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# CARLI Evaluation Survey Final Report

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# **CARLI Evaluation Survey**

## **Final Report**

Prepared on behalf of  
The Consortium of Academic and Research Libraries in Illinois



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## EXECUTIVE SUMMARY

### **Perceptions of CARLI and Usage of Its Products and Services**

- The majority of members were not only aware of CARLI products and services but they also felt positive about the organization.
- The majority of respondents have used a new CARLI service or attended a CARLI topical meeting/session. Participation in CARLI offices, committees, and training sessions or providing suggestions for products or services is much lower.
- Directors or other types of administrators are more likely to hold elected offices or chair or serve on CARLI committees, use a new service from CARLI, and suggest a new product or service than people with different types of responsibilities.
- Directors or other administrators are less likely to view interlibrary resource sharing services, cooperative collection management, professional and technical consulting, and interlibrary delivery as essential or very important functions of CARLI compared to those with other responsibilities.
- Larger institutions are more likely to view cooperative digitization, preservation, and archiving projects as essential or very important compared to smaller institutions.
- The majority of respondents select interlibrary resource sharing services as the first priority, access to electronic information resources as the second priority, and training and continuing education as the third priority for CARLI.
- The longer a respondent worked at a CARLI member institution, the more likely they are to have awareness of the CARLI annual meeting, cooperative collection awards, Digital Collection Management (CONTENTdm), federated search engine (WebFeat), in-person training sessions, netLibrary, topical forums, and Web cast/conference call training sessions.
- Directors and other types of administrators are significantly more likely to have heard of cooperative collection awards, Digital Collection Management, electronic database brokering, HarpWeek, Liebert journals, Saskia image database, and the Sanborn fire insurance maps for Illinois than other respondents.
- Participation in CARLI (using a new service; product and service suggestions; holding office, chairing committees, or serving on committees; and attending training and topical sessions) results in greater awareness and use of CARLI products, services, and subsidized resources.
- People who have held office and chaired or served on CARLI committees are significantly less likely than their peers to agree that CARLI membership is useful to their library and that CARLI does a good job addressing the concerns of academic libraries and librarians.
- Members who have attended training sessions are significantly more likely to agree that they find CARLI training to be useful and that CARLI is responsive to their needs and requests.

## **CARLI Communication Channels**

- The vast majority of respondents are very or somewhat satisfied with their recent experiences contacting CARLI.
- Smaller institutions and directors and other administrators are more likely to have contacted CARLI than larger institutions or people with other types of responsibilities.
- The calendar feature of the CARLI Web site is the most sought after and useful aspect of the site to respondents.
- The majority of respondents get information about CARLI from listserv emails, and such emails are overwhelmingly preferred to learn about changes to products and services, database selection cycles, meeting announcements, new products/services, service outages/support issues, and upcoming training sessions.
- The longer respondents work in a library and work in a CARLI member institution, the more likely they read all or most of the messages CARLI sends out via email. Those with less experience at CARLI institutions and libraries in general are more likely to skim, delete, or not receive CARLI emails.
- Directors and other administrators are much more likely to pass on CARLI information to their colleagues.
- Respondents from larger institutions are slightly less likely to pass on CARLI announcements to their colleagues than respondents from smaller institutions.
- Electronic discussion lists and periodicals are the most frequently used resources to stay up to date at work, followed by books, live Web casts and downloadable video. The majority of respondents never use podcasts, wikis, asynchronous Web-based courses, or blogs.
- The majority of respondents either somewhat prefer or prefer the most to receive training in-person, followed by direct response, synchronous Web-based tools, library site visits, and conference calls.

## **About the Respondents**

- There were 526 survey participations, which yields a response rate of 42.7%.
- 41.9% of respondents did not know what type of CARLI membership their institution had.
- The majority of respondents work in public services (36.0%), including circulation, resource sharing/interlibrary loan, and reference duties. Directors (18.9%) and technical services (18.9%) followed.
- Well over half of respondents (56.5%) have been in the library field for more than 15 years, followed by 20.8% of respondents who have worked in libraries for three to nine years.
- When respondents were asked about their work experience with CARLI libraries, 37.3% of respondents have worked in a CARLI member institution for three to nine years, followed by 31.1% who have worked in a CARLI institution for more than 15 years.



## METHODS

The Library Research Center (LRC) administered a web survey for the Consortium of Academic and Research Libraries in Illinois (CARLI), asking respondents to evaluate CARLI's products and services and provide insights to help inform CARLI's strategic management decisions. The survey opened on January 5, 2007. After the initial mailing, a subsequent reminder was sent to members on January 19th. A second reminder was sent out on February 9th and 11th. Although it was initially planned for the survey to stay open until February 15th, the survey was not closed until March 10th to allow for one final reminder, which was sent out to respondents on February 26th, encouraging them to participate.

The final survey data set included responses from 526 participants. Based on the number of initial survey invitations (1,376) and the number of bad addresses (144), the response rate is 42.7%. This figure does not take into account respondents who took the survey but were not on the original email lists.

Survey data was reviewed for completeness and consistency across answers. Respondents who did not answer at least answer through Q3 (Below is a listing of products and services that CARLI currently offers. In the left-hand column (a), indicate whether you have heard of or seen anything about each product, program, or service. If "Yes," indicate in the right-hand column (b) if you have used the product, program, or service) were dropped from the final dataset. If a respondent indicated that they had not heard of or seen something on any of the items listed in Q3, any answer that was provided in the second column on whether or not they had used the product or service was ignored. Beyond these adjustments, the survey data remained unchanged for the analysis.

## RESULTS

Questions in the CARLI survey fell into three groupings: perceptions of CARLI and usage of CARLI products and services, usage of and preferences for CARLI communications, and member and institution demographics.

For the final analysis, the variables institution type (Q19), institutional mission (Q20), institution size (Q21), library position (Q23a), length of work at libraries (Q24), and length of work at CARLI institutions (Q25) were examined in the context of the questions focusing on the respondents' perception of CARLI and its products and services and CARLI communication channels. From the results of these cross-tabulations, only significant differences, that is, instances when the differences in survey answers between demographic categories represent real differences in the population, are reported. Hypotheses about responses and correlation coefficients were also tested where appropriate. In all cases, significance was tested at the 95% level, meaning that the results of the cross-tabulations and hypotheses have a 95% chance of being true.

The detailed response frequencies for each question can be found in Appendix A. Open-ended responses can be found in Appendix B.

## Perceptions of CARLI and Usage of Its Products and Services

### *Levels of CARLI Participation (Q1)*

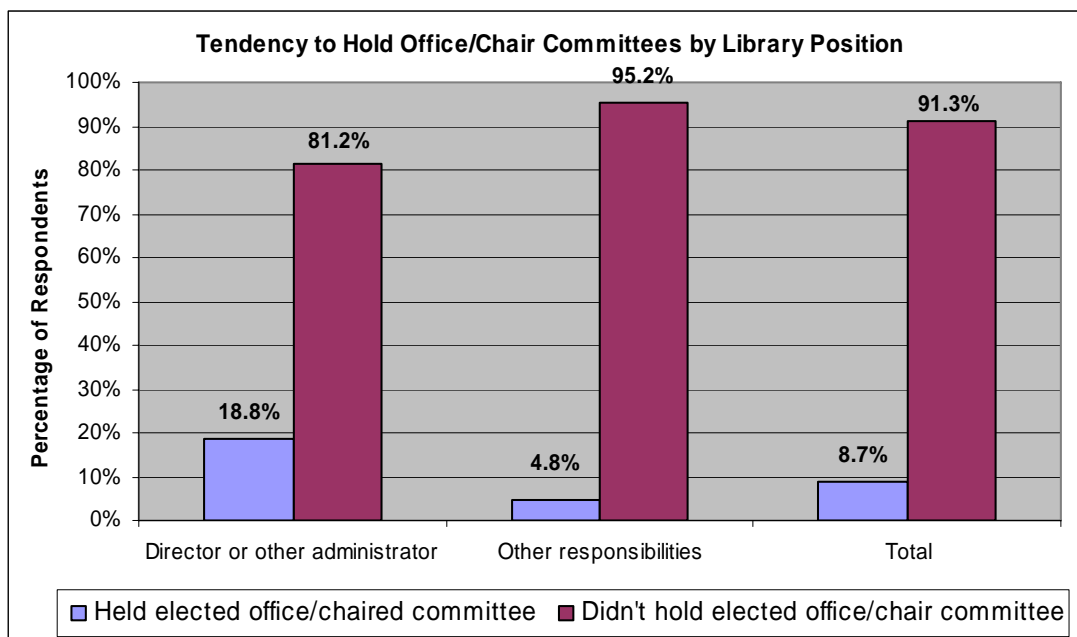
The majority of respondents have used a new CARLI service (62.5%) or attended a CARLI topical meeting/session (53.4%). However, participation in CARLI offices, committees, and training sessions or providing suggestions for products or services is much lower, where the majority of respondents have not engaged in those CARLI activities within the past 18 months.

It is assumed that people with higher levels of responsibilities will be more interested in participating at higher levels in CARLI, which results in the first hypothesis:

**Hypothesis 1:** Respondents who are directors or other types of administrators will be more likely to hold CARLI offices or chair CARLI committees than respondents in other library positions.

A chi-square test was used to determine if there was a relationship between library position and participation in CARLI committees or offices. The results of this test confirmed that there is a positive association between library position and tendency to hold CARLI offices or chair committees. Chart 1 shows the significant differences.

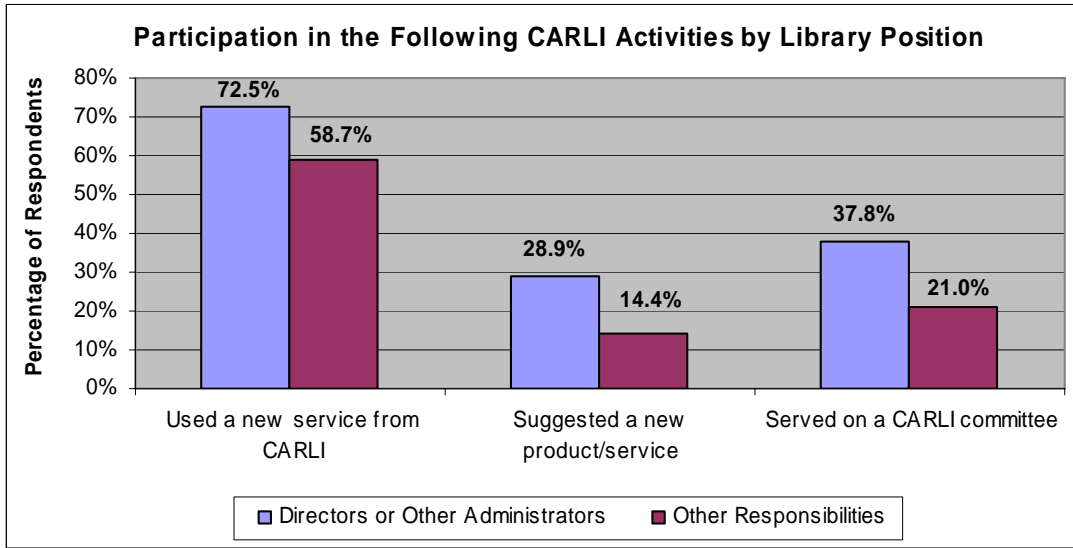
Chart 1



Therefore, H1 is true, meaning respondents who are directors or other types of administrators are more likely to hold elected offices or chair CARLI committees than people with different types of responsibilities.

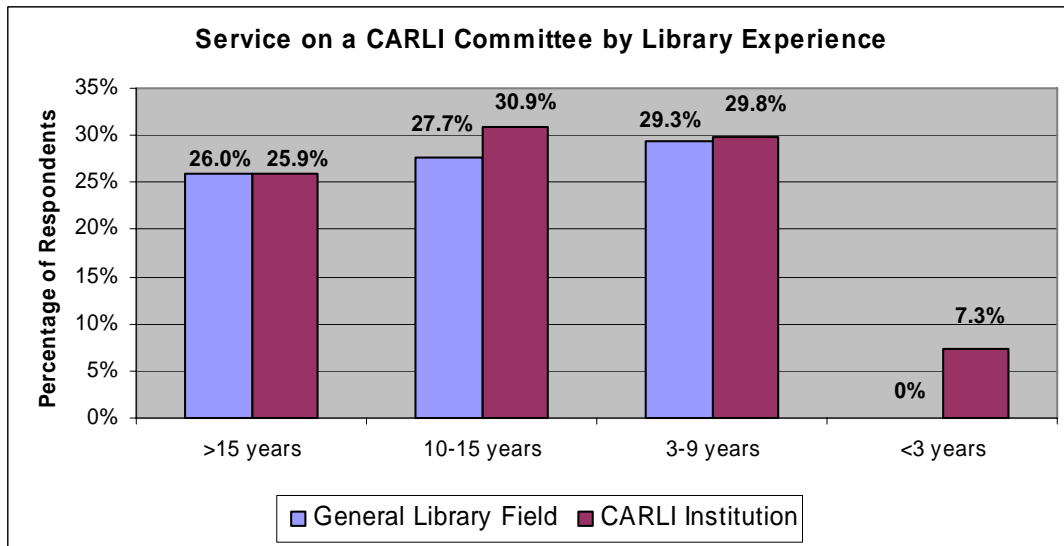
Based on additional analyses, directors and other administrators are also significantly more likely to use a new service from CARLI, suggest a new product or service, and serve on a CARLI committee as displayed in Chart 2.

Chart 2



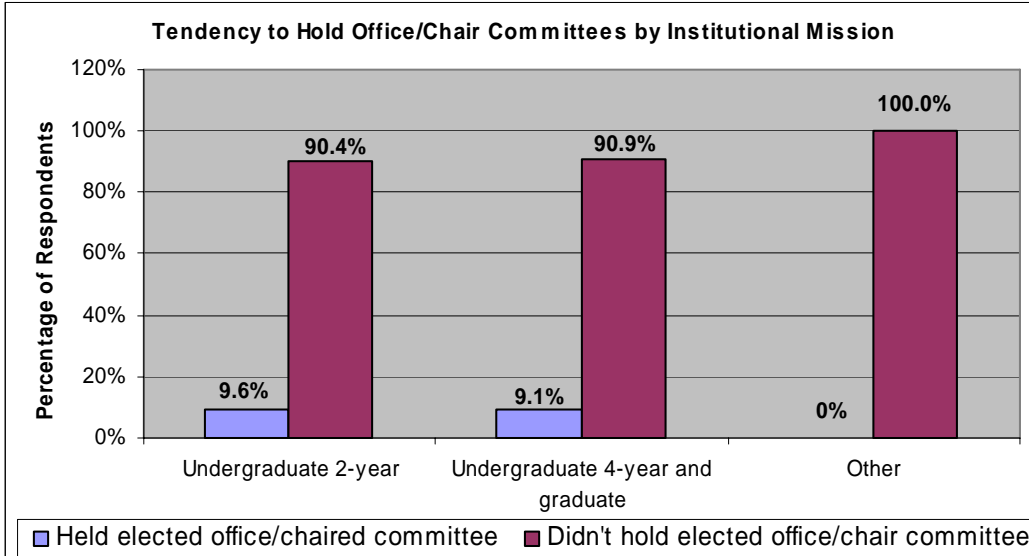
Length of service in CARLI libraries (Q25) and at libraries in general (Q24) is also a significant factor for whether or not respondents served on a CARLI committee in the past 18 months. There is a significant difference between people with less than three years of library experience and people with less than three years at a CARLI institution compared to the rest of the respondents. Chart 3 shows the significant differences in people who served on CARLI committees in the last 18 months by library service.

Chart 3



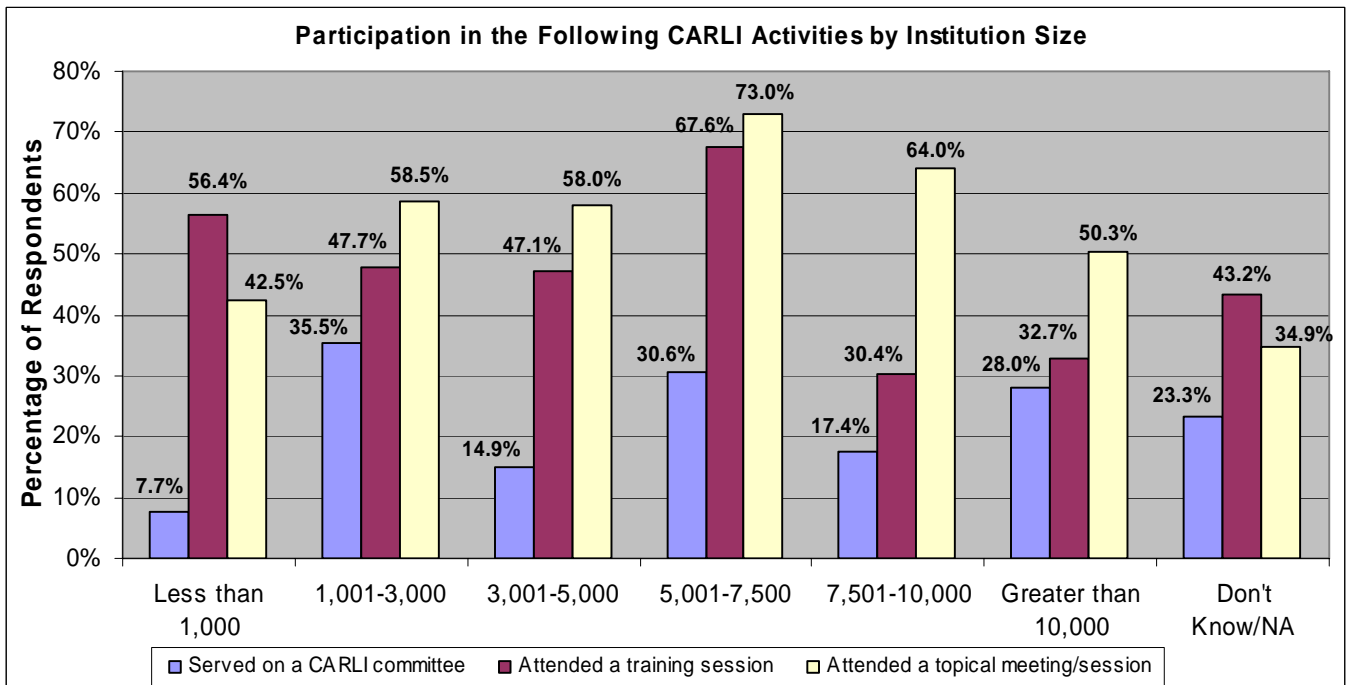
Holding a CARLI elected office or chairing a committee is significant for respondents with different institutional missions (Q20). Respondents from institutions that do not have two-year or four-year undergraduate missions or graduate missions are significantly more likely never have held a CARLI office or chair a CARLI committee. All differences between the libraries with different institutional missions are significant, as displayed in Chart 4.

Chart 4



Finally, institution size (Q21) proved to be a significant factor for participation on CARLI committees, training sessions, or topical meetings and sessions. A greater percentage of members from institutions with student enrollment between 1,001 and 3,000 have served on CARLI committees than people from other institutions. A greater number of respondents from institutions with student enrollment between 5,001 and 7,500 have attended training sessions and topical meetings. The significant differences are displayed in Chart 5.

Chart 5

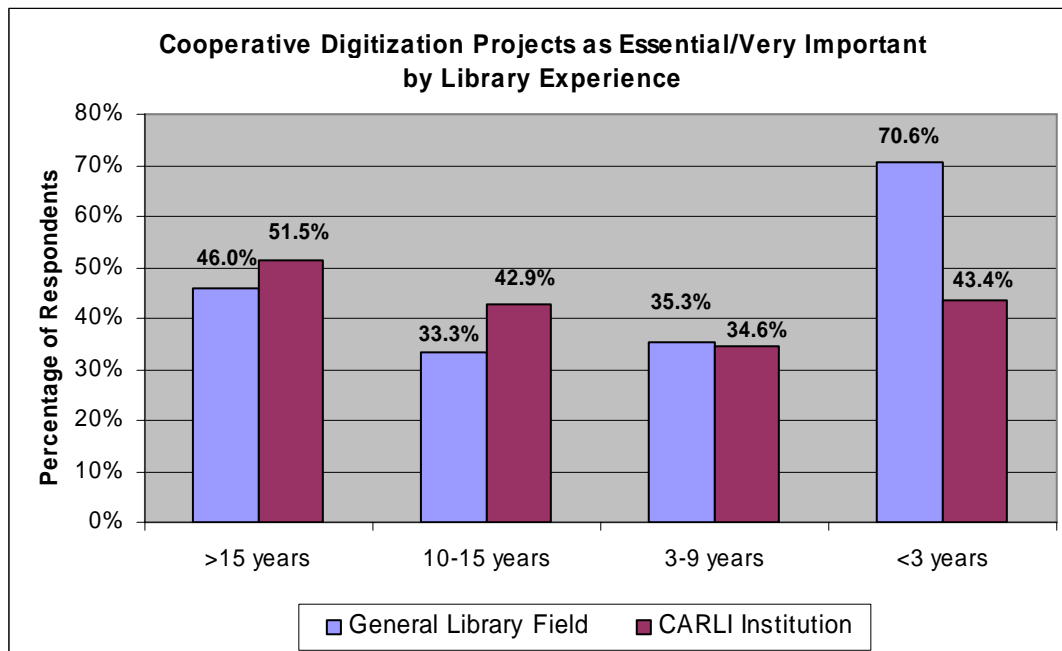


### CARLI Roles and Priorities (Q2 – 2b)

The majority of respondents feel that all the statements representing roles CARLI fulfills in Q2 are either essential (interlibrary resource sharing services, access to electronic information resources, interlibrary delivery, and access to an integrated library management system), very important (new product development or service, opportunity to network with other libraries, training and continuing education, cooperative collection management, grants and other funding opportunities, professional and technical consulting, and advocacy programs at the local/state/regional level), or moderately important (cooperative preservation projects, cooperative digitization projects, cooperative archiving and storage projects).

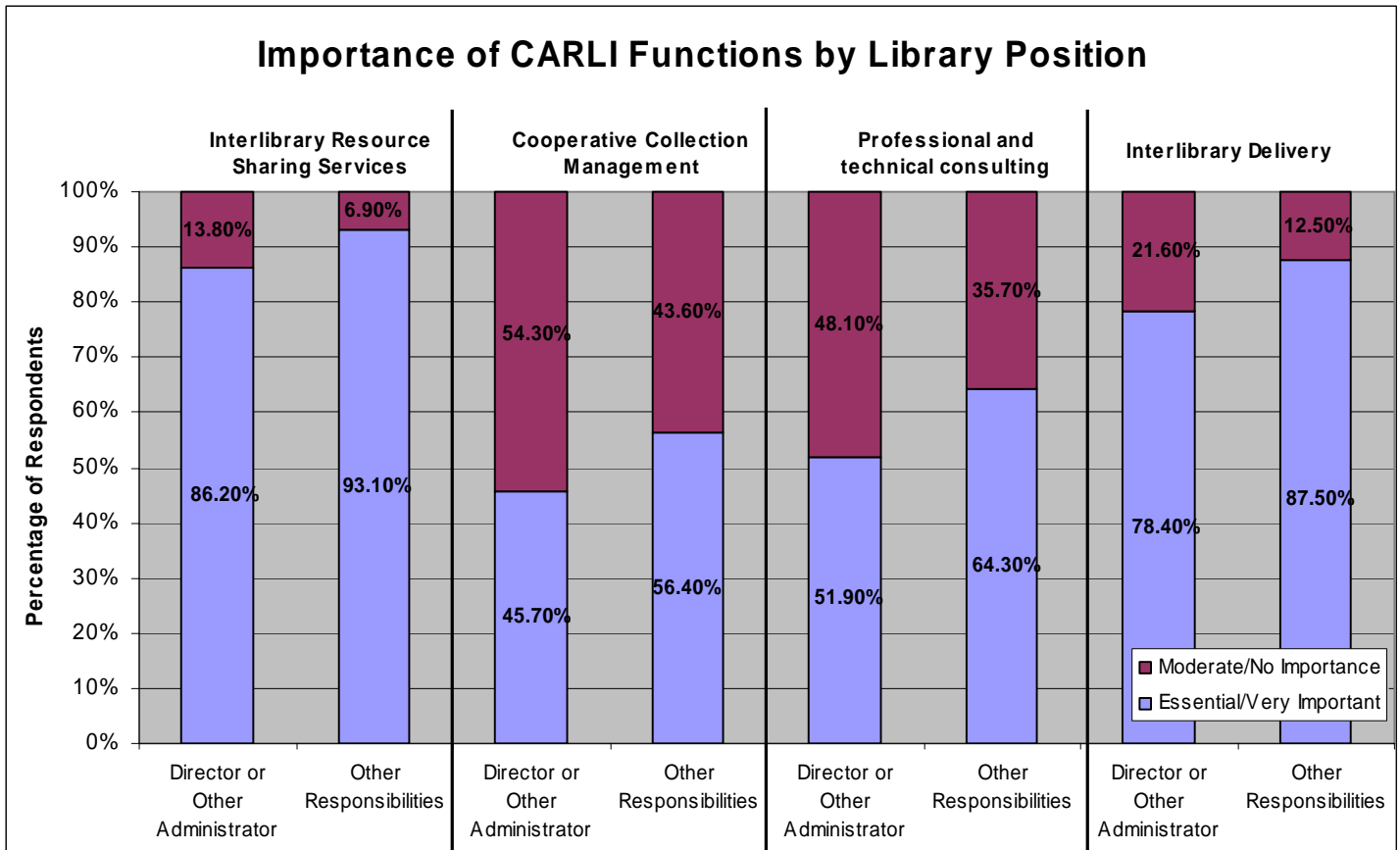
Length of service in the library field (Q24) as well as length of service in CARLI institutions (Q25) is significant in how respondents view the importance of cooperative digitization projects. More people with less than three years service in the library field view cooperative digitization projects as essential or very important. There is a slight positive association between length of service at a CARLI institution and viewing cooperative digitization projects as essential or very important ( $r = 0.107$ ), meaning that people with more experience were more likely to view digitization projects as important. The significant differences are presented in Chart 6.

Chart 6



Respondent's position with their library is also a factor in how they viewed the importance of the following activities: interlibrary resource sharing services, cooperative collection management, professional and technical consulting, and interlibrary delivery. There is a slight negative correlation between library position and the importance of interlibrary resource sharing services ( $r = -0.108$ ), cooperative collection management ( $r = -0.098$ ), professional and technical consulting ( $r = -0.114$ ), and interlibrary delivery ( $r = -0.114$ ). This means that directors or other administrators are less likely to view the activities as essential or very important compared to those with other responsibilities. Chart 7 shows the significant differences in importance placed on the CARLI functions by respondents with different job responsibilities.

Chart 7



Different institutional missions (Q20) also affect the importance respondents place on CARLI functions. Chart 8 illustrates the significant differences between institutional mission and the importance of interlibrary resource sharing services; access to integrated library management system; cooperative digitization, preservation, and archiving projects; interlibrary delivery; and networking with other libraries.

For institution type, there are significant differences for the importance of access to integrated library management system, cooperative collection management, and cooperative digitization, preservation and archiving projects, as displayed in Chart 9.

Chart 8

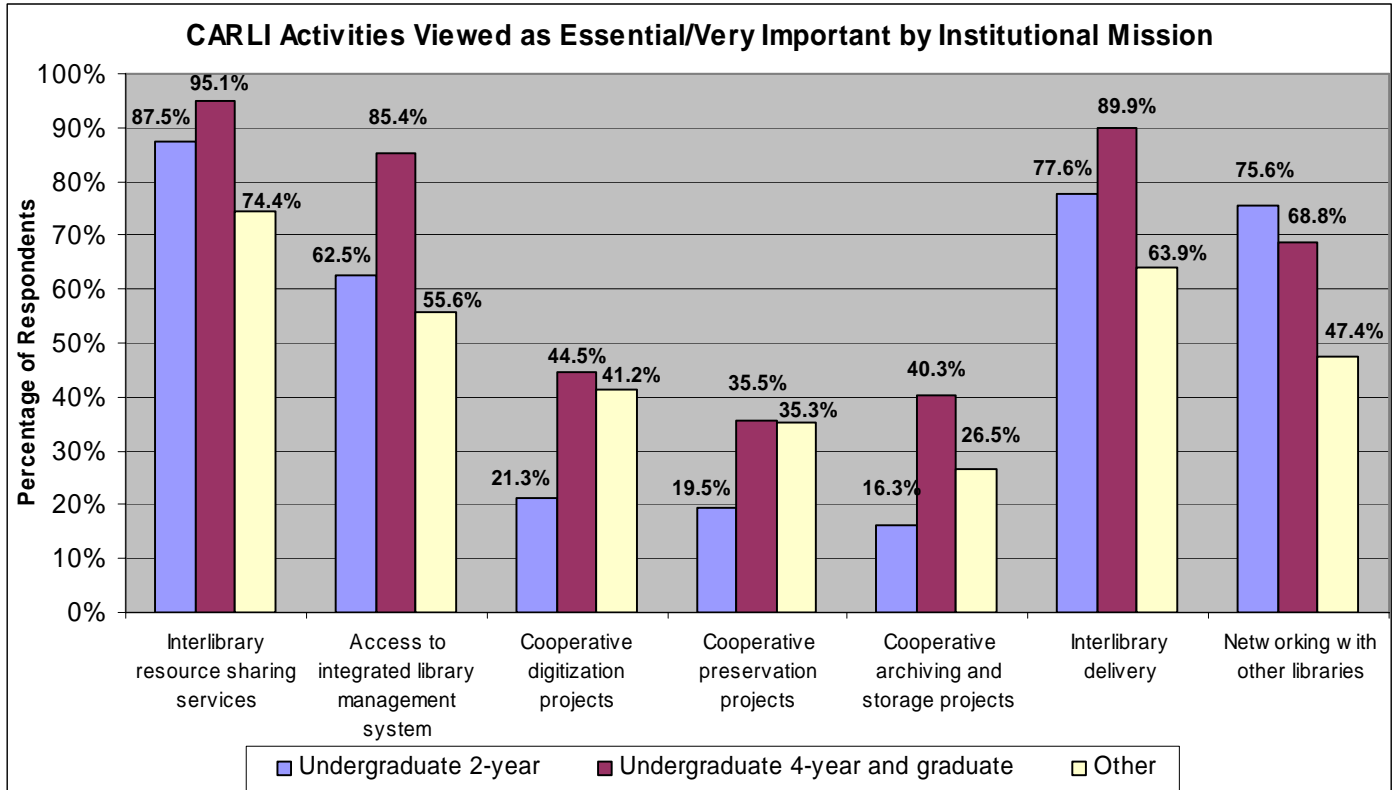
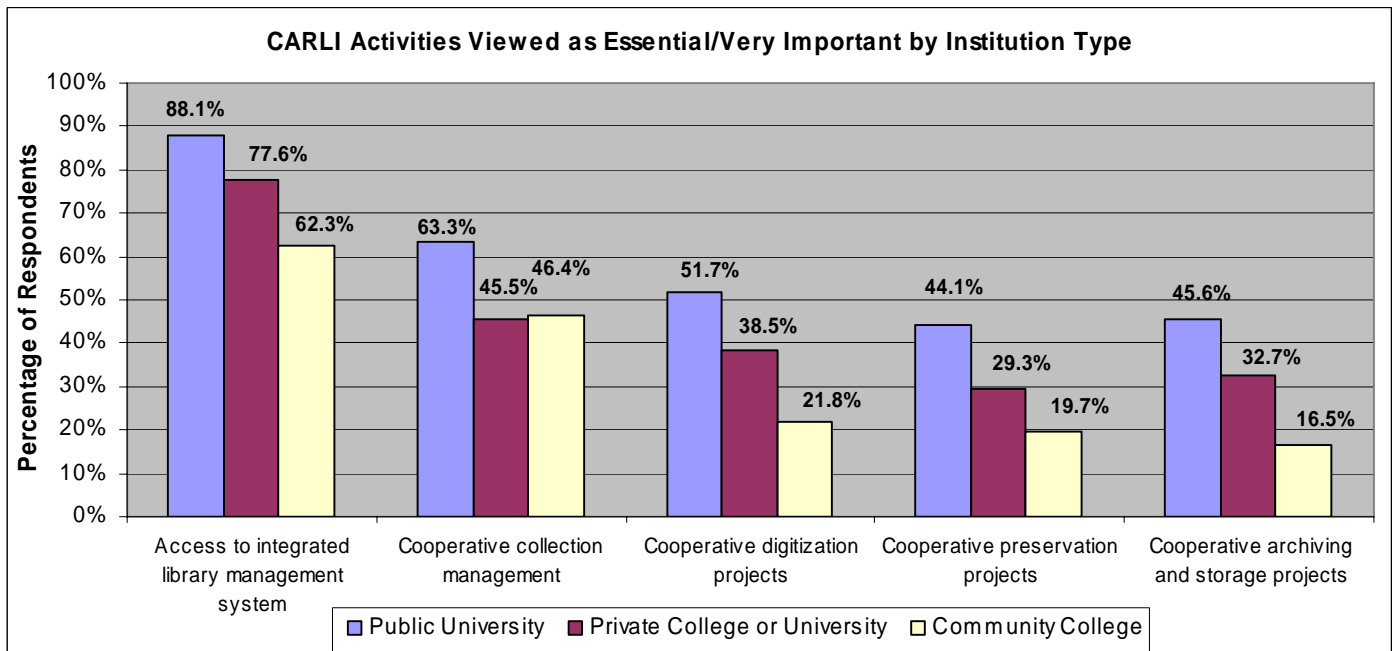


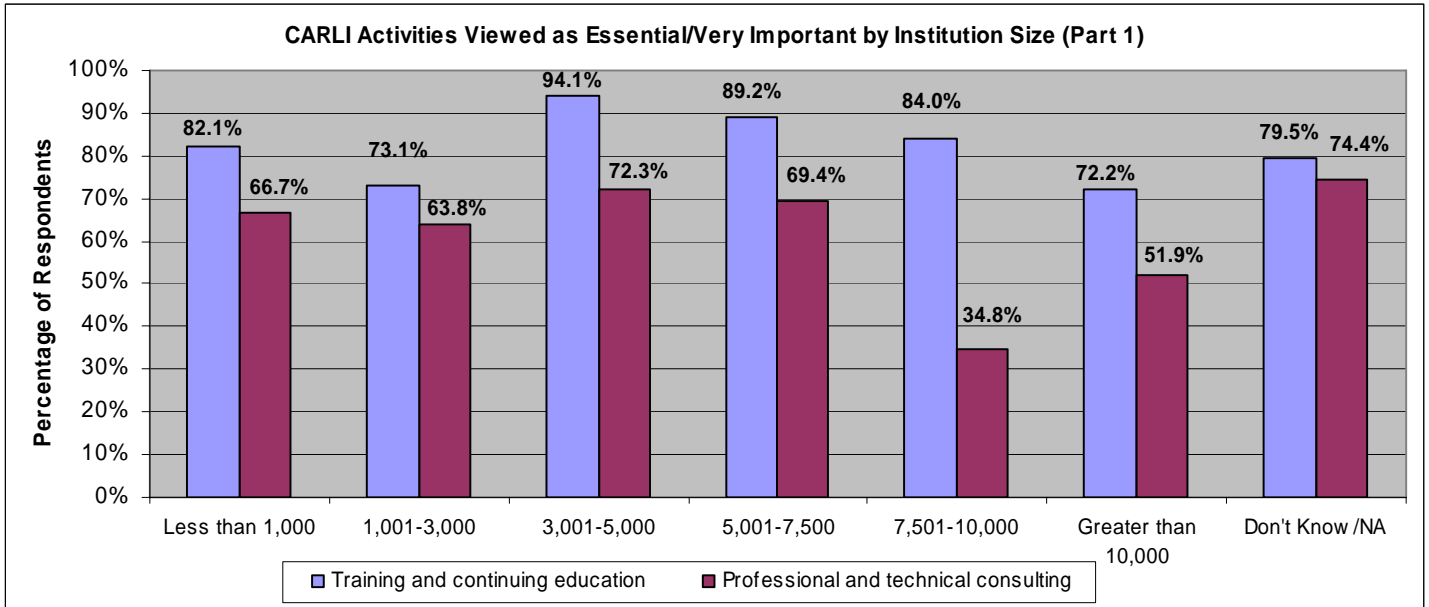
Chart 9



Institution size (Q21) also results in significant differences for how respondents view the importance of certain CARLI functions. For institutions of all sizes, the majority of respondents view training and continuing education as essential or very important. There is a slight positive correlation between institution size and viewing training and continuing education as important, meaning the larger the

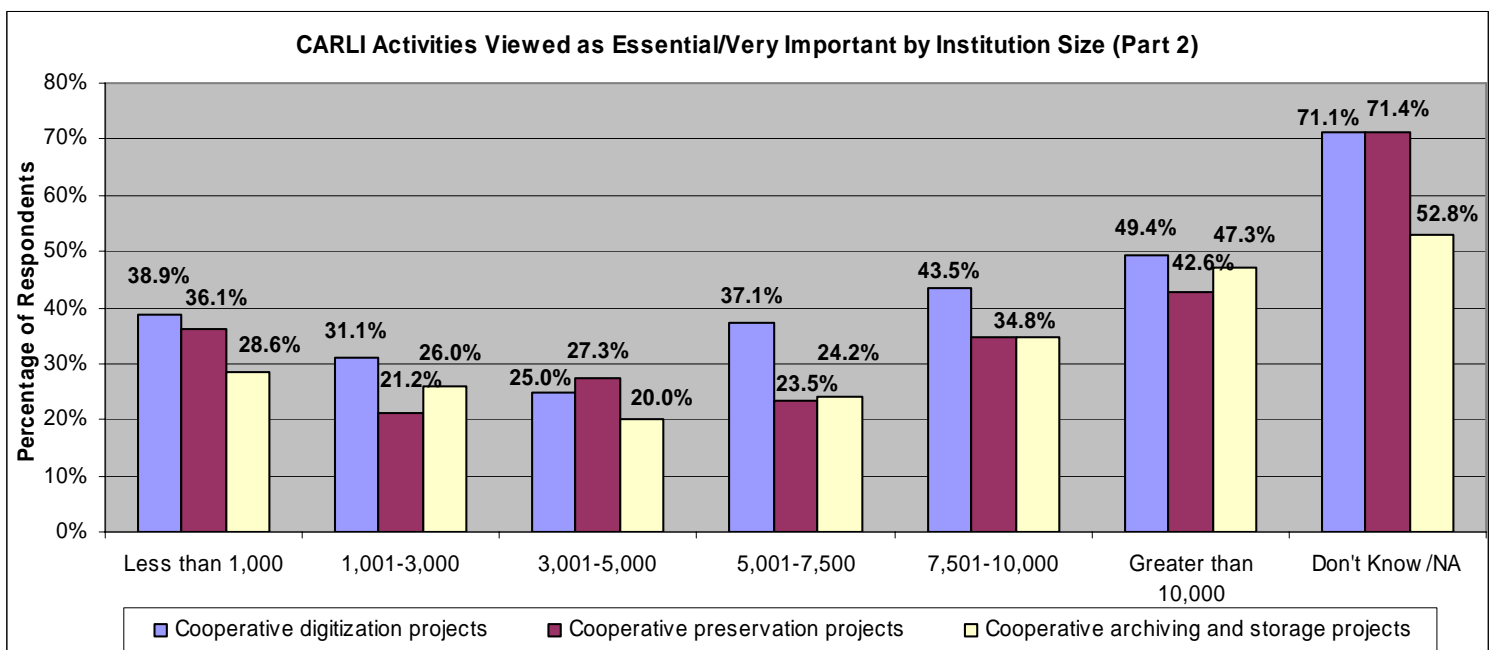
institution, the more likely respondents are to view training and continuing education as essential or very important. Please see Chart 10 for additional breakdowns.

Chart 10



The importance of cooperative projects like digitization, preservation, and archiving also results in significant differences by institution size. There is a slight positive correlation between institution size and the importance of cooperative digitization projects ( $r = 0.152$ ), cooperative preservation projects ( $r = 0.151$ ), and cooperative archiving and storage projects ( $r = 0.197$ ), meaning that the larger the institution the more likely they are to view these type of projects as essential or very important. The significant differences are shown in Chart 11.

Chart 11

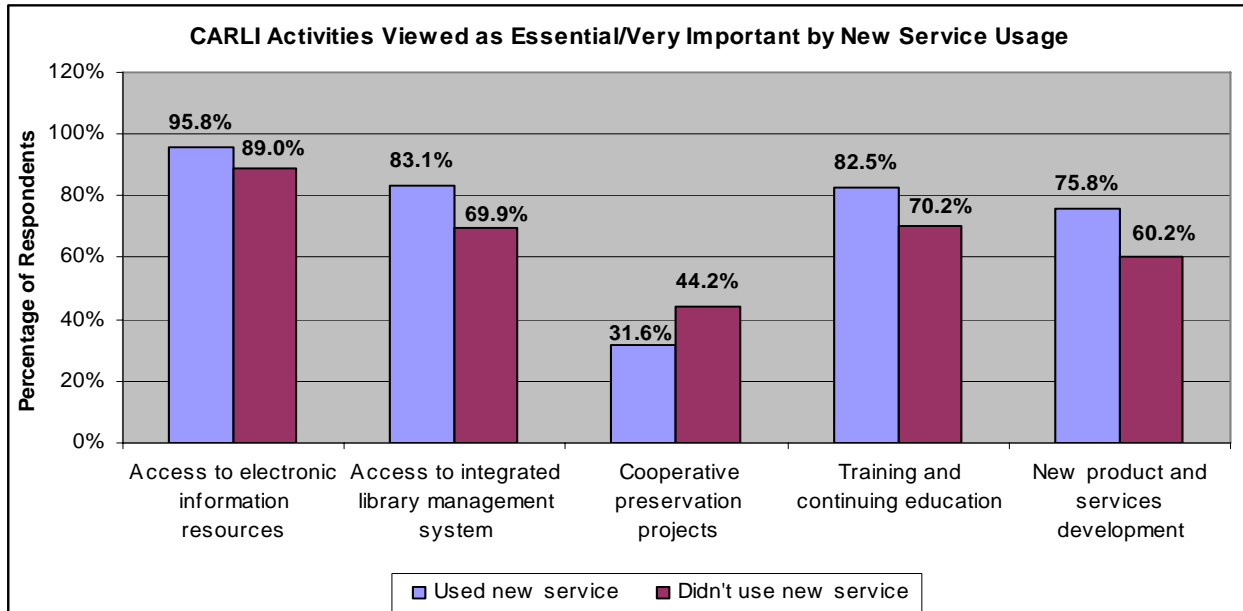




Responses for Q2 dealing with the importance of CARLI activities were also compared to the respondents' level of involvement with CARLI in the past 18 months, based on their answers to Q1.

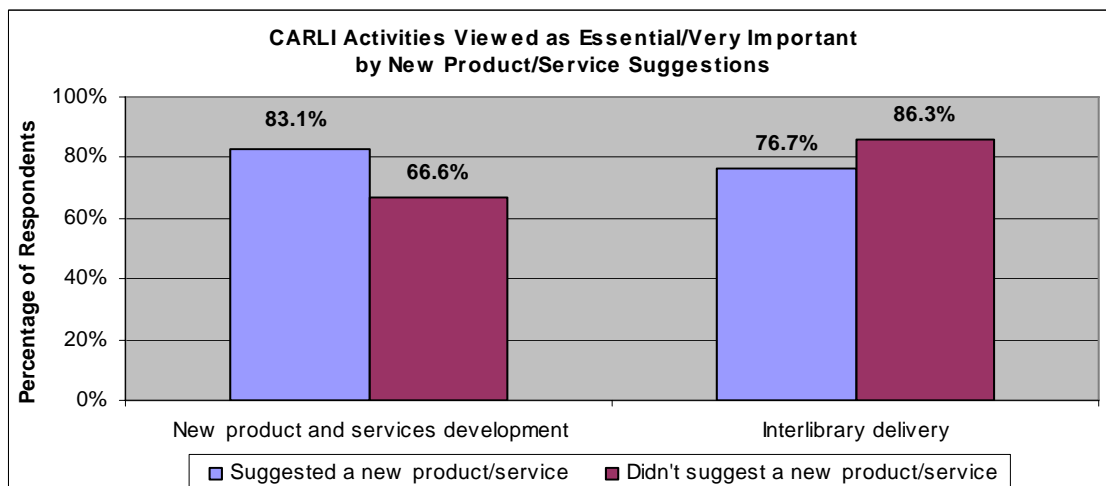
People who have used a new CARLI service in the past 18 months are significantly more likely to view access to electronic information resources, access to an integrated library management system, training and continuing education, and new product and services development as essential or very important. Conversely, people who have not used a new CARLI service are significantly more likely to view cooperative preservation projects as essential or very important. These differences are presented in Chart 12.

Chart 12



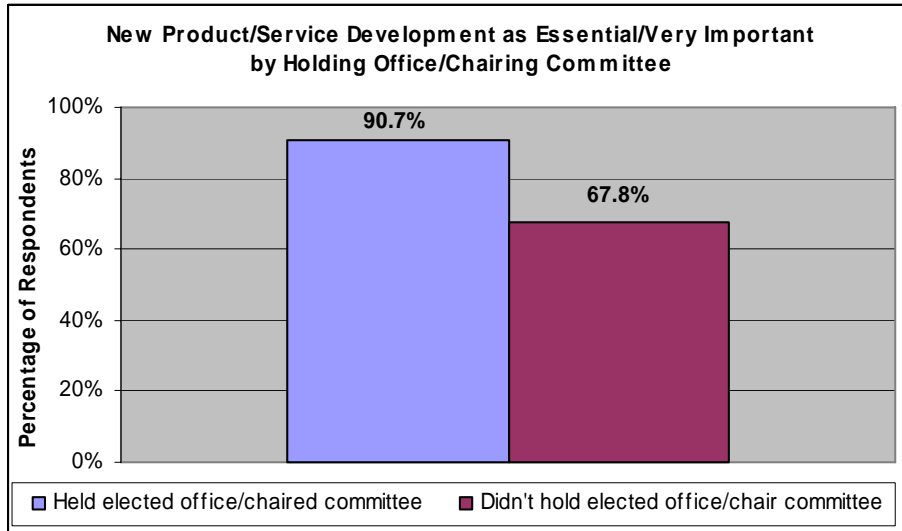
Logically, respondents who have made suggestions to CARLI for new products or services are significantly more likely to view new product and service development as an essential or very important role for CARLI when compared to those who have not made suggestions for products or services. Instead, people who have not made suggestions are significantly more likely to place importance on interlibrary delivery as displayed in Chart 13.

Chart 13



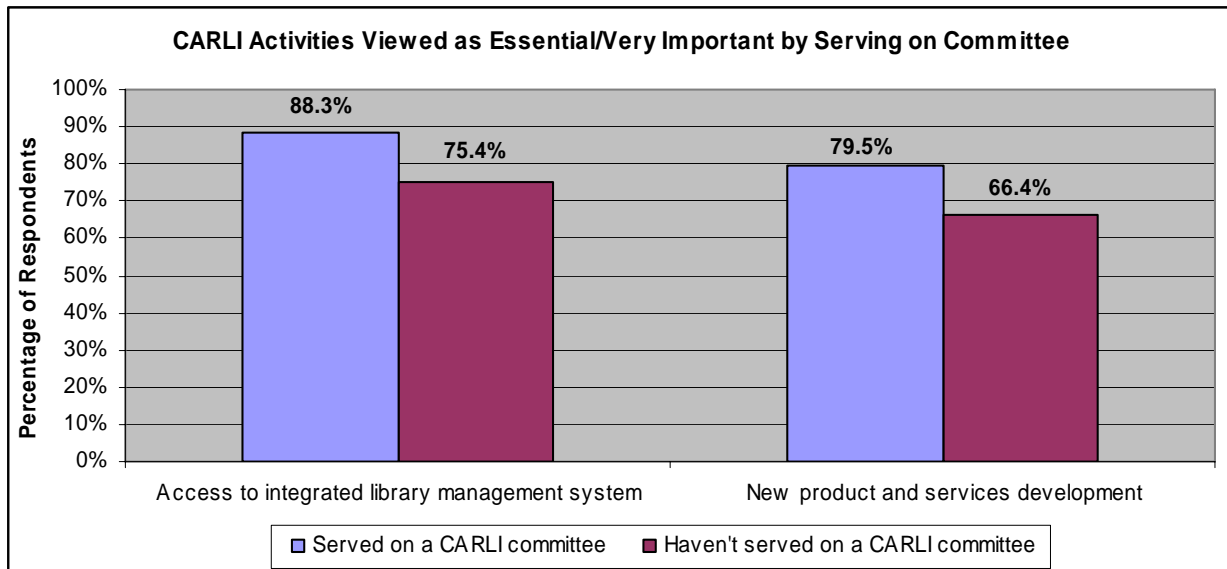
Members who have held elected offices or chaired CARLI committees are significantly more likely to view new product and service development as an essential or very important aspect of CARLI over those who have not, as Chart 14 depicts.

Chart 14



Respondents who have served on a CARLI committee are significantly more likely to view both access to an integrated library management system and new product and services development as an essential or very important aspect of CARLI over those who have not served on committees in the past 18 months. These significant differences are presented in Chart 15.

