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## **The Questionnaire**

1. How much did your library spend for content licensed in electronic or joint electronic/print format (but not in print alone) in the following years:
  - a. 2012-2013
  - b. 2013-2014 (projected)
  
2. How much does your organization spend annually for electronic or electronic/print licenses for the following types of material:
  - a. Directories
  - b. Journals
  - c. E-books
  - d. Magazine/Newspaper Article Indexes or Full Text
  
3. How much has your library spent on the purchase of individual journal articles that are not part of a subscription in each of the following years:
  - a. 2011-2012
  - b. 2012-2013
  - c. 2013-2014 (projected)
  
4. Has your library ever paid a fee to Unglueit or other similar sites in order to meet publisher requirements to make available books, journal articles or other intellectual property on an open access basis?
  
5. If so, how much has your library spent cumulatively in the past three years in order to pay publishers to make content available on an open access basis?
  
6. Has the library ever negotiated an agreement with a publisher to direct deposit content into the college institutional digital repository?
  
7. How much did the library pay for electronic access to back issues of journals or other periodicals to which the library no longer has a subscription in the following years:
  - a. 2011-2012
  - b. 2012-2013
  
8. Does your library have one or more individuals employed full-time who specialize exclusively in electronic or internet-accessed information?
  
9. If so, how many FTE positions at your library are dedicated virtually exclusively to working on electronic or internet-accessed information?

10. In which areas of database content, defined by database content form (directory, journal, newspaper article, e-book, etc.) and also by subject (economics, psychology, physics, literature, etc.) does your organization plan to significantly increase or decrease spending over the next two years?
11. For each of the following years, how many independent licenses for electronic content (or such content combined with print) did your library maintain?
  - a. 2012-2013
  - b. 2013-2014 (projected)
12. How much did your library spend for e-book licenses in the following years:
  - a. 2011-2012
  - b. 2012-2013
  - c. 2013-2014 (projected)
13. What was your library's overall database renewal rate in each of the following years for all of its database contracts:
  - a. 2011-2012
  - b. 2012-2013
14. Rank your likely renewal rate for database contracts for each of the following mediums for the next two years: (Choose between 'Likely to cut 25% or more of current contracts,' 'Likely to cut at least 10% but less than 25%,' 'Likely to cut from 5% to 10%,' 'Likely to renew at least 95%,' 'Likely to renew all current databases,' and 'Do not have any databases in this area.')
15. How important is it to you that your library's databases can be accessed through smartphones and other handheld digital devices?
  - a. No real interest
  - b. Not particularly useful
  - c. Useful but not essential
  - d. Important for us
  - e. Essential for us
16. Has patron use of the iPad and other tablet computers had any impact on the use of electronic resources at your library? If so, what has been the impact and what do you expect in the near future?



17. How much have you spent in the past year on licenses or other content purchases specifically for e-book reading devices (such as Kindle or Nook) or dedicated smartphone or tablet computer formats?
18. Would you like to see the following types of resources indexed and covered in the full text databases that you currently use?
  - a. Blogs
  - b. Wikis
  - c. Listservs
  - d. Social media content
  - e. Ezines
  - f. Podcasts and videos
  - g. Twitter feeds and tweets
19. Rate how good a job that the database vendors used most frequently by your patrons and staff handle the indexing and access to the following in their full text databases: (Choose between 'Poor,' 'Fair,' 'Good,' 'Excellent,' and 'Don't think that this resource should be included in databases.)
  - a. Wikis
  - b. Blogs
  - c. Ezines
  - d. Listservs
  - e. Videos or podcasts
  - f. Select videos on YouTube or Vimeo
  - g. Twitters feeds and tweets
20. In how many database licensing consortiums does the library participate (in which it has at least one active contract)?
21. What percentage of the library's total licenses for electronic content are accounted for by contracts through consortiums?
22. Over the past two years, the percentage of content licensing contracts purchased through consortiums has:
  - a. Remained about the same
  - b. Increased by less than 5%
  - c. Increased by more than 5%
  - d. Decreased by less than 5%
  - e. Decreased by more than 5%
23. How could the consortium in which your institution participates better serve you? What steps might they take to help you get a better deal on database contracts?
24. In the next few years, do you expect to make a higher or lower percentage of your database purchases through consortia, or will it remain about the same? Do you

view consortia as a tool that you can increasingly utilize to reduce cost and extend your budget in tough times?

25. For the following types of content, please estimate how much prices have increased (in nominal not inflation adjusted terms) for the following types of content in the past year:
- Electronic and electronic/print combination journals
  - eBooks
  - Indexes and full text newspaper and magazine databases
  - Directories
  - Market Research
26. Please estimate the approximate change in price of the following types of electronic content licensed by your library in the past year:
- Business and financial information
  - Medical and Biochemical information
  - Engineering information
  - Humanities
  - Social Sciences
  - Legal Information
  - General news information
27. Approximately how many hours of professional legal assistance (from lawyers within or outside your organization) did the library require for contract review or disputes in the past year?
28. To the best of your knowledge, has the library ever been threatened by a publisher or information vendor with any form of legal action or contract abrogation, non-payment, or any other reason?
29. To the best of your knowledge, has your library ever threatened a publisher or information vendor with legal action over non-performance or other contract abrogation or for any other reason?
30. Approximately how much annual staff time would you say is expended by your library in database maintenance in the following ways: keeping track of contractual terms, payment and review of invoices, renewing or cancelling subscriptions, phone, email, or other correspondence over down time or other technical problems?
31. About what percentage of your database vendors would you say sometimes deliver problematic invoices which you feel compelled to carefully check?
32. As a general rule, what percentage of the invoices that you received for database products would you say are accurate?

