Survey: Licensing Practices of Libraries and Content Providers

Start of Block: Introduction

Q1.1 Thank you for taking the time to participate in a NISO supported survey about the licensing practices of libraries and content providers. To take this survey, you must have some licensing responsibility at either a library (or other content purchasing institution) or publisher (or other content provider). If this does not describe your role, please feel free to forward this survey (z.umn.edu/licensingsurvey) to the person in your organization who has licensing responsibility. This survey should take about 10 minutes to complete and will close December 1, 2017 (end of day).

Today you will be answering questions about your organization's general licensing practices and use of NISO's SERU (Shared Electronic Resource Understanding). Whether or not your organization uses NISO SERU, your response will be important to understand the adoption of SERU, reveal factors that increase or decrease the adoption of SERU and could inform future revisions of SERU.

Some things to consider before taking this survey: Several of the questions ask for approximate numbers. Please use your best estimate to approximate your answers. The terms "license" and "contract," for the purposes of this survey, are used interchangeably.

You may be assured of complete confidentiality. Any contact information you provide will be used for validation purposes only and to identify multiple responses from the same organization. The data will be reported only in the aggregate and no individual or institution will be identified. Taking part in this survey is completely voluntary.

If you have questions, please feel free to contact me.

Thank you for your time,
 Sunshine

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Sunshine Carter
Electronic Resources Librarian
University of Minnesota Libraries
scarter@umn.edu

Q1.2 What type of organization do you work for?

○ Publisher or Vendor (or other content provider) (1)

○ Library or Library Consortium (or any other acquiring institution) (2)

Q2.1 In your organization, which title <u>best</u> describes the role with PRIMARY responsibility for negotiating e-resource licenses and amendments with content providers? *(select one)*

○ Acquisitions Librarian (1)

○ Collection Development Librarian (2)

○ Director (3)

○ Asst. Director (4)

○ Electronic Resources Librarian (5)

○ General Counsel staff (6)

○ Scholarly Communications Librarian (7)

○ Technical Services Librarian (8)

○ None of the above (9)

Q2.2 In your organization, which title <u>best</u> describes your role? (*select one*)

○ Acquisitions Librarian (1)

○ Collection Development Librarian (2)

○ Director (3)

○ Asst. Director (4)

○ Electronic Resources Librarian (5)

○ General Counsel staff (6)

○ Scholarly Communications Librarian (7)

○ Technical Services Librarian (8)

○ None of the above (9)

Q2.3 In the past TWELVE (12) MONTHS, **approximately** how many times has your organization signed a license or amendment for an e-resource order? *Please use your best estimate to approximate this answer. Slider must be moved to record a response.*

	0 100 200 300 400 500
Number of times negotiated license or amendment was signed in past 12 months ()	▮

Q2.4 How often does your organization make suggested changes (e.g. additions, deletions modifications, etc.) to licenses or amendments during negotiations?

○ Always (1)

○ Most of the time (2)

○ About half the time (3)

○ Sometimes (4)

○ Never (5)

Q2.5 How much licensing and/or negotiation support does your organization provide (for example, access to license/contract experts or general counsel, clerical/technical assistance, contract tools, etc.)?

○ A great deal of support (1)

○ A lot of support (2)

○ A moderate amount of support (3)

○ A little support (4)

○ No support at all (5)

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Q2.6 Which model/standardized licenses and/or language does your organization use to assist or guide in negotiating licenses or amendments with content providers? (*select all that apply*)

☐ LIBLICENSE Model License Agreement from Center for Research Libraries (1)

☐ CDL Model License from California Digital Library (2)

☐ NISO Shared Electronic Resource Understanding (SERU) from National Information Standards Organization (3)

☐ ARL License Models and Clauses from Association of Research Libraries (4)

☐ NERL Model License from NorthEast Research Libraries (5)

☐ ⊗ None (6)

☐ Other(s) (7) _____

Q2.7 **Approximately** how many **DAYS (ON AVERAGE)** does it take to successfully negotiate a license or amendment (from original document to a fully executed contract)? *Please use your best estimate to approximate this answer. Slider must be moved to record a response.*

Days

	0	20	40	60	80	100

Average time to successfully negotiate a license or amendment ()	

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Q2.8 Is your organization registered with NISO SERU?
(http://www.niso.org/workrooms/seru/registry/)

○ Yes (1)

○ No (2)

Q2.9 NISO SERU was first published in February 2008. In the past **NINE (9)
YEARS**, **approximately** how many times has your organization used NISO SERU to place an
e-resource order (in place of a negotiated license or amendment)? *Please use your best
estimate to approximate this answer. Slider must be moved to record a response.*

	0 20 40 60 80 100
Number of times NISO SERU was used in past 9 years ()	▬▬▬▮▬▬▬

Display This Question:

If Is your organization registered with NISO SERU? (http://www.niso.org/workrooms/seru/registry/) = No

*And NISO SERU was first published in February 2008. In the past NINE (9)
YEARS, approximately how man... [Number of times NISO SERU was used in past 9 years] <= 0*

Q2.10 Please explain why your organization is not registered with NISO SERU and has never
used NISO SERU in place of a negotiated license or amendment?

