Prospector 2018 Annual Report

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Colorado Alliance of Research Libraries

Prospector

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Introduction

The Prospector union catalog has entered its nineteenth year of operation and continues as a key service for supporting forty eight libraries in the Rocky Mountain region in the sharing of print, audio, media and electronic resources. In addition to its role as a system for the patron initiated borrowing of physical items, the system also acts as a portal to millions of electronic resources including e-books, ejournals, government reports, and other materials. For academic libraries Prospector is the backbone for the Alliance Shared Print Trust which allows libraries to weed and shape their collections based on the holdings and commitments made by other libraries.

The Prospector system operates on software developed by Innovative Interfaces Inc. called Innovative Resource Sharing (formerly named INN-Reach). As the premier resource sharing system in the region, Prospector is now home to almost 15 million unique titles representing over 34 million items. Approximately one third of the unique content in Prospector is electronic resources (e.g. e-books, ejournals, audio). In most cases users must have a library card to access the e-resources from their local library although some publishers do allow resource sharing for e-content (e.g. Springer and Elsevier ebooks).

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Highlights

92%

The percentage of Coloradans
that have access to Prospector

85%

4 and 2 yr. academic inst.
access Prospector

498,000

annual lends through Prospector

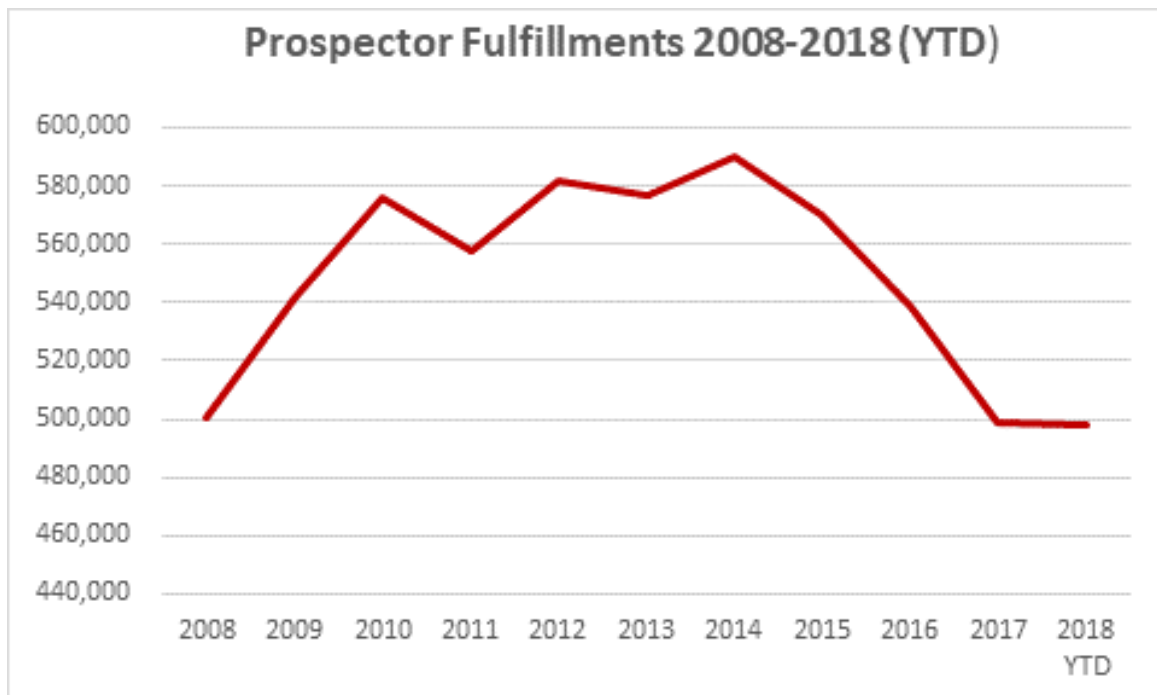**15 million**

Number of unique titles in Prospector

34 million

Number of copies in Prospector

Highlights

The Prospector system fulfilled almost 498,000 requests for books, ebooks, DVDs and CDs over the last year. As the following chart illustrates, there has been a notable downward trend in the number of annual fulfillments as libraries continue to purchase more e-resources that have restrictions on lending.

Prospector Fulfillments 2008-2018 (YTD)

Year	Fulfillments
2008	500,000
2009	540,000
2010	576,000
2011	557,000
2012	582,000
2013	577,000
2014	590,000
2015	567,000
2016	540,000
2017	499,000
2018 YTD	498,000

Highlights

The good news is that Prospector still plays an integral role in lending physical items. Here's one anecdote from an avid Prospector customer.

"I am a professional violinist, and I recently moved from New York City to Denver. I regularly devise concert programs, both for a small chamber music series I run in NY and for other freelance concerts I play in other locales. In order to do this, I listen and consider a wide range of pieces, from early music of the Baroque to contemporary works by living composers, in addition to the standard repertoire such as the string quartets of Mozart, Beethoven, Schubert, etc. My colleagues and our audiences have appreciated the wide range of excellent but less often played -- or even virtually unknown--music which we have performed. The scores and parts for these older, newer, or less known works are often out of print, hard to find, or prohibitively expensive. Certainly when I consider what to program, I must be sure the actual music is available for us to use! And if it is still in print, before deciding if the concert series budget (or my personal budget) can stretch to purchase it, I much prefer to actually see the hard copy, and decide if we will program the work. When I lived in NY, I had access to the NY Public Library and several wonderful local collections, such as those of the Juilliard School of Music and Columbia University. Moving to Denver, I was a bit anxious on this score (pun?) but I have already found Prospector to be a most useful tool in my research. For example, I recently was able to examine a Luigi Boccherini (1743-1805) string quartet available for purchase only from dealers in Europe, and similarly examine a piece for clarinet, violin and cello by Hans Gal (1890-1987), also only available by ordering from abroad. I feel very happy and privileged to have access to all the excellent music libraries in our wide Prospector area, so that my programming can remain as interesting and imaginative as in the past. "

Prospector Upgrades

Old WebPac & Refresher

In March of this year the Alliance contracted with III to update the Classic WebPac to provide a more seamless experience between Encore and Classic. The most dramatic change was in color from tans and browns to white. There were minor changes in language and fewer clicks to get to the full record. All the functionality of the former WebPac remains, the screen is just cleaner with more white space.

Old WebPac

WebPac Refresher

Prospector was upgraded to INN-Reach 3.1 and Encore 4.7 SP2. While no upgrade is perfect and there are occasional technical issues with Prospector, these latest platforms are more compliant with the latest versions of Sierra and Polaris.

Prospector Upgrades

Data Center Move

In July of 2018 The Alliance relocated its data center to the University of Denver, this entailed purchasing new hardware and software and running some services on virtual machines. This new site offers an updated infrastructure with faster internet speeds and better security. Prospector and other Alliance services were down a little longer than expected, but with hard work from staff and vendors, all critical services have been restored and are working well in a more secure environment. Money from a Prospector reserve fund was used to purchase new equipment and software. The University of Denver has generously offered to host the data center.

