

Name of your organization	Name of your current integrated library system (ILS), or library management system (LMS) & support provider.	Name of your current discovery platform (or OPAC) & support provider.	OPAC (What is your level of satisfaction with your current system?)	ILS (What is your level of satisfaction with your current system?)	How long have you used your current ILS/LMS?	How long have you used your current discovery platform/O	May we contact you for additional information?	Would you like a copy of the results of this survey?
Cuyahoga County Public Library	Koha (ILS) hosted by ByWater Solutions	Aspen Discovery hosted by ByWater Solutions	Very satisfied	Very satisfied	1 year		Yes	Yes
CCS	Polaris (Innovative)	PowerPAC (Innovative)	Satisfied	Satisfied	Over 6 years	Over 6 years	Yes	Yes
Wyoming State Library	SirsiDynix Symphony	Aspen Discovery hosted by Bywater Solutions	Satisfied	Satisfied	Over 6 years	2 years	Yes	Yes
SEO Library Consortium	SirsiDynix Symphony	SirsiDynix Enterprise	Neutral	Neutral	Over 6 years	Over 6 years	Yes	Yes
Illinois Heartland Library System/SHARE	Polaris, Clarivate	Aspen, Bywater Solutions	Satisfied	Dissatisfied	Over 6 years	1 year	Yes	Yes
Pinnacle Library Cooperative	Polaris ILS, Innovative Interfaces	Polaris PowerPAC, Innovative Interfaces	Neutral	Very satisfied	Over 6 years	Over 6 years	Yes	Yes
PrairieCat	Innovative Interfaces Sierra	Innovative Interfaces Vega	Satisfied	Satisfied	Over 6 years	1 year	Yes	Yes
CLEVNET	SirsiDynix	Bywater Solutions, Aspen	Very satisfied	Satisfied	Over 6 years	1 year	Yes	Yes

# Survey: ILS platform & discovery for library systems/consortium

Name of your organization: **Cuyahoga County Public Library**

Name: **Lori Thorrat**

Email: **lthorrat@cuyahogalibrary.org**

Name of your current integrated library system (ILS), or library management system (LMS) & support provider: **Koha (ILS) hosted by ByWater Solutions**

Name of your current discovery platform (or OPAC) & support provider: **Aspen Discovery hosted by ByWater Solutions**

OPAC (What is your level of satisfaction with your current system?) **Very satisfied**

ILS (What is your level of satisfaction with your current system?) **Very satisfied**

What features do you consider to be the greatest strengths and weaknesses of your ILS/LMS?

**Strength is flexibility. Development for each has been ongoing and customer driven.**

**Cost and sustainability are other strengths.**

**Weaknesses, we've had a couple issues with sluggishness and a few ongoing issues with a printer plugin.**

What features do you consider to be the greatest strengths and weaknesses of your discovery platform/OPAC?

**The customer centered, FRBR like catalog is it's biggest strength. Customers love it.**

**Weakness, it too can be sluggish on occasion. The management of it has not been as integrated with Koha as we would have expected, but that is changing.**

How long have you used your current ILS/LMS? **1 year**

How long have you used your current discovery platform/OPAC?

If you changed to a new ILS/LMS in the past 3 years, please describe reasons for selecting a new ILS/LMS.

**Our old system hadn't really had much development in the last 10-15 years (we were on it for 20). The workflow for circulation was terrible and we felt that we were spending too much time and effort working around the weaknesses of it.**

If you changed to a news discovery platform/OPAC in the past 3 years, please describe reasons for selecting a new discovery platform/OPAC.

Please describe the process used by your consortium for selection. Was it an RFP? Did you form a selection committee?

