

MALiA Vendor 2021 Performance Survey Results

Q2. What MALiA contracts did you use for vendor purchases during 2021? Select all that apply.

Answer Choices	Responses	
Library Materials (Books, Music, and Video)	82.69%	86
Library Serials	19.23%	20
Library Supplies (Consumables, Equipment, and Furniture up to \$10,000)	43.27%	45
Not sure	13.46%	14
	Answered	104
	Skipped	3

LIBRARY MATERIALS

Q3. Over the past year, did you use library materials and related services from Baker & Taylor?

Answer Choices	Responses	
Yes	66.34%	67
No	33.66%	34
	Answered	101
	Skipped	6

Q4. On a scale of 1 to 5, how would you rate the delivery performance of Baker & Taylor library materials and related services?

Answer Choices	Responses	
1 - Late/Early (if problem)	14.52%	9
2	11.29%	7
3 - Neutral	30.65%	19
4	16.13%	10
5 - On Time	27.42%	17
	Answered	62
	Skipped	45
	Avg Score	3.3

Q5. On a scale of 1 to 5, how would you rate the quality of goods/services for Baker and Taylor library materials?

Answer Choices	Responses	
1 - Unacceptable	0.00%	0
2	11.29%	7
3 - Neutral	9.68%	6
4	29.03%	18
5 - Acceptable	50.00%	31
	Answered	62
	Skipped	45
	Avg Score	4.2

Q6. On a scale of 1 to 5, how would you rate the number of complaints regarding Baker & Taylor library materials and related services?

Answer Choices	Responses	
1 - High	3.23%	2
2	14.52%	9
3 - Neutral	32.26%	20
4	16.13%	10
5 - Low	33.87%	21
	Answered	62
	Skipped	45
	Avg Score	3.6

Q7. On a scale of 1 to 5, how would you rate Baker & Taylor's responsiveness to requests to correct deficiencies related to library materials and related services?

Answer Choices	Responses	
1 - Nonresponsive	1.61%	1
2	8.06%	5
3 - Neutral	22.58%	14
4	22.58%	14
5 - Takes prompt corrective action	45.16%	28
	Answered	62
	Skipped	45
	Avg Score	4.0

Q8. On a scale of 1 to 5, what is your overall evaluation of Baker & Taylor library materials and related services?

Answer Choices	Responses	
1 - Unsatisfactory	0.00%	0
2	11.29%	7
3 - Neutral	19.35%	12
4	25.81%	16
5 - Satisfactory	43.55%	27
	Answered	62
	Skipped	45
	Avg Score	4.0

Q9. Use the box below for comments regarding Baker & Taylor library materials and related services.

Answered 31
Skipped 76

Respondents	Responses	Tags
	1 In 2021, delivery service from B&T was horrible. The company now in 2022 is getting back to their "old" ways and delivery service is fine.	
	2 used standing orders for years, ordering system not fantastic but much improved in past couple of years	
	3 Since COVID, our system has experienced delays in receiving processed in-stock materials but when asked to expedite specific orders/titles, they are quick to respond.	
	4 We had a couple of shipments including items with damage to covers/bindings, but B&T was quick to send replacements at no charge.	
	5 Shipments from B&T are delayed.	
	6 Received many popular AY materials extremely late. I had to reach out several times and then have processing removed to get items in a timely manner.	
	7 They sometimes use the wrong stamps on our books	
	8 The materials are great but the books are always late. I think this has to do with COVID. The books used to be on time.	
	9 We understand that these last two years have been unprecedented, and that some issues are beyond everyone's control. The B&T team has worked to solve issues quickly for us.	
	10 Things seem to be improving finally. COVID has caused lots of shipping delays and staff shortages impacting many of our vendors. B&T has not been worse than many other vendors during this period.	
	11 Performance of Baker & Taylor has overall declined since the pandemic started.	
	12 We are no longer using Baker & Taylor leasing program because few best sellers were available in its selection lists. Also had late delivery in the past year.	
	13 I have had a good experience using Baker & Taylor.	
	14 Michelle Lipscomb is our rep and she is always very helpful and very responsive.	
	15 Everything is good, but orders take a lot longer to receive since COVID.	
	16 Use is limited to pre-bind and CATS series.	
	17 Inventory has at times been very depleted & deliveries slow.	
	18 I believe that Baker and Taylor's delivery issues are most likely pandemic related, and will hopefully improve in the future.	
	19 Very pleased with Baker & Taylor	
	20 My primary issues with B&T are related to the amount of time it takes to get invoices and/or small packages of items shipped to us using USPS.	

21 Baker & Taylor have been able to supply materials in a timely fashion in spite of the supply chain difficulties and the continued pandemic.

22 Baker & Taylor is not resolving ordering issues with OSA and TLC.

23 Customer service from sales is excellent, from accounts payable/billing is poor.

24 We understand that most shipping and service delays were due to staffing shortages and supply chain disruptions due to the Covid19 pandemic.

25 Overall good at remediating issues with products but did see an uptick in shipping delays (possibly from pandemic or issues with delivery partners), backordered items, as well as some inconsistencies on physical processing of books (barcodes missing, mylar missing, stickers in wrong places, items missing from packing lists, etc) but all issues were dealt with via customer rep in a timely manner and credits given when needed.

26 2021 saw a marked slow down in deliveries and quality of product. We had many books that the binding broke on this year that were brand new and I had to call in December to get my November order. I am thinking of switching to Ingram!

27 Several times over the past year I have needed to call into B&T for several things in regards to the shipping/packing of our orders. For several months we were getting shipment slip/invoices in our boxes, just a printed letter stating that they were With COVID & supply chain issues, it's difficult to rate any vendor right now. I think B&T has been doing pretty well considering...

28 Baker & Taylor is an excellent vendor for us. We purchase the majority of our materials from them, including print and electronic. Thank you for this discount!

29 brief period of shipping delays and other "hiccups" (missing packing slips, wrong titles shipped) in July-August - since improved dramatically.

30 Our most current issue is with their bestseller program and delivery of items in a timely manner. But our regular fiction items we get from another Malia vendor are just as erratic

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Q10. Over the past year, did you use library materials and related services from Blackstone Publishing?

Answer Choices	Responses	
Yes	44.21%	42
No	55.79%	53
	Answered	95
	Skipped	12

Q11. On a scale of 1 to 5, how would you rate the delivery performance of Blackstone Publishing library materials and related services?

Answer Choices	Responses	
1 - Late/Early (if problem)	4.65%	2
2	0.00%	0
3 - Neutral	16.28%	7
4	23.26%	10
5 - On Time	55.81%	24
	Answered	43
	Skipped	64
	Avg Score	4.3

Q12. On a scale of 1 to 5, how would you rate the quality of goods/services for Blackstone Publishing library materials?

Answer Choices	Responses	
1 - Unacceptable	0.00%	0
2	0.00%	0
3 - Neutral	9.30%	4
4	23.26%	10
5 - Acceptable	67.44%	29
	Answered	43
	Skipped	64
	Avg Score	4.6

Q13. On a scale of 1 to 5, how would you rate the number of complaints regarding Blackstone Publishing library materials and related services?

Answer Choices	Responses	
1 - High	2.33%	1

2	2.33%	1
3 - Neutral	13.95%	6
4	16.28%	7
5 - Low	65.12%	28
	Answered	43
	Skipped	64
	Avg Score	4.4

Q14. On a scale of 1 to 5, how would you rate Blackstone Publishing's responsiveness to requests to correct deficiencies related to library materials and related services?

Answer Choices	Responses	
1 - Nonresponsive	0.00%	0
2	9.30%	4
3 - Neutral	23.26%	10
4	13.95%	6
5 - Takes prompt corrective action	53.49%	23
	Answered	43
	Skipped	64
	Avg Score	4.1

Q15. On a scale of 1 to 5, what is your overall evaluation of Blackstone Publishing library materials and related services?

Answer Choices	Responses	
1 - Unsatisfactory	0.00%	0
2	2.33%	1
3 - Neutral	11.63%	5
4	20.93%	9
5 - Satisfactory	65.12%	28
	Answered	43
	Skipped	64
	Avg Score	4.5

Q16. Use the box below for comments regarding Blackstone Publishing library materials and related services.

Answered 10
Skipped 97

Respondents	Responses	Tags
	1 Blackstone is pleasant to work with and they are dependable.	
	2 improved service and quality from several years ago	
	3 Blackstone is our main audiobook vendor at this point. Good selection and quality packaging for library use.	
	4 Many issues with their website. Lots of very late shipments during COVID. Lots of defective discs that don't play even when new. Some problems with invoicing.	
	5 I have had a good experience with Blackstone.	
	6 Everything is ok.	
	7 Have made limited purchases so far.	
	8 Needs online payment system and ability to retrieve invoices out of the system.	
	9 Blackstone's one weakness is lack of online invoice payment option. It usually takes several phone calls to actually reach the	
	10 They provide a great service and helpful if their is any type of issue	

Q17. Over the past year, did you use library materials and related services from Bound to Stay Bound Books?

Answer Choices	Responses	
Yes	4.26%	4
No	95.74%	90
	Answered	94
	Skipped	13

Q18. On a scale of 1 to 5, how would you rate the delivery performance of Bound to Stay Bound Books library materials and related services?

Answer Choices	Responses	
1 - Late/Early (if problem)	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	50.00%	2
5 - On Time	50.00%	2
	Answered	4
	Skipped	103
	Avg Score	4.5

Q19. On a scale of 1 to 5, how would you rate the quality of goods/services for Bound to Stay Bound Books library materials?

