

SURVEY OF LIBRARY EXPERIENCES WITH SHELF-READY VENDOR SERVICES

ISBN: 1-57440-189-0

Library of Congress Control Number: 2012933907

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Table of Contents

Table of Contents	3
List of Tables	4
The Questionnaire	16
Summary of Main Findings	23
Survey Participants.....	29
Characteristics of the Sample.....	31
Chapter 1: General Use	32
Chapter 2: Starting the Workflow for Shelf-Ready	37
Chapter 3: Detailed Use of Shelf-Ready Processing.....	42
Chapter 4: Spending on Shelf-Ready Services	61
Chapter 5: Acquisitions and Shelf-Ready Resources.....	63
Chapter 6: Quality Control over Shelf-Ready Services	68
Chapter 7: Library Assessment of Shelf-Ready Services.....	83

Survey of Library Experiences with Shelf-Ready Vendor Services

List of Tables

Table 1.1:	If the library has considered shelf-ready processing services, did the possible delay in receiving the ordered materials deter you from using them?	33
Table 1.2:	If the library has considered shelf-ready processing services, did the possible delay in receiving the ordered materials deter you from using them? Broken out by Type of Library	33
Table 1.3:	If the library has considered shelf-ready processing services, did the possible delay in receiving the ordered materials deter you from using them? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services	33
Table 1.4:	If the library has considered shelf-ready processing services, did the fact that these services do not expedite the delivery of materials to the shelves deter you from using them?	33
Table 1.5:	If the library has considered shelf-ready processing services, did the fact that these services do not expedite the delivery of materials to the shelves deter you from using them? Broken out by Type of Library	33
Table 1.6:	If the library has considered shelf-ready processing services, did the fact that these services do not expedite the delivery of materials to the shelves deter you from using them? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services	34
Table 1.7:	If the library has considered shelf-ready processing services, did the fact that these services are more expensive than in-house processing and labeling deter you from using them?	34
Table 1.8:	If the library has considered shelf-ready processing services, did the fact that these services are more expensive than in-house processing and labeling deter you from using them? Broken out by Type of Library	34
Table 1.9:	If the library has considered shelf-ready processing services, did the fact that these services are more expensive than in-house processing and labeling deter you from using them? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services	34
Table 1.10:	If the library has considered shelf-ready processing services, did the possibility that these services would negatively affect ILL lending and patron requests deter you from using them?	34
Table 1.11:	If the library has considered shelf-ready processing services, did the fact that in-house processing and labeling is cheaper and quicker than shelf-ready services deter you from using them?	35
Table 1.12:	If the library has considered shelf-ready processing services, did the fact that in-house processing and labeling is cheaper and quicker than shelf-ready services deter you from using them? Broken out by Type of Library	35
Table 1.13:	If the library has considered shelf-ready processing services, did the fact that in-house processing and labeling is cheaper and quicker than shelf-ready services deter you from using them? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services	35

Survey of Library Experiences with Shelf-Ready Vendor Services

Table 2.1:	How much did the library spend on shelf-ready vendor services in 2010?	40
Table 2.2:	How much did the library spend on shelf-ready vendor services in 2011?	40
Table 2.3:	How much does the library anticipate spending on shelf-ready vendor services in 2012?	40
Table 3.1:	Do books receive vendor-supplied shelf-ready processing at the library?	42
Table 3.2:	Do books receive vendor-supplied shelf-ready processing at the library? Broken out by Type of Library	42
Table 3.3:	Do books receive vendor-supplied shelf-ready processing at the library? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services.....	42
Table 3.4:	Do DVDs receive vendor-supplied shelf-ready processing at the library?	42
Table 3.5:	Do DVDs receive vendor-supplied shelf-ready processing at the library? Broken out by Type of Library	42
Table 3.6:	Do DVDs receive vendor-supplied shelf-ready processing at the library? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services.....	43
Table 3.7:	Do videocassettes receive vendor-supplied shelf-ready processing at the library?	43
Table 3.8:	Do videocassettes receive vendor-supplied shelf-ready processing at the library? Broken out by Type of Library.....	43
Table 3.9:	Do videocassettes receive vendor-supplied shelf-ready processing at the library? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services.....	43
Table 3.10:	Does the library use spine label shelf-ready service?	44
Table 3.11:	Does the library use spine label shelf-ready service? Broken out by Type of Library	44
Table 3.12:	Does the library use spine label shelf-ready service? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services.....	44
Table 3.13:	Does the library use spine label protector shelf-ready service?.....	44
Table 3.14:	Does the library use spine label protector shelf-ready service? Broken out by Type of Library.....	44
Table 3.15:	Does the library use spine label protector shelf-ready service? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services.....	44
Table 3.16:	Does the library use security strip or tag shelf-ready service?	45
Table 3.17:	Does the library use security strip or tag shelf-ready service? Broken out by Type of Library.....	45
Table 3.18:	Does the library use security strip or tag shelf-ready service? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services.....	45
Table 3.19:	Does the library use property stamping as a shelf-ready service?	45
Table 3.20:	Does the library use property stamping as a shelf-ready service? Broken out by Type of Library	45
Table 3.21:	Does the library use property stamping as a shelf-ready service? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services.....	45
Table 3.22:	Does the library use barcoding as a shelf-ready service?.....	46
Table 3.23:	Does the library use barcoding as a shelf-ready service? Broken out by Type of Library	46

Survey of Library Experiences with Shelf-Ready Vendor Services

Table 3.24:	Does the library use barcoding as a shelf-ready service? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services.....	46
Table 3.25:	Does the library use binding as a shelf-ready service?	46
Table 3.26:	Does the library use binding as a shelf-ready service? Broken out by Type of Library	46
Table 3.27:	Does the library use binding as a shelf-ready service? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services.....	46
Table 3.28:	Does the library use book jacket distribution as a shelf-ready service?....	47
Table 3.29:	Does the library use book jacket distribution as a shelf-ready service? Broken out by Type of Library	47
Table 3.30:	Does the library use book jacket distribution as a shelf-ready service? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services.....	47
Table 3.31:	If the library does not use barcoding as a shelf-ready service, is it in part because shelf-ready support for barcodes costs much more than current in-house practices? 48	
Table 3.32:	If the library does not use barcoding as a shelf-ready service, is it in part because shelf-ready support for barcodes costs much more than current in-house practices? Broken out by Type of Library	48
Table 3.33:	If the library does not use barcoding as a shelf-ready service, is it in part because shelf-ready support for barcodes costs much more than current in-house practices? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services ..	48
Table 3.34:	If the library does not use barcoding as a shelf-ready service, is it in part because shelf-ready barcoding detracts from streamlining processing?.....	48
Table 3.35:	If the library does not use barcoding as a shelf-ready service, is it in part because shelf-ready barcoding detracts from streamlining processing? Broken out by Type of Library	48
Table 3.36:	If the library does not use barcoding as a shelf-ready service, is it in part because shelf-ready barcoding detracts from streamlining processing? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services.....	49
Table 3.37:	If the library does not use barcoding as a shelf-ready service, is it in part because the library would be required to purchase barcodes and supply them to vendors? 49	
Table 3.38:	If the library does not use barcoding as a shelf-ready service, is it in part because the library would be required to purchase barcodes and supply them to vendors? Broken out by Type of Library.....	49
Table 3.39:	If the library does not use barcoding as a shelf-ready service, is it in part because the library would be required to purchase barcodes and supply them to vendors? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services....	49
Table 3.40:	If the library does not use barcoding as a shelf-ready service, is it in part because the library would need to make sure vendors have a continual supply and do not run low?.....	49
Table 3.41:	If the library does not use barcoding as a shelf-ready service, is it in part because the library would need to make sure vendors have a continual supply and do not run low? Broken out by Type of Library	50

Survey of Library Experiences with Shelf-Ready Vendor Services

Table 3.42: If the library does not use barcoding as a shelf-ready service, is it in part because the library would need to make sure vendors have a continual supply and do not run low? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services	50
Table 3.43: If the library does not use barcoding as a shelf-ready service, is it in part because the processing unit would still be required to scan in individual barcodes on books upon creating item records?	50
Table 3.44: If the library does not use barcoding as a shelf-ready service, is it in part because the processing unit would still be required to scan in individual barcodes on books upon creating item records? Broken out by Type of Library	50
Table 3.45: If the library does not use barcoding as a shelf-ready service, is it in part because the processing unit would still be required to scan in individual barcodes on books upon creating item records? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services	50
Table 3.46: If the library does not use barcoding as a shelf-ready service, is it in part because barcodes are used in areas outside the Processing Unit and so the library would need to retain a large quantity in-house to accommodate barcode-use in these areas?	51
Table 3.47: If the library does not use barcoding as a shelf-ready service, is it in part because barcodes are used in areas outside the Processing Unit and so the library would need to retain a large quantity in-house to accommodate barcode-use in these areas? Broken out by Type of Library	51
Table 3.48: If the library does not use barcoding as a shelf-ready service, is it in part because barcodes are used in areas outside the Processing Unit and so the library would need to retain a large quantity in-house to accommodate barcode-use in these areas? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services	51
Table 3.49: If the library does not use barcoding as a shelf-ready service, is it in part because if the vendor attached barcodes then the processing unit would need to remove barcodes for all books to be sent to the bindery?	51
Table 3.50: If the library does not use barcoding as a shelf-ready service, is it in part because if the vendor attached barcodes then the processing unit would need to remove barcodes for all books to be sent to the bindery? Broken out by Type of Library	51
Table 3.51: If the library does not use barcoding as a shelf-ready service, is it in part because if the vendor attached barcodes then the processing unit would need to remove barcodes for all books to be sent to the bindery? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services	52
Table 3.52: Does the library exclude juvenile materials from shelf-ready labeling with your vendor?	52
Table 3.53: Does the library exclude juvenile materials from shelf-ready labeling with your vendor? Broken out by Type of Library	52
Table 3.54: Does the library exclude juvenile materials from shelf-ready labeling with your vendor? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services	52
Table 3.55: Does the library exclude materials with JX, PZ, or Z call numbers from shelf-ready labeling with your vendor?	52

Survey of Library Experiences with Shelf-Ready Vendor Services

Table 3.56: Does the library exclude materials with JX, PZ, or Z call numbers from shelf-ready labeling with your vendor? Broken out by Type of Library	53
Table 3.57: Does the library exclude materials with JX, PZ, or Z call numbers from shelf-ready labeling with your vendor? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services	53
Table 3.58: Does the library exclude resources with multiple call numbers from shelf-ready labeling with your vendor?	53
Table 3.59: Does the library exclude resources with multiple call numbers from shelf-ready labeling with your vendor? Broken out by Type of Library	53
Table 3.60: Does the library exclude resources with multiple call numbers from shelf-ready labeling with your vendor? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services	53
Table 3.61: Does the library exclude rush materials from shelf-ready labeling with your vendor?	54
Table 3.62: Does the library exclude rush materials from shelf-ready labeling with your vendor? Broken out by Type of Library	54
Table 3.63: Does the library exclude rush materials from shelf-ready labeling with your vendor? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services	54
Table 3.64: Does the library exclude oversize materials from shelf-ready labeling with your vendor?	54
Table 3.65: Does the library exclude oversize materials from shelf-ready labeling with your vendor? Broken out by Type of Library	54
Table 3.66: Does the library exclude oversize materials from shelf-ready labeling with your vendor? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services	54
Table 3.67: Does the library exclude add volumes or copies from shelf-ready labeling with your vendor?	55
Table 3.68: Does the library exclude add volumes or copies from shelf-ready labeling with your vendor? Broken out by Type of Library	55
Table 3.69: Does the library exclude add volumes or copies from shelf-ready labeling with your vendor? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services	55
Table 3.70: Does the library exclude any other materials shelf-ready labeling with your vendor?	55
Table 3.71: Does the library exclude any other materials shelf-ready labeling with your vendor? Broken out by Type of Library	55
Table 3.72: Does the library exclude any other materials shelf-ready labeling with your vendor? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services	55
Table 3.73: Do you use shelf-ready services for multi-volume sets?	56
Table 3.74: Do you use shelf-ready services for multi-volume sets? Broken out by Type of Library	56
Table 3.75: Do you use shelf-ready services for multi-volume sets? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services	56

Survey of Library Experiences with Shelf-Ready Vendor Services

Table 3.76:	If you use shelf-ready services for multi-volume sets, please explain how this works or if you handle this apart from the shelf-ready workflow	57
Table 3.77:	Do you ask the vendor to send all dust jackets to the library along with the materials?	57
Table 3.78:	Do you ask the vendor to send all dust jackets to the library along with the materials? Broken out by Type of Library.....	57
Table 3.79:	Do you ask the vendor to send all dust jackets to the library along with the materials? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services..	57
Table 3.80:	Do you ask the vendor to remove and discard dust jackets?	57
Table 3.81:	Do you ask the vendor to remove and discard dust jackets? Broken out by Type of Library	58
Table 3.82:	Do you ask the vendor to remove and discard dust jackets? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services.....	58
Table 3.83:	Do you ask the vendor to send all juvenile book jackets to the library along with the materials?	58
Table 3.84:	Do you ask the vendor to send all juvenile book jackets to the library along with the materials? Broken out by Type of Library.....	58
Table 3.85:	Do you ask the vendor to send all juvenile book jackets to the library along with the materials? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services	58
Table 3.86:	Does your vendor charge a uniform fee for all items in the shipment regardless of which items receive particular shelf-ready services?.....	59
Table 3.87:	Does your vendor charge a uniform fee for all items in the shipment regardless of which items receive particular shelf-ready services? Broken out by Type of Library	59
Table 3.88:	Does your vendor charge a uniform fee for all items in the shipment regardless of which items receive particular shelf-ready services? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services.....	59
Table 3.89:	Does your shelf-ready vendor charge a \$.20 (for example) fee per library resource for facilitating PromptCat support?	60
Table 3.90:	Does your shelf-ready vendor charge a \$.20 (for example) fee per library resource for facilitating PromptCat support? Broken out by Type of Library.....	60
Table 3.91:	Does your shelf-ready vendor charge a \$.20 (for example) fee per library resource for facilitating PromptCat support? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services	60
Table 4.1:	How much did the library spend on all shelf-ready service providers in 2010?	61
Table 4.2:	How much did the library spend on all shelf-ready service providers in 2011?	61
Table 4.3:	How much did the library spend on all shelf-ready service providers in 2012?	61
Table 4.4:	What has been the rate of change (in percent) of the cost of shelf-ready services in the past year?.....	61
Table 4.5:	What percentage of your total technical services work is outsourced to shelf-ready service providers?.....	61

Survey of Library Experiences with Shelf-Ready Vendor Services

Table 4.6:	What percentage of your total technical services work is outsourced to shelf-ready service providers? Broken out by Type of Library	61
Table 4.7:	What percentage of your total technical services work is outsourced to shelf-ready service providers? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services	62
Table 4.8:	What percentage of the library's spending on shelf-ready services is accounted for by spending with your book jobber, subscription agent or other major content providers or distributors?	62
Table 4.9:	What percentage of the library's spending on shelf-ready services is accounted for by spending with your book jobber, subscription agent or other major content providers or distributors? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services	62
Table 5.1:	Upon receipt, are shelf-ready materials routed through Cataloging/Processing separate from non-shelf-ready materials?	63
Table 5.2:	Upon receipt, are shelf-ready materials routed through Cataloging/Processing separate from non-shelf-ready materials? Broken out by Type of Library	63
Table 5.3:	Upon receipt, are shelf-ready materials routed through Cataloging/Processing separate from non-shelf-ready materials? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services	63
Table 5.4:	Does your acquisitions area sort shelf-ready resources according to library locations, special attention, and so on?	63
Table 5.5:	Does your acquisitions area sort shelf-ready resources according to library locations, special attention, and so on? Broken out by Type of Library	64
Table 5.6:	Does your acquisitions area sort shelf-ready resources according to library locations, special attention, and so on? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services	64
Table 5.7:	Does your vendor package shelf-ready and non-shelf-ready materials separately?	64
Table 5.8:	Does your vendor package shelf-ready and non-shelf-ready materials separately? Broken out by Type of Library	64
Table 5.9:	Does your vendor package shelf-ready and non-shelf-ready materials separately? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services	65
Table 5.10:	Are invoices for all shelf-ready services kept separate from material purchase invoices?	65
Table 5.11:	Are invoices for all shelf-ready services kept separate from material purchase invoices? Broken out by Type of Library	65
Table 5.12:	Are invoices for all shelf-ready services kept separate from material purchase invoices? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services	65
Table 5.13:	Does the library use shelf-ready support for Approval books?	66
Table 5.14:	Does the library use shelf-ready support for approval books? Broken out by Type of Library	66
Table 5.15:	Does the library use shelf-ready support for approval books? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services	66

