

ILS consortium study

Part 1: General information

Section 1: Looking for some numbers...

(Web survey: <https://www.surveymonkey.com/s/ilspart1section1>)

1a-c. Please list the number of each type of record in your ILS at the end of each calendar year indicated below:

| Type of record | 2011 | 2012 | 2013 |
|-----------------------|------|------|------|
| Bibliographic records | | | |
| Patron records | | | |
| Item records | | | |

2. What was the annual circulation* through the ILS for each calendar year indicated below?

| | |
|------|--|
| 2011 | |
| 2012 | |
| 2013 | |

*Please use the definition of circulation as provided in *the Instructions for the Wisconsin Public Library Annual Report: Reporting Library Activities for 2012*: "A circulation transaction is the act of loaning materials at a library or bookmobile in all formats for use outside the library. This activity includes checking out materials to users...and also renewing, each of which is reported as a circulation transaction... Interlibrary loan items ... checked out {through the ILS} should be reported here as a circulation. Do not include interlibrary loan items sent, or checked out to, another library.

3. Please describe any issues you had, if any, in answering the questions in this section or any other comments you have about this section.

Section 2: Your ILS environment and current contract

(Web survey: <https://www.surveymonkey.com/s/ilspart1section2>)

1. Who is your current ILS vendor?

☐ Autographics ☐ Innovative Interfaces ☐ Polaris ☐ SirsiDynix

☐ Other: _____

2. What product are you using?

3. What version of the product are you using?

4. Date you began using this **vendor** (any product):

5. Date you began using this **product** (any version):

6. Please describe or share a document describing the process used for selecting this vendor. Include any RFP/RFI/RFB/RFQ processes, site visits, product demonstrations, surveys, etc. that were done during the process.

7. Current contract start date:

8. Current contract end date:

9. Does the contract include any provisions for extension or renewal?

☐ Yes ☐ No

If yes, please explain:

10. How much was paid to the vendor for start-up and migration fees for your current system?

11. Please detail what the start-up and migration fees included (licensing costs, migration, training, hardware, etc.):

12. Please outline the maintenance/annual fees as described by your current contract:

| Year | Amount |
|------------------|--------|
| Year 1 | |
| Year 2 | |
| Year 3 | |
| Year 4 | |
| Year 5 | |
| After year 5.... | |

13. What is the date "Year 1" began?

14. Please detail what the maintenance/annual fees include:

15. Please detail any fees, beyond those described in questions 11 and 14, paid to ILS vendor:

16. Who signed the contract(s) with the vendor (check all that apply)?

☐ Library system ☐ ILS consortium ☐ Individual libraries

☐ Other: _____

17. Who owns the server platform where your ILS is hosted? (check all that apply)

☐ Library system ☐ ILS consortium ☐ Resource library ☐ Another library
☐ ILS vendor/hosting provider

☐ Other: _____

18. Whose staff manages the server platform where your ILS is hosted? (check all that apply)

☐ Library system ☐ ILS consortium ☐ Resource library ☐ Another library
☐ ILS vendor/hosting provider

☐ Other: _____

19. Where is the server platform for your ILS located?

☐ Library system ☐ Resource library ☐ Another library ☐ ILS vendor/hosting provider

☐ Other: _____

Your future plans

20. Is your consortium planning to move to a new vendor or product?

☐ Yes, we have started a selection process, but have not decided on a vendor or product.

☐ Yes, we are committed to migrating to a specific vendor/product but have not yet signed a contract.

☐ Yes, we have signed a contract to migrate to a specific vendor/product.

☐ No, we have no plans to move to a new vendor or product.

☐ Other: _____

21. If yes, when is the anticipated migration date? (if unknown, please write "unknown")

22. If you are committed to migrating to a vendor/product or you have signed a contract, what will your consortium be migrating to?

Vendor:

Product:

Version:

23. Please describe any issues you had, if any, in answering the questions in this section or any other comments you have about this section:

Section 3: Licenses

(Web survey: <https://www.surveymonkey.com/s/ilspart1section3>)

Different vendors require different types of licenses and these licenses can be in different ways. This section asks you to explain the licensing structure for your vendor.

1. Staff licenses:

a. Are staff licenses required by your vendor?

☐ Yes ☐ No ☐ Unsure

b. If yes, describe this requirement: what is the formula for determining how many licenses are required? What does the license allow you to do? Are the licenses based on simultaneous use or something else? When and how are licenses counted/reassessed?

2. Patron licenses:

a. Are patron licenses required by your vendor?

☐ Yes ☐ No ☐ Unsure

b. If yes, describe this requirement: what is the formula for determining how many licenses are required? What does the license allow you to do? Are the licenses based on simultaneous use or something else? When and how are licenses counted/reassessed?

