

Survey of Library Experiences with Shelf-Ready Vendor Services

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The Questionnaire

1. Please give us the following contact information:
Name:
Organization:
Work Title
Country:
Email Address:
2. Which phrase best describes your library?
 - (a) Academic, college, community college library
 - (b) Public (city, county, regional) library
 - (c) State agency library
 - (d) Special library (medical, law, corporate, theological, etc.)
 - (e) Other (please specify)
3. Which shelf-ready vendor does your Library use, if any?
4. Are you currently using any vendor-supplied shelf-ready physical processing (such as spine label, label protector, security strip or tag, stamping, barcoding, etc.)?
 - (a) Yes
 - (b) No
 - (c) Other (please specify)
5. If your library has considered shelf-ready processing services, and has decided to not utilize them, what were your reasons for this? Please select all answers that apply.
 - (a) Generally, shelf-ready services mean a delay in receiving the ordered material, adding to the turnaround time from order to shelving.
 - (b) Shelf-ready services do not expedite the delivery of materials to the shelves.
 - (c) Shelf-ready services are more expensive than in-house processing and labeling.
 - (d) Shelf-ready services negatively affect ILL lending and patron requests, since the materials are not in-house.
 - (e) In-house processing and labeling is cheaper and quicker than shelf-ready services.
 - (f) Other (please specify)
6. What problems did you face at the beginning of your shelf-ready workflow, and how were they addressed?
7. Please briefly describe your current vendor shelf-ready workflow.
8. How much did/will your library spend on shelf-ready vendor services in the following years?
2010:
2011:
2012:

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9. Break down your library's spending in percentage terms for the current year (or the last year for which you have data or can make a good estimate) by type of shelf-ready vendor service. The answers should total to 100% and each one should be a percentage so that if your library spent \$10,000 on all shelf-ready services and \$5,000 of this was on barcoding then the barcoding entry should be 50%.

10. Did your library modify or create your PromptCat profiles and sub-accounts to include exclusions from shelf-ready, and methods to create special call number label locations (such as Ref., Music Ref., Oversize, etc.)? Please explain.

11. Which kinds of materials receive vendor-supplied shelf-ready processing at your library? Please select all that apply.

- (a) Books
- (b) DVDs
- (c) Videocassettes
- (d) Other (please specify)

12. What specific shelf-ready services does your library use? Please select all that apply.

- (a) Spine label
- (b) Spine label protector
- (c) Security strip or tag
- (d) Stamping with property stamp
- (e) Barcoding
- (f) Binding
- (g) Book jacket distribution to library
- (h) Other (please specify)

13. If your library does not use barcoding as a shelf-ready service, please select all reasons that apply, if any.

- (a) Shelf-ready support for barcodes costs much more than current in-house practices
- (b) Shelf-ready barcoding detracts from streamlining processing
- (c) The library would be required to purchase barcodes and supply them to vendors
- (d) The library would need to make sure vendors have a continual supply and do not run low
- (e) The processing unit would still be required to scan in individual barcodes on books upon creating item records
- (f) Barcodes are used in areas outside the Processing Unit and so the library would need to retain a large quantity in-house to accommodate barcode-use in these areas
- (g) If the vendor attached barcodes, then the processing unit would need to remove barcodes for all books to be sent to the bindery
- (h) Does not apply
- (i) Other (please specify)

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14. What exclusions from shelf-ready labeling do you employ, if possible with your vendor? Please select all that apply.

- (a) Juvenile materials
- (b) Materials with JX, PZ, or Z call numbers
- (c) Resources with multiple call numbers
- (d) Rush materials
- (e) Oversize
- (f) Add volumes or copies
- (g) None of the above
- (h) Other (please specify)

If you have been unable to handle some of these exceptions via your shelf-ready vendor or OCLC PromptCat, how have you handled these? Are they now separately processed from shelf-ready materials, and done in-house? Please explain.

15. Do you use shelf-ready services for multi-volume sets? Please explain how this works, or if you handle this apart from the shelf-ready workflow.