Gold Rush Library Content Comparison System

The Alliance has continued progress on the Gold Rush Library Catalog Comparison System, a collection analytics tool that allows libraries to analyze their own collection and additionally compare their library catalog to other libraries in the system. The impetus for this development is part of the Alliance Shared Print Trust among members of the Colorado Alliance of Research Libraries in which some libraries have made long term retention commitments of print resources. These commitments will allow other libraries in the region to either weed materials or put lesser used printed materials in storage. Other uses for the software include weeding, collection overlap analysis, space estimates for building/remodeling programs, exporting metadata for a discovery layer, etc.
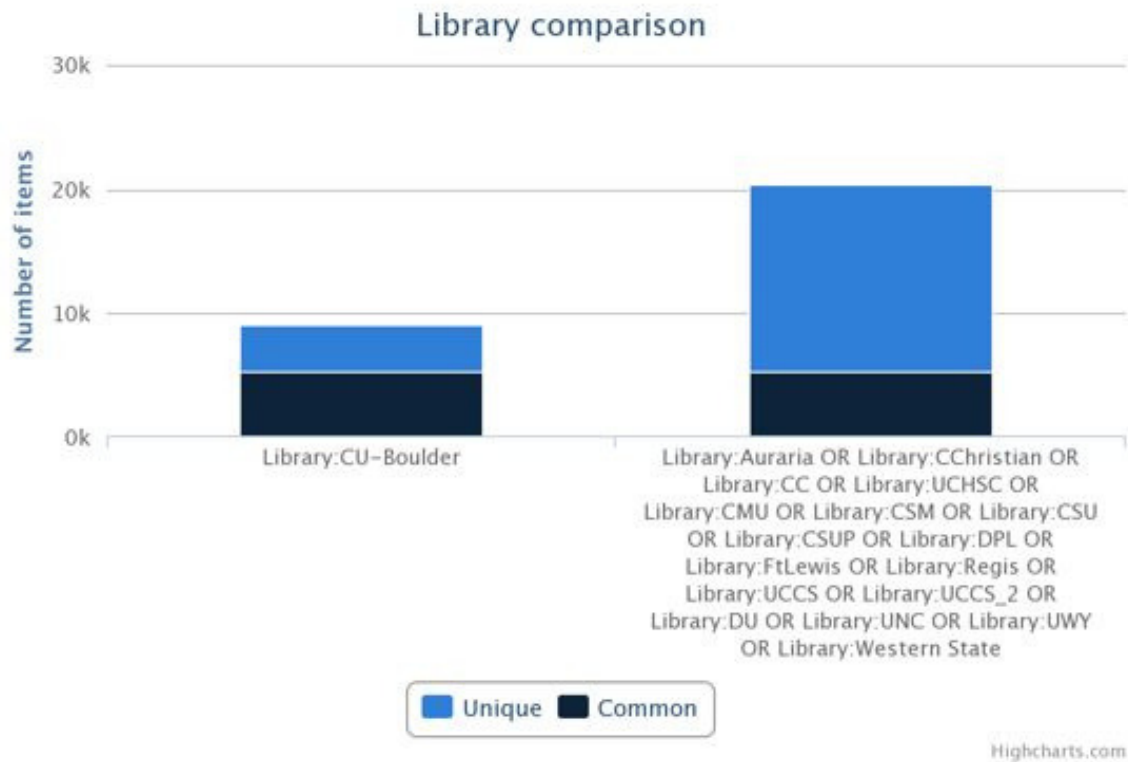
Any library in the Prospector system may load records into the system at no additional cost to their Prospector membership. Libraries that aren't members of the Alliance or Prospector may also participate but will pay an annual fee to have their records loaded. About 20 libraries in other states have loaded records into this software to assist in their regional analysis. Please contact the Alliance if your library would like to contribute records to the system. Catalog records need to be loaded as a direct extraction from your integrated library system (rather than taken from Prospector).

An analysis takes only seconds to run and data may be graphically viewed and records may be exported in a variety of formats including MARC21, MARC XML, or as a delimited file (for loading into Excel).

Prospector Upgrades

Gold Rush Library Content Comparison System Update

Library comparison

Number of items

CU Boulder compared with other Alliance libraries

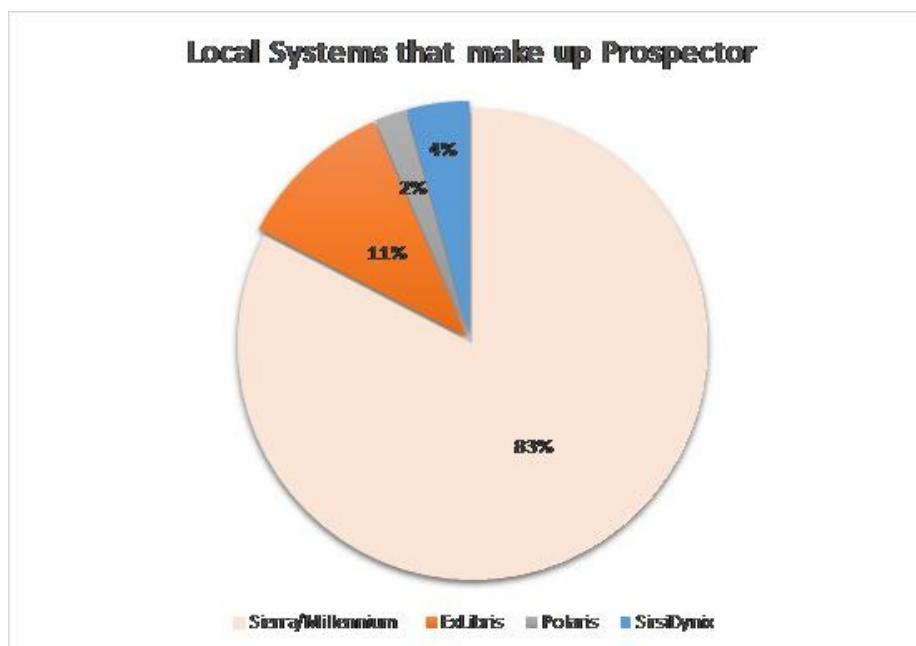TJ1-TJ900 Call Number Range

New Libraries and System Migrations

At the end of 2017, High Plains Library District joined Prospector.   The district which spans 4,000 square miles includes all of Weld County except for areas covered by the Windsor-Severance Library District and the City of Dacono. High Plains serves over 245,000 residents in Weld and surrounding counties and is comprised of seven branch libraries, a bookmobile and six autonomous member libraries each with their own board of trustees.

The CU Health Sciences Library was out of Prospector from November 2017 for their migration to ALMA-ExLibris and rejoined Prospector through the Resource Sharing Broker, formerly DCB, in February of 2018.   Since rejoining they've had over 1,000 lends and over 600 requests.

The Colorado School of Mines left Prospector back in 2012 due to compatibility issues with their local system and INN-Reach. We were thrilled to have them rejoin Prospector through Alma-ExLibris in May of 2018.

After several years of change and growth due to system migrations and additions, Prospector is at a stable point with 48 participating libraries-38 of which are Sierra or Millennium, 1 Polaris, 5 ALMA and 2 SirsiDynix libraries.

