



Independent Talis User Group

Annual Survey 2007

Talis Response

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1. Introduction

This report details the results of a survey carried out by the Independent Talis User Group (iTug) in August – September 2007. In November 2006 a survey had been carried out on communication issues as that was felt to be an area of concern with Talis customers at that time. One of the recommendations of that report was that a more general annual survey should be carried out by iTug. This is the report of the first general annual survey.

1.2 Objectives of the survey

The main objectives of the survey were:

- To determine if the communication issues raised in the 2006 survey were still problematic for customers.
- To gather information relating to any dissatisfaction related to Talis services and bring this to Talis' attention.

2. Methodology

The questionnaire (see Appendix 1) was compiled by the iTUG Committee and an email was sent to Lis-Talis subscribers explaining the purpose of the survey with a link to the web based questionnaire. A similar message was posted on the iTug forum. The questionnaire was routed so that respondents were only asked questions that were relevant to them – e.g. those who said they did not subscribe to the forums were not asked if they found them easier to use than in 2006.

Some questions asked the respondent to rate their satisfaction with services on a scale of 1 to 4 with 4 being the highest. For the purposes of this analysis 3 and 4 have been counted as acceptable or good whereas ratings 1 and 2 have been counted as unacceptable, poor. In many cases, when responses indicated a low rating respondents were asked to clarify why this was the case.

3. Results

The results of the electronic survey were automatically imported from the email inbox they had been directed to. There were 70 responses. 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 respondents found the forums easier to use than in 2006 only displayed if the answer to Q1 (do you subscribe to the forums) was 'yes'.

3.1. Forums (Q1 to Q2)

90% of respondents said they subscribed to the forums. Of that number 14% said they found them easier to use than in December 2006, 22% did not and 64% said that they had not noticed any difference.

3.2. Knowledgebase (Q3 to Q5)

71% of respondents said they used Knowledgebase.

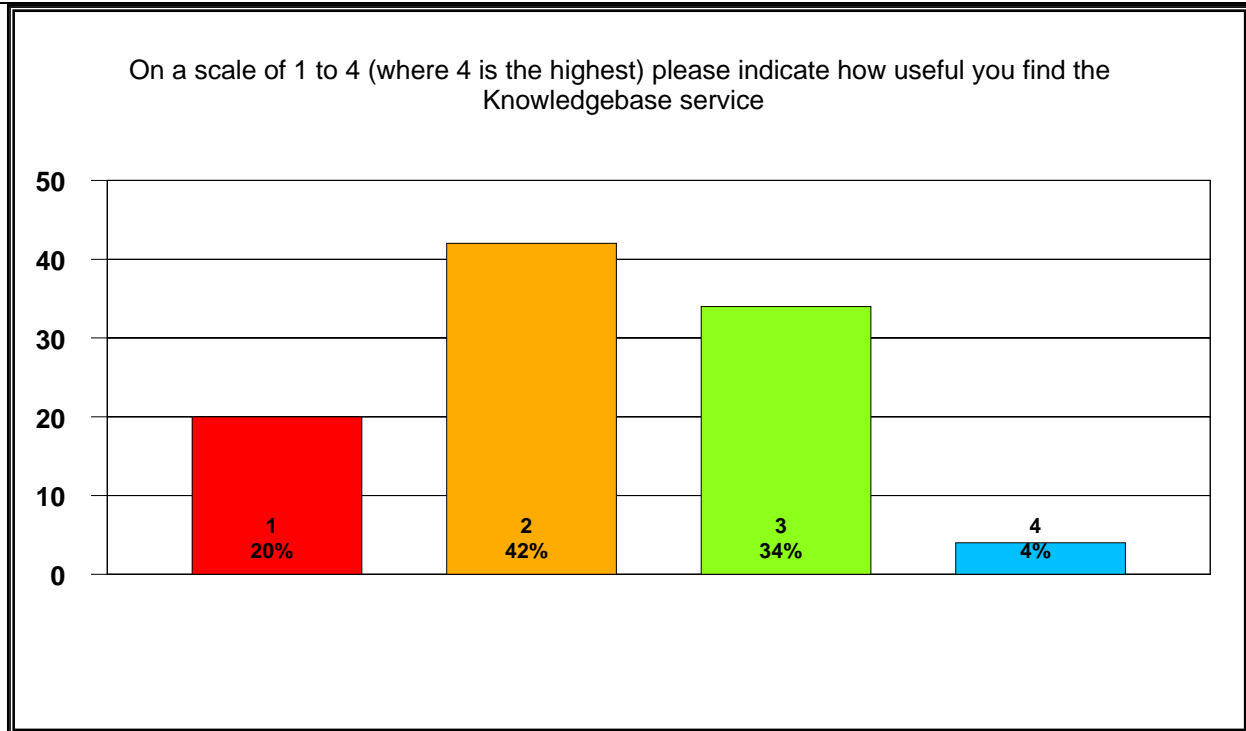


Chart 1

Of those respondents who said they used Knowledgebase 62% did not find the service useful. These were asked to state why they did not find it useful. 27 comments were made and most of these were that Knowledgebase was hard to search and produced irrelevant results. (A full list of comments is at Appendix 3)

We are aware of some of the issues raised by customers regarding the usability and relevance of search results, in particular the difficulty in finding appropriate documentation. As a result we implemented a series of interim fixes during the summer, to help with searching the knowledgebase. Feedback at that time indicated that this improved the service.

We are committed to improving the way that we facilitate knowledge discovery and sharing. As a result we have begun evaluating solutions implemented by other successful knowledgebase vendors. Knowledge discovery is a vital aspect of Talis' Services facilitating best practice, community owned and community lead information.

Early next year we will invite customers to feedback on our proposed solution enabling you to help shape how the Knowledgebase is provided by Talis. If you would like to be part of this testing process please contact mark.summers@talis.com.

3.3. Training (Q6)

This question asked which training people had undergone in the last 12 months. Only 19% had not received any training at all. At this point, those who said they had received training should have been asked to rate their satisfaction with it but the routing failed at this point. 71% of respondents had taken part in the free webinars and 23% attended training at Talis' offices. (Chart 2)

One respondent stated that they attended regional training wherever possible.

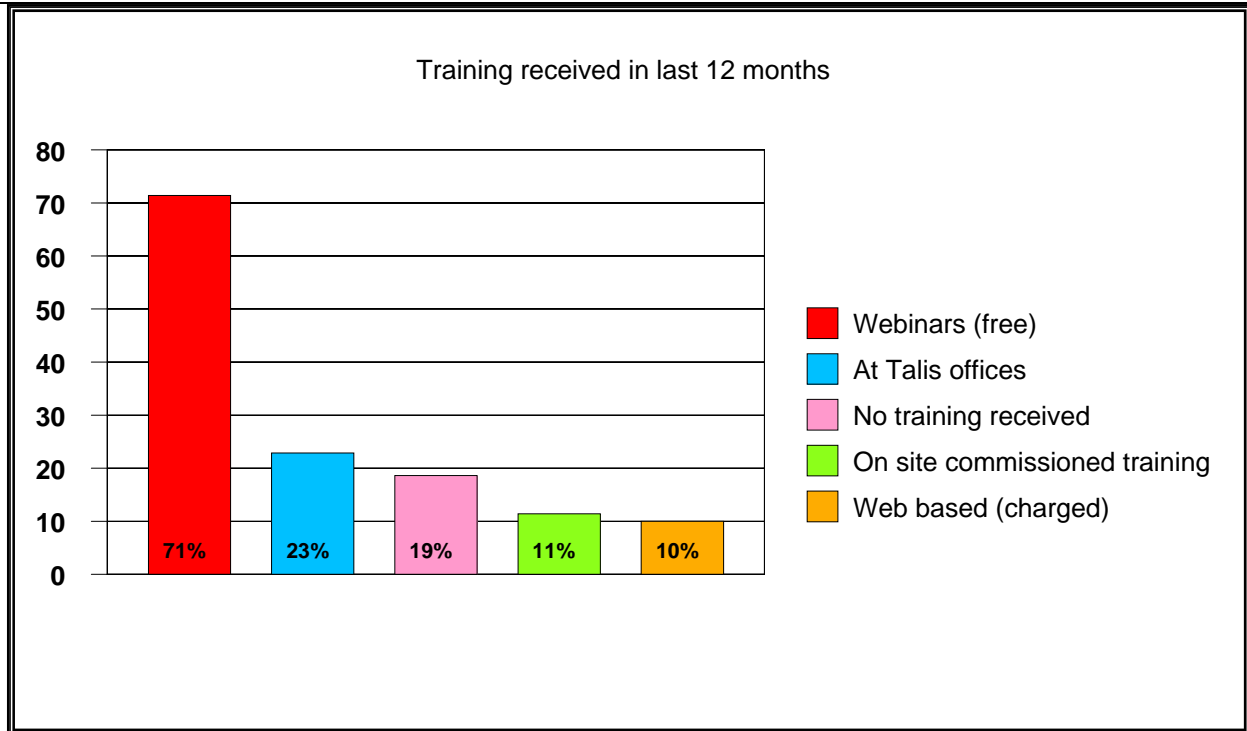


Chart 2

Response: We are delighted that so many customers have taken advantage of the free webinars. These are a great tool to share best practice ideas and help customers get the most out of their systems, quickly. Like all aspects of our education and training, if you have further requirements contact us at education@talis.com and we shall endeavour to satisfy your training needs as they evolve.

3.4. Talis Solutions/ Helpdesk (Q7 – Q11)

84% of respondents said that they used Talis Solutions (Helpdesk). Those who said they did were asked to rate how satisfied they were with response times to issues raised by rating on a scale of 1 to 4 with 4 being the highest (i.e. most satisfied).