Answer Choices	Responses	
1 - Unacceptable	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	25.00%	1
5 - Acceptable	75.00%	3
	Answered	4
	Skipped	103
	Avg Score	4.8

Q20. On a scale of 1 to 5, how would you rate the number of complaints regarding Bound to Stay Bound Books library materials and related services?

Answer Choices	Responses	
1 - High	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	0.00%	0
5 - Low	100.00%	4
	Answered	4
	Skipped	103
	Avg Score	5.0

Q21. On a scale of 1 to 5, how would you rate Bound to Stay Bound Books's responsiveness to requests to correct deficiencies related to library materials and related services?

Answer Choices	Responses	
1 - Nonresponsive	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	0.00%	0
5 - Takes prompt corrective action	100.00%	4
	Answered	4
	Skipped	103
	Avg Score	5.0

Q22. On a scale of 1 to 5, what is your overall evaluation of Bound to Stay Bound Books library materials and related services?

Answer Choices	Responses	
1 - Unsatisfactory	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	0.00%	0
5 - Satisfactory	100.00%	4
	Answered	4
	Skipped	103

Avg Score 5.0

Q23. Use the box below for comments regarding Bound to Stay Bound Books library materials and related services.

Answered 2
Skipped 105

Respondents	Responses	Tags
	1 BTSB is a wonderful company.	
	2 Having BTSB as a vendor through MALiA has been great!	

Q24. Over the past year, did you use library materials and related services from Brodart?

Answer Choices	Responses
Yes	34.04% 32
No	65.96% 62
	Answered 94
	Skipped 13

Q25. On a scale of 1 to 5, how would you rate the delivery performance of Brodart library materials and related services?

Answer Choices	Responses
1 - Late/Early (if problem)	6.06% 2
2	3.03% 1
3 - Neutral	27.27% 9
4	9.09% 3
5 - On Time	54.55% 18
	Answered 33
	Skipped 74
	Avg Score 4.0

Q26. On a scale of 1 to 5, how would you rate the quality of goods/services for Brodart library materials?

Answer Choices	Responses
1 - Unacceptable	0.00% 0
2	6.06% 2
3 - Neutral	9.09% 3
4	12.12% 4
5 - Acceptable	72.73% 24
	Answered 33
	Skipped 74
	Avg Score 4.5

Q27. On a scale of 1 to 5, how would you rate the number of complaints regarding Brodart library materials and related services?

Answer Choices	Responses
1 - High	0.00% 0
2	9.09% 3
3 - Neutral	15.15% 5
4	9.09% 3
5 - Low	66.67% 22
	Answered 33
	Skipped 74
	Avg Score 4.3

Q28. On a scale of 1 to 5, how would you rate Brodart's responsiveness to requests to correct deficiencies related to library materials and related services?

Answer Choices	Responses
1 - Nonresponsive	0.00% 0

2	6.06%	2
3 - Neutral	33.33%	11
4	15.15%	5
5 - Takes prompt corrective action	45.45%	15
	Answered	33
	Skipped	74
	Avg Score	4.0

Q29. On a scale of 1 to 5, what is your overall evaluation of Brodart library materials and related services?

Answer Choices	Responses	
1 - Unsatisfactory	0.00%	0
2	9.09%	3
3 - Neutral	18.18%	6
4	12.12%	4
5 - Satisfactory	60.61%	20
	Answered	33
	Skipped	74
	Avg Score	4.2

Q30. Use the box below for comments regarding Brodart library materials and related services.

Answered 10
Skipped 97

Respondents	Responses	Tags
	1 Brodart has had lots of shipping issues.We are not having the same issues with our other vendors.	
	2 Some of the reps don't return emails.	
	3 Everything has been good	
	4 Reliable source for materials in Spanish.	
	5 Very good customer service.	
	6 Shipping fees can be high for some orders.	
	7 Always prompt and responsive!	
	8 We placed a order for some catalog stickers. When trying to place the order online we were a little confused as it wasn't something that we were familiar with. The customer service representative was extremely annoyed that we needed assistance and that she would need to provide it. Once we got through that and we were able to have the order place we waited more than several weeks (close to a month if not so) for the order for it to come in incorrect. When I called back in to customer service I was greeted with the same representative. When I was explaining to her our issue with the incorrect numbering on the barcodes that we received she was flat out rude! She wanted proof that it was in fact her error and not ours as she was certain that she put the numbers in as she received them and that the cost to reorder the barcodes would fall on us the customer. fortunately I had the information to provide to her that it was indeed her mistake and she did get the barcodes reordered for us and we received them withing several weeks. However the whole situation was unpleasant and we definitely think twice before placing orders with them now. So much in fact when we needed to reorder more barcodes we decided to use another vendor instead of them.	
	9 We purchase from Brodart often and never have any issues	
	10 I believe items ordered from Brodart, but not by me (person filling out survey).	

Q31. Over the past year, did you use library materials and related services from Children's Plus?

Answer Choices	Responses	
Yes	12.77%	12
No	87.23%	82
	Answered	94
	Skipped	13

Q32. On a scale of 1 to 5, how would you rate the delivery performance of Children's Plus library materials and related services?

Answer Choices	Responses
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1 - Late/Early (if problem)	0.00%	0
2	16.67%	2
3 - Neutral	0.00%	0
4	66.67%	8
5 - On Time	16.67%	2
	Answered	12
	Skipped	95
	Avg Score	3.8

Q33. On a scale of 1 to 5, how would you rate the quality of goods/services for Children's Plus library materials?

Answer Choices	Responses	
1 - Unacceptable	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	25.00%	3
5 - Acceptable	75.00%	9
	Answered	12
	Skipped	95
	Avg Score	4.8

Q34. On a scale of 1 to 5, how would you rate the number of complaints regarding Children's Plus library materials and related services?

Answer Choices	Responses	
1 - High	0.00%	0
2	0.00%	0
3 - Neutral	16.67%	2
4	16.67%	2
5 - Low	66.67%	8
	Answered	12
	Skipped	95
	Avg Score	4.5

Q35. On a scale of 1 to 5, how would you rate Children's Plus' responsiveness to requests to correct deficiencies related to library materials and related services?

Answer Choices	Responses	
1 - Nonresponsive	0.00%	0
2	0.00%	0
3 - Neutral	25.00%	3
4	16.67%	2
5 - Takes prompt corrective action	58.33%	7
	Answered	12
	Skipped	95
	Avg Score	4.3

Q36. On a scale of 1 to 5, what is your overall evaluation of Children's Plus library materials and related services?

Answer Choices	Responses	
1 - Unsatisfactory	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	33.33%	4
5 - Satisfactory	66.67%	8
	Answered	12
	Skipped	95
	Avg Score	4.7

Q37. Use the box below for comments regarding Children's Plus library materials and related services.

Answered
Skipped

3
104

Respondents	Responses	Tags
	1 Orders always take at least 3 weeks to fulfill, but the quality is excellent.	
	2 I was disappointed when items I ordered were cancelled instead of backordered. It also took more time to get the items than for other book vendors. However, I do like the list features for selecting materials.	
	3 One delivery was slow to come.	

Q38. Over the past year, did you use library materials and related services from EBSCO Publishing?

Answer Choices	Responses
Yes	37.23% 35
No	62.77% 59
	Answered 94
	Skipped 13

Q39. On a scale of 1 to 5, how would you rate the delivery performance of EBSCO Publishing library materials and related services?

Answer Choices	Responses
1 - Late/Early (if problem)	2.78% 1
2	0.00% 0
3 - Neutral	25.00% 9
4	13.89% 5
5 - On Time	58.33% 21
	Answered 36
	Skipped 71
	Avg Score 4.3

Q40. On a scale of 1 to 5, how would you rate the quality of goods/services for EBSCO Publishing library materials?

Answer Choices	Responses
1 - Unacceptable	0.00% 0
2	2.78% 1
3 - Neutral	27.78% 10
4	16.67% 6
5 - Acceptable	52.78% 19
	Answered 36
	Skipped 71
	Avg Score 4.2

Q41. On a scale of 1 to 5, how would you rate the number of complaints regarding EBSCO Publishing library materials and related services?

Answer Choices	Responses
1 - High	2.78% 1
2	5.56% 2
3 - Neutral	33.33% 12
4	11.11% 4
5 - Low	47.22% 17
	Answered 36
	Skipped 71
	Avg Score 3.9

Q42. On a scale of 1 to 5, how would you rate EBSCO Publishing's responsiveness to requests to correct deficiencies related to library materials and related services?

Answer Choices	Responses
1 - Nonresponsive	2.78% 1
2	2.78% 1

3 - Neutral	33.33%	12
4	11.11%	4
5 - Takes prompt corrective action	50.00%	18
	Answered	36
	Skipped	71
	Avg Score	4.0

Q43. On a scale of 1 to 5, what is your overall evaluation of EBSCO Publishing library materials and related services?

Answer Choices	Responses	
1 - Unsatisfactory	2.78%	1
2	0.00%	0
3 - Neutral	30.56%	11
4	16.67%	6
5 - Satisfactory	50.00%	18
	Answered	36
	Skipped	71
	Avg Score	4.1

Q44. Use the box below for comments regarding EBSCO Publishing library materials and related services.

Answered 4
Skipped 103

Respondents	Responses	Tags
	1 Our request for refunds of cancelled subscriptions took a very long time to fulfill.	
	2 Everything has been good <input type="checkbox"/>	
	3 We use EBSCO services as our main source for periodicals. Much more efficient than having to order direct.	
	4 We never have any issues with EBSCO Publishing	

Q45. Over the past year, did you use library materials and related services from Gale Cengage?

