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THE QUESTIONNAIRE

1. Provide the following contact information.
    Name:
    College:
    Country:
    Email Address:
    Phone Number:

1. Is your college public or private?
    (a) Public
    (b) Private

2. In the past year, what was the full-time equivalent enrollment of your college?

3. Which choice best approximates your college's Carnegie Class?
    (a) Community College
    (b) 4-Year College
    (c) MA or PHD Granting College
    (d) Research University

4. What has been the aggregate increase or decrease in traditional interlibrary loan services over the past three years? This is not an annual rate but a total percentage change over the past three years. What is the volume relative to three years ago?

5. What is your average turnaround time (in days) for the following services?
    Borrowing – Article Requests:
    Borrowing – Book Requests:
    Lending – Article Requests:
    Lending – Book Requests:
    Lending – Videos:
    Borrowing – Videos:

6. How much did the library spend in the last year for which you have records on shipping and courier fees related to interlibrary loan?

7. What materials and resources does your courier service distribute? Please explain.

8. What is the policy of your library on the interlibrary loan of audio-visual materials, such as video recordings, software, audio recordings, and other special materials, including maps, art work, rare materials, and so on? If your library does not allow ILL of these materials, please explain the reasons why.

9. Does the library allow interlibrary loan of any of the following? Select all that apply.
    (a) College Textbooks
    (b) State Adopted Textbooks
    (c) State Non-Adopted Textbooks

10. Please explain your library's policies on the interlibrary loan of textbooks. If allowed, what is the general loan period? What restrictions might apply?

11. Explain your library's policies towards the interlibrary loan of e-books. How do you track rights for interlibrary loan? Has your library itself made requests for e-books through interlibrary loan? Have you negotiated with publishers successfully for these rights?

12. How much did your library spend on each of the following services in borrowing e-books from these major vendors for limited periods of time and then returning them so that they are no longer available to your patrons without another act of borrowing the same title from the e-book vendor? Note that this does not include sales of e-books from these vendors.
    Ebrary:
    Ingram MyiLibrary:
    Overdrive:
    All Other Vendors and Publishers:

13. What problems, if any, does your library encounter with foreign country interlibrary loan? Please explain.

14. Does your library participate in the state borrowing network?
    (a) Yes
    (b) No
    (c) We don't have a state borrowing network in my state/province

15. Does your library use state ILL/DD/EDD statistical reports for any purposes?
    (a) Yes
    (b) No
16. Does your state borrowing identify Net Lenders and perform load leveling?
    (a) Yes
    (b) No

17. Does your library have any of the following default delivery policies?
    (a) Document delivery is an electronic file unless otherwise specified
    (b) Document delivery is hard copy unless otherwise specified
    (c) End User is expected to specify electronic or print form when this option is available

(d) Document delivery form is at the discretion of the librarian and forms are not generally specified

18. Which of the following document delivery or end uses do you use at your library for inter library loan?
   (a) Fax delivery
   (b) Email attachment delivery
   (c) Photocopy delivery
   (d) Actual document
   (e) Scanned document
   (f) E-text from database
   (g) Distance education use
   (h) Interlibrary use
   (i) Delivery between campus libraries/units
   (j) Fee for use
   (k) Others (please explain)

19. By what aggregate percentage has your library's electronic document delivery cumulatively changed over the past three years?

20. What are the top 5 service expectations that your DD/EDD users express to you that they need or want?

21. Does your library ever share full-text articles from your subscribed database?
   (a) Yes
   (b) No

22. Are your library's interlibrary loan and document delivery services performed largely by the same library unit or separate units?
   (a) Largely by the same unit
   (b) Separate units

23. ILL is under auspices of which department(s)? Select all that apply.
   (a) Reference
   (b) Circulation
   (c) Access Services
   (d) Document Delivery Services
   (e) Technical Services
   (f) Collection Development
   (g) Other (please explain)

24. DD/EDD is under the auspices of which departments(s)? Select all that apply.
   (a) Reference
   (b) Circulation

(c) Access Services
(d) Document Delivery Services
(e) Technical Services
(f) Collection Development
(g) Other (please explain)

25. Has the use of ILL automation changed over the last five years? Please explain and describe the effect it has had on workflows and staffing.