**We did not do an RFP. We did a request for information and invited vendors in to demo their ILS and Discovery layer products. These demos were attended by our selection committee which included the Chief Public Service Officer, Director of Technical Services, the IT Director, a Branch Services Director, the Director of Life Long Literacy and Learning, the Circulation Manager, the Catalog and Processing Manager, the Discovery Service and User Experience Manager, and 4 Circulation Supervisors.**

May we contact you for additional information? **Yes**

Would you like a copy of the results of this survey? **Yes**

# Survey: ILS platform & discovery for library systems/consortium

Name of your organization: **CCS**

Name: **Rebecca Malinowski**

Email: **rmalinowski@ccslib.org**

Name of your current integrated library system (ILS), or library management system (LMS) & support provider: **Polaris (Innovative)**

Name of your current discovery platform (or OPAC) & support provider: **PowerPAC (Innovative)**

OPAC (What is your level of satisfaction with your current system?) **Satisfied**

ILS (What is your level of satisfaction with your current system?) **Satisfied**

What features do you consider to be the greatest strengths and weaknesses of your ILS/LMS?

## **Strengths:**

- Leap staff interface is more intuitive to use than traditional desktop ILS applications**
- Efficient, automated technical services functions and effective structure linking items, bibs, and authorities**
- Record sets are an effective tool for staff both for records maintenance and to displays records in PowerPAC**

## **Weaknesses:**

- Certain features of the ILS are not designed for a consortium (such as not having default filters for your branch)**
- eContent processing has been problematic for us, seemingly due to the complexity and volume of our member' holdings.**

What features do you consider to be the greatest strengths and weaknesses of your discovery platform/OPAC?

## **Strengths:**

- It's easy to configure**
- Features to keep it visually engaging (custom content, carousels).**

**-Easy for patrons to use, performs well in user testing**

**Weaknesses:**

**-Doesn't have the rollups with a work record that makes it easier to find different formats of the same material.**

**-Always room for improvement in the search results sorting**

How long have you used your current ILS/LMS? **Over 6 years**

How long have you used your current discovery platform/OPAC? **Over 6 years**

If you changed to a new ILS/LMS in the past 3 years, please describe reasons for selecting a new ILS/LMS.

If you changed to a news discovery platform/OPAC in the past 3 years, please describe reasons for selecting a new discovery platform/OPAC.

Please describe the process used by your consortium for selection. Was it an RFP? Did you form a selection committee?

May we contact you for additional information? **Yes**

Would you like a copy of the results of this survey? **Yes**

# Survey: ILS platform & discovery for library systems/consortium

Name of your organization: **Wyoming State Library**

Name: **Desiree Saunders**

Email: **desiree.saunders@wyo.gov**

Name of your current integrated library system (ILS), or library management system (LMS) & support provider: **SirsiDynix Symphony**

Name of your current discovery platform (or OPAC) & support provider: **Aspen Discovery hosted by Bywater Solutions**

OPAC (What is your level of satisfaction with your current system?) **Satisfied**

ILS (What is your level of satisfaction with your current system?) **Satisfied**

What features do you consider to be the greatest strengths and weaknesses of your ILS/LMS?

**Strengths - access to APIs, feature-rich modules that meet a high level of staff needs. The people at SirsiDynix are also one of the company's greatest assets.**

**Weaknesses - slow speed of development on next generation products**

What features do you consider to be the greatest strengths and weaknesses of your discovery platform/OPAC?

**Strength - constant development, user-friendly design, search and indexing**

**Weakness - grouped works in a consortia environment can be problematic due to variety in catalog practices. Backlog of bugs and development requests.**

How long have you used your current ILS/LMS? **Over 6 years**

How long have you used your current discovery platform/OPAC? **2 years**

If you changed to a new ILS/LMS in the past 3 years, please describe reasons for selecting a new ILS/LMS.

If you changed to a news discovery platform/OPAC in the past 3 years, please describe reasons for selecting a new discovery platform/OPAC.

**Library staff and patrons were dissatisfied with SirsiDynix Enterprise. No significant improvements to search or the user interface had been done in years, and the roadmap to build a new discovery platform did not align with our timeline. Add ons to try to make incremental improvements were costly (credits or \$\$) and the costs involved were no longer sustainable.**

Please describe the process used by your consortium for selection. Was it an RFP? Did you form a selection committee?

