

Survey Results (Included Responses)



KYVL Resource Sharing Survey

The results of your survey are displayed below. If your survey includes text responses, click the "View" button to read individual results. To exclude a particular response, click the Included Responses button. You can then view the set of individual responses that are currently included and select those you wish to exclude. Results below contain only Included responses

Go to Individual Responses:

Show respondent's emails.

INCLUDED RESPONSES

EXCLUDED RESPONSES

Included Respondents: 103

Excluded Respondents: 0

- [Cross Tabulate](#)
Cross-reference two different questions
- [Results via Email](#)
Receive results in spreadsheet format






EXCLUDE BLANK RESPONSES

| | |
|---------------|----------------------|
| Launch Date | 12/12/2003 - 12:14PM |
| Close Date | |
| Email Invites | 0 |
| Visits | 103 |
| Partials | 0 |
| Completes | 103 |



1. Please provide the name of your library.

VIEW 103 Responses

2. Please choose your library type:

| | Number of Responses | Response Ratio |
|--|---------------------|----------------|
| Public Library  | 69 | 67% |
| Community or Technical College Library  | 13 | 13% |
| Public University Library  | 9 | 9% |
| Private University or College Library  | 7 | 7% |
| K-12 School Library | 0 | 0% |
| Special Library  | 5 | 5% |
| Total | 103 | 100% |



3. Do you use the online courier pickup form to prepare your courier shipments?

| | Number of Responses | Response Ratio |
|--|---------------------|----------------|
| Yes  | 98 | 95% |
| No  | 5 | 5% |
| Total | 103 | 100% |

If no, why do you not use the online courier pickup form? (Please respond then skip to 4. question 7.)

[VIEW](#) 7 Responses

5. If yes, how easy is it to use the online courier pickup form?

| | Number of Responses | Response Ratio |
|---|---------------------|----------------|
| Very Easy  | 70 | 74% |
| Somewhat Easy  | 20 | 21% |
| Somewhat Difficult | 2 | 2% |
| Very Difficult | 3 | 3% |
| Total | 95 | 100% |



6. If you did not choose "Very Easy," please elaborate.

[VIEW](#) 23 Responses

7. Are there any enhancements that could be made to the online courier pickup form?

[VIEW](#) 54 Responses

8. How satisfied are you with Lanter Delivery Service?

| | Number of Responses | Response Ratio |
|--|---------------------|----------------|
| Very Satisfied  | 74 | 72% |
| Somewhat Satisfied  | 20 | 19% |
| Do Not Use | 2 | 2% |
| Somewhat Dissatisfied | 4 | 4% |
| Very Dissatisfied | 3 | 3% |
| Total | 103 | 100% |

If you did not choose "Very Satisfied," please elaborate. (If you do not use Lanter Delivery Service, please skip to question 13.)

[VIEW](#) 28 Responses

If you are very satisfied with Lanter Delivery Service and would like to comment, please do 10. so here.

[VIEW](#) 40 Responses



11.What is your scheduled delivery day and time?

[VIEW](#) 98 Responses

12.At what time does your Lanter Delivery Service driver typically come to your library?

[VIEW](#) 97 Responses

Do you use the Kentucky Union List of Serials when filling out
13.interlibrary loan requests?

| | Number of Responses | Response Ratio |
|---|---------------------|----------------|
| Yes  | 51 | 50% |
| No  | 52 | 50% |
| Total | 103 | 100% |

14.If no, why do you not use the Kentucky Union List of Serials?

[VIEW](#) 48 Responses

Are there any additional resource sharing services that you would like to see the Kentucky
15.Virtual Library providing?

[VIEW](#) 25 Responses





Please identify any projects that you think the KYVL Resource Sharing Work Group should
16.undertake.


[VIEW](#) 14 Responses

Please tell us what additional information you would like to see listed on KYVL's Resource
17.Sharing web page, located at: <http://www.kyvl.org/html/about/docdel.shtml>

[VIEW](#) 12 Responses

What ILL methods are you currently using to place requests? (Check
18.all that apply.)









| | Number of Responses | Response Ratio |
|--|---------------------|----------------|
| OCLC Web  | 88 | 85% |
| Passport  | 27 | 26% |
| ILLiad  | 9 | 9% |
| ISO Compliant | 1 | 1% |
| ALA  | 10 | 10% |

[VIEW](#) Other, Please Specify 

19

18%

On which of the following subjects would you like to attend training?
19. (Check all that apply.)

| | Number of Responses | Response Ratio |
|--|---------------------|----------------|
| Interlibrary Loan Code  | 31 | 42% |
| Copyright  | 36 | 49% |
| Ariel  | 25 | 34% |
| ILLiad  | 15 | 20% |
| CLIO  | 7 | 9% |
| Kentucky Union List of Serials  | 37 | 50% |
| Custom Holdings Building  | 26 | 35% |
| VIEW Other, Please Specify  | 9 | 12% |

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REPORT OVERVIEW



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Each individual respondent is referenced under the # column.