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End of Block: Library/Library Consortium Licensing Questions

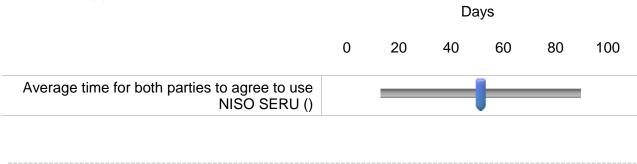**Start of Block: Library / Library Consortium SERU Questions**

Q3.1 In the past **TWELVE (12) MONTHS, <u>approximately</u>** how many times has your organization used NISO SERU to place an e-resource order (in place of a negotiated license or amendment)? *Please use your best estimate to approximate this answer. Slider must be moved to record a response.*

	0	10	20	30	40	50
Number of times NISO SERU was used in past 12 months ()						

Q3.2 **<u>Approximately</u>** how many **DAYS (ON AVERAGE)** does it take for both parties to agree to use NISO SERU (in place of a negotiated license or amendment)? *Please use your best estimate to approximate this answer. Slider must be moved to record a response.*

Days

	0	20	40	60	80	100
Average time for both parties to agree to use NISO SERU ()						

Q3.3 How often does your organization ask content providers to utilize NISO SERU in place of a negotiated license or amendment when placing an e-resource order?

○ Always (1)

○ Most of the time (2)

○ About half the time (3)

○ Sometimes (4)

○ Never (5)

Q3.4 Has your organization developed criteria for when it can and cannot use NISO SERU? (e.g. "*We cannot use NISO SERU for purchases over $100,000" etc.*)

○ Yes (1)

○ No (2)

Q3.5 How satisfied is your organization with NISO SERU?

○ Extremely satisfied (1)

○ Somewhat satisfied (2)

○ Neither satisfied nor dissatisfied (3)

○ Somewhat dissatisfied (4)

○ Extremely dissatisfied (5)

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Q3.6 You indicated your organization has developed criteria for when it can and cannot use NISO SERU. Please explain your **organization's criteria**.

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Q3.7 Please explain situations when your organization is ***able to use*** NISO SERU in place of a negotiated license or amendment.

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Q3.8 Please explain situations when your organization is ***unable to use*** NISO SERU in place of a negotiated license or amendment.

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Q3.9 If applicable, please explain how your organization handles terms that are not covered by NISO SERU (such as text and data mining).

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Q3.10 What do you and/or your organization like most about NISO SERU?

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Q3.11 What changes would most improve NISO SERU?

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End of Block: Library / Library Consortium SERU Questions

Start of Block: Vendor/Publisher Licensing Questions

Q4.1 In your organization, which title <u>best</u> describes the role with PRIMARY responsibility for negotiating e-resource licenses and amendments with libraries or library consortia? (select one)

○ Editor staff (1)

○ General Counsel staff (2)

○ Marketing staff (3)

○ Publishing staff (4)

○ President/CEO/COO (5)

○ Sales staff (6)

○ None of the above (7)

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Q4.2 In your organization, which title best describes <u>your role</u>? (select one)

○ Editorial (1)

○ General Counsel (2)

○ Marketing (3)

○ Publishing (4)

○ President/CEO/COO (5)

○ Sales (6)

○ None of the above (7)

Q4.3 In the past **TWELVE (12) MONTHS**, <u>approximately</u> how many times has your organization signed a license or amendment for an e-resource order placed by a library or consortium? *Please use your best estimate to approximate this answer. Slider must be moved to record a response.*

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Number of times negotiated license or amendment was signed in past 12 months ()	

Q4.4 How often does your organization accept suggested changes (e.g. additions, deletions modifications, etc.) made by libraries or library consortia to licenses or amendments during negotiations?

○ Always (1)

○ Most of the time (2)

○ About half the time (3)

○ Sometimes (4)

○ Never (5)

Q4.5 How much licensing and/or negotiation support does your organization provide (for example, access to license/contract experts or general counsel, clerical/technical assistance, contract tools, etc.)?

