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Task 2: Courier Service

Montana Library Courier System:

Is There Potential?

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CHAPTER ONE
INTRODUCTION

As the fourth largest state, Montana serves a population of 944,632 (Census and Economic Information Center, 2007) with only 115 public libraries (Montana Library Network & Library Development Department, 2006). With so few public libraries covering such a vast area, access to materials can be a challenge. Most of the Montana public libraries use the interlibrary loan system to obtain and share materials (2006 Montana Public Library Statistics, 2006) and this has been a long tradition. “If interlibrary loan (ILL) is defined as the process of loaning library materials (returnable and non-returnable) between libraries to meet user needs, then Montana libraries have provided interlibrary loan to their users as a basic library service since Montana libraries began in the late 1800s” (Staffeldt, 2005, ¶ 1). The desire to maintain a superior level of access to materials is still very strong in Montana, including at the highest levels of the state library. Goal two of the Montana State Library Strategic Plan 2006-2011 entirely focuses on access to materials including discovery, request and delivery. It is the physical delivery of materials to patrons that is a special challenge due to distance between the public libraries of Montana.

Statement of the Problem

The goal of this study was to determine what the necessary components of a library courier system are and if a courier system is feasible to supplement current methods of physical material delivery for patrons.

Subproblems

Subproblem One: The first subproblem was to determine the design features and strategies of active statewide library courier systems.

Subproblem Two: The second subproblem was to determine the funding sources for active state wide library courier systems.

Subproblem Three: The third subproblem was to determine if there are any active library courier systems in Montana.

Subproblem Four: The fourth subproblem was to determine if a statewide library courier system will be feasible for Montana Public Libraries.

Research Questions

Research Question One: What are design features and strategies of current statewide library courier systems?

Research Question Two: How are statewide library courier systems funded?

Research Question Three: Are there active Montana library courier systems?

Research Question Four: Will a statewide courier system in Montana have the ability to meet the physical material movement needs of member libraries for greater access?

Definitions

Interlibrary Loan – The process by which a library requests material from, or supplies material to, another library because the material is not available in the local library of the user (Hilyer, 2006).

Public Library - A place where literary, musical, artistic, or reference materials such as books, manuscripts, recordings, or films are kept for use by patrons. “Provides library services to the public by means of central facilities, branch facilities, or bookmobiles” (Montana State Legislature, 2005, ¶ 1).

Library Courier System - Some arrangement of transportation that moves books and other library materials between at least two libraries.

Library Materials – Any item available for use within a library such as, but not limited to, books, music, DVDs and audiocassettes.

Delimitations/Limitations

This study did not address electronic document delivery but only the physical movement of library materials. Data from library courier systems including at least two libraries were used. Data for this study were taken from the Courier Survey Questionnaire – Out of State and Courier Survey Questionnaire – In State, both to be conducted by the Montana State Library. Only data from active statewide courier systems were used. Only data collected from public libraries were used.

Assumptions

It was assumed that the libraries outside of Montana that are surveyed by the Montana State Library have active, functioning courier systems that involve at least two libraries.

It was assumed that the statewide active courier systems have a formal design, governance, and funding.

Importance

There are several active library courier systems throughout the United States such as those in Colorado, Rhode Island and Pennsylvania. Libraries in the state of Montana have traditionally used the United States Mail as a way to move materials back and forth between individual libraries. In the past there has been a reimbursement system available through the Montana State Library to help defray these costs. Due to recent changes in the funding structure for Montana interlibrary loans, but the continual need of access to materials by Montana library patrons, a library courier system needs to be considered as an additional service for moving materials between libraries. By studying the elements of other courier systems and the needs of Montana public libraries for access to materials, this study can contribute to any consideration for forming a statewide library courier system in Montana.

This study used survey methodology to gather data regarding courier systems and whether a courier system might be a viable supplement to current ILL methods throughout the state of Montana. The two surveys conducted by the Montana State Library were designed to gather data about design features and strategies of current library courier systems, funding sources, what courier systems currently exist in Montana, and other data to determine the feasibility of a courier system to meet the needs of Montana public libraries.

CHAPTER TWO
LITERATURE REVIEW

Resource Sharing in Libraries

By adopting the U.S. Interlibrary Loan Code in 1919, The American Library Association formalized interlending amongst libraries. The code provided behavior for requesting and supplying library material within the United States. The Interlibrary Loan Code is still in existence, most recently updated in 2001. The idea of the resource sharing is

intended to complement local collections and is not a substitute for good library collections intended to meet the routine needs of users. ILL is based on a tradition of sharing resources between various types and sizes of library and rests on the belief that no library, no matter how large or well supported, is self-sufficient in today's world. It is also evident that some libraries are net lenders and others are net borrowers, but the system of interlibrary loan still rests on the belief that all libraries should be willing to lend if they are willing to borrow. (Reference and User Services, Interlibrary Loan Code for the United States Explanatory Supplement, 2001, ¶ 2)

Along with a formalized system, resource sharing amongst libraries greatly benefited from the opening up of transportation and communication lines in the early 20th century.

Railroads provided the first consistent and timely delivery service for library materials. Telephone service allowed libraries to discuss and agree upon sharing (Straw, 2003).

Other historical events such as the Great Depression also encouraged the sharing of materials. Budgetary constraints brought together groups of libraries into cooperative efforts. Despite the surge in funding after World War II, cooperatives did not dissipate but instead created bigger, more ambitious projects (Straw, 2003). With the expansion of technology into the library world, sharing resources reached a whole new level.

One such revolutionary project was the creation of the Ohio College Library Center, which is now known as the Online Computer Library Center or OCLC. What started as a group of 54 Ohio libraries is now the largest consortium in the world and one of the main purposes continues to be to help libraries lend materials (*About OCLC*, 2007).

