

2006 IDS CONFERENCE EVALUATION SUMMARY

(54 responses out of 70)

N/A= Not applicable or No answer

1) **Did the conference meet your expectations?** Yes: 53 No: 0 N/A: 1

If not, why not?

- N/A: First conference; not full-time ILL; had no expectations.
- We haven't started using ILLiad or Odyssey yet so some sessions were hard to relate to.

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

- Hearing that other libraries have same problems as us.
- Learning more about IDS & meeting key players & regional colleagues.
- Pre-conference orientation (2).
- Networking with peers, demos of various features, e.g., copyright clearance.
- Copyright, webinar, OCLC speaker.
- [ILL Staff] Breakout sessions (7).
- Each session was great.
- eSerials demo.
- As a newby this familiarized me with many aspects of the IDS project & ILL components.
- Lots of great information, well presented—great handouts.
- Interacting with [Geneseo's] friendly staff.
- eSerials Holdings Service & IDS Availability Server demo, and Auto Deflection.
- Keynote address (2).
- Atlas & OCLC presentations.
- Heads up on new software.
- Good speakers, shared info, great food & accommodations.
- Live demos & hands-on (2).
- Networking, exchange of ideas (3).
- Effective use of expanded time frame.
- Interaction with others/sharing ideas with other ILL staff/sharing similar concerns & how to address them (4).
- Learning about the scope of the project.
- So organized—every workshop on time—great speakers.
- Getting “bigger picture” of IDS & benefits. Bravo! Excellent!
- As outsider, learning about project, project goals, thinking about possibilities for collaboration.
- Pretty good across the board—lots of good info.
- Learning various perspectives/issues of all levels of staff.
- Well planned-for sessions—excellent keynote speaker.
- Everything discussed.

- Learned a lot—something valuable in every session.
- Meeting all the players.
- This is absolutely critical to the project—we have to get together face to face regularly. We got a lot out of two days.
- Guest speakers, including Tuesday pre-conference.
- Lending/Borrowing through IDS.
- IDS Workflow Procedures & Best Practices.
- Networking. Ideas to improve on [our] library’s appearance. Great rugs.

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

- Atlas presentation.
- Auto Deflection.
- Didn’t need the extra calories!
- Hands-on, but it will be great for my staff.
- Customized searching (but good presentation for those unfamiliar with it).
- Nitty gritty sessions on copyright and custom holdings were almost too much detail for my level, yet I found custom holdings very interesting.
- Copyright session was too long & technical—should have been for staff only.
- Extra pound or two I’m sure I’m leaving with!
- The walk up the hill from the parking lot—well, it was beneficial but least liked!
- This year I can’t think of any except mistakes in handouts & only chocolate chip cookies.
- Hands-on sessions.
- Hard to say “least” [beneficial].
- It was all beneficial.
- Coffee was cold for afternoon sessions.
- Copyright webinar.
- Webinars were harder to pay attention to vs. a real person but I still learned from them.
- Perhaps copyright webinar could have been shorter.
- Too much time spent on a single issue that a particular library may have that others don’t.
- All was useful—technical parts (e.g., ILLiad) less interesting for me.
- Copyright webinar—but only because I am a Library Director.
- ILLiad details, because I don’t work in ILL.
- Copyright webinar (more for practitioners).
- Copyright webinar—demo via long distance.
- Everything was pretty good.
- Wednesday afternoon directors’ session—too long, too loose agenda.
- Really wouldn’t have wanted to miss any of it—nothing’s perfect but everything was excellent!
- Some borrowing was too much for me, only because I do lending—but still very informative.
- All good.
- Copyright webinar (too small to see).

4) Did you like having a keynote address?

Yes: 52 No: 0 OK: 1 N/A: 1

5) On a scale of 1-10 how informative was the keynote address?
(1 being not informative and 10 being extremely informative)

1 2 3 4 5 6 7 8 **[9]** 10 (Average)

Comments:

- Heard most of it before from OCLC at other conferences, but well-presented.
- Very entertaining/informative/dynamic/interesting/excellent/thought-provoking speaker (12).
- Amazing vision of the future.
- Nice that he was a librarian and working on things for libraries.
- Best part of the day.
- Not sure if informative is best measure. It was context-setting, big-picture view, which I think is better goal to aim for.
- Extremely motivating and focused.
- The digital natives in my library will appreciate the perspectives that this digital [native] gained from this presentation.
- Brilliant, great sense of humor, packed full of excellent information. Loved him.

