

Participant Evaluations of 2006 VIVA ILL Forum

Session/Question	Avg. Score 1 (not informative) to 4 (highly informative)	Respondent Comments
Session 1: Emergent Resource Sharing and ILL	3.25	<ul style="list-style-type: none"> ▪ Very insightful and informative; a look into the future ▪ This presentation had many good ideas but also many bad ones. We need to have a more selective approach to tech, not just to adopt all emergent tech ▪ Too much info. A whole day could be spent on these topics. Very interesting. ▪ PowerPoint was too small and it was a lot of information to process, but it is helpful to see what is out there ▪ Good info, though not terribly useful for most small to medium sized libraries ▪ Very relevant ▪ Excellent, informative, challenging ▪ Way above and beyond where we are!!! ▪ One of the best presentations I've ever attended! It was clear and understandable but also challenging and thought-provoking. ▪ Well-presented ▪ Too high above the day-to-day struggles. Also had difficulty hearing—needed microphone. ▪ Did not feel this was any benefit for ILL at this time ▪ Thought-provoking, well organized. Good references to where to find more info on WWW. PLEASE POST SLIDES ON THE WEB. ▪ Timely discussion of importance to all ILL offices. Excellent presentation. ▪ Very well done—should have done more on this ▪ A lot of information to cover in a short amount of time. Would be more useful if some ideas could be explained in more detail. ▪ I enjoyed how he considered all kinds of options in a way that was provoking and got us thinking about new ideas. ▪ Lots to think about ▪ Great! Cyril's presentation was very informative. ▪ Very interesting ▪ Too advanced for those of us at small institutions with small budgets. Would have preferred more time with Heather Gray from Solinet. ▪ Informative, but too much info at one time. Weed out the items that are more likely to be used rather than everything out there. ▪ He shared tons of info. Many terms unfamiliar. Needed more time to explain more fully each point. ▪ Very optimistic! Very informative! ▪ Presenter very thorough and knowledgeable of topic. Well prepared. ▪ Misconception of ILL being a "technical" department rather than a "service" department ▪ Terrific guidance for further study. It served as a reminder to pursue online connectivity.

		<ul style="list-style-type: none"> ▪ Excellent ▪ Interesting ideas/info concerning using VOIP, hand-held scanners, etc. ▪ Excellent presentation—much food for thought! Reminds us the future is right around the corner. ▪ Informative ▪ Would have liked to have more time. This session would be wonderful for the “Deans” to get them informed. ▪ Very good and informative ▪ This could have been its own conference! ▪ Too lengthy, too many topics ▪ Very good speaker—good discussion topics for participants throughout the rest of the day. Slides were jam-packed, but if we can see the slides later it will all make sense. ▪ Excellent trends ▪ Informative, but speaker seems unaware of problems in smaller libraries, has forgotten his library is richest, by far, in state ▪ Lots of info—look forward to exploring some of the web sites and new technology mentioned ▪ Very good ▪ WOW! ▪ I liked this presentation but don’t think it applicable to most of us ▪ Almost too much to absorb at one time
<p>Session 2: Community Discussion Forum</p>	<p>3.41</p>	<ul style="list-style-type: none"> ▪ Interesting mix of thoughts ▪ Interesting to hear how other libraries are managing and what technologies are being used ▪ Provided an opportunity to discuss concerns over Ariel ▪ Lively ▪ Ariel comments were helpful...we will keep using it as long as everyone else is ▪ Could have been better moderated ▪ Good sharing opportunity ▪ Very good and helpful ▪ Good to hear concerns from other schools ▪ Need more of this sort of thing ▪ Would like to fix Ariel and use it more with libraries ▪ Very useful information and ideas. I wish people would be asked to stand up and identify their institutions when they speak. ▪ Generated much in responses from attendees ▪ The idea of a list of mentors and their areas of expertise is great. Can we make a link from a VIVA page somewhere? ▪ Enjoyed the chance to hear what other people are dealing with and the ideas we had ▪ Glad to know other libraries have problems with Ariel ▪ It’s great to hear others’ questions and solutions. This is always a good piece. ▪ Very relevant and interesting ▪ Very helpful with our dilemma about Ariel vs Odyssey ▪ Would have been more beneficial to allow additional time for discussion ▪ This was fun. I like both sides of an issue.

