



WVLS Technology Survey

Results Summary and Comment Review

This survey was designed with the intent to measure end user perceptions of a range of service components. The components incorporated were derived from the PLSR Technology Work Group's draft of desired service outcomes as of August 2016.

To increase the chances for accurate/honest answers, the survey was intentionally anonymous, and tried to reduce opportunities for inadvertent identification. Original intent was for no comment section at all, for two reasons:

1. To ensure respondents messaged their sentiment through the pass or fail mode. With comments, a user may be more inclined to answer one way to "influence the message" but then explain in comments that they may have answered differently "except for some reason."
2. To disconnect a response set from a specific reason (or a negating comment) and to encourage follow-up with the membership in a more abstract fashion for each category of interest. The categories of interest are determined by the following rubric. Priority for follow-up efforts are:
 - **First:** Outliers with high a high percentage of "no" responses.
 - **Second:** Categories receiving more than 40% "no" responses.
 - **Third:** Categories with the most "no" responses.

The survey also utilized a yes/no (pass or fail) mode for each component to minimize confusion and differentiation of interpretations (eg. in spectrum responses two respondents may experience equal sentiment on a topic, but interpret middle spectrum options differently when reporting their sentiments). Pass or fail may cause us to lose some granularity regarding performance perceptions, but that is OK in this case as we weren't seeking such granularity at this highly abstract categorical level. It mostly normalizes interpretations above or below 50% with some margin of error for answers which may have fallen close to 50% on a spectrum scale.

Since we ended up including a single comment field at the end of the survey it is important that we look at those comments and leverage the information in them to guide further refinement of service perception research and analysis. Though we *can* connect a comment with a specific response-set, this view of the results does not do that and it is our opinion that we should resist doing so. The following comments remain dissociated from the respondents' answers. The initial value derivations are coded in blue text to offer clear separation between original comments and our initial take-aways.

1. These are not Yes/No questions. Especially with that word "effectively" thrown in. They are Yes, but and No--and questions. Yes, but too few staff leads to long wait time for what needs to be done here in this aging library with hopefully a new tech plan because they (and their infrastructure) will all be starting from scratch--from 2015-17. WVLS IT are expert and professional, and have been wonderful at guiding to what we need, getting it here, installed and working properly takes time. They are cost effective, and the single local IT company up here, not so much. Looking forward to future collaborations--and seeing what happens at the County level once they get going. Until then--keep up the good work, but faster. No, and you folks just need more help for this, that's all. (But then, I could use more staff too, to keep atop the tech pile myself.) The folks who are least understanding of the service lag are the patrons we serve. But, sometime you just have to tell them it is what you pay for--and if the municipality keeps shorting the budget, this is what happens.

This respondent understands that each category has more depth to it than a simple yes/no response can accurately account for. While we hope the ability to offer this comment did not affect the responses given, we must consider that possibility. One key value derived from this response is that the respondent empathizes with the system in general terms of resources available corresponding to service quality experienced. It is a reminder that we're all in this together, that our challenges are not lost on our members, and that likewise we must remain cognizant of their challenges.

2. I know that WVLS staff and many other library staff are way ahead of me when it comes to tech. My education is sketchy. I know a lot about some things and almost nothing about others. I wish there was "remedial" training for those of us who have holes in their skills.

We like "I wish" comments. It offers us a target, sometimes abstract, sometimes very specific. Though the survey results seem to correspond to this respondent's sentiment, we must be cautious though not to assume the articulated wish is representative of the whole membership. We must also take care not to create a "false priority" by offering this or any other options as examples when seeking to refine the perceptions and understand the underlying needs required to elevate them in regards to technology training strategies.

3. They do the best job they can with the amount of time and people they have.

We like hearing it. Then again, it almost connotes a tenor of defeatism. "Well, it's not great, but this is as good as it's going to get with what they have to work with." We can't know if our example interpretation in the previous sentence is accurate. A key value derived from this comment is in reinforcing a growing understanding that we need to work with our membership to ensure they continuously push us for more, better, faster. If we hear "all's well, kudos" that's great. If we hear "we need that a bit faster" that helps us become aware of or reinforce an awareness of need. If we hear nothing, it's hard to know if that means all's well, or if there is a sense of complacency with the concept of "it's as good as it can be, I guess."

