

Appendix 11: Patron Survey



Final Interlibrary Loan Services Patron Evaluation

Online & Onsite Evaluations Combined

- Analyzing 1,595 responses
- Presentation generated on November 7, 2007

Generated By:

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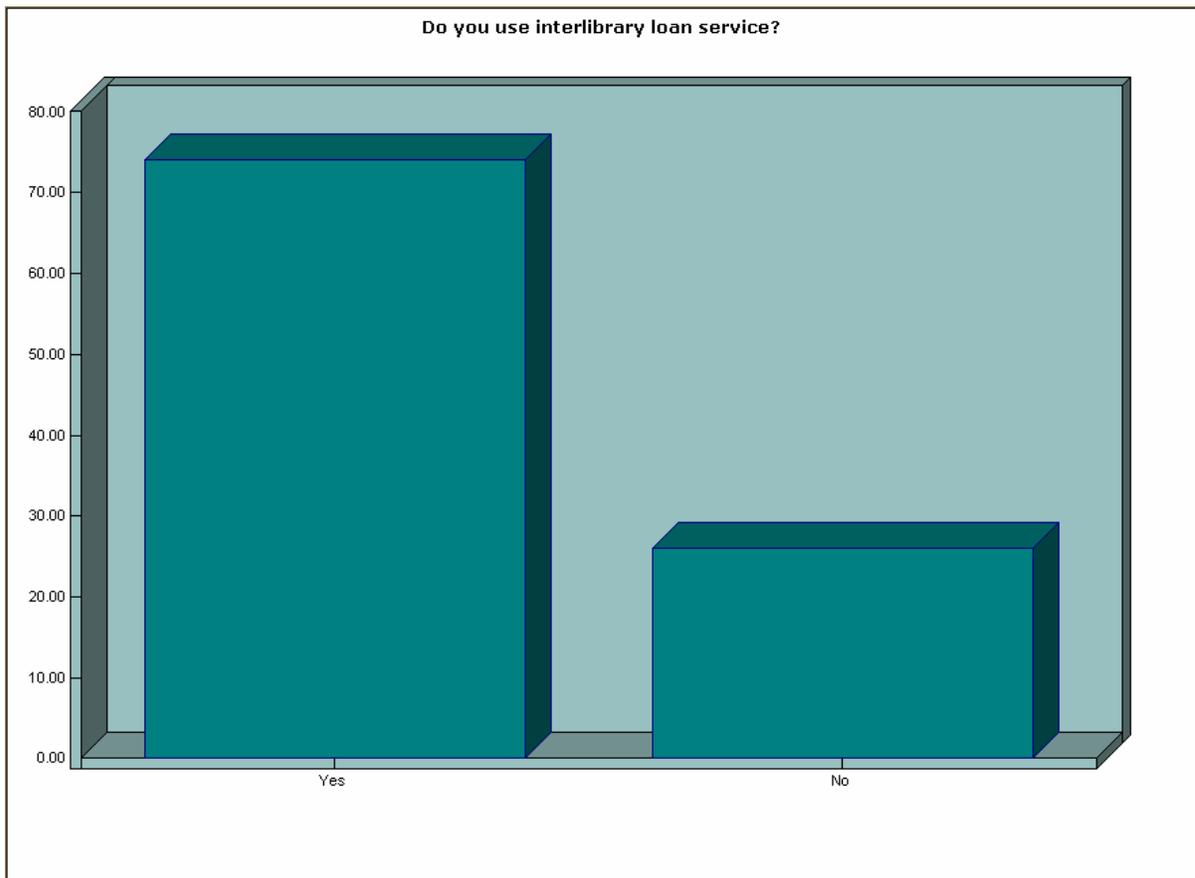
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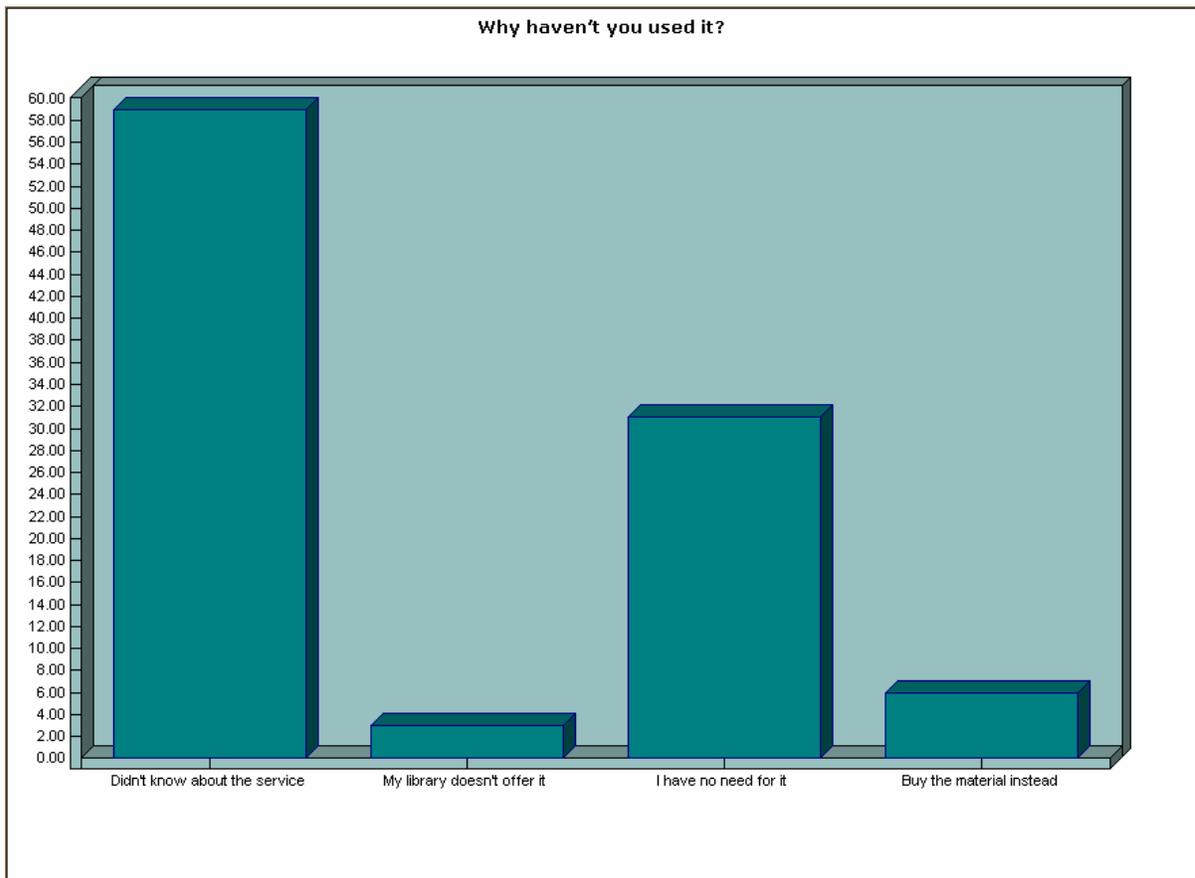
1. Do you use interlibrary loan service?

	Number	Percentage of Sample Answering	Percentage of Sample Asked
Yes	1180	74.0%	74.0%
No	415	26.0%	26.0%
TOTAL	1595	100.0%	100.0%

NOTE:

Throughout the tables in this report, the column 'Percentage of Sample Answering' represents all of the Patrons (Number) who answered the specified question.

Throughout the tables in this report, the column 'Percentage of Sample Asked' refers to the number of Patrons who were presented with the specified question. Due to branching techniques used in the evaluation, not every respondent sees every question.



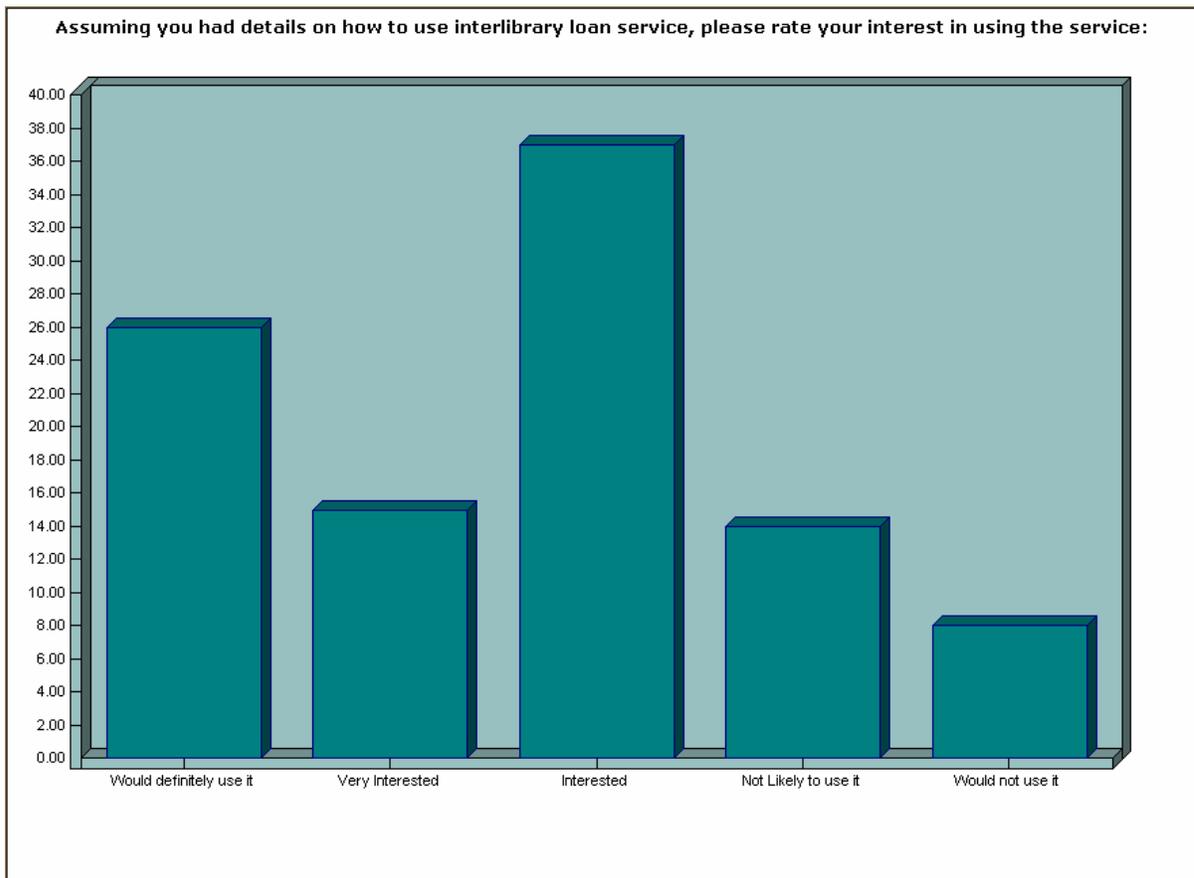
2. Why haven't you used it?

	Number	Percentage of Sample Answering	Percentage of Sample Asked
Didn't know about the service	238	58.9%	58.6%
My library doesn't offer it	13	3.2%	3.2%
I have no need for it	127	31.4%	31.3%
Buy the material instead	26	6.4%	6.4%
TOTAL	404	99.9%	99.5%

NOTE:

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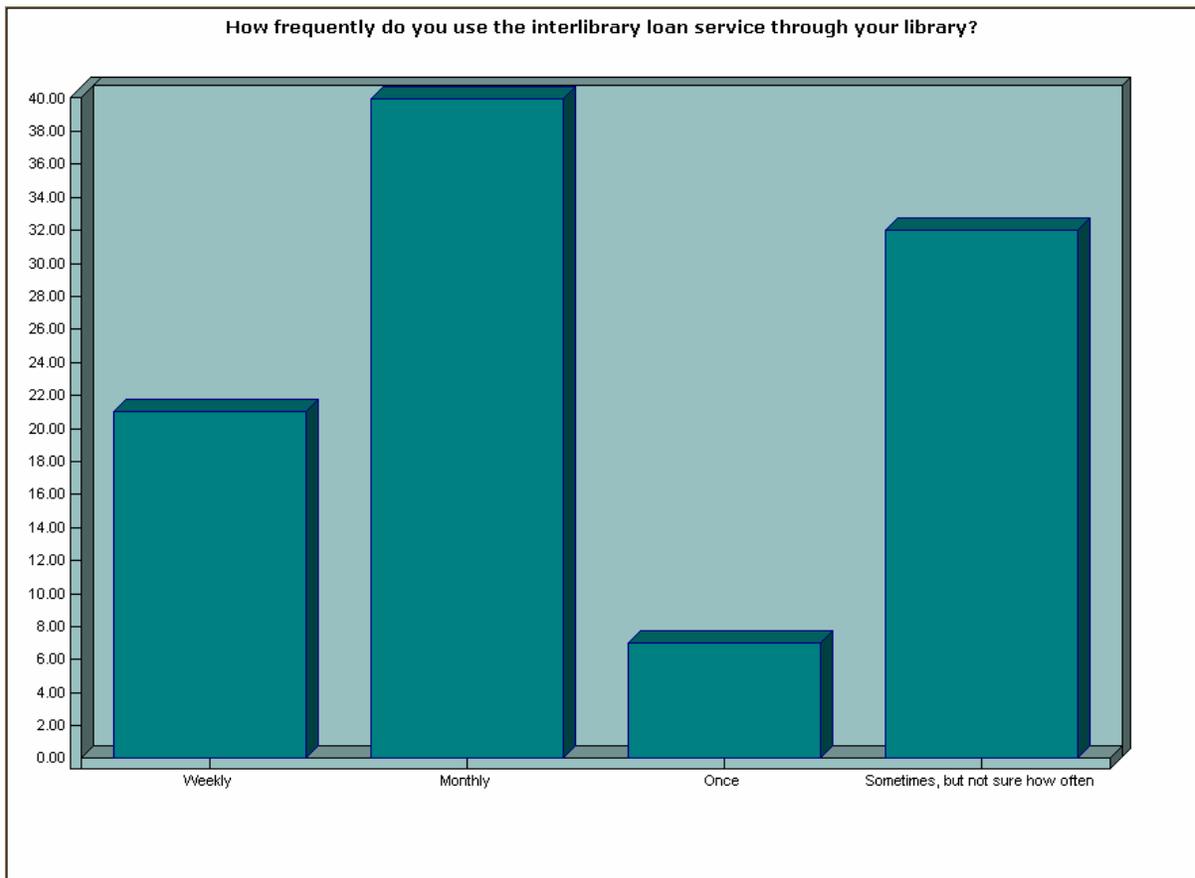
3. Assuming you had details on how to use interlibrary loan service, please rate our interest in using the service:

	Number	Percentage of Sample Answering	Percentage of Sample Asked
Would definitely use it	63	25.9%	25.8%
Very Interested	37	15.2%	15.2%
Interested	90	37.0%	36.9%
Not Likely to use it	34	14.0%	13.9%
Would not use it	19	7.8%	7.8%
TOTAL	243	100%	100%

NOTE:

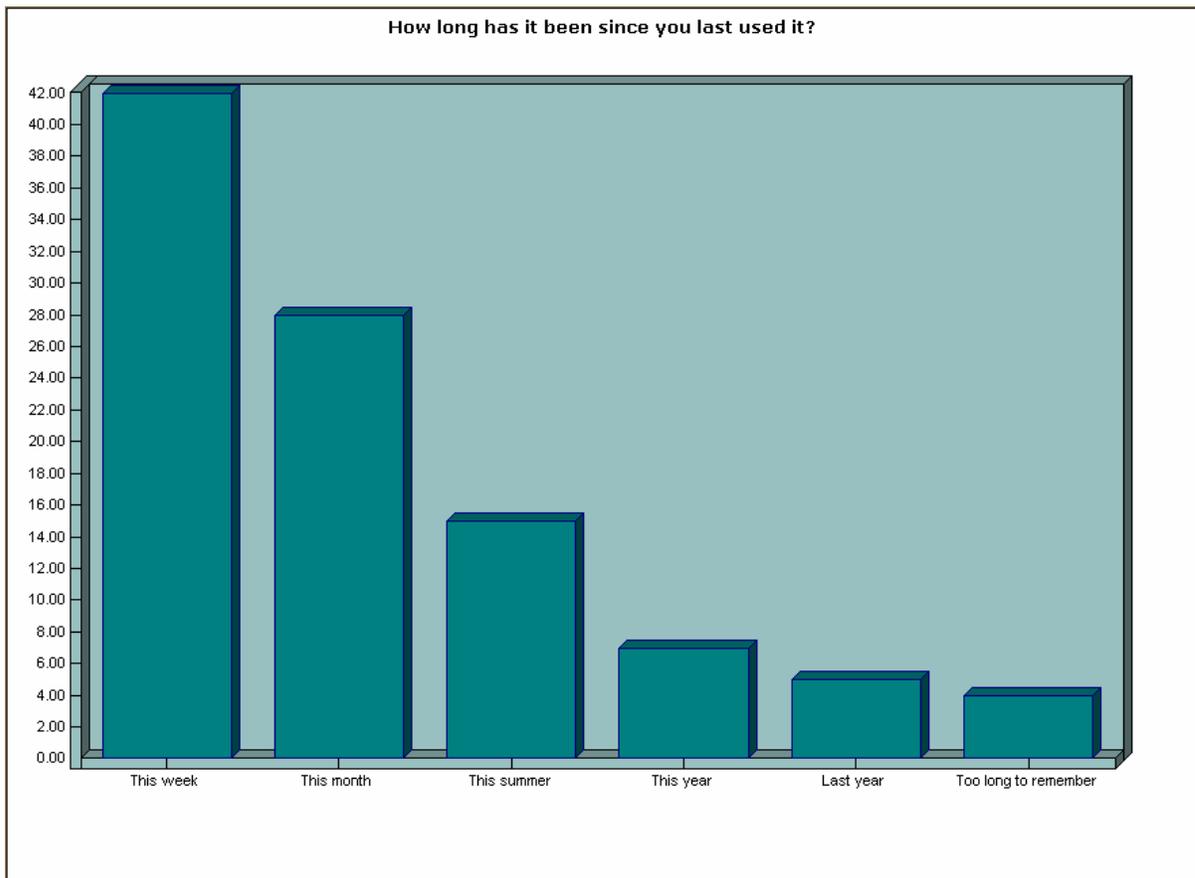
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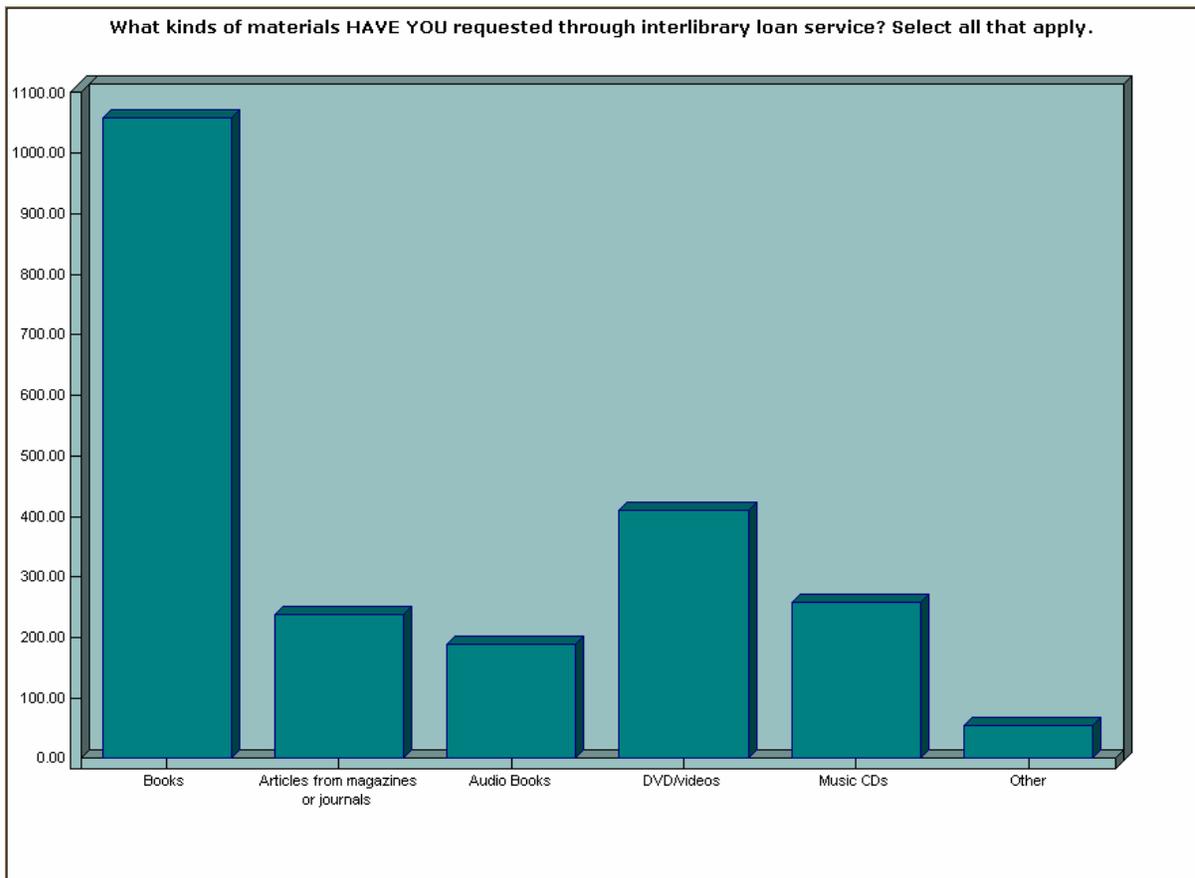
4. How frequently do you use the interlibrary loan service through your library?

