



2023

Triennial IHLS Member Survey Final Report



April 3, 2024

Prepared by
Shandi S. Greve Penrod
Marketing Administrator

Section	Page
Executive Summary	3
Methodology	4
Sample	5
Responses Sec. 1: Service Use & Needs Fulfillment	6
Responses Sec. 2: Continuing Education Needs	20
Responses Sec. 3: Advocacy Needs	28
Responses Sec. 4: General Communication Use	31
Responses Sec. 5: Additional Improvements	32
Key Findings	33
Appendix A: Full Survey Data	Available by request
Appendix B: Full Survey Questions	Available by Request



Executive Summary

Executive summary created by Google Gemini, previously called Google Bard.

Overall, the IHLS survey received positive feedback with some key areas for improvement. Here are the main takeaways:

- **Communication:** A major focus should be on improving communication. Many libraries are unaware of IHLS services and events. The Member Connection email newsletter is the primary information source, but listservs need updates (search functionality, threading) and Director Chats need clarity and relevance.
- **Service Needs:** While IHLS delivery is the most used and appreciated service, there are gaps for specific library types. School libraries need more support, and special and academic libraries feel underserved. Public libraries seem to be the best-served category. There are also concerns about cost, particularly for schools and smaller libraries, regarding services like Aspen and SHARE membership.
- **Continuing Education (CE):** The most popular CE topics are responding to challenges and collection development. However, larger libraries find current CE irrelevant and request leadership/management training. Both in-person events and asynchronous options (recordings) are desired. School and academic libraries find CE offerings not relevant to them.

Advocacy: The top advocacy priorities are increasing public recognition of libraries and librarians, followed by acquiring state-sponsored broadband access. Student loan forgiveness for librarians serving disadvantaged communities received the lowest score.

Collection. Survey responses were collected Oct 19 through Nov. 3, 2023, using an online survey. Survey was created using Survey Monkey and was distributed by email to the IHLS Official Business email list.

Respondents were anonymous. IP addresses were not tracked, and no identifying information was requested; incentive drawing information was collected separately. A qualification question aided in filtering out responses from IHLS staff, trustees, RAILS-member libraries, etc.

Promotion. Two incentive types were offered: a sticker set to the first 25 people to complete the survey and enter our drawing and a \$50 gift certificate to The IHLS Shop/Spreadshirt to two to random respondents who completed the survey and entered the drawing before the survey period ended. A reminder announcement was publicized in the newsletter where readers were directed to check their email. Two email reminders were sent to recipients shortly before the survey closed. The survey was also a top discussion point during the ILA Annual Conference in October 2023.

Four Question Areas. The survey had four primary question types, developed after much consultation with IHLS staff and member feedback. These included:

1. **Demographics:** Library Type, Role at Library, Library Staff Size, Geographical Region (by service hub), Consortia Membership
2. **Service Use and Needs Fulfillment:** What services do they use, and how well do various categories of services fit members' needs. Accompanying comment boxes gave respondents the optional opportunity to provide feedback on services or identify other needs.
 - "Which is the following IHLS services related to [area of system service] have you or your library used in the last two years?"
 - "How well do the services in the previous question help your library fulfill its [area of system service] needs?" Rating scale: 1 to 5, where 1 is "Not at all well" and 5 is "Very well"
 - Comments

3. **Continuing Education and Advocacy Needs:** What are the top three continuing education subject areas in demand, and what are the top specific topics in each subject area? Of five potential areas of advocacy (identified by IHLS staff using member feedback and examinations of available resources and history of advocacy initiatives within IHLS), what do members identify as their top needs? An Other response solicited top need not represented by the given choices.

- “Which of the following continuing education subject areas would be the most beneficial to you and you library’s staff?” Select up to 3. No “Other” choice given. Respondents were then shown up to three additional questions specific to their selections here.
- “Which is the following [general subject area from above question] subject areas would be the most beneficial to you and your library staff?” An “Other” choice solicited options not listed. Some people left comments here, as well.
- “Please rank the following types of advocacy work in order of how important you feel they are. Rank them where the item ranked 1 is most important, the item ranked 2 is second important, and so on.” An “Other” choice and a comments question solicited options and opinions not listed.

4. **Communications Use and Needs:** Used to identify the most-used communications. An accompanying comment box gave respondents the optional opportunity to provide feedback on services or identify other needs. Three questions were also asked about preferences for delivery alert notifications; answers to those questions were provided in a separate report to the IHLS Facilities & Delivery Director.

**Findings will be used
for FY2025
Operational Planning
and in developing the
next strategic plan.**

Data Management and Reporting. After survey completion, open-ended responses were downloaded from SurveyMonkey and stored securely in the IHLS cloud drive. This data copy will be deleted after completion of the final report. The remaining data is stored in SurveyMonkey’s servers.

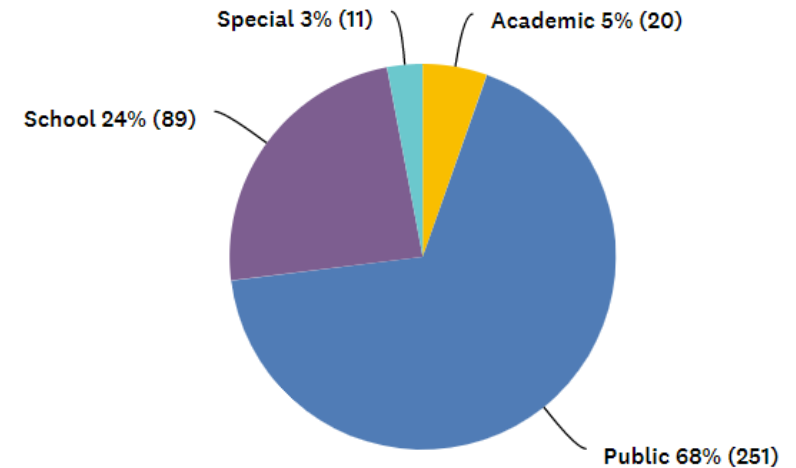
Data visualization was created directly in SurveyMonkey. Snapshots were then developed into a staff preliminary report for comment by the staff Marketing Advisory Team, which consists of the staff Leadership Team plus other key staff. Key findings were identified, and notable data, findings, and comments were developed into a final

Sample Description

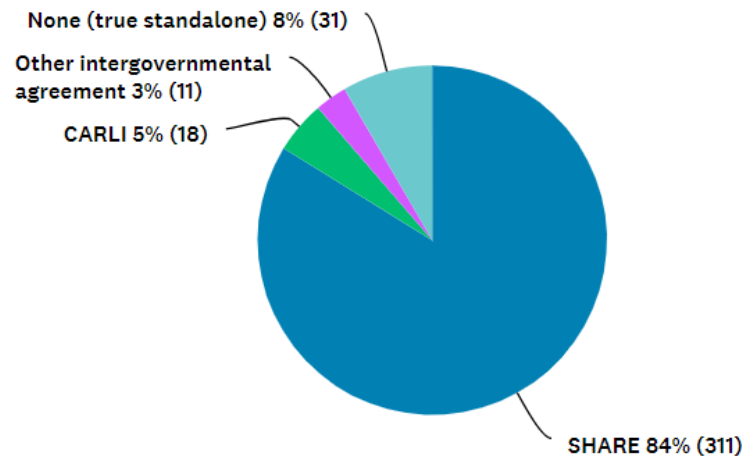
Number of Respondents: **371**

- **Library Type:** 68% Public, 24% School, 5% Academic, 3% Special
- **Staff Size:** 55% 1-5 employees, 20% 6-10 employees, 12% 11-20 employees, 9% 21-40 employees, 4% 41+ employees
- **Staff Role:** 61% Director/Head Librarian, 39% Other Staff Member
- **Consortium membership:** 84% SHARE, 8% true standalone, 5% CARLI, 3% other intergovernmental agreement
- **Region (by hub location):** 41% Champaign, 39% Edwardsville, 21% Carbondale

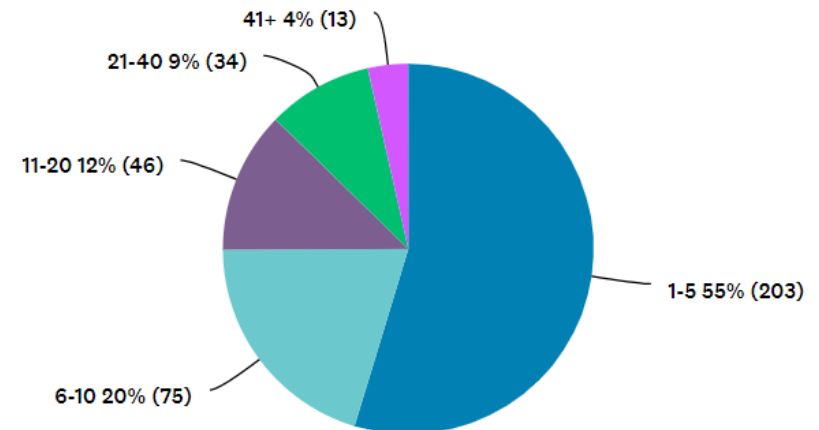
What type of library do you work for?



What library resource-sharing consortium is your library a part of, if any?

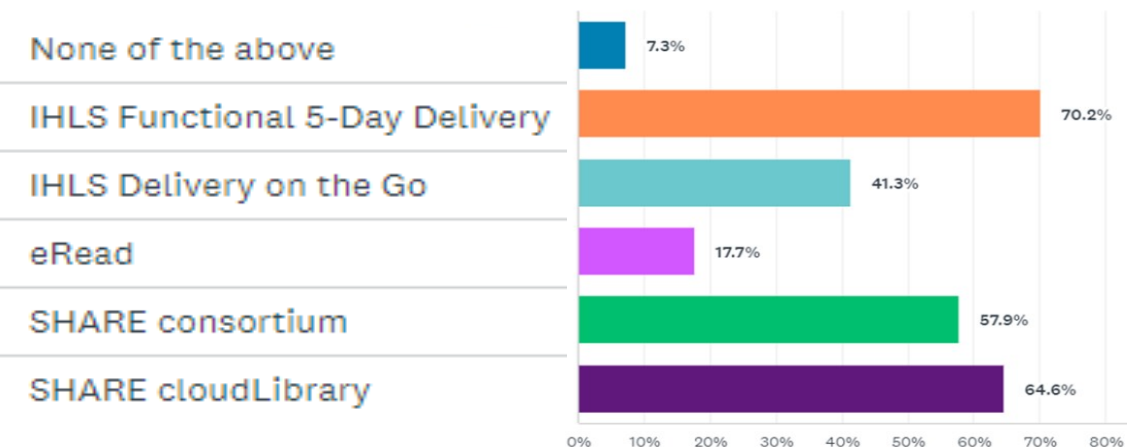


About how many employees work at your library?



