

# MLS Member Satisfaction Survey - 2013

Dear MLS Members,

I am writing to ask you to take 5-10 minutes out of your busy day to complete a very important survey. The information we gather from the membership will be invaluable to MLS in our evaluation and planning.

We realize that some staff members may not be aware of all of the services we offer. We have posted a thumbnail description of services [here](#) and we suggest that you check off "not applicable/cannot say" in cases where you are unfamiliar.

This survey is very general by design. Later this year MLS will be issuing more detailed surveys about your needs for continuing education and advisory services, delivery service, as well as for collaborative purchasing for electronic content.

Thanks in advance for your participation!

Greg Pronevitz, Executive Director

**You may submit your response anonymously. If you choose to do so, you may skip question 1. We appreciate any response you provide, but we prefer to know who is responding to allow follow up if necessary.**

## 1. Please provide your personal information:

First Name	<input type="text"/>
Last Name	<input type="text"/>
Email	<input type="text"/>
Telephone	<input type="text"/>

## 2. Please describe your former region:

## 3. Please indicate your area of responsibility:

## 5. Library Name

## 6. Library Head

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14.

Please rank your familiarity with **MLS Core Services** to your library:

Click [here](#) for an overview of **Core Services**.

	Not Familiar	2	3	4	Very Familiar
<b>Advisory Services (work with MLS advisors on library issues/technology)</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>BiblioTemps (library temporary employment service)</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Delivery Service (contracted courier service for 550 libraries)</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Journal Article Document Delivery via Boston Public Library</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>MassCat (shared online catalog for smaller libraries)</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Mediated Interlibrary Loan via Quincy and Wellesley Centers</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Online Content (databases)</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Purchasing Cooperatives (materials, supplies and online content)</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Summer Library Program</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Training and Professional Development Events (Continuing Education)</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15.

Please comment on your familiarity rankings.

# MLS Member Satisfaction Survey - 2013

## 16. Please rank the importance of the following MLS Core Services to your library:

	Not Important	2	3	4	Very Important	N/A
<b>Advisory Services (work with MLS advisors on library issues/technology)</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>BiblioTemps (library temporary employment service)</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Delivery Service (contracted courier service for 550 libraries)</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Journal Article Document Delivery via Boston Public Library</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>MassCat (shared online catalog for smaller libraries)</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Mediated Interlibrary Loan via Quincy and Wellesley Centers</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Online Content (databases)</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Purchasing Cooperatives (materials, supplies and online content)</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Summer Library Program</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Training and Professional Development Events (Continuing Education)</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## 17. Please comment on your importance rankings:

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**18. Please rank your level of satisfaction with the following MLS Core Services to your library. If your library does not use a service or if you are not familiar with it, you may skip the question of answer N/A (not applicable):**

	Not Satisfied	2	3	4	Very Satisfied	N/A
<b>Advisory Service (work with MLS advisors on library issues/technology)</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>BiblioTemps (library temporary employment service)</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Delivery Service (contracted courier service for 550 libraries)</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Journal Article Document Delivery via Boston Public Library</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>MassCat (shared online catalog for smaller libraries)</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Mediated Interlibrary Loan via Quincy and Wellesley Centers</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Online Content (databases)</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Purchasing Cooperatives (materials, supplies, and online content)</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Summer Library Program</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Training &amp; Professional Development (quality of events that you have attended)</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Training &amp; Professional Development Events (frequency)</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Training &amp; Professional Development Events (variety)</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Training &amp; Professional Development Events (location)</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**19. Please comment on your satisfaction rankings.**

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**20. Please provide any other comments about MLS and its services.**