

Evaluation of MALiA Vendor 2023 Performance

Q2. What MALiA contracts did you use for vendor purchases during 2023? Select all that apply.

Answer Choices	Responses	
Library Materials (Books, Music, and Video)	90.00%	45
Library Serials	14.00%	7
Library Supplies (Consumables, Equipment, and Furniture up to \$10,000)	66.00%	33
Not sure	6.00%	3
	Answered	50
	Skipped	2

LIBRARY MATERIALS

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

Answer Choices	Responses	
Yes	72.00%	36
No	28.00%	14
	Answered	50
	Skipped	2

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)	0.00%	0
2	0.00%	0
3 - Neutral	20.00%	7
4	34.29%	12
5 - On Time	45.71%	16
	Answered	35
	Skipped	17
	Avg Score	4.3

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	2.86%	1
3 - Neutral	2.86%	1
4	34.29%	12
5 - Acceptable	60.00%	21
	Answered	35
	Skipped	17
	Avg Score	4.5

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	0.00%	0
2	8.57%	3
3 - Neutral	20.00%	7
4	40.00%	14
5 - Low	31.43%	11
	Answered	35
	Skipped	17
	Avg Score	3.9

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	2.86%	1
3 - Neutral	11.43%	4
4	42.86%	15
5 - Takes prompt corrective action	42.86%	15
	Answered	35
	Skipped	17
	Avg Score	4.3

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	2.86%	1
3 - Neutral	8.57%	3
4	31.43%	11
5 - Satisfactory	57.14%	20
	Answered	35
	Skipped	17
	Avg Score	4.4

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

Answered 7
Skipped 45

Respondent	Responses
1	I like their new order dashboard- it is really helpful. I just wish I could cancel DVD orders myself.
2	We are very happy with Baker & Taylor.
3	As a small library, we don't usually purchase a large number of items in a single purchase and this year it seems like they're waiting until we order "enough" to ship them out. It has improved towards the end of the year though.
4	I know there were issues with shipping, especially regarding boxes arriving damaged, but I am not involved in processing.
5	Our problem with B&T is with the processing. Time after time we had so many issues with it, we have cut back considerably on ordering from them.
6	Over the past year we have had received frequent shipments of damaged books, shipments without packaging slips, or shipments with incomplete orders of books (if we ordered several of the same book we may only receive 1 copy). B&T will replace the items however it is a lengthy and time consuming process when you are having to complete this process for multiple orders every several shipments!
7	Still a quality service.

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

Answer Choices	Responses	
Yes	36.73%	18
No	63.27%	31
	Answered	49
	Skipped	3

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)	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	41.18%	7
5 - On Time	58.82%	10

Answered 17
Skipped 35
Avg Score 4.6

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	0.00%	0
4	35.29%	6
5 - Acceptable	64.71%	11
Answered		17
Skipped		35
Avg Score		4.6

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	0.00%	0
2	11.76%	2
3 - Neutral	11.76%	2
4	11.76%	2
5 - Low	64.71%	11
Answered		17
Skipped		35
Avg Score		4.3

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	5.88%	1
3 - Neutral	11.76%	2
4	29.41%	5
5 - Takes prompt corrective action	52.94%	9
Answered		17
Skipped		35
Avg Score		4.3

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	0.00%	0
2	5.88%	1
3 - Neutral	11.76%	2
4	11.76%	2
5 - Satisfactory	70.59%	12
Answered		17
Skipped		35
Avg Score		4.5

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

Answered 4
Skipped 48

Respondent	Responses
1	The only thing we order from them is call number labels. Those have arrived timely and in good quality.

- 2 Their website has been down for a prolonged period of time. There have been long waits to order over the phone and it's more difficult to find items.
- 3 We just use them for their McNaughton lease program.
- 4 I ordered items I never got and when I called it was an equipment issue, I was told someone would follow up and they never did.

