

# Public library feedback: Resource sharing

On February 4, SRLAAW is holding a retreat to discuss public library system services. This retreat is part of a larger process that will lead to recommendations and action steps to address concerns about and barriers to system reconfigurations, along with addressing how systems remain effective in meeting member library needs into the future. In order to develop these recommendations and action steps, we're looking for feedback from public libraries around the state on the value of system services and what makes a strong public library system.

This is one of six surveys developed to get your feedback. This survey focuses on **resource sharing**, which includes all aspects of sharing collections, both inside a system and within the state: shared ILS (integrated library system), physical delivery of materials, interlibrary loan, cooperative collection development, and the related support & training. Your time in completing these surveys is greatly appreciated! Please complete the surveys no later than January 25th.

## 1. Library name:

**Note: library names will not be included in the presented results, and will only be used to determine demographic qualities of the libraries responding to the survey: size of library, library system, etc.**

If not listed above, please specify your library below:

## Public library feedback: Resource sharing

**2. For each of the following items, please indicate how important the system-level service is to you and your library. In some cases, your public library system may not provide that service. Please indicate your *perceived importance* of the service, whether or not your library system provides the service at this time.**

	Very important *Critical*	Moderately important	Slightly important	Not at all important
Maintaining & supporting a shared integrated library system (ILS)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintaining & supporting a catalog for the public to discover library resources, including print and digital materials.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working with member libraries to determine policies & procedures governing resource sharing, and implementing services that reflect policies & procedures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cataloging materials (or contracting for cataloging) centrally	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintaining an accurate bibliographic database (authority control, removing items, deduplication of records, other cleanup activities)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing delivery service among member libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consulting/training/supporting library collection development (lists of popular/new materials, inventory assistance, weeding assistance)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Convening user groups & training for resource-sharing systems(ILS, WISCAT, OCLC, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing support for resource sharing to non-public libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Acting as a borrowing and/or lending agent for non-ILS interlibrary loan (ILL clearinghouse)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing consulting & assistance for non-ILS interlibrary loan requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing reports & statistics about resource sharing activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Creating & maintaining system-wide shared collections of materials (deposit collections, in-demand items, story kits, public performance videos, professional collections)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**3. Thinking of resource sharing services that your system provides well, what are one or two attributes that make these successful services?**

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**4. What are one or two changes that you would make that would significantly improve the quality of resource sharing services from your system?**

**5. Thinking about the services provided to you by your system's resource library, what one or two services are the most valuable?**

## Public library feedback: Resource sharing



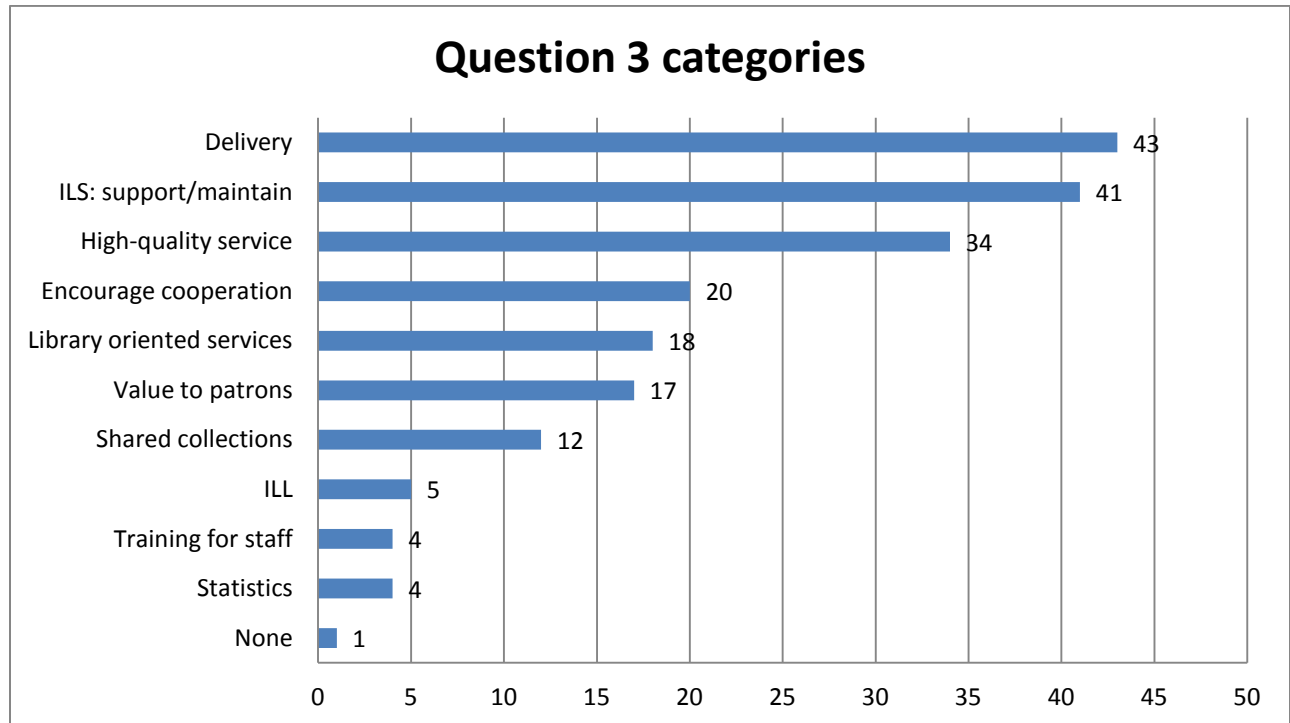
For each of the following items, please indicate how important the system-level service is to you and your library. In some cases, your public library system may not provide that service. Please indicate your perceived importance of the service, whether or not your library system provides the service at this time.

	Very important*Critical*	Moderately important	Slightly important	Not at all important	RatingCount
Maintaining & supporting a shared integrated library system (ILS)	<b>93.3% (154)</b>	5.5% (9)	0.0% (0)	1.2% (2)	165
Maintaining & supporting a catalog for the public to discover library resources, including print and digital materials.	<b>93.3% (154)</b>	5.5% (9)	0.6% (1)	0.6% (1)	165
Working with member libraries to determine policies & procedures governing resource sharing, and implementing services that reflect policies & procedures	<b>72.6% (119)</b>	22.0% (36)	2.4% (4)	3.0% (5)	164
Cataloging materials (or contracting for cataloging) centrally	<b>50.3% (83)</b>	23.0% (38)	15.2% (25)	11.5% (19)	165
Maintaining an accurate bibliographic database (authority control, removing items, deduplication of records, other cleanup activities)	<b>84.0% (137)</b>	10.4% (17)	3.1% (5)	2.5% (4)	163
Providing delivery service among member libraries	<b>95.2% (157)</b>	4.8% (8)	0.0% (0)	0.0% (0)	165
Consulting/training/supporting library collection development (lists of popular/new materials, inventory assistance, weeding assistance)	<b>36.2% (59)</b>	33.7% (55)	23.3% (38)	6.7% (11)	163
Convening user groups & training for resource-sharing systems(ILS, WISCAT, OCLC, etc.)	<b>41.7% (68)</b>	41.1% (67)	13.5% (22)	3.7% (6)	163
Providing support for resource sharing to non-public libraries	13.9% (23)	<b>37.6% (62)</b>	30.9% (51)	17.6% (29)	165

Acting as a borrowing and/or lending agent for non-ILS interlibrary loan (ILL clearinghouse)	<b>36.0% (59)</b>	31.1% (51)	20.1% (33)	12.8% (21)	164
Providing consulting & assistance for non-ILS interlibrary loan requests	27.3% (45)	<b>35.8% (59)</b>	24.2% (40)	12.7% (21)	165
Providing reports & statistics about resource sharing activities	<b>63.4% (104)</b>	29.3% (48)	5.5% (9)	1.8% (3)	164
Creating & maintaining system-wide shared collections of materials (deposit collections, in-demand items, story kits, public performance videos, professional collections)	25.0% (41)	26.8% (44)	<b>31.1% (51)</b>	17.1% (28)	164
<b>AnsweredQuestion</b>					<b>165</b>
<b>SkippedQuestion</b>					<b>0</b>

**Resource Sharing**  
**Summary of Question 3 through Question 5**

Question 3: Thinking of resource sharing services that your system provides well, what are one or two attributes that make these successful services?