1. Please provide the name of your library.

| # | Response |
|----|--|
| 1 | John Grant Crabbe Library -- Eastern Kentucky University |
| 2 | Owensboro Community and Technical College Library |
| 3 | Hazard Community and Technical College |
| 4 | Elizabethtown Community & Technical College-Media Center (KEC) |
| 5 | Paris-Bourbon County Public Library |
| 6 | John L. Street Library |
| 7 | Southeast Community College Library Middlesboro Campus |
| 8 | Pineville-Bell Co. Public Library |
| 9 | Oldham County Public Library |
| 10 | Trimble County Public Library |
| 11 | Daviess County Public Library |
| 12 | Russell County Public Library |
| 13 | Frontier School of Midwifery and Family Nursing |
| 14 | Scott Co. Public Library |
| 15 | William B. Harlan Memorial Library |
| 16 | Graves County Public Library |
| 17 | CKTC |
| 18 | Grayson County Public Library |
| 19 | South Oldham Library |
| 20 | Somerset Community College |
| 21 | Harvey Helm Memorial |
| 22 | Maysville Community College Finch Library |
| 23 | WATERFIELD LIBRARY |
| 24 | Marion County Public Library |
| 25 | Goodnight Memorial Library |
| 26 | Harlan County Public Library |
| 27 | Taylor County Public Library |
| 28 | LITTLE MEMORIAL LIBRARY-MIDWAY COLLEGE |
| 29 | Jefferson Community College DT Lirary |
| 30 | Lexington Public Library |
| 31 | Laurel County Public Library |
| 32 | Paris-Bourbon County Public Library |

- 33 Carroll County Public Library
- 34 Campbell County Public
- 35 Casey County Public Library
- 36 Hopkinsville Community College Library
- 37 Duerson-Oldham County Public Library
- 38 Madison County Public Library
- 39 Breckinridge County Public Library 112 S Main P.O. Box 248 Hardinsburg, KY 40143
- 40 Pulaski County Public Library
- 41 McCracken County Public Library
- 42 Allen County Public Library
- 43 Henderson Community College Hartfield Library
- 44 Mercer County Public Library
- 45 Union County Public Library
- 46 Greenup County Public Library
- 47 Corbin Public Library
- 48 KY. Dept.for Libraries and Archives
- 49 Weeks-Townsend Memorial Library
- 50 CLARK COUNTY PUBLIC LIBRARY /370 S.BURNS AVE./ WINCHESTER, KENTUCKY 40391 KB8 14.3
- 51 Russell Co.Public Library
- 52 Hazard Community and Technical College-KUZ
- 53 Kentucky Wesleyan College
- 54 McCracken County
- 55 Marshall County Public Library System
- 56 Berea College Hutchins Library
- 57 Powell County Public Library
- 58 Rockcastle County Public Library 60 Ford Drive Mt. Vernon, KY 40456
- 59 leslie co public library
- 60 Spencer County Library
- 61 University of Louisville, Ekstrom Library (KLG)
- 62 Muhlenberg County Public Library
- 63 Camden-Carroll Library, Morehead State University
- 64 Jefferson Community College Downtown
- 65 University of Kentucky, Young Library (KUK)
- 66 Graves County Public Library
- 67 Kentucky State University Paul G. Blazer Library
- 68 Butler County Public Library
- 69 Transylvania University
- 70 B. L. Fisher Library Asbury Theological Seminary
- 71 Hopkins Co. Madisonville Public 31 S. Main Madisonville, Ky. 42431
- 72 Lawrence County Public Library
- 73 Anderson County Public library
- 74 TODD COUNTY PUBLIC LIBRARY
- 75 Wolfe County Public Library
- 76 Gallatin County Public Library
- 77 McCreary Co. Public Library
- 78 Fulton Public Library
- 79 Pulaski County Public Library
- 80 Meade County Public Library
- 81 Menifee County Public Library

- 82 B.L. Fisher Library/Asbury Seminary
- 83 Edmonson County Public Library
- 84 Green County Public Library
- 85 University of Kentucky Medical Center Library
- 86 Henderson County Public Library
- 87 Graves County Public Library
- 88 Webster County Public Library
- 89 Knox County Public Library
- 90 Estill County Public Library
- 91 Kornhauser Health Sciences Library University of Louisville
- 92 Helm Cravens Libraries
- 93 Logan County Public Library
- 94 Katie Murrell Library
- 95 University of Louisville Kornhauser Health Sciences Library
- 96 West KY Comm & Technical College Matheson Library
- 97 Clay County Public Library
- 98 Henderson Community College Library
- 99 Carroll County Public Library
- 100 Casey County Public Library
- 101 Kenton County Public Library
- 102 Louisville Free Public Library
- 103 Pike County Public Library District

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Survey Results (Included Responses)

[REPORT OVERVIEW](#)



KYVL Resource Sharing Survey

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If no, why do you not use the online courier pickup form? (Please respond then skip to 4. question 7.)

| # | Response |
|---|---|
| 1 | doesn't apply to our services |
| 2 | N/A |
| 3 | The person who held the position before me did not use it, so I was taught a different way to document the courier activity for our library. She preferred paper documentation because of technical difficulty. |
| 4 | n/a |
| 5 | no computer available at front desk where courier and pickups take place |
| 6 | I still had the paper courier forms. |
| 7 | Will be using it soon. I am out of paper forms. |

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6. If you did not choose "Very Easy," please elaborate.

