

Appendix B: Original Survey

COVID ILL/DD Survey

The purpose of this survey is to understand Interlibrary Loan (ILL) and Document Delivery (DD) activities in health-related libraries during the early stage of the COVID-19 pandemic in North America. For the purposes of this survey, ILL is defined as lending/borrowing to/from external libraries and DD as providing material to one's own users, unaffiliated requestors, or internal branches. We are asking about the time period from March 2020 through August 2020.

All health-related libraries (those who serve health sciences programs, health professionals and/or health care facilities), are invited to participate. Please complete the survey once per institution. If your institution has more than one location that does their own lending, each lending location should complete the survey

1. What is your type of library? Select the best choice.

- Academic Health Science Center/Academic Medical Center
 Academic (supporting health programs, but not at a health sciences or medical center)
 Association, Health or Medical-related
 Hospital/Health System (including government systems, e.g., Veterans Administration)
 Special (e.g. law, corporate, etc.)
 Other _____

2. How were your library's operations affected by COVID-19? Please select all that applied at any point from March to August 2020.

- Operations were not affected
 Ceased circulation of print materials
 Ceased ILL delivery of print materials
 Increased communication to library users that ILL fulfillment problems would likely occur due to the pandemic closures of other libraries
 Ceased other services, please specify: _____
 Open to select patron groups/ID badge holders
 Open to library staff only for back of the house operations
 Teleworking of ILL staff
 Closed library space while retaining all/most services remotely
 Furlough of library staff who normally provide ILL services
 Closed completely (no remote services provided)

3. Were you providing ILL from your electronic subscriptions at any time from March to August 2020? Select one choice.

- Entire time
 Part of the time
 None of the time
 We do not have any electronic subscriptions or our subscriptions do not allow ILL.

4. In which of these ILL systems do you normally participate? Select all that apply.

- DOCLINE
 OCLC
 RapidILL
 Regional or state system
 Other _____

5. How did you receive ILL lending requests from March to August 2020? Select all that apply.

- Direct email or other non-system request from borrowing library
- DOCLINE
- OCLC
- RapidILL
- Regional or state system
- Other _____
- Not applicable, we did not receive ILL requests during that time

6. More of my ILL requests for materials likely only held in print, were returned unfilled than is typical

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

7. More of my ILL requests for materials likely available online, were returned unfilled than is typical

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

8. Did the library purchase digital access to any requested materials that you could not obtain through ILL or your regular channels? Check all that apply.

- Purchased directly from publisher
- Requested material through an existing relationship with a third-party content provider (e.g. ReprintsDesk)
- Contracted with a new content provider
- We didn't purchase any digital access/materials
- Other _____

9. Did you have access to your print collection from March to August 2020?

- Entire time
- Part of the time
- None of the time
- Not applicable; we don't have a print collection
- Other, please specify:

10. Were you filling ILL requests from your physical collection from March to August 2020?

- Entire time
- Part of the time
- None of the time
- Not applicable; we don't have a print collection

11. How did you provide ILL fills from your physical collection during that time? Check all that apply.

- Scanned selections of physical items for digital delivery
- Local courier
- Mail/commercial delivery
- Other _____
- Not applicable; we don't have a print collection

12. Were you providing document delivery to your own patrons from March to August 2020?

- None of the time, neither print nor electronic
- Some of the time electronic, some of the time print
- All of the time electronic, some of the time print
- All of the time print, some of the time electronic
- All of time, both print and electronic

13. Were you providing physical items from your own or other libraries to your own patrons from March to August 2020?

- Entire time
- Part of the time
- None of the time
- Not applicable; we don't have a print collection

14. If you did provide physical items to your own patrons, how did you do so? Check all that apply.

- Campus mail
- Curbside pick-up
- Expansion of existing mail-to-home (distance patron) service
- Launched new mail-to-home service
- In-library pickup
- We did not provide physical items
- Other _____

15. Were you accepting returns from March to August 2020?

- Entire time
- Part of the time
- We did not accept nor process any returns
- We did not want returns during that time, but items got returned anyway
- Not applicable; we do/did not loan physical materials.
- Other, please explain: _____

16. From March to August 2020, how did your library handle scanning of physical materials for ILL/DD?

- No change from pre-pandemic workflow
- Staff from other library departments were cross-trained
- Regular ILL staff on altered schedule
- Not applicable; we don't provide scanning services
- Not applicable; we don't have a print collection
- Other _____

17. How did your library handle reshelving of materials pulled for scanning between March-August?

- No change from pre-pandemic workflow
- Delayed/backlog; did not develop a system to know what had already been pulled.
- Delayed/backlog; developed a system to know what had already been pulled. Please describe:

- Did not reshelve at all during this time; did not develop a system to know what had already been pulled.
- Did not reshelve at all during this time; developed a system to know what had already been pulled. Please describe: _____
- Not applicable

18. Has usage of your print collection for ILL/DD during the pandemic sparked evaluation of any of the following? Check all that apply.

- Gaps in your collection
- Titles/coverage unique to your collection
- Use of electronic titles
- Accessibility of print collection
- Organization of print collection
- Pursuit of new partnerships/cooperative agreements
- Staff cross-training
- ILL/DD processes
- Not applicable; we don't have a print collection
- Other: _____

19. Did your interpretation of copyright guidance or practices related to CONTU guidelines change during the pandemic?

- No
- Yes - we have reinterpreted copyright guidance due to the extenuating circumstances of the pandemic
- Still under consideration
- Other, please specify _____

20. Did you join any new resource sharing groups, pods, consortia, or reciprocal agreements or invoke any emergency/buddy library agreements to gain additional access to ILL since March 2020? Check all that apply.

- No
- We joined new groups or signed new reciprocal agreements specifically to gain additional access during the pandemic
- We joined new groups or signed new reciprocal agreements during this time, but not specifically to gain additional access during the pandemic
- We invoked an existing emergency/buddy library agreement
- Other, please specify: _____

21. Has your policy regarding ILL charges for borrowing by your own library users changed since March 2020?

- No; we didn't change our policy of not charging

- No; we didn't change our policy of charging
- Yes; we began providing ILL free of charge to all users
- Yes; we began providing ILL free of charge to some, but not all, users (e.g. free for students)
- Yes; we decreased our charges, but not to the point of being free
- Yes; we began charging
- Yes; we increased our charges from what we previously charged

22. Has your policy regarding charges for document delivery (DD) changed since March 2020?

- No; we didn't change our policy of not charging
- No; we didn't change our policy of charging
- Yes; we began providing DD free of charge to all users
- Yes; we began providing DD free of charge to some, but not all, users (e.g. free for students)
- Yes; we decreased our charges, but not to the point of being free
- Yes; we began charging
- Yes; we increased our charges from what we previously charged

23. Please share your sense of the financial impacts of ILL lending from March to August 2020.

- ILL revenue DECREASED substantially
- There was no major change in ILL revenue
- ILL revenue INCREASED substantially
- I do not have the information to answer this question.

24. Please share your sense of the financial impacts of ILL borrowing from March to August 2020.

- ILL expenditures DECREASED substantially
- There was no major change in ILL expenditures
- ILL expenditures INCREASED substantially
- I do not have the information to answer this question.

25. How were ILL staff involved in making decisions about any changes that happened with services?

26. Is there anything else you would like us to know or think we should have asked?