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

Answer Choices	Responses	
Yes	6.25%	3
No	93.75%	45
	Answered	48
	Skipped	4

Q18. 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	
1 - Late/Early (if problem)	0.00%	0
2	0.00%	0
3 - Neutral	33.33%	1
4	33.33%	1
5 - On Time	33.33%	1
	Answered	3
	Skipped	49
	Avg Score	4.0

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	0.00%	0
4	33.33%	1
5 - Acceptable	66.67%	2
	Answered	3
	Skipped	49
	Avg Score	4.7

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	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	33.33%	1
5 - Low	66.67%	2
	Answered	3
	Skipped	49
	Avg Score	4.7

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	0.00%	0
4	33.33%	1
5 - Takes prompt corrective action	66.67%	2
	Answered	3

Skipped 49
 Avg Score 4.7

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	0.00%	0
4	33.33%	1
5 - Satisfactory	66.67%	2
Answered		3
Skipped		49
Avg Score		4.7

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

Answered 2
 Skipped 50

Respondent	Responses
	1 The pricing and quality is great, but books take about 3 weeks to arrive after ordering.
	2 Our salesrep is awesome.

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

Answer Choices	Responses	
Yes	29.17%	14
No	70.83%	34
Answered		48
Skipped		4

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	12.50%	2
4	37.50%	6
5 - On Time	50.00%	8
Answered		16
Skipped		36
Avg Score		4.4

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	12.50%	2
4	37.50%	6
5 - Acceptable	50.00%	8
Answered		16
Skipped		36
Avg Score		4.4

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	0.00%	0
3 - Neutral	6.25%	1
4	31.25%	5
5 - Low	62.50%	10
	Answered	16
	Skipped	36
	Avg Score	4.6

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	0.00%	0
3 - Neutral	25.00%	4
4	37.50%	6
5 - Takes prompt corrective action	37.50%	6
	Answered	16
	Skipped	36
	Avg Score	4.1

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	18.75%	3
4	18.75%	3
5 - Satisfactory	62.50%	10
	Answered	16
	Skipped	36
	Avg Score	4.4

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

Answered 1
Skipped 51

Respondent	Responses
1	EBSCO provides a good service that is reasonably priced.

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

Answer Choices	Responses	
Yes	8.51%	4
No	91.49%	43
	Answered	47
	Skipped	5

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)	25.00%	1
2	0.00%	0
3 - Neutral	25.00%	1
4	0.00%	0
5 - On Time	50.00%	2
	Answered	4
	Skipped	48
	Avg Score	3.5

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
2	0.00%	0
3 - Neutral	25.00%	1
4	50.00%	2
5 - Acceptable	25.00%	1
	Answered	4
	Skipped	48
	Avg Score	4.0

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	25.00%	1
3 - Neutral	50.00%	2
4	25.00%	1
5 - Low	0.00%	0
	Answered	4
	Skipped	48
	Avg Score	3.0

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	25.00%	1
3 - Neutral	25.00%	1
4	50.00%	2
5 - Takes prompt corrective action	0.00%	0
	Answered	4
	Skipped	48
	Avg Score	3.3

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%	2
4	25.00%	1
5 - Satisfactory	25.00%	1
	Answered	4
	Skipped	48
	Avg Score	3.8

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

Answered	0
Skipped	52

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

Answer Choices	Responses	
Yes	63.83%	30
No	36.17%	17
	Answered	47

Skipped 5

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	
1 - Late/Early (if problem)	0.00%	0
2	0.00%	0
3 - Neutral	6.67%	2
4	20.00%	6
5 - On Time	73.33%	22
	Answered	30
	Skipped	22
	Avg Score	4.7

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	0.00%	0
3 - Neutral	13.33%	4
4	10.00%	3
5 - Acceptable	76.67%	23
	Answered	30
	Skipped	22
	Avg Score	4.6

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	0.00%	0
2	0.00%	0
3 - Neutral	16.67%	5
4	10.00%	3
5 - Low	73.33%	22
	Answered	30
	Skipped	22
	Avg Score	4.6

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	0.00%	0
2	0.00%	0
3 - Neutral	23.33%	7
4	13.33%	4
5 - Takes prompt corrective action	63.33%	19
	Answered	30
	Skipped	22
	Avg Score	4.4

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	13.33%	4
4	10.00%	3
5 - Satisfactory	76.67%	23
	Answered	30
	Skipped	22

Avg Score 4.6

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

Answered 1
Skipped 51

Respondent	Responses
1	We have used Gale/Cengage for over 40 years and have always received exception service.