26. Which of the automated systems does your ILL DD/EDD operation(s) use? Select all that apply.
    (a) OCLC's Illiad
    (b) OCLC ILL Subsystem
    (c) OCLC's Odyssey
    (d) OCLC Article Exchange
    (e) Ariel
    (f) DOCLINE
    (g) WorldCat Local
    (h) Link Resolvers
    (i) OCLC's E-Serials Holdings
    (j) Other (please specify)

27. Has your library ever tried to negotiate broader license terms for institutional and patron use of your digital collections, specifically for interlibrary loan and e-reserve use?
    (a) Yes
    (b) No

28. Has your ILL/DD/EDD unit performed workflow studies to review practices and staffing?
    (a) Yes
    (b) No

29. If the library has performed workflow studies for ILL, please describe the purposes of the studies, and outline what changes resulted from them.

30. What is the total number of FTE positions in your ILL/DD/EDD staff?

31. How many of each of the following do you have on your ILL/DD/EDD staff?
    Full-Time Professionals (MLS):
    Full-Time Non-Professionals:
    Part-Time Professionals (MLS/MLIS):
    Part-Time Non-Professionals:
    Student Workers:
    Other (please explain):

32. What criteria does your institution use to measure staff productivity, i.e. turnaround time, number of requests filled per day, etc.? Please list all that are used.

33. Does your library charge fees for any portion of interlibrary loan, document delivery or electronic document delivery? Please explain what fees are charged, and why.

34. What is your current annual budget for ILL DD/EDD operations, excluding staff costs, but including automation costs, copyright costs, material costs, and other operating costs?

35. What has been your percentage change in your budget over the past year?

36. What do you expect will be the percentage change in your budget over the next year?

37. What were total annual fee revenues in the past year for ILL/EDD/DD in the past year?

38. Library management expects ILL/DD/EDD services to…?
    (a) We don't really charge for document delivery or ILL
    (b) Defray some of the cost but definitely less than half
    (c) Defray more than half the costs exclusive of salaries and overhead
    (d) More or less pay for itself exclusive of salaries and overhead
    (e) Completely pay for itself including salaries and overhead
    (f) Completely pay for itself and produce a surplus for the library for use in other areas

39. Does your ILL DD/EDD operation work from "unit costs" in order to determine budget needs and work productivity?
    (a) Yes
    (b) No

40. If your college has a distance learning program of any kind, what percentage of your library's interlibrary loan request volume (from other institutions to your library) is accounted for by requests from distance learning students or instructors?

41. Please comment on how, or if, your institution's distance learning programs have affected your ILL/DD/EDD operations and statistics.

42. What percentage of your interlibrary loan requests are satisfied by downloads of content from any institutional digital repository?

43. Have you made efforts to monitor what is available through digital repositories in the subject areas for which you have the most ILL requests?

(a) Yes
(b) No

44. What do you think of the finding aids available for locating resources in digital repositories?

SURVEY PARTICIPANTS

Alma College
Baker University
Becker College
Bocconi University
Brenau University
Brevard College, Brevard, NC 28712
Bridgewater State University
Bryn Mawr College
Coastal Carolina University
Colorado State University
Connecticut College
Cuyahoga Community College
Divine Word College
Embry-Riddle Aeronautical University
F.W. Olin College of Engineering
Ferris State University
Florida Keys Community College
Florida State University College of Medicine
Gannon University
Gettysburg College
Harper Adams University College
Hartford Seminary
Idaho State University
Labette Community College
Louisiana State University
Lower Columbia College
Loyola University New Orleans
Lubbock Christian University
Mansfield University
Massachusetts College of Pharmacy and Health Sciences
Middlebury College
Millersville University
Mount Olive College
Muhlenberg College
Naugatuck Valley Community College
Naval Postgraduate School
Newman University
Open University
Ouachita Baptist University
Pfeiffer University
Portland Community College

Potomac State College of West Virginia University
Reinhardt University
Renton Technical College
Rollins College
Southampton Solent University
Southern New Hampshire University
Southern Virginia University
St. Charles Community College
St. Francis University
State University of New York at New Paltz
Temple University
Texas Woman's University
Thompson Rivers University
University of Guam
University of Houston
University of Montevallo
University of Nottingham
University of St. Thomas
University of Western Ontario
University of York
University of Great Falls
Virginia Tech
Washington State University Vancouver
Wayne State College
Western Michigan University
Young Harris College

CHARACTERISTICS OF THE SAMPLE

Overall sample size: 68

By Country

United States	60
Other	8

By Type of College

Community college	9
4-year college	22
MA and PHD granting college	24
Research university	13

By Public or Private Status

Public	37
Private	31

By Total Student Enrollment (FTE)

Less than 2,500	22
2,500 to 7,500	21
More than 7,500	25