



Independent Talis User Group

Communication Survey 2006

Talis' Response: January 2007

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1. Introduction

This report details the results of a survey carried out by the Talis User Group (TUG) in November 2006. The report was instigated by various issues raised at several of the regional TUG meetings – and from anecdotal evidence which seemed to point to a fairly high level of dissatisfaction regarding Talis and communication issues. It was therefore decided by the TUG National Committee that a survey would be a useful mechanism to gather information / evidence to take to Talis for consideration.

1.2 Objectives of the survey

The main objectives of the survey were:

- To determine which method(s) of communication best suits the needs of Talis customers.
- To identify if any communication method was favoured by customers to communicate with Talis and for customers to communicate with Talis and each other.
- To gather information relating to any dissatisfaction related to communication and to bring this to Talis' attention.
- To identify particular areas of dissatisfaction.
- Where feasible, to make recommendations on how services can be improved.

2. Methodology

The questionnaire (see Appendix 1) was compiled by the TUG Committee and an email was sent to Lis-Talis subscribers explaining the purpose of the survey with a link to the web based questionnaire. The questionnaire was routed so that respondents were only asked questions that were relevant to them – e.g. those who said they did not receive a copy of Panlibus were not asked who reads it in their organisation.

Some questions asked the respondent to rate their response on a scale of 1 to 4 with 4 being the highest. For the purposes of this (simple) analysis 3 and 4 have been counted as acceptable or good whereas ratings 1 and 2 have been counted as unacceptable, poor, etc.

3. Statistical reliability

Given the anonymity of the survey, it would have been perfectly feasible for an aggrieved customer to complete several questionnaires (or indeed for Talis staff to complete them). However, it was decided that this was unlikely to happen given the high level of professional integrity of all Talis customers and staff.

4. Results

The results of the electronic survey were automatically imported from the email inbox they had been directed to. There were 83 responses, 25% of the people registered with Lis-Talis. See Appendix 2 for a full summary analysis of responses. The percentages used refer to the number of people who responded to that particular question – e.g. Q2 which asked if the Forums were found to be easy to access was only asked if the respondent said they subscribed to them.

Where questions asked the respondent to rate their response on a scale of 1 to 4 – 4 is the highest score.

4.1. Communication methods subscribed to

Respondents were asked which of 6 known methods of communication they subscribed to – i.e. Lis-Talis, Talis Forums, Lis-TUG, Panlibus, Talis blogs and TDN (Talis Developer Network). There was also an '*other*' box for any not listed. Chart 1 (below) shows the summary of responses. Lis-TUG is a closed list and it appears the majority of Talis customers prefer an open method of communication.

Almost an equal percentage of people subscribe to the two most popular methods of communication – Lis-Talis and the Talis Forums.

Response: It is encouraging to see that many of our customers subscribe to various channels for communication. With a significant number of customers subscribed to both LIS-Talis and the forums, this reinforces the importance that we publish new announcements and release notices on all channels of communication. We encourage customers to continue to visit the Talis Developer Network for development resources, advice and tips. This is available at www.talis.com/tdn

Which of the following do you subscribe to?

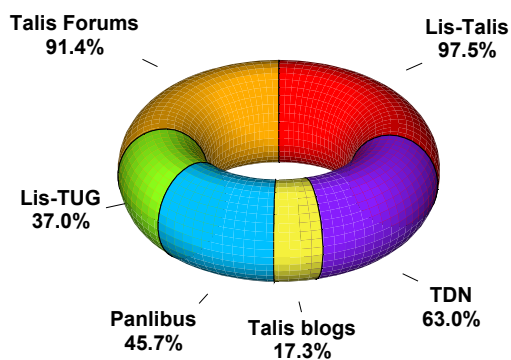


Chart 1

One respondent said they had RSS feeds for all possible Talis 'stuff'. One did not subscribe to any but saw Panlibus and one said that, although they subscribed to the Forums they only used them occasionally. The majority of respondents subscribed to multiple communication methods.

4.2. Do you find the Forums easy to access?

Those who said they used to Forums were asked if they found them easy to access. Almost 76% said they found the Forums easy to access, compared to 26% who did not.

Response: In December 2006, we reviewed the forums, restructured forum topics and removed dated topics that had become redundant. We have to date received positive feedback from customers whom have since found the forums to be easier to use and navigate. Please continue to feedback to us to inform our continual improvements either through the forums or contact ceri.mccall@talis.com.

4.3. How useful do you find the Forums?

Those who said they used the Forums were asked to rate how useful they found them on a scale of 1 to 4 with 4 being the highest (i.e. most useful).

How useful do you find the Forums?

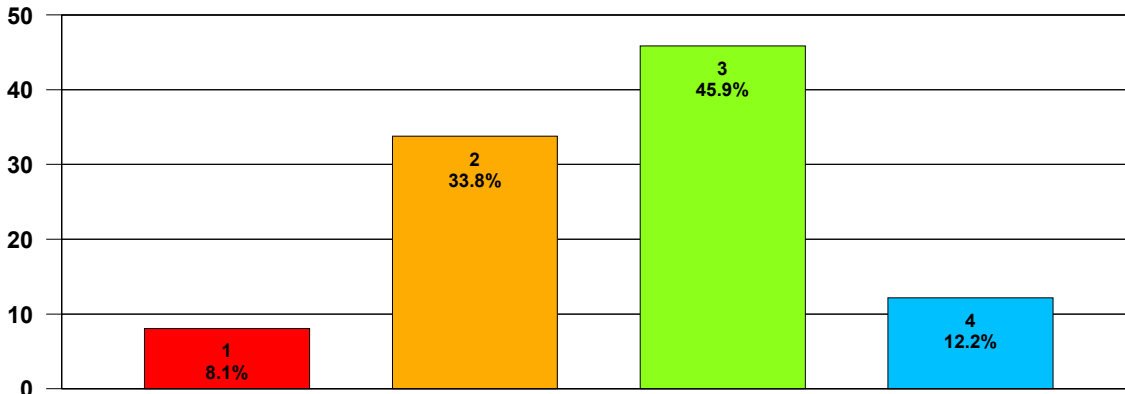


Chart 2

Almost 58% of those respondents who said they used the Forums found them useful compared to 42% who did not.

Response: The survey results have indicated diversity in customer preference of communicating. We believe that it is very beneficial to have multiple methods of communication to enable us to cater for customer preference. All communications will be released through forums, LIS-TALIS and regular monthly newsletters to ensure our messages reach all of our customers.

