

Total Responses: 19

1. Type of library (choose one)

University (public or state)
[Show User Response for this choice](#)



Branch or Regional campus
[Show User Response for this choice](#)



Independent college/university
[Show User Response for this choice](#)



Two-year or Technical college
[Show User Response for this choice](#)



2. My library position is best described as:

Director/Administrator
[Show User Response for this choice](#)



Librarian/staff – public services (including reference, etc)
[Show User Response for this choice](#)



Librarian/staff – technical services (including acquisitions, etc)
[Show User Response for this choice](#)



3. My library uses YBP as an approval plan, firm order, and/or standing order vendor:

Yes
[Show User Response for this choice](#)



No - Skip to question 51
[Show User Response for this choice](#)

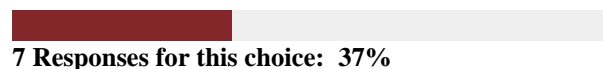


4. My library receives the following types of library materials through YBP (choose all that apply).

Approval items received as books
[Show User Response for this choice](#)



Approval slip orders
[Show User Response for this choice](#)



Firm orders
[Show User Response for this choice](#)



Standing orders

[Show User Response for this choice](#)



Other

[Show User Response for this choice](#)



Don't know

[Show User Response for this choice](#)



5. Approximately what percentage of my library's monographic budget is for purchases from YBP through one or more of the methods listed above?

0%

[Show User Response for this choice](#)



Between 1% and 50%

[Show User Response for this choice](#)



Between 50% and 75%

[Show User Response for this choice](#)



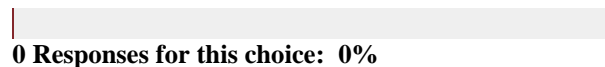
Between 75% and 100%

[Show User Response for this choice](#)



Don't know

[Show User Response for this choice](#)



6. During the coming year my library is likely to:

Increase the percent of orders going to YBP

[Show User Response for this choice](#)



Decrease the percent of orders going to YBP

[Show User Response for this choice](#)



Use of YBP will stay about the same

[Show User Response for this choice](#)

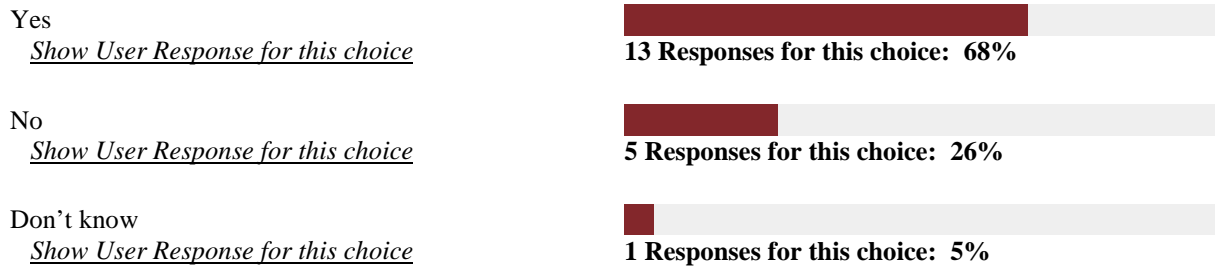


Don't know

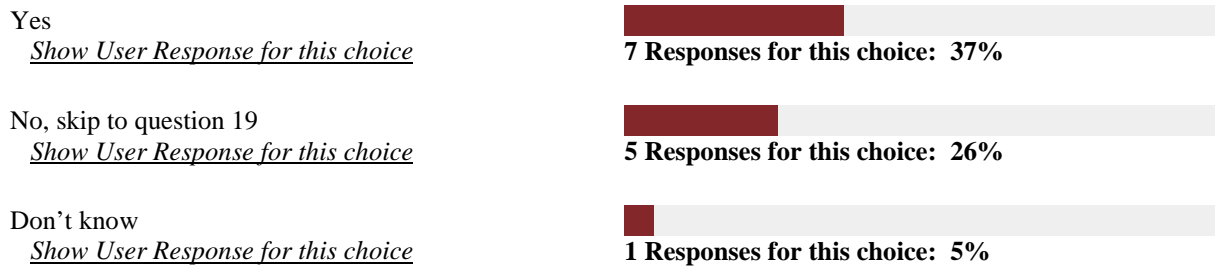
[Show User Response for this choice](#)



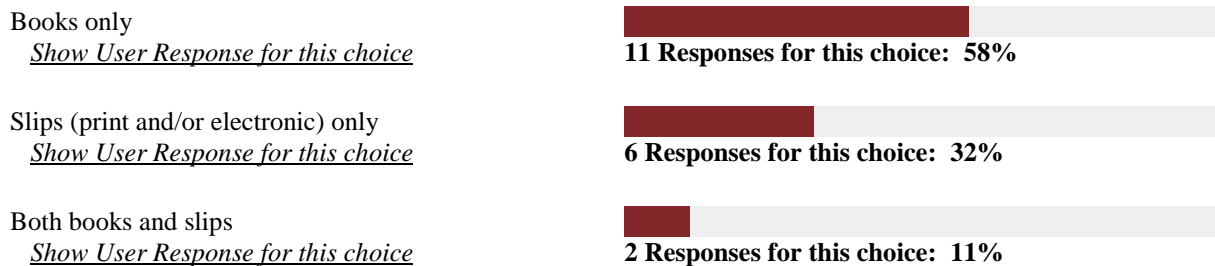
7. My library includes materials from Lindsay & Howe (British books) in our approval plan, firm orders, and/or standing orders:



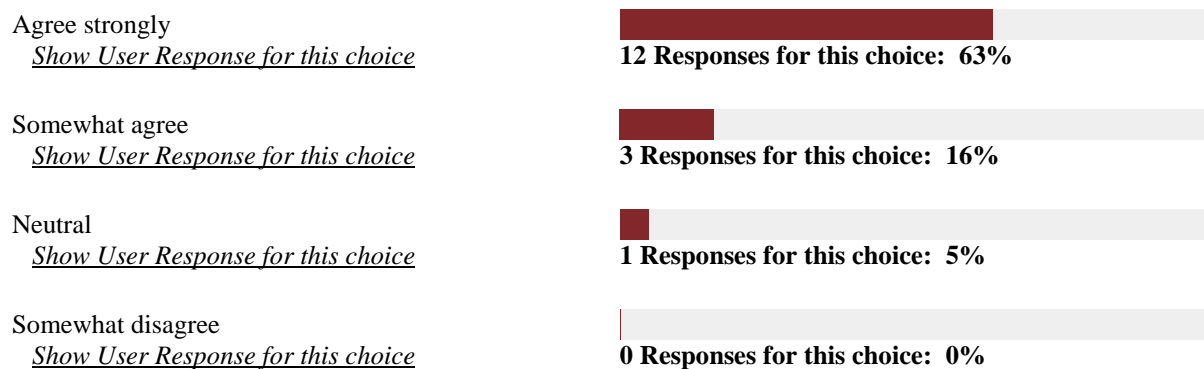
8. My library has an approval profile with YBP (books, slips, or both):



9. We receive the following through our approval plan:



10. Information on notification slips is accurate and adequate for making purchase decisions:



Strongly disagree

[Show User Response for this choice](#)

0 Responses for this choice: 0%

Don't know

[Show User Response for this choice](#)

3 Responses for this choice: 16%

11. My library's approval profile generates books appropriate for collection needs:

Agree strongly

[Show User Response for this choice](#)

13 Responses for this choice: 68%

Somewhat agree

[Show User Response for this choice](#)

3 Responses for this choice: 16%

Neutral

[Show User Response for this choice](#)

1 Responses for this choice: 5%

Somewhat disagree

[Show User Response for this choice](#)

0 Responses for this choice: 0%

Strongly disagree

[Show User Response for this choice](#)

0 Responses for this choice: 0%

Don't know

[Show User Response for this choice](#)

2 Responses for this choice: 11%

12. My library's approval profile does not miss titles that should have been shipped to the library.

Agree strongly

[Show User Response for this choice](#)

10 Responses for this choice: 53%

Somewhat agree

[Show User Response for this choice](#)

