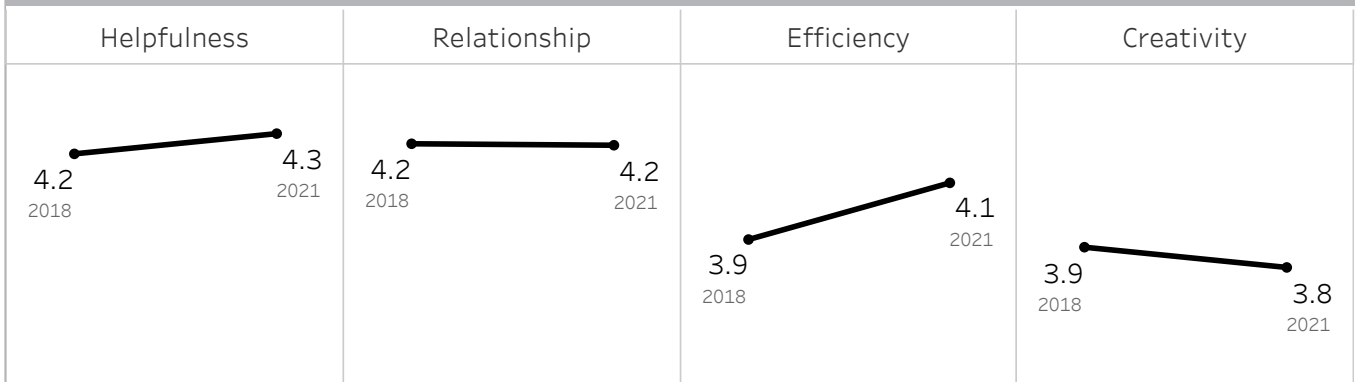




# 2021 SCLS Libraries Quality Standards Survey

SCLS Strategic Plan | 2021 Member Libraries Survey (57 responses) | 2018 Member Libraries Survey (34 Responses)

## Quality metric category | Average response rate



## Quality metric sub-category | Average response rate

2021  
2018

Helpfulness	Responds in a thoughtful way	▲ 4.3%	
	Responds promptly	▲ 2.7%	
	Friendly	▲ 2.0%	
	Resourceful staff	▲ 1.8%	
	Provides simple self-help options	▲ 0.3%	
	Knowledgeable	▼ -1.2%	
Relationship	Trustworthy system	▲ 3.3%	
	Friendly and fair manner	▲ 2.0%	
	Respect and dignity	▲ 0.9%	
	Services and programs are inclusive	▼ -1.4%	
	Provides worry-free service	▼ -5.6%	
Efficiency	Plans out workflow	▲ 10.0%	
	Seeks cost effectiveness	▲ 5.8%	
	Offers continuity of service	▲ 5.0%	
	Creates economies of scale	▲ 3.4%	
	Provides quick and accurate service	▼ -1.2%	
Creativity	Provides the best possible solutions	▲ 3.7%	
	Attentive	▲ 1.4%	
	Flexible	▼ -1.7%	
	Innovative	▼ -3.2%	
	Proactive	▼ -7.7%	