4.4. If you needed to communicate with other Talis customers, which of the following would be your preference?

Preference for communication with other Talis customers

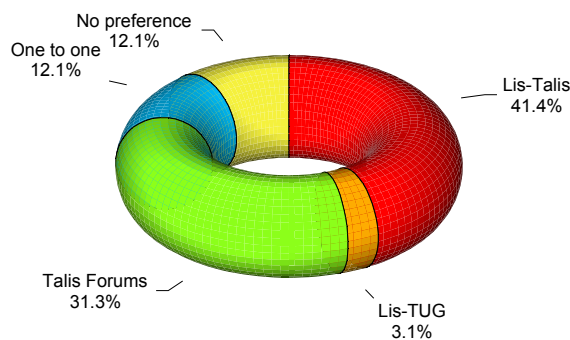


Chart 3

Chart 3 shows that Lis-Talis is the preferred method of communication with other Talis customers for 41% of respondents. Talis Forums is the second preferred method for 31% of respondents. An option to indicate a preference not listed was provided. Three people responded to say they would use email to an individual or list

Respondents were asked to indicate why the option selected was their preference: See Appendix 3 for a full list of reasons cited for respondents' preferred option. The two points below are the two most preferred methods of communication by the majority of respondents.

4.4.1. Lis-Talis (41%)

20 people cited communication using Lis-Talis to be quick, easy to use and solicited quick responses. Other reasons for preferring to use Lis-Talis were – Forums difficult to search, structure not user friendly, email is 'pushed' whereas forums are 'pulled', and likely to capture a wider audience and knowledge base. It was also stated that the response to some postings on the Forum put people off submitting another query.

Response: As part of the forums restructure, we have reassigned key forums topic moderators and communicated to different Talis staff that they are the key people responsible for engaging on particular topics. This should now result in a faster response time to forum queries. We look forward to demonstrating this improvement. Please do communicate back to us if you still believe that the response rates are slow via the forums. Contact Ceri McCall by email ceri.mccall@talis.com

4.4.2. Forums (31%)

Many of the reasons cited for a preference for using the Forums mirror those given for using Lis Talis, i.e. ease of use, able to search easy, quick and convenient.

4.5. Which of the following is your preferred method of general communication with TIL?

How do you prefer to communicate with Talis Information Ltd?

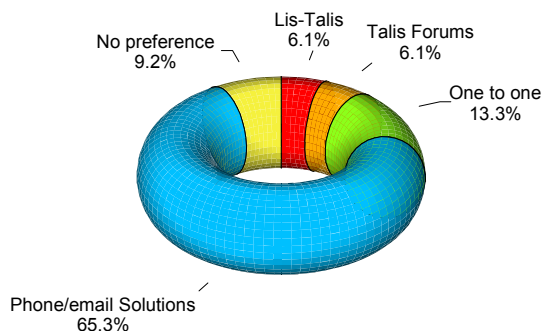


Chart 4

4.6. Panlibus

4.6.1. Do you receive a copy of Panlibus?

79.5% of respondents said they received a copy and 20.5% that they did not.

4.6.2. Format received in

Of those who receive a copy 56% received a hard copy, 9% an online version and 36% received both!

4.6.3. Who in the organisation reads Panlibus?

Who in your organisation reads Panlibus?

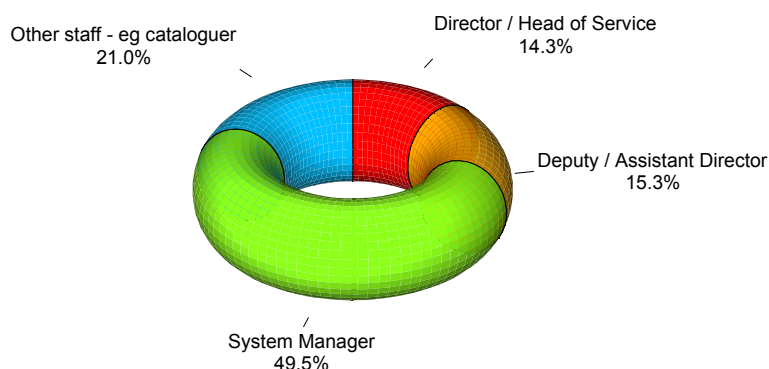


Chart 5

As multiple responses could have been received from several organisations these results should be treated with caution. The responses to this question and the 'other' option however, do indicate that Panlibus is not only read by System Managers but reaches a wider audience. There were several comments to the effect that respondents did not know who else (if anyone) in their organisation reads it.

4.6.4. Usefulness of Panlibus?

Respondents were asked to rate how useful they found Panlibus on a scale of 1 to 4 – with 4 being the highest score.

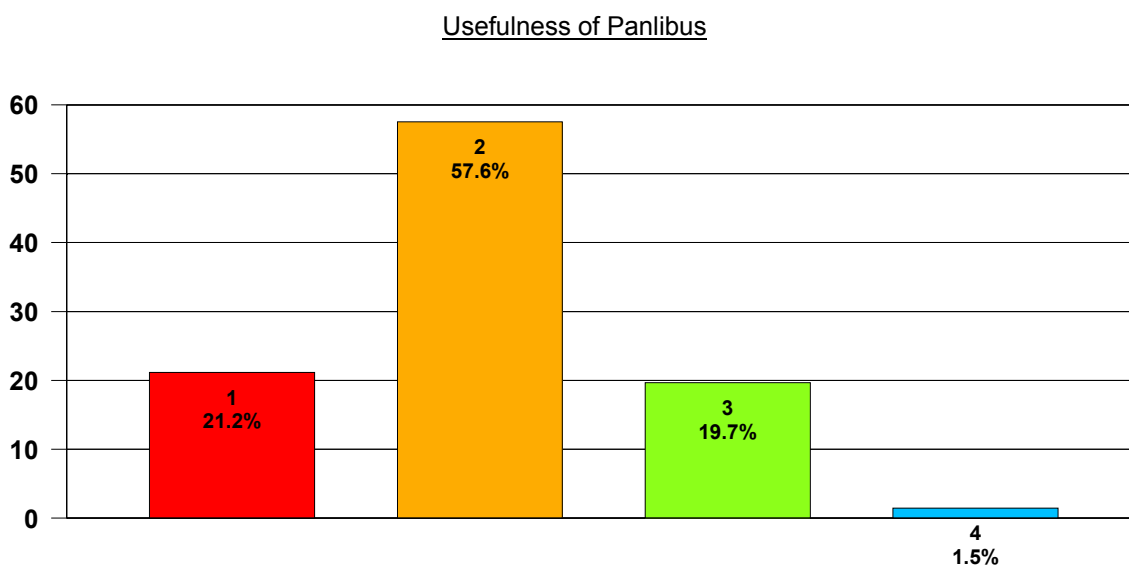


Chart 6

79% of those who said they received Panlibus did not find it very useful. This would indicate that Talis should review their objectives on publishing Panlibus and reviewing their distribution list.

Response: It is encouraging to see a good spread of readership amongst Directors, Heads of Service and System Managers. The quarterly Panlibus Magazine is aimed to provide libraries with a combination of strategically focused features and articles on industry trends. Within the magazine, we also provide new product update information and a variety of case studies. We welcome customers to contribute to future issues of Panlibus and suggest topics for discussion.

On the 1st February 2007 we plan to launch Talis monthly newsletters to our customers. The objective of these monthly newsletters is to provide detailed information with regards to product release information, new product developments and service announcements. This communication will be released to all of our customer contacts. We believe that Talis monthly news, combined with Panlibus Magazine will provide our customers with a strong combination of strategic information and updates and more detailed customer and service oriented announcements.