4 Responses for this choice: 21%

Neutral

[Show User Response for this choice](#)

1 Responses for this choice: 5%

Somewhat disagree

[Show User Response for this choice](#)

0 Responses for this choice: 0%

Strongly disagree

[Show User Response for this choice](#)

0 Responses for this choice: 0%

Don't know

[Show User Response for this choice](#)



13. YBP handles most of the publishers we need to support our collection:

Agree strongly

[Show User Response for this choice](#)



Somewhat agree

[Show User Response for this choice](#)



Neutral

[Show User Response for this choice](#)



Somewhat disagree

[Show User Response for this choice](#)



Strongly disagree

[Show User Response for this choice](#)



Don't know

[Show User Response for this choice](#)



14. YBP handles most of the subject/topic areas we need to support our collection:

Agree strongly

[Show User Response for this choice](#)



Somewhat agree

[Show User Response for this choice](#)



Neutral

[Show User Response for this choice](#)



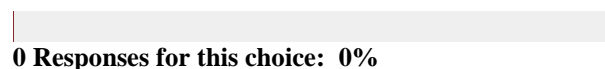
Somewhat disagree

[Show User Response for this choice](#)



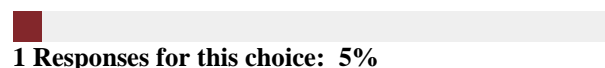
Strongly disagree

[Show User Response for this choice](#)



Don't know

[Show User Response for this choice](#)



15. Approval materials are received in a timely fashion

Agree strongly

[Show User Response for this choice](#)

17 Responses for this choice: 89%

Somewhat agree

[Show User Response for this choice](#)

0 Responses for this choice: 0%

Neutral

[Show User Response for this choice](#)

1 Responses for this choice: 5%

Somewhat disagree

[Show User Response for this choice](#)

0 Responses for this choice: 0%

Strongly disagree

[Show User Response for this choice](#)

0 Responses for this choice: 0%

Don't know

[Show User Response for this choice](#)

1 Responses for this choice: 5%

16. My library's approval profile is easy to understand.

Agree strongly

[Show User Response for this choice](#)

14 Responses for this choice: 74%

Somewhat agree

[Show User Response for this choice](#)

1 Responses for this choice: 5%

Neutral

[Show User Response for this choice](#)

2 Responses for this choice: 11%

Somewhat disagree

[Show User Response for this choice](#)

1 Responses for this choice: 5%

Strongly disagree

[Show User Response for this choice](#)

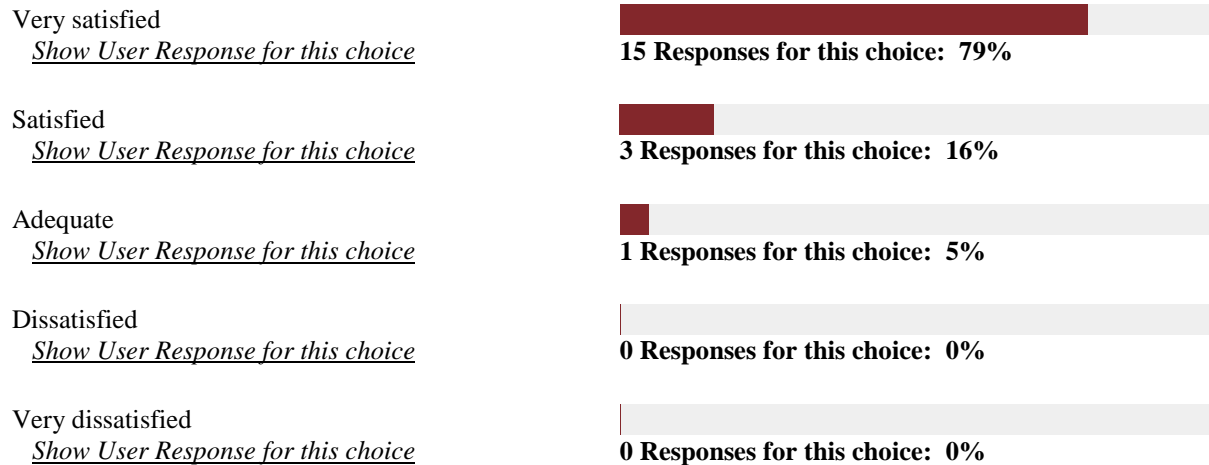
0 Responses for this choice: 0%

Don't know

[Show User Response for this choice](#)

1 Responses for this choice: 5%

17. How would you rate your overall satisfaction with approval plan services from YBP?



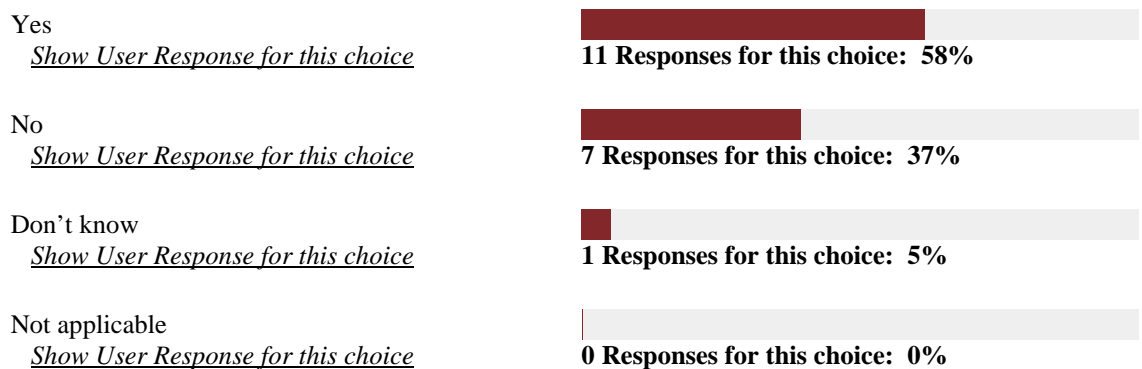
18. Please share with us any suggestions, comments, or concerns you have about your YBP approval profile:

: We originally had high hopes for using our approval slips and the GOBIAAlerts system to help faculty on campus in selecting materials specific to their departments. We've found that because the system is extremely cumbersome, the faculty have no interest in using the email slip plans and therefore we find ourselves backing away from YBP. Please note that although we have a slip plan with YBP we place all of our orders as firm orders rather than through the slip plan. We use the slips as a selection tool only.,

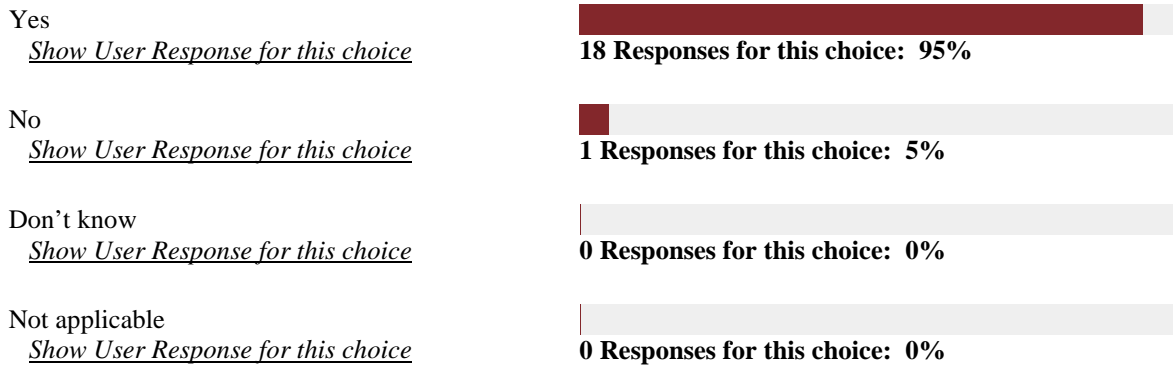
It would be useful if the pagination showed in the brief view of the electronic slips.,

Our acquisitions person just left so I cannot offer more specifics about the approval plan, but we need sometimes obscure Christian sources which are not likely to be covered by approval slips.,

