

SURVEY RESULTS: LIBRARY BOARD OF TRUSTEES

The San Antonio Public Library (SAPL) conducted an online survey of the members of The Library Board of Trustees between January 25 and February 2, 2011. The goal of the survey, which focused SAPL strengths and weaknesses, future priorities, community needs, and relationships with the Library support groups, was to collect Trustee input for the Library’s strategic planning initiative.

Ultimately 7 of a possible 11 Trustees participated in the study.

Respondents were assured of confidentiality. All responses are reported anonymously. The Ivy Group tabulated results.

	Strongly Agree	Agree Somewhat	Disagree Somewhat	Strongly Disagree
<i>SAPL is a valuable and respected community asset.</i>	3	4	0	0

	Strongly Agree	Agree Somewhat	Disagree Somewhat	Strongly Disagree
<i>SAPL effectively assesses and manages risk when considering a new service or program initiative.</i>	2	5	0	0

When considering market segments/patron groups, which populations in Bexar County do you believe SAPL serves well?

- | | |
|--|--|
| <ul style="list-style-type: none"> 6 Children 5 Teens 6 Adults 4 Families 3 Senior Citizens 3 Spanish speaking residents 1 ESL Students | <ul style="list-style-type: none"> 5 Job Seekers 2 Special Needs Services 1 Business Owners/Entrepreneurs 5 Teachers 7 Mobile Device Patrons 7 Advanced Technology Patrons |
|--|--|

<i>How effective is SAPL currently marketing its programs and services to customers?</i>	Very Effective	Somewhat Effective	Somewhat Ineffective	Very Ineffective
Library Customers	0	3	3	0
Prospective Customers	0	3	2	2

Based on your conversations with personal and professional contacts, how would you rate SAPL's contributions to improving the community in each of the following?

	Very Effective	Somewhat Effective	Somewhat Ineffective	Very Ineffective
Early Childhood Literacy	1	6	0	0
Adult Literacy	0	3	2	2
Teen Outreach	1	5	1	0
Public Computing	4	3	0	0
Economic Development	1	2	2	1
Support for Education	2	3	2	0
Healthy Community	0	4	1	0
Education	2	4	1	0
Workforce Development	0	4	2	1

In your opinion, how would you rate the effectiveness of the Board of Trustees in the following areas?

	Very Effective	Somewhat Effective	Somewhat Ineffective	Very Ineffective	Don't Know
The Board of Trustees act as advocates for securing adequate funding to sustain quality public library services	2	5	0	0	0
The Board of Trustees leverage personal and professional contacts for the benefit of the SAPL	1	4	1	1	0
The Board of Trustees develop relationships with City Council and County Commissioner representatives for the benefit of the SAPL	0	4	2	0	0
The Board of Trustees and Library Foundation Executive Board work together for the benefit of SAPL	1	4	2	0	0
The Board of Trustees and Friends of the Library work together for the benefit of SAPL	1	5	1	0	0
The Board of Trustees and Library Management work together for the benefit of SAPL	3	4	0	0	0

How would you rate the San Antonio Public Library Board of Trustees' health as an organization when considering the following attributes:¹

	(Poor)				(Excellent)
	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
Adherence to mission	0	0	1	6	0
Open communications	0	1	3	3	0
Organizational efficiency	0	0	4	3	0
Community engagement	0	1	3	3	0
Customer service	0	0	3	4	0
Overall organizational health	0	0	3	4	0

¹ Organizational health was defined as the sum of all factors that enable employees to achieve organizational goals.

How would you rate SAPL's health as an organization when considering the following attributes:

	(Poor)				(Excellent)
	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
Adherence to mission	0	0	1	5	1
Open communications	0	1	3	3	0
Organizational efficiency	0	0	4	3	0
Community engagement	0	1	4	2	0
Customer service	0	0	2	4	1
Overall organizational health	0	0	3	4	0

Do you consider SAPL to be a library leader for innovation and excellence?

5	Yes	2	No
---	-----	---	----

Please indicate the number of years you have been on the SAPL Board of Trustees:

- 0 Less than one year
- 1 1-2 years
- 3 3-5 years
- 3 6-10 years
- 0 More than 10 years