		<ul style="list-style-type: none"> ▪ Good to hear what others are experiencing with Ariel, IT problems, etc. ▪ Some very good points brought up by colleagues ▪ Thank you for the update on trends ▪ Good idea ▪ Appreciated the opportunity to hear other folks voice their concerns re ILL as well as the opportunity to voice my own concerns ▪ Good discussion on Ariel/ILLiad ▪ More specific questions would have helped facilitate let the smaller schools glean the information from the larger ones. More time/smaller groups. ▪ Interesting, informative and helpful ▪ Some topics are hotter than others ▪ Thought this worked well once crowd warmed up, probably better than break-outs, but the comments may address this ▪ Will be calling or emailing “Bud” because Ariel will not work for us. ▪ Interesting! But many ideas contradicted by PM speaker. ▪ I don’t fully understand the push for Odyssey. We are Ariel users. ▪ Very good ▪ Learned a lot about Odyssey and Ariel ▪ Not enough time to cover all the topics ▪ ! ▪ Good to hear concerns others have
<p>Session 3: eLicensing and Interlibrary Loan</p>	<p>3.35</p>	<ul style="list-style-type: none"> ▪ Great topic and content ▪ Informative use of e-licensing ▪ Good reminders ▪ I feel much better about lending e-journal articles! ▪ Very useful—thank you! ▪ Very relevant ▪ Helpful, informative ▪ Very informative ▪ Again, good info, informative ▪ New info not yet heard ▪ Thought e-journals and copyright discussion was great ▪ Useful info here as well. I learned even more things I should do when I get back to my library. For example, see if we’ve uploaded our aggregate holdings to OCLC and investigate item-level deflection. ▪ Excellent discussion. Clarification on e-journals and ILL ▪ Clears up my questions about copyright and document format ▪ Pretty useful, but a lot of it I was already familiar with ▪ Glad to learn about deflection ▪ Thanks for clarifying some of these issues ▪ Great! Really helpful and has answered a LOT of questions. Well organized. ▪ Very helpful and useful. Easy to understand the info presented. ▪ Speaking more to large libraries ILL’s. Smaller libraries not so involved in discussion.

		<ul style="list-style-type: none"> ▪ Clear information about Do's and Don'ts—answered questions for me ▪ Issue needs to be streamlined, still too many decisions as to what can be sent ▪ Thanks for the info about posting in BB. Copyright discussion was helpful. ▪ Excellent ▪ Learned a great deal concerning e-ILL and loaning electronic articles ▪ Helpful reminder on copyright and e-ILL! ▪ Good work—badly needed information ▪ Good, relevant, informative, and very helpful ▪ Not as urgent a topic ▪ Good flow, speaker did not monopolize time. Good questions and comments from participants in audience ▪ Very informative ▪ Good info regarding loaning electronic journal articles, CONTU guidelines, and deflection ▪ Was especially helpful in clarifying lending issues concerning e-serials ▪ Very good ▪ Glad to see e-journal loaning pushed and encouraged ▪ Not great ▪ Good—clear information
Breakout Sessions	3.24	<ul style="list-style-type: none"> ▪ Very informative, great airing of ways to help each other ▪ Too noisy, having ILLiad and Clio groups in the same room ▪ Less helpful ▪ Nothing really resolved, although some problems were addressed ▪ Should have been better organized with an agenda ▪ My favorite session—great to hear all the different ways people deal with the same problems ▪ It was nice to learn how other small places cope with the same problems we face ▪ Helpful and informative ▪ This was interactive and informal, very helpful ▪ Good focus on similar work flow problems ▪ Helpful feedback, thoughts, etc. Need more of this! ▪ Very good—we have common problems! ▪ Good ideas ▪ Always good to talk to each other ▪ Got a few ideas about improving my Clio use
Services:		
Registration	3.84	
Location	3.71	<ul style="list-style-type: none"> ▪ The Conference Center is great—really nice, hope we return. I really like the location and the Conference Center is lovely—clean, comfortable, great staff. ▪ Great campus
Directions	3.75	
Parking	3.74	
Facility, Acoustics, Lighting	3.66	<ul style="list-style-type: none"> ▪ Need to have the room cooler ▪ Very nice facilities!

