

# **Texas Resource Sharing: Examining the Present, Envisioning a Vibrant Future**

Commissioned by the Texas State Library and Archives Commission  
Revised Final Report Submitted January 31, 2008  
by the Bibliographical Center for Research (BCR)

# Table of Contents

INTRODUCTION .....	1
EXECUTIVE SUMMARY .....	3
PART 1: BACKGROUND .....	5
TexNet Site Workflow Analysis.....	5
TexNet Site Visit Discussion.....	5
TexNet Center Time-Cost Study Evaluation.....	12
Directors Background Discussion .....	17
Workflow Improvement Recommendations.....	18
Texas Resource Sharing Culture.....	20
Texas Resource Sharing Data and GIS Analysis .....	23
Literature Review and Bibliography .....	24
Interlibrary Loan Best Practices and Protocols .....	37
Overview of Major Resource Sharing Options with Selected Case Studies .....	41
Patron Survey .....	56
Library Staff Survey .....	61
PART 2: MODELS FOR CHANGE .....	64
Solutions A: Modifications to Current Structure.....	65
Model One: Elimination of Local Patron Subsidy at TexNet Centers .....	65
Model Two: Reduced Number of TexNet Centers .....	69
Model Three: Regional System-TexNet Center Consolidation .....	76
Solutions B: Comprehensive Change .....	81
Model Four: OCLC WorldCat Resource Sharing.....	81
Model Five: Stand-Alone Centralized .....	85
Model Six: Circulation-Based .....	89
PART 3: RECOMMENDATIONS .....	93
Goals for a Statewide Resource Sharing Service .....	93
Achieving New Goals.....	96
Suggested Transition with Pilot Recommendations .....	97
Selection of New Resource Sharing System.....	100
APPENDICES .....	101
Appendix 1: Resource Sharing Program Grid (Excel Spreadsheet)	
Appendix 2: Texas ILL and Resource Sharing Maps	
Appendix 3: TexNet Center Workflow Diagrams	
Appendix 4: TexNet Center Site Visit Questionnaires	
Appendix 5: TexNet Center Time-Cost Study Worksheet	
Appendix 6: TexNet Center Time-Cost Study Raw Data (Excel Spreadsheet)	
Appendix 7: TexNet Center Time-Cost Study Detailed Analysis	
Appendix 8: Union Catalog Based Resource Sharing System	
Appendix 9: Circulation-Based Resource Sharing System	
Appendix 10: Distributed Virtual Union Catalog Model	

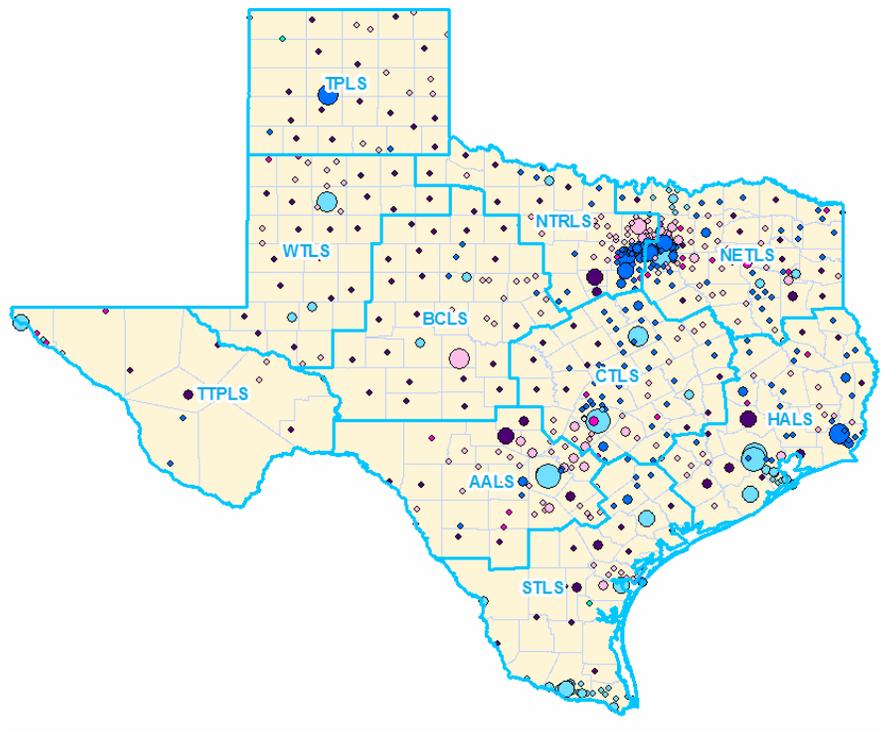
- Appendix 11: Patron Survey
- Appendix 12: Library Staff Survey
- Appendix 13: OCLC Membership Data (Excel Spreadsheet)
- Appendix 14: Feasibility Analysis Key

# Appendices

**Appendix 1:  
Resource Sharing Program Grid  
(Excel Spreadsheet)**

<http://www.texshare.edu/ill-courier/txillreport2008/appendix1.xls>

## **Appendix 2: Texas ILL and Resource Sharing Maps**



# Interlibrary Loan and Resource Sharing Study

for the

## Texas State Library and Archives Commission

December 2007

**CIVIC**Technologies

[www.civicttechnologies.com](http://www.civicttechnologies.com)

In association with



**Bibliographical Center for Research**

# Interlibrary Loan and Resource Sharing Study

## Contents

### Table of Contents

<b>1.0 Introduction</b> .....	<b>3</b>
<b>2.0 Context Maps</b> .....	<b>12</b>
<b>3.0 Demographic Maps</b> .....	<b>15</b>
<b>4.0 Resource Sharing Program Participation Maps</b> .....	<b>29</b>
<b>5.0 Tapestry Maps and Segment Descriptions</b> .....	<b>39</b>
<b>6.0 Sample of Resource Sharing Use Data Maps</b> .....	<b>56</b>
<b>7.0 Sample of Detail Maps</b> .....	<b>65</b>

### List of Maps

Counties and Cities.....	13
Counties and Census Tracts.....	14
2007 Population.....	16
2012 Population.....	17
2007 Population Density.....	18
2012 Population Density.....	19
2007-2012 Population Growth.....	20
2007 Median Age.....	21
2012 Median Age.....	22
2007 Median Household Income.....	23
2012 Median Household Income.....	24
Age 25+ with Greater than High School Education.....	25
Age 25+ with High School Diploma.....	26
Age 25+ with No High School Diploma.....	27
Percent "Unservd" Population.....	28
Libraries by Type.....	30
TexNet Center.....	31
Library of Texas Members.....	32
TXpress Courier Stops.....	33
Texas Group Member.....	34
Project Loan Members by Amount.....	35
OCLC Catalog Members.....	36

### List of Maps, Continued

OCLC ILL Members.....	37
Difference Between ILL Request Provided and Fulfilled.....	38
Top Nine Tapestry Segments.....	46
Segment: Boomburbs.....	47
Segment: Up and Coming Families.....	48
Segment: Milk and Cookies.....	49
Segment: Midland Crowd.....	50
Segment: Industrious Urban Fringe.....	51
Segment: Young and Restless.....	52
Segment: Rooted Rural.....	53
Segment: Inner City Tenants.....	54
Segment: Southwestern Families.....	55
Number of Books/Serials Items in Collection.....	57
Number of Audio/Visual Items in Collection.....	58
Number of Items in Collection.....	59
Total ILL Requests Filled.....	60
Percent Share of ILL Requests Filled.....	61
ILL Requests Provided to Other Libraries.....	62
ILL Requests Filled by State Sponsored ILL.....	63
Percent of ILL Requests Filled by Sponsored ILL.....	64
Detail of 2007 Population.....	66
Detail of 2012 Population.....	67
Detail of 2007 Population Density.....	68
Detail of 2012 Population Density.....	69
Detail of 2007-2012 Population Growth.....	70
Detail of 2007 Median Age.....	71
Detail of 2012 Median Age.....	72
Detail of 2007 Median Household Income.....	73
Detail of 2012 Median Household Income.....	74
Detail of Age 25+ with Greater than High School Education.....	75
Detail of Age 25+ with High School Diploma.....	76
Detail of Age 25+ with No High School Diploma.....	77
Detail of Percent "Unservd" Population.....	78
Detail 1 of Top Nine Tapestry Segments.....	79
Detail 2 of Top Nine Tapestry Segments.....	80
Addendum A: Narrative of GIS Data Source Definition, Demographic Analysis and Tapestry Segmentation Analysis.....	81

- 
- 1.0 Introduction
  - 2.0 Context Maps
  - 3.0 Demographic Maps
  - 4.0 Resource Sharing Program Participation Maps
  - 5.0 Tapestry Maps and Segment Descriptions
  - 6.0 Sample of Resource Sharing Use Data Maps
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### *Major GIS work elements*

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- 1. Inventory of existing conditions**
- 2. Analysis and interpretation of existing resource sharing practices/conditions**
- 3. Analysis and interpretation of resource sharing concepts and models**
- 4. Map patron survey results**
- 5. “As needed” BCR support**

## *Summary of data sets used*

---

**TSLAC data**

**NCES data**

**Geographic data**

**Demographic data**

**Tapestry data**

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## *TSLAC data*

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### Sources

- **Compiled from a number of TSLAC resources**
- **Internal data resources**
  - TexNet Centers
  - TexShare
  - Texas Group
  - Project Loan
- **Public data sources**
  - Texas Public Library Statistics Annual Report (2005)
  - 2005 Texas Academic Library Survey
- **Amigos Library Services**
  - OCLC cataloging and interlibrary loan data

### Data and mapping layers

- TexNet Centers
- Regional systems
- Library of Texas members
- TexNet referring library
- TExpress courier stops
- Texas Group member
- Project loan members by amount
- OCLC catalog members
- OCLC ILL members
- Number books/serials in collection
- Number audio-visual in collection
- Number of items in collection
- Total ILL requests filled
- ILL requests provided to other libraries
- ILL requests filled by state sponsored ILL
- Percent of ILL requests filled by sponsored ILL

## *NCES data*

---

### **Source: NCES**

### **Data and mapping layers**

- **Comprehensive locations for public and academic**
- **Selected locations for school and special libraries as they participate in resource sharing activities**
- **Legal service area types**
  - **City exactly**
  - **County exactly**
  - **City most nearly**
  - **County most nearly**
  - **Metropolitan area exactly**
  - **Metropolitan area most nearly**
  - **Multi county**
  - **School district**

## *Geographic data*

---

**Source: ESRI**

### **Data and mapping layers**

- **Census tracts**
- **Cities and census designated places**
- **Counties**
- **Highways and major roads**

## *Demographic data*

---

**Source: ESRI**

### **Data and mapping layers**

- 2007 and 2012 population
- 2007 and 2012 population density
- 2007 – 2012 population growth
- 2007 and 2012 Median household size
- 2007 and 2012 Median household income
- 2000 educational attainment

### **Current year estimate and five year forecast**

- 2007 current year estimate is based upon U.S. Census data. Data is disaggregated to the block group level by ESRI.
- 2012 five year forecast utilizes factors such as growth rates, trends, and postal route updates

### *Tapestry data*

---

#### **Source: ESRI**

**Premiere national market segmentation system that enables customer profiling into 65 segments of every neighborhood in the country at multiple geographical levels**

**Segments are analyzed and sorted by more than 60 attributes such as income, employment, home value, housing type, education, household composition, age, and other key determinants of consumer behavior**

---

#### **Data sources used in Tapestry**

- **Census 2000 data**
- **ESRI proprietary demographic updates**
- **Acxiom's InfoBase consumer database**
- **Mediamark Research Inc.'s national consumer survey**
- **Other sources that capture the subtlety and vibrancy of the U.S. marketplace**

### *Map Notes*

---

#### **As a result of on-going data collection efforts:**

- The TexNet referring libraries map is not included in this submittal
- The map showing TExpress courier routes does not include data for the NETLS and TPLS regions

**The three educational attainment maps show the population counts; these three maps will be supplemented with data normalized to show the percent of population**

**Due to the size of the state, maps at the state-wide level do not provide sufficient detail at the regional, metropolitan, or city scale. Therefore, a random sampling of detail maps at the metropolitan scale are provided.**

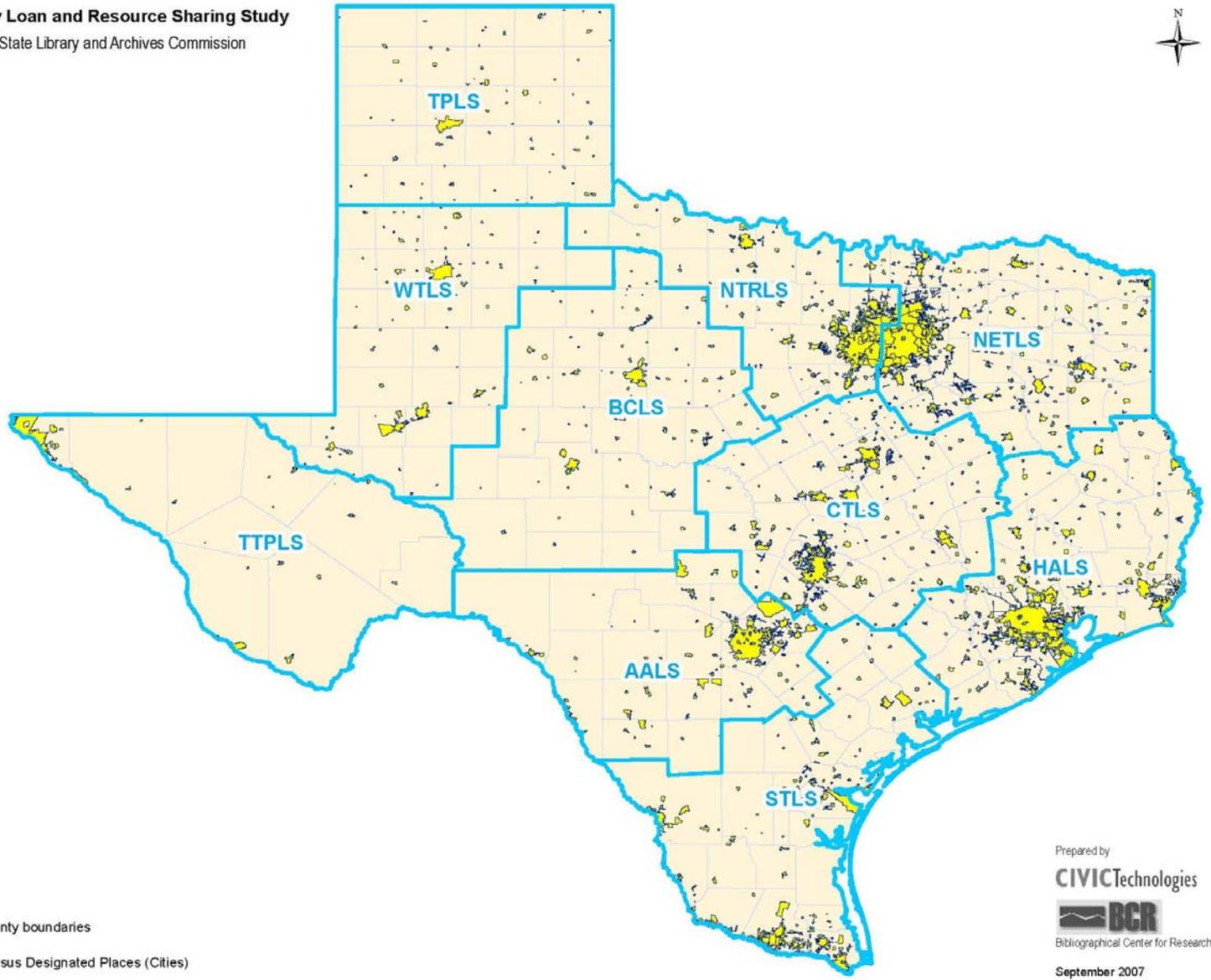
## *Maps*

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- 7.0 Sample of Detail Maps

# Interlibrary Loan and Resource Sharing Study

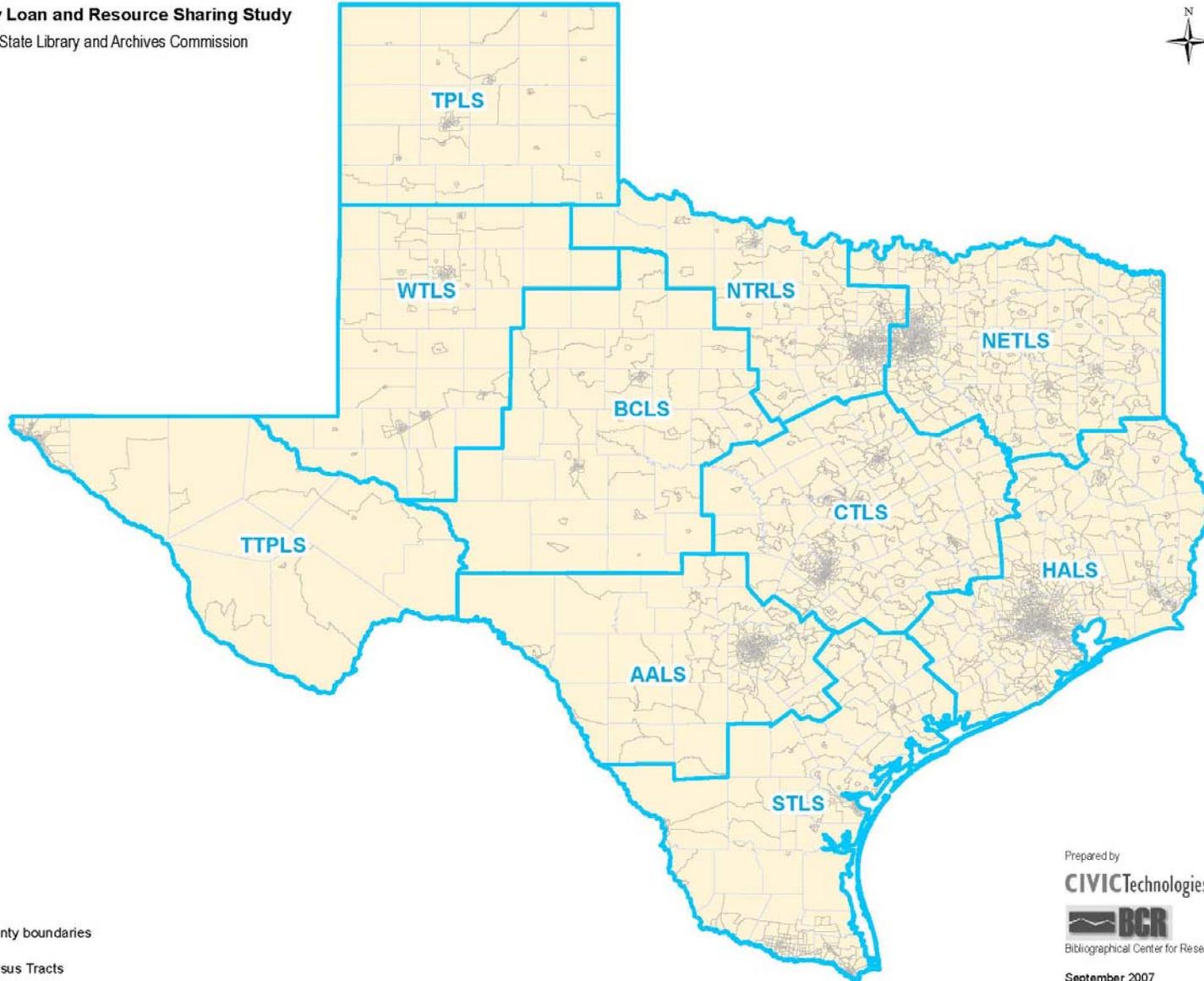
Interlibrary Loan and Resource Sharing Study  
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**BCR**  
Bibliographical Center for Research  
September 2007

# Interlibrary Loan and Resource Sharing Study

Interlibrary Loan and Resource Sharing Study  
for the Texas State Library and Archives Commission



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## *Maps*

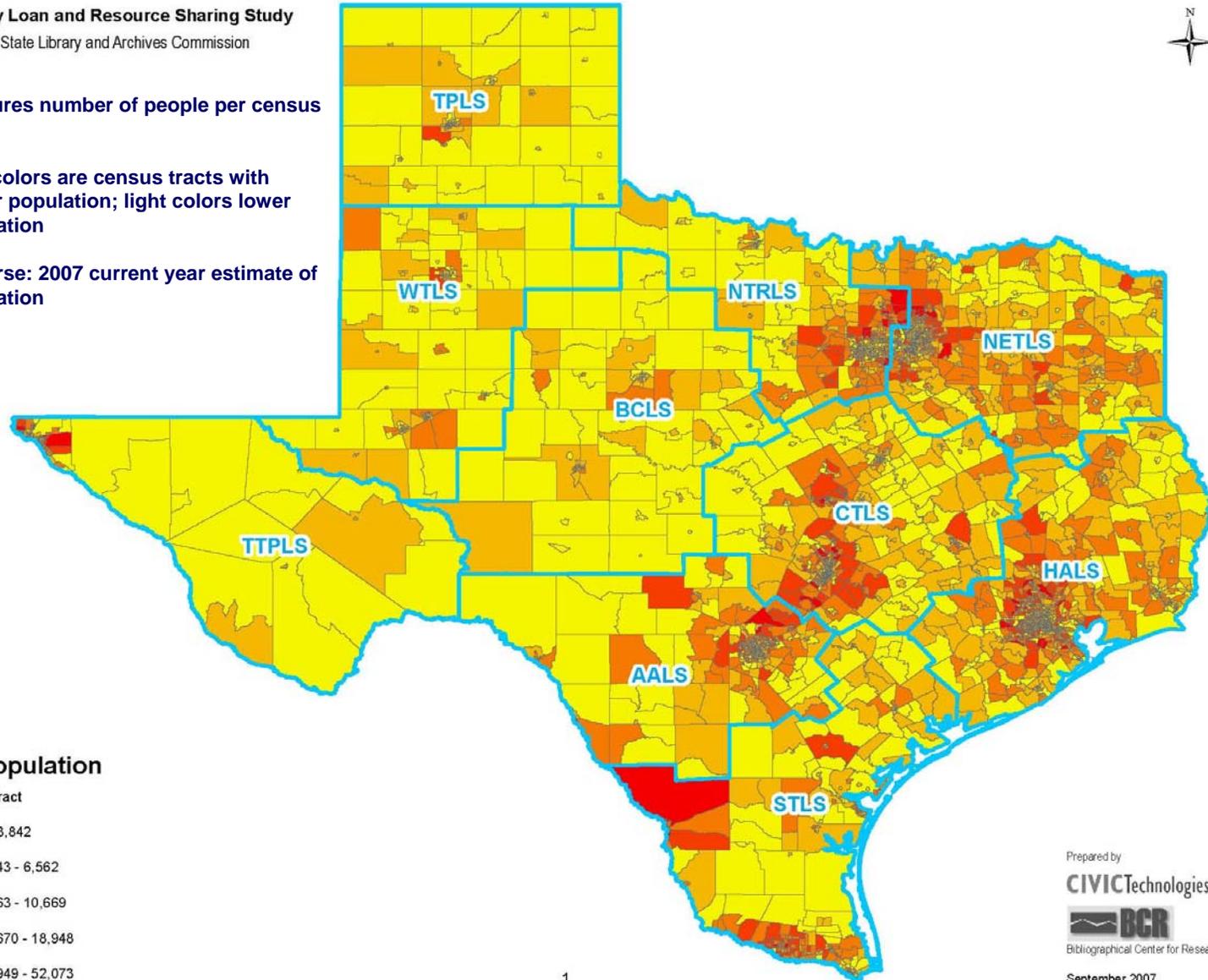
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# Interlibrary Loan and Resource Sharing Study

Interlibrary Loan and Resource Sharing Study  
for the Texas State Library and Archives Commission

- Measures number of people per census tract
- Dark colors are census tracts with higher population; light colors lower population
- Universe: 2007 current year estimate of population



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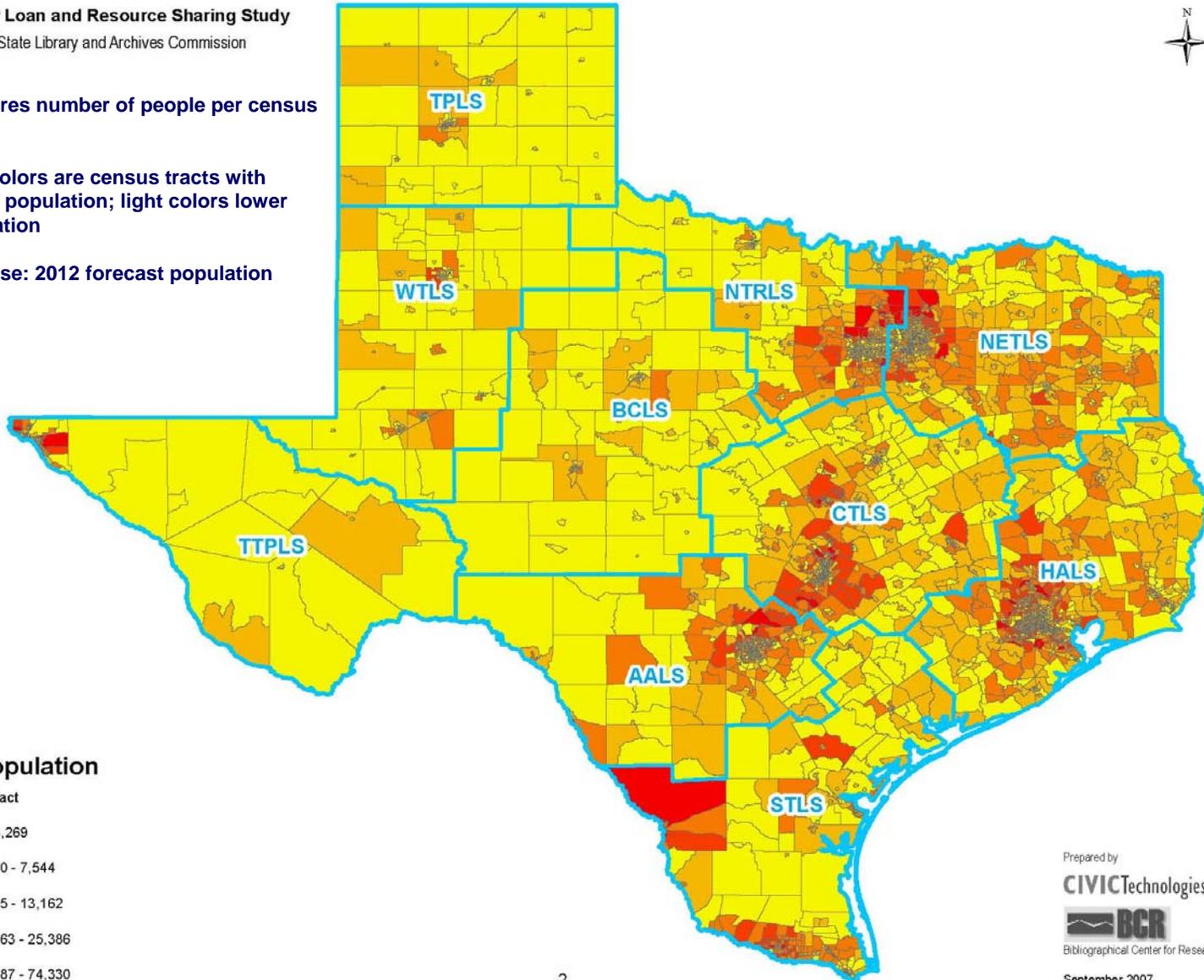
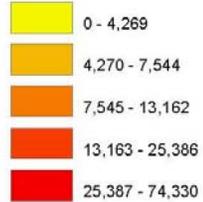
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## 2012 Population

by Census Tract



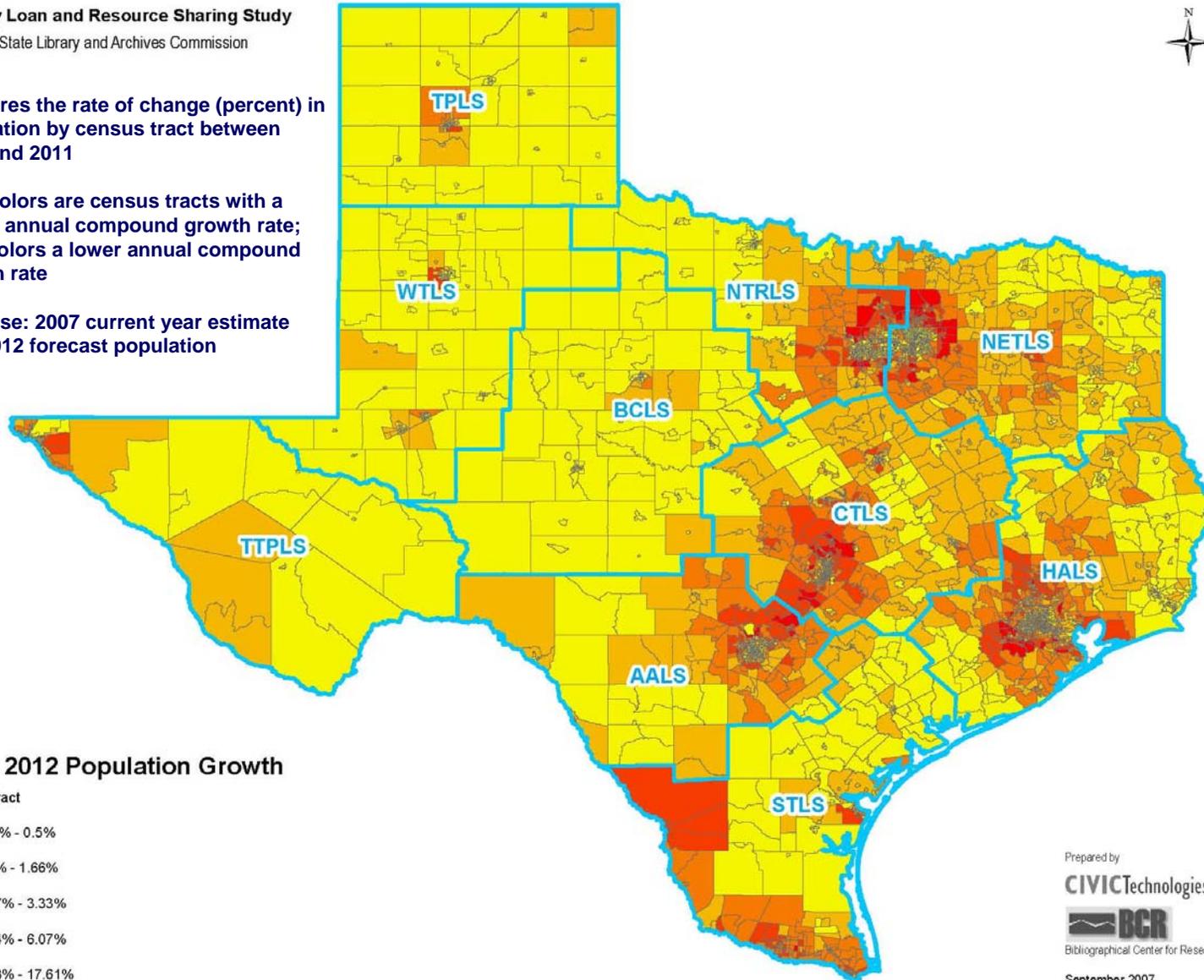
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# Interlibrary Loan and Resource Sharing Study

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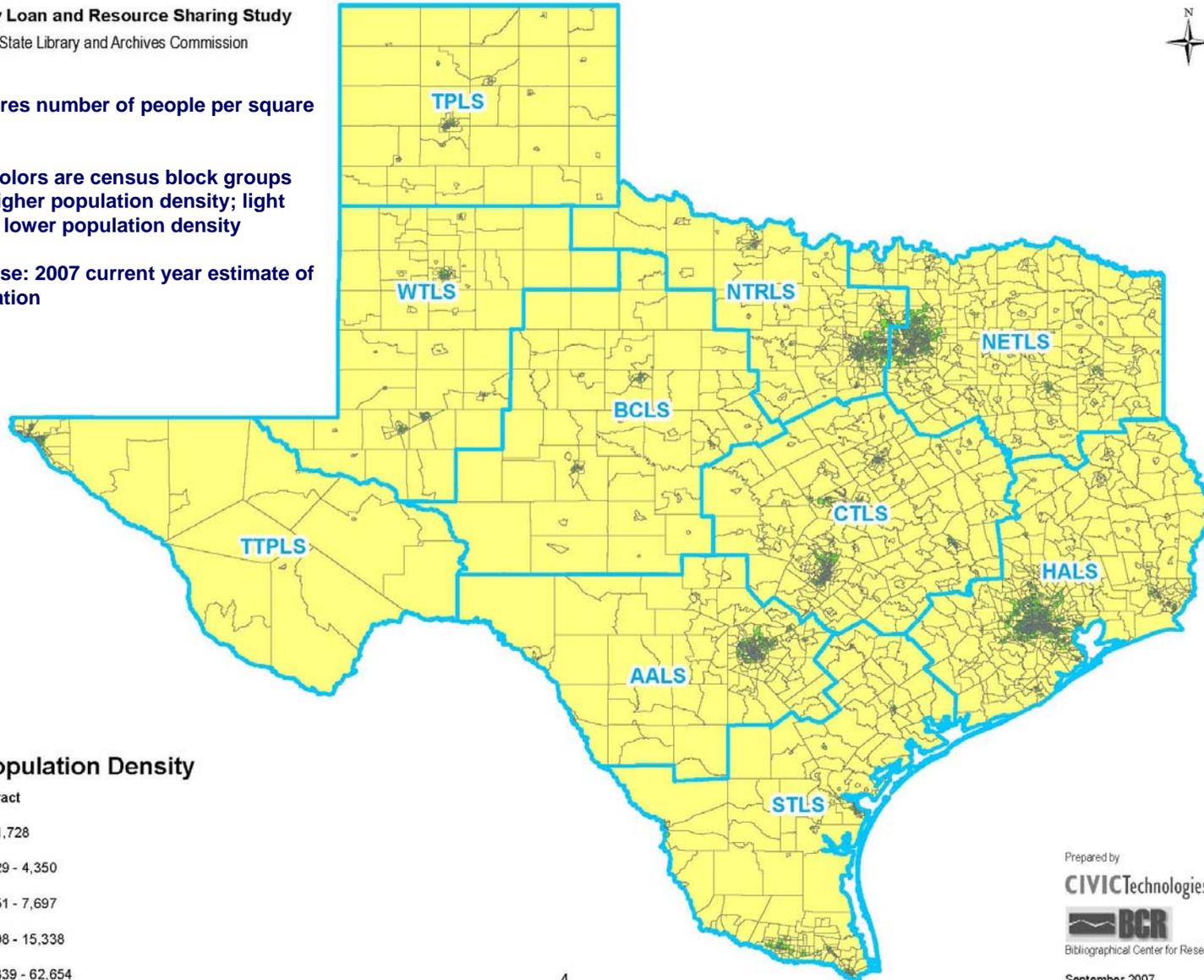
- Measures the rate of change (percent) in population by census tract between 2006 and 2011
- Dark colors are census tracts with a higher annual compound growth rate; light colors a lower annual compound growth rate
- Universe: 2007 current year estimate and 2012 forecast population



# Interlibrary Loan and Resource Sharing Study

Interlibrary Loan and Resource Sharing Study  
for the Texas State Library and Archives Commission

- Measures number of people per square mile
- Dark colors are census block groups with higher population density; light colors lower population density
- Universe: 2007 current year estimate of population



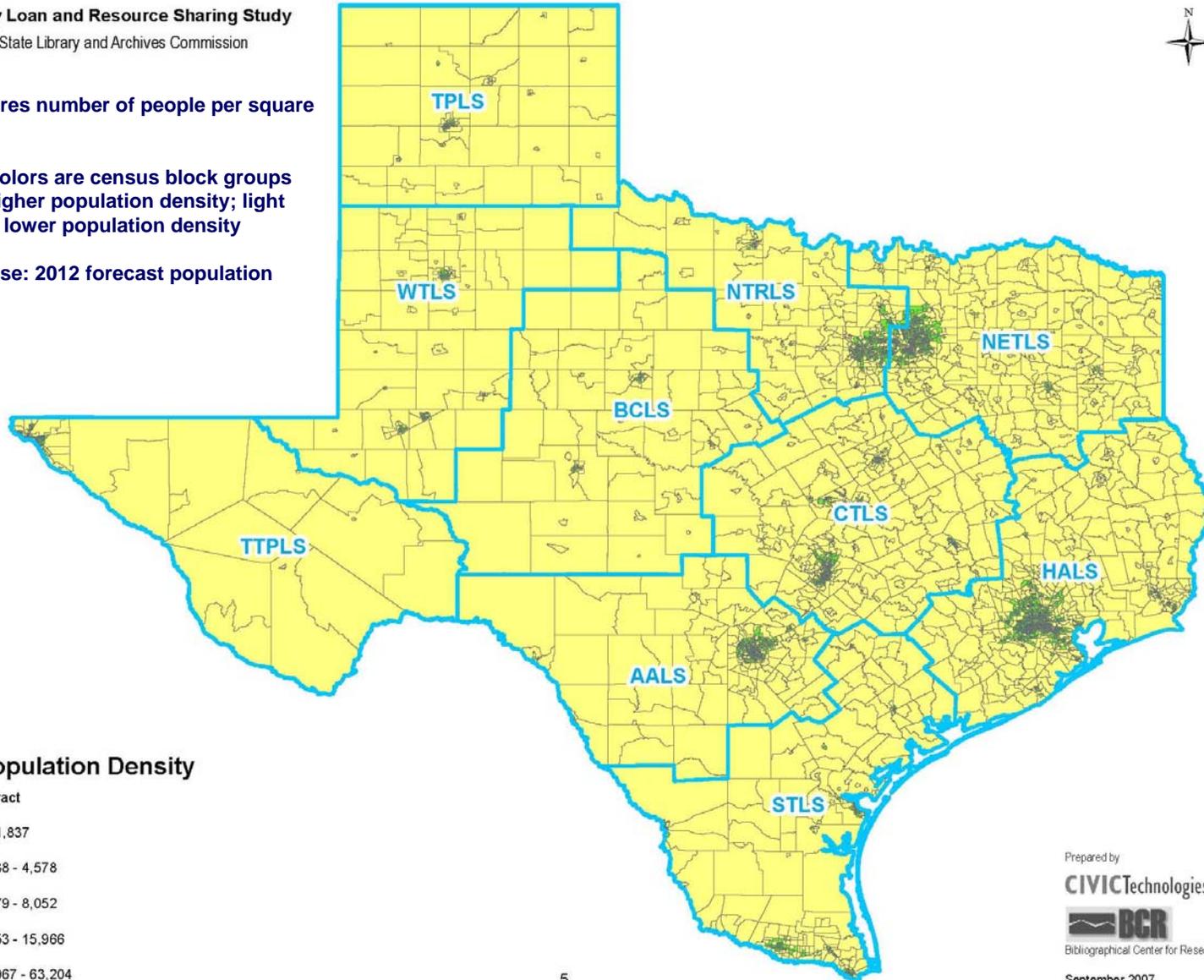
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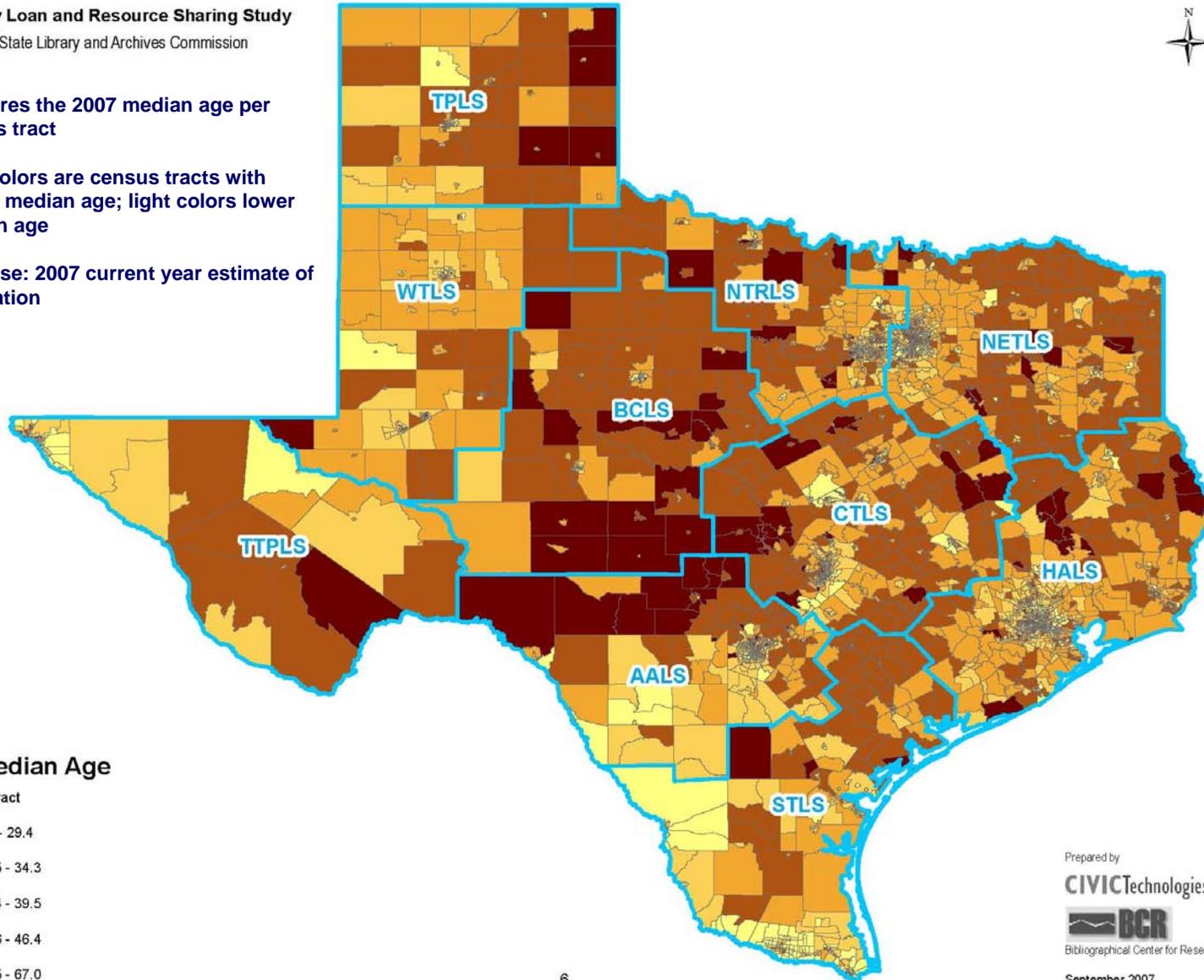
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# Interlibrary Loan and Resource Sharing Study

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- Measures the 2007 median age per census tract
- Dark colors are census tracts with higher median age; light colors lower median age
- Universe: 2007 current year estimate of population



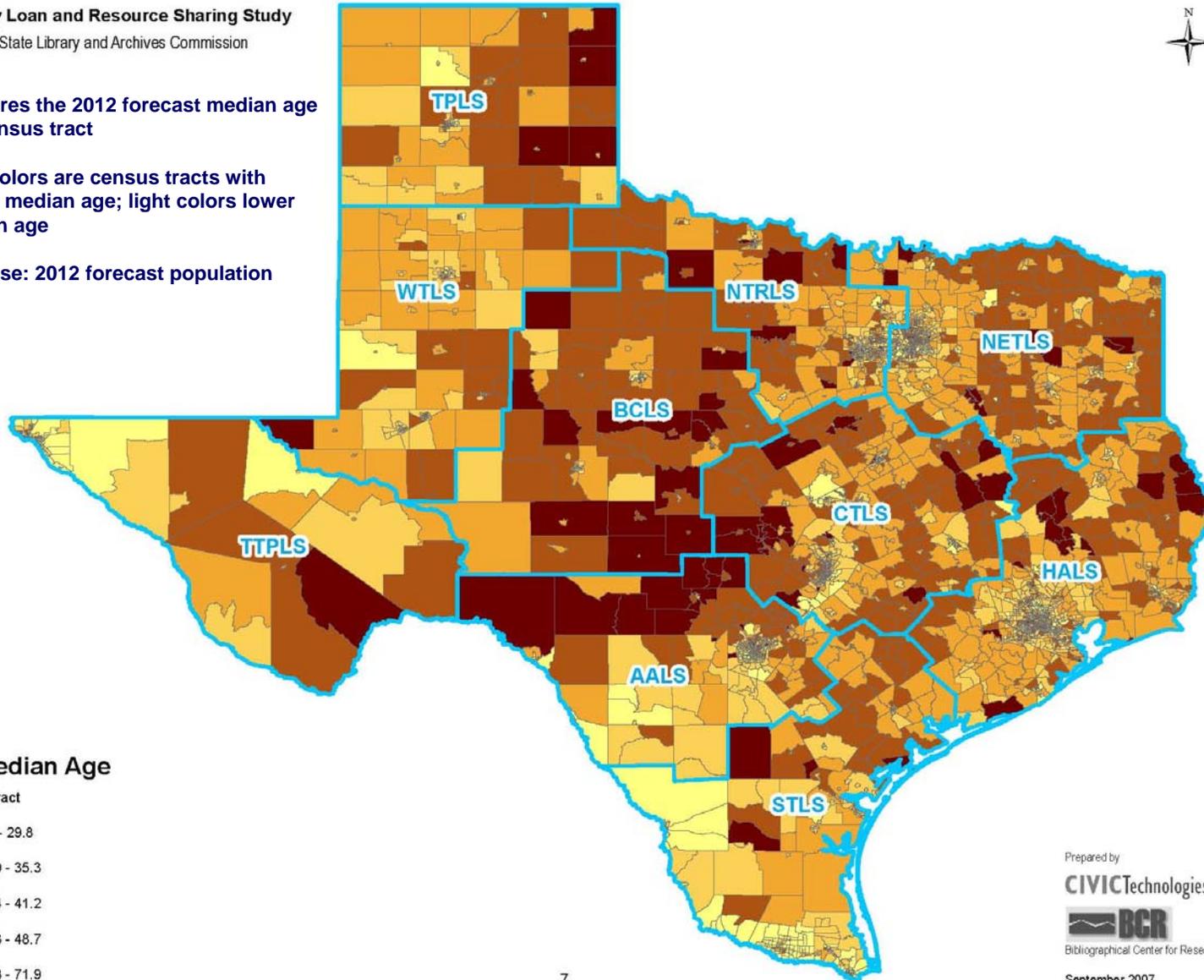
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# Interlibrary Loan and Resource Sharing Study

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- Measures the 2012 forecast median age per census tract
- Dark colors are census tracts with higher median age; light colors lower median age
- Universe: 2012 forecast population



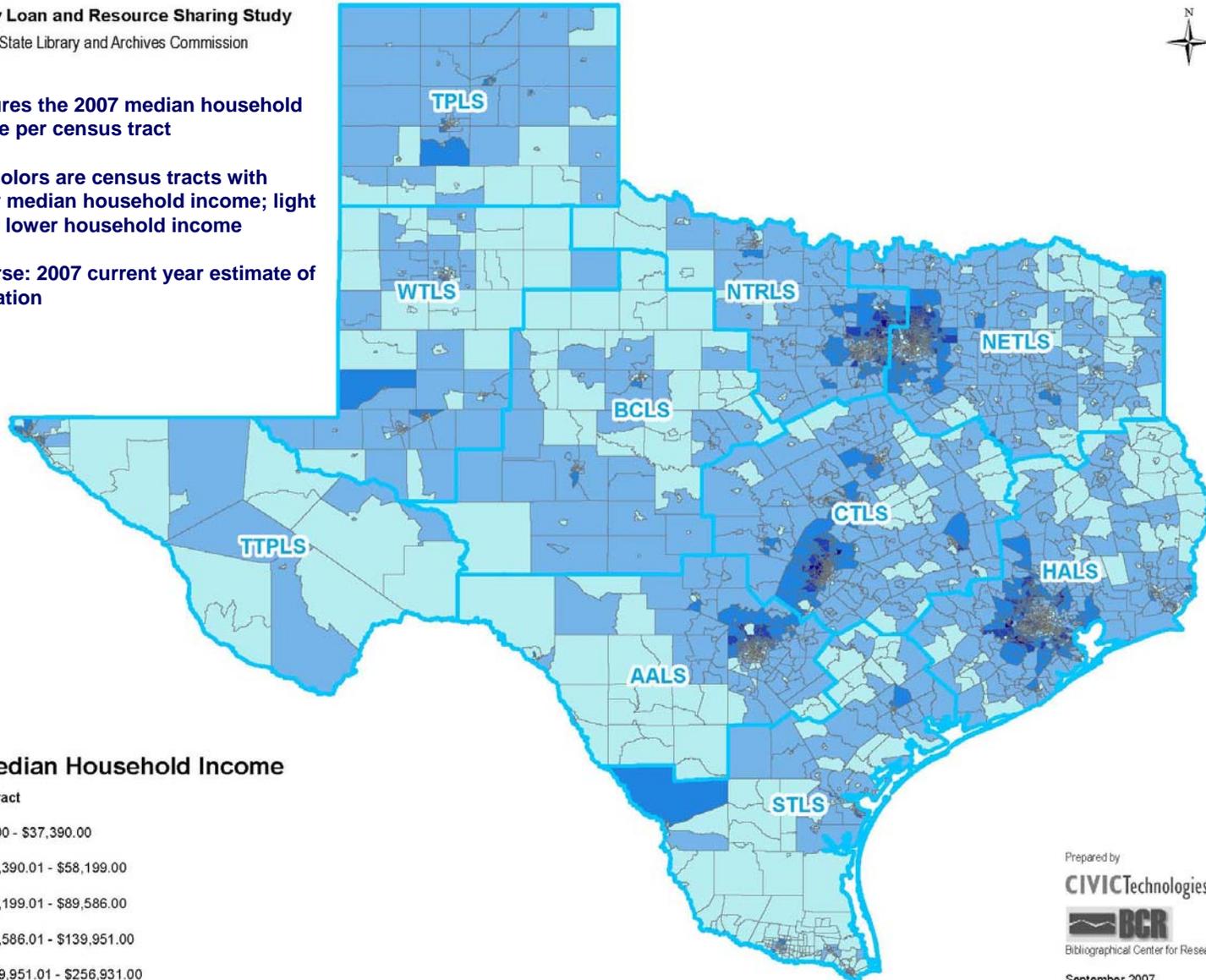
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# Interlibrary Loan and Resource Sharing Study

Interlibrary Loan and Resource Sharing Study  
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- Measures the 2007 median household income per census tract
- Dark colors are census tracts with higher median household income; light colors lower household income
- Universe: 2007 current year estimate of population

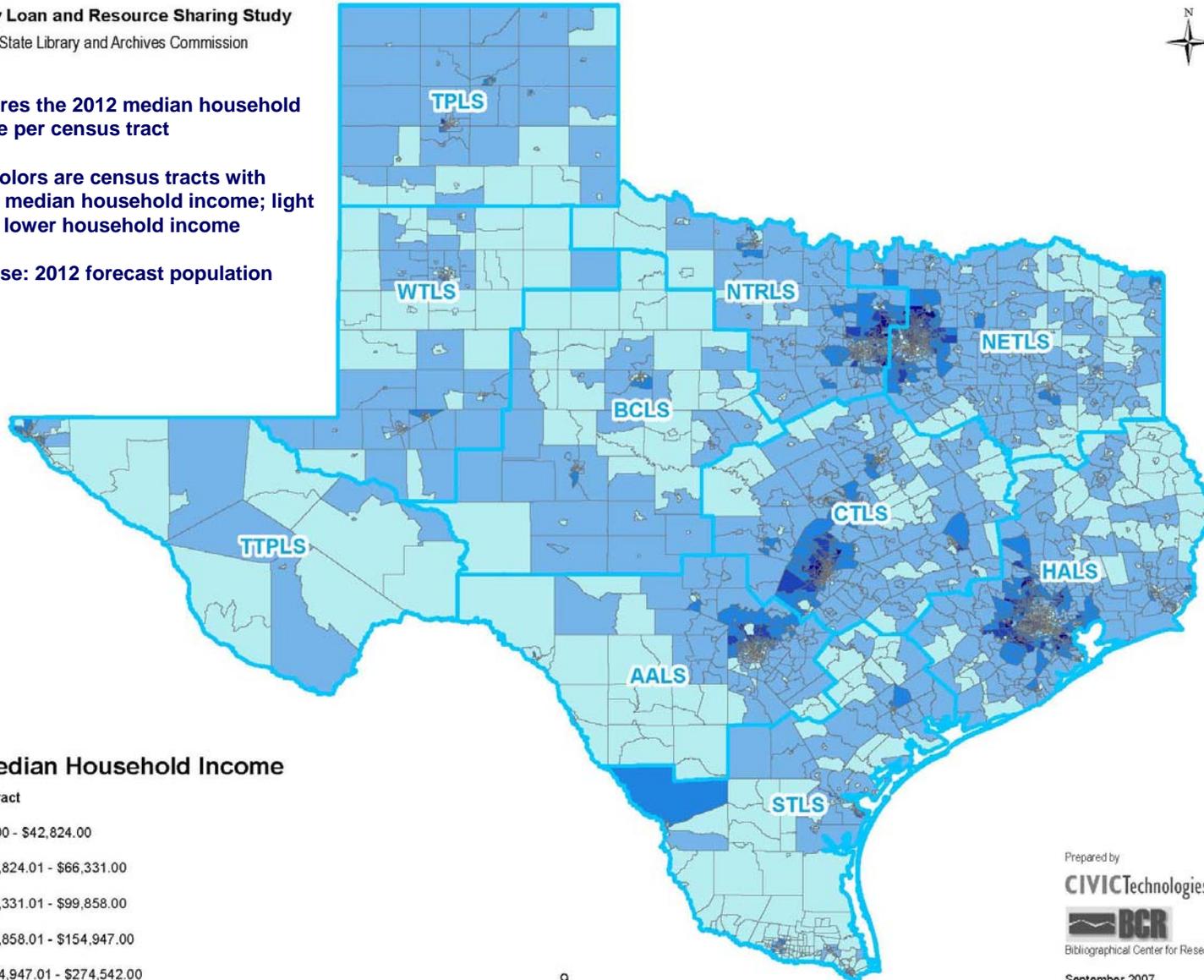


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- Measures the 2012 median household income per census tract
- Dark colors are census tracts with higher median household income; light colors lower household income
- Universe: 2012 forecast population



