Rutgers University’s Interlibrary Loan Services conducted an online satisfaction survey February 2-21, 2007 to evaluate its ILL service to New Jersey Library Network member libraries and to fulfill a requirement of Rutgers 2006-2007 Statewide Services Grant. We informed New Jersey librarians about the survey by email via the JerseyCat listserv and provided the survey URL.

Forty-eight surveys were completed. Respondents ranked their satisfaction level for 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 what was asked for, and the readiness of Rutgers ILL staff to respond to questions.

Librarians were asked how likely is it that they would recommend Rutgers ILL service to a colleague. On a scale of 1 to 6 (1=less likely and 6=more likely), 32 of 47 respondents choose 5, implying a favorable perception of the service and likelihood that they would recommend it to other librarians.

Librarians were also invited to share an example of how a customer used a resource obtained on interlibrary loan from Rutgers, and how the item made a difference to the customer. There were 34 responses to this question.

Respondents made specific reference to items obtained from Rutgers that were unavailable at public libraries or difficult to find. As a result of access to Rutgers library materials, NJ business executives made effective presentations, faculty at New Jersey institutions prepared classes and conducted research without having to travel to a Rutgers campus, high school honor students found specific books for their classes, and users completed their work on time because of the reliability and timeliness of the delivery system in place. Several librarians mentioned that Rutgers materials obtained through interlibrary loan saved their customers the cost of purchase.

As a statewide service, Rutgers interlibrary loan (ILL) provides easy access to hard-to-find materials in a timely and efficient manner and at cost savings to library customers throughout the state. The strength of the Rutgers University Libraries collections and the
quality of service provided by ILL staff support the academic, personal, and corporate research of library customers throughout the state.

Survey Questions and Results

1. **How satisfied were you with the customer service you received?**
   (1=Not Satisfied; 6=Very Satisfied)

<table>
<thead>
<tr>
<th>Turnaround time</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
</tr>
</thead>
<tbody>
<tr>
<td>Did you get what you asked for?</td>
<td>4</td>
<td>1</td>
<td>4</td>
<td>12</td>
<td>24</td>
<td>0</td>
</tr>
<tr>
<td>Readiness to response to questions</td>
<td>0</td>
<td>3</td>
<td>4</td>
<td>14</td>
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<td>0</td>
</tr>
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</table>

2. **Please share an example of how a customer used a resource you obtained on interlibrary loan from Rutgers. How did the item make a different to the customer?**

