

**Interlibrary Loan Services in New Zealand:  
An Environmental Scan and National Survey**

*A report commissioned by the National Library of New Zealand and the Joint Standing Committee on Interloan*

**Rowena Cullen, Samantha Callaghan and Sarah Osborne,**

**with Philip Calvert, Brenda Chawner,  
Chern Li Liew and Dan Dorner**

**School of Information Management  
Victoria University of Wellington**

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## Executive summary

The National Library of New Zealand and the Joint Standing Committee on Interloan commissioned a report from the School of Information Management at Victoria University to identify trends in interlibrary loan, both within New Zealand and internationally.

This report consists of two parts: an environmental scan and literature review, and the results from a survey of participants in the New Zealand interlibrary loan scheme. This survey was undertaken in August/September 2004. Additional information was obtained through discussions with senior National Library staff, and representatives of the New Zealand library community.

One of the main trends to emerge from the environmental scan is that, from an international perspective, interlibrary loan is in a state of change. Despite this, a spirit of co-operation pervades the industry, with traditional interlibrary loan systems continuing to operate, despite the growth of commercial document supply vendors, and the development of consortial arrangements amongst libraries.

The literature review undertaken by the authors of this report does not provide any clear models for the future of resource sharing in New Zealand, or any new financial models. The need for more flexible copyright and licensing agreements, and how to achieve these, continues to be debated. International standards and the measurement and evaluation of interloan services are emerging as key topics, with customer satisfaction issues increasingly being addressed.

User-initiated interloan is likely to be an area of future growth, but this is likely to take place within existing consortial arrangements.

The most important finding to be identified by the survey of New Zealand libraries participating in the interloan scheme is that there is a general satisfaction with the current system.

Survey participants were generally satisfied with the role of the National Library, although many respondents experienced technical difficulties with Te Puna, and did not make use of Te Puna Interloan. The inaccuracy of holdings records on the National Union Catalogue, and the difficulties of updating these records, was noted by many respondents.

A majority of New Zealand libraries are members of co-operative resource-sharing arrangements.

Very few participants thought that there would be a change within the next two years in the ratio of monograph to journal article interlending, but it was generally felt that full-text databases would have a negative impact on journal interlending.

Most public libraries do not use commercial document suppliers, although academic and special libraries do.

Participants were generally satisfied with the Interloan Billing System, although the cost of Te Puna membership, and of interloan in general, were expressed as a concern by many participants.

No alternative model for interlibrary loan in New Zealand was suggested by survey participants, most of whom expressed a desire to see a continuation of the current centralised system. Strong support was expressed for the role of the National Library in maintaining a centralised interlibrary loan system, and an up-to-date and accurate national bibliographic database.

A questionnaire for ongoing data collection, in order to continue monitoring trends in the sector, is recommended.

## 1. Introduction

This report was prepared for the National Library, and the Joint Standing Committee on Interloan by Rowena Cullen, Samantha Callaghan and Sarah Osborne, with the assistance of Philip Calvert, Brenda Chawner, Dan Dorner and Chern Li Liew. It includes a literature review and environmental scan of trends in the use of interlibrary loan systems world wide, and a national survey of New Zealand libraries on their use of the New Zealand Interlibrary Loan scheme, and other resource sharing schemes, and their views on the future of the system.

With increased national access to full-text and electronic systems for desktop delivery from document supply agencies, and anecdotal evidence of interlibrary loan statistics declining, the future of a national interlibrary loan scheme has been called into question. In addition, developments such as regional and national investments in shared systems and an increasing number of alternative methods to obtain publications not held by a specific library may influence the long term viability of the national interlibrary loan scheme as it currently exists.

