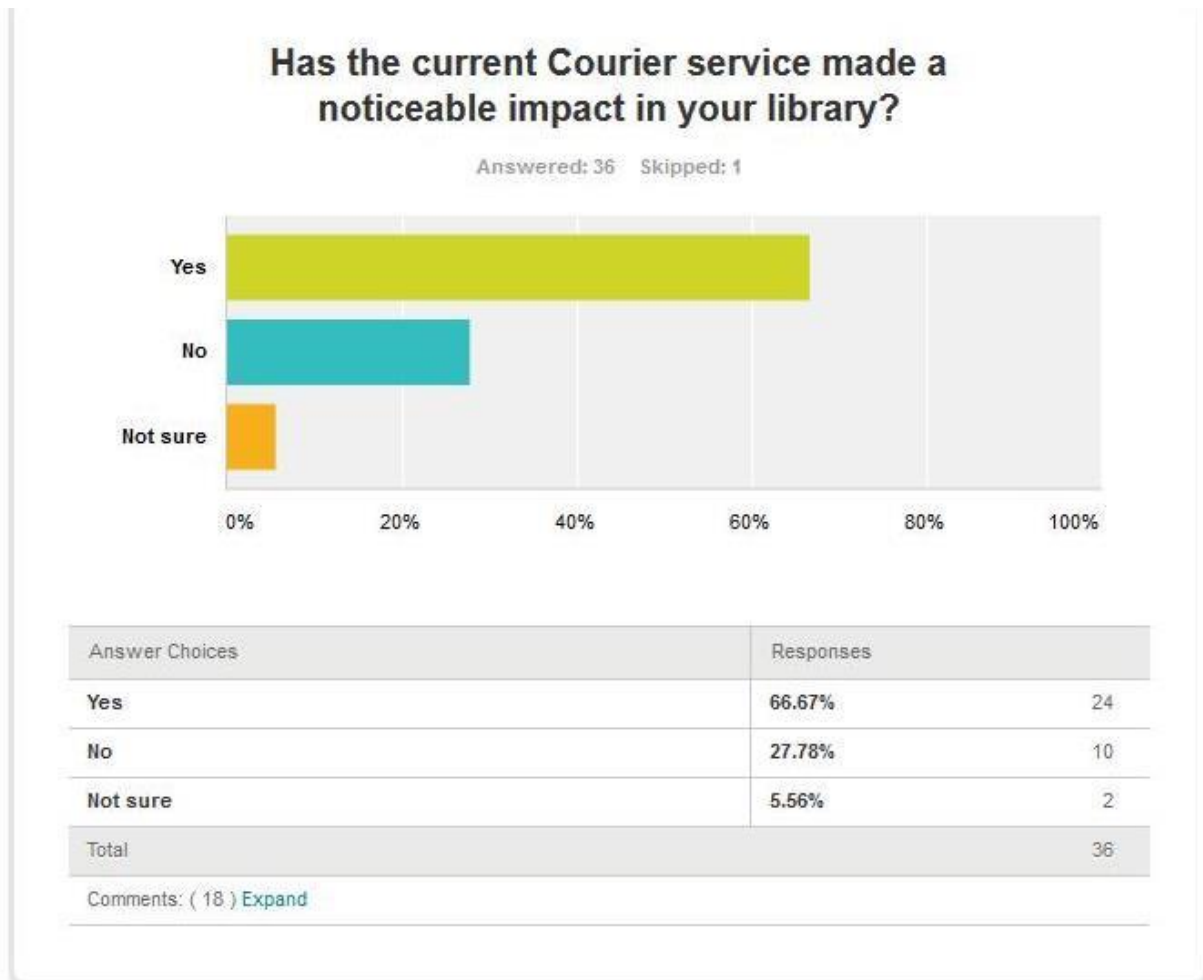


## Survey: Questions for Courier Participants from the Network Advisory Council

These results may also be reviewed online at [www.surveymonkey.com](http://www.surveymonkey.com)

User name: *mtlibrarysurvey*

Password: *mssl survey*



### Comments:

We have seen cost savings in the area of postage and efficiency gains in staff time.