33. Which phrase best describes the extent to which your major database vendors adhere to contract terms regarding downtime, product availability and timeliness, billing, perpetual access, and other contractual terms?
- Never had any serious problems
  - Most vendors are scrupulous but have had occasional issues
  - Have had issues with a sizeable minority of vendors
  - Have had issues with many vendors
34. What are some of the most serious issues that you have had with database vendors whom you feel have not kept to contractual terms?
35. In the aggregate, how has database usage at you library changed in the past year?
- Increased substantially
  - Increased modestly
  - Remained about the same
  - Decreased modestly
  - Decreased substantially
36. How successful have you been in negotiating reductions in database licensing prices when usage statistic show declining use?
- Not at all successful
  - Generally unsuccessful
  - Occasionally successful
  - Often successful
  - Usually successful
37. Which phrase best describes you library's attitude toward negotiating contract language on provision of interlibrary loan materials through email or other internet technology?
- We have not really tried to negotiate any special language on this issue
  - We have asked publishers to give us greater capacity to provide content via email in interlibrary loan requests but without much success
  - We have asked publishers to give use expanded leeway to provide content via email in interlibrary loan requests and have had success in negotiating better terms
38. Have you ever used an e-book lending service?
39. If you have used such services, how much did your library spend on them in the past year?
40. Does your library track patron use of open-access journals?
41. What would you say has been the percentage rate of change in the use of open-access journals by your patrons and staff in the past year?

42. In the past year, has your library deferred, postponed, cancelled or reduced the scope and cost of any subscription by substituting equally valuable open-access journals? How has the growing prevalence of open-access journals affected your licensing and procurement efforts?
43. Has the library ever paid an article processing fee for an author?
- Yes
  - No
  - No, but our parent institution has paid such fees
44. Has your library or any other department at your organization made any effort to track submission and publications by faculty in open-access journals? If so, can you describe the effort?
45. What percentage of journal articles acquired from other institutions comes from the institutional digital depositories of other institutions or from a digital depository consortium?
46. Does your institution have a digital repository?
- Currently has an institutional digital repository
  - Does not have an institutional digital repository but we are in the planning stage and will have one within the year
  - Does not have an institutional digital repository but we are considering one and will likely have one within two years
  - Does not have an institutional digital repository and do not expect to have one within the next three years
47. About what percentage of your institution's original published scholarly output in the past year has been deposited in your library's institutional digital repository?
48. How has the growing use of institutional digital repositories impacted your library? Has it enabled your library to reduce costs or to shift resources to other needed areas?
49. Many journal publishers now make access to back issues of their journals free to the public after an embargo period. For journals that your library does not subscribe to, would you say that:
- We make extensive use of these free offerings
  - We use these free offerings to some extent
  - We don't really make much use of them
  - We don't really use them at all
50. What is your estimate of the percentage of total article requests from faculty or other library patrons for journals that are not in your collection that are satisfied by download or accesses of these free files offered by some journal publishers?

51. In the next year, what percentage of the library's content licensing contracts that come up for renewal does the library expect to renew?
52. How many databases did the library test on a free-trial basis within the past year?

## **Survey Participants**

Arizona State University  
Atlanta University Center Woodruff Library  
Belfast Health and Social Care Trust  
The Brentwood Library  
Chabot Library  
Clarion University  
Connors State College  
Eastern Washington University  
Franklin University Nationwide Library  
George Eliot Hospital NHS Trust  
Gogebic Community College  
Hay Group  
IOP Publishing  
IP Australia Library  
Lamar Soutter Library at UMass Medical School  
McKendree University  
Mercer County Community College  
Mercer County Community College  
Mott Community College Library  
Nottinghamshire Libraries  
Old Dominion University  
Quincy University  
Randolph-Macon College  
Robert Morris University  
San Francisco Public Library  
Schwabe, Williamson and Wyatt  
Sherwood Forest Hospitals NHS FT  
St. Cloud State University  
State Library of Victoria  
Union College Library  
University of Connecticut Health Center  
University of Houston  
University of Otago  
Victoria University

## **Characteristics of the Sample**

Overall sample size: 34

### **By Type of Library**

- College or University Library: 23
- Other Type of Library<sup>1</sup>: 11

### **By Country**

- United States: 26
- Other<sup>2</sup>: 8

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<sup>1</sup> Includes three public libraries, a law firm library, three healthcare/hospital libraries, two government libraries, a corporate library, and a publishing library.

<sup>2</sup> Includes three Australian libraries, one New Zealand library, and four libraries in the UK.