CFLA FCAB

Canadian Libraries after the implementation of Voilà

A survey conducted by the Canadian Federation of Library Associations

March 2019

Contents

Contributors

The Canadian Federation of Library Associations/Fédération canadienne des associations de bibliothèques would like to thank Library and Archives Canada for compiling the results.

Executive Summary

The Canadian Federation of Library Associations / Fédération canadienne des associations de bibliothèques (CFLA-FCAB) works to advance library excellence in Canada and champion the value of libraries. Occasionally, to understand the current library climate, the CFLA-FCAB will ask members to speak to issues affecting them. The CFLA-FCAB will ask for these responses through tools like surveys, which is what this report used.

This report uses data collected from a survey distributed by the CFLA-FCAB on both AMICUS and the new National Union Catalogue, Voilà. The CFLA-FCAB asked libraries to review how they used AMICUS, and how they responded to the movement of the National Union Catalogue to an OCLC platform.

The data suggests institutions do not have much interest in investing in OCLC services, and have mixed feelings about transitioning towards Voilà and Aurora.

The CFLA-FCAB thanks Sarah Potts and Julie Bibaud of Library and Archives Canada for their support in producing this report.

Introduction

This report is a review of responses to a survey launched by the Canadian Federation of Library Associations/Fédération canadienne des associations de bibliothèques (CFLA-FCAB), Library and Archives of Canada (LAC) to measure engagement and use of the National Union Catalogue, Voilà[1] and AMICUS. The CFLA-FCAB[2] released the survey through their website.

In the interest of clarity, we would like to note that AMICUS provided access to both the National Union Catalogue (NUC), now Voilà and the National Library (NL), now Aurora. At this time, the National Union Catalogue provides users with free catalogue listings of materials around the world. Aurora, the National Library, provides information exclusively on published Canadiana. The National Union Catalogue is on the OCLC platform, allowing individuals and institutions to access and view the holdings of other institutions across the nation.

The survey consisted of three parts. Members of the library community drafted the survey questions. The first section addressed general knowledge and usage behaviours of AMICUS at the time of transfer to Voila, with the second section addressing if respondents already subscribed to OCLC services. The last section addressed how best to move forward, and an opportunity to comment more generally.

Between November and end of December 2018 the online survey received 178 responses regarding how member associations were interacting with the National Union Catalogue.

Methodology

The data that was used in the report is from an online only survey hosted on the CFLA-FCAB website. The survey data 178 responses collected over a one-month period.

Out of the twelve questions asked, ten were close-ended style questions and two were open-ended style. Some close-ended questions permitted respondents to provide additional context to their answer through a text box. The close-ended styled questions asked participants about their use of AMICUS, whether their institution subscribed to OCLC services and if they used other service providers for ILL or cataloguing services. The open-ended questions allow institutions to provide general and specific feedback on Voilà.

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[1] Library and Archives Canada- Bibliotheque et Archives Canada. Questions and answers for Canadian libraries About Voila and Aurora. https://www.bac-lac.gc.ca/eng/services/national-union-catalogue/Pages/questions-answers-contract-oclc.aspx
[2] Canadian Federation of Library Associations- Fédération canadienne des associations de bibliothèques. http://cfla-fcab.ca/en/home-page/

Specific limitations apply to this study:

- The survey, despite only reflecting one month of responses, remained open to receive responses.
- Questions may not be specific enough.
- These results may not be representative of the Canadian library community as a whole, as only 21% of survey respondents were actively contributing to AMICUS at the time of transition to Voila.
- The survey did not provide a preamble to explain which services respondents were asked to review and why.

About the Participants

Participants in the survey were from the library community across Canada. Participants were not required to disclose their area of work. There is no conclusive data concerning the distribution of respondents between employees and non-employees (i.e., volunteers) for this survey.

Survey Results

The survey consisted of twelve questions that would inform discussions had between parties after the launch of the new National Union Catalogue, Voilà.

The survey gauges how participant's usage behaviours may have changed after the transition, alongside how often, if at all they were engaging with other OCLC services outside of the offerings now provided through Library and Archives Canada.

Some questions that did not provide a multiple-choice answer, or required further explanation, have comments that appear in the appendix of this report.

Survey questions are available in the index of this report.

The first section of the survey addressed respondents usage of Library and Archives Canada former National Union Catalogue and AMICUS.

178 responses were collected.

Participants were welcome to complete the survey in the official language of their choice; however, 96% of responses were in English. The distribution of responses were 172 responses in English and 6 responses in French.

Survey responses by language

English Responses	(approx. 170)
French Responses	(approx. 7)
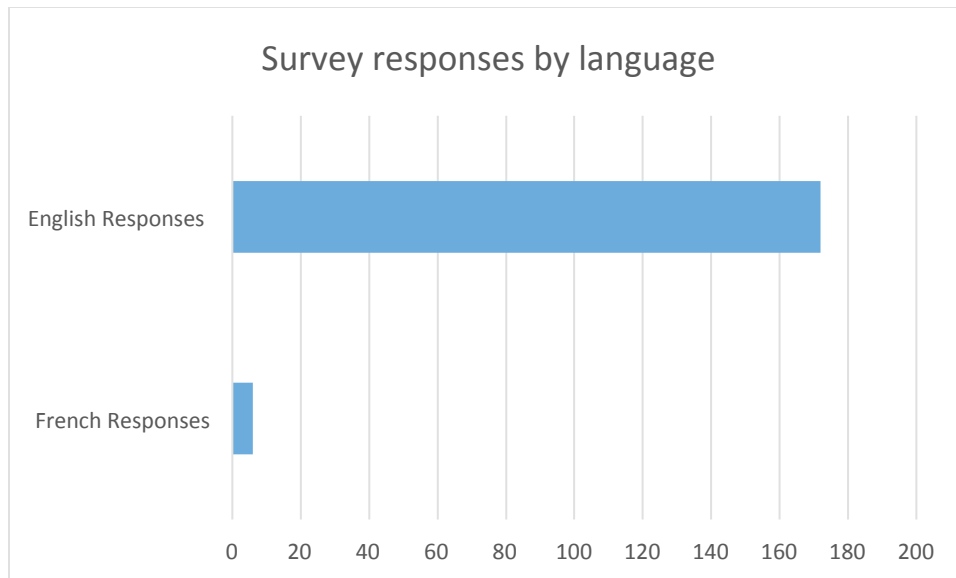
Figure 1

149 out of 178 participants (83%) stated their institution was actively using AMICUS at the time of transition to Voilà.

At the time of the transfer to Voila, were you actively using AMICUS?

