To: LibraryLinkNJ Executive Board
From: Kathy Schalk-Greene, Director
Date: April 13, 2016
Re: **Membership Survey Summary**

LibraryLinkNJ ran a survey, open at all members from March 7-22, 2016. The purpose was for LLNJ membership to provide input on service initiatives and direction within the cooperative's funding capabilities and current strategic goals and objectives. The survey had 388 responses.

Question 1: As always, we plan to offer Continuing Education opportunities in the areas of technology, supervisory skills, children's, YA & reference services. What else can we offer - whether via face-to-face workshops or webinars - to make our CE offerings more robust and relevant to your needs? Listed below are some possible topics where LibraryLinkNJ might support continuing education programs. Please rate your interest in each of the following topics on a scale of 1 to 10 (1= least interest or value and 10 = most interest or value):

Ranked by number of 10's

Programming for all ages	**76 responses**
Library as Place (makerspaces, co-working spaces, learning commons)	**73**
External customer service (working with the public)	**72**
Outreach to underserved populations	**67**
Marketing and communications	**61**
Social media management and strategy	59
Library-wide user experience (UX) analysis	58
What's next for mobile: device diversity and management	57
Internal customer service: managing collegial relationships	56
Mobile website optimization	54
Reader's advisory	44
Project management	35

Question 2: Please review the list of discounts on the LibraryLinkNJ website. Is there an additional vendor or product type where LibraryLinkNJ might support your purchasing? Please list _one_ example or suggestion in the box below.

Question 3: What's going to be different about your library in 5 years?

Question 4: How can we help you get there?

Comments:

- Help us get in touch with interns for some staff relief.

- Library Freedom Project-based privacy training

- Assessment assistance (focused on engendering positive outcomes and changed behaviors for people who use and rely on libraries, with the goal of improving library service, not advocacy)

- A statewide, open source ILS (LLNJ doesn't need to front the money: we'll pay what we're paying already, or at least 90% of what we're paying already, we just want better service at a slightly reduced cost) and open source front end (Blacklight or VuFind or Pika)

- Statewide owned (not licensed) electronic content accessible through an app and mobile website that carries each library's individual brand (i.e., NYPL's Library Simplified) (again, we'll pay 90-100% of what we're paying already)

- A digitization SWAT team that goes from library to library and leads local history digitization efforts, adds them to an open source archive (Hydra or Omeka or Islandora), and makes them available through DPLA

- What I'm calling "2do2day4free": a website that collects and organizes all the free and open public programs at every library in New Jersey, searchable by zip code. Want to do something fun today? Go to a local library in your area.

- Informative workshops throughout the state funding being a source for all kinds of electronic materials

- Help with Grants

- Offer workshops for tutorial and online presentation software. Workshops on how to raise money for renovations and/or building facilities. How can a small library find resources and financing for such projects?

- Make clear to college presidents the need for a library. Assistance with marketing, outreach, demonstrating value to stakeholders, raising awareness of academic function of college libraries workshop on library renovations? Products aimed at efficient use of existing space to provide private study rooms will continue to be important.

- advocate for libraries and the staff to do the work

- Space analysis and planning

- Diverse webinars and training. Project management! Explore new technologies and products. Continuing education. more training on how to utilize it, especially for those of us who are 'challenged' when it comes to this.

- Ideas and names of performers for programs. Ideas, funding, tips

- Intermediate Techniques on Job Searching Skills

- Opportunities for networking, new fundraising strategies, ideas for more community outreach, strategies for developing community support. We'd prefer to not go in that direction, but based on the town's property values, we may have little choice.

- Library architectural design and new reference models

- Grant application workshops and guidance.

- Continue to provide excellent Continuing Education and product discount.

- Expand the Document Sharing section.

- Sponsor more networking opportunities.

- Help with our strategic planning tech workshops

- Support for job search

- Getting makerspace materials and equipment - it is difficult to purchase via PO from many of the vendors like SparkFun, Little Bits, even Amazon. Is there anything LibraryLinkNJ can do to facilitate purchases through these vendors via POs? ?

- provide/share ideas and workshops on how to market and work with student groups

- Negotiating statewide discounts with library furniture suppliers.

- Information on Chat/Ask Librarian/Remote technologies Provide guidance for proceeding in this vein.

- Expanded discounts for conferences, beyond just the Computers in Libraries Conference (which is great, btw).

- emerging technologies training keeping up with technology

- Ways to help libraries fund the purchase of computer equipment and accessories.

- Keep us informed of trends; offer discounted services; help us re-imagine our space to fit the needs of our patrons.