Answer Choices	Responses	
Yes	66.30%	61
No	33.70%	31
	Answered	92
	Skipped	15

Q46. On a scale of 1 to 5, how would you rate the delivery performance of Gale Cengage library materials and related services?

Answer Choices	Responses	
1 - Late/Early (if problem)	0.00%	0
2	1.64%	1
3 - Neutral	16.39%	10
4	21.31%	13
5 - On Time	60.66%	37
	Answered	61
	Skipped	46
	Avg Score	4.4

Q47. On a scale of 1 to 5, how would you rate the quality of goods/services for Gale Cengage library materials?

Answer Choices	Responses	
1 - Unacceptable	1.64%	1
2	1.64%	1
3 - Neutral	14.75%	9
4	18.03%	11
5 - Acceptable	63.93%	39

Answered 61
Skipped 46
Avg Score 4.4

Q48. On a scale of 1 to 5, how would you rate the number of complaints regarding Gale Cengage library materials and related services?

Answer Choices	Responses	
1 - High	1.64%	1
2	4.92%	3
3 - Neutral	22.95%	14
4	13.11%	8
5 - Low	57.38%	35
Answered		61
Skipped		46
Avg Score		4.2

Q49. On a scale of 1 to 5, how would you rate Gale Cengage's responsiveness to requests to correct deficiencies related to library materials and related services?

Answer Choices	Responses	
1 - Nonresponsive	1.64%	1
2	1.64%	1
3 - Neutral	22.95%	14
4	9.84%	6
5 - Takes prompt corrective action	63.93%	39
Answered		61
Skipped		46
Avg Score		4.3

Q50. On a scale of 1 to 5, what is your overall evaluation of Gale Cengage library materials and related services?

Answer Choices	Responses	
1 - Unsatisfactory	1.64%	1
2	1.64%	1
3 - Neutral	21.31%	13
4	11.48%	7
5 - Satisfactory	63.93%	39
Answered		61
Skipped		46
Avg Score		4.3

Q51. Use the box below for comments regarding Gale Cengage library materials and related services.

Answered 10
Skipped 97

Respondents	Responses	Tags
	1 they are taking over!	
	2 Gale Cengage is our main vendor for Large Print.	
	3 we order large print books and I wish the website was a little better.	
	4 Their website is awful but they have tried to revamp it. Lots of delayed shipments, just got a Christmas title I ordered in Sept. today. Some issues with condition on items - bound upside down, wrong text inside cover, cover damage but it has not been excessive and replacements are processed quickly	
	5 They are very pleasant to work with.	
	6 Everything was good.	
	7 Several books this year have fallen apart within months of receipt. This problem requires replacements and that is time wasted and time patrons are without a copy.	

8 We are no longer using this company for the fact they we had over \$1600.00 in credits with them over several years not once did they inform us and when we requested to use the credit it was a nightmare! To the point where not only did we have to get directors and executives on both ends involved we had to inform our county lawyer. I am talking more than 6 months to finally get this worked out. It was probably the most unpleasant experience that I have ever had to deal with! It was terrible and we no longer use this company for our large print items. I am talking more than 6 months to finally get this worked out. It was probably the most unpleasant experience that I have ever had to deal with!

9 We have used Gale Cengage forever for our Large Print collection. Materials always arrive on time and they will promptly replace any damaged items.

10 I have no issues with the quality of the product, but it takes entirely too long to have orders fulfilled. I currently have 3 orders open from October that have yet to be fulfilled. These items were presented as promotional items, but now it seems like they either did not actually have any in stock when they sold them to my libraries or they ran out quickly and have not reprinted. I completely understand what the publishing industry is facing right now, but I am disappointed with this on behalf of my libraries.

Q52. Over the past year, did you use library materials and related services from Ingram Library Services?

Answer Choices	Responses	
Yes	65.22%	60
No	34.78%	32
	Answered	92
	Skipped	15

Q53. On a scale of 1 to 5, how would you rate the delivery performance of Ingram Library Services library materials and related services?

Answer Choices	Responses	
1 - Late/Early (if problem)	0.00%	0
2	5.00%	3
3 - Neutral	6.67%	4
4	26.67%	16
5 - On Time	61.67%	37
	Answered	60
	Skipped	47
	Avg Score	4.5

Q54. On a scale of 1 to 5, how would you rate the quality of goods/services for Ingram Library Services library materials?

Answer Choices	Responses	
1 - Unacceptable	0.00%	0
2	1.67%	1
3 - Neutral	1.67%	1
4	26.67%	16
5 - Acceptable	70.00%	42
	Answered	60
	Skipped	47
	Avg Score	4.7

Q55. On a scale of 1 to 5, how would you rate the number of complaints regarding Ingram Library Services library materials and related services?

Answer Choices	Responses	
1 - High	0.00%	0
2	3.33%	2
3 - Neutral	5.00%	3
4	31.67%	19
5 - Low	60.00%	36
	Answered	60
	Skipped	47
	Avg Score	4.5

Q56. On a scale of 1 to 5, how would you rate Ingram Library Services' responsiveness to requests to correct deficiencies related to library materials and related services?

Answer Choices	Responses	
1 - Nonresponsive	0.00%	0
2	8.33%	5
3 - Neutral	3.33%	2
4	23.33%	14
5 - Takes prompt corrective action	65.00%	39
	Answered	60
	Skipped	47
	Avg Score	4.5

Q57. On a scale of 1 to 5, what is your overall evaluation of Ingram Library Services library materials and related services?

Answer Choices	Responses	
1 - Unsatisfactory	0.00%	0
2	3.33%	2
3 - Neutral	5.00%	3
4	20.00%	12
5 - Satisfactory	71.67%	43
	Answered	60
	Skipped	47
	Avg Score	4.6

Q58. Use the box below for comments regarding Ingram Library Services library materials and related services.

Answered 15
Skipped 92

Respondents	Responses	Tags
	1 The slower delivery times has been explained by Ingram as supply chain issues and labor shortages at their warehouses.	
	2 customer service and ordering system very good	
	3 Ingram seems to be making more errors than what used to be previously - probably because of the pandemic	
	4 Ingram is our main book vendor.	
	5 Subpar customer service especially when dealing with damaged/returns.	
	6 I like that they deliver quickly after you place an order.	
	7 Ingram's change to charge shipping from the secondary warehouse (as opposed to no shipping from either in previous years) has negatively impacted our workflows. With supply chain issues, stock is not as plentiful and to have the copy(ies) you need be in the secondary warehouse, we are unable to claim the item if we don't have the 15 item minimum left. From their email last year: "Shipments of less than 15 units will be charged a flat \$5.00 shipping fee. This flat fee amount is subject to change with notice." We have been hesitant to use them as we used to out of concern over the shipping costs and not knowing how orders would ship. Any strides that could be made in this would be greatly appreciated.	
	8 There have been a few issues with lateness but Ingram communicates this issues well.	
	9 Vendor has been impacted by supply chain and staffing issues. They have been working with us to resolve issues.	
	10 Ingram has had some issues with timely materials delivery. This is not usually the case and is related to supply chain issues and the pandemic. Our rep has done as much as she can to work with us. Overall, Ingram services, including jacketing, have been great.	
	11 Some minor issues with invoicing but prompt action taken to resolve.	
	12 Ingram is our #1 vendor when it comes to books, but the quality of service has taken a nosedive in the past three years. We are having entire orders come in with no processing at all, we have to request packing slips on a much more regular basis, the iPage site crashes and does not work efficiently quite a bit, and at the beginning of COVID, we were being charged and overcharged quite often which meant having to request credits which our fiscal office does not appreciate having to process. Our sales rep, Tom, is wonderful and has been upfront with the issues that Ingram has faced in the last few years, but the shine is off of Ingram in the eyes of my libraries.	
	13 We have used Ingram for 50 years and they are great to work with. Always helpful to answer questions, replace damage items without question and accept return with full refund.	
	14 Miss the full Customer Service. They have lowered their service to 10:00 to 2:00	

Ingram is our main vendor so therefore the majority of issues will be with them simply because of the quantity of items we order from them. When you can speak to a customer rep over the phone the service is excellent, their online issues system has not been prompt in dealing with returns or replacement requests

Q59. Over the past year, did you use library materials and related services from Jupiter Associates?

Answer Choices	Responses	
Yes	7.61%	7
No	92.39%	85
	Answered	92
	Skipped	15

Q60. On a scale of 1 to 5, how would you rate the delivery performance of Jupiter Associates library materials and related services?

Answer Choices	Responses	
1 - Late/Early (if problem)	0.00%	0
2	0.00%	0
3 - Neutral	14.29%	1
4	0.00%	0
5 - On Time	85.71%	6
	Answered	7
	Skipped	100
	Avg Score	4.7

Q61. On a scale of 1 to 5, how would you rate the quality of goods/services for Jupiter Associates library materials?

Answer Choices	Responses	
1 - Unacceptable	0.00%	0
2	0.00%	0
3 - Neutral	14.29%	1
4	0.00%	0
5 - Acceptable	85.71%	6
	Answered	7
	Skipped	100
	Avg Score	4.7

Q62. On a scale of 1 to 5, how would you rate the number of complaints regarding Jupiter Associates library materials and related services?

Answer Choices	Responses	
1 - High	0.00%	0
2	0.00%	0
3 - Neutral	14.29%	1
4	0.00%	0
5 - Low	85.71%	6
	Answered	7
	Skipped	100
	Avg Score	4.7

Q63. On a scale of 1 to 5, how would you rate Jupiter Associates' responsiveness to requests to correct deficiencies related to library materials and related services?