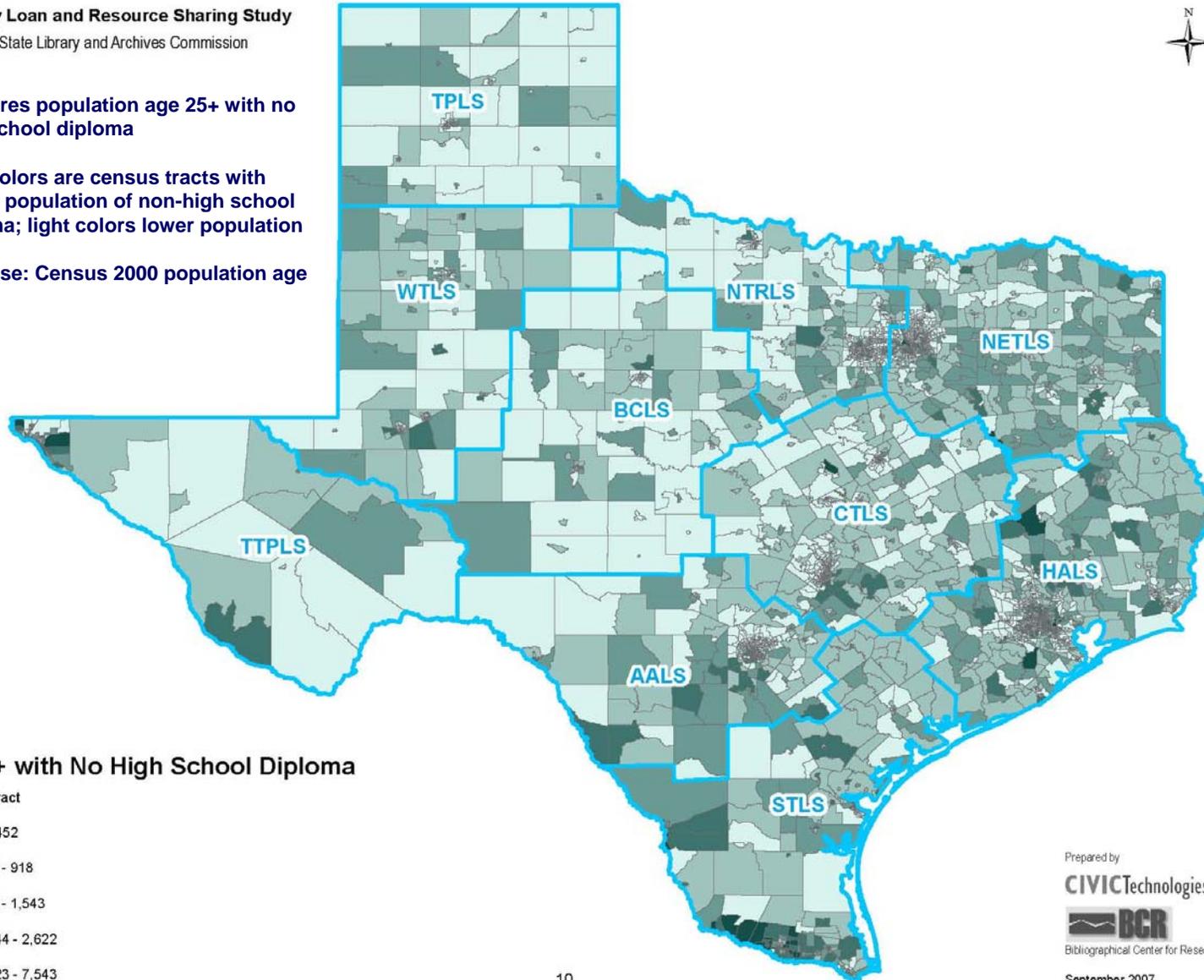
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# Interlibrary Loan and Resource Sharing Study

Interlibrary Loan and Resource Sharing Study  
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- Measures population age 25+ with no high school diploma
- Dark colors are census tracts with higher population of non-high school diploma; light colors lower population
- Universe: Census 2000 population age 25+



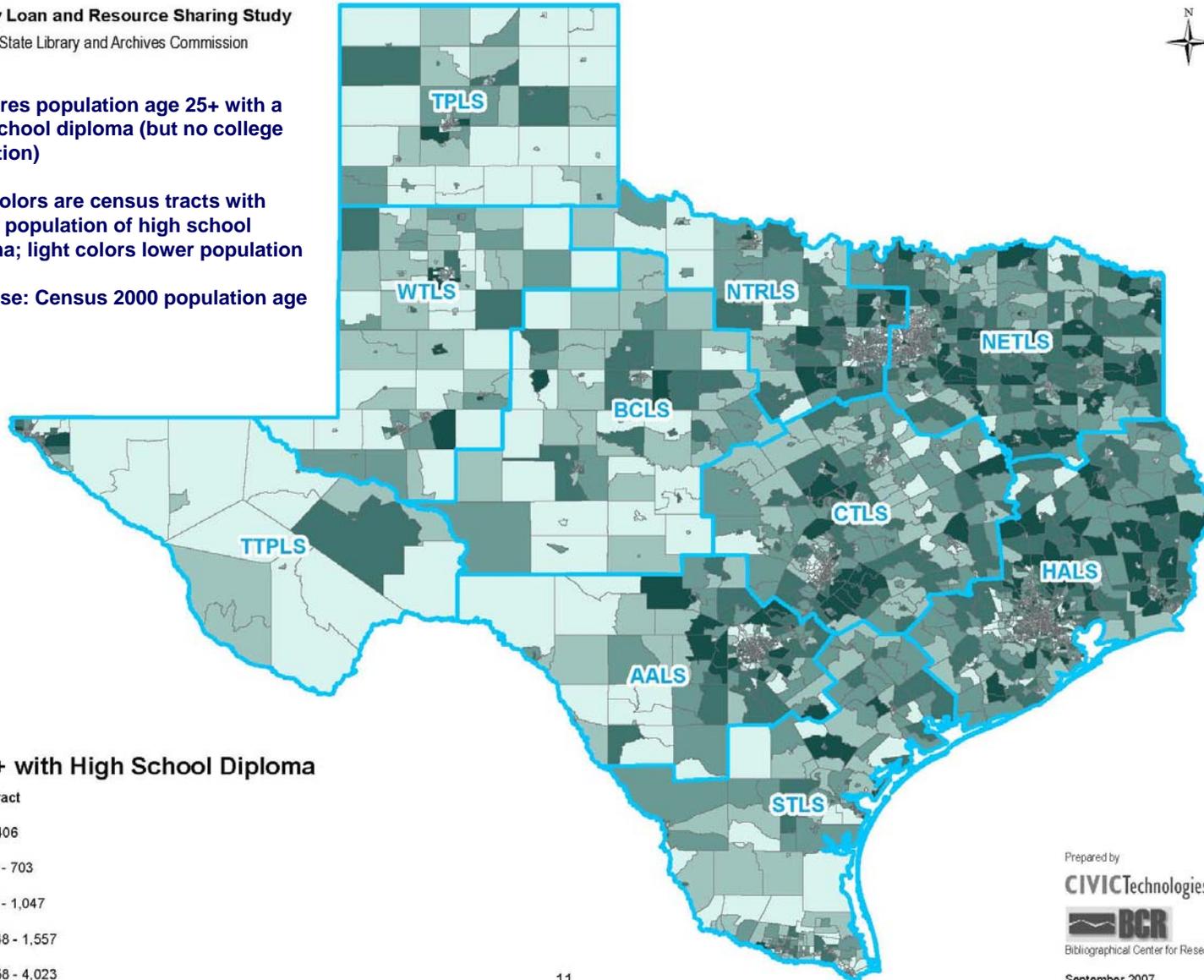
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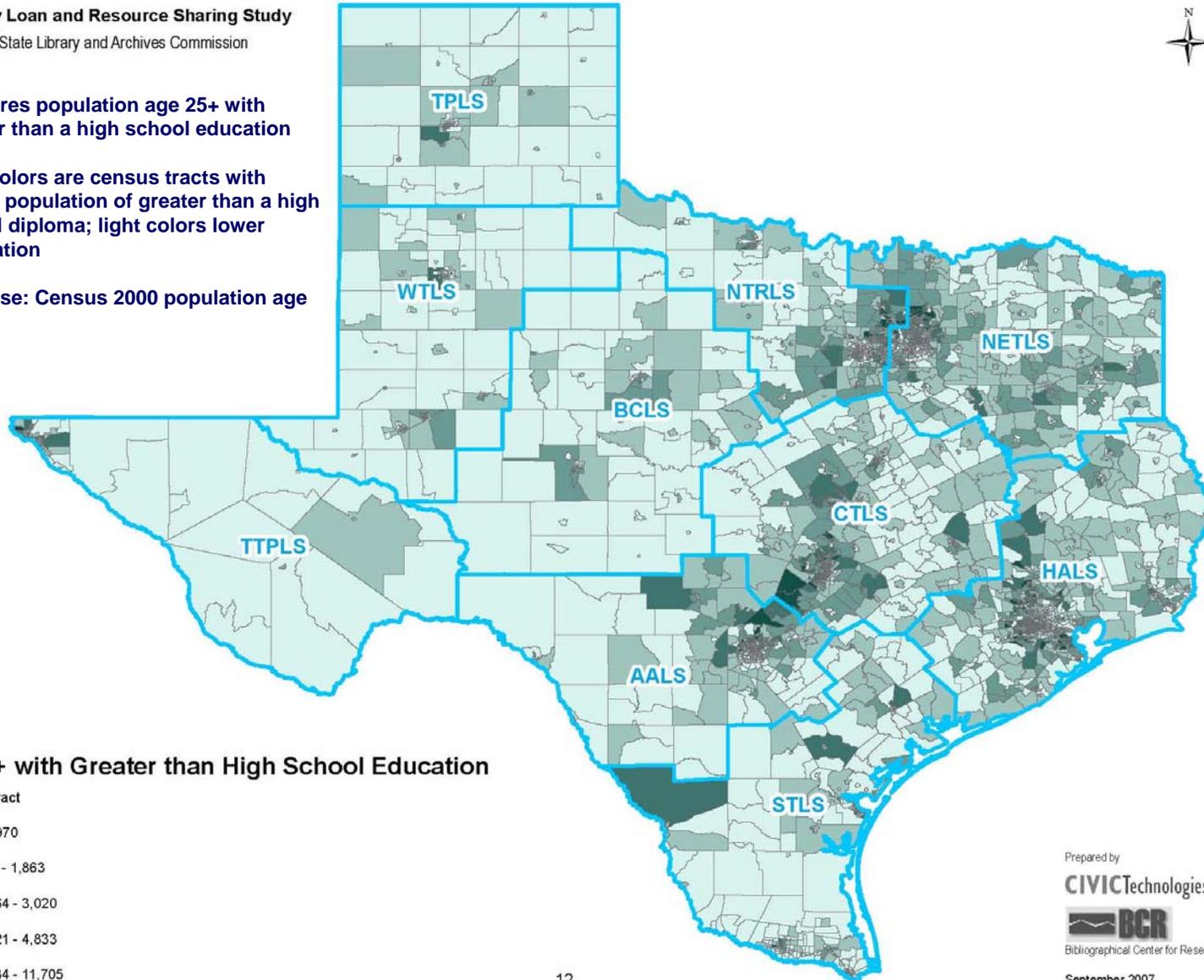
- Measures population age 25+ with a high school diploma (but no college education)
- Dark colors are census tracts with higher population of high school diploma; light colors lower population
- Universe: Census 2000 population age 25+



# Interlibrary Loan and Resource Sharing Study

Interlibrary Loan and Resource Sharing Study  
for the Texas State Library and Archives Commission

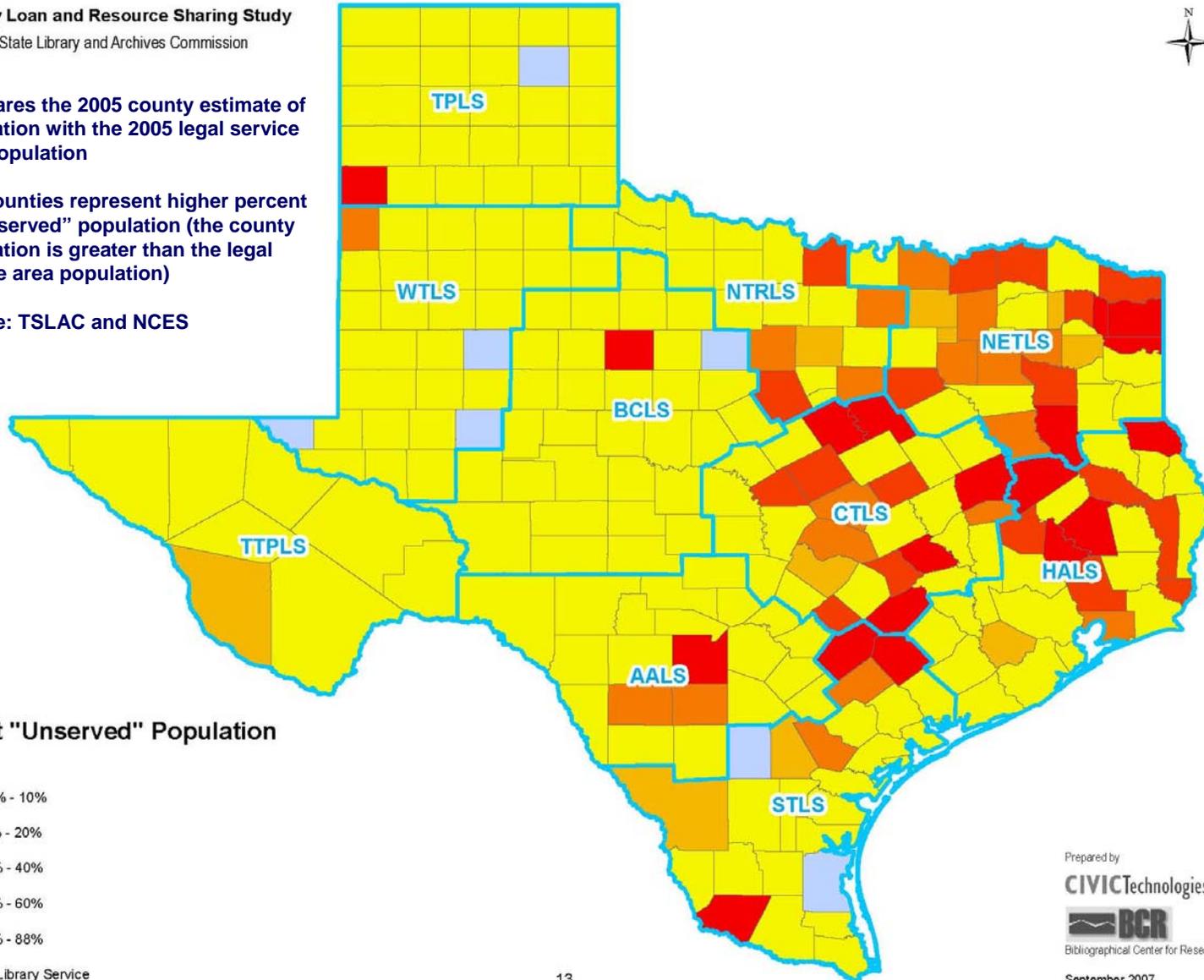
- Measures population age 25+ with greater than a high school education
- Dark colors are census tracts with higher population of greater than a high school diploma; light colors lower population
- Universe: Census 2000 population age 25+



# Interlibrary Loan and Resource Sharing Study

Interlibrary Loan and Resource Sharing Study  
for the Texas State Library and Archives Commission

- Compares the 2005 county estimate of population with the 2005 legal service area population
- Red counties represent higher percent of "unserved" population (the county population is greater than the legal service area population)
- Source: TSLAC and NCES



## *Maps*

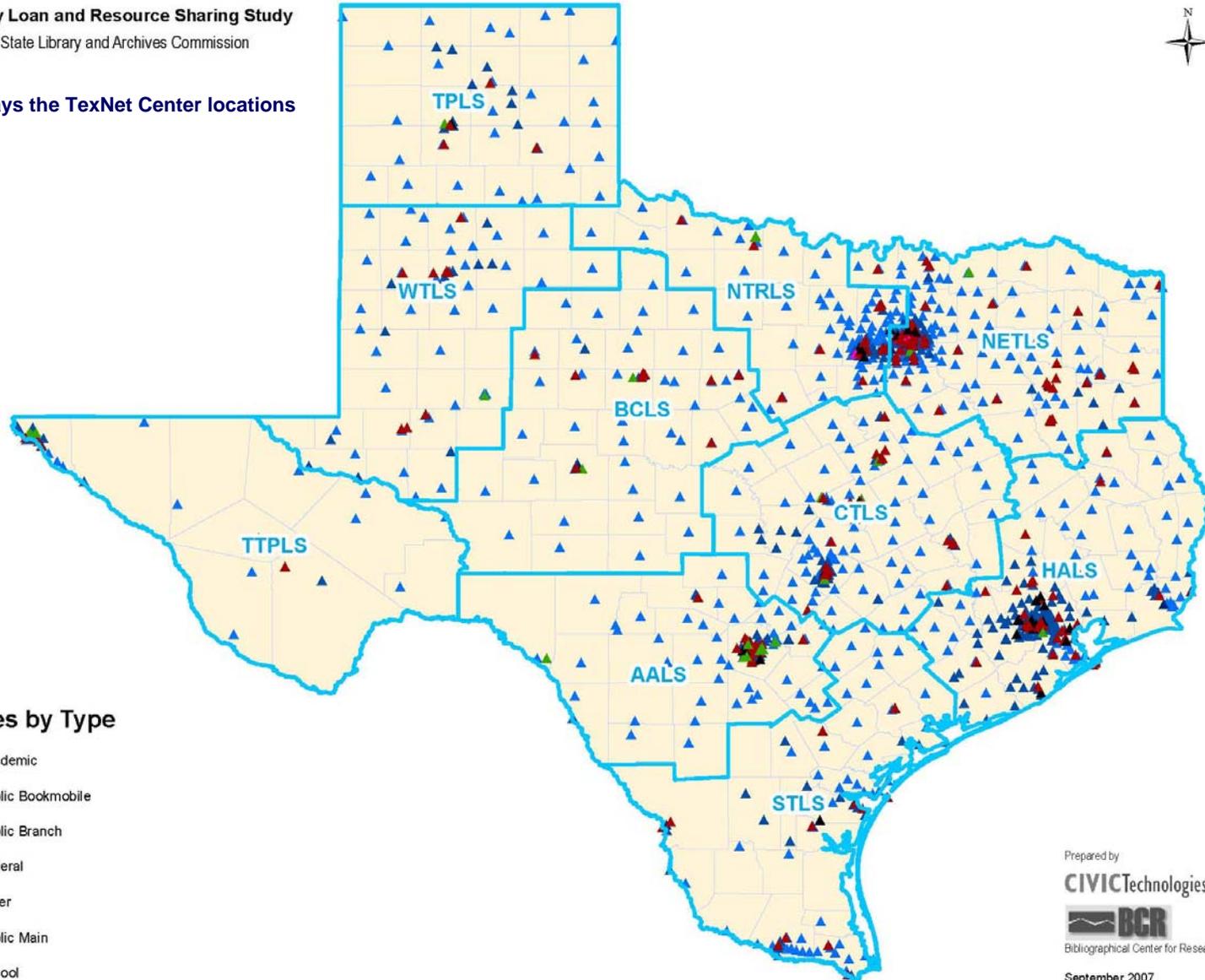
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- 7.0 Sample Detail Maps

# Interlibrary Loan and Resource Sharing Study

Interlibrary Loan and Resource Sharing Study  
for the Texas State Library and Archives Commission

- Displays the TexNet Center locations



## Libraries by Type

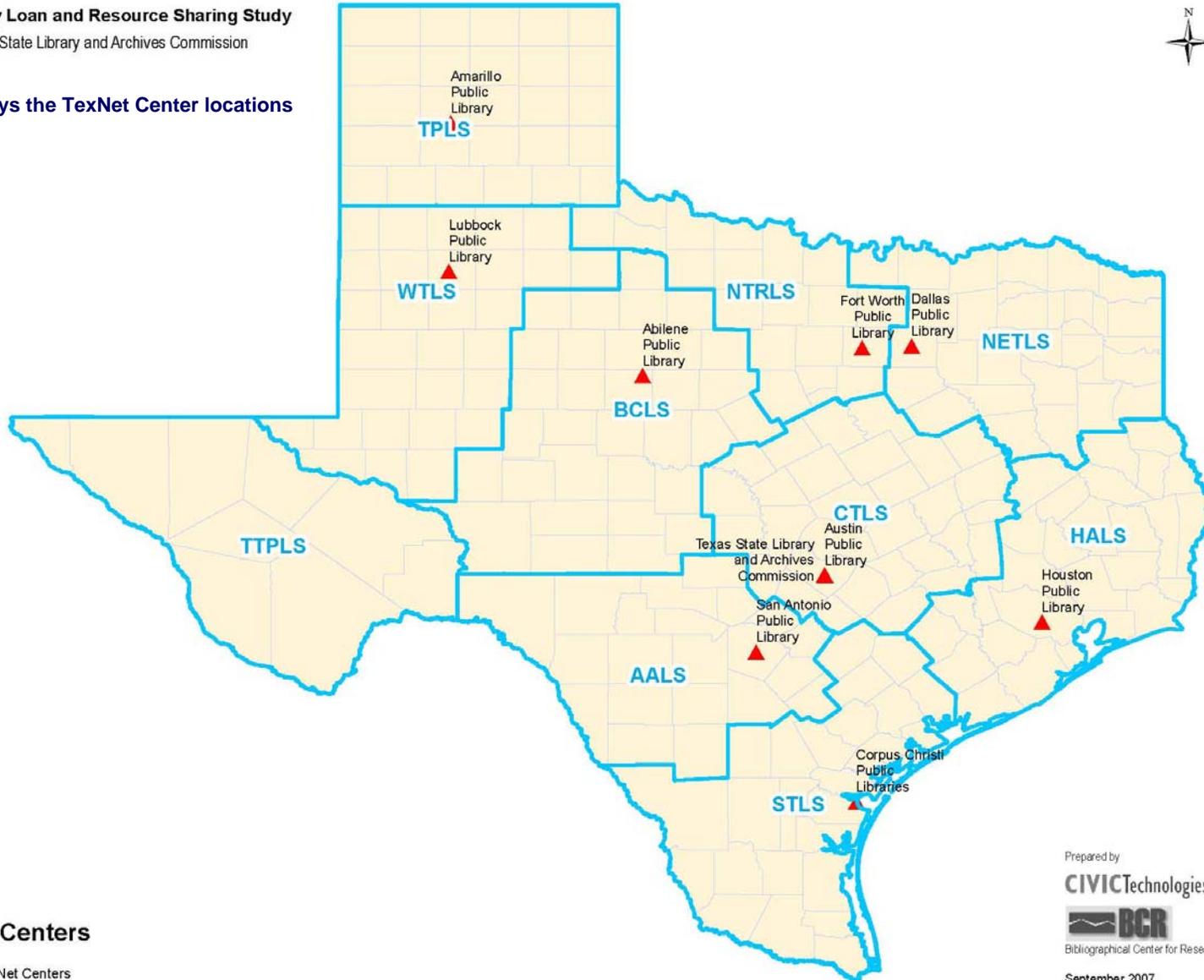
- ▲ Academic
- ▲ Public Bookmobile
- ▲ Public Branch
- ▲ Federal
- ▲ Other
- ▲ Public Main
- ▲ School

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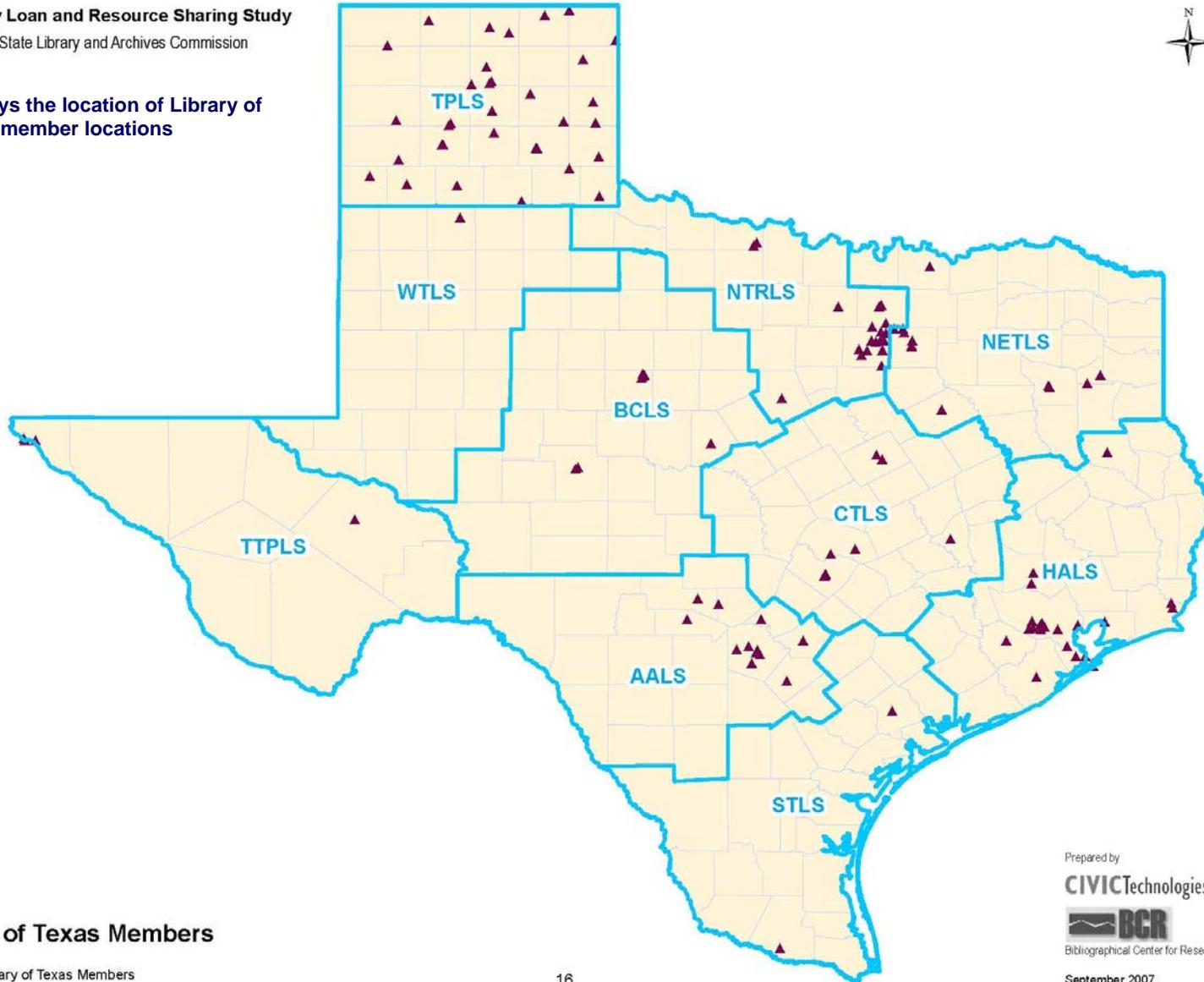
- Displays the TexNet Center locations



# Interlibrary Loan and Resource Sharing Study

Interlibrary Loan and Resource Sharing Study  
for the Texas State Library and Archives Commission

- Displays the location of Library of Texas member locations



Library of Texas Members

▲ Library of Texas Members

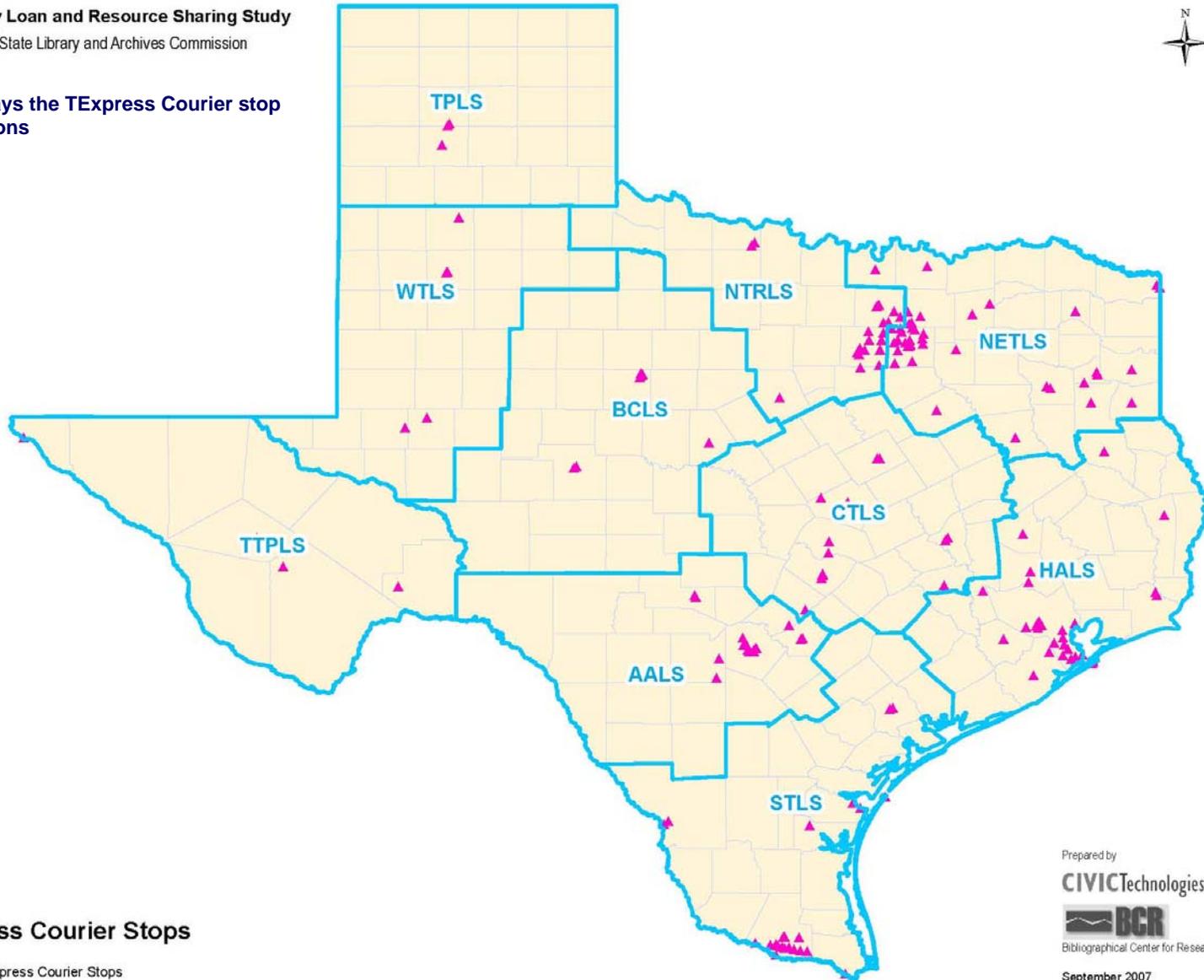
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# Interlibrary Loan and Resource Sharing Study

Interlibrary Loan and Resource Sharing Study  
for the Texas State Library and Archives Commission

- Displays the TExpress Courier stop locations



## TExpress Courier Stops

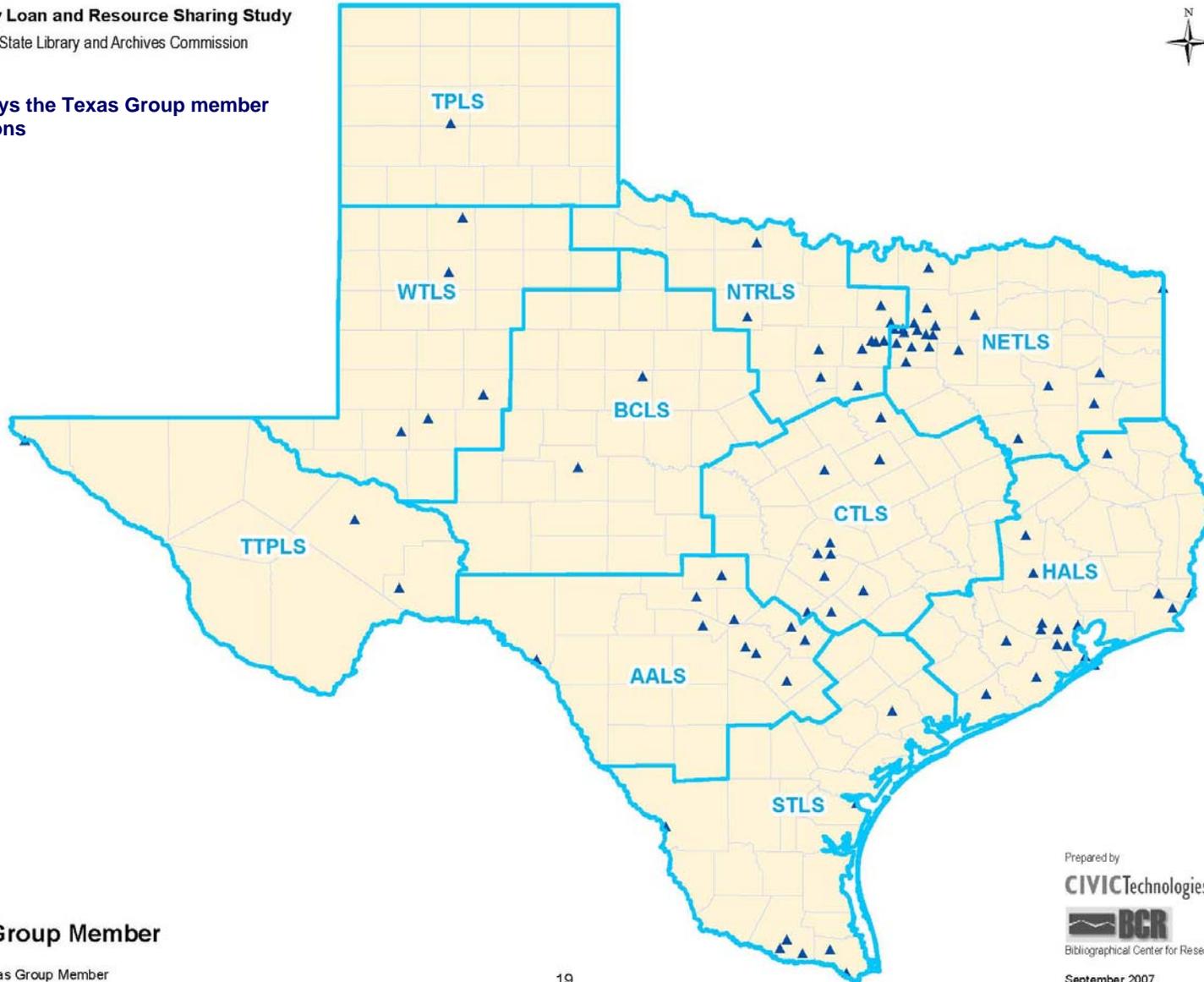
▲ TExpress Courier Stops

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# Interlibrary Loan and Resource Sharing Study

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for the Texas State Library and Archives Commission

- Displays the Texas Group member locations



Texas Group Member

▲ Texas Group Member

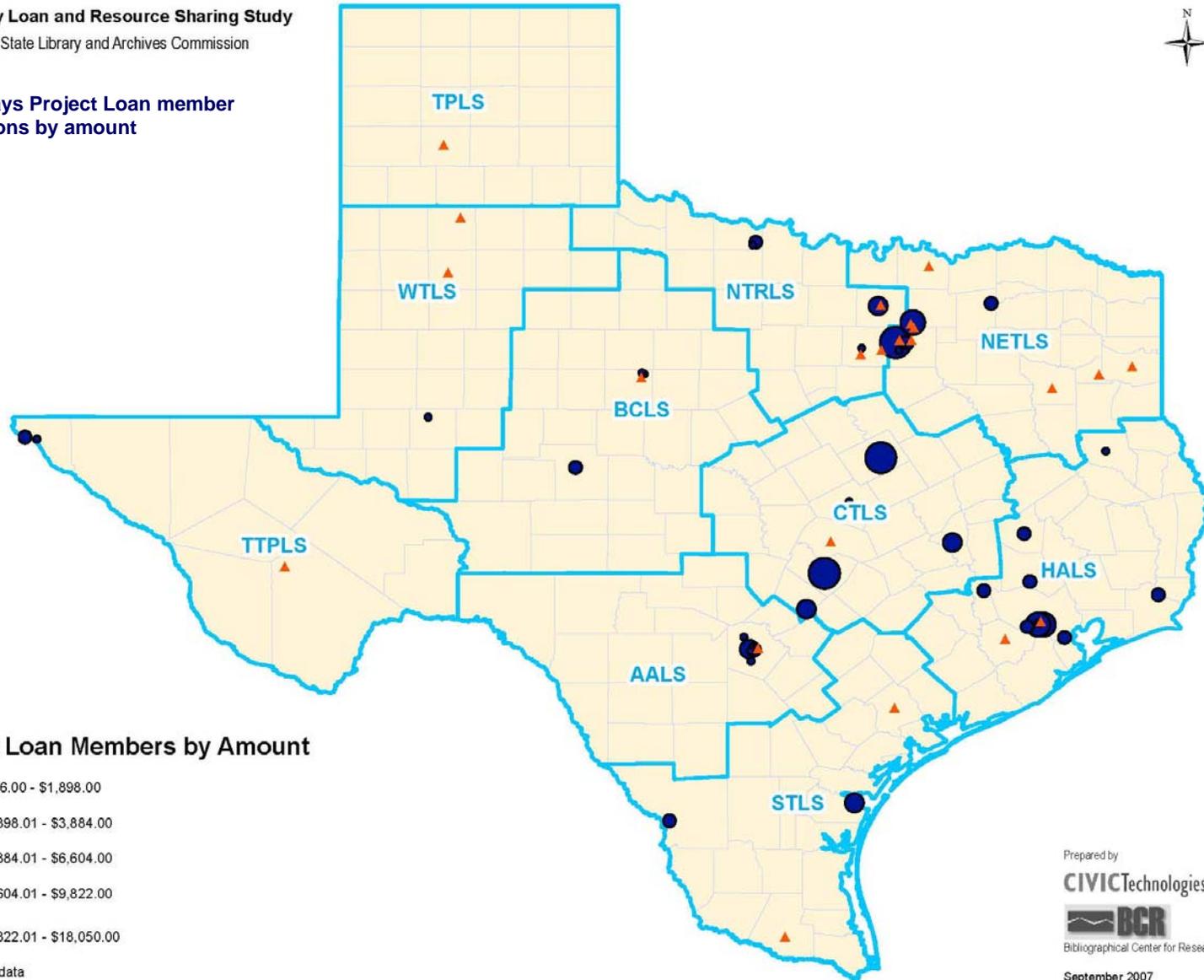
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# Interlibrary Loan and Resource Sharing Study

Interlibrary Loan and Resource Sharing Study  
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- Displays Project Loan member locations by amount

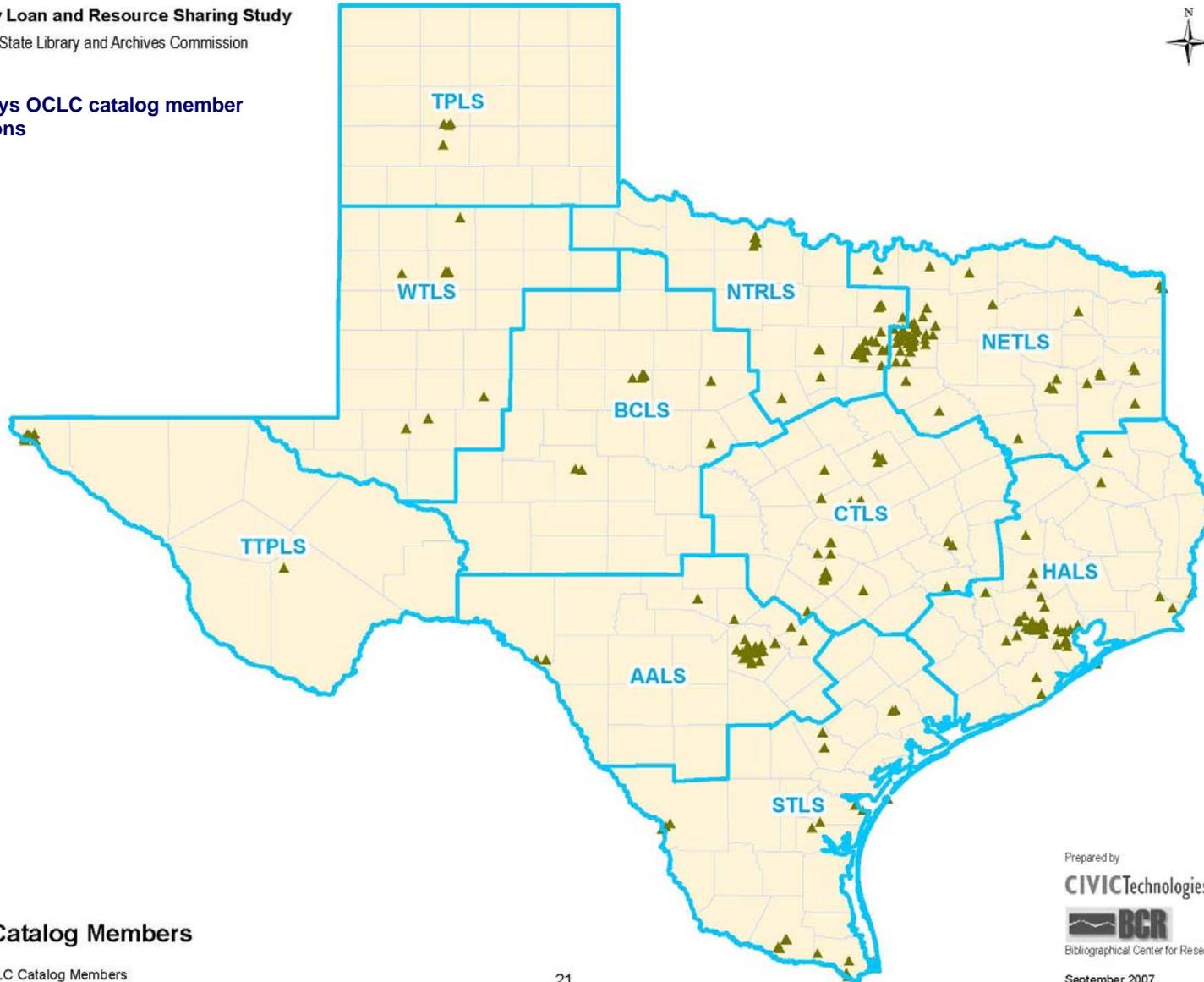


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# Interlibrary Loan and Resource Sharing Study

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- Displays OCLC catalog member locations



OCLC Catalog Members

▲ OCLC Catalog Members

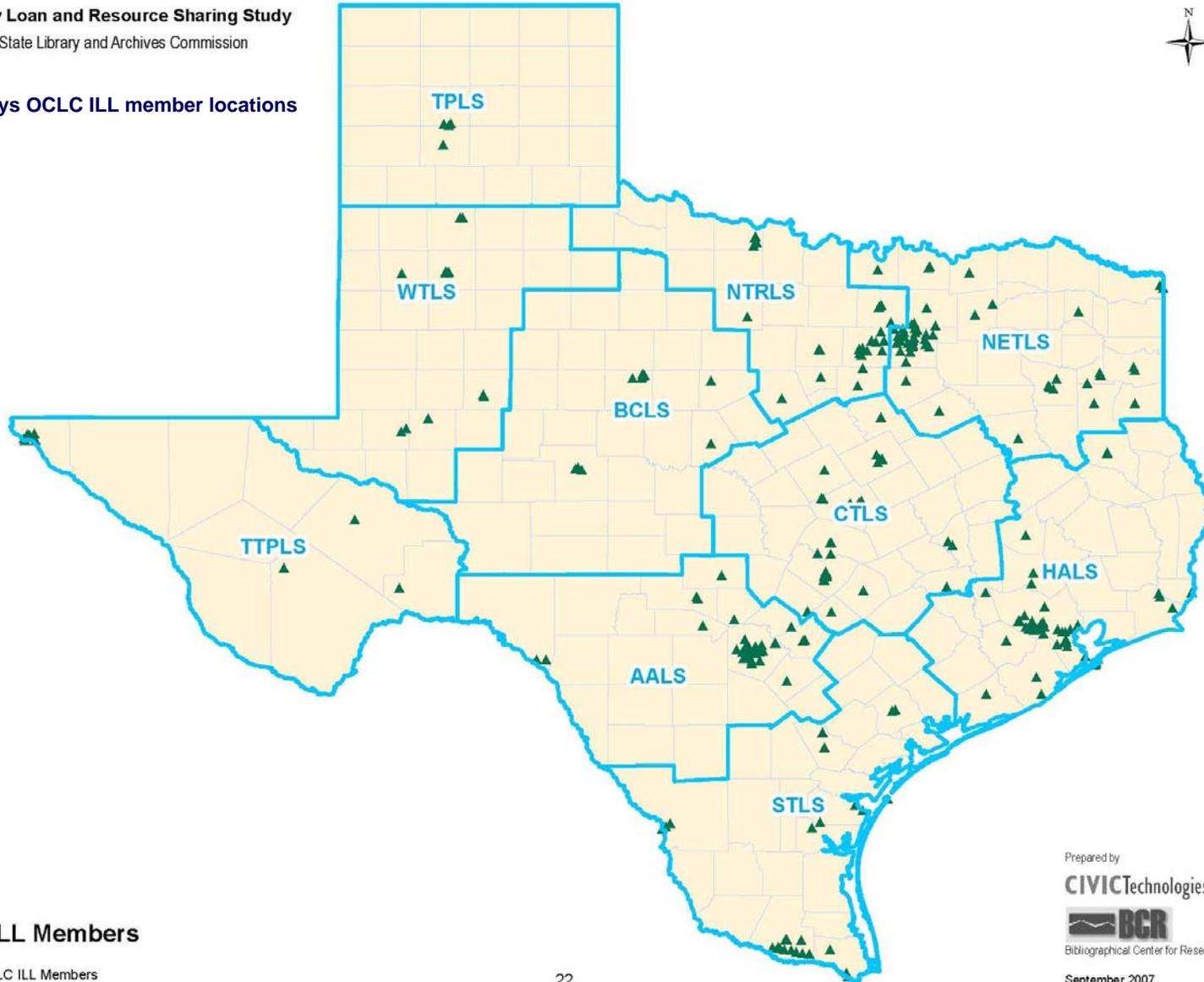
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# Interlibrary Loan and Resource Sharing Study

Interlibrary Loan and Resource Sharing Study  
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- Displays OCLC ILL member locations



OCLC ILL Members

▲ OCLC ILL Members

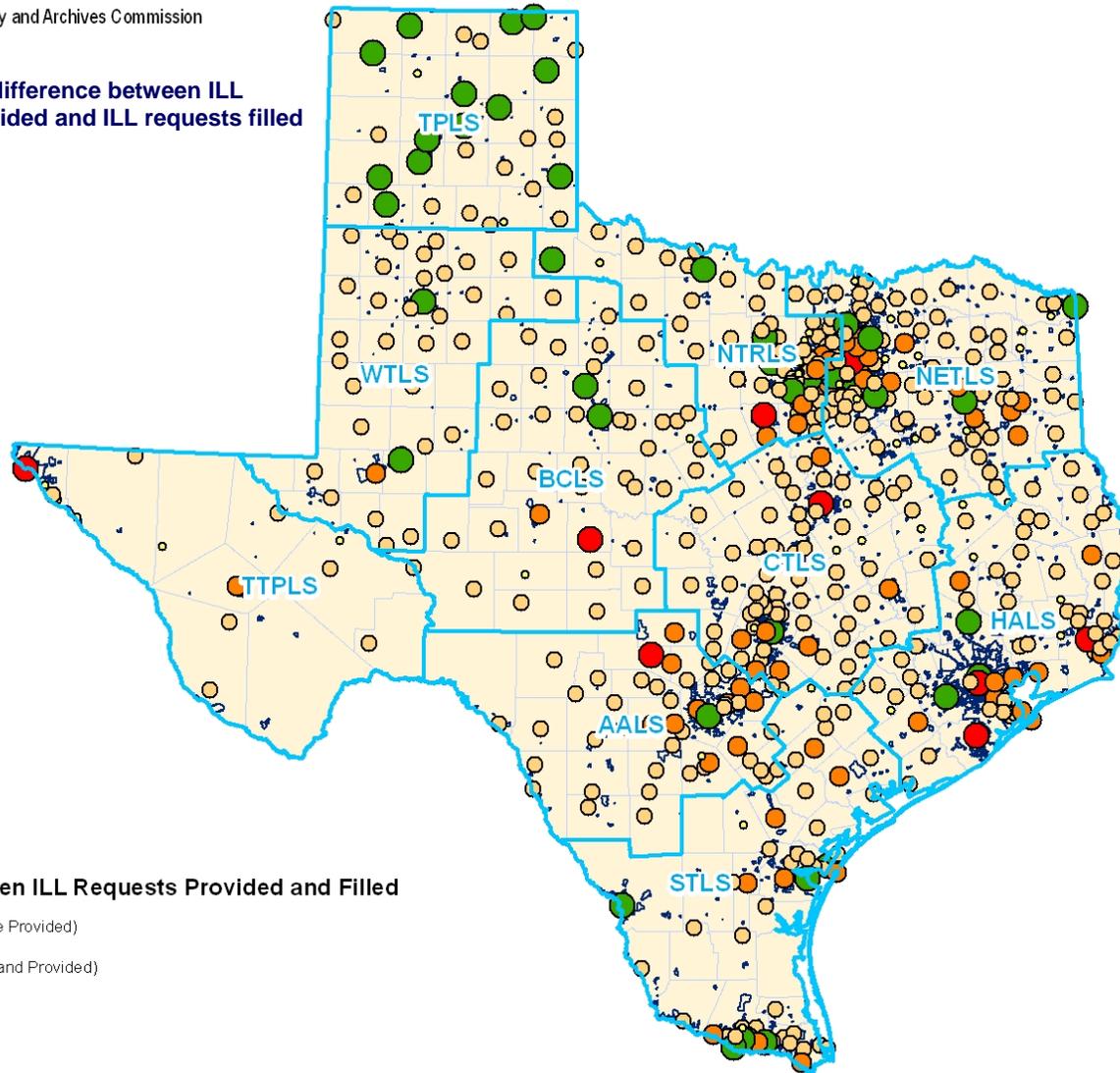
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# Interlibrary Loan and Resource Sharing Study

Interlibrary Loan and Resource Sharing Study  
for the Texas State Library and Archives Commission

- Displays the difference between ILL requests provided and ILL requests filled



## Difference between ILL Requests Provided and Filled

- 1 - 51,368 (More Provided)
- 0 (Equal Filled and Provided)
- -499 - -1
- -2,599 - -500
- -5,378 - -2,600 (More Filled)

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December 2007

## *Maps*

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- 6.0 Sample of Resource Sharing Use Data Maps
- 7.0 Sample Detail Maps

## *Tapestry: findings overview*

**Using the 2007 estimate of population, the top nine Tapestry segments account for 53.8% of the population**

- 12,897,004 people out of the statewide population of 213,986,432.

Boomburbs	Population	Percent of State Population
Southwestern Families	3,000,757	12.5%
Up and Coming Families	1,680,639	7.0%
Milk and Cookies	1,580,924	6.6%
Midland Crowd	1,497,475	6.2%
Boomburbs	1,334,200	5.6%
Industrious Urban Fringe	1,302,684	5.4%
Young and Restless	855,306	3.6%
Rooted Rural	838,155	3.5%
Inner City Tenants	806,864	3.4%
<b>Total</b>	<b>12897004</b>	<b>53.8%</b>

## *Tapestry: segment pattern*

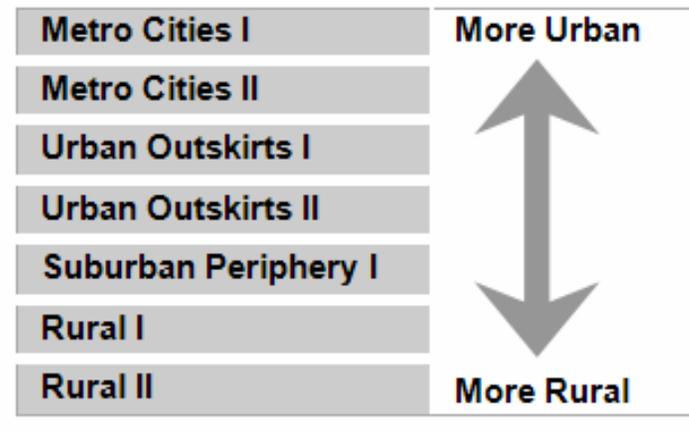
**At the State level, segment patterns are discernable by their urbanization characteristics.**

**Urbanization characteristics are organized into urbanization groups.**

**These groups are defined by their geographic and physical features**

- **Population density, size of city, location in- or outside a metropolitan area, and whether or not it is part of the economic and social center of a metropolitan area**

**Urbanization groups are measured by their degree of urbanization as follows:**



**Note: he term “metropolitan area” used with Tapestry urbanization groups is not necessarily the same as the definition of “metropolitan area” used by NCES.)**

## *Tapestry: urbanization groups*

### Metro Cities I

- *Of the top nine segments, this includes the Milk and Cookies.*
  - Other segments outside of the top nine include Top Rung, Connoisseurs, Wealth Seaboard Suburbs, Urban Chic, Pleasant-Ville, Enterprising Professionals, and Metropolitans.
- Metro Cities I is defined by upscale homeowners living in densely populated cities. Their distinction lies in the single-family homes in metropolitan cities. They embrace city living with the benefits of suburban single family homes. Metro Cities I and Suburban Periphery I have the highest income among all groups, but Metro Cities I is second to none in wealth. Their median net worth is 75 percent above the national level, and their median home value is nearly twice the national median. Most householders are over 35 years old. Nearly 60 percent of the households are married couples, both with and without children. These well educated markets are avid readers, particularly of novels. They are very active in financial investments, health conscious, and enjoy traveling—both domestically and abroad. Purchasing items by mail, phone, or the Internet is popular among them.

