As mentioned in the recent video message from OCLC President and CEO, Skip Prichard, OCLC is committed to listening, understanding and strengthening the services you rely upon. We are also dedicated to working with you to resolve challenges, clarify misperceptions and advance in a productive way.

One way we are doing this is by launching this survey to dig deeper into areas of concern and important services where you want to see OCLC continuing to invest. We will hold the survey open for responses through June 30. The survey is brief but important, and we welcome your insights.

Survey instructions:
Click "Next" to go forward in the survey. Use the "Previous" button if it is necessary to go back in the survey; using the back browser button will not save your responses. Questions marked with an asterisk (*****) are required.

If you need to exit the survey before you have finished, make sure you click "Next" to save your responses on that page and then click the "Exit" link.

When you are finished, click "Submit responses" your responses will automatically be submitted. Your responses will be kept strictly confidential.

If you experience any technical difficulties with this survey, please contact Joanne Cantrell via email.

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* 1. Are you a consortium leader, library leader or both?

◯ Consortium leader - Will get Q3, Q4-Q9, Q16-Q30

◯ Library leader - Will get Q2, Q10 - Q30

◯ Both, library and consortium leader - Will get Q3, Q4-Q9, Q16-Q30

◯ Neither

About You and Your Role

* 2. Which of the following best describes your library?

◯ Academic 2-year (e.g., community or technical college)

◯ Academic 4-year

◯ Academic Research

◯ Academic Special (e.g. law, medical, etc.)

◯ Government (Federal, State or Local)

◯ Public

◯ School (K-12)

◯ Special (e.g., corporate, law, medical, museum, association, etc.)

◯ Other (Please specify)

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* 3. What type(s) of libraries does your consortium serve? (Select all that apply.)

☐ Academic libraries

☐ Public libraries

☐ School libraries

☐ Special libraries

☐ Other (Please specify)

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* 4. What do you see as the top 3 primary roles of your consortium? (Please select up to 3 roles.)

☐ Enhance collaboration and sharing among our libraries

☐ Participate in leading edge research and product development

☐ Offer our end users consistent product experiences by using the same systems

☐ Save administrative and technical costs for our members by serving as the group central member and technical lead

☐ Obtain better pricing for our libraries

☐ Manage our resource sharing network and the software that supports it

☐ Host and/or support our library management system and other software for members

☐ Learning and professional development

☐ Other (Please specify)

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About You and Your Role

5. In the coming year, what is your consortium's or institution's most important goal?

6. What do you see as the greatest concerns/issues facing libraries?

7. What do you see as the greatest concerns/issues facing library consortia?

About You and Your Role

* 8. Does OCLC play a role in how your consortium delivers services to its members (e.g., does your consortium purchase OCLC services as a group, etc.)?

○ Yes

○ No

OCLC

* 9. How important a role does OCLC play currently in how your consortium serves its members?

1 (Not at all important)	2	3	4	5	6	7	8	9	10 (Extremely important)
○	○	○	○	○	○	○	○	○	○

About You and Your Library

* 10. Does your library belong to any consortia?

- ◯ Yes
- ◯ No
- ◯ Not sure

11. In the coming year, what is your institution's most important goal?

12. What do you see as the greatest concerns/issues facing libraries?

13. What do you see as the greatest concerns/issues facing library consortia?

OCLC

* 14. Does OCLC play a role in how your library delivers services to its users (e.g., do you purchase or use services from OCLC)?

○ Yes

○ No

About You and Your Role

* 15. How important a role does OCLC play currently in how your library delivers services to its users?

