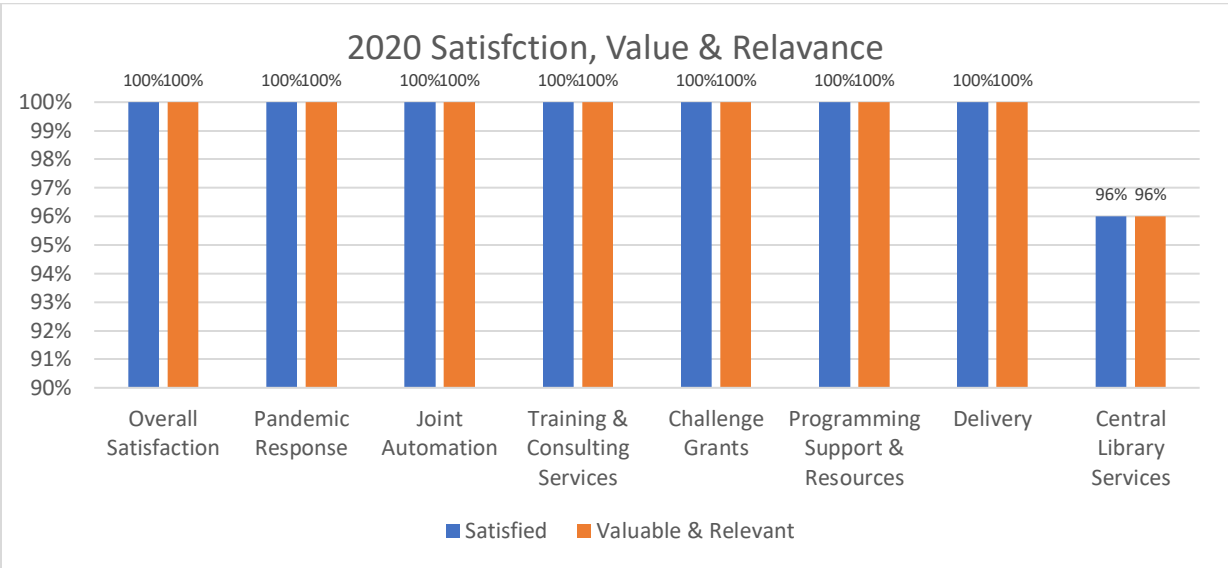# Executive Summary of SALS 2020 Survey Responses

Thirty-one directors took the SALS System Use and Satisfaction Survey, the evaluation tool required by the SALS Plan of Service (2017-2021). Survey responses are used to identify service priorities and develop the following year's budget.

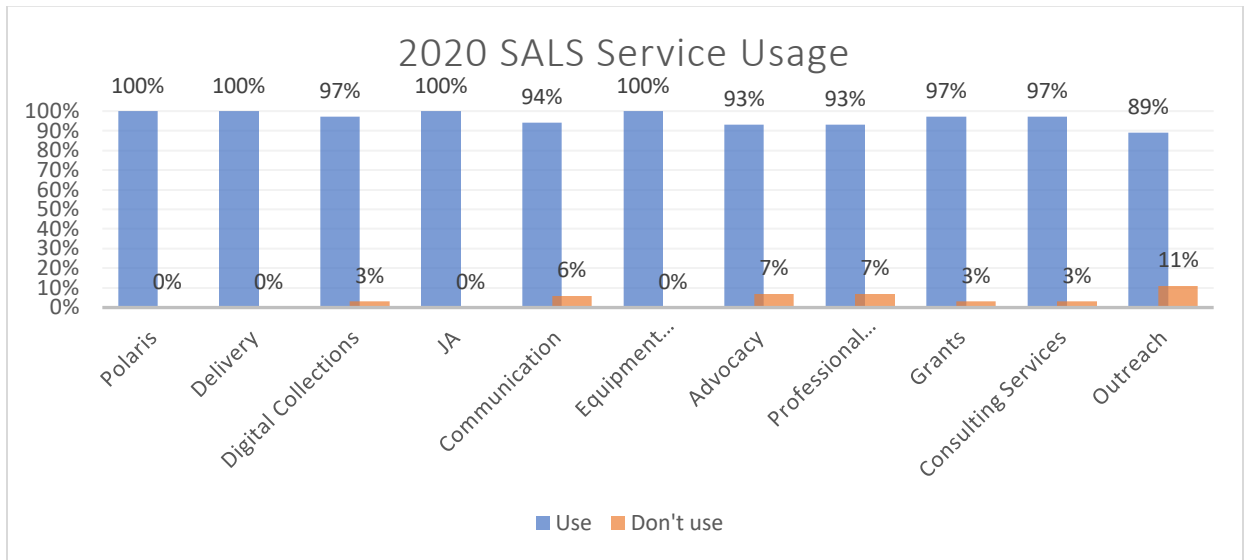The full survey results can be found here: SALS System Use and Satisfaction Survey 2020.

KEY FINDINGS

100% of the directors were satisfied with SALS services and 100% found the SALS services valuable and relevant.

Satisfaction, Value & Relevance:

2020 SALS Service Usage

Service	Use	Don't use
Polaris	100%	0%
Delivery	100%	0%
Digital Collections	97%	3%
JA	100%	0%
Communication	94%	6%
Equipment…	100%	0%
Advocacy	93%	7%
Professional…	93%	7%
Grants	97%	3%
Consulting Services	97%	3%
Outreach	89%	11%

■ Use ■ Don't use

DATA TRENDS

SALS' overall satisfaction during a trying year remained strong. We rated 100% in Satisfaction and Value & Relevance in our Pandemic Response, Joint Automation, Training & Consulting Services, Challenge Grants Programming Support & Resources, and Delivery.

Our member libraries continue to express an interest in professional development, echoing our commitment to lifelong learning. The most-requested topics include, in order of importance: technology training, library programming ideas, Polaris training & videos, Human Resources training, community outreach, and collection development.

RECOMMENDED SERVICE RESPONSE

SALS will continue to offer professional development based upon the topics identified by our member libraries in the survey. The need for strategic planning is currently being addressed in preparation for the updated 2021 NYS minimum standards.