Acquiring Minds Want to Know / Readers' Survey

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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, an 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@yccatsmtpp.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?

Library: Materials Vendor: Publisher: Systems vendor:

- Never
- 1-5 times
- 5-10 times
- More than 10

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

Library: Materials vendor: Publisher: Systems vendor:

- EDI
- Doc. delivery
- Nothing

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

Library: Materials vendor: Publisher: Systems vendor:

- Partner
- Competitor
- Combination

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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