In addition, there were a number of precipitating factors leading to the request for this report. These were factors considered by the National Library to be likely to have an impact on the future of the scheme, and include:

- The technology supporting the New Zealand Interlibrary Loan scheme, Fretwell Downing VDX, has been in place for 5 years.
- The existing administrative structures established to support the billing requirements, IBS (Interlibrary Loan Billing System (see details below), are restrictive in terms of being able to cater for the new ISO interlibrary loan international standard and may be at risk if there is a reduction in interlibrary loan transactions. Other models for managing and funding an interlibrary loan scheme that could be compared with the current management model options for the IBS (Interlibrary Loan Billing System) will be investigated.
- Contracts with vendors to supply databases and journals, along with full-text document supply, have greatly increased indexes and serial holdings in many tertiary and larger public libraries. The Electronic Purchasing in Collaboration (EPIC) initiative has done the same for many smaller libraries.
- Increased membership of consortia, and collaborations between libraries, in New Zealand, Australia and the United States might be increasing participant libraries' access to a wide range of resources, and reducing demands on interlibrary loan. At the same time, increasing user expectations of instant delivery lead to dissatisfaction with traditional methods of interlibrary loan.
- New options are available to libraries for resource-sharing, such as shared borrower privileges, and amalgamations between tertiary institutions.

The end goal of the project was to collect base data to contribute to a broader understanding of the current use of the New Zealand interlibrary loan system, and other systems, to develop an economic survey instrument on which to base an ongoing longitudinal study of use and costs/benefits of the interlibrary loan system, and to gain an understanding of the potential future use of the system, and alternative models for the interlibrary loan system.

## **Research Questions**

The research questions, which the team focused on, in conjunction with the factors listed above, therefore included:

1. What are the major international trends in interlibrary loan, document delivery and resource sharing?
2. What international models for resource sharing currently exist?
3. What is the volume of interlibrary loan and document delivery traffic in New Zealand at the present time?
4. What trends in interlibrary loan/document delivery can be identified amongst New Zealand libraries?
5. What are some possible alternative directions for the future of resource sharing in New Zealand?

## **2. Methodology**

### **2.1 Environmental scan**

An environmental scan of interlibrary loan/resource sharing trends was carried out through an analysis of existing research reports, articles, and other documents in relation to interlibrary loan systems, and resource sharing in:

- New Zealand,
- United States,
- Nordic countries,
- Australia,
- United Kingdom,
- Canada.

The environmental scan also examined existing business models internationally and nationally, their strengths and weaknesses, in relation to interlibrary loan/resource sharing. The literature surveyed consisted primarily of recent research articles, and web-based reports since the monograph literature tended to describe existing print-based systems, and well-established practice, now being thrown into question.

### **2.2 Survey**

A national survey was carried out in consultation with senior national library staff, the Joint Standing Committee on Interloan (JSCI), and the EPIC team at the National Library. A web-based survey, using an online questionnaire prepared by the team, was hosted on the National Library website. The survey was developed from an initial brief literature review and through a small number of focus groups

with local participants, and collected base statistics on use and perceived costs/benefits of the New Zealand interlibrary loan scheme. The questionnaire also captured views of participants in the scheme on the future of the scheme, and alternative models for resource sharing. From these results, a shorter survey form will be developed to enable the National Library to gather statistics annually, to be compared with this base data, and to identify trends in usage and opinion.

Factors to be canvassed in the survey were discussed and finalised with input from the JSCI and NLNZ. These factors included:

- What sector the library belongs to? What is the size of the population it services?
- What are the library's interloan statistics, for items requested and items supplied?
- Does the library have an interloan policy relating to what they may not supply?
- Does the library expect usage to change in the future?
- What are the types of materials most frequently interloaned?
- What categories of users make use of the library's interloan service?
- How are charges to users calculated? When are charges to users applicable?
- How are other libraries charged and what systems of payment are used?
- Do participants use IBS (see Appendix D, Interloan Glossary) and are they satisfied with its reporting function and its operation?
- Do participants use Te Puna Interloan? How satisfactory do they find it?
- How accurate do participants find the holdings on the NUC?
- Are participants' libraries involved in reciprocal agreements with regards to interlibrary loan?
- What has been the impact of the availability of full-text databases on interlibrary loan journal article requests?
- To what degree are the bibliographic details of interloan requests verified?
- Do participants offer patron-initiated interloan and if so, how?
- How likely is it that participants believe that there will be an increase in requests to overseas libraries? From overseas libraries?
- Do participants make use of commercial document supply companies?
- And finally, do participants feel that the current New Zealand model for interloan is still appropriate? Do they expect any change in the model of interlibrary loan in New Zealand?