Technology	3.43	
Breaks and Refreshments	3.72	<ul style="list-style-type: none"> ▪ Better vegetarian lunch please (more simple selection) ▪ Delicious!
Did the information presented reflect the stated purpose of the Forum?		<ul style="list-style-type: none"> ▪ Yes (41) ▪ Yes, it touched on the areas important to ILL users ▪ Yes, very much so ▪ Yes, very much so. Technology is good to talk about ▪ Yes, it did. It is good to know that other institutions are having the same problems and concerns. ▪ Was a little let down with this forum ▪ Yes, absolutely ▪ Yes—the information given and topics covered were clearly defined and helped in the areas needed. ▪ We are on so many different levels in type of institution and what level of ILL service we provide. ▪ Yes, and more ▪ Yes, lots of wonderful not-known information given ▪ Yes, excellent. SOLINET got a little off topic but she should have been warned. ▪ Yes, plus a big part of the Forum is always meeting and talking to others in ILL community in VA ▪ Generally speaking, it was informative and thought-provoking ▪ Yes, one of the best out of the 6 years that I have attended ▪ Yes, I learned some new things, clarified some vague points ▪ Yes, to a great extent, but we ran out of time before covering some of the topics
Was enough time allowed for discussion?		<ul style="list-style-type: none"> ▪ Yes (31) ▪ No (2) ▪ Yes, the time for questions and discussions was regulated very well ▪ It was properly limited ▪ No, 45 minutes or one hour is not enough to address all these issues, almost need week long conference ▪ Yes, too much time would have led to rambling, so this was tighter ▪ More was needed for discussion ▪ Almost ▪ Yes, and it was nice that we were able to follow the schedule ▪ Yes, although people were not as forthcoming as they should have been ▪ The Solinet session was a little short ▪ Seemed just right ▪ In most sessions, more time allowed would have been helpful ▪ Most of the time ▪ Almost, could use a little longer depending on topics ▪ Yes, enjoyed the discussions, except the confusion over “deflection” during Solinet presentation!

		<ul style="list-style-type: none"> ▪ Better than usual! ▪ Sometimes ▪ Yes, none of the sessions seemed too rushed ▪ Not for the Solinet speaker—she needed more time or needed to tailor her presentation to the time. Unfortunately, I think she felt defensive, because of comments made before she barely started. ▪ Not enough time for Heather from Solinet ▪ Yes, on some; no, on others ▪ Yes, there was so much discussion that the time ran over
<p>What would have improved the program?</p>		<ul style="list-style-type: none"> ▪ Solinet needed better prep or speaker ▪ More divergent topics. Consideration for issues in small and large universities ▪ More structures—easier to deal with all concerns ▪ Solinet speaker—perhaps it's not a great idea to bring a person in to encourage what was being discouraged for the previous three hours ▪ More topics, longer sessions for discussion. Solinet speaker seemed on edge/defensive—why? ▪ The Solinet update was terrible. The speaker was not clear and I feel that she did not connect with the audience. ▪ Provide an open Q & A with the Solinet rep, instead of planned presentation, since there are obviously a lot of questions out there. ▪ Use more than one microphone for comments from the audience and have people say where they are from. ▪ Better air conditioning ▪ More time for Heather Gray from Solinet ▪ For Heather Dray's time—covering the items that matter ▪ Breakout sessions did not really apply to us ▪ A better Solinet presenter ▪ Organizing seating by regions to assist with networking. Provide list of which libraries utilize which software programs (i.e. Clio, Odyssey). ▪ Better microphone (especially roaming). Couldn't hear some of the audience discussion. ▪ Well-planned and time was given the most respect ▪ It seems like this could almost be a 2-day conference to allow more time for in-depth sessions and expanded discussion ▪ Solinet not as well presented as in some years ▪ Great! ▪ Less mundane detail in discussion—many of us from small library will never use ▪ Shorter talks for more speakers—more dynamism ▪ I'd like to see an Odyssey demo ▪ Good format—well paced—never flagged ▪ More time on some sessions ▪ To have either allowed more time for discussion of individual topics within a presentation or to have structured it so that each topic could have been covered ▪ It was good