The desire to cooperate “is strongly rooted in the library profession” (Straw, 2003. p. 275). Libraries continue to practice sharing by adhering to the American Library Association statement, “the sharing of material between libraries is an integral element in the provision of library service and believes it to be in the public interest to encourage such an exchange” found in the Interlibrary Loan Code (Reference and User Services, 2001, ¶ 1).

Interlibrary Loan

One of the main ways libraries share resources is through interlibrary loan. “Traditional ILL has involved identifying what the patron needs, locating it in another library’s collection, sending the request, receiving the material from the lending library, and when necessary returning the material when the patron has completed working with

it” (Slyhoff, 2005, p. 1). One of the key components of the process is the turn around time for the patron to receive their material.

Specific to this study are the use of surveys to measure satisfaction with interlibrary loan services. Fong (1996) and Landes (2001) both examined the use of interlibrary loan and user satisfaction. Landes (2001) found that a turn around time for material delivery of one to two weeks was acceptable to patrons. Fong (1996) also found that timeliness was a factor but not important enough to pay extra fees. Graham (2000) found that most user satisfaction surveys were in relation to the efficiency of interlibrary loan rather than the perception of the sharing of resources. Library patrons are generally satisfied with interlibrary loan services but time and cost are major factors in that satisfaction level.

Transportation of Library Materials

United States Postal Service

One element that has a great impact on the timeliness of materials is how libraries choose to ship those materials. According to Straw (2003), rail lines were the first significant transportation opportunity for library resource sharing. Until the fourth-class rate for library books was developed in 1928, it was cost prohibitive to ship library materials through the regular mail (Kielbowicz, 1988; Lawson, 1988). Even with the new rate libraries could only ship up to 300 miles. Beyond the 300-mile limit, the rates reverted back to regular parcel post. “Thus the preferred rate contributed to the development of statewide library systems serving rural residents, but did little to foster the nationwide distribution of books or long-distance interlibrary loans” (Kielbowicz,

1988, p. 194). By 1938 book postage became the same amount per pound regardless of distance. Today libraries still utilize the Library Rate from the United States Postal Service, although it has dramatically increased from the original 1.5 cents a pound to \$2.02 for under a pound today.

Currently the Interlibrary Loan Code for the United States (2001, ¶ 5.7) does not specify a particular method of transportation but only “that the supplying library should ship material in a timely and efficient manner to the location specified by the requesting library”. Most states have similar wording as the national code if they address shipping. But some, such as Montana, still imply or suggest the use of the USPS.

Although it is not directly mandated in the Montana Interlibrary Sharing Protocol that libraries must use the United States Postal Service, it is implied in the wording such as “‘Library Mail’ rate is applicable for most library materials with the exception of photocopies and generally is the least expensive method. However, rates change and in some cases first class or parcel post may be less expensive” (Montana Library Network, 1998, Responsibilities ¶ 16).

Courier Systems

Courier systems are emerging as another way to maximize library collections (Hamilton, 2004). A courier system “provides the legs which allow ILL to work” (Zelenski, 1990, p. 18). Zelenski (1990) pointed to specific statements that came out of a survey where many libraries express that the courier system is essential and patrons, especially those in small libraries have greater access to materials. “The courier system is critical to the operation of our library. Our patrons really feel that they have access to a wide variety of materials, and new residents in town are always pleasantly surprised to

learn that they have access to so many resources because of the courier service” (Zelenski, 1990, P. 18). According to Sellen (1999, p. 67), a courier system can “fulfill the needs of accessing expensive esoteric titles and supporting research interests that may be temporary or beyond the scope of a particular library’s collection development priorities.”

As shown by Graham (2000), courier systems also address the concern of speed that many patrons share. In the study that included ABC Express, a courier system, the courier is better than the average time of standard interlibrary loan (Graham, 2000). A rapid and reliable delivery service is essential, an idea that is also supported by Geiser (1996), Hilyer (2006) and Fong (1996).

Besides the added benefits for patrons, libraries see benefits from participating in courier systems. Workflows are stream lined by the elimination of weighing packages, applying postage and other packaging considerations (Shrauger, 2002). Lowering the cost of providing materials is also a common advantage cited in relation to a courier system (Stevens, 2003). Bright (1990) noted that the Western Slope Courier Service in Colorado “has proved to be cost effective and beneficial”.

Generally courier systems were mentioned in literature as a part of the whole of interlibrary loan system. The most extensive documentation on courier systems was the Oregon Library Association Resource Sharing Committee report authored by Wes Stevens (2003). This study not only specifically addressed problems and solutions for Oregon but also provides a portion that integrated knowledge that can be applied to any library deciding on a courier system.

No documentation on courier systems in Montana could be located.

Other Programs for Delivering Materials to Patrons

Books By Mail Programs

Besides shipping materials between libraries for patron access, materials can also be delivered directly to patrons. Two such programs are Books by Mail and Bookmobiles. These types of programs fulfill patron needs and involve the sharing of materials outside the library building walls.

Books by Mail programs can serve the homebound, disabled, and those otherwise unable to visit a library. A survey conducted in 1988 listed 104 public libraries that had a mail order delivery program, an increase of 29 from a survey conducted thirteen years earlier (Schillinger, 1993). According to Strauss (2003), San Francisco developed a program despite the fact that no resident lived further than two miles from a library facility. The San Francisco Public Library felt the need was great enough to justify the program. Suvak (1984) discussed the correlation between the rise of mail order catalog sales and the use of mail to serve patrons, both of which are increasing dramatically. The change of lifestyles is making a books by mail program more desirable. Besides San Francisco, other libraries list similar programs on their websites such as DeKalb County Public Library, Brooklyn Public Library, and Multnomah County Library.