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

Answer Choices	Responses
Yes	0.00% 0
No	100.00% 47
Answered	47
Skipped	5

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	0.00% 0
3 - Neutral	0.00% 0
4	0.00% 0
5 - On Time	0.00% 0
Answered	0
Skipped	52

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	0.00% 0
4	0.00% 0
5 - Acceptable	0.00% 0
Answered	0
Skipped	52

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	0.00% 0
3 - Neutral	0.00% 0
4	0.00% 0
5 - Low	0.00% 0
Answered	0
Skipped	52

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	0.00% 0
3 - Neutral	0.00% 0
4	0.00% 0
5 - Takes prompt corrective action	0.00% 0
Answered	0

Skipped 52

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	0.00%	0
3 - Neutral	0.00%	0
4	0.00%	0
5 - Satisfactory	0.00%	0
	Answered	0
	Skipped	52

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

Answered 0
Skipped 52

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

Answer Choices	Responses	
Yes	70.21%	33
No	29.79%	14
	Answered	47
	Skipped	5

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	0.00%	0
3 - Neutral	15.15%	5
4	30.30%	10
5 - On Time	54.55%	18
	Answered	33
	Skipped	19
	Avg Score	4.4

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	0.00%	0
3 - Neutral	12.12%	4
4	24.24%	8
5 - Acceptable	63.64%	21
	Answered	33
	Skipped	19
	Avg Score	4.5

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	3.03%	1
3 - Neutral	21.21%	7
4	27.27%	9
5 - Low	48.48%	16
	Answered	33
	Skipped	19

Avg Score 4.2

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	0.00%	0
3 - Neutral	24.24%	8
4	24.24%	8
5 - Takes prompt corrective action	51.52%	17
	Answered	33
	Skipped	19
	Avg Score	4.3

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	3.03%	1
3 - Neutral	12.12%	4
4	21.21%	7
5 - Satisfactory	63.64%	21
	Answered	33
	Skipped	19
	Avg Score	4.5

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

Answered 8
Skipped 44

Respondent	Responses
	1 slow shipping, changes to shipping costs, less backlist
	2 We have ordered from Ingram for over 40 years and they have always delivered exceptional service
	3 Shipping costs are too high
	4 have had numerous issues with books being damaged due to poor packing. I have stressed this issue with our representative and Ingram's customer service. They are including packing material now, and our claims have lowered. Otherwise, Ingram is amazing!
	5 We received some damaged books this year and it took a while to get replacements.
	6 Paying with credit card online has made a big difference for my workflow
	7 Wish they wouldn't charge shipping fees to smaller library systems.
	8 We highly value the MALiA discount we receive for Ingram products. It's a huge benefit to our school library.

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

Answer Choices	Responses	
Yes	0.00%	0
No	100.00%	47
	Answered	47
	Skipped	5

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
4	0.00%	0
5 - On Time	0.00%	0

Answered 0
Skipped 52

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	0.00%	0
	Answered	0
	Skipped	52

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	0.00%	0
5 - Low	0.00%	0
	Answered	0
	Skipped	52

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	0.00%	0
	Answered	0
	Skipped	52

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	0.00%	0
	Answered	0
	Skipped	52

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

Answered 0
Skipped 52

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

Answer Choices	Responses	
Yes	38.30%	18
No	61.70%	29
	Answered	47
	Skipped	5

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	5.00%	1
3 - Neutral	15.00%	3
4	10.00%	2
5 - On Time	70.00%	14
	Answered	20
	Skipped	32
	Avg Score	4.5

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	10.00%	2
4	15.00%	3
5 - Acceptable	75.00%	15
	Answered	20
	Skipped	32
	Avg Score	4.7

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	5.00%	1
3 - Neutral	5.00%	1
4	20.00%	4
5 - Low	70.00%	14
	Answered	20
	Skipped	32
	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	5.00%	1
4	20.00%	4
5 - Takes prompt corrective action	75.00%	15
	Answered	20
	Skipped	32
	Avg Score	4.7

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	10.00%	2
4	15.00%	3
5 - Satisfactory	75.00%	15
	Answered	20
	Skipped	32
	Avg Score	4.7

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

Answered 1
 Skipped 51

Respondent	Responses
1	They have wonderful customer service

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

Answer Choices	Responses
Yes	52.17% 24
No	47.83% 22
Answered 46	
Skipped 6	

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	0.00% 0
3 - Neutral	12.50% 3
4	16.67% 4
5 - On Time	70.83% 17
Answered 24	
Skipped 28	
Avg Score 4.6	