### Metro Cities II

- *Of the top nine segments, this includes the Young & Restless and Inner City Tenants.*
  - Other segments outside of the top nine include Aspiring Young Families, Retirement Communities, Family Foundations, Old and Newcomers, City Dimensions, Dorms to Diplomas.
- Metro Cities II is found in larger cities and in densely populated neighborhoods and is the third highest in population density, behind Principal Urban Centers I and II. The eight segments in Metro Cities II are neighborhoods in transition including young, starter households and retirees; single person households; and families. Most householders are renters in multiunit dwellings. The young population remains mobile. Many are enrolled in college; most are still trying different jobs. The median household income is below the U.S. level. The varying levels of net worth among the eight segments reflect the wide range of age and lifestage in Metro Cities II. Consumers in this group share a neighborhood with an emphasis on economy and convenience. Their preferences include compact or subcompact cars and fast food. With the high concentration of renters, tenant's insurance is common, while home improvement projects are not.

## *Tapestry: urbanization groups*

### Urban Outskirts I

- *Of the top nine segments, this includes Boomburbs and Industrious Urban Fringe.*
  - Other segments outside of the top nine include Main Street, USA, Rustbelt Traditions, Great Expectations.
- The segments in *Urban Outskirts I* reside in higher density suburban neighborhoods spread across metropolitan areas. Many of these neighborhoods are part of the main hub of social, cultural, and economic activity within the metro area. The proximity of higher density suburban areas to places of employment and entertainment venues combines the convenience of access with the advantage of affordable suburban living. The median household income is on par with the national median, although the population is slightly younger with a median age of 34 (compared to the national median of 36 years). Like established suburban communities, the housing stock is dominated by single-family dwellings but includes rental apartments to accommodate younger households with growing incomes. “Do-it-yourself” (DIY) projects are popular here, with owners tackling home improvement basics such as patios, fencing, flooring, and, naturally, lawn care. Residents enjoy an active life that includes a variety of sports, even roller blading. The media of choice is television, with as many as four television sets in many homes.

### Urban Outskirts II

- *Of the top nine segments, this includes Southwestern Families.*
  - Other segments outside of the top nine include Metro City Edge, College Towns, Simple Living, Modest Income Homes.
- The settlement density and housing preferences of Urban Outskirts II are similar to Urban Outskirts I—high-density suburban neighborhoods in metropolitan areas. However, here the homes are older, and the population is younger. Homes can be single-family or multiunit dwellings, but almost half of the housing units were built before 1960. Less than 10 percent of the housing is under 10 years old. Just under half of this group owns their own home. With a median age of 31 years, the younger population is less affluent, with household income almost half the national median. This group includes a greater variety of household types ranging from the ethnically diverse family households of Southwestern Families to the shared and single-person student households found in College Towns. Their lifestyle preferences include Folgers coffee over Starbucks, current consumption over saving, going to the movies, participating in recreational football or basketball games, and attending these collegiate or professional sporting events.

## *Tapestry: urbanization groups*

### Suburban Periphery I

- *Of the top nine segments, this includes Up and Coming Families.*
  - Other segments outside of the top nine include Suburban Splendor, Sophisticated Squires, Exurbanites, In Style, Prosperous Empty Nesters, Silver and Gold.
- Moving away from the epicenters of city living, peripheral suburban expansion represents lower density housing development. Suburban Periphery I is the largest Urbanization group, with the most population and households, in addition to the highest annual growth (twice as high as the U.S. median), located in metropolitan and micropolitan statistical areas throughout the United States. Married couple families dominate, about half with children, primarily living in their own single-family homes, with two cars. They tend to employ a lawn and gardening service, own a security system, and invest in home remodeling and improvements. This well educated, wealthy group (with the highest median household income) track investments on the Internet frequently and use a financial planning counsel. They enjoy golfing, skiing, hiking, water sports, and regular exercise at a club. Northwest is their preferred airline, and The West Wing is their favorite TV show.

### Rural I

- *Of the top nine segments, this includes Midland Crowd.*
  - Other segments outside of the top nine include Green Acres, Salt of the Earth, Rural Resort Dwellers.
- Small, non-farm settlements, some of which are developing in suburban fringe areas, characterize the neighborhoods of Rural I. Married couple families, many with grown children who have left home, work hard in blue-collar occupations. Some are self-employed with small businesses or farms. Their median age of 39 years is slightly older than that of the United States. With a median household income of more than \$50,000, they enjoy the comforts of large single-family homes with ample land. As do-it-yourselfers, they take pride in their homes and gardens, investing in major home remodeling and the tools to get the job done. Outdoor activities such as hunting and fishing are an integral part of their lifestyle.

## *Tapestry: urbanization groups*

### Rural II

- *Of the top nine segments, this includes Rooted Rural.*
  - Other segments outside of the top nine include Prairie Living, Southern Satellites, and Rural Bypasses.
- Rural II represents the countryside of the extremes in urbanization. Low population density characterizes the country, with its inconveniences, such as the need for multiple vehicles to get around, and advantages such as affordable single-family homes with land. Most of the population resides in rural farm areas; the rest live in the country or in small villages and work in mining or manufacturing. Residents are slightly older, with a median age of 38 years; some are already retired. Most are homeowners; few are movers. Rural residents are settled. Family and home are central in their lives. Their lifestyles reflect a preference for comfort and practicality—western or work boots over dress shoes, wood stoves over espresso/cappuccino makers, recliners over patio furniture, garden tillers over leaf shredders.

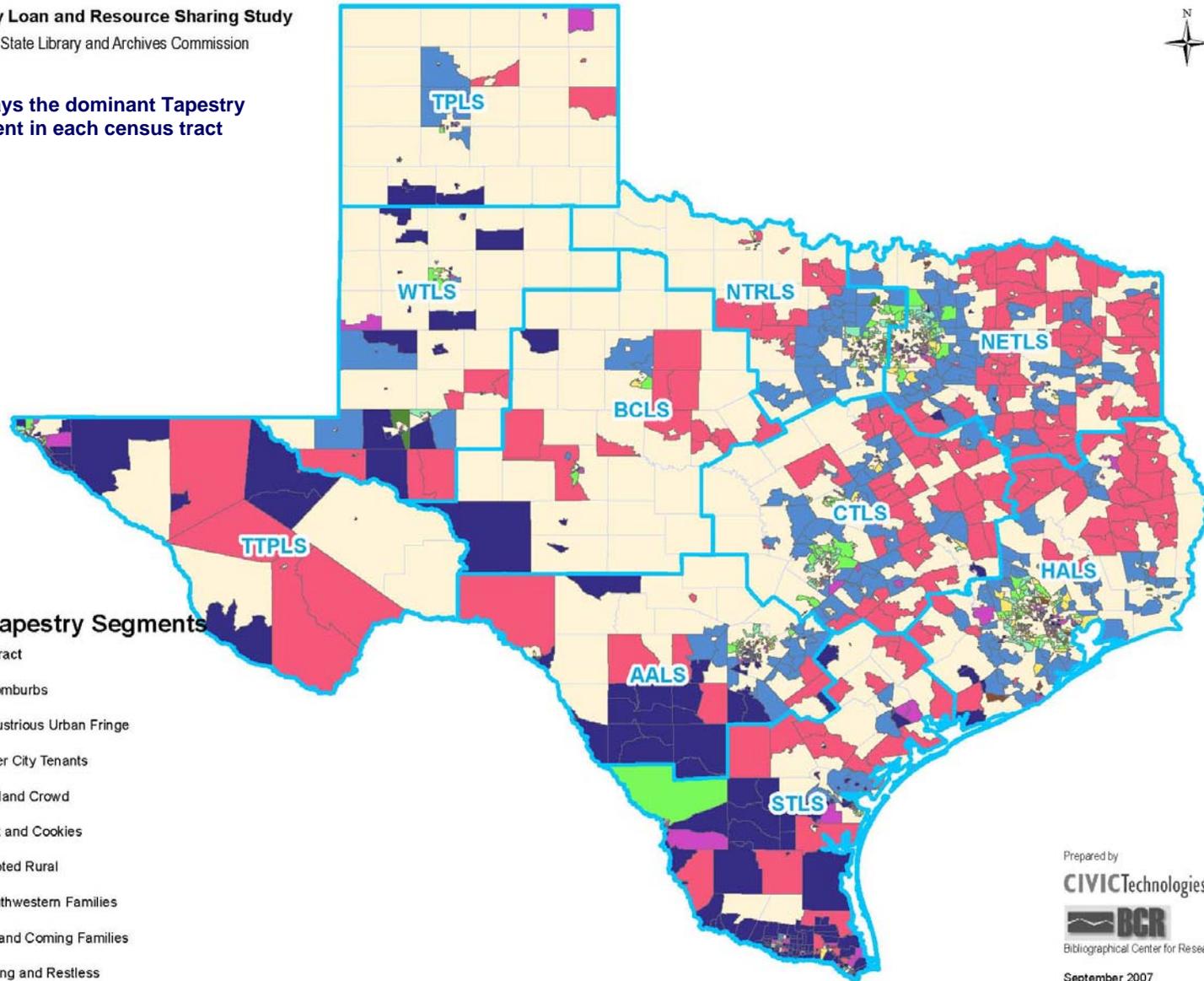
# Interlibrary Loan and Resource Sharing Study

Interlibrary Loan and Resource Sharing Study  
for the Texas State Library and Archives Commission

- Displays the dominant Tapestry segment in each census tract

## Top 9 Tapestry Segments

by Census Tract



Prepared by  
**CIVICTechnologies**  
  
Bibliographical Center for Research  
September 2007

# Interlibrary Loan and Resource Sharing Study

## 04 Boomburbs

Segment Code..... 04  
Segment Name ..... *Boomburbs*  
LifeMode Group ..... L1 *High Society*  
Urbanization Group..... U5 *Urban Outskirts I*



### Demographic

The newest additions to the suburbs, these communities are home to younger families with a busy, upscale lifestyle. Both the neighborhoods and the families are growing. *Boomburbs* is the fastest growing market in the United States, increasing almost 6 percent annually since 2000. It is also home to one of the highest concentrations of young families with children. Their median age is less than 34 years; most *Boomburbs* residents are between 35 and 44 years of age. There is also little ethnic diversity in this population; white is the predominant race.

### Socioeconomic

Two incomes support most of these households. *Boomburbs* includes one of the highest concentrations of dual income households, complemented by one of the highest rates of labor force participation—more than 73 percent. The labor force is college educated and employed primarily in professional or management occupations. Their median household income is more than \$100,000, more than double the U.S. median. Median net worth here is more than \$145,000. Net worth is not as high as their household income implies, but most residents have recently upgraded their homes. More than half of these households receive additional income from interest, dividends, or rental properties.

### Residential

Most homes in the *Boomburbs* segment were built after 1990. These are the newest developments in growing areas. Most homes are single-family structures, and home value is high—more than \$275,000. Houses have a high median value of nearly \$250,000, more than \$100,000 higher than the U.S. average. The homeownership rate is 92 percent, compared to 67 percent across the United States. Commuting links the dual career households with their suburban lifestyle. Many work outside their resident county; 36 percent cross county lines to work (compared to 24 percent for the U.S.). *Boomburbs* neighborhoods are concentrated in the south Atlantic and mountain states.

### Preferences

*Boomburbs* residents represent the top market for home built-ins and recent purchases of everything from household furnishings, baby furniture, and equipment to cars (including motorcycles) and camcorders. Their product preferences reflect their suburban lifestyle. They are one of the top markets for sport utility vehicles, lawn care, new trees, and casual apparel. They are active and favor golf, tennis, and swimming. *Boomburbs* residents are likely to do their food shopping at upscale grocery stores such as Harris Teeter.

*Boomburbs* residents are also technically savvy. Adults own PDAs, computers, MP3 players, and cellular phones, and their children represent the top markets for video games and PC use among the under 18 crowd. These consumers also stay in touch through newspapers and a variety of magazines, including business and finance, travel, airline, sports, and radio and television. They listen to talk radio and favor cable channels such as CNN, Discovery Channel, and The Learning Channel.



# Interlibrary Loan and Resource Sharing Study

## 12 Up and Coming Families



Segment Code..... 12  
Segment Name ..... *Up and Coming Families*  
LifeMode Group ..... L9 *Family Portrait*  
Urbanization Group..... U7 *Suburban Periphery I*

### Demographic

*Up and Coming Families* represents Tapestry's second highest growth market, with an annual household growth rate of 5 percent. This segment represents the youngest of Tapestry's affluent family markets. These days, residents are more Generation Xers than baby boomers. Despite the change in generations, the profile remains that of young, affluent families with small children. The median age of *Up and Coming Families* is less than 32 years. They are married couples with children. Population in this segment is still predominantly white, but the diversity of the population is increasing with its size.

### Socioeconomic

At the beginning of their careers, *Up and Coming Families* residents are earning above average income but have not had time to accumulate much wealth. The median household income is more than \$67,000, well above the national median, but their median net worth, \$95,000, is still below the national average. It is no surprise that more than 90 percent of their income is derived from wage and salary compensation. Sixty-five percent of the labor force have attended or completed college. Labor force participation is well above average, more than 73 percent, and unemployment remains low. Although half of the households have children, they also have working parents.

### Residential

Residents of *Up and Coming Families* own new single-family homes; half were built in the last 10 years. Houses in these neighborhoods are valued at \$169,000, slightly above the U.S. median home value. They are located in suburban outskirts of mid-sized metropolitan areas (populations greater than 250,000). *Up and Coming Families* neighborhoods are scattered across the country but concentrated in south Atlantic and mountain states.

### Preferences

Consumer choices for *Up and Coming Families* are dictated by their priorities, family, and home. Since many are first time homeowners, they still purchase basics in household furniture and yard care products, especially lawn fertilizer, with or without weed control. Many are beginning or expanding their families, so maternity clothes, baby equipment, children's clothing, and toys are also high on the "must have" list. Vying for attention in the family budget are car and student loans, personal lines of credit, and the requisite mortgage insurance policy.

Add a pet (cat or dog) to the mix, and there is not a lot of personal time left. Fast food is a staple in the family diet including Papa John's and Domino's pizza, Chick-fil-A, Del Taco, and family dining at Chuck E. Cheese. Leisure time includes visiting the zoo, attending ball games, or taking adult education classes. When they do travel, they do so domestically.

# Interlibrary Loan and Resource Sharing Study

## 19 Milk and Cookies



Segment Code..... 19  
Segment Name ..... *Milk and Cookies*  
LifeMode Group ..... L9 *Family Portrait*  
Urbanization Group..... U3 *Metro Cities I*

### Demographic

Upscale living with a family allowance, *Milk and Cookies* represents young, affluent married couples who are starting their families. Many already have young children. The age of householders ranges from 25 to 55 years. Their median age, under 33 years, represents the presence of children in these households, too. The diversity of these neighborhoods is comparable to the U.S. diversity with above average ratios of black and Hispanic households.

### Socioeconomic

Most of their household income is derived from wages. Labor force participation in this market is well above average at 72 percent. Although unemployment has risen since 2000, this market has one of the highest concentrations of multiple wage earners in the family. Median household income has increased to more than \$58,000. *Milk and Cookies* residents have a median net worth of \$105,000, slightly above the U.S. median net worth of \$100,000. Almost 40 percent of the labor force have attended college or completed a degree program.

### Residential

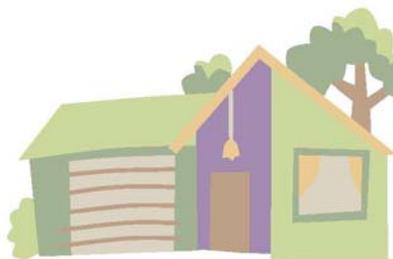
Residents of *Milk and Cookies* neighborhoods favor single-family homes in suburban neighborhoods of cities largely in the south and west, especially Texas. Their 20- to 30-year-old homes have a median value of more than \$124,000. Given the concentration of dual income families, it is not surprising that more than 70 percent of the households have at least two vehicles. Families with two or more workers, more than one child, and three or more vehicles are the norm.

### Preferences

As *Milk and Cookies* residents settle into their family lifestyle, they are focused on their family and future. *Milk and Cookies* residents build their portfolios and make sure they are properly insured. They consult stock rating services and contribute to 401(k) retirement plans. They might carry a noneducation personal loan or refinance their mortgages.

The presence of children in *Milk and Cookies* households drives their large purchases of baby and children's products including baby food, baby lotion, toy cars, electronic toys, dolls, and children's video tapes/DVDs. They own PCs and invest in software—primarily for their children's use. Leisure time is spent with their children—visiting the zoo, going to the movies, and visiting theme parks. Accommodating their busy lifestyle also includes time savers such as fast food and instant breakfasts. In their spare time, *Milk and Cookies* residents work on their yards and buy lawn care products and equipment.

They watch family channels including Cartoon Network, the Disney Channel, and Discovery Channel. More adult fare includes the Speed Channel, pay-per-view sporting events, and Home Shopping Network. They read Sunday newspapers, primarily for movie listings, sports, and the classifieds.



# Interlibrary Loan and Resource Sharing Study

## 26 Midland Crowd

Segment Code..... 26  
Segment Name ..... *Midland Crowd*  
LifeMode Group ..... L12 *American Quilt*  
Urbanization Group..... U10 *Rural I*



### Demographic

*Midland Crowd* represents Tapestry's largest market, with close to 11 million people, nearly 4 percent of the U.S. population, and still growing. Their annual population growth since 2000 is more than 2 percent. *Midland Crowd* residents' median age of 36 parallels the U.S. median. The majority of residents are in married-couple families (more than 60 percent), half with children and half without. Almost one-fifth live alone. Residents are predominately white, almost 87 percent of the population.

### Socioeconomic

With more than four million households, *Midland Crowd* is the largest market, with annual growth of 2.5 percent since 2000. Median household income is \$47,000, slightly lower than the U.S. median. Income is mainly derived from wages, and it is worth noting that income from self-employment ventures is slightly higher than the U.S. percentage. Median net worth is \$78,600, somewhat below the U.S. median. Workers are employed in blue-collar occupations. Almost 30 percent of *Midland Crowd* residents have some college credits, and 15 percent have a bachelor's or graduate degree. Approximately 80 percent graduated from high school.

### Residential

*Midland Crowd* residents live in new housing developments in rural areas throughout the United States (more village or town than farm), primarily in the South. Almost two-thirds of the housing has been built since 1990. More than 80 percent own their homes, with a median home value of \$109,400. Two-thirds of the households are single-family homes, and 28 percent are mobile homes. One-fourth of the households own three or more vehicles.

### Preferences

The rural location and their traditional lifestyle dictate the consumer preferences of *Midland Crowd* residents. How they take care of their homes and vehicles demonstrates their do-it-yourself mentality. The vehicle of choice is a truck, probably a Chevrolet or Ford, that is purchased with a few miles on it. Hunting and fishing reflect their rural lifestyles. This is one of the more politically conservative market segments.

This large market is the youngest among the eight rural Tapestry segments. The demands of the large number of children translate into high consumption of children's products. The strong TV viewership in this market is because of the large presence of children as well as the program preferences of adults. Favorites include the Disney Channel for the kids and Country Music Television or sports channels that feature NASCAR races and fishing programs for the adults. Country music is also popular as are DVD players and video rentals. Many households have a home PC to meet the children's needs, which the adults use to make online purchases or look up information.

Although *Midland Crowd* is similar to *Salt of the Earth* in many ways, residents also display distinct differences. In addition to being younger with newer homes that require fewer repairs, *Midland Crowd* residents are not as interested in reading the newspaper or gardening. They are more politically conservative; devoted pet lovers; interested in domestic travel; and dependent on the convenience of various products and services such as fast-food restaurants, cell phones, and the Internet.



# Interlibrary Loan and Resource Sharing Study

## 38 Industrious Urban Fringe

Segment Code..... 38  
Segment Name ..... *Industrious Urban Fringe*  
LifeMode Group ..... L8 *Global Roots*  
Urbanization Group..... U5 *Urban Outskirts I*



### Demographic

Family is central to most *Industrious Urban Fringe* households. More than half of these households have children, primarily in married-couple households and secondarily in single-parent families. Multigenerational households are relatively popular. The comparatively low median age of 29 years reflects the high proportion of children. Hispanics make up 57 percent of the residents. One-quarter of *Industrious Urban Fringe* residents are foreign born, bringing rich and diverse cultures to these urban outskirts neighborhoods.

### Socioeconomic

The median household income of *Industrious Urban Fringe* residents is \$39,000, and median net worth is \$64,000. With a large household size, their discretionary income is low compared with market segments of similar median income. Settled on the fringe of metropolitan cities, these households take advantage of their proximity to metropolitan cities for employment opportunities. These diverse families rely mainly on skilled and administrative work in the service and manufacturing industries for their livelihood. The education level is less than the U.S. average, and unemployment is higher.

### Residential

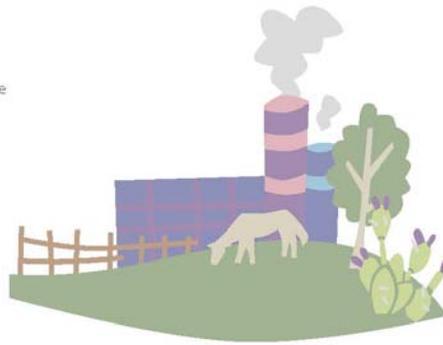
Two-thirds of *Industrious Urban Fringe* householders own their homes. Most live in single-family homes. The median home value of \$105,000 is about 25 percent less than the U.S. median. Living further out from urban centers allows many households to find the space to raise a family and have an affordable home. The majority of these neighborhoods are located in California, Texas, Arizona, and Florida.

### Preferences

*Industrious Urban Fringe* households balance their budgets carefully. Mortgage payments take priority. They shop at Wal-Mart, Kmart, Target, and other major discount stores for baby and children's products. They dine out less often than average households. Many have no financial investments or retirement savings other than their homes and are less likely to carry health insurance than average.

Keeping in touch is important to these residents. They often have a second phone line at home and various phone services. Having pets, particularly dogs, is an integral part of their family lifestyle. They enjoy watching movies, both at theaters and at home. Multiple visits to movie theaters in a month are quite common.

Newspapers and magazines are not the best media to reach the *Industrious Urban Fringe* households. Television and radio are more effective. They watch television just as much as the average U.S. households but with a lower subscription rate to cable. They are heavy radio listeners. Contemporary hit and Hispanic stations dominate the radio dials.



# Interlibrary Loan and Resource Sharing Study

## 39 Young and Restless

Segment Code..... 39  
Segment Name ..... *Young and Restless*  
LifeMode Group ..... L4 Solo Acts  
Urbanization Group..... U4 Metro Cities II



### Demographic

Change is the constant for the *Young and Restless* households. With a median age of less than 29 years, this population is young and on the go. Almost 60 percent of these households are either single-person or shared. Half of the householders are younger than 35. These neighborhoods are diverse. While the majority of residents are white, there is an above average representation of other cultures including black, Asian, and Hispanic.

### Socioeconomic

The median household income is \$40,000, and the median net worth is \$80,000. *Young and Restless* is one of the better educated market segments. Although residents' income is below the U.S. median, they have higher discretionary income than segments with similar income levels because few households have children. Career is a common element shared by the ethnically diverse residents. Both men and women participate in the labor force at a much higher rate than the U.S. average. *Young and Restless* is the market segment in which women are most likely to work. These residents hold a mix of professional, service, and administrative positions.

### Residential

*Young and Restless* residents are renters in multiunit buildings. The majority of the buildings were built in the 1970s and 1980s. They are mobile; 85 percent of householders moved in the last five years. Their pursuit of a career affects their decision on where to live. They have found job opportunities in metropolitan areas throughout the country, with many of them in Texas and California.

### Preferences

These young single professionals are pursuing their careers and living a busy lifestyle. They are technologically savvy and take advantage of the convenience of many products and services. *Young and Restless* residents rely on the Internet to communicate with friends and families, shop, bank, and look for new employment opportunities. They enjoy the convenience of cell phones, voice mail, and other phone services.

They read magazines to keep up-to-date on the latest trends in lifestyle and entertainment and are just as likely to read a music magazine as a business one. But they do not read the newspaper as much as the general population. Television viewing is about the average rate. Radio is a good way to reach them, and their favorite formats are contemporary hit and urban.

Movies at theaters and on videos are a major source of entertainment, and so is going to bars or nightclubs. Their busy schedule also includes working out at the gym and playing various sports. Vehicles with a domestic label have a slight edge over those with a foreign one in this market. They are one of the more politically liberal segments. Some are still paying off school loans. Many have not yet taken advantage of retirement savings or contributed to investments.



# Interlibrary Loan and Resource Sharing Study

## 46 Rooted Rural

Segment Code..... 46  
Segment Name ..... *Rooted Rural*  
LifeMode Group ..... L12 *American Quilt*  
Urbanization Group..... U11 *Rural II*



### Demographic

The *Rooted Rural* population is older, with a median age of 40.7 years, which is high compared to the U.S. median of 36 years. Married couples are the majority of household types among these rural neighborhoods. More often than not, these married couples are empty nesters. Householders in this market are also older; 45 percent are 55 years or older, compared to 36 percent nationwide. Diversity is low among *Rooted Rural* residents; most are white.

### Socioeconomic

The median household income for *Rooted Rural* households is \$36,000; their net worth is \$56,000. Approximately one-third of the households already draw Social Security benefits. Self-employment is higher than usual. Although the agricultural industry is more prominent in this market than in many other markets, many skilled workers find jobs in the service sector or manufacturing industries. One-third have gone beyond high school education, compared with half of the U.S. population.

### Residential

*Rooted Rural* neighborhoods are located in rural areas throughout the country, but most are found in the South. They include mainly single-family homes, although one-quarter are mobile homes. Four in five households own their homes, with a median home value of \$83,000. Most homes were built after 1970. A high proportion of seasonal housing, almost 10 percent, contributes to high-vacancy rates in *Rooted Rural* neighborhoods, almost twice the national average. Local residents tend to "stay put" and do not move very often.

### Preferences

*Rooted Rural* residents are do-it-yourselfers. These settled families take pride in their homes and keep busy with home improvement and remodeling activities. Many households work on their vehicles themselves. Typical of their rural lifestyles, each home owns some tools including electric drills, chain saws, screwdrivers, and sanders.

For their vehicles, they prefer trucks to sedans and domestic to imported. To get around, households tend to own more than one vehicle. They also take pride in their gardens, making regular purchases of potting soil, fertilizer, bulbs, and vegetable plants. This is one of the top markets that purchase work boots.

Families rarely dine out; they enjoy preparing meals at home with freshly grown vegetables from their gardens. Many homes own a separate freezer to store their produce. They prefer to shop at Wal-Mart Supercenters, if there is one in their area, otherwise Winn-Dixie, IGA, and Safeway are popular. They frequently visit nearby convenience stores for essentials such as milk. For apparel and other items, many have adopted catalog shopping for convenience.

Access to cable TV is limited; in fact, more households subscribe to satellite TV than cable TV. They also tune in to their radio regularly, particularly country music programs. Internet usage is lower than the nationwide average, and home personal computers are not as popular.

# Interlibrary Loan and Resource Sharing Study

## 52 Inner City Tenants

Segment Code..... 52  
Segment Name ..... *Inner City Tenants*  
LifeMode Group ..... L8 *Global Roots*  
Urbanization Group..... U4 *Metro Cities II*



### Demographic

*Inner City Tenants* residents are a microcosm of urban diversity; their population is represented by white, black, Hispanic, and Asian cultures. This multicultural market is young with a median age of 27.8 years. Their household composition reflects their youth, too. Single persons and single parents, as well as those residing in shared households, make up a large portion of this market—66 percent of all households. Turnover is high in these neighborhoods because many individuals are enrolled in nearby colleges and work part-time. These neighborhoods are also a stepping stone for recent immigrants who maintain population growth above the U.S. rate of 1.2 percent a year.

### Socioeconomic

The median income for *Inner City Tenants* residents is \$30,000; their median net worth is \$55,000. Since few homes are owned, most of their net worth is savings. Wages and salaries provide income for more than 80 percent, while 7 percent receive public assistance. Although many residents are not college educated, 23 percent have earned some college credits. Earning a college degree is at the forefront of their goals and many work part-time and even full-time to fund their college education. Working in service and unskilled labor occupations, *Inner City Tenants* residents might be employed in food preparation, building maintenance, administrative support, and production positions.

### Residential

*Inner City Tenants* residents rent economical apartments in mid- or high-rise buildings. Owner-occupied homes, built predominantly in the 1960s to the 1980s, are valued at \$98,600. Most households own only one vehicle or depend on other modes of transportation for their 25-minute average commute to work or college.

### Preferences

With their busy lifestyles, *Inner City Tenants* residents frequently eat at fast-food restaurants and shop for groceries at nearby stores such as Wal-Mart, Albertson's, and Kroger. They prefer easy-to-prepare frozen and canned foods. Along with fresh milk and bread, bottled water, cola, and snacks and foods their children prefer are on the weekly shopping list. Internet access is not available to all; those who have no access at home surf the Internet at work or the library. Tenants use the Yellow Pages for employment agencies and restaurants, pizza places in particular.

*Inner City Tenants* residents enjoy reading, playing cards, and board games. They walk, swim, play basketball, or do aerobics for exercise. They will go out to a restaurant, the movies, and attend music performances occasionally. The younger residents enjoy the nightlife—visiting bars and nightclubs and going dancing. Residents prefer to shop at discount stores but will take advantage of sales at department or other stores including Dillard's, Old Navy, and The Gap.

# Interlibrary Loan and Resource Sharing Study

## 59 Southwestern Families



Segment Code..... 59  
Segment Name ..... *Southwestern Families*  
LifeMode Group ..... L9 *Family Portraits*  
Urbanization Group..... U6 *Urban Outskirts II*

### Demographic

These young families form the foundation of Hispanic life in the Southwest. Composed of married couples with children and single parents, *Southwestern Families* residents have a young median age of 28.2 years. Children are the center of these family-oriented neighborhoods; average family size is 4.0. Not all householders are young; more than half are older than 45 years. Grandparents are caregivers in many of these older households. Ethnic diversity is high in these settled neighborhoods; more than 80 percent are Hispanic. This diversity is evident in the 30 percent of residents who are foreign born, the majority of whom immigrated before 1990. Younger households represent second generation Americans.

### Socioeconomic

*Southwestern Families* residents earn a modest median income of \$25,800. From month to month, their income is well budgeted for the upkeep of their homes and families. With little chance to save, their median net worth is only \$37,700. Linguistic isolation remains prevalent among recent arrivals and the older generations. They rank lowest of the Tapestry segments for education attainment; 57 percent have no high school diploma. Unemployment is also very high. Workers represent blue-collar and service occupations; many are skilled workers. Most work in manufacturing, construction, and retail industries, but employment in the agricultural sector is above average.

### Residential

Homeownership is important to this suburban market. Two-thirds of *Southwestern Families* residents own small and modest homes, primarily single-family houses with a median value of \$50,700. Some own mobile homes and live in rural nonfarm areas.

### Preferences

The *Southwestern Families* market ranks high for purchase of baby and children's products. They are buyers of disposable diapers and premoistened wipes but not of prepared baby foods. They purchase the necessary baby equipment, such as a car seat and a crib, but will not necessarily buy a stroller.

Many residents invest in a camera, or even a camcorder, to capture family events. They use cost-effective film development at grocery and discount stores. Cell phones are important to this market, too, and long-distance telephone expenses are part of their budget. For clothing and sometimes groceries, they shop at discount stores. Many take advantage of pharmacies at these stores, but Walgreens, Rite-Aid, and CVS are still the popular options. Albertson's, H.E. Butt, Kroger, and Vons are their preferred grocery stores. More households purchase used cars rather than new cars, and many save money by performing minor car maintenance, such as changing motor oil, by themselves. A majority of the residents rely on car dealers and garages to service their vehicles.

All households own a TV and VCR or a TV/VCR combination unit. Although available in most neighborhoods, less than half subscribe to cable TV. Many treat their older children to a video game system and frequently visit Blockbuster to rent comedy or action movies. For entertainment, they will go to the movies, go dancing, visit nightclubs, or even gamble. *Southwestern Families* residents listen to Hispanic and contemporary radio.



## *Maps*

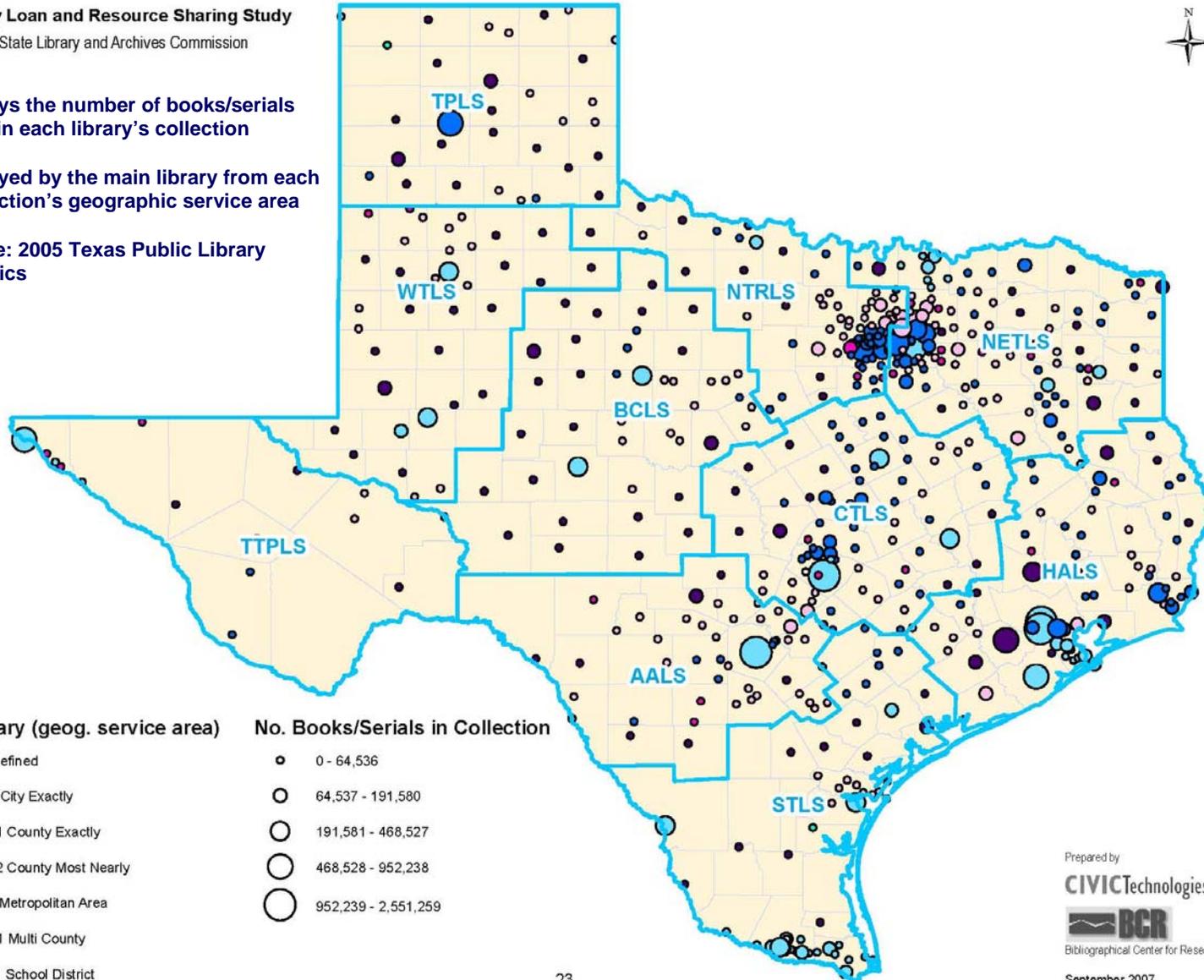
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- 1.0 Introduction
- 2.0 Context Maps
- 3.0 Demographic Maps
- 4.0 Resource Sharing Program Participation Maps
- 5.0 Tapestry Maps and Segment Descriptions
- 6.0 Sample of Resource Sharing Use Data Maps**
- 7.0 Sample Detail Maps

# Interlibrary Loan and Resource Sharing Study

Interlibrary Loan and Resource Sharing Study  
for the Texas State Library and Archives Commission

- Displays the number of books/serials items in each library's collection
- Displayed by the main library from each jurisdiction's geographic service area
- Source: 2005 Texas Public Library Statistics



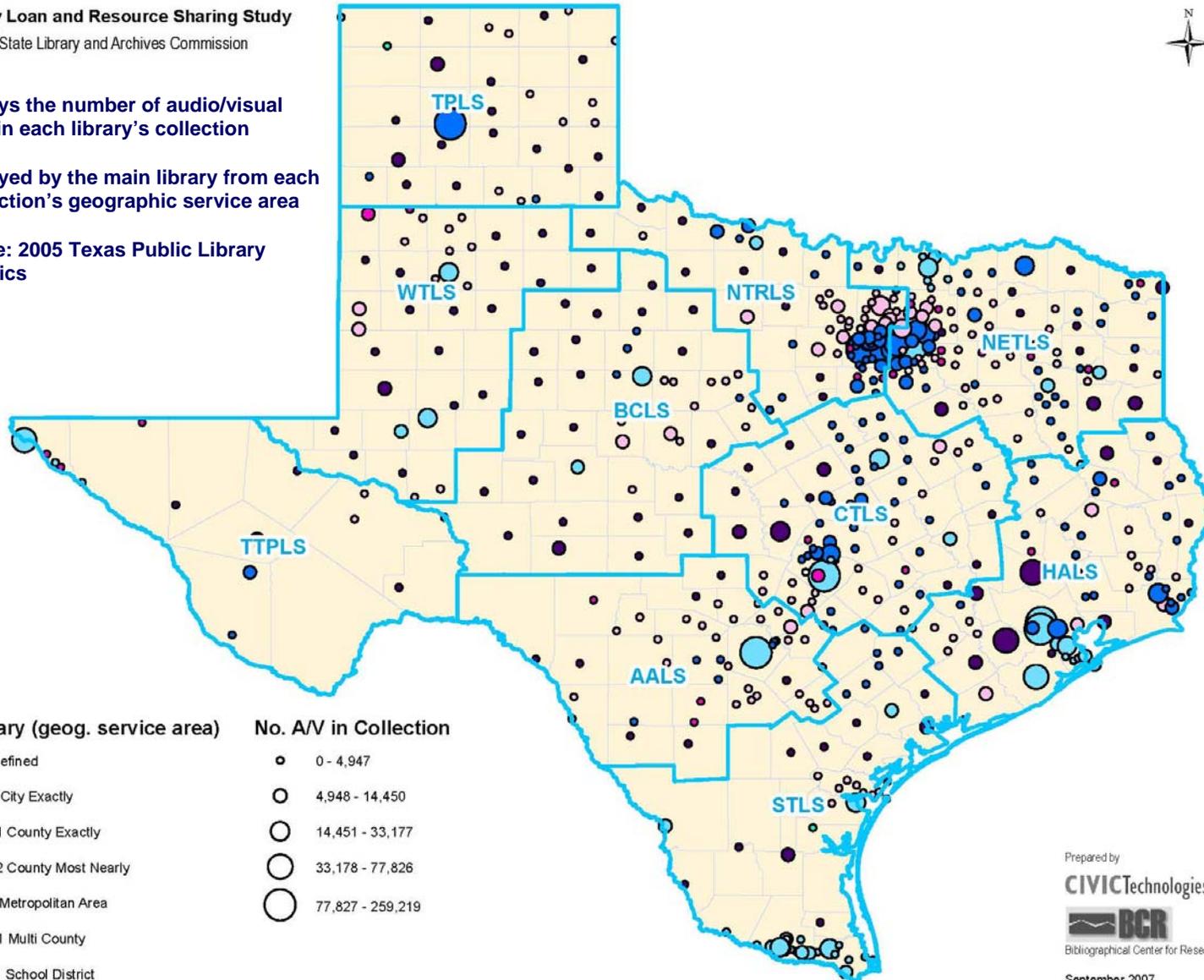
23

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# Interlibrary Loan and Resource Sharing Study

Interlibrary Loan and Resource Sharing Study  
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- Displays the number of audio/visual items in each library's collection
- Displayed by the main library from each jurisdiction's geographic service area
- Source: 2005 Texas Public Library Statistics

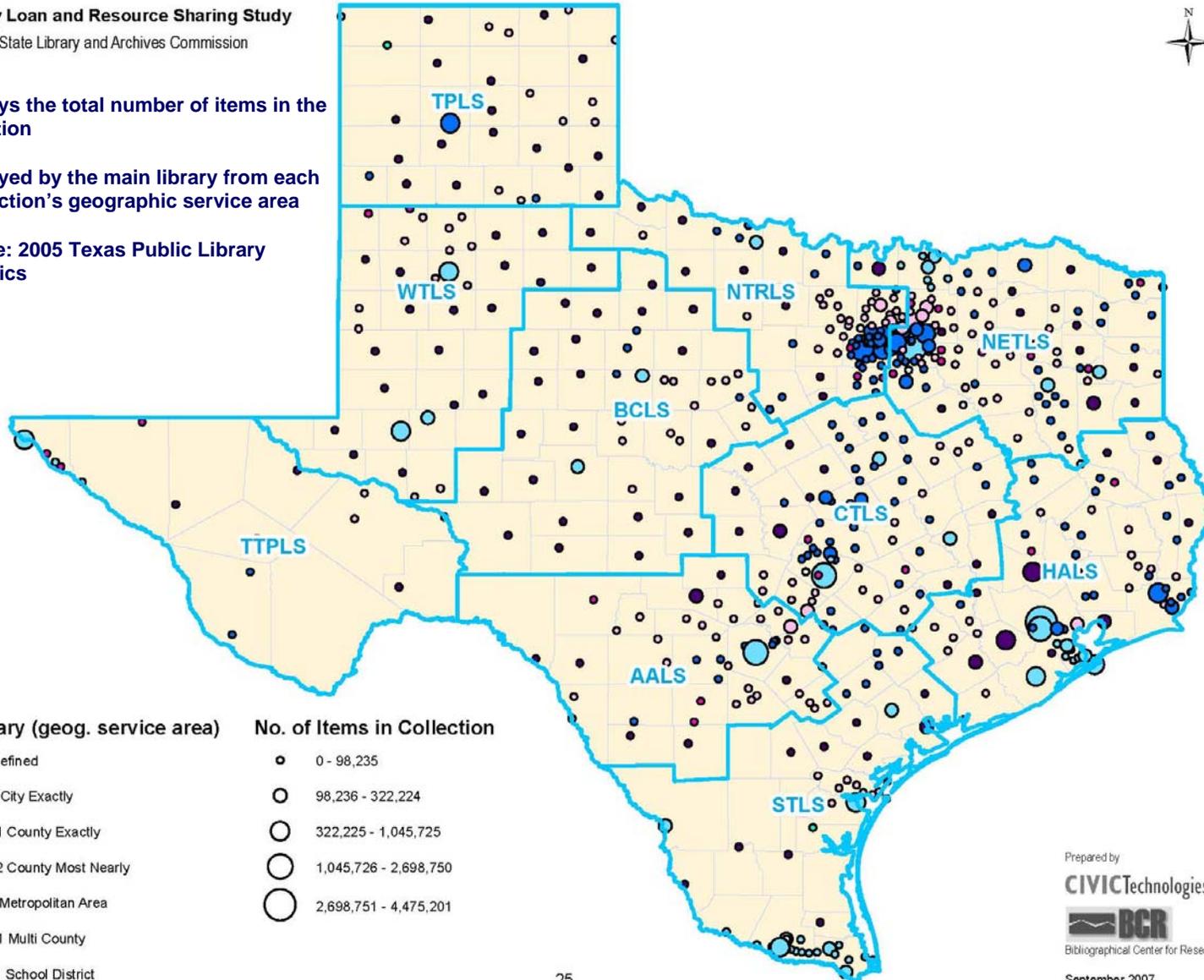


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- Displays the total number of items in the collection
- Displayed by the main library from each jurisdiction's geographic service area
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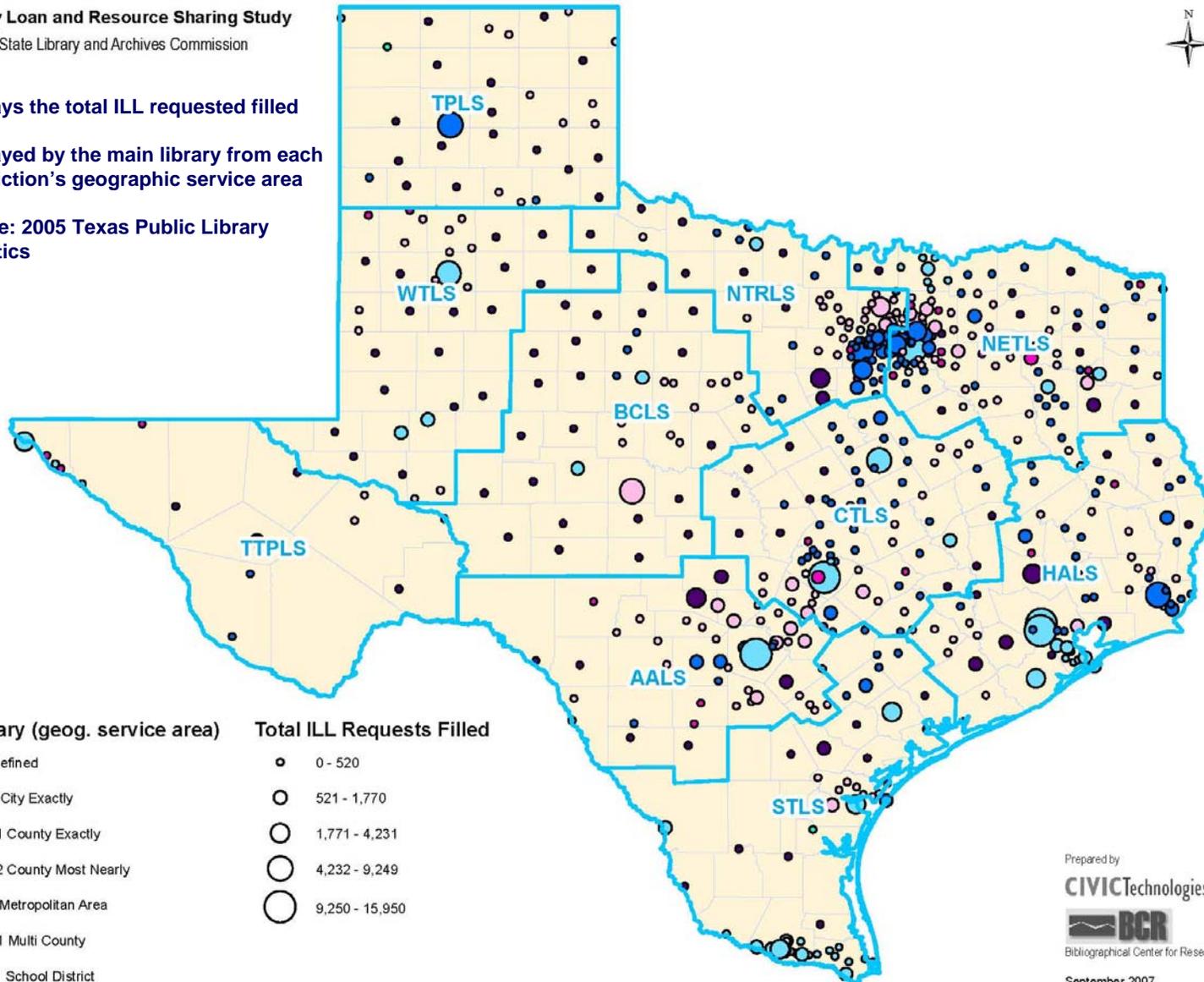
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# Interlibrary Loan and Resource Sharing Study

Interlibrary Loan and Resource Sharing Study  
for the Texas State Library and Archives Commission

- Displays the total ILL requested filled
- Displayed by the main library from each jurisdiction's geographic service area
- Source: 2005 Texas Public Library Statistics

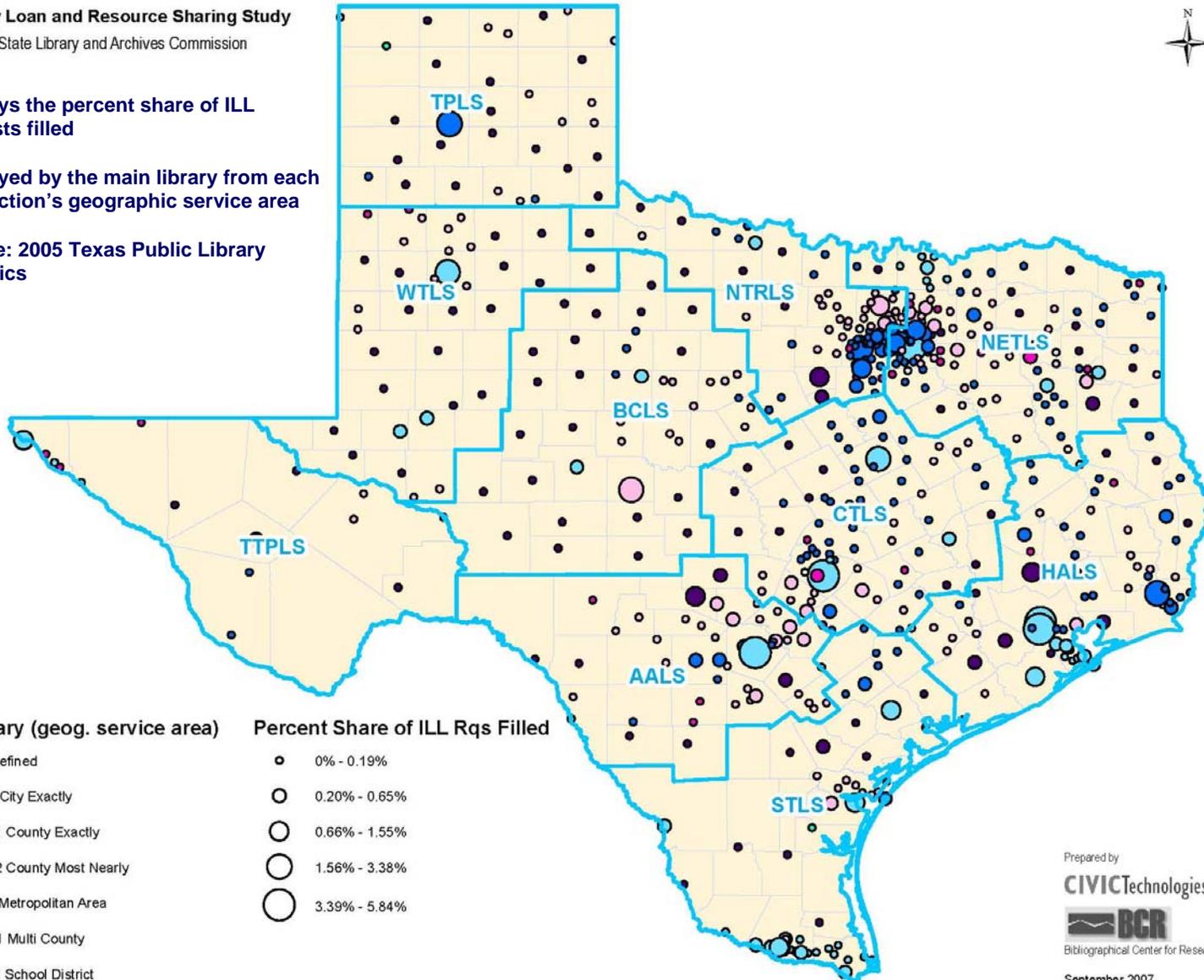


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Interlibrary Loan and Resource Sharing Study  
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- Displays the percent share of ILL requests filled
- Displayed by the main library from each jurisdiction's geographic service area
- Source: 2005 Texas Public Library Statistics