6) On a scale of 1-10 how helpful was the OCLC eSerials webinar?
(1 being not helpful and 10 being extremely helpful)

1 2 3 4 5 6 7 **[8]** 9 10 (Average)

Comments:

- Made others aware of what & how it works.
- Very informative (2).
- I have had training before.
- Could have given more details.

7) On a scale of 1-10 how helpful was the IDS Availability Server & eSerials Holdings hands-on session?
(1 being not helpful and 10 being extremely helpful)

1 2 3 4 5 6 7 **[8]** 9 10 (Average)

Comments:

- Love the licensing info.
- Hands-on session helps people look into new things.
- Great work.
- Didn't use—but I'm sure was helpful.

- Mark is a genius!
- Computer problems—crowded.
- Already using it.

8) On a scale of 1-10 how helpful was the Auto-Deflection of OCLC ILL Requests hands-on session?

(1 being not helpful and 10 being extremely helpful)

1 2 3 4 5 6 7 **[8]** 9 10 (Average)

Comments:

- Hope people don't use this too much—some seem to think it will help ease their staff shortage.
- Useful to have time & machines to try.
- Would have been much better if we could have edited our own policy page.
- Jon [Penn] is very helpful.
- Remember—don't deflect IDSZ!
- Just not of interest since I am not a participant.
- I don't work with this stuff.
- Already familiar with this.
- Purposely waited until hearing presentation to implement. Thanks!
- Don't use auto-deflection yet & didn't need hands on.
- Not something we think we can use right now.
- This will be helpful to me.
- Mixed feelings about this.

9) On a scale of 1-10 how helpful was the Tuesday afternoon breakout session?

(1 being not helpful and 10 being extremely helpful)

a) 1 2 3 4 5 6 7 8 **[9]** 10 (Average)

b) 1 2 3 4 5 6 7 **[8]** 9 10 (Average)

Did you attend: a) Administrators' session: 15 b) ILL Staff session: 35

Comments:

a) Administrators' session

- Didn't attend but got notes that reflected its importance.
- Helpful information.

b) ILL Staff session

- I see this as especially useful for communication among ILL people.
- Issues did not get resolved. Please group us at tables, not a circle.
- Came to some decisions.
- Many issues—always too little time.
- Liked talking in circle with fellow ILL people.
- Discussed a few things, but couldn't change anything.
- Never enough time for IDS staff issues.

10) On a scale of 1-10 how helpful was the Wednesday afternoon breakout session?
(1 being not helpful and 10 being extremely helpful)

a)	1	2	3	4	5	6	7	[8]	9	10	(Average)
b)	1	2	3	4	5	6	7	8	[9]	10	(Average)

Did you attend: a) Administrators' session: 17 b) ILL Staff session: 35

Comments:

a) Administrators' session

- [Staffing] survey needed some discussion.

b) ILL Staff session

- Some topics were discussed last year—and from what I heard—[Tuesday] as well.
- Issues were resolved. Moderator did a good job bringing the group back to present issue. Nancy [Alzo] did excellent job as recorder—clear and concise.
- Came to some decisions.
- Good discussion. End result? Recommendation?
- Some issues discussed—helpful. Could use more time—maybe 2 hours each day?
- Could not hear very well.
- Suggest smaller, topic-focused groups with facilitator on Tues. with reports to full group for discussion on Wed.
- Nice to hear others' ideas and comments.
- Picked up where we left off—had a few things for administrators to solve.
- Interesting—many comments & good suggestions.
- Went on a tangent over SAC report.

11) On a scale of 1-10 how helpful was the Atlas Copyright Clearance webinar?