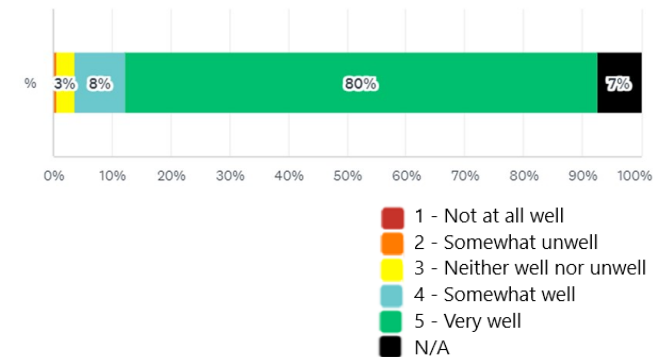
Resource Sharing Services

Service Use (Aggregated)
Answered: 356. Skipped: 54.



Needs Fulfillment Rating (Aggregated)

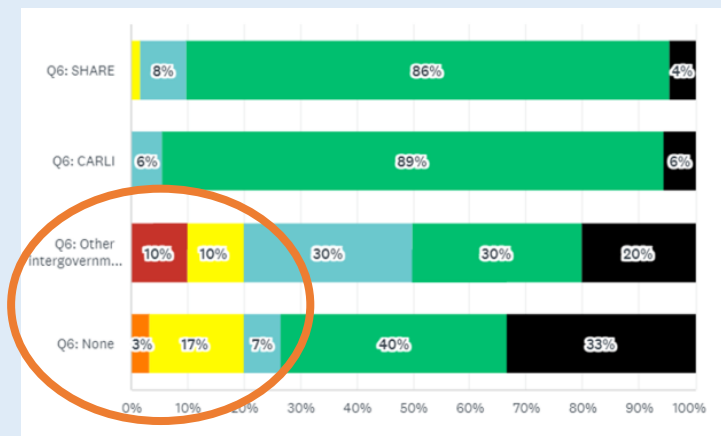
AVERAGE RATING: 4.82



Demographical Breakouts of Note

By Consortium Membership

AVERAGE RATING: 4.88, 4.84, 3.88, 4.25



Resource Sharing Comments Summary

Comments categorized, counted, and summarized by Bard.

Overall Positive:

- **5-day Delivery:** 14 mentions (great, cost/time saver, essential, works well, dependable)
- **SHARE Consortium:** 10 mentions (critical, wonderful, provides larger selection, keep us alive)
- **Delivery Service (Overall):** 12 mentions (outstanding, great, love it, important, helpful)

Mixed Reviews:

- **CloudLibrary:** 8 mentions (frustrating, long wait times, too long of a wait, good but not outstanding)
- **DOG:** 4 mentions (benefit from it, don't use often, hard to remember to check)

Challenges:

- **Cost:** 3 mentions (can't afford Share online, school libraries struggling, fee makes it difficult)
- **Wait Times:** 7 mentions (patron complaints, CloudLibrary wait times, not arriving as quickly)
- **Terms and Understanding:** 4 mentions (confused about terms, unsure about SHARE/CloudLibrary difference)

Other points:

- Several respondents were new or unfamiliar with all services.
- Some libraries are not full members of SHARE yet.

Suggestions:

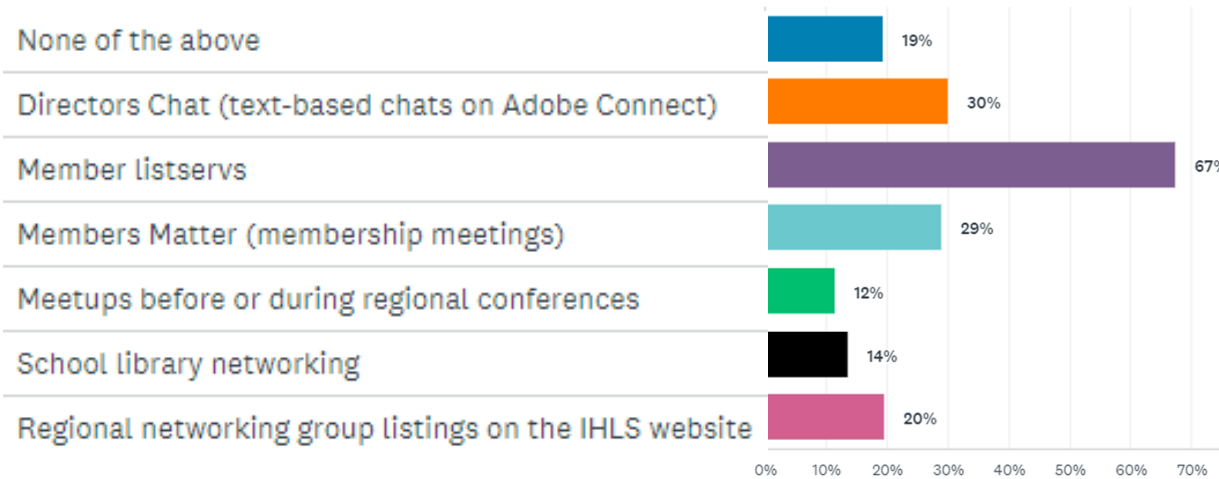
- Address CloudLibrary wait times.
- Consider cost concerns of smaller libraries and schools.
- Improve communication and clarity about different services and terms.
- Explore potential for additional delivery options or schedules.

Networking Services

Service Use (Aggregated)

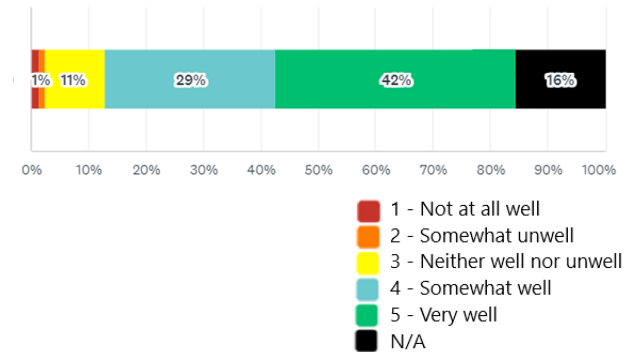
Answered: XX

Skipped: XX



Needs Fulfillment Rating (Aggregated)

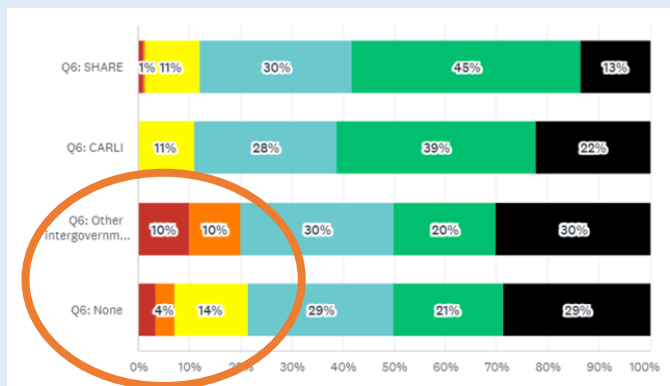
AVERAGE RATING: 4.3



Demographical Breakouts of Note

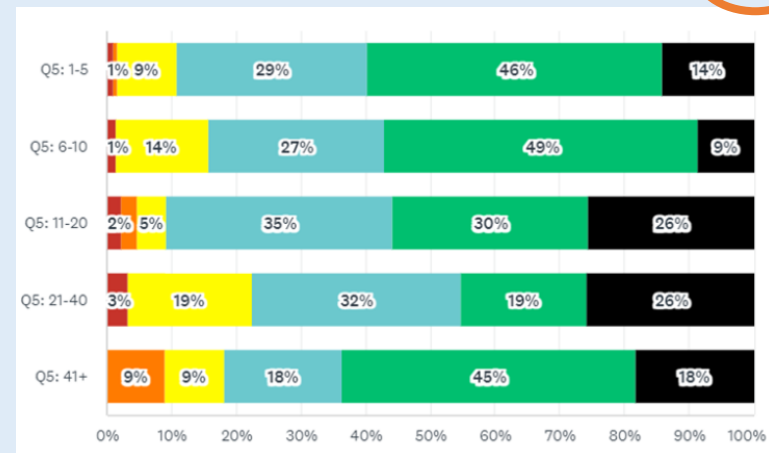
By Consortium Membership

AVERAGE RATING: 4.35, 4.36, 3.57, 3.85



By Staff Size

AVERAGE RATING: 4.37, 4.33, 4.19, 3.87, 4.22



Networking Comments Summary

Comments categorized, counted, and summarized by Bard.

Popular Services:

- **Member listservs:** 14 mentions (helpful for quick communication, valuable resource, annoying but helpful, keep us connected)
- **Regional networking groups:** 5 mentions (best for networking, excellent advice, face-to-face interactions valuable)
- **Members Matter meetings:** 4 mentions (wonderful, helpful, love them)

Mixed Reviews:

- **Directors Chats:** 7 mentions (impossible to keep up with, chaos, never a good time, helpful sometimes, miss info if unavailable)
- **Listservs (Overall):** 14 mentions (helpful, annoying, overwhelming, spammy, important information, leads to too many emails, miss info if unavailable)

Less Popular:

- **Exchange list:** 2 mentions (mostly for discarded books, little useful information)
- **Directors listserv:** 2 mentions (lost its purpose, should be on other platforms)

Suggestions:

- **More in-person meetings and events:** 3 mentions (miss in-person CE events, used to have charm Ruhnke era trainings)
- **Improved listservs:** 4 mentions (searchable message board, moderated topics, organized threads, pin helpful posts)
- **Focus on specific groups:** 3 mentions (more management training, networking for middle managers, assistant directors)
- **Vary meeting times:** 2 mentions (accommodate different schedules, allow more participation)
- **Reduce Director Chats chaos:** 1 mention (combine topics, place on website)
- **Alternatives to listservs for specific topics:** 2 mentions (school library listserv, avoid Director listserv for certain topics)

Additional Notes:

- Some respondents were new to the library or unfamiliar with networking services.
- A few mentioned not having time for online meetings or recordings.
- A couple suggested regional meet-ups at hubs.

