

Bibliocommons - Interview Summary

1. Do you like the Bibliocommons Discovery product? What things do you like? What things don't you like? Do your patrons feel the same way?

- *Patrons love it after Initial patron complaints - Great product! Amazon-esque*
- *Wish they had more control over the look and feel*
- *More user-friendly than their Horizon ILS*
- *Met their expectations*
- *Patrons love the social aspect and reader's advisory features*
- *Teachers and students love creating own lists*
- *Very intuitive – single search box or CLASSIC Catalog*
- *Love the "Did you mean?"*
- *Geared toward future and people comfortable with the digital world*
- *Better than SirsiDynix Enterprise Discovery product*
- *Allows scoped search for multi-system consortium*
- *Appeals to a younger demographic*
- *Integrated OverDrive, etc.*
- *Grow patron base instead of just please current patrons*

2. How much customization did your library do with the out of the box product?

- *"Out of the Box" - feels like a lot of customization, but it really wasn't*
- *Experimented with the "ribbon" for My Account, Explore, Digital Collection, Online Courses*
- *Customized the header and navigation bars – more equipment and technology needed to do more customization*
- *Many templates available for configuration during implementation*

3. How well does the product perform searches and are the results relevant?

- *Very clunky database gateway is available but no database content is searched initially (i.e. magazines, reports, etc.)*
- *Does not provide additional articles "research starters"*
- *Love the integration of OverDrive in the catalog searches*
- *Search results can be sorted by newest to oldest*
- *Very easy and fast searching*
- *Happy with relevancy of search results*

4. Response time for remote users. Are your patrons satisfied with the response/performance time of the product? Why or why not?

- *Can be slow to load due to intensive data*
- *Very positive with little or no negative comments/problems*
- *Mountains in area for dial up users can be a problem, but classic catalog works for that group*

5. How much training was involved in implementation of the product for staff and patrons? Were the training materials adequate? Was it worth the cost?

- *No additional training was purchased*
- *Staff were initially trained by Bibliocommons*
- *Staff then trained their patrons as needed*
- *Some training materials were provided for staff – webinars and videos*
- *Pre-recorded webinars for staff training offered but not really needed*
- *Patrons caught on very quickly and did not need training*
- *Training was much more sufficient than that provided by Innovative*

6. How satisfied are you with vendor support? Is it timely and are they readily available when needed?

- *Bibliocommons site includes a portal for libraries to use to add, respond, and keep track of issues*
- *Vendor uses ticketing system for issues and response time is very quick, but major issues may take quite a while to resolve if sent to developers*
- *Library created their own team of experts to help each other out*

- *Very satisfied with support, although not a lot of support has been needed*
- *Staff were able to do setup utilizing the vendor supplied templates*
- *Took 7 months to implement from initial signing*
- *Cataloging setup was the most intensive part*
- *Project manager is appointed from Bibliocommons*
- *Usage statistics are not very “deep” and vendor offers webinars on how to use stats*
- *Frequent updates and these updates may drive patron questions*
- *Some testing should be done after each update*

7. If you had it to do over, would you choose BIBLIOCOMMONS Discovery Service again?

- *Yes, and they actually did review their decision after SirsiDynix offered them a really great price break*
- *Staff and patrons are happy because the product does a good job*
- *It is easy to use just like Google!*
- *Yes again – Overdrive usage has increased*
- *Works well with Sierra APIs, but may take 24-48 hours to change Sierra records on the discovery layer*

8. Do you have any advice for us?

- *Be sure to get staff prepared for the backlash from patrons about SOMETHING NEW – even once they try it they love it*
- *Continue to use Pins in Sierra, because they are required in Bibliocommons*
- *Sticky point when Bibliocommons asks patron to create an account, even though this can be ignored, some patrons balked at this question. Libraries have requested to have screen say “I don’t care to create a user account” as a selection for the patron so they can move on confidently*