

## 7 Measures Survey for ALCTS

**1. MEASURE 1: CUSTOMER SERVICE CULTURE** Remarkable associations exist for the member. They build their structure, processes, and interactions around fulfilling member needs. To what extent do you agree that ALCTS currently has a customer service culture, as described above.

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Stongly Agree	I don't know	Rating Average	Response Count
Customer Service Culture	2.2% (2)	9.9% (9)	16.5% (15)	<b>49.5% (45)</b>	22.0% (20)	0.0% (0)	3.79	91
	<i>answered question</i>							<b>91</b>
	<i>skipped question</i>							<b>3</b>

**2. What might ALCTS do to excel at having a customer service culture?**

	Response Count
	41
	<i>answered question</i>
	<b>41</b>
	<i>skipped question</i>
	<b>53</b>

**3. MEASURE 2: ALIGNMENT OF PRODUCTS AND SERVICES WITH MISSION** Remarkable associations align their products and services with their mission. Every product, service and venture serves member interests and moves the association closer to achieving its vision in an important way. ALCTS Vision: ALCTS is the recognized dynamic leader and authority for principles, standards, best practices, continuing education, and new developments in the selection, management, and preservation of all information resources. ALCTS Mission: To shape and respond nimbly to all matters related to the selection, identification, acquisition, organization, management, retrieval, and preservation of recorded knowledge through education, publication, and collaboration. To what extent do you agree that ALCTS aligns products and services with its mission, as described above?

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Stongly Agree	I don't know	Rating Average	Response Count
Align Products & Mission	2.3% (2)	9.3% (8)	11.6% (10)	<b>48.8% (42)</b>	27.9% (24)	0.0% (0)	3.91	86
	<i>answered question</i>							<b>86</b>
	<i>skipped question</i>							<b>8</b>

4. What might ALCTS do to excel at aligning our products and services with our mission?		Response Count
		35
<i>answered question</i>		<b>35</b>
<i>skipped question</i>		<b>59</b>

5. MEASURE 3: DATA-DRIVEN STRATEGIES Remarkable associations use data to drive strategies, go through a continuous disciplined process of collecting research, and incorporate the findings into strategic and operational planning. To what extent do you agree that ALCTS uses data-driven strategies in our decision-making and planning, as described above?								
	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree	I don't know	Rating Average	Response Count
Data-driven Strategies	4.7% (4)	18.6% (16)	<b>29.1% (25)</b>	24.4% (21)	8.1% (7)	15.1% (13)	3.58	86
<i>answered question</i>								<b>86</b>
<i>skipped question</i>								<b>8</b>

6. What might ALCTS do to excel at being data-driven in our decision-making?		Response Count
		38
<i>answered question</i>		<b>38</b>
<i>skipped question</i>		<b>56</b>

**7. MEASURE 4: DIALOGUE & ENGAGEMENT** Remarkable associations are characterized by a close-knit, consistent culture. Whether they lead or work behind the scenes, everyone shares equally in the responsibility to contribute to the value the association provides. To what extent do you agree that ALCTS supports and encourages dialogue & engagement, as described above?

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Stongly agree	I don't know	Rating Average	Response Count
Dialogue & Engagement	1.2% (1)	12.8% (11)	18.6% (16)	<b>40.7% (35)</b>	24.4% (21)	2.3% (2)	3.81	86
	<i>answered question</i>							<b>86</b>
	<i>skipped question</i>							<b>8</b>

**8. What might ALCTS do to excel at dialogue & engagement?**

	Response Count
	34
	<i>answered question</i>
	<b>34</b>
	<i>skipped question</i>
	<b>60</b>

**9. MEASURE 5: THE EXECUTIVE DIRECTOR AS A BROKER OF IDEAS** Remarkable associations encourage the Executive Director to act as the broker of ideas, to gather consensus around member-generated ideas and facilitate visionary thinking throughout the organization. To what extent do you agree that ALCTS' Executive Director consistently acts as a Broker of Ideas, as described above?

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Stongly agree	I don't know	Rating Average	Response Count
Executive Director as Broker of Ideas	2.4% (2)	3.5% (3)	14.1% (12)	<b>44.7% (38)</b>	31.8% (27)	3.5% (3)	4.11	85
	<i>answered question</i>							<b>85</b>
	<i>skipped question</i>							<b>9</b>

10. What might ALCTS do to help the Executive Director excel at being a broker of ideas?		Response Count
		29
<i>answered question</i>		<b>29</b>
<i>skipped question</i>		<b>65</b>

11. MEASURE 6: ORGANIZATIONAL ADAPTABILITY Remarkable associations learn from and respond to change, remaining steadfast to their commitment to their mission and their members while willingly changing how they do business. They have an operational structure that supports rapid response and change. To what extent do you agree that ALCTS demonstrates organizational adaptability, as described above?								
	Strongly disagree	Disagree	Neither agree or disagree	Agree	Stongly agree	I don't know	Rating Average	Response Count
Organizational Adaptability	5.8% (5)	24.4% (21)	26.7% (23)	<b>37.2% (32)</b>	5.8% (5)	0.0% (0)	3.13	86
<i>answered question</i>								<b>86</b>
<i>skipped question</i>								<b>8</b>

12. What might ALCTS do to excel at organizational adaptability?		Response Count
		37
<i>answered question</i>		<b>37</b>
<i>skipped question</i>		<b>57</b>

**13. MEASURE 7: ALLIANCE-BUILDING** Remarkable associations are disciplined and mission focused. They build and maintain alliances with other organizations and seek partnerships that will further their mission. Leadership outlines clear expectations for each alliance and partnership and walks away if a win-win situation cannot be achieved. To what extent do you agree that ALCTS engages effectively in alliance-building, as described above?

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Stongly agree	I don't know	Rating Average	Response Count
Alliance Building	0.0% (0)	11.9% (10)	23.8% (20)	<b>41.7% (35)</b>	10.7% (9)	11.9% (10)	3.87	84
	<i>answered question</i>							<b>84</b>
	<i>skipped question</i>							<b>10</b>

**14. What might ALCTS do to excel at alliance-building?**

	Response Count
	31
	<i>answered question</i>
	<i>skipped question</i>
	<b>63</b>