

## Evaluation of MALiA Vendor 2022 Performance

Q2. What MALiA contracts did you use for vendor purchases during 2022? Select all that apply.

Answer Choices	Responses	
Library Materials (Books, Music, and Video)	83.87%	78
Library Serials	25.81%	24
Library Supplies (Consumables, Equipment, and Furniture up to \$10,000)	54.84%	51
Not sure	10.75%	10
	<b>Answered</b>	<b>93</b>
	<b>Skipped</b>	<b>6</b>

### LIBRARY MATERIALS

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

Answer Choices	Responses	
Yes	67.03%	61
No	32.97%	30
	<b>Answered</b>	<b>91</b>
	<b>Skipped</b>	<b>8</b>

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)	5.17%	3
2	18.97%	11
3 - Neutral	31.03%	18
4	25.86%	15
5 - On Time	18.97%	11
	<b>Answered</b>	<b>58</b>
	<b>Skipped</b>	<b>41</b>
	<b>Avg Score</b>	<b>3.3</b>

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	5.17%	3
3 - Neutral	15.52%	9
4	39.66%	23
5 - Acceptable	39.66%	23
	<b>Answered</b>	<b>58</b>
	<b>Skipped</b>	<b>41</b>
	<b>Avg Score</b>	<b>4.1</b>

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	1.72%	1
2	20.69%	12
3 - Neutral	27.59%	16
4	18.97%	11
5 - Low	31.03%	18
	<b>Answered</b>	<b>58</b>
	<b>Skipped</b>	<b>41</b>
	<b>Avg Score</b>	<b>3.6</b>

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	0.00%	0
2	6.90%	4

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3 - Neutral	22.41%	13
4	27.59%	16
5 - Takes prompt corrective action	43.10%	25
	<b>Answered</b>	<b>58</b>
	<b>Skipped</b>	<b>41</b>
	<b>Avg Score</b>	<b>4.1</b>

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	18.97%	11
3 - Neutral	13.79%	8
4	24.14%	14
5 - Satisfactory	43.10%	25
	<b>Answered</b>	<b>58</b>
	<b>Skipped</b>	<b>41</b>
	<b>Avg Score</b>	<b>3.9</b>

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

<b>Answered</b>	<b>26</b>
<b>Skipped</b>	<b>73</b>

Respondent	Responses
1	More items Backordered than expected. Our customer service staff is nice though I feel like sometimes it takes multiple emails to get a response to a question or issue or to get something resolved. I have the feeling that the company is understaffed and it shows in their customer service.
2	We have a hard time getting materials when they first come out, which may partly be a publishing issue, but we order a few months in advance sometimes and we don't get materials until well after the pub date. We also have noticed that some items say they are in stock and available but then see they haven't shipped even a month after ordering so it seems like something may be off in the database or B&T staff aren't able to process things very quickly.
3	We have only recently started using B&T at this library.
4	Some items take a long time to arrive.
5	They don't keep items in stock long enough. Items that are only a few months old are put on backorder status.
6	They have great prices, but the selection of items can be limited. We used to use Baker & Taylor for the majority of our book purchases. I believe that the pandemic hit the company very hard and as with many places, they had a hard time recovering. We currently go to Ingram now for the majority of our book purchases.
8	love standing order plans
9	Because of their hack and the aftermath of it - we didn't get books for months and were behind on bestsellers and holds. Their main customer service portal still uses IE for gosh sakes. They didn't spend what they needed to on their IT infrastructure. They are getting another chance but likely only 1.
10	We only use Baker & Taylor for their Lease Program and a few reference materials. Our main vendor is Ingram.
11	They have had two cyberattack related hiatus in service this year but not really their fault Baker & Taylor continues to have problems with shipping items out in a timely manner, or even maintaining regular shipments. The past has been very feast-or-famine with us going 3+ weeks without shipments and then getting a thousand books in 1 day to no shipments again. It's frustrating and we don't get much of a response from B&T other than to say they're working on it.
12	Baker & Taylor's breach issues caused a lot of disruption this year, but I hope that it is behind us - otherwise we like using this vendor!
13	B&T services are really great. The only complaint I could make is that delivery is slower since COVID. I can understand that this is not due to any fault of theirs and they are doing the best, as we all are.
14	We have many issues with the processing they provide, so much so, we have limited our ordering from them. I often wonder if other libraries do.
15	It takes over 4 weeks for us to get an order once placed, normally I have to email Michelle to find out the status. I don't know why it takes so long.

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17	Generally, we would have high satisfaction ratings for B&T. This year, because of their issues with malware, we have been unusually exasperated.
18	BT has admittedly had a lot of problems this past year, and it has affected their ability to deliver at the same level as before. It's also more difficult to reach them and receive responses and we've had several errors for months when trying to use EDI ordering. All of this is surprising given that we're ordering less since the lower discount was announced on the 2022-3 contract.
19	customer service through email is very good
20	B&T had many back end issues this past year that greatly affected our library. From server migration issues to ransomware attacks to other unknown outages, we have not been pleased with communication from B&T (which is largely non-existent apart from mass emails). Additionally, we have had issues with not being able to contact personnel, personnel and departments changing/leaving, and not hearing a word from managerial/account representatives. Other services have also been negatively impacted (pre-assembled carts, metadata, etc.). We will continue to use B&T since they have so many options, but we are looking at more alternatives.
21	B&T has had some lingering "supply chain issues", staffing issues in warehouses, and then a cyber attack! But customer service has remained excellent.
22	They had a lot of problems this year, but we have a good relationship with them.
23	It has been taking B&T at least a month to process most of our materials, which is problematic when it comes to new releases, since we are receiving them after their street dates. Additionally, the two outages B&T the last year has caused disruption to our ordering schedule.
24	I don't think we used Baker & Taylor.
25	We have had repeated problems with Baker & Taylor's fulfillment speed and have gone through several cycles of orders piling up/complaint from us/sudden deluge of several months' worth of orders. We just had a meeting with B&T about this and are still hoping for a consistent improvement in delivery times. (Note, however, that we depend on MALiA contracts in order to satisfy the requirements of our County Finance department, and we don't want MALiA to drop Baker & Taylor.)
26	Shipments have been very slow for some time now. It has also been harder to get answers back.

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

Answer Choices	Responses	
Yes	40.91%	36
No	59.09%	52
	<b>Answered</b>	<b>88</b>
	<b>Skipped</b>	<b>11</b>

### Q11. 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)	2.78%	1
2	2.78%	1
3 - Neutral	19.44%	7
4	16.67%	6
5 - On Time	58.33%	21
	<b>Answered</b>	<b>36</b>
	<b>Skipped</b>	<b>63</b>
	<b>Avg Score</b>	<b>4.3</b>

### Q12. 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	0.00%	0
3 - Neutral	11.11%	4
4	30.56%	11
5 - Acceptable	58.33%	21
	<b>Answered</b>	<b>36</b>
	<b>Skipped</b>	<b>63</b>
	<b>Avg Score</b>	<b>4.5</b>

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Q13. 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	2.78%	1
2	2.78%	1
3 - Neutral	11.11%	4
4	11.11%	4
5 - Low	72.22%	26
	<b>Answered</b>	<b>36</b>
	<b>Skipped</b>	<b>63</b>
	<b>Avg Score</b>	<b>4.5</b>

Q14. 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	0.00%	0
3 - Neutral	27.78%	10
4	19.44%	7
5 - Takes prompt corrective action	52.78%	19
	<b>Answered</b>	<b>36</b>
	<b>Skipped</b>	<b>63</b>
	<b>Avg Score</b>	<b>4.3</b>

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

Answer Choices	Responses	
1 - Unsatisfactory	2.78%	1
2	0.00%	0
3 - Neutral	2.78%	1
4	30.56%	11
5 - Satisfactory	63.89%	23
	<b>Answered</b>	<b>36</b>
	<b>Skipped</b>	<b>63</b>
	<b>Avg Score</b>	<b>4.5</b>

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

**Answered** 6  
**Skipped** 93

Respondent	Responses
	1 No complaints
	2 We have always been satisfied with the materials and services Brodart provides
	3 Customer Service is hit and miss sometimes.
	4 We submitted one order on items marked as in stock. It took months to arrive, so we haven't ordered since.
	5 We don't use them as much but for the most part they did fine last year.
	6 Responses pertain chiefly to McNaughton rental collection

Q17. Over the past year, did you use library materials and related services from Children's Plus?

