

**The Survey of Higher Education Faculty:  
Use of Academic Library Interlibrary Loan Services**

**Chapter Three: How would you rate your college library's interlibrary loan services on the capacity to find needed articles and research materials?**

**Table 3.1: How would you rate your college library's interlibrary loan services on the capacity to find needed articles and research materials?**

	Excellent Service	Good Service	Acceptable Service	Lackluster Service	Poor Service	Don't Know
Entire Sample	39.96%	35.48%	9.75%	1.95%	0.97%	11.89%

**Table 3.2: How would you rate your college library's interlibrary loan services on the capacity to find needed articles and research materials? Broken out for faculty in the United States or Canada.**

Country	Excellent Service	Good Service	Acceptable Service	Lackluster Service	Poor Service	Don't Know
United States	40.85%	34.89%	9.79%	1.49%	1.06%	11.91%
Canada	30.23%	41.86%	9.30%	6.98%	0.00%	11.63%

**Table 3.3: How would you rate your college library's interlibrary loan services on the capacity to find needed articles and research materials? Broken out by general Carnegie class of the institutions.**

Carnegie class of the Institutions	Excellent Service	Good Service	Acceptable Service	Lackluster Service	Poor Service	Don't Know
Community College	28.69%	39.34%	9.02%	2.46%	0.82%	19.67%
BA-Granting Institution	40.29%	36.69%	10.79%	2.16%	0.00%	10.07%
Specialized College <sup>1</sup>	30.77%	46.15%	15.38%	0.00%	7.69%	0.00%
MA/PHD-Granting College	48.57%	30.71%	8.57%	1.43%	0.71%	10.00%
Research University	42.71%	33.33%	10.42%	2.08%	2.08%	9.38%

<sup>1</sup> Such as Performing Arts, Seminary, etc.

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**Table 3.4: How would you rate your college library's interlibrary loan services on the capacity to find needed articles and research materials? Broken out by faculty in public or private colleges.**

Type of College	Excellent Service	Good Service	Acceptable Service	Lackluster Service	Poor Service	Don't Know
Public College	37.30%	36.66%	11.90%	2.25%	0.96%	10.93%
Private College	44.16%	33.50%	6.60%	1.52%	1.02%	13.20%

**Table 3.5: How would you rate your college library's interlibrary loan services on the capacity to find needed articles and research materials? Broken out by the enrollment level of the colleges.**

Enrollment Level	Excellent Service	Good Service	Acceptable Service	Lackluster Service	Poor Service	Don't Know
<1,000	30.00%	30.00%	20.00%	0.00%	0.00%	20.00%
1,000-2,500	44.72%	34.15%	11.38%	0.81%	1.63%	7.32%
>2,500-5,000	44.35%	30.43%	10.43%	3.48%	0.87%	10.43%
>5,000-10,000	33.33%	40.40%	5.05%	2.02%	1.01%	18.18%
>10000-20,000	40.68%	35.59%	8.47%	3.39%	1.69%	10.17%
>20,000	37.93%	40.23%	9.20%	1.15%	0.00%	11.49%

**Table 3.6: How would you rate your college library's interlibrary loan services on the capacity to find needed articles and research materials? Broken out by the age of a faculty member.**

Age	Excellent Service	Good Service	Acceptable Service	Lackluster Service	Poor Service	Don't Know
<30	75.00%	12.50%	12.50%	0.00%	0.00%	0.00%
31-39	42.42%	30.30%	10.61%	3.03%	1.52%	12.12%
40-49	40.17%	41.03%	8.55%	0.85%	0.00%	9.40%
50-59	37.63%	32.99%	9.28%	2.58%	1.55%	15.98%
60>	40.16%	38.52%	10.66%	1.64%	0.00%	9.02%

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**Table 3.7: How would you rate your college library's interlibrary loan services on the capacity to find needed articles and research materials? Broken out by a professional rank.**

<b>Professional Rank</b>	<b>Excellent Service</b>	<b>Good Service</b>	<b>Acceptable Service</b>	<b>Lackluster Service</b>	<b>Poor Service</b>	<b>Don't Know</b>
<b>Lecturer / Instructor</b>	26.37%	43.96%	8.79%	2.20%	0.00%	18.68%
<b>Associate Professor</b>	41.12%	33.64%	11.21%	1.87%	0.93%	11.21%
<b>Assistant Professor</b>	40.83%	32.50%	12.50%	0.83%	0.83%	12.50%
<b>Full Professor</b>	45.79%	34.21%	7.89%	2.63%	1.05%	8.42%

**Table 3.8: How would you rate your college library's interlibrary loan services on the capacity to find needed articles and research materials? Broken out by the personal political views of a faculty member.**

<b>Political Views</b>	<b>Excellent Service</b>	<b>Good Service</b>	<b>Acceptable Service</b>	<b>Lackluster Service</b>	<b>Poor Service</b>	<b>Don't Know</b>
<b>Left of Liberal</b>	52.54%	33.90%	8.47%	3.39%	0.00%	1.69%
<b>Liberal</b>	40.10%	35.53%	12.18%	2.54%	1.52%	8.12%
<b>Middle of the Road</b>	39.60%	32.21%	8.05%	0.67%	0.67%	18.79%
<b>Conservative</b>	30.77%	45.05%	7.69%	2.20%	0.00%	14.29%
<b>Right of Conservative</b>	60.00%	0.00%	0.00%	0.00%	0.00%	40.00%

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**Table 3.9: How would you rate your college library's interlibrary loan services on the capacity to find needed articles and research materials? Broken out by the personal income level of a faculty member.**

