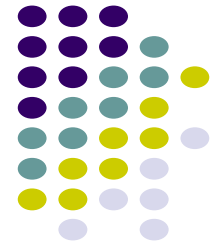


RAILS Overlay Project Stage 2

Presented by Eric Craymer
Growth Management Consulting



1

Journey back into the past
...and into the future!



Special Thanks to...



- RAILS Staff (especially Jane and Jody!)
- Overlay Project Working Group
- Randy Dykhuis and Debbi Schaubman from Midwest Collaborative for Library Services, technical consultants

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History



THE HISTORY CHANNEL.



- Stage 1: Environmental Scan
 - Identified likely software products
- Stage 2: Organizational Factors
 - Aspirations
 - Perceived barriers
 - Functionalities
 - Political issues (governance, shared policies, cost sharing)
 - And more!

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Goals

- Gather information for insight
- Identify values and preferences
- Stimulate thinking about an overlay
- Hear all voices
- Synthesize



Process

- Background documentation
- Overlay Project Working Group
- Consortia Committee, Consortia Futures Subcommittee
- State Stakeholders (ISL, CARLI, IHLS)
- 11 Consortium visits with Leadership (decision makers) and ILL staff (who have to work with it)
- 6 web based focus groups
- Survey



What topics

- Hoped for benefits
- Functionalities
- Likely participation
- Perceived value of the overlay
- Current state of ILL process (like, don't)
- Governance
- Cost sharing
- Deal breakers
- Shared policies



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Diversity AND Collaboration!



8

Range of acceptability



9

R--a---n---g-----s



- All requests must be mediated --- **No request should be mediated**
- We don't want to lose OCLC --- **We can't wait to reduce our reliance on OCLC**
- Consortium needs lots of hands in governance --- **Less consortium work allows fewer hands and lower overhead**
- We will pay our fair share --- **We will need financial support to participate**

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Focus Group Findings... State Stakeholders



- Illinois State library, IHLS and CARLI support trying it!



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Focus Group Findings... Functionality



- Foremost – achieve exceptional improvement in patron experience
- Achieve more effective and efficient ILL processes for library staff
- Provide better information to help with library operations and decisions
- High reliability, resilience and seamless integration with existing ILS
- Has to achieve significant improvement on top of what consortium members have now

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Focus Group Findings – Governance (admin/cost)



- Decision body with clear charge and accountability
- Small enough that it can make decisions
- Shared policies are going to need a lengthy process of sharing and compromising
- Costs must be affordable, equitable, transparent and scaled



Focus Group Findings – Political buy-in



- Needs to show a clear improvement on or over OCLC
- Need to trust that it is sustainable (for multiple years)
- Need assurance that it won't blow up!
- Want to see something just like Illinois where it has worked, we are a unique environment
- Some have no interest in being a part



Focus Group Findings -- Unexpected



- The success of any software will require that all elements of the ILL process function smoothly, especially in light of volume increases.
 - Delivery – prepared to handle the volume
 - Training – initial, ongoing and refresher
 - Support for small libraries – IT, uploads, etc.
- “...increased volume benefits patrons until it overwhelms service capability”



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The Survey



- 154 responses.
- Test what we think we heard...
 - 16 library factors, 8 patron factors, 2 participation likelihood, 1 overlay value

But...

Not statistically sampled

And...

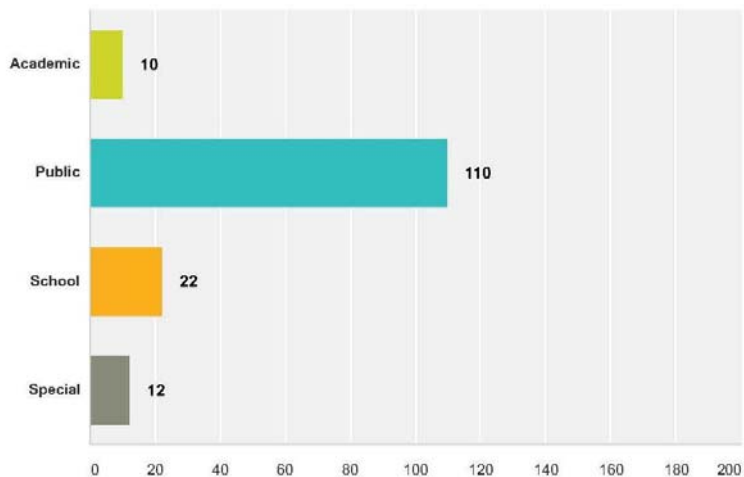
16

Respondents by Type



Q1 Type of library (Please check one)