Answer Choices	Responses	
Yes	12.50%	11
No	87.50%	77
	<b>Answered</b>	<b>88</b>
	<b>Skipped</b>	<b>11</b>

Q18. On a scale of 1 to 5, how would you rate the delivery performance of Children's Plus library materials and related services?

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Answer Choices	Responses	
1 - Late/Early (if problem)	0.00%	0
2	0.00%	0
3 - Neutral	27.27%	3
4	27.27%	3
5 - On Time	45.45%	5
	<b>Answered</b>	<b>11</b>
	<b>Skipped</b>	<b>88</b>
	<b>Avg Score</b>	<b>4.2</b>

Q19. 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	9.09%	1
4	27.27%	3
5 - Acceptable	63.64%	7
	<b>Answered</b>	<b>11</b>
	<b>Skipped</b>	<b>88</b>
	<b>Avg Score</b>	<b>4.5</b>

Q20. 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	9.09%	1
2	0.00%	0
3 - Neutral	18.18%	2
4	9.09%	1
5 - Low	63.64%	7
	<b>Answered</b>	<b>11</b>
	<b>Skipped</b>	<b>88</b>
	<b>Avg Score</b>	<b>4.2</b>

Q21. 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	18.18%	2
4	18.18%	2
5 - Takes prompt corrective action	63.64%	7
	<b>Answered</b>	<b>11</b>
	<b>Skipped</b>	<b>88</b>
	<b>Avg Score</b>	<b>4.5</b>

Q22. 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	9.09%	1
4	9.09%	1
5 - Satisfactory	81.82%	9
	<b>Answered</b>	<b>11</b>
	<b>Skipped</b>	<b>88</b>
	<b>Avg Score</b>	<b>4.7</b>

Q23. Use the box below for comments regarding Children's Plus library materials and related services.

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Answered 2  
Skipped 97

Respondent	Responses
1	Every order takes over a month and they charge everything in advance, but their books are very good quality.
2	haven't received anything that we ordered yet. Ordering was difficult and website was awful. Jury is still out since we don't have our items 3 weeks after order and no communication from them at all.

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

Answer Choices	Responses	
Yes	41.38%	36
No	58.62%	51
		<b>Answered 87</b>
		<b>Skipped 12</b>

Q25. 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)	0.00%	0
2	0.00%	0
3 - Neutral	34.29%	12
4	14.29%	5
5 - On Time	51.43%	18
		<b>Answered 35</b>
		<b>Skipped 64</b>
		<b>Avg Score 4.2</b>

Q26. 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	0.00%	0
3 - Neutral	17.14%	6
4	22.86%	8
5 - Acceptable	60.00%	21
		<b>Answered 35</b>
		<b>Skipped 64</b>
		<b>Avg Score 4.4</b>

Q27. 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	0.00%	0
2	5.71%	2
3 - Neutral	31.43%	11
4	25.71%	9
5 - Low	37.14%	13
		<b>Answered 35</b>
		<b>Skipped 64</b>
		<b>Avg Score 3.9</b>

Q28. 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	0.00%	0
2	5.71%	2
3 - Neutral	31.43%	11
4	17.14%	6

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5 - Takes prompt corrective action	45.71%	16
<b>Answered</b>		<b>35</b>
<b>Skipped</b>		<b>64</b>
<b>Avg Score</b>		<b>4.0</b>

Q29. 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	0.00%	0
2	0.00%	0
3 - Neutral	22.86%	8
4	28.57%	10
5 - Satisfactory	48.57%	17
<b>Answered</b>		<b>35</b>
<b>Skipped</b>		<b>64</b>
<b>Avg Score</b>		<b>4.3</b>

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

<b>Answered</b>	<b>8</b>
<b>Skipped</b>	<b>91</b>

Respondent	Responses
1	Our public loves consumers report.org
2	My comments are for magazine orders only.
3	I did not use EBSCO Publishing very much.
4	No comment
5	No complaints
6	EBSCO is very responsive to questions and problems and also calls on occasion to check in to make sure things are working properly. We sometimes receive credit memos or invoices without warning, but their reps respond relatively quickly.
7	We use EBSCO a lot so perhaps I am overlooking all the things they did right last year, but it seems like we had more troubles than usual. Still wouldn't stop using them.
8	We rely on EBSCO for periodicals, database subscriptions, and GOBI book and e-book purchases. Essential resource.

Q31. Over the past year, did you use library materials and related services from Follett?

Answer Choices	Responses	
Yes	2.33%	2
No	97.67%	84
<b>Answered</b>		<b>86</b>
<b>Skipped</b>		<b>13</b>

Q32. On a scale of 1 to 5, how would you rate the delivery performance of Follett 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	0.00%	0
5 - On Time	50.00%	1
<b>Answered</b>		<b>2</b>
<b>Skipped</b>		<b>97</b>
<b>Avg Score</b>		<b>4.0</b>

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

Answer Choices	Responses	
1 - Unacceptable	0.00%	0

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2	0.00%	0
3 - Neutral	50.00%	1
4	0.00%	0
5 - Acceptable	50.00%	1
<b>Answered</b>		<b>2</b>
<b>Skipped</b>		<b>97</b>
<b>Avg Score</b>		<b>4.0</b>

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

Answer Choices	Responses	
1 - High	0.00%	0
2	0.00%	0
3 - Neutral	50.00%	1
4	0.00%	0
5 - Low	50.00%	1
<b>Answered</b>		<b>2</b>
<b>Skipped</b>		<b>97</b>
<b>Avg Score</b>		<b>4.0</b>

Q35. On a scale of 1 to 5, how would you rate Follett'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	50.00%	1
4	0.00%	0
5 - Takes prompt corrective action	50.00%	1
<b>Answered</b>		<b>2</b>
<b>Skipped</b>		<b>97</b>
<b>Avg Score</b>		<b>4.0</b>

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

Answer Choices	Responses	
1 - Unsatisfactory	0.00%	0
2	0.00%	0
3 - Neutral	50.00%	1
4	0.00%	0
5 - Satisfactory	50.00%	1
<b>Answered</b>		<b>2</b>
<b>Skipped</b>		<b>97</b>
<b>Avg Score</b>		<b>4.0</b>

Q37. Use the box below for comments regarding Follett library materials and related services.

<b>Answered</b>	<b>0</b>
<b>Skipped</b>	<b>99</b>

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

Answer Choices	Responses	
Yes	71.76%	61
No	28.24%	24
<b>Answered</b>		<b>85</b>
<b>Skipped</b>		<b>14</b>

Q39. 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	
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1 - Late/Early (if problem)	1.67%	1
2	1.67%	1
3 - Neutral	15.00%	9
4	30.00%	18
5 - On Time	51.67%	31
<b>Answered</b>		<b>60</b>
<b>Skipped</b>		<b>39</b>
<b>Avg Score</b>		<b>4.3</b>

Q40. 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	0.00%	0
2	1.67%	1
3 - Neutral	13.33%	8
4	18.33%	11
5 - Acceptable	66.67%	40
<b>Answered</b>		<b>60</b>
<b>Skipped</b>		<b>39</b>
<b>Avg Score</b>		<b>4.5</b>

Q41. 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	1.67%	1
2	1.67%	1
3 - Neutral	20.00%	12
4	23.33%	14
5 - Low	53.33%	32
<b>Answered</b>		<b>60</b>
<b>Skipped</b>		<b>39</b>
<b>Avg Score</b>		<b>4.3</b>

Q42. 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	1.67%	1
2	0.00%	0
3 - Neutral	26.67%	16
4	16.67%	10
5 - Takes prompt corrective action	55.00%	33
<b>Answered</b>		<b>60</b>
<b>Skipped</b>		<b>39</b>
<b>Avg Score</b>		<b>4.2</b>

Q43. 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	0.00%	0
2	0.00%	0
3 - Neutral	16.67%	10
4	20.00%	12
5 - Satisfactory	63.33%	38
<b>Answered</b>		<b>60</b>
<b>Skipped</b>		<b>39</b>
<b>Avg Score</b>		<b>4.5</b>

Q44. Use the box below for comments regarding Gale Cengage library materials and related services.

