

EVALUATION DETAILED SUMMARY
IDS CONFERENCE
SUNY OSWEGO
August 5-6, 2008
(62 respondents)

1) Did the conference meet your expectations? Yes: 60 No: 2

If not, why not? It is on the right track but not quite organized or educational enough at this point. Lacks some professionalism and detailed planning.

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

- A: Interaction between CCD and IDS
- A: Meeting staff from other ILL offices (2)
- A: Meeting face-to-face, learning about new developments at IDS HQ in Geneseo
- A: ILL staff Breakout Session (2)
- A: Updates (2), DR articles
- A: Understanding the scope of the IDS Project
- A: Cyril's presentation (7); Ed's presentations; panel discussion
- A: Networking among practitioners; choice and selection of workshops, presentations
- A: Getting questions answered throughout—in and out of sessions
- A: Networking with colleagues (8); all resource sharing discussions (2)
- A: Wed. morning workshops, OLIS Update
- A: ILLiad Update (4) Loved Genie's presentation.
- A: Networking with other IDS libraries (3)
- A: Mark Sullivan's ALIAS presentation (2); Wed. pm Breakout session (2)
- A: Attending with ILL staff and technical staff together; Cyril's vision presentation.
- A: Workflow Toolkit (11) Wish there was more time to go through it. Useful information.
- A: Learning about IDS Project
- A: Cyril's Resource Sharing was very informative and the workshops were great!
- A: Talking with IDS members
- A: Overview of ILL trends, coming systems, sense of community with IDS group, communication.
- A: ILLiad updates; Toolkit; breakout sessions
- A: The practical implementations I can do tomorrow!
- A: Faculty/student panel; networking
- A: I liked having it at Oswego—lots of room! Student help was great!
- A: Learning practical tips
- A: Connecting with mentors, experiencing the enthusiasm of the IDS community.
- A: Directors' breakout session!
- A: Workshops, ILLiad 8.0 preview, Genie (2)

- A: Glad it was quite informative about upcoming changes.
- A: Sharing ideas with everyone
- A: Q&A sessions—hearing what others need, have and how it works.
- A: The workshops and Cyril Oberlander's presentation
- A: Organization—great workshops—well planned.
- A: Workshops—Workflow Toolkit and Netflix
- A: Talking to people at breaks that I zeroed in on
- A: Breakout session
- A: Information on upcoming upgrades and new programs
- A: Admin session excellent

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

- A: Some of the "techie" stuff was way over my head but I like have the info. I never turn away info!
- A: Not enough group discussions
- A: Tuesday dinner
- A: 3Rs Update
- A: Panel discussions
- A: Mentor/mentee panel (8) Did not learn much, and it seemed like a sales pitch. Maybe giving more of a definition to new IDS libraries that have tons of ILLiad years of experience. Explaining to them more what IDS involves. My "new" mentee library was a little concerned about what they were getting into and why they might need 2 mentors.
- A: Some things were covered several times if you were here Tues. & Wed (i.e. Toolkit)
- A: Walking to dorm in thunderstorm
- A: Not enough time for everything (2)
- A: Coordinated Collection Development piece. I'm not a SUNY member so had a hard time with any possible applicability to me.
- A: Too many breaks—need shorter breaks and earlier conclusion
- A: Wish there was more discussion about medical libraries—we need other medical libraries on board.
- A: Faculty/Student panel
- A: M&Ms—they made me fat!
- A: Wish I could have attended 3 workshops.
- A: Sitting in the auditorium—many dozed off
- A: Wed. pm breakout session—did not appreciate being "assigned."
- A: Mentor panel—limit to interested group.
- A: Too many short, not very consequential presentations.
- A: Quickness of some sessions left people uninformed, i.e., copyright, Peernet. Time constraint, not presenters' fault.
- A: Contents, timing. This needs to be one day longer and have more info for administrators to participate in.

4) On a scale of 1-10 how would you rate the mentor/mentee panel session?

(1 being not helpful and 10 being extremely helpful)

A: 10-(9) Very good to know that people can travel to the institution for guidance. It was helpful to understand the process before we start the process. Good interaction.

