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International interlibrary loan in a changing environment

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2019

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International ILL in a Changing Environment:

Results from the 2019 RUSA STARS
International ILL survey

**IFLA Interlending & Document Supply Conference
Prague, Czech Republic | October 9-11, 2019**





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Northwestern University Libraries**



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University of Maryland Libraries**



Who We Are

American Library Association (ALA)

Reference and User Services Association
(RUSA)

Sharing and Transforming Access to Resources
Section (STARS)

International Interlibrary Loan Committee



Committee Members

2017-2018

Revise instrument

Peter Bae
Beth Clausen
Peter Collins
Poul Erlandsen
James Harper
Kurt Munson (chair)
Hilary Thompson

2018-2019


Translate, distribute,
and analyze results

Peter Bae
James Harper
Elan Lange
Kurt Munson
Lynne Serviss
Mila Su
Hilary Thompson (chair)

2019-2020

Analyze and disseminate
results

James Harper
Kurt Munson
Renna Tuten Redd
Lynne Serviss
Candice Townsend
Hilary Thompson (chair)

A decorative network diagram in the top-left corner, featuring a complex web of interconnected nodes and lines. The nodes are represented by circles of varying sizes, some with concentric rings, and the lines are thin and grey. The overall structure is organic and sprawling, resembling a molecular or social network.

2019 International ILL Survey

Translation, Distribution, and
Demographics



40 questions

Including 7 open response questions

4 sections

Your Library, Borrowing, Lending, Additional Comments

6 languages available

عربي, English, español, français, Deutsch, русский





370+ emails sent

To listservs and contacts across 106 countries

394 survey responses

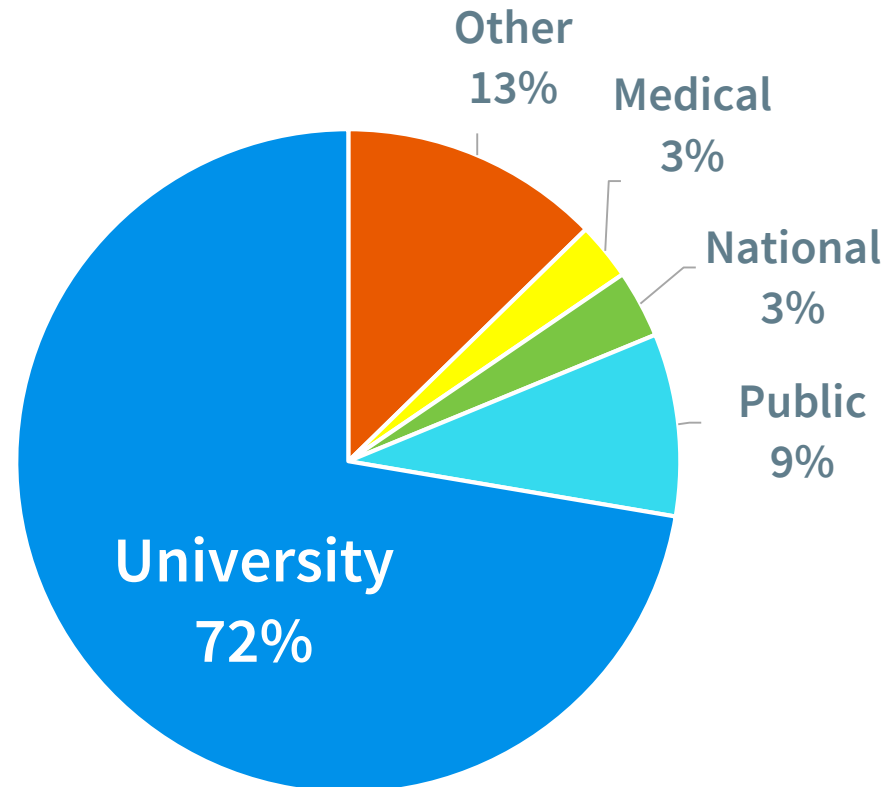
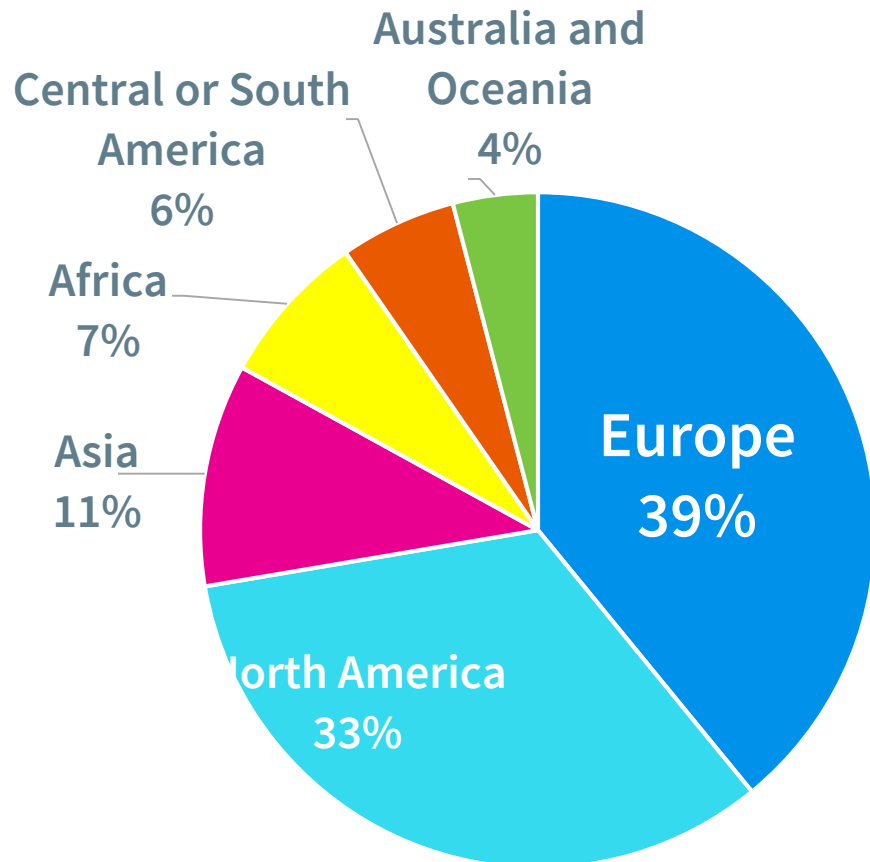
Received, of which 317 were completed