4. Slightly myopic and riding the coat-tails of Indian Head

At first glance this could be interpreted as a criticism rather than a constructive critique. It's easy to read a comment like this and become hurt or defensive as a default internal response. Stepping away from our organizational "self" we recognize that this is a communication of a perception. We must be careful not to assume this is representative (as with the "wish" in #2 above). The key value in this comment is its challenge to our own self-perception; it demands thorough self-reflection. If it is an accurate perception, then what changes do we need to make (if any) to broaden our vision? If it is inaccurate, then how can we do better at demonstrating our breadth of vision in ways meaningful to library administration?

"Riding the coat-tails of Indianhead" is perhaps the most interesting articulation of perspective to us in this survey. In working closely with IFLS and directly on projects with them, the mutual benefits our respective membership is already realizing seem obvious. However, our messaging of those values has been mundane. A key value derived from this part of the comment is the awareness it raises. We need to work closely with IFLS to clearly document and publish the values reciprocated.

A secondary, but strong value derived from this part of the comment is that it reminds us that a part of our mission and role in public service is to help library administration learn about or reinforce existing knowledge about the mutually beneficial nature of cooperative resource sharing and successful partnerships.

5. The overall reason that a response was negative is due to the issue of tech planning. There is none.

On the one side, this comment could indicate that a different answer was selected for some questions than might have been, since an *opportunity for clarification* was present via the provision of a comment field. On the other side, it offers a clear sense of direction to pursue: Technology Planning.

Before this survey, our perception was that the primary factor limiting technology planning assistance has been minimal adoption of the service. A secondary factor was that commitment to, and prioritization of process by library administration seemed to be a disruptive challenge. Library administration are under significant resource constraints too, and we recognize that for many, it will take a bit of a paradigm shift in our technology services platform and consultation strategy to move from reactive issue resolution (temporary high/critical priorities) to proactive technology management (level priorities, consistency of resource commitment).

This comment challenges our own perceptions related to consultation utilization and informs us that while we *need* our members to be vested in helping us re-frame (or at least retool) our technology consultation service model, we must be sure to communicate that need for inclusive planning with them. A key value taken from this comment is that it causes us to review our messaging strategy, focusing on learning from our members how we can best work with them to reshape our consultation services into something valuable enough for them to prioritize.

6. It's done done, but not always in a timely manner. There is a long delay with some support tickets.

This comment reinforces our awareness of sub-optimal issue resolution times for some technical support issues as well as some cases of service delivery. There are several factors which influence that, and steps are already being taken. Over time, we've experienced a strong growth in expectations of serviceability around both core application services and custom technical support services (there's been more and more overlap). We've been working somewhat aggressively with IFLS to put the foundations in place for a more integrated and standardized technology services model. Migrating carefully but expediently to an integrated services model will enable WVLS support services to become significantly more efficient from the perspectives of library personnel.

As we move into 2017, we will be working with our members to begin integrating several standards system-wide (both systems really) for: network architecture, computer hardware, and application/licensing. Initially, these standards will allow support to more efficiently (and quickly) resolve issues and will enable more proactive engagement in the maintenance of various technologies in use at the libraries. Eventually, support services will exclusively maintain and support standard hardware and software directly. We will work to maintain an updated catalog of local/regional 3rd party service providers for libraries interested in continuing with custom solutions.

The very core premise of this evolution of our services strategy is to shift from time-intensive custom services and some few standard services operating in differentiated environments, to more time-efficient standards-based services prioritizing proactive management and maintenance.

7. Having to answer only yes and no was very tough. there were a lot of questions that I would have liked something in the middle. Overall, very pleased with services.

This comment reflects the intent of this survey - to remain high level and categorically abstract. We wanted to find outliers; we found such in technology training. This means we'll be able to focus our attention more closely on technology training, working with members to identify and prioritize needs. It means we'll be able to focus internally and in partnership with members to build one-off or continuum services to meet those needs. It also means we'll have to be able to determine which training needs may not be feasible to prioritize within available resources, and be able to message that appropriately so that library administration is able to clearly understand why some training needs may not be serviceable.

