Report of the Vermont Interlibrary Loan Task Force to the Vermont Department of Libraries, December 2011

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Executive Summary

Task force creation and charge

In Spring 2011, State Librarian Martha Reid appointed a group of Vermont librarians to an Interlibrary Loan (ILL) Task Force. The Task Force was charged with looking at the current state of interlibrary loan costs and delivery service in Vermont, researching models used in other states, and issuing a report and recommendations to the Department of Libraries by the end of 2011.

Key findings

- Currently, 60,000-100,000 items per year are lent by Vermont public and academic libraries to other Vermont libraries. This number is expected to increase significantly as library holdings are made more discoverable by patrons via shared and union catalogs.
- The vast majority of Vermont libraries ship materials within the state via the United States Postal Service (USPS) at a cost of $1.50-$3.00 per (one-way) transaction.
- Per-transaction costs in states with courier services are dramatically lower than the postage rates currently paid by Vermont libraries. In New Hampshire, each (one way) transaction costs $0.44; in Connecticut (with a much greater volume), per-transaction costs are around $0.20.
- Vermont libraries value the speed and reliability of the USPS. However, with the impending closure of two regional processing facilities and the end of next-day delivery by the USPS, libraries may soon encounter longer turnaround times than they are accustomed to.
- A survey of other states revealed a spectrum of funding models for delivery services, ranging from funded entirely by participating libraries to funded entirely by state and/or federal funds.
- Most Vermont libraries would be willing to reallocate existing postage funds toward a statewide courier service.
- Vermont libraries are cautiously receptive to the idea of a courier service. The most commonly cited concerns are cost, turnaround time, reliability, and environmental impact.

Recommendations

- Monitor and support the development of regional and statewide cooperative library arrangements (including shared catalog(s), reciprocal borrowing agreements, and improvements to the existing ILL request system). If these result in an appreciable increase in intrastate ILL, current delivery practices will not be sustainable.
- Contact one or more private companies that provide courier services to learn more about the feasibility of a statewide library courier service for Vermont as well as cost estimates.
- Measure the impact of upcoming changes to USPS delivery upon turnaround times for ILL transactions.

I. Survey of Vermont Libraries, Summer 2011

Summary of Findings

128 Vermont libraries responded to a web-based survey asking about current resources and methods for transporting interlibrary loan materials within the state as well as attitudes toward the possibility of a statewide courier service.

The survey results indicate a guarded interest in a courier service, tempered by concerns about cost, turnaround time, reliability, and other factors.

Survey data, in conjunction with statistics collected by the Vermont Department of Libraries, indicate that approximately 60,000 items per year are lent by Vermont public and academic libraries to other libraries within the state. The vast majority of Vermont libraries currently ship materials via the United States Postal Service. Estimated postage costs per transaction (one-way) are $1.50-$3.00. Libraries value the quick turnaround time and reliability offered by the USPS and would look for similar levels of service from a statewide courier.

Impending changes that could affect libraries' responses to this survey include:
- The possible creation of a statewide union catalog and/or one or more regional catalogs, which would presumably drive up interlibrary loan demand by making collections more visible;
- Planned cutbacks by the United States Postal Service that will eliminate next-day delivery and slow down processing and delivery across the board.

The complete survey results are included in Appendix A.

Background (Q1, Q2)

In July 2011, the Task Force designed and administered a thirteen-question survey to Vermont public and academic libraries. The goal of the survey was to gather information about the resources and methods that currently exist to move interlibrary loan materials within the state. Questions also sought to gauge attitudes toward and the ability to contribute to a possible statewide courier service.

Survey population: The survey was sent to 167 public and 23 academic libraries. 108 public libraries and 17 academic libraries responded, for an overall response rate of 67% (65% for publics; 74% for academics). Responses were received from libraries in all Vermont counties except Essex.

1. Current intrastate delivery situation in Vermont

1A. Volume of intrastate lending (Q3, Q4)

In 2009-2010, Vermont public libraries lent 31,390 items[1] within the state, while the Department of Libraries regional libraries lent 9827 items to Vermont libraries.[2] In this survey, academic libraries reported lending 12,979 items to other Vermont libraries. A major academic library lender that did not complete the survey reported separately that they lent 3884 items to Vermont libraries in 2010.[3] Overall, it appears that 60,000-100,000 library items are currently lent within Vermont each year.

1B. Delivery methods (Q5, Q8)

Currently, the vast majority of Vermont libraries (96%) use the United States Postal Service for intrastate delivery of materials. Other delivery methods include UPS, informal courier services, and hand-delivery of materials by library staff.
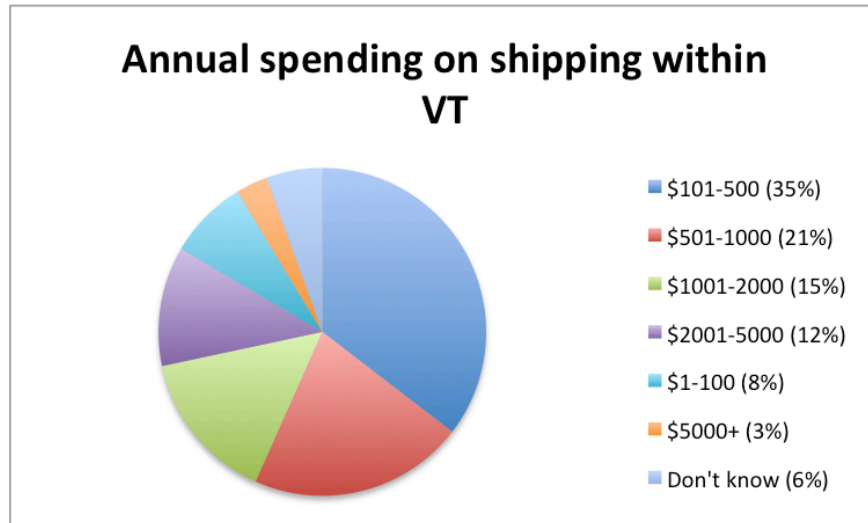

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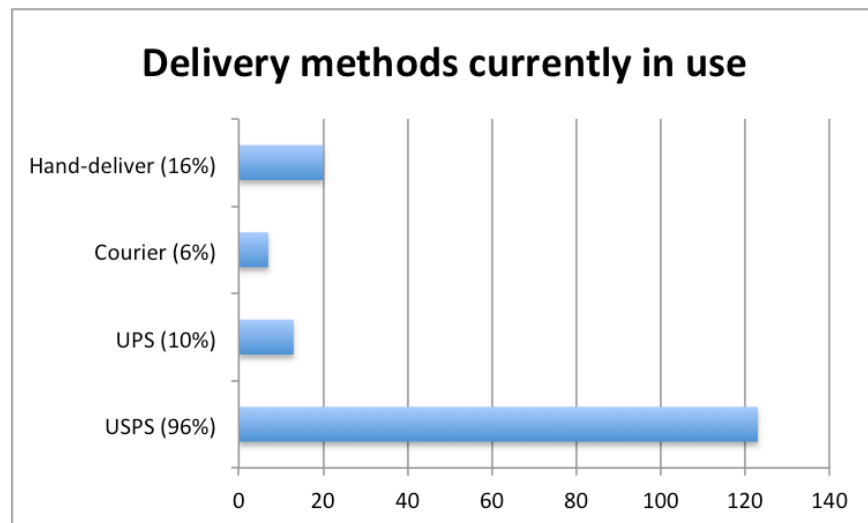
[1]   Vermont Department of Libraries, *Vermont Public Library Statistics: 2011 Annual Report*, 2011.

[2]   Vermont Department of Libraries, unpublished statistics.

[3]   Vermont Department of Libraries, unpublished statistics.

**1C. Levels of spending on shipping and packaging (Q6, Q7)**
Vermont libraries spend anywhere from less than $100 to more than $5000 per year on intrastate delivery of interlibrary loan materials. Costs for packaging materials are also a factor, though these tend to be much less (under $100 per year in the majority of cases).

Annual spending on shipping within VT

- $101-500 (35%)
- $501-1000 (21%)
- $1001-2000 (15%)
- $2001-5000 (12%)
- $1-100 (8%)
- $5000+ (3%)
- Don't know (6%)
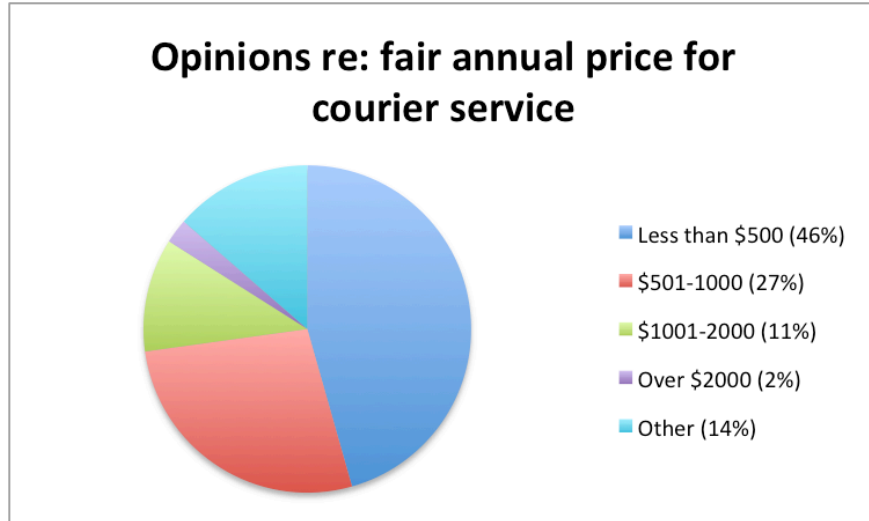
2. Attitudes toward a proposed courier service

2A. Desired frequency of deliveries (Q9)
Libraries were asked how often they would want to be visited by a courier for drop-offs/pickups. The majority would opt for one or two visits per week; a smaller number of libraries indicated a need for 3 or 5 visits per week. A substantial number of libraries chose "other" for this question; of those, seven reported that they would need a courier pickup/dropoff only once or twice per month.