Survey of Library Experiences with Shelf-Ready Vendor Services

Table 6.1:	Once shelf-ready materials, processed by the vendor, arrive at the library, do you still check them and route them to Cataloging and Processing to complete processing and ensure current quality control standards?.....	68
Table 6.2:	Once shelf-ready materials, processed by the vendor, arrive at the library, do you still check them and route them to Cataloging and Processing to complete processing and ensure current quality control standards? Broken out by Type of Library	68
Table 6.3:	Once shelf-ready materials, processed by the vendor, arrive at the library, do you still check them and route them to Cataloging and Processing to complete processing and ensure current quality control standards? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services	68
Table 6.4:	Does the library perform any quality control measures on materials processed by your shelf-ready vendor?	69
Table 6.5:	Does the library perform any quality control measures on materials processed by your shelf-ready vendor? Broken out by Type of Library	69
Table 6.6:	Does the library perform any quality control measures on materials processed by your shelf-ready vendor? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services	69
Table 6.7:	Upon receiving shelf-ready material from vendors, does you library check physical processing for errors by the vendors?	70
Table 6.8:	Upon receiving shelf-ready material from vendors, does you library check physical processing for errors by the vendors? Broken out by Type of Library.....	70
Table 6.9:	Upon receiving shelf-ready material from vendors, does you library check physical processing for errors by the vendors? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services	70
Table 6.10:	Upon receiving shelf-ready material from vendors, does the library check resource for physical damage or binding problems?	70
Table 6.11:	Upon receiving shelf-ready material from vendors, does the library check resource for physical damage or binding problems? Broken out by Type of Library	70
Table 6.12:	Upon receiving shelf-ready material from vendors, does the library check resource for physical damage or binding problems? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services	71
Table 6.13:	Upon receiving shelf-ready material from vendors, does the library do a comparison of resource to cataloging record to note or correct description or access issues?	71
Table 6.14:	Upon receiving shelf-ready material from vendors, does the library do a comparison of resource to cataloging record to note or correct description or access issues? Broken out by Type of Library.....	71
Table 6.15:	Upon receiving shelf-ready material from vendors, does the library do a comparison of resource to cataloging record to note or correct description or access issues? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services.....	71
Table 6.16:	Upon receiving shelf-ready material from vendors, does the library do a comparison of resource to cataloging and order record to be sure that what was received is what was ordered?.....	71

Survey of Library Experiences with Shelf-Ready Vendor Services

Table 6.17: Upon receiving shelf-ready material from vendors, does the library do a comparison of resource to cataloging and order record to be sure that what was received is what was ordered? Broken out by Type of Library	72
Table 6.18: Upon receiving shelf-ready material from vendors, does the library do a comparison of resource to cataloging and order record to be sure that what was received is what was ordered? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services	72
Table 6.19: Upon receiving shelf-ready material from vendors, does the library create item records and add any patron holds?	72
Table 6.20: Upon receiving shelf-ready material from vendors, does the library create item records and add any patron holds? Broken out by Type of Library	72
Table 6.21: Upon receiving shelf-ready material from vendors, does the library create item records and add any patron holds? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services	72
Table 6.22: For labeling errors, does the library correct “shelf-ready mistakes” in-house and absorb the costs?	73
Table 6.23: For labeling errors, does the library correct “shelf-ready mistakes” in-house and absorb the costs? Broken out by Type of Library	73
Table 6.24: For labeling errors, does the library correct “shelf-ready mistakes” in-house and absorb the costs? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services	73
Table 6.25: For labeling errors, does the library request a corrected label at no charge?	73
Table 6.26: For labeling errors, does the library request a corrected label at no charge? Broken out by Type of Library	74
Table 6.27: For labeling errors, does the library request a corrected label at no charge? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services	74
Table 6.28: For labeling errors, does the library receive a credit from the vendor and perform in-house corrections?	74
Table 6.29: For labeling errors, does the library receive a credit from the vendor and perform in-house corrections? Broken out by Type of Library	74
Table 6.30: For labeling errors, does the library receive a credit from the vendor and perform in-house corrections? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services	74
Table 6.31: Are vendor mistakes in shelf-ready services generally fixed quickly by your vendor?	75
Table 6.32: Are vendor mistakes in shelf-ready services generally fixed quickly by your vendor? Broken out by Type of Library	75
Table 6.33: Are vendor mistakes in shelf-ready services generally fixed quickly by your vendor? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services	75
Table 6.34: Have you encountered incorrect or wrongly formatted call numbers on spine labels?	75
Table 6.35: Have you encountered incorrect or wrongly formatted call numbers on spine labels? Broken out by Type of Library	76

Survey of Library Experiences with Shelf-Ready Vendor Services

Table 6.36: Have you encountered incorrect or wrongly formatted call numbers on spine labels? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services	76
Table 6.37: Have you encountered incorrect locations above call numbers on spine labels?	76
Table 6.38: Have you encountered incorrect locations above call numbers on spine labels? Broken out by Type of Library	76
Table 6.39: Have you encountered incorrect locations above call numbers on spine labels? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services	76
Table 6.40: Have you encountered missing locations above call numbers on spine labels?	76
Table 6.41: Have you encountered missing locations above call numbers on spine labels? Broken out by Type of Library	77
Table 6.42: Have you encountered missing locations above call numbers on spine labels? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services	77
Table 6.43: Have you encountered incorrect volume, copy or other text below call numbers on spine labels?	77
Table 6.44: Have you encountered incorrect volume, copy or other text below call numbers on spine labels? Broken out by Type of Library	77
Table 6.45: Have you encountered incorrect volume, copy or other text below call numbers on spine labels? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services	77
Table 6.46: Have you encountered missing volume, copy or other text below call numbers on spine labels?	77
Table 6.47: Have you encountered missing volume, copy or other text below call numbers on spine labels? Broken out by Type of Library	78
Table 6.48: Have you encountered missing volume, copy or other text below call numbers on spine labels? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services	78
Table 6.49: Have you encountered incorrectly applied barcodes?	78
Table 6.50: Have you encountered incorrectly applied barcodes? Broken out by Type of Library	78
Table 6.51: Have you encountered incorrectly applied barcodes? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services	78
Table 6.52: Have you encountered resource stamped in the wrong location(s)?	78
Table 6.53: Have you encountered resource stamped in the wrong location(s)? Broken out by Type of Library	79
Table 6.54: Have you encountered resource stamped in the wrong location(s)? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services	79
Table 6.55: Have you encountered missing security tags or strips?	79
Table 6.56: Have you encountered missing security tags or strips? Broken out by Type of Library	79
Table 6.57: Have you encountered missing security tags or strips? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services	79

Survey of Library Experiences with Shelf-Ready Vendor Services

Table 6.58:	Have you encountered incorrectly applied security tags or strips?.....	79
Table 6.59:	Have you encountered incorrectly applied security tags or strips? Broken out by Type of Library	80
Table 6.60:	Have you encountered incorrectly applied security tags or strips? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services.....	80
Table 6.61:	What percentage rate of physical processing errors have you generally encountered, on an average shipment, where percentage means percentage of titles with shelf-ready errors in a single boxed shipment?	80
Table 6.62:	What percentage rate of physical processing errors have you generally encountered, on an average shipment, where percentage means percentage of titles with shelf-ready errors in a single boxed shipment? Broken out by Type of Library	80
Table 6.63:	What percentage rate of physical processing errors have you generally encountered, on an average shipment, where percentage means percentage of titles with shelf-ready errors in a single boxed shipment? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services	81
Table 6.64:	Were there some problems that could not be fixed by the vendor?	81
Table 6.65:	Were there some problems that could not be fixed by the vendor? Broken out by Type of Library	81
Table 6.66:	Were there some problems that could not be fixed by the vendor? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services.....	81
Table 7.1:	Agree or disagree, your vendor-supplied shelf-ready service saves on in-house physical labor?.....	83
Table 7.2:	Agree or disagree, your vendor-supplied shelf-ready service saves on in-house physical labor? Broken out by Type of Library	83
Table 7.3:	Agree or disagree, your vendor-supplied shelf-ready service saves on in-house physical labor? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services	83
Table 7.4:	Agree or disagree, your vendor-supplied shelf-ready service decreases the workload in physical processing?.....	83
Table 7.5:	Agree or disagree, your vendor-supplied shelf-ready service decreases the workload in physical processing? Broken out by Type of Library	83
Table 7.6:	Agree or disagree, your vendor-supplied shelf-ready service decreases the workload in physical processing? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services.....	84
Table 7.7:	Agree or disagree, your vendor-supplied shelf-ready service affects the workload in Acquisitions and/or Accounting departments?	84
Table 7.8:	Agree or disagree, your vendor-supplied shelf-ready service affects the workload in Acquisitions and/or Accounting departments? Broken out by Type of Library	84
Table 7.9:	Agree or disagree, your vendor-supplied shelf-ready service affects the workload in Acquisitions and/or Accounting departments? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services	84
Table 7.10:	Agree or disagree, the cost of shelf-ready support is higher than that of in-house operations?	85

Survey of Library Experiences with Shelf-Ready Vendor Services

Table 7.11: Agree or disagree, the cost of shelf-ready support is higher than that of in-house operations? Broken out by Type of Library	85
Table 7.12: Agree or disagree, the cost of shelf-ready support is higher than that of in-house operations? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services	85
Table 7.13: Agree or disagree, shelf-ready support lengthens the period from a time a book is ordered to its delivery to Circulation?	85
Table 7.14: Agree or disagree, shelf-ready support lengthens the period from a time a book is ordered to its delivery to Circulation? Broken out by Type of Library.....	85
Table 7.15: Agree or disagree, shelf-ready support lengthens the period from a time a book is ordered to its delivery to Circulation? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services	86
Table 7.16: Agree or disagree, shelf-ready service stabilizes processing times, cuts down on fluctuation, and makes processing times more regular?.....	86
Table 7.17: Agree or disagree, shelf-ready service stabilizes processing times, cuts down on fluctuation, and makes processing times more regular? Broken out by Type of Library	86
Table 7.18: Agree or disagree, shelf-ready service stabilizes processing times, cuts down on fluctuation, and makes processing times more regular? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services.....	86
Table 7.19: Agree or disagree, shelf-ready service is worth the extra cost?.....	87
Table 7.20: Agree or disagree, shelf-ready service is worth the extra cost? Broken out by Type of Library.....	87
Table 7.21: Agree or disagree, shelf-ready service is worth the extra cost? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services.....	87

Survey of Library Experiences with Shelf-Ready Vendor Services

The Questionnaire

1. Please give us the following contact information:
Name:
Organization:
Work Title
Country:
Email Address:
2. Which phrase best describes your library?
 - (a) Academic, college, community college library
 - (b) Public (city, county, regional) library
 - (c) State agency library
 - (d) Special library (medical, law, corporate, theological, etc.)
 - (e) Other (please specify)
3. Which shelf-ready vendor does your Library use, if any?
4. Are you currently using any vendor-supplied shelf-ready physical processing (such as spine label, label protector, security strip or tag, stamping, barcoding, etc.)?
 - (a) Yes
 - (b) No
 - (c) Other (please specify)
5. If your library has considered shelf-ready processing services, and has decided to not utilize them, what were your reasons for this? Please select all answers that apply.
 - (a) Generally, shelf-ready services mean a delay in receiving the ordered material, adding to the turnaround time from order to shelving.
 - (b) Shelf-ready services do not expedite the delivery of materials to the shelves.
 - (c) Shelf-ready services are more expensive than in-house processing and labeling.
 - (d) Shelf-ready services negatively affect ILL lending and patron requests, since the materials are not in-house.
 - (e) In-house processing and labeling is cheaper and quicker than shelf-ready services.
 - (f) Other (please specify)
6. What problems did you face at the beginning of your shelf-ready workflow, and how were they addressed?
7. Please briefly describe your current vendor shelf-ready workflow.
8. How much did/will your library spend on shelf-ready vendor services in the following years?
2010:
2011:
2012:

Survey of Library Experiences with Shelf-Ready Vendor Services

9. Break down your library's spending in percentage terms for the current year (or the last year for which you have data or can make a good estimate) by type of shelf-ready vendor service. The answers should total to 100% and each one should be a percentage so that if your library spent \$10,000 on all shelf-ready services and \$5,000 of this was on barcoding then the barcoding entry should be 50%.

10. Did your library modify or create your PromptCat profiles and sub-accounts to include exclusions from shelf-ready, and methods to create special call number label locations (such as Ref., Music Ref., Oversize, etc.)? Please explain.

11. Which kinds of materials receive vendor-supplied shelf-ready processing at your library? Please select all that apply.

- (a) Books
- (b) DVDs
- (c) Videocassettes
- (d) Other (please specify)

12. What specific shelf-ready services does your library use? Please select all that apply.

- (a) Spine label
- (b) Spine label protector
- (c) Security strip or tag
- (d) Stamping with property stamp
- (e) Barcoding
- (f) Binding
- (g) Book jacket distribution to library
- (h) Other (please specify)

13. If your library does not use barcoding as a shelf-ready service, please select all reasons that apply, if any.

- (a) Shelf-ready support for barcodes costs much more than current in-house practices
- (b) Shelf-ready barcoding detracts from streamlining processing
- (c) The library would be required to purchase barcodes and supply them to vendors
- (d) The library would need to make sure vendors have a continual supply and do not run low
- (e) The processing unit would still be required to scan in individual barcodes on books upon creating item records
- (f) Barcodes are used in areas outside the Processing Unit and so the library would need to retain a large quantity in-house to accommodate barcode-use in these areas
- (g) If the vendor attached barcodes, then the processing unit would need to remove barcodes for all books to be sent to the bindery
- (h) Does not apply
- (i) Other (please specify)

Survey of Library Experiences with Shelf-Ready Vendor Services

14. What exclusions from shelf-ready labeling do you employ, if possible with your vendor? Please select all that apply.

- (a) Juvenile materials
- (b) Materials with JX, PZ, or Z call numbers
- (c) Resources with multiple call numbers
- (d) Rush materials
- (e) Oversize
- (f) Add volumes or copies
- (g) None of the above
- (h) Other (please specify)

If you have been unable to handle some of these exceptions via your shelf-ready vendor or OCLC PromptCat, how have you handled these? Are they now separately processed from shelf-ready materials, and done in-house? Please explain.

15. Do you use shelf-ready services for multi-volume sets? Please explain how this works, or if you handle this apart from the shelf-ready workflow.

- (a) Yes, our Library sends multi-volume sets through vendor shelf-ready services
- (b) No, our Library does not send multi-volume sets through vendor shelf-ready services
- (c) Other (please specify)

16. How does the library handle a single volume received that is part of a multi-volume set? Please explain.

17. How do you handle dust jackets? Please select all that apply.

- (a) Ask the vendor to send all of them to your library, along with the materials
- (b) Ask the vendor to remove them and discard them
- (c) Ask the vendor to send all juvenile book jackets to the Library, along with the materials
- (d) Other (please specify)

18. Does your vendor charge a uniform fee for all items in the shipment regardless of which items receive particular shelf-ready services?

- (a) Yes
- (b) No
- (c) Don't Know/Other (please specify)

19. Does your shelf-ready vendor charge a \$.20 (for example) fee per library resource for facilitating PromptCat support?

- (a) Yes
- (b) No
- (c) Don't Know/Other (please specify)

Survey of Library Experiences with Shelf-Ready Vendor Services

20. How much did/will your library spend on all shelf-ready service providers in each of the following years?

2010:

2011:

2012:

21. What has been the rate of change (in percent) of the cost of shelf-ready services in the past year?

22. What percentage of your total technical services work is outsourced to shelf-ready service providers?

23. What percentage of your library's spending on shelf-ready services is accounted for by spending with your book jobber, subscription agent or other major content providers or distributors?

24. Upon receipt, are shelf-ready materials routed through Cataloging/Processing separate from non-shelf-ready materials?

(a) Yes

(b) No

(c) Don't Know/Other (please specify)

25. Does your acquisitions area sort shelf-ready resources according to library locations, special attention (bindery books, pamphlets), and so on?

(a) Yes

(b) No

(c) Don't Know/Other (please specify)

26. Does your vendor package shelf-ready and non-shelf-ready materials separately (unless shipments are small, i.e. one to two boxes)?