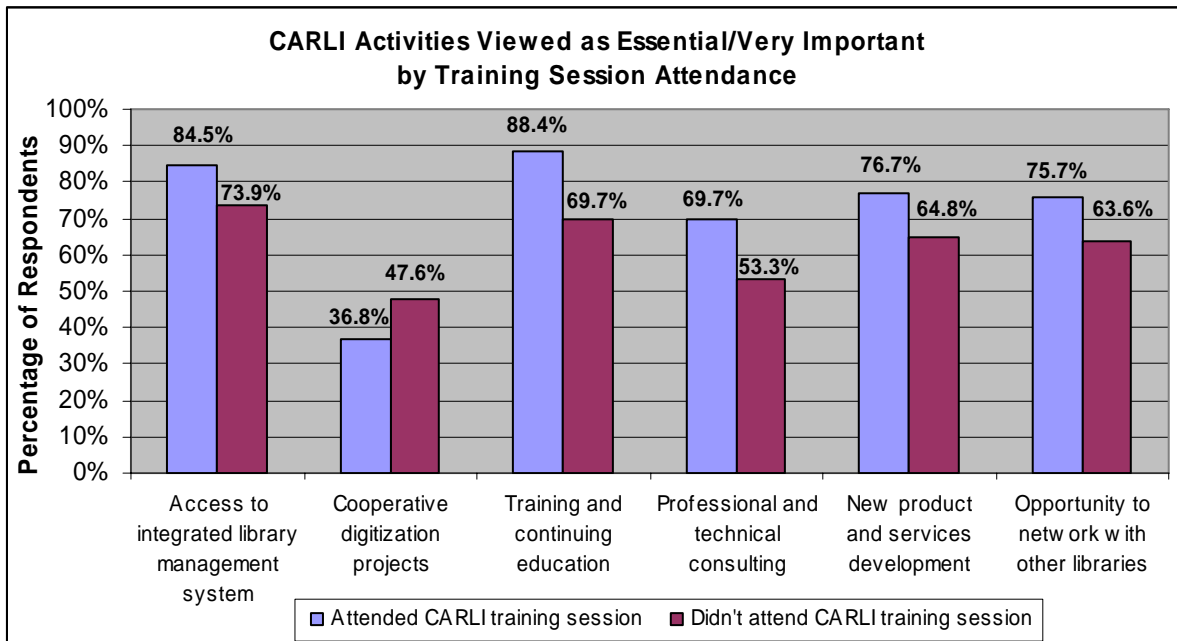
Chart 15



Access to an integrated library management system, training and continuing education, professional and technical consulting, new product and services development, and the opportunity to network with other libraries are viewed as essential or very important functions of CARLI by those who have

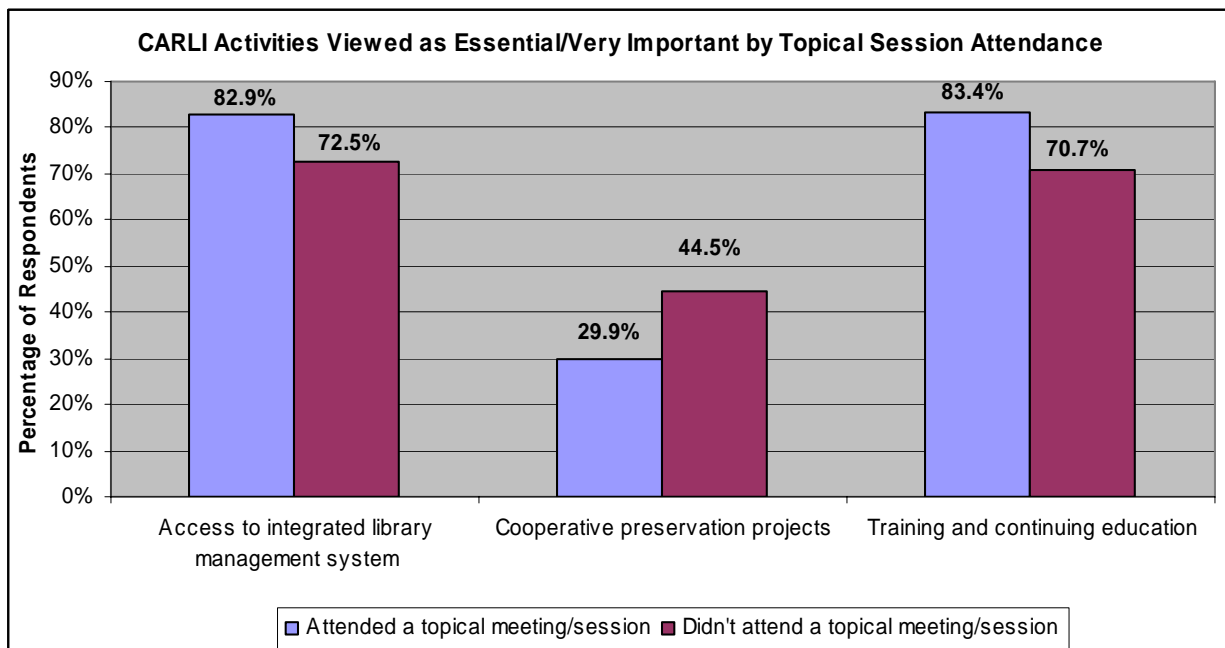
attended CARLI training sessions within the past 18 months. Conversely, cooperative digitization projects are significantly more important to those who have not attended such training sessions. The significant relationships are shown in Chart 16.

Chart 16



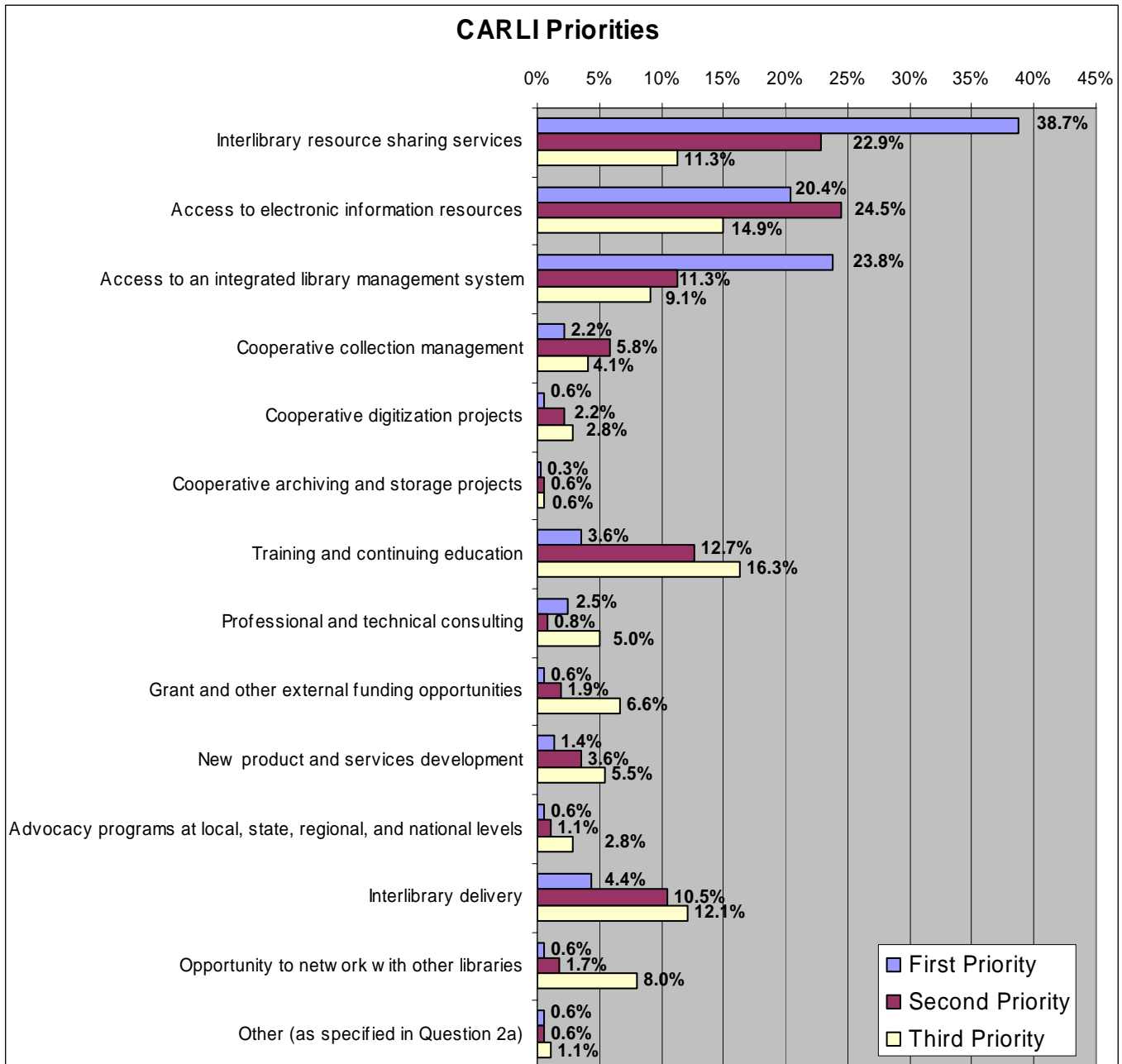
When topical session attendance is compared to the importance placed on CARLI activities, those who attended such meetings are significantly more likely to view access to an integrated library management system and training and continuing education as essential or very important CARLI activities. On the other hand, those who have not attended topical sessions are significantly more likely to place importance on cooperative preservation projects, as depicted in Chart 17.

Chart 17



Respondents were also asked to prioritize the major roles of CARLI from Q2 in order of importance. Overall, the majority of respondents select interlibrary resource sharing services (38.7%) as the first priority, access to electronic information resources as the second priority (24.5%), and training and continuing education as the third priority (16.3%). Respondents had many items to choose from, which may explain why there some variance on this question as illustrated in Chart 18.

Chart 18



*Awareness, Use, and Interest for CARLI Products and Services (Q3 – 4)*

For nearly all the products and services listed in Q3 of the survey, the majority of respondents have heard of or seen something on the product or service mentioned. The only exception to this is the Liebert journals. Considering that Liebert journals have a medical and hard science orientation, this may not be terribly surprising given the variety of CARLI member institutions. However, it is worth noting that of those who had heard of Liebert journals, 60% use them as a subsidized resource from CARLI.

Since the results of Q3 demonstrate a respondents' awareness of CARLI's products and services, it was used as the basis for the following hypothesis:

**Hypothesis 2:** Respondents who have worked longer in CARLI institutions are more likely to be aware of and use CARLI services than other respondents.

Chi-square tests were used to test the relationship between length in CARLI institution (Q25) and awareness and use of CARLI Services. An asterisk in Table 1 depicts statistically significant differences in Chi-square tests between the four respondent groups for length in CARLI institution (more than 15 years, ten to 15 years, three to nine years, less than three years). A plus sign indicates that the difference is positive while a minus sign shows that the relationship is negative.

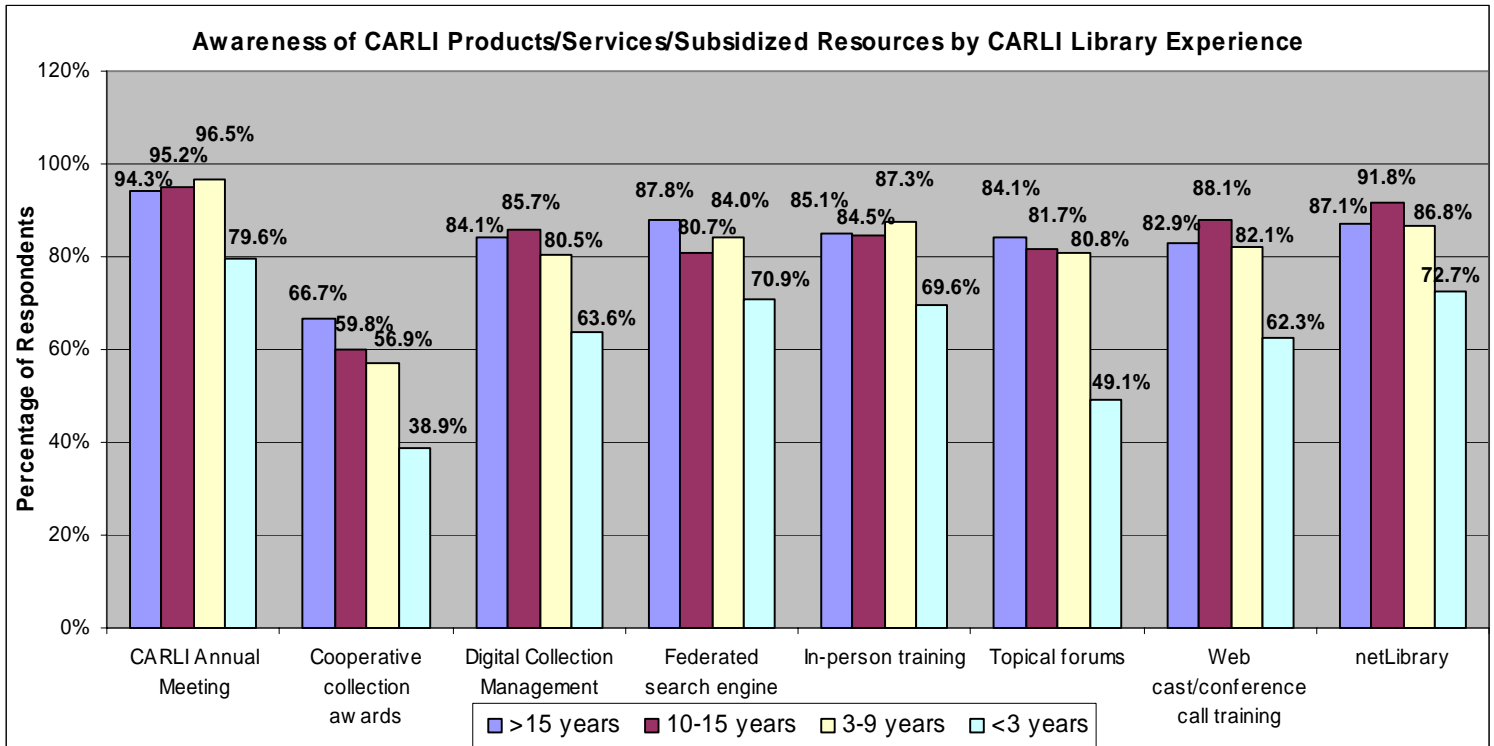
Table 1

	(a) Heard of/ seen something on?	(b) Used/ participated in?
CARLI Annual meeting	* +	* +
Cooperative collection awards	* +	* +
Digital collection management	* +	
Electronic database brokering		
Federated search engine	* +	
In-person training sessions	* +	
i-share catalog and resource sharing		
Link resolver (SFX)		
Topical forums	* +	
Webcast/conference call training sessions	* +	
Subsidized resources		
Chronicle of higher education online		* -
EBSCO academic search premier		
EBSCO business source elite		
HarpWeek		* -
Liebert journals		* -
netLibrary	* +	
Oxford English dictionary		
Saskia image database		* -
Sanborn fire insurance maps for Illinois		

Thus, awareness of the CARLI annual meeting, cooperative collection awards, Digital Collection Management (CONTENTdm), federated search engine (WebFeat), in-person training sessions, netLibrary, topical forums, and Web cast/conference call training sessions is significantly higher for people who have been in CARLI institutions for the longest. In other words, the longer a respondent works at a CARLI member institution, the more likely they are to have awareness of the CARLI annual meeting, cooperative collection awards, Digital Collection Management (CONTENTdm),

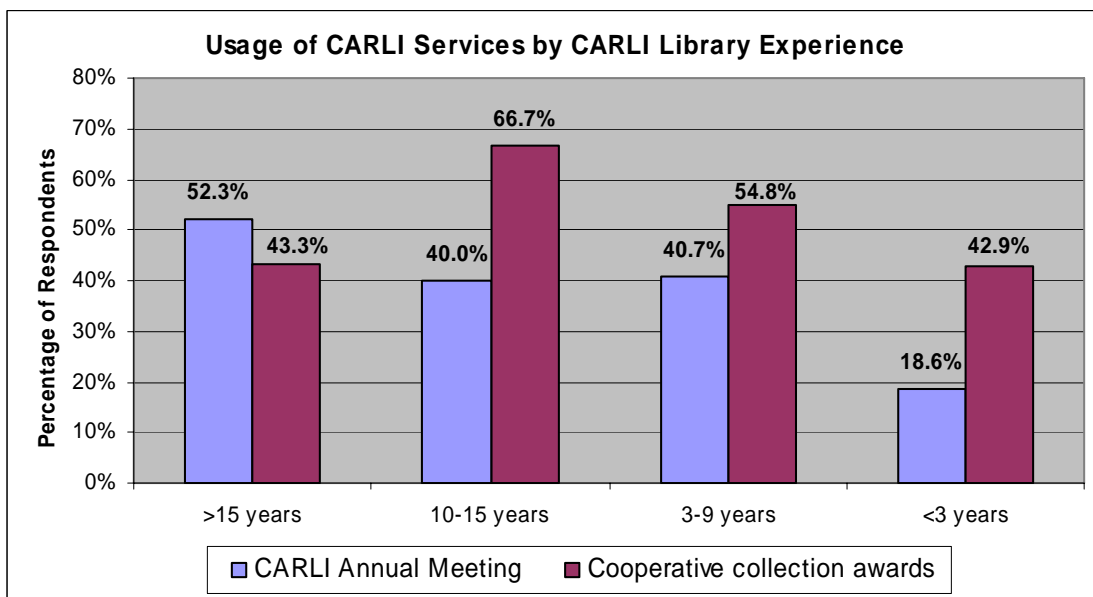
federated search engine, in-person training sessions, netLibrary, topical forums, and Web cast/conference call training sessions. These significant relationships can be found in Chart 19.

Chart 19



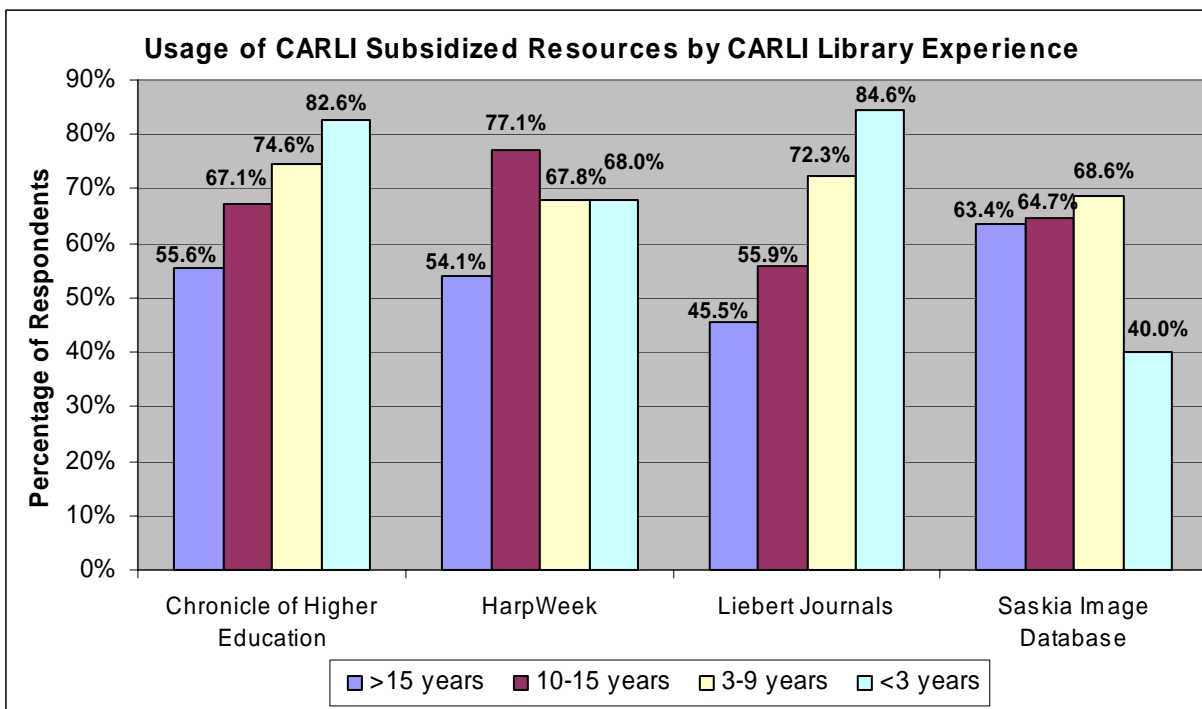
Similarly, the longer a respondent works at a CARLI member institution, the more likely they are to have participated in the CARLI annual meeting and cooperative collection awards, as demonstrated in Chart 20.

Chart 20



There is a negative association between length in CARLI institution and usage of the *Chronicle of Higher Education Online*, HarpWeek, Liebert journals, and the Saskia image database, meaning that respondents who have worked in CARLI institutions for less time are more likely to have used these particular resources. This is displayed in Chart 21.

Chart 21



Therefore, H2 is true in certain instances (CARLI annual meeting, cooperative collection awards, Digital Collection Management, federated search engine, in-person training sessions, netLibrary, topical forums, and Web cast/conference call training sessions) and the opposite of what is expected in others (*Chronicle of Higher Education Online*, HarpWeek, Liebert journals, and the Saskia image database).

Further analysis demonstrates that length of library service in general is significant in addition to service in CARLI libraries for whether or not respondents have heard of certain CARLI products, services, and subsidized resources. There is a slight positive correlation between library experience and the CARLI annual meeting ( $r = 0.181$ ), cooperative collection awards ( $r = 0.221$ ), Digital Collection Management ( $r = 0.139$ ), link resolver ( $r = 0.093$ ), Web cast and conference call training sessions ( $r = 0.123$ ), topical forums ( $r = 0.159$ ), the *Chronicle of Higher Education Online* ( $r = 0.110$ ), HarpWeek ( $r = 0.131$ ), Liebert journals ( $r = 0.163$ ), netLibrary ( $r = 0.129$ ), and the Sanborn Fire Insurance Maps for Illinois ( $r = 0.107$ ). For these products or services, the more experience a member had in libraries, the more likely they are to have heard or seen something on the product or service in question.

Chart 22 shows the significant differences for CARLI services and products while Chart 23 focuses on significant subsidized resources.

Chart 22

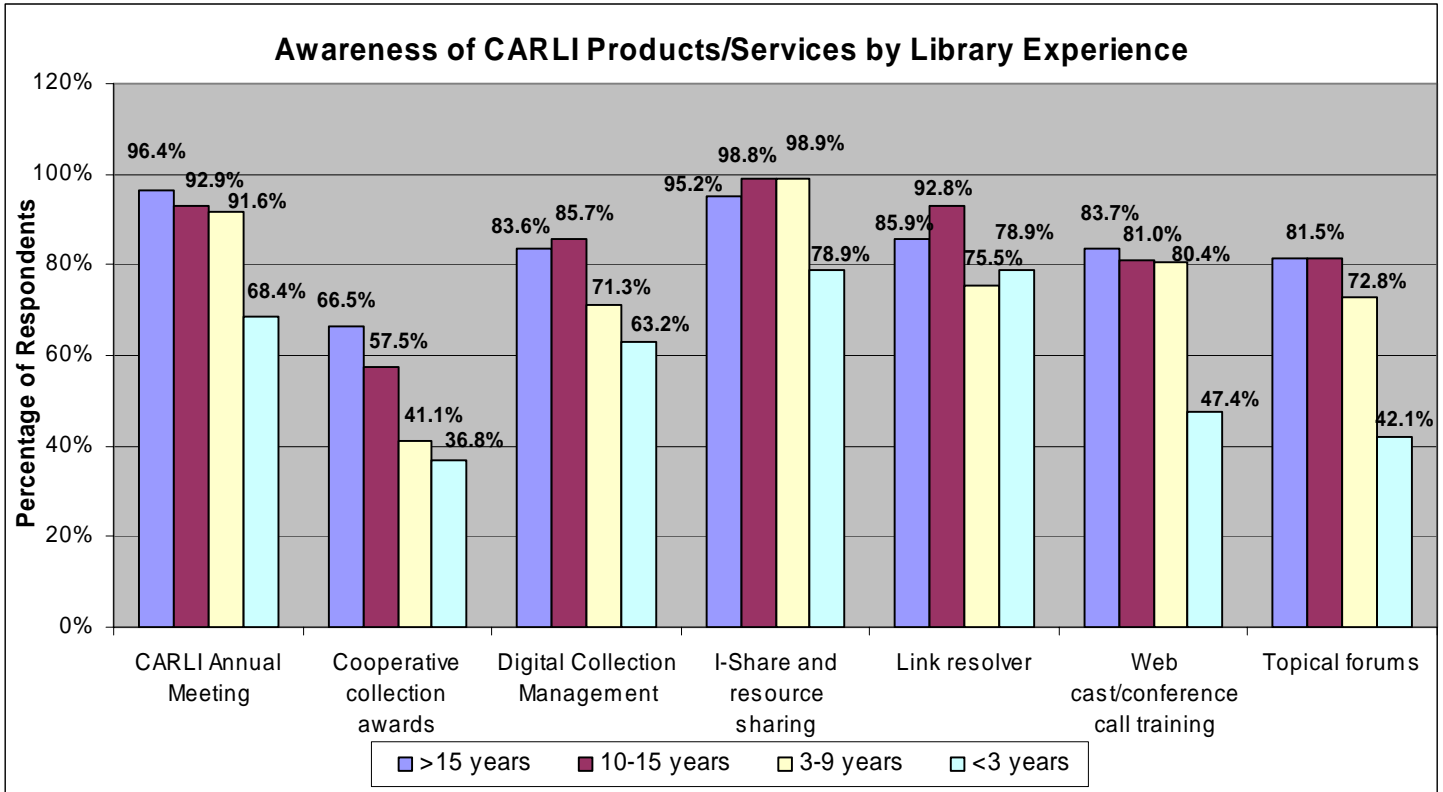
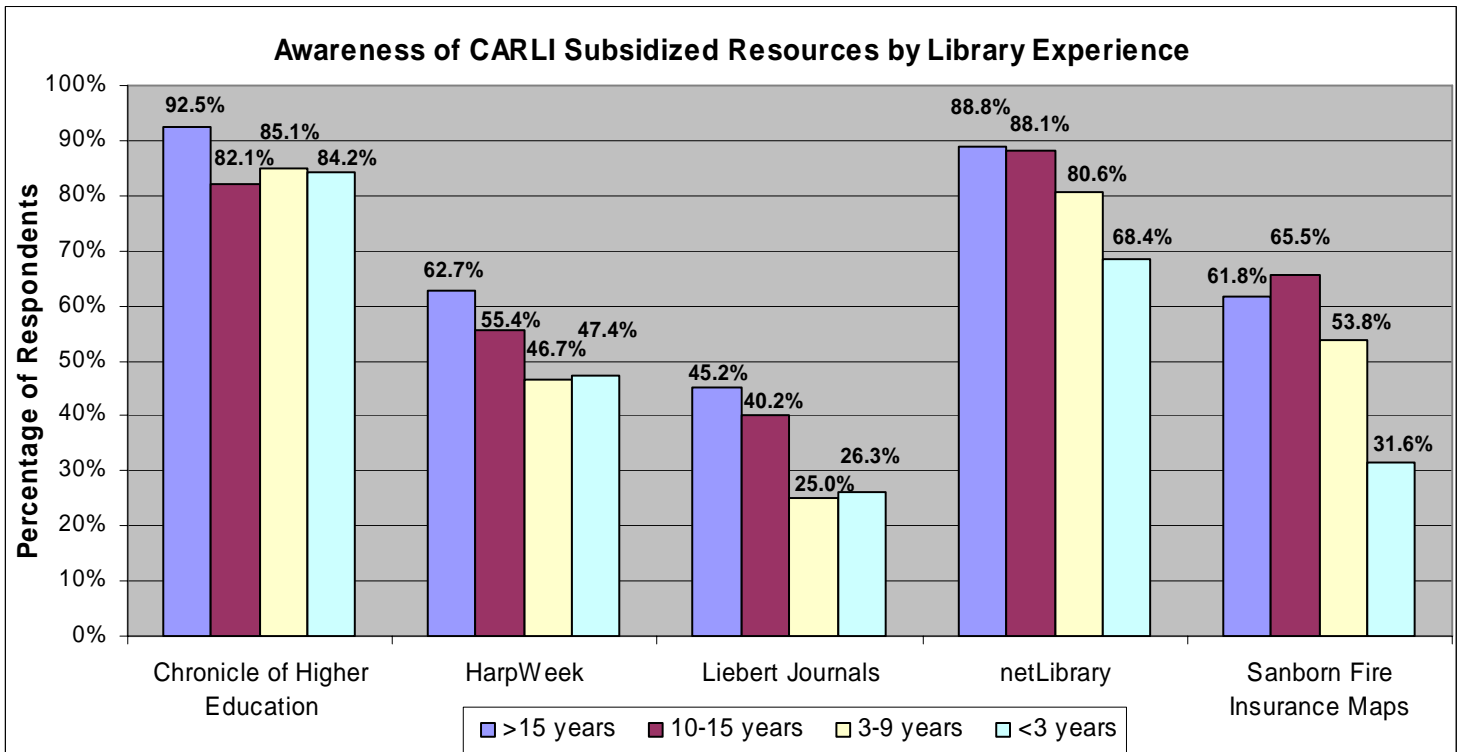


Chart 23

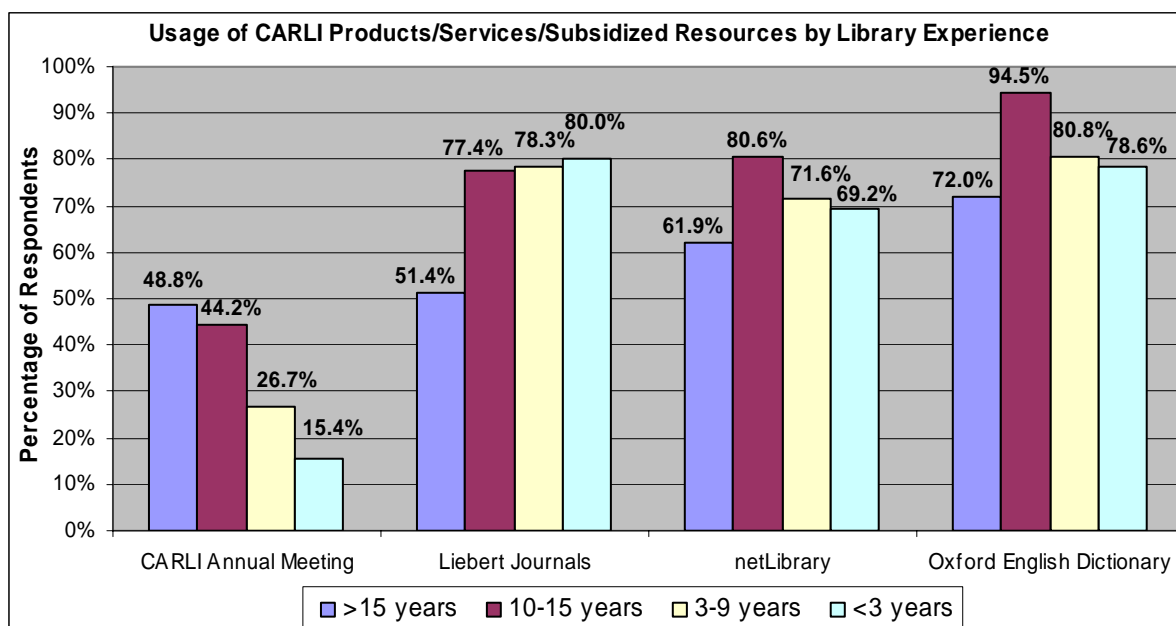


It is also worth noting that length of library service in general is also significant for whether or not respondents have used or participated in the CARLI annual meeting, Liebert journals, netLibrary, and



the Oxford English Dictionary. With the exception of the CARLI Annual meeting ( $r = 0.193$ ), there is a slight negative correlation between library experience and using Liebert journals ( $r = -0.235$ ), netLibrary ( $r = -0.100$ ), and the Oxford English Dictionary ( $r = -0.109$ ), meaning there is a general trend toward having more library experience and not using the products and services in question. The significant differences are represented in Chart 24.

Chart 24



In addition, it was also hypothesized that library position would affect awareness of CARLI services much like length of library service in CARLI member institutions:

**Hypothesis 3:** Respondents who are directors or other types of administrators will be more likely to be aware of CARLI services than respondents in other library positions.

Chi-square tests were used to test the relationship between respondents with different levels of professional responsibility (Q23a) and their awareness/use of CARLI Services (Q3). An asterisk in Table 2 depicts statistically significant differences in Chi-square tests between the two respondent groups (directors /other types of administrators and the rest of respondents). A plus sign indicates that the difference is positive while a minus sign shows that the relationship is negative.

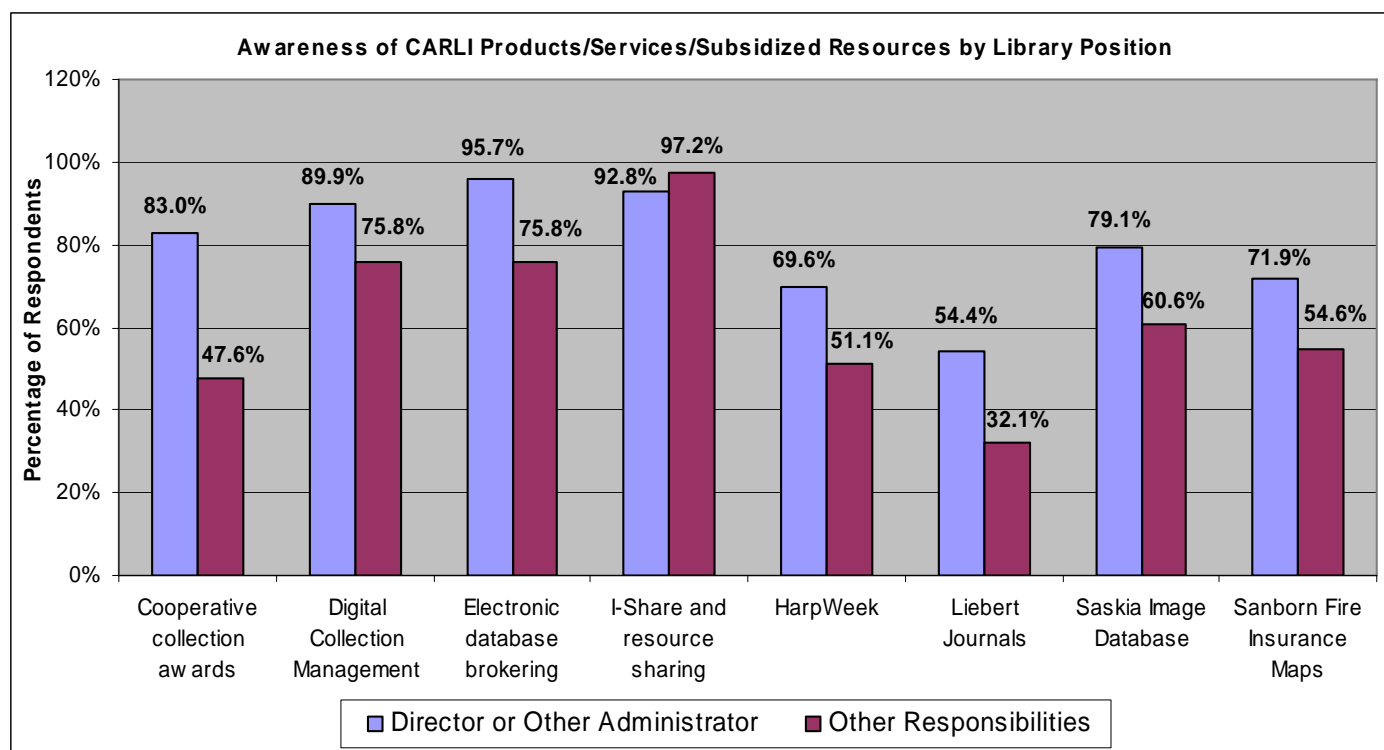
Table 2

	(a) Heard of/ seen something on?	(b) Used/ participated in?
CARLI Annual meeting		* +
Cooperative collection awards	* +	
Digital collection management	* +	
Electronic database brokering	* +	* +
Federated search engine		
In-person training sessions		
I-Share catalog and resource sharing	* -	* -
Link resolver (SFX)		
Topical forums		* -
Webcast/conference call training sessions		* -

Subsidized resources		
Chronicle of higher education online		
EBSCO academic search premier		
EBSCO business source elite		
HarpWeek	* +	
Liebert journals	* +	
netLibrary		
Oxford English dictionary		
Saskia image database	* +	
Sanborn fire insurance maps for Illinois	* +	

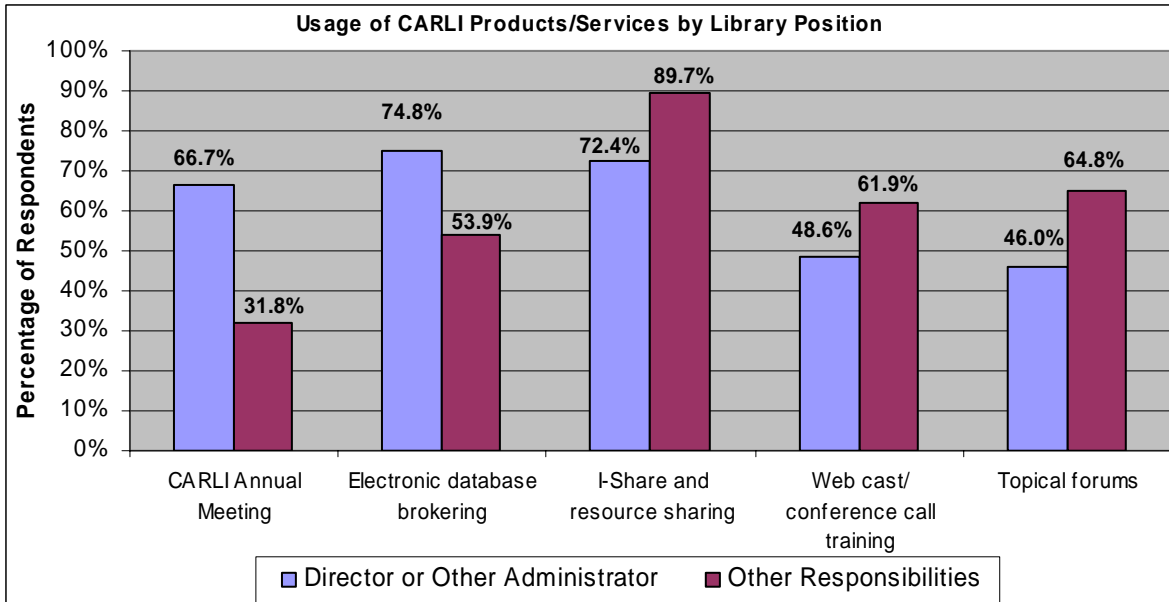
Therefore, directors and other types of administrators are significantly more likely to have heard of cooperative collection awards, Digital Collection Management (CONTENTdm), electronic database brokering, HarpWeek, Liebert journals, Saskia image database, and the Sanborn fire insurance maps for Illinois than other respondents. On the other hand, respondents who are not directors or other types of administrators are significantly more likely to have heard of I-Share catalog and resource-sharing (Voyager), as displayed in Chart 25.

Chart 25



Similarly, directors and other types of administrators are significantly more likely to have used or participated in the CARLI annual meeting and electronic database brokering than other respondents. Respondents who are not directors or other types of administrators are more likely to have used or participated in the I-Share catalog and resource-sharing (Voyager), topical forums, and Web cast/conference call training sessions, as Chart 26 demonstrates.

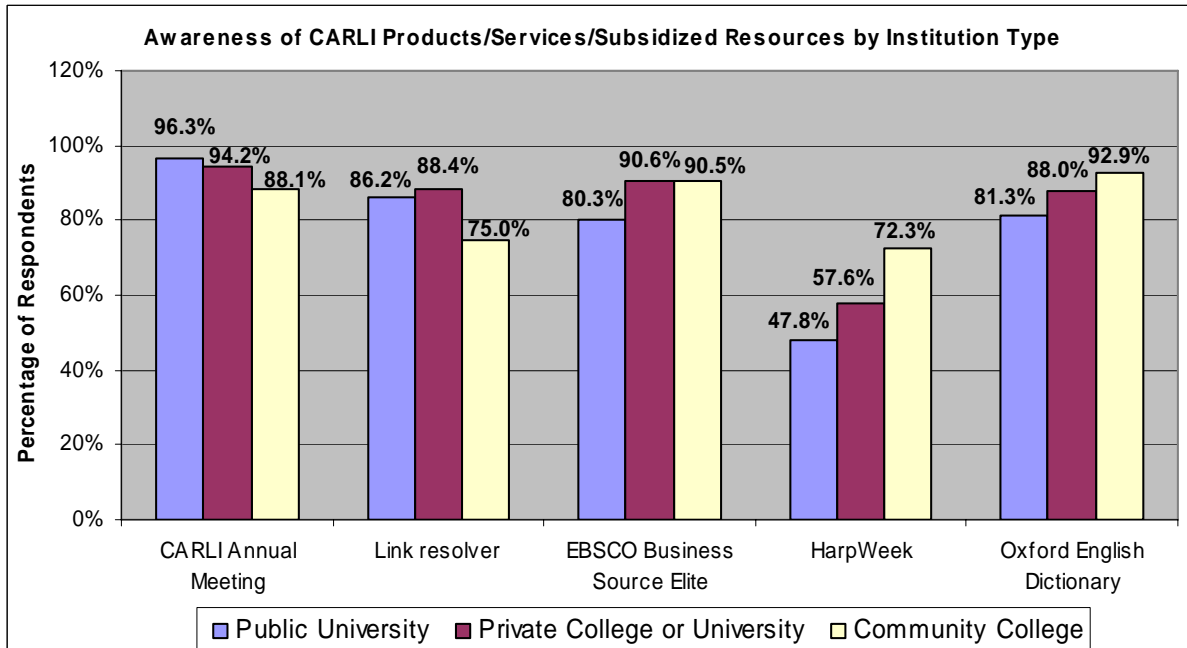
Chart 26



Thus, H3 is true in certain instances (cooperative collection awards, Digital Collection Management, electronic database brokering, HarpWeek, Liebert journals, Saskia image database, and the Sanborn fire insurance maps for Illinois) and the opposite of what was expected in others (I-Share catalog and resource-sharing, topical forums, and Web cast/conference call training sessions).

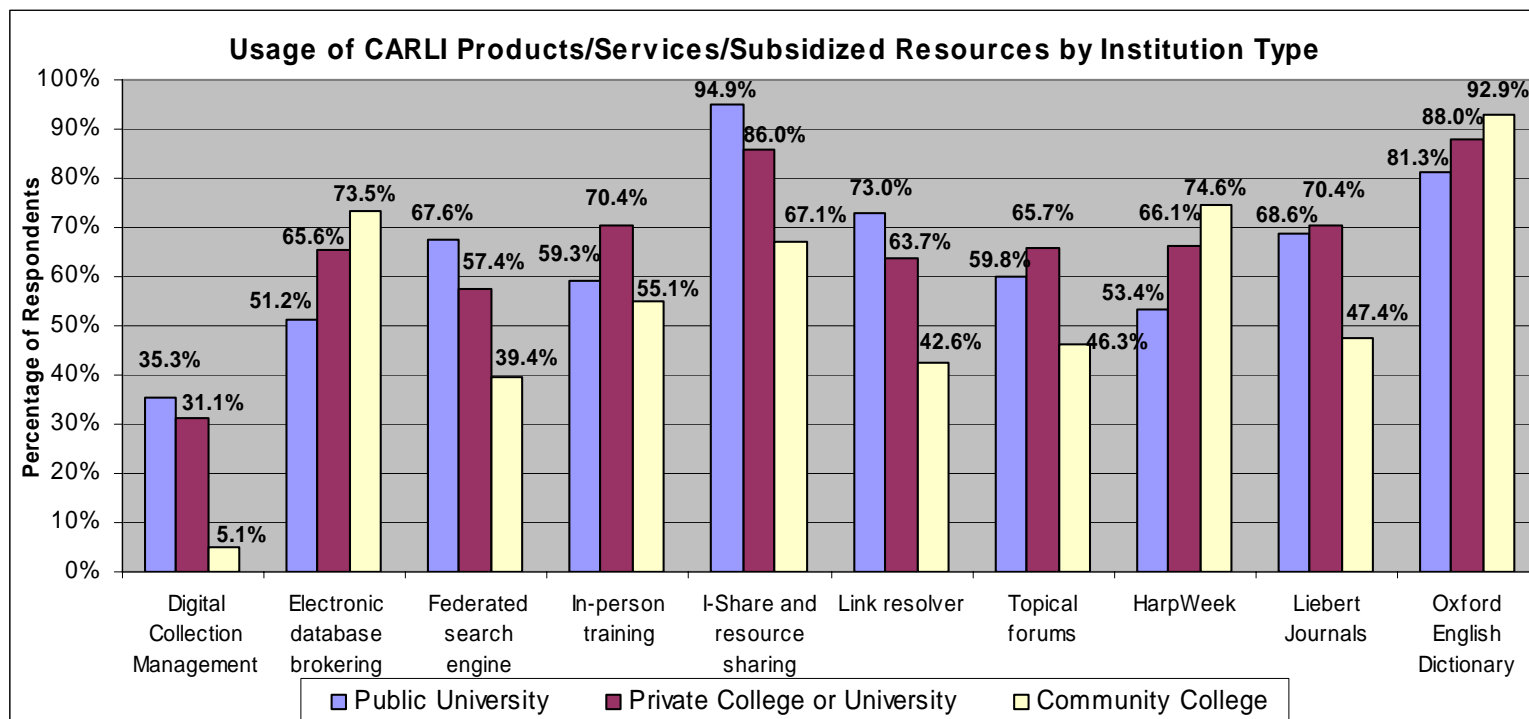
Institution type (Q19) was also explored and results in significant differences for awareness and usage of CARLI products and services. As Chart 27 shows, there are significant differences between institution type and awareness of the CARLI annual meeting, link resolver (SFX), EBSCO Business Source Elite, HarpWeek, and the Oxford English Dictionary.

Chart 27



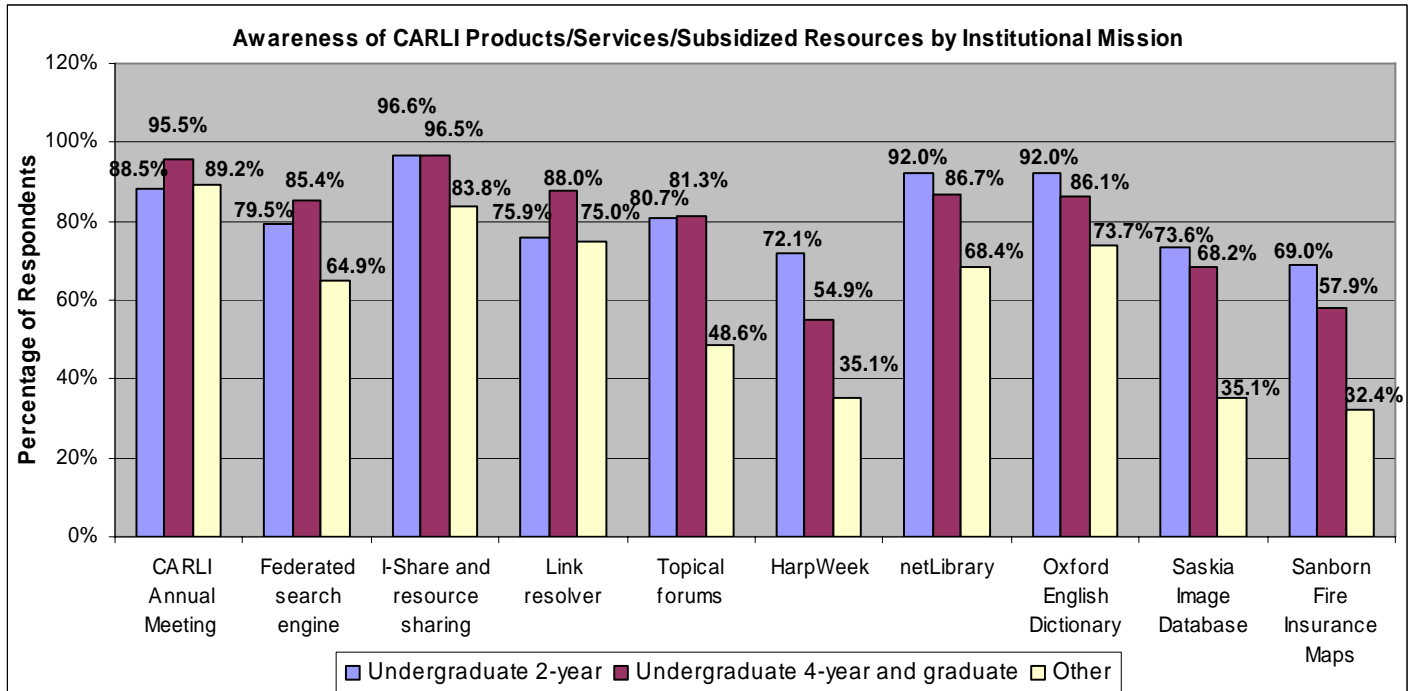
A greater number of respondents from public universities use Digital Collection Management (CONTENTdm), the federated search engine (WebFeat), I-Share catalog and resource-sharing (Voyager), and the link resolver (SFX) over other types of institutions. More respondents from private institutions use in-person training, topical forums, and Liebert journals. Finally, a larger percentage of members from community colleges use electronic database brokering, HarpWeek, and the Oxford English Dictionary. These significant differences are represented in Chart 28.

