CCML LIBRARY COOPERATION TASK FORCE
ILL SURVEY RESULTS JANUARY 2006

This survey was conducted in November, 2005. The following summary of results includes verbatim comments, including duplicates. 29 libraries responded, but not every library responded to every question.

1. Is your library staffed every day?
       Yes: 24
       No: 5

2. How many professional FTE are employed at your library?
       0:        2
       0.3:   1
       0.5:   2
       0.8:   1
       1:       10
       1.1:   1
       1.25:   1
       1.4:   1
       2:        5
       2.5:   1
       4:        1
       18:       1

3. How many paraprofessional FTE are employed at your library?
       0:        15
       0.2:   2
       0.6:   1
       0.9:   1
       1:        4
       1.5:   1
       2:        1
       14:       1

4. How many hours per week is your library staffed?
       Less than 5:   0
       5-10:   1
       10-20:   1
       20-30:   2
       30-40:   15
       More than 40:   8

5. Do you use DOCLINE at your library?
    Yes: 24
    No: 1

6. Do you access DOCLINE once a day?
    Yes: 23
    No: 2

7. If you do not access DOCLINE once a day, please explain why not:
    a. Only work 2 days/week
    b. Other locations do it for me.

8. Are you on the DOCLINE discussion list?
    Yes: 10
    No: 15

9. When do you prefix DOCLINE requests to go to a specific lender?
    a. We try to avoid this practice. One exception would be for confirming rush requests that have already been requested by phone, in which case we would uncheck all other routing table cells. Another might be a request that has already been through the entire routing table and has been rejected for one reason or another.
    b. When resending an article that has failed my routing table, usually a CINAHL journal. I always check for holding info. Do not prefix blindly.
    c. Rush requests, and preference would be if we know the staff in the other library
    d. Monographs or on request
    e. No, not usually
    f. Never
    g. I just use the routing map, maybe once every two years do I use a prefix DOCLINE request.
    h. Never
    i. When a freeshare library is not in the routing table or I need something for an emergency and have been able to reach someone at the lending library.
    j. When I call ahead of time to see if a library carries something we need for a special request or rush request and that library is able to fill it. Or, if it is an obscure item, that hardly anyone has, I might try to find a free or low-cost lending library to prefix.
    k. When I want it to go to a specific library, because of cost or they will fill quickly
    l. First round of requests to all in my routing table have failed. I then search who has the specific journal outside my routing groups & then target the request to a specific library. OR I've been on the phone with the library.
    m. When we've called for a FAX or pdf and know it's coming from a specific place
    n. When we know that the lending library has that item.

o. If article has already been supplied as a rush and entering on Docline is for statistical purposes only.
p. I prefix when I cannot get an item locally and need to go to FreeShare or the national group I belong to.
q. Rare items or non-medical.
r. When I have talked with them by phone for something I need urgently and have verified they have the title/issue needed; when I need a Freeshare request because our normal lenders do not own
s. When I've identified they're the sole source or most practical for our needs.
t. Never
u. A couple times a month
v. Rare, but when we do it could be because
   1) the request has been unfilled once or more through the cycle and we try to get it from one specific library who we have verified has it; or
   2) item is not listed in SERHOLDS but through other means we have identified holdings; or
   3) we are doing a monographic request, rare, and again have identified holdings using other means—OCLC or local catalogs via the Web.
w. Usually when there are no lenders in my Routing Table but there are in FreeShare or EFTS.
x. After we have search the Serhold database to determine a library holding an item that has been returned unfilled.
y. Send as PDF

10. Do you use DOCLINE Manual requests for books, AVs and journals without NLM UIs?
    Yes: 18
    No: 7

11. Do you use DOCLINE Manual requests to request material other than books, AVs and journals without NLM UIs?
    No: 22

12. If yes, please explain:
    a. Citation found on OCLC but I send via Docline if possible for billing.
    b. Unable to locate UI
    c. For non-medical journals.