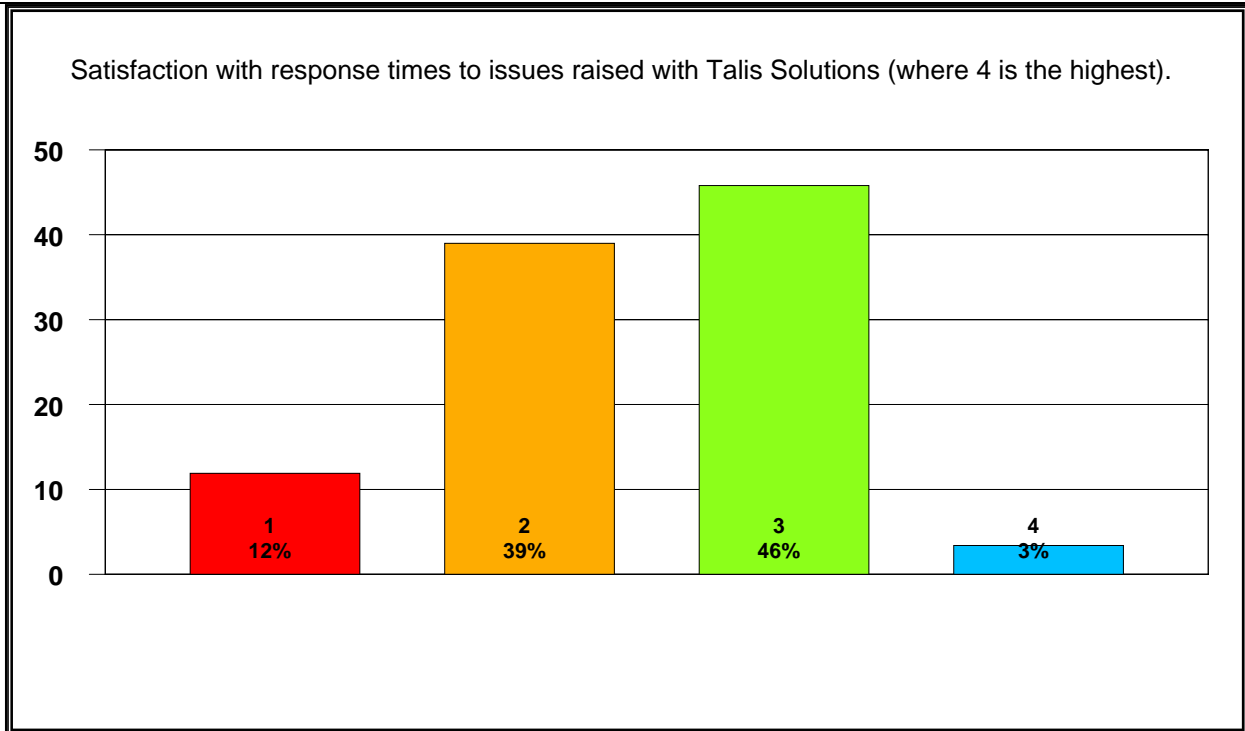


Chart 3

49% of those respondents who said they used Talis Solutions / Helpdesk service were satisfied with response times to issues raised using this service compared to 51% who were not.

Those who used the service were also asked to rate how satisfied they were generally with Solutions See Chart 4 below.

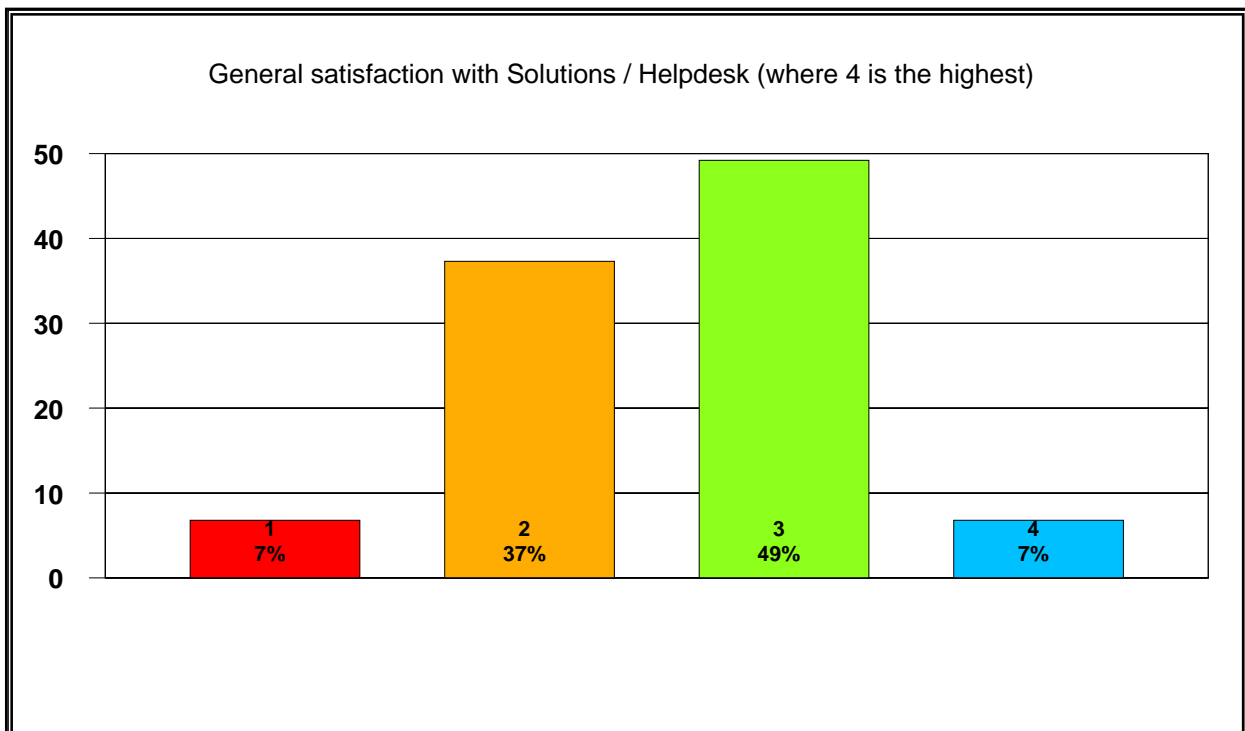


Chart 4

General satisfaction with the service is higher than dissatisfaction – 56% satisfied compared to 44% who are not.

Those who said they were not fully satisfied with the Solutions service were asked why that was the case. There were 28 comments in all – see Appendix 3 for all comments made. Comments made were - calls being closed when should not have been, response times unsatisfactory, with the most negative comment being “No apparent tie-up between responses from helpdesk, PERS and general development environment. It is a ghetto whose job it is to close calls, not provide integrated solutions to issues”

In addition all Solutions users were asked if they could suggest any improvements to the software used by the Helpdesk as it had been indicated by Talis after the last survey that they were intending to replace this. Again see Appendix 3 for a full listing of suggestions made. These included: more characters when reporting a problem, better tracking of calls and details of the person dealing with them, adding attachments / screenshots.

Response: This year we have rolled out major releases of our core library software and have increased the rate at which we have delivered new products. This has, as a result, increased the demands on our front line services and support team.

Our ability to scale to meet this increased demand has resulted in investments being made in people and expertise within the Services Team. The Tier structure within support, enabling us to quickly and effectively prioritise and categorise service requests, has seen the addition of more expertise brought in from the development teams. The Product Specialists within the support team have enabled a more concise service, from front line support through to third line development support. Through these improvements we have received an increase in positive feedback. We understand that we need to make these improvements consistent across all channels, and we are aware that we still have work to do. The more feedback that you can provide us, as and when you may become dissatisfied, the quicker we can respond and rectify any concerns.

The support desk responds consistently to 95% of raised support cases within the stated SLA response times (1 hr). Following feedback from the previous communication survey, we changed our support processes to ensure that calls were no longer closed without agreement from the customer and clarification that an issue has been resolved. As Head of Support, I am keen to clarify whether the concerns regarding “response times” were associated with the time it takes to resolve issues or whether it is associated with the communication between Support and our customers when items are open.

We have optimised the monitoring of trends and performance through all incoming channels and have improved our internal processes enabling our customers to have an influence on our roadmap.

3.5. Monthly Customer Service Statement (Q12 to Q14)

Of the survey respondents 46% were those in their organisation who received this monthly statement.

On a scale of 1 to 4 (where 4 was the highest) these people were asked to rate how useful they found this statement.

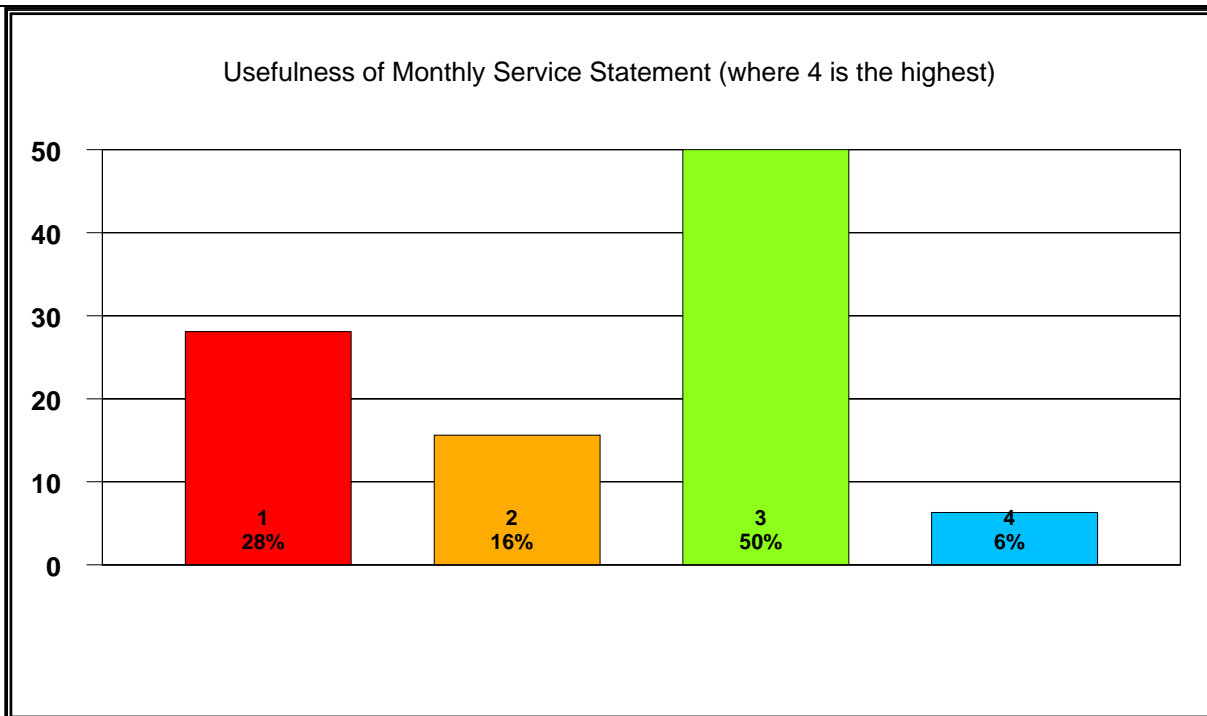


Chart 5

56% of those who receive the statement said they found it useful, 34% did not (Chart 5). Of the latter group 12 made comments as to why they did not find it useful. All of the comments are in Appendix 3 but they ranged from not being interested, being told what software they already had, wanted a listing of all calls and not just in the last month and information often inaccurate.