Answered: 154 Skipped: 0



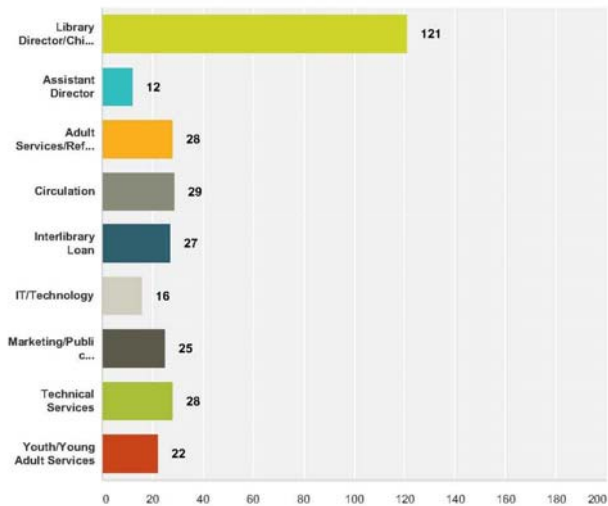
17

Respondents by Responsibility



Q4 What is your primary responsibility at your library? (Please check all that apply.)

Answered: 154 Skipped: 0



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Focus and limit

- Selected only the most critical criteria to prevent death by survey
 - Function for library
 - Function for patron
 - Likely participation
 - Perceived value
 - Funding/Governance
 - Deal breakers
- **Just because you've got data you don't have to crunch it! (must provide meaningful insight)**



Non-Scientific Highlighting



- The ranges of 1-10 or 1-11 generally made it hard to differentiate
- Chose to highlight by assigning value ranges: low = 1-3, mid = 4-7, high = 8-10 (11 was "don't know")