3. SIP/SIP2 licenses:

a. Are SIP/SIP2 licenses used within the consortium/system?

☐ Yes ☐ No ☐ Unsure

b. If yes, describe what they are used for (self-checks, etc.)

c. If yes, describe this requirement: how is the number of licenses required determined? What does the license allow you to do? When and how are licenses counted/reassessed?

4. API licenses:

a. Are API licenses used within the consortium/system?

☐ Yes ☐ No ☐ Unsure

b. If yes, describe what they are used for:

c. If yes, describe this requirement: how is the number of licenses required determined? What does the license allow you to do? When and how are licenses counted/reassessed?

5. Does the vendor require any other licenses?

☐ Yes ☐ No ☐ Unsure

If yes, please explain:

6. Please describe any issues you had, if any, in answering the questions in this section or any other comments you have about this section.

Section 4: Governance

(Web link: <https://www.surveymonkey.com/s/ilspart1section4> EXCEPT question 14)

1. Who is eligible to participate in your ILS consortium? (check all that apply)

☐ Public libraries ☐ School libraries ☐ Academic libraries (UWs, private colleges, technical colleges) ☐ Public library system ☐ Other types of libraries

2. Please describe the approval process for new members.

3. Are there different levels of participation or membership in your ILS consortium?

☐ Yes ☐ No

If yes, please explain:

4. Is the system considered a member of the consortium?

☐ Yes ☐ No

5. Does each member sign an agreement to participate in the ILS?

☐ Yes ☐ No

If yes, who are the parties to the agreement? (check all that apply)

☐ Library board representative ☐ Library director ☐ System board representative ☐ System director ☐ County board representative ☐ Municipal representative

☐ Other: _____

6 a. Do libraries agree to follow the policies of the consortium in the agreement?

☐ Yes ☐ No

If yes:

6 b. How does your consortium define "policy"? In other words, how do the libraries know what they are agreeing to do?

6 c. What steps or measures are taken to enforce the policies? (please include both what is done and who does it)

6 d. What are the penalties if libraries do not follow the policies?

7 a. Do libraries agree to follow the procedures of the consortium in the agreement?

____ Yes ____ No

If yes:

7 b. How does your consortium define "procedure"? In other words, how to the libraries know what they are agreeing to do?

7 c. What steps or measures are taken to enforce the procedures? (please include both what is done and who does it)

7 d. What are the penalties if libraries do not follow the procedures?

8. Do libraries commit to participating for a certain length of time when they join the consortium?

____ Yes ____ No

If yes, how long?

____ One year ____ Two years ____ Three years ____ Four years ____ Five years

____ Other: _____

9. Please describe the process (if any) for a member to leave the consortium:

10. Should a member decide to leave the ILS consortium, are there costs assessed to that member library?

____ Yes ____ No

If yes, what are those costs?

____ Cost of purging holdings from the database

____ Cost for receiving a copy of their records

____ Other: _____

11. Does the system board play any role of the roles below in decision making for the consortium?
(check all that apply)

☐ Takes action on ILS budget

☐ Takes action on non-ILS budget items related to the ILS

☐ Takes action on policies of the consortium

☐ Takes action on procedures of the consortium

☐ Takes action on expenditures not included in the ILS budget (contingency use)

☐ Participates in decision appeal process

☐ Participates in vendor negotiations/evaluation

☐ Takes action on consortium bylaws

☐ Takes action on consortium committee structure

☐ Other: _____

12. Please describe the formal and/or informal decision appeal process(es) used in the consortium:

13. How can the consortium be dissolved?

14. Complete the following questions for each standing body involved in advising or making decisions for the consortium:

(Web survey link for this question: <https://www.surveymonkey.com/s/ilspart1section4-14>)

a. Name of body:

b. Charge of body:

c. Is this body decision-making or advisory?

☐ Decision-making ☐ Advisory

d. Briefly explain how the number of representatives on the body was determined (e.g. one per library and one for system):

e. How are decisions made? (check all that apply)

☐ Consensus ☐ Voting, one vote per seat ☐ Voting, formula based

☐ Other: _____

If voting is formula-based, please explain the formula:

f. If voting is used, do system staff vote?

____ Yes ____ No

g. How frequently does the body regularly meet? (not including "special" meetings)

____ Monthly ____ Every other month ____ Quarterly ____ Other

h. Does system staff act as chair for this body?

____ Yes ____ No

i. Are the majority of meetings of this body held in person or through conference call/web meeting?