Response: The first phase of the implemented Service Statement has proved our ability to produce useful customer centric information and to see what information our customers find useful. We are now looking to see how we can add value and flexibility to this service. In response to feedback from our customers, in July we updated the statement to include details on all open calls in our backlog. This provides all customers with a complete snapshot of every open, existing issue raised from the entire library service.

We have started to review how we can improve this statement, based on different customer requirements. At Talis Insight I presented the vision behind the Service Statement, as we aim to evolve this to provide a “my account” area, a single customer centric area on talis.com which will allow, along with other functionality, a dashboard view of statistical and trend analysis.

If you do not receive the service statement and would like to, please contact support@talis.com. We are keen to broaden the distribution of these statements to increase the awareness throughout our customer sites.

3.6. Talis Services News (Q15 to Q17)

83% of respondents said they received the Talis Services News and of those 71% said they found it useful (Chart 6)

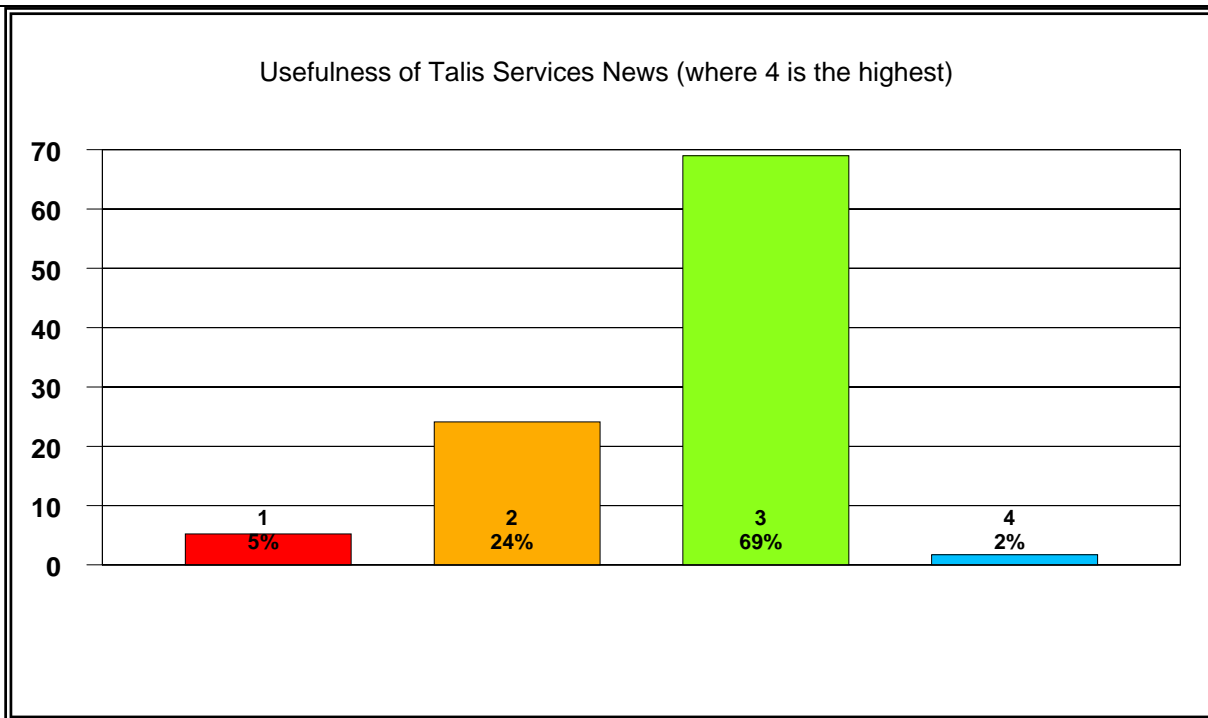


Chart 6

The 29% who said they did not find it useful were invited to comment as to why. Of the 11 who did so (see Appendix 3), 3 said it was more of a marketing tool and one said they were too busy to read it!

Response: For those customers that do not find the services newsletter useful, we would welcome feedback and comments on what perhaps they would like to see more of or less of to help us continually improve this communication tool. If you do have any suggestions, we welcome comments please email services@talis.com.

3.7. Talis Account Manager Meetings (Q18 to 20)

81% of respondents said they were involved in meetings with their Talis Account Manager. Of these a high percentage, (77%) said they found them useful.

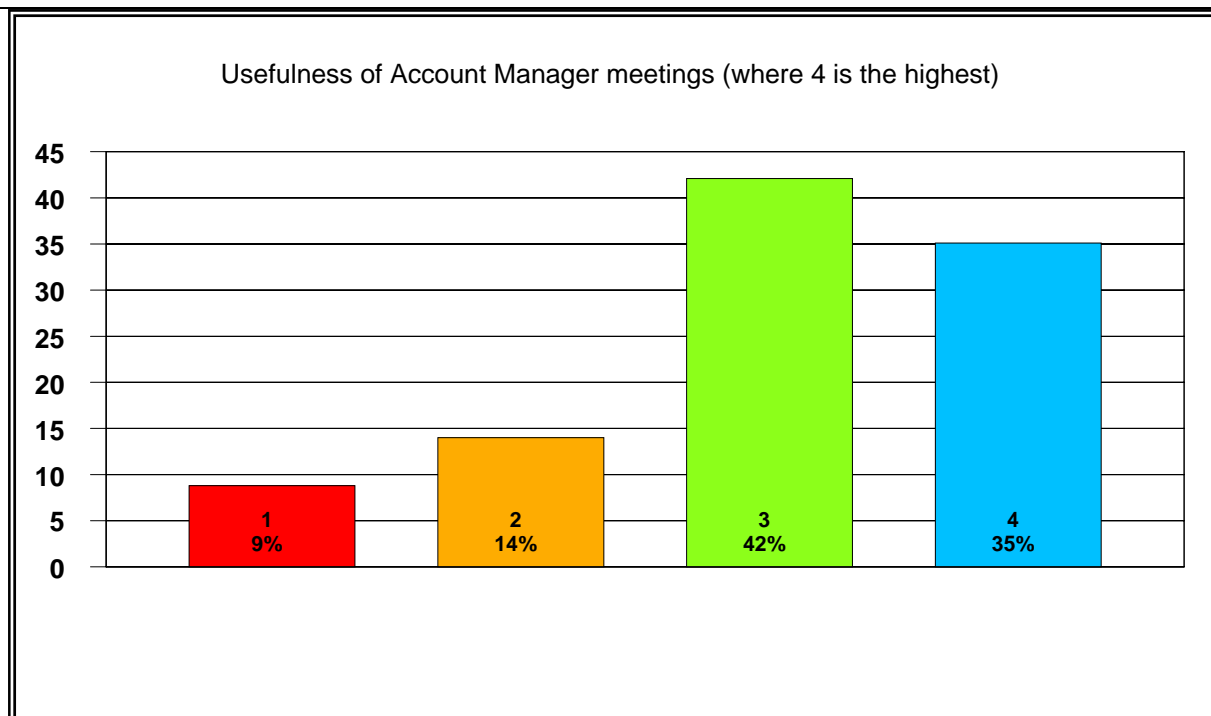


Chart 7

Of those who did not find them useful 12 made comments stating why that was the case. These ranged from meetings not being held at all or infrequently to poor follow up after a meeting.

Response: We are pleased that a large number of you find Account Management Meetings useful and view this method of communication as an important communication channel between Talis and yourselves. It is an opportunity for you to discuss with your account manager your plans for the short, medium and long term and for your Account Manager to be able advise you on Talis' development plans. Each meeting should be followed up by notes, which outline the required action points. If you haven't had an account meeting for some time and would like to arrange one, please contact karen.reece@talis.com and we will arrange a time to visit.

A number of customers have been visited by members of Talis Senior Management Team in order to discuss medium to long term strategy of both your institution and Talis in order to ensure a match up between each organisation. If you would wish to have a strategic meeting with Heads of Service and Senior Managers at Talis please contact sales@talis.com and we can arrange.

3.8. Service Level Agreement (Q21 to Q25)

Version 2 of the SLA has recently been issued and 43% of respondents said they were the person in their organisation who received it, although of those who did not receive it 18% thought they should have done! When the SLA (V2) was issued Talis stated that the later version was based on "suggested improvements received from customer feedback at the recent ITUG meetings ... and we hope that this provides more clarity around our commitments and service delivery routines". Those who received the SLA were asked if they agreed with this statement. (Chart 8). 30% did but 60% said they did not know.

Do you agree with Talis' statement that this version takes into account customer suggestions and feedback?

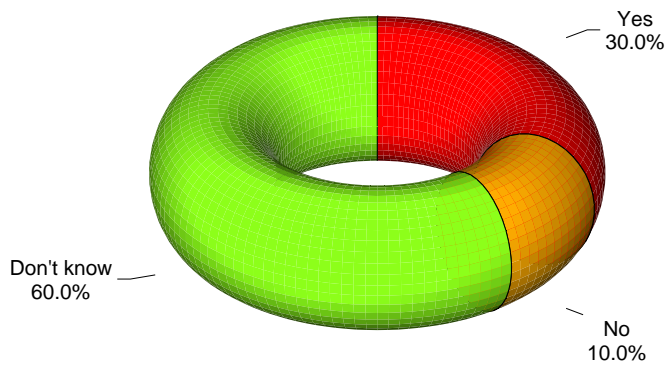


Chart 8

The 10% who did not agree with the statement were asked to comment on their reasons. Only 3 comments were made. All of those who received the SLA were asked if they had any comments to make on the SLA and 6 people did. See Appendix 3 for comments made.