**Answered** 12

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Skipped

87

Respondent	Responses
	1 We had to have several large print books replaced because they immediately started to fall apart.
	2 Some late books but primary issues were printing problems like upside down pages, missing pages, sections printed out of order. We had to contact them at least 10 times for replacement items which they promptly sent without fuss.
	3 No comment
	Overall, Gale/Thorndike does a nice job, particularly in processing and providing catalog records for its materials. And the materials themselves are pretty good selections. I have had some customer service issues, from not getting to someone to how they handle a phone call, and the materials can take a bit to process since they are outsourced.
	4 Our rep is horrible at responding in a timely manner, but otherwise no issues with Gale Cengage.
	6 We use the Thorndike Large Print services from Gale. Our libraries are dissatisfied with the amount of time it takes to receive their products from order to delivery.
	7 No complaints
	8 We have been using Gale Cengage for a very long time and have always been pleased with their services. When there is an issue, it is correctly in a quick and professional manner
	9 Their customer service is terrible. Specially in the upper management.
	10 customer service generally very good, but we've had problems with someone in accounting not correcting an issue
	11 Gale still has stuff we use, but they seem to be out of step with the times.
	12 Seems to be working ok

Q45. Over the past year, did you use library materials and related services from GOBI Library Solutions?

Answer Choices	Responses	
Yes	7.14%	6
No	92.86%	78
	<b>Answered</b>	<b>84</b>
	<b>Skipped</b>	<b>15</b>

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

Answer Choices	Responses	
1 - Late/Early (if problem)	0.00%	0
2	16.67%	1
3 - Neutral	16.67%	1
4	50.00%	3
5 - On Time	16.67%	1
	<b>Answered</b>	<b>6</b>
	<b>Skipped</b>	<b>93</b>
	<b>Avg Score</b>	<b>3.7</b>

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

Answer Choices	Responses	
1 - Unacceptable	0.00%	0
2	0.00%	0
3 - Neutral	16.67%	1
4	16.67%	1
5 - Acceptable	66.67%	4
	<b>Answered</b>	<b>6</b>
	<b>Skipped</b>	<b>93</b>
	<b>Avg Score</b>	<b>4.5</b>

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

Answer Choices	Responses	
1 - High	0.00%	0
2	16.67%	1

## Evaluation of MALiA Vendor 2022 Performance

3 - Neutral	16.67%	1
4	33.33%	2
5 - Low	33.33%	2
<b>Answered</b>		<b>6</b>
<b>Skipped</b>		<b>93</b>
<b>Avg Score</b>		<b>3.8</b>

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

Answer Choices	Responses	
1 - Nonresponsive	0.00%	0
2	16.67%	1
3 - Neutral	16.67%	1
4	16.67%	1
5 - Takes prompt corrective action	50.00%	3
<b>Answered</b>		<b>6</b>
<b>Skipped</b>		<b>93</b>
<b>Avg Score</b>		<b>4.0</b>

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

Answer Choices	Responses	
1 - Unsatisfactory	0.00%	0
2	16.67%	1
3 - Neutral	0.00%	0
4	33.33%	2
5 - Satisfactory	50.00%	3
<b>Answered</b>		<b>6</b>
<b>Skipped</b>		<b>93</b>
<b>Avg Score</b>		<b>4.2</b>

Q51. Use the box below for comments regarding GOBI Library Solutions library materials and related services.

<b>Answered</b>	<b>2</b>
<b>Skipped</b>	<b>97</b>

Respondent	Responses
1	No comment
2	The only issue is how long it can take to receive materials. I ordered a number of titles in August and did not receive them until December.

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

Answer Choices	Responses	
Yes	70.24%	59
No	29.76%	25
<b>Answered</b>		<b>84</b>
<b>Skipped</b>		<b>15</b>

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	3.39%	2
3 - Neutral	25.42%	15
4	27.12%	16
5 - On Time	44.07%	26
<b>Answered</b>		<b>59</b>
<b>Skipped</b>		<b>40</b>

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**Avg Score 4.1**

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	6.78%	4
3 - Neutral	8.47%	5
4	32.20%	19
5 - Acceptable	52.54%	31
		<b>Answered 59</b>
		<b>Skipped 40</b>
		<b>Avg Score 4.3</b>

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	3.39%	2
2	16.95%	10
3 - Neutral	15.25%	9
4	20.34%	12
5 - Low	44.07%	26
		<b>Answered 59</b>
		<b>Skipped 40</b>
		<b>Avg Score 3.8</b>

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	1.69%	1
2	16.95%	10
3 - Neutral	16.95%	10
4	27.12%	16
5 - Takes prompt corrective action	37.29%	22
		<b>Answered 59</b>
		<b>Skipped 40</b>
		<b>Avg Score 3.8</b>

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	6.78%	4
3 - Neutral	15.25%	9
4	35.59%	21
5 - Satisfactory	42.37%	25
		<b>Answered 59</b>
		<b>Skipped 40</b>
		<b>Avg Score 4.1</b>

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

**Answered 21**  
**Skipped 78**

Respondent	Responses
	1 Ingram's limited telephone hours re ordering and customer service is pathetic.
	2 I wish Ingram didn't have the minimum shipping charge of \$5.00 no matter what is shipped.
	3 When I attempt to call to question anything, I am on hold for often an hour. Often we avoid calling. Our emails don't get anything resolved.

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- 4 Ingram's services are not as good as they used to be.
- 5 Given that they have taken over lots of Baker & Taylor's business - some growing pains are to be expected.
- 6 In order to get free shipping, there has to be 25 books so sometimes we have to wait longer than we would like.
- 7 Discouraged that Ingram is not offering free shipping for orders now. Considering going somewhere else though we are happy with the service.
- 8 Overall, I think they're doing the best they can given the circumstances and low staffing. But I hate the limited phone call hours, have a hard time getting responses to questions, and have been dealing with slow delivery times, even though we're now paying for freight. I understand that the delivery times will improve and are a result of improvements being put in place, but a heads up might have made me more patient with that.
- 9 We use Ingram heavily and appreciate their service
- 10 Service is typically good but we've had higher than normal issues with damaged items, items arriving that we didn't order (or missing from orders), and invoices not arriving with the order. Sales rep has been very helpful even when customer service was less so due to extremely high workload.
- 11 Our relationship to Ingram has changed considerably due to changes implemented within the last fiscal year. This includes increased wait times to receive our products, increases in damaged and missing materials, over billing on invoices and a near lack of customer support. We can no longer expect to be able to reach a customer service representative during business hours, and we must rely on communication between us and our sales reps. Our libraries and I are also very disappointed in what we feel is a lack of direct communication and transparency from Ingram concerning changes to our services, pricing, etc.
- 12 Ingram's customer service has changed over the last year. It has become increasingly difficult to keep up with the changes they have made to their system and lack of customer service hours.
- 13 We have never had an issue with Ingram Library Services. If an item arrives damaged, they will replace it at their cost.
- 14 We've had several problems with Ingram this past year. We started ordering more from them over the past six months or so (since their discount is now higher than BT), which may be the cause, but we have several problem items in nearly every shipment (we typically get a shipment at least 3 days a week). They keep shorting us copies, sending the wrong titles or damaged copies, invoicing incorrectly, or sending monthly statements with errors. They take several days to respond to us about problems, and the limited hours of their customer service contact number makes it difficult to quickly rectify issues.
- 15 would like to see a return to more and better phone customer service, similar to pre-pandemic times
- 16 Their website is really clunky and awful and I try not to order from them because the interface is so yucky. which is a shame, because they have some books not available elsewhere.
- 17 Ingram had a few glitches this year, but mostly satisfied with them.
- 18 Ingram has had issues with their customer service and had taken about a month to address some of our issues, but now I cc our Inside Sales rep on all customer service emails, which helps get our problems solved faster.
- 19 Ingram has made many changes throughout the past several years including decreasing their customer service phone hours, but not providing efficient online customer service for shipping and material issues. They have also added shipping charges that complicate our invoicing processes. We recently have been receiving partial deliveries and have to wait for the rest to come in before processing the materials. Often the packing slips are not included and when looking online, it will say the materials are still being processed and haven't shipped.
- 20 1) It is now nearly impossible to get an actual reply to an email sent to our sales rep.
- 21 Ingram added significant shipping costs to orders this year. And they no longer offer no-charge replacements for defective items. They will offer credit, but we have to re-order the title.

