Preliminary Executive Summary

Interlibrary Loan Needs Assessment & Best Practices Survey

November 12, 2010

Scope and Purpose: A working group of ASERL librarians designed a survey to assess resource sharing issues and identify best practices. The results will assist ASERL in identifying programming and project areas to support resource sharing. The survey will also produce ILL and resource sharing benchmarks useful for future planning and assessment. The survey inquires into fundamental resource sharing outputs, networks, and technologies. To measure current best practices, the survey also incorporates *Rethinking Resource Sharing "STARS" A Checklist Interlibrary Loan Assessment*, devised by ALA/RUSA/STARS.

Participation: 31 out of 38 eligible libraries completed the survey during July & August 2010.

Survey Areas: Survey respondents answered questions in the following areas:

1. Library Member Characteristics and ILL Technology
2. Resource Sharing Consortia and Networks
3. Campus Document Delivery
4. Issues and Challenges
5. Best Practices as defined by *Rethinking Resource Sharing "STARS" A Checklist Interlibrary Loan Assessmen*t.

Initial Summaries

1. Library Member Characteristics and ILL Technology

This section collected data on productivity documented in staffing levels, transaction volume, and ILL technologies. Annual ARL statistics provides some data on ILL and resource sharing but excludes areas such as staffing levels, **total number requests submitted** and handled by our borrowing and lending operations. These data can supplement ARL statistics and serve as benchmarks for future ILL services surveys, identify trends in staffing, volume and systems.

Based on the responses of 29 participants, the average staffing ILL operations are staff by the following table:

	Librarians	Support Staff	Students
Average Number FTE	**0.8**	**4.8**	**4.0**

Borrowing Volume (Average)

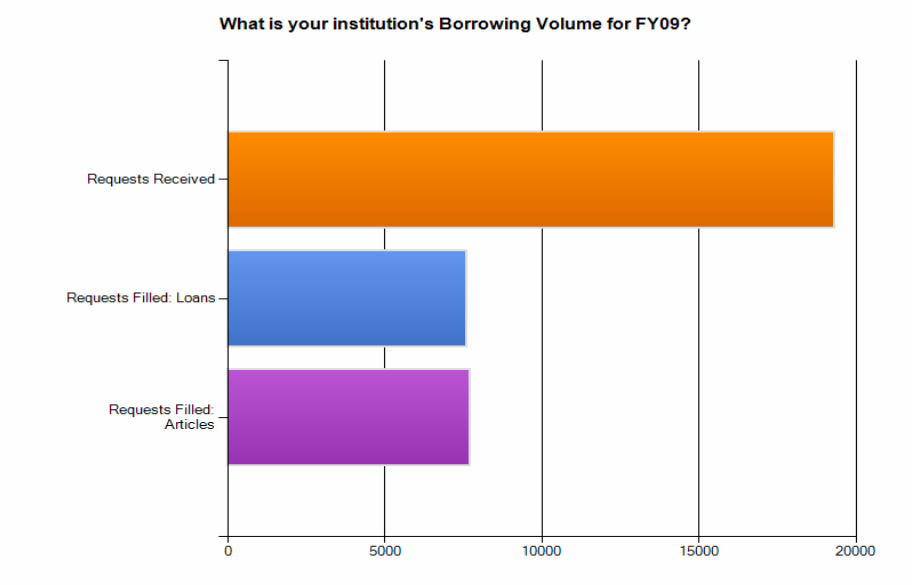

Chart 1 (above): Average Borrowing volume by requests received and requests filled, both Loans are Articles.

Lending Volume (Average)

