
2007 VALE Assessment Survey Report

June 2007

PALINET Consulting Services

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Executive Summary

VALE (The Virtual Academic Library Environment of New Jersey Consortium) was the subject of a survey assessment project conducted by PALINET Consulting Services in Spring 2007. The project, consisting of a Web-based survey, telephone survey, and the development of a cost-savings model, was implemented to assess, document, and report the economic value and benefits of VALE services to its member libraries, their constituents, and the New Jersey higher education community.

The Web survey was conducted from April 3 to April 27, 2007. The sample for this part of the study consisted of all 52 members of VALE. A total of 46 institutions completed the survey, for a response rate of 88 percent, which is extremely high by market research standards. All but four of the respondents held the top administrative position in their library. The telephone survey, conducted from May 8 to June 4, 2007, reached the directors of 11 VALE member institutions to probe further into their use of and assessment of VALE services.

The Web survey researched a variety of components of VALE service, including: savings derived from leveraged purchasing of electronic databases; efficiencies derived from services related to purchasing as a consortium; VALE committee accomplishments; the value of networking, collaboration, and programming opportunities; VALE's overall value to member institutions and perceptions of future value; VALE's Web site, conferences, and other communication vehicles; and awareness of VALE among members and constituents.

The value of VALE was ranked high for all 13 of the service areas listed in the survey, especially in providing electronic scholarly resources at lower costs and expanding the choice of electronic resources available. When asked the impact on their institution if VALE did not exist, 98% of the respondents said they would not be able to provide as many databases as they have through VALE, and 78% felt their faculty would have fewer scholarly resources. Almost 90% said there would be databases their institution could not afford without the benefit of VALE's consortial pricing. Finally in this area, 98% of the institutions rated the scope of VALE database offerings as excellent or good.

Further comments on VALE's value to libraries and to the state noted that "VALE serves as a role model for collaboration among New Jersey higher education institutions" and "as a result of VALE, New Jersey academic libraries have a greater cohesiveness now than ever before."

Almost every respondent to the VALE Assessment Survey made additional comments on how VALE services help their library be more effective. Some of the comments were general: "as a mid-sized library, VALE's networking opportunities have been invaluable. We have benefited tremendously from learning how other libraries deal with common problems." This notion of community extended to other comments as well. VALE's services "make us aware of the common interests we have with librarians in all sectors of higher education in New Jersey," said one librarian.

The work of 9 of the 12 VALE committees was favorably rated, and there were suggestions to improve the work of all of the committees. The VALE conference was deemed to be of the greatest value of any type of library conference members could attend. More than half of the respondents gave the highest possible value rating to the annual VALE conference, more than twice the percentage for any other statewide conference.

Members noted the need to increase awareness of VALE, particularly among administrators, legislators, funders, and faculty. The top suggestion to accomplish this goal is to develop an awareness-raising campaign targeted to specific external groups.

Respondents were asked to rate the value of 20 future steps or initiatives that VALE might take in the next five years to improve its services to members. "Negotiating with database aggregators to get what we want" and "Expanding New Jersey Knowledge Initiative resources and opportunities" were the top choices in this area.

The survey also asked for improvements needed in VALE services. Improvements in committee work, further expansion of database offerings, and improvements to the VALE Web site were key findings here.

Two quotes from the survey responses sum up the findings of the VALE Survey Project: "VALE has made a tremendous amount of difference in enhancing the resources and services we supply to our students" and "VALE is the best thing that has happened to New Jersey libraries."

2007 VALE Assessment Web Survey

Objectives

The 2007 VALE Assessment Survey Project was conducted by PALINET Consulting Services for the Virtual Academic Library Environment of New Jersey Consortium (VALE) to assess, document, and report the economic value and benefits of VALE services to VALE member libraries and their constituents, and to the New Jersey higher education community.

The survey project was developed because of VALE's focus on the importance of assessment and a perceived lack of model consortial evaluation tools. A literature review conducted as part of the project confirmed the dearth of published consortial assessment studies.

VALE began in 1998 as a grass-roots organization to develop information connectivity and collaborative library application projects among New Jersey academic libraries. Currently, VALE is the leading academic library consortium in New Jersey, with a membership of 52 colleges and universities from across the state.

Through the Web-based and telephone surveys—which are the subject of this report—as well as the development of cost savings models, PALINET has researched a number of the services of VALE:

- Savings derived from leveraged purchasing of electronic databases
- Efficiencies derived from services related to purchasing as a consortium, including database trial management, contract negotiation, and simplified billing and payment
- VALE Committee accomplishments
- The value of networking, collaboration, and programming opportunities
- VALE's overall value to member institutions, and perceptions of future value
- VALE's communication vehicles, including its Web Site and Conferences
- Awareness of VALE among members and constituents

The goal of the overall project is to provide empirical data, an assessment, and interpretation of the assessment that can be used to inform the refinement and improvement of VALE Services, and facilitate communication of VALE's value to stakeholders.

Respondents

The sample for this study consisted of all 52 members of VALE.

Respondents were asked to complete the survey on the Web. Invitations to participate were sent to the director of the institution with a cover letter from VALE on April 3, 2007. Reminders were sent by e-mail at various times during the survey period.

By the survey deadline (April 27), 46 institutions completed questionnaires, for a response rate of 88 percent.

Institution Characteristics (Q30-34)

Table 1 shows the distribution of respondents by institution type, annual library budget, number of FTEs and respondent title.

Surveys were completed by 17 two-year institutions (37 percent), 15 independent four-year institutions (33 percent), 9 public four-year institutions (20 percent) and 4 Public Research institutions (9 percent).

A majority of respondents represent libraries with an annual budget exceeding \$750,000 (68 percent), including 35 percent with more than \$2 million and 33 percent ranging from \$750,001 to \$2 million.

Most respondents have 75 or fewer FTEs employed at the library (96 percent), including 55 percent with 25 or fewer and the remainder with 26 to 75 FTEs (41 percent).

Two-thirds of respondents have the title of library director (65 percent). Other titles include dean, department head, and university librarian. All but four respondents hold the top administrative position in their library.

TABLE 1. INSTITUTION CHARACTERISTICS

	#	%		#	%
INSTITUTION TYPE			FTEs (FULL-TIME EQUIVALENTS, EXCLUDING STUDENT WORKERS)		
Two-year institution	17	37%	75 or fewer (total)	44	96%
Independent four-year institution	15	33%	5 or fewer	6	13%
Public four-year institution	9	20%	6-10	9	20%
Public Research institution	4	9%	11-25	10	22%
LIBRARY'S ANNUAL BUDGET (INCLUDING SALARIES, COLLECTIONS, OPERATIONS, ETC.)			26-75	19	41%
\$750,000 or less (total)	11	24%	251-500	1	2%
Less than \$50,000	1	2%	Don't know	1	2%
\$50,001 - \$100,000	2	4%	TITLE OF RESPONDENT		
\$100,001 - \$250,000	3	7%	Library director	30	65%
\$250,001 - \$500,000	3	7%	Other (total)	16	35%
\$500,001 - \$750,000	2	4%	Dean	5	11%
More than \$750,000 (total)	31	68%	Other Director/CIO/ Dept. Head	4	9%
\$750,001 - \$1,000,000	7	15%	University Librarian	3	7%
\$1,000,001 - \$2,000,000	8	17%	Other title	4	9%
More than \$2,000,000	16	35%			
Don't know	2	4%			

Key Findings

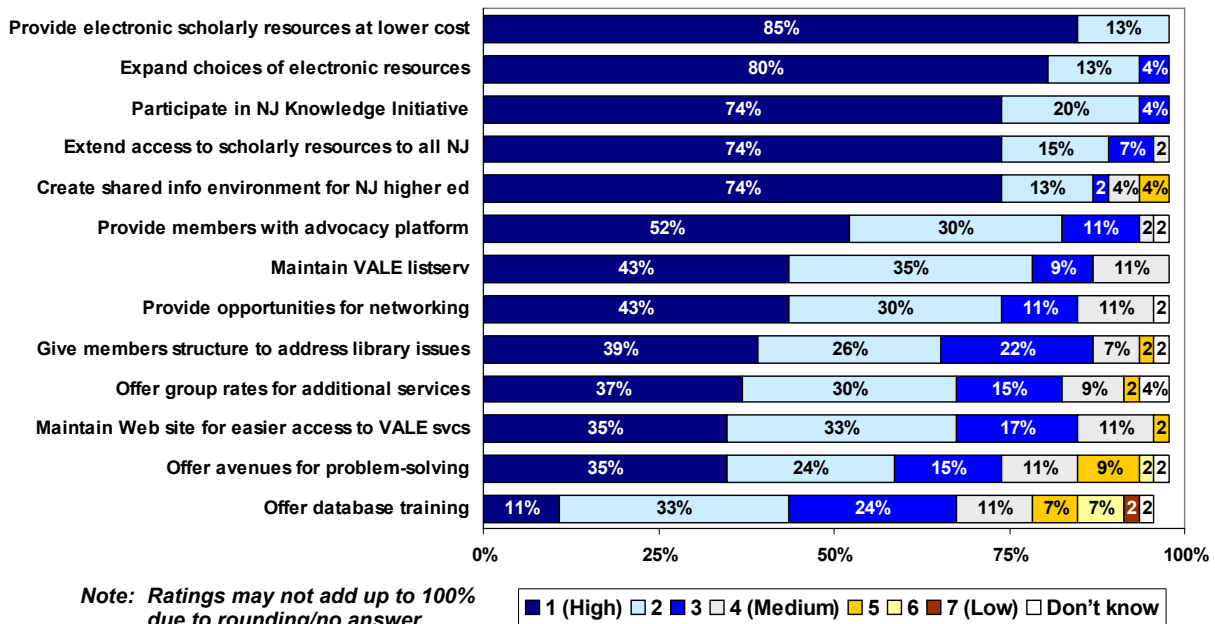
VALE's Value to the Institution (Q1-9)

Value of VALE Services

A majority of respondents gave favorable ratings to VALE on all 13 services included in the questionnaire, with a majority giving the highest ratings of 1, 2 or 3 on a scale of 1 to 7, where 1 means High Value and 7 means Low Value.

- An overwhelming majority gave the highest rating of 1 to **Providing electronic scholarly resources at lower costs** than members could get on their own (85%) and **Expanding the choices of electronic resources** (80%).
- Three-fourths of respondents gave a rating of 1 to **Participating in the New Jersey Knowledge Initiative** to offer services to members, **Extending access to scholarly resources** to all New Jersey students and faculty, and **Creating a shared information environment** for all institutions of higher education in New Jersey (74% each).
- Only one in 10 respondents gave a rating of 1 to **Offering database training** (11%).

FIGURE 1. RATING OF VALE'S VALUE TO THE INSTITUTION



Service	1 (High)	2	3	4 (Medium)	5	6	7 (Low)	Don't know
d - Providing electronic scholarly resources at lower costs than members could get on their own	85%	13%	0%	0%	0%	0%	0%	0%
c - Expanding the choices of electronic resources	80%	13%	4%	0%	0%	0%	0%	0%
e - Participating in the New Jersey Knowledge Initiative to offer services to members	74%	20%	4%	0%	0%	0%	0%	0%
b - Extending access to scholarly resources to all New Jersey students and faculty	74%	15%	7%	2%	0%	0%	0%	0%
a - Creating a shared information environment for all institutions of higher education in New Jersey	74%	13%	2%	4%	4%	0%	0%	0%
i - Providing members with an advocacy platform	52%	30%	11%	2%	0%	0%	0%	2%
l - Maintaining the VALE listserv	43%	35%	9%	11%	0%	0%	0%	0%
k - Providing members with opportunities for networking	43%	30%	11%	11%	0%	0%	0%	2%
h - Giving members a structure in which to address library issues	39%	26%	22%	7%	2%	0%	0%	2%
g - Offering group rates for members to acquire additional services such as LibQUAL	37%	30%	15%	9%	2%	0%	0%	4%
f - Maintaining a Web site for easier access to VALE services	35%	33%	17%	11%	2%	0%	0%	0%
j - Offering members avenues for problem-solving	35%	24%	15%	11%	9%	2%	0%	2%
m - Offering database training	11%	33%	24%	11%	7%	7%	2%	2%

Several respondents commented further on VALE's value to their institution and to the state, noting that "VALE serves as a role model for collaboration among New Jersey higher education institutions," and that "as a result of VALE, New Jersey academic libraries have a greater cohesiveness now than ever before." "It is a recognizable name in the administrator's groups," said another respondent, "and the products and services we receive can be easily explained during funding cycles because they know what it is we are getting." Continuing in the area of VALE's value to administrators, one respondent noted that "VALE provides the credibility to university administrators that decisions are vetted by peers."