5/2/2013 9:06 AM [View respondent's answers](#)

Though courier charges are not usually less than the corresponding postage, the time saved in both borrowing and lending is significant. Also, our library wants the courier system to grow and prosper, so we can live with the dollar inequities for the good of the cause.

4/29/2013 11:12 AM [View respondent's answers](#)

For the first several months the courier service was difficult. It increased our costs, provided slower delivery and was much more work for our staff. Over time, the process has gotten easier and more streamlined. We are now saving between \$60 and \$120/month on postage costs using the courier.

4/25/2013 7:46 AM [View respondent's answers](#)

non-members

4/24/2013 5:32 PM [View respondent's answers](#)

Used only for transporting "Ready 2 Read Goes wild

4/24/2013 5:01 PM [View respondent's answers](#)

We send a few books within the state, but our partner books are still carried principally by volunteers.

4/24/2013 4:57 PM [View respondent's answers](#)

We are not a part of the consortium at this point

4/24/2013 3:05 PM [View respondent's answers](#)

We are a hub for our little group of partners and we really need better ways to get things to them.

4/24/2013 1:31 PM [View respondent's answers](#)

Yes, we joined Partners and we would not have been able to afford it had it not been for the courier service. We have our own courier that takes our crates and ILLs to Missoula and they are shipped from there.

4/24/2013 1:15 PM [View respondent's answers](#)

New to the service. Wait for a trend in the data to emerge

4/24/2013 9:56 AM [View respondent's answers](#)

We are not currently using the courier service, but are possibly interested in participating.

4/24/2013 9:14 AM [View respondent's answers](#)

Do not use courier service at my library

4/24/2013 8:41 AM [View respondent's answers](#)

Lincoln county isn't eligible to use the service.

4/24/2013 8:06 AM [View respondent's answers](#)

We are able to borrow & lend more of our collection. The transport time is longer than the mail, but the cost is lower.

4/23/2013 2:22 PM [View respondent's answers](#)

Our library has a volunteer member who couriers our crates twice a week. We occasionally use an independant courier but seldom use the postal service. Sharing has become vital to our patrons and we are a net lender.

4/23/2013 10:14 AM [View respondent's answers](#)

Yes. A major cut in amount we spend for postage. Also, the school has benefited from our pickup and delivery of their material.

4/22/2013 8:43 PM [View respondent's answers](#)

My library is unique in that we have been using the courier, specifically Critelli, for some years now to ship all our Partners materials. The change in adding some ILL libraries' materials to that has been small.

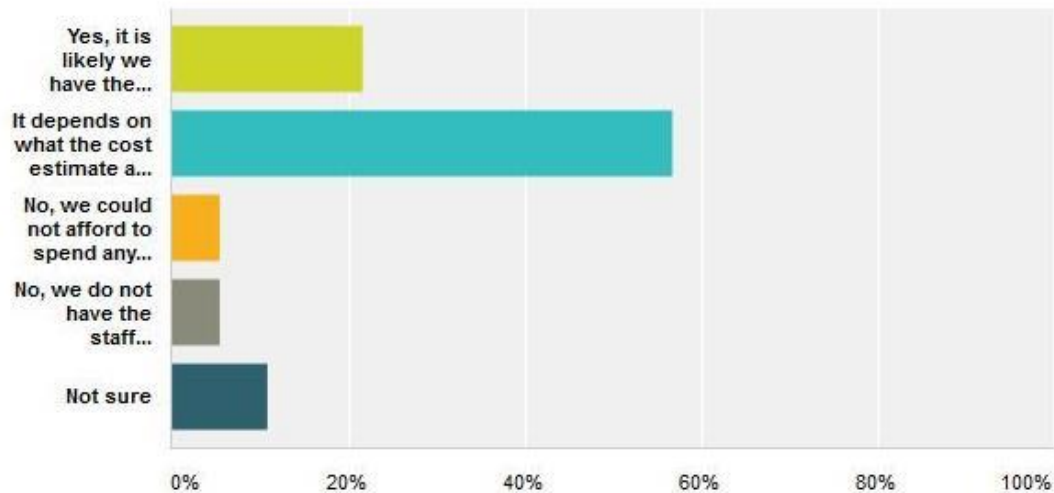
4/22/2013 3:55 PM [View respondent's answers](#)