1 (Not at all important)	2	3	4	5	6	7	8	9	10 (Extremely important)
○	○	○	○	○	○	○	○	○	○

16. How valuable are the following aspects of OCLC?

	1 (Not at all valuable)	2	3	4	5	6	7	8	9	10 (Extremely valuable)	N/A (No experience with)
Advocacy for libraries	○	○	○	○	○	○	○	○	○	○	○
Cataloging services	○	○	○	○	○	○	○	○	○	○	○
Community Center	○	○	○	○	○	○	○	○	○	○	○
FirstSearch/WorldCat Discovery	○	○	○	○	○	○	○	○	○	○	○
EZproxy	○	○	○	○	○	○	○	○	○	○	○
Global and Regional Council events	○	○	○	○	○	○	○	○	○	○	○
Research reports and projects	○	○	○	○	○	○	○	○	○	○	○
Resource sharing (interlibrary loan)	○	○	○	○	○	○	○	○	○	○	○
WebJunction	○	○	○	○	○	○	○	○	○	○	○
WMS	○	○	○	○	○	○	○	○	○	○	○
WorldCat.org	○	○	○	○	○	○	○	○	○	○	○

OCLC and Its Role

* 17. What expectations do you have for OCLC?

* 18. How well does OCLC meet your expectations?

1 (Does not meet my expectations at all)	2	3	4	5	6	7	8	9	10 (Meets my expectations extremely well)
○	○	○	○	○	○	○	○	○	○

19. What expectations do you have for OCLC that you do not have for other library technology companies?

OCLC and Its Role

* 20. What do you value most about OCLC?

* 21. If you could improve ONE thing about OCLC, what would that ONE thing be?

OCLC Products and Services

22. How important are the following attributes related to WorldCat, OCLC's database of bibliographic and holdings information?

	1 (Not at all important)	2	3	4	5	6	7	8	9	10 (Extremely important)	N/A (No experience with)
Scope – includes holdings of most libraries, museums and archives	○	○	○	○	○	○	○	○	○	○	○
Timeliness – currency of holdings	○	○	○	○	○	○	○	○	○	○	○
Accuracy of holdings	○	○	○	○	○	○	○	○	○	○	○
Accuracy of metadata	○	○	○	○	○	○	○	○	○	○	○
Completeness of metadata	○	○	○	○	○	○	○	○	○	○	○
Absence of duplicate records	○	○	○	○	○	○	○	○	○	○	○

OCLC

23. For what industry standards do you think OCLC should enhance its support?

OCLC

Pricing

24. Over the last year, what price increase have you seen from the following library technology companies?

	Pricing change
Auto-Graphics	⬍
ByWater Solutions	⬍
EBSCO	⬍
Elsevier	⬍
Ex Libris	⬍
Gale	⬍
Innovative	⬍
OCLC	⬍
ProQuest	⬍
SirsiDynix	⬍
JSTOR	⬍
Chemical Abstracts	⬍
OverDrive	⬍
Baker & Taylor	⬍
Wiley	⬍
Springer Nature	⬍

Pricing

25. What does it mean to you for a library technology company to be "transparent" with their pricing?

Pricing

* 26. Would your consortium and/or institution be willing to accept a price increase for your OCLC services if it meant that pricing would be normalized across OCLC U.S. customers?

○ Yes

○ No

Engaging with OCLC

27. How satisfied are you with the following aspects of OCLC's communication efforts?

	1 (Not at all satisfied)	2	3	4	5	6	7	8	9	10 (Extremely satisfied)
The frequency of communications	○	○	○	○	○	○	○	○	○	○
The content of communications	○	○	○	○	○	○	○	○	○	○
The channels of communications (e.g., email, social media, etc.)	○	○	○	○	○	○	○	○	○	○

* 28. In which, if any, of the following ways have you communicated with/provided input to OCLC within the last two years? (Select all that apply.)

☐ Via online forums (e.g., OCLC Community Center)

☐ Through participation in surveys

☐ Through focus groups or discussion groups

☐ In discussions/communications with OCLC leadership

☐ In discussions/communications with customer support representatives

☐ In discussions/communications with sales/account representatives

☐ Research Library Partners/WebJunction/Global Council/Regional Council events or webinars

☐ During conferences or other industry events

☐ Through online webinars

☐ By attending online office hours

☐ None

☐ Other (Please specify)