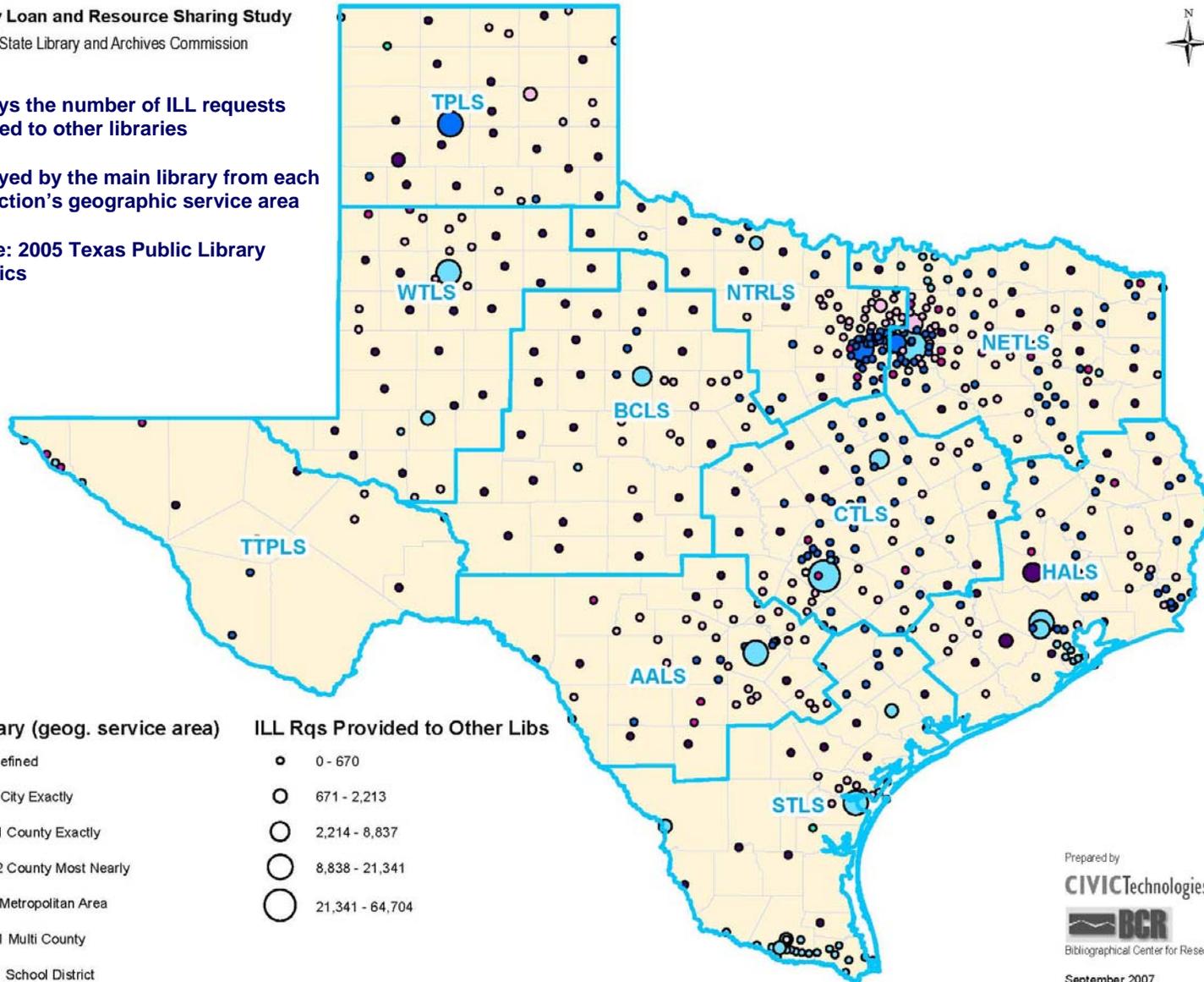


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- Displays the number of ILL requests provided to other libraries
- Displayed by the main library from each jurisdiction's geographic service area
- Source: 2005 Texas Public Library Statistics

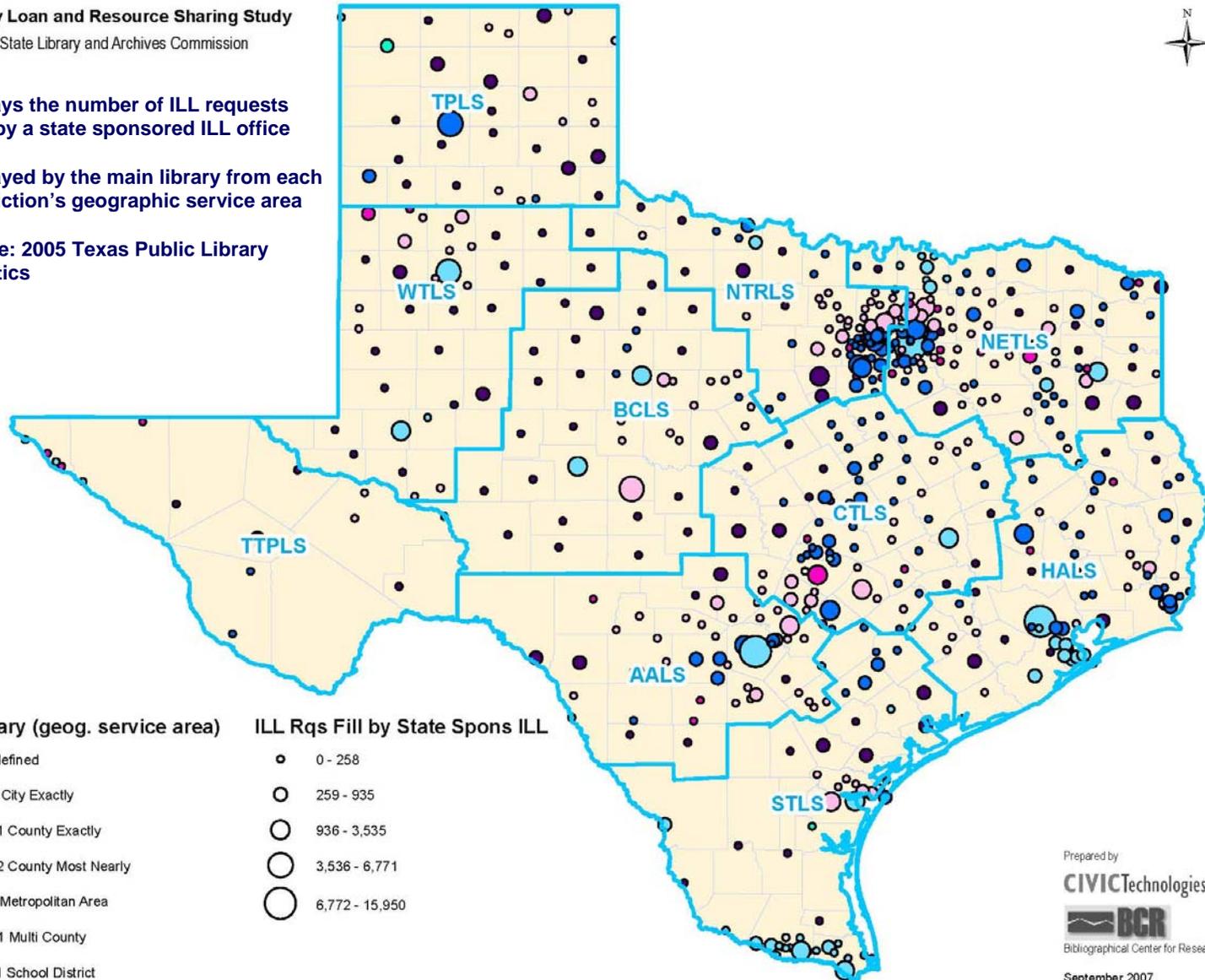


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Interlibrary Loan and Resource Sharing Study  
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- Displays the number of ILL requests filled by a state sponsored ILL office
- Displayed by the main library from each jurisdiction's geographic service area
- Source: 2005 Texas Public Library Statistics



Main library (geog. service area)

- Undefined
- C11 City Exactly
- CO1 County Exactly
- CO2 County Most Nearly
- MA Metropolitan Area
- MC1 Multi County
- SD1 School District

ILL Rqs Fill by State Spons ILL

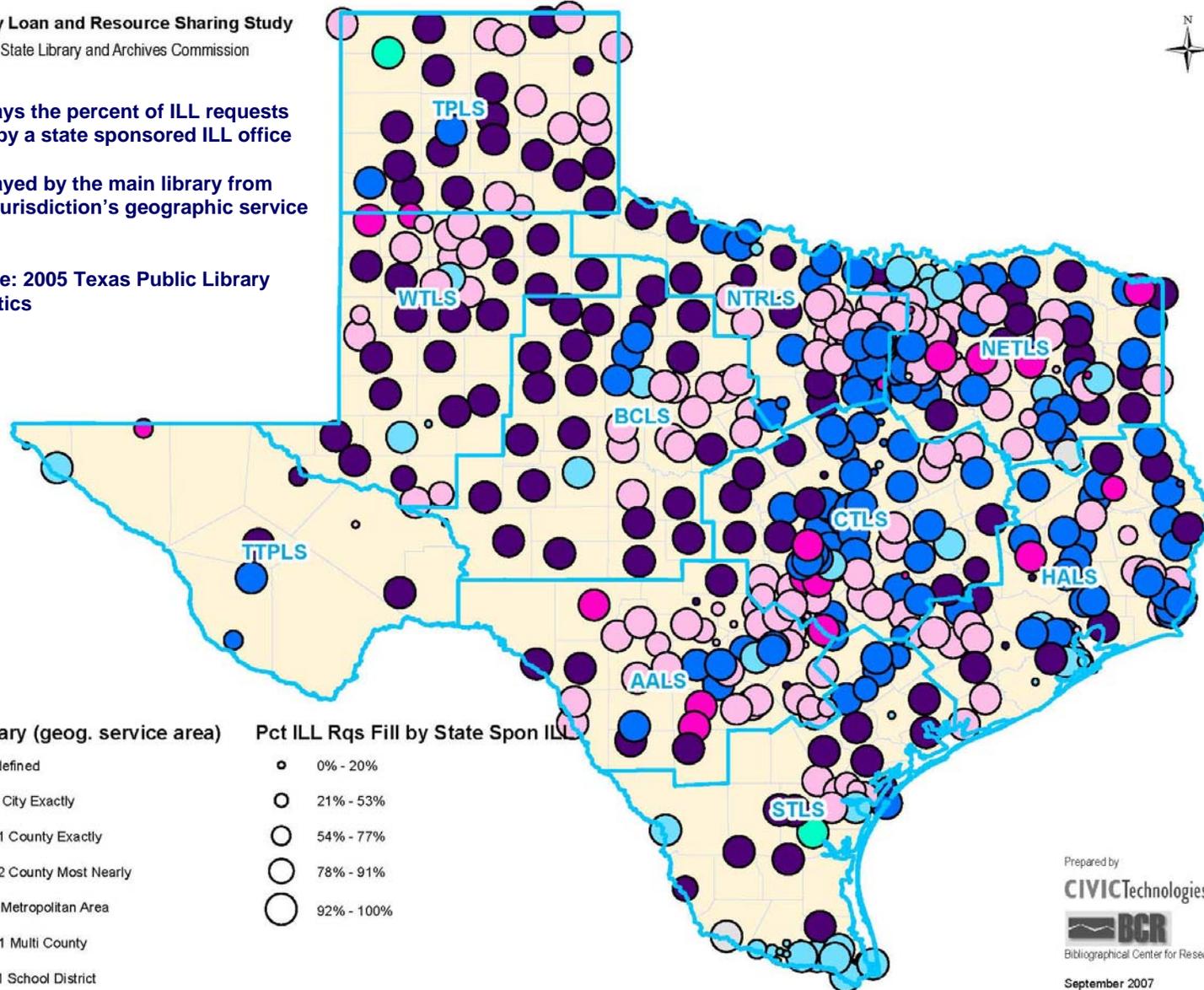
- 0 - 258
- 259 - 935
- 936 - 3,535
- 3,536 - 6,771
- 6,772 - 15,950

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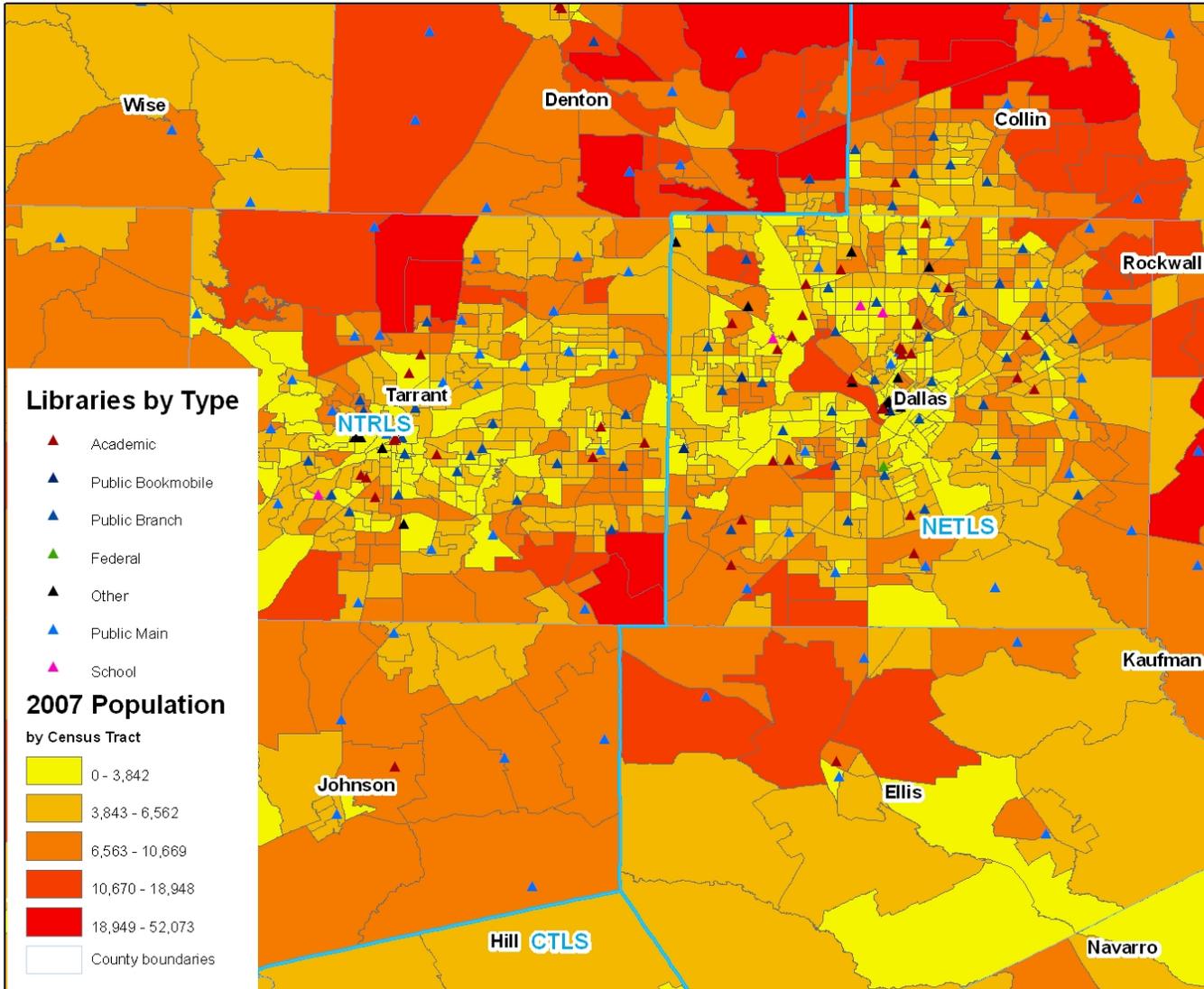
## *Maps*

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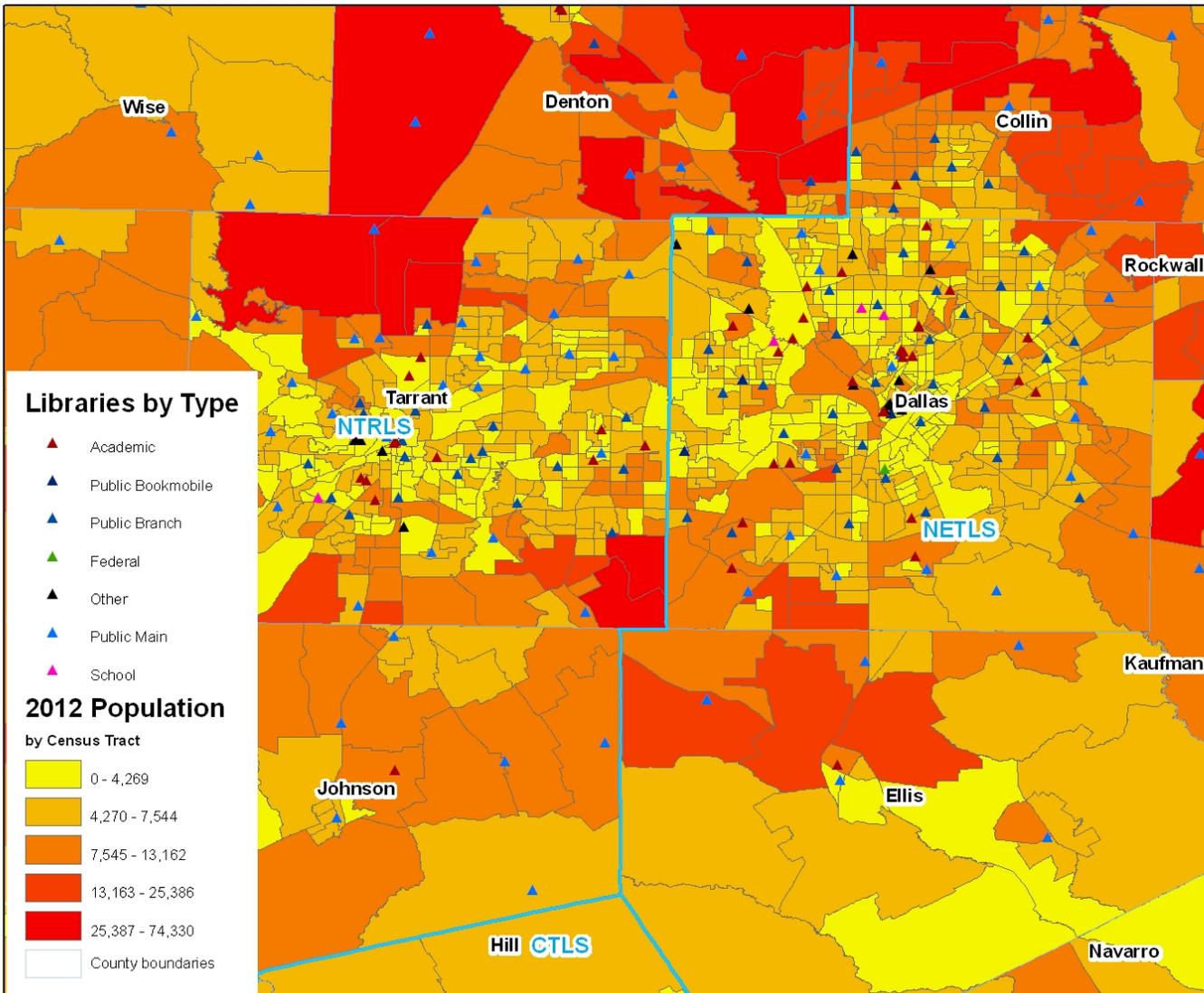
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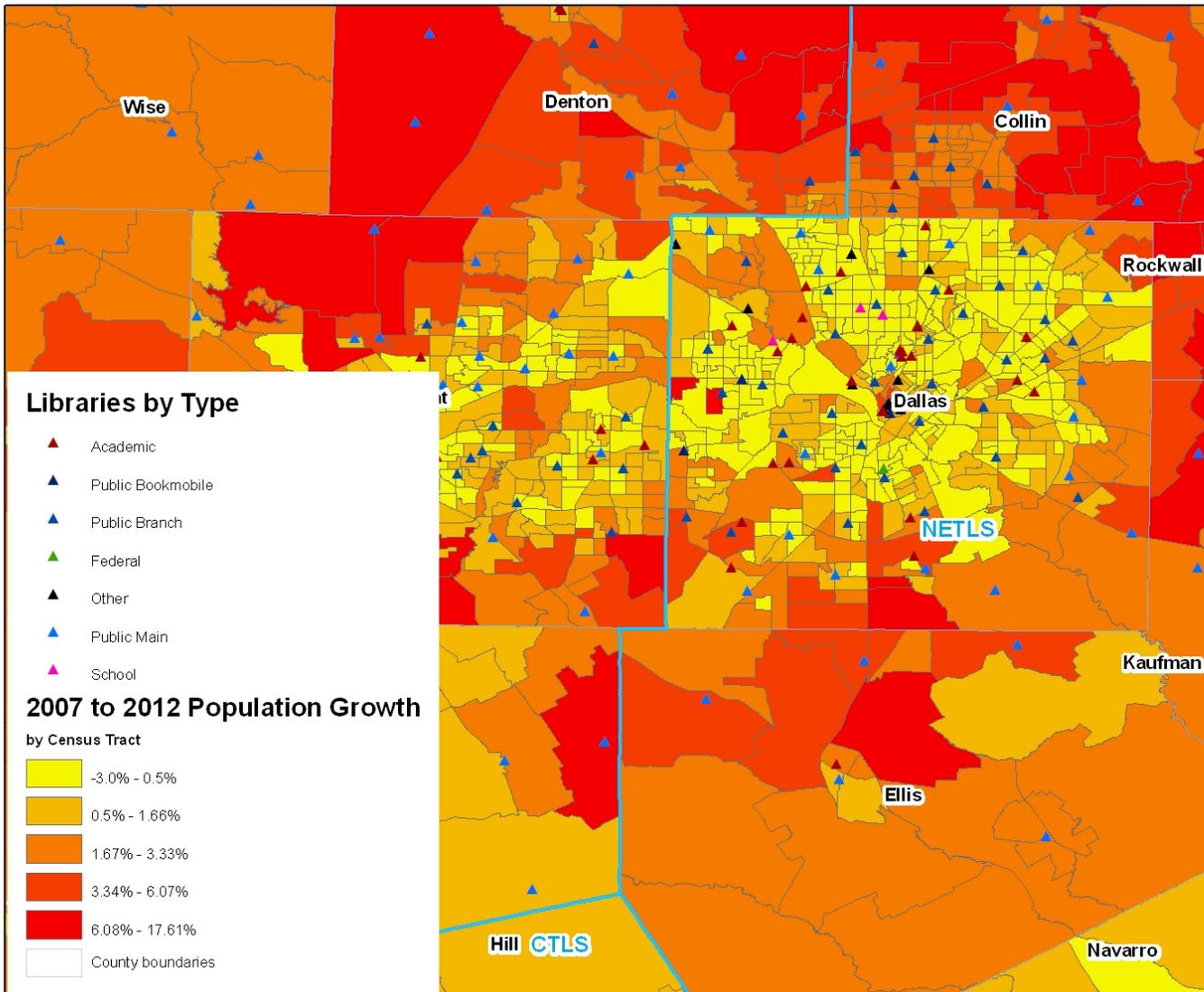
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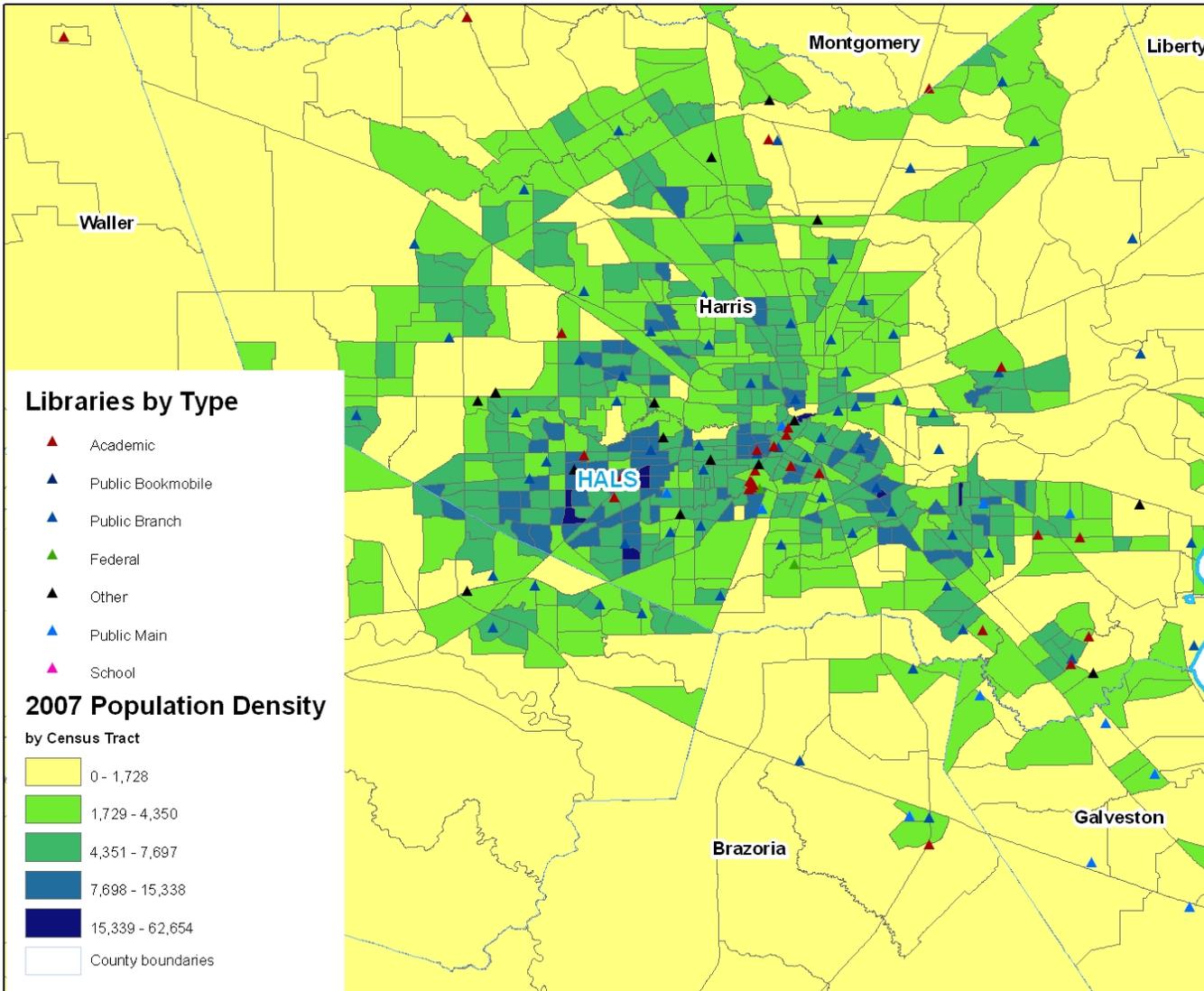
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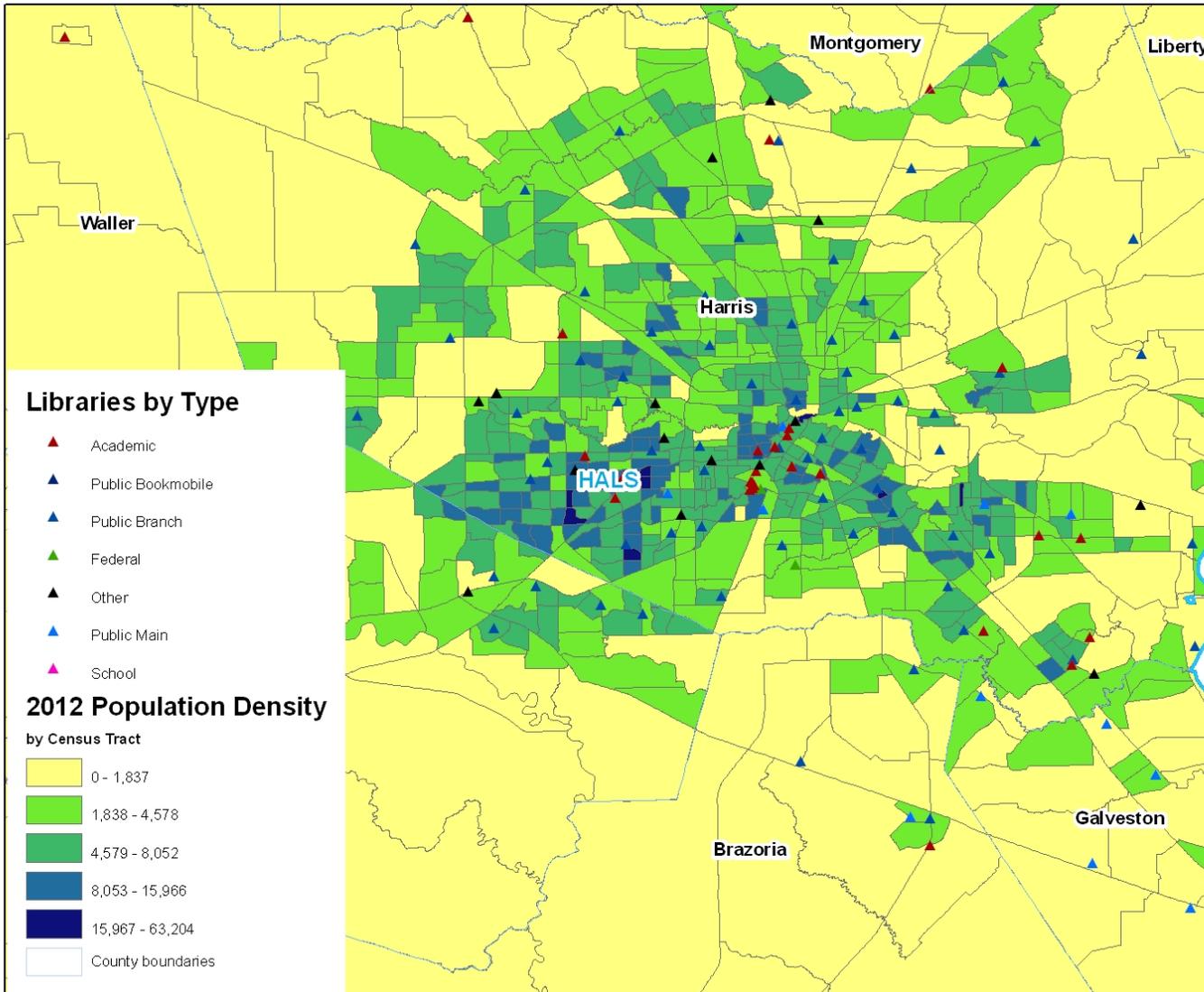
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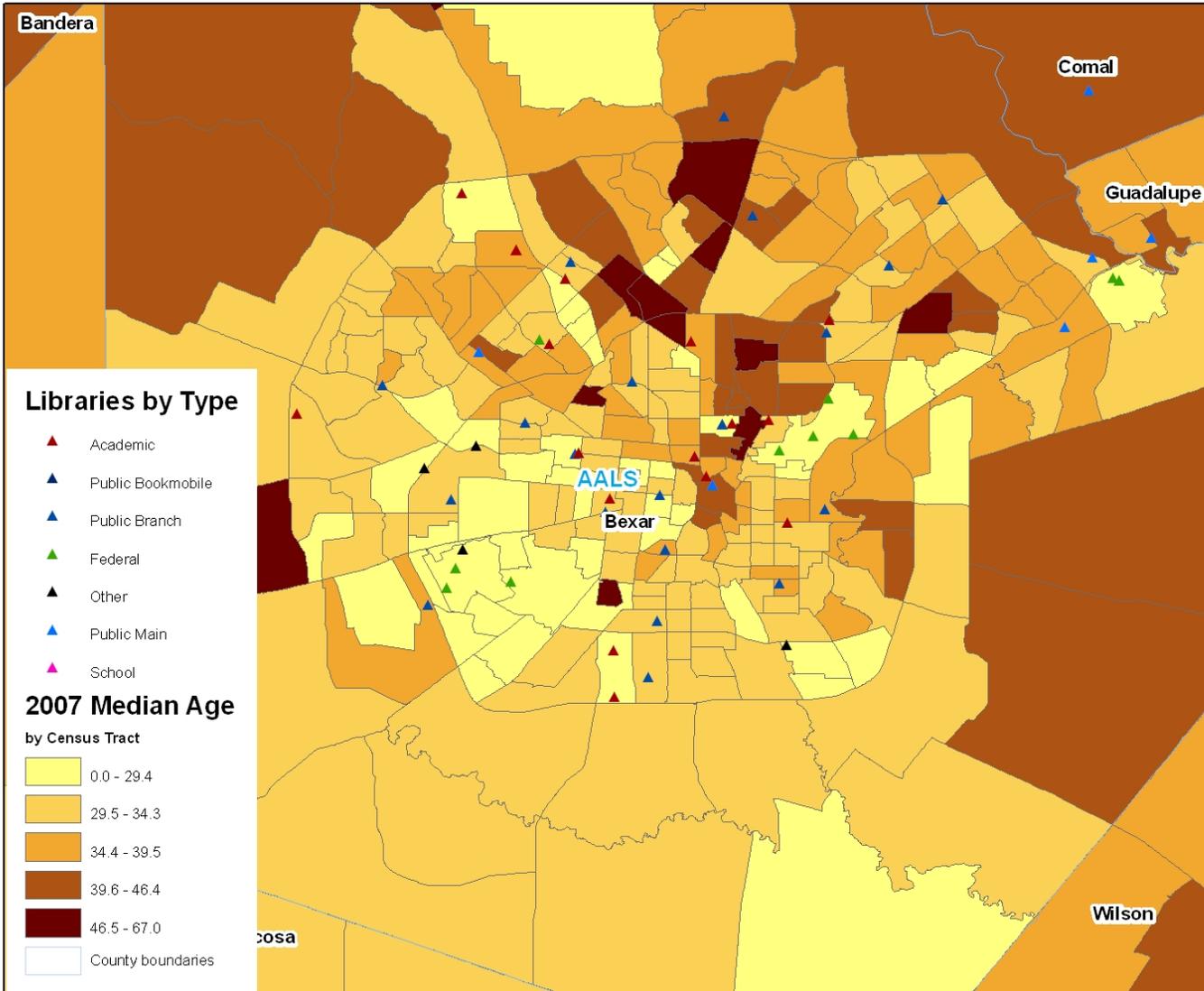
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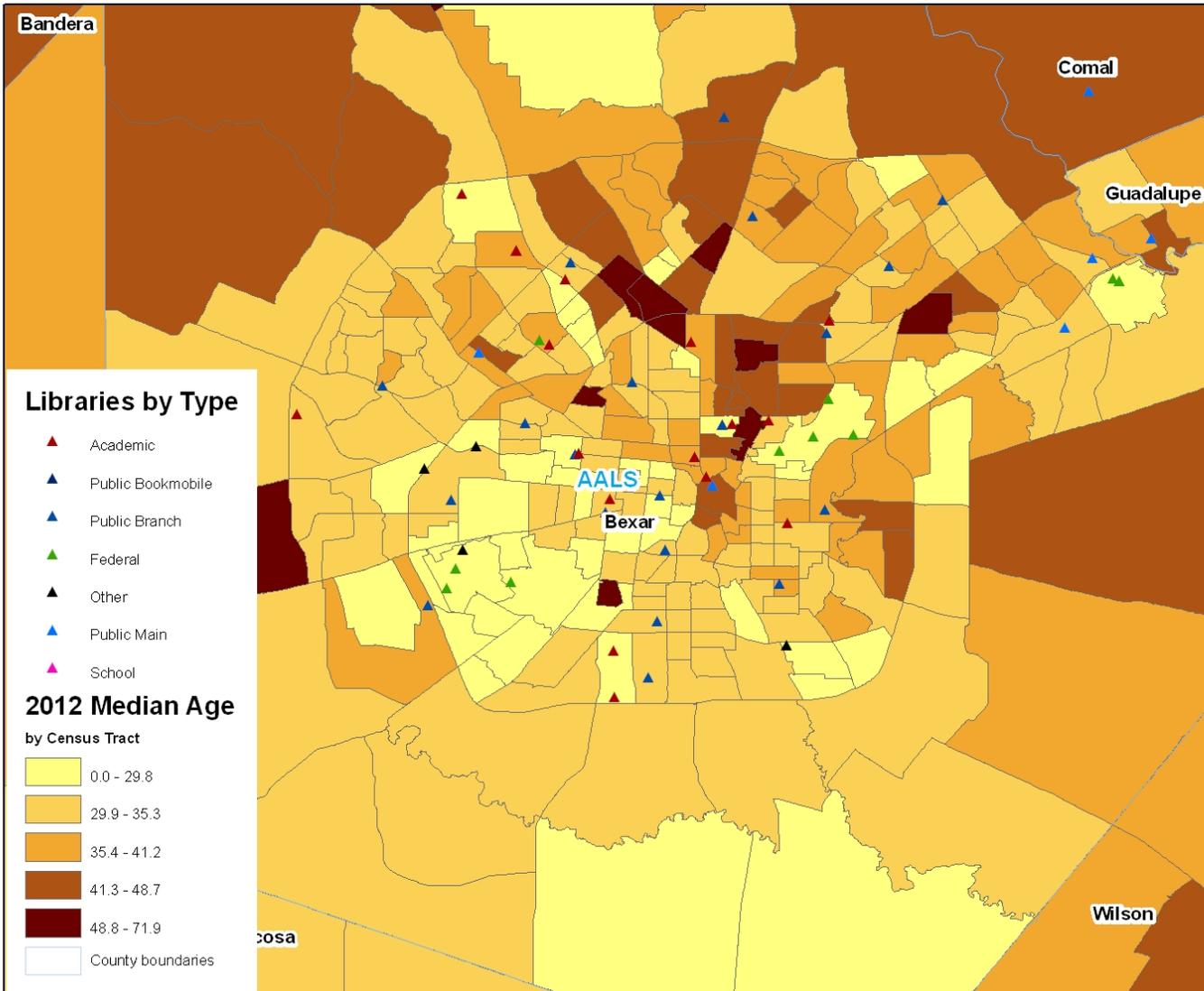
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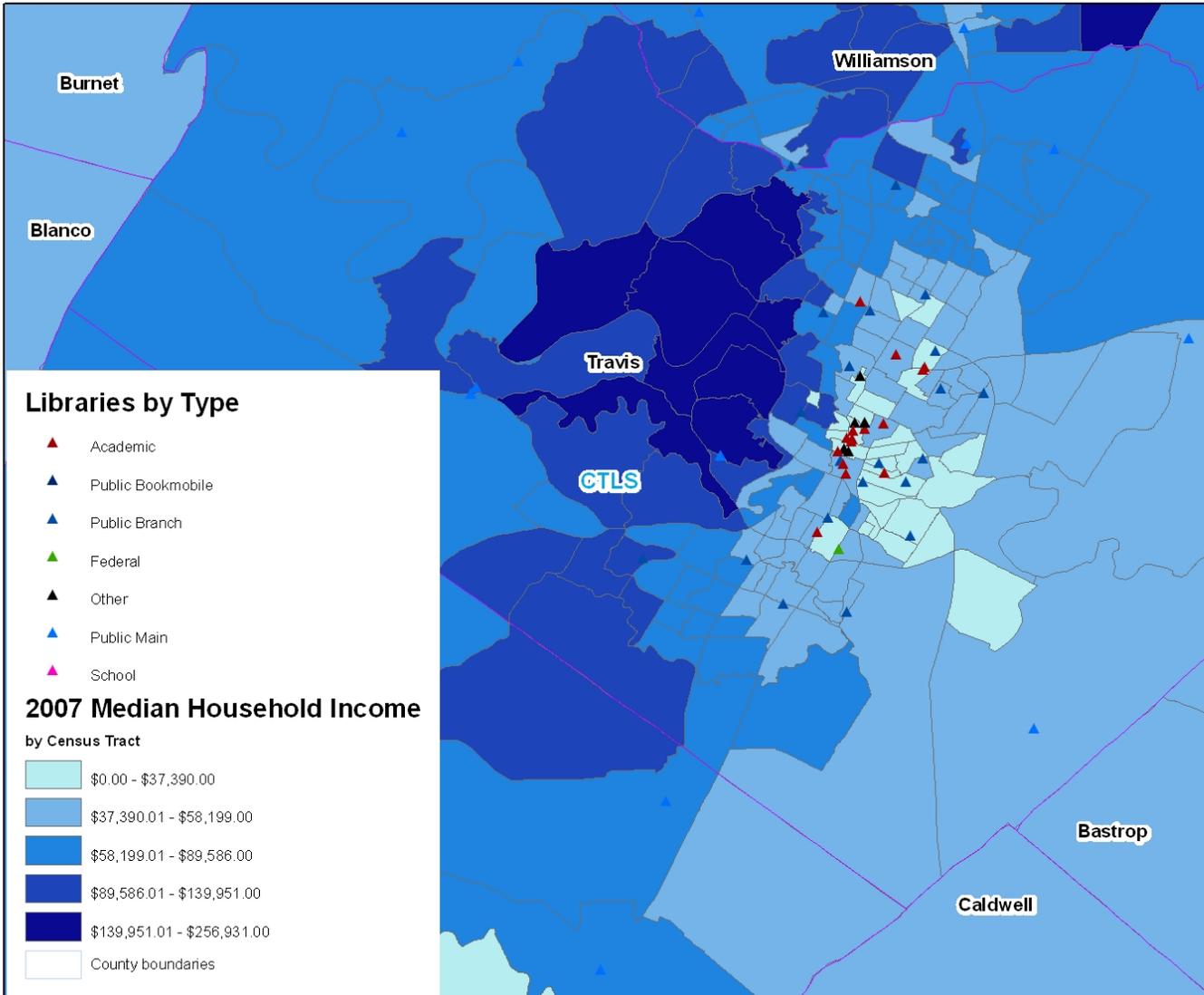
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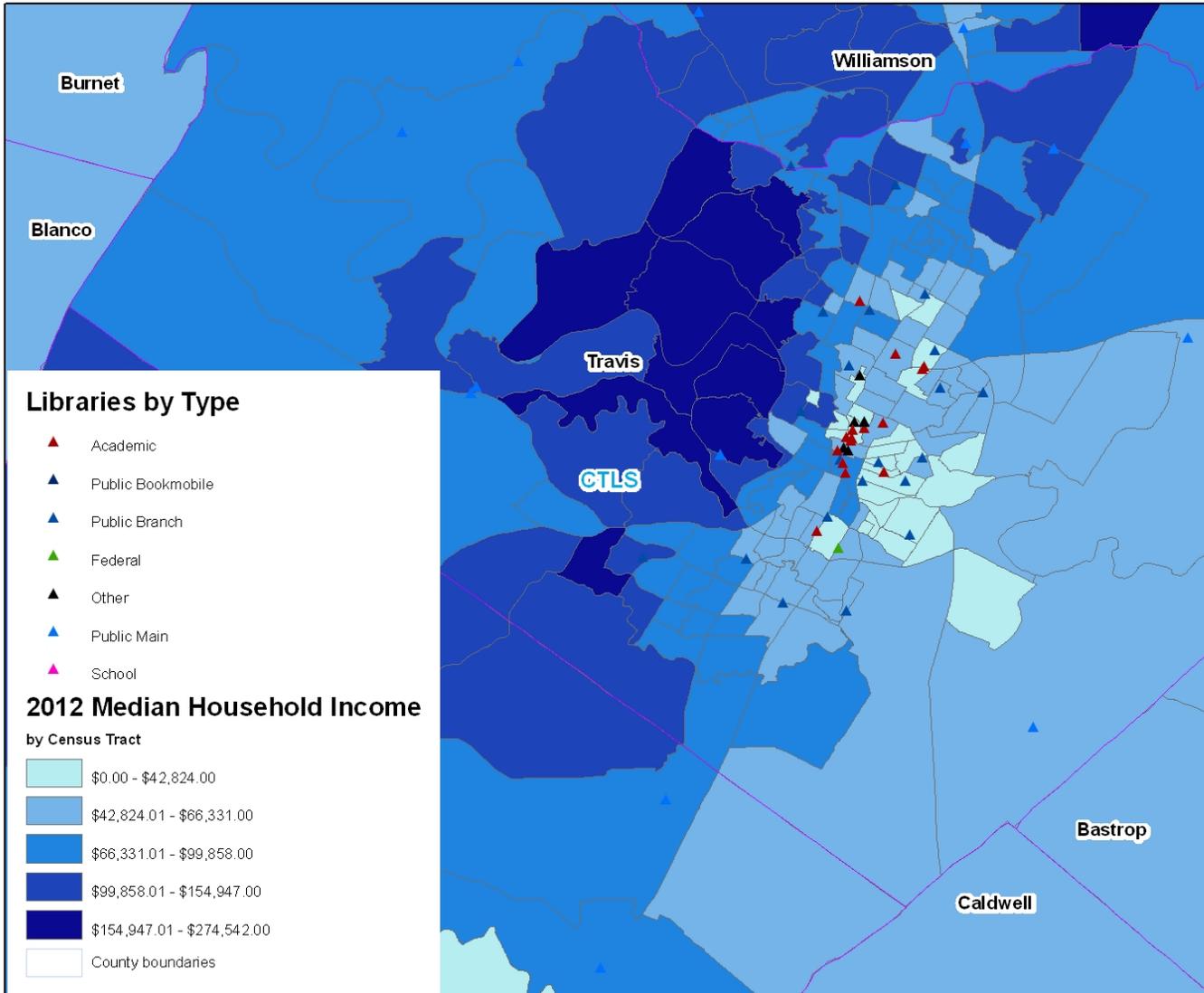
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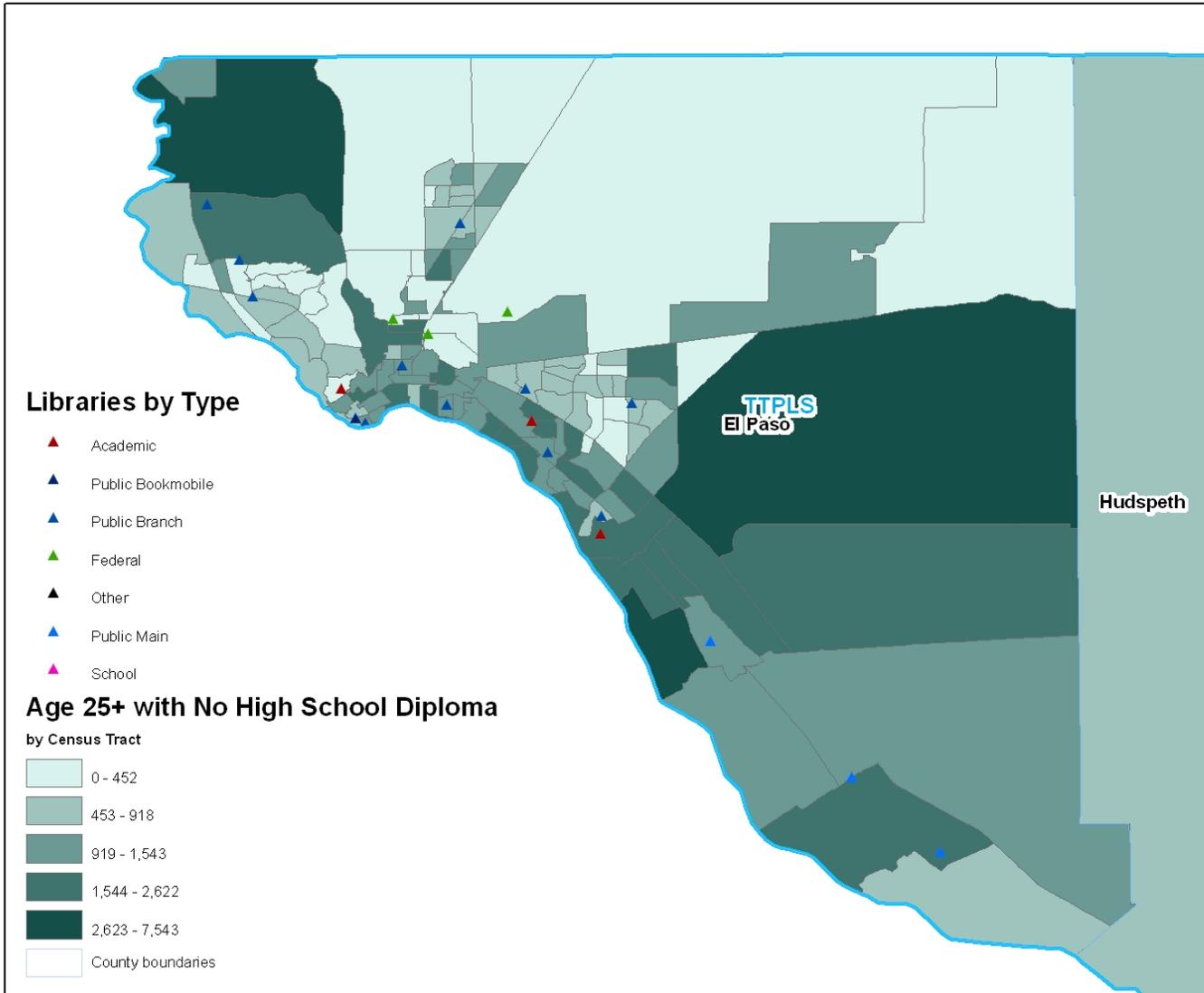
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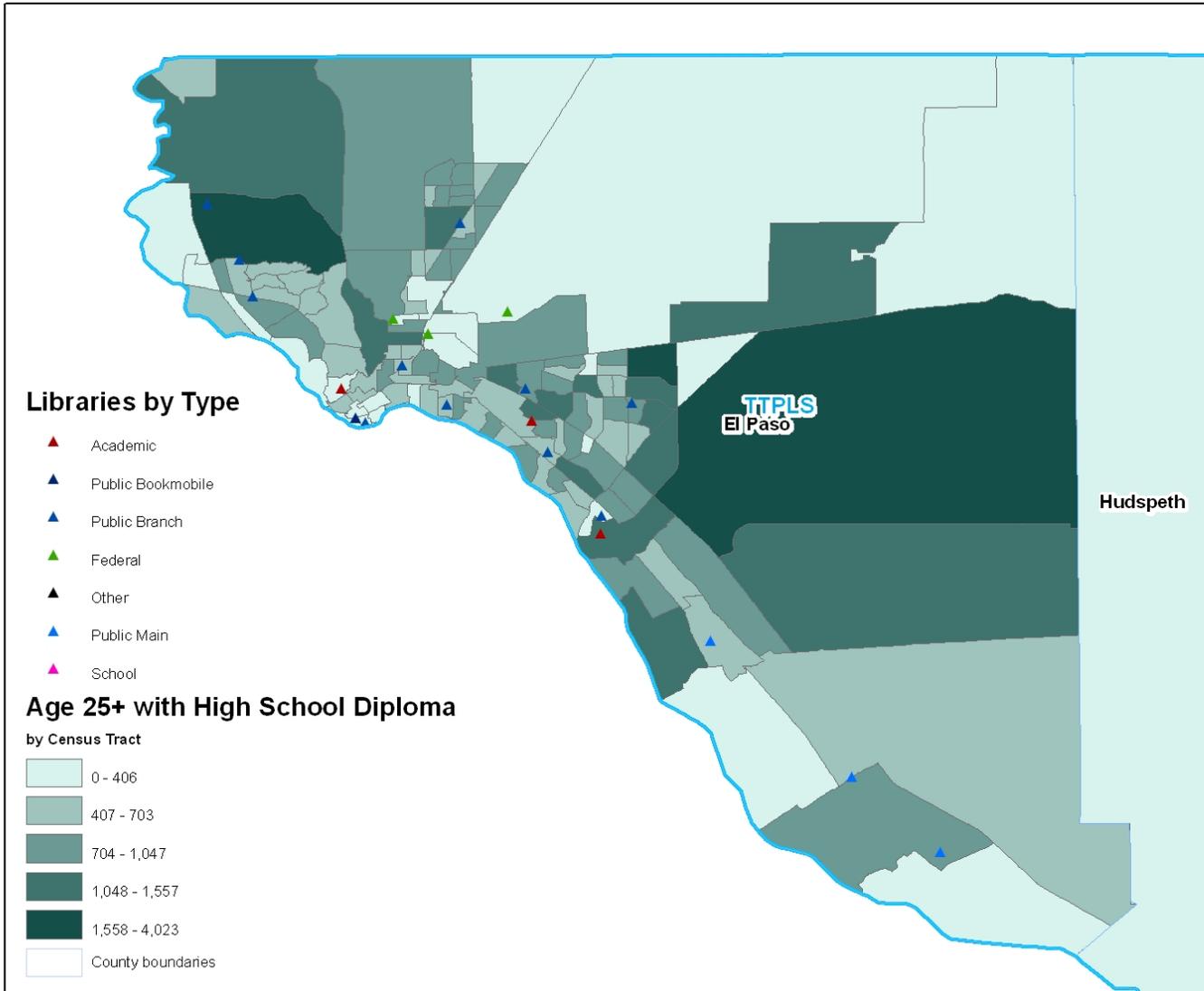
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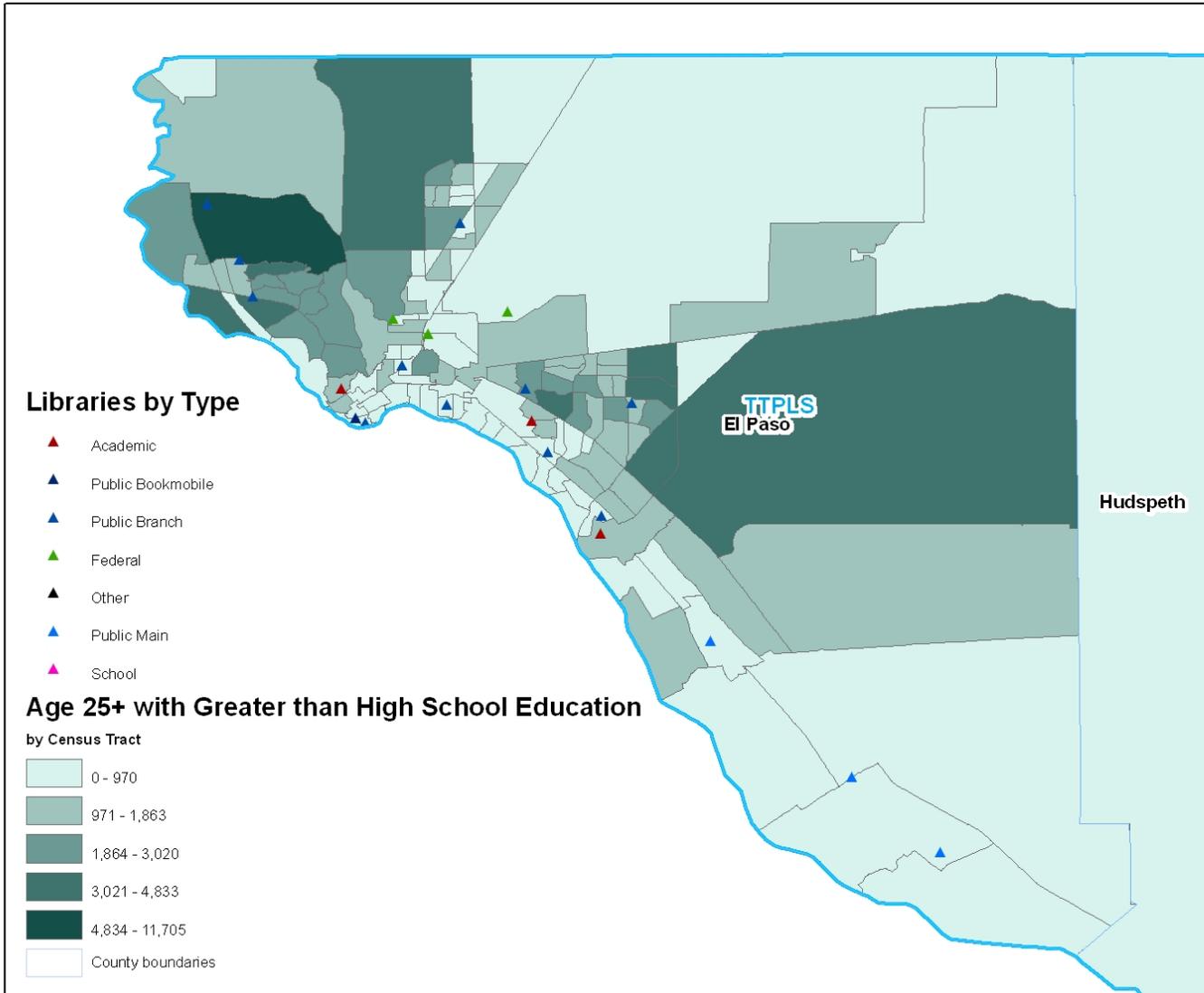
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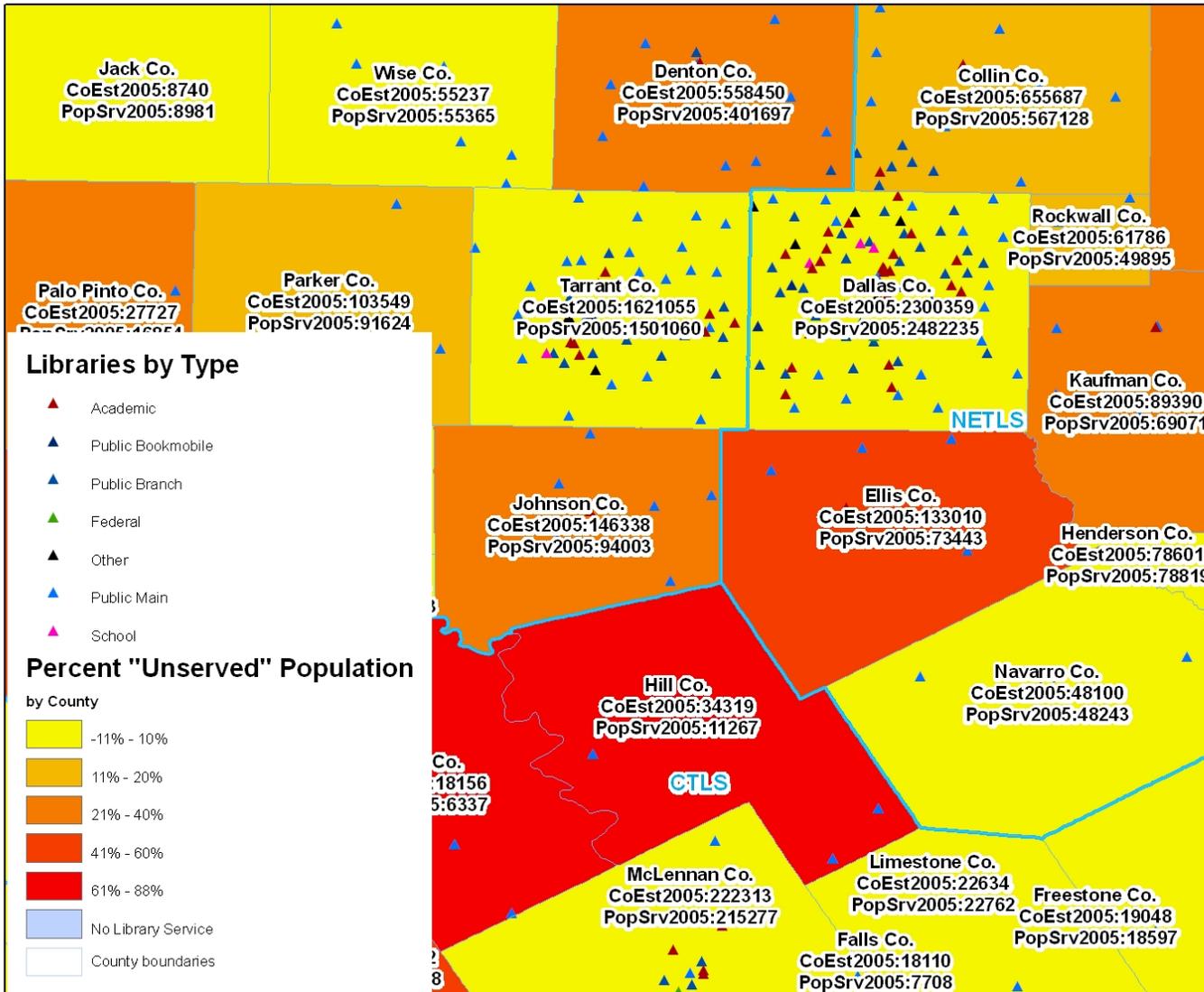
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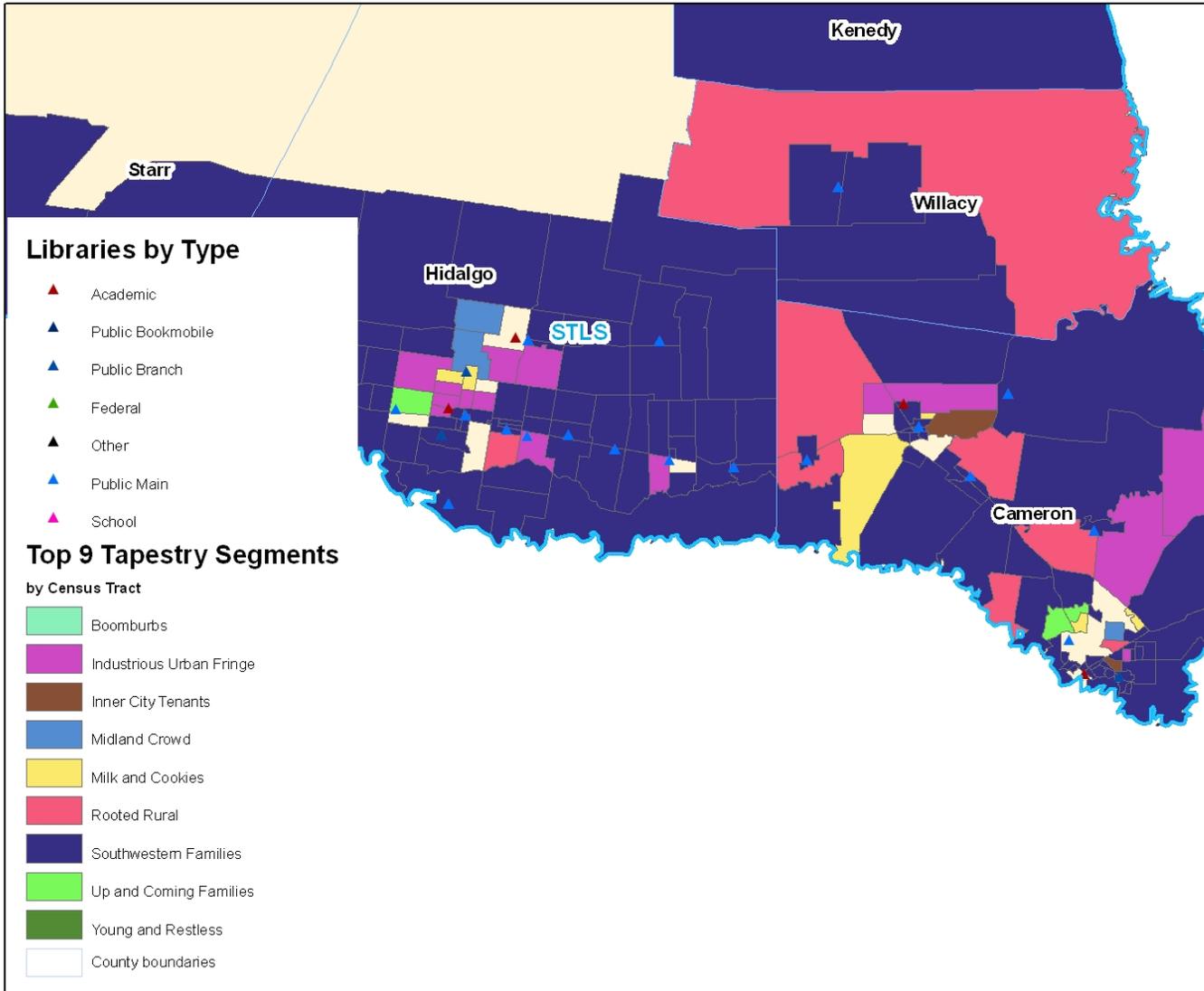
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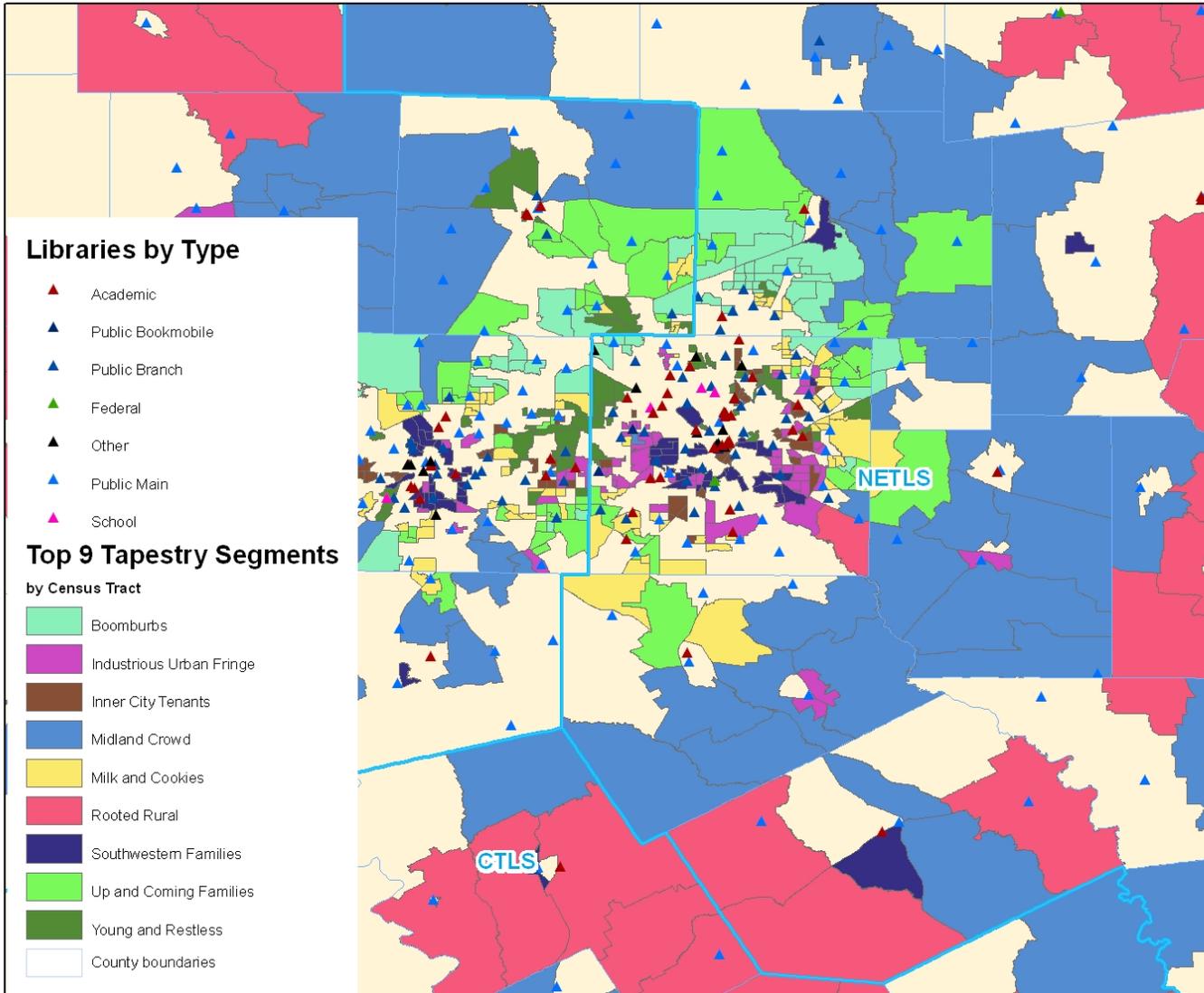
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# Interlibrary Loan and Resource Sharing Study