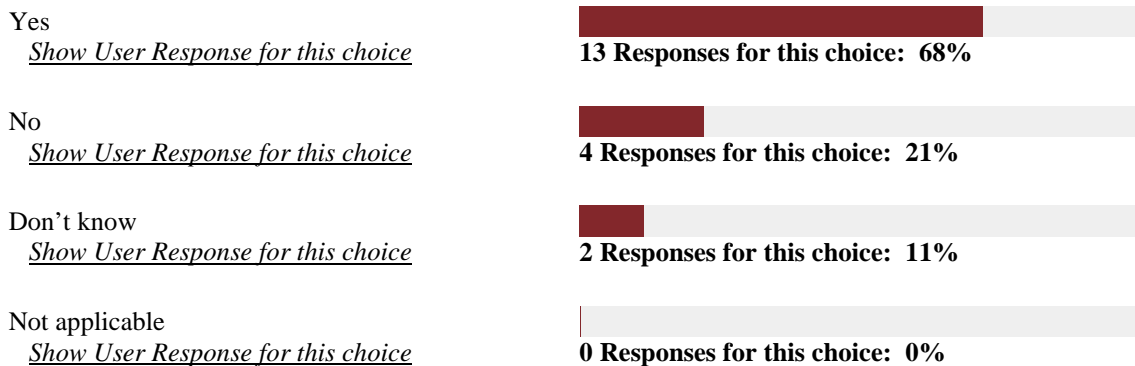
19. My library purchases titles by approval slip order with YBP:



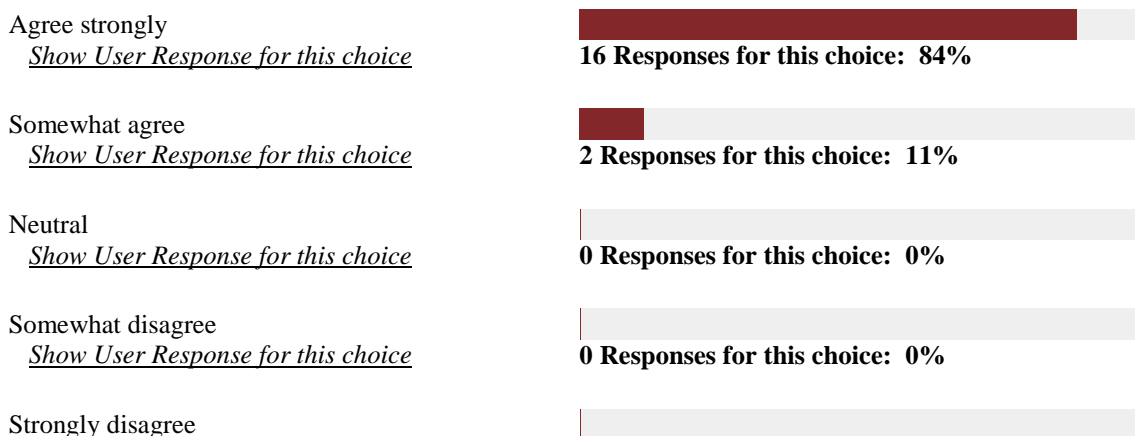
20. My library purchases titles by firm order with YBP:

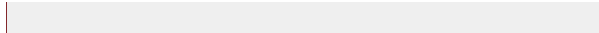
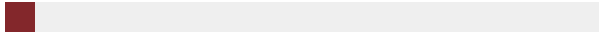


21. My library purchases titles by RUSH order with YBP:


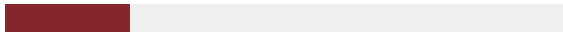
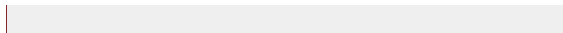
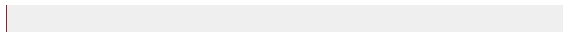
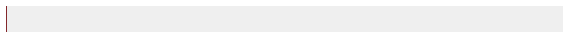
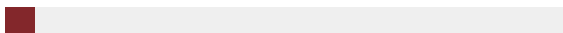
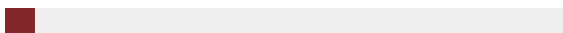


22. My library receives firm order materials in a timely fashion.


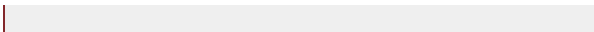
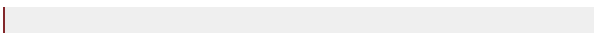
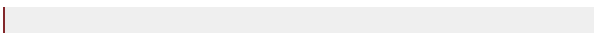


<u>Show User Response for this choice</u>	0 Responses for this choice: 0%
Don't know	
<u>Show User Response for this choice</u>	0 Responses for this choice: 0%
Not applicable	
<u>Show User Response for this choice</u>	1 Responses for this choice: 5%

23. My library receives timely notification of backorders, publication status, etc.

Agree strongly	
<u>Show User Response for this choice</u>	13 Responses for this choice: 68%
Somewhat agree	
<u>Show User Response for this choice</u>	4 Responses for this choice: 21%
Neutral	
<u>Show User Response for this choice</u>	0 Responses for this choice: 0%
Somewhat disagree	
<u>Show User Response for this choice</u>	0 Responses for this choice: 0%
Strongly disagree	
<u>Show User Response for this choice</u>	0 Responses for this choice: 0%
Don't know	
<u>Show User Response for this choice</u>	1 Responses for this choice: 5%
Not applicable	
<u>Show User Response for this choice</u>	1 Responses for this choice: 5%

24. Materials are received in good condition (undamaged).

Agree strongly	
<u>Show User Response for this choice</u>	18 Responses for this choice: 95%
Somewhat agree	
<u>Show User Response for this choice</u>	0 Responses for this choice: 0%
Neutral	
<u>Show User Response for this choice</u>	0 Responses for this choice: 0%
Somewhat disagree	
<u>Show User Response for this choice</u>	0 Responses for this choice: 0%

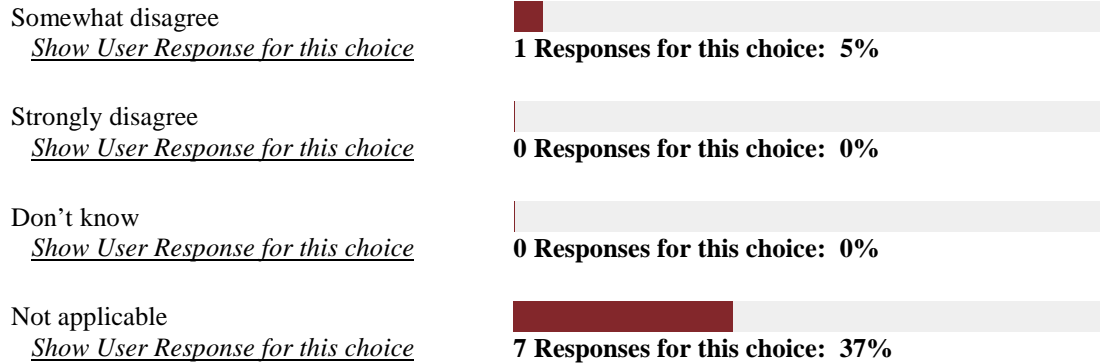
Strongly disagree Show User Response for this choice	0 Responses for this choice: 0%
Don't know Show User Response for this choice	0 Responses for this choice: 0%
Not applicable Show User Response for this choice	1 Responses for this choice: 5%