(1 being not helpful and 10 being extremely helpful)

1 2 3 4 5 6 **[7]** 8 9 10 (Average)

Comments:

- Is this really a big problem to display here?
- Some of us do not use it regularly. Perhaps next time those who do not use it can break—check email, etc.
- Haven't used it before because we only order for free and never go over 5 copies.
- Helps having a "live" person go through different things.
- Too long—not applicable to directors.
- Not useful—need annual or semi annual [reports] not daily.
- Excellent, although perhaps too detailed for administrators.
- Make this voluntary or as part of a break-out session.
- Could have been less than one hour.
- Good info, but too long. Speaker talked too fast.
- Did not explain once a year process which is being used successfully.
- Great unknown info!
- Too small to see. Maybe not as helpful for administrators.
- It was informative.
- Already using in ILLiad.

12) On a scale of 1-10 how useful were the hands-on sessions?

(1 being not useful and 10 being extremely useful)

1 2 3 4 5 6 7 **[8]** 9 10 (Average)

Comments:

- Only useful if you are a hands-on staff member. How about a hands-on for administrative issues—like looking at the web charts?
- Not much hands-on time.
- Others liked having Geneseo's wonderful technical people here to help them look at programs and how they work.
- I haven't used the system but in the future my staff will find it helpful.
- Hands on is always a plus.
- Not able to attend but support in principle.
- Not much chance for hands-on.
- I need to be able to do actual things.

13) Was the day and a half conference better than one day? Yes: 44 No: 3 N/A: 7

If so, why?

- More opportunities to learn and connect with colleagues (5)
- Can't imagine doing all of this in one day!
- Don't feel as rushed as I did in previous years/more time for discussion and breaks (2).
- Spread out nicely—more time for short breaks.
- Covered a lot of practical information.
- This is my first conference.
- Allows more time to socialize and collaborate outside of a formal session.
- Provided the opportunity to meet, listen & digest a lot of info—made the distance worthwhile.
- Travel times.
- Not rushed, good speakers (2).
- There was plenty of new information—need the extra time (3).
- Too many people/issues for only one day (3).
- Allowed for more thoughtful work toward substantive outcomes and more networking opportunities.
- The more information we share, the better!
- There was more time for informal interaction among ILL staff.
- Could not possibly cover all this in one day. Very informative.
- More information being shared without feeling overwhelmed.
- Better use of the two days that would have been used anyway.
- Go for more!
- There was enough content to fill 1.5 days.
- Better timing—second day of discussion good.
- Every bit of information was not “crammed” into one day.

If not, why not?

- Some of these sessions could have been done by teleconference instead of having to come an extra day.
- Suggest two 1-day conferences approx. 6 months [apart] to keep better updated on info. More cost-effective for SUNY (eliminate hotel expenses, etc.). Explore use of occasional teleconferences, etc.

N/A:

- First conference—nothing to compare with.

14) Please share your thoughts on future conferences in terms of what topics you'd like included, what time of year you would prefer the conference to be held, whether you'd like to have more hands-on sessions, etc.

- Same time/month (2).
- Share the load—not fair for Geneseo to carry entire load.
- First time attending this conference. I get the impression that my college doesn't send clerks to conferences. I'll be eager to see how [our] director takes our suggestions (since she wasn't here). Will she think we can handle joining IDS?