(a) Yes

(b) No

(c) Don't Know/Other (please specify)

27. Are invoices for all shelf-ready services kept separate from material purchase invoices?

(a) Yes

(b) No

(c) Don't Know/Other (please specify)

28. Does the library use shelf-ready support for approval books?

(a) Yes

(b) No

(c) Don't Know/Other (please specify)

Survey of Library Experiences with Shelf-Ready Vendor Services

29. Describe how your library trains and ensures that library liaisons/selectors select correct fund codes and locations when ordering a library resource (i.e., book), in order to prevent call number label errors, for example, for Reference materials.
30. Once shelf-ready materials, processed by the vendor, arrive at the library, do you still check them and route them to Cataloging and Processing to complete processing and ensure current quality control standards?
- (a) Yes
 - (b) No
 - (c) Don't Know/Other (please specify)
31. What quality control processes does your Library perform on materials processed by your shelf-ready vendor? Please select all that apply.
- (a) Physical processing is checked for errors from vendor
 - (b) Resource is checked for physical damage or binding problems
 - (c) Comparison of resource to cataloging record is done to note or correct description or access issues
 - (d) Comparison of resource to cataloging and order record is done to be sure that what was received is what was ordered
 - (e) Create item records, add any patron holds
 - (f) No quality control performed
 - (g) Other (please specify)
32. How are labeling errors handled in the library? Please select all that apply.
- (a) Correct "shelf-ready mistakes" in-house and absorb the costs
 - (b) Request a corrected label at no charge
 - (c) Receive a credit from the vendor and perform in-house corrections
 - (d) Other (please specify)
33. Are vendor mistakes in shelf-ready services generally fixed quickly by your vendor?
- (a) Yes
 - (b) No
 - (c) Don't Know/Other (please specify)
34. What kinds of processing and cataloging errors have you encountered?
- (a) Incorrect or wrongly formatted call number on spine label
 - (b) Incorrect location above call number on spine label
 - (c) Location missing above call number on spine label
 - (d) Volume, copy or other text below call number on spine label incorrect
 - (e) Volume, copy or other text below call number on spine label missing
 - (f) Barcode applied incorrectly
 - (g) Resource stamped in wrong location(s)
 - (h) Security tag or strip missing
 - (i) Security tag or strip incorrectly applied
 - (j) Other (please specify)

Survey of Library Experiences with Shelf-Ready Vendor Services

35. What percentage rate of physical processing errors have you generally encountered, on an average shipment, where percentage means percentage of titles with shelf-ready errors in a single boxed shipment?

- (a) 0-3%
- (b) 4-6%
- (c) 7-10%
- (d) 11-15%
- (e) 16-20%
- (f) Above 21%
- (g) Other (please specify)

36. Were there some problems that could not be fixed by the vendor, and how did you work around these?

- (a) Yes
- (b) No
- (c) Don't Know/Other (please specify)

33. Please assess your vendor-supplied shelf-ready services by selecting the most appropriate "Agree," "Disagree," or "Don't Know/Other" response for each category.

Your vendor-supplied shelf-ready service saves on in-house physical labor.

- (a) Agree
- (b) Disagree
- (c) Don't Know/Other (please specify)

Your vendor-supplied shelf-ready service decreases the workload in physical processing.

- (a) Agree
- (b) Disagree
- (c) Don't Know/Other (please specify)

Your vendor-supplied shelf-ready service affects the workload in Acquisitions and/or Accounting departments.

- (a) Agree
- (b) Disagree
- (c) Don't Know/Other (please specify)

Cost of shelf-ready support is higher than that of in-house operations.

- (a) Agree
- (b) Disagree
- (c) Don't Know/Other (please specify)

Survey of Library Experiences with Shelf-Ready Vendor Services

Shelf-ready support lengthens the period from a time a book is ordered to its delivery to Circulation.

- (a) Agree
- (b) Disagree
- (c) Don't Know/Other (please specify)

Shelf-ready service stabilizes processing times, cuts down on fluctuation, and makes processing times more regular.

- (a) Agree
- (b) Disagree
- (c) Don't Know/Other (please specify)

Shelf-ready service is worth the extra cost.

- (a) Agree
- (b) Disagree
- (c) Don't Know/Other (please specify)

Primary Research Group thanks Elaine Sanchez, Texas State University-San Marcos for her assistance in the development of the questionnaire for this report.

Summary of Main Findings

General Use

Nearly 15% of libraries in the sample have been deterred from using shelf-ready processing services by the possible delay in receiving ordered materials. These include 8.33% of academic libraries, 25% of public libraries and 50% of special libraries. Approximately 9.26% of libraries are bothered by the fact that shelf-ready services do not expedite the delivery of materials to the shelves, including 18.18% of libraries not currently using these services. As many as 37.04% of libraries in the sample say the fact that these services are more expensive than in-house processing has deterred them from using them.

54.55% of libraries not currently using shelf-ready services say that cost is a major deterrent, compared with 25% of those currently using these services. That in-house processing and labeling is cheaper and quicker than shelf-ready services has deterred 35.19% of libraries from using them, 100% of special libraries and 59.09% of those not currently using. Meanwhile, the possibility that shelf-ready services might negatively affect ILL lending and patron requests has not been a major deterrent for any of the libraries in the sample.

Starting the Workflow of Shelf-Ready

Libraries in the sample spent a mean of \$8,674 on shelf-ready services in 2010, with some spending as much as \$100,000. Spending increased dramatically in 2011, to a mean of \$23,152, and is expected to climb still higher, to a mean of \$30,628, in 2012. Much if not all of this growth can be accounted for by a single library, which spent \$400,000 on vendor-supplied shelf-ready services in 2011 and anticipates spending \$500,000 in the coming year.

Detailed Use of Shelf-Ready Processing

Books receive shelf-ready processing in 50% of all libraries in the sample and in 78.13% of those currently using vendor-supplied shelf-ready services. The 50% of libraries not using these services for books include half of all academic libraries, 43.75% of public libraries and 100% of special libraries. 18.52% of libraries say that DVDs receive shelf-ready processing, 56.25% of public libraries but just 2.78% of academic libraries. Only 1.85% of libraries in the sample use shelf-ready processing for videocassettes, these limited to a small percentage of academic libraries.

62.5% of libraries currently using shelf-ready services use spine label shelf-ready service, as do 36.11% of academic libraries and 56.25% of public libraries. These account for 40.74% of all libraries surveyed. 25.93% of libraries in the sample use spine label protector shelf-ready service, 19.44% of academic libraries and 43.75% of public libraries. Security strip or tag shelf-ready service is used by 35.19% of libraries in the sample and property stamping shelf-ready service is used by 33.33%.

Survey of Library Experiences with Shelf-Ready Vendor Services

33.33% of libraries in the sample also use barcoding as a shelf-ready service, including 53.13% of those currently using vendor-supplied shelf-ready services. In comparison, less than 6% of libraries use binding as a shelf-ready service, many of these public libraries, 12.5% of which use this service. Book jacket distribution, on the other hand, is used as a shelf-ready service by 18.52% of libraries in the sample, 16.67% of academic libraries and 25% of public ones.

Among libraries that do not use barcoding as a shelf-ready service, 7.41% say it is in part because shelf-ready support for barcodes would cost significantly more than their current in-house practices. 3.7% of libraries say that they do not use barcoding as a shelf-ready service because it detracts from streamlining processing, all of these public libraries currently using some vendor-supplied shelf-ready services.

9.26% of libraries in the sample cite the requirement to purchase barcodes and supply them to vendors as a reason for not using barcoding as a shelf-ready service. The same percent cite the requirement to maintain a continual supply of barcodes for the vendor and the need to retain a large quantity of barcodes in-house to accommodate barcode use in areas outside the processing unit.

12.96% of libraries say that one reason they do not use barcoding as a shelf-ready service is that the processing unit would still be required to scan in individual barcodes on books upon creating records. These include 11.11% of academic libraries and 18.75% of public libraries. 1.85% of libraries do not use shelf-ready barcoding service because they would need to remove barcodes from all books in order to be sent to the bindery.

Juvenile materials are excluded from shelf-ready labeling by 14.81% of all libraries in the sample and by 25% of those currently using shelf-ready services. 87.5% of public libraries don't exclude juvenile materials, nor do 83.33% of academic libraries. Materials with JX, PZ, or Z call numbers are excluded from shelf-ready labeling by just 3.7% of libraries in the sample, while resources with multiple call numbers are excluded by the same percent. 16.67% of libraries exclude rush materials from shelf-ready labeling, including 13.89% of academic libraries and 25% of public libraries.

Oversize materials are excluded from shelf-ready labeling by 5.56% of libraries and add volumes or copies are excluded by 9.26%. The latter include 15.63% of libraries currently using shelf-ready services and 12.5% of public libraries. 13.89% of academic libraries, which account for 9.26% of all libraries in the sample, exclude other or additional materials from shelf-ready labeling.

33.33% of libraries in the sample, 38.10% of academic libraries and 27.27% of public libraries, use vendor-supplied shelf-ready services for multi-volume sets. 24.07% of libraries ask vendors to send all dust jackets to them along with the materials, but only 3.7% ask them to send all juvenile book jackets. 5.56% of libraries have their vendors remove and discard dust jackets.

Survey of Library Experiences with Shelf-Ready Vendor Services

41.18% of libraries report that their vendor charges a uniform fee for all items in a shipment regardless of which items receive particular shelf-ready services. These include 50% of academic libraries, but just 28.57% of public libraries. 20% of libraries in the sample say that their shelf-ready vendor charges a stipulated fee per library resource for facilitating PromptCat Support, though these are limited to 29.41% of academic libraries. Another 16% of libraries in the sample say that their vendors do not charge such a fee, while the vast majority are unsure.

Spending on Shelf-Ready Services

In 2010, libraries in the sample spent a mean of \$14,343 and a maximum of \$300,000 on all shelf-ready service providers. This spending rose to a mean of \$43,074 in 2011 and is expected to reach \$53,975 in 2012, with some libraries planning to spend as much as \$1,000,000. Over the past year, the cost of shelf-ready services has remained flat; libraries in the sample report that costs have changed at a mean rate of 0%, though some have experienced increases or decreases of up to 10%.

Libraries in the sample estimate that a mean of 35.34% of their technical services work is outsourced to shelf-ready service providers. Academic libraries outsource a mean of 40.5% of their technical services work to these providers, while public libraries outsource a mean of 26.88%. Those libraries currently using shelf-ready services outsource a mean of 47.25% of their technical services work to shelf-ready service providers.

Book jobbers, subscription agents, and other major content providers and distributors account for a mean of 59.37% of spending on shelf-ready services among libraries in the sample and a mean of 75.2% of spending among those currently using vendor-supplied shelf-ready services.

Acquisitions and Shelf-Ready Resources

38.89% of libraries in the sample route shelf-ready materials through processing separately from non-shelf-ready materials, including 40% of both academic and public libraries. 56% of libraries currently using shelf-ready services route these materials separately, while 32% route them together, and the remaining 12% are unsure. Less than 15% of libraries surveyed sort shelf-ready resources according to library location, though 37.14% are not sure. Just 10% of public libraries sort shelf-ready resources this way and 80% are positive that they do not.

42.86% of libraries in the sample say that their vendor packages shelf-ready and non-shelf-ready items separately, including 37.5% of academic libraries and 60% of public libraries. 17.14% of libraries surveyed say that their vendors do not package them separately, and 40% don't know or have extenuating circumstances. 25.71% of libraries in the sample keep invoices for shelf-ready services separate from invoices for material purchases, but the majority don't keep them separate or are unsure. 60% of public libraries say they don't keep separate invoices, while 50% of academic libraries don't know.

Survey of Library Experiences with Shelf-Ready Vendor Services

Just 14.71% of libraries use shelf-ready support for approval books, 17.39% of academic libraries and 10% of public libraries; 41.18% of libraries don't use shelf-ready support for approval books and 44.12% are unsure.

Quality Control over Shelf-Ready Services

96.3% of libraries in the sample perform quality control measures on shelf-ready materials processed by their vendor. Upon receiving shelf-ready materials, 59.38% of libraries route them to Cataloging/Processing to complete processing and ensure quality control standards. These include 54.55% of academic libraries, 77.78% of public libraries, and 75% of all libraries currently using shelf-ready services. 40.74% of libraries in the sample check shelf-ready materials for physical processing errors made by their vendor, 38.89% of academic libraries and 50% of public libraries.

After shelf-ready materials have been processed by their vendor, 39.89% of libraries check them for physical damage or binding problems. 62.5% of libraries currently using shelf-ready services perform a check of this kind. 29.63% of libraries in the sample do a comparison of resource to cataloging record to note or correct description or access issues, while 33.33% compare resource to record to be sure that what they received is what they ordered. The latter include 38.89% of academic libraries and 25% of public libraries. Upon receiving shelf-ready materials, around 20% of libraries in the sample create item records and add patron holds when applicable.

For labeling errors, 27.78% of all libraries in the sample and 46.88% of those currently using shelf-ready services correct shelf-ready mistakes in-house and absorb the costs. In contrast, just 5.56% of libraries and 9.38% of those currently using shelf-ready services request corrected labels at no charge. 18.75% of libraries currently using shelf-ready services, 11.11% of academic libraries and 12.5% of public libraries, perform in-house corrections to labeling errors and receive a credit from their vendor.

44.44% of libraries say that mistakes in shelf-ready services are generally fixed quickly by their vendor. 11.11% feel mistakes are not fixed quickly and another 44.44% don't know. 57.14% of public libraries say that vendor mistakes in shelf-ready services are fixed quickly and 0% that they are fixed slowly, though 42.86% are unsure. Meanwhile, 15.79% of academic libraries don't feel mistakes in shelf-ready services made by their vendor are fixed quickly and 42.11% are unsure.

31.25% of libraries currently using shelf-ready services have encountered incorrect or wrongly formatted call numbers on spine labels, making this one of the most common errors encountered by libraries in the sample. 9.38% of libraries currently using shelf-ready services, 12.5% of all public libraries and just 2.78% of academic libraries, have encountered incorrect locations above call numbers on spine labels. Just 3.7% of all libraries and 6.25% of those currently using shelf-ready services have encountered missing locations above call numbers on spine labels.

Survey of Library Experiences with Shelf-Ready Vendor Services

9.26% of libraries in the sample and 15.63% of those currently using shelf-ready services have encountered incorrect volume, copy or other text below call numbers on spine labels. These include 11.11% of academic libraries and 6.25% of public ones. 9.26% of libraries have received materials missing volume, copy or other text below call numbers and the same percent have encountered incorrectly applied barcodes. 5.56% of libraries in the sample have encountered resource stamped in the wrong location, these limited to academic libraries currently using shelf-ready services.

In addition, missing security tags or strips have been encountered by 9.26% of libraries in the sample and by 15.63% of those currently using shelf-ready services. 5.56% of libraries, 9.38% of those currently using shelf-ready services, have received materials to which security tags or strips were incorrectly applied.

91.67% of libraries in the sample, including 93.33% of academic libraries and 88.89% of public libraries, report an average rate of 0-3% of physical processing errors on shipments received by their libraries. 4.17% report approximately 4-6% physical processing errors per shipment, all of these public libraries. Another 4.17% say that their rate of processing errors falls between 6-10%, these limited to a small but significant percentage of academic libraries. No libraries in the sample report an average of more than 11% of physical processing errors per shipment.

When asked if there were processing errors that could not be fixed by the vendor, 40% of libraries in the sample say that there were, 36% say there were none, and 24% are unsure. 50% of academic libraries say that there were problems that could not be fixed, while only 22.22% of public libraries feel the same way. 45.45% of libraries currently using vendor-supplied shelf-ready services say that there have been problems like this, while 40.91% have not experienced any.

Library Assessment of Shelf-Ready Services

Almost 90% of libraries in the sample agree that vendor-supplied shelf-ready services save on in-house physical labor and 0% disagree. 100% of libraries currently using these services say that they save on in-house physical labor, though 75% of those not currently using them are unsure. 79.31% of libraries feel that shelf-ready services decrease the workload in physical processing, including 75% of academic libraries and 88.89% of public libraries. Of the 6.9% of libraries in the sample that feel otherwise, most are libraries not currently using shelf-ready services, 75% of which are unsure as to whether shelf-ready services reduce the workload in physical processing or not.

The majority of libraries surveyed believe that shelf-ready services affect the workload in Acquisitions and/or Accounting, including 55% of academic libraries and 66.67% of public libraries. 64% of libraries currently using shelf-ready services feel this way, as do 25% of libraries not using these services. 27.59% of libraries in the sample say that the cost of shelf-ready support is higher than that of in-house operations, though 51.72% disagree with this assessment. 35% of academic libraries feel that shelf-ready support is

Survey of Library Experiences with Shelf-Ready Vendor Services

more expensive, compared with just 11.11% of public libraries, 66.67% of which believe that these services are as if not more economical.