Talis' web site (Q26 to Q29)

Respondents were asked how frequently they visited the Talis web site. (Chart 9)

Frequency of visit to Talis' web site

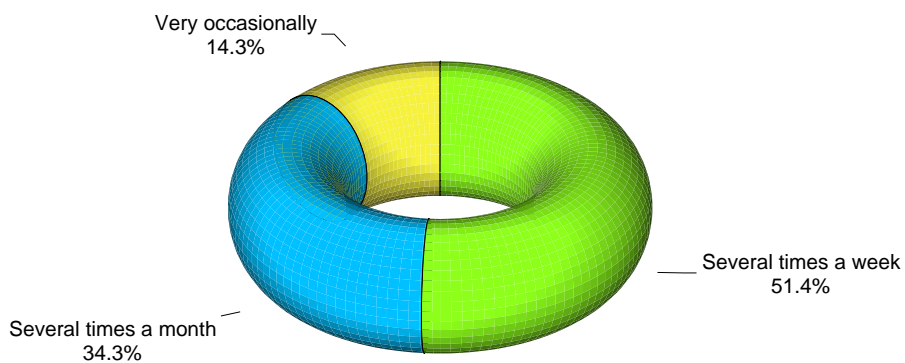


Chart 9

86% of respondents said they visited the web site at least several times a month. They were also asked why they accessed the web site – see Chart 10 for full breakdown.

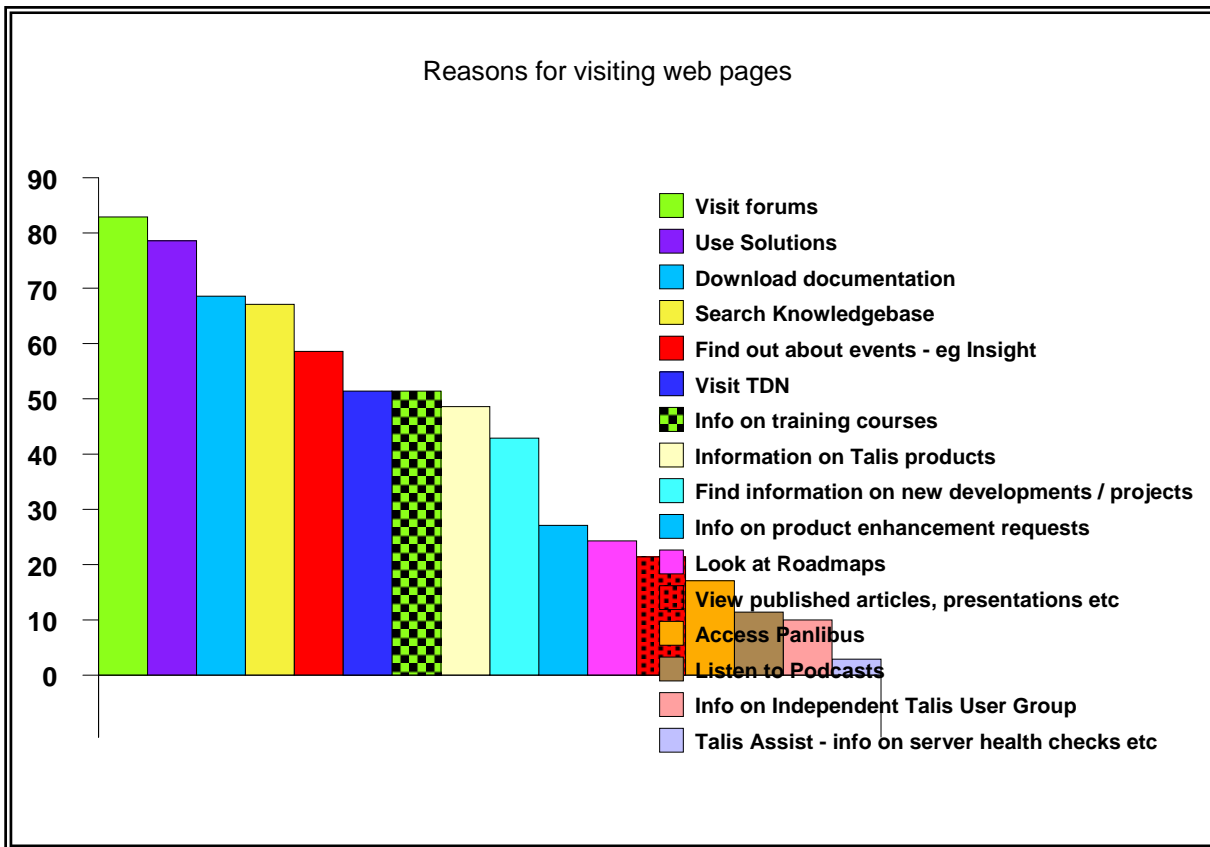


Chart 10

More than 50% of respondents accessed the web pages to visit the forums (83%), use Solutions (79%), download documentation (69%), search Knowledgebase (67%), Find out about events (59%), visit TDN (51%) and find out information on training courses (51%). There was an 'other' section and 4 people selected this giving additional reasons for using the web pages as: checking the careers section to monitor staff churn in Talis' support sections, blogging, customers list and checking phone numbers

Respondents were asked to state on a scale of 1 to 4 (where 4 was the highest) how useful they found Talis' web site – chart 11

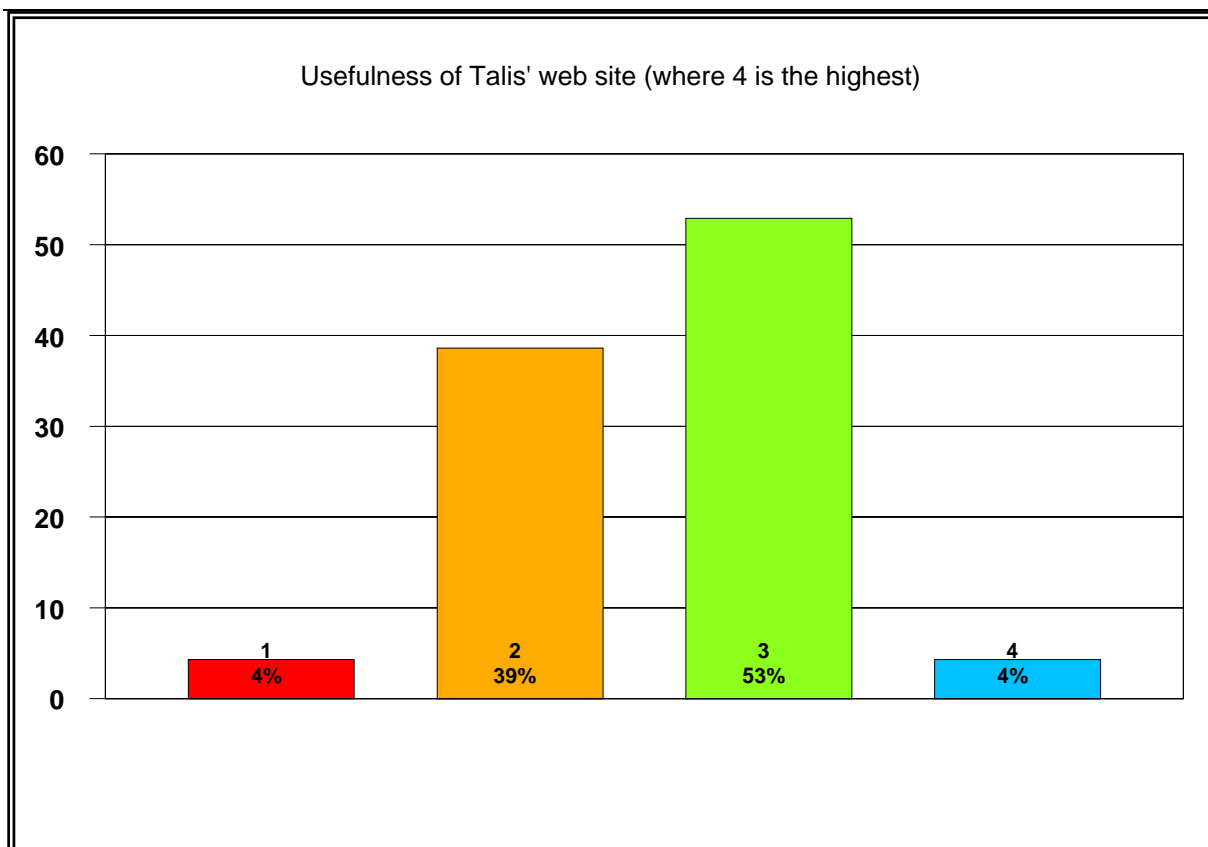


Chart 11

All respondents were asked if they would like to comment on Talis' web page and 40 did. These were mostly negative and difficulties with navigation and finding information were cited by several respondents as well as problems caused by the web pages being changed several times. See Appendix 3 for all of the comments made.

Response: It is great to see such wide usage of our web resources amongst our customers. However, we have noted a variety of concerning comments about the search function and its ability to retrieve relevant results for you. Site navigation, content search and retrieval are being discussed currently. We plan to introduce new features such as a site map and improve search capability to help you quickly access your resources. As soon as these are in place we will inform you on forums, Talis News and lis-talis.

More specifically, many customers indicated they wanted to have more information specifically for customers on the corporate web site. The vision for the online customer account coupled with early development for a new Talis Services portal should start to fulfil these requirements. The new Talis Services portal will provide a coherent starting point for all service/customer related enquiries in the future. This should ease some of the navigation issues. For our existing product users we are also developing community web sites relating to each product area. These mini web sites will include frequently asked questions, how to videos, discussion forums, product blogs and tips and hints specific to different products. We believe that this will aid navigation through the website as the web site addresses will be [www.talis.com/\[product name\]](http://www.talis.com/[product name]) for example www.talis.com/engage.

We are keen to ensure our web site is as useful and accessible as possible. If you have any particular concerns or suggested improvements please contact marketing@talis.com or post in the forums and we can share ideas and plans for improvements at www.talis.com/forums.

