

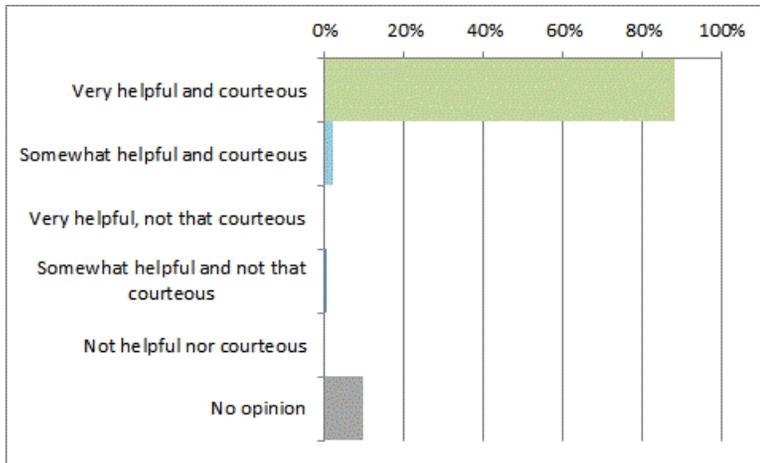
# South Dakota State Library

## Customer satisfaction survey results, 2015

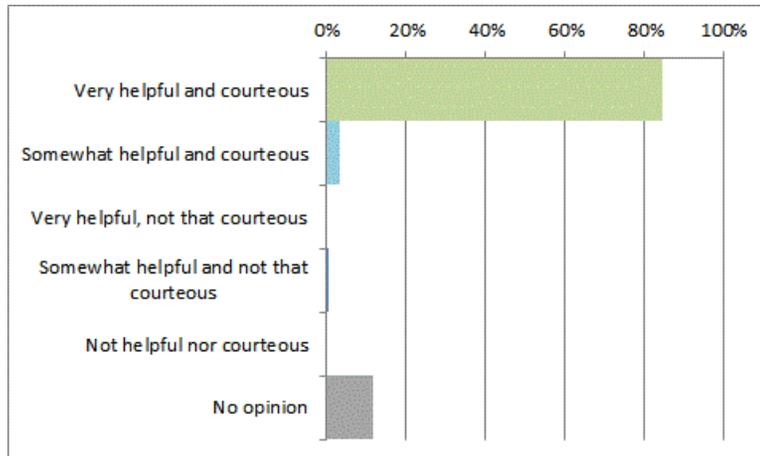
Public libraries—responses 82/112—73%

School libraries—responses 171 districts—100%

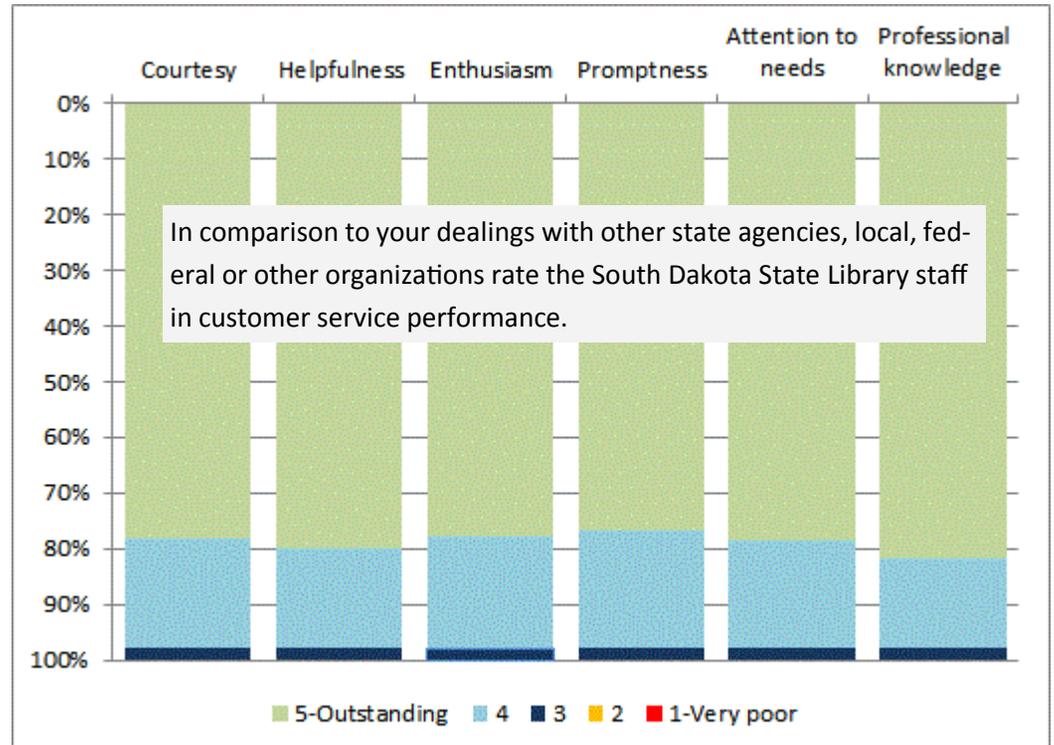
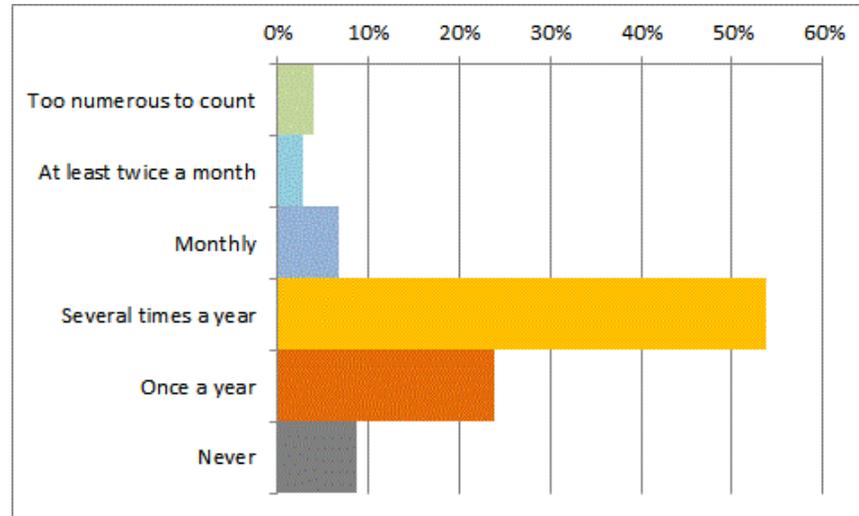
In regard to the data collection process (annual school and public library surveys) the State Library staff is:



When you contact the State Library staff concerning other library-related issues, trends, technology or other questions, you and your library board find the SDSL staff:



How often do you or your staff contact a SDSL staff member for answers, information, or assistance?



**In regard to the data collection process (annual Public Libraries Survey) the State Library staff is:**

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My questions were answered quickly and courteously at the time I asked them.

If I have a specific question and they don't know, they will find out and get back to me.

I find the e-mails very informative and concise in content. Each time I have contacted a staff member I am treated with respect and my questions are answered in a timely manner allowing me to finish the task of filing the report accurately.

--- has always been very helpful & courteous!!

Whenever I have a problem, I have always been treated very well.

Great answers to my questions!

The process has been much improved over the years, and has become much less of a burden to fulfill.

I'd be lost without the great helpful staff at the State Library, when it comes to the data collection process! I'm so thankful for their great attitudes, swift responses to queries and their abilities to help me troubleshoot any challenges I face during the PLS.

Questions were answered in a timely manner