**Descriptions of categories:**

**Cooperative structure:** Respondent mentioned system's work in bringing libraries together, generally, or mentioned specific elements of successful cooperative structure (communication, shared policies, etc.)

**Delivery:** Respondent referred to an aspect of system or statewide delivery

**Encourage cooperation:** Respondent referred to system attempting to standardize policy, get libraries communicating and working together, or doing other things to encourage cooperation

**High-quality service:** Respondent referred to ability of system personnel or generally commented on the quality of resource sharing services

**ILL:** Respondent referred specifically to ILL service

**ILS: support/maintain:** Respondent included general or specific comments about ILS support or features

**Library-oriented services:** System makes an effort to determine what the needs are of the libraries and develops services for the common good

**None:** Respondent specifically said “None” or the equivalent

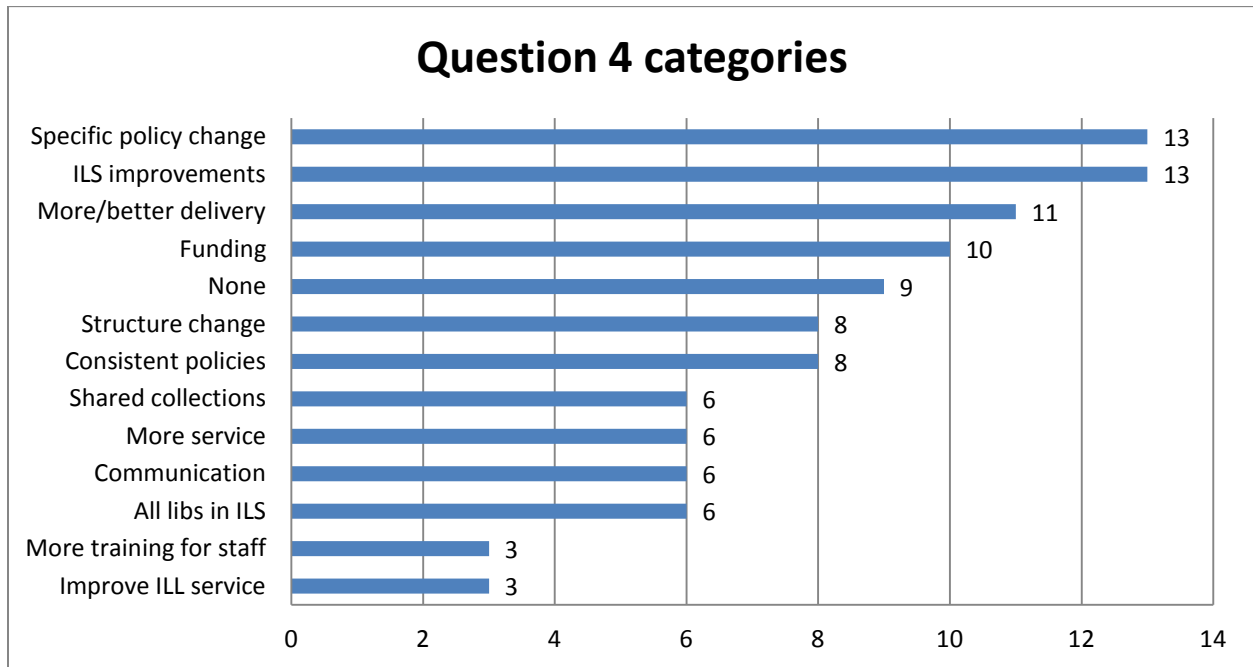
**Shared collections:** Respondent referred to value of either system-wide collections shared among libraries or the sharing of local library collections

**Statistics:** Respondent mentioned statistics provided by the system

**Training for staff:** Respondent mentioned training provided to member library staff by system (CE)

**Value to patrons:** Respondent cited the value of these services to patrons

Question 4: What are one or two changes that you would make that would significantly improve the quality of resource sharing services from your system?



**Descriptions of categories:**

**All libs in ILS:** Respondent expressed desire that all of the libraries in the system share one ILS

**Communication:** Respondent expressed need for more communication from system and among libraries

**Consistent policies:** Respondent suggested a need for consistent and enforced policies regarding resource sharing

**Funding:** Respondent suggested some change in funding: either a shift in system resources, additional system funding from state, etc.

**ILS improvements:** Respondent suggested general or specific suggestions for improving the ILS, including the catalog

**Improve ILL service:** Respondent offered general or specific comments about improving ILL

**More/better delivery:** Respondent indicated the need for more days of delivery or improved service

**More service:** Respondents expressed desire for additional services or for improving services not already categorized

**More training for staff:** Respondent indicated need for more staff training from system

**None:** Respondent specifically said “None” or the equivalent

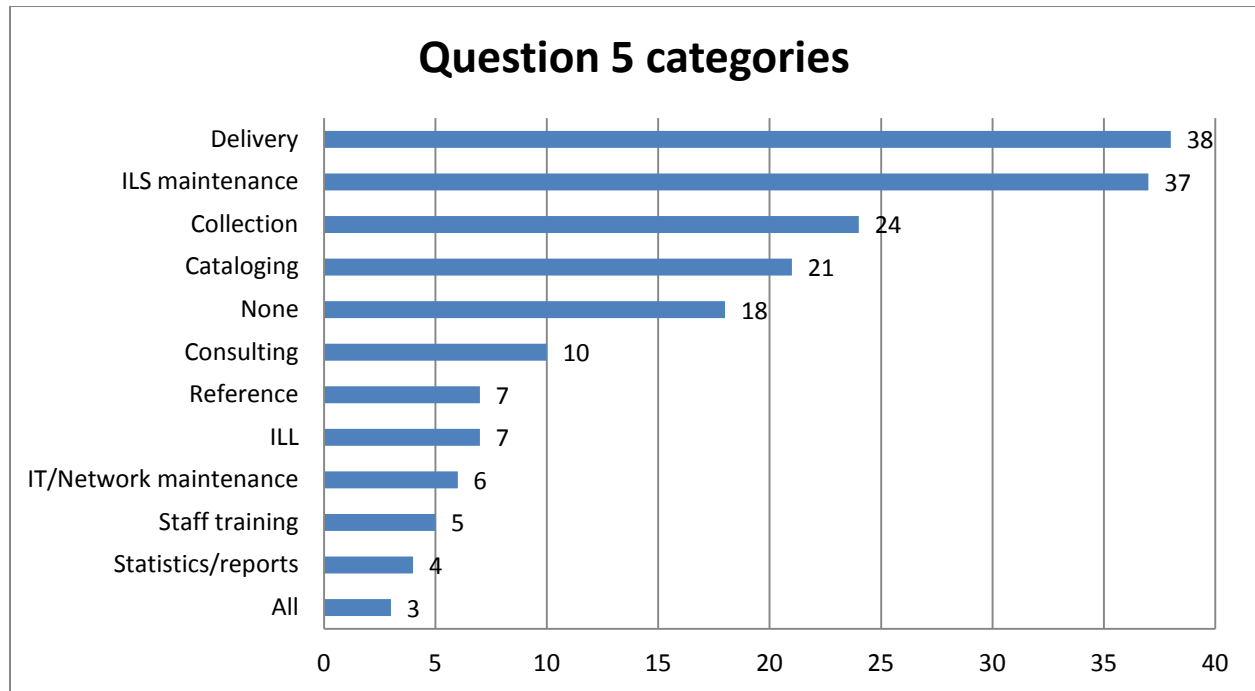
**Shared collections:** Respondent expressed desire for more shared collections or more information about local collections

**Specific policy change:** Respondent expressed the desire to change a very specific policy in their system

**Structure change:** Respondent suggested a change in the structural way services are provided



Question 5: Thinking about the services provided to you by your system's resource library, what one or two services are the most valuable?