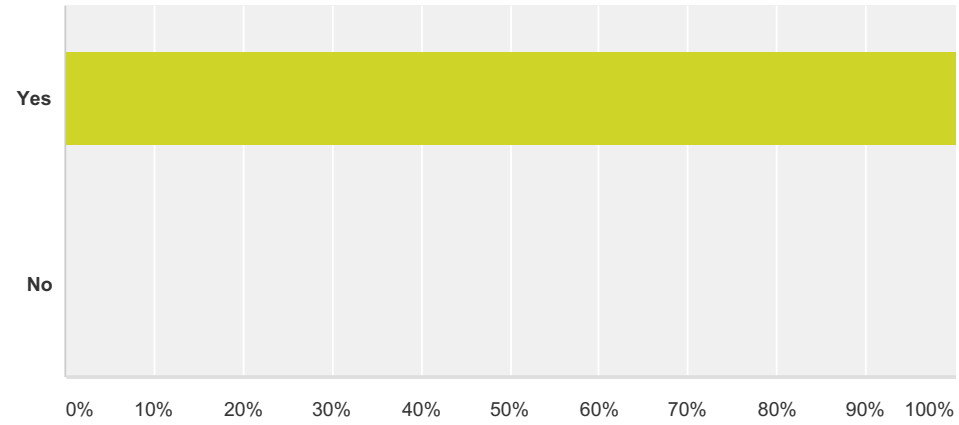
8. I wish there were some responses for not sure. They might be doing these things, but I am unaware of them. I have some concerns, but they are not reflected in these questions.

"Not sure" could have been a viable response option. "Not available" left too much room for interpretation by respondents, WVLS staff, or both. "Not sure" would have been a bit more focused, indicating a need for more information exchange in one or more service categories.

"Not sure" or something like it will likely be incorporated into refinement surveys as we hone in on areas where we need to increase/improve service levels or better message existing services.

Q1 Do you trust WVLS Technology Services and Support Staff?

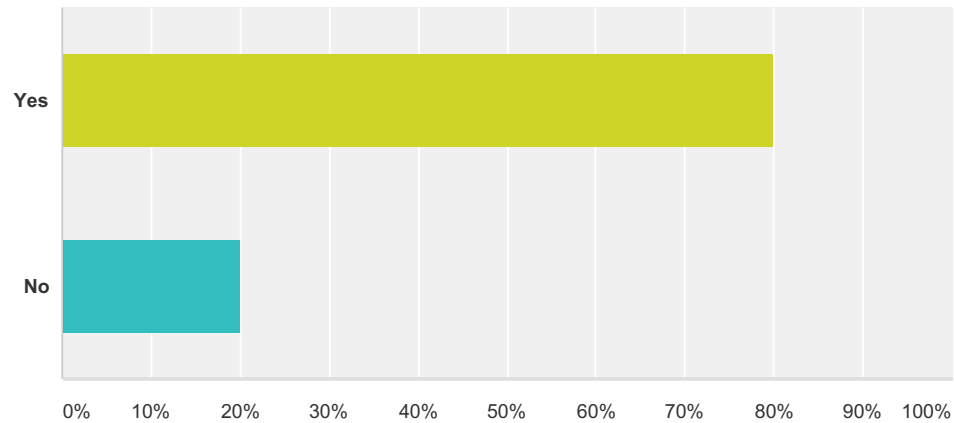
Answered: 15 Skipped: 0



| Answer Choices | Responses | |
|----------------|-----------|-----------|
| Yes | 100.00% | 15 |
| No | 0.00% | 0 |
| Total | | 15 |

Q2 Is WVLS Technology Services and Support Staff providing up-to-date and useful software for library staff and public needs, with software configured and installed correctly, and with effective license management?