Desired frequency of courier service

- 2x/week (38%)
- 1x/week (27%)
- 3x/week (13%)
- 5x/week (7%)
- Other (16%)
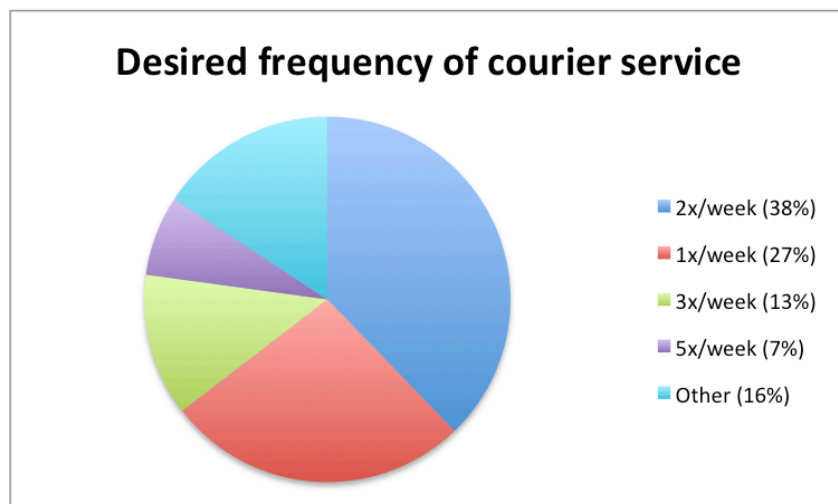
2B. Thoughts on pricing (Q10)
Libraries were asked what they thought a fair price for courier service would be if they were able to receive their desired level of service (as indicated in Q9). Among those answering "other," six libraries indicated that an amount far less than $500 would be appropriate.
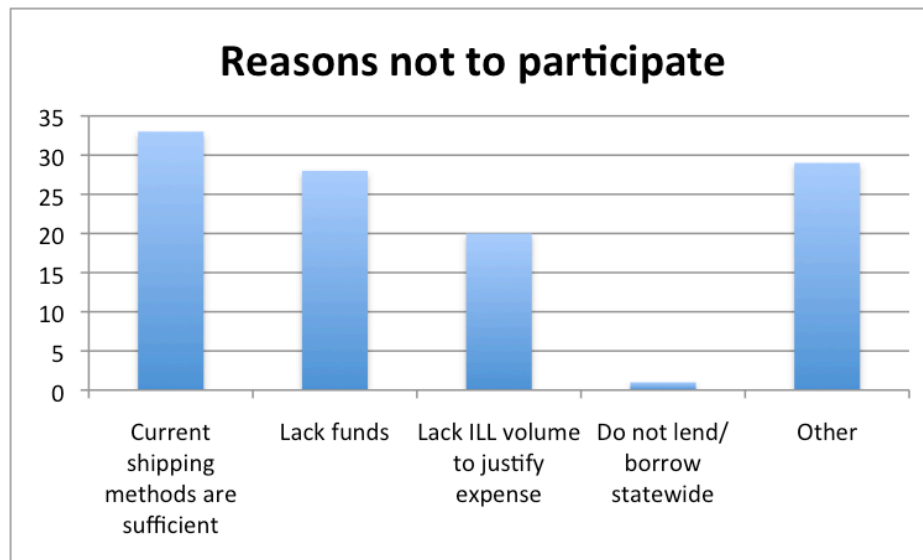
Opinions re: fair annual price for courier service

- Less than $500 (46%)
- $501-1000 (27%)
- $1001-2000 (11%)
- Over $2000 (2%)
- Other (14%)

2C. Ability to reallocate current postage funds (Q11)
Most libraries (61%) anticipate that they would be able to reallocate monies from their existing postage/supplies budgets to help cover the costs of a courier service.

Could your library reallocate postage money to a courier service?

- Yes (61%)
- No (6%)
- Don't know (33%)
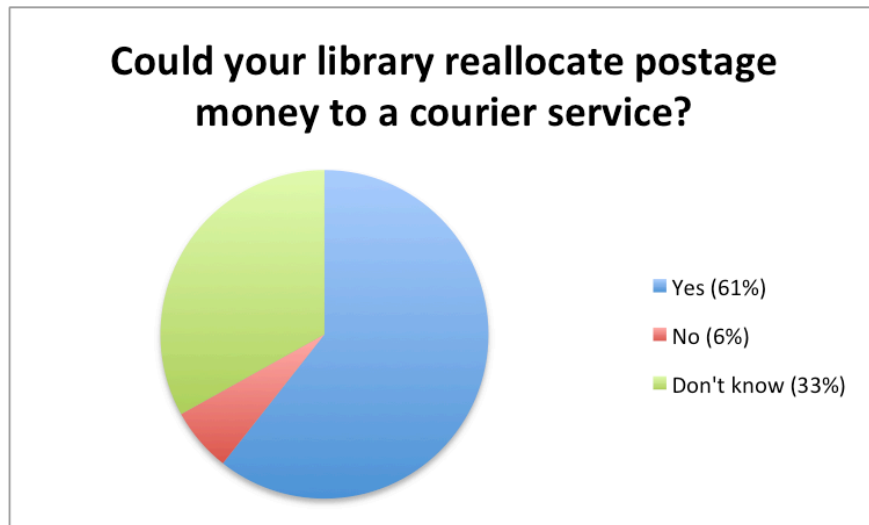
2D. Reasons not to participate (Q12)

Libraries were asked why they might not participate in a statewide courier service. The adequacy of current shipping methods was the most frequently cited reason. Among those answering "other," concerns were expressed about cost, turnaround time, reliability, the environmental impact of a courier service, and the anticipated obsolescence of physical library materials.

Reasons not to participate

A bar chart titled "Reasons not to participate" with the y-axis ranging from 0 to 35 in increments of 5. The bars represent: Current shipping methods are sufficient (33), Lack funds (28), Lack ILL volume to justify expense (20), Do not lend/borrow statewide (1), Other (29).

2E. Open comments and questions (Q13)

Libraries were invited to share any thoughts, questions or concerns with the task force. 68 libraries responded. Comments fell into the following categories:

- Concern about costs (31)
- General support for courier service (21)
- Concern about timeliness/turnaround time (9)
- Concern about complicated logistics of system (7)
- Anticipate future increase in ILL volume (5)
- Feel well-served by USPS (4)
- Already do informal delivery/courier activities (4)
- NH system as good exemplar (2)
- Desire to see ILL plan linked to improved/upgraded union catalog (2)
- Concern about environmental impact/carbon footprint (2)
- Anticipate courier would lead to better service for patrons (2)
- Concerns about inequities, policies, fairness (2)
- Grant monies help support postage (1)
- ALA should work with USPS for better rates for libraries (1)
- Anticipate reduction of postal service (1)
- Desire for statewide library card (1)
- Low volume now (1)
- Concern about longer loan periods (1)
- Library open limited hours; concerns about logistics (1)
- Concern about reliability (1)
- Libraries should buy, not borrow, books that cost <$6 (1)
- Service should be entirely state-funded (1)

II. Environmental Scan of Statewide Delivery Systems

In June 2011, members of the task force contacted administrators and librarians from other states to inquire about their delivery service models, funding, and logistics. These conversations revealed a wide degree of variation in funding and service models. States consulted were: Colorado, Connecticut, Florida, Maine, Massachusetts, New Hampshire, and South Dakota.

Funding: Models included:
- funded entirely by participating libraries (ME);
- funded entirely by state (MA);
- funded entirely by LSTA funds (NH);
- funded by state and LSTA funds (CT);
- funded by participating libraries and LSTA funds (SD)
- funded by participating libraries and state funds (CO)
- funding from participating libraries, networks, and public higher education group (FL)

States whose services are supported by state or federal money noted that the volatility of state/federal budgets can lead to difficulty in sustaining a service.

Service providers: Most of the states that we spoke with have chosen to outsource delivery to a private company. Those states that run their own courier services reported bureaucratic hurdles regarding human resources and van fleet purchase/maintenance.

Logistics: A wide variety of logistical scenarios regarding routes, delivery frequency, and pricing models were reported. In some states, libraries can choose their delivery frequency; in others, the state determines the delivery schedule based on volume. Some services charge by the item; others by the stop.

Relationship between courier service and statewide borrowing/requesting: Most, but not all, states surveyed do have a union catalog or multiple union catalogs. Many, but not all, allow patrons to make direct requests from libraries statewide or within a network. Service to citizens who live in towns that do not have a public library is handled in a variety of ways.

Perceived advantages of courier service:
- **Cost:** Florida estimates spending less than 50% of what it would cost to ship materials via USPS; New Hampshire reports that the cost of shipping an item one way in their service is $0.44.
- **Efficiency/staff time savings:** Little or no packaging of materials is required; some states have even done away with routing slips.
- **Encourages sharing:** especially with site-based (as opposed to item-based) pricing.