The full survey questionnaire is provided in Appendix C.

### **3. Literature Review and Environmental Scan**

#### **3.1 Theory, practice and management of interlibrary loan: an overview**

Sapp and Brunswick's extensive review of the literature on interlibrary loan, document delivery, and resource sharing from 1995-2000 (Sapp and Brunswick, 2002) highlights a number of key issues, and "many new theories, models, procedures and technologies which have been implemented in libraries, and

reported in library literature”. This literature encompasses reference sources (handbooks and directories), monographs, a number of specialist journals (*Interlending and Document Supply*, the *Journal of Interlibrary Loan*, *Document Delivery & Information Supply* and *Journal of Access Services*) and innumerable and often inadequately documented conference proceedings. Many additional items appear in general library journals, and comment in list-servs, and on the Web supplements the printed literature.

One of the major theoretical issues to emerge in the past decade is the *access versus ownership* debate, which, the authors suggest, “tended to be dualized in the literature, as if they represented mutually exclusive service paradigms” (Sapp and Brunswick 2002, 64). The term *access versus ownership* highlights the need for each library to decide which materials it should hold or *own* in its permanent collection, to meet short and long term user needs, and which are more appropriately accessed from other libraries with complementary collections, or from institutions which supply documents to libraries, such as the British Library Document Supply Centre (BLDSC). The balance will change according to the type of library and its users. As the number of documents published each year proliferated, *ownership* of a significant proportion of the global output became an increasingly unachievable goal, and the balance between *ownership* and *access* began to irrevocably change.

However, this debate was essentially by-passed by the advent of electronic document delivery services, and full-text databases. As Niels Mark comments:

The library is no longer a repository where documents in a variety of media are allowed to accumulate waiting for users who may or may not be interested. It has become a public place where the user, thanks mainly to the new ICT, may have access to all knowledge waiting to be exploited, and where information has to be the most effectively shared commodity of all. (Line 2002, 4)

The debate now centres on issues more concerned with the comparative costs and benefits of various forms of electronic access, especially in comparison with the cost of the acquisition and storage of print materials, and on the ability of libraries to “protect their rights, and the rights of their users in license negotiations for information products . . . librarians will need to monitor and evaluate standard license terms to ensure that fair use, personal use copying, and other user rights are not contracted away” (Line et al, 2002, 2). Also part of these considerations is the question of long-term access to electronic materials to which a current subscription is no longer held, but which, in a print environment, would remain in the collection. Current concern has thus shifted to the impact of the new document delivery services on traditional interlibrary loan services, and the consequent dependence of libraries on commercial document suppliers. While electronic services impact on collection management as well as interlibrary lending services, new initiatives such as open source publishing and open access archives are also having considerable impact on library policies in relation to materials acquisition. New technologies, new legislation governing intellectual property and copyright, and new international and national standards have added complexity to an already confusing field. Lack of certainty over appropriate charging regimes, and questions over the legitimacy of

charging for interlibrary loans for material not held by a library, that once have been held, leads Sapp and Brunswick (2002) to suggest that there is a need for a “sound economic model that can be applied to the analysis of costs, benefits, and demands of materials acquisitions”.