Even smaller libraries are entering the realm of books by mail. In February of 2007 OCLC began piloting WorldCat Delivery. This is a service “that will test optional delivery of requested items directly to a user’s home or business address” (*OCLC Launches WorldCat Delivery Pilot*, 2007, p. 7). Twelve Montana libraries are the first

pilot participates. The libraries will test how libraries and patrons would use direct delivery. Further study and discussion will emerge from this project.

Bookmobiles

Bookmobiles are often used as an extension of conventional library services. Quite often the bookmobile can “offer patrons in outlying areas and those who can’t easily travel a quality of service they would not otherwise receive” (Wood, 1988, ¶ 2). Bookmobiles are another way of transporting materials for greater patron access. According to Edmiston (2004) there were 819 bookmobiles in 1995 but only 745 by 2001.

Bookmobiles are still being studied for their viability. A 2006 case study conducted by Dixon concluded that bookmobiles are still useful in rural Alaska but cost effectiveness depends on local circumstances and resources. Some factors that increase the success include stable funding, methods of delivery, use of technology, partnerships and community involvement.

There were only four bookmobiles listed in the Montana Library Directory, but only three listed as active.

Survey Methodology

According to Hiller (2001) and Gothberg (1990) surveys are a wide spread and frequently used in libraries. Most often, surveys are used in libraries to assess service quality and user satisfaction (Hiller, 2001; Gothberg, 1990; Miller, 2004). Besides addressing the local services a library can provide, surveys can be used to “permit the library to discover ways to improve its administration, organization, and services”

(Gothberg, 1990, p. 554). Another purpose of library surveys is to “discover ways by which library resources can be effectively related and integrated with other libraries in the state, region, or the nation (Gothberg, 1990, p. 554).

Miller (2004), Gothberg (1990) and Hiller (2001) all agree that in order to be effective, surveys must be designed carefully in order to obtain useful data that can truly be used to improve or assess service quality. Surveys should be user friendly, short, and uncomplicated to be effective.

With the dramatic increase in technology, online surveys have become more prominent (Evans, 2005; Gaddis, 1998). Online surveys are less expensive and software is available so that most people are able to produce one with little difficulty (Gunn, 2002). Online surveys provide flexibility since they can be presented on many platforms such as email, links and web sites. Another advantage is the ease of data entry and convenience for both the surveyor and the surveyed (Evans, 2005).

Despite the increase in popularity in online surveys, there are still fundamental weaknesses in this approach. Evans (2005) and Gunn (2002) both present similar concerns with online surveys, some of which are: different levels of computer expertise may be a source of response problems, technological variations, and security concerns with information. The author of any study using online survey methodology should acknowledge these concerns in addition to concerns about the survey methodology in general.

CHAPTER THREE

METHODOLOGY

Survey Methodology

The objective of the study was to acquire information from two different groups. The out of state survey provided data regarding experiences and the in state survey provided data about needs. Survey methodology was necessary to gather these data. One survey conducted by the Montana State Library was in regards to the library courier needs of all Montana public libraries. The other survey that was conducted by the Montana State Library was to gather data about current, functioning library courier systems.

Identification of Data and Data Sources

With only one hundred fifteen Montana public libraries in the state it was reasonable and necessary to survey all of the libraries to obtain data regarding courier needs. The public libraries were surveyed to obtain data regarding any current use of a courier system, potential needs for a courier and other questions related to the movement of library materials and access to materials for patrons.

As of 2004, twenty-seven states had some form of courier system but only eighteen were statewide (Stevens, 2003). These numbers had to be verified to see if they were still accurate. A sample of libraries from each of the states where there is a statewide courier system was surveyed. In addition the coordinator from each of the statewide systems was also surveyed using the same survey as libraries that participate in

courier systems. These libraries and coordinators were surveyed to obtain data regarding design features of the courier system, strategies used for maintaining a courier system and funding sources involved.

Both surveys were online surveys for the convenience of the libraries contacted, timeliness of the study, and to reduce costs. Paper copies were available to respondents if requested.

Data

The data used for this study were primary. The data were obtained from two surveys conducted by the Montana State Library. One set of data were the responses from the Courier Services Questionnaire – In State which surveyed Montana public libraries. (See Appendix A for a complete list of survey questions and responses.) The other data were from the Courier Survey Questionnaire – Out of State, which surveyed libraries participating in statewide courier systems and coordinators of those statewide programs. (See Appendix B for a complete list of survey questions and responses.)

Survey questions number nine (Does your courier system utilize hubs?), seventeen (Of the most used method, what are the best features?), and eighteen (Of the most used method, what are the worst features?) from the Courier Services Questionnaire - Out of State survey all directly addressed Research Question One: What are design features and strategies of current statewide library courier systems. Survey questions eight (Does your library participate in any kind of formal or informal courier system to transport materials?) and eleven (How is the cost paid?) from the out of state survey provided data to address Research Question Two: How are statewide library courier

systems funded. In addition, survey questions twelve (Has a cost analysis been conducted after participating?), thirteen (Has the courier system decreased your per shipping costs?), fourteen (Has the courier system decreased response time to requests?), and fifteen (Has the courier system decreased staff time spent on requests?) from the out of state questionnaire also addressed Research Question One by providing additional information about the operations of a statewide system. These survey questions captured data regarding cost analysis, response time and staff time.