Consulting & Continuing Education Services

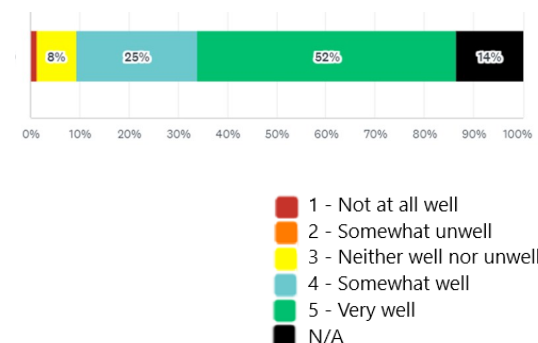
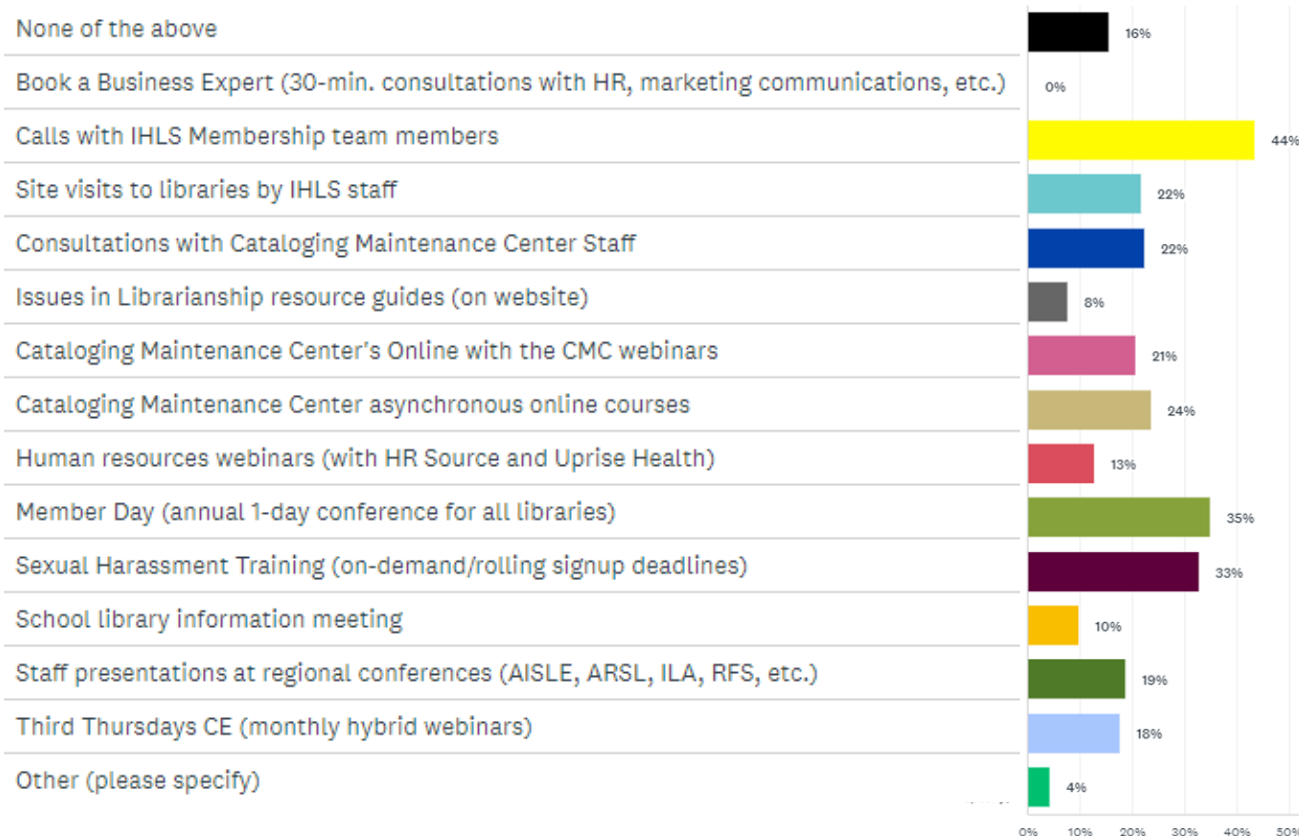
Service Use (Aggregated)

Answered: 332

Skipped: 46

Needs Fulfillment Rating (Aggregated)

AVERAGE RATING: 4.47



Demographical Breakouts of Note

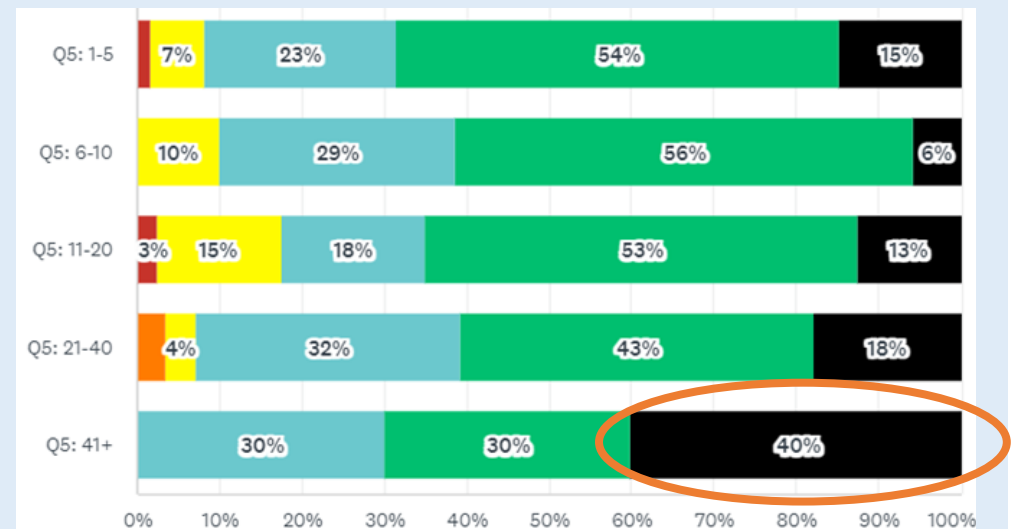
By Library Type

AVERAGE RATING: 4.56, 4.49, 4.44, **3.86**



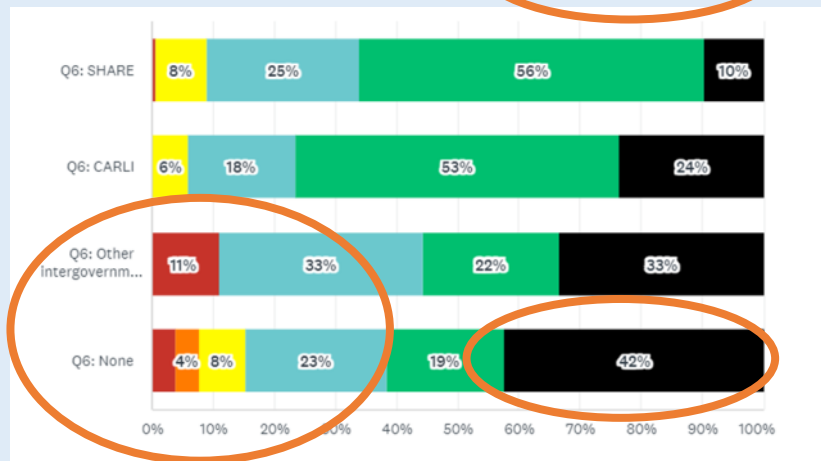
By Staff Size

AVERAGE RATING: 4.50, 4.48, 4.34, 4.39, 4.50



By Consortium Membership

AVERAGE RATING: 4.51, 4.62, **3.83**, **3.87**



Consulting & Continuing Education Comments Summary

Comments categorized, counted, and summarized by Bard.

Accessibility and Awareness:

- **New directors need resources:** 3 mentions (email with links, information for new directors)
- **Time constraints:** 4 mentions (recordings, asynchronous options, school librarians, busy schedules)
- **Missing information:** 1 mention (sexual harassment training access not timely)

Content and Format:

- **Focus on small libraries:** 2 mentions (neglecting larger libraries, leadership development)
- **Tailored options:** 2 mentions (specific roles/libraries, ignoring requested trainings)
- **Cataloging support:** 3 mentions (workshops popular, fill up quickly, more options/resources)
- **Legislative updates:** 1 mention (IHLS tracking/informing members)

Engagement and Improvement:

- **Mixed reviews for events:** 2 mentions (Member Day, Third Thursdays)
- **Miss in-person events:** 2 mentions (pre-COVID iSchool Summer Training)
- **Summer training for school libraries:** 1 mention (address scheduling conflicts)
- **Make CE more engaging:** 1 mention (tedious, not tailored, dynamic/relevant content)

Overall Appreciation:

- **Appreciation for existing CE:** 4 mentions (smaller libraries, no dedicated budget, helpful IHLS staff)

Potential Actions:

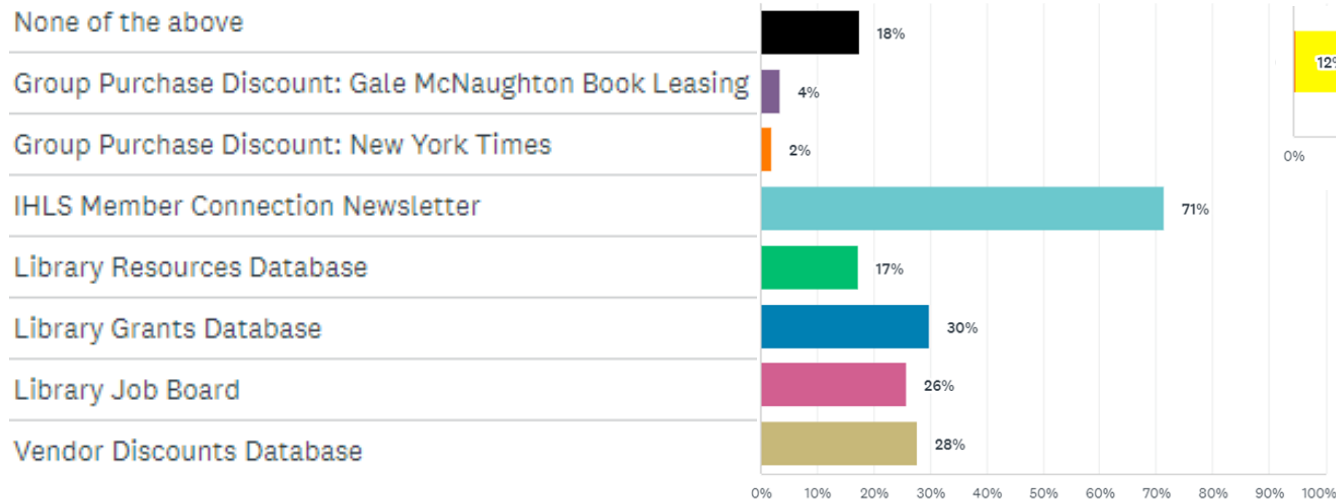
- **Improve communication/awareness:** 4 mentions (new directors, services, busy schedules)
- **Offer asynchronous options:** 4 mentions (recordings, busy schedules, school librarians)
- **Develop leadership/strategic planning content:** 2 mentions
- **Enhance specific events:** 2 mentions (format, focus, Members Matter, Directors Chat)
- **Summer training for school libraries:** 1 mention
- **Make CE more engaging/relevant:** 1 mention

Additional/Miscellaneous Services

Service Use (Aggregated)

