International interlibrary loan in a changing environment
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2019
Dostupný z http://www.nusl.cz/ntk/nusl-403555

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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
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

<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>Revise instrument</td>
<td>Translate, distribute, and analyze results</td>
<td>Analyze and disseminate results</td>
</tr>
<tr>
<td>Peter Bae</td>
<td>Peter Bae</td>
<td>James Harper</td>
</tr>
<tr>
<td>Beth Clausen</td>
<td>James Harper</td>
<td>Kurt Munson</td>
</tr>
<tr>
<td>Peter Collins</td>
<td>Elan Lange</td>
<td>Renna Tuten Redd</td>
</tr>
<tr>
<td>Poul Erlandsen</td>
<td>Kurt Munson</td>
<td>Lynne Serviss</td>
</tr>
<tr>
<td>James Harper</td>
<td>Lynne Serviss</td>
<td>Candice Townsend</td>
</tr>
<tr>
<td>Kurt Munson (chair)</td>
<td></td>
<td>Hilary Thompson (chair)</td>
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<td>Hilary Thompson</td>
<td>Mila Su</td>
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<td></td>
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<td>Hilary Thompson (chair)</td>
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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
عربية, 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

- **Europe**: 39%
- **North America**: 33%
- **Asia**: 11%
- **Africa**: 7%
- **Central or South America**: 6%
- **Australia and Oceania**: 4%
- **Other**: 13%

- **University**: 72%
- **Medical**: 3%
- **National**: 3%
- **Public**: 9%
Responses by Country

- No responses
- 1 response
- 2-4 responses (1%)
- 6-9 responses (2%)
- 10 or more responses (3+%)
<table>
<thead>
<tr>
<th>Language</th>
<th>Times Used</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>English</td>
<td>314</td>
<td>80%</td>
</tr>
<tr>
<td>Spanish</td>
<td>39</td>
<td>10%</td>
</tr>
<tr>
<td>German</td>
<td>18</td>
<td>5%</td>
</tr>
<tr>
<td>French</td>
<td>17</td>
<td>4%</td>
</tr>
<tr>
<td>Russian</td>
<td>4</td>
<td>1%</td>
</tr>
<tr>
<td>Arabic</td>
<td>2</td>
<td>&lt;1%</td>
</tr>
</tbody>
</table>
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)
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?

- Africa: 20%
- Asia: 40%
- Australia and Oceania: 80%
- Europe: 100%
- Central or South America: 60%
- North America: 100%
# Reasons Why Volume has Changed

<table>
<thead>
<tr>
<th>Increase</th>
<th>Decrease</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Change in users discovering international materials</td>
<td>1. Alternatives to resource sharing, such as Sci-Hub, #icanhazPDF, etc.</td>
</tr>
<tr>
<td>2. Change in availability of international lenders</td>
<td></td>
</tr>
</tbody>
</table>
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

- Rare or older material
- Electronic books
- Theses and dissertations
- Video media
- Audio media
- Serials
- Microforms
- Music scores
- Books

0% 10% 20% 30% 40% 50%
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?

- Africa: 20%
- Asia: 60%
- Australia and Oceania: 80%
- Europe: 100%
- Central or South America: 60%
- North America: 80%
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

<table>
<thead>
<tr>
<th></th>
<th>Email</th>
<th>80%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shipping</td>
<td>Expedited Postal Service</td>
<td>38%</td>
</tr>
<tr>
<td>Payment</td>
<td>IFLA vouchers</td>
<td>73%</td>
</tr>
</tbody>
</table>
Notable Changes and Trends

2011-2019
Request methods used by international lenders, 2011-2019

- E-mail
- A locally hosted web form
- Resource sharing system or network
- ISO Messaging
- Postal service (mail)
- Fax
- Phone
- Other

The chart shows the percentage of requests made through various methods from 2011 to 2019.
Payment methods accepted by international lenders, 2011-2019
Primary international returnable delivery methods used by international lenders, 2011-2019

- **2019**
  - Courier: 53
  - Expedited Postal Service: 86
  - Regular Postal Service: 76
  - Other: 14

- **2015**
  - Courier: 41
  - Expedited Postal Service: 108
  - Regular Postal Service: 52
  - Other: 19

- **2011**
  - Courier: 48
  - Expedited Postal Service: 171
  - Regular Postal Service: 101
  - Other: 0

Legend:
- Courier
- Expedited Postal Service
- Regular Postal Service
- Other
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)
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