IDS CONFERENCE EVALUATION SUMMARY (Received 48/60)

QUESTION	Yes	No	Somewhat	Blank
1) Did the conference meet your expectations?	46	0	1	1

1a) If not, why not?

> Need smaller groups for real discussion. Seemed **much** larger than
> I didn't know what to expect
> IDS group. Did not quite get to see PeerNet.

2) What was the most beneficial aspect of the conference?

> Best practices & comments from those in the daily work
> Opportunity to get together for focused discussion of IDS
> It was highly informative
> Enjoyed discussion of best practices for optimizing ILL/Circ staffing/workflow
> All useful, well-focused sessions, on-point but relaxed format
> Excellent overview of ILLiad - covered a lot of info
> Learning about the IDS project as an "interested observer"
> Workflow issues
> Networking/information
> New update info, demos, resource sharing
> Workflow issues, best practices for ILL staff
> Informal talks between libraries; procedures; problems/solutions
> Discussion groups
> Workflow [workshop]
> Talking with other IDS staff members
> Discussion of charts with actual libraries. Informal demo of ED using PeerNet
> Group interaction/meeting staff from different colleges
> Analyzing workflow
> Director discussion times
> Workflow issues/best practices. Excellent handouts. Initiative shown by
> others to develop improvements in service was excellent example.
> Conversations with colleagues
> Getting different views from other facilities
> Meeting/getting to know staff from other SUNY IDS libraries
> Networking and sharing experiences
> Conversation with other ILL staff
> Networking with others/discussing problems
> Technical information/how we would implement IDS/Direct Request into our
> workflow

Sharing

Team-building opportunity in combined director/staff sessions

Finding out what other SUNYs are doing. Meeting people I deal with

regularly

Positive attitude

Opportunity to talk with others involved

Staff discussions on workflow and problems

Sharing info with other SUNY libraries

New info about Odyssey 7.1

Informational updates, i.e., what OCLC is doing, etc. Sharing suggestions

to improve service

Exchanging ideas and best practices with other library clerks

Interaction with others/learning shortcuts

Workflow workshop

Sharing thoughts/ideas with everyone

Discussion of assessments. Establishing benchmarks

All portions

3) What was the least beneficial aspect of the conference?

Data charts in generalities

The benediction (just kidding, it was brief)

The entire conference was very beneficial

Not enough time

[Universal borrowing] presentation

SUNYCat - not ready for "presentation" this year - nor was it ready last year

Data stuff - beating dead horse

Copyright demo (don't know when we'll update to 7.1)

Never enough time to discuss "glitches" in daily workload

Universal borrowing

LAND update (it works, we know it works)

Everything was beneficial but Universal Borrowing initiatives & connection to ILL are not clear

Universal borrowing using Aleph

Overfull agenda

Would prefer libraries bringing their data rather than looking at preselected data

Session reports to entire group

Not enough time with hands-on interaction

No time for breaks

4) On a scale of 1-10 how helpful was the morning workshop you attended?

Workflow Issues (Avg)	Project Assessment (Avg)
8	7

5) On a scale of 1-10 how helpful was the afternoon discussion?

ILL Staff (Avg)	Directors (Avg)
8	8

6) Do you feel you have enough support to continue this project?

Yes	No	N/A
35	4	5

6a) If not, what additional support do you need?

Load leveling--no discussion of the difference in numbers, i.e., Geneseo requests ten times more than other IDS libraries
Director takes no active part
More information and help from OCLC about their errors, i.e. "no record found."
More staff and more/better technological resources
A librarian who does ILL full-time as more tracking needs to be done as well as improving our performance
Outside of this scope--we are on a shared server. This is where we need support
Could use help in the evenings from other staff

7) What other resources do you need to make this project a success in your library?

