

2009 IDS CONFERENCE
SUNY OSWEGO
August 4-5, 2009
EVALUATIONS
(52 respondents)

(If you have any questions or comments about the evaluations, please contact Sonja Landes at landes@geneseo.edu)

Number of responses: 32 ILL staff; 15 Admin; 5 Other (2 Sys. Libns; 1 Acq/Tech Svs; 1 3Rs; 1 vendor/speaker)

1) Did the conference meet your expectations?

ILL staff:	Yes: 32
Admin:	Yes: 15
Other:	<u>Yes: 5</u>
	52

ILL staff comments:

Excellent

As a guest I felt welcomed and encouraged to speak up and meet more experienced colleagues. Looking forward to rolling out ILLiad/IDS soon

I was only disappointed I couldn't attend all the sessions I wanted because they overlapped

Very informative

Always friendly, always a lot of info

Yes and no, a little of both

Very excited about learning to use ILLiad 8 – learned a lot

Best conference on my calendar

This was my first IDS conf. Programs were useful and people very welcoming

Great conference, very well organized

Wonderful!

Actually, I had no expectations—am new to ILL

More familiar [now] with project and participants

Administrator comments:

So much better! One of the most effective meetings I've attended. Exceeded expectations

First time attendee and new IDS member. Had few expectations, learned a lot

Exceeded expectations

Great job! Very affordable

Best conference yet. So much new. Liked admin track

As a library considering IDS, this has been fantastic!

Other comments:

Great new info again this year. It will be exciting testing new things

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

ILL staff comments:

GIST & IDS Search

GIST. Also, I figured out a template problem that plagued us for years!

ILLiad Ver. 8 info/training – preview of what's coming (3)

ILLiad 8 training—we're going live the end of [Aug.]

ILLiad 8 hands on; ILLiad/Docline session
ILLiad 8; networking with folks doing similar tasks
ILLiad 8; workflow info
ILLiad 8; good to see what the new version looks like and playing with it
IDS Toolkit
IDS Toolkit—it pertained to my work
IDS Toolkit. New resource sharing info with peers/compare, learn
Billing Manager (2)
Ask a mentor (2)
Hands on sessions
Sharing of Best Practices (2)
Networking/communication
Learning new tools available
Many formal/informal opportunities to learn from colleagues; progressive & inclusive view of resource sharing
community is sincere & gets results
Hard to choose-having everything so centrally located was good; the variety of sessions
Everything was helpful! Learning more about IDS, Billing Manager, ILLiad 8 training; putting faces with names, etc.
Library staff meetings were extremely beneficial-hearing others' ideas & discussing future of IDS Project
Discussing workflow/issues with other library staff
Absorbing the info
Time to talk and share
Meeting other IDSers
All sessions I attended were beneficial
Being able to ask specific questions of individuals

Administrator comments:

Really appreciated “blue shirts” – what a great help! Discussions on agenda and off around vision—why are we doing this, where are we going
Good discussions on what IDS is now, on future directions of library services, that was a plus
Networking with IDS staff, mentors & other IDS libraries
Cross library sharing
GIST intro and overview—this is potentially a great service that can collect some good data and improve processes
Networking
Learning a lot in a very short period of time
Discussion with colleagues; exposure to new ideas & thoughts about IDS; concentrated time focusing on IDS when I usually have no time to think about it!
Seeing ILLiad 8 so I know what to expect when it is released
IDS Search demo which revealed potential of consortia
Last couple of strategic planning meetings; connecting with folks (new and old)
Hearing about all the new products—you are doing an amazing job! Logistics were fantastic! Guides were very helpful
I learned so much
Networking/brainstorming

Other comments:

Talking with others about their policies
Opportunities to meet the people involved with the project
Talking to medical libraries; meeting new folks
Learning more about ILL; meeting colleagues; learning more about GIST
Info about new initiatives & best practices

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

ILL staff comments:

Need some leg-stretching breaks
Too many breaks—I kept putting off seeing the posters & did not make time for them by the end
I need more time to check out and a place to store my bag before the end of the conference
½ hour breaks; breakfast at 7 am
Distance between dorms and conference events
Library staff meeting—could be shortened
Library staff meeting—not helpful
IDS Search—didn't have much to do with ILL (3)
IDS Search—didn't get much out of this as I didn't understand it
GIST
For no negative reason—the closing ceremonies
Long presentations, especially after lunch
A lot of rehash from last year

Administrator comments:

Velocity—don't really care about LAND. Recommended that IDS members be able to join as articles only
Long day
Would have been helpful to have some sort of introduction to IDS and ILL in general—not sure how to do this for those who need it without boring everyone else
IDS Search—while informative, still in test phase
Too many breaks—turn into one-day conference
Too many surveys—make them electronic

Other comments:

Networking and learning more about the nuts and bolts of IDS
Inability to get hands-on access to GIST; some of the sessions seemed to stretch on a little too long

Session Ratings: 1-5 with 1 lowest, 5 highest (ratings in parentheses)

4) Welcome Session (Project Review & New Projects Overview):

ILL staff:	3 (3),	4 (15),	5 (14)
Administrators:	3 (1),	4 (7),	5 (7)
Other:	4 (3),	5 (2)	

Comments:

ILL staff: Could be a handout or online conference preview; liked the previews of some of the sessions; Ed R. introduced himself to me. I thought that very kind as he had no idea who I was; liked having previews of all the sessions, it helped me decide which ones to attend (2); GIST was interesting! IDS Search has great potential, already love ALIAS! A little too long—ran over; nice to know the agenda changed an overview of what we would see; very disorganized

Administrators: Went a little too long; good overview; some jumping around but overall useful; good Job

Other: Good intro to new projects; glad more sessions offered for deeper insight

5) IDS Search session:

ILL staff:	2 (3),	3 (4),	4 (12),	5 (8),	N/A (5)
Administrators:	3 (1),	4 (4),	5 (5),	N/A (5)	
Other:	4 (3),	5 (2)			

Comments:

ILL staff: Why not hold it in a computer lab and have a short hands-on exercise? Would have liked to go to this one; will try IDS Search when I return to work; good info—will definitely look into using; I think [this] is going to be a good service for patrons; interesting search interface; great Introduction; didn't understand it; interesting concept and some really neat features

Administrators: Good intro, anticipating future development, definitely willing to implement; liked it a lot! great tool; great service, better than Aleph; while informative, still in test phase

Other: Any thoughts of replacing Aleph opac with IDS Search interface? Good content but folks seemed to misunderstand the scope, asking for their own servers, etc.

6) Future of Land session:

ILL staff: 4 (3), 5 (12), N/A (17)

Administrators: 4 (1), 5 (2), N/A (12)

Other: N/A (5)

Comments:

ILL staff: A great beginning conversation; excellent to hear from Velocity; really didn't talk about the future; nice to see how Velocity operates—they definitely take our concerns seriously

7) Keynote Speaker

ILL staff: 3 (2), 4 (4), 5 (24), N/A (2)

Administrators: 2 (1), 4 (4), 5 (7), 6*(1), N/A (2)

Other: 4 (3), 5 (1), N/A (1)

Comments:

ILL staff: Wished someone had recorded session—speech would have been nice for IDS archives; we love Genie!! (2); Genie is always interesting; just gears/amps you up to listen to Genie; Genie was great! Interesting!! awesome as always! very engaging

Administrators: She was excellent! I could listen to her all day; amazing to see what can be done

Other: She is so familiar with subject and was entertaining

8) ILLiad Ver. 8 Demo

ILL staff: 3 (4), 4 (11), 5 (14), N/A (3)

Administrators: 4 (2), 5 (3), N/A (10)

Other: 3 (1), 5 (2), N/A (2)

Comments:

ILL staff: We are already using V.8 so much of the information was not new—it might have been helpful to have brief presentation by current users to general audience rather than breakout sessions; excellent; very useful! excellent! Information is key; I was hoping for more explanation; undecided—but I do like new technology; backs were to the demonstrator; some rehash from last year, but a lot of new stuff

Administrators: Helpful preview

Other: New interface looks promising

9) Document Delivery & Resource Sharing for Distance Education

ILL staff:	3 (3),	4 (3),	5 (1),	N/A (25)
Administrators:	4 (1),	5 (2),	N/A (12)	
Other:	3 (1),	4 (2),	N/A (2)	

Comments:

ILL staff: Info gained in this session will be used to convince home staff that Doc. Del. can and should be offered to both on and off-campus patrons; seemed to be more geared for “regular students” and purchase on demand; nice information;

Administrators: Great stuff!