### **3.2 Resource sharing**

Sapp and Brunswick define resource sharing as “one of the most singularly defining philosophies that make libraries unique from other institutions” (Sapp and Brunswick 2002, 80). Libraries in New Zealand have shared resources since compilation of the Union Catalogue was commenced in 1940, and a co-operative scheme of interlibrary loan developed as a result of the Munn-Barr report of 1934 (See Appendix A for a brief history of New Zealand interlibrary loan). Later ventures such as the Expensive Materials Bulletin, which allowed academic libraries to avoid duplication of costly rare books, and reproductions, and treat the New Zealand academic library collections as a distributed resource have made a valuable contribution to scholarship and research in this country. More recently the establishment of consortia, and reciprocal borrowing rights have continued this trend.

The concept of resource sharing is thus considerably broader than formal interlibrary loan schemes, however, in this context the emphasis is on that aspect of resource sharing which is focused interlibrary lending, and the variety of formal agreements supporting this activity. Other forms of resource sharing are considered only in terms of the impact they are having or may have on interlibrary loan.

### **3.3 National and international initiatives**

Interlibrary loan systems globally follow a number of models, which encompass national, regional (within and between countries), and global systems. Many libraries participate in versions of all three. The distinguishing feature of each (whether national or international) is the established practice, or codes that underpin the operation of the system. Generally, interlibrary loan codes serve the following purposes:

- to define the rights and responsibilities of libraries participating nationally and internationally;
- to provide definitions of terms;
- to set out the interlibrary loan system’s library codes, charging mechanisms etc.

#### ***New Zealand***

The New Zealand *Interloan Handbook*<sup>1</sup> sets out the purpose of the New Zealand interlibrary loan system:

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<sup>1</sup> [http://www.lianza.org.nz/interloans\\_handbook.shtml](http://www.lianza.org.nz/interloans_handbook.shtml)

5Interloan is a national resources sharing cooperative for libraries wishing to share their collection resources in order to enhance access to information for the benefit of their customers/clients and the people of New Zealand.  
(*Interloan Handbook* 2003, Statement of Purpose)

Interloan in New Zealand is administered by the JSCI (Joint Standing Committee on Interloan) whose membership consists of representatives of the National Library of New Zealand and the Library and Information Association of New Zealand Aotearoa.

“Charter” libraries have full interloan membership and agree to meet an interloan code of practice. “Non-charter” libraries may request or borrow items, but do not supply or report holdings. They may incur a premium supply charge.

The five key values upon which this scheme is based are:

- customer focus;
- access;
- fairness;
- co-operation;
- sharing.

Libraries participating in the New Zealand Interloan Scheme must agree to basic rules, including the following:

- to report holdings to the National Union Catalogue;
- to supply/lend collection materials wherever possible;
- to meet a turnaround time of dispatch within 72 hours;
- to take due care and responsibility of all items borrowed;
- to return or renew items by the due date;
- to pay all charges levied by the supplying library.

Interloan in New Zealand operates as a charged system with each library free to set its own charges, including a zero charge. The current standard charge recommended by the JSCI is \$14.00 per request supplied<sup>2</sup>. Each library may set different levels of charges for different categories of requestor and may negotiate charging arrangements (including the waiving of charges) on a regional or sectoral basis. Each library determines whether charges are passed on to the end-user, met by the library, or apportioned on a shared basis.

### ***Australia***

The *Australian Interlibrary Resource Sharing (ILRS) Code* (2002)<sup>3</sup> similarly sets out the guidelines for resource sharing in libraries across the Tasman. This code was developed by the National Resource Sharing Working Group (NRSWG) and the National Resource Sharing Policy Committee (NRSPC).

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<sup>2</sup> This figure does not include GST.

<sup>3</sup> <http://www.alia.org.au/interlibrary.lending/>

The introduction to the Code states that it "...supports a multifaceted approach to resource sharing, based on co-operation and fairness between libraries..."

The Australian Code does, however, clearly state the obligations of participating libraries with regard to their own collection building: "The purpose of resource sharing is to obtain those materials a library cannot purchase because they fall outside the scope of the library's collection development policy."