○ A great deal of support (1)

○ A lot of support (2)

○ A moderate amount of support (3)

○ A little support (4)

○ No support at all (5)

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Q4.6 Which model/standardized licenses and/or language does your organization use to assist or guide in negotiating licenses or amendments with libraries or library consortia? (*select all that apply*)

☐ LIBLICENSE Model License Agreement from Center for Research Libraries (1)

☐ CDL Model License from California Digital Library (2)

☐ NISO Shared Electronic Resource Understanding (SERU) from National Information Standards Organization (3)

☐ ARL License Models and Clauses from Association of Research Libraries (4)

☐ NERL Model License from NorthEast Research Libraries (5)

☐ ⊗ None (6)

☐ Other(s) (7) _____

Q4.7 Approximately how many **DAYS (ON AVERAGE)** does it take to successfully negotiate a license or amendment (from original document to a fully executed contract)? *Please use your best estimate to approximate this answer. Slider must be moved to record a response.*

Days

	0	20	40	60	80	100
Average time to successfully negotiate a license or amendment ()						

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Q4.8 Is your organization registered with NISO SERU?
(http://www.niso.org/workrooms/seru/registry/)

◯ Yes (1)

◯ No (2)

Q4.9 NISO SERU was first published in February 2008. In the past **NINE (9) YEARS**, **approximately** how many times has your organization used NISO SERU to process an e-resource order (in place of a negotiated license or amendment)? *Please use your best estimate to approximate this answer. Slider must be moved to record a response.*

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Number of times NISO SERU was used in past 9 years ()	[slider]

Q4.10 Please explain why your organization is not registered with NISO SERU and has never used NISO SERU in place of a negotiated license or amendment?

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End of Block: Vendor/Publisher Licensing Questions

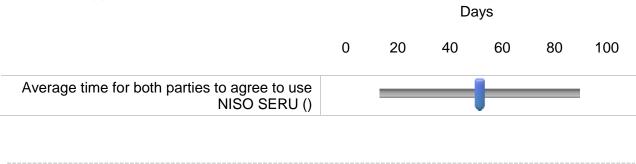**Start of Block: Vendor/Publisher SERU Questions**

Q5.1 In the past **TWELVE (12) MONTHS**, <u>approximately</u> how many times has your organization used NISO SERU to process an e-resource order (in place of a negotiated license or amendment)? *Please use your best estimate to approximate this answer. Slider must be moved to record a response.*

	0	10	20	30	40	50
Number of times NISO SERU was used in past 12 months ()						

Q5.2 <u>Approximately</u> how many **DAYS (ON AVERAGE)** does it take for both parties to agree to use NISO SERU (in place of a negotiated license or amendment)? *Please use your best estimate to approximate this answer. Slider must be moved to record a response.*

Days

	0	20	40	60	80	100
Average time for both parties to agree to use NISO SERU ()						

Q5.3 How often does your organization ask libraries or library consortia to utilize NISO SERU in place of a negotiated license or amendment when processing an e-resource order?

○ Always (1)

○ Most of the time (2)

○ About half the time (3)

○ Sometimes (4)

○ Never (5)

Q5.4 Has your organization developed criteria for when it can and cannot use NISO SERU? (e.g. "*We cannot use NISO SERU for purchases over $100,000*" etc.)

○ Yes (1)

○ No (2)

Q5.5 How satisfied is your organization with NISO SERU?

○ Extremely satisfied (1)

○ Moderately satisfied (2)

○ Slightly satisfied (3)

○ Neither satisfied nor dissatisfied (4)

○ Slightly dissatisfied (5)

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Q5.6 You indicated your organization has developed criteria for when it <u>can and cannot</u> use NISO SERU. Please explain your **organization's criteria**.

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Q5.7 Please explain situations when your organization is ***able to use*** NISO SERU in place of a negotiated license or amendment.

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Q5.8 Please explain situations when your organization is ***unable to use*** NISO SERU in place of a negotiated license or amendment.

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Q5.9 If applicable, please explain how your organization handles terms that are not covered by NISO SERU (such as text and data mining).

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Q5.10
What do you and/or your organization like most about NISO SERU?

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Q5.11
What changes would most improve NISO SERU?

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Q6.1 Any contact information you provide will be used for validation purposes only and to identify multiple responses from the same organization. **Your contact information will not be shared.**

Q6.2 What is your organization's name?
 (e.g. *University of Minnesota, Twin Cities* or *Everyday Publishing*)

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Q6.3 What is your e-mail address? **(for validation purposes; please use your work email associated with the organization for which you have answered these questions about)**

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