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THE QUESTIONNAIRE

1. Please list your contact information below.

Name:

Organization:

Country:

Email Address:

Phone Number:

2. What phrase best describes your library?

(a) Academic Library

(b) Government or International Organization Library

(c) Corporate or Law Firm Library

(d) Other

3. If your library is connected to an institution of higher education, what phrase best describes your college?

(a) Community College

(b) 4-Year or MA Granting College

(c) PHD Granting College, not a Research University

(d) Level 1 or Level 2 Carnegie Class Research University

4. How much did/will the library spend in the following fiscal/academic year for academic, professional, scientific and technical journals in all formats?

2010-11:

2011-12:

2012-13:

5. To how many individual journals that require a subscription fee does the library currently subscribe during the current 2011-12 fiscal/academic year?

6. What percentage of the library's total number of journal subscriptions does the library acquire in the form of subscriptions bundled with at least 50 other titles?

7. In the past year how many subscriptions to journal titles has your library canceled?

8. How many subscriptions to journals did your library cancel cumulatively over the past three years?

9. How many new journal title subscriptions to individual titles did your library add in the current academic year? (This question seeks to define how many new titles you added, not new titles minus cancellations)

10. How much did the library spend in the past year for single article purchases from publishers? (Exclude inter-library loan. This question asks about downloads from publisher websites and other sales of academic journal articles "by the slice")

11. Please break down the library's total spending on scholarly, scientific and professional journals among the following three categories.

Print-Edition Only Access to Journals:

Online Access Only:

Both Online Access and Print Editions:

12. Please comment on your future plans for possible changes (or not) to the share of your budget that goes to online access only, print only, or combined print and online access. Do you plan to reduce or increase the role of print editions? Are you more inclined to use exclusive online access in some subject areas more than in others? What factors in publisher's contract terms makes you more likely to favor one form over another?

13. Approximately how much in the past year did the library receive from academic or administrative departments to help pay for the cost of journals that the library otherwise would not be able to afford? (Include funds paid from academic or administrative departments directly to publishers if the library housed or controlled the subscription that was paid for, in whole or in part, by the academic department)

14. Which phrase best describes the trend in academic and administrative department contributions to the library budget for journals over the past few years?

- (a) The academic and administrative departments that have contributed in the past have reduced contributions and we have had to cancel journal subscriptions, or increased our own contributions as a result
- (b) We have asked for contributions but have not received much
- (c) We have asked for contributions and various departments have increasingly contributed
- (d) Other

15. Which phrase comes closest to describing your attitude towards the open access movement?

- (a) It's a nice idea but I don't think that it will affect journal prices much.
- (b) It has not had much of an impact yet but it should eventually slow the growth of price increases for journals or modestly improve contract conditions.
- (c) It has already slowed the growth of price increases for journals or modestly improved contract conditions and there may be additional gains but nothing too dramatic.
- (d) We have already made significant progress and if we continue to grow the base of open access articles open access will eventually lead to significantly lower journal costs for libraries.

16. How would you describe the trend in the use of open access journals by your library? Has use increased? By how much? Does the library promote their use? Is their use growing in some fields more than in others?

17. Has your library or parent organization ever paid a publication fee on behalf of an author from your institution?

- (a) Yes
- (b) No

18. If your library or parent organization has paid authors fees so that the institution's authors can publish their work on open access journals, how much has the library or parent organization paid in the past year in such fees?

19. Which phrase represents your best assessment of the following statement?

Journal publishers have been able to continuously increase prices because they control peer review and this control of peer review has not been challenged by an alternative system controlled by academics themselves. If libraries want to force down the price of journals, they must develop an alternative peer review process that breaks the monopoly that private publishers have on this process.

- (a) I strongly agree with this statement.
- (b) I more or less agree with some objections.
- (c) I more or less disagree with perhaps some exception.
- (d) I strongly disagree with this statement.

20. What percentage of the journal subscriptions maintained by your library were/will be accounted for by open access journals in the following years?

- 2010-11:
- 2011-12:
- 2012-13:

21. What percentage of your journal subscriptions that provide electronic access also provide perpetual archival access to back issues at least for the years in which you were a subscriber?

22. Which phrase best describes your library's policy vis-a-vis electronic vs. print access to scholarly and professional journals?

- (a) We have eliminated all use of print journal titles in our library.
- (b) All new subscriptions include electronic access though some come bundled with print access.
- (c) We still opt for print access only for certain titles and foresee no reason to change this over the next few years.