Perceived challenges associated with courier service:
- **Sustaining the service:**
  - **Volatility of state/federal funding** (in those states whose services are supported by state/LSTA funds).
  - **Challenges finding/keeping vendors** (in those states that outsource).

- **Challenges to individual libraries:**
  - **Greater demand** must be accommodated with existing staffing levels in many cases.
  - **Libraries are running out of space** for storing holds/items in transit.
- **Can encourage irresponsible behavior:**
  - On the part of libraries (perceived shirking of local collection development in favor of relying on others' collections);
  - On the part of patrons (placing requests but not picking items up).

A more complete summary of environmental scan findings is included in Appendix B.

Links to more information about other states' delivery services:
- Colorado: Colorado Library Courier
  http://www.clicweb.org/library-courier
- Connecticut: Connecticar
  http://ct.webjunction.org/71
- Florida: Statewide Ground Delivery
  http://tblc.org/statewide-ground-delivery
- Maine: Interlibrary Loan Van Delivery Service
  http://www.maine.gov/msl/libs/interlib/delivery.shtml
- Massachusetts: Massachusetts Library System Delivery
  http://www.masslibsystem.org/delivery-index-of-resources/
- New Hampshire: Van Delivery Service
  http://www.nh.gov/nhsl/services/librarians/van_delivery/index.html
- Rhode Island: OLIS Library Network Delivery Services
  http://www.olis.ri.gov/network/delivery/index.php

III. Task Force meeting notes and conversations

The Task Force met several times during summer and fall 2011.

May 6, in person, Midstate Service Center (Berlin): The task force convened and met with Marty Reid, State Librarian, to discuss the motivation for creating the task force and its purpose. We talked over the issues involved in moving library material around the state and decided on the first steps we needed to take. There was also a larger discussion about library funding and the future of libraries and their effects on interlibrary loan service. The first two tasks we agreed on were 1) a survey of VT libraries for current practices and needs and 2) an investigation of courier services in several states.

May 25, in person, St. Michael's College (Colchester): We held our second meeting on May 24th after the Vermont Library Association Conference and planned the following next steps:
- Research other state's delivery systems (sign up for one; get info for next meeting).
- Research actual costs of ILL transactions including staff time, materials, postage.
    - Jess Weitz from Brooks Memorial Library conducted a study in which she calculated the cost of $11.04 per loan.
- One or more TF members plan to attend discussion of statewide delivery systems at NELA in October; arrange to meet with key people involved in delivery systems in other NE states?
- Create a survey to be administered to Vermont public and academic libraries. See if we can borrow from TennShare's survey (distributed in paper at the meeting).

June 7, conference call: We finalized the questions to ask in our environmental scan. We also discussed the survey of VT libraries, to be based on a similar survey used by Tennessee, and set up a subcommittee to work on the questions.

June 23, conference call: The members of the task force reported on what we learned from our states. This information has been synthesized into an environmental scan, which accompanies this report.

Late summer: Collaborative work on the environmental scan and survey results was accomplished using a free online service, Wiggio, that provides group sharing, editing, and communication tools.

October 2, New England Library Association annual conference (Burlington): Several task force members attended a session on statewide delivery services. We heard from colleagues in Rhode Island, Connecticut and New Hampshire.
- Rhode Island's service is delivered by a private company and managed by the State Library. Their contract is up for renewal. Rhode Island charges by the stop and was quoted $5.25 per stop. They move about 3,000,000 items per year.
- New Hampshire is looking at decreased funding and increased demand now that they have patron driven ILL. They move about 900,000 items per year and have found that the cheapest option for them is to have their own vans.

- Connecticut reported that their system has been in place since the 1970s. They have statewide reciprocal borrowing and a statewide library card. They transported 3,000,000 items at a cost of $569,700 last year.

November-December: Task force chairs, after talking with the State Librarian, drafted a final report. Task force members met via conference call on December 12 to discuss. A final draft of the report was completed and submitted to the State Librarian on December 16, 2011.

IV. Conclusions and next steps

In considering Vermont's existing intrastate delivery situation, a number of factors should be kept in mind:

- Widespread cooperative borrowing agreements/patron-initiated ILLs do not currently exist in Vermont as they do in most of the states surveyed in the Task Force's environmental scan.
- The existing system used by Vermont libraries to request and process interlibrary loans is cited as a barrier by some librarians, who describe it as cumbersome and out-of-date.
- The present number of items shipped within the state is relatively low (fewer than 150,000[4] volumes per year; New Hampshire, in comparison, delivers 900,000 items within the state per year).
- Many libraries report satisfaction with the cost and turnaround time offered by the USPS.

However, in considering the evolution of Vermont's library landscape, the following predictions should be kept in mind:

- Cooperative arrangements are beginning to spring up, with conversations about statewide catalogs and borrowing taking center stage.
- As the process of borrowing books from other Vermont libraries becomes more seamless for librarians and patrons, we can expect intrastate ILL volume to increase substantially.
- The USPS has just announced a number of changes, including the closure of two regional processing facilities and an end to next-day delivery, that will slow down the quick turnaround time cited as a positive factor by many Vermont libraries

It appears inevitable that the status quo will be disrupted significantly within the next 2-5 years. Libraries will need to satisfy an increased demand for interlibrary loan services while working with existing staffing and budget levels. The moderate support for a statewide courier service that came through in the Task Force's survey result is likely to become stronger.

In our conversations with other states, a recurring theme was the volatility of state and LSTA funding in support of library courier services. We heard stories of perennial last-minute saves by legislatures; temporary and permanent cuts to services; and challenges faced by state-run services as far as personnel (approving new position requisitions; filling empty positions) and van fleet maintenance. Given that Vermont would be essentially starting from scratch, the Task Force recommends planning to outsource delivery to a private service and building as sustainable a funding source as possible. The reallocation of existing postage budgets by participating libraries is a likely piece of this funding. Existing

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[4]   Rough number of items lent x 2, to account for return shipping by borrowers.

sources of possible state support include roughly $40,000 annually that is granted to individual Vermont libraries that participate in the statewide resource sharing system (VALS).

Questions that remain to be answered include:

1. Even assuming a dramatic increase in intrastate ILL volume, will the amount of shipping done within Vermont be sufficient to achieve the economies of scale seen in other states with courier services?
2. Are there couriers who would be willing to work with the state?
3. What funding model would be most realistic for a Vermont library courier service? To what extent could state or LSTA funds support such a service?
4. Are there alternatives to a full-fledged courier service that could support libraries and help defray the cost of shipping materials within the state?

Questions 1 and 2 could be answered by contacting one or more delivery companies. Companies identified by the Task Force and/or used by other states include:

- Green Mountain Messenger: http://www.gmmessenger.com/
- Freedom Xpress: http://www.freedomxpressusa.com/
- Optima: http://www.optimashipping.com/

Questions 3 and 4 will require ongoing research and additional information about future state budget cycles.

In closing, it is worth mentioning the reverence with which courier services (and the regional or statewide borrowing agreements that usually coexist with such services) in other states are held by patrons and librarians there. Many librarians we spoke with indicated that they could not imagine life without such a service and that statewide borrowing is by far the most popular library service among citizens in their states, generating tremendous goodwill toward libraries in general. While the hurdles to be overcome in achieving broad changes to the Vermont library landscape are significant, we assert that the end goal of streamlining access to library materials across the state is, indeed, a worthy one that would prove transformative for the citizens of Vermont.

Appendix A: Responses to survey of VT libraries

Library Courier Survey

1. Which description best characterizes your library?

		Response Percent	Response Count
Public Library		**86.4%**	**108**
College or University Library		13.6%	17
		answered question	125
		skipped question	3

2. In which county are you located?

		Response Percent	Response Count
Addison		4.8%	6
Bennington		6.3%	8
Caledonia		6.3%	8
Chittenden		10.3%	13
Essex		0.0%	0
Franklin		5.6%	7
Grand Isle		1.6%	2
Lamoille		5.6%	7
Orange		7.9%	10
Orleans		7.9%	10
Rutland		10.3%	13
Washington		7.1%	9
Windham		**15.1%**	**19**
Windsor		11.1%	14
	answered question		126
	skipped question		2

3. What's your best estimate of how many items your library BORROWED from other Vermont libraries in fiscal year 2010?

	Response Count
	128
answered question	128
skipped question	0

4. What's your best estimate of how many items your library LOANED to other Vermont libraries in fiscal year 2010?

	Response Count
	128
answered question	128
skipped question	0

5. What methods do you use to ship ILL items to other Vermont libraries? Please include both lending and borrowing returns. (Select all that apply.)

		Response Percent	Response Count
USPS (Library/Media Rate or Parcel Post or 1st Class or Priority)		96.1%	123
FedEx		0.0%	0
UPS		10.2%	13
Courier		5.5%	7
Other (please specify)		15.6%	20
	answered question		128
	skipped question		0

6. By your best estimate, how much do you spend annually on ILL shipping to other Vermont libraries? Please include both lending and borrowing returns.

		Response Percent	Response Count
Don't know		5.5%	7
$1-100		7.9%	10
$101-500		**35.4%**	**45**
$501-1000		21.3%	27
$1001-2000		15.0%	19
$2001-5000		11.8%	15
Over $5000		3.1%	4
	answered question		127
	skipped question		1

7. By your best estimate, how much do you spend annually on ILL shipping supplies and packing materials (e.g. envelopes, mailers, tape, etc.?)