**Descriptions of categories:**

Most responses to this question focused on specific services provided by the resource library. These categories are:

- **Cataloging:** Includes maintenance of bibliographic database
- **Collection:** Includes general collection comments as well as comments about specific resources (databases, genealogy, professional collection)
- **Consulting:** Includes advice and support from resource library staff on a variety of topics
- **Delivery**
- **ILL**
- **ILS maintenance**
- **IT/network maintenance**
- **Reference**
- **Staff training**
- **Statistics/reports**

The two other categories used are:

**All:** Respondent said generally positive things about resource library

**None:** Respondent specifically said “None” or the equivalent

**Q1. Thinking of resource sharing services that your system provides well, what are one or two attributes that make these successful services?**

1	I really can't think of any. [None]	Jan 25, 2013 3:41 PM
2	Timely resource deliveries. Maintaining and supporting the shared ILS, good IT support personnel at system level. [ILS: support/maintain] [Delivery] [High-quality service]	Jan 25, 2013 2:18 PM
3	- Patron gets needed materials with a very short wait. Quick delivery time makes patrons more willing to place holds and used shared resources. - Very broad range of materials to choose from. Rarely can't find a book on the subject. [Delivery] [Shared collections] [Value to patrons]	Jan 25, 2013 1:55 PM
4	High level of communication and cooperation Equitable sets of policies that are uniformly enforced. [Encourage cooperation]	Jan 25, 2013 1:52 PM
5	awareness and ease of use for each service quality support with time saving effects for library staff [Library oriented services] [High-quality service]	Jan 25, 2013 12:38 PM
6	Proactive effecient delivery service [Delivery]	Jan 25, 2013 12:17 PM
7	Fast response [High-quality service]	Jan 25, 2013 11:54 AM
8	Van delivery five days a week provide our library patrons with materials they request in a timely manner. Shared catalog is easy to use. [ILS: support/maintain] [Delivery] [Value to patrons]	Jan 25, 2013 10:56 AM
9	Our patrons depend on the shared ILS and delivery services...these two services dramatically changed and enhanced library services. Services are for the most part reliable and cost effective. [ILS: support/maintain] [Delivery] [Value to patrons]	Jan 25, 2013 10:07 AM
10	efficient delivery, sensible new policies on quick cataloging items that automatically go in for central cataloging if a record isn't located in Skyriver. [ILS: support/maintain] [Delivery]	Jan 24, 2013 10:07 PM
11	delivery made successful by investment in vans and competent drivers [Delivery]	Jan 24, 2013 9:46 PM
12	Organization and assessment of system wide needs [Library oriented services]	Jan 24, 2013 6:43 PM
13	Few individuals are experts on all aspects of their jobs. System-provided expertise helps fill in the gaps and saves time for the directors and staff. [Library oriented services] [High-quality service]	Jan 24, 2013 6:17 PM
14	Interlibrary loan assistance is very good. [High-quality service]	Jan 24, 2013 4:40 PM
15	Delivery service is great - as a director I don't even really have to think about it. It seems to be efficient. Their work to maintain an accurate bibliographic database is wonderful. What makes it great is that they are always happy to answer questions about data cleanup or cataloging, they provide training and do A LOT with not much staff. [ILS: support/maintain] [Delivery] [Training for staff] [High-quality service]	Jan 24, 2013 3:53 PM
16	Reliability [High-quality service]	Jan 24, 2013 3:35 PM

**Q1. Thinking of resource sharing services that your system provides well, what are one or two attributes that make these successful services?**

17	Man very small to small libraries would have such a struggle to exist and compete without these resource sharing services	Jan 24, 2013 3:24 PM
18	The delivery system is absolutely critical, and very successful. The system has coordinated not only the schedules, but the rules about interlibrary loan that make it so widely used and popular. [Delivery] [Encourage cooperation]	Jan 24, 2013 3:10 PM
19	Our delivery system works well for us. [Delivery]	Jan 24, 2013 3:02 PM
20	Delivery services and Interlibrary Loan [Delivery] [ILL]	Jan 24, 2013 2:56 PM
21	The combined card catalog is an unbelievable tool to benefit patrons & staff alike. An indispensable tool. No library can supply every title & nor availability of multiple copies. Along with the delivery system, this provides patrons, regardless of their residence, access to unlimited resources. [ILS: support/maintain] [Delivery] [Shared collections] [Value to patrons]	Jan 24, 2013 2:12 PM
22	It helps that there's not a lot of levels of staff that handle it. A group of library representatives meet regularly and make decisions equally - small libraries have equal say with the larger libraries. Then action is taken. No committees, etc. to bog down what needs to be done. [Library oriented services] [Encourage cooperation]	Jan 24, 2013 1:56 PM
23	Interlibrary Loan and MORE System [ILS: support/maintain] [ILL]	Jan 24, 2013 1:27 PM
24	Very response IT support from our system techs and a system director who wants to provide excellent service to all of us. [Library oriented services] [High-quality service]	Jan 24, 2013 1:13 PM
25	Skilled staff and a common goal/priority [Library oriented services] [Encourage cooperation] [High-quality service]	Jan 24, 2013 12:46 PM
26	centralized ill [ILL]	Jan 24, 2013 12:43 PM
27	Maintaining & supporting the catalog, ILS, catalog ILS and database is critical to our success [ILS: support/maintain]	Jan 24, 2013 12:41 PM
28	Some shared services within the system appear to the patrons to be seamless. [Value to patrons]	Jan 24, 2013 12:33 PM
29	Maintaining ILS and Public catalog [ILS: support/maintain]	Jan 24, 2013 12:33 PM
30	Our technology works really well. Our catalog is very important to our patrons. Shared systems like Overdrive are extremely important to our patrons. I have patrons who have told me that until they had an e-reader they had nearly given up on reading because of 'sight' problems. We are providing an important service. [ILS: support/maintain] [Shared collections] [Value to patrons]	Jan 24, 2013 12:27 PM
31	Handle all of the ILL [ILL]	Jan 24, 2013 12:10 PM
32	Catalog records--done accurately, thoroughly, and quickly. I can call to get top priority on an item a patron is anxiously waiting for, and have it ready by the time they are ready to go out the door. Great service! Aside from blizzards and	Jan 24, 2013 12:02 PM

**Q1. Thinking of resource sharing services that your system provides well, what are one or two attributes that make these successful services?**

	holiday closings, van delivery is reliable and timely (mostly), including requests from outside our system (WISCAT). Our driver, Don, is dependable, patient, and helpful (he just got here while I was pulling three late requests and came back in to get them after he finished with the bin). The best! Krista, our system director, always has (or can find) the answer I need even when I give short notice (e.g., the day of a board meeting), and she--like all the others at SWLS headquarters--is always pleasant and helpful. Again, great service! [ILS: support/maintain] [Delivery] [Value to patrons] [High-quality service]	
33	Merlin catalog [ILS: support/maintain]	Jan 24, 2013 11:58 AM
34	The ILS can be done outside of a system if needed. Our ILS could actually be run this way as we all pay to maintain it. [ILS: support/maintain]	Jan 24, 2013 11:55 AM
35	The shared catalog, access for patrons from this source, working together with consistency, delivery, delivery, delivery [ILS: support/maintain] [Delivery] [Encourage cooperation] [Value to patrons]	Jan 24, 2013 11:51 AM
36	Covers all libraries in the system. Absorbs the cost. [Encourage cooperation]	Jan 24, 2013 11:49 AM
37	being neutral the third party [Library oriented services] [Encourage cooperation]	Jan 24, 2013 11:49 AM
38	Prompt technical support. [High-quality service]	Jan 24, 2013 11:41 AM
39	Staff, especially in the technology area. [High-quality service]	Jan 24, 2013 11:36 AM
40	NWLS has a good delivery system. [Delivery]	Jan 24, 2013 11:34 AM
41	A good ILS system is essential. [ILS: support/maintain]	Jan 24, 2013 10:59 AM
42	Have great staff [High-quality service]	Jan 24, 2013 9:57 AM
43	Shared ILL, cataloguing services are on top of issues [ILS: support/maintain]	Jan 24, 2013 9:30 AM
44	ILL/OLL services are fantastic for statewide and US wide shared borrowing. [ILL]	Jan 24, 2013 9:29 AM
45	This should be the core of what the system funding provides for the libraries. The efficiencies that can be created from sharing an ILS maximize the local funding for libraries. [ILS: support/maintain] [Encourage cooperation]	Jan 24, 2013 9:21 AM
46	We couldn't live without delivery and contracted cataloging (to Madison). Maintaining the ILS is a HUGE job and I'm glad they are here to do it. Especially with all of the Koha headaches and complaints. Go SCLS!! [ILS: support/maintain] [Delivery]	Jan 24, 2013 9:11 AM
47	Reliable delivery service as a reasonable cost. CountyCat and quality of records. [ILS: support/maintain] [Delivery]	Jan 24, 2013 12:44 AM
48	excellent delivery service - it is timely and accurate [Delivery]	Jan 23, 2013 6:22 PM
49	the delivery system is wonderful and the shared collection is very important [Delivery] [Shared collections]	Jan 23, 2013 6:05 PM