<p>How can VIVA help member institutions meet the needs of the Interlibrary Loan Community?</p>		<ul style="list-style-type: none"> ▪ Encourage sharing best practices ▪ Ariel workshops ▪ Setting up and using new technologies ▪ Facilitate the purchase of ILLiad for all VIVA institutions ▪ VIVA listserv ▪ Create online forum, swap info, tips ▪ Not sure ▪ Training for new people ▪ Interaction, communication, visits to institutions ▪ Try out Odyssey at larger institutions and see the feasibility. ▪ I like the idea of mentoring. ▪ Hosting a discussion board on the VIVA RSC web page was a good suggestion. ▪ Web forum for discussion ▪ Creating more dialogue between libraries—experienced and inexperienced—as they mentioned in the open discussion ▪ Having more generous lending policies and flexibility among members ▪ More training ▪ By taking comments, recommendations and working for solutions to problems that are plaguing most folks ▪ ILL User Group meetings, IT help ▪ The mentoring via Delicious, etc. ▪ Up to date website ▪ Provide lists/links to libraries by region/programs used (i.e. Clio, Odyssey, etc.) ▪ Some of the same ▪ We need tech support and assistance in area/region groups. ▪ Mentoring is a good idea to revive ▪ Follow up on the mentoring or at least a list or grid of who uses what (ILLiad, Ariel 4.1, 3.4? Clio) and if they want to be contacts or just list contact info ▪ Continue to gather everyone together and keep people informed on the ILL world ▪ Negotiate a contract for ILLiad—we have it, but a price break would be helpful ▪ Send trainers to libraries in need for hands on training ▪ Continue this forum ▪ Keep up the good work! Love the ILL Community Forum. Networking with peers, etc. very helpful! ▪ Training, mentors—technical ▪ Workshops on particular topics or software—such as Odyssey or compiling statistics in Excel or other software, etc. ▪ Continue sharing information through all possible channels
<p>What suggestions do you have for future VIVA programs to enhance VIVA resource sharing?</p>		<ul style="list-style-type: none"> ▪ Round robin: “Name, institution, what’s new, what would you like to learn today?...” ▪ Ariel presentation ▪ Question: why Ariel or Odyssey? Why not mount requested articles on your own server and send a login and pin number to patron at the borrowing library? No transmission of article necessary.

		<ul style="list-style-type: none">▪ ILLiad for everyone▪ Why Sweet Briar? Many other places are more convenient.▪ Keep up the good work!▪ Please meet on a day other than Friday▪ Keep the break-out sessions▪ How to facilitate communication with Acquisitions▪ More training opportunities▪ Do more in the way of creating emphasis on libraries utilizing same programs and libraries located near one another.▪ Keep some of same—wonderful!▪ The Solinet update was worthless. I'm sure we have to have it, but ho-hum!▪ Staffing, funding▪ Odyssey demonstration. I'd also like to see a demonstration of the Administrative module of WorldCat Resources Sharing.
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