

2019 SCLS Communication Survey Results

Overview

It appears from the survey results that respondents are, for the most part, satisfied with the communication methods SCLS currently employs. It is also apparent that people would prefer that we continue to use multiple methods to communicate on specific topics (don't want to just rely on just email or blog posts).

One interesting result of note is that the cluster structure and meetings don't seem to be reported as particularly useful for disseminating and/or gathering information. One respondent said they aren't involved in cluster meetings, which indicates a misunderstanding of the organizational structure and process. Every library should be involved in the cluster meeting process. One respondent also said there may be some confusion as to the role of cluster reps on the Administrative Council.

One respondent expressed concerns with the following (2nd to last suggestion on list):

- Herd mentality at meetings—need for more open discussion
- More transparency and from SCLS
- Communication issue with some SCLS Consultants (no-response or slow response to questions). Mark Ibach should be contacted if that occurs.

Clarification of Chart Content (truncated in PDF)

Which of these communications tools do you use to learn about SCLS services, Programs, initiatives, fees, voting, and governance changes? (check all that apply)—76 responses

- In-person meetings 46.1%
- SCLS website 64.5%
- Top 5 Weekly Email 81.6%
- Other SCLS Email Lists 84.2%
- Cluster Meetings 15.8%
- Blog Posts 17.1%
- Emails on Specific Topics 1.3%
- Facebook, SCLS Calendar 1.3%
- Emails from Cluster Reps 1.3%
- Admin Staff Meetings 1.3%
- Email 1.3%
- County Library Director Meetings 1.3%
- Green County Director Meetings 1.3%

Are there communication tools that don't work for you?—30 responses

- Blog posts
- No (9 responses)—I assume this means they don't have a particular problem with anything?
- Phoning into meetings
- Cluster meetings (either not effective at disseminating information, not held frequently enough, or not involved)
- Wish there as more time
- Too much too read for meetings
- Social media
- SCLS email lists don't always work well