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# Survey Results: 2006 YBP Customer Satisfaction Survey

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Author:

## Total Responses: 22

### 1. Type of library

University (public or state)

[Show User Response for this choice](#)

6 Responses for this choice: 27%

Branch or Regional campus

[Show User Response for this choice](#)

0 Responses for this choice: 0%

Independent college/university

[Show User Response for this choice](#)

8 Responses for this choice: 36%

Two-year or Technical college

[Show User Response for this choice](#)

8 Responses for this choice: 36%

### 2. My library position is best described as:

Director/Administrator

7 Responses for this choice: 32%

Librarian/staff – public services (including reference, etc)

4 Responses for this choice: 18%

Librarian/staff – technical services (including acquisitions, etc)

11 Responses for this choice: 50%

### 3. My library uses YBP as an approval plan, firm order, and/or standing order vendor:

Yes

18 Responses for this choice: 82%

No

4 Responses for this choice: 18%

### 4. My library receives the following types of library materials through YBP (choose all that apply).

Approval items received as books

3 Responses for this choice: 14%

Approval slip orders

7 Responses for this choice: 32%

Firm orders

13 Responses for this choice: 59%

Standing orders

2 Responses for this choice: 9%

Other

0 Responses for this choice: 0%

### 5. Approximately what percentage of my library's monographic budget is for purchases from YBP through one or more of the methods listed above?

0%

2 Responses for this choice: 9%

Between 1% and 50%

5 Responses for this choice: 23%

Between 50% and 75%

3 Responses for this choice: 14%

Between 75% and 100%

3 Responses for this choice: 14%

Don't know

**5 Responses for this choice: 23%**

**6. During the coming year my library is likely to:**

Increase the percent of orders going to YBP

**9 Responses for this choice: 41%**

Decrease the percent of orders going to YBP

**1 Responses for this choice: 5%**

Use of YBP will stay about the same

**6 Responses for this choice: 27%**

Don't know

**4 Responses for this choice: 18%**

**7. My library includes materials from Lindsay & Howe (British books) in our approval plan, firm orders, and/or standing orders:**

Yes

**6 Responses for this choice: 27%**

No

**8 Responses for this choice: 36%**

Don't know

**5 Responses for this choice: 23%**

**8. My library has an approval profile with YBP (books, slips, or both):**

Yes

**7 Responses for this choice: 32%**

No (Skip to question 18)

