

Participant Evaluations of 2007 VIVA ILL Forum

Session/Question	Avg. Score 1 (not informative) to 4 (highly informative)	Respondent Comments
Session 1: <i>Cyril Oberlander's Presentation</i>	3.3	<ul style="list-style-type: none"> ▪ very informative and scary, too! ▪ Cyril needs more time. I appreciate the glimpse into what is coming. ▪ interesting, lots of information; definitely need the PowerPoint! ▪ lots of “food for thought.” Most institutions don’t have funding and/or support to initiate support of a lot of these potential helpers. ▪ like idea of using existing technology like Apple instead of developing in-house. Buying items for patrons to keep—mission of library? I embrace using new methods for obtaining materials for patrons. Patron home delivery—costly, risky. ▪ lots of new information there! ▪ again, lots to take in. I agree with his predictions of future technology, however, many of his solutions are impractical and unrealistic. ▪ some good points, but some things don’t pertain to ILL ▪ good information ▪ always seems to know the latest info ▪ very informative! ▪ I enjoyed his presentation, but I think I would learn more if a few topics were chosen and more time and detail given to them for better understanding, rather than an overview of so many. ▪ great energy! ▪ good web resources ▪ lots of things to think about! Next time, please have this right before lunch so we’ll have an opportunity to talk about all these ideas. ▪ so much info—very good—glad it will be posted online ▪ slightly more “down to earth” this year. Cyril has great ideas and enthusiasm but feel audience gets overwhelmed. He uses many (too many) acronyms. ▪ way too much info for subject and time frame ▪ would have liked presentation PowerPoint included in packet; good info. ▪ packed full of ideas to think about ▪ didn’t feel pertained to ILL ▪ Cyril needs more time ▪ ran out of time for presentation ▪ not as frenetic as last year, but still too long ▪ Cyril was very informed and I’m looking forward to seeing his PowerPoint ▪ should focus more on current and short-term issues instead on longer term “tech” ▪ slides too busy, too full to see information ▪ not ILL, but much larger issues ▪ realistic information

<p>Session 2: <i>Community Discussion on Best Practices</i></p>	<p>3.1</p>	<ul style="list-style-type: none"> ▪ very good, hope we will lend more AV ▪ AV rules are often determined by purchasers. We need to find a happy medium. ▪ Great info! ▪ audiovisual borrowing is a major issue for us. We loan all AV except music CDs and DVDs. This past year our patrons requested 315 more AVs (mostly music CDs) than last year. It is mainly public libraries that supply. ▪ I don't agree. A/V should be available the same as a book. If "Veronica Mars" is not "academic" why does VOD own it in the first place? It has to have substance to be part of their collection, so why is it deemed not important enough to lend? If you own it, lend it. Less trouble and takes less time. ▪ good general discussion and very inviting style made participation helpful ▪ some non-traditional formats are not left up to ILL ▪ very informative ▪ interesting to know AV policies at other libraries ▪ very informative presentation with time for discussion ▪ very informative; I will try to use some of the practices ▪ useful; it would be good to have more of a list of related questions/issues with a bit more time for actual discussion. I appreciate Stuart's presentations! ▪ mentioned issues that need more discussion. Our ILL department limited by Administration-dictated policies. ▪ needed more time for discussion—less presentation ▪ very useful albeit discouraging—we all need to think outside the box ▪ great info; PowerPoint presentation would have been helpful to be included in packet ▪ helpful to hear what other libraries do and what their policies are concerning AV ▪ Stuart Frazer is such a good speaker—he is always interesting! ▪ very informative ▪ How could we have found time to discuss? Instead of one person only. ▪ still no agreed-upon policies for lending AV ▪ I found this helpful. It was interesting to hear what other libraries are doing. ▪ great references
<p>Session 3: <i>a. The Resource Sharing Detective (Russell Palmer)</i></p>	<p>3.2</p>	<ul style="list-style-type: none"> ▪ did not prepare presentation enough beforehand ▪ Great! Loved his enthusiasm. ▪ Useful! ▪ very helpful information for specific areas that we use daily. Look forward to the links. ▪ lots of good citation information about where to find obscure (and non-obscure) info ▪ quick, informative. Thank you! ▪ good content, but poor presentation style ▪ some good cites (sic) to check ▪ good citations ▪ good tips! ▪ good to see a comprehensive list ▪ very energetic ▪ I have learned two new terms: "invisible" and "deep" web

