

## NHLA Sections Strategic Plan Survey

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This survey is being filled out by: \*

- ☒ the Section President on behalf of the section
- ☐ Collaboratively by the section leadership

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How many years has your current section president worked in the library profession? \*

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What is the name of your NHLA Section? \*

- ☐ CLNH
- ☐ ULAC
- ☐ ITS
- ☐ READS
- ☐ URBANS
- ☐ YALS
- ☒ Paralibrarians
- ☐ IFC
- ☐ Sustainability
- ☐ Equity Diversity and Inclusion
- ☐ Technical Services
- ☐ Advocacy

Why did you join NHLA? (please respond for all section leadership filling out this survey) \*

- ☒ My library encourages joining NHLA
- ☒ I wanted to join a particular section or committee
- ☒ I was seeking networking opportunities
- ☒ I was looking for professional development opportunities
- ☒ The mission of NHLA
- ☒ Other: I've been a member for a long time, it's hard to remember! :)

The mission of NHLA follows, what section do you believe it best fulfills?

- ☐ To advance the interests of its members through advocacy on library issues and increasing public awareness of library service.
- ☒ To support the professional development of its members.
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How does your section support that mission?

Paralibrarian section provides classes and a formal certification program acknowledging the professional development efforts our members (and some non-members)

How can NHLA better support your section?

Increased collaboration between sections (but that's really on us to get it going better than we are now).

What is one thing you think NHLA needs to know, that your section can tell it?

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

Hiring and retention, burnout for existing staff (particularly Directors), a shifting landscape as patrons are not returning to the library as they once did - will this have an impact on staffing levels?

What would you like NHLA to do more of?

I would like to see the sections spread out their conferences and professional development throughout the calendar year. There is too much clustered together in the fall and spring but this also includes NHLTA & NELA.

Any additional comments?

I'm proud to be a member of this association and I have felt significantly more invested and involved since serving on the Board these past two years. I worry that members who are not directly active on the Board lose that connection and staying current with the association itself.

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How does your section support that mission?

I think that ULAC (Listed as URBANS above) is a great springboard for ideas- when a problem arises at one of the larger public libraries, it will likely hit others shortly. The "hive mind" can come up with intriguing solutions! Similarly, when library has an innovative idea, it will likely have relevance for other member libraries serving larger populations.

\_\_\_\_\_



How can NHLA better support your section?

I would say through having a more robust, up-to-date web presence. At present, there is no ULAC website/page where minutes and other information can be disseminated. It feels like a "closed shop," so to speak. I know that the NHLA website is being addressed, so I'm not concerned about this being a long-term issue.

What is one thing you think NHLA needs to know, that your section can tell it?

Even though we are libraries that serve similar population sizes, there is a tremendous amount of diversity amongst our libraries. We serve communities with different needs, and while ULAC is for the "larger" towns/cities, there is still a "small town feel" to the group. Even though we are all different, and serve different constituencies, there is great value in the exchange of ideas at our monthly ULAC meetings.

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

This is me answering more for myself than the section - I would say (1) Staff fleeing the profession due to pandemic fears of working with the public, and the associated challenges in filling vacancies; (2) The continued migration to digital/online resources, which creates a perception amongst some in our society that libraries have somehow been rendered "obsolete" or unnecessary; and (3) Increased politicization of our society, which bleeds over into public libraries as institutions for "all" of the people - we are a place for all people, but many would seek to censor what we carry on our shelves or provide for programming.

What would you like NHLA to do more of?

Communicate more with the full membership. This could be a monthly email, or virtual meeting. Many who are members of NHLA don't realize the resources available to them through the group, I feel.

Any additional comments?

Thank you for providing us the opportunity to give feedback!

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How does your section support that mission?

We monthly informal drop in sessions and share tech tips, tricks, tutorials on the latest technology developments in both library and public spheres. We host guest speakers occasionally. We support other sections and NHLA by providing support and programs at conferences or other meetings. We also provide support to the NHLA library community via listservs.

How can NHLA better support your section?

An improved, more up to date website so that we have expeditious ways to provide news and updates about our section.

What is one thing you think NHLA needs to know, that your section can tell it?

Perhaps the NHLA leadership could help ITS and other sections be promoted in the NH library community?