Answer Choices	Responses	
1 - Nonresponsive	0.00%	0
2	0.00%	0
3 - Neutral	14.29%	1
4	0.00%	0
5 - Takes prompt corrective action	85.71%	6
	Answered	7
	Skipped	100

Avg Score 4.7

Q64. On a scale of 1 to 5, what is your overall evaluation of Jupiter Associates library materials and related services?

Answer Choices	Responses	
1 - Unsatisfactory	0.00%	0
2	0.00%	0
3 - Neutral	14.29%	1
4	0.00%	0
5 - Satisfactory	85.71%	6
	Answered	7
	Skipped	100
	Avg Score	4.7

Q65. Use the box below for comments regarding Jupiter Associates library materials and related services.

Answered 3
Skipped 104

Respondents	Responses	Tags
	1 We never had an issue with Jupiter. They have always offered great service.	
	2 Very prompt service and delivery.	
	3 Jupiter is an excellent vendor.	

Q66. Over the past year, did you use library materials and related services from Midwest Library Service?

Answer Choices	Responses	
Yes	28.26%	26
No	71.74%	66
	Answered	92
	Skipped	15

Q67. On a scale of 1 to 5, how would you rate the delivery performance of Midwest Library Service library materials and related services?

Answer Choices	Responses	
1 - Late/Early (if problem)	0.00%	0
2	0.00%	0
3 - Neutral	21.05%	8
4	26.32%	10
5 - On Time	52.63%	20
	Answered	38
	Skipped	69
	Avg Score	4.3

Q68. On a scale of 1 to 5, how would you rate the quality of goods/services for Midwest Library Service library materials?

Answer Choices	Responses	
1 - Unacceptable	2.63%	1
2	0.00%	0
3 - Neutral	5.26%	2
4	21.05%	8
5 - Acceptable	71.05%	27
	Answered	38
	Skipped	69
	Avg Score	4.6

Q69. On a scale of 1 to 5, how would you rate the number of complaints regarding Midwest Library Service library materials and related services?

Answer Choices	Responses
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1 - High	0.00%	0
2	0.00%	0
3 - Neutral	13.16%	5
4	15.79%	6
5 - Low	71.05%	27
	Answered	38
	Skipped	69
	Avg Score	4.6

Q70. On a scale of 1 to 5, how would you rate Midwest Library Service's responsiveness to requests to correct deficiencies related to library materials and related services?

Answer Choices	Responses	
1 - Nonresponsive	0.00%	0
2	0.00%	0
3 - Neutral	10.53%	4
4	23.68%	9
5 - Takes prompt corrective action	65.79%	25
	Answered	38
	Skipped	69
	Avg Score	4.6

Q71. On a scale of 1 to 5, what is your overall evaluation of Midwest Library Service library materials and related services?

Answer Choices	Responses	
1 - Unsatisfactory	0.00%	0
2	0.00%	0
3 - Neutral	2.63%	1
4	18.42%	7
5 - Satisfactory	78.95%	30
	Answered	38
	Skipped	69
	Avg Score	4.8

Q72. Use the box below for comments regarding Midwest Library Service library materials and related services.

Answered 7
Skipped 100

Respondents	Responses	Tags
	1 pricing a little more than some, but good products, good service, and better availability than many others	
	2 Wonderful vendor, one of the best.	
	3 Midwest has excellent customer service and quickly resolves any issues that we have had.	
	4 Excellent vendor that is changing with the times.	
	5 Their audio cases are great.	
	6 Great company to work with.	
	7 We understand shipping delays and processing errors may be related to Covid19 pandemic.	

Q73. Over the past year, did you use library materials and related services from Midwest Tape?

Answer Choices	Responses	
Yes	58.70%	54
No	41.30%	38
	Answered	92
	Skipped	15

Q74. On a scale of 1 to 5, how would you rate the delivery performance of Midwest Tape library materials and related services?

Answer Choices	Responses	
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1 - Late/Early (if problem)	0.00%	0
2	1.85%	1
3 - Neutral	16.67%	9
4	24.07%	13
5 - On Time	57.41%	31
	Answered	54
	Skipped	53
	Avg Score	4.4

Q75. On a scale of 1 to 5, how would you rate the quality of goods/services for Midwest Tape library materials?

Answer Choices	Responses	
1 - Unacceptable	0.00%	0
2	0.00%	0
3 - Neutral	11.11%	6
4	7.41%	4
5 - Acceptable	81.48%	44
	Answered	54
	Skipped	53
	Avg Score	4.7

Q76. On a scale of 1 to 5, how would you rate the number of complaints regarding Midwest Tape library materials and related services?

Answer Choices	Responses	
1 - High	0.00%	0
2	3.70%	2
3 - Neutral	16.67%	9
4	14.81%	8
5 - Low	64.81%	35
	Answered	54
	Skipped	53
	Avg Score	4.4

Q77. On a scale of 1 to 5, how would you rate Midwest Tape's responsiveness to requests to correct deficiencies related to library materials and related services?

Answer Choices	Responses	
1 - Nonresponsive	0.00%	0
2	0.00%	0
3 - Neutral	11.11%	6
4	20.37%	11
5 - Takes prompt corrective action	68.52%	37
	Answered	54
	Skipped	53
	Avg Score	4.6

Q78. On a scale of 1 to 5, what is your overall evaluation of Midwest Tape library materials and related services?

Answer Choices	Responses	
1 - Unsatisfactory	0.00%	0
2	0.00%	0
3 - Neutral	11.11%	6
4	16.67%	9
5 - Satisfactory	72.22%	39
	Answered	54
	Skipped	53
	Avg Score	4.6

Q79. Use the box below for comments regarding Midwest Tape library materials and related services.

Answered
Skipped

12
95

Respondents	Response Date	Responses	Tags
		1 a little more price but good availability	
		2 Too expensive and took about 3 weeks to receive orders without any processing.	
		3 Great vendor, easy to work with.	
		4 Midwest Tape has excellent customer service and they have been quick to resolve any issues.	
		5 Far fewer problems during COVID than with other vendors	
		6 Excellent vendor that is changing with the times.	
		7 Everything is good	
		8 Great company to work with.	
		9 When using them to replace library items, we often have to wait a long time to receive the replacement, if it even ever comes.	
		10 Issues with ordering on TLC's end.	
		11 My libraries are complaining that it is taking too long for their items to be shipped. Again, we are all trying to be understanding of the hardships being put upon our vendors due to the pandemic, but these delays may cause our libraries to lose the allocations this fiscal year if items aren't received in a timely manner.	
		12 Midwest is always responsive and eager to help sort out any issue that we may have. Everyone from customer services, our account representative, to accounts receivable.	

Q80. Over the past year, did you use library materials and related services from Perma-Bound?

Answer Choices	Responses	
Yes	5.49%	5
No	94.51%	86
	Answered	91
	Skipped	16

Q81. On a scale of 1 to 5, how would you rate the delivery performance of Perma-Bound library materials and related services?

Answer Choices	Responses	
1 - Late/Early (if problem)	20.00%	1
2	0.00%	0
3 - Neutral	20.00%	1
4	60.00%	3
5 - On Time	0.00%	0
	Answered	5
	Skipped	102
	Avg Score	3.2

Q82. On a scale of 1 to 5, how would you rate the quality of goods/services for Perma-Bound library materials?

Answer Choices	Responses	
1 - Unacceptable	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	20.00%	1
5 - Acceptable	80.00%	4
	Answered	5
	Skipped	102
	Avg Score	4.8

Q83. On a scale of 1 to 5, how would you rate the number of complaints regarding Perma-Bound library materials and related services?

Answer Choices	Responses	
1 - High	0.00%	0
2	0.00%	0
3 - Neutral	20.00%	1

4	20.00%	1
5 - Low	60.00%	3
Answered		5
Skipped		102
Avg Score		4.4

Q84. On a scale of 1 to 5, how would you rate Perma-Bound's responsiveness to requests to correct deficiencies related to library materials and related services?

Answer Choices	Responses	
1 - Nonresponsive	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	40.00%	2
5 - Takes prompt corrective action	60.00%	3
Answered		5
Skipped		102
Avg Score		4.6

Q85. On a scale of 1 to 5, what is your overall evaluation of Perma-Bound library materials and related services?

Answer Choices	Responses	
1 - Unsatisfactory	0.00%	0
2	0.00%	0
3 - Neutral	20.00%	1
4	20.00%	1
5 - Satisfactory	60.00%	3
Answered		5
Skipped		102
Avg Score		4.4

Q86. Use the box below for comments regarding Perma-Bound library materials and related services.

Answered 2
Skipped 105

Respondents	Responses	Tags
1	Deliveries take about 2 weeks.	
	When ordering items marked high-priority, the wait time to receive the items is unacceptable. <input type="checkbox"/>	
2	When it comes to billing, you are waiting on bills that you are not going to receive because they cancel items without notice. <input type="checkbox"/>	
	The billing/accounting department is very pleasant to work with.	

Q87. Over the past year, did you use library materials and related services from Prince Books?

Answer Choices	Responses	
Yes	0.00%	0
No	100.00%	91
Answered		91
Skipped		16

Q88. On a scale of 1 to 5, how would you rate the delivery performance of Prince Books library materials and related services?

Answer Choices	Responses	
1 - Late/Early (if problem)	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	0.00%	0
5 - On Time	0.00%	0
Answered		0

Skipped 107

Q89. On a scale of 1 to 5, how would you rate the quality of goods/services for Prince Books library materials?