4.7. How would you prefer Talis to communicate generally with customers?

Preferred method for Talis to communicate with its customers

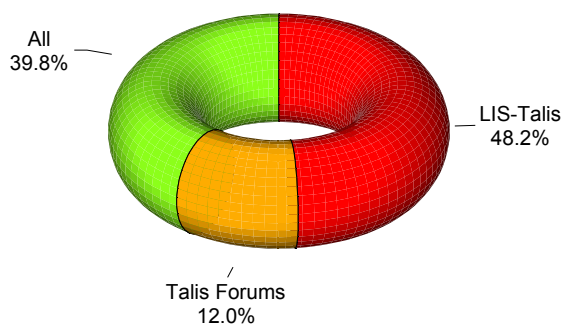


Chart 7

48% of respondents want Talis to use Lis-Talis for general communications, followed by 40% who would like both Lis-Talis and the Forums to be used. Only 12% opted for communication via the Forums and no-one selected Blogs. Comments received cite Lis-Talis as being an easy way to receive information quickly, likely to reach a wider audience and announcements on the Forums can be easy to miss. A small number of people preferred to receive this information via the Forums as they liked RSS feeds and found the forums easy to use. Those who selected both methods of communication channels they would like Talis to use said they would prefer duplication to not seeing information at all, could choose which option to use to access the information, and would catch everyone – irrespective of personal choice of method used.

Response: We currently use and will continue to use, multiple channels for communicating with customers, these will include mailing lists, the forums and information services such as the new live services pages on Talis.com please see www.talis.com/liveservices for more information.

It is Talis' intention to continue supporting multiple customer communication channels including our website, forums and mailing lists (including Lis-Talis). We leave the choice of channel to our customers, in line with personal preferences. Consequently, we usually communicate customer information to all channels – at approximately the same time.

4.8. Rating of quality and timeliness of communication from Talis – re upgrades, changes etc.

Respondents were asked to rate quality and timeliness of communication from Talis about changes, upgrades, new products etc. on a scale of 1 to 4 – with 4 being the highest score. (Chart 7)

Rating of communication from Talis

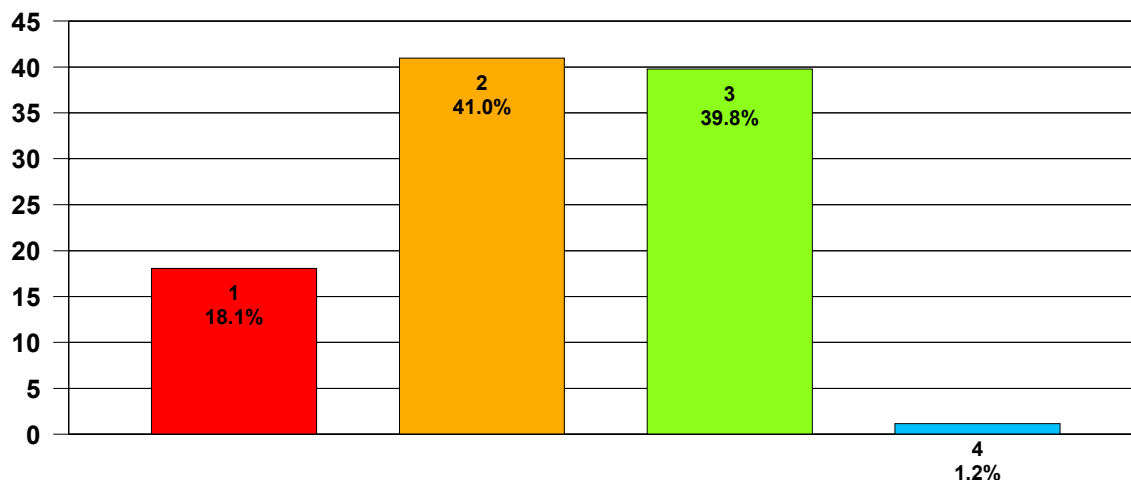


Chart 8

41% of respondents rated Talis' communication about upgrades, changes etc as good or fairly good. 59% however rated this less favourable.

Response: Talis recognises the importance to our customers of being open about the innovation of new products and services, in a manner that is both timely and informative, and includes regular, proactive communication.

To support our customers during planning and budgeting phases, Talis has introduced a new area on our web site as a single location for information and communication relating to product road maps (www.talis.com/roadmaps).

Initially we have included the latest, high-level Talis Library Management Suite Product Roadmap for 2007 – in PDF format. During January-February 2007 we will be adding more detailed information behind each new product, related links, and discussion forums. Population of this area will culminate in a series of customer webinars in February 2007 to fully communicate the roadmap, launch new products (initially Talis Bridge), explain the rationale and characteristics of our agile development technique, and explain how customers can continue to influence new product direction.

The outcome will be a rolling 12 month product roadmap, surrounded by timely updates, customer communication channels and advance information to support business cases and budgeting.

4.9. Rating of quality and timeliness of communication from Talis – enquiries not raised via Solutions

Respondents were asked to rate quality and timeliness of communication from Talis in relation to enquiries made – not those raised via Solutions – on a scale of 1 to 4 – with 4 being the highest score. 69% rated this fairly low with only 31% rating it as acceptable. (Chart 9)

rating of Talis' communication in response to enquiries (not raised via Solutions)

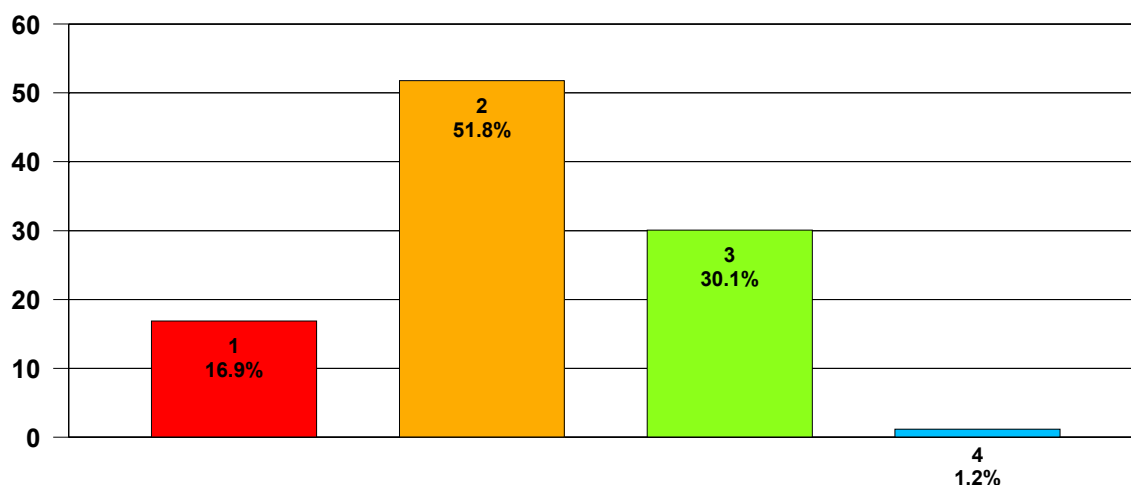


Chart 9

Response: Talis Solutions is the customer facing section of our internal CRM system, for which a replacement is currently being sought. In addition there are a number of channels in which customers can engage with Talis which are outside of this mechanism. Forums, Mailing list, blogs etc. The choice becomes one of personal preference for the customer and also which channel is more appropriate for the type of query. For example a query which results in activity or further investigation is most appropriately raised through Talis Solutions as it allows us to track and trace our activities through the multi-tier support process. We are trying to find a balance in being able to provide multiple channels to suit the widest possible number of customers' preferences; however whatever channel you use should result in an efficient resolution to your query. We are working hard to improve, including changes in structure and process, the adoption of ITIL based best practice processes, more direct access information channels on talis.com, and customer monthly services statements. These are just the start of a programme of improvements.