25. Invoices for firm and approval orders are clear and easy to interpret.

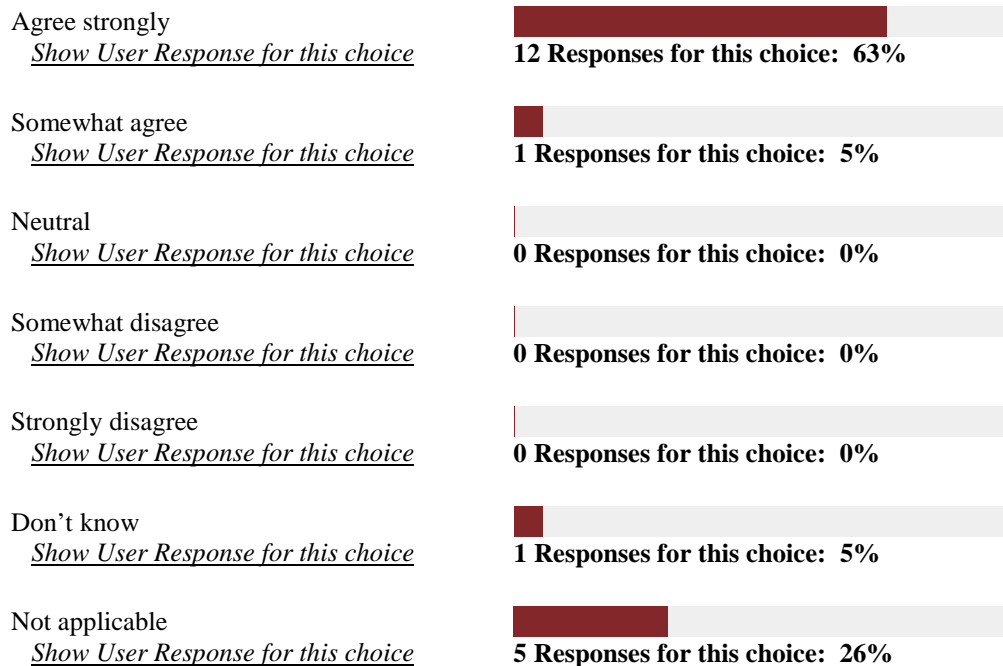
Agree strongly Show User Response for this choice	14 Responses for this choice: 74%
Somewhat agree Show User Response for this choice	2 Responses for this choice: 11%
Neutral Show User Response for this choice	0 Responses for this choice: 0%
Somewhat disagree Show User Response for this choice	1 Responses for this choice: 5%
Strongly disagree Show User Response for this choice	0 Responses for this choice: 0%
Don't know Show User Response for this choice	1 Responses for this choice: 5%
Not applicable Show User Response for this choice	1 Responses for this choice: 5%

26. Invoices for continuation/standing orders are clear and easy to interpret.

Agree strongly Show User Response for this choice	11 Responses for this choice: 58%
Somewhat agree Show User Response for this choice	0 Responses for this choice: 0%
Neutral Show User Response for this choice	0 Responses for this choice: 0%

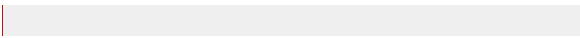
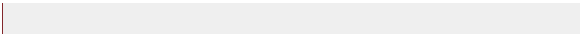


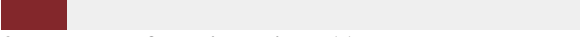


27. The turn-around time for rush orders is acceptable for my library.


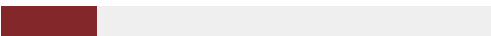
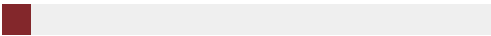
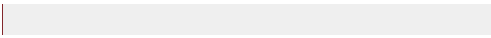



28. The process of returns is trouble free.



Neutral Show User Response for this choice	 0 Responses for this choice: 0%
Somewhat disagree Show User Response for this choice	 0 Responses for this choice: 0%
Strongly disagree Show User Response for this choice	 0 Responses for this choice: 0%
Don't know Show User Response for this choice	 1 Responses for this choice: 5%
Not applicable Show User Response for this choice	 2 Responses for this choice: 11%

29. How would you rate your overall satisfaction with order fulfillment services from YBP?

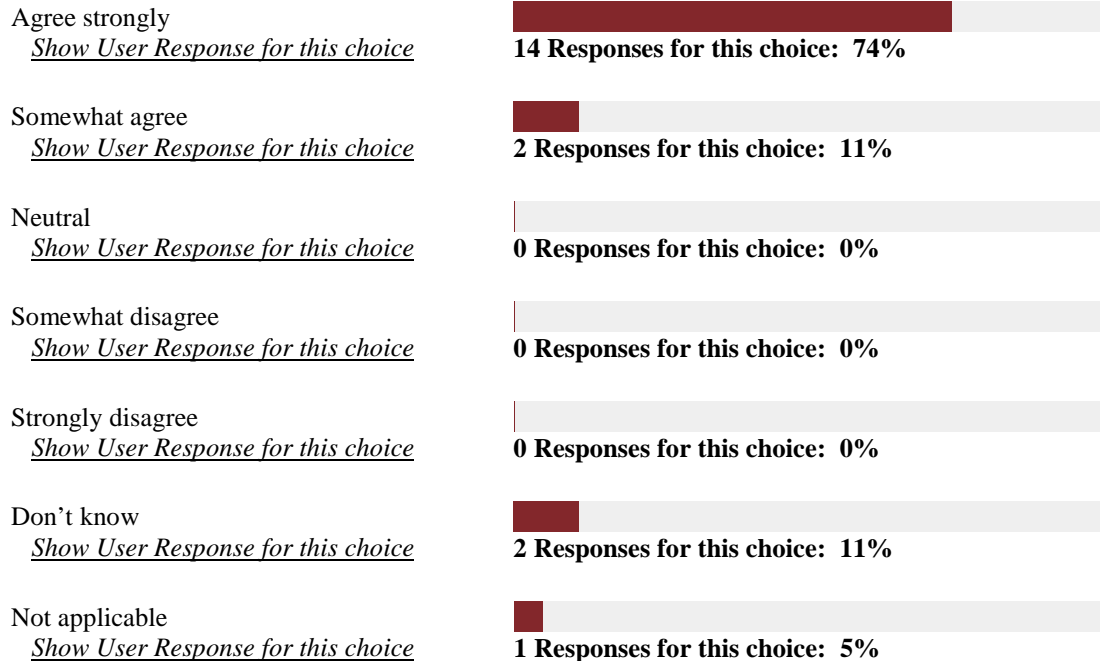
Very satisfied Show User Response for this choice	 15 Responses for this choice: 79%
Satisfied Show User Response for this choice	 3 Responses for this choice: 16%
Adequate Show User Response for this choice	 1 Responses for this choice: 5%
Dissatisfied Show User Response for this choice	 0 Responses for this choice: 0%
Very dissatisfied Show User Response for this choice	 0 Responses for this choice: 0%

30. Please share with us any suggestions, comments, or concerns you have about YBP firm orders, rush orders, and/or continuations/standing orders service.

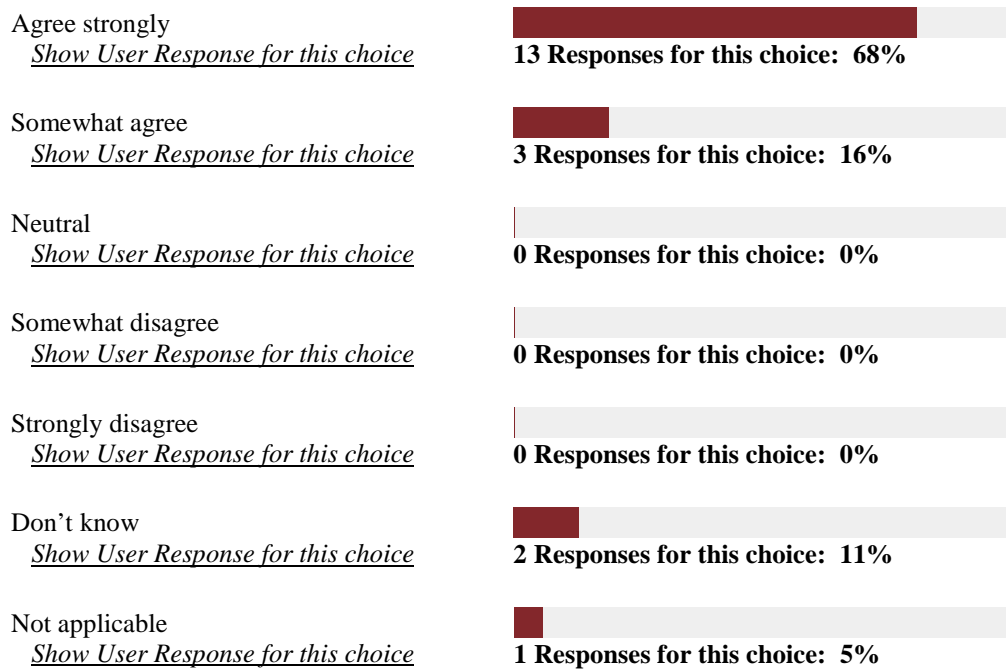
YBP is excellent in getting our orders to us extraordinarily quickly. We have only had 2 or 3 returns (this an amazingly low rate of returns for our 3 years with them). It would be nice if they would send a call tag for the rare occasion when we do have to return something.,