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

Answer Choices	Responses	
Yes	3.57%	3
No	96.43%	81
	<b>Answered</b>	<b>84</b>
	<b>Skipped</b>	<b>15</b>

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	0.00%	0

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4	33.33%	1
5 - On Time	66.67%	2
<b>Answered</b>		<b>3</b>
<b>Skipped</b>		<b>96</b>
<b>Avg Score</b>		<b>4.7</b>

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	0.00%	0
4	0.00%	0
5 - Acceptable	100.00%	3
<b>Answered</b>		<b>3</b>
<b>Skipped</b>		<b>96</b>
<b>Avg Score</b>		<b>5.0</b>

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	0.00%	0
4	33.33%	1
5 - Low	66.67%	2
<b>Answered</b>		<b>3</b>
<b>Skipped</b>		<b>96</b>
<b>Avg Score</b>		<b>4.7</b>

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	0.00%	0
4	0.00%	0
5 - Takes prompt corrective action	100.00%	3
<b>Answered</b>		<b>3</b>
<b>Skipped</b>		<b>96</b>
<b>Avg Score</b>		<b>5.0</b>

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	0.00%	0
4	0.00%	0
5 - Satisfactory	100.00%	3
<b>Answered</b>		<b>3</b>
<b>Skipped</b>		<b>96</b>
<b>Avg Score</b>		<b>5.0</b>

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

<b>Answered</b>	<b>2</b>
<b>Skipped</b>	<b>97</b>

Respondent	Responses
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## Evaluation of MALiA Vendor 2022 Performance

- 1 no comment
- 2 We rely on Jupiter for hard-to-acquire materials.

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

Answer Choices	Responses	
Yes	33.33%	28
No	66.67%	56
	<b>Answered</b>	<b>84</b>
	<b>Skipped</b>	<b>15</b>

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	4.76%	2
3 - Neutral	9.52%	4
4	33.33%	14
5 - On Time	52.38%	22
	<b>Answered</b>	<b>42</b>
	<b>Skipped</b>	<b>57</b>
	<b>Avg Score</b>	<b>4.3</b>

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	0.00%	0
2	0.00%	0
3 - Neutral	9.52%	4
4	21.43%	9
5 - Acceptable	69.05%	29
	<b>Answered</b>	<b>42</b>
	<b>Skipped</b>	<b>57</b>
	<b>Avg Score</b>	<b>4.6</b>

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	
1 - High	0.00%	0
2	2.38%	1
3 - Neutral	4.76%	2
4	26.19%	11
5 - Low	66.67%	28
	<b>Answered</b>	<b>42</b>
	<b>Skipped</b>	<b>57</b>
	<b>Avg Score</b>	<b>4.6</b>

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	7.14%	3
4	28.57%	12
5 - Takes prompt corrective action	64.29%	27
	<b>Answered</b>	<b>42</b>
	<b>Skipped</b>	<b>57</b>
	<b>Avg Score</b>	<b>4.6</b>

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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	2.38%	1
4	26.19%	11
5 - Satisfactory	71.43%	30
	<b>Answered</b>	<b>42</b>
	<b>Skipped</b>	<b>57</b>
	<b>Avg Score</b>	<b>4.7</b>

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

**Answered** 10  
**Skipped** 89

Respondent	Responses
	1 It takes a month or more sometimes to get all of the ordered materials
	2 Great customer service
	3 It does sometimes seem like it takes a long time to get a product, but I'm guessing that's somewhat circumstantial to today's situations. I do wish I could see in the database more information on specifically what's on hand and when I can expect my orders.
	4 No complaints
	5 Midwest customer service its wonderful! They are always willing to help sort out any mishap there may be!
	6 Working with Midwest Tapes is incredibly easy and straightforward. Their staff are timely in answering questions/issues and regularly check in. Ideal vendor.
	7 Their customer service is top-notch - everyone I have interacted with has been knowledgeable and helpful, but also really nice.
	8 Midwest Tapes remains one of our most reliable vendors.
	9 I have always had a good experience with Midwest
	10 The rep has been very responsive.

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

Answer Choices	Responses	
Yes	64.29%	54
No	35.71%	30
	<b>Answered</b>	<b>84</b>
	<b>Skipped</b>	<b>15</b>

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	
1 - Late/Early (if problem)	0.00%	0
2	1.85%	1
3 - Neutral	5.56%	3
4	31.48%	17
5 - On Time	61.11%	33
	<b>Answered</b>	<b>54</b>
	<b>Skipped</b>	<b>45</b>
	<b>Avg Score</b>	<b>4.5</b>

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	3.70%	2



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4	22.22%	12
5 - Acceptable	74.07%	40
<b>Answered</b>		<b>54</b>
<b>Skipped</b>		<b>45</b>
<b>Avg Score</b>		<b>4.7</b>

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	1.85%	1
3 - Neutral	5.56%	3
4	24.07%	13
5 - Low	68.52%	37
<b>Answered</b>		<b>54</b>
<b>Skipped</b>		<b>45</b>
<b>Avg Score</b>		<b>4.6</b>

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	9.26%	5
4	20.37%	11
5 - Takes prompt corrective action	70.37%	38
<b>Answered</b>		<b>54</b>
<b>Skipped</b>		<b>45</b>
<b>Avg Score</b>		<b>4.6</b>

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	3.70%	2
4	16.67%	9
5 - Satisfactory	79.63%	43
<b>Answered</b>		<b>54</b>
<b>Skipped</b>		<b>45</b>
<b>Avg Score</b>		<b>4.8</b>

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

**Answered** 9  
**Skipped** 90

Respondent	Responses
1	great customer service and no issues
2	see prior for library services
3	The only frustration we have with Midwest Tape is that we can't tell how soon an item will be arriving. There is no way to tell whether an item is backordered or on its way.
4	Always have great experiences with Midwest Tape
5	No complaints
6	Midwest Tapes is wonderful to work with! Their customer service is amazing!
7	Working with Midwest Tape is incredibly easy. Their staff are timely in response and actively check in. An ideal vendor.
8	superior customer service - helpful and nice.
9	I have always had a good experience with Midwest Tape. They are very responsive and quick to help us when needed.