**Q1. Thinking of resource sharing services that your system provides well, what are one or two attributes that make these successful services?**

50	Good training programs when there are changes to the ILS. Work very diligently to solve problems that arise in the ILS [ILS: support/maintain] [Training for staff]	Jan 23, 2013 3:22 PM
51	Dependable and efficient delivery. Accurate, functional, useful and patron-friendly catalog. [ILS: support/maintain] [Delivery]	Jan 23, 2013 1:50 PM
52	Providing policies and rules that allow for the free and unobstructed sharing of all resources among member libraries. Training on Wiscat to allow for easier sharing among libraries outside our system. [Encourage cooperation] [Training for staff]	Jan 22, 2013 3:24 PM
53	Delivery service- regular and accurate OWLS maintains a great bibliographic database [ILS: support/maintain] [Delivery]	Jan 22, 2013 3:23 PM
54	It's important that the good working relationship between our consortium (Nicolet Federated LS and Outamie Waupaca LS) continues. All library users in northeast Wisconsin benefit from the shared resources between both Systems. [Encourage cooperation] [Shared collections]	Jan 22, 2013 3:20 PM
55	Our delivery service is top notch in the Winnefox Lib. System. And having materials cataloged for us is a must. We would never have enough hours in the day to do all our own cataloging. [ILS: support/maintain] [Delivery]	Jan 22, 2013 2:45 PM
56	Working with member libraries to determine policies and procedures for all to follow. [Library oriented services] [Encourage cooperation]	Jan 22, 2013 2:36 PM
57	Delivery of ILL materials to our library three times a week, is critical to our library mission. Our available materials for patrons would be very limited if we did not have this service. [Delivery] [Shared collections] [Value to patrons]	Jan 22, 2013 2:34 PM
58	We get excellent leadership from our library system re: support, upgrades, and best practices for our ILS. [ILS: support/maintain] [High-quality service]	Jan 22, 2013 1:56 PM
59	maintaining the ILS is critical and could only be managed by someone who is not working a public desk! [ILS: support/maintain]	Jan 22, 2013 1:21 PM
60	Experienced and well trained system staff [High-quality service]	Jan 22, 2013 12:55 PM
61	knowledgeable staff who communicate well with local libraries [Library oriented services] [High-quality service]	Jan 22, 2013 12:48 PM
62	SWLS does it all well! [High-quality service]	Jan 22, 2013 12:00 PM
63	They provide a courier service 3 times a week so that our patrons can have access to materials that our library does not own. And they do not have to wait long to receive their items. [Delivery] [Shared collections] [Value to patrons]	Jan 22, 2013 11:34 AM
64	Maintaining ILS: They do a great job in this are and keep it working without issues. [ILS: support/maintain]	Jan 21, 2013 11:49 AM
65	Clear understanding of the importance of resource sharing and they are very responsive to changing needs. [Library oriented services] [High-quality service]	Jan 21, 2013 10:58 AM

**Q1. Thinking of resource sharing services that your system provides well, what are one or two attributes that make these successful services?**

66	The delivery service works well because it's efficient and economical. [Delivery]	Jan 18, 2013 11:58 AM
67	useful/attractive service for patrons, quality [Value to patrons] [High-quality service]	Jan 17, 2013 12:33 PM
68	Most of the above are provided by OWLS. they keep us well informed and are responsive to our needs. [Library oriented services]	Jan 17, 2013 12:24 PM
69	Belief that all libraries are central to the overall success of the ILS. Working to get all libraries invested in the ILS. [Library oriented services] [Encourage cooperation]	Jan 16, 2013 6:19 PM
70	I believe that our system does a superb job! Timeliness....validation....support.... [High-quality service]	Jan 16, 2013 6:10 PM
71	OWLS is supportive of children's librarians with support of our excellent representative, Sue Abrahamson; OWLS is very good at tracking what we are doing and using those figures to create plans for improvement [Statistics]	Jan 16, 2013 5:21 PM
72	Creating & maintaining system-wide shared collections of materials Providing delivery service among member libraries [Delivery] [Shared collections]	Jan 16, 2013 3:23 PM
73	Professional development opportunities help even the smallest of libraries maintain a standard of service. Keeping the channel of communication open via emails, listservs, newsletters, and website content helps keep even classified staff informed about current issues,...etc. [Training for staff] [High-quality service]	Jan 16, 2013 1:27 PM
74	Wonderful delivery service! [Delivery]	Jan 16, 2013 11:57 AM
75	Courier service is critical. [Delivery]	Jan 16, 2013 10:40 AM
76	shared costs for delivery; timeliness of response to requests for information/materials [Encourage cooperation] [High-quality service]	Jan 16, 2013 10:40 AM
77	Organization and meetings to discuss issues. Providings staff and resources to make all this happen efficiently! [Library oriented services] [Encourage cooperation]	Jan 16, 2013 10:26 AM
78	Without the ILS, we might as well close our doors. Our folk depend on it. Though we are a small library, we are a net lender in the system, so our contribution should be valued by the larger libraries as well. [ILS: support/maintain] [Value to patrons]	Jan 15, 2013 6:16 PM
79	The Patrons have more books, movies, E books, magazines to choose from [Shared collections] [Value to patrons]	Jan 15, 2013 3:42 PM
80	Professionalism - Delivery, cataloging and OLL staff have a very high level of professionalism that helps keep our workflow moving as it should. Cooperation - As a small library, resource sharing is an absolute must for our patrons. [Encourage cooperation] [High-quality service]	Jan 15, 2013 1:40 PM
81	Excellent delivery service - five days per week. Keeps the items moving quickly and effciently among the member libraries. Developmentg of the shared	Jan 15, 2013 11:53 AM

**Q1. Thinking of resource sharing services that your system provides well, what are one or two attributes that make these successful services?**

	automation system has tremendously allowed for better user access to materials and information. [ILS: support/maintain] [Delivery] [Value to patrons]	
82	Material Delivery is amazing. What makes it successful is the person running that department of the system. Routes are redrawn when needed. He is always looking at service to cost and keeping cost down. He is always looking at new ways or technologies like RFID and how they can improve delivery efficiency. [Delivery] [High-quality service]	Jan 15, 2013 11:20 AM
83	Our system has a knowledgeable staff who work quickly. Despite my dislike for the ILS software that we share, our catalog is accurate and clean, which is critical to resource sharing both in our system and beyond. Resources are delivered regularly and quickly--a very important feature of library service for my patrons. [ILS: support/maintain] [Delivery] [Value to patrons] [High-quality service]	Jan 15, 2013 10:01 AM
84	Customer service oriented staff - with the understanding that the member libraries are their customers. [Library oriented services]	Jan 15, 2013 9:53 AM
85	Availability of system staff to answer questions on a daily basis for determining policies & procedures governing resource sharing. [Encourage cooperation] [High-quality service]	Jan 14, 2013 4:37 PM
86	Delivery vans, frequent and reliable Inter-library communications, group cohesiveness [Delivery] [Encourage cooperation]	Jan 14, 2013 4:22 PM
87	Delivery of library materials is efficient. [Delivery]	Jan 14, 2013 3:39 PM
88	Professionalism and knowledge of the staff providing the services Cooperation between the libraries. [Encourage cooperation] [High-quality service]	Jan 14, 2013 3:06 PM
89	All of the system staff are very helpful and professional, and love libraries. [Library oriented services] [High-quality service]	Jan 14, 2013 2:47 PM
90	Accuracy [High-quality service]	Jan 14, 2013 2:25 PM
91	Accurate and on time delivery Collection development reports [Delivery] [Statistics]	Jan 14, 2013 1:09 PM
92	Delivery of resources 5 days a week [Delivery]	Jan 14, 2013 11:44 AM
93	The funds that are spent on ILS and delivery are carefully spent and they benefit all libraries so that makes them very successful services. [ILS: support/maintain] [Library oriented services] [Delivery]	Jan 14, 2013 10:14 AM
94	Delivery service continues to seek new solutions and reinvent itself to provide speedy, low cost delivery. [Delivery]	Jan 14, 2013 9:50 AM
95	The catalog is everything. We couldn't pull it off without system support. This is the #1 service from the system for us. Though there have been problems with the new OPAC, I wouldn't trade the shared resource for anything. [ILS: support/maintain]	Jan 14, 2013 9:19 AM
96	We are assuming the above happens. It doesn't, so why do we pretend.	Jan 14, 2013 8:39 AM

