

Table 1.5: Has the library performed a user survey for your ILL services within the past four years?

	Yes	No	Unsure
Entire sample	31.25%	62.50%	6.25%

Table 1.6: Has the library performed a user survey for your ILL services within the past four years? Broken out by public or private status of the college.

Public or Private	Yes	No	Unsure
Public	37.93%	55.17%	6.90%
Private	21.05%	73.68%	5.26%

Table 1.7: Has the library performed a user survey for your ILL services within the past four years? Broken out by full-time equivalent enrollment.

Enrollment	Yes	No	Unsure
2,500 or less	33.33%	60.00%	6.67%
2,501 to 9,999	30.00%	65.00%	5.00%
10,000 or more	25.00%	66.67%	8.33%

Table 1.8: Has the library performed a user survey for your ILL services within the past four years? Broken out by type of college.

Type of College	Yes	No	Unsure
Community college	0.00%	83.33%	16.67%
4-year college	53.33%	46.67%	0.00%
MA/PhD-granting college	23.53%	70.59%	5.88%
Research university	30.00%	60.00%	10.00%

Table 1.9: What is your average turnaround time (in days) for article borrowing requests?

	Mean	Median	Minimum	Maximum
Entire sample	2.80	2.00	0.50	7.30

Table 1.10: What is your average turnaround time (in days) for article borrowing requests? Broken out by public or private status of the college.

Public or Private	Mean	Median	Minimum	Maximum
Public	2.95	2.25	0.50	7.00
Private	2.57	2.00	0.50	7.30

Table 1.11: What is your average turnaround time (in days) for article borrowing requests? Broken out by full-time equivalent enrollment.

Enrollment	Mean	Median	Minimum	Maximum
2,500 or less	2.22	2.00	0.50	7.30
2,501 to 9,999	3.21	2.85	1.00	7.00
10,000 or more	2.87	2.25	1.20	5.62

Table 1.12: What is your average turnaround time (in days) for article borrowing requests? Broken out by type of college.

Type of College	Mean	Median	Minimum	Maximum
Community college	2.92	2.50	0.50	7.00
4-year college	2.32	2.00	0.50	5.00
MA/PhD-granting college	3.03	2.50	1.00	7.30
Research university	2.94	2.35	1.00	5.62

Table 2.5: Does your library do interlibrary loan with foreign countries?

	Yes	No
Entire sample	68.75%	31.25%

Table 2.6: Does your library do interlibrary loan with foreign countries? Broken out by public or private status of the college.

Public or Private	Yes	No
Public	72.41%	27.59%
Private	63.16%	36.84%

Table 2.7: Does your library do interlibrary loan with foreign countries? Broken out by full-time equivalent enrollment.

Enrollment	Yes	No
2,500 or less	73.33%	26.67%
2,501 to 9,999	65.00%	35.00%
10,000 or more	75.00%	25.00%

Table 2.8: Does your library do interlibrary loan with foreign countries? Broken out by type of college.

Type of College	Yes	No
Community college	50.00%	50.00%
4-year college	66.67%	33.33%
MA/PhD-granting college	76.47%	23.53%
Research university	70.00%	30.00%

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

1. The language is sometimes a barrier. If they aren't proficient in English, it is a hindrance. We have had problems in mailing to China and Saudi Arabia and the items never arriving at their destination. We need more foreign libraries to participate in OCLC ILL and IFM and to have policies in the policy directory.
2. We have had no problems to date.
3. Rare - but no problems.
4. None.
5. Filling out customs forms for materials sent via USPS. Our mailroom personnel are not familiar with sending items internationally and do not always have the appropriate forms or do not handle them appropriately.
6. Payment if not IFM, EFTS. We do accept IFLA vouchers. Problem with customs forms. Some foreign libraries have problems receiving or opening larger PDFs.
7. Just the time involved and the need to fill out customs forms.
8. We will send articles to foreign countries if they provide an OCLC or ALA request, but we do not loan physical materials to foreign countries due to postage costs.
9. Cost and shipping time.
10. We use OCLC - few if any problems.
11. Time and cost.
12. We have not come across many issues with conducting ILL with foreign countries. The long turn around time and higher cost make this a last resort only.
13. None. It is important to realize that these items will be leaving the collection for an extended period of time.
14. Shipping costs.
15. College is unable to afford pricey overseas mail service. The few times we have lent overseas (including PR), the item never returned.
16. We only deal with Canada. We do not lend to any other countries. The only problem is dealing with the Postal Service customs requirements which is not really a problem, just a bit tedious.
17. We only send non-returnables to Canada -- otherwise, do not ILL to foreign countries
18. Different requesting methods; some we fill up an online form, others we hunt for a relevant email address. Payment is a huge problem too. IFLA vouchers are useful but still not accepted at every library.
19. Customs problems.
20. Long and expensive shipping.