Addendum: Narrative of GIS Data Source Definition, Demographic Analysis and Tapestry Segmentation Analysis

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***See attached.***

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Texas State Library and Archives Commission



# **Addendum A: Narrative of GIS Data Source Definition, Demographic Analysis and Tapestry Segmentation Analysis**

*Interlibrary Loan and Resource Sharing Study for the Texas State Library and Archives Commission*

Prepared by CIVICTechnologies for BCR, **Page 1**

## **1.0 Introduction**

### **1.1 Definition of GIS**

Geographic information systems (GIS) is a technology that maps information contained in databases. GIS provides superior visualization capabilities and is useful in managing data inventories and revealing trends and patterns between data sets that could not otherwise be identified.

### **1.2 Objectives**

The objectives of the GIS study, within the context of the overall project were to 1) to provide visualization resources for inventorying data; and 2) to identify possible patterns and correlations between data sets particularly with respect to resource sharing statistics.

### **1.3 Major GIS work elements**

The major GIS work elements were to 1) inventory existing conditions; 2) analyze and interpret existing resource sharing practices; 3) analyze and interpret resource sharing concepts and models; and 4) map patron survey results.

### **1.4 GIS Software**

ArcMap 9.2 was utilized. This included the use of extensions (Spatial Analyst and Business Analyst).

## **2.0 Data**

### **2.1 The following major data sets were utilized Kdjfkjdkfjd**

- **TSLAC data.**

Data was compiled from a number of TSLAC sources including internal sources (TexNet Centers, TexShare, Texas Group, and Project Loan); as well as public sources (2006 Texas Public Library Statistics Annual Report and 2006 Texas Academic Library Survey); Amigos Library Services (OCLC cataloging and inter-library loan data). A range of TSLAC based data and mapping layers were prepared in the GIS.

- **NCES data.**

NCES data was used to associate library facility locations with geographic service areas through each library's legal service area. NCES data provides the most comprehensive legal service area information for public libraries. NCES data was also used to help locate academic, school, and special libraries as they participate in resource sharing. Legal service area types are provided in the GIS and include city exactly, county exactly, city most nearly, county most nearly, metropolitan area exactly, metropolitan area most nearly, multi-county, and school district.

## **Addendum A: Narrative of GIS Data Source Definition, Demographic Analysis and Tapestry Segmentation Analysis**

*Interlibrary Loan and Resource Sharing Study for the Texas State Library and Archives Commission*

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- **Geographic data**  
ESRI StreetMap data was used. Other geographic data includes census tracts, cities and census designated places, counties, and highways and major roads.
- **Demographic data**  
ESRI demographic data was utilized at the census tract level. This included 2007 and 2012 population, 2007 and 2012 population density, 2007 – 2012 population growth rate, 2007 and 2012 median household size, and 2007 and 2012 median household income. Census 2000 educational attainment was also utilized. ESRI 2007 current year estimate of population is based upon the US Census data and is disaggregated to the block group level by ESRI. The 2012 five year forecast utilizes such factors as growth rates, trends, and annual postal route updates.
- **Tapestry data**  
Tapestry is a premiere national market segmentation system that enables customer profiling of every neighborhood in the country at multiple geographical levels (block group, tract, city, county, zip code). Market segmentation is used in public library analysis as a method of mining data and linking with new information from diverse databases to develop accurate characteristics of library patron preferences and borrowing patterns. Tapestry combines traditional cluster analysis with the latest data mining techniques to provide a robust classification of each U.S. neighborhood into one of 65 segments. Segments are analyzed and sorted by more than 60 attributes such as income, employment, home value, housing type, education, household composition, age, and other key determinants of consumer behavior. In addition to Census 2000 data, a range of up to date data sources are used to prepare Tapestry:
  - ESRI proprietary demographic updates
  - Acxiom's InfoBase consumer database
  - Mediamark Research Inc.'s national consumer survey
  - Other sources that capture the subtlety and vibrancy of the U.S. marketplace

### **3.0 Observations about and Findings from the Tapestry Analysis**

#### **3.1 Overview**

A Tapestry analysis was prepared. Using the 2007 estimate of population the top nine Tapestry segments account for 53.8% of the population (12,897,004 people out of the statewide population of 213,986,432).

The nine segments are as follows:

## Addendum A: Narrative of GIS Data Source Definition, Demographic Analysis and Tapestry Segmentation Analysis

*Interlibrary Loan and Resource Sharing Study for the Texas State Library and Archives Commission*

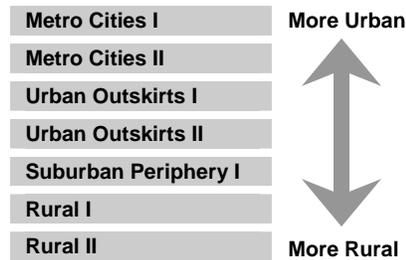
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Boomburbs	Population	Percent of State Population
Southwestern Families	3,000,757	12.5%
Up and Coming Families	1,680,639	7.0%
Milk and Cookies	1,580,924	6.6%
Midland Crowd	1,497,475	6.2%
Boomburbs	1,334,200	5.6%
Industrious Urban Fringe	1,302,684	5.4%
Young and Restless	855,306	3.6%
Rooted Rural	838,155	3.5%
Inner City Tenants	806,864	3.4%
<b>Total</b>	<b>12897004</b>	<b>53.8%</b>

### 3.2 Segment Pattern

At the level of the State of Texas, segment patterns are discernable by their urbanization characteristics. Urbanization characteristics are organized into urbanization groups. These groups are defined by their geographic and physical features such as population density, size of city, location in- or outside a metropolitan area, and whether or not it is part of the economic and social center of a metropolitan area. (Please note that the term metropolitan area used with Tapestry urbanization groups is not necessarily the same as the definition of “metropolitan area” used by NCES.)

Urbanization groups are measured by their degree of urbanization as follows:



## Addendum A: Narrative of GIS Data Source Definition, Demographic Analysis and Tapestry Segmentation Analysis

Interlibrary Loan and Resource Sharing Study for the Texas State Library and Archives Commission

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The top nine segments are distributed into the following urbanization groups:

Segment	Metro Cities I	Metro Cities II	Urban Outskirts I	Urban Outskirts II	Suburban Periphery I	Rural I	Rural II
Boomburbs (5.6%)							
Industrious Urban Fringe (5.4%)							
Inner City Tenants (3.4%)							
Midland Crowd (6.2%)							
Milk and Cookies (6.6%)							
Rooted Rural (3.5%)							
Southwestern Families (12.5%)							
Up and Coming Families (7.0%)							
Young and Restless (3.6%)							

The following is a detailed description of the urbanization groups, top nine segments, and other segments that are present in these geographical areas but fall outside of the top nine.

### 1. Metro Cities I

***Of the top nine segments, this includes the Milk and Cookies.***

Other segments outside of the top nine include Top Rung, Connoisseurs, Wealth Seaboard Suburbs, Urban Chic, Pleasant-Ville, Enterprising Professionals, and Metropolitans.

Metro Cities I is defined by upscale homeowners living in densely populated cities. Their distinction lies in the single-family homes in metropolitan cities. They embrace city living with the benefits of suburban single family homes. Metro Cities I and Suburban Periphery I have the highest income among all groups, but Metro Cities I is second to none in wealth. Their median net worth is 75 percent above the national level, and their median home value is nearly twice the national median. Most householders are over 35 years old. Nearly 60 percent of the households are married couples, both with and without children. These well educated markets are avid readers, particularly of novels. They are very active in financial investments, health conscious, and enjoy traveling—both domestically and abroad. Purchasing items by mail, phone, or the Internet is popular among them.

### 2. Metro Cities II

***Of the top nine segments, this includes the Young & Restless and Inner City Tenants.***

Other segments outside of the top nine include Aspiring Young Families, Retirement Communities, Family Foundations, Old and Newcomers, City Dimensions, Dorms to Diplomas.

Metro Cities II is found in larger cities and in densely populated neighborhoods and is the third highest in population density, behind Principal Urban Centers I

## **Addendum A: Narrative of GIS Data Source Definition, Demographic Analysis and Tapestry Segmentation Analysis**

*Interlibrary Loan and Resource Sharing Study for the Texas State Library and Archives Commission*

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and II. The eight segments in Metro Cities II are neighborhoods in transition including young, starter households and retirees; single person households; and families. Most householders are renters in multiunit dwellings. The young population remains mobile. Many are enrolled in college; most are still trying different jobs. The median household income is below the U.S. level. The varying levels of net worth among the eight segments reflect the wide range of age and lifestage in Metro Cities II. Consumers in this group share a neighborhood with an emphasis on economy and convenience. Their preferences include compact or sub-compact cars and fast food. With the high concentration of renters, tenant's insurance is common, while home improvement projects are not.

### **3. Urban Outskirts I**

***Of the top nine segments, this includes Boomburbs and Industrious Urban Fringe.***

Other segments outside of the top nine include Main Street, USA, Rustbelt Traditions, Great Expectations.

The segments in *Urban Outskirts I* reside in higher density suburban neighborhoods spread across metropolitan areas. Many of these neighborhoods are part of the main hub of social, cultural, and economic activity within the metro area. The proximity of higher density suburban areas to places of employment and entertainment venues combines the convenience of access with the advantage of affordable suburban living. The median household income is on par with the national median, although the population is slightly younger with a median age of 34 (compared to the national median of 36 years). Like established suburban communities, the housing stock is dominated by single-family dwellings but includes rental apartments to accommodate younger households with growing incomes. "Do-it-yourself" (DIY) projects are popular here, with owners tackling home improvement basics such as patios, fencing, flooring, and, naturally, lawn care. Residents enjoy an active life that includes a variety of sports, even roller blading. The media of choice is television, with as many as four television sets in many homes.

### **4. Urban Outskirts II**

***Of the top nine segments, this includes Southwestern Families.***

Other segments outside of the top nine include Metro City Edge, College Towns, Simple Living, Modest Income Homes.

The settlement density and housing preferences of Urban Outskirts II are similar to Urban Outskirts I—high-density suburban neighborhoods in metropolitan areas. However, here the homes are older, and the population is younger. Homes can be single-family or multiunit dwellings, but almost half of the housing units were built before 1960. Less than 10 percent of the housing is under 10 years old. Just under half of this group owns their own home. With a median age of 31 years, the younger population is less affluent, with household income almost half the national median. This group includes a greater variety of household types ranging from the ethnically diverse family households of Southwestern Families to the shared and single-person student households found in College Towns. Their lifestyle preferences include Folgers coffee over Starbucks, current con-

## **Addendum A: Narrative of GIS Data Source Definition, Demographic Analysis and Tapestry Segmentation Analysis**

*Interlibrary Loan and Resource Sharing Study for the Texas State Library and Archives Commission*

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sumption over saving, going to the movies, participating in recreational football or basketball games, and attending these collegiate or professional sporting events.

### **5. Suburban Periphery I**

***Of the top nine segments, this includes Up and Coming Families.***

Other segments outside of the top nine include Suburban Splendor, Sophisticated Squires, Exurbanites, In Style, Prosperous Empty Nesters, Silver and Gold.

Moving away from the epicenters of city living, peripheral suburban expansion represents lower density housing development. Suburban Periphery I is the largest Urbanization group, with the most population and households, in addition to the highest annual growth (twice as high as the U.S. median), located in metropolitan and micropolitan statistical areas throughout the United States. Married couple families dominate, about half with children, primarily living in their own single-family homes, with two cars. They tend to employ a lawn and gardening service, own a security system, and invest in home remodeling and improvements. This well educated, wealthy group (with the highest median household income) track investments on the Internet frequently and use a financial planning counsel. They enjoy golfing, skiing, hiking, water sports, and regular exercise at a club. Northwest is their preferred airline, and The West Wing is their favorite TV show.

### **6. Rural I**

***Of the top nine segments, this includes Midland Crowd.***

Other segments outside of the top nine include Green Acres, Salt of the Earth, Rural Resort Dwellers.

Small, non-farm settlements, some of which are developing in suburban fringe areas, characterize the neighborhoods of Rural I. Married couple families, many with grown children who have left home, work hard in blue-collar occupations. Some are self-employed with small businesses or farms. Their median age of 39 years is slightly older than that of the United States. With a median household income of more than \$50,000, they enjoy the comforts of large single-family homes with ample land. As do-it-yourselfers, they take pride in their homes and gardens, investing in major home remodeling and the tools to get the job done. Outdoor activities such as hunting and fishing are an integral part of their lifestyle.

### **7. Rural II**

***Of the top nine segments, this includes Rooted Rural.***

Other segments outside of the top nine include Prairie Living, Southern Satellites, and Rural Bypasses.

Rural II represents the countryside of the extremes in urbanization. Low population density characterizes the country, with its inconveniences, such as the need for multiple vehicles to get around, and advantages such as affordable single-family homes with land. Most of the population resides in rural farm areas; the rest live in the country or in small villages and work in mining or manufacturing.

## **Addendum A: Narrative of GIS Data Source Definition, Demographic Analysis and Tapestry Segmentation Analysis**

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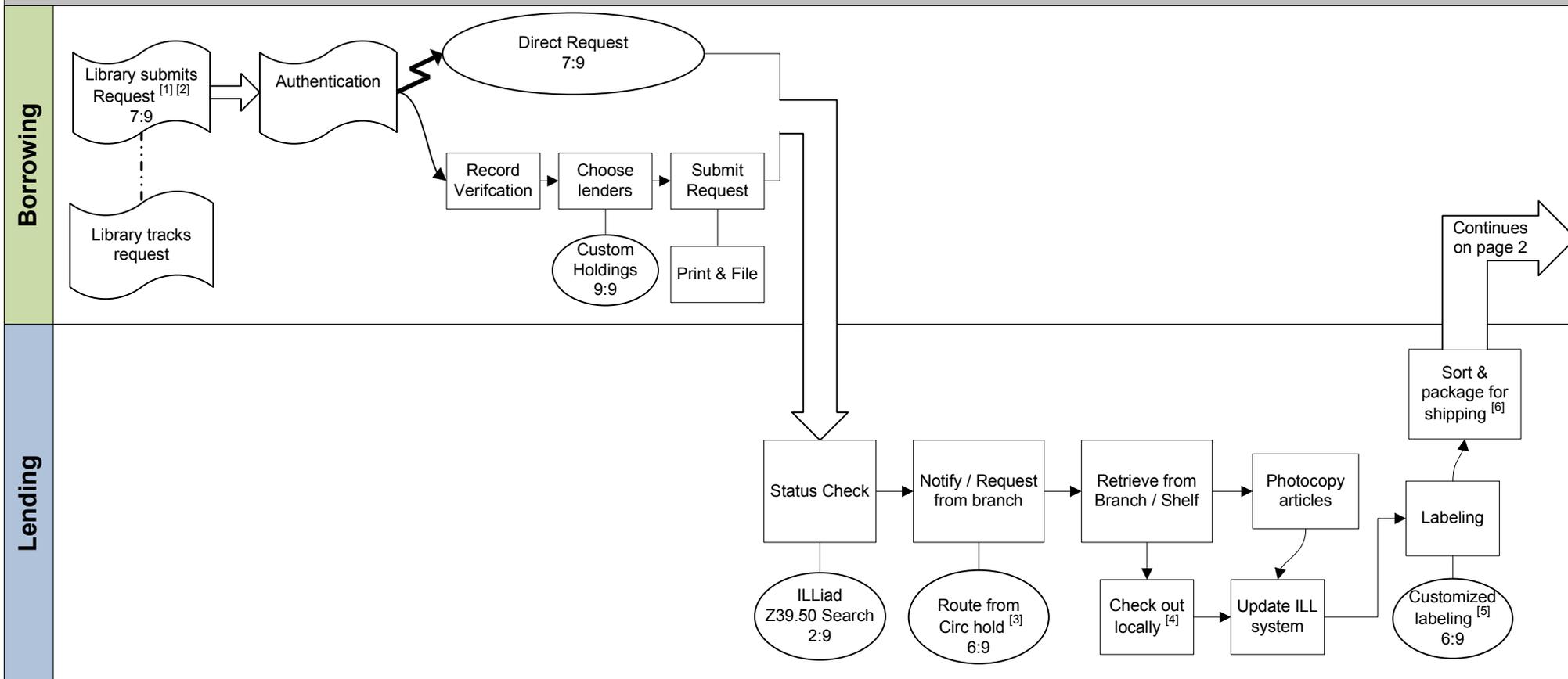
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Residents are slightly older, with a median age of 38 years; some are already retired. Most are homeowners; few are movers. Rural residents are settled. Family and home are central in their lives. Their lifestyles reflect a preference for comfort and practicality—western or work boots over dress shoes, wood stoves over espresso/cappuccino makers, recliners over patio furniture, garden tillers over leaf shredders.

## **Appendix 3: TexNet Center Workflow Diagrams**

## Interlibrary Loan – Area Libraries Referral

This workflow includes analysis for the TexNet centers housed in public libraries i.e. not the center residing within TSLAC. The **ratios** indicate the number of TexNet centers utilizing the automated options available.



### Legend

Symbol	Description
□	Manual Process
⌋	Manual Process with Automation Opportunity
∞	Automated Process
⌋	Area Libraries Process

[1] Non-automated requesting is assisted by reference librarians at some TexNet centers which aids the verification process (requests often have an OCLC number). Most requests from correctional facilities are not verified.

[2] Two TexNet centers allow area libraries to submit requests electronically, but not local patrons.

[3] Circulation holds, while automated, may not decrease turn around time if they are only processed overnight.

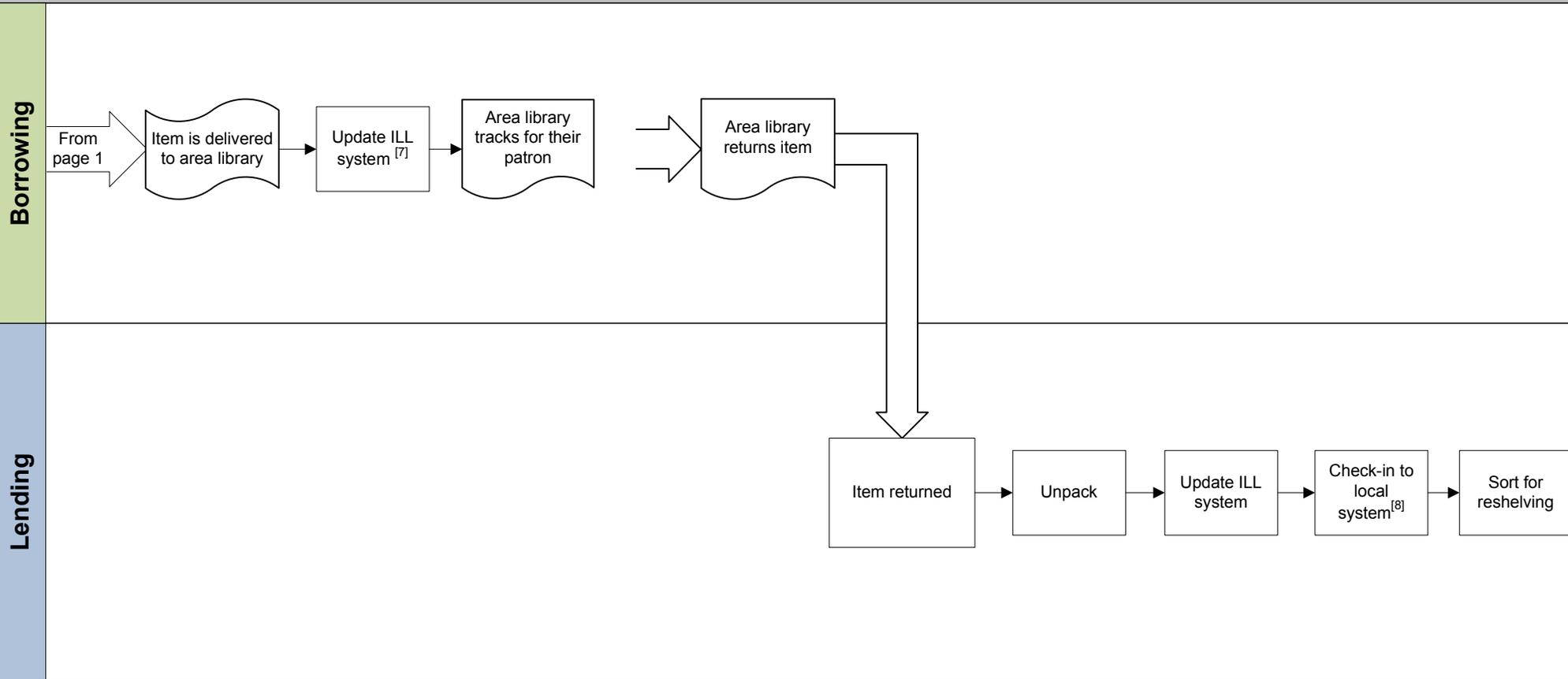
[4] Opportunity to share workload with circulation staff. Not utilized broadly.

[5] All TexNet centers have some form of customized labels. Most could improve label functioning in order to limit the amount of matching and courier code look-up.

[6] Manual sorting can be extensive here.

## Interlibrary Loan – Area Libraries Referral

This workflow includes analysis for the TexNet centers housed in public libraries i.e. not the center residing within TSLAC. The **ratios** indicate the number of TexNet centers utilizing the automated options available.



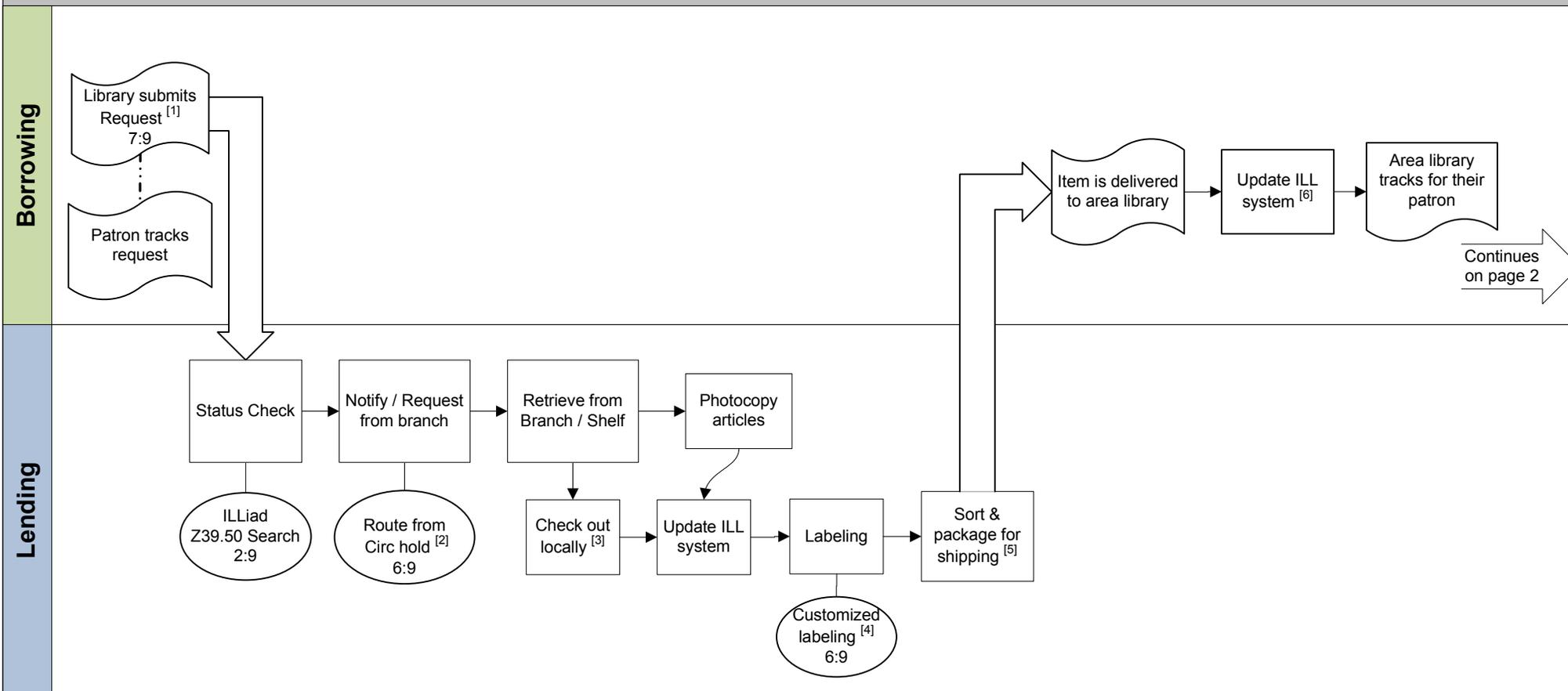
Legend	
Symbol	Description
□	Manual Process
⌋	Manual Process with Automation Opportunity
⊙	Automated Process
⌋	Area Libraries Process

[7] ILLiad libraries have customization option to “batch” update the area library “received” category.

[8] Opportunity to share workload with circulation staff. Not utilized in all TexNet Centers.

## Interlibrary Loan – Area Libraries Local Fill

This workflow includes analysis for the TexNet centers housed in public libraries i.e. not the center residing within TSLAC. The **ratios** indicate the number of TexNet centers utilizing the automated options available.



### Legend

Symbol	Description
□	Manual Process
⌋	Manual Process with Automation Opportunity
○	Automated Process
⌋	Area Libraries Process

[1] Non-automated requesting is assisted by reference librarians at some TexNet centers which aids the verification process (requests often have an OCLC number). Most requests from correctional facilities are not verified.

[2] Circulation holds, while automated, may not decrease turn around time if they are only processed overnight.

[3] Opportunity to share workload with circulation staff. Not utilized broadly.

[4] All TexNet centers have some form of customized labels. Most could improve label functioning in order to limit the amount of matching and courier code look-up.

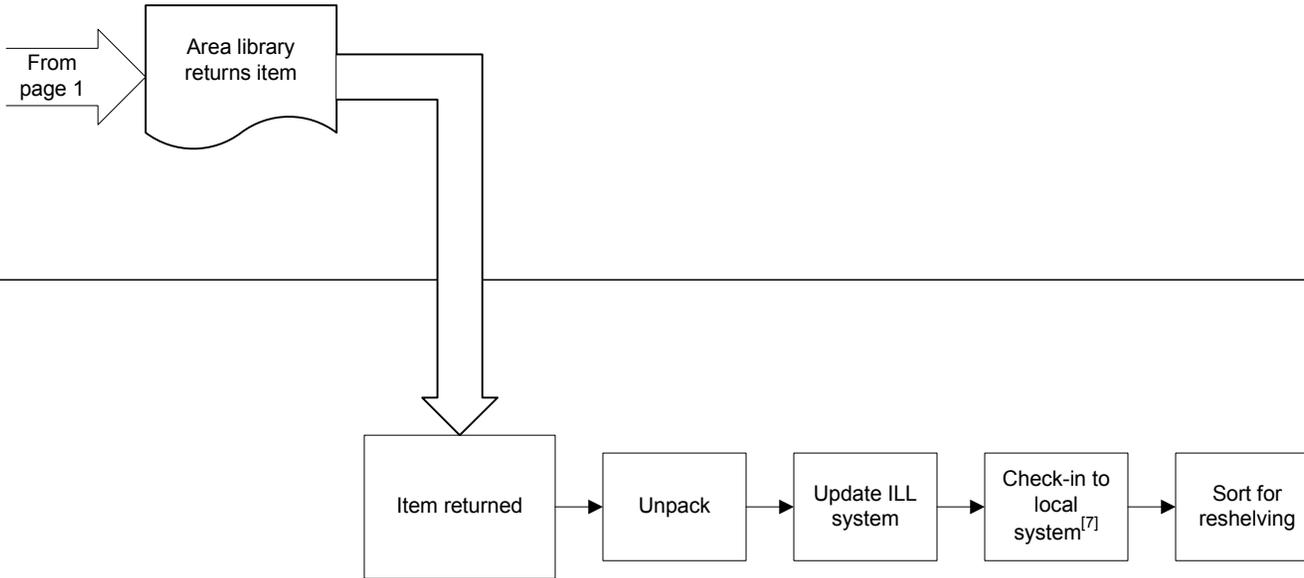
[5] Manual sorting can be extensive here.

[6] ILLiad libraries have customization option to “batch” update the area library “received” category.

## Interlibrary Loan – Area Libraries Local Fill

This workflow includes analysis for the TexNet centers housed in public libraries i.e. not the center residing within TSLAC. The **ratios** indicate the number of TexNet centers utilizing the automated options available.

Borrowing



Lending

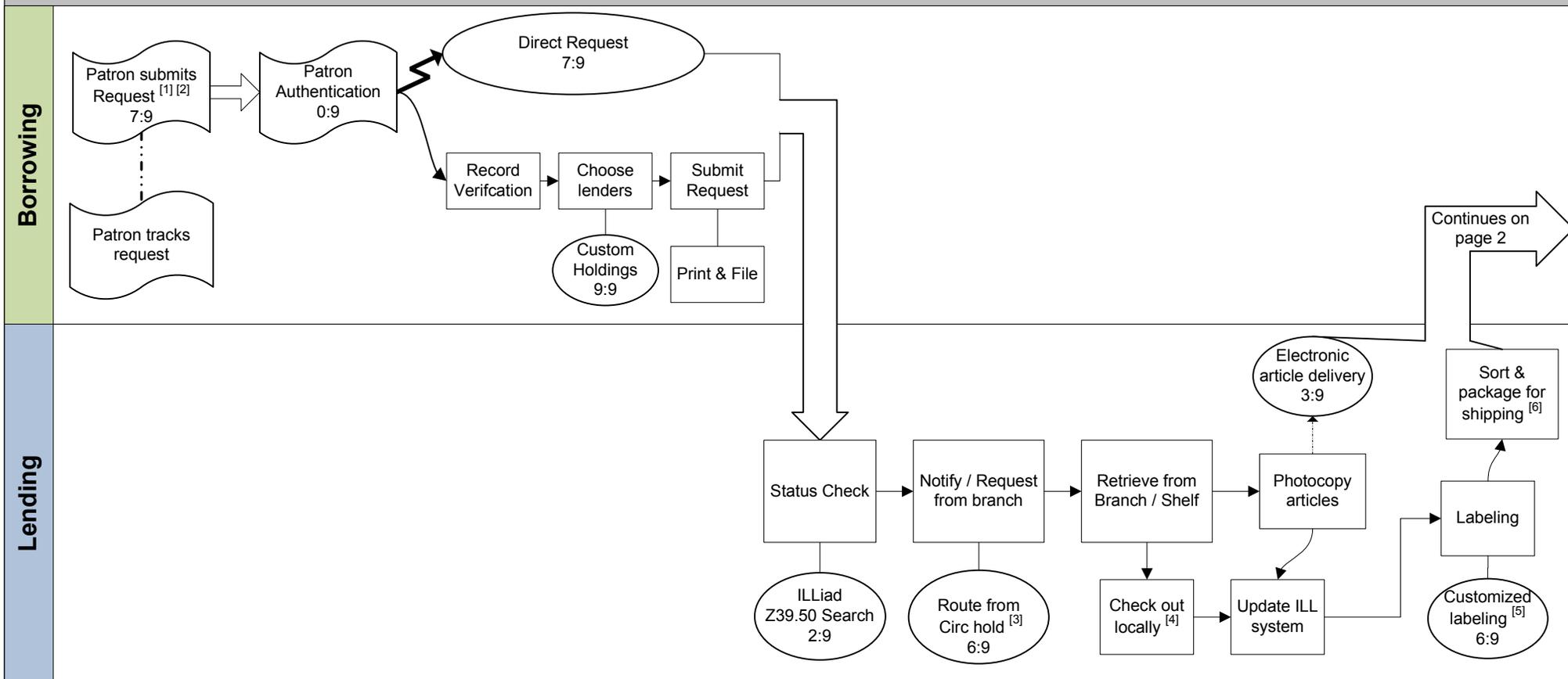
### Legend

Symbol	Description
□	Manual Process
⌋	Manual Process with Automation Opportunity
∞	Automated Process
⌋	Area Libraries Process

[7] Opportunity to share workload with circulation staff. Not utilized in all TexNet Centers.

## Interlibrary Loan – Local Patrons

This workflow includes analysis for the TexNet centers housed in public libraries i.e. not the center residing within TSLAC. The **ratios** indicate the number of TexNet centers utilizing the automated options available.



### Legend

Symbol	Description
□	Manual Process
⌋	Manual Process with Automation Opportunity
○	Automated Process

[1] Non-automated requesting is assisted by reference librarians at some TexNet centers which aids the verification process (requests often have an OCLC number). Most requests from correctional facilities are not verified.

[2] Two TexNet centers allow area libraries to submit requests electronically, but not local patrons.

[3] Circulation holds, while automated, may not decrease turn around time if they are only processed overnight.

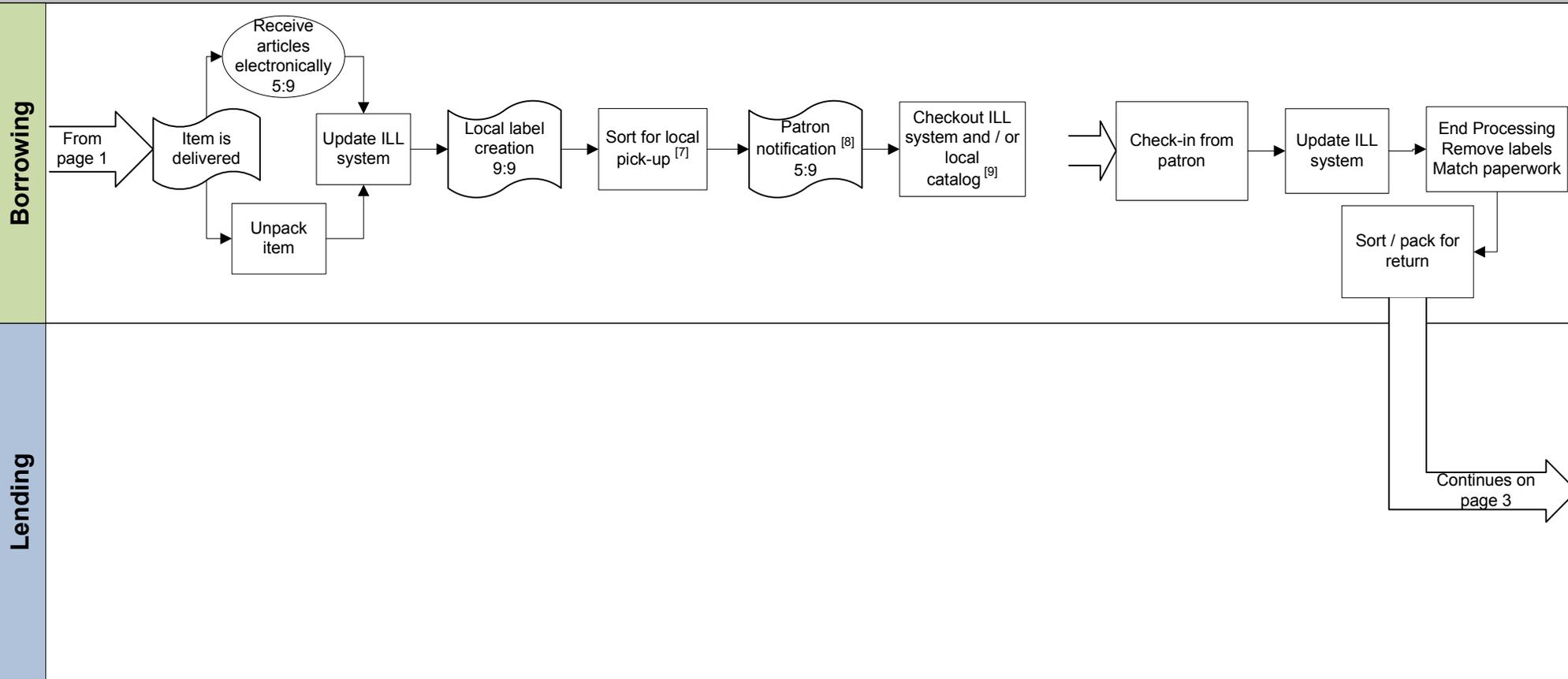
[4] Opportunity to share workload with circulation staff. Not utilized broadly.

[5] All TexNet centers have some form of customized labels. Most could improve label functioning in order to limit the amount of matching and courier code look-up.

[6] Manual sorting can be extensive here.

## Interlibrary Loan – Local Patrons

This workflow includes analysis for the TexNet centers housed in public libraries i.e. not the center residing within TSLAC. The **ratios** indicate the number of TexNet centers utilizing the automated options available.



Legend	
Symbol	Description
□	Manual Process
⌋	Manual Process with Automation Opportunity
⊝	Automated Process

[7] Manual sorting can be extensive here.

[8] ILLiad email notifications are being sent prior to arrival at branch library at some locations.

[9] Many variations on this process are used depending on circulation system and relationship with host front line staff

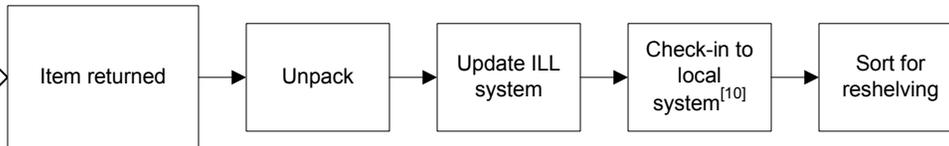
## Interlibrary Loan – Local Patrons

This workflow includes analysis for the TexNet centers housed in public libraries i.e. not the center residing within TSLAC. The **ratios** indicate the number of TexNet centers utilizing the automated options available.

Borrowing

Lending

From page 2



### Legend

Symbol	Description
	Manual Process
	Manual Process with Automation Opportunity
	Automated Process

[10] Opportunity to share workload with circulation staff. Not utilized in all TexNet Centers.

## **Appendix 4: TexNet Center Site Visit Questionnaires**

# Onsite Checklist

## General/Administrative

Is ILL department a part of another division within the library?

Are lending and borrowing functions performed by different staff?

Are referral requests handled differently from local patron requests?

How are stats patron v. referral handled?

FTE= \_\_\_\_\_ hours/week

List number of FTE for each level of staff	
Administrative head	
Support Staff Supervisor	
Professional non-supervisor	
Support staff	

Involvement/Training of Reference/Frontline staff

Billing/invoicing in-house or outsourced to library accounting staff

Interaction with collection development

for local patrons

for referral requests

Square Footage

## Policies

TexShare card

Do you borrow for TexShare card members?

How do you handle charges from lending libraries?

Do pass on charges to local patron?

	Local patrons	Referral lib
Limit requests		
Number		
Format		
Music CD		
DVD		
VHS		
Other		

## **Workflow**

Percentage of requests submitted electronically	
Percentage attached to bib	
If not, who verifies TN or RL	
Percentage patron-initiated	

<b>Delivery Methods</b>	
Mail	
Courier	
UPS/FedEx	
Fax	
Electronic/Doc Del (Ariel, Odyssey)	

<b>Workstation set-up</b>	
Number	
Who has access to what	
Who owns them	

<b>Equipment</b>	
Dedicated photocopier	
Scanner	
Dedicated printer	

<b>ILLiad/CLIO checklist</b>	
Direct Request	
Custom Queues	
Labeling functions	
Return Labels	
Bookstraps	
Couier Labels	
Other	
Z39.50 searching	

How is patron data added to ILL management system?

ILS patron holds for referring requests?

## **Borrowing**

Keep paper files (yes/no)

Can patron track request status?

Circulation updating by ILL or circ staff

OCLC IFM	
LVIS group	
AMGS group	

Custom Holding Paths

How built

How often updated

Other electronic borrowing methods

Reasons for unfilled (visceral sense)

Patron pick up options

Main only

Branches

**Lending**

Keep paper files (yes/no)

Request formats received

paper	
electronic	
phone	
fax	
email	
ALA form	

Reasons for unfilled (visceral sense)

Priority service

in state v. out of state

Photocopy by ILL staff or other dept?

