MOBIUS Collection Management Advisory Committee

Statewide Cooperative Book Purchasing Plan Survey, FY07

General Questions

1. Type of library (choose one)
    a. University (public or state)
    b. Branch or Regional campus
    c. Independent college/university
    d. Two-year or Technical college
2. My library position is best described as:
    a. Director/Administrator
    b. Librarian/staff – public services (including reference, etc)
    c. Librarian/staff – technical services (including acquisitions, etc)
3. My library uses YBP as an approval plan, firm order, and/or standing order vendor:
    a. Yes
    b. No

General questions about your YBP service

4. My library receives the following types of library materials through YBP (choose all that apply).
    a. Approval items received as books
    b. Approval slip orders
    c. Firm orders
    d. Standing orders
    e. Other
    f. Don't know
5. Approximately what percentage of my library's monographic budget is for purchases from YBP through one or more of the methods listed above?
    a. 0%
    b. Between 1% and 50%
    c. Between 50% and 75%
    d. Between 75% and 100%
    e. Don't know
6. During the coming year my library is likely to:
    a. Increase the percent of orders going to YBP
    b. Decrease the percent of orders going to YBP
    c. Use of YBP will stay about the same
    d. Don't know
7. My library includes materials from Lindsay & Howe (British books) in our approval plan, firm orders, and/or standing orders:
    a. Yes
    b. No
    c. Don't know

Approval Profile Questions

8. My library has an approval profile with YBP (books, slips, or both):
    a. Yes
    b. No, **skip to question 18**
    c. Don't know

Approval Plan Questions

9. We receive the following through our approval plan:
    a. Books only
    b. Slips (print and/or electronic) only
    c. Both books and slips
10. Information on notification slips is accurate and adequate for making purchase decisions:
    a. Agree strongly
    b. Somewhat agree
    c. Neutral
    d. Somewhat disagree
    e. Strongly disagree
    f. Don't know
11. My library's approval profile generates books appropriate for collection needs:
    a. Agree strongly
    b. Somewhat agree
    c. Neutral
    d. Somewhat disagree
    e. Strongly disagree
    f. **Don't know**
12. My library's approval profile does not miss titles that should have been shipped to the library.
    a. Agree strongly
    b. Somewhat agree
    c. Neutral
    d. Somewhat disagree
    e. Strongly disagree
    f. **Don't know**
13. YBP handles most of the publishers we need to support our collection:
    a. Agree strongly
    b. Somewhat agree
    c. Neutral
    d. Somewhat disagree
    e. Strongly disagree
    f. Don't know
14. YBP handles most of the subject/topic areas we need to support our collection:
    a. Agree strongly
    b. Somewhat agree

c. Neutral
d. Somewhat disagree
e. Strongly disagree
f. **Don't know**

15. Approval materials are received in a timely fashion
    a. Agree strongly
    b. Somewhat agree
    c. Neutral
    d. Somewhat disagree
    e. Strongly disagree
    f. **Don't know**
16. My library's approval plan is easy to understand.
    a. Agree strongly
    b. Somewhat agree
    c. Neutral
    d. Somewhat disagree
    e. Strongly disagree
    f. **Don't know**
17. Please share with us any suggestions, comments, or concerns you have about your YBP approval profile:

Order Fulfillment Service:

18. My library purchases titles by approval slip order with YBP:
    a. Yes
    b. No
    c. Don't know/or not applicable
19. My library purchases titles by firm order with YBP:
    a. Yes
    b. No
    c. Don't know/or not applicable
20. My library purchases titles by RUSH order with YBP:
    a. Yes
    b. No
    c. Don't know or not applicable
21. My library receives firm order materials in a timely fashion.
    a. Agree strongly
    b. Somewhat agree
    c. Neutral
    d. Somewhat disagree
    e. Strongly disagree
    f. Don't know/or not applicable
22. My library receives timely notification of backorders, publication status, etc.
    a. Agree strongly
    b. Somewhat agree
    c. Neutral

d. Somewhat disagree
e. Strongly disagree
f. Don't know/or not applicable

23. Materials are received in good condition (undamaged).
    a. Agree strongly
    b. Somewhat agree
    c. Neutral
    d. Somewhat disagree
    e. Strongly disagree
    f. Don't know/or not applicable
24. Invoices for firm and approval orders are clear and easy to interpret.
    a. Agree strongly
    b. Somewhat agree
    c. Neutral
    d. Somewhat disagree
    e. Strongly disagree
    f. Don't know/or not applicable
25. Invoices for continuation/standing orders are clear and easy to interpret.
    a. Agree strongly
    b. Somewhat agree
    c. Neutral
    d. Somewhat disagree
    e. Strongly disagree
    f. Not applicable
26. The turn-around time for rush orders is acceptable for my library.
    a. Agree strongly
    b. Somewhat agree
    c. Neutral
    d. Somewhat disagree
    e. Strongly disagree
    f. Not applicable
27. The process of returns is trouble free.
    a. Agree strongly
    b. Somewhat agree
    c. Neutral
    d. Somewhat disagree
    e. Strongly disagree
    f. Don't know/or not applicable
28. Please share with us any suggestions, comments, or concerns you have about YBP firm orders, rush orders, and/or continuations/standing orders service.