Most of the principles of the *ILRS Code* are similar to those in the New Zealand *Interloan Handbook*. Five service level standards are described, with an accompanying list of recommended maximum prices. The recommended charge for a "core" interloan is A\$13.20 plus delivery costs if applicable.<sup>4</sup>

### **Canada**

Canada does not operate a national interlibrary loan code. However, Library and Archives Canada, through its Canadian Library Gateway ([www.collectionscanada.ca](http://www.collectionscanada.ca)) hosts a web-based version of the *Interlibrary Loan Directory*, entitled *Symbols and Interlibrary Loan Policies in Canada*. This *Directory* contains addressing and messaging information for all Canadian libraries listed in NAVIS, the National Library's new automated interlibrary loan system.

The web directory is intended as: "...a resource sharing tool for finding Canadian libraries, their addresses and interlibrary loan policies." Interlibrary loan policy details included in each library's entry include information on the loan of monographs and serials, charges for interlibrary loan services, payment methods used, not for loan categories and renewals information.

### **United States**

In the United States, the Reference and User Services Association, a division of the American Library Association, published a revised version of the Association's *Interlibrary Loan Code for the United States* (available via the ALA website [www.ala.org](http://www.ala.org)) in 2001.

The American Code does not make specific reference to national resource sharing; its introduction instead places emphasis on customer service:

the American Library Association. . recognizes that the sharing of material between libraries is an integral element in the provision of library service and believes it to be in the public interest to encourage such an exchange.

The Code briefly sets out the definition, purpose and scope of interlibrary loan in the United States, and outlines the responsibilities of requesting and supplying libraries. A sample of the responsibilities required of requesting libraries are:

- To establish, maintain, and make available to its users an interlibrary borrowing policy.
- To ensure the confidentiality of the user.
- To take full responsibility for user-initiated transactions.

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<sup>4</sup> This figure includes GST.

- To describe requested material according to accepted bibliographic practice.
- To adhere to the policies of potential supplying libraries.
- Speculative requests may be sent to libraries believed likely to hold material, accompanied by indication that ownership is not confirmed.
- To transmit requests electronically.
- To honour the due date for materials.
- To take responsibility for borrowed material from the time it leaves the supplying library until it has been returned to and received by the supplying library.
- To follow the provisions of the Code. Disregard for any provision may be reason for suspension of service by a supplying library.

Some of the responsibilities of supplying libraries are:

- To consider filling all requests for material regardless of format. However, libraries have the right to determine what material will be supplied on a request-by-request basis.
- To process requests in a timely manner.
- To send sufficient information with each item to identify the request.
- To indicate the due date and any restrictions on the use of the material and any special return packaging or shipping requirements.
- To ship material in a timely and efficient manner and to deliver copies by electronic means wherever possible.
- To respond promptly to requests for renewals.
- A supplying library may suspend service to a requesting library that fails to comply with the provisions of the Code.

The North American Interlibrary Loan and Document Delivery (NAILDD) Project, an initiative of the Association of Research Libraries (ARL), was active from 1993 to 2001. The Project promoted developments to maximize access to research resources while minimizing the costs associated with such activities. The NAILDD Project sought to encourage practical developments that enabled libraries to redesign their interlibrary loan/document delivery services for a networked environment (<http://www.arl.org/access/>).

In the United States, a major player in interlibrary loan is the commercial operator OCLC (Online Computer Library Centre <http://www.oclc.org/ill>). OCLC's website states that OCLC Interlibrary Loan currently manages local, regional and international borrowing and lending for nearly 7,000 libraries, resource centres and document suppliers around the world. OCLC formally states its mission as:

furthering ease of access to and use of the ever-expanding body of worldwide scientific, literary and educational knowledge and information.

OCLC operates a bibliographic database, WorldCat, and hosts an 'Interlibrary Loan Policies Directory' which set out the lending policies of participating libraries.