**Selection committee. We did not want to migrate to a whole new ILS, so the options were limited to products that could integrate with our existing ILS.**

May we contact you for additional information? **Yes**

Would you like a copy of the results of this survey? **Yes**

# Survey: ILS platform & discovery for library systems/consortium

Name of your organization: **SEO Library Consortium**

Name: **John Stewart**

Email: **jstewart@library.ohio.gov**

Name of your current integrated library system (ILS), or library management system (LMS) & support provider: **SirsiDynix Symphony**

Name of your current discovery platform (or OPAC) & support provider: **SirsiDynix Enterprise**

OPAC (What is your level of satisfaction with your current system?) **Neutral**

ILS (What is your level of satisfaction with your current system?) **Neutral**

What features do you consider to be the greatest strengths and weaknesses of your ILS/LMS?

**Strength: Gets work accomplished**

**Weakness: Outdated look; Helpful feature requests still undeveloped (merging users; transferring items in transit; transferring holds, item templates for cataloging); not "consortium friendly"; not a relational database; requires a learning curve for library staff and system administrators; Acquisitions module is not intuitive and does not use modern technology; no web-based client, upgrades are complex and time-consuming.**

What features do you consider to be the greatest strengths and weaknesses of your discovery platform/OPAC?

**strengths:**

**Flexibility and overall functionality is good. It allows for digital content, including EDS articles to be integrated into the search results. Another strength would be the ability to copy/cascade configuration settings across profiles which is a significant advantage for a library consortium like ours. Ability to add custom JS and HTML widgets to manipulate how the catalog functions and communicates with the ILS. The mobile responsive version of Enterprise is good, but not great. Creating new profiles is easy, web administrator interface is easy to use, help system is very comprehensive. It allows the use of custom scripts and add-ons to enhance functionality. Searching is very basic, and makes it easy to integrate digital results with physical items, Ability to copy profiles and easily propagate settings for other profiles.**



**weaknesses:**

**Requires too much customization to become a modern usable catalog. Searching is still lackluster and cumbersome to find the right title you want. Results are not grouped as you think "they" should be and not what patrons/users are used to seeing when compared to other search engines. Requires a ton of administration if your libraries have customization such as themes, facets, pickup libraries, and any setting that is unique to them. The back-end administration has remain unchanged for over 12 years (since I've started) with very little modernization enhancements. Overall the customization process is complex and time-consuming to achieve a modern, user-friendly experience. Troubleshooting problems is difficult, lack of proper log mechanisms in web interface to look for errors, no notification when important catalog tasks fail, cumbersome to add/edit/remove pickup locations, especially with multiple profiles, Sirsi customizations and JavaScript widgets depend on server version which makes upgrades tricky, missing many modern web features, catalog web site not web standard complaint code, mobile interface lacks functionality available on pc version, linking electronic resources requires linking into another Sirsi product unrelated to the OPAC, heavy reliance on 3rd party scripting such as jquery**

How long have you used your current ILS/LMS? **Over 6 years**

How long have you used your current discovery platform/OPAC? **Over 6 years**

If you changed to a new ILS/LMS in the past 3 years, please describe reasons for selecting a new ILS/LMS.

If you changed to a news discovery platform/OPAC in the past 3 years, please describe reasons for selecting a new discovery platform/OPAC.

Please describe the process used by your consortium for selection. Was it an RFP? Did you form a selection committee?

May we contact you for additional information? **Yes**

Would you like a copy of the results of this survey? **Yes**

# Survey: ILS platform & discovery for library systems/consortium

Name of your organization: **Illinois Heartland Library System/SHARE**

Name: **Cassandra Thompson**

Email: **cthompson@illinoisheartland.org**

Name of your current integrated library system (ILS), or library management system (LMS) & support provider: **Polaris, Clarivate**

Name of your current discovery platform (or OPAC) & support provider: **Aspen, Bywater Solutions**

OPAC (What is your level of satisfaction with your current system?) **Satisfied**

ILS (What is your level of satisfaction with your current system?) **Dissatisfied**

What features do you consider to be the greatest strengths and weaknesses of your ILS/LMS?