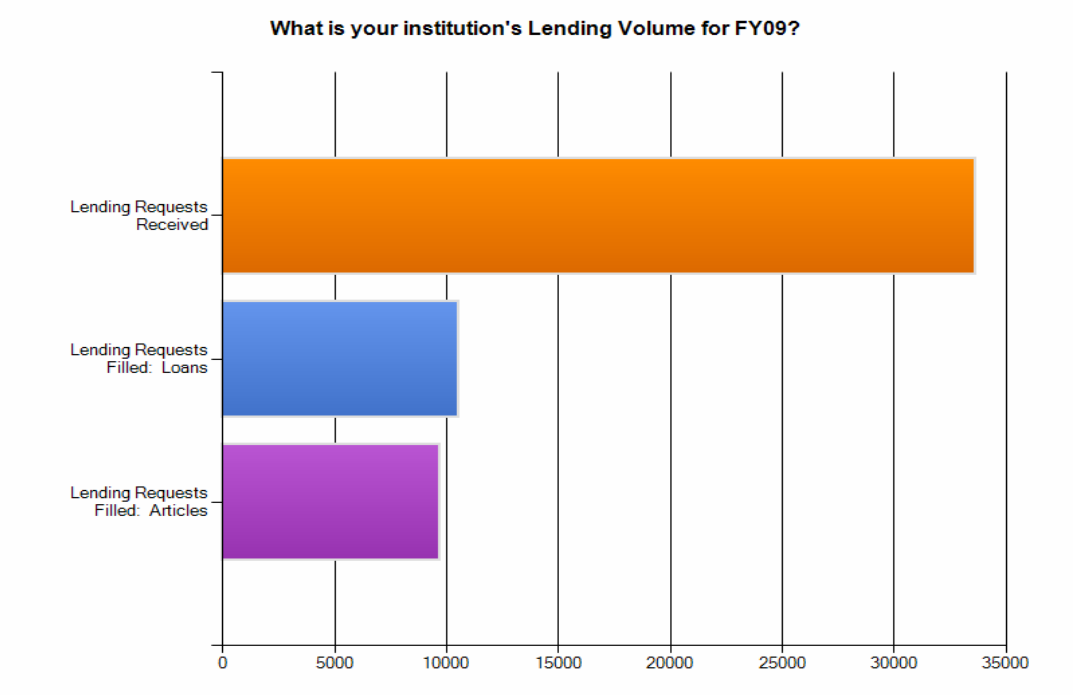

Chart 2 (above): Average Lending volume by requests received and requests filled, both Loans are Articles.

ILL Technologies: **Most all participants use ILLiad. A growing number now use Rapid.** As libraries investigate new networks (i.e. Rapid) and evaluate long standing systems (e.g. DOCLINE), they can seek guidance and experiences from in-network peers.

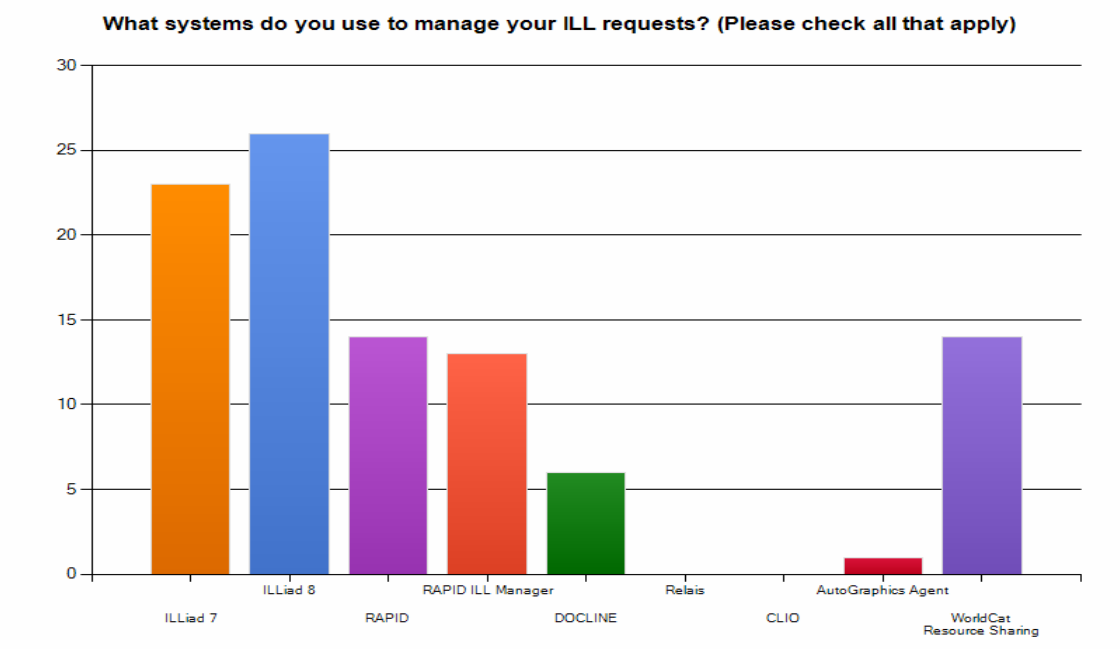

Chart 3 (above): Systems participants use to manage ILL requests.