65 countries

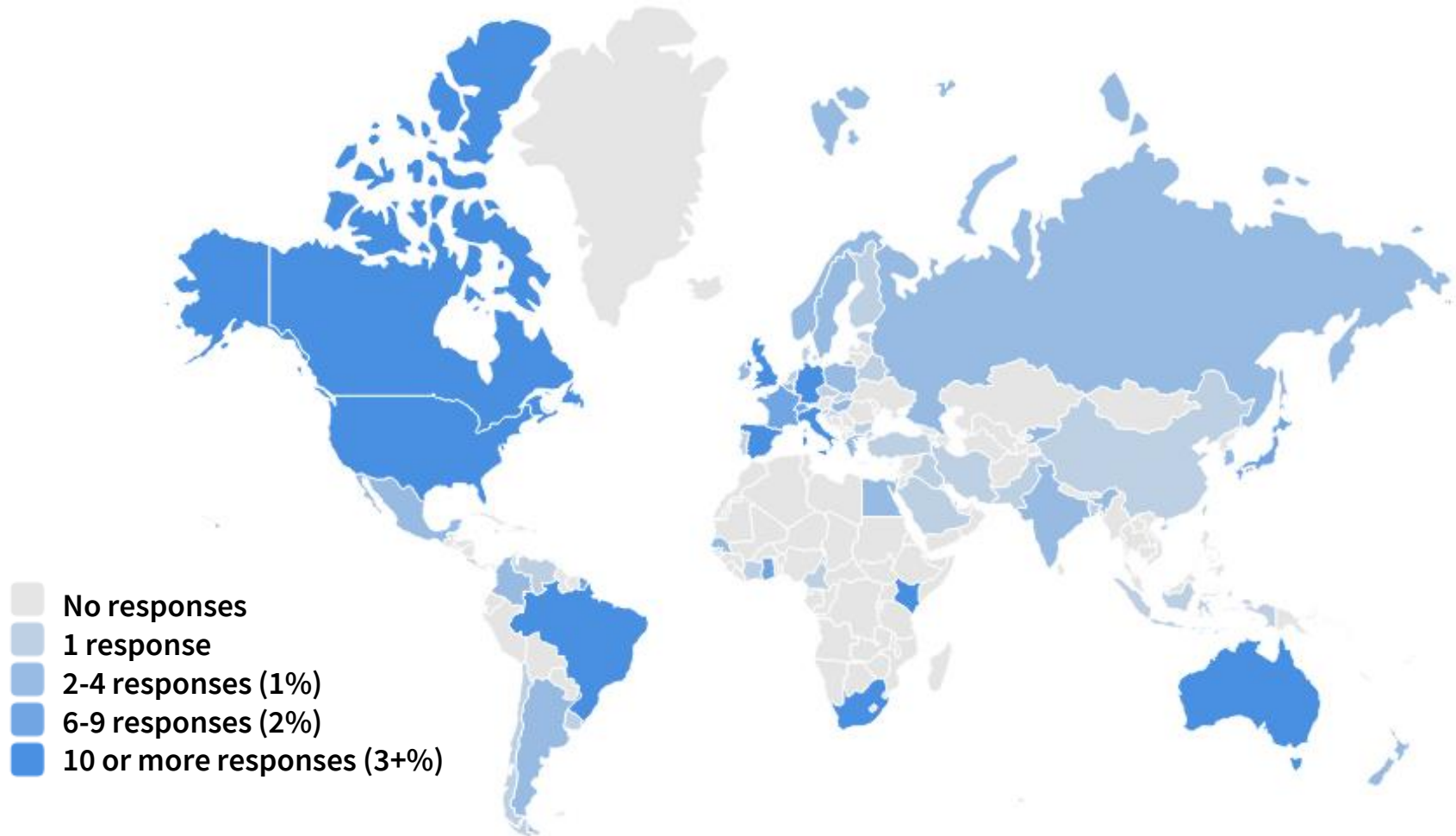
Represented among respondents



Responses by Continent & Library Type



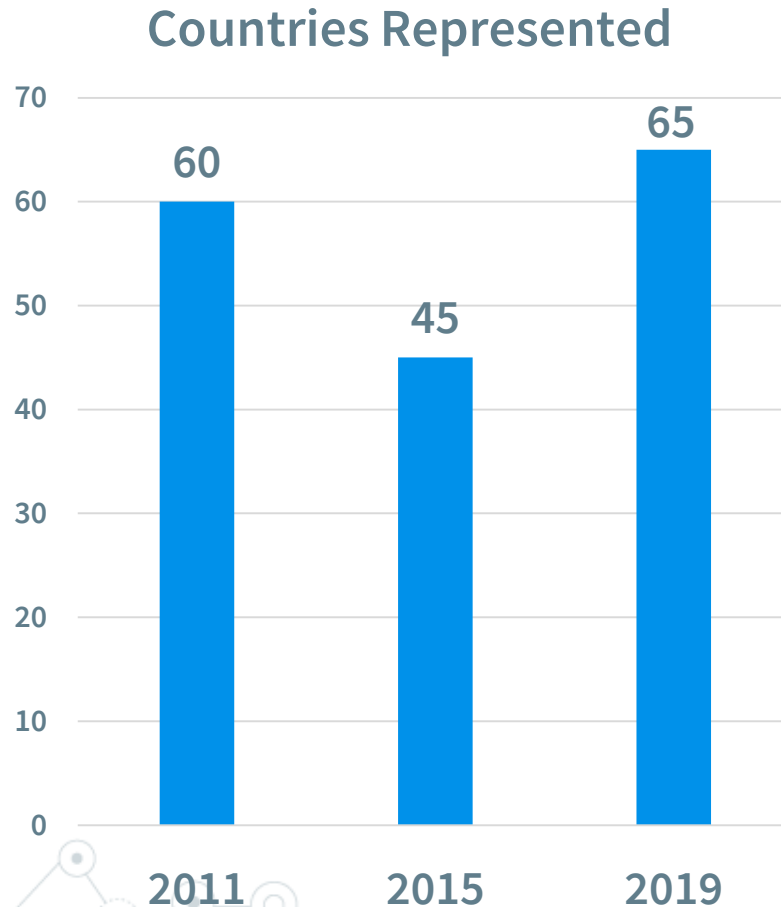
Responses by Country



Responses by Language

Language	Times Used	Percentage
English	314	80 %
Spanish	39	10 %
German	18	5 %
French	17	4 %
Russian	4	1 %
Arabic	2	< 1 %

Increasing Geographic Diversity



New Countries in 2019

(+ translation used):

- ⊙ Argentina (Spanish)
- ⊙ Belarus (Russian)