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

Answer Choices	Responses	
Yes	9.52%	8
No	90.48%	76
	<b>Answered</b>	<b>84</b>
	<b>Skipped</b>	<b>15</b>

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)	0.00%	0
2	12.50%	1
3 - Neutral	25.00%	2
4	25.00%	2
5 - On Time	37.50%	3
	<b>Answered</b>	<b>8</b>
	<b>Skipped</b>	<b>91</b>
	<b>Avg Score</b>	<b>3.9</b>

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	12.50%	1
5 - Acceptable	87.50%	7
	<b>Answered</b>	<b>8</b>
	<b>Skipped</b>	<b>91</b>
	<b>Avg Score</b>	<b>4.9</b>

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	37.50%	3
4	12.50%	1
5 - Low	50.00%	4
	<b>Answered</b>	<b>8</b>
	<b>Skipped</b>	<b>91</b>
	<b>Avg Score</b>	<b>4.1</b>

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	12.50%	1
3 - Neutral	25.00%	2
4	0.00%	0
5 - Takes prompt corrective action	62.50%	5
	<b>Answered</b>	<b>8</b>
	<b>Skipped</b>	<b>91</b>
	<b>Avg Score</b>	<b>4.1</b>

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

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2	12.50%	1
3 - Neutral	0.00%	0
4	25.00%	2
5 - Satisfactory	62.50%	5
	<b>Answered</b>	<b>8</b>
	<b>Skipped</b>	<b>91</b>
	<b>Avg Score</b>	<b>4.4</b>

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

<b>Answered</b>	<b>3</b>
<b>Skipped</b>	<b>96</b>

Respondent	Responses
1	We stopped using them because they were continually running out of stock, waiting too long to let us know they were out of stock, and not updating their online stock counts.
2	They're okay. They do good binding on good titles. Shipping can take a while, we have to talk to someone to get any information on status and invoicing, and the responsiveness is not always very fast.
3	No complaints

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% 84
	<b>Answered 84</b>
	<b>Skipped 15</b>

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
	<b>Answered 0</b>
	<b>Skipped 99</b>

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
	<b>Answered 0</b>
	<b>Skipped 99</b>

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
	<b>Answered 0</b>

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**Skipped 99**

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
	<b>Answered</b>	<b>0</b>
	<b>Skipped</b>	<b>99</b>

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
	<b>Answered</b>	<b>0</b>
	<b>Skipped</b>	<b>99</b>

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

**Answered 0**  
**Skipped 99**

Q94. Over the past year, did you use library materials and related services from Rainbow Book Company?

Answer Choices	Responses	
Yes	3.57%	3
No	96.43%	81
	<b>Answered</b>	<b>84</b>
	<b>Skipped</b>	<b>15</b>

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

Answer Choices	Responses	
1 - Late/Early (if problem)	0.00%	0
2	0.00%	0
3 - Neutral	66.67%	2
4	33.33%	1
5 - On Time	0.00%	0
	<b>Answered</b>	<b>3</b>
	<b>Skipped</b>	<b>96</b>
	<b>Avg Score</b>	<b>3.3</b>

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

Answer Choices	Responses	
1 - Unacceptable	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	33.33%	1
5 - Acceptable	66.67%	2
	<b>Answered</b>	<b>3</b>
	<b>Skipped</b>	<b>96</b>

## Evaluation of MALiA Vendor 2022 Performance

**Avg Score**      **4.7**

Q97. On a scale of 1 to 5, how would you rate the number of complaints regarding Rainbow Book Company 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
<b>Answered</b>		<b>3</b>
<b>Skipped</b>		<b>96</b>
<b>Avg Score</b>		<b>4.7</b>

Q98. On a scale of 1 to 5, how would you rate Rainbow Book Company'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%	3
<b>Answered</b>		<b>3</b>
<b>Skipped</b>		<b>96</b>
<b>Avg Score</b>		<b>5.0</b>

Q99. On a scale of 1 to 5, what is your overall evaluation of Rainbow Book Company 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
<b>Answered</b>		<b>3</b>
<b>Skipped</b>		<b>96</b>
<b>Avg Score</b>		<b>4.7</b>

Q100. Use the box below for comments regarding Rainbow Book Company library materials and related services.

**Answered**      **0**  
**Skipped**      **99**

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

Answer Choices	Responses	
Yes	4.82%	4
No	95.18%	79
<b>Answered</b>		<b>83</b>
<b>Skipped</b>		<b>16</b>

Q102. 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	25.00%	1
4	25.00%	1
5 - On Time	50.00%	2

## Evaluation of MALiA Vendor 2022 Performance

**Answered**            4  
**Skipped**            95  
**Avg Score**         4.3

Q103. 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	50.00%	2
5 - Acceptable	50.00%	2
<b>Answered</b>		<b>4</b>
<b>Skipped</b>		<b>95</b>
<b>Avg Score</b>		<b>4.5</b>

Q104. 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	50.00%	2
5 - Low	50.00%	2
<b>Answered</b>		<b>4</b>
<b>Skipped</b>		<b>95</b>
<b>Avg Score</b>		<b>4.5</b>

Q105. 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	50.00%	2
5 - Takes prompt corrective action	50.00%	2
<b>Answered</b>		<b>4</b>
<b>Skipped</b>		<b>95</b>
<b>Avg Score</b>		<b>4.5</b>

Q106. 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	50.00%	2
5 - Satisfactory	50.00%	2
<b>Answered</b>		<b>4</b>
<b>Skipped</b>		<b>95</b>
<b>Avg Score</b>		<b>4.5</b>

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

**Answered**            1  
**Skipped**            98

Respondent	Responses
1	We purchased Rosen material through Ingram, not directly

## Evaluation of MALiA Vendor 2022 Performance

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

Answer Choices	Responses	
Yes	1.20%	1
No	98.80%	82
	<b>Answered</b>	<b>83</b>
	<b>Skipped</b>	<b>16</b>

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	0.00%	0
4	0.00%	0
5 - On Time	100.00%	1
	<b>Answered</b>	<b>1</b>
	<b>Skipped</b>	<b>98</b>
	<b>Avg Score</b>	<b>5.0</b>

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	0.00%	0
4	0.00%	0
5 - Acceptable	100.00%	1
	<b>Answered</b>	<b>1</b>
	<b>Skipped</b>	<b>98</b>
	<b>Avg Score</b>	<b>5.0</b>

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	0.00%	0
4	0.00%	0
5 - Low	100.00%	1
	<b>Answered</b>	<b>1</b>
	<b>Skipped</b>	<b>98</b>
	<b>Avg Score</b>	<b>5.0</b>

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	0.00%	0
4	0.00%	0
5 - Takes prompt corrective action	100.00%	1
	<b>Answered</b>	<b>1</b>
	<b>Skipped</b>	<b>98</b>
	<b>Avg Score</b>	<b>5.0</b>

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

## Evaluation of MALiA Vendor 2022 Performance

2	0.00%	0
3 - Neutral	0.00%	0
4	0.00%	0
5 - Satisfactory	100.00%	1
<b>Answered</b>		<b>1</b>
<b>Skipped</b>		<b>98</b>
<b>Avg Score</b>		<b>5.0</b>

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

<b>Answered</b>	<b>0</b>
<b>Skipped</b>	<b>99</b>

Q115. Over the past year, did you use library materials and related services from World Book, Inc.?

Answer Choices	Responses	
Yes	14.46%	12
No	85.54%	71
<b>Answered</b>		<b>83</b>
<b>Skipped</b>		<b>16</b>

Q116. On a scale of 1 to 5, how would you rate the delivery performance of World Book 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%	4
5 - On Time	66.67%	8
<b>Answered</b>		<b>12</b>
<b>Skipped</b>		<b>87</b>
<b>Avg Score</b>		<b>4.7</b>

Q117. On a scale of 1 to 5, how would you rate the quality of goods/services for World Book library materials?

Answer Choices	Responses	
1 - Unacceptable	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	16.67%	2
5 - Acceptable	83.33%	10
<b>Answered</b>		<b>12</b>
<b>Skipped</b>		<b>87</b>
<b>Avg Score</b>		<b>4.8</b>

Q118. On a scale of 1 to 5, how would you rate the number of complaints regarding World Book library materials and related services?