| # | Response |
|----|--|
| 1 | It is very easy to use in it's current form, that is with the libraries in order by OCLC symbol. |
| 2 | The list of libraries would be easier to find if it was in alphabetical order by the name instead of by oclc symbol. |
| 3 | There are times when the form does not work properly. |
| 4 | when we add to the list we don't want to get all the labels printed again, just want the new additions |
| 5 | Takes too much time to log in and complete. Pen and form are much faster and more convenient. |
| 6 | If you don't have the symbol or the library you are returning materials to, you have to go through the whole list. It would be easier just to be able to type it in. |
| 7 | Staff report that the pulldown menu for participating libraries is arranged by library symbol only and would be easier to use if they could get a list alphabetically arranged by library name. |
| 8 | If dropping menu down to select by symbol, I would like to type in all letters of the symbol. I can only type in the first letter and then scroll down the menu. Am I doing something wrong? |
| 9 | i find it hard to find the libraries names. I feel the names of the libraries should be in abc order rather than the symbols. |
| 10 | It would be easier if the libraries on the list were alphabetized or put in some kind of order. |
| 11 | N/A |
| 12 | time it takes to load; searching listing for libraries; changing to landscape (probably more my computer than your prog. |
| 13 | Sometimes the system will not allow you to go to a printable form and you must begin again, another day. |
| 14 | It would be easier if they were in order alphabetically rather than by symbol |
| 15 | It would help to have the libraries' names in alphabetical order; it would make them easier to find |
| 16 | I am finally becoming familiar with it, but it is VERY SLOW to download. |
| 17 | The list is not in alphabetical or any other type of order. It is hard to find the appropriate library or institution. |
| 18 | It would be better if you could choose by library name instead of OCLC code. |
| 19 | Although the form is very easy to use, there have been about 10 times in a two month period when we could not access the form to input data and had to use a print form to have ready for driver pickup. |
| 20 | it would be easier if the libraries were arranged by library name rather than by symbol. |
| 21 | Trying to scroll through the names which are not alphabetical by school and you don't know the symbol is a pain. Sometimes when I hit next it takes so long to come up I think I did something wrong. Otherwise it is pretty friendly. |
| 22 | There have been several occasions when the online form was unavailable due to server issues, etc. We have made paper copies of the form to use in those cases. |
| 23 | It is somewhat clunky. |

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7. Are there any enhancements that could be made to the online courier pickup form?

| # | Response |
|----|--|
| 1 | No. |
| 2 | No |
| 3 | Change the way the libraries are listed. |
| 4 | It would be helpful if the form would allow one to type in part of the OCLC symbol and take one to that entry instead of having to scroll down the list. That is the ability to type in [KU] and then the form take you to the spot in the list that has the entries beginning with KU. |
| 5 | The only thing I would like would for it to be easier to put the Library symbols in for returning materials |
| 6 | no |
| 7 | No please don't change a thing, it's really easy. |
| 8 | Listing the libraries in alphabetical order rather than by lender symbol would speed the process. |
| 9 | n/a |
| 10 | Maybe. |
| 11 | Got back to paper and pen |
| 12 | There was some discussion and excitement once about changing to a alphabetical list by name of institution instead of by code? There was space on the old forms to put the ILL#s beside the bag numbers this helped a great deal to track a lost item when it has been shipped but the recieving library never recieved it . |
| 13 | When I print the shipping labels, they sometimes carry over from one page to the next. Is there a way to prevent this? |
| 14 | Change page setup to landscape instead of portrait for the form. |
| 15 | It would be nice if the pages automatically printed out in landscape form. |
| 16 | Can't think of any |
| 17 | Is there any way you can edit the shipping labels. Some libraries still send labels and I don't need to print those out again. |
| 18 | I can not add anything. However, I would like to say that the arrangement of libraries by symbols really is very helpful. |
| 19 | see #6 |
| 20 | See No. 6 above. Otherwise, it's great! |
| 21 | Alphabetical order of institutions we are returning items to would be helpful. The KYVL Courier Schedule has the institutions in abc order, but on the pick up record form the codes are hard to locate without referring to the Schedule of participating libraries. |
| 22 | None that come to mind. |
| 23 | no |
| 24 | Same as above. |
| 25 | Keep it just the way it is! |
| 26 | No. |
| 27 | load faster |

- 28 I would prefer to type in the symbol and the library name pop into the space, rather than scrolling all the way down the page looking for the library I want.
- 29 SOMETIMES I HAVE A HARD TIME RETREIVING THE LAST FORM I FILLED OUT.
- 30 none that I can think
- 31 Make it download faster.
- 32 See # 6.
- 33 not that I can think of
- 34 see above
- 35 A place were we could put in misc. information like ILL numbers.
- 36 I haven't used it before, but I plan on trying it out now.
- 37 Have the form automatically set to landscape printing; ability to scan in barcode numbers for package; ability to associate ILL number with package ID
- 38 It is very compact and complete and well meets my record-keeping requirements.
- 39 Maybe the name of the library in alphabetical order instead of OCLC symbol
- 40 no
- 41 Arrange Libraries in alphabetical order.
- 42 speed up the loading time
- 43 No I like kit the way it is..
- 44 I could need more lines for extra bags
- 45 none that I can think of
- 46 Probably none that are feasible, only that it would be nice if access were more stable; unfortunately there's little to be done about server problems.
- 47 No
- 48 Better discription for buttons.
- 49 Would it be possible to make it easier to type in more of a library's name to find the correct library instead of 4 or 5 that have the same beginning letters?
- 50 Maybe put in alphabetical order by college name instead of OCLC code
- 51 No. The form is funnctional.
- 52 Could the libraries we send to be listed in a,b,c order?
- 53 no
- 54 No

