



2024 Annual Survey Results

Measured Areas and Overview

- ▶ Systems Feedback
- ▶ Service and Training
- ▶ Vendor Sentiment
- ▶ Future Services/Support

- ▶ For simplicity...
 - ▶ Percentages and Counts are of respondents to measure only
 - ▶ Non-respondents are not included

Top Positives/Opportunity Areas*

Alma



















- ▶ Positives:
 - ▶ Resource Management
 - ▶ Fulfillment
 - ▶ Primo/Discovery
- ▶ Opportunities:
 - ▶ Resource Sharing
 - ▶ Analytics
 - ▶ Acquisitions
 - ▶ Serials
 - ▶ Electronic Resources/CDI

Polaris




































- ▶ Positives:
 - ▶ Cataloging
 - ▶ Circulation
 - ▶ Acquisitions
 - ▶ Electronic Materials
 - ▶ Simply Reports
- ▶ Opportunities:
 - ▶ PAC Enhancements
 - ▶ Hold/ILL Workflows
 - ▶ Serials

NOTE: No area had a majority disapproval rating

Systems Feedback - Positive/Neutral Areas

		Alma		Polaris
Circulation / Fulfillment	Satisfied		73%	 84%
	Dissatisfied		18%	 6%
	Neutral		9%	 6%
Cataloging / Resource Management	Satisfied		88%	 73%
	Dissatisfied		6%	 0%
	Neutral		6%	 23%
Cost of System	Satisfied		38%	 45%
	Dissatisfied		8%	 0%
	Neutral		54%	 50%

Systems Feedback - Opportunities

		Alma	Polaris
Holds/ILL / Resource Sharing	Satisfied	 58%	 50%
	Dissatisfied	 32%	 23%
	Neutral	 11%	 23%
Acquisitions	Satisfied	 50%	 54%
	Dissatisfied	 20%	0%
	Neutral	 30%	 38%
Serials	Satisfied	 46%	 43%
	Dissatisfied	 23%	 29%
	Neutral	 31%	 29%
Electronic Resources/Materials	Satisfied	 63%	 64%
	Dissatisfied	 32%	 12%
	Neutral	 5%	 20%
Discovery - PAC / Primo	Satisfied	 65%	 55%
	Dissatisfied	 22%	 30%
	Neutral	 13%	 10%
Simply Reports / Analytics	Satisfied	 52%	 65%
	Dissatisfied	 38%	 16%
	Neutral	 10%	 16%

Systems Feedback - Comment Themes

Alma

- ▶ ExLibris 'fatigue' = General neutral feelings (meh)
- ▶ Steep Learning curve/appreciation for ODIN community support/training
- ▶ Resource Sharing difficult/complicated
- ▶ Analytics difficult to navigate/use