Union Listing?

**TexNet Center:  
Staff Present:**

Staff Survey

- 1) Tells us about policies for lending (best practices, protocols, etc.)
  
- 2) Tell us about policies for borrowing.
  
- 3) Do you feel that you are utilizing other TX libraries to their fullest?
  
- 4) Ever use Lib of TX to fill borrowing requests? Why, why not?
  
- 5) Are you a net Lender or borrower?  
  
    Any particularly heavy borrowers?  
  
    Any particularly heavy referring libraries?  
  
    Is there a borrowing string protocol? Load leveling?
  
- 6) Issues with patron initiated requesting?

- 7) Issues with unmediated, direct requesting?
  
- 8) What is your library's ILS? Does it allow patron placed holds?
  
- 9) Does ILL process all mailed items or is there a central mailroom? Budget for USPS?
  
- 10) Have you ever discussed direct shipping to customers? Issues?
  
- 11) How do you feel about the quality of your collection generally?
  
- 12) Does ILL work with the collection development staff?
  
- 13) Have you ever discussed requests being vetted by collection management staff for consideration of purchase? Issues?
  
- 14) Have you ever discussed a buy on demand model? Issues
  
- 15) What are ILL staff training issues?

What kind?

ILLiad customization?

16) What about professional development opportunities, meetings, networking?

17) Are there issues regarding ILL equipment?

18) Do you have problems getting technical support?

19) Do you have issues with software?

20) What is the biggest impact on TAT?

equipment issues

ergonomic issues

space issues

delivery: courier

internal courier (branches)

other

staffing

21) What is your opinion of the Courier service quality? How could it be improved?

22) What percentage items are delivered via courier?

Does the courier go to any branches?

23) How do you encourage libraries to use the referral service?

24) What are your ideas for improving your service?

For your patrons?

For the referring libraries?

25) What roadblocks do you encounter in making improvements to service?  
(ask about patron survey link on website)

26) What are appropriate measures of accountability?

27) Ideas for change in organizing TexNet Centers and their service?

Other comments?

## **Appendix 5: TexNet Center Time-Cost Study Worksheet**

## TEXNet Center:

### Job Title:

Please indicate the number hours spent on each task each day. Round number to the quarter hour and report in hour:minute format.  
For example, one and a half hours = 1:30; 45 minutes = 0:45

<b>Lending</b>	<b>Day One</b>	<b>Day Two</b>	<b>Day Three</b>	<b>Day Four</b>	<b>Day Five</b>
<b>1) Receiving requests from other libraries</b> (downloading requests, printing, sorting, processing paper requests)					
<b>2) Verify for local call number/local availability</b> (finding bib record, request on OPAC)					
<b>3) Retrieving material from stacks</b> (including request from branch)					
<b>4) Update request</b> (filled, unfilled, shipped)					
<b>5) Processing Lending Items for delivery</b> (wrapping, shipping, sorting for delivery)					
<b>6) Return processing</b> (unwrapping, online updating, re-shelving)					
<b>7) Overdues/Recalls/Lost Item processing</b>					

<b>Borrowing</b>	<b>Day One</b>	<b>Day Two</b>	<b>Day Three</b>	<b>Day Four</b>	<b>Day Five</b>
<b>1) Receiving requests</b> (downloading, handling paper, printing, sorting, re-keying)					
<b>2) Verifying/Searching Local Collection</b> (finding bibliographic record, placing holds for referral requests)					
<b>3) Requesting outside of collection</b> (Searching, initiating request in OCLC or other system)					
<b>4) Maintaining pending requests</b> (electronic or paper; updating patron and circulation records; sorting filing paper requests)					
<b>5) Receiving items/Processing borrowed material</b> (electronic updating, sorting, matching paperwork)					
<b>6) Delivery of materials to patrons</b> (preparation of item, patron notification)					
<b>7) Returning Materials</b> (preparing for shipping, electronic request updating, clearing patron record)					
<b>8) Additional processing categories</b> (Overdues, Recalls, Renewals and Unfilled)					
<b>9) Invoicing/Billing Patrons/Collecting Fines</b>					
<b>10) Other</b> (please specify)					

**General \***

	<b>Day One</b>	<b>Day Two</b>	<b>Day Three</b>	<b>Day Four</b>	<b>Day Five</b>
<b>1) General administrative tasks</b> (meetings, training, personnel management, department and library-wide)					
<b>2) Administering ILL management software</b> (e.g. ILLiad, Clio and other technology)					
<b>3) Statistics</b> (collecting, tabulating, reporting)					
<b>4) Other</b> (ordering supplies, travel, please specify)					

\* For these tasks, please pro-rate a weekly amount from a quarterly estimate. For example: 10 hours a quarter working on ILLiad software would equal about 45 minutes per week.

**Appendix 6:  
TexNet Center Time-Cost Study Raw Data  
(Excel Spreadsheet)**

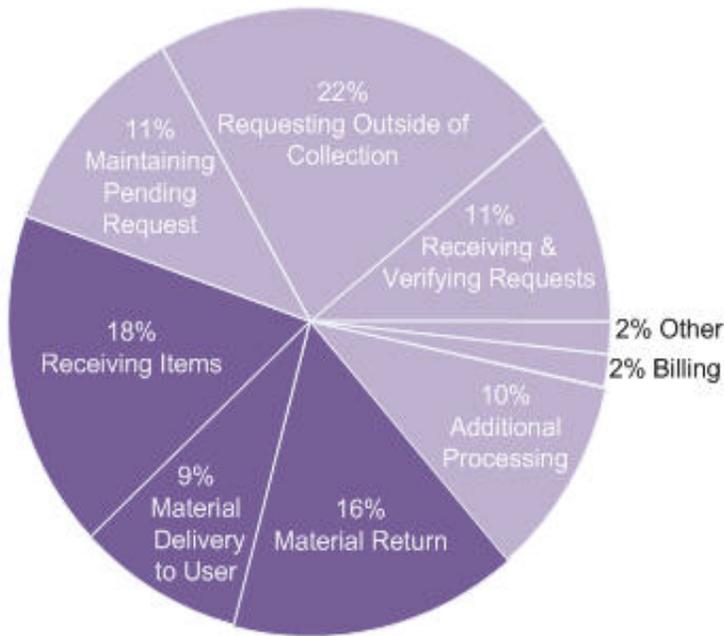
<http://www.texshare.edu/ill-courier/txillreport2008/appendix6.xls>

**Appendix 7:**  
**TexNet Center Time-Cost Study Detailed Analysis**

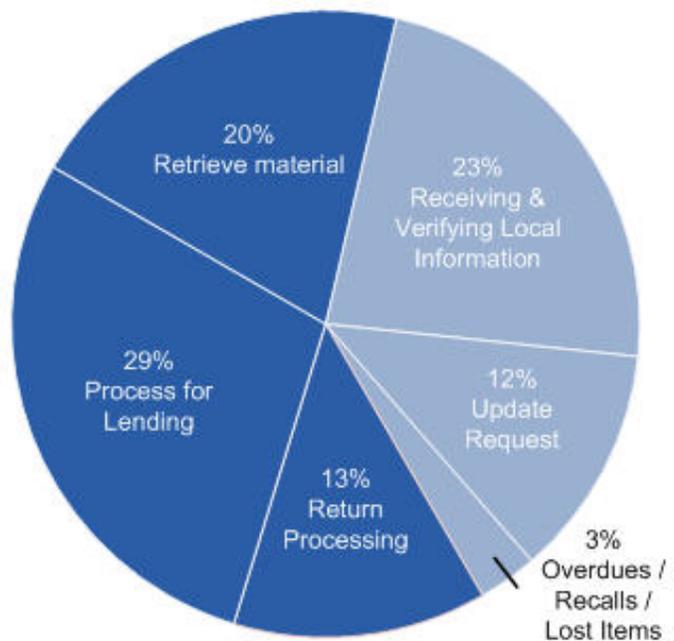
# Time Cost Study: Detailed Analysis

## Breakout of Borrowing and Lending Activities

### Borrowing Time Percentages



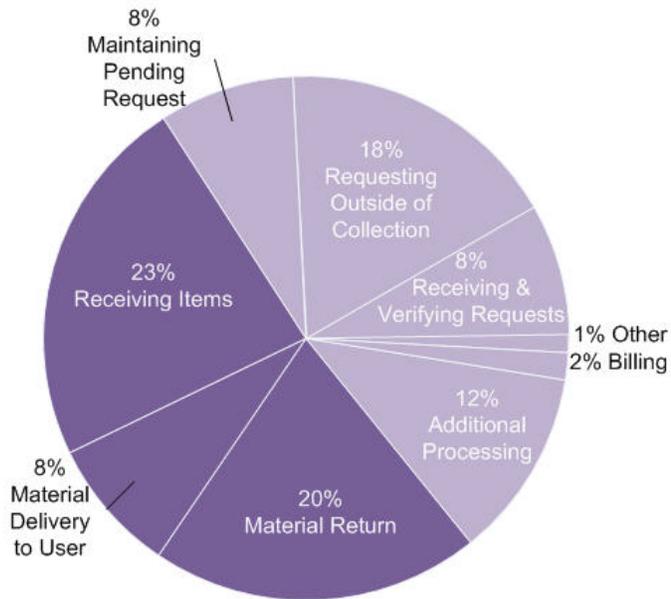
### Lending Time Percentages



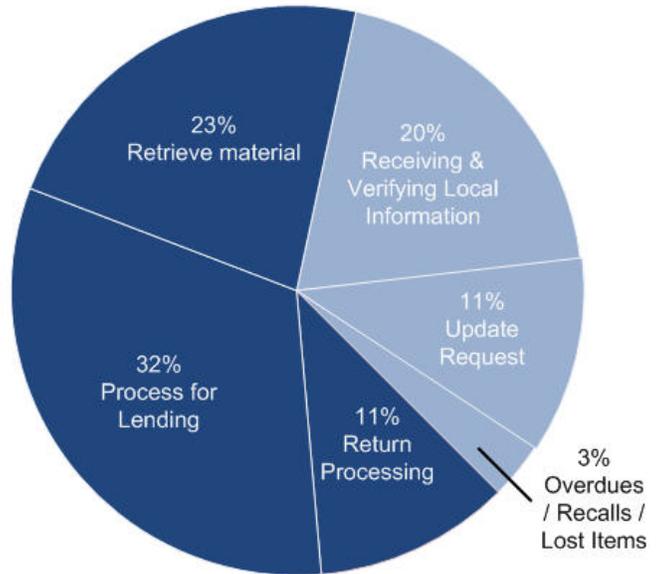
# Time Cost Study: Detailed Analysis

## ILLiad

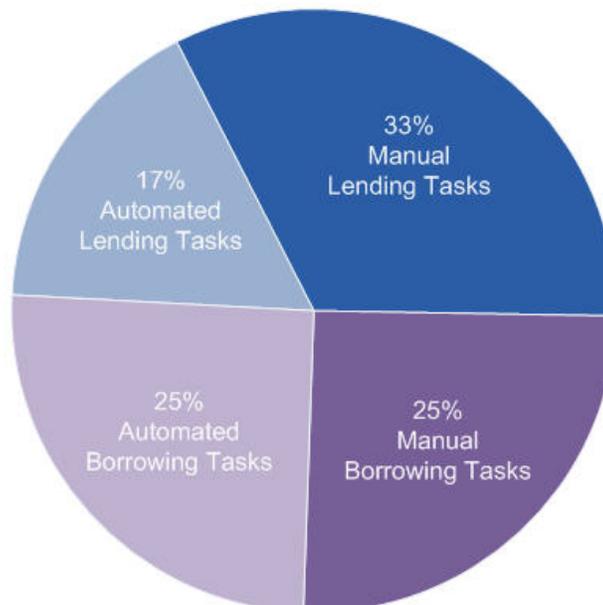
### ILLiad Borrowing Time Percentages



### ILLiad Lending Time Percentages



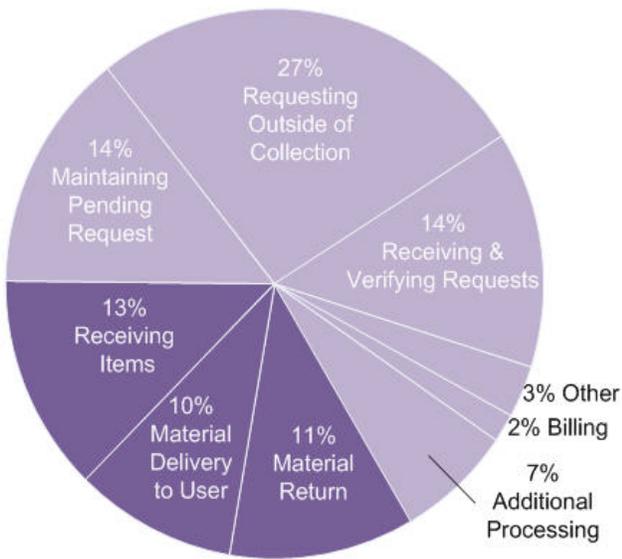
### ILLiad Total Time Percentages



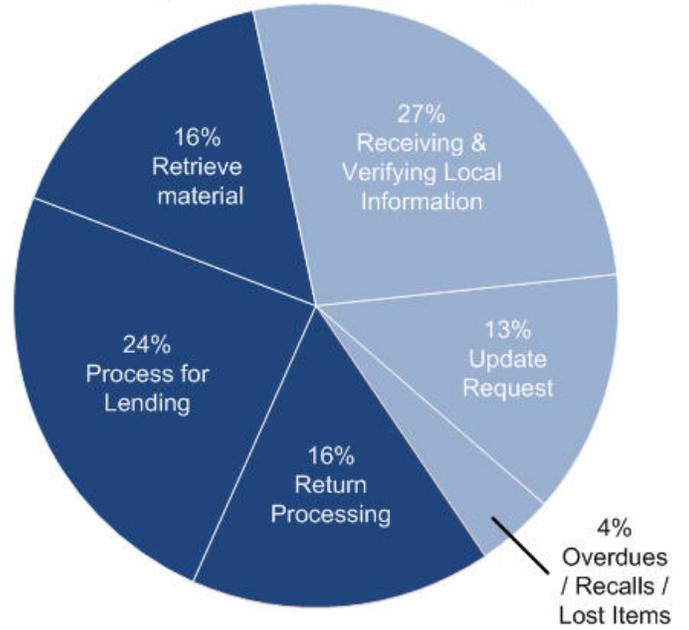
# Time Cost Study: Detailed Analysis

## Clio

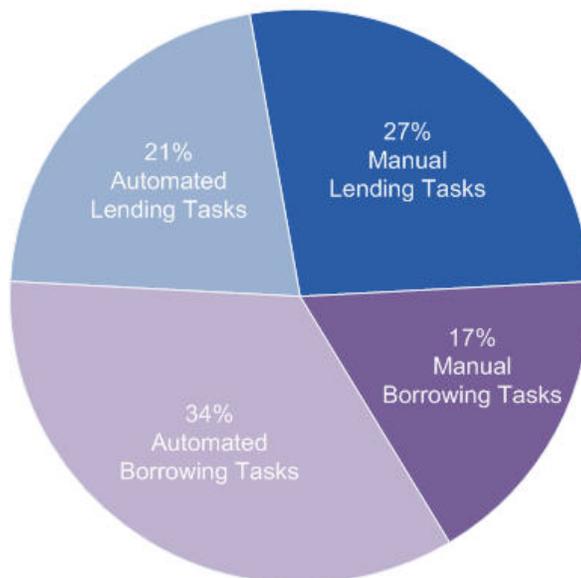
### Clio Borrowing Time Percentages



### Clio Lending Time Percentages

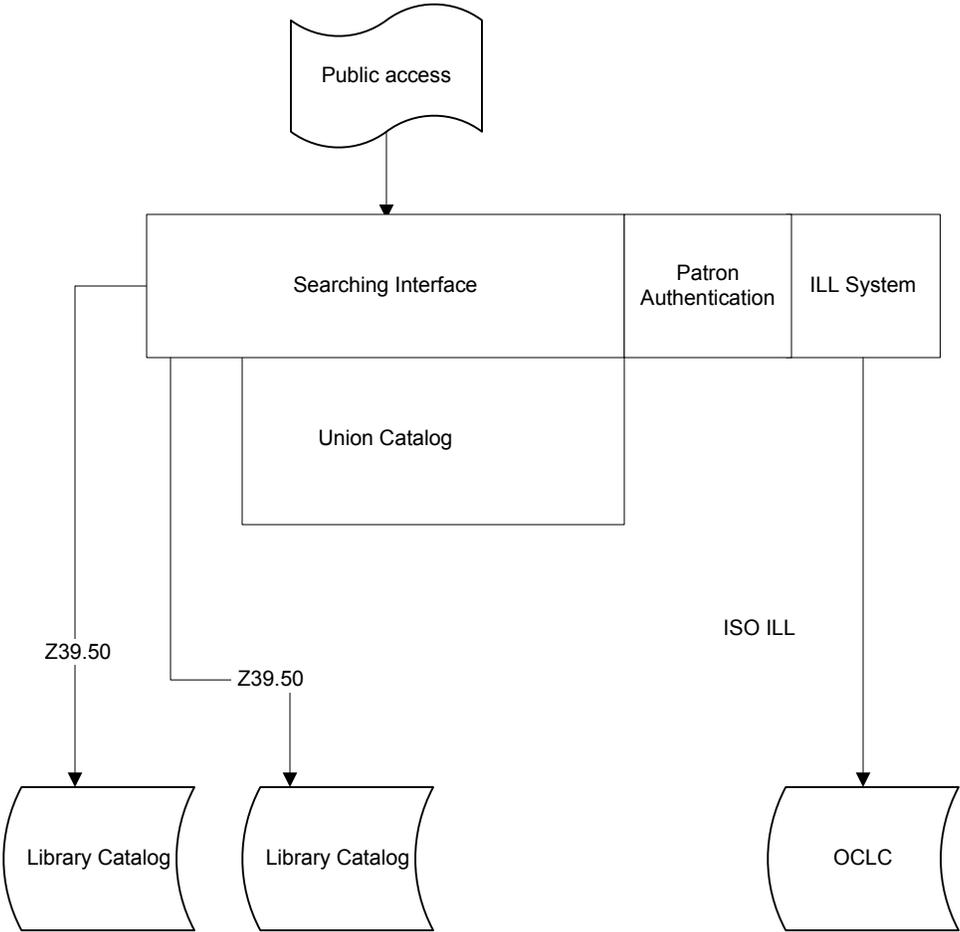


### Clio Total Time Percentages



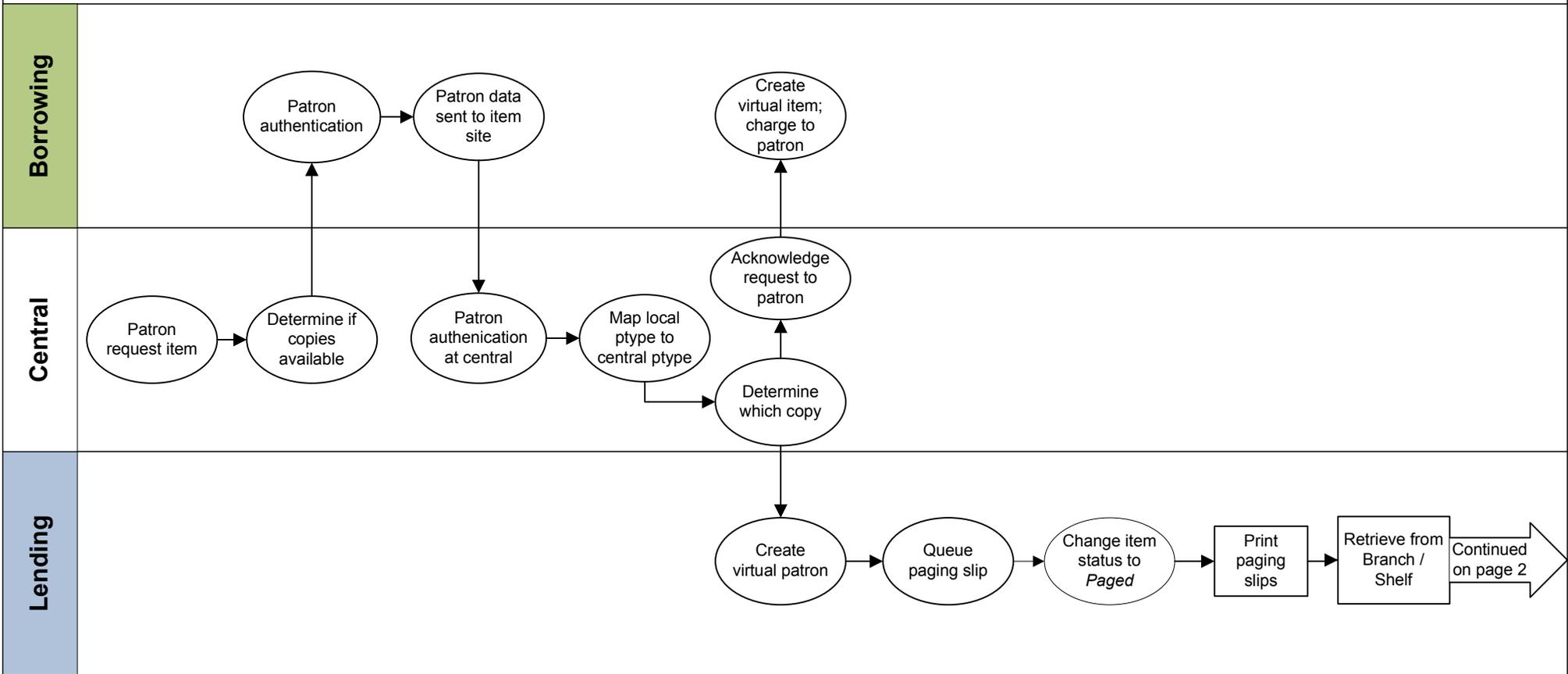
## **Appendix 8: Union Catalog Based Resource Sharing System**

# Union Catalog Based Resource Sharing System



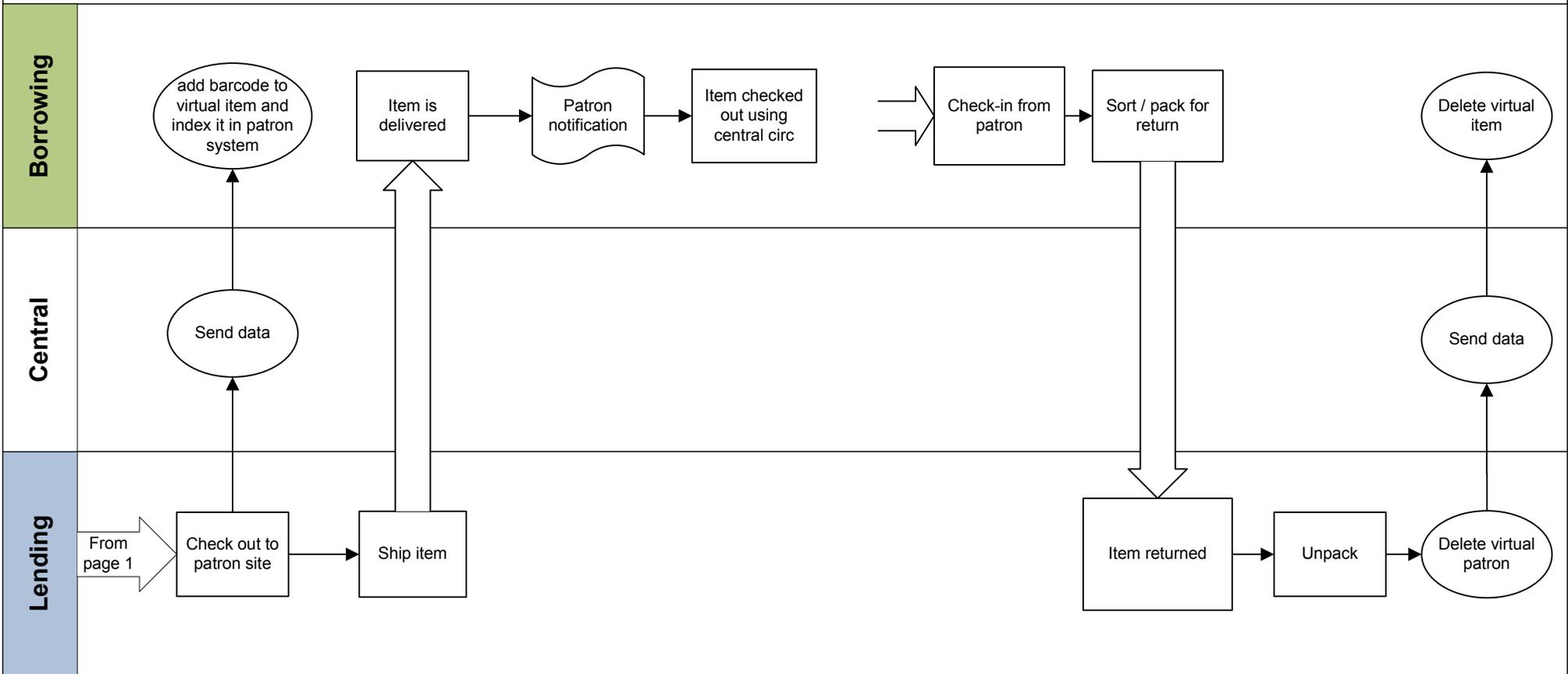
## **Appendix 9: Circulation-Based Resource Sharing System**

# Circulation Based ILL Flowchart



Legend	
Symbol	Description
□	Manual Process
◊	Manual Process with Automation Opportunity
○	Automated Process

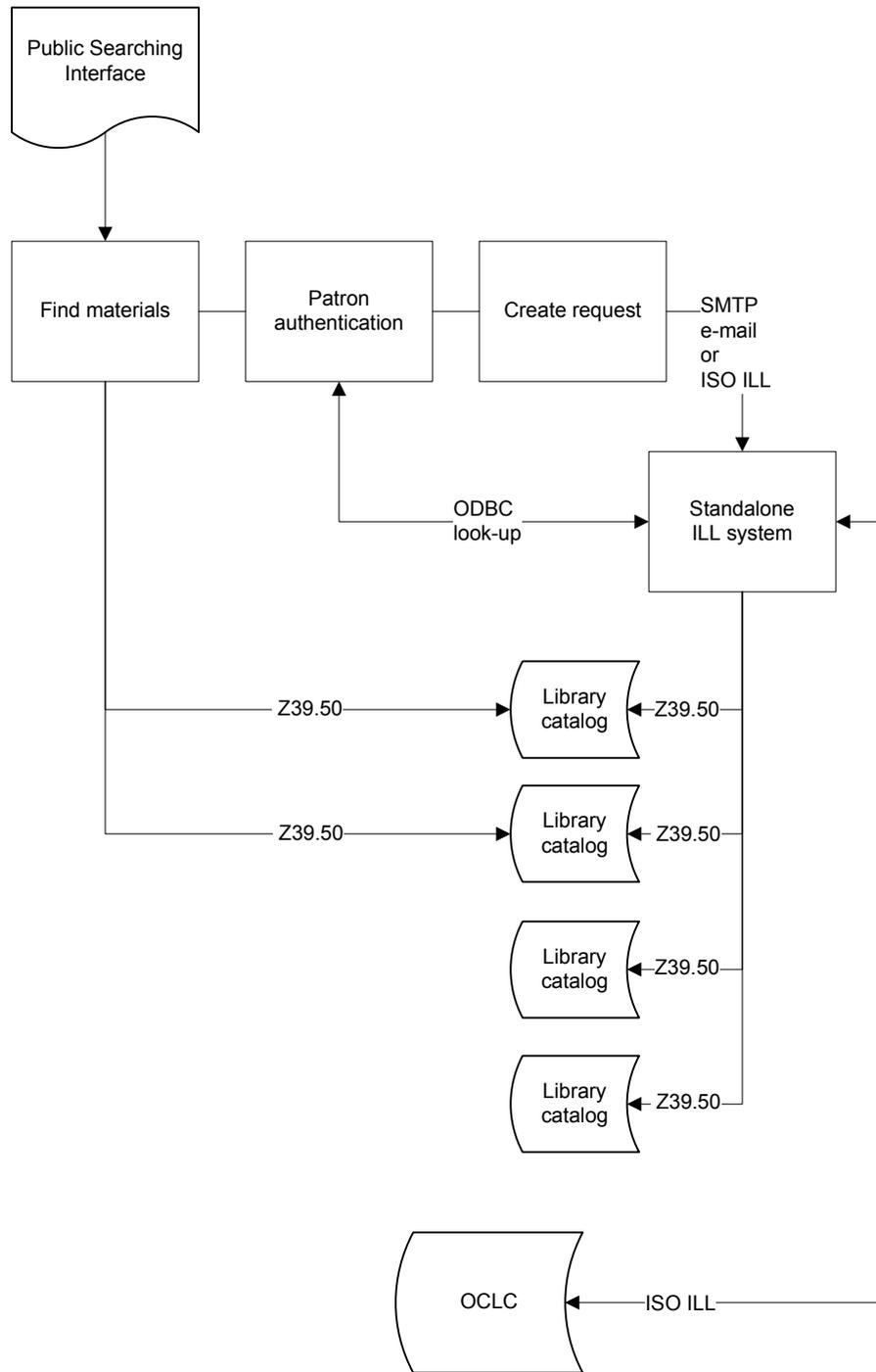
# Circulation Based Resource Sharing System



Legend	
□	Manual Process
⌋	Manual Process with Automation Opportunity
○	Automated Process

## **Appendix 10: Distributed Virtual Union Catalog Model**

# Distributed Virtual Union Catalog Model



## **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:**

**Your Perceptions, Inc.  
5757 Central Ave., SW Suite 800  
Boulder, CO 80301**

**[www.yourperceptions.com](http://www.yourperceptions.com)**

TABLE OF CONTENTS

SURVEY QUESTIONS

1. DO YOU USE INTERLIBRARY LOAN SERVICE? ..... 5

2. WHY HAVEN'T YOU USED IT? ..... 6

3. ASSUMING YOU HAD DETAILS ON HOW TO USE INTERLIBRARY LOAN SERVICE, PLEASE RATE YOUR INTEREST IN USING THE SERVICE:..... 7

4. HOW FREQUENTLY DO YOU USE THE INTERLIBRARY LOAN SERVICE THROUGH YOUR LIBRARY?..... 8

5. HOW LONG HAS IT BEEN SINCE YOU LAST USED IT? ..... 9

6. WHAT KINDS OF MATERIALS HAVE YOU REQUESTED THROUGH INTERLIBRARY LOAN SERVICE? SELECT ALL THAT APPLY. .... 10

6.a What kinds of materials HAVE YOU requested through interlibrary loan service? Select all that apply. Other Specified..... 11

7. WHAT KINDS OF MATERIALS MIGHT YOU REQUEST IN THE FUTURE THROUGH INTERLIBRARY LOAN SERVICE? SELECT ALL THAT APPLY. .... 12

7.a What kinds of materials MIGHT YOU request in the future through interlibrary loan service? Select all that apply. Other specified..... 13

8. PLEASE SELECT ALL THE WAYS YOU HAVE RECEIVED THE MATERIAL YOU REQUESTED:..... 14

8.a Please select all the ways you have received the material you requested. Other Specified. .... 15

9. PLEASE RANK THE TOP THREE WAYS IN THE FUTURE THAT YOU WOULD LIKE MATERIALS DELIVERED. YOU MUST CHOOSE AT LEAST TWO..... 16

10. WHICH METHODS WOULD YOU USE TO RECEIVE ELECTRONIC MATERIALS? SELECT ALL THAT APPLY..... 17

10a. Which methods would you use to receive electronic materials? Select all that apply. Other Method Specified..... 18

11. PLEASE RANK THE TOP THREE WAYS YOU WOULD YOU 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..... 19

<b>12. PLEASE SPECIFY OTHER WAYS YOU WOULD LIKE TO RECEIVE ELECTRONIC MATERIALS. ....</b>	<b>20</b>
<b>13. WHICH METHOD WOULD YOU PREFER TO CHECK THE STATUS OF YOUR INTERLIBRARY LOAN REQUEST? .....</b>	<b>21</b>
13a. Which method would you prefer to check the status of your interlibrary loan request? Other Specified. ....	22
<b>14. WHAT IS YOUR PREFERRED TIME PERIOD IN WHICH TO RECEIVE MOST MATERIALS YOU ORDER VIA INTERLIBRARY LOAN SERVICE? .....</b>	<b>23</b>
<b>15. WOULD YOU BE WILLING TO PAY A SMALL FEE FOR RUSH DELIVERY (2 DAYS OR LESS)? .....</b>	<b>23</b>
<b>16. WOULD YOU BE WILLING TO PAY A SMALL FEE FOR DELIVERY DIRECTLY TO YOUR HOME OR OFFICE? .....</b>	<b>24</b>
<b>17. IN GENERAL, WHERE ARE YOU MOST LIKELY TO ORDER AND REVIEW ONLINE MATERIALS?.....</b>	<b>25</b>
17a. In general, where are you most likely to order and review online materials? Other Specified. ....	26
<b>18. WHAT TYPE OF INTERNET ACCESS DO YOU HAVE AT HOME?.....</b>	<b>27</b>
<b>19. IN GENERAL, HAVE YOU SET UP PERSONAL PROFILES OR ACCOUNTS ON AMAZON, PAYPAL, E-BAY, FACEBOOK, MYSPACE OR OTHER ONLINE SERVICES? .....</b>	<b>28</b>
<b>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.)? .....</b>	<b>28</b>
<b>21. WHAT IS YOUR GENDER? .....</b>	<b>29</b>
<b>22. WHAT IS YOUR AGE? .....</b>	<b>30</b>
<b>23. WHAT IS YOUR ZIP CODE?.....</b>	<b>31</b>
<b>24. IN WHICH CAPACITY ARE YOU ACTING WHEN YOU MOST OFTEN USE INTERLIBRARY LOAN SERVICE? SELECT ALL THAT APPLY. ....</b>	<b>33</b>
24a. In which capacity are you acting when you most often use interlibrary loan service? Select all that apply. Other Specified.....	34
<b>25. WHAT ARE YOU CURRENTLY DOING AS A STUDENT? .....</b>	<b>36</b>

25a. What are you currently doing as a student? Other Specified. .... 37

26. WHAT IS THE HIGHEST LEVEL OF EDUCATION YOU HAVE ATTAINED?..... 38

26a. What is the highest level of education you have attained? Other Specified. .... 39

27. IN WHAT COUNTY DO YOU LIVE?..... 40

28. PLEASE PROVIDE ANY COMMENTS YOU WOULD LIKE ABOUT INTERLIBRARY LOAN SERVICE. .... 42

SEE ADDENDUM B FOR DETAILED LIST ..... 42

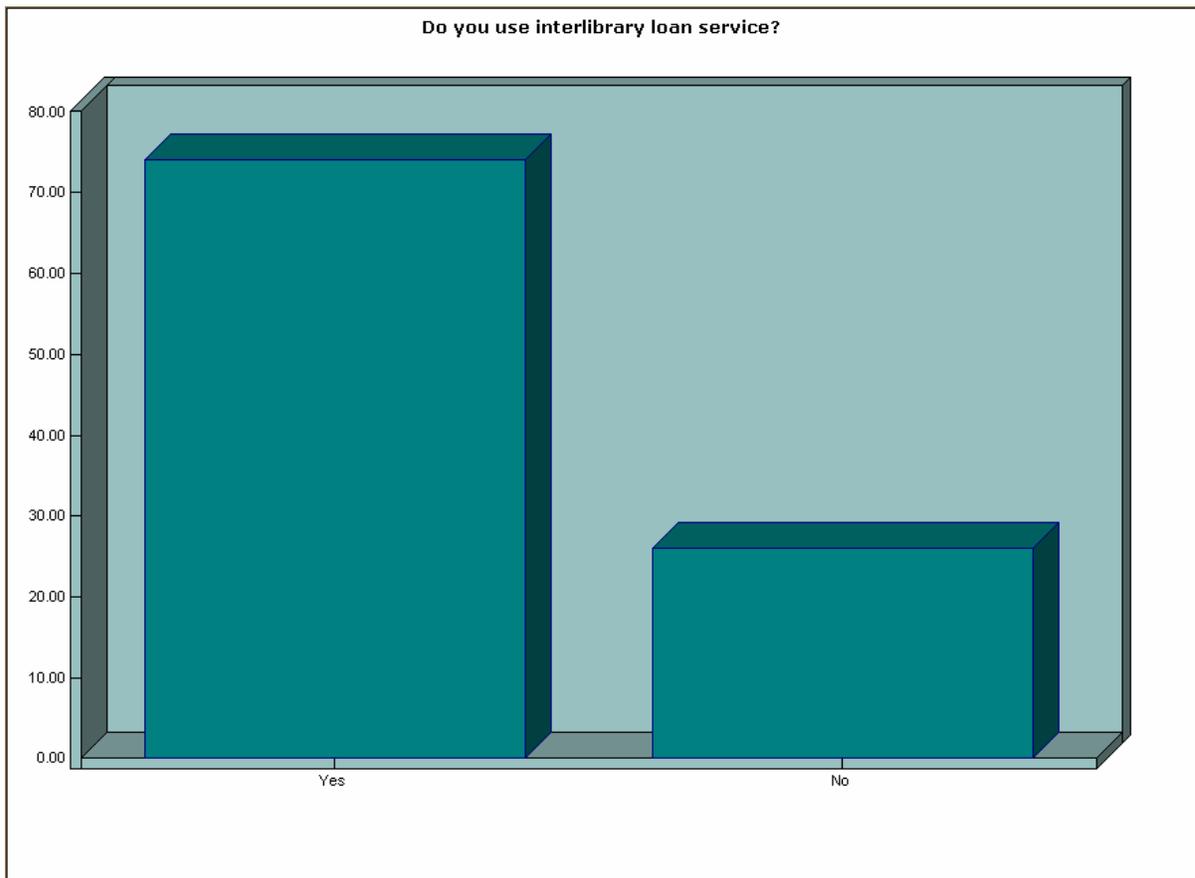
29. TO WIN PRIZES, PLEASE ENTER YOUR ELIGIBLE EMAIL ADDRESS..... 42

**ADDENDUM A: Detailed List - 12. Please specify other ways you would like to receive electronic materials.**

**ADDENDUM B: Detailed List - 28. Please provide any comments you would like about interlibrary loan service.**

**ADDENDUM C: Cross-Tab Report - Capacity v. All Questions, Students Highlighted**

**ADDENDUM D: Cross-Tab Tables - 24. In which capacity / 14 and 16**



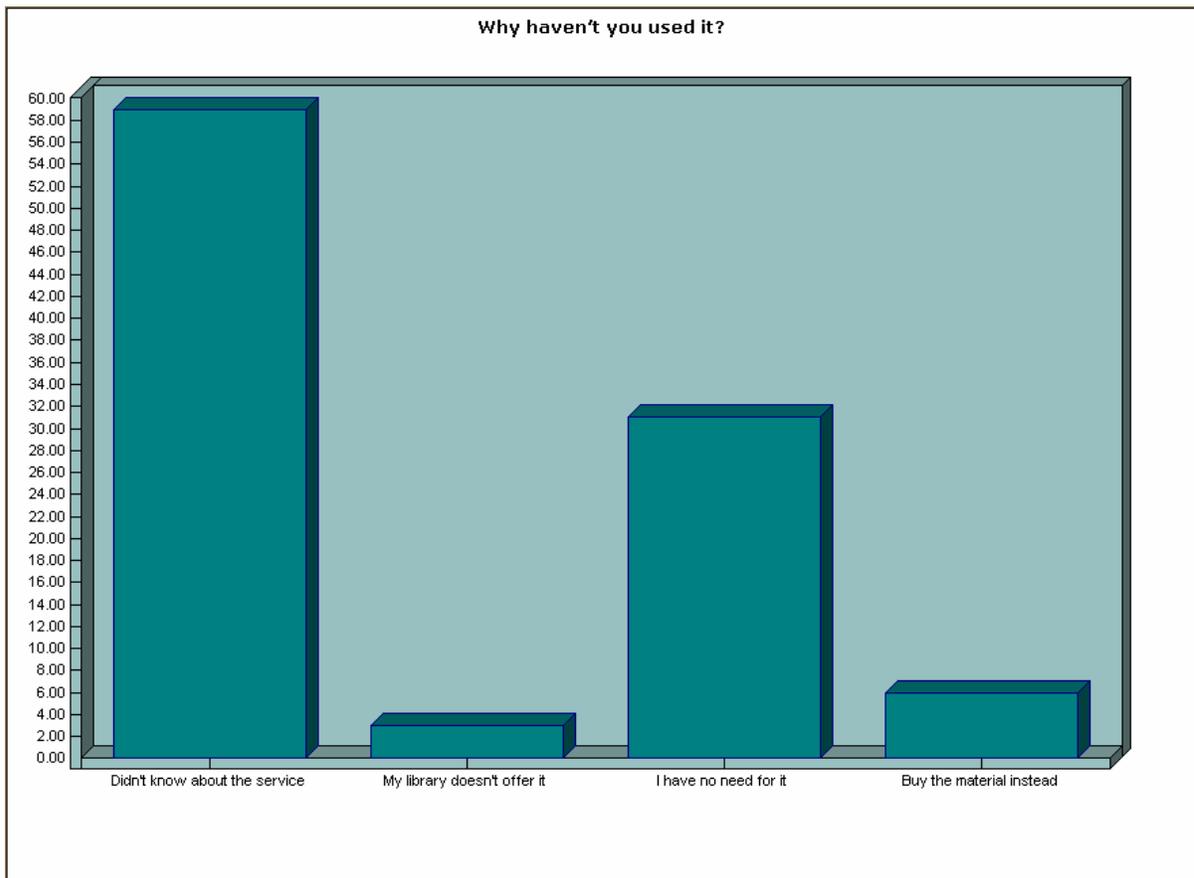
### 1. Do you use interlibrary loan service?

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

**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.



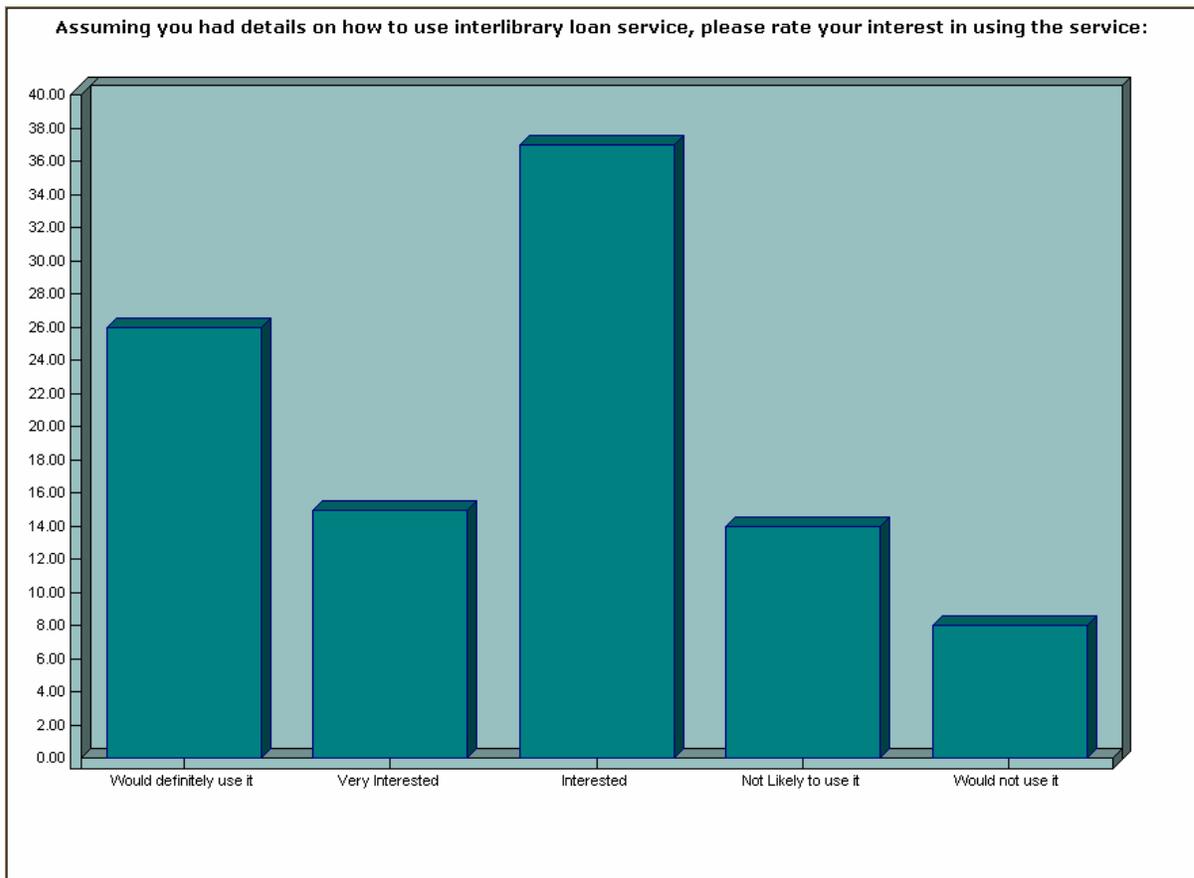
## 2. Why haven't you used it?

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

**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.



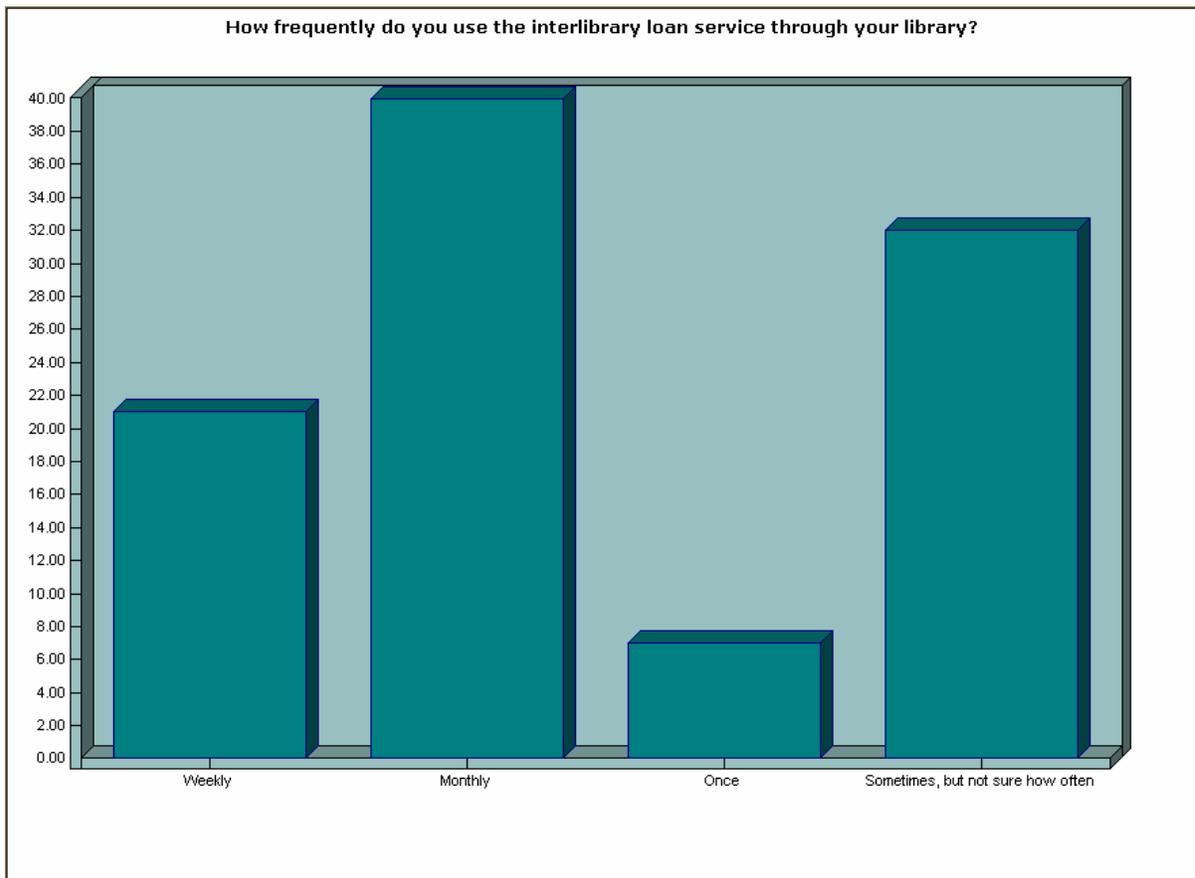
**3. Assuming you had details on how to use interlibrary loan service, please rate our interest in using the service:**

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

**NOTE:**

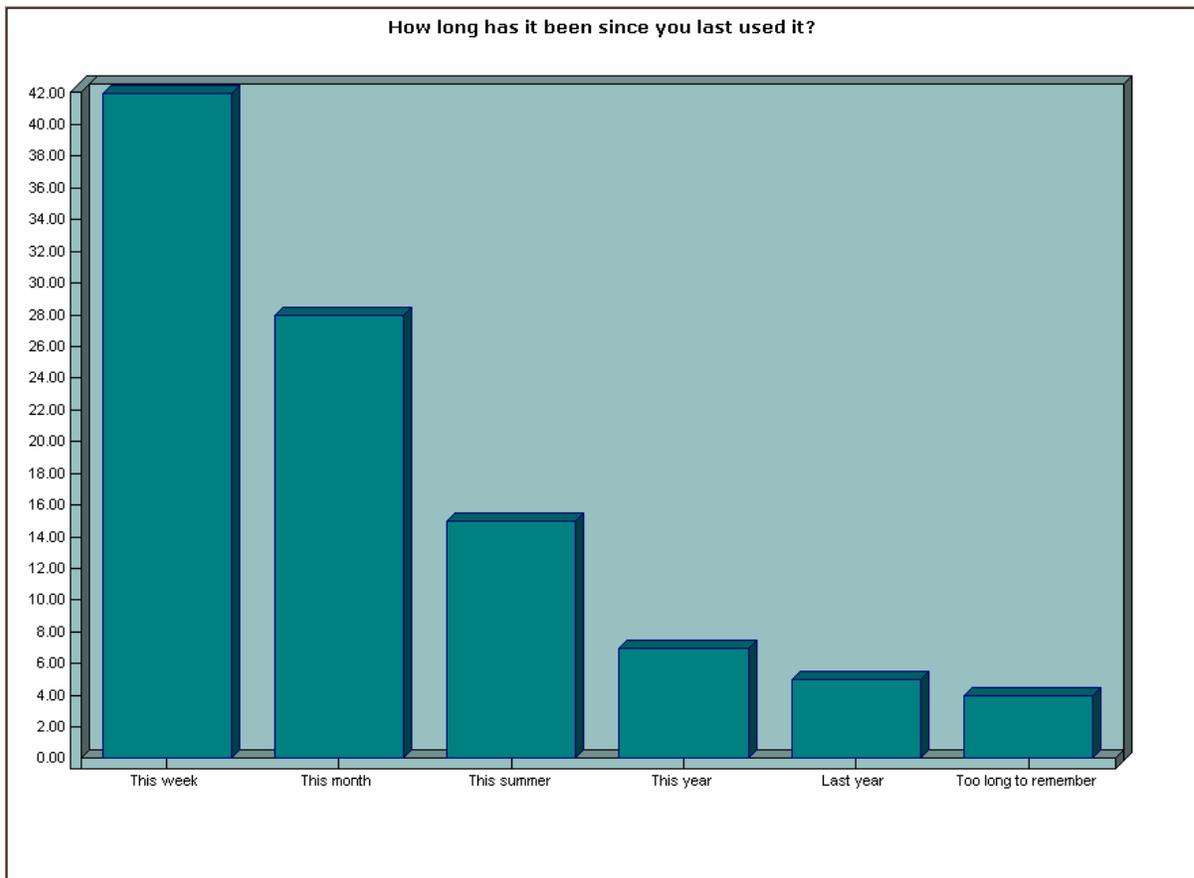
Throughout the tables in this report, the column 'Percentage of Sample Answering' represents all of the Patrons (Number) who answered the specified question.

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.



