

**OWLSnet Planning Process
Individual Exercise Compilation of Results
October 20, 2006**

What follows is a compilation of results from the planning exercise that was administered at the October 20, 2006 AAC meeting. No attempt was made to segregate member library staff responses by system. However, responses from NFLS and OWLS staff members are presented separately from those of member library staff.

Agree or Disagree

In this section below, please indicate your level of agreement with each statement by circling the appropriate number using the following scale:

- 1 – Strongly Disagree
- 2 – Somewhat Disagree
- 3 – Neutral
- 4 – Somewhat Agree
- 5 – Strongly Agree

Statement	Respondent	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree	Response Average
OWLSnet membership provides my library with services that we really need.	Libraries	0% (0)	0% (0)	0% (0)	9% (3)	91% (32)	4.91
	System	0% (0)	0% (0)	20% (1)	20% (1)	60% (3)	4.40
OWLSnet member libraries cooperate effectively.	Libraries	0% (0)	0% (0)	14% (5)	71% (25)	14% (5)	4.00
	System	0% (0)	33% (2)	0% (0)	67% (4)	0% (0)	3.33
OWLSnet services are a good value for the membership fee paid.	Libraries	0% (0)	0% (0)	0% (0)	31% (11)	69% (24)	4.69
	System	0% (0)	0% (0)	0% (0)	0% (0)	100% (6)	5.00

Statement	Respondent	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree	Response Average
Our patrons are confused because libraries have different policies and procedures.	Libraries	14% (5)	17% (6)	17% (6)	43% (15)	9% (3)	3.14
	System	0% (0)	0% (0)	20% (1)	60% (3)	20% (1)	4.00
My library relies on OWLSnet to explore new technologies and make them available to us.	Libraries	0% (0)	0% (0)	11% (4)	26% (9)	63% (22)	4.51
	System	0% (0)	0% (0)	0% (0)	20% (1)	80% (4)	4.80
I'm confident that my library is aware of all the services available from OWLSnet.	Libraries	3% (1)	11% (4)	20% (7)	49% (17)	17% (6)	3.66
	System	0% (0)	60% (3)	20% (1)	0% (0)	20% (1)	2.80
When I have a problem with an OWLSnet service I always know who to contact for help.	Libraries	0% (0)	6% (2)	14% (5)	43% (15)	37% (13)	4.11
	System	0% (0)	20% (1)	40% (2)	20% (1)	20% (1)	3.40
OWLSnet does a good job of providing training to member library staff.	Libraries	0% (0)	6% (2)	9% (3)	51% (18)	34% (12)	4.14
	System	0% (0)	0% (0)	60% (3)	20% (1)	20% (1)	3.60
Because our libraries are so different it would be impossible to standardize policies and procedures more that they are now.	Libraries	21% (7)	29% (10)	18% (6)	24% (8)	9% (3)	2.71
	System	80% (4)	20% (1)	0% (0)	0% (0)	0% (0)	1.20

Statement	Respondent	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree	Response Average
My library is glad that it belongs to OWLSnet.	Libraries	0% (0)	0% (0)	3% (1)	9% (3)	89% (31)	4.86
	System	0% (0)	0% (0)	20% (1)	0% (0)	80% (4)	4.60
Library Respondents							35
System Respondents							6
Total Respondents							41
(skipped this question)							1

Short Answer Questions

In this section, please respond to each question with a word, a phrase, or a sentence. Don't worry about giving the perfect answer. Write down the first thing that pops into your head.

1. What is most important benefit of your library's participation in OWLSnet?

Libraries

Able to get far more books, dvds, cds for our patrons
 Access to many collections
 All the services available to our patrons
 Automation
 Being connected with 50 other libraries and their collections
 Borrowing and lending
 Catalog and circ
 Cohesiveness of member libraries
 Computerized
 Cooperative catalog

Everything
 Funding for materials
 Good uniformity within system for patrons
 Great ILS and wonderful support and communication
 ILL
 InfoSoup (2)
 InfoSoup/III
 Large collection available to patrons
 Millennium
 Over 1 million materials available to patrons
 Resource sharing (2)
 Separation from city authority

