

Appendix 12: Library Staff Survey



Interlibrary Loan Services Staff Evaluation

- Analyzing 462 responses
- Presentation generated on November 8, 2007

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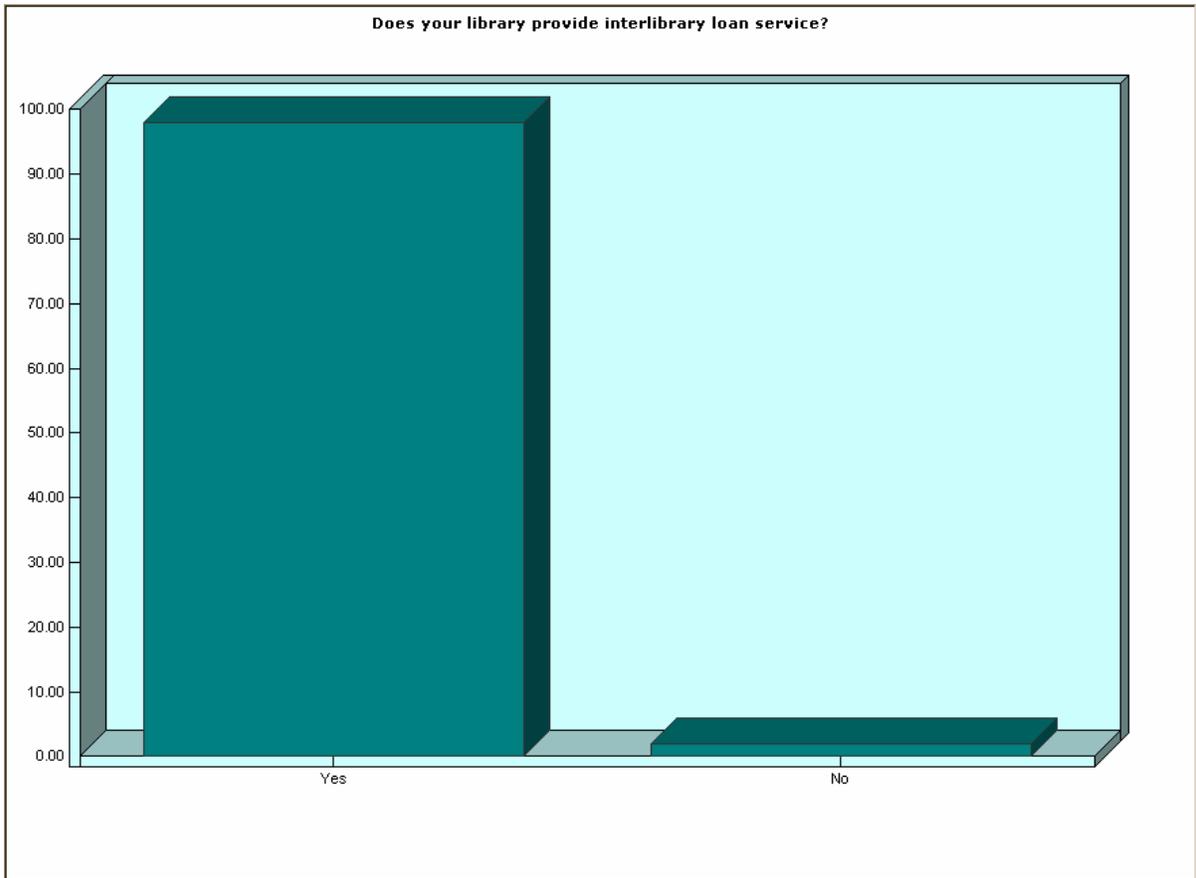
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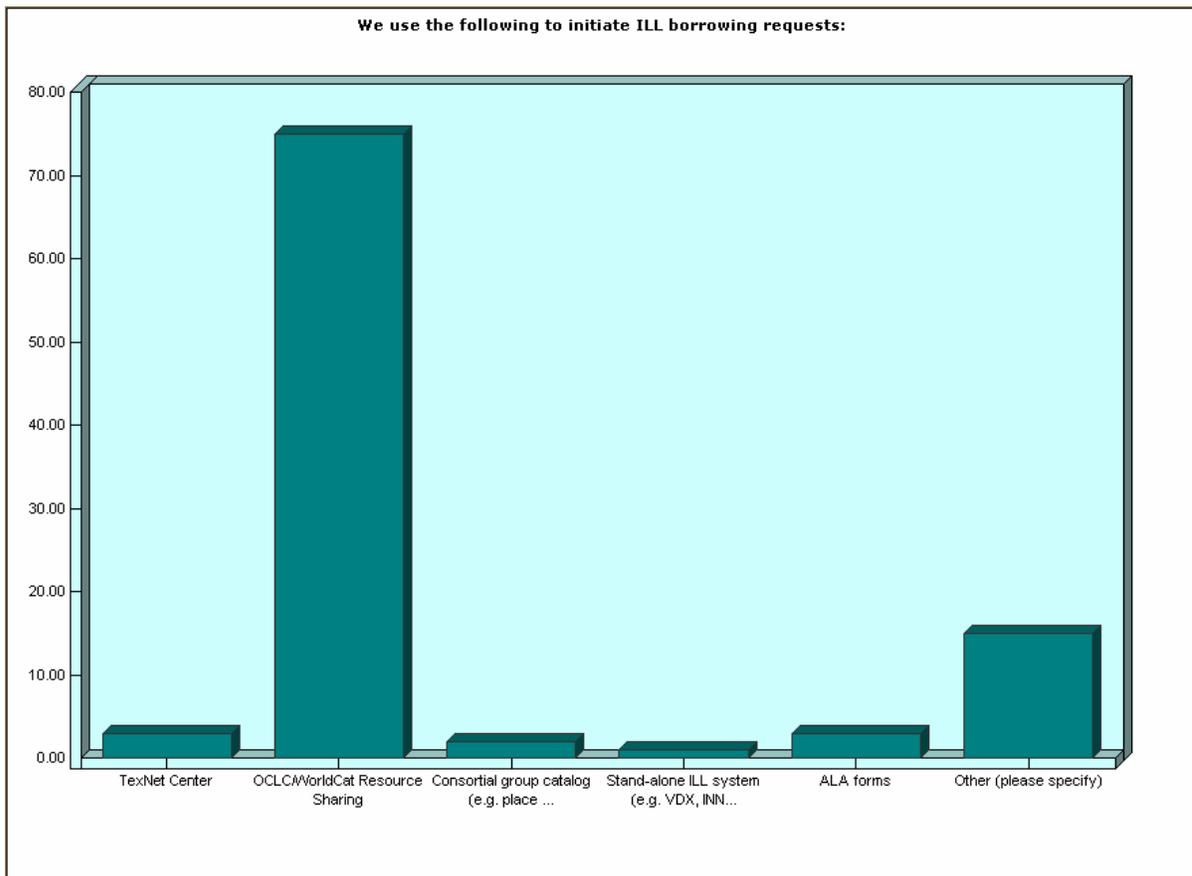
ADDENDUM A: Detail - What suggestions would you have for generally improving interlibrary loan and resource sharing in Texas?

ADDENDUM B: Cross-Tab Tables: Type of Library / Questions 8 and 9



1. Does your library provide interlibrary loan service?

	Number	Percentage of Sample Answering
Yes	454	98.3%
No	8	1.7%
TOTAL	462	100%



2. We use the following to initiate ILL borrowing requests:

	Number	Percentage of Sample Answering	Percentage of Sample Asked
TexNet Center	11	3.1%	3.1%
OCLC/WorldCat Resource Sharing	265	75.5%	75.5%
Consortial group catalog (e.g. place holds function thru online catalog)	7	2.0%	2.0%
Stand-alone ILL system (e.g. VDX, INNReach, Relais, URSA, etc.)	5	1.4%	1.4%
ALA forms	9	2.6%	2.6%
Other (please specify)	54	15.4%	15.4%
TOTAL	351	100%	100%

NOTE:

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

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

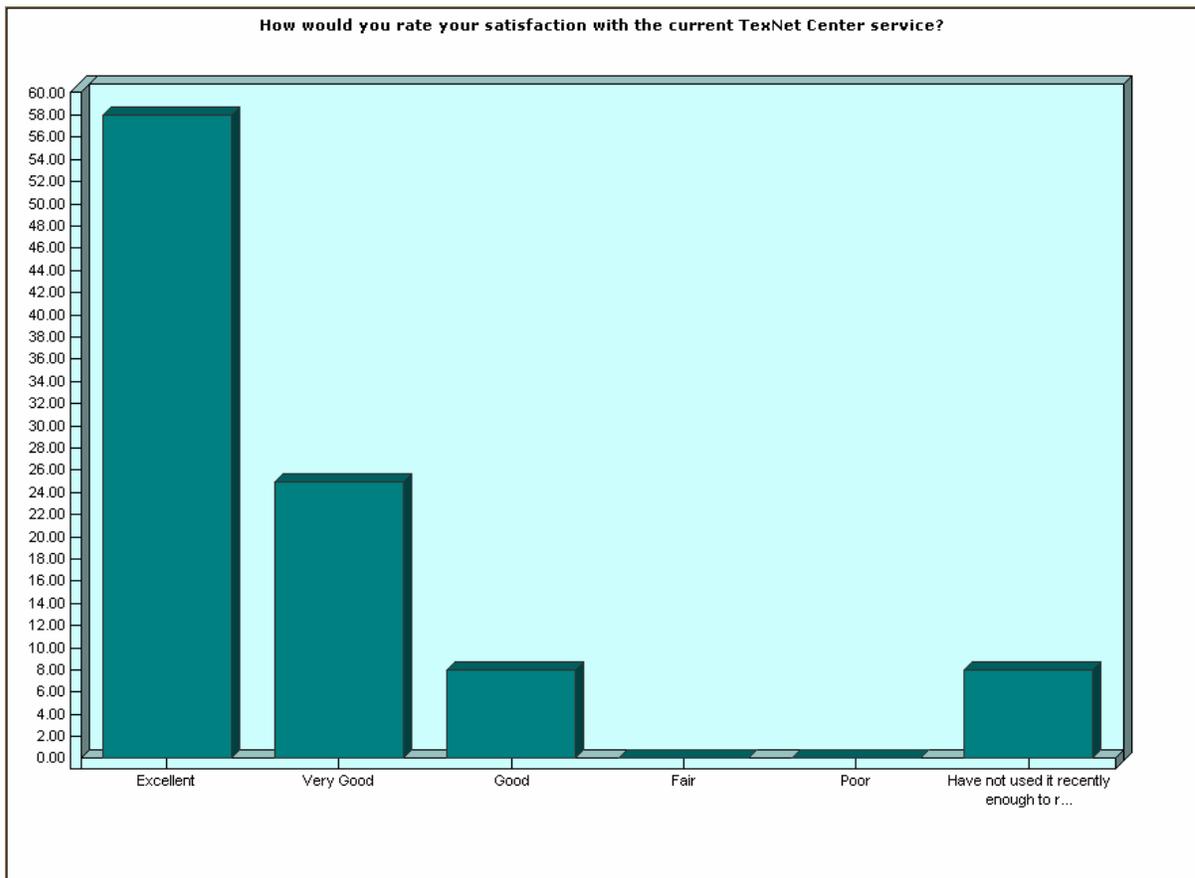
2a. We use the following to initiate ILL borrowing requests. Other Specified.

Summary -- Sample Answering: 55 responses

- **ILLIAD** –Stand alone or multiple choice entry using that entry
- **Dallas Public Library (with or without ILLIAD)**
- Mention **OCLC** alone or with **ILLIAD**
- **DOCLINE**
- **HALS**

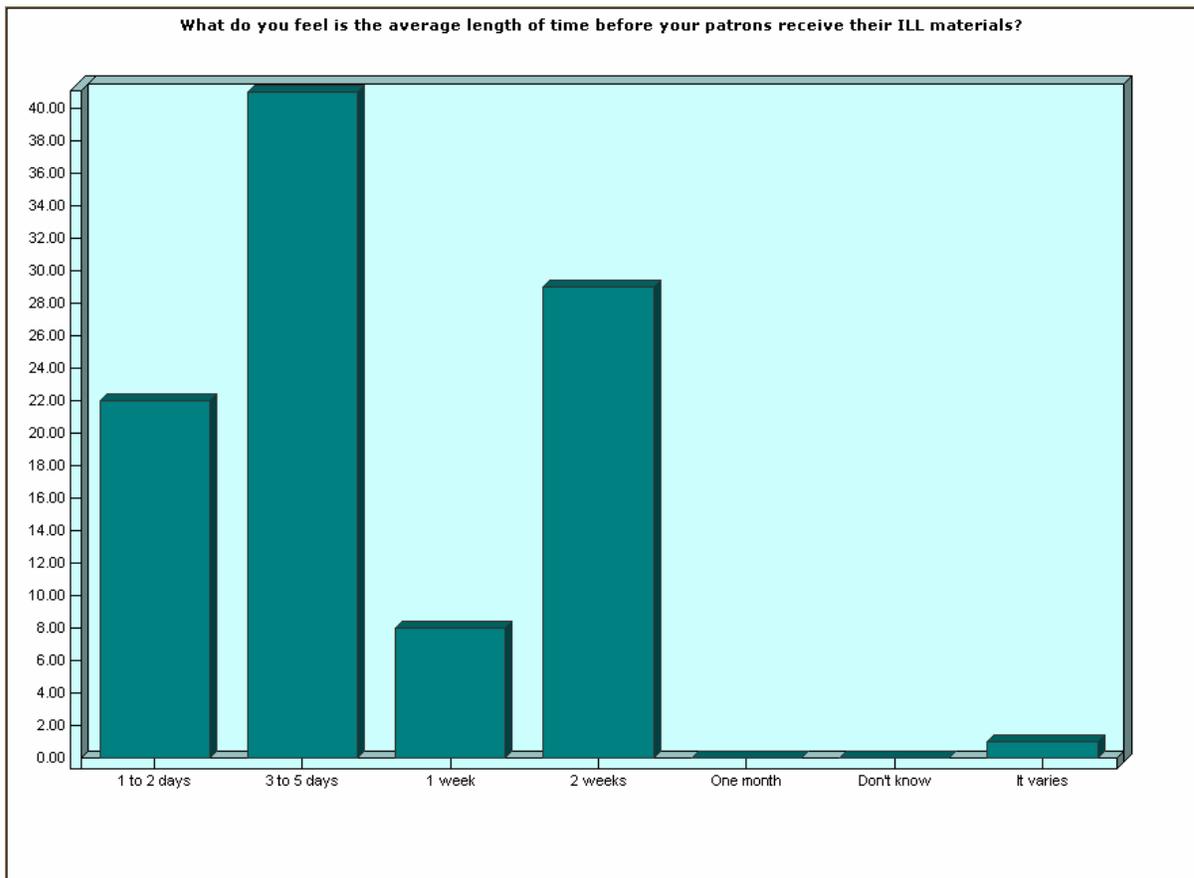
- Amarillo Public Library
- oclc, illiad, ala forms,
- We have our own form.
- Dallas Public Library
- Fort Worth ILL
- Order through HPL
- HALS/Houston Public Library Catalog
- OCLC/ILLiad
- Send request into major resource center
- Dallas Public Library's ILLiad
- Illiad
- ILLIAD
- ILLiad
- DOCLINE & OCLC
- OCLC/ILLiad
- Don't know
- Illiad
- done through WTLS
- DOCLINE
- Houston Area Library System
- ILLIAD at Houston Public Library
- ILLiad thru Dallas Public Library
- Contact thru Dallas Public Library
- ILLiad
- email
- ILLiad
- fax request to MRC, Amarillo
- Illiad (Dallas Public Library)
- dallas public
- DOCLINE
- online to Hals
- Docline
- Docline, OCLC
- forms from the ILL joffice in Amarillo
- ILL System (ILLiad) connected to OCLC/Worldcat Resource Sharing
- ILLIAD
- Iliad system through Houston Public
- form between two local libraries
- Follette Destiny On-line Software
- email, fax

- OCLC/WorldCat AND DOCLINE
- ILLiad (not sure if OCLC/Worldcat would cover this)
- San Antonio Public Library or Sul Ross University
- Library of Texas
- ILLiad
- Informal: emails, telephone calls, etc.
- State of Texas ILL system
- Dallas Public Library online and forms
- Austin Public Library
- email with followup by ALA form if necessary
- NCTC ILL forms at circ desk.
- in-house between campuses forms
- Amarillo Public Central
- ILLiad
- illiad



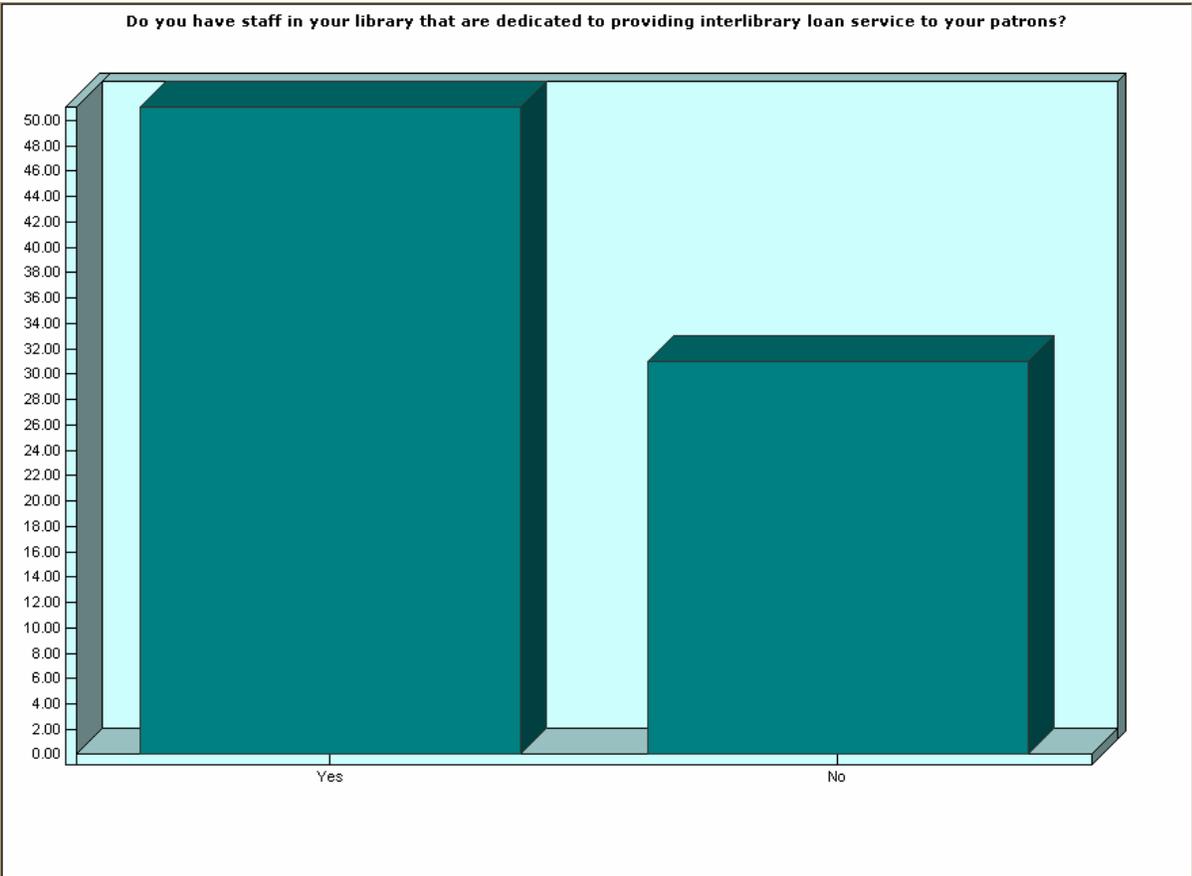
3. How would you rate your satisfaction with the current TexNet Center service?