Chart 28



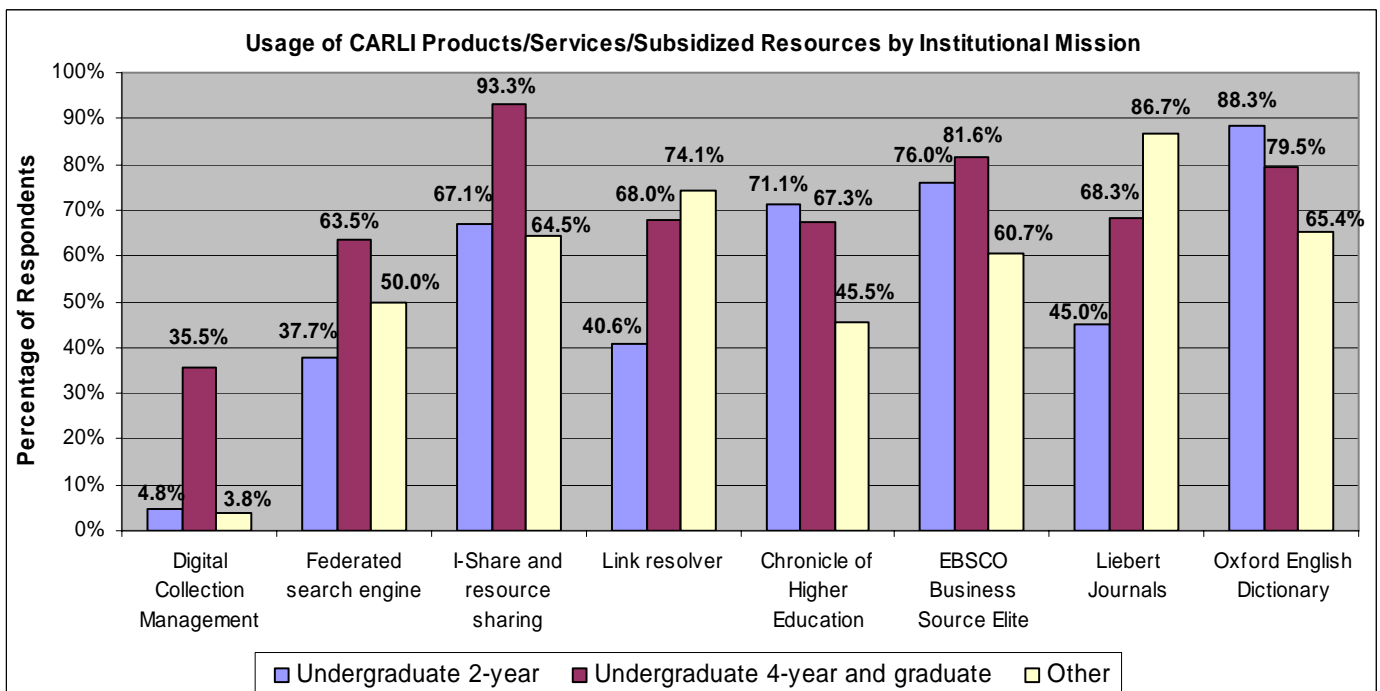
Institutional mission (Q20) also results in significant differences in how aware respondents are of CARLI products and services and whether or not they use products or participate in services. A greater percentage of respondents from two-year undergraduate institutions are aware of I-Share catalog and resource-sharing (Voyager), HarpWeek, netLibrary, Oxford English Dictionary, Saskia Image Database, and Sanborn Fire Insurance Maps. More members from four-year undergraduate and graduate institutions are aware of the CARLI annual meeting, the federated search engine, the link resolver (SFX), and topical forums. These differences can be found in Chart 29.

Chart 29



For usage of CARLI services, products, and subsidized resources, there are significant differences in the use of Digital Collection Management (CONTENTdm), federated search engine (WebFeat), I-Share catalog and resource-sharing, link resolver (SFX), the *Chronicle of Higher Education Online*, EBSCO Business Source Elite, Liebert journals, and the Oxford English Dictionary. These significant differences are displayed in Chart 30.

Chart 30



Significant differences are also found by institution size for both awareness and usage of CARLI products and services, including Digital Collection Management (CONTENTdm), federated search engine (WebFeat), I-Share catalog and resource-sharing, link resolver (SFX), cooperative collection awards, in-person training, Web cast/conference call training, and topical forums. These differences are presented in Chart 31 and 32 in order to preserve readability. While the correlation coefficient was too small in many cases, both the cooperative collection awards ( $r = 0.112$ ) and topical forums ( $r = 0.103$ ) had a slightly positive relationship, implying that larger institutions tended to be more aware of these two CARLI services.

Chart 31

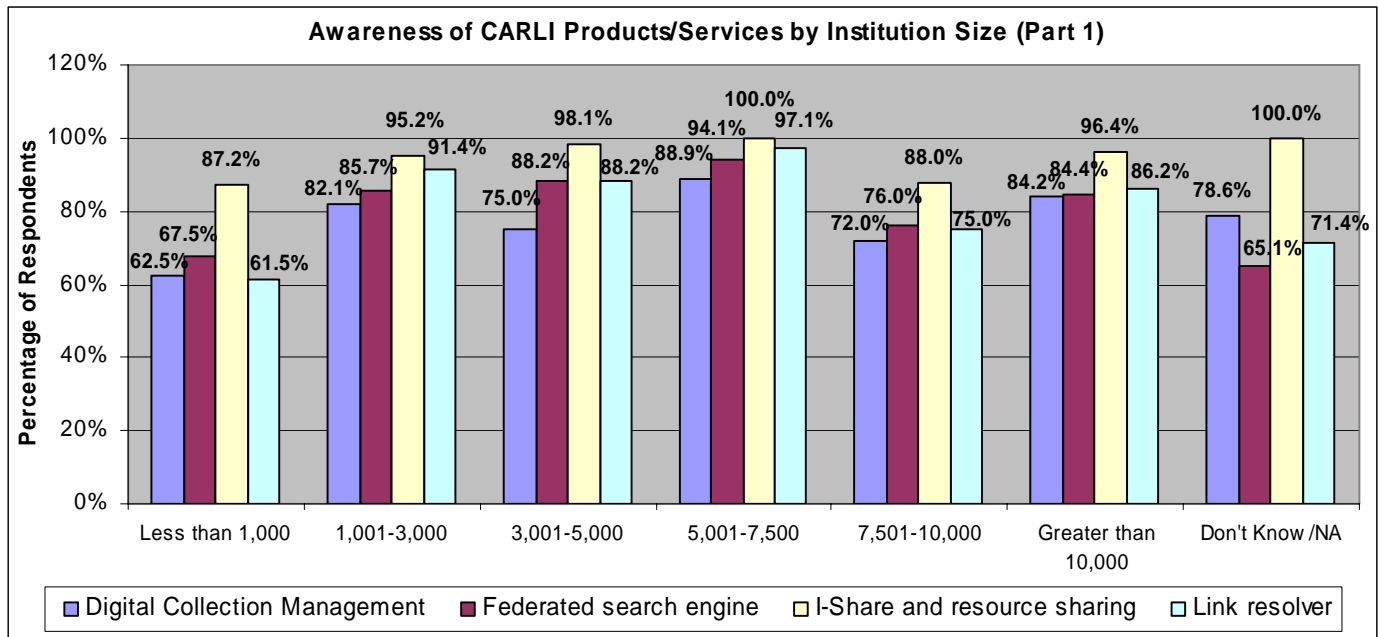
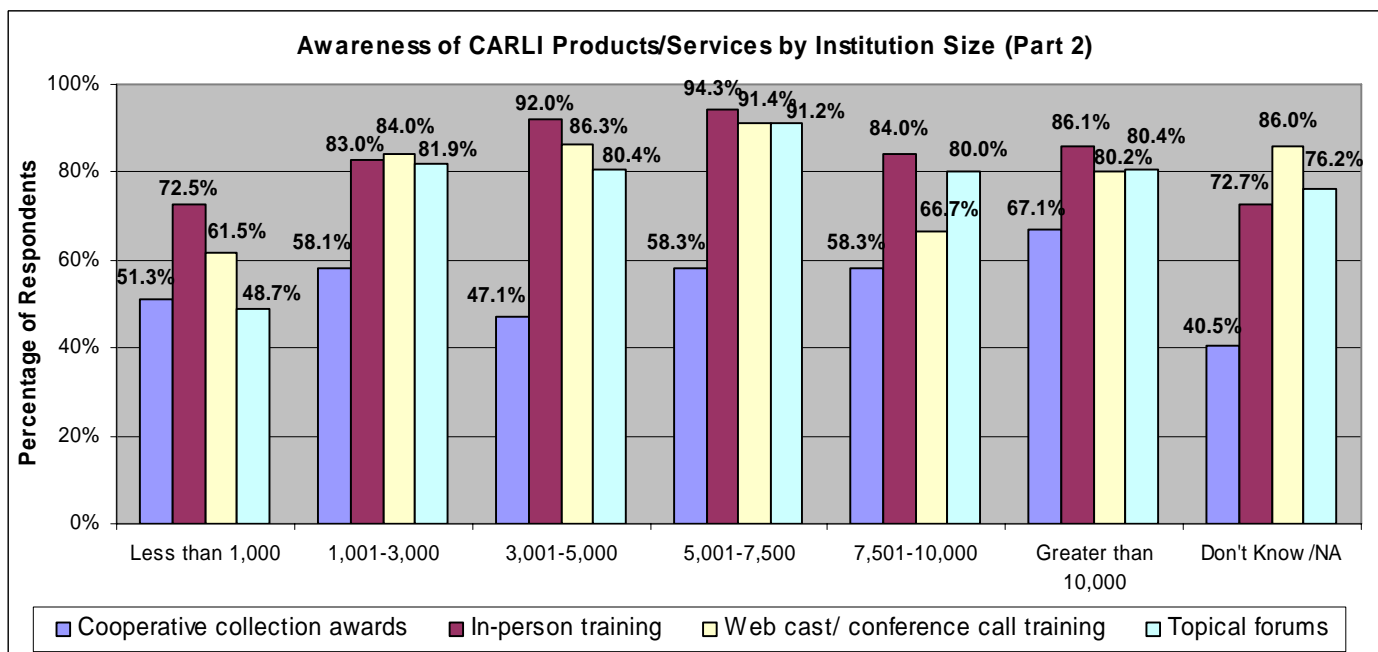
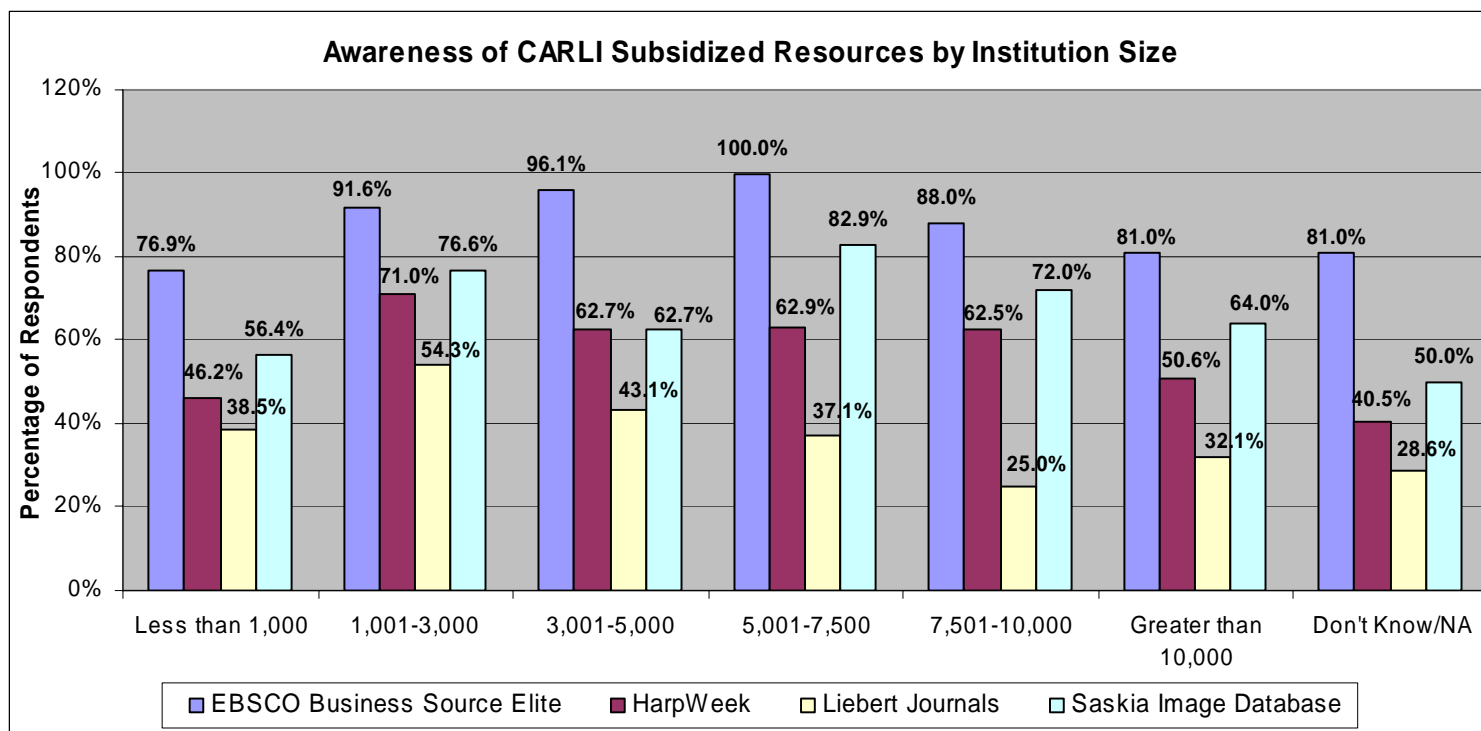


Chart 32



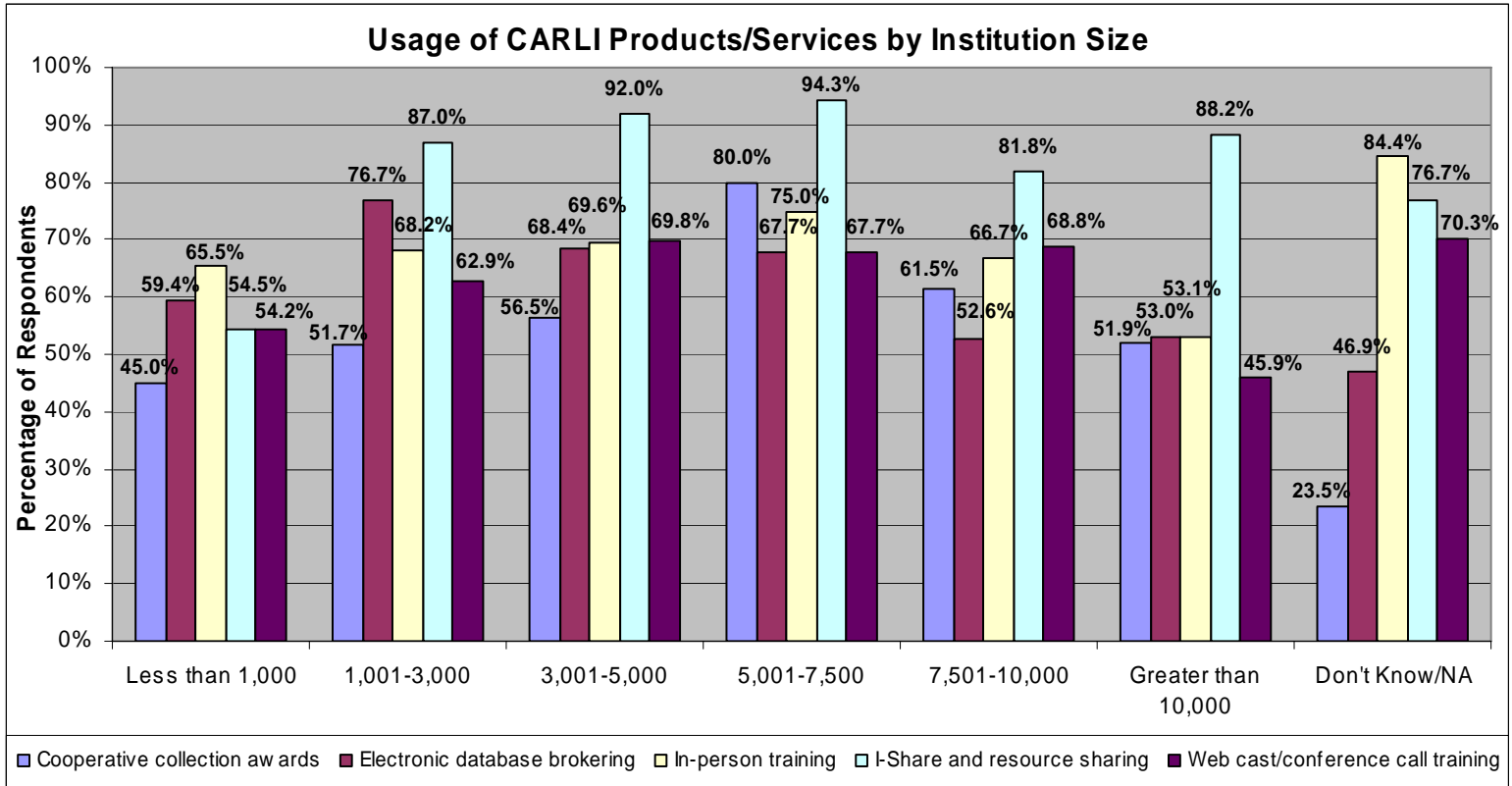
For subsidized resources, significant differences exist between institution size and EBSCO Business Source Elite, HarpWeek, Liebert journals, and the Saskia Image Database. These significant differences are presented in Chart 33. There is a slight negative correlation between institution size and HarpWeek ( $r = -0.101$ ) and Liebert journals ( $r = -0.153$ ), implying that smaller institutions are more aware of these two subsidized resources.

Chart 33



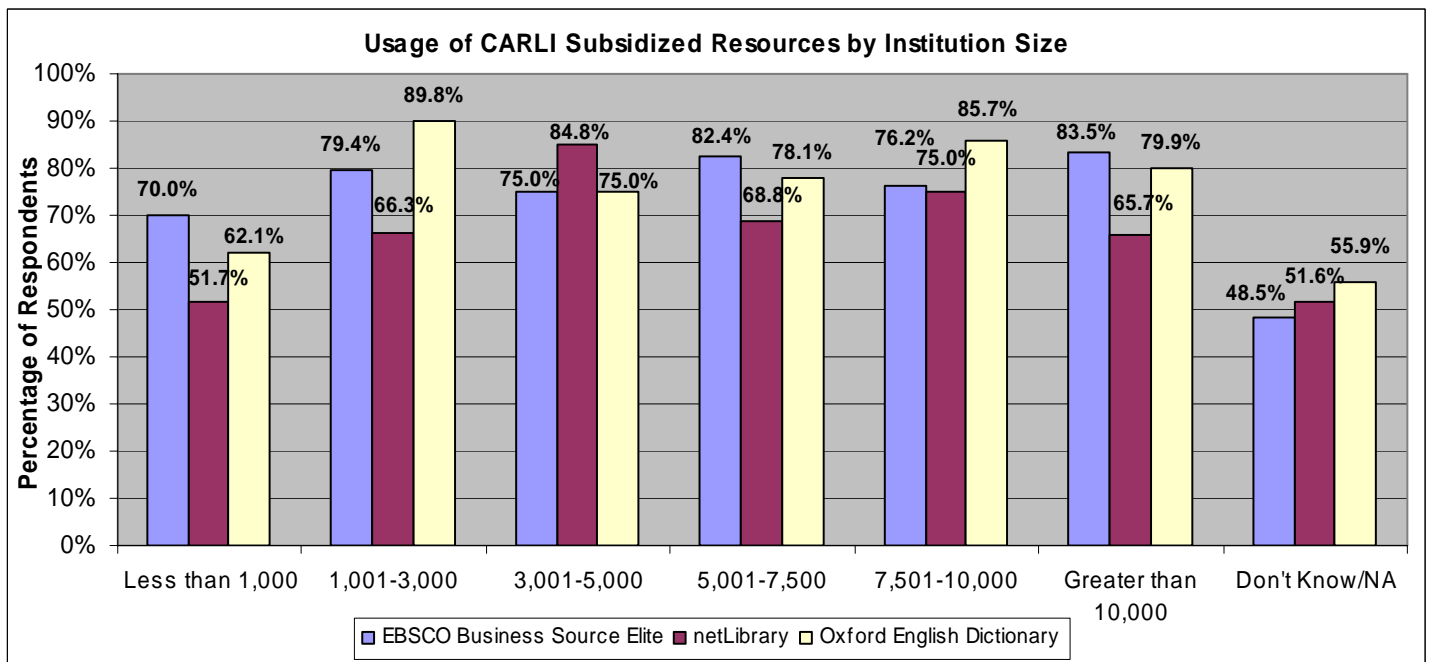
When it came to usage of CARLI products and services, there are significant differences between institution size and usage or participation in the cooperative collection awards, electronic database brokering, in-person training, I-Share catalog and resource-sharing, and Web cast/conference call training. The significant relationships for usage of products and services by institution size can be found in Chart 34.

Chart 34



Institution size results in significant differences in the usage of EBSCO Business Source Elite, netLibrary, and the Oxford English Dictionary. These significant differences for subsidized resources are in Chart 35.

Chart 35

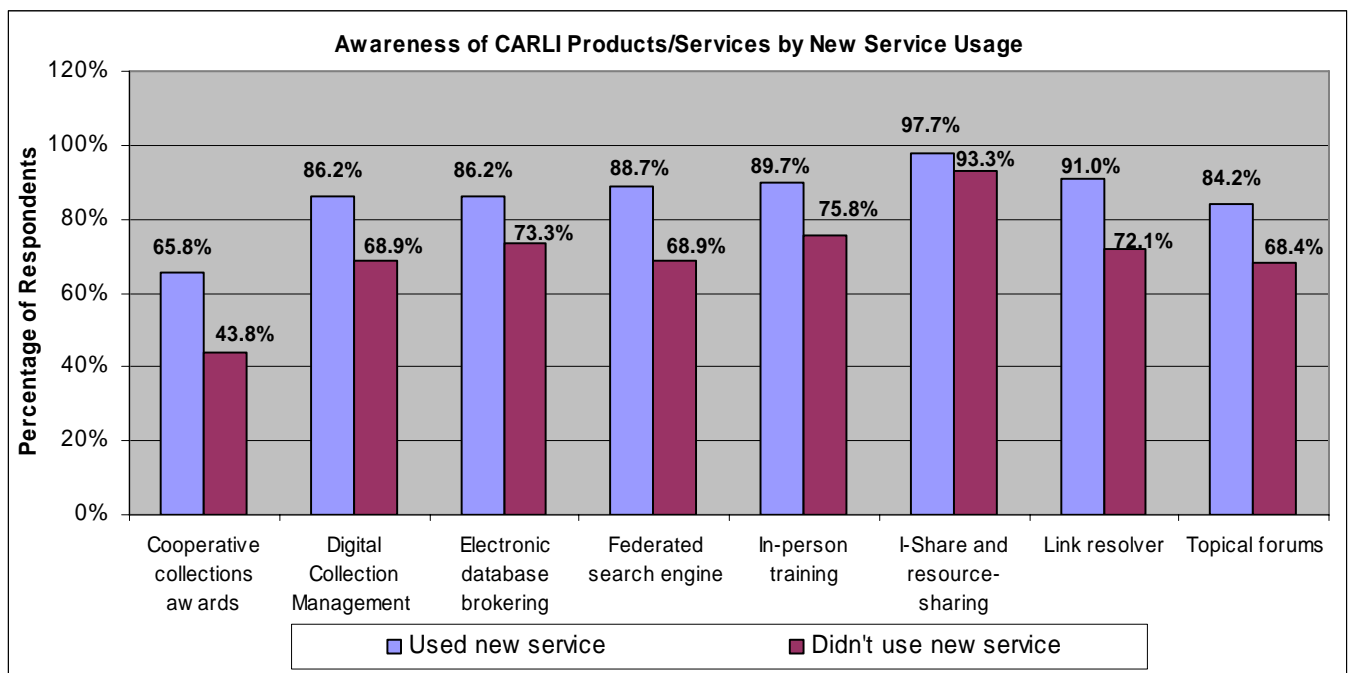




Responses for Q3 dealing with the members' awareness and usage of CARLI products and services were also compared to the respondents' level of involvement with CARLI in the past 18 months, based on their answers to Q1. For each type of participation in CARLI (using a new service; product and service suggestions; holding office, chairing committees, or serving on committees; and attending training and topical sessions), every significant relationship showed that participation in CARLI results in greater awareness and use of CARLI products, services, and subsidized resources.

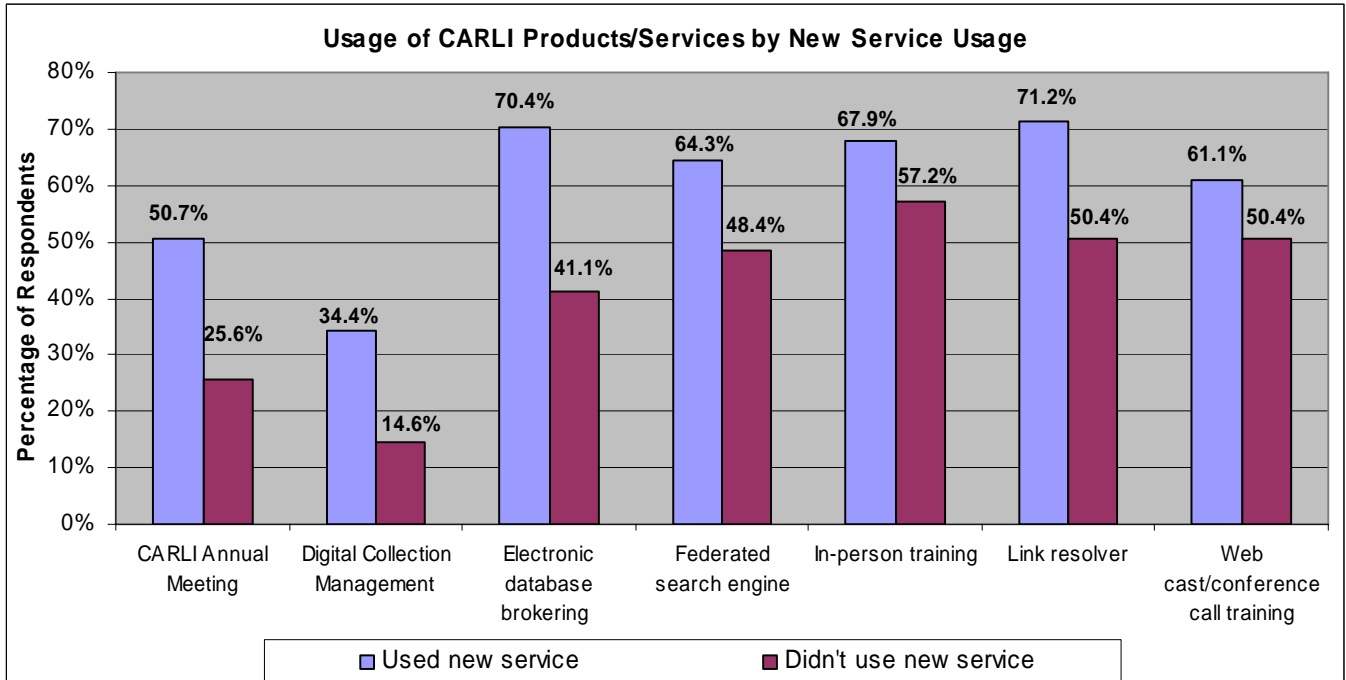
People who have used a new CARLI service in the past 18 months are significantly more likely to be aware of eight of the ten products or services and seven of the nine subsidized resources listed in Q3 than those who have not used CARLI services. As Chart 36 shows, people who have used a new service are significantly more likely to be aware of cooperative collection awards, Digital Collection Management (CONTENTdm), electronic database brokering, federated search engine (WebFeat), in-person training, I-Share catalog and resource-sharing (Voyager), link resolver (SFX), and topical forums.

Chart 36



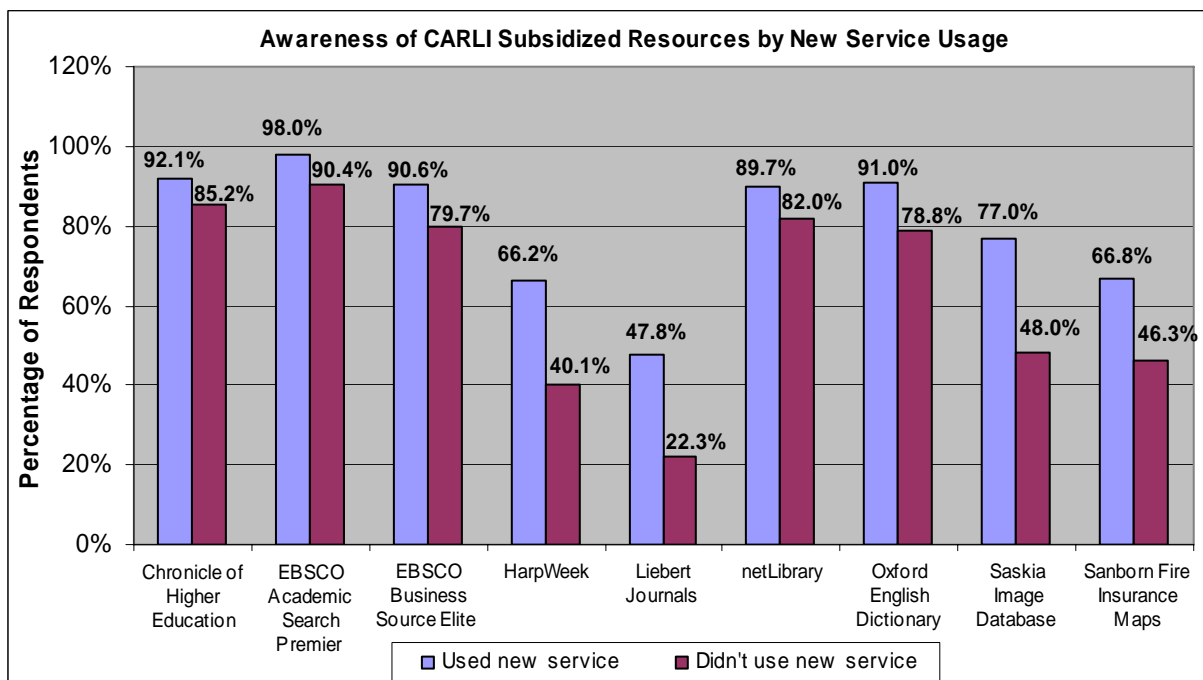
Similarly, people who have used a new CARLI service within the past 18 months are also more likely to use or participate in the CARLI Annual Meeting, Digital Collection Management (CONTENTdm), electronic database brokering, federated search engine (WebFeat), in-person training, link resolver (SFX), and Web cast/conference call training, as Chart 37 shows.

Chart 37



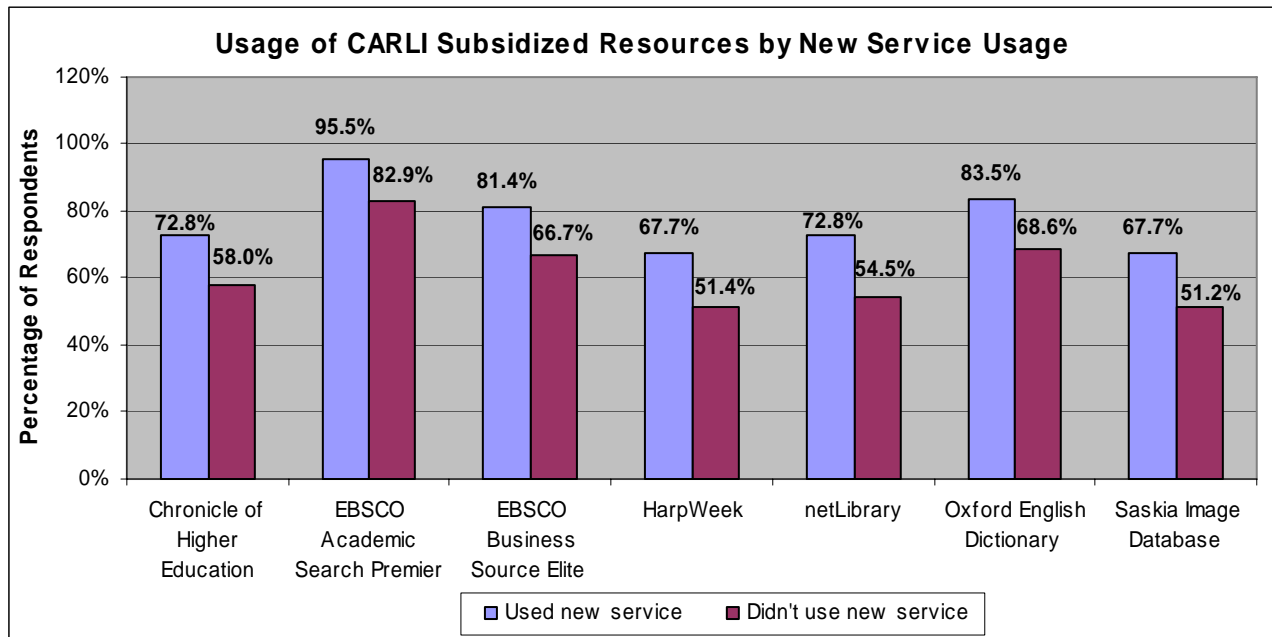
Usage of a new CARLI service is also a factor in how aware respondents are of subsidized resources and whether or not they use them. Again, respondents who have used a new service were significantly more aware of the *Chronicle of Higher Education Online*, EBSCO Academic Search Premier and Business Source Elite, HarpWeek, Liebert journals, netLibrary, Oxford English Dictionary, Saskia Image Database, and the Sanborn Fire Insurance Maps for Illinois than those who have not used a new service. The significant differences are displayed in Chart 38.

Chart 38



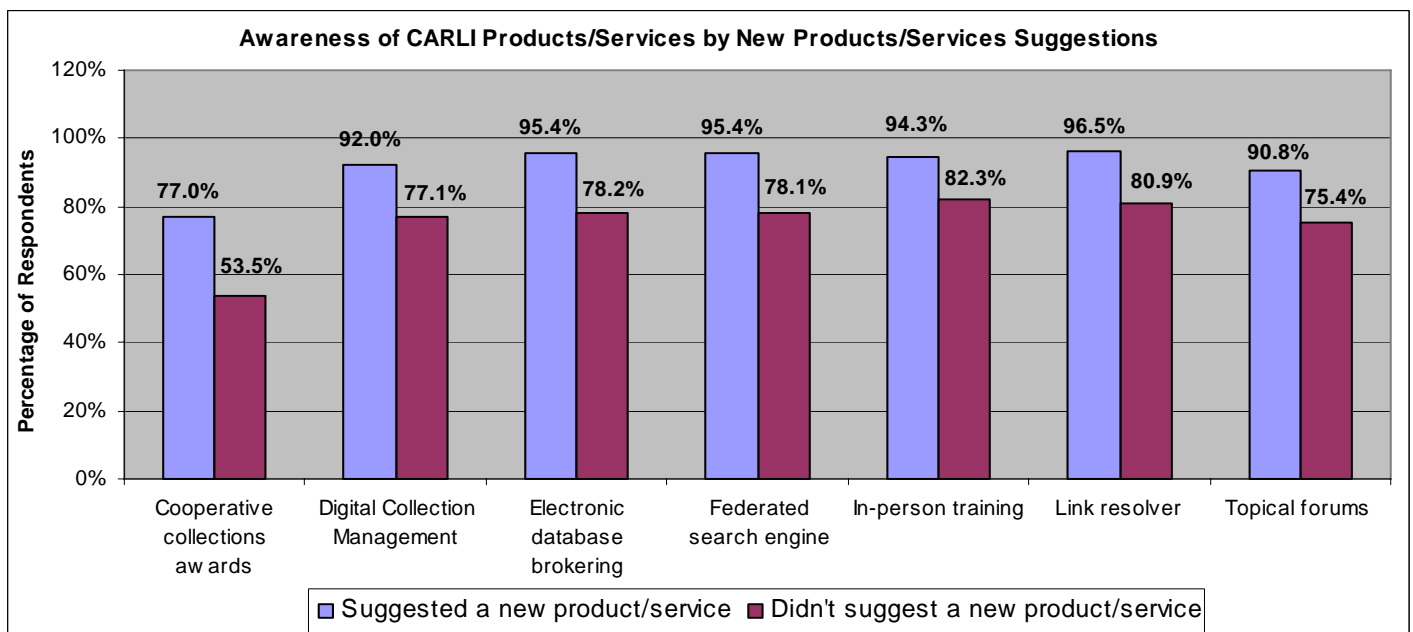
Similarly, people who have used a new CARLI service are also significantly more likely to have used the *Chronicle of Higher Education Online*, EBSCO Academic Search Premier and Business Source Elite, HarpWeek, netLibrary, Oxford English Dictionary, and Saskia Image Database, shown in Chart 39.

Chart 39



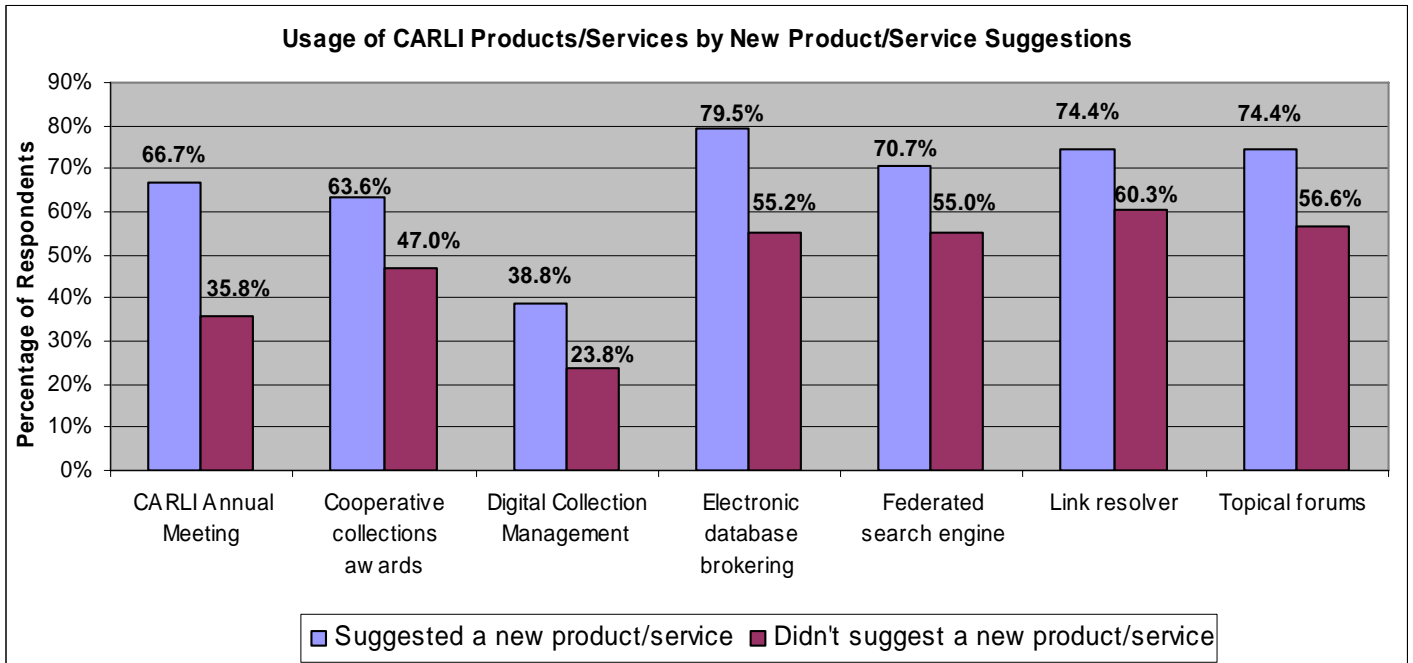
Respondents who have suggested a new product or service for CARLI in the past 18 months are significantly more likely to be aware of and use the majority of products, services, and subsidized resources that CARLI offers. Specifically, as Chart 40 demonstrates, respondents who made suggestions are significantly more likely to be aware of the cooperative collection awards, Digital Collection Management (CONTENTdm), electronic database brokering, federated search engine (WebFeat), in-person training, link resolver (SFX), and topical forums.

Chart 40



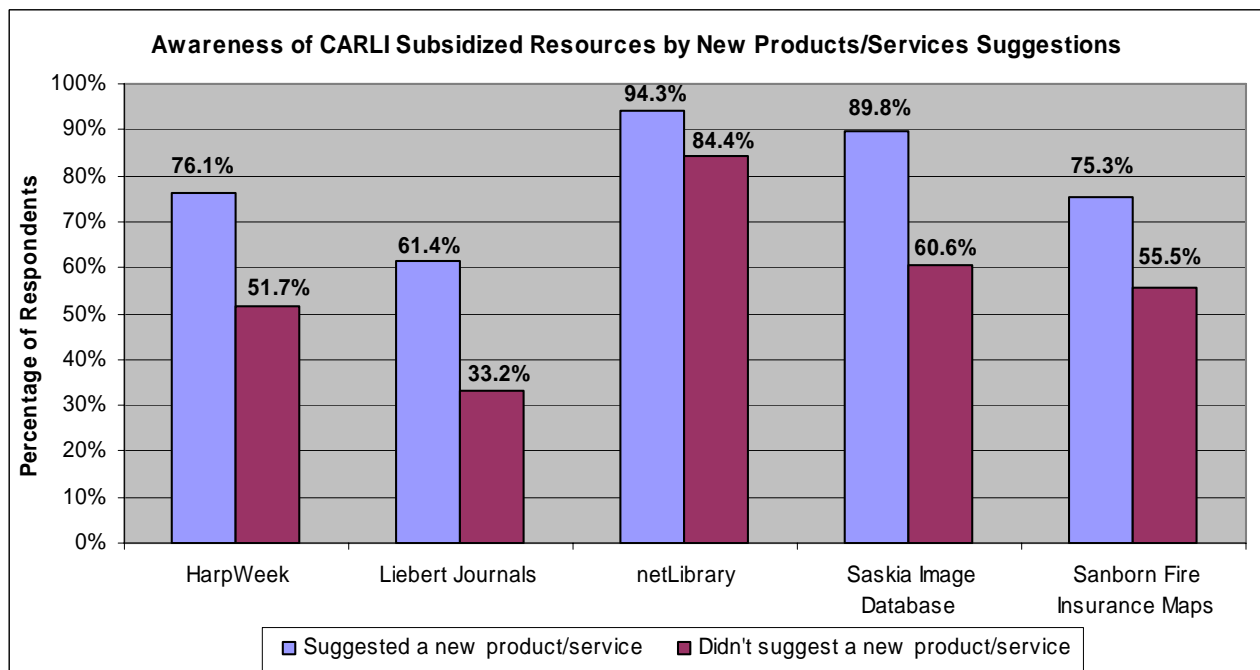
Usage and participation in the CARLI Annual Meeting, cooperative collection awards, Digital Collection Management (CONTENTdm), electronic database brokering, federated search engine (WebFeat), link resolver (SFX), and topical forums are also significantly higher for those who have made suggestions to CARLI, as seen in Chart 41.

Chart 41



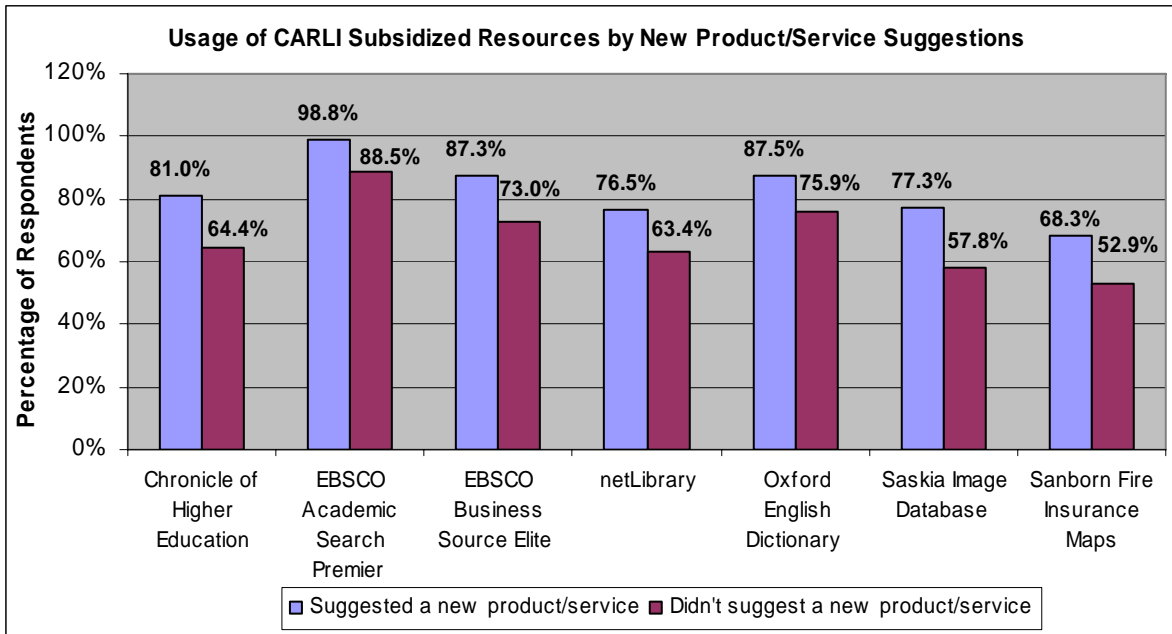
Similarly, as shown in Chart 42, awareness of HarpWeek, Liebert journals, netLibrary, Saskia Image Database, and Sanborn Fire Insurance Maps for Illinois are significantly higher for those who have made suggestions for new CARLI products and services.

Chart 42



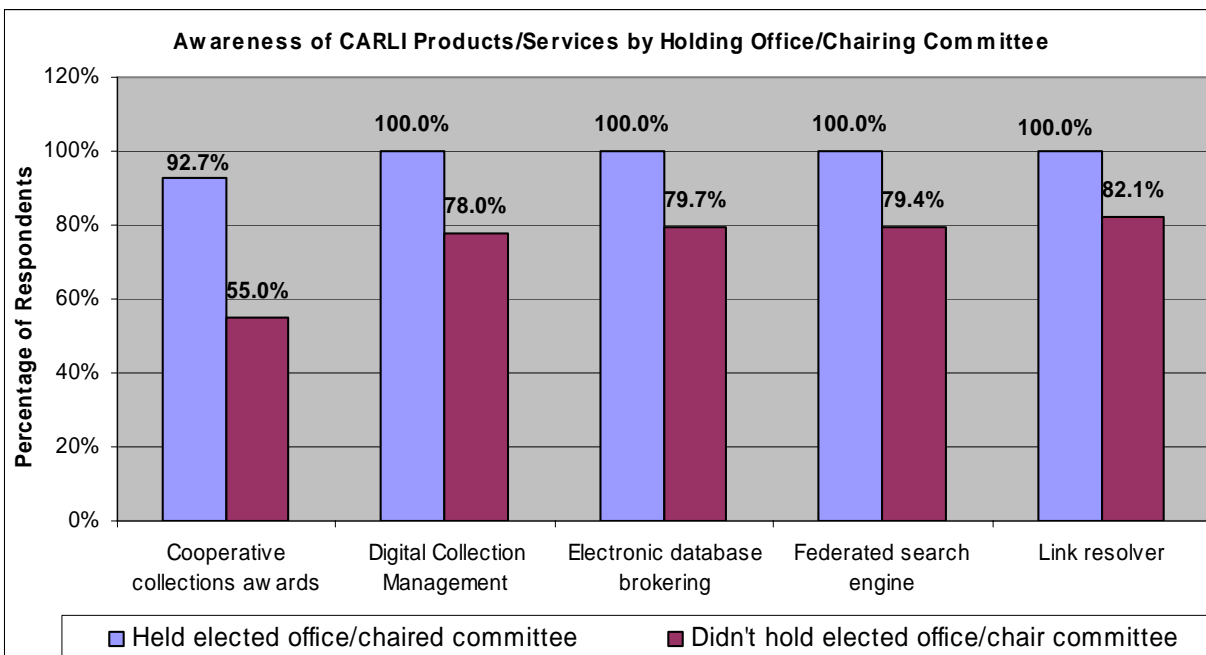
Usage is also linked to new product and service suggestions. People who made suggestions to CARLI in the past 18 months are significantly more likely to use the *Chronicle of Higher Education Online*, EBSCO Academic Search Premier and Business Source Elite, netLibrary, Oxford English Dictionary, the Saskia Image Database, and the Sanborn Fire Insurance Maps for Illinois. These significant differences are presented in Chart 43.