13. Do you use QuickDOC?
    Yes: 11
    No: 14

14. Do you participate in Loansome Doc?
   Yes: 11
   No: 14

15. I am a full OCLC ILL participant: 9

16. I am a borrow-only OCLC ILL participant: 4

17. I do not participate in OCLC ILL: 12

18. I use OCLC for borrowing books and AVs: 8

19. I use DOCLINE for book and AV borrowing: 8

20. I use either OCLC or DOCLINE for books & AVs depending on lender: 3

21. I have another reason to switch between OCLC and DOCLINE:
   a. Another 'branch' library (another location) takes care of the OCLC ILL
   b. I use DocLine first, and then OCLC if an article or book is hard to find.
   c. I primarily use OCLC for borrowing books and AVs, but also for non-medical journal and magazine articles; also, if there are no reciprocal lenders for a medical journal, but it's available from one of the Colorado universities other than UCHSC, I'll use OCLC to get it from there.

22. I am a net lender: 13

23. I am a net borrower: 13

(3 libraries checked both net lender and net borrower)

24. I put local libraries first in my routing table: 20

25. I put non-charging libraries in lower cells in my routing table: 13

26. I put libraries with ability to send PDFs in lower cells :   2

27. I put libraries with bigger staffs in lower cells: 3

28. I have reviewed my routing table in the past year: 18

29. I have some libraries that route to me too much: 7

30. Additional comments:
   a. We need to completely reassess our routing table are are hoping for some guidance in this area.
   b. Libraries that route too much are usually freeshare, & often outside of CCML.

c. When a library indicates in comments PDF preferred, I reject the request-reason 'other'
d. I don't understand what a 'net lender' or 'net borrower' is! Haven't come across that anywhere.
e. Currently, and honestly, due to staffing changes the management and appropriate use/understanding of the routing table is minimal.
This would be a good area for training from our RML for us.
f. I put FreeShare libraries from elsewhere in our Region in the middle cells, EFTS libraries outside the region in the highest ones.
g. I profile my out of region resources libraries to be Ariel and EFTS libraries by search for those services in DOCUSER. This assures ariel delivery and EFTS charging.

31. Do you participate in FREESHARE?
    Yes: 12
    No: 13

32. Reasons for not participating in FREESHARE:
    a. We have a special collection and would be overwhelmed: 3
    b. We do not have enough staff to offer this service nationwide: 9
    c. It hides the true cost of ILL: 2
    d. Other reasons:
        1) VA
        2) We once belonged to FREESHARE, but we were prefixed a lot, so we ended up dropping it.
        3) We charge everyone for everything; our ILL operation is completely self funding. Our primary mission does not mandate such reciprocity and thus the funding to do so is just not there; most likely our entry into FreeShare would overwhelm us with requests and our staffing is already limited.
        4) I wouldn't want my request routed to a small freeshare library where service might be slower than paying for it at a university.

33. If you participate in FREESHARE, where is it in your routing table?
    a. before CCML: 0
    b. after CCML: 3
    c. before Resource Libraries: 4
    d. after Resource Libraries: 0
    e. Other:
        1) Not sure how to enter Freeshare
        2) I am a FREESHARE library, but I didn't know I had a decision about where it goes in the routing table. That was not explained by my RML & so I don't know where it is.
        3) Did not know we could add it to our routing table – we do this manually!

34. How often do you update SERHOLD?
   a. Routinely: 20
   b. Every 2 years: 4
   c. Every 3 years: 0
   d. Have not updated: 1

35. Are you listing at least some e-journals in SERHOLD?
   a. Yes: 5
   b. No: 20

36. Please explain why you do or do not list e-journals in SERHOLD:
   a. Possible license restrictions on ILL. Perceived difficulty in updating holdings.
   b. Unsure of licensing for lending.
   c. We aren't sure that licensing allows it; also, it would be too much work to add all the titles that we have electronically.
   d. Copyright
   e. I do not have an up to date list prepared yet.
   f. Don't have any which are only e-journal.
   g. Because some publishers do not want libraries to loan from e-journals and e-journal access is not the most consistent, we find it easier not to put our e-journal holdings in SERHOLD.
   h. Don't have
   i. Didn't think to do so. I thought DOCLINE was all about print. However, I probably won't because I am overwhelmed now & I'm scared of expanding my available selection.
   j. Too complex
   k. Most of our e-journals that we do not have print editions also are part of groups through EBSCO or OVID. I'm not sure if the licensing would allow interlibrary loan.
   l. Too much work; unsure of copyright restrictions.
   m. Licensing agreements
   n. Another location does this.
   o. Licensing concerns
   p. We closed out our print and added our online only so that SERHOLD would more truly reflect what we own. We list only our 'core' collection and not journals we buy in aggregations.