Answer Choices	Responses	
1 - Unacceptable	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	0.00%	0
5 - Acceptable	0.00%	0
	Answered	0
	Skipped	107

Q90. On a scale of 1 to 5, how would you rate the number of complaints regarding Prince Books library materials and related services?

Answer Choices	Responses	
1 - High	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	0.00%	0
5 - Low	0.00%	0
	Answered	0
	Skipped	107

Q91. On a scale of 1 to 5, how would you rate Prince Books' responsiveness to requests to correct deficiencies related to library materials and related services?

Answer Choices	Responses	
1 - Nonresponsive	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	0.00%	0
5 - Takes prompt corrective action	0.00%	0
	Answered	0
	Skipped	107

Q92. On a scale of 1 to 5, what is your overall evaluation of Prince Books library materials and related services?

Answer Choices	Responses	
1 - Unsatisfactory	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	0.00%	0
5 - Satisfactory	0.00%	0
	Answered	0
	Skipped	107

Q93. Use the box below for comments regarding Prince Books library materials and related services.

Answered 0
Skipped 107

Q94. Over the past year, did you use library materials and related services from Rosen Publishing?

Answer Choices	Responses	
Yes	3.30%	3
No	96.70%	88
	Answered	91
	Skipped	16

Q95. On a scale of 1 to 5, how would you rate the delivery performance of Rosen Publishing library materials and related services?

Answer Choices	Responses	
1 - Late/Early (if problem)	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	33.33%	1
5 - On Time	66.67%	2
Answered		3
Skipped		104
Avg Score		4.7

Q96. On a scale of 1 to 5, how would you rate the quality of goods/services for Rosen Publishing library materials?

Answer Choices	Responses	
1 - Unacceptable	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	0.00%	0
5 - Acceptable	100.00%	3
Answered		3
Skipped		104
Avg Score		5.0

Q97. On a scale of 1 to 5, how would you rate the number of complaints regarding Rosen Publishing library materials and related services?

Answer Choices	Responses	
1 - High	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	33.33%	1
5 - Low	66.67%	2
Answered		3
Skipped		104
Avg Score		4.7

Q98. On a scale of 1 to 5, how would you rate Rosen Publishing's responsiveness to requests to correct deficiencies related to library materials and related services?

Answer Choices	Responses	
1 - Nonresponsive	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	33.33%	1
5 - Takes prompt corrective action	66.67%	2
Answered		3
Skipped		104
Avg Score		4.7

Q99. On a scale of 1 to 5, what is your overall evaluation of Rosen Publishing library materials and related services?

Answer Choices	Responses	
1 - Unsatisfactory	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	33.33%	1
5 - Satisfactory	66.67%	2
Answered		3
Skipped		104
Avg Score		4.7

Q100. Use the box below for comments regarding Rosen Publishing library materials and related services.

Answered	0
Skipped	107

Q101. Over the past year, did you use library materials and related services from Scholastic Library Publishing?

Answer Choices	Responses	
Yes	23.08%	21
No	76.92%	70
	Answered	91
	Skipped	16

Q102. On a scale of 1 to 5, how would you rate the delivery performance of Scholastic Library Publishing library materials and related services?

Answer Choices	Responses	
1 - Late/Early (if problem)	0.00%	0
2	0.00%	0
3 - Neutral	9.52%	2
4	42.86%	9
5 - On Time	47.62%	10
	Answered	21
	Skipped	86
	Avg Score	4.4

Q103. On a scale of 1 to 5, how would you rate the quality of goods/services for Scholastic Library Publishing library materials?

Answer Choices	Responses	
1 - Unacceptable	0.00%	0
2	0.00%	0
3 - Neutral	9.52%	2
4	23.81%	5
5 - Acceptable	66.67%	14
	Answered	21
	Skipped	86
	Avg Score	4.6

Q104. On a scale of 1 to 5, how would you rate the number of complaints regarding Scholastic Library Publishing library materials and related services?

Answer Choices	Responses	
1 - High	0.00%	0
2	4.76%	1
3 - Neutral	23.81%	5
4	14.29%	3
5 - Low	57.14%	12
	Answered	21
	Skipped	86
	Avg Score	4.2

Q105. On a scale of 1 to 5, how would you rate Scholastic Library Publishing's responsiveness to requests to correct deficiencies related to library materials and related services?

Answer Choices	Responses	
1 - Nonresponsive	0.00%	0
2	0.00%	0
3 - Neutral	33.33%	7
4	9.52%	2
5 - Takes prompt corrective action	57.14%	12
	Answered	21

Skipped 86
Avg Score 4.2

Q106. On a scale of 1 to 5, what is your overall evaluation of Scholastic Library Publishing library materials and related services?

Answer Choices	Responses
1 - Unsatisfactory	0.00% 0
2	0.00% 0
3 - Neutral	9.52% 2
4	28.57% 6
5 - Satisfactory	61.90% 13
Answered 21	
Skipped 86	
Avg Score 4.5	

Q107. Use the box below for comments regarding Scholastic Library Publishing library materials and related services.

Answered 1
Skipped 106

Respondents	Responses	Tags
1	Concerns are primarily related to billing	

Q108. Over the past year, did you use library materials and related services from Superior Global Solutions?

Answer Choices	Responses
Yes	2.20% 2
No	97.80% 89
Answered 91	
Skipped 16	

Q109. On a scale of 1 to 5, how would you rate the delivery performance of Superior Global Solutions library materials and related services?

Answer Choices	Responses
1 - Late/Early (if problem)	0.00% 0
2	0.00% 0
3 - Neutral	50.00% 1
4	50.00% 1
5 - On Time	0.00% 0
Answered 2	
Skipped 105	
Avg Score 3.5	

Q110. On a scale of 1 to 5, how would you rate the quality of goods/services for Superior Global Solutions library materials?

Answer Choices	Responses
1 - Unacceptable	0.00% 0
2	0.00% 0
3 - Neutral	50.00% 1
4	50.00% 1
5 - Acceptable	0.00% 0
Answered 2	
Skipped 105	
Avg Score 3.5	

Q111. On a scale of 1 to 5, how would you rate the number of complaints regarding Superior Global Solutions library materials and related services?

Answer Choices	Responses
1 - High	0.00% 0

2	0.00%	0
3 - Neutral	50.00%	1
4	50.00%	1
5 - Low	0.00%	0
Answered		2
Skipped		105
Avg Score		3.5

Q112. On a scale of 1 to 5, how would you rate Superior Global Solutions' responsiveness to requests to correct deficiencies related to library materials and related services?

Answer Choices	Responses	
1 - Nonresponsive	0.00%	0
2	0.00%	0
3 - Neutral	50.00%	1
4	50.00%	1
5 - Takes prompt corrective action	0.00%	0
Answered		2
Skipped		105
Avg Score		3.5

Q113. On a scale of 1 to 5, what is your overall evaluation of Superior Global Solutions library materials and related services?

Answer Choices	Responses	
1 - Unsatisfactory	0.00%	0
2	0.00%	0
3 - Neutral	50.00%	1
4	50.00%	1
5 - Satisfactory	0.00%	0
Answered		2
Skipped		105
Avg Score		3.5

Q114. Use the box below for comments regarding Superior Global Solutions library materials and related services.

Answered 0
Skipped 107

Q115. Over the past year, did you use library materials and related services from Thomas Klise/Crimson Multimedia?

Answer Choices	Responses	
Yes	0.00%	0
No	100.00%	91
Answered		91
Skipped		16

Q116. On a scale of 1 to 5, how would you rate the delivery performance of Thomas Klise/Crimson Multimedia library materials and related services?

Answer Choices	Responses	
1 - Late/Early (if problem)	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	0.00%	0
5 - On Time	0.00%	0
Answered		0
Skipped		107

Q117. On a scale of 1 to 5, how would you rate the quality of goods/services for Thomas Klise/Crimson Multimedia library materials?

Answer Choices	Responses
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1 - Unacceptable	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	0.00%	0
5 - Acceptable	0.00%	0
	Answered	0
	Skipped	107

Q118. On a scale of 1 to 5, how would you rate the number of complaints regarding Thomas Klise/Crimson Multimedia library materials and related services?

Answer Choices	Responses	
1 - High	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	0.00%	0
5 - Low	0.00%	0
	Answered	0
	Skipped	107

Q119. On a scale of 1 to 5, how would you rate Thomas Klise/Crimson Multimedia's responsiveness to requests to correct deficiencies related to library materials and related services?

Answer Choices	Responses	
1 - Nonresponsive	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	0.00%	0
5 - Takes prompt corrective action	0.00%	0
	Answered	0
	Skipped	107

Q120. On a scale of 1 to 5, what is your overall evaluation of Thomas Klise/Crimson Multimedia library materials and related services?

Answer Choices	Responses	
1 - Unsatisfactory	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	0.00%	0
5 - Satisfactory	0.00%	0
	Answered	0
	Skipped	107

Q121. Use the box below for comments regarding Thomas Klise/Crimson Multimedia library materials and related services.

Answered 0
Skipped 107

LIBRARY SERIALS

Q122. Over the past year, did you use library serials and related services from EBSCO Information Services?

Answer Choices	Responses	
Yes	31.87%	29
No	68.13%	62
	Answered	91
	Skipped	16

Q123. On a scale of 1 to 5, how would you rate the delivery performance of EBSCO Information Services library serials and related services?

Answer Choices	Responses	
1 - Late/Early (if problem)	6.90%	2
2	3.45%	1
3 - Neutral	27.59%	8
4	17.24%	5
5 - On Time	44.83%	13
	Answered	29
	Skipped	78
	Avg Score	3.9

Q124. On a scale of 1 to 5, how would you rate the quality of goods/services for EBSCO Information Services library serials?

