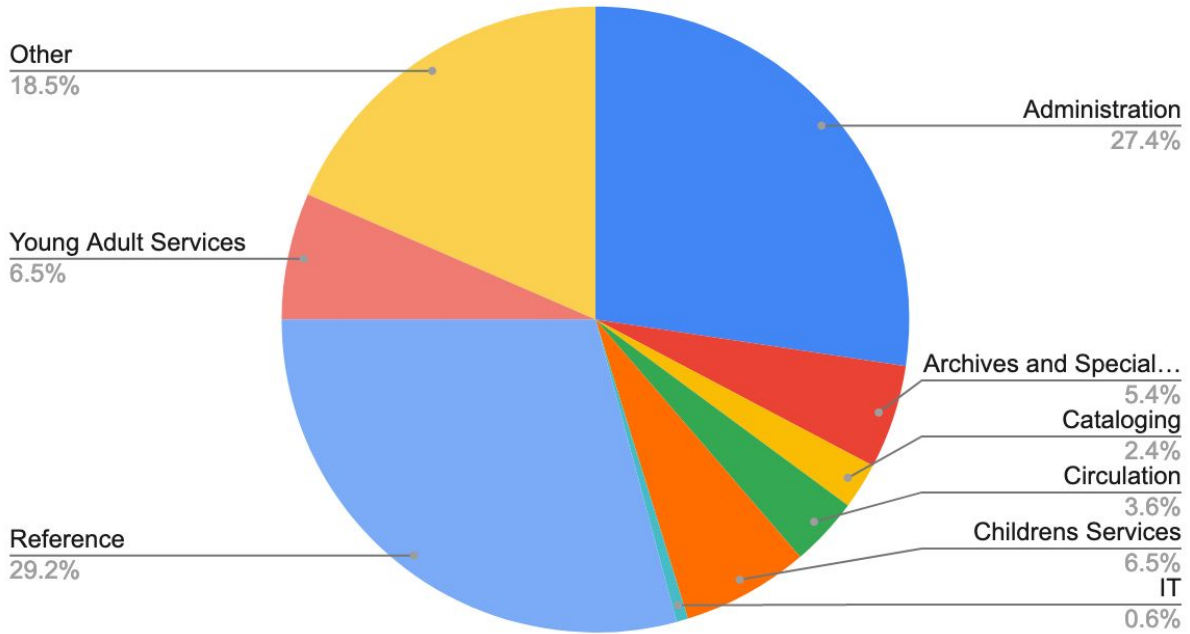
Responses by Institution Type



	Membership Contacts		Response Rates		
Demographics	Count	%	Count	%	% Diff
Academic Library	224	12.4%	18	12.9%	0.5%
Historical Society/Museum	84	4.6%	7	5.0%	0.4%
Hospital Library	27	1.5%	8	5.7%	4.2%
Public Library	1360	75.3%	97	69.3%	-6.0%
Public Library System	47	2.6%	3	2.1%	-0.5%
School Library	24	1.3%	1	0.7%	-0.6%
School Library System	12	0.7%	5	3.6%	2.9%
Special Library	29	1.6%	1	0.7%	-0.9%