Many of the other responses to this question focused on VALE's importance in generating creative answers to library concerns. Respondents cited "the opportunity to develop resources jointly rather than reinvent the wheel at each institution." Another cited four important roles of VALE: "1) Early identification of developing issues and trends, 2) forum for discussion of trends, 3) problem-solving, 4) professional development through participation." A final comment in this area credited VALE for providing "close contact to creative thinking and new developments through talented colleagues and their leadership in regional and national committees and ventures." The respondent added that VALE "provides one of the best continuing education conferences possible - the annual users conference - and at a bargain price."

Virtually all respondents believe their institution would feel an impact if VALE did not exist—none said there would be no impact. Of three statements, the most frequently selected was **We would not be able to provide as many databases as we have through VALE** (98%), followed by **Our faculty would have fewer scholarly resources** (78%). Just over half selected **We would not be able to provide as many professional development programs to our staff** (57%), and one-fourth offered other comments.

TABLE 2. IMPACT ON INSTITUTION IF VALE DID NOT EXIST

	%
We would not be able to provide as many databases as we have through VALE.	98%
Our faculty would have fewer scholarly resources.	78%
We would not be able to provide as many professional development programs to our staff.	57%
None — no impact	0%
Don't know	0%
Other	26%

One respondent commented that the impact if VALE did not exist "would be devastating." Others added that they "would have to invent VALE" if it did not currently exist, because they "would lose the power of a collective voice of advocacy," and they "would not have as good a venue for the implementation of collaborative ideas." A final respondent in this area noted that, without VALE, New Jersey libraries would "1) Lose the ability for quick response advocacy, 2) lose the conduit and ready partnership for new initiatives, and 3) lose coordinated and easy communication within this library community."

Nearly all respondents believe VALE's service fee is **Very reasonable** (61%) or **Reasonable** (35%) in relation to the value that VALE provides their institution.

TABLE 3. RATING OF VALE'S SERVICE FEE

	%
Very reasonable	61%
Reasonable	35%
Somewhat costly	0%
Too costly	0%
Don't know	2%

When asked what service areas VALE needs to improve, respondents most often suggested **Committee work** (30%) and **Database offerings** (26%). Respondents offered suggestions for improvements that are needed.

TABLE 4. SERVICE AREAS NEEDING IMPROVEMENT

	%
Committee work	30%
Database offerings	26%
Coordination of database subscriptions, services and invoices	7%
Executive Committee work	4%
Other	28%
None	15%
Don't know	13%

Among the suggestions for improvement were some comments based on geography and travel (these comments would be echoed in the telephone survey later in the Spring). "Sometimes, it would be good to meet more centrally in the state - South Jersey doesn't participate as much as it could because of some of the distances - even for committee work," noted one respondent, and another added that VALE "needs to facilitate participation by members without requiring travel."

Suggestions included improving communications tools. One respondent noted "the website still needs improvement. For example, we should be able to access and download previous keynote presentations. Continuing professional development opportunities need to be made available." VALE could also benefit its members' individual websites by creating "common resources to put on a library's website - such as 'What is a scholarly journal' or 'What is a peer-reviewed journal?'"

Another specific area of expansion could be in information literacy. "We could use some statistical information on what New Jersey is doing and in determining which skills a community college should have for transfer to a New Jersey four year institution."

Two more general comments on potential improvements suggested some expansion of VALE as an entity, as well as the consortium's role. VALE needs "wider representation from private institutions, e.g. Princeton, Drew," noted one respondent, and another "would like to see further collaboration on projects such as the Evergreen project. A shared OPAC would be amazing!"

When asked about service areas that could be improved, there were only a few comments, but two are very constructive: "activate the training program," and "send out more news 'bulletins' rather than assuming librarians are reading what is on the website."

How do VALE services help your library be more effective?

Almost every respondent to the VALE Assessment Survey made additional comments on how VALE services help their library be more effective. Some of the comments were general: “as a mid-sized library, VALE's networking opportunities have been invaluable. We have benefited tremendously from learning how other libraries deal with common problems.” This notion of community extended to other comments, as well. VALE's services “make us aware of the common interests we have with librarians in all sectors of higher education in New Jersey,” said one librarian.

Others particularly cited VALE's database offerings, including “We are able to provide higher-end databases, we are able to provide more databases; because of the cost-effective rates, we are still able to buy monographs.” This sentiment was repeated in many other comments, including “we have a much broader portfolio of information sources than we could provide alone.”

There were a number of comments which reflected multiple areas where VALE's services made a difference. Among those comments:

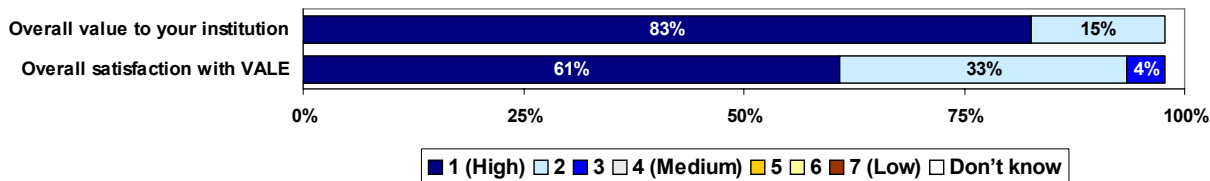
- 1) The selection of resources we offer help us to fully meet the information requests faculty expect from our students, and 2) Training and networking opportunities for our staff are immeasurable. Our meager travel budget will not cover the costs for travel and registration to get this kind of training.
- Professional development. Cost containment. Advocacy.
- They save us money and provide a higher level of efficiency; help us to connect and grow professionally; save us reinventing the wheel; and help us find partners for non-VALE projects.
- VALE's consortial pricing for Electronic Resources greatly increases our purchasing power. VALE's advocacy in Trenton for NJKI and other budget initiatives reaches ears that we couldn't. VALE's User Conference provides valuable professional development and networking opportunities.
- VALE saves my institution/library money (consortial pricing for databases); it improves services (reciprocal borrowing, last copy policy); it spurs collaborative proposals (NJVID grant) for new and effective services; it provides a platform for advocacy (NJKI) and for support.

Overall Value and Satisfaction

A strong majority of respondents (83%) gave the highest possible rating of 1 in describing the **overall value of VALE to their institution**, and another 15% gave a rating of 2.

Overall satisfaction ratings are also very favorable, yet somewhat lower than the overall value ratings. Almost all respondents gave a rating of 1 (61%) or 2 (33%) in describing their **overall satisfaction with VALE**.

FIGURE 2. OVERALL RATINGS: VALUE OF VALE TO INSTITUTION / SATISFACTION WITH VALE



Note: Ratings may not add up to 100% due to rounding/no answer

VALE Databases (Q10-18)

Over three-fourths of respondents subscribe to **21 or more online databases** (78%). VALE supplies a large percentage of the total databases subscribed to, especially for the smaller institutions with fewer total subscriptions.

TABLE 5. NUMBER OF ONLINE DATABASES

	Total Databases	Subscriptions through VALE
1 to 5	2%	13%
6 to 10	4%	28%
11 to 15	11%	20%
16 to 20	4%	13%
21 or more	78%	26%
Don't know	0%	0%

Respondents gave generally high marks to the scope of the VALE database suite of offerings, considering the disciplines covered and the number of products offered. More than half rated the scope of databases as **Excellent** (57%), and another 41% rated the scope as **Good**. None chose a rating of **Average** or worse.

Comments on the scope of VALE's database offerings were generally positive. "It's broad, comprehensive, covers databases with resources at some of the lower reading levels that our students can use while taking remediation, and matches well with our program offerings," noted one library representative. "It's amazing that we can negotiate that many database purchases with so little staffing - a credit to both volunteers and our paid staff," and "the coverage is very comprehensive" noted others. One respondent stated that "the combination of VALE database offerings plus the resources made available through the New Jersey Knowledge Initiative provide excellent offerings in the life sciences." There were some areas where the database offerings could be improved, particularly more science and engineering options such as IEL (IEEE), Sci Finder Scholar, and Web of Science.

TABLE 6. RATING OF THE SCOPE OF VALE DATABASE OFFERINGS

	%
Excellent	57%
Good	41%
Average	0%
Fair	0%
Poor	0%
Don't know	0%

Nearly nine in 10 respondents said there are **Definitely** (72%) or **Maybe** (15%) databases they could not afford without the benefit of VALE's consortial pricing, while 9% said **No**.

TABLE 7. WHETHER ANY DATABASES COULD NOT BE AFFORDED WITHOUT VALE PRICING

	%
Yes, definitely	72%
Maybe	15%
No	9%
Don't know	4%

When discussing databases which could not be afforded without VALE pricing, a number of specific databases were named, including ABI/Inform, LEXIS-NEXIS, and ScienceDirect, each mentioned by numerous respondents. However, the general comments from a number of respondents showed appreciation for VALE's efforts: "Rather than list specific databases, we could not afford to subscribe to so many and would be hard-pressed to keep track of them all," said one librarian; "It's not so much a specific database, but rather that the funding I have was able to go much further," said another. "The cost savings attributable to VALE are significant" was another comment echoed by several respondents.

Estimates of time saved annually in selecting databases and acquiring database licenses due to VALE's services ranged widely. Time increments reported included weeks, 100 hours, one month, "one-quarter to one-third of a librarian's time," and "easily a month's time of one librarian, as a conservative guess." Some additional comments in this area provided further detail of the cost savings. One respondent noted "we believe that it averages 15 hours per database to negotiate a license. Since we subscribe to 17 databases it saved 225 hours." Another cited savings of "weeks per year. Last year, (the librarian) did an exercise that took 3 weeks - trying to find out how much (their) institution saved by participating in consortia. I never got all of the information. Within the 3 weeks, I must have spent 12-15 hours per week phoning, e-mailing, and creating documentation."

Nearly all respondents said their institution makes use of vendor-supplied database usage statistics. Many said they Access (83%), Record (67%) or Evaluate (67%), including 52% who do all three. Forty respondents described ways they use the statistics.

TABLE 8. USE OF VENDOR-SUPPLIED DATABASE USAGE STATISTICS

	%
Yes, access	83%
Yes, record	67%
Yes, evaluate	67%
No	4%
Don't know	4%

There were a wide variety of comments about the utilization of vendor-supplied database usage statistics. Data is used to determine funding, marketing, and training priorities, remote and internal usage, and it is the basis of decisions on whether or not to continue subscriptions. What other ways is the information used? "To evaluate the value of the database for our community. To show the administration the usefulness of the database and justify budget increases," noted one respondent. Another librarian said "when we speak with faculty, we show them how the number of articles downloaded is rising, or decreasing; it's a very rough indicator of the degree of integration of library resources into curricula and courses."

For this question, a variety of other answers deserve review, as well:

- To determine value for the dollar; to indicate usefulness and to indicate areas of need for expansion or additional coverage.
- To determine cost per use. To determine value to the users. To determine whether subscription will be renewed. To make budget requests for Institutional support of databases. VERY IMPORTANT.
- Annual Report and report to administrators.
- To determine the value to our curriculum. To determine the success of our literacy instruction efforts and plan future training.

VALE Web Site (Q19-21)

Virtually all respondents said they or their staff have visited VALE’s Web site at some time (98%), generally **1 to 3 times a month** (63%) over the past six months. Few said they visited the Web site **daily** (4%) or even **weekly** (13%) in the past six months.