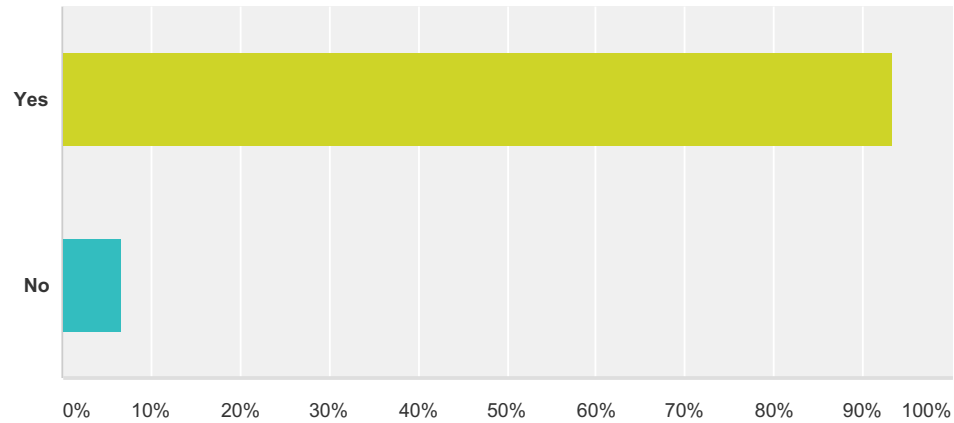
Answered: 15 Skipped: 0



| Answer Choices | Responses | |
|----------------|-----------|-----------|
| Yes | 80.00% | 12 |
| No | 20.00% | 3 |
| Total | | 15 |

Q3 Is WVLS Technology Services and Support Staff providing up-to-date hardware effective at meeting local needs?

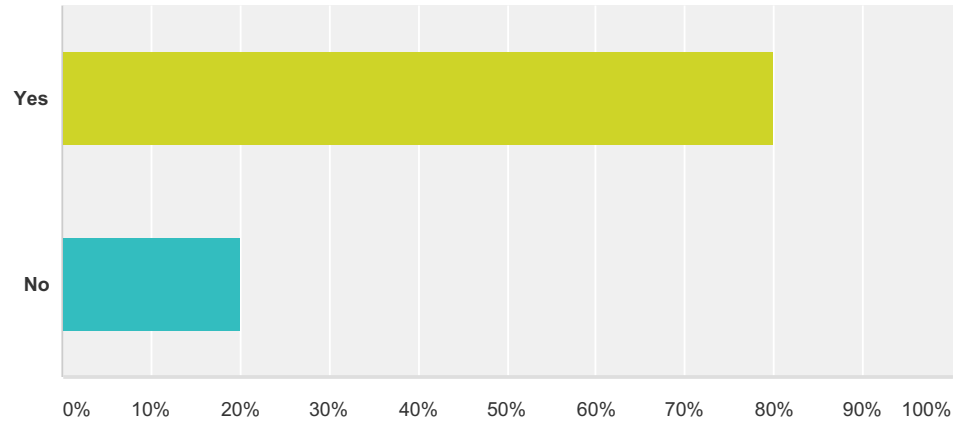
Answered: 15 Skipped: 0



| Answer Choices | Responses | |
|----------------|-----------|-----------|
| Yes | 93.33% | 14 |
| No | 6.67% | 1 |
| Total | | 15 |

Q4 Is WVLS Technology Services and Support Staff providing efficient and effective solutions for technology problems?

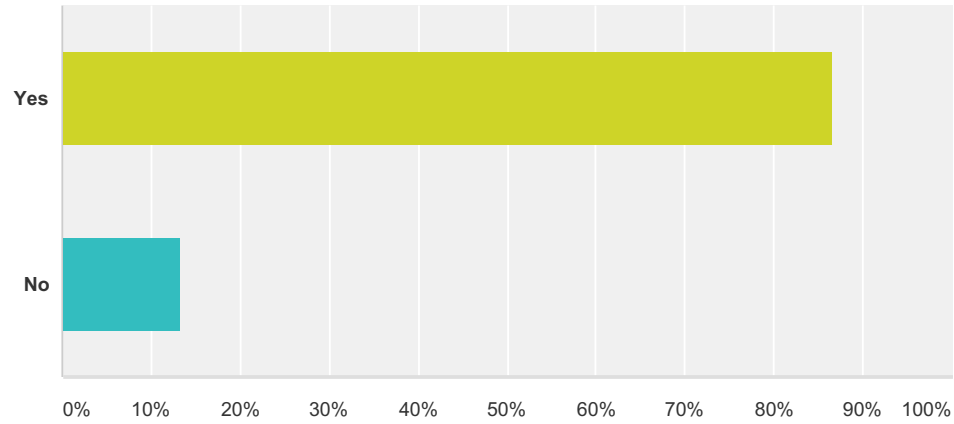
Answered: 15 Skipped: 0



| Answer Choices | Responses | |
|----------------|-----------|-----------|
| Yes | 80.00% | 12 |
| No | 20.00% | 3 |
| Total | | 15 |

Q5 Is WVLS Technology Services and Support Staff providing secure, robust network access with sufficient bandwidth for all library needs?

