

## APPENDIX C

### Rhode Island LSTA Web Survey Report – Text Responses

**Question 1 - How well are the services listed addressing the needs of Rhode Island libraries and residents? – Other** (1 is very poorly; 5 is very well; 0 indicates no opinion, don't know, or haven't used.) Numbers shown reflect the rating individuals gave to "services" they added to the list provided on the survey.

The entire state should be on the same system public and school libraries to have stronger buying power with vendors. Florida does this and has been very successful.	0
Many of the above do not relate to my library and I rated them 3	3
Providing leadership for library staff of all types of RI libraries	4
Job lines	5
Communication with library community	5
Staff help with individual library issues	5

**Question 2 – How well do the grants listed address the needs of Rhode Island residents? – Other** (1 is very poorly; 5 is very well; 0 indicates no opinion, don't know, or haven't used.) Numbers shown reflect the rating individuals gave to "services" they added to the list provided on the survey.

Again it only makes sense for our small state to be on the same circulation system – public, school, university libraries should be consistent simply for ease of use for the public	0
Statewide databases	2
Make available shared contracts (for services such as JSTOR, Infotrac, etc.) to school libraries.	2
previous support for retrospective conversion projects	5
Support of LibFutures Committee	5

**Question 3 – Which two services of OLIS are most important to your library? – First Choice**

Access to FirstSearch (2 gave this response)	
Children's & YA Summer Reading Programs	
CLAN grant	
Clearinghouse	
Continuing Education (4 gave this response)	
Coordination of Delivery service/ILL	
Database licensing to include medical databases	
Delivery (17 gave this response)	
Delivery System/ ILL service	
Destiny/Rilink	

Don't know about my public library; My "library" is the Library Board.  
 Education  
 FirstSearch availability & interlibrary loan services for no cost  
 FirstSearch  
 Grant Funding  
 Grant funds used for special projects that support Continuing Education  
 HELIN Delivery  
**ILL (15 gave this response)**  
 ILL and related services  
 ILL Delivery (2 gave this response)  
 ILL delivery and Clearinghouse  
 Information thru LORI  
 Literacy  
 LORI (2 gave this response)  
 LORI Resource Sharing (3 gave this response)  
 LSTA fund management  
 OLIS/LORI web site  
 Professional collection  
 Reference services/resources  
 Resource Sharing (2 gave this response)  
 Resource sharing - Interlibrary Loan, Delivery System  
 Resource Sharing, ILL, etc  
 Resource sharing, specifically the delivery system  
 RILINK (8 gave this response)  
 RILINK Grant (2 gave this response)  
 Statewide Delivery (2 gave this response)  
 Summer Reading (2 gave this response)  
 YART

**Question 3 – Which two services of OLIS are most important to your library? – Second Choice**

Access to other library collections and access to first search  
 Administration of state and grant programs  
 Adult programming  
 Advice and Professional library  
 ARIHSL grant (2 gave this response)  
 CE for all staff and Summer Reading Program support & coordination  
 Children's programs  
 CLAN  
 Classes  
 Clearing house and first search  
 Construction grant (3 gave this response)  
 Consulting  
 Continuing education programs **(11 gave this response)**

Databases such as FirstSearch and WorldCat  
Delivery Service (5 gave this response)  
Don't know  
E-Rate  
Facilitating multi-type library collaboration and strategic planning  
FIRSTSEARCH (3 gave this response)  
Funding for literacy  
Grants  
HELIN  
Helin Grant  
ILL (3 gave this response)  
ILL delivery (2 gave this response)  
Library Resources and Consultant Services  
Literacy grants (2 gave this response)  
LORI ILL/Delivery  
LORI resource sharing  
LORI website  
LSTA Literacy Grant  
Multi-type library program planning and development  
OCLC Clearinghouse  
OCLC FirstSearch  
OLIS  
OLIS Professional Collection (3 gave this response)  
Professional development  
Programs  
Resource Sharing (2 gave this response)  
RIFLI  
Summer Reading Program (8 gave this response)  
Talking books Plus  
Unify catalogs, sharing contracts  
Uniform statewide catalog  
Upgrading the collaboration between RILINK, CLAN, & ILL  
Visits with field rep  
Web site content for library information & classes offered by OLIS  
Workshops