2. Resource Sharing Consortia and Networks

This section focuses on our resource sharing partnerships and courier networks. KUDZU, a resource sharing subset of ASERL, includes 19 participating libraries**. Sixteen of the 19 KUDZU libraries share a southeastern regional courier**. The survey inquires as to what other courier arrangements exist. Results of the courier questions can stimulate discussions of possibly expanding the KUDZU courier service.

25 respondents (78%) currently use Kudzu or some other courier. These include local or statewide couriers. **22% libraries either do not use couriers** or state courier services are not applicable. Three respondents without couriers use UPS instead.

Those libraries that use couriers site the following reasons:

cost-effective	12
speed	9
convenience	2
security	2
green	1
included in membership dues	1

Trends in shipping interlibrary loan returnables must be tracked. While the growth of electronic collections could decrease shipping volumes, other short-term issues could increase volume (e.g. Increased reliance on resource sharing over permanent acquisitions; growth of regional print repository or archives.). As long as libraries ship physical items to one another, couriers will likely remain cost effective.

3. Campus Document Delivery

87% of responding libraries provide some level document delivery services from locally available collections. Libraries provide a variety of services including loan delivery, loan return pickup and electronic document delivery. For follow up, any future surveys should inquire into the service gradations by patron type, comparing services to faculty, students, staff, and the general public. Tightening library budgets and growing electronic collections will impact these services in the future.

Libraries provide a variety of campus document delivery services. All provide electronic copies to patrons. Half provide local delivery of loans.

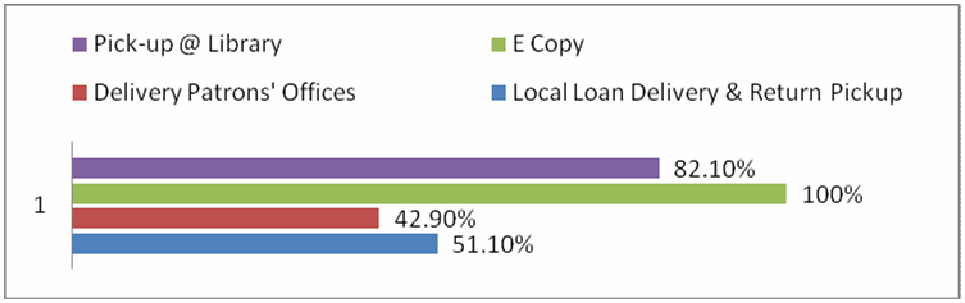

Chart 3: Campus Document Delivery Services

4. Issues and Challenges

In this free-text question, respondents listed their **top three** issues and challenges. **Respondents provided a total of 26 different challenges.** The chart on Page 5 highlights challenges listed by **3 or more respondents.**