**We have always felt that the biggest strength of Polaris has been the customization that is available within the ILS. With multiple agencies and locations, it is helpful to allow libraries to retain some autonomy over their lending policies.**

**Leap is also a great addition. It is easy to use and the layout is intuitive. I know that we have talked to several other library systems that have moved almost exclusively to Leap, though it still does not have full functionality, though they have said that they plan to continue development.**

**The reporting functionality is the biggest weakness. There are canned reports, Simply Reports to build additional reports, but even with that, we often need to build SQL scripts to get the data we need.**

What features do you consider to be the greatest strengths and weaknesses of your discovery platform/OPAC?

**Customization. It is so nice to have libraries have the option to enhance their brand and promote their services and collections.**

**I also love all of the integrations. Even with side loads it is so much more than what we were able to offer before with the integrated Polaris OPAC.**

**We have also been very impressed with Bywater Solutions service and support. They are great to work with.**

How long have you used your current ILS/LMS? **Over 6 years**

How long have you used your current discovery platform/OPAC? **1 year**

If you changed to a new ILS/LMS in the past 3 years, please describe reasons for selecting a new ILS/LMS.

If you changed to a news discovery platform/OPAC in the past 3 years, please describe reasons for selecting a new discovery platform/OPAC.

**So we could better integrate e-resources and the grouped works/FRBRization options.**

Please describe the process used by your consortium for selection. Was it an RFP? Did you form a selection committee?

**We used our committees to evaluate different discovery options. From there we provided members information regarding the recommended service for a final approval vote.**

May we contact you for additional information? **Yes**

Would you like a copy of the results of this survey? **Yes**

# Survey: ILS platform & discovery for library systems/consortium

Name of your organization: **Pinnacle Library Cooperative**

Name: **Matt Hammermeister**

Email: **mhammermeister@pinnaclelibraries.org**

Name of your current integrated library system (ILS), or library management system (LMS) & support provider: **Polaris ILS, Innovative Interfaces**

Name of your current discovery platform (or OPAC) & support provider: **Polaris PowerPAC, Innovative Interfaces**

OPAC (What is your level of satisfaction with your current system?) **Neutral**

ILS (What is your level of satisfaction with your current system?) **Very satisfied**

What features do you consider to be the greatest strengths and weaknesses of your ILS/LMS?

## **Strengths:**

**The Polaris ILS simply works. It's flexible enough to accommodate almost all member library circ policies. It's also reliable - in the last 5 years, we've had very little downtime or system-wide issues that affected core functionality.**

**The Leap Web App is sleek, modern, and intuitive. Staff that are younger or new-to-libraries overwhelmingly prefer the browser based version versus the old clunky clients.**

**The ILS is built on Microsoft SQL Server, so with the appropriate access and knowledge, reporting and global edits are a breeze. Projects that took weeks at previous jobs now take me 10 minutes. I can't overstate how awesome the SQL engine is.**

## **Weaknesses:**

**Just like most ILS's that I've used, searching isn't as easy as a modern search engine. It's common for library staff to use Google/Amazon to find what they're looking for, then take that to the ILS.**

**The out-of-the-box reporting options are lacking, especially for a consortia. Almost anything useful would require SWAN staff to create custom reports. It's doable, but there's a staff commitment involved.**

**eContent integration works well for us, but there have been a few larger consortia that have to disable it because the constant syncing brings down the system. This might be one of the few areas where SWAN would be "too big" for Polaris.**

What features do you consider to be the greatest strengths and weaknesses of your discovery platform/OPAC?

