

2016 SHARE Satisfaction Survey--Question 1

Please indicate your thoughts on the following:

	<u>Very</u> <u>Satisfied</u>	<u>Satisfied</u>	<u>Unsatisfied</u>	<u>Very</u> <u>Unsatisfied</u>	<u>Total</u> <u>Responses</u>
My general level of satisfaction with SHARE.	46%	51%	3%	0%	178
SHARE staff provide timely communication to member libraries.	54%	40%	4%	1%	178
SHARE staff provide timely technical support (Polaris) to member libraries.	54%	43%	3%	0%	177
SHARE staff provide sufficient training (Polaris) to meet this library's learning	43%	48%	8%	1%	178
SHARE staff provide sufficient documentation for the integrated library software (Polaris) features and functions.	38%	56%	7%	0%	178

Comments:

I know its hard to keep up with everything, but I feel like sometimes we don't have a lot of prep time before something that brings us down happens, for example.
Really enjoy all that share offers.
Inventory is the only module that isn't working for us. We had to do the "Check-In" style inventory instead.
new staffing this year is much better
Most of the in-person training seems to be way south. We would appreciate having more training opportunities further north.
Communication depends on what SHARE staff member I'm dealing with. Some are extremely responsive, some are not.
We are concerned that the libraries on Polaris is growing faster than Polaris can adequately handle them.
I use SimplyReports quite often and do not feel that system knowledge/support is very
Required training for being a full cataloger has not been available, unless asked for repeatedly. Upgrades are not scheduled and happen at inconvenient times (I understand that sometimes, these things cannot be avoided and I appreciate that efforts are made to get us running at optimal, but the server upgrade was a particular nightmare that Polaris (not necessarily SHARE) should have been much more pro-active in preventing.) The amount of downtime this summer has been very difficult to work with. Also, switching around the hubs has had a very negative impact on our ILL stats. We are working hard to be a net lender--with the switch, we are once again a net borrower, by a factor of 2.
I appreciate all the small staff of SHARE does for our very large & diverse library

I like when I call everyone seems friendly and helpful making me feel comfortable calling when I have questions or need help.
More support for schools that are using Polaris - different needs from that of a public library. More definitive procedures for schools.
I don't feel educated enough in the services of SHARE and how they fit together to know if I am answering the following questions accurately. Employees are always willing to help me when I call. I need to see a big picture.
There have been too many "glitches" in the system this past year. Not sure what the answer would be, but there have been too many times we could not log on to Polaris.
Communication is very hard in such a large group...oftentimes, I hear of things after they have happened. I also feel that the SHARE staff and SHARE committees have in-depth discussions (which they should have) but then the 'answer' to an issue is a done deal in many of their minds. The membership needs to be involved or vote on any and all facets of SHARE that impact pricing, features, delivery, functionality, etc.
I have put tickets in at the help desk and never hear anything from SHARE. I did get a message saying that a ticket I had submitted 2 years ago was closed. Didn't say anything about what was done or that anything had been done.
We have not been happy with some of the functionality of Polaris. There seems to be a lot of glitches in some circ and biblio functions. (books on shelf with no record in Polaris, withdrawn books that still come up on lists, etc.) Also, we have had trouble getting answers to some questions and concerns in the past. The Members Matter meetings will help. I think there needs to be regular training for circ the same way there is for
As there haven't been recent Polaris Circ I and II classes to attend for new staff, having this online to watch as a training video would be helpful.
Tracy and Joan have been most helpful when I have any questions.
I feel like there is a serious lack of communication. Also, when errors are made that affect the whole database, I think it is inconsistent whether or not the offender and the offender's director are contacted.
Considering the geographic size, SHARE does pretty well with offering training.

