

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

What follows is a summary 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

Access to many collections and ability to share resources (20)
 ILS – InfoSoup, III, Millennium (8)
 Technology leadership, expertise, training and support (6)
 All the services available to our patrons
 Cohesiveness of member libraries
 Computerized
 Everything
 Funding for materials

Good uniformity within system for patrons
 Separation from city authority
 Sharing ideas
 Wonderful support and communication

System

Access to many collections and ability to share resources (2)
 ILS – InfoSoup, III, Millennium (2)
 Affordable access to technology

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

Libraries

Lack of standardization/policy and procedure differences (7)
Consensus building/group decision-making (4)
Loss of local control and identity (2)
Nothing (2)
Reports and Statistics (2)
Constantly changing ideas
Distance to travel to workshops/meetings
Holds list
Lack of local server capabilities
Not enough time
Petty conflicts
Pressure for group consensus on items that are independent decisions
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

Staff training

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.

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

Wireless Internet (7)
Technology support (5)
Continuous staff training (5)
PC reservation/time management software (3)
Continued resource sharing (3)
Leadership in new technologies (2)
Don't know/none (2)
Delivery
Internet service

More databases

Notices on mailers

Photos in patron records

Require standardization

Visits to individual libraries

System

Continue to expand InfoSoup offerings

PC reservation/time management software (2)

Wireless Internet (2)

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

Libraries

None (11)
Wait time for holds (5)
Differing practices between libraries (3)
Issues with pin numbers (3)
Can't look at how long it takes to get an item
Have trouble placing holds
Hearing opinions of other librarians

Not all are techno-savvy, and many are resistant to change
Not hearing about holds on email
Patrons claimed to have paid fines elsewhere

System

Hard to find things
Nothing
Nothing is ever on the shelves

5. What is the best thing about AAC meetings?

Libraries

Exchange of information, ideas, viewpoints (15)
Networking with colleagues (7)
Keeping abreast of current and future developments (6)
Meeting face to face (2)
Making positive changes
Prioritizing ideas
Standardizing

Variety
Well organized around current issues/ideas

System

Networking with colleagues (4)
Can agree sometimes
Collaborative decisions
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

Millennium is difficult/need more training (6)
None, few, minor (6)
Meetings/training inconvenient (3)
Difficulty getting answers from OWLSnet staff (2)
Changes
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
Other libraries are not trying to do cleanup or follow policies or do things that we're doing
Not good dissemination of information

Only being able to go back 1 or 2 patrons when something is returned damaged
Other libraries changing policies without telling us
Serving other home agencies libraries' patrons better - more reserves, finding all those things on the paging lists
Surveys
Won't take hold if checked out to a patron who is picking up for someone else

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

Too long, not concise (6)
Inattentive/disruptive attendees (5)
Ineffective decision-making/lack of votes (4)
Meeting environment (3)
Nothing (2)
Bickering
Discussion is good even if it is stressful
Length of time between meetings

Sometimes an overwhelming amount of information - I appreciate when information is distributed prior to the meeting
Time dedicated to a topic of interest to only a few members

System

Ineffective decision-making (3)
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

Continuous Millennium refreshers and detailed training (10)
I'm satisfied with training as it is now (6)
Reports and statistics (4)
InfoSoup (2)
Cataloging (2)
BadgerLink databases
Consortium-wide understanding of the bigger picture
Continuous staff training
Just a visit now and then to 'make us special'
Printed manual available for each library - easier to use than
online
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.
Team work dealing with difficult patrons
Technology training - blogging, wikis, millennium, etc. (2)
Who to call, email and how and why

System

Reports/statistics (5)
Annual follow-up circ training online using millennium classes
More email support
PC support
Searching InfoSoup

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

Libraries

Nothing/don't know (6)
Take more votes/standardize/ enforce compliance with rules (5)
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
Insist on Internet management software
More staff input, directors are great but they're not hands-on
Online procedure manual

OWLS staff needs to cross train. It's so frustrating to call and no
one is there to answer your question.
Way of letting us know problems in the ILS that we might
encounter at the front desk

System

Become closer in line with borrowing policy
Make all libraries do everything the 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 (4)

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?

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

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

Effective collaboration/cooperation by libraries (14)
Ability to provide technology support (8)
OWLSnet staff (7)
OWLSnet provides good customer service to libraries (7)
Access to many collections and ability to share resources (6)
Training (4)
Commitment to technology (3)
Catalog (2)
Access to patron information
Commitment to small libraries
Communication
Uniformity over a wide geographic area
Vision

System

ILS/InfoSoup functionality (6)
Cooperation between libraries and systems (4)
Access to many collections and ability to share resources (3)
Staff expertise and support (2)
Allowing smaller libraries the ability to do things they otherwise
might not be able to do
CE and training provided
Library diversity by location and collection
People
Technology infrastructure
Terrific service to patrons

What are OWLSnet's three most significant weaknesses?

Libraries

Lack of resources – staff/funding (8)
Inability to standardize more (6)
Lack of cooperation by member libraries (5)
Communication not effective (4)
Diversity of member library needs (4)
Management of materials movement (4)
Covers too much territory (2)
Branding consortium at expense of local libraries (2)
Not enough repeat training/visits (2)
Ability to skirt issues they don't want to deal with
Bills sent out by owning agency
Customer service to libraries
Helping us through our transition
Inconsistency in support to OWLS and NFLS libraries
Lowest common denominator stresses
Meeting rooms are getting too small
Necessity to continuously manage upgrades
NFLS system staff & responsibility - aren't holding up their fair share (I'm an NFLS member.)
None
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
Setting their priorities straight
Some libraries not seeing the big picture
The belief that perception is reality and acting on that
Too much local control
Website

System

Lack of standardization (4)
Ineffective dissemination of information (2)
Being able to provide timely reports
Distance
Helping libraries see how they fit into the big picture
Libraries are so diverse in size as to force different needs and wants in every aspect of the ILS and service needs
Not all libraries follow the rules
Not enough staff
Size of area
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 budget/funding (39)
Adequate staffing (9)
Adequate space/facilities (11)
Keeping up with technology (12)
Growth in library use and service demands (5)
Staff development/training (2)
Autonomy issues with municipality
Building and existing collections
City council/library board education of issues and services
City government encroachment on Chapter 43
Decline in circ for reading vs. viewing (\$ going for fluff)
Getting more people in the door during off season
Internet
Meeting the public's needs, not what they think they need
Overload of materials coming in and going out
Patron education (limited by budget)

Planning

Possible changing community
Programming
Serving boomers as they retire
Trustee understanding of library roles
Visits and usage are up but circ stats are the only measure used for funding

System

Adequate budget/funding (6)
Changing/increasing technology needs (3)
Adequate staffing (2)
DPOA challenging social networking
Fickleness of patrons regarding popular materials
Net neutrality
Staying relevant

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

Libraries

Adequate budget/funding (21)
Managing changing technology (12)
Cooperation, consensus building, standardization (5)
Continuous training (5)
Delivery explosion (5)
Continuous ILS/InfoSoup development (4)
Staffing and staff retention (4)
Keeping up with growth in demand (3)
Collection development (2)
Keeping small libraries in the loop
Space
State bandwidth issues

System

Funding/budget (5)
Staffing issues (4)
Managing changing technology (3)
Bandwidth issues for applications
Delivery due to success of InfoSoup and holds, volume of circ up
Functioning in some way as a cohesive unit
Helping libraries whose budgets are being cut year after year
Keeping InfoSoup fresh
Libraries growing together - not leaving some behind
Providing technical support
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.