Sharing materials
Sharing materials and ideas
Sharing of materials
Sharing resources (5)
Support
Supporting the catalog
Technology
Technology development, management, troubleshooting, training
Technology progress and expertise
The benefit of a large database for our patrons to draw from
Training on the most up-to-date services/technology

Troubleshooting and planning
Variety of items available to us

System

Affordable access to technology
Being able to obtain material from 50 libraries at any time
InfoSoup
Millennium ILS
Shared catalog

2. What do you find most frustrating about your library's participation in OWLSnet?

Libraries

Constantly changing ideas
Differences in policy and procedure
Distance to travel to workshops/meetings
Everyone doing things differently
Group decisions may sometimes take too much time
Holds list
Issues tabled because we can't reach consensus
Lack of common guidelines
Lack of local server capabilities
Lack of standardization
Loss of local control and identity
Lost individualism
Not all libraries do things the same
Not enough time
Nothing (2)
Other libraries not following policy the same way as us

Participating libraries have such a broad interpretation of what is going on
Petty conflicts
Pressure for group consensus on items that are independent decisions
Reports
Some libraries that never want to change for the good of the rest
Some member libraries don't know or care about following rules, policies, procedures, etc.
Sometimes things don't work
Sometimes we can't do things because one library doesn't want to, or because one or two libraries don't understand something we can't proceed
Staff training
Statistics

The OWLSnet staff doesn't seem to know what goes on in running a library. I think they should all come and work at a library for a month. They would be able to go back and be more effective in helping us.
Trying to agree on policies

System
Can't do whatever we want to do
Confusion about OWLS and OWLSnet services
Hard to make decisions
Lack of consensus on almost all issues
Not being thanked by the member libraries for making it possible

3. What is the most important service that OWLSnet could provide to your library in the future?

Libraries

Automated sign-up platform and group purchase advantages
Computer support and staff training
Continued sharing
Continued support for new technology
Continuing to update and upgrade to keep us on the cutting edge of technology
Continuous staff training - sessions on how to use InfoSoup and search strategies
Cutting edge technology
Delivery
Don't know
Internet management software
Internet service
Internet time out software
More databases
None
Notices on mailers

Photos in patron records
Require standardization
Resource sharing
Resource sharing and training
Staff training on millennium and InfoSoup
Tech support
Technology
Technology consulting
Training
Visits to individual libraries
Wireless Internet (7)

System

Continue to expand InfoSoup offerings
PC reservation software
Time management software for libraries
Wireless Internet (2)

4. What is the most common complaint that you hear from library patrons about OWLSnet?

Libraries

Can't look at how long it takes to get an item
Can't think of one
Confusion about pin numbers
Consistency among libraries
Differing practices between libraries
Have trouble placing holds
Hearing opinions of other librarians
Holds list
I have almost no contact with patrons
Length of time for holds to arrive
Lost my pin
No complaints
None (4)
None - they are fully aware of OWLSnet and its benefits
Not all are techno-savvy, and many are resistant to change
Not consistent enough

Not hearing about holds on email
Not much complaints anymore - just a few elderly afraid to use computers
Nothing - they love it easier to use than NEWcat
Patrons claimed to have paid fines elsewhere
Pin numbers
Slowness of getting materials
They all think it's great
Very few complaints ever heard
Waiting time for holds
Waiting too long for items

System

Hard to find things
Nothing
Nothing is ever on the shelves

5. What is the best thing about AAC meetings?

Libraries

Active participation and communication
Camaraderie
Chance to hear other viewpoints
Common interests and problems
Communication with all libraries
Connecting with others
Discussions

Exchange of ideas
Face to fact with cohorts
Getting new ideas
Hearing everyone else's take on things
Hearing opinions from staff at other libraries
Hearing the conversation and exchange of ideas
Information and camaraderie
Information that is needed
Keeping abreast of what's happening

Learning latest issues and concern
Lunch - networking with others
Making positive changes
Meeting others and sharing ideas
Meeting with colleagues fact to face
Networking with other libraries
New information - being kept up-to-date
Other opinions and ideas
Prioritizing ideas
Sharing experiences with issues
Sharing ideas
Sharing ideas and dilemmas
Sharing ideas and problems
Sharing thoughts and concerns
Standardizing

Updates on future developments
Updates on what's coming
Variety
Well organized around current issues/ideas

