June 1993

Acquiring Minds Want to Know / Readers' Survey

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Recommended Citation
DOI: https://doi.org/10.7771/2380-176X.1355

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In preparation for a discussion at the Charleston Conference, I am asking librarians, vendors, publishers, and system vendors who read Against the Grain to answer a survey about how services and products that support information delivery and dissemination are developed and change over time. For example, document delivery (delivery for free or fee of articles or other publications to a library or to a requester) is a service being offered by more and more suppliers. With the apparently increasing need for this service the question, how the development of this service has affected other traditional roles or services among the four major players, may be asked. Moreover, the question arises whether there is increasing overlap in the services being offered directly to information seekers.

INSTRUCTIONS

Please detach or copy and fill out the areas that apply to you and/or your company. You may submit more than one if applicable. You may indicate your name and address in the comments section if you wish. Librarians should start with section I, materials vendors with section II, systems vendors with section III, and publishers with section IV. Section V should be answered by materials vendors, systems vendors, and publishers. All respondents should fill out sections VI and VII. You may indicate “NA” (not applicable) where appropriate. After completion mail to: Joyce Ogburn; Acquisitions Department; ATG Readers’ Survey; Sterling Memorial Library; P.O. Box 1603A; Yale Station, New Haven CT 06520. If you prefer to respond over e-mail, send your response to: joyce_ogburn@yccatsmtpl.ycc.yale.edu. Responses should be sent by August 15, 1993. Thanks for your cooperation.

I. Section I. — Librarians

Library characteristics:
A. Type
   ___ Academic ___ Public ___ Corporate ___ Medical ___ Law
   ___ Other

B. Automated system
   ___ Yes ___ Developed in-house ___ Purchased
   ___ No

Your primary responsibility (check all that apply):
A. ___ Monographs ___ Serials
B. ___ Acquisitions ___ Collection Development
   ___ Other

Services or products of materials vendors presently used:
   ___ Supply of library materials ___ Authorities work ___ Recon ___ Cataloging records
   ___ Document delivery ___ Serials check in system ___ Acquisitions system
   ___ Other

If materials vendors were to be used by your library other than for supply of materials, your role in the decision process would be:
   ___ Primary decision maker ___ Participant in decision ___ No participation ___ Not sure
   ___ Depends on the service or product
If your library is using a materials vendor, publisher, or systems vendor for document delivery, were you involved in the choice of vendor?

___ Yes ___ No

Has the choice of supplier for document delivery affected your use of materials vendors?

___ Yes ___ No

If yes, how?

________________________________________________________________________

________________________________________________________________________

II. Section II: Materials Vendors

Major concentration (check all that apply)
A. ___ Monographs ___ Serials ___ Electronic formats ___ Other
B. ___ Domestic ___ Foreign ___ International

Services or products offered (check all that apply):

___ Supply of library materials ___ Authorities work ___ Recon ___ Cataloging records
___ Document delivery ___ Serials check in system ___ Acquisitions system
___ Other

Services or products planned:

________________________________________________________________________

Primary library market (check all that apply):

___ Academic ___ Public ___ Corporate ___ Medical ___ Law
___ Other

III. Section III: Systems vendors

Primary library market (check all that apply):

___ Academic ___ Public ___ Corporate ___ Medical ___ Law
___ Other

Functions supported in your system (check all that apply):
A. ___ Acquisitions ___ Serials check-in ___ Circulation ___ ILL ___ Cataloging
___ Collection Development ___ OPAC ___ Citation databases ___ Patron requests
___ Document delivery
___ Other
B. ___ Integrated ___ Turn key

Services or products planned:

________________________________________________________________________
IV. Section IV: Publishers

Sales to libraries:
A. Percentage of total sales _____

B. Primary library market (check all that apply):
   ___ Academic ___ Public ___ Corporate ___ Medical ___ Law
   ___ Other

Primary area of publishing:
   ___ Monographs ___ Serials ___ Electronic publications ___ Microformats
   ___ Other

What electronic developments have you implemented:
   ___ Barcodes on product ___ EDI with buyers, ___ EDI with other publishers
   ___ Online database/inventory ___ Email (external)

V. Section V: Materials vendors, systems vendors, and publishers:

When offering new services or products, the person first approached at the library is:
   ___ Acquisitions/serials librarian ___ Collection development librarian ___ Systems librarian
   ___ Head of Technical Services ___ Library director
   ___ Other
   ___ Depends on the service or product

If you offer document delivery services, whom did you first approach in the library to offer this service?

If you offer a document delivery service, what major factor influenced the decision to implement this service?

Do you offer document delivery directly to end users?
   ___ Yes ___ No

If you do not support document delivery, have you lost library accounts to a vendor who does?
   ___ Yes ___ No ___ Don’t know

Pricing for all services or products are offered:
A. ___ Unbundled ___ As one package ___ Combination of the two
B. If services or products are priced separately, do you plan to offer them as a package?
   ___ Yes ___ No
C. Do you tie the price of use of document delivery services to other services?
   ___ Yes ___ No
Please rank your means for determining priorities for new services or products:

- User surveys
- Discussions with largest clients
- User meetings
- User advisory council
- Meetings with materials vendors
- Meetings with systems vendors
- Meetings with publishers

VI. Section 6: ALL

Interaction with clients/vendors:

- Paper
- Online ordering and claiming
- Search only online database
- Internet
- Dial in
- Email

How often have you worked with others to develop standards, systems, services, or new products?

<table>
<thead>
<tr>
<th>Library</th>
<th>Materials Vendor</th>
<th>Publisher</th>
<th>Systems vendor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never</td>
<td>Never</td>
<td>Never</td>
<td>Never</td>
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<tr>
<td>1-5 times</td>
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<td>5-10 times</td>
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<td>More than 10</td>
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</table>

At present with whom are you working to develop these enhancements?

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<thead>
<tr>
<th>Library</th>
<th>Materials vendor</th>
<th>Publisher</th>
<th>Systems vendor</th>
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<tbody>
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<tr>
<td>Nothing</td>
<td>Nothing</td>
<td>Nothing</td>
<td>Nothing</td>
</tr>
</tbody>
</table>

In the delivery and dissemination of information you view the following as:

<table>
<thead>
<tr>
<th>Library</th>
<th>Materials vendor</th>
<th>Publisher</th>
<th>Systems vendor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Partner</td>
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<td>Competitor</td>
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<td>Combination</td>
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VII. Section 7: Comments:

In your opinion, has the relationship among these four players changed in the last five years?

- Yes
- No

If yes, how?

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________________________________________________________________________

Additional comments:

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