Only had problems with the Survey accepting the information I entered.

Definitely appreciate the help.

--- does a great job. I appreciate knowing that when/if I have problems, there will be a friendly and competent person helping me at the State Library.

Always ready and willing to help no matter how small the query.

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**When you contact the State Library staff concerning other library-related issues, trends, technology or other questions, you and your library board find the SDSL staff:**

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The State Library staff is always able to answer my questions.

They always sound happy to hear from me, even with questions.

I have always been treated very well.

I'm not fond of the automated answering.

You do a great job, I have been at our library for 14 years now and I can remember only one time when I called that I felt the person who answered the phone did not have time for me. I am sure it is more time efficient to have the press the number to direct calls but sometimes I am not so sure about the cues from your directory.

We have had top quality service from various offices at the State Library. We appreciate this very much.

When it comes to me and technology they need to be very patient!! And they are excellent!

When I contacted a state library staff about a certain thing a while back, I got the feeling she did not want to help and was kind of uncooperative in her answers to me; maybe she was having a bad day.

The SDSL staff is a group of stellar caliber individuals (the ones I've met/worked with) & always go above & beyond to help.

They understood what I wanted and explained thoroughly

It is hard with the phone system to contact a person if we don't know what department they are with. Very frustrating.

I haven't done this but I'm sure you would be very helpful.