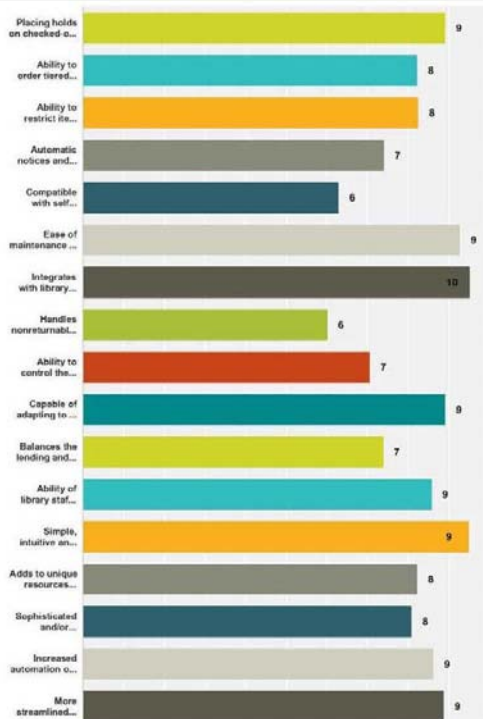
20

OVERALL Results: Library Factors

	Low 1-3	Mid 4-7	High 8-10	Don't Knows (11)
Placing holds on checked-out materials.	7.25%	6.52%	81.88%	4.36%
Ability to order tiered searching priority (for example, local first then region).	9.35%	15.83%	66.91%	7.91%
Ability to restrict items from lending, (such as new items and special collections).	8.63%	15.11%	74.10%	2.16%
Automatic notices and alerts to library staff (such as "request to be reviewed," "item shipped," etc.)	11.68%	29.93%	53.28%	5.11%
Compatible with self checkout.	34.53%	15.83%	35.25%	14.39%
Ease of maintenance and amount of work required to it run at the local library staff level	1.44%	8.63%	86.33%	3.6%
Integrates with library's current integrated library system to avoid adding another set of processes.	2.17%	2.17%	88.41%	7.25%
Handles nonreturnables (such as photocopies).	33.58%	26.28%	22.63%	17.52%
Ability to control the number of search results displayed (such as "1" or "all").	10.95%	43.07%	37.96%	8.03%
Capable of adapting to new standards and formats.	2.92%	11.68%	76.65%	8.76%
Balances the lending and borrowing within individual libraries.	12.23%	28.78%	48.92%	10.07%
Ability of library staff to authenticate a reciprocal borrower's status online.	4.38%	13.87%	72.99%	8.76%
Simple, intuitive and understandable for library staff.	0.72%	4.35%	89.13%	5.8%
Adds to unique resources available	3.62%	26.09%	64.75%	11.59%
Sophisticated and/or customizable reporting capabilities.	4.32%	25.18%	64.75%	5.76%
Increased automation of interlibrary loan workflow.	3.65%	15.33%	70.80%	10.22%
More streamlined work process for the staff involved.	2.9%	12.32%	80.43%	4.35%



OVERALL Results: Library Factors



OVERALL Results: Patron Factors Q10



	Low 1-3	Mid 4-7	High 8-10	Don't Knows (11)
Ability to work on multiple devices (such as mobile phone as well as computer).	4.34%	18.11%	73.91%	3.62%
Automatic notices and alerts to patron (such as "due soon," "book received and waiting," etc.)	5.06%	13.04%	77.54%	4.35%
Sophisticated search and discovery.	2.92%	16.06%	75.19%	5.84%
Handles e- resources (such as e-books).	12.32%	15.95%	67.39%	4.35%
Shows status in patron account (such as holds, checked out, etc.)	2.19%	10.95%	83.21%	3.65%
Single sign-in patron authentication.	3.69%	14.72%	74.27%	7.35%
Patron capability to specify pickup location.	11.60%	13.77%	68.12%	6.52%
Simple, intuitive and understandable for patrons.	2.19%	0.00%	92.7%	5.11%

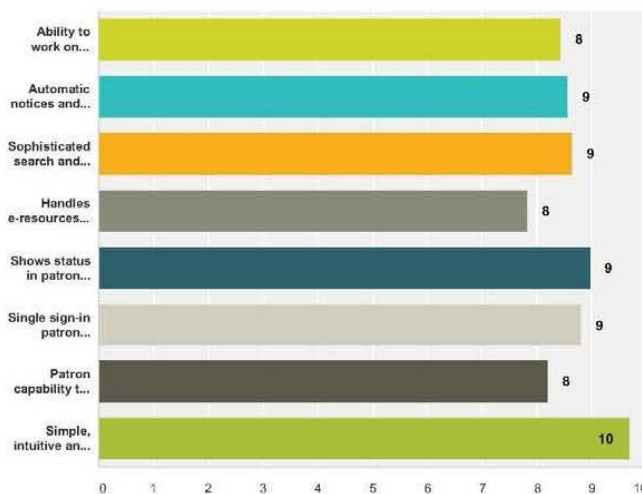
23

OVERALL Results: Patron Factors Q10

Q10 How important are each of the following possible functions for a successful overlay software? (Please rate each factor on a 1-10 scale, with 1 being not at all important and 10 being extremely important.)



Answered: 138 Skipped: 16



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OVERALL Results: Likelihood Participate

