

WINNEFOX 2023 MEMBER LIBRARY SURVEY



SERVICES: USE

MOST FREQUENTLY USED SERVICES

- Delivery
- ILL
- Continuing Ed. - Directors
- Electronic Resources
- WCTS - Purchasing

LEAST FREQUENTLY USED SERVICES

- Youth Services
- Consulting - Legal Issues
- Printing
- Inclusive Services
- Consulting - Building

COMMENTS

I have been at this library for 30 years and some things I just don't need help with any longer, for instance summer reading program.

Being brand new to my job, I am not sure what or how often these systems/programs work. I'm sure that I will learn as I put more time into this job. I also have more training coming up.

The only reason I'm not using services is because I don't have a regular need, however, I am very pleased with the services of Winnefox and know someone at Winnefox can help answer any questions we may have.

Electronic resources - Badgerlink/database support- have never had to utilize support from Winnefox for Badgerlink databases. Inclusive Services - I didn't know this was a service and/or what services are included under Inclusive Services. I was under the impression that Inclusive Services was now a committee, but have not heard of any projects or available services from them. Same follows for the Youth Services committee.

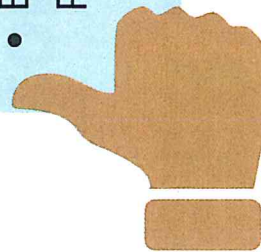
SERVICES: NEEDS

MORE THAN 70% OF PARTICIPANTS
MARKED THESE NEEDS AS
"VERY WELL" MET

- County Funding
- Continuing Education
 - Directors
- Delivery
- Electronic Resources
- Interlibrary Loan
- ILS Support
- Purchasing
 - Tech
- Tech Training
- Tech Support
- Website Support

LESS THAN 5% OF
PARTICIPANTS MARKED
THESE AS "NEEDS
IMPROVEMENT

- Outreach
- Printing
- ILS Training
- Delivery
- Tech Training
- Website Support
- Website Development



SERVICES: NEEDS

COMMENTS

Winnefox does it's best to support us whether we are big or small. It's a job done well.

I feel that consulting services could be expanded upon. I think that with possible building projects any insight/help/understanding would certainly be accepted. I think one way to do this and address the newly formed Youth Services and Inclusive Services committees would be to put out some kind of internal newsletter quarterly or twice a year with features on services/what's going on in Winnefox.

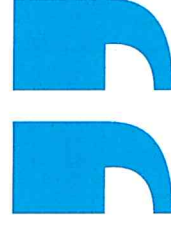
ILL is an area that continues to be tricky for us. We don't get a lot of them so it is always a learning process

Love that deliveries are 5 days a week; love the continuing ed opportunities that Angela sends out; WALS meetings are valuable, as is tech support.

Ask me this question 6 months to a year from now, when I have more experience.

Updated webpage and more training to keep it relevant would be helpful.

Maybe just reminders of what's available to libraries. There is a lot that Winnefox does that is so helpful, but not everyone is aware of these services



COMMUNICATION METHODS: NEEDS

COMMUNICATION TOPICS THAT MEET NEEDS "VERY WELL"

- CE Opportunities
- Tech Updates
- ILS Training
- Extranet

COMMUNICATION TOPICS THAT COULD BE IMPROVED

- Youth Services
- Statewide Updates

COMMENTS

I think for the most part communication is very good- the things that are most important to us are usually very clearly communicated.

Extranet info is sometimes outdated, so sometimes unhelpful when directed to use it. For ex: ILL instructions. Could be easier to search the site as well- have to use exact spelling and wording

COMMUNICATION : INDIVIDUAL STAFF

OVERWHELMING POSITIVE REVIEWS
REGARDING INDIVIDUAL COMMUNICATION
WITH STAFF

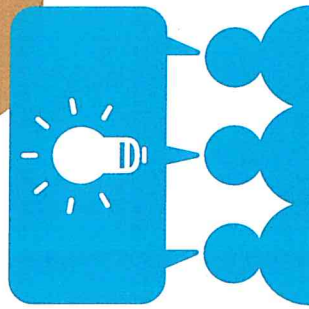


LIBRARIES KNOW:

- Which person to contact
- Staff availability
- Are comfortable asking questions of staff
- Staff will actively listen, respond appropriately and in a timely manner.

MEETING FREQUENCY

WINNEFOX'S CURRENT
SCHEDULE OF MEETINGS
MEET LIBRARY NEEDS "VERY WELL."



THOSE MEETINGS INCLUDE:

- **The Annual Meeting**
 - Meets once a year in January
- **All-WALS Meetings**
 - ILS Training - 3/4 times a year
- **LAC Meetings**
 - Monthly/Quarterly - directors in the same County

COMMENT

I like that efforts are made to find times that accommodate as many people as possible when scheduling meetings.

SUGGESTIONS:

Spread out the training for new directors, do a 3 month check-in/retraining, etc.

In general, I think communication is very good. One thing this survey made me realize was that we really don't get a lot of information about what's going on in a state or national level, which, granted, is a lower priority for us on a day to day operational level, but it would be kind of nice to have a place on the extranet where things like this could be posted for our information.

Maybe an internal quarterly newsletter for system-specific updates/notices would be extremely helpful. Could also feature new projects happening at libraries. This was not be patron-facing, it would solely be for professionals, and would have more profession-specific jargon, articles, updates.

There are times when our schedule, we are here until 6pm has no coverage of IT issues, as the IT folks leave much earlier.

The people. Everyone on the Winnefox team has helped me with any problem or I have had when I started as Director. I feel like a very large family being a part of the Winnefox family.

Resources that would be impossible for us as a small library to have on our own

The feeling that someone is there when I need help.

The support we all have for each other.
Shared resources allow us to reach more patrons with the finances we have available. I also appreciate that the team is vigilant on costs and how those costs impact the libraries they serve.

WHAT DO YOU VALUE MOST ABOUT WINNEFOX?

Collaboration between libraries, with the autonomy to innovate. Technology support! Always responsive to our questions, or when things go down.

Staff and administration genuinely care about the member libraries and are so helpful with anything I need. They constantly add new services and expand existing services to make our jobs easier.

There's always the goal of a fair balance between the libraries and services are adapted and made accessible to meet the needs of the smallest to the largest library. I also really appreciate how much help and support is given so that we can better serve our individual communities.

MORE NICE COMMENTS!

There is a great value in having a friendly, cohesive, supportive team that unites the purposes of our many system libraries and staff.

The value of community and conversation as a service should not be underestimated but is very hard to quantify in survey form. Just know we are grateful!

I am so very pleased with all of the support for our small library! I could not do this job without the ongoing encouragement and support from Winnefox!

I felt wholly unprepared for my first Director position- but Winnefox has been approachable, helpful, and accurate in assisting me with a WIDE variety of needs.

THANK YOU.

WINNEFOX IS GREAT!

All of it. So thankful to be a part of this wonderful system and have the support of Winnefox. We would be very lame without WLS indeed.

Everyone here is doing a wonderful job! Winnefox Library System is helpful, pleasant, genuine, and always consistent. I love working here!