Technical backup--equipment updates, i.e., "best" scanner
More cross-training with other document delivery folks
If the 48-hour turnaround time is only measure of success then we will have trouble being successful. While it's touched on, different staffing levels need to be discussed more thoroughly. The data, however, needs to be treated more dispassionately, not as a weapon against a particular library. Establishing benchmarks and standards are helpful especially in the light of differences in staffing
Scanner/copier and more work space
Improve workflow
We are working on getting a new copier/scanner
Staff reorganization
More support from shared server
Better equipment
Pre-made LAND labels/information on charging overdues on ILLiad
Need new copier--will buy this year
Real commitment from a few un-named library staff
Odyssey enhancement/project libraries to become trusted senders
More commitment on the part of some directors

8) Other comments

Need to talk with others about overdues--spend a lot of time trying to get items returned
Look forward to working with IDS in the future
Thanks! I learned a lot. I want several of my other colleagues to attend next year!
Excellent, tight agenda--no downtime=great! Perfect, on-point session topics. All well-organized and planned. Bravo!

Many thanks for letting us join you for the conference--really valuable.

Thanks for inviting us. It was very informative. I hope we can join IDS.

Very impressed with the project data collected. Very well-thought-out and presented conference

Great job! It would be interesting to do a survey that tells us who does what in ILL. Example: Borrowing, Sr. Lib., Lending, LCII, 20 hrs student--used how? It might be an eye-opener to find out how creative libraries are with staff, such as Oswego's use of adjuncts, etc.

Have the more "intensive" session before lunch

Thank you--this was a great learning experience. I look forward to being a part of the continued success of the IDS project

Presenters of each workshop were excellent choices. Sₐ Sally (Goodwin) from Oneonta, Michelle (Parry) from Oswego, and Janet (Potter) from Oneonta, were wonderful!!! Hope to see them as presenters again next year

Try to put "breaks" on the agenda--time for people to stretch, get coffee, etc.

Outstanding organization of conference agenda and facilities. Great job! Enjoyed the dinner table discussion. One negative about food--everything was "cool" except pasta was barely warm

It would be nice to have sessions/workshops for "hands-on" users of ILLiad to discuss issues/problems

IDS also needs to recognize other external groups who are trying to reduce ILL transactions through purchases of e-journals for all SUNY libraries, and future implementation of "Universal Borrowing" as a "circulation" transaction from SUNY patron to SUNY library. It is important for all SUNY libraries to catalog and update OCLC on all e-journal subscriptions and advertise to their communities the availability of these resources. Your directors should be aware of all purchases/contracts made by SAC and SCAC toward strengthening of SUNY collections. By implementing IDS/Odyssey and the analyzing tools to determine where problems in workflow reside in addition to subscribing to Best Practices, this group has done an exemplary job in developing quality service!

One problem noted: sometimes it seems others are allowing little things to defeat them without using the excellent resources we are afforded through this group. A motto that should be adopted for each problem is "I know I can, I know I can." Obviously, a motto known and used by Geneseo. Good example to all, Geneseo!

I'm impressed by what has been accomplished by the SUNY IDS libraries. Very good conference. Thanks.

Very well-organized. Thanks for hosting it.

We have enough programs in IDS/ILL. We have OCLC, ILLiad, and SEAL. Aleph is not the best program to do what we need. I think ILLiad would be a better program to use for universal borrowing. Will it download into ILLiad?

The afternoon session was not a discussion--it was a lecture. Most was already obvious, and boring

Prefer to stay with a one-day program. Possibly distribute some report content (e.g., ILLiad/Odyssey update, LAND report) in writing for advance distribution. Great meeting!

Excellent staff work on conference!

Good job!

Very good conference. Next year add another half day for discussion.

I don't think all the library directors know what goes on in ILL

Would be nice to have more informal times to chat--do first day, then drinks and dinner, then next day run 9-12 or 1.

Library directors involved in this project who have perfected the art of "going through the motions."

Amazing how one person was not going to come next year, as of Tues. night, but after seeing the Konica work, she
     is planning to come back.
How can we help SUNY IT and Purchase? Would Odyssey, Direct ILL, and trusted senders help or hinder?
The dinner was not up to snuff
The directions were excellent and getting into the conference was easy. Very organized. Excellent job