



Report Survey Results

TO: IHLS Board of Directors
FROM: Stacie Bushong
DATE: May 17, 2023
RE: FY2023 Board Survey Results

IHLS staff strongly support effective communication with all stakeholders and board member communication is part of this goal. In order to gauge how well we are communicating with our member leaders, we asked board members to complete a short survey. There were 11 participants and we thank them for taking the time to complete our board survey. As promised here are the results.

1. How many times do you visit the board intranet?

- 0x – 1 member
- 1x – 3 members
- 2x – 1 member
- 3x – 2 members
- 4x – 4 members

2. Does the Staff Activities Report adequately reflect how staff activities meet the IHLS mission, strategic plan, and budgetary goals?

- 73% - yes
- 27% - somewhat

3. We want to improve the Director and Staff Activities report. Which of the following would you like to see implemented, if any? Check all that apply.

- 9 of 11 responded
- The least number (1) wanted more detail provided.
- Less than half wanted less photos, graphs and details or only the top 3 highlights from each department listed.
- The majority (5) responded other, but did not provide specifics.

4. Do you think we need to continue the motion wording document for board meetings?

- 36% - yes
- 27% - no
- 36% - not sure

5. How likely are you to attend quarterly in-person board networking events held regionally?

- 18% - very likely
- 64% - likely
- 18% - unlikely

6. Do you have suggestions for improving board communication?

- 8 of 11 responded
- 3 – no suggestions
- Comments:
 - *Email is good, but I still like to phone as I am learning to use the system communication.*
 - *Shorter agendas, attach those as separate documents. Give me focused emails so that I can see what I need to know without reading through 2 pages of background. TLDR (Too Long Didn't Read) helps.*
 - *I don't always get the emails in a timely matter. Not sure what the hold up is. A text telling me to check emails, that there is/isn't a committee/board meeting would be very helpful.*
 - *All documents for the board meeting should be sent out at the time of the agenda. All documents need to be given to the board 48 hours in advance.*
 - *I shouldn't have to search for the latest board document every time I log in. The old documents should be archived and the default should be new documents at the top. When I click on the link in the email, it should open directly instead of going to the general intranet page.*

7. Do you have suggestions for improving board engagement?

- 8 of 11 responded
- 2 - no suggestions
- Comments:
 - *Think the trustee trainings are a great addition. In person quarterly meetings might help but it is very convenient to be able to do meetings remote.*
 - *PLEASE put meetings on the Outlook calendar so I get reminders. You'd have much less stress in getting people to attend. It's the way the rest of the world does meetings.*
 - *Less information in the reports (see above), more time discussing issues/making decisions. Clearly lay out what we need to do, why it is important, and provide the information needed to make an informed decision.*
 - *I wish the board would engage more. Too many sit back and say nothing and just rubber stamp items. I do not have any good ideas on how to improve the board in this area.*
 - *Every year there should be a discussion about the role of the ED, the role of the Board, the role of Board Committees, and the role of other IHLS/SHARE committees, and how they work together. 2. More time should be spent reviewing relevant parts of the strategic plan and how it relates to high dollar initiatives. The staff reports should refer to the strategic plan more, too. 3. Some of the topics in BoardSource's 12 Principles of Governance that Empower Effective Boards could be discussed (<https://www.leadershiplouisville.org/assets/twelveprinciplesgovernance-Boardsource.pdf>).*

8. Overall, how would you rate the board's effectiveness?

- 55% - Very effective
- 27% - Somewhat effective
- 18% - Somewhat ineffective

9. How might we increase interest in serving on the board?

- 7 of 11 responded
- Comments:
 - *Keep being helpful.*
 - *I don't know. If you figure it out let the rest of us know so we can apply it to other boards we serve!*
 - *I have no idea but I'm going to use this spot to say something. I sound harsh but there's easy things that make this more effective for me and allows you to take advantage of the talents that we bring to the table. Honestly, I truly admire the work you all do, and sometimes it's a thankless task. But I really want to be used for your benefit. I am ALWAYS on the side of staff in discussions. Kevin K.*
 - *I know this would take time and effort, but maybe going to a public library board meeting and talking about what IHLS does, etc.*
 - *Sell it as a professional development opportunity. I've learned a ton about board vs. director roles, Robert's Rules of Order, and other such things that have benefited me tremendously in my day job. You can also sell it as "becoming an insider." People like being in the loop, especially early on. I think anyone with an upward trajectory in the library field would benefit from serving on the IHLS board.*
 - *Review the by-laws to reduce the time commitment, have a rotation of officers, not the same people just switching positions on the executive committee. Reach out to younger people. The board at this point is just rotating people through. There have been a lot of people quit over the last two years. The board seems stuck in the past, change is good.*
 - *Keep the meetings virtual for equity reasons. Have more press releases about what IHLS does in newspapers, social media, etc. End all IHLS emails with "Are you interested in serving..." and a link to have a rolling acceptance of self-nominations so that the Nominating Committee has a selection to choose from.*

Thank you again and please feel free to reach out any time to offer feedback, ideas or suggestions. This will help us maintain a continued successful partnership to meet the mission of IHLS.