Table 5.6: Is ILL under the auspices of the Circulation department?

	Yes	No
Entire sample	18.75%	81.25%

Table 5.7: Is ILL under the auspices of the Circulation department? Broken out by public or private status of the college.

Public or Private	Yes	No
Public	24.14%	75.86%
Private	10.53%	89.47%

Table 5.8: Is ILL under the auspices of the Circulation department? Broken out by full-time equivalent enrollment.

Enrollment	Yes	No
2,500 or less	26.67%	73.33%
2,501 to 9,999	10.00%	90.00%
10,000 or more	16.67%	83.33%

Table 5.9: Is ILL under the auspices of the Circulation department? Broken out by type of college.

Type of College	Yes	No
Community college	33.33%	66.67%
4-year college	13.33%	86.67%
MA/PhD-granting college	17.65%	82.35%
Research university	20.00%	80.00%

Table 5.10: Is ILL under the auspices of the Access Services department?

	Yes	No
Entire sample	35.42%	64.58%

**Table 5.11: Is ILL under the auspices of the Access Services department?
Broken out by public or private status of the college.**

Public or Private	Yes	No
Public	37.93%	62.07%
Private	31.58%	68.42%

**Table 5.12: Is ILL under the auspices of the Access Services department?
Broken out by full-time equivalent enrollment.**

Enrollment	Yes	No
2,500 or less	20.00%	80.00%
2,501 to 9,999	40.00%	60.00%
10,000 or more	50.00%	50.00%

**Table 5.13: Is ILL under the auspices of the Access Services department?
Broken out by type of college.**

Type of College	Yes	No
Community college	16.67%	83.33%
4-year college	33.33%	66.67%
MA/PhD-granting college	41.18%	58.82%
Research university	40.00%	60.00%

Table 8.1: 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)?

	Mean	Median	Minimum	Maximum
Entire sample	\$23,102.62	\$6,500.00	\$0.00	\$220,000.00

Table 8.2: 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)? Broken out by public or private status of the college.

Public or Private	Mean	Median	Minimum	Maximum
Public	\$19,740.00	\$10,000.00	\$0.00	\$130,000.00
Private	\$27,688.00	\$5,000.00	\$0.00	\$220,000.00

Table 8.3: 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)? Broken out by full-time equivalent enrollment.

Enrollment	Mean	Median	Minimum	Maximum
2,500 or less	\$2,817.00	\$1,100.00	\$0.00	\$9,068.00
2,501 to 9,999	\$10,026.67	\$5,500.00	\$0.00	\$35,000.00
10,000 or more	\$62,714.29	\$22,000.00	\$4,000.00	\$220,000.00

Table 8.4: 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)? Broken out by type of college.

Type of College	Mean	Median	Minimum	Maximum
Community college	\$866.67	\$400.00	\$0.00	\$2,200.00
4-year college	\$6,500.00	\$5,000.00	\$0.00	\$15,000.00
MA/PhD-granting college	\$11,278.91	\$7,500.00	\$0.00	\$35,000.00
Research university	\$72,500.00	\$30,000.00	\$5,000.00	\$220,000.00

Table 8.5: What has been the percentage change in your budget over the past year?

	Mean	Median	Minimum	Maximum
Entire sample	7.20%	0.00%	-15.00%	100.00%

Table 8.6: What has been the percentage change in your budget over the past year? Broken out by public or private status of the college.

Public or Private	Mean	Median	Minimum	Maximum
Public	3.77%	0.00%	-15.00%	25.00%
Private	11.65%	0.00%	-7.50%	100.00%

Table 8.7: What has been the percentage change in your budget over the past year? Broken out by full-time equivalent enrollment.

Enrollment	Mean	Median	Minimum	Maximum
2,500 or less	1.75%	0.00%	-12.00%	19.00%
2,501 to 9,999	10.08%	0.00%	-15.00%	100.00%
10,000 or more	4.58%	2.50%	-7.50%	25.00%

Table 8.8: What has been the percentage change in your budget over the past year? Broken out by type of college.

Type of College	Mean	Median	Minimum	Maximum
Community college	-4.00%	0.00%	-12.00%	0.00%
4-year college	7.00%	0.00%	0.00%	25.00%
MA/PhD-granting college	12.78%	0.00%	-15.00%	100.00%
Research university	4.58%	2.50%	-7.50%	25.00%