____ All attendees in person

____ All attendees through conference call/web meeting

____ Some attendees in person and some through conference call/web meeting

____ Other: _____

j. What other support does system staff provide for this group? (check all that apply)

____ Scheduling meetings

____ Creating agendas

____ Preparing notes

____ Prepare informational packets for meeting

____ Set up web meetings/conference calls

____ Other: _____

15. Please describe any issues you had, if any, in answering the questions in this section or any other comments you have about this section:

Section 5: Budget

(Web survey link: <https://www.surveymonkey.com/s/ilspart1section5>)

1. Does the ILS consortium have a budget that is separate from the system budget?

____ Yes ____ No

2. If no, assuming the ILS budget is part of the system budget: are ILS income and expenses clearly separated (in separate categories, for example) from the rest of the system budget?

____ Yes ____ No

3. If you answered “no” to questions 1 and 2: please explain how the ILS income and expenses are presented.

Please provide a copy of your ILS budget and notes for 2013 and 2014, however it is presented. For the rest of the survey, “ILS budget” is defined as the document(s) that you have provided for 2014.

4. Do members pay an annual fee to cover some of the costs for the ILS?

____ Yes ____ No

5. If yes: For the sake of this question, we are going to assume that some portion of the annual fee is divided by a formula that applies to all members (we will call this the “base fee”). It may be possible that some other portion of the annual fee is assessed only to libraries using certain modules/services (we will call this the “add-ons”)

5a. What is the formula used to determine the base fee?

5b. What, if any, add-ons are included as part of the annual fee?

6. Do libraries pay an initial start-up cost to join the consortium (in addition to the annual fee assessed to all members, if such a fee is assessed)?

____ Yes ____ No

If yes, what is the formula used to determine the start-up cost?

Reserve funds and contingency

7. Does your ILS consortium maintain a long-term software/hardware replacement fund (for large upgrades and migrations)?

____ Yes ____ No

If yes, how is money added to the fund? (check all that apply)

____ Annual assessment to members ____ Fees for joining the consortium ____ Designated carryover

____ Other: _____

8. Does your ILS consortium maintain a short-term contingency fund for unexpected software/hardware replacement and other unexpected costs?

____ Yes ____ No

If yes, how is money added to the fund? (check all that apply)

____ Annual assessment to members ____ Fees for joining the consortium ____ Designated carryover

____ Other: _____

9. Does your ILS consortium maintain any other long-term funds? ____ Yes ____ No

If yes, what are the purposes of these funds?

10. What is the approval process for expenses that were included in the annual ILS budget?

11. Does your ILS consortium have a policy capping the amount of contingency?

____ Yes ____ No

If yes, what is the cap?

12. Please describe any issues you had, if any, in answering the questions in this section or any other comments you have about this section

Part 2: Expenses

One of the challenges of surveying ILS consortia in Wisconsin is that each consortium provides different services and resources as part of the ILS budget. Part 2 of this survey attempts to determine what services/resources are provided and where those services/resources are budgeted. The term “ILS budget” in this part of the survey refers to whatever budget document was provided for Section 5 above.

Section 1: Supplies & equipment

(Web survey link: <https://www.surveymonkey.com/s/ilspart2section1>)

The following section of the survey asks you to enumerate what supplies and/or equipment are provided by the library system or consortium.

1. For each item:

- a. Indicate if the consortium/library system provides or contracts for the item.
- b. If the item is provided, indicate if item is budgeted in the ILS budget as defined above.

At the bottom of the list, please add any items that are not included in the list, but that are included in the ILS budget.

| Item | Provided? | | Included in ILS budget? | |
|---|-----------|----|-------------------------|----|
| Barcodes for materials | Yes | No | Yes | No |
| Barcodes/library cards for patrons | Yes | No | Yes | No |
| Label stock for book processing | Yes | No | Yes | No |
| Routing slips for delivery | Yes | No | Yes | No |
| Supplies for centralized printing of notices (paper, ink, etc.) | Yes | No | Yes | No |
| Envelopes for mailing notices | Yes | No | Yes | No |
| Other: | | | | |

2. For any items not provided, does the system/ILS consortium require specific vendors/products to be used?

____ Yes ____ No

If yes, please explain:

3. Does the system/ILS consortium provide any equipment as part of the ILS budget? (receipt printers, spares, inventory devices, etc.)?

____ Yes ____ No

If yes, please explain:

4. Please describe any issues you had, if any, in answering the questions in this section or any other comments you have about this section:

Section 2: Catalog enhancements & other add-ons

(Web survey link: <https://www.surveymonkey.com/s/ilspart2section2>)

The following section of the survey asks you to enumerate catalog enhancements and other add-ons that are not typically included in the “base” ILS modules.