		Response Percent	Response Count
Don't know		4.8%	6
$1-100		**64.3%**	**81**
$101-500		24.6%	31
$501-1000		5.6%	7
$1001-2000		0.0%	0
$2001-5000		0.0%	0
Over $5000		0.8%	1
		answered question	126
		skipped question	2

8. Do you currently participate in any local or regional library courier services?

		Response Percent	Response Count
Yes		4.7%	6
No		**95.3%**	**122**
	If yes, please describe		8
		answered question	128
		skipped question	0

9. How often would you prefer a statewide courier service to visit your library?

		Response Percent	Response Count
Once a week		26.8%	34
Twice a week		**37.8%**	**48**
Three times a week		12.6%	16
Five times a week		7.1%	9
Other (please specify)		15.7%	20
	answered question		127
	skipped question		1

10. If you could have your preferred level of service as noted in Question 9, what would you consider a fair annual price for your participation with a statewide courier service?

		Response Percent	Response Count
Less than $500 a year		**45.6%**	**57**
$501-1000 a year		27.2%	34
$1001-2000 a year		11.2%	14
Over $2000 a year		2.4%	3
Other amount (please specify)		13.6%	17
	answered question		125
	skipped question		3

11. Could your library reallocate any postage and shipping supply funds to participate in a shared, statewide courier service?

		Response Percent	Response Count
Yes		60.6%	77
No		6.3%	8
I don't know		33.1%	42
		answered question	127
		skipped question	1

12. Why would your library not want to participate in a shared, statewide ILL courier service? (Select all that apply.)

		Response Percent	Response Count
Lack ILL volume to justify expense		26.7%	20
Lack funds to contribute towards courier service		37.3%	28
Do not lend or borrow statewide		1.3%	1
Current shipping methods sufficient		44.0%	33
Other (please specify)		38.7%	29
		answered question	75
		skipped question	53

13. Please share any final thoughts, questions, or concerns that you would like to relay to the Vermont ILL Task Force.

	Response Count
	68
answered question	68
skipped question	60

Q3. What's your best estimate of how many items your library BORROWED from other Vermont libraries in fiscal year 2010?

1	35	Aug 18, 2011 11:19 AM
2	271	Aug 17, 2011 10:28 AM
3	100	Aug 15, 2011 7:29 AM
4	160	Aug 13, 2011 10:05 AM
5	75	Aug 11, 2011 11:18 AM
6	325	Aug 11, 2011 9:53 AM
7	189	Aug 10, 2011 6:54 AM
8	730	Aug 9, 2011 7:21 AM
9	215	Aug 8, 2011 10:49 AM
10	90	Aug 6, 2011 9:00 AM
11	65	Aug 6, 2011 7:43 AM
12	about 125 items	Aug 6, 2011 6:15 AM
13	70	Aug 5, 2011 12:24 PM
14	175	Aug 5, 2011 8:06 AM
15	56	Aug 5, 2011 7:38 AM
16	770	Aug 5, 2011 6:41 AM
17	60	Aug 4, 2011 12:38 PM
18	272	Aug 4, 2011 11:47 AM
19	750	Aug 4, 2011 11:40 AM

Q3. What's your best estimate of how many items your library BORROWED from other Vermont libraries in fiscal year 2010?

20	100	Aug 4, 2011 10:43 AM
21	125	Aug 4, 2011 9:55 AM
22	100	Aug 4, 2011 8:33 AM
23	900	Aug 4, 2011 7:24 AM
24	70	Aug 4, 2011 6:18 AM
25	325	Aug 4, 2011 5:41 AM
26	130	Aug 3, 2011 2:35 PM
27	100	Aug 3, 2011 1:39 PM
28	150	Aug 3, 2011 1:39 PM
29	540	Aug 3, 2011 1:02 PM
30	35	Aug 2, 2011 11:32 AM
31	127	Jul 31, 2011 8:45 PM
32	414	Jul 29, 2011 1:31 PM
33	300	Jul 29, 2011 8:59 AM
34	1469	Jul 29, 2011 8:21 AM
35	240	Jul 28, 2011 10:55 AM
36	1300-1400	Jul 28, 2011 10:48 AM
37	137	Jul 28, 2011 10:43 AM
38	about 25	Jul 27, 2011 2:11 PM
39	1287	Jul 27, 2011 1:18 PM
40	303	Jul 27, 2011 1:09 PM
41	about 120	Jul 27, 2011 11:15 AM
42	270	Jul 27, 2011 9:36 AM
43	777	Jul 27, 2011 8:41 AM
44	273	Jul 27, 2011 7:28 AM
45	This number represent books, videos, microforms. Does not include articles- which would be primarily electronic delivery. Borrowed= 282 physical items	Jul 27, 2011 6:53 AM
46	250	Jul 26, 2011 8:26 AM
47	182 (It was much higher the previous year.)	Jul 25, 2011 1:50 PM

48	200	Jul 25, 2011 12:02 PM
49	355	Jul 25, 2011 11:04 AM
50	250	Jul 25, 2011 8:00 AM
51	200	Jul 23, 2011 9:04 AM
52	224	Jul 23, 2011 6:52 AM
53	100	Jul 22, 2011 1:51 PM
54	604	Jul 22, 2011 11:58 AM
55	100	Jul 22, 2011 10:51 AM
56	256	Jul 22, 2011 9:11 AM
57	85	Jul 22, 2011 8:49 AM
58	333	Jul 22, 2011 6:45 AM
59	366	Jul 21, 2011 1:29 PM
60	347	Jul 21, 2011 1:06 PM
61	125	Jul 21, 2011 12:47 PM
62	130	Jul 21, 2011 12:43 PM
63	100	Jul 21, 2011 11:23 AM
64	130	Jul 21, 2011 10:50 AM
65	12	Jul 21, 2011 9:56 AM
66	660	Jul 21, 2011 9:24 AM
67	40	Jul 21, 2011 9:11 AM
68	312	Jul 21, 2011 8:54 AM
69	434	Jul 21, 2011 8:47 AM
70	400	Jul 20, 2011 2:50 PM
71	351	Jul 20, 2011 2:47 PM
72	270	Jul 20, 2011 1:55 PM
73	135	Jul 20, 2011 1:49 PM
74	275	Jul 20, 2011 1:18 PM
75	55	Jul 20, 2011 12:57 PM

76	100?	Jul 20, 2011 12:53 PM
77	400	Jul 20, 2011 12:48 PM
78	113	Jul 20, 2011 11:57 AM
79	More then 50	Jul 20, 2011 10:57 AM
80	175	Jul 20, 2011 10:36 AM
81	186	Jul 20, 2011 10:20 AM
82	45	Jul 20, 2011 10:14 AM
83	1000	Jul 20, 2011 9:50 AM
84	300	Jul 20, 2011 9:45 AM
85	121	Jul 20, 2011 9:24 AM
86	303	Jul 20, 2011 9:23 AM
87	284	Jul 20, 2011 9:19 AM
88	45	Jul 20, 2011 9:06 AM
89	284	Jul 20, 2011 8:25 AM
90	261	Jul 20, 2011 8:24 AM
91	415	Jul 20, 2011 8:24 AM
92	110	Jul 20, 2011 8:09 AM
93	327	Jul 20, 2011 8:02 AM
94	396	Jul 20, 2011 7:44 AM
95	1724	Jul 20, 2011 7:04 AM
96	873	Jul 20, 2011 6:40 AM
97	175	Jul 20, 2011 5:54 AM
98	310	Jul 20, 2011 5:38 AM
99	375	Jul 19, 2011 5:33 PM
100	Approx 125	Jul 19, 2011 2:31 PM
101	400	Jul 19, 2011 2:31 PM
102	8	Jul 19, 2011 2:30 PM
103	120	Jul 19, 2011 2:11 PM

Q3. What's your best estimate of how many items your library BORROWED from other Vermont libraries in fiscal year 2010?

104	569	Jul 19, 2011 1:50 PM
105	205	Jul 19, 2011 1:39 PM
106	15	Jul 19, 2011 1:29 PM
107	250-300	Jul 19, 2011 1:08 PM
108	200	Jul 19, 2011 12:57 PM
109	483	Jul 19, 2011 12:50 PM
110	213.....Since this data is reported to the state, librarians should vwe able to report this number exactly	Jul 19, 2011 12:02 PM
111	450	Jul 19, 2011 11:48 AM
112	1308	Jul 19, 2011 11:44 AM
113	275	Jul 19, 2011 11:34 AM
114	75	Jul 19, 2011 11:32 AM
115	12	Jul 19, 2011 11:24 AM
116	599	Jul 19, 2011 11:16 AM
117	175	Jul 19, 2011 11:08 AM
118	500 times	Jul 19, 2011 11:08 AM
119	165	Jul 19, 2011 10:47 AM
120	168	Jul 19, 2011 10:40 AM
121	160	Jul 19, 2011 10:30 AM
122	70	Jul 19, 2011 10:27 AM
123	300	Jul 19, 2011 10:26 AM
124	254	Jul 19, 2011 10:17 AM
125	40	Jul 19, 2011 10:15 AM
126	67	Jul 19, 2011 10:12 AM
127	1195	Jul 19, 2011 9:59 AM
128	350	Jul 19, 2011 9:55 AM

Q4. What's your best estimate of how many items your library LOANED to other Vermont libraries in fiscal year 2010?