<b>Personal Income Level</b>	<b>Excellent Service</b>	<b>Good Service</b>	<b>Acceptable Service</b>	<b>Lackluster Service</b>	<b>Poor Service</b>	<b>Don't Know</b>
<b>&lt;\$40,000</b>	26.32%	42.11%	21.05%	0.00%	0.00%	10.53%
<b>\$40,000-\$55,000</b>	35.71%	39.29%	10.71%	2.38%	1.19%	10.71%
<b>\$56,000-\$75,000</b>	42.26%	31.55%	7.74%	3.57%	0.60%	14.29%
<b>\$76,000-\$100,000</b>	37.31%	38.06%	12.69%	0.75%	0.00%	11.19%
<b>&gt;\$100,000</b>	45.45%	33.33%	7.07%	1.01%	2.02%	11.11%

**Table 3.10: How would you rate your college library's interlibrary loan services on the capacity to find needed articles and research materials? Broken out by the tenure status of a faculty member.**

<b>Tenure Status</b>	<b>Excellent Service</b>	<b>Good Service</b>	<b>Acceptable Service</b>	<b>Lackluster Service</b>	<b>Poor Service</b>	<b>Don't Know</b>
<b>Tenured</b>	47.79%	33.73%	8.43%	1.20%	0.40%	8.43%
<b>On a Tenure Track</b>	42.61%	31.30%	12.17%	1.74%	0.87%	11.30%
<b>Not on a Tenure Track</b>	25.17%	40.82%	10.20%	3.40%	2.04%	18.37%

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**Table 3.11: How would you rate your college library's interlibrary loan services on the capacity to find needed articles and research materials? Broken out by an academic field.**

<b>Academic Field</b>	<b>Excellent Service</b>	<b>Good Service</b>	<b>Acceptable Service</b>	<b>Lackluster Service</b>	<b>Poor Service</b>	<b>Don't Know</b>
<b>Finance / Accounting / Economics / Business</b>	10.00%	38.33%	33.33%	15.00%	1.67%	1.67%
<b>Nursing / Nutrition / Occupational Therapy / Public Health</b>	12.90%	33.87%	33.87%	12.90%	3.23%	3.23%
<b>Biology &amp; Medicine</b>	17.02%	40.43%	36.17%	2.13%	2.13%	2.13%
<b>Computer Science / Mathematics / Engineering</b>	18.75%	33.33%	35.42%	10.42%	2.08%	0.00%
<b>Art &amp; Performing Arts</b>	14.81%	40.74%	25.93%	11.11%	7.41%	0.00%
<b>Chemistry, Physics</b>	11.11%	37.04%	44.44%	7.41%	0.00%	0.00%
<b>Psychology &amp; Counseling</b>	12.77%	42.55%	34.04%	10.64%	0.00%	0.00%
<b>Anthropology, Sociology &amp; Political Science, Law &amp; History</b>	10.53%	43.86%	31.58%	12.28%	1.75%	0.00%
<b>Education</b>	9.52%	40.48%	47.62%	0.00%	2.38%	0.00%
<b>Religion &amp; Philosophy</b>	0.00%	60.00%	40.00%	0.00%	0.00%	0.00%
<b>English, Linguistics, Comp Lit, Languages, Communications</b>	7.69%	41.54%	35.38	12.31%	1.54%	1.54%
<b>All Other:</b>	0.00%	53.33%	40.00%	6.67%	0.00%	0.00%

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**Table 3.12: How would you rate your college library's interlibrary loan services on the capacity to find needed articles and research materials? Broken out by extent of database use within a week.**

<b>Extent of Database Use within a Week</b>	<b>Excellent Service</b>	<b>Good Service</b>	<b>Acceptable Service</b>	<b>Lackluster Service</b>	<b>Poor Service</b>	<b>Don't Know</b>
<b>Never</b>	34.31%	35.77%	8.03%	2.92%	0.73%	18.25%
<b>1-2 Times</b>	39.72%	41.84%	7.80%	1.42%	0.00%	9.22%
<b>3-5 Times</b>	38.98%	30.51%	15.25%	2.54%	2.54%	10.17%
<b>6-9 Times</b>	45.45%	36.36%	4.55%	0.00%	0.00%	13.64%
<b>10-19 Times</b>	48.94%	31.91%	12.77%	0.00%	0.00%	6.38%
<b>20+ Times</b>	65.38%	26.92%	3.85%	0.00%	0.00%	3.85%

**Table 3.13: How would you rate your college library's interlibrary loan services on the capacity to find needed articles and research materials? Broken out by frequency of library visits within a month.**

<b>Frequency of Library Visits within a Month</b>	<b>Excellent Service</b>	<b>Good Service</b>	<b>Acceptable Service</b>	<b>Lackluster Service</b>	<b>Poor Service</b>	<b>Don't Know</b>
<b>Never</b>	32.56%	37.21%	10.47%	2.33%	1.16%	16.28%
<b>1-2 Times</b>	41.52%	35.09%	11.11%	0.58%	0.58%	11.11%
<b>3-5 Times</b>	37.09%	39.74%	8.61%	1.99%	0.00%	12.58%
<b>6-9 Times</b>	38.71%	38.71%	9.68%	6.45%	3.23%	3.23%
<b>10-19 Times</b>	56.25%	18.75%	9.38%	0.00%	3.13%	12.50%
<b>20+ Times</b>	56.25%	31.25%	6.25%	0.00%	0.00%	6.25%