23. Does the library barcode bound serials?
(a) Yes
(b) No
(c) No but we plan to do so soon.
24. Does your library currently use RFID technology to tag and track journals or other serials?
(a) Yes
(b) No
(c) No but we plan to implement RFID soon
25. If your library uses RFID to tag and track journals or other serials, what has been your experience with it and would you recommend it to other libraries for the purpose of tracking and monitoring journals or other serials?
26. Has your library played any role in encouraging or helping faculty or other staff at your institution to develop their own journals or online publications? If so how have you done this and what have been the results?
27. What percentage of journals articles submitted by your faculty or staff to academic journals do the authors retain some control over copyright?
28. What percentage of scholarly, professional and scientific journals spending by your library is accounted for by deals negotiated through consortium?
29. How many consortium deals does your library currently have that involve the provision of academic, scholarly or professional journals?
30. If your library is part of a local library consortium or resource sharing network, explain how this has impacted the library's journals acquisition policies? Has it enabled your organization to create greater efficiencies in journal purchasing? How?
31. Is your library interested in developing additional consortium arrangements for the purchase of journals? In which areas? How have you gone about it?
32. Over the past five years the amount of onsite shelf space allotted by the library for shelf access to journals has increased or decreased by approximately what percentage?
33. Which of the following would you say is your main subscription agent?
(a) Ebsco
(b) HARRASOWITZ
(c) WT Cox
(d) Swets
(e) Blackwell
(f) Other

34. How many subscription agents did the library use in the past year to which it paid at least \$1,000?

35. Have you changed your main subscription agent in the past three years or have you made other changes that have significantly decreased the extent to which you use your main subscription agent in this period?

- (a) Yes
- (b) No

36. As a general average what percentage rate of service fees (based on a percentage of total serials spending through the agent) do you pay to your main subscription agent?

37. Which phrase best describes how your service fee arrangement works with your subscription agent.

- (a) We pay a fixed percentage of spending through that agent
- (b) We pay different percentages for different types of titles through that agent

38. How would you rate your level of satisfaction with your main subscription agent for the following features of your relationship?

Timeliness of Service

- (a) Highly Satisfied
- (b) Satisfied
- (c) Acceptably Tolerable
- (e) Dissatisfied
- (f) Highly Dissatisfied

Attention to detail on orders, payments and other routine but important issues

- (a) Highly Satisfied
- (b) Satisfied
- (c) Acceptably Tolerable
- (e) Dissatisfied
- (f) Highly Dissatisfied

Cost of Service

- (a) Highly Satisfied
- (b) Satisfied
- (c) Acceptably Tolerable
- (e) Dissatisfied
- (f) Highly Dissatisfied

Breadth of Service/Capacity to obtain a broad range of items in acceptable time frame

- (a) Highly Satisfied
- (b) Satisfied
- (c) Acceptably Tolerable
- (e) Dissatisfied
- (f) Highly Dissatisfied

39. Please choose the phrase that best describes your library's attitude toward uniform date renewal of the library's main contracts with subscription agents and major vendors of multiple titles?

- (a) We have not done much to assure that major contract renew at the same time
- (b) We have made some efforts to assure that major contracts renew at the same time but this has not saved us much in time or money
- (c) We have made some efforts to assure that major contracts renew at the same time and this has saved us time or money
- (d) We have made major efforts to assure that major contracts renew at the same time and this is an important policy for us

40. What do you think of the journal pricing policies of the following journal publishers over the past three years?

American Chemical Society

- (a) Prices have not really increased in real terms
- (b) Prices have increased but moderately
- (c) Prices have increased but we have more or less been able to sustain our subscriptions
- (d) Prices have increased significantly and we have serious issues
- (e) The price increases have been ridiculous and we've had to take action to reduce subscriptions
- (f) Not familiar with this publisher

American Institute of Physics

- (a) Prices have not really increased in real terms
- (b) Prices have increased but moderately
- (c) Prices have increased but we have more or less been able to sustain our subscriptions
- (d) Prices have increased significantly and we have serious issues
- (e) The price increases have been ridiculous and we've had to take action to reduce subscriptions
- (f) Not familiar with this publisher

American Medical Association

- (a) Prices have not really increased in real terms
- (b) Prices have increased but moderately
- (c) Prices have increased but we have more or less been able to sustain our subscriptions
- (d) Prices have increased significantly and we have serious issues
- (e) The price increases have been ridiculous and we've had to take action to reduce subscriptions
- (f) Not familiar with this publisher

American Physiological Society

- (a) Prices have not really increased in real terms
- (b) Prices have increased but moderately
- (c) Prices have increased but we have more or less been able to sustain our subscriptions
- (d) Prices have increased significantly and we have serious issues
- (e) The price increases have been ridiculous and we've had to take action to reduce subscriptions
- (f) Not familiar with this publisher