**PowerPAC is dated and while the Vega Discover platform has made a lot of progress, it's still not as functional as Aspen is. I'm thinking you'll be way happier keeping Aspen.**

How long have you used your current ILS/LMS? **Over 6 years**

How long have you used your current discovery platform/OPAC? **Over 6 years**

If you changed to a new ILS/LMS in the past 3 years, please describe reasons for selecting a new ILS/LMS.

If you changed to a news discovery platform/OPAC in the past 3 years, please describe reasons for selecting a new discovery platform/OPAC.

Please describe the process used by your consortium for selection. Was it an RFP? Did you form a selection committee?

May we contact you for additional information? **Yes**

Would you like a copy of the results of this survey? **Yes**

# Survey: ILS platform & discovery for library systems/consortium

Name of your organization: **PrairieCat**

Name: **Carolyn Coulter**

Email: **carolyn.coulter@prairiecat.org**

Name of your current integrated library system (ILS), or library management system (LMS) & support provider: **Innovative Interfaces Sierra**

Name of your current discovery platform (or OPAC) & support provider: **Innovative Interfaces Vega**

OPAC (What is your level of satisfaction with your current system?) **Satisfied**

ILS (What is your level of satisfaction with your current system?) **Satisfied**

What features do you consider to be the greatest strengths and weaknesses of your ILS/LMS?

**strengths: stability, continued development, interoperability**

**Weaknesses: some reporting functions less flexible than competitors**

What features do you consider to be the greatest strengths and weaknesses of your discovery platform/OPAC?

**Strengths: new technology, continued development, patron focused, allows for integration of ematerials, "rolls up" titles to create more patron-friendly searching, development is ongoing and responsive to user feedback and needs, allows for individual members to customize interfaces themselves, extremely flexible and customizable.**

**weaknesses: new software, not all fine points are there yet**

How long have you used your current ILS/LMS? **Over 6 years**

How long have you used your current discovery platform/OPAC? **1 year**

If you changed to a new ILS/LMS in the past 3 years, please describe reasons for selecting a new ILS/LMS.

If you changed to a news discovery platform/OPAC in the past 3 years, please describe reasons for selecting a new discovery platform/OPAC.

**existing discovery was very old and old-looking (looked like a product of the '90's, which it was), not patron friendly and rigid. We could not customize anything, all members had to have the same interface, could not integrate ematerials in our consortia setup.**

Please describe the process used by your consortium for selection. Was it an RFP? Did you form a selection committee?

**reviewed by several groups of members, representatives from governance as well as committees.**

May we contact you for additional information? **Yes**

Would you like a copy of the results of this survey? **Yes**

# Survey: ILS platform & discovery for library systems/consortium

Name of your organization: **CLEVNET**

Name: **Jamie Mason**

Email: **jamie@clevnet.org**

Name of your current integrated library system (ILS), or library management system (LMS) & support provider: **SirsiDynix**

Name of your current discovery platform (or OPAC) & support provider: **Bywater Solutions, Aspen**

OPAC (What is your level of satisfaction with your current system?) **Very satisfied**

ILS (What is your level of satisfaction with your current system?) **Satisfied**

What features do you consider to be the greatest strengths and weaknesses of your ILS/LMS?

**The support staff.**

What features do you consider to be the greatest strengths and weaknesses of your discovery platform/OPAC?

**We are currently implementing Aspen. But, it is seeming to answer a lot of problems with search and integrations with other providers like events that we do not currently have with Enterprise.**

How long have you used your current ILS/LMS? **Over 6 years**

How long have you used your current discovery platform/OPAC? **1 year**

If you changed to a new ILS/LMS in the past 3 years, please describe reasons for selecting a new ILS/LMS.

If you changed to a news discovery platform/OPAC in the past 3 years, please describe reasons for selecting a new discovery platform/OPAC.

**Enterprise is old and antiquated. We also needed a better mobile app and Bywater has a discovery layer and app that are better developed and supported.**

Please describe the process used by your consortium for selection. Was it an RFP? Did you form a selection committee?

**selection committee**



May we contact you for additional information? **Yes**

Would you like a copy of the results of this survey? **Yes**