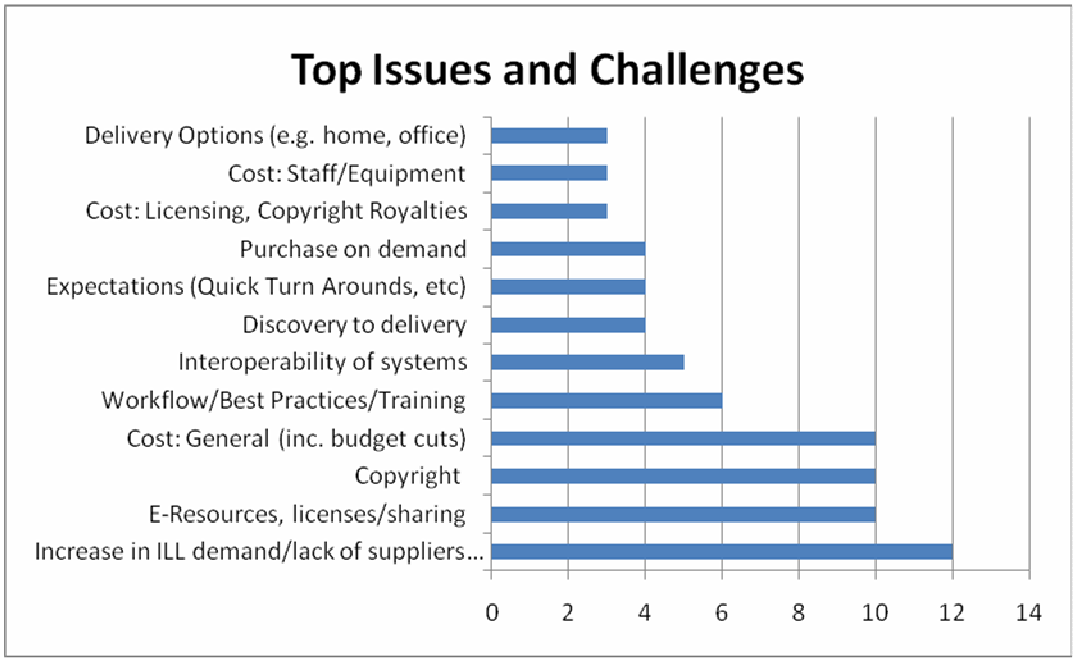

Chart 5: Top Issues and Challenges in Resource Sharing and ILL.

ASERL can use these issue areas as starting points to discuss programming, networking or other program support to improve member resource sharing operations. ASERL can also use this data as a baseline to track how these issues and challenges change. ASERL ILL librarians could also partner with colleagues in collections or systems development to explorer broader issues such as "Purchase on Demand," staff management, and systems interoperability.

5. Best Practices as defined by *Rethinking Resource Sharing "STARS" A Checklist Interlibrary Loan Assessment*.

This section can be described as a *survey within a survey* and is comprised of 67 questions. The "Checklist" is a catalog of best practices. Participants are asked if they currently use the practice, plan on implementing the practice in the next 12 months, or do not use the practice. The final executive summary will provide a fuller accounting and analysis. Responses from the survey can be used to promote best practices and identify program or project areas for individual libraries and ASERL as a whole.

The Checklist organizes best practices in areas such as:

- Ease of Resource Sharing Transactions Between Libraries
- Ease of Identifying Materials
- Ease of Requesting for Borrowers

- User Friendly Service
- Access to a Wide Variety of Formats

These two questions and responses serve as a sample.

Question 36. Library has enabled automated request features in their catalog or finding tool (Examples: OCLC 's Direct Request, links within the national catalog, LoansomeDoc, etc.) **24 out of 27 respondents provide this service today or will do so by mid 2011.**