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97	the staff that our system ESLS has makes our system work great: great cataloging and technical staff [High-quality service]	Jan 14, 2013 8:18 AM
98	Rotating Audio Book Collection is a huge help to provide part of collection too expensive to "do right" [Shared collections]	Jan 13, 2013 7:37 PM
99	The knowledge and experience the system staff provide could not be duplicated in a small public library. [High-quality service]	Jan 13, 2013 6:08 PM
100	Collections are shared throughout the state [Shared collections]	Jan 13, 2013 11:18 AM
101	The service is quick and the delivery staff is gracious and polite. How can you not love the Red van people who brink boxes of dreams and happiness. (Thats what the patrons all say) [Delivery] [Value to patrons] [High-quality service]	Jan 11, 2013 6:45 PM
102	The two most important services for our library are delivery and cataloging. [ILS: support/maintain] [Delivery]	Jan 11, 2013 4:52 PM
103	The catalog is well maintained. Always looking for ways to improve the service for both member libraries and our patrons. They are willing to try new things. Keep up with new trends. The van delivery is efficient. [ILS: support/maintain] [Library oriented services] [Delivery] [High-quality service]	Jan 11, 2013 4:30 PM
104	Resources among all ILS libraries cheaply and easily shared greatly expanding wealth for all customers; helping purchase high demand items to ease tensions that could develop among libraries that are sharing; Support for the ILS is crucial [ILS: support/maintain] [Encourage cooperation] [Shared collections]	Jan 11, 2013 4:24 PM
105	Maintaining & supporting a shared integrated library system. Delivery services are timely sometimes the same day. Patrons love the fast delivery and automated library services. [ILS: support/maintain] [Delivery] [Value to patrons]	Jan 11, 2013 3:57 PM
106	Providing reports and statistics about resource sharing activities. Providing delivery service among member libraries. [Delivery] [Statistics]	Jan 11, 2013 3:48 PM
107	Our system does an excellent job in managing the ILS. They communicate well about changes to the ILS and follow-through when there are problems. [ILS: support/maintain] [Library oriented services] [High-quality service]	Jan 11, 2013 3:48 PM
108	Assisting in standardization of procedures that affect all member libraries. Excellent software and hardware service to provide a great ILS. Development and maintenance of an excellent OPAC. Awareness of new resource sharing services. [ILS: support/maintain] [Encourage cooperation]	Jan 11, 2013 3:35 PM
109	Fantastic service in consulting and maintaining an accurate bibliographic database. [ILS: support/maintain]	Jan 11, 2013 3:32 PM
110	Delivery of materials- daily and on time. Providing reports and statistics. When it comes to our shared catalog- we have our own consortia and the system works as fiscal agent and provides the tech person for the system [ILS: support/maintain] [Delivery] [Statistics]	Jan 11, 2013 3:22 PM
111	manages the ILS on contract with resource library. [ILS: support/maintain]	Jan 11, 2013 3:12 PM



**Q1. Thinking of resource sharing services that your system provides well, what are one or two attributes that make these successful services?**

112 The ILS technology support and management. [ILS: support/maintain]

Jan 11, 2013 3:07 PM

**Q1. What are one or two changes that you would make that would significantly improve the quality of resource sharing services from your system?**

1	I really can't think of any. [None]	Jan 25, 2013 3:41 PM
2	Letting local holds fill first to reduce time materials spend in transit between libraries. [Specific policy change]	Jan 25, 2013 2:18 PM
3	- More copies of very popular materials - Ability to have 2nd copy circulate to local holds automatically. [shared collections]	Jan 25, 2013 1:55 PM
4	New ILS maintained and supported by the system instead of by the resource library. [Structure change]	Jan 25, 2013 1:52 PM
5	better communication of available system wide shared collections [Communication]	Jan 25, 2013 12:17 PM
6	That items we send to other libraries count as our circulation and not the borrowing libraries. If we own it , we should get teh stats that goes with it. [Specific policy change]	Jan 25, 2013 11:54 AM
7	FFID technology for all libraries participating in resource sharing. [ILS improvements]	Jan 25, 2013 10:56 AM
8	An ILS that is more user friendly and intuitive especially for those accessing our library from home [ILS improvements]	Jan 25, 2013 10:07 AM
9	consulting on collecting development could be useful. [More service]	Jan 24, 2013 10:07 PM
10	ILS improvement--how can I choose just two---there are countless ways that our ILS could be improved. [ILS improvements]	Jan 24, 2013 9:46 PM
11	Simplified system to search and request I.L.L.s.. [Improve ILL service]	Jan 24, 2013 6:17 PM
12	Improve our catalog to make it more user friendly for people at home to request their own materials. Improvements overall in our catalog system. [ILS improvements]	Jan 24, 2013 5:20 PM
13	I need to note that although I rated many of the resource sharing services critical to my library, my library system is currently providing none of the services to our library. [More service]	Jan 24, 2013 4:34 PM
14	Regain participation of all system libraries in the ILS - one went stand alone last year. [All libs in ILS]	Jan 24, 2013 3:35 PM
15	Vendors being able to supply better, user firendly software without breaking the bank for resource sharing services.	Jan 24, 2013 3:24 PM
16	Our delivery system does not work well for all libraries in the system. Infact if money to the system is decreased by the county, the libraries in that county are punished by subtracitng a delivery day. Not their fault that the system couldn't sell the county on supporting them. but in fact our system sees it as our job to go to bat for them with the county. We must work to keep them funded - if we don't , we suffer. [More/better delivery] [Funding]	Jan 24, 2013 3:02 PM
17	Statewide catalog More centralized cataloging to elliminate duplicate and	Jan 24, 2013 2:56 PM

**Q1. What are one or two changes that you would make that would significantly improve the quality of resource sharing services from your system?**

	inacurate records [Structure change] [More service]	
18	Being a smaller system, we have limited resorces. It would be nice to have some of the resources available in a larger system like Youth Services. [Funding]	Jan 24, 2013 1:56 PM
19	An ILS that is easier to use for our patrons. [ILS improvements]	Jan 24, 2013 1:13 PM
20	Give systems more money. [Funding]	Jan 24, 2013 12:46 PM
21	Like to see more shared collections [shared collections]	Jan 24, 2013 12:41 PM
22	Enhance communication to improve consistencies throughout the system [Consistent policies] [Communication]	Jan 24, 2013 12:33 PM
23	Building a system wide infrastructure plan that guides member libraries toward service that meet users needs. [Specific policy change]	Jan 24, 2013 12:33 PM
24	SHARE (MWFLS & LLS) has created so many more opportunities for our patrons to find a wider variety of materials. I wish our systems were even larger. WISCAT is so much less efficient because it requires the involvement of the librarian to place the order. [Structure change]	Jan 24, 2013 12:27 PM
25	If we had three delivery days a week and the larger libraries had five, the occasional snow storm or holiday closing would not be so disruptive. At Christmas, what should have taken a week at most to get here took two. [More/better delivery]	Jan 24, 2013 12:02 PM
26	It takes longer for items to reach our patrons from libraries outside our system [More/better delivery]	Jan 24, 2013 11:51 AM
27	None. [None]	Jan 24, 2013 11:49 AM
28	making sure the system has adequate backup systems for any sort of disaster, at a member library location or at the system location [More service]	Jan 24, 2013 11:49 AM
29	A greater focus on centralized cataloging. [More service]	Jan 24, 2013 11:41 AM
30	ILL requests for the libraries materials could be done by the individual libraries and not at the System level. [Structure change]	Jan 24, 2013 11:36 AM
31	The purchasing library should always have the first circulation on a new item; currently NWLS believes otherwise. [Specific policy change]	Jan 24, 2013 11:34 AM
32	Delivery services could be expanded to every workday. [More/better delivery]	Jan 24, 2013 10:59 AM
33	Having an ILS that is more patron friendly, causing less frustration for patrons and staff. [ILS improvements]	Jan 24, 2013 9:29 AM
34	If systems were required to budget a % of the state aid into a shared ILS it would become a core service and create economy of scale to help secure the latest and best technology. [Structure change]	Jan 24, 2013 9:21 AM
35	As a larger library, there are things we don't use (professional collections, story	Jan 24, 2013 9:11 AM