### ***United Kingdom***

The United Kingdom does not support a formal national resource-sharing framework, but has developed a standalone collection, the British Library Document Supply Centre (BLDSC), to serve libraries nationally and internationally, while at the same time developing an international payment system that underpins a substantial proportion of interloan traffic. In the United Kingdom, the BLDSC ([www.bl.uk.dsc](http://www.bl.uk.dsc)) operates, similarly to OCLC, on a purely commercial basis. The *British Library General Handbook* states that the BLDSC Library holds "...the world's largest single collection dedicated to remote document delivery" (2004, p. 3) and that 85% of the requests it receives from around the world are satisfied from its own stock.

### ***Global initiatives***

OCLC and BLDSC have long been regarded as global suppliers, supporting global resource sharing. As Maurice Line (2002, 5) comments: "... it has been true for many years that users can often obtain items more quickly from distant (including foreign) libraries than from nearby ones; United States and Japanese libraries have been some of the largest users of the BLDSC, while United Kingdom libraries have sometimes found it quicker to use the OCLC interlibrary loan system than to seek for books in United Kingdom libraries".

In addition, the International Federation of Library Associations (IFLA) has a number of initiatives to maintain and support interlibrary loan globally. These include:

- *Document Delivery and Interlending Section*  
The Section's primary objective is to extend and improve document delivery and interlending both nationally and internationally through the use of new technologies and increased competition among libraries and document suppliers (<http://www.ifla.org/VII/s15/index.htm>)
- *IFLA Voucher Scheme*  
This scheme, which was launched in 1995, enables libraries to pay for international interlibrary loan requests by using a voucher instead of money. The scheme is based on a re-usable plastic voucher, which represents a standard payment for each transaction. Libraries purchase a supply of vouchers for €8 each and attach one voucher to their request for an item from a library in another country. The supplying library accepts the voucher as payment for the transaction, and retains it to be re-used for another transaction at a later date.
- *Universal Dataflow and Telecommunications Programme*  
Aims to facilitate transfer of electronic data between libraries and users across national boundaries.
- *International Bibliographic Control and International MARC work group*  
Develops standardized formats for universal exchange of bibliographic information.
- *Universal Availability of Publications (UAP) Group*

In the 25 years prior to its closure in March 2003, this Group had promoted the concept of resource sharing through document delivery, copyright advocacy, support for national book depository laws, and creating catalogues for disabled persons. UAP has also sponsored a variety of resource sharing summits and workshops in many developing countries.

### **3.4 National union catalogues**

Critical to the effective operation of any interlibrary loan scheme, is the accurate listing and accessibility of bibliographic information. The concepts of international bibliographic control and universal access to publications, noted above, are international expressions of this, but a robust and accurate national union catalogue is, for most countries, the critical infrastructure of a national or regional system of interlibrary lending. As union catalogues have shifted in the past two decades from print and microform formats to electronic databases, and electronic exchange of cataloguing data, Clifford Lynch (1997) maintains that union listing, and the Z39.50 standard for data exchange between distributed systems are complementary processes for achieving broad-based bibliographic access enabling the seamless linking of a group of specified catalogues that can act as a 'de facto' union catalogue. However, as Sapp and Brunswick note, this level of versatility has its problems: "searching and performance will be at the level of the lowest link in the network. The control and standardisation of union lists must be weighed against the flexibility of a Z39.50 system." Noting a number of commentators who have highlighted the importance to smaller libraries of union listings for resource sharing, and the enhanced value of large-scale 'collections of knowledge' that exist in union lists, they conclude "although some still raise questions as to whether traditional union lists will exist in the future, the consensus seems to be that not only will they exist, but they will expand" (Sapp and Brunswick 2002, 83).

