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THE QUESTIONNAIRE

ILL SERVICES

1. What has been the aggregate increase or decrease in traditional interlibrary loan services over the past three years?

2. Has the library performed a user survey for your ILL services within the past four years?

3. What is your average turnaround time (in days) for _____?

    A. Article borrowing requests
    B. Book borrowing requests
    C. Article lending requests
    D. Book lending requests
    E. Video lending requests
    F. Video borrowing requests

SHIPPING, SPECIAL COLLECTIONS, & UNIQUE CIRCUMSTANCES

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

5. What criteria does the library use to determine the best shipping method for interlibrary loans?

6. What is the policy of your library on the interlibrary loan of audiovisual materials (such as video recordings, software, audio recordings) and other special materials, including maps, artwork, and rare materials? If your library does not allow interlibrary loan of these materials, please explain the reasons why.

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

8. Does your library do interlibrary loan with foreign countries?

9. What problems, if any, does the library encounter with foreign country interlibrary loan?

RESTRICTIONS, REQUEST SUCCESS RATES, & OPEN ACCESS

10. As an estimate, what percentage of your journals contracted for electronic access prohibit all use in interlibrary loan?

11. As an estimate, what percentage of your journals contracted for electronic access limit use to a restricted number of interlibrary loans?

12. Describe how frequently your library hits ceilings in the number of times it is allowed to send out articles in electronic formats for interlibrary loan.

13. About what percentage of interlibrary loan requests from within your institution can you satisfy by referring patrons to assets already accessible from within your institution?

14. About what percentage of interlibrary loan requests (from within your institution) can you satisfy?

15. What has been the impact of the growth of open access and institutional digital repositories on your interlibrary loan efforts?

16. Does the library itself publish open access books, journals, or other intellectual property?

17. How many interlibrary loan requests in the past year has your department received for items actually published by your library?

END USER PREFERENCES

18. Does the library use _____ as a means of document delivery or an end use for interlibrary loan?

    A. Fax delivery
    B. Email attachment delivery
    C. Photocopy delivery
    D. Actual document
    E. Scanned documents
    F. E-text from a database
    G. Distance education use
    H. Interlibrary use
    I. Delivery between campus libraries and units

19. Does the library charge a fee for use of document delivery for interlibrary loan?

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

21. When was the last time the library performed a user survey of your DD or EDD services?

    A. Within the past year

B. Within the past 2-3 years
C. Within the past 4-5 years
D. Longer ago
E. Never

DEPARTMENTAL RESPONSIBILITY

22. Are your library's interlibrary loan and document delivery services performed largely by the same library unit or are they performed by separate units?

23. Is ILL under the auspices of the _____ department?

A. Reference
B. Circulation
C. Access Services
D. Document Delivery Services
E. Technical Services
F. Collection Development
G. Other (not mentioned above)

24. Is DD/EDD under the auspices of the _____ department?

A. Reference
B. Circulation
C. Access Services
D. Document Delivery Services
E. Technical Services
F. Collection Development
G. Other (not mentioned above)

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

SYSTEMS

26. Do your ILL or DD/EDD operations use _____?

A. OCLC's ILLiad
B. OCLC ILL subsystem
C. OCLC's Odyssey
D. Ariel
E. DOCLINE
F. WorldCat Local
G. Link resolvers
H. OCLC eSerials Holdings

27. Has the 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?

WORKFLOW STUDIES & PERSONNEL

28. Has your ILL/DD/EDD unit performed workflow studies to review practices and staffing?

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 _____ do you have on your ILL/DD/EDD staff?

    A. Full-time professionals (MLS)
    B. Full-time non-professionals
    C. Part-time professionals (MLS/MLIS)
    D. Part-time non-professionals
    E. Student workers

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

BUDGETS & FEES

33. Does the 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 approximate current annual budget for ILL/DD/EDD operations, excluding staff costs but including automation costs, copyright costs, material costs, and other operating costs (in USD)?

35. What has been the 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 the total annual fee revenues for ILL/EDD/DD in the past year (in USD)?

DISTANCE LEARNING & ILL

38. If your college has a distance learning program of any kind, approximately what percentage of your library's interlibrary loan request volume (from other institutions

to your library) is accounted for by requests from your college's distance learning students or instructors?

39. Does your college currently produce, or in the near future plan to produce, Massive Open Online Courses (MOOCs)?

40. If your college does produce MOOCs, what has been the role of interlibrary loan in supplying students taking MOOCs with support materials and other intellectual property? Has this issue been discussed and have policies been developed?

41. Has your institution received requests from other institutions for the interlibrary loan of taped lectures or videos of classes, conferences, or events held at your institution and captured via your college's lecture capture technology?

42. Has your institution made such requests from other institutions for the interlibrary loan of taped lectures or videos of classes, conferences, and events?

43. As colleges tape more of their lectures and archive them, these archives may be considered by some as forms of intellectual property that can be borrowed via interlibrary loan. Has your department made plans to deal with this growing phenomenon?

COURSE MANAGEMENT SYSTEMS

44. Do any instructors at your institution include links to interlibrary loan services in their course pages?

45. Approximately what percentage of course pages at your college have links to interlibrary loan services?

46. About what percentage of interlibrary loan requests at your institution are accounted for through links or exposure through LibGuides?

SURVEY PARTICIPANTS

Amigos Library Services
Baker University
Bethel University
Boise State University
Boston Conservatory
Brigham Young University
Costal Carolina University
Creighton University
Davenport University
Dickinson College
Gulf Coast State College Library
Idaho State University
Indiana University Southeast
Kennesaw State University
LaGrange College
Mansfield University
Medicine Hat College
Mercer University
Muhlenberg College
Nanyang Technological University
Naugatuck Valley Community College
New College of Florida
Northwest Arkansas Community College
Ogeechee Technical College
Oklahoma City University School of Law
Pfeiffer University
Potomac State College of West Virginia University
St. Ambrose University
St. Charles Community College
Stonehill College
SUNY New Paltz
Texas State University
University of Balamand
University of Connecticut at Stamford
University of Great Falls
University of Guam
University of Maryland College Park
University of Mississippi
University of Nebraska at Kearney
University of South Dakota
University of St. Thomas
University of Tennessee at Martin
University of Worcester
University of York

Western State Colorado University
Western University
Winthrop University

CHARACTERISTICS OF THE SAMPLE

Overall sample size: 48

By Public or Private Status

Public	29
Private	19

By Full-Time Equivalent Enrollment*

2,500 or less	15
2,501 to 9,999	20
10,000 or more	12

By Type of College

Community college	6
4-year college	15
MA/PhD-granting college	17
Research university	10

* There is one participant, identified in the survey as a public institution and research university, for which enrollment does not apply.