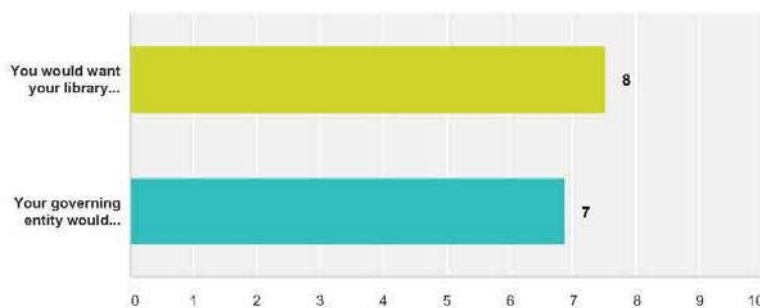


	1 (1)	2 (2) LOW	3 (3)	4 (4)	5 (5) MID	6 (6)	7 (7)	8 (8)	9 (9) HIGH	10 (10)	Total	Weighted Average
You would want your library to participate?	5.88% 8	2.94% 4	1.47% 2	3.68% 5	8.82% 12	8.09% 11	7.35% 10	13.97% 19	13.97% 19	33.82% 46	136	7.51
		10.29% %			27.94% %				61.76% %			
Your governing entity would want your library to participate?	8.89% 12	2.96% 4	5.19% 7	4.44% 6	9.63% 13	9.63% 13	6.67% 9	13.33% 18	14.07% 19	25.19% 34	135	6.86
		17.04% %			30.37% %				52.59% %			
												25

OVERALL Results: Likelihood Participate

Q12 If the overlay software and its associated services (delivery, training, support, etc.) could deliver the functions, characteristics and benefits you valued above at an affordable cost, how likely is it that: (Please rate this on a 1-10 scale, with 1 being not at all likely and 10 being extremely likely)

Answered: 137 Skipped: 17



OVERALL Results: Perceived value of overlay



Answer Choices	Responses	
Yes (1)	55.47%	76
No (2)	16.06%	22
Don't know/No opinion (3)	28.47%	39
Total		137

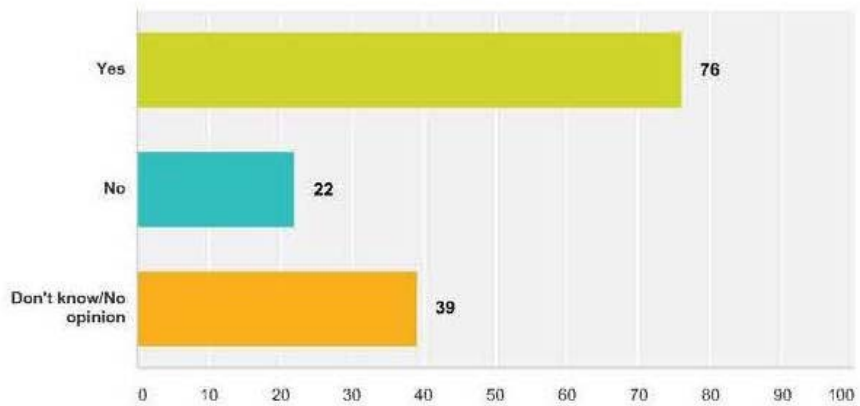
27

OVERALL Results: Perceived value of overlay



Q13 Do you feel that an overlay, whether or not you chose to participate, would be an important place for RAILS to invest?

Answered: 137 Skipped: 17



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OVERALL Results: Governance and cost sharing

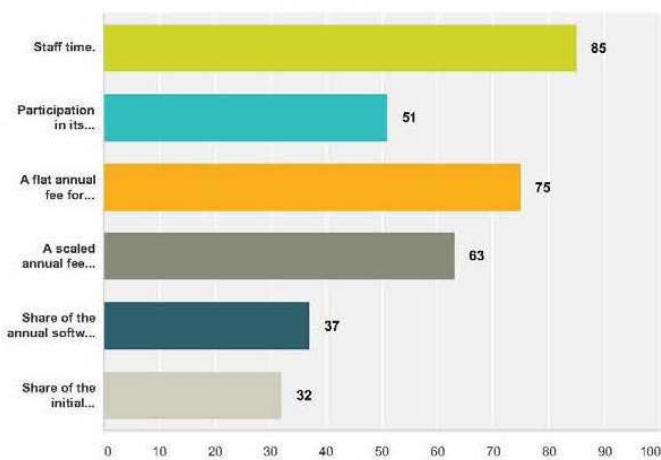
Answer Choices	Responses
Staff time. (1)	65.38% 85
Participation in its governance. (2)	39.23% 51
A flat annual fee for participation scaled to library size. (3)	57.69% 75
A scaled annual fee based on a rational and understandable formula. (4)	48.46% 63
Share of the annual software licensing/maintenance costs. (5)	28.46% 37
Share of the initial software cost. (6)	24.62% 32
Total Respondents: 130	