Critical success factors identified by Ruthven and Magnay in the benchmarking study of interlibrary lending services that lead to high fill rates and rapid turnaround time, (two of the key measures of interlibrary loan services advocated by Jackson, see section 3.9) are database holdings being kept very up-to-date in both local shared systems and the national bibliographic database, and expert and effective searchers (Ruthven and Magnay 2002). Indeed Stubley and colleagues reached the same conclusion in their report on the feasibility (and need for) a National Union Catalogue in the United Kingdom, concluding that at least for the 'discovery' of printed materials in the future in the United Kingdom, what was needed was:

- a comprehensive and detailed national catalogue of serial holdings;
- further collection mapping and collection assessment;
- a national union catalogue of printed resources.

This last was identified as a priority among the research community (Stubley 2003).

### 3.5 Document delivery

#### *Definitions*

Document delivery is a term that is often used interchangeably with interlibrary loan but this is not a true reflection of its proper use. Document delivery can be defined as the purchase of a single copy of an article from a commercial document supplier. Document delivery, unlike interlibrary loan, may also allow for delivery of a requested item to a patron in electronic form via email, access by Web URL, or some other form.

The impact of document delivery on collections, and on interlibrary loan systems has been foreseen for some years. Lenzini (1996) predicted that document delivery would gain increasing acceptance among libraries as an adjunct to traditional interlibrary loan. Ferguson (1996) expressed concern that widespread adoption of document delivery would result in a global diminution of collections. He argued that libraries must continue to purchase materials in order to ensure future access and that close partnerships need to be maintained between the collection development, interlibrary loan, and document delivery functions.

Hollerich (1996, 33) describes the ways in which commercial document suppliers apply basic marketing principles in order to reach their target audience, which consists of end-users (scholars, members of the public) and intermediaries (reference and interlibrary loan librarians). She states that commercial document suppliers reach their target markets in three ways:

1. by making their collections readily available to users through a vast array of ordering options;
2. by utilising a wide assortment of standard and expedited delivery options;  
and
3. offering turnaround times that vary depending on users' needs and cost limitations, the document's date of publication, and the geographic location of the collection.

She predicts that commercial document suppliers' success in marketing their services directly to end-users could, ultimately, result in those users bypassing library interloan services. However, as Mark and Knakkegaard (2004, 2) comment:

It is our impression that despite the growing use of digital information, traditional RDS (remote document supply) has not declined in importance, although methods and processes have changed. The most remarkable change can be found in the involvement of users and in the consortia agreements established between libraries and groups of libraries.

And Kendrick (1996, 7) contends that interlibrary loan librarians have a competitive advantage over commercial document suppliers:

Librarians do have a set of competencies and values through which a competitive advantage in the delivery of documents to users may be developed and sustained. These include user confidence, equity of access, privacy, copyright and resource sharing. Insofar as these issues are important

to users – to the extent that they are ‘valued’ in the marketplace, librarians will be successful in competing to provide document delivery services.

Kendrick recommends that librarians engage in “relationship marketing” i.e. that they develop their capacity to offer personalized services, based on their specialized knowledge (Kendrick 1996, 10).

Once reliable document delivery mechanisms have been put in place through a trusted commercial document supplier, libraries may opt for unmediated document delivery systems where users access electronic material, which is then charged to the library, without the supervision of library staff. Questions then arise in relation to whether this is more or less cost effective than standard interlibrary loan services, and whether users are placing unnecessary requests for items already held or accessible in the library through other channels. Mechanisms may be put in place by libraries to block requests for expensive items or those available locally. Bowler (2003), in an overview of the subject of unmediated document delivery, concludes that there is no simple answer to the question of whether users and libraries benefit from unmediated document delivery services. According to Bowler the future role of unmediated document delivery is dependent on technological developments, the establishment of information gateways, changes to licensing agreements and partnerships with publishers and suppliers.

### **3.6 Copyright and licensing**

With the increasing number of electronic journals and full-text online databases available, the opportunity to fill interlibrary loan requests from these sources is an attractive alternative to having to pass the request along the request chain if you do not hold a print source.