Answer Choices	Responses	
1 - High	0.00%	0
2	8.33%	1
3 - Neutral	0.00%	0
4	8.33%	1
5 - Low	83.33%	10
<b>Answered</b>		<b>12</b>
<b>Skipped</b>		<b>87</b>
<b>Avg Score</b>		<b>4.7</b>

Q119. On a scale of 1 to 5, how would you rate World Book's responsiveness to requests to correct deficiencies related to library materials and related services?



## Evaluation of MALiA Vendor 2022 Performance

Answer Choices	Responses	
1 - Nonresponsive	0.00%	0
2	0.00%	0
3 - Neutral	8.33%	1
4	25.00%	3
5 - Takes prompt corrective action	66.67%	8
	<b>Answered</b>	<b>12</b>
	<b>Skipped</b>	<b>87</b>
	<b>Avg Score</b>	<b>4.6</b>

Q120. On a scale of 1 to 5, what is your overall evaluation of World Book library materials and related services?

Answer Choices	Responses	
1 - Unsatisfactory	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	16.67%	2
5 - Satisfactory	83.33%	10
	<b>Answered</b>	<b>12</b>
	<b>Skipped</b>	<b>87</b>
	<b>Avg Score</b>	<b>4.8</b>

Q121. Use the box below for comments regarding World Book library materials and related services.

**Answered** 1  
**Skipped** 98

Respondent	Responses
1	We only purchase the major encyclopedia set from World Book once a year, so minimal contact

Q122. Over the past year, did you use library materials and related services from World's Unknown Publishers?

Answer Choices	Responses	
Yes	0.00%	0
No	100.00%	83
	<b>Answered</b>	<b>83</b>
	<b>Skipped</b>	<b>16</b>

Q123. On a scale of 1 to 5, how would you rate the delivery performance of World's Unknown Publishers 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
	<b>Answered</b>	<b>0</b>
	<b>Skipped</b>	<b>99</b>

Q124. On a scale of 1 to 5, how would you rate the quality of goods/services for World's Unknown Publishers 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
	<b>Answered</b>	<b>0</b>
	<b>Skipped</b>	<b>99</b>

## Evaluation of MALiA Vendor 2022 Performance

Q125. On a scale of 1 to 5, how would you rate the number of complaints regarding World's Unknown Publishers 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
	<b>Answered</b>	<b>0</b>
	<b>Skipped</b>	<b>99</b>

Q126. On a scale of 1 to 5, how would you rate World's Unknown Publishers' 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
	<b>Answered</b>	<b>0</b>
	<b>Skipped</b>	<b>99</b>

Q127. On a scale of 1 to 5, what is your overall evaluation of World's Unknown Publishers 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
	<b>Answered</b>	<b>0</b>
	<b>Skipped</b>	<b>99</b>

Q128. Use the box below for comments regarding World's Unknown Publishers library materials and related services.

<b>Answered</b>	<b>0</b>
<b>Skipped</b>	<b>99</b>

### LIBRARY SERIALS

Q129. Over the past year, did you use library serials and related services from EBSCO Information Services?

Answer Choices	Responses	
Yes	33.73%	28
No	66.27%	55
	<b>Answered</b>	<b>83</b>
	<b>Skipped</b>	<b>16</b>

Q130. 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)	0.00%	0
2	0.00%	0
3 - Neutral	7.14%	2
4	28.57%	8
5 - On Time	64.29%	18
	<b>Answered</b>	<b>28</b>
	<b>Skipped</b>	<b>71</b>

## Evaluation of MALiA Vendor 2022 Performance

**Avg Score**                      **4.6**

Q131. 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	0.00%	0
2	0.00%	0
3 - Neutral	7.14%	2
4	17.86%	5
5 - Acceptable	75.00%	21
<b>Answered</b>		<b>28</b>
<b>Skipped</b>		<b>71</b>
<b>Avg Score</b>		<b>4.7</b>

Q132. 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	0.00%	0
2	3.57%	1
3 - Neutral	7.14%	2
4	32.14%	9
5 - Low	57.14%	16
<b>Answered</b>		<b>28</b>
<b>Skipped</b>		<b>71</b>
<b>Avg Score</b>		<b>4.4</b>

Q133. 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	0.00%	0
2	3.57%	1
3 - Neutral	17.86%	5
4	21.43%	6
5 - Takes prompt corrective action	57.14%	16
<b>Answered</b>		<b>28</b>
<b>Skipped</b>		<b>71</b>
<b>Avg Score</b>		<b>4.3</b>

Q134. 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	0.00%	0
2	0.00%	0
3 - Neutral	17.86%	5
4	17.86%	5
5 - Satisfactory	64.29%	18
<b>Answered</b>		<b>28</b>
<b>Skipped</b>		<b>71</b>
<b>Avg Score</b>		<b>4.5</b>

Q135. Use the box below for comments regarding EBSCO Information Services library serials and related services.

**Answered**                                              **4**  
**Skipped**                                              **95**

Respondent	Responses
1	no comment
2	No complaints
3	We have had no issues with EBSCO

## Evaluation of MALiA Vendor 2022 Performance

4 EBSCO's online customer interface is difficult to use, especially for staff who don't do the ordering but need to access reports and claims. Our customer service rep for EBSCO is very helpful, however.

Q136. Over the past year, did you use library serials and related services from Jupiter Associates?

Answer Choices	Responses	
Yes	0.00%	0
No	100.00%	83
	<b>Answered</b>	<b>83</b>
	<b>Skipped</b>	<b>16</b>

Q137. 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	0.00%	0
	<b>Answered</b>	<b>0</b>
	<b>Skipped</b>	<b>99</b>

Q138. 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	0.00%	0
	<b>Answered</b>	<b>0</b>
	<b>Skipped</b>	<b>99</b>

Q139. 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	0.00%	0
3 - Neutral	0.00%	0
4	0.00%	0
5 - Low	0.00%	0
	<b>Answered</b>	<b>0</b>
	<b>Skipped</b>	<b>99</b>

Q140. 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	0.00%	0
	<b>Answered</b>	<b>0</b>
	<b>Skipped</b>	<b>99</b>

Q141. 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

## Evaluation of MALiA Vendor 2022 Performance

3 - Neutral	0.00%	0
4	0.00%	0
5 - Satisfactory	0.00%	0
<b>Answered</b>		<b>0</b>
<b>Skipped</b>		<b>99</b>

Q142. Use the box below for comments regarding Jupiter Associates library serials and related services.

<b>Answered</b>	<b>0</b>
<b>Skipped</b>	<b>99</b>

Q143. Over the past year, did you use library serials and related services from WT Cox Information Services?

Answer Choices	Responses	
Yes	27.71%	23
No	72.29%	60
<b>Answered</b>		<b>83</b>
<b>Skipped</b>		<b>16</b>

Q144. 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	21.74%	5
4	43.48%	10
5 - On Time	34.78%	8
<b>Answered</b>		<b>23</b>
<b>Skipped</b>		<b>76</b>
<b>Avg Score</b>		<b>4.1</b>

Q145. 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	8.70%	2
4	52.17%	12
5 - Acceptable	39.13%	9
<b>Answered</b>		<b>23</b>
<b>Skipped</b>		<b>76</b>
<b>Avg Score</b>		<b>4.3</b>

Q146. 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	4.35%	1
3 - Neutral	21.74%	5
4	26.09%	6
5 - Low	47.83%	11
<b>Answered</b>		<b>23</b>
<b>Skipped</b>		<b>76</b>
<b>Avg Score</b>		<b>4.2</b>

Q147. 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	13.04%	3

## Evaluation of MALiA Vendor 2022 Performance

3 - Neutral	17.39%	4
4	39.13%	9
5 - Takes prompt corrective action	30.43%	7
	<b>Answered</b>	<b>23</b>
	<b>Skipped</b>	<b>76</b>
	<b>Avg Score</b>	<b>3.9</b>

Q148. 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	4.35%	1
3 - Neutral	13.04%	3
4	39.13%	9
5 - Satisfactory	43.48%	10
	<b>Answered</b>	<b>23</b>
	<b>Skipped</b>	<b>76</b>
	<b>Avg Score</b>	<b>4.2</b>

Q149. Use the box below for comments regarding WT Cox Information Services library serials and related services.