Answer Choices	Responses	
1 - Unacceptable	3.45%	1
2	6.90%	2
3 - Neutral	27.59%	8
4	13.79%	4
5 - Acceptable	48.28%	14
	Answered	29
	Skipped	78
	Avg Score	4.0

Q125. On a scale of 1 to 5, how would you rate the number of complaints regarding EBSCO Information Services library serials and related services?

Answer Choices	Responses	
1 - High	10.34%	3
2	0.00%	0
3 - Neutral	27.59%	8
4	17.24%	5
5 - Low	44.83%	13
	Answered	29
	Skipped	78
	Avg Score	3.9

Q126. On a scale of 1 to 5, how would you rate EBSCO Information Services' responsiveness to requests to correct deficiencies related to library serials and related services?

Answer Choices	Responses	
1 - Nonresponsive	3.45%	1
2	10.34%	3
3 - Neutral	34.48%	10
4	17.24%	5
5 - Takes prompt corrective action	34.48%	10
	Answered	29
	Skipped	78
	Avg Score	3.7

Q127. On a scale of 1 to 5, what is your overall evaluation of EBSCO Information Services library serials and related services?

Answer Choices	Responses	
1 - Unsatisfactory	3.45%	1
2	6.90%	2
3 - Neutral	27.59%	8
4	20.69%	6
5 - Satisfactory	41.38%	12
	Answered	29
	Skipped	78
	Avg Score	3.9

Q128. Use the box below for comments regarding EBSCO Information Services library serials and related services.

Answered 7
 Skipped 100

Respondents	Responses	Tags
	1 Our request for a refund for cancelled subscriptions took a very long time to receive.	
	2 Our rep has been great to work with!	
	3 EBSCO has not changed with the times.	
	4 Didn't get the right newspapers in.	
	5 Everything is good.	
	6 We have no real issues with EBSCO and our rep is very responsive and helpful.	
	7 Have not resolved issues with Openathens. Openathens has been locking people out of Overdrive accounts. Other goods and services have been good.	

Q129. Over the past year, did you use library serials and related services from Jupiter Associates?

Answer Choices	Responses
Yes	3.30% 3
No	96.70% 88
	Answered 91
	Skipped 16

Q130. On a scale of 1 to 5, how would you rate the delivery performance of Jupiter Associates library serials and related services?

Answer Choices	Responses
1 - Late/Early (if problem)	0.00% 0
2	0.00% 0
3 - Neutral	0.00% 0
4	0.00% 0
5 - On Time	100.00% 3
	Answered 3
	Skipped 104
	Avg Score 5.0

Q131. On a scale of 1 to 5, how would you rate the quality of goods/services for Jupiter Associates library serials?

Answer Choices	Responses
1 - Unacceptable	0.00% 0
2	0.00% 0
3 - Neutral	0.00% 0
4	0.00% 0
5 - Acceptable	100.00% 3
	Answered 3
	Skipped 104
	Avg Score 5.0

Q132. On a scale of 1 to 5, how would you rate the number of complaints regarding Jupiter Associates library serials and related services?

Answer Choices	Responses
1 - High	0.00% 0
2	33.33% 1
3 - Neutral	0.00% 0
4	0.00% 0
5 - Low	66.67% 2
	Answered 3
	Skipped 104
	Avg Score 4.0

Q133. On a scale of 1 to 5, how would you rate Jupiter Associates' responsiveness to requests to correct deficiencies related to library serials and related services?

Answer Choices	Responses	
1 - Nonresponsive	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	0.00%	0
5 - Takes prompt corrective action	100.00%	3
	Answered	3
	Skipped	104
	Avg Score	5.0

Q134. On a scale of 1 to 5, what is your overall evaluation of Jupiter Associates library serials and related services?

Answer Choices	Responses	
1 - Unsatisfactory	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	0.00%	0
5 - Satisfactory	100.00%	3
	Answered	3
	Skipped	104
	Avg Score	5.0

Q135. Use the box below for comments regarding Jupiter Associates library serials and related services.

Answered	0
Skipped	107

Q136. Over the past year, did you use library serials and related services from WT Cox Information Services?

Answer Choices	Responses	
Yes	20.88%	19
No	79.12%	72
	Answered	91
	Skipped	16

Q137. On a scale of 1 to 5, how would you rate the delivery performance of WT Cox Information Services library serials and related services?

Answer Choices	Responses	
1 - Late/Early (if problem)	0.00%	0
2	0.00%	0
3 - Neutral	21.05%	4
4	31.58%	6
5 - On Time	47.37%	9
	Answered	19
	Skipped	88
	Avg Score	4.3

Q138. On a scale of 1 to 5, how would you rate the quality of goods/services for WT Cox Information Services library serials?

Answer Choices	Responses	
1 - Unacceptable	0.00%	0
2	0.00%	0
3 - Neutral	10.53%	2
4	21.05%	4
5 - Acceptable	68.42%	13
	Answered	19

Skipped 88
Avg Score 4.6

Q139. On a scale of 1 to 5, how would you rate the number of complaints regarding WT Cox Information Services library serials and related services?

Answer Choices	Responses
1 - High	0.00% 0
2	5.26% 1
3 - Neutral	21.05% 4
4	31.58% 6
5 - Low	42.11% 8
Answered 19	
Skipped 88	
Avg Score 4.1	

Q140. On a scale of 1 to 5, how would you rate WT Cox Information Services' responsiveness to requests to correct deficiencies related to library serials and related services?

Answer Choices	Responses
1 - Nonresponsive	0.00% 0
2	5.26% 1
3 - Neutral	21.05% 4
4	31.58% 6
5 - Takes prompt corrective action	42.11% 8
Answered 19	
Skipped 88	
Avg Score 4.1	

Q141. On a scale of 1 to 5, what is your overall evaluation of WT Cox Information Services library serials and related services?

Answer Choices	Responses
1 - Unsatisfactory	0.00% 0
2	0.00% 0
3 - Neutral	15.79% 3
4	26.32% 5
5 - Satisfactory	57.89% 11
Answered 19	
Skipped 88	
Avg Score 4.4	

Q142. Use the box below for comments regarding WT Cox Information Services library serials and related services.

Answered 2
Skipped 105

Respondents	Responses	Tags
1	The customer service is good, but the website has some problems. Specifically the checking system. Some titles were missing in the renewal, and the billing was not accurate and ended up paying more later in the year.	
2	When you get a credit memo for a magazine, WT Cox does not tell you, you need to go look for it in their system. So, if a magazine is no longer available, you do not know that you have credit for it and the credit expires if you do not use it within the required time frame. So, you are losing money that you spent.	

LIBRARY SUPPLIES

Q143. Over the past year, did you use library supplies and related services from Arcon Resources?

Answer Choices	Responses
Yes	0.00% 0

No	100.00%	91
	Answered	91
	Skipped	16

Q144. On a scale of 1 to 5, how would you rate the delivery performance of Arcon Resources library supplies and related services?

Answer Choices	Responses	
1 - Late/Early (if problem)	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	0.00%	0
5 - On Time	0.00%	0
	Answered	0
	Skipped	107

Q145. On a scale of 1 to 5, how would you rate the quality of goods/services for Arcon Resources library supplies?

Answer Choices	Responses	
1 - Unacceptable	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	0.00%	0
5 - Acceptable	0.00%	0
	Answered	0
	Skipped	107

Q146. On a scale of 1 to 5, how would you rate the number of complaints regarding Arcon Resources library supplies and related services?

Answer Choices	Responses	
1 - High	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	0.00%	0
5 - Low	0.00%	0
	Answered	0
	Skipped	107

Q147. On a scale of 1 to 5, how would you rate Arcon Resources' responsiveness to requests to correct deficiencies related to library supplies and related services?

Answer Choices	Responses	
1 - Nonresponsive	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	0.00%	0
5 - Takes prompt corrective action	0.00%	0
	Answered	0
	Skipped	107

Q148. On a scale of 1 to 5, what is your overall evaluation of Arcon Resources library supplies and related services?

Answer Choices	Responses	
1 - Unsatisfactory	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	0.00%	0
5 - Satisfactory	0.00%	0
	Answered	0
	Skipped	107

Q149. Use the box below for comments regarding Arcon Resources library supplies and related services.

Answered 0
 Skipped 107

Q150. Over the past year, did you use library supplies and related services from Brodart?

Answer Choices	Responses	
Yes	36.26%	33
No	63.74%	58
	Answered	91
	Skipped	16

Q151. On a scale of 1 to 5, how would you rate the delivery performance of Brodart library supplies and related services?

Answer Choices	Responses	
1 - Late/Early (if problem)	6.06%	2
2	0.00%	0
3 - Neutral	12.12%	4
4	18.18%	6
5 - On Time	63.64%	21
	Answered	33
	Skipped	74
	Avg Score	4.3

Q152. On a scale of 1 to 5, how would you rate the quality of goods/services for Brodart library supplies?

Answer Choices	Responses	
1 - Unacceptable	0.00%	0
2	6.06%	2
3 - Neutral	6.06%	2
4	15.15%	5
5 - Acceptable	72.73%	24
	Answered	33
	Skipped	74
	Avg Score	4.5

Q153. On a scale of 1 to 5, how would you rate the number of complaints regarding Brodart library supplies and related services?