Responses by Professional Area of Responsibility

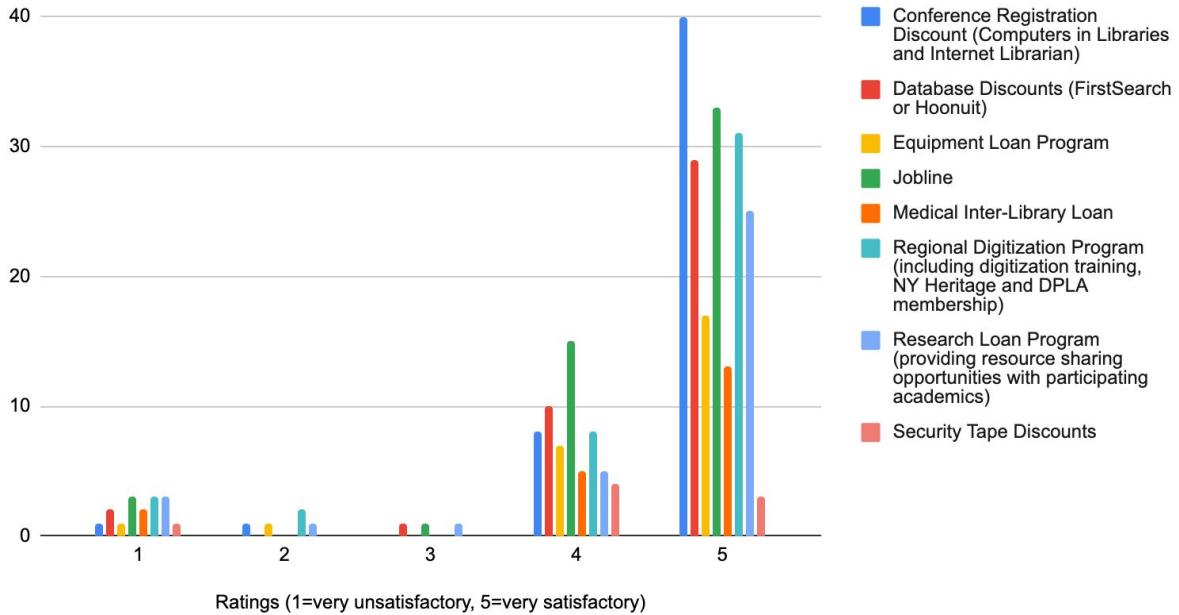
Respondents by Professional Type



Position	Responses (N)	%
Administration	46	27.4%
Archives and Special Collections	9	5.4%
Cataloging	4	2.4%
Circulation	6	3.6%
Children's Services	11	6.5%
IT	1	0.6%
Reference	49	29.2%
Young Adult Services	11	6.5%
Other	31	18.5%

Services Ratings

Services Used Ratings Distribution



The rating scale is **1 = very unsatisfactory** and **5 = very satisfactory**.

Services	Number of Ratings	Mean Rating	% not using	% not aware
Conference Registration Discount (Computers in Libraries and Internet Librarian)	60	4.7	57%	15%
Database Discounts (FirstSearch or Hoonuit)	63	4.5	55%	8%
Equipment Loan Program	37	4.5	74%	2%
Jobline	55	4.4	61%	7%
Medical Inter-Library Loan	30	4.4	79%	5%
Regional Digitization Program (including digitization training, NY Heritage and DPLA membership)	51	4.4	64%	11%
Research Loan Program (providing resource sharing opportunities with participating academics)	51	4.4	64%	18%
Security Tape Discounts	33	4.0	76%	14%

Services	1	2	3	4	5
Conference Registration Discount (Computers in Libraries and Internet Librarian)	2%	2%	0%	16%	80%
Database Discounts (FirstSearch or Hoonuit)	5%	0%	2%	24%	69%
Equipment Loan Program	4%	4%	0%	27%	65%
Jobline	6%	0%	2%	29%	63%
Medical Inter-Library Loan	10%	0%	0%	25%	65%
Regional Digitization Program	7%	5%	0%	18%	70%
Research Loan Program	9%	3%	3%	14%	71%
Security Tape Discounts	13%	0%	0%	50%	38%

Institution	Conference Registration Discount	Database Discounts	Equipment Loan Program	Jobline	Medical Inter-Library Loan
Academic	5.0	5.0	Did not use	5.0	Did not use
Historical Society/Museum	5.0	Did not use	5.0	Did not use	Did not use
Hospital	5.0	5.0	Did not use	5.0	5.0
Public	4.6	4.5	4.4	4.5	3.9
School	Did not use	Did not use	Did not use	Did not use	5.0
Special	Did not use	Did not use	Did not use	Did not use	Did not use
System	5.0	Did not use	Did not use	5.0	Did not use
Other	5.0	Did not use	Did not use	1.0	Did not use

