

SURVEY RESULTS: SENIOR MANAGEMENT

The San Antonio Public Library (SAPL) conducted an online survey of members of the Library’s Senior Management Team between January 25 and February 2, 2011. The goal of the survey, which focused on strengths and weaknesses of SAPL, future priorities, community trends and needs, and internal relationships and communications, was to solicit input for the Library’s strategic planning initiative.

Ultimately 14 of 15 members of the Senior Management Team 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>	2	11	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>	0	6	6	1

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

<input type="checkbox"/> 12 Children	<input type="checkbox"/> 6 Job Seekers
<input type="checkbox"/> 4 Teens	<input type="checkbox"/> 3 Special Needs Services
<input type="checkbox"/> 8 Adults	<input type="checkbox"/> 1 Business Owners/Entrepreneurs
<input type="checkbox"/> 8 Families	<input type="checkbox"/> 3 Teachers
<input type="checkbox"/> 2 Senior Citizens	<input type="checkbox"/> 2 Mobile Device Patrons
<input type="checkbox"/> 3 Spanish speaking residents	<input type="checkbox"/> 0 Advanced Technology Patrons
<input type="checkbox"/> 0 ESL Students	

<i>How effective is SAPL currently marketing its programs and services to customers?</i>	Very Effective	Somewhat Effective	Somewhat Ineffective	Very Ineffective
Library Customers	1	4	4	3
Prospective Customers	1	3	3	5

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	4	8	0	0
Adult Literacy	0	4	4	3
Teen Outreach	3	5	3	0
Public Computing	2	7	2	0
Economic Development	1	5	4	1
Healthy Community	1	6	4	0
Education	1	7	2	1
Workforce Development	3	6	1	1

In your opinion, how would you rate the effectiveness of the Library stakeholders in the following areas?

	Very Effective	Somewhat Effective	Somewhat Ineffective	Very Ineffective
The Board of Trustees act as advocates for securing adequate funding to sustain quality public library services	5	6	0	0
The Library Foundation Executive Board acts as advocates for securing adequate funding to sustain quality public library services	2	2	3	4
The Friends of the Library act as advocates for securing adequate funding to sustain quality public library services	0	5	5	1
The Board of Trustees leverage personal and professional contacts for the benefit of the SAPL	1	7	1	2
The Board of Trustees develop relationships with City Council and County Commissioner representatives for the benefit of the SAPL	2	6	2	1
The Library Foundation Executive Board leverages personal and professional contacts for the benefit of the SAPL	1	4	1	5
The Friends of the Library leverage personal and professional contacts for the benefit of the SAPL	0	1	4	5
The Board of Trustees and Library Foundation Executive Board work together for the benefit of SAPL	0	1	5	4
The Board of Trustees and Friends of the Library work together for the benefit of SAPL	0	5	4	2
The Library Foundation Executive Board and Friends of the Library work together for the benefit of SAPL	0	1	3	6

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The Board of Trustees and Library Management work together for the benefit of SAPL	4	5	2	0
The Library Foundation Executive Board and Library Management work together for the benefit of SAPL	0	1	5	5
The Library Foundation Staff and Library Management work together for the benefit of SAPL	0	2	6	3
The Friends of the Library and Library Management work together for the benefit of SAPL	0	8	3	0

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	2	4	3	1	1
Open communications	1	3	6	1	0
Organizational efficiency	1	6	3	0	1
Community engagement	0	2	4	4	1
Customer service	0	1	3	5	2
Overall organizational health	2	4	3	1	1

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

1 Yes

10 No

How would you rank the following five areas that support the well-being of employees?

	<u>1st</u> (Most Important)	<u>2nd</u>	<u>3rd</u>	<u>4th</u>	<u>5th</u> (Least Important)
Job Satisfaction	8	1	1	1	0
Work Environment	2	5	2	0	2
Lines of Communication	1	0	6	3	1
Training	0	1	3	4	3
Professional Development	0	4	0	3	4

Please indicate the number of years you have worked at SAPL:

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