Summary

Katie Anderson, Krista Dandurand, Judy Gardner, and Holly Muller, with the assistance of Sam McDonald, conducted a phpESP online satisfaction survey April 9-24, 2008, to evaluate the Libraries’ free article delivery pilot project and plan for its future. We identified a random sample of seventy-five users from our ILLiad interlibrary loan management system’s user database and extended an invitation to participate in the survey via personal email. The assessment survey and methodology were approved for exemption from IRB Review by the Rutgers Office of Research and Sponsored Programs.

Thirty completed surveys were received, a 41% response rate. We received surveys back from three undergraduates, fourteen graduate students, ten faculty, three staff, and one Emeritus faculty. The majority of the respondents were graduate students and faculty, 25 or 81% of the total.

Respondents ranked their satisfaction level with the delivery of articles from the Rutgers print journal collections based on three customer service standards on a scale of 1 to 6 (1=less satisfied and 6=more satisfied). Results indicated the majority of respondents are more rather than less satisfied with turnaround time, obtaining the article they asked for, and the readiness of staff to respond to their questions.

Users of the service were also invited to share an example of how they used a scanned article from the Rutgers print journal collections and how it made a difference to their research or teaching. Respondents commented on articles they received that were older, uncommon, not readily available, and difficult to find. As a result of access to the free article delivery pilot, survey respondents obtained articles that enhanced and completed literature reviews and that were used in scholarly publications, presentations, research papers, assignments, and dissertations. Articles arrived when and where they were needed, for example off-campus, in offices, and even out of the country. The free article delivery pilot provided highly valued resources in a timely and efficient manner and at a time and travel savings to library users.
Survey Questions and Results

(1) Please indicate your Rutgers status.

<table>
<thead>
<tr>
<th>Status</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Undergraduate</td>
<td>3</td>
</tr>
<tr>
<td>Graduate Student</td>
<td>14</td>
</tr>
<tr>
<td>Faculty</td>
<td>10</td>
</tr>
<tr>
<td>Staff</td>
<td>3</td>
</tr>
<tr>
<td>Other</td>
<td>1 (Emeritus)</td>
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</table>

(2) How satisfied were you with delivery of articles from the Rutgers print journal collections and the service you received? (1=Not Satisfied; 6=Very Satisfied)

<table>
<thead>
<tr>
<th>Service</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>Average Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Turnaround time</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>11</td>
<td>16</td>
<td>0</td>
<td>5.2</td>
</tr>
<tr>
<td>b. Received what I asked for</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>7</td>
<td>23</td>
<td>0</td>
<td>5.5</td>
</tr>
<tr>
<td>c. Readiness of staff to respond to my questions</td>
<td>0</td>
<td>1</td>
<td>5</td>
<td>3</td>
<td>17</td>
<td>0</td>
<td>5.1</td>
</tr>
</tbody>
</table>

(3) Please share an example of how you used a scanned article you obtained from the Rutgers print journal collections. How did the article make a difference to your research or teaching?

This service has been essential to my research work and to the materials I have had to supply to PhD students. I am extremely grateful for this service and I urge Rutgers Libraries to continue and extend this service.

This is a fantastic service. I often conduct research abroad and enjoy being able to carry all the reading material I need in my laptop (as opposed to a heavy document suitcase).

I used it as reference in subsequent publications.

The ability to get scanned articles fills a very big gap in the online journal resources of Rutgers. Generally, pre-1996 neuroscience articles are unavailable online because Rutgers refuses to subscribe to back-archives. Being able to read the older articles is important for developing a mastery of one's scientific field.
Used articles for research in psychology lab. very helpful

This service has saved me a great deal of time in obtaining articles from rather obscure journals which otherwise would have required a lot of searching and traveling on my part. I love it!

I am currently using the articles for a final project in my graduate class. Most of the articles are the basis of the entire project, so if I was not able to get them it would significantly impact the quality of the assignment.

I needed an article from an old print journal off-campus for research in Women's Studies. It was very useful to be able to have it emailed to me rather than make the long trip to LSM and back!

I am not sure if I am answering this correctly because I have used the ILL service quite a lot, but I think that's different than the print journal collections service? I have used the journals in the library but without much assistance.

The articles that I have received have allowed me to incorporate more information (from older articles, uncommon journals, etc.) into my PhD proposal and general reading.

I used the many articles that I have obtained for research for my undergrad classes and research with a professor for the Aresty Research center.

The articles delivered to me were used as a part of a larger dataset made up of literature in a particular area.

The ability to receive my reading material at my terminal at home, greatly enhances my research

I am currently in the CCS PhD program in Camden. I have used RDS extensively over the past academic year for my research papers and have been delighted with the results.

Finding the article was the problem. However, the staff is so eager to help that I found it in no time. Excellent service from everyone at the Library. Especially (name), she is very helpful and goes that extra mile.

I am writing a review article and yesterday I received an article I requested in less than 6 hrs after I made the request. Remarkable.

I'm currently writing my dissertation and the ease of the service has been wonderful as I continue my reading.

I was able to use the information for a research paper I was writing. They were very helpful because I needed a lot of sources that were not readily available. They were delivered in a timely manner as well.
I have presented scanned articles in presentations for seminar classes and for background in research projects.

I am in the process of preparing for my PhD qualifying exam. The requested item is part of the literature that I am compiling for this process.

When I can't find an article through IRIS or an online journal Rutgers subscribes to, I first turn to the Interlibrary Loan. I've use this system for my own research and for class work. For instance, I had a project with journal references from the 1900's, and it was much easier using this service than going to the archives to look for the articles. Also, when I'm looking for recent articles, I'll use this service if Rutgers doesn't have the journal.

I'm attempting to finish my dissertation and have used this service several times. The rapid response has helped me to continue to write and keep to my schedule. It is a great service. Thank you and please continue the service!!!

I used several scanned articles while compiling background information about pediatric psoriasis. As a disease without published guidelines it was necessary to investigate all the information that's out there. Your service made it possible for me to just that. Many of the articles I need are in obscure journals and I have no idea where I'd even begin to get the information if it wasn't for you. Your service has made it possible for me to be much more detailed and complete in my research. Thanks!

Twice over the last year, I have thought of a paper that I want to assign as reading to my students ("A program to solve Sudoku" and "A simple reflective interpreter"), but did not have the time to photocopy or scan myself right away. The article delivery service was the fastest and most convenient way for me to provide the readings and for my students to retrieve them, so that they can read the papers while they still remember the readings' relevance. The article delivery service has also been a great help in my research, because I often travel away from campus and need to work on my research on the road.

I have used many of these articles in my classes as required reading. I also publish scholarly articles and these articles are essential for my work. Thank you!

I can say that we rely constantly on the Rutgers Print Journal Collections for our review and editing of legal scholarship. The staff is always friendly and the service has made our publication more efficient and timely in its production of published issues -- which reflects well on our school in the larger legal/academic community. Thank you!

I recently conducted an extensive literature review involving journal articles from several disciplines (and therefore located in several libraries). The ability to quickly receive scanned articles saved countless hours of travel, searching, and copying. I was able to devote this time to analysis and writing instead.
Articles obtained from the Rutgers print journal collections provide: 1) supporting references for research projects and manuscripts that I submit for publication, 2) assistance with doctoral student dissertations in terms of information pertaining to the dissertation concepts that are being investigated.

Article was useful to provide practice specific examples for my course.