: No complaints. ,

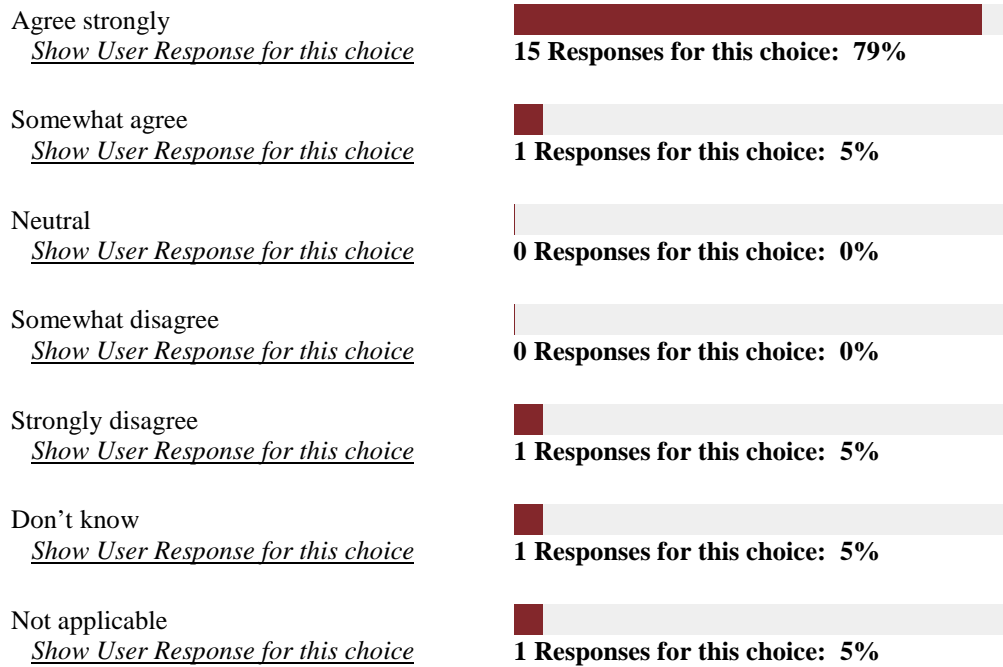
31. The YBP Regional Manager for Missouri is responsive to my library's service needs.



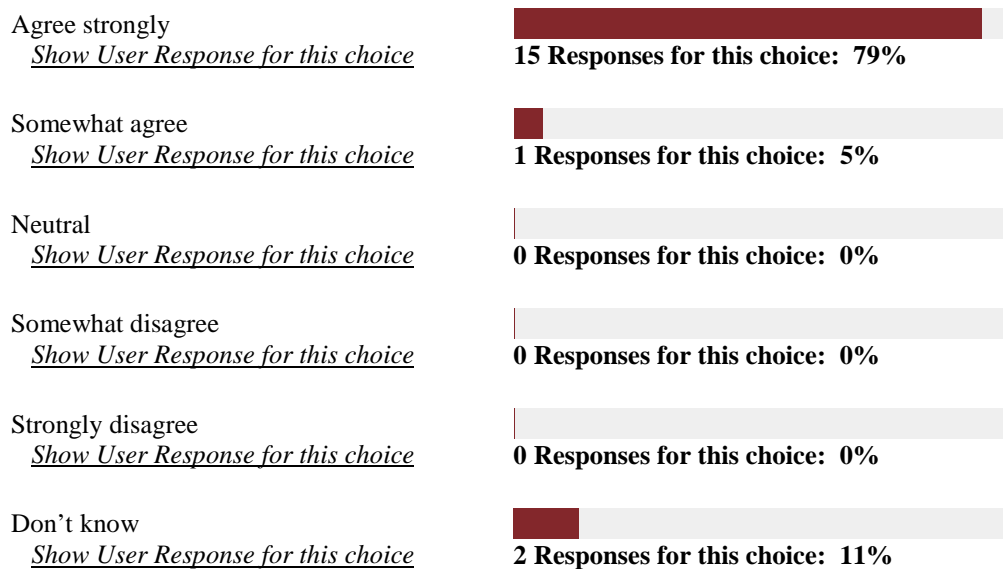
32. The YBP Regional Manager for Missouri responds to my questions within a reasonable period of time.



33. The YBP Regional Manager for Missouri makes an appropriate number of service calls to my library.



34. The YBP Customer Service representatives located at YBP are responsive to my library's service needs.



Not applicable
[Show User Response for this choice](#)
**1 Responses for this choice: 5%**

35. YBP Customer Service representatives located at YBP respond to problems within a reasonable period of time.

Agree strongly
[Show User Response for this choice](#)
**14 Responses for this choice: 74%**

Somewhat agree
[Show User Response for this choice](#)
**2 Responses for this choice: 11%**

Neutral
[Show User Response for this choice](#)
**2 Responses for this choice: 11%**

Somewhat disagree
[Show User Response for this choice](#)
**0 Responses for this choice: 0%**

Strongly disagree
[Show User Response for this choice](#)
**0 Responses for this choice: 0%**

Not applicable
[Show User Response for this choice](#)
**1 Responses for this choice: 5%**

36. How would you rate your overall satisfaction with customer service from YBP?

Very satisfied
[Show User Response for this choice](#)
**14 Responses for this choice: 74%**

Satisfied
[Show User Response for this choice](#)
**4 Responses for this choice: 21%**

Adequate
[Show User Response for this choice](#)
**1 Responses for this choice: 5%**

Dissatisfied
[Show User Response for this choice](#)
**0 Responses for this choice: 0%**

Very dissatisfied
[Show User Response for this choice](#)
**0 Responses for this choice: 0%**

37. Please share with us any suggestions, comments, or concerns you have about



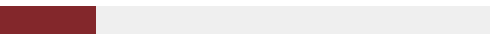
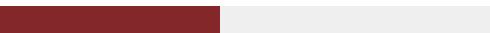
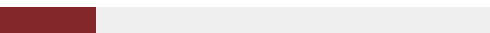
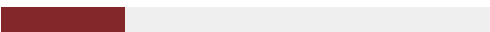
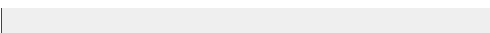
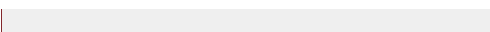
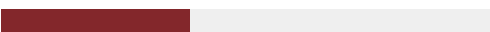
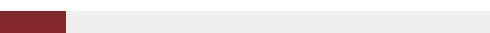
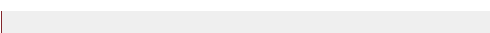
customer service.