TABLE 9. WHETHER RESPONDENT/STAFF EVER VISITED VALE’S WEB SITE

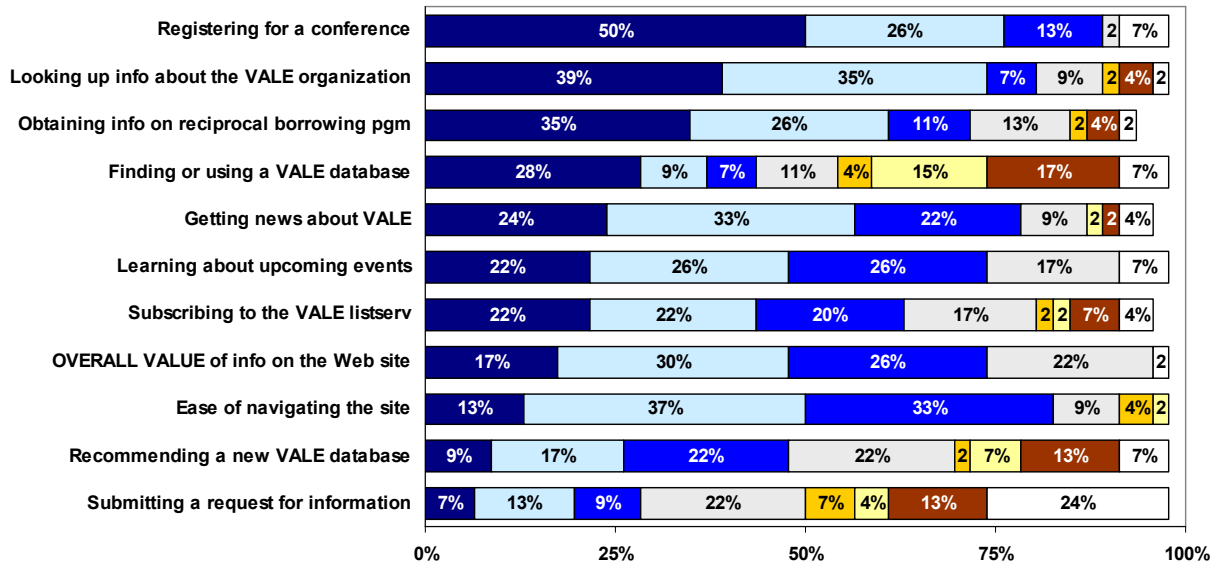
	%
Yes (total)	98%
Daily (in the past six months)	4%
Weekly (in the past six months)	13%
1 to 3 times a month (in the past six months)	63%
Not at all in the past six months	9%
Don’t know	9%
No	2%

The most valuable aspect of VALE’s Web site is **Registering for a conference** (50% gave a rating of 1), followed by **Looking up information about the VALE organization** (39%) and **Obtaining information about the reciprocal borrowing program** (35%).

The least valuable aspects appear to be **Recommending a new VALE database** (9%) and **Submitting a request for information** (7%).

Only 17% gave a rating of 1 to the **Overall value of the information on the Web site**, although a majority gave a favorable rating of 1, 2 or 3 (73%).

FIGURE 3. RATING OF THE VALUE OF VALE’S WEB SITE TO THE INSTITUTION



Note: Ratings may not add up to 100% due to rounding/no answer

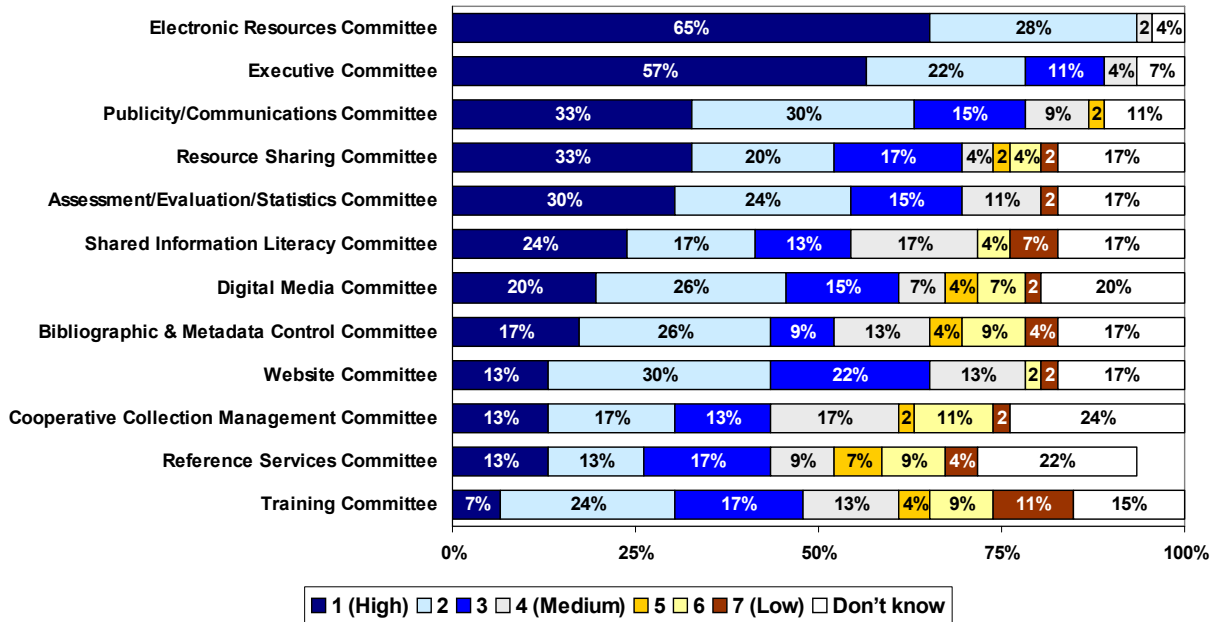
	1 (High)	2	3	4 (Medium)	5	6	7 (Low)	Don't know
g - Registering for a conference	50%	26%	13%	2%	0%	0%	0%	7%
e - Looking up information about the VALE organization	39%	35%	7%	9%	2%	0%	4%	2%
d - Obtaining information about the reciprocal borrowing program	35%	26%	11%	13%	2%	0%	4%	2%
a - Finding or using a VALE database	28%	9%	7%	11%	4%	15%	17%	7%
h - Getting news about VALE	24%	33%	22%	9%	0%	2%	2%	4%
f - Learning about upcoming events	22%	26%	26%	17%	0%	0%	0%	7%
c - Subscribing to the VALE listserv	22%	22%	20%	17%	2%	2%	7%	4%
j - Overall value of the information on the Web site	17%	30%	26%	22%	0%	0%	0%	2%
k - Ease of navigating the site	13%	37%	33%	9%	4%	2%	0%	0%
b - Recommending a new VALE database	9%	17%	22%	22%	2%	7%	13%	7%
i - Submitting a request for information	7%	13%	9%	22%	7%	4%	13%	24%

VALE Committees (Q22-23)

Of 12 committees listed in the questionnaire, nine of 12 received favorable ratings of 1, 2, or 3 (out of 7) on the value of the committee’s work to the institution.

- A majority of respondents gave a rating of 1 to the **Electronic Resources Committee** (65%) and **Executive Committee** (57%).
- More than three in 10 respondents gave a high-value rating of 1 to the **Publicity / Communications Committee** (33%), **Resource Sharing Committee** (33%) and **Assessment / Evaluation / Statistics Committee** (30%), even though more than 10% said they don’t know about each committee.
- Few respondents gave a high-value rating to the **Website Committee** (13%), **Cooperative Collection Management Committee** (13%), **Reference Services Committee** (13%) or **Training Committee** (7%).

FIGURE 4. RATING OF THE VALUE OF EACH VALE COMMITTEE’S WORK TO THE INSTITUTION



Note: Ratings may not add up to 100% due to rounding/no answer

	1 (High)	2	3	4 (Medium)	5	6	7 (Low)	Don't know
f - Electronic Resources Committee	65%	28%	0%	2%	0%	0%	0%	4%
a - Executive Committee	57%	22%	11%	4%	0%	0%	0%	7%
g - Publicity / Communications Committee	33%	30%	15%	9%	2%	0%	0%	11%
i - Resource Sharing Committee	33%	20%	17%	4%	2%	4%	2%	17%
b - Assessment / Evaluation / Statistics Committee	30%	24%	15%	11%	0%	0%	2%	17%
j - Shared Information Literacy Committee	24%	17%	13%	17%	0%	4%	7%	17%
e - Digital Media Committee	20%	26%	15%	7%	4%	7%	2%	20%
c - Bibliographic & Metadata Control Committee	17%	26%	9%	13%	4%	9%	4%	17%
l - Website Committee	13%	30%	22%	13%	0%	2%	2%	17%
d - Cooperative Collection Management Committee	13%	17%	13%	17%	2%	11%	2%	24%
h - Reference Services Committee	13%	13%	17%	9%	7%	9%	4%	22%
k - Training Committee	7%	24%	17%	13%	4%	9%	11%	15%

In addition to rating the value of each VALE Committee's work to their institution, respondents were asked what improvements they would suggest for the committees. Two responses looked at a number of these groups. "Some of the committees, such as Assessment, SIL, Reference, and Training, have not been active recently. Their long-term value needs to be assessed, with either new charges or discontinuance recommended," noted one librarian. Another said "some of the committees should be considered as targets for elimination (Training Committee, Reference Services Committee, and Bibliographic and Metadata Control Committee). My staff and I don't think their work had produced long-lasting value. The Annual User Conference should become its own standalone committee. The Publicity Committee should revise its annual goals and be more active or be disbanded. Committees and their charges should be carefully reorganized." Another survey respondent noted, "There is a shared IL committee? Never heard of it."

Some respondents had suggestions for specific committees. "Training committee - it's difficult to find information on training programs through the website. It would be nice to see the plans or outcomes of the different committees." Another had suggestions for several groups. "Publicity & Communications - need some promotional materials for VALE that can be used with various constituencies. Resource sharing - universal borrowing and direct patron initiated ILL; investigate consortial RAPID service. Training - change from just database training to professional development programs." Other suggestions included "possibly, for advocacy reasons, someone from the Executive Committee could report once a year or so to the President's Council or the NJ Commission on Higher Education," and "a future activity for the Shared Information Literacy Committee ... that they look at developing assessment tools for literacy instruction or investigate the collective use of other assessment instruments such as the Higher Ed ICT Literacy Assessment tool developed by the Educational Testing Service or Project SAILS."

Awareness of VALE (Q24-25)

Most respondents would like to increase awareness of VALE and its services, primarily among administrators (72%) and also legislators (59%) and funders (54%).

Other groups mentioned as deserving of increased awareness-raising activities included library staff, other library associations and cooperatives, and news outlets.

TABLE 10. NEED TO INCREASE AWARENESS OF VALE

	%
Yes, administration	72%
Yes, legislators	59%
Yes, funders	54%
Yes, faculty	41%
Yes, students	22%
Yes, community leaders	22%
Yes, community members	9%
Yes, other	4%
No / Don't know	15%

Of two steps to increase awareness of the VALE brand name and services listed in the questionnaire, a majority agreed that VALE should **Develop an awareness-raising campaign for specific external groups** (72%), and nearly half said VALE should **Add VALE's name and logo to databases offered** (46%).

Very few suggested other steps, but those activities included needing "VALE promotional materials geared to specific audiences," sending information about VALE services to Presidents and/or Deans at colleges, and having VALE addressed at NJCHE meetings. Another suggestion was to "build into (the VALE brand) the concept of continual innovation."

TABLE 11. STEPS TO INCREASE AWARENESS OF VALE BRAND NAME AND SERVICES

	%
Develop an awareness-raising campaign for specific external groups	72%
Add VALE's name and logo to databases offered	46%
Other	7%
Don't know	7%
None—VALE should not increase its brand awareness	0%

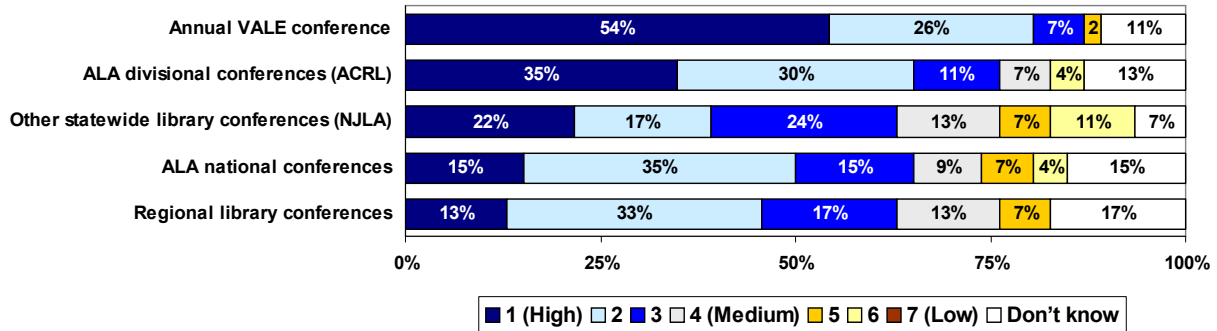
VALE Conferences (Q26-27)

The annual VALE conference is perceived as having the greatest value to respondents and their staff members among five categories of conferences listed in the questionnaire.

More than half of respondents gave the highest possible value rating of 1 to the **annual VALE conference** (54%), more than twice the percentage for **other statewide library conferences such as NJLA** (22%).

Slightly more than one-third gave a high rating to **ALA divisional conferences such as ACRL** (35%). Only about one in 10 gave a high rating to **ALA national conferences** (15%) or **Regional library conferences** (13%).