**10 Responses for this choice: 45%**

**9. We receive the following through our approval plan:**

Books only

**0 Responses for this choice: 0%**

Slips (print and/or electronic) only

**7 Responses for this choice: 32%**

Both books and slips

**0 Responses for this choice: 0%**

**10. Information on notification slips is accurate and adequate for making purchase decisions:**

Agree strongly

**3 Responses for this choice: 14%**

Somewhat agree

**4 Responses for this choice: 18%**

Neutral

**0 Responses for this choice: 0%**

Somewhat disagree

**0 Responses for this choice: 0%**

Strongly disagree

**0 Responses for this choice: 0%**

**11. My library's approval profile generates books appropriate for collection needs:**

Agree strongly

**2 Responses for this choice: 9%**

Somewhat agree

**4 Responses for this choice: 18%**

Neutral

**1 Responses for this choice: 5%**

Somewhat disagree

**0 Responses for this choice: 0%**

Strongly disagree

**0 Responses for this choice: 0%**

**12. My library's approval profile does not miss titles that should have been shipped to the library:**

Agree strongly

**1 Responses for this choice: 5%**

Somewhat agree

**2 Responses for this choice: 9%**

Neutral

**3 Responses for this choice: 14%**

Somewhat disagree

**0 Responses for this choice: 0%**

Strongly disagree

**0 Responses for this choice: 0%**

**13. YBP handles most of the publishers we need to support our collection:**

Agree strongly

**1 Responses for this choice: 5%**

Somewhat agree

**5 Responses for this choice: 23%**

Neutral

**1 Responses for this choice: 5%**

Somewhat disagree

**0 Responses for this choice: 0%**

Strongly disagree

**0 Responses for this choice: 0%**

**14. YBP handles most of the subject/topic areas we need to support our collection:**

Agree strongly

**5 Responses for this choice: 23%**

Somewhat agree

**1 Responses for this choice: 5%**

Neutral

**1 Responses for this choice: 5%**

Somewhat disagree

**0 Responses for this choice: 0%**

Strongly disagree

**0 Responses for this choice: 0%**

**15. Approval materials are received in a timely fashion:**

Agree strongly

**3 Responses for this choice: 14%**

Somewhat agree

**1 Responses for this choice: 5%**

Neutral

**2 Responses for this choice: 9%**

Somewhat disagree

**0 Responses for this choice: 0%**

Strongly disagree

**0 Responses for this choice: 0%**

**16. My library's approval plan is easy to understand:**

Agree strongly

	<b>1 Responses for this choice: 5%</b>
Somewhat agree	
	<b>4 Responses for this choice: 18%</b>
Neutral	
	<b>0 Responses for this choice: 0%</b>
Somewhat disagree	
	<b>1 Responses for this choice: 5%</b>
Strongly disagree	
	<b>0 Responses for this choice: 0%</b>

**17. Please share with us any suggestions, comments, or concerns you have about your YBP approval profile:**

*Response 1:* We only have a slip plan with YBP, but plan on starting an approval plan of children's book award winners. We just set-up a slip plan, but have yet to full implement it. We plan on starting to share the slip plan with faculty in fall 2007 so we don't have a lot of feedback on this product yet.

There was not a place for "Don't Know" on many of the questions - several just had "Not Applicable" so I couldn't checkmark Don't Know - just chose neutral or "Not Applicable" instead...

*Response 2:* ,

*Response 3:* ,

*Response 4:* ,

*Response 5:* ,

*Response 6:* ,

*Response 7:* ,

*Response 8:* ,

*Response 9:* ,

*Response 10:* Process for setting up and refining the profiles needs to be faster and more transparent. ,

*Response 11:* ,

*Response 12:* ,

*Response 13:* ,

*Response 14:* ,

*Response 15:* ,

*Response 16:* ,

*Response 17:* ,

*Response 18:* ,

*Response 19:* ,

*Response 20:* ,

*Response 21:* ,

**18. My library purchases titles by approval slip order with YBP.**

Yes

**8 Responses for this choice: 36%**

No

**9 Responses for this choice: 41%**

Don't Know or Not Applicable

**1 Responses for this choice: 5%**

**19. My library purchases titles by firm order with YBP:**

Yes

**12 Responses for this choice: 55%**

No

**3 Responses for this choice: 14%**

Don't Know or Not Applicable

**3 Responses for this choice: 14%**

**20. My library purchases titles by RUSH order with YBP:**

Yes

**3 Responses for this choice: 14%**

No

**10 Responses for this choice: 45%**

Don't Know or Not Applicable

**5 Responses for this choice: 23%**

**21. My library receives firm order materials in a timely fashion:**

Agree strongly

**9 Responses for this choice: 41%**

Somewhat agree

**2 Responses for this choice: 9%**

Neutral

**2 Responses for this choice: 9%**

Somewhat disagree

**0 Responses for this choice: 0%**

Strongly disagree

**0 Responses for this choice: 0%**

Not applicable

**5 Responses for this choice: 23%**

**22. My library receives timely notification of backorders, publication status, etc.**

Agree strongly

**3 Responses for this choice: 14%**

Somewhat agree

**7 Responses for this choice: 32%**

Neutral

**3 Responses for this choice: 14%**

Somewhat disagree

**0 Responses for this choice: 0%**

Strongly disagree

**0 Responses for this choice: 0%**

Not applicable

**5 Responses for this choice: 23%**

**23. Materials are received in good condition (undamaged):**

Agree strongly

**10 Responses for this choice: 45%**

Somewhat agree

**3 Responses for this choice: 14%**

Neutral

**1 Responses for this choice: 5%**

Somewhat disagree

**0 Responses for this choice: 0%**

Strongly disagree

**0 Responses for this choice: 0%**

Not Applicable

**3 Responses for this choice: 14%**

**24. Invoices for firm and approval orders are clear and easy to interpret.**

Agree strongly

	<b>6 Responses for this choice: 27%</b>
Somewhat agree	
	<b>5 Responses for this choice: 23%</b>
Neutral	
	<b>1 Responses for this choice: 5%</b>
Somewhat disagree	
	<b>0 Responses for this choice: 0%</b>
Strongly disagree	
	<b>0 Responses for this choice: 0%</b>
Not Applicable	
	<b>6 Responses for this choice: 27%</b>