- ⊙ Chile (Spanish)
- ⊙ Costa Rica (Spanish)
- ⊙ Côte d'Ivoire (French)
- ⊙ Russia (Russian)
- ⊙ Saudi Arabia (Arabic)
- ⊙ Senegal (French)

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2019 International ILL Survey Results

Borrowing Overview



78% borrow internationally

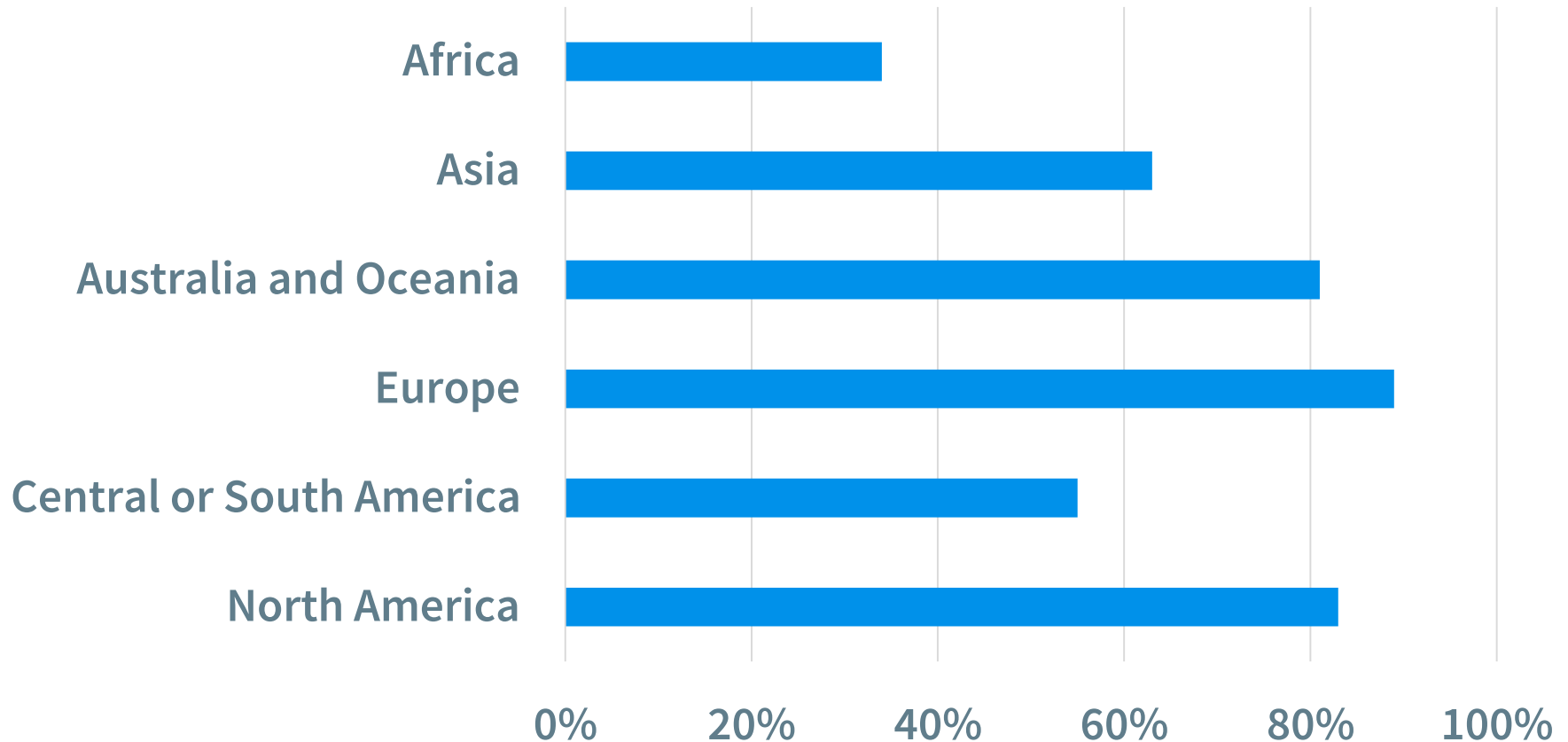
(most both returnables and non-returnables)

<100 items per year

borrowed abroad by a majority of respondents



Does your library borrow internationally?