Number of Responses

Response	
Yes	~150
No	~28
No response	~2
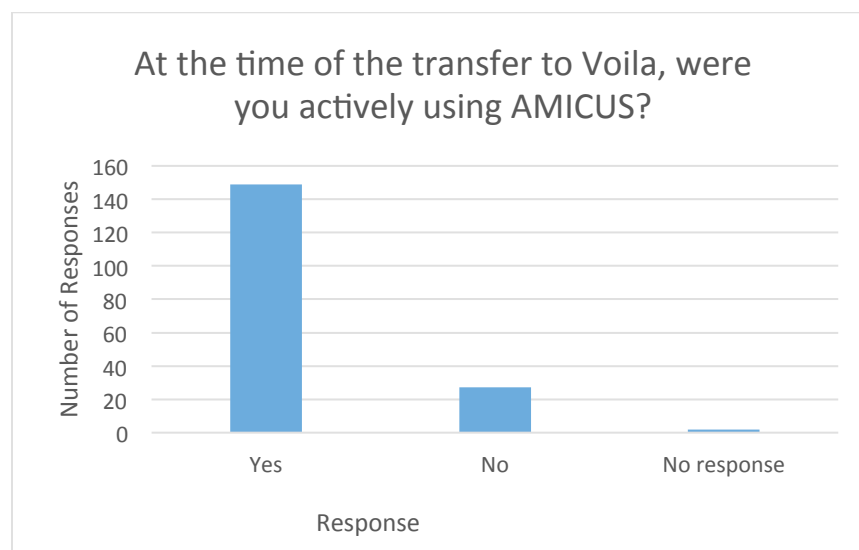
Figure 2

Of those who did indicate their institution were actively using AMICUS at the time of transfer to Voilà, only 21% were contributing to the catalogue (31/149).

For the following charts, only the responses where yes, the institution was using AMICUS, will be taken into account in interest of providing the most accurate results.

Figure 3

There was a greater response rate among survey respondents when asked if they were searching the catalogue. 91% indicated they were actively engaging with the catalogue at the time of transition.
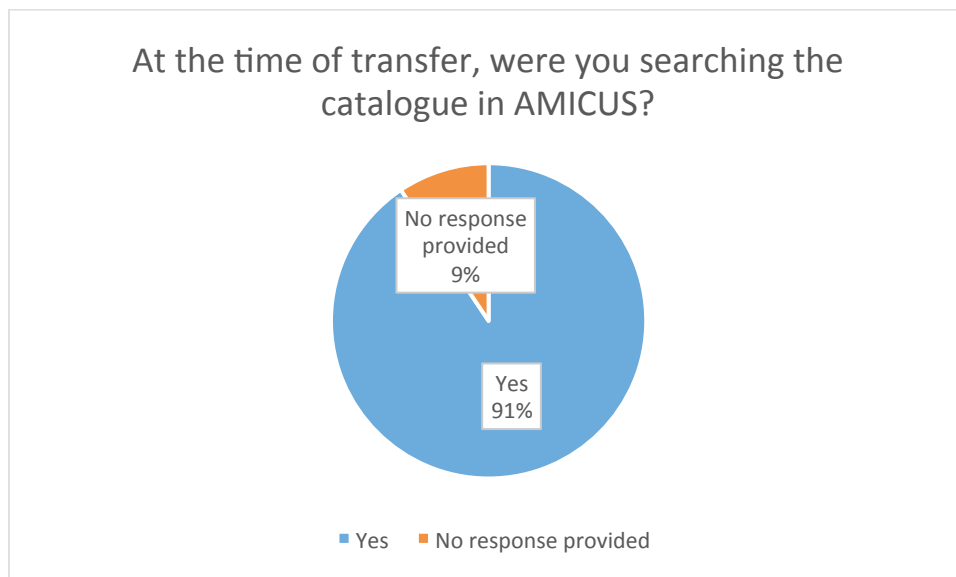
Figure 4

Likewise, for those who indicated they were using AMICUS at the time of transition, and using the search feature, a majority of respondents found it useful.

Did you find the AMICUS search feature useful?

Yes: 103
No: 5
Neutral: 21
No response: 20
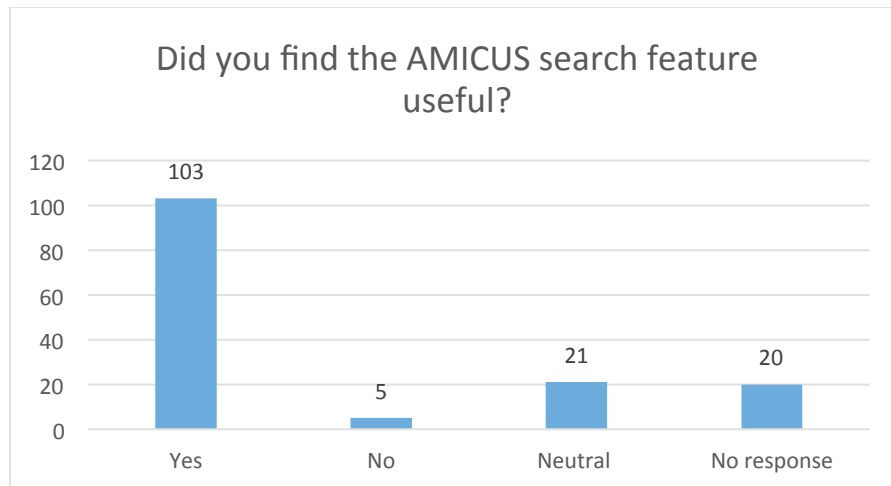
Figure 5

Use of AMICUS before the introduction of Voila for interlibrary loans (ILLs) was minimal, with only 28% indicating yes.

Did your institution use AMICUS to make ILL requests?

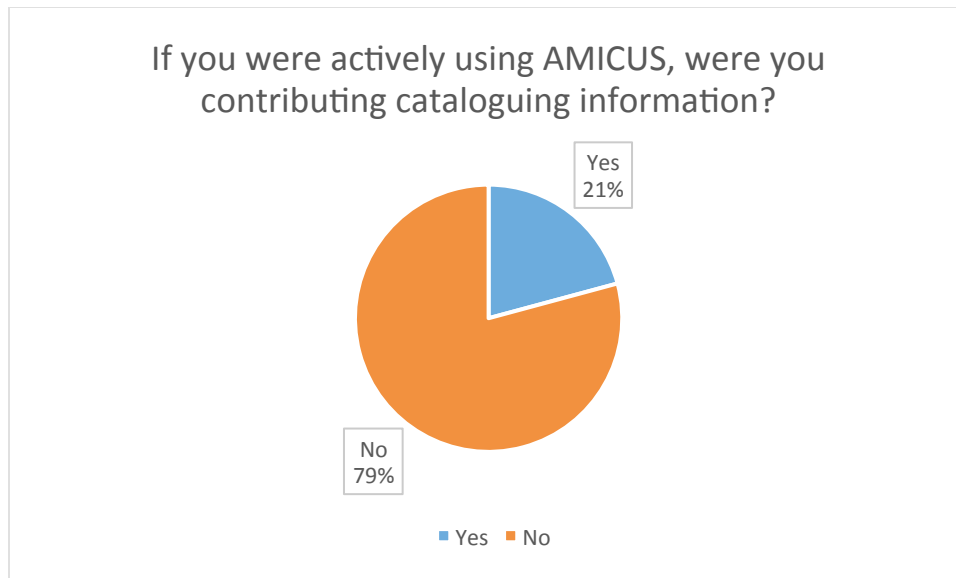No response provided: 106
Yes: 43
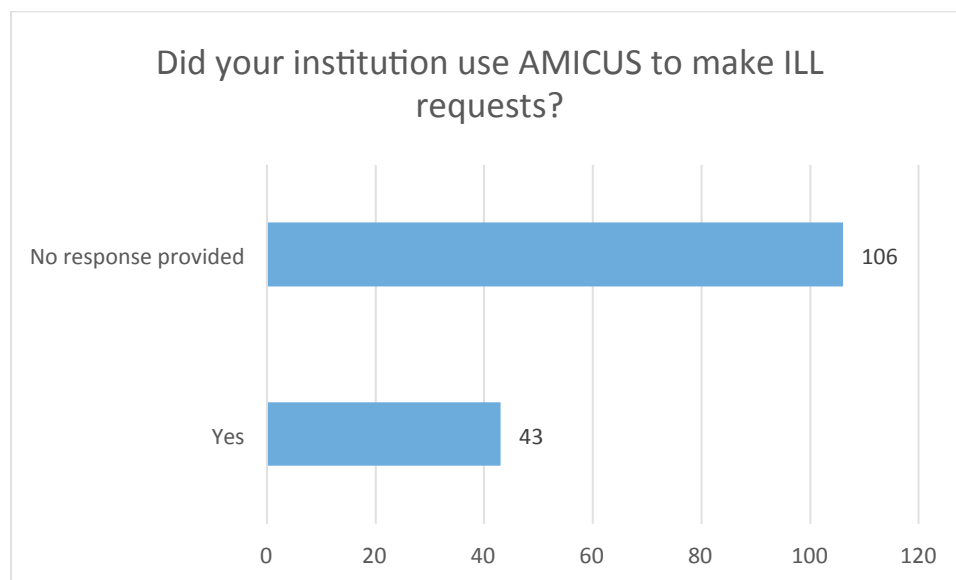
Figure 6