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	12.50% 3
4	16.67% 4
5 - Acceptable	70.83% 17
Answered 24	
Skipped 28	
Avg Score 4.6	

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	4.17% 1
2	0.00% 0
3 - Neutral	12.50% 3
4	20.83% 5
5 - Low	62.50% 15
Answered 24	
Skipped 28	
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	8.33% 2
4	16.67% 4
5 - Takes prompt corrective action	75.00% 18

Answered 24
Skipped 28
Avg Score 4.7

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	8.33%	2
4	16.67%	4
5 - Satisfactory	75.00%	18
Answered		24
Skipped		28
Avg Score		4.7

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

Answered 3
Skipped 49

Respondent	Responses
1	Very happy with vendor and services It would be helpful if cancellation notices were provided for items that can't be fulfilled after a certain period of time.
2	Immediate cancellations are communicated, but not those items that are sent for processing and cancelled a couple of months later due to lack of inventory, production issues, etc.
3	They have wonderful customer service

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

Answer Choices	Responses	
Yes	2.17%	1
No	97.83%	45
Answered		46
Skipped		6

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	0.00%	0
3 - Neutral	100.00%	1
4	0.00%	0
5 - On Time	0.00%	0
Answered		1
Skipped		51
Avg Score		3.0

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	0.00%	0
5 - Acceptable	100.00%	1
Answered		1
Skipped		51
Avg Score		5.0

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	100.00%	1
4	0.00%	0
5 - Low	0.00%	0
Answered		1
Skipped		51
Avg Score		3.0

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	100.00%	1
5 - Takes prompt corrective action	0.00%	0
Answered		1
Skipped		51
Avg Score		4.0

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	0.00%	0
4	100.00%	1
5 - Satisfactory	0.00%	0
Answered		1
Skipped		51
Avg Score		4.0

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

Answered 1
Skipped 51

Respondent	Responses
1	A lot of backorders and averages a month for delivery.

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

Answer Choices	Responses	
Yes	2.17%	1
No	97.83%	45
Answered		46
Skipped		6

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	100.00%	1

Answered 1
Skipped 51
Avg Score 5.0

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	100.00%	1
Answered		1
Skipped		51
Avg Score		5.0

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	100.00%	1
Answered		1
Skipped		51
Avg Score		5.0

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	100.00%	1
Answered		1
Skipped		51
Avg Score		5.0

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	100.00%	1
Answered		1
Skipped		51
Avg Score		5.0

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

Answered 0
Skipped 52

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

Answer Choices	Responses
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Yes	2.17%	1
No	97.83%	45
	Answered	46
	Skipped	6

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	0.00%	0
4	0.00%	0
5 - On Time	100.00%	1
	Answered	1
	Skipped	51
	Avg Score	5.0

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	0.00%	0
5 - Acceptable	100.00%	1
	Answered	1
	Skipped	51
	Avg Score	5.0

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	0.00%	0
5 - Low	100.00%	1
	Answered	1
	Skipped	51
	Avg Score	5.0

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%	1
	Answered	1
	Skipped	51
	Avg Score	5.0

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	0.00%	0

5 - Satisfactory	100.00%	1
Answered		1
Skipped		51
Avg Score		5.0

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

Answered	1
Skipped	51

Respondent	Responses
1 Great Sales rep.	

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

Answer Choices	Responses
Yes	6.52% 3
No	93.48% 43
Answered	46
Skipped	6

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	33.33% 1
4	33.33% 1
5 - On Time	33.33% 1
Answered	3
Skipped	49
Avg Score	4.0

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	33.33% 1
5 - Acceptable	66.67% 2
Answered	3
Skipped	49
Avg Score	4.7

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	33.33% 1
4	0.00% 0
5 - Low	66.67% 2
Answered	3
Skipped	49
Avg Score	4.3

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
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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	49
	Avg Score	4.7

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	33.33%	1
5 - Satisfactory	66.67%	2
	Answered	3
	Skipped	49
	Avg Score	4.7

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

Answered	0
Skipped	52

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

Answer Choices	Responses	
Yes	0.00%	0
No	100.00%	46
	Answered	46
	Skipped	6

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	0.00%	0
	Answered	0
	Skipped	52

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	0.00%	0
	Answered	0
	Skipped	52

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	0.00%	0
	Answered	0
	Skipped	52