A: 9-(11) Great feedback and perspectives from both sides. Perhaps following a mentor/mentee relationship through the process with some sort of written and video documentation. In short, let's make a documentary. I was a bit jealous of the other mentors on the panels. This is great work. Very informative.

A: 8-(11) Helpful for new libraries - not really for regulars. With updates/improvements, could mentors be sent to already "established" (veterans, so to speak) IDS Project members? Seemed genuine and a good idea. Great program.

A: 7- (9) I was on the panel—I hope others enjoyed it. Mostly an affirming session - "This is a good thing." Once they got past generalities to specific instances it was more helpful. Maybe more clarity in the morning session about what IDS involves when you are new but totally experienced with ILLiad. Could have had a more well-planned robust discussion—needed better planning.

A: 6-(2)

A: 5-(4) Interesting but not helpful to 5-year member

A: 4-(3) Most beneficial to new, inexperienced ILLiad users. Seemed like a "feel good" session. Most responses to the questions posed were too vague to be useful. It seemed like more planning of content of answers and purpose of panel would have made it more effective.

A: 3-(4) It didn't present new information. It actually made me worry more about joining IDS than I had originally anticipated. Was probably helpful to potential mentees. Needed better/more mikes to hear them.

A: 2-Trite. Too much mutual congratulating.

A: 1-(2) Limit to a workshop audience. Was just a pat on the back & what we do good session.

A: Might consider more brief testimonials/reports from libraries that have had mentors—specifics on how we were helped, etc.

5) On a scale of 1-10 how would you rate the faculty/student panel session?

(1 being not helpful and 10 being extremely helpful)

A: 10-(11) It is always good to be reminded of our users' needs. Loved the strong opinions—we need to have more of these conversations. Expand—ask more students/faculty about their needs. Good interaction. Very good discussions.

A: 9-(17) I really appreciate the different user perspectives. Interesting viewpoints. Next time someone from the sciences? Excellent, but more variety in the fields would be great. Social Sciences vs. Health Sciences vs. Visual Arts, etc. Very positive. First hand feedback of wants and needs of users. Extremely valuable input.

A: 8-(17) Great idea to include our patrons! And list to their desires. Interesting discussion but the student participant did not seem typical. I liked when they responded to

questions from audience—some of the rest seemed “canned.” Needed better/more mikes to hear them. Good information. Interesting and helpful perspectives. Interesting, especially hearing from faculty.

A: 7-(3) More moderation would have helped. Faculty/students think of ILL services in different terms than we (librarians) do. Went off topic too much.

A: 6-(3) Could use more varied representation (i.e., not all history majors) Some interesting perspectives came from this, though it was also a bit repetitive.

A: 5-(3)

A: 4-(2) OK, but already talk to faculty and students

A: 1-We already know our users/borrowers

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

(1 being not helpful and 10 being extremely helpful)

Did you attend: Administrators' session (ADM)
(15 respondents)

ILL Staff session (ILL)
(44 respondents)

A: Nice to talk with staff from other libraries (ILL)

A: 10+++ (ILL)

A: 10-(12) Nice to know what other libraries are doing. Perfect! Great, great, great. Wonderful ideas. Great discussions. One of the best “hours” spent in Oswego. (ILL). It was very helpful to hear the various P.O.V's. (ADM)

A: 9-(16) Good list of topics for discussion. Lively discussion. Nice job by Paul Lajoie in facilitating. Minimum bitching. A lot of interesting dialogue. Same problems, new ideas! It was great—much information sharing. Always interesting; networking is so important! (ILL) Morning was great (ADM)

A: 8-(11) This is helping me to understand the process by which things happen. As a new library director, I have a lot to learn. I have been in the trenches as a library clerk and a librarian so the administrative end is new to me. (ADM) I believe the agenda [for the A.M. session] should have been followed and more structure to accomplish in a timely and efficient manner. P.M. session was excellent. (ADM) Lots of good ideas about actual practical topics. (ILL). Needed a little more time.