**Question 5 - The top priority service or program for OLIS for the coming five-year LSTA Plan should be:**

Board of Regents authorizing new standards for school libraries  
Access to electronic resources  
An active leadership role in getting state-wide databases and one catalog  
CE/Lib Resources/ Lib Lit

Consortial database licensing and patron-initiated borrowing by any RI resident from any RI library  
 Continue current services/programs unless there's more money  
 Continued improvement of delivery and resource sharing programs and staff development programs  
 Continuing Education  
 Creating a unified front for spearheading the self-promotion campaigns of libraries and their usefulness in the library 2.0 age  
 Database licensing - better contracts, uniformity of service throughout the state  
 Database licensing program that includes public elementary, middle and high schools  
 Delivery service  
 Diversity programming  
 Education opportunities for public library staff  
 Expansion of staff  
 ILL  
 Implement Library Standards for all types of libraries  
 Improve database accessibility/affordability for all libraries  
 Improving multi-type library services coordination  
 Increased advocacy for more library funding  
 Joint database licensing agreements  
 Keep having continuing education for new technologies in libraries  
 Leadership in assuring uniformly high levels of technology and materials in all libraries  
 Leadership Role  
 Literacy  
 LORI  
 LORI Resource Sharing  
 More Efficient delivery of services  
 More marketing of library services to the public  
 Multitype library service  
 One catalog (6 gave this response)  
**ONE CATALOG FOR MULTITYPE LIBRARIES, ONE STATEWIDE DATABASE, SUPPORT FOR LIFELONG LEARNING PROGRAMS**  
 One catalog/statewide databases  
 One OPAC for the library community w/circulation & interlibrary loan availability along with access to selected databases  
 One uniform catalog with financial support for non-public libraries to add their holdings  
 Promote multi-type interlibrary cooperation  
 Single statewide catalog, state wide access to databases, continuing education, develop a unified statewide library plan for increased funding and political action,  
 Single uniform catalog and database licensing program  
 Statewide data base subscriptions for public and school libraries  
 Statewide databases (4 gave this response)

Statewide databases - why did you link them with the uniform catalog in Question 4f? I'm not convinced of the urgency of the catalog, but think the databases should be very high priority.

- Statewide databases and catalog
- Statewide databases and other statewide areas of support such as one catalog
- State-wide initiatives - one catalog and state-wide databases
- Statewide strategic planning
- Statewide subscriptions to electronic resources
- Summer Reading Program
- To enhance the visibility of libraries
- Totally changing the structure of public libraries in Rhode Island
- Unification of services to all library types
- Uniform catalog for public and secondary ed institutions if not all libraries in the state
- Uniform catalog/group purchase data bases
- Uniform state catalog and state licensing program

#### **Question 6 – Type of Library Represented - Other**

- Hospital
- Library Board of RI
- Library educator
- Medical
- Membership library
- School library network
- State Library Board
- Veterans Administration Medical Center Library

#### **Question 7 – Title that reflects your duties - Other**

- Access Services Coordinator
- Access Services, ILL
- Archivist
- Assistant Director
- Board member
- Branch Librarian
- Branch manager
- Chief, Library Service
- Circulation Assistant
- Department head
- Department leader
- Director of Library Services
- Executive Director
- ILL and Circ as well

## INTERLIBRARY LOAN

Library Board of RI Member  
Library user/Member, RI State Library Board  
Manager  
Professor  
Public Services  
Trustee  
Trustee/Board member  
Young Adult librarian

### Other Comments

All aspects of the Summer Reading Program including staff person Melody Allen at OLIS, storyteller/entertainer subsidy, materials...are extremely important to RI libraries. This program brings in large numbers of children and their families to libraries throughout RI.