		<ul style="list-style-type: none"> ▪ somewhat useful, but presentation was too quick ▪ nice to have time for discussion at end ▪ good references; would have liked PowerPoint presentation included with packet. Well-informed on topic. ▪ great resources to put into use ▪ lots of good information; problems using PowerPoint/web transition ▪ good! ▪ helpful—websites. Would like to go and view 2-hour sessions in full. ▪ very helpful ▪ I'm anxious to receive the copy of this for its citations ▪ very informative on other places to look ▪ too basic ▪ right on target
Session 3: <i>b. ILL 101 Workshop</i>	2.7	<ul style="list-style-type: none"> ▪ not much participation. Attendees looked shell-shocked. May work better if questions asked beforehand or allow for hands-on
Session 4: <i>Odyssey Presentation</i>	3.0	<ul style="list-style-type: none"> ▪ fairly clear ▪ well done, but a little too dragged out ▪ liked this—made it less intimidating ▪ provided needed information ▪ we've tried with little luck. Willing to try again. Appreciated the ease with which the demo seemed to happen. ▪ pros and cons Odyssey or Ariel? Like the trusted lender (sic) option. ▪ Interesting question! ▪ don't like Odyssey ▪ good info, needed images ▪ not a big fan of Odyssey ▪ very informative ▪ answered several of my questions ▪ didn't seem prepared to field questions, though both speakers were enthusiastic ▪ good info and demonstration! I may try to download Odyssey soon. ▪ learned some things ▪ good information! ▪ very good ▪ good "sell" of use; not familiar with it enough to be too helpful ▪ especially helpful ▪ not enough info from other users. Need more who have it. ▪ hard to hear Ms. Teaffe as she didn't use microphone. Good info. ▪ great! ▪ this was OK, but not great ▪ complete demo would be plus ▪ too much info too fast ▪ lots of information given ▪ answered many of my questions

		<ul style="list-style-type: none"> ▪ I found this helpful in researching what we should do in the future. Thanks for showing us the site and how easy it is. I would like to see how a received document looks. ▪ maybe need a standalone to talk about this. Until patron user delivery an option, I'm not excited about Odyssey. ▪ should have demonstrated scanner configuration ▪ applicable information on Odyssey standalone
Session 4: <i>SoliNET Update</i>	3.2	<ul style="list-style-type: none"> ▪ goes too fast, we miss too much information ▪ some useful info ▪ good things happening, appreciate the updates ▪ yea to being able to undo a shipped or received status. And reversing IFM charges if item not received. ▪ didn't really concern me, especially the labels ▪ not very informative ▪ good source of information ▪ useful information provided ▪ always benefit from SoliNET updates. Continue this please. ▪ good things happening for ILL ▪ Good! Labels and bookwraps, etc. ▪ okay ▪ clear and concise; helpful ▪ so-so; except for the "undo of shipped" ▪ good presentation but not relevant to my job ▪ very helpful & humorous ▪ yes, for all new things, keep them coming ▪ not very useful ▪ Bravo on improvements in OCLC WorldCat ▪ useful information
Session 5: <i>VIVA ILL Goals 2007/2008</i>	3.5	<ul style="list-style-type: none"> ▪ updating OCLC holdings—refer to Cataloging, focus on most-used. ▪ informative ▪ Great job Stuart! ▪ brought up some good points, good goals for the coming year ▪ good goals for 2007/08 ▪ great idea! ▪ good discussion ▪ good, but little consensus ▪ good goals mentioned ▪ Stuart rocks! Good discussion. ▪ anticlimactic
Services:		
<i>Registration</i>	3.9	<ul style="list-style-type: none"> ▪ quick, but I didn't get the type room requested, even though it had been confirmed
<i>Location</i>	3.5	
<i>Directions</i>	3.7	