System

Can agree sometimes
Collaborative decisions
Getting to know everyone in the system and how their library is unique
Lunch (2)
Meeting staff
People airing good and bad about policies and procedures

6. What is the most common complaint that you hear from your library's staff about OWLSnet?

Libraries

Changes
Difficult for staff to attend meetings/training
Distance to be traveled for training and selection of training days
Doesn't understand frontline!
Don't know
Having to help patrons over and over again with OWLSnet
Home agency items don't appear first in search
Millennium is difficult
Minor stuff
None (3)
Not always getting a quick answer or not fully explaining a procedure

Not being able to reach specific people when they want by phone
- they are often trying to do this after office hours other libraries are not trying to do cleanup or follow policies or do things that we're doing
Not good dissemination of information
Not many complaints - sometimes due to not understanding
Not sure what the current procedures are
Nothing
Only being able to go back 1 or 2 patrons when something is returned damaged
Other libraries changing policies without telling us
Poor training on Millennium - tired of hearing me say 'I don't know' because when I call OWLS they don't know.

Serving other home agencies libraries' patrons better - more reserves, finding all those things on the paging lists

Some things are not clear

Surveys

There are so many different subjects to understand

Won't take hold if checked out to a patron who is picking up for someone else

Would appreciate more teleconferencing for certain training

Would like updated circ/patron manuals with step by step instructions, diagrams, etc. with similar manuals for tech

services - don't assume we know how to get from step A to step B

System

Don't feel comfortable calling

Need more training

Not remembering a procedure and where to look for it quickly

Works too much on internal problems vs. library needs

7. What do you dislike the most about AAC meetings?

Libraries

Bickering

Consensus is good but voting sometimes has more clout

Discussion is good even if it is stressful

Hard chairs

Have more official votes and decisions with less 'strongly suggested' we all do it this way.

Length

Length of the meeting

Length of time between meetings

Like 'em

Never reach any decisions we can point to as being concrete

Not voting

Nothing - they're great

Only travel to APL and NFLS - it was really useful to visit other libraries

People having their own conversations

People who don't listen and ask about something we just talked about

Side conversations

Some discussions get out of hand and go way too long

Some people ramble on about issues facing their libraries

Some people really don't listen and things have to be repeated

Sometimes it is an overwhelming amount of information - I appreciate when we can prepare thoughts in advance when information is distributed prior to the meeting

Sometimes too long

Sometimes too long because some members talk too long about minor details

Time dedicated to a topic of interest to only a few members

Too long

Too long, not concise enough

Use BCL basement rooms for NFLS meeting - can spread out

System

An issue may get prolonged for one-half year
Discussions can go in circles
Lack of policy making, agreement - talk, talk, no decision no action

Not making decisions that benefit most libraries - too worried about MY library
Side conversations
Too long - people leave

8. What additional training would you like to see OWLSnet provide to the staff of your library?

Libraries

BadgerLink databases
'Booster' training on client
Catalog quality control
Cataloging, work flow, library skills
Consortium-wide understanding of the bigger picture
Continuous staff training
Details on using millennium beyond the brief manual
Getting reports
How to use reports
I'm well satisfied with training as it is
Just a visit now and then to 'make us special'
Keep up the good work - circ, cataloging, reports, etc.
Millennium and InfoSoup
Millennium issues for circ/reports
Millie refresher
More circ training updates
None - our staff needs to take advantage of what is offered
Periodic training on functions not often used to update and reinforce
Printed manual available for each library - easier to use than online

Refresher course in circ procedures
Review of millennium
Right now what is scheduled seems appropriate
Seems to be covering it right now
Small group training at a local/area library (circ tips and tricks for staff of 2-4 libraries)
Sometimes OWLS forgets that they are working FOR THE LIBRARIES. They are so involved in their issues that they are not helping us with ours.
Statistics
Statistics
Team work dealing with difficult patrons
Tech training
Technology - blogging, wikis, millennium
Using InfoSoup and search strategies
Who to call, email and how and why
Would like more detailed training on Millennium
You're doing it with notices, etc. training

System

Annual follow-up circ training online using millennium classes
More email support