- (a) Yes, our Library sends multi-volume sets through vendor shelf-ready services
- (b) No, our Library does not send multi-volume sets through vendor shelf-ready services
- (c) Other (please specify)

16. How does the library handle a single volume received that is part of a multi-volume set? Please explain.

17. How do you handle dust jackets? Please select all that apply.

- (a) Ask the vendor to send all of them to your library, along with the materials
- (b) Ask the vendor to remove them and discard them
- (c) Ask the vendor to send all juvenile book jackets to the Library, along with the materials
- (d) Other (please specify)

18. Does your vendor charge a uniform fee for all items in the shipment regardless of which items receive particular shelf-ready services?

- (a) Yes
- (b) No
- (c) Don't Know/Other (please specify)

19. Does your shelf-ready vendor charge a \$.20 (for example) fee per library resource for facilitating PromptCat support?

- (a) Yes
- (b) No
- (c) Don't Know/Other (please specify)

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20. How much did/will your library spend on all shelf-ready service providers in each of the following years?

2010:

2011:

2012:

21. What has been the rate of change (in percent) of the cost of shelf-ready services in the past year?

22. What percentage of your total technical services work is outsourced to shelf-ready service providers?

23. What percentage of your library's spending on shelf-ready services is accounted for by spending with your book jobber, subscription agent or other major content providers or distributors?

24. Upon receipt, are shelf-ready materials routed through Cataloging/Processing separate from non-shelf-ready materials?

(a) Yes

(b) No

(c) Don't Know/Other (please specify)

25. Does your acquisitions area sort shelf-ready resources according to library locations, special attention (bindery books, pamphlets), and so on?

(a) Yes

(b) No

(c) Don't Know/Other (please specify)

26. Does your vendor package shelf-ready and non-shelf-ready materials separately (unless shipments are small, i.e. one to two boxes)?

(a) Yes

(b) No

(c) Don't Know/Other (please specify)

27. Are invoices for all shelf-ready services kept separate from material purchase invoices?

(a) Yes

(b) No

(c) Don't Know/Other (please specify)

28. Does the library use shelf-ready support for approval books?

(a) Yes

(b) No

(c) Don't Know/Other (please specify)

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29. Describe how your library trains and ensures that library liaisons/selectors select correct fund codes and locations when ordering a library resource (i.e., book), in order to prevent call number label errors, for example, for Reference materials.
30. Once shelf-ready materials, processed by the vendor, arrive at the library, do you still check them and route them to Cataloging and Processing to complete processing and ensure current quality control standards?
- (a) Yes
 - (b) No
 - (c) Don't Know/Other (please specify)
31. What quality control processes does your Library perform on materials processed by your shelf-ready vendor? Please select all that apply.
- (a) Physical processing is checked for errors from vendor
 - (b) Resource is checked for physical damage or binding problems
 - (c) Comparison of resource to cataloging record is done to note or correct description or access issues
 - (d) Comparison of resource to cataloging and order record is done to be sure that what was received is what was ordered
 - (e) Create item records, add any patron holds
 - (f) No quality control performed
 - (g) Other (please specify)
32. How are labeling errors handled in the library? Please select all that apply.
- (a) Correct "shelf-ready mistakes" in-house and absorb the costs
 - (b) Request a corrected label at no charge
 - (c) Receive a credit from the vendor and perform in-house corrections
 - (d) Other (please specify)
33. Are vendor mistakes in shelf-ready services generally fixed quickly by your vendor?
- (a) Yes
 - (b) No
 - (c) Don't Know/Other (please specify)
34. What kinds of processing and cataloging errors have you encountered?
- (a) Incorrect or wrongly formatted call number on spine label
 - (b) Incorrect location above call number on spine label
 - (c) Location missing above call number on spine label
 - (d) Volume, copy or other text below call number on spine label incorrect
 - (e) Volume, copy or other text below call number on spine label missing
 - (f) Barcode applied incorrectly
 - (g) Resource stamped in wrong location(s)
 - (h) Security tag or strip missing
 - (i) Security tag or strip incorrectly applied
 - (j) Other (please specify)

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35. What percentage rate of physical processing errors have you generally encountered, on an average shipment, where percentage means percentage of titles with shelf-ready errors in a single boxed shipment?