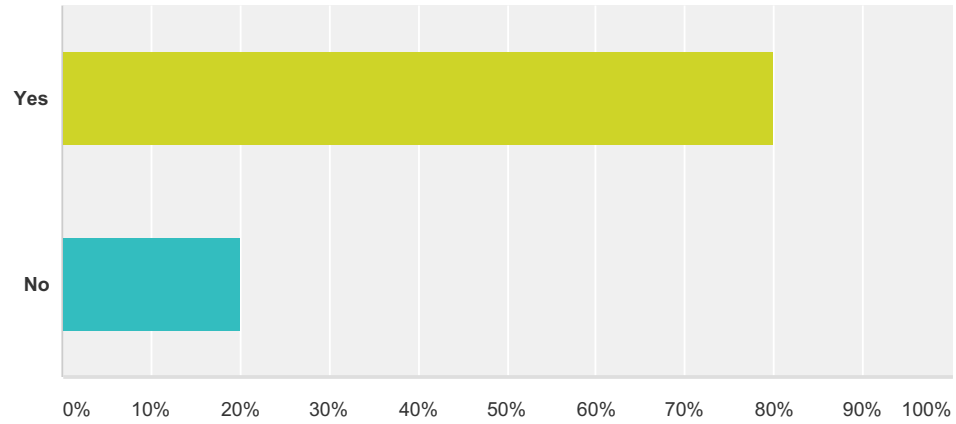
Answered: 15 Skipped: 0



| Answer Choices | Responses | |
|----------------|-----------|-----------|
| Yes | 86.67% | 13 |
| No | 13.33% | 2 |
| Total | | 15 |

Q6 Is WVLS Technology Services and Support Staff providing necessary information to help the library develop a cost-effective technology plan?

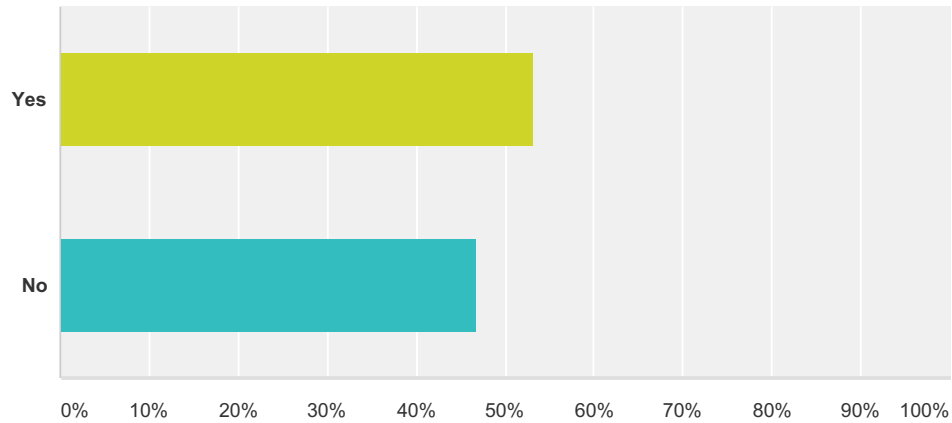
Answered: 15 Skipped: 0



| Answer Choices | Responses | |
|----------------|-----------|-----------|
| Yes | 80.00% | 12 |
| No | 20.00% | 3 |
| Total | | 15 |

Q7 Is WVLS Technology Services and Support Staff effectively enabling libraries to train their staff in the use of technology?