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	0.00%	0
	Answered	0
	Skipped	52

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	0.00%	0
4	0.00%	0
5 - Satisfactory	0.00%	0
	Answered	0
	Skipped	52

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

Answered	0
Skipped	52

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

Answer Choices	Responses	
Yes	15.22%	7
No	84.78%	39
	Answered	46
	Skipped	6

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	28.57%	2
4	0.00%	0
5 - On Time	71.43%	5
	Answered	7
	Skipped	45
	Avg Score	4.4

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	28.57%	2

4	0.00%	0
5 - Acceptable	71.43%	5
	Answered	7
	Skipped	45
	Avg Score	4.4

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	0.00%	0
3 - Neutral	28.57%	2
4	0.00%	0
5 - Low	71.43%	5
	Answered	7
	Skipped	45
	Avg Score	4.4

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?

Answer Choices	Responses	
1 - Nonresponsive	0.00%	0
2	0.00%	0
3 - Neutral	28.57%	2
4	14.29%	1
5 - Takes prompt corrective action	57.14%	4
	Answered	7
	Skipped	45
	Avg Score	4.3

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	28.57%	2
4	0.00%	0
5 - Satisfactory	71.43%	5
	Answered	7
	Skipped	45
	Avg Score	4.4

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

Answered 0
Skipped 52

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%	46
	Answered	46
	Skipped	6

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
Answered		0
Skipped		52

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
Answered		0
Skipped		52

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
Answered		0
Skipped		52

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
Answered		0
Skipped		52

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
Answered		0
Skipped		52

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

Answered	0
Skipped	52

LIBRARY SERIALS

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

Answer Choices	Responses	
Yes	26.09%	12

No	73.91%	34
	Answered	46
	Skipped	6

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	8.33%	1
4	41.67%	5
5 - On Time	50.00%	6
	Answered	12
	Skipped	40
	Avg Score	4.4

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	8.33%	1
4	33.33%	4
5 - Acceptable	58.33%	7
	Answered	12
	Skipped	40
	Avg Score	4.5

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	0.00%	0
3 - Neutral	16.67%	2
4	33.33%	4
5 - Low	50.00%	6
	Answered	12
	Skipped	40
	Avg Score	4.3

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	0.00%	0
3 - Neutral	8.33%	1
4	33.33%	4
5 - Takes prompt corrective action	58.33%	7
	Answered	12
	Skipped	40
	Avg Score	4.5

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	8.33%	1
4	25.00%	3
5 - Satisfactory	66.67%	8

Answered 12
Skipped 40
Avg Score 4.6

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

Answered 1
Skipped 51

Respondent	Responses
1	We have had no issues with EBSCO Information Services.

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% 46
	Answered 46
	Skipped 6

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
	Answered 0
	Skipped 52

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
	Answered 0
	Skipped 52

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
	Answered 0
	Skipped 52

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
Answered		0
Skipped		52

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
3 - Neutral	0.00%	0
4	0.00%	0
5 - Satisfactory	0.00%	0
Answered		0
Skipped		52

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

Answered	0
Skipped	52

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

Answer Choices	Responses	
Yes	30.43%	14
No	69.57%	32
Answered		46
Skipped		6

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	21.43%	3
3 - Neutral	7.14%	1
4	21.43%	3
5 - On Time	50.00%	7
Answered		14
Skipped		38
Avg Score		4.0

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	7.14%	1
3 - Neutral	14.29%	2
4	14.29%	2
5 - Acceptable	64.29%	9
Answered		14
Skipped		38
Avg Score		4.4

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	7.14%	1
3 - Neutral	14.29%	2
4	14.29%	2
5 - Low	64.29%	9

Answered 14
Skipped 38
Avg Score 4.4

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	14.29%	2
3 - Neutral	21.43%	3
4	14.29%	2
5 - Takes prompt corrective action	50.00%	7
	Answered	14
	Skipped	38
	Avg Score	4.0

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	14.29%	2
3 - Neutral	14.29%	2
4	7.14%	1
5 - Satisfactory	64.29%	9
	Answered	14
	Skipped	38
	Avg Score	4.2

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

Answered 0
Skipped 52

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%	46
	Answered	46
	Skipped	6

