

SCLS Commu

SEND



QUESTIONS RESPONSES 76

76 responses



Not accepting responses

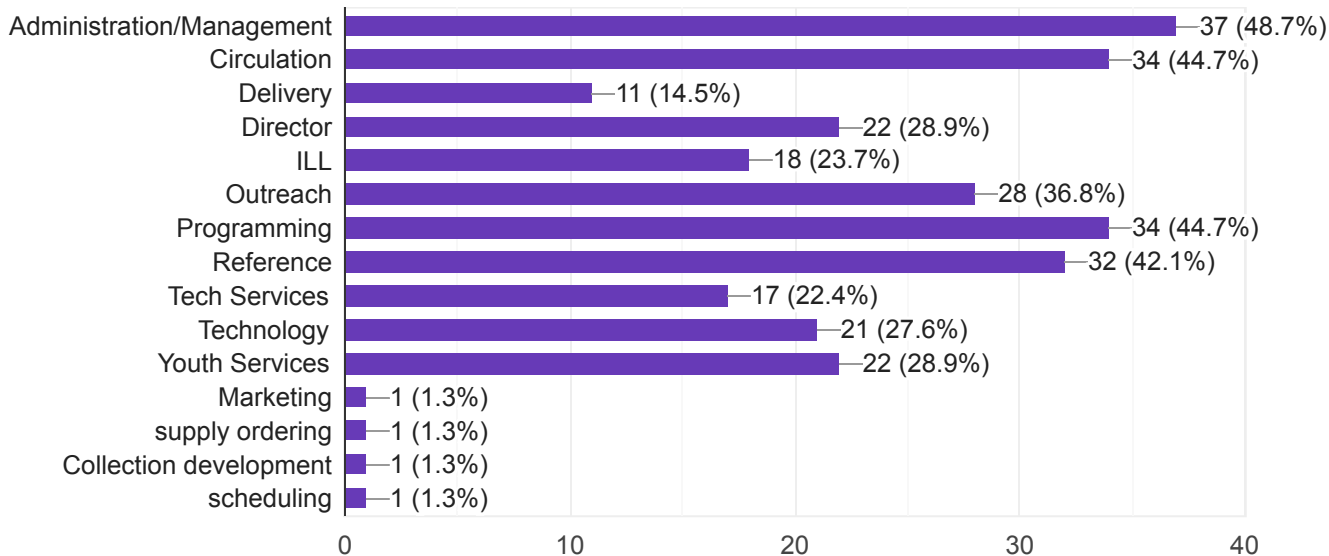
Message for respondents

This form is no longer accepting responses

SUMMARY INDIVIDUAL

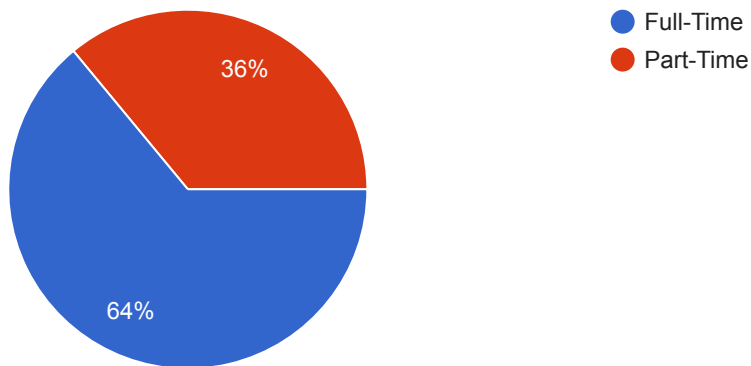
Job Responsibilities (check all that apply)