FIGURE 5. RATING OF THE VALUE OF CONFERENCES TO STAFF

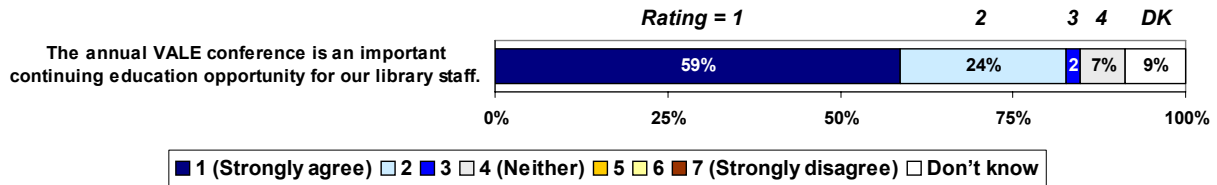


Note: Ratings may not add up to 100% due to rounding/no answer

	1 (High)	2	3	4 (Medium)	5	6	7 (Low)	Don't know
a - Annual VALE conference	54%	26%	7%	0%	2%	0%	0%	11%
d - ALA divisional conferences such as ACRL	35%	30%	11%	7%	0%	4%	0%	13%
b - Other statewide library conferences such as NJLA	22%	17%	24%	13%	7%	11%	0%	7%
e - ALA national conferences	15%	35%	15%	9%	7%	4%	0%	15%
c - Regional library conferences	13%	33%	17%	13%	7%	0%	0%	17%

Nearly six in 10 respondents (59%) gave the highest possible rating of 1—meaning they **Strongly Agree**—to the statement “The annual VALE conference is an important continuing education opportunity for our library staff.” In total, 85% indicated agreement (rating of 1, 2, or 3), another 7% gave a rating of 4 (neither agree nor disagree), and the remainder said they don’t know (9%).

FIGURE 6. AGREEMENT: VALE CONFERENCE IMPORTANT TO STAFF FOR CONTINUING EDUCATION



Note: Ratings may not add up to 100% due to rounding/no answer

Future Value of VALE (Q28-29)

Respondents were asked to rate the value of future steps, or initiatives, that VALE might take in the next five years to improve service to members, using the same scale of 1 (High Value) to 7 (Low Value).

A majority gave favorable ratings (1, 2, or 3) to 17 of 20 initiatives listed in the questionnaire. See Figure 7 on page 17.

Two initiatives received the highest possible rating of 1 from a strong majority of respondents:

- **Negotiate with database aggregators to get what we want, not what they want to give us** (67%)
- **Expand NJKI resources and opportunities** (59%)

About half of respondents gave a rating of 1 to:

- **Implement universal borrowing among member institutions** (50%)
- **Develop a statewide catalog with a common ILS** (48%)

More than a third of respondents gave a rating of 1 to:

- **Share books more fluidly** (41%)
- **Develop a statewide digital video network** (39%)
- **Strengthen advocacy efforts beyond the New Jersey Knowledge Initiative** (37%)
- **Develop user-initiated borrowing and delivery among libraries** (37%)
- **Collaborate with other organizations**—for example, NJLA, NJEdge, business, community and service groups—**developing a focus on the research and development community** (35%)
- **Plan and implement collaborative collection development and last copy availability** (35%)

About one-fourth of respondents gave a rating of 1 to the value of:

- **Expand the New Jersey Digital Highway project with additional electronic content, such as masters' theses** (26%)
- **Develop a marketing campaign for both internal and external purposes, including a public relations campaign to the media** (26%)
- **Develop services/programs targeted directly to faculty and students, such as online database tutorials** (24%)

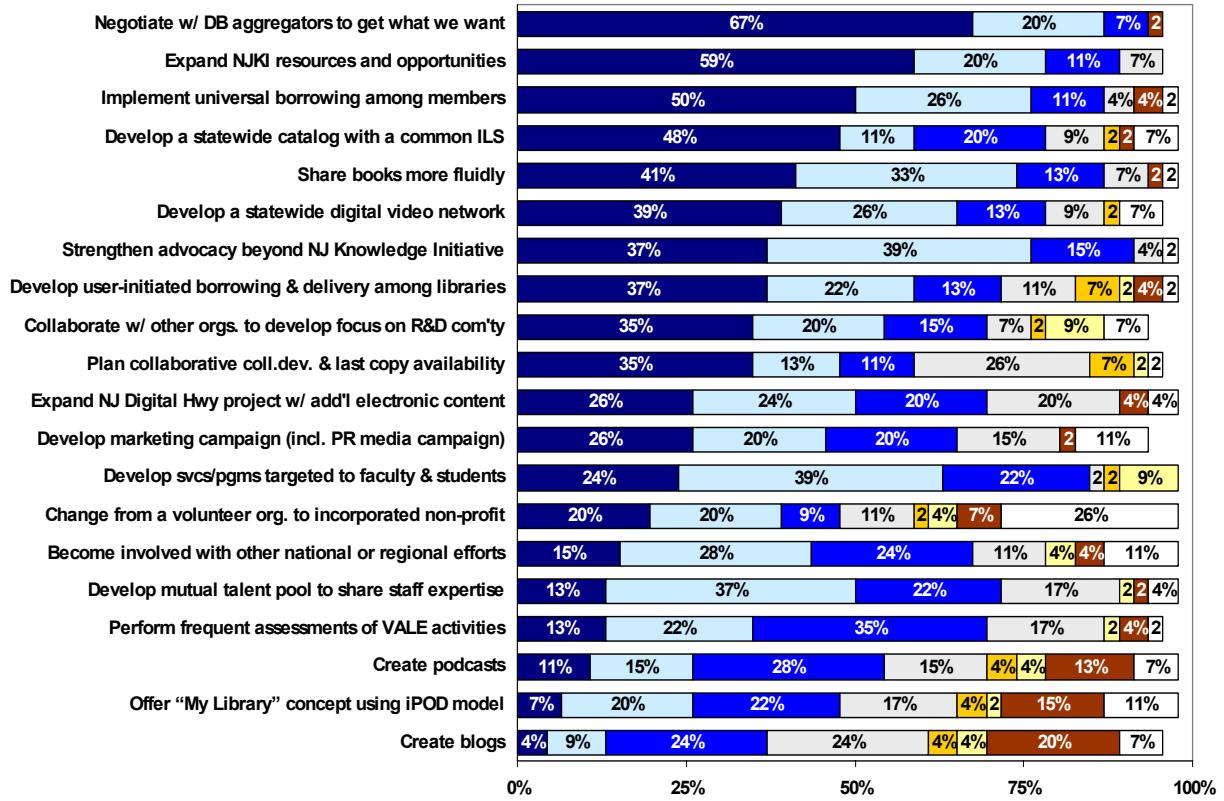
One-fifth of respondents gave a rating of 1 to the value of:

- **Change from a volunteer organization to an incorporated non-profit organization** (20%)

Respondents perceive the least value in these initiatives, with ratings of 1 ranging from 4% to 15%:

- **Become involved with other national or regional efforts, such as the International Coalition of Library Consortia (ICOLC)** (15%)
- **Develop a mutual talent pool for sharing staff expertise among member institutions** (13%)
- **Perform frequent assessments of VALE activities** (13%)
- **Create podcasts** (11%)
- **Offer users a "My Library" concept, using the iPod model** (7%)
- **Create blogs** (4%)

FIGURE 7. RATING OF VALUE OF VALE INITIATIVES - NEXT 5 YEARS



Note: Ratings may not add up to 100% due to rounding/no answer

1 (High) 2 3 4 (Medium) 5 6 7 (Low) Don't know

	1 (High)	2	3	4 (Medium)	5	6	7 (Low)	Don't know
c - Negotiate with database aggregators to get what we want, not what they want to give us	67%	20%	7%	0%	0%	0%	2%	0%
t - Expand NJKI resources and opportunities	59%	20%	11%	7%	0%	0%	0%	0%
a - Implement universal borrowing among member institutions	50%	26%	11%	4%	0%	0%	4%	2%
l - Develop a statewide catalog with a common ILS	48%	11%	20%	9%	2%	0%	2%	7%
b - Share books more fluidly	41%	33%	13%	7%	0%	0%	2%	2%
g - Develop a statewide digital video network	39%	26%	13%	9%	2%	0%	0%	7%
s - Strengthen advocacy efforts beyond the New Jersey Knowledge Initiative	37%	39%	15%	4%	0%	0%	0%	2%
e - Develop user-initiated borrowing and delivery among libraries	37%	22%	13%	11%	7%	2%	4%	2%
q - Collaborate with other organizations—for example NJLA NJEdge business community and service groups—developing a focus on the research and development community	35%	20%	15%	7%	2%	9%	0%	7%
d - Plan and implement collaborative collection development and last copy availability	35%	13%	11%	26%	7%	2%	0%	2%
h - Expand the New Jersey Digital Highway project with additional electronic content, such as masters' theses	26%	24%	20%	20%	0%	0%	4%	4%
m - Develop a marketing campaign for both internal and external purposes, including a public relations campaign to the media	26%	20%	20%	15%	0%	0%	2%	11%
f - Develop services/programs targeted directly to faculty and students, such as online database tutorials	24%	39%	22%	2%	2%	9%	0%	0%
p - Change from a volunteer organization to an incorporated non-profit organization	20%	20%	9%	11%	2%	4%	7%	26%
r - Become involved with other national or regional efforts, such as the International Coalition of Library Consortia (ICOLC)	15%	28%	24%	11%	0%	4%	4%	11%
n - Develop a mutual talent pool for sharing staff expertise among member institutions	13%	37%	22%	17%	0%	2%	2%	4%
o - Perform frequent assessments of VALE activities	13%	22%	35%	17%	0%	2%	4%	2%
k - Create podcasts	11%	15%	28%	15%	4%	4%	13%	7%
j - Offer users a "My Library" concept, using the iPod model	7%	20%	22%	17%	4%	2%	15%	11%
i - Create blogs	4%	9%	24%	24%	4%	4%	20%	7%

Respondents were asked how VALE should acquire more personnel if needed. Nearly two-thirds of respondents said VALE should **Hire more staff** (65%). Almost half said VALE should **Enlist more volunteers** (48%), and slightly fewer said VALE should **Subcontract work to others** (43%).

Decisions on the need for more personnel “depends on the work needed,” suggested one respondent. Another looked at specific types of activities which would warrant more resources, and suggested that, “if VALE goes, for example, to an OLS, more staff and contractors will be mandatory.”

TABLE 12. RECOMMENDED STEPS IF VALE NEEDS MORE PERSONNEL

	%
Hire more staff	65%
Enlist more volunteers	48%
Subcontract work to others	43%
Don't know	9%
Other	4%

At the end of the Web survey instrument, there was an opportunity for respondents to add comments on “anything else they would like to tell (the surveyors) about your institution's assessment of the value of VALE membership.” Almost half of the respondents provided some type of comment, which is a very high response for an open-ended, final question such as this.

Again, the answers provided were very positive, and are worthy of further analysis when reviewing the impact and value of the VALE program. Included among these final comments were the following entries:

- VALE has made a tremendous amount of difference in enhancing the resources and services we supply to our students.
- VALE is the best thing that has happened to New Jersey libraries.
- Thanks for all you do - we wouldn't be as effective without VALE
- I am delighted we are conducting this assessment; VALE has done amazing things in a short period of time with little but volunteer help. I hope this assessment will provide useful feedback for the members and for the members to use with their administration to show the value of collaboration.
- We greatly appreciate the work that has been put into VALE to bring it about and to direct its influence and expansion. Our librarians agree that it is an important organization which provides value to our library and meets many of our needs.
- We highly value what we currently gain from our membership in VALE and anticipate even greater benefit as a result of the organization's collaborative efforts.
- The volunteer staff does a fantastic job, but time has come to consider ways to create permanent paid staff.
- All of the professional work that has been put into making VALE successful is appreciated. All inquiries of VALE personnel are always answered and returned promptly. Volunteers should be compensated in some way.
- (VALE is) a good work well done.
- VALE is now part of our DNA; it is family. It is impossible to think of how we would operate without it. It is a leader from which we gain ideas. It is a lab in which we test ideas. It is a body that affirms our ideas and empowers us.

Sampling Error

Table 13 shows sampling error at the 95% confidence level for all respondents. Given the relatively small total population (N=52), the sampling error for 46 respondents is much lower than for a large population.

TABLE 13. SAMPLING ERROR

Percentage*	Total Respondents (n=46)	
	Without Total Population	With Total Population (N=52)
10% or 90%	±8.7%	±3.0%
20% or 80%	±11.6%	±4.0%
30% or 70%	±13.2%	±4.5%
40% or 60%	±14.2%	±4.9%
50%	±14.4%	±5.0%

* *Note on how to read this table:* If 10 percent of all respondents gave a particular answer, we would expect that response to vary by no more than ±3.0 percentage points.

This sampling error is based on the 95 percent confidence level, meaning that if the study were repeated 100 times, we would expect the response to fall within that range 95% of the time. The sampling error can be used in projecting results to the total target population, including those who were not surveyed.

Telephone Survey

Respondents

Two sets of potential respondents were selected for a series of telephone interviews held between May 8 and June 4, 2007. The first group was composed of institutions which were highly active in VALE committees and activities. The second group included institutions that had not been as active in recent years. Members of the VALE Executive Committee were not included in the telephone survey process.