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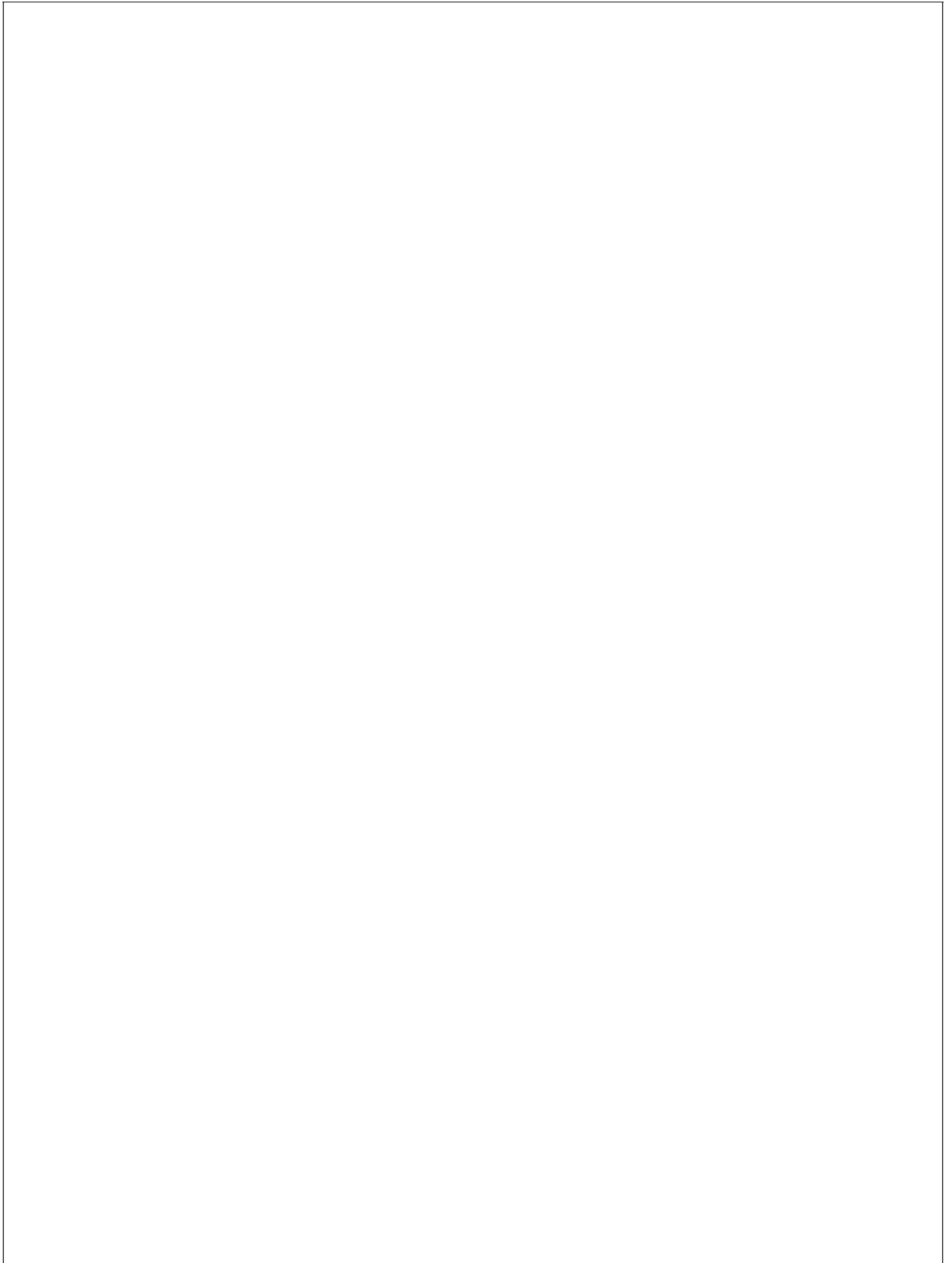
OCLC

29. Please provide any final thoughts you'd like to share with OCLC.

30. If it would be okay for OCLC to contact you about your responses, please leave your contact information:

Name:

Institution:

Email:

Phone number:

Thank you for participating in this survey!

After you click Submit Responses, your feedback will automatically be submitted and this browser window will close.