It improves workload and workflow of ILL, primarily. Staff time is greatly reduced using the courier as opposed to postal service.

4/22/2013 2:07 PM [View respondent's answers](#)

## Do you feel you could commit to support an effort to expand courier service, both within Montana and regionally (in cooperation with services in nearby states such as Idaho and Washington)?

Answered: 37 Skipped: 0



Answer Choices	Responses
Yes, it is likely we have the financial and staff resources to support an expanded service.	21.62% 8
It depends on what the cost estimate and time commitment would be for our library.	56.76% 21
No, we could not afford to spend any additional funding on the courier.	5.41% 2
No, we do not have the staff resources to accommodate an increased volume of interlibrary loans.	5.41% 2
Not sure	10.81% 4
Total	37

Comments: ( 7 ) [Expand](#)

### Comments:

We are interested in being advised of the details as they emerge

5/2/2013 9:06 AM [View respondent's answers](#)

More useful to commit to a Montana expansion before thinking of regional service.

4/29/2013 11:12 AM [View respondent's answers](#)

I will find a way as it is 'that' important.

4/25/2013 10:43 AM [View respondent's answers](#)

We would suggest starting this as a pilot so that we can track the cost-effectiveness of the program. We could make a small financial commitment as long as we saw a commiserate reduction in our postage costs and/or increase in items borrowed for our patrons. We cannot commit to a project that increases our costs.

4/25/2013 7:46 AM [View respondent's answers](#)

We think it is an excellent idea but just need more information about cost, time, and logistics.

4/24/2013 12:52 PM [View respondent's answers](#)

This is a small library (13,000 items and 2 part time employees plus volunteers) It is difficult to keep up with out of state ILLs as it is - though I see great response and appreciation from patrons who use ILL and sharing groups.

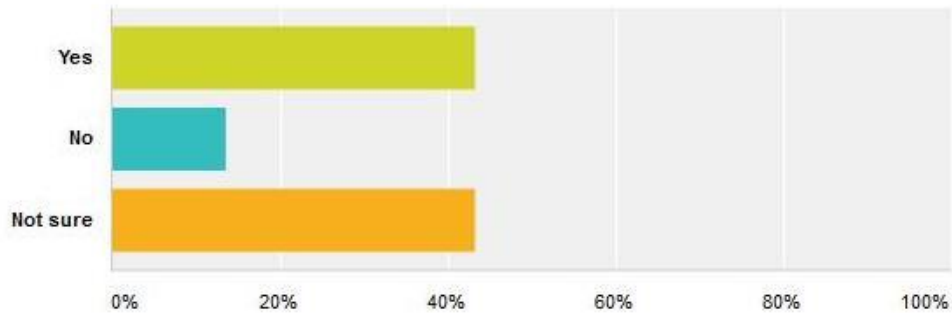
4/23/2013 10:14 AM [View respondent's answers](#)

The Library Director's husband serves as our courier pickup/delivery person. There has been no upfront cost for our library to participate in the courier system. We also have others who periodically offer to pickup and deliver material when in Helena - our hub.

4/22/2013 8:43 PM [View respondent's answers](#)

## Would your library benefit if the Courier service expanded to a more regional territory, i.e., moving into nearby states such as Idaho and Washington?