20.69% of libraries in the sample say that shelf-ready support lengthens the period of time it takes for a book to be delivered from order to Circulation. 58.62% of libraries reject this idea, including 65% of academic libraries and 44.44% of public libraries. 62.07% of libraries in the sample do feel that shelf-ready services stabilize processing time, cut down on fluctuation, and make processing times more predictable. Just 3.45% of the sample dispute this, all of these public libraries currently using shelf-ready services. Moreover, 65.52% of libraries in the sample and 76% of those currently using shelf-ready services agree that vendor-supplied shelf-ready services are worth the extra cost.

Survey Participants

Alamance County Public Libraries
Algonquin Area Public Library
Allegany College of Maryland
Anthem College
Ashtabula County District Library
Augusta State University
Australian National University Library
Boca Raton Public Library
Boston Public Library
Cabrillo College Library
California State University, East Bay
California State University, Sacramento
College of Charleston
Covenant Theological Seminary
East Baton Rouge Parish Library
Eugene Public Library
Fletcher Technical Community College
Fresno County Public Library
Garfield County Public Libraries
Georgia State University, College of Law
Gogebic Community College
Jackson County Public Library
Jefferson County Public Library
King College
Lehigh University
Lewis & Clark College
Longy School of Music
Mount Saint Mary College
Parmly Billings Library
Pennsylvania College of Technology
Rogers State University
Saint Louis University Law Library
Saint Mary's College, Notre Dame, IN
Santa Clara University
Savannah State University
Siouxland Libraries
Spokane County Library District
St. Cloud State University
State University of New York at Cobleskill
Stephentown Memorial Library
Susquehanna University
The University of Montana
University of British Columbia

Survey of Library Experiences with Shelf-Ready Vendor Services

University of California, Santa Cruz
University of Central Missouri
University of Dayton
University of Massachusetts Dartmouth
University of North Carolina at Greensboro
University of South Florida
University of South Florida St. Petersburg
University of Texas, School of Public Health
University of York
Valencia College
Western Illinois University
Western Michigan University
Westminster Presbyterian Church Library
Yuba College

Survey of Library Experiences with Shelf-Ready Vendor Services

Characteristics of the Sample

Type of Library

	Academic	Public	Special
Entire Sample	66.67%	29.63%	3.70%

Current Use of Vendor-Supplied Shelf-Ready Services

	Currently Using	Not Currently Using
Entire Sample	59.26%	40.74%

Total Spending on Shelf-Ready Vendor Services in 2011

	Nothing	Less than \$5,000	More than \$5,000
Entire Sample	47.62%	23.81%	28.57%

Chapter 1: General Use

Which shelf-ready vendor does the library use?

1. YBP
2. Coutts, Dawson Books
3. Coutts
4. YBP/Baker & Taylor, Brodart
5. Ingram, Midwest Tape
6. None
7. Baker & Taylor, Brodart, Midwest Tape, and special collection from BTSB
8. YBP
9. Midwest Tape
10. MARCIVE, OCLC
11. None
12. YBP
13. YBP
14. Yankee
15. Bound to Stay Bound, Midwest Tape
16. We are just now getting ready to begin shelf-ready with YBP
17. Baker & Taylor, Midwest Tape
18. Midwest Tape
19. Baker & Taylor
20. Baker & Taylor, Brodart, Centerpoint, Gale, Midwest Tape, Recorded Books
21. YBP
22. None
23. None
24. Baker and Taylor, Midwest Tape
25. Baker & Taylor
26. Ingram, Midwest Tape
27. Baker & Taylor, Ingram
28. None
29. OCLC Contract Cataloging, Midwest Tape
30. Baker & Taylor, Emery-Pratt
31. Baker & Taylor
32. Baker & Taylor, Midwest Tape
33. We are just beginning to consider this service so we have not selected a vendor
34. YBP
35. MARCIVE for federal government document monographs
36. None, I have experience from other academic universities with the use of YBP/Baker & Taylor
37. McNaughton
38. None
39. None
40. Baker & Taylor
41. None
42. Baker & Taylor, Brodart
43. Baker & Taylor, Midwest Tape

Survey of Library Experiences with Shelf-Ready Vendor Services

Table 1.1: If the library has considered shelf-ready processing services, did the possible delay in receiving the ordered materials deter you from using them?

	Yes	No
Entire Sample	14.81%	85.19%

Table 1.2: If the library has considered shelf-ready processing services, did the possible delay in receiving the ordered materials deter you from using them? Broken out by Type of Library

Type of Library	Yes	No
Academic	8.33%	91.67%
Public	25.00%	75.00%
Special	50.00%	50.00%

Table 1.3: If the library has considered shelf-ready processing services, did the possible delay in receiving the ordered materials deter you from using them? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Yes	No
Currently Using	15.63%	84.38%
Not Currently Using	13.64%	86.36%

Table 1.4: If the library has considered shelf-ready processing services, did the fact that these services do not expedite the delivery of materials to the shelves deter you from using them?

	Yes	No
Entire Sample	9.26%	90.74%

Table 1.5: If the library has considered shelf-ready processing services, did the fact that these services do not expedite the delivery of materials to the shelves deter you from using them? Broken out by Type of Library

Type of Library	Yes	No
Academic	8.33%	91.67%
Public	6.25%	93.75%
Special	50.00%	50.00%

Survey of Library Experiences with Shelf-Ready Vendor Services

Table 1.6: If the library has considered shelf-ready processing services, did the fact that these services do not expedite the delivery of materials to the shelves deter you from using them? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Yes	No
Currently Using	3.13%	96.88%
Not Currently Using	18.18%	81.82%

Table 1.7: If the library has considered shelf-ready processing services, did the fact that these services are more expensive than in-house processing and labeling deter you from using them?

	Yes	No
Entire Sample	37.04%	62.96%

Table 1.8: If the library has considered shelf-ready processing services, did the fact that these services are more expensive than in-house processing and labeling deter you from using them? Broken out by Type of Library

Type of Library	Yes	No
Academic	30.56%	69.44%
Public	43.75%	56.25%
Special	100.00%	0.00%

Table 1.9: If the library has considered shelf-ready processing services, did the fact that these services are more expensive than in-house processing and labeling deter you from using them? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Yes	No
Currently Using	25.00%	75.00%
Not Currently Using	54.55%	45.45%

Table 1.10: If the library has considered shelf-ready processing services, did the possibility that these services would negatively affect ILL lending and patron requests deter you from using them?

	Yes	No
Entire Sample	0.00%	100.00%

Survey of Library Experiences with Shelf-Ready Vendor Services

Table 1.11: If the library has considered shelf-ready processing services, did the fact that in-house processing and labeling is cheaper and quicker than shelf-ready services deter you from using them?

	Yes	No
Entire Sample	35.19%	64.81%

Table 1.12: If the library has considered shelf-ready processing services, did the fact that in-house processing and labeling is cheaper and quicker than shelf-ready services deter you from using them? Broken out by Type of Library

Type of Library	Yes	No
Academic	33.33%	66.67%
Public	31.25%	68.75%
Special	100.00%	0.00%

Table 1.13: If the library has considered shelf-ready processing services, did the fact that in-house processing and labeling is cheaper and quicker than shelf-ready services deter you from using them? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Yes	No
Currently Using	18.75%	81.25%
Not Currently Using	59.09%	40.91%

Survey of Library Experiences with Shelf-Ready Vendor Services

Are there any other reasons for which you decided not use shelf-ready processing services?

1. We purchase very few new books, and of these some are foreign publishers. For the 2,000 or so labels we have to print each year, only 1,000 of these would be available shelf-ready. We also have full-time help, which would be difficult to retain without this work. We also employ work study students to do book processing.
2. Unique classification system used by York prevents us from having the full shelf-ready service.
3. We are a Dewey library and, upon our most recent investigation (2007), we determined that one of these services would not be able to meet our needs.
4. Since our collection is small enough (90,000 volumes) and we are very specialized (seminary) our students still find browsing to be useful. We do a fair amount of reclassing (i.e. we don't use what is on the bib record in OCLC), especially for our specialties (Presbyterian Church, Reformed Church, etc.).
5. Other vendors have not been able to perform shelf-ready processing services consistently well for us.
6. Many of our collections are tailored to our selectors' wishes and hard for an outside service to fulfill. We get a number of special items that need special attention and we would not get that with an outside service. It is also very wasteful. Midwest Tape uses only once size of audiobook on CD cases, so a one-CD audiobook goes in the same case as a six CD audiobook, we don't have shelf space to waste like that. Also, we want our material covers laminated because it preserves them. We have a sorter machine that is hard on material covers. Volunteers process our materials, so shelf-ready is a lot more expensive than free.
7. Vendors are not able to do work exactly as we do it in-house; some work they do differently, some work they refuse to do, and some work they insist on doing (even if we don't need it).
8. Still undecided
9. Have not considered
10. We are still evaluating the outsourcing of firm-order materials
11. Shelf-ready services do not provide the control and flexibility that we have with in-house processing.
12. (a) Every 4 or 5 years, our library checks current market pricing and compares those figures to what it costs us locally. Including benefits paid to staff members in-house, we're always cheaper. (b) Being a specialized library, some of the materials that we acquire would not be available through shelf-ready vendors. We would need to maintain an in-house unit anyhow. (c) Materials received on exchange are delivered directly to us, thereby circumventing the shelf-ready vendor. Again, we would need to maintain an in-house unit for those materials.
13. With a total budget (for everything, not just materials) of \$4,000-5,000 annually, and operating exclusively with volunteer labor, we've not yet found it desirable to explore contracting out. Also, many of our materials come from specialty publishers. My experience in a public library setting was that delivery times for these types of items from suppliers who provide shelf-ready services, even without the added processing services, tends to run from "90 days to never" compared with the 2-10-day turnaround time we currently experience for most purchases currently. We need materials NOW in order to evaluate for use with classes starting in the next 2-4 weeks.
15. Use of shelf-ready processing services is currently under consideration.
16. After a trial, we found accuracy in bibliographic and holdings information inadequate
17. Shelf-ready books do not have customized cutter numbers on spine labels

Chapter 2: Starting the Workflow for Shelf-Ready

What problems did you face at the beginning of your shelf-ready workflow and how were they addressed?

1. Skill
2. How to ensure desirable and accurate WCP records and the correct book is received. To ensure desirable and accurate records, we generate a cross-matching report to compare invoicing data with WCP data. To ensure accurate book, we quickly scan every book and compare record title with book title
3. None
4. YBP - Some issues with placement of items, cataloging records, locations, etc., handled via email and telephone. Some items were never corrected and we correct them in-house. Brodart - Same issues at start up but all were corrected and they even came in for a couple meetings to make sure everything was working.
5. Difficulty getting call numbers to follow our pattern. Vendor worked closely with us to get the labels right.
6. Integrating item records; vendors don't spend time to make the labels NOT cover up title and author; various barcodes when printed by vendors are hard to read as numbers even though they scan ok; the need to have brief records for reserve list align later with full record
7. No real problems experienced. We established distinct account numbers for shelf-ready, and we don't have shelf-ready for materials that might cause problems, such as children's books. We get no binding, jacketing or covering treatments. We do not get Cuttering or Book/Author Numbering for Dewey Class Numbers.
8. Determining how to incorporate delivery schedule into workflow. Determining which processes were cost effective for us.
9. Deciding how much processing really needed to be done, i.e. stickers, stamping, etc.
10. We did try this in the past from YBP, but our cataloger at the time found it too difficult to match the labels with the books, so we stopped it.
11. Splitting types of material appropriately so as not to have existing bib records overlaid.
12. Odd call numbers and problems with labeling. Conversations with vendor straightened everything out pretty easily.
13. Setting up your profile with vendor is a little bit complicated. But it can be changed if you request later. Vendor is very prompt. Once the profile is set, the workflow starts. The real problem was the transition from in-house copy cataloging to shelf-ready. The transition has been an ongoing process to improve or modify based on needs and requests from public services. Whenever we changed workflow, we met with staff involved in the process. We also informed other librarians about the change so no one missed. So far, the workflow works smoothly with anyone.
14. Setting up the profile took a while, but we eventually achieved the product we wanted.
15. Not sure yet
16. None
17. Barcodes were in the wrong place. Labels didn't conform to current standards. It was all worked out.
18. Only received books with Mylar jackets or plastic laminate covers. Not problems.
19. Addressed by compromise. The biggest problems were mistakes in the work that the library was unable to find and resolve due to new building opening day deadline. The problems were not addressed satisfactorily.
20. Setting up the guideline for the vendors was extremely difficult because I did not want to accept their "standard" processing. I informed them that if they wanted our business, they would have to do things our way.
21. Barcode symbology, setting up CLS account
22. Call numbers can be very subjective, and we had trouble defining how our call numbers are formatted. With close attention from the vendor, we were able to work it out in one case, but not in another.
23. Coordinating shipments of books with MARC bib record loads was a challenge and still poses some problems.

Survey of Library Experiences with Shelf-Ready Vendor Services

24. None
25. Acceptance that shelf-ready spine labels would look different from labels on existing books
26. Not having materials processed correctly and having problems with MARC Records integrating with ILS-following up with the vendor on each specific problem, resending detailed requirements
27. (a) Clarifying the extent of the shelf-ready service being held out by YBP, (b) Determining the level and standards of cataloguing to be done, (c) Pricing the services to be purchased, (d) Mapping of required fixed and variable length fields (bib, order, item, invoice) to vendor, (e) Verifying operational readiness of the extended approval plan product from our ILMS vendor, (f) Verifying and editing the load profile table and record templates to be used for processing incoming vendor metadata, (g) Anticipating and writing up the workflow, needed to consult and get acquisitions and cataloguing supervisors on board.
28. Current challenges are in consideration and evaluation of shelf-ready services and future reorganization of staff
29. Different location of barcodes, call numbers; different font size; overall inconsistent look with rest of collection. We looked at it as an opportunity to test some different models. Adjustment was not difficult because these books are shelved in a separate location.
30. Call number formatting, addressed through numerous calls to customer service
31. We were already getting books processed by the vendor before I started working here, over 30 years ago

Describe your current vendor shelf-ready workflow

1. Some come with security tape
2. OCLC (World Cataloging Partner) sends us the MARC records with invoicing information. We load the records and e-invoicing and pay the invoice. Roughly one week after the records are loaded, the books are received. Problem books identified by the cross-matching report are pulled and the rest of the shipment can go directly to the shelves. Fix the problem books.
3. We supply vendor with labels etc and our requirements for positioning of these. Vendor supplies the jackets and charges a set price for processing the books. Any extra non standard processing is done in-house when the books arrive.
4. Order Online; Vendor sends order records via FTP; Vendor sends cataloging records via FTP; vendor catalogs and processes materials. Library receives materials and does brief overview of product and cataloging record. Vendor attaches holdings through OCLC.
5. I order the books, and they come shelf-ready from the vendor. Spine label, barcode, RFID tag, Mylar cover, if required.
6. PromptCat Shelf-Ready Package. Firm orders based on approval slip plan arrive with barcodes and spine labels affixed, and security strips. Books arrive with two property stamps. We supply the barcodes to vendor. Student assistants scan to ensure security strip is present and activated. Student assistants also "browse" barcode in circ module to capture initial arrival date.
7. Receipt, processing check, shelf-ready check, deliver to circulation for shelving
8. AV is ordered directly through automation system, order received, holding is inputted by Technical Services staff
9. Now we receive MARCIVE catalog records for government document microfiche, which allows them to be filed/shelved much sooner
10. We don't actually receive anything that is completely shelf-ready. Our items arrive barcoded and security stripped.
11. Receive books from vendor, load bib records via bulk load process, add holdings information for each title and send to circulation for shelving. Books with no call number or odd call numbers are set aside for cataloging
12. Librarians place orders on YBP web site; YBP prepares a file of the brief MARC record for these orders on their web site and at the same time sends it to OCLC PromptCat; PromptCat prepares a file of full MARC records matching with the brief records; our system support staff goes to YBP web site to download the brief records to our catalog; cataloger receives OCLC notify email to get the files of MARC records and download to catalog; shipment comes after the records loaded; acquisition staff receives the shipment; librarians review the shipment to decide locations; the copy cataloger staff does all processing.
13. We use PromptCat and books will go through our checklist procedure

Survey of Library Experiences with Shelf-Ready Vendor Services

14. We get book jackets put on our print materials by Baker & Taylor. Midwest Tape swaps out regular DVD and CD cases for specific locked cases.
15. Materials are repackaged and we get them. We scan the barcode into the database and voila!
16. Receiving: check number of preprocessed jackets and cover-ups against invoice charges. Received items go to cataloging. Cataloged items are processed. Preprocessing jackets and covers means less processing time. Processed items go to customers and shelving.
17. Select materials, place order, receive materials, process invoice, load catalog records, spot check catalog records, spot check physical items, fix mistakes, complete work (if processing is partial), selector review of most materials, check in, shelve
18. As items are received, staff members verify that there is a call number on the spine, item has been stamped with library name and that there is a barcode on the item. Items are then arrived in ILS and then delivered to staff that are responsible for shelving. Books are generally shelved within 24-48 hours of arriving at library.
19. We create a cart using the vendor's website. Vendor has created fields in their order "grid" to correspond to our ILS item codes. Once a cart is finalized, it is downloaded into a PO in our ILS and the order is EDIFACTED to vendor. The vendor now knows all the details of the items, including our ILS control numbers (which are needed for the vendor to complete the cataloging and processing). The vendor has direct access to our ILS system and does all the work including downloading the full MARC bibliographic record, overlaying the acquisitions bib record and barcoding the items. The vendor also verifies the LC call number per our instructions or creates an author call number using our specific guidelines. Once all the ILS work is done, the vendor prints the spine label (once again according to our very exact specs) and does all the final stamping, labeling, covering, security striping. When the cartons arrive, absolutely everything is done. Tech Services staff "spot checks" a few items, but nothing has been a problem for many, many months!
20. Receive FTP of MARC records, bibload, receive books, put on shelf
21. I order from the vendor, and they send shelf-ready materials. Not sure what you're asking here.
22. We do our own processing, usually within 2 or 3 days of receiving items
23. Select, order, receive, pay for, enter cataloging data, and shelve
24. Books are ordered, they arrive and are checked in, processing assistant adds barcode and adds that number to bibliographic record in ILS, students tape book jacket covers on books
25. Approval plan with subject and non-subject parameters established between collection management librarians and vendor; cataloguing staff check YBP FTP site several times a week for new files; new files available are imported to desktop and file names logged; cataloguers use MARCEdit to verify files and cleanup; when files are certified clean and ready to use they are put in library. These details are logged. Acquisitions staff are notified which invoices (in MARC records) are ready for loading into ILMS when and only when boxes (materials) arrive from YBP. Boxes arrive and records are FTPd into the ILMS. Usual EDIFACT invoice processing and checking that all records have been created. Packing slip remains with boxes and books to be turned around to different library branches. Remove certain books for examination, i.e. multi volumes, later editions, monograph-in-series.
26. Have not implemented a vendor shelf-ready workflow... yet
27. MARC records received and loaded; books received and shelved
28. Limited. Baker & Taylor is physical processing only (property label, security strip, Mylar covers) so has limited impact on workflow. Brodart is fully shelf-ready. Items arrive with records on CDROM. Verify that we ordered; load records; quick, mostly automated checks & tweaks to records; shelve.
29. Books come in and are unpacked; branch specific barcodes and security strips are applied. Books are passed along to catalogers.