**Q1. What are one or two changes that you would make that would significantly improve the quality of resource sharing services from your system?**

	kits) but I know other smaller libraries wouldn't have access to them if they weren't available that way. [shared collections]	
36	I think we do well. By its nature, our system is klunky due to the various local policies. [Consistent policies]	Jan 24, 2013 12:44 AM
37	better educated on what other libraries have to share a better online catalog is being developed [ILS improvements] [shared collections]	Jan 23, 2013 6:22 PM
38	no change at this time [None]	Jan 23, 2013 6:05 PM
39	Get rid of local holds [Specific policy change]	Jan 23, 2013 3:22 PM
40	More flexibility and agility, e.g. adding a new collection code or I-type requires a committee to grant authorization [Specific policy change]	Jan 23, 2013 1:50 PM
41	That they find a way to allow "none MORE member libraries" to allow access to their patrons to the e books and materials the system has purchased. [Specific policy change]	Jan 22, 2013 4:43 PM
42	Attempt to correlate lending rules among library systems so it is easier to lend/borrow any and all materials that are available to the public. Expand number of delivery days. [Consistent policies] [More/better delivery]	Jan 22, 2013 3:24 PM
43	It would be nice if the resource library (Brown County) was part of our ILS or if they were in a different system. [All libs in ILS]	Jan 22, 2013 3:23 PM
44	I would like our System to work harder for the benefit of all member libraries. Here in Oconto County, we're being billed by Brown for library service in 2011. Brown is our "resource library" and receives funding every year to provide collections that benefit all member libraries; however our residents are charged appx. \$3.00 per transaction if they seek out these materials. [Specific policy change]	Jan 22, 2013 3:20 PM
45	If Local Holds had an expiration date of 6 months so they didn't have to be looked at twice, or repeatedly on the local holds list. [Specific policy change]	Jan 22, 2013 2:45 PM
46	Changes to software (Illuminar), which is exhibiting glitches that are hindering libraries abilities to interlibrary loan. [ILS improvements]	Jan 22, 2013 2:36 PM
47	Pay for all ILS costs. [Funding]	Jan 22, 2013 2:24 PM
48	Every day courier delivery. [More/better delivery]	Jan 22, 2013 1:56 PM
49	more frequent (and affordable) deliveries [More/better delivery]	Jan 22, 2013 1:21 PM
50	I wouldn't change anything [None]	Jan 22, 2013 12:00 PM
51	I would like them to provide more training on ILS systems so that librarians and staff would be able to get more understanding from the statistics provided. And could do this without asking the system all the time. [More training for staff]	Jan 22, 2013 11:34 AM
52	Maintain Catalog: They need to spend more time on working on solutions to	Jan 21, 2013 11:49 AM

**Q1. What are one or two changes that you would make that would significantly improve the quality of resource sharing services from your system?**

	enhance and extend out online and mobile presence. [ILS improvements]	
53	We have outsourced ILL to another system at this time and the service is less than ideal. Changing that to an in-system solution would be beneficial. [Improve ILL service]	Jan 21, 2013 10:58 AM
54	When staff at other libraries are abusing lending privileges for themselves, other staff or their customers, we would like our system to run periodic reports to discover these types of abuses and then take stronger action to enforce previously agreed-upon policies and rules. Abuse of lending privileges by library staff harms staff morale and it impacts other customers waiting in line for materials. [Consistent policies]	Jan 18, 2013 11:58 AM
55	Share a database with our resource library. [All libs in ILS]	Jan 17, 2013 3:31 PM
56	bring ILL services for OWLS libraries back to OWLS rather than NFLS significant ILS training for all library staff [More training for staff] [Improve ILL service]	Jan 17, 2013 12:33 PM
57	System run and managed delivery of ILL materials. [More/better delivery]	Jan 16, 2013 6:19 PM
58	Brown County would include their collection in infosoup. [All libs in ILS]	Jan 16, 2013 6:10 PM
59	Can't think of any at the moment [None]	Jan 16, 2013 3:23 PM
60	It would be great if our library could get delivery 3 times per week instead of twice, but the cost (\$800) for an additional day is prohibitive. Also, special rotating collections like books on CD are great, but the price tag again is too high. [More/better delivery] [shared collections]	Jan 16, 2013 1:27 PM
61	more money, money, money (that is one thing) greater sharing of ongoing activities by libraries to increased shared knowledge/solutions [Communication]	Jan 16, 2013 10:40 AM
62	No changes. [None]	Jan 16, 2013 10:26 AM
63	We are negotiating with the company to improve our ILL. I hope that will do it. It would help if all our libraries were in the shared ILL, but that's their decision. [All libs in ILS] [ILS improvements]	Jan 15, 2013 6:16 PM
64	The owning library be allowed to keep their own NEW material for atleast 1 month before lending to other libraries. [Specific policy change]	Jan 15, 2013 3:42 PM
65	Have 5 day a week van delivery to all public libraries in the system. Have system funded databases such as Zinio. [More/better delivery] [shared collections]	Jan 15, 2013 12:39 PM
66	Development of common loan periods between all libraries, eliminate "shadowing" to keep materials out of general access and perhaps minimal contribution standards to the popular materials. [Specific policy change] [Consistent policies]	Jan 15, 2013 11:53 AM
67	I would move off of the current ILS and move to something not Open Source. We have been operating for years now without authority control. Reports also are lacking making buying a scatter-shot approach. [ILS improvements]	Jan 15, 2013 11:20 AM

**Q1. What are one or two changes that you would make that would significantly improve the quality of resource sharing services from your system?**

68	more collaboration with individual libraries for determining policies & procedures governing resource sharing. [Consistent policies] [Communication]	Jan 14, 2013 4:37 PM
69	More system staff to support the ILS hardware and software. More universal policies between the libraries in the system. [Consistent policies] [More service]	Jan 14, 2013 3:06 PM
70	The library systems need more money from the state. The state's never lived up to the formula amount in the state statutes. [Funding]	Jan 14, 2013 2:47 PM
71	Improvements to the ILS [ILS improvements]	Jan 14, 2013 2:25 PM
72	A more reliable and easy to use ILS A more engaging and easier to use on-line catalog [ILS improvements]	Jan 14, 2013 1:09 PM
73	Having a system funded ILS [Funding]	Jan 14, 2013 11:44 AM
74	Our library system is currently in an automation system (ILS consortium) with another library system. It is a fantastic resource but suffers from a natural divide because there are two "sides" to every conversation, every decision and every story. Excellent communication between the two library systems OR a merger of the two are the only ways that I can think of to improve things. A valuable, efficient, and extremely cost-effective consortium should never be at risk due to divisiveness and politics. Unfortunately, from my library's perspective, our consortium is currently at risk and to dismantle it would be an enormous step in the wrong direction. [Communication] [Structure change]	Jan 14, 2013 10:14 AM
75	Given the technological ability to connect between libraries, it is not vital that special collections be held at the system resource library. Special collections could be housed in and accessed from any library willing to house and develop them with system funding assistance. This would reduce the burden on the system resource library. [Specific policy change]	Jan 14, 2013 9:50 AM
76	I simply want my staff to better understand the catalog. That's on me, though. I suspect SCLS would provide everything I need to make it so. [More training for staff]	Jan 14, 2013 9:19 AM
77	If at the system/county level we could have 6 days/week delivery. Funding level I mean. The libraries already pay for 2 of the days out of local budgets and I wish the counties could fund 4 days so we could have 6 days. That would help the "churn" of materials and speed up the delivery. Also if the state could ramp up the bandwidth without us having to pay more [More/better delivery] [Funding]	Jan 14, 2013 8:18 AM
78	None [None]	Jan 13, 2013 6:08 PM
79	All libraries willing to share collections [Specific policy change]	Jan 13, 2013 11:18 AM
80	It would be nice if non ILS libraries were treated a little more respectfully. Trust me.....we would LOVE LOVE LOVE to be an ILS library....but the cost is way too prohibitive at this point. If you want the libraries to join, make it a percentage of our materials and staffing budget. Also, I see a lot of "territorial" behavior....I would love to see more of a spirit of "we are all in this together". [Communication]	Jan 11, 2013 6:45 PM

**Q1. What are one or two changes that you would make that would significantly improve the quality of resource sharing services from your system?**