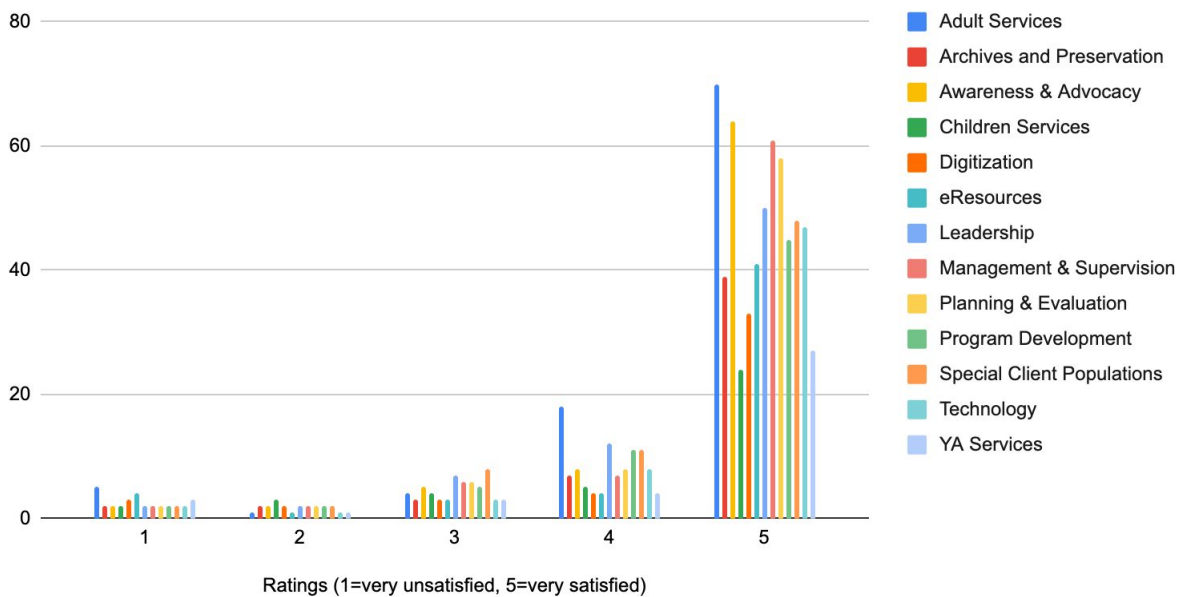
Institution	Regional Digitization Program	Research loan program	Security Tape Discounts	Union List Update
Academic	5.0	3.8	Did not use	4.5
Historical Society/Museum	5.0	5.0	Did not use	5.0
Hospital	4.0	5.0	Did not use	Did not use
Public	4.3	4.5	4.0	4.5
School	Did not use	2.0	Did not use	Did not use
Special	5.0	Did not use	Did not use	Did not use
System	Did not use	Did not use	Did not use	Did not use
Other	1.0	Did not use	Did not use	Did not use

Position	Conference Registration Discount	Database Discounts	Equipment Loan Program	Jobline	Medical Inter-Library Loan
Administration	4.8	4.7	4.8	4.7	5.0
Archives and Special Collections	4.0	1.0	3.5	1.0	1.0
Cataloging	Did not use	Did not use	Did not use	Did not use	Did not use
Circulation	5.0	5.0	Did not use	5.0	5.0
Children's Services	5.0	5.0	5.0	5.0	5.0
IT	Did not use	Did not use	Did not use	Did not use	Did not use
Reference	4.9	4.8	4.7	4.7	4.7
Young Adult Services	5.0	5.0	Did not use	Did not use	Did not use
Other	4.1	3.7	3.6	3.7	3.9

Position	Regional Digitization Program	Research loan program	Security Tape Discounts	Union List Update
Administration	4.9	4.4	4.5	4.8
Archives and Special Collections	4.5	3.0	Did not use	3.0
Cataloging	Did not use	Did not use	Did not use	5.0
Circulation	5.0	5.0	Did not use	5.0
Children's Services	5.0	5.0	5.0	5.0
IT	Did not use	Did not use	Did not use	Did not use
Reference	4.0	4.2	4.0	4.8
Young Adult Services	Did not use	Did not use	Did not use	Did not use
Other	3.4	3.8	3.5	3.8