Survey question thirteen (Does your library participate in any kind of formal or informal courier system to transport materials?) from the Courier Services Questionnaire – In State directly addressed Research Question Three: Are there active Montana library courier systems. The question was answered with a yes or no that provided data on any unknown and undocumented systems presently in place in Montana. Survey questions fourteen (How many years has your library participated in this courier system?), fifteen (How is the cost paid?), sixteen (Has a cost analysis been conducted after participating?), seventeen (Has the courier system decreased your per shipping costs?), eighteen (Has the courier system decreased response time to requests?), nineteen (Has the courier system decreased staff time spent on requests?), twenty (Is the courier system used for anything besides delivery and return of patron ILL requests?), twenty-one (How are items packaged?) provided additional information about existing systems.

Survey questions sixteen (Has a cost analysis been conducted after participating?), seventeen (Has the courier system decreased your per shipping costs?), eighteen (Has the courier system decreased response time to requests?), nineteen (Has the courier system decreased staff time spent on requests?), twenty (Is the courier system

used for anything besides delivery and return of patron ILL requests?), and twenty-one (How are items packaged?) also addressed Research Question Four: Will a statewide courier system in Montana have the ability to meet the physical material movement needs of member libraries for greater access. These questions provided data about certain features that may influence a Montana system such as cost and labor needs.

Organization of Data

The surveys developed by the Montana State Library consisted of questions that require a ranking of answers and single answer questions. There was room for comments. For the rating and single answer questions, the data were examined for frequency of answers. The data were sorted according to question and response patterns were examined.

Collection Instruments

Data obtained from the two surveys were collected and exported into an Excel spreadsheet for organization and analysis purposes. A version of the survey with all the responses was also provided in a Word document.

Review and Approvals

The Montana State Library designed and conducted all the surveys and collected the data. The Montana State Library granted permission to use data from the surveys for this study.

Analysis of Data

Sixty libraries responded to the Courier Survey Questionnaire – Out of State. Forty-eight of the one hundred and fifteen public libraries in Montana responded to the Courier Survey Questionnaire – In State.

Table 1. Respondents and Library Size

Number of respondents In State	Number of respondents Out of State	Size of Library
27	25	Small (service population under 5,000)
17	23	Medium (service population 5,001 to 24,999)
4	10	Large (service population 25,000+)
0	2	No response to question

Design Features and Strategies of Current Courier Systems

The idea of a library courier system is to move materials effectively. The first research question (What are design features and strategies of current statewide library courier systems?) aimed to identify the strategies of libraries with current courier systems and identify design features of these systems. The responses indicated that cost, reliability, and pick-up service were important parts of the strategy to move materials. In response to question seventeen (Of the most used method, what are the best features?) of the out of state survey it was determined that ten out of the fifty-six respondents ranked cost as the best feature. Thirty of the fifty-six respondents ranked reliability as the best

feature. Five of the fifty-six respondents ranked pick-up service as the best feature. Overall reliability was the highest ranked best feature followed by cost and ease by the currently active courier systems. One respondent remarked that “If you choose to use a courier service, make sure that it is RELIABLE. We STOPPED using the one in our area because dozens and dozens of materials were miss-delivered, or disappeared altogether!” Table 2 shows the ranking of features by active courier participants.

A prominent design feature of the courier systems appears to be a hub system. Seventy-one percent (71%) or forty-two of the fifty-nine respondents from the libraries that have operating courier systems utilize hubs in the design of the system. This percentage implies that hubs are an important feature of the courier system.

Table 2. Ranking of Features by Active Courier Participants

Features	Ranked as Best Feature	Ranked as Second Best Feature
Reliability	63%	0%
Cost	21%	35%
Ease	19%	21%
Pick-up Service	10%	25%

Funding Active Courier Systems

Under question eight (Does your library participate in any kind of formal or informal courier system to transport materials?) those surveyed responded to how their courier system was funded. Thirty of the fifty-six who responded to the question pay for the courier system out of the library budget. Twenty have other unspecified ways of paying and one library had no charges at this time.

Montana Courier Systems

Of the responding Montana Public Libraries thirty-five percent (35%) have some form of courier system. There are descriptions of commercial buses, individuals, and office supply trucks that provide the service. Eleven of the courier systems have some sort of financial charge, which the majority (seven of the eleven) pays out of their library budgets.

Of those who have some kind of courier system in Montana only one responded to having conducted a cost analysis. According to the response the cost of moving materials before was approximately \$4.00 per book before the courier and less than \$1 after the courier.

Ability of a Statewide Courier to Meet Montana Needs

Data gathered from the out of state survey indicates that there is a decrease in shipping costs, response time to requests but not a decrease in staff time spent on requests after the library has joined a statewide courier system. From the out of state survey twenty-seven responded that shipping costs were reduced, fourteen indicated that there was no decrease, and nineteen indicated they did not know. Thirty-three respondents indicated that there was a decrease in response time to requests; twenty indicated there was no decrease in time, and seven did not know. Only twelve responded that there was a decrease in staff time spent on requests. Forty-one responded that there was no decrease in staff time on requests and six did not know. These indications of were also supported by data that were obtained from the in state survey. Nine of the seventeen Montana libraries that indicated a courier system responded that there was a decrease in

shipping costs. Twelve of the seventeen indicated that there was a decrease in response time to requests. Six indicated that there was a decrease in staff time spent on requests.

Table 3. Summary of Responses to Particular Effects of a Courier System

	Decrease in per shipping cost	Decrease in response time	Decrease in staff time spent on requests
Out of state affirmative responses	45%	55%	20%
In state Affirmative responses	53%	71%	35%

From the standpoint of cost and response time, the data indicated that a statewide courier is well worth investigating for the state of Montana. The removal of cost and time barriers would provide greater access to materials.

Conclusion and Further Study

The initial data that were collected indicate that statewide courier systems are a positive addition to library services. From this initial survey, it appears that Montana should spend more time investigating the possibility of a statewide system.