4.10. How useful would you find a list of Talis staff and their responsibilities?

At various User Group meetings it has been suggested that customers would find a list of staff and their responsibilities useful. This question was included to inform Talis and the User Group if this was a widespread issue. Respondents were asked to rate how useful they would find this on a scale of 1 to 4 – with 4 being the highest score. (Chart 10)

Response: With phase 1 of the new web site now live, part of this has included a list of all Talis staff within the Talis services and sales team. This includes photographs and people profiles to communicate their roles within Talis and their experience to date. We welcome feedback on this as we aim to continually improve our website for customers. The staff profiles are available on the following link:
http://www.talis.com/about/sales_services_team.shtml

How useful would you find a list of Talis staff and their responsibilities?

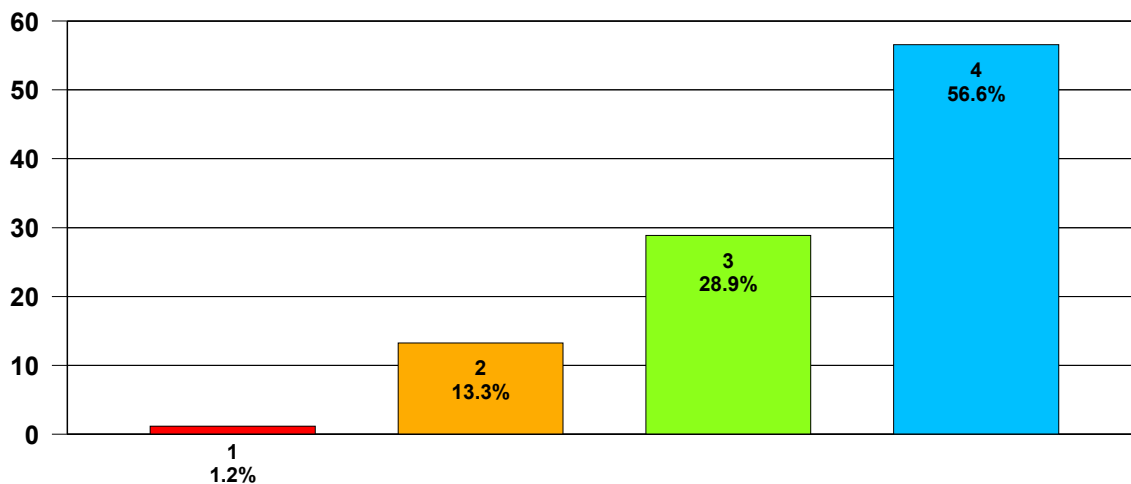


Chart 10

Just over 85% of respondents clearly thought that this would be useful. It is hoped this will demonstrate a need for such a list to be provided by Talis.

4.11. How useful would you find a Customer only area on Talis' web site?

Several requests have been made to Talis to resurrect the password protected customer only site – but they have said they have no intention of doing so. This question was asked in order to gauge how strongly people felt this would be useful. Respondents were asked to rate how useful they would find this on a scale of 1 to 4 – with 4 being the highest score. (Chart 11)

Building on the concept of monthly service statements, which will provide information such as call status, product versions installed, open cases and work orders etc, we can see the concept of having a “customer account” area, where you manage access to services, and track operational issues. These are requirements being built into the new CRM project and will help us understand the capabilities required from a new system. In this context we are unsure what benefit a generalised password protected area of talis.com will have for customers. We have a policy of openness and sharing within the community for the benefit of the community. What information would be contained within it that couldn't be open on Talis.com or located with your personal Talis Solutions style institutional account? Please feed this information back to your account manager or through the Talis Website forum discussion [here](#).

How useful would you find a Talis customer only web site?

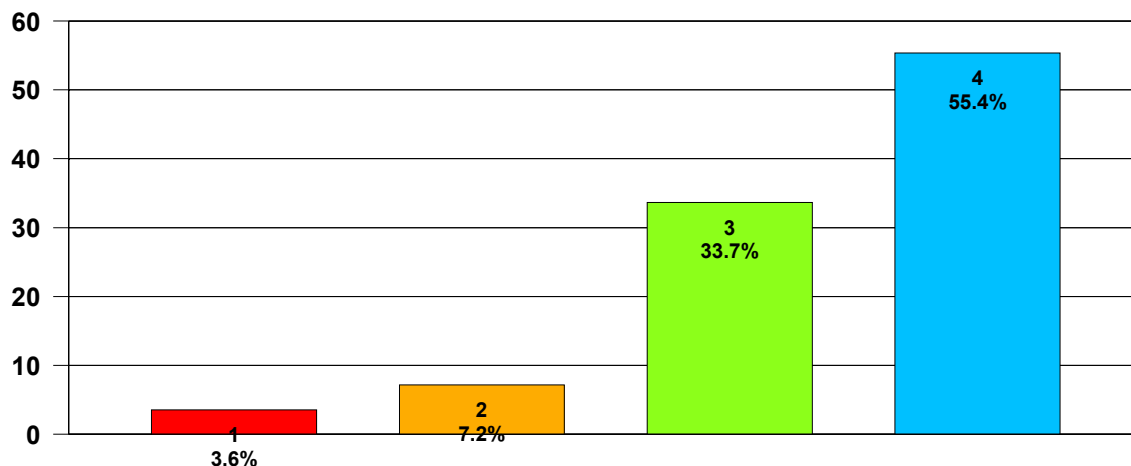


Chart 11

89% of respondents said that they would find this useful. Again, this indicates that there is a need for Talis to review their policy over this issue.

5. Additional comments

Unfortunately the field to enter additional comments was only set for 83 characters and should have been longer. This has resulted in some comments being truncated. It is still possible however to get a general idea of the comments made.

- 5.1. Respondents were invited to list any other communication channels they would like to use to communicate with Talis, or for Talis to communicate with customers. There was 1 positive comment about using Account Managers for communication but 2 comments indicated that the respondents had negative experiences of communication this way. (See Appendix 5)

The Account Management process is one that is continually under review and we are striving to ensure that the Account Managers communicate effectively, regularly and with all levels within the Talis customer base. In an effort to ensure consistent communication via the Account Management process, we have standardised the meeting notes, and provided an area for feedback to the Talis SMT on those forms. All customer visit reports are shared with Talis SMT.