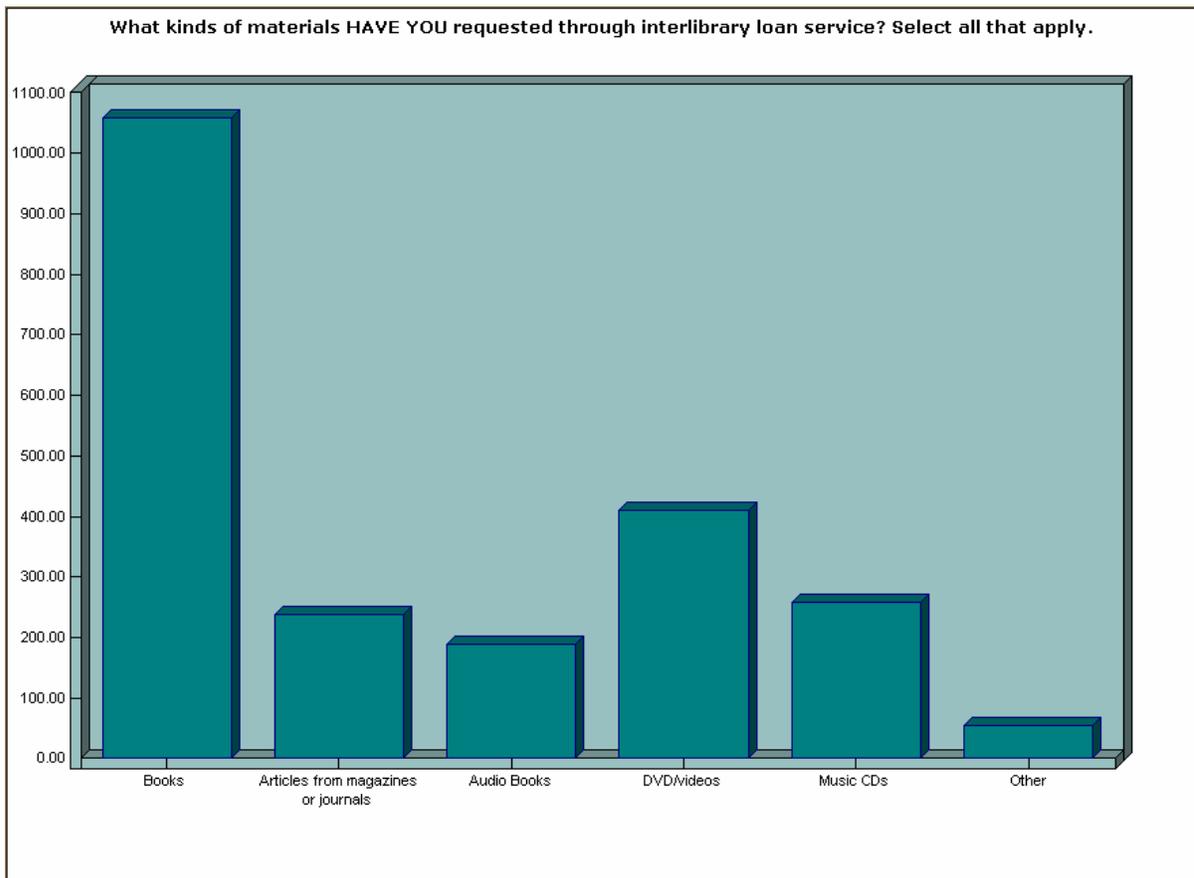
**4. How frequently do you use the interlibrary loan service through your library?**

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



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

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



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

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

**NOTE:**

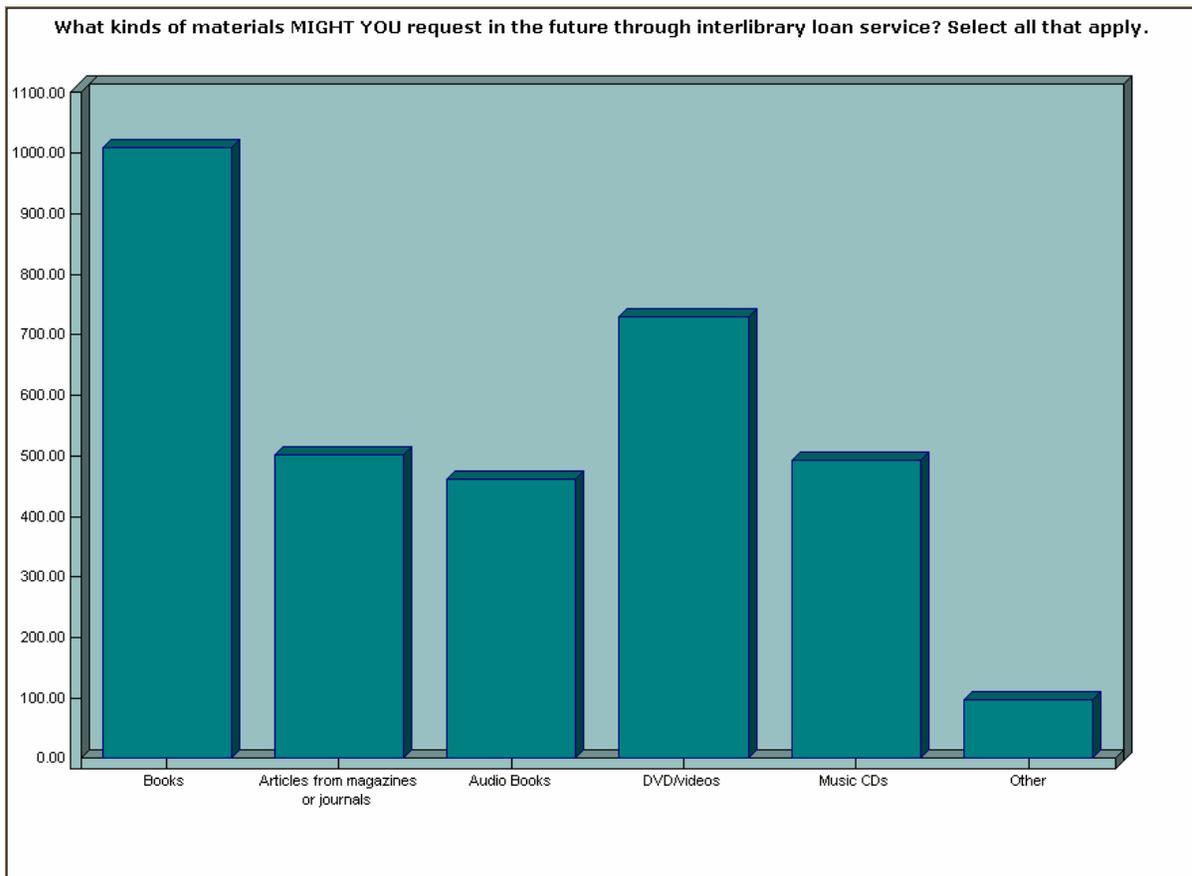
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**6.a What kinds of materials HAVE YOU requested through interlibrary loan service? Select all that apply. Other Specified.**

**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
<b>Books</b>	1009	92.6%	63.3%
<b>Articles from magazines or journals</b>	501	52.0%	31.4%
<b>Audio Books</b>	462	50.9%	29.0%
<b>DVD/videos</b>	730	74.3%	45.8%
<b>Music CDs</b>	494	53.9%	31.0%
<b>Other</b>	98	11.3%	6.1%
<b>TOTAL</b>	3294		

**NOTE:**

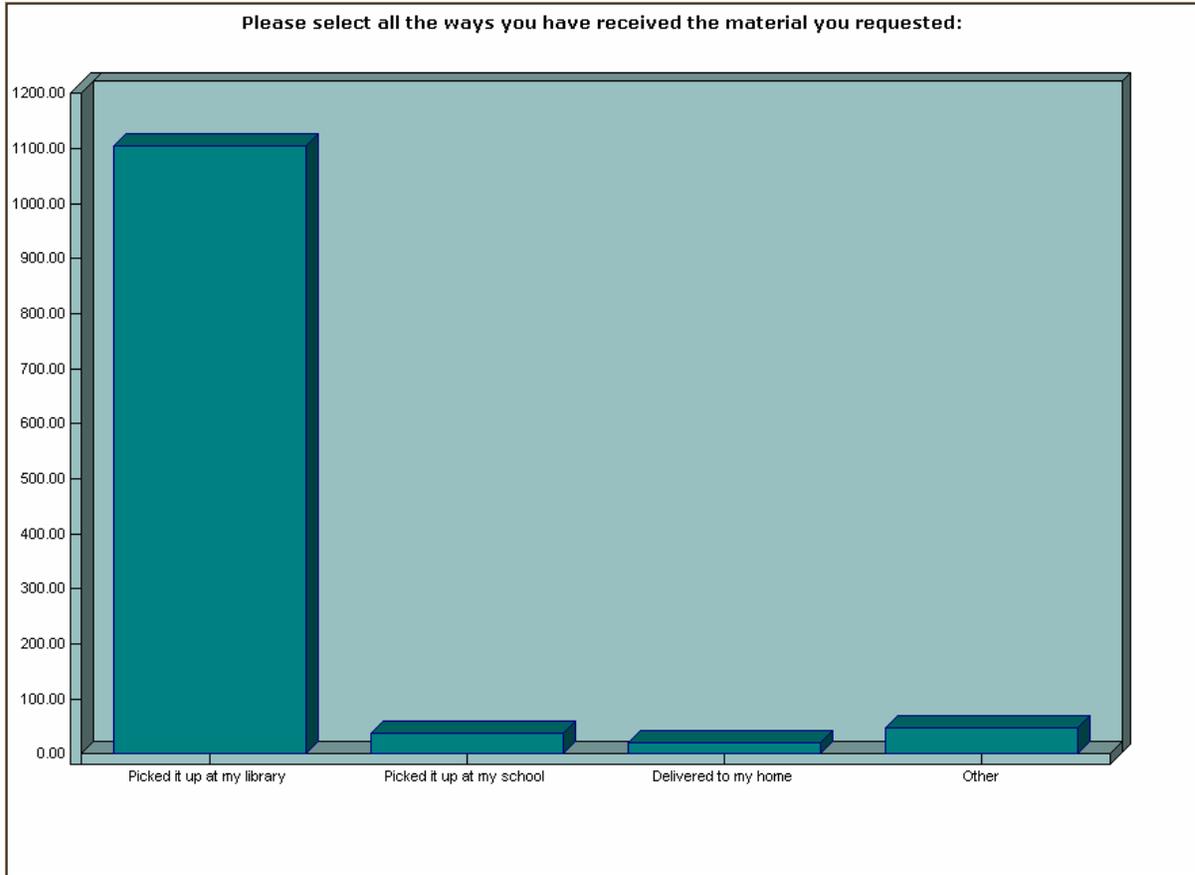
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**7.a What kinds of materials MIGHT YOU request in the future through interlibrary loan service? Select all that apply. Other specified.**

**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:**

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

**NOTE:**

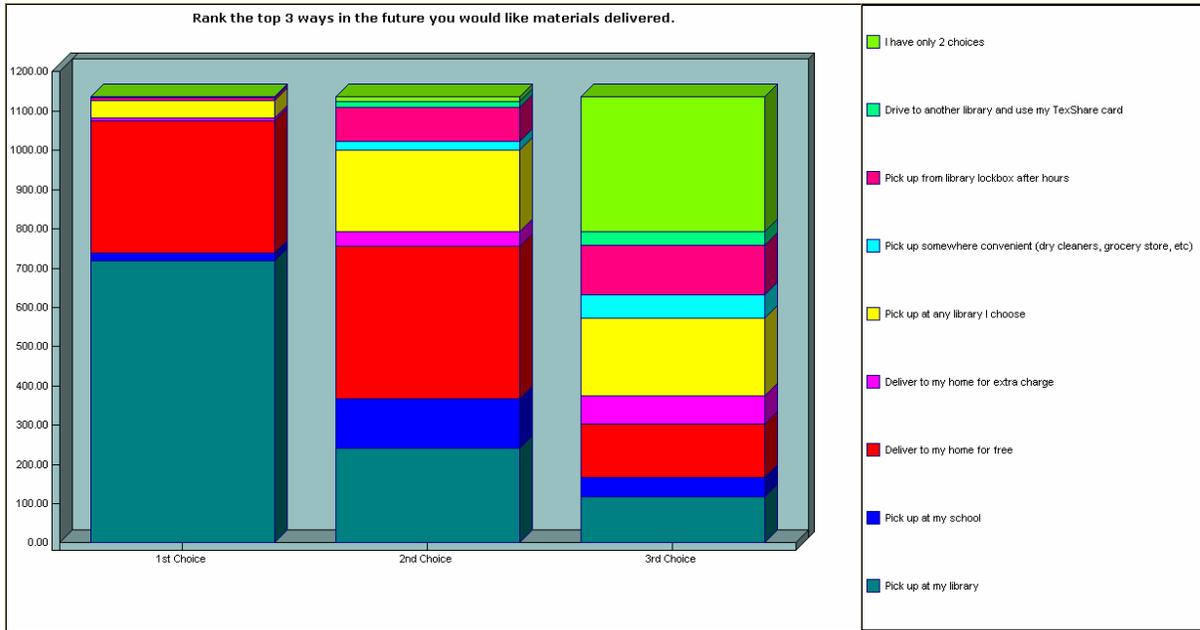
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**8.a Please select all the ways you have received the material you requested.  
Other Specified.**

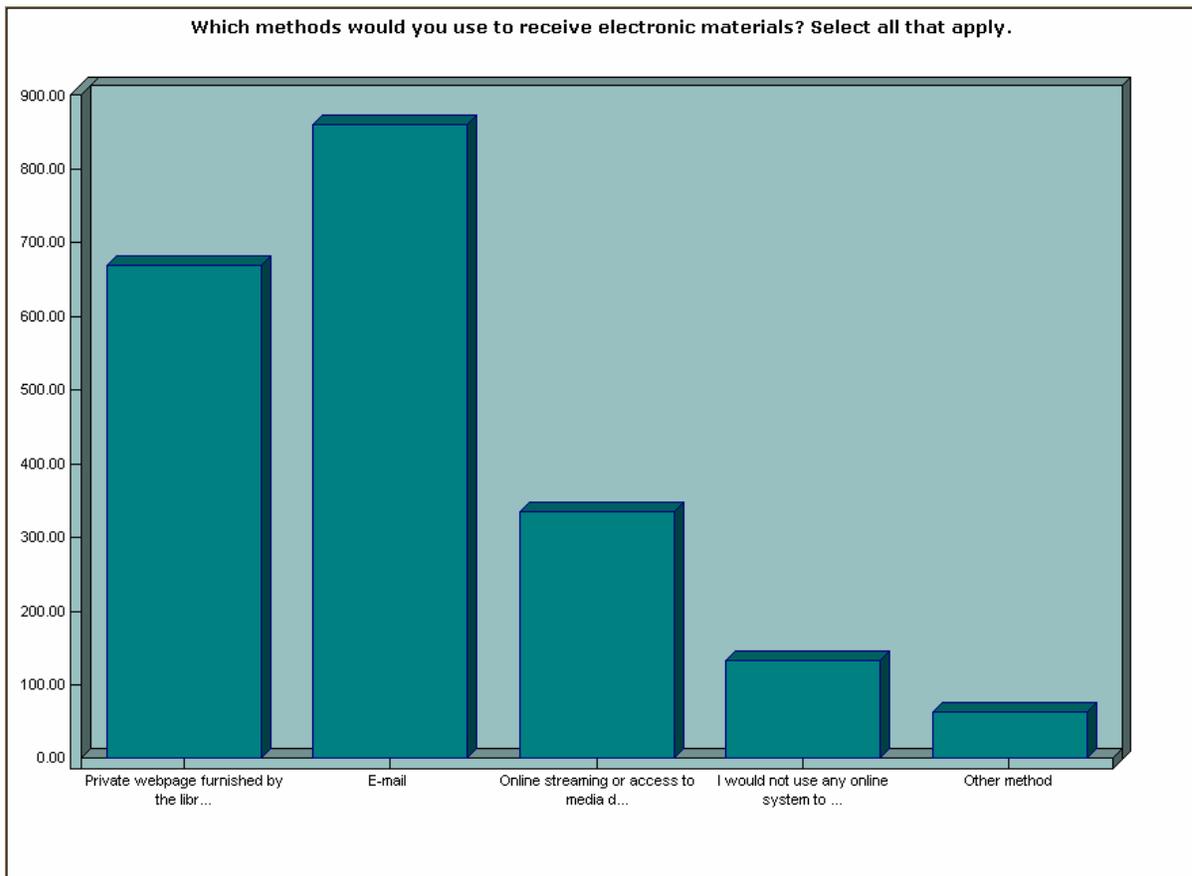
**Sample Answering: 28 responses**

- 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
<b>TOTAL</b>	<b>1077</b>	<b>196</b>	<b>860</b>	<b>118</b>	<b>449</b>	<b>83</b>	<b>220</b>	<b>49</b>	<b>356</b>	<b>459</b>



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

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

**NOTE:**

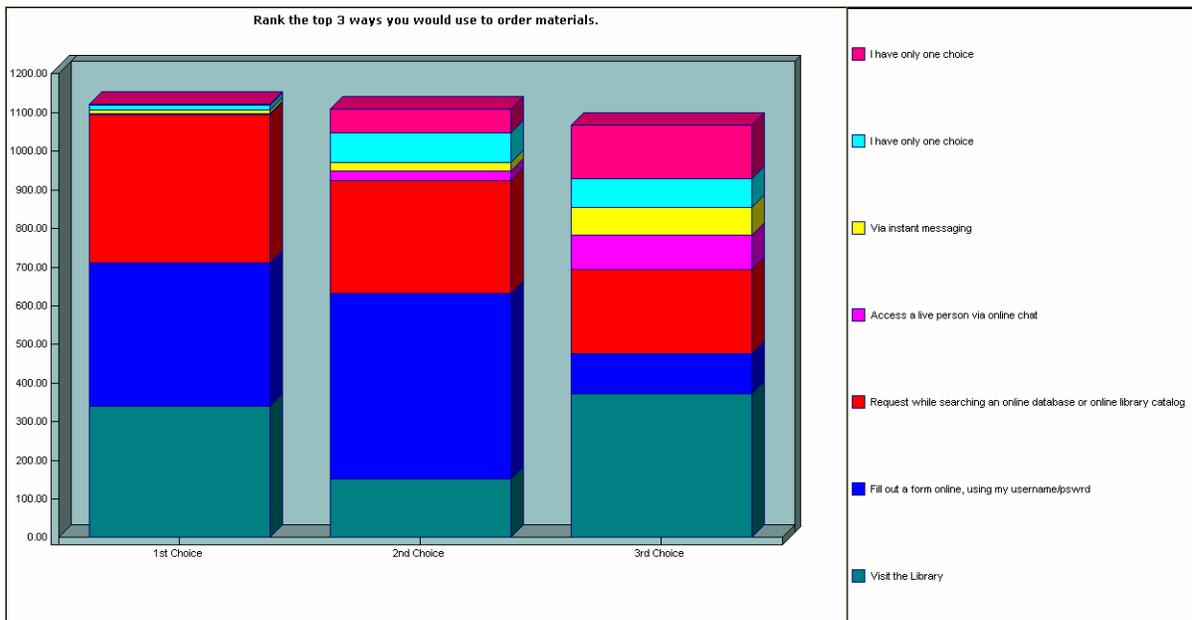
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**10a. Which methods would you use to receive electronic materials? Select all that apply. Other Method Specified.**

**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.**

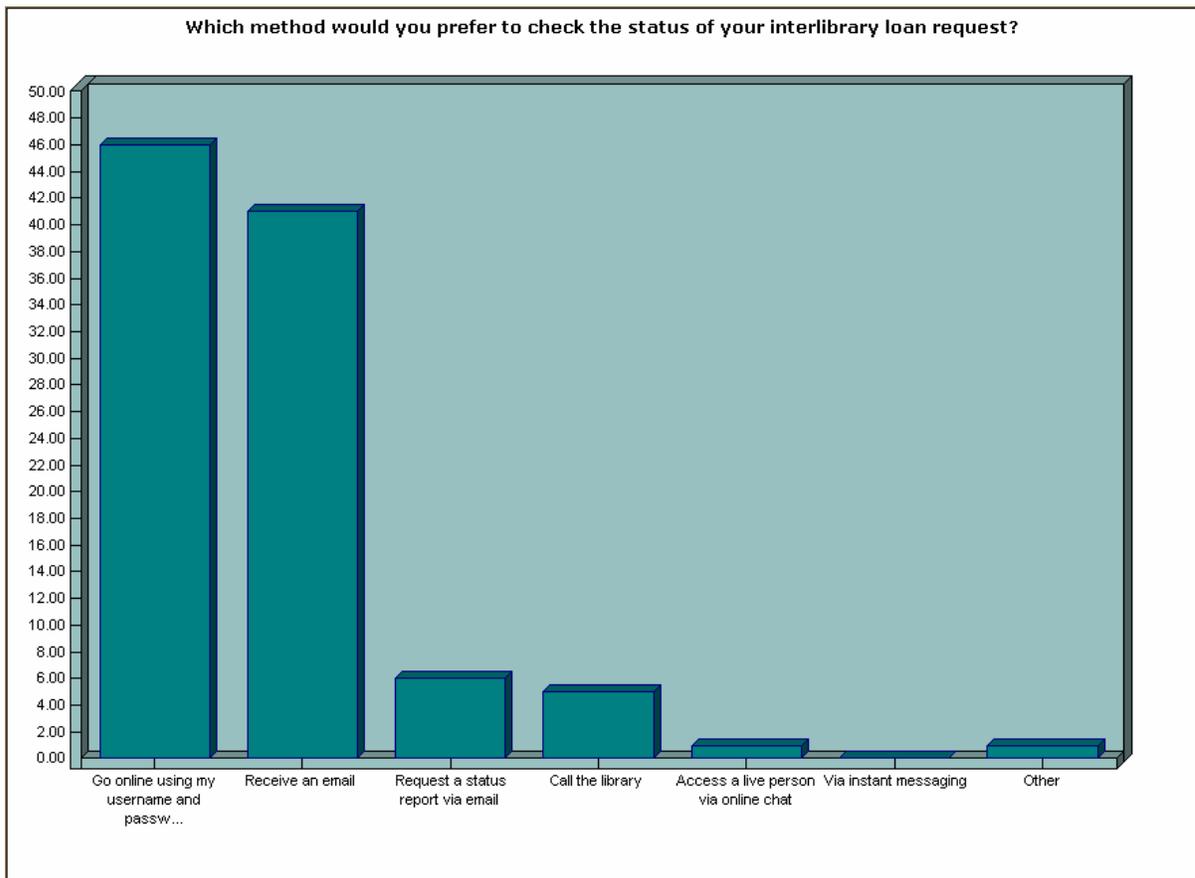
	Visit the Library	Fill out a form online, using my username /pswrd	Request while searching an online database or online library catalog	Access a live person via online chat	Via instant messaging	I have only one choice	I have only one choice	Not Asked
<b>1st Choice</b>	340	371	383	4	10	12	3	471
<b>2nd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

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%
<b>(Total)</b>	<b>1535</b>	<b>100.0%</b>

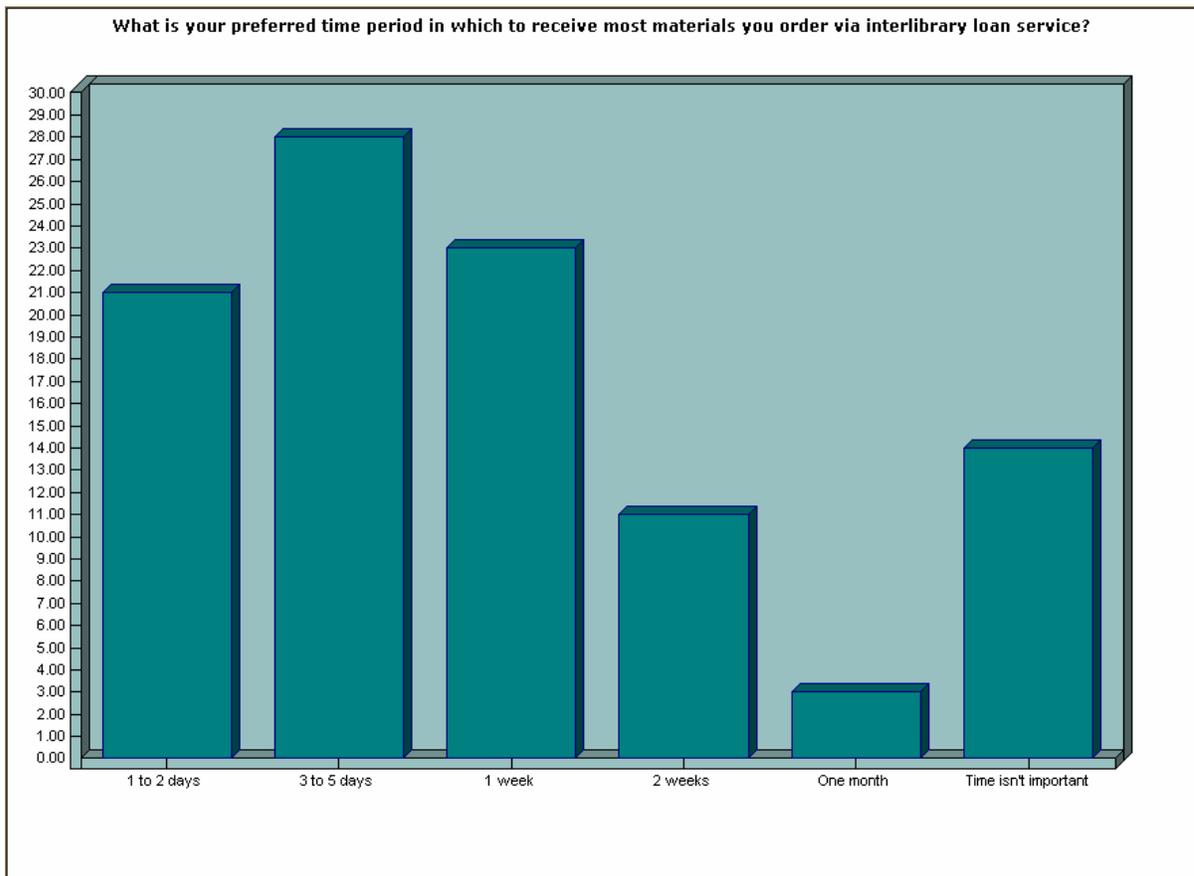


**13. Which method would you prefer to check the status of your interlibrary loan request?**

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

**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

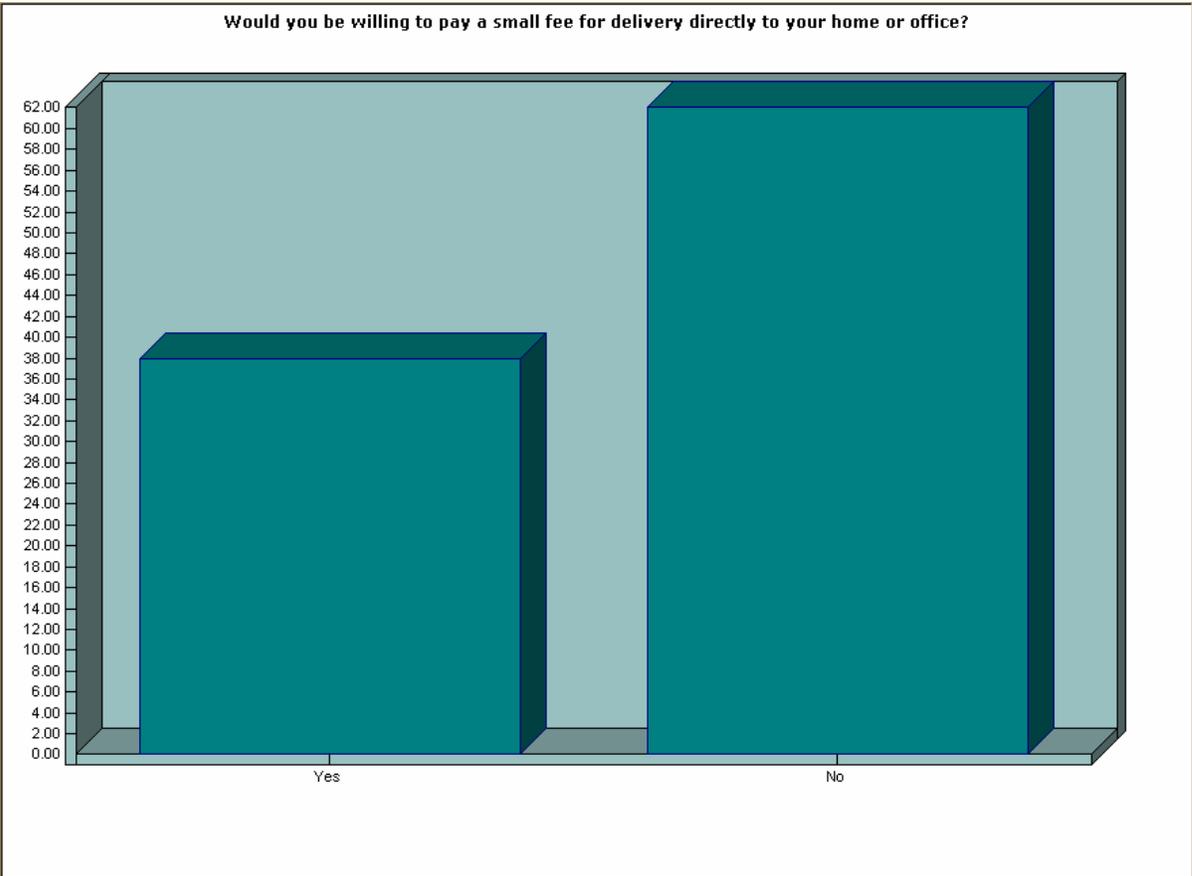


**14. What is your preferred time period in which to receive most materials you order via interlibrary loan service?**

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

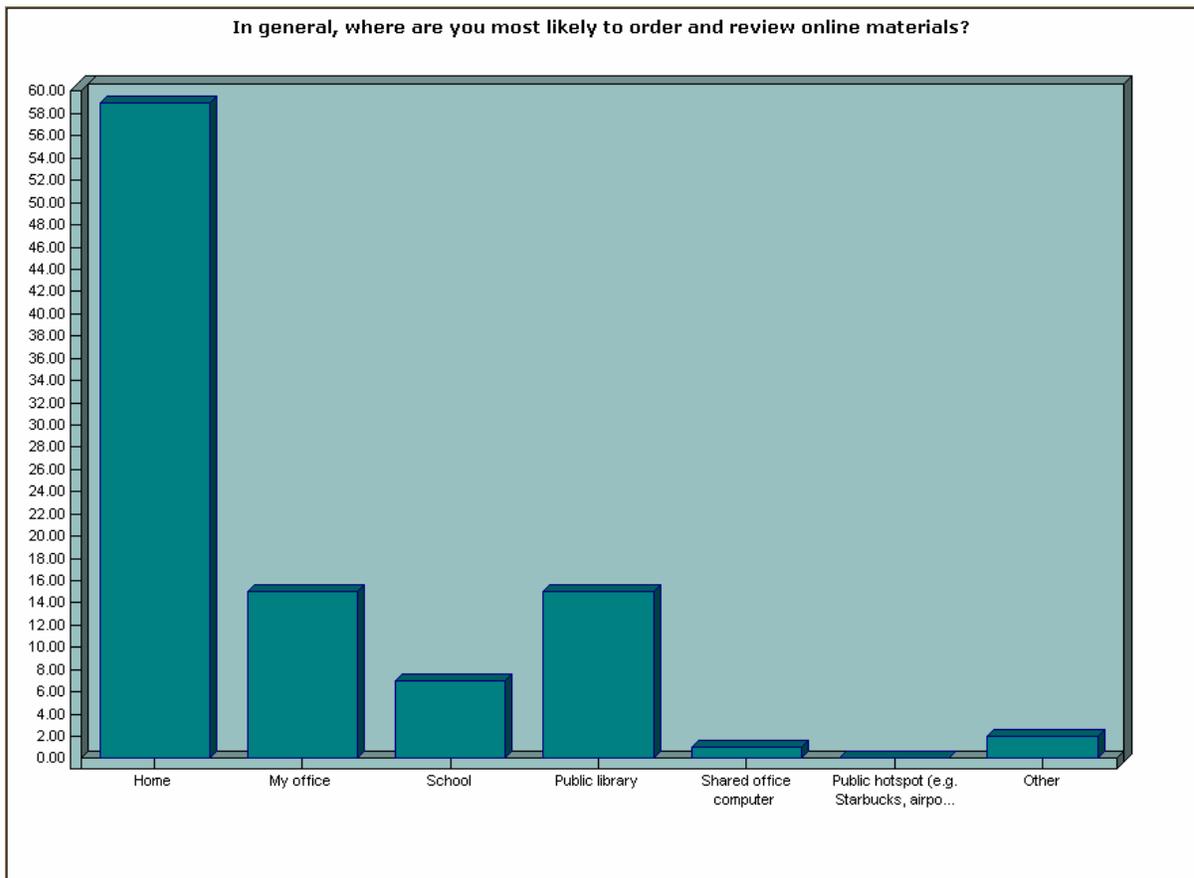
**15. Would you be willing to pay a small fee for rush delivery (2 days or less)?**

	Number	Percentage of Sample Answering
<b>Yes</b>	118	49.2%
<b>No</b>	122	50.8%
<b>TOTAL</b>	<b>240</b>	<b>100%</b>



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

	<b>Number</b>	<b>Percentage of Sample Answering</b>
<b>Yes</b>	420	37.8%
<b>No</b>	691	62.2%
<b>TOTAL</b>	<b>1111</b>	<b>100%</b>



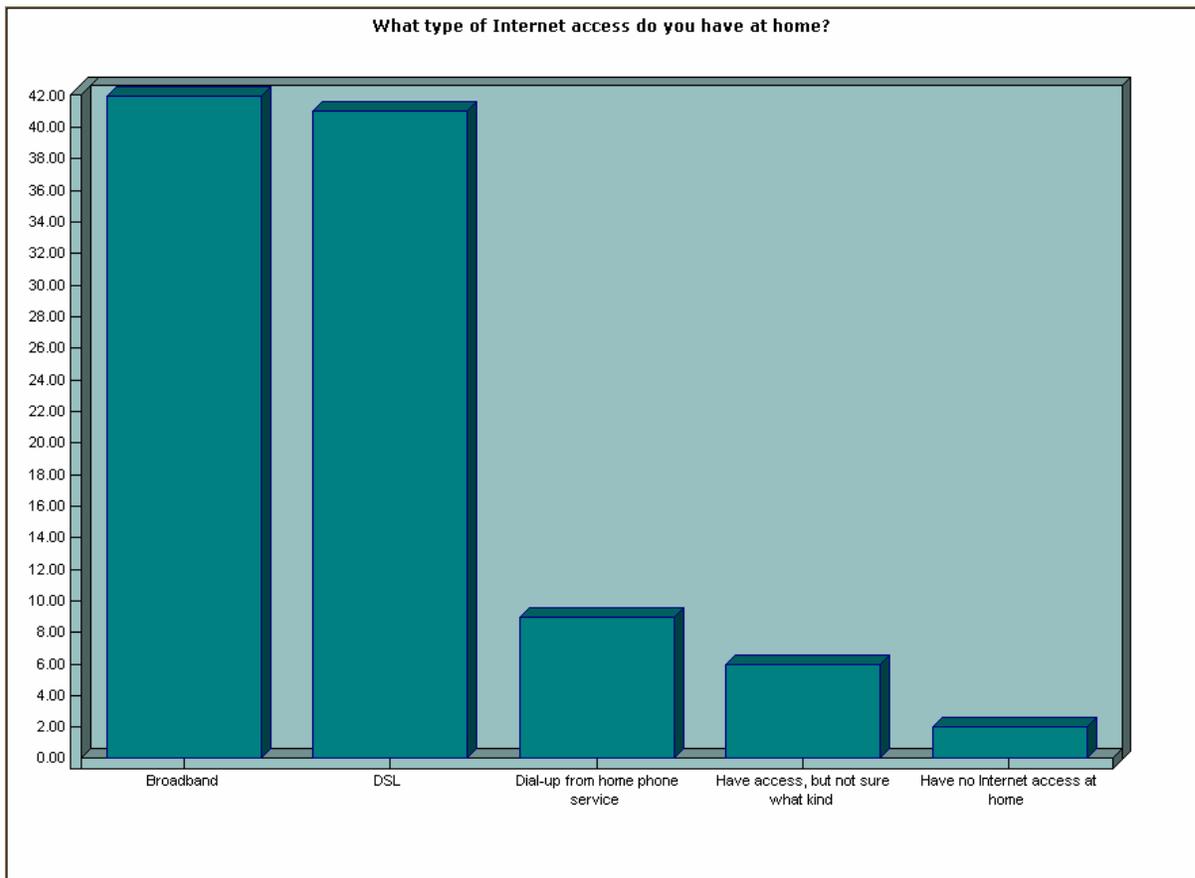
**17. In general, where are you most likely to order and review online materials?**

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

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

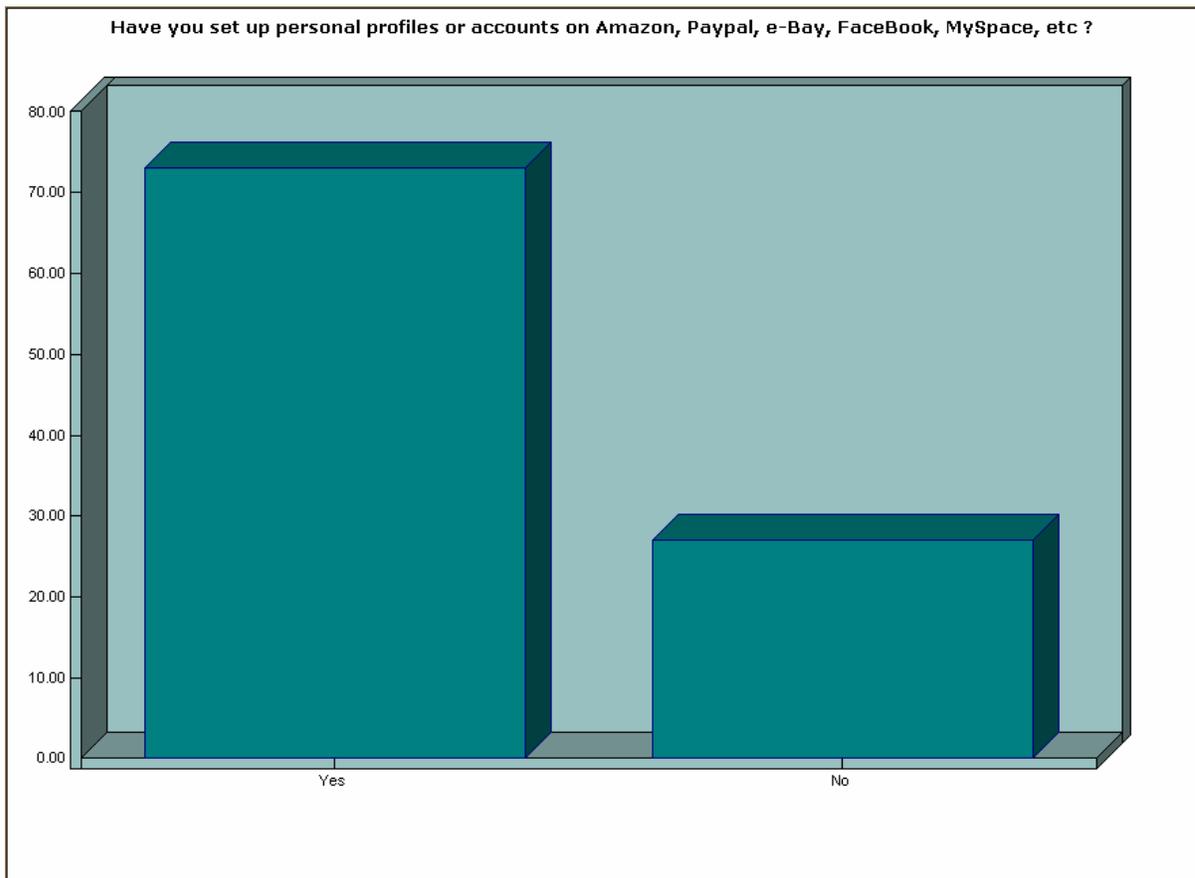
**Sample Answering: 13 responses**

- 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
<b>Broadband</b>	377	41.9%
<b>DSL</b>	372	41.4%
<b>Dial-up from home phone service</b>	81	9.0%
<b>Have access, but not sure what kind</b>	50	5.6%
<b>Have no Internet access at home</b>	19	2.1%
<b>TOTAL</b>	<b>899</b>	<b>100%</b>

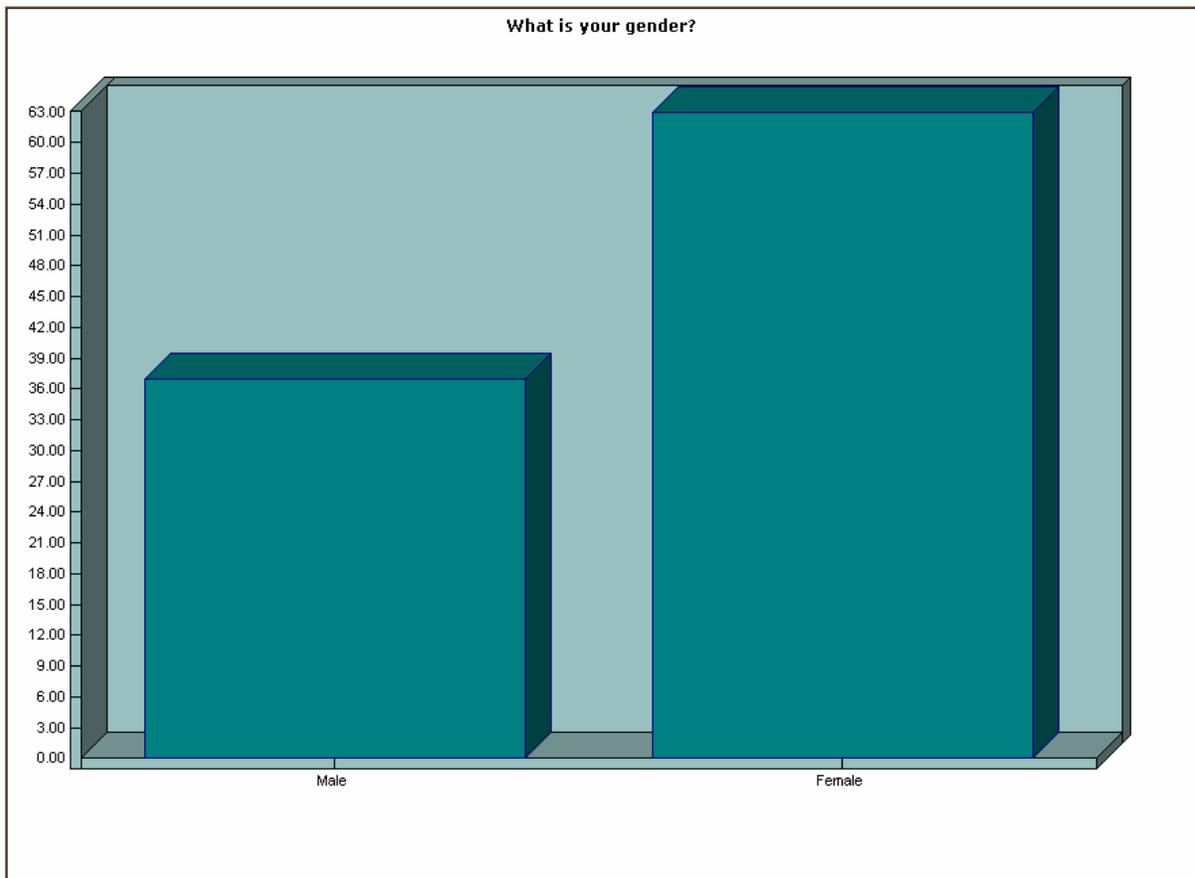


**19. In general, have you set up personal profiles or accounts on Amazon, Paypal, e-Bay, FaceBook, MySpace or other online services?**

	Number	Percentage of Sample Answering
Yes	1089	73.5%
No	393	26.5%
<b>TOTAL</b>	<b>1482</b>	<b>100%</b>

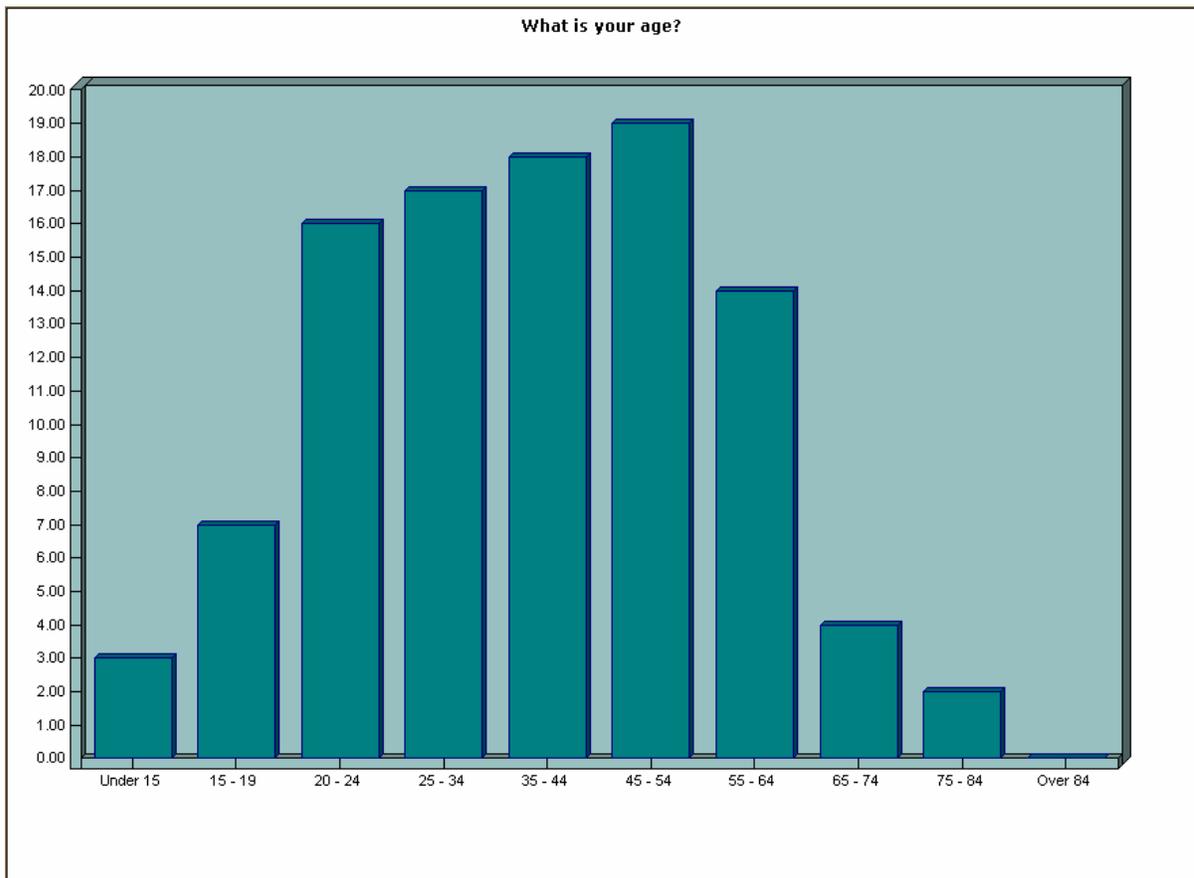
**20. Do you use online databases through your Library's website or the Library of Texas (e.g. WorldCat, FirstSearch, Consumer Reports, ancestry.com, Psychological Abstracts, etc.)?**

	Number	Percentage of Sample Answering
Yes	1058	71.5%
No	422	28.5%
<b>TOTAL</b>	<b>1480</b>	<b>100%</b>



**21. What is your gender?**

	Number	Percentage of Sample Answering
<b>Male</b>	542	36.6%
<b>Female</b>	938	63.4%
<b>TOTAL</b>	<b>1480</b>	<b>100%</b>



## 22. What is your age?

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

### NOTE:

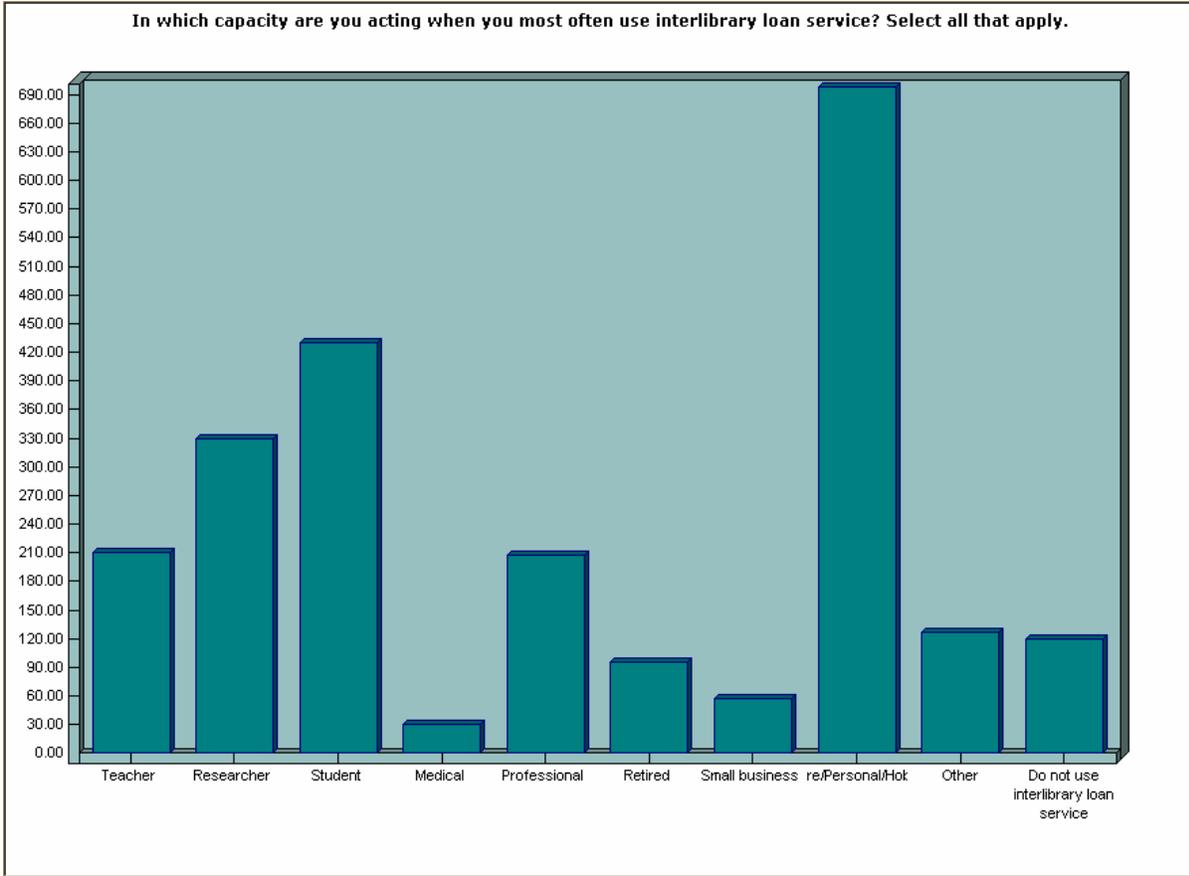
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### 23. What is your ZIP Code?

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

**NOTE:**

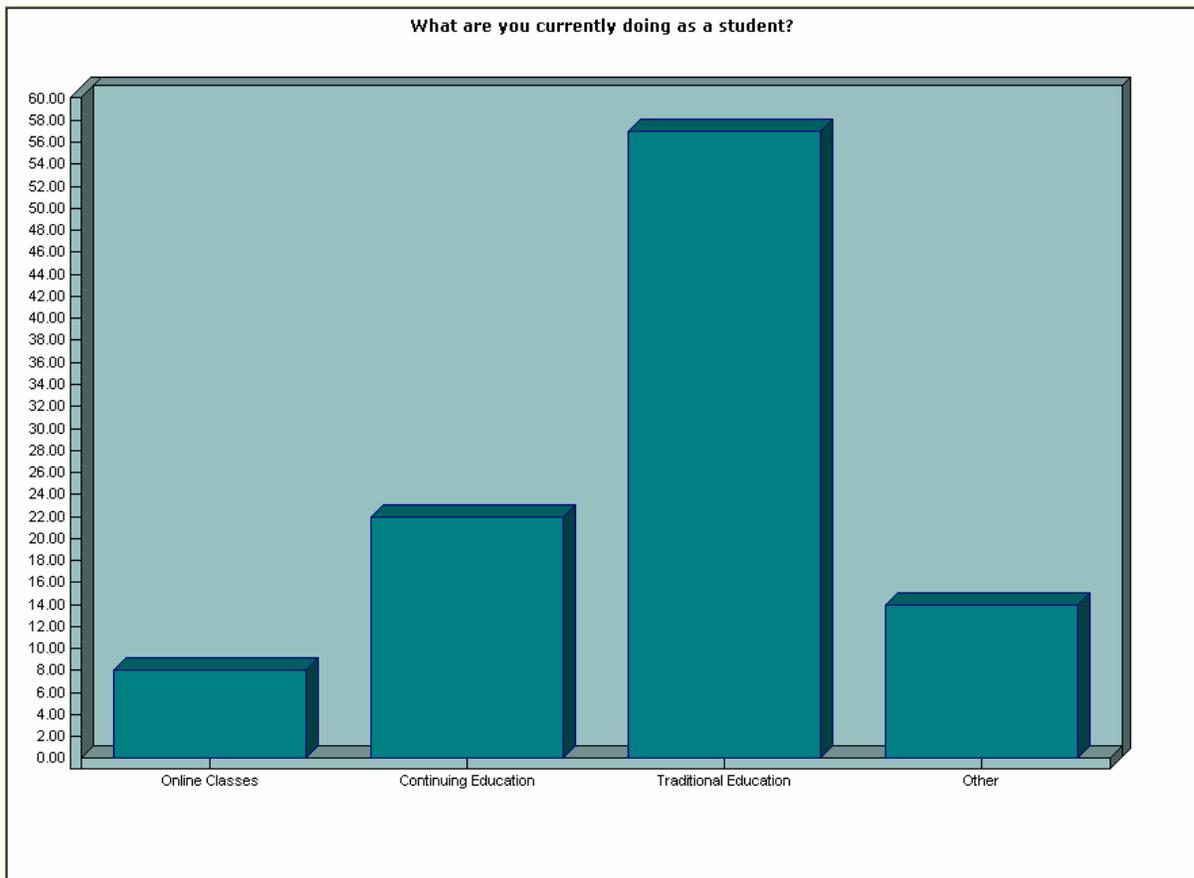
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**24a. In which capacity are you acting when you most often use interlibrary loan service? Select all that apply. Other Specified.  
Sample Answering: 61 responses**

- 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?**

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

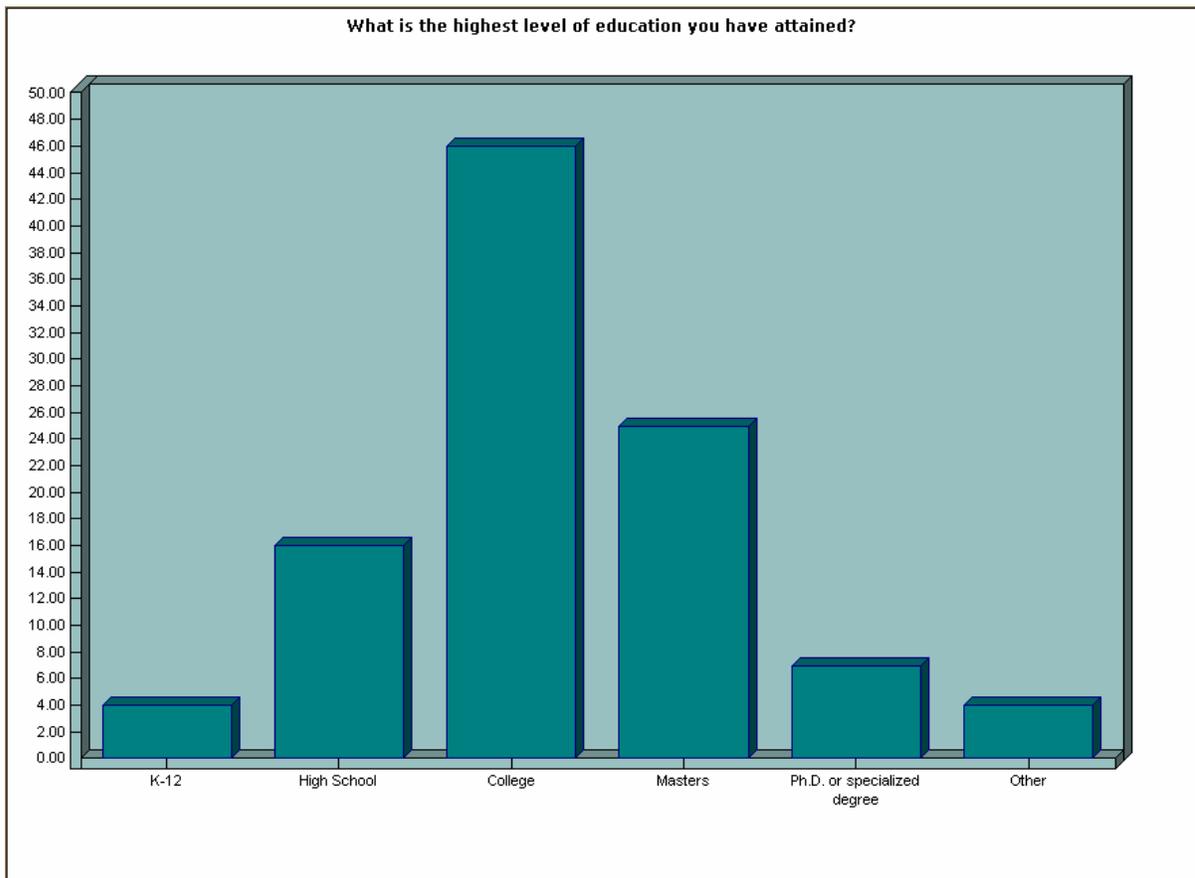
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Throughout the tables in this report, the column 'Percentage of Sample Answering' represents all of the Patrons (Number) who answered the specified question.