	Number	Percentage of Sample Answering
Weekly	249	21.3%
Monthly	470	40.1%
Once	80	6.8%
Sometimes, but not sure how often	372	31.8%
TOTAL	1171	100%



5. How long has it been since you last used it?

	Number	Percentage of Sample Answering
This week	485	41.6%
This month	322	27.6%
This summer	173	14.8%
This year	79	6.8%
Last year	58	5.0%
Too long to remember	49	4.2%
TOTAL	1166	100%



6. What kinds of materials HAVE YOU requested through interlibrary loan service? Select all that apply.

	Number	Percentage of Sample Asked	Percentage of Total Sample
Books	1058	95.0%	66.3%
Articles from magazines or journals	239	26.5%	15.0%
Audio Books	190	22.7%	11.9%
DVD/videos	410	46.8%	25.7%
Music CDs	259	30.8%	16.2%
Other	55	6.6%	3.4%
TOTAL	2211	228.4%	

NOTE:

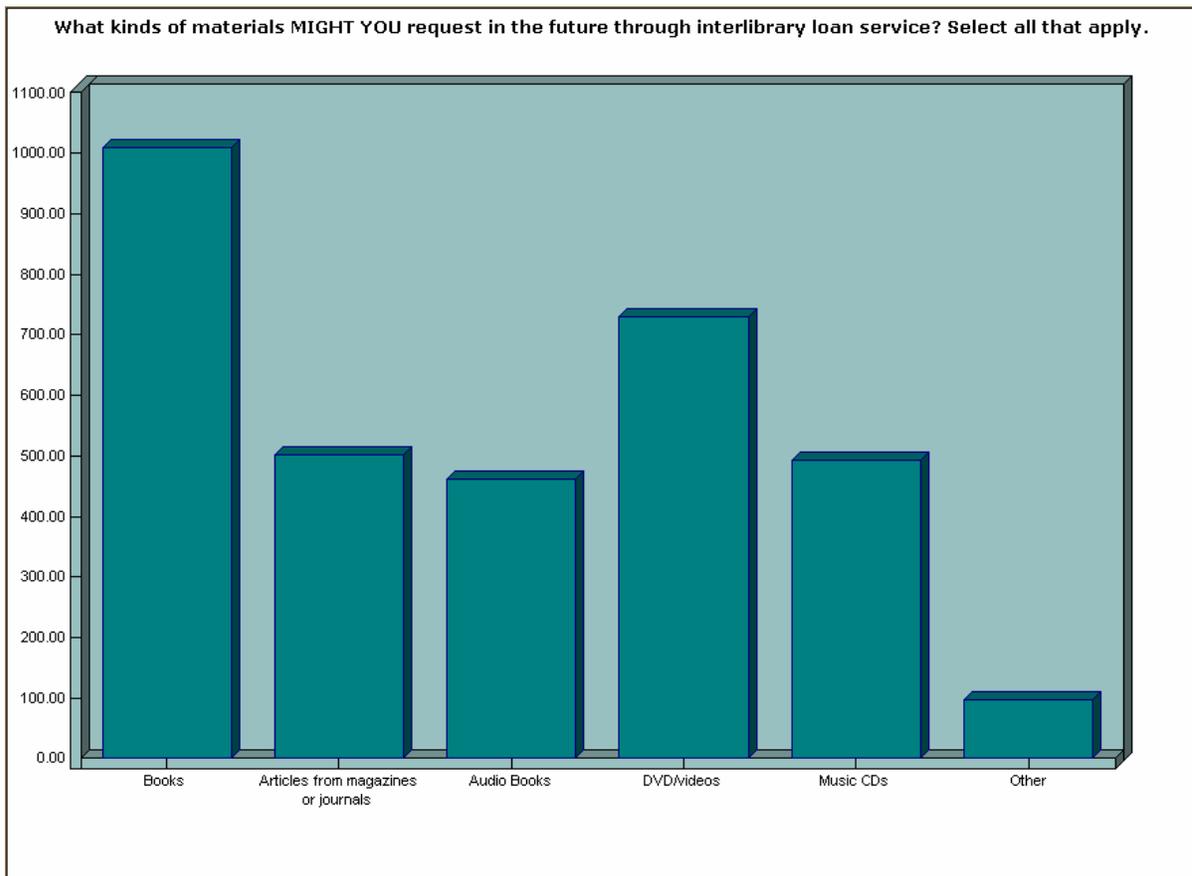
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The column 'Percentage of Total Sample' is the number of Patrons who were presented with the specified question. Due to branching techniques used in the evaluation, not every respondent sees every question.

6.a What kinds of materials HAVE YOU requested through interlibrary loan service? Select all that apply. Other Specified.

Sample Answering: 31 responses

- record album
- Theses/Dissertations
- Music Scores
- sheet music
- newspapers on microfilm
- MICROFILM
- dissertations
- maps
- Learning Software
- microfilm
- dissertations
- musical score
- music scores, dissertations
- genealogy related materials
- microforms and digital images
- lps, videotapes
- microfilm
- microfilm newspapers
- lanugage books/Japanese
- Microfilm
- classroom lectures on Egyptology
- audio cassette tapes
- Mostly college text books
- cd-roms
- Text Books
- newspaper articles
- Language CDs
- scientific report
- Thesis
- Courses: Philosophy, History, etc.
- Music scores



7. What kinds of materials MIGHT YOU request in the future through interlibrary loan service? Select all that apply.

	Number	Percentage of Sample Asked	Percentage of Total Sample
Books	1009	92.6%	63.3%
Articles from magazines or journals	501	52.0%	31.4%
Audio Books	462	50.9%	29.0%
DVD/videos	730	74.3%	45.8%
Music CDs	494	53.9%	31.0%
Other	98	11.3%	6.1%
TOTAL	3294		

NOTE:

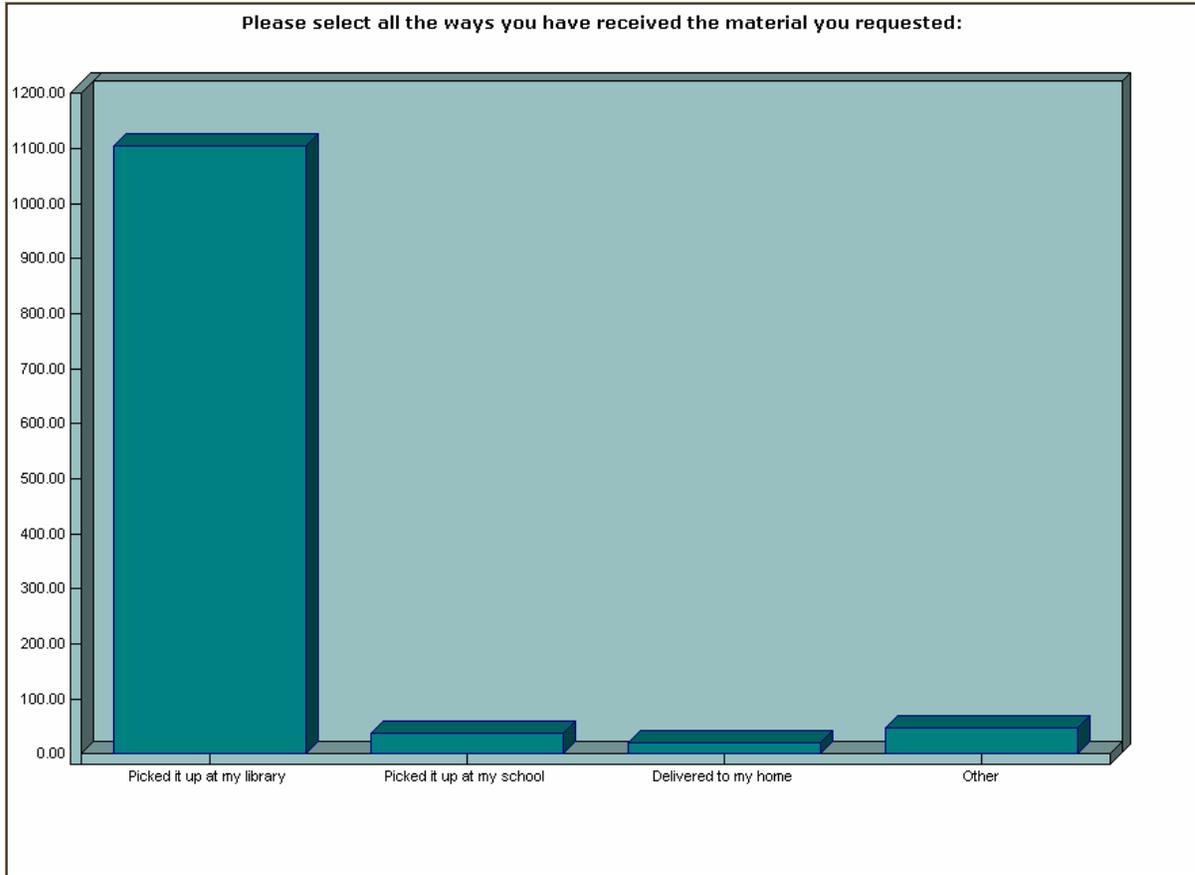
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7.a What kinds of materials MIGHT YOU request in the future through interlibrary loan service? Select all that apply. Other specified.

Sample Answering: 37 responses

- e-books
- Theses/Dissertations
- Music Scores
- newspapers
- MICROFILM
- Learning Software
- microfilm
- As needed
- Craft and Quilting Books
- microfilm
- medical papers
- dissertations
- electronic information,musical score
- ebooks
- 16 mm
- music scores, dissertations
- any/all
- online electronic loan would be excellent
- microforms and digital images
- film
- lps, videotapes
- Maps/Archive type materials
- microfilm
- microfilm newspapers
- music scores
- scores
- Japanese Books
- Microfilm
- newspaper articles
- audio cassette tapes
- magazines
- software, educational multimedia titles
- already get materials I want to request
- Thesis, dissertation
- Courses: Language History, Literature
- Music scores
- newspaper articles,copies of historic documents



8. Please select all the ways you have received the material you requested:

	Number	Percentage of Sample Asked	Percentage of Total Sample
Picked it up at my library	1106	99.0%	69.3%
Picked it up at my school	39	4.7%	2.4%
Delivered to my home	20	2.5%	1.3%
Other	49	5.9%	3.1%
TOTAL	1214		

NOTE:

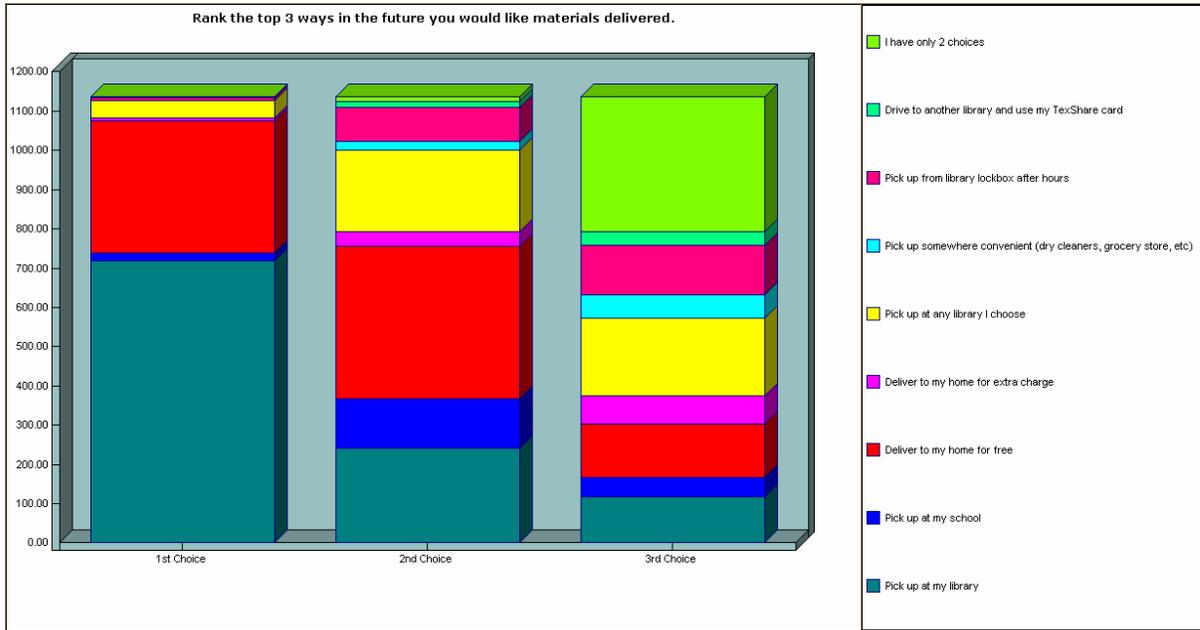
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**8.a Please select all the ways you have received the material you requested.
Other Specified.**

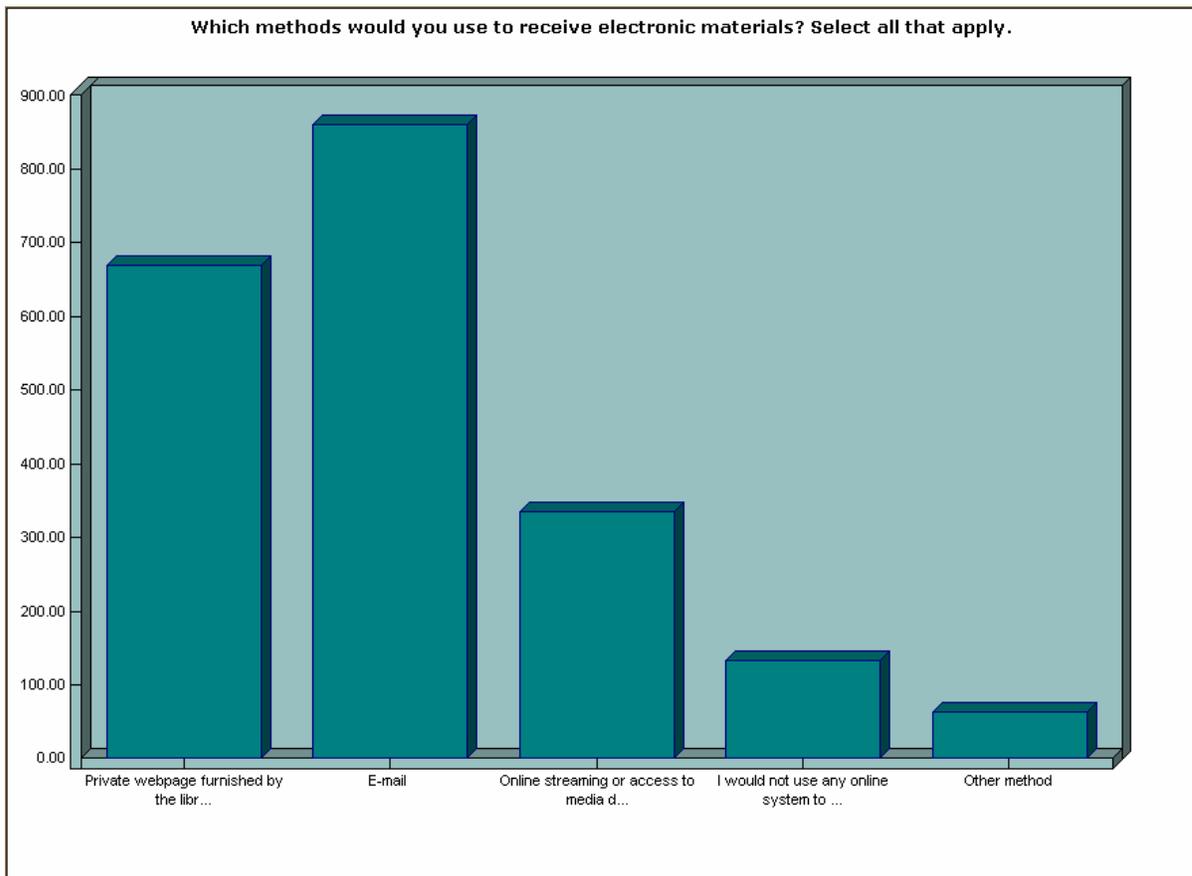
Sample Answering: 28 responses

- Never received my material
- Received correspondence stating the books I requested were only available at non-lending libraries overseas. Very quick response. I will continue to use this service.
- email
- electronic delivery through e-mail
- email attachment
- e-mail
- E-mail
- email
- email
- email
- Have not received it yet
- Have not received it yet
- delivered to my home by my husband a library employee
- email at school
- Delivered to my office
- by e-mail
- email
- attached to E-mail
- delivered to my work (state agency)
- Used it for the first time today. Haven't received the book yet.
- electronically
- picked up at main library
- used it in the library
- use at library
- downloaded to my home computer from an attachment sent by the ILL librarian
- email
- picked it up at work
- request denied



9. Please rank the top three ways in the future that you would like materials delivered. You must choose at least two.

	Pick up at my library	Pick up at my school	Deliver to my home for free	Deliver to my home for extra charge	Pick up at any library I choose	Pick up somewhere convenient (dry cleaners, grocery store, etc)	Pick up from library lockbox after hours	Drive to another library and use my TexShare card	I have only 2 choices	Not Asked
1st Choice	719	20	336	8	43	2	7	0	1	459
2nd Choice	240	128	388	37	207	24	85	16	11	459
3rd Choice	118	48	136	73	199	57	128	33	344	459
TOTAL	1077	196	860	118	449	83	220	49	356	459



**10. Which methods would you use to receive electronic materials?
Select all that apply.**

	Number	Percentage of Sample Asked	Percentage of Total Sample
Private webpage furnished by the library, accessible with my username and password	669	67.0%	41.9%
E-mail	861	82.9%	54.0%
Online streaming or access to media downloads (like i-Tunes or CNN video)	335	37.6%	21.0%
I would not use any online system to receive my materials	134	16.1%	8.4%
Other method	64	7.7%	4.0%
TOTAL	2063		

NOTE:

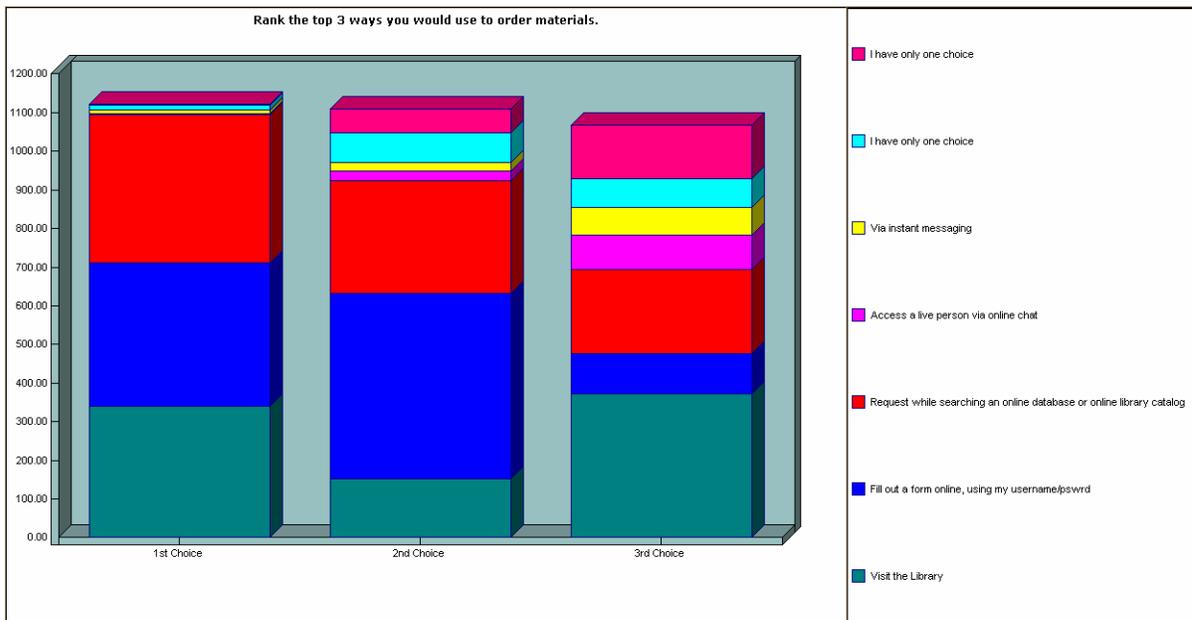
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The column 'Percentage of Total Sample' is the number of Patrons who were presented with the specified question. Due to branching techniques used in the evaluation, not every respondent sees every question.