37. Do you use the Journal Locator on CCMLNET?
   a. Yes: 14
   b. No: 11

38. Can you provide color copies?
   a. Yes: 5
   b. No: 19

39. Can you provide PDFs?
   a. Yes: 17
   b. No: 8

40. In DOCLINE which delivery methods do you routinely request or have as your default?
   a. ARIEL: 1
   b. PDF or TIFF: 6
   c. Fax: 1
   d. Mail: 10

41. Comments:
   a. I wish this question had permitted multiple responses. We have mail as our default, but often request PDFs. Our routine comment is that we accept PDF or fax. We're hoping that NLM will provide a way to indicate preferences rather than defaults.
   b. Mail is still the default but we say fax or pdf ok in the comments.
   c. Default to mail, but prefer pdf or fax
   d. Will probably change from mail to fax or PDF next year as clients expect faster service.
   e. We do indicate that we prefer Ariel or some sort of PDF electronic transmission so it is really our default by practice. But as a default setting in Docline we set it to Mail so we don't limit what library in our routing table receive the request.
   f. We say prefer ARIEL or PDF in our comment line. It is our impression that if you click Ariel or PDF, the request will only go to those libraries that provide that service.

42. In DOCLINE do you routinely indicate delivery options in Comments to Lenders?
   a. Yes: 17
   b. No: 8

43. If you do routinely indicate delivery options in Comments to Lenders, which options do you include?
   a. ARIEL: 4
   b. PDF or TIFF: 18
   c. Fax   15
   d. Mail   7

44. I use ARIEL to receive articles: 4

45. I use ARIEL to send articles only: 0

46. I send and receive on ARIEL: 2

47. I do not use ARIEL: 18

48. Are you using a web-based ILL delivery system?
    a. Yes: 6
    b. No: 19

49. I do not charge for loans of books/AV material: 16

50. I charge some libraries for loans of books/AV material: 3

51. I charge only UCHSC for loans of books/AV material: 4

52. I charge all libraries for loans of books/AV material: 1

53. I do not charge to send articles: 15

54. I charge some libraries to send articles: 4

55. I charge only UCHSC to send articles: 4

56. I charge all libraries to send articles: 1

57. I use EFTS to charge UCHSC: 7

58. I use EFTS to charge other libraries: 4

59. I use OCLC IFM for OCLC billing: 4

60. I use EFTS for borrowing only: 6

61. I do not use EFTS: 10

62. I use OCLC IFM for borrowing only: 2

63. Do you impose RUSH fees?
    a. Yes: 1
    b. No: 22
    c. Sometimes: 1

64. For RUSH requests, we want request put on DOCLINE and copy of request faxed: 3

65. For RUSH requests, we want request put on DOCLINE and a phone call: 12

66. For RUSH requests, we want phone call first to be sure we have item: 5

67. Other:
    a. We want the request put on DOCLINE, and for faster service a phone call or fax would be good, so we know about the RUSH.
    b. Put the request on Docline and follow up with either a phone call or fax.
    c. It does not matter.

68. I use the Colorado Library Courier 2 days/wk: 4

69. I use the courier 3 days/wk: 4

70. I use the courier 4 days/wk: 1

71. I use the courier 5 days/wk: 3

72. I do not use the courier system: 12

73. Additional thoughts about ILL topics:
    a. Due to the high volume of requests that need to be scanned and emailed to our patrons it is easier for us to receive articles that are photocopied on one side only.
    b. Re: question 13 – I checked that we participate in Loansome Doc, however I would send items but our staff do not use it.