Chart 43



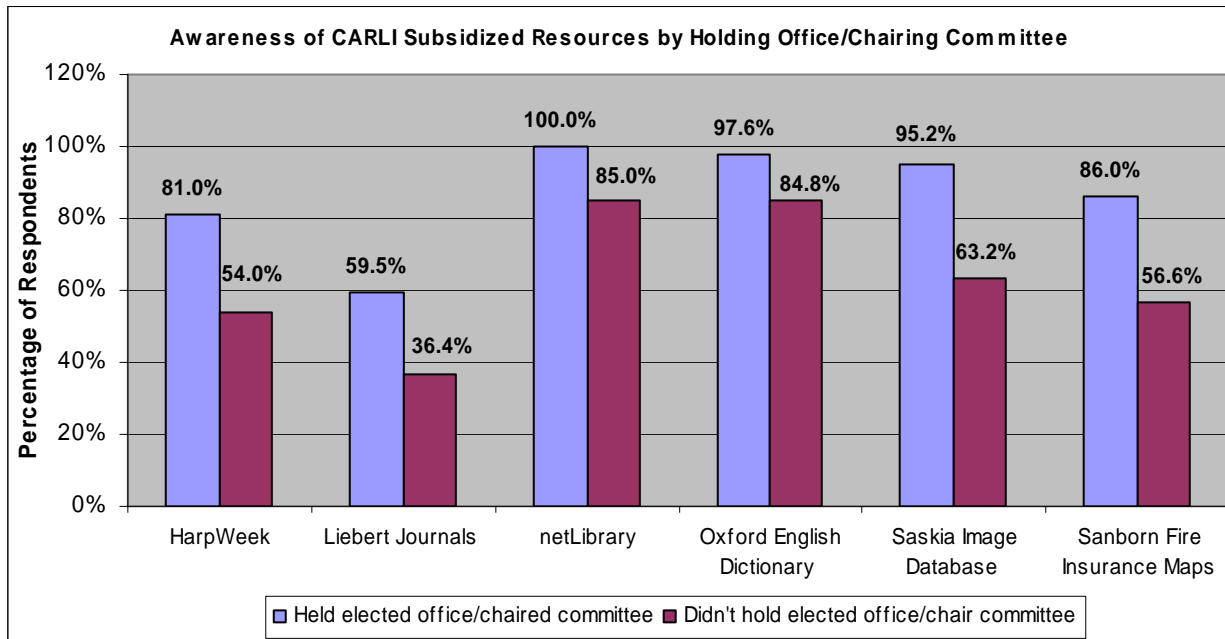
Members who held elected office or chaired CARLI committees are significantly more aware of the cooperative collection awards, Digital Collection Management (CONTENTdm), electronic database brokering, federated search engine (WebFeat), and the link resolver (SFX), as reflected in Chart 44.

Chart 44



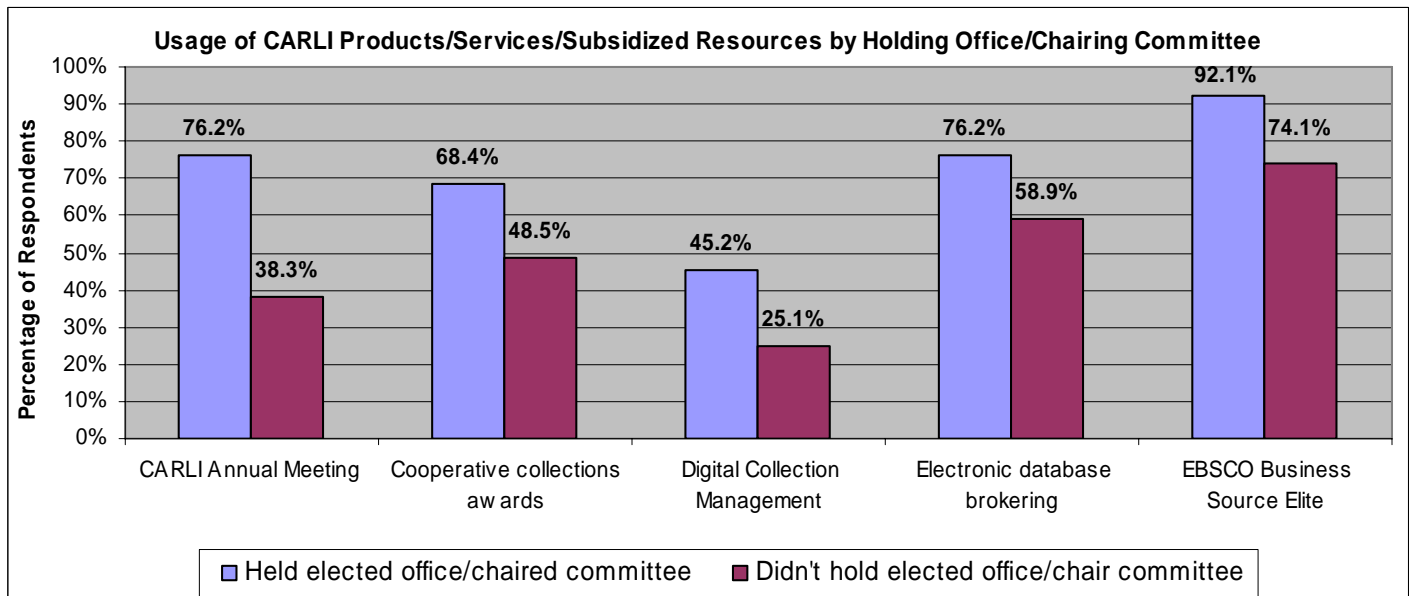
For subsidized resources, people who have held office or chaired CARLI committees are significantly more aware of HarpWeek, Liebert journals, netLibrary, Oxford English Dictionary, Saskia Image Database, and the Sanborn Fire Insurance Maps for Illinois, as demonstrated in Chart 45.

Chart 45



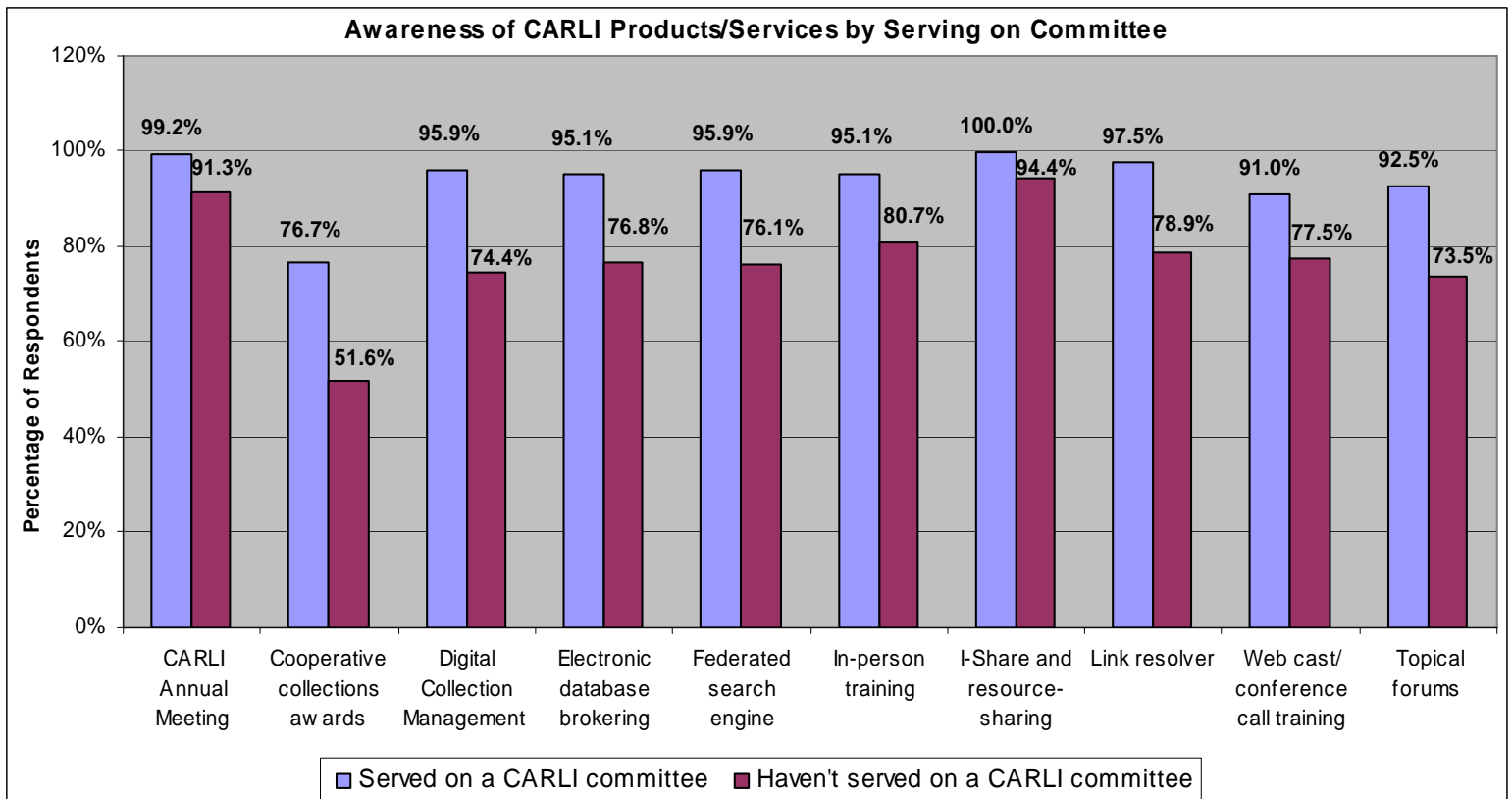
Similarly, usage and participation was significantly higher for those who have held CARLI offices or chaired committees for the CARLI Annual Meeting, cooperative collection awards, Digital Collection Management (CONTENTdm), electronic database brokering, and EBSCO Business Source Elite. These significant differences are presented in Chart 46.

Chart 46



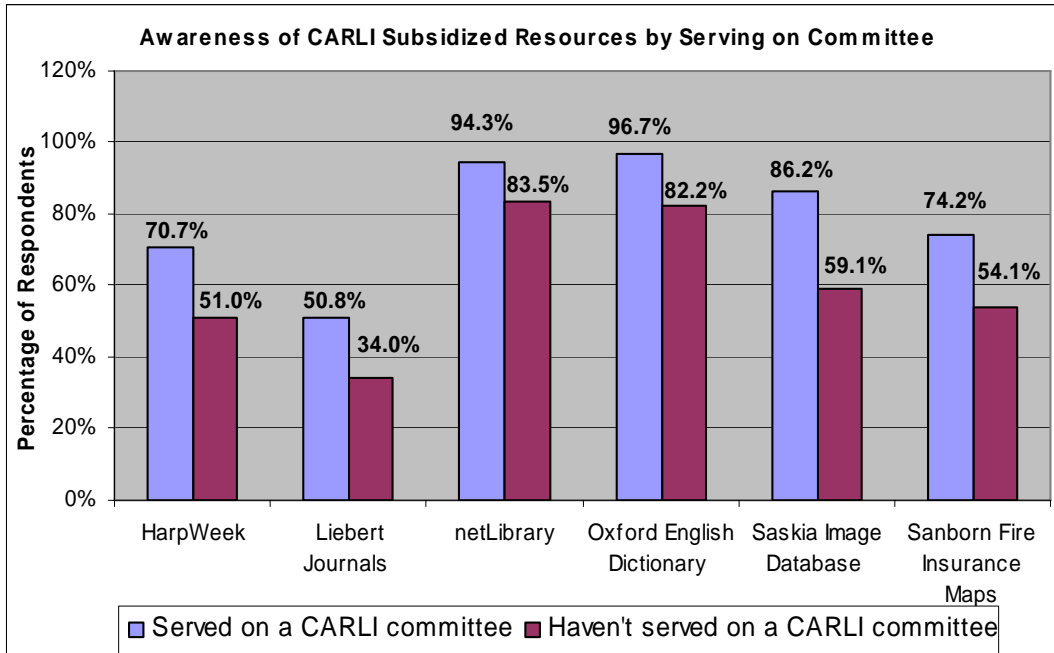
People who have served on CARLI committees are significantly more likely to be aware of the CARLI Annual Meeting, the cooperative collection awards, Digital Collection Management (CONTENTdm), electronic database brokering, federated search engine (WebFeat), in-person training, I-Share catalog and resource-sharing (Voyager), link resolver (SFX), Web cast and conference call training, and topical forums than those who do not participate on CARLI committees as demonstrated in Chart 47.

Chart 47



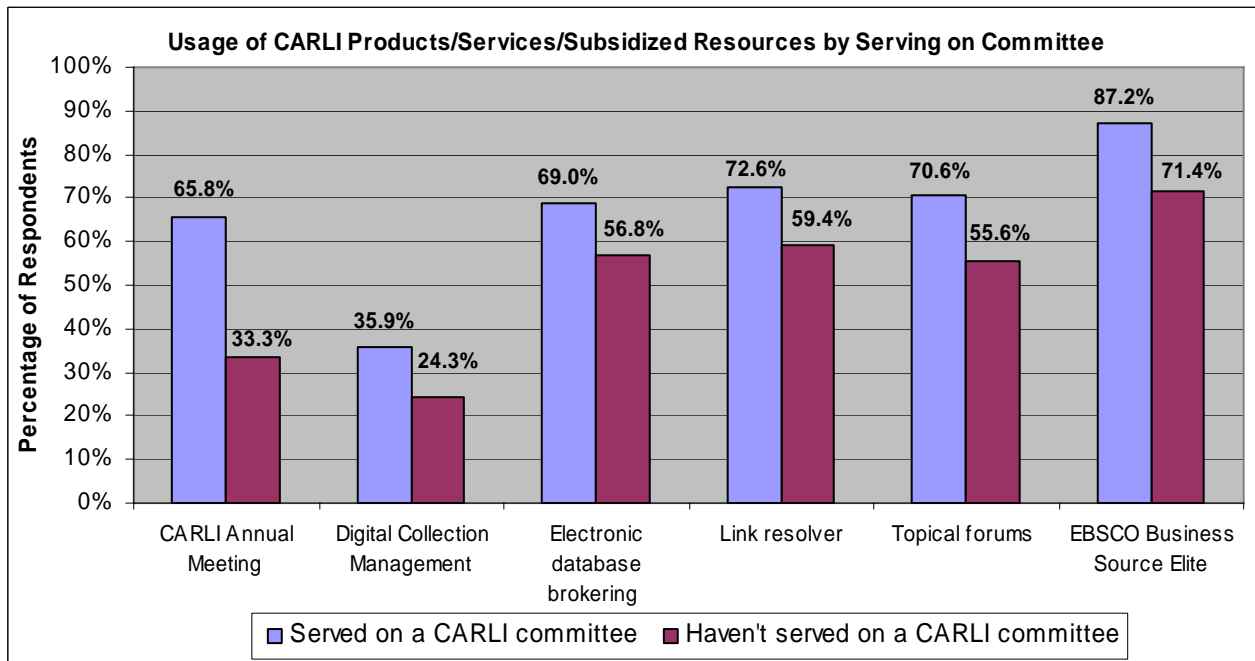
Members who have served on CARLI committees are also significantly more aware of HarpWeek, Liebert journals, netLibrary, Oxford English Dictionary, Saskia Image Database, and Sanborn Fire Insurance Maps for Illinois than those who have not participated on CARLI committees, as shown in Chart 48.

Chart 48



Similarly, people who have served on CARLI committees in the past 18 months are more likely to use or participate in the CARLI Annual Meeting, Digital Collection Management (CONTENTdm), electronic database brokering, link resolver (SFX), topical forums, and EBSCO Business Source Elite. These significant differences are presented in Chart 49.

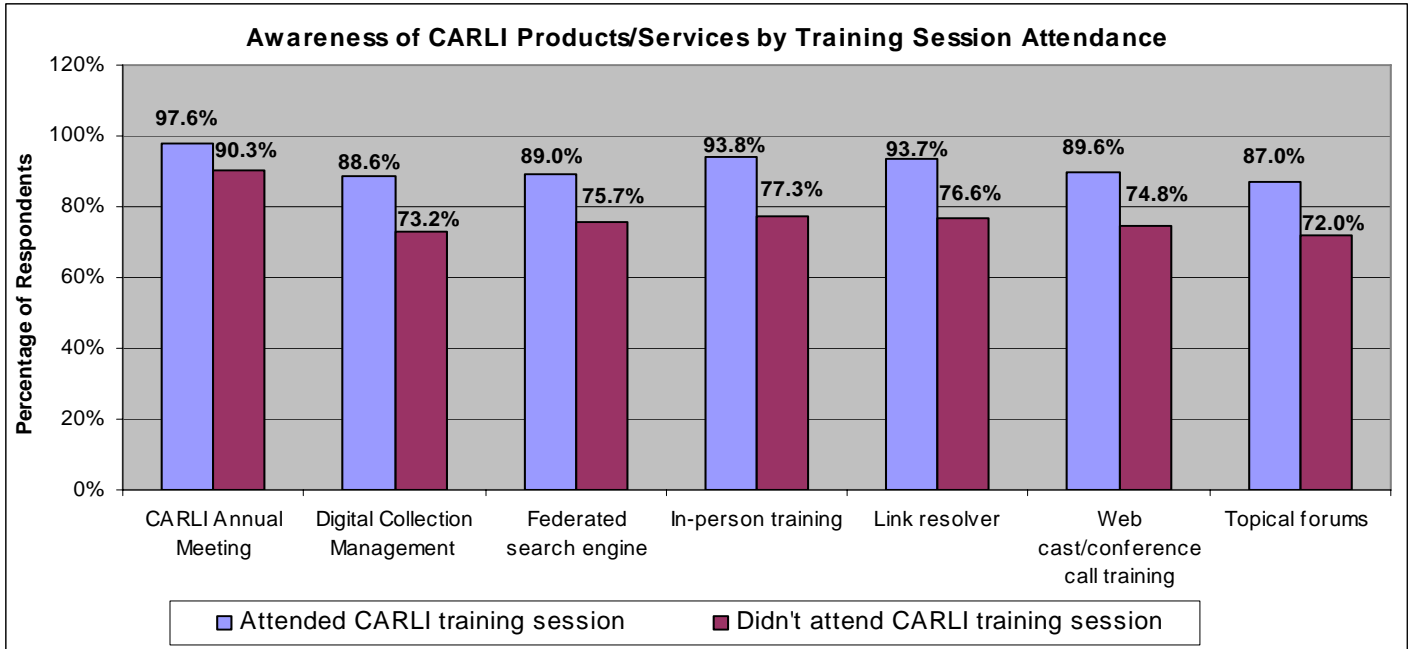
Chart 49



Respondents who have attended training sessions in the past 18 months are significantly more aware of the CARLI Annual Meeting, Digital Collection Management (CONTENTdm), federated search engine (WebFeat), in-person training, link resolver (SFX), Web cast and conference call training, and topical forums than their peers, as reflected in Chart 50.

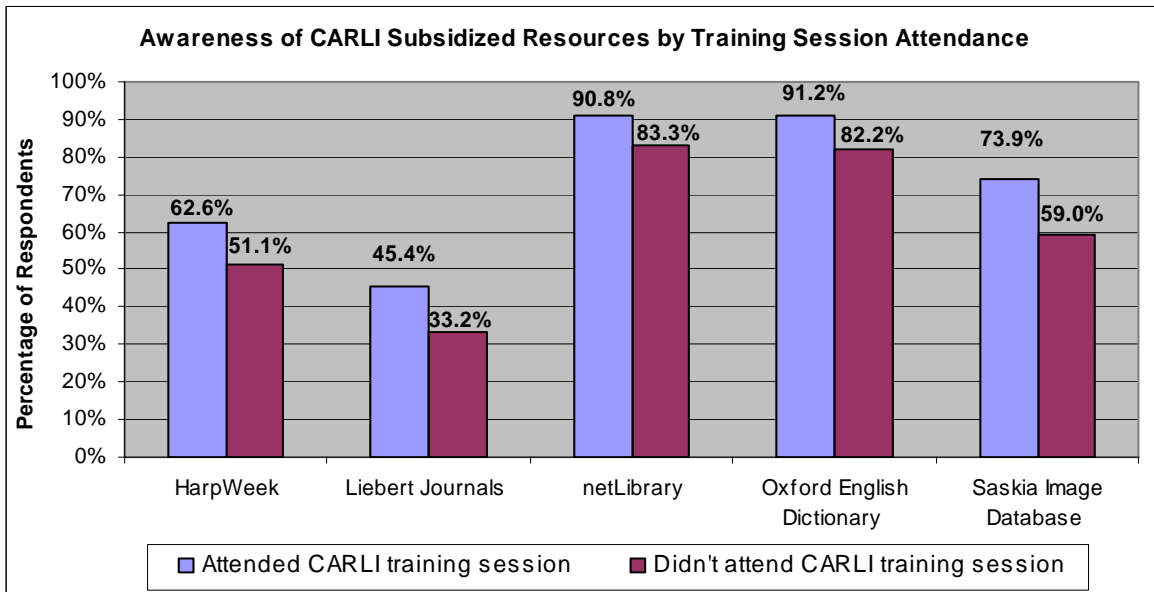


Chart 50



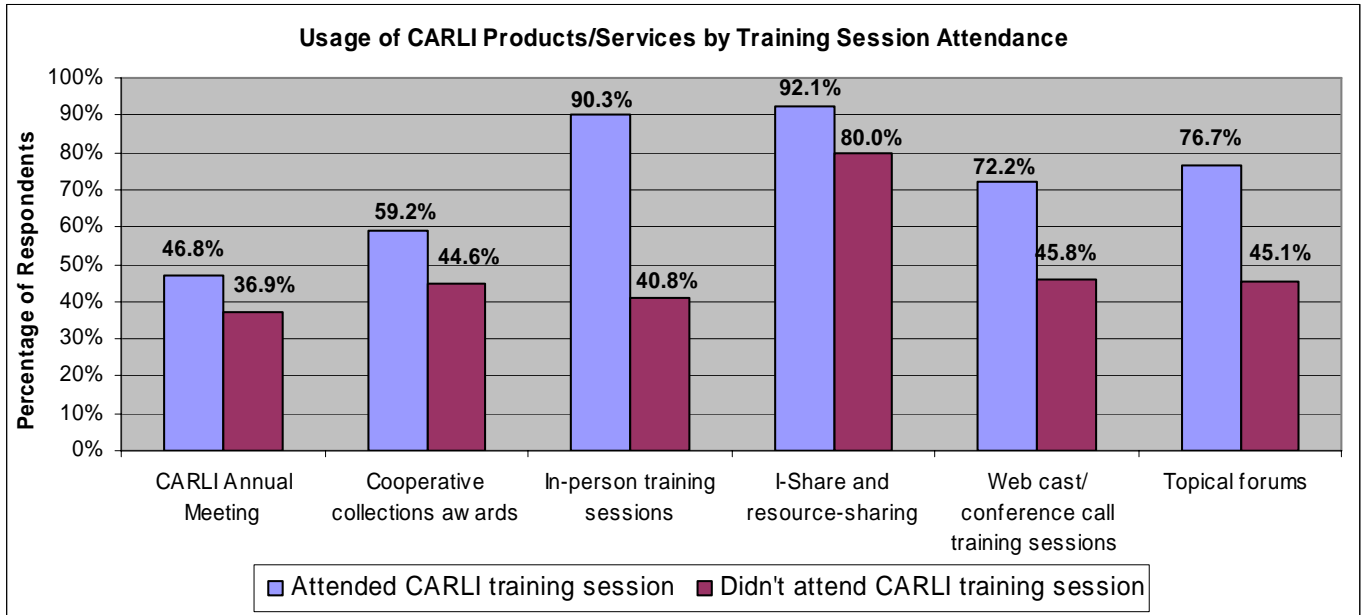
The awareness for HarpWeek, Liebert journals, netLibrary, Oxford English Dictionary, and the Saskia Image Database is significantly higher for those who have attended CARLI training sessions in the past 18 months, as presented in Chart 51.

Chart 51



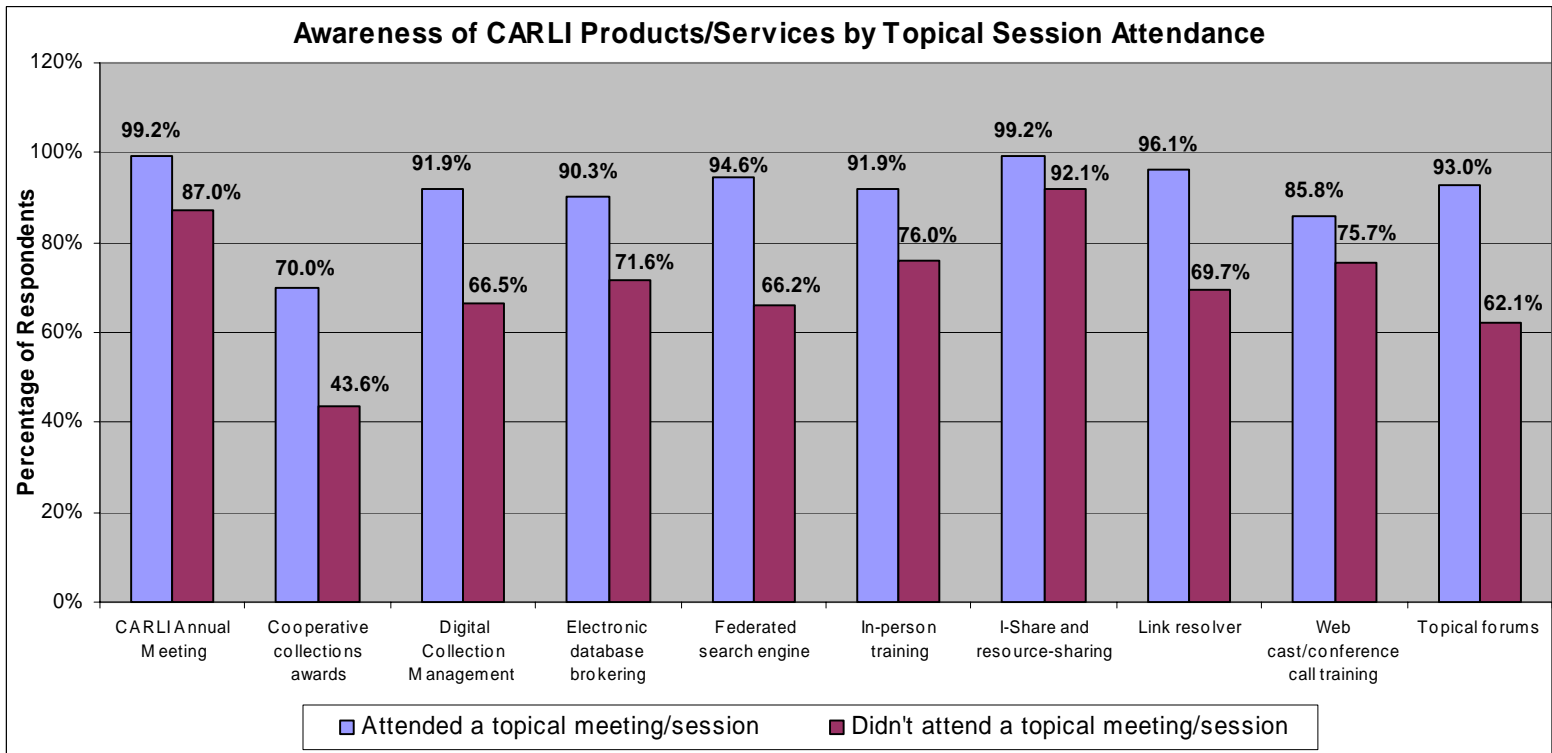
While there are no significant differences for usage of subsidized resources and training session attendance, those who have participated in CARLI training in the past 18 months are significantly more likely to use or participate in the CARLI Annual Meeting, the cooperative collection awards, in-person training, I-Share catalog and resource-sharing (Voyager), Web cast and conference call training, and topical forms than those who did not. These significant differences are in Chart 52.

Chart 52



People who have attended CARLI topical meetings and/or sessions are significantly more likely to be aware of the CARLI Annual Meeting, cooperative collection awards, Digital Collection Management (CONTENTdm), electronic database brokering, federated search engine (WebFeat), in-person training, I-Share catalog and resource-sharing (Voyager), link resolver (SFX), Web cast/conference call training, and topical forms. The significant differences can be found in Chart 53.

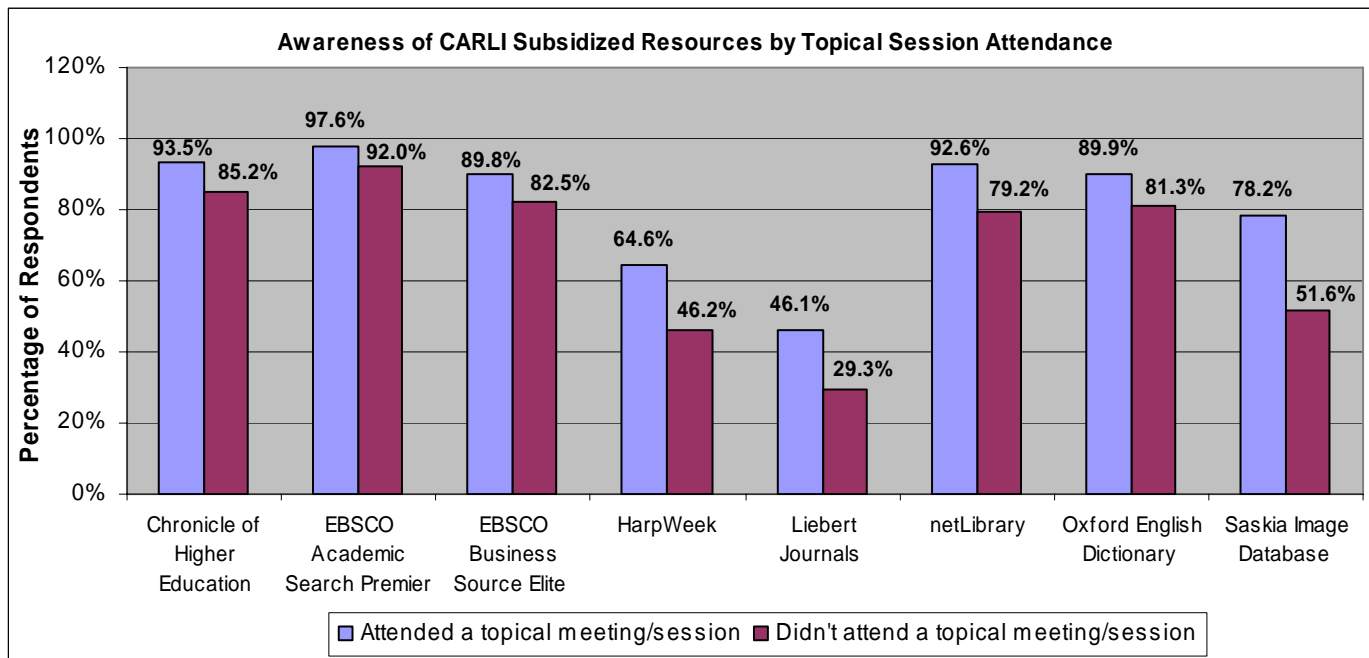
Chart 53



People who have attended topical meetings are also significantly more likely to be aware of the *Chronicle of Higher Education Online*, EBSCO Academic Search Premier and Business Source Elite,

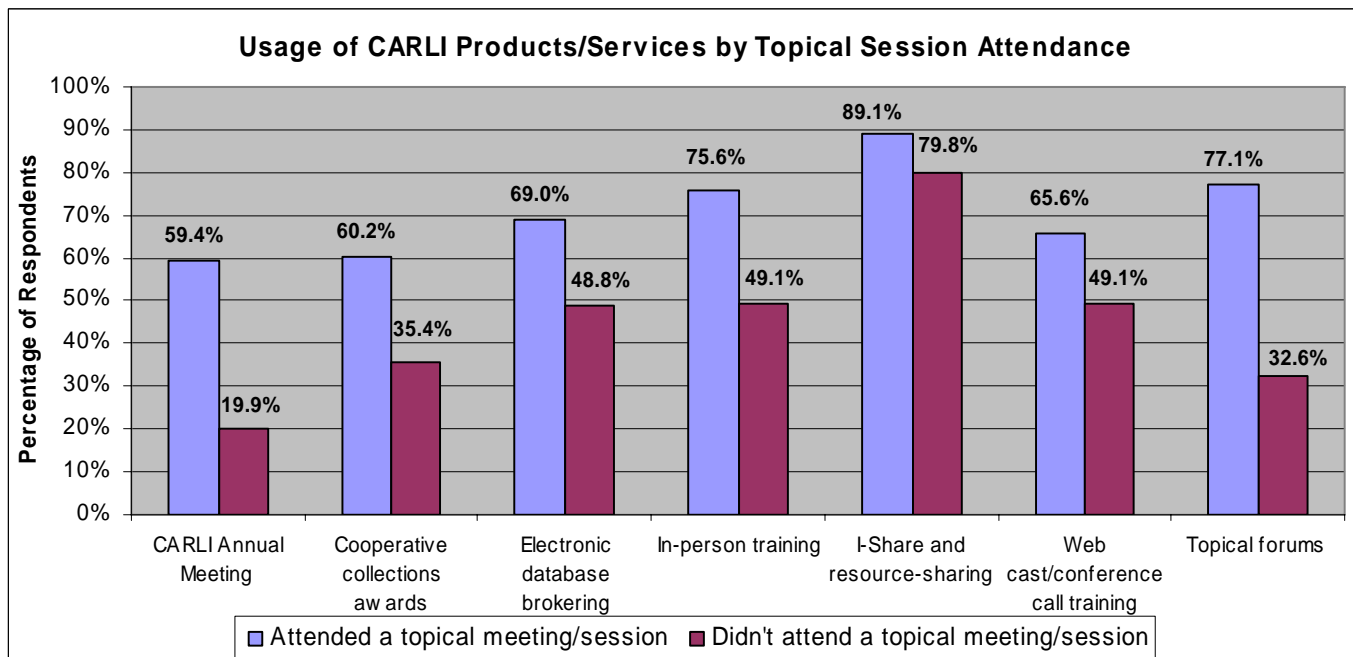
HarpWeek, Liebert journals, netLibrary, Oxford English Dictionary, and the Saskia Image Database, as displayed in Chart 54.

Chart 54



While there are no significant differences for subsidized resources and topical session attendance, people who have attended topical sessions in the past 18 months are significantly more likely to be use or participate in the CARLI Annual Meeting, the cooperative collection awards, electronic database brokering, in-person training, I-Share catalog and resource-sharing (Voyager), Web cast/conference call training and topical forums, as displayed in Chart 55.

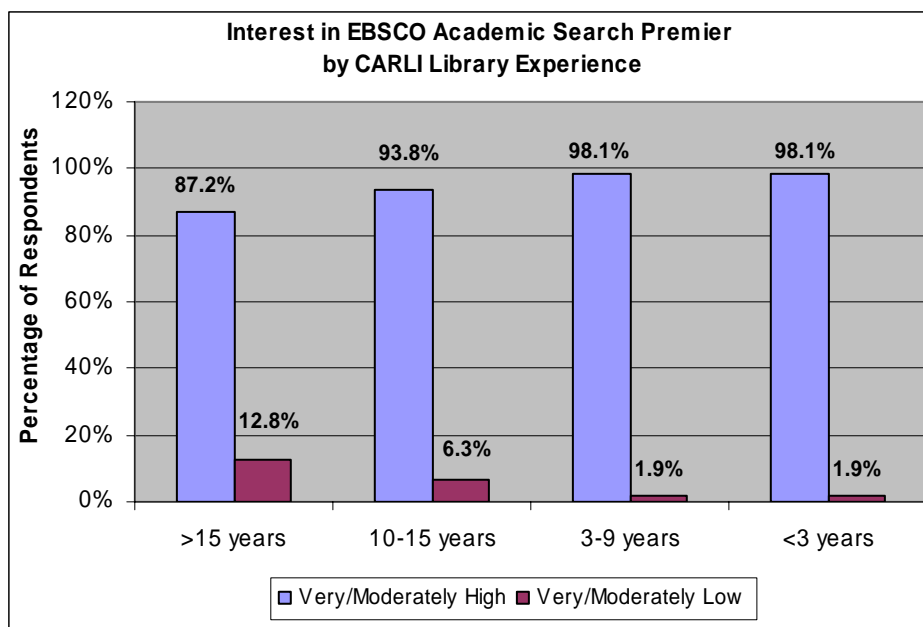
Chart 55



The level of interest respondents have in certain CARLI products and services was measured in Q4. The majority of respondents are either very or moderately interested in I-Share (88.1%), electronic database brokering (77.6%), in-person training sessions (76.3%), topical forums (68.3%), link resolver (68.1%), federated search engine (62.5%), Web cast/conference call training (57.1%), and Digital Collection Management (51.8%). For subsidized resources, EBSCO Academic Search Premier (88.7%), *Chronicle of Higher Education Online* (75.5%), EBSCO Business Source Elite (73.4%), Oxford English Dictionary (70.5%), and netLibrary (51.8%) received the most interest (very or moderately high) from the majority of respondents.

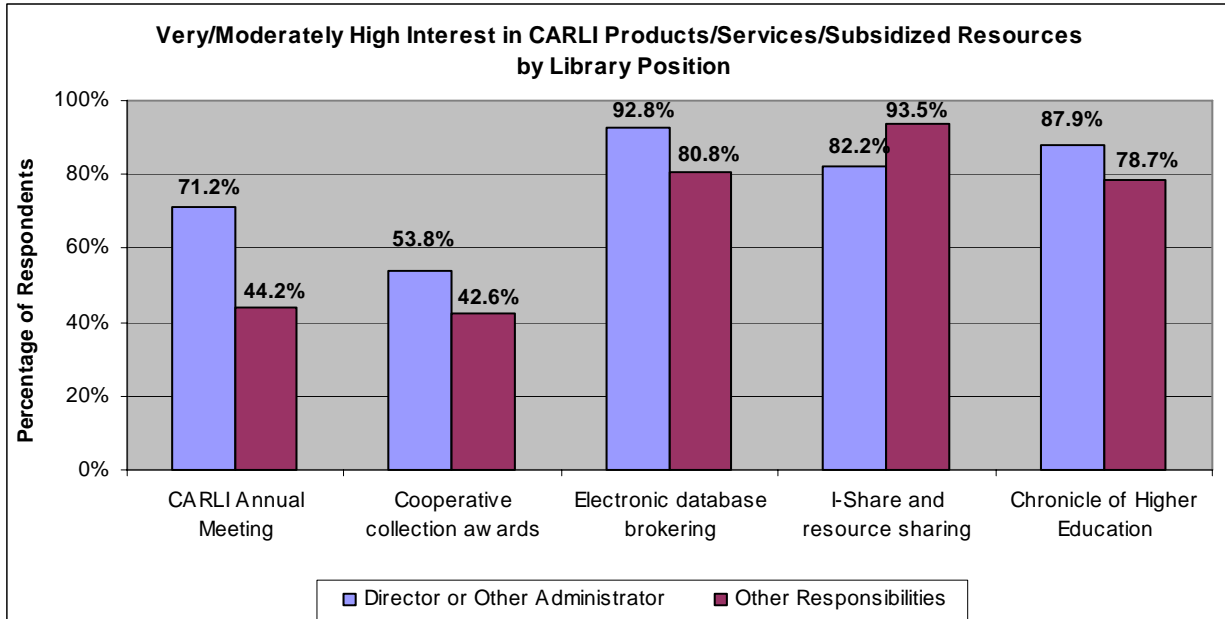
While there are no significant differences for this question by length of service in the library field (Q24), length of service in CARLI institutions (Q25) is significant for interest in EBSCO Academic Search Premier, as Chart 56 shows. There is a slight negative correlation between CARLI library experience and interest in EBSCO Academic Search Premier ( $r = -0.129$ ), where respondents with nine or less years of experience are more interested (very or moderately) than people with more experience at CARLI institutions.

Chart 56



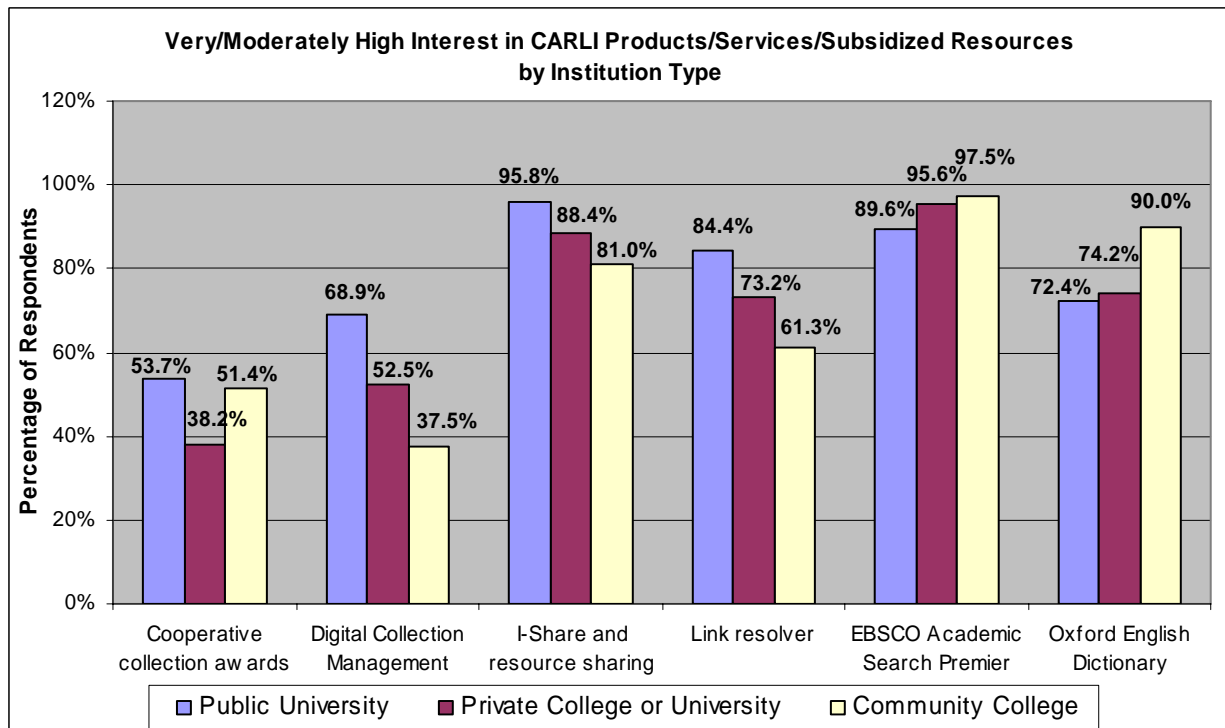
There are also a number of significant differences for how interested directors and other types of administrators are for certain CARLI products or services compared to respondents with other types of job responsibilities. Directors and other types of administrators are significantly more likely to have more interest in the CARLI annual meeting, cooperative collection awards, electronic database brokering, and the *Chronicle of Higher Education Online* compared to respondents with other types of job responsibilities. Compared to directors and other types of administrators, people with other types of jobs are significantly more likely to be more interested in I-Share catalog and resource-sharing (Voyager). These significant relationships are displayed in Chart 57.

Chart 57



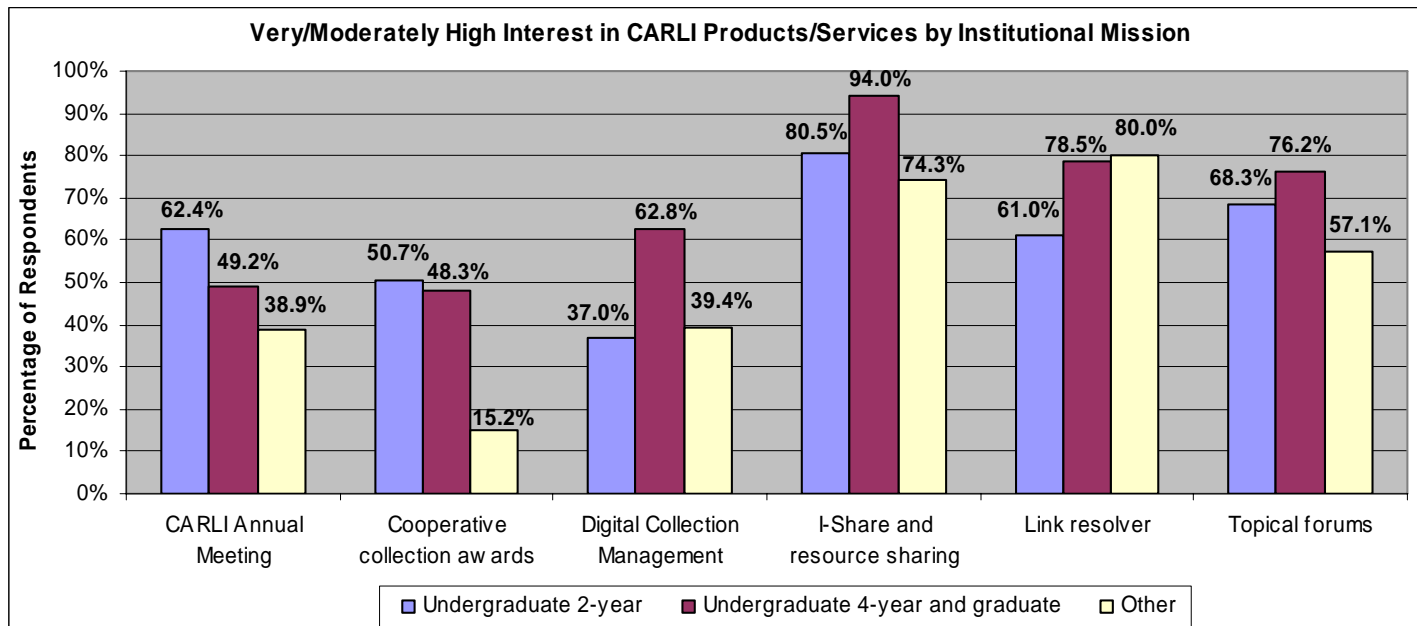
Both institution type (Q19) and institutional mission (Q20) significantly affect what CARLI products, services, and subsidized resources generate the most interest from respondents. Significant differences by institution type include interest in the cooperative collection awards, Digital Collection Management (CONTENTdm), I-Share catalog and resource-sharing, link resolver (SFX), EBSCO Academic Search Premier, and the Oxford English Dictionary. The significant differences by institutions type can be found in Chart 58.

Chart 58



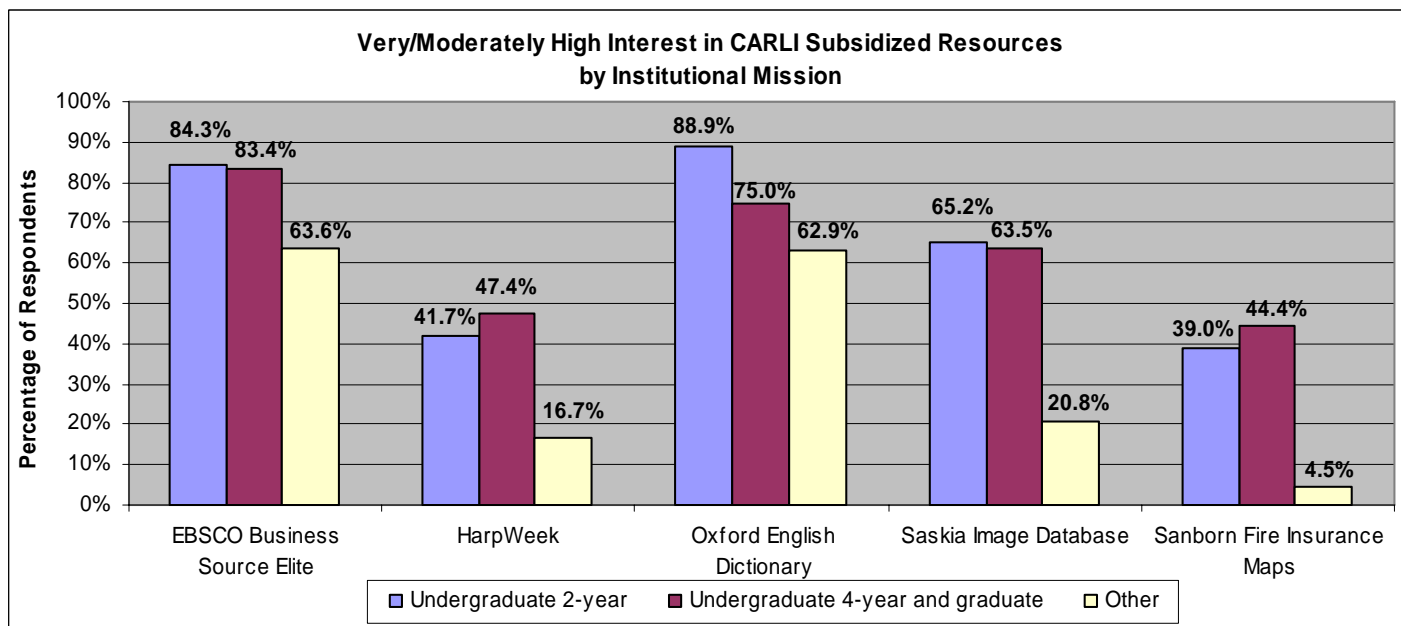
Similarly, there are significant differences between institutional mission and interest in the CARLI Annual Meeting, the cooperative collection awards, Digital Collection Management (CONTENTdm), I-Share catalog and resource-sharing, link resolver (SFX), and topical forums. These significant differences are represented in Chart 59.