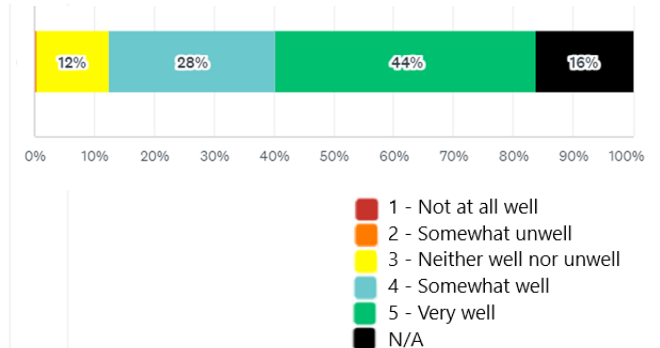
Answered: 314

Skipped: 64



Needs Fulfillment Rating (Aggregated)

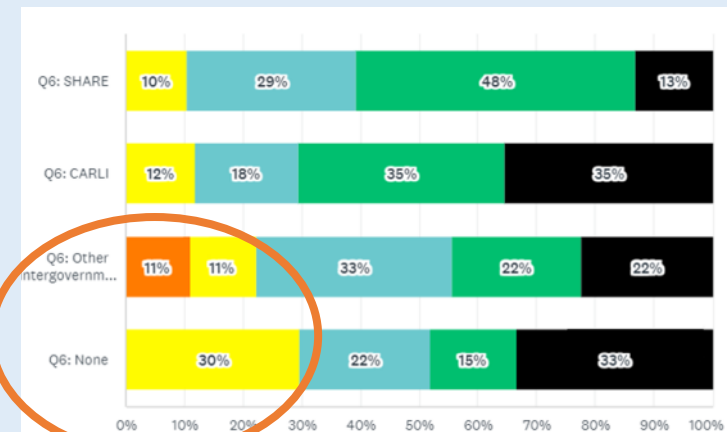
AVERAGE RATING: 4.37



Demographical Breakouts of Note

By Consortium Membership

AVERAGE RATING: 4.43, 4.36, 3.86, 3.78



Additional/Miscellaneous Services Comments Summary

Comments categorized, counted, and summarized by Bard.

Awareness and Familiarity:

- **Unfamiliar with services:** 6 mentions (New York Times, McNaughton, resources database, grants database, L2 account)
- **Limited use:** 4 mentions (newsletter, Job Board, vendor discounts, grants database)
- **Interested but unfamiliar:** 2 mentions (unfamiliar with services, no L2 account)
- **Mostly for public/school libraries:** 2 mentions (not relevant for personal library, newsletter geared towards other types)

Benefits and Appreciation:

- **Group discounts:** 3 mentions (appreciated, harness buying power, be more aggressive)
- **Job Board:** 2 mentions (useful, basic)
- **Newsletters:** 2 mentions (good way to stay updated, consolidating information)
- **Demco group purchase:** 1 mention (used)

Suggestions for Improvement:

- **Tailored communication:** 2 mentions (newsletter overwhelming, can it be topical/filtered?)
- **Grants database accessibility:** 1 mention (can't apply as non-profit)
- **Policy and job description database:** 1 mention (helpful)
- **Vendor discounts database update:** 1 mention (out of date)

Overall:

- Many respondents were unfamiliar with these additional services, highlighting a need for better communication and promotion.
- Some saw value in specific services like group discounts and the Job Board, but suggested improvements like topical newsletters and database updates.
- A few found the services irrelevant to their specific library types or roles.

SHARE Services

While the question was shown to all survey respondents, these data responses include only those of SHARE members.

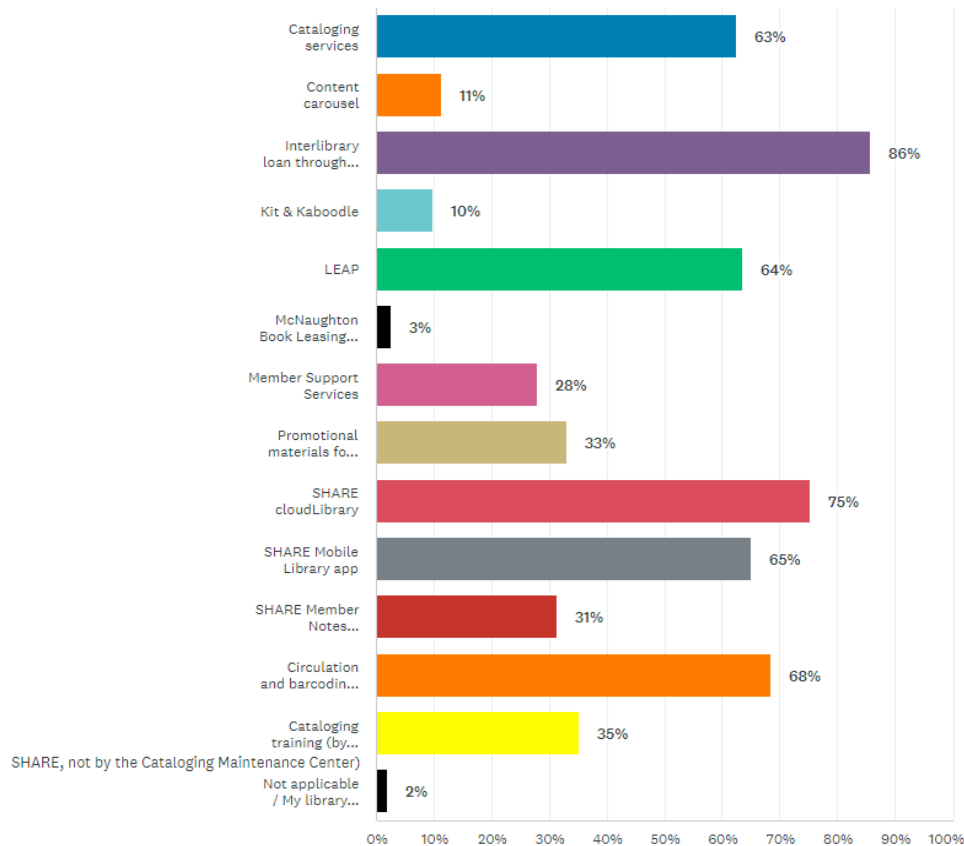
Service Use (SHARE Members Aggregated)

Answered: 275

Skipped: 36

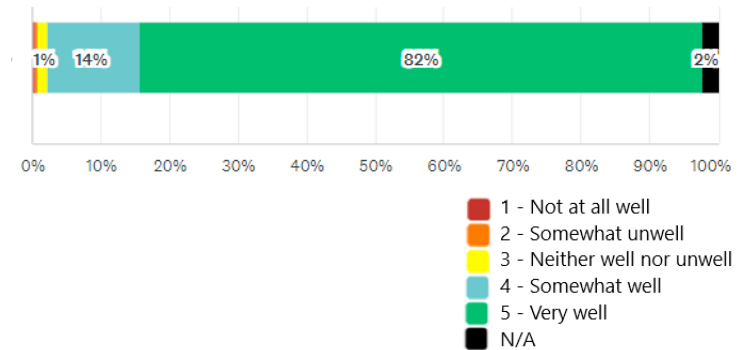
Which of the following SHARE services, if any, have you or your library used in the last two years?

Answered: 275 Skipped: 36



Needs Fulfillment Rating (Aggregated)

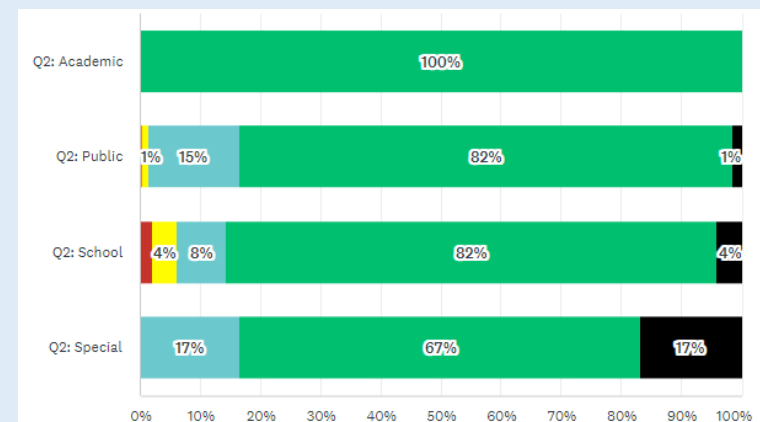
AVERAGE RATING: 4.80



Demographical Breakouts of Note

By Library Type (SHARE Members)

AVERAGE RATING:
5.00
4.81
4.74
4.80



SHARE Comments Summary

Comments categorized, counted, and summarized by Bard.

Positive Feedback:

- **Overall benefits:** 5 mentions (benefit out of SHARE, serve patrons better, amazing services, love cataloging options, SHARE works well)
- **Specific services:** 4 mentions (trainings wonderful, Kit & Kaboodle great, patrons love cloudLibrary/mobile app)
- **Online trainings:** 2 mentions (appreciated, better than in-person)

Challenges and Suggestions:

- **Communication and engagement:** 2 mentions (newsletter overwhelming, Facebook content not sharable)
- **Cost concerns:** 3 mentions (indecision about fee increases, small libraries struggling, can't afford fee-based services)
- **Unequal benefit distribution:** 1 mention (larger libraries shouldering most increase)
- **Content requests:** 2 mentions (more cozy mysteries, Amish, Regency in cloudLibrary, learn more about eRead)
- **Contact information:** 1 mention (list contacts for circulation issues)
- **Awareness:** 1 mention (unaware of services)

Other points:

- Some respondents were unaware of certain services like eRead.
- There were mixed opinions on Kit & Kaboodle.
- One suggestion was to make Facebook content more shareable by member libraries.

Overall:

- SHARE received mostly positive feedback for its services, especially the mobile app, cataloging options, and trainings.
- Communication and cost concerns emerged as areas for improvement, with suggestions for clearer information about fee increases and addressing affordability for smaller libraries.
- Some specific requests were made for content expansion in cloudLibrary and contact information for circulation issues.
- There was a need for better awareness of all available SHARE services.

IHLS Overall

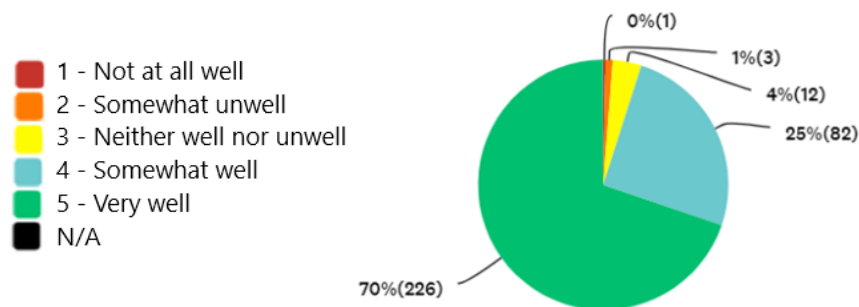
Service Use (Aggregated)

Answered: 324

Skipped: 54

How well is IHLS doing overall in helping libraries provide better library services?