Answered: 37 Skipped: 0



Answer Choices	Responses
<b>Yes</b>	43.24% 16
<b>No</b>	13.51% 5
<b>Not sure</b>	43.24% 16
Total	37

Comments: ( 13 ) [Expand](#)

### Comments:

Depends on who participates, turn around time and other details.

5/2/2013 9:06 AM [View respondent's answers](#)

Yes, both Idaho and Washington have many libraries willing to lend at no cost, a key factor for us

4/29/2013 11:12 AM [View respondent's answers](#)

Access to more current and broader historical collections. It would also cut the cost of ILLs to and from the collective groups.

4/25/2013 10:43 AM [View respondent's answers](#)

Our library would definitely benefit from low cost interlibrary loan services from around the region. We do not have hard data to predict whether expanding outside of MT would be cost effective for Great Falls Public Library. We currently charge our patrons \$6.00/item to borrow from out-of-state libraries and so demand for items not available in-state is low. If we were to expand outside of the state, we would suggest doing so on a pilot basis to ensure that it is cost-effective before making a long-term commitment.

4/25/2013 7:46 AM [View respondent's answers](#)

Maybe to a small extent if inter library loan books could always come and go on the courier.

4/24/2013 4:57 PM [View respondent's answers](#)

North Dakota - Yes

4/24/2013 3:05 PM [View respondent's answers](#)

Not markedly. We would receive more benefit from a partnership with Wyoming.

4/24/2013 1:23 PM [View respondent's answers](#)

We ILL quite a lot a materials to Idaho and Washington. We also get material from these two states when no one in Montana has the items our patrons want.

4/24/2013 1:15 PM [View respondent's answers](#)

It would take care of some of our mailed ILL's and would be a benefit, but not a large benefit (we just don't have that many ILL's).

4/24/2013 12:52 PM [View respondent's answers](#)

Would be interested in relationships with Wyoming or the Dakotas.....

4/24/2013 11:41 AM [View respondent's answers](#)

And Oregon.

4/24/2013 9:56 AM [View respondent's answers](#)

I feel that this library would benefit greatly by an expanded courier; however, I worry that it would put a demand on staffing and funding that we may not have.

4/23/2013 10:14 AM [View respondent's answers](#)

Unsure of how this would work. 4/22/2013 8:43 PM [View respondent's answers](#)

**In what ways would the State Library's participation in the current Courier effort be helpful to the effort? What role do you see the State Library playing in the future of this effort?**

*Answered: 31 Skipped: 6*

Streamlined oversight and negotiating on our behalf with the provider.

5/6/2013 12:53 PM [View respondent's answers](#)

Maybe the state library could coordinate, do PR, provide dedicated staff person, recruit members, etc.

5/2/2013 9:06 AM [View respondent's answers](#)

State Library could usefully serve as a central place for information about the courier, especially useful for newly added libraries; for occasions when the membership needs to discuss a particular issue or policy; and for establishing a uniform system of statistics keeping. It is challenging sometimes, without an official centralized body, to get and keep all libraries on the same page. Continued availability of some LSTA to offset costs for new libraries would also be great.

4/29/2013 11:12 AM [View respondent's answers](#)

First, I'd like the State Library to think about whether they are willing to take this on--do they have the resources they need to administer this? They work really hard for us, and we ask them to do more and more. Second, if the State Library can take this on--it would be great if they could administer it but have a group of helper libraries that would share tips, training, or help straighten things out if they went awry. MSL is a good choice because it elevates and stabilizes the project--people know who runs it and that it isn't going to disappear in a few months so the work to transition is worth it.

4/25/2013 1:10 PM [View respondent's answers](#)

I would like to see the State Library provide leadership concerning the contact and recommendations for the access. Both Jennie and Sarah have had opportunities to form professional associations with those involved outside of Montana. These relationships have provided both of them the opportunity to hear how 'others' have and do form these types of partnerships. That said, we also have many librarians in the state who have come from other states that have courier service as well. I would hope the State Library would help to get this 'off the ground.'