Chart 59



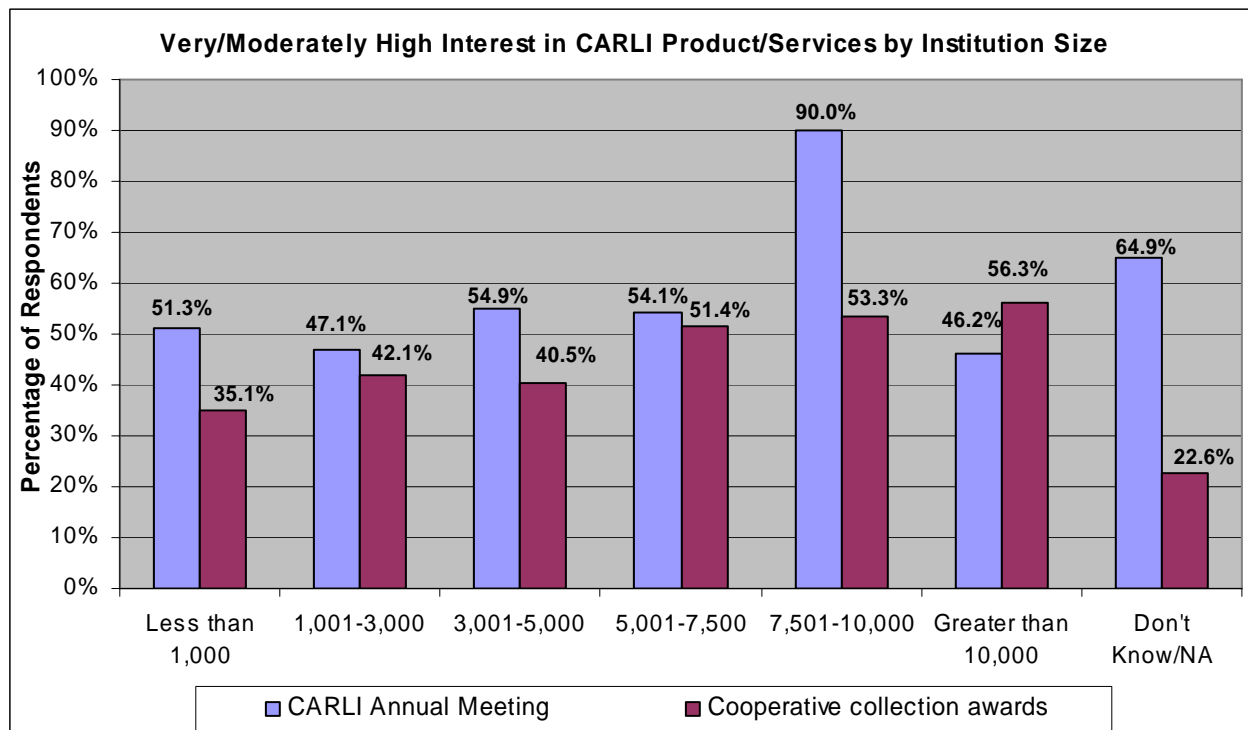
For subsidized resources, institutional mission significantly affects how interested respondents are in EBSCO Business Source Elite, HarpWeek, Oxford English Dictionary, the Saskia Image Database, and Sanborn Fire Insurance Maps for Illinois. The significant differences for interest in subsidized resources by institutional mission is found in Chart 60.

Chart 60



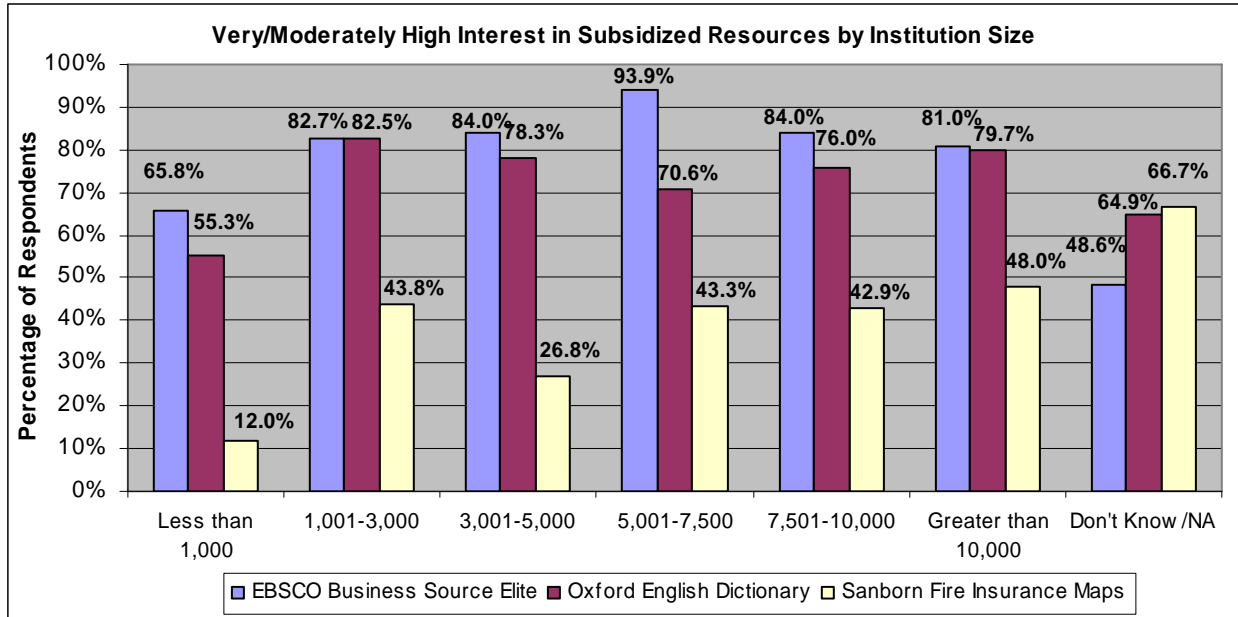
Institution size (Q21) is also a significant factor for respondents' interest in certain CARLI products, services, and subsidized resources. While no directionality could be determined for interest in the CARLI Annual Meeting by institution size, there is a slight positive correlation between institution size and interest in the cooperative collection awards ( $r = 0.152$ ), meaning that larger institutions are more interested in the cooperative collection awards than smaller institutions. The significant differences for interest in the CARLI Annual Meeting and the cooperative collection awards by institution size are displayed in Chart 61.

Chart 61



For subsidized resources, there are significant differences between institution size and interest in EBSCO Business Source Elite, the Oxford English Dictionary, and the Sanborn Fire Insurance Maps. These significant differences are displayed in Chart 62. While no directionality could be determined for interest in EBSCO Business Source Elite and the Oxford English Dictionary by institution size, there is a slight positive correlation between institution size and interest in the Sanborn Fire Insurance Maps ( $r = 0.142$ ), meaning larger institutions are more interested in the Fire Insurance Maps than smaller institutions.

Chart 62



Responses for Q4 dealing with the members’ interest in CARLI products and services were also compared to the respondents’ level of involvement with CARLI in the past 18 months, based on their answers to Q1.

People who have used a new CARLI service in the past 18 months are significantly more likely to have a high interest in the CARLI Annual Meeting, electronic database brokering, the federated search engine (WebFeat), in-person training, I-Share catalog and resource-sharing (Voyager), link resolver (SFX), and Web cast/conference call training. Similarly, they are significantly more likely to be interested in the *Chronicle of Higher Education Online*, EBSCO Academic Search Premier and Business Source Elite, the Oxford English Dictionary, and the Saskia Image Database. The significant differences for CARLI products and service are depicted in Chart 63 while the subsidized resources are represented in Chart 64.

Chart 63

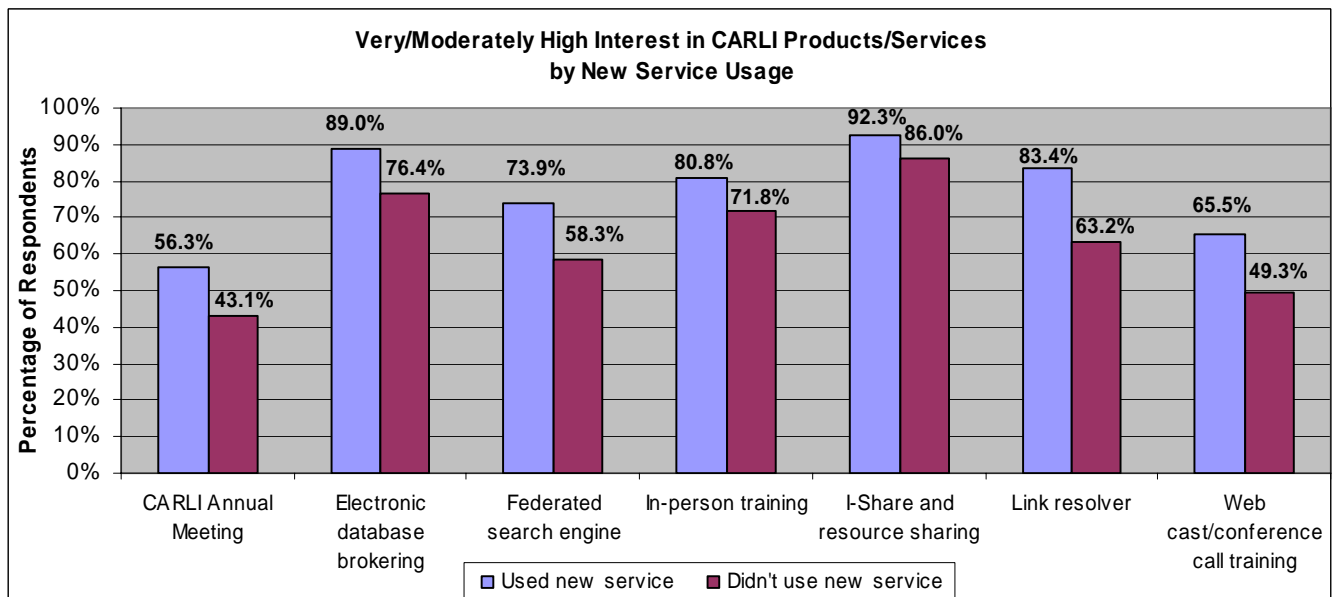
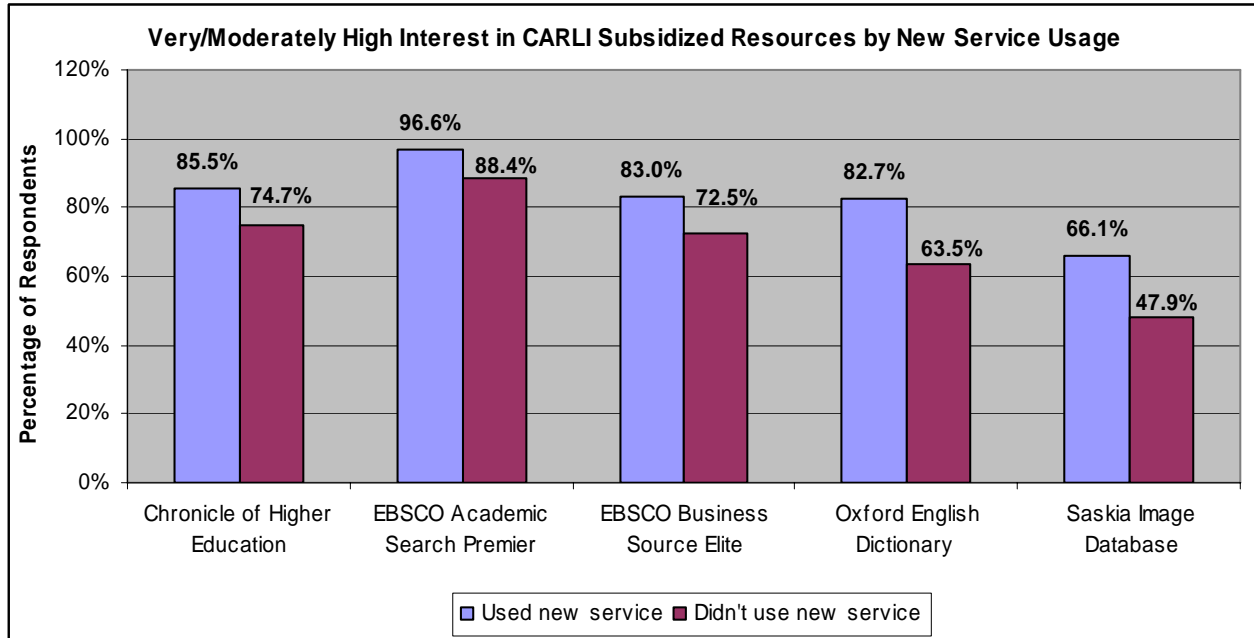


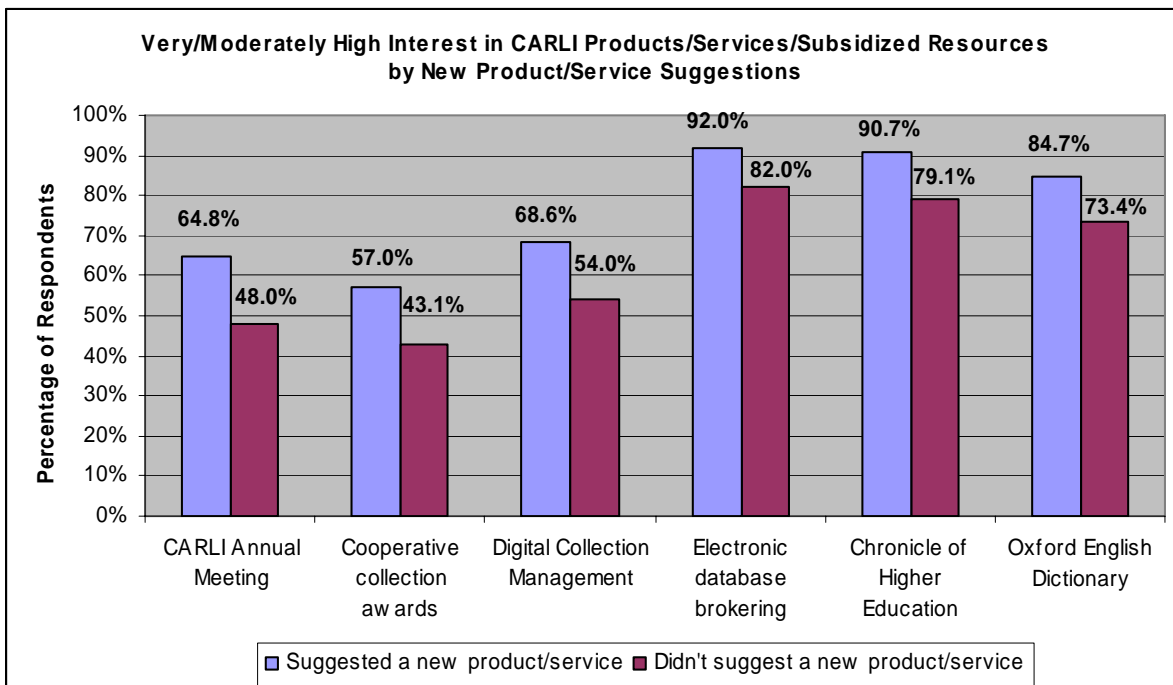


Chart 64



Respondents who have made suggestions to CARLI for new products or services are significantly more likely to have a higher interest in the CARLI Annual Meeting, the cooperative collection awards, Digital Collection Management (CONTENTdm), electronic database brokering, the *Chronicle of Higher Education Online*, and the Oxford English Dictionary. The significant differences for these CARLI products, services, and subsidized resources can be found in Chart 65.

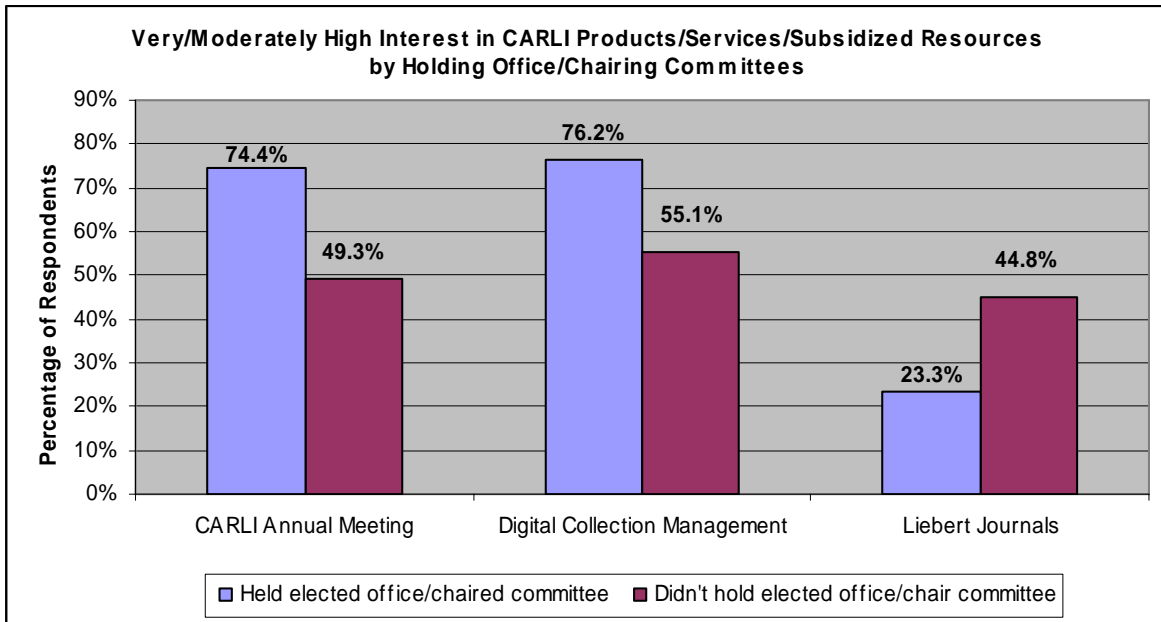
Chart 65



People who have held office or chaired CARLI committees in the past 18 months are significantly more likely to have a higher level of interest in the CARLI Annual Meeting and Digital Collection

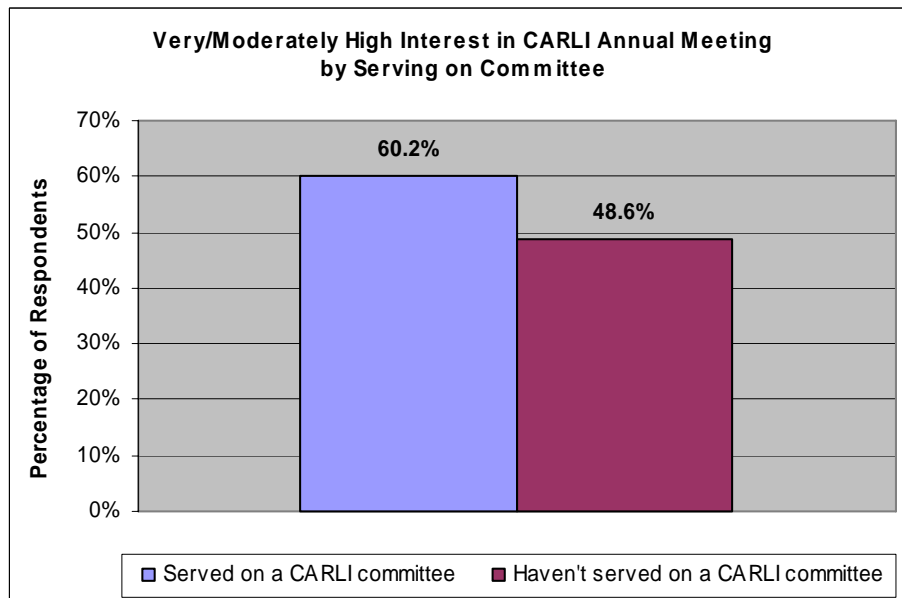
Management (CONTENTdm) than their peers. Conversely, people who have not held office or chaired committees are more interested in Liebert journals. The significant differences are in Chart 66.

Chart 66



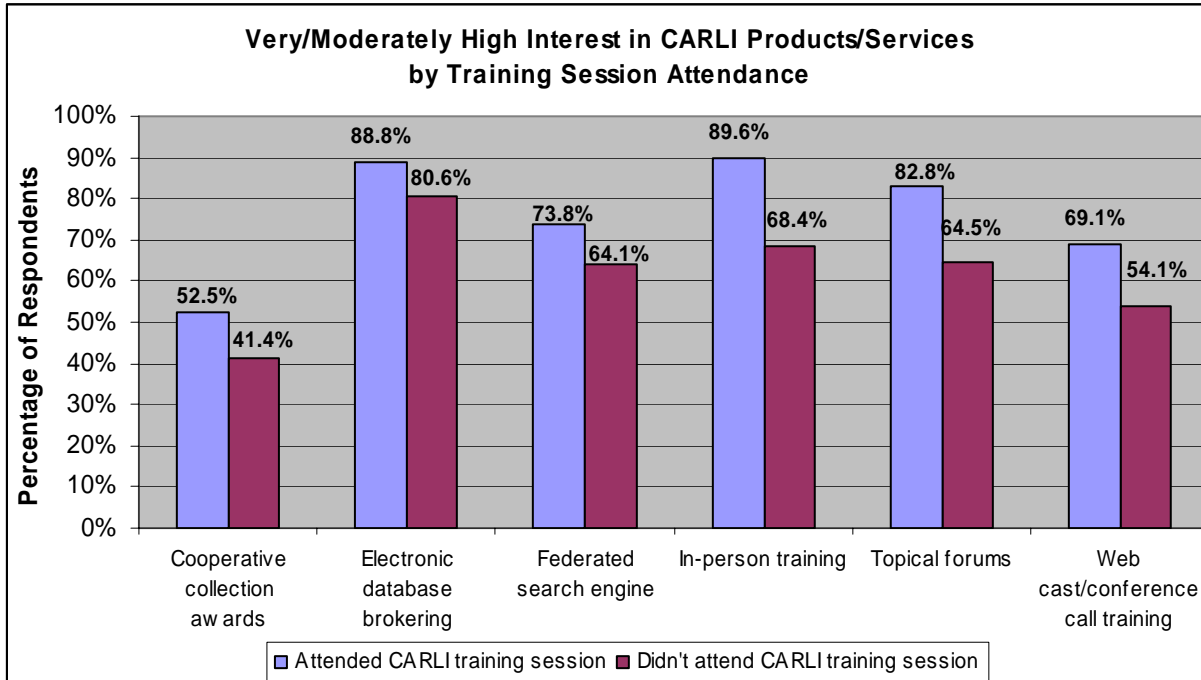
People who have served on a CARLI committee are significantly more interested in the CARLI Annual Meeting than those who have not, as Chart 67 demonstrates.

Chart 67



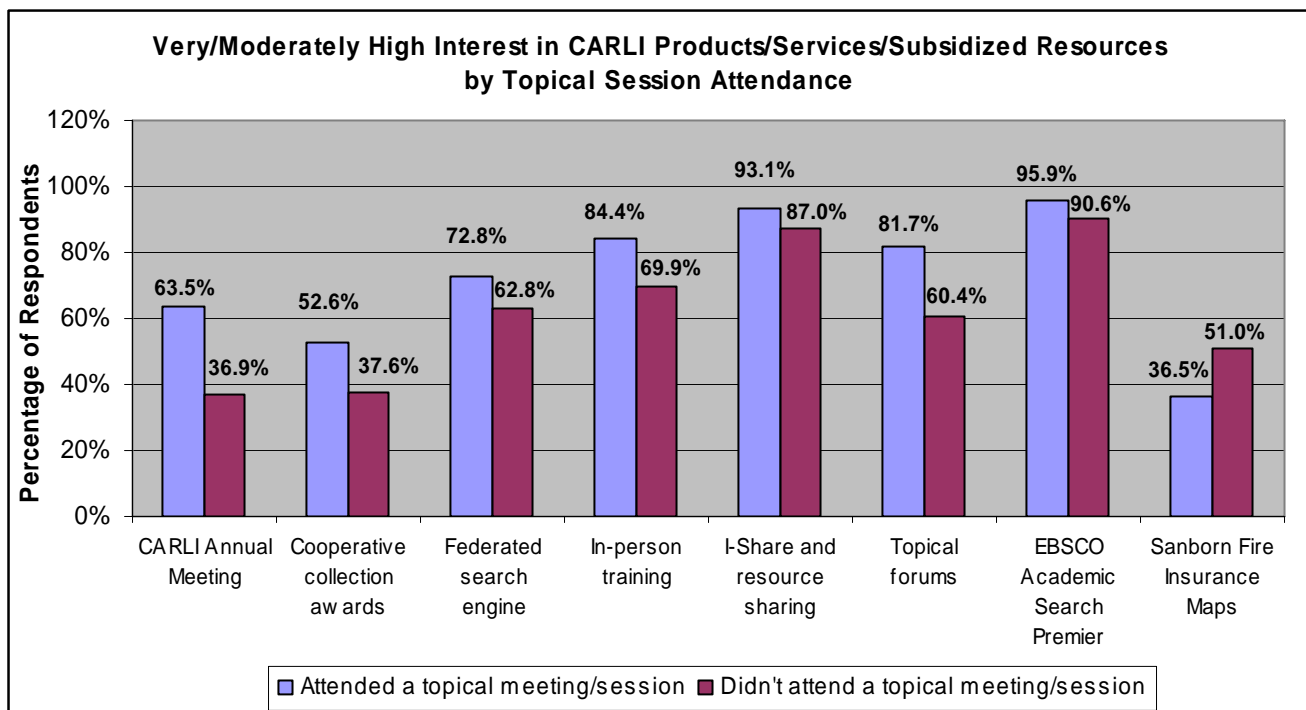
Respondents who have attended CARLI training sessions are significantly more interested in the cooperative collection awards, electronic database brokering, federated search engine (WebFeat), in-person training, topical forums, and Web cast/conference call training than their peers, as displayed in Chart 68.

Chart 68



With the exception of the Sanborn Fire Insurance Maps, people who have attended topical sessions have a significantly higher interest in the CARLI Annual Meeting, the cooperative collection awards, federated search engine (WebFeat), in-person training, I-Share catalog and resource-sharing (Voyager), topical forums, and EBSCO Academic Search Premier than their peers. The significant differences for interest in CARLI services, products, and subsidized resources can be found in Chart 69.

Chart 69



### CARLI Resource Allocation (Q5)

For the topic of resource allocation (Q5), there is no topic where the majority of respondents felt CARLI should devote substantial resources overall. The majority of respondents felt only moderate resources should be devoted to copyright (52.1%), advocacy for libraries (47.5%), preservation and scholarly communication (45.2%), alternative publishing models (44.6%), and information literacy (38.4%). It is also interesting to note that the majority of respondents either had no opinion or did not know how to allocate resources for FRBR (48.4%) and Library 2.0 (32.9%), perhaps due to the technical nature of FRBR and the relative newness of Library 2.0. Table 3 shows the rank order of responses for Q5.

Table 3

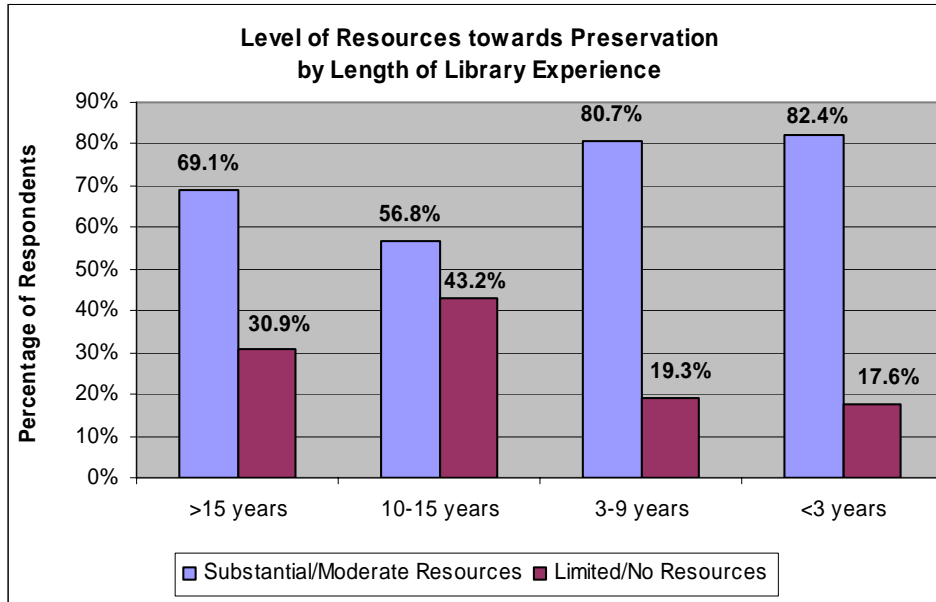
Rank	Substantial Resources	Moderate Resources	Limited Resources	No Resources	No Opinion/ Don't Know
1	Information literacy (26.8%)	Copyright (52.1%)	Alternate publishing models (30.0%)	Information literacy (5.6%)	FRBR (48.4%)
2	Advocacy for libraries (25.2%)	Advocacy for libraries (47.5%)	Scholarly communication (27.8%)	Alternate publishing models (4.2%)	Library 2.0 (32.9%)
3	Preservation (18.5%)	Preservation (45.2%)	Preservation (26.9%)	Library 2.0 (3.4%)	Alternate publishing models (11.5%)
4	Copyright (17.4%)	Scholarly communication (45.2%)	Copyright (23.7%)	Scholarly communication (2.7%)	Preservation (7.3%)
5	Scholarly communication (17.2%)	Alternate publishing models (44.6%)	Information literacy (23.4%)	Copyright (2.3%)	Scholarly communication (7.1%)
6	Library 2.0 (16.9%)	Information literacy (38.4%)	Advocacy for libraries (21.5%)	Preservation (2.1%)	Information literacy (5.8%)
7	FRBR (10.0%)	Library 2.0 (31.9%)	FRBR (15.1%)	FRBR (2.1%)	Copyright (4.6%)
8	Alternate publishing models (9.8%)	FRBR (24.3%)	Library 2.0 (15.0%)	Advocacy for libraries (1.2%)	Advocacy for libraries (4.5%)

No obvious patterns emerge for this particular question when looking at the respondent pool as a whole. This reinforces the heterogeneity of CARLI's member institutions and is illustrative of different CARLI stakeholders.

When exploring this question in the context of the demographic variables, there are no significant differences by library position (Q23a), length of work at CARLI institutions (Q25), or institution size (Q21).

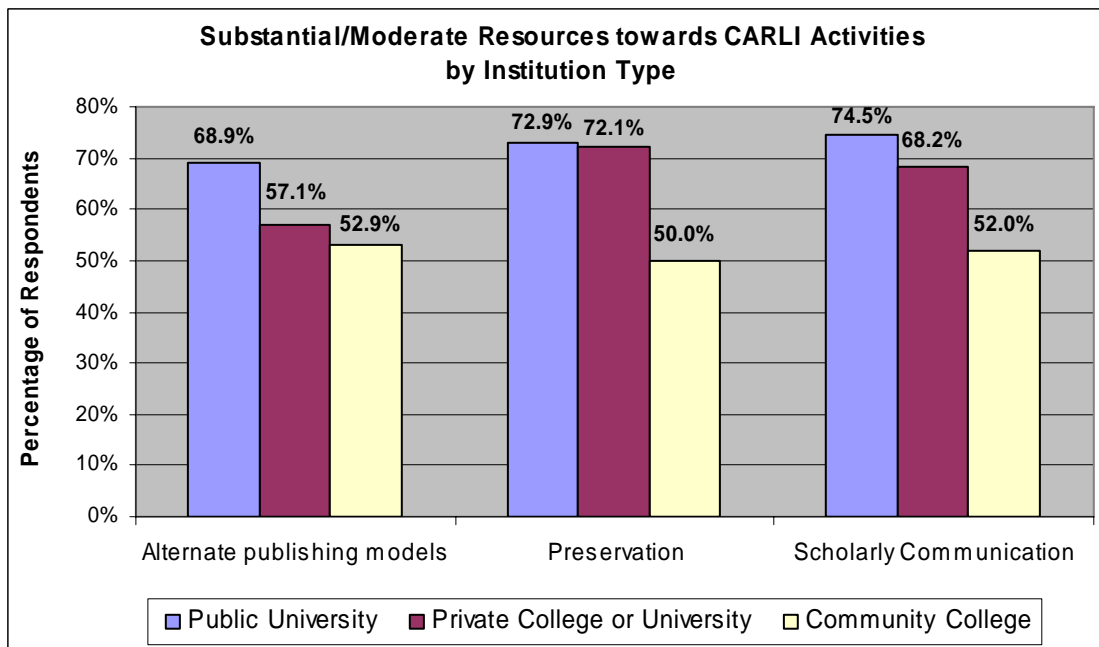
Length of library experience in general (Q24) is a significant factor for allocating resources to preservation efforts. As Chart 70 shows, a greater percentage of respondents with less than three years experience in libraries want CARLI to allocate substantial or moderate resources towards preservation than members with more experience at libraries.

Chart 70



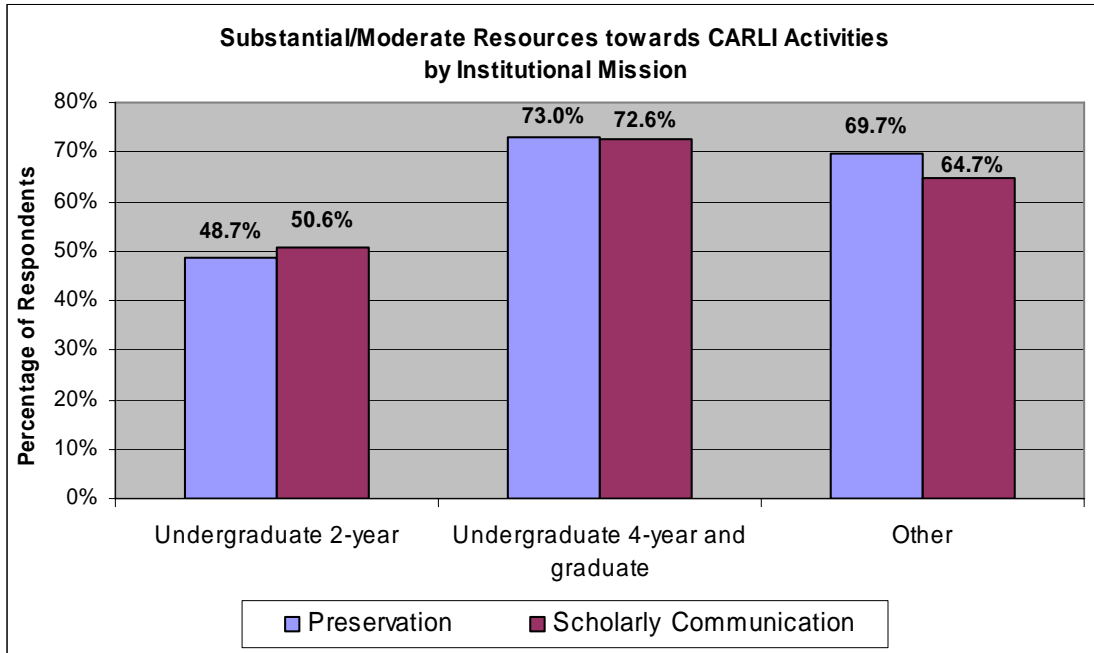
In addition, both institution type and institutional mission are significant factors for how CARLI should allocate resources. A smaller number of people from community colleges feel that CARLI should allocate substantial or moderate resources towards alternate publishing models, preservation, and scholarly communication. The significant differences between institution type and resource allocation are represented in Chart 71.

Chart 71



Similarly, there are significant differences between institutional mission and desire to have CARLI allocate substantial or moderate resources to preservation and scholarly communication issues, as reflected in Chart 72.

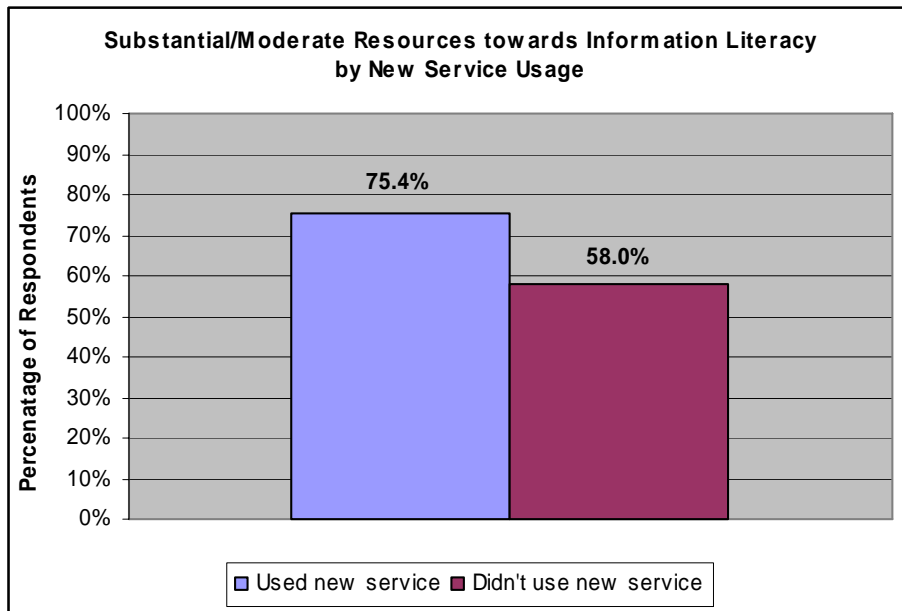
Chart 72



Responses for Q5 dealing with the level of resources CARLI should devote to certain areas were also compared to the respondents' level of involvement with CARLI in the past 18 months, based on their answers to Q1.

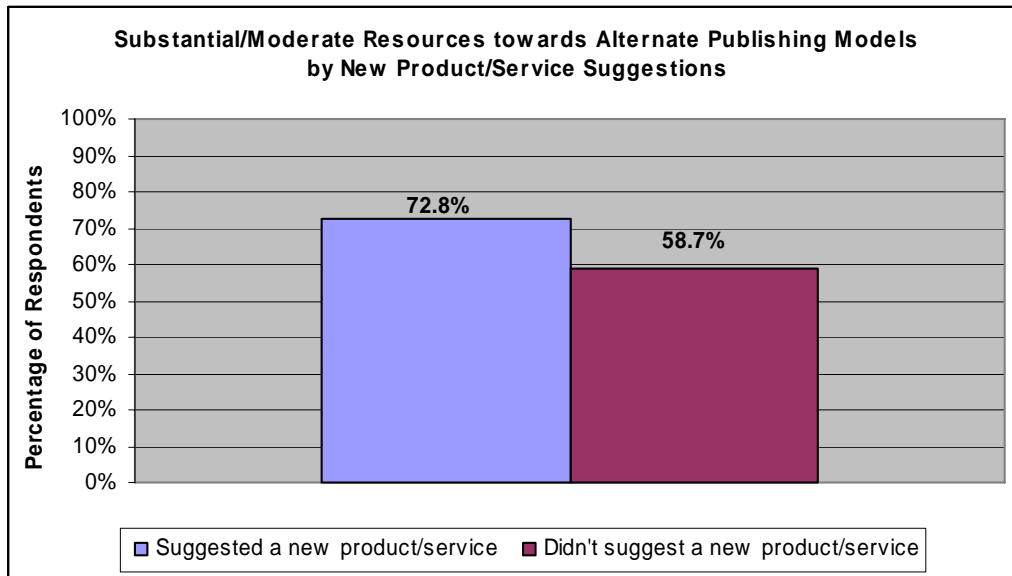
Of those who have used a new CARLI service in the last 18 months, 75.4% believe that CARLI should devote substantial or moderate resources to information literacy. This is a significant difference from the 58% of people who have not used a new service, as illustrated in Chart 73.

Chart 73



People who have made product and/or service suggestions to CARLI are significantly more likely to want CARLI to allocate substantial or moderate resources towards alternate publishing models, as represented in Chart 74.

Chart 74



Members who have held office or chaired CARLI committees and members who have served on committees are significantly less likely to want CARLI to devote substantial or moderate resources towards copyright issues. Instead, as Charts 75 and 76 show, people who have not held CARLI office, chaired committees, or served on committees want CARLI to devote more attention to it.

Chart 75

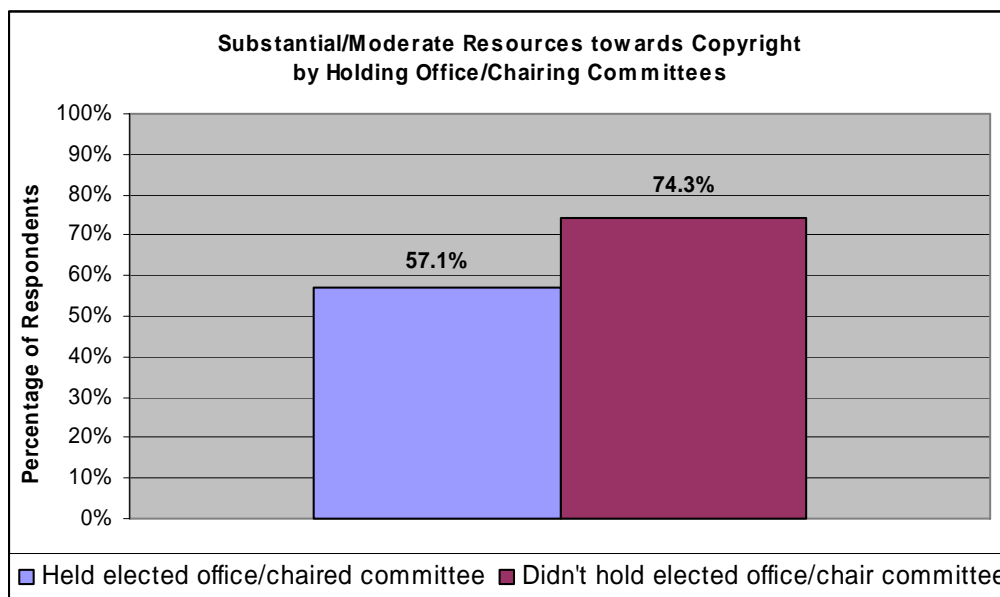
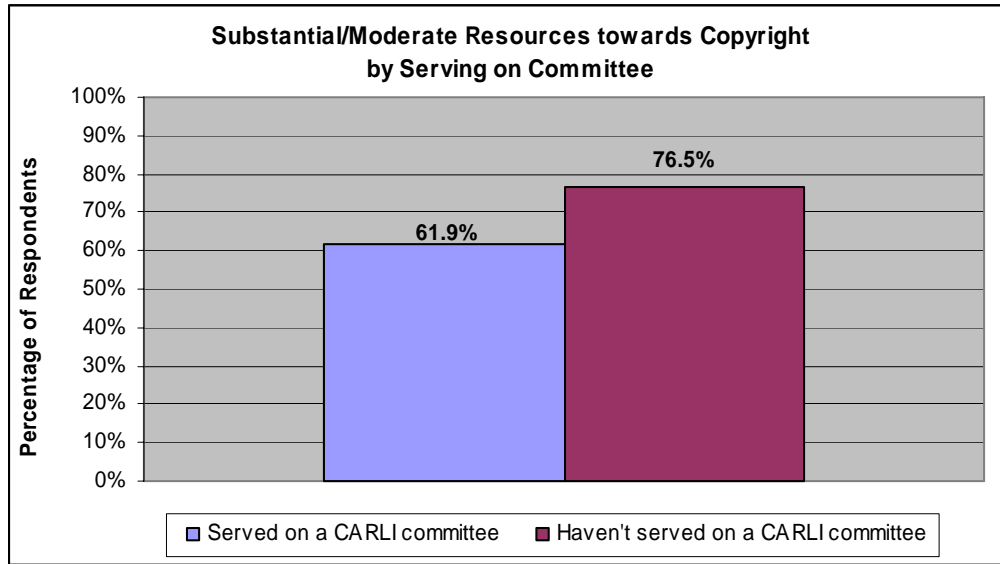


Chart 76



People who have attended training sessions and people who have attended topical forums are significantly less likely to want CARLI to allocate substantial or moderate resources towards advocacy for libraries. As depicted in both Charts 77 and 78, people who have not participated in CARLI training or topical sessions are significantly more likely to want CARLI to devote substantial resources to the topic of advocacy to libraries.

Chart 77

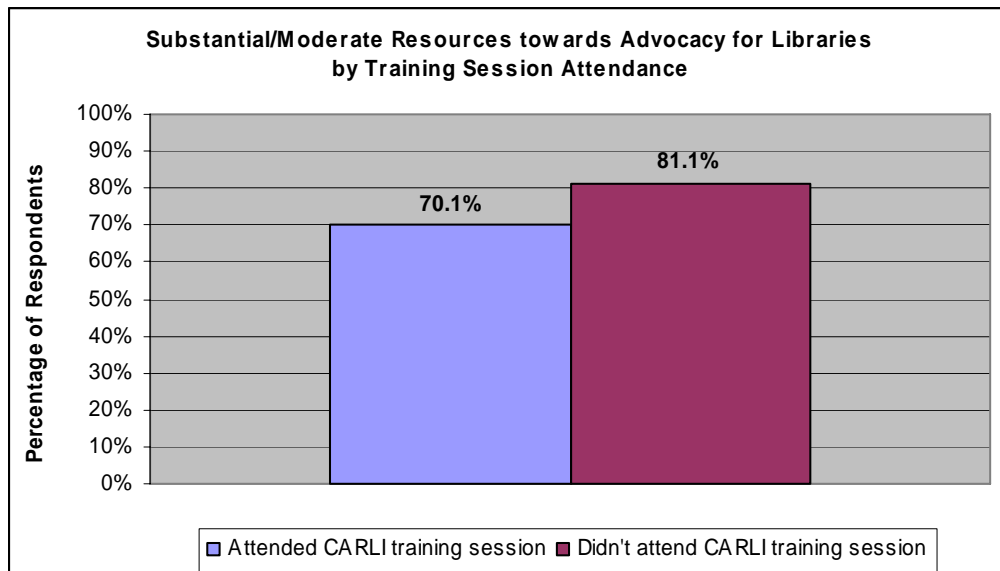
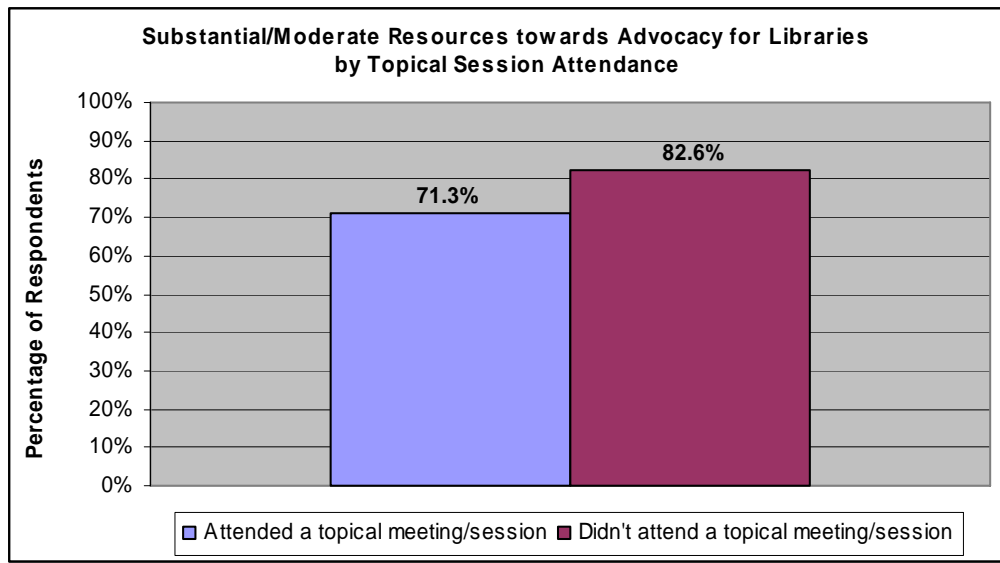




Chart 78



*Perceptions of CARLI (Q6, 23b)*

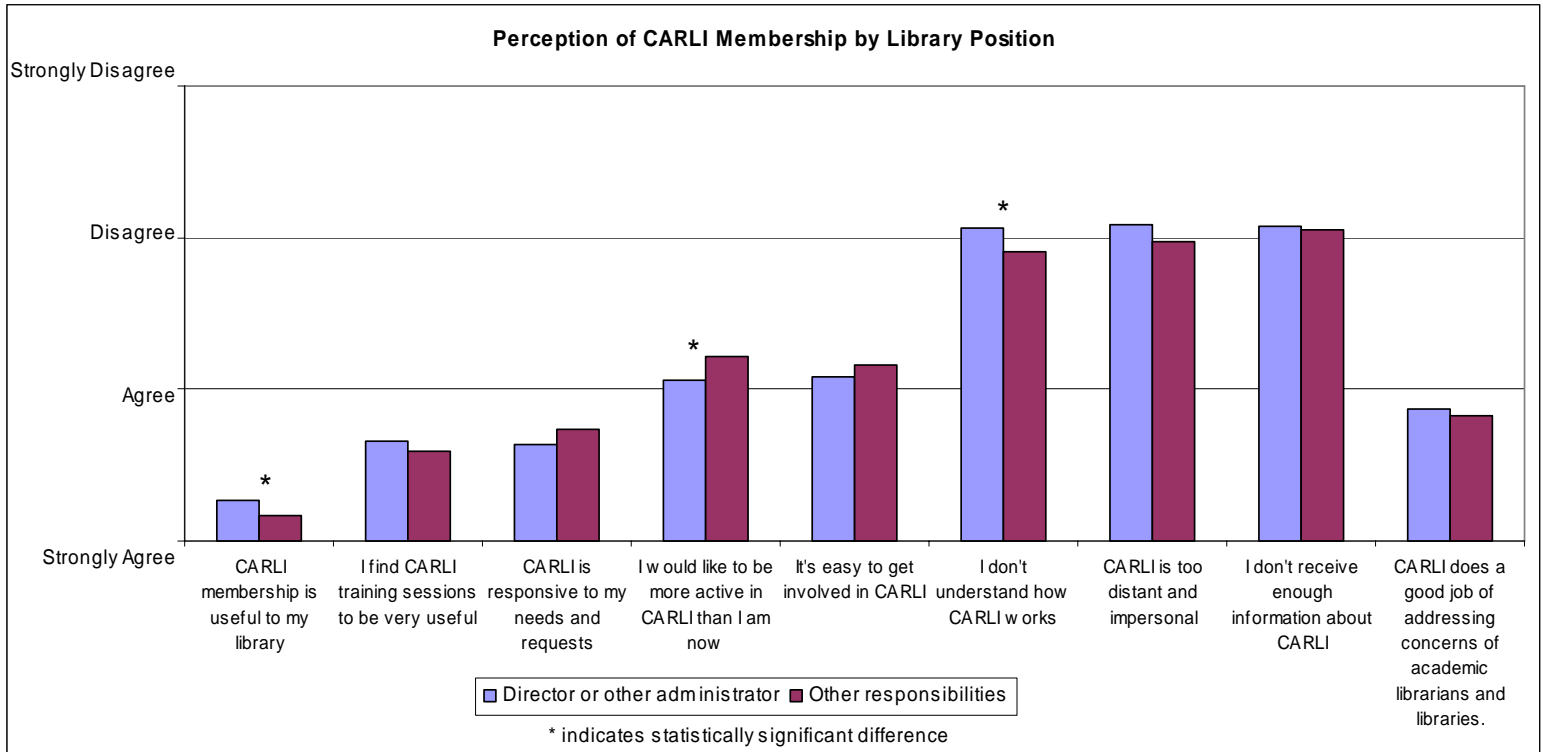
The majority of respondents agree or strongly agree that CARLI membership is useful (98.6%), CARLI addresses concerns of academic libraries (75.8%), CARLI is responsive to needs and requests (75.7%), CARLI training sessions are useful (70.9%), the respondent would like to become more active in CARLI (55.7%), and that it is easy to get involved with CARLI (52.4%). Similarly, the majority of respondents either disagree or strongly disagree that they don't receive enough information about CARLI (77.6%), CARLI is too distant and impersonal (71.4%), and that they don't understand how CARLI works (69.6%).