81	None that I could think of... [None]	Jan 11, 2013 4:52 PM
82	All the libraries in the system should be on the same card catalog. [All libs in ILS]	Jan 11, 2013 4:30 PM
83	Would encourage the System to move more of its resources or at least maintain resource for ILS and technology and continued support for delivery as top priorities. [Funding]	Jan 11, 2013 4:24 PM
84	If the system had more libraries similar in needs to our library, then there may be some areas of sharing and cooperation that would significantly help us. [Structure change]	Jan 11, 2013 3:49 PM
85	Nothing [None]	Jan 11, 2013 3:48 PM
86	I wish that the system had a bit more power to make the member libraries to conform to standards... [Consistent policies]	Jan 11, 2013 3:48 PM
87	Have a larger catalog- possible merger with another ILS or a state catalog [Structure change]	Jan 11, 2013 3:22 PM
88	more money for computereized and electronic resources. [Funding]	Jan 11, 2013 3:12 PM
89	A new director. Or no director. Reprioritize budget to promotion of programming and unique community resources of individual libraries [Funding]	Jan 11, 2013 3:07 PM

**Q1. Thinking about the services provided to you by your system's resource library, what one or two services are the most valuable?**

1	I really can't think of any. [None]	Jan 25, 2013 3:41 PM
2	Not applicable. We are the resource library.	Jan 25, 2013 2:18 PM
3	- Access to specialty materials that aren't frequently needed in a small town library. [Collection]	Jan 25, 2013 1:55 PM
4	No opinion. [None]	Jan 25, 2013 1:52 PM
5	Cataloging [Cataloging]	Jan 25, 2013 12:17 PM
6	Van delivery, But I don't know if it is needed every day for smaller libraries. [Delivery]	Jan 25, 2013 11:54 AM
7	Extra copies of high demand items Reference services [Collection] [Reference]	Jan 25, 2013 10:56 AM
8	Shared ILS Delivery service [ILS maintenance] [Delivery]	Jan 25, 2013 10:07 AM
9	cataloging [Cataloging]	Jan 24, 2013 10:07 PM
10	Technical support of ILS and cataloging [ILS maintenance] [Cataloging]	Jan 24, 2013 9:46 PM
11	Being at a small library things like cataloging saves a great deal of time. Delivery and resource sharing are of course the most valuable to our patrons. [Delivery] [Cataloging] [ILL]	Jan 24, 2013 6:43 PM
12	Delivery service, maintaining and supporting OPACs. [ILS maintenance] [Delivery]	Jan 24, 2013 6:17 PM
13	Three times weekly delivery service is great considering we are so far out of the loop. Cataloging of materials is great. We would never be able to get it all done with the staff that I have. [Delivery] [Cataloging]	Jan 24, 2013 5:20 PM
14	At this point, we do not receive any services from our resource library of value. [None]	Jan 24, 2013 4:34 PM
15	Not in order: 1.Maintaining & supporting a catalog for the public to discover library resources, including print and digital materials. 2. Providing delivery service among member libraries 3. Maintaining an accurate bibliographic database (authority control, removing items, deduplication of records, other cleanup activities) [ILS maintenance] [Delivery] [Cataloging]	Jan 24, 2013 3:53 PM
16	NA - we are the resource library	Jan 24, 2013 3:35 PM
17	All are valuable. [All]	Jan 24, 2013 3:24 PM
18	Delivery Cataloguing [Delivery] [Cataloging]	Jan 24, 2013 3:10 PM
19	We get materials from our Resource library. but then we get materials from all libraries and we send out our things as well. I do not see our resource library contributing more than anyone else. [None]	Jan 24, 2013 3:02 PM
20	Delivery services and Shared catalog [ILS maintenance] [Delivery]	Jan 24, 2013 2:56 PM



**Q1. Thinking about the services provided to you by your system's resource library, what one or two services are the most valuable?**

21	Maintaining & supporting a shared integrated library system. [ILS maintenance]	Jan 24, 2013 1:56 PM
22	Excellent delivery service and a system of librarians that are willing to share. [Delivery] [Consulting]	Jan 24, 2013 1:13 PM
23	Delivery of materials and maintaining an ILS. [ILS maintenance] [Delivery]	Jan 24, 2013 12:46 PM
24	access to materials EVERYWHERE! [Collection]	Jan 24, 2013 12:43 PM
25	Too hard to prioritize them because we rely on so many of these services for our community's success [All]	Jan 24, 2013 12:41 PM
26	Resource library providing an ILS that rarely goes down Resource library providing daily delivery between branches [ILS maintenance] [Delivery]	Jan 24, 2013 12:33 PM
27	Providing delivery service among member libraries, Maintaining & supporting a shared integrated library system (ILS). [ILS maintenance] [Delivery]	Jan 24, 2013 12:33 PM
28	They do not provide any services. [None]	Jan 24, 2013 12:27 PM
29	Delivery is most valuable, also maintaining the ILS and catalog. It would be nice if we could clean up the database and get rid of duplicate records. We like getting reports from the system, the ones we request monthly and also for the annual report. Those are especially helpful. We use the scanners for inventory. I don't know about central cataloging, maybe this is where we are headed. We have our own cataloger but those small libraries that don't may be making errors. I see a lot of goofy records- where are these coming from? [ILS maintenance] [Statistics/reports] [Delivery] [Cataloging]	Jan 24, 2013 12:26 PM
30	None, I'm not sure what they do for the money they get. [None]	Jan 24, 2013 12:10 PM
31	I think Platteville is the one that buys the extra copies of very popular titles to fill requests, which means shorter waits for everyone. [Collection]	Jan 24, 2013 12:02 PM
32	Wide selection of materials, professional librarians working in the field who are knowledgeable about current trends [Collection] [Consulting]	Jan 24, 2013 11:55 AM
33	I don't see much value in the services provided by our resource library. [None]	Jan 24, 2013 11:51 AM
34	None. An obsolete concept. No offense to the resource library, but that function is just not necessary anymore. [None]	Jan 24, 2013 11:49 AM
35	shared technology [IT/Network maintenance]	Jan 24, 2013 11:49 AM
36	Our system's resource library maintains our lease collection. That is the only value my library receives from the resource library. [Collection]	Jan 24, 2013 11:41 AM
37	ILS/Catalog and Delivery [ILS maintenance] [Delivery]	Jan 24, 2013 11:36 AM
38	I cannot think of any. [None]	Jan 24, 2013 11:34 AM
39	I do not think they should be in the role as it is currently defined. However, I have used Marathon staff expertise on several occasions with good results. I think the	Jan 24, 2013 10:59 AM

**Q1. Thinking about the services provided to you by your system's resource library, what one or two services are the most valuable?**

	smaller libraries should be invited to do the same and, if that works as well for them as for me, the system could consider contracting with Marathon for this kind of help. This includes managerial questions concerning personnel questions, automation trends, etc. [Consulting]	
40	Stats they provide [Statistics/reports]	Jan 24, 2013 9:57 AM
41	ILS, central cataloguing [ILS maintenance] [Cataloging]	Jan 24, 2013 9:30 AM
42	A system that provides the best and brightest personnel that is at the forefront of ILS technology would be of value for the end user. [ILS maintenance] [Consulting]	Jan 24, 2013 9:21 AM
43	ILS Delivery [ILS maintenance] [Delivery]	Jan 24, 2013 9:11 AM
44	Subject expertise Access to special collections Leadership [Collection] [Consulting] [Reference]	Jan 24, 2013 12:44 AM
45	maintaining the ILS and accurate statistics for non-resident reimbursement [ILS maintenance] [Statistics/reports]	Jan 23, 2013 6:22 PM
46	delivery system, support, & reports!! [Statistics/reports] [Delivery]	Jan 23, 2013 6:05 PM
47	Core collection with multiple copies [Collection]	Jan 23, 2013 3:22 PM
48	Cataloging and cataloging standards (training member library staff on those standards) [Cataloging] [Staff training]	Jan 23, 2013 1:50 PM
49	online data bases [Collection]	Jan 22, 2013 4:43 PM
50	Laughing-- Brown County Library doesn't provide us with much--- a handful of materials per year. [None]	Jan 22, 2013 3:23 PM
51	We have not requested any service from our resource library in the 17 years that I've been director here. I would rather see the funds distributed amongst all member libraries within our System. [None]	Jan 22, 2013 3:20 PM
52	Delivery. Maintaining the ILS. Cataloging. [ILS maintenance] [Delivery] [Cataloging]	Jan 22, 2013 2:45 PM
53	Providing delivery service among libraries and cataloging items centrally. [Delivery] [Cataloging]	Jan 22, 2013 2:36 PM
54	Delivery of requested materials on a frequent basis. Maintaining bibliographic data and overseeing our public catalog. [ILS maintenance] [Delivery] [Cataloging]	Jan 22, 2013 2:34 PM
55	ILS, ILS, ILS, ILS [ILS maintenance]	Jan 22, 2013 2:24 PM
56	Large collection of items from which to lend to other member libraries. Historical and genealogical resources and staff (local history questions, obituary service, index of the major regional newspaper, etc.) [Collection] [Consulting]	Jan 22, 2013 1:56 PM