1. For each item:

- Indicate if the consortium/library system provides or contracts for the item.
- If the item is provided, please indicate the percentage of libraries using the item.
- If the item is provided, indicate if the money to pay for this item is included in the ILS budget

At the bottom of the list, please add any items that are not included in the list, but that are included in the ILS budget.

| Item | Provided? | Percentage of members using? | Included in the ILS budget? |
|--|-----------|------------------------------|-----------------------------|
| Acquisitions module | Yes No | | Yes No |
| Inventory module | Yes No | | Yes No |
| Report generating module | Yes No | | Yes No |
| Serials module | Yes No | | Yes No |
| Interlibrary loan module (from ILS vendor) | Yes No | | Yes No |
| Customized web catalog (for each library) | Yes No | | Yes No |
| Mobile catalog | Yes No | | Yes No |
| Multilanguage catalog | Yes No | | Yes No |
| Enriched content (cover art, reviews, Goodreads, etc.) | Yes No | | Yes No |
| Online patron registration | Yes No | | Yes No |
| E-commerce system | Yes No | | Yes No |
| Database authentication | Yes No | | Yes No |
| SMS text messages for notices, etc. | Yes No | | Yes No |
| Telephone notification system | Yes No | | Yes No |
| Collection agency service | Yes No | | Yes No |
| Enhanced discovery layer | Yes No | | Yes No |
| Insurance for ILS hardware | Yes No | | Yes No |
| Insurance for ILS data | Yes No | | Yes No |
| Insurance for security breach | Yes No | | Yes No |
| ILL software (WISCAT, OCLC) | Yes No | | Yes No |
| OCLC or Skyriver cataloging service fees | Yes No | | Yes No |
| Other: | | | |

2. If customized catalogs are provided for individual libraries, who is responsible for maintaining the customized catalog?

_____ ILS consortium/system staff _____ Library staff

_____ Other: _____

3. Please describe any issues you had, if any, in answering the questions in this section or any other comments you have about this section

Section 3: Staffing

(Web survey link: <https://www.surveymonkey.com/s/ilspart2section3>)

The following section of the survey asks you to enumerate the staff-related costs that are included in the ILS budget.

1. For each item, indicate if the money to pay for this item is included in the ILS budget. If it is included, please indicate the approximate percentage included in the ILS budget.

| Item | Included in ILS budget? | | Approximate Percentage included in ILS budget |
|-----------------|-------------------------|----|---|
| Rent | Yes | No | |
| Equipment | Yes | No | |
| Phone service | Yes | No | |
| Furniture | Yes | No | |
| Training/travel | Yes | No | |
| Salaries | Yes | No | |
| Benefits | Yes | No | |

2. How many system or consortium FTE provide services related to the ILS?

3. Of that FTE, how many are included in the ILS budget?

4. Please provide an approximate FTE percentage for each of the categories of services below (see each category later in the survey for details on what is included in each category):

| Categories of services | Percentage of FTE |
|---|-------------------|
| Administration (budget, governance, etc.) | |
| Supplies/equipment | |
| Catalog enhancements/add-ons | |
| Resource sharing/inter-system delivery | |
| Training/documentation | |
| Upgrades/enhancements | |
| Bibliographic/patron database services | |
| Communication & support | |
| Technology infrastructure | |
| Fiscal agency/legal support | |
| Promotion | |
| Statistics, reports, and notices | |
| Other: | |

5. Please describe any issues you had, if any, in answering the questions in this section or any other comments you have about this section

Section 4: Resource sharing/delivery:

(Web survey link: <https://www.surveymonkey.com/s/ilspart2section4>)

The following section of the survey asks you to enumerate resource sharing/delivery services **provided or contracted for** by the library system or consortium.

In addition to completing the questions below, please provide any documentation you have related to the following:

- *Current delivery route maps*
- *Delivery budget and notes for 2013 and 2014, if it is not included in the ILS budget already provided.*
- *Statistics for delivery volume for 2012 and 2013 and methodology for collecting statistics*
- *Statistics for usage by borrowers who are residents of other Wisconsin counties not in the library system*

1. Is the annual amount paid by libraries and the system for delivery included in the ILS budget?

☐ 100% is included in the ILS budget ☐ A portion is included in the ILS budget, but not 100%
☐ None is included in the ILS budget

2. If no:

a. Do members pay an annual fee to cover some of the costs for delivery?

☐ Yes ☐ No

If yes: For the sake of this question, we are going to assume that some portion of the annual fee is divided by a formula that applies to all members (we will call this the “base fee”). It may be possible that some other portion of the annual fee is assessed only to libraries using extra days of delivery or other services (we will call this the “add-ons”)

b. What is the formula used to determine the base fee?

c. What, if any, add-ons are included as part of the annual fee?