It is assumed that people with different levels of responsibilities will see CARLI in different ways:

**Hypothesis 4:** Respondents who are directors or other types of administrators will be more likely to have different perceptions of CARLI membership than respondents in other library positions.

Since cross-tabulations of library position (Q23a) with perceptions of CARLI (Q6) did not yield any significant differences, Multivariate Analysis of Variance (MANOVA) and Analysis of Variance (ANOVA) were used to test the relationship between administrative position (Q23a) and perceptions of CARLI (Q6). Three aspects show a significant difference between directors and other administrators and the rest of respondents. Directors and other administrators are more likely to disagree that they do not understand how CARLI works and they are more likely to agree that they would like to be more active in CARLI than they are now. Other respondents were more likely to agree that CARLI membership is useful to their library than directors and other administrators. The breakdowns for these and other parts of the question can be found in Chart 79.

Chart 79



Therefore, H5 holds true for library position and the following statements: I would like to be more active in CARLI than I am now, CARLI membership is useful to my library, and I don't understand how CARLI works.

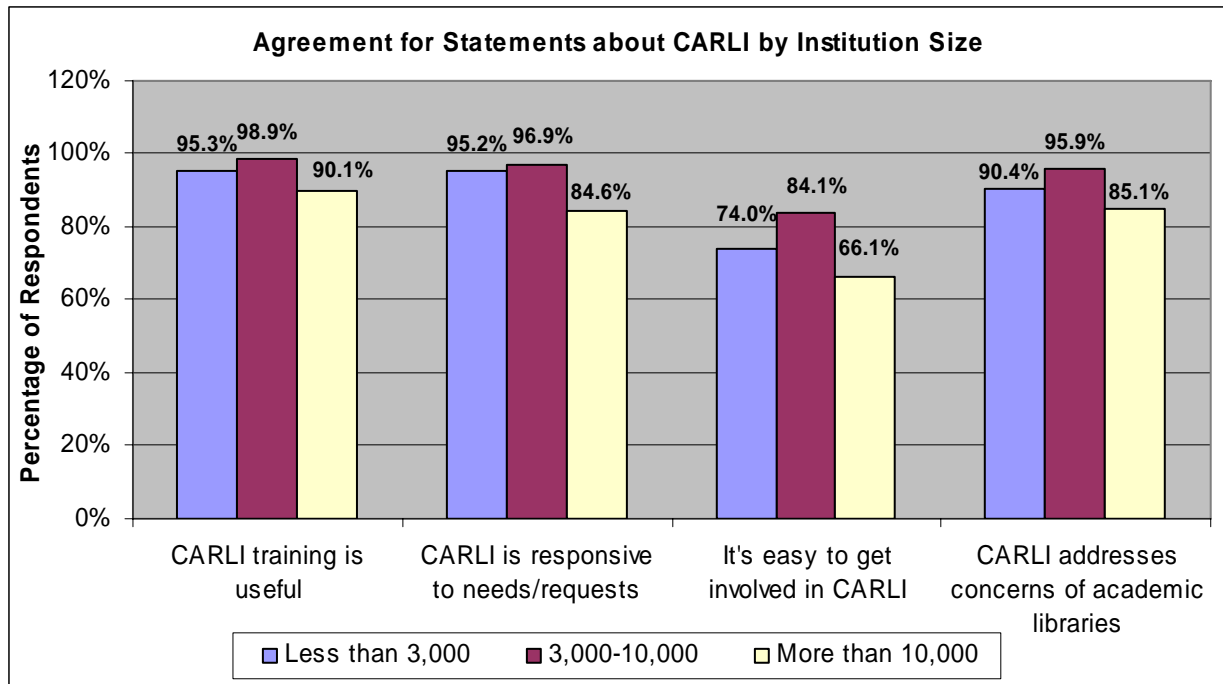
It was also presumed that institutions of different sizes would differ not only in their needs but their perceptions of CARLI as well:

**Hypothesis 5:** Institution size will affect how respondents view CARLI membership.

Chi-square tests were used to test the relationship between respondents with institutions of different sizes (Q21) and their perceptions of CARLI (Q6). Institution size is significantly related to perceptions of CARLI's training sessions, CARLI's responsiveness to needs and requests, how easy it is to get involved in the organization, and that CARLI does a good job addressing concerns of academic libraries and librarians.

Chart 80 provides a graphical representation of the significant relationships between institution size and CARLI perceptions. While directionality could not be determined for relationships between size and how useful CARLI training is, how easy it is to get involved with CARLI, and if CARLI does a good job addressing concerns of academic libraries, there is a slight negative correlation between institution size and agreement to the statement CARLI is responsive to my library's needs and requests ( $r = -0.164$ ). This implies that larger institutions are more likely to disagree that CARLI is responsive to needs and requests.

Chart 80



Therefore H5 is true for institution size and the following statements: I find CARLI training sessions to be very useful, CARLI is responsive to my needs and requests, it is easy to get involved with CARLI, and CARLI does a good job addressing concerns of academic libraries and librarians.

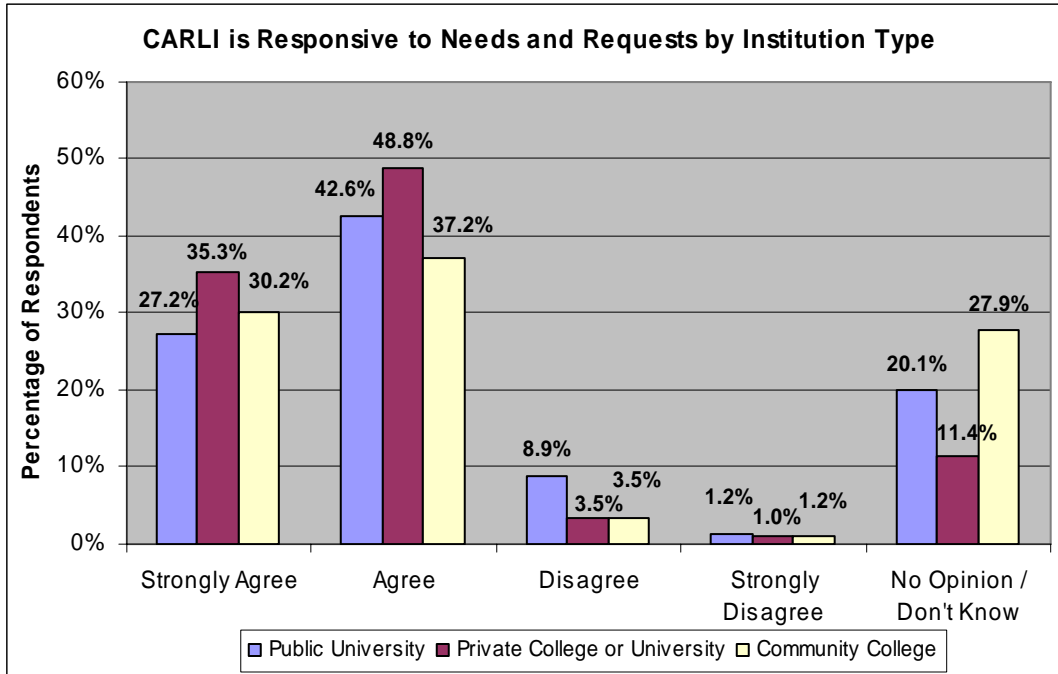
Along with institution size, an institutions' mission and type were also presumed to affect respondents' perceptions of CARLI:

**Hypothesis 6:** Different institutions types will affect how respondents view CARLI services.

Chi-square tests were used to see if there were any differences between members' perceptions of CARLI by institution type (Q19) and institutional mission (Q20).

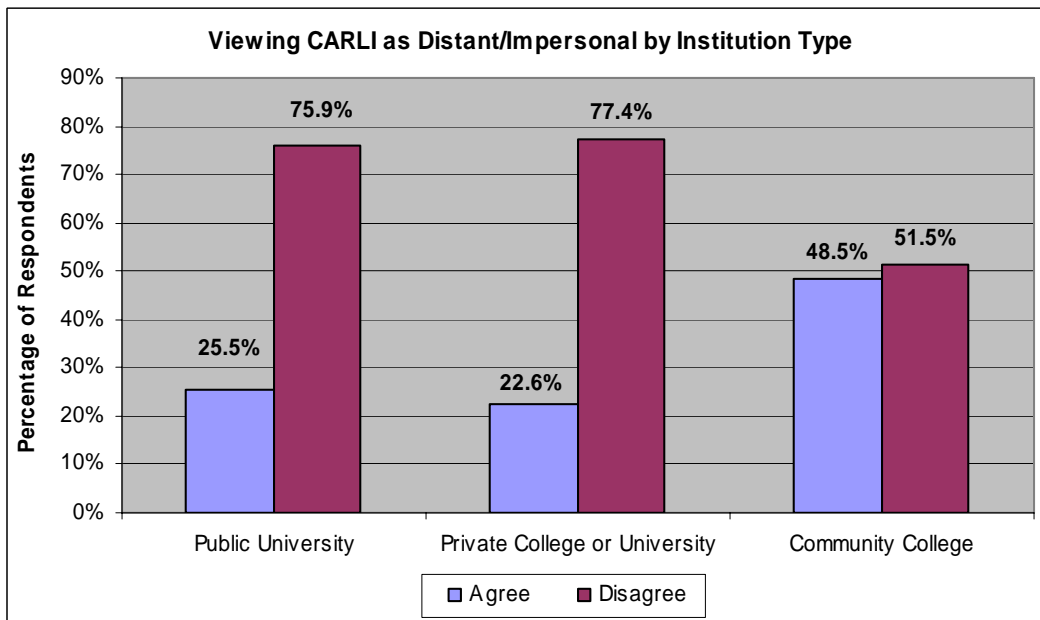
There are significant differences between public, private, and community college's perceptions of how responsive CARLI is to their needs. Chart 81 shows the breakdowns for this particular part of Q6.

Chart 81



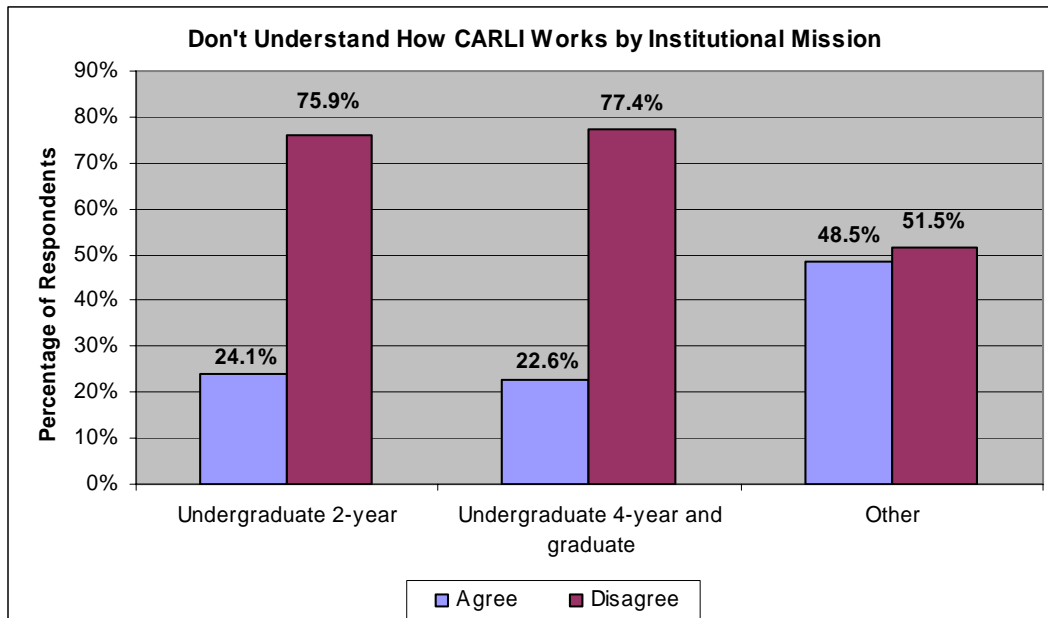
If the response options for this question are consolidated into ‘Agree’ and ‘Disagree,’ there are significant differences in how respondents from different institution types feel that CARLI is too distant or impersonal. As Chart 82 shows, a greater percentage of members from community colleges agree that CARLI is distant and impersonal.

Chart 82



Institutional mission is significant in only one instance, where respondents are asked whether they agree or disagree that they don't understand how CARLI works. In Chart 83, a greater number of respondents from institutions that have other types of missions that are not graduate or two-year or four-year undergraduate agree that they do not understand how CARLI works.

Chart 83



Therefore, H6 is true for institution type for the following statement across all response options: CARLI is responsive to my needs and requests. H6 is true when the response options are consolidated for the statements CARLI is too distant and impersonal and I don't understand how CARLI works.

Additional cross-tabulations by length of CARLI library service (Q25) and library service in general (Q24) both result in significant differences for the statements: I want to be more active in CARLI than I am now and I don't receive enough information about CARLI. As Chart 84 and 85 demonstrate, there are significant differences between library experience at CARLI institutions and libraries in general and agreement that people want to be more active in CARLI and that they do not receive enough information about CARLI.

While directionality cannot be determined for library experience and agreement that people want to be more active in CARLI, there are slight negative correlations between length of service at CARLI libraries and agreement that people do not receive enough information about CARLI ( $r = -0.192$ ) and length of library service in general and agreement that people do not receive enough information about CARLI ( $r = -0.201$ ). This implies that the less time someone has worked at a CARLI institution or a library in general, the more likely they will agree that they do not receive enough information about CARLI.

Chart 84

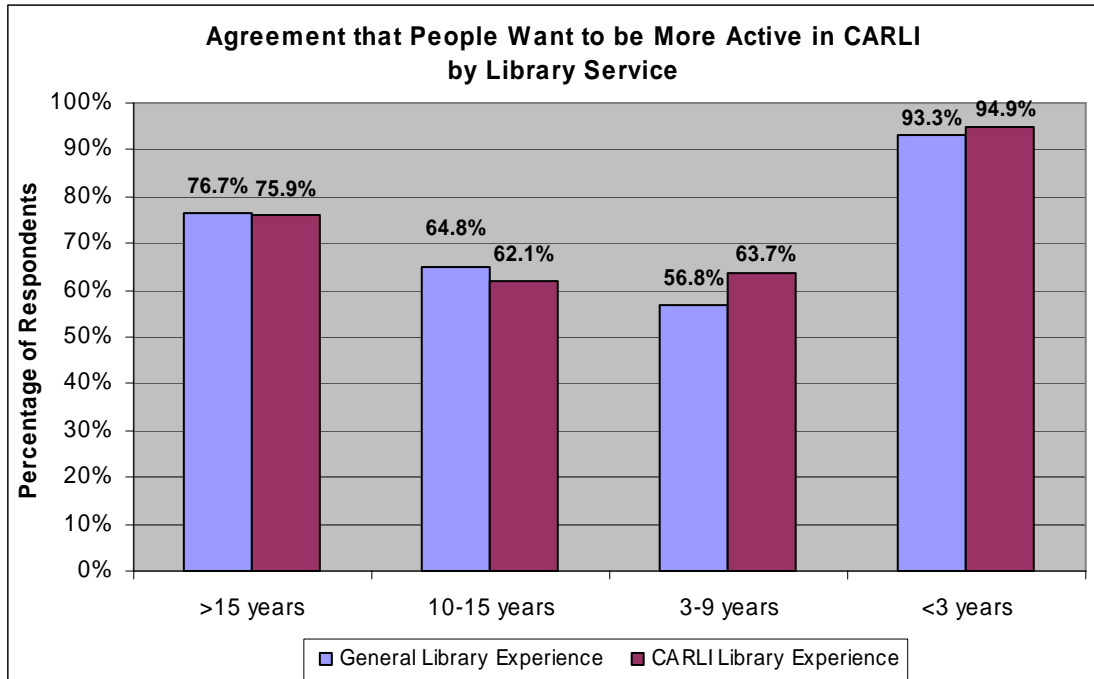
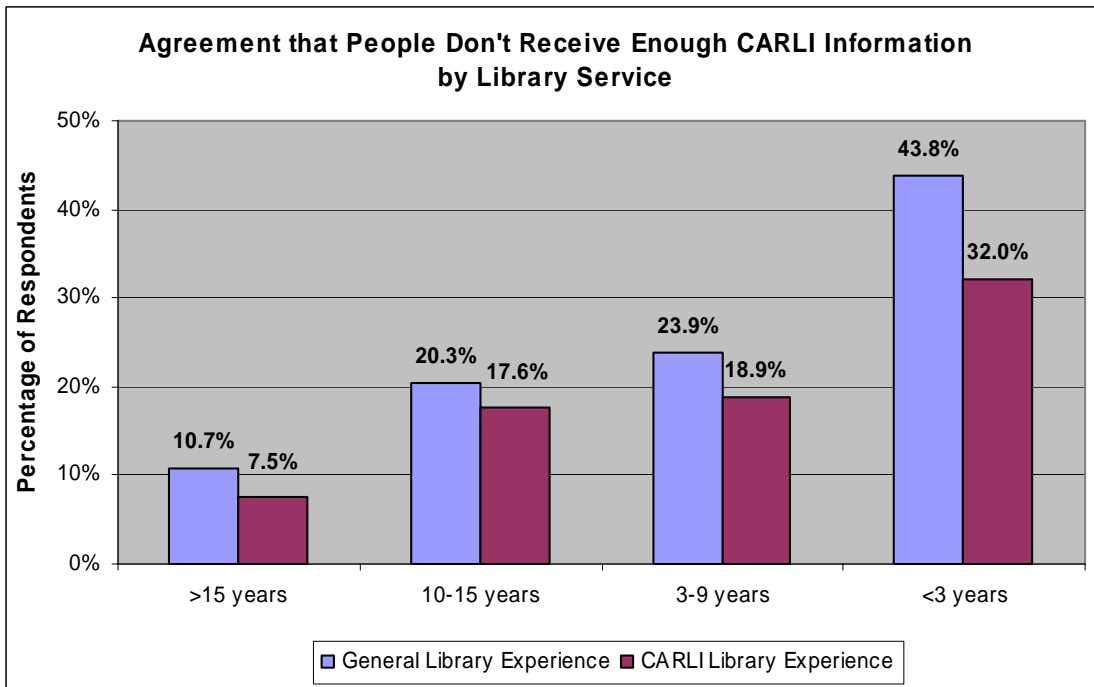


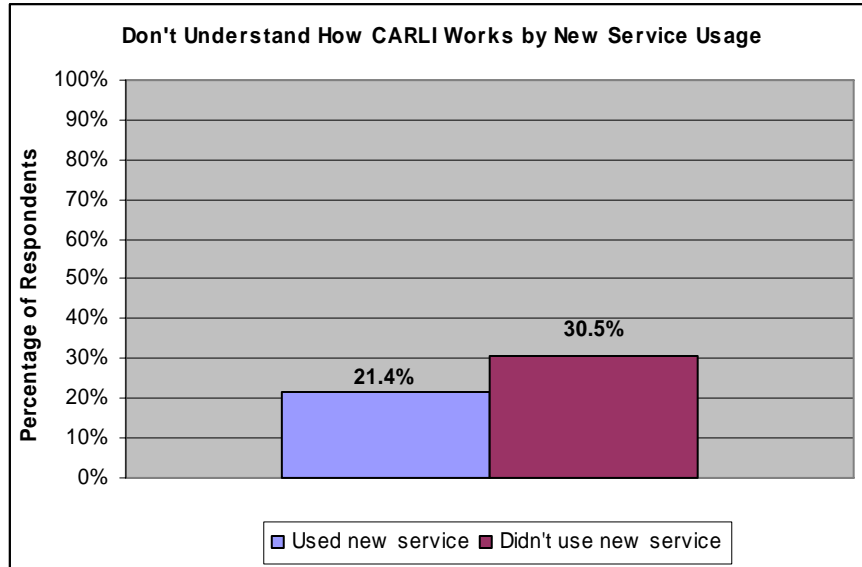
Chart 85



Responses for Q6 discerning members' perceptions of CARLI were also compared to the respondents' level of involvement with CARLI in the past 18 months, based on their answers to Q1.

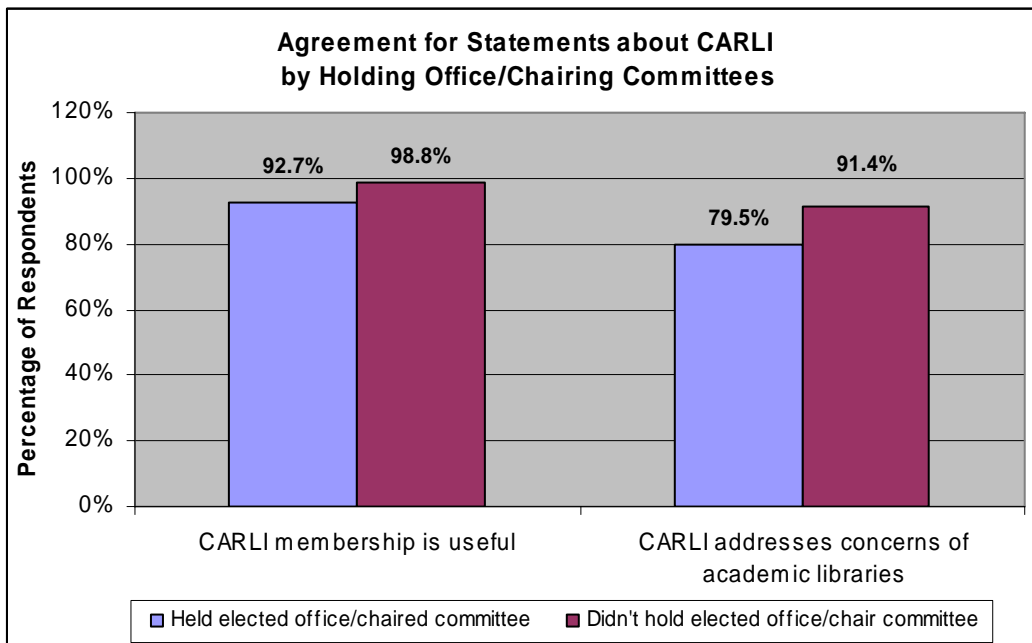
People who have used a new service in the past 18 months are significantly less likely to agree that they don't understand how CARLI works, as depicted in Chart 86.

Chart 86



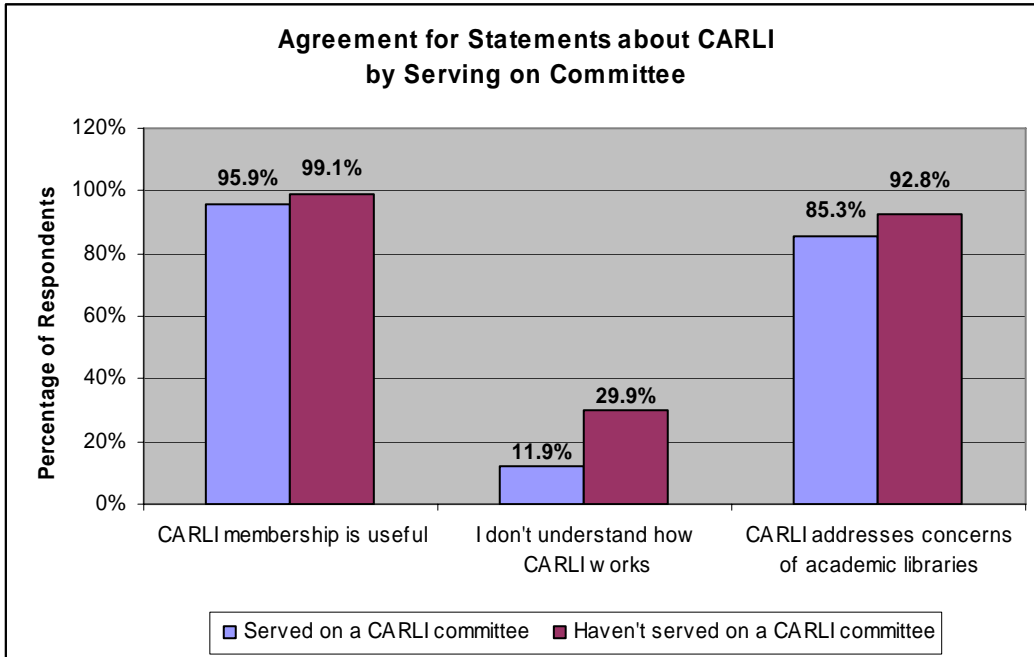
While there are no significant differences for people who have made suggestions for new products or services, people who have held office or chaired CARLI committees are significantly less likely than their peers to agree that CARLI membership is useful to their library and that CARLI does a good job addressing the concerns of academic libraries and librarians. These significant differences are displayed in Chart 87.

Chart 87



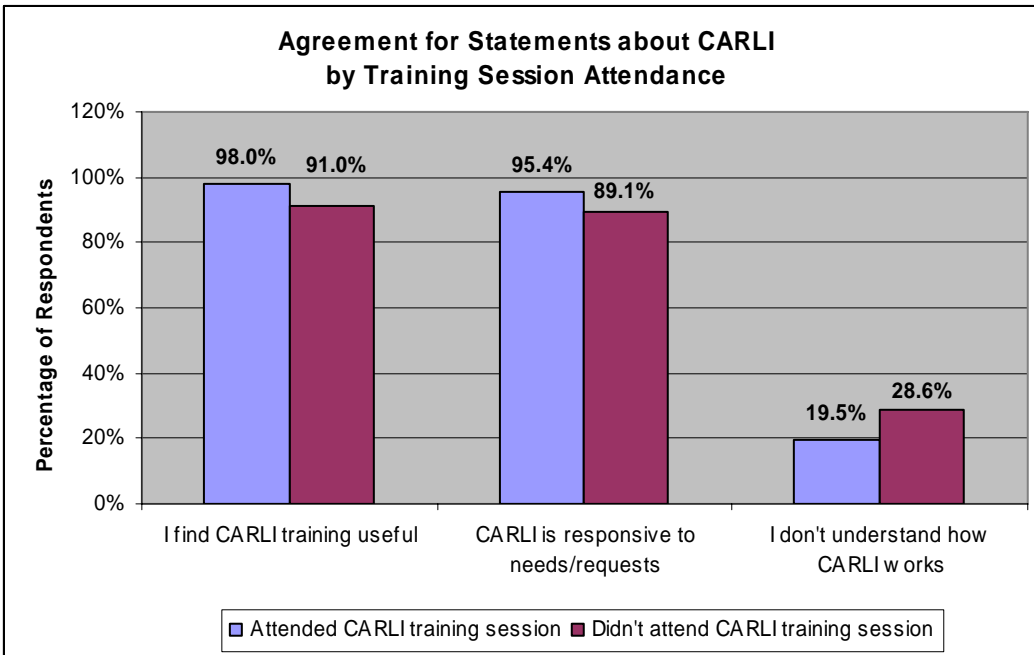
Similarly, as shown in Chart 88, people who have served on CARLI committees in the last 18 months are significantly less likely to agree that CARLI membership is useful to their library and that CARLI does a good job addressing the concerns of academic libraries and librarians. People who have served on committees are also significantly less likely to agree that they do not understand how CARLI works.

Chart 88



Members who have attended training sessions are significantly more likely to agree that they find CARLI training to be useful and that CARLI is responsive to their needs and requests. As shown in Chart 89, they are also less likely to agree that they don't understand how CARLI works.

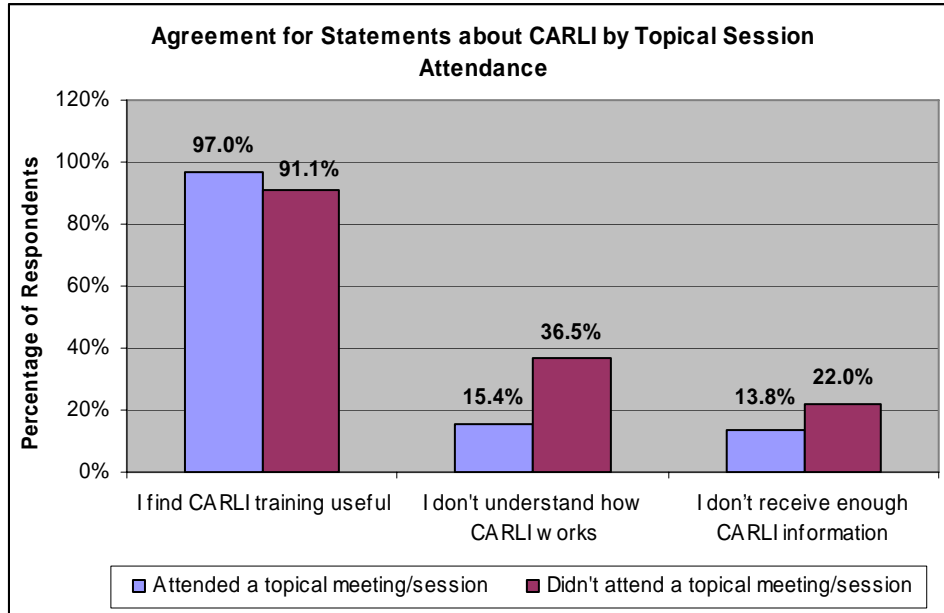
Chart 89



People who have attended CARLI topical sessions are significantly more likely to agree that they find CARLI training to be useful, while they are significantly less likely to agree that they do not understand how CARLI works or that they do not receive enough information about CARLI. These significant differences are displayed in Chart 90.



Chart 90



Q23b asked directors and other administrators to comment on how they valued CARLI membership. Half of those respondents think that CARLI membership is something they will continue because they find it to be useful. A little over a third of respondents (36.8%) feel that the money spent on CARLI membership is the best money they will spend all year. Due to the small number of respondents for this particular question, cross-tabulations by demographics could not be performed. Therefore, no significant differences by library size, type, position, or work experience in libraries could be determined.

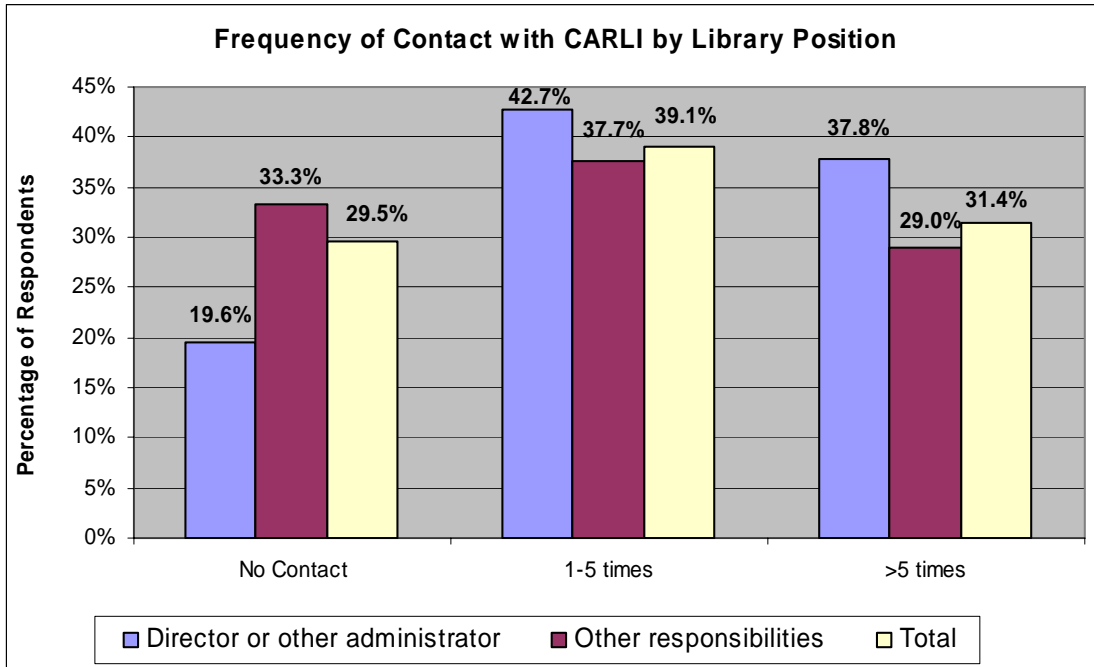
### **CARLI Communication Channels**

#### *Recent Contacts with CARLI (Q7a – 7c)*

Overall, the majority of respondents (39.1%) have contacted CARLI between one and five times over the last 18 months. Similarly, over 30% have contacted CARLI more than five times, and just under 30% of respondents have had no contact whatsoever with CARLI. The majority of respondents used email (63.7%) to contact CARLI, followed by phone contacts (41.8%). Ninety-six percent of respondents were either very or somewhat satisfied with their experiences contacting CARLI.

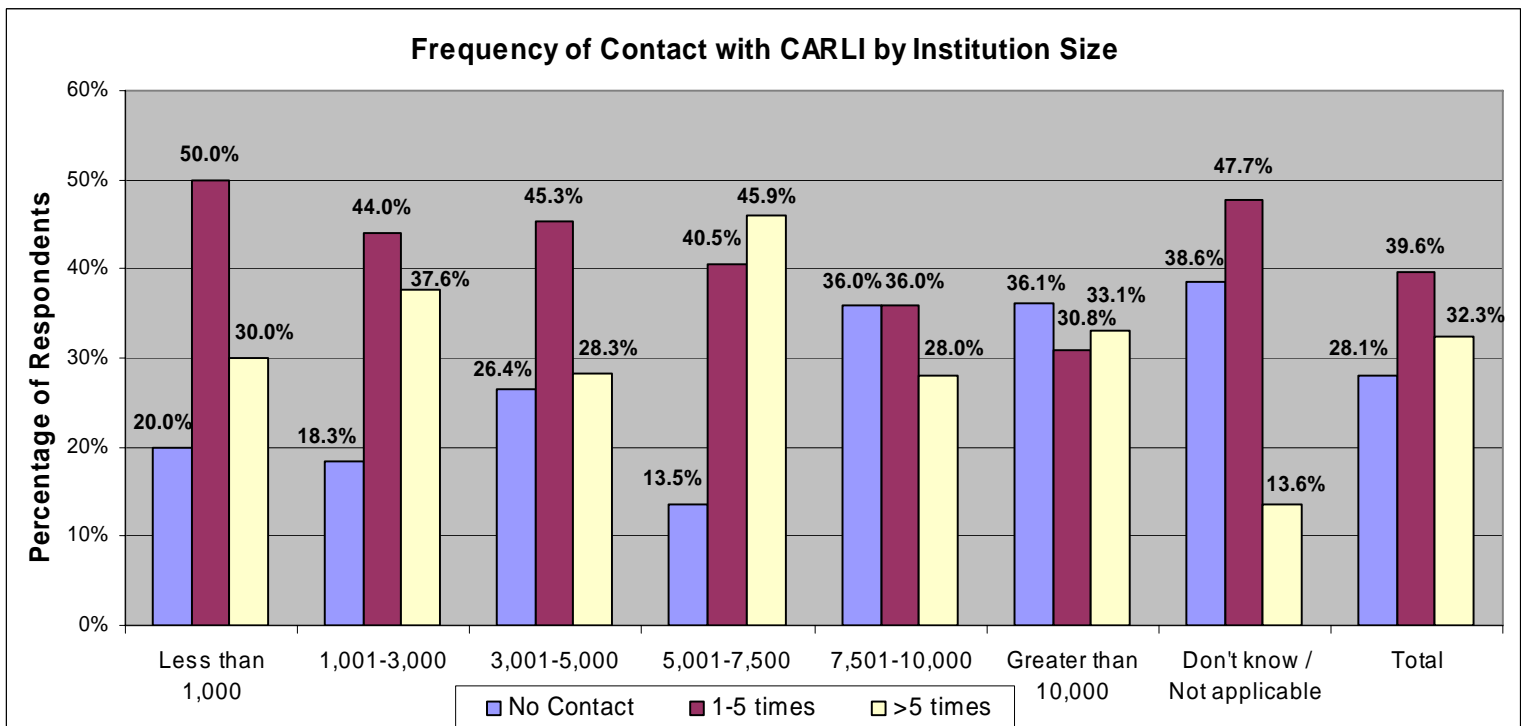
There are significant differences between directors and other administrators and people with other responsibilities and the frequency of members' contacts with CARLI. A slight positive correlation between library position and contacts with CARLI exists ( $r = 0.130$ ), meaning directors and other administrators are more likely to have contacted CARLI one to five times or more than five times over the past 18 months, while people with other responsibilities are much more likely to have not contacted CARLI at all. Please see Chart 91 for more details.

Chart 91



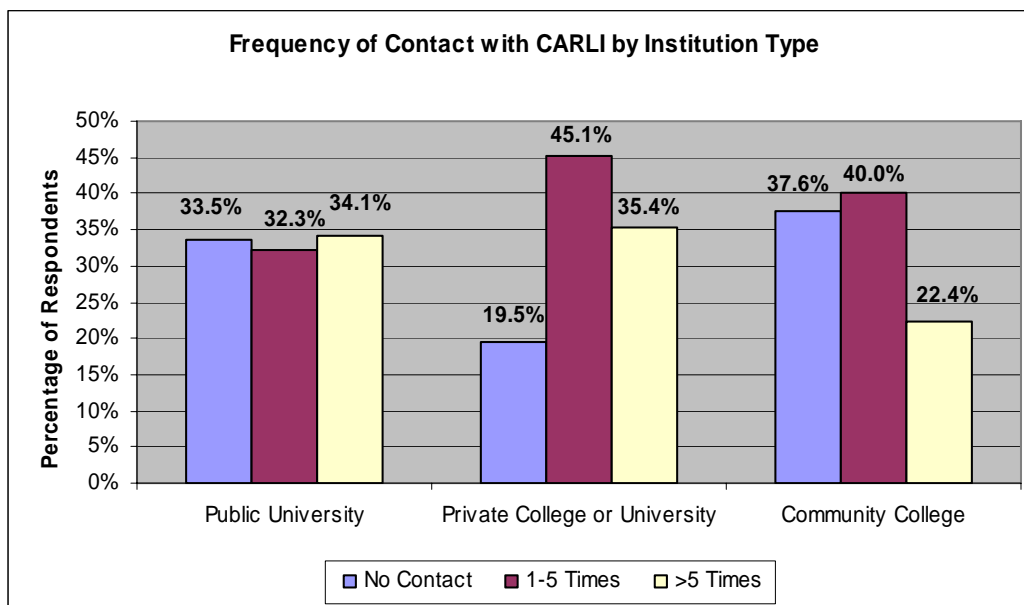
Institution size (Q21), as measured by full-time student enrollment, is also a significant factor in how often people contacted CARLI in the past 18 months. There is slight negative correlation between institution size and contact with CARLI ( $r = -0.102$ ), implying that smaller institutions are more likely to contact CARLI more frequently. Chart 92 depicts the significant differences between the groups.

Chart 92



Whether or not the respondent works at a public, private, or community college (Q19) is also a significant factor for how many times they contacted CARLI in the past 18 months. Chart 93 shows the significant differences between institution type and frequency of contact with CARLI.

Chart 93



No significant relationships are found in the frequency of members' contacts with CARLI for institutional mission (Q20), length of work at CARLI institutions (Q25), and length of work at libraries (Q24). Similarly, no significant relationships are found in the members' satisfaction with the recent contacts (Q7c) on any of the demographic variables.

#### *CARLI Web Site Usage (Q8 – 11)*

The majority of respondents visit the CARLI Web site once a month or even less frequently (Q8). There are no significant differences by institution type, mission, size, library position, or length of work at libraries or at CARLI institutions.

When respondents access the CARLI Web site (Q9), the calendar feature, followed by CARLI contact information, are the more popular reasons for accessing the Web site. Table 4 shows not only the rank for the each Web site feature but also clusters the responses into seven types of Web site content areas in decreasing order of importance to CARLI members.

Table 4

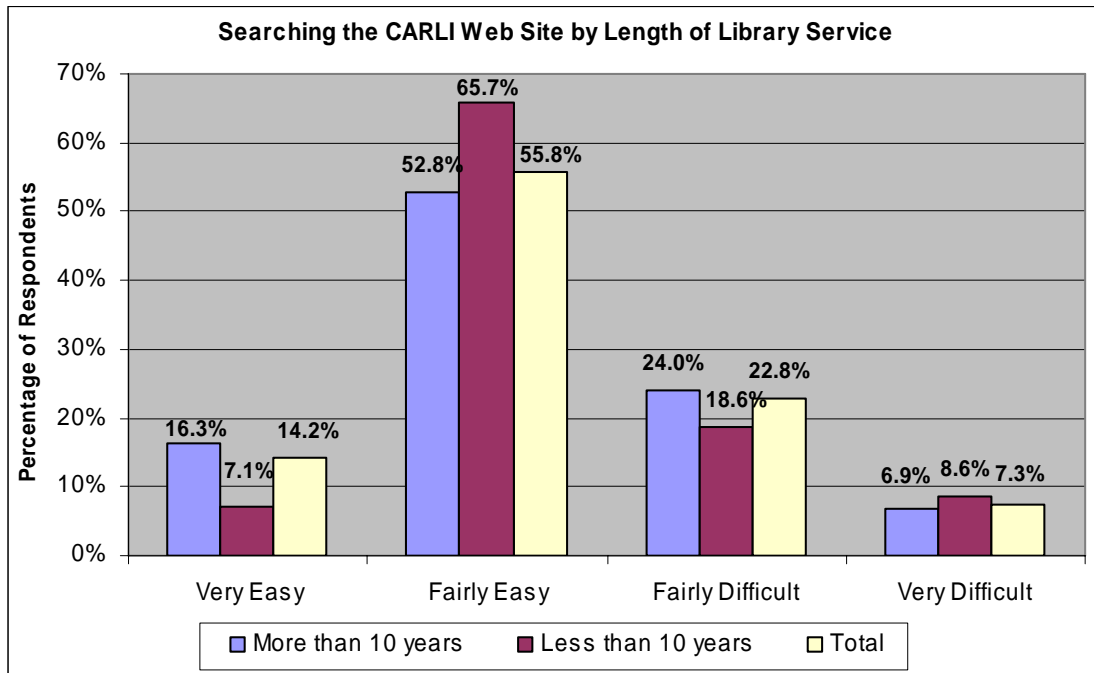
	Web Site Features	%	n
<b>Meeting and contact information</b>	Calendar	61.3%	258
	CARLI contact information	55.3%	233
	Upcoming training and other events	48.9%	206
	Meeting information	45.1%	190
<b>Documentation</b>	CARLI-specific system documentation	39.7%	167
	Training documentation	39.4%	166

<b>Membership and Board information</b>	CARLI Board, user group and committee documents	35.6%	150
	Membership directory	35.2%	148
<b>Voyager</b>	Download Voyager clients, documentation, and/or reporting tools	28.7%	121
<b>About CARLI</b>	Press releases and news	21.6%	91
	Overview of the organization	19.5%	82
	Membership benefits and fees	8.8%	37
<b>Suggestions</b>	Suggest a new electronic resource	6.9%	29
	Suggest a new product or service	6.2%	26
<b>Legal</b>	License terms and conditions	5.5%	23

Generally speaking, of those who access the CARLI Web site, the majority of respondents find it very or fairly easy to return to the CARLI homepage (79.3%), read the screen (78.3%), find something on the calendar (74.6%), find contact information (72.4%), use the navigation menus (69.3%), and search the overall Web site (57.1%).

However, there are significant differences in the perceived ease in searching the CARLI Web site (Q10) depending on length of library service (Q24). As Chart 94 demonstrates, there is no discernable pattern for this particular question.

Chart 94



There are no other significant differences by institution type, mission, size, library position, or length of work at libraries or at CARLI institutions for Q10.

Respondents were also asked to rate the usefulness of certain areas of the CARLI Web site. The calendar was overwhelmingly considered to be the most useful (61.5%) overall. Considering the majority of respondents access the CARLI Web site to use the calendar feature in the first place, this

may not be surprising. When this question was explored within the context of the demographic variables, no significant relationships were apparent.

### *CARLI Information Usage (Q13 – 16)*

When respondents were asked how they gathered information about CARLI products, services, training, and meetings (Q13), listserv emails were most frequently selected (84.4%), followed by talking with a colleague or supervisor (47.8%), and using the CARLI Web site (39.9%). Analyzing this question with the demographic variables produced no significant differences.

When respondents receive emails from CARLI, the majority read all or most of the message's contents (Q14). The length of time working at a library and working at a CARLI institution is a significant factor for whether or not the respondent reads or skims CARLI email communications. Charts 95 and 96 show the significant differences for length of library service and length of service at CARLI institutions.