- Need courses, programs, consultants, specialists in archives/preservation/display.
- Continued fast and reliable delivery of ILL materials as needed for research purposes.

- Renovation workshops, rethinking library spaces, audiobook discounting.

- Develop librarian skills in presentation and outreach into the community.

- Funding as we had 15 or so years ago.

- Thank you for offering, and upon learning what's next we will be calling on LibraryLinkNJ's assistance.

- teach UX, technical skills, web development more seminars on bringing libraries into the full digital age.

- Discussion, planning and training for how to work with the elderly.

- Expanded online resources. Technology, technology, technology gadget awareness & training

- teach about innovative use of academic library spaces, and collaborating with users

- The seminars you mentioned all sound good. Good some of them be webinars (not all, a few.)

- Continue to provide good professional development services and product discounts digitization support providing CE on cutting edge topics

- If possible, resume Q and A NJ or a similar statewide reference initiative.

- platforms, ease of use, marketing tips for user awareness, case studies

- Offer workshops about planning a new academic library building.

- keep us up to date on new technologies Workshops focused on the future tech

- Providing classes about smooth transitions from papers to e-libraries. ? More PD on how to provide these services.

- Training and vendor table top displays.

- Provide specific resources and assistance on applying to resources for fiscal or in-kind assistance. Most of what I see these days are general, feel good rah-rah "guidance" that, frankly, is low on information. "Hang in there, build your relationships, leverage them, listen to your staff, etc." offers perspective but isn't informative.

- Advanced computers, more online courses to keep up with technology, etc. ESL-themed webinars/sessions

- Fundraising techniques that have worked for libraries of our size (serving approx 17,000 in population)

- Keep up with classes on new technology. keep us up to speed on what student expectations of libraries may or may not be (which you do an amazing job of already!)

- Educate administrators and Boards about ALA planning process. Money is always a factor.

- Grants for upgrades to mobile capability (scanners, mobile devices for staff to conduct on the spot checkout, etc.)

- Provide sponsored education outreaches for e-content and encourage the development of a sharing consortium between New Jersey libraries.

- workshops on how to build sense of community with less staff and most part-timers more classes in keeping up

- discounts on furniture, flooring, book stacks

- Offer more programming for the Patrons and the Staff? ? Staff training in customer service-internal and external.

- Educate the powers that be about the importance of libraries and educated library workers.

- Continuing education about technology programs and introduction to new technologies could give me the tools to convince the administration and board why these programs are necessary. Information and training on outreach programs would also help. We have an overabundance of people who don't know how to use a computer, or who own a tablet and don't know how to use it. Maybe you could have a roster of classes that go out on the road to libraries to teach the patrons. Various resources to stay current, offset costs, ease with management of new spaces since staff diminishing. We are on the correct trajectory.

- A workshop on how to keep the library going when a building is undergoing construction.

- Continue to support the relevance of an MLS degree.

- Continued support for technological advancement and better software and hardware More Webinar or workshop on New technology used in Library.

- Help advocate for library products that satisfy the new need and offer discounts on said products. By offering courses and advice on social media and utilizing it to grow library presence online. Also, creating a newsletter detailing/interviewing other libraries in the area and around the country to show how they're adapting new aspects into their libraries.

- More discounts on streaming services. classes and webinars to help us get there. We need money, pr tips, social media, etc. to get us there. Workshops and information on digital and educational resources Keep doing what you're doing.

- Webinars

- Continue to be awesome

- Help with e-collection development Increased funding support for databases and professional development.

- Grant help.

- support for library capital funding

- Research, recommendations and discounts on email utilities for announcing programs. Recommendations for tiny computers, such as Raspberry Pies and training on how to implement their use.

- Speakers bureau or registry for excellent programs for adults, children and teens, including specialists in drug addiction.

- Training for staff on the management of a Makerspace at their library. Possible discounts on wireless network equipment to make it affordable for libraries to provide the best wireless access to the public.
- You can help us by continuing your CE opportunities, to help us collaborate and learn from one another. Focus on delivery of services and materials. Analysis of evolving library trends.

- emphasis on community outreach, programming, renovating library spaces, and digital content Need to find more funding for technology such as co-working spaces.

- Need to have good strategies in place for downsizing non-fiction collections.

- Work on better discounts for faster broadband.

- So many libraries have gone through stressful moving/remodeling. Maybe a workshop or a forum to assist with that process?

- Support for library funding through continual contact of your House of Rep. and or Senate rep. in the NJ legislature. ??

- I need to be more aware of resources for our parents and students for devices or Internet access. Internship program? Liaise between MLS students and placement in libraries who need interns? We need to know how to recognize what is needed before it is at its height and how to get funding for new technology and other needs.