Answered: 324 Skipped: 54



Needs Fulfillment Rating (Aggregated)

4.63 ★

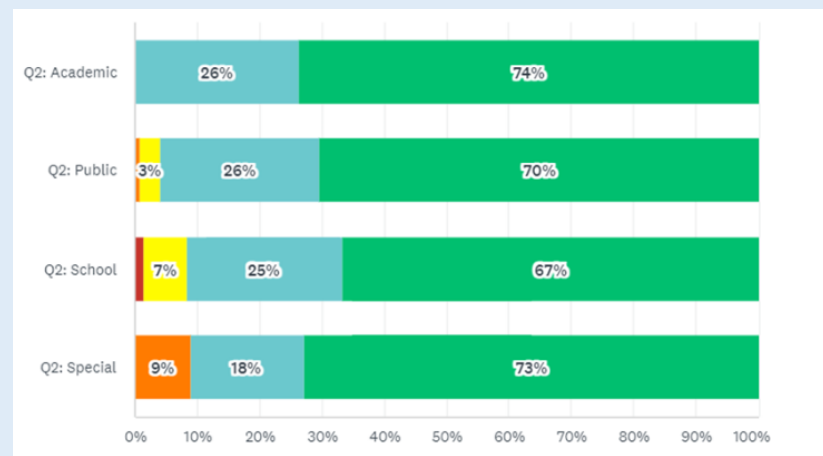
average rating



Demographical Breakouts of Note

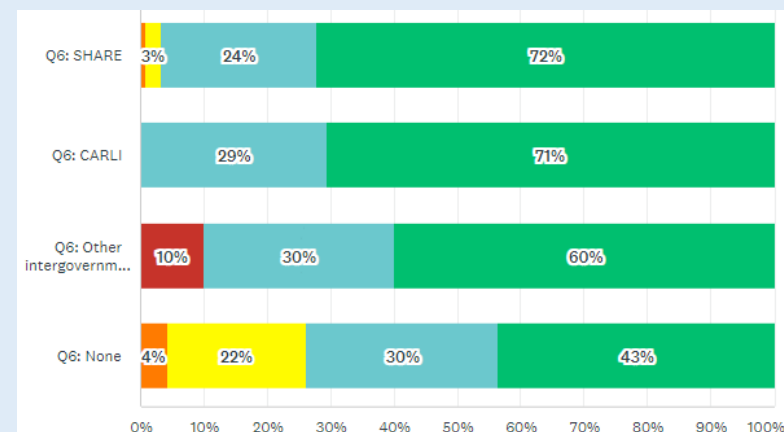
By Library Type

AVERAGE RATING: 4.74, 4.65, 4.56, 4.55



By Consortium Membership

AVERAGE RATING: 4.68, 4.71, 4.30, 4.13



IHLS Overall Comments Summary

Comments categorized, counted, and summarized by Bard.

Overall Appreciation:

- **Positive feedback:** 14 mentions (great job, helpful, amazing support, crucial services, five stars)
- **Appreciation for specific services:** 4 mentions (delivery, SHARE, Polaris, 5-day delivery)
- **Improved communication:** 2 mentions (listening to membership, appreciate Kate for CE)

Challenges and Suggestions:

- **Lack of awareness/utilization:** 6 mentions (don't know about services, not enough time, school libraries busy)
- **Unequal benefits:** 3 mentions (gulf between "haves and have nots", needs to be a priority)
- **Proactive engagement:** 2 mentions (member libraries don't see proactive services, staff in "trenches" needed)
- **Communication and policy consistency:** 2 mentions (better way to communicate policy, ensure all libraries follow)
- **More forward-thinking leadership:** 2 mentions (lack of direction, check RAILS for advice)
- **Support for smaller libraries:** 2 mentions (not much value outside of delivery, library lawyer for consortium)
- **Missing training and support:** 2 mentions (don't get much support/training, miss LTLS days)

Other points:

- Several respondents were school librarians with limited time or resources.
- Some felt a disconnect between IHLS staff and member libraries.
- A few mentioned the cost of membership and unequal benefits amongst libraries.

Overall:

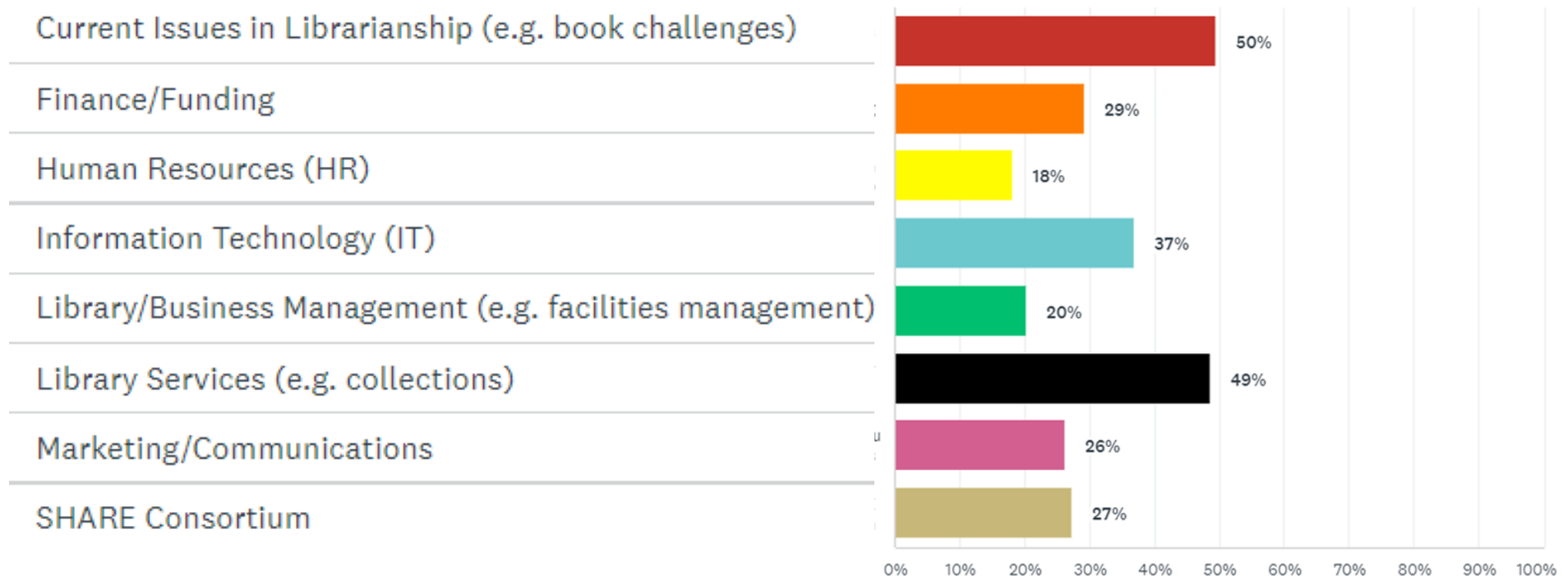
- There was strong positive feedback for IHLS services, especially delivery, SHARE, and Polaris.
 - Communication and engagement were identified as areas for improvement, including better informing members about services, being more proactive, and addressing concerns about unequal benefits.
- Some respondents, particularly school librarians, felt they lacked sufficient support and training.

General CE Subject Areas

Aggregated Responses

Which of the following continuing education subject areas would be the most beneficial to you and your library's staff?

Answered: 331 Skipped: 47

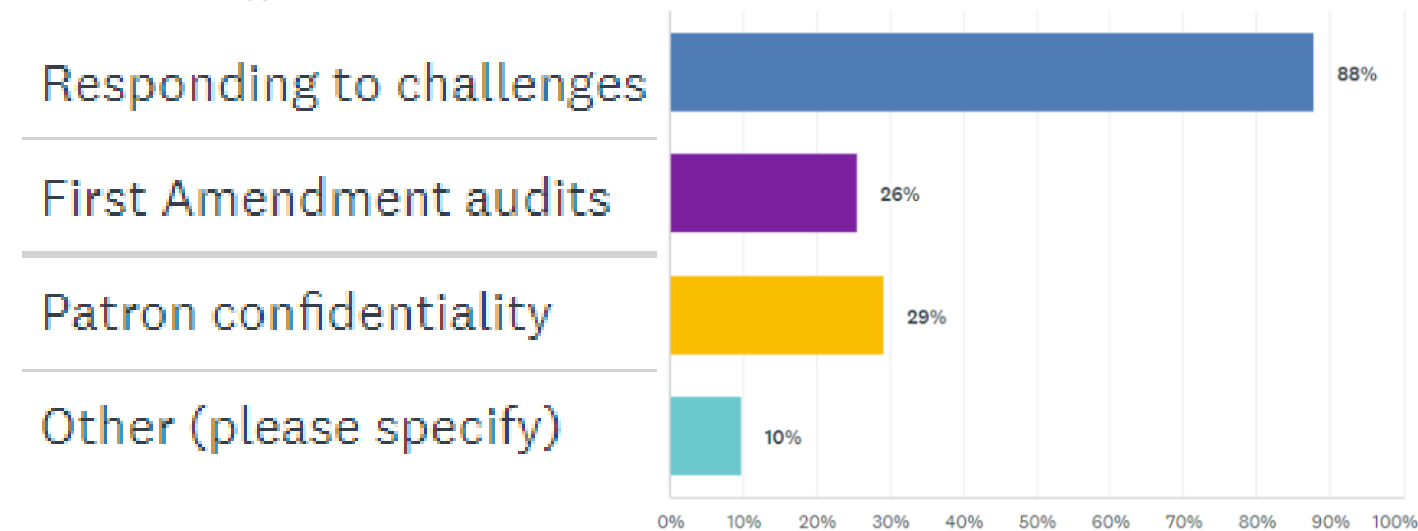


Specific Topics: Issues in Librarianship

Aggregated Responses

Which of the following specific issues in librarianship topics would be the most beneficial to you and your library's staff?