4/25/2013 10:43 AM [View respondent's answers](#)

We believe that the State Library's participation in the Courier effort would be extremely beneficial. Focused communication to all of the libraries would facilitate any expansion efforts.



It has sometimes been difficult during the current courier project to know who exactly is in charge of communication and how decisions need to be made. Having the State Library participating could make expanding outside the state easier, rather than an individual library trying to coordinate those efforts. That being said, state bid processes could also complicate the effort.

4/25/2013 7:46 AM [View respondent's answers](#)

It did a great job getting the program started

4/24/2013 5:32 PM [View respondent's answers](#)

Administrative duties

4/24/2013 5:01 PM [View respondent's answers](#)

Hopefully some funds could be directed to the courier to make it possible for small libraries to enjoy full service.

4/24/2013 4:57 PM [View respondent's answers](#)

Coordination and expertise from previous experiences

4/24/2013 3:05 PM [View respondent's answers](#)

There is still much confusion among libraries as to filling out the courier slips correctly. Maybe the state could help with that.

4/24/2013 1:31 PM [View respondent's answers](#)

Any financial assistance would be greatly appreciated, as well as the ability to provide staff capable of providing work hours and expertise to the set up and general maintenance of the courier project. Money, staff time, expertise, communication.

4/24/2013 1:23 PM [View respondent's answers](#)

I think the State Library is crucial if this project is every going to be funded in any way other than individual libraries. It makes sense that the State Library would be the one in charge because they have the bargaining power and things in place to get the best deals for all the libraries. (And the muscle behind anything they decide or to enforce a contract).

4/24/2013 1:15 PM [View respondent's answers](#)

I don't think the State Library needs to do anything more for the current effort. For the future, their help in coordinating regional efforts would be enough.

4/24/2013 12:52 PM [View respondent's answers](#)

negotiating with larger courier services & logistics of interstate service

4/24/2013 12:12 PM [View respondent's answers](#)

Not sure....unless there would be money to help off set the cost for libraries.

4/24/2013 11:41 AM [View respondent's answers](#)

Helping to better plan routes, as some should be daily while others 2X a week.

4/24/2013 10:45 AM [View respondent's answers](#)

Maybe helping with the coordination and communication between libraries. There is some confusion over how address labels, who is a part of the system, etc.

4/24/2013 10:45 AM [View respondent's answers](#)

Expand the number of libraries participating, especially academic libraries. Brokering rate, keeping stats, keeping costs down, and looking for ways to expand the service.

4/24/2013 9:56 AM [View respondent's answers](#)

It would be great if the State Library could help to defray some of the start-up costs.

4/24/2013 9:14 AM [View respondent's answers](#)

Assistance in funding is always appreciated!

4/24/2013 8:58 AM [View respondent's answers](#)

Monitor individual agreements between courier and libraries to ensure the libraries aren't paying too high a price compared to other libraries receiving identical services.

4/24/2013 8:06 AM [View respondent's answers](#)

funding for libraries that may not be able to afford it

4/24/2013 7:55 AM [View respondent's answers](#)

Unsure.

4/23/2013 11:31 AM [View respondent's answers](#)

It would be my hope that the State Library could offer opportunities to continue to coordinate the courier program and streamline the delivery, hub, sharing process as well as to offer avenues for funding so that all libraries could participate.

4/23/2013 10:14 AM [View respondent's answers](#)

There is a need for a central point for coordination which could be the MSL. Oftentimes problems arise that need assistance from MSL.

4/22/2013 8:43 PM [View respondent's answers](#)

It would be helpful for the MSL to coordinate with Orbis Cascade on the courier's behalf.

4/22/2013 4:01 PM [View respondent's answers](#)

I would like to see MSL, in cooperation with the participating libraries, take a close look at the work flow of the company or companies performing the courier work and figuring out how to streamline their work flows or, if they aren't amenable to that, how to put the burden of certain aspects (e.g. sorting) of it onto libraries instead of courier companies.

