For ARKLink Interlibrary Loan Survey Results

- 24 libraries responded
- The majority of libraries that responded had interlibrary have below 1000 transactions in both lending and borrowing.
- Just over half to the respondents, used other Arkansas libraries for interlibrary more than 40% of the time. When looking at regional libraries, just under half of the respondents used regional libraries more that 40% of the time.
- When shipping interlibrary loan items, Speed and Reliability were the top considerations and US Postal Service was the most common method.
- Of the respondents, 8 were using the Trans Amigos Express Courier. Half of courier users were sending less than 500 packages a year through the courier. Courier users expressed satisfaction with the courier service’s cost and the ease of use. Results were more mixed with speed and reliability, with half the courier users unsatisfied.
- Of the 16 respondents not using the courier, the main reason was “the number of ILL packages does not justify the cost of the service.” Other top reasons included budget issues and satisfied with current method of shipping.
What percentage of your total (lending and borrowing) filled interlibrary loan transactions are with Arkansas libraries?

- Below 10%: 52%
- 10% to 24%: 18%
- 25% to 40%: 17%
- More than 40%: 13%

What percentage of your total (lending and borrowing) filled interlibrary loan transactions are with regional libraries, including libraries in Arkansas, Texas, and Oklahoma?

- Below 10%: 21%
- 10% to 24%: 29%
- 25% to 40%: 8%
- More than 40%: 42%
When shipping interlibrary loan items, what is the most important consideration?

- Reliability: 10
- Ease of Use: 1
- Cost: 4
- Speed: 9

What is your preferred method of shipping?

- Trans-Amigos Express Courier: 5
- FedEx: 2
- US Postal Service: 14
- UPS: 3

DO YOU USE THE TRANS AMIGOS EXPRESS COURIER?

- Yes: 33%
- No: 67%
HOW MANY PACKAGES DO YOU SEND THROUGH THE TRANS-AMIGOS EXPRESS COURIER IN A YEAR?

- Below 500: 50%
- 501 to 1000: 12%
- 1001 to 2000: 25%
- Above 2000: 13%

What is your level of satisfaction with the Trans-Amigos Express Courier?

- Very Unsatisfied
- Unsatisfied
- Satisfied
- Very satisfied

Level of Satisfaction:
- Reliability
- Ease of Use
- Speed
- Cost

Number of Libraries:
- 0
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
Comments:

We come out even for what it costs to use the courier - would love to save money using it...and improve even more on time.

It seems to take longer for books to reach their destination than in the past. Some taking up to 2 weeks to arrive.

The extent of the courier service beyond TX, AR, and OK HAS BEEN VERY UPSETTING, especially the MALA affiliate. CMI has been very unhelpful. Many courier libraries (including TX, OK, & AR) do not bother to record the barcodes on the purple bags. At least 3 books never arrived to their destination this year, and the lender schools DID NOT record the barcodes w/ the ILL numbers. This can be done easily on the borrower/order ILL records (OCLC) online. I do this diligently, and as a result books in transit have been successfully traced in years past. There seems to be a problem in transit between the Tex-Express libraries and the Mala libraries, especially Missouri & Kansas. I do not use the MALA extended list. If a school asks me for a book through ILL, I send it to them via UPS. There are no barcodes on the red/ green bags. How can these be traced? The MALA portion is not working as it should, especially books in transit!!

This year we have had several items we received very late sometimes after the due date. I hope whatever the problem is they get it taken care of because in the past this was the fastest and easiest to ship.
Our ILL is robust for a library of our size but small-scale compared to most libraries. From our vantage point, the courier service has never been cost-effective for our volume of ILL.

The TAE courier service continues to be reliable and fast compared with the USPS, and the somewhat higher cost (per transaction) is worth it.

We have revisited this issue every few years and each time the cost seems prohibitive for our volume of usage.