Answered: 164 Skipped: 214



Public

changes to the law
topics covered years ago in programs could be brought back for updates
homelessness, social worker in the library,
Clear DEI collection foci
New Information such as legislation updates
emergency preparedness in libraries
Difficult patrons and social work aspects of modern librarianship

“OTHER” RESPONSES

Academic

Living in a Post-Covid li-
brary
Libraries and the environ-
ment/sustainability
AI use

School

Balancing the collection
between different ideolo-
gies
Drop-in reading
How AI will change the
way we research
School libraries, keeping
up with times, job security,
lack of reading, struggling
high school readers

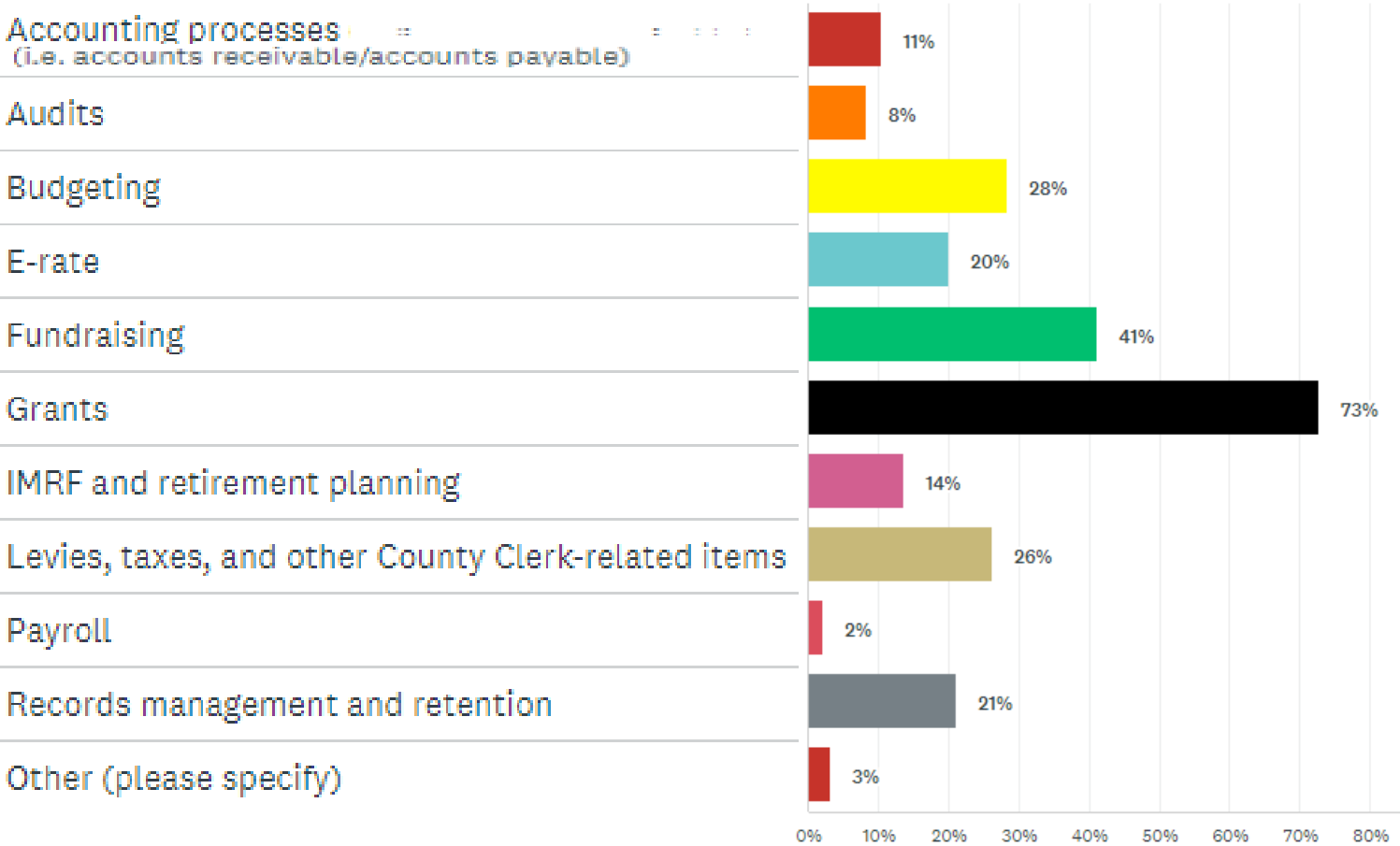
Special

Specific Topics: Finance/Funding

Aggregated Responses

Which of the following specific finance topics would be the most beneficial to you and your library's staff?

Answered: 95 Skipped: 283



“OTHER” RESPONSES

Academic

Public
Referendums

School

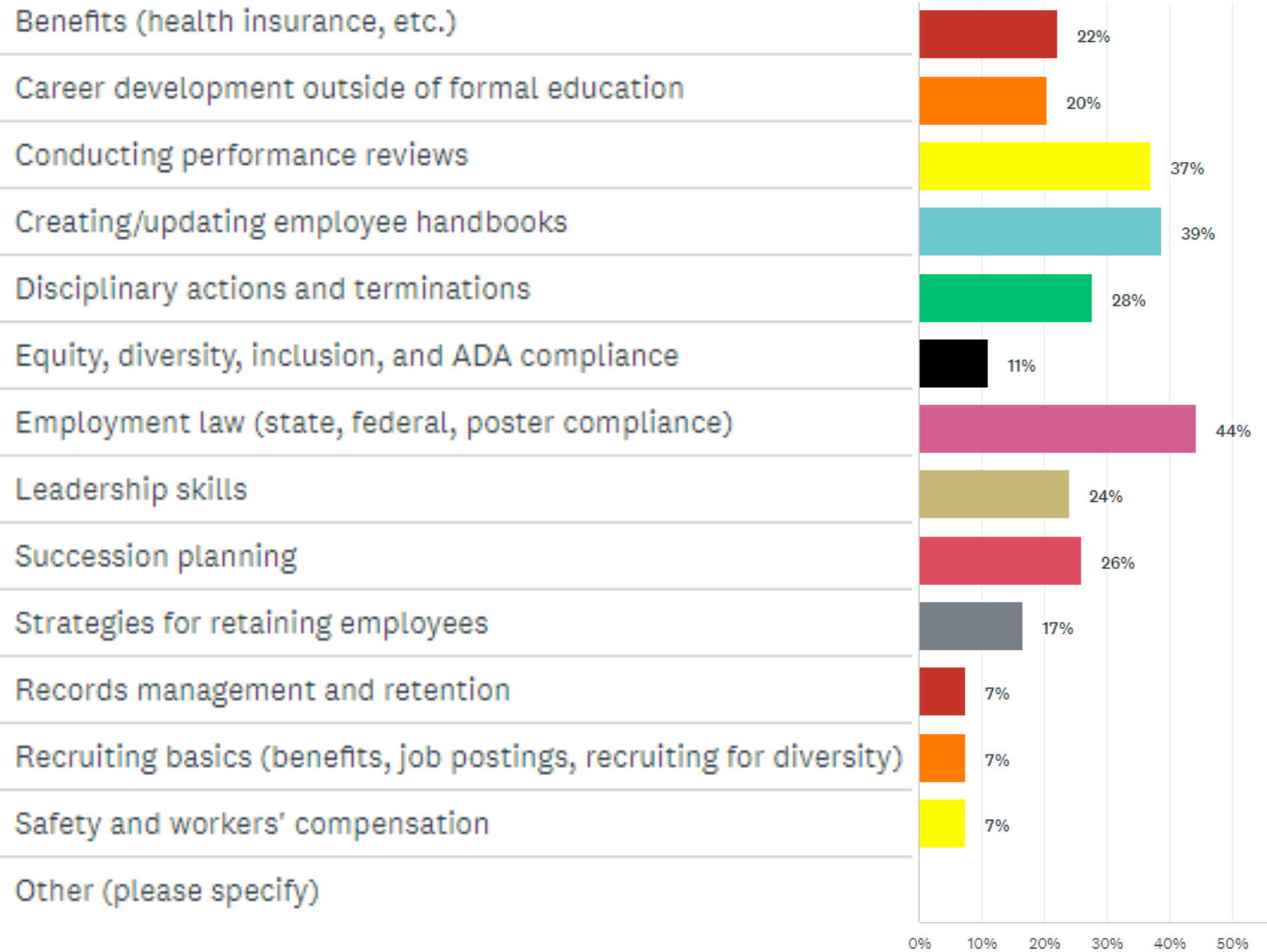
Special

Specific Topics: Human Resources (HR)

Aggregated Responses

Which of the following specific human resources topics would be the most beneficial to you and your library's staff?

Answered: 59 Skipped: 319



“OTHER” RESPONSES

Academic
Advocating for yourself with outdated HR policies and procedures

Public

School

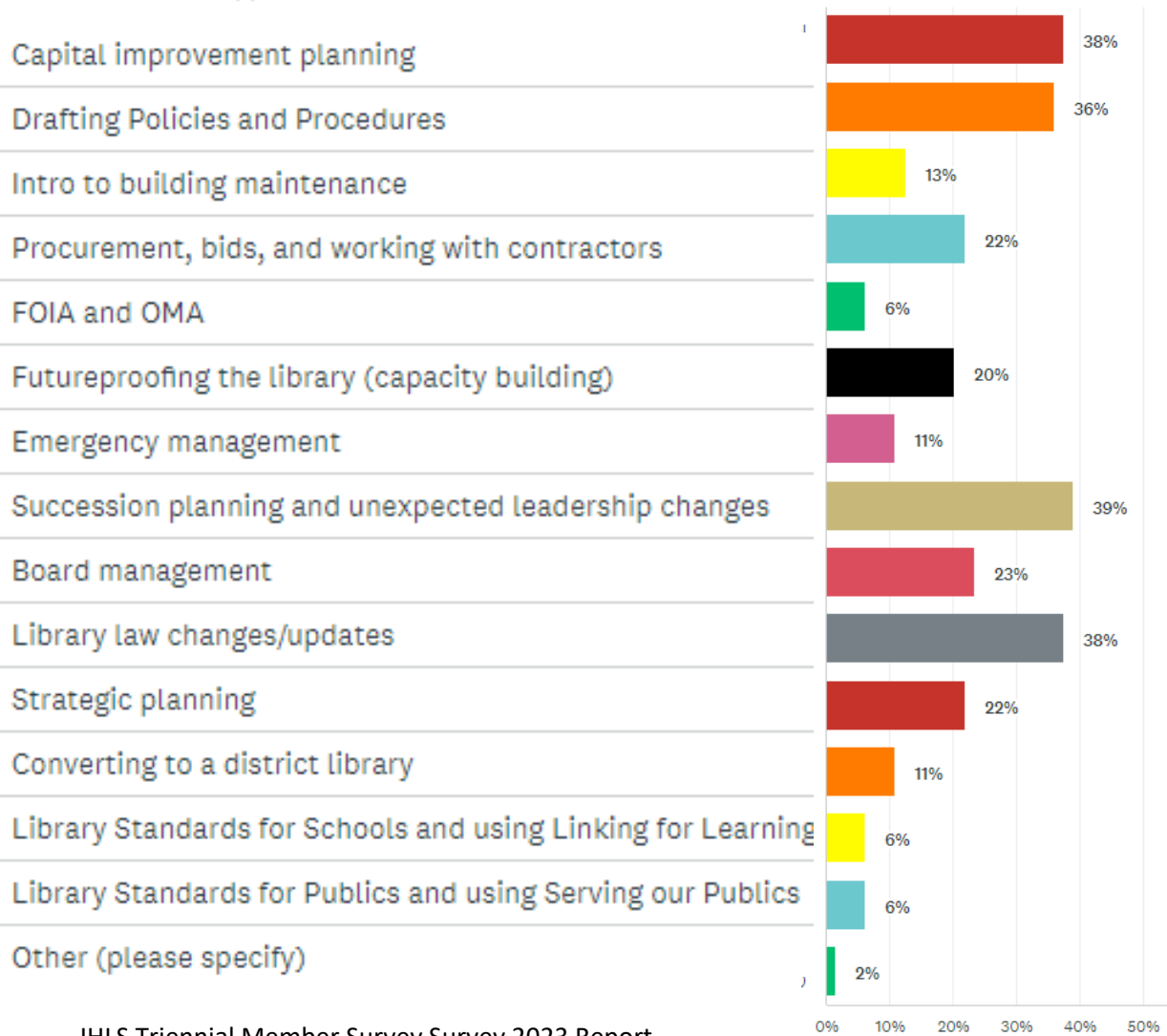
Special

Specific Topics: Library/Business Management

Aggregated Responses

Which of the following specific library/business management topics would be the most beneficial to you and your library's staff?