4/22/2013 3:55 PM [View respondent's answers](#)

As we are considering multi-type libraries, I would like to see the State Library participate in the inception and organization, as they have the access to other states and those states can provide information and access to the people and ideas they have created over time. These states have been at this longer than we have and have seen the changes that might be helpful.

4/22/2013 2:15 PM [View respondent's answers](#)

May need to help provide the staff person to help facilitate.

4/22/2013 2:08 PM [View respondent's answers](#)

The project needs centralized management and organization to provide consistency in communication and procedures. The MSL is a perfect candidate for performing this role.

4/22/2013 2:07 PM [View respondent's answers](#)

## **Additional comments or suggestions?**

*Answered: 18 Skipped: 19*

What we could use is a better way to affix labels to books.

5/2/2013 9:06 AM [View respondent's answers](#)

Colorado and Illinois began their courier efforts about 25 years ago; today those systems are very strong. I believe we need to understand the time involved to really make a go of this. It may well be that it is impossible for the State Library to make a long-term commitment to a courier system, if that commitment is in the nature of a philosophical commitment, with the money portion to be worked out over time instead of up front. But a courier system makes so much sense to libraries, and I believe it would make sense to state library commissioners, to Montana citizens, and to our elected officials. The State Library is uniquely situated to strongly make the case.

4/29/2013 11:12 AM [View respondent's answers](#)

LOVE, LOVE, LOVE the courier project. We're doing a lot more loaning/borrowing with a lot less work. Thank you!!

4/25/2013 1:10 PM [View respondent's answers](#)

I believe that a multi-state courier would not only deliver access to wider collections of all types but would be cost effective for all libraries served. We cannot provide all materials, but with partnerships and sharing, we can provide what our users need.

4/25/2013 10:43 AM [View respondent's answers](#)

I feel that the small Montana libraries should be served before we branch out into a bigger area. We are 30 miles from the courier route. Being on a T junction, we handle many times more books than just those from or to our library. Volunteers carry books in this area, but the service is understandably not regular.

4/24/2013 4:57 PM [View respondent's answers](#)

At this time it is not cost effective for our library to participate in the courier system. Based on the number of Ill's that we do it is more cost effective to use the mail.

4/24/2013 2:42 PM [View respondent's answers](#)

I would love to see the courier project become viable for small libraries and for those libraries at the end of the geographic line. For us, cost and staffing have played an equal role in not joining. Cost also depended on other area libraries even smaller and more limited by staff and funding, so it was not a possibility for Carbon/Stillwater Counties.

4/24/2013 1:23 PM [View respondent's answers](#)

I really would like to see this courier service expand, but also the State Library to take it over.

4/24/2013 1:15 PM [View respondent's answers](#)

I would like to see the courier expand. However, cost must be a continual consideration. And we need other services from the State Library more than having them expend a lot of time and money for this project.

4/24/2013 12:52 PM [View respondent's answers](#)

The Partners group and the present courier system have worked very well for our library. We appreciate the cooperative effort of all those involved.

4/24/2013 11:41 AM [View respondent's answers](#)

Being an academic library we are concerned with turn around time for deliveries. Quick delivery is imperative for us to continue service.

4/24/2013 9:56 AM [View respondent's answers](#)

A fact sheet with costs, requirements, equipment, etc., to take to our boards would be very useful.

4/24/2013 9:14 AM [View respondent's answers](#)

When we loan maybe 30 books per school year and borrow maybe 50, courier service isn't a viable option for my library.

4/24/2013 8:41 AM [View respondent's answers](#)

Why would you need names and locations of responders to the survey?

4/24/2013 7:55 AM [View respondent's answers](#)

I think one mandatory renewal of materials would help the courier system be more successful. I have received items from the courier with only a couple of days until the due date. I have then put in a renewal request only to have it denied. Another possibility would be to determine the due date after the arrival of the materials.