Karla Meyette and Suzanne Good are extremely helpful and quick to respond.,

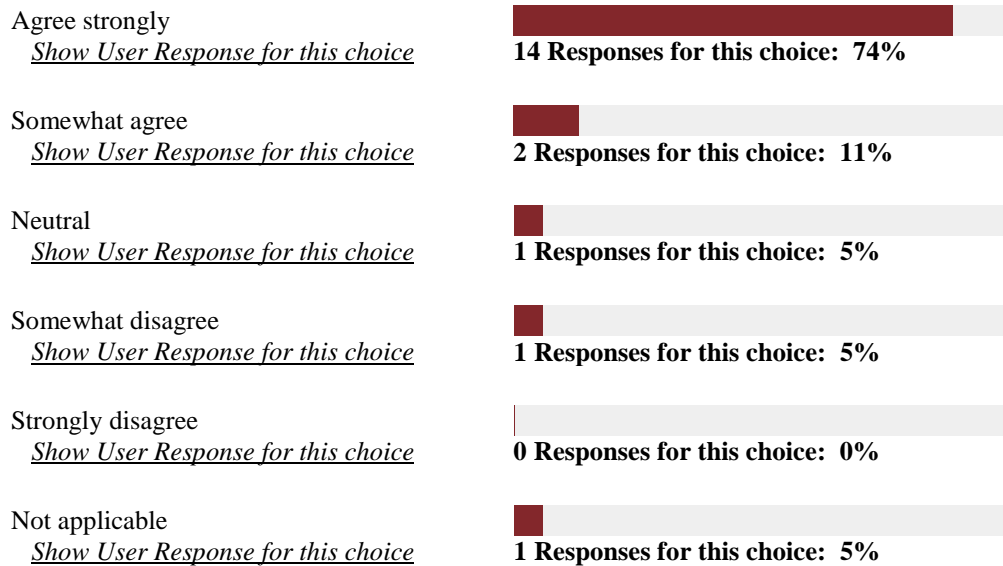
YBP's customer service is phenomenal! They are so helpful, kind, and efficient. When I need help, I know I can count on them. They bend over backwards to do all that they can to help us, even though we are a relatively small library.,

Again, I am not interacting with the YBP customer service representatives so my general impression is that we have had no problems that have required my attention. ,

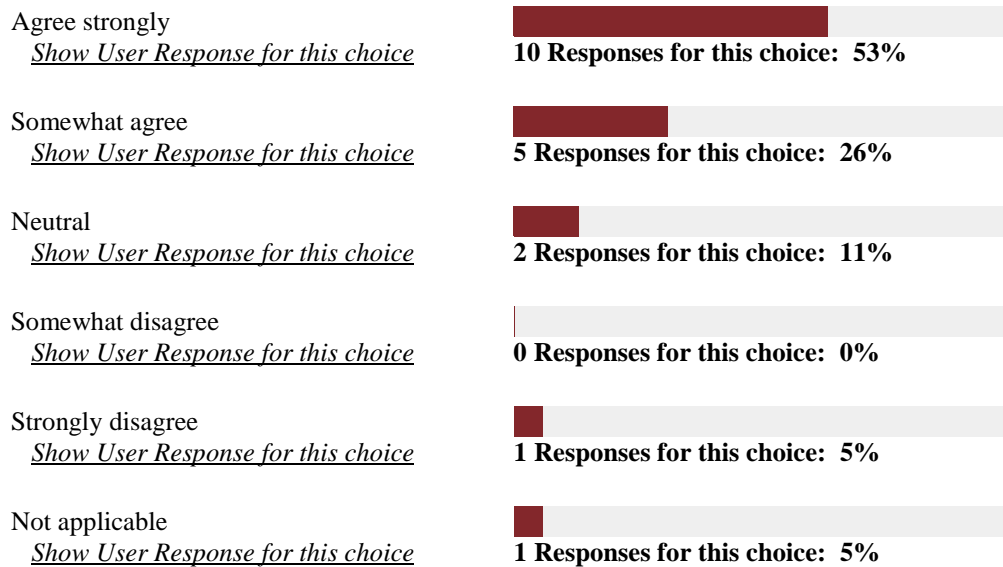
38. Staff in my library use the Gobi3 website and software to (select all that apply)

Search titles <i>Show User Response for this choice</i>	 12 Responses for this choice: 63%
Make selections <i>Show User Response for this choice</i>	 12 Responses for this choice: 63%
Put slips into folders <i>Show User Response for this choice</i>	 3 Responses for this choice: 16%
Send orders electronically <i>Show User Response for this choice</i>	 7 Responses for this choice: 37%
Look at GobiTween information <i>Show User Response for this choice</i>	 3 Responses for this choice: 16%
Look at Peer Group information <i>Show User Response for this choice</i>	 4 Responses for this choice: 21%
Create consortia reports <i>Show User Response for this choice</i>	 0 Responses for this choice: 0%
Create peer reports <i>Show User Response for this choice</i>	 0 Responses for this choice: 0%
Read reviews <i>Show User Response for this choice</i>	 6 Responses for this choice: 32%
Identify e-books <i>Show User Response for this choice</i>	 2 Responses for this choice: 11%
Not applicable <i>Show User Response for this choice</i>	 0 Responses for this choice: 0%

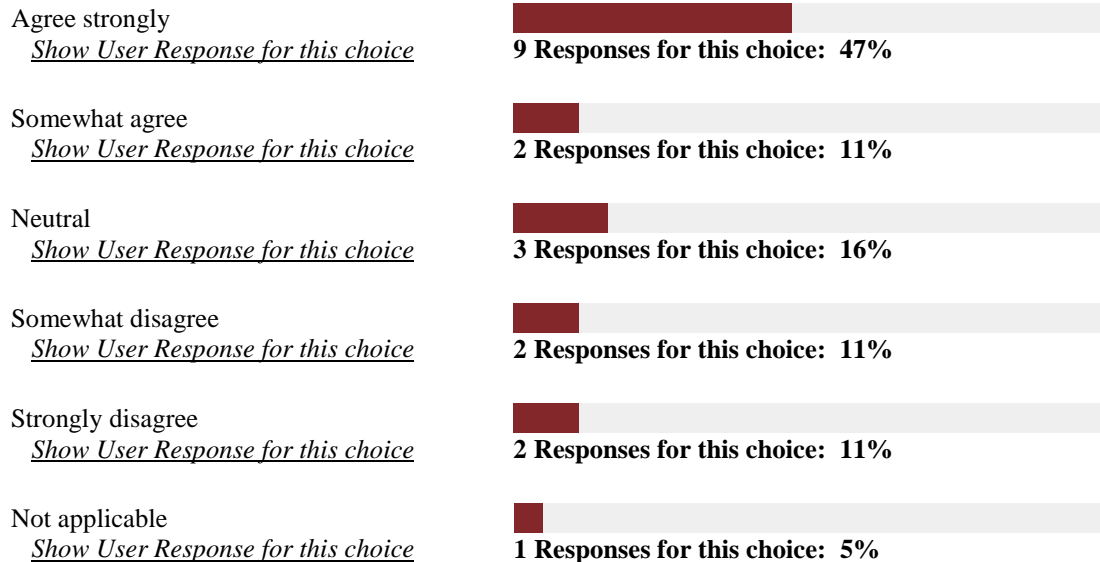
39. The GOBI3 website is easy to navigate and use.



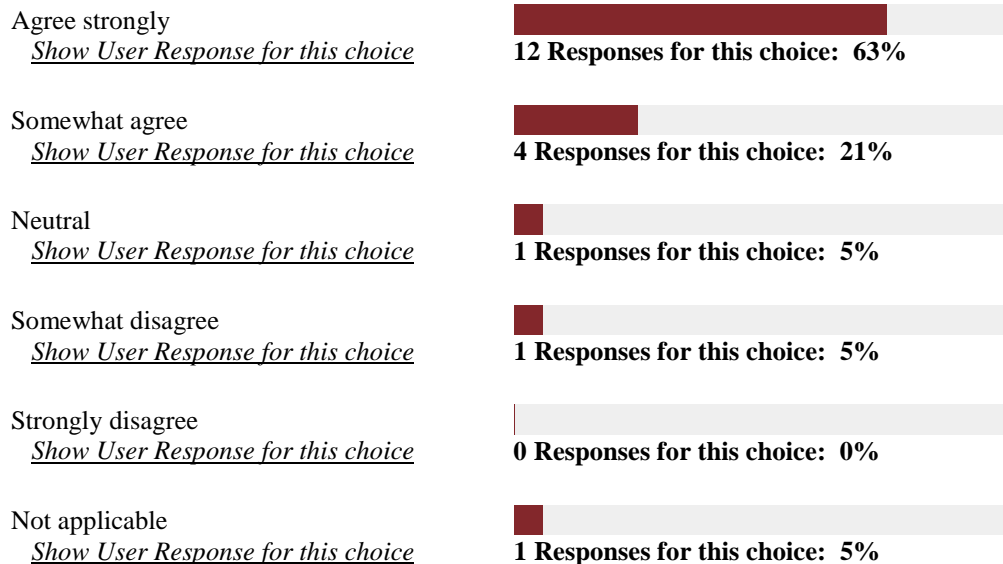
40. The response time in GOBI3 is at least as fast as other web-based software.