- Cooperative, consortia work, professional development and advocacy.

- how to market what we do, and social media marketing advice.

- space planning

- Training, discounts on more diverse content oriented databases

- Offer examples of other libraries who have already achieved these goals. library layout design resources for references

- Webinars on using social media efficiently, publicity and marketing, reaching out to the community, reader's advisory, new programming ideas for youth, outreach ideas. Help us to figure out how to make the hard decisions and redesign our collection development policies to reflect necessary changes

- More supervisory CE

- resources for best utilization of space locations of school libraries in the north jersey area that have recently redone their space or have a new facility

- Provide training and advocate for funding.

- Programs and initiatives to promote community engagement.

- updates on the latest tech trends, informational workshops on how to use and tutor customers on new and existing devices How to have a MakerSpace in a smaller library

- By lobbying for more funding for libraries.

- Hopefully subsidize the initial startup costs of setting up a discovery layer.

- bring in some unique speakers.

- More trainings on various mobile devices & suggestions for how to reach patrons where they are.

- More database options.

- continued support with professional development and discounted resources

- Get the Construction Bond Bill passed.

- Discounts and general knowledge Vendor discounts, CE webinars and training, boost forum content to be more interactive offering PD on various tech tools Ideas and examples of libraries who have already created new purposes and programs.

- Continuing education, consortial discounts, more supervisory trainings.

- Coaching services for managers.

- Continued discounts and seminar opportunities

- How can we create inexpensive makerspaces that our users will love??

- Continuing education programs

- Professional development in areas of customer service and cultural competency - Help conduct studies that identify the type of programs that can make the library more sustainable in future years. Let us know where we can find the best discounts.

- It will be helpful to see floor plans and design ideas at other libraries as we plan our move to a new location. More discounts with vendors makerspace

- Do you offer any discounts with school library furniture vendors? Do you have resources for design and space management?

- Perhaps seminars on building community partnerships and grant writing.

- access to more services and information

- We can use training on dealing with diverse populations

- Continue to provide PCSA. [Per Capita State Aid …from NJ State Library]

- I think you offer great programs and valuable discounts. How about a consortial meeting with ALL vendors (not just the ones LLNJ has discounts with) to see what can be done about keeping subscription prices lower

- training

- Help us navigate the civil service system to position younger staff for success.

- Keep highlighting standards that libraries should be meeting, both in person and virtual.

- LibraryLink can help libraries by continue to develop new training and just lead the way in developing. Libraries should be hubs for training for education, technology and job readiness.

- New technological awareness

- weeding recommendations for academic libraries

- access to consultants for space re-purposing (before being ready for a renovation requiring an architect)
- Facilities imagining and planning information about creating spaces for patron activities; information about analysis of collection usage.

- LLNJ can continue to help with training and meetings. More webinar and community-development within LLNJ

- A design consultant would be nice.

- Voting for tax dollars to support Library/ies curriculum development for classes/events for all ages - especially adults - that can be shared and replicated I don't see how you could possibly help.

- Staff needs easy access to tablets and other mobile devices so that we can become proficient with them. Train existing staff members- you don't have to fire them to hire younger people. We don't want to get there.

- Training and networking where we can share ideas. Workshops on community relations.

- Change management (public & staff) professional development re how to serve, teach remotely?

- ebook workshops - collection development

- Consulting your strategic plan has been a big help already.

- Provide discounts/funding/fundraising opportunities, speakers, tools & inspiration for creative innovation. See: http://notimpossible.com/ http://www.notimpossiblenow.com/tools Also, to provide a collaborative full ongoing list of most recommended examples of funding options (including crowdfunding) for our customers to launch their ideas/innovations/creations/projects.

- Relevant programs, training, etc.

- Encourage new participants, and try to avoid having a "clique" environment that may intimidate others.

- find ways to promote to public that our digital libraries are just as vibrant our what our traditional spaces looked like; support discounts for cutting edge services statewide. Workshops like the ones given now, but on newer technologies as they are created.

- Continued, if not increased, support for inter-library loans and courier services.

- Support with databases and software that would bring searches together for patrons

- Promote ease in inter-library loans: a state library card?

- Strategic plan assistance

- Small grants, local supportive librarians at County to do cross training and offering simple supplies for basic circuits and small projects for school wide events (NJ Makers Day) will offset cost and make these items easier to obtain (most items are difficult to purchase through business office) representing us in extra-library organizations and institutions- teacher organizations, higher-ed constituencies, community (local, state and national)

- Keeping on top of new trends (real trends, not just buzz words bandwagons that people jump on and then hop off when they get tired of the "newest" thing) and technology. steps to achieve this, what to ask, what to look for with regard to vendors and purchasing Resources for outreach, a-

hoc committees for like-libraries.

