Tenn-Share Statewide Library Courier Survey

1. Introduction and Informed Consent

This is a interlibrary loan shipping and courier needs assessment survey of the Tenn-Share Library Consortium. The results will assist Tenn-Share in exploring shipping options for libraries across Tennessee.

Participants will be asked to answer questions related to their institutions' interlibrary services and resource sharing operations. The survey should take about 10 minutes to complete. There are no foreseen risks to participating in this project. Information in the responses will be kept confidential and data will be stored securely by the Principal Investigator (PI). Data will be reported in aggregate form to the Tenn-Share membership, and in subsequent presentations and publications.

If you have questions at any time about the study or the survey, you may contact the researcher/PI, David Atkins, Head of Resource Sharing and Document Delivery, John C. Hodges Library, University of Tennessee, Knoxville, TN 37996-1000, 865-974-6866, or datkins@utk.edu. If you have questions about your rights as a participant, contact the UT Office of Research Compliance Officer at (865) 974-3466.

Your participation in this survey is voluntary; you may decline to participate without penalty. If you decide to participate, you may withdraw from the survey at anytime. If you withdraw from the survey before data collection is completed your data will be destroyed.

*** 1. Participation in this Tenn-Share member survey is completely voluntary. If you decide not to participate there will not be any negative consequences. Please be aware that if you decide to participate, you may stop participating at any time.**

By answering "Yes" to this question, I am attesting that I have read and understand the information above and I freely give my consent to participate.

- Yes, I consent to participate in this survey.
- No, I do not consent.

2. Library Characteristics

*** 2. Which below best characterizes your library?**

- Public Library
- Medical Library
- Regional Library
- School Library
- Special Library
- 2 or 4 Year College Library
- University Library

Other (please specify)

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3. In which part of Tennessee are you located?

- East
- Middle
- West

4. What's your best estimate of how many items you *borrowed* from other Tennessee Libraries in 2009?

Loans
Articles

5. What is your best estimate of how many items you *loaned* to other Tennessee Libraries in 2009?

Loans
Articles

3. Shipping Options and Costs

6. What shipping methods do you use to ship interlibrary loan items to other Tennessee libraries? Please include both lending and borrowing returns. (Please select all that apply)

- USPS Library or Media Rate
- USPS Parcel Post
- USPS 1st Class
- USPS Priority
- FedEx
- UPS
- Courier

Others (please specify)

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7. Postage: By your best estimate, how much do you spend annually on interlibrary loan postage to other Tennessee libraries? Please include both lending and borrowing returns.

- Don't Know
- $1-100
- $101-$1000
- $1001-$10,000
- over $10,000

8. Shipping Supplies: By your best estimate, how much do you spend annually for interlibrary loan shipping supplies and packing materials (e.g. envelopes, jiffy bags, tape, etc.)?

- Don't Know
- $1-100
- $101-$1000
- $1001-$10,000
- over $10,000

9. Do you currently participate in any local or regional library courier services?

- Yes
- No
- Don't Know

4.

10. What Tennessee library couriers do you currently use? (Please mark all that apply.)

- Local Library System Courier
- Watauga Regional Courier
- Athena Courier
- KUDZU Courier

Others (please specify)

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*** 11. Would you and your library consider participating in a statewide ILL courier service?**

- Yes
- No

5. Statewide Courier Service and Funding

*** 12. How often would you want a statewide courier to visit your library?**

- Once a Week
- Twice a Week
- Three Times a Week
- Five Times a Week

Other (please specify)

*** 13. If you could have your preferred service as noted in Question 11 above, what would you consider a fair annual price for your participation in a statewide courier?**

- Less than $500 a year
- $501-$1,000 a year
- $1,001-$5,000 a year
- over $5,000 a year

Other Amount

*** 14. Could you reallocate any postage and shipping supplies funds to participate in a shared, statewide courier service?**

- Yes
- No
- I Don't Know

6. Don't Want a Courier?

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15. Why would your library not want to participate in a shared, statewide interlibrary loan courier? (Please select all that apply)

- Lack ILL Volume to Justify Expense
- Lack Funds to Contribute Towards Courier
- Do Not Lend or Borrow Statewide
- Current Shipping Methods Sufficient

Other (please specify)

7. Any Final Thoughts?

16. What thoughts, questions, or concerns would you like to relay to Tenn-Share and our courier working group?

8. You are Now Leaving the Tenn-Share Interlibrary Courier Survey.

Thank you for your time and consideration for this Tenn-Share member survey.