Answered: 64 Skipped: 314



“OTHER” RESPONSES

Academic

Public

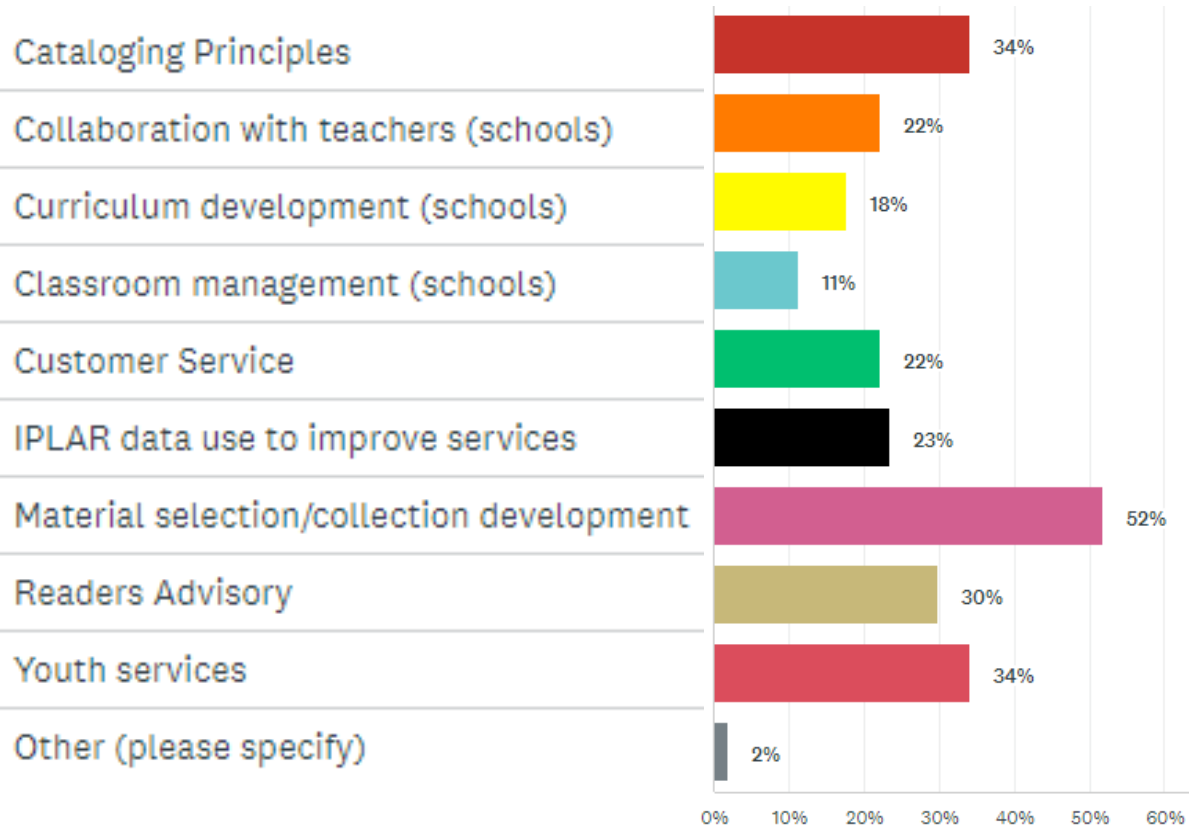
School

Special

There were no other suggestions for this topic.

Specific Topics: Library Services

Aggregated Responses



“OTHER” RESPONSES

Academic

Public

anything in online material form for easy reference when needed

School

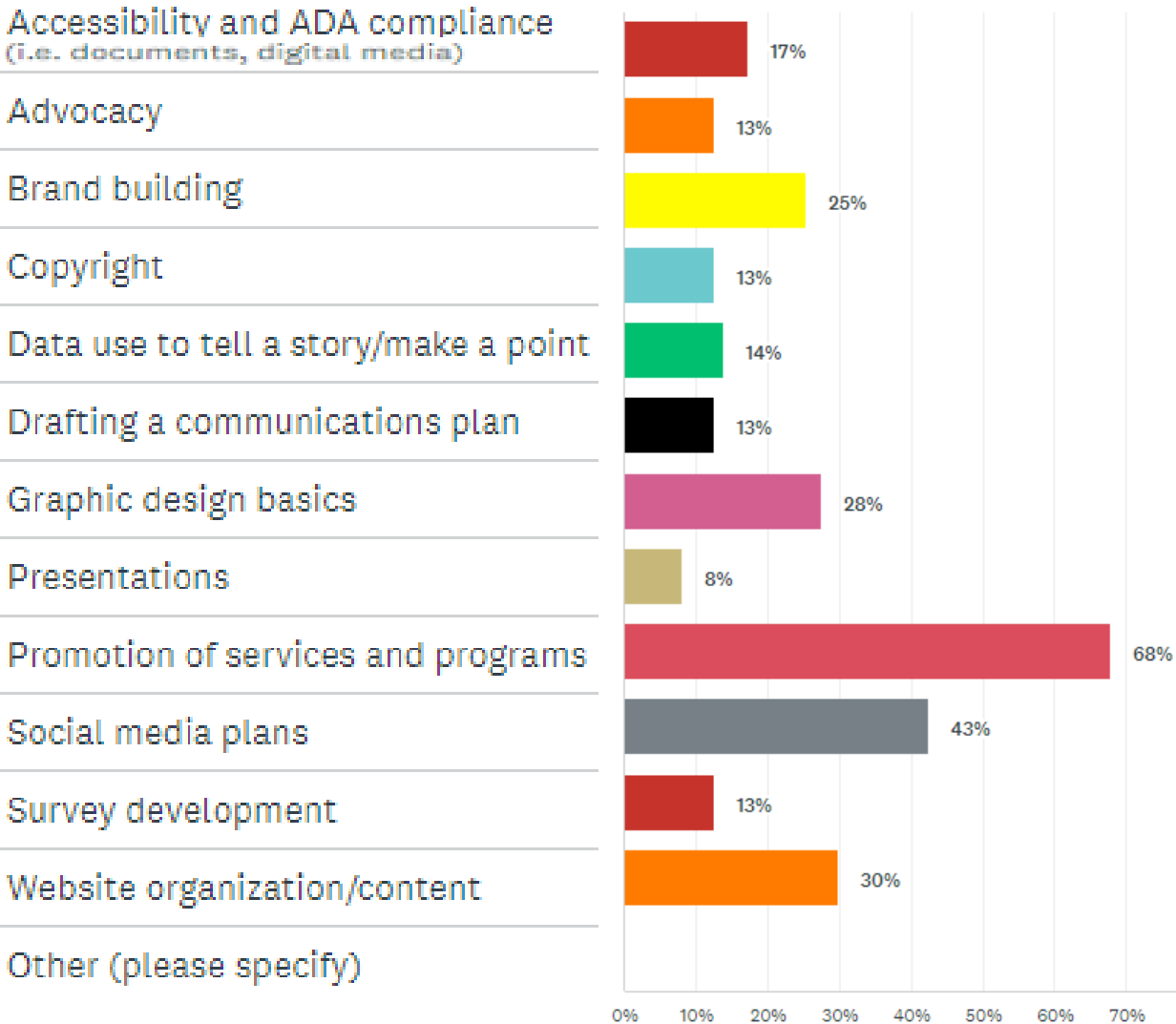
Book repair

Special

Anything for special libraries

Specific Topics: Marketing/Communications

Aggregated Responses



“OTHER” RESPONSES

Academic

Public

School

Special

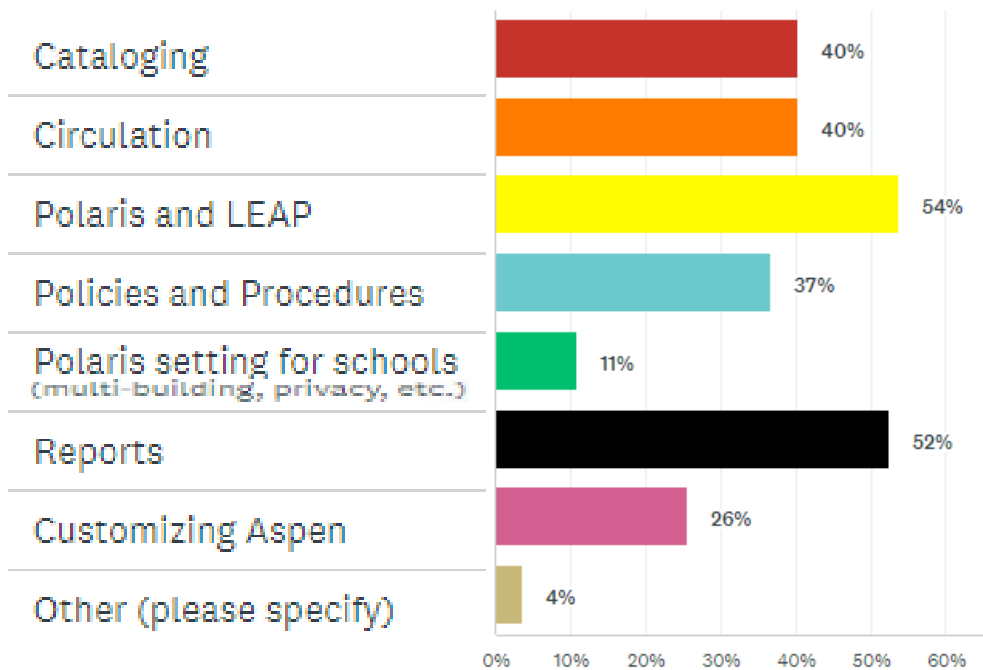
There were no other suggestions for this topic.

Specific Topics: SHARE

Aggregated Responses (SHARE Members)

Which of the following specific SHARE topics would be the most beneficial to you and your library's staff?