Reasons Why Volume has Changed

Increase

1. Change in users discovering international materials
2. Change in availability of international lenders

Decrease

1. Alternatives to resource sharing, such as Sci-Hub, #icanhazPDF, etc.

From Where Libraries Borrow & Why

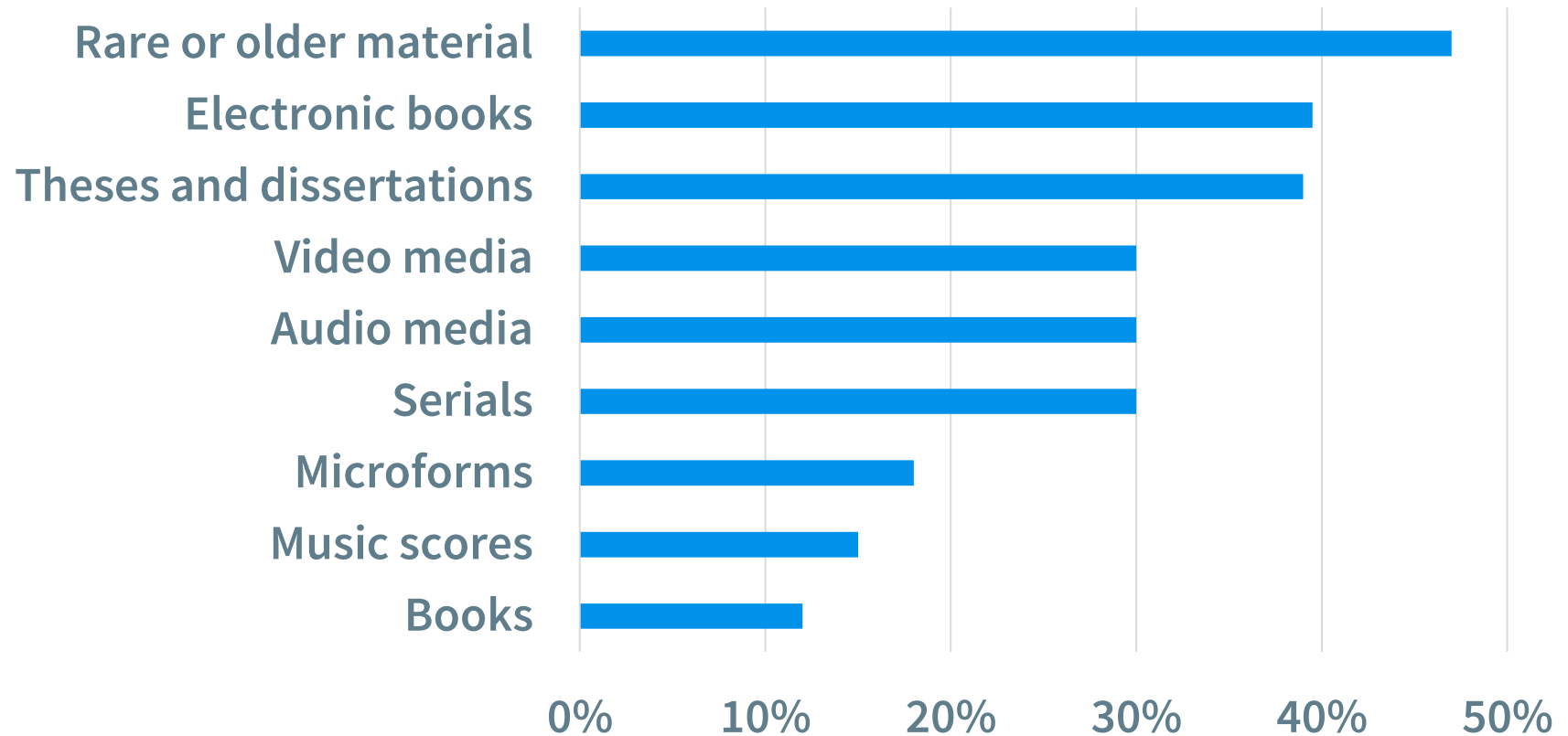
Top Countries

1. Germany
2. United States
3. United Kingdom
4. France
5. Australia
6. Canada

Top Reasons

1. Availability of materials
2. Ease of identifying, requesting, and paying for material
3. Reliability of service

Difficult Materials to Borrow from Abroad



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2019 International ILL Survey Results

Lending Overview



77% lend internationally

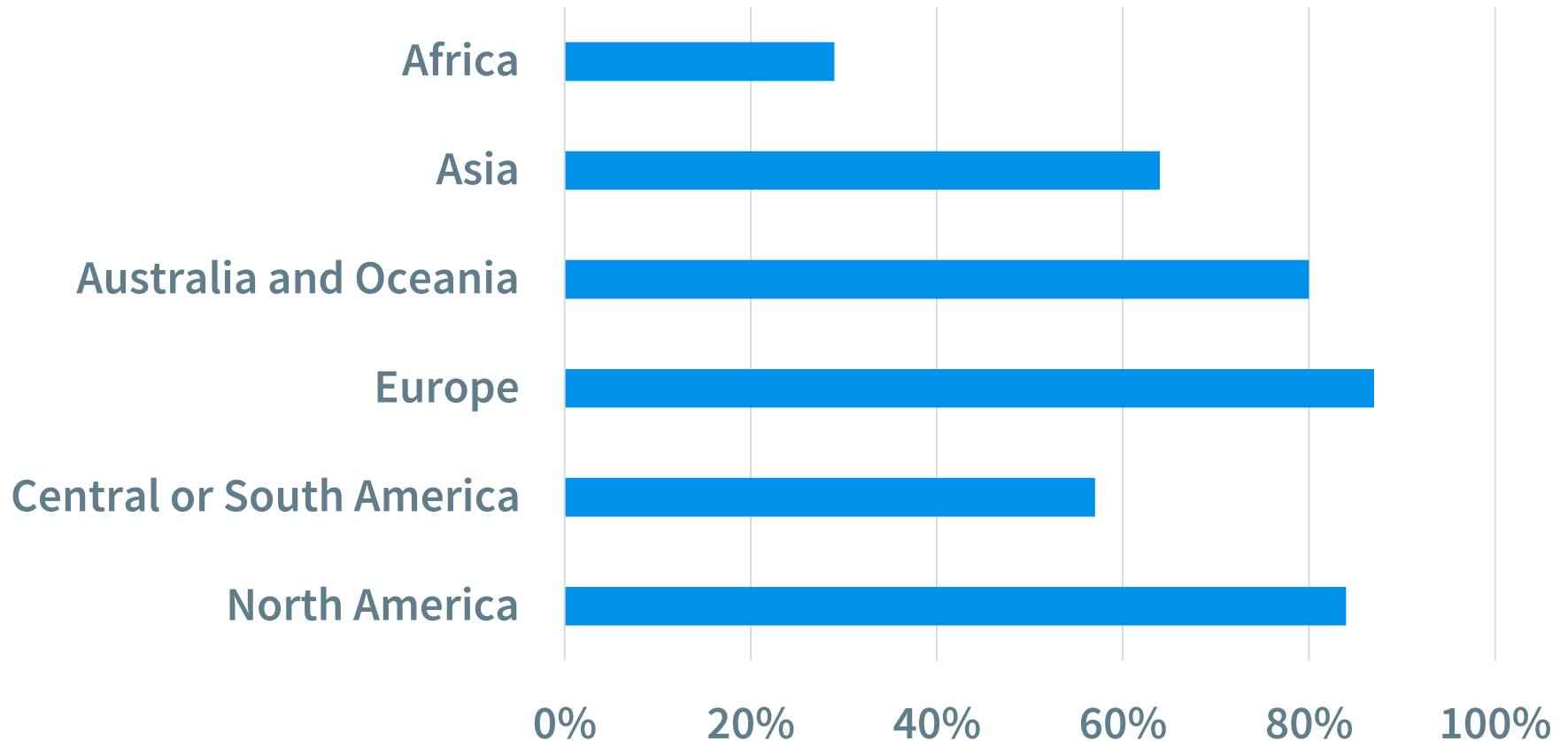
(most both returnables and non-returnables)