3.9. New approach to PERs and the development process (Q30 to Q35).

90% of respondents were aware of the new process whereby a list of all PERs had been published for libraries to be able to 'vote' for their preferences so that Talis could establish those of a high priority for customers. 87% found this approach useful.

Only 44% (31) of respondents were aware of the new 'scrum' participative development process and of these 19 had been involved with the process via 'sprints'. Of those who knew about the new process 97% thought the new approach was an improvement over previous development processes.

One respondent commented that they didn't understand what scrums and sprints were all about.

Response: This year we launched our online voting for the PERS and Defects that we have logged for Talis Alto. This was a great opportunity to experiment with the technology and gain feedback from customers that have interacted with this. We plan to broaden out to publish our full PERs and Defects list to help customers indicate their priorities for our development. Beyond existing items however, we are keen to not only publish our 12 month product development roadmap (www.talis.com/roadmaps), but also provide an open mechanism for customers to feed in to new development areas in the medium to long term.

3.10. Talis News (Q36 to Q37)

90% of respondents said they received Talis News. When asked to rate the usefulness of this publication 64% said they found it useful / interesting. (Chart 12)

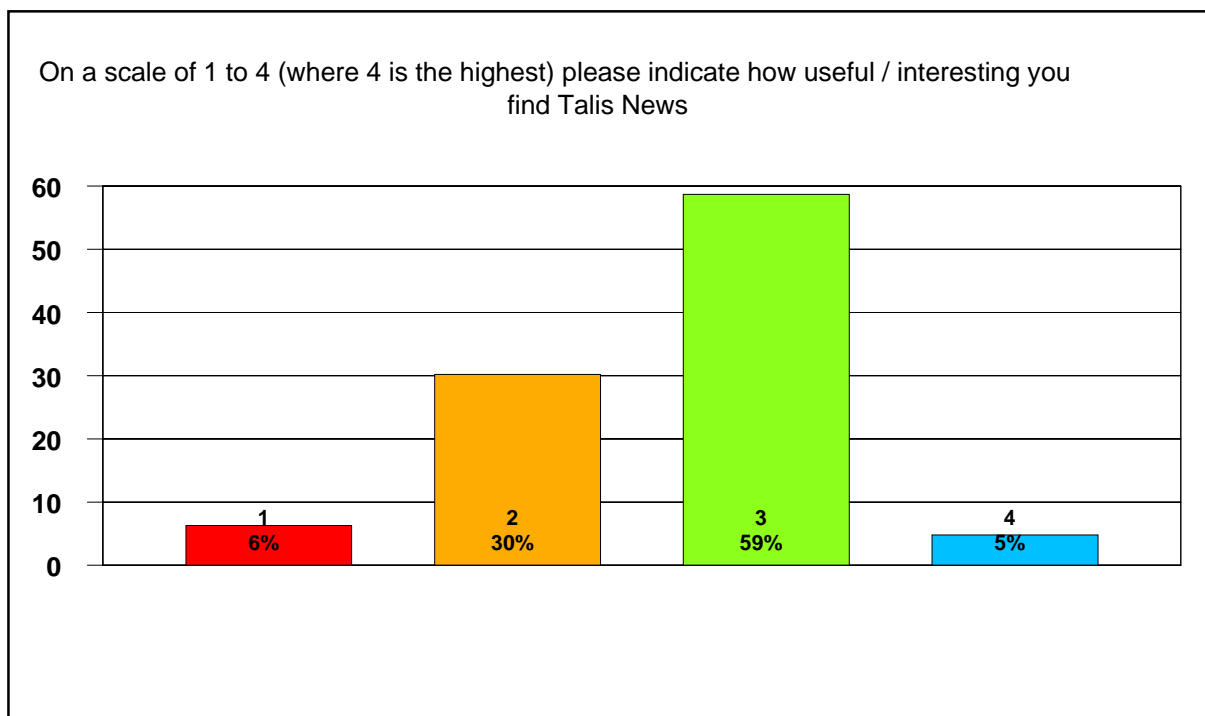


Chart 12

Response: We are pleased that so many of you are receiving Talis News and the aim of this newsletter is to make it relevant to the ways that you are using Talis products. In order to ensure this relevancy, if you have any news stories that you'd like to submit then please contact marketing@talis.com and we'd be pleased to include your news to share with other Talis customers. A number of our customers have put us in touch with their press contacts. As a result we receive a good mixture of press releases and news stories and we welcome the opportunity to help publicise your new developments.

3.11. Quality and timeliness of communication from Talis (Q38 to Q39)

Q38 and Q39 asked respondents to rate on a scale of 1 to 4 (with 4 being the highest) the quality and timeliness of communication with Talis on:

- i) Information about changes, upgrades, new products etc.
- ii) Communication in response to enquiries – not issues raised via Solutions. (Chart 13)

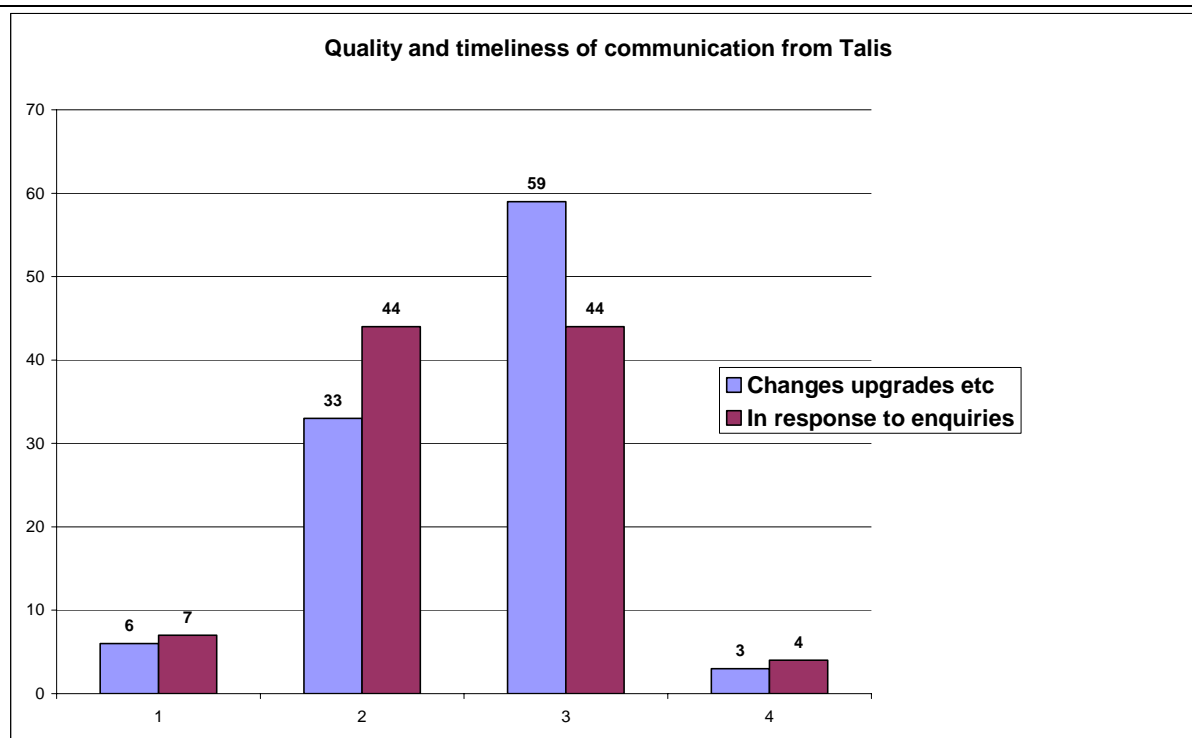


Chart 13

62% of respondents were satisfied with the quality and timeliness of communication from Talis on upgrade information, new products etc but only 49% were satisfied with these factors in relation to enquiries made (not raised via Solutions).

3.12. Satisfaction with documentation supplied by Talis (Q40)

47% were satisfied with the documentation provided by Talis – 53% therefore were not.

Response: This level of dissatisfaction with our documentation is concerning to us. The Manager of all of our Documentation is Simon Burrows who can be contacted at simon.burrows@talis.com at any time to discuss your concerns/suggestions.

We are in the process of tightening our software release procedure in order to ensure that Talis documentation provides our customers accurate, timely, user assistance, particularly where new or upgraded areas of functionality are concerned. This will involve widening the scope of the content to include more general user assistance, delivered through different media (i.e. video) if appropriate. We shall also be inviting customers to advise on gaps in our existing documentation provision, and encouraging them to feedback on new online help technologies currently in development. We are keen to ensure that such concerns are communicated to us as soon as possible, beyond annual surveys or specific projects. We have created [a forum specifically](#) for documentation for you to discuss ideas, concerns and feedback to us, as we improve the range and depth of all materials we provide.

4. Additional comments

The questionnaire ended with an invitation (Q41) to respondents to add further comments relating to satisfaction / dissatisfaction with the services provided by Talis. There were some positive comments which stated that communication from Talis had improved, but there were more negative than positive comments. Many of those related to dissatisfaction with documentation, new releases that had bugs, and delays in responding to enquiries.

5. Conclusion

As comments were only invited when respondents indicated a low rate of satisfaction with a service, the overall impression could easily be that most respondents had a negative perception of Talis and its services. That however is

not wholly the case but only by asking why people were not happy could the necessary information be gathered to help Talis improve its services to its customers, one of the stated aims of the survey.

5.1. Areas of concern

The survey did highlight some areas of concern:

- There were several criticisms of the forums in the 2006 survey. It would appear that, despite restructuring the forums only 14% of respondents said they found them easier to use. There were however few negative comments about the forums from respondents.
- 62% of those who used Knowledgebase did not find the service useful, comments made cited difficulty of use and irrelevancy of results found.
- 51% of those who used Solutions were dissatisfied with response times to issues raised although general satisfaction with the service increased to 56%. Speed of response time therefore needs to be addressed. In their response to the 2006 survey Talis stated that they were seeking to replace the software used by Solutions – this does not appear to have yet been implemented. Respondents were asked what features they would like to see included in new software and several suggestions were made. If it is not too late to influence the software to be used it is hoped that some of these can be taken on board.