76 responses



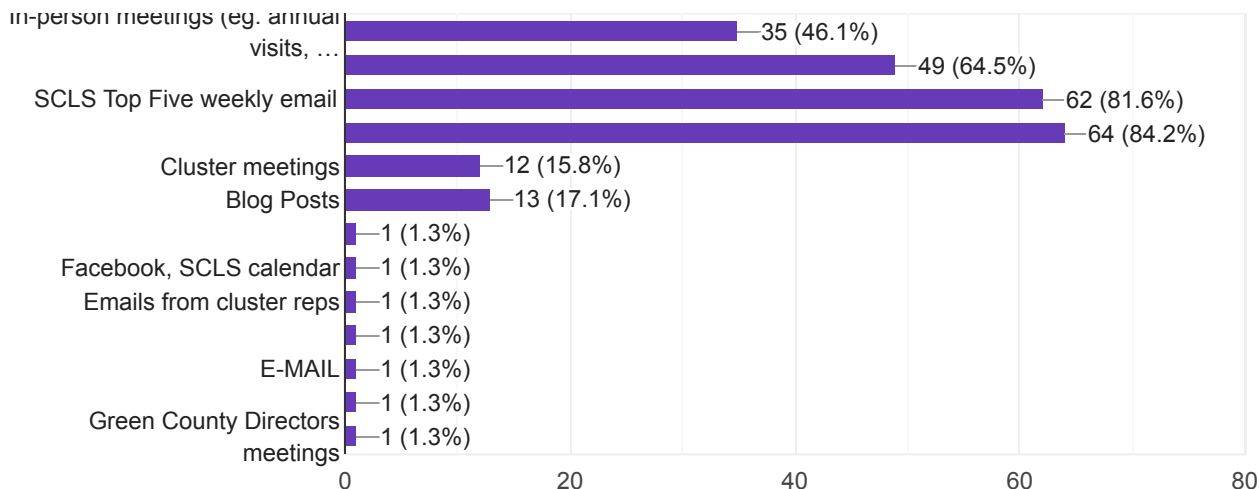
Employment Status

75 responses



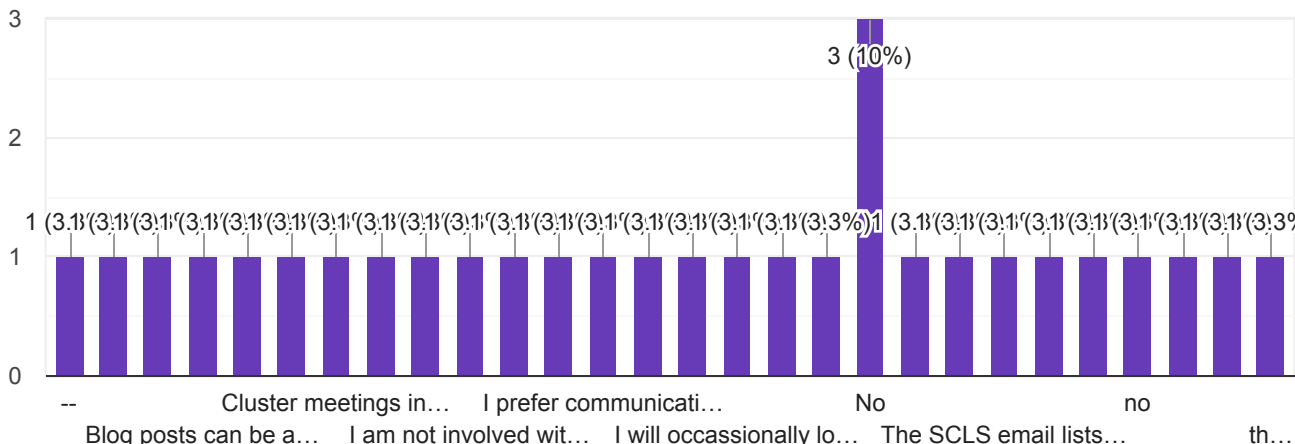
Which of these communication tools do you use to learn about SCLS services, programs, initiatives, fees, voting and governance changes? (check all that apply)

76 responses



Are there communication tools that don't work for you?

30 responses



Do you have suggestions for ways to improve communication between SCLS and member libraries?

27 responses

I would like to see separate e-mail list-serv for sale and freebie items. These typically get sent to scls-announce and I would love to be able to opt out of these. It is really not necessary for our entire staff to receive them and it would help to significantly reduce the # the overall number of emails so we don't miss anything important.

I like it coming to my e-mail versus me having to check going to several blog posts.

Use multiple channels

Something that can function a bit more casually; something that offers a more no-muss-no-fuss call-and-response, for both immediate questions & concerns, as well as more abstract or conceptual questions that could welcome long-term discussions. Something that feels less formal and potentially 'cluttery' than e-mail back-and-forths, and something digital as to supersede the scheduling challenges of cluster and in-person meetings.

No, I think communication is good!

Clarify expectations of cluster reps; who intervenes if they don't fulfill expectations? I am overall very happy with the amount and types of communication I get from SCLS. It can be a lot, but I know it's up to me to stay informed and I take full responsibility

when I don't bother!

Good email communication! Can't think of anything that needs improvement.

Not really. I did think I benefited from the visits staff made here, and I appreciate the way you make yourselves available should questions arise. I just used GoTo Meeting for the first time, and found it very useful.

No, I think the emails keep me up-to-date pretty well. Thanks!

Thank you for offering call-in support for All Directors meetings!

Not at this time

Maybe varied locations for cluster meetings (ex. 1-2 meetings/year at a member library other than SCLS headquarters)? But in general the weekly email has been good - main information points from across SCLS committees/groups/etc. without getting a deluge of emails each day.

I think emails work nicely

You seem to do a good job! I think a lot of people at my library don't necessarily know about all the email lists that are available to them. Maybe it would be nice to send out an annual email to scls announce list with information about the other lists and how to sign up. (maybe you already do this, I'm sort of new)

I'm pleased with the amount of effort SCLS puts into communication and think the current methods meet my needs. Thanks!

More targeted emails would be helpful.

It would be nice if the status wiki would be updated in a more timely fashion whenever we have issues. I realize staff are probably working hard at getting the issue resolved but it would be appreciated if updating the wiki could be one of the priorities so those of us on the front desks can be kept informed.

Also, follow up information about why the issue happened would be appreciated

I do not

nope

Go-To mtg is great!

Works well for me as is.

I refer to the SCLS website frequently to look things up. I find the website very difficult to navigate. Even using the search function, I often can't find what I'm looking for. A more intuitive site would be wonderful.

Possibly asking directors to disseminate info to their staffs?

no

I would always be interested in more libraries sharing best practices about changes they've made that worked well for them, especially in my area of Circulation. I think our current methods of communication do allow for that. It would be great if SCLS could encourage member libraries to share even more!

I feel questions and concerns need to be welcomed and taken seriously. Herd mentality is real at some of these meetings, and I sometimes leave feeling less informed than when I arrived. More transparency and open conversation would be great. As public entities, we are required to be transparent, but I don't always see that coming from SCLS. I sometimes get "this is how it is"

rather than "this is why it is the way it is" or "how can we get you what you need to best serve your patrons?". When something is up for vote, ensure that everyone in the room understands and that there aren't questions prior to asking for a motion. Once the motion is made, it's hard to make a different motion. Finally, I struggle to communicate well with some of the SCLS consultants. Sometimes I call or email with questions and I don't hear back for weeks or at all. This is very problematic and means I have started to not contact SCLS on certain matters.

none