<100 items per year

Are lent abroad by a majority of respondents



Does your library lend internationally?



Reasons Why Volume has Changed

Increase

1. Change in availability of holdings info.
2. Change in local policies

Decrease

1. Change in availability of holdings info.
2. Change in licensing terms

84% deliver electronically

Less common in Asia (62%) and Europe (74%)

40% copyright as barrier

Especially in Asia (76%), Africa (63%), and Europe (53%)

55% licensing as barrier

Especially in Australia (82%), Asia (76%), and Africa (75%)

Most Popular Methods

Request

Email

80%

Shipping

**Expedited Postal
Service**

38%

Payment

IFLA vouchers

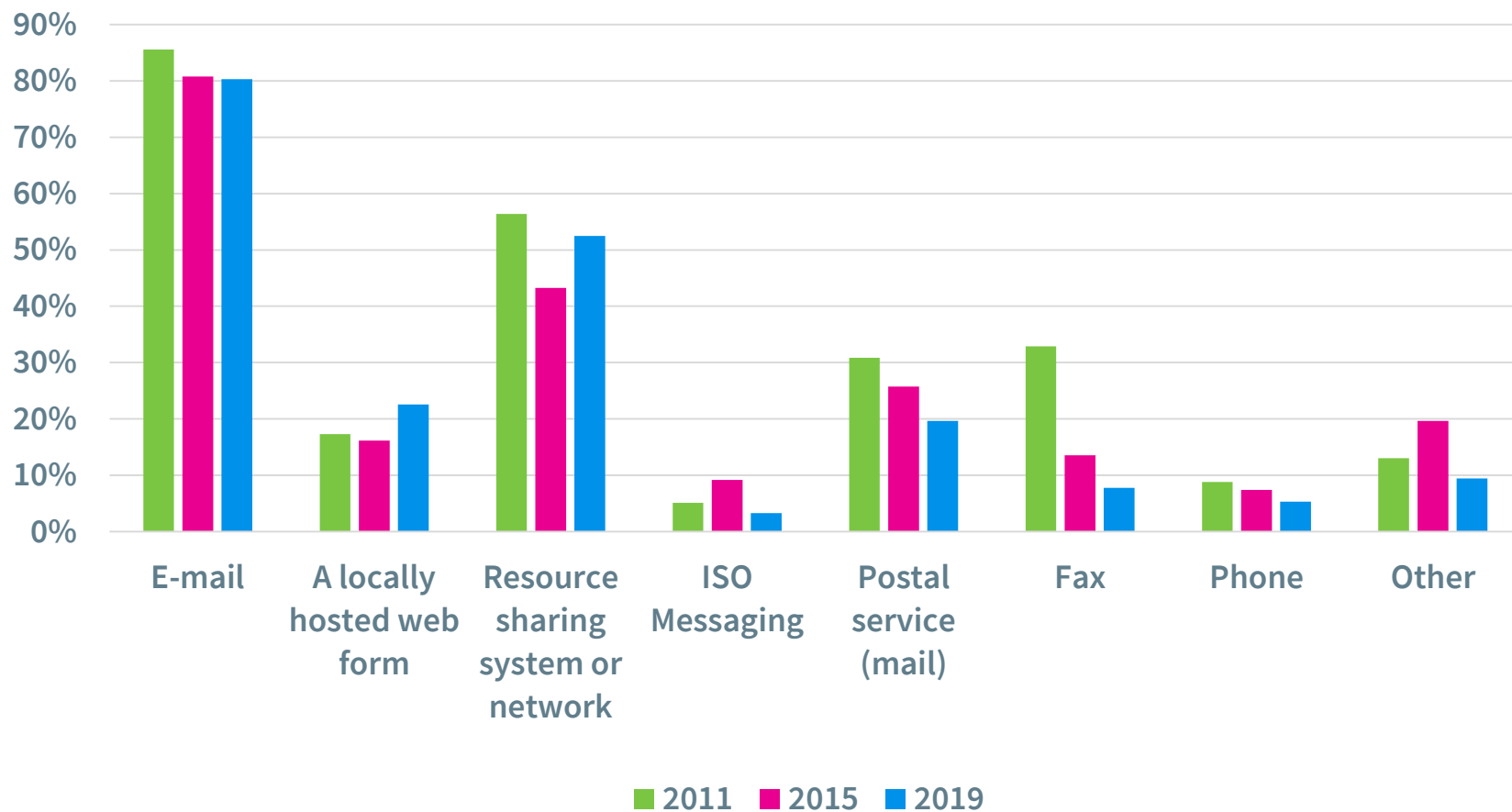
73%

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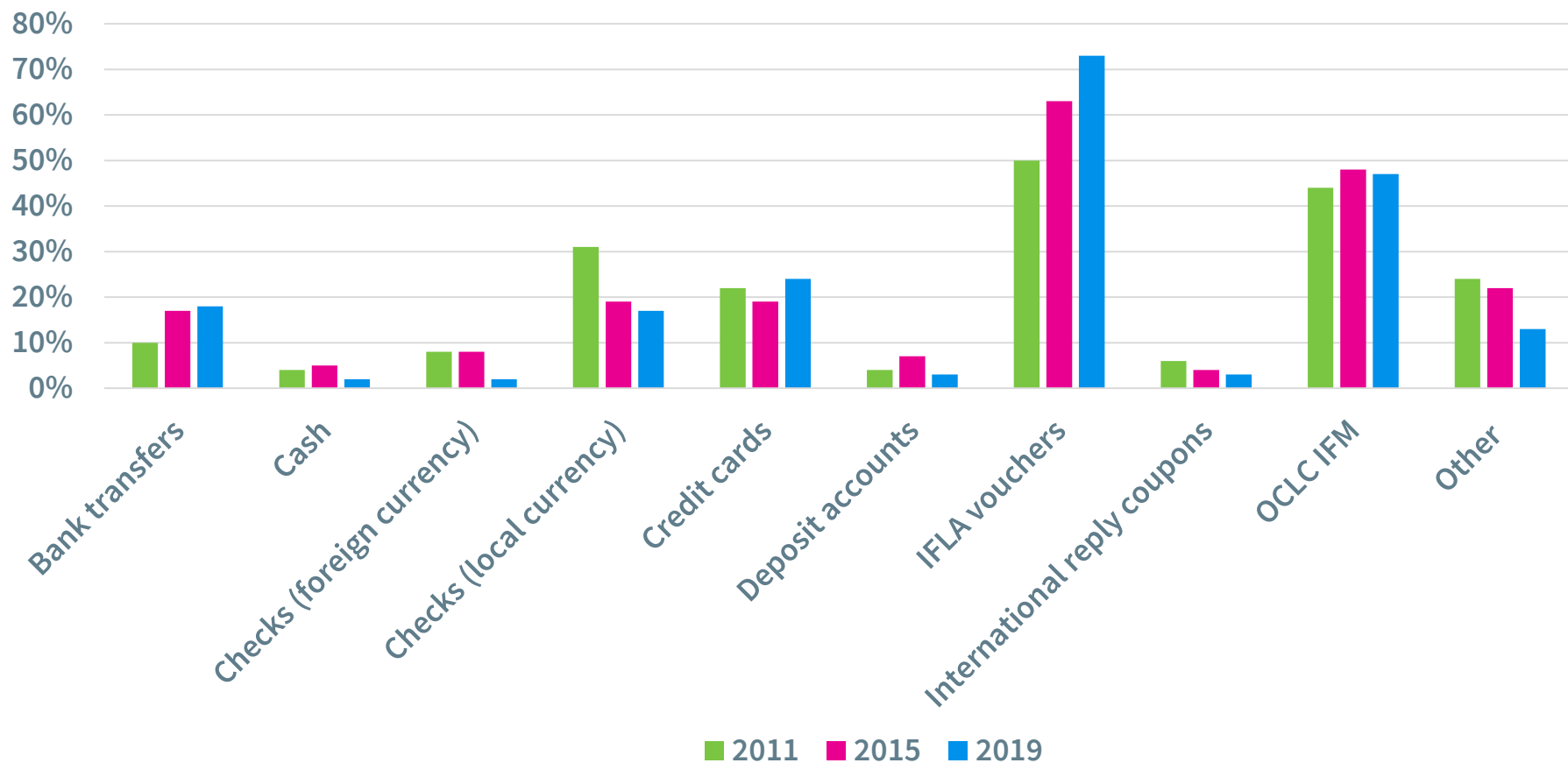
Notable Changes and Trends