Response: As per previous response, Mark Summers who is the Manager of the Support Team is keen to explore this dissatisfaction with response times further. We welcome customers to contact Mark directly mark.summers@talis.com so we can rectify such issues.

- The Talis web site is heavily used by respondents with 86% using it at least several times a month with the reasons for using it being varied. Over 50% of respondents made comments about the web site citing difficulty of navigation and the frequency of changes being made as areas of dissatisfaction.
- A significant percentage of respondents (53%) were dissatisfied with documentation provided by Talis for various reasons.

5.2. Services that attracted higher satisfaction ratings from respondents

There were several services that the majority respondents rated more highly in terms of satisfaction.

- General satisfaction with Solutions / Helpdesk
- Monthly Service Statement
- Talis Services News
- Account Manager meetings
- SLA Version 2
- Usefulness of Talis web site
- Talis News
- Quality and timeliness of communication from Talis relating to upgrades, new products etc.

It is acknowledged that some of these services were highlighted as areas of dissatisfaction in the 2006 survey and that an increase in satisfaction has resulted from actions taken by Talis to address these issues.

In conclusion Talis will be invited to examine this report and respond to the issues raised.

Future Engagement with User Group

In the last 12 months we have enjoyed developing stronger relationships with national and regional user groups. Key developments have included regularly surveys and Talis representatives responding to various areas of concern, a focus on improving our communication activities, whilst also connecting with different ITUG representatives to ensure more proactive engagement and involvement in our planning.

As Head of Marketing at Talis I would like for us to schedule a group meeting with various members of Talis Senior Management Team and iTUG members. As we begin to plan our efforts for 2008/2009, a meeting early in the new year would be a good time for us to discuss and debate the future plans for ITUG. Beyond annual reports and quarterly regional user group meetings, we are keen to identify new ways in which ITUG members can inform our future planning on a more regular basis. We are also keen to explore new ways in which we can help to facilitate best practice amongst our users, across the UK and Ireland. If at any point you would like to have a conversation, share some of your ideas about new ways in which we can improve our relationship and increase the influence of the User Group please contact ceri.mccall@talis.com or call 0870 400 5029.

Appendix 1

N1 Independent Talis User Group - Annual Survey 2007

N2



N3 The purpose of this survey is to determine customer satisfaction / dissatisfaction with a range of Talis services. Please take a few minutes to complete the following questions. All responses will be anonymous.

Q1 Do you subscribe to the forums?
Yes..... No.....

Q2 Talis have restructured the forums. Do you find them easier to use than in December 2006?
Yes..... No..... Not noticed any difference ...

Q3 Do you use Knowledgebase?
Yes..... No.....

Q4 On a scale of 1 to 4 (where 4 is the highest) please indicate how useful you find Knowledgebase service
1..... 2..... 3..... 4.....

Q5 Why do you not find Knowledgebase useful?

Q6 In the last 12 months have you received any training from Talis using:

- Webinars (free).....
- Web based (charged).....
- On site commissioned training.....
- At Talis offices.....
- No training received.....

Other (please specify)

Q7 Do you use Talis Solutions/ Helpdesk?
Yes..... No.....

Q8 On a scale of 1 to 4 (where 4 is the highest) please indicate how satisfied you are with response times to issues raised via Solutions/Helpdesk
1 2..... 3..... 4.....

Q9 On a scale of 1 to 4 (where 4 is the highest) please indicate how satisfied you are generally with the service provided by Solutions/Helpdesk
1 2..... 3..... 4.....

Q10 Why are you not fully satisfied with the service provided by Solutions/Helpdesk?

Q11 After the last survey Talis indicated that they were seeking to replace their Solutions/Helpdesk software. Are there any additional features would you like to see included in this new software?

Q12 Are you the person in your organisation who receives the Monthly Customer Service Statement?
Yes..... No.....

Q13 On a scale of 1 to 4 (where 4 is the highest) please indicate how useful you find this statement
1 2..... 3..... 4.....

Q14 Please state why you do not find the Monthly Statement useful

Q15 Do you receive the Talis Services News?
Yes..... No.....

Q16 On a scale of 1 to 4 (where 4 is the highest) please indicate how useful you find Talis Services News
1..... 2..... 3..... 4.....

Q17 Why do you not find it particularly useful?

Q18 In your organisation, are you involved with Talis Account Manager meetings
Yes..... No.....

Q19 On a scale of 1 to 4 (where 4 is the highest) please indicate how useful you find these meetings
1..... 2..... 3..... 4.....

Q20 Are there any particular reasons why you do not find these meetings useful

Q21 Are you the person in your organisation who received the Talis Service Level Agreement (SLA) V2
Yes..... No.....

Q22 Do you think you should have received the SLA?
Yes..... No.....

Q23 Talis state that this version has been based on 'suggested improvements received from customer feedback at the recent Independent User Group meetingsand we hope that this provides more clarity around our commitments and service delivery routines.' Do you agree with this statement?
Yes..... Don't know.....
No.....

Q2 Why do you not agree with Talis' statement?

Q2 Do you want to make any comments about the SLA?

Q26 How often do you visit the Talis web site?

- Never Several times a month
Several times a week Very occasionally

Q2 Why do you access Talis' web pages? (Select all that apply)

- 7**
- | | | | |
|---|--------------------------|---|--------------------------|
| Find out about events - eg Insight | <input type="checkbox"/> | Look at Roadmaps | <input type="checkbox"/> |
| Access Panlibus | <input type="checkbox"/> | Visit TDN | <input type="checkbox"/> |
| Visit forums | <input type="checkbox"/> | Find information on new developments / projects | <input type="checkbox"/> |
| Download documentation .. | <input type="checkbox"/> | Listen to Podcasts..... | <input type="checkbox"/> |
| Search Knowledgebase | <input type="checkbox"/> | View published articles, presentations etc | <input type="checkbox"/> |
| Use Solutions..... | <input type="checkbox"/> | Talis Assist - info on server health checks etc . | <input type="checkbox"/> |
| Info on Independent Talis User Group..... | <input type="checkbox"/> | Info on training courses | <input type="checkbox"/> |
| Information on Talis products..... | <input type="checkbox"/> | Info on product enhancement requests..... | <input type="checkbox"/> |
| Other - please specify | | | |
-
-

Q28 On a scale of 4 (where 4 is the highest) please indicate how useful you find Talis' web site

- 1 2..... 3..... 4.....

**Q2 Please
9 use this
box to
make
any
comme
nts
about
the
Talis
web
site**

- Q30** Are you aware that Talis have recently published a list of all product enhancement requests (PERS) on their web site with the ability to be able to 'vote' for those you perceive to be of high priority for your organisation?
Yes..... No.....
- Q31** On a scale of 1 to 4 (where 4 is the highest) please indicate how useful you think this approach is
1..... 2..... 3..... 4.....
- Q32** Talis have recently introduced a customer participation process called a 'scrum.' Are you aware of this new process?
Yes..... No.....
- Q33** Have you had any involvement with the process via recent 'sprints'?
Yes..... No.....
- Q34** Do you think this new approach is an improvement from previous development processes?
yes..... No.....

**Q3 Please
5 indicat
e why
you
don't
find
this
approa
ch
useful.**

- Q36** Do you receive Talis News?
Yes..... No.....
- Q37** On a scale of 1 to 4 (where 4 is the highest) please indicate how useful / interesting you find this newsletter
1..... 2..... 3..... 4.....
- Q38** 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.....

Q39 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.....

Q40 On a scale of 1 to 4 (where 4 is the highest) please indicate how satisfied you are with the documentation supplied by Talis
1 2..... 3..... 4.....

QPlease use this box to add any further comments relating to your satisfaction / dissatisfaction with the services provided by Talis

N4 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.

N1 Independent Talis User Group - Annual Survey 2007

N3 The purpose of this survey is to determine customer satisfaction / dissatisfaction with a range of Talis services. Please take a few minutes to complete the following questions. All responses will be anonymous.

- Q1** Do you subscribe to the forums?
 90.0% Yes 10.0% No
- Q2** Talis have restructured the forums. Do you find them easier to use than in December 2006?
 14.3% Yes 22.2% No 63.5% Not noticed any difference
- Q3** Do you use Knowledgebase?
 71.4% Yes 28.6% No
- Q4** On a scale of 1 to 4 (where 4 is the highest) please indicate how useful you find Knowledgebase service
- | | 1 | 2 | 3 | 4 |
|--|-------|-------|-------|------|
| | 20.0% | 42.0% | 34.0% | 4.0% |
- Q5** Why do you not find Knowledgebase useful?
- Q6** In the last 12 months have you received any training from Talis using:
- | | | |
|-------|-------------------------------|------|
| 71.4% | Webinars (free) | |
| 10.0% | Web based (charged) | |
| 11.4% | On site commissioned training | |
| 22.9% | At Talis offices | |
| 18.6% | No training received | |
| | Other (please specify) | 1.4% |
- Q7** Do you use Talis Solutions/ Helpdesk?
 84.3% Yes 15.7% No
- Q8** On a scale of 1 to 4 (where 4 is the highest) please indicate how satisfied you are with response times to issues raised via Solutions/Helpdesk
- | | 1 | 2 | 3 | 4 |
|--|-------|-------|-------|------|
| | 11.9% | 39.0% | 45.8% | 3.4% |
- Q9** On a scale of 1 to 4 (where 4 is the highest) please indicate how satisfied you are generally with the service provided by Solutions/Helpdesk
- | | 1 | 2 | 3 | 4 |
|--|------|-------|-------|------|
| | 6.8% | 37.3% | 49.2% | 6.8% |