Answer Choices	Responses	
1 - High	0.00%	0
2	6.06%	2
3 - Neutral	9.09%	3
4	18.18%	6
5 - Low	66.67%	22
	Answered	33
	Skipped	74
	Avg Score	4.5

Q154. On a scale of 1 to 5, how would you rate Brodart's responsiveness to requests to correct deficiencies related to library supplies and related services?

Answer Choices	Responses	
1 - Nonresponsive	0.00%	0
2	6.06%	2
3 - Neutral	12.12%	4
4	24.24%	8
5 - Takes prompt corrective action	57.58%	19
	Answered	33
	Skipped	74

Avg Score 4.3

Q155. On a scale of 1 to 5, what is your overall evaluation of Brodart library supplies and related services?

Answer Choices	Responses	
1 - Unsatisfactory	0.00%	0
2	3.03%	1
3 - Neutral	9.09%	3
4	21.21%	7
5 - Satisfactory	66.67%	22
Answered		33
Skipped		74
Avg Score		4.5

Q156. Use the box below for comments regarding Brodart library supplies and related services.

Answered 4
Skipped 103

Respondents	Responses	Tags
1	We did not use them a lot so experience was limited but we had no issues	
2	Shipping costs can be high for some orders.	
3	We placed a order for some catalog stickers. When trying to place the order online we were a little confused as it wasn't something that we were familiar with. The customer service representative was extremely annoyed that we needed assistance and that she would need to provide it. Once we got through that and we were able to have the order place we waited more than several weeks (close to a month if not so) for the order for it to come in incorrect. When I called back in to customer service I was greeted with the same representative. When I was explaining to her our issue with the incorrect numbering on the barcodes that we received she was flat out rude! She wanted proof that it was in fact her error and not ours as she was certain that she put the numbers in as she received them and that the cost to reorder the barcodes would fall on us the customer. fortunately I had the information to provide to her that it was indeed her mistake and she did get the barcodes reordered for us and we received them withing several weeks. However the whole situation was unpleasant and we definitely think twice before placing orders with them now. So much in fact when we needed to reorder more barcodes we decided to use another vendor instead of them.	
4	Good products at reasonable prices. Offer great discounts	

Q157. Over the past year, did you use library supplies and related services from Conservation Resources International?

Answer Choices	Responses	
Yes	0.00%	0
No	100.00%	91
Answered		91
Skipped		16

Q158. On a scale of 1 to 5, how would you rate the delivery performance of Conservation Resources International library supplies and related services?

Answer Choices	Responses	
1 - Late/Early (if problem)	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	0.00%	0
5 - On Time	0.00%	0
Answered		0
Skipped		107

Q159. On a scale of 1 to 5, how would you rate the quality of goods/services for Conservation Resources International library supplies?

Answer Choices	Responses	
1 - Unacceptable	0.00%	0

2	0.00%	0
3 - Neutral	0.00%	0
4	0.00%	0
5 - Acceptable	0.00%	0
	Answered	0
	Skipped	107

Q160. On a scale of 1 to 5, how would you rate the number of complaints regarding Conservation Resources International library supplies and related services?

Answer Choices	Responses	
1 - High	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	0.00%	0
5 - Low	0.00%	0
	Answered	0
	Skipped	107

Q161. On a scale of 1 to 5, how would you rate Conservation Resources International's responsiveness to requests to correct deficiencies related to library supplies and related services?

Answer Choices	Responses	
1 - Nonresponsive	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	0.00%	0
5 - Takes prompt corrective action	0.00%	0
	Answered	0
	Skipped	107

Q162. On a scale of 1 to 5, what is your overall evaluation of Conservation Resources International library supplies and related services?

Answer Choices	Responses	
1 - Unsatisfactory	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	0.00%	0
5 - Satisfactory	0.00%	0
	Answered	0
	Skipped	107

Q163. Use the box below for comments regarding Conservation Resources International library supplies and related services.

Answered 0
Skipped 107

Q164. Over the past year, did you use library supplies and related services from DEMCO, Inc.?

Answer Choices	Responses	
Yes	76.92%	70
No	23.08%	21
	Answered	91
	Skipped	16

Q165. On a scale of 1 to 5, how would you rate the delivery performance of DEMCO, Inc. library supplies and related services?

Answer Choices	Responses	
1 - Late/Early (if problem)	1.43%	1
2	2.86%	2
3 - Neutral	15.71%	11

4	24.29%	17
5 - On Time	55.71%	39
	Answered	70
	Skipped	37
	Avg Score	4.3

Q166. On a scale of 1 to 5, how would you rate the quality of goods/services for DEMCO, Inc. library supplies?

Answer Choices	Responses	
1 - Unacceptable	1.43%	1
2	0.00%	0
3 - Neutral	7.14%	5
4	20.00%	14
5 - Acceptable	71.43%	50
	Answered	70
	Skipped	37
	Avg Score	4.6

Q167. On a scale of 1 to 5, how would you rate the number of complaints regarding DEMCO, Inc. library supplies and related services?

Answer Choices	Responses	
1 - High	2.86%	2
2	1.43%	1
3 - Neutral	11.43%	8
4	18.57%	13
5 - Low	65.71%	46
	Answered	70
	Skipped	37
	Avg Score	4.4

Q168. On a scale of 1 to 5, how would you rate DEMCO, Inc.'s responsiveness to requests to correct deficiencies related to library supplies and related services?

Answer Choices	Responses	
1 - Nonresponsive	0.00%	0
2	2.86%	2
3 - Neutral	21.43%	15
4	15.71%	11
5 - Takes prompt corrective action	60.00%	42
	Answered	70
	Skipped	37
	Avg Score	4.3

Q169. On a scale of 1 to 5, what is your overall evaluation of DEMCO, Inc. library supplies and related services?

Answer Choices	Responses	
1 - Unsatisfactory	0.00%	0
2	1.43%	1
3 - Neutral	8.57%	6
4	18.57%	13
5 - Satisfactory	71.43%	50
	Answered	70
	Skipped	37
	Avg Score	4.6

Q170. Use the box below for comments regarding DEMCO, Inc. library supplies and related services.

Answered	11
Skipped	96

Respondents	Response Date	Responses	Tags
1		more stuff going on backorder, some stuff being discontinued, prices going up--many times their regular discounts higher than Malia discounts	
2		Demco has had lots of delivery issues mostly with furniture. □ We have not had this problem with other furniture vendors.	
3		Always works to give me the best prices, prompt delivery as supply is available. Very pleasant and helpful to work out issues.	
4		Lots of really long backorders on products and they would not invoice for products shipped until order was complete which was a problem for us.	
5		Demco always have great customer service, they are very helpful.	
6		Everything is good	
7		Some items take longer to receive than others. This is more related to supply chain issues rather than their services.	
8		On website, you cannot access older orders in a reasonable way and have to look through each order to see if this is where you had previously purchased an item.	
9		If not for the extreme shipping cost we would order from them more often.	
10		Offer quality products	
11		DEMCO enjoys a fair monopoly in the arena, and as such, they've jacked up their prices. It's ludicrous to pay so much for shipping, especially with smaller packages. We've begun looking to other providers just to avoid DEMCO's prices. It's a shame as their products are often high quality, but they aren't worth a ridiculous upcharge and exorbitant shipping fees.	

Q171. Over the past year, did you use library supplies and related services from Hollinger Metal Edge?

Answer Choices	Responses
Yes	4.40% 4
No	95.60% 87
	Answered 91
	Skipped 16

Q172. On a scale of 1 to 5, how would you rate the delivery performance of Hollinger Metal Edge library supplies and related services?

Answer Choices	Responses
1 - Late/Early (if problem)	0.00% 0
2	0.00% 0
3 - Neutral	0.00% 0
4	0.00% 0
5 - On Time	100.00% 4
	Answered 4
	Skipped 103
	Avg Score 5.0

Q173. On a scale of 1 to 5, how would you rate the quality of goods/services for Hollinger Metal Edge library supplies?

Answer Choices	Responses
1 - Unacceptable	0.00% 0
2	0.00% 0
3 - Neutral	0.00% 0
4	0.00% 0
5 - Acceptable	100.00% 4
	Answered 4
	Skipped 103
	Avg Score 5.0

Q174. On a scale of 1 to 5, how would you rate the number of complaints regarding Hollinger Metal Edge library supplies and related services?

Answer Choices	Responses
1 - High	0.00% 0
2	0.00% 0
3 - Neutral	0.00% 0

4	0.00%	0
5 - Low	100.00%	4
Answered		4
Skipped		103
Avg Score		5.0

Q175. On a scale of 1 to 5, how would you rate Hollinger Metal Edge's responsiveness to requests to correct deficiencies related to library supplies and related services?

Answer Choices	Responses	
1 - Nonresponsive	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	0.00%	0
5 - Takes prompt corrective action	100.00%	4
Answered		4
Skipped		103
Avg Score		5.0

Q176. On a scale of 1 to 5, what is your overall evaluation of Hollinger Metal Edge library supplies and related services?

Answer Choices	Responses	
1 - Unsatisfactory	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	0.00%	0
5 - Satisfactory	100.00%	4
Answered		4
Skipped		103
Avg Score		5.0

Q177. Use the box below for comments regarding Hollinger Metal Edge library supplies and related services.

Answered 1
Skipped 106

Respondents	Responses	Tags
1	No issues at all with this company.	

Q178. Over the past year, did you use library supplies and related services from International Library Services?

Answer Choices	Responses	
Yes	0.00%	0
No	100.00%	91
Answered		91
Skipped		16

Q179. On a scale of 1 to 5, how would you rate the delivery performance of International Library Services library supplies and related services?