Other: She thought of great ideas ahead of the times—very interesting;

10) Hands-on ILLiad 8 Training

ILL staff:	2 (1),	3 (3),	4 (13),	5 (5),	N/A (10)
Administrators:	3 (2),	4 (2),	5 (2),	N/A (9)	
Other:	4 (2),	N/A (3)			

Comments:

ILL staff: My staff said it was great; offer this more than once next time there’s a new version or a completely new tool; I was one of the mentors—seriously, why wasn’t the client installed on the computers??? hands-on portion hectic, will use printout instructions when I return to work; I was the presenter/mentor; helpful to have people available to ask questions—it won’t be such a shock when ILLiad 8 is used in my library; needed more time and maybe more trainers—we all had a lot of questions; couldn’t hear presenter because everyone was talking with each other and her voice was soft—she seemed to know all the ins and outs of ILLiad 8 very well; in the room with technical problems and was a bad room because our back was to the monitor; I’m not “leery” of trying it now—hope I master it in time to teach my co-worker; didn’t get anything out of it (group B-Jon Penn) too-quickly-given information; made me feel like a real no-hoper, but I know that will pass

Administrators: Nice materials—provided a good working overview; Ver. 8 not pre-installed on computers--too many participants, not enough test records

Other: I was impressed they could keep people on task in the rooms. It’s always hard to talk over them but the number of mentors really helped. It would be good have individual staff usernames to keep profiles separate

11) Library Staff Group Meetings for ILL staff

ILL staff:	2(1),	3 (6),	4 (7),	5 (10),	N/A (8)
Administrators:	3 (2),	4 (5),	5 (2),	N/A (6)	
Other:	2 (1),	4 (1),	N/A (3)		

(could not break down by group as many respondents did not identify which group they were in)

Comments:

ILL staff: Directed to wrong group by CC staff—did it matter? Were groups assigned at random? facilitated, talked of a variety of stuff, group was very engaged; long time in this session—one hour would be plenty—people should be grouped by tech/staff; since I’ve been an ILL person for such a short time, I really couldn’t contribute much—glad it didn’t turn into a gripe session; good, but we may need a list of topics like last year; it was nice to discuss issues with other library staff that I would have otherwise not spoken to; very good—learned a lot of little tips on ILLiad 8; always great to talk to others; a happy surprise; informative—amazing how we all

have similar problems; love talking to others who are really doing the work; lots of good discussion; good opportunity to share

Administrators: Some answers to questions . . . (*illegible*); networking is always helpful

Other: It would be nice if the groups were divided into systems people vs. ILL staff so questions could be appropriate to audience; may do better later in the day—folks were shy at 8 am but rallied

12) ILLiad Billing Manager session

ILL staff: 4 (3), 5 (5), N/A (24)
Administrators: N/A (15)
Other: N/A (5)

Comments:

ILL staff: I understood most of it, hope I can retain it; very good, Genie did a good job;

13) GIST Demo

ILL staff: 3 (2), 4 (6), 5 (7), N/A (17)
Administrators: 3 (1), 4 (5), 5 (4), N/A (5)
Other: 4 (2), 5 (1), N/A (2)

Comments:

ILL staff: Interesting concept—won't fly at my library; we probably won't use GIST; very informative—screenshots were helpful in understanding how it can be used; interesting concept; it will be up to our director and reference dept. if we use it—looks beneficial to me; lots of useful possibilities; there was supposed to be content on print serials but was not covered

Administrators: Needed more time. Want to implement! Need more GIST! I volunteer Mike! Need a GIST track for next year or one-day emersion; very interesting—I doubt that I could have seen a use for it in our library without the demo; handouts of workflow would have helped; impressive; will be interesting; not released yet; very cool!

Other: Interesting idea, can't wait to try; not enough time for discussion

14) Ask-a-Mentor Support Time

ILL staff: 2 (1), 3 (1), 4 (2), 5 (5), N/A (23)
Administrators: N/A (15)
Other: N/A (5)

Comments:

ILL staff: Staff said it was good; very helpful (2), very knowledgeable; I was the presenter/mentor; some Participants were prepped with a lot of questions—all should have been encouraged to do so—could Offer more sessions with fewer participants—we had 6 mentors and 12 participants

15) Workflow Toolkit session

ILL staff: 3 (1), 4 (11), 5 (12), N/A (8)
Administrators: 3 (1), 4 (3), N/A (11)
Other: 3 (1), 4 (1), N/A (3)

Comments:

ILL staff: Lots of good info; after lunch, who can concentrate! Anxious to look into it—my “boss” downloads and creates a reference book! I thought I knew most all!! But I learned something that’s plagued us for years!! AWESOME!! very helpful; a bit long for my tastes; not useful to me, but I think very good for ILL staff

Administrators: Nice to add a human element to the toolkit; good to keep up with the changes

Other: Some of it was new but much already covered last year

16) Docline & ILLiad V.8 session

ILL staff: 4 (2), 5 (6), N/A (24)

Administrators: 5 (1), N/A (14)