- Q10 Why are you not fully satisfied with the service provided by Solutions/Helpdesk?**
- Q11 After the last survey Talis indicated that they were seeking to replace their Solutions/Helpdesk software. Are there any additional features would you like to see included in this new software?**
- Q12 Are you the person in your organisation who receives the Monthly Customer Service Statement?**
45.7% Yes 54.3% No
- Q13 On a scale of 1 to 4 (where 4 is the highest) please indicate how useful you find this statement**
- | | 1 | 2 | 3 | 4 |
|--|-------|-------|-------|------|
| | 28.1% | 15.6% | 50.0% | 6.3% |
- Q14 Please state why you do not find the Monthly Statement useful**
- Q15 Do you receive the Talis Services News?**
82.9% Yes 17.1% No
- Q16 On a scale of 1 to 4 (where 4 is the highest) please indicate how useful you find Talis Services News**
- | | 1 | 2 | 3 | 4 |
|--|------|-------|-------|------|
| | 5.2% | 24.1% | 69.0% | 1.7% |
- Q17 Why do you not find it particularly useful?**
- Q18 In your organisation, are you involved with Talis Account Manager meetings**
81.4% Yes 18.6% No
- Q19 On a scale of 1 to 4 (where 4 is the highest) please indicate how useful you find these meetings**
- | | 1 | 2 | 3 | 4 |
|--|------|-------|-------|-------|
| | 8.8% | 14.0% | 42.1% | 35.1% |
- Q20 Are there any particular reasons why you do not find these meetings useful**
- Q21 Are you the person in your organisation who received the Talis Service Level Agreement (SLA) V2**
42.9% Yes 57.1% No
- Q22 Do you think you should have received the SLA?**
51.4% Yes 48.6% No

- Q23** Talis state that this version has been based on 'suggested improvements received from customer feedback at the recent Independent User Group meetingsand we hope that this provides more clarity around our commitments and service delivery routines.' Do you agree with this statement?
30.0% Yes 60.0% Don't know
10.0% No
- Q24** Why do you not agree with Talis' statement?
- Q25** Do you want to make any comments about the SLA? 30.0%
- Q26** How often do you visit the Talis web site?
0.0% Never 34.3% Several times a month
51.4% Several times a week 14.3% Very occasionally
- Q27** Why do you access Talis' web pages? (Select all that apply)
58.6% Find out about events - eg Insight 24.3% Look at Roadmaps
17.1% Access Panlibus 51.4% Visit TDN
82.9% Visit forums 42.9% Find information on new developments / projects
68.6% Download documentation 11.4% Listen to Podcasts
67.1% Search Knowledgebase 21.4% View published articles, presentations etc
78.6% Use Solutions 2.9% Talis Assist - info on server health checks etc
10.0% Info on Independent Talis User Group 51.4% Info on training courses
48.6% Information on Talis products 27.1% Info on product enhancement requests
Other - please specify 5.7%
- Q28** On a scale of 4 (where 4 is the highest) please indicate how useful you find Talis' web site
- | 1 | 2 | 3 | 4 |
|------|-------|-------|------|
| 4.3% | 38.6% | 52.9% | 4.3% |
- Q29** Please use this box to make any comments about the Talis web site
- Q30** Are you aware that Talis have recently published a list of all product enhancement requests (PERS) on their web site with the ability to be able to 'vote' for those you perceive to be of high priority for your organisation?
90.0% Yes 10.0% No
- Q31** On a scale of 1 to 4 (where 4 is the highest) please indicate how useful you think this approach is
- | 1 | 2 | 3 | 4 |
|------|-------|-------|-------|
| 0.0% | 12.7% | 46.0% | 41.3% |

Q32	Talis have recently introduced a customer participation process called a 'scrum.' Are you aware of this new process?	44.3% Yes	55.7% No	
Q33	Have you had any involvement with the process via recent 'sprints'?	61.3% Yes	38.7% No	
Q34	Do you think this new approach is an improvement from previous development processes?	96.8% yes	3.2% No	
Q35	Please indicate why you don't find this approach useful.			100.0%
Q36	Do you receive Talis News?	90.0% Yes	10.0% No	
Q37	On a scale of 1 to 4 (where 4 is the highest) please indicate how useful / interesting you find this newsletter	1 6.3%	2 30.2%	3 58.7%
				4 4.8%
Q38	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 5.7%	2 32.9%	3 58.6%
				4 2.9%
Q39	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 7.1%	2 44.3%	3 44.3%
				4 4.3%
Q40	On a scale of 1 to 4 (where 4 is the highest) please indicate how satisfied you are with the documentation supplied by Talis	1 8.6%	2 44.3%	3 42.9%
				4 4.3%
Q41	Please use this box to add any further comments relating to your satisfaction / dissatisfaction with the services provided by Talis			
N4	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.			

Q5 Why do you not find Knowledgebase useful?

Difficult to navigate to it and not always easy to find what I am looking for
Difficult to filter. also, some info you know is there but you can't find it
It's stuffed full of out of date docs. It's not obvious from the brief description which version they refer to.
I don't often find what I need and end up contacting Talis via another method
Hard to search
Very hard to find what you are looking for!
Sometimes it points me to the right information
It's very rare that I can find anything relevant in it
Search had not been working well
Can fairly quickly search for a topic/query to see if others have similar problems or particular problems been addressed by Talis
Too much duplication - lots of entries all leading to the same page
Either too many or too few results in answer to several queries. Difficult to find the correct answer at times.
Find it difficult to locate things even when correct terminology has been used. Several weeks of malfunction made me lose patience with it. May be better now
Can be difficult to search and find
It either finds nothing at all or too many documents of variable relevance
Often don't find things that are there
Still can't find information that I think should be there
Unable to find what I am looking for, not sure whether it is because I am asking the wrong way or because the answer isn't there
Too many irrelevant search results, lack of structure
Does not seem to find information even though I know it is there
The searching is very poor
Depends on what looking for i.e. project nugget.
Hard to find what you're looking for
Search engine not very good
Too many irrelevant hits
Impenetrable
I've always struggled to get the information I am actually looking for.

Q10 Why are you not fully satisfied with the service provided by Solutions/ Helpdesk?

Often calls go unanswered for a long time (except for the 'we've received your call' email)
Calls can languish for weeks
It doesn't seem to be very well monitored, we've raise a lot of calls within a category in a fairly short period of time which were all symptomatic of a larger problem which required us to say we thought that there was a root cause that had been missed. Sometimes other open calls are not check before actions are taken on new calls so sometimes calls can interfere with each other.
The amount of time it takes to answer a Solution call is far too long in my opinion.
The Alto product is difficult to administer, and solutions staff have their work cut out. Also some staff are not as skilled as others.
Slow to fix problems and often not a proper fix
Can take a long time to resolve issues
Slow response and problem not resolved
Slow
Not always told a response had been added and if you do not know then you do not know to look. It is not always possible to check the responses every day or even every other day as there are so many other jobs to do.
Response too slow and solution took too long to identify
Generally any calls related to beta testing have been fine but outside beta testing less so. Poor response times coupled with inexperienced staff having difficulty understanding systems. They seem to have great reluctance to pick up a telephone but rather concentrate on email on occasions where a quick call could save misunderstanding and excess typing.
The time taken to resolve problems is far too lengthy especially when they are causing problems for our customers
Slow response times to priority queries, often running into weeks, sometimes find information from other Talis users before staff at TIL respond.

Slow response - calls often left outstanding for a long time

The blitz of calls is not helpful - have had several calls open for sometime, suddenly expected to respond to them all, when you have to go back and discover exactly what the problem was in the first place since the calls have been open for months

Calls closed before answer is discovered, partial answers - implications of problems not explored, slowness of response, lack of knowledge/experience amongst Talis staff (unless you are lucky and get one of the old hands!), feeling that Talis staff don't have time to consider problem properly too many calls closed because unable to replicate faults because evidence lost due to delay in response, no attempt to address underlying concerns but attend to immediate symptoms. Solutions software unsuitable for purpose, difficult to search.

Calls sometimes closed without agreement that they are fixed.

Calls often ignored for long periods of time, then closed

Sometimes it is hard to get a response quickly on solutions, and the updates sometimes aren't regular enough

Calls that are not easy to solve for them take ages to get solved - and sometimes never. I have to constantly chase the Helpdesk for answers and feedback - and hate the standard e-mail sent out when they have exceeded their deadlines of 'requires further investigation'

Time to respond, and in some cases no response

Variable service - some things answered v quickly, some things never answered at all. Follow up questions are rarely answered.

Slow response to most calls

No apparent tie-up between responses from Help Desk, PERS, and general development environment. It is a ghetto whose job is to close calls, not provide integrated solutions to issues

Q11 Additional features requested in new Helpdesk software

Better filtering/sorting ability

Being able to include as much data as I want to send within the description of the problem, in all but the most trivial problems I exceed the limit. I'd like the priority separated out from the category (and the category list updated). I'd like the comments to be ordered by date by default, they aren't always. I'd like to be able to type in my password and press enter instead of having to reach for the mouse to click login.

More space for recording the problem! Better facility for searching past issues

Some times it has been hard to explain a complex problem in the space available so an increase in the limit would help

Vastly improved interface allowing you to see calls more easily, without fields and timeouts that are too short etc

A box to summarise how the problem was overcome. A clear indication of who at Talis is assigned to a call. When calls are to be closed, a notification system to the customer with a few days to add to the call if necessary.

Ability to type more characters when raising a call

Better search facility

Ability to use search terms to locate previous calls

Space for query text enlarged. Details of query text in email responses as if you have raised a number of queries at one time this is confusing!

Keep the formatting of the data and replies and not get all the carriage returns stripped. Also easier for attachments to be added.

An automatic message to see that the call has been updated.

Don't feel I know enough about helpdesk software to comment usefully apart from character limit and timeout in current system being very frustrating. Searching for old calls is very clumsy. Also would prefer calls not be separated by opener by default but rather all open calls which you could then filter down if you needed

Subject (call title) search

Ability to reply to email requests and copying original query. Usually reply to the call number but no reference to actual problem which can be hard to trace.