Surveying a larger group of out of state libraries that participate in courier systems would have generated a larger set of data that information could have been pulled from. A larger response rate from the Montana libraries would have also enhanced the in state data collected and provided a more accurate picture of what couriers exist in Montana.

In an effort to further explore the concept of courier systems and whether they would work in Montana, more detailed surveys and other projects would need to be

undertaken. Follow up interviews could be conducted with those who responded to the out of state questionnaire to gain greater detail about the day-to-day workings of a courier system. More out of state libraries could be surveyed for initial information and then more follow up interviews could be conducted.

Another way to gain greater understanding of the effect of courier systems is through a cost analysis. A cost analysis should be completed on a library or group of libraries before and after they participate in a courier system in order to gain a greater understanding of the true cost, labor necessary and time spent on a request.

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APPENDIX A.

Courier Survey Questionnaire - In State

Name of Library (optional) - 48 total

Big Horn County Public Library
Bitterroot Public Library/Nansu Roddy
Blaine County Library
Boulder Community Library
Carnegie Public Library
Choteau/Teton Public Library
Chouteau County Library
Darby Community Public
Dillon Public Library
Drummond School Community Library
Dutton Public Library
Ekalaka Public Library
Flathead County Library
George McCone Memorial County Library
Glacier County Library
Glasgow City County Library
Havre-Hill County Library
Henry A. Malley Memorial Library
Judith Basin County Free Library
Laurel Public Library
Lewis & Clark Library
Lewistown Public Library
Liberty County Library
Livingston-Park County Public Library
Meagher County City Library
Miles City Public
North Valley Public Library
Petroleum County Community Library
Plains Public Library District
Polson City Library
Prairie County Library
preston town/county library
Red Lodge Carnegie Library
Richland County Library
Ronan City Library
Rosebud County Library
Stillwater County Library
Thompson-Hickman County Library
Three Forks Community Library
Twin Bridges Public Library
Valier Public Library
West Yellowstone Public Library

1. What Federation does your library belong to?

options: Broad Valleys, Golden Plains, Pathfinder, Sagebrush, South Central, Tamarack

<i>count</i>	<i>item</i>
12	Broad Valleys
2	Golden Plains
8	Pathfinder
9	Sagebrush
8	South Central
9	Tamarack

2. What size is your library?

options: Small (service population under 5,000), Medium (service population 5,001 – 24,999), Large (service population 25,000+)

<i>count</i>	<i>item</i>
4	Large (service population 25,000+)
17	Medium (service population 5,001 – 24,999)
27	Small (service population under 5,000)

3. Does your library have branches?

<i>count</i>	<i>item</i>
10	Yes
38	No

4. How do you move materials between branches? To choose more than one, Ctrl-Click on your selections.

options: US Mail, UPS, FedEx, Person, Other

<i>count</i>	<i>item</i>	<i>description</i>
21	US Mail	
1	Other	A volunteer or staff drives the material
1	Other	library-owned van runs M-F to branches
1	N/A	
1	Other	no branch
0	no branches	
1	US Mail,Person	We pay a courier and have a volunteer.

5. How do you move materials between other libraries? To choose more than one, Ctrl-Click on your selections.

options: US Mail, UPS, FedEx, Person, Other

<i>count</i>	<i>item</i>	<i>description</i>
2	Other	beer distributors and US mail
1	Person	
27	US Mail	
3	US Mail,Other	
6	US Mail,Person	
4	US Mail,Person,Other	Professional courier (after 9/4/07)
2	US Mail,UPS	
1	US Mail,UPS,FedEx	
1	US Mail,UPS,FedEx,Person	
1	US Mail,UPS,Person	

6. Approximately how many pieces do you ship in state per year?

options: 1-10, 11-25, 26-50, 51-75, 76-100, 101-150, 151-200, More than 200

<i>count</i>	<i>item</i>
3	1 - 10
5	101 - 150
1	11 - 25
4	151 - 200
2	51 - 75
8	76 - 100
1	Choose one
24	More than 200

7. Approximately how many pieces do you ship out-of-state per year?

options: 1-10, 11-25, 26-50, 51-75, 76-100, 101-150, 151-200, More than 200

count	item
12	1 - 10
2	101 - 150
6	11 - 25
2	151 - 200
5	26 - 50
5	51 - 75
6	76 - 100
3	Choose one
7	More than 200

8. Which service have you used in the last year?

options: US Mail, UPS, FedEx, Other Courier, Other

count	item	description
1		
1	Other Courier	we use US mail when rush or necessary
1	UPS	
28	US Mail	
1	US Mail,FedEx,Other	delivery by volunteers
4	US Mail,Other	Partner Bus Shipments & Bookmobile
4	US Mail,Other Courier	
2	US Mail,Other Courier,Other	Bus
2	US Mail,UPS	
2	US Mail,UPS,FedEx	
1	US Mail,UPS,FedEx,Other Courier	
1	US Mail,UPS,FedEx,Other Courier,Other	Employees who travel to East Helena

9. Please rank the following in most used (1) to least used:

options: US Mail, UPS, FedEx, Other Courier, Other

count	item	description
US Mail		
0		
37	1	
5	2	
3	3	
1	x	
1	yes	
UPS		
0		
2	0	
1	1	
14	2	
7	3	
2	4	
FedEx		
0		
3	0	
5	2	
11	3	
3	5	
Other Courier		
0		
2	0	
4	1	
1	1	Library-owned van to branches
1	1	Trailways - Bus

1	1	volunteers
3	2	
1	2	Bookmobile
1	2	Myself delivering
1	2	person between Havre & Chinook
1	3	Bookmobile
1	4	
1	4	Business delivers to Lincoln
4	4	DHL
1	NA	
Other		
0		
1	0	
1	1	Partner Bus Shipments
2	2	
1	2	delivery by volunteers
2	2	person
1	2	persons
1	2	Rimrock Stages
1	3	
1	3	Employee delivers to Branch
1	3	Person delivers to local college
1	4	person
1	5	
1	5	Deliver it myself