- Come up with an easy way for us to get rid of weeded books that makes our school communities think we're being charitable about it. They hate when we throw out books, and no amount of educating can convince them that some books just need to be chucked.

- more PD on technology topics

- Help us adapt our space and furniture for the future. Help staff understand the technology the public uses. Helping us educate our stakeholders about the need for libraries and librarians

- What do we need to know about bringing your own device (byod)? I would like to see more webinars that we can view from our desks workshops

- Rather than a struggle to get my administration on board with the makerspace, my real struggle seems to be ensuring that the makerspace doesn't take the place of the school library. I need strategies for working with our school board and administration to show them that new tech and new trends are valuable, but that it doesn't mean we can stop investing in print materials and databases.

- tools for self checkout

- More frequent training, staff development. Providing resources to help libraries address the greater reliance and popularity of mobile computing. How to provide the infrastructure, policies, and systems/hardware needed to address provide a public mobile computing environment. CE on new techologies

- How do I convince the principal that Chromebooks are not a replacement for the library?

- Trainings Pay attention to our communities needs AND their existing resources. CE on facilities management/renovation and dealing with local government in seeking additional funds.

- pressure vendors to develop easy to use library interfaces

- How can the library be glamorous to the city?

- Classes and seminars on automation.

- More financial support with online resources.

- Helping with awareness of new products and technology, while maintaining a somewhat neutral stance regarding what is actually going to become the next big thing.

- More staff training workshops and webinars.

- overdrive support

- Share best practices, give grants

- Offer management classes UX design training

- Continued technology classes on new devices. It is difficult staying up to date with the swift moving technology and software.

- keep us up to date on technology More continuing education along these lines.

- Help us with reaching out to do community assessment

- Provide information that is cutting edge, but genuinely do-able.

- Discussing floor layouts and managing major architectural changes would be great. I'm not sure but suggestions welcome!

- Offer CE opportunities focusing on the changing role of libraries and librarians in general - more of a "meta" top down view. Suggestions for monitoring these trends and how to be proactive not reactive

- More staff training programs Digital initiatives/ how to reach your community. More continuing education, especially aimed at those new to the field; topics like ready reference for paraprofessionals, issues in librarianship (privacy, diversity, intellectual freedom).

- Help us figure out the best way to identify most pressing needs (e.g., outreach, programming) - feel that I lack the metrics for how to measure this and instead go by gut and anecdotal evidence of what we need.

- Programming aimed at space planning.

- other libraries' experiences in planning and budgeting for balance of hard copy & digital I don't know discounts on supplies or books. I can't afford databases

- project management of an expansion

- Help us find ways to pool our employment resources and pay our employees their worth.

- I have no idea Implementing change - how to get staff onboard. Staff members- adjusting to change. Offering language learning courses (such as Spanish). Librarians now need to be bilingual in many circumstances. Offering a professional course to this end, or showing librarians where they can find this resource at a decent price, would be EXTREMELY helpful.

- Reach out to non-conventional online subscription services for discounts such as http://codepen.io/

- core competencies for job titles

- Provide more consortial or discounts on more eresources.

- Training in programming and mobile web based development. workshops, discounts, webinars,

- Lobby for state library construction funding/bonding.

- Need better broadband at a lower price.

- It's always helpful to know how others got started. A clearing house for resources would be helpful.

- Research how libraries (especially those with limited space) can incorporate download stations into their public space.

- Help us stop the decline in library use.

- Give us money!

- Adult programming "in a box"

Question 5: Please indicate one type of library that you represent.

Public	63.80%	178 responses
Academic	13.89%	39
School – Public	13.62%	38
School – Private	1.08%	3
Special – Medical	2.15%	6
Special – For profit/Not for Profit	4.30%	12
Other	1.08%	3

Question 6: Please indicate the county of the library you represent.

Atlantic	3.23%		Mercer	8.96%
Bergen	9.68%		Middlesex	7.53%
Burlington	6.09%		Monmouth	4.30%
Camden	6.81%		Morris	9.32%
Cape May	2.51%		Ocean	3.94%
Cumberland	1.43%		Passaic	4.30%
Essex	8.96%		Salem	0.00%
Gloucester	4.30%		Somerset	7.17%
Hudson	2.51%		Sussex	0.00%
Hunterdon	1.43%		Union	5.73%
			Warren	1.79%

Question 7. Indicate the one category that best describes your work focus.

