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ASERL Interlibrary Loan Best Practices Survey, 2013

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ASERL Interlibrary Loan Best Practices Survey

Welcome & Member Characteristics

Q1.

This is a library and information needs assessment survey of the Association of Southeastern Research Libraries and ASERL's partner institutions. The results will assist ASERL in identifying programming and project areas to support resource sharing.

Participants will be asked to answer questions related to their institutions' interlibrary services and resource sharing operations. The survey should take about 20 minutes to complete.

Questions include ILL staff numbers and various ILL transaction volumes for FY12, so having those figures available will prove helpful.

There are no foreseen risks to participating in this project. Information in the responses will be kept confidential and data will be stored securely. All data will be reported in aggregate form to the ASERL membership, also in subsequent presentations and publications.

Your participation in this study is voluntary; you may decline to participate without penalty. If you decide to participate, you may withdraw from the study at anytime. If you withdraw from the study before data collection is completed your data will be destroyed.

Selecting 'Yes' below constitutes your informed consent to participate in this survey.

If you have questions at any time about the study or the procedures, you may contact any of the survey investigators:
·   David Atkins, University of Tennessee, Knoxville (datkins@utk.edu)
·   Judy Greenwood, University of Mississippi (jgrnwood@olemiss.edu)
·   Pam Whaley, Auburn University (kingpam@auburn.edu)

Thank you for your participation.

Yes, I will participate in this survey. ◯   No, I will not participate in this survey. ◯

Q2. What is your library's OCLC Symbol?

[   ]

Q3. Interlibrary Loan staffing levels (FTE). Include any FTE residing in departments outside of your ILL department that assist in the fundamental daily ILL order fulfillment (borrowing

and lending). Example: A library's Stack Maintenance department provides .25 FTE in student staff for book retrieval.

Librarians   [0]

Support Staff   `0`

Students   `0`

Total   `0`

Q4. What is your institution's Borrowing Volume for FY12?

`0`   Total Requests **Received**

`0`   Loan Requests **Filled** (include requests filled by local collections, "Library Has")

`0`   Article Requests **Filled** (include requests filled by local collections, "Library Has")

Q5. What is your institution's Lending Volume for FY12?

`0`   Total Requests **Received**

`0`   Loan Requests **Filled**

`0`   Article Requests **Filled**

ILL Technologies and Networks

Q6. Part 2: ILL Technologies and Networks

Q7. What ILL request networks do you use? Please select all appropriate networks, including in-state or regional networks. (Please check all that apply)

- ☐ OCLC
- ☐ DOCLINE
- ☐ RAPID
- ☐ Other (Please specify)

Q8. What systems do you use to manage your ILL requests? (Please check all that apply)

- ☐ ILLiad: Version?

- ☐
     RAPID
- ☐ RAPID ILL Manager
- ☐ DOCLINE
- ☐ Relais
- ☐ AutoGraphics Agent
- ☐ OCLC WorldShare ILL
- ☐ Other (please specify)

Q9. Is your ILLiad server and database locally hosted at your institution or remotely hosted by the vendor?

○ Locally Hosted. Please share why.

[   ]

○ Remotely Hosted. Please share why.

[   ]

Q10. What applications do you use for electronic document delivery? (Please check all that apply)

☐ Ariel

☐ Odyssey

☐ BSCAN

☐ Relais

☐ Rapid X

☐ OCLC's Article Exchange

☐ Other (please specify)

[   ]

Q11. As a Lender, how many copies did you deliver electronically in FY12?

[0   ] Copies

Q12. Do you use OCLC Custom Holdings?

○ Yes & Why?

[   ]

○ No & Why?

[   ]

Q13. If you use OCLC Custom Holdings, rank them in the order used (Drag & Drop your selections).

KUDZU
ASERL
RECIPS
STATE
REGION
COST

Other 1 [   ]

Other 2	
Other 3	
Other 4	

Q14. Do you participate in ASERL's KUDZU library courier network operated by Lanter?

◯ Yes & Why?

[   ]

◯ No & Why?

[   ]

Document Delivery Services

Q15. Do you provide campus document delivery services for materials available in your libraries' collections?

◯ Yes, With No Fees or Charges

◯ Yes, With Some Fees and Charges

◯ No Document Delivery Service

Q16. Document Delivery staffing levels (FTE). Include any FTE residing in departments outside of your Document Delivery department assisting in fundamental daily Document Delivery order fulfillment. Example: A library's Stack Maintenance department provides .25 FTE in student staff for book retrieval.

Librarians	0
Support Staff	0
Students	0
Total	0

Q17. Document Delivery Volume for FY12
(include orders transferred to Document Delivery from ILL Borrowing)

[0] Loans **Filled**

[0] Articles/Copies **Filled**

[0] **All Requests** (Filled & Unfilled)

Q18. For whom do you provide document delivery services? Select all that apply.

☐ Faculty

☐ Staff

☐ Graduate Students

☐ Undergraduate Students

☐ General Public

☐ Others (please specify)

> [   ]

Q19. What types of campus document delivery services do you provide? Select all that apply.

☐ Local Loans Delivered to Patron's Office

☐ Interlibrary Loans Delivered to Patron's Office

☐ Electronic Copy Delivery

☐ Hold for Pick up at a Library

☐ Loans Delivered to Distance Education Patrons

☐ Others (please specify)

> [   ]

Q20. Why does your library not provide document delivery services? Select all that apply.

☐ Funding/Resources

☐ Much of our collections are already electronic

☐ Infrastructure challenges (e.g. many branches, large campus)

☐ Lack systems to handle orders (e.g. No OPAC request option)

☐ Others (please specify)

> [   ]

Issues, Challenges, and Reorganizations

Q21. Rank the challenges you see impacting resource sharing today and into the near future? (Drag & Drop your selections)

Staff and Equipment Costs

Copyright/Royalties

Purchase on Demand

Licensing E-Resources

Item Discovery and ILL Ordering Systems

Best Practices/Training

Acquisition Budgets

Institutional Changes or Reorganzations

Other 1 [   ]

Other 2 _____

Q22. Tell us more about your issues, challenges, and opportunities.

Q23. Has your ILL department been involved in a recent library reorganization?

◯ Yes

◯ No

Q24. In that reorganization, what were some experiences and lessons learned?

Q25. Do you foresee or know of any future reorganization for your ILL operations?

◯ Yes

◯ No

Q26. What are your concerns and thoughts concerning any future reorganizations?

Q27. And finally, is there something more about resource sharing you want to share? Please answer the question that you wish we had asked.