Both vendors and librarians have raised concerns, however, about the copyright of electronically available materials and what may constitute fair use with respect to interlibrary loan. In the past, providers of electronic journals and full-text databases have attempted to curb all interlibrary loans with respect to these sources, anticipating a significant loss of revenue due to the digital nature of the material, with its inherent ease of dissemination. They have done so through including a ‘no interlibrary loan allowed’ clause in their standard agreement that they make with consumer libraries.

For example, Haworth Press, which publishes a large number of library related journals, such as the *Journal of Interlibrary Loan, Document Delivery & Electronic Reserves*, allows for internal library use. This includes photocopying for reserve or reference area use, photocopying for use by students and faculty, for faculty class handouts or for student coursework. It does, however, prohibit interlibrary loan, photocopying and commercial use of the work.<sup>5</sup> In support of this prohibitive approach to interlibrary loan of electronic materials, many countries, such as the

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<sup>5</sup> The Haworth Press, Inc., <http://www.haworthpressinc.com/journals/dds.asp#>, [Accessed 24 Aug 2004].

United States, impose ever-increasing restrictions via the United States Copyright Law (Jackson 2003a). The conflict between the protection of the intellectual property rights of the creator, or the publisher in the case of many journals, and allowing for the fair use of the created work is thus becoming more critical in the field of interlibrary loan as library collections become increasingly dependent on the vendors of electronic journals.

Many libraries prefer to provide their library users with access to electronic journals and full-text databases, whose publishers do allow for interlibrary loan. These include publishers such as Elsevier and Emerald Group publishing, both of which allow for interlibrary loan of the digital resources they provide, with certain conditions added. Elsevier requires that the request come from

an academic or other non-commercial, non-corporate research library located in the same country as Subscriber. The requested article is printed by Subscriber and mailed or faxed to the requesting library. Subscriber refrains from advertising its interlibrary loan capability with respect to interlibrary loan material, or from otherwise advertising or soliciting interlibrary loan requests. (Elsevier interlibrary loan policy /libr\_policies [Accessed 14 July 2004])

Emerald allows for similar conditions.<sup>6</sup> Even here it can be seen that the publishers do not condone the filling of interlibrary loan requests by provision of an electronic copy of the material.

### 3.7 Consortia

Increasing membership of consortia, both national and international, is also expected to have an impact on interlibrary loan systems. Hirshon defines a 'consortium' as:

a generic term to indicate any group of libraries that are working together toward a common goal, whether to expand co-operation on traditional library services (such as collection development) or electronic information service. The term is now used perhaps too broadly, and encompasses everything from formal legal entities (such as incorporated or governmental agencies) to informal groups that come together solely to achieve better pricing for purchasing electronic information. (Hirshon: posted to the Library Consortia Web Forum, May 27, 1999 at 13:14:31 - from: <http://www.mcb.co.uk/services/conferen/webforum/mcb-lcm-forum/6.html>).<sup>7</sup>

In their recent survey of consortia around the world in relation to developing models in New Zealand, Dorner and Annear (2000) report on the recent renaissance in library consortia.

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<sup>6</sup> Emerald Standard Terms and Conditions 7 Oct 2003 [Accessed 14 July 2004]

Dorner and Annear categorise consortia by sector, by funding source, by governance/organisational structure, and by specific interest. Some examples of sector types are as follows:

1. Single sector consortia:
  - academic: e.g. M25 (United Kingdom), Novanet (Canada);
  - public library e.g. OPLIN (Ohio, United States).
2. Single sector consortia with state or national library involvement e.g. CAVAL (Victoria, Australia).
3. Multi-sector consortia e.g. The Alberta Library (Canada), CARL (United States), LASH (United Kingdom).
4. Mega consortia e.g. Consortia Canada.

Reasons identified by the authors for forming consortia include improvement of services to users, and to share – which includes the sharing of catalogues and collections. (