A: 7-(7) Many new people were there. It was good to have a dialog with new folks First time in a long time that we weren't stuck on same topic. Helpful in considering questions I had during the conference. (ILL)

A: 6-The common loan period is the same old discussion every year. (ILL)

A: 5

A: Helpful to discuss workflow, LAND, etc. (ILL)

A: I was “assigned” to the ILL breakout session but I'm not ILL staff

7) On a scale of 1-10 how helpful was the ILLiad Update?

(1 being not helpful and 10 being extremely helpful)

A: 10-(18) Nice to get a 'rough idea' of what we'll be getting. A delightful and spirited presentation covering many of our dreams for Ver. 8.0. Looks good! Exactly what I wanted to see in Ver. 8.0! Can't wait for 8.0!! (3) Genie rocks! Great, but a bit scary. Genie is incredible. Very helpful to know what's coming. Very informative!

A: 9-(12) Very excited for ILLiad 8.0. Helped alleviate some anxiety about Ver. 8.0. Presenter was very knowledgeable and entertaining. Some went over my head as I am not the ILL tech in our library. Knowing the release date was helpful as well as the conference dates.

A: 8-(12) Hmmm . . . Loved presentation as usual, and deeply appreciate the "research and development," but simple is better (just because one can, doesn't mean one should?) Very interesting! Very entertaining and informative presentation. Genie is a great speaker. Not very brief but still helpful—great presentation!

A: 7-(3) Can start thinking ahead about workflow and training. More useful and interesting than I expected.

A: 6-(5) Genie's update now nearly the same as last year. Time to deliver Ver. 8.0. I wanted to be wowed but I wasn't. Some info was non-essential, took too much time. Not a professional presentation.

A: 5-(2) OK, but got same at ALA

A: 4-Geared to practitioners

A: 2

8) On a scale of 1-10 how helpful were the workshops? Please state which you attended.

BREAK UP WORKSHOPS

(1 being not helpful and 10 being extremely helpful)

A: 10-(10) Workflow Toolkit amazing (5). Article DR very informative in demystifying the process (3). Some things we're doing/some will be helpful. ALIAS - totally excited about this!! Speed Up Electronic Delivery. Needed longer for Workflow Toolkit.

Stephanie Spires knows her copyright (2)! Genie too! Love the interaction in workshops. Have 3 sessions in future—a full 2-day conference. Workshop sessions were a great idea!

A: 9-(16) Workflow Toolkit is a great idea, can't wait for the wiki. Good presentation, great info, again rushed. Speed Up Electronic Delivery—fast but very helpful (2).

Workflow Toolkit (2), Article DR (6). Billing Manager (2). Odyssey Helper, Workflow Toolkit—both were great! Comments made were very helpful. Netflix. Some too hurried to be very helpful. Toolkit most useful. (ILL)

A: 8-(12) Copyright. Billing Manager. Article DR/ALIAS both full of good ideas for immediate and future practical use (2); Speeding Up Electronic Delivery (2). Workflow Toolkit (3); Netflix

A: 7-(3) Netflix; Copyright; Article DR; not too much for lending staff but still interesting.

A: 6-(2) Copyright. Presenter good, fast, unavoidably rushed due to time constraint. Workshops were too short.

A: 5-Workflow Toolkit—very much over my head, but eye-opening. Netflix: I was hoping for Netflix and More . . . (other DVD retrieval options).

A: Probably all were excellent. I did not attend workshops but received immediate feedback from "Netflix."

A: Did not attend workshops—was at the administrators' sessions. I was told they needed to be more interactive and longer.

9) On a scale of 1-10 how helpful was the tour of the ILL Office?

(1 being not helpful and 10 being extremely helpful)

A: N/A-31

A: Didn't take official tour—we wandered through the library, it's very nice and quite large.

A: There wasn't enough time (5); we were rarely at the library

A: I had stopped by last year and Ken gave me a tour then, which I enjoyed a lot.

A: Wish I went; there should have been a dedicated time slot.

A: 10-(2) These are always the best. Nice to see workflow at different places.

A: 9-The staff was great!! Always nice to see someone else's operation. Great opportunity to talk to some of the SUNY Oswego staff about re-tooling workflow.