10. Of the most used method, what are the best features? To choose more than one, Ctrl-Click on your selections.

options: Reliability, Cost, Ease, Pick-up Service, Other

<i>count</i>	<i>item</i>	<i>description</i>
0		
3	Cost	
1	Cost,Ease	
1	Cost,Ease,Pick-up service	
9	Ease	
1	Other	It's right next door
9	Reliability	
6	Reliability,Cost,Ease	
1	Reliability,Cost,Ease,Other	close to library for delivery
2	Reliability,Cost,Ease,Pick-up service	
9	Reliability,Ease	
2	Reliability,Ease,Pick-up service	
1	Reliability,Pick-up service,Other	postal meter

11. Of the most used method, what are the worst features? To choose more than one, Ctrl-Click on your selections.

options: Reliability, Cost, Ease, Pick-up Service, Other

<i>count</i>	<i>item</i>	<i>description</i>
0		difficult to take packages for sendi
17	Cost	
11	No pick-up service	
1	No pick-up service,Cost	
1	No pick-up service,Cost,Unreliable	
1	No pick-up service,Other	speed (slow)
1	No pick-up service,Time of pick-up	
1	No pick-up service,Time of pick-up,Cost	
3	Other	volunteers don't show up because of
1	Time of pick-up	we can only use service once a week

2 Time of pick-up, Cost
 1 Unreliable

12. What is the average cost per piece?

options: \$1 or less, \$2 or less, \$3 or less, \$4 or less, \$5 or less, \$5.01 or more, Other

<i>count</i>	<i>item</i>	<i>description</i>
3	\$1 or less	
12	\$2 or less	
26	\$3 or less	
2	\$4 or less	
3	\$5 or less	
1	Choose one	
1	Other	free

13. Does your library participate in any kind of a formal or informal courier system to transport materials (i.e., commercial carrier, or materials delivered by grocery supply trucks)?

<i>count</i>	<i>item</i>
17	Yes
31	No

If yes, please describe the system.

An informal courier
 beer distributors
 Between Havre and Chester, we have the carrier of the Havre Daily News stop and pick up or deliver packages.
 I am assuming you are talking only about ILL's and not movement of materials between branches with our system.
 Currently between branches only - we pay a business who travels to Lincoln on a weekly basis to deliver materials to that branch
 Individual courier who works in Forsyth, lives in Hysham, and is willing to transport materials both ways.
 It is a private mail serice located in Msla who moves mail for county and city government
 Lake County Libraries Bookmobile, when it is in service.
 Lee's Office Supply out of Butte
 Partner Bus Shipments & courier between Lake County libraries via Bookmobile
 Send books to neighboring libraries with persons who work here, but live in neighboring towns. Lee's Office moves
 books along with regular visits to neighboring towns.
 Sometimes, an office supply truck picks up and delivers materials.
 Trailways Bus System
 We pay a courier to take stuff back and forth between Cut Bank and Browning once a week.
 We use a courier among the libraries in the Hi-Line shared system. The local newspapers deliver papers and now books among the Hi-line libraries.
 We use commuters who work in our community, but live in our branch communities
 We use Rimrock Stages to ship most of our Partner materials
 We will be paying Towne Mailer in MSLA to transport books between partner libraries after going live on MSC on 9/4/07

If yes, how is it funded?

<i>count</i>	<i>item</i>	<i>other description</i>
30	Choose one	
3	Donated time by company performing transport	
3	No charges for services are incurred at this tim	

this tim	1	Office Supply Vendor from Anaconda	No charges for services are incurred at
		transports items south. Two local commuters transport items West.	
	3	Other	Tamarack Federation funds
	7	Part of library budget	
	1	Private donations	

14. How many years has your library participated in this courier system?

options: Not applicable, Less than 1, 2-4, 5-7, 8-10, More than 10

<i>count</i>	<i>item</i>
0	
9	2-4
2	5-7
30	Choose one
5	Less than 1
1	More than 10

15. How is the cost paid?

options: Not applicable, By the piece, By the drop off/pickup, Other

<i>count</i>	<i>item</i>	<i>description</i>
1	2-4	Not applicable
5	By the drop off/pickup	
30	Choose one	
8	Not applicable	
4	Other	We pay \$15.00 per week for the trip.

16. Has a cost analysis been conducted after participating?

<i>count</i>	<i>item</i>
1	Yes
46	No
0	

If a cost analysis has been conducted what was the cost before the service began?

approx. \$4.00 per book
 No
 no service before this started

What was the cost after the courier service was started?

less than a \$1. per book
 this has not been calculated

17. Has the courier system decreased your per shipping costs?

<i>count</i>	<i>item</i>
9	Yes
33	No
5	Don't Know
0	

18. Has the courier system decreased response time to requests?

<i>count</i>	<i>item</i>
12	Yes
33	No
3	Don't Know

19. Has the courier system decreased staff time spent on requests?

<i>count</i>	<i>item</i>
6	Yes
39	No
3	Don't Know

20. Is the courier system used for anything besides delivery and return of patron ILL requests?

<i>count</i>	<i>item</i>
8	Yes
39	No
1	Don't Know

21. How are items packaged?

options: Individually, Bundled, Other

<i>count</i>	<i>item</i>	<i>description</i>
11	Bundled	
28	Choose one	
5	Individually	
3	Other	open crates, bags, nothing
1	Yes	Other

22. Other remarks

Crates
 For total numbers of books sent in and out of state I used both the numbers borrowed and those loaned.
 I would really like to see this happen for our state. Postage just keeps going up. There has got to be a better way.
 It's a long way from Alzada to Yaak.
 No courier service used.
 State ILL Reimbursement money goes toward our Partner Bus Shipments and/or postage for traditional ILL
 The bus system is an excellent way to move materials to other cities that are on the bus route. Because FCL has a courier and a van that goes to our branches daily, we could easily add FVCC, FHS, and KRMC to our route (with some subsidy if it got really big).
 The movement of materials with the couriers is one of the best, and cheapest, services we offer our customers.
 WE truly appreciate the great service and availability of materials to our patrons, and the cost is wonderful!!
 You may treat as non-applicable from question 13 and on if you are only talking about ILL's, rather than movement between branches. Thank you.