Answers indicated that respondents were not certain as to if their institution was utilising AMICUS for ILLs, or only using the service minimally, resulting in neutral responses.

Survey participants also indicated that they used AMICUS in other ways, one of which was accessing records through other providers.

Approximately 45% of users indicated they use other providers to access and download AMICUS records and the other 55% did not.
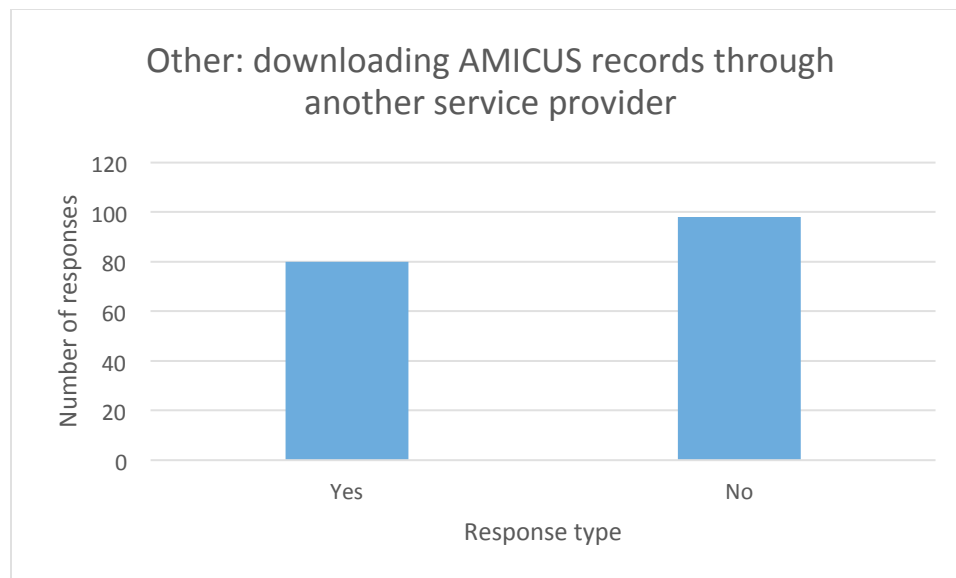
Figure 7

Further, respondents also suggested that they would use AMICUS to check and download catalogue information, bibliographic records and review canadiana authorities. Some indicated that they would consult AMICUS to make informed business decisions in areas like cataloguing digital publications[i].
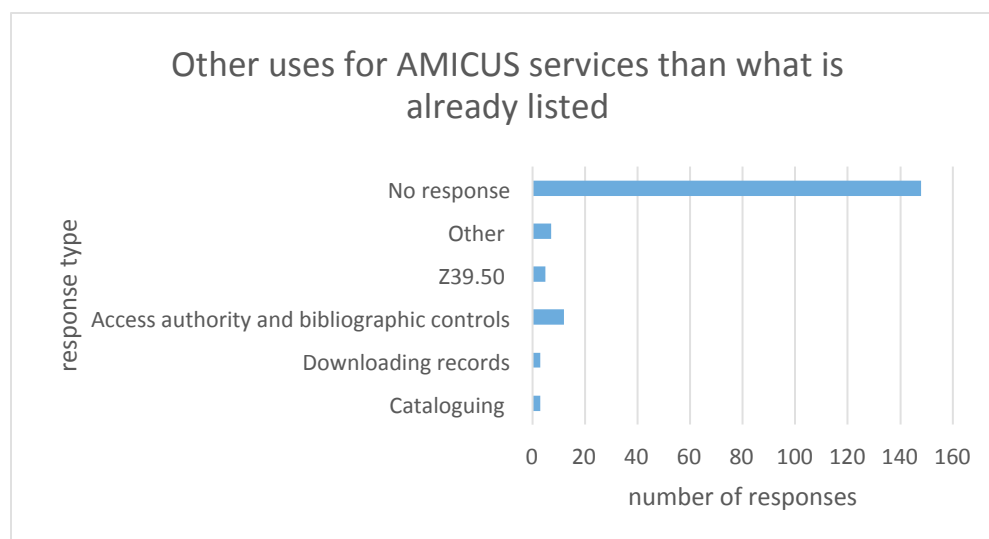
Figure 8[3]

Survey participants noted that if they did not use the AMICUS, it was because they were already using another service, or were not satisfied with the available records. Other users suggested that they would not contribute to AMICUS because it cannot process multilingual records, including Indigenous syllabics.

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[3] The term "other" was utilized in visualisation eight and others to encompass outlying activities. Some activities like smartporting and reviewing ILL requests were placed in the "other" category.

These responses suggest that users may have not been certain as to whether or not they should indiciate how services were being used, and why. Sometimes, respondents were uncertain if their institution was using AMICUS at all, serving as a potential explanation of respondents vs. non-respondents.

Other respondents replied that they were not using AMICUS because ILLS were provided to them through their province or territory of work, or other service providers.

These responses are provided as recorded in the appendix of this report.

In the second part of the survey, respondents were asked about their usage behaviours and subscriptions to OCLC services.

Does your institution currently subscribe to OCLC services?
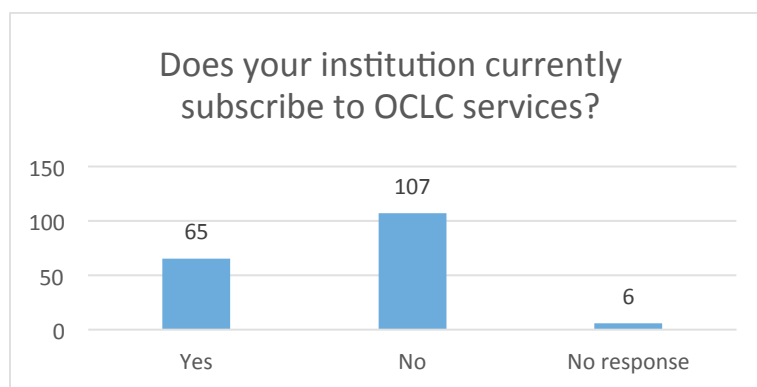
Figure 9

Less than 40%, of all respondents stated their institution subscribed to OCLC services. With remaining responses being shared between no indication or no subscription.