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OVERALL Results: Governance and cost sharing

Q14 If your library did participate in an overlay, which of the following contributions to its success would seem reasonable? (Check all that you would consider)

Answered: 130 Skipped: 24



30

OVERALL Results: ILL process



Answer Choices	Responses
Multiple steps needed to complete. (1)	70.43% 8
Lack of information available for status. (2)	40.87% 4
Delivery time. (3)	42.61% 4
Uniformity of barcoding. (4)	33.04% 3
Total Respondents: 115	

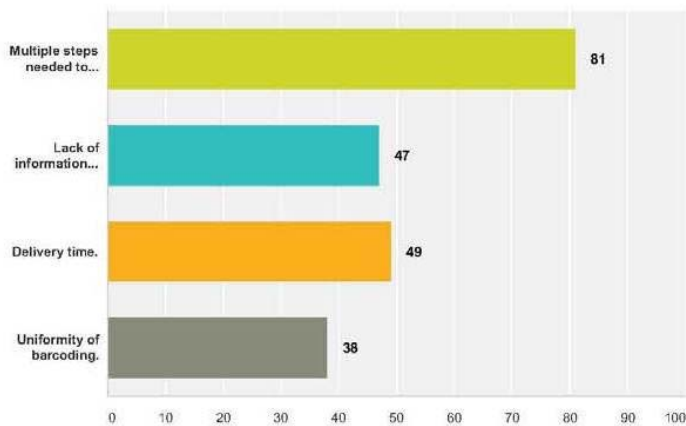
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**OVERALL Results:
ILL process**

Q15 Which of the following elements of your existing library-to-library ILL process would you find valuable to improve? (Check all that you would consider)



Answered: 115 Skipped: 39



32

OVERALL Results: Deal Breakers



Answer Choices	Responses
Staffing increases. (1)	46.67% 63
Cost increases. (2)	79.26% 107
More space required in the library. (3)	41.48% 56
The process is one more added on top of those we already have. (4)	55.56% 75
The experience is not seamless for the patron. (5)	61.48% 83
Total Respondents: 135	

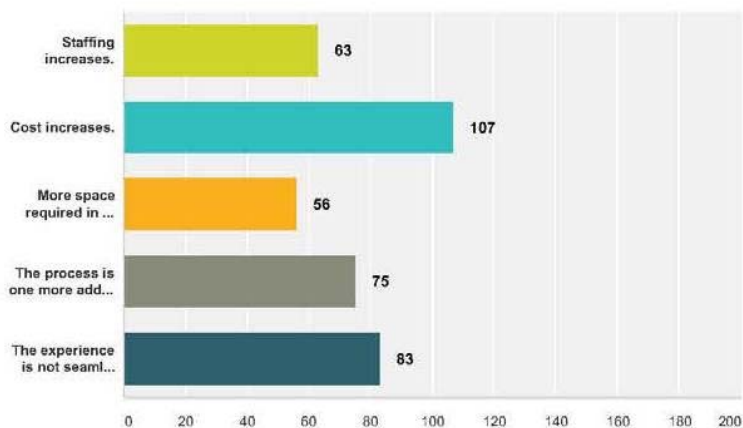
33

OVERALL Results: Deal breakers



Q16 Which of the following, if they occurred, would cause you to not participate in an overlay? (Check all that you would consider)

Answered: 135 Skipped: 19



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RESULTS by Group



- Looked at:
 - Region
 - Size
 - Type
 - Shared automation situation

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RESULTS by Group



- Region – too few responses for comparison
- Size – limited value but interesting anomaly
- Type – **very interesting!**
- Shared automation situation – **very interesting!**

