

**Faculty Interlibrary Loan Survey  
Spring 2011**

**Response Rate: 66 completes/313 invites = 21.1%**

<b>1. What is your Department? Choose from the drop down list below:</b>		
USA Administration/Dean's/Services/Offices	2	3%
USA Baldwin County faculty and staff	1	2%
Accounting	0	0%
African-American Studies	0	0%
Air Force Studies	0	0%
Art/Art History/Visual Arts	2	3%
Biological Sciences	3	5%
Chemical Engineering	2	3%
Chemistry	4	6%
Civil Engineering	1	2%
Communication	2	3%
Computer & Information Sciences	0	0%
Continuing Education/Special Programs	0	0%
Dramatic Arts	0	0%
Earth Sciences	2	3%
Economics & Finance	1	2%
Electrical & Computer Engineering	1	2%
English	5	8%
Environmental Toxicology	0	0%
Foreign Languages & Literatures	3	5%
Gender Studies	0	0%
Gerontology	0	0%
Health, Physical Ed & Leisure Studies (COE)	0	0%
History	8	12%

International Studies	0	0%
Leadership & Teacher (COE)	2	3%
Marine Sciences	1	2%
Marketing & E-Commerce	0	0%
Mathematics & Statistics	5	8%
Mechanical Engineering	1	2%
Military Science	0	0%
Music	2	3%
Personalized Studies (A & E)	0	0%
Philosophy	2	3%
Physics	2	3%
Political Science & Criminal Justice	1	2%
Professional Studies (COE)	1	2%
Psychology	3	5%
Public Administration	0	0%
Sociology/Anthropology/Social Work	3	5%
USA Libraries faculty and staff	5	8%
<b>Total</b>	<b>65</b>	<b>100%</b>

**2. Using the scale below, please answer the following questions about your experiences with Interlibrary Loan.**

	<b>Excellent</b>	<b>Good</b>	<b>Average</b>	<b>Below average</b>	<b>Poor</b>
How would you rate your satisfaction with the online ILLiad request system?	52	12	1	1	0
	79%	18%	2%	2%	0%
How would you rate the Interlibrary Loan service provided to you?	55	7	3	0	0
	85%	11%	5%	0%	0%

### 3. Do you have any suggestions for improvements for ILL service?

Now that South's ILL service is coupled with SciFinder Scholar, we are close to a perfect system.

It would nice if the administration provided ILL with funds for undergraduate research so that students are not charged by the lending libraries. Many of our students are doing great research, but can become discouraged with associated fees.

Join a consortium so it doesn't take so long to get books.

If there are certain documents that faculty requests regularly, do you consider ordering them for our library? If it isn't already in place, a connection between ILL and the people who order for the library would be great.

No, I think it is fantastic!

Two - it would be great if all ILL requests could be handled through one request form/site rather than having to go through the main library OR the biomed library... Second, it would be great if, in the event we've requested something that the university actually does already have, our request could automatically be rolled over to the copy service.

No, the service has been great!

Excellent service! Keep up the good work!

Excellent service, fast response. This is something that actually works well at USA.

It works beautifully.

photocopies of some papers could be improved

It has always worked very well for me.

At two organizations I was at recently (government and academic), ILLIAD document acquisition fees were covered by the organization. Sometimes when I request documents, ILLIAD requires that I pay for these document personally. As a result, I cannot obtain them. This service should be free.

Do you think the ILL check out and returning of books needs to be more secure? If you have not had any problems with missing books then OK, but it seems very unsecured to me.

#### 4. Do you have any other comments?

South's ILL service is excellent - prompt, professional, and reliable.

You do a great job always very helpful

I've had no problems with the systems at all. It's straightforward and delivery times are normally quick. Thanks.

The service is excellent and I am very impressed with it's efficiency. It is a great aid to my research.

The University's ILL has been instrumental in my research and that of my advanced students. The electronic form functions well. The speed with which the ordered items arrive never ceases to amaze.

When I am at a conference, I brag about our interlibrary loan department. I would not be able to accomplish the research I do without the help of interlibrary loan. Thanks!

ILL is doing a great job, always prompt, courteous and concerned about finding sources. My research would not be possible without ILL as the libraries specializing in my field are located in Chicago, California, and New England. ILL finds me books from these collections efficiently and thus allows my research to keep pace with colleagues at larger research institutions. I am extremely grateful for their help and think ILL (and the library as a whole) is one of the most crucial departments in USA's quest to elevate its research profile.

The staff is very helpful, but I think the system could be improved.

Very well satisfied with this service.

Have not used ILL for 2-3 years+ (I think). (Much better online access via university library than years past.)

Keep up the good work.

I can't say enough about how fantastic my experience has been with ILL. There have been times that I needed difficult to find information on a short deadline, and the staff has always succeeded in helping me. I tell everyone what a stellar job the ILL department does at our university. Keep up the good work -- you are so appreciated.

You are all wonderful people who do a fantastic job. I couldn't do my work without you. Thank you!!!

Thank you for providing such a great service. Our library is certainly lacking in some areas and ILL makes good research possible!

This service is very crucial to my research; I owe part of my success to IL. I am very happy with the service, for its quick turn-around time, reliability, and responsiveness. More power to IL!

Where you choose to renew a book in ILLiad needs to be a LOT clearer and easier to access.

You guys are great!

Keep up the good work!
The library website is not up-to-date nor accurate re which journals are available. Navigation is difficult and confusing, with redundant search options. Once I figure out that we don't have a given journal, the ILL procedure is pretty easy.
Library Staff has done an excellent srvice. Thanks to all.
The system is user friendly, efficient, and completely electronic. It works great for me.
I've received wrong and delayed items through ILL, but these seem problems in the service provided by the lending libraries, and they were resolved quickly.
When renewing a book, it isn't obvious that you must click on the reference number to renew. Instructions should be explicit.
My only other comment is to send praises to the ILL staff, who are, to my mind, the unsung heroes of research on our campus. They do a fantastic job.
The librarians in the main library are all very friendly and knowledgeable and helpful!
:)
At two organizations I was at recently (government and academic), ILLIAD document acquisition fees were covered by the organization. Sometimes when I request documents, ILLIAD requires that I pay for these document personally. As a result, I cannot obtain them. This service should be free.
The think USA's ILL service is the BEST service I have received from any university. I so appreciate the way the ILL staff answers my emails and DOES NOT condescend to me when I by accident request a book or article that USA already owns; in fact, what has been so helpful is that the ILL staff actually goes and gets the requested book from me from the stacks or emails me the article! I worked at a public library for 8 years, so I like to think I can find stuff, but of course as a patron, I make (many!) mistakes and CANNOT find stuff sometimes, and it is so helpful to have such a kind, courteous, and rigorous staff who helps me get the research I need to write and publish articles and books, which is turn helps USA. I could go on and on, but I really think you guys are the best department in the entire university, and thank you for all your hard work, patience, and service to us faculty (and students and staff and to everyone else in the community who uses ILL!).
The quick service is impressive!
Your hard work is appreciated!