- (a) 0-3%
- (b) 4-6%
- (c) 7-10%
- (d) 11-15%
- (e) 16-20%
- (f) Above 21%
- (g) Other (please specify)

36. Were there some problems that could not be fixed by the vendor, and how did you work around these?

- (a) Yes
- (b) No
- (c) Don't Know/Other (please specify)

33. Please assess your vendor-supplied shelf-ready services by selecting the most appropriate "Agree," "Disagree," or "Don't Know/Other" response for each category.

Your vendor-supplied shelf-ready service saves on in-house physical labor.

- (a) Agree
- (b) Disagree
- (c) Don't Know/Other (please specify)

Your vendor-supplied shelf-ready service decreases the workload in physical processing.

- (a) Agree
- (b) Disagree
- (c) Don't Know/Other (please specify)

Your vendor-supplied shelf-ready service affects the workload in Acquisitions and/or Accounting departments.

- (a) Agree
- (b) Disagree
- (c) Don't Know/Other (please specify)

Cost of shelf-ready support is higher than that of in-house operations.

- (a) Agree
- (b) Disagree
- (c) Don't Know/Other (please specify)

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Shelf-ready support lengthens the period from a time a book is ordered to its delivery to Circulation.

- (a) Agree
- (b) Disagree
- (c) Don't Know/Other (please specify)

Shelf-ready service stabilizes processing times, cuts down on fluctuation, and makes processing times more regular.

- (a) Agree
- (b) Disagree
- (c) Don't Know/Other (please specify)

Shelf-ready service is worth the extra cost.

- (a) Agree
- (b) Disagree
- (c) Don't Know/Other (please specify)

Primary Research Group thanks Elaine Sanchez, Texas State University-San Marcos for her assistance in the development of the questionnaire for this report.

Survey Participants

Alamance County Public Libraries
Algonquin Area Public Library
Allegany College of Maryland
Anthem College
Ashtabula County District Library
Augusta State University
Australian National University Library
Boca Raton Public Library
Boston Public Library
Cabrillo College Library
California State University, East Bay
California State University, Sacramento
College of Charleston
Covenant Theological Seminary
East Baton Rouge Parish Library
Eugene Public Library
Fletcher Technical Community College
Fresno County Public Library
Garfield County Public Libraries
Georgia State University, College of Law
Gogebic Community College
Jackson County Public Library
Jefferson County Public Library
King College
Lehigh University
Lewis & Clark College
Longy School of Music
Mount Saint Mary College
Parmly Billings Library
Pennsylvania College of Technology
Rogers State University
Saint Louis University Law Library
Saint Mary's College, Notre Dame, IN
Santa Clara University
Savannah State University
Siouxland Libraries
Spokane County Library District
St. Cloud State University
State University of New York at Cobleskill
Stephentown Memorial Library
Susquehanna University
The University of Montana
University of British Columbia

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University of California, Santa Cruz
University of Central Missouri
University of Dayton
University of Massachusetts Dartmouth
University of North Carolina at Greensboro
University of South Florida
University of South Florida St. Petersburg
University of Texas, School of Public Health
University of York
Valencia College
Western Illinois University
Western Michigan University
Westminster Presbyterian Church Library
Yuba College

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Characteristics of the Sample

Type of Library

	Academic	Public	Special
Entire Sample	66.67%	29.63%	3.70%

Current Use of Vendor-Supplied Shelf-Ready Services

	Currently Using	Not Currently Using
Entire Sample	59.26%	40.74%

Total Spending on Shelf-Ready Vendor Services in 2011

	Nothing	Less than \$5,000	More than \$5,000
Entire Sample	47.62%	23.81%	28.57%