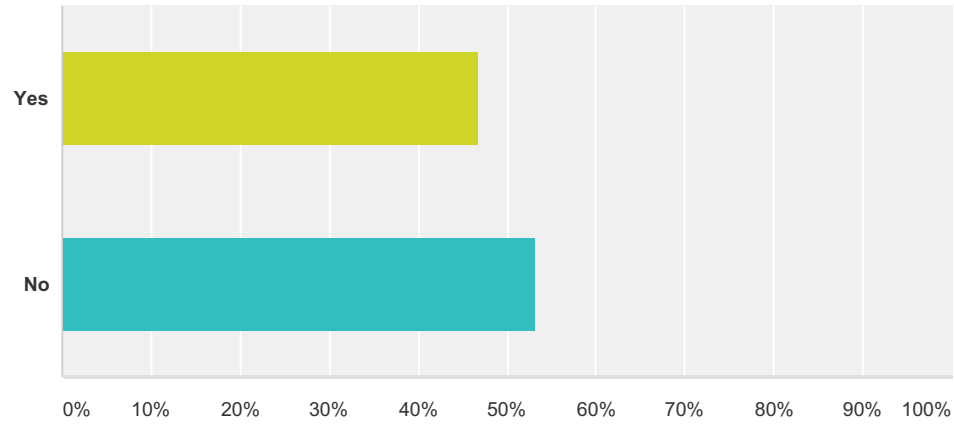
Answered: 15 Skipped: 0



| Answer Choices | Responses | |
|----------------|-----------|-----------|
| Yes | 53.33% | 8 |
| No | 46.67% | 7 |
| Total | | 15 |

Q8 Is WVLS Technology Services and Support Staff effectively enabling libraries to train their staff to assist library users in the use of technology?

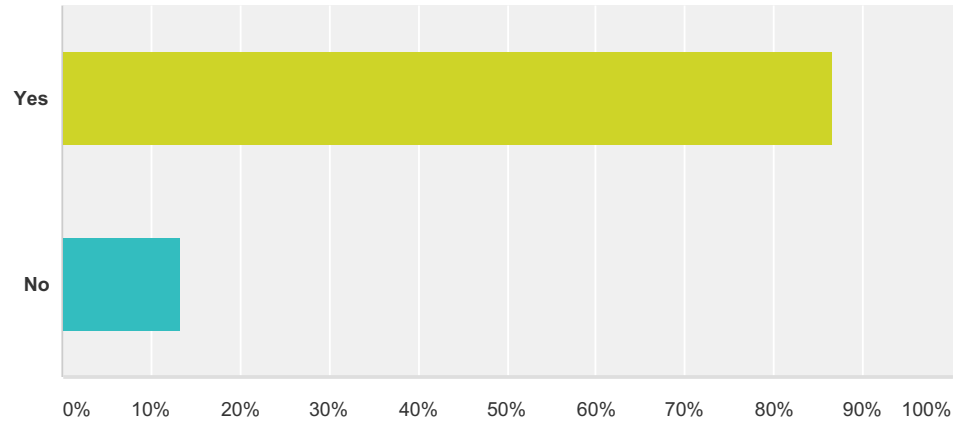
Answered: 15 Skipped: 0



| Answer Choices | Responses | |
|----------------|-----------|-----------|
| Yes | 46.67% | 7 |
| No | 53.33% | 8 |
| Total | | 15 |

Q9 Is WVLS Technology Services and Support Staff effectively enabling libraries to experiment with technology on their own?