3. If a portion or all of delivery costs are included in the ILS budget, do the budgeted amounts for delivery include public libraries not participating in the ILS consortium?

☐ Yes ☐ No

4. Please complete the chart below with the number of libraries that receive 1 day, 2 day, etc. of delivery per week:

| | |
|-------|--|
| 1 day | |
| 2 day | |
| 3 day | |
| 4 day | |
| 5 day | |
| 6 day | |
| 7 day | |

5a. Are you contracting for delivery service from a vendor(s)?

____ Yes ____ No

If yes:

5b. What vendor are you using?

5c. Please describe in detail the services the vendor is providing (sorting, etc.) or provide explanatory documentation:

5d. What is the term of your current contract?

Beginning date: _____

Ending date: _____

6. Are you using any ILS tools or configurations to improve delivery efficiency?

____ Yes ____ No

If yes, please describe in detail or provide explanatory documentation:

7. How does a public library in the system that is not an ILS participant borrow materials from an ILS participant? (check all that apply):

____ ILS card ____ WISCAT ____ OCLC

____ Other: _____

8. How does an ILS participant borrow materials from a public library in the system that is not an ILS participant? (check all that apply):

____ ILS card ____ WISCAT ____ OCLC

____ Other: _____

9. Are net lenders within the consortium compensated in any way?

____ Yes ____ No

If yes, please describe the compensation formula:

If yes, what is the total amount included in the ILS budget for net lender compensation?

10. Please describe any issues you had, if any, in answering the questions in this section or any other comments you have about this section:

Section 5: Other services provided

(Web survey link: <https://www.surveymonkey.com/s/ilspart2section5>)

The following section of the survey asks you to enumerate the ILS-related services **provided or contracted for** by the library system or consortium.

1. Indicated if the consortium/library system provides or contracts for the item.
2. If the item is provided/contracted for, indicate if the money to pay for this item is included in the ILS budget.

At the bottom of the list, please add any items that are not included in the list, but that are included in ILS budget.

1. Training and documentation

| Item | Provided? | Included in ILS budget? |
|---|-----------|-------------------------|
| Procedures: | | |
| Develop procedures for member review | Yes No | Yes No |
| Maintain procedure manuals | Yes No | Yes No |
| Policies: | | |
| Develop policies for member review | Yes No | Yes No |
| Maintain policy manuals | Yes No | Yes No |
| Training: | | |
| <i>Training for patrons:</i> | | |
| • Online tutorials | Yes No | Yes No |
| • Printed documentation/help sheets | Yes No | Yes No |
| • Scripts for in-person training | Yes No | Yes No |
| • Conduct in-person training | Yes No | Yes No |
| Develop and provide online tutorials | Yes No | Yes No |
| <i>Training for staff:</i> | | |
| • Online tutorials | Yes No | Yes No |
| • Printed documentation/help sheets | Yes No | Yes No |
| • Scripts for in-person training | Yes No | Yes No |
| • Conduct in-person training | Yes No | Yes No |
| • Conduct webinars | Yes No | Yes No |
| Provide funding for member libraries to attend ILS-related training and user group meetings | Yes No | Yes No |
| Provide a mentorship program for libraries new to the ILS | Yes No | Yes No |
| Pay vendor user group membership fee | Yes No | Yes No |
| Provides opportunities for libraries to get together in "user group" capacity | Yes No | Yes No |
| Other: | | |
| Please describe any issues you had, if any, in answering the questions in this section or any other comments you have about this section: | | |

2. Upgrades and enhancements

| Item | Provided? | | Included in ILS budget? | |
|---|-----------|----|-------------------------|----|
| Investigate enhancements/modules to the ILS | Yes | No | Yes | No |
| Develop testing protocols | Yes | No | Yes | No |
| Carry out testing protocols | Yes | No | Yes | No |
| Implement upgrades | Yes | No | Yes | No |
| Troubleshoot post-implementation issues | Yes | No | Yes | No |
| Other: | | | | |
| Please describe any issues you had, if any, in answering the questions in this section or any other comments you have about this section: | | | | |

3a. Bibliographic & patron database services

| Item | Provided? | | Included in ILS budget? | |
|--|-----------|----|-------------------------|----|
| Record clean up (error correction on individual records, batch record changes) | Yes | No | Yes | No |
| Original cataloging | Yes | No | Yes | No |
| Copy cataloging | Yes | No | Yes | No |
| Creation of serial records | Yes | No | Yes | No |
| Adding holdings & shelf locations to existing records | Yes | No | Yes | No |
| Processing of physical items | Yes | No | Yes | No |
| Authority control for names and subjects | Yes | No | Yes | No |
| Provide batch processing to mass delete or update records | Yes | No | Yes | No |
| Other: | | | | |