2016 SHARE Satisfaction Survey--Question 2

Please rate the importance of each of these SHARE functions, duties, or purposes for your library:

Very Somewhat Not Very Total
Important Important Important Important Responses

Cost-sharing of the automated library software system (Polaris).	77%	22%	1%	1%	176
Administration of the centralized database (Polaris).	72%	24%	3%	1%	176
Administration of license agreements, maintenance agreements, and other types of agreements on behalf of the SHARE membership (Polaris, OCLC, Syndetic Solutions, SAM & PC Reservation, Appassire, Screwdriver, and so on).	61%	30%	9%	1%	174
Assistance with software issues (Polaris).	77%	22%	1%	0%	176
Clean-up of the database (Polaris).	58%	37%	5%	1%	175
Cataloging assistance/support/training.	62%	33%	3%	1%	177
Circulation assistance/support/training.	68%	29%	3%	1%	177
Evaluation, management, and oversight of all aspects of SHARE including implementations and upgrades.	60%	38%	3%	0%	176
Help Desk allowing the tracking of reports, documenting, investigating, and analyzing problems.	59%	35%	5%	0%	175
Organization and implementation of policies and procedures as determined by the SHARE membership.	53%	42%	3%	1%	174

Comments:

none

2016 SHARE Satisfaction Survey--Question 3

The following are training models that are or could be used to provide instruction on the use of Polaris. Please indicate your level of comfort with each:

	<u>Preferred</u> <u>Method of</u> <u>Instruction</u>	<u>Acceptable</u> <u>Method of</u> <u>Instruction</u>	<u>Not</u> <u>Comfortable</u> <u>with this</u> <u>Method of</u> <u>Instruction</u>	<u>Total</u> <u>Responses</u>
In-person training at the IHLS office closest to me.	44%	52%	5%	177
In-person training at a mobile lab at a member library.	40%	58%	2%	176
Recorded video training, to be viewed when it's convenient for the user.	28%	63%	9%	178
Online training, with interaction and communication with the instructor and others in the class.	23%	63%	14%	175

Comments:

while in person is the best, I know we can adapt for a cost-savings
my schedule is very limiting for several of these methods
Recorded videos don't allow for questions.
Traveling for training is almost impossible, so unless you have something in Springfield, online training is preferred.
I really appreciate one-on-one interaction with the System staff and other library staff whether the meetings or classes take place at the System headquarters or at a member library. I think meeting face-to-face is important for building strong interlibrary relationships.
New staff told me the modules are too confusing because they are jumping from one thing to another quickly. They prefer being trained by library staff. ickly.
All four methods are acceptable--it really depends on what skill you are teaching and who the
Working in an "open floor space" library that is too small to allow for having speakers on, and being the only person here 40 hours/week online training - live or recorded - is not easy or preferred in my situation.
I highly value in-person training, not only do I find it most effective but it gives library staff the opportunity to make connections within our the SHARE community. However, when in-person is not feasible, interactive online training is the next best method.
Recorded video trainings are incredibly convenient.
Each of these methods are good. I like the mix. Sometimes it is good to get together face to face, but the alternatives make trainig possible when money or time are an obstacle. Once Michelle Ralston came here to help us school librarians learn a feature of Polaris and bonus was learning other tips and tricks. That was nice.

Really like the cat training sessions, would like to see more "youtube" type videos that we can refer back to.
In-person training at the IHLS office closest to me: the hubs are too far away from most libraries to make it practical to send staff
Recorded video sessions would be wonderful for part time staff who have other jobs so they could watch it when it is convenient to them..
As a school librarian, it hard to make it to scheduled meetings, in person or online. Having the option to watch sessions later is extremely beneficial.
I am in favor of video training, however, I think that might not be beneficial to some library staff member's learning style.
Recorded and online training is probably a good way to accomodate the issue of mileage; you just can't realistically offer in-person training often enough at all the far-flung locations.
I realize "in person" can't happen all the time, but for big changes I think it would be great (or enough new staff to warrant any training on site)
In person is the best, but sometimes it just isn't an option to go in person for training.
In-person training at my library is my preferred method of training.
Honestly, I'm good with self-guided learning from a written manual.

2016 SHARE Satisfaction Survey--Question 4

	Yes	No	Total Responses
<i>If the decision is made to reduce the number of SHARE staff, are you willing to serve on a committee to take care of tasks that SHARE staff currently perform that would be eliminated as a result of staff cuts?</i>	28%	72%	173

Comments:

But I hope this does not happen! YES only because survival of SHARE is a must! But there is no way a committee of volunteers could completely take on all the "work" of paid staff.
As the Director of a small library, I already wear too many hats and do not feel I have enough time to devote to such
Maybe. It would depend on the tasks and time involved. Theresa Tyner (by the way, this is a dup entry; I neglected to put the library name on my first one)
Maybe. I guess it would depend on the tasks and the time involved.
Maybe if I gave up trying to be cataloging library, that would be a few hours could free up. I'm already at school late so much; i do not have time to take on more tasks.
i can rarely meet when committees need me to with my schedule
Not yet...but in the future...
Just don't have the time.
I chose yes, but it would be more a maybe. As it would depend on the task needed to be preformed.
This depends are what the tasks are. We will have 2 bar coders become catalogers. Is that what you had in mind?
PLEASE do not reduce the number of SHARE staff back!
I just know I don't have the time.
My library operates 48 hours per week on 1.2 FTEs. We can spare no one for anything. Sorry.
If there's something my library can do to support the mission of SHARE, then we will do what we can within our limits of staff and time.
Maybe
I will be retired as of end of this school year.
This depends on what qualification I would need to "take care of tasks"
I am not that far from retirement.

If SHARE staff need to be cut, then a discussion on how to continue SHARE needs to happen. A committee to get tasks done is a disaster waiting to happen. You could however get creative on how SHARE operates such as hiring 'contractors' to do a portion of the work for a fixed fee (huge savings on personnel costs); you could replace full-time employees with part-time (no benefits) again lots of savings to be had...for example, outsource your trainings to local librarians -- there are many qualified individuals all over the state. What happens in a committee if the work doesn't get done, who is ultimately responsible? You can't fire a committee.
We are so small, I just don't have the hours
Any answer to this would have to depend on the functions of the staff that would be eliminated.
Am still in a SHARE learning mode
Not enough time to take on committee work on top of library work.
Very small rural library with no extra staff members and all staff are part-time, including library director.
As a part time director I struggle to get everything done as it is. I also feel that by answering yes, I am costing someone who is a skilled professional their job.
We have cut our own hours and only work part time.
If time allowed, yes.
I would rather not see SHARE staff reduced. They are all important.
We have only one full-time library staff person. We would feel your pain but we are out of Band-Aids ourselves.
Possibly: depending on distance to drive -- long drives for these important committee meetings would not be great.
My reason is I am retiring in May of 2018
We need a Charm type consultant
Would I be paid to do this?
I would willingly serve as long as the committee meetings were technology based and no travel involved.
as a part time director, time is limited plus I would not feel qualified to be giving out information relating to Share
Not at this time

2016 SHARE Satisfaction Survey -- Question 5

What ideas do you have for future growth and direction for SHARE?

Continue to grow in membership and leadership.
Keep it going as well as it is today. We love our SHARE team. (miss our DuQuoin hub)
SHARE is an awesome resource for our small school library.
Public and private funding so we do not lose the great staff we have.
school support is worlds better this year. still some circulation tweaks that would help immensely. Still frustrated that I cannot catalog when i used to be able to, don't have the money to pay you to, and have a masters degree from the U of I in library science. it isn't original cataloging but simply bringing records over which is not difficult.
Trying to reach new members.
With ongoing budget cuts in sight, I think it's important to focus on what we're currently doing and do it well, rather than try to expand the mission.
Spread across the geographical lines for all of IL
No answer at this time.
Share should concentrate on getting the libraries that are not members nor on-line - set up to go on line including ample computer service set-up and training. Maybe re-visit the sites once a week for questions and issues.
Hopefully, less issues with Polaris
I'm happy as things are. I can't think of any ideas for the future. Sorry.
SHARE leadership is struggling. The push has been to get as many libraries as possible (a reasonable push, for sure, with the DREAM Grant); however, little to no attention is being paid to current members. Rumors are swirling that some of the larger libraries might leave. I don't want to see that, but unless the vision of SHARE is stabilized and vocalized (and I do not think growth of membership should even be on that list at this time), this is likely to be the outcome. So, getting clear on the vision for SHARE should be the only focus. This survey is a good first start.
More information to staff not just management who doesn't inform us of classes and databases we could learn about.
I would like to see SHARE expand online services and focus more in-person training for small rural libraries like mine.
I think continued database cleanup/administration is great. As online databases continue to raise costs, any work that SHARE does to offset that would be appreciated.
At the moment I would like to see changes in some of the search options and receipt printers that don't print every single route in. Huge waste of
Keeping things as good as they are.
I would love to see more continuing education if it's ever financially possible. (I would be willing to be an instructor.)
Not sure
'Future' growth is hard to imagine if you are thinking about cutting SHARE staff. Who would do the work that growth is associated with? I think SHARE needs to have a few years of status quo.
No new ideas, but I don't want to see cutbacks in service.
I really hate to see staff cuts
More regular training on circulation. An alternative to CHAT for discussing circ and other issues...at least part of the time.