	Number	Percentage of Sample Answering
Excellent	7	58.3%
Very Good	3	25.0%
Good	1	8.3%
Fair	0	0.0%
Poor	0	0.0%
Have not used it recently enough to rate it.	1	8.3%
TOTAL	12	99.9%



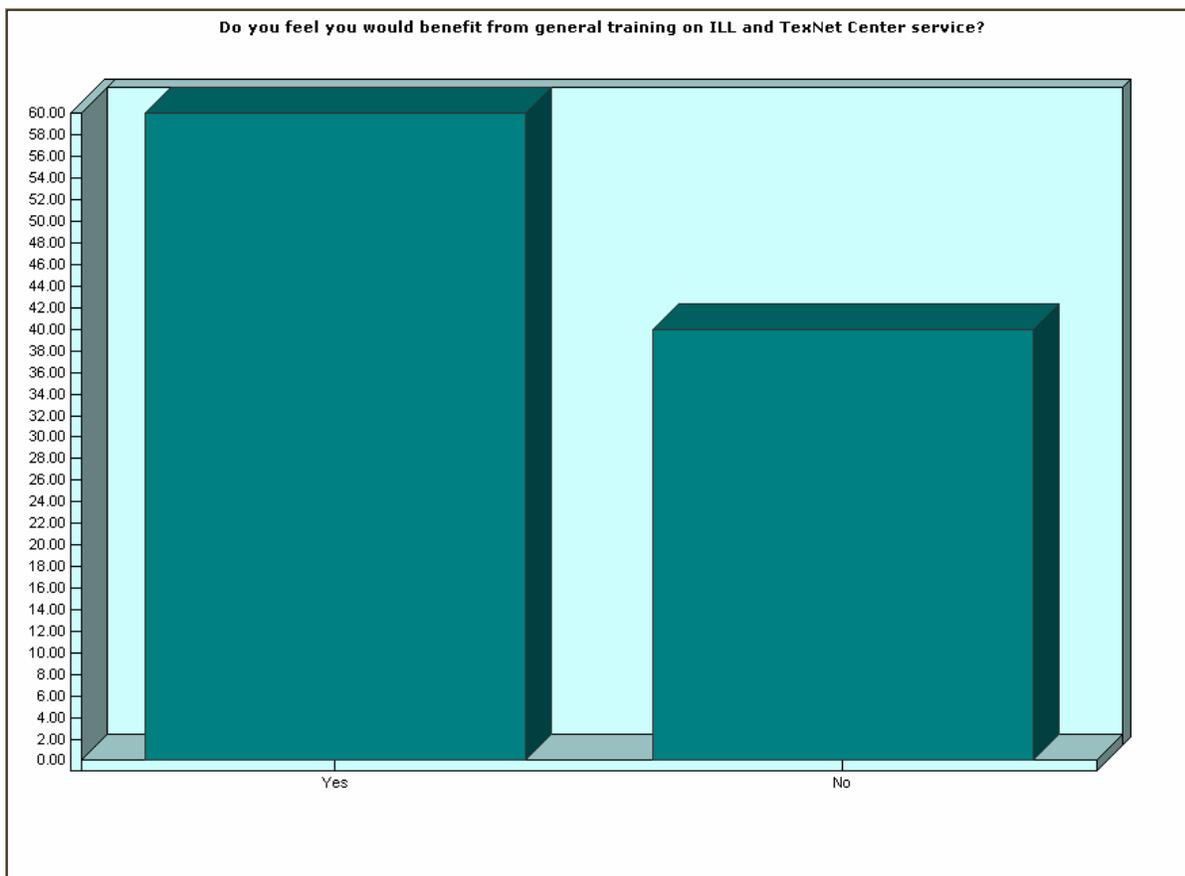
4. What do you feel is the average length of time before your patrons receive their ILL materials?

	Number	Percentage of Sample Answering
1 to 2 days	25	21.6%
3 to 5 days	47	40.5%
1 week	9	7.8%
2 weeks	34	29.3%
One month	0	0.0%
Don't know	0	0.0%
It varies	1	0.9%
TOTAL	116	100.1%



5. Do you have staff in your library that are dedicated to providing interlibrary loan service to your patrons?

	Number	Percentage of Sample Answering
Yes	59	50.9%
No	36	31.0%
TOTAL	95	81.9%



6. Do you feel you would benefit from general training on ILL and TexNet Center service?

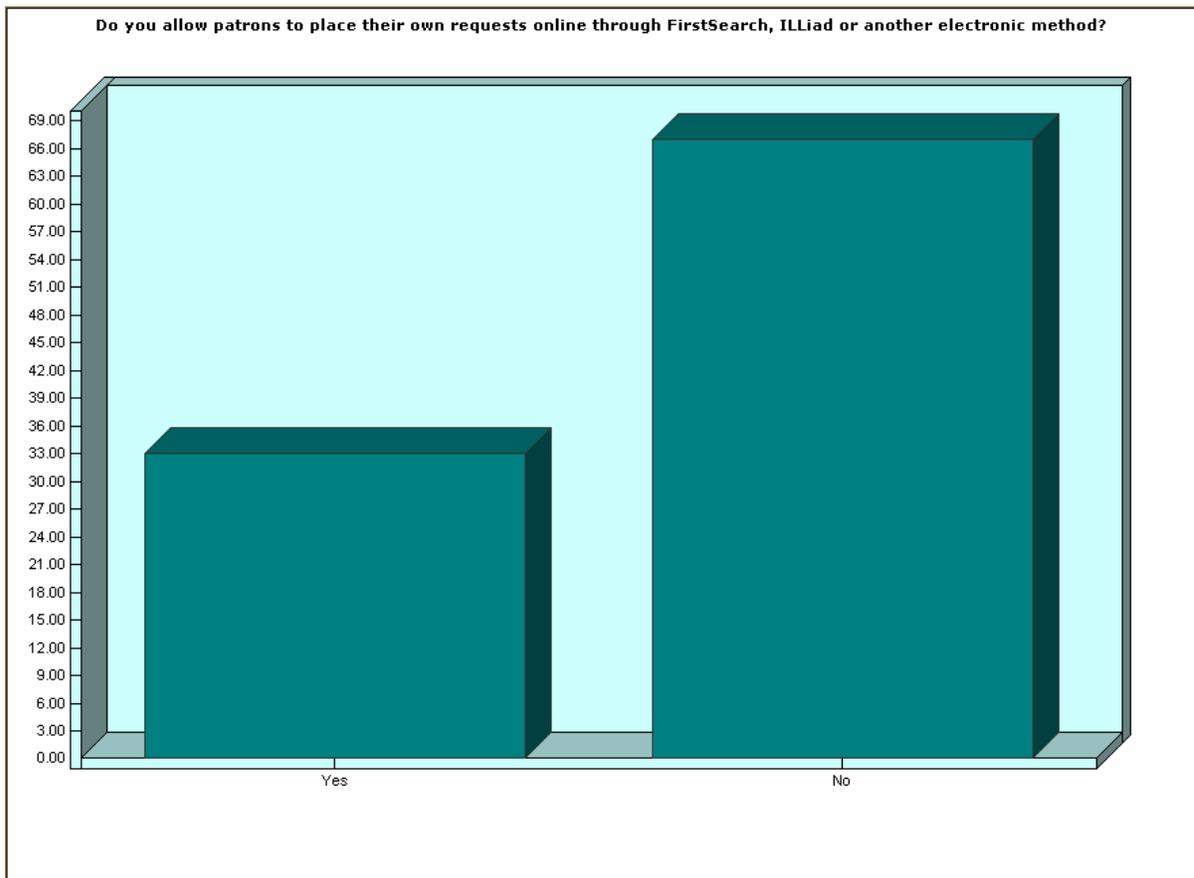
	Number	Percentage of Sample Answering
Yes	6	60.0%
No	4	40.0%
TOTAL	10	100%

7. What comments do you have about the TexNet Center service?
(You must comment or type No Comment in order to proceed.)

Sample Answering Comments: 10 responses

- The Center staff provides great service and they are very helpful.
- I think our TEXNET center does a fabulous job. The staff goes above and beyond to find items for our patron. They are always ready to help find the item that is needed. They are in contact with the staff about continuous updates in Interlibrary Loan.
- no comment
- No doubt improvement is always possible, but we sure do appreciate what exists at present.
- This service is invaluable to our patrons in getting material that we do not own.
- TexNet Center is a valuable tool for our library. We do not have the staffing to do what they do for us.