Local Systems that make up Prospector

4%
2%
11%
83%

Sierra/Millennium   ExLibris   Polaris   SirsiDynix

Library	ILS	Platform	Consortium
Adams State Univ.	III	Sierra/Millennium	Marmot
Arapahoe Library District	III	Sierra/Millennium	None
Auraria Library	III	Sierra/Millennium	None
Aurora Public Library	III	Sierra/Millennium	None
Basalt Regional Library	III	Sierra/Millennium	Marmot
Boulder Public Library	III	Sierra/Millennium	FLC
Broomfield Public Library	III	Sierra/Millennium	FLC
Bud Werner Library	III	Sierra/Millennium	Marmot
CO Christian Univ.	III	Sierra/Millennium	Marmot
CO Mountain College	III	Sierra/Millennium	Marmot
CO State Publications	III	Sierra/Millennium	None
Colorado College	III	Sierra/Millennium	None
Colorado Mesa University	III	Sierra/Millennium	Marmot
CU Boulder	III	Sierra/Millennium	None
CU-Law Library	III	Sierra/Millennium	None
Eagle Valley Library	III	Sierra/Millennium	Marmot
Fort Lewis College	III	Sierra/Millennium	Marmot
Garfield County Library	III	Sierra/Millennium	Marmot
Grand County Library	III	Sierra/Millennium	Marmot
Gunnison County Library	III	Sierra/Millennium	Marmot
High Plains Library District	III	Sierra/Millennium	None
Jefferson County PL	III	Sierra/Millennium	None
Lafayette PL	III	Sierra/Millennium	FLC
Longmont Public Library	III	Sierra/Millennium	None
Louisville PL	III	Sierra/Millennium	FLC
Loveland PL	III	Sierra/Millennium	FLC
Mesa County Public Library	III	Sierra/Millennium	Marmot
Pitkin County Library	III	Sierra/Millennium	Marmot
Poudre River Library	III	Sierra/Millennium	None
Regis University	III	Sierra/Millennium	None
Salida Regional Library	III	Sierra/Millennium	Marmot
Summit County Library	III	Sierra/Millennium	Marmot
UCCS	III	Sierra/Millennium	None
UNC	III	Sierra/Millennium	None
Univ. of Wyoming	III	Sierra/Millennium	None
Vail Public Library	III	Sierra/Millennium	Marmot
Western Univ. Library	III	Sierra/Millennium	Marmot
Wilkinson Library	III	Sierra/Millennium	Marmot
CO State University	Non-III	ExLibris	CSU System
Colorado School of Mines	Non-III	ExLibris	None
CSU-Pueblo	Non-III	ExLibris	CSU System
UC-Health Sciences	Non-III	ExLibris	None
Univ. of Denver	Non-III	ExLibris	None
Denver Public Library	Non-III	Polaris	None
Anythink Libraries	Non-III	SirsiDynix	None
Douglas County Libraries	Non-III	SirsiDynix	None

Impact Measures

This years' annual report includes standard measures such as Prospector statistics and a review of the year.   We have also included some measures to gauge the impact of Prospector on users and staff.

Impact Measures

- Prospector cost as percentage of materials budget for Alliance libraries
- Prospector costs as a percentage of public libraries' print budget
- Prospector vs. traditional ILL breakdown by library
- Number of Prospector loans versus record contribution from each site
- Percentage of borrows through Prospector by population served or head count
- Patron survey data

Impact Measures

Prospector cost as percentage of materials budget for Alliance libraries

Prospector is a very affordable way to extend the collection without making a large fiscal impact on the materials budget. Alliance libraries spend over 57 million collectively on their materials budgets. The amount they spend to borrow items from Prospector is typically less than 1% of their overall materials budget.

Library *	2016 Materials Budget	Prospector Borrows	Prospector Cost per borrow	Total cost to borrow - Prospector	Prospector % of overall Materials budget	Time Frame
University of Wyoming (UW)	$9,821,292	4,712	$1.50	$7,068.00	0.072%	
University of Colorado - Health Sciences Library (CU-HSL)	$2,601,893	1,929	$1.50	$2,893.50	0.111%	
University of Denver (DU)	$5,950,496	4,488	$1.50	$6,732.00	0.113%	Partial data- migration 2016
University of Colorado - Boulder (CUB)	$11,431,449	13,534	$1.50	$20,301.00	0.178%	
Colorado State University (CSU)	$8,481,464	10,155	$1.50	$15,232.50	0.180%	
University of Northern Colorado (UNC)	$2,991,608	4,277	$1.50	$6,415.50	0.045%	
Colorado State University (CSU-P)	$508,351	893	$1.50	$1,339.50	0.263%	
Auraria (AUR)	$3,722,187	8118	$1.50	$12,177.00	0.327%	
Regis University (Regis)	$1,439,005	3,186	$1.50	$4,779.00	0.332%	
University of Colorado - Colorado Springs (UCCS)	$1,827,384	5,605	$1.50	$8,407.50	0.398%	

Impact Measures

Prospector cost as percentage of materials budget for Alliance libraries cont.

Library *	2016 Materials Budget	Prospector Borrows	Prospector Cost per borrow	Total cost to borrow - Prospector	Prospector % of overall Materials budget	Time Frame
Colorado College (CC)	$2,060,193	4853	$1.50	$7,279.50	0.353%	
Western State Colorado University (WSCU)	$325,417	973	$1.50	$1,459.50	0.449%	
Colorado Mesa University (CMU)	$579,149	2,484	$1.50	$3,726.00	0.643%	
Denver Public Library (DPL)	$5,422,377	52,332	$1.50	$78,498.00	1.448%	

Impact Measures

Prospector cost as percentage of public libraries' print budgets for 2017

The following table includes overall print expenditures for public libraries in Prospector. Figures exclude e-resources, audiobooks and other types of materials.

The median spent on print expenditures for public libraries is $172,000. In most cases, Prospector is 5-7% of the overall print materials budget.

Figures from 2017 LRS public library survey. https://www.lrs.org/public/data/basic/. All numbers from 2017 unless otherwise noted in the "time frame" column.

Owning (Lending) Site	Total Print Expenditures	Prospector Borrows	Prospector Cost per borrow	Total cost to borrow Prospector	Prospector % of overall Materials budget	*Time Frame
Anythink Libraries	$1,171,456	18,750	$1.50	$28,125	2.40%	5/17-4/18
Arapahoe LD	$1,204,461	73,309	$1.50	$109,964	9.13%	
Aurora PL	$570,734	26,106	$1.50	$39,159	6.86%	
Basalt Regional Library	$52,800	1,215	$1.50	$1,823	3.45%	
Boulder PL	$526,664	20,062	$1.50	$30,093	5.71%	
Broomfield PL	$164,372	5,976	$1.50	$8,964	5.45%	
Bud Werner Library	$172,611	2,178	$1.50	$3,267	1.89%	
Denver PL	$1,929,913	54,834	$1.50	$82,251	4.26%	
Douglas County PL	$1,429,439	23,891	$1.50	$35,837	2.51%	8/17-7/18
Eagle PL	$259,081	1,238	$1.50	$1,857	0.72%	
Garfield County LD	$101,646	4,913	$1.50	$7,370	7.25%	
Grand County Library	$52,401	2,207	$1.50	$3,311	6.32%	