I'd love to see more options for customization to meet local needs. I would also like to see increased implementation and development of other modules aside from Circ/PAC. LEAP is very nice, but is not relevant to most of what I do. It is frustrating for us to be a large customer but to have very, very little input on developments in their software.
Would like for SHARE to have staff proficient in different libraries based on type and size. We have different needs than many of the larger libraries. Also, help the State Library to understand these needs and why the IPLAR may make sense from a statistical viewpoint, it does not accurately tab what happens in various types and sizes of libraries. State laws may be standard, but perhaps there could be exemptions of some requirements.
It is essential for me to have SHARE. I would not be automated or sharing resources without it.
I don't think we should be actively soliciting new members until we can solve the existing software, server, and connectivity issues. Perhaps we are already too big?
More consultant availability for training at member libraries, or at regional centers.
It would be better for our libraries to follow our items on overdues instead of our patrons. It would be better for our patrons if all items checked out with our loaning rules.
More training on reports and fine-tuning the data for IPLAR and grant-submission data.
Drivers have mentioned that they must stop at colleges on their route whether they need a pick up or not. Perhaps this has changed, but it might be less expensive to have the college schedule a pick up as needed if they don't use our system very much.
None at this time
The idea of SHARE is great, but many feel that there is a lack of continuing education choices for librarians offered at any of the SHARE training locations. Also, SHARE does not seem to plan ahead with training. Many times we look into the classes that are offered in the near future (say 3 months out) and there is nothing. However, many items that are offered by the RAILS system are listed 6 months out. They also seem to continuously offer a wide variety of topics and classes. For many small libraries, going to the large state and national conferences are quite the ordeal, but if similar classes were offered throughout the year through the system, it would not be as burdensome. Lastly, the SHARE system should remember that it is not always feasible for members of a northern library to drive to a southern library for a class or vice versa. I understand that the system attempts to make conferences and meetings in a more central location, but having them located at each of the hubs instead of once at one location may
Just in the three years since I have been a part of SHARE, I have noticed some wonderful changes. The website update is so beneficial and I would like to see it continue to develop.
The SHARE staff provide on-going support to us, and are continually working to improve offerings made to member libraries. I am impressed with the high level of dedication and enthusiasm the staff have, and appreciate all their efforts. The database functions smoothly 99.9999% of the time, which means I can focus on offering services to my patrons instead of trying to support a product. Thank you!
We need more standardization. If libraries want to be part of SHARE, they should be ready to adhere to standards for the good of the whole, such as standardized DVD loan periods, paging list frequency (I've run up against several libraries who don't pull paging lists regularly), releasing pre-publication materials before the street-sell date, and the bib/cat guidelines, especially as we apparently still have people qualified to catalog who don't know what they're doing and make bad merges or poor edits because they're not being careful. I'd like to see more stringent warnings/penalties for libraries who balk against SHARE best practices, because if they don't want to follow the rules then they shouldn't also be benefiting from the amazing system we belong to and share.

I think there needs to be a push toward barcoding libraries that are capable of being a cataloging library to becoming one. There are several big libraries that take advantage of the system too much.
Continue improving interlibrary loan capabilities; that's a key aspect of any system, and one of our strengths. Thank you for all you are already doing!
If you do have to reduce the number of SHARE staff, I think it would be helpful to get member input on "which" positions.... Like give 3 examples of which type of position might be eliminated and let members give feedback.
Extend the offer of SHARE to the entire state
I would love a more customizable reports option, where I can choose which fields I want to be included in a report. Alternatively, the ability to run reports on the database via a SQL query or Microsoft Access.
need plenty of funding for staff and hardware - we MUST find out why we keep having Polaris going down, slowdowns, problems printing, etc.
We need to find a way to open up membership in SHARE to the smallest libraries in IHLS--they would benefit the most from it. Perhaps a lower fees tier for the smallest libraries.