<b>Answered</b>	<b>6</b>
<b>Skipped</b>	<b>93</b>

Respondent	Responses
1	Sometimes some issues don't arrive on time.
2	Their website is clunky, but customer service staff is responsive and helpful when contacted.
3	Not a huge fan of the only notifications coming inside their portal that I then have to remember to login and look for messages. Would prefer if they emailed me when a title cancels or stops publication. Generally, can't get replacements when an issue is missing.
4	Usually customer service is good but sometimes it takes several attempts to get a response.
5	too new to have an opinion
6	While we have not had any issues with delivery of subscriptions to our schools, dealing with WTCox's customer service department is not easy. Days and days would go by without response to email questions.

### LIBRARY SUPPLIES

Q150. 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%	83
	<b>Answered</b>	<b>83</b>
	<b>Skipped</b>	<b>16</b>

Q151. 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
	<b>Answered</b>	<b>0</b>
	<b>Skipped</b>	<b>99</b>

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

## Evaluation of MALiA Vendor 2022 Performance

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
	<b>Answered</b>	<b>0</b>
	<b>Skipped</b>	<b>99</b>

Q153. 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
	<b>Answered</b>	<b>0</b>
	<b>Skipped</b>	<b>99</b>

Q154. 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
	<b>Answered</b>	<b>0</b>
	<b>Skipped</b>	<b>99</b>

Q155. 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
	<b>Answered</b>	<b>0</b>
	<b>Skipped</b>	<b>99</b>

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

**Answered** 0  
**Skipped** 99

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

Answer Choices	Responses	
Yes	38.55%	32
No	61.45%	51
	<b>Answered</b>	<b>83</b>
	<b>Skipped</b>	<b>16</b>

Q158. 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)	0.00%	0
2	0.00%	0

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3 - Neutral	0.00%	0
4	22.58%	7
5 - On Time	77.42%	24
<b>Answered</b>		<b>31</b>
<b>Skipped</b>		<b>68</b>
<b>Avg Score</b>		<b>4.8</b>

Q159. 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	0.00%	0
3 - Neutral	0.00%	0
4	19.35%	6
5 - Acceptable	80.65%	25
<b>Answered</b>		<b>31</b>
<b>Skipped</b>		<b>68</b>
<b>Avg Score</b>		<b>4.8</b>

Q160. 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	3.23%	1
3 - Neutral	3.23%	1
4	16.13%	5
5 - Low	77.42%	24
<b>Answered</b>		<b>31</b>
<b>Skipped</b>		<b>68</b>
<b>Avg Score</b>		<b>4.7</b>

Q161. 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	0.00%	0
3 - Neutral	3.23%	1
4	29.03%	9
5 - Takes prompt corrective action	67.74%	21
<b>Answered</b>		<b>31</b>
<b>Skipped</b>		<b>68</b>
<b>Avg Score</b>		<b>4.6</b>

Q162. 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	0.00%	0
3 - Neutral	0.00%	0
4	19.35%	6
5 - Satisfactory	80.65%	25
<b>Answered</b>		<b>31</b>
<b>Skipped</b>		<b>68</b>
<b>Avg Score</b>		<b>4.8</b>

Q163. Use the box below for comments regarding Brodart library supplies and related services.

<b>Answered</b>	<b>1</b>
<b>Skipped</b>	<b>98</b>



## Evaluation of MALiA Vendor 2022 Performance

Respondent	Responses
	1 We use Brodart for much of our library supplies and have been satisfied with their products and services

Q164. 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%	82
	<b>Answered</b>	<b>82</b>
	<b>Skipped</b>	<b>17</b>

Q165. 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
	<b>Answered</b>	<b>0</b>
	<b>Skipped</b>	<b>99</b>

Q166. 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
	<b>Answered</b>	<b>0</b>
	<b>Skipped</b>	<b>99</b>

Q167. 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
	<b>Answered</b>	<b>0</b>
	<b>Skipped</b>	<b>99</b>

Q168. 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
	<b>Answered</b>	<b>0</b>
	<b>Skipped</b>	<b>99</b>

Q169. 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

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3 - Neutral	0.00%	0
4	0.00%	0
5 - Satisfactory	0.00%	0
<b>Answered</b>		<b>0</b>
<b>Skipped</b>		<b>99</b>

Q170. Use the box below for comments regarding Conservation Resources International library supplies and related services.

<b>Answered</b>	<b>0</b>
<b>Skipped</b>	<b>99</b>

Q171. Over the past year, did you use library supplies and related services from DEMCO, Inc.?

Answer Choices	Responses	
Yes	80.49%	66
No	19.51%	16
<b>Answered</b>		<b>82</b>
<b>Skipped</b>		<b>17</b>

Q172. 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)	1.52%	1
2	0.00%	0
3 - Neutral	1.52%	1
4	22.73%	15
5 - On Time	74.24%	49
<b>Answered</b>		<b>66</b>
<b>Skipped</b>		<b>33</b>
<b>Avg Score</b>		<b>4.7</b>

Q173. 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	0.00%	0
2	1.52%	1
3 - Neutral	1.52%	1
4	16.67%	11
5 - Acceptable	80.30%	53
<b>Answered</b>		<b>66</b>
<b>Skipped</b>		<b>33</b>
<b>Avg Score</b>		<b>4.8</b>

Q174. 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	1.52%	1
2	4.55%	3
3 - Neutral	4.55%	3
4	16.67%	11
5 - Low	72.73%	48
<b>Answered</b>		<b>66</b>
<b>Skipped</b>		<b>33</b>
<b>Avg Score</b>		<b>4.5</b>

Q175. 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	1.52%	1

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3 - Neutral	4.55%	3
4	19.70%	13
5 - Takes prompt corrective action	74.24%	49
<b>Answered</b>		<b>66</b>
<b>Skipped</b>		<b>33</b>
<b>Avg Score</b>		<b>4.7</b>

Q176. 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	1.52%	1
2	0.00%	0
3 - Neutral	1.52%	1
4	12.12%	8
5 - Satisfactory	84.85%	56
<b>Answered</b>		<b>66</b>
<b>Skipped</b>		<b>33</b>
<b>Avg Score</b>		<b>4.8</b>

Q177. Use the box below for comments regarding DEMCO, Inc. library supplies and related services.

<b>Answered</b>	<b>7</b>
<b>Skipped</b>	<b>92</b>

Respondent	Responses
1	Great costumer service!
2	No problems, overall good service.
3	Wait time for products too long. Sometimes products arrive damaged after waiting month in the first place. Then we wait again for replacements.
4	No comment
5	Their site is very transparent on stock status so generally no surprises.
6	No complaints
7	We have not had any issues with Demco's products or services

Q178. Over the past year, did you use library supplies and related services from Hollinger Metal Edge?

Answer Choices	Responses	
Yes	0.00%	0
No	100.00%	82
<b>Answered</b>		<b>82</b>
<b>Skipped</b>		<b>17</b>

Q179. 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	0.00%	0
<b>Answered</b>		<b>0</b>
<b>Skipped</b>		<b>99</b>

Q180. 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

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4	0.00%	0
5 - Acceptable	0.00%	0
	<b>Answered</b>	<b>0</b>
	<b>Skipped</b>	<b>99</b>

Q181. 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	0.00%	0
	<b>Answered</b>	<b>0</b>
	<b>Skipped</b>	<b>99</b>

Q182. 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	0.00%	0
	<b>Answered</b>	<b>0</b>
	<b>Skipped</b>	<b>99</b>

Q183. 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	0.00%	0
	<b>Answered</b>	<b>0</b>
	<b>Skipped</b>	<b>99</b>

Q184. Use the box below for comments regarding Hollinger Metal Edge library supplies and related services.