10a. Which methods would you use to receive electronic materials? Select all that apply. Other Method Specified.

Sample Answering: 37 responses

- bulk mail
- other institutional hosting
- ftp
- mail
- Postcard sent to home
- the one not yet invented, but superior to current methods
- books or mp3 files
- I would download it -- if it's free and available there's no sense in inventing encumbrances to the flow of info that's already free.
- printed off
- home phone
- I am unfamiliar with choices 1 and 2, so my answer is, "I don't know."
- pick up actual material
- Not computer literate
- U-Tube
- downloadable audiobooks, books, educational multimedia CD ROMs
- other private webpages acessable with username and password



11. Please rank the top three ways you would use to order materials. You must choose at least one. If you have only one choice, please select both “I have only one choice” responses.

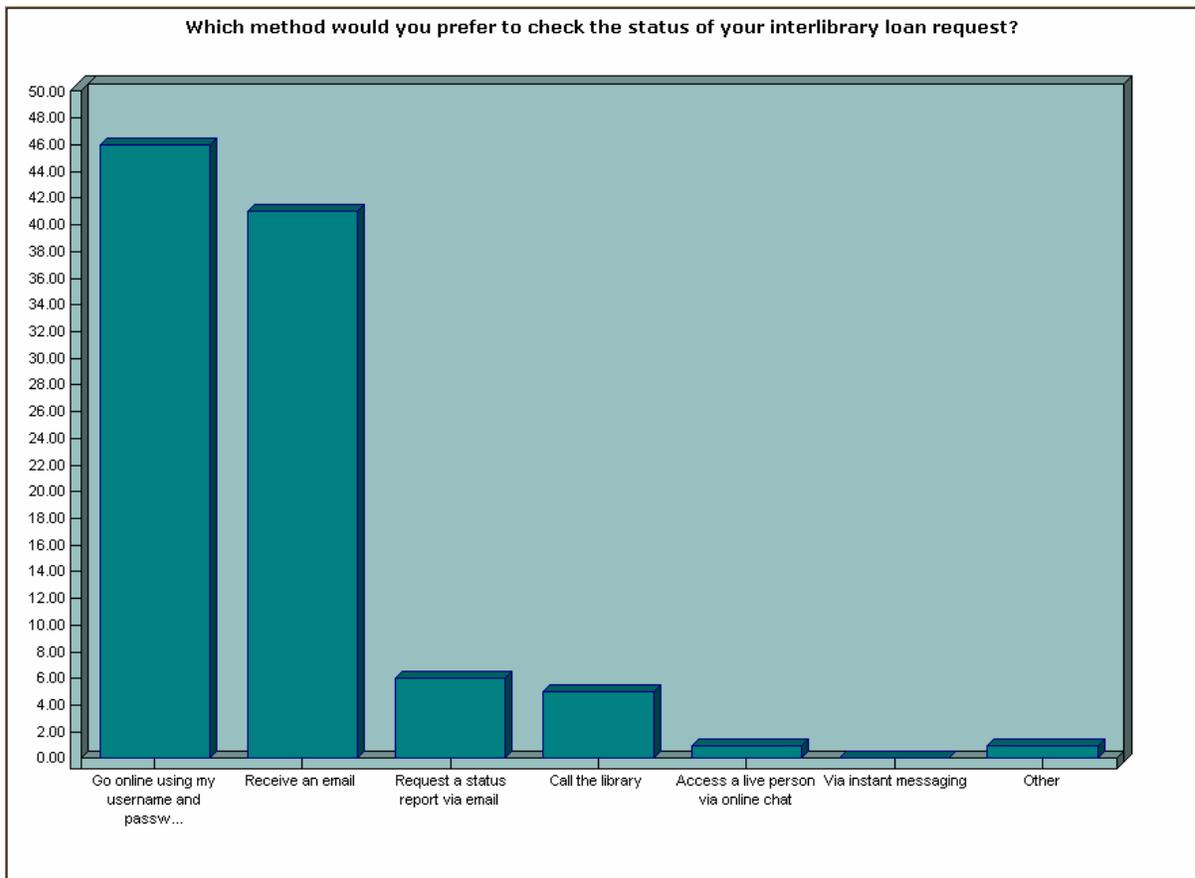
	Visit the Library	Fill out a form online, using my username /pswrd	Request while searching an online database or online library catalog	Access a live person via online chat	Via instant messaging	I have only one choice	I have only one choice	Not Asked
1st Choice	340	371	383	4	10	12	3	471
2nd Choice	152	479	293	24	23	77	62	471
3rd Choice	372	105	218	89	72	73	139	471
TOTAL	864	955	894	117	105	162	204	471

12. Please specify other ways you would like to receive electronic materials.

See Addendum A for Detailed List

Sample Answering: 796 responses

	Frequency	Percent
e-mail	19	1.2%
via email	4	0.3%
Email	2	0.1%
cell phone	2	0.1%
email	43	2.8%
email attachment	2	0.1%
E-mail	3	0.2%
by phone	2	0.1%
E-Mail	2	0.1%
don't have home pc at this time	2	0.1%
at the library	2	0.1%
EMAIL DWANNA2@AOLO.COM	2	0.1%
phone	2	0.1%
mail	2	0.1%
phone call	2	0.1%
by mail	3	0.2%
can't think of one	2	0.1%
via e-mail	2	0.1%
cc	2	0.1%
on line	2	0.1%
PDF	2	0.1%
.	4	0.3%
download	2	0.1%
first choice is ""visit he library"" but it doesn't take my clicking on that as 1st choice.	2	0.1%
(Unique responses)	239	15.6%
(Total)	1535	100.0%

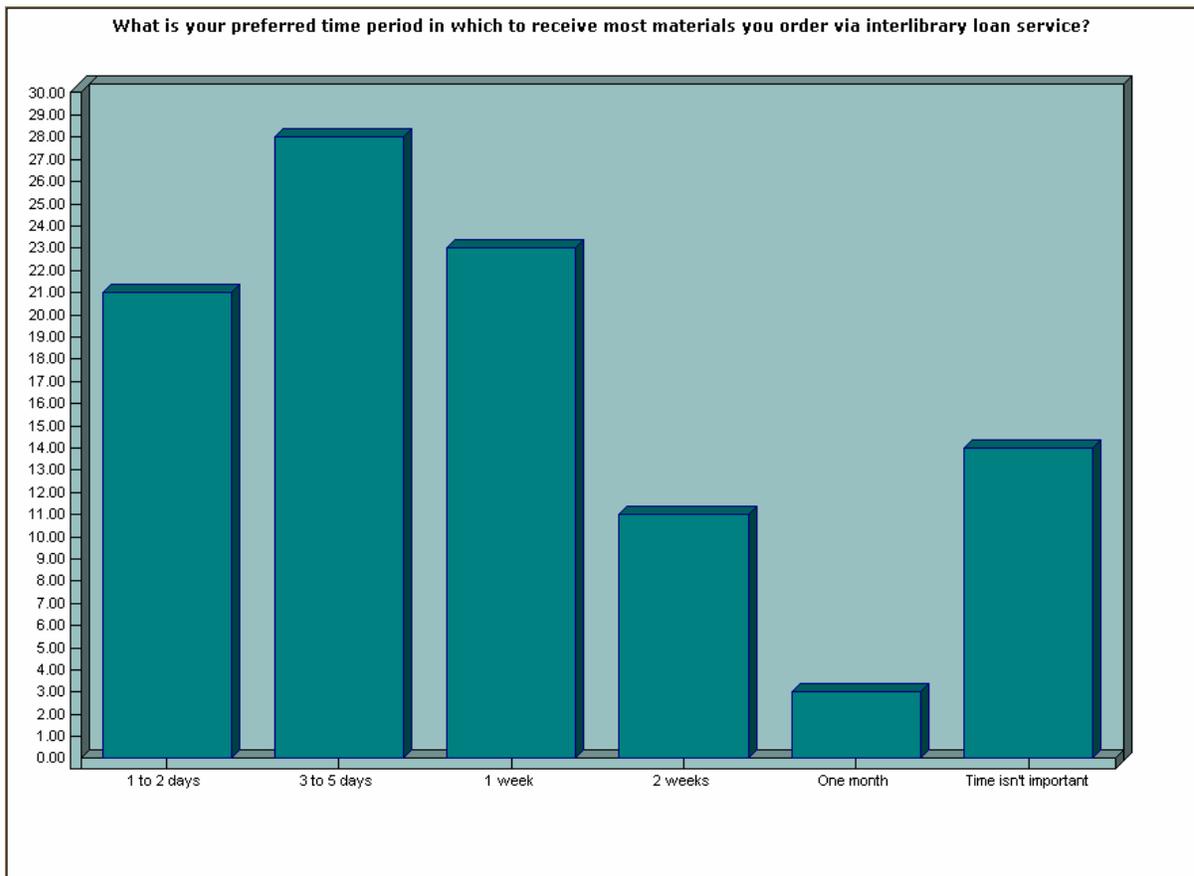


13. Which method would you prefer to check the status of your interlibrary loan request?

	Number	Percentage of Sample Answering	Percentage of Sample Asked	Percentage of Total Sample
Go online using my username and password	511	46.0%	46.0%	32.0%
Receive an email	452	40.6%	40.6%	28.3%
Request a status report via email	66	5.9%	5.9%	4.1%
Call the library	58	5.2%	5.2%	3.6%
Access a live person via online chat	6	0.5%	0.5%	0.4%
Via instant messaging	4	0.4%	0.4%	0.3%
Other	15	1.3%	1.3%	0.9%
TOTAL	1112	100%	100%	

13a. Which method would you prefer to check the status of your interlibrary loan request? Other Specified.
Sample Answering: 12 responses

- update status report via RSS
- library calls me
- Live person at library (or call)
- mail
- i would not, either it shows up or it doesn't
- phone call
- just recieve it in due time
- Receive mail messages when item is available
- MAIL

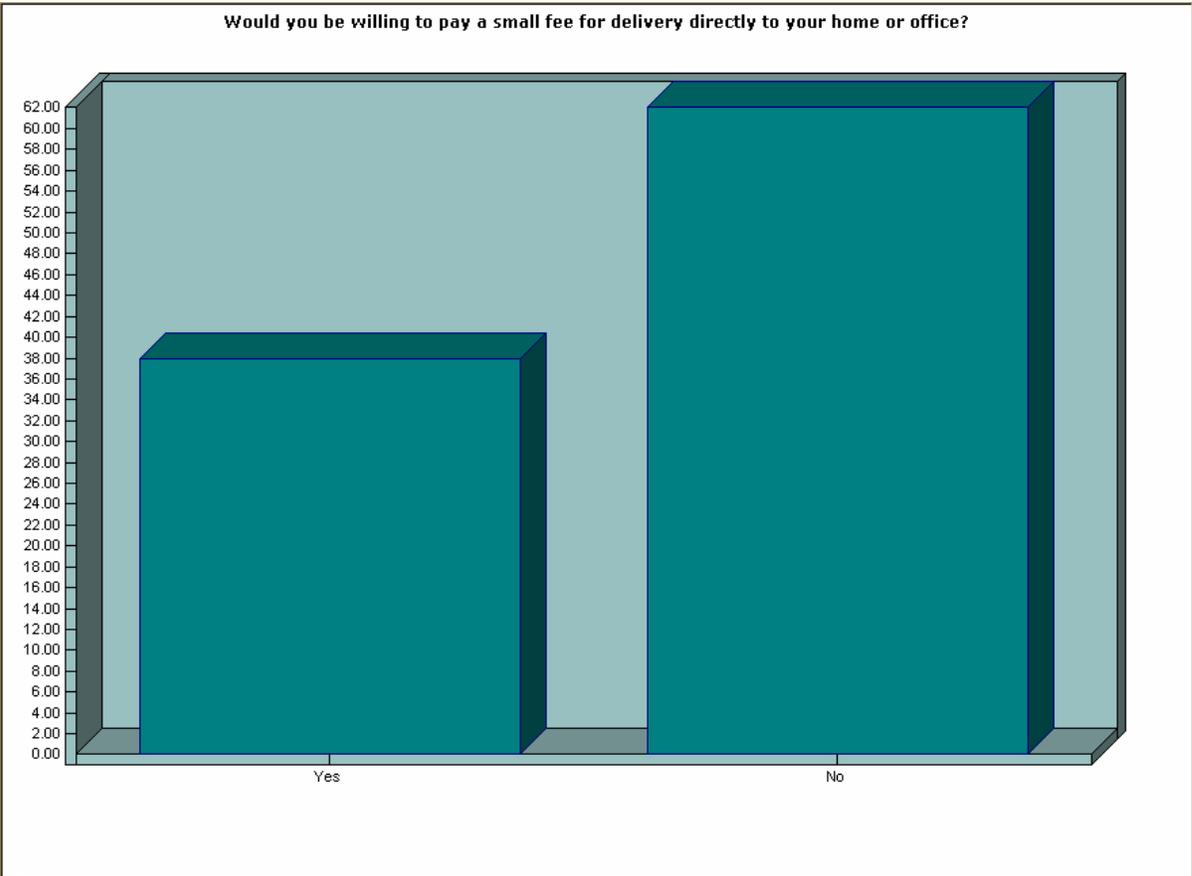


14. What is your preferred time period in which to receive most materials you order via interlibrary loan service?

	Number	Percentage of Sample Answering	Percentage of Sample Asked
1 to 2 days	239	21.5%	21.5%
3 to 5 days	312	28.1%	28.1%
1 week	255	22.9%	22.9%
2 weeks	117	10.5%	10.5%
One month	29	2.6%	2.6%
Time isn't important	160	14.4%	14.4%
TOTAL	1112	100%	100%

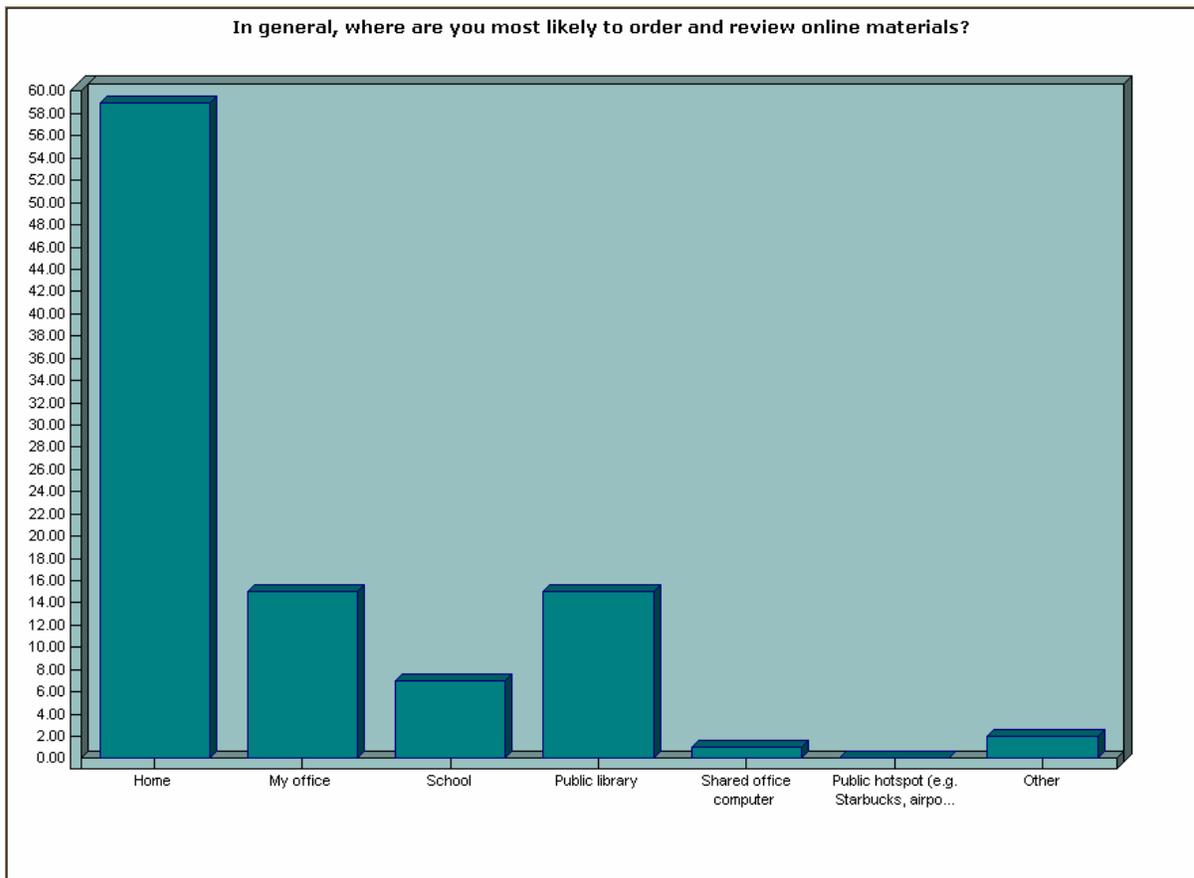
15. Would you be willing to pay a small fee for rush delivery (2 days or less)?

	Number	Percentage of Sample Answering
Yes	118	49.2%
No	122	50.8%
TOTAL	240	100%



16. Would you be willing to pay a small fee for delivery directly to your home or office?

	Number	Percentage of Sample Answering
Yes	420	37.8%
No	691	62.2%
TOTAL	1111	100%



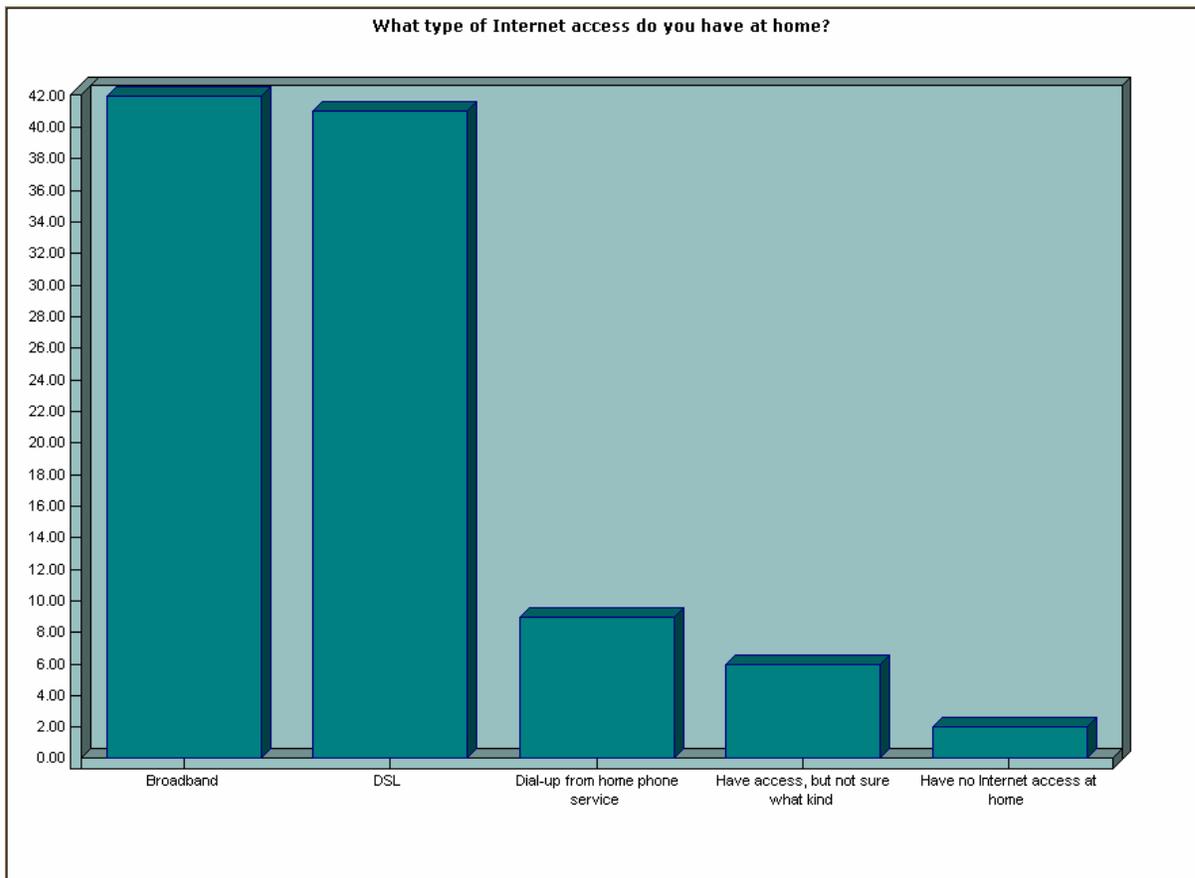
17. In general, where are you most likely to order and review online materials?