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?**

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

**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%
<b>Student</b>	<b>263</b>	<b>61.16%</b>	<b>167</b>	<b>38.84%</b>	<b>430</b>	<b>100.00%</b>
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%
<b>Totals</b>	<b>1835</b>	<b>79.58%</b>	<b>471</b>	<b>20.42%</b>	<b>2306</b>	<b>100.00%</b>

**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%
<b>Total</b>	<b>408</b>	<b>22.23%</b>	<b>515</b>	<b>28.07%</b>	<b>424</b>	<b>23.11%</b>	<b>192</b>	<b>10.46%</b>	<b>44</b>	<b>2.40%</b>	<b>252</b>	<b>13.73%</b>	<b>1835</b>	<b>100.00%</b>

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%
<b>Total</b>	<b>711</b>	<b>38.75%</b>	<b>1124</b>	<b>61.25%</b>	<b>1835</b>	<b>100.00%</b>

## **Appendix 12: Library Staff Survey**



# Interlibrary Loan Services Staff Evaluation

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

**Generated By:**

**Your Perceptions, Inc.  
5757 Central Ave., SW Suite 800  
Boulder, CO 80301**

**[www.yourperceptions.com](http://www.yourperceptions.com)**

## TABLE OF CONTENTS

### SURVEY QUESTIONS

1. DOES YOUR LIBRARY PROVIDE INTERLIBRARY LOAN SERVICE? .....	4
2. WE USE THE FOLLOWING TO INITIATE ILL BORROWING REQUESTS: .....	5
2A. WE USE THE FOLLOWING TO INITIATE ILL BORROWING REQUESTS. OTHER SPECIFIED.....	6
3. HOW WOULD YOU RATE YOUR SATISFACTION WITH THE CURRENT TEXNET CENTER SERVICE? .....	8
4. WHAT DO YOU FEEL IS THE AVERAGE LENGTH OF TIME BEFORE YOUR PATRONS RECEIVE THEIR ILL MATERIALS? .....	9
5. DO YOU HAVE STAFF IN YOUR LIBRARY THAT ARE DEDICATED TO .....	10
PROVIDING INTERLIBRARY LOAN SERVICE TO YOUR PATRONS? .....	10
6. DO YOU FEEL YOU WOULD BENEFIT FROM GENERAL TRAINING ON ILL AND TEXNET CENTER SERVICE? .....	11
7. WHAT COMMENTS DO YOU HAVE ABOUT THE TEXNET CENTER SERVICE?.....	11
8. DO YOU ALLOW PATRONS TO PLACE THEIR OWN REQUESTS ONLINE THROUGH FIRSTSEARCH, ILLIAD OR ANOTHER ELECTRONIC METHOD? .....	13
9. DO YOU ALLOW THE SYSTEM TO ROUTE AND SEND REQUESTS AUTOMATICALLY TO BORROWING LIBRARIES WITHOUT STAFF INTERVENTION (I.E. DIRECT REQUEST)? .....	13
10. WHAT DO YOU FEEL SHOULD BE AN ACCEPTABLE LENGTH OF TIME BEFORE YOUR PATRONS RECEIVE THEIR ILL MATERIALS?.....	14
11. DO YOU CHARGE PATRONS FOR INTERLIBRARY LOAN? .....	15
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? .....	15
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.....	16
13. DO YOU OFFER HOME DELIVERY OF ILL MATERIALS?.....	17

**14. IS YOUR LIBRARY ON THE TEXPRESS COURIER SERVICE OR ANOTHER REGIONAL LIBRARY COURIER?..... 17**

**15. YOUR POSITION AT YOUR LIBRARY: ..... 18**

**15A. OTHER AS SPECIFIED -- YOUR POSITION AT YOUR LIBRARY:..... 19**

**16. WHAT TYPE OF LIBRARY: ..... 21**

**17. PLEASE ESTIMATE THE SIZE OF YOUR USER POPULATION: ..... 22**

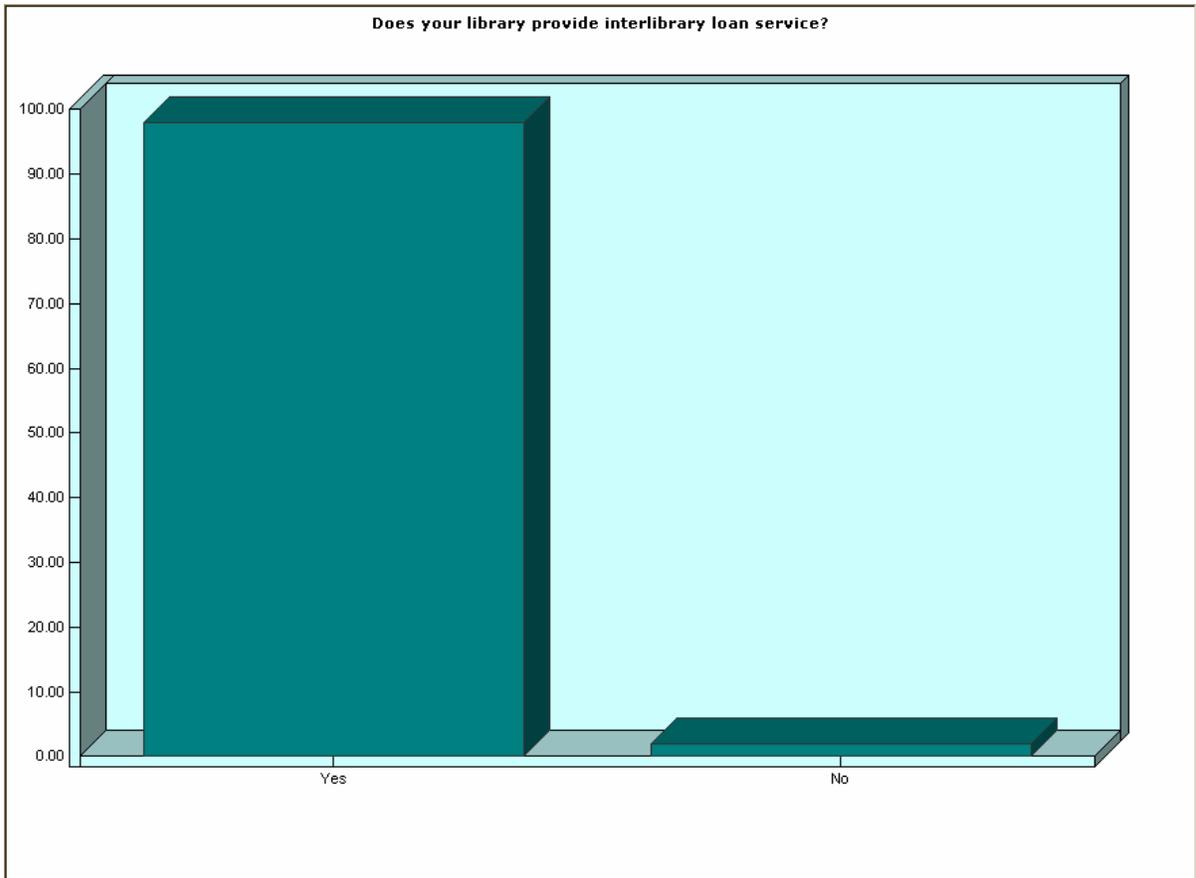
**18. WHAT IS YOUR FIVE DIGIT LIBRARY ZIP CODE?..... 22**

**19. WHAT IS YOUR COUNTY: ..... 24**

**20. WHAT SUGGESTIONS WOULD YOU HAVE FOR GENERALLY IMPROVING INTERLIBRARY LOAN AND RESOURCE SHARING IN TEXAS? IF NONE, PLEASE PUT NONE..... 26**

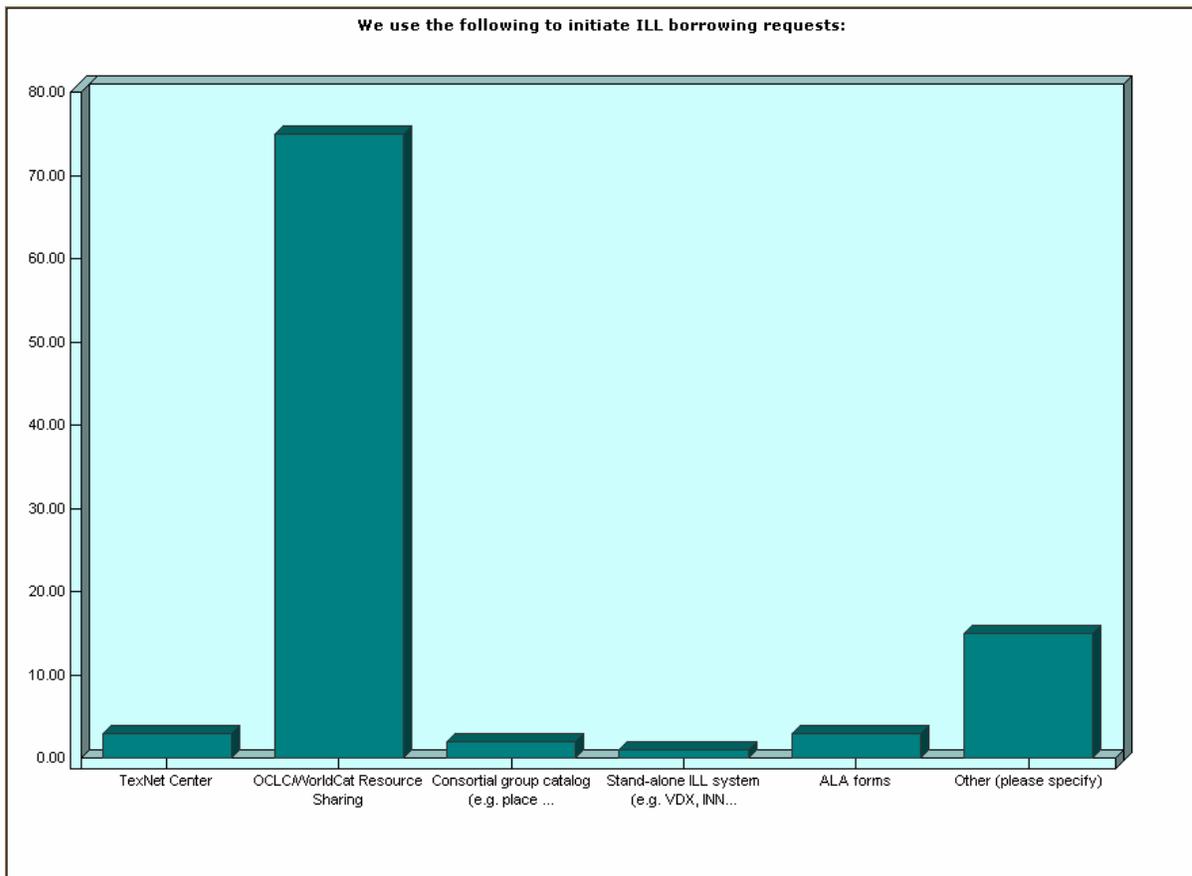
**ADDENDUM A: Detail - What suggestions would you have for generally improving interlibrary loan and resource sharing in Texas?**

**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
<b>Yes</b>	454	98.3%
<b>No</b>	8	1.7%
<b>TOTAL</b>	<b>462</b>	<b>100%</b>



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

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

**NOTE:**

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

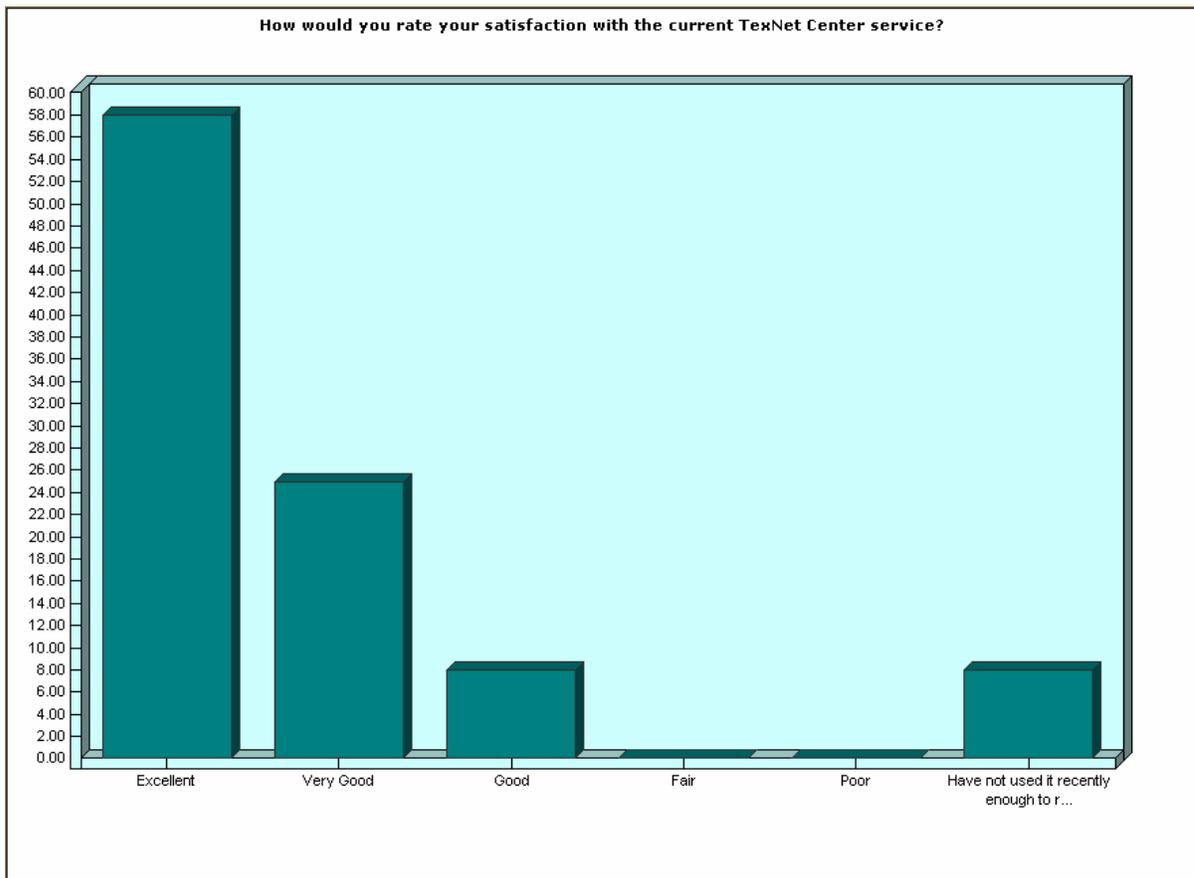
Throughout the tables in this report, the column 'Percentage of Sample Asked' refers to the number of Staff who were presented with the specified question. Due to branching techniques used in the evaluation, not every respondent sees every question.

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

### Summary -- Sample Answering: 55 responses

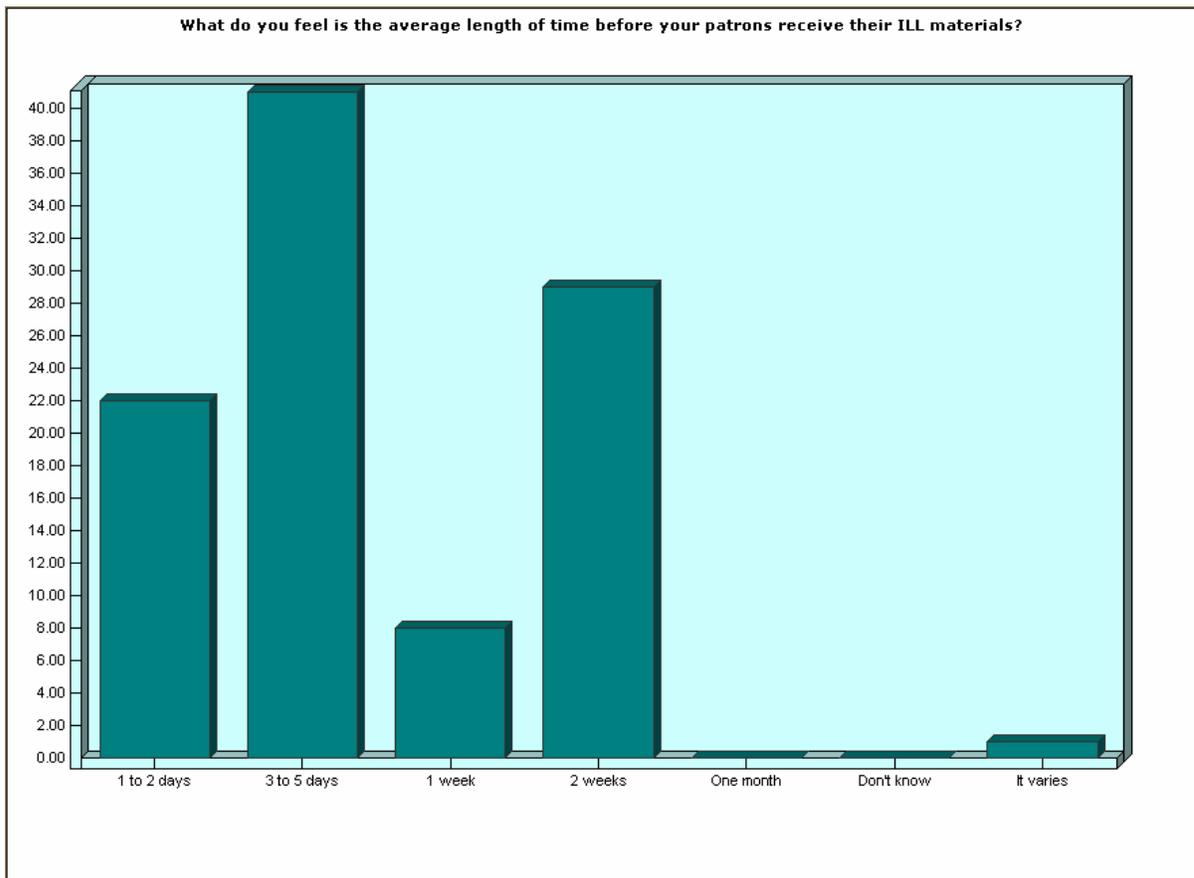
- **ILLIAD** –Stand alone or multiple choice entry using that entry
- **Dallas Public Library (with or without ILLIAD)**
- Mention **OCLC** alone or with **ILLIAD**
- **DOCLINE**
- **HALS**
  
- Amarillo Public Library
- oclc, illiad, ala forms,
- We have our own form.
- Dallas Public Library
- Fort 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



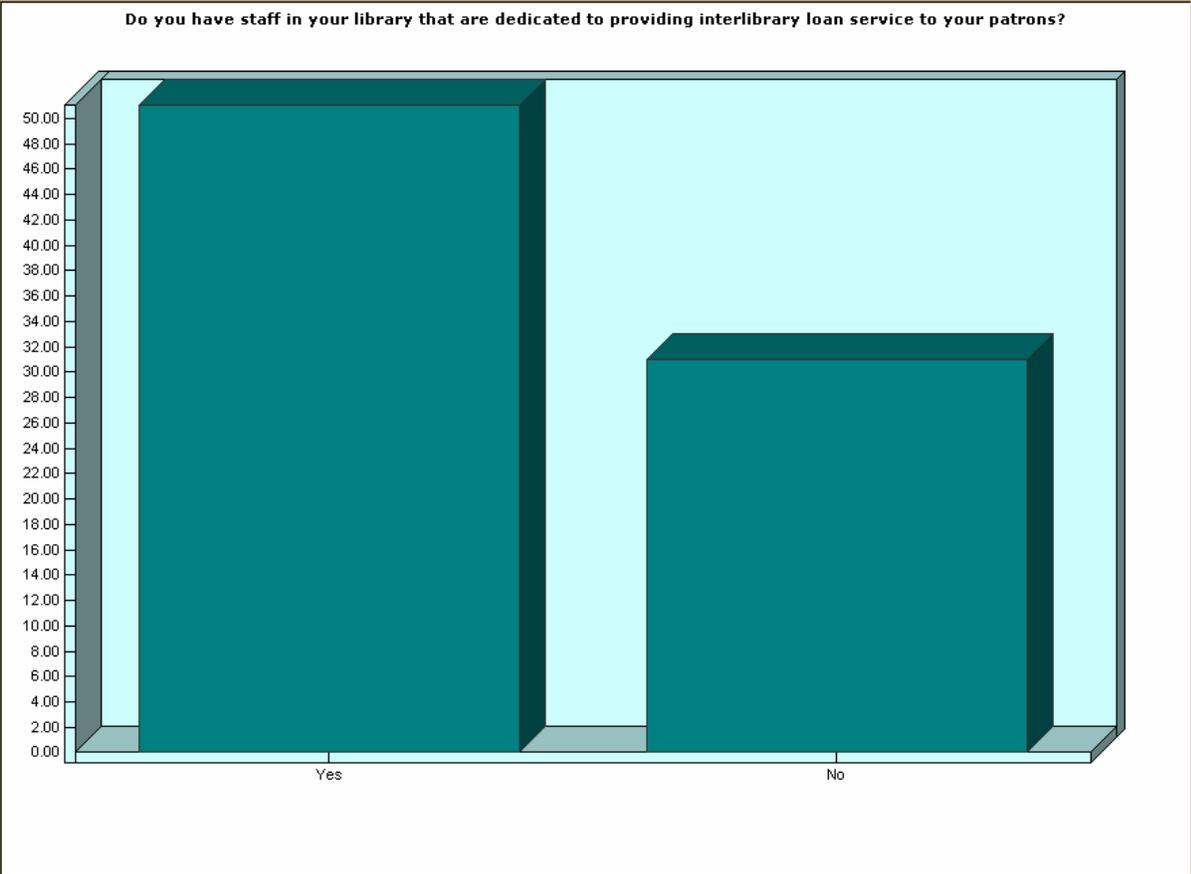
**3. How would you rate your satisfaction with the current TexNet Center service?**

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



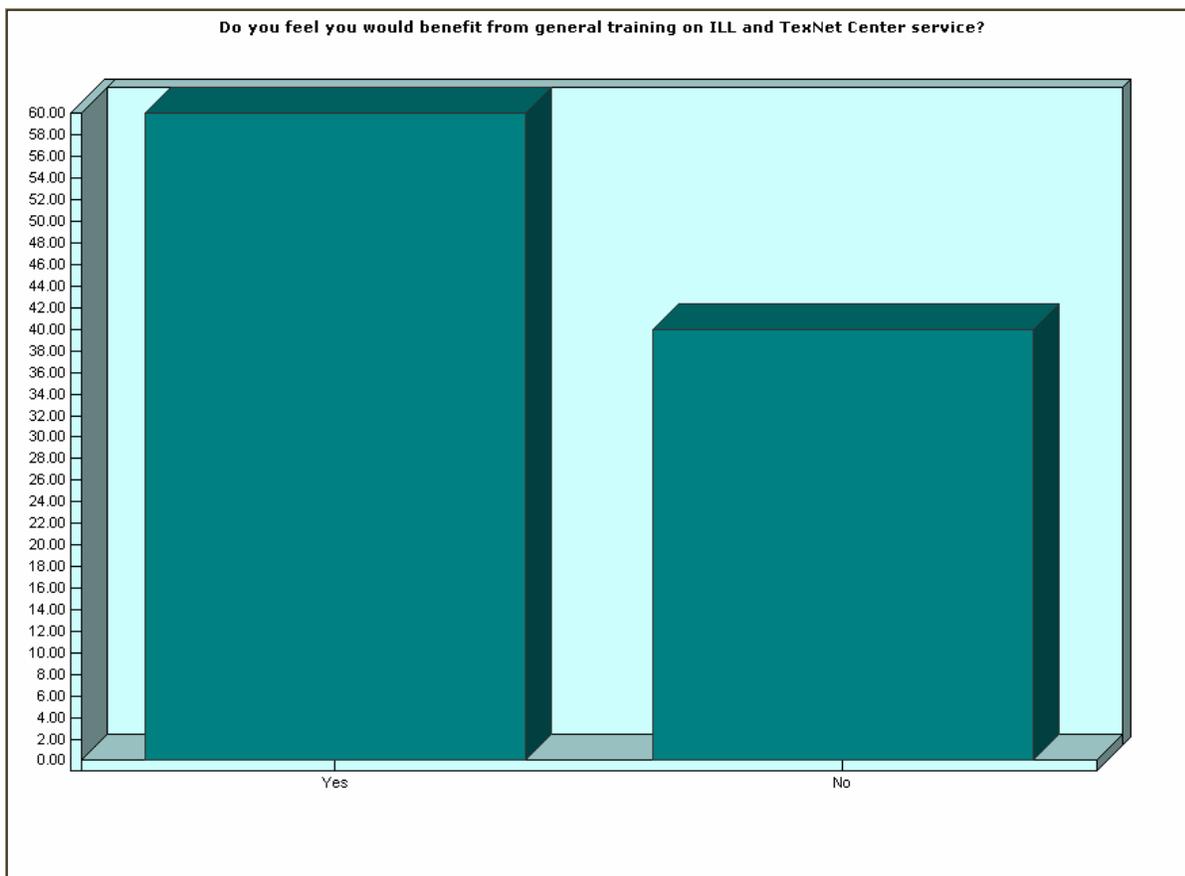
**4. What do you feel is the average length of time before your patrons receive their ILL materials?**

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



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

	<b>Number</b>	<b>Percentage of Sample Answering</b>
<b>Yes</b>	59	50.9%
<b>No</b>	36	31.0%
<b>TOTAL</b>	<b>95</b>	<b>81.9%</b>



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

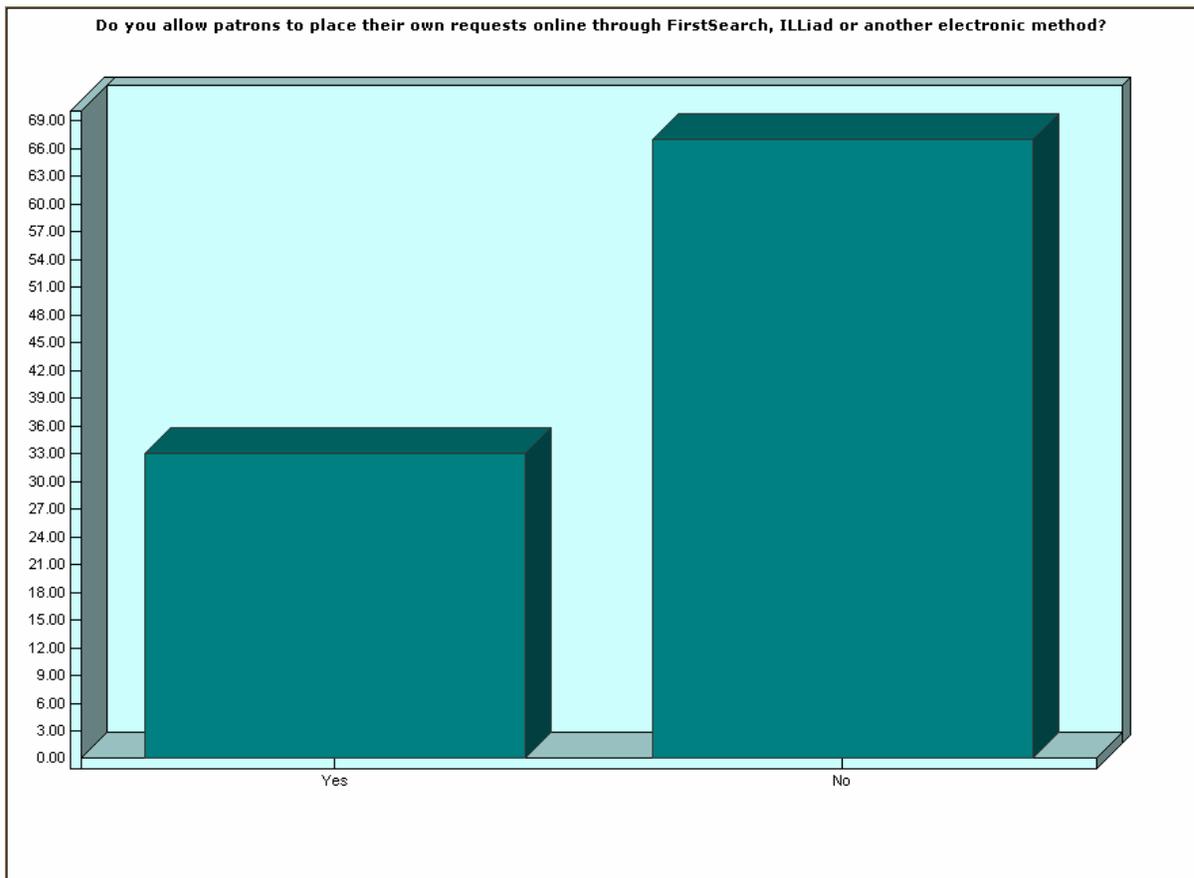
	Number	Percentage of Sample Answering
<b>Yes</b>	6	60.0%
<b>No</b>	4	40.0%
<b>TOTAL</b>	<b>10</b>	<b>100%</b>

**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

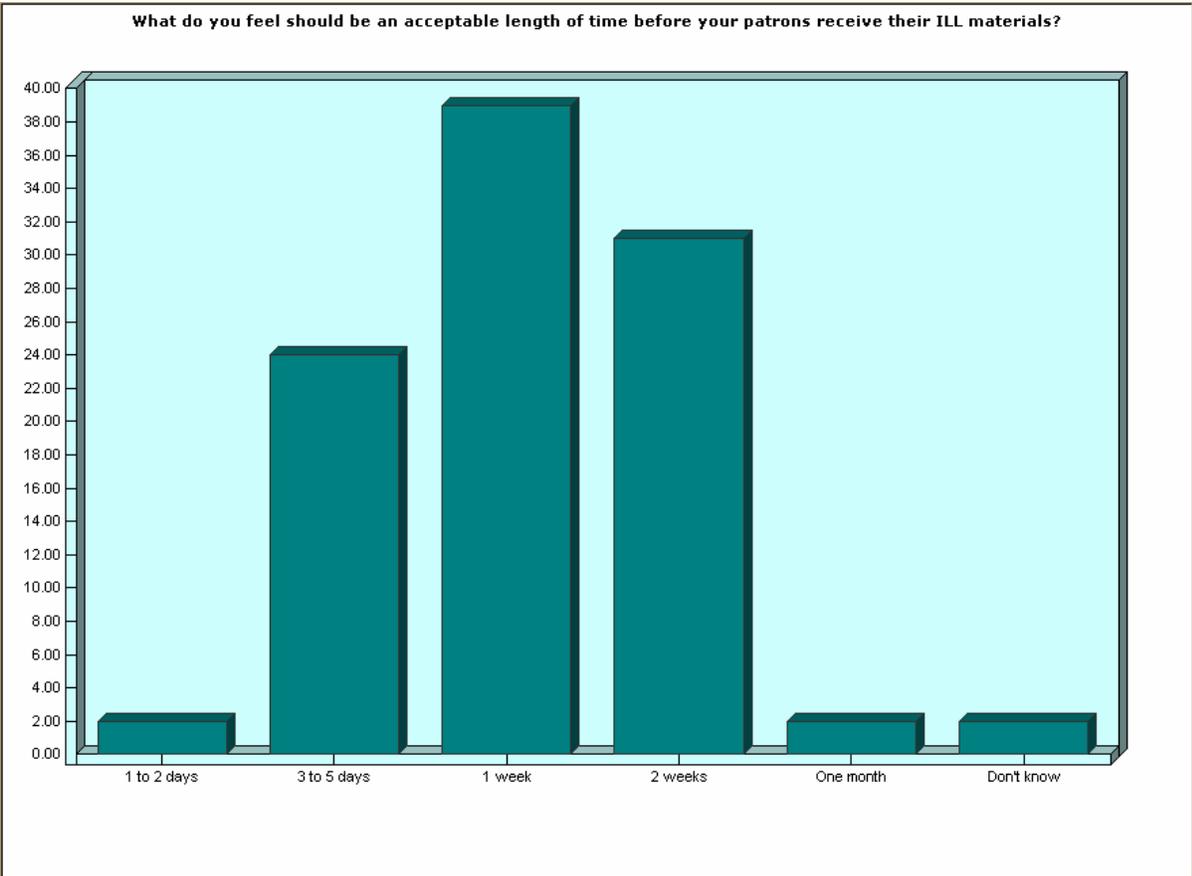


**8. Do you allow patrons to place their own requests online through FirstSearch, ILLiad or another electronic method?**

	Number	Percentage of Sample Answering
<b>Yes</b>	114	32.8%
<b>No</b>	234	67.2%
<b>TOTAL</b>	<b>348</b>	<b>100%</b>

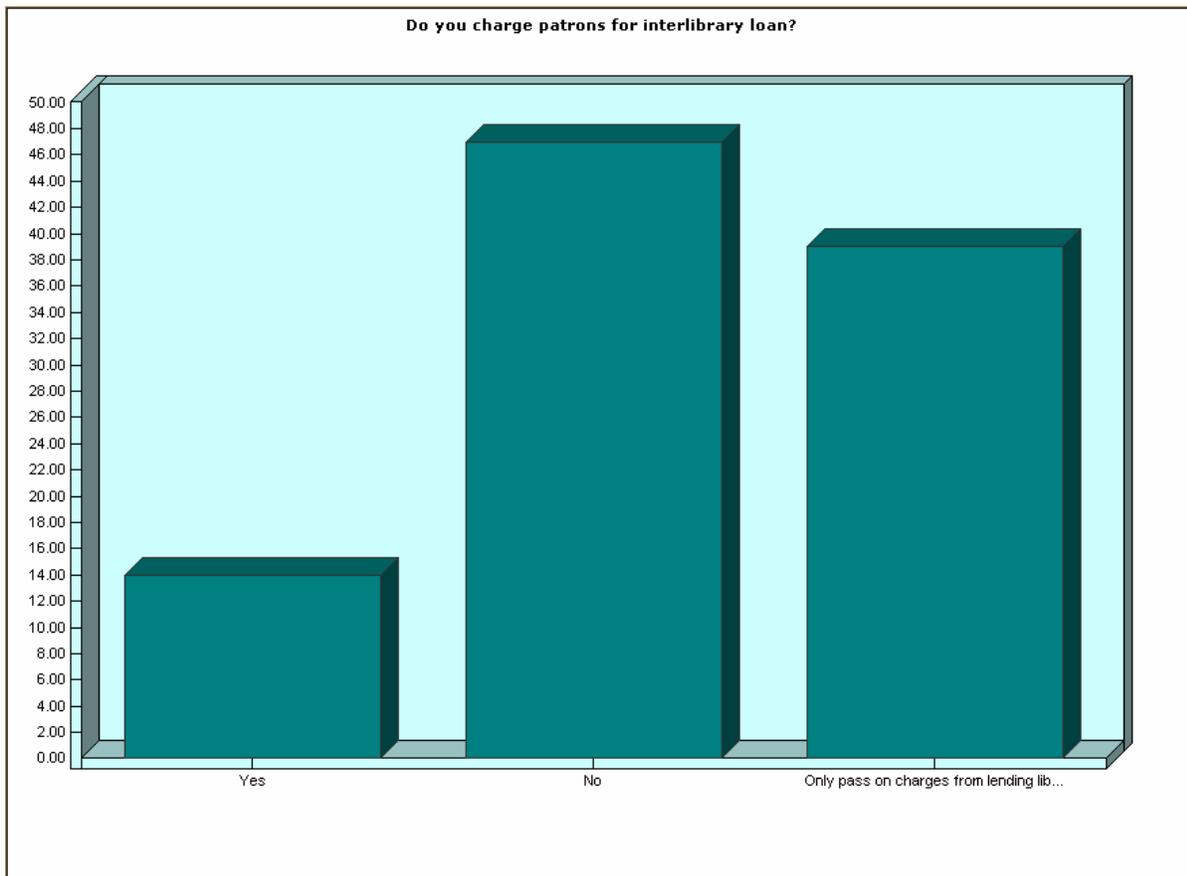
**9. Do you allow the system to route and send requests automatically to borrowing libraries without staff intervention (i.e. Direct Request)?**

	Number	Percentage of Sample Answering
<b>Yes</b>	71	20.4%
<b>No</b>	277	79.6%
<b>TOTAL</b>	<b>348</b>	<b>100%</b>



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

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



**11. Do you charge patrons for interlibrary loan?**

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

**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
<b>Yes, please describe</b>	24	6.9%
<b>No</b>	324	93.1%
<b>TOTAL</b>	<b>348</b>	<b>100%</b>

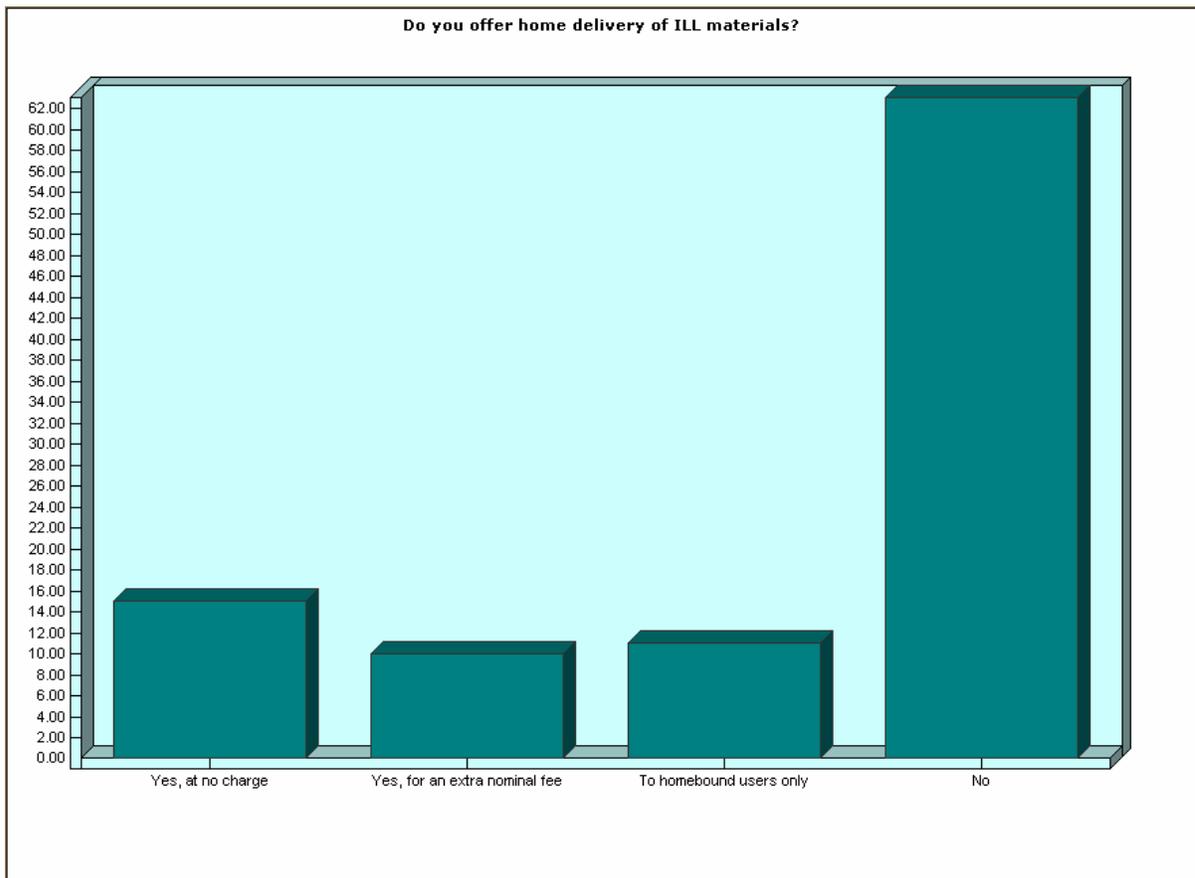
**12a. Does your library offer any special services for patrons, such as pick-up at a grocery store or drycleaners, or outside lock boxes for after hours service? Yes, please describe.**

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

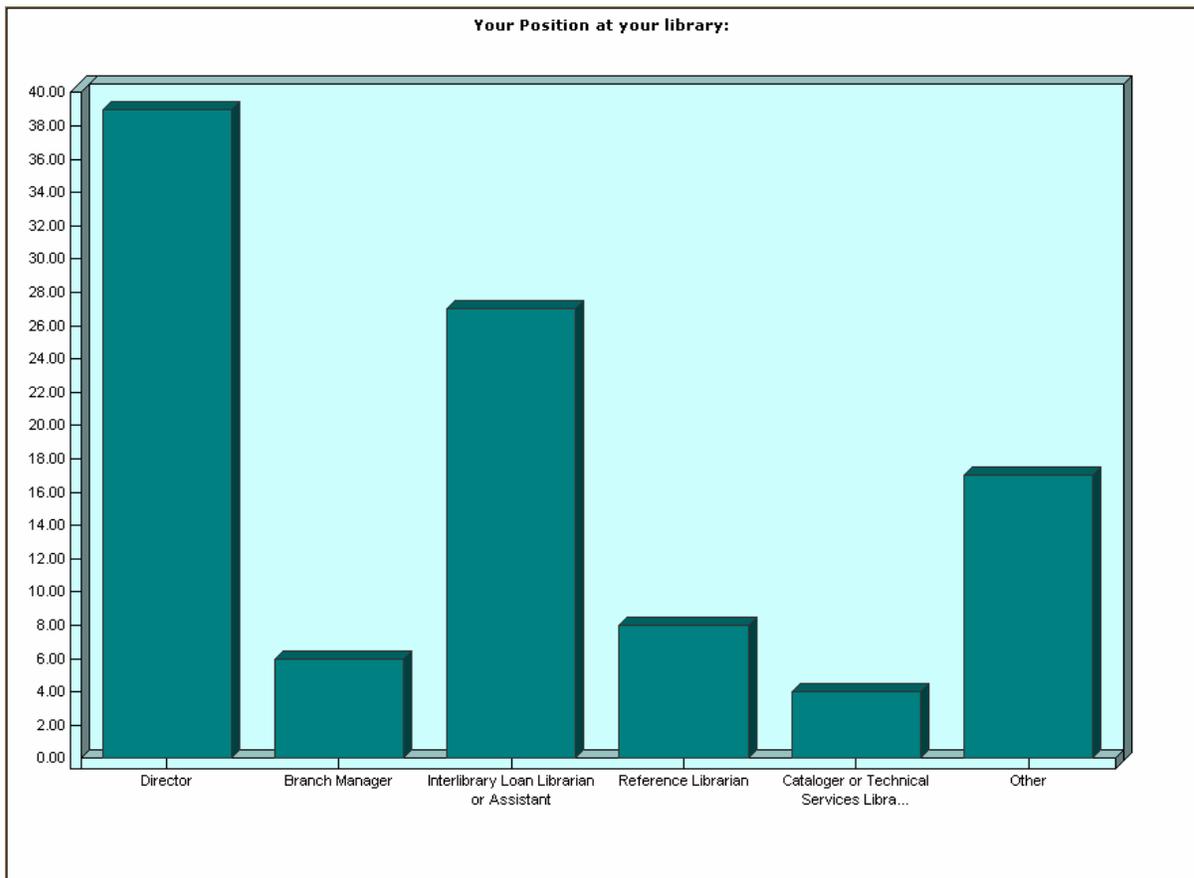


**13. Do you offer home delivery of ILL materials?**

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

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

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



**15. Your Position at your library:**

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

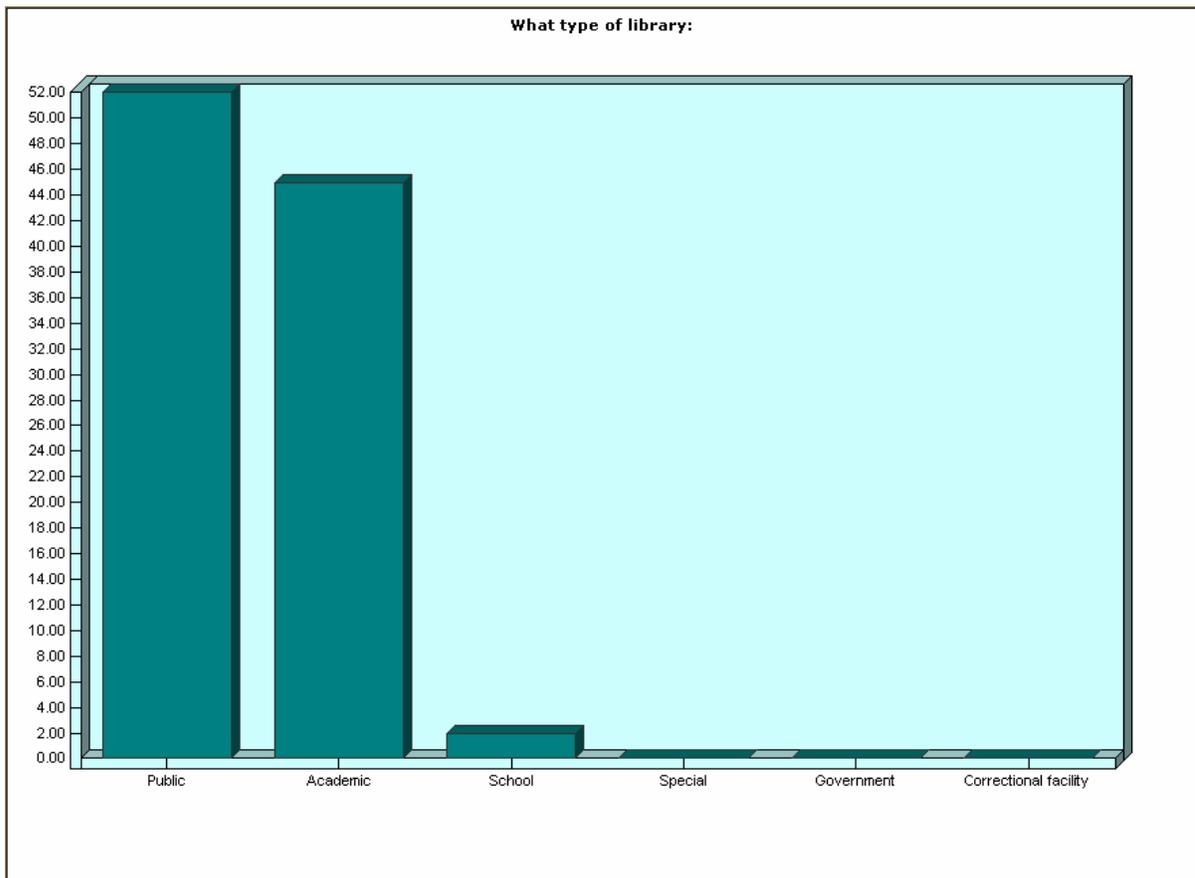
## 15a. Other as specified -- Your Position at your library:

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:**

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

**17. Please estimate the size of your user population:**

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

**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%
<b>(Not Answered)</b>	<b>109</b>	<b>23.6%</b>
<b>(Unique responses)</b>	<b>170</b>	<b>36.8%</b>
<b>(Total)</b>	<b>462</b>	<b>100.0%</b>

## 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%

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

**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%

**Appendix 13:  
OCLC Membership Data  
(Excel Spreadsheet)**

<http://www.texshare.edu/ill-courier/txillreport2008/appendix13.xls>

## **Appendix 14: Feasibility Analysis Key**

## Feasibility Analysis Key

A rating system has been developed in order to determine the feasibility of various resource sharing models in Part 2 of the report. The resource sharing models were measured against four major areas of consideration: legal, political/social, fiscal, and the solution's ability to meet success criteria. While analysis using traditional cost benefit analysis is often strictly quantitative, the outcomes related to improved service to patrons are difficult to monetize. Therefore, a qualitative rating scale was developed, using the factors and criteria outlined below.

Potential Feasibility Scores range from 0 to 16. Score ranges have been divided into Highly Feasible, Feasible, Somewhat Feasible, and Not Feasible.

14-16	Highly Feasible – requires scores of 3 or 4 for each criteria
11-13	Feasible – requires scores of at least 3 for each criteria
8-10	Possibly Feasible – indicates scores of 2 for most criteria
1-7	Not Feasible – indicates scores of 1 for many criteria

### Legal

#### Factors Considered

Need for statutory or regulatory change; requirements and allowable use of LSTA grant monies; need for local policy change.

#### Rating Criteria

4—This program/service does not require statutory or regulatory change, meets LSTA requirements and allowable use, and requires no local policy change.

3— The program/service requires change in 1 of 3 of legal areas.

2— The program/service requires change in 2 of 3 of legal areas.

1—The program/service does not conform to state statutes, LSTA priorities, nor local policies.

### Political/Social

#### Factors Considered

Effect on patron community; impact on staff within libraries affected by the examined change; effect on the resource sharing community within the state of Texas as a whole; development of ILL as a core service; increased value of training and continuing education.

#### Rating Criteria

4—This program/service meets the needs of (a) the Texas library patron community, (b) the local library staff and administration charged with delivering the service, and (c) the resource sharing community as a whole.

3—The program/service meets the needs of 2 of 3 of the named communities well, but not the third.

2—The program/service meets the needs of 1 of 3 of the named communities well, but fares poorly with the other two.

1—The program/service does not meet the needs of the 3 communities.

## **Fiscal**

### Factors Considered

Statutory funding cycles; fiscal climate; overall costs for start-up and maintenance; shared funding at local, state, and federal levels.

### Rating Criteria

4—The program/service addresses (a) the overall costs, (b) the statewide fiscal climate including funding source (i.e. local, state, and federal), and (c) the sustainability of the program/service.

3—The program/service addresses 2 of 3 of the fiscal issues, but not the third.

2—The program/service addresses 1 of 3 of the fiscal issues, but not the remaining two.

1—The program/service does not address the 3 fiscal issues.

## **Success Measures**

### Factors Considered

Maximized use of technology; enhanced reciprocity; increased visibility of holdings; flexibility for on-going change; sustainability of the program (for further discussion of these measures see Part 3: Recommendations—Goals for a Statewide Resource Sharing Service).

### Rating Criteria

4—The program/service (a) meets the diversity of needs at all levels from the patron to the statewide resource sharing environment, (b) promotes recognized best practice criteria, and (c) leverages resources in cost efficient ways.

3—The program/service achieves 2 but not all 3 of these criteria.

2—The program/service achieves only 1 of these criteria.

1—The program/service does not achieve these criteria.

### **Comment on the Texas Interlibrary Loan and Resource Sharing Study - Final Report**

Go to <http://www.texshare.edu/apps/illstudy2008/index.php> and write your comments in the comments section.