

NHLA Non-Members Strategic Plan Survey

Please complete this survey by Wednesday 11/17 only if you are a NON-MEMBER of the New Hampshire Library Association (NHLA). Your input will help inform NHLA to create its first strategic plan, and help address needs of librarians across the state.

To what Cooperative does your library belong? Check here if you're not sure!

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<https://www.nh.gov/nhsl/lds/cooperatives.html>

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- ☐ Hillstown Cooperative
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- ☐ SCROOGE & MARLEY
- ☐ Seacoast Library Cooperative
- ☐ Suncook Interlibrary Cooperative (SILC)
- ☐ West of the Merrimack
- ☐ Other: _____

How many years have you worked in the library profession? *

- ☐ 1 year or less
- ☐ 2-5 years
- ☒ 6-10 years
- ☐ 10-20 years
- ☐ 20+ years

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- ☒ 1,000-1,999
- ☐ 2,000-4,999
- ☐ 5,000-9,999
- ☐ 10,000-19,999
- ☐ 20,000 or more

How many employees are at the library where you work (both full-time and part-time)? *

- ☒ 0-3
- ☐ 4-12
- ☐ 12-20
- ☐ 20-30
- ☐ 30+

Why are you not yet a member of NHLA? *

- ☐ No one has asked me to join
- ☒ The cost
- ☐ Not enough benefits
- ☐ New to New Hampshire
- ☐ Other: _____

What are the top three issues facing New Hampshire Librarians and Library Staff today?

Staff retention (mostly due to low pay and lack of benefits), budget constraints, and misconceptions about the value of libraries in general

What does NHLA do well?

I don't have enough familiarity with NHLA to answer

What does NHLA do poorly?

I don't have enough familiarity with NHLA to answer

Is there anything NHLA should stop doing?

See previous answer

Is there anything NHLA should start doing?

Any additional comments?

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- ☐ New to New Hampshire

☒ Other:

I've been a member before, have served on committees and everything, but it's lapsed at the moment.

What are the top three issues facing New Hampshire Librarians and Library Staff today?

1) COVID 2) Equitable pay 3) Ebook and Streaming licensing models

What does NHLA do well?

Brings librarians together

What does NHLA do poorly?

not sure, I like NHLA

Is there anything NHLA should stop doing?

Is there anything NHLA should start doing?

Any additional comments?

I am not a member at the moment basically because of COVID burnout. I'm tired of Zoom and don't enjoy online meetings, it's just not the same; but I'm limiting my exposure and not yet attending in person events. This basically means I'm not participating in the wider community as much, which I miss. And since I'm not currently attending any conferences, events, or workshops, it's been easy to let membership lapse.

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- ☐ New to New Hampshire
- ☒ Other: library was paying for us to be members at one point but then stopped

What are the top three issues facing New Hampshire Librarians and Library Staff today?

Community support, more training opportunities, better pay

What does NHLA do well?

CLNH in general seems good.

What does NHLA do poorly?

not poorly, but I always feel there should be more opportunities for the paralibrarian folx

Is there anything NHLA should stop doing?

Is there anything NHLA should start doing?

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What are the top three issues facing New Hampshire Librarians and Library Staff today?

staffing shortage, town budget cuts, lack of understanding of the library's role in the community by BOS and Town Budget Committee

What does NHLA do well?

What does NHLA do poorly?

Is there anything NHLA should stop doing?

Is there anything NHLA should start doing?

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What are the top three issues facing New Hampshire Librarians and Library Staff today?

Getting people back into the library, adapting to our new roles as not a book museum, getting people to know we are more than books

What does NHLA do well?

What does NHLA do poorly?

Is there anything NHLA should stop doing?

Is there anything NHLA should start doing?

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- ☐ New to New Hampshire
- ☒ Other: Already member of several other library associations

What are the top three issues facing New Hampshire Librarians and Library Staff today?

Staffing issues

What does NHLA do well?

What does NHLA do poorly?

Is there anything NHLA should stop doing?

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- ☒ Other: Started in Oct, didn't want to pay full price for 3 months

What are the top three issues facing New Hampshire Librarians and Library Staff today?

COVID-19, senior services, lack of benefits

What does NHLA do well?

Provide professional development/conferences

What does NHLA do poorly?

Update their website

Is there anything NHLA should stop doing?

Is there anything NHLA should start doing?

Better support/opportunities for small/rural libraries

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- ☒ Other: Used to be a member, but got a new job and haven't signed up with current library

What are the top three issues facing New Hampshire Librarians and Library Staff today?

Budget cuts/lack of community support, COVID-19, increasingly conservative and authoritarian political sensibilities on a local and national level

What does NHLA do well?

hosting interesting and relevant webinars and conferences

What does NHLA do poorly?

N/A

Is there anything NHLA should stop doing?

N/A

Is there anything NHLA should start doing?

N/A

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- ☒ Other: There is a divide set between Librarians and Library Staff at our library.

What are the top three issues facing New Hampshire Librarians and Library Staff today?

.....

What does NHLA do well?

.....

What does NHLA do poorly?

Is there anything NHLA should stop doing?

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Low salaries _____

What does NHLA do well?

What does NHLA do poorly?

Is there anything NHLA should stop doing?

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I used to be pretty involved in it. I don't know. Don't have a car, or the time, or the energy.

What are the top three issues facing New Hampshire Librarians and Library Staff today?

Low pay. Too many PT jobs with no benefits. Lack of diversity.

What does NHLA do well?

reads-to-go kits are helpful, or at least have been in the past

What does NHLA do poorly?

aren't some of your websites broken?

Is there anything NHLA should stop doing?

All conferences should be virtual. We can't all get time off and travel expenses (or a ride)

Is there anything NHLA should start doing?