	Number	Percentage of Sample Answering
Home	887	59.4%
My office	221	14.8%
School	112	7.5%
Public library	226	15.1%
Shared office computer	18	1.2%
Public hotspot (e.g. Starbucks, airport, etc.)	4	0.3%
Other	26	1.7%
TOTAL	1494	100%

**17a. In general, where are you most likely to order and review online materials?
Other Specified.**

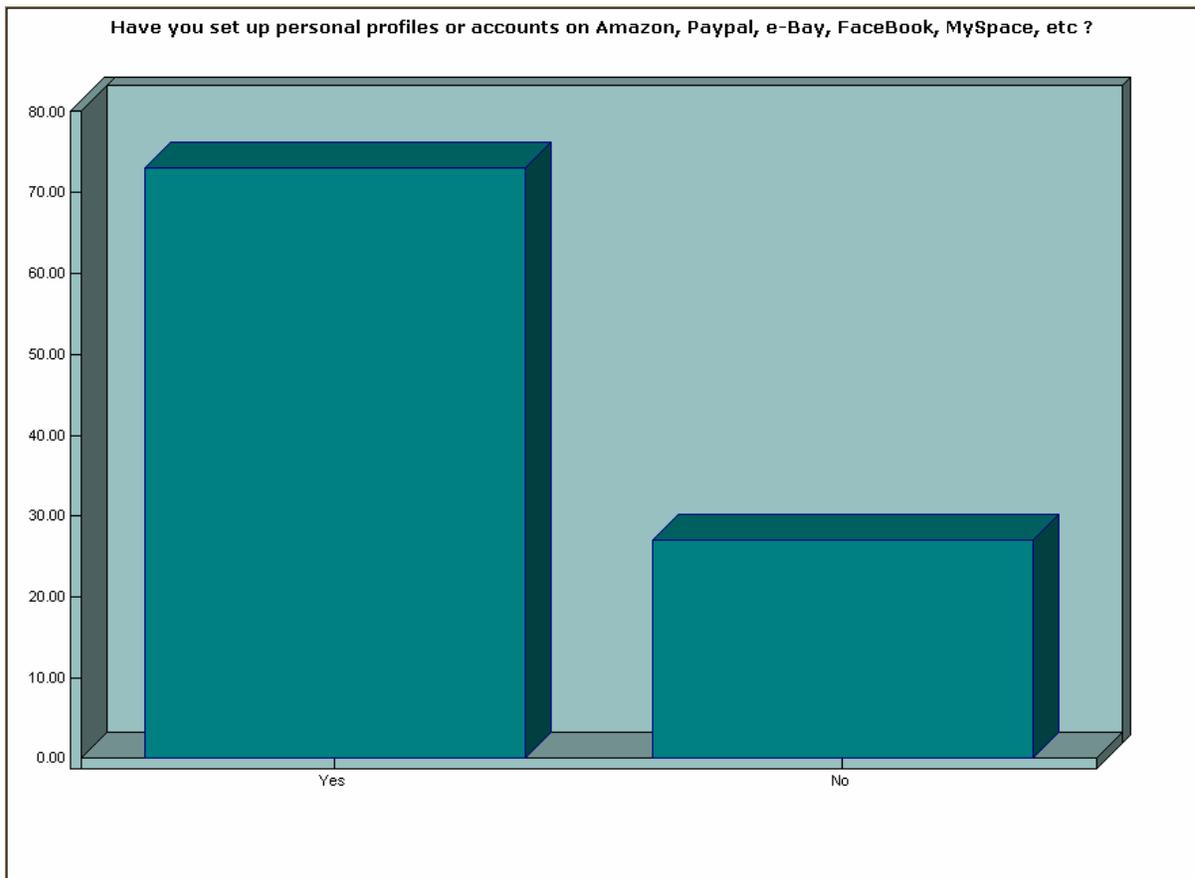
Sample Answering: 13 responses

- college library
- Home and office
- religion
- school library
- Friend's home computer
- Don't do online searching
- I don't like online materials
- PDA
- work
- never
- Work -- I work in a library



18. What type of Internet access do you have at home?

	Number	Percentage of Sample Answering
Broadband	377	41.9%
DSL	372	41.4%
Dial-up from home phone service	81	9.0%
Have access, but not sure what kind	50	5.6%
Have no Internet access at home	19	2.1%
TOTAL	899	100%

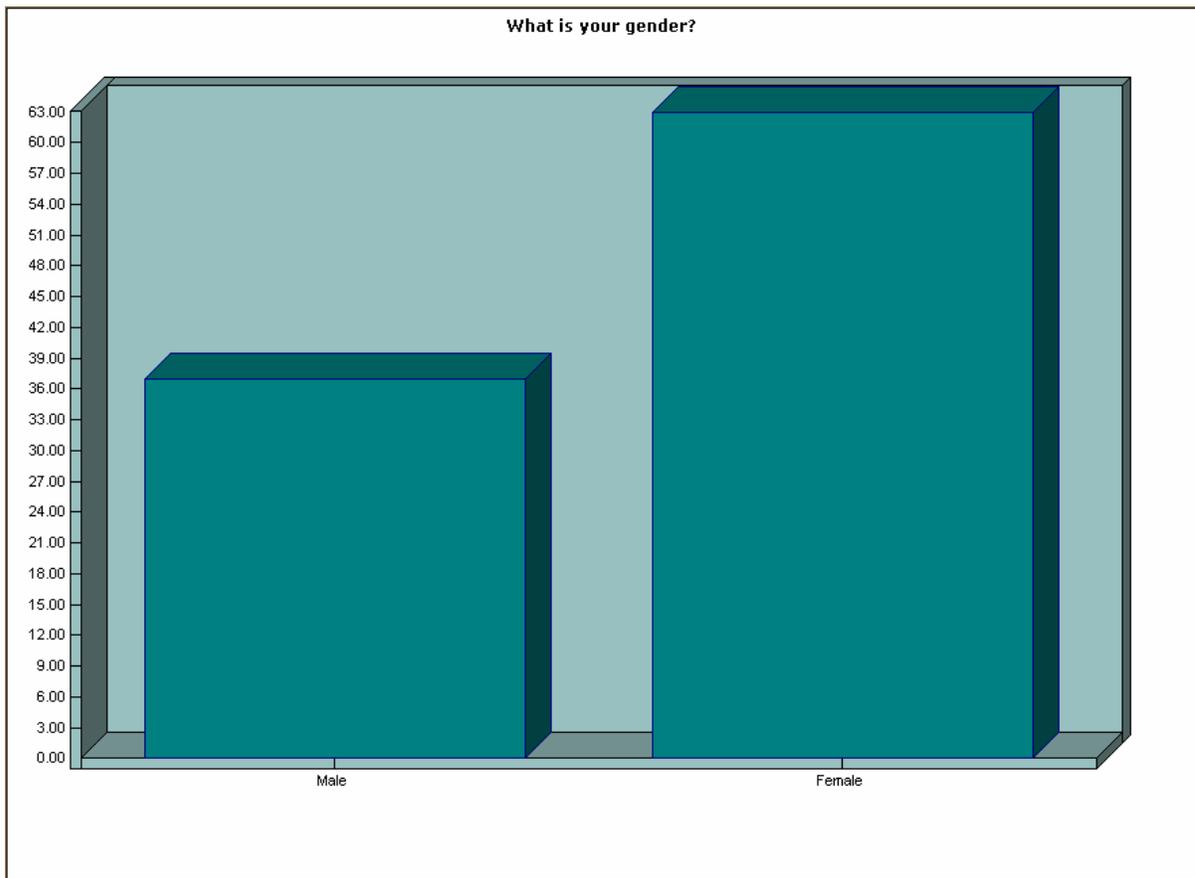


19. In general, have you set up personal profiles or accounts on Amazon, Paypal, e-Bay, FaceBook, MySpace or other online services?

	Number	Percentage of Sample Answering
Yes	1089	73.5%
No	393	26.5%
TOTAL	1482	100%

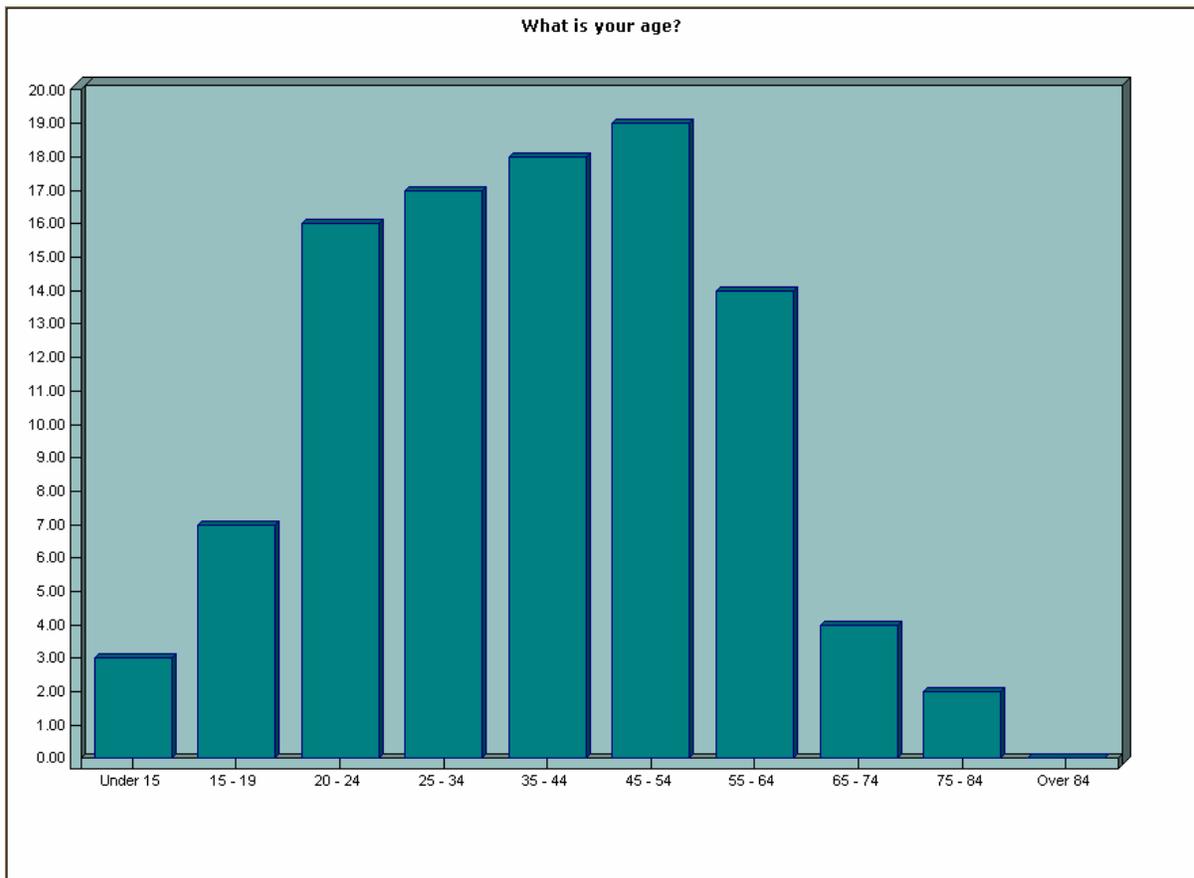
20. Do you use online databases through your Library's website or the Library of Texas (e.g. WorldCat, FirstSearch, Consumer Reports, ancestry.com, Psychological Abstracts, etc.)?

	Number	Percentage of Sample Answering
Yes	1058	71.5%
No	422	28.5%
TOTAL	1480	100%



21. What is your gender?

	Number	Percentage of Sample Answering
Male	542	36.6%
Female	938	63.4%
TOTAL	1480	100%



22. What is your age?

	Number	Percentage of Sample Answering	Percentage of Sample Asked
Under 15	46	3.1%	2.9%
15 - 19	110	7.4%	6.9%
20 - 24	236	16.0%	14.8%
25 - 34	254	17.2%	15.9%
35 - 44	259	17.5%	16.2%
45 - 54	280	18.9%	17.6%
55 - 64	201	13.6%	12.6%
65 - 74	64	4.3%	4.0%
75 - 84	26	1.8%	1.6%
Over 84	3	0.2%	0.2%
TOTAL	1479	100%	100%

NOTE:

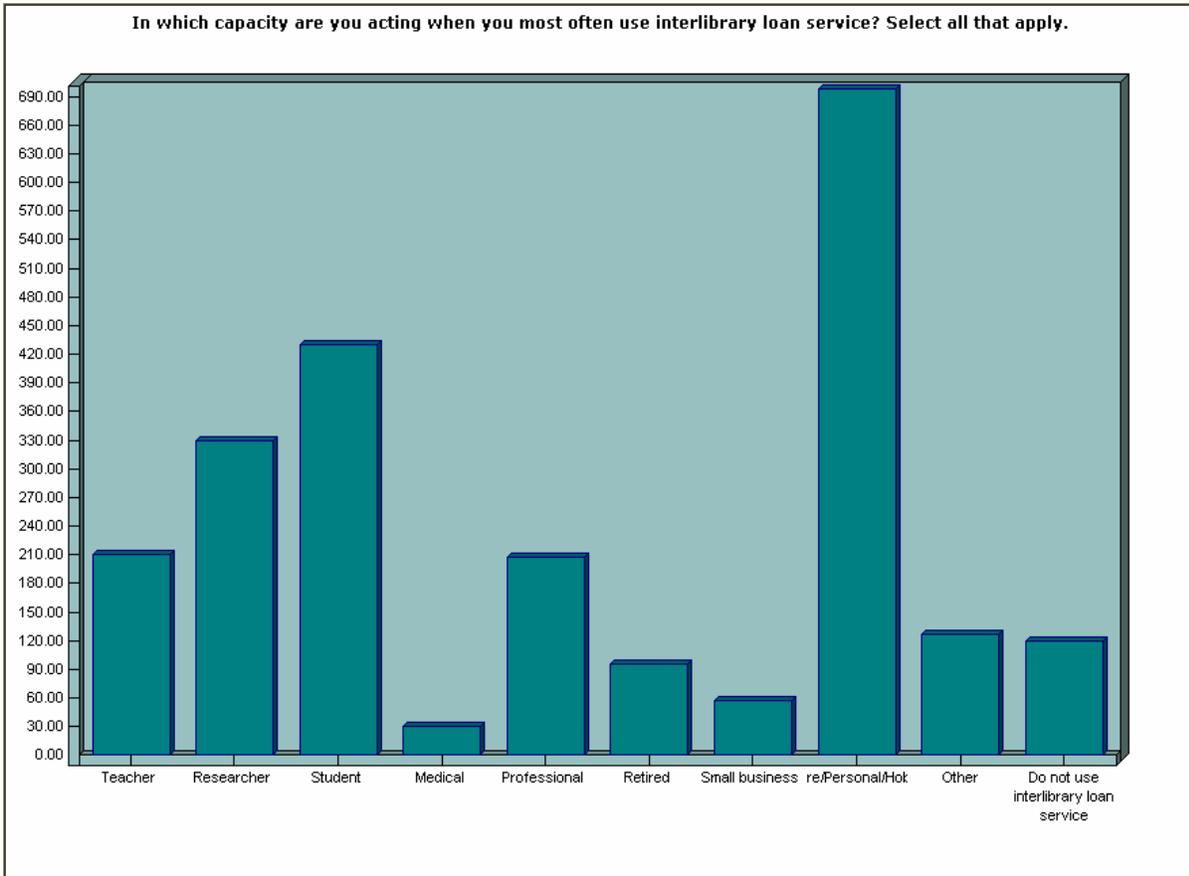
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Throughout the tables in this report, the column 'Percentage of Sample Asked' refers to the number of Patrons who were presented with the specified question. Due to branching techniques used in the evaluation, not every respondent sees every question.

23. What is your ZIP Code?

COUNTY	Frequency	Percent
Denton	4	0.30%
Nueces	6	0.40%
Bexar	123	7.70%
USA	78	4.90%
Lubbock	28	1.80%
Tarrant	6	0.40%
tarrant	4	0.30%
Brazos	8	0.50%
bexar	37	2.30%
nueces	5	0.30%
dallas	5	0.30%
Dallas	26	1.60%
bexas	2	0.10%
Taylor	12	0.80%
Harris County	4	0.30%
United States	22	1.40%
Harris	166	10.40%
Travis	71	4.50%
brazos	4	0.30%
BEXAR	5	0.30%
Brewster	41	2.60%
usa	17	1.10%
brewster	7	0.40%
Pecos	2	0.10%
Jeff Davis	3	0.20%
U.S.A.	7	0.40%
Val Verde	2	0.10%
Uvalde	2	0.10%
US	8	0.50%
harris	28	1.80%
HARRIS	4	0.30%
u.s.a	2	0.10%
lubbock	5	0.30%
Galveston	5	0.30%
fort bend	4	0.30%
travis	10	0.60%
BEXAS	2	0.10%
San Patricio	3	0.20%
Fort Bend	3	0.20%
Bexas	2	0.10%

Williamson	2	0.10%
U.S.	2	0.10%
Randall	3	0.20%
Moore	2	0.10%
united states	5	0.30%
America	2	0.10%
Montgomery	2	0.10%
United States of America	4	0.30%
(Not Answered)	738	46.30%
(Unique responses)	62	3.90%
(Total)	1595	100.00%



24. In which capacity are you acting when you most often use interlibrary loan service? Select all that apply.

	Number	Percent of Sample Asked	Percent of Total Sample
Teacher	210	22.5%	13.2%
Researcher	330	34.2%	20.7%
Student	430	37.3%	27.0%
Medical	30	3.4%	1.9%
Professional	208	22.9%	13.0%
Retired	95	10.9%	6.0%
Small business	58	6.6%	3.6%
Leisure/Personal/Hobbyist	698	69.9%	43.8%
Other	127	13.8%	8.0%
Do not use interlibrary loan service	120	12.6%	7.5%
TOTAL	2306		

NOTE:

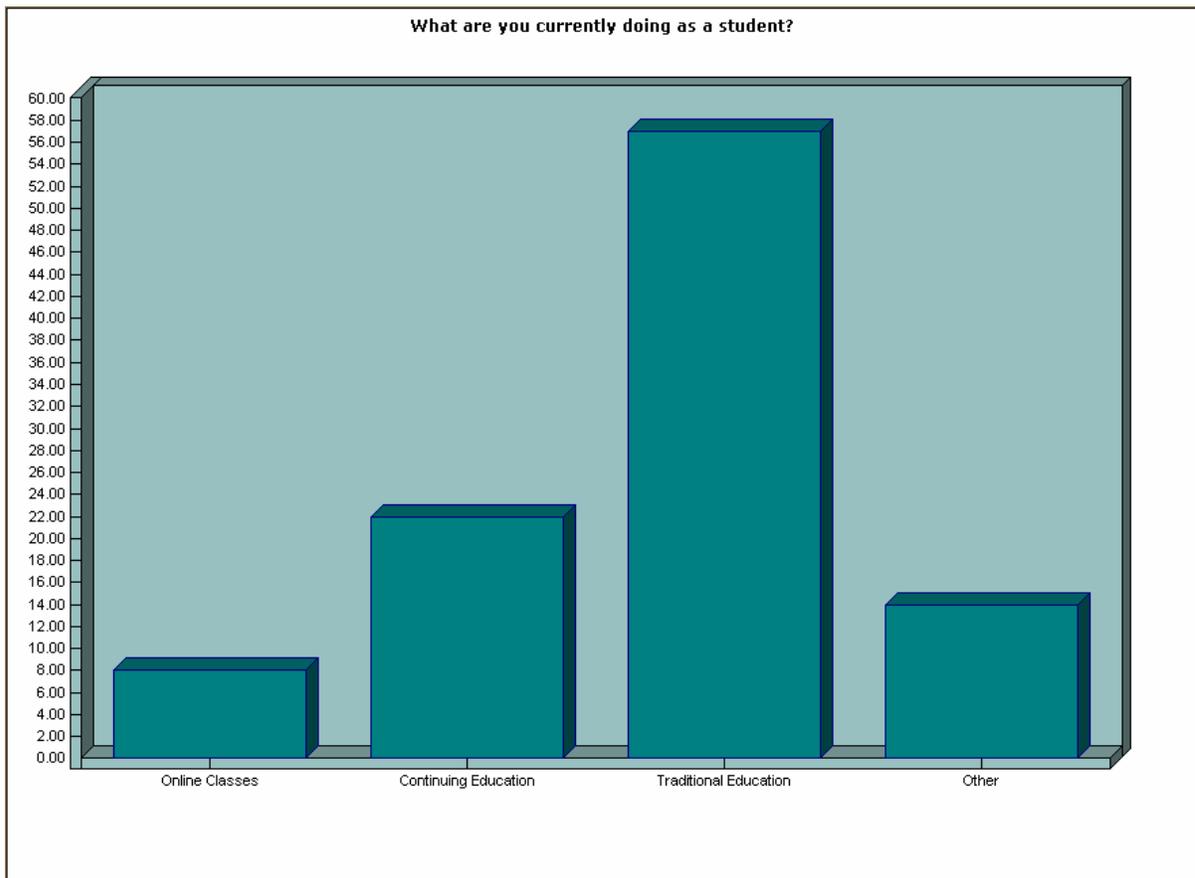
Throughout the tables in this report, the column 'Percentage of Sample Answering' represents all of the Patrons (Number) who answered the specified question.