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
	Answered	0
	Skipped	52

Q152. 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		52

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
Answered		0
Skipped		52

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
Answered		0
Skipped		52

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
Answered		0
Skipped		52

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

Answered	0
Skipped	52

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

Answer Choices	Responses	
Yes	32.61%	15
No	67.39%	31
Answered		46
Skipped		6

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	6.67%	1
3 - Neutral	0.00%	0
4	33.33%	5
5 - On Time	60.00%	9
Answered		15
Skipped		37

Avg Score 4.5

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	6.67%	1
4	26.67%	4
5 - Acceptable	66.67%	10
Answered		15
Skipped		37
Avg Score		4.6

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	6.67%	1
3 - Neutral	6.67%	1
4	13.33%	2
5 - Low	73.33%	11
Answered		15
Skipped		37
Avg Score		4.5

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	6.67%	1
2	0.00%	0
3 - Neutral	6.67%	1
4	20.00%	3
5 - Takes prompt corrective action	66.67%	10
Answered		15
Skipped		37
Avg Score		4.4

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	6.67%	1
3 - Neutral	6.67%	1
4	20.00%	3
5 - Satisfactory	66.67%	10
Answered		15
Skipped		37
Avg Score		4.5

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

Answered 3
Skipped 49

Respondent	Responses
	1 The only thing we order from them is call number labels. Those have arrived timely and in good quality.
	2 We have used Brodart for our library supplies for years and have never had any issues.
	3 Tend to be pretty expensive. When possible, we've purchased items through Amazon at a better price.

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%	46
	Answered	46
	Skipped	6

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
	Answered	0
	Skipped	52

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
	Answered	0
	Skipped	52

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
	Answered	0
	Skipped	52

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
	Answered	0
	Skipped	52

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
3 - Neutral	0.00%	0
4	0.00%	0
5 - Satisfactory	0.00%	0

Answered 0
 Skipped 52

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

Answered 0
 Skipped 52

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

Answer Choices	Responses	
Yes	91.30%	42
No	8.70%	4
Answered		46
Skipped		6

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)	2.38%	1
2	0.00%	0
3 - Neutral	7.14%	3
4	21.43%	9
5 - On Time	69.05%	29
Answered		42
Skipped		10
Avg Score		4.5

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	0.00%	0
3 - Neutral	7.14%	3
4	21.43%	9
5 - Acceptable	71.43%	30
Answered		42
Skipped		10
Avg Score		4.6

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	0.00%	0
2	0.00%	0
3 - Neutral	14.29%	6
4	14.29%	6
5 - Low	71.43%	30
Answered		42
Skipped		10
Avg Score		4.6

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	0.00%	0
3 - Neutral	7.14%	3
4	21.43%	9
5 - Takes prompt corrective action	71.43%	30

Answered 42
Skipped 10
Avg Score 4.6

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	0.00%	0
2	0.00%	0
3 - Neutral	7.14%	3
4	11.90%	5
5 - Satisfactory	80.95%	34
	Answered	42
	Skipped	10
	Avg Score	4.7

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

Answered 6
Skipped 46

Respondent	Responses
1	For the most part, they were dependable. The DVD cases have come cracked in shipping a couple times, but overall, they did much better in the time it took for delivery, as compared to last year.
2	We are very satisfied with DEMCO.
3	Demco provides good products and are quick to ship the items. Customer Service is excellent.
4	Prices have steadily increased.
5	Tend to be expensive. When possible, we purchase from Amazon for a better price.
6	When ordering larger items, the shipping usually is a problem. They will have a shipping company deliver items and that company will call a few days before to setup a time and get instructions. However for what ever reason it never works out like it's supposed to. They will either not come at the correct time, inform the wrong department that they are on the way, or go to the wrong drop off location.

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

Answer Choices	Responses	
Yes	2.17%	1
No	97.83%	45
	Answered	46
	Skipped	6

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	100.00%	1
	Answered	1
	Skipped	51
	Avg Score	5.0

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

4	0.00%	0
5 - Acceptable	100.00%	1
	Answered	1
	Skipped	51
	Avg Score	5.0

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	100.00%	1
	Answered	1
	Skipped	51
	Avg Score	5.0

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	100.00%	1
	Answered	1
	Skipped	51
	Avg Score	5.0

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	100.00%	1
	Answered	1
	Skipped	51
	Avg Score	5.0

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

Answered	0
Skipped	52

Q185. Over the past year, did you use library supplies and related services from International Library Services?