3b. What are your sources for MARC records for copy cataloging? (check all that apply)

___ Material providers (B&T, YBP, etc.) ___ OCLC ___ Skyriver ___ Z39.50 from other catalogs

___ Other: _____

3c. What are your sources for authority control? (check all that apply)

___ LTI ___ Marcive

___ Other: _____

3d. Please briefly describe cataloging processes. Include answers to the following and other information you feel is helpful/relevant in describing your cataloging services:

- Who performs original/copy cataloging?
- What role does the individual library play?
- Are records added at the point of ordering?
- Are brief records used?

3e. Please describe any issues you had, if any, in answering the questions in this section or any other comments you have about this section:

4a. Communication & support

| Item | Provided? | | Included in ILS budget? | |
|---|-----------|----|-------------------------|----|
| Maintain email lists to facilitate communication among members | Yes | No | Yes | No |
| Maintain dedicated ILS news resource (blog/website, etc.) | Yes | No | Yes | No |
| Maintain internal ILS website for members | Yes | No | Yes | No |
| Answer ILS <i>functionality</i> questions during normal system business hours | Yes | No | Yes | No |
| Answer ILS <i>functionality</i> questions through after-hours phone/pager support | Yes | No | Yes | No |
| Answer ILS-related <i>technical support</i> questions during normal system business hours | Yes | No | Yes | No |
| Answer ILS-related <i>technical support</i> questions through after-hours phone/pager support | Yes | No | Yes | No |
| Provide support ticketing system for libraries to enter and track support concerns | Yes | No | Yes | No |
| Provide overall support for the WAN | Yes | No | Yes | No |
| Provide overall support for library LANs | Yes | No | Yes | No |
| Provide planning, testing, and deployment for ILS-related technology services | Yes | No | Yes | No |
| Monitor bandwidth usage at member institutions | Yes | No | Yes | No |
| Work with members to determine best options on getting additional bandwidth | | | | |
| Provide assistance in installation and configuration of self-check and sorters | Yes | No | Yes | No |
| Provide ongoing support of self-check and sorters | Yes | No | Yes | No |
| Perform backup of ILS data | Yes | No | Yes | No |
| Provide information on unexpected outages to libraries | Yes | No | Yes | No |
| Other: | | | | |

4b. What are normal system business hours?

4c. Describe the after-hours support available to consortium members:

| Provider | Hours available | Methodology (phone, email, pager, etc.) |
|---------------------------|-----------------|---|
| Library system/consortium | | |
| Vendor | | |
| Other (please describe) | | |

4d. Is your public catalog *typically* available 24 hours a day, 7 days a week?

____ Yes ____ No

If no, please explain:

4e. Please describe any issues you had, if any, in answering the questions in this section or any other comments you have about this section

5. Technology infrastructure

In many ILS consortia, the wide area network is considered an integral component of the ILS functionality. As such, the questions below ask you to provide some information about the wide area network services provided.

Because of the complexity in comparing these network services, please provide the following information for further analysis:

- Any network diagrams available
- Descriptions of network services provided and how such services are paid for
- Description/diagrams of ILS-related servers hosted in-house
- Any other documentation that may be helpful in describing your technology infrastructure

6. Fiscal agency/legal support

| Item | Provided? | | Included in ILS budget? | |
|--|-----------|----|-------------------------|----|
| Invoice libraries for portion of ILS budget | Yes | No | Yes | No |
| Pay bills for ILS consortium | Yes | No | Yes | No |
| Prepare budgets for ILS consortium | Yes | No | Yes | No |
| Provide budget updates and reports to consortium | Yes | No | Yes | No |
| Provide merchant account and credit card processing for e-commerce | Yes | No | Yes | No |
| Collect and redistribute fine and lost book payments | Yes | No | Yes | No |
| Contract for audit of financials for ILS consortium | Yes | No | Yes | No |
| Contract for legal services for review of contracts and other legal advice | Yes | No | Yes | No |
| Other: | | | | |

6b. Who acts as fiscal agent for the consortium?