- We are quite satisfied with the service, and greatly appreciate the professionalism at West Texas Library System. They visited our library in the Spring and provided training for our Technical Services Clerk, who provides interlibrary loan services to students, faculty, and staff.
- Never used

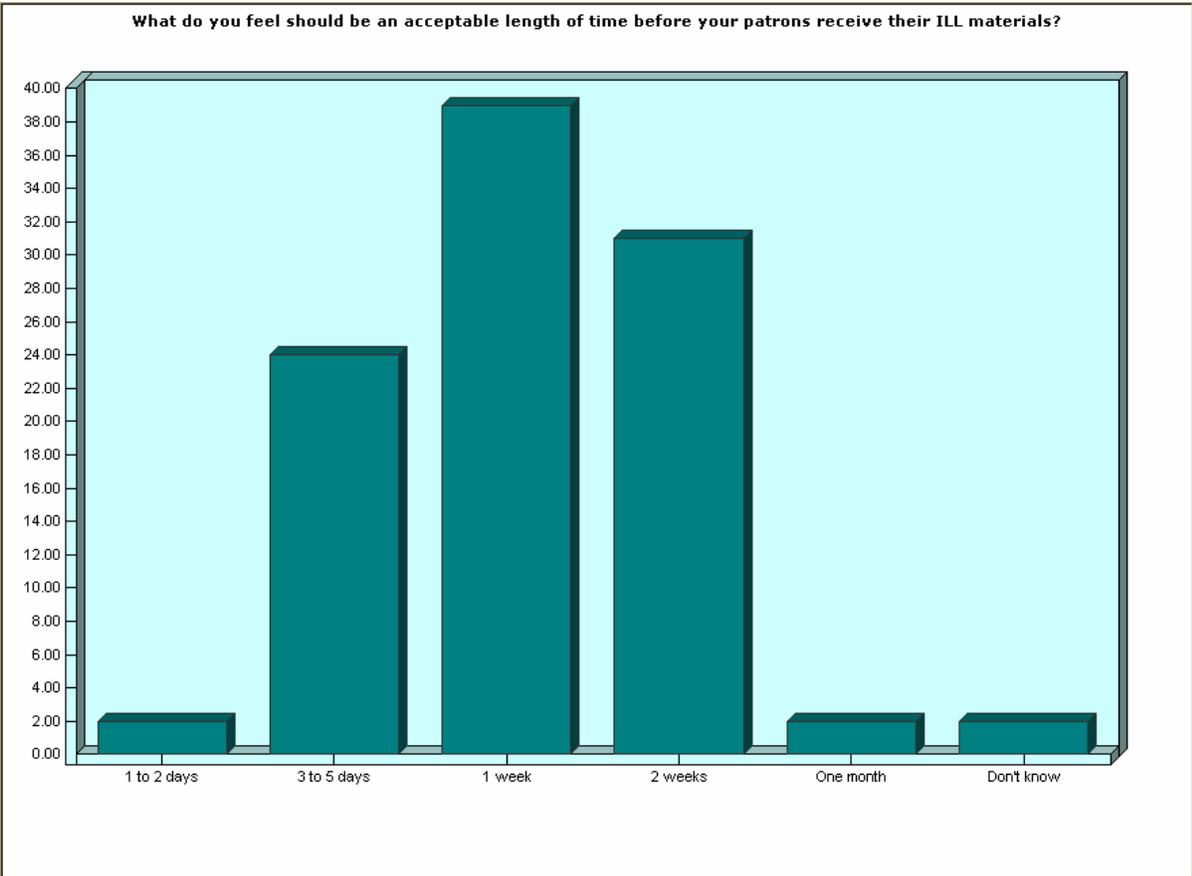


8. Do you allow patrons to place their own requests online through FirstSearch, ILLiad or another electronic method?

	Number	Percentage of Sample Answering
Yes	114	32.8%
No	234	67.2%
TOTAL	348	100%

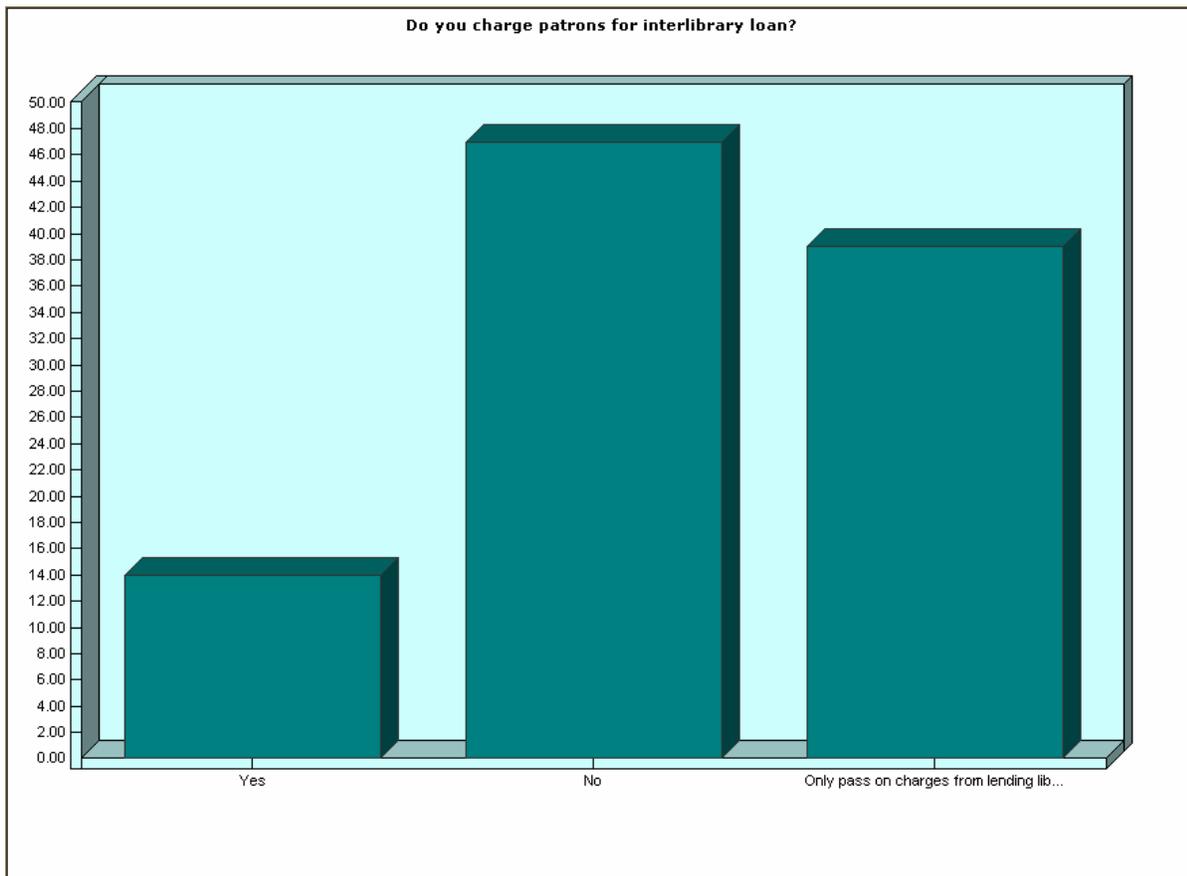
9. Do you allow the system to route and send requests automatically to borrowing libraries without staff intervention (i.e. Direct Request)?

	Number	Percentage of Sample Answering
Yes	71	20.4%
No	277	79.6%
TOTAL	348	100%



10. What do you feel should be an acceptable length of time before your patrons receive their ILL materials?

	Number	Percentage of Sample Answering
1 to 2 days	6	1.7%
3 to 5 days	83	23.9%
1 week	136	39.1%
2 weeks	109	31.3%
One month	7	2.0%
Don't know	7	2.0%
TOTAL	348	100%



11. Do you charge patrons for interlibrary loan?

	Number	Percentage of Sample Answering
Yes	50	14.4%
No	164	47.1%
Only pass on charges from lending libraries	134	38.5%
TOTAL	348	100%

12. Does your library offer any special services for patrons, such as pick-up at a grocery store or drycleaners, or outside lock boxes for after hours service?