1	10	Aug 18, 2011 11:19 AM

Q4. What's your best estimate of how many items your library LOANED to other Vermont libraries in fiscal year 2010?

2	445	Aug 17, 2011 10:28 AM
3	135	Aug 15, 2011 7:29 AM
4	50	Aug 13, 2011 10:05 AM
5	4	Aug 11, 2011 11:18 AM
6	30	Aug 11, 2011 9:53 AM
7	93	Aug 10, 2011 6:54 AM
8	2060	Aug 9, 2011 7:21 AM
9	30	Aug 8, 2011 10:49 AM
10	20	Aug 6, 2011 9:00 AM
11	3	Aug 6, 2011 7:43 AM
12	about 85 items	Aug 6, 2011 6:15 AM
13	40	Aug 5, 2011 12:24 PM
14	35	Aug 5, 2011 8:06 AM
15	40	Aug 5, 2011 7:38 AM
16	982	Aug 5, 2011 6:41 AM
17	5	Aug 4, 2011 12:38 PM
18	64	Aug 4, 2011 11:47 AM
19	500	Aug 4, 2011 11:40 AM
20	125	Aug 4, 2011 10:43 AM
21	19	Aug 4, 2011 9:55 AM
22	5	Aug 4, 2011 8:33 AM
23	1700	Aug 4, 2011 7:24 AM
24	27	Aug 4, 2011 6:18 AM
25	100	Aug 4, 2011 5:41 AM
26	50	Aug 3, 2011 2:35 PM
27	20	Aug 3, 2011 1:39 PM
28	130	Aug 3, 2011 1:39 PM
29	125	Aug 3, 2011 1:02 PM

Q4. What's your best estimate of how many items your library LOANED to other Vermont libraries in fiscal year 2010?

30	1	Aug 2, 2011 11:32 AM
31	43	Jul 31, 2011 8:45 PM
32	244	Jul 29, 2011 1:31 PM
33	300	Jul 29, 2011 8:59 AM
34	1992	Jul 29, 2011 8:21 AM
35	55	Jul 28, 2011 10:55 AM
36	1200-1300	Jul 28, 2011 10:48 AM
37	117	Jul 28, 2011 10:43 AM
38	1	Jul 27, 2011 2:11 PM
39	507	Jul 27, 2011 1:18 PM
40	54	Jul 27, 2011 1:09 PM
41	about 5	Jul 27, 2011 11:15 AM
42	40	Jul 27, 2011 9:36 AM
43	1813	Jul 27, 2011 8:41 AM
44	608	Jul 27, 2011 7:28 AM
45	This number represents physical mailed items and not items delivered electronically. Loaned= 112 physical items	Jul 27, 2011 6:53 AM
46	20	Jul 26, 2011 8:26 AM
47	28, but I expect that will increase markedly as our catalog is going to be accessible soon through web2.	Jul 25, 2011 1:50 PM
48	40	Jul 25, 2011 12:02 PM
49	729	Jul 25, 2011 11:04 AM
50	150	Jul 25, 2011 8:00 AM
51	25	Jul 23, 2011 9:04 AM
52	38	Jul 23, 2011 6:52 AM
53	50	Jul 22, 2011 1:51 PM
54	608	Jul 22, 2011 11:58 AM
55	50	Jul 22, 2011 10:51 AM
56	276	Jul 22, 2011 9:11 AM

Q4. What's your best estimate of how many items your library LOANED to other Vermont libraries in fiscal year 2010?

57	0	Jul 22, 2011 8:49 AM
58	468	Jul 22, 2011 6:45 AM
59	43	Jul 21, 2011 1:29 PM
60	4	Jul 21, 2011 1:06 PM
61	2	Jul 21, 2011 12:47 PM
62	70	Jul 21, 2011 12:43 PM
63	80	Jul 21, 2011 11:23 AM
64	100	Jul 21, 2011 10:50 AM
65	2	Jul 21, 2011 9:56 AM
66	2,925	Jul 21, 2011 9:24 AM
67	160	Jul 21, 2011 9:11 AM
68	27	Jul 21, 2011 8:54 AM
69	532	Jul 21, 2011 8:47 AM
70	76	Jul 20, 2011 2:50 PM
71	15	Jul 20, 2011 2:47 PM
72	51	Jul 20, 2011 1:55 PM
73	25	Jul 20, 2011 1:49 PM
74	85	Jul 20, 2011 1:18 PM
75	25	Jul 20, 2011 12:57 PM
76	10?	Jul 20, 2011 12:53 PM
77	850	Jul 20, 2011 12:48 PM
78	1328	Jul 20, 2011 11:57 AM
79	As many as 50 or more.	Jul 20, 2011 10:57 AM
80	3	Jul 20, 2011 10:36 AM
81	217	Jul 20, 2011 10:20 AM
82	2	Jul 20, 2011 10:14 AM
83	1200	Jul 20, 2011 9:50 AM
84	50	Jul 20, 2011 9:45 AM

Q4. What's your best estimate of how many items your library LOANED to other Vermont libraries in fiscal year 2010?

85	116	Jul 20, 2011 9:24 AM
86	821	Jul 20, 2011 9:23 AM
87	19	Jul 20, 2011 9:19 AM
88	65	Jul 20, 2011 9:06 AM
89	57	Jul 20, 2011 8:25 AM
90	47	Jul 20, 2011 8:24 AM
91	776	Jul 20, 2011 8:24 AM
92	3	Jul 20, 2011 8:09 AM
93	176	Jul 20, 2011 8:02 AM
94	224	Jul 20, 2011 7:44 AM
95	225	Jul 20, 2011 7:04 AM
96	228	Jul 20, 2011 6:40 AM
97	55	Jul 20, 2011 5:54 AM
98	298	Jul 20, 2011 5:38 AM
99	25	Jul 19, 2011 5:33 PM
100	Approx 75	Jul 19, 2011 2:31 PM
101	100	Jul 19, 2011 2:31 PM
102	8	Jul 19, 2011 2:30 PM
103	763	Jul 19, 2011 2:11 PM
104	713	Jul 19, 2011 1:50 PM
105	8	Jul 19, 2011 1:39 PM
106	6	Jul 19, 2011 1:29 PM
107	100	Jul 19, 2011 1:08 PM
108	0	Jul 19, 2011 12:57 PM
109	292	Jul 19, 2011 12:50 PM
110	2124 ,,,,, Again, this number is counted exactly by the automated system.	Jul 19, 2011 12:02 PM
111	150	Jul 19, 2011 11:48 AM
112	1940	Jul 19, 2011 11:44 AM

Q4. What's your best estimate of how many items your library LOANED to other Vermont libraries in fiscal year 2010?

113	750	Jul 19, 2011 11:34 AM
114	15	Jul 19, 2011 11:32 AM
115	19	Jul 19, 2011 11:24 AM
116	72	Jul 19, 2011 11:16 AM
117	500	Jul 19, 2011 11:08 AM
118	75	Jul 19, 2011 11:08 AM
119	120	Jul 19, 2011 10:47 AM
120	88	Jul 19, 2011 10:40 AM
121	1	Jul 19, 2011 10:30 AM
122	6	Jul 19, 2011 10:27 AM
123	900	Jul 19, 2011 10:26 AM
124	1	Jul 19, 2011 10:17 AM
125	10	Jul 19, 2011 10:15 AM
126	4 or 5	Jul 19, 2011 10:12 AM
127	2183	Jul 19, 2011 9:59 AM
128	280	Jul 19, 2011 9:55 AM

Q5. What methods do you use to ship ILL items to other Vermont libraries? Please include both lending and borrowing returns. (Select all that apply.)

1	hand deliver	Aug 5, 2011 12:24 PM
2	I also try to borrow locally when possible, and then I hand-deliver, or pick up the items.	Aug 4, 2011 12:38 PM
3	If a loan is from Rutland, I simply drop it off there or request that of the patron.	Aug 4, 2011 10:43 AM
4	drop off and pick up if convenient	Aug 3, 2011 1:39 PM
5	If they are fairly close I will drive over myself to pick-up/return.	Aug 2, 2011 11:32 AM
6	Pick-up/Delivery: Books on hold shelf for local public library or hand delivered Pony Express- hand delivered at meetings	Jul 29, 2011 8:21 AM
7	for neighboring towns, we rely on pick up / drop off when convenient	Jul 28, 2011 10:55 AM
8	Occasionally will pick up or drop off if I'm going by that library. Always walk to the	Jul 25, 2011 1:50 PM

Q5. What methods do you use to ship ILL items to other Vermont libraries? Please include both lending and borrowing returns. (Select all that apply.)

	college to get what we're borrowing from them.	
9	we drop off or pick up for very close libraries	Jul 25, 2011 8:00 AM
10	If convienent we also return them to area libraries ourselves.	Jul 23, 2011 6:52 AM
11	patron/employee going that way drops off or picks up	Jul 21, 2011 9:11 AM
12	hand deliver	Jul 20, 2011 2:50 PM
13	Hand deliver, when convenient	Jul 20, 2011 8:25 AM
14	Sometimes we hand deliver	Jul 19, 2011 2:31 PM
15	Staff drop offs when possible	Jul 19, 2011 2:11 PM
16	For local libraries we drop off/pick up.	Jul 19, 2011 1:08 PM
17	I spend very little in postage. I try to borrow books from libraries in towns that I frequent. I pick the books up and bring them back myself.	Jul 19, 2011 12:57 PM
18	I couldn't get into the box in question #5 for "other, please specify" when indicating ways books get transferred. For us, a number of librarians drop in and pick up books or make a special trip to the area and include a stop at the library for titles we're holding for them. It's a great way to see each other.	Jul 19, 2011 12:02 PM
19	Hand deliver when convenient	Jul 19, 2011 10:26 AM
20	I pick up and deliver to local Libraries	Jul 19, 2011 10:12 AM

Q8. Do you currently participate in any local or regional library courier services?