Throughout the tables in this report, the column 'Percentage of Sample Asked' refers to the number of Patrons who were presented with the specified question. Due to branching techniques used in the evaluation, not every respondent sees every question.

**24a. In which capacity are you acting when you most often use interlibrary loan service? Select all that apply. Other Specified.
Sample Answering: 61 responses**

- Enjoyment
- my 17 yr old son uses all the time
- Someone who enjoys reading & using our library service
- MY OWN ENJOYMENT
- Parent
- Librarian
- mama - first and foremost
- Human Rights Advocate
- average reader
- independent scholar
- Homeschool Teacher/Student
- learning about medical conditions
- homeschooling
- tireless researcher of my own culture
- Homeschooler
- Homeschool use
- acquiring knowledge
- curious individual
- research information (mostly medical)
- librarian
- homeschooler
- personal
- children books for my children
- Volunteer tutor
- personal
- regular reader
- asstistant librarian
- home school
- librarian
- forergner
- reader
- Librarian
- Parent
- Home School
- writer
- School librarian
- homeschooler
- Writer
- Library Worker
- Musician/Musical Theorist
- parent
- homeschooling parent
- Librarian
- professional writer
- writer
- Homemaker

- home school mom
- Librarian
- Individual patrons of Dallas Public Library
- writing
- read for UMW program
- teacher as homeschooler
- Mom
- personal/family members' requests for different books
- Parent
- parent
- homeschool teacher
- Sunday School Teacher
- Scholar
- Unable to read books after brain surgery so TV is out and I love books so this is the greatest thing I have ever heard of and THANK YOU SO MUCH
- personal



25. What are you currently doing as a student?

	Number	Percentage of Sample Answering	Percentage of Sample Asked
Online Classes	35	8.2%	8.0%
Continuing Education	92	21.6%	20.6%
Traditional Education	241	56.6%	57.9%
Other	58	13.6%	13.6%
TOTAL	426	100%	100%

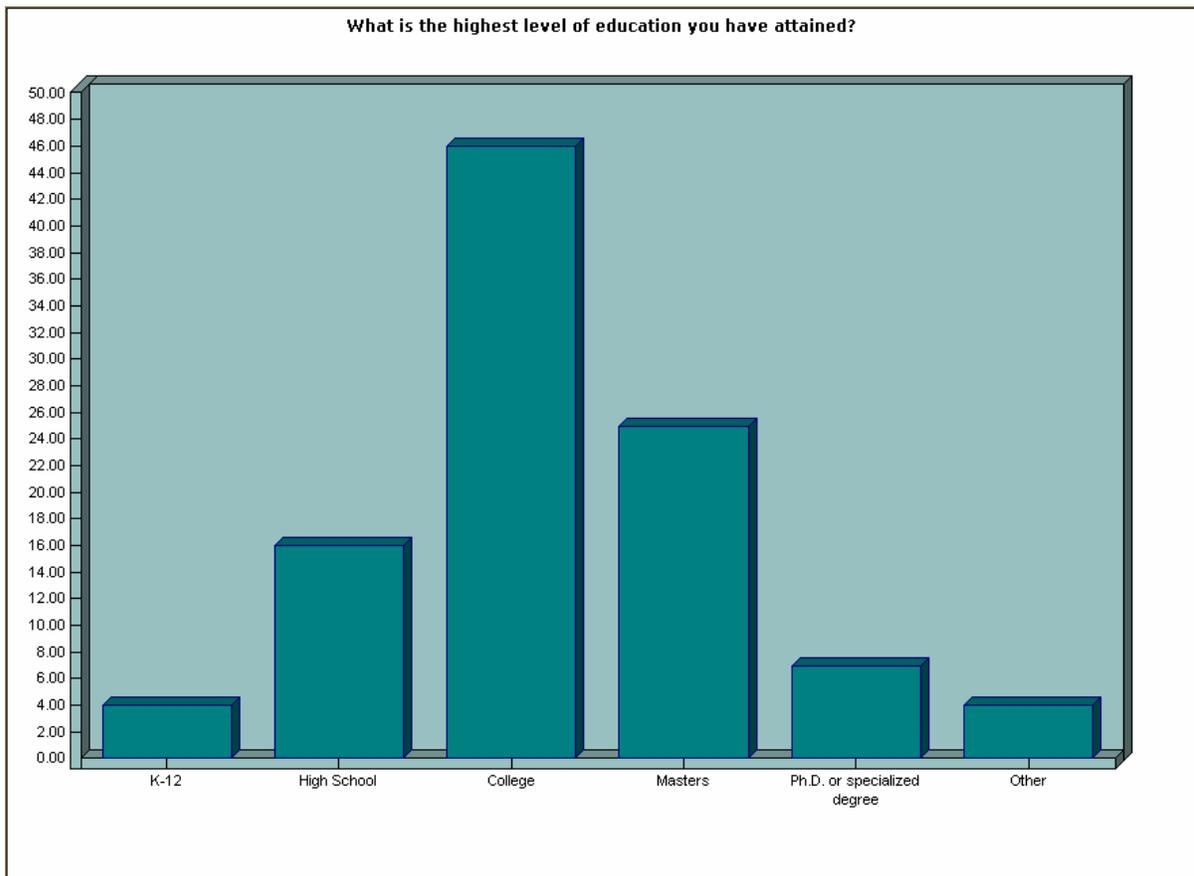
NOTE:

Throughout the tables in this report, the column 'Percentage of Sample Answering' represents all of the Patrons (Number) who answered the specified question.

Throughout the tables in this report, the column 'Percentage of Sample Asked' refers to the number of Patrons who were presented with the specified question. Due to branching techniques used in the evaluation, not every respondent sees every question.

**25a. What are you currently doing as a student? Other Specified.
Sample Answering: 26 responses**

- Life
- audit classes
- none
- online classes, teacher certification
- independent
- doctoral program
- none
- homeschool
- independent researcher
- not a student
- Just finished school
- Informal Classes
- Self-educating
- ESL
- lifelong studies
- Recreational Education
- GRADUATE SCHOOL
- doctoral degree
- not a student
- life long learning
- n/a
- grad school (information science, yay!)
- Alternative Education
- accelerated evening courses and online
- semester abroad
- prep for grad school



26. What is the highest level of education you have attained?

	Number	Percentage of Sample Answering	Percentage of Sample Asked
K-12	51	3.5%	3.5%
High School	226	15.5%	15.5%
College	664	45.6%	45.6%
Masters	359	24.6%	24.6%
Ph.D. or specialized degree	105	7.2%	7.2%
Other	52	3.6%	3.6%
TOTAL	1457	100%	100%

NOTE:

Throughout the tables in this report, the column 'Percentage of Sample Answering' represents all of the Patrons (Number) who answered the specified question.

Throughout the tables in this report, the column 'Percentage of Sample Asked' refers to the number of Patrons who were presented with the specified question. Due to branching techniques used in the evaluation, not every respondent sees every question.

26a. What is the highest level of education you have attained? Other Specified.
Sample Answering: 35 responses

- almost 2 years of college
- Business
- Technical/trade school
- some college
- some college, no degree
- some college (62hrs) no degree
- currently working on Ph.D.
- some college
- some college
- in college
- Work towards masters
- some college
- Business College
- Ph.D. not finished
- BA plus extensive mgt & tech edu through work
- some college
- some college
- some college
- some college
- Vocational Technical College
- teacher certification
- 2 years of college
- tech school
- some masters courses
- post masters
- Some college and technical school
- Bachelor Degree
- Four years of graduate school
- B.A. plus non degree hours
- 2 B.S. Degrees & 1 A.D. Degree
- two masters
- some college
- college plus some graduate work
- Some College
- 10th

27. In what County do you live?

Sample Answering: 857 responses

COUNTY	Frequency	Percent
Denton	4	0.30%
Nueces	6	0.40%
Bexar	123	7.70%
USA	78	4.90%
Lubbock	28	1.80%
Tarrant	6	0.40%
tarrant	4	0.30%
Brazos	8	0.50%
bexar	37	2.30%
nueces	5	0.30%
dallas	5	0.30%
Dallas	26	1.60%
bexas	2	0.10%
Taylor	12	0.80%
Harris County	4	0.30%
United States	22	1.40%
Harris	166	10.40%
Travis	71	4.50%
brazos	4	0.30%
BEXAR	5	0.30%
Brewster	41	2.60%
usa	17	1.10%
brewster	7	0.40%
Pecos	2	0.10%
Jeff Davis	3	0.20%
U.S.A.	7	0.40%
Val Verde	2	0.10%
Uvalde	2	0.10%
US	8	0.50%
harris	28	1.80%
HARRIS	4	0.30%
u.s.a	2	0.10%
lubbock	5	0.30%
Galveston	5	0.30%
fort bend	4	0.30%
travis	10	0.60%
BEXAS	2	0.10%
San Patricio	3	0.20%
Fort Bend	3	0.20%

Bexas	2	0.10%
Williamson	2	0.10%
U.S.	2	0.10%
Randall	3	0.20%
Moore	2	0.10%
united states	5	0.30%
America	2	0.10%
Montgomery	2	0.10%
United States of America	4	0.30%
(Not Answered)	738	46.30%
(Unique responses)	62	3.90%
(Total)	1595	100.00%

**28. Please provide any comments you would like about interlibrary loan service.
See Addendum B for Detailed List
Summary of Sample Answering: 560**

**29. To win prizes, please enter your eligible email address.
Please see Addendum C for Detailed List**

Summary - Sample Answering: 824 responses

Patron ADDENDUM A

12. Please specify other ways you would like to receive electronic materials. Other Specified. Sample Answering: 796 responses

- talk to friends
- None
- na
- e-mail
- NA
- Access methods which allow later offline access to the received materials
- downloaded/burned on a CD
- none
- n/a
- via email
- none
- n/a
- no other
- n/a
- none
- no other
- Email
- none
- cell phone
- Not sure
- email
- none
- n/a
- through computer at work
- email
- email
- None
- none
- None
- none
- none
- None
- n/a
- Don't Know
- none.
- email
- I can't think of any other way
- Online download
- I don't like ebooks and I don't like to read materials on line
- secure online access
- none
- None
- printed out
- nnnnn
- none
- none
- Download from library website
- none
- unknown
- download PDFs
- none

- can't think of any
- None
- n/a
- e-mail
- N/A
- email
- none
- none
- no other ways
- none
- sent directly to me at my work place
- N/A
- see above
- none
- none
- none
- NONE
- none, email or web-based is perfect
- disk
- online library posting
- Can't think of any other ways
- above is good
- none
- -
- email
- none
- none
- Don't know
- Request while searching online catalogue using a direct link from the catalogue to Interlibrary Loan
- don't know
- none
- none
- none
- email
- none
- None
- e-mial
- email attachment
- email
- printed and picked up at the library
- N/A
- none
- E-mail
- none
- printed
- na
- Call another library by telephone
- emails
- none
- N/A
- plenty already listed...
- N/A
- REQUESTING THUR E-MAIL
- U S Postal Service
- Can't think of any other ways
- dvd video

- oh, i don't know.
- anything online
- online form
- `
- nothing I can think of at the moment
- none
- none
- none
- none
- None
- other
- email
- none
- none
- none
- download to my pc
- none
- None
- None
- none
- No other
- unknown
- n/a
- none
- e-mail
- na
- none
- n/a
- NONE
- email
- email
- email
- s
- at home computer
- none
- No other ways that what I already selected above.
- possibly on CD disk
- None
- None
- e-mail
- by phone
- CD (willing to pay small fee)
- none
- email
- PDF file
- n/a
- none
- e-mail
- E mail
- n/a
- E-Mail
- .pdf
- n/a
- none
- none
- none
- None

- none
- call a person at library to request ILL
- don't have home pc at this time
- don't have home pc at this time
- N/A
- the Internet
- none
- n/a
- none
- none
- none
- No other way
- email
- n/a
- none
- at the library
- From a library secure web site
- through e-mail
- none
- none
- Via Email
- no other
- I answered all the questions and it's telling me I didn't
- none
- other
- no other
- Above choices satisfy my needs
- ?
- none
- EMAIL DWANNA2@AOLO.COM
- EMAIL DWANNA2@AOLO.COM
- N/A
- I have no any other idea
- no other ways
- email
- phone
- N/A
- email
- none
- hjkhjk
- none
- none come to mind
- CD, thumbdrive
- none
- none
- none
- na
- email
- Deliver to my home free of charge.
- email, cd's
- download to my home computer
- none
- i don't have
- none
- none
- can't think of any other
- ';lkj

- n/a
- n/a
- maybe thru a ftp download of books scanned, they are getting older.
- is this survey broken?
- There are none.
- ONE TOO MANY YOUS IN THE FOLLOWING SENTENCE.....Please rank the top three ways you would use to order materials.
- online journals
- on a disc or cd
- na
- downloadable to pda or podcasts
- don't know
- e-mail
- cellphone
- Not instant messaging, doesn't seem private.
- none
- None
- mail
- n/a
- email
- none
- none
- email
- no other ways than above
- n/a
- none
- library computer
- do not know
- none
- via email
- n/a
- phone call
- e-mail
- I have limited access to the Internet and no MP3/iPod player. I need physical forms of material, whether printed, on CD or DVD.
- email would be best
- none
- none
- none
- N/A
- email
- none
- none
- none
- by mail
- can't think of one
- I'd like to be able to get a notice by cell phone message.
- Download from a library server.
- None
- at home like Netflix
- email
- none
- email
- none
- none
- None
- nothing

- None
- none
- phone call
- none
- none
- na
- none
- none
- none
- none
- podcast
- website
- none
- can't think of any
- Fax to my department
- I don't get electronic materials
- I have no other way
- None
- no others
- I have no more
- Via instant messaging
- n/a
- none
- to my email address
- email
- None
- No
- none
- can't think of any
- by mail
- no suggestions
- None I can think of
- None
- NA
- private webpage, special podcast area on itunes
- download, ftp, flash drive, burn a disc at the library
- N/A
- n/a
- web page
- n?a
- Printed in Mail
- no comment
- None
- none
- none
- email
- do not know
- n/a
- none
- na
- none
- None
- none
- none
- Library or mail
- email
- The ones listed sound fine
- na

- none
- none
- don't know
- none
- x
- none
- N/A
- N/A
- none
- email with link to personal webpage
- None
- none
- none
- None
- no other way
- not applicable
- home
- None
- email
- none
- none
- via instant messaging
- none
- no
- I prefer e-mail or CD/DVD by mail
- none
- none
- I don't request electronic stuff
- n/a
- Through a online site to download
- I have no other choice
- None
- n/a
- n/a
- do not know
- Mail audio CDs, like netflix
- no additional ideas
- attached to e-mail
- na
- email
- no other choice
- None
- I don't order electronic stuff
- none
- I can think of no other way
- none
- email
- none
- unknown
- na
- E-Mail
- N/A
- none
- by mail on disk
- none
- n/a
- Via internet

- via e-mail
- email
- email
- none
- None
- N/A
- n/a
- Can't think of any but it's making me type here
- None
- thru my e-mail
- 0
- by phone
- n/a
- home phone
- No other way
- You added an extra word "you" in the question just above the table above.
- email
- I do not order electronic materials, only books and DVDs
- None
- none
- Mail
- without a 24-hour time limit to them
- cell phone
- none
- printed and sent to me
- None that I can think of.
- no
- hard copy
- none
- n/a
- cc
- telepathically
- n/a
- email will be my first choice
- None
- none
- on CD
- Digitally
- would not use this service
- none
- none
- none
- I don't know
- Through e-mail
- None
- on CD ROM
- na
- via email
- e-mail
- to my weblog
- none
- Not applicable
- none
- Fax
- none
- Don't Request Electronic Materials
- none

- none
- email
- none
- none
- None
- none
- none
- e-mail
- email
- on line
- email
- none
- none
- none
- not applicable
- none
- none
- no other ways are available to us
- Can't think of any at the moment.
- PDF
- PDF
- none
- none
- None
- none
- none
- e-mail
- e-mail
- none
- n/a
- no ne
- n/a
- These are fine
- none
- you covered them all
- n/a
- e-mail
- none
- No other, I answered but it won't let me go forward
- none
- None
- phone
- e mail
- none
- none
- none
- I don't know
- library website
- na
- email
- there are no other ways
- Delivered to my brain while I sleep (just kidding).
- Emailed directly to me.
- NA
- N/A
- none
- e-mail

- I can't think of any other ways
- none
- none
- no idea
- n/a
- I don't know.
- NA
- none
- none
- email
- online chat
- online is best for me
- none
- Only ones given above. No other way.
- n/a
- none
- Through a School
- download to my PC
- na
- none
- There are no other ones, I think
- none
- At work
- via email
- no answer
- I have no other way but email.
- form not letting me continue
- download
- none
- the existing methods are adequate
- None
- none
- na
- none
- None
- i just told you i would not use electronic methods
- cc
- on CD/DVD
- None
- n/a
- through my cell phone
- None
- none
- none
- PDA/Cell Phone
- Can't think of any others.
- no other
- .
- Email
- burned to a disc
- none
- None
- none
- none
- can't think of any
- via instant messaging (4th choice)
- None

- n/a
- via e-mail
- n/a
- none
- at this time I do not use electronic materials
- none
- ftp
- NA
- no other ways
- none
- none
- n/a
- none
- none
- None
- N/a
- none
- 1
- i have no other choice
- none
- only visit library
- by email
- none
- none
- done
- No other options come to mind at this time.
- None. I'm not good with computers.
- NA
- n/a
- no other
- none
- n/a
- can not think of another way
- N/A
- my computer @ home
- pod casts
- email
- e-mail
- Haven't ever used electronic materials.
- none
- none
- none
- none
- with dial-up internet service, I prefer not to access electronic materials
- order or receive?
- na
- n/a
- n/a
- ?
- N/A
- none
- n/a
- I'd rather have a tangible copy, thanks.
- N/A
- None--the local library branch is fine
- none
- at the library

- none
- email
- n/a
- N/A
- Email request
- .
- none
- none
- library
- na
- ?
- can't think of any other
- e-mail
- calling 9747400
- N/A
- na
- none
- none
- none
- none
- visit library of my choice
- none
- n/a
- n/a
- No Other
- online station at local library, could bring CD or other storage material and save while at the library
- n/a
- No other
- n/a
- I don't know
- e-mail
- none
- I boycott electronic everything: it is overkill
- CD-ROM
- CD/DVD via USPS for small charge
- None
- no
- email attachment
- none
- none
- N/A
- none
- none
- n/a
- call via phone
- none
- e-mail
- as mentioned
- no others way
- library account
- none
- can't think of another way
- e-books,
- none
- Not sure.
- don't know

- dvd rom
- Printed at library and mailed to me
- delivery service (free)
- n/a
- None
- none
- at work
- blog
- No other suggestions
- email the info to the library
- Direct TV
- none
- email
- pda
- unknown
- Login and download
- E-mail
- by mail
- Private webpage furnished by the library, accessible with my username and password
- None
- No other way
- n/a
- NONE
- NONE
- books available to play on mp3
- NONE
- E-mail
- NONE
- NONE
- FTP
- U-Tube
- none
- via my email
- none
- ownloadable audiobooks, books, educational multimedia CD ROMs
- none
- email
- N/A
- None
- first choice is ""visit he library"" but it doesn't take my clicking on that as 1st choice.
- first choice is ""visit he library"" but it doesn't take my clicking on that as 1st choice.
- none
- ...
- none
- university websites
- none
- none
- none
- non applicable
- The web
- none

- na
- On line
- direct mail
- None
- download
- none
- none
- dx
- snail mail
- none
- none
- none
- None
- none
- none
- on line
- not sure
- don't know
- None
- Through the library
- none
- N/A
- none
- none
- none
- none
- none
- mail
- e-mail
- none
- email
- mail delivery
- none
- none
- e-mail
- I'm not sure
- None
- no other way
- na
- None
- none
- none
- email
- I can't think of another way
- none
- none
- na
- none
- can't think of one
- none
- Emails and text messaging are both great
- na
- None
- none
- I have only the above two choices
- in the mail
- NA
- Not Sure

- n/a
- mp3 download
- email
- no
- na
- via a 1-800 number
- no

ADDENDUM B: Detail of Comments
28. Please provide any comments you would like
about interlibrary loan service.