A: 8

A: 7-(2)

A: 6

A: 5-(2) Different space, layout, and staff size--limited usefulness

A: 4

A: Web circulation interesting

10) Please share your thoughts on what topics you'd like included at future conferences.

A: Just for mentors: a session to share stories "from the field." Perhaps mentor/mentee presentation panel, informal.

A: Any changes that will be coming about

A: Hands on instruction for ILLiad

A: More on innovations

A: Further adventures of the Toolkit. The certain "fall out" from Ver. 8.0

A: Short cuts and quick tips

A: Workflow can be very different depending on the size of the library and ILL staff.

Possibly split workflow discussions by size and/or type of library.

A: Opportunities to experience local attractions, sites, etc. Perhaps a campus tour.

A: LDAP - Policy for SUNY schools/how implementation is done

A: More on unmediated request processing

A: Definitely more tips (Toolkit is great!) Keep it up! Purchase on Demand/Integration of Acquisitions and ILL functions. Is anyone doing it?

A: Generating/running and using reports. How can I use these reports constructively? Who is using them? How?

A: I really like the ILLiad and Workflow topics.

A: A \$400 PD budget doesn't allow me to attend both ILLiad and IDS (and possibly NYSRR) Conferences, so it would be great to have a mini ILLiad conference.

A: Speaker at lunch.

A: How are directors using IDS Project data to reallocate (or to confirm) resources?

A: Hands on - keep the toolkits coming!

A: Anything medical.

A: Pay-for-View—most students want a hard copy of article to refer back to or the book in hand to read.

A: More on JIT purchasing

A: More workshops

A: Tuesday afternoon required sitting too long.

A: I would really like to have library OCLC symbols on the participants list and name tags because that is how we know who has been really great and we could let them know it.

A: LAND discussion with Nylink

A: An "Open Forum" ~30 mins. at conference start. More interactive/learning/reinforcing sessions. Less sitting in auditorium.

A: Perhaps start the workshop with a vision/ILL—or have on second day, but in either case, allow plenty of time for the speaker and interaction.

A: There were at least 6 workshops for staff—my staff person could only get to 2. Topics were excellent. Allow staff to attend more of the offered workshops.

A: How to customize ILLiad interface. Possibility of ILLiad tracking book loans when en route during delivery? Better delivery tracking? Use of tracking numbers/label, or the ability for LAND to scan ILL number for physical delivery tracking purposes?

A: More time for librarians involved with ILL to meet and discuss.

A: There needs to be more time to discuss by picture ideas across all constituencies. New ways to improve workflow processes always useful.

A: How about having a session for FAQs for participants to ask any questions regarding ILLiad.

A: Any type of best practices topics is always beneficial.

11) Other comments:

A: Lack of check-in & check-out directions for the dorms was problematic. Late-night check-in alternative was not readily available Sunday night. Campus life could have coordinated that better. Thank you for letting the CCD group tag along!

A: A lot of information shared in the 2 days—very helpful! Thanks for all the hard work!

A: Beautiful campus at Oswego. Thank you for a lovely stay at Johnson Hall. Great dinner at Patz.

A: I was disappointed that the powerpoints shown in New Orientation session were repeated in afternoon session.

A: Conference was well-organized. Great dorm accommodations! Great signage and local organizing help.

A: Fast-paced conference packed with useful information, presentations and contacts, and infused with the fun and cooperative spirit of Ed Rivenburgh and his band of merry Geneseo colleagues reflects the dynamism that has become the hallmark of the IDS Project. We need conference T-shirts.

A: Wonderful job all around

A: There was a lot of duplication between the orientation for new libraries and the conference introduction.

A: I experienced no problems whatsoever throughout the conference! My thanks to the planners!

A: Interesting and very informative. Taking back useful information I can implement.

A: Tim and Natalie were very helpful with tech issues. VPN, Remote Desktop, and occasional SMTP problems were a major issue. Campus IT was not helpful and pointed fingers at other campuses. Geneseo IT worked around Oswego IT to solve the problem. I really appreciated the time and effort that Tim and Natalie put in, trying to work with their Campus IT.