1	none available---would love to!	Aug 17, 2011 10:28 AM
2	During the academic year we have a twice weekly courier service with UVM and Middlebury (SMC)	Aug 4, 2011 7:24 AM
3	We pay a person to travel between MDY and UVM twice a week.	Jul 27, 2011 8:41 AM
4	Informally, we hand deliver books between Pomfret and Woodstock.	Jul 26, 2011 8:26 AM
5	The special services unit send books and the postage is free.	Jul 21, 2011 12:47 PM
6	Our ILL staff person hand returns & on occasion picks up books when it fit s with her regular travels (16 books in 2010)	Jul 20, 2011 1:55 PM
7	I pick up books at other libraries ie:Brooks,Ludia Taft	Jul 19, 2011 11:32 AM
8	informal delivery by librarians	Jul 19, 2011 9:55 AM

Q9. How often would you prefer a statewide courier service to visit your library?

1	at least three times a week or more	Aug 17, 2011 10:28 AM

Q9. How often would you prefer a statewide courier service to visit your library?

2	bi-monthly	Aug 11, 2011 11:18 AM
3	1-2 times per month	Aug 4, 2011 12:38 PM
4	not needed- post office is close	Aug 4, 2011 9:55 AM
5	not sure	Aug 3, 2011 1:39 PM
6	Daily or twice daily	Jul 29, 2011 8:21 AM
7	every two weeks	Jul 27, 2011 2:11 PM
8	probably twice, but it would depend on cost	Jul 27, 2011 9:36 AM
9	Unsure ...we are only open 2 days a week.	Jul 21, 2011 12:47 PM
10	none	Jul 20, 2011 12:57 PM
11	1x a month	Jul 20, 2011 10:14 AM
12	Even a bi-monthly visit would be great! Our local post office has reduced its hours and that has made it even more challenging to get there.	Jul 20, 2011 9:06 AM
13	Ideally five; could live with four or three if cost dictated that.	Jul 20, 2011 5:38 AM
14	Once would do, twice would be better!	Jul 19, 2011 2:31 PM
15	I don't need a courier service.	Jul 19, 2011 12:57 PM
16	Upon request/ or every 2 weeks	Jul 19, 2011 11:32 AM
17	It doesn't appear to be financially advantageous.	Jul 19, 2011 11:24 AM
18	We are happy to pay to lend and borrow. We line item this in our budget.	Jul 19, 2011 10:40 AM
19	once a month	Jul 19, 2011 10:15 AM
20	Never - we don't need a courier service - USPS works very well.	Jul 19, 2011 9:59 AM

Q10. If you could have your preferred level of service as noted in Question 9, what would you consider a fair annual price for your participation with a statewide courier service?

1	Not anything over $100	Aug 6, 2011 9:00 AM
2	not sure	Aug 3, 2011 1:39 PM
3	less than $200 per year	Jul 27, 2011 2:11 PM
4	not sure	Jul 22, 2011 6:45 AM
5	a lot less than $500	Jul 21, 2011 12:47 PM
6	not interested in a statewide courier service	Jul 21, 2011 9:56 AM

Q10.	If you could have your preferred level of service as noted in Question 9, what would you consider a fair annual price for your participation with a statewide courier service?	
7	our postal budget is over 10,000, any amount lower than that would be okay.	Jul 21, 2011 9:24 AM
8	New service should save us 15% or more	Jul 21, 2011 8:47 AM
9	we would not have funds for this	Jul 20, 2011 12:57 PM
10	$500.00 seems resonable, however a possible base on delivery/mileage maybe another way. In addition some libraries might only be a once a month pick up/ drop off.	Jul 20, 2011 10:57 AM
11	less than $100	Jul 20, 2011 10:14 AM
12	less than $200	Jul 20, 2011 8:09 AM
13	Less than what it currently costs the library.	Jul 20, 2011 5:54 AM
14	I wouldn't use a courier service.	Jul 19, 2011 12:57 PM
15	Less than $100	Jul 19, 2011 11:32 AM
16	None, it should be provided as state service, however, we would be willing to pay our budgeted ILL postage cost of $600	Jul 19, 2011 11:16 AM
17	This would have to be discussed with the Board	Jul 19, 2011 10:15 AM

Q12.	Why would your library not want to participate in a shared, statewide ILL courier service? (Select all that apply.)	
1	We would prefer to have a courier service, and at minimum 3X/week (5 is preferred), but cost would be the determining factor for our participation, especially while our budget remains level-funded.	Aug 10, 2011 6:54 AM
2	I think we WOULD want to participate but if we didn't want to the above would be the reason since we are relatively happy with our current mode.	Aug 6, 2011 6:15 AM
3	Would it be feasable? Would ILL's go and come as quickly as through the postal service? People want their items now or yesterday. Would we be able to give the same level of service or better? I would not want to step backwards in terms of delays.	Aug 5, 2011 6:41 AM
4	We get good turnaround time from most libraries and a courier service would not be as expedient.	Aug 4, 2011 8:33 AM
5	It really depends on the expense. If it is equal about to what we pay, it would be worth it for the lack of aggravation of things piling up on my desk. If it's more expensive, then I wll keep doing what I'm doing.	Aug 4, 2011 6:18 AM
6	Would not want to spend more than we currently do	Jul 29, 2011 1:31 PM
7	Reliability and timeliness	Jul 29, 2011 8:59 AM

8	concern regarding future expense	Jul 27, 2011 1:09 PM
9	the 2nd and 4th checks indicate "for now"	Jul 27, 2011 11:15 AM
10	If cost is too high, we could not participate.	Jul 27, 2011 9:36 AM
11	The post office is next door and very convenient to use.	Jul 26, 2011 8:26 AM
12	Hard to estimate since I don't know how much the volume will increase when we are accessible through Web2	Jul 25, 2011 1:50 PM
13	Since we now receive daily mail deliveries, we would not want to give up this prompt service unless there is a significant cost reduction.	Jul 22, 2011 11:58 AM
14	I'm not sure if this would be less expensive or really needed. I wonder about the Carbon Footprint of adding another vehicle to be a courier. The USPS is already delivering things so the Carbon Footprint for our ILL service isn't big. A courier would add another vehicle to the mix. I don't see a great benefit.	Jul 21, 2011 1:29 PM
15	if it were more $$$ than USPS	Jul 21, 2011 9:11 AM
16	It would have to be cost effective to our borrowing habits.	Jul 21, 2011 8:54 AM
17	I am happy with the current system but am not opposed to changing to courier service.	Jul 20, 2011 2:50 PM
18	I cannot think of any reason not to participate.	Jul 20, 2011 11:57 AM
19	It would depend on whether it was as expedient as USPS library rate mailing is.	Jul 20, 2011 10:36 AM
20	No reason not to participate	Jul 20, 2011 9:50 AM
21	If it cost more to participate than it does to ship via USPS, we obviously wouldn't benefit from participating.	Jul 20, 2011 9:45 AM
22	Currently we ship as requested (sometimes its three days a week.	Jul 20, 2011 9:24 AM
23	For the moment, the current system is not too much of a burden.	Jul 20, 2011 7:44 AM
24	If the cost were more than it currently costs to participate, it would nt be efficient. However, if it were less, there would be no reason the library should not participate.	Jul 20, 2011 5:54 AM
25	As long as we could get the same level of service I don't see a problem as long as our costs did not increase appreciably	Jul 19, 2011 2:31 PM
26	If delivery service was less than three times per week and/or it cost more than our current method of mailing.	Jul 19, 2011 1:50 PM
27	no reason not too!	Jul 19, 2011 12:50 PM
28	Only if too costly.	Jul 19, 2011 11:16 AM
29	The evolution of information delivery will make a courier service obsolete within the next few years.	Jul 19, 2011 9:59 AM

Q13. Please share any final thoughts, questions, or concerns that you would like to relay to the Vermont ILL Task Force.