A total of 11 phone survey calls were made to a mix of highly active as well as less active VALE members. All respondents were polled on a basic set of questions related to general issues at their libraries and specific issues related to participation in VALE. An initial question in the telephone survey dealt with their completion of and feedback on the Web survey; all of the telephone respondents had completed the Web instrument and did not have additional comments of note about that process.

Summary of Findings

The telephone survey questions yielded some fascinating information, from immediate needs to long-range planning. Highlights of the responses are provided below, following each question.

- 1. Briefly describe your library's involvement in VALE. Has participation in VALE helped your college/university? If so, how? If not, can you describe how VALE missed the mark/failed? Can you describe what VALE might have done differently that would have benefited your institution?**

A respondent who had been working with VALE since its inception suggested that the group needs to continue promoting itself as more than just discounts on databases. Another concern was the reporting relationships between committees and VALE; while each member of the Steering Committee is a liaison to a specific committee, some of the committees feel disconnected from VALE and are looking for a better reporting method, possibly with more emphasis on committee reports at the Annual Conference. Another respondent thought, until recently, that committee work was assigned by invitation only; she will now be asking her staff to volunteer to participate in committee work. Several other respondents commented on the time constraints from their jobs limiting their work on VALE committees, but a growing interest in and pledge to participate in committee work was exhibited by a majority of the telephone survey respondents. A final respondent to this question said their library was "much less isolated because of VALE," and, commenting on the Annual User Conference, said it is "very important and better than the New Jersey Library Association Conference." They concluded by saying that, without VALE, they would not have most of the databases to which they currently subscribe, and that it was "phenomenal that VALE does the work on the database subscriptions - they are more knowledgeable than (the institution's) Purchasing Department."

- 2. What are some of the challenges your library faces on your campus? Is there a role that VALE's collaborative nature might play in helping you with these challenges? If so, how?**

The most-often named challenges cited by the respondents were budgetary and funding concerns, cited by one respondent as "consistent underfunding." Another felt that institutions are "not getting the state funding we used to, but the demand for our resources is growing." However, in commenting on those problems, some of the telephone survey respondents said that VALE and other collaborative organizations such as PALINET had been instrumental in helping to cut costs for services. "VALE has been a tremendous help with providing database discounts; we cannot be grateful enough," said one librarian; "VALE has been a lifesaver in the area of electronic resources at the past two libraries I have worked at," said another.

Another important point was technology: those answering the survey hoped that VALE, along with regional cooperatives within the state and PALINET in the mid-Atlantic, could help to answer technological questions and challenges from the libraries. Two respondents also commented about lack of space at their institutions, but did not know if VALE could help on this particular issue.

Many of those participating in the phone survey were concerned about travel costs and time needed to travel to workshops and meetings within the state, and suggested further utilization of distance education methods and technology to help bridge these gaps. In addition, time constraints were mentioned as a challenge to further participation in VALE, and distance education/meetings were suggested as an answer here, too.

An additional concern was that at some institutions, the Library Directors felt that their operation had a low profile among colleagues and administrators, and there was interest in finding methods to raise profiles and awareness of library services. This need for assistance in marketing of services to patrons and administrators was mentioned by a number of respondents.

There was an especially strong voice of concern about the lack of funding and library support at smaller academic institutions. One respondent posed the idea of developing a “Small Colleges Subsection” in VALE to focus on these particular problems. Another suggested that the Information Literacy Committee, in particular, could be helpful to smaller institutions, which need basic assistance in this area.

3. Are there VALE services or activities that you'd like to see expanded? New directions that you'd like to see explored?

There were a variety of suggestions for improvement or expansion of services. One of the respondents asked that VALE look at the overlap and gaps between VALE, the Council of Library Directors, PALINET, and the New Jersey Library Association College and University Section, as well as regional Association for College and Research Libraries sections. Another respondent wished for “seamless integration between all of the consortia” they belonged to.

The theme of online conferences and workshops, as well as teleconferences, was again discussed by several respondents to this question, who expressed how costly and time-consuming travel to workshop sessions has become. This was especially mentioned by librarians from regions where their regional library organization (e.g., Highlands) was “backing off continuing education.” Another respondent was very specific in their suggestions: “We need increased professional opportunities for our librarians. Often, community colleges are not well staffed, and cannot send people out for training often. We need more specific training opportunities.” Also in the area of continuing education, more in-depth in-service training was suggested.

Several library directors and administrators who were relatively new to their positions suggested that “they were not sure of all that VALE does,” and suggested even more new director awareness-raising sessions at the Annual Conference and other meetings.

Shared buying services for media (DVDs, etc.) was suggested; especially important was building purchasing power with independent producers and independent production companies, as well as “getting a deal with major producers.”

A final area of interest was statewide borrowing privileges and cards.

4. Have you subscribed to the VALE listserv? If not, why not? Do you know if key members of your staff have subscribed? If not, do you know why?

All but one of the respondents were participating in the VALE listserv, or had at least one staff member who was doing so. However, a few noted that they could not get on the listserv or were often “bumped off” the list and had to get back on. Others had questions about the eligibility to participate in VALE's listserv. Because of the number of subscription problems and questions about use mentioned, it is suggested that there be regular monitoring and maintenance to determine that each institution has at least one participant on the VALE listserv. Those who did use it felt it was mostly a tool for announcements, and expressed wishes that it was more discussion-group oriented.

In addition to comments about the listserv, this question drew some further feedback on the VALE website. One participant said they “don't go to the website because it is too out-of-date and static, another felt that it was somewhat “boring.”

5. Tell me about your personal participation in VALE. Do you serve on any VALE committees? If not, why not?

a. Tell me about your staff's participation in VALE. Do any serve on a VALE committee? If not, why not?

While some institutions talked about a high level of personal participation, others, especially those who were new to their positions, or at libraries with small staff sizes, did not feel they were participating to the level they would prefer. Many respondents hoped to increase committee participation by their staff and themselves in 2008. A few also expressed a concern that there are not enough volunteers to staff the current number of VALE Committees, but that they have young staff members who they would like to have participate in VALE's work.

6. In your opinion, is there any aspect of VALE that inhibits your participation? Your staff's participation?

Very few of the respondents felt there were aspects of VALE inhibiting participation. The time which the librarians and their staff can commit to VALE, although this is not something VALE can control, was seen by some as an inhibitor, and small staff size and lack of travel funding were again mentioned as problems by several respondents.

One respondent expressed the concern that the structure of VALE and mix of different types and sizes of academic libraries was an inhibitor. They were concerned that some of the larger institutions dominate projects, leaving little room or reason for the smaller colleges to participate. Also, those institutions with several campuses found it difficult to purchase from VALE in some cases.

Others used this question to express positive opinions about VALE. One respondent said "Nothing about VALE inhibits my participation - the volunteer staff is always accommodating and helpful, and welcoming on the phone." Another noted "VALE is very open - not inhibiting. People respond immediately to my questions."

7. In your opinion, has VALE helped move academic libraries forward in the state? Please elaborate on why or why not.

To a person, the telephone survey respondents felt that VALE had helped advance the cause of academic libraries in New Jersey. Some of the areas of greatest impact include:

- Greater visibility for academic libraries
- The reciprocal borrowing program is "loved by the faculty"
- VALE provides "a single voice"
- NJKI advocacy work has been good
- VALE keeps academic libraries viable
- VALE has built awareness on issues of Copyright, Privacy, and the Patriot Act
- VALE has been a tremendous help in moving small libraries forward
- VALE gives libraries a sense of "who they are"
- "Thank goodness for VALE - it has been a wonderful innovation, and extremely effective"
- Versus collaboration one librarian has seen in other states, "VALE has made a major difference in New Jersey."
- VALE has made the academic library community "more dynamic and participatory than 20 years ago. It allows librarians to feel like real professionals." This respondent "likes the tone of the leadership and the way they interact, with true interchange, working as a team. The leadership has great professional attitudes."

A very specific, but helpful suggestion in this area, was made by a librarian who would like to see a brochure specifically done for academic administrators, showing how VALE "saves money, provides service, and keeps members current on technology." This respondent felt that VALE "is not supported as well as (academic library consortia) in other states," and that this type of marketing and awareness-raising might help.

8. What are the top three most important priorities for academic libraries in general?

a. What are the top three most important priorities for VALE?

b. Please suggest how VALE's priorities might be addressed?

This question garnered a wide array of responses. Some librarians felt the priorities for academic libraries in general and in VALE were very similar. Others felt that a single priority was important to address. Listed below are some of the general, VALE, and shared priorities put forth by the librarians responding to the survey.

General Academic Library Priorities

- Curricular and research-level support
- Universities are changing, with more enrollment and doctoral programs
- Addressing the changing nature of students - younger students have different skills and services need to be updated to meet their needs. Second-career students are not as tech-savvy.
- Keeping up with technology, especially Web 2.0
- Digitization and copyright issues
- Enhancing information literacy skills (a major thread for VALE), particularly because this is being pushed by accrediting agencies
- Providing equitable access to resources - VALE is doing the best they can at this, and needs to maintain their efforts
- Sharing of technology; use of digitization for promoting collections.
- “Get information out there about what the libraries have, and how to access and find it - information literacy.”
- “Marketing and Public Relations is very important. Academic libraries are endangered because they don't market well and the Administration doesn't see value in the library.”
- Administrators say “libraries are on the way out.” Librarians must “make sure that administrators, politicians, and students understand that libraries are an important part of the future of higher education.”
- “Cooperative Collection Development is the number one priority for both academic libraries in general and for VALE. (Librarians are) troubled by the 'pay-for' mode with articles,” and this respondent sees one way to combat that being institutions taking responsibility for housing certain titles.
- Working with Public Libraries to promote continuing education and lifelong learning.
- Continuing to keep costs down
- Support for distance learning
- Continue demonstrating value to all constituents.
- “Libraries are closely tied to their institutions and community needs; we need to tailor our services to the community.”

VALE Priorities and Suggestions to Address the Concerns

- VALE needs to bring its services more directly to users, with services on the Web. Can a committee be formed to discuss this and try model solutions.
- “Nobody in New Jersey is going full force into distance education,” although community colleges and NJIT are doing some of this.
- Can VALE form a digitization committee to help with scanning and presentation of archival materials, including historical records, photographs, primary source materials, and virtual tours.
- Expanded in-service opportunities and arrangements to share information
- Continued emphasis in providing information on pertinent legal issues - “this should be identified as a key program, because it is one where VALE can take a lead in the region, and in the country.”
- Moving to open source library catalogs.
- “We now have to deliver what VALE is providing” - disseminating and distributing information on each campus.
- “Print is still important. Preservation and coordinated collection development are priorities.”
- VALE should offer training sessions specific to academic library concerns, and increase New Director training and database training.
- More links should be built with Public Libraries (via joint home pages and other means) and neighboring states' colleges (for example, Southern New York State and Eastern Pennsylvania).
- Continue building VALE's funding support and member involvement.
- “Academic libraries are poised at a place of identity crisis, with virtual books vs. library as place; buying monographs vs. Google; and shrinking use of reference services. Maybe VALE will be where we can talk about these things.”
- VALE helps libraries justify their services - this must continue.

Summary

The combined Web and telephone surveys of the VALE membership provided a wide-ranging view of the work and value of this consortium. From the survey results and attendance at the 2007 VALE annual conference, the project consultant noted member involvement in the conference and committee work of the group that is unprecedented in studying associations and consortial groups in the past 20 years. The statistical responses and comments in both the Web and telephone survey were overwhelmingly positive, even for questions where problems and concerns were requested.

Areas on which VALE should concentrate are improvement of the work of the committees; further improvement of the VALE Web site and listserv; expansion into distance education and video/teleconferencing to overcome travel time and budgets; and marketing and awareness-raising for the important work of the group.

When the reasons for lower activities of some VALE member institutions was researched, the findings were that travel, time, and staff size—rather than large concerns about VALE itself—were the factors limiting participation by some libraries.


In conclusion, the project consultant has never seen this level of support for a membership organization in 20 years of studying cultural heritage institutions, associations, and consortia.

Appendix A
Questionnaire

2007 VALE Assessment Web Survey

Web Survey Questionnaire

Dedicated to Innovation & Collaboration



VALE
new jersey

Virtual Academic Library Environment

2007 VALE Assessment Survey

[Exit without saving >>](#)

SECTION A: VALUE TO YOUR INSTITUTION

Thank you for taking part in this study to help VALE understand its impact on your institution's effectiveness and success.