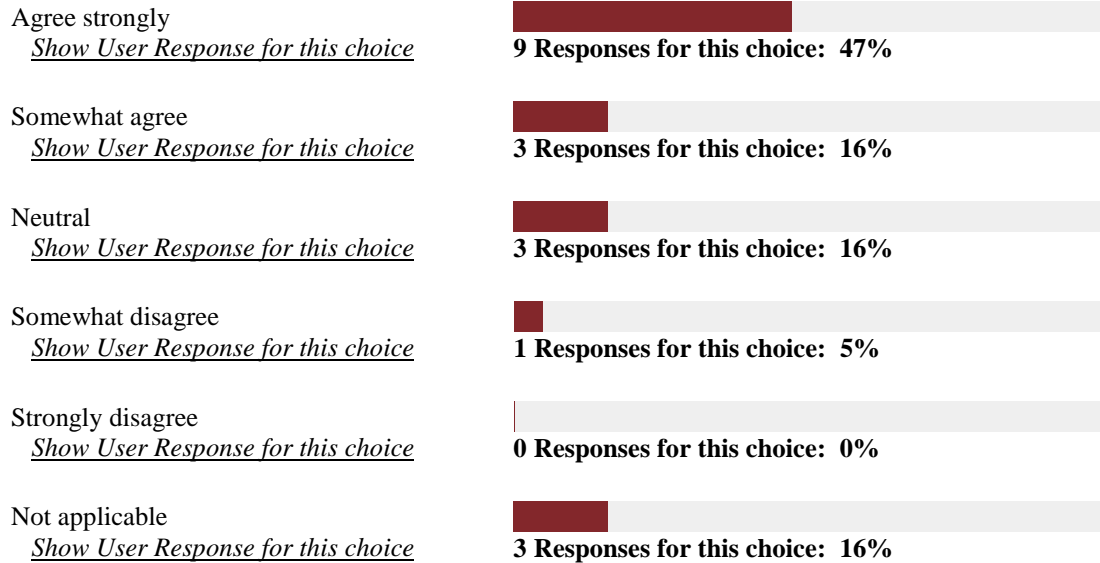
41. The response time in GOBI3 limits its usefulness to my library.



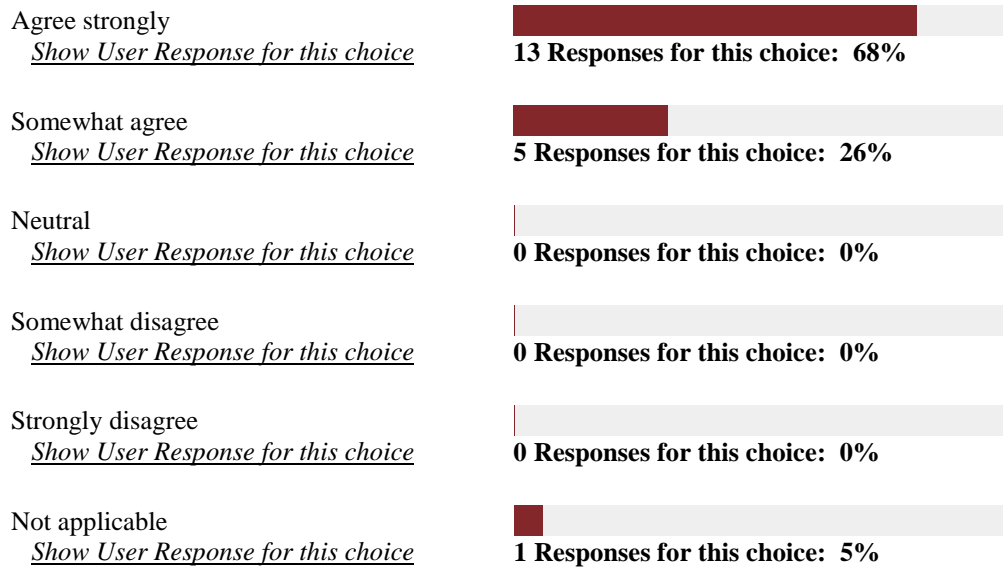
42. GOBI3 is a useful collection development tool.