**25. Invoices for continuations/standing orders are clear and easy to interpret.**

Agree strongly	<b>2 Responses for this choice: 9%</b>
Somewhat agree	<b>2 Responses for this choice: 9%</b>
Neutral	<b>0 Responses for this choice: 0%</b>
Somewhat disagree	<b>0 Responses for this choice: 0%</b>
Strongly disagree	<b>0 Responses for this choice: 0%</b>
Not applicable	<b>14 Responses for this choice: 64%</b>

**26. The turn-around time for rush orders is acceptable for my library.**

Agree strongly	<b>2 Responses for this choice: 9%</b>
Somewhat agree	<b>0 Responses for this choice: 0%</b>
Neutral	<b>1 Responses for this choice: 5%</b>
Somewhat disagree	<b>0 Responses for this choice: 0%</b>
Not applicable	<b>14 Responses for this choice: 64%</b>

**27. The process of returns is trouble free.**

Agree stongly	<b>4 Responses for this choice: 18%</b>
Somewhat agree	<b>3 Responses for this choice: 14%</b>
Neutral	<b>3 Responses for this choice: 14%</b>
Somewhat disagree	<b>0 Responses for this choice: 0%</b>
Strongly disagree	<b>0 Responses for this choice: 0%</b>
Not applicable	<b>8 Responses for this choice: 36%</b>

**28. Please share with us any suggestions, comments, or concerns you have about YBP firm orders, rush orders, and/or continuations/standing orders service.**

*Response 1:* ,

- Response 2:* Invoices can be difficult to read. Often the type is offset on the form or the form gets misfed into the printer and the invoices become almost unusable. Thankfully invoices are available online.,
- Response 3:* ,
- Response 4:* ,
- Response 5:* ,
- Response 6:* ,
- Response 7:* ,
- Response 8:* ,
- Response 9:* ,
- Response 10:* ,
- Response 11:* ,
- Response 12:* ,
- Response 13:* I don't do this area,
- Response 14:* ,
- Response 15:* ,
- Response 16:* ,
- Response 17:* ,
- Response 18:* The amount of the discount on an item can't be seen until the item has been selected and moved to an ordering cart. Then, if the item is not wanted, it has to be removed. This makes the system cumbersome for price comparisons with other vendors. If we could see the discount without so many steps, we'd probably order more through YBP.,
- Response 19:* ,
- Response 20:* I never want to leave YBP. They have been outstanding in supplying our orders with lightning speed, in perfect condition. There are usually only a handful of titles that take longer to receive. YBP has made our Acquisitions Dept. look good because YBP is so good at actually supplying what we order, unlike our previous vendor. YBP is phenomenal, and I highly recommend that MOBIUS continue to maintain our contract with them.,
- Response 21:* ,

**29. The YBP Regional Manager for Missouri is responsive to my library's service needs:**

Agree strongly	<b>8 Responses for this choice: 36%</b>
Somewhat agree	<b>3 Responses for this choice: 14%</b>
Neutral	<b>2 Responses for this choice: 9%</b>
Somewhat disagree	<b>0 Responses for this choice: 0%</b>
Strongly disagree	<b>0 Responses for this choice: 0%</b>
Not applicable	<b>5 Responses for this choice: 23%</b>

**30. The YBP Regional Manager for Missouri responds to my questions within a resonable period of time**

Agree strongly	<b>8 Responses for this choice: 36%</b>
Somewhat agree	<b>3 Responses for this choice: 14%</b>
Neutral	<b>2 Responses for this choice: 9%</b>
Somewhat disagree	<b>0 Responses for this choice: 0%</b>
Disagree strongly	<b>0 Responses for this choice: 0%</b>
Not applicable	

**5 Responses for this choice: 23%**

**31. The YBP Regional Manager for Missouri makes an appropriate number of service calls to my library**

Agree strongly	<b>6 Responses for this choice: 27%</b>
Somewhat agree	<b>3 Responses for this choice: 14%</b>
Neutral	<b>3 Responses for this choice: 14%</b>
Somewhat disagree	<b>0 Responses for this choice: 0%</b>
Strongly disagree	<b>0 Responses for this choice: 0%</b>
Not applicable	<b>6 Responses for this choice: 27%</b>

**32. The YBP Customer Service representatives located at YBP are responsive to my library's service needs:**

Agree strongly	<b>11 Responses for this choice: 50%</b>
Somewhat agree	<b>0 Responses for this choice: 0%</b>
Neutral	<b>3 Responses for this choice: 14%</b>
Somewhat disagree	<b>0 Responses for this choice: 0%</b>
Strongly disagree	<b>0 Responses for this choice: 0%</b>
Not applicable	<b>4 Responses for this choice: 18%</b>