Impact Measures

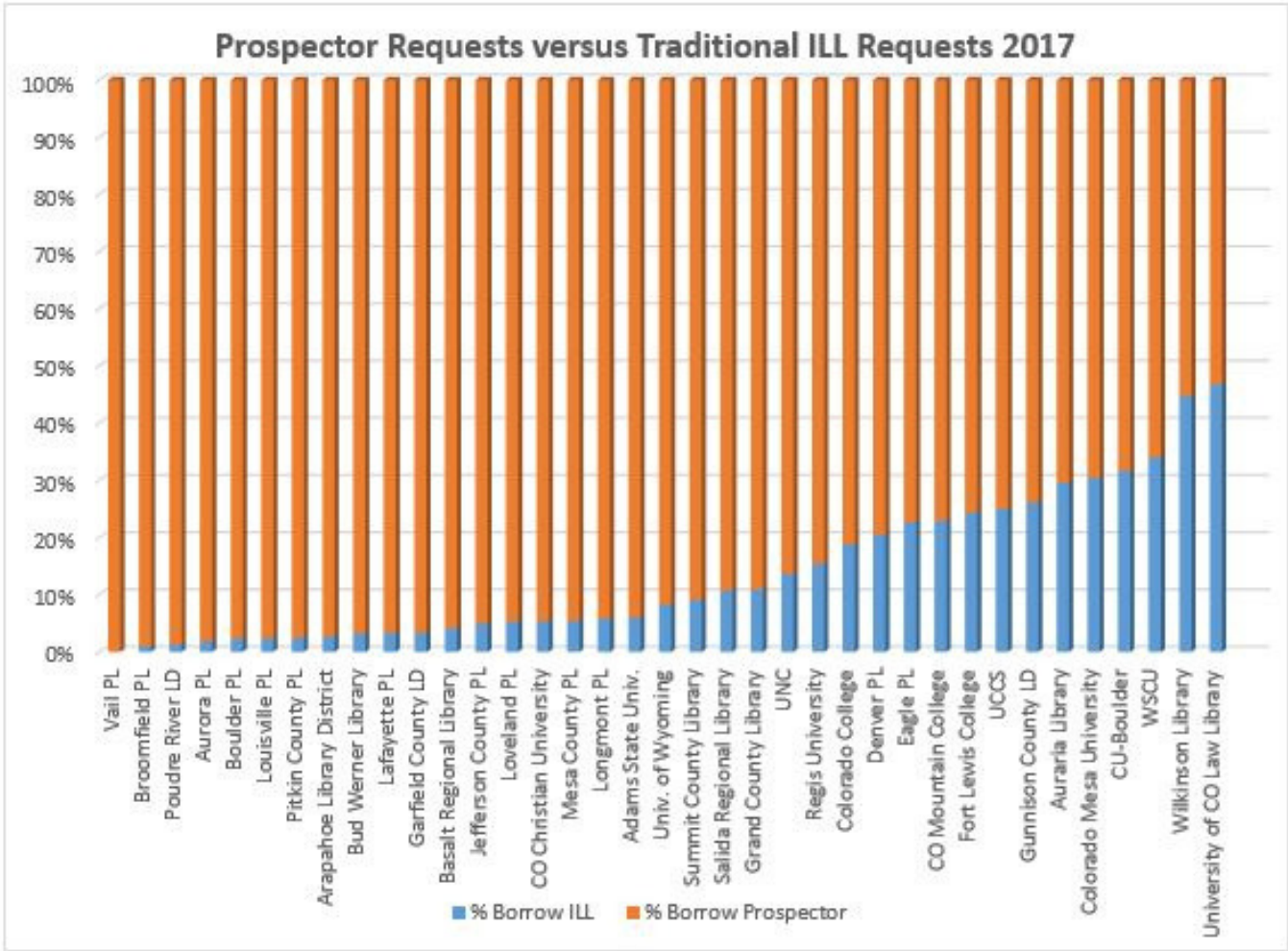## Prospector cost as percentage of public libraries' print budgets for 2017

Owning (Lending) Site	Total Print Expenditures	Prospector Borrows	Prospector Cost per borrow	Total cost to borrow Prospector	Prospector % of overall Materials budget	*Time Frame
Gunnison County LD	$36,445	1,486	$1.50	$2,229	6.12%	
High Plains LD	$834,317	7,617				1/18-8/18
Jefferson County PL	$2,848,064	113,302	$1.50	$169,953	5.97%	
Lafayette PL	$79,661	1,386	$1.50	$2,079	2.61%	
Longmont PL	$248,907	10,074	$1.50	$15,111	6.07%	
Louisville PL	$81,269	6,071	$1.50	$9,107	11.21%	
Loveland PL	$144,481	5,052	$1.50	$7,578	5.24%	
Mesa County PL	$394,023	13,578	$1.50	$20,367	5.17%	
Pitkin County PL	$119,988	823	$1.50	$1,235	1.03%	
Poudre River LD	$524,921	69,528	$1.50	$104,292	19.87%	
Summit County Library	$101,450	1,197	$1.50	$1,796	1.77%	
Vail PL	$62,676	302	$1.50	$453	0.72%	
Wilkinson Library	$60,359	742	$1.50	$1,113	1.84%	

Impact Measures

Prospector vs. traditional ILL for returnables breakdown by library in 2017

One of the benefits of a resource sharing system is that libraries are able to naturally extend their collections by borrowing items from other libraries in the network. This is a large cost savings and staff efficiency as fewer items are sent through traditional ILL such as OCLC. Vail Public Library uses Prospector exclusively for all interlibrary loan transactions.
*Please note that if your library is not listed in this chart, it should be listed under exceptions on page 17 of the report.

Prospector Requests versus Traditional ILL Requests 2017

*Please note that if your library is not listed in this chart, it should be listed under libraries outside of 2017 on page 17 of the report.

Impact Measures

Supporting table: Prospector vs traditional ILL for returnables in 2017

Owning (Lending) Site	Prospector Borrows	ILL Borrows	Total Borrows	% Borrow ILL	% Borrow Prospector
Vail PL	302	-	302	0%	100%
Broomfield PL	5,976	60	6,036	1%	99%
Poudre River LD	69,528	895	70,423	1%	99%
Aurora PL	26,106	500	26,606	2%	98%
Boulder PL	20,062	483	20,545	2%	98%
Louisville PL	6,071	150	6,221	2%	98%
Pitkin County PL	823	21	844	2%	98%
Arapahoe Library District	73,309	2,011	75,320	3%	97%
Bud Werner Library	2,178	72	2,250	3%	97%
Lafayette PL	1,386	47	1,433	3%	97%
Garfield County LD	4,913	169	5,082	3%	97%
Basalt Regional Library	1,215	52	1,267	4%	96%
Jefferson County PL	113,302	5,927	119,229	5%	95%
Loveland PL	5,052	285	5,337	5%	95%
CO Christian University	1,092	62	1,154	5%	95%
Mesa County PL	13,578	784	14,362	5%	95%
Longmont PL	10,074	616	10,690	6%	94%
Adams State Univ.	1,087	70	1,157	6%	94%
Univ. of Wyoming	3,893	354	4,247	8%	92%
Summit County Library	1,197	120	1,317	9%	91%
Salida Regional Library	2,018	243	2,261	11%	89%
Grand County Library	2,207	270	2,477	11%	89%
UNC	3,791	600	4,391	14%	86%
Regis University	2,904	530	3,434	15%	85%
Colorado College	4,733	1,100	5,833	19%	81%
Denver PL	54,834	14,143	68,977	21%	79%
Eagle PL	1,238	364	1,602	23%	77%
CO Mountain College	662	197	859	23%	77%
Fort Lewis College	2,326	750	3,076	24%	76%
UCCS	4,126	1,376	5,502	25%	75%
Gunnison County LD	1,486	525	2,011	26%	74%
Auraria Library	6,723	2,820	9,543	30%	70%
Colorado Mesa University	2,173	950	3,123	30%	70%
CU-Boulder	10,790	4,988	15,778	32%	68%
WSCU	970	500	1,470	34%	66%
Wilkinson Library	742	600	1,342	45%	55%
University of CO Law Library	398	350	748	47%	53%