PC support
Reports (2)
Reports/statistics

Searching InfoSoup
Statistics
Web management training

9. How would you change OWLSnet if you were in charge?

Libraries

Continue adapting to changing needs
Coordinated staff exchange so we know who we're talking to
about things and get to see how things are done
Have webpage and technology support consistent between OWLS
and NFLS libraries
I don't know
I think it works really well
I wouldn't
Insist on Internet management software
Just some tweaking - it's very good
More enforcement of standardization and compliance with system
rules and procedures
More staff input, directors are great but they're no hands-on
Nothing
Online procedure manual

OWLS staff needs to cross train. It's so frustrating to call and no
one is there to answer your question.
Take more votes and gently penalize libraries who are not in
compliance after it has been brought to their attention
Talk to the libraries individually who are not following policy
rather than sending out a blanket statement
Try to standardize policies as much as possible
Vote on more issues
Way of letting us know problems in the ILS that we might
encounter at the front desk
Would never happen

System

Become closer in line with borrowing policy
Make all libraries do everything th same - policies
Make it more nimble
Merge OWLS with NFLS

10. Is there anything else you'd like to say to the planning committee?

Libraries

Good Luck! (3)

I would like to see meetings held in different places so we always
didn't have to drive so far
I would like to see online training and meetings.
Keep up the good work

Look towards huge changes in technology and be willing to change course if necessary. The ways people use libraries is changing because of technology.

No (3)

Not at this time

Update all members via email about where to look for process information; blog, web link, etc.

Would it be helpful to have the OWLS website be more separate from the OWLSnet site?

Let's Make a List

In this section, please try to jot down three quick answers to each question. Again, don't worry about giving the perfect answer. Write the first things that come into your mind.

What are OWLSnet's three greatest strengths?

Libraries

Access to materials and delivery

Access to patron information

Allow input from all

Catalog (2)

Collaborate well and maintain strong ties

Collection size and variety

Collective ideas for member libraries

Collective staff resources

Commitment to small libraries

Commitment to technology

Communication

Continues to develop a great automated system

System

Anything that can be done to further making all policies the same - conformity

Can we find a way to make decision-making and communication easier? Meetings are long, but we don't seem to have enough time to discuss things.

Good luck

Make AAC attendance mandatory for all libraries - 1 representative

Continuing to improve services

Cooperation

Customers are appreciative of everything available

Delivery of materials

Discussion of policies

Everyone gets a say and a vote

Friendliness

Generally cooperative group

Great group of individual libraries, directors and staff who want this consortium to work

Great service

Staff

Staff knowledge

Staff talent

Support
Support - technical, supplies, answering questions
Support - technology, etc.
Support on technology
Support provided
Supportive staff
Synergy
Talented staff
Tech support
Technical support from OWLS staff
Technology (2)
Technology - people at OWLS as experts
Technology expertise
Training (4)
Uniformity over a wide geographic area
Unity
Unity in numbers
Value for the money
Van delivery of other libraries' collections
Variety of materials available to patrons
Vision
Willingness of librarians to try to find agreement
Willingness of system staff to listen to all opinions and adapt to consensus
Willingness to help
Willingness to try new approaches to needs and problems

What are OWLSnet's three most significant weaknesses?

Libraries

Ability to skirt issues they don't want to deal with
Almost too big to communicate effectively

Works with members to compromise on changes

System

Allowing smaller libraries the ability to do things they otherwise might not be able to do
CE and training provided
Collaboration
Collegial group of people to work with
Consortium of 50 library collections
Cooperation between libraries and systems
Cooperative spirit
Depth of product offering
ILS functionality
InfoSoup (2)
Innovative
Library diversity by location and collection
People
Resource sharing
Service to patrons via holds mechanism
Sharing items
Staff expertise
Staff support
Technology infrastructure
Terrific service to patrons

Bills sent out by owning agency

Branding consortium at expense of local libraries

Communication

Communication - tell us if you don't know the answers, don't ignore the problem
Customer service to libraries
Delivery will reach maximum capacity at some time in future
Difficult to address every library's needs
Distance between member libraries
Finding ways to fund activities like collection agency program
Folks digging in their heels and not abiding by consensus
Hard for everyone to agree
Helping us through our transition
Inability to standardize more
Inconsistency in support to OWLS and NFLS libraries
Increased load on front desk staff because InfoSoup is so user friendly
Lack of funds and/or staff to grow with demand
Lack of resources
Lack of standardization confusing to patrons who use multiple libraries
Level of cooperation between libraries
Lowest common denominator stresses
Management of materials movement
Meeting rooms are getting too small
More money
More staff
More staff is needed
Necessity to continuously manage upgrades
Need for more standardized policies among libraries
Need more consistency between libraries
Need more local library visits
Need to diminish local library branding
Needs of libraries are so different
NFLS system staff & responsibility - aren't holding up their fair share (I'm an NFLS member.)

