

CONTRACTS UPDATE – 2/15/2023

MALiA 2022 Vendor Performance Evaluation Survey

- SurveyMonkey was used to create the survey and analyze results.
- The survey opened Tuesday, January 27, 2023 and closed Friday, February 3, 2023 at 5:00 p.m. EST. One reminder was sent during this time.
- Participants rated the 31 vendors that currently have MALiA contracts in areas required by DGS: overall evaluation, delivery performance, quality of goods/services, number of complaints, and responsiveness to requests to correct deficiencies. Most vendors received high ratings of 4 or 5 on a scale from 1 to 5.
- There were 99 survey participants. 90 participants entered their libraries into the survey prize drawing for a free one-year MALiA membership covering the period July 1, 2023 through June 30, 2024.
- The winner of the MALiA one-year free membership prize was Wythe-Grayson Regional Library located in Independence, VA.
- Survey results are available on the MALiA website at <http://malialibrary.org/contracts/>.