6c. Please describe any issues you had, if any, in answering the questions in this section or any other comments you have about this section:

7. Promotion

| Item | Provided? | Included in ILS budget? |
|---|-----------|-------------------------|
| Maintain information for the public about the ILS consortium on the website | Yes No | Yes No |
| Create news releases | Yes No | Yes No |
| Develop standard promotional materials for libraries to use with patrons | Yes No | Yes No |
| Develop custom promotional materials for individual libraries | Yes No | Yes No |
| Provide website design and updates for consortium website | Yes No | Yes No |
| Print promotional materials | Yes No | Yes No |
| Mail promotional materials to patrons | Yes No | Yes No |
| Customize checkout receipts for libraries | Yes No | Yes No |
| Other: | | |
| Please describe any issues you had, if any, in answering the questions in this section or any other comments you have about this section: | | |

8. Statistics, reports, and notices

8a.

| Item | Provided? | Included in ILS budget? |
|--|-----------|-------------------------|
| Produce monthly circulation statistics | Yes No | Yes No |
| Produce necessary statistics and data for library annual report | Yes No | Yes No |
| Produce weeding reports | Yes No | Yes No |
| Produce reports for bibliographic record or holding record cleanup (missing data, incorrect codes ,etc.) | Yes No | Yes No |
| Produce reports to assist with locating lost items | Yes No | Yes No |
| Produce reports of new patron registrations | Yes No | Yes No |
| Produce counts of cataloging activities (number of items added/deleted/etc.) | Yes No | Yes No |
| Produce reports to assist with reconciliation of fines/lost items/other financial transactions | Yes No | Yes No |
| Produce reports to notify libraries of high holds-to-copy ratios | Yes No | Yes No |
| Produce lists of popular titles | Yes No | Yes No |

| | | | | |
|---|-----|----|-----|----|
| Produce lists of recently acquired titles | Yes | No | Yes | No |
| Produce catalog usage reports (counts of searches, accesses, etc.) | Yes | No | Yes | No |
| Produce net lending/net borrowing reports | Yes | No | Yes | No |
| Produce custom reports upon request | Yes | No | Yes | No |
| Manage statistical platform for libraries to generate own reports | Yes | No | Yes | No |
| Print overdue notices to be mailed | Yes | No | Yes | No |
| Mail overdue notices | Yes | No | Yes | No |
| Email courtesy notices for pre-overdues | Yes | No | Yes | No |
| Other: | | | | |
| Please describe any issues you had, if any, in answering the questions in this section or any other comments you have about this section: | | | | |

8b. Who **prints** overdue notices to be mailed?

____ Consortium/system ____ Individual library

____ Other: _____

8c. Who **mails** printed overdue notices?

____ Consortium/system ____ Individual library

____ Other: _____

8e. Please describe any issues you had, if any, in answering the questions in this section or any other comments you have about this section

9. Other things....

What other items or categories of expenses were included in the ILS budget that were not included in any of the lists above?

Part 3: Some scenarios....

(Web survey link: <https://www.surveymonkey.com/s/ilspart3>)

The next part of the survey asks you to imagine some scenarios where questions are raised by ILS member libraries. Please BRIEFLY describe the process that would be used to discuss the concerns: who would discuss the issue? Who would possibly prepare recommendations? What committees would be involved? How? How are other ILS libraries involved?

1. One library would like the new ExtraSpiffy feature added to the catalog. This feature is not yet available from the vendor.
2. The topic of YouTube videos for patron training came up at a non-ILS meeting. There was significant interest from the libraries in having these videos.
3. A subset of libraries is very unhappy with the rules related to new and popular items. They have been expressing concern in other meetings and individually to other libraries, but not at any ILS-related meetings.

Part 4: Thinking about larger units of service...

(Web survey link: <https://www.surveymonkey.com/s/ilspart4>)

{Note: All system staff that work on ILS-related activities are asked to complete this section of the survey individually}

There is some talk around the state about mergers between multiple ILS consortia or perhaps a statewide ILS. The next questions are going to ask you for your impressions of what the challenges and advantages might be, both from the library system perspective and the library perspective.

1. Below is a list of identified challenges to larger units of service for an ILS. Please review the list and rate each challenge on two scales: your personal perception of the importance of the concern and how important you perceive the challenge to be to your member libraries.