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Likelihood by Type

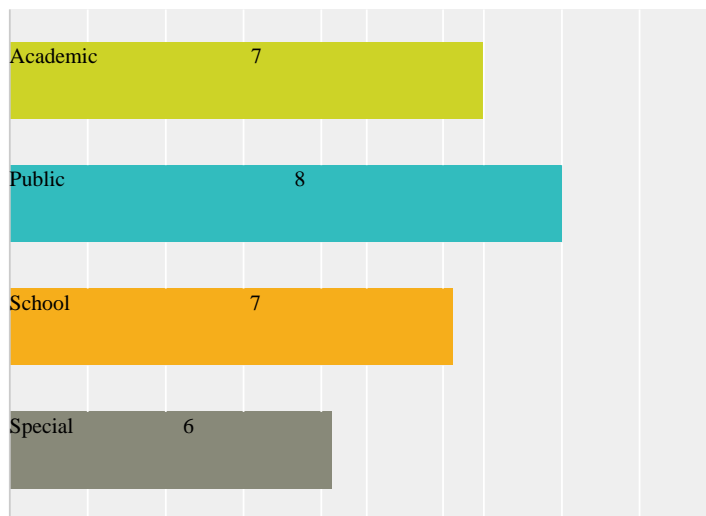


You would want your library to participate?

	1 (1)	2 (2) LOW	3 (3)	4 (4)	5 (5) MID	6 (6)	7 (7)	8 (8)	9 (9) HIGH	10 (10)
Q1: Academic (A)	0.00%	0.00%	0.00%	14.29%	0.00%	28.57%	14.29%	28.57%	0.00%	14.29%
	0	0	0	1	0	2	1	2	0	1
Q1: Public (B)	3.03%	3.03%	2.02%	1.01%	6.06%	6.06%	7.07%	15.15%	16.16%	40.40%
	3	3	2	1	6	6	7	15	16	40
Q1: School (C)	11.11%	0.00%	0.00%	5.56%	22.22%	11.11%	11.11%	0.00%	16.67%	22.22%
	2	0	0	1	4	2	2	0	3	4
Q1: Special (D)	25.00%	8.33%	0.00%	16.67%	16.67%	8.33%	0.00%	16.67%	0.00%	8.33%
	3	1	0	2	2	1	0	2	0	1

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Likelihood by Type



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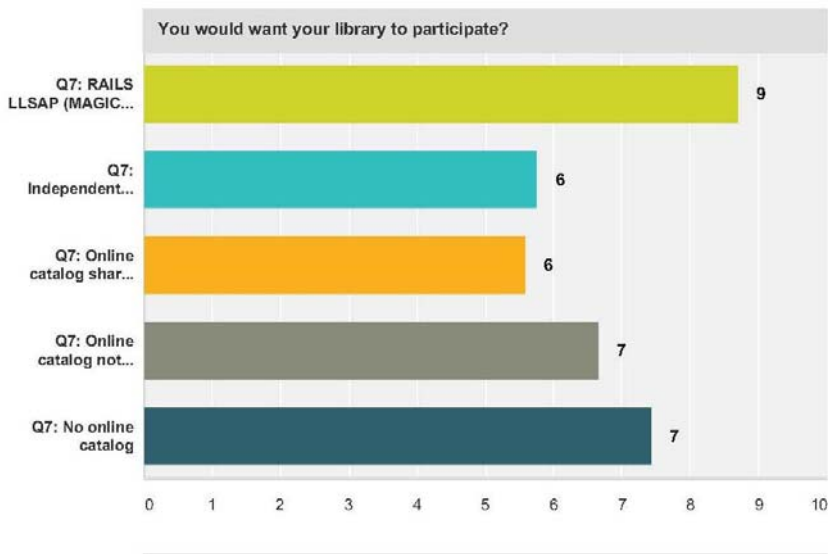
Likelihood by Shared System