Other: 5 (1), N/A (4)

Comments:

ILL staff: It was excellent

Other: I learned a lot from the medical library folks

17) Administrator sessions you attended

Best Practices, Workflow Toolkit & Admin. Roles: 4 (3), 5 (6)

IDS Search: 4 (3), 5 (6)

Dialogue with Velocity Management: 3 (1), 4 (2), 5 (3)

GIST: Integrating Acquisitions & ILL: 4 (3), 5 (4)

Needs Assessment & Strategic Planning: 4 (2), 5 (4)

Strategic Planning Finalized: 3 (1), 4 (2), 5 (5)

Administrators: 3 (2), 4 (15), 5 (28), N/A (5)

Comments:

Administrators: Like the leadership track but unable to attend all—already have conflicts; although the point is valid about more directors attending, there might have been a little too much negative (sarcastic) comments about administrators; great idea to do admin track—we do need to get more directors to attend; IDS Search is great—I will point users toward it, when it is available, before SUNY Union Catalog;

Other: **GIST** – 4 (2): group work was helpful—do more of it
Needs Assessment: 4 (1)
N/A (3)

18) Poster Sessions and say whether or not you think we should have them next year (11/32 said yes)

ILL staff: 2 (1), 3 (7), 4 (10), 5 (7), N/A (7)

Administrators: 3 (4), 4 (5), N/A (6)

Other: 3 (1), 4 (2), 5 (1), N/A (1)

Comments:

ILL staff: [Have] more—they were interesting; poster sessions were all good; the posters looked good, but I didn’t see a lot of people interested in them and the presenters had to stand there instead of mingling—probably not necessary in the future; yes, have them—best practices are nice; great variety, well done; I think the posters were great, we just didn’t have much time to look at them, with the long coffee lines during break; fun, interesting; they were very informative; they were informative and gave us something to browse during breaks; no [don’t have them next year]; sure—maybe vote for best show! Excellent! They were informative—I

kept their handouts and will peruse back at work; they were OK—maybe some guidelines as to what you want to see in the posters—yes, have them again

Administrators: Can they be displayed during cocktail hour? Too busy coming & going to sessions to spend a significant amount of time with them; most very good; yes, please have them next year; [they were] OK; good to see participation though I didn't necessarily gain anything from them; yes [have them next year]—I learned about NYS Library; didn't stop by

Other: It is good to see and read the presentations and absorbed the info at our own rate; they were good, and an opportunity for shy people to participate; we should have them next year; learned some new information and practices related to ILL—probably not a lot of venues for sharing

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

ILL staff:

List of benefits

Print serials—how to maintain Serials Solutions records properly so that they are “seen” in ILLiad

More individual discussions on the day-to-day items—borrowing/charging faculty/students, for example. Good to meet others face to face and have discussions

Web Junction

Netflix

More on using ALIAS

Maybe a more basic training session for newbies

Share tips & tools for ILLiad 8

Systems for non-systems people

Sharing multi-media

Where do services like Netflix & Chegg fit into ILL?

Best practices for stats--prove your value to leverage support

Administrators:

For guests “wanna be IDS!” A brochure? Handout on what it means to belong to IDS—commitments, reasonable expectations

Business practices

What changes are being made by directors

Lots on how people are using new tools

Technology, best practices, i.e., scanners

More specific and practical sessions for directors; how do you implement these major changes to workflow? How do you review TPAM results and how do you implement changes based on them? Perhaps have all participants attend general overview of new tool, then divide up into the staff/director groups for targeted discussion based on their roles, e.g., IDS Search; how would staff use, etc. Directors: what are implications for library service? How does it fit with other tools, how does it help further library's mission, implementation/adoption issues, etc.

Maybe something from directors' standpoint on a piece of the project—project workflow, etc.

Show demo for the ILLiad challenged

Best practices for solo ILL clerks/Mentor specific for solo ILL clerks

Other:

Customizing Word docs

Web page show & tell comparisons

CONFERENCE ACCOMMODATIONS AND ARRANGEMENTS

20) On-campus accommodations

ILL staff:	3 (1),	4 (6),	5 (12),	N/A (11)
Administrators:	4 (3),	5 (7),	N/A (3)	
Other:	4 (2),	5 (3),		

21) Off-campus accommodations

ILL staff:	5 (5),	N/A (25)		
Administrators:	4 (2),	N/A (11)		
Other:	5 (1),	N/A (4)		

22) Conference meals and refreshments

ILL staff:	3 (2),	4 (8),	5 (20)	
Administrators:	4 (7),	5 (6)		
Other:	3 (1),	4 (1),	5 (3)	

23) Enough breaks? Too many? Too few?