Chart 95

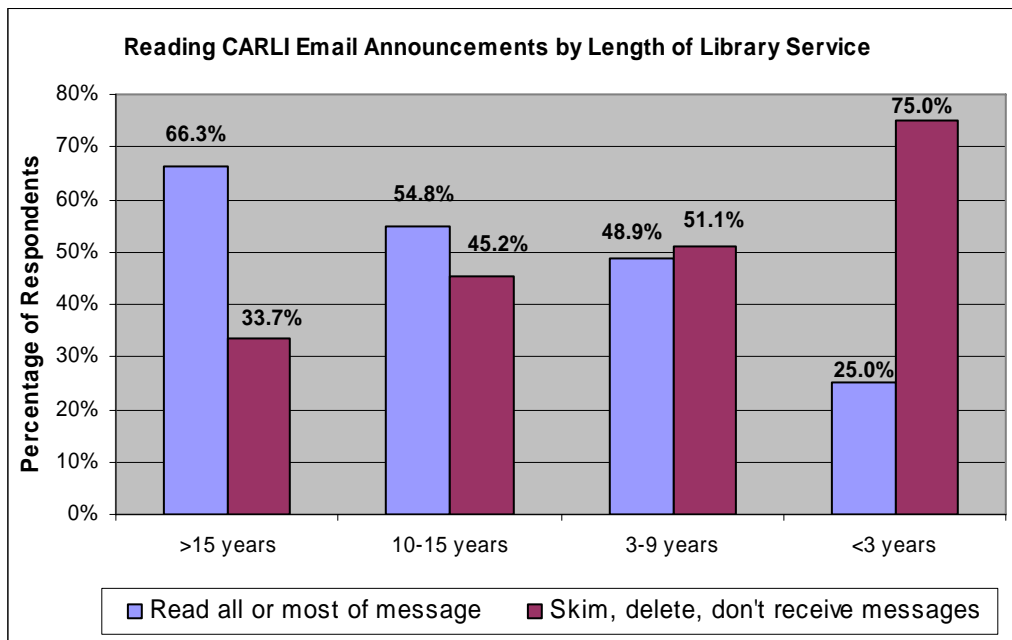
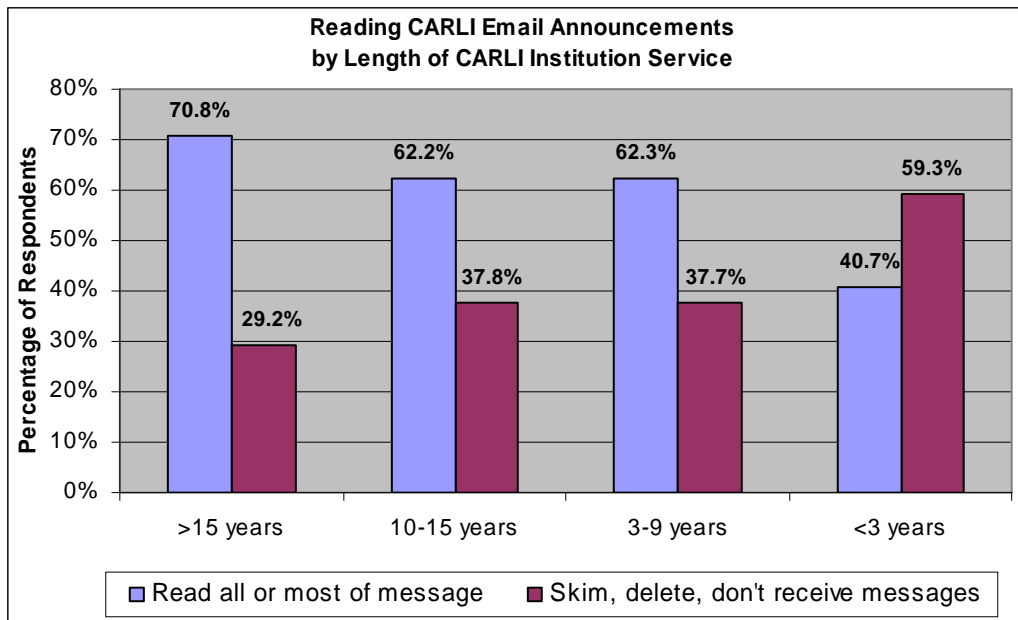


Chart 96

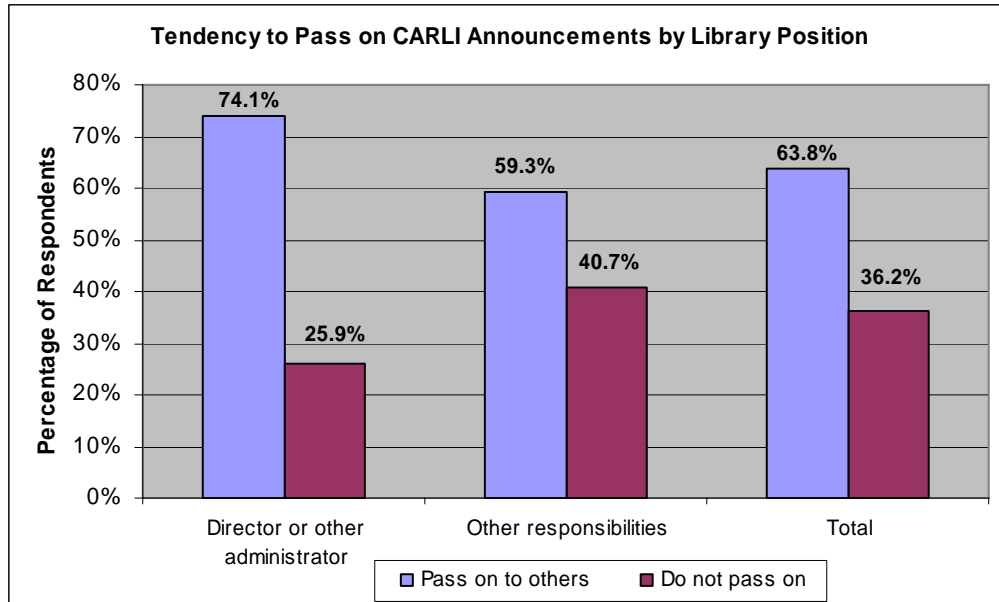


Essentially, the longer respondents work in a library and work in a CARLI member institution, the more likely they read all or most of the messages CARLI sends out via email. Those with less experience at CARLI institutions and libraries in general are more likely to skim, delete, or not receive CARLI emails.

While the majority of respondents (61.1%) state they pass on CARLI information and announcements to others in their library, significant differences exist among respondents from different institution sizes and with different job responsibilities.

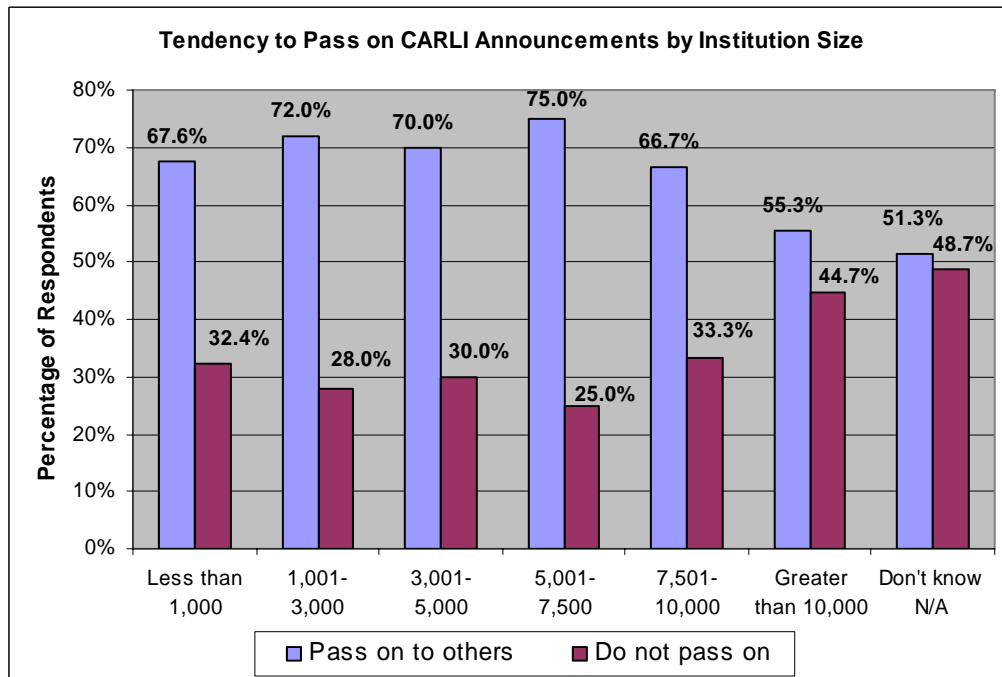
As Chart 97 demonstrates, while the majority of directors and other administrators along with people with other types of responsibilities tend to pass on information to their colleagues, directors or other administrators were much more likely to do this. This is probably because directors or other administrators are potentially more engaged in management and communications functions on a regular basis as opposed to those with other responsibilities.

Chart 97



The tendency of respondents to pass on CARLI announcements is also significantly affected by institution size. These significant differences are reflected in Chart 98. There is a slight positive correlation between institution size and tendency to pass on CARLI announcements ( $r = 0.136$ ), implying that respondents from larger institutions are less likely to pass on CARLI announcements to their colleagues.

Chart 98



This suggests that institutions greater than 10,000 may have some organizational structure issues that affect the ability for respondents to communicate CARLI announcements effectively to their colleagues.

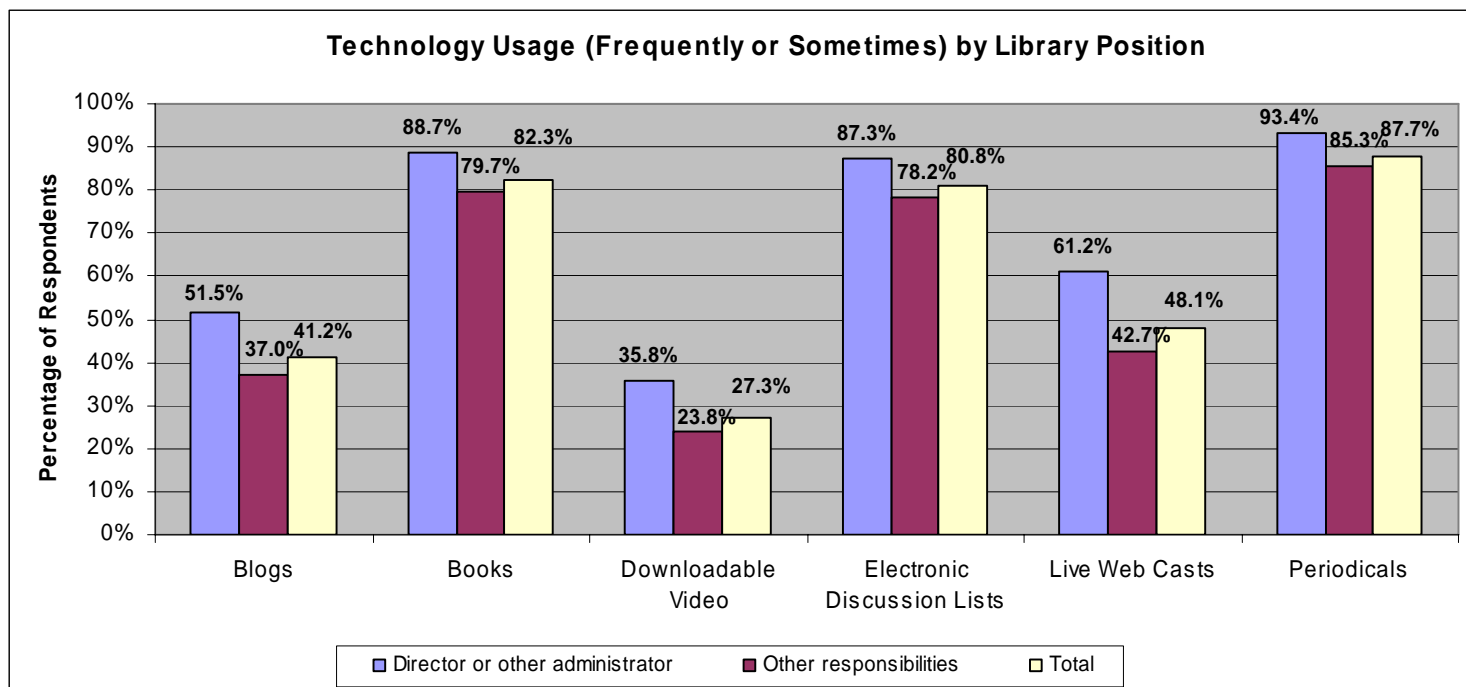
Email was overwhelmingly preferred to all other modes of contact (Q16) for information on service outages and support issues (90.9%), meeting announcements (84.7%), new products and services (82.2%), upcoming training sessions (77.6%), changes to products and services (76.4%), and database selection cycles (70.2%).

### *Technology Usage and Preferences (Q17 – 18)*

When respondents were asked about the kinds of technology and resources they use to stay up to date at work (Q17), electronic discussion lists and periodicals were the most frequently used, followed by books, live Web casts and downloadable video. Overall, the majority of respondents never use podcasts (56.4%), wikis (39.1%), asynchronous Web-based courses (37.4%), or blogs (31.4%) to stay up to date at work.

Analyzing technology use by library position results in many significant relationships. As Chart 99 demonstrates, directors or other administrators are significantly more likely to use on a frequent or sometimes basis blogs, books, downloadable video, electronic discussion lists, live Web casts, and periodicals to stay up to date at work.

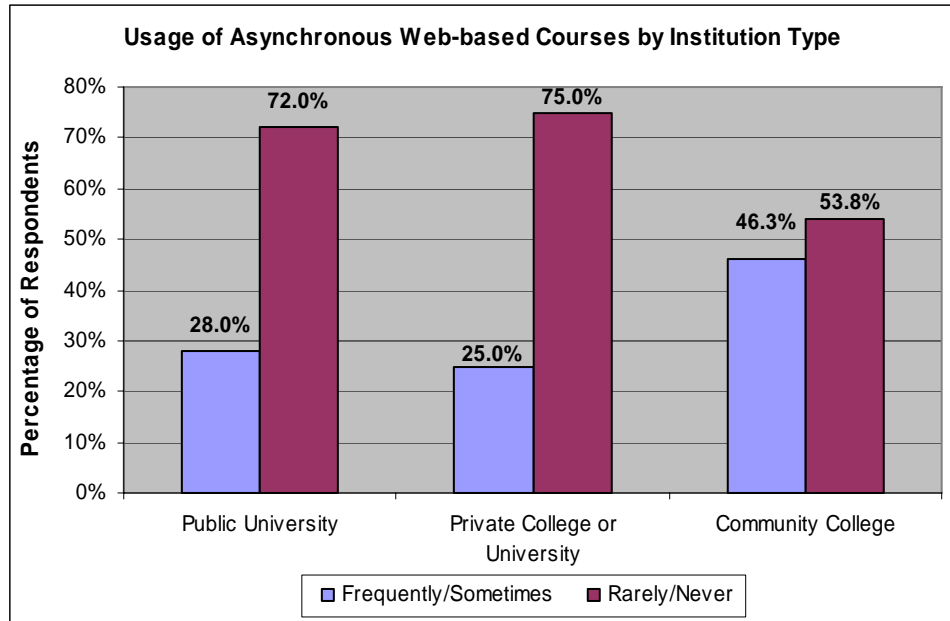
Chart 99



Analyses by institution type also results in significant differences, as Chart 100 shows. A greater percentage of respondents from community colleges use asynchronous Web-based courses more frequently than respondents from public or private institutions.

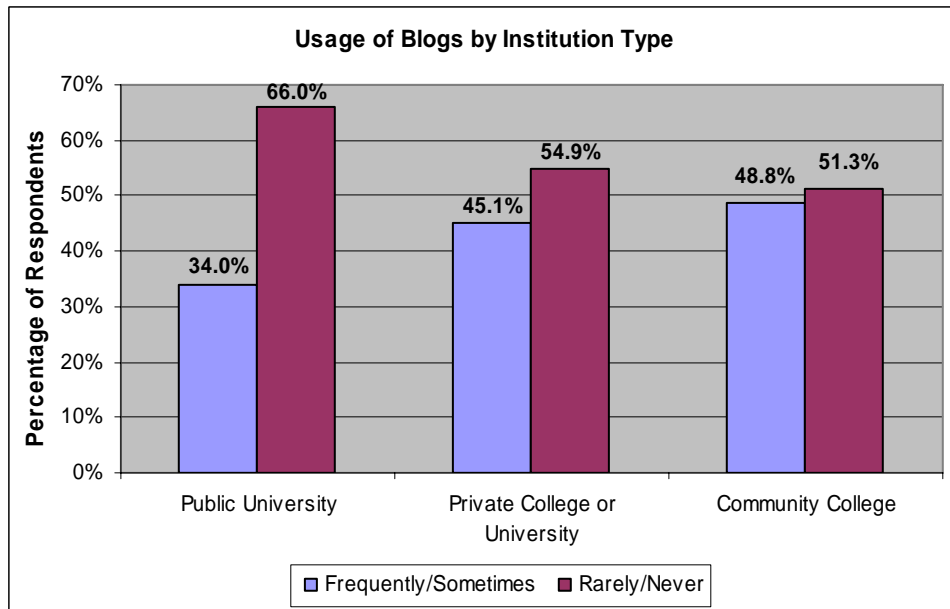


Chart 100



Significant differences exist in use of blogs by respondents from different institutions, as Chart 101 displays. A greater number of respondents from public universities rarely or never use blogs to stay up to date at work.

Chart 101



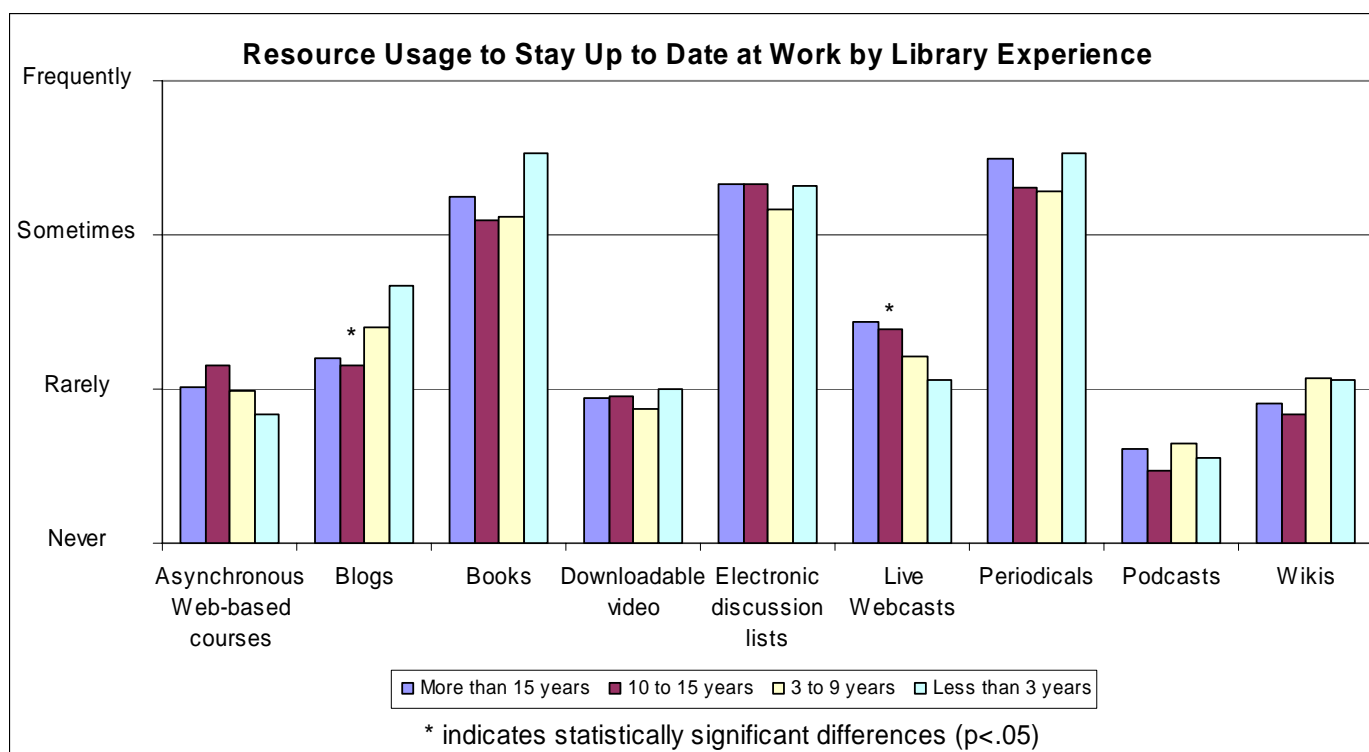
It was also presumed that technology usage was tied to age. In order to explore this, less work experience at libraries suggests that the respondents will typically be younger. Therefore:

**Hypothesis 7:** Respondents who have less work experience at libraries will be more inclined to use newer forms of technology.

Linear regression was used to see if there are differences in work experience (Q24) and preference of resources to stay up to date (Q17). The four groups that varied in length of work experience at libraries (more than 15 years, ten to 15 years, three to nine years, less than three years) differ at a statistically significant level in use of two types of resources: blogs and live Web casts. However, the direction of the relationship was opposite to what was predicted for use of live Web casts, i.e., the longer the respondent works at libraries, Web casts are used more frequently to stay up to date at work, whereas the direction of the relationship between length of work experience at libraries and the use of blogs is as predicted.

Chart 102 provides a graphical representation of the relationships between work experience and technology use.

Chart 102

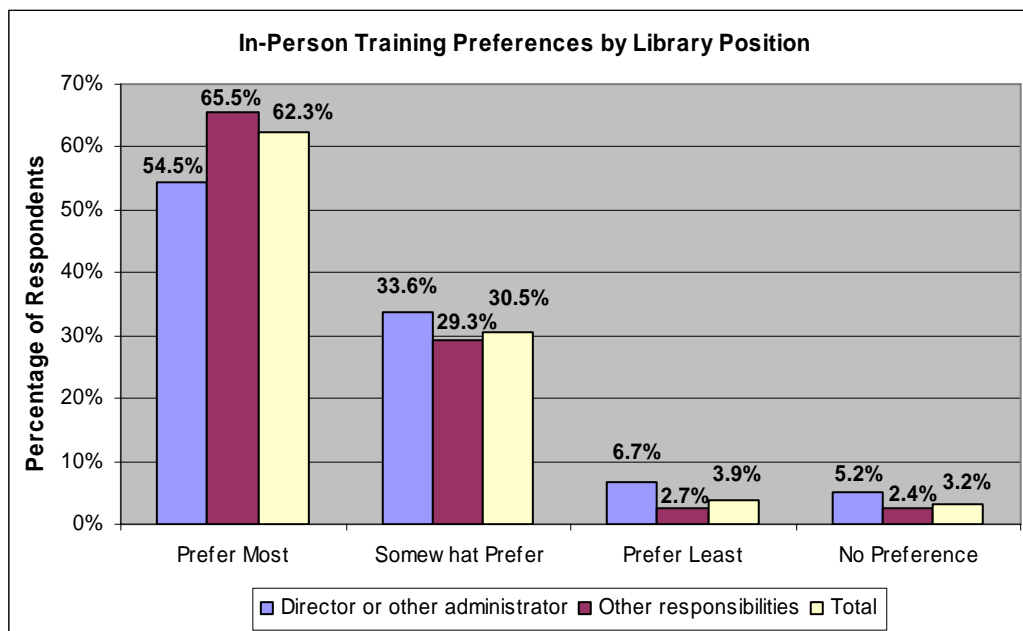


Therefore, H7 is true for blogs but the opposite of what is expected for live Web casts.

When it was time for respondents to indicate what their preference is for receiving training from CARLI (Q18), in-person classes, workshops, and seminars, along with direct response are the most popular. Overall, respondents either somewhat prefer or prefer the most to receive training in-person (92.8%), followed by direct response (90.7%), synchronous Web-based tools (74.6%), library site visits (66.6%), conference calls (55.1%), videoconferencing (44.9%), and asynchronous tools (44.4%).

The only significant difference that was detected for this question is by library position. There is a slight negative correlation between library position and preference of in-person training, suggesting that directors or other administrators are less likely to prefer in-person training the most over respondents with different responsibilities as demonstrated in Chart 103.

Chart 103



## About the Respondents

### *CARLI Institution Representation (Q19 – 22)*

The majority of respondents come from private colleges or institutions (40.9%), closely followed by public universities (35.0%). Over 50% of respondents also come from institutions with an educational mission of undergraduate and graduate (53.4%). Almost 40% of respondents come from institutions that have student enrollments in excess of 10,000. While 47.0% of respondents come from institutions that are CARLI Governing Members, 41.9% of respondents do not know what type of membership their institution has.

Based off the member library list on the CARLI website, the Carnegie Classification for CARLI member libraries was ascertained and mapped to the institutional mission response options in Q20. Table 5 illustrates the number of respondents for each mission type and how it compares to the Carnegie Classifications of member institutions. This is not statistically valid since there is no definitive way to know which institutions the respondents are from, but it still provides a sense of the survey's coverage.

Table 5

Carnegie Classification	Number of CARLI Institutions	Survey Category (Q20)	Number of Survey Respondents
Associates	36 (27.7%)	Undergraduate 2-year	88 (18.4%)
Bachelors	22 (16.9%)	Undergraduate 4-year	67 (14.0%)
Masters	31 (23.9%)	Undergraduate and graduate	252 (52.6)
Doctorate	32 (24.6%)		
Unknown	9 (6.9)	Medical, Nursing, Law, Business, Theological, Other	72 (15.0%)

Similarly, Table 6 compares the types of CARLI membership levels to what was reported by respondents on the survey in Q22. Again, although this is not statistically valid, it still shows how the respondent pool compares to the actual CARLI population.

Table 6

Type of CARLI Membership (Q22)	Number of CARLI Institutions	Number of Survey Respondents
Governing Members	97 (74.6%)	224 (47.0%)
Associate Members	16 (12.3%)	20 (4.2%)
Basic Members	17 (13.1%)	32 (6.7%)
<i>Other Survey Response Options</i>		
Non-member		1 (0.2%)
Don't Know		200 (41.9%)

### *Respondent Demographics (Q23a, 24 – 26)*

The majority of respondents work in public services (36.0%), including circulation, resource sharing/interlibrary loan, and reference duties. Directors (18.9%) and technical services (18.9%) followed.

Well over half of respondents (56.5%) have been in the library field for more than 15 years, followed by 20.8% of respondents who have worked in libraries for three to nine years. When respondents were asked about their work experience with CARLI libraries, 37.3% of respondents have worked in a CARLI member institution for three to nine years, followed by 31.1% who have worked in a CARLI institution for more than 15 years.

Respondents were also asked to report their professional memberships. Because CARLI represents a wide variety of institutions, it is assumed:

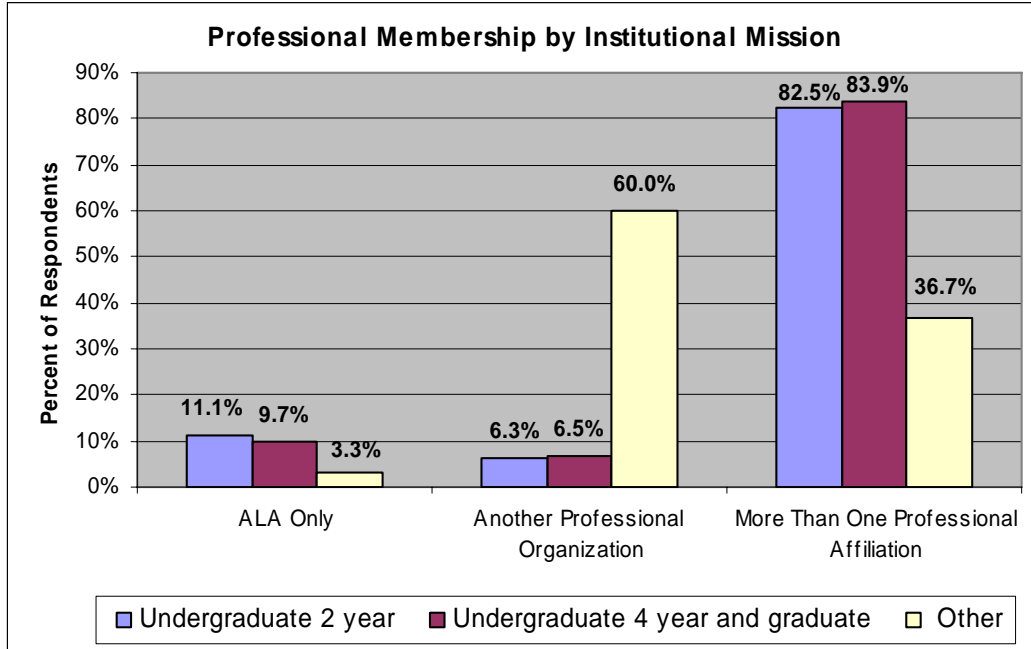
**Hypothesis 8:** Membership in professional associations will be driven by institution type.

Chi-square tests were used to determine if there was a relationship between institution type (Q19) and institution mission (Q20) with membership in professional associations (Q26). Both cases are statistically significant, meaning that there are significant differences between respondents with different institutional missions and professional membership as well as between respondents from different institution types and professional membership.

Due to the wide variety of professional associations, the categories were collapsed into ‘ALA Only’ – only people who solely indicated ALA membership, ‘Another Professional Organization’ – people who indicated one organization that was not ALA, and ‘More Than One Professional Organization’ – people who belonged to more than one professional association.

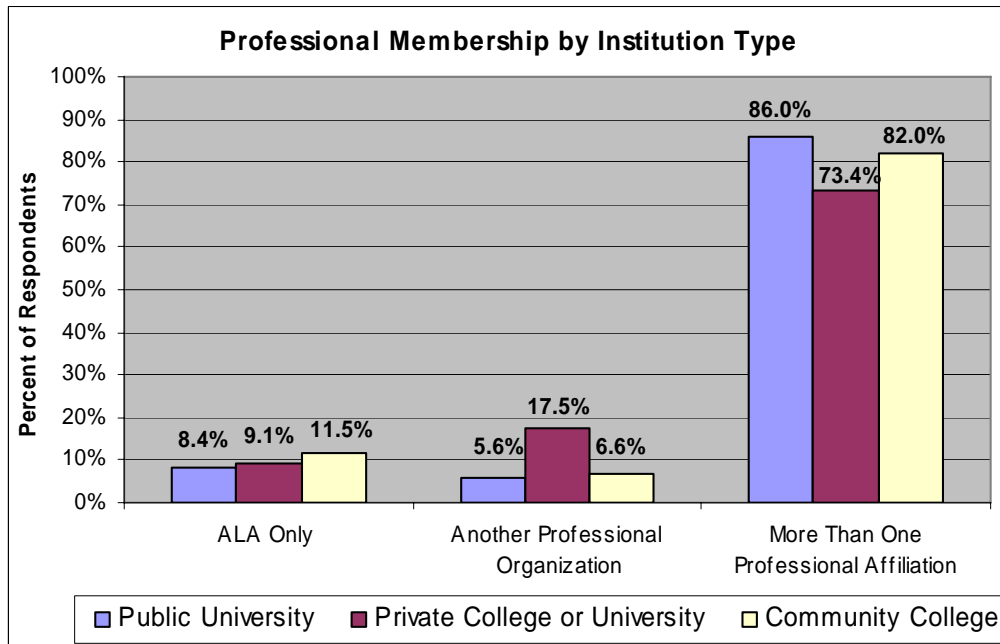
Similarly, due to the large number of respondents who reported institutional missions of ‘Undergraduate 2 year’ and ‘Undergraduate 4 year and graduate,’ the rest of respondents were lumped together into a third category called ‘Other.’ The resulting significant differences for institutional mission can be found in Chart 104.

Chart 104



Institution type was also explored to see if it had any impact on professional memberships, and significant differences do exist between respondents at public, private, and community college institutions. The resulting breakdowns for institution type can be found in Chart 105.

Chart 105



Therefore H8 is true since some generalizations about professional membership of CARLI members can be made based on institutional mission and institution type.

It is also presumed that the longer respondents work in the library field, the more likely such service will determine whether or not they belong to professional organizations for libraries:

**Hypothesis 9:** Membership in professional associations will be driven by length of library service.

Professional membership was also explored to determine if length of library service had any impact. Again, chi-square tests were used. Although the relationship between membership in professional associations and length of library service is not statistically significant, different patterns exist across the groups of different length of library service. This suggests that there may indeed be a relationship, but the number of the question's response options or the survey's sample size may obscure any further insights.

## CONCLUSIONS

Overall, the majority of members are aware of CARLI products and services, are pleased with their recent interactions with CARLI staff, and feel positive about the organization. Comments like, "I think CARLI is doing an excellent job," and "I have no complaints about CARLI," were fairly common. Others were more nuanced, for example, "[CARLI] still need[s] to turn into one organization instead of three, while differentiating from IACRL. Try to stay focused on central core missions, not become all things to all academic libraries." Nevertheless, the survey results illustrate the differences between various CARLI stakeholders, especially respondents from different institution sizes, with different levels of experiences, and who are participating at different levels with CARLI.

Respondents from smaller institutions are more likely to contact CARLI for information and they are more likely to pass on CARLI announcements to their colleagues. Similarly, members from smaller institutions are more likely to agree that CARLI is responsive to needs and requests. The open-ended responses reinforce the supporting role CARLI should have towards smaller institutions. As one respondent states, "show equal importance for helping community colleges as well as universities and four-year colleges. When pricing the electronic resources consider the smaller colleges who do not have as big a budget." Another comments, "provide better resources for smaller libraries. Please offer more training for those joining CARLI libraries. For many of us, staff size is insufficient; we depend heavily on students just to make it." As the CARLI organization is already no doubt aware, smaller institutions have many consortial concerns stemming from their size that they will need to take into account.

Respondents' position with their library was a significant factor in their awareness and participation in CARLI. Library directors or other administrators were more aware of CARLI services and products and were more likely to have used CARLI services, participated on committees or held office, and make suggestions. Length of CARLI library experience also tended to affect how aware respondents were about CARLI products and services. Directors and other administrators are also more likely to pass on CARLI information to their colleagues. However, this is not always the case. Respondents from larger institutions are much less likely to pass on information. In addition, as one of the open-ended comments states, "there are items that are announced only to director or liaison lists that sometimes don't get passed along (at least in our library) and then later, often after the fact, you find out. Perhaps the e-newsletter will help that." In fact, communication in general was cited a few times as an area of improvement for CARLI.

If CARLI is interested in increasing participation in CARLI, newer member libraries and new staff at member institutions should be targeted, since participation in CARLI tends to translate into greater awareness of CARLI products and services. As one respondent stated in the open-ended section, "I'm new the library field and am still getting my feet wet it seems. There is so much to learn and know! I

think there should be more out there for people like me, just getting started in the library field.” This corroborates the survey finding that people with less experience at CARLI institutions and at libraries in general are more likely to agree that they do not receive enough information about CARLI. CARLI should consider improving communication with member libraries, by paying particular attention to people who are new to the organization and other members who are perhaps being circumvented by the current communication channels.

In addition to focusing on communication, perhaps a reevaluation of the CARLI Web site is also in order. Although the survey results suggest that the majority of respondents are satisfied with elements of the CARLI Web site, a number of open-ended responses state that the overall design, site navigation, and searching need to be improved. These comments could simply be reactions to a relatively new Web site, or they may be indicative of more fundamental problems. However, many people expressed difficulty or dissatisfaction with finding documentation on the Web site. Considering that documentation is second-highest reason for people to visit the CARLI Web site, improving access to such information seems prudent.

While respondents overwhelmingly prefer in-person training and direct response to computer-mediated training like synchronous Web-based tools, podcasts, and video conferencing, many people also expressed dissatisfaction with CARLI’s current training delivery in the open-ended responses. Many of the complaints are a result of geography. Chicago-based members want more Chicago-based training; members located in the southern part of the state desire more training opportunities south of Champaign. One respondent suggested CARLI hold regional meetings; others prefer that the trainers travel around the state. Still other respondents think CARLI should be doing more Web delivery. Since such training was lower on the list of preferences from the survey, CARLI staff should attempt incorporating more mediated training and make the transition as seamless as possible. This will efface many of the geographical issues surrounding in-person training and place less of a burden on smaller institutions. Given the fact that many of the open-ended comments included complaints about current training problems and CARLI technology, especially Voyager and SFX, extra care should be given to this initiative so members are not alienated further.

## Appendix A – Answer Frequencies by Question

### Consortium of Academic and Research Libraries in Illinois Service Evaluation Survey

**The Consortium of Academic and Research Libraries in Illinois (CARLI) needs your help in evaluating the core services they offer to their member libraries. Your feedback is extremely valuable and will help CARLI to meet your information needs more successfully. Thank you for your time.**

1. In the past 18 months, have you . . .

	<u>Yes</u>	<u>No</u>	<u>n</u>
a. Used a new service from CARLI ?.....	62.5%	37.5%	496
b. Suggested a new product or service?.....	18.4%	81.6%	490
c. Held a CARLI elected office or chaired a committee?.....	8.7%	91.3%	493
d. Served on a CARLI committee?.....	25.6%	74.4%	492
e. Attended a CARLI training session?.....	43.5%	56.5%	501
f. Attended a CARLI topical meeting or session? (e.g. I-Share forum, bibliographers' meeting, annual meeting).....	53.4%	46.6%	502

2. Listed below are several statements describing the major roles of CARLI. We'd like to know how you prioritize these functions of the consortium. For each statement, indicate how important the service is to you (Essential, Very Important, Moderately Important, Minor Importance, No Opinion/Don't know).

	<u>Essential</u>	<u>Very Important</u>	<u>Moderately Important</u>	<u>Minor Importance</u>	<u>No Opinion/Don't Know</u>	<u>n</u>
a) Interlibrary resource sharing services.....	71.5%	18.3%	5.9%	2.8%	1.6%	508
b) Access to electronic information resources .....	62.6%	29.7%	6.3%	0.8%	0.6%	508
c) Access to an integrated library management system.....	46.1%	27.3%	12.7%	7.8%	6.1%	510
d) Cooperative collection management.....	12.4%	37.9%	33.4%	10.6%	5.7%	509
e) Cooperative digitization projects .	7.7%	30.5%	37.2%	14.6%	10.0%	508
f) Cooperative preservation projects	4.7%	27.4%	37.8%	19.1%	11.0%	508
g) Cooperative archiving and storage projects.....	6.5%	25.0%	36.0%	19.9%	12.6%	508
h) Training and continuing education	36.5%	40.0%	17.1%	4.3%	2.2%	510
i) Professional and technical consulting.....	21.4%	35.5%	24.1%	12.4%	6.7%	510
j) Grant and other external funding opportunities.....	15.3%	37.7%	24.0%	12.9%	10.1%	504
k) New product and services development.....	20.4%	47.0%	23.7%	4.7%	4.2%	506
l) Advocacy programs at local, state, regional and national levels.....	18.7%	33.5%	28.6%	9.3%	9.9%	507
m) Interlibrary delivery.....	54.4%	28.4%	9.5%	5.1%	2.6%	507
n) Opportunity to network with other libraries.....	25.9%	41.2%	24.5%	5.9%	2.5%	510

2a. If there is another function CARLI offers, please describe it here and indicate its level of importance to you in the drop-down menu on the right. *Refer to Appendix B to see the open-ended responses.*



2b. Of the choices in the table above, please select your first, second, and third priorities:

First priority (choose one) (n = 362)

	%
Interlibrary resource sharing services.....	38.7%
Access to electronic information resources.....	20.4%
Access to an integrated library management system.....	23.8%
Cooperative collection management.....	2.2%
Cooperative digitization projects.....	0.6%
Cooperative archiving and storage projects.....	0.3%
Training and continuing education.....	3.6%
Professional and technical consulting .....	2.5%
Grant and other external funding opportunities.....	0.6%
New product and services development.....	1.4%
Advocacy programs at local, state, regional, and national levels.....	0.6%
Interlibrary delivery.....	4.4%
Opportunity to network with other libraries.....	0.6%
Other (as specified in Question 2a).....	0.6%

Second priority (choose one) (n = 363)

	%
Interlibrary resource sharing services.....	22.9%
Access to electronic information resources.....	24.5%
Access to an integrated library management system.....	11.3%
Cooperative collection management.....	5.8%
Cooperative digitization projects.....	2.2%
Cooperative archiving and storage projects.....	0.6%
Training and continuing education.....	12.7%
Professional and technical consulting .....	0.8%
Grant and other external funding opportunities.....	1.9%
New product and services development.....	3.6%
Advocacy programs at local, state, regional, and national levels.....	1.1%
Interlibrary delivery.....	10.5%
Opportunity to network with other libraries.....	1.7%
Other (as specified in Question 2a).....	0.6%

Third priority (choose one) (n = 363)

	%
Interlibrary resource sharing services.....	11.3%
Access to electronic information resources.....	14.9%
Access to an integrated library management system.....	9.1%
Cooperative collection management.....	4.1%
Cooperative digitization projects.....	2.8%
Cooperative archiving and storage projects.....	0.6%
Training and continuing education.....	16.3%
Professional and technical consulting .....	5.0%
Grant and other external funding opportunities.....	6.6%
New product and services development.....	5.5%
Advocacy programs at local, state, regional, and national levels.....	2.8%
Interlibrary delivery.....	12.1%
Opportunity to network with other libraries.....	8.0%
Other (as specified in Question 2a).....	1.1%

3. Below is a listing of products and services that CARLI currently offers. In the left-hand column (a), indicate whether you have heard of or seen anything about each product, program, or service. If "Yes," indicate in the right-hand column (b) if you have used the product, program, or service.

	<u>Yes</u>	<u>No</u>	<u>n</u>
<b>CARLI Annual Meeting</b>			
(a) Heard of/seen something on?.....	93.6%	6.4%	501
(b) Used/participated in?.....	41.6%	58.4%	462
<b>Cooperative collections awards</b>			
(a) Heard of/seen something on?.....	57.3%	42.7%	494
(b) Used/participated in?.....	51.6%	48.4%	277
<b>Digital Collection Management (CONTENTdm)</b>			
(a) Heard of/seen something on?.....	79.8%	20.2%	499
(b) Used/participated in?.....	27.6%	72.4%	391
<b>Electronic database brokering</b>			
(a) Heard of/seen something on?.....	81.4%	18.6%	499
(b) Used/participated in?.....	60.8%	39.2%	398
<b>Federated search engine (WebFeat)</b>			
(a) Heard of/seen something on?.....	81.5%	18.5%	497
(b) Used/participated in?.....	57.8%	42.2%	403
<b>In-person training sessions</b>			
(a) Heard of/seen something on?.....	84.6%	15.4%	500
(b) Used/participated in?.....	64.4%	35.6%	421
<b>I-Share catalog and resource-sharing (Voyager)</b>			
(a) Heard of/seen something on?.....	96.0%	4.0%	500
(b) Used/participated in?.....	85.1%	14.9%	476
<b>Link resolver (SFX) (SFX)</b>			
(a) Heard of/seen something on?.....	84.1%	15.9%	496
(b) Used/participated in?.....	63.0%	37.0%	414
<b>Webcast/conference call training sessions</b>			
(a) Heard of/seen something on?.....	81.1%	18.9%	498
(b) Used/participated in?.....	58.3%	41.8%	400
<b>Topical forums</b>			
(a) Heard of/seen something on?.....	78.7%	21.3%	492
(b) Used/participated in?.....	59.9%	40.1%	384

## **Subsidized Resources**

	<b><u>Yes</u></b>	<b><u>No</u></b>	<b><u>n</u></b>
<b>Chronicle of Higher Education Online</b>			
(a) Heard of/seen something on?.....	89.2%	10.8%	501
(b) Used/participated in?.....	66.8%	33.2%	434
	<b><u>Yes</u></b>	<b><u>No</u></b>	<b><u>n</u></b>
<b>EBSCO Academic Search Premier</b>			
(a) Heard of/seen something on?.....	95.1%	4.9%	493
(b) Used/participated in?.....	90.2%	9.8%	461
	<b><u>Yes</u></b>	<b><u>No</u></b>	<b><u>n</u></b>
<b>EBSCO Business Source Elite</b>			
(a) Heard of/seen something on?.....	86.3%	13.7%	490
(b) Used/participated in?.....	75.8%	24.2%	414
	<b><u>Yes</u></b>	<b><u>No</u></b>	<b><u>n</u></b>
<b>HarpWeek</b>			
(a) Heard of/seen something on?.....	56.3%	43.7%	492
(b) Used/participated in?.....	63.6%	36.4%	272
	<b><u>Yes</u></b>	<b><u>No</u></b>	<b><u>n</u></b>
<b>Liebert journals</b>			
(a) Heard of/seen something on?.....	38.3%	61.7%	488
(b) Used/participated in?.....	60.2%	39.8%	181
	<b><u>Yes</u></b>	<b><u>No</u></b>	<b><u>n</u></b>
<b>netLibrary</b>			
(a) Heard of/seen something on?.....	86.4%	13.6%	494
(b) Used/participated in?.....	66.5%	33.5%	415
	<b><u>Yes</u></b>	<b><u>No</u></b>	<b><u>n</u></b>
<b>Oxford English Dictionary</b>			
(a) Heard of/seen something on?.....	86.0%	14.0%	494
(b) Used/participated in?.....	78.1%	21.9%	415
	<b><u>Yes</u></b>	<b><u>No</u></b>	<b><u>n</u></b>
<b>Saskia Image Database</b>			
(a) Heard of/seen something on?.....	65.9%	34.1%	492
(b) Used/participated in?.....	62.6%	37.4%	318
	<b><u>Yes</u></b>	<b><u>No</u></b>	<b><u>n</u></b>
<b>Sanborn Fire Insurance Maps for Illinois</b>			
(a) Heard of/seen something on?.....	59.5%	40.5%	494
(b) Used/participated in?.....	56.5%	43.5%	285

4. Below is a listing of products and services that CARLI currently offers. For each, please check option that best describes your level of interest in that component.

	<u>Very High</u>	<u>Moderately High</u>	<u>Moderately Low</u>	<u>Very Low</u>	<u>No Opinion/ No Interest</u>	<u>n</u>
CARLI Annual Meeting.....	17.1%	32.1%	30.7%	14.3%	5.8%	498
Cooperative collection awards.....	17.4%	22.3%	30.2%	16.1%	14.0%	484
Digital Collection management (CONTENTdm).....	19.3%	32.5%	29.3%	9.3%	9.6%	492
Electronic database brokering.....	50.5%	27.1%	9.7%	4.6%	8.1%	495
Federated search engine (WebFeat)	25.0%	37.5%	18.3%	10.3%	8.9%	496
In-person training sessions.....	36.4%	39.9%	15.5%	5.9%	2.2%	489
I-Share catalog and resource-sharing (Voyager).....	73.7%	14.4%	5.6%	3.8%	2.4%	499
Link resolver (SFX) (SFX).....	39.3%	28.8%	14.9%	7.1%	9.9%	496
Topical forums.....	25.8%	42.5%	20.5%	5.5%	5.7%	492
Webcast/conference call training sessions.....	19.1%	38.2%	30.0%	8.0%	4.7%	487

**Subsidized Resources**

	<u>Very High</u>	<u>Moderately High</u>	<u>Moderately Low</u>	<u>Very Low</u>	<u>No Opinion/ No Interest</u>	<u>n</u>
Chronicle of Higher Education Online.....	45.6%	29.9%	12.8%	4.5%	7.1%	491
EBSCO Academic Search Premier...	70.4%	18.3%	3.5%	2.5%	5.3%	486
EBSCO Business Source Elite.....	50.4%	23.0%	13.4%	5.8%	7.4%	486
HarpWeek.....	13.6%	20.0%	28.5%	13.6%	24.2%	484
Liebert journals.....	9.6%	17.5%	22.9%	12.9%	37.2%	481
netLibrary.....	18.0%	33.8%	24.4%	12.3%	11.5%	488
Oxford English Dictionary.....	37.1%	33.4%	16.5%	6.2%	6.8%	485
Saskia Image Database.....	19.3%	27.6%	22.8%	9.1%	21.2%	482
Sanborn Fire Insurance Maps for Illinois.....	12.1%	20.4%	26.6%	16.0%	24.9%	481

5. Below are several topics of interest to academic and research libraries. For each item, select the option that best describes what level of staff and financial services CARLI should devote to covering the topic in some way (e.g., through products, services, conferences, seminars, eLearning, or policies).

	<u>Substantial resources</u>	<u>Moderate resources</u>	<u>Limited resources</u>	<u>No resources</u>	<u>No Opinion/ Don't know</u>	<u>n</u>
Advocacy for libraries.....	25.2%	47.5%	21.5%	1.2%	4.5%	484
Alternate publishing models.....	9.8%	44.6%	30.0%	4.2%	11.5%	480
Copyright.....	17.4%	52.1%	23.7%	2.3%	4.6%	482
FRBR.....	10.0%	24.3%	15.1%	2.1%	48.4%	469
Information literacy.....	26.8%	38.4%	23.4%	5.6%	5.8%	482
Library 2.0.....	16.9%	31.9%	15.0%	3.4%	32.9%	474
Preservation.....	18.5%	45.2%	26.9%	2.1%	7.3%	480
Scholarly communication.....	17.2%	45.2%	27.8%	2.7%	7.1%	478
Social networking.....	8.3%	36.0%	38.8%	7.7%	9.2%	480

5a. If there is another item of interest to academic and research libraries on which you'd like to comment, please describe it here and indicate the level of resources you feel CARLI should devote to it in the drop-down menu on the right: *Refer to Appendix B to see the open-ended responses*

6. Listed below are several statements about CARLI. We'd like to know whether you personally agree or disagree with each statement. For each statement, select the option that best corresponds to your feelings about the statement.

	<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>	<u>No Opinion/ Don't know</u>	<u>n</u>
CARLI membership is useful to my library.....	81.1%	15.7%	1.0%	0.6%	1.6%	491
I find CARLI training sessions to be very useful.....	33.7%	37.2%	2.7%	1.0%	25.4%	489
CARLI is responsive to my needs and requests.....	31.6%	44.1%	5.1%	1.0%	18.2%	488
I would like to be more active in CARLI than I am now.....	12.6%	43.1%	20.4%	2.7%	21.2%	485
It's easy to get involved in CARLI.....	12.0%	40.4%	16.9%	2.5%	28.2%	485
I don't understand how CARLI works.....	2.3%	20.5%	48.9%	20.7%	7.6%	487
CARLI is too distant and impersonal.....	2.3%	13.8%	52.3%	19.1%	12.6%	486
I don't receive enough information about CARLI.....	1.5%	14.4%	55.1%	22.5%	6.5%	479
CARLI does a good job of addressing concerns of academic librarians and libraries.....	22.5%	53.3%	6.6%	1.2%	16.3%	484

7a. In the last 18 months how many times have you contacted CARLI for support or information?