None
Not enough repeat training
Not having standardized policies and practices
People who don't work on the front line not understanding how that works
People who work on the front lines and don't understand the role people who don't play
Reaching the staff - they're great at reaching the directors
Reliance on state aid funding
Setting their priorities straight
Some issues separate large and small libraries in terms of priority
Some libraries don't follow OWLSnet guidelines
Some libraries not seeing the big picture
Some libraries unwillingness to try new things
Staff may be overextended - very busy
The belief that perception is reality and acting on that
Too big - covers too much territory
Too much local control
Transporting all that stuff around and losing some along the way
Uncooperative members who don't follow through on agreed procedures
Website

System

Being able to provide timely reports
Distance
Helping libraries see how they fit into the big picture
Lack of policy and consensus
Lack of standardization
Libraries are so diverse in size as to force different needs and wants in every aspect of the ILS and service needs
Making sure all info is disseminated to the correct people

Making sure libraries know where to find information on website
Not all agree on common policies
Not all libraries follow the rules
Not enough staff
Size of area
So many libraries to bring into agreement

Some libraries don't participate fully
Takes too long to deploy - libraries are pushing us, rather than us
leading the way
Training
Unequal service by system offices

What are the three biggest challenges facing your library in the next five years?

Libraries

Adequate funding (2)
Adequate personnel
Autonomy issues with municipality
Budget (8)
Budget - funding existing services
Budget cuts
Budget doesn't keep up with patron demands
Budget pressures
Budget/funding
Building and existing collections
Building expansion project
Changing to meet new technology needs
City council/library board education of issues and services
City government encroachment on Chapter 43
Continued automation and new technologies implementation
Continuing to grow - no more room
Decline in circ for reading vs. viewing (\$ going for fluff)
Enough staff to meet the growing number of library patrons
Finances - growing the budget
Funding (5)
Getting more people in the door during off season

Growth
Growth in use overstepping growth of resources
Handling circ increases - staff, RFID?
Improved technology
Increased need for additional funds
Increased need for more staff
Internet
Keeping abreast of changes
Keeping up with technology (3)
Lack of adequate parking space
Lack of funds
Lack of staff
Learning curve for new technologies
Meeting the public's needs, not what they think they need
Money (12)
Money - budget
More space
Need for more computers
No increase in funding or cuts when costs are increasing
Operating revenue
Overload of materials coming in and going out
Patron education (limited by budget)

Patrons becoming more knowledgeable about using the library
and making more demands

Planning

Possible changing community

Programming

Relocating to new building

Retirements of large numbers of key staff

Serving boomers as they retire

Space (4)

Space for growing collection and increased use

Staff

Staff consideration

Staff development

Staff expansion (growth)

Staff training - keeping up to date with change

Staffing

Staying open

Technology (2)

Technology innovation

Trustee understanding of library roles

Usage of library going up but no new staff being added

Visits and usage are up but circ stats are the only measure used for
funding

We're out growing our space

System

Adequate staffing

Budget crisis

Budget staying same

Changing technology

DPOA challenging social networking

Fickleness of patrons regarding popular materials

Funding (2)

Materials costs and staff costs increasing

Money

Net neutrality

Ongoing changes in technology forcing constant procedural
changes at all levels

Staff to respond to increased demands

Staying relevant

Technology needs increasing

What are the three biggest challenges facing OWLSnet in the next five years?