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If you did not choose "Very Satisfied," please elaborate. (If you do not use Lanter Delivery 9. Service, please skip to question 13.)

| # | Response |
|----|--|
| 1 | There have been times when I have gone as nearly 10 days without a pickup or drop off. I went back to using US mail for a while. |
| 2 | The twice-a-week schedule spoiled me. Our weekly schedule is not quite enough, but I cannot afford to add a day. |
| 3 | There have been a few times lately it seems it has taken a long time for an item to get to us, it may be because of the changes in the delivery schedule (ex: if a library only uses the courier once a week). |
| 4 | I'm more satisfied now that we have determined that our pick-up date has changed from Thursday to Friday. The courier had changed days, but didn't bother to tell us until we asked. |
| 5 | PICK-UP TIMES ARE ERRACTIC. PERIODS OF TIME ELAPSE WHERE COURIER DOESN'T SHOW UP ONE OR TWO DAYS A WEEK. COURIER NO LONGER GETS A SIGNATURE FOR DELIVERY AND MOST TIMES WE DON'T EVEN KNOW WHEN HE ARRIVES! |
| 6 | When our courier service was cut down to once a week it slowed up my receiving the requests. By the time I get them now it is time to send the books back. Then that means extra time to go in a renew the books. Time which I don't have a lot. |
| 7 | Some times the Monday person does not show up or shows up rather late. |
| 8 | Sometimes the courier does not get here and we have to call to find out what has happened. |
| 9 | Lately service has been good. But in the 3 years I have done ILL the couriers were not always timely. Sometimes not coming at all. Sometimes coming at 9:15 when we don't even open till 9:30. (and our scheduled time for pick up has always been 1:15 PM). Often the courier would call to see if we had anything for pick up. If we said no, then he did not stop. I wonder if he checked to see if he had anything to deliver that same day on his truck? But as I said service has been better lately. No recent calls to see if we had any to pick up , nor missed days altogether, nor early pick ups. Thank you for correcting these problems. |
| 10 | They keep bringing us books addressed to the prison system. |
| 11 | We only receive shipments once a week. The time from when the ill request is made until the time we receive it is too long. |
| 12 | It takes too long to ship material from our library to many of the libraries only counties away from here so we must allow extra shipping time which means our materials must be off the shelf for an extended period. This also means the material can't be viewed by as many people. |
| 13 | Do not receive delivery as often as we would like, but we chose not to pay for the extra delivery each week, due to budget constraints. |
| 14 | We open at 9:00. Our delivery time is 9:00. He frequently comes before this time and gets quite huffy if we are not waiting for him, but it is ok if we have to wait around for him on the days when he might be running late (which the main one hardly ever is). There is a great deal of turnover on who the delivery person is on THursday. Overall, it is still quite good. |
| 15 | Last year there were several days that the courier did not stop here. This past 2-3 months have been much better. |
| 16 | There has been some holding of requests in the central office causing delay to requesting libraries, especially those receiving service only once a week. Items taking two plus weeks to get to requesting libraries. |
| 17 | However, Have lost one book and one came through wet. |
| 18 | Don't know if Lantern is the one that comes to see us, but they are very helpful and friendly. Think they had a name change. Some company called Dixie drivers or Daisy drivers come so Lanter must be subbing out to another company. |

- However, they are good to work with.
- 19 Just for starters our delivery service may not show up for 2-3 weeks. then I make a phone call and he is here the next week..
- 20 I wish we had two delivery dates instead of the one.
- 21 Pickup times vary I sometimes feel the need to hurry in case this is going to be a day she comes early
- 22 It would expedite our requests if there were two days for pick-up and delivery.
- 23 I am satisfied with the Lanter Delivery Service, but I am not satisfied with the time delay for delivery & pickup.
- 24 It appears that the Lanter service takes a long time to bring a book from the Bowling Green Public Library to the Helm-Cravens Libraries. As much as 3-4 days -- is this normal?
- 25 Due to budget constraints, Lanter picks up only one day per week. The weekly interval between stops is too long for us to be able to provide adequate ILL services to our students.
- 26 It beats the postage we used to pay, however, we often get bags that we just sent (someone must look at the FROM not the TO Address) . Also, we sometimes get bags addressed to another library in the same town. (college, not public) . We pay for the 2nd pick up each week, but frequently the courier only comes once a week. We seldom get courier pick up the day after a holiday the way the schedule says we should, and when we asked the courier about it, he said no one ever told him he was to reschedule a drop off or pick up after a date that fell on a Mon. holiday.
- 27 The pickup schedule does not seem consistent. We are scheduled for service monday, wednesday, friday. Our courier sometimes comes on tuesday and thursday as well. Since our forms are dated, this really causes confusion. Are we scheduled for five day or three day? Also, when our delivery date falls on a holiday do we lose that day or is it made up during the week.
- 28 I chose "Somewhat Satisfied" because the survey would not submit if I left the option blank. I don't know if my clerk is satisfied with the service or not. My assumption is that we are because she hasn't complained to me lately.