Impact Measures

Prospector vs. traditional ILL for returnables
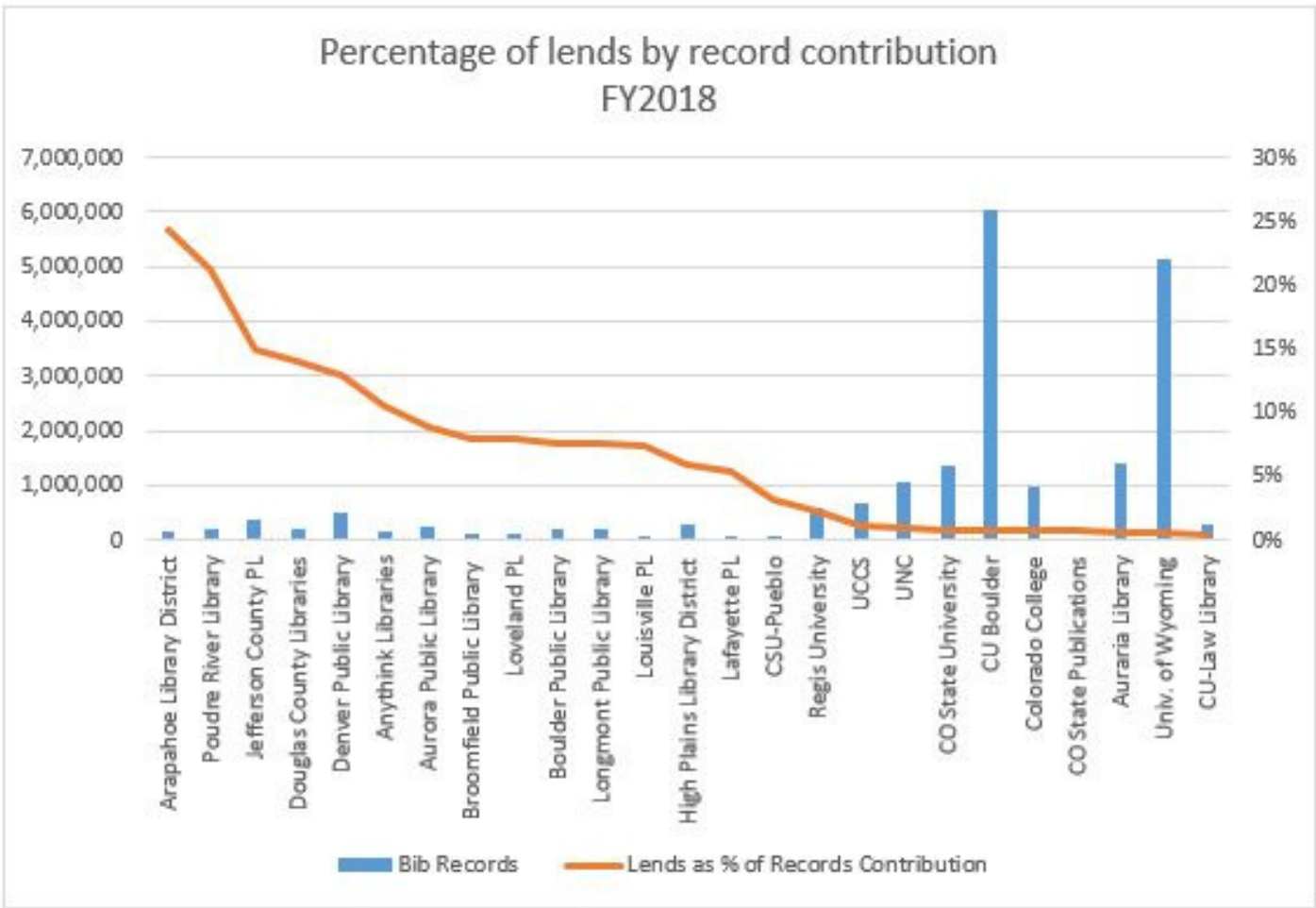## Libraries outside of 2017 calendar year

Some libraries didn't have a complete year of data for 2017 either because they were out of Prospector during a local system migration or joined Prospector later in 2017.

Owning (Lending) Site	Prospector Borrows	ILL Borrows	Total Borrows	Percent of Borrows that are ILL	Percent of Borrows that are Prospector	Timeframe
Anythink Libraries	18,750	3,534	22,284	16%	84%	5/17-4/18
Colorado School of Mines	2,264	433	2,697	16%	84%	2012
CSU-Fort Collins	12,733	3,829	16,562	23%	77%	2016
CSU-Pueblo	1,199	1,726	2,925	59%	41%	2016
Douglas County Library	23,891	3,421	27,312	13%	87%	8/17-7/18
High Plains LD	7,617	2,294	9,911	23%	77%	1/18-8/18
UC-Health Sciences Library	2,175	175	2,350	8%	93%	11/15-12/16
Univ. of Denver	6,421	3,118	9,539	49%	67%	2/17-1/18

Impact Measures

Percentage of lends based on record contribution FY2018

This chart illustrates that even though public libraries may have smaller collections on average then their academic counterparts, they lend a larger percentage of their overall collections, which include more popular and leisure titles. This is also consistent with findings from the Prospector customer survey where the strongest use of Prospector is for recreational purposes. A break down in data from Marmot libraries was not available during the time of this report.
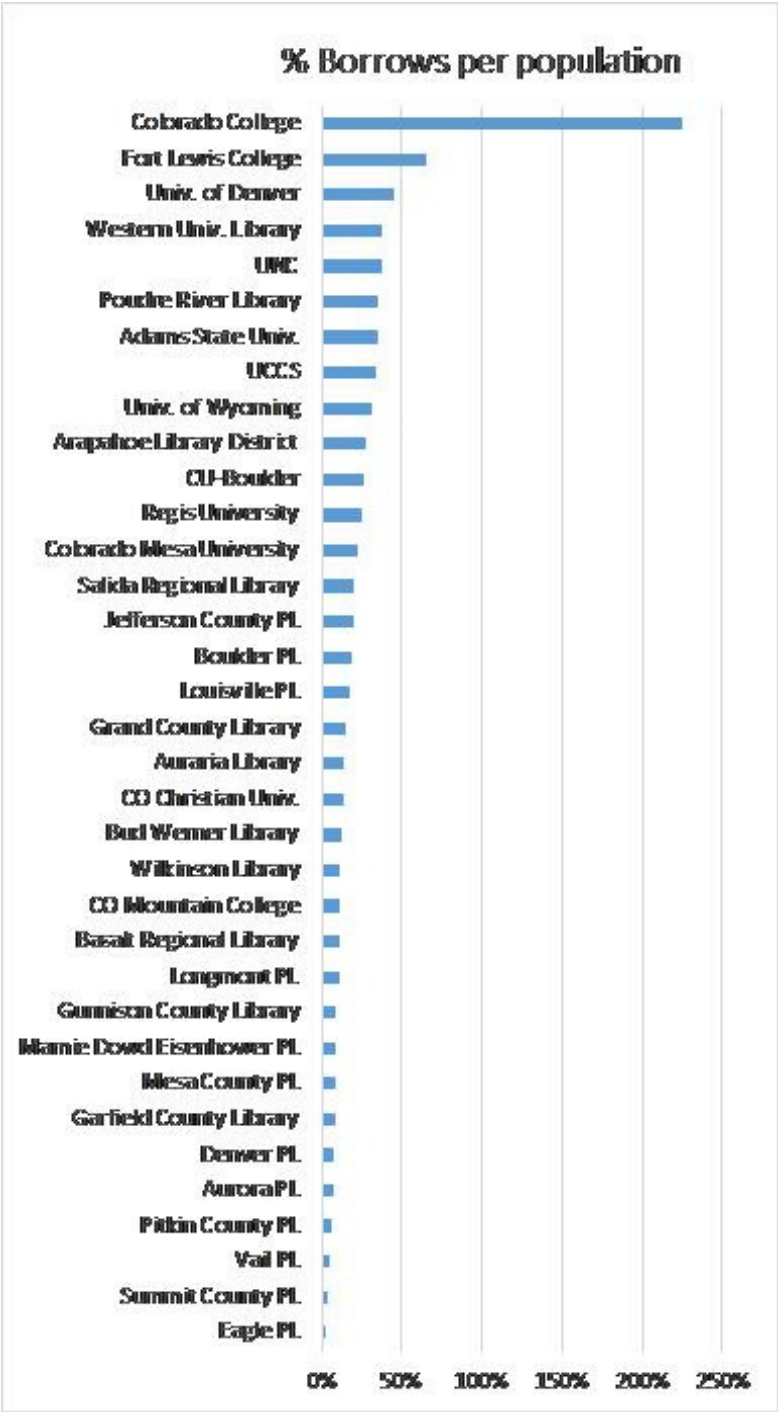

Percentage of lends by record contribution FY2018

Impact Measures

Percentage of lends based on record contribution FY2018 cont.