APPENDIX B.

Courier Survey Questionnaire - Out of State

Name of Library (optional) - 60 total

Alpena County Library@Michigan Electronic Library
Baker College of Owosso/MeL Delivery
Basalt Regional Library District
Basalt Regional Library District
Center Line Public Library
Central Michigan Univ
Colorado Library Consortium
Delta Township District Library/MeLCat-Promed
Eau Claire District Library/MEL Delivery
Elsie Public Library
Harney County Library
Hawaii State Public Library System/Logistic Support Section
Ishpeming Carnegie Public/MI Library Consortium
Keene Public Library
Manistee County Library/PROMED
Marshall District Library
MeL Delivery
MEL Delivery
MeL Delivery
MeL Delivery / ProMed
MeiCat
Mel-delivery
Millington Arbela District Library
New Hampshire State Library
Opperman Mem. Lib/ ProMed
Pro Med
Pro Med
ProMed
Promed
Promed
ProMed
ProMed
Pro-Med
Pro-Med (MeiCat delivery service thru Michigan E-Library system)
Pro-Med is the company called MEL by libraries
ProMed Statewide Delivery
ProQuest
Sunfield
Sunfield District Library
Sunfield District Library
Sussex County Library System
Velocity Express
Wickson Memorial Library/ProMed courier

1. Where is your library geographically?

options: Northwest, Southwest, Northeast, Southeast, Midwest

<i>count</i>	<i>item</i>
2	Choose one
40	Midwest
15	Northeast
1	Northwest
2	Southwest

2. What size is your library?

options: Small (service population under 5,000), Medium (service population 5,001 – 24,999), Large (service population 25,000+)

<i>count</i>	<i>item</i>
2	Choose one
10	Large (service population 25,000+)
23	Medium (service population 5,001 – 24,999)
25	Small (service population under 5,000)

3. Does your library have branches?

<i>count</i>	<i>item</i>
11	Yes
49	No

4. How do you move materials between branches? To choose more than one, Ctrl-Click on your selections.

options: US Mail, UPS, FedEx, Person, Other

<i>count</i>	<i>item</i>	<i>description</i>
17	Other	
1	Other	contracted delivery service
1	Other	Cooperative delivery service
1	Other	courier
1	Other	Courier service
1	Other	Inter-office mail
1	Other	MeL courier
1	Other	N/A
1	Other	N/A5
1	Other	NA
1	US Mail,Other	On-island delivery staff
0		Pro-med
1	Other	ProMed--statewide delivery system
1	Other	Purchased daily delivery service contrac
1	Other	we use a delivery service

5. How do you move materials between other libraries? To choose more than one, Ctrl-Click on your selections.

options: US Mail, UPS, FedEx, Person, Other

<i>count</i>	<i>item</i>	<i>description</i>
0		
28	Other	Dunne
2	Person	Courier
4	UPS	
1	UPS,Other	Pro-Med in Michigan
1	US Mail	MeL Delivery and co-op delivery
13	US Mail,Other	delivery service
1	US Mail,UPS	Courier
1	van delivery service	More than 200

6. Approximately how many pieces do you ship in state per year?

options: 1-10, 11-25, 26-50, 51-75, 76-100, 101-150, 151-200, More than 200

<i>count</i>	<i>item</i>
1	101 - 150
1	11 - 25
7	151 - 200
2	26 - 50
1	51 - 75
4	76 - 100
1	Choose one
43	More than 200

7. Approximately how many pieces do you ship out-of-state per year?

options: 1-10, 11-25, 26-50, 51-75, 76-100, 101-150, 151-200, More than 200

<i>count</i>	<i>item</i>
24	1 - 10
3	101 - 150
8	11 - 25
9	26 - 50
1	51 - 75
1	76 - 100
5	Choose one
8	More than 200
1	Yes

8. Does your library participate in any kind of a formal or informal courier system to transport materials?

options: US Mail, UPS, FedEx, Other Courier, Other

<i>count</i>	<i>item</i>
57	Yes
1	Part of library budget
2	No

If yes, how is it

options: Private donations, Donated time by company performing transport, Part of library budget, No charges

for services are incurred at this time, Patrons receiving materials pay, Other

<i>count</i>	<i>item</i>	<i>description</i>
35	Part of library budget	
20	Other	Library of Michigan
1	No charges for services are incurred at this time	
3	Choose one	
0		Yes

9. Does your courier system utilize hubs?

<i>count</i>	<i>item</i>
1	2
17	No
42	Yes

If there are hubs, how many are there?

0	
11	?
1	??
1	1
1	10
2	2
2	3

1	3?
3	5
1	6
1	8
3	don't know
1	More than 10
1	not know
3	unknown

10. How many years has your library participated in this courier system?

options: Not applicable, Less than 1, 2-4, 5-7, 8-10, More than 10

count	item
32	2-4
10	5-7
1	Choose one
5	Less than 1
10	More than 10
1	Not applicable
1	Other

11. How is the cost paid?

options: Not applicable, By the piece, By the drop off/pickup, Other

count	item	description
30	By the drop off/pickup	
1	By the piece	
3	Choose one	
1	LSTA funds	No
6	Not applicable	budget
19	Other	annual fee

12. Has a cost analysis been conducted after participating?

count	item
11	Yes
48	No
0	

If a cost analysis has been conducted what was the cost before the service began?