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If you are very satisfied with Lanter Delivery Service and would like to comment, please do **10**.so here.

| # | Response |
|----|---|
| 1 | Our courier is always very pleasant and generally on time every pickup. |
| 2 | Drivers have been courteous and generally on-time. |
| 3 | I wish we could go back to pick up and delivery two days a week. |
| 4 | We are delighted to be able to provide the courier service to our patrons. We regret that we were cut back to one day per week pickup but we understand why it was necessary. |
| 5 | even with the cutbacks to one day a week service, it saves us both time and money with each transaction |
| 6 | This saves the library postage as we use ILL alot, allowing us to spend more on books. |
| 7 | Staff are neat and very business oriented. |
| 8 | I never have enough green bags and when I do have a few extra they soon run out. |
| 9 | We occasionally run out of green bags because we are such a heavy user of the service. Purchase of more green bags would be useful. |
| 10 | The current delivery person we have is a great improvement over the previous man. She is always pleasant and helpful. |
| 11 | The person that picks up or delivers our materials is a great person and very nice!! |
| 12 | N/A |
| 13 | Jerry our regular Courier, is always very upbeat and cheerful. |
| 14 | driver is very nice |
| 15 | I need another pickup/delivery day. Sometimes I will mail to prevent delays |
| 16 | I am very pleased with the Lanter service, but the problem I am having stems from the drop in number of pick-up and delivery days. Some loans indicate shipped in the system and are being recalled before I even receive them. I used to quote approx. 10 days for delivery on an ILL. Now I routinely quote 2-3 weeks. In the last 6 weeks, I've had 2 ILL's listed as shipped. Weeks later the lending library has contacted me to ask if I have received the item. When I update, that the item has not been received--the ILL disappeared from the system. |
| 17 | I CAN COUNT ON JOHN TO ALWAYS BE HERE ON TIME. HE IS VERY PLEASANT. |
| 18 | Dependable,courteous - |
| 19 | Our courier is polite, professional, and on time. Very pleased with the service. |
| 20 | our drivers have been very friendly |
| 21 | Just a personal note - I wish the drivers didn't smoke - the green bags smell terrible! |
| 22 | Very friendly & easy to work with. |
| 23 | Generally find them to be an excellent service, drivers courteous and prompt |
| 24 | It is saving us postage, by the same token it is easier to have them picked up than having to lug to postoffice. I really like this service. |
| 25 | Regular daily delivery is ideal as is the ideal time of delivery. Driver is consistently pleasant and courteous. We look forward daily to his deliveries. |
| 26 | Wonderful service and helps keep the cost of sharing resources down. |

- 27 they are very good people who are on time and pleasant.
- 28 We have excellent service and the driver is very, very nice.
- 29 Courier is prompt. Would like to have courier service 2 days a week but realize money is a problem.
- 30 They are always here on time since changing to the once a week schedule
- 31 I just wish they could do pickups more often to avoid delays in receiving and returning items.
- 32 They are always here about the same time so we know when to have everything ready for them.
- 33 Our delivery man talks about his weekend plans (always involving mass quantities of beer) quite a lot, but I guess there's no harm in that. But his is a somewhat discomfiting presence (for lack of a better description), and he stares at parts of our anatomy we'd prefer he not stare at, and none of the staff (all female) particularly likes to be in the office alone when it's "courier day." I think he's probably harmless.
- 34 This is a huge savings for our library. They are courteous, and reliable mostly.
- 35 He is Very prompt
- 36 We would like to see a second pickup each week. At times, we are overwhelmed with items.
- 37 The service was a little spotty before we went to a one time per week delivery schedule (as opposed to daily during the week).
- 38 The courier is very courteous and on time.
- 39 Service has been good at times, but still is not consistant.
- 40 The courier has been a great additon to our library system. It makes the delivery and pickup of materials 100% easier.

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11. What is your scheduled delivery day and time?

| # | Response |
|----|--|
| 1 | 12:30 PM (Mon-Fri) |
| 2 | Mon, Wed, Fri., 10:00-12:00 |
| 3 | Mondays and Thursdays 8:45 a.m. |
| 4 | Thursdays, time varies |
| 5 | Thursday 11:00 a.m. |
| 6 | ? I have been told one thing by KYVL and another by the driver--neither are right. If I remember right we are scheduled for pick/delivery at 3:30-4:30p.m. |
| 7 | Wednesdays, 4 p.m. |
| 8 | Every Thursday 8:30 a.m. |
| 9 | Mon.-Wed.-Fri., 10:10am |
| 10 | Thursday 10:50 am - |
| 11 | Thursday (not sure of time) |
| 12 | Thursday at 11 am |
| 13 | Thursday at 11:30 AM |
| 14 | Don't Know |
| 15 | MWF 11:00 AM |
| 16 | I don't know. I'm new to this position and I'm unsure about a scheduled day and time. |
| 17 | Monday, Wednesday, and Friday at 10:00 |
| 18 | Thursday- 3-ish |
| 19 | 3 p.m. Monday and Thursday |
| 20 | DAILY 1-2 |
| 21 | Thursday 11:00 am |
| 22 | We receive deliveries on Monday and Thursdays around 10:30 (I am not sure what our official time is supposed to be) |
| 23 | Tuesday 1:30 |
| 24 | Thursday, around noon, EST |
| 25 | 10 am--Monday and Thursday |
| 26 | Tuesday, Wednesday, and Thursday 8:00 AM |
| 27 | Daily, between 11a.m. and 1 p.m. |
| 28 | Monday, Wednesday, Friday - around 10:00 a.m. |
| 29 | Thursday 10:00 a m or there about |
| 30 | Mondays and Thursdays at 1:15 P.M. |
| 31 | Monday, Wednesday, and Friday @ 11:30 |