Sample Answering: 560 responses

- This is fun
- I love interlibrary loan. It allows me to feel like I have access to a major metropolitan library even though my city is not that large.
- I love it!!!
- I am upset that I filled in a request order and that two weeks later I got an e-mail stating that I was not going to get the material requested, that the service went ahead and cancelled my request. The status of the material I needed was available at the time of my request. When I got the e-mail they stated that it was charged.
- NA
- The Fort Worth Public Library does NOT provide the Title of the ILL on the library card -- just the ILL number which is not helpful when determining what is about to be due/overdue. ILLiad blocks you when something is overdue and you don't know what the title is. ILL staff frequently seems annoyed when you call to ask what the title is and oblivious to the fact that IF something's overdue that I can't see the title!!!
- none
- I think the loan service is already very well set up. My only complaint is that occasionally I get an email that my materials are in, but they never actually show up at the stated branch library.
- It is an excellent service.
- My husband & I use ILL regularly. We really appreciate the service! Thanks!
- Please try to make more libraries open to the interlibrary loan service.
- Am grateful for the generosity of libraries willing to share their materials.
- Fort Worth Public Library has an EXCELLENT Interlibrary Loan department and staff!
- Really great service to receive a variety of materials that your library doesn't carry.
- I use the ILL when the SAPL system does not have a book I am looking for. I really appreciate the service being available. I just discovered the WorldCat system, which makes requesting an ILL even easier!
- none
- Love it. Wish I had known about it when I was in high school. Advertising by local library is good but still not enough know about it.
- I am very happy with interlibrary loan service, particularly when I receive what I order!
- I am just happy we have this service
- There are times when according to WorldCat, an item is supposed to be available in my local libraries. However, when I search through my local library catalog, the item is not in the system. ILL automatically refuses to loan from a non-local library if the item is supposed to be available in my local libraries. It doesn't happen often, but it does. Besides that, the ILL system is wonderful.
- Sometimes I can find material that the ILL team cannot seem to find.
- None.
- It is a fantastically useful service. The Dallas library system has a very poor collection of classical music on cd. Interlibrary loan makes up for this.
- The Bryan service is not automated on the customer side, but the librarians are extremely helpful and the books came fast. For this reason I wasn't as concerned about the lack of automation.

- I LOVE the ILL and appreciate the privilege of being able to receive almost anything I want. I feel it is a valuable service.
- I love it and frequently use it.
- I would like it to be free. I always put 0 as how much I am willing to pay, and sometimes I can't get the material I requested from the City of Fort Worth library. I know some libraries don't charge anything from their patrons. For example City of Coppell library.
- Excellent -- fast, almost always successful.
- I must say that I really do love ILL. It's helped me very much in getting the materials I need to try and get where I am going to.
- I love it.
- Great idea. I've used a similar one in the past in Wisconsin. It was great.
- Keep it available!
- I appreciate it!!
- This is a wonderful asset to researchers and Library Patrons alike
- I dislike the fact that if an interlibrary does not loan the book, they cancel the order instead of trying another interlibrary.
- The person who designed this survey needs to learn how to set them up. I tried repeatedly to figure out what was an unanswered question. It is only because I believe the topic is important that I continued to try (four times) to get to the end of it. If you do not get many responses, it is because many persons who started it did not finish it because of poor design.
- Houston Public Library (HPL) does not allow you to request items through the ILL if they "held" by HPL. The Worldcat database indicates items as held by HPL even if they are on "ordered" or "shipped" status. This sometimes takes months. Would be nice if HPL would not include items in Worldcat until they are actually shelved and available for check out. That we users could make requests through ILL in the interim from other libraries while HPL's items are in process.
- none
- I really like being able to receive information that is not available locally.
- I can't afford all the books I want to read, and the San Antonio library system can't own all the books I want to read, so the interlibrary loan service is much appreciated!!
- I depend on it for research.
- our ILL librarian (amy beck) is the greatest!
- I love it dearly. Being able to ask for books online has opened up SO many opportunities to me! I have several small children and simply cannot drive from library to library and search for books in person while keeping them quiet enough!
- I have used interlibrary loan approximately 25-39 times, and have always been happy with the timely manner in which my requests were granted.
- It's a terrific resource!
- It would be nice to know while browsing world cat of any fee's a inter-library requires before placing the book on order. Rather than receiving a email 2-3 wks later requesting a fee. It would save a lot of time. I am very thankful for this service and have talked about it often to friends and family.
- My experience has been excellent
- at the present, I have not used our Interlibrary Loan Service, but, I intend to use it shortly for research.
- this is a great service. I will definitely continue to use it.
- The desk was friendly and informative. Quick response.
- Excellent!

- It is very important to University students and the population in general in Far West Texas.
 - MY 17 YR OLD SON HAS ILLS FOR THE LAST THREE YRS, AS HE GETS CDS,DVDS,BOOKS,RECORDS,VHS MOVIES/DOCUMENTARIES ETC.
 - Most researchers would be severely limited in terms of access to materials if not for ILL. I have used ILL more times in my career than I can count. Keep up the good work ILL librarians statewide!
 - I have been happy with being able to fill out a form online to get materials.
 - I think it would be a service that I could use as I read a lot. Also, in the area of research.
 - It is very nice to have it available in our remote area.
 - none
 - I depend on interlibrary loan service; without it I would be lost--professionally and personally. Interlibrary load services are critical for isolated rural areas such as southwest Texas. I am very grateful for Sul Ross State University's and the Val Verde County Library's services; they do a great job providing us with the materials we need to teach and research without a library. The only complaint I would make is to more directly link the library's web card catalogue to the interlibrary loan order forms, in the same way that Worldcat is linked to interlibrary loan.
 - I am a big fan of ILL and as a librarian, I try to get people to use it as much as possible. It opens up a huge world to information seekers.
 - Mike Robinson does an excellent job here at Sul Ross
 - It enables me to get the materials which my local library does not have; it is a great service!
 - I really like it, because it saves me time and money.
 - If it weren't for our ILS, I simply couldn't do research out here in a small university with a small library budget at the end of the earth (West Texas).
 - I have used it in the past and I do think it is a good tool.
 - shouin jump,rave master and stufe like this.
 - ILL servivce at Sul Ross is well handled and efficent considering the volume and limited personal
 - It stinks!
 - I have been using the ILL service at Sul Ross State University since I arrived here last fall. The experience has been extremely positive. Requests are filled promptly and the ILL staff is very helpful, making every effort to locate even obscure references.
- Steven Platt, Ph.D.
- none
 - ILL fine - wish SRSU had JSTOR
 - I use ILL frequently and could not do my research without it. My librarian is a whiz at finding information for me and usually gets it to me within just a couple of days.
 - Our inter-library loan facilitator is Mike Robinson and he really is so kind and very, very helpful. I know he has helped other community people as well as myself. It's a wonderful service.
 - Excellent staff @ our university library, very helpful and excellent service.
 - Ours is fabulous. The only changes I would advise are in keeping with improvements that favor our ill agent preference.
 - Mike Robinson is the greatest.
 - Wonderful service

- My ILL service has been wonderful. I wish to give kudos to all of the ILL staff of the SAPL. Gamini was wonderful in particular as I would not have graduated from college without his help locating books in the ILL system for me to use. Wonderful.

- Great service - I simply do not use it often.

- We LOVE LOVE ILL!!!!!! It has been the biggest blessing to our family. It has been such a fantastic way to preview books and see if they deem worthy of purchasing or not. Excellent service we don't want to be without! Keep up the good work.

Thanks a million!

- I like the ability to get books that I can't find at my local library or at booksellers.

- Great for reviewing books to purchase

- I would like to know more about other cultures such as Mexican, French, AND Japanese!! Thank You.

- It would be nice if there was a better explanation of why items are canceled, and if there was a better success rate on orders.

- The staff is wonderful, skilled and very helpful in trying to fill my many requests for loan items. I use the system often and have for the last five years. I do not always get what I want in the requests, but I am sure the staff makes every effort to help me. The Intelibrary Loan Service is a valuable resource in this community. Thank you for getting access to it for your patrons.

- I am very happy with the service provided by the people at my library, and I feel the system is providing a very important service to all people who use it. I have access to many materials I would never have the money, or time to find for myself. I think it is the most important resource I have as an artist and writer - keep up the good work!

- I love the ILL service! It makes it so easy for me to be able to look at books on all different subjects. It is so nice to request something online and then pick it up at my local library. It is fun to see where the different books come from. Thanks for making this such an easy process!

- The ILLiad forms look very odd -- all of the buttons are the same size, with only a few characters the middle of each one's label showing.

- faster delivery service, longer loan period.

- I love ILL!

- Would like to use this loan service.

- None

- none

- This applies to all library services. I think it would be really great if one could create an ongoing list, sort of a "my wishlist / my favorites" kind of database of the materials that you wanted to check out eventually. For example, Netflix allows users to create a list of all the movies they'd like to receive. Once a person has returned a movie, Netflix automatically sends the next one in the list, etc. People can add, subtract, hold, or change the order of their list too. I think it would be great if the Library offered that kind of online service. I'm always making notes about movies or books I want, then I misplace them! Also, I think it would be great if the regular Library and ILL was more consolidated. For example, I would like to have it set as a default that if the materials I want to check out from the library are unavailable locally, that ILL would automatically assume I wanted to place an ILL request, and find the materials for me without me going online in a separate place to request the order. In other words, just assume that I want the materials no matter what library they come from. Lastly, I want to say how much I really appreciate what you librarians do. I think you fulfill a very important and necessary role in our societies, and I think your hard work is underappreciated. Keeping

information open and accessible to the public is extremely important in a democracy, and I appreciate what you do. Thanks.

- Delivery by mail to home would be desirable. The current system of having to phone the local branch to see if an item has arrived there is cumbersome to me and the library staff.

- Several times, I've requested a DVD but have received a VHS tape instead. Also, about half of all the DVDs are "Cancelled by ILL Staff" and I never receive those DVDs requested. I've also tried to "resubmit" a request for certain DVDs but I get an error message stating, "Not Wanted After is a required field." There is no place to enter that requested information and the request cannot be resubmitted. It's a very frustrating system to work with.

- We have excellent interlibrary loan service.

- ILL is a super-valuable service. I really appreciate the fact that ILL is so common in the United States. I read a great variety of books and articles which are not always available at my university and public libraries. ILL is the best way to extend those collections.

- I think that the ILL service is a wonderful asset to any library!

- Interlibrary loan service has progressed amazingly fast, and provides many more options in acquiring materials than were available even ten years ago

- I really appreciate the availability of this service.

- The ILL service is an outstanding service to the community. I did not think that our public library system could be improved upon, but ILL has done just that! Kudos to all involved!

- it has been very helpful as I have progressed through my doctoral program.

- I am very thankful for all that the interlibrary loan service from San Antonio Public Library has done for me and my family in our search for knowledge in many different areas such as health, education, parenting, family matters, philosophy and spirituality. No words could express my gratitude and appreciation for all that this service provides and the politeness and courtesy of the staff at the San Antonio Central Library.

- In publish archaeological reports and monographs. The time frame for receiving interlibrary loan references is vital in my job performance.

- I think it is a great way to access the materials I might need to use in regard to my work as a licensed therapist.

- None

- It's GREAT!!!

- I LIKE THE SERVICE ALOT,IT ALLOW ME TO GET ITEMS NOT IN OUR SYTEM THAT WOULD OTHERWISE HAVE TO BUY. PLUS IT ALLOW YOU TO KEEP ITEMS LONGER USUALLY.

- It is appreciated. The only problem I ever had was trying to acquire a book that was supposedly in our library system. It would not let me obtain it due to that reason. However, the copy in our system was marked 'Lost or Missing', so I could not get it from our system.

- THANK YOU SO MUCH FOR THE ABILITY TO GATHER A RICH ASSORTMENT OF MATERIAL FROM YOUR VAST ARCHIVES. TRULY AWESOME TO REACH INTO THE ETHERNET AND OBTAIN JUST WHAT I NEED...GRATEFULLY, PEGGY KELLY

- Great service. Enjoy using it to find books not in my libraries collection.

- This is the most wonderful library program that I have ever encountered. It's like having the Library of Congress in your home computer.

- My husband and I make frequent use of this excellent program. We hope it continues with or without changes.

- n/a

- I'm an Librarian for the Ed Rachal Memorial Library and we use interlibrary loan service very often by my patrons and myself because something I don't have enough monies in my budget to place a order for reference books that I need here for myself.

- I wish there was not a limit to 10 items. If I order 10 items it might take a month or so to get any back or to find out that some are not available. While the search is taking place I am unable to search for additional materials. I can read 10 books in less than a week so the limit on materials is inconvenient.

- Interlibrary loan is a fantastic service. It allows me free access to information that I may not be able to find locally.

- Very handy.

- The ILL service provided by the Lubbock Public Library system is OUTSTANDING !! I am extremely pleased and appreciative.

- An online system like ILLIAD is nice so that I can check the status of my requests and renew them.

- A definite plus to have a way to obtain books not carried by the local libraries.

THANKS!

- There is usually a lapse in time when hearing back from other libraries. It should be more efficient to reduce the amount of time it takes to request an item.

- I am very grateful for the service!

- This service is very slow in getting requested materials to user and also in updating user account after loan materials are returned. Also there are no receipts given for pickups and returns, so there's no accountability.

- I very much appreciate the interlibrary loan service and the library, in general. It is a fantastic resource. Thank you very much for all that you provide.

- thaanks for the excellent service throughout the years----KEEP up the great work!

- The help I received at the library help desk was expediant and efective.

- I like the service and use it frequently to do research papers.

- Great service! Thank you!!

- none

- I love this service. It's wonderful to be able to access books not at any of my local libraries. Previously there was a way to review all books by a specific author and now you must type in the name of a book. If possible, I'd like to search by author name. That way I could request books by certain authors I otherwise may not have known exisited.

- I like the service and want it to continue. It has been extremely helpful while working on my Ph.D.

- I appreciate the service!

- This service is an embarrassment of riches. Requests are rarely denied and materials are recieved in a timely fashion. I'm grateful for ILL every day.

- I am very grateful for the availability of inter-library loan service. If it wasn't for this service my work as a human rights advocate will grind to halt in very short order. I have communicated my gratitude to Houston Public Library. If the sponsors of this servey have any influence with each of the three level of Govt. (local, state and federal) to improve and expand availability of this service please do so. Free availability of information is the first tool of the empowerment of the citizenary. In the last decade we have seen the internet expand all over the world however the old fashioned books are still repositories of enormous knowledge and wisdom of ages and access to them for citizens of this country and state is an essential service. Thank you.

- A Godsend!
- I APPRECIATE THIS SERVICE I AM HOMEBOUND WITH SAN ANTONIO LIBRARY LOST L ARM AND ON A VENT ENJOY AUDIO BOOKS
- I APPRECIATE THIS SERVICE I AM HOMEBOUND WITH SAN ANTONIO LIBRARY LOST L ARM AND ON A VENT ENJOY AUDIO BOOKS
- I am very happy to be able to order books through ILL. It is the biggest hassle to drive in Metroplex and it is very good to pick up books at the closest library. I could pay for home delivery but think that it will contribute to more driving around then my short drive to my closest library.
- Sometimes it seems 2-3 months before a request is sent for processing. That seems to be too long.
- I have the world cat at my finger tips
- I would like the process to be easier for my regular library--there seems to be an excessive amount of paperwork required to receive and return the book for the library.
- The service is amazing. I only wish that more libraries that participate in WorldCat etc. were willing to lend materials via ILL.
- It would be great if the ILL service could be expanded to allow unrestricted/unlimited access to online books/databases/periodicals from the lending/participating libraries. Eg., if I search and locate a periodical (such as investors business daily or valueline) as an electronic database at another library, I would like to be able to access that source via a password/login through the ILL system.
- I wish more libraries were willing to lend the materials that I request.
- My only complaint is that materials often take a very long time to arrive. Other than that, it's a great service!
- I have great experience with the interlibrary loan service, and received all but one book that I order.
- Online access to view whether the material is available in the system should be helpful instead of waiting 2-3 weeks later that it isn't in the system at all. Also, there are many materials in our own system is not available for check out and for library use only and that keeps us from requesting ILL for that material and to ask that we view it at the library is impossible because many times the material is too large to scan at one sitting and has to be checked out. So that limitation for ILL material doesn't make sense.
- I want it to be easier and more intuitive to use and free
- It needs to be online!
- I have been waiting for one book for almost one year. For another book the request was sent half year ago. I think this is too long.
- ILL is wonderful! It is great to have access to more material than our library owns, especially out-of-print books.
- I believe this is a great service. I have been able to borrow many books that my library does not have. It has been very beneficial, as I read a lot!
- For the most part, I'm very satisfied with my ILL service, but when I have unusual or hard-to-come by requests, those tend to linger a long time until something is done. I put in a request two months ago and I'm still waiting to hear yeah or nay regarding the request. If it's not available, I certainly understand, I would just like to know the status.
- FREE library books is the MOST IMPORTANT thing going for ILL service. Being able to get a book I cant get any other way is important. Learning is fun.
- We like to pick up our materials at our local branch libraries. This also gives us a chance to look at books for checkout. So delivery to the home wouldn't be all the interesting. Sounds like overkill. From reading the survey I got the feeling you folks were trying to determine if that would be a useful service. Also, the basic functionality on the

APL site and the ILL/Worldcat sites, while a bit clunky from a human factors perspective, is all there. I.e., there are no gaps in functionality on the sites, i.e., the sites pass the "good enough" test. They could be improved to be more a bit more transparent, but it's not a must.

- I was a little dismayed when 3 of the 4 ILL requests made took said they weren't available after waiting for close to a month and that I'd wouldn't be able to re-request them for almost another 2 months.

- IT ROCKS !!!!!!!!!!!!!!!!

- I request many literary-related books that are only owned by a smaller number of libraries that aren't willing to lend. I wish they would be more generous! I would be willing to keep the loan for a shorter length of time if that would help. Carolyn Byrd

- My Library has deficient delivery on anything else besides books, and they do not go the extra mile to find hard to find books, that are necessary for research.

- I think this is a great service. In the long run it saves libraries money by borrowing materials from each other rather than having to buy the items or having patrons go without the use of these items.

- I have found the interlibrary loan service extremely helpful and not flawed in any way, so improvements would be phenomenal.

- I like having access to materials at other libraries.

- Fantastic!

- Excellent service

- Our university interlibrary loan librarian, Mike Robinson, does an excellent job and goes out of his way to be sure that we get the materials we want as quickly as possible.

- Sometimes the item is not available because another library will not loan it out. If more libraries were involved perhaps this would not be a problem.

- I would like more info on how the materials are requested, and if it is wise to re-request things.... how often?

- A wonderful service. Thank you.

- Great service when hometown library is a small one.

- When I lived in Austin, Texas and used the Austin Public Library for interlibrary loans I got every book I requested. Since moving to Corpus Christi and using their public library over a 2 year period, I haven't gotten any of the books (3) I've requested. Also no one ever contacted me about the status of my requests. After 6 months I had to contact them and try to find out what was happening. I have been very dissatisfied with the way the interlibrary loan service is handled at the Corpus Christi public library.

- None

- I love the Illiad and the freedom to request from the world cat at my leisure.