A: I roamed all 3 above ground floors of the library. Nice seats and seating! Overall, great [conference]! From presenters and presentations to meals and accommodations, the event exceeded many expectations. Any lower "grades" I made on your scales are largely due to my own ignorance, and not necessarily the fault of any material or presenter. Special kudos, too, to your assistants who guided us around buildings and manned check-in/tables, etc.

A: Very well-organized conference. Thanks for all your hard work.

A: Loved the venue, loved watching the Wii bowling in the dorm, thanks for making us feel so welcome.

A: Excellent conference!

A: This was the best conference yet.

A: I'm not clear on what kind of data is generated by the Project. Do I need an administrative mentor?

A: My first IDS conference—a wonderful experience!

A: Maybe a panel or something like that of "tech" and "application" people willing to help those who are somewhat challenged.

A: It might be helpful to feature each IDS office as "A Day in the Life Of." If you were to video each office and their operation and show this to all the others, maybe useful info could be brought to each office to change things into more efficient or easier way to do things. If we can't go to a different place every year for the conference, this would be a good way to "see" each other.

A: IDS is the most important development in libraries in New York in the last ten years. Keep it up!

A: Thanks—super job!

A: Perhaps more substantial food for the first day—nothing from breakfast till dinner, i.e., cheese & crackers, small sandwiches.

A: Great! Great! Great!

A: More opportunities for practitioners to share experiences. Cyril's presentation was important for everyone—need to identify those things that are for everyone.

A: Fantastic job on the Project and the Conference.

A: Tried to check in at the dorm Tues. afternoon and no one was there, so I didn't check in until much later in the day.

A: In terms of marketing IDS, it would be great to have a short paragraph to include on our website, with some "testimonies" from participants. For those not participating, it might be helpful to hear from some participants about how they re-tooled their workflow to accommodate increased ILL volume. I thought the pace over the 2 days was about right—just needed a bit more time here and there. Maybe continue to have some group time and then mini-breakouts for admin/tech/applic. in place of the workshops—Re: tracking we'd discussed.

A. Dorm rooms were beautiful!

A: Overall Oswego did a great job of hosting the conference—a 10+. Please have bottled water next time!

A: Separate librarians and clerks in breakout sessions. Need three: administrators, librarians, clerks—plus maybe tech people.

A: Schedule too tight—not enough time planned. Both class[sic] ran too long—as planned. Genie Powell is great.

A: Very dissatisfied with the dinner meal. Arrangements didn't allow much space for group socializing; the meal was over priced! Workshops were too short. The dorms were very nice; only problem was no coffee available in the morning, only at breakfast.

A: Highlight time for practitioners to share ideas—less input, more time for discussion.

A: Accommodations excellent, food fantastic. Networking ever important. Very nice conference—looking forward to next year.

A: Oswego campus was really nice. Tuesday night dinner was not worth the expense. Not only was the food mediocre, but the seating situation was not conducive for quality networking. Furthermore, the service and speed to feed attendees was poor. Speakers need to be moderated for time. The Wed. speaker ran way over. This is not professional or acceptable—bad conference management. Name badges were not done well—wrong size for holders and lost by many attendees—bad organization of materials. Lots of talk—where is the action? Need more structure overall—but you're on the way to improvement. Why weren't all presentations loaded on one computer? Saves time! Makes people look prepared. Wireless mic for speakers should have been provided.

A: Speakers in the auditorium need to be mic'd - whether they want to be or not. We offered a choice of a wireless lapel mic, a handheld wireless mic, and the podium - but some speakers were reluctant to use any of these. I think we need to balance the wishes of the speaker to not be mic'd with the desire of audience members to hear what is being said. If there are panels in the future - like the student/faculty panel - I'd like to revisit how mic's are used. I'm thinking a handheld wireless mic might be the best choice - and hand it to whomever is speaking. Panel members did not speak into the mic's on the table - and there were comments about this. Finally, any question from the audience needs to be restated by the speaker. In the time the speaker says "did everyone hear that?", they could have restated the question.