32 Tuesday and Friday
33 Monday and Thursday 1:30
34 Monday and Thursday I didn't know there was a specific time.
35 Mondays, Wed, and Fridays in the afternoon
36 Thursday, around 9:00a.m. C.T.
37 monday wednesday friday at noon.
38 M W F 1:15 PM
39 Monday morning Thursday morning
40 Thursday - 10:20 a.m.
41 M,W,F A.M.
42 Thursday ; 1:00
43 Thursday 5:00
44 Every Tuesday
45 Every day at 11
46 Wednesdays, 11:50am
47 MWF 8:30-8:45
48 10:50 AM Thursday
49 Thursday at 9:30 am
50 M W F 1 pm
51 Thursday morning
52 M-W-F 10:45am
53 Thursday Afternoon around 2:45
54 Wed. am not sure of time
55 monday 9:00
56 Thursday 1:00
57 M-F 9:40 am
58 Monday 9:00 a.m. Thursday 9:00 a.m.
59 We exchange bags every day but the time can be very random - it's supposed to be 12:15 p.m. but it sometimes is 11:00 am. This is a little frustrating.
60 Tuesday, Wednesday and Thursday 8:30 AM
61 M-F, 12:15
62 Thursday at 10:30AM
63 Daily usually between 11 and 12 am. Not sure of exact time but this is just fine.
64 Thursdays at 10:30 AM It was ok but the holidays at the end of the year fell on Thursday
65 MWF 8:00am
66 Please see the Kinlaw Library remarks.
67 Thursday, early afternoon
68 Monday and Thursday 3:00 p.m.
69 Thursday Morning
70 Thursday 12 noon
71 Wednesdays - 3:00 p.m.
72 Our delivery is suppose to be every Thursday.
73 Thursday 1:30 p.m.
74 Friday 10:30 - 11
75 pickup on monday, wednesday, and fridays about 12:15
76 MO and Thu around 10 am
77 Mondays - whenever the driver shows up, between 11 am and 3 pm
78 Monday, Wednesday and Friday (same as Kinlaw library/Asbury College)
79 Thursdays 11:00 a.m. central.
80 Wednesday morning. 9:30

- 81 Mondays and Thursdays at 12:40pm.
- 82 Monday, Wednesday, and Friday : 10:30
- 83 Thursday at 11:30 a.m.
- 84 Thursday 12:00
- 85 Wednesday AM
- 86 Wednesday 1:30 p.m.
- 87 Thursday AM
- 88 Monday through Friday, time is in the mornings.
- 89 Thursdays weekly
- 90 Monday, Wednesday and Friday around 10:30 am
- 91 Thursday at 10am (I think).
- 92 Mon, Wed, Fri 11:30 am
- 93 Thursday's at 11AM
- 94 Thursday, between 9:00 am and 12:30 pm.
- 95 Mon. and Thurs. 1:15 PM
- 96 Tuesday and Friday around 12:30
- 97 Monday, Wednesday, Friday 11:00 12:00
- 98 Wednesdays in the afternnon

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12. At what time does your Lanter Delivery Service driver typically come to your library?

| # | Response |
|----|--|
| 1 | 2:30 PM. He is consistent in this, so it doesn't cause any problems. |
| 2 | 10:30 -11:00 |
| 3 | Anywhere between 8:30 and 9:15. |
| 4 | mornings around 9:30-10:00am |
| 5 | on time for the most part it may vary by a few minutes. |
| 6 | 4:30p.m. or even later. |
| 7 | 4-5 p.m. |
| 8 | 8:30 a.m. |
| 9 | Between 9-10am |
| 10 | Usually at 11:00 am |
| 11 | don't know |
| 12 | usually around 11 |
| 13 | Almost always on time. |
| 14 | Don't Know |
| 15 | 11:00 AM |
| 16 | Before noon. |
| 17 | 12:30ish |
| 18 | 3-ish |
| 19 | Between 3 and 3:30 p.m. |
| 20 | ????????? |
| 21 | pretty close to 11 am most of time |
| 22 | 10:30 |
| 23 | at or around the time they should be here |
| 24 | Thursday, around noon, EST |
| 25 | Monday (sometime after noon); Thursday between 10a-11a |
| 26 | Between 8 & 10 AM |
| 27 | Around noon, give or take an hour |
| 28 | Around 10:00 a.m. |
| 29 | 10:00 a m or there about |
| 30 | Lately, he has been coming between 12:30 and 1:30 P.M. most Mondays and Thursdays. |
| 31 | Monday 1:30-2:30 Wednesday and Friday close to 11:30 |
| 32 | 12:00 Noon |