2011-2019

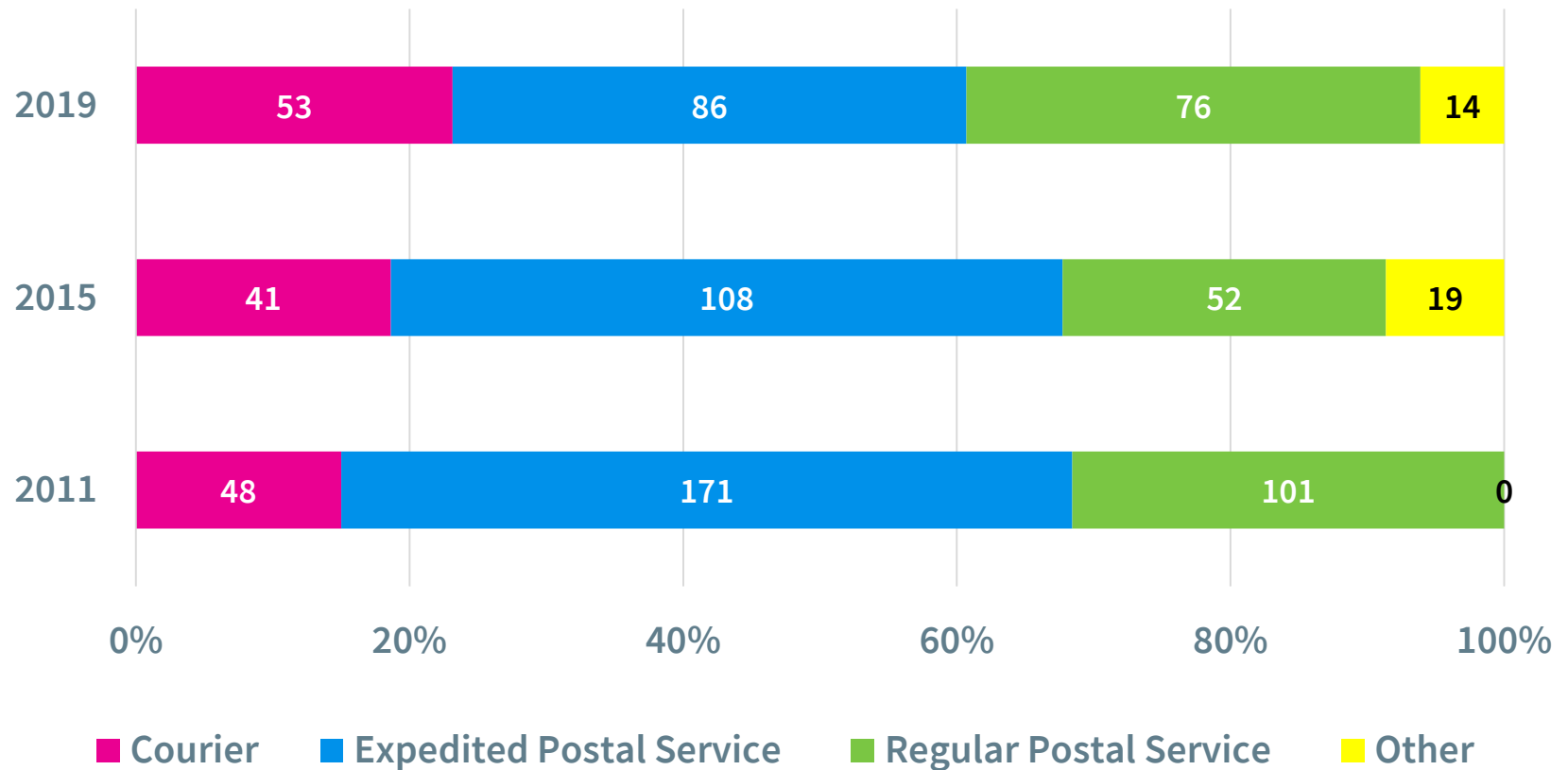
Request methods used by international lenders, 2011-2019



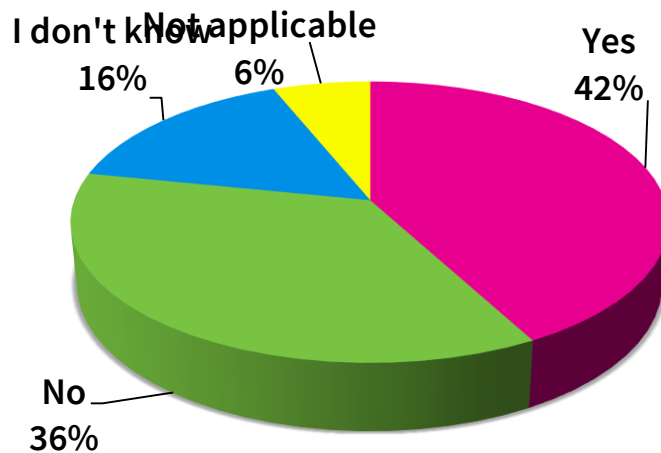
Payment methods accepted by international lenders, 2011-2019



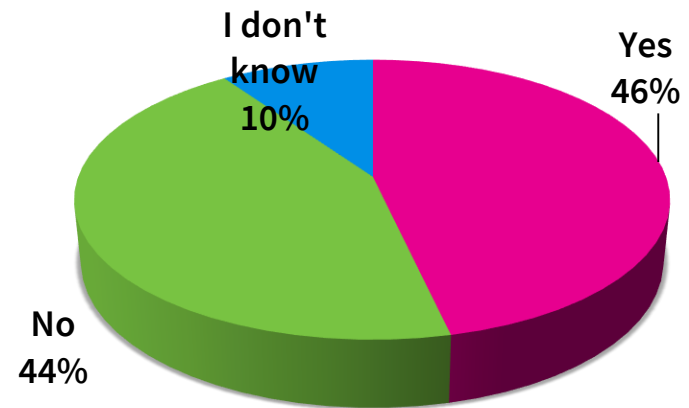
Primary international returnable delivery methods used by international lenders, 2011-2019



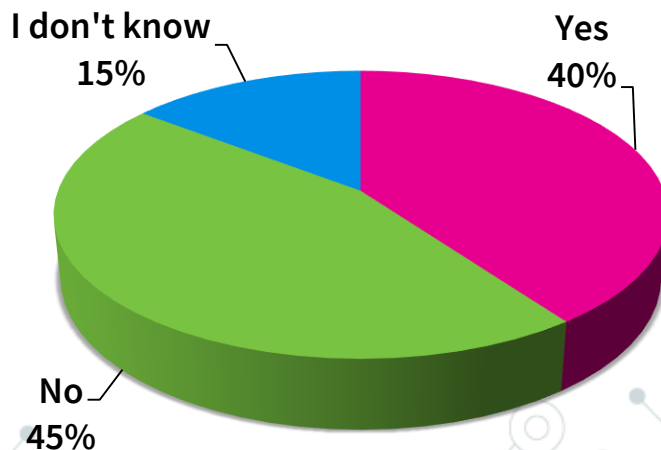
Copyright or licensing restriction as barrier to international ILL, 2011



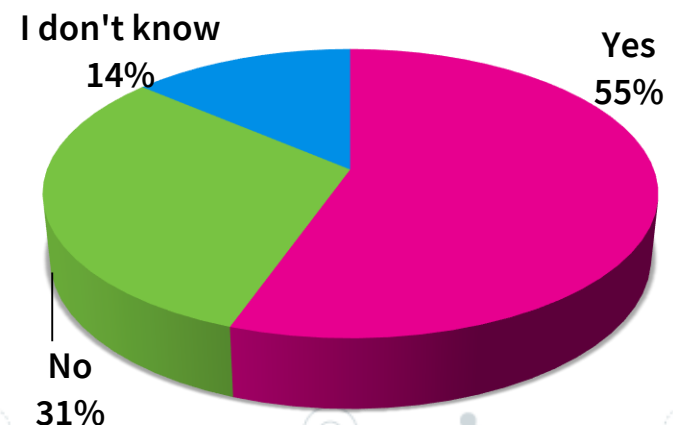
Copyright or licensing restriction as barrier to international ILL, 2015



Copyright restriction as barrier to international ILL, 2019



Licensing restriction as barrier to international ILL, 2019



A decorative network diagram in the top-left corner, featuring a complex web of interconnected nodes and lines. The nodes are represented by circles of varying sizes, some with concentric rings, and the lines are thin and grey. The diagram is partially cut off by the left edge of the slide.