	Number	Percentage of Sample Answering
Yes, please describe	24	6.9%
No	324	93.1%
TOTAL	348	100%

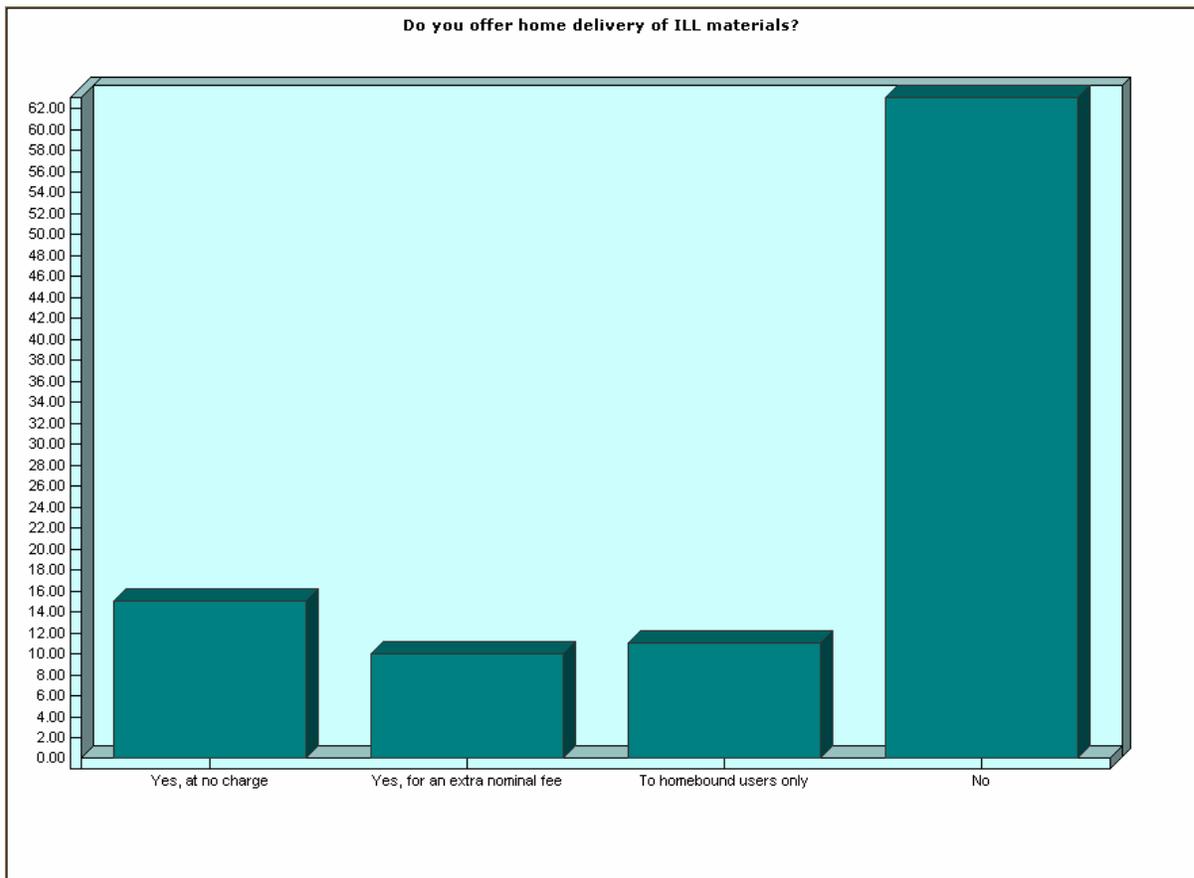
12a. Does your library offer any special services for patrons, such as pick-up at a grocery store or drycleaners, or outside lock boxes for after hours service? Yes, please describe.

Summary: 24 responses

___ - Outside Book Drop

___ - E-mail or Electronically

- email documents, mail books
- Outside locked boxes
- we allow pickup at ref desk after our hours
- Home delivery to distance learners
- the library will deliver to faculty offices
- Outside Drop Box
- we have two virtual branches where we deliver materials to offset locations for customer pick up
- EMAIL & OTHER ELECTRONIC DELIVERY
- delivery to departmental offices
- Mailing our books and ILL books to distance students. Sending articles from our collection to distance students.
- Outside bookdrop
- We deliver articles electronically
- delivery to departmental offices for faculty
- lock boxes for after hours
- OUTSIDE DROP
- OUTSIDE BOOK DROP
- Outside lock boxes for after hours service/Drive up window for pick up (at library)
- outside lock boxes
- faculty may have materials sent to their offices
- virtual branch at Sabre Holdings HQ
- Bookdrop
- Mail items to distant students.
- nursing homes
- outside book drops for returning books

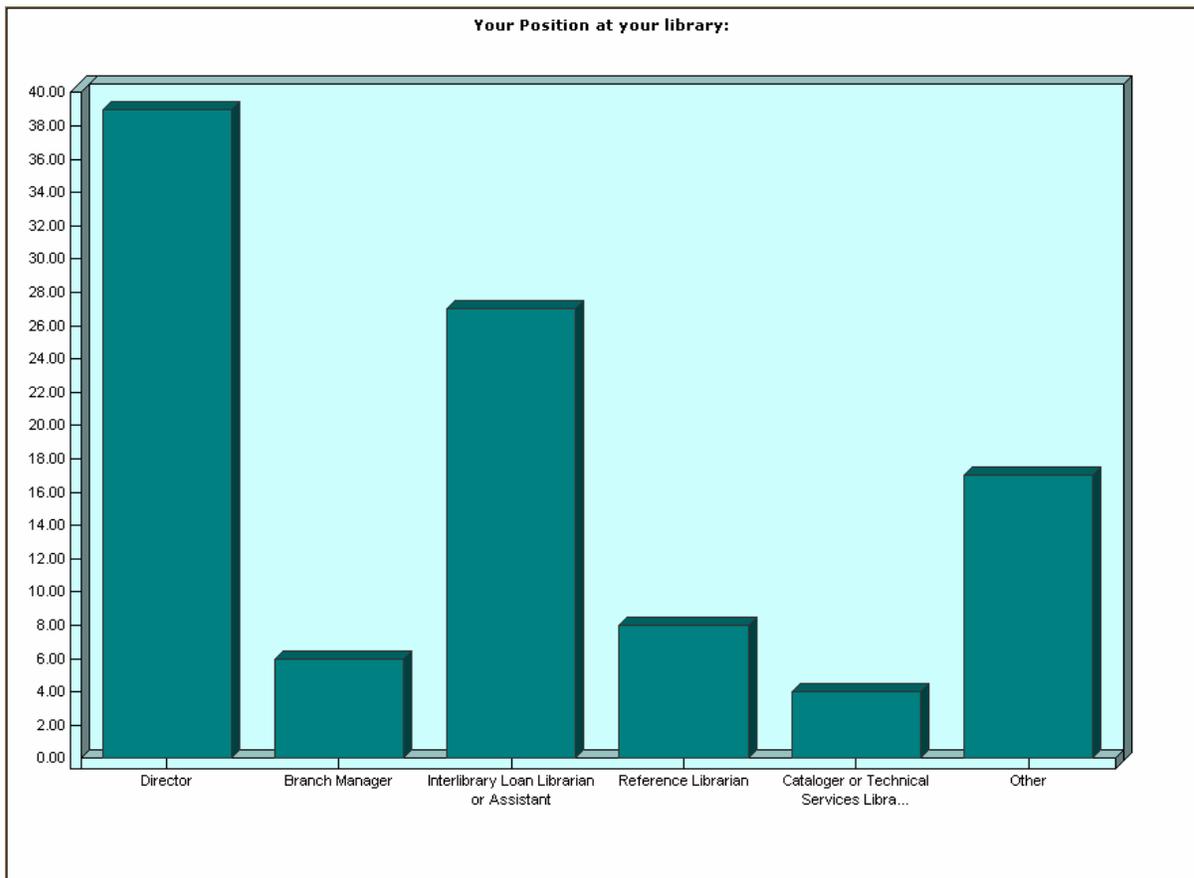


13. Do you offer home delivery of ILL materials?

	Number	Percentage of Sample Answering
Yes, at no charge	67	14.8%
Yes, for an extra nominal fee	45	9.9%
To homebound users only	52	11.5%
No	285	62.8%
TOTAL	449	99%

14. Is your library on the Texpress Courier service or another regional library courier?

	Number	Percentage of Sample Answering
Yes	238	52.4%
No	147	32.4%
Don't know	36	7.9%
TOTAL	421	92.7%



15. Your Position at your library:

	Number	Percentage of Sample Answering
Director	144	38.5%
Branch Manager	21	5.6%
Interlibrary Loan Librarian or Assistant	101	27.0%
Reference Librarian	30	8.0%
Cataloger or Technical Services Librarian	14	3.7%
Other	64	17.1%
TOTAL	374	99.9%

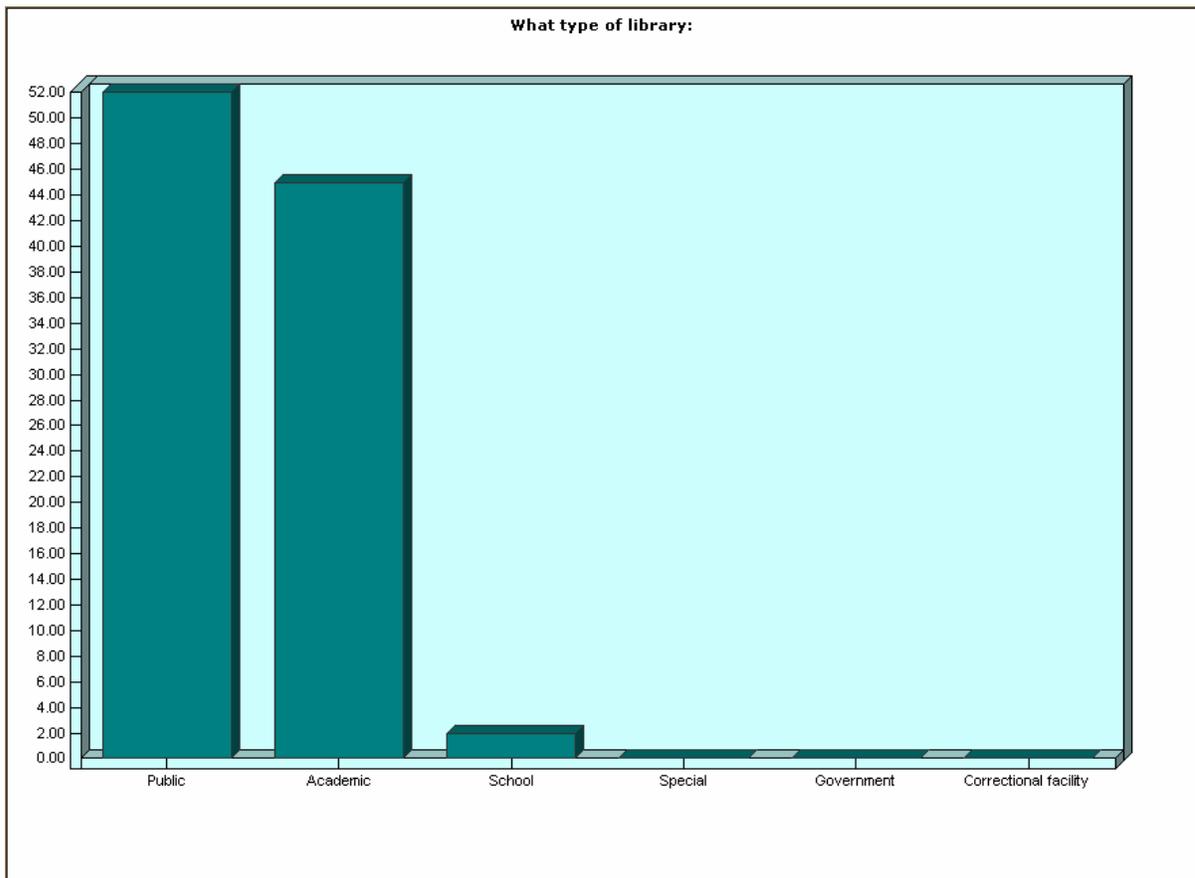
15a. Other as specified -- Your Position at your library:

Summary: Sample Answering: 64 responses

___ - Assistant/Associate Director

- Associate Director
- departmental manager
- Access Services Librarian
- Asst. Director
- Access Services Supervisor
- Asst. Library Administrator
- Asst Director
- Public Services Supervisor
- Assistant Director
- Senior Manager (TechServ, Circ, ILL)
- Administrator
- Circulation librarian
- Access Services Librarian
- Librarian
- I handle ills, cataloging & reference services
- Public Services Librarian
- Coordinator of Library Operations
- Coordinator of Reference Services / Interlibrary Loan
- Head of Interlibrary Loan and Document Delivery Services
- dean
- Assistant Librarian
- Past Dean of Library Services and Senior Librarian
- Division Head
- Assistant Director
- Library Associate
- Asst. Director
- Access Librarian
- Associate Director
- Assistant Librarian
- Public Services Librarian
- Interlibrary Loan Supervisor
- Reference/Interlibrary Loan Librarian
- circulation manager
- High School Librarian
- Assistant Library Tech
- School Librarian
- Systems Librarian
- Sr. Director of Public Services
- Head of Document Delivery Services
- Adult Specialist (and ILL Manager)
- Associate Director
- Library Associate
- ILL/Reference Librarian
- Access Services Librarian

- School Librarian
- library clerk
- Associate Director
- Librarian
- Department Chair, Library Department
- ref, circ, and ILL
- Adult Services Librarian
- Head of Public Services supervise ill
- Catalog/Reference Librarian
- Division Head
- Sole librarian
- Admin Asst.
- head of access services
- Staff Assistant
- Paraprofessional
- Serials Director
- Circulation Supervisor
- library ASSOSIAT
- Associate Director
- Librarian



16. What type of library:

	Number	Percentage of Sample Answering
Public	240	52.3%
Academic	208	45.3%
School	7	1.5%
Special	2	0.4%
Government	2	0.4%
Correctional facility	0	0.0%
TOTAL	459	99.9%

17. Please estimate the size of your user population:

	Number	Percentage of Sample Answering
Under 2,000	115	24.9%
2,001 - 5,000	101	21.9%
5,001 - 10,000	71	15.4%
10,001 - 20,000	58	12.6%
20,001 - 30,000	20	4.3%
30,001 - 40,000	15	3.2%
40,001 - 50,000	15	3.2%
50,001 - 100,000	24	5.2%
100,001 - 200,000	22	4.8%
Over 200,000	21	4.5%
TOTAL	462	100%

18. What is your five digit Library Zip Code?

Sample Answering: 353 responses

ZIP	Frequency	Percent
78205	2	0.4%
79601	3	0.6%
76102	2	0.4%
76701	4	0.9%
78228	3	0.6%
77030	3	0.6%
78209	3	0.6%
75022	3	0.6%
75062	2	0.4%
77446	2	0.4%
75189	2	0.4%
75090	2	0.4%
75246	3	0.6%
79007	2	0.4%
75074	2	0.4%
77550	4	0.9%
76903	3	0.6%
78251	2	0.4%
79720	2	0.4%
75116	2	0.4%
78642	2	0.4%
76705	2	0.4%
79336	2	0.4%
75060	2	0.4%
78212	4	0.9%
77450	2	0.4%
75670	2	0.4%
75119	2	0.4%
77803	2	0.4%
79409	2	0.4%
76549	2	0.4%
75110	2	0.4%
78102	2	0.4%
77833	3	0.6%
75150	2	0.4%

76092	2	0.4%
77843	3	0.6%
79832	2	0.4%
79701	2	0.4%
76798	3	0.6%
77351	2	0.4%
76932	2	0.4%
77546	2	0.4%
75103	2	0.4%
78557	2	0.4%
79401	2	0.4%
78666	2	0.4%
75041	2	0.4%
78613	2	0.4%
76354	2	0.4%
76642	3	0.6%
75013	2	0.4%
77836	2	0.4%
78009	2	0.4%
76351	2	0.4%
77554	2	0.4%
79556	2	0.4%
75104	2	0.4%
76308	4	0.9%
75785	2	0.4%
78401	2	0.4%
76540	2	0.4%
77004	2	0.4%
79430	2	0.4%
77563	2	0.4%
78701	8	1.7%
78768	3	0.6%
78705	3	0.6%
75201	2	0.4%
77035	2	0.4%
76225	2	0.4%
79226	2	0.4%
77054	2	0.4%
79101	2	0.4%
78028	2	0.4%
78621	2	0.4%
79762	2	0.4%
78834	2	0.4%
(Not Answered)	109	23.6%
(Unique responses)	170	36.8%
(Total)	462	100.0%

19. What is your county:

Library County

Summary: Sample Answering 353 responses

Dallas:
Tarrant:
Bexar:
Harris:
Denton:
McLennan:
Galveston:
Taylor:
Lubbock:

County	Frequency	Percent
Bexar	15	3.2%
Taylor	6	1.3%
Tarrant	15	3.2%
McLennan	12	2.6%
Denton	10	2.2%
Harris	18	3.9%
Dallas	25	5.4%
Waller	2	0.4%
Brazoria	2	0.4%
Rockwall	3	0.6%
Grayson	2	0.4%
Nueces	2	0.4%
Hutchinson	2	0.4%
Collin	6	1.3%
Gregg	2	0.4%
Galveston	9	1.9%
Tom Green	5	1.1%
Hunt	2	0.4%
Bell	6	1.3%
Howard	2	0.4%
Llano	2	0.4%
Hockley	2	0.4%
Wichita	7	1.5%
Fort Bend	3	0.6%
Harrison	2	0.4%
Ellis	3	0.6%
Erath	2	0.4%
Lubbock	7	1.5%
Navarro	2	0.4%
Washington	3	0.6%
Cooke	2	0.4%
Williamson	7	1.5%
Eastland	2	0.4%
dallas	2	0.4%
Walker	2	0.4%
Brazos	4	0.9%
Brewster	2	0.4%
Smith	6	1.3%
Midland	3	0.6%
BELL	2	0.4%
Polk	2	0.4%
Reagan	2	0.4%
Hidalgo	4	0.9%
Hays	2	0.4%

Limestone	3	0.6%
Burleson	2	0.4%
Medina	2	0.4%
Archer	2	0.4%
Nolan	2	0.4%
Cherokee	3	0.6%
Travis	13	2.8%
TRAVIS	2	0.4%
wise	2	0.4%
Donley	2	0.4%
travis	3	0.6%
galveston	2	0.4%
Potter	2	0.4%
Kerr	2	0.4%
Bastrop	2	0.4%
Kendall	2	0.4%
Ector	3	0.6%
DIMMIT	2	0.4%
(Not Answered)	109	23.6%
(Unique responses)	81	17.5%
(Total)	462	100.0%

20. What suggestions would you have for generally improving interlibrary loan and resource sharing in Texas? If none, please put None.

See Addendum A for Detailed List

Sample Answering: 459 responses

Staff: ADDENDUM A

20. What suggestions would you have for generally improving interlibrary loan and resource sharing in Texas? If none, please put None.