Answer Choices	Responses	
1 - Late/Early (if problem)	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	0.00%	0
5 - On Time	0.00%	0
Answered		0
Skipped		107

Q180. On a scale of 1 to 5, how would you rate the quality of goods/services for International Library Services library supplies?

Answer Choices	Responses	
1 - Unacceptable	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	0.00%	0
5 - Acceptable	0.00%	0
	Answered	0
	Skipped	107

Q181. On a scale of 1 to 5, how would you rate the number of complaints regarding International Library Services library supplies and related services?

Answer Choices	Responses	
1 - High	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	0.00%	0
5 - Low	0.00%	0
	Answered	0
	Skipped	107

Q182. On a scale of 1 to 5, how would you rate International Library Services' responsiveness to requests to correct deficiencies related to library supplies and related services?

Answer Choices	Responses	
1 - Nonresponsive	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	0.00%	0
5 - Takes prompt corrective action	0.00%	0
	Answered	0
	Skipped	107

Q183. On a scale of 1 to 5, what is your overall evaluation of International Library Services library supplies and related services?

Answer Choices	Responses	
1 - Unsatisfactory	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	0.00%	0
5 - Satisfactory	0.00%	0
	Answered	0
	Skipped	107

Q184. Use the box below for comments regarding International Library Services library supplies and related services.

Answered	0
Skipped	107

Q185. Over the past year, did you use library supplies and related services from Jupiter Associates?

Answer Choices	Responses	
Yes	5.49%	5
No	94.51%	86
	Answered	91
	Skipped	16

Q186. On a scale of 1 to 5, how would you rate the delivery performance of Jupiter Associates library supplies and related services?

Answer Choices	Responses	
1 - Late/Early (if problem)	0.00%	0

2	0.00%	0
3 - Neutral	0.00%	0
4	0.00%	0
5 - On Time	100.00%	5
Answered		5
Skipped		102
Avg Score		5.0

Q187. On a scale of 1 to 5, how would you rate the quality of goods/services for Jupiter Associates library supplies?

Answer Choices	Responses	
1 - Unacceptable	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	0.00%	0
5 - Acceptable	100.00%	5
Answered		5
Skipped		102
Avg Score		5.0

Q188. On a scale of 1 to 5, how would you rate the number of complaints regarding Jupiter Associates library supplies and related services?

Answer Choices	Responses	
1 - High	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	0.00%	0
5 - Low	100.00%	5
Answered		5
Skipped		102
Avg Score		5.0

Q189. On a scale of 1 to 5, how would you rate Jupiter Associates' responsiveness to requests to correct deficiencies related to library supplies and related services?

Answer Choices	Responses	
1 - Nonresponsive	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	0.00%	0
5 - Takes prompt corrective action	100.00%	5
Answered		5
Skipped		102
Avg Score		5.0

Q190. On a scale of 1 to 5, what is your overall evaluation of Jupiter Associates library supplies and related services?

Answer Choices	Responses	
1 - Unsatisfactory	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	0.00%	0
5 - Satisfactory	100.00%	5
Answered		5
Skipped		102
Avg Score		5.0

Q191. Use the box below for comments regarding Jupiter Associates library supplies and related services.

Answered

2

Skipped

105

Respondents	Responses	Tags
	1 Good service. No complaints.	

Q192. Over the past year, did you use library supplies and related services from KAPCO-Kent Adhesive Products?

Answer Choices	Responses
Yes	8.79% 8
No	91.21% 83
Answered	91
Skipped	16

Q193. On a scale of 1 to 5, how would you rate the delivery performance of KAPCO-Kent Adhesive Products library supplies and related services?

Answer Choices	Responses
1 - Late/Early (if problem)	0.00% 0
2	12.50% 1
3 - Neutral	25.00% 2
4	25.00% 2
5 - On Time	37.50% 3
Answered	8
Skipped	99
Avg Score	3.9

Q194. On a scale of 1 to 5, how would you rate the quality of goods/services for KAPCO-Kent Adhesive Products library supplies?

Answer Choices	Responses
1 - Unacceptable	0.00% 0
2	0.00% 0
3 - Neutral	25.00% 2
4	25.00% 2
5 - Acceptable	50.00% 4
Answered	8
Skipped	99
Avg Score	4.3

Q195. On a scale of 1 to 5, how would you rate the number of complaints regarding KAPCO-Kent Adhesive Products library supplies and related services?

Answer Choices	Responses
1 - High	0.00% 0
2	0.00% 0
3 - Neutral	25.00% 2
4	37.50% 3
5 - Low	37.50% 3
Answered	8
Skipped	99
Avg Score	4.1

Q196. On a scale of 1 to 5, how would you rate KAPCO-Kent Adhesive Products' responsiveness to requests to correct deficiencies related to library supplies and related services?

Answer Choices	Responses
1 - Nonresponsive	0.00% 0
2	0.00% 0
3 - Neutral	37.50% 3
4	25.00% 2
5 - Takes prompt corrective action	37.50% 3
Answered	8

Skipped 99
 Avg Score 4.0

Q197. On a scale of 1 to 5, what is your overall evaluation of KAPCO-Kent Adhesive Products library supplies and related services?

Answer Choices	Responses
1 - Unsatisfactory	0.00% 0
2	0.00% 0
3 - Neutral	12.50% 1
4	37.50% 3
5 - Satisfactory	50.00% 4
Answered 8	
Skipped 99	
Avg Score 4.4	

Q198. Use the box below for comments regarding KAPCO-Kent Adhesive Products library supplies and related services.

Answered 1
 Skipped 106

Respondents	Responses	Tags
1	Ordered one item that is on backorder.	

Q199. Over the past year, did you use library supplies and related services from K-Log, Inc.?

Answer Choices	Responses
Yes	1.10% 1
No	98.90% 90
Answered 91	
Skipped 16	

Q200. On a scale of 1 to 5, how would you rate the delivery performance of K-Log, Inc. library supplies and related services?

Answer Choices	Responses
1 - Late/Early (if problem)	0.00% 0
2	0.00% 0
3 - Neutral	0.00% 0
4	100.00% 1
5 - On Time	0.00% 0
Answered 1	
Skipped 106	
Avg Score 4.0	

Q201. On a scale of 1 to 5, how would you rate the quality of goods/services for K-Log, Inc. library supplies?

Answer Choices	Responses
1 - Unacceptable	0.00% 0
2	0.00% 0
3 - Neutral	0.00% 0
4	100.00% 1
5 - Acceptable	0.00% 0
Answered 1	
Skipped 106	
Avg Score 4.0	

Q202. On a scale of 1 to 5, how would you rate the number of complaints regarding K-Log, Inc. library supplies and related services?

Answer Choices	Responses
1 - High	0.00% 0

2	0.00%	0
3 - Neutral	0.00%	0
4	0.00%	0
5 - Low	100.00%	1
Answered		1
Skipped		106
Avg Score		5.0

Q203. On a scale of 1 to 5, how would you rate K-Log, Inc.'s responsiveness to requests to correct deficiencies related to library supplies and related services?

Answer Choices	Responses	
1 - Nonresponsive	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	0.00%	0
5 - Takes prompt corrective action	100.00%	1
Answered		1
Skipped		106
Avg Score		5.0

Q204. On a scale of 1 to 5, what is your overall evaluation of K-Log, Inc. library supplies and related services?

Answer Choices	Responses	
1 - Unsatisfactory	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	0.00%	0
5 - Satisfactory	100.00%	1
Answered		1
Skipped		106
Avg Score		5.0

Q205. Use the box below for comments regarding K-Log, Inc. library supplies and related services.

Answered 0
Skipped 107

Q206. Over the past year, did you use library supplies and related services from MELOS, Inc.?

Answer Choices	Responses	
Yes	3.30%	3
No	96.70%	88
Answered		91
Skipped		16

Q207. On a scale of 1 to 5, how would you rate the delivery performance of MELOS, Inc. library supplies and related services?

Answer Choices	Responses	
1 - Late/Early (if problem)	33.33%	1
2	0.00%	0
3 - Neutral	0.00%	0
4	0.00%	0
5 - On Time	66.67%	2
Answered		3
Skipped		104
Avg Score		3.7

Q208. On a scale of 1 to 5, how would you rate the quality of goods/services for MELOS, Inc. library supplies?

Answer Choices	Responses	
1 - Unacceptable	0.00%	0
2	0.00%	0
3 - Neutral	33.33%	1
4	0.00%	0
5 - Acceptable	66.67%	2
	Answered	3
	Skipped	104
	Avg Score	4.3

Q209. On a scale of 1 to 5, how would you rate the number of complaints regarding MELOS, Inc. library supplies and related services?

Answer Choices	Responses	
1 - High	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	0.00%	0
5 - Low	100.00%	3
	Answered	3
	Skipped	104
	Avg Score	5.0

Q210. On a scale of 1 to 5, how would you rate MELOS, Inc.'s responsiveness to requests to correct deficiencies related to library supplies and related services?

Answer Choices	Responses	
1 - Nonresponsive	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	33.33%	1
5 - Takes prompt corrective action	66.67%	2
	Answered	3
	Skipped	104
	Avg Score	4.7

Q211. On a scale of 1 to 5, what is your overall evaluation of MELOS, Inc. library supplies and related services?

Answer Choices	Responses	
1 - Unsatisfactory	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	33.33%	1
5 - Satisfactory	66.67%	2
	Answered	3
	Skipped	104
	Avg Score	4.7

Q212. Use the box below for comments regarding MELOS, Inc. library supplies and related services.

Answered 1
Skipped 106

Respondents	Responses	Tags
1	MELOS has excellent customer service and support.	