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**THE QUESTIONNAIRE**

**Contact Information**

1. Please give us your basic contact info: name and title, organization name, phone number and email address.
2. Name:
3. Organization
4. Phone number
5. Email Address (necessary to receive your free PDF copy)
6. Type of Organization
7. College or University Library
8. Public Library
9. Corporate Library
10. Law Firm Library
11. Other
12. Other (please specify)

**Part One – Database Licensing Volume**

1. How much did (will) your library spend for content licensed in electronic or joint electronic/print format (but not for print alone) in the following years:
2. 2013
3. 2014
4. How much does your organization spend annually for electronic or electronic/print licenses for the following types of material:
5. Directories
6. Journals
7. E-books
8. Magazine/Newspaper Article
9. Indexes or Full Text

1. 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:
2. 2013
3. 2014
4. 2015 (projected)
5. For each of the following years, how many independent licenses for electronic content (or such content combined with print) did your library maintain?
6. 2013
7. 2014
8. 2015 (projected)

**Part Two – Access to Archives of Back Issues**

1. 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?
2. Has the library ever negotiated an agreement with a publisher to direct deposit content into the college institutional digital repository?
3. Yes
4. No
5. How much does the library pay annually for electronic access to back issues of journals or other periodicals to which the library no longer has a subscription?
6. 2013
7. 2014

**Part Three – Library Staffing for Digital Information**

1. Does your library have one or more individuals employed full time who specialize exclusively in electronic or internet-accessed information?

1. Yes
2. No
3. If so how many FTE positions at your library are dedicated virtually exclusively to working on electronic or internet accessed information?
4. 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?

**Part Four – eBooks**

1. How much did (will) your library spend for e-book licenses in the following years:
2. 2013
3. 2014
4. 2015 (projected)
5. What percentage of eBook spending by your library is accounted for by purchases from Amazon?

**Part Five – Renewals and Cancellations**

1. What was your library's overall database renewal rate for each of the following years for all of its database contracts
2. 2013
3. 2014
4. 2015 (projected)
5. Rank your likely renewal rate for database contracts for each of the following mediums for the next two years.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Likely to cut 25% or more of current contracts | Likely to cut at least 10% but less than 25% | Likely to modestly cut from 5% to 10% | Likely to renew at least 95% | Likely to renew all current databases | Do not have any databases in this area |
| eBooks |  |  |  |  |  |  |
| Scholarly Journals |  |  |  |  |  |  |
| Directories |  |  |  |  |  |  |
| Magazine and Newspaper Article oriented Databases |  |  |  |  |  |  |
| Databases in the Humanities |  |  |  |  |  |  |
| Databases in the Social Sciences |  |  |  |  |  |  |
| Databases in the Hard Sciences |  |  |  |  |  |  |
| Databases in Business and Finance |  |  |  |  |  |  |

**Part Six – Impact of Mobile Computing Technologies**

1. How important is it to you that your library's databases can be accessed through smartphones and other hand held digital devices?
2. No real interest
3. Not particularly useful
4. Useful, but not essential
5. Important for us
6. Essential for us
7. 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?

**Part Seven – Use of Consortiums**

1. In how many database licensing consortiums does the library participate (in which it has at least one active contract)
2. Contracts through consortiums account for what percentage of the library's total licenses for electronic content?
3. 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?
4. 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 costs and extend your budget in tough times?
5. In general, what do you think of the arrangements or formula your main consortia use make to allocate payments among members? Do you feel that your library is treated fairly? Have you encouraged the use of alternative models that you feel might be more just? If so which models?

**Part Eight – Content License Pricing**

1. For the following types of content, please estimate how much have prices increased (in nominal not inflation adjusted terms) for the following types of content in the past year?

If you do not use a particular content form leave that box blank.

1. Electronic and Electronic/print combination journals
2. E-books
3. Indexes and Full Text
4. Newspaper and Magazine
5. Databases
6. Directories
7. Market Research
8. Please estimate the approximate change in price of the following type of electronic content licensed by your library in the past year: (leave blank if your library does not license that type of content)
9. Business and Financial Information
10. Medical and Biochemical Information
11. Engineering Information
12. Humanities
13. Social Sciences
14. Legal Information
15. General News Information

**Part Nine – Disputes and Legal Expenditures**

1. Approximately how many hours of professional legal assistance (from lawyers within or outside of your organization) did the library require for contract review or disputes in the past year?
2. To the best of your knowledge has the library ever been threatened by a publisher or information vendor with any form of legal action for contract abrogation, nonpayment or any other reason?
3. Yes
4. No
5. To the best of your knowledge, has your library ever threatened a publisher or information vendor with legal action over nonperformance or other contract abrogation or for any other reason?
6. Yes
7. No

**Part Ten – Invoicing and Payment**

1. Approximately how much annual staff time would you say is expended by your library (1 full time person spending all of their time would be about 1900 hours) in reviewing and paying invoices from database vendors?
2. As a general rule what percentage of the invoices that you receive for database products would you say are inaccurate?
3. Describe your library's payment schedule with vendors. What percentage of contracts are paid annually, semiannually, quarterly, etc.? Which months account for the bulk of your payments and how do you schedule payments to assure smooth operations without bottlenecks or cash flow problems?

**Part Eleven – Contract Terms**

1. Do you try to negotiate with database vendors over any of the following issues:
2. Use of information in course packs
3. Inter-library loan privileges
4. Extent of hard copy printouts allowed
5. Access to archives in the event of contract cancellation
6. Timing of Payments
7. What is the one area in negotiations with vendors that you feel you have had the most success in negotiating?
8. What is the one area in negotiations with vendors that you feel you have had the least success in negotiating?
9. What are some of the most serious issues that you have had with database vendors whom you feel have not kept to contractual terms?

**Part Twelve – Usage Statistics**

1. Overall what do you think of the quality of the database vendor statistics that you get from your vendors?
2. In the aggregate, has database usage at your library in the past year:
3. Increased substantially
4. increased modestly
5. remained about the same
6. decreased modestly
7. decreased substantially
8. How successful have you been in negotiating reductions in database licensing prices when usage statistics show declining use?
9. Not at all successful
10. Generally unsuccessful
11. Successful occasionally
12. Often successful
13. Usually successful

**Part Thirteen – Electronic Resources & Interlibrary Loan**

1. Which phrase best describes your library's attitude towards negotiating contract language on provision of interlibrary loan materials through email or other internet technology?
2. We have not really tried to negotiate any special language on this issue.
3. We have asked publishers to give us greater capacity to provide content via email in interlibrary loan request but without much success.
4. We have asked publishers to give us expanded leeway to provide content via email in interlibrary loan requests and have had success in negotiating better terms.
5. Have you ever used an e-book lending service?

These services allow you to "rent" or use a "pay per view" model to access an e-book for a brief time period, usually about 30 days.

1. Yes
2. No
3. If you have used such services how much did your library spend on them in the past year?

**Part Fourteen – Use of Open Access Resources**

1. How much do you estimate that your library spent on all open access journals (including print and electronic access) in each of the following years:
2. 2013
3. 2014
4. What would you say has been the % rate of change in the use of open access journals by your patrons and staff in the past year?
5. 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?

**Part Fifteen – License Renewal/Acquisition Decision-Making Process**

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