Sample Answering: 459 responses

- Expand courier system; provide some funding to area libraries for postage costs to help equalize service to all public library customers (some libraries must pass on the postage cost making ILL a service some customers can't afford); provide some funding support to public libraries that don't lend because they are apprehensive about costs;
- Expand the Texpress courier system to more libraries, this would increase the turn-around time for materials received. Provide funding for Texnet Center staff to offer training to the patrons of the local area libraries.
- Reduce number of TexNet Centers.
- More travel budget for the Ill staff, example, when a new Rural Librarian comes on board or a new Library joins a System. Most items can be shared by a phone call or an email or a mini-workshop at a System Meeting. Meeting face to face for hands on training is very good also.
- none
- None
- None
- Standards for scanning documents
- none
- none
- Delivery time
- None - our patrons love having the chance to get books we do not have.
- None
- convince more libraries to use Texexpress
- None
- Turn-around time needs to be better. The TexPress courier as originally advertised, when we joined, was to be a 2-3 day turn-around. This has generally not been the case, but it may well not be the fault of the courier, but of the lending library. (Of course, it has grown a great deal since that time, but was never really as advertised.) Many courier members continue to put items into the US mail even though we have participated in the courier almost from its inception. It's great to have smaller (referral) libraries participating in the courier, but their location (number/hub) need to be included on the online record (for the sake of efficiency).
- none
- None.
- None
- None

- Request that OCLC change their online form to place the notes line at or near the top of the form. Many lenders ignore requests for email/fax service. I think they do not always read the complete form....
- None
- None
- State providing courier fees with the funding we lost through our library systems. My library system is paying my courier fees this year, but if they are unable to continue next year it will reduce our ILL usage 10 fold.
- I would suggest a shorter response time from the lending library, and also a longer lending time. Often when we finally receive the books, the patron has a very short time to use that book.
- none
- none
- More electronic sending. Improve the Ariel software or substitute other. Faster turn-around by lenders.
- none
- none
- Figure out some way to allow small but nicely-stocked libraries like ours to be lenders as well as borrowers. We certainly don't have the resources to belong to OCLC/WorldCat for listing our holdings and making them available, but we've used ILL so much for our own patrons to be able to borrow from others that we would be happy to "give back", so to speak. Perhaps some sort of regional/statewide means of knowing what's available where (Library of Texas is good) and then being able to transact loans through it.
- Recent Improvements, i. e. allowing us to use Iliad directly to APL has been a big improvement.
- None
- None
- none
- None
- None
- none
- Most ILL past due notices are on the shelf of the lending library. Maybe that could be improved.
- None
- None I have been very happy with the service.
- None
- none
- None
- I don't know...
- none
- We would love to look into something other than the postal service for ILL's. We have had several items lost in the mail. We charge users the cost of return postage only.
- none
- Have the texas courier system ship out two times a week vs. 5. It would be less expensive for us.
- Faster courier service.
- None
- None

- None
 - More direct to user applications
 - None
 - None.
 - Stengthen the courier service in any way possible, including full subsidy.
- Subsidize the ILLiad license fees. Design and provide heavy-duty, reusable containers for packaging materials (instead of locally purchased jiffy bags that require tape and staff time to "clean", reuse or trash.
- none
 - none
 - I would like to see a uniform container purchased for the TAE delivery service.
 - My interlibrary services is excellent.
 - None
 - none
 - improved courier service
 - Include more of the smaller libraries in a courier route
 - None
 - If all libraries would buy into it, many of our library users would benefit from the resource sharing.
 - none
 - All lending libraries should clearly identify themselves on paperwork in the item, as well as a specific due date.
 - None
 - Encourage more free lenders.
 - Provide more regional, hands on training opportunities for ILLiad. Also, provide training that will bring better understanding about the relationship between OCLC Resource Sharing and ILLiad. Encourage healthcare facilities to become part of the reciprocal network TexShare or faciliate membership to SCaMeL/NNLM for non-healthcare libraries.
 - I would suggest metroplex subgroups, like DFW metroplex libraries, to offer more in the way of services and information. The major resource libraries offer services to smaller libraries, but there could be a different level of services for moderately self sufficient libraries.
 - None
 - Improve the speed of the courier service. We should be able to get items across the state in one or two days.
 - None
 - Generally, with Worldcat and texpress, it runs pretty smoothly.
 - none
 - None
 - None
 - Find a way to keep the really good couriers. Train the new couriers to know to pick up from us daily.
 - None
 - none
 - none
 - None
 - Subsidize the library courier service
 - Providing information on stand-alone Odyssey to libraries that do not have ILLiad or Ariel. If we had a policies or contact directory for small libraries that do not participate in

OCLC separately, it would be helpful in getting e-mail addresses, etc. (For instance, we are able to send scanned copies to e-mail addresses and the quality is better/faster than by fax/mail.) Of course, it would be wonderful to expand the courier service to more libraries, but it is probably cost-prohibitive for many. A state-based group that could negotiate licensing agreements allowing for ILL from most publishers would be fabulous!

- My patrons are delighted with the service and we appreciate having access to so many materials!
 - seems to work very well
 - Probably would be better if every library used Odyssey instead of Ariel for document delivery to each library.
 - Change how statistics are reported. "Major Resource Centers" do not really apply any longer, since TexShare provides full access to WorldCat and we no longer need to use referral centers.
 - None at this time
 - none
 - None
 - TexPress Courier financed for ALL Public and Academic Libraries in Texas. Public libraries could be added in like the NETLS library system has set up for ALL their area libraries! The Library of Texas does NOT seem like a viable option at this time for ILL -- it is cumbersome and currently not compatible with CLio or ILLiad interfaces.
 - Encourage more Texas/Oklahoma/Arkansas libraries to join the Texpress Courier program.
 - None
 - faster courier system, book shall be delivered no longer than 48 hours.
 - Make it possible for libraries to send materials directly to the homes of distance education students.
 - none
 - NONE
 - None
 - None
 - No Suggestions. WE usually get out books in much less time than two weeks. Two weeks is acceptable, one week is preferable. There just wasn't that choice.
 - none
 - NONE
 - None
 - Faster courier service for a better turnaround
 - NONE
 - None
 - none
 - Faster turn around time makes a difference.
 - None
 - Verifying/giving complete citations
 - First a note about a survey question. Regarding time expectations for delivery, I hope to have articles which are delivered electronically (usually Ariel) in a day or two. Books in a week or two.
- Suggestions for ILL improvement:
1. A more uniform understanding of what can be filled from databases. I realize not all libraries have the same contracts, but I suspect some libraries aren't filling anything from databases, which I think is too restrictive an interpretation. Also, there should be many libraries that would operate under a group policy, not a library by library policy. For

example, surely all libraries that get a database through TexShare have the same permissions/restrictions about supplying from databases for ILL. Can TexShare make this clear to all of us, rather than each of us trying to figure it out on our own? Same question with any entity that supplies groups of libraries with databases (university systems, for ex.)

2. Ariel. Constant complaints on the Ariel listserv. Won't work. Won't work with a certain scanner. Ariel support desk won't return calls. I don't know that it is anybody's responsibility but Infotrieve's to fix Ariel, but maybe it's time for a completely new delivery system. I'm not astute enough to offer much suggestion here, but why be held hostage to a crummy product? (In all fairness, I have to say we have sent and received hundreds of doc through Ariel w/o too many problems.)

3. Books. Would it be possible to share EBooks? Let's just say it's technically possible. Probably the lending library would not want that book tied up for several weeks as a loan. (Although I don't know why the philosophy is different than for a print book.) Could the system be such that a library could "loan" access to an EBook to another library and also keep access for its patrons?

Scott Downing

ILL Libn Texas A&M-Commerce

- None
- none
- Written policies from state on copyright restrictions, cost of book requested, etc.
- None
- Staff training and updates
- Some sort of tracking service--oftentimes items get lost in transit and the library is charged with the responsibility of the item when the borrowing library never recieved it. It would be nice to have it tracked like UPS where you can see where it's at during each step of transit.
- Great strides have been made with the inauguration of direct requests. Anything else that can be done along that line, would be much appreciated.
- none
- courier service more affordable for small libraries and urban libraries.
- None
- none
- none
- none
- Have stickers available to get free return mailing for the books.
- None
- None
- Establish best practices and more rigorous standards, then educate staff at institutions of all sizes on best practices.
- None
- TexPress is a success. Ariel or Odyssey is also a success. Book delivery within 2 weeks or request receipt is maximum. Prefer 1 week. Next day for articles should be the norm.
- None

- Need to be able to see where the book is coming from so we can choose to only borrow books that will come out by Texpress. Then we would get none mailed to us and we would not have to mail any back. We have limited funds and I would say to patrons who want books that have to be mailed that we just can't get them unless they pay the charges.

- None
- Faster turnaround time
- It works great and for our library does not need improving.
- None, It works very well for us,
- More approval for AV items. There are too many auto-deflections and non-sharing, yet these same institutions will request them from us and we may send them.
- None
- none
- none
- Update FirstSearch records in a timely fashion.
- None
- None
- Faster notification of unavailable materials.
- Conferences for ILL/RS that are regional, does not require an overnight stay, discusses new features and shortcuts
- none
- none
- I FEEL WE ARE DOING A GREAT JOB IN PROVIDING FAST SERVICE FOR OUR LOCAL PATRONS WHO SUBMIT A LOT OF REQUESTS ESPECIALLY FOR DVD'S.
- None
- Increasing and improving communication between lending libraries ; Increased understanding of procedures for microfilm and newspaper access through interlibrary loan.
- None
- Make it easier for patrons and staff - Send item delivered to home by tracked courier system and have renewal by phone and return to library by date or else the system can exact refusal to process future Interlibrary loans.
- TexPress delivery service has been very erratic and generally awful for the money it costs us--and the money is quite a stretch for us as it is!
- Continue the service on a regional basis.
- None.
- Grants for equipment such as ILLiad.
- NONE
- Patrons always want it right now. If we could speed up the process by a few days, that would be a happy improvement. We once had a TLA "goal" of providing anything requested within 48 hours of request. Still worth shooting for.
- NONE
- none
- None
- NONE
- Add ability to email scanned article requests.
- None.
- It would be nice to receive status reports of the requests. Once we submit the request, we never know if it has been received, if it has been filled by a library - sometimes books show up and sometimes nothing happens. It makes it hard to provide

good customer service to our patrons. We'd like to be able to tell them if a book is not available or when to expect their book. Thank you for letting us comment on ILL services.