**33. YBP Customer Service representatives located at YBP respond to problems within a reasonable period of time.**

Agree strongly	<b>10 Responses for this choice: 45%</b>
Somewhat agree	<b>1 Responses for this choice: 5%</b>
Neutral	<b>3 Responses for this choice: 14%</b>
Somewhat disagree	<b>0 Responses for this choice: 0%</b>
Strongly disagree	<b>0 Responses for this choice: 0%</b>
Not applicable	<b>4 Responses for this choice: 18%</b>

**34. Please share with us any suggestions, comments, or concerns you have about customer service.**

- Response 1:* ,
- Response 2:* We've received excellent and timely responses to all of our inquiries.,
- Response 3:* Customer service is excellent.,
- Response 4:* ,
- Response 5:* ,
- Response 6:* ,
- Response 7:* ,
- Response 8:* ,



*Response 9:* ,

*Response 10:* ,

*Response 11:* ,

*Response 12:* ,

*Response 13:* My job doesn't have anything to do with customer service,

*Response 14:* ,

*Response 15:* ,

*Response 16:* ,

*Response 17:* ,

*Response 18:* We have had good customer service.,

*Response 19:* Karla Meyette is wonderful! She responds quickly to my problems and communicates the status of the more difficult situations that are not easily resolved.,

*Response 20:* The representatives have been so kind and gracious in helping us with unusual order and delivery requests related to the end of our fiscal year, even when I know our requests caused extra work for them. They always go above and beyond the call of duty to see that we get the help we need. I have been very impressed by all their representatives.,

*Response 21:* ,

**35. Staff in my library use the GOBI 2 website and software to (select all that apply):**

Search titles

**14 Responses for this choice: 64%**

Make selections

**11 Responses for this choice: 50%**

Put slips into folders

**6 Responses for this choice: 27%**

Send orders electronically

**8 Responses for this choice: 36%**

Look at GOBITween information

**6 Responses for this choice: 27%**

Look at Peer Group information

**5 Responses for this choice: 23%**

Create consortia reports

**1 Responses for this choice: 5%**

Create peer reports

**1 Responses for this choice: 5%**

Read reviews

**6 Responses for this choice: 27%**

**36. The GOBI 2 website is easy to navigate and use.**

Agree stongly

**0 Responses for this choice: 0%**

Somewhat agree

**10 Responses for this choice: 45%**

Neutral

**3 Responses for this choice: 14%**

Somewhat disagree

**2 Responses for this choice: 9%**

Strongly disagree

**1 Responses for this choice: 5%**

Not applicable

**1 Responses for this choice: 5%**

**37. The response time in GOBI 2 is at least as fast as other web-based software.**

Agree strongly

**0 Responses for this choice: 0%**

Somewhat agree	<b>2 Responses for this choice: 9%</b>
Neutral	<b>5 Responses for this choice: 23%</b>
Somewhat disagree	<b>5 Responses for this choice: 23%</b>
Strongly disagree	<b>3 Responses for this choice: 14%</b>
Not applicable	<b>1 Responses for this choice: 5%</b>

**38. The response time in GOBI 2 limits its usefulness to my library.**

Agree strongly	<b>2 Responses for this choice: 9%</b>
Somewhat agree	<b>2 Responses for this choice: 9%</b>
Neutral	<b>7 Responses for this choice: 32%</b>
Somewhat disagree	<b>3 Responses for this choice: 14%</b>
Strongly disagree	<b>0 Responses for this choice: 0%</b>
Not applicable	<b>3 Responses for this choice: 14%</b>

**39. GOBI 2 is a useful collection development tool.**

Agree strongly	<b>3 Responses for this choice: 14%</b>
Somewhat agree	<b>8 Responses for this choice: 36%</b>
Neutral	<b>2 Responses for this choice: 9%</b>
Somewhat disagree	<b>0 Responses for this choice: 0%</b>
Strongly disagree	<b>1 Responses for this choice: 5%</b>
Not applicable	<b>2 Responses for this choice: 9%</b>

**40. GOBITween information is useful.**

Agree strongly	<b>3 Responses for this choice: 14%</b>
Somewhat agree	<b>4 Responses for this choice: 18%</b>
Neutral	<b>2 Responses for this choice: 9%</b>
Somewhat disagree	<b>0 Responses for this choice: 0%</b>
Strongly disagree	<b>0 Responses for this choice: 0%</b>
Not applicable	<b>7 Responses for this choice: 32%</b>