- i love it....i can get books that i cant afford iam a retired vet....my income is real tight n i always get the books i want the thru my library....this is a great service...

- I'd give it a B+. Even though I've offered to pay, I've never been charged. The downside is that sometimes the lending library grants a very short time to borrow the material (only two weeks in one instance).

- Your service has opened new horizons for someone with limited access to information, research and reading entertainment.

- They provide a great service!

- The local ILL staff provide excellent service.

- The ILLiad website is extremely outdated and difficult to use.

- This service could not be better. As a foreign researcher I have felt thoroughly helped.

Thank you!

- Great! Wonderful! fannnnntastic!!!

- Right now I am required to go through a library employee to order an item, which is highly inefficient and delays my requests, and also seems to be not the best use of their time and talents. I receive very little communication as to the status of my requests, they either eventually show up or they do not. I don't mind picking up my items at the library, as I do receive a call and/or email that the item is in and waiting, and the clerks are helpful and pleasant.
- It's really great now using the current online system that Houston Public library has. It's so much easier than using paper forms. It takes longer than it should sometimes.
- I wish more older books were available as audiobooks, but I love being able to get as much as I do.
- I would like to have better access to some materials (mainly books) because a lot of what I had requested in the past, no materials had turned up in the ILL search at other libraries and I'd get a 'Request cancelled by staff' on the ILL site because no library carried the book or CD. Sometimes I'd get the request filled and if I request it again (say six months later) I'd get an e-mail saying the item cannot be found. Other times I had received the wrong item when I did get it.
- I use ILL through the Dallas Public Library. I am very pleased with the service and their customer service.
- It works well in general--some requests take unusually long, so would be good to have some threshold time to recheck on those requests. Would like to have larger limit on requests--recently decreased from 30 to 20.
- none
- I think that it is an excellent tool
- Love it!
- Excellent service at Abilene Public Library--couldn't ask for better.
- I am so very grateful that Inter Library Loan exists. Please continue it.
- The people who operate the ILL system should all get congressional medals of honor - they are heroes of the information revolution! I use ILL all the time, and I am astonished by how often I am able to get books that are hard to find or long out of print (even books that Worldcat says are held by under 50 libraries often come through with no problem!) I can't believe this fabulous service is free (to me at least). It's so convenient to place requests from my PC, and the books I read have been an ongoing source of wonderment and sustenance. Scholarship, art, and culture are not dead in America yet! The ILL is the largest, most valuable information resource in the world outside of the WWW itself. But I'm sure you know that already! You guys rock.
- I love it.
- I love the ILL service. It's convenient to me and always has the books I'm looking for.
- Generally good.
- The ILLIAD software that the San Antonio Public Library uses to process loans has faults in that not all of the online features are usable even though the software is designed for more functionality. For example, it is not possible to use the "renewal" button online. Also, if a glitch occurs in shipping a loan from one library to another, there are no checks and balances to find that error and the request remains in the account until the patron brings it to library staff notice. (Complements though go to SAPL staff who work hard given difficult software situation.)
- I love it! Thank you so much for providing this service.
- I LOVE IT!
- yall do a great job!
- I have found it efficient and expeditious. The personnel are always helpful and courteous and I am grateful that the service is available for me gratis. Please pass on to

all personnel my thanks for all their assistance and good work. They deserve all the support and praise they can get.

- I love the ILL system, and thank my lucky stars I discovered a few years ago!
- Thanks for getting opinions from us!
- I think the survey covered just about everything I would have asked about.
- I love the service- thank you, thank you, thank you!
- I would like the ability to renew the materials.
- I am very appreciative of ILL!
- I would use it if I had a need for a particular book I could not find.
- I think the interlibrary loan service is excellent.
- I love it and I thank you for providing me access to a world of books and books on CD and Tape.
- It's great
- I think it is a great service that is underutilized. Many people do not know it exists. It needs to be "advertised" more. There needs to be an easy way to know what is available. I did not know anything other than books were available by interlibrary loan.

THANKS

- LOVE it! Makes my life easier!!!
- I'm satisfied with the ILL service as it is already being offered. I noted that I wouldn't be willing to pay for more personalized service. Please note that that is not because I think you should give me more for free, because that's not at all the case. It's just that I'm satisfied with the current service and I don't see the need personally for more, whether I pay for it or not. Hope this helps.
- I appreciate having this service available since resources in a small town are sometimes limited.
- its fantastic - with the high price of gas it allows for one to ensure what you want is there. it allows you the opportunity to take care of a multitude of things at one time.
- If we could receive materials faster, and know sooner when they arrive.
- i wish at checkout counter at local libraries it would have a sheet stating how to use service, i have noticed w/internet computers at libraries. staff is always busy w/the computers
- Hallelujah!
- I wish I had the option to check the book out a second time if I still needed it.
- Great service. Wish I knew about this years ago.
- I have always been pleased with the service no matter what library I use.
- I appreciate the ability to get books that my local library doesn't have. It's been a blessing in many ways.
- none; thank you for the service
- I would like the requests to be processed more quickly by City of Houston. I would like to be able to use the order items on Harris County site by computer instead of requesting in the library.
- I was very satisfied with the promptness of the service and the variety of the items available.
- Thank you for having the ILL service! There are so many great titles that I would miss if APL didn't participate in ILL.
- na
- This is a great service. I appreciate the Interlibrary Loan Service.
- When I recently used ILL online for the first time, I ordered a book, but there was no way of knowing if this book would be available. Then I put in my second request (again not knowing if it would be available) and when I entered the second request, the first

request was apparently erased because it no longer showed up. It would be good to have a system where multiple requests could be made and where it is possible to know if the books or materials are even available within the ILL system. Until I received an email saying that my second request was being delivered to my library, I had never even been told that the book was available to be delivered eventually.

- I would like to know what it is and how I can use it. I'm going to be working on a degree in Accounting really soon. I wanted to know if I could use it for the purpose of my education.
- My only complaint is the number of rejected requests I receive. This seems to happen a -lot- with my DVD requests. *sigh*
- I'm pleased with how it works and will continue to use it when needed. Thank you for providing this service!
- LOVE IT!! I hope that it is continued. I use it to order books that I might later buy as gifts. I also order a lot of books that are mentioned on TV and in financial newsletters. I order a lot of craft books. I also order older books of authors that I haven't read before.
- too many denials with the reason --no library will lend this.
- Extremely helpful library staff.
- It is a great service. The word need to go around about the service and how to automatically fill the forms through worldcat. It would be nice if we can use dropbox to return interlibrary loan and systems are automated to treat them like any other library item. Online access to netlibrary also on a interlibrary loan basis would be a welcome addition.
- great service keep it up.
- The service is excellent & upto the mark. Only suggestion is to notify the reader of the due items via email.
- Very pleased with the service to date
- I don't like getting emails that tell me no library would lend the item, when only a small pool of libraries received the request. I think that the ILL staff should resubmit the request through different library pools until one location is bound to comply.
- It would help to obtain new books faster.
- Thanks for excellent service!
- Library personal are extraordinarily helpful and knowledgeable. It is always a pleasure interacting with them.
- I very much enjoy the ill service. I belong to TexShare and also do it from home.
- The reason I've not used Lubbock ILL is that I had heard from several people that it was unnecessarily unpleasant and difficult.
- 1-It is a privilege to have free access to so many materials. 2-Unfortunately it often takes weeks for a request to reach even "Request Sent" status. 3-And it can take weeks before a returned item is acknowledged. 4-Why can't a request be cancelled? I have 3 requests in my queue made last year, never filled, never removed, despite my request. 5-Thanks for the opportunity to comment.
- In general, the system works well. My two complaints are: 1. My library is slow to process my orders (snails move faster) and 2. No idea of which libraries will charge outrageous fees (they should be identified in WorldCat or identify themselves and their obscene charges).
- I appreciate the interlibrary loan service as I use it quite often, especially for simple love of reading.
- Currently have dial-up internet connection, but plan to move to DSL in October.
- When request things, sometimes I only get one or two of the dvd's, not the whole set or series as the world cat description describes.

- it's a great service
- The ILL service should have a new status page to show you more clearly when where your ILL items are located at. At when a estimated time they live arrive.
- It's great to be able to access books this way. Thank you for offering this service.
- It is a little cumbersome to find the WorldCat database and the Iliad system is not very user friendly on its interface. On the plus side, I LOVE IT AND AM VERY APPRECIATIVE OF THIS SERVICE.
- IT WOULD BE NICE IF THERE WAS AN ACTUAL DATABASE OR CATALOG TO SEARCH
- It has been a terrific resource for me. I recommend it to everyone.
- Great service, an extension of local library and a conduit to a much larger world of information.
- I reside at Fort Sam Houston and would love to be able to pick up books from the public library at the base library.
- This free service to library patrons is a rare testament to the principles of free societies.
- I love it!
- Provides great access to items that SAPL does not have; however, ILL sometimes outright denies loan request b/c the item appears to be in the SAPL online catalogue when actually it's no longer owned by SAPL, it just hasn't been removed from the catalogue; I explain this in the comments box when requesting an ILL loan, but it is usually ignored anyway.
- I love interlibrary loan service and would use it even more often if my library were more user friendly and offered online ILL requests.
- I think it is a wonderful service. Thank you for offering it.
- Thank you for providing the Interlibrary Loan Service, it is very convenient and a great free way of obtaining material.
- its great
- I love it!! It truly has opened up a whole world for me.
- Sometimes there is not an adequate description of the book online.
- I absolutely LOVE the Interlibrary Loan Service. It is FABULOUS! I only have two suggestions. I wish that you could get AV from other libraries. I get turned down for these items quite a bit. They always said that the lending library does not lend out AV materials. Also, a couple of times that I have turned in my materials, the librarian does not check them in right away. I am dealing with that right now and it is pretty frustrating. Otherwise I love the service!
- its wonderful
- provide a cancellation feature after the order has been sent. sometimes shipment takes so long you find another source. if a library will not send photo books, cds or dvd say so, upfront.
- I'd like to have more books requested available for borrowing from other locations.
- seems to work well
- Austin Public Library service is extremely slow and that is unacceptable
- For the ideal time period for receiving materials, I selected 3-5 days even though I realize that might not be realistic depending on where it's coming from. If that timeframe is not possible, 1 week would be fine as well.
- I returned a book late and was told there are no fines for ILL materials. I feel bad about this. It's reasonable to charge the same or a higher fine.
- I like the service and find it very helpful.

- I love it. It is so convenient. Sometimes a little slow, but the local libraries do not carry the wide variety of books I can order through InterLibrary Loan.
- I don't have any comments at this time. I would use this service again.
- ILL should indicate on the catalogue items listed on the website if the item being requested has certain restrictions, e.g., 'not for circulation', 'in-house use only', amount of fee required, 'instructions use only', etc. It would also be of great information if the website could indicate the length of time the loan item could be checked out. And, for tracking purposes, the pick-up library location should once more note down (scan) the pick up(check-out) and return date(check-in) of the item(s). I had an experience where the items were not available (actually misplaced) at the pick-up location until 3 days before the expiration date of the loan.
- In general, I think the Interlibrary loan program is an extremely generous program. I have been able to read out-of-print rare books that Austin does not have. As an avid reader, that has benefitted me greatly. Thank you!!
- I have used ILL for the past couple of years and am very very pleased with the system. I place my requests online and get e-mail notification when my requests are in. The system as it is now works wonderfully for me! Please don't change it!
- I *love* Interlibrary Loan! I love being able to order materials online, without having to bother with any human interface.
- So far I've had an excellent experience with ILL. It takes a few weeks to receive materials I request, but I always get them within a month.
- Dallas ILL staff are FANTASTIC!
- A good percentage of my requests are cancelled for one reason or another. It'd be nice if more audio books were made available thru the system.
- Love it! I can get nearly anything I want through ILL! This is a good use of our tax dollars, in my opinion.
- I would like for the cancel feature to work for the patron. Right now, it says it can not cancel it once the request is sent. Also, the renewal feature working for the patron would be helpful also.
- I am very pleased with the service and its timeliness. I had the opportunity to read books that were not available to me otherwise. I disagree with the rules that the lending library can request its items at any time or reject a request per local rule. All libraries in the interlibrary loan list should operate using the same policy. I would also recommend having the option to have an outstanding request for items that are not available at the time the request is sent. Today, if an item is not available, the request gets rejected and another one needs to be submitted in 4-6 weeks.
- I very much appreciate the service and use it frequently
- This is an outstanding service. I am a Ph.D. who formerly worked at TCU but have chosen to stay at home with my boys, but want to stay current in my field and work on the occasional project. Now that I don't have access to a university library, this service has been so helpful. Thanks so much!
- I am very pleased with the interlibrary loan service.
- the Iliad and Worldcat sites are horrible to use. Not intuitive at all. It's like picking your way through a land mine. And you don't know if you didn't log into Iliad, it just gives you a screen to search on, but no search results are returned if you aren't logged in. I test software for a living. Please fix this site!! Thanks.
- In general it's a effective, timely, and simple service to use. Have had many requests denied, however (usually media and new books)
- A patron shouldn't have to re-request an ILL item if it's checked out from a particular library. ILL should try requesting the same item from multiple libraries. ILL should

automatically re-request the item for you. This would save the patron some time. Also, if a patron requests a DVD/CD and it's damaged then ILL should re-request the item for you. Also, they should try to obtain the item from a different library.

- I like this service very much. It helps to find things I like but my local library doesn't have.
- I think the ILL is a great service.
- Within their limits, they're doing a fine job.
- It's a wonderful service as it is. I can only look very forward to the improvements you plan to make.
- Mostly it has been fantastic. I have had a few items cancelled, but they have been items that very few libraries own.
- I love this service!
- It is great to be able to have access to books that are not in our system.
- I like the service and just want it to continue. Thank you
- I would prefer all items listed in WorldCat be available via ILL or show unavailable on loan so I do not have the idea I can order them and then not be able to receive them.
- I appreciate the ILL service because it provides hard to obtain materials that are pertinent to my research and writing. Additionally, the service brings me materials for leisure reading that are not in the SAPL catalog. It's a pleasure not to have to go to distant libraries to access these materials and, because ILL permits me to borrow items, I can study/read them at times convenient to my schedule.
- I would like to know more about the service.
- We are creating our own blog as employees of Harris County Libraries, which means that parts of this survey may change as we all become more informed with new technology.
- I really think this is a fantastic idea!
- I appreciate the service very much.
- It is a great service -- I appreciate other libraries sharing their materials with us.
- Only two comments. 1, some orders do seem to take an inordinately long time, and 2, When I get an e-mail notice that my ordered material is ready for pick-up, it is not always at the receiving library. I had a notice over 5 days ago that my book was ready for pick-up at my local library, but for the second time I have gone to pick it up and the Central Library in Houston has not delivered it to my branch. The receiving library (the local branch) should be to one to transmit the e-mail that the material is ready for pick-up.
- Each library system has different policies and methods as far as requesting interlibrary loans (i.e. total number of items allowed @ one time & manual requesting through world cat) when do you think HCPL will begin allowing patrons to create their own user accounts that they can manage online through the use of ILLiad? And will they increase the 10 item limit per person to 20 items per person as Houston Public Library does?
- I love and need my interlibrary loan service. It is a valuable asset to our library system!
- this is a most amazing service. thank you so much.
- Excellent. I have access to materials my library has prematurely "weeded out".
- The service is wonderful as it is. Deliveries to home, office, etc. would be more work for the library and its funds than it is worth. I do not think there is a high cost-benefit ratio here. The best thing about the service is that 1)you can get the items at whichever library one chooses, and 2) that you can work with the item order and status online.

- I have been pretty happy with interlibrary loan service but have never been able to obtain any DVDs that I have requested. I love old movies and have found some available through libraries in other cities but have had my requests denied.
- It's good, but I wish I could check out material for longer period of time.
- A lot of the material I order is on microfilm, but there are very few libraries in the area where I live that have microfilm readers or a means to copy selected microfilm frames. I would be happy to pick up the microfilm at, say, the Freeman library and to take it to some place like the Neumann Library at UHCL or to one of the local LDS reading rooms where it could be viewed. However, HPL and HCPL libraries have not allowed me to remove the microfilm from their facilities. It would be a big help to me if this policy could be changed. I would be happy to post a bond or whatever else might be required to ensure that I don't abscond with the film. Or, if that is not possible, it would be very helpful if I could have the microfilm delivered to, say, the Neumann Library at UHCL. Yes, I've tried getting Neumann to process an interlibrary loan for me, but they will not do this for non-fulltime students, even those with Texshare cards. One note in closing...The folks at the Evelyn Meador HCPL branch have, for many years, been extremely helpful to me in getting interlibrary loans of books and copies of article, etc.
- No
- The service I received from Ohio Historical and Abilene Public Library was excellent
- I would love to be able to request ILL's online through my library!
- It's a wonderful service, it kept me in touch with the world. Thank you very much.
- I like ! Keep it going!
- It is usually fast and efficient. The Tech support is very helpful.
- Would like to be able to renew online. I also didn't realize that I had to ask specifically for ILL books when picking up at my library. I thought they would be in the hold area with my other holds and therefore didn't receive my books until 3 days before the due date.
- It ROCKS!!!
- I really enjoy the ILL system as it is right now. I have used it a lot and have never really had any problems with requesting materials, picking up materials, or returning them. I think that delivery to my home would be unnecessary. I would be will to give a yearly donation or a monthly use fee or something to support the ILL service. I would happily give a suggested donation if I received a request for one.
- Very good. Generally takes 2 weeks for a transfer. Generous time allotment for check-out.
- This wonderful service has helped me find and read out-of-print books that are truly difficult to obtain through other channels. These books may be out of favor in our culture today, but they are real, albeit largely forgotten, jewels.
- I like it.
- It's a fantastic service. It would improve if more libraries listed in the catalogs would be willing to loan materials.
- I think that it provides a great service, bringing together, through books, audios, and audiovisual materials, communities from all over the United States.
- I think that it provides a great service, bringing together, through books, audios, and audiovisual materials, communities from all over the United States.
- It's a great system. Thanks for offering it.
- none
- It's a great service but unless we give more money to the library we cannot expect more and different services. ILL is very expensive and time consuming and I think that there needs to be more rules/regulations such as you cannot order an item in DVD

when the video is available at your library or if you do not pick up an item and it gets sent back, your ILL privileges are suspended for a length of time.

- Great service in my opinion
 - I had a hard time accessing the worldcat when it changed a few years ago. I sent an email, and got a prompt reply. Thank you.
 - i enjoy the service. the people are nice over there. No problem
 - I love using interlibrary loan but sometimes it takes way too long to receive the book.
 - 1) instead of canceling the requests that are not available at the time (and ask to request later), keep them in a list and process them when they become available
 - 2) do not temporarily remove the item from checked out list when they are renewed. it is confusing!
 - Keep Up The Good Work!!!
 - Should be able to make requests online.
 - it is great
 - I think it is grrrrreat!
 - I am very satisfied with the ILL service I am receiving now.
 - I love interlibrary service!
 - I think its fabulous! It allows me access to materials not carried by my own local library. I have friends who have to pay for the service, but it is free at my library, and this pleases me immensely!
 - It would be helpful if libraries would publish their restrictions. So we could see when searching library X has item Y, but does not lend it out because it is rare, etc. Now I have at times requested items and just received "no library would lend". If I had known I would not have requested the item and saved the library time
 - Thank you for this service!
 - The only drawback is that a book has to have been out for more than 6 months before it can be requested.
 - This is a great service for my patrons. We are small and have a small budget, so InterLibrary Loan is the only way we can offer "almost anything the patron wants". It is very, very, very important to our library service.
 - Wonderful
 - It's a wonderful service that the public library provides.
 - ILL has gone above and beyond for me.
 - I have used it only very few times, but it is a very good service that could be improved if all material could be ordered online instead of visiting the local public library.
 - Being free to search the WorldCat and request items through Illiad is wonderful.
- What a great resource! Many do not know about it. It's my favorite little secret. Thank goodness Houston Public Library lets its members use the Illiad themselves. I couldn't think about returning to the OLD ways of ILL - paper and form IN LIBRARY only.
- Thanks for the liberation of Illiad at HPL! God bless.
- WHAT A WONDERFUL OPPORTUNITY! THIS CREATES A VAST NETWORK WITHIN TEXAS
 - I Just Like it because I can get books that I cannot buy or that my library I go to does not carry it
 - Love the service!
 - It is an awesome service! If we could speed up the process it would be even better.
 - always efficient !
 - So far, my experince has been great! Gotten almost everything I requested at no cost. Also, the long loan times are a plus. Your service is in fact great as it is! Thank you!