<b>Answered</b>	<b>0</b>
<b>Skipped</b>	<b>99</b>

Q185. 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%	82
	<b>Answered</b>	<b>82</b>
	<b>Skipped</b>	<b>17</b>

Q186. 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
	<b>Answered</b>	<b>0</b>

## Evaluation of MALiA Vendor 2022 Performance

**Skipped 99**

Q187. 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
	<b>Answered</b>	<b>0</b>
	<b>Skipped</b>	<b>99</b>

Q188. 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
	<b>Answered</b>	<b>0</b>
	<b>Skipped</b>	<b>99</b>

Q189. 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
	<b>Answered</b>	<b>0</b>
	<b>Skipped</b>	<b>99</b>

Q190. 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
	<b>Answered</b>	<b>0</b>
	<b>Skipped</b>	<b>99</b>

Q191. Use the box below for comments regarding International Library Services library supplies and related services.

**Answered 0**  
**Skipped 99**

Q192. Over the past year, did you use library supplies and related services from Jupiter Associates?

Answer Choices	Responses	
Yes	3.70%	3
No	96.30%	78
	<b>Answered</b>	<b>81</b>
	<b>Skipped</b>	<b>18</b>

## Evaluation of MALiA Vendor 2022 Performance

Q193. 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%	3
	<b>Answered</b>	<b>3</b>
	<b>Skipped</b>	<b>96</b>
	<b>Avg Score</b>	<b>5.0</b>

Q194. 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%	3
	<b>Answered</b>	<b>3</b>
	<b>Skipped</b>	<b>96</b>
	<b>Avg Score</b>	<b>5.0</b>

Q195. 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	33.33%	1
4	0.00%	0
5 - Low	66.67%	2
	<b>Answered</b>	<b>3</b>
	<b>Skipped</b>	<b>96</b>
	<b>Avg Score</b>	<b>4.3</b>

Q196. 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	33.33%	1
4	0.00%	0
5 - Takes prompt corrective action	66.67%	2
	<b>Answered</b>	<b>3</b>
	<b>Skipped</b>	<b>96</b>
	<b>Avg Score</b>	<b>4.3</b>

Q197. 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%	3
	<b>Answered</b>	<b>3</b>
	<b>Skipped</b>	<b>96</b>
	<b>Avg Score</b>	<b>5.0</b>

## Evaluation of MALiA Vendor 2022 Performance

Q198. Use the box below for comments regarding Jupiter Associates library supplies and related services.

Answered	0
Skipped	99

Q199. Over the past year, did you use library supplies and related services from KAPCO-Kent Adhesive Products?

Answer Choices	Responses	
Yes	8.64%	7
No	91.36%	74
	<b>Answered</b>	<b>81</b>
	<b>Skipped</b>	<b>18</b>

Q200. 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	14.29%	1
3 - Neutral	0.00%	0
4	14.29%	1
5 - On Time	71.43%	5
	<b>Answered</b>	<b>7</b>
	<b>Skipped</b>	<b>92</b>
	<b>Avg Score</b>	<b>4.4</b>

Q201. 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	0.00%	0
4	14.29%	1
5 - Acceptable	85.71%	6
	<b>Answered</b>	<b>7</b>
	<b>Skipped</b>	<b>92</b>
	<b>Avg Score</b>	<b>4.9</b>

Q202. 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	14.29%	1
4	14.29%	1
5 - Low	71.43%	5
	<b>Answered</b>	<b>7</b>
	<b>Skipped</b>	<b>92</b>
	<b>Avg Score</b>	<b>4.6</b>

Q203. 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	14.29%	1
4	14.29%	1
5 - Takes prompt corrective action	71.43%	5
	<b>Answered</b>	<b>7</b>
	<b>Skipped</b>	<b>92</b>
	<b>Avg Score</b>	<b>4.6</b>

## Evaluation of MALiA Vendor 2022 Performance

Q204. 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	0.00%	0
4	14.29%	1
5 - Satisfactory	85.71%	6
	<b>Answered</b>	<b>7</b>
	<b>Skipped</b>	<b>92</b>
	<b>Avg Score</b>	<b>4.9</b>

Q205. Use the box below for comments regarding KAPCO-Kent Adhesive Products library supplies and related services.

<b>Answered</b>	<b>1</b>
<b>Skipped</b>	<b>98</b>

Respondent	Responses
1	No issues and the pricing is much better than going through a library provider like Demco.

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

Answer Choices	Responses	
Yes	2.47%	2
No	97.53%	79
	<b>Answered</b>	<b>81</b>
	<b>Skipped</b>	<b>18</b>

Q207. 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	0.00%	0
5 - On Time	100.00%	2
	<b>Answered</b>	<b>2</b>
	<b>Skipped</b>	<b>97</b>
	<b>Avg Score</b>	<b>5.0</b>

Q208. 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	0.00%	0
5 - Acceptable	100.00%	2
	<b>Answered</b>	<b>2</b>
	<b>Skipped</b>	<b>97</b>
	<b>Avg Score</b>	<b>5.0</b>

Q209. 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



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5 - Low	100.00%	2
	<b>Answered</b>	<b>2</b>
	<b>Skipped</b>	<b>97</b>
	<b>Avg Score</b>	<b>5.0</b>

Q210. 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%	2
	<b>Answered</b>	<b>2</b>
	<b>Skipped</b>	<b>97</b>
	<b>Avg Score</b>	<b>5.0</b>

Q211. 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%	2
	<b>Answered</b>	<b>2</b>
	<b>Skipped</b>	<b>97</b>
	<b>Avg Score</b>	<b>5.0</b>

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

<b>Answered</b>	<b>0</b>
<b>Skipped</b>	<b>99</b>

Q213. Over the past year, did you use library supplies and related services from MELOS, Inc.?

Answer Choices	Responses	
Yes	7.41%	6
No	92.59%	75
	<b>Answered</b>	<b>81</b>
	<b>Skipped</b>	<b>18</b>

Q214. 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)	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	16.67%	1
5 - On Time	83.33%	5
	<b>Answered</b>	<b>6</b>
	<b>Skipped</b>	<b>93</b>
	<b>Avg Score</b>	<b>4.8</b>

Q215. 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	0.00%	0

## Evaluation of MALiA Vendor 2022 Performance

4	16.67%	1
5 - Acceptable	83.33%	5
<b>Answered</b>		<b>6</b>
<b>Skipped</b>		<b>93</b>
<b>Avg Score</b>		<b>4.8</b>

Q216. 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	16.67%	1
3 - Neutral	16.67%	1
4	16.67%	1
5 - Low	50.00%	3
<b>Answered</b>		<b>6</b>
<b>Skipped</b>		<b>93</b>
<b>Avg Score</b>		<b>4.0</b>

Q217. 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	16.67%	1
4	33.33%	2
5 - Takes prompt corrective action	50.00%	3
<b>Answered</b>		<b>6</b>
<b>Skipped</b>		<b>93</b>
<b>Avg Score</b>		<b>4.3</b>

Q218. 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	16.67%	1
5 - Satisfactory	83.33%	5
<b>Answered</b>		<b>6</b>
<b>Skipped</b>		<b>93</b>
<b>Avg Score</b>		<b>4.8</b>

Q219. Use the box below for comments regarding MELOS, Inc. library supplies and related services.

**Answered** 1  
**Skipped** 98

Respondent	Responses
1	Just had a huge order from them this year. Excellent vendor