43. GOBITween information is useful.

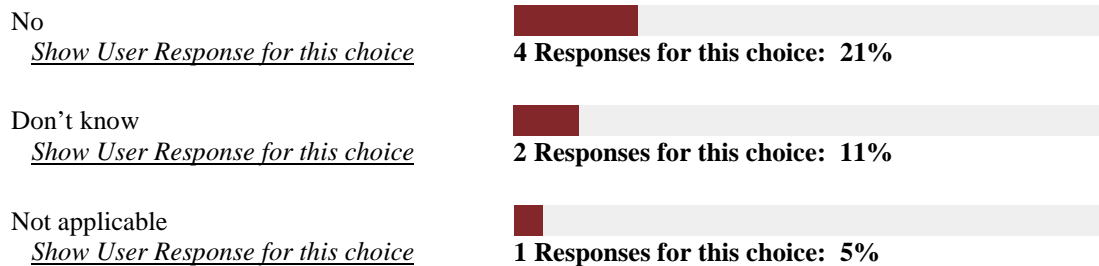


44. GOBI3 search, sort, and limit features are adequate.

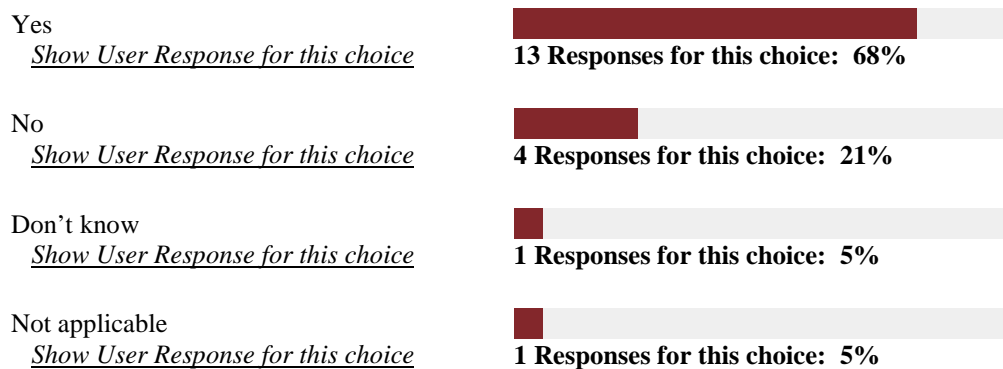


45. Did your library purchase the GobiPlus service?

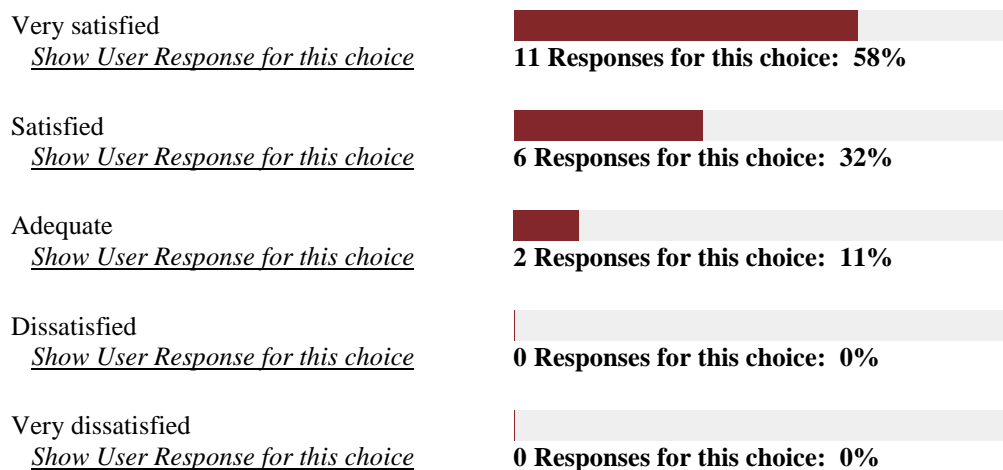




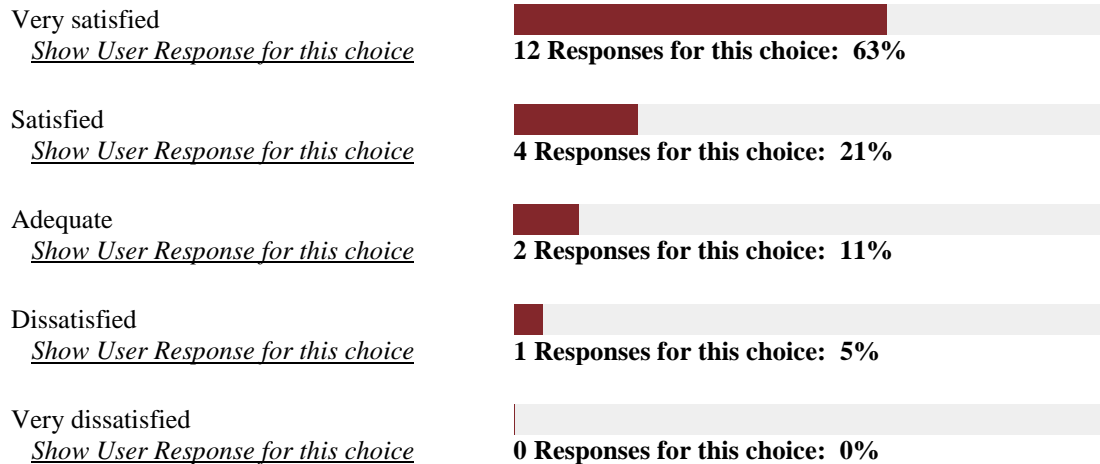
46. Did your library purchase the GobiTween service?



47. How would you rate your overall satisfaction with Gobi3 for collection development?



48. How would you rate your overall satisfaction with Gobi3 for acquisitions?



49. Please share with us any suggestions, comments, or concerns you have about YBP's software.

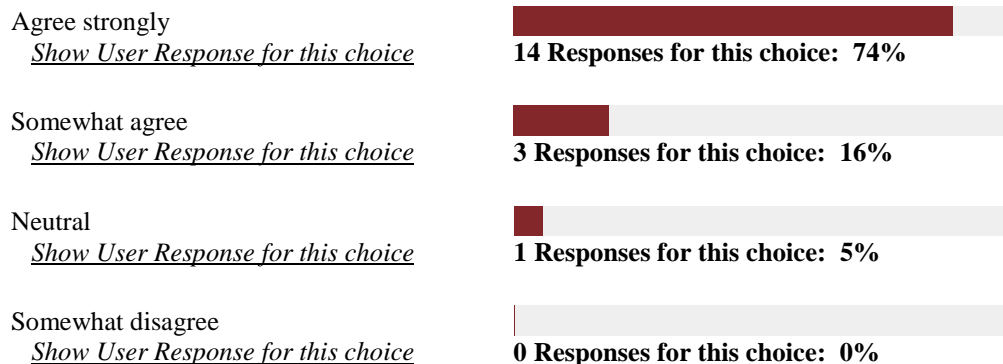
GOBI3 has improved the overall speed and usefulness of YBP's online services. We still find the system somewhat slower than other online ordering systems we use. It would be nice if a default account could be applied while searching so that the estimated discount could be shown during a search rather than just in the carts. The default account could then be changed when desired or when a template is applied.,

Of course, faster response times are always desirable. I really appreciate their YBP Select and Content Level designations.,

Too many tools on GOBI3 cost money.,

Please see #37.,

50. The discount offered by YBP for hardcover and paperback books is acceptable.



Strongly disagree
[Show User Response for this choice](#)



Not applicable
[Show User Response for this choice](#)



51. The discount offered by YBP for hardcover and paperback books makes them competitive with other vendors.

Agree strongly
[Show User Response for this choice](#)



Somewhat agree
[Show User Response for this choice](#)



Neutral
[Show User Response for this choice](#)



Somewhat disagree
[Show User Response for this choice](#)



Strongly disagree
[Show User Response for this choice](#)



Not applicable
[Show User Response for this choice](#)



52. The customized YBP/MCO online training sessions were of value to my institution.

Agree strongly
[Show User Response for this choice](#)



Somewhat agree
[Show User Response for this choice](#)



Neutral
[Show User Response for this choice](#)



Somewhat disagree
[Show User Response for this choice](#)



Strongly disagree
[Show User Response for this choice](#)



Not applicable

[Show User Response for this choice](#)

6 Responses for this choice: 32%

53. What additional customized YBP/MCO training sessions would be of value to you?

54. Please share with us any suggestions, comments, or concerns you have about YBP's service to MOBIUS members.

We are required to follow the State of Missouri's Books and Materials contract. Because many of the materials we purchase are covered under this contract we are limited to what we can purchase from YBP. The fact that we purchase two thirds of our materials from other vendors seems to limit the usefulness of the consortial abilities of YBP. On the positive side, the discount YBP applies to the materials that we purchase from them is excellent. Two years ago we would have received little to no discount on the items we purchase from YBP.,

I love YBP and fervently hope that MOBIUS continues its relationship with them! I never want our library to leave YBP! They have provided us with superior service, unlike our previous vendor. YBP does their job so well that it makes my assistant and I look good in our jobs.,

The web site was difficult to navigate. The online training session was for a previous version of the product. The web site required multiple screen searches for simple information such as which titles had been ordered. When titles were canceled by YBP, the information was not given to us. We had to search for the information. The web site/order process was not easy to use and not user friendly.,

: We do not use YBP's service at the moment so no comment.,

55. Would you be in favor of MOBIUS extending the YBP contract for an additional year?

Yes

[Show User Response for this choice](#)

14 Responses for this choice: 74%

No

[Show User Response for this choice](#)

0 Responses for this choice: 0%

56. If you are *not* YBP approval plan customers, Would you consider using an approval plan with YBP to acquire e-books? Why or why not?

No, at present we use MLNC.,

While do not have a need for approval plans because of our small size, I am interested in using firm orders to acquire e-books through YBP.,

No - Cheaper through MLNC,

no,

Yes, we would consider it.,

We do not use approval plans. We have a very small book budget.,

So far no student or faculty interest except in very specific cases, such as reference materials or computer program manuals.,

No, e-books do not necessarily fit into our library's collection development plan at the moment.,

57. If you are *not* YBP customers, why do you not use YBP as a vendor?

As a small, private institution, we actively strive to make each dollar stretch as far as humanly possible. Even though the YBP discounts appear competitive, for our library at present, we can save money using current methods.,

Difficulty determining discounts and ease of use of other vendors.,

We tried using YBP, but we like our current vendor better. ,

Current contract with another vendor.,

Honestly, the decision to change to another vendor would require some research that just has not been done as of yet. It's merely a matter of becoming more informed.,

Simply haven't looked into it as we are happy with Emery Pratt,

58. For all survey participants: What other vendors to you use?

Baker & Taylor; Midwest Library Service,

Amazon,

Amazon and Alibris mainly, along with assorted miniscule vendors of particular titles,

alibris, Amazon,

Amazon, Gale, Insight media, etc.,

MLNC for ebook collections,

Baker & Taylor, Midwest Library Services,

Amazon, BooksAMillion, Barnes & Noble, Baker & Taylor,

Gale/Thomson, etc.,

Midwest,

Emery-Pratt,

amazon, InterVarsity Press, Broadman & Holman, Christian Book Distributors, etc.,

BIS, Midwest,

Ingram, Amazon,

Emery Pratt,

Out-of-print aggregators and various online sources,

B&T, Ingrams, BNA, AMAZON.COM, Alibris, several DVD
vendors...probably others, but that's the bulk of it.,

: Alibris, Amazon, Baker & Taylor,

