

Summary of Three Follow Up Questions at the Annual Meeting

Question 1: What are the core factors that give life to this organization, when it is at its best?

Collaboration/cooperation

Communication and leadership/organization, planning

Students like uninterrupted one-on-one contact.

We are giving really good service (see transcripts)

Student reaction – Wow! Is this real?

Backbone of support keeping the collaborative going. Commitment wide cooperation

Communication

When students questions are getting answered; when students are happy.

Filling out of surveys; we would be interested in seeing totals.

Communication has to drive it

Service

Marketing

The participant collaborative

Collegiality

Expand knowledge

Broadens awareness

Dedication to quality (vision)

Value the good (shared belief in a vision to connect students to resources)

Question 2: If you had a magic wand, and could have any three wishes granted to heighten the health and vitality of this organization, what would it be?

More coverage of hours by local librarians (more time from our institutions)\

Grow membership base

More incentives for users to take advantage of service (one instructor required students to use when local librarians)

Free service for us

Attract more member institutions? More 4 yr, cc and private colleges

Good coverage – staffing at a level where every queue gets handled

100% of faculty, staff, and student know about Research Help now

Seamless co-browsing with all institutions

Multiple chat screens open at one time

Money to sustain the collaborative

True statewide membership

Mentorship – development of relationships

Vision statement and strategic plan

More time

Training coordinator

Filter to keep out the trolls (student email address to cross check as a filter)

Want our larger institutions to understand it more; internal communication

More members; build on relationships we have; try to override people's objections

Try to reach critical mass within our organization requires commitment

Is text-a-librarian a service dependent on demography/socioeconomic status?

Have 24/7 access to all the schools' databases

Question 3: What do you foresee as our threats?

Costs that go out of control

Other online expert services – Non librarians doing answering-- google; ask.com

People dropping out of collaborative – staffing issue

Keeping up w/changes in popular technology

Budget cuts

Will our mode of interactions stay relevant to students?

Perception that everything is on the Internet is free, and easy to locate without help.

Students not being required to locate and evaluate information

Expectation of getting info without any effort, discrimination , the past

Time

Money; self-funding model works

People

Training -- encourage it as a cooperative. Perhaps have annual mtg come with training workshops.

If not get more new members for collaborative/ marketing

Others: relevance to students; perceptions of administrators/irrelevance to administrators; inability of students to evaluate information.

Money, sustainability

Misperceptions of quality