• AREA LIBRARIES SHOULD TRAIN TO USE THE ILLIAD SYSTEM TO RECEIVE AND RETURN THEIR MATERIALS.

- none
- Not sure.
- None
- Would like to update on Illiad as to where the books are. Would prefer to do this to indicate when the books are returned instead of sending an e-mail.
- NONE
- more accurate service by Trans-Amigos Courier. They leave us other people's packages and also, packages get lost.
- None
- none
- none
- None
- Since our requests go through another library it's hard for us to know what is actually happening.
- I would like to have an updated list of TAE libraries. I have noticed when filling a request that some libraries say that they are TAE libraries, but they are not listed in my directory.
- We are a referral center but it would be nice if our area libraries had ILLiad so that they could update their own accounts in real-time. Also, it would be nice if all of the area libraries were on TexPress.
- I personally use ILL all the time and have had great success with the service. Thank you!
- We appreciate being able to be a part of the TexPress Courier Services as we feel that 50% of the items we send out or return can be mailed through this service. Any general improvements would be things like ILLiad or Direct Request that would have to be implemented from our end. We appreciate the support for ILL from the State Library.
- None
- reinstitute TexShare Courier service statewide
- Libraries return their items borrowed as quickly as possible by the due date so they can be loaned out again!
- None
- s
- Encourage all lending libraries to include a return mailing label with materials sent and to indicate clearly due dates for materials lent.
- More libraries using the courier
- We send our requests thru Fort Worth Hub and use their OCLC system. It would be helpful to know which library is filling the requests so we could gage the time it will take to arrive.

- none
- none
- none
- none
- All Texas libraries should participate in ILL service
- Delivery time of materials
- None
- None
- None
- None
- None

- Faster turnaround for TExpress courier service
- I answered the question above that it should take a week. That is for ILL material in the State of Texas. If it is outside the State of Texas, it may take two weeks.

- 1. SHIPPED Status should mean the date the item (in hand) was prepared for SHIPPING from the lending library. There are libraries that place an item in SHIPPED status when they do not have the item in hand and as a result, many items are never received, as the ILL Dept never did actually get a copy from a branch or other dept to send out. Customers are left in limbo and there is little follow up by the lender of a change in status unless the borrowing library inquires. I am not sure if putting something in SHIPPED status as a FILL is why this is happening---for the stats to look good rather than by providing an accurate assessment of what is filled abd what is passed on??

- 2. TExpress Courier service needs to be more reliable. We lose as many items in TExpress as we do from ILL customers who do not return them. It can take 3 weeks for items from San Antonio and College Station to reach Houston. This makes no sense (see number 1, it may play into this). Does the State Library monitor TExpress turnaround time for ILLs? If not, they should place some "dummy" ILL books in various part of the TExpress region and sent them to see how long it takes for receipt. Mailing library rate can take up to 4 weeks to receive from libraries out-of-state. This results is our turnaround time being 3 business weeks on average. We could do better if delivery methods were improved or funding would allow for ist class mailing. It would certainly cut down on staff time dealing with overdues and invoices when none are needed. A number of lenders require FEDex or UPS return now just for tracking and insurance purposes. Local libraries have to pick up that cost.

- 3. Texas MRCs should be more responsive to requests for invoices when made by borrowing libraries. We request invoices for items that our customers have lost, damaged or that are overdue. Customers are blocked when they do not return ILL items or we have to request an invoice. When MRCs do not respond in a timely manner, again, it is a customer relations problem for borrowing library, that needs to resolve their accounts and are unable to use library services until they do.

Overall, ILL service runs well, but SHIPPED TO dates can be meaningless, unresponsiveness of libraries to provide invoices in a timely manner (to be unresponsive to requests made via email, phone or fax to requests) and the length of time that TExpress takes to move materials around Texas needs improvement.

- None
- none
- .
- None
- None

- None
- more libraries signing on to Ariel transfer system
- None
- None
- None
- None
- I've been trying to figure out the best way to present ILL to our students. It can be a wonderful service but too many of my students want the item they requested immediately. I try to emphasize the time period involved and other resources they could use if ILL will take too long but I still end up with anxious students who are dissatisfied that ILL is not as fast as a database or Amazon.
- None
- None
- None
- none
- none
- None
- Make sure the employees of the courier service are completely trained to recognize the address labels and procedures.
- None
- None
- The interlibrary loan service I receive is excellent. I feel the academic libraries do their jobs quickly and efficiently. The Texpress couriers systems could be faster with more vans and staff to get materials more quickly. If Net Flix can get CD's to people in an almost 24 to 48 turn around I can't understand why we can't do interlibrary loan as fast?
- none
- none
- None
- None
- None
- None. We don't usually take part on our level except between schools in the WFISD.
- None
- None.
- None
- none
- none
- None
- None
- The students always want faster delivery
- Some librarians tell their patrons they can keep ILL books as long as they like. It would improve ILL if all librarians honored the lenders' due dates. ----- This survey did not allow multiple choices to be made for how we make requests from other libraries. I use ALA forms or e-mail when another library doesn't use OCLC. Also, the "acceptable delivery time" question didn't have enough options.
- Please read the requests.
- I have been doing Interlibrary Loan for 5 years. There have been so many improvements since I started.
- None
- none

- It would be helpful if the medical and legal libraries in Texas could provide free interlibrary loan to other Texas libraries. In towns that do not have a public library, it would serve the public if there was a mechanism for them to use ILL.
- Improving the human error to maybe check addresses and Library destination twice before sending.
- none
- Item tracking through courier service.
- None
- None
- None
- None
- Improve turn-around time.
- nOne
- none
- none
- none
- none
- None
- Improve the process by which an ILL can be requested through the TSLAC.
- TexSelect courier service should be less expensive for libraries in rural areas, and also libraries in small to mid-sized towns. Larger libraries receive more value from the existing courier service; not such a good value for smaller libraries.
- Insist that the courier service deliver items within 2 days.
- None
- It is wonderful the way it is.
- NONE
- none
- None
- We also use Biblionix support to help track our ILL books, when books are received, sent back this program prints a page for patrons to sign when book is picked up.
- love the service it is vital for a small library
- none
- none
- Patron initiated through catalog search like Library of Texas without having to go through OCLC (P-Circ type transaction)
- None
- More detailed information on the request form from each library so it's easy to know exactly who to contact if there is a problem, i.e. overdue item, lost item...
- none
- Electronic delivery of articles (PDF)
- A better way of delivering articles in a more prompt fashions such as faxing articles.
- None

- none
- None
- None
- Your first survey question would not allow our multiple answers. ILL with 1-2 hour electronic and supply would be preferred.
- none
- None
- It would help us, if all Texas libraries used TExpress. Our very limited budget is stretched paying courier cost and USPS.
- Shorter delivery time.
- On the interlibrary loan form for articles, it would be nice if there was a space on the form for method of shipment: fax, ariel, courier--so the borrowing library would know how the article was sent.
- A library to library association for only ILL
- none
- Continued subsidizing TexExpress.
- None
- NONE
- none
- none
- none
- It's good like it is! We are just happy that such a service exists, especially for small rural libraries.
- None
- N/A
- None
- Librarians might be more attentive to entering data in the OCLC/Worldcat system, such as entering "Yes" when they've sent something. When they don't, the request bumps to the next library in the string, and sometimes the borrower will receive the requested item from 2 different libraries. All in all, the ILL system works well and I am happy with it. By the way, in the previous question that asked if I deliver ILL items to patrons, and I answered yes - I will mail or e-mail an article (or mail a book) to a distance ed student if necessary. This has not happened very often.
- Interlibrary loan is an excellent service for a small library such as ours.
- none
- none
- None
- Upgrade the class mail that ILL is considered so it gets here faster (I think library mail is 3rd class). Have OCLC automatically check the status of an item (ie- checked out, at bindery) by linking it to the catalogs in order to cut down on the requests submitted where the lending library doesn't own or it's checked out or something. (hey, I can dream right?)

**Staff Evaluation: Addendum B
CROSS-TABULATIONS**

**Type of Library
Against**

**8. Do You Allow Patrons to request online through FirstSearch, etc
And**

9. Allow the system to route and send automatically without staff intervention

Cross Tab: 16. Type of Library / 8. Do you allow patrons to place their own requests online through FirstSearch, ILLiad or another electronic method?

	Public		Academic		School		Special		Government		Correc- tional facility	Row Totals		
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	Percent
Yes	36	31.6%	76	66.7%	2	1.75%	0	0.00%	0	0.00%	0	0%	114	100.0%
No	153	65.4%	75	32.%	2	0.85%	2	0.85%	2	0.85%	0	0%	234	100.0%
Total	189	54.3%	151	43.3%	4	1.15%	2	0.57%	2	0.57%	0	0%	348	100.0%

Cross Tab: 16. What Type of Library / 9. Do you allow the system to route and send requests automatically to borrowing libraries without staff intervention (i.e. Direct Request)?

	Public		Academic		School		Special		Government		Correct- ional facility	Row Totals		
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
Yes	51	71.8%	19	26.8%	1	1.41%	0	0.00%	0	0.00%	0	0%	71	100%
No	138	49.8%	132	47.65%	3	1.08%	2	0.72%	2	0.72%	0	0%	277	100%
Total	189	54.3%	151	43.39%	4	1.15%	2	0.57%	2	0.57%	0	0%	348	100%