Owning (Lending) Site	Ratio L/B	TOTALS	Bib Records	Lends as % of Records Contribution
Arapahoe Library District	0.53	41,708	171,895	24%
Poudre River Library	0.59	43,053	203,625	21%
Jefferson County PL	0.47	55,457	370,260	15%
Douglas County Libraries	1.26	27,812	197,449	14%
Denver Public Library	1.01	62,231	480,764	13%
Anythink Libraries	0.82	16,867	159,000	11%
Aurora Public Library	0.79	20,883	236,583	9%
Broomfield Public Library	1.54	9,858	123,006	8%
Loveland PL	1.47	9,066	115,241	8%
Boulder Public Library	0.68	14,237	186,340	8%
Longmont Public Library	1.49	16,430	218,353	8%
Louisville PL	0.91	5,627	76,068	7%
High Plains Library District	3.63	17,632	293,413	6%
Lafayette PL	1.75	3,759	69,430	5%
CSU-Pueblo	3.14	1,692	55,000	3%
Regis University	4.42	13,462	603,185	2%
UCCS	1.94	7,717	694,431	1%
UNC	2.76	10,901	1,046,940	1%
CO State University	2.44	11,185	1,350,000	1%
CU Boulder	4.65	47,992	6,046,844	1%
Colorado College	1.43	7,272	991,591	1%
CO State Publications	1.22	323	46,315	1%
Auraria Library	1.21	7,848	1,392,014	1%
Univ. of Wyoming	6.89	27,659	5,131,024	1%
CU-Law Library	2.56	939	294,800	0.32%

Marmot data not available at this time.

Impact Measures

Percentage of borrows through Prospector --pop. served

The number of items borrowed on its own reveals very little. However, when correlated to the population served, it becomes more meaningful. The following chart shows the percentage of Prospector borrows based on the population served or head count for academics.

% Borrows per population

Impact Measures

Percentage of borrows through Prospector by population served or head count

Library	Borrows	LSA/Head Count	% Borrows per Population
Eagle PL	1,238	43,100	3%
Summit County PL	1,197	30,367	4%
Vail PL	302	5,486	6%
Pitkin County PL	823	13,473	6%
Aurora PL	26,106	361,967	7%
Denver PL	54,834	693,292	8%
Garfield County Library	4,913	58,984	8%
Mesa County PL	13,578	150,731	9%
Mamie Dowd Eisenhower PL	5,976	66,252	9%
Gunnison County Library	1,486	16,394	9%
Longmont PL	10,074	93,296	11%
Basalt Regional Library	1,215	11,116	11%
CO Mountain College	662	5,806	11%
Wilkinson Library	742	6,392	12%
Bud Werner Library	2,178	18,297	12%
CO Christian Univ.	1,092	8,156	13%
Auraria Library	6,723	48,097	14%
Grand County Library	2,207	15,039	15%
Louisville PL	6,071	33,828	18%
Boulder PL	20,062	107,789	19%
Jefferson County PL	113,302	571,711	20%
Salida Regional Library	2,018	9,936	20%
Colorado Mesa University	2,173	9,670	22%
Regis University	2,904	11,411	25%
CU-Boulder	10,790	40,248	27%
Arapahoe Library District	73,309	262,524	28%
Univ. of Wyoming	3,893	12,607	31%
UCCS	4,126	12,015	34%
Adams State Univ.	1,087	3,141	35%
Poudre River Library	69,528	199,353	35%
UNC	3,791	10,141	37%
Western Univ. Library	970	2,560	38%
Univ. of Denver	6,045	13,271	46%
Fort Lewis College	2,326	3,566	65%
Colorado College	4,733	2,101	225%

Only includes libraries that were in Prospector all of 2017.

Prospector Customer Survey

Such a wonderful resource! Thank you for existing! ❤

Prospector has been a wonderful resource for academic research and personal use over many years; makes already fantastic CO and neighbor library system resources even more valuable; hope that Prospector continues to thrive and is well supported/funded

This is a fabulous services I utilize regularly and about which I brag to friends, acquaintances and any random library patron I see who is struggling to locate a title -- AND IT'S FREE!!

Prospector is pretty much my favorite thing ever. I love how the system works and typically request books three or four times a week. It's an absolutely fabulous resource to have access to.
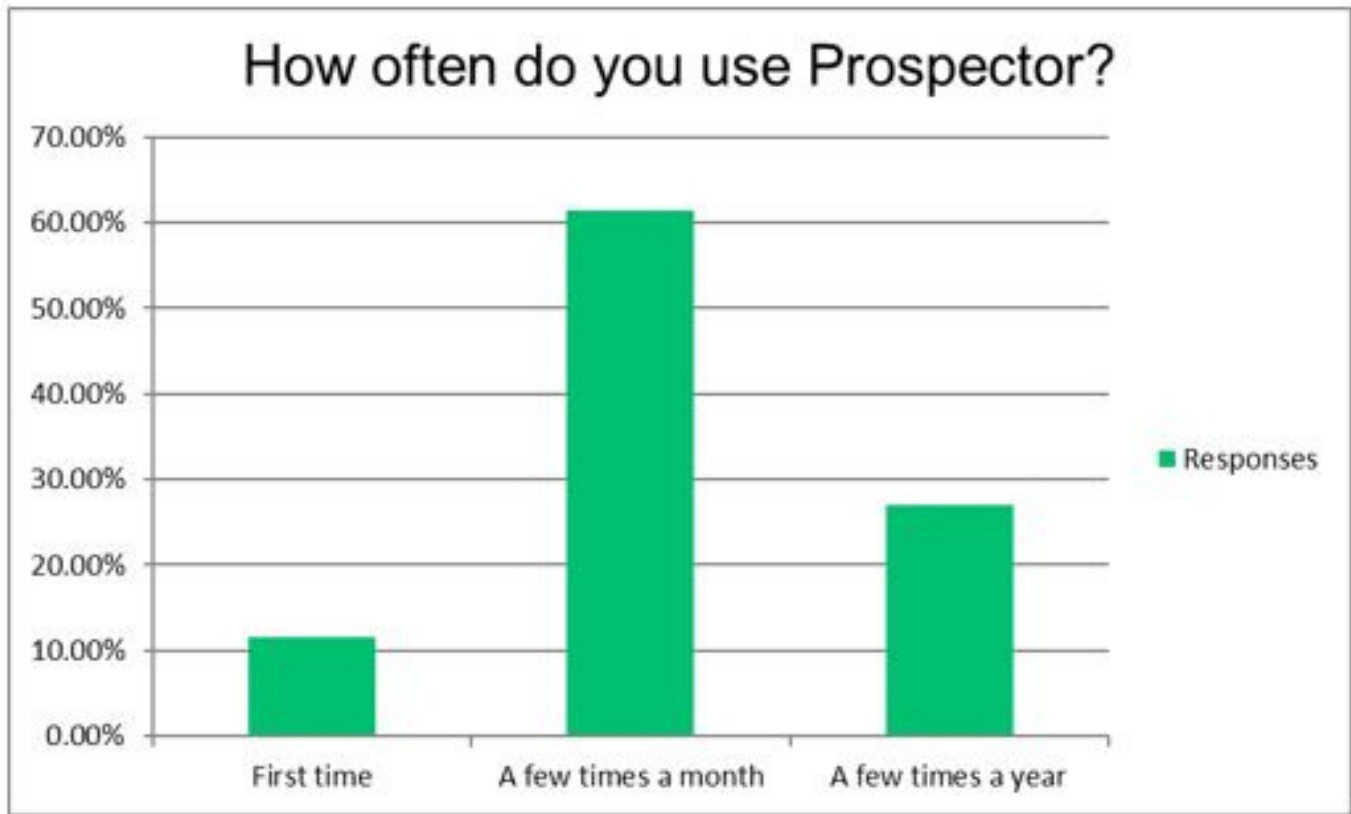
Thank you! Tax payer money well spent!