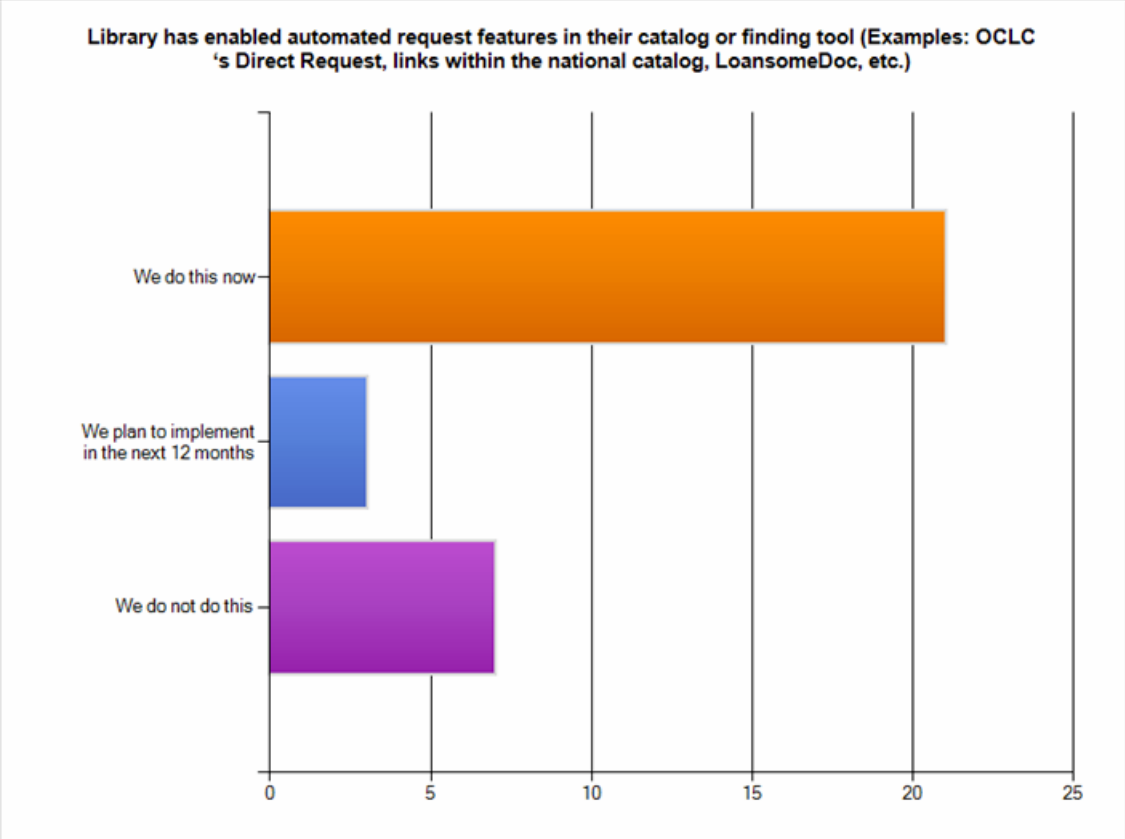

Chart 6 (Above): Best Practice—Purchase on Demand

Question 53. Library considers buy-on-demand before sending requests to library suppliers. **23 out of 27 respondents provide this service today or will do so by mid 2011.**

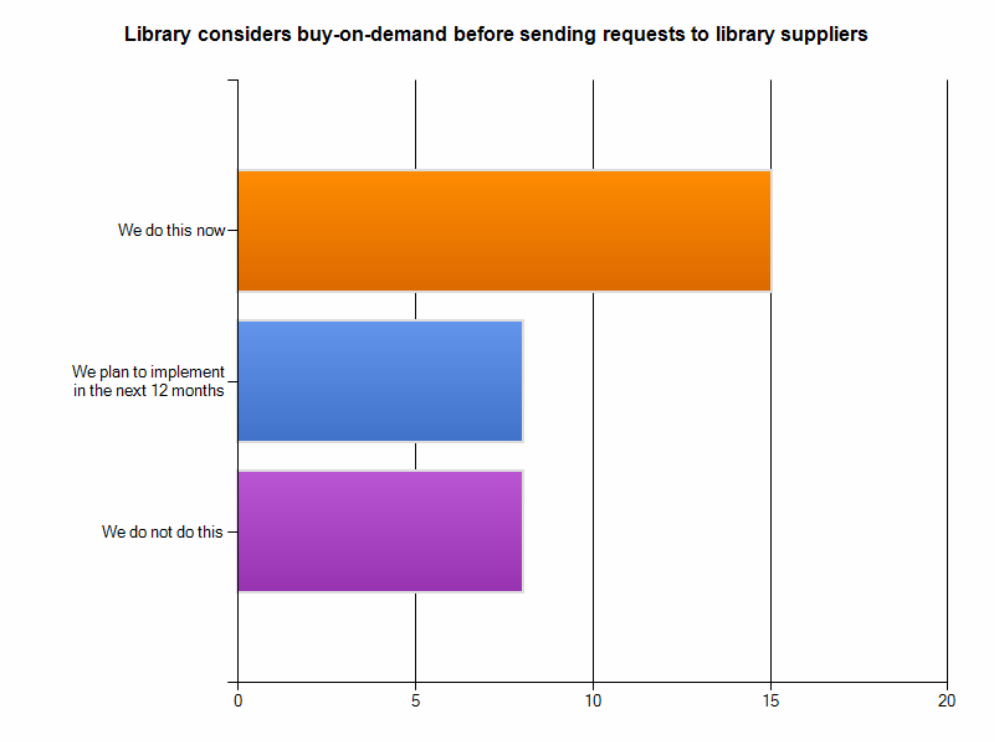

Chart 7 (Above): Best Practice—Purchase on Demand

Some Suggested Next Steps:

1. Complete final executive summary and analysis, discussing possible ILL and resource programming and project areas. Examples include expanding KUDZU and the KUDZU courier, the role of resource sharing in ASERL collaborative collection projects, promoting best practices for "purchase on demand," issues in copyright, user needs assessment, or services to remote populations.

2. Identify appropriate outlets to discuss, promote, and publicize the results and our findings. These include presentations and publications.

3. Using on input from ASERL members and the survey's findings as benchmarks, identify areas for future exploration and more detailed study.

Survey Team

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