**Q1. Thinking about the services provided to you by your system's resource library, what one or two services are the most valuable?**

57	Additional copies of best-sellers [Collection]	Jan 22, 2013 1:21 PM
58	professional collection [Collection]	Jan 22, 2013 12:55 PM
59	maintaining the shared ILS and online catalog [ILS maintenance]	Jan 22, 2013 12:48 PM
60	Extra copies of best sellers [Collection]	Jan 22, 2013 12:00 PM
61	original cataloging [Cataloging]	Jan 22, 2013 11:34 AM
62	Spending money on building their collection [Collection]	Jan 21, 2013 11:49 AM
63	We are the resource library.	Jan 21, 2013 10:58 AM
64	The ILS and delivery service. [ILS maintenance] [Delivery]	Jan 18, 2013 11:58 AM
65	There are none. [None]	Jan 17, 2013 3:31 PM
66	ILS & catalog [ILS maintenance]	Jan 17, 2013 12:33 PM
67	Appleton Public Library is invaluable to OWLSnet members in terms of resource sharing. Brown County Library is useless as our resource library. [None]	Jan 17, 2013 12:24 PM
68	Having the wide variety of materials that are not necessarily popular in its collection. Getting records in the database early through its acquisitions software. [Collection] [Cataloging]	Jan 16, 2013 6:19 PM
69	NONE. In my opinion, they suck money from the system for nothing. [None]	Jan 16, 2013 6:10 PM
70	A)Infosoup B)Delivery [ILS maintenance] [Delivery]	Jan 16, 2013 5:21 PM
71	Again, my mind is blank. [None]	Jan 16, 2013 3:23 PM
72	Not sure [None]	Jan 16, 2013 2:12 PM
73	The availability of a large collection is important to my library users. Resource libraries typically have a larger collection, and the staff necessary to manage it, and to keep it fresh. [Collection]	Jan 16, 2013 1:27 PM
74	Courier and ILS are probably the most valuable resources. [ILS maintenance] [Delivery]	Jan 16, 2013 10:40 AM
75	catalog and courier followed closely by legal information [ILS maintenance] [Delivery] [Consulting]	Jan 16, 2013 10:40 AM
76	Maintaining the ILS Providing the delivery service and consulting services. [ILS maintenance] [Delivery] [Consulting]	Jan 16, 2013 10:26 AM
77	Interlibrary Loan and training [Staff training] [ILL]	Jan 16, 2013 9:14 AM
78	Maintaining the network. The IT work is crucial, and could never be done without the Resource Library. [IT/Network maintenance]	Jan 15, 2013 6:16 PM

**Q1. Thinking about the services provided to you by your system's resource library, what one or two services are the most valuable?**

79	The Van service [Delivery]	Jan 15, 2013 3:42 PM
80	Interloan Consulting, Inservicing Assistance with technology [Staff training] [ILL] [IT/Network maintenance]	Jan 15, 2013 2:15 PM
81	OLL service/support [ILL]	Jan 15, 2013 1:40 PM
82	Original cataloging service. [Cataloging]	Jan 15, 2013 12:57 PM
83	Delivery. Printing (creating promotional items for local libraries) [Delivery] [Consulting]	Jan 15, 2013 12:39 PM
84	Larger collection of foreign travel guides and employment assistance materials. [Collection]	Jan 15, 2013 11:53 AM
85	None. [None]	Jan 15, 2013 11:20 AM
86	The most valuable services in terms of resource sharing are prompt and regular delivery and maintaining accurate records of our system's holdings. I appreciate and value all of our system's services, but I would be at sea without these specific services. [Delivery] [Cataloging]	Jan 15, 2013 10:01 AM
87	Access to historical collections [Collection]	Jan 15, 2013 9:53 AM
88	Maintaining & supporting a catalog for the public to discover library resources, including print and digital materials. Providing delivery service among member libraries [ILS maintenance] [Delivery]	Jan 14, 2013 4:37 PM
89	Shared database and operations WISCAT ILL support Van support and routing System support of small libraries from the top down [Delivery] [Collection] [ILL]	Jan 14, 2013 4:22 PM
90	Shared resources and catalog [ILS maintenance] [Collection]	Jan 14, 2013 3:39 PM
91	Additional materials on a subject of interest to our customers Training and workshops led by staff from the resource library. [Collection] [Staff training]	Jan 14, 2013 3:06 PM
92	1. The delivery system 2. The shared circulation system [ILS maintenance] [Delivery]	Jan 14, 2013 2:47 PM
93	Reference [Reference]	Jan 14, 2013 2:25 PM
94	Cataloging Advocacy [Cataloging]	Jan 14, 2013 1:09 PM
95	delivery, maintaining and supporting our shared system, cataloging [ILS maintenance] [Delivery] [Cataloging]	Jan 14, 2013 12:11 PM
96	It is a service not required by law: some cataloging assistance. Otherwise, nothing. [Cataloging]	Jan 14, 2013 11:44 AM
97	We've figured out a way to help make the resource library dollars fund things that actually benefit us all. However, I do not support legislation that continues to mandate expenditures based on old models. I don't support continuing to require funds for resource libraries.	Jan 14, 2013 10:14 AM

**Q1. Thinking about the services provided to you by your system's resource library, what one or two services are the most valuable?**

98	Interlibrary loan and training for that service. [Staff training] [ILL]	Jan 14, 2013 9:50 AM
99	The vast store of resources available for ILL. [Collection]	Jan 14, 2013 9:19 AM
100	The only two are shared catalog and delivery of physical materials. These could be handled by a scoped state-wide OCLC catalog and regional delivery. [ILS maintenance] [Delivery]	Jan 14, 2013 8:39 AM
101	higher level of reference materials available that we cannot provide in the small library [Reference]	Jan 14, 2013 8:18 AM
102	Reference and trouble shooting when time is precious and limited. [IT/Network maintenance] [Reference]	Jan 13, 2013 6:08 PM
103	Reference and sharing collections [Collection] [Reference]	Jan 13, 2013 11:18 AM
104	ILS and delivery! [ILS maintenance] [Delivery]	Jan 12, 2013 8:51 AM
105	ILL and Red Box delivery [Delivery] [ILL]	Jan 11, 2013 6:45 PM
106	see number 3	Jan 11, 2013 4:52 PM
107	catalog and delivery [ILS maintenance] [Delivery]	Jan 11, 2013 4:44 PM
108	Help with reference questions. Access to unusual titles. [Collection] [Reference]	Jan 11, 2013 4:30 PM
109	ILS support, Technology support, and Delivery [ILS maintenance] [Delivery] [IT/Network maintenance]	Jan 11, 2013 4:24 PM
110	MWFLS is very good at all of the above. [All]	Jan 11, 2013 3:57 PM
111	Maintaining accurate bibliographic database [Cataloging]	Jan 11, 2013 3:48 PM
112	Maintaining & supporting a shared integrated library system (ILS) Maintaining & supporting a catalog for the public to discover library resources, including print and digital materials. Working with member libraries to determine policies & procedures governing resource sharing, and implementing services that reflect policies & procedures [ILS maintenance] [Consulting]	Jan 11, 2013 3:35 PM
113	Maintaining and managing shared catalog, delivery service. [ILS maintenance] [Delivery]	Jan 11, 2013 3:32 PM
114	Delivery of materials providing the technology person for our ILS [ILS maintenance] [Delivery] [IT/Network maintenance]	Jan 11, 2013 3:22 PM
115	manages the ILS. [ILS maintenance]	Jan 11, 2013 3:12 PM
116	We do not have one.?? [None]	Jan 11, 2013 3:07 PM