	Q13. Please share any final thoughts, questions, or concerns that you would like to relay to the Vermont ILL Task Force.	
2	I apologize for the delay in getting this back to you!	Aug 15, 2011 7:29 AM
3	I would love to see this service offered in Vermont.	Aug 13, 2011 10:05 AM
4	this would be great!	Aug 11, 2011 9:53 AM
5	Thank you for pursuing this option for all of us!	Aug 10, 2011 6:54 AM
6	Eliminating the packaging would be time saving. However, I do think getting materials for patrons would take longer and perhaps the materials lent would be out of the library for longer periods of time. Lee	Aug 9, 2011 7:21 AM
7	I would love a courier service, but would need more details. Using the post office ensures (usually) overnight delivery, and my patrons love that. If the courier service is too slow, then my patrons will ask me to use the USPS as it will be faster.	Aug 8, 2011 10:49 AM
8	Just to reinterate, while we are content with the way we handle ILL here at the SHCL, I DO feel some sort of state wide courier service is the more logical/economical and ethical way to go for ALL the libraries in the state.	Aug 6, 2011 6:15 AM
9	The ILL plan needs to be linked to an upgrade/improvement of the Union Catalog for the state. Currently it seems to be hopelessly outdated, at least regarding deletions. If the DOL's new ILS aids this upgrade so much the better, but small libraries still in the planning stages of automating need guidance as to what that system will be, and when it will in place. Will it be KOHA or Evergreen, and what will it cost. Small libraries may not be able to afford the cost of either of these systems, and the costs and confusion(?) of using a consoritial system will have to be explained. There should also be funds available to help all those small libraries who, on their own, have already automated using such sytems as LibraryWorld and others, to convert to whatever the default system is. I know the DOL has budget constraints but the small libraries are similarly cash strapped. Any change to another system will be an unplanned expense.	Aug 5, 2011 7:38 AM
10	If I could have and give the same level of service, in terms of packages getting places at the same time rate as now, I would be happy to reallocate postage monies to this service. I am asking for three times a week because I don't think we have the volumne to ask for five days, but I already anticipate delays because of this. I wish you the best of luck with this and if I could help in any way, please let me know.	Aug 5, 2011 6:41 AM
11	Would a courier service be quicker than USPS? That would be the advantage in addition to cost savings.	Aug 4, 2011 11:40 AM
12	Grant monies received for ill postage help to offset the costs of providing this service. Once our holdings are available through OPAC, there may be an increase in ill loan requests.	Aug 4, 2011 10:43 AM
13	ALA should work out a deal or new strategyl with Postal Service to help their survival and to aid libraries. They already had the largest fleet of trucks in US we do not need to duplicate?	Aug 4, 2011 8:33 AM
14	Thank you for looking into another option. Jill	Aug 3, 2011 2:35 PM

Q13.	**Please share any final thoughts, questions, or concerns that you would like to relay to the Vermont ILL Task Force.**	
15	In the past we have not loaned or borrowed that many ILL's. During the past two months our ILL's have increased dramatically, so if this trend continues a courier service may interest us more. Also I am not sure how much is proposed for the courier service fee, whether it is a flat rate or by deliveries and pickups.	Aug 3, 2011 1:39 PM
16	Since we are open only M-W-F, the "delay" of using mail service does not seem so great. Interest in the courier service is highly dependent on the cost of postage and possible reduction of postal service in the future	Jul 31, 2011 8:45 PM
17	This could be a good thing if it doesn't cost more than we currently spend.	Jul 29, 2011 8:59 AM
18	It would be awesome to have statewide ILL service. A person could use their Vermont driver license as a library card to request materials from any library in the state. Items could either be returned directly by the mail or returned to any library for return to the originating library if an inexpensive courier system were in place. Thanks for all your work!	Jul 29, 2011 8:21 AM
19	Thanks for looking into this ---- ideally, we would love to pay no more than $500 (yes, we are paying a bit more than that now). Thanks	Jul 28, 2011 10:55 AM
20	We would love this service! I'm guessing that our in-state lending & borrowing are around 2/3-3/4 of our total ILL, which brings our annual postage to about $2300-$2500. If a service were less than or equal to our current postage, it would be worth it to us.	Jul 28, 2011 10:48 AM
21	Low volume doesn't necessarily mean we would not participate, it just makes the decision less obvious.	Jul 28, 2011 10:43 AM
22	We currently spend approx. $2.68 for each book we return. If we paid for both sending and receiving our cost would be about $150 a year. That would be an option that we would consider. For high volume libraries, a courier would be great, I'm sure.	Jul 27, 2011 2:11 PM
23	Similar system of van delivery in existance in NH. Works very well. Delivery frequency is based on volume, and the routes each day are known. This makes it easier to select lending libraries by van route. Another component of the NhuPAC system (NH) is an easier-to-use borrowing string, enabling request to cycle through selected libraries at a given rate rather than waiting for a negitive reply and asking again.	Jul 27, 2011 1:09 PM
24	Our current costs for sending / receiving books came to about $425 for about 310 books. We were able to keep costs low by using our local folks who pass by different libraries on their way somewhere to drop off / pick up books for us. I also frequently went the NERL to pickup / drop off, thereby saving both libraries money. With a courier I would be paying for these so my costs would likely be higher. Anything that could bring the overall cost down would be great because our patrons are requesting more and more books from elsewhere. Thanks for doing this. Keep up the good work.	Jul 27, 2011 9:36 AM
25	More of the cost for a Courier system should be covered by large users. (MDY would be one!)	Jul 27, 2011 8:41 AM
26	If there was a cost-effective courier service our borrowing requests from VT libraries would probably increase.	Jul 27, 2011 6:53 AM

Q13. Please share any final thoughts, questions, or concerns that you would like to relay to the Vermont ILL Task Force.

27	A courier service would probably be regional. Sometimes our patrons request books that are only available at college libraries. We would likely need to still use the post office for those requests.	Jul 26, 2011 8:26 AM
28	I already indicated this in a couple of the questions, but I'll say again that it's hard for me to judge how much this would help and if it would be any cheaper than USPS or even how often we'd need it until we're well into being available separately on Web2.	Jul 25, 2011 1:50 PM
29	Would love a statewide ILL courier service. Would like it designed to keep shipping costs down.	Jul 25, 2011 12:02 PM
30	In thinking about this: Our share of the service would need to be roughly equal to the postage we'd save (approx$350) and with similar service; ie: books requested arrive in 1-5 days. Also, we are only open 18 hours a week... makes me wonder about the drop off/pick up issues... That is what comes to mind as I fill out the survey. Thanks	Jul 23, 2011 9:04 AM
31	I can't imagine that a weekly courier service would be more economical or environmentally sound than shipping books via USPS--unless of course lots of large items (e.g. book sets, puppet shows, storywalks, etc.) became available for loan from the DOL.	Jul 22, 2011 1:51 PM
32	At the New Hampshire library where I last worked, it did not cost the library anything to use the state's van service. I think the NH State Llibrary used federal funds to pay for the service. Thank you for investiging this possibiity!	Jul 22, 2011 11:58 AM
33	A statewide service would just bring ILL to another level for our patrons...I imagine it would cut costs on supplies too! great idea!	Jul 22, 2011 10:51 AM
34	The only reason to switch from using the post office to a library courier service would be to reduce costs or improve service. Since the service that we receieve from the USPS meets our needs very well, the only reason we would have to consider switching would be substantial cost savings.	Jul 22, 2011 9:11 AM
35	I can see the frustration that some libraries have in postal rates increasing, but I also feel that a courier service would be complicated, expensive and add another layer to fossil fuel comsumption.	Jul 21, 2011 1:29 PM
36	I would really welcome a service like this! At times (as a one person library) I feel like a postal worker - without their pension. :) Thanks for investigating the possibilities of a courier service.	Jul 21, 2011 12:43 PM
37	A good idea if it is financially feasible	Jul 21, 2011 11:23 AM
38	A shared pool of money from each library determined by some formula based upon the total of ills in and ills out, plus the cost sharing grant and population/circulation/patronage statistics - sounds complicated but someone with such abilities might be able to come up with a sensible formula - administered like a loan. Just a thought, it might be too much paper work and excess administrative headache!	Jul 21, 2011 9:11 AM
39	Our local post office is next door to the library, so it's easy for us to mail ILLs up to 6 times per week. I don't think it makes sense for a courier service to visit our library more than 3 times per week, but I'd expect a reasonable savings if we	Jul 21, 2011 8:47 AM

	were to switch.	
40	We think it would be WONDERFUL to have a state-wide ILL van!!!	Jul 20, 2011 2:47 PM
41	We are excited at the prospect of participating in a state wide courier service. Our only concern is the possibility that it would cost more than we currently budget for USPS. This will be great for our state and our library. Thank you	Jul 20, 2011 1:55 PM
42	Would the state be picking up part of the tab? Would I still have to mail books to libraries that choose not to participate? That would add to my expenses, if too many libraries choose not to participate, it could end up being more expensive than not.	Jul 20, 2011 12:48 PM
43	This is a great idea I had this at the other library where I worked. In a small rural area it is difficult, It would be a great opportunity for someone who enjoys to drive, is retired, would make a great part-time job.	Jul 20, 2011 10:57 AM
44	Thanks for your efforts looking in to this! Would it also be used to return books to other area libraries that were inadvertently returned to the wrong library? thanks	Jul 20, 2011 10:36 AM
45	We do a large volume in ILL and would want courier service to our library as often as possible. Mail comes 6 days per week, so anything less than 5 days would mean a reduction in delivery time for us.	Jul 20, 2011 9:50 AM
46	Due to when we make our budget for the town, we only have $300 per year allocated to ILL. Everything over comes out of fundraing or other types of donations. Also, our patrons like the speed with which we get items for them. I'm sure they would adjust to any changes we make. I don't know how cost effective a courier service would be to us because we are so far out. It would work if all the other Grand Isle County libraries participated. Thanks for the effort you are putting in to see if it will work.	Jul 20, 2011 9:24 AM
47	Requests from other libraries have increased 55% over last year. This undoubtedly has to do with the fact that it's now more time consuming to access the VOKAL/Cloud libraries.	Jul 20, 2011 9:23 AM
48	This is a great idea!	Jul 20, 2011 9:19 AM
49	One challenge we've run up against lately is finding books that are no longer in our collection or the lending libraries collection, but still listed on the state catalog. We send records to TSU weekly, new adds and discards. If there was a way for libraries to access their account or add and delete books on their own, that would be great.	Jul 20, 2011 9:06 AM
50	We would be happy with a courier service if it was reliable.	Jul 20, 2011 8:24 AM
51	I like the suggestion made thru VALS by someone that if an item is less than $6 (or some other amount) at Amazon, that it should not be iLLed. Reasoning: it costs more to ship to and fro and takes longer to get than if it were purchased by the requesting library. Could the Task Force make this a recommendation? My concern on a state wide courier service is timeliness. USPS can get an item somewhere in 2 days. I don't want to wait 4 or 5 days until the courier brings it to us.	Jul 20, 2011 8:24 AM

Q13. Please share any final thoughts, questions, or concerns that you would like to relay to the Vermont ILL Task Force.