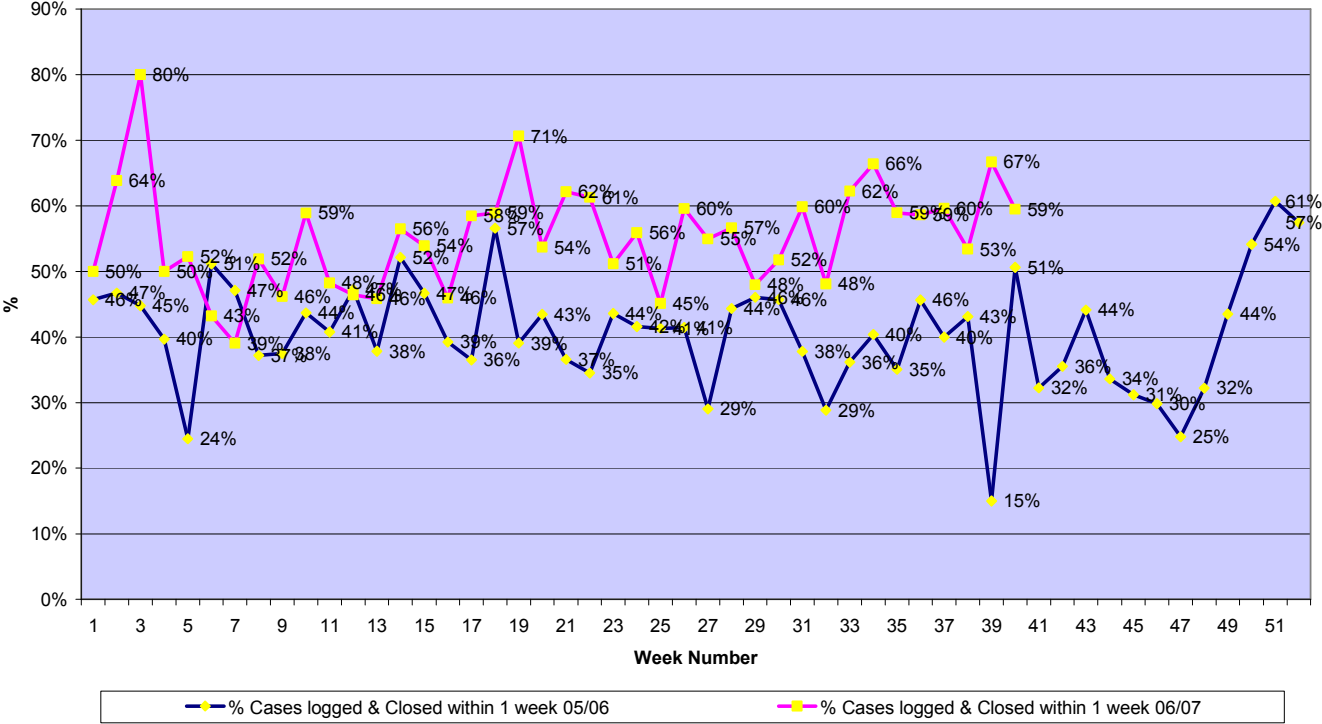
- 5.2. The questionnaire ended with an invite to submit any further comments relating to Talis and its communication with customers – or for communication customer: customer. In all, 36 respondents made comments. (See Appendix 5 for a full list of comments). There were 6 negative comments about the Forums, some about the number and navigations. There were 9 negative comments about the Help Desk and a further 13 negative ones relating to Talis and its communication with customers. There were two semi positive comments – e.g. 'often good, sometimes bad'

Response: Below is a series of charts detailing a comparison between the Key Performance Indicators (KPI) trends for FY0506 & FY0607 for the Service Desk. These are some of the main measures we use to track our overall performance and service delivery. We accept there is still work to do to improve on this and we will continue to strive towards achieving a world class service delivery. However these KPI's show a substantive improvement overall year on year. Within this individual customer experiences may vary and this element of inconsistency is also something we are working hard to address. If you are not entirely satisfied with the level of service you receive, then please raise your concerns directly with the following people. Mark Summers (Support Team Leader) @ mark.summers@talis.com, Ian Malpass (Service Delivery Manager) @ ian.malpass@talis.com, or Lee Cox (Senior Manager – Services) @ lee.cox@talis.com.

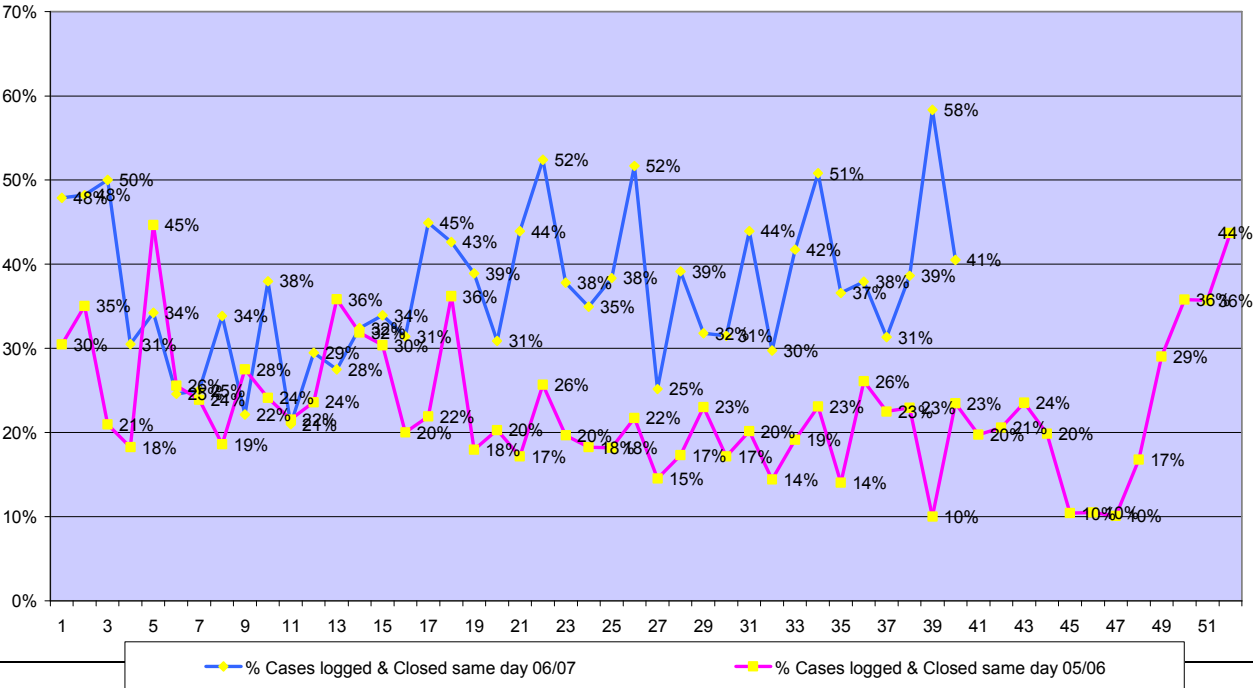
There are 2 charts

- **Cases opened and closed in the same week.** This describes the percentage of calls that are closed during the same working week in which they were logged.
- **Cases opened and closed in the same day.** This describes the percentage of calls that are closed during the same working day in which they were logged.