- More hands-on and breakout sessions.
- Next steps such as CCD, administration, marketing, user experience, integration with SUNY and statewide initiatives, etc.
- Like hands-on.
- August is a good time to continue having the 1 ½ day conference because it is a slower month. Also, previous months are too busy with [ILL] requests to plan a conference.
- I'd prefer to have earlier in summer because many of our staff take vacation in August.
- August is fine—need more time for hands on—would be nice to see actual forms/book straps and other things that other libraries use.
- If you have a 2-day conference next year it would be great to schedule a little more time between sessions and dinner. August is a good month.
- More formal discussions or presentations of different ILL workflows and practices.
- This time of year is excellent. Far enough before start of school. Weather very nice.
- Please give extra time between last session and dinner. Left little time to check in at hotel. Everyone was checking in at once.
- Put something second evening so must stay a second night—[it's a] long drive.
- As more and more institutions come on board, we may need sessions aimed at more than just “new” institutions and “old”—may need sessions for small, large, academic, etc. Reverse roles: have directors do hands on.
- Continuous ILLiad changes/problems. Keynote speakers are helpful. [Schedule conference] any time but winter or peak semester times. Maybe a list of concerns/problems could be brought by each institution before breakout sessions—some people get off the subject and waste too much time.
- Two hours between end of conference day and dinner would be better.
- Time of year is fine. Have more separate sessions for new members.
- No complaints about this conference. You may have already achieved the ideal!
- More information on ILLiad and what features it offers. Possibly more hands-on sessions. [For scheduling conference] – spring, summer, fall.
- Summer is good.
- More hands-on sessions always good.
- Summer, as previous held, is helpful.
- Would like smaller break-out sessions—easier to hear comments, maybe more chance to speak, etc., etc.
- Like having it during good weather. Really like hands-on sessions. Vital to have informal staff break-out with staff deciding topics to be discussed.
- Summer is good. Somewhere centrally located/easy to travel to. Maybe we could do more specific training for staff who really do the work. Everyone spoke about how hard it is to train usually. Can't get everyone here but could do “train the trainers.” More time with directors for discussion together—I don't know if they “get” the staff concerns about staffing. We need more people (and not just students) to sustain our success/productivity.
- August [is good] (2).
- Less webinars, more people at conference giving presentations. I started dozing a few times.

- More sessions on custom searching and on generating reports in ILLiad. Yes, hands-on sessions are helpful. Better door prizes—more ipods. ☺ More time for tours of IDS Dept. We were late for every [session].
- Continue 2-day sessions. Request items for discussion before the break-out sessions. We tended to go off on tangents—needed more direction for the discussions.

15) Other comments:

- Great food, great company. Really, really big mountain to climb from parking lot. ☺
- Get rid of the camera! Very annoying.
- Over my head in some areas, but that's not the fault of the conference—just my own lack of experience. I learned a lot.
- Maybe some different breakout splits—not just staff/directors, such as libraries with less than 3 staff/libraries with more; or splits on using different features—union catalog info, hosted servers, college portals, document delivery services.
- As always, beautifully managed conference.
- High quality conference—well organized. Got some good ideas from 3Rs colleagues re grant funding for ILLiad.
- Maybe when you tell everyone to turn off cell phones, you can also tell these young digital natives who have their laptops on--doing emails, searching the net during presentations--to turn off their laptops! How rude and distracting!
- Thank you!
- Very nice job! Thank you for having us!
- This was a very well planned and executed conference. Thanks to all of you!
- Judging from comments made at breakout session, it would seem evident that some directors are not as sincere about their commitment to staffing and equipment as they need to be.
- Looking at the pictures of all participating libraries on power point was wonderful. Gave a feeling of everyone belonging. Wonderful dinner and lunch.
- Wasn't aware of the magnitude of changes coming in ILLiad Ver. 7.2—gave me a heads up.
- Maybe have a feature each month of each library's IDS office space & pictures of their work space—others might get ideas.
- Maybe have a training session (pictures of actual working of a request) on the website of Z search for both borrowing and lending.
- I enjoyed the conference very much. Topics were very well presented and I was able to learn something new from each one of the sessions.
- It's always a pleasure to work with Geneseo. Thanks for a nice time.
- Start cocktails and dinner sooner to facilitate more time to decompress from travel and meetings.
- Excellent job. I appreciate all the work involved, thank you. Best conference.
- Need different data gathering that tells more about how ILL [is] done at each library.
- This conference is an example of how to do it right! Good planning and execution.
- Conference was great! Really liked the new member session.
- Geneseo staff were great and so welcoming. Appreciated water and snacks!

- Great conference. Thanks Ed and to all your superb staff!
- Ed, you always treat us like royalty. Thank you! I hope we will be joining in 2007.
- I felt this was the best conference of all of them.
- The customized searching session was very helpful.
- Thank you for the opportunity to attend this conference and participate. I came away with many ideas and a long “to-do” list. I hope we can continue collaboration with NY 3Rs and IDS.
- Felt a bit rushed even with break-out sessions, but everything was very well-planned—good work!
- First conference for me. Lots of useful information.
- I appreciate all of the work done by Geneseo library staff and others to plan and carry out this conference.
- Super – loved it all.
- Feature or offer a class every other month? Send email, place on IDS website?
- Great job everyone.