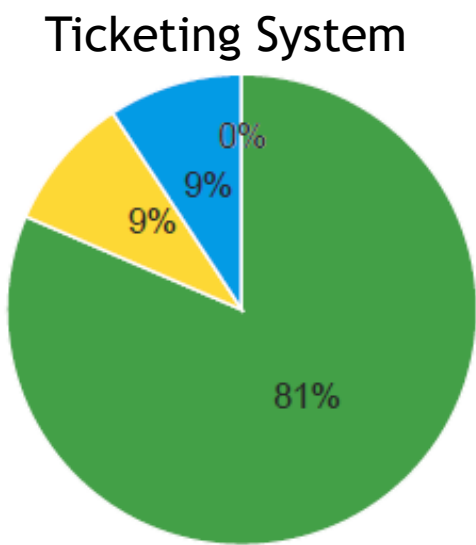
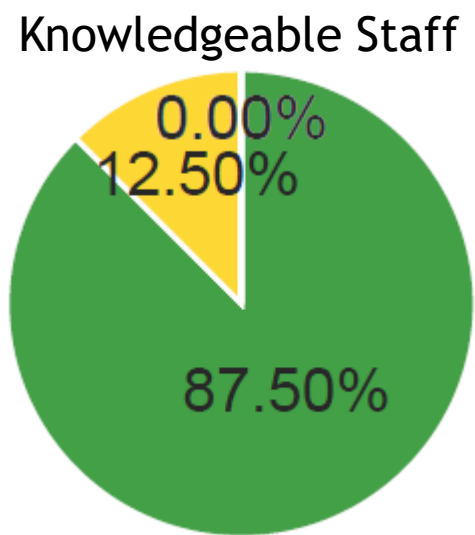
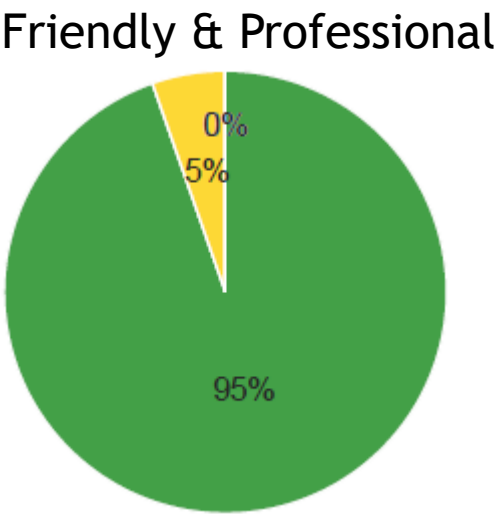
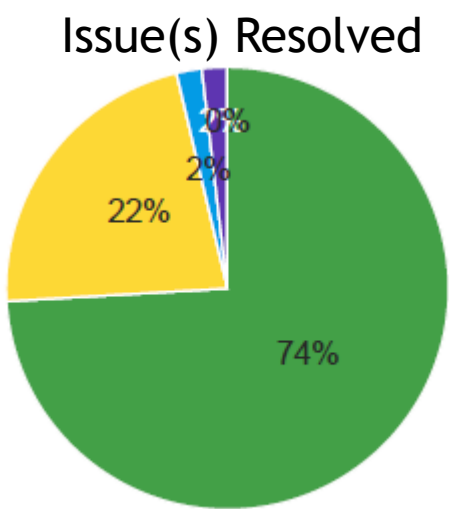
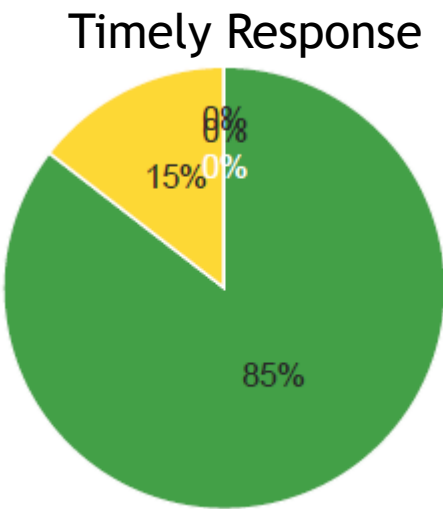
“Don't love Alma/Primo but it seems to be the default library system nationwide so there's comfort in that familiarity”

Polaris

















- ▶ Holds/ILL issues
- ▶ LEAP should limit to library
- ▶ Selecting other libraries' patrons

“The holds/ILL thing is an ongoing problem. Also lending/ILL between schools and libraries and PAC items is broken. More filters need to be added to prevent these strange issues.”

Support Feedback



Training and Outreach

		Total	
In-person training visits	Very/Extremely Useful		79.5%
	Somewhat Useful		15.4%
	Not at all		2.6%
ODIN-led Training Sessions/Webinars	Very/Extremely Useful		69.2%
	Somewhat Useful		28.8%
	Not at all		0.0%
ODIN Work Days	Very/Extremely Useful		53.2%
	Somewhat Useful		44.7%
	Not at all		0.0%
One-on-one online meetings / trainings	Very/Extremely Useful		95.5%
	Somewhat Useful		2.3%
	Not at all		0.0%
Text-based trainings / documentation on the ODIN Website	Very/Extremely Useful		74.5%
	Somewhat Useful		23.5%
	Not at all		0.0%
User Group Meetings	Very/Extremely Useful		44.7%
	Somewhat Useful		48.9%
	Not at all		4.3%
Video trainings on the ODIN Website	Very/Extremely Useful		69.6%
	Somewhat Useful		28.3%
	Not at all		0.0%

Themes from the Comments

Positives

- ▶ Many appreciative comments
- ▶ Knowledgeable
- ▶ Friendly and helpful

Opportunities

- ▶ Would like to see us more (in-person and one-on-one opportunities)
- ▶ Better support for understanding workflows within libraries

“I think the ODIN staff is GREAT to work with, thank you for all you do!”

“You gals and guys are great. Thank you!”

“The ODIN crew is wonderful and knowledgeable! I appreciate working with you all.”

“Everyone at ODIN does a great job and are always ready to help. Thank you!”