33 12:30-1:00
34 It varies in time.
35 Thursday, around 9:00a.m. or a little later.
36 around noon give or take 5 minutes.
37 M W F 10:00 AM
38 Usually from 11:00 to 12.30
39 From 12:00 to 1:30 p.m.
40 Between 9 and 10 A. M.
41 I'm usually at lunch when she comes, but she is always within a reasonable time range considering her route and driving conditions.
42 5:05
43 1:30
44 Usually by 11
45 He is here within five to ten minutes of scheduled time
46 8:30
47 10:50 am -11:15 am
48 Between 9 and 10 am
49 The courier comes about 10:30 am which is fine with us.
50 Thursday 11am
51 Mondays around 1:30, Wed & Friday around 3pm
52 Thursday Afternoon around 2:45
53 Wed. around noon
54 9:00
55 around 1:00
56 9 am or before
57 varies 8:30 - 9:30.
58 12:15 or 11:00?
59 around 8:30 AM
60 within 1/2 hour of sceduled time (before/after)
61 He is on time most of the time.
62 Between 11 and 12 in the morning
63 at about the right time
64 8:00am
65 Please see the Kinlaw Library remarks.
66 1:00 estimated
67 3:00 p.m. Monday and Thursday
68 Thursday Morning
69 11:45 to 12 noon
70 3:00 - 3:30 p.m.
71 Any where between 12-3:30 p.m.
72 Around 1:30 p.m.
73 about 10:45
74 12:15
75 on time
76 Between 11 am and 3 pm
77 Same as Kinlaw library/Asbury College
78 11:00 a.m. central
79 9:30 am.
80 Usually between 10:30 and noon--he's rarely if ever later than the scheduled time, and more often than not he's early.
81 Courier sometimes comes 20 minutes earlier or 30 minutes later than scheduled time

- 82 Thursday, between 11:00 and 12:00.
- 83 As scheduled
- 84 11:30 am
- 85 1:30-1:40
- 86 Thursdat 8AM
- 87 In the mornings, before 10:00 a.m. I think. However, the service comes to another section of the Library's complex so I am unsure of the exact time.
- 88 1:00PM
- 89 Near 10:30am
- 90 Before 8am on Thursday mornings.
- 91 Between 11:30am and 12 noon
- 92 Thursday's at 11AM
- 93 Any time between 8:45 am and 12:45. It would be nice if the pick up times were more consistent, say within an hour.
- 94 About 1 most times, though they used to try to come before we even opened at 9:15 AM several months ago.
- 95 12:30
- 96 On Mondays the courier doesn't arrive until 1:00 to 1:30. The courier does arrive at the scheduled timer the rest of the delivery days.
- 97 After 1:00 PM

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14. If no, why do you not use the Kentucky Union List of Serials?

| # | Response |
|----|--|
| 1 | I check on the oclc list of serials. |
| 2 | don't borrow serials |
| 3 | We have never needed it. |
| 4 | Usually use Union List through FirstSearch. |
| 5 | We generally use DOCLINE |
| 6 | Never heard of it. |
| 7 | I hardly ever get requests for that sort of material |
| 8 | I was unaware of it's existence and don't know how to use it. Also, we've not had any requests for serials. |
| 9 | I haven't had any request for articles. I would use it if I had requests. |
| 10 | We do not have that many requests for serial ILL's |
| 11 | I don't know how to |
| 12 | Do not understand how to use this service |
| 13 | Don't know how to use |
| 14 | I search for holdings on OCLC I.L.L. That provides a more comprehensive list of holdings for a particular serial nationwide. If KULS is incorporated into the holdings information for OCLC I.L.L. then in fact I may be using it. |
| 15 | I don't know what it is or how to use it. Obviously, I'm not a librarian and am learning as I go. Is this something I would benefit from using? |
| 16 | I've never been trained to use it. |
| 17 | We rarely have requests for journal or magazine articles. EBSCO full-text is used and patrons print the articles from the site. |
| 18 | N/A |
| 19 | It has been many years since any training on this. |
| 20 | still use OCLC; KYVL provides most periodical requests |
| 21 | I need to learn more about it. |
| 22 | N/A |
| 23 | REFERENCE DOES THAT JOB. THEN GIVES IT TO ILL. |
| 24 | |
| 25 | I search on OCLC. |
| 26 | Normally you can find what you need on OCLC without going to the Serials list. If we can't find it, then we use the Serials list. Also, these lists are not always up to date. |
| 27 | have not needed to use this service |
| 28 | don't need |
| 29 | Have not had a need |

- 30 We use custom holdings provided on OCLC ILL WEB.
- 31 We use the larger SoLine Union list to retrieve more records (ULSL#N)
- 32 Use when needed but not often. Appreciate this option.
- 33 We use custom holdings to select lenders
- 34 Just occasionally. Rarely called for since KYVL access
- 35 Never needed to use this service.
- 36 our requests are mostly books.
- 37 Use First Search for interlibrary loans
- 38 I do not know what they are
- 39 custom holdings
- 40 I only use it part time, I feel like I know pretty much the closest and smallest libraries.
- 41 No need for this service.
- 42 Have not begun to utilize this service
- 43 It's easier to use FirstSearch and WorldCat.
- 44 No requests for.
- 45 I'm the Lending assistant.
- 46 Just never have.
- 47 It has never been necessary.
- 48 I chose "no" because I couldn't submit the survey by leaving this blank. I am currently unaware if my clerk uses this list. I assume and hope she does, but don't know at this time.