4/23/2013 11:31 AM [View respondent's answers](#)

This has worked for our library because the Library Director's husband works in Helena 4 days each week and is able to pickup and deliver our library's material. If that situation changed, it would not operate as flawlessly as it does now.

4/22/2013 8:43 PM [View respondent's answers](#)

If the MT Libraries want to share resources then having an inexpensive way to move items would be a good thing. Some of the out of state libraries are cost prohibitive and the courier could put them within reach.

4/22/2013 4:01 PM [View respondent's answers](#)

Missoula Public Library will do whatever it can to support this project and its growth.

4/22/2013 2:07 PM [View respondent's answers](#)

**Responding libraries:**

N. Lake County Public Library

5/6/2013 12:53 PM [View respondent's answers](#)

Mansfield Library UM

5/2/2013 9:06 AM [View respondent's answers](#)

Livingston-Park County Public Library

4/29/2013 11:12 AM [View respondent's answers](#)

Clancy Library

4/25/2013 1:10 PM [View respondent's answers](#)

Miles Community College

4/25/2013 10:43 AM [View respondent's answers](#)

Great Falls Public Library

4/25/2013 7:46 AM [View respondent's answers](#)

Missoula Public Library

4/24/2013 7:11 PM [View respondent's answers](#)

Carnegie Public Library

4/24/2013 5:32 PM [View respondent's answers](#)

Montana State Library

4/24/2013 5:01 PM [View respondent's answers](#)

Twin Bridges Public Library

4/24/2013 4:57 PM [View respondent's answers](#)

Aaniiih Nakoda College

4/24/2013 3:05 PM [View respondent's answers](#)

Prairie County Library

4/24/2013 2:42 PM [View respondent's answers](#)

Whitehall Community Library

4/24/2013 1:31 PM [View respondent's answers](#)

Red Lodge Carnegie Library

4/24/2013 1:23 PM [View respondent's answers](#)

Plains Public Library District

4/24/2013 1:15 PM [View respondent's answers](#)

Rosebud County Library

4/24/2013 12:52 PM [View respondent's answers](#)

Butte Silver Bow Public Library

4/24/2013 12:12 PM [View respondent's answers](#)

Miles City Public Library

4/24/2013 11:41 AM [View respondent's answers](#)

Whitehall school district

4/24/2013 10:45 AM [View respondent's answers](#)

Boulder Community Library

4/24/2013 10:45 AM [View respondent's answers](#)

MSUB Library

4/24/2013 9:56 AM [View respondent's answers](#)

Stillwater County Library

4/24/2013 9:14 AM [View respondent's answers](#)

Whitefish Community Library



4/24/2013 8:58 AM [View respondent's answers](#)

Baker MS HS Library

4/24/2013 8:41 AM [View respondent's answers](#)

Lincoln County Public Libraries

4/24/2013 8:06 AM [View respondent's answers](#)

Fallon County Library

4/24/2013 7:55 AM [View respondent's answers](#)

Hearst Free Library

4/23/2013 2:22 PM [View respondent's answers](#)

Bicentennial Library of Colstrip

4/23/2013 11:31 AM [View respondent's answers](#)

Drummond School & Community Library

4/23/2013 10:14 AM [View respondent's answers](#)

Meagher County City Library

4/22/2013 8:43 PM [View respondent's answers](#)

BSB Public

4/22/2013 4:01 PM [View respondent's answers](#)

Hearst Free Library

4/22/2013 3:55 PM [View respondent's answers](#)

Miles Community College

4/22/2013 2:15 PM [View respondent's answers](#)

Belgrade Community Library

4/22/2013 2:08 PM [View respondent's answers](#)

Missoula Public Library

4/22/2013 2:07 PM [View respondent's answers](#)

Three Forks Community Library

4/22/2013 1:59 PM [View respondent's answers](#)