

Directors Survey
Results Summary—38 completed surveys

- Why is your library part of the shared system?
Cost savings was chosen by 100% of the respondents, closely followed by shared catalog (94%), shared patron database (87%) and technical expertise at TLN (82%).

- Rank the importance of:
Ease of use for patrons came out at the top of the list with 16 first place rankings and 11 second, closely followed by cost (14 first and 5 second), ease of use for staff (2 first, 9 second, and 13 third), and web catalog (4 first, 9 second, and 7 third). The other choices were significantly lower than these four, and they were ranked in this order: integration of electronic resources, ability to search electronic databases, apps available for mobile devices, scalable to mobile devices.

- Do you use the serials module?
45% yes, 55% no. The most common reasons for not using serials were not enough staff and too time consuming. Four libraries listed “collection too small” under other.

- Do you use the acquisitions module?
12% yes and 88% no. The most common reasons for not using acquisitions was current method works well enough (71%) with not enough staff a distant second (22%).

- Which is more important, ease of use for staff or ease of use for patrons?
Patrons 89%, staff 11%

- Which is more important, cost or functionality?
Functionality 82%, cost 18%

- When evaluating the public catalog, please rank these components in order of importance:
Google-like search experience with single search bar topped the list with 23 first place rankings and 6 second. The next most important components in order were enhanced content, spell check, and integration of ebooks. Ranked almost identically but significantly lower were scalable to mobile devices, mobile apps available, and search integrates electronic resources, and at the bottom of the list were integration with social media and patrons can add their own reviews.
- When evaluating a circulation system, please rank these components in order of importance:
Easy to train new staff and ability to customize library policies were ranked almost identically at the top of the list. Windows interface and seamless integration with MelCat were significantly lower but almost identical in rank, and mobile circ was a distant fifth.
- What services would you like to see that are currently unavailable?
Better integration with MelCat was mentioned three times, and the ability to block a patron from placing a request in Mel if the item is available in the shared catalog was also listed once. Most of the other items were related to the online catalog and included more intuitive searching and more accurate results, consolidation of different editions and formats into a single title record, ability to search by reading level, ability to easily place a hold on a specific volume, and allowing a patron to choose a username for my account instead of entering a barcode. The ability to easily determine the order of a series was also mentioned twice. Other requests included a better reports module, the ability to block a patron locally instead of systemwide, and the ability to display the book rivers on the library's home page. A few features were requested that already exist or are coming soon including mobile apps and improved mobile apps, one

click ebook download, mobile circ, and the ability to link from the library's home page to "my account".

- Other considerations:

A few mentioned features of the current system they liked including integration of Paypal for bill payment within the online catalog, acquisitions, and ability to place multiple holds in Enterprise. A few mentioned problems with the current system including fine payment in workflows, searching inaccuracies in the online catalog, and needing better alerts. There was also one mention of the difficulty in choosing between ease of use for patrons or staff, and one mention of difficulty in choosing between cost and functionality. One said that while seamless integration with MelCat was desirable, the burden should be on Mel and not on us. Maintaining a clean bibliographic database is also important.

Satisfaction with the current system generally appears to be high. Of the 38 completed surveys, only 14 listed services they would like to see that are currently unavailable. The shared catalog is one of two main reasons for belonging to the shared system and the other is cost savings, but the directors value functionality above cost (although a few mentioned that cost has to be kept within reason). Ease of use for the public is of primary importance and the most important catalog features are the ones that simplify use and integrate ebooks. The ability to customize library policies is also important to the directors.