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

1--To continue to advance the interests of its members through advocacy on library issues and increasing public awareness of library service. We think that NHLA is doing a great job facilitating this advocacy and public awareness.

2--Staff retention and discovery due to the heavy attrition rate at this time.

3--Changing roles and services in the wake of the pandemic, especially developing new ways for public outreach via hybrid programming and tools, etc.

What would you like NHLA to do more of?

Recruiting new librarians and members in sections.

Any additional comments?

We think that NHLA's leadership has done a great job, especially during this pandemic. This survey is a great example of how responsive the leadership is, and we're happy to support NHLA in any way that we can. If there's anything we can do to help discover new services or outreach to the library community, we'd be happy to help out. Thanks again for all of your help and support to the ITS section. Mat Bose and Mark Glisson, Co-Chairs

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How does your section support that mission?

CLNH has historically enjoyed a high rate of attendance from our members at our conferences, which has allowed us to keep many children's librarians across the state in touch with each other, and in the loop about what's going on in children's librarianship.

How can NHLA better support your section?

CLNH has generally felt well supported by NHLA. However, lately the issue with the website makes it clear that better web support would be an asset. Our website is part of the NHLA website, after all, and when NHLA's site went down, so did ours, and we had no options and very little information. We think NHLA needs to prioritize maintaining the website and making sure the domain doesn't expire again, or whatever happened.

What is one thing you think NHLA needs to know, that your section can tell it?

CLNH has been trying to work on building closer relationships with other sections, namely YALS, as well as other organizations like NHSLMA and the Center for the Book. This is a lot more difficult than it seems like it should be. NHLA needs to know (and it may! I am still too new to tell) the value in keeping close ties between sections and sister organizations.

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

Burn out, low wages, and continuing to help and engage patrons who are also burnt out and over-stressed.

What would you like NHLA to do more of?

Website management

Any additional comments?

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How does your section support that mission?

READS provides several Roundtables each year for people who work in libraries to come together for professional development, networking and exchanging ideas. We have a Fall Conference once a year and also contribute/sponsor programs for NHLA Conferences. READS recently launched the READS Repository and Programming Database. Our READS-to-Go book kits are held by libraries throughout NH and the KitKeeper Reservation System is sponsored by us. We also recognize one of the many outstanding Adult Services Librarians each year with our Award of Excellence Award.

\_\_\_\_\_

How can NHLA better support your section?

It's been difficult to have the website down for so long. I know NHLA's funds are limited and we are all volunteers, but the website was an important means of communication for us.

What is one thing you think NHLA needs to know, that your section can tell it?

The last couple of years, READS launched their READS Repository and READS Adult Programming Database. These projects are still gaining content and momentum, but I think a central place for information pertinent to NH Libraries would be beneficial to all NH Libraries. The Repository and Programming Database are more accessible/searchable than the ListServe and it's a great way for librarians not to reinvent the wheel. It would be neat for NHLA to have a robust tool that had a place for discussion, repositories for each section, a programming database that housed information for each section (CLNH, YALS, READS, Tech Services, Paralibrarians), etc.

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

How to stay relevant to the community.

What would you like NHLA to do more of?

Pop-up social gatherings

Any additional comments?

Thank you all so much for everything you do for the NHLA Board and the NH Library community!!

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How does your section support that mission?

Yes \_\_\_\_\_

How can NHLA better support your section?

We are having a hard time recruiting members, so any help with that is most welcome. \_\_\_\_\_

What is one thing you think NHLA needs to know, that your section can tell it?

Our committee is much needed in the State, we just need to get the word out to the greater library world so people will join us.

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

Staff turnover, reduced budgets, community engagement/outreach

What would you like NHLA to do more of?

Continuing education of concrete skills

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How does your section support that mission?

We are just getting started → we anticipate supporting the NHLA mission by educating the NH library community about whole systems sustainability (Environmental, Economic, Social). We intend to offer resources & programs that will enable NHLA, NH libraries and NH library staff to incorporate a sustainability perspective when making decisions about operations, resources, and services .

How can NHLA better support your section?

1. By voting us from a Task Force to a standing committee. 2. If there is an opportunity to help recruit other members and/or interest in the committees' activities, doing so. 3. Providing regular funding to encourage /support programming and outreach.