When presented with the question of would they consider subscribing, most stated they would not, or opted to not answer. Only 9% of respondents agreed that they would subscribe.
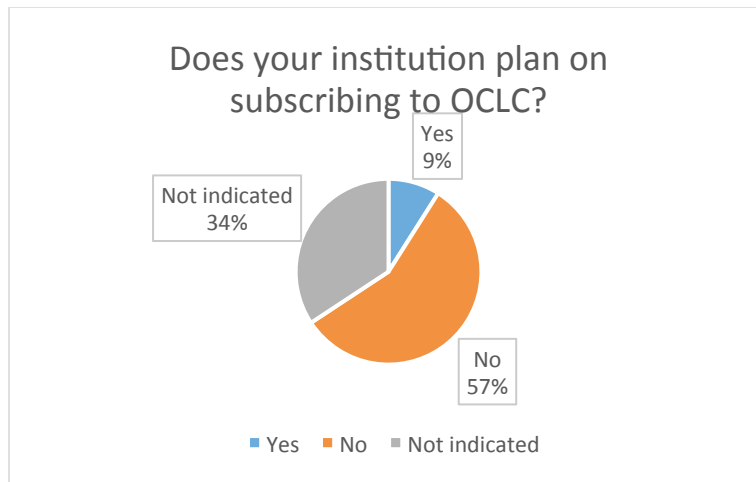
Figure 10

The 40% of respondents who did express that their institution subscribed to OCLC services were asked to disclose what services they used.
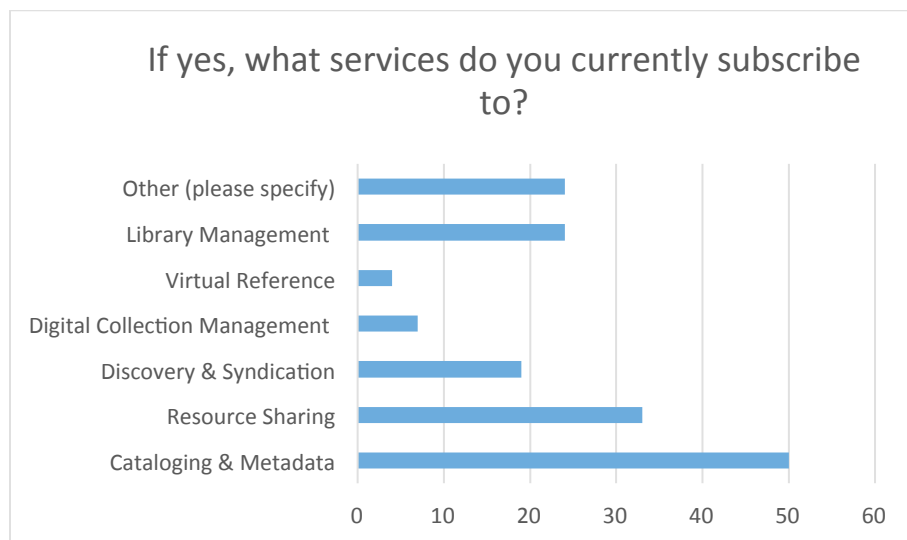
Figure 11

Of the sixty-five respondents who indicated their insitution subcribed to OCLC services, 75% said they were subscribed to cataloguing and metadata services.

The next most common subscription was for resource sharing services, with 49% of survey responodents stating their institution was subscribed to these.

Only three respondents stated they subscribed to virtual reference services, making it the least utilized service.

When asked to specify the other services they used or subscribed to, responses were all different. Only two of the six participants shared similar answers.

When asked how much their insitution paid for the services they subscribed to, respondents indicated they paid as little as 150 dollars or in excess of 140,000 thousand dollars.

This range in cost reflects a number of potential factors. Some comments indicated that institutions had entered into a service agreement with OCLC for a flat fee to access their services. Other reasons for high cost range could be the respondent was replying on the behalf of a larger institution or consortium.

Most did not provide a cost estimate for this section of the survey.
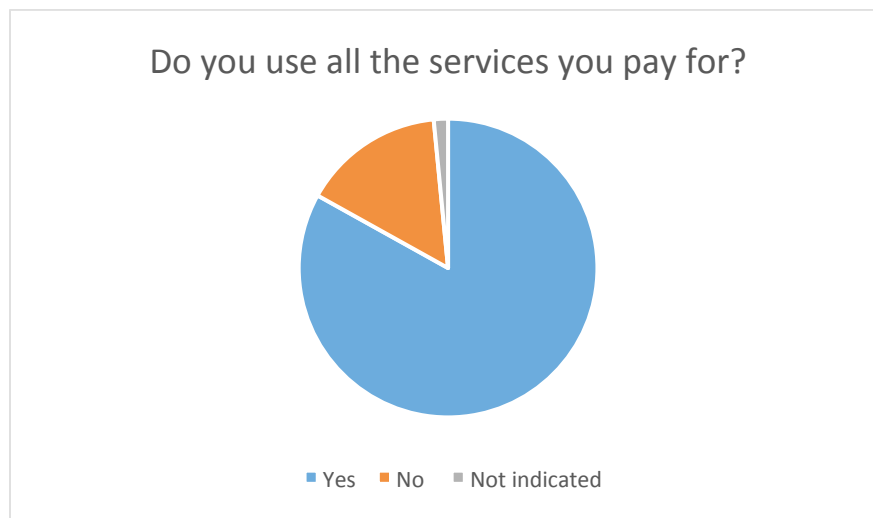
Figure 12

Of the 65 respondents who did indicate they subscribed to OCLC services, 54 (84%) indicated that they used all of the services they paid for. Among those who did not use the services subscribed to, common responses were that the service was not useful, too costly, or they already use another service that suits their needs more.

A majority of respondents (60%) indicated that they would not subscribe to additional services or to OCLC at all.

Only 16 respondents indicated that they would subscribe to OCLC services, or would subcribe to additional services that they had not yet applied for. Reasons for not subscribing are of value, and may be accessed in the index.

Recorded responses demonstrated that most users were not subscribed to OCLC services. The most commonly cited reasons were cost and institutional priorities not aligning with library service needs.

Approximately 58% of all respondents indicated in the survey that they had used, or do use other services to support cataloguing and ILL activities.

Do you use other service providers for services that support cataloguing and ILL service?

	Yes	No	Not indicated
	103	65	10
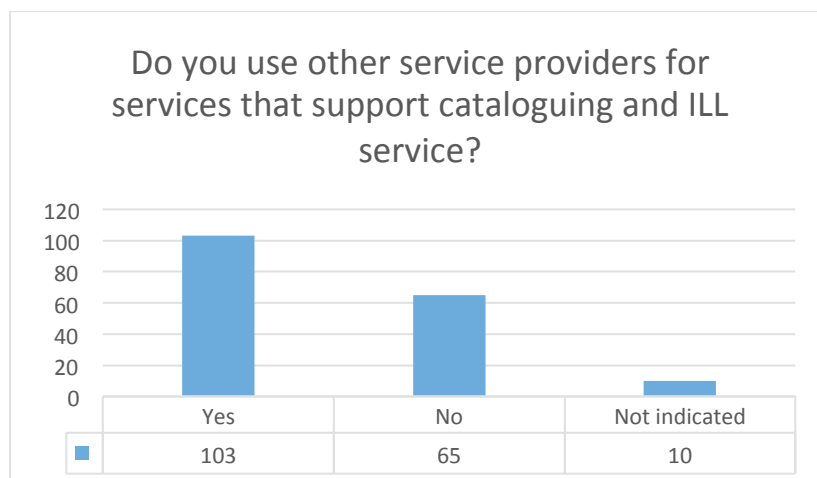
Figure 13

When asked if the additional service used for ILLs and/or cataloguing was compatible with Voilà, almost half (47%) of respondents werent certain. Approximately 13% of answers indicated that ILLs and related actions were not dealt with in house, but by an outside provider.