A few reminders:

- The questionnaire has a **NEXT SECTION >>** link at the end of each page. Clicking on the link saves your answers to that section only and moves you to the next section.
- You may use the **<< Previous** link at any time to return to earlier sections and review or change your responses.
- If you want to stop and resume the survey later:
 - Finish the current section by clicking **NEXT SECTION >>**. A cookie will be placed on your computer.
 - When you resume, use the same computer to return to the survey link. The survey will open to the next section after your last save.
- Be sure to keep the browser window open until you submit your responses. Closing the browser window has the same effect as exiting the survey without saving.
- For assistance with this study, please contact Tom Clareson by e-mail at clareson@palinet.org.

1. How would you rate VALE's value to your institution in performing each of the following services? Please use a scale of 1 to 7, where 1 means "High Value" and 7 means "Low Value." (Select one answer for each)

	High Value = 1	2	3	Medium Value = 4	5	6	Low Value = 7	Don't know
a. Creating a shared information environment for all institutions of higher education in New Jersey	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Extending access to scholarly resources to all New Jersey students and faculty	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Expanding the choices of electronic resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- d. Providing electronic scholarly resources at lower costs than members could get on their own
- e. Participating in the New Jersey Knowledge Initiative to offer services to members
- f. Maintaining a Web site for easier access to VALE services
- g. Offering group rates for members to acquire additional services, such as LibQUAL
- h. Giving members a structure in which to address library issues
- i. Providing members with an advocacy platform
- j. Offering members avenues for problem-solving
- k. Providing members with opportunities for networking
- l. Maintaining the VALE listserv
- m. Offering database training

2. What other value does VALE provide your institution?

3. What would be the impact on your institution if VALE did not exist? (Select all that apply)

- We would not be able to provide as many databases as we have through VALE.
- We would not be able to provide as many professional development programs to our staff.
- Our faculty would have fewer scholarly resources.
- None -- no impact
- Don't know
- Other (please specify)

4. How would you rate VALE's service fee in relation to the value that VALE provides your institution? (Select one answer)

- Very reasonable

- Reasonable
- Somewhat costly
- Too costly
- Don't know

5. What service areas, if any, does VALE need to improve, and what improvements are needed? (Select all that apply)

- Executive Committee work
- Coordination of database subscriptions, services and invoices
- Committee work
- Database offerings
- None
- Don't know
- Other (specify)

6. For each service area, what improvements are needed? (Enter your response in the appropriate boxes below -- you may enter up to 250 characters per box)

-
- Executive Committee work
-
- Coordination of database subscriptions, services and invoices
-
- Committee work
-
- Database offerings
-
- Other (specify service area and improvements needed)

7. How do VALE services help your library be more effective?

8. Overall, how would you rate VALE's value to your institution? Please use a scale of 1 to 7, where 1 means "High Value" and 7 means "Low Value." (Select one answer for each)

Overall value to your institution

High Value = 1	2	3	Medium Value = 4	5	6	Low Value = 7	Don't know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. Overall, how satisfied are you with VALE? Please use a scale of 1 to 7, where 1 means "Very Satisfied" and 7 means "Not At All Satisfied." (Select one answer for each)

Very Satisfied = 1	2	3	Neutral = 4	5	6	Not at all Satisfied = 7	Don't know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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SECTION B: VALE DATABASES

10. What is the total number of online databases to which your library subscribes?

- 1 to 5
- 6 to 10
- 11 to 15
- 16 to 20
- 21 or more
- Don't know

11. Of this total, how many databases do you subscribe to through VALE? (Select one answer)

- 1 to 5
- 6 to 10
- 11 to 15
- 16 to 20
- 21 or more
- Don't know

12. The following is a complete list of databases available through VALE. How would you rate the scope of the VALE database suite of offerings, considering the disciplines covered and the number of products offered? (Select one answer below the list)

DATABASE - VENDOR

ABI/Inform Global - ProQuest
 ACM Digital Library - ACM
 Alt-Health Watch - EBSCO
 America: History and Life - ABC-Clio
 Art Abstracts - H.W. Wilson
 Art Retrospective - H.W. Wilson
 Art Full Text - H.W. Wilson
 ATLA Religion - Ovid
 ATLAS Full-Text Plus - Ovid
 Basic Biosis - EBSCO
 Biographies Plus - H.W. Wilson
 Biography Reference Bank - H.W. Wilson
 Books in Print - Bowker
 CINAHL - Full Text - EBSCO
 Communication & Mass Media Complete - EBSCO
 Computing Reviews - ACM
 CQ Researcher - CQ Press
 CQ Researcher Archive Plus - CQ Press
 CQ Researcher Perpetual Rights - CQ Press
 CQ Weekly Perpetual Rights - CQ Press
 Criminal Justice Periodicals Index - ProQuest
 CSA Social Sciences Core Package - CSA
 Encyclopedia of Life Sciences - Wiley InterScience
 ERIC - EBSCO
 Ethnic NewsWatch - ProQuest

DATABASE - VENDOR

Gender Watch - ProQuest
 Global Books in Print - Bowker
 Grove Art (formerly Dictionary of Art) - Oxford University Press
 Grove Music (formerly Dictionary of Music) - Oxford University Press
 Health Reference Center - Gale Group
 Historical Abstracts - ABC-Clio
 Historic Documents Series: Online Edition Perpetual Rights - CQ Press
 Historical New York Times - ProQuest
 Humanities International Complete - EBSCO
 Lexis-Nexis Academic - Lexis-Nexis
 Literature Online (LION) - ProQuest
 Literature Resource Center - Thomson/Gale
 MLA International Bibliography - EBSCO, Gale, & ProQuest
 Opposing Viewpoints - Gale
 Oxford English Dictionary - Oxford University Press
 ProQuest Education Journals - ProQuest
 ProQuest Journal Bundle - ProQuest
 ProQuest Social Science Journals - ProQuest
 PsycArticles - EBSCO
 PsycINFO - EBSCO
 Science Direct - Elsevier
 Silverlinker - Ovid
 SocINDEX with Full Text - EBSCO
 Social Work Abstracts - Ovid

- Excellent
- Good
- Average
- Fair
- Poor
- Don't know

13. Please feel free to add any comments about the scope of VALE's database offerings, which you rated in Question 12. (Enter your comments below)

14. Are there any databases you could not afford on your own without the benefit of VALE's consortial pricing? (Select one answer)

- Yes, definitely
- Maybe
- No --> SKIP TO QUESTION 16
- Don't know --> SKIP TO QUESTION 16

15. (IF "YES" OR "MAYBE" IN QUESTION 14:) Which databases could you not afford on your own? (Enter your comments below)

16. Approximately how much time would you estimate your institution saves annually in selecting database and acquiring database licenses due to VALE's services? (Please provide a rough estimate if possible)

17. Do you—or someone at your institution—access, record and evaluate vendor-supplied database usage statistics? (Select all that apply)

- Yes, access
- Yes, record
- Yes, evaluate
- No --> SKIP TO NEXT SECTION -- QUESTION 19

Don't know --> SKIP TO NEXT SECTION -- QUESTION 19

18. (IF "YES" IN QUESTION 17:)
How do you use these vendor-supplied database usage statistics?

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SECTION C: VALE WEB SITE

19. Have you ever visited VALE's Web site (www.valenj.org)? (Select one answer)

- Yes
- No --> SKIP TO NEXT SECTION -- QUESTION 22
- Don't know --> SKIP TO NEXT SECTION -- QUESTION 22

20. (IF "YES" IN QUESTION 19:)
About how often have you and your staff visited VALE's Web site in the past six months? (Select one answer)

- Daily
- Weekly
- 1 to 3 times a month
- Not at all in the past six months
- Don't know

21. How would you rate the value of VALE's Web site to your institution on each of the following aspects? Please use a scale of 1 to 7, where 1 means "High Value" and 7 means "Low Value." (Select one answer for each)

High Value = 1	2	3	4	5	6	Low Value = 7	Don't know
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a. Finding or using a VALE database	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Recommending a new VALE database	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Subscribing to the VALE listserv	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Obtaining information about the reciprocal borrowing program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Looking up information about the VALE organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Learning about upcoming events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Registering for a conference	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Getting news about VALE	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Submitting a request for information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. Overall value of the information on the Web site	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k. Ease of navigating the site	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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SECTION D: VALE COMMITTEES

22. For each of the following VALE committees, how would you rate the value of the committee's work to your institution? Please use a scale of 1 to 7, where 1 means "High Value" and 7 means "Low Value." (Select one answer for each)

	High Value = 1	2	3	Medium Value = 4	5	6	Low Value = 7	Don't know
a. Executive Committee - develops and administers policies and procedures for the ongoing operation and growth of VALE; oversees budget and fiscal issues; coordinates planning initiatives and subcommittee activities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Assessment / Evaluation / Statistics Committee - collects statistics and other data to be used by the VALE Executive Committee for formal assessment of VALE's activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Bibliographic & Metadata Control Committee - explores common issues faced by bibliographic control and technical services librarians in New Jersey's academic libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

d. Cooperative Collection Management Committee (formerly Last Copy / Repository Working Group) - raises awareness of last copy, repository, and other collection management issues; develops resources for cooperative collection management among VALE libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Digital Media Committee - selects, licenses, and incorporates streaming video content for VALE member libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Electronic Resources Committee - recommends specific electronic resources for purchase through VALE; develops local databases and links to other databases/resources on VALE's home page; reviews the current component of databases to maintain quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Publicity / Communications Committee - promotes VALE resources, services and achievements to internal and external audiences; plans and evaluates annual user conferences; advocates for VALE resources and support.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Reference Services Committee - explores and recommends programs and services that enhance reference services in a digital environment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Resource Sharing Committee - develops policies and practices to enhance resource sharing among New Jersey's academic libraries using VALE and New Jersey statewide technical infrastructures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. Shared Information Literacy Committee - provides New Jersey academic libraries with an online, easily accessible method for collecting, sharing, and disseminating high-quality materials supporting information literacy instruction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k. Training Committee - provides opportunities for staff of VALE libraries to receive the training necessary for the optimal use of VALE resources.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l. Website Committee (formerly Interface Committee) - reviews VALE's home page and Virtual Union Catalog to ensure the presentation of VALE resources is clear and easy to use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

23. What improvements or future activities, if any, would you suggest for these committees? Include the name of any committee for which you have specific suggestions.

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SECTION E: AWARENESS OF VALE

24. Would you like to increase awareness of VALE and its services among any of the following groups -- if so, which groups? (Select all that apply)

- No / Don't know --> SKIP TO NEXT SECTION -- QUESTION 26
- Yes, students
- Yes, faculty
- Yes, administration
- Yes, community leaders
- Yes, community members
- Yes, funders
- Yes, legislators
- Yes, other (specify)

25. (IF "YES" IN QUESTION 24:) Which of the following steps, if any, should VALE take to increase awareness of its brand—its name and the services it offers? (Select all that apply)

- Add VALE's name and logo to databases offered
- Develop awareness-raising campaign for specific external groups
- None —VALE should not increase its brand awareness
- Don't know
- Other (specify)

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SECTION F: VALE CONFERENCES

26. How would you rate each of the following conferences on its value to you and your staff? Please use a scale of 1 to 7, where 1 means "High Value" and 7 means "Low Value." (Select one answer for each)

	High Value = 1	2	3	Medium Value = 4	5	6	Low Value = 7	Don't know
a. Annual VALE conference	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Other statewide library conferences, such as NJLA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Regional library conferences	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. ALA divisional conferences, such as ACRL	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. ALA national conferences	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

27. Do you agree or disagree with the following statement, using a scale of 1 to 7, where 1 means "Strongly agree" and 7 means "Strongly disagree"? (Select one answer)

	Strongly Agree = 1	2	3	Neither = 4	5	6	Strongly Disagree = 7	Don't know
The annual VALE conference is an important continuing education opportunity for our library staff.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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SECTION G: FUTURE VALUE OF VALE

28. How would you rate the value to your institution of each of the following steps that VALE could take in the next five years to improve service to members? Please use a scale of 1 to 7, where 1 means "High Value" and 7 means "Low Value." (Select one answer for each)

High Medium Low

	Value = 1	2	3	Value = 4	5	6	Value = 7	Don't know
Service Initiatives								
a. Implement universal borrowing among member institutions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Share books more fluidly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Negotiate with database aggregators to get what we want, not what they want to give us	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Plan and implement collaborative collection development and last copy availability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Develop user-initiated borrowing and delivery among libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Develop services/programs targeted directly to faculty and students, such as online database tutorials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Develop a statewide digital video network	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology Initiatives								
h. Expand the New Jersey Digital Highway project with additional electronic content, such as masters' theses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Create blogs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. Offer users a "My Library" concept, using the iPOD model	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k. Create podcasts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l. Develop a statewide catalog with a common ILS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other Initiatives								
m. Develop a marketing campaign for both internal and external purposes, including a public relations campaign to the media	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
n. Develop a mutual talent pool for sharing staff expertise among member institutions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
o. Perform frequent assessments of VALE activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
p. Change from a volunteer organization to an incorporated non-profit organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
q. Collaborate with other organizations—for example, NJLA, NJEdge, business, community and service groups—developing a focus on the research and development community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
r. Become involved with other national or regional efforts, such as the International Coalition of Library Consortia (ICOLC)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
s. Strengthen advocacy efforts beyond the New Jersey Knowledge Initiative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
t. Expand NJKl resources and opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

29. If the need arises for VALE to require more personnel to carry out its mission as it grows, do you think it should hire more staff, enlist more volunteers or subcontract work to others as needed? (Select all that apply)

- Hire more staff
- Enlist more volunteers
- Subcontract work to others
- Don't know
- Other (specify)

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SECTION H: INSTITUTION CHARACTERISTICS

30. Which of the following categories best describes your institution? (Select one answer)

- Two-year institution
- Independent four-year institution
- Public four-year institution
- Public Research institution
- Don't know

31. What is your library's annual budget (salaries, collections, operations, etc)? (Select one answer)

- Less than \$50,000
- \$50,001 - \$100,000
- \$100,001 - \$250,000
- \$250,001 - \$500,000
- \$500,001 - \$750,000
- \$750,001 - \$1,000,000
- \$1,000,001 - \$2,000,000
- More than \$2,000,000
- Don't know

32. How many FTEs (full-time equivalents) are employed in your library, excluding student workers? (Select one answer)

- 5 or fewer
- 6-10
- 11-25
- 26-75
- 76-150
- 151-250
- 251-500
- More than 500
- Don't know

33. Please enter your institution's name to help us keep track of respondents. Your name will not be associated with your responses.