| | Your perception of importance | | | | How important you perceive the challenge to be to your member libraries | | | |
|--|-------------------------------|---|---|---|---|---|---|---|
| 1 = Not at all important; 2 = Slightly important; 3 = Important; 4 = Very important | | | | | | | | |
| Availability of system staff to provide high-quality service | 1 | 2 | 3 | 4 | 1 | 2 | 3 | 4 |
| System staff reductions | 1 | 2 | 3 | 4 | 1 | 2 | 3 | 4 |
| Changes in delivery service (cost, changed logistics, sorting) | 1 | 2 | 3 | 4 | 1 | 2 | 3 | 4 |
| Consistency of policies and enforcement (lending new materials, meeting hold obligations, position of barcode, etc.) | 1 | 2 | 3 | 4 | 1 | 2 | 3 | 4 |
| Additional standardization required among participating libraries | 1 | 2 | 3 | 4 | 1 | 2 | 3 | 4 |
| Inability to move in a different direction once decision has been made | 1 | 2 | 3 | 4 | 1 | 2 | 3 | 4 |
| Loss of autonomy for libraries | 1 | 2 | 3 | 4 | 1 | 2 | 3 | 4 |
| Loss of identity of libraries | 1 | 2 | 3 | 4 | 1 | 2 | 3 | 4 |
| More time and resources needed to make decisions | 1 | 2 | 3 | 4 | 1 | 2 | 3 | 4 |
| More time and resources needed to enact change | 1 | 2 | 3 | 4 | 1 | 2 | 3 | 4 |
| Communication issues (communicating to a larger group of libraries consistently) | 1 | 2 | 3 | 4 | 1 | 2 | 3 | 4 |

| 1 = Not at all important; 2 = Slightly important; 3 = Important; 4 = Very important | | | | | | | |
|---|---|---|---|---|---|---|-----|
| Change in governance models (decision-making models/formula, meeting logistics) | 1 | 2 | 3 | 4 | 1 | 2 | 3 4 |
| Loss of library ability to participate in governance (larger group, larger geographic area) | 1 | 2 | 3 | 4 | 1 | 2 | 3 4 |
| Additional time and resources needed to gather together groups/committees | 1 | 2 | 3 | 4 | 1 | 2 | 3 4 |
| Change in cost-sharing formula | 1 | 2 | 3 | 4 | 1 | 2 | 3 4 |
| Change in catalog (more difficult for patrons/new for patrons) | 1 | 2 | 3 | 4 | 1 | 2 | 3 4 |
| Different libraries having different ILS modules | 1 | 2 | 3 | 4 | 1 | 2 | 3 4 |
| Impact on staff at local library (more holds, more delivery) | 1 | 2 | 3 | 4 | 1 | 2 | 3 4 |
| Increased costs, either directly or through increased staff time to cope with additional delivery, etc. | 1 | 2 | 3 | 4 | 1 | 2 | 3 4 |
| Change in participants: addition of multi-type partners | 1 | 2 | 3 | 4 | 1 | 2 | 3 4 |
| Other challenges that you perceive: | | | | | | | |

2. Below is a list of potential advantages to larger units of service for an ILS. Please review the list and rate the advantage on two scales: how likely the advantage is to occur with a larger unit of service and, if an advantage would occur, the positive impact on member libraries and patrons.

| | Likelihood that the advantage would occur 1 = Not at all likely 2 = Slightly likely 3 = Likely 4 = Very likely | Positive impact on libraries/patrons 1 = No impact 2 = Slight impact 3 = Moderate impact 4 = Significant impact |
|---|---|--|
| Ease of use/simplicity for patrons (one card for a larger geographic area, one catalog, enhanced discovery, potential for standardization over a larger area) | 1 2 3 4 | 1 2 3 4 |
| Easier access to more materials (larger collection, access to more local materials, less traditional ILL) | 1 2 3 4 | 1 2 3 4 |

| | Likelihood that the advantage would occur 1 = Not at all likely 2 = Slightly likely 3 = Likely 4 = Very likely | Positive impact on libraries/patrons 1 = No impact 2 = Slight impact 3 = Moderate impact 4 = Significant impact |
|--|---|--|
| More library/system staff to tap for expertise and assistance (more libraries with expertise, more ILS staff at system level, more colleagues to approach) | 1 2 3 4 | 1 2 3 4 |
| More efficient use of system ILS staff (ability to specialize, more opportunity for database cleanup, solving problems once) | 1 2 3 4 | 1 2 3 4 |
| Improved training for library staff (more opportunities, more efficiencies in creation of materials) | 1 2 3 4 | 1 2 3 4 |
| Potential cost savings (savings through efficiencies, savings with vendor) | 1 2 3 4 | 1 2 3 4 |
| Expanding possibilities for innovation (innovative staff models, model for future collaboration/innovation, savings put into innovative services) | 1 2 3 4 | 1 2 3 4 |
| Improved bibliographic and patron database (more records for copy cataloging, more efficient database cleanup, single patron database for area) | 1 2 3 4 | 1 2 3 4 |
| More leverage/buying power (with vendors, with legislators) | 1 2 3 4 | 1 2 3 4 |
| What other advantages do you perceive? | | |

3. Describe your ideal ILS consortium. What are the physical characteristics (number of libraries, geographic area)? How are decisions made?