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Acquiring Minds Want to Know / Readers' Survey

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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@yccatsmtp.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  ___ Never  ___ Never  ___ Never
___ 1-5 times  ___ 1-5 times  ___ 1-5 times  ___ 1-5 times
___ 5-10 times  ___ 5-10 times  ___ 5-10 times  ___ 5-10 times
___ More than 10  ___ More than 10  ___ More than 10  ___ More than 10

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

Library:  Materials vendor:  Publisher:  Systems vendor:
___ EDI  ___ EDI  ___ EDI  ___ EDI
___ Doc. delivery  ___ Doc. delivery  ___ Doc. delivery  ___ Doc. delivery
___ Nothing  ___ Nothing  ___ Nothing  ___ Nothing

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

Library:  Materials vendor:  Publisher:  Systems vendor:
___ Partner  ___ Partner  ___ Partner  ___ Partner
___ Competitor  ___ Competitor  ___ Competitor  ___ Competitor
___ Combination  ___ Combination  ___ Combination  ___ 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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