You would want your library to participate?										
	1 (1)	2 (2) LOW	3 (3)	4 (4)	5 (5) MID	6 (6)	7 (7)	8 (8)	9 (9) HIGH	10 (10)
Q7: RAILS LLSAP (MAGIC, PrairieCat, RSA, or SWAN) (A)	1.52%	0.00%	0.00%	1.52%	4.55%	4.55%	6.06%	15.15%	18.18%	48.48%
		1.52%			16.68%				81.81%	
	1	0	0	1	3	3	4	10	12	32
Q7: Independent automation consortium comprised of different agencies (for example, CCS, I-Share, LINC, NIC, Pinnacle, RiverShare, Rock River Library Consortium) (B)	11.76%	5.88%	11.76%	5.88%	11.76%	5.88%	11.76%	17.65%	0.00%	17.65%
		29.40%			35.28%				35.30%	
	2	1	2	1	2	1	2	3	0	3
Q7: Online catalog shared by multiple school libraries within a single district (C)	30.00%	0.00%	0.00%	10.00%	10.00%	10.00%	0.00%	0.00%	20.00%	20.00%
		30.00%			30.00%				40.00%	
	3	0	0	1	1	1	0	0	2	2
Q7: Online catalog not shared with other libraries (standalone) (D)	2.94%	8.82%	0.00%	5.88%	14.71%	14.71%	8.82%	14.71%	14.71%	14.71%
		11.76%			35.30%				44.13%	
	A	A								A
Q7: No online catalog (E)	11.11%	0.00%	0.00%	0.00%	11.11%	11.11%	11.11%	11.11%	0.00%	44.44%
		11.11%			33.33%				55.55%	
	1	0	0	0	1	1	1	1	0	4

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Likelihood by Shared System

Answered: 136 Skipped: 0



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Value by Type



	Yes (1)	No (2)	Don't know/No opinion (3)	Total
Q1: Academic (A)	50.00% 4	0.00% 0	50.00% 4	5.84% 8
Q1: Public (B)	61.62% 61	19.19% 19	19.19% 19	72.26% 99
Q1: School (C)	50.00% 9	5.56% 1	44.44% 8	13.14% 18
Q1: Special (D)	16.67% 2	16.67% 2	66.67% 8	8.76% 12
Total Respondents	76	22	39	137

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Value by Shared System



	Yes (1)	No (2)	Don't know/No opinion (3)	Total
Q7: RAILS LLSAP (MAGIC, PrairieCat, RSA, or SWAN) (A)	65.15% 43	7.58% 5	27.27% 18	48.18% 66
Q7: Independent automation consortium comprised of different agencies (for example, CCS, I- Share, LINC, NIC, Pinnacle, RiverShare, Rock River Library Consortium) (B)	33.33% 6	61.11% 11	5.56% 1	13.14% 18
Q7: Online catalog shared by multiple school libraries within a single district (C)	70.00% 7	0.00% 0	30.00% 3	7.30% 10
Q7: Online catalog not shared with other libraries (standalone) (D)	41.18% 14	17.65% 6	41.18% 14	24.82% 34
Q7: No online catalog (E)	66.67% 6	0.00% 0	33.33% 3	6.57% 9
Total Respondents	76	22	39	137

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Implications/Insights



- Unlikely to achieve universal participation
- Slim majority indicate participation interest
- Given the high percentage of undecided it is possible that with more information you could go higher yet
- Important to consider what level of penetration is needed for it to work

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Implications/Insights



- To overcome doubt there will need to be evidence of sustainability
- The overlay will have to provide tangible improvements in addition to what OCLC delivers
- Those already in consortia, especially LLSAPs, are more likely to participate even though their incremental improvement might be lower
- Listening to the concerns of the limited but vehement number of people viewing this negatively could yield improvements to the overlay

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Functionality



- All functions for library and patrons are valued; but to differing degrees due to type, mission and population served
- Given the wide range of preferences having as much customization at the library level as is feasible is better

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Unexpected insights



- Benefits may go beyond ILL and include creating/enhancing community for mutual support
- Sharing principles may be more important than shared policies as a guide
- Frequent concern for investing in very small libraries may indicate that the overlay should

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Recommendations



- A successful overlay may require a trifecta; improved patron experience, improved library operations and improved information for library operations decisions
- The entire system must be addressed; overlay, delivery, training, marketing, etc.
- Many libraries will need to be convinced by seeing it work
- Begin gathering an interested group of library/consortia types needed to conduct a pilot project

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The Dream of the Future!



ILL should be...

“Just like Amazon; find it,
click it, track it, get it...
but free!”

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