“I can't say enough good things about the service I receive from my ODIN contacts”

Vendors with No 'Dislikes'

		Total	
Britannica	Like		47.6%
	Dislike		0.0%
	Neutral		50.0%
Kanopy	Like		66.7%
	Dislike		0.0%
	Neutral		31.0%
Meescan	Like		50.0%
	Dislike		0.0%
	Neutral		45.5%
Minitex	Like		80.8%
	Dislike		0.0%
	Neutral		17.3%
Overdrive	Like		88.5%
	Dislike		0.0%
	Neutral		9.6%

Vendors with 'Higher' Dislikes

		Total	
EBSCO	Like		70.8%
	Dislike		8.3%
	Neutral		18.8%
ExLibris (Alma/Primo)	Like		51.1%
	Dislike		22.2%
	Neutral		24.4%
Gale	Like		59.2%
	Dislike		20.4%
	Neutral		18.4%
Hoopla	Like		32.0%
	Dislike		20.0%
	Neutral		44.0%
Innovative (Polaris)	Like		64.5%
	Dislike		6.5%
	Neutral		25.8%

Future Possibilities - 50%+ Likelihood - All

		Academic	Public, School, Special
AI-related Services	Likely	65.2%	51.5%
	Not Likely	8.7%	3.0%
	Unsure	21.7%	36.4%
	Not at All	4.3%	6.1%
Collaborative eResource Purchasing	Likely	95.5%	55.9%
	Not Likely	0.0%	5.9%
	Unsure	4.5%	23.5%
	Not at All	0.0%	11.8%
ILL Bridge (Statewide ILL System)	Likely	72.7%	79.4%
	Not Likely	4.5%	0.0%
	Unsure	18.2%	17.6%
	Not at All	4.5%	0.0%
Mobile App for ILS	Likely	71.4%	66.7%
	Not Likely	4.8%	6.1%
	Unsure	19.0%	18.2%
	Not at All	4.8%	6.1%


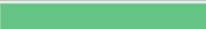






























Future Possibilities - 50%+ Likelihood - PKS

		Library Type	
		Academic	Public, School, Special
New Library Website Support/Service	Likely		33.3%
	Not Likely		14.3%
	Unsure		52.4%
	Not at All	0.0%	
Self-check / Mobile App Checkout Support/Consortial Contract (e.g. Meescan)	Likely		36.4%
	Not Likely		22.7%
	Unsure		13.6%
	Not at All		27.3%

Future Possibilities: 50%+ Likelihood -Academic

		Academic		Public, School, Special	
OLR Usage Analytics/Data Visualizations	Likely	<div><div></div></div>	63.6%	<div><div></div></div>	48.4%
	Not Likely	<div><div></div></div>	0.0%	<div><div></div></div>	6.5%
	Unsure	<div><div></div></div>	31.8%	<div><div></div></div>	35.5%
	Not at All	<div><div></div></div>	4.5%	<div><div></div></div>	9.7%
Open Education Resources (OER)	Likely	<div><div></div></div>	72.7%	<div><div></div></div>	41.2%
	Not Likely	<div><div></div></div>	0.0%	<div><div></div></div>	5.9%
	Unsure	<div><div></div></div>	27.3%	<div><div></div></div>	38.2%
	Not at All	<div><div></div></div>	0.0%	<div><div></div></div>	11.8%
Digital/Institutional Repository	Likely	<div><div></div></div>	77.3%	<div><div></div></div>	45.5%
	Not Likely	<div><div></div></div>	9.1%	<div><div></div></div>	3.0%
	Unsure	<div><div></div></div>	13.6%	<div><div></div></div>	39.4%
	Not at All	<div><div></div></div>	0.0%	<div><div></div></div>	9.1%
Enhanced Discovery System	Likely	<div><div></div></div>	77.3%	<div><div></div></div>	45.5%
	Not Likely	<div><div></div></div>	4.5%	<div><div></div></div>	6.1%
	Unsure	<div><div></div></div>	13.6%	<div><div></div></div>	39.4%
	Not at All	<div><div></div></div>	4.5%	<div><div></div></div>	6.1%
Enhanced LMS integrations (e.g. Leganto or Libguides in Blackboard)	Likely	<div><div></div></div>	68.2%	<div><div></div></div>	25.0%
	Not Likely	<div><div></div></div>	9.1%	<div><div></div></div>	15.6%
	Unsure	<div><div></div></div>	18.2%	<div><div></div></div>	34.4%
	Not at All	<div><div></div></div>	4.5%	<div><div></div></div>	21.9%

Everything Else...

		Academic		Public, School, Special	
Age-based Verification/Authentication	Likely		4.3%		44.1%
	Not Likely		34.8%		14.7%
	Unsure		13.0%		23.5%
	Not at All		47.8%		14.7%
Bursar Office Integrations (e.g. Alma to Peoplesoft)	Likely		36.4%		9.4%
	Not Likely		22.7%		12.5%
	Unsure		27.3%		25.0%
	Not at All		13.6%		50.0%
Children's Catalog/PAC	Likely		14.3%		48.5%
	Not Likely		28.6%		12.1%
	Unsure		19.0%		24.2%
	Not at All		38.1%		12.1%
Springshare Support/Consortial Contract	Likely		42.9%		27.3%
	Not Likely		9.5%		6.1%
	Unsure		42.9%		45.5%
	Not at All		4.8%		18.2%