Is it (the service)compatible with Voilà?

Yes ■ No ■ Uncertain ■ Not indicated ■ other
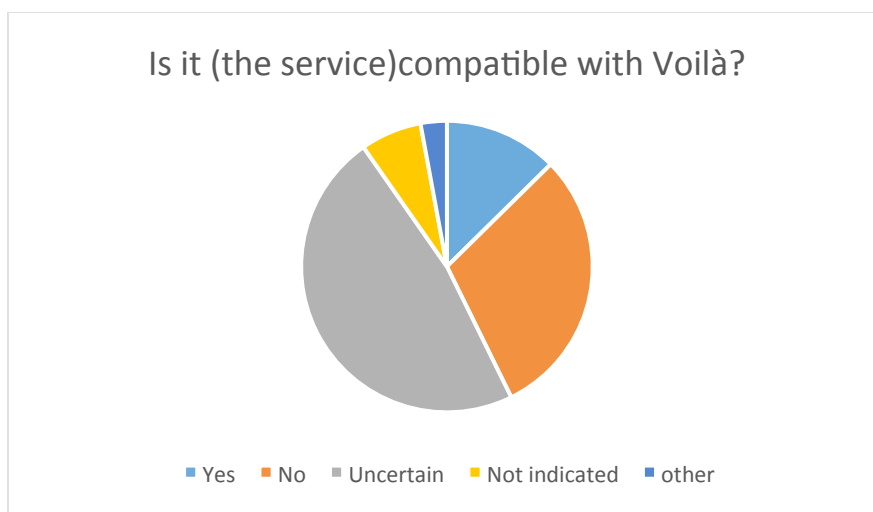
Figure 14

Respondents demonstrated uncertainty around if their current ILL services were compatible with Violà. Only 25% of survey participants provided a concrete answer to this question.

Of the responses provided, approximately 41% of respondents did not provide an answer, and 30% were not sure.

Only 7% of respondents were certain that their system for ILLs were compatible.

The survey provided a chance also for individuals to state if, whether or not their province or territory had a collaborative cataloguing/ILL service.
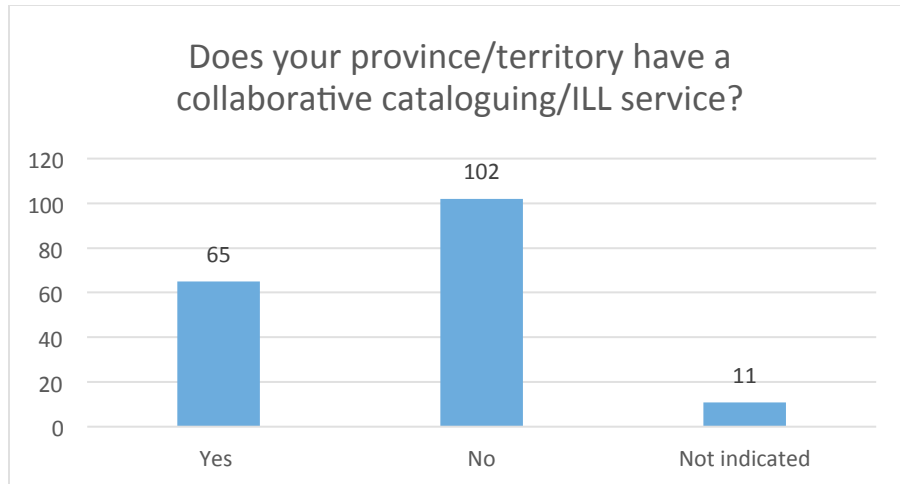
Figure 15

Approximately 36% of respondents declared their province or territory had a collaborative cataloguing or ILL service. 57% said they did not, and the remaining 6% elected not to answer.

When asked if the service was compatible with Voila, 65% of survey respondents did not reply. Last, survey respondents were asked if they applied for support from the Library and Archives Canada subsidy fund[4].
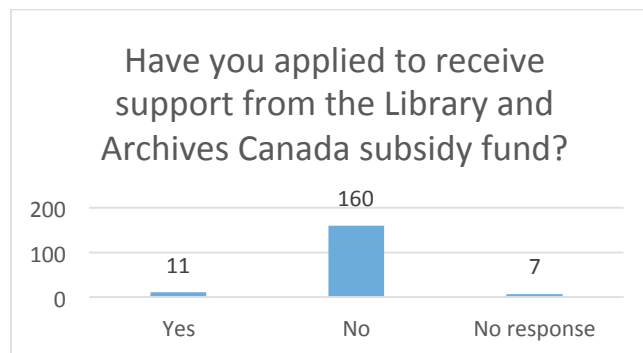
Figure 16

Ninety percent recorded a response that they did not apply for funding from the Library and Archives Canada subsidy fund. The remaining ten percent was spread between those who did apply, and those who did not answer.

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[4] The Library and Archives Canada subsidy fund provides support to smaller libraries that otherwise would not be able to participate in national projects. Institutions are encouraged to review the Questions and answers for Canadian libraries about Voila and Aurora page to see if they are eligible.
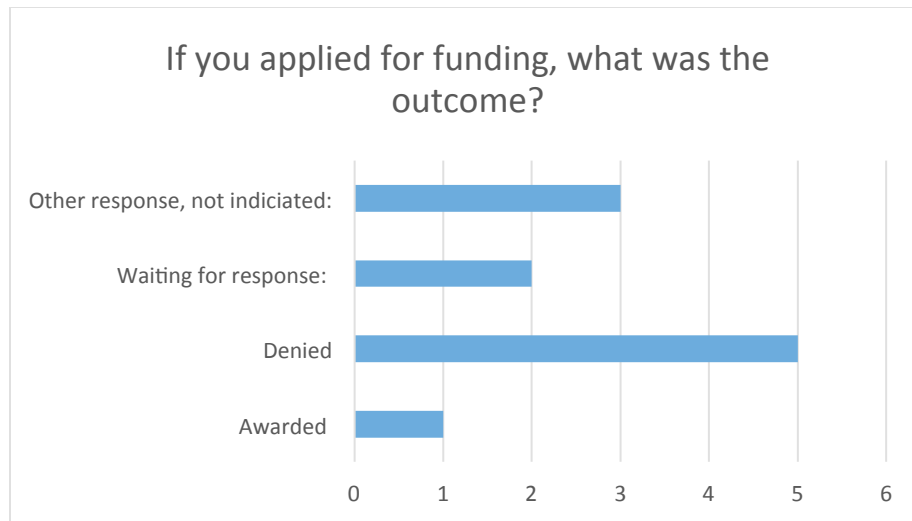
Figure 17

