ARKLink Card Usage Survey for 2015/2016

Number of survey responses: 25

ARKLink cards issued for FY 2015/2016: 820

Items circulated to ARKLink cardholders in FY 2015/2016: 101

Items reported lost or damaged through the ARKLink card program in FY2015/2016: 0

Libraries that return items borrowed by patrons using ARKLink cards: 2

Libraries who use ARKLink cards based on the ARKLink template: 24

How libraries publicize/market ARKLink cards:

- Website: 8
- Info. Literacy classes/tours/presentations: 9
- Handouts/pamphlets: 2
- In person/reference interview: 4
- Signage: 2
- Social Media: 1
- Email: 1
- None: 1

What are the benefits of the ArkLink card for your library?

- Since we are only a 2 year institution, many of our patrons ask for ARKLink cards to find additional resources at the U of A, which is only about 25 minutes away.
- It gives students, staff and faculty access to other libraries that may be closer to their home or out-of-town visiting near other Arkansas libraries who participate in ARKLink.
- For students not living in the area
- Gives us versatility
- Minimal because we’re quite distant from other libraries.
- Would increase student access to materials not in our collections, but at other AR institutions within driving distance (1 hour or less).
- Because our library is so very small, ArkLink allows our students and faculty access to many more materials.
- Larger academic libraries in Arkansas often have a greater diversity and depth of certain materials than our small (115,000-volume) collection. Such materials can prove useful to our faculty and to seniors at work on their senior projects.
- Last minute items can be picked up by our students/faculty for immediate use
- Offers a quicker way for a patron to get a book rather that the use of ILL.
- Students can find material they need that we do not have.
• ArkLink allows our faculty and graduate students to use other institutions' resources from time-to-time.
• Hands down, consortial purchasing is the biggest benefit. Borrowing of books from ARKLink members is not as important because patrons will use ILL before driving to another library.
• Faster than the courier. ; )
• Many of our students commute from counties that have 4-year colleges so it seems like some of our students find it more convenient to use a library closer to home.
• Helps students who are commuters to use their home Library at no cost.
• It is beneficial for our online students.
• It really expands the resources that our patrons can utilize.
• The ability to check out books from other libraries.
• Our students and/or staff have additional resources available to them.
• ARKLink allows UAPB students to have access to books from other institutions.

What you do not like about the ArkLink card procedures?
• Length of use being current semester only
• As the person who is in charge of getting either the books back or payments for the books, it is a long sometimes complicated process. Maybe if there were a website where each library could post what books they are needing back from each library. If the staff member here does not enter the patron correctly then there is no way for me to get the books back.
• I think the fax authorization needs to be reviewed. Can't we send verifications via email? I ask because fax machines are starting to disappear and go the way of the pay phone.
• It would be nice if all Arklink users were linked to a cloud we could all access.

What are your suggestions for enhancing/improving statewide resource sharing?
• Please continue this excellent opportunity for sharing.
• Maybe just more advertising.
• The card template is unattractive. Also, marketing material provided by ARKLink would be nice. Perhaps have signage stating "ARKLink participating library" with the logo. I'm very busy, so pre-made (and thus consistent state-wide) promotional materials would be very helpful.
• Find a courier that works! : )
• A more efficient courier service (maybe just in Arkansas?) TAE did not meet our needs this year.
• Advertise the service
TransAmigos Express Survey

Responding libraries that use the Tran-Amigos Express (TAE) Courier Service: 5

Number of packages through the Trans-Amigos Express Courier in a year:

- Above 2000: 2
- Below 500: 2
- 501 to 1000: 1

Level of satisfaction with the Trans-Amigos Express Courier:

- We have had a fair amount of pkgs go missing or very late coming to and from other Arkansas libraries. Although it seems that the problem has alleviated some, it is still a concern.
- We are in constant communication with them regarding our displeasure at the services provided and the materials that have been lost from our institution as well as those from others.
- We've had rotten service with the courier since we began 2-day per week service at Hendrix back in the fall. Delays have been as much as a month...there's no consistency on how long an item takes to arrive, and with ILL, that's the main point! Sometimes we'd have to send an item right back to the lender because it was already due by the time we got it. Most of the delays seem to be within Arkansas. We're ready to use US mail service unless something changes or we use a different service.
We had exponentially more difficulty than we've had in the best with the new change in courier system. We have had multiple items lost, and many instances of resources arriving well over a month after they were requested (from a library 45 miles away.) Extremely frustrating this year.

Comments for why libraries do not use the Trans-Amigos Express Courier:

- Being in the very corner of the state where you can't get there from here, it has no value to us.
- Inter-library Loan Decision
- We use the USPS
- Not enough volume
- Very low interlibrary loan usage, so more cost effective to mail the few items we borrow/loan.
- I have never heard of it.
- Insufficient need
- Not used since I have come on staff...Do not know reason
- We use U.S. Postal Service
- Low shipment needs.
- Cost prohibitive based on our needs/usage.
- We're a small school with only 10-20 ILL requests each year so it seems more cost effective to use the postal service.
- No books to return
- We have not needed to use it.
- We have not had any requests for it.
- UAPB does not have enough borrowing usage for TAE.