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**In comparison to your dealings with other state agencies, local, federal or other organizations please rank the South Dakota State Library staff on a scale of 1 to 10 in customer service performance:**

The SD State Library is always helpful and gives me the answers I need.

no complaints at all

---'s help and guidance was very much appreciated. She was very generous with help and time. Thanks.

Some staff members are better and some have difficulty relating to "needs" as they use second-hand information or have little actual library experience from which to reference.

very fast with a response, always very nice and courteous

I have had limited contact with other state agencies.

I don't have contact with a lot of other agencies so it is hard to say if you are above everyone else, therefore I marked 9 as very high quality.

I have always received prompt explanations/answers to my questions. Another state agency took over a month to respond to my inquiry!

I have often had trouble getting a response from the ILL department. I leave messages and send emails, but I have to be persistent in getting a response. Perhaps they need more staffing??

Courtesy issues depends on the staff member you talk to, as do all the other areas.

My only complaint is the telephone answering system. I wish it listed people by name.

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**How often do you or your staff contact a SDSL staff member for answers, information, or assistance:**

I do contact the State Library whenever I have a question, maybe not quite monthly.

whenever I have a problem or questions

There are many staff members who are never tired of answering our "dumb" questions. We are grateful for your support.

We seem to need you in cycles.....i may not contact you for a month and then 5 times every week for a month.....you guys are great and i thank you for all you do and all the help you give us!!!! happy days to all!

I contact some departments more frequently than others.

Ever since I did the Library Institute Training I have felt very comfortable in contacting people there. I think knowing some of them personally makes it very easy to call them.

It is good to know that I have many helpful and qualified librarians to walk me through my questions.

More so this year because it is the first year I am doing the library survey

Depends on the year. Especially while doing the library reports.

or Just during the survey submitting time

They are always ready to answer any weird question that I might have or point me to a great resource. This government agency is one that actually cares and takes time to deal with the public that they serve.

2014 was my first year in this position and the staff at SDSL has provided answers to questions, support and guidance that has been greatly appreciated!!!

We contact SDSL mostly at PLS time.

## School libraries survey comments...

The State Library is a great resource for our school.

always get the answers I need and in a very timely and pleasant manner

Anytime I have needed help everyone is very eager to help and very polite. I have not had a bad experience yet!

As we have transitioned to a new system and new agreement between the city, county and school - the SDSL staff have been FABULOUS to work with us!

Do not often use it because we do so little with technology available.

Everything is fine here. There is nothing out of the ordinary. We are just doing what we always do. The only change will be when we finish working on our scanning system. Also, here is some advise for next year's survey. It was way too tedious of a survey that I became quite frustrated. With the layout, it took many steps just to answer simple questions. Everything here was needed to be answered, it was just complicated. I still gave you guys good customer service despite that, though.

Haven't needed to contact the state library.

Helpful, quick responses to questions, always available

I am satisfied with the services.

I appreciate the support the State Library gives to school libraries!

I appreciate this service. It is wonderful. For a small school like ours, it is very helpful and needed.

I love the State Library, it has given me so much help as a first time librarian in this school.

I think anyone who gets hired at the State Library is an angel because they all have such incredible skills. Thank God for all of their help.

I wish I could have seen last year's answers. I've been able to do this on previous surveys. Also missing information should be highlighted in a different color. Mine were difficult to find.

I would like more information on the ILL program.

-- has been so awesome to work with.

-- was very helpful and informative when we were designing our new library.

keep up the good work! :-)) love the new format of this survey

Our school library coordinators are incredibly valuable to me with regard to finding answers and professional development.

Our State Library is 100% excellent!

So delighted when -- came to Eureka 3/5/13 with Common Core & ebooks info. --is so helpful RE: ILL and more! -- help with registering for on-line courses and contact, and ResourceMate!

State Library is great

Sure appreciate the resources located on the website!

## **School libraries survey comments...cont.**

Thank you.

thanks for being there and providing State Library Resources for libraries to use

Thanks for the help and for Boot Camp!

The continued support of the State Library staff is invaluable to our school libraries!

The staff at SDSL is awesome! They are always friendly and an extremely valuable resource.

The state library does a great job with communication and answering questions and with training, etc.

The state library's resources help us stretch our budget much farther so that we are better able to meet the needs of our very diverse student population.

They are always helpful if we have questions. We appreciate the visits.

they are great

They have always been very helpful.

Top-notch team!

Very positive group

We Appreciate all their help in resources

When it is necessary to contact the State Library, we find the staff to be willing to help in any way.

wish survey was done in June

Would it be possible to complete this survey at another time during the year? The end of the year is SO very crazy, and this survey is quite time-consuming.  
Thanks!