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15. Are there any additional resource sharing services that you would like to see the Kentucky Virtual Library providing?

| # | Response |
|----|---|
| 1 | None that we can think of at this time. |
| 2 | no |
| 3 | none |
| 4 | not at the present time. |
| 5 | Automatic Lost item tracking |
| 6 | Full text of scientific articles, rather than citations, as in Agricola and Medline. Access to titles in NetLibrary in e-book form. More and more titles I request through I.L.L. are available in e-book form. Some of our more tech-savvy patrons would rather get the e-book immediately than have to wait for a paper copy to arrive. |
| 7 | I don't know because I still don't know everything I can do with KYVL. I like what I can do with it and use it frequently. |
| 8 | Are the pickup forms electronically filed like the monthly reports? Is this a duplication of counting the items traveling in the courier service? |
| 9 | Would like to go back to daily M-F pickup; Monday & Thursday hinders the speedy service we had become acustom to. It can take 7-10 for delivery. |
| 10 | No. |
| 11 | I would like to get an answer when I send an email stating there is a problem. I have been waiting for 4 months for an answer and I haven't even gotten a call to say you are still working on it. It is common courtesy to let someone know that you haven't forgotten. |
| 12 | WOULD YOU HAVE MULTIPLE COPIES OF BOOKS FOR BOOK CLUBS? |
| 13 | no |
| 14 | Can we all have the ILLiad program paid for by KYVL to process ILL requests in a more efficient manner? ;-) |
| 15 | ILL Lending policies from member libraries or links to their policy pages (see KUK's at http://www.uky.edu/Libraries/illend.html) |
| 16 | statewide circulation data base. HA |
| 17 | None at the moment |
| 18 | It would be nice to have an indexing source/ill source for specific articles in the state's major newspapers |
| 19 | Just to come twice rather than once a week. |
| 20 | none at this time |
| 21 | N/A |
| 22 | I still don't understand how to borrow copies of newspapers and magazines and microfilm correctly for my local patrons. Could someone instruct me? |
| 23 | no |
| 24 | none that i can think of. |
| 25 | Any additions would be welcome. |



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Please identify any projects that you think the KYVL Resource Sharing Work Group should undertake.

| # | Response |
|----|--|
| 1 | Maintain current level of service. |
| 2 | custom holdings groups of lenders of audios and videos |
| 3 | I would like to have the courier at least two time a week. I know you can pay to have it more than you are scheduled, but who can afford it?? |
| 4 | Not qualified to participate in this one. |
| 5 | None listed. |
| 6 | can't think of any |
| 7 | Providing access to above policies; perhaps ILL manual covering basic process/procedures for KyVL Libraries (online or printable) |
| 8 | Anything on Metadata |
| 9 | We still get quite a few faxed ALA requests, and sometimes even just a hand-written fax from KY libraries. This requires additional work for our staff as far as inputting data to create an ILLiad request for our records. Do all libraries in the state have the means to submit requests electronically via one system or another, and if so, is there perhaps a way to encourage them to use those methods instead of sending paper (faxed) requests? |
| 10 | Can't think of any. |
| 11 | none at this time |
| 12 | N/A |
| 13 | annual update workshops to sharpen our user skills. |
| 14 | I don't know if this is the appropriate venue, but resource training sessions would be helpful. |

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Please tell us what additional information you would like to see listed on KYVL's Resource 17. Sharing web page, located at: <http://www.kyvl.org/html/about/docdel.shtml>

| # | Response |
|----|--|
| 1 | It is good as it is. |
| 2 | It would be helpful to have a list of all Kentucky libraries, their address and telephone numbers somewhere on the web-site for quick reference or even links to their web-sites, if they have them. |
| 3 | Uncertain. |
| 4 | None listed. |
| 5 | can't think of anything |
| 6 | Links to policy statements mentioned in #15 |
| 7 | Automobile repair data base heritage quest grants directory obituary index BNA human resource web lit finder |
| 8 | I think the resources and links on the resource sharing page are more than adequate. |
| 9 | It is perfect! |
| 10 | none at this time |
| 11 | N/A |
| 12 | n/a |

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18. What ILL methods are you currently using to place requests? (Check all that apply.)

| # | Response |
|----|--|
| 1 | KCTCS, through e-mail |
| 2 | email |
| 3 | email |
| 4 | DOCLINE from National Library of Medicine |
| 5 | Ariel |
| 6 | EBSCO |
| 7 | KCTCS E-Mail |
| 8 | We used to use Passport, but haven't for some time |
| 9 | email |
| 10 | State Library reference service |
| 11 | E-mail |
| 12 | CLIO |
| 13 | Email |
| 14 | Loansome Doc transfers to Docline |
| 15 | ALA Request Form Mailed/ILL of MF/State Libraries |
| 16 | Docline |
| 17 | Docline |
| 18 | Email, fax, and Ariel |
| 19 | CLIO |

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Each individual respondent is referenced under the # column.

19. On which of the following subjects would you like to attend training? (Check all that apply.)

| # | Response |
|---|--|
| 1 | I don't know what some of the above are. |
| 2 | refresher courses in ill web sharing |
| 3 | Is this just email and fax transactions? |
| 4 | Odyssey; FirstSearch ILL staff side use; IFM |
| 5 | searching OCLC, cataloging local maps |
| 6 | KYVL webpage would like to know more about it. |
| 7 | specifically using Ariel with ILLiad |
| 8 | Any on updates or changes in ILL. |
| 9 | Microenhancer |

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