Of the eleven respondents who applied for funding, five did not receive funding, while others were awaiting a response or elected to not move forward with their application.
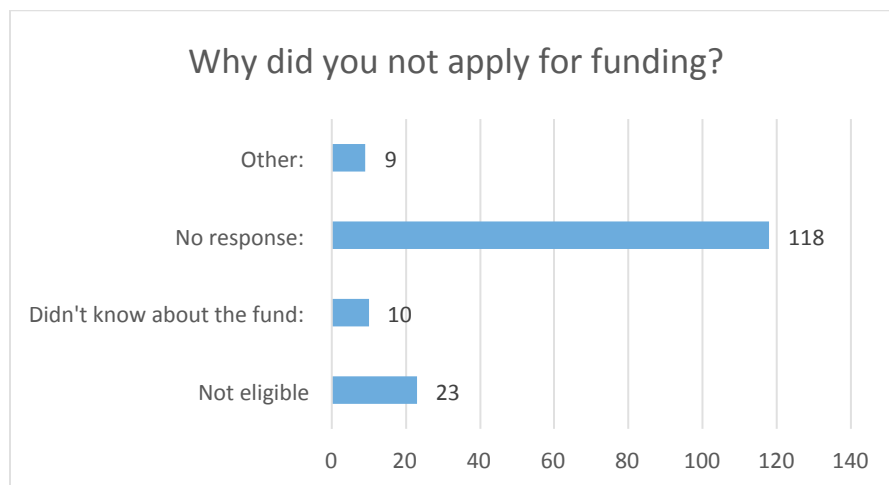
Figure 18

Most repondents did not indicate why they did not apply for funding at their institution.

When a response was provided, many said it was due to ineligibility or lack of knowledge of the subsidy program.

In the last section of the survey, respondents had the chance to provide general feedback.

Figure 19

Around 64% of responses suggested they would not like to work with Library and Archive Canada and other partner institutions to identify solutions to perceived problems. Reasons varied, with a commonly stated reason being they were not currently in a capacity where they could participate.

Summary of Results and Recommendations

Strengths	Potential Areas for Development
Provided valuable feedback on service use and use behaviours	The survey would benefit from having a follow-up study within a year. Survey questions will be more direct, and focus on concerns raised in the initial study.
Begins the conversation on collaborative work between LAC and library institutions	Improve the level of response from francophone and other underrepresented populations
Allowed participants to provide feedback on the process of transitioning to Voilà and problems they encounter	Consider making certain questions in the survey mandatory. This may produce more concrete results
Repeat of the survey would be beneficial within a year to obtain comparative data with new questions	Make sure questions differentiate between NUC (Voilà) and NL catalogue (Aurora)
Promotes reflection on how the CFLA-FCAB can support the library communities understanding of services available to them like the Library and Archives Canada Subsidy fund	Allow the survey to have a contact/information about the respondent area. This will allow organisations like the CFLA-FCAB to better profile the areas and

Promotes increased engagement initiatives and open communications; how Library and Archives Canada and partner institutions can work together to promote and profile success	diverse types of work that exist in the library community
	Uncertain as to how many respondents are OCLC service subscribers vs. service users
Provide the opportunity within the follow-up survey for participants to identify their sector or area of work on a geographic level	Potential lack of uptake of OCLC services by libraries for a complex number of reasons
Demonstrates shared concerns of equitable access, appropriate subject headings and increased knowledge of Voilà and its capabilities. Additional comments are available in the index.	Utilize communications and engagement opportunities to build knowledge of the National Union Catalogue for the community and the strengths it possesses
Use comments provided by respondents to form conversations about the role of Library and Archives Canada in the library community and the services offered. Specifically find ways to communicate how major services like Voilà (National Union Catalogue) and Aurora (AMICUS), differ.	Leverage the position of the CFLA/FCAB as the united voice of Canadian libraries to discuss community concerns about the status of Voilà and Aurora with LAC.
	Create opportunities for engagement with underrepresented communities to fill the gap in service knowledge on Canadian libraries directly and through associations that represent their interests.
Presents the opportunity to work with the community to understand why institutions are using other services for cataloguing and related actions like reviewing subject heading authorities instead of Aurora and Voila	Work with the community to understand why institutions are using other services for cataloguing and related actions like reviewing subject heading authorities instead of Aurora and Voila
	Future survey questions should shared among business area managers possibly impacted by the survey

Annex 1

Suggestions

To make the transition from AMICUS to Aurora and Voilà accessible, participants shared the creative solutions that mattered to them. Often addressed concerns were bolded. If responses had identifying information, they were edited to maintain anonymity.

The NUC must keep a record of alternate format works available in the country. It is essential that there is one location for all alternate format works.
Provision of full MARC records
Clear and honest communication
Commitment to sustainable access for small public library systems
Low or no cost access to OCLC services
Make the ILL service and access to MARC records freely accessible. Canadian libraries should be able to share resources and copy cataloguing like we were able to before
Work towards a multilingual authority and subject heading for inclusion of Indigenous languages
Free Z39.50 or MARC download from Voila through the browser. Most ILL's have this capacity
Get Voila into Worldshare and make it a one-stop shop. Prepare VOILA for loaning and not just borrowing; we search up to 20 catalogues to get information
Make it free like AMICUS. Canadians should be able to access the service
Make it free to school libraries
Unknown as we don't know the full set of problems that are being experienced
In the ILL system, improve the visualisation of journals
Let libraries download MARC records for free or minimal cost. ILLO services
Replace LC subject headings that are inappropriate
Include school libraries in the subsidy
More French bibliographic records ex., from BNQ
An ILL system that is functional across Canada like Ontario's VDX

The ability to access AMICUS without requiring a subscription to OCLC
Cease operations with OCLC or establish an open data agreement and fill participation in national holdings
Tell us something useful outside of what is already achieved through WorldCat
Add the functionality to the system to allow for MARC downloads
Make it cost effective
Find a product compatible with other services. Voila/NUC is not compatible with some Canadian content providers like L4U
Free access to MARC/Bibframe records, with a concentrated effort to ensure records that are created from all Canadian content.
Make the services offered by Voila provided to each library partner group more obvious
Ability to filter by library/see what library holds an item
Work with the University of Alberta centralised ILL staff and the Chinook Arch Library System to cover most of Alberta
Allow school board access to and ability to download bibliographic records from Voila
Don't prevent BC libraries from accessing subsidies because of their use of Outlook catalogue.
Tell OCLC to not require full membership to access ILL services
Increase knowledge of Voila- specifically how it works and what services are offered
Make sure people are more aware of it [Voila]
Simplify the process for libraries to export/import records
Upload records more frequently
Verify Voila compatibility with z39.50
Leverage a provincial licence to subscribe to the service
Support all libraries (not just smaller ones) to get an OCLC subscription
School libraries should fall under LAC funding, or be provided with another way to access Voila. It feels as though schools are being expected to financially support other

libraries who are not expected to pay. It should be noted that schools are funded by the taxpayer. We need to ensure we are spending those tax dollars appropriately.
Add Canadian subject headings and name authorities to existing records by Canadian libraries
Allow school libraries to download cataloguing records for no cost
IP authenticated access to Canadian MARC records for all Canadian libraries to allow them to access records for free
Include LC (Library of Congress) catalogue numbers
Do not count Library Database subscriptions as part of collections as they are not owned by a library
Need Canadian and French Canadian records with quality multilingual records to support diverse populations and more Canadian content
Need Canadian records especially French Canadian and mother tongue/Dual language records especially with the indigenous languages of Canada
Establish an open data framework to permit all Canadian institutions to use and add to the database and share their information holdings
we need French Canadian records that are free as not all schools have budgets to afford to pay
Expose bibliographic data as open data, both on an individual record basis and via a SPARQL endpoint to allow create queries like wikidata.
Remove "Disallow /" from http://canada.on.worldcat.org/robots.txt so that search engines are allowed to index Voila's content
Comme dans Amicus, la possibilité de visualiser la notice (bibliographique et autorité) en format MARC21 serait grandement souhaitable
Use the next few years of the contract to create an in house product that is completely Canadian. We should not be outsourcing to an American company… it should be Canada led and supported
Already a subscriber to OCLC services so the change to Voila has not impacted services. Smaller BC libraries are struggling… outlook handles ILL's but does not allow for copy cataloguing we believe