LOVE IT! we are so lucky to have this; I know it takes a lot of coordination and staff time. Thank you, everyone.
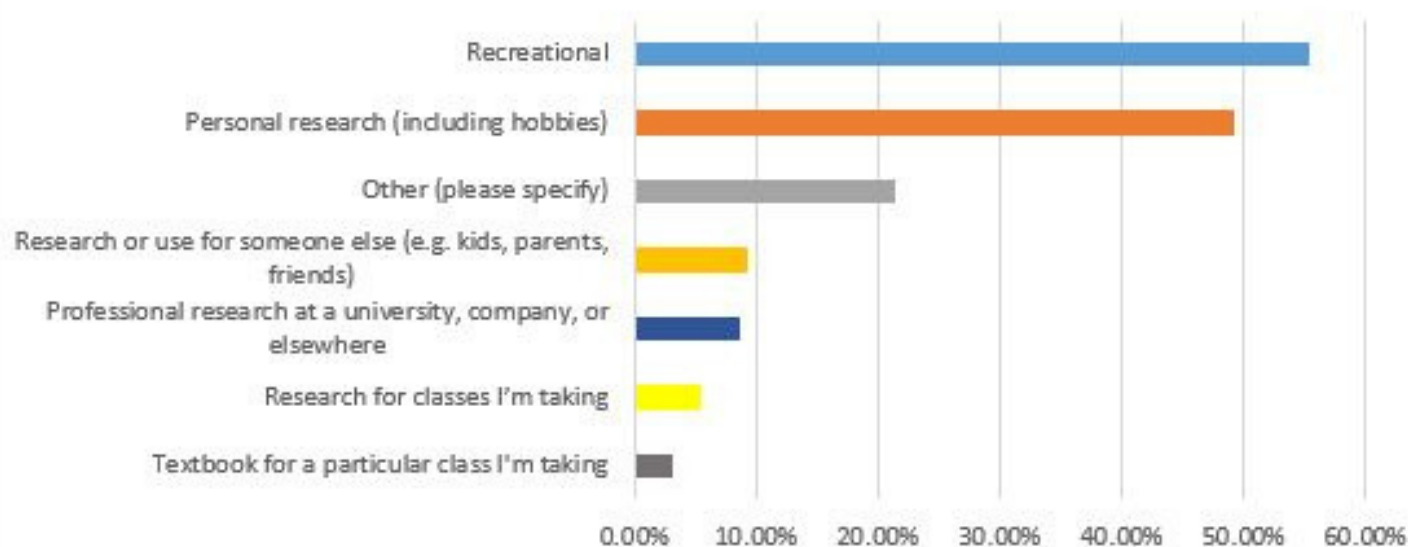
Prospector Customer Survey

At the end of March a link to a customer survey was added to the header in Encore.
Over seven months, 470 customer responses were collected. Results of that survey follow.

How often do you use Prospector?

Answer Choices	Responses	
First time	12%	54
A few times a month	61%	287
A few times a year	27%	126

Prospector Customer Survey

What's the nature of your use?

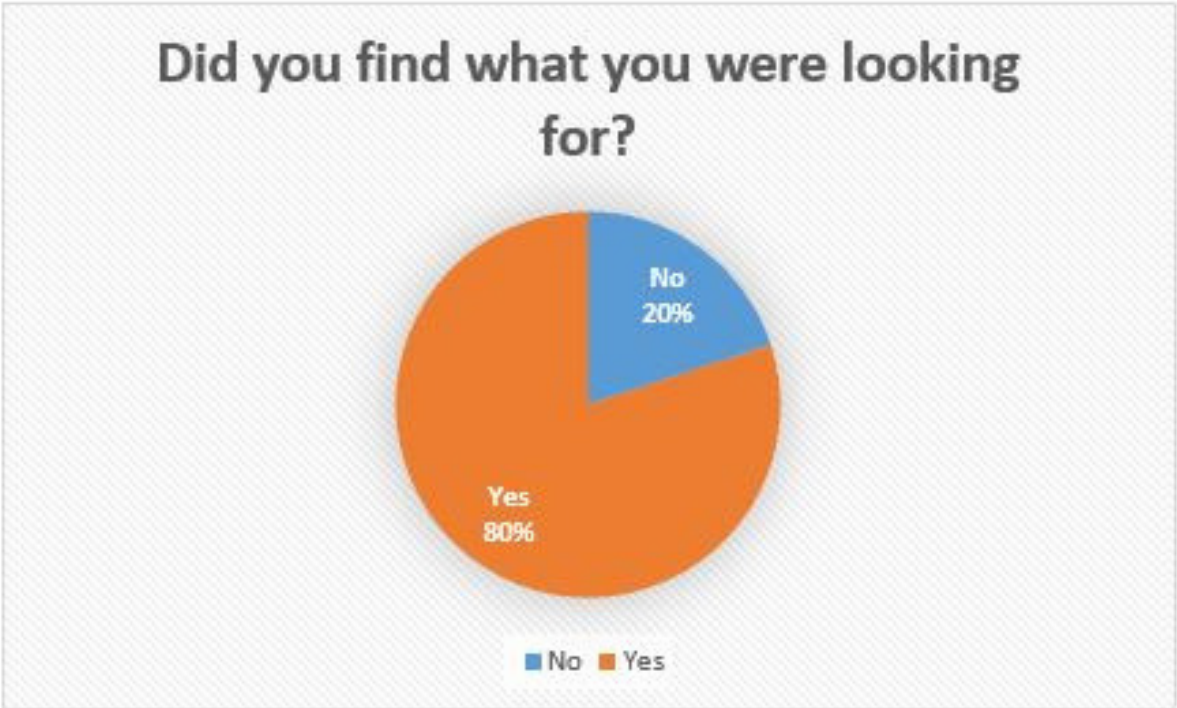| Answer Choices	Responses	
Textbook for a particular class I'm taking	3.20%	15
Research for classes I'm taking	5.33%	25
Professional research at a university, company, or elsewhere	8.74%	41
Research or use for someone else (e.g. kids, parents, friends)	9.38%	44
Other (please specify)	21.32%	100
Personal research (including hobbies)	49.25%	231
Recreational	55.44%	260

Prospector Customer Survey

Did you find what you were looking for?

No 20%

Yes 80%

■ No ■ Yes

What do you value most about Prospector?