Cases open and closed within same week



Cases open and closed within the same day



7. Conclusion

As far as the Talis User Group is concerned the survey achieved its objectives for the most part. One that was not fully achieved was 'to determine which method of communication best suits the needs of Talis customers'. It appears there is no one method of communication that satisfies all – so a mix of communication methods needs to be retained.

Other findings were:

- A significant number of Forum users found them difficult to use – citing the number and navigation as reasons for this.
- Panlibus appeared to be of limited use. Talis are reviewing this so they are not doubt already aware of this to some extent.
- A fairly high percentage (59%) of respondents did not rate Talis' communication about changes, upgrades etc very highly.

Response: Further to the response above, the new Product Roadmaps area on the Talis website will include a rolling 12 month product roadmap (www.talis.com/roadmaps), surrounded by timely updates, customer communication channels and advance information to support business cases and budgeting. During January-February 2007 we will be adding more detailed information behind each new product, related links, and discussion forums. This information will be released through monthly newsletters, web pages and through forums and lis-talis.

- A high percentage of respondents rated Talis' communication in relation to enquires as poor.
- 85% said they would find a list of Talis staff and their responsibilities useful.
- 89% want a password protected customer only web site.
- When asked to comment further on Talis and communication several respondents indicated that they thought communication had deteriorated.

8. Recommendations

- Talis should review their communication channels with their customers – although it is known that the Forums have recently been rationalised and this might improve satisfaction.
- It is already known that some work is being done by Talis to review the content of Panlibus. This should be evaluated at some point to see if it is found more useful. It is probably also a good time to review distribution

Response: As we launch the Talis monthly newsletters it will be a good opportunity to gauge customer feedback to determine whether the Panlibus Magazine and the monthly news caters for the information needs of our customers.

- A list of Talis staff and their responsibilities should be made available – and kept up to date.

Response: This is now live as indicated in the survey responses above. This will be kept up to date and we welcome further feedback from you as we continue to improve this area for our customers.

- Talis should review their policy of no longer retaining a customer only web site.

Please refer to the answer in point 4.11

- As the survey indicates that there are communication issues that Talis need to address, it is suggested that Talis respond to this report.
- Communication is an important element in a rapidly changing electronic environment and Talis should continue to monitor how effective their communication is.

Response: We would like to take this opportunity to thank many of you for participating in this communication survey and for playing a leading role in reviewing and validating our new web site and monthly corporate newsletters. Many customers continue to provide us with invaluable input to inform our future developments and communications with our customers. We look forward to providing some of the remaining items within your recommendations and working with customers to achieve them.

We would welcome this communication survey becoming a regular activity, perhaps on an annual basis. We would be more than happy to help customers repeat this survey.

Talis User Group - Communication Survey

The purpose of this survey is to determine which method(s) of communication best suits the needs of Talis customers. Please take a few minutes to complete the following questions. All responses will be anonymous.

Q1 Which of the following do you subscribe to?

<i>Lis-Talis</i>	<input type="checkbox"/>	<i>Panlibus</i>	<input type="checkbox"/>
<i>Talis Forums</i>	<input type="checkbox"/>	<i>Talis blogs</i>	<input type="checkbox"/>
<i>Lis-TUG</i>	<input type="checkbox"/>	<i>TDN</i>	<input type="checkbox"/>
<i>Other</i> (please specify)	_____		

Q2 Do you find the Forums easy to access?

<i>Yes</i>	<input type="checkbox"/>	<i>No</i>	<input type="checkbox"/>
------------------	--------------------------	-----------------	--------------------------

Q3 How do you access the Forums?

<i>Logon each time want to view</i>	<input type="checkbox"/>	<i>RSS Feed</i>	<input type="checkbox"/>
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Q4 On a scale of 1 to 4 (where 4 is the highest) please indicate how useful you find the Forums

1	2	3	4
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q5 If you needed to communicate with other Talis customers which of the following would be your preference

<i>Lis-Talis</i>	<input type="checkbox"/>	<i>One to one</i>	<input type="checkbox"/>
<i>Lis-TUG</i>	<input type="checkbox"/>	<i>No preference</i>	<input type="checkbox"/>
<i>Talis Forums</i>	<input type="checkbox"/>		
<i>Other</i> (please specify)	_____		

Q6 Please state why this is your preferred option

Q7 Which of the following is your preferred method of general communication with Talis Information Ltd?

<i>Lis-Talis</i>	<input type="checkbox"/>	<i>Phone/email Solutions</i>	<input type="checkbox"/>
<i>Talis Forums</i>	<input type="checkbox"/>	<i>No preference</i>	<input type="checkbox"/>
<i>One to one</i>	<input type="checkbox"/>		

Q8 Please state why this is your preferred option

- Q9 Do you receive a copy of Panlibus?**
 Yes No
- Q10 Do you receive this as**
 Hard copy Online Both
- Q11 Who in your organisation reads it?**
 Director / Head of Service System Manager
 Deputy / Assistant Director Other staff - e.g. cataloguer
 Other
 (please specify) _____

- Q12 On a scale of 1 to 4 (where 4 is the highest) please indicate how useful you find Panlibus**
 2 3 4
- Q13 How would you prefer Talis to communicate generally with customers?**
 LIS-Talis Blogs
 Talis Forums All
- Q14 Please state why this would be your preferred option**

- Q15 On a scale of 1 to 4 (where 4 is the highest) please indicate how you rate quality and timeliness of communication from Talis about changes, upgrades, new products etc.**
 2 3 4
- Q16 On a scale of 1 to 4 (where 4 is the highest) please indicate how you rate quality and timeliness of communication from Talis in response to enquiries - NB: NOT ISSUES RAISED VIA SOLUTIONS**
 2 3 4
- Q17 On a scale of 1 to 4 (where 4 is the highest) please indicate how useful you would find it to have a list of Talis staff and their responsibilities**
 2 3 4
- Q18 On a scale of 1 to 4 (where 4 is the highest) please indicate how useful you would find a password protected area on the Talis web pages for information such as a Talis staff list, customer contact list etc**
 2 3 4

Q19 Are there any other communication channels you would like to use to communicate with Talis, or for Talis to communicate with customers?

Q20 Are there any other comments you would like to make regarding communication with Talis and / or customers?

Thank you for taking the time to complete this survey. Clicking on 'submit' will result in an automatic upload of your responses. This makes the survey completely anonymous.

Talis User Group - Communication Survey

The purpose of this survey is to determine which method(s) of communication best suits the needs of Talis customers. Please take a few minutes to complete the following questions. All responses will be anonymous.

Which of the following do you subscribe to?

97.5%	Lis-Talis	45.7%	Panlibus
91.4%	Talis Forums	17.3%	Talis blogs
37.0%	Lis-TUG	63.0%	TDN

Other (please specify)

Do you find the Forums easy to access?