Administration	29.03%	81 responses
Information Technology	2.87%	8
Instruction	9.68%	27
Public Services	29.03%	81
Technical Services	5.02%	14
Most of the Above	24.37%	68

Question 8. We're all ears: please share any questions, concerns or compliments here. Let us know if you'd like us to follow up with you directly, too. We're happy to give you a call or drop you a line if you leave us your contact information.

- I think the world of LLNJ and every person there. I only push because I think y'all are capable of anything. I realize this isn't the first time I've made the suggestions I've included in this survey. That said, if I can ever be of service, or you want to follow up, I'm happy to talk about my hopes and dreams for LLNJ. Brett Bonfield,

- Thanks, as always, for your hard work and responsiveness to members!

- Some of the library buildings in the Mercer County Lib system are STILL in abysmal shape. The ceilings STILL leak, the air conditioning has not been right for OVER A DECADE and we are officially a 'cooling center' in the summer -- NOT! Many ceiling tiles are stained and considering the leaks, it's probably a mold factory inside the walls and ceilings.

- I would be happy if there was more CE classes in northern/Essex County.
- Just attended my first LibraryLinkNJ webinar - it was on middle grade/YA new fiction - loved it!

- Wider distribution of Salary Surveys across National and Regional Associations

- The negotiating of databases between LibraryLinkNJ and the NJ State Library is confusing. It would be good for a single entity to do the negotiating.

- I am new to your world and just getting acquainted. I will send along questions and comments as they arise thanks

- Thank you for providing databases. They are a huge help

- I love the information and services that you provide. Please continue what you are doing!

- Is there a way to explore the various types of libraries working together? Public libraries helping school libraries; corporate and academic libraries helping each other, etc.

- Thanks!

- Congratulations and best wishes to Kathy Schalk Greene

- We appreciate all that you've done over the years. It's good to know you're there as a resource and support.

- Thanks for all that you do! The one change I would love to see is an easier-to-use listserv

- Love the new Explora interface & the discounted NoodleTools. Thank you!!!

- I have taken a few webinars recently and they were great. I have been promoting with my staff too.

- I have always been pleased with the services that LibraryLinkNJ offers. They are an invaluable resource for myself and the libraries that I work for. I look forward to what they have to offer in 2016 and beyond. Thank you! Robert Daniher

- Delivery service for our library continues to be uneven; some materials arriving in less than a week; others 8-10 days.

- Events like TechFest are great for those of us making decisions, but there is still a technology gap with some staff members. Basic online or in person seminars on web safety, etc. would appeal to help train the staff on the other side of the digital divide.

- Circulation numbers are really dropping, we need to find better ways to show ROI for libraries.

- I realize it is hard to spread the offerings out through the state but I feel so little is offered in Monmouth and Ocean County.

- I absolutely love the Lynda.com training and would like to see the number of users increased. Thank you for providing training via webinars. As a school librarian in Cape May County, that's the best way for me to gain access to professional development.

- I would like more training on the use of mobile devices for our students to use with public library resources.

- Delivery is wonderful, but disappointed that we could only have 5 days if we paid for the fifth day. We are small, which means smaller budget that needs to be stretched, and paying for a 5th day is not possible.

- Thanks for all you do on our behalf. Keep up the good work!

- Keep up the good work

- Providing project opportunities to apply for money, any dollars transferred to individual libraries great

- Is the mentor program still going on? How has that been working out?

- We are now cataloguing with Koha. Connection with other Koha libraries may be useful.

- Has there been a workshop or seminar about working with municipalities effectively?

- Thank you for this opportunity to share ideas! We love your support and efforts!

- I appreciate the workshops that LibraryLinkNJ has provided and the discounts for products. Thank you!

- I am very thankful for LibraryLinkNJ. Thank you for always reaching out to make a difference in Library services.

- Support for disappearing Curriculum Materials Centers

- Using presenters through LLNJ has become prohibitive due to costs for our county group.

- I would love a follow up call! Like I said, I'm still very confused about what Library Link is and what it does.

- Infinitely grateful for access to Lynda.com

- I love that New Jersey is able to provide the library discounts, otherwise these sources would be too expensive to maintain.

- Thank you for your support and the work you do.

- LLNJ provides excellent support services and resources for any project a library might want to undertake. The people are the key to success.

- I've really appreciated and enjoyed the two tech days I've attended. They were great learning experiences in a comfortable setting. I hope this event continues.

- The lottery system for Super Supervisor Training was not a good solution. When there is such an overwhelming need, additional classes should be scheduled or other options specific to the topic should be made available.

- Share contact info of IT managers.

- Glad to see Kathy at the helm!

- Thank you for all your hard work! You are a reliable organization.

- Thanks so much for this survey