ILL staff:	3 (1),	4 (12),	5 (14)	
Administrators:	3 (3),	4 (5),	5 (7)	
Other:	4 (2),	5 (3)		

24) Technology service

ILL staff:	4 (8),	5 (15),	N/A (6)	
Administrators:	4 (6),	5 (5),	N/A (2)	
Other:	5 (3),	N/A (2)		

25) Internet access

ILL staff:	2 (1),	3 (3),	4 (3),	5 (11),	N/A (11)
Administrators:	2 (2),	4 (3),	5 (5),	N/A (3)	
Other:	5 (3),	N/A (2)			

26) Campus signage

ILL staff:	3 (2),	4 (12),	5 (11),	N/A (3)	
Administrators:	2 (1),	3 (2),	4 (4),	5 (8)	
Other:	4 (2),	5 (3)			

27) Ease of registration & other pre-conference communications

ILL staff:	4 (7),	5 (19),	N/A (1)		
Administrators:	4 (2),	5 (13)			
Other:	4 (1),	5 (4)			

Comments:

ILL staff: Too few breaks; wonderful accommodation & food—loved the large selection for breakfast and lunch; breaks and sessions both too long—would prefer more, shorter sessions so I can see more in 2 days; [breaks were] perfect; very easy [to register]; great—I have had meal restrictions and everyone was great. Thumbs up to the campus food service; I thought the conference was great. I think all the planning and work the staff did was all worth it. You all did a great job. I noticed that even the food service workers were working hard. Great job everyone! [There were] enough breaks; well done! Oswego is a beautiful campus. The people in blue shirts were very nice and helpful; everything was great—it was the best organized conference I have ever been to; enough breaks;

too much food—maybe fewer foods at breaks—enjoyed breakfast and lunches on campus; signs when driving in: fonts need to be bigger and thicker for drivers to see—you can see the arrows but not the text; conference could be one day of some shorter sessions and dinner keynote and fewer breaks—put all evaluations online—you won't have to suffer my handwriting; too many breaks; breaks were perfect—1/2 hour works well; whipped ILLiad 8 onto computers—cool! Was very impressed by all the helpful attention to details: signs, parking printout, length of time for breaks and meals, start time of conference, meal selection and coffee breaks—I never felt rushed or harried—I was pleased to hear at opening session that I could switch sessions if I chose—blue t-shirt people gracious and in all the spots I could potentially get lost—Oswego campus and library are beautiful—so many positive things—I'm returning to work a much more knowledgeable employee.

Administrators: Would be nice if wireless was available in rooms but good enough overall; can we have [illegible] interpret your TPAM? Against best practices? TPAM for annual reports? breaks just right; great deal—clean and comfortable! Excellent overall; enough breaks; lots of help! Breaks [should be] 20 minutes not 30; need nap time; parking lots, road names; having the “blue shirts” around was a great idea; thanks for making this conference affordable; need wireless access in dorm rooms!

Other: Enough breaks. I think there needs to be 10-15 minute travel time between sessions—gives wiggle room; I look forward to increased involvement and to next year's conference;

28) How many IDS Project Conferences have you attended before this one?

ILL staff: 0 (12) 1 (9) More than 1 (11)

Administrators: 0 (6) 1 (8) More than 1 (1)

Other: 0 (1) 1 (3) More than 1 (1)

Other Comments:

ILL staff: Conference always informative—you always learn at least one thing; love the community focus; looking forward to coming back next year! The conference was great and the people were wonderful! Loved the water bottle—think evaluations should be done right after—waited until last minute and couldn't remember and/or meshed a few sessions together—think having a light afternoon on the last [day] would be great—too tired for last session; this is my first [IDS conference], I loved it; I'm looking forward to joining your group and being a part of this great organization; please save paper next year—have one end-of-conference [evaluation] and not one for each session; very good job keeping attendees engaged during the days and entertained in the evenings; very smoothly run—great facilities at Oswego—nice variety of choices at meals—helpful staff (blue shirt people), but please, real milk not fake creamer at early a.m. coffee service—IDS is an innovator and leader in resource sharing, why not be an innovator in green/low impact/sustainable conferencing? No disposables, double-sided printing (or download to my smart phone or email attachment), organic cotton t-shirts, option to bring own tote bag, pen, notepaper, office mug & water bottle—encourage poster presenters to go paperless/handout-less —incentives not to fly or drive solo to get here, etc., etc.

Administrators: Great job! Even better than last year; liked the admin. track