Customer Service:

29. The YBP Regional Manager for Missouri is responsive to my library's service needs.
    a. Agree strongly

b. Somewhat agree
c. Neutral
d. Somewhat disagree
e. Strongly disagree
f. Don't know/or not applicable

30. The YBP Regional Manager for Missouri responds to my questions within a reasonable period of time.
    a. Agree strongly
    b. Somewhat agree
    c. Neutral
    d. Somewhat disagree
    e. Strongly disagree
    f. Don't know/or not applicable
31. The YBP Regional Manager for Missouri makes an appropriate number of service calls to my library.
    a. Agree strongly
    b. Somewhat agree
    c. Neutral
    d. Somewhat disagree
    e. Strongly disagree
    f. Don't know/or not applicable
32. The YBP Customer Service representatives located at YBP are responsive to my library's service needs.
    a. Agree strongly
    b. Somewhat agree
    c. Neutral
    d. Somewhat disagree
    e. Strongly disagree
    f. Don't know/or not applicable
33. YBP Customer Service representatives located at YBP respond to problems within a reasonable period of time.
    a. Agree strongly
    b. Somewhat agree
    c. Neutral
    d. Somewhat disagree
    e. Strongly disagree
    f. Don't know/or not applicable
34. Please share with us any suggestions, comments, or concerns you have about customer service.

GOBI Website and Software:

35. Staff in my library use the Gobi**3** website and software to (select all that apply):
    a. Search titles
    b. Make selections
    c. Put slips into folders

d. Send orders electronically
e. Look at GobiTween information
f. Look at Peer Group information
g. Create consortia reports
h. Create peer reports
i. Read reviews
k. Not applicable

36. The GOBI**3** website is easy to navigate and use.
    a. Agree strongly
    b. Somewhat agree
    c. Neutral
    d. Somewhat disagree
    e. Strongly disagree
    f. Not applicable
37. The response time in GOBI**3** is at least as fast as other web-based software.
    a. Agree strongly
    b. Somewhat agree
    c. Neutral
    d. Somewhat disagree
    e. Strongly disagree
    f. Not applicable
38. The response time in GOBI**3** limits its usefulness to my library.
    a. Agree strongly
    b. Somewhat agree
    c. Neutral
    d. Somewhat disagree
    e. Strongly disagree
    f. Not applicable
39. GOBI**3** is a useful collection development tool.
    a. Agree strongly
    b. Somewhat agree
    c. Neutral
    d. Somewhat disagree
    e. Strongly disagree
    f. Not applicable
40. GOBITween information is useful.
    a. Agree strongly
    b. Somewhat agree
    c. Neutral
    d. Somewhat disagree
    e. Strongly disagree
    f. Not applicable
41. The GOBI**3** Peer Group report information is useful.
    a. Agree strongly
    b. Somewhat agree

c. Neutral
d. Somewhat disagree
e. Strongly disagree
f. Not applicable

42. GOBI3 search, sort, and limit features are adequate.
    a. Agree strongly
    b. Somewhat agree
    c. Neutral
    d. Somewhat disagree
    e. Strongly disagree
    f. Not applicable

43. Did your library purchase the GobiPlus service?
    a. Yes
    b. No
    c. Don't know or not applicable

44. Did your library purchases the GobiTween service?
    a. Yes
    b. No
    c. **Don't know or not applicable**

45. Please share with us any suggestions, comments, or concerns you have about YBP's software.

YBP Service to MOBIUS:

46. The discount offered by YBP for hardcover and paperback books is acceptable.
    a. Agree strongly
    b. Somewhat agree
    c. Neutral
    d. Somewhat disagree
    e. Strongly disagree
    f. Not applicable

47. The discount offered by YBP for hardcover and paperback books makes them competitive with other vendors.
    a. Agree strongly
    b. Somewhat agree
    c. Neutral
    d. Somewhat disagree
    e. Strongly disagree
    f. Not applicable

48. YBP provides adequate support for consortia initiatives.
    a. Agree strongly
    b. Somewhat agree
    c. Neutral
    d. Somewhat disagree
    e. Strongly disagree
    f. Not applicable

49. Please share with us any suggestions, comments, or concerns you have about YBP's service to MOBIUS members.
50. Would you be in favor of MOBIUS extending the YBP contract for an additional year?
    a. Yes
    b. No

For those who are not YBP approval plan customers:

51. Would you consider using an approval plan with YBP to acquire e-books? Why or why not?

For those who are not YBP customers:

52. Please share with us why you do not use YBP as a vendor.

For all survey participants:

53. What other vendors do you use?