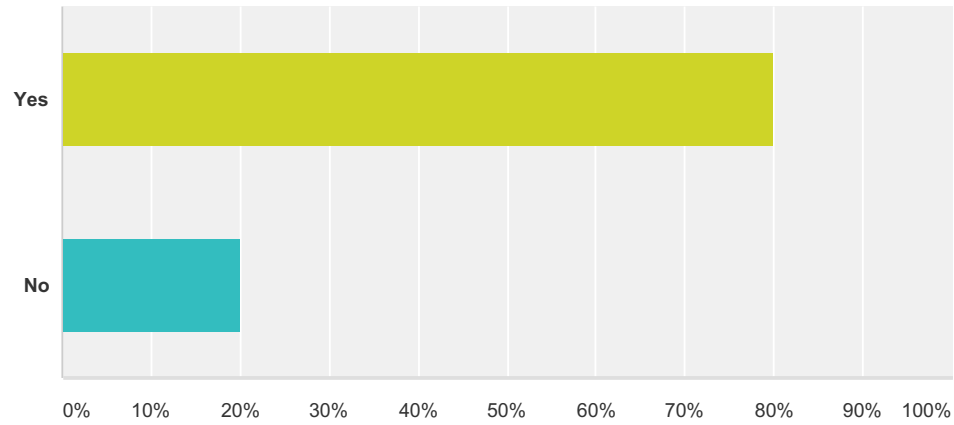
Answered: 15 Skipped: 0



| Answer Choices | Responses | |
|----------------|-----------|-----------|
| Yes | 86.67% | 13 |
| No | 13.33% | 2 |
| Total | | 15 |

Q10 Is WVLS Technology Services and Support Staff effectively enabling libraries to experiment with technology in collaboration with WVLS and/or other libraries?

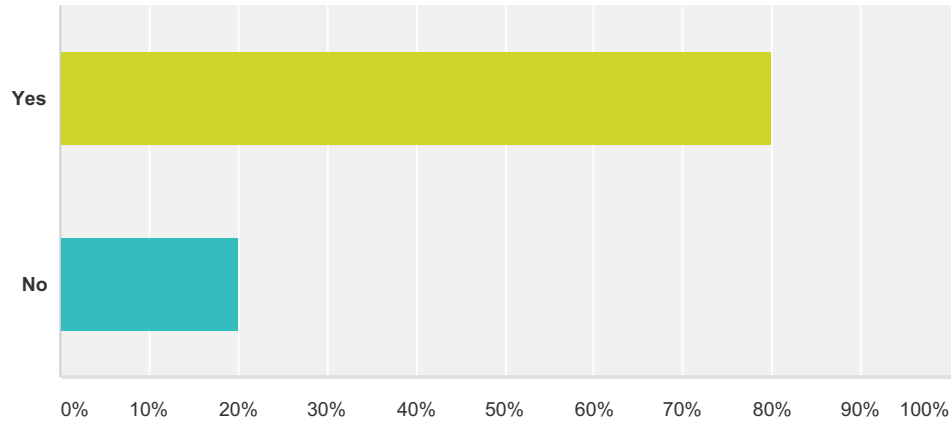
Answered: 15 Skipped: 0



| Answer Choices | Responses |
|----------------|-----------|
| Yes | 80.00% 12 |
| No | 20.00% 3 |
| Total | 15 |

Q11 Is WVLS Technology Services and Support Staff providing effective expertise and consultation on developing, budgeting, and implementing technology plans?

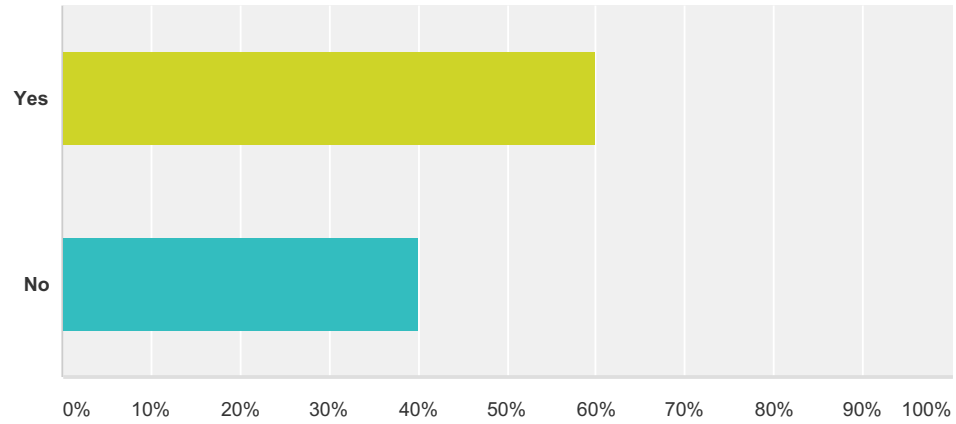
Answered: 15 Skipped: 0



| Answer Choices | Responses | |
|----------------|-----------|-----------|
| Yes | 80.00% | 12 |
| No | 20.00% | 3 |
| Total | | 15 |

Q12 Is WVLS Technology Services and Support Staff providing services which effectively meet the library's needs now?

