

Minitex/MnLINK ILL Committee Survey Summary

The Minitex/MnLINK ILL Committee distributed a survey in October 2012. The purpose of the survey was to determine whether and how library personnel are finding out about the interlibrary loan reports and tools created by the Committee. We sought feedback on new methods of communication that we could use to share information. We also wanted to learn of interlibrary loan topics or trends that respondents would like to know more about. The survey consisted of 18 questions focusing on communication, challenges, trends, e-resources and purchase on demand. Survey participants could provide more than one answer to some of the questions.

General survey information:

- There were 277 responses to the survey.
- 54% of the respondents identified themselves as being from an academic library.
- 34% were from public libraries.
- 12% were from special libraries, and the remainder identifies themselves as “other.”
- 48% of the respondents said Interlibrary Loan was their primary area of responsibility.
- 16% were from Technical Services.
- 23% were Reference staff.
- 14% were from Public Services.
- 29% were Administrative staff, while the remainder chose “other” to describe their area of work.

In response to questions on communication:

- 50% of the respondents said that email announcements were the way they found out about the reports or resources created by the Committee or Minitex staff.
- Over 90% found the reports and tools useful.
- 6% of respondents had suggestions for additional tools or reports.

When asked to choose their top challenges as a borrower or lender:

- 45% chose electronic resources.
- 38% chose overdue/recall/lost items/replacement copy.
- 36% percent chose licensing and copyright issues.
- 34% chose audiovisual materials.

Electronic journal collections and access:

- Over 75% of respondents said their libraries subscribed to electronic journal databases besides ELM.
- 50% of respondents who had additional electronic journal databases said their electronic journal titles are cataloged and searchable in their library catalog.

The top challenges of lending from electronic journals:

- 50% interpreting license information
- 47% keeping current on changes to license information
- 36% of respondents identified access to licensing information
- 35% delivery options

In response to questions about access to electronic journal licensing and filling requests:

- 55% of respondents answered that they had access to information about their electronic journal licensing and rights.
- 65% of respondents will supply an article request when their license allows.

When asked about the role of the internet as a source of information:

- 75% of respondents will search the internet for materials needed by their patrons in addition to checking e-journal databases.

In response to questions about purchase-on-demand programs:

- 70% of respondents said their library doesn't have a purchase-on-demand program.
- The libraries that have a purchase-on-demand program stated a variety of budget and purchasing guidelines.
- 60% of respondents said their Acquisition/Collection development librarians use interlibrary loan requests to influence the purchasing of materials for their library.

Minitex Policy Directory:

- 75% of respondents said their library had an entry in the Minitex Policy Directory.

Next Steps for the Minitex/MnLINK ILL Committee:

Based on the comments on communication, the Minitex/MnLINK ILL Committee will work on reviewing the reports, resources and tools on the website to make sure they are current. In addition to using the current mailing lists, the committee will determine whether there are other lists on which to post report announcements. The committee members will also investigate the use of social media to provide announcements, monthly topics, and trend updates.

From the challenges, trends and electronic resources questions and comments, the Minitex/MnLINK ILL Committee will work on such issues as licensing, e-books, mechanisms for tracking licenses and understanding delivery options for electronic resources. Audiovisual materials were another challenge identified by library staff. Issues surrounding audiovisual materials will be researched, including a suggestion received in the survey to increase the loan period for audiovisual materials provided by public libraries.

From the questions and comments about purchase on demand, the Minitex MnLINK ILL Committee will review and update the current documents about purchase on demand and stay attuned to new national trends. Also, the committee will continue efforts to keep the Minitex Policy Directory current and complete.

The Minitex/MnLINK ILL committee would like to thank all of the library staff who responded to the survey. We will be providing updates to the site and new reports throughout the year.

1/16/13