I wish the UC wasn't moving to OCLC. At the very least because it's American.
More advertising/knowledge sharing before, during and after changes are implemented
OCLC shouldn't bundle the NUC with other services. Participating in Voila and accessing it should be a separate subscription with a reasonable cost that corresponds with the cost of maintaining NUC records. We can't access our records
Display MARC records in the catalogue, allow for the download of MARC records via content negation, Z39.50 and bulk download
Make the bibliographic data open data
Create an all Canadian product
A free/low cost opportunity to put records into Voila in an easy and efficient manner.
Add an order function for ILLs or document delivery requires and viewing option to see the cost and policies of all Libraries ILLs
Ensure that special libraries with no budget for OCLC services or other cataloguing services are able to validate ILL information and see accurate Canadian holdings in other institutions
This move has had a negative impact on our library. Unless you drop the subscription fee, your system will get replaced by something better.
Remove the requirement that the NUC must be grouped with other OCLC services to access
Ensure that information reaches small, rural and northern libraries. They are left out of the loop often
Create a membership tier system that will permit affordable contribution of holdings and downloads LAC records as needed
More exposure of local holdings data in Voila; have the option to "unbundle" record clusters so that libraries can better identify editions/variants and record sources.
I wish that Z39.50 was still a free service. We do not use ILL
More open dialogue

Through their active collaboration survey participants, alongside the CFLA is working to gather ideas for future actions that will advance the library field.

CFLA/FCAB will review these results and share them with LAC to review how they can support the library communities' access to the National Union Catalogue in a fair, consistent manner.

Annex 2

National Union Catalogue Questionnaire

At the time of the transfer to Voila, were you actively using AMICUS?

- ○ Yes
- ○ No

If yes: How were you using the service (select all that apply)?

- ☐ Contributing cataloguing information (How many items were you contributing per year)☐
- ☐ Searching the catalogue (Did you find the service useful?)☐
- ☐ Making ILL requests (How many ILL requests would you make per year?)☐
- ☐ Downloading AMICUS records through another service provider?
- ☐ Other (Please specify)☐

If no: Please explain why you were not using the service.

☐

Do you currently subscribe to OCLC?

- ○ Yes
- ○ No

What service(s) do you currently subscribe to:

- ☐ Cataloging & Metadata - e.g. (WorldShare Metadata Services, OCLC Cataloging Subscription, Dewey Services, Contract Cataloging, CatExpress, WorldCat Cataloging Partners)
- ☐ Resource Sharing - e.g. WorldShare Interlibrary Loan, ILLiad, RELAIS
- ☐ Discovery & Syndication - e.g. WorldCat.org, WorldCat Discovery Services
- ☐ Digital Collection Management - e.g. CONTENTdm, Digital Archive, WorldCat Digital Collection Gateway
- ☐ Virtual Reference - e.g. QuestionPoint
- ☐ Library Management - e.g. WorldShare Management Services, Acquisitions, & Circulation. WorldCat Discovery, WorldCat Local, WorldShare Metadata Services, WorldShare Interlibrary Loan, WorldShare License Manager, WorldShare Collection Evaluation, EZproxy
- ☐ Other (please specify)☐

How much do you pay for your service(s)?

☐

Do you use all of the services you pay for?

- ◯ Yes
- ◯ No

If no, what are the reasons for not using all of the services?

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If you are not already, do you have plans to subscribe?

- ◯ Yes
- ◯ No

If yes: What service(s) are you planning to subscribe to? What will be the cost to subscribe to the service(s)? If no: Please explain why you are not considering subscribing.

<div style="border:1px solid #000; width:2em; height:2em;"></div>

Do you use other service providers for services that support cataloguing and ILL Service?

- ◯ Yes
- ◯ No

Is it compatible with Voilà?

<div style="border:1px solid #000; width:2em; height:2em;"></div>

Does your province/territory have a collaborative cataloguing/ILL service?

- ◯ Yes
- ◯ No

Is it compatible with Voilà?

<div style="border:1px solid #000; width:2em; height:2em;"></div>

Have you applied to receive support from the Library and Archives subsidy fund?

- ◯ Yes
- ◯ No

If yes: What was the outcome? (text box to explain) If no: Please explain why you did not? (text box to explain)

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Moving Forward

What creative solutions would you like to propose to assist LAC and the Canadian library community in ensuring that the NUC(Voila) is as comprehensive and accessible as possible?

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Are you interested in working with LAC and other library partners to identify creative solutions ? (ie – third party arrangements, etc.,)

- ◯ Yes

- ○ No

Please provide you name and email
☐

General Comments:
☐

Annex 3
General Comments

Comments may have been edited in the interest of removing identifying information.

I am in Interested in timely recording by LAC newly deposited archives
Extremely disappointed that LAC's negotiations with OCLC resulted in such a decimation of the co-operation that previously existed between Canadian libraries of all sizes and from all sectors.
We used to talk to Ann at LAC-BAC far more regularly; than we have since VIOLA can into effect but our province-wide ILL, stats have doubled in the last 3 years.
The move to OCLC and having to subscribe to copy cataloguing services is a severe blow to small independent libraries that do not fall into the narrow categories covered by the proposed subsidies. This can include special libraries, corporate libraries, independent cataloguers creating original records for materials outside the interest sphere of the corporate cataloguing world (e.g. government grey matter, materials in Indigenous languages, etc.). CSH & Canadiana s.h. now endangered.
Unsure why Amicus and its contents were given away to an American firm prior to exploring made in Canada collaborative solutions
Currently using JASI software and not sure how this would apply
In terms of alternate paths, LAC may want to engage with the Library of Congress, PCC and LD4P with respect to having an open shared dataset. Moreover, SVDE will be providing a discovery option with a model that ensures that the data remains in ownership of the participant libraries.
The current setup for ILL in Canada is worse than 5 tiered health care where you are bounced from one doctor to another and they all have different opinions. Some general sense of organisation would be nice.
The school board has techs in the high schools and elementary schools who do all the cataloguing on site.
My School Board doesn't have a district cataloguer. But I have the most experience cataloguing and am one of the few who are qualified.
LAC should have gone with a free solution. Putting a pay wall up for accessing the MARC records of our National Library is rather against the freedom of information that libraries strive for. The British Library allows you to access and copy their MARC records