Continuing Education Programs Ratings

Ratings Distribution for Workshops



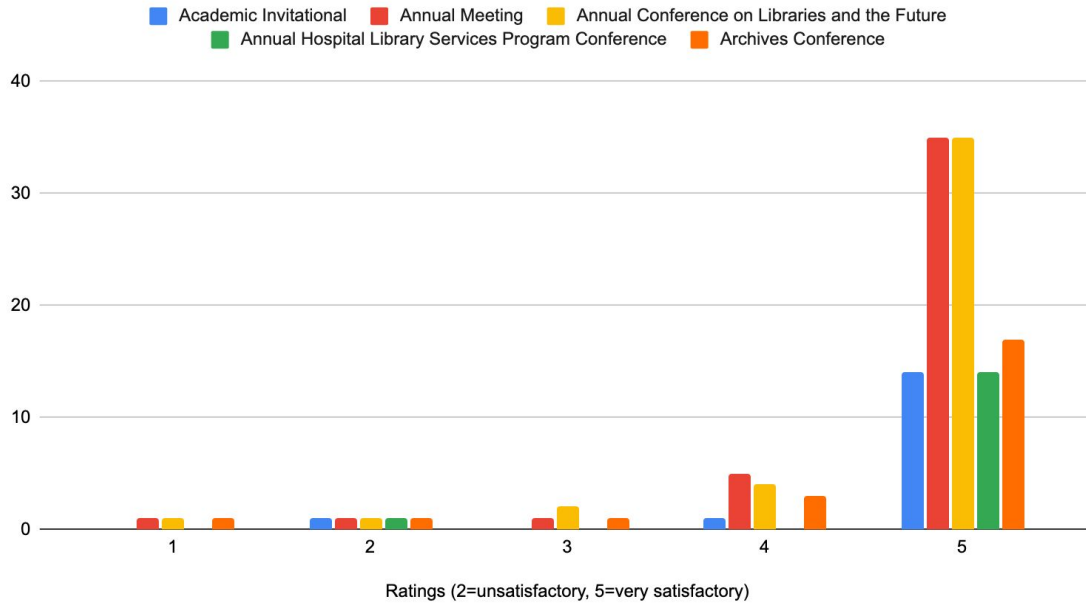
Continuing Education Programming	Number of Ratings	Mean Rating	% not attending
Adult Services	98	4.5	30.00%
Archives and Preservation	53	4.5	62.14%
Awareness & Advocacy	81	4.6	42.14%
Children Services	38	4.2	72.86%
Digitization	45	4.4	67.86%
eResources	53	4.5	62.14%
Leadership	73	4.5	47.86%
Management & Supervision	78	4.6	44.29%
Planning & Evaluation	76	4.6	45.71%
Program Development	65	4.5	53.57%
Special Client Populations	71	4.4	49.29%
Technology	61	4.6	56.43%
YA Services	38	4.3	72.86%
Overall Rating		4.5	

Continuing Education	1	2	3	4	5
Adult Services	5%	1%	4%	18%	71%
Archives and Preservation	4%	4%	6%	13%	74%
Awareness & Advocacy	2%	2%	6%	10%	79%
Children Services	5%	8%	11%	13%	63%
Digitization	7%	4%	7%	9%	73%
eResources	8%	2%	6%	8%	77%
Leadership	3%	3%	10%	16%	68%
Management & Supervision	3%	3%	8%	9%	78%
Planning & Evaluation	3%	3%	8%	11%	76%
Program Development	3%	3%	8%	17%	69%
Special Client Populations	3%	3%	11%	15%	68%
Technology	3%	2%	5%	13%	77%
YA Services	8%	3%	8%	11%	71%
Overall Rating	4%	3%	7%	13%	73%

The rating scale is **1 = very unsatisfactory** and **5 = very satisfactory**.

Conference Events

Events Ratings Distribution



Other Events	Number of Ratings	Mean Rating	% not attending
Academic Invitational	16	4.8	89%
Annual Meeting	16	4.7	89%
Annual Conference on Libraries and the Future	43	4.7	69%
Annual Hospital Library Services Program Conference	15	4.8	89%
Archives Conference	23	4.5	83%

Other Events	1	2	3	4	5
Academic Invitational	0%	6%	0%	6%	88%
Annual Meeting	2%	2%	2%	12%	81%
Annual Conference on Libraries and the Future	2%	2%	5%	9%	81%
Annual Hospital Library Services Program Conference	0%	7%	0%	0%	93%
Archives Conference	4%	4%	4%	13%	74%

The rating scale is **1 = very unsatisfactory** and **5 = very satisfactory**.

Type of Institution	Responses (N)	CE Programs	Academic Invitational	Annual Meeting	Annual Conference on Libraries and the Future	Annual Hospital Library Services Program Conference	Archives Conference
Academic	18	4.6	Did not attend	4.8	4.8	4.8	5.0
Historical Society/Museum	7	5.0	5.0	Did not attend	Did not attend	Did not attend	Did not attend
Hospital	8	5.0	Did not attend	5.0	5.0	5.0	5.0
Public	97	4.4	Did not attend	4.6	4.6	4.6	4.5
School	3	2.6	Did not attend	Did not attend	Did not attend	Did not attend	Did not attend
Special	1	5.0	Did not attend	Did not attend	Did not attend	Did not attend	Did not attend
System	5	5.0	Did not attend	Did not attend	5.0	5.0	Did not attend
Other	1	5.0	Did not attend	5.0	5.0	5.0	Did not attend

Area of Responsibility	Responses (N)	CE Programs	Academic Invitational	Annual Meeting	Annual Conference on Libraries and the Future	Annual Hospital Library Services Program Conference	Archives Conference
Administration	46	4.4	4.0	Did not attend	4.5	4.8	4.7
Archives and Special Collections	9	4.3	Did not attend	Did not attend	Did not attend	3.0	Did not attend
Cataloging	4	5.0	Did not attend	Did not attend	Did not attend	Did not attend	Did not attend
Circulation	6	4.8	4.8	Did not attend	5.0	5.0	5.0
Children's Services	11	5.0	5.0	Did not attend	5.0	5.0	5.0
IT	1	Did not Attend	Did not attend	Did not attend	Did not attend	Did not attend	Did not attend

Reference	49	4.2	3.7	Did not attend	4.6	4.6	4.6
Young Adult Services	11	5.0	5.0	Did not attend	5.0	Did not attend	Did not attend
Other	31	4.3	4.0	5.0	5.0	5.0	4.2

* respondents were able to select more than one area of responsibility

Trends

Services	2018	2019	2020
Database Discounts (FirstSearch or Hoonuit)	4.1	4.70	4.52
Equipment Loan Program	4.04	4.63	4.46
Jobline	No data	4.52	4.44
Medical Inter-Library Loan	4.46	4.45	4.35
Regional Digitization Program (including digitization training, NY Heritage and DPLA membership)	3.92	4.56	4.41
Research Loan Program (providing resource sharing opportunities with participating academics)	4.27	4.48	4.37
Security Tape Discounts	3.68	4.50	4.00
Union List Update	4.17	4.10	No data
Continuing Education Programming			
Overall Rating	4.28	4.54	4.47
Conference Events			
Academic Invitational	3.81	4.43	4.75
Annual Meeting	3.99	4.58	4.67
Annual Conference on Libraries and the Future	3.66	4.24	4.65
Annual Hospital Library Services Program Conference	3.96	4.69	4.80
Archives Conference	4.34	4.41	4.48

The rating scale is **1 = very unsatisfactory** and **5 = very satisfactory**.

Qualitative Data

Please tell us about your experience with LILRC's Virtual Programming.

There were 134 comments from the 140 respondents. Overall, the comments on virtual programming were very positive and more focused on the programming content as opposed to the platform. As might be expected, respondents found that it increased accessibility by negating the need for travel. There were many comments indicating that it was easy to sign in and no comments indicating there was any difficulty accessing the programs.

What workshops could LILRC offer that would be beneficial to your staff development?

There were 73 comments from the 140 respondents. A variety of workshops were suggested relating to management and supervision, technology, young adult services, marketing, archives and special collections, and equity. There are few that stand out above the rest indicating there is a wide range of types of programs that would be of interest to respondents.

How can LILRC help you achieve your professional goals?

There were 52 comments from the 140 respondents. A variety of topics were suggested and almost all of them involve continuing education. One respondent suggested a program to connect colleagues for advice and mentorship.

What additional types of support can LILRC provide to your institution?

There were 38 comments from the 140 respondents. There were a variety of suggestions that came up. No single suggestion stood out but suggestions included expanding ILL/Document Delivery services beyond medical related information, organizing library tours, a variety of continuing education suggestions, cooperative purchases, and providing greater support for resource sharing among academic institutions.

How can LILRC help your institution achieve its goals?

There were 29 comments from the 140 respondents. Most of the responses relate to supporting continuing education programming.

What service areas, if any, do you feel are not being addressed or covered by any of your supporting systems or councils?

There were 31 comments from the 140 respondents. The responses were focused on continuing education programs in a variety of content areas. Suggestions were not focused on any specific topic.

Other Comments

There were 26 comments from the 140 respondents. The comments were mostly supportive and offered few suggestions for improvement.