Libraries

Becoming more standardized

Budget (6)

Budget constraints could cause small member library closings

Changing technology

Changing to meet new technologies

Collection development needs, making InfoSoup the very best

Continuing adaptation to new technology

Continuing to improve Millennium and InfoSoup so they'll be all
we hoped for

Continuous staff training

Convincing counties to support libraries financially

Cooperation

Cooperative purchasing

Costs of technology

Delivery
Delivery explosion
Delivery system growth
Funding (3)
Getting everyone to agree on policies
Growth
Hard to reach decisions by consensus
ILL is growing at a fast rate
Inability to standardize
Increased delivery volume
Keeping ILS current with updates
Keeping library employees trained on new technology
Keeping membership fees low
Keeping small libraries in the loop
Keeping small libraries on an even scale with large libraries
Keeping up with changing technologies
Keeping up with rise in demand
Keeping up with technology
Libraries budget crunch
Libraries losing resources and unable to support consortium
Maintaining delivery
Making new technologies affordable to libraries
Managing technology changes
Money (5)
Necessity to continuously upgrade the system
Not enough staff
Potential for turnover as people start to retire
Providing resources that are expensive
Retraining qualified staff
Space
Staffing
State bandwidth issues

Stress of continuously training staff and patrons
Technologies
Technology (2)
Technology innovation
Training
Training of library staff
Upgrades to automation

System

Bandwidth issues for applications
Changing technology
Continuing to innovate
Delivery due to success of InfoSoup and holds, volume of circ up
Functioning in some way as a cohesive unit
Funding
Helping libraries whose budgets are being cut year after year
High cost of technology
Keeping InfoSoup fresh
Keeping up with technology
Libraries growing together - not leaving some behind
Member library budget cuts
Money
More staff needed requiring more money
Paying for technology and upgrades to the system
Providing technical support
Rearrangement of staff to fit new ILS and library needs
Retaining staff
Staffing issues unless more of a push for online training and
online interaction
Trying to do all things well for libraries

What a Pair

Below are seven pairs of statements. The individual statements in a pair are not necessarily the opposite of each other, and no statement is particularly right or wrong. There may be some truth for your library in each statement. Please place a check mark next to the statement in each pair that you agree with the most.

Libraries (34)	79.4%	It would be better if more libraries did more things alike.
	20.6%	It really doesn't matter that libraries do lots of things differently.
System (6)	100%	It would be better if more libraries did more things alike.
	0%	It really doesn't matter that libraries do lots of things differently.

Libraries (35)	68.6%	The staff at my library is knowledgeable about OWLSnet services and comfortable using them.
	31.4%	The staff at my library doesn't know enough about how to use OWLSnet services effectively.
System (5)	40%	The staff at my library is knowledgeable about OWLSnet services and comfortable using them.
	60%	The staff at my library doesn't know enough about how to use OWLSnet services effectively.

Libraries (33)	48.5%	Making decisions by consensus seems to work just fine.
	51.5%	It would make sense to take more votes on issues.
System (6)	33.3%	Making decisions by consensus seems to work just fine.
	66.7%	It would make sense to take more votes on issues.

Libraries (35)	85.7%	The OWLSnet staff is there for my library when we're having trouble.
	14.3%	It seems like we have to figure out problems on our own.
System (5)	80%	The OWLSnet staff is there for my library when we're having trouble.
	20%	It seems like we have to figure out problems on our own.

Libraries (28)	78.6%	Most libraries take the responsibility to maintain their hardware and keep their software up-to-date.
	21.4%	OWLSnet spends too much time supporting libraries that haven't taken responsibility for their own hardware and software.
System (7)	14.3%	Most libraries take the responsibility to maintain their hardware and keep their software up-to-date.
	85.7%	OWLSnet spends too much time supporting libraries that haven't taken responsibility for their own hardware and software.

Libraries (34)	85.3%	The migration to Innovative Millennium went as well as could be expected.
	14.7%	The migration to Innovative Millennium was more difficult than my library anticipated.
System (5)	80%	The migration to Innovative Millennium went as well as could be expected.
	20%	The migration to Innovative Millennium was more difficult than my library anticipated.

Libraries (34)	52.9%	Most OWLSnet libraries seem to follow all of the rules that we've agreed upon.
	47.1%	We experience some problems at my library because some libraries don't follow OWLSnet procedures.
System (5)	40%	Most OWLSnet libraries seem to follow all of the rules that we've agreed upon.
	60%	We experience some problems at my library because some libraries don't follow OWLSnet procedures.