?
 after
 Assume at state level
 Assume at state level
 didn't participate in interlibrary loan
 mail items
 n/a
 not sure
 unknown
 we use to ship by Postal Service, very expensive

What was the cost after the courier service was started?

\$750 for 9 mos. working out to <50Cents per item
 .19 to .50 per piece depending on library. We move 5 million items
 ?
 cooperative pays as part of their services
 definitely less
 Don't Know
 Don't know
 Don't know
 minimal considering our loaning has risen
 n/a
 not known to me
 unknown

13. Has the courier system decreased your per shipping costs?

<i>count</i>	<i>item</i>
27	Yes
14	No
19	Don't Know

14. Has the courier system decreased response time to requests?

<i>count</i>	<i>item</i>
33	Yes
20	No
7	Don't Know

15. Has the courier system decreased staff time spent on requests?

<i>count</i>	<i>item</i>
12	Yes
1	US Mail
41	No
6	Don't Know

16. How were items previously shipped? To choose more than one, Ctrl-Click on your selections.

options: US Mail, UPS, FedEx, Person, Other

<i>count</i>	<i>item</i>	<i>description</i>
1	US Mail,UPS,FedEx,Other	intercampus mail
2	US Mail,UPS,FedEx	
2	US Mail,UPS	
1	US Mail,Person	
2	US Mail,Other	
22	US Mail	
2	UPS,Other	Cooperative delivery system
6	UPS	
1	Person	
15	Other	another carrier
0		another courier better system

17. Of the most used method, what are the best features? To choose more than one, Ctrl-Click on your selections.

options: Reliability, Cost, Ease, Pick-up Service, Other

<i>count</i>	<i>item</i>	<i>description</i>
0		
3	Cost	
2	Cost,Ease	
1	Cost,Ease,Pick-up service	
3	Cost,Pick-up service	
1	Cost,Pick-up service,Other	Expanded Catalog
3	Ease	
6	Ease,Pick-up service	
2	Other	We did not have the choice to choose No this system the State Of MI is using is not great
5	Pick-up service	
4	Reliability	
1	Reliability,Cost	
2	Reliability,Cost,Ease	
11	Reliability,Cost,Ease,Pick-up service	
1	Reliability,Cost,Ease,Pick-up	turn around time
2	Reliability,Cost,Pick-up service	
1	Reliability,Ease	
6	Reliability,Ease,Pick-up service	
2	Reliability,Pick-up service	

18. Of the most used method, what are the worst features? To choose more than one, Ctrl-Click on your selections.

options: Reliability, Cost, Ease, Pick-up Service, Other

<i>count</i>	<i>item</i>	<i>description</i>
0		
7	Cost	
1	No pick-up service, Cost	
13	Other	Required packaging
1	Other	It has been a huge asset
9	Time of pick-up	
1	Time of pick-up, Cost	
1	Time of pick-up, Other	Lost Books in Transit
2	Unreliable	
1	Unreliable, Other	USPS misses shipping timelines. USPS cost increases but not reliability. USPS damages boxed materials.

19. Other remarks

although we didn't have the shipping cost prior to participating in our state wide catalog project, the number of items

participation provides to our high school students and staff, the cost is significantly neegligible.

Carriers using their own vehicles are not as reliable as carriers using company vehicles that a company keeps up on

maintanience. Ran into drivers with car problems which cause issues on delivery.

Hawaii has the only statewide and centrally administrated library systems in the country. Being an island state, there

are obvious geographic separations that limit what and how materials are moved between

islands and branches. In the

different methodologies available, the USPS remains the most economical, albeit sometimes

unreliable in terms of

delivery timelines.

I know we have experienced a substantial savings in postage costs since starting Mel Delivery, but I'm not sure of the

exact \$ amount.

If you choose to use a courier service, make sure that it is RELIABLE. We STOPPED using the one in our area

because dozens and dozens of materials were miss-delivered, or disapeared altogether!

In Michigan, library courier service is traditional coop service, who are funded by direct and indirect state aid.

My answers didn't really fit this survey, because i run a statewide courier service moving 5 million items to 470 libraries.

Our cooperative has contracted with a medical supply company which delivers to all 25 locations in our cooperative

every day. Our items come quickly (usually). We process approximately 15,000 item out and 15,000 in each year. This

delivery service also has our state contract, so we use them for items to be sent outside our coop, but within the state.

Items being sent outside the state go by regular USPS.

Our courier system has been speedy with few errors.

Our courier system in Michigan is excellent and has definitely improved our service to our patrons, who love it.

Our state library van service is invaluable in providing ILL in state.

Really choose your service carefully the State of Michigan and MeL did not do a good job and the Staff are not easy to

work with

The courier service allows us to be part of a statewide interloan system that is faster and less expensive than using US

postal services

The questions in this survey were very skewed - difficult to answer for our delivery service

models.

the state-wide, state-funded courier service is essential to us, we would not be able to afford shipping costs

This has made a huge impact on our library and how much our patrons are using this service.

Before we had a few

people who interloaned items, now that they are able to do it for themselves our interloans have probably quadrupled at

This service does a good job and the turn around time is so much better.

To get figures for #12 contact Beth Longwell at blongwel@eou.edu

We have been happy with our courier system.

We have been happy with our courier system.

We like the service, but the pickup and delivery can be anywhere from 9 a.m. until 4 p.m.

Occasionally they forget us

entirely.