75.7%	Yes	25.7%	No
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How do you access the Forums?

67.6%	Logon each time want to view	36.5%	RSS Feed
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On a scale of 1 to 4 (where 4 is the highest) please indicate how useful you find the Forums

1	2	3	4
8.1%	33.8%	45.9%	12.2%

If you needed to communicate with other Talis customers which of the following would be your preference

50.0%	Lis-Talis	14.6%	One to one
3.7%	Lis-TUG	14.6%	No preference
37.8%	Talis Forums		

Other (please specify)

Please state why this is your preferred option

Which of the following is your preferred method of general communication with Talis Information Ltd?

7.2%	Lis-Talis	77.1%	Phone/email Solutions
7.2%	Talis Forums	10.8%	No preference

15.7% One to one

Please state why this is your preferred option

Do you receive a copy of Panlibus?

79.5% Yes 20.5% No

Do you receive this as

56.3% Hard copy 9.4% Online 35.9% Both

Who in your organisation reads it?

26.3% Director / Head of Service 91.2% System Manager
28.1% Deputy / Assistant Director 38.6% Other staff - e.g. cataloguer

Other (please specify)

On a scale of 1 to 4 (where 4 is the highest) please indicate how useful you find Panlibus

1	2	3	4
21.2%	57.6%	19.7%	1.5%

How would you prefer Talis to communicate generally with customers? (Select one only)

48.2% LIS-Talis 0.0% Blogs
12.0% Talis Forums 39.8% All

Please state why this would be your preferred option

On a scale of 1 to 4 (where 4 is the highest) please indicate how you rate quality and timeliness of communication from Talis about changes, upgrades, new products etc.

1	2	3	4
18.1%	41.0%	39.8%	1.2%

On a scale of 1 to 4 (where 4 is the highest) please indicate how you rate quality and timeliness of communication from Talis in response to enquiries - NB: NOT ISSUES RAISED VIA SOLUTIONS

1	2	3	4
16.9%	51.8%	30.1%	1.2%

On a scale of 1 to 4 (where 4 is the highest) please indicate how useful you would find it to have a list of Talis staff and their responsibilities

1	2	3	4
1.2%	13.3%	28.9%	56.6%

On a scale of 1 to 4 (where 4 is the highest) please indicate how useful you would find a password protected area on the Talis web pages for information such as a Talis staff list, customer contact list etc

1	2	3	4
3.6%		33.7%	55.4%
7.2%			

Are there any other communication channels you would like to use to communicate with Talis, or for Talis to communicate with customers?

Are there any other comments you would like to make regarding communication with Talis and / or customers?

Thank you for taking the time to complete this survey. Clicking on 'submit' will result in an automatic upload of your responses. This makes the survey completely anonymous.

Communication with Talis customers – preferred method and why.

. Lis-Talis

: Quick and easy and you know people will see it
: Depending on the message any of the above could be preferred.
: RSS-aside the email is 'pushed' the forums are 'pulled'
: Easiest, quickest method.
: I do not always have time to check the forums for updates. Whilst I get a notification if I have
poste
: I know whatever I send will reach all those with whom I need to communicate
: because emails are a 'push' format and are easier to respond to and keep up to date with. It
doesn't r
: some of the feedback on the forums can put you off posting another query
: Ease of use - email client always available
: Forums good for viewing threads, but difficult to search. lis-talis more flexible, better response
fro
: Simplest. No need to fight my way through a bewildering array of dubious subject headings
dreamt up by
: Wider group of experience and more honest replies
: There is so much experience out there you sometimes get several different ways of doing the
same thing
: Would depend on what was being communicated as to whether one to one or lis-talis was
preferred. I fin
: More immediate response likely
: email programme is usually open on my pc whereas I'd need to logon to internet and to forums
to use th
: Tend to get a much quicker response
: So much easier, don't have to log on, or guess which forum it should be !
: Likely to capture widest audience and often offers speediest solution to small problems and
ideas on h
: I know people will see it, on the forum, some things get a response but others just sit there for
ages
: general queries are of interest to all and seen by all on Lis-Talis - specific enquiries are better
on
: easier
: Easy to use and will be sent to everyone on the list
: Easy to send an email
: The others require trawling through a number of pages and access points before finding what
you need.
:
: As forums are restricted to a group of people interested in that topic you may be less likely to
recei
:
: It is likely to be seen quickly by all
: I suppose I am just used to using these methods.
: Email is more direct than relying on people actually checking the forums...which I confess I do
not do
:
: Easier to send an email. Also, everyone receives emails, not everyone has access to the
Forums or reme
: Forum structure is rubbish
: You get a quick response
: Lis-Talis, i tend to find i get a faster response Talis Forums, i can get a responce from both
Talis
:
: Depends on circumstances, since most if not all Talis customers use Lis-Talis it is best way of
getting
: Easiest way to reach intended audience
: If I have a great need for a rapid response, I would post to Lis-Talis. Otherwise I would use the
for

: In a very busy working life I prefer an email in front of me that I could see immediately what the
res

. Lis-TUG

: Depending on the message any of the above could be preferred.
: some of the feedback on the forums can put you off posting another query
: Because I know that only Talis customers will receive my communication. If I wish to
communicate with

. Talis Forums

: Depending on the message any of the above could be preferred.
: I prefer to raise issues on the forum so that they can be shared. Sometimes follow-up one to
one's ar
:
: Ability to express a view and garner reactions
: You can easily see the thread of the posts. Talis staff seem to take more notice of matters
posted in
: Find the format more accessible and seem to get better responses
: Forums seem to get a good reply rate from both libraries and Talis. If I was a system manager I
expect
: Partly depends on what is. Forums are best for something that has a specific (active) forum but
Lis-T
: It's easier to keep track of responses to a question/problem.
: Forum postings seem to get responses very quickly, both from other Talis customers and from
members of
: Forums good for viewing threads, but difficult to search. lis-talis more flexible, better response
fro
: Can see back whole thread
: Talis staff do keep an eye on these and often provide answers if none are forthcoming from
other custo
: It's a quick way of finding out how other customers have dealt with issues.
: Convenient. Categorised. Responses kept with original message.
: Can be difficult to get feedback from the Forums therefore emailing or calling a Talis customer
is mor
: Ease of use
: can follow the replies
:
: I suppose I am just used to using these methods.
: More visible, and remains for future viewing
: Can browse by topic and look for earlier discussions on similar subject.
: Easy to use.
: Likely to reach most people
: Easier, and you tend to get better responses
: My impression is that lis-Talis is pretty much dead - Forums seem to be where the live debate
takes pl
: Lis-Talis, i tend to find i get a faster responce Talis Forums, i can get a responce from both
Talis
:
: Opens up to a wider audience
:
: If I have a great need for a rapid response, I would post to Lis-Talis. Otherwise I would use the
for

. One to one

: some of the feedback on the forums can put you off posting another query
: Forums seem to get a good reply rate from both libraries and Talis. If I was a system manager I
expect
: If I only wanted to communicate with one I would use one to one to avoid annoying other sites.
If I wa
: Commercial sensitivity

- : Would depend on what was being communicated as to whether one to one or lis-talis was preferred. I find
- : Can be difficult to get feedback from the Forums therefore emailing or calling a Talis customer is more
- : Personal Confidence
- : general queries are of interest to all and seen by all on Lis-Talis - specific enquiries are better on
- : Ease of use
- : The others require trawling through a number of pages and access points before finding what you need.