Answer Choices	Responses	
Yes	6.52%	3
No	93.48%	43
	Answered	46
	Skipped	6

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	33.33%	1
4	0.00%	0
5 - On Time	66.67%	2
Answered		3
Skipped		49
Avg Score		4.3

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	33.33%	1
5 - Acceptable	66.67%	2
Answered		3
Skipped		49
Avg Score		4.7

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	33.33%	1
5 - Low	66.67%	2
Answered		3
Skipped		49
Avg Score		4.7

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	100.00%	3
5 - Takes prompt corrective action	0.00%	0
Answered		3
Skipped		49
Avg Score		4.0

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	33.33%	1
5 - Satisfactory	66.67%	2
Answered		3
Skipped		49
Avg Score		4.7

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

Answered	0
Skipped	52

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

Answer Choices	Responses	
Yes	0.00%	0
No	100.00%	46
	Answered	46
	Skipped	6

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	0.00%	0
	Answered	0
	Skipped	52

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	0.00%	0
	Answered	0
	Skipped	52

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	0.00%	0
4	0.00%	0
5 - Low	0.00%	0
	Answered	0
	Skipped	52

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	0.00%	0
4	0.00%	0
5 - Takes prompt corrective action	0.00%	0
	Answered	0
	Skipped	52

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	0.00%	0

Answered 0
Skipped 52

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

Answered 0
Skipped 52

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

Answer Choices	Responses	
Yes	10.87%	5
No	89.13%	41
Answered		46
Skipped		6

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	0.00%	0
3 - Neutral	20.00%	1
4	20.00%	1
5 - On Time	60.00%	3
Answered		5
Skipped		47
Avg Score		4.4

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	20.00%	1
4	0.00%	0
5 - Acceptable	80.00%	4
Answered		5
Skipped		47
Avg Score		4.6

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	20.00%	1
4	0.00%	0
5 - Low	80.00%	4
Answered		5
Skipped		47
Avg Score		4.6

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	20.00%	1
4	20.00%	1
5 - Takes prompt corrective action	60.00%	3

Answered 5
Skipped 47
Avg Score 4.4

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	20.00%	1
4	0.00%	0
5 - Satisfactory	80.00%	4
Answered		5
Skipped		47
Avg Score		4.6

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

Answered 0
Skipped 52

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

Answer Choices	Responses	
Yes	8.70%	4
No	91.30%	42
Answered		46
Skipped		6

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	25.00%	1
4	0.00%	0
5 - On Time	75.00%	3
Answered		4
Skipped		48
Avg Score		4.5

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	0
2	0.00%	0	0
3 - Neutral	0.00%	0	0
4	25.00%	1	4
5 - Acceptable	75.00%	3	15
Answered		4	19 4.8
Skipped		48	
Avg Score		4.8	

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	25.00%	1
4	0.00%	0

5 - Low	75.00%	3
	Answered	4
	Skipped	48
	Avg Score	4.5

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%	4
	Answered	4
	Skipped	48
	Avg Score	5.0

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	25.00%	1
5 - Satisfactory	75.00%	3
	Answered	4
	Skipped	48
	Avg Score	4.8

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

Answered	1
Skipped	51

Respondent	Responses
1	Shipping is an issue if u can only accomodate a box truck size in ur parking lot

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

Answer Choices	Responses	
Yes	6.52%	3
No	93.48%	43
	Answered	46
	Skipped	6

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	33.33%	1
5 - On Time	66.67%	2
	Answered	3
	Skipped	49
	Avg Score	4.8

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
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1 - Unacceptable	0.00%	0
2	0.00%	0
3 - Neutral	0.00%	0
4	33.33%	1
5 - Acceptable	66.67%	2
	Answered	3
	Skipped	49
	Avg Score	4.7

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	0.00%	0
3 - Neutral	0.00%	0
4	66.67%	2
5 - Low	33.33%	1
	Answered	3
	Skipped	49
	Avg Score	4.3

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	0.00%	0
4	66.67%	2
5 - Takes prompt corrective action	33.33%	1
	Answered	3
	Skipped	49
	Avg Score	4.3

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	33.33%	1
5 - Satisfactory	66.67%	2
	Answered	3
	Skipped	49
	Avg Score	4.7

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

Answered 0
Skipped 52
