

## Reference Staff Survey Results Summary

- Why is your library part of the shared system?  
80% selected the shared catalog, while 65% chose cost savings and 60% selected shared patron database. Technical expertise at TLN and sophistication of shared system followed distantly. 19% answered “I don’t know” which seems like a high number.
- Which is more important, ease of use for staff or ease of use for patrons?  
80% patrons, 20% staff
- Rank the importance of the following catalog search features:  
Ability to limit search by library was seen as most important, receiving 57 first place votes and 24 second place votes, closely followed by ability to limit search by format (13 first and 56 second place votes). Advanced search option was third closely followed by spell check. Ability to search multiple databases and one bar search were virtually tied at the bottom.
- Rank the importance of the following patron features:  
Easy to use was by far the most popular choice with 114 first place votes. Patron initiated holds and ability to pay fines were virtually tied, followed by apps available for smart phones and tablets, one click download for ebooks, and enhanced content. The ability to add reviews and bestseller and award winner lists were ranked noticeably lower.
- Rank the importance of the following staff functions:  
Holds functionality was seen as most important, receiving 60 first and 48 second place votes. Easy to create brief records, staff and patron screens are similar, and ability to customize displays by library received similar rankings, all significantly below holds functionality.

- If you could keep one thing about our current system, what would it be? (83 responses)

Easy to use, easy to search, and easy to link received a total of 16 comments. Eight people said they liked the new Enterprise catalog, three more mentioned the book rivers, and two liked the item availability on the search results list. The ability to limit the search to this library was mentioned 7 times and 8 people also commented favorably on holds functionality. There were 7 comments about functionality in Workflows, including the ability to have multiple windows open at the same time (4), the ability to have a patron record open on more than one computer (2), and the ability to see the previous patron. Three people chose the enhanced content, 3 mentioned spell check, and there were 2 comments each about Directors Station and the ability for libraries to set their own policies. There were individual comments about My Account, text messaging, advanced search, highlighting, and the Kids Catalog feature in eLibrary. Four people said they like it as it is, while three asked to bring back eLibrary, and 3 said there was nothing worth keeping.

- If you could change one thing about our current system, what would it be? (102 responses)

The most common issues related to searching and search results, including 16 comments about inaccurate search results, three requests for a spell check or “did you mean” feature, three requests for a better advanced search in Enterprise, three requests to make it easier to find titles in a series, two requests for an autocomplete feature similar to Amazon, and individual requests to be able to search alphabetically and limit the search to nonfiction only.

Requested changes in the online catalog displays included five requests to sort the hitlist by date as well as relevancy, three requests for fewer records for the same title, three requests to remove the “Text Item Information” button from the hitlist and add “Place Hold”, two comments about the difficulty of finding the “this library” display option, two requests for responsive design for mobile devices, and individual requests to change the display to “this library” for an entire

search session, include Lexile and Accelerated Reader reading levels, simplify the “limit search results” list in Enterprise, add more CD and DVD covers, provide a clearer item display page, and simplify graphics. General issues with the online catalog included four requests to improve response time, three requests for a shorter timeout for public computers, and three comments that changes to item records in Workflows are not immediately reflected in the online catalog. Eight people brought up issues with holds functionality in Workflows and in the online catalog and three people recommended improvements to Directors Station. Comments about Workflows included three requests for a web based staff interface, three comments on patron displays, and individual comments about subfield Z and nonstandard use of item types.

Surveys were completed by 133 people representing 39 libraries of all sizes. Two responses were anonymous. Generally, the reference staff recognize the value of the shared catalog and ease of use for the public. They find the online catalog easy to use but are sometimes frustrated by the search results, especially when an exact match isn't found and the search returns too many items. The Enterprise catalog received a lot of praise, but there are still people who would like to keep eLibrary. Interestingly, many of the requested changes are issues found in the old eLibrary catalog that have been corrected in the Enterprise catalog. Some issues (like inconsistent use of item types and the inability to place holds on certain items) are local library decisions and not functionality issues. On the whole the librarians are the least satisfied with the current system, but many of the issues that frustrate them are common to all of the vendors (too many item records for the same title, for example), so switching systems would not change anything.