**41. The GOBI 2 Peer Group report information is useful.**

Agree strongly

	<b>2 Responses for this choice: 9%</b>
Somewhat agree	<b>2 Responses for this choice: 9%</b>
Neutral	<b>3 Responses for this choice: 14%</b>
Somewhat disagree	<b>0 Responses for this choice: 0%</b>
Strongly disagree	<b>0 Responses for this choice: 0%</b>
Not applicable	<b>8 Responses for this choice: 36%</b>

**42. GOBI 2 search, sort, and limit features are adequate.**

Agree strongly	<b>4 Responses for this choice: 18%</b>
Somewhat agree	<b>4 Responses for this choice: 18%</b>
Neutral	<b>2 Responses for this choice: 9%</b>
Somewhat disagree	<b>1 Responses for this choice: 5%</b>
Strongly disagree	<b>2 Responses for this choice: 9%</b>
Not applicable	<b>3 Responses for this choice: 14%</b>

**43. Please share with us any suggestions, comments, or concerns you have about YBP's GOBI 2 software**

*Response 1:* It takes too long for results to be retrieved - I usually work on other projects while I'm waiting for results. The interface in Gobi is confusing - it's not intuitive where items are placed in the menus and some of the "help" descriptions are vague. ,

*Response 2:* GOBI 2 is extremely slow in loading and often buttons from the side menu disappear and require the user to logoff and login again before they will reappear. If given the choice between searching GOBI 2 for a title and alternate vendor websites, we choose alternate vendor websites first.,

*Response 3:* The software and response time have improved and I expect will continue to do so. ,

*Response 4:* ,

*Response 5:* ,

*Response 6:* ,

*Response 7:* ,

*Response 8:* ,

*Response 9:* ,

*Response 10:* ,

*Response 11:* ,

*Response 12:* ,

*Response 13:* I find it alot easier to navigate and find accurate information on the Baker and Taylor's website for titles than Gobi2 - Gobi2 website is TOO DARK, lighten it up! Simplify it by not having so much info on one page.,

*Response 14:* ,

*Response 15:* ,

*Response 16:* ,

*Response 17:* ,

*Response 18:* ,

*Response 19:* ,

*Response 20:* I would like to see enhanced search capabilities. I am glad the frames problems will be fixed.,

*Response 21:* ,

**44. The regional introductory sessions held by YBP were scheduled at times and locations that were generally accessible for me.**

Agree strongly	<b>10 Responses for this choice: 45%</b>
Somewhat agree	<b>6 Responses for this choice: 27%</b>
Neutral	<b>1 Responses for this choice: 5%</b>
Somewhat disagree	<b>0 Responses for this choice: 0%</b>
Strongly disagree	<b>0 Responses for this choice: 0%</b>
Not applicable	<b>1 Responses for this choice: 5%</b>

**45. The regional introductory sessions held by YBP aided me in making decisions about using their services.**

Agree strongly	<b>7 Responses for this choice: 32%</b>
Somewhat agree	<b>2 Responses for this choice: 9%</b>
Neutral	<b>5 Responses for this choice: 23%</b>
Somewhat disagree	<b>0 Responses for this choice: 0%</b>
Strongly disagree	<b>0 Responses for this choice: 0%</b>
Not applicable	<b>4 Responses for this choice: 18%</b>

**46. The discount offered by YBP for hardcover and paperback books is acceptable**

Agree strongly	<b>4 Responses for this choice: 18%</b>
Somewhat agree	<b>7 Responses for this choice: 32%</b>
Neutral	<b>1 Responses for this choice: 5%</b>
Somewhat disagree	<b>0 Responses for this choice: 0%</b>
Strongly disagree	<b>0 Responses for this choice: 0%</b>
Not applicable	<b>5 Responses for this choice: 23%</b>

**47. The discount offered by YBP for hardcover and paperback books makes them competitive with other vendors.**

Agree strongly	<b>4 Responses for this choice: 18%</b>
Somewhat agree	<b>4 Responses for this choice: 18%</b>
Neutral	<b>4 Responses for this choice: 18%</b>
Somewhat disagree	<b>0 Responses for this choice: 0%</b>
Strongly disagree	