Continuing education is vital to staff and support staff throughout the RI library community to be abreast of all that's new to the library world be it technology, ideas etc.

OLIS staffing needs to be in line with its needs and not stretched thin. They are vital to the library community. The OLIS website keeps RI libraries informed, in-touch and aware. Again a vital service.

ILLs are now a major part of all RI libraries services. It is essential this service continues so we have broad base access of materials for all our patrons.

For the school library media centers in RILINK, the two most important issues are:

1. Getting all our members onto our shared library automation system, RICAT (eight libraries still do not have funding for the initial license fees), and
2. Statewide online database licenses that are available to students and teachers in school (current public library subscriptions are not authorized for use in schools, even by public library card holders). Some of our members can afford some of these subscriptions, while many others cannot. Our consortium offers group pricing, and a group subscription to World Book Online, paid for by member dues. I am very appreciative of all of the support and resources provided by OLIS. The professional development is top-notch; the willingness of the employees can't be beat. We would have a difficult time without their assistance. Many thanks to all that you do!

I could not answer question 4F because you lumped uniform catalog with data bases. I do not think that the cost of an integrated academic/public/school library catalog serves much of a purpose, but I am in favor of the state purchasing and negotiating good contracts for on-line databases so that everyone in RI has access.

I think it is very difficult to name one thing that OLIS should do in the next few years. I do think that they need to increase their staff.

I think one catalog is a waste of time and money. Most public library patrons don't care what they have at URI or Bryant and if they want to know it's not difficult to

find out. If you want to combine them, go with WebFeet or a similar product where the user gets to pick and choose the resources they want to search. This could include state-wide databases in the search too.

LSTA enables RI to have a superior public library system that the state could not afford on its own.

LSTA is an essential program to provide services to libraries. Monies from this program should not be used to fund staffing. Monies given should keep pace with increased costs to provide services.

LSTA money should not be spent to keep OLIS afloat. It should really go for literacy.

Membership libraries should be eligible for LSTA funds in RI. That currently that is not true, but we also serve the citizens of RI and are not in competition with the public library, indeed our services supplement the public library system and we freely cooperate with them.

Need more LSTA funding so state can go over present cap. One catalog for the state and statewide database licensing would be a top priority if we received more funding. In the meantime, it's crucial to continue existing programs, which are basic. Furthermore, in all my answers for programs that OLIS is doing very well, that's predicated on existing funding. With more funding, they could do even better.

OLIS needs to lead the funding for One Catalog for the State for Multi-type Libraries; One Database for ALL libraries and ALL Rhode Islanders; and More programs for lifelong learning and literacy for ALL

OLIS, despite severe state cutbacks in staff and support, continues to provide excellent service to our state's libraries!

Our state agency operations depend too heavily on annual LSTA funding. The federal funds should ideally be freer for multi-type library programs ... both innovative one-time and on-going initiatives.

We are a high school library that benefits from inter-library loan and the delivery system. The cost to be web based however is high -over 6,000 dollars last year. Why can't the whole state join the same system and start saving some of the taxpayers' money? Parents of our students are taxpayers too and we need more state-wide financial help-like Sundial in Florida. Please look at this idea. We are small enough to join together. We should not have one system in the public library, one in the schools and something else in the universities. There is power in combining forces. Why haven't we done this 25 years ago?

We would be back in the 70's without RILINK and ILL. The LSTA Grants made this possible. School libraries are stronger than ever thanks to this support. We need to get the rest of the RI Schools on line with RILINK and ILL.

We would benefit from a building consultant on staff at OLIS and more advocacy for public libraries. OLIS should study the cost vs. benefit of ILL and look to other schemes, as well as evaluating the benefit of warehousing books for ILL so libraries wouldn't need to keep as many books and thus not have to add on as often. We need more program grants.