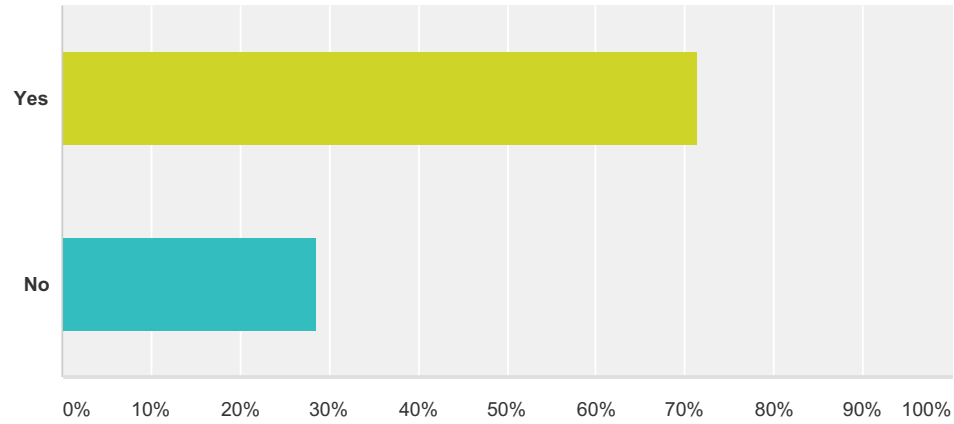
Answered: 15 Skipped: 0



| Answer Choices | Responses | |
|----------------|-----------|-----------|
| Yes | 60.00% | 9 |
| No | 40.00% | 6 |
| Total | | 15 |

Q13 Is WVLS Technology Services and Support Staff providing services which will effectively meet the library's needs in the future?

Answered: 14 Skipped: 1



| Answer Choices | Responses | |
|----------------|-----------|-----------|
| Yes | 71.43% | 10 |
| No | 28.57% | 4 |
| Total | | 14 |

Q14 Comments?

Answered: 8 Skipped: 7

| # | Responses | Date |
|---|---|--------------------|
| 1 | These are not Yes/No questions. Especially with that word "effectively" thrown in. They are Yes, but and No--and questions. Yes, but too few staff leads to long wait time for what needs to be done here in this aging library with hopefully a new tech plan because they (and their infrastructure) will all be starting from scratch--from 2015-17. WVLS IT are expert and professional, and have been wonderful at guiding to what we need, getting it here, installed and working properly takes time. They are cost effective, and the single local IT company up here, not so much. Looking forward to future collaborations--and seeing what happens at the County level once they get going. Until then--keep up the good work, but faster. No, and you folks just need more help for this, that's all. (But then, I could use more staff too, to keep atop the tech pile myself.) The folks who are least understanding of the service lag are the patrons we serve. But, sometime you just have to tell them it is what you pay for--and if the municipality keeps shorting the budget, this is what happens. | 9/9/2016 9:45 AM |
| 2 | I know that WVLS staff and many other library staff and way ahead of me when it comes to tech. My education is sketchy. I know a lot about some things and almost nothing about others. I wish there was "remedial" training for those of us who have holes in their skills. | 9/7/2016 2:21 PM |
| 3 | They do the best job they can with the amount of time and people they have. | 9/6/2016 8:17 AM |
| 4 | Slightly myopic and riding the coat-tails of Indian Head | 9/2/2016 1:16 PM |
| 5 | The overall reason that a response was negative is due to the issue of tech planning. There is none. | 9/2/2016 12:59 PM |
| 6 | It's done done, but not always in a timely manner. There is a long delay with some support tickets. | 9/2/2016 12:10 PM |
| 7 | Having to answer only yes and no was very tough. there were a lot of questions that I would have liked something in the middle. Overall, very pleased with services. | 8/26/2016 12:30 PM |
| 8 | I wish there were some responses for not sure. They might be doing these things, but I am unaware of them. I have some concerns, but they are not reflected in these questions. | 8/25/2016 6:24 PM |