A FULL record of all that has happened - not just edited highlights which is often the case after case closed

Be able to sort My Colleagues' queries by their name and then by one or more subsequent columns (in the way you can within an Excel spreadsheet)

Should identify which Talis person has added each note - Acknowledgement email should give call details

Suggested solutions automatically generated from submitted problem

Should this link into the Forums in some way.. Customers sometimes seem to send queries to the forums that get answered by Talis staff. Why can't the same be done solutions?? Does a call have to get assigned to a person who is not necessarily the one with the right experience for your call?
I'm not sure that it's the software that is the problem!
Better tracking and sorting of calls and by whom placed, download to excel etc
Ability for customer to set a priority to the call
Difficult to see sometimes which analyst is assigned to the call - so you don't know who to contact about it. Ability to see when a call has exceeded the SLA response times
Timescales
Easier search of previous calls
No timeouts, ability to attach screen shots (easily), No restriction on the amount of detail you can enter
Better filtering so you can more easily find calls, e.g. by other colleagues
Ability to add as much text as you want and to clearly see the history of the call it all gets lost at the moment with the Talis standard footer
It's not the software; it is the service provided that is the problem
Add attachments to a call
I have given Talis a list as long as your arm since the product was launched - all logged in Talis Solutions! It was revived when Ian Malpass arrived - and now he's gone! Says a lot...
More space to actually record the nature of the problem. The existing number of characters is far too limiting

Q14 Why the Monthly Customer Service Statement is not useful

Not always accurate. Doesn't tell me a lot I don't already know
I can get most of the info from other places if I need it
Doesn't seem to tell me much more than I can see for myself online
Repetitive
Still waiting to receive it
Although all calls opened / closed in month are included, report only includes open calls placed by receiver, rather than all open calls and progress
Needs to have status of all open calls, not just the one month.
List of call numbers don't always tally with the calls I have open/outstanding
I'm not interested in closed calls only ones currently open
I already know what products we have and what calls we have open - the calls aren't listed in any detail - that would be useful as a reminder. The call info there is occasionally wrong - status incorrect for example.
I know what calls I have open and what software I have
Hard to understand, often wrong

Q17 Why do you not find Talis Services News useful?

Usually more marketing than anything else
Jargon and marketing
Keeping up to date with where we are
Too busy to read it.
More of a marketing tool than anything else
Too much in it that I'm not interested in
I can't remember what this looks like
It tends to focus on new projects, and ignores the current software and its problems. Also uses silly project names
Too PR and jargonised
To be fair, because I am not involved with Talis functionality on a regular basis. Interested in overall strategy though
Propaganda!

Q20 Are there any specific reasons why you do not find AM meetings useful?

No contact as yet
Lack of written record and follow up
Agenda now seems to be set by Talis rather than us. Account manager can't tell us more than already know from calls we've raised, Talis emails etc.
Follow-up is usually inadequate

Usually just a tool to market their new products.

They are very infrequent

Our account manager knows less than we do - we have stopped having meetings!

Because we don't get them! I have not had an account meeting for well over months since he left. I was promised meetings during, but this never happened and now I have given up chasing.

More than once we have raised issues & been promised a response later and have never received anything

Last Talis account manager meeting was years ago!!

Can be quite confrontational. Talis can be quite defensive. Always say things will be better in future.

What are they supposed to be, and be for? They can't fix problems and can't take ownership of issues, so are they a useful chat, to see what sales opportunities we present for them? I have asked them this directly, and get no proper answer

Q24 Why do you not agree that the latest version of the SLA provides more clarity etc?

I'm not sure what feedback we gave them. It was an improvement, but more improvements are required (& I have submitted suggestions)

I'm not even sure if this is the final version - not been discussed with us. I thought there was to be local adaptations

It's formulated to meet basic accreditation criteria and holds no legal status.

Q 25 Further comments about the SLA

A few areas are still too vague. Once these are cleared up, however, I think it will be OK.

I think it is more of a statement than an agreement.

I haven't had time to read through it all as yet.

No - it is something that we require

If the SLA was treated as a legal document our legal team would never allow us to sign it in this form.

No firm commitment to bring system back online within specific time period

Q 29 Comments on web site

It is a useful website but awful to navigate around not at all intuitive. I rely upon the site map!

Too many jargon terms used. Alienating for most non-techie library staff

Searching across the whole site needs improving. Too many places to go looking for info.

Seems to keep changing

It keeps changing.

Would like a customer only area - particularly useful if wanting to make contact with a counterpart in another Library

Hard to navigate. Too much geared to new customers

Finding things on the site is really dire at present

Better search! Looking forward to improved TDN

Could not administer the system without it. It's critical so it must be of the highest quality and up to date.

More difficult to find things than before

Not most user friendly. Easier to have RSS feed set up rather than to trawl web site

It would be useful if the search in documentation / knowledgebase covered the TDN too

Still difficult to navigate

Prefer the old one. difficult to find what I'm looking for, but this may be due to me being used to the old one and knowing where things where. I suppose I'll get used to this one...

It is not very easy to navigate and it is not always obvious where to go to find information.

Really difficult to find anything since revamp!

It's more of a marketing tool than a customer web site

Not liked the latest redesign at all. Often found it very frustrating trying to find a section that I knew to be there e.g. list of customers. At least this time, however there is mention of the word "library" on the front page.

Very hard to navigate

Not the most user friendly

Navigation is very poor and not at all intuitive. It usually takes me ages to find anything so I have areas like Solutions separately book marked.

Not always easy to find what you want quickly

I find navigation difficult - each time it is relaunched it seems to get more difficult
Changes too often!
Stop changing the website structure every week. Make the knowledgebase search work properly (e.g. for multiple keywords)
Don't always find it easy to track down documentation I'm seeking.
Not always the easiest site to navigate (forums/tdn etc), but do hold a wealth of information. I would be lost without the web site. A good tool for discussion and for trying not to re-invent the wheel!
I haven't used it much recently but it used to be difficult to find things
Finding things on it is an absolute disaster. It's too concerned with projecting a corporate image and not enough about serving the customer. The forums are hard to search.
Don't find the fact that you can't access knowledgebase/forums/search from home page helpful
Often hard to find things using Knowledgebase
Very rarely start at the home page and just use bookmarks for the services I do use - which probably means I'm missing some things!
Gave up on knowledgebase because of quality of info. returned
Very difficult to find documentation relating to particular areas - search not very good
Good content, but can be difficult to find a particular topic.
Hard to navigate
I have asked over and over again for proper organisational structures - they never appear. And is it for customers? for prospects? for PR? what?
Homepage is a bit confusing - I don't really like it I'm afraid.

Q35 Why do you not find the new development process useful?

Not sure what exactly they are all about

Q41 Further comments relating to satisfaction / dissatisfaction with Talis

There has been a noticeable improvement in communication between TIL and customers. It is a pity that the changes to the website have made it more difficult to navigate- why were the changes made to a relatively new site so soon after it's launch?
Most queries HAVE to be raised via Solutions. Stats for calls responded to are meaningless, as a response usually means a holding email not a solution. re q Difficult to know if scrum is better or worse than before, don't know what it was like before. But scrum seems like a good approach. Often, communications from Talis seem like self-congratulatory sales pitches, rather than answers to day-to-day problems like long-standing pers and defects.
wrt PER voting - Too early to tell if this is more than just a customer relations exercise. Once a large number of PER's that've been voted for have been fixed. We have had ongoing issues with the reliability of our index systems for a prolonged period. Lyra/Alto problems/delays - we were dissatisfied with the whole process.
Things have improved over the last year or two and I am particularly impressed by the way they are now trying to relate developments to customer needs throughout the process
Still a lot of weaknesses with documentation. If you are attempting to implement features for the first time, it is very hard to get an overview of how the process works.
Not always told about new documentation especially updates. We had Prism early and weren't then told that new release notice later included major changes in searching that we didn't know about.
We've also found errors and inconsistencies in release notices etc.
Documentation generally good, but needs to come out quicker. Looking forward to a more static development time, less of the "firefighting" changes perhaps
Documentation needs to be ready for new releases! Still awaiting some of post-Lyra documentation year on. Have had to work out and troubleshoot and train staff prior to any Talis documentation ever appearing. Upgrades should actually be upgrades and not detract from services previously had. (e.g. last Prism upgrade which was less useful to users!) N.B. Not good news when your upgrades are nicknamed "downgrades" by staff in various depts. and also by our users!
Difficult to comment on quality of documentation as this can vary. Sometimes not detailed enough to cover the things you need, or contradictory, sometimes I don't understand it. Perhaps experience and more training on my part will improve this!
Far too slow to respond to customer communications
Documentation and implementation guides is still very poor. Some documentation is way out of date. Some of it also contradicts other bits

Documentation sometimes confusing, especially for scripts and systems management. I would like to see more 'workflow' diagrams included so I can see where processes fit in and how they impact on each other. E.g. Cat Services and EDI - very confusing...

Service and communication has improved since the last survey but there is still room for improvement. It can still take time for questions to be answered and for calls to be sorted, especially if they do not affect the day to day running of the system. New releases appear to be available without any mention of the 'problems' that might be caused due to the software having faults in it.

Documentation for Alto came much too late for staff in Acquisitions area where I work. Queries about particular aspects of the individual modules are often best answered by an email to lis-talis, though this area is improving

Documentation has got better - the latest info about what is new in Alto. was useful. Don't think Talis yet have it quite right about communicating - sometimes via the forum, sometimes LIS-Talis. and I guess why some things get answered in different places. is this wrong.. maybe not - but can be confusing as to what to raise where.

So many new products, so many new staff - very hard to feel that Talis staff have time or knowledge to help beyond either trying to sell new products or giving briefest of factual replies to questions/problems.

Software upgrades seem to have many bugs and faults. I would prefer new software to be tested thoroughly before release - even if this means it is late.

Documentation is often inaccurate, and new versions of the documentation are released without notifying anyone. Had too many calls on Solutions that were ignored for ages, then got an email saying "There has been no update on this call for ages. Can I close it?".

Because we are a consortium it is sometimes difficult to know if things aren't passed on to us from the central unit or from Talis. However some promised answers can take a very long time to arrive when promised directly to us. I find the lis-talis (I know not owned by Talis) the most useful communication channel there is. Unless you are a System Manager when Talis is possibly your only responsibility, it is easy to miss something important in the glossy type communications that arrive or in having to think to go to the Talis website in case there is something new. I don't know if it is possible to register for updates?

Please use less jargon-we're not all system managers!

What's New in Alto . very good, much improved approach. What enquiries not raised via Solutions? We usually get told to route them there. Ones via Account manager can take ages - too much work for one person to handle I expect. Have been asked if certain solutions calls are still a problem when they have done nothing to resolve it - so yes, still a problem!

Costs e.g. per user licence for sip

Quite often slow or no response from Account Manager

The company needs to decide if it is in the LMS market or not. If so, move the core product on - rapidly, before it decays with age. If not, get out, and help us to move on.

Documentation can be a bit confusing at times...often not sure which version of release notices contain the correct information for example.