52	Too many libraries are still on Pubcat and not directly searchable. Libraries listed individually are borrowed from more often and will feel even more of an increased burden if borrowing is made easier. There is also a great inconsistency in who will lend what, and as a library who honors any request I find it annoying when a library on the new book or audiovisual lender list turns down requests. If we want a statewide system we need to be willing and able to share statewide and consider all Vermont patrons to be equal. I think there may be a challenge too with libraries who charge out of town residents for service as increased ease of borrowing will see their collections in higher demand. Lastly, I think that if this service is developed there needs to be a serious effort to have all libraries participate and make sure cost is affordable to all. If it becomes a service that only certain libraries have it creates inconsistencies in service to patrons that do the image of the libraries an injustice.	Jul 20, 2011 8:02 AM
53	We already have an informal trade agreement with some other local libraries ; we would be willing to expand and do more dropping of, like we do at Midstate in order to save postage	Jul 20, 2011 7:04 AM
54	Ill is a great benefit to the patrons of the library. Finding the funds to meet the demands of the patrons has been challenging in the past 2 years. Any steps made toward lessening the cost, but providing the same service would be wonderful, if possible. Thank you for your time dedicated to this purpose. I wish you the greatest success!	Jul 20, 2011 5:54 AM
55	Answer to #11 is a qualified "yes". It depends on the specifics, but I would work with the board to reallocate some portion of our postage budget.	Jul 19, 2011 5:33 PM
56	Thanks!	Jul 19, 2011 2:31 PM
57	Last year our ILL numbers were low as we were without a librarian for several months (our only paid staff member). We have already exceeded that number of ILL requests and borrows.	Jul 19, 2011 2:30 PM
58	If a courier service works for other libraries and the cost is less than they are paying now in shipping it would make sense for them. My method of picking up and delivering books when I do errands in other towns works for our library. For the few times that I need a book from a town far away I would be willing to pay for the cost of recieving and sending back the materials.	Jul 19, 2011 12:57 PM
59	Wonderful idea and we would fully participate. Questions to think about: Insurance for courier, how many couriers, who is responsible for the the car and maintence, who is responsible for items delivered to the wrong place?	Jul 19, 2011 12:50 PM
60	This is a pretty rural state; an astounding number of books scramble daily among all four corners. It seems that between the USPS and UPS there are already "courriers" in place. It is hard to imagine that having 10 or more vans (and their drivers), with the requisite salary, benefits, maintenance, heated garages(AV package protection) and insurance, on the road throughout the state on a daily basis plus one or more salaried persons to "direct traffic and coordinate stops" could be as efficient and even less expensive than the postal service and UPS!!! Can't wait to see the results!	Jul 19, 2011 12:02 PM
61	Depend on how far the courier can ship materials thru statewide. It's may be more efficence for courier if we trying to borrow within the county libraries first and have courier for county instead of statewide (alot of driving= cost).	Jul 19, 2011 11:44 AM

Q13. Please share any final thoughts, questions, or concerns that you would like to relay to the Vermont ILL Task Force.

62	I would want small, medium and large libraries to have fair and equal access and service.	Jul 19, 2011 11:34 AM
63	I use conscience fine money and budgeted funds under $100.	Jul 19, 2011 11:32 AM
64	We really feel that this should be a state funded project and that the legislature and state government should be highly pushed to provide this service. In light of all our help to the state government providing their tax forms, help on filing e forms, etc. without compensation or help to the libraries, this courier service should be advocated for our libraries.	Jul 19, 2011 11:16 AM
65	Courier service could be useful for other materials sharing as well, if space allowed. I would gladly welcome this change!	Jul 19, 2011 11:08 AM
66	Thanks for asking........	Jul 19, 2011 11:08 AM
67	We are quite happy to pay for this service. We believe that it is an important service to offer our patrons.I doubt a courier service would be cheaper with the price of gas.	Jul 19, 2011 10:40 AM
68	We are getting along as we are now, as I am phsycally getting books from another library, therefore there is no postage paid. So far it has worked fine because we have to travel there, anyway.	Jul 19, 2011 10:15 AM

Appendix B: Summary of environmental scan/interviews with other states

1. What types of libraries participate in your delivery service? (public, academic, school, other...?)
Every state surveyed reported that public and academic libraries participate in their service. In some states, school, special, and state libraries also participate. In NH, it's mostly public libraries and an occasional school. The academics have their own courier service.

2. Are there any conditions or prerequisites for libraries wishing to participate in the service?
Some states require libraries to be members of a network or shared system; others do not.

3. How is the service funded? (state funding/contributions from libraries/grants/some combination/other)
- 1: paid for totally by participating libraries (ME)
- 1: combination of paid directly by libraries, by networks, and by public higher ed group (FL)
- 1: combination of state and federal (LSTA) funding (roughly ½ and ½) (CT)
- 1: totally state funded (MA)
- 1: combination of federal funds and payment from participating libraries (½ and ½) (SD)
- 1: combination of state funds and payment from participating libraries (roughly 40:60) (CO)
- 1: LSTA (NH)

4. Who runs the delivery service? (library system/outsourced/other)? Did you consider any other methods?
- 5: private courier service
- 1: two parallel services: one state-run, one private (CT)
- 1: state run, owns vans, state library employees drive (NH)

5. How often do libraries get deliveries?
Varies from 1-5 days per week; libraries have the option of choosing a different summer schedule.

6. Are there different delivery frequency schedules for different libraries, and how are they determined?
Usually, individual libraries select how many days a week they would like service. In two states (CT and NH), the state determines this based on library size, volume of materials shipped, and logistics.

7. Does your state have a shared/union catalog?
- 3: yes
- 1: no (FL)
- 2: multiple shared systems/networks (MA, CO)

8. Are borrowers in your state allowed to make direct requests (unmediated) via the library catalog for materials from other libraries?
- 4: yes
- 3: no
- In NH, only within their one consortium.

9. **What about people in communities who are not served by a library?**
   ● 1: Patrons served by "books by mail"; must pay return shipping. (ME)
   ● 1: Towns without libraries (guest towns) contract with neighboring (host) towns; their residents can get borrower cards (good statewide) from the host library. Host town is paid by guest town through negotiated agreement and also receives guest town's state library grant ($1500/year).
   ● 1: Network does "mediated lending" for people in those towns.

10. **Rough # of patrons in service area/Recent usage/Annual cost (if known)**
    ● Maine: pop. 1.3 million; no data on delivery usage
    ● Florida: pop. 18.8 million; 962,839 items delivered (2010); $502,623
    ● Connecticut: pop. 3.5 million; over 3 million items delivered (2010) $580,000
    ● Massachusetts: pop. 6.5 million; 15 million items circulated (date?); $2.7 million
    ● South Dakota: pop. 814,180; no data on delivery usage
    ● Colorado: pop. 5 million; 5.25 million items delivered; $1 million
    ● NH pop. 1.3 million; 800,000 items shipped.

11. **Any changes/trends in funding?**
    ● Both CT and MA report finding ways to lower costs (via renegotiation of pricing or changes in workflow).
    ● State/federal funding is always at risk of being reduced/eliminated.
    ● NH Had to cut $250,000 from budget and they lost supplemental van drivers who did a couple of routes a week. At first they eliminated 27 libraries from the service. Eventually service was returned. The Greater Manchester Integrated Library Cooperative System suffered the most from decreased number of delivery days.

12. **What problems do you perceive with this type of delivery system? What advantages?**
    Advantages:
    ● **Cost:** almost all libraries reported saving money over US Mail (Florida estimates that libraries would spend $1,294,092, as opposed to their current annual delivery costs of $502,623 – a savings of $791,469.) NH cost: $.44 per item each way.
    ● **Staff time/efficiency:** little or no packaging (MA is even eliminating slips)
    ● **Encourages sharing:** "When lending libraries pay for delivery by the item loaned, like with conventional mail, cost can be a powerful disincentive because the more libraries lend, the higher their cost. Site-based billing takes away that disincentive and encourages resource sharing" (FL); "Allows libraries (especially small libraries) to supplement their collections and serve their patrons by obtaining interlibrary loan items at minimal cost" (CT)
    Disadvantages:
    ● **Cost:** (from point of view of states/networks; funding often in jeopardy)
    ● **Staff time/efficiency:** "If [the program] is successful, libraries must do more work with the same staff levels" (MA); Increased volume, decreased funding. (NH); confusion in coding/labeling can lead to lost materials & delays (CO, CT);
    ● **Encourages (irresponsible) borrowing/sharing**: patrons requesting items then not picking them up (MA); libraries sometimes shirk building their own collections in favor of borrowing from another library (SD)
    ● **Other:** challenges finding/keeping vendors; if state-run, challenges getting new positions approved/filling vacancies; libraries running out of space (!);