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ATG Annual Survey Report

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It is that time of year again, to breathe in the fresh air of spring and listen to the birds singing outside your window. Before becoming completely entangled with the temptations of spring, let’s take a quick gander at the results of the ATG Annual Survey Report. As most of you know, Against the Grain administers surveys out to hundreds of willing, faithful readers, giving you the opportunity to express your opinions and to share the statistics concerning what is going on in the library world, particularly your own. The number crunching that results allows all of us to reflect upon our own position in what is happening in the mainstream library realm, and what we can be doing to either keep up or sidestep into what is more acceptable.

Out of the respondents who took our survey, 67% were academic librarians, 11% were public, 11% were technical, and one person responded as being a government librarian and another as being an administrative librarian.

Concerns

One of the first questions that we ask our survey takers is “What are the top five things that librarians should be concerned about in the twenty-first century?” This year, the theme that pervaded the results is the series of issues related to e-resources. Some are concerned about the escalating cost of e-resources, others are concerned with its insecurity and lack of standards among the e-vendors. Ownership for many millennia has always been applied to physical objects that can be touched and hidden. Now that the electronic age is reaching new heights, people are recognizing that information is never really “owned.” The music swappers and the RIAA have repeatedly clashed in the past year over what rights they have to own a song simply made up of bits and bytes. All that a song is, really, is a blob of information. Digital rights management was also a commonly mentioned concern of the respondents. Should information have an “owner” associated with it? Once a library has paid the given amount of money for a subscription to an e-resource, should it not have ownership of the archived subscription to which it was subscribed? If so, what kinds of guarantees does the library have that it will always have access to this information stored remotely on another server? Regardless, over two-thirds of our respondents have cancelled paper subscriptions in favor of electronic subscriptions to journals.

Let’s Outsource!

Another major concern expressed by the respondents is the issue of outsourcing. Out of the respondents, 44% reported outsourcing their cataloging and 47% reported outsourcing their approval plan, approximately the same amount. The acquisitions department being outsourced by only 11%, whereas last year it was about 8%. This trend towards outsourcing tasks is expected. Another 8% reported outsourcing their physical processing, databases and binding. Some only partially outsource their department. For example, in cataloging, some respondents explained that they only outsource the cataloging of their government documents.

Outsourcing to some people should be done as much as possible in order to open up more time for technical services staff to assist in public services. This way, the job enrichment program is being utilized and fulfilled because the contractors are doing most of the monotonous work, leaving the unexpected or localized tasks to the staff.

Other people feel that it is cheaper to stay away from outsourcing and to do it “in house” since they hire primarily work-study students. After all, contractors are much more expensive than hiring students, and the students take away much more experience than the contractors do. The choice to outsource is dependent on the library’s ability to hire skilled laborers versus the library’s ability to train and keep low over-head should the less-skilled trainees make more mistakes.

Training Library Assistants

Fortunately, 94% of the respondents said that they provide training for their library assistants. The negligent 6% either do not hire library assistants or simply ignore the question altogether. Two of the respondents who said they provide training said that it is not in-house, that is, the training occurs outside of the library. One of these respondents explained that the training occurs in local workshops through a federal library consortium, whereas the other one said that they depend primarily on WebEx and other online courses to train, or even through satellite transmission. It should be interesting to see in the near future if online courses or satellite transmissions become a preferred medium to provide consistent, secure training to the new librarians’ assistants.

Document Delivery and ILL

Asked whether or not librarians used commercial document delivery or pay-per-view, half said that they do and 47% said that they do not use either one. This is roughly the same as last year, where the percentages were 45% and 55% respectively, continued on page 44
two percent said their budget has remained relatively unchanged. Seventeen percent have experienced an average of a 15.3% increase whereas 19% experienced a 22% decrease. This means that nearly two-thirds of the respondents have not increased their budgets for books.

For the journal materials budget, 33% indicated that their budget has not changed. 28% said they had an 8.3 increase, whereas 22% said there was an 8.5 decrease.

The budget for electronic resources seems to have experienced the most amount of budget increases. Only 6% of the participants indicated a decrease in their e-resource budgets, which averaged 8.8%. Forty-two percent indicated an average of a 9.6% increase and 28% say their budget has remained constant.

What do these figures indicate? It seems that many libraries are lowering their budgets for non-electronic databases in favor of increasing their electronic resources budget. A good majority of the libraries in the past have already been forced to lower their budgets in all areas to account for the falling economy. Once our economy hits bull market status again as the economic analysts are predicting in the near future, will libraries be more likely to reinstate their non-electronic budgets to original or even higher size? It may be too soon to say that electronic databases have driven libraries away from their dependence on hard copy journals and other texts. Nonetheless it may be a good possibility that as our economy picks up libraries will significantly increase their e-budget costs in favor of electronic materials.

### Changing Subscription Types

Sometimes implementing a paperback-only approval plan is done in order to save money. Seventeen percent of our respondents have reported to ordering paperbacks on approval plans instead of hardcover. At the same time, 26% of the respondents have implemented paperback only for firm orders. This suggests a tendency to use paperbacks for firm orders over approval plans. This trend may arise from the fact that the librarians do not know exactly what books they are receiving from the vendor-selected package of books, so they want to play it safe and order paperbacks only.

### Budget This

Another major concern expressed by the respondents was the fact that the cost of serials and serial databases were simply not keeping pace with library budgets. Many of the respondents indicate a general increase in their budgets, but these were also complemented by an almost equal decrease of budget by other respondents. The general materials budget has increased by an average of 8.2% by 36% of the respondents, whereas 11% expressed a decrease in their budget by an average of 6.5%. Another 36% said that their materials budget has remained stagnant.

The materials budget for books has remained stagnant for most of the participants. Forty-

### ATG Interviews Albert Majors McClelland and John Albert Majors, III

by Bruce Strauch (Publisher, Against the Grain) <strauchb@citadel.edu>

**ATG: Your historical artifacts — visible for all to see as they enter the J.A. Majors Company offices — are wonderful. Give us some history of Majors. Majors' history is parallel to the history of medical publishing. Give us some of the high points.**

**AM & JM:** See, Majors: A Centennial Retrospective, p. 48.

**ATG: What's the secret of keeping a company in the family for three generations?**

**AM & JM:** A customer focus, not an owner focus.

**ATG: Why do you have two presidents or co-presidents? Isn't this awkward? Who has the final say?**

**AM & JM:** Many businesses are partnerships and we work similarly. Sometimes there are different views on topics and the one of us more passionate about the topic will win the argument.

**ATG: Are publishers moving toward selling direct? Is there a role for the jobber?**

**AM & JM:** Definitely! Elsevier has been moving direct with electronic products, but selling direct does not seem to be as important a goal for other publishers even though some of them have some electronic product being sold direct. Most that offer electronic products direct also offer it through all their channels. In addition to having warehouses filled with many publishers’ print and electronic products, distributors have become aggregators of the publisher title information along with offering consolidated billing and being a single source for customer service.

**ATG: Why do publishers think they can**

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