No preference

- : It depends on what I need to communicate about. If it was to get feedback and ideas in general about T
- : Means used varies. Possibly use email the most.
- : Don't really communicate much with other users.
- : Can vary depending on the nature of the communication
- : I think that the forums and email lists serve different purposes and both are useful. I like the push

. Other

- : Depending on the message any of the above could be preferred.
- : Means used varies. Possibly use email the most.
- : Speed and ease of use.

Preferred method of communication with Talis

Lis-Talis

- : I like the Talis Solutions site for logging jobs.
- : Communication gets a better response rate from Lis Talis and solutions
- : Don't have to log in to use it and have found it usually produces speedier results than, say, Solution
- : Lis-Talis for communication from TIL as I am more likely to notice than forums where things can (&are)
- : If it is something the company has not done well for us I prefer to go to our Account Manager. If it i

Talis Forums

- : When we have a problem, i want to speak to someone who can think on their feet, and come up with an an
- : Depends on my query. I'd use forums if I wanted opinions from other libraries but Solutions if I had a
- : Better to speak directly to someone at Talis
- : Our set up is strange ... to say the least
- : As above it depends on what you want to communicate as to which of the methods to use
- : Generally best for the kinds of communication I have with TIL
- : Forums on occasions have been slow to get a response from.
- : Because you have a designated name from which you can at least chase up your issue.
- : Would prefer to route everything (at least initially) through Solutions, but Helpdesk doesn't like it,
- : Too many unfamiliar contacts on 'solutions' duty
- : If it is something the company has not done well for us I prefer to go to our Account Manager. If it i

Phone/ email solutions

- : Deal directly with the relevant person
- : Not sure what general communication means. I only really get in touch with TIL over specific queries
- : I have found this an effective way of dealing with technical problems etc. However, if issues are not
- : I like the Talis Solutions site for logging jobs.
- : Often easier to provide screen dumps which you can upload into Solutions to help with giving details o
- : We always use Talis Solutions to address our Talis problems. We pay for support and expect to get it.
- : records are kept of progress on calls
- : If I want to communicate with Talis it is generally about specific matters so I want communication fro
- : Not particularly great as response time is very variable but seems to be only way to log problems
- : If I have a problem I prefer to speak to a person
- : Depends on my query. I'd use forums if I wanted opinions from other libraries but Solutions if I had a
- : Record of call and can track progress. Also use email to rep.
- : It is sometimes not easy to decide which of the forums is the correct one and it is sometimes a long ti
- : Call is logged so better chance of an answer.
- : Solutions is the recommended option and it's sensible to try that first
- : I use the Forums if I think that the problem that I/we are having might be a result of not knowing the
- : I use the Talis Solutions web form with bad grace, because Talis seem to insist on it, but I don't like
- : Actually depends on what the problem is whether use forum, Solutions or account manager
- : Better to speak directly to someone at Talis
- : Our set up is strange ... to say the least

Q Are there any other communication channels you would like to use to communicate with Talis, or for Talis to communicate with customers.

- : Regular email giving info. Like Talis used to do.
- : I would prefer to see existing channels used better: more consistent use of lis-talis to report stuff,
- : I think it is a pity that we so rarely actually speak to Talis staff on the phone (I have a lot recent
- : Important information should be communicated in writing, as well as by other means.
- : No, we have an account manager with whom we can raise any no technical concerns/issues and make genera
- : None that I can think of
- : No
- : telepathy? but seriously I can phone, fax, email them directly use the forums, RSS and email lists to
- : Account managers seem remote from day to day users of the system and their problems - preferring to de
- : There are too many to keep track of everything - loose the baggage and get simple (or real!)
- : No
- : I suppose we could look @ Instant Messaging/Chat, but that would be another channel in an already conf
- : No.
- : It would be nice to think that is what our account manager is for (clearly he doesn't think so!)
- : Annual events i.e. Insight
- : RSS Feed but I think that's a case of seeking out the expertise here to set one up.

Q – Other comments regarding Talis and communication

- : There is certainly room for improvement. While we find out about new products / upgrades etc quite qu
- : The RSS feeds on Forums are no substitute for sending out an email listing what's going on.
- : Over the last year I feel communications from Talis have gone down. As things are usually posted on th
- : Up-to-date lists of defects for all products should be available at all times to us customers. Anything
- : The Forums should be tidied up & unused ones deleted. The blogs are useless. Solutions should be impro
- : Forums unwieldy. Busiest ones are those concerning Alto and Prism, emptiest those concerning research
- : Talis solutions - would be good to be able to define the importance of your query as different parts w
- : Customer contact list mentioned above would be useful. This used to be on Talis website but then disap
- : The standard of communication between Talis and its customers varies dependent on the events that are
- : Too many forums that are dead or dormant. They need to be closed down or archived
- : No
- : There seem to have been a lot of jazzy email announcements from Talis recently with the style and tone
- : I would just like them to communicate with me really, and answer my questions instead of telling me t
- : Generally good response to queries but not always
- : Talis seem (rather high handedly in my opinion) to decide on the "appropriate" method without asking.
- : I would like to be kept more up to date with progress of calls, instead of them being left open for mo
- : Fully accept need for customer only areas to be passworded but why does there have to be such a prolif
- : I'd like to stress that I feel that the email lists and the forums are both valid tools and that the e
- : Timelines for responses from Talis.
- : I'm not knocking the forums and blogs etc, I enjoyed listening to the pod casts when I finally found t

: I would like to be able to ring a specific person at Talis who would be able to respond to my queries

: Help Desk seems to have deteriorated lately - new staff and busy with Lyra Project?

: There seems to have been a lot of new staff at Talis in recent months. Useful to know just what our m

: It is not always apparent that Talis are dealing with issues, particularly if it relates to an additio

: Curate's egg - often good, sometimes bad

: Communication seems very variable. Sometimes contact is made quickly and efficiently.

However, some

: It is my impression that unless you go through the helpdesk if you try and speak a Talis member if sta

: Waiting too long for answers to requests on both Solutions and Forums. Several remain outstanding.

: Currently, there are too many communication channels. There needs to be one that is easy to access an

: I am still waiting for Talis to be honest enough to admit that they don't *actually* want to be in the

: I wish they would stop closing my calls without resolving them!!

: No.

: Communication seems to be more or less broken down between us and Talis. Information released from Tal

: Most of the forum postings are out of date.

: There have been a number of posts on the forum that have sat there unanswered for a long period and I

: Communication with and by Talis generally remains extremely poor

: If registration for Talis forums required either an email address or a location, there would be less n

: Talis should realise that a lot of people needing this communication are not system managers for whom