Elsevier

- (a) Prices have not really increased in real terms
- (b) Prices have increased but moderately
- (c) Prices have increased but we have more or less been able to sustain our subscriptions
- (d) Prices have increased significantly and we have serious issues
- (e) The price increases have been ridiculous and we've had to take action to reduce subscriptions
- (f) Not familiar with this publisher

IOP Publishing

- (a) Prices have not really increased in real terms
- (b) Prices have increased but moderately
- (c) Prices have increased but we have more or less been able to sustain our subscriptions
- (d) Prices have increased significantly and we have serious issues
- (e) The price increases have been ridiculous and we've had to take action to reduce subscriptions
- (f) Not familiar with this publisher

Nature Publishing Group

- (a) Prices have not really increased in real terms
- (b) Prices have increased but moderately
- (c) Prices have increased but we have more or less been able to sustain our subscriptions
- (d) Prices have increased significantly and we have serious issues
- (e) The price increases have been ridiculous and we've had to take action to reduce subscriptions
- (f) Not familiar with this publisher

Oxford University Press

- (a) Prices have not really increased in real terms
- (b) Prices have increased but moderately
- (c) Prices have increased but we have more or less been able to sustain our subscriptions
- (d) Prices have increased significantly and we have serious issues
- (e) The price increases have been ridiculous and we've had to take action to reduce subscriptions
- (f) Not familiar with this publisher

SAGE Publications

- (a) Prices have not really increased in real terms
- (b) Prices have increased but moderately
- (c) Prices have increased but we have more or less been able to sustain our subscriptions
- (d) Prices have increased significantly and we have serious issues
- (e) The price increases have been ridiculous and we've had to take action to reduce subscriptions
- (f) Not familiar with this publisher

Springer

- (a) Prices have not really increased in real terms
- (b) Prices have increased but moderately
- (c) Prices have increased but we have more or less been able to sustain our subscriptions
- (d) Prices have increased significantly and we have serious issues
- (e) The price increases have been ridiculous and we've had to take action to reduce subscriptions
- (f) Not familiar with this publisher

Taylor & Francis

- (a) Prices have not really increased in real terms
- (b) Prices have increased but moderately
- (c) Prices have increased but we have more or less been able to sustain our subscriptions
- (d) Prices have increased significantly and we have serious issues
- (e) The price increases have been ridiculous and we've had to take action to reduce subscriptions
- (f) Not familiar with this publisher

Wiley-Blackwell

- (a) Prices have not really increased in real terms
- (b) Prices have increased but moderately
- (c) Prices have increased but we have more or less been able to sustain our subscriptions
- (d) Prices have increased significantly and we have serious issues
- (e) The price increases have been ridiculous and we've had to take action to reduce subscriptions
- (f) Not familiar with this publisher

SURVEY PARTICIPANTS

Alaska State Library
Architectural Association Library
Associated Universities, Inc.
Atlas Plant
California Polytechnic State University
Central Penn College
Centre for Studies in Social Sciences,
Calcutta
Chestnut Hill College
College of Mount St. Joseph
Concordia College Selma
Fundacion Centro Nacional de
Investigaciones Cardiovasculares
Harvard Business School
Hood College
Jamestown College
Keystone College
Lehman College
Lesley University
Lindsey Wilson College
Louisiana Universities Marine
Consortium
Malta College for Arts Science and
Technology
Mercer County Community College
Motlow State Community College
Northern Illinois University
Northern Illinois University Libraries
Northwestern University Library
Oakton Community College
Oregon Institute of Technology
Ottawa University
Pfeiffer University
Portland State University
Royal Military College of Canada
South Dakota State University
South London Healthcare NHS Trust
Southern Connecticut State University
Spectrum Health System
St. Cloud State University
State Library of Victoria
Svetozar Markovic University Library
Technical University of Lisbon, School of
Agronomy
University of Arizona
University of Baltimore
University of Chichester
University of Connecticut Health Center
University of Memphis
University of Texas at Tyler
Wellcome Trust
West Chester University

CHARACTERISTICS OF THE SAMPLE

Overall sample size: 47

By Country

United States	34
Other	13

By Type of Library

Academic library	38
Special library	9

By Type of College (Academic Libraries Only)

Community college	5
4-year or MA-granting college	19
PhD-granting college (not a research university)	6
Level 1 or 2 Carnegie Class research university	8

By 2011-2012 Spending on Scholarly & Professional Journals

Less than \$100,000	16
\$100,000 to \$500,000	16
More than \$500,000	15