- excellent. all service at maud marks library is excellent. a great staff.
- I like that i receive items in a timely manner at my library.
- I really appreciate getting to use books that are available through this service. It has provided me with valuable information on the topics I am interested in.
- So nice that we no longer have to pay postage. Thanks a bunch.
- the online navigation and coordinatio between library systems is difficult to understand and akward
- I would like to get books quickly. I would request a new book because I can not find out a new book(2007).
- It's a great service. thank you.
- Wonderful
- I learned about interlibrary loan service from my local library and have been using it happily ever since.
- I really like the service.
- If not for the interlibrary loan service, I would have to travel outside the county, and possibly the state, to find the information I need. The service is simple to use and an efficient way to obtain books and other materials.
- It is a terrific program. I obtained two books in a short period of time. The service was professional. Thank you.
- I'm very pleased with the service and hope my suggestions get added.
- I really like the integrated nature of the Harris County Library Service. I also find the current website interface convenient and useful. I no longer check to see whether the material is part of my home library's collection before requesting an item.
- I love the ILL system and am so happy to be able to use it to get books I would not normally be able to get! Thank you for this service!
- It's amazing to be able to request any book I want over the computer and get it delivered to the library. It could be more convenient, but it's great as it.
- Please find some way to time username and password into accounts at public libraris. Very few people remember their passwords, and most just place one ill request here and there.
- I think ILL is great! If my local library doesn't have an item, I love that I can still borrow it from any other library from the U.S. There is only so much a library can hold. What I dont like, is that if an item is late even once, you lose your privledges immediatly.
- I beleive ILL is a great and very prompt service. It is a very efficient service and is especially helpful to my two sons in college.
- I usually love it, sometime it takes too long to get a response.
- I have found the Austin Public Library's ILL service to be very convenient and timely. I like putting things on hold online.
- You offer a great service~~
- none
- I appreciate the availability of additional materials other than those at my library. I am willing to go to the library to receive and return the materials but would like the convenience of ordering them online from home.
- I love being able to use this service!!!! So far, it has been easy to use. And about the library database use, I know the databases are there - I just haven't had the need to use them at this time - except for the catalog, of course!!! :)
- I need a longer period of time to pick up my request when it comes in because sometimes I travel.
- Great service, would like an e-mail not just when the book comes to the main library, would like to be notified when the book is actually available at the branch

- It's a great service but too bad that you don't bring in more modern horror films
- This loan is great. I get to use stuff not available at our library. It is almost like having all the libraries for me. I get the feeling the librarians are not enthusiastic about this service, perhaps just me that feels this way. Sites where the material I want is available for sale has been pointed to me.
- Living in a rural area, being able to use interlibrary loan service has been extremely helpful.
- I love using the online service. I just wish that some of the more obscure books I am looking for were available. It is sometimes hard to find books put out in short runs by the smaller publishing houses.
- It's wonderful! Now I can get books on audio that Austin libraries do not have -- so I am getting to read many books by my favorite authors that I could not access before!!! Yippee. It makes house work much and driving much more fun as I "escape" to another world -- almost like taking a vacation as I work/drive.
- Appreciate the available service; used it only once, but it was easy to use and the book was available within 2 weeks
- It's a great service.
- Would like to see a more automated process. currently requires that you call or visit the library and then have to do the search and request. would prefer to do it myself online
- Very valuable service!
- Actually the service, as it is, is fine. Being able to request DVDs and CDs would be better.
- I have used it several times in the past year and appreciate the service.
- I adore this service!
- I really appreciate being able to use this since a lot of times my closest library does not have the books I would like to read
- Having moved to Lubbock from another city, where I had interlibrary loan service through a university library, I have been most pleased with the speed and quality of service at the Lubbock Public Library.
- I love the service. You guys do a fantastic job.
- Wonderful! Thanks so much!!!
- Free is most important, then convenience I love ILL - - I never hesitate to use it! More people should know about it.
- ILL service at my library (Evelyn Meador Branch of HCPL) is wonderful. The lady who handles this seems to really enjoy her work!
- The only real improvement I would like to see is an easy way to check the status of my requests.
- It is difficult for me to use and it seems to change each time I try to use it. It should AUTOMATICALLY extend requests to the SA Library system.
- Great service, keep it up!
- generally able to get the materials I need in a timely fashion.
- I find it very useful, although I'm not sure why you can not get something that has been published within the last year.
- Thank you for providing this service.
- Recently found out about interlibrary loan from the librarian at my local library. Used it for the first time and loved it. Will use it again.
- I really enjoy the access to the books that our library system does not carry, it is fantastic !

- I love this service, especially being able to get DVD's and other material not available from the Dallas Library.
- I appreciate the service!
- For the most part I have found it to be convenient and a relief that I can get books or videos from other places when not carried within the San Antonio Public library. It is a great resource with some exceptions. At times I have had to request the item several times and after several denials, it is finally filed. Other times I am told that it doesn't recognize what I have requested such as a CD from a particular known artist. Again, after several requests it might be filled. I do appreciate that some items have been found and the requests have been filled. Thank-you very much.
- I am very pleased with the interlibrary loan service. It's a great service.
- I love it. I am disappointed when I have trouble getting a book I want, but don't know of any system that is perfect.
- It would be helpful if a brochure were available describing what types of materials were available through interlibrary loan service.
- Would be a personal tragedy if it were to become unavailable!
- n/a
- n/a
- Did not know it was available until just recently. Would like to understand more about it and how I can search for books not available through my county library.
- It is absolutely amazing what we can borrow from other libraries around the country.
- None
- I find the ILL service at the Dallas Public Library very quick and very helpful. Frankly I'd rather have information in a physical form rather than electronic to avoid the hassles of software requirements, copy protection, and (most likely) having to sit at a computer in order to use it. Call me a Luddite, but I just can't curl up with a good .pdf file to read in bed. :-)
- I REALLY LOVE OUR INTERLIBRARY LOAN SERVICES.
- It's great! My only complaint is that sometimes it is a little slow.
- good service
- it's handy
- The ILL service from the San Antonio Public Library has been great.
- I love it, and appreciate very much that I can get books from other libraries. Thank you!
- I really like the ILL service and use it frequently.
- If APL is going to continue to use Illiad, I'd like to suggest that they remove the "resubmit request" button as this causes a great deal of confusion -- we're not supposed to use this button, yet there is no other obvious method for re-submitting old requests. This should be fixed.
- Some library catalogue listings appear as available items and are not actual items within the system, or are not accessible through library catalogue inquiry.
- Thank you for this access to more information.
- User friendly
- This is the first time that I have used this system. I am so impressed with the service. It was very fast and so convenient. We have not used the on-line stuff but will in the future.
- I love ILL! Keep up the great work.
- Greatly appreciate it
- Have had difficulties obtaining DVDs. Also, it would be beneficial if there was an easier way to remove libraries that do not provide a CD/Book, etc. When you try to

obtain a CD after it has been cancelled, the server automatically returns to the same providing library despite the fact that there are numerous other libraries with the same cd, book, etc. In fact, i recieved the same CD (it was broken and i wrote a note to the clowns in Waco, Texas) from a library three times despite putting in new requests. Very bizarre.

- I was not aware of the interlibrary loan service before recently... I love using it as I'm able to obtain books which are not available at my library. I do wish I could get them faster.
- It is a great service and I am happy my tax dollars are used for a great public library system.
- More Sharing of materials is better.... too many libraries are part of the system and don't share. :(
- love it, should be able to get more selections of material too many cancellations, for can not find
- Efficient, ability to have the books desired.
- A most useful service permitting access to otherwise unavailable material.
- Really like the ability to be able to get books from other libraries. However, some of the branches have a hard time finding the books once they have been received and are waiting for me.
- Wonderful service. Nice to know I can get books that are not available through home library.
- ILL allows me to look at materials that my neighborhood library does not have. I really enjoy being able to use ILL. The only change I would make is that I as a patron could place requests the way library staff does.
- One of the truly valued services my library provides... has been a real " life-saver" at times.
- The Houston Public Library's delivery service is below par. It may take 10 days once the book arrives in Houston before I receive it. This has happened numerous times. Although they are connected to the electronic-everything world, their actual performance is really unacceptable.
- It seems like ILL could be streamlined in some way to get items faster, especially if the item is owned by libraries in the same state. Is there an option to ILL electronic books where the link and login could be delivered to a customer by email or secure website?
- The fact that you're doing this survey is a good sign; I hope something comes of it.
- I appreciate getting an email alert when my request has arrived. Also like being able to check the status by accessing my library account online.
- I appreciate the option !
- You are very prompt and effeciently get the materials to me.
- I was very happy that this book was available via interlbrary loan because neither Harris County nor Houston had it on cassette tape. Thanks
- Love it!!
- I just wish I could have a longer time for the material I had been requested.
- I love it!
- I have been very satisfied with the interlibrary service through Harris County Public Library.
- Abilene Public Library's ILL staff is superb, their customer service is second to none, and they are always looking for ways to make the ILL experience more customer friendly.
- None

- It always works...I'm really pleased that we can request books online, even if we have to wait. It's well worth it!
- good
- My experience with Freeman Library's ILL has been excellent. An improvement for me would be to be able to request extension of an ILL through email to my library instead of a phone call. Thanks and keep up the good work!
- The only problem with interlibrary loan(s) is that DVDs are not screened for playback problems because of scratches on the disc--some are unviewable!
- I have had several problems with the current system, which include delayed receipt, returned items lost or stuck in transit, wrong items received and too many requests rejected. I would like to see my items received quicker, less delays in contacting me and better efforts to attain items and the correct ones.
- Would like to be able to order electronic materials (i.e. video games, searchable databases). Array of materials orderable excellent. This is one of the best services the library offers.
- It is a great service, and saves me the necessity of buying the materials my library does not have.
- I enjoy reading manga and DVD's by Japanese artists/writers. It's been so much fun for me to receive these materials at my branch for my leisure time. Thanks to the ILL staff for all of their hard work.
- I love interlibrary loan service and have used it most of my adult life. Thank you.
- It sounds like a wonderful idea to allow patrons to order their own materials and to choose their method of payment via PayPal when they wish for home or office delivery.
- I love that so much information can be sent to almost anywhere to ILL.
- Would like to do it online without going to the library.
- I think it's great.
- Love it, but know for a fact that far too many people abuse it as a free service here. They order tons of materials, then never pick them up. Horrendous waste of time, money, staff.
- I think it's great, and would use it more if it was more convenient to me, particularly if I could get things delivered to my home or downloaded to my computer. I have a hard time actually getting to the library.
- I would like to receive a status update on my ILL orders.
- Wonderful invention.
- It wanted a loan service but fast
- Mostly the service provided at my school is reliable. Once I requested a text and the ILL Librarian said that Rice University denied the request even though they had the book. She then had to approach three other colleges to get the book - which slowed delivery up considerably. Libraries should be able to specify what books they are not willing to lend out, and they should also keep their catalogs as up to date as possible. This way someone won't request a book you have listed, only to find out that the book is missing.
- Thank God for ILL!
- The ILL service is highly efficient and of inestimable help. It has enhanced my life.
- I Love ILL! I enjoy teaching customers at my library about it and I love having access to items Houston Public Library does not own.
- I like finding books or movies I can't get any other way
- Excellent! Prompt, Polite, Professional. The best extra mural service my library system provides.

- I have used it a number of times. Always very helpful and prompt each request has been for a book not in the Dallas Library
- GREAT!!!!!!
- I love it!
- I thought the website for ILL was a little tricky to figure out at first. It took me a couple of attempts before my request went through, but after that I had no problems.
- Haven't had a need yet but know it's available at my library.
- I like being able to get books I want to read but, can't get otherwise.
- IT'S GREAT!!!!
- Love it! I've been able to get materials I wouldn't have had access to otherwise. Houston appears to be ahead of many/most cities where my friends/correspondents live. Thanks for a wonderful service! Roger Vaught
- Very much appreciate it's availability. Would be very encouraged by increased & improved services.
- I don't mind picking up the books at Octavia Fields in Humble because I am in town at least 3 times a week.
- it's a great service. I've used the service many times over the years. I couldn't have finished my masters degree without it.
- The Big Country Library System does a great job in finding my requests.
- I wish more educational materials were available for ILL. Often libraries do not lend AV materials. There were many cases where I could not obtain AV materials that I would like to use in homeschooling (titles by Schlessinger Media, New Video, Ambrose Video, etc.)
- One of the greatest services the library offers! Love it.
- I appreciate the service.
- I appreciate the service.
- The search is hard to use and sometimes does not even show titles my library has
- I appreciate being able to request books that are not available in the local library system.
- I enjoy the service and appreciate the courtesy shown when I've had to contact you by phone.
- I would appreciate libraries sharing NEW material if it is not checked out.
- Overall, the service is good.
- The person who work at Sul Ross State University (interlibrary loans office) is so wonderful and very helpful to all who comes in contact w/ him
- It is not easy to find things.
- I am completely satisfied and grateful for this service. I have found items that I remember from years ago that have not been accessible until now (a book I read as a teen 63 years ago and was able to acquire.)
- Wish the San Antonio library would have the books locally...
- I'd appreciate an email when the item is actually sent out from the local receiving office as well as when the item is transferred from the sending library.
- check dvd's for ones that are scratched or defective
- Any foreign video I request via World Cat must ALL be first processed by my local library before the requests are circulated. On the other hand all U.S. video materials are circulated immediately without delay. Why?
- love this service!!
- our local librarians seem rather clueless about interlibrary loan. Act like they'd rather not be bothered with it and don't seem to realize that books don't have to be in the Harrington Consortium in order to be requested.

- I was impressed with how quickly my request was delivered to my local library branch. The first copy of a book I requested had quite a few pages missing - someone had torn them out for the recipes. I brought this to the attention of someone in charge and hoped they would forward the information to the branch that supplied the copy.
- never used it I would like to learn more about it.
- good service, but would like to receive books faster, and you need to get more books within the system, would be nice if you would get a book that I want that's not within system
- I LOVE this service. I am some times disappointed, but usually very pleased with the service. My only problem is if I ask for several books at a time, that they all come in at the same time, with a small loan time. I would like to have a way to get them one after another, but I know that is not practical.
- it's always been smooth here.
- Any problems I have had with ILL have been at the branch library level, in my case with the Manchaca or Oak Hill branch of the Austin Public Library.
- none
- I've been disappointed by the lack of persistence in the current ILL service. Requests are processed once and if they are unfulfilled, I get a notice and a suggestion that I place the request again later. I'd like to be able to automatically have the request be resubmitted at a specific later time or have an option to resubmit the request so that it can be tried again at more sources for the material.
- It is a great service!! A lot of Library card holders I don't think even know it is available.
- Jennifer Moren, the person who does the ILL's is very helpful..But it would be nice to get books in faster. Sometimes the books you order do not come in, no matter how many times you order them. They don't tell you why you can't get them in. It's frustrating.
- I am the ILL librarian in Suffolk County, NY (SDE). Found your survey card in a book that was returned to us.
- I would like to receive pdf documents instead of hard copies of journals.
- I have used once so far and the staffs at Bear Creek Library, especially the reference librarian delivered excellent service.
- I am pleased to have access to some materials which are not available through my local library.
- I like doing the liliad thing so the form's filled out for you. Nice job!
- ILL is a valuable service and I'm not sure everyone is aware of the extent of materials that are available.
- I think it is a wonderful service. I really enjoy using it.
- I am delighted that it broadens the scope of the material that I can read. I am occasionally let down that I cannot get some desired items.
- Please have the library branch notify when the item is ready to be picked up.
- I love using Interlibrary Loan.
- love it!
- Valuable service
- I have use your interlibrary loan service and its great except for the delivery, sometimes I have to wait for 2 weeks and by that time I sometimes have purchase the item that I was waiting for.
- I love interlibrary loan...it is very convenient.
- Works beautifully. Love it!
- I love it.

- This is so wonderful and helpful for me. I can not read or watch TV very much and using Audio Books on CD are my out. I have been having to pay 25 to 35 dollars a month to get audio books sent to me by internet companies I get 2 books a week with these programs. I only get about 500 a month for everything and it is very hard pay that much for just about 8 books a month. If it was not for the Library I would be nuts by now but most books in our library are cassetts and I have no way of Listening to them so this program is an answer to prayer for me. THANK YOU AND GOD BLESS YOU FOR THIS SERVICE

- I would like more accuracy and an increased probability in receiving items, especially visual media.

- It takes forever in most cases, to receive books requested...

- LOVE IT!!!! Opens the world up to me...

- I use ILL frequently and it's a fantastic resource. But if it were faster and things were delivered to my home, that would be the ultimate.

- Our Interlibrary loan staff is great! Very fast!

- Thanks to Houston Public Library, I have access to Illiad and World Cat

- I wish that the function to search which books are available through interlibrary loan was more user friendly.

- It works great and I use it all the time.

- This is one of the best, and most empowering services in our free democratic society.

- I appreciate being able to order materials that our library doesn't have. It sometimes takes a while, but I usually ask for newly published books and things that are hard to find. I don't mind paying a mailing fee.

Patron Evaluation: Addendum C

24. In which capacity against #1. Do you use ILLS?						
Also Student against all questions						
	Yes		No			
	Number	Percent	Number	Percent	Total	Percent
Teacher	175	83.33%	35	16.67%	210	100.00%
Researcher	302	91.52%	28	8.48%	330	100.00%
Student	263	61.16%	167	38.84%	430	100.00%
Medical	18	60.00%	12	40.00%	30	100.00%
Professional	189	90.87%	19	9.13%	208	100.00%
Retired	88	92.63%	7	7.37%	95	100.00%
Small business	43	74.14%	15	25.86%	58	100.00%
Leisure/Personal/Hobbyist	651	93.27%	47	6.73%	698	100.00%
Other	104	81.89%	23	18.11%	127	100.00%
Do not use ILS	2	1.67%	118	98.33%	120	100.00%
Totals	1835	79.58%	471	20.42%	2306	100.00%

Patron Evaluation
Addendum D: CROSS TABULATIONS
Which capacity are you acting when responding?
Against
Preferred time period in which to receive most materials?
and
Willingness to pay a small fee for home/office delivery?

24. In which capacity are you acting when you most often use interlibrary loan service? / 14. What is your preferred time period in which to receive most materials you order via interlibrary loan?

	1 to 2 days		3 to 5 days		1 week		2 weeks		One month		Time isn't important		Totals	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Teacher	55	31.43%	51	29.14%	37	21.14%	15	8.57%	2	1.14%	15	8.57%	175	100.0%
Researcher	66	21.85%	85	28.15%	76	25.17%	28	9.27%	7	2.32%	40	13.25%	302	100.0%
Student	91	34.60%	87	33.08%	52	19.77%	13	4.94%	2	0.76%	18	6.84%	263	100.0%
Medical	5	27.78%	4	22.22%	6	33.33%	3	16.67%	0	0.00%	0	0.00%	18	100.0%
Professional	40	21.16%	59	31.22%	43	22.75%	23	12.17%	4	2.12%	20	10.58%	189	100.0%
Retired	11	12.50%	18	20.45%	18	20.45%	13	14.77%	6	6.82%	22	25.00%	88	100.0%
Small business	13	30.23%	11	25.58%	8	18.60%	3	6.98%	2	4.65%	6	13.95%	43	100.0%
Leisure/Personal/Hobbyist	104	15.98%	161	24.73%	168	25.81%	85	13.06%	19	2.92%	114	17.51%	651	100.0%
Other	21	20.19%	39	37.50%	16	15.38%	9	8.65%	2	1.92%	17	16.35%	104	100.0%
Do not use interlibrary loan service	2	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	2	100.0%
Total	408	22.23%	515	28.07%	424	23.11%	192	10.46%	44	2.40%	252	13.73%	1835	100.00%

24. In which capacity are you acting when you most often use interlibrary loan service? / 16. Would you be willing to pay a small fee for delivery directly to your home or office?

	Yes		No		Total	
	Number	Percent	Number	Percent	Number	Percent
Teacher	68	38.86%	107	61.14%	175	100.00%
Researcher	114	37.75%	188	62.25%	302	100.00%
Student	104	39.54%	159	60.46%	263	100.00%
Medical	10	55.56%	8	44.44%	18	100.00%
Professional	70	37.04%	119	62.96%	189	100.00%
Retired	47	53.41%	41	46.59%	88	100.00%
Small business	17	39.53%	26	60.47%	43	100.00%
Leisure/Personal/ Hobbyist	240	36.87%	411	63.13%	651	100.00%
Other	40	38.46%	64	61.54%	104	100.00%
Do not use interlibrary loan service	1	50.00%	1	50.00%	2	100.00%
Total	711	38.75%	1124	61.25%	1835	100.00%