	<u>%</u>	<u>n</u>
I haven't contacted CARLI.....	29.5%	
1-5 times.....	39.1%	
>5 times.....	31.4%	
		509

7b. How did you contact CARLI? Please select all that apply. \*Please note that the percentages do not total 100% since respondents could choose more than one answer.

	<u>%</u>	<u>n</u>
E-mail.....	63.7%	
Phone.....	41.8%	
In-person.....	11.6%	
Postal Mail.....	1.7%	
		526

7c. Overall, how satisfied are you with the results of your recent contacts with CARLI?

	<u>%</u>	<u>n</u>
Very satisfied.....	70.6%	
Somewhat satisfied.....	25.4%	
Somewhat dissatisfied.....	3.7%	
Very dissatisfied.....	0.3%	
		354

8. About how often do you visit the CARLI web site (<http://www.carli.illinois.edu/>)? (Choose one)

	<u>%</u>	<u>n</u>
Every day.....	2.0%	
Once a week.....	20.0%	
Once a month.....	27.5%	
Less often than once a month	36.8%	
Never.....	13.7%	
		505

9. For what types of information or purposes do you visit the CARLI website? Please select all that apply. \*Please note that the percentages do not total 100% since respondents could choose more than one answer.

	<u>%</u>	<u>n</u>
Overview of the organization.....	19.5%	82
Calendar.....	61.3%	258
CARLI contact information.....	55.3%	233
Membership directory.....	35.2%	148
Membership benefits and fees.....	8.8%	37
Press releases and news.....	21.6%	91
CARLI Board, user group and committee documents.....	35.6%	150
CARLI-specific system documentation.....	39.7%	167
Meeting information.....	45.1%	190
Download Voyager clients, documentation, and/or reporting tools.....	28.7%	121
License terms and conditions.....	5.5%	23
Suggest a new electronic resource.....	6.9%	29
Suggest a new product or service.....	6.2%	26
Training documentation.....	39.4%	166
Upcoming training and other events.....	48.9%	206
Other (Specify) <i>Refer to Appendix B to see the open-ended responses.</i>		421

10. Using the CARLI web site, how easy/difficult is it to do the following:

	<u>Very Easy</u>	<u>Fairly Easy</u>	<u>Fairly Difficult</u>	<u>Very Difficult</u>	<u>No Opinion</u>	<u>n</u>
Use the navigation menus.....	14.1%	55.2%	12.8%	2.8%	15.1%	397
Find contact information.....	21.0%	51.4%	11.9%	2.3%	13.4%	395
Find something on the calendar.....	28.0%	46.6%	5.5%	0.5%	19.4%	397
Return to CARLI's home page.....	39.9%	39.4%	2.8%	0.5%	19.4%	396
Search the overall Web site.....	11.6%	45.5%	18.7%	6.1%	18.2%	396
Read the screen.....	26.5%	51.8%	7.3%	2.8%	11.6%	396

11. Which areas of the Web site do you find most useful? Please select all that apply. \*Please note that the percentages do not total 100% since respondents could choose more than one answer.

	<u>%</u>	<u>n</u>
About CARLI.....	20.9%	78
Boards and Committees.....	30.7%	115
Calendar.....	61.5%	230
E-mail lists.....	16.8%	63
Home page.....	18.2%	86
Member libraries.....	38.8%	145
Member products.....	34.0%	127
Member services.....	36.9%	138
News.....	32.1%	120
Staff contact.....	43.0%	<u>161</u>
		347

12. What would make the CARLI web site more useful? *Refer to Appendix B to see the open-ended responses.*

13. How do you currently gather information about CARLI products, services, training and meetings? Please select all that apply. \*Please note that the percentages do not total 100% since respondents could choose more than one answer.

	<u>%</u>	<u>n</u>
Listserv e-mails.....	84.4%	406
Web site.....	39.9%	192
From a colleague or supervisor.....	47.8%	230
Contacting CARLI staff.....	16.0%	77
Other.....	2.1%	10
N/A or do not seek.....	4.4%	<u>21</u>
		481

14. CARLI frequently sends announcements via e-mail. In general, would you say that you usually: (CHECK ONE)

	<u>%</u>	<u>n</u>
Read all or most of the message.....	58.7%	284
Skim it without spending much time on it....	36.6%	177
Never look at it/Delete without opening it...	1.0%	5
I opted out of e-mailings/Do not receive.....	0.6%	3
Not aware of these e-mails.....	3.1%	<u>15</u>
		484

15. Do you usually pass along information and announcements you receive from CARLI to others in your library to read?

	<u>%</u>	<u>n</u>
Yes.....	61.1%	294
No.....	34.7%	167
Do not receive.....	4.2%	<u>20</u>
		481

16. By what means would you prefer to receive the following types of information: (Check all that apply.) \*Please note that the percentages do not total 100% since respondents could choose more than one answer.

**Changes to products and services**

	<u>%</u>	<u>n</u>
Listserv e-mails.....	76.4%	402
Web site.....	23.8%	125
Web calendar.....	4.2%	22
CARLI e-newsletter.....	29.8%	157
No opinion.....	3.8%	<u>20</u>
		526

**Database selection cycles**

	<u>%</u>	<u>n</u>
Listserv e-mails.....	70.2%	328
Web site.....	27.0%	126
Web calendar.....	12.8%	60
CARLI e-newsletter.....	27.4%	128
No opinion.....	14.1%	<u>66</u>
		467

**Meeting announcements**

	<u>%</u>	<u>n</u>
Listserv e-mails.....	84.7%	398
Web site.....	24.5%	115
Web calendar.....	23.2%	109
CARLI e-newsletter.....	28.3%	133
No opinion.....	4.9%	<u>23</u>
		470

**New products/services**

	<u>%</u>	<u>n</u>
Listserv e-mails.....	82.2%	384
Web site.....	30.4%	142
Web calendar.....	5.4%	25
CARLI e-newsletter.....	36.0%	168
No opinion.....	4.1%	<u>19</u>
		467

**Service outages/support issues**

	<u>%</u>	<u>n</u>
Listserv e-mails.....	90.9%	428
Web site.....	22.7%	107
Web calendar.....	4.9%	23
CARLI e-newsletter.....	10.4%	49
No opinion.....	4.7%	<u>22</u>
		367



## Upcoming training sessions

	<u>%</u>	<u>n</u>
Listserv e-mails.....	77.6%	408
Web site.....	28.3%	149
Web calendar.....	23.8%	125
CARLI e-newsletter.....	28.5%	150
No opinion.....	3.6%	19
		526

17. How often do you use the following types of resources to stay up to date in your work?

	<u>Frequently</u>	<u>Sometimes</u>	<u>Rarely</u>	<u>Never</u>	<u>n</u>
Asynchronous Web-based courses	6.0%	24.1%	35.3%	37.4%	453
Blogs.....	14.5%	26.8%	27.4%	31.4%	456
Books.....	38.4%	43.9%	15.0%	2.6%	453
Downloadable video.....	1.3%	26.0%	36.8%	35.9%	454
Electronic discussion lists.....	55.6%	25.3%	10.9%	8.3%	360
Live Webcasts.....	7.6%	41.0%	31.2%	20.2%	459
Periodicals.....	55.1%	32.6%	8.9%	3.5%	463
Podcasts.....	1.5%	13.0%	29.1%	56.4%	454
Wikis.....	3.8%	25.2%	32.0%	39.1%	453

18. Please indicate your level of preference among the following modes of training from CARLI:

	<u>Prefer Most</u>	<u>Somewhat Prefer</u>	<u>Prefer Least</u>	<u>No Preference</u>	<u>n</u>
Conference calls.....	8.4%	46.7%	37.9%	7.0%	454
Direct response (telephone assistance, e-mail responses).....	51.8%	38.9%	3.3%	6.0%	452
In-person classes, workshops, and seminars.....	62.3%	30.5%	3.9%	3.2%	462
Synchronous (interactive) Web-based tools.....	17.8%	56.8%	14.7%	10.7%	449
Asynchronous tools/podcasts.....	6.1%	38.3%	36.3%	19.3%	446
Videoconferencing.....	7.4%	37.5%	41.5%	13.6%	448
Library site visits.....	21.9%	44.7%	15.7%	17.7%	452

19. My institution is a:

	<u>%</u>	<u>n</u>
Public University.....	35.0%	167
Private College or University.....	40.9%	195
Community College.....	17.8%	85
Other.....	6.3%	30
		477

20. Please indicate your institution's primary educational mission:

	<u>%</u>	<u>n</u>
Undergraduate-2 year.....	18.4%	88
Undergraduate-4 year.....	14.0%	67
Undergraduate and graduate.....	52.6%	252
Medical.....	4.2%	20
Nursing or Allied Health.....	0.6%	3
Law.....	1.9%	9
Business.....	0.0%	0
Religious/theological.....	1.5%	7
Other.....	5.5%	26
Not applicable.....	1.3%	<u>7</u>
		479

21. Please indicate the full-time student enrollment of your institution:

	<u>%</u>	<u>n</u>
Less than 1,000.....	9.2%	40
1,001-3,000.....	25.2%	109
3,001-5,000.....	12.2%	53
5,001-7,500.....	8.5%	37
7,501-10,000.....	5.8%	25
Greater than 10,000.....	39.0%	<u>169</u>
		433

22. Beginning in July 2007, my institution will be a:

	<u>%</u>	<u>n</u>
CARLI Governing Member.....	47.0%	224
CARLI Associate Member.....	4.2%	20
CARLI Basic Member.....	6.7%	32
Non-member.....	0.2%	1
Don't know/Not applicable.....	41.9%	<u>200</u>
		477

23a. Please check the number that best describes your professional responsibilities:

	<u>%</u>	<u>n</u>
Director.....	18.9%	92
Other administrator.....	10.5%	51
Technical services (acquisitions, cataloging, serials).....	17.9%	87
Public services (circulation, resource sharing/interlibrary loan, reference).....	36.0%	175
Collection management (bibliographer, electronic resources officer, preservation)	6.0%	29
Systems/IT/computer support.....	5.1%	25
Prefer not to respond.....	1.9%	9
Other staff member (specify).....	3.7%	<u>18</u>
		486

23b. If you are involved in decision-making for your institution, indicate which of the following best describes your overall feelings about being a member of CARLI: **(CHECK ONE)**

	<u>%</u>	<u>n</u>
The best money I'll spend this year.....	36.8%	50
Something I will continue because I find it useful.....	50.0%	68
Something I will continue, but I don't feel strongly about it.....	5.1%	7
Something I may drop in the next five years.....	2.2%	3
No opinion/Don't know.....	5.9%	<u>8</u>
		136

24. How long have you been employed in the library profession?

	<u>%</u>	<u>n</u>
More than 15 years.....	56.5%	258
10 to 15 years.....	18.4%	84
3 to 9 years.....	20.8%	95
Less than 3 years.....	4.4%	<u>20</u>
		457

25. How long have you worked in a CARLI (or previously ILCSO, IDAL or ICCMP) member library?

	<u>%</u>	<u>n</u>
More than 15 years.....	31.1%	142
10 to 15 years.....	18.6%	85
3 to 9 years.....	37.3%	170
Less than 3 years.....	12.9%	<u>59</u>
		456

26. Please indicate the professional associations you belong to: (CHECK ALL THAT APPLY.) \*Please note that the percentages do not total 100% since respondents could choose more than one answer.

	<u>%</u>	<u>n</u>
ALA.....	82.8%	
LITA.....	12.0%	
ALCTS.....	14.8%	
LAMA.....	13.6%	
ACRL.....	59.6%	
ILA.....	42.8%	
IACRL.....	26.4%	
Other.....	29.2%	
		250

27. What, if anything, would you most like to change about CARLI? Refer to Appendix B to see the open-ended responses.

28. What would you most like to see CARLI do next? Refer to Appendix B to see the open-ended responses.

29. What additional comments do you have on this survey (e.g., usability, design, length, etc.) Refer to Appendix B to see the open-ended responses.

**THANK YOU VERY MUCH FOR YOUR COOPERATION.**

**If you have any questions or comments, please contact the Library Research Center or CARLI.**

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surveys@mail.lis.uiuc.edu**

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Champaign, IL 61820  
217.333.9871  
support@carli.illinois.edu**

## Appendix B – Open Ended Responses

2a. If there is another function CARLI offers, please describe it here and indicate its level of importance to you in the drop-down menu on the right:	Level of Importance
Serve as central point of information and referral for academic libraries in IL	Essential
technology watch -- impact of new trends/technology on the profession	Very Important
Advanced level MS Access query writing expertise	Very Important
Maintenance of SFX server and management of monthly SFX data loads	Very Important
collegial support and best practices	Very Important
Working collaboratively (such as committee works)	Very Important
Fix the system so AOL can be used- very frustrating	Essential
Cooperative Brokerage of Electronic Vendors' Services	Essential
SFX	Essential
Opportunities for professional service	Very Important
Support for products and services	Essential
Cooperative collection development	Very Important
networking with other libraries	Very Important
Maintaining high level of professional efficacy	Essential
Reporting and recommending system improvements	Essential
IT technical support	Essential
fast federated search, esp. among UC holdings, Incl. electronic	Very Important
tech support	Essential
Oncall	Essential
Troubleshooting Voyager	Essential
authorization services for electronic resources from Voyager patron database	Essential
Documentation	Essential
Delivery is important only because somebody's got to do it	Essential
Access to better prices for electronic information resources	Essential
Collection Management of JOURNALS	Essential
CARLI Office Staff Consultants	Essential
Price Brokering for database subscriptions	Very Important
Knowlege sharing through group messages, etc.	Moderately Important
Communication - Email Lists	Very Important
Monitor and recommend new technologies (we're doing it in many ways, but it's not specifically listed above).	Essential
keep you up-dated	Very Important
In our political environment, where "information science" means and includes a multitude of data and interpretation, it is imperative to the future of Libraries and their communities to have a strong and progressive statewide consortia, such as ours.	Essential
cooperative funding of information databases (a or b?)	Essential
Cooperative purchasing/Springer journals	Essential
cooperative purchasing of database access	Very Important

<b>5a. If there is another item of interest to academic and research libraries on which you'd like to comment, please describe it here and indicate the level of resources you feel CARLI should devote to it in the drop-down menu on the right:</b>	<b>Level of Resources CARLI Should Devote</b>
Lobbying for Illinois academic libraries to Illinois gov't	Moderate Resources
federated searching	Moderate Resources
ILDS takes too long; improve the speed please.	Moderate Resources
Interlibrary delivery and/or just-in-time acquisitions	Substantial Resources
Policy Coordination Between CARLI libraries	Moderate Resources
sfx	Substantial Resources
opac enhancement via Endeca, Siderean, FAST, etc.	Moderate Resources
Resource Sharing Code revisions/standards	Moderate Resources
Trendspotting - continued analysis in the library's role and relevance in academic life.	Moderate Resources
Grant opportunities	Substantial Resources
24 hour guaranteed electronic article delivery between CARLI libraries	Substantial Resources
Collection management	Substantial Resources
Alliances with other national/international consortia/organizations	Moderate Resources
shared storage	Moderate Resources
please consider more than just FRBR!--rethinking the entire concept/presentation of the catalog--such as <a href="http://www.dlib.org/dlib/january07/markey/01markey.html">http://www.dlib.org/dlib/january07/markey/01markey.html</a>	Substantial Resources
Training on offered products, outreach to educate us on products/services	Substantial Resources
Management of Journal Subscription Costs	Moderate Resources
CARLI should pick four things and do them well and provide better support for the ILS	Substantial Resources
Academic Library Web page training	Moderate Resources
Collective Access to Electronic Resources	Substantial Resources
last copy preservation/storage	Substantial Resources
Improve ILDS delivery times; it takes too long.	Substantial Resources
Library management development	Substantial Resources
Non-bibliographic products (ERMS,ScholarlyStats,Portico,etc.)	Substantial Resources
Newer NetLibrary Group Buy	Moderate Resources
Last Copy Storage	Moderate Resources
Centralized catalog of digital (digitized), video, and audio resources	Substantial Resources

<b>9. For what types of information or purposes do you visit the CARLI Web site? Other (Specify):</b>
collection development grants
Barcodes of libraries
best practices documentation
Grant information
CONTENTdm
Best Practices
Use ILCSO Directory daily
location and phone numbers of Voyager libraries
use voyager
subscription renewals
URL Builder
New I-Share members page
electronic resources brokered for
grant info

blog
award applications
Access to digital collections
Voyager technical support
CONTENTdm

<b>12. What would make the CARLI Web site more useful?</b>
1) Improve readability of typeface
3) add a site map or make more direct "go to" links, particularly for staff contacts
Frankly, I haven't used the new web site enough--and for a variety of purposes--to have a useful answer to this question.
While not necessarily useful,it wouldn't it be more appropriate to use other images beside the "traditional" ones on the main page? Libraries are so much more than "books."
Still getting to know the new website, and it looks like a few areas are still being built out -- but it seems to work well overall. A huge improvement. Note: not a fan of purple
Make the small print bigger. Have drop-down menus for the buttons across the top--I didn't realize they had so many things "hidden behind" them until just now when I went exploring! There are too many clicks to get to some of the nested items.
On the old ILCSO site I could easily find the document I was looking for - When I access the CARLI website it's not so easy and I spend more time just looking for where to find documents. I liked the permuted list on ILCSO and the documents divided by...
More logical site structure.
Having all documents from the CARLI site moved to CARLI website. There are many documents that are available only on the CARLI site.
I have found it difficult to locate the information needed on the web site.
I had difficulty finding the electronic resource brokering page. It has increased in efficiency in recent months. It used to be very blah.
I think the new website is a huge improvement. The newsletter is a good move forward and I hope to see CARLI continue moving away from reliance on email lists for communication. The RSS newsfeed option is a great example. Some stronger communication...
Drop down menus from main headings.
First of all, thank you for all your effort to make the CARLI website very attractive and functional. The font size is a bit small for reading (I am aging...) but I still like the nice look. Somehow Internet Explorer's textsize does not change the...
Indexing. It is almost impossible to find specific documents without knowing the direct URL
synchronize the old and new sites
Not sure (sorry!) It can be very difficult to find specific documentation. Often even when I know it's there, I can't find it. Part of the problem is due to the transition between ILCSO and CARLI. Perhaps some sort of metadata searching capability...
When searching the website it would be helpful to be able to search using specific terms.
A better search tool. It is often hard to locate what your looking for...(i.e. registration, support documents, other).
Better site search and more detailed site index
Hard to find "Best Practices" type documents on new web site.
Easier navigation from logic in to topic or input screens.
Now that I know my way around I can find things without difficulty, but much of the wording in the menus and placement of links is not as intuitive as it could be.
I found the old ILCSO website much more user friendly. I have to search to find Voyager related info.
I had a much easier time navigating the ILCSO site. I still cannot navigate the page to where the Access reporting information is. I use a link that was sent out on a list serv.
Move all of the information to the new site. Some of the information I'm looking for is still on the old site. (Resource Sharing Code)
no opinion

Bring over all relevant content from the old ILCSO site and make it more easily browsable and findable than it used to be.
a link to the brokering web site
A larger font would be helpful.
The new site is still a little thin. I just don't find as much information there as I'm used to, or as I expect. I hear from the staff that "filling it in" is going to take some time--it would be great if that were more of a priority.
Perhaps quick links to the documentation for major areas of library service. For example, a link for cataloging (which would take you to the documentation catalogers need to know about - same for ILL, etc.)
It is hard to get on a CARLI committee that is relevant to your field or even a little different for a change of pace. It seems that your director or some well known name has to nominate you in order for you to be noticed. Granted there are more...
A better design focusing on easy retrieval of documentation and support issues.
Complete redesign! Need easy access to documentation, calendars, etc.
There is just too much information. I don't know if there's anything you can do about that since we are living in such an explosion of technology and constant change. Having to go to the website is just harder than using a printed manual, especially...
The search box is very cumbersome and the results are never what I am looking for. If I searched on a keyword and the topic most relevant to the keyword was the result, this would be a help. As it is now, when I search on a keyword, the result...
The links across the top are hard to see. Put them on the side and make them bigger and in a more contrasting color. Purple and beige are terrible colors, BTW, and the new generic name that makes us sound like Colorado or California is bad enough.
More links to documents/resources that would be helpful for academic libraries (e.g., best practices for digitizing collections)
Better documentation indexing.
more direct links to important things
Find ways to integrate social networking, SecondLife, & other cool stuff into the website as demo experience of sorts.
A clear link to documentation from the home page which listed voyager-circulation, voyager-cataloging, etc. like it appears on the ILCSO home page
Rethink architecture re home page menu options. Recently I needed to find the Voyager clients but had really no idea where to begin. (Is Voyager a Member Service or Member Product?) When I did find it, it was listed alphabetically which seems strange...
info on website is very basic; it's great (and essential) to have news, member libraries, boards and committees, etc on there--but usually if i'm going to the website it is to see what groups have officially been announced for the Bibliographer's...
More direct ways to find documentation.
A more fully developed area for electronic resources that displayed all the products and their status. Also include key licensing permissions so I don't have to read the license. A secure area where I can see all of the licenses.
Make it easier to get to lower level information like documentation from forums and the like.
no opinion
better timeliness with regard to meeting minutes
Rebuild it! It's so hard to find documentation on the site!
no opinino
A smarter search engine and/or the removal of the more antiquated 'glurge'. Specifically (disregard if this has already happened), if documents dating from the DRA days could be moved out of the pool of documents to be searched -- into a separate...
better organization.
Get rid of the flash animation. There is absolutely no reason it should be on the home page. Make the font more readable. It's very small. The right sidebar has poor contrast. It's nice to have PDFs for printing, but having an HTML...
The new site is very good and easy to navigate. No other opinions.
More information concerning the specific calendar events. Such as who should attend/would benefit from attendig.
Documentation was easier to find on the ILCSO site in the A-Z list

A link to Google Maps for each member library... and link to their lending policy web page, contact info for member libraries
THE thing I use most online is the ILCSO directory to get contact info for libraries, as well as links to library homepages to check to get updated info.
CARLI as an organization has too many cliques. You should incorporate more people who are from newer libraries on committees and boards.
I am new to a CARLI library, and I feel that I could use a primer on who is who and what is offered, how it is subsidized and how I can become better informed.
As an I-share library, the site will be substantially more useful when all of the materials from the ILCSO site are also available on the CARLI site. I still have to go to the ILCSO office page to get the staff listings for the other I-Share libraries...
I like the aesthetics, but I find it difficult to find the resources I need (e.g., Voyager docs, clients, etc). For instance, where do you now find the list of contact people for each I-Share library. This used to be easy on the ILCSO site, but I...
In the Membership Directory pages, it would be helpful to have a phone number to contact evening/weekend circulation staff of member libraries of I-Share. The "Main" number is frequently the administrative office number, and the "Circulation" number...
Increase the size of the type!
Migration of all the relevant ILCSO documents to it.
Add more prominent to the URL Builder... current link is not useful
Colors are too light. I have to get up really close to screen to see what is written on the calendar.
I'm a former ILCSO-ite, so switching from the ILCSO site to the CARLI site understandably required some getting used to. I can't seem to find (or haven't tried hard enough to find) the place where specific contacts by library function for I-share...
RSS feeds to alert people on current issues, upcoming events, consortial news, deadlines...
Perhaps a linked site designed specifically for staff at CARLI member libraries that takes the user much more directly to needed information about CARLI supported systems.
please put all of the system documentation & training info. that's still on the "office.ilcso.illinois.edu" site on the CARLI site. I'm still having to look in 2 places for most things. Thanks!
well, it's changed recently, so my comments above are based on the old design. why roll out a new website and THEN survey people? The new site does seem to be an improvement over the old one, which badly needed updating.
A comprehensive index
Member Services area is a bit confusing since the content might be better located under specific categories or committees.
The new CARLI website is hard to navigate. The screen is very hard to read and the pulsing images are distracting. I don't find the tabs intuitive and have had a hard time finding things that I knew were posted there. I much preferred the format of...
larger font size; more concise documentation. clearer navigation.
Incorporating the Member directory that is still on the ILCSO site. The member library web pages are NOT a substitute. Most of the people handling the day to day work are "important" enough to be listed on the library web sites. Email addresses for...
The needs and concerns of the academic libraries seem to be compromised in the reorganization; a more formal working relationship with CODSULI might correct this.
It's hard to sometimes find what I want through navigation alone. And I often run into broken links.
Remove the flash from the front page.
The new Web site is confusing. When I try to search it, I get a blank screen. The menus don't give me information to get me to where I want to go. Some of the materials that were available on the old site seem to have just disappeared.
carli site is not user friendly. I think new/small libraries are left off the radar when it comes to access and training. Carli staff are not helpful when it comes to libraries that have no tech support or librarians balancing many different roles....
The main difficulty that I have with the CARLI website is that I can never find the documentation that I want. I rely heavily on the e-mails that CARLI sends out with links to the page that the info. is on. If I lose track of the e-mail, I never seem...
navigation could be improved.



I think that the listservs are hard to use. I receive a periodic note that presents my password and login but I find the access is difficult so I don't check these listservs very much and probably miss out on important information.
Highlight CARLI Library Job Announcements email list on home page.
more upfront information for job seekers
Clear links to documentation.
Indexing the documentation better. Sometimes it takes a great deal of time to locate information searched.
No comments.
Get all the techie stuff off the old websites and onto the new website -- in logical order. Still hard to find some of the technical stuff when i need it in a hurry.
Having a member directory that wouldn't just lead us to the library homepages.
Time.
I wanted to add in #11 that I refer to best practices on the Carli website.
Move everything that used to be on the old ILCSO web site over to the CARLI site

<b>23a. Please select the description that best represents your professional responsibilities:</b>
Special Collections
Digital Resources/collections
Clerical
Admin Asst
media assistant--I do it all
almost all of the above listed but director
map librarian, tech, public and collection
Reference & electronic collections
I serve as Director, Collection manager, participate in public service and systems development
Public and Tech Service Librarian
branch library head
library clerk
staff
do a variety

<b>27. What, if anything, would you most like to change about CARLI?</b>
Improve communication, grow beyond the "transformation" period (at least another year?), and become a solid community again. We can become even more effective in responding to changes/opportunities in the future. This survey will help!
Integrate the new people and institutions better--still need to turn it into one organization instead of three, while differentiating from IACRL. Try to stay focused on central core missions, not become all things to all academic libraries.
More professional development opportunities. For example, Library Instruction Assessment Tools.
More networking opportunities (face to face)
I believe that the selection of SFX was a major mistake. The program is just not as good as Serials Solutions which was among the possible choices.
Continue to mesh member activities without always focusing on the I-Share component.
I'd like to change its mission statement. When it was adopted a couple of years ago I thought it was so broad and all-inclusive as to be meaningless. I'd like to see CARLI have a mission statement more clearly aligned with other higher education...
Most meetings appear to be held in the Springfield area. I would like them to hold two meetings: one in Springfield and one in Chicago. Considering the cost of gas, it would be better to move a small group, e.g. the presenters, than a larger group of...
I think CARLI is doing an excellent job!

Sometimes I drive all the way to Urbana for a CARLI meeting, because I feel I ought to attend more meetings. It takes about 2.5 hours to get there. Once I'm there, I feel that I could easily have received the information via email, including the slides...
Show equal importance for helping community colleges as well as universities and 4 year colleges. When pricing electronic resources consider the smaller colleges who do not have as big a budget. When CARLI does brokering of electronic resources it...
I would like for CARLI to be a more adaptable organization. Right now, it is too concerned with the technical details of implementing Voyager. The catalog is rapidly decreasing in its importance and CARLI needs to change with the times. With the newer...
There are items that are announced only to director or liaison lists that sometimes don't get passed along (at least in our library) and then later, often after the fact, you find out. Perhaps the e-newsletter will help that.
Again, please fix the system so AOL as an IP can be used for distance access. Thanks
A more democratic governing of items purchased and policies installed for trying to meet all the needs of the consortia, rather than, one or two schools getting what they think is appropriate for all. Carli offices need to be diversified and spread...
Make staff less defensive and more open to change training methods. Please do more with webcasts, record sessions, etc.
Add a reference/instructional librarian to the office staff. Too much emphasis on tech services and cataloging/Circ.
Make...
Brokerage processes for electronic online vendors made easier somehow.
ILCSO was functional and accomplished much. CARLI is a beached whale that accomplishes little.
Prior to November, I would have said IMPROVE COMMUNICATION WITH THE MEMBERSHIP. I have been pleased with the new, monthly newsletter, and I hope this type of regular communication will continue!
I'd like to have a wider cross section of our members participate in CARLI committees.
Technical advice and assistance provided by CARLI is critical for small college libraries, and although the level of expertise and response times are good, I would increase the size and technical knowledge of help desk staff to provide even better...
The ILL delivery service is cost-effective and essential. It is the most important CARLI function in my view.
It was always a concern that once the three consortiums merged that the new organization would become less focused, less nimble and more bureaucratic. Honestly, I think that CARLI has done a great of trying to maintain the strengths of the previous...
Complete, detailed acknowledgement of problems, full disclosure of work in progress to fix problems. training opportunities and sessions to rectify/avoid problems.
I think CARLI is great.
Improve the web site.
I would like more activities in the downstate area, i.e., Carbondale or Edwardsville. Most meetings and training sessions take place in Champaign or Chicago or other northern locations.
Involve support staff more in the decision making of CARLI.
Improve their training delivery though on line modules so staff who don't necessarily work with a particular module can get at least basic training
More active collaboration between member institutions.
More focus for collection development grants.
no opinion
Voyager is junk. We should replace it with a far better system. At minimum we should be able to use the Strawn software live and not have to wait a day for everything. Also, it is annoying that we have our own databases yet cannot edit either bib or...
put information that is on the routing slips for interlibrary loan on the call slips and eliminate one more piece of paper
The fact that one has to drive as long or longer than the length of time for a meeting.
I would like CARLI to respond more nimbly to changing technologies.
Alas, as much as I like CARLI colleagues, many of whom I have known for years, they often seem to be out-of-touch (or lost their touch) with the real, operational library world in which the rest of us (and they used to) live.
Doing a great job!
More contact with the correct people to solve problems. More interaction with the people who actually do the work.

I think the website could be easier to navigate. That is a minor concern.
To see CARLI play a smaller role in the decision making process and to become more service orientated. CARLI should become more flexible allowing its members more input to resource allocation.
Something seems to paralyze CARLI, and I wish there were some way to fix it.
CARLI (former ILCOS) staff are hard-working, responsive, and efficient. The help they provide is invaluable. Sad will be the day when Casey retires...
Encourage more innovation in academic libraries
better communication, more training sessions and discussion for public service staff
That you could be more "Chicago" based.
The feeling that member libraries are "tentacles" to the body that is UIUC. Frequently it feels as if CARLI is actually just UIUC and then "the rest of us" -- in that order.
More cheeful and energetic presentations and responses to questions.
I have no complaints about CARLI - it is a great organization that needs more funding and more staff. One thing I would like to see is more opportunity for follow-up after training (perhaps with a mentor or other contact point to help keep the...
More aggressive pursuit of ER consortial pricing.
CARLI needs to implement "Best Practices" among CARLI institutions and widely publicize/educate librarians about these practices.
find ways to make CARLI more visible to our colleges' and universities' administrations and boards
Move faster in digital innovations, especially concerning services to millennial generation.
I am most interested in the I-SHARE functions, and I hope those don't get subordinated in the new structure.
I really like the changes that have resulted from the merger / reorganization.
It would be nice if the circ module would let you know it is timed out somehow before you start a search.
Perhaps taking more of a leadership role with respect to discordant policy issues among libraries. For example, a consortial policy on institutional responsibility re books lost/damaged in UB.
To be able to participate in training, forums via teleconferencing.
Communication about the electronic resources program and the pricing of databases in the brokering program. We should have a much more significant discount with the aggregated business that CARLI represents. We should see a lowering of the cost in the...
I'm very happy with CARLI. Susan Singleton has done a great job of developing the organization.
Improve the new website to be as functional as the old one
I'm not really sure. I'm new to the library field, and am still getting my feet wet it seems. There is so much to learn and to know! I think there should be more out there for people like me, just getting started in the library field and people...
Not exactly "most", but the locations of CARLI annual membership meetings and some training are getting harder to get to. Having meetings in places that are more accessible (driving, train, etc.) are important to me and my staff. I notice that we are...
I don't have a opinion
Allow institutions to separate liaison activities. For example, Voyager Access as a topic is unnatural. Web designers s/b able to integrate WebFeat, the OPAC, Etc. without agreement from the liaison. The liaison at our institution is a roadblock...
Set up a contract at reduced prices to get OVID electronic journals and books. Their pricing kills my budget!
The web site
The in-person meetings and conference calls (Take cues from LEEP-- they do great online classes/sessions; love their interface, etc)
Nothing. You guys are great.
No opinion at this time. I think the organization does just fine.
More best practices sessions.
More training on topics presented at Enduser meetings, i.e. MacroExpress.
I've only been in Illinois 5 months, so I really don't know enough about CARLI yet to make suggestions.
I think CARLI does a fine job. What I would like most is for hospital and small health care libraries to be able to join CARLI. Hospital libraries are research libraries, but are usually one person operations in Illinois. Hospital libraries are...
Again, there are too many CARLI cliques.
The emails from I-Share about ups and downs of Voyager are too wordy and dense.
Voyager has too many problems. It times out too fast and features we need seem to come and go.

The vendor is not sufficiently responsive to requests that problems be...
More aggressive development of new collaborative services to allow me to rely even more on CARLI. I will pay gladly more user fees or higher membership fees for CARLI to hire more staff, etc.
Review the SFX LIBRIS contract. There seem to be too many problems. I think EBSCO does it better and is way more responsive.
Since our state is so big, I would like to see CARLI have regional CARLI meetings throughout the year on various topics. It's hard for more than one or two people to attend an annual meeting so far away from their home library, and with regional...
Annual forum should be offered in two venues one upstate and the other downstate so that multiple library representatives can attend.
I would prefer to have a designated contact person for my SFX interactions (and there are a LOT of them), so that we could build a history.
The web site is difficult to use but I don't know how to express what I find difficult about it.
Being able to do Web-based conferencing instead of just conference calls would be helpful.
Have training and or workshops/forums in more central locations. I have not attended some that I really wanted to because of the location. Even if I took a train, then I would have to take a cab, etc.
CARLI needs to have a stronger presence (brand name) in the state. It is very difficult to convey to the administration of our little community college HOW IMPORTANT it is for the library to be a CARLI member. They are so disconnected from the rest...
Find ways to integrate disparate automation systems in the state.
The ticketing system generates a lot of unnecessary email and if you have more than a couple of tickets open, it's not always clear which ticket is being discussed. Why not have a library account that tracks tickets? Then I could just log in to see...
More positive attitudes from staff, more face to face training, more open to new ideas, more willingness to take phone calls rather than only use email
The new webpage-make it more user friendly or include some kind of table of contents to help locate materials
I believe that the by-laws should be amended to make only library directors eligible to serve on the Board. The consortium is one of academic libraries in Illinois, not librarians, and only directors have the final fiscal responsibility for decisions...
How the Voyager system has been implemented in the consortial environment. The architecture of a shared catalog along with individual catalogs is not cost-effective nor user-friendly.
All meetings in Chicago Metro area. I will never attend downstate.
needs to be more business like and productionize systems
I'd like to see an integrated system that actually works properly. There have been improvements to Voyager, but it the number of bugs and "unfixable" things are beyond belief! The system operates like the company took a smaller stand alone system or...
I don't know yet.
Organizational imbalance.
If we contact CARLI about an issue and the problem can't be handled right away, please send us periodic updates letting us know the problem is still waiting to be addressed.
Make its messages more targeted. I get items forwarded to me about CARLI. Occasionally there's something in it that interests me, but usually there isn't. It would be nice to be able to know from the subject line and the first paragraph of an email...
Not having to drive so far for library staff to attend conferences, training, etc.
provide better resources for snaller libraries. Please offer more training for those joining the Carli libraries. For many of use, staff size is insufficient, we depend heavily on students just to make it. It would be exceelent to have Carli work with...
Nothing, you are just getting started as a combined consortium, give it time to work out the kinks.
I was recently very disappointed that we could no longer have a group membership to WorldCat Collection Analysis because we had more than 100 members. I have always been a little concerned about the merger of ILCSO with all the many additional...
This comment is not about changing CARLI, but it is about this survey. On question 2b, the choice of "Cooperative Preservation Projects" was omitted from the list. It would be my First Priority.
more direct contact with members
More advocacy!
Hold more meetings and events downstate or allow more virtual participation.

CARLI seems to be at a crossroads in terms of deciding what are the next major services for the consortium. The fundamental mission of CARLI--to promote sharing of library resources among the member libraries, remains the same, but the options for how...
Listserv - a little more promotion or information on these. More distance participation for librarians or library staff who can't solicit time-off for meetings in Urbana-Champaign or other locations distant from the metro area.
More responsive to local library needs/concerns
This is more of a recommendation for the survey in the future--instruction should be one of the specifically noted public services.
More database offerings, i.e., Gale, Newsbank, and e-book vendors (OCLC Netlibrary, Ebrary, etc.)
Less bureaucracy
I would like to have more information about how you fit into the brokering environment. Does your brokering disrupt what I have with City Colleges of Chicago? How does this work in detail? Do I need invoices; POs, etc to get sources. I have to...
How about some regional meetings? Going to downtown Chicago can be difficult for those downstate and going to Champaign difficult for those from the greater Chicago area.
More videoconferencing, less travel.
No comments.
We're making enormous changes now -- just have to learn to move faster, if possible.
I'd just like to see a few more bibliographer's meeting held within metropolitan Chicago.
I wish there were more Collection Management meetings, and I wish we could go back to the previous method of grant applications. I don't like the new format.
I would like CARLI to have more training sessions and meetings in the Chicagoland area. Or , CARLI hold two meetings, one downstate and one in the Chicagoland area. With the cost of gas, it makes no sense to have multiple persons driving between 200...
Increase collection development finance support.
I am happy with the communication I get from Carli. I do feel that it is difficult to take an active role in Carli. But I do have adequate representation.
The billing system. I have had a real problem with the University of Illinois understanding that our community college library's account is not the account for the local Follett's bookstore.

<b>28. What would you most like to see CARLI do next?</b>
I would like CARLI to assist libraries, at least through training if not with dollars, to sort through the various digital management tools and issues (e.g. digital object creation and management, digital repositories, digitization of items owned by...
Move towards digitization standards and support for the state's academic libraries Research the value of metasearch tools Make a concrete improvement in the delivery system
Continue/expand the type of forward thinking that we're starting to see re: the impact of technological and social changes on our profession.
Assist member libraries in using digital asset management systems to develop local image collections using consortial technical and metadata standards.
assist with group acquisition of online film and video products
Find ways to speed up delivery of InterLibrary Loan via working and cooperating with regional library systems even though money pots for funding differ. Find a way to mesh system platforms so we don't have to change systems to benefit from I-Share.
Work on more discounts for electronic resources. By the way--where is the Survey Comment box? I wanted to say that some of the items under the list of things CARLI does are important, but wouldn't necessarily have to be done by CARLI, such as...
Get library education in colleges south of Champaign.
Offering a MFHD workshop so we can take part in the Local Holdings Record Updating Project for I-Share libraries
Provide duplicate training sessions in several locations in order to reduce travel distances/times for participants
Through the work currently underway, improve ILDS (or other methods) delivery times within the consortium. Continue to offer relevant opportunities for networking and learning from colleagues across the state.

<p>mmmmm-- more emphasis on cooperative virtual reference?  More sharing of how to best use the resources we already have access to; i.e. tips on how you make Voyager, SFX, Webfeat, etc. work best for your library</p>
FRBRize the public catalog.
<p>Realize that the cosortia includes rural areas as well as metroplition.  STAY OUT of the ILDS buisness...the State Library runs it better than ever! At least with the State Library in charge the rest of us receive service, new vechiles and other...</p>
<p>Improve Voyager.  Add more e-resources.  Do more with public services.</p>
Continue to offer more "cutting edge" resources like you did with WebFeat and SFX.
Just respond to questions, as they do, and I am satisfied.
Put Hammerstrand back at the helm!
As technical everything in a small library I would like more specific training available for me and practical help on how to intergrate electronic resources into a small library environment--train staff on the modules--explain to my non-technological...
Speed up delivery of shared resources.
I want CARLI to be innovator and continue to take its membership into new directions.
I think you are doing a great job of anticipating needs. I realize CARLI staff probably spread thin but sometimes think it would be nice if there were two separate sessioins of forums and workshops, one for Northern Ill and one for Southern Illinois.
Improve the speed of delivery for I-Share loans and implement electronic article sharing.
Have traing sessions so those who do not understand CARLI will.
provide support for and implement the Media scheduling module for Voyager
Next generation OPAC and associated services, e.g. authority control, tables of contents, etc.
JSTOR Brokering
Replace Voyager with a better product.
I would love to see RSS feeds from your web site. The web site is very nice and I visit it more often than I used to.
I think the outreach has been good. I plan on getting more involved so keep up the good work.
look at forms and eliminate or recreate forms to have less paper that needs to be printed with each transaction
I'd like to see CARLI continue to provide the excellent training sessions, forums, and e-mail/telephone support that I appreciate immensely.
Start to plan the move from Voyager to a more advanced catalog system.
A minor thing: get more information from the predecessor web sites moved over to CARLI.
More press releases to the library media about what CARLI is doing.
In an ideal -- perfect -- totally awesome world I would love to see CARLI make site visits to member libraries for the purpose of trading ideas which will make the Voyager environment run more efficiently. For example the CARLI expert could say, "If...
Customer service training for its staff.
I would love to see CARLI moving to become the next OHIONET.
I'd like to see a historical newspaper database added to the subsidized databases as well as JSTOR.
Fix the website asap.
Address the question of whether one institution should be financilally repsonible to another institution for interlibary loan items not returned by its patrons.
Hold an InfoLit forum
Offer more hands-on training sessions in Chicago.
The CARLI training staff did an excellent job providing support during the conversion to Voyager. Continuing that level of commitment to ALL member libraries would be ideal. Also, expanded membership would be nice, as well.
Bring in the AMIGOS meta data course. Concentrate more on training of all kinds. Too limited to one or two people for training on new products, like Web Feat etc.
ERM product implementation.
on site sfx training
continue to grow

standards for shared subject headings to replace LC
Look seriously at what happens as ILS becomes obsolete.
Integrate Media scheduling into the circulation module and present workshops to demonstrate its capabilities and limitations
Find a role relating to scholarly communication
Continue doing what they do.
It would be great to see CARLI start doing something more along the lines of NCLIVE with online resources: ( <a href="http://www.nclive.org/authhome.phtml">http://www.nclive.org/authhome.phtml</a> )
Review the Resource Sharing Code and make participation more consistent with the code. Also, would like to see participation in forums possible remotely via teleconferencing.
A collaborative digital archive preserving Illinois rich academic and research libraries.
Hire R2 Consulting for the state for a period of time and offer everyone the opportunity to have an evaluation of workflows in Tech Services. It would help the whole state decide on next steps for ERMs, IRs, and possible shared...
Continue to explore offering an ERMS to member libraries. Explore archiving and storage for members Contract with an authority control service for the Universal Catalog and individual catalogs.
become a broker for an electronic resources management system.
Work on consortial agreement for ERM system and 2.0 Library Catalog product
I would love to see a list serv for people in their MLS program still, maybe one for newbies to libraries in general. I've worked in libraries for a long time, but am new to the management and professional level.
Continuing to leverage resources for academic libraries. Just having CARLI negotiate licensed e-resources is a boon for us!
N/a
Create API which securely permits integration of OPAC functions to local web sites (with authorization and security intact)
Set up a contract at reduced prices to get OVID electronic journals and books. Their pricing kills my budget!
Tackle more expensive databases-- like the big American Newspapers product from Readex. Look into off-site storage all libraries.
Not toooootally sure. Something, probably, but I can't think of anything offhand.
More on preservation
Develop more federated searches and provide more full-text access to resources.
Cooperative and collaborative virtual reference... perhaps.
don't know
Shared digitization projects using ContentDM. Guaranteed 24 hour electronic article delivery among CARLI member libraries. Consortial deal for PORTICO membership. Shared storage facilities and last copy center.
Make sure you have the resources to do the basics right like I SHARE before you go off in all directions after the latest library fad.
Some of the training methods mentioned in earlier questions--podcasts, videoconferencing, wikis, etc.--I have never used & know nothing about. Any staff training that could be done via such methods to eliminate having to travel places to obtain it...
Create a statewide digital library, like the California Digital Library.
more resources statewide
RSS feeds rather than e-mail.
Involve libraries in use of authentication via Voyager database for non-CARLI licensed electronic resources.
in terms of collection development, I would love to have CARLI purchase electronic backfiles and current access the basic medical/science serials that many of us need--JAMA, NEJM, Science, Nature, and the like.
Involve more staff from member libraries, especially smaller libraries.
Provide individual libraries with more local control over their Voyager systems and the software they choose to use in conjunction with their local Voyager catalog.

Move their workshops/forums, training back to the Champaign area.
Electronic Resource Management
One of the issues behind the formation of CARLI was the perceived need for Illinois academic and research libraries to benefit from the kind of consortial "deals" for electronic resources that happen in other statewide consortia such as OhioLink. Yet,...
Over the next several years, take a strong advocacy role (and if possible, support research & pilot projects) related to dramatic rethinking/restructuring of the OPAC (along the lines of Evergreen, Endeca, Univ. of California report on rethinking...
Work with libraries to come up with a state cooperative model to address the budget issues related to the excessive costs of journal issues. A possible solution could be a statewide high speed automated document delivery system, perhaps something like...
Training sessions in person with staff on site.
Web based training that you could do from your own work station at your own library would be great. I was unaware that anything like this has been offered by CARLI. It would be great if training modules could be put together or something like that. ...
Expand the number of I-Share libraries
Educational conferences that bring together library administrators and political leaders about libraries, archives, networks, information issues.
Get an electronic resources management module for our integrated library system; determine if Voyager will still be a viable system a few years out.
I have intermittently considered migrating from my standalone SirsiDynix Horizon information system to the CARLI shared system. Perhaps because I am among the few not participating, the information about who, how, etc. to do this is not readily...
Collaborative digitization -- more planning state-wide Preservation planning -- more collaborative planning Collaborative work on hidden collections initiative -- perhaps state-wide plan (e.g., like California)
Stay on track, support I-Share, electronic databases & collection development.
Not any of the many things listed in the one question on the survey about scholarly communication, etc., etc. There is such a thing as spreading yourself too thin. Keep on doing the fantastic job ILC SO (and IDAL and ICCMP in their spheres) has always...
Webvoyage patron check out available in voyager to view (at least due dates in case it times out too quickly).
Focus on last-copy preservation, perhaps in conjunction with public libraries.
More advocacy!
Improve the ILDS system. Since the last addition of new libraries to the system, delivery of books has slowed down considerably. Also please implement electronic document delivery.
Investigate next generation catalog options; Investigate ERM's Re-consider federated search offerings
Keep up the great work on electronic resources. Maybe provide a page that just lists each member's online catalog (especially for online catalogs that aren't hosted on shared catalogs.
Improved ILS - moving away from Voyager Get WebFeat working
I'd like to see a lot more work done in the area of management development. The profession has done a lousy job in general of preparing librarians for managerial and administrative positions. I think this is even more acute given the graying of the...
Continue the good work! Especially increasing e-offerings and holding the subject specific forums (cataloging, ILL, etc.) Stay current on developments and design of future online catalog systems.
Provide access to more full text resources such as the Chicago Defender.
Continue to monitor and provide products that enhance our libraries' service to students and faculty.
1. Investigate, provide forums on, and broker pricing on Electronic Resources Management Systems. 2. Offer brokered pricing on more non-bibliographic products such as ScholarlyStats. 3. Offer forums and discounts on Portico membership.
Give a detailed explanation of what you do and where I would fit in? I'm new as the chair and the previous chair left no information on the details of the relationship with ILC SO.
I would like to see it continue to evolve with "libraries" and librarians.



Sorry, I don't have any suggestions. I'm very happy with CARLI and thankful for the progressive attitude I see exhibited.
find/develop a more robust, flexible integrated library system
Additional training ACCESS/Reports.
Help to provide a much more expedited book/document delivery service. Possibly broker/subsidize the fuller EBSCO Business Source Complete for the whole state?
No comments.
Stay ahead of technology, if possible. Do some things with technology that will make our libraries exciting to our most sophisticated students and faculty.
More discussion regarding the 'library as place'. To lead the discussion about informal and commercial space (refreshment and recreational) within academic libraries.
Implement a next-generation OPAC.
Share more E-Resources and provide more training sessions.
Please, training in RDA when it is published. Continue workshops on topics of need related to data entry in a cooperative database, especially when it varies from OCLC's Bib Formats and Standards. For example, duplicate record detection and authority...
Have CARLI build/purchase its own campus/building off of the U. of I. campus (perhaps North of Champaign near the first Champaign exit or out towards Normal). CARLI's current building access and parking situation only provides easy-access to U. of I....