for free.
I was unable to enter a $ amount for cataloguing services as this is paid for via our school district.
I think the decision to move to voila was a bad one; it excludes a lot of people and libraries.
I've not heard from anyone in the Canadian library community that supports the LAC decision to hand over Amicus to OCLC. It appears to be a communications disaster for LAC, and a huge financial burden on Canadian tax payers.
Could we please value our school libraries and give them free access to their national catalogue.
Shouldn't a national union catalogue be available to all Canadians?
Je ne saurais repondre puisque je n'ai pas un poste de responsabilite qui permet ce genre de decision.
Not sure how LAC will help with data management in central cataloguing, name & subject authority, etc.
We don't need a whole OCLC membership (just for access to Voila). Our admin are focused on education, not cataloguing (so no funds for a membership). This means no school district will have the benefit of your record downloads (and copy and paste takes forever, so that will dwindle quickly), they will also be unable to contribute records for the unique materials that school districts self-publish and/or collect.
LAC should communicate updates, changes, etc. to libraries better. More effort should be spent on library services in general. There is opportunity for LAC to facilitate a national voice for libraries, and nation-wide discussions on the future of libraries. More engagement with libraries and library staff across the country would be appreciated.
I work in a school library and do a minimal amount of cataloguing as most of our records as loaded via our library software
We are waiting for a quote from OCLC for ILL services. We have yet to receive it, so we cannot know if we can afford it or not. However, I do not expect our budget to be sufficent to subscribe to ILL services. Additionally, we have received a ball-park figure for OCLC cataloguing services that we cannot afford, so our Technical Services department will be required to do much more original cataloguing of NL and Canadian material. We have been excluded from Viola, and our TS costs will increase.
it was incredible to learn that the LAC and the people who worked there had no idea

who their users were before taking the huge jump to OCLC. And that it would now be unaffordable for school libries across Canada to access Canadian cataloging records from our own national libraries.

OCLC costs underestimated. Other OCLC costs paid as part of consortial membership.

This was such a terrible decision to go with OCLC. LAC sold out the library community. I disagree with any 'creative' solutions - they should have consulted stakeholders in the first place, not clean up the mess they made afterwards.

Legislative Libraries hold unique content. Because many legislative libraries do not subscribe to OCLC, due to financial constraints and other reasons, LAC no longer has a true union catalogue.

While smaller libraries 'may' be able to obtain a subsidy for this subscription, small libraries with consortial arrangements may still not meet certain size restrictions. Those that cannot afford a full subscription to OCLC, will not have cost free access to Canadian metadata, and partial subscriptions to the agency's metadata resources do not qualify. Arguably, this creates a certain barrier for Canadian libraries as they strive to make Canadian content discoverable.

I'd like to see a national effort to build a new Indigenous controlled vocabulary using wikidata.

Happy with OCLC and Voilà ; we don't share pricing;

LAC should have given more thought and consideration and consultation before making a move that basically eliminates a Canada union catalogue due to costs that were not there before

Avons l'impression que la qualité du service a grandement diminué : pas de visualisation de format MARC21, autorités, ...

We are using Alma and would like to see if we can integrate Alma's resources sharing function with LAC ILL and Authority File

The CNIB continues to deposit files in the CNIB Fonds. I am interested in having item level access to the files that LAC preserves for us.

I have been using AMICUS on its public website for copy cataloguing of a small book collection of the Society for the Preservation of Canada's Nuclear Heritage, Inc., which is developing a museum in Deep River, Ont. Most books are older titles rather than 21st century publications. The lack of LC call numbers on Voila and OCLC records makes them inadequate for copy cataloguing of Canadian publicaions. However, I can

sometimes find Canadian publications in the online LC Catalog.
At the high school level, we use amicus on a nearly daily basis for cataloguing via z39.50.
We run the ILL for the public libraries / SILS fin Saskatchewan out of the Moose Jaw office
We do not use Voila and even if we wanted to, the cost is too high.
We use BookWhere for Bibliographic records for copy cataloguing and Authorities from Library of Congress. $150 is a one time fee for the program
This is a point I have made before, but I think it bears repeating: the only barrier to access with AMICUS was interest on the part of contributing institutions. Libraries that wanted to build this national union catalogue by sharing cataloguing information or materials through ILL could do so easily. With Voilà, an additional financial barrier effectively prevents certain kinds of libraries and even entire jurisdictions from participating.
Je ne suis pas certain de l'implication de certaines des questions. De plus, la question du PEB aurait dû être séparé de la question du catalogage.
We need Canadian and French Canadian and multilingual records at little to no cost.
I would say yes but I am retiring and cannot commit my successor.
Worked in the field for 35 years.Still wondering when LAC are going to get their act together and figure out what they should be doing in keeping with their mandate.
Our public library serves 30,000 people in NE British Columbia. We are members of the BC Library Co-operative using Sitka. I use Sitka z39.50 to search Canadian (including Amicus) and American libraries. If I could have access to the Canadian Subject Headings and all Canadian authorities, I could at least get those correct rather than using LC.
It would be great if Voilà could be hosted on a gc.ca domain instead of "canada.on.worldcat.org", which acts as both an advertisement for OCLC Worldcat and allows OCLC to collect all of the search and usage data of Canadians using the national catalogue
Voila is unable to limit results by Library name/search w/in an institution, which is frustrating. In addition, the search results algorithm is spotty at best, not returning the most relevant at the top, even with an exact match. Cumbersome to use, results list is

not user-friendly.
Please make access to and downloading of marc records free.
Cost prohibitive to participate in National Union Catalogue and to download records for copy cataloguing purposes, which was the two reasons we subscribed to OCLC. However, due to budgetary restrictions, we may not be able to continue our OCLC subscription in future years.
As a minimum expectation of the National catalogue, we would expect that holdings are comprehensive and current.
If it were possible to purchase access to *only* the Canadian records/holdings of the OCLC database at a lower cost, this could be a more cost-effective model. LAC is also investigating ways to financially support library consortia made up of small libraries e.g. eastern provincial library systems
Brock University are interested in being part of the discussion.
Drop the subscription fee. This move to OCLC has been very bad for us.
Viola is pretty good, but not always accurate. I often get ILL requests for items/articles we don't have. When I check in Viola it shows that we do have holdings when in fact we don't.
I am a Library Technician in ILL; I'm interested in solutions but unfortunately not in the position to assist. Thank you.
LAC local holdings data is essential in Voila to permit Canadian libraries to classify their materials in PS8000 and FC ranges in sync with their national library.
Since LAC is funded by Canadian public revenue. It is frustrating that we need to pay for an OCLC subscription to use it for cataloging.
Not sure what you are asking here - creative solutions for what?
Only if those "creative solutions" are free.
In the ILL policy directory add a field showing the date the info was last updated; and to keep availability info current, ask all libraries to strip and reload their holdings records.
In the past our public library has had a distant relationship with OCLC, only utilizing and paying for services we used. it was expensive and the products cumbersome.
It is not that we are not interested in identifying creative solutions, but until the completion of the Collaborative Futures project, we are not in a position to identify or

develop creative ideas.
AlliancePlus is included in our ILS and we can't afford to purchase other subscriptions. Use OCLC free resources including WorldCat.
In the ILL policy directory, add field showing the date the info was last updated; and to keep availability info current, ask all libraries to strip and reload their holdings records.
Our public library has had a distant relationship with OCLC, only utilising and paying for services used. It was expensive and the products were cumbersome.
The main reason we subscribed to this service package is to participate in the NUC, and because it allows the downloading of catalogue records via Smartport.