Survey of Library Experiences with Shelf-Ready Vendor Services

Table 2.1: How much did the library spend on shelf-ready vendor services in 2010? (in \$US)

	Mean	Median	Minimum	Maximum
Entire Sample	8674.18	0.00	0.00	100000.00

Table 2.2: How much did the library spend on shelf-ready vendor services in 2011? (in \$US)

	Mean	Median	Minimum	Maximum
Entire Sample	23151.82	1100.00	0.00	400000.00

Table 2.3: How much does the library anticipate spending on shelf-ready vendor services in 2012? (in \$US)

	Mean	Median	Minimum	Maximum
Entire Sample	30627.58	400.00	0.00	500000.00

Break down the library's spending in percentage terms for the current year by the various types of shelf-ready vendor services available to you

1. Because we buy a shelf-ready package, this is hard to determine, as they do not break down expenses. \$2.15/volume: Apply up to 2 property stamp impressions. Supply and affix security device. Receive spine label data from OCLC. Print spine label. Apply spine label. Apply and scan barcode.
2. I don't have access to this information
3. I have no information about this. Our Acquisition librarian takes care of it.
4. AV Packaging: 80%, Book Jackets: 20%
5. Book covers for hardcover and softcover materials = 100%
6. CLS includes Barcode, Kapco, Stamp, MARC Record, Mylar, and Security Strip
7. Catalog Record Downloads: 50%, Book Processing: 50%
8. Book Jacket Covers: 50%, Spine Labels: 50%
9. Barcodes: 10%, Security Strip: 10%, Property Stamping: 10%, Spine Labels: 10%, Cataloguing and Holdings Management: 60%

Survey of Library Experiences with Shelf-Ready Vendor Services

Did the library modify or create your PromptCat profiles and sub-accounts to include exclusions from shelf-ready, and methods to create special call number label locations (such as Ref., Music Ref., Oversize, etc.)?

1. No
2. (a) In YBP Specifications: I. Add 961 \$h Notes to YBP, 961 \$d Order Notes to local data output, II. Define how physical processing is to be done, III. Define relationship between YBP sub-accounts and PromptCat profiles (b) Define spine label prefix for certain locations and OCLC holding library code (049a) (c) PromptCat profiles: I. Add vendor order number and certain notes (e.g. vendor code, default location, fund code) to be included in approval PromptCat records, II. Define what location text are to be added as prefix to call number labels for specified locations.
3. No, call numbers are not supplied
4. Do not use OCLC PromptCat
5. Yes. We exclude any archival materials from processing and have call number labels for Ref, Oversize and a couple other minor locations.
6. We don't use PromptCat
7. We use special call number locations as well as genre labels; in most cases we have been able to let vendors know what to use at the order stage
8. No
9. No, we add oversize and ref labels ourselves as needed. Almost all reference titles are now electronic resources.
10. Yes, multiple volumes
11. No
12. We have had to create profiles for special items, Reference and Juvenile, so that they will get the right location. This is still somewhat problematic as we have to know at point of order where it is going. Sometimes that is missed or not known until we receive it.
13. No
14. We did a minor modification once on our profile. We try not to re-label YBP shelf-ready books unless call number is wrong (not very often). We add stickers (Ref, Leisure, Young Adult, Reserve, etc.) to spine for books going to different locations.
15. No
16. Yes, Oversize at the top of the call number, (Ref), (Sci Ref), (Music), (ERC), (SPL) at the bottom of the call number
17. No
18. Do not have PromptCat
19. We don't use PromptCat
20. No, we don't use PromptCat
21. No, we use Connexions
22. Yes
23. No
24. No
25. No, we did not
26. No, we provided height based collection codes via a spreadsheet
27. We don't use PromptCat, but we do have a variety of profiles set up with Baker & Taylor for specific call number formats

Chapter 3: Detailed Use of Shelf-Ready Processing

Table 3.1: Do books receive vendor-supplied shelf-ready processing at the library?

	Yes	No
Entire Sample	50.00%	50.00%

Table 3.2: Do books receive vendor-supplied shelf-ready processing at the library? Broken out by Type of Library

Type of Library	Yes	No
Academic	50.00%	50.00%
Public	56.25%	43.75%
Special	0.00%	100.00%

Table 3.3: Do books receive vendor-supplied shelf-ready processing at the library? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Yes	No
Currently Using	78.13%	21.88%
Not Currently Using	9.09%	90.91%

Table 3.4: Do DVDs receive vendor-supplied shelf-ready processing at the library?

	Yes	No
Entire Sample	18.52%	81.48%

Table 3.5: Do DVDs receive vendor-supplied shelf-ready processing at the library? Broken out by Type of Library

Type of Library	Yes	No
Academic	2.78%	97.22%
Public	56.25%	43.75%
Special	0.00%	100.00%

Survey of Library Experiences with Shelf-Ready Vendor Services

Table 3.6: Do DVDs receive vendor-supplied shelf-ready processing at the library? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Yes	No
Currently Using	28.13%	71.88%
Not Currently Using	4.55%	95.45%

Table 3.7: Do videocassettes receive vendor-supplied shelf-ready processing at the library?

	Yes	No
Entire Sample	1.85%	98.15%

Table 3.8: Do videocassettes receive vendor-supplied shelf-ready processing at the library? Broken out by Type of Library

Type of Library	Yes	No
Academic	2.78%	97.22%
Public	0.00%	100.00%
Special	0.00%	100.00%

Table 3.9: Do videocassettes receive vendor-supplied shelf-ready processing at the library? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Yes	No
Currently Using	3.13%	96.88%
Not Currently Using	0.00%	100.00%

What other kinds of materials receive vendor-supplied shelf-ready processing at the library?

1. Books on CD
2. CDs
3. Books on CD
4. Music CDs
5. Music CDs, CD audiobooks
6. Audiobooks, sound recordings
7. Currently none. In the past books only.
8. CDs, video games
9. Print monographs that meet subject inclusion criteria
10. No materials at this time

Survey of Library Experiences with Shelf-Ready Vendor Services

Table 3.10: Does the library use spine label shelf-ready service?

	Yes	No
Entire Sample	40.74%	59.26%

Table 3.11: Does the library use spine label shelf-ready service? Broken out by Type of Library

Type of Library	Yes	No
Academic	36.11%	63.89%
Public	56.25%	43.75%
Special	0.00%	100.00%

Table 3.12: Does the library use spine label shelf-ready service? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Yes	No
Currently Using	62.50%	37.50%
Not Currently Using	9.09%	90.91%

Table 3.13: Does the library use spine label protector shelf-ready service?

	Yes	No
Entire Sample	25.93%	74.07%

Table 3.14: Does the library use spine label protector shelf-ready service? Broken out by Type of Library

Type of Library	Yes	No
Academic	19.44%	80.56%
Public	43.75%	56.25%
Special	0.00%	100.00%

Table 3.15: Does the library use spine label protector shelf-ready service? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Yes	No
Currently Using	37.50%	62.50%
Not Currently Using	9.09%	90.91%

Survey of Library Experiences with Shelf-Ready Vendor Services

Table 3.16: Does the library use security strip or tag shelf-ready service?

	Yes	No
Entire Sample	35.19%	64.81%

**Table 3.17: Does the library use security strip or tag shelf-ready service?
Broken out by Type of Library**

Type of Library	Yes	No
Academic	38.89%	61.11%
Public	31.25%	68.75%
Special	0.00%	100.00%

**Table 3.18: Does the library use security strip or tag shelf-ready service?
Broken out by Current Use of Vendor-Supplied Shelf-Ready Services**

Use of Vendor-Supplied Shelf-Ready Services	Yes	No
Currently Using	56.25%	43.75%
Not Currently Using	4.55%	95.45%

Table 3.19: Does the library use property stamping as a shelf-ready service?

	Yes	No
Entire Sample	33.33%	66.67%

Table 3.20: Does the library use property stamping as a shelf-ready service? Broken out by Type of Library

Type of Library	Yes	No
Academic	33.33%	66.67%
Public	37.50%	62.50%
Special	0.00%	100.00%

Table 3.21: Does the library use property stamping as a shelf-ready service? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Yes	No
Currently Using	53.13%	46.88%
Not Currently Using	4.55%	95.45%

Survey of Library Experiences with Shelf-Ready Vendor Services

Table 3.22: Does the library use barcoding as a shelf-ready service?

	Yes	No
Entire Sample	33.33%	66.67%

**Table 3.23: Does the library use barcoding as a shelf-ready service?
Broken out by Type of Library**

Type of Library	Yes	No
Academic	33.33%	66.67%
Public	37.50%	62.50%
Special	0.00%	100.00%

**Table 3.24: Does the library use barcoding as a shelf-ready service?
Broken out by Current Use of Vendor-Supplied Shelf-Ready Services**

Use of Vendor-Supplied Shelf-Ready Services	Yes	No
Currently Using	53.13%	46.88%
Not Currently Using	4.55%	95.45%

Table 3.25: Does the library use binding as a shelf-ready service?

	Yes	No
Entire Sample	5.56%	94.44%

Table 3.26: Does the library use binding as a shelf-ready service? Broken out by Type of Library

Type of Library	Yes	No
Academic	2.78%	97.22%
Public	12.50%	87.50%
Special	0.00%	100.00%

Table 3.27: Does the library use binding as a shelf-ready service? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Yes	No
Currently Using	9.38%	90.63%
Not Currently Using	0.00%	100.00%

Survey of Library Experiences with Shelf-Ready Vendor Services

Table 3.28: Does the library use book jacket distribution as a shelf-ready service?

	Yes	No
Entire Sample	18.52%	81.48%

Table 3.29: Does the library use book jacket distribution as a shelf-ready service? Broken out by Type of Library

Type of Library	Yes	No
Academic	16.67%	83.33%
Public	25.00%	75.00%
Special	0.00%	100.00%

Table 3.30: Does the library use book jacket distribution as a shelf-ready service? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Yes	No
Currently Using	31.25%	68.75%
Not Currently Using	0.00%	100.00%

What other shelf-ready services does the library use?

1. Ownership label
2. Cataloging, genre label
3. Bookplate
4. Not sure yet
5. Book jacket covering, swapping DVD and CD cases
6. Bibliographic label (call number, author, title, etc.), date stamp, various stickers (e.g., holiday, award), plastic sheet to cover book jacket, plastic laminate on paperback cover, catalog record
7. We have the vendor do the following: (a) apply Mylar jackets, (b) apply branch location label, (c) DVDs are placed in special locking cases
8. Catalog records
9. Book jacket covers
10. We purchase security tags and barcodes, but apply them in-house
11. Mylar cover
12. Mylar covers on book jackets, clear reinforcing thingies on paperbacks
13. Mylar jackets on hardbacks, plastic covers on paperbacks

Survey of Library Experiences with Shelf-Ready Vendor Services

Table 3.31: If the library does not use barcoding as a shelf-ready service, is it in part because shelf-ready support for barcodes costs much more than current in-house practices?

	Yes	No
Entire Sample	7.41%	92.59%

Table 3.32: If the library does not use barcoding as a shelf-ready service, is it in part because shelf-ready support for barcodes costs much more than current in-house practices? Broken out by Type of Library

Type of Library	Yes	No
Academic	8.33%	91.67%
Public	6.25%	93.75%
Special	0.00%	100.00%

Table 3.33: If the library does not use barcoding as a shelf-ready service, is it in part because shelf-ready support for barcodes costs much more than current in-house practices? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Yes	No
Currently Using	6.25%	93.75%
Not Currently Using	9.09%	90.91%

Table 3.34: If the library does not use barcoding as a shelf-ready service, is it in part because shelf-ready barcoding detracts from streamlining processing?

	Yes	No
Entire Sample	3.70%	96.30%

Table 3.35: If the library does not use barcoding as a shelf-ready service, is it in part because shelf-ready barcoding detracts from streamlining processing? Broken out by Type of Library

Type of Library	Yes	No
Academic	0.00%	100.00%
Public	12.50%	87.50%
Special	0.00%	100.00%

Survey of Library Experiences with Shelf-Ready Vendor Services

Table 3.36: If the library does not use barcoding as a shelf-ready service, is it in part because shelf-ready barcoding detracts from streamlining processing? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Yes	No
Currently Using	6.25%	93.75%
Not Currently Using	0.00%	100.00%

Table 3.37: If the library does not use barcoding as a shelf-ready service, is it in part because the library would be required to purchase barcodes and supply them to vendors?

	Yes	No
Entire Sample	9.26%	90.74%

Table 3.38: If the library does not use barcoding as a shelf-ready service, is it in part because the library would be required to purchase barcodes and supply them to vendors? Broken out by Type of Library

Type of Library	Yes	No
Academic	5.56%	94.44%
Public	18.75%	81.25%
Special	0.00%	100.00%

Table 3.39: If the library does not use barcoding as a shelf-ready service, is it in part because the library would be required to purchase barcodes and supply them to vendors? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Yes	No
Currently Using	9.38%	90.63%
Not Currently Using	9.09%	90.91%

Table 3.40: If the library does not use barcoding as a shelf-ready service, is it in part because the library would need to make sure vendors have a continual supply and do not run low?

	Yes	No
Entire Sample	9.26%	90.74%

Survey of Library Experiences with Shelf-Ready Vendor Services

Table 3.41: If the library does not use barcoding as a shelf-ready service, is it in part because the library would need to make sure vendors have a continual supply and do not run low? Broken out by Type of Library

Type of Library	Yes	No
Academic	5.56%	94.44%
Public	18.75%	81.25%
Special	0.00%	100.00%

Table 3.42: If the library does not use barcoding as a shelf-ready service, is it in part because the library would need to make sure vendors have a continual supply and do not run low? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Yes	No
Currently Using	15.63%	84.38%
Not Currently Using	0.00%	100.00%

Table 3.43: If the library does not use barcoding as a shelf-ready service, is it in part because the processing unit would still be required to scan in individual barcodes on books upon creating item records?