What is one thing you think NHLA needs to know, that your section can tell it?

Sustainability is about more than light bulbs and solar panels.

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

Staffing retention and growth; Public perception, coping with technological impacts on lending and our identity as brick and mortar institutions (transitioning to new services?)

What would you like NHLA to do more of?

Create opportunities for sections and committees to collaborate.

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How does your section support that mission?

NHLA EDI has presented several professional development events for NHLA members and non-members and events that foster communication, such as bite size reviews. We have also increased public awareness of library related issues, such as HB 544 and HB 2.

How can NHLA better support your section?

We would appreciate EDI training for incoming executive board members. We would appreciate better communication about potentially interested committee members (ie when incoming/renewing members check off an interest box, the EDI committee would receive the names of those individuals). It would also be helpful if each section and committee could write a short description for that form to tell potential members what the committee/section does.

What is one thing you think NHLA needs to know, that your section can tell it?

Two things: NH actually is diverse and we need to stop assuming that it is not--diversity is not always visible, despite the assumption that it is. Any kind of EDI training may receive pushback, but it is crucial and we have heard from many members that this training is very valuable to them and will prepare our staff and organizations to evolve and stay relevant.

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

Partisan threats to library values. How can NHLA support library staff in an increasingly politicized/polarized environment? Staffing issues: competitive pay, burnout.

What would you like NHLA to do more of?

Could NHLA ever hire paid staff to support the organization's initiatives and trainings? Currently NHLA relies on volunteers and in these times when all librarians are stretched to the max, this model further contributes to burnout.

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- ☐ the Section President on behalf of the section
- ☒ Collaboratively by the section leadership

To what Cooperative does your current section president belong? Check here if you're not sure! <https://www.nh.gov/nhsl/lds/cooperatives.html> \*

- ☐ Carroll County Library Cooperative
- ☐ Hillstown Cooperative
- ☐ Librarians of the Upper Valley (LUV)
- ☒ Merri-Hill Rock Cooperative
- ☐ North Country Library Cooperative
- ☐ Nubanusit Library Association
- ☐ Rochester Area Librarians (RALI)
- ☐ Scrooge & Marley
- ☐ Seacoast Library Cooperative
- ☐ Suncook Interlibrary Cooperative (SILC)
- ☐ West of the Merrimack

How many years has your current section president worked in the library profession? \*

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

What is the name of your NHLA Section? \*

- ☐ CLNH
- ☐ ULAC
- ☐ ITS
- ☐ READS
- ☐ URBANS
- ☒ YALS
- ☐ Paralibrarians
- ☐ IFC
- ☐ Sustainability
- ☐ Equity Diversity and Inclusion
- ☐ Technical Services
- ☐ Advocacy

Why did you join NHLA? (please respond for all section leadership filling out this survey) \*

- ☒ My library encourages joining NHLA
- ☒ I wanted to join a particular section or committee
- ☒ I was seeking networking opportunities
- ☒ I was looking for professional development opportunities
- ☐ The mission of NHLA
- ☐ Other: \_\_\_\_\_

The mission of NHLA follows, what section do you believe it best fulfills?

- ☐ To advance the interests of its members through advocacy on library issues and increasing public awareness of library service.
- ☒ To support the professional development of its members.
- ☐ To foster communication and encourage the exchange of ideas among its members.
- ☐ To promote participation in the association and its sections.

How does your section support that mission?

We do professional development at our conferences and at smaller events held throughout the year. We foster communication at our events and meetings, typically encouraging network and the free exchange of ideas and resources. And we actively promote participation in YALS by inviting members to our meetings and events and recruiting those who would like to serve in leadership positions.

How can NHLA better support your section?

Improved communication from NHLA. Largely we depended on the website, and in light of what happened with that, there needs to be more communication through other avenues.

What is one thing you think NHLA needs to know, that your section can tell it?

Teens are important, and tweens exist.

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

Livable wages; burnout; staffing shortages.

What would you like NHLA to do more of?

Bringing members together instead of breaking us into smaller sections; fixing the website; making a clearer distinction between NHLA and NHSL.

Any additional comments?

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