1. A customer need a book to finalize a report the item was received in a timely matter and the customer was grateful.
2. A faculty member working on an advanced degree relies on ILL from Rutgers and others for specialized research materials, especially Spanish language and literature journals. She says "thanks!"
3. A fiction title not easily found elsewhere. Patron was very happy to be able to have the loan.
4. A link to JerseyCat is available to our customers from our website. Many of our customers who are college students are grateful for access to your extensive collection.
5. A staff member's son is in graduate school and needed some hard-to-find books for one of his classes. I was able to borrow a couple of them from Rutgers, which was a great help to the patron.
6. Any material we have received-photocopies from Life Magazine most recently bring a lot of appreciation from our patrons for personal enjoyment. Also you have many textbooks and scientific books that our patrons need to educate themselves or supplement their coursework. Unfortunately, the ILL staff do not interact with the patrons themselves as much as the reference staff does so we miss the one on one relationship. What we can say is the patrons are delighted when they receive it.
7. As a public library, we are generally able to assist a patron who is looking for academic information through ILL & Rutgers has always come through for us.
8. As one of the largest academic library systems in the state, and as certain the one that is most accessible to the public, Rutgers University Libraries' willingness to assist other libraries in the state is greatly appreciated and highly commended.
9. Customers frequently do not share how they are using an item--but I (as ILL librarian) have always been very satisfied in dealing with the Rutgers ILL department.
10. Helped an elderly customer do research for a book that he is writing and he didn't have to travel to a college library to do it.
11. History books that are too academic for most public libraries are what we most ask the academic libraries for. However, here are some real titles that we recently borrowed: a photocopy: Jl of Sensory Studies: Matching Results of Two Independent Highly Trained Sensory Panels...; a Book: County Govt.: A Guide to Efficient and Accountable Govt.; a book: The Reporter's Handbook, 3rd ed.; a book: Programs in Aid of the Poor; and a book: HBR on Breakthrough Thinking. The Rutgers Alexander Library sends us as many books as all other academic libraries combined. It is a wonderful ILL service. Thank you very much. Colleen Byrne, Reference, New Providence Public Library byrnecolleen@hotmail.com
12. I had 3 students recently who requested borrowing from you, because they have always been able to come to your library, and get info., they needed (not being 4 yr.college students) they were treated very well.
13. I have a patron who asks for extremely esoteric items and Rutgers is usually my number 1 source for these items.
14. It helped make a difference with a class they were taking someplace.
15. Item not received in May was re-sent in a timely manner. Apparently it had been placed in CD&L, but we don't receive delivery service. Delay may have meant the article was not available to be used in CEO's presentation.
16. Library user needed a title that was unavailable in the system. Ordered resource via JerseyCat that was extremely technical/math oriented that very important to user's PhD thesis.
17. movies selections citations cited
18. Obtained a book from the Rutgers collection which was then used in a successful presentation to a potential client
19. One of our colleagues in our Department borrowed a book titled "Resource allocation in the public sector: values, priorities, and markets in the management of public services" and one research design for social work and the human services related book. Those two books helped him a lot in his thesis on the financial reform for the Division of Disability Insurance in our Department.
20. One of our professors was able to quickly obtain a number of books that he needed on the topic of survey courses. He received them very quickly and was able to get his research approved on schedule.
21. Our students do heavy research work, dealing with various topics. Many times Rutgers is the only place that has the book the student needs. I have no problem with the service. It is excellent, and the student is very grateful.
22. Patron doing remote graduate work at BYU was able to get textbooks he needed thru ILL. He was quite happy NOT to have to buy them!
23. Patron needed academic book sources for graduate school paper, easily obtained from Rutgers using JerseyCat.
24. Since most of our interlibrary loan requests come to us electronically, I'm unable to answer this question.
25. Teacher is able to get scholarly materials for use in his course preparation. Most often these materials aren't found elsewhere.
26. The materials are often used as research in a project or report. A much more refined or detailed selection is provided, and thus makes gathering sources easier and more
complete. Many sources that are available via an ILL from Rutgers are not obtainable from other sources.
27. The patron was preparing a scholarly paper for presentation to a special interest group, and we were able to provide that necessary information through your services.
28. They used it to price items the had at home so they could sell them at a reasonable price. It was very helpful in this task
29. Through ILL! Students very satisfied.
30. We have 2 patrons in particular who have very specific interests and it seems that Rutgers has the books they desire. They were very pleased that I was able to find these books for them and that they came from Rutgers. Thanks!
31. We have H.S.students in honors courses that request materials through JerseyCat from your location. The only problem we have is getting these students to return materials on time.
32. We receive all sorts of books from Rutgers through JerseyCat, mostly materials that we just can't supply through our public library collection. I can't tell you how much my patrons and I appreciate it. I like to see a request come to us from Rutgers because it feels good to be able to supply something in return. Thank you!
33. We received a book from the Camden Library on Georgia O'Keefe that our patron used for a talk at the local museum.
34. were able to obtain/borrow books for free that couldn't be found elsewhere, thus saving patron the cost of buying the materials. Rutgers has a very good selection.

3. How likely is it that you would:
   (1=Less likely; 6=More Likely)

<table>
<thead>
<tr>
<th>Recommend Rutgers ILL service to a colleague</th>
<th>1</th>
<th>2</th>
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