	Yes	No
Entire Sample	12.96%	87.04%

Table 3.44: If the library does not use barcoding as a shelf-ready service, is it in part because the processing unit would still be required to scan in individual barcodes on books upon creating item records? Broken out by Type of Library

Type of Library	Yes	No
Academic	11.11%	88.89%
Public	18.75%	81.25%
Special	0.00%	100.00%

Table 3.45: If the library does not use barcoding as a shelf-ready service, is it in part because the processing unit would still be required to scan in individual barcodes on books upon creating item records? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Yes	No
Currently Using	15.63%	84.38%
Not Currently Using	9.09%	90.91%

Survey of Library Experiences with Shelf-Ready Vendor Services

Table 3.46: If the library does not use barcoding as a shelf-ready service, is it in part because barcodes are used in areas outside the Processing Unit and so the library would need to retain a large quantity in-house to accommodate barcode-use in these areas?

	Yes	No
Entire Sample	9.26%	90.74%

Table 3.47: If the library does not use barcoding as a shelf-ready service, is it in part because barcodes are used in areas outside the Processing Unit and so the library would need to retain a large quantity in-house to accommodate barcode-use in these areas? Broken out by Type of Library

Type of Library	Yes	No
Academic	5.56%	94.44%
Public	18.75%	81.25%
Special	0.00%	100.00%

Table 3.48: If the library does not use barcoding as a shelf-ready service, is it in part because barcodes are used in areas outside the Processing Unit and so the library would need to retain a large quantity in-house to accommodate barcode-use in these areas? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Yes	No
Currently Using	12.50%	87.50%
Not Currently Using	4.55%	95.45%

Table 3.49: If the library does not use barcoding as a shelf-ready service, is it in part because if the vendor attached barcodes then the processing unit would need to remove barcodes for all books to be sent to the bindery?

	Yes	No
Entire Sample	1.85%	98.15%

Table 3.50: If the library does not use barcoding as a shelf-ready service, is it in part because if the vendor attached barcodes then the processing unit would need to remove barcodes for all books to be sent to the bindery? Broken out by Type of Library

Type of Library	Yes	No
Academic	0.00%	100.00%
Public	6.25%	93.75%
Special	0.00%	100.00%

Survey of Library Experiences with Shelf-Ready Vendor Services

Table 3.51: If the library does not use barcoding as a shelf-ready service, is it in part because if the vendor attached barcodes then the processing unit would need to remove barcodes for all books to be sent to the bindery? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Yes	No
Currently Using	3.13%	96.88%
Not Currently Using	0.00%	100.00%

Are there any other reasons why the library does not use barcoding as a shelf-ready service?

1. Easier to purchase and put on in-house
2. We do use vendor barcodes, but we prefer our own because ours are more durable. We do send barcodes and other supplies to some vendors and it is challenging to keep track.
3. We use branch specific barcodes for our materials

Table 3.52: Does the library exclude juvenile materials from shelf-ready labeling with your vendor?

	Yes	No
Entire Sample	14.81%	85.19%

Table 3.53: Does the library exclude juvenile materials from shelf-ready labeling with your vendor? Broken out by Type of Library

Type of Library	Yes	No
Academic	16.67%	83.33%
Public	12.50%	87.50%
Special	0.00%	100.00%

Table 3.54: Does the library exclude juvenile materials from shelf-ready labeling with your vendor? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Yes	No
Currently Using	25.00%	75.00%
Not Currently Using	0.00%	100.00%

Table 3.55: Does the library exclude materials with JX, PZ, or Z call numbers from shelf-ready labeling with your vendor?

	Yes	No
Entire Sample	3.70%	96.30%

Survey of Library Experiences with Shelf-Ready Vendor Services

Table 3.56: Does the library exclude materials with JX, PZ, or Z call numbers from shelf-ready labeling with your vendor? Broken out by Type of Library

Type of Library	Yes	No
Academic	2.78%	97.22%
Public	6.25%	93.75%
Special	0.00%	100.00%

Table 3.57: Does the library exclude materials with JX, PZ, or Z call numbers from shelf-ready labeling with your vendor? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Yes	No
Currently Using	6.25%	93.75%
Not Currently Using	0.00%	100.00%

Table 3.58: Does the library exclude resources with multiple call numbers from shelf-ready labeling with your vendor?

	Yes	No
Entire Sample	3.70%	96.30%

Table 3.59: Does the library exclude resources with multiple call numbers from shelf-ready labeling with your vendor? Broken out by Type of Library

Type of Library	Yes	No
Academic	2.78%	97.22%
Public	6.25%	93.75%
Special	0.00%	100.00%

Table 3.60: Does the library exclude resources with multiple call numbers from shelf-ready labeling with your vendor? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Yes	No
Currently Using	6.25%	93.75%
Not Currently Using	0.00%	100.00%

Survey of Library Experiences with Shelf-Ready Vendor Services

Table 3.61: Does the library exclude rush materials from shelf-ready labeling with your vendor?

	Yes	No
Entire Sample	16.67%	83.33%

Table 3.62: Does the library exclude rush materials from shelf-ready labeling with your vendor? Broken out by Type of Library

Type of Library	Yes	No
Academic	13.89%	86.11%
Public	25.00%	75.00%
Special	0.00%	100.00%

Table 3.63: Does the library exclude rush materials from shelf-ready labeling with your vendor? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Yes	No
Currently Using	28.13%	71.88%
Not Currently Using	0.00%	100.00%

Table 3.64: Does the library exclude oversize materials from shelf-ready labeling with your vendor?

	Yes	No
Entire Sample	5.56%	94.44%

Table 3.65: Does the library exclude oversize materials from shelf-ready labeling with your vendor? Broken out by Type of Library

Type of Library	Yes	No
Academic	5.56%	94.44%
Public	6.25%	93.75%
Special	0.00%	100.00%

Table 3.66: Does the library exclude oversize materials from shelf-ready labeling with your vendor? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Yes	No
Currently Using	9.38%	90.63%
Not Currently Using	0.00%	100.00%

Survey of Library Experiences with Shelf-Ready Vendor Services

Table 3.67: Does the library exclude add volumes or copies from shelf-ready labeling with your vendor?

	Yes	No
Entire Sample	9.26%	90.74%

Table 3.68: Does the library exclude add volumes or copies from shelf-ready labeling with your vendor? Broken out by Type of Library

Type of Library	Yes	No
Academic	8.33%	91.67%
Public	12.50%	87.50%
Special	0.00%	100.00%

Table 3.69: Does the library exclude add volumes or copies from shelf-ready labeling with your vendor? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Yes	No
Currently Using	15.63%	84.38%
Not Currently Using	0.00%	100.00%

Table 3.70: Does the library exclude any other materials shelf-ready labeling with your vendor?

	Yes	No
Entire Sample	9.26%	90.74%

Table 3.71: Does the library exclude any other materials shelf-ready labeling with your vendor? Broken out by Type of Library

Type of Library	Yes	No
Academic	13.89%	86.11%
Public	0.00%	100.00%
Special	0.00%	100.00%

Table 3.72: Does the library exclude any other materials shelf-ready labeling with your vendor? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Yes	No
Currently Using	15.63%	84.38%
Not Currently Using	0.00%	100.00%

Survey of Library Experiences with Shelf-Ready Vendor Services

If you have been unable to handle some of these exceptions via your shelf-ready vendor or OCLC PromptCat, how have you handled these? Are they now separately processed from shelf-ready materials and done in-house?

1. Order non-shelf-ready materials in separate accounts and they will be received in a separate stream. They do not get in the way of the shelf-ready stream, thus our shelf-ready flow has been very stream-lined.
2. Items for a specific satellite library
3. Spanish items, graphic novels, kits. We process these in-house.
4. Processing handled in-house
5. We don't have anything that comes with labeling. We do it all in-house.
6. YBP flags us for multiple volumes. In PromptCat cataloging report for each shipment, it provides existing holding information on OCLC for any extra copy order.
7. If there is a dust jacket or the item is softcover, we pay for preprocessing of covers. We do not have PromptCat. We do not exclude anything that needs a cover.
8. Vendors will do these but we prefer to do them in-house (we can do rush faster and we can add copies more cheaply)
9. Rush materials are ordered on a separate account. This is a "No Processing" account so there is nothing else that we need to do to inform the vendor.
10. Shelf-ready at present is only for approval books. We aren't using as yet for firm orders (thus not for rush items). It is a partial trial which is why we are only working with print monographs.

Table 3.73: Do you use shelf-ready services for multi-volume sets?

	Yes	No
Entire Sample	33.33%	66.67%

**Table 3.74: Do you use shelf-ready services for multi-volume sets?
Broken out by Type of Library**

Type of Library	Yes	No
Academic	38.10%	61.90%
Public	27.27%	72.73%
Special	0.00%	100.00%

**Table 3.75: Do you use shelf-ready services for multi-volume sets?
Broken out by Current Use of Vendor-Supplied Shelf-Ready Services**

Use of Vendor-Supplied Shelf-Ready Services	Yes	No
Currently Using	45.83%	54.17%
Not Currently Using	0.00%	100.00%

Survey of Library Experiences with Shelf-Ready Vendor Services

Table 3.76: If you use shelf-ready services for multi-volume sets, please explain how this works or if you handle this apart from the shelf-ready workflow

1. We do not use shelf-ready for books ordered in special firm or approval accounts, i.e. rush, special plans, serials, paper-series. However if books like handbooks and encyclopedias come as a result of approval or even firm, YBP normally flags multi-volume titles and they do not put labels on them. Thus as shipments are received, we separate books with no labels from books with labels as our first step. Then our in-house cross-matching report will also catch all multi-volumes and they will be pulled as the shipment is opened and received.
2. No difference from normal workflow
3. Pay additional charge of 20 cents per volume to add volume numbers to spine labels
4. Some items do come through shelf-ready services but any of these that are standing orders don't as we don't want our existing bib record overlaid
5. We don't order serial titles from YBP. However, we do order monograph series sets. We handle them differently in catalog and in processing. Sometime it is involved changing labels, relinking holding records, etc.
6. Restricted trial to monographs; serials and mono multi-volume sets are for later consideration
7. Only for physical processing not including call number or barcode
8. The vendor just does it the way they think is best. Sometimes we agree and leave them that way and sometimes we don't and change it. No big deal.

Table 3.77: Do you ask the vendor to send all dust jackets to the library along with the materials?

	Yes	No
Entire Sample	24.07%	75.93%

Table 3.78: Do you ask the vendor to send all dust jackets to the library along with the materials? Broken out by Type of Library

Type of Library	Yes	No
Academic	27.78%	72.22%
Public	18.75%	81.25%
Special	0.00%	100.00%

Table 3.79: Do you ask the vendor to send all dust jackets to the library along with the materials? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Yes	No
Currently Using	34.38%	65.63%
Not Currently Using	9.09%	90.91%

Table 3.80: Do you ask the vendor to remove and discard dust jackets?

	Yes	No
Entire Sample	5.56%	94.44%

Survey of Library Experiences with Shelf-Ready Vendor Services

**Table 3.81: Do you ask the vendor to remove and discard dust jackets?
Broken out by Type of Library**

Type of Library	Yes	No
Academic	5.56%	94.44%
Public	6.25%	93.75%
Special	0.00%	100.00%

**Table 3.82: Do you ask the vendor to remove and discard dust jackets?
Broken out by Current Use of Vendor-Supplied Shelf-Ready Services**

Use of Vendor-Supplied Shelf-Ready Services	Yes	No
Currently Using	9.38%	90.63%
Not Currently Using	0.00%	100.00%

Table 3.83: Do you ask the vendor to send all juvenile book jackets to the library along with the materials?

	Yes	No
Entire Sample	3.70%	96.30%

Table 3.84: Do you ask the vendor to send all juvenile book jackets to the library along with the materials? Broken out by Type of Library

Type of Library	Yes	No
Academic	2.78%	97.22%
Public	6.25%	93.75%
Special	0.00%	100.00%

Table 3.85: Do you ask the vendor to send all juvenile book jackets to the library along with the materials? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Yes	No
Currently Using	6.25%	93.75%
Not Currently Using	0.00%	100.00%

Survey of Library Experiences with Shelf-Ready Vendor Services

How else do you handle dust jackets?

1. We dup barcode the jacket and the book binding
2. Remove and bundle dust jackets and send them along with the materials. We like to use them for display and other purposes.
3. Vendor wraps the book jacket in Mylar, attaches it to the book, and sends the book with covered book jacket to the library
4. Depends on the binding choice
5. We love dust jackets. We do not process or protect them, and we have studies showing that our jacketed books have higher circulation
6. Vendor installs a Mylar cover as part of the processing
7. Bound to Stay Bound laminates the jacket and attaches it to the book as part of the processing.
8. If there is a dust jacket on an item, it gets a book cover. We do not remove jackets from items.
9. The vendor covers all dust jackets with a plastic cover and tapes it to the book
10. Vendor covers all dust jackets with Mylar jacket covers
11. Vendor attaches covers to jackets but leaves them loose
12. Once the book comes off the exhibition/new books shelves the covers are discarded
13. Books are received with dust jackets in place and items are shelved in the book stacks with their dust jackets.
14. Mylar protectors, affix to book
15. Dust jackets are covered with Mylar covers and glued to the books, for all materials

Table 3.86: Does your vendor charge a uniform fee for all items in the shipment regardless of which items receive particular shelf-ready services?

	Yes	No	Don't Know/Other
Entire Sample	41.18%	58.82%	0.00%

**Table 3.87: Does your vendor charge a uniform fee for all items in the shipment regardless of which items receive particular shelf-ready services?
Broken out by Type of Library**

Type of Library	Yes	No	Don't Know/Other
Academic	50.00%	50.00%	0.00%
Public	28.57%	71.43%	0.00%
Special	0.00%	0.00%	0.00%

**Table 3.88: Does your vendor charge a uniform fee for all items in the shipment regardless of which items receive particular shelf-ready services?
Broken out by Current Use of Vendor-Supplied Shelf-Ready Services**

Use of Vendor-Supplied Shelf-Ready Services	Yes	No	Don't Know/Other
Currently Using	43.75%	56.25%	0.00%
Not Currently Using	0.00%	100.00%	0.00%

Survey of Library Experiences with Shelf-Ready Vendor Services

Other/Explanation

1. I believe we are charged by the piece
2. It depends for different vendors and different services
3. We pay extra if copy cataloging cannot be found by vendor
4. Each individual part of the processing is billed separately

Table 3.89: Does your shelf-ready vendor charge a \$.20 (for example) fee per library resource for facilitating PromptCat support?

	Yes	No	Don't Know/Other
Entire Sample	20.00%	16.00%	64.00%

Table 3.90: Does your shelf-ready vendor charge a \$.20 (for example) fee per library resource for facilitating PromptCat support? Broken out by Type of Library

Type of Library	Yes	No	Don't Know/Other
Academic	29.41%	17.65%	52.94%
Public	0.00%	12.50%	87.50%
Special	0.00%	0.00%	0.00%

Table 3.91: Does your shelf-ready vendor charge a \$.20 (for example) fee per library resource for facilitating PromptCat support? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Yes	No	Don't Know/Other
Currently Using	23.81%	14.29%	61.90%
Not Currently Using	0.00%	25.00%	75.00%

If not, please explain

1. It is included in the flat fee
2. Don't use PromptCat
3. We don't use PromptCat
4. "PromptCat" means nothing to me
5. We don't use PromptCat
6. Don't use this service
7. Do not have PromptCat support
8. We don't use PromptCat
9. We don't use PromptCat
10. And then there is the annual OCLC PromptCat subscription fee on top
11. All cataloging performed in-house
12. We don't use PromptCat

Chapter 4: Spending on Shelf-Ready Services

Table 4.1: How much did the library spend on all shelf-ready service providers in 2010? (in \$US)

	Mean	Median	Minimum	Maximum
Entire Sample	14343.36	0.00	0.00	300000.00

Table 4.2: How much did the library spend on all shelf-ready service providers in 2011? (in \$US)

	Mean	Median	Minimum	Maximum
Entire Sample	43073.60	0.00	0.00	1000000.00

Table 4.3: How much did the library spend on all shelf-ready service providers in 2012? (in \$US)

	Mean	Median	Minimum	Maximum
Entire Sample	53975.00	0.00	0.00	1000000.00

Table 4.4: What has been the rate of change (in percent) of the cost of shelf-ready services in the past year?

	Mean	Median	Minimum	Maximum
Entire Sample	0.00	0.00	-10.00	10.00

Table 4.5: What percentage of your total technical services work is outsourced to shelf-ready service providers?

	Mean	Median	Minimum	Maximum
Entire Sample	35.34	25.00	0.00	90.00

Table 4.6: What percentage of your total technical services work is outsourced to shelf-ready service providers? Broken out by Type of Library

Type of Library	Mean	Median	Minimum	Maximum
Academic	40.50	35.00	0.00	90.00
Public	26.88	20.00	0.00	90.00
Special	0.00	0.00	0.00	0.00

Survey of Library Experiences with Shelf-Ready Vendor Services

Table 4.7: What percentage of your total technical services work is outsourced to shelf-ready service providers? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Mean	Median	Minimum	Maximum
Currently Using	47.25	45.00	0.00	90.00
Not Currently Using	8.89	0.00	0.00	80.00

Table 4.8: What percentage of the library's spending on shelf-ready services is accounted for by spending with your book jobber, subscription agent or other major content providers or distributors?