Availability of Resources	242	38%
Convenience	32	5%
Delivery	12	2%
Ease of Use	72	11%
Free	11	2%
Other	47	7%
Sharing among libraries	128	20%
Variety of Material	86	14%

Prospector Customer Survey

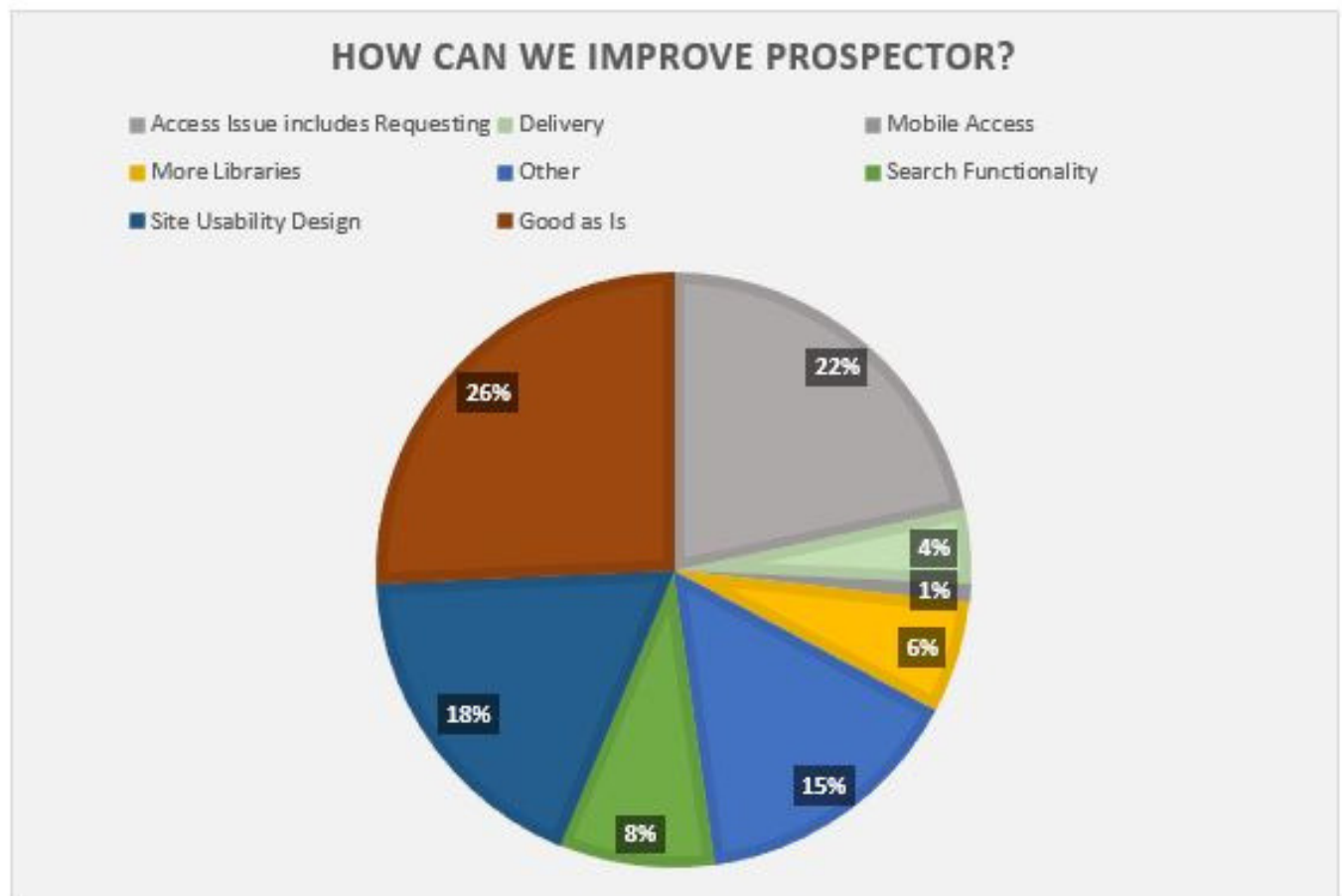## How can we improve Prospector?

There were 494 individual responses to this question, some respondents had more than one suggestion. Responses were added to one of eight broad categories.

Though many respondents indicated that Prospector was good as is some experienced access problems or had difficulty navigating the site. About a third of Prospector is composed of e-resources mostly restricted to local patrons. However, the bigger problem is not restriction, but that it's difficult to discern what e-resources are requestable from those that aren't. This also applies to physical materials. The request button is visible on every bib record, even when an item is non-requestable.

A few respondents had trouble navigating the site and were a little confused about the Encore version and the updated Classic interface which now looks a lot more like Encore. Design issues such as font size, prominence of the search button, and discernment of media types—DVD and blue ray were also mentioned. Not mentioned but inferred is that it's often difficult to search a union catalog because there are lots of duplicate entries for the same item. This is largely due to libraries using different cataloging records for the same item. We are working with III and our in-house developer to address accessibility and site usability issues.

Please see the graph and chart on the following page.

Prospector Customer Survey

HOW CAN WE IMPROVE PROSPECTOR?

Access Issue includes Requesting	107
Delivery	20
Mobile Access	5
More Libraries	30
Other	74
Search Functionality	42
Site Usability Design	89
Good as Is	127

Conclusion

Future Outlook

The last few years have been filled with additions and migrations to Prospector. The next likely addition will be the Air Force Academy which joined the Alliance in 2017 and plans to join Prospector after a local system migration. Discussions are ongoing with other libraries in the area.

Innovative Interfaces (III) has released the much desired Direct to INN-Reach API, which allows non-III systems to connect to Prospector directly without the Resource Sharing Broker (RSB), formerly DCB. However, for this to work, local system providers such as ExLibris and SIrsiDynix must write to the API. While most of these 3rd party vendors have agreed to write to the API, this development takes time and resources. Ultimately, it is much more efficient than the RSB as staff don't have to duplicate work in the local system, fulfillment rates are better, and the patron experience is much improved.

A highly anticipated future development from III is the ability to select ones library affiliation before searching the catalog and based on this affiliation see only those eresources for which one is entitled. Before this development can take root there are some issues to solve such as how to handle multiple library affiliations and how to display licensed resources permissible for sharing. Nonetheless, such a development will provide much more clarity to users and staff a like about what resources are truly requestable.

Over the last year, the Alliance has met with the State Library to discuss the possibility of Prospector as a replacement for SWIFT, the statewide Interlibrary Loan system. The VDX software that SWIFT uses will eventually be discontinued. Prospector is one possible option for a replacement. The State Library has just hired a new state librarian who will commence work the first of the year. Once this happens, the Alliance will continue conversations with the State Library.

As Prospector changes and grows there are always new challenges to keep the system running smoothly and provide a high level of customer service. There have definitely been bumps in the road. Not without its faults, INN-Reach has been the best commercial resource thus far for creating a robust resource sharing environment with the ability to support disparate local systems. It's still important to stay in tune with library system development and be open to change if a better solution arises in the marketplace or open space.

Sources

1. Cover photo from Aviano Airbase library: https://www.aviano.af.mil/Articles/Article-Display/Article/280547/aviano-library-provides-top-resources-and-service-during-construction/

2. Page 2: State Population: American FactFinder
https://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml?

3. Page 2: 2 & 4 year college enrollment numbers-CO Dept. of Higher Education
https://highered.colorado.gov/data/search.aspx

4. Page 2: Private Institutions-US News Best College Rankings
https://www.usnews.com/best-colleges/rankings

5. Page 13: Percentage of public libraries print budgets-LRS public library statistics 2017
https://www.lrs.org/public/data/basic/

6. Page 15-Prospector vs. Traditional ILL-Results from survey sent to every Prospector library

7. Page 18-Percentage of lends based on record contribution-Innovative libraries (quarterly bib & item stats, Oct 2018), Non-III libraries-numbers provided by systems librarian

8. Page 20-Percentage of borrows based on head count or LSA.

9. LSA LRS public library statistics 2017 https://www.lrs.org/public/data/basic/
Head count-various sources including university websites, CDHE, wikipedia

10. Page 22-27-Results of customer survey-survey monkey link on Encore. Responses collected from April –November, 2018.