34. What is your title? (Select one answer)

- Library director
- Assistant director
- Other (specify)

35. Is there anything else you would like to tell us about your institution's assessment of the value of VALE membership? Any comments you have will be appreciated.

THANK YOU

**Your answers have been
successfully recorded.
We appreciate your taking
the time to participate.**

To exit the survey:

Enter any URL you wish to visit, or close your browser.

If you wish, click on the link below
to visit the VALE Web site.

[Visit the VALE Web site >>](#)

Appendix B
Verbatim Responses to Open-Ended Questions

2007 VALE Assessment Web Survey

Verbatim Responses to Open-Ended Questions

TABLE 1. WHAT OTHER VALUE DOES VALE PROVIDE YOUR INSTITUTION?

Verbatim Response
VALE serves as a role-model for collaboration among NJ higher education institutions.
Networking with other librarians.
VALE is a recognizable name in the administrator's groups and the products and services we receive can be easily explained during funding cycles because they know what it is we are getting.
Good prices for valuable database such as Lexis Nexis.
VALE provides the credibility to university administrators that decisions are vetted by peers. The annual conference is very high valuable usually although occasionally the choice of keynote speaker and breakout programs have been poor.
Provides opportunities for professional development through committee participation and sponsored events.
1. Early identification of developing issues and trends. 2. Forum for discussion of trends. 3. Problem-solving. 4. Professional development through participation.
Saves professional time in negotiating with vendors.
That about covers it. The only reason "avenues for problem-solving" was ranked lower is that it has not reached its full potential for us.
Without VALE, we would not be able to adequately serve our student and faculty with any degree of academic rigor. We just couldn't negotiate the cost effective rates.
It has become a visible "entity" in the state.
Forum, via the directors, to discuss issues, procedures and statewide cooperation
Academic library networking in the state of NJ, especially since the State Library and NJLA are more focused on Public Libraries
A forum for the exchange of innovative ideas
As a result of VALE, NJ academic libraries have greater cohesiveness now than ever before.
Saving money; providing scholarly resources, services and programs; providing an academic forum that represents libraries in all college libraries in NJ.
#1 is a comprehensive list.
The opportunity to develop resources jointly rather than reinvent the wheel at each institution.
Enables us to participate in a library consortium whose members are some of the best and well known scholarly institutions in New Jersey.
Workshops and conferences for professional growth
Close contact to creative thinking and new developments through talented colleagues and their leadership in regional and national committees and ventures. Provides one of the best continuing education conferences possible--the annual users conference--and at a bargain price!

TABLE 2. WHAT WOULD BE THE IMPACT ON YOUR INSTITUTION IF VALE DID NOT EXIST?

Verbatim Response
Critical databases might be out of reach. We would have to find alternative consortia.
Less ability to address common issues.
We would have to invent VALE.
1. We would lose ability for quick response advocacy. 2. We would lose conduit and ready partnership for new initiatives. 3. We would lose coordinated and easy communication within this library community
Communication among chief librarians on pertinent topics would be more difficult.
Would not be able to advocate as successfully for academic libraries; would not have as good a venue for the implementation of collaborative ideas
We would be an isolated entity
Vale is a great source of ideas and communication.
Impact would be devastating!
We would lose the power of a collective voice of advocacy.
The networking provided through conferences, etc., would be greatly missed.
It would be more difficult to network with colleagues.

TABLE 3. WHAT SERVICE AREAS, IF ANY, DOES VALE NEED TO IMPROVE, AND WHAT IMPROVEMENTS ARE NEEDED?

Verbatim Response
Information literacy: we could use some statistical info on what NJ is doing and in determining which skills a community college should have for transfer to a NJ four year institution.
The website still needs improvement. For example, we should be able to access and download previous keynote presentations. Continuing professional development opportunities need to be made available.
Need to facilitate participation by members without requiring travel
Sometimes, it would be good to meet more centrally in the state -- South Jersey doesn't participate as much as it could because of some of the distances -- even committee work.
Expand the scope of the users' conference
Offer more non-database electronic offerings e.g., Hoovers, KCDL, etc.
Cooperation, coordination and communication between vale members and committees. Closer cooperation and coordination with NJLA, regions and state library.
Training activities and improved internal communication
Create common resources to put on a library's website - such as "What is a scholarly journal" or "What is a peer-reviewed journal?"
The time and effort that has been put into VALE, the quality of the databases offered, VALE's effectiveness, and the coordination of all efforts is much appreciated.
Utility software, e.g. Refworks and E-books
Need wider representation from private institutions, e.g. Princeton, Drew
I would like to see further collaboration on projects such as the Evergreen project. A shared OPAC would be amazing!

TABLE 4. FOR EACH SERVICE AREA, WHAT IMPROVEMENTS ARE NEEDED? [OTHER (SPECIFY SERVICE AREA AND IMPROVEMENTS NEEDED)]

Verbatim Response
See above
I think a clear "spokesman" would be beneficial if one could be found at a low cost; perhaps a retired director who wants to keep a "hand in." Not urgent, but a future agenda.
Users' conference should offer more sessions and a broader range of topics
Activate the training program
Send out more news "bulletins" rather than assume librarians are reading what is on the website.
See above

TABLE 5. HOW DO VALE SERVICES HELP YOUR LIBRARY BE MORE EFFECTIVE?

Verbatim Response
As a mid-sized library, VALE's networking opportunities has been invaluable. We have benefitted tremendously from learning how other libraries deal with common problems.
1) The selection of resources we offer help us to fully meet the information requests faculty expect from our students. 2) Training and networking opportunities for our staff are immeasurable. Our meager travel budget will not cover the costs for travel and registration to get this kind of training.
It provides valuable databases at a reasonable price that improves the overall resources of the library.
Professional development. Cost containment. Advocacy.
They save us money and provide a higher level of efficiency; help us to connect and grow professionally; save us reinventing the wheel; and help us find partners for non-VALE projects.
Coordinating database research and purchasing allows us to focus on other issues while being assured databases are being properly handled. Providing us with statewide expertise, on which we depend heavily.
They allow us to offer more databases to our patrons. Annual conference is an excellent opportunity to learn new ideas and see what other libraries are doing.
Through cooperative and coordinated efforts producing results that individual libraries would have difficulty producing on their own...
VALE pricing and order consolidation is very helpful
1. We can offer more databases than we would otherwise have. 2. Professional development at conference and by working on committees. 3. Hot topics and news via listservs. 4. Identifying looming issues, creating committees and writing white papers
We have a much broader portfolio of information sources than we could provide alone.
They make us aware of the common interests we have with librarians in all sectors of higher education in NJ.
We have more online databases which our students, faculty and staff use for research.
We are able to provide higher-end databases; we are able to provide more databases; because of the cost effective rates, are able to still buy monographs.
Providing more resources for the dollar. I think some division of focus between 4 year and community college institutions would be helpful. We end up working toward lower common denominators in my view.
VALE's consortial pricing for ER greatly increases our purchasing power. VALE's advocacy in Trenton for NJKI and other budget initiatives reaches ears that we couldn't. VALE's User Conference provides valuable professional development and networking opportunities.
VALE saves my institution/library money (consortial pricing for databases); it improves services (reciprocal borrowing, last copy policy); it spurs collaborative proposals (NJVid grant) for new and effective services; it focuses our attention on future collaborations to save funds and be more effective (open source ILS); it provides a platform for advocacy (NJKI) for support
Provides access to resources GCU could not afford without consortium pricing, e.g., ScienceDirect. Coordinating invoices + licensing from multiple vendors.
The databases are the most important thing. VALE conference is very important. May want one in the summer also.
As a small institution, our membership in VALE allows us greater access to databases for our students and faculty. The annual meeting offers very informative workshops.
It provides access to important databases at group rates. It overlaps with the State Library to bridge concerns, provide networking and access to initiatives such as NJKI. It provides opportunities to library administrators to meet and network and speak in one voice. This brings ideas and innovation back to individual libraries.
The collaboration that characterizes VALE opens us to a range of services that we couldn't offer on our own
VALE does a great job lowering the cost of electronic resources for NJ's academic libraries!
We are able to offer our students and faculty access to many magazines and journals we would not be able to afford. We are also kept informed on policies in the state.
Better use of limited budget. Structured relationship between member libraries.
Centralized billing
Cost savings in databases; programs for staff; networking at Users Conference, online reference expands reference services
Covered in question #1.
Availability to offer more resources at a lower cost.
They help us to have access to databases that we normally cannot subscribe to, because they are too expensive. Some of the subject specific databases supplement the more general ones so that students have access to more scholarly materials.
Electronic sources for research
Provide more database selections at lower prices
Same as #2. Gives our librarians additional opportunities for professional development.

TABLE 6. PLEASE FEEL FREE TO ADD ANY COMMENTS ABOUT THE SCOPE OF VALE'S DATABASE OFFERINGS, WHICH YOU RATED IN QUESTION 12.

Verbatim Response
It's broad, comprehensive, covers databases with resources at some of the lower reading levels that our students can use while taking remediation, and matches well with our program offerings.
Any possibility of consortial pricing for JSTOR products?
Web of Science. IEEE full service.
Need more science and engineering options such as IEL (IEEE) and Sci Finder Scholar.
It is an amazing list which grows every year. I like the way new databases are solicited from users and vetted.
I would love to see VALE work out deals for the expensive databases like IEEE, web of science....
See, my 4 year/2 year division would simplify this process.
Would like to see more science databases, e.g., IEEE
It's amazing that we negotiate that many database purchases with so little staffing - a credit to both volunteers and our paid staff!
More science database offerings.
Very good. Would like more trial opportunities.
The combination of VALE database offerings plus the resources made available through the New Jersey Knowledge Initiative provide excellent offerings in the life sciences.
Science Direct and probably many more. I don't know what the fees would be w/o VALE
Wide variety of databases both in terms of academic level and subject areas
Coverage is very comprehensive
The offerings are responsive to library recommendations through the committee structure.

TABLE 7. WHICH DATABASES COULD YOU NOT AFFORD ON YOUR OWN?