	Mean	Median	Minimum	Maximum
Entire Sample	59.37	100.00	0.00	100.00

Table 4.9: What percentage of the library's spending on shelf-ready services is accounted for by spending with your book jobber, subscription agent or other major content providers or distributors? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Mean	Median	Minimum	Maximum
Currently Using	75.20	100.00	0.00	100.00
Not Currently Using	0.00	0.00	0.00	0.00

Chapter 5: Acquisitions and Shelf-Ready Resources

Table 5.1: Upon receipt, are shelf-ready materials routed through Cataloging/Processing separate from non-shelf-ready materials?

	Yes	No	Don't Know/Other
Entire Sample	38.89%	22.22%	38.89%

Table 5.2: Upon receipt, are shelf-ready materials routed through Cataloging/Processing separate from non-shelf-ready materials? Broken out by Type of Library

Type of Library	Yes	No	Don't Know/Other
Academic	40.00%	12.00%	48.00%
Public	40.00%	50.00%	10.00%
Special	0.00%	0.00%	100.00%

Table 5.3: Upon receipt, are shelf-ready materials routed through Cataloging/Processing separate from non-shelf-ready materials? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Yes	No	Don't Know/Other
Currently Using	56.00%	32.00%	12.00%
Not Currently Using	0.00%	0.00%	100.00%

Other/Explanation

1. Depends if there are multi-volume titles or later editions or class numbers that were part of the approval plan in the first place but ended up being given an excluded class number and shipped
2. Depends which vendor, only full shelf-ready from Brodart is routed differently
3. Shelf-ready materials are given a "spot" check. Once reviewed, they are immediately distributed to locations.

Table 5.4: Does your acquisitions area sort shelf-ready resources according to library locations, special attention, and so on?

	Yes	No	Don't Know/Other
Entire Sample	14.29%	48.57%	37.14%

Survey of Library Experiences with Shelf-Ready Vendor Services

Table 5.5: Does your acquisitions area sort shelf-ready resources according to library locations, special attention, and so on? Broken out by Type of Library

Type of Library	Yes	No	Don't Know/Other
Academic	16.67%	37.50%	45.83%
Public	10.00%	80.00%	10.00%
Special	0.00%	0.00%	100.00%

Table 5.6: Does your acquisitions area sort shelf-ready resources according to library locations, special attention, and so on? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Yes	No	Don't Know/Other
Currently Using	20.83%	70.83%	8.33%
Not Currently Using	0.00%	0.00%	100.00%

Other/Explanation

1. Acquisition staff sorts each shipment by firm and approval order and place them on two separate book trucks.
2. Cataloging/Processing staff sorts items to locations

Table 5.7: Does your vendor package shelf-ready and non-shelf-ready materials separately?

	Yes	No	Don't Know/Other
Entire Sample	42.86%	17.14%	40.00%

Table 5.8: Does your vendor package shelf-ready and non-shelf-ready materials separately? Broken out by Type of Library

Type of Library	Yes	No	Don't Know/Other
Academic	37.50%	16.67%	45.83%
Public	60.00%	20.00%	20.00%
Special	0.00%	0.00%	100.00%

Survey of Library Experiences with Shelf-Ready Vendor Services

Table 5.9: Does your vendor package shelf-ready and non-shelf-ready materials separately? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Yes	No	Don't Know/Other
Currently Using	62.50%	25.00%	12.50%
Not Currently Using	0.00%	0.00%	100.00%

Other/Explanation

1. Have separate accounts for preprocessed and unprocessed materials
2. We have a separate account for ordering materials not processed

Table 5.10: Are invoices for all shelf-ready services kept separate from material purchase invoices?

	Yes	No	Don't Know/Other
Entire Sample	25.71%	31.43%	42.86%

Table 5.11: Are invoices for all shelf-ready services kept separate from material purchase invoices? Broken out by Type of Library

Type of Library	Yes	No	Don't Know/Other
Academic	29.17%	20.83%	50.00%
Public	20.00%	60.00%	20.00%
Special	0.00%	0.00%	100.00%

Table 5.12: Are invoices for all shelf-ready services kept separate from material purchase invoices? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Yes	No	Don't Know/Other
Currently Using	37.50%	45.83%	16.67%
Not Currently Using	0.00%	0.00%	100.00%

Other/Explanation

1. Whether cost is separate depends on vendor. We don't care.

Survey of Library Experiences with Shelf-Ready Vendor Services

Table 5.13: Does the library use shelf-ready support for Approval books?

	Yes	No	Don't Know/Other
Entire Sample	14.71%	41.18%	44.12%

**Table 5.14: Does the library use shelf-ready support for approval books?
Broken out by Type of Library**

Type of Library	Yes	No	Don't Know/Other
Academic	17.39%	34.78%	47.83%
Public	10.00%	60.00%	30.00%
Special	0.00%	0.00%	100.00%

**Table 5.15: Does the library use shelf-ready support for approval books?
Broken out by Current Use of Vendor-Supplied Shelf-Ready Services**

Use of Vendor-Supplied Shelf-Ready Services	Yes	No	Don't Know/Other
Currently Using	21.74%	56.52%	21.74%
Not Currently Using	0.00%	9.09%	90.91%

Other/Explanation

1. Don't use approvals
2. We don't have approval plans
3. We don't do approval plans

Survey of Library Experiences with Shelf-Ready Vendor Services

How does the library train library liaisons/selectors and ensure that they select correct fund codes and locations when ordering a library resource, in order to prevent call number label errors?

1. Don't use
2. Reference collection has been cut back. Selectors only enter fund codes for firm orders and firm order budgets have been reduced a lot. They only put their selections in cart and acquisitions staff will review every order to ensure correct information has been entered before the orders are placed
3. They don't select, the library does
4. Librarians know their fund codes but acquisitions staff look over the orders before putting them through.
5. If they make a mistake, the order won't go through, so I correct the mistake and inform the selector of the proper choice
6. Lists and examples
7. They don't do that at all; they select and place them in carts, our staff apply fund codes and locations
8. Routine in-service meetings
9. Library runs spine labels to ensure proper coding
10. Don't know
11. It is reviewed by acquisitions staff
12. Our director is the only one to order books from YBP
13. Forums, local wikis, presentations, emails, blog
14. Currently don't have outside source do our call numbers
15. Since we only have preprocessed book jackets and cover-ups, this isn't an issue at this time
16. Informal training
17. Research Library materials are not ordered shelf-ready. It is no problem with budget/fund codes or location codes for popular items. And, it is not the end of the world if popular items have the same call number as another popular item. Research Library items all have unique call numbers because they are all in closed stacks, but these materials are not received shelf-ready.
18. We are only a one person department
19. We don't
20. Only 1 person orders so not an issue
21. We only use shelf-ready for approval books so I can't answer this one for you. I know how I would do it, but given that we are not doing it I'll stay quiet.
22. Fund codes are checked when acquisitions staff submit orders selected by liaisons/selectors
23. Call number label errors do not relate to liaisons' code designation
24. Acquisitions staff assigns codes, not selectors

Chapter 6: Quality Control over Shelf-Ready Services

Table 6.1: Once shelf-ready materials, processed by the vendor, arrive at the library, do you still check them and route them to Cataloging and Processing to complete processing and ensure current quality control standards?

	Yes	No	Don't Know/Other
Entire Sample	59.38%	9.38%	31.25%

**Table 6.2: Once shelf-ready materials, processed by the vendor, arrive at the library, do you still check them and route them to Cataloging and Processing to complete processing and ensure current quality control standards?
Broken out by Type of Library**

Type of Library	Yes	No	Don't Know/Other
Academic	54.55%	9.09%	36.36%
Public	77.78%	11.11%	11.11%
Special	0.00%	0.00%	100.00%

**Table 6.3: Once shelf-ready materials, processed by the vendor, arrive at the library, do you still check them and route them to Cataloging and Processing to complete processing and ensure current quality control standards?
Broken out by Current Use of Vendor-Supplied Shelf-Ready Services**

Use of Vendor-Supplied Shelf-Ready Services	Yes	No	Don't Know/Other
Currently Using	75.00%	12.50%	12.50%
Not Currently Using	12.50%	0.00%	87.50%

Survey of Library Experiences with Shelf-Ready Vendor Services

Other/Explanation

1. Students open the shipments and push the whole truck to Cataloging. One truck per cataloger. Catalogers will use the cross-matching report to pull problem books. They may scan every "non-problem" book by barcode just to verify that the book really matches the records. Since we mainly accept records as is as long as they meet the Standard Bibliographic Record Standard, nothing much needs to be done to the non-problem books. It will take only an hour or so to complete the scanning process and the truck can go to Circulation for shelving. The catalogers will then work on the pulled problem books (poor, wrong or inappropriate records; wrong labeling or locations or wrong books; unmatched publication dates or publishers, paging, etc.). The target turnaround time for fixing these problem books is 24 hours. Only books without any cataloging copies will stay in Technical Services until an OCLC record is found. Global updates will be done to batch update locations based on Science call number ranges. We also use our ILS Match Location Function to ensure the bibliographic location is in sync with the item locations. Our next step is to figure out how to batch update CIP records using the routine OCLC Bibliographic Notification Service. This has not been worked out yet.
2. Our materials are received by our Cataloging Specialist who pays for the items, does a quick check on the quality of the cataloging and prints the label and then sends items directly to processing. Only problem items are looked at much more closely.
3. We will do this, at least at first
4. We "spot check" items as they are received. We have not had any problems in months!!
5. Check pagination and for other defects
6. We have no shelf-ready materials
7. We are a small department (4 full-time staff members) and do it all

Table 6.4: Does the library perform any quality control measures on materials processed by your shelf-ready vendor?

	Yes	No
Entire Sample	96.30%	3.70%

Table 6.5: Does the library perform any quality control measures on materials processed by your shelf-ready vendor? Broken out by Type of Library

Type of Library	Yes	No
Academic	97.22%	2.78%
Public	93.75%	6.25%
Special	100.00%	0.00%

Table 6.6: Does the library perform any quality control measures on materials processed by your shelf-ready vendor? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Yes	No
Currently Using	93.75%	6.25%
Not Currently Using	100.00%	0.00%

Survey of Library Experiences with Shelf-Ready Vendor Services

Table 6.7: Upon receiving shelf-ready material from vendors, does your library check physical processing for errors by the vendors?

	Yes	No
Entire Sample	40.74%	59.26%

Table 6.8: Upon receiving shelf-ready material from vendors, does your library check physical processing for errors by the vendors? Broken out by Type of Library

Type of Library	Yes	No
Academic	38.89%	61.11%
Public	50.00%	50.00%
Special	0.00%	100.00%

Table 6.9: Upon receiving shelf-ready material from vendors, does your library check physical processing for errors by the vendors? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Yes	No
Currently Using	65.63%	34.38%
Not Currently Using	4.55%	95.45%

Table 6.10: Upon receiving shelf-ready material from vendors, does the library check resource for physical damage or binding problems?

	Yes	No
Entire Sample	38.89%	61.11%

Table 6.11: Upon receiving shelf-ready material from vendors, does the library check resource for physical damage or binding problems? Broken out by Type of Library

Type of Library	Yes	No
Academic	38.89%	61.11%
Public	43.75%	56.25%
Special	0.00%	100.00%

Survey of Library Experiences with Shelf-Ready Vendor Services

Table 6.12: Upon receiving shelf-ready material from vendors, does the library check resource for physical damage or binding problems? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Yes	No
Currently Using	62.50%	37.50%
Not Currently Using	4.55%	95.45%

Table 6.13: Upon receiving shelf-ready material from vendors, does the library do a comparison of resource to cataloging record to note or correct description or access issues?

	Yes	No
Entire Sample	29.63%	70.37%

Table 6.14: Upon receiving shelf-ready material from vendors, does the library do a comparison of resource to cataloging record to note or correct description or access issues? Broken out by Type of Library

Type of Library	Yes	No
Academic	30.56%	69.44%
Public	31.25%	68.75%
Special	0.00%	100.00%

Table 6.15: Upon receiving shelf-ready material from vendors, does the library do a comparison of resource to cataloging record to note or correct description or access issues? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Yes	No
Currently Using	50.00%	50.00%
Not Currently Using	0.00%	100.00%

Table 6.16: Upon receiving shelf-ready material from vendors, does the library do a comparison of resource to cataloging and order record to be sure that what was received is what was ordered?

	Yes	No
Entire Sample	33.33%	66.67%

Survey of Library Experiences with Shelf-Ready Vendor Services

Table 6.17: Upon receiving shelf-ready material from vendors, does the library do a comparison of resource to cataloging and order record to be sure that what was received is what was ordered? Broken out by Type of Library

Type of Library	Yes	No
Academic	38.89%	61.11%
Public	25.00%	75.00%
Special	0.00%	100.00%

Table 6.18: Upon receiving shelf-ready material from vendors, does the library do a comparison of resource to cataloging and order record to be sure that what was received is what was ordered? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Yes	No
Currently Using	53.13%	46.88%
Not Currently Using	4.55%	95.45%

Table 6.19: Upon receiving shelf-ready material from vendors, does the library create item records and add any patron holds?

	Yes	No
Entire Sample	20.37%	79.63%

Table 6.20: Upon receiving shelf-ready material from vendors, does the library create item records and add any patron holds? Broken out by Type of Library

Type of Library	Yes	No
Academic	19.44%	80.56%
Public	25.00%	75.00%
Special	0.00%	100.00%

Table 6.21: Upon receiving shelf-ready material from vendors, does the library create item records and add any patron holds? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Yes	No
Currently Using	31.25%	68.75%
Not Currently Using	4.55%	95.45%

Survey of Library Experiences with Shelf-Ready Vendor Services

Does the library perform any other quality control measures on materials processed by your shelf-ready vendor? Please explain

1. Most are done automatically by the cross-matching report, and not by human review
2. Initially we did have a lot of issues getting the vendor to place the barcode in the desired location but now that is working smoothly
3. Also spot check for common item record coding mistakes
4. All these quality control processes are done, but not for every item. We make sure that the item is the correct item that was ordered but we only spot check for other things.
5. The person who unpacks the boxes takes a quick look at everything and spots any damage or binding problems. The two copy catalogers check for spine label errors and then add item records. Holds are placed by circulation staff or patrons from home.

Table 6.22: For labeling errors, does the library correct “shelf-ready mistakes” in-house and absorb the costs?

	Yes	No
Entire Sample	27.78%	72.22%

Table 6.23: For labeling errors, does the library correct “shelf-ready mistakes” in-house and absorb the costs? Broken out by Type of Library

Type of Library	Yes	No
Academic	27.78%	72.22%
Public	31.25%	68.75%
Special	0.00%	100.00%

Table 6.24: For labeling errors, does the library correct “shelf-ready mistakes” in-house and absorb the costs? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Yes	No
Currently Using	46.88%	53.13%
Not Currently Using	0.00%	100.00%

Table 6.25: For labeling errors, does the library request a corrected label at no charge?

	Yes	No
Entire Sample	5.56%	94.44%

Survey of Library Experiences with Shelf-Ready Vendor Services

Table 6.26: For labeling errors, does the library request a corrected label at no charge? Broken out by Type of Library

Type of Library	Yes	No
Academic	5.56%	94.44%
Public	6.25%	93.75%
Special	0.00%	100.00%

Table 6.27: For labeling errors, does the library request a corrected label at no charge? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Yes	No
Currently Using	9.38%	90.63%
Not Currently Using	0.00%	100.00%

Table 6.28: For labeling errors, does the library receive a credit from the vendor and perform in-house corrections?

	Yes	No
Entire Sample	11.11%	88.89%

Table 6.29: For labeling errors, does the library receive a credit from the vendor and perform in-house corrections? Broken out by Type of Library

Type of Library	Yes	No
Academic	11.11%	88.89%
Public	12.50%	87.50%
Special	0.00%	100.00%

Table 6.30: For labeling errors, does the library receive a credit from the vendor and perform in-house corrections? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Yes	No
Currently Using	18.75%	81.25%
Not Currently Using	0.00%	100.00%

Survey of Library Experiences with Shelf-Ready Vendor Services

Other/Explanation

1. Brodart would credit for their errors but YBP would not
2. Our items don't come labeled
3. Not sure yet
4. Usually these are more preference rather than true errors. Occasionally books come without covers; we get a credit for those and apply the covers ourselves.

