



## Idaho Commission for Libraries (ICFL) -- Customer Survey

The Idaho Commission for Libraries (ICfL) builds the capacity of the more than 850 public, school, academic, and special libraries in Idaho to better serve their communities through: statewide programming and resources, such as Read to Me and Libraries Linking Idaho (LiLI); consulting; continuing education; partnerships; and aid to underserved populations, such as the visually impaired through the Talking Book Service.

We would like to find out from you – our customers – how we are doing, what’s working, and areas of opportunity for improvement.

This survey covers the major programs and services the ICfL provides to the public, school, academic, and special libraries in Idaho. If you need more information about a topic on the survey, please visit the ICfL’s website at: <https://libraries.idaho.gov>.

We anticipate the completion time for this survey to be about 12 minutes.

Thank you, in advance, for your participation and assistance. The ICfL strives to improve our service to you.

**Type of Library: Special**

**Name of Library: \***

**Name of Person Completing Survey: \***

**Email: \***

# Communications

## What communications tools would you like the ICfL to provide? \*

- press release templates
- generic social media posts
- videos
- flyers
- brochures

## What communications training would you be interested in?

- media training
- press release writing
- message creation
- graphics/design
- social media
- video production

## Would you have the skill/capability to customize a communications piece created by the ICfL, such as adding your logo and program information to a flyer? \*

- Yes
- No
- Not Interested/Not Needed
- No, but willing to learn

## Would you be willing to utilize a free, online platform, such as <https://www.canva.com>, to customize communications pieces created by the ICfL? (Instructions would be provided.) \*

- Yes
- No
- Not Interested/Not Needed
- Already use another platform/software

**Indicate your awareness/usage of ICfL newsletters:**

Read/Utilize	Unaware of	Not Needed/Not Interested
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"The Bookworm" (for parents, librarians, and teachers)

"Connections: Talking Book Service News" (for librarians and patrons of the Idaho Talking Book Service)

"The Envoy" (primarily for public library directors and trustees)

"The Nexus" (for the Idaho library community)

"The Scoop" (for librarians providing youth services)

**Share any suggestions/improvements/ideas related to any/all of the above ICfL newsletters.**

**Indicate your awareness/usage of the Idaho Library Association (ILA) email listserv, LibIdaho. \***

Subscribe/Utilize (find useful)

Not Aware of

Subscribe/ Do Not Utilize (not useful)

Not Needed/Not Interested

**What are the preferred ways to inform you of ICfL information, events, grants, trainings, offerings, etc.? Check all that apply. \***

- Direct email from an ICfL staff member
- ICfL Facebook page(s)
- ICfL newsletters
- ICfL website
- Letter sent via US mail
- LibIdaho email listserv

## Emerging Trends

**Identify any current and/or future trends that you anticipate will/have impact(ed) your library.**

## Libraries Linking Idaho (LiLI)

The ICfL manages the LiLI platform, <https://lili.org>.

**Indicate your awareness/usage of LiLI. \***

- Aware/Use
- Aware/Do Not Use
- Unaware
- Unaware/Would Use
- Not Needed/Not Interested

**If you do use LiLI, which resources/databases do you use the most?**

**Do you have suggestions to improve the LiLI resources/databases that you do use?**

**In regard to LiLI, what would you like to know more about?**

**What information need(s) would you like to see met on LiLI.org that are not currently being met?**

**From LiLI, have you used Early World of Learning (part of World Book Online)?**

Yes

No

If so, please give feedback about what you like or do not like about Early World of Learning.

## Talking Book Service (TBS)

How knowledgeable are you about the Idaho Talking Book Service? \*

Aware
Aware/Promote
Unaware
Not Needed/Not Interested

How often do you register users for the Idaho Talking Book Service (or refer them for more information)? \*

Often
Frequently
Rarely
Never

What new/additional services/support would you like to get from the ICfL Talking Book Service consultant?

## Workforce Development

What services/support do you desire from the ICfL's workforce development staff?

In the past 12 months, have you offered any workforce development resources/programs/services for youth and/or adults? \*

Yes, for both youth and adults
Yes, for youth only
Yes, for adults only
No

- Yes
- No
- Unsure

**In the past 12 months, have you engaged in any partnerships to deliver workforce-related services? \***

**Where do workforce development services rank as a priority for your library? \***

- High
- Medium
- Low
- Not a priority

**Is workforce development a specific goal or strategy identified in your library's formal strategic plan? \***

- Yes
- No
- Unknown

**Would you appreciate a conversation with ICfL staff about enhancing your library workforce development engagement with your community or to share examples of your existing programs? \***

- Yes
- No
- Not in the near future, but perhaps at a later time.

**Feel free to add a comment and/or expound on any of the topics/questions in this survey. Take as much space as you need.**

**If you would like someone from the Idaho Commission for Libraries to contact you, please indicate the subject matter(s) and/or your question(s)/concern(s):**

**and your email address:**

**Thank you** for taking the time to complete this survey. We appreciate it.