

## Default Question Block

The OSU Libraries would like your opinion regarding the interlibrary services we offer using ILLiad.

These services include . . .

- interlibrary loan: obtaining books or other physical loans outside of the OSU and OhioLINK collections; and
- Article Express: obtaining scanned PDFs of journal articles, book chapters, and proceedings papers not already available online to the OSU community.

ILLiad is the online request management software used to receive, process, and help deliver the articles, chapters, and book loans that you request.

Your honest and anonymous feedback on the following questions will be used solely to evaluate and improve our local service to the OSU community. No identifying information will be recorded in a manner that will either directly or indirectly identify survey participants, and you may exit the survey at any time.

The survey is available until April 17, 2018, and should take only 2-4 minutes to complete.

How did you originally find out about ILLiad to request the articles, chapters, books, or other types of materials you need?

At a library public service desk

During a library training/orientation session or class

From a personal communication with an OSU subject librarian

From a fellow student/faculty/staff member

From the OSU Libraries web site or within a library database

From a library handout or advertisement

Used ILLiad or interlibrary loan at a previous institution

Don't know or don't remember

Other (please specify)

Please share the reasons you have placed interlibrary loan and/or Article Express requests through ILLiad in the past.

Completing a class assignment

Teaching a course or assigning a course reading

Thesis/dissertation research

Gathering info for promotion and tenure dossier

Professional research/interest

Publishing

Project related to employment

Gathering material for someone else

Recreational reading

Other (please specify)

How often do you usually submit requests for articles or loans via ILLiad?

Almost daily

A few times per week or two

A few times per month

A few times per semester

Rarely

How satisfied are you with each of the following aspects of requesting journal articles, book chapters, book loans, or loans of other types of materials through ILLiad?

	Very unsatisfied	Unsatisfied	Neutral	Satisfied	Very satisfied	N/A
Ease of making a request using the ILLiad web site	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clarity of Article Express and interlibrary loan policies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How long it takes to receive articles/chapters requested	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How long it takes to receive physical loans of books and other formats requested	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of scans delivered	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Requesting renewals for loans	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to track requests online	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to view request history	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Email notifications regarding item arrival, due date, etc	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Correspondence/helpfulness from interlibrary services library staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interlibrary loan/Article Express service overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

We very much appreciate your feedback. Please use this space to let us know what Interlibrary Services does well or how we can improve ILLiad or our interlibrary loan and

Article Express services for you.



What is your **primary** affiliation to The Ohio State University?

Faculty

Staff

Graduate student

Undergraduate

With which OSU campus are you **primarily** affiliated?

Columbus campus

Lima campus

Mansfield campus

Marion campus

Newark campus

Wooster campus (ATI or OARDC)

What is your **primary** department/college/office?

Administration (Univ/OCIO /ASC/OSC,etc)	English	Pharmacy
African-American/African Studies	FAES (Agriculture, Food Science, Natural Resources)	Philosophy
Anthropology	Film Studies	Physics
Architecture	French/Italian	Political Science
Art/Art History/Art Education/Wexner	Geography	Psychology
Astronomy	Germanic Lang/Lit	Public Affairs
Biological Sciences	Health and Rehabilitation Sciences	Public Health
Business	History	Slavic and East European Land/Cultures
Chemistry	Human Ecology	Social Work
Classics	International Studies	Sociology
Communication	Jewish Studies	Spanish/Portuguese
Comparative Studies	Law	Speech and Hearing Science
Dance	Libraries	Sport and Exercise Science
Dentistry	Linguistics	Statistics
Design	Mathematics	Theatre
Earth Sciences	Medicine	Veterinary Medicine
East Asian Lang/Lit	Music	Wexner Medical Center
Economics	Near Eastern Lang/Cultures	Womens/Gender/Sexuality Studies
Education	Nursing	Other (please specify)
		<input type="text"/>
Engineering	Optometry	