Table 6.31: Are vendor mistakes in shelf-ready services generally fixed quickly by your vendor?

	Yes	No	Don't Know/Other
Entire Sample	44.44%	11.11%	44.44%

Table 6.32: Are vendor mistakes in shelf-ready services generally fixed quickly by your vendor? Broken out by Type of Library

Type of Library	Yes	No	Don't Know/Other
Academic	42.11%	15.79%	42.11%
Public	57.14%	0.00%	42.86%
Special	0.00%	0.00%	100.00%

Table 6.33: Are vendor mistakes in shelf-ready services generally fixed quickly by your vendor? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Yes	No	Don't Know/Other
Currently Using	52.17%	13.04%	34.78%
Not Currently Using	0.00%	0.00%	100.00%

Other/Explanation

1. Damaged or wrong shipments will take longer to fix
2. We report problems so they don't happen again with some success
3. Over the years, we have had very few mistakes. In the beginning we checked every item. As the years passed, we realized that this was needless work and now only spot check.
4. We usually don't ask for correction. Anything we don't fix ourselves we just get a credit for.

Table 6.34: Have you encountered incorrect or wrongly formatted call numbers on spine labels?

	Yes	No
Entire Sample	18.52%	81.48%

Survey of Library Experiences with Shelf-Ready Vendor Services

Table 6.35: Have you encountered incorrect or wrongly formatted call numbers on spine labels? Broken out by Type of Library

Type of Library	Yes	No
Academic	19.44%	80.56%
Public	18.75%	81.25%
Special	0.00%	100.00%

Table 6.36: Have you encountered incorrect or wrongly formatted call numbers on spine labels? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Yes	No
Currently Using	31.25%	68.75%
Not Currently Using	0.00%	100.00%

Table 6.37: Have you encountered incorrect locations above call numbers on spine labels?

	Yes	No
Entire Sample	5.56%	94.44%

Table 6.38: Have you encountered incorrect locations above call numbers on spine labels? Broken out by Type of Library

Type of Library	Yes	No
Academic	2.78%	97.22%
Public	12.50%	87.50%
Special	0.00%	100.00%

Table 6.39: Have you encountered incorrect locations above call numbers on spine labels? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Yes	No
Currently Using	9.38%	90.63%
Not Currently Using	0.00%	100.00%

Table 6.40: Have you encountered missing locations above call numbers on spine labels?

	Yes	No
Entire Sample	3.70%	96.30%

Survey of Library Experiences with Shelf-Ready Vendor Services

Table 6.41: Have you encountered missing locations above call numbers on spine labels? Broken out by Type of Library

Type of Library	Yes	No
Academic	2.78%	97.22%
Public	6.25%	93.75%
Special	0.00%	100.00%

Table 6.42: Have you encountered missing locations above call numbers on spine labels? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Yes	No
Currently Using	6.25%	93.75%
Not Currently Using	0.00%	100.00%

Table 6.43: Have you encountered incorrect volume, copy or other text below call numbers on spine labels?

	Yes	No
Entire Sample	9.26%	90.74%

Table 6.44: Have you encountered incorrect volume, copy or other text below call numbers on spine labels? Broken out by Type of Library

Type of Library	Yes	No
Academic	11.11%	88.89%
Public	6.25%	93.75%
Special	0.00%	100.00%

Table 6.45: Have you encountered incorrect volume, copy or other text below call numbers on spine labels? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Yes	No
Currently Using	15.63%	84.38%
Not Currently Using	0.00%	100.00%

Table 6.46: Have you encountered missing volume, copy or other text below call numbers on spine labels?

	Yes	No
Entire Sample	9.26%	90.74%

Survey of Library Experiences with Shelf-Ready Vendor Services

Table 6.47: Have you encountered missing volume, copy or other text below call numbers on spine labels? Broken out by Type of Library

Type of Library	Yes	No
Academic	11.11%	88.89%
Public	6.25%	93.75%
Special	0.00%	100.00%

Table 6.48: Have you encountered missing volume, copy or other text below call numbers on spine labels? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Yes	No
Currently Using	15.63%	84.38%
Not Currently Using	0.00%	100.00%

Table 6.49: Have you encountered incorrectly applied barcodes?

	Yes	No
Entire Sample	9.26%	90.74%

Table 6.50: Have you encountered incorrectly applied barcodes? Broken out by Type of Library

Type of Library	Yes	No
Academic	11.11%	88.89%
Public	6.25%	93.75%
Special	0.00%	100.00%

Table 6.51: Have you encountered incorrectly applied barcodes? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Yes	No
Currently Using	15.63%	84.38%
Not Currently Using	0.00%	100.00%

Table 6.52: Have you encountered resource stamped in the wrong location(s)?

	Yes	No
Entire Sample	5.56%	94.44%

Survey of Library Experiences with Shelf-Ready Vendor Services

Table 6.53: Have you encountered resource stamped in the wrong location(s)? Broken out by Type of Library

Type of Library	Yes	No
Academic	8.33%	91.67%
Public	0.00%	100.00%
Special	0.00%	100.00%

Table 6.54: Have you encountered resource stamped in the wrong location(s)? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Yes	No
Currently Using	9.38%	90.63%
Not Currently Using	0.00%	100.00%

Table 6.55: Have you encountered missing security tags or strips?

	Yes	No
Entire Sample	9.26%	90.74%

Table 6.56: Have you encountered missing security tags or strips? Broken out by Type of Library

Type of Library	Yes	No
Academic	11.11%	88.89%
Public	6.25%	93.75%
Special	0.00%	100.00%

Table 6.57: Have you encountered missing security tags or strips? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Yes	No
Currently Using	15.63%	84.38%
Not Currently Using	0.00%	100.00%

Table 6.58: Have you encountered incorrectly applied security tags or strips?

	Yes	No
Entire Sample	5.56%	94.44%

Survey of Library Experiences with Shelf-Ready Vendor Services

Table 6.59: Have you encountered incorrectly applied security tags or strips? Broken out by Type of Library

Type of Library	Yes	No
Academic	5.56%	94.44%
Public	6.25%	93.75%
Special	0.00%	100.00%

Table 6.60: Have you encountered incorrectly applied security tags or strips? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Yes	No
Currently Using	9.38%	90.63%
Not Currently Using	0.00%	100.00%

Have you encountered any other processing and cataloging errors?

1. Wrong book inside the correct cover, encountered twice in the last month. Duplicate book sent, encountered twice since May 2011.
2. Spine label in wrong place
3. Bookplates applied incorrectly
4. Since we only get jackets and cover-ups, our errors are fewer. Sometimes the cutting machine cuts off the pages numbers at the bottom of the pages. New items are received promptly.
5. Bent corners, tears, damaged books
6. None
7. None at this time
8. All great once specifications and corrections are communicated to vendor
10. Call number wrongly formatted in record
11. About the only errors we see and no spine label at all, or missing Mylar or plastic covers

Table 6.61: What percentage rate of physical processing errors have you generally encountered, on an average shipment, where percentage means percentage of titles with shelf-ready errors in a single boxed shipment?

	0-3%	4-6%	6-10%	Above 11%
Entire Sample	91.67%	4.17%	4.17%	0.00%

Table 6.62: What percentage rate of physical processing errors have you generally encountered, on an average shipment, where percentage means percentage of titles with shelf-ready errors in a single boxed shipment? Broken out by Type of Library

Type of Library	0-3%	4-6%	6-10%	Above 11%
Academic	93.33%	0.00%	6.67%	0.00%
Public	88.89%	11.11%	0.00%	0.00%
Special	0.00%	0.00%	0.00%	0.00%

Survey of Library Experiences with Shelf-Ready Vendor Services

Table 6.63: What percentage rate of physical processing errors have you generally encountered, on an average shipment, where percentage means percentage of titles with shelf-ready errors in a single boxed shipment? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	0-3%	4-6%	6-10%	Above 11%
Currently Using	91.67%	4.17%	4.17%	0.00%
Not Currently Using	0.00%	0.00%	0.00%	0.00%

Please Explain

1. We do not consider multi-volume problems errors because YBP has clearly told us that they cannot handle such materials on shelf-ready
2. It is extremely rare for us to encounter any errors

Table 6.64: Were there some problems that could not be fixed by the vendor?

	Yes	No	Don't Know/Other
Entire Sample	40.00%	36.00%	24.00%

Table 6.65: Were there some problems that could not be fixed by the vendor? Broken out by Type of Library

Type of Library	Yes	No	Don't Know/Other
Academic	50.00%	25.00%	25.00%
Public	22.22%	55.56%	22.22%
Special	0.00%	0.00%	0.00%

Table 6.66: Were there some problems that could not be fixed by the vendor? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Yes	No	Don't Know/Other
Currently Using	45.45%	40.91%	13.64%
Not Currently Using	0.00%	0.00%	100.00%

Survey of Library Experiences with Shelf-Ready Vendor Services

Other/Explanation

1. We just fix whatever needs to be fixed
2. In-house processing
3. Fixed them in-house or began ordering that type of item unprocessed
4. Juvenile and media, we just do these ourselves
5. We fix them and inform vendor
6. We left the barcodes in the wrong location. There were too many to fix.
7. Vendors have been responsive for the most part but some errors keep coming back or new errors appear
8. Sometimes a credit, sometimes we have to keep the book
9. Multi-volumes and tracings need intervention and checking against shelf list; paid-for original cataloguing by vendor is almost worse than nothing (LDR EncLvl= z and CatForm = u) and requires re-cataloguing in-house and upgrade of WorldCat record.
10. Could not change how they formatted call number in records, use a bit of local programming to automatically fix on our end

Chapter 7: Library Assessment of Shelf-Ready Services

Table 7.1: Agree or disagree, your vendor-supplied shelf-ready service saves on in-house physical labor?

	Agree	Disagree	Don't Know/Other
Entire Sample	89.66%	0.00%	10.34%

Table 7.2: Agree or disagree, your vendor-supplied shelf-ready service saves on in-house physical labor? Broken out by Type of Library

Type of Library	Agree	Disagree	Don't Know/Other
Academic	85.00%	0.00%	15.00%
Public	100.00%	0.00%	0.00%
Special	0.00%	0.00%	0.00%

Table 7.3: Agree or disagree, your vendor-supplied shelf-ready service saves on in-house physical labor? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Agree	Disagree	Don't Know/Other
Currently Using	100.00%	0.00%	0.00%
Not Currently Using	25.00%	0.00%	75.00%

Table 7.4: Agree or disagree, your vendor-supplied shelf-ready service decreases the workload in physical processing?

	Agree	Disagree	Don't Know/Other
Entire Sample	79.31%	6.90%	13.79%

Table 7.5: Agree or disagree, your vendor-supplied shelf-ready service decreases the workload in physical processing? Broken out by Type of Library

Type of Library	Agree	Disagree	Don't Know/Other
Academic	75.00%	5.00%	20.00%
Public	88.89%	11.11%	0.00%
Special	0.00%	0.00%	0.00%

Survey of Library Experiences with Shelf-Ready Vendor Services

Table 7.6: Agree or disagree, your vendor-supplied shelf-ready service decreases the workload in physical processing? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Agree	Disagree	Don't Know/Other
Currently Using	92.00%	4.00%	4.00%
Not Currently Using	0.00%	25.00%	75.00%

Other/Explanation

1. It has created new aspects of physical processing that more than addresses fears of receiving staff that they will lose their jobs. It is similar work that people are accustomed to, just done differently.
2. Can only agree on a small part of preprocessing tasks, i.e. jackets and cover-ups. Might answer quite differently if more preprocessing was done by vendors.

Table 7.7: Agree or disagree, your vendor-supplied shelf-ready service affects the workload in Acquisitions and/or Accounting departments?

	Agree	Disagree	Don't Know/Other
Entire Sample	58.62%	27.59%	13.79%

Table 7.8: Agree or disagree, your vendor-supplied shelf-ready service affects the workload in Acquisitions and/or Accounting departments? Broken out by Type of Library

Type of Library	Agree	Disagree	Don't Know/Other
Academic	55.00%	30.00%	15.00%
Public	66.67%	22.22%	11.11%
Special	0.00%	0.00%	0.00%

Table 7.9: Agree or disagree, your vendor-supplied shelf-ready service affects the workload in Acquisitions and/or Accounting departments? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Agree	Disagree	Don't Know/Other
Currently Using	64.00%	32.00%	4.00%
Not Currently Using	25.00%	0.00%	75.00%

Survey of Library Experiences with Shelf-Ready Vendor Services

Table 7.10: Agree or disagree, the cost of shelf-ready support is higher than that of in-house operations?

	Agree	Disagree	Don't Know/Other
Entire Sample	27.59%	51.72%	20.69%

Table 7.11: Agree or disagree, the cost of shelf-ready support is higher than that of in-house operations? Broken out by Type of Library

Type of Library	Agree	Disagree	Don't Know/Other
Academic	35.00%	45.00%	20.00%
Public	11.11%	66.67%	22.22%
Special	0.00%	0.00%	0.00%

Table 7.12: Agree or disagree, the cost of shelf-ready support is higher than that of in-house operations? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Agree	Disagree	Don't Know/Other
Currently Using	28.00%	60.00%	12.00%
Not Currently Using	25.00%	0.00%	75.00%

Other/Explanation

1. Because of high staff salaries, it is very expensive to process the tens of thousands of new popular materials in house each year.

Table 7.13: Agree or disagree, shelf-ready support lengthens the period from a time a book is ordered to its delivery to Circulation?

	Agree	Disagree	Don't Know/Other
Entire Sample	20.69%	58.62%	20.69%

Table 7.14: Agree or disagree, shelf-ready support lengthens the period from a time a book is ordered to its delivery to Circulation? Broken out by Type of Library

Type of Library	Agree	Disagree	Don't Know/Other
Academic	15.00%	65.00%	20.00%
Public	33.33%	44.44%	22.22%
Special	0.00%	0.00%	0.00%

Survey of Library Experiences with Shelf-Ready Vendor Services

Table 7.15: Agree or disagree, shelf-ready support lengthens the period from a time a book is ordered to its delivery to Circulation? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Agree	Disagree	Don't Know/Other
Currently Using	20.00%	68.00%	12.00%
Not Currently Using	25.00%	0.00%	75.00%

Other/Explanation

1. It depends because if we do work in-house some things go out faster and others are delayed, but overall shelf-ready permits faster output because in-house work is reduced.
2. Because of staff cutbacks, if we did all processing of popular materials, there would be a huge backlog of materials and the length of time to circulation would actually be longer!
3. We occasionally order materials on our "unprocessed" account to get them in more quickly. However, processing only adds about 1-3 days to delivery time, which is not much.

Table 7.16: Agree or disagree, shelf-ready service stabilizes processing times, cuts down on fluctuation, and makes processing times more regular?

	Agree	Disagree	Don't Know/Other
Entire Sample	62.07%	3.45%	34.48%

Table 7.17: Agree or disagree, shelf-ready service stabilizes processing times, cuts down on fluctuation, and makes processing times more regular? Broken out by Type of Library

Type of Library	Agree	Disagree	Don't Know/Other
Academic	60.00%	0.00%	40.00%
Public	66.67%	11.11%	22.22%
Special	0.00%	0.00%	0.00%

Table 7.18: Agree or disagree, shelf-ready service stabilizes processing times, cuts down on fluctuation, and makes processing times more regular? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Agree	Disagree	Don't Know/Other
Currently Using	72.00%	4.00%	24.00%
Not Currently Using	0.00%	0.00%	100.00%

Survey of Library Experiences with Shelf-Ready Vendor Services

Table 7.19: Agree or disagree, shelf-ready service is worth the extra cost?

	Agree	Disagree	Don't Know/Other
Entire Sample	65.52%	3.45%	31.03%

Table 7.20: Agree or disagree, shelf-ready service is worth the extra cost? Broken out by Type of Library

Type of Library	Agree	Disagree	Don't Know/Other
Academic	60.00%	5.00%	35.00%
Public	77.78%	0.00%	22.22%
Special	0.00%	0.00%	0.00%

Table 7.21: Agree or disagree, shelf-ready service is worth the extra cost? Broken out by Current Use of Vendor-Supplied Shelf-Ready Services

Use of Vendor-Supplied Shelf-Ready Services	Agree	Disagree	Don't Know/Other
Currently Using	76.00%	4.00%	20.00%
Not Currently Using	0.00%	0.00%	100.00%

Other/Explanation

1. Shelf-ready is worth the cost in our set up, which is barcodes and security stripping only. When I ran the numbers for in house labeling versus shelf-ready labels it was way more than what it costs in-house. Also, this way local control is retained with how the labels look and we are able to continue to employ students, which is important to us.
2. Sometimes
3. We currently have no self-ready services. However, based on my experiences in other academic libraries, I am a firm proponent of shelf-ready services.