**0 Responses for this choice: 0%**

Not applicable

**5 Responses for this choice: 23%**

**48. YBP provides adequate support for consortia initiatives.**

Agree strongly

**4 Responses for this choice: 18%**

Somewhat agree

**1 Responses for this choice: 5%**

Neutral

**7 Responses for this choice: 32%**

Somewhat disagree

**0 Responses for this choice: 0%**

Strongly disagree

**0 Responses for this choice: 0%**

Not applicable

**5 Responses for this choice: 23%**

**49. Please share with us any suggestions, comments, or concerns you have about YBP's service to MOBIUS members.**

*Response 1:* ,

*Response 2:* ,

*Response 3:* ,

*Response 4:* ,

*Response 5:* ,

*Response 6:* ,

*Response 7:* ,

*Response 8:* ,

*Response 9:* ,

*Response 10:* ,

*Response 11:* ,

*Response 12:* ,

*Response 13:* The services in introducing the system has been very helpful and kind ... the people were great!,

*Response 14:* ,

*Response 15:* ,

*Response 16:* ,

*Response 17:* ,

*Response 18:* ,

*Response 19:* ,

*Response 20:* My only concern is a fear that somehow MOBIUS might not renew our contract with YBP. I fervently want to continue to deal with YBP, and I hope that MOBIUS will continue to partner with YBP. Switching vendors to YBP has been a tremendously positive change for the better for our library.,

*Response 21:* ,

**50. For those who are not YBP approval plan customers: Would you consider using an approval plan with YBP to acquire e-books? Why or why not?**

*Response 1:* ,

*Response 2:* ,

*Response 3:* ,

*Response 4:* ,

*Response 5:* ,

*Response 6:* Probably not. Our current collection of e-books is not very well used.,

*Response 7:* ,

*Response 8:* ,

*Response 9:* Currently we don't have a lot of e-books. If we started purchasing more, then we would consider YBP as well as other vendors.,

*Response 10:* ,

*Response 11:* ,

*Response 12:* ,

*Response 13:* ,

*Response 14:* ,

*Response 15:* ,

*Response 16:* ,

*Response 17:* ,

*Response 18:* ,

*Response 19:* ,

*Response 20:* Yes. We do want to continue to build our e-book collection. However, I would be hesitant to sign up for an e-book approval plan until we try a regular book approval plan, which we intend to do.,

*Response 21:* ,

**51. For those who are not YBP customers: Please share with us why you do not use YBP as a vendor.**

*Response 1:* ,

*Response 2:* ,

*Response 3:* ,

*Response 4:* ,

*Response 5:* ,

*Response 6:* ,

*Response 7:* ,

*Response 8:* ,

*Response 9:* Our campus bookstore (Matthews) acts as our jobber.,

*Response 10:* ,

*Response 11:* ,

*Response 12:* ,

*Response 13:* I have been using YBP for 4 months and still learning how to use it and still get stuck once and a while. I would NOT say that the system is "easy" to learn.,

*Response 14:* ,

*Response 15:* Currently in a contract.,

*Response 16:* ,

*Response 17:* ,

*Response 18:* ,

*Response 19:* ,

*Response 20:* ,

*Response 21:* ,

**52. For all survey participants: What other vendors do you use?**

*Response 1:* Midwest, Baker and Taylor,

*Response 2:* Primary vendors: Baker & Taylor, Midwest Library Service, and Amazon.com,

*Response 3:* William S. Hein and Co., Blackwell's.,

*Response 4:* ,

*Response 5:* ,

*Response 6:* Worldwide Art Books (New York),

*Response 7:* ,

*Response 8:* ,

*Response 9:* Matthews, EBSCO, StatRef,

*Response 10:* Midwest  
Baker & Taylor  
Amazon.com,

*Response 11:* ,

*Response 12:* Baker and Taylor, Bernan, Midwest Library Services, Amazon,

*Response 13:* Baker and Taylor, Midwest Library Service, Amazon, Bernan,

*Response 14:* Midwest,

*Response 15:* Midwest Library Service; Blackwell; Baker & Taylor,

*Response 16:* B&T, Midwest, Amazon,

*Response 17:* ,

*Response 18:* Most of our firm orders are through Amazon. The bulk of our standing orders are through Blackwells, Baker and Taylor, and Dawson.,

*Response 19:* ,

*Response 20:* Amazon, Gale, Alibris, and assorted direct publishers. We used to use Blackwell's as our main vendor, but they performed miserably, taking months and months to send our orders, which wreaked havoc at the end of our fiscal year. ,

*Response 21:* Baker & Taylor, Alibris, Amazon,