<i>Parking</i>	3.6	
<i>Facility, Acoustics, Lighting</i>	3.4	<ul style="list-style-type: none"> ▪ too cold (8) ▪ chairs uncomfortable
<i>Technology</i>	3.5	<ul style="list-style-type: none"> ▪ needed to use the microphone ▪ loud projection system
<i>Breaks and Refreshments</i>	3.6	<ul style="list-style-type: none"> ▪ drinks/food not refreshed for A.M. break ▪ Excellent!
Overall Rating for the Entire Forum:	3.7	
Would you like to add any other comments about this year's Forum?		<ul style="list-style-type: none"> ▪ very interesting, informative, and I enjoyed the forum very much. Food was good and fellowship with other attendees very much appreciated. ▪ very nice with everyone sitting in audience style ▪ I thought the topics this year were <u>relevant</u>, informative. <u>Good job!</u> ▪ interesting in general ▪ group breakouts? ▪ Why did you take tables? While it was a little harder to see screens, it was more conducive to note-taking and conversing/discussing of subjects. ▪ breaks/food is excellent. Lunch is always great!! ▪ nice selection of desserts ▪ this Forum really does make a difference—problems do get solved ▪ please post Kathy Perry's 6 points on the web. I love the Sweet Briar College campus. ▪ certain individuals dominate conversation/question, but this is partly because others are not speaking up ▪ the first three plates I picked up for lunch were dirty. As a result, I did not eat due to the lack of cleanliness. ▪ enjoyed the "Citation Tracing" presentation ▪ why Friday? ▪ very good. Rather have tables than chairs lined up. Helpful to taking notes and such. Is there a larger conference room that can be used? ▪ need to have water throughout the Forum. Very good. ▪ although the presenters were excellent and the topics available were timely...the overall program seemed thin with really only a few speakers
Do you have any suggestions for next year's Forum?		<ul style="list-style-type: none"> ▪ some presentations need more preparation and please, could you slow down some? ▪ more ILLiad tips/short cuts ▪ keep exploring Odyssey/Ariel question ▪ bring back tables, provide pens. Too cold. ▪ group breakouts? ▪ reconsider the room layout ▪ I like to know more about how libraries are meeting the needs of distance ed students ▪ information about scanners or copiers/scanners that are affordable and easy to use ▪ have a little "bio" of the presenters. Maybe add time for Joe to give a tour of the campus in the morning section. We had time this Forum at lunch time. "Thanks, Joe!" ▪ we would like tables to set (sic) around. We feel this provides more interaction.

		<p>Bottled drinks/water. Pens provided would be nice.</p> <ul style="list-style-type: none"> ▪ hold in a metropolitan area where cell phone reception is reliable ▪ tables rather than chairs ▪ another location ▪ Mid-May? Tuesday or Wednesday? ▪ presenters should prepare handouts for audience; hard to take notes and keep up with presenters information ▪ presenters should have some handouts. Hard to keep up with PowerPoint and write, listen too. ▪ student worker training: methods and materials ▪ please focus down in the subjects (?); absolutely no need for "ILL 101" ▪ shipping issues discussion, more speakers, more topics
<p>Is there anything else that VIVA can be doing to help the Interlibrary Loan Community?</p>		<ul style="list-style-type: none"> ▪ share list: AV lenders, Ariel users, others? ▪ continue being the support we need to do our job ▪ you're great at passing on information ▪ please continue SoliNET updates. Sponsoring SoliNET courses as an option during this conference would be really nice. ▪ access to statistics database in OCLC for customized information gathering, i.e. in-house statistics ▪ email info and updates as they become known to VIVA members (perhaps you already do this) ▪ you're doing a great job, and this conference is always helpful and informative ▪ keep supporting us! Thank you! ▪ working on a consortium—WRLC (?) is a good model ▪ how could we more efficiently solicit our patron's perspective? and make choices about services and products in which we invest based on their expectations
<p>What suggestions do you have for future VIVA programs that would enhance resource sharing?</p>		<ul style="list-style-type: none"> ▪ labs set up so we could have some hands-on experience first hand ▪ hands-on training, smaller groups, one-on-one mentoring for newbies ▪ program OCLC can buy for use through IFM, which was mentioned. How would libraries implement—where does it fall in library departments (Acq., ILL)? Can ILL and Acquisitions, Cataloging get along? Can we share some duties? ▪ open discussion about nuts and bolts. Article quality, people should be using conditionals more, etc. There should be set lists of these items beforehand so we can discuss. ▪ would like the break-out sessions as in the past to discuss with others problems/suggestions ▪ I'd also like to know more about lending non-traditional formats. I would also like to hear about students directly making ILL requests (digitally). Is anyone shipping directly to home addresses? ▪ promote use of Odyssey of [sic] Ariel