Advocating for the protection of library workers during a pandemic and all the time. Assistance in convincing library boards and cities and directors and whoever that we all need to be paid better. Maybe some help navigating the Public student loan forgiveness program.

Any additional comments?

Maybe communicate more of what you're doing to nhais-l. Do you have a FB or Twitter account I should be following?

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Using the data located at <https://www.nh.gov/osi/data-center/population-estimates.htm>, what *
is the population of your library's service area?

- ☐ Less than 1,000
- ☐ 1,000-1,999
- ☐ 2,000-4,999
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- ☐ 10,000-19,999
- ☐ 20,000 or more

How many employees are at the library where you work (both full-time and part-time)? *

- ☐ 0-3
- ☒ 4-12
- ☐ 12-20
- ☐ 20-30
- ☐ 30+

Why are you not yet a member of NHLA? *

- ☐ No one has asked me to join
- ☐ The cost
- ☒ Not enough benefits
- ☐ New to New Hampshire
- ☐ Other: _____

What are the top three issues facing New Hampshire Librarians and Library Staff today?

What does NHLA do well?

What does NHLA do poorly?

Is there anything NHLA should stop doing?

Is there anything NHLA should start doing?

Any additional comments?

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- ☐ New to New Hampshire
- ☐ Other: _____

What are the top three issues facing New Hampshire Librarians and Library Staff today?

Hiring and retaining personnel, budget limitations due to revenue stream

What does NHLA do well?

Provide support and information for NH librarians. The Flume, Great Stone Face, Ladybug and Isinglass awards and lists are very helpful.

What does NHLA do poorly?

Is there anything NHLA should stop doing?

NHLA needs to be NH focused - NH is a different populace from other states and NHLA needs to recognize that and work with what NH provides.

Is there anything NHLA should start doing?

Addressing concerns about the ability of NH communities to continue to fund their libraries since the pandemic caused so much disruption.

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What are the top three issues facing New Hampshire Librarians and Library Staff today?

COVID, fair wages, keeping libraries relevant and supported by our towns! _____

What does NHLA do well?

What does NHLA do poorly?

Is there anything NHLA should stop doing?

Is there anything NHLA should start doing?

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- ☐ New to New Hampshire
- ☒ Other: lapsed and forgot

What are the top three issues facing New Hampshire Librarians and Library Staff today?

The cost of electronic resources; access versus ownership; low salaries

What does NHLA do well?

It's advocacy on behalf of NH librarians and residents is very admirable.

What does NHLA do poorly?

I am unaware of shortcomings, but it sure would be nice if the website could get repaired

Is there anything NHLA should stop doing?

unsure

Is there anything NHLA should start doing?

unsure

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☒ The cost

☐ Not enough benefits

☐ New to New Hampshire

☐ Other: _____

What are the top three issues facing New Hampshire Librarians and Library Staff today?

shrinking patronage _____

What does NHLA do well?

I'm not sure what you do _____

What does NHLA do poorly?

see above

Is there anything NHLA should stop doing?

NA

Is there anything NHLA should start doing?

let us know the benefits of membership

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☐ Not enough benefits

☐ New to New Hampshire

☐ Other: _____

What are the top three issues facing New Hampshire Librarians and Library Staff today?

What does NHLA do well?

What does NHLA do poorly?

Is there anything NHLA should stop doing?

Is there anything NHLA should start doing?

Any additional comments?

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☒ Other:

Because of your spineless refusal to support the Conway Library during our Dragon Queen Story Hour fight. Also, you are too cozy with our terrible State Librarian, Michael York. You didn't have the guts to call for his retirement during the ILL disaster.

What are the top three issues facing New Hampshire Librarians and Library Staff today?

Funding, Funding, Funding

What does NHLA do well?

Your conferences in the past have been good.

What does NHLA do poorly?

Stand up for libraries that are being unfairly attacked.

Is there anything NHLA should stop doing?

Being spineless

Is there anything NHLA should start doing?

Any additional comments?

Support amending "202-A:17 Employees; Removal" to create a real probationary period for library workers.

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What are the top three issues facing New Hampshire Librarians and Library Staff today?

Expectation to be a social worker, budgets not supporting part timers with needed benefits which leads to losing good employees, lack of diversity in staff

What does NHLA do well?

I'm not familiar enough with what NHLA does.

What does NHLA do poorly?

Publicize themselves, I guess.

Is there anything NHLA should stop doing?

Is there anything NHLA should start doing?

Any additional comments?

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- ☐ Not enough benefits
- ☐ New to New Hampshire
- ☒ Other: I'm not sure what members entails/offers

What are the top three issues facing New Hampshire Librarians and Library Staff today?

Staffing, budgeting, attracting new patrons

What does NHLA do well?

What does NHLA do poorly?

Is there anything NHLA should stop doing?

Is there anything NHLA should start doing?

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What are the top three issues facing New Hampshire Librarians and Library Staff today?

1. Public not knowing some benefits of the library (example, not realizing that movies can be checked out from a library or not knowing about ILL).
2. Understanding of what local patrons are interested in for new items.
3. Understanding which library functions need improvement within the library. _____

What does NHLA do well?

What does NHLA do poorly?

Is there anything NHLA should stop doing?

Is there anything NHLA should start doing?

Any additional comments?

I'm kind of ignorant concerning NHLA and I don't necessarily follow NHLA's actions, so I don't feel like I can appropriately answer NHLA specific questions.

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What are the top three issues facing New Hampshire Librarians and Library Staff today?

Getting people interested in coming back to the library. _____

What does NHLA do well?

What does NHLA do poorly?

Is there anything NHLA should stop doing?

Is there anything NHLA should start doing?

Any additional comments?

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