Verbatim Response
ABI Inform and Lexis-Nexis Academic, to name just two of many. The cost savings attributable to VALE are significant.
JSTOR, Historical NY Times, PsycArticles, Ethnic Newswatch, Literature Resource Center Thomson/Gale,
LEXIS-NEXIS
LexisNexis
Lexis Nexis, ABI/Inform Global Proquest
ScienceDirect, LION, PQ journal bundles
Proquest, PsycArticles
Science Direct. We would also live without others as prioritizing funds would require us to live with fewer available resources.
Science Direct and many small databases to which we subscribe that without the savings from Science Direct we could not afford.
Rather than list specific databases, we could not afford to subscribe to so many and would be hard pressed to keep track of them all.
ScienceDirect, for sure, and others as well. We would have to make choices among the total we receive.
Lexis-Nexis, Science Direct
Lexis/Nexis
EBSCO
Gale LRC, Lexis-Nexis
ACM, Lexis Nexus, ABI
Not sure
We couldn't afford the following: ABI/Inform Global - ProQuest, Literature Resource Center - Thomson/Gale, Science Direct - Elsevier. Without the discounts, those databases we could afford are limited.
I'm not certain on this; other possibilities such as Palinet and Highland could do more, perhaps.
Lexis-Nexis, Science Direct, ABI-Inform, and others that we can afford simply because Vale's rate allows us to spend the saved money on other databases.
ScienceDirect
It's not so much a specific database, but rather that the funding I have that was able to go much further
ABI/ATLA/Grove Art/Grove Music/Lexis-Nexis/Lit Res Center/ProQuest Soc. Sci Journals/PsycArticles/PsyInfo/Sci Direct.
Lexis Nexis. Academic Search Premier
ABI/Inform, Lexis/Nexis, Literature Resource Center
Academic Search Premier, Lexis-Nexis
If we were on our own, we would simply have to limit more severely the number we subscribe to
Elsevier Science Direct and some of the NJKI resources, particularly Wiley InterScience journals
PsycArticles, SocIndex
EBSCO
Science Direct and probably many more. I don't know what the fees would be w/o VALE.
ScienceDirect, ACM Digital Library
ABI-Inform, Communication and Mass media, Criminal Justice; LION, Literature Resource Center, OED
CINAHL
Science Direct, ABI/Inform, Several EBSCO databases
Lexis/Nexis Academic, Health Reference Center
Probably several.
ScienceDirect, ProQuest Journal Bundle
Academic Universe or Books in Print.

TABLE 8. APPROXIMATELY HOW MUCH TIME WOULD YOU ESTIMATE YOUR INSTITUTION SAVES ANNUALLY IN SELECTING DATABASE AND ACQUIRING DATABASE LICENSES DUE TO VALE'S SERVICES?

Verbatim Response
Several weeks of staff time
50 hours
About 14 hours.
Several days worth of research
Weeks
Not really sure, only in my first year operating this facility.
35 hours
35 hours
25 hours
100 hours
Weeks and weeks of librarian and staff time.
35 hours
Not really sure. Few weeks, depending on the vendor willingness to work with us to negotiate a good deal.
That's almost impossible to answer in strictly quantitative terms, but VALE certainly saves us time overall.
One month
7 hours
1/4- 1/3 of a librarian's position
10 hours
100 hours per year, estimated.
Estimate of one week
Weeks per year. Last year, I did an exercise that took 3 weeks -- trying to find out how much our institution saved by participating in consortial. I never got all of the information. Within the 3 weeks, I must have spent 12-15 hours per week phoning, e-mailing, discussing, and creating documentation.
I'm not sure here; having to study the various offerings of the various consortia complicate this.
Approximately 100 hours; 5 hrs per database just for establishing the database. Untold hours in solving technical problems.
1 person-week (35 hours)
We believe that it averages 15 hours per database to negotiate a license. Since we subscribe to 17 databases it saved 255 hours. We did not include the selection process because we would have done the work ourselves to select the database.
A great deal of time.
Huge amounts. I've been asked to look at other
8 hours?
Several hours per week.
Days and days and days (40+ hours)
A couple of weeks per year -- difficult to do more than estimate time on this question.
2-4 weeks
About 10 or more hours.
Weeks and weeks. Hard to estimate the time it would take us to evaluate and price each individual VALE database
About 30 hours
20 hrs
Several days
Days and days. 3 days per database.
32 - 48 hrs annually...even though it is a small library.
200 hours
72 hours
4 - 8 hours
Easily a month's time of one librarian, as a conservative guess.

TABLE 9. HOW DO YOU USE THESE VENDOR-SUPPLIED DATABASE USAGE STATISTICS?

Verbatim Response
This data is used to determine funding, marketing and training priorities.
Collection development
Decisions on whether to continue subscription.
In semi-annual and annual reports to the administration to justify budget requests. To determine if we should: urge faculty to have students use the resource more, or if we should cancel the subscription.
Determine what databases are most useful
For renewal purposes; to see what titles are most viewed
Look at usage to see if marketing of database is needed or if cancellation should be considered.
Student's usage
Rank databases as part of our annual database review, priority and selection process by our Faculty Library Committee and Librarians.
To determine if subscriptions should be renewed. We also report data to faculty and administration.
To evaluate the value of the database for our community. To show the administration the usefulness of the database and justify budget increases. Annual review of the database collection (what to keep, cancel or promote)
To determine if given database should be retained in the future...
Used to prioritize database purchases - selection and deselection process
To determine whether use justifies the cost. To see if we need to better publicize particular databases. To negotiate better renewal pricing.
We compile a complete list of statistics to evaluate the value of the databases to our client population.
Deciding which databases to keep
When we speak with faculty, we show them how the number of articles downloaded is rising, or decreasing; it's a very rough indicator of the degree of integration of library resources into curricula and courses.
Determine which db are used, which to keep. Show administration how students use the db we subscribe to.
They are compiled in an annual report. We look and see which databases are used most frequently.
We use them to determine selection and continuation. We identify remote and internal usage.
Not as thoroughly as we should; usually when having to make a choice or consider dropping one to add another.
To determine value for the dollar; to indicate usefulness and to indicate areas of need for expansion or additional coverage.
Turn-away data is especially useful in determining number of simultaneous users. Low usage overall is used to cancel subscriptions. Relative usage in trials is used to select from among choices when not all can be purchased.
We use the statistics to compare usage from year to year; we use the statistics to average cost/search and estimate value; we use the statistics to determine cancellations if we have a budget cut.
To determine which databases need to be publicized and which should not be renewed.
Annual report to administration and purchasing decisions and possible training
To determine cost per use. To determine value to the users. To determine whether subscription will be renewed. To make budget requests for Institutional support of databases. VERY IMPORTANT
To determine whether usage merits renewal of databases
The use statistics on electronic resources provides the basis for approaching renewals. Calculating cost per use of the resources justifies the significant expenditures made on these resources.
Included in monthly and annual statistics reports to VP. Will drop low use products.
Make renewal decisions; compare competing databases
We rely on usage statistics to decide whether we should renew or cancel databases. We calculate value based on cost per search.
Annual Report, report to administrators
To determine the value to our curriculum. To determine the success of our literacy instruction efforts and plan future training.
To determine use by discipline/department for feedback to faculty. To determine if continuing subscription.
It is done through our headquarters. And it is used to see which databases are being used.
Seton Hall University Library's Database Committee evaluates usage statistics for addition and deletion of electronic services and subscriptions.
The statistics are aggregated to measure total usage of library resources. Also, the data are used to evaluate usage by programs of study, and to evaluate effectiveness of dollars spent.
Determine basic usage; determine the impact of focused advertising and instruction.
In some cases we use them to understand whether we should renew certain subscriptions.

TABLE 10. WHAT IMPROVEMENTS OR FUTURE ACTIVITIES, IF ANY, WOULD YOU SUGGEST FOR THESE COMMITTEES? INCLUDE THE NAME OF ANY COMMITTEE FOR WHICH YOU HAVE SPECIFIC SUGGESTIONS.

Verbatim Response
Some of the committees, such as Assessment, SIL, Reference and Training have not been active recently. Their long-term value needs to be assessed; with either new charges or discontinuance recommended.
Possibly, for advocacy reasons, someone from the Executive Committee could report once a year or so to the President's Council or the NJ Commission on Higher Education.
Some of the committees should be considered as targets for elimination (Training Committee, Reference Services Committee and Bibliographic & Metadata Control Committee). My staff and I don't think their work has produced long last value. The Annual User Conference should become its own stand alone committee. The Publicity Committee should revise its annual goals and be more active or be disbanded. Committees and their charges should be carefully reorganized.
Training committee- It's difficult to find information on training programs through the website. It would be nice to see the plans or outcomes of the different committees.
I will be really glad when the Shared Info Lit initiative gets off the ground.
Better "union catalog" and sharing capabilities. That's the big item right now.
Publicity & Communications - need some promotional materials for VALE that can be used with various constituencies. Resource Sharing - universal borrowing and direct patron initiated ILL; investigate consortial RAPID service. Training - change from just database training to professional development programs
There is a shared IL committee? Never heard of it.
More communication and interaction needed also fewer committees
The value to us of VALE committees is high, how successful each committee is varies. Location of activities is important, but somewhat mitigated by e-communication. In a perfect world each committee would be able to devote much more time to their goals and objectives.
Mobilize volunteers to serve on committees. Have improved internal communication on the progress of committees.
I might recommend a future activity for the Shared Information Literacy Committee and suggest that they look at developing assessment tools for literacy instruction or investigate the collective use of other assessment instruments such as the Higher Ed ICT Literacy Assessment tool developed by the Educational Testing Service or Project SAILS.
Review the structure of the website. Periodic progress reports on the activities of the subcommittees may be helpful.
Would love for the Training Committee to become a very active group.

TABLE 11. WOULD YOU LIKE TO INCREASE AWARENESS OF VALE AND ITS SERVICES AMONG ANY OF THE FOLLOWING GROUPS -- IF SO, WHICH GROUPS? [YES, OTHER (SPECIFY)]

Verbatim Response
1. Library staff. 2. Other library associations and cooperatives
News outlets

TABLE 12. WHICH OF THE FOLLOWING STEPS, IF ANY, SHOULD VALE TAKE TO INCREASE AWARENESS OF ITS BRAND-ITS NAME AND THE SERVICES IT OFFERS? [OTHER (SPECIFY)]

Verbatim Response
We need some VALE promotional materials geared to specific audiences
Send to Presidents and/or Deans at colleges information about VALES services. Have it addressed at NJCHE meetings...
Build into brand the concept of continual innovation.

TABLE 13. IF THE NEED ARISES FOR VALE TO REQUIRE MORE PERSONNEL TO CARRY OUT ITS MISSION AS IT GROWS, DO YOU THINK IT SHOULD HIRE MORE STAFF, ENLIST MORE VOLUNTEERS OR SUBCONTRACT WORK TO OTHERS AS NEEDED? [OTHER (SPECIFY)]

Verbatim Response
Depends on the work needed
If VALE gets, for example, to an OLS, more staff and subcontractors will be mandatory.

TABLE 14. WHAT IS YOUR TITLE?

Verbatim Response
Assistant Dean for Learning Resources
Associate Vice President for Scholarly Information / University Librarian
CIO
Dean of Libraries
Dean of the Library
Dean of University Libraries
Dean, Library Services
Director of Library Services
Head Librarian
Head of Public Services
Librarian/Assistant Professor
Public Services Coordinator
Public Services Librarian
University Librarian
University Librarian

TABLE 15. IS THERE ANYTHING ELSE YOU WOULD LIKE TO TELL US ABOUT YOUR INSTITUTION'S ASSESSMENT OF THE VALUE OF VALE MEMBERSHIP? ANY COMMENTS YOU HAVE WILL BE APPRECIATED.

Verbatim Response
Thank you!
Keep up the good work. VALE has made a tremendous amount of difference in enhancing the resources and services we supply to our students.
Some questions were very subjective or misleading. The answers depend upon who among my staff you might ask. Sometimes my staff were very far apart from each other or from myself in answering a question. There are lots of unstated qualifications. On the whole it was an important process. Most of our professional staff spent almost an hour going over the questions with me and helping to formulate one institutional response. This was very helpful so that we could all understand what needs improvement and what is working well.
VALE provides invaluable resources and services. It gets better every year. I look forward to contributing to its continued development.
VALE is the best thing that has happened to NJ libraries
Keep up the good work!
The database subscription total given in #10 includes 12 provided through NJKI or SJRLC. Without these subsidies, our offerings would be very meager indeed. In question 28J, we favor the "My Library" concept, but are not sure how the iPod model fits in with it.
Thanks for all you do -- we wouldn't be as effective without VALE.
Some answers are my own, others are based on a consensus of opinion from the professional library staff.
I am delighted that we are conducting this assessment; VALE has done amazing things in a short period of time with little but volunteer help. I hope this assessment will provide useful feedback for the members and for the members to use with their administration to show the value of collaboration.
We highly value VALE and would like to see its role expanded
We greatly appreciate the work that has been put into VALE to bring it about and to direct its influence and expansion. Our librarians agree that it is an important organization which provides value to our library and meets many of our needs.
We highly value what we currently gain from our membership in VALE and anticipate even greater benefits as a result of the organization's ongoing collaborative efforts.
The volunteer staff does a fantastic job, but time has come to consider ways to create permanent paid staff
All of the professional work that has been put in to making VALE successful is appreciated. All inquiries of VALE personnel are always answered and returned promptly. Volunteers should be compensated in some way.
A good work well done
VALE is now part of our DNA; it is family. It is impossible to think of how we would operate without it. It is a leader from which we gain ideas. It is a lab in which we test ideas. It is a body that affirms our ideas and empowers us.