Challenges and Strategies to Overcome

Discovery

Desired:

- ◎ Shared global catalog
- ◎ More international holdings in WorldCat

Alternatives:

- ◎ Search across linked national catalogs
- ◎ Expose content of catalogs to Google



Placing Requests

Suggestions:

- ◎ Adopt WorldShareILL
- ◎ Accept Email requests
- ◎ “New hosted requesting system”

Alternative:

Fuller adoption of ISO 18626 →

Project ReShare (<https://projectreshare.org>)

Fulfillment

Fears of loss and damage:

- ◎ Digitization on demand
- ◎ Controlled digital lending

Speed & Shipping Difficulties:

- ◎ Electronic delivery (wherever possible)
- ◎ Courier shipping
- ◎ Customs Clearance



“

**What would make international ILL
easier for your library?**

*“an internationally known and accepted
symbol, note, or sticker that declares
parcels containing library books”*

1 of 19 responses related to clearing customs

Copyright & Licensing

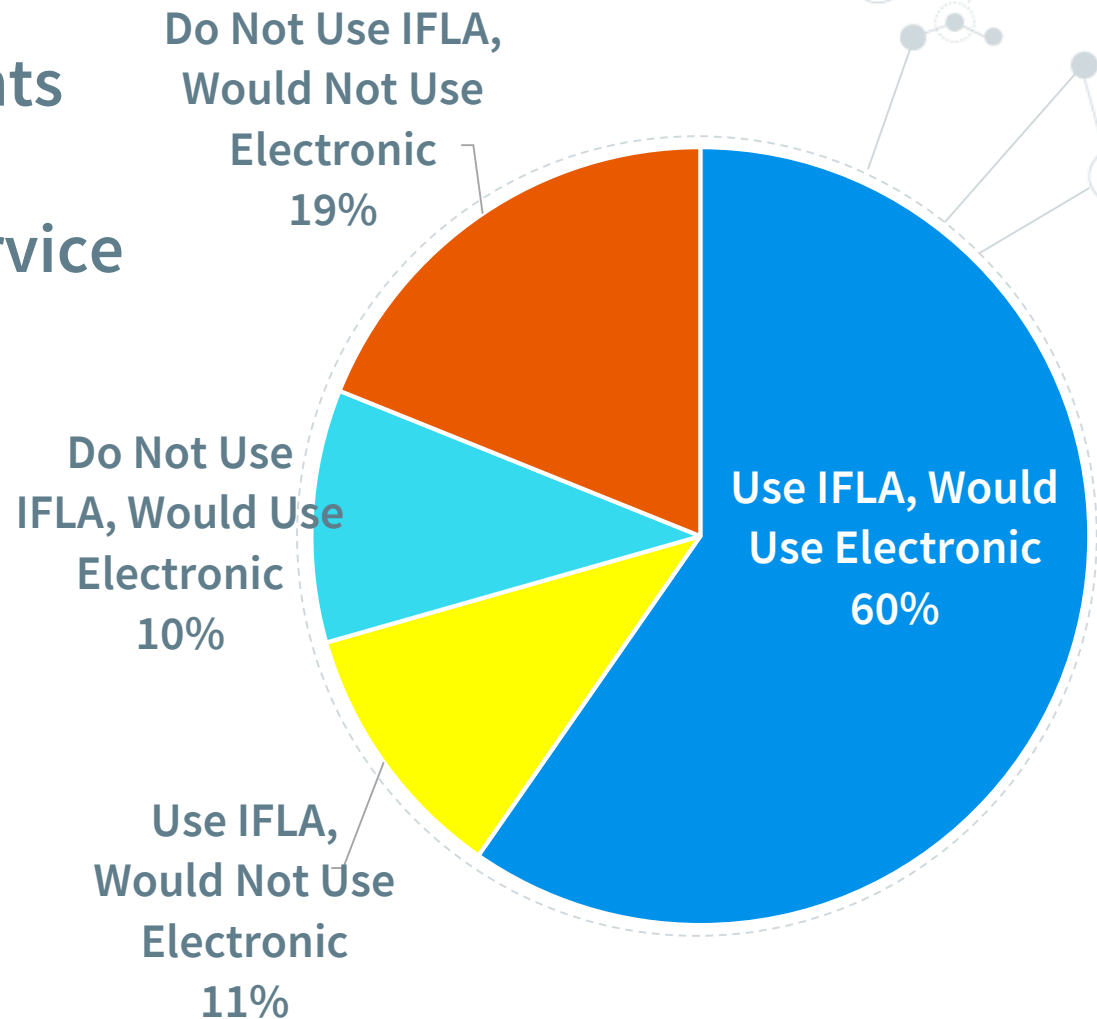
Education & Advocacy Needed

- © **18 countries** with inconsistent responses to *“Do copyright restrictions prevent your library from supplying non-returnables to international borrowers?”*
- © **14-15% of respondents** did not know if copyright law and licensing prevented them from supplying non-returnables abroad.

Payment

93% of respondents who lend abroad charge for this service

70% would use electronic IFLA vouchers (if they existed)





Discovery
Delivery

Solutions require us to:

Partner Advocate

At all levels:

Local, Consortial,
National, International





Want to help?

With 2023 international ILL survey

Sign up at bit.ly/ILLvolunteer