Answered: 89 Skipped: 289



“OTHER” RESPONSES

Academic

Public

anything in online material form for easy reference when needed
Analyze the data for helpful insights

School

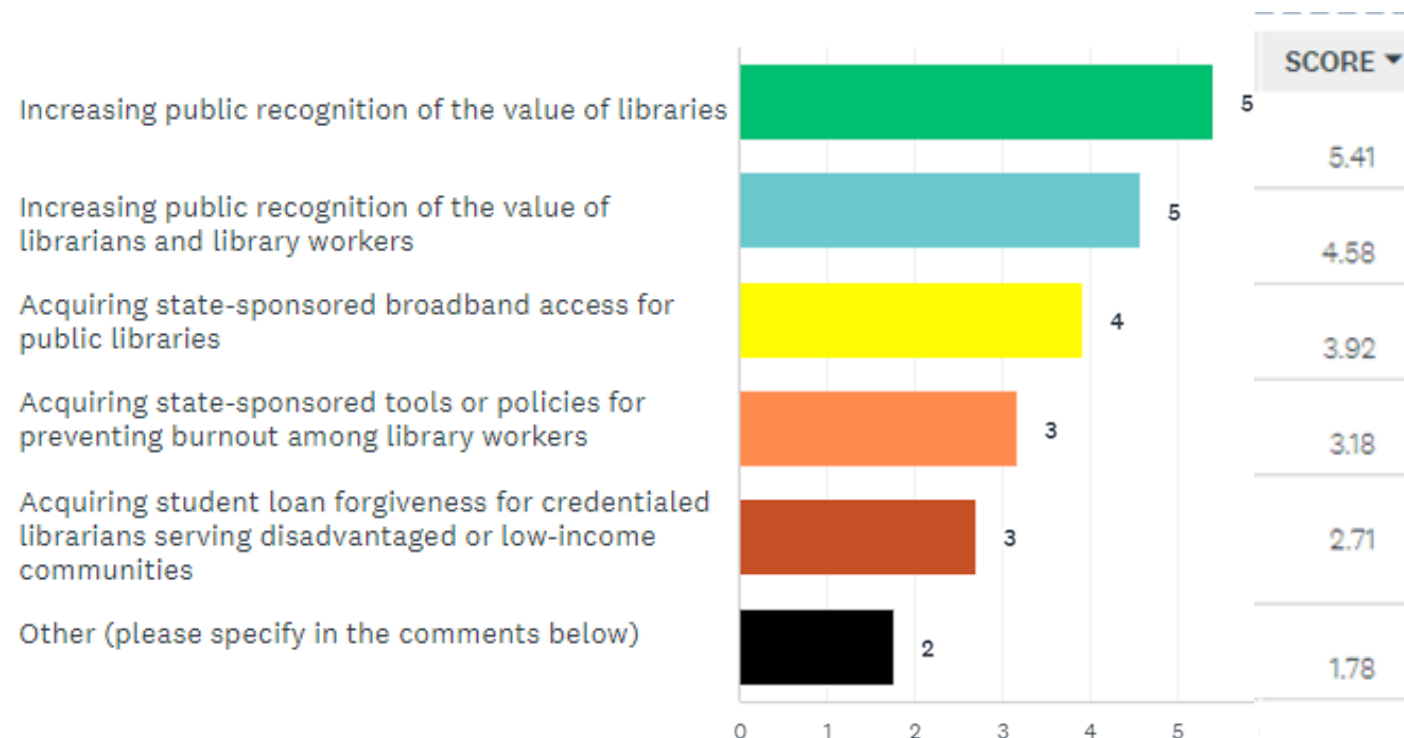
Getting started with SHARE

Special

Aggregate Responses:

Please rank the following types of advocacy work in order of how important you feel they are. Please rank them where the item ranked 1 is most important, the item ranked 2 is second important, and so on.

Answered: 309 Skipped: 69



"OTHER" RESPONSES

See next page

“OTHER” RESPONSES

Academic

Making the library your community's internet service provider

Statewide access to ebooks and databases for all Illinois citizens

Public

Top 3 outside advocacy resources for families
unfunded mandates

Dealing with patrons with mental health issues

Funding/increased funding for libraries (*5 mentions*)

Funding/increased funding for small and rural libraries

Funding/increased funding for IHLS

Awareness of funding/budgeting issues in small libraries, particularly in light of minimum wage increase

Increasing legislative support for libraries

Student loan forgiveness for those who have a proven record of working in a position of library leadership

Student loan forgiveness is not in the scope of your mission

Group Health Insurance for library staff

Laws that protect government workers (including librarians) from harassments and threats, especially in their homes or outside the library

Freedom to read

School

Improving the representation of conservative viewpoint within collections

Mandating that every school building have a fully certified school librarian

Impact of school libraries on disadvantaged youth

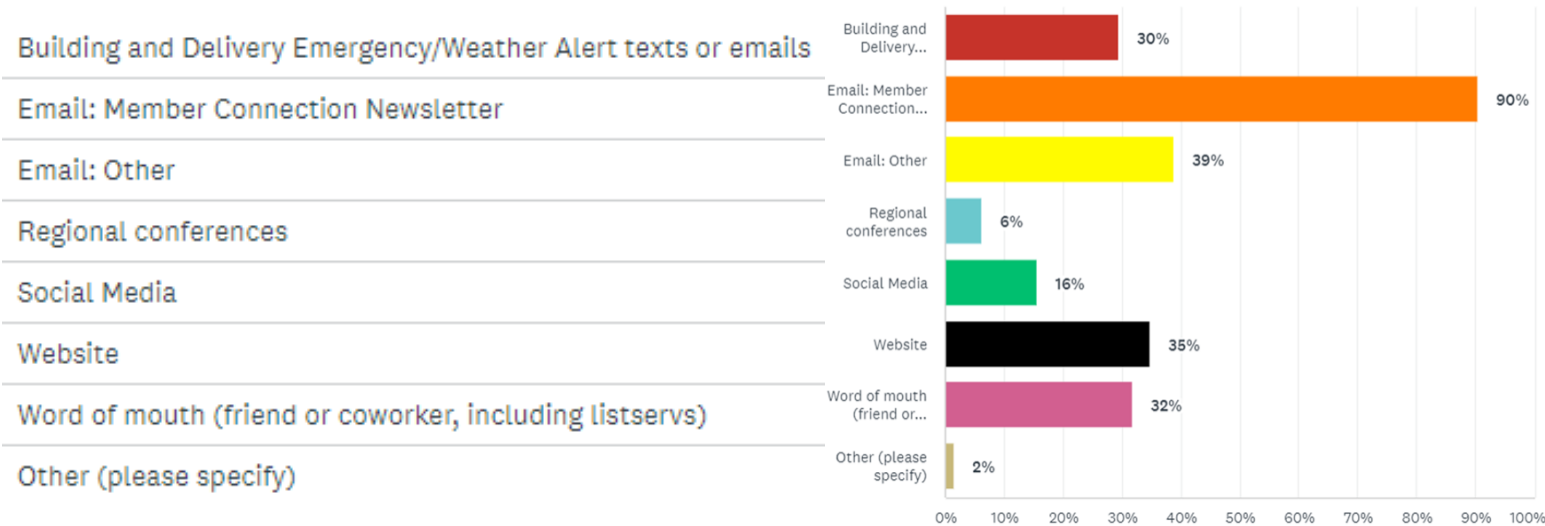
Special

The requirement of less schooling to become a librarian (B.S. + library internship is adequate)

Aggregated Responses

Where do you usually learn about services and announcements from IHLS?

Answered: 322 Skipped: 56



“OTHER” RESPONSES

Academic

Public

Listservs, not friends or coworkers
Members Matter; involvement in committees)

School

Direct contact from IHLS School Liaison
I don't
Listserv

Special

Additionally, several questions were added to the 2023 Delivery Survey on behalf of the AMH Working Group. The results to those questions can be found here:

https://www.research.net/results/SM-bEACKjWw7DbVikVPFqqBsw_3D_3D/

Comments categorized, counted, and summarized by Bard.

Cost and Funding:

- Reduce the cost of Aspen to be accessible to all libraries, especially schools (3 mentions)
- Public schools need help with funding for SHARE (1 mention)
- Keep IHLS costs to a minimum for participating and smaller libraries (2 mentions)

Communication and Collaboration:

- More one-on-one conversations with directors, board presidents, library staff (2 mentions)
- A more coordinated message and system to be in touch with all members (2 mentions)
- Survey results shared with everyone in the membership (1 mention)
- Engagement with directors and library staff (1 mention)
- Connect with and promote libraries (1 mention)
- Try and reach out to part time and general circulation staff (1 mention)
- Celebrate libraries more (2 mentions)
- Don't compete with RAILS, focus on collaboration (1 mention)

Services and Training:

- One sequential location for Cataloging training to remove confusion (1 mention)
- More content for member libraries to use for marketing/communications (1 mention)
- More in-person trainings on topics relevant to library staff (1 mention)
- Having in-person conferences closer to certain areas (1 mention)
- An area on the website specifically for new directors/employees (1 mention)
- I prefer Zoom meetings to chat (1 mention)

Other:

- More leadership in trying to alleviate "dead zones" without library services (1 mention)
- Use young children's library use to increase lifelong reading and library utilization (1 mention)
- Justify to members why IHLS attends so many conferences (1 mention)
- Find ways to support small, rural libraries (1 mention)
- Provide examples of Rubbermaid tub filling levels for safe handling (1 mention)
- A list of links included in an email for new directors/staff (1 mention)
- Setting your behavior and actions to align with your goals (1 mention)



Key Findings and Recommendations

Communication should be a priority.

- Many people still don't know about our services and events
- The **newsletter** is where people get their information by FAR
- The **listservs** are vital, but some libraries think it needs to be updated (e.g., searchable, thread-based, topic-based)
- Some find **Directors' Chats** hard to follow and not always relevant

Of library types, the specials and academics feel the least served (and/or that we're the least relevant to them)

- **Specials** show most of the "not at all" and "somewhat [negative]" in the responses
- Some note that **schools** and **publics** are our clear priority. Some say that we serve smaller libraries more than larger ones, and some think we serve larger libraries more than smaller ones.
- **Academics** usually just select "N/A" more than anyone else.
- Independents and "other inter-governmental consortium" members are repeatedly the least served/satisfied
- Worth noting that there are some responses from schools that they need more support, but they still tend to rate us higher than specials and show a greater relevance than academics

The most used and most appreciated service is IHLS delivery

Regarding Events and Continuing Education:

- Most popular CE topics were responding to challenges and collection development
- Larger libraries (41+ staff) don't feel that our CE is relevant to them (mentioned leadership/management training, strategic planning, financial forecasting)
- Folks miss in-person events (CE and networking), and they want IHLS staff to get to know them better
- Academics and specials indicate that our networking and CE aren't really relevant to them

For SHARE

- The biggest concerns were the cost of membership and the selection/wait-times on cloudLibrary (which is related to the amount of money going into cloudLibrary)
- Schools note that they really can't afford it
- A larger library is unhappy with how much of the cost burden larger libraries must shoulder

Recommendations

Staff will be evaluating the findings and what we should change during our operational planning process for FY2025. This process is expected to start late January/early February 2024.



Illinois Heartland Library System

IMAGINING TOMORROW - DELIVERING POSSIBILITIES TODAY

618.656.3216

www.illinoisheartland.org

Carbondale • Champaign • Edwardsville