

Annual Survey Results Summary : March 2009

27 members returned the annual survey-18.5%. The format was different than previous years in that members were asked to rank only their top five services. School members returned the most surveys followed by public libraries.

As to be expected some services were more important to the different types of libraries than others. The top five areas by just the number of times each was ranked were Interlibrary loan, vendor discounts, annual meeting with author visit, and *NoveList*. Delivery and legislative advocacy tied for the fifth spot.

Every service was ranked at least once. The top five rankings according to the averages were

1. delivery---8 ranked it with an average of 1.8;
2. communication---- eight ranked it with an average of 2;
3. annual meeting with author visit---- 12 ranked it with an average of 2.17;
4. *NoveList*---- 11 ranked it with an average of 2.73;
5. training---- nine ranked it with an average of 2.78.

Very few responded to the question: *I would like to see SMILE do?*

From the public members:

- Thank you for all you do.
- Work with TdS to extend automation services to other libraries- at least facilitate discussions on that topic to see if it is feasible.

From school members:

- Training workshops/teleconferences offered after 3:15 or during the summer more often.
- I don't use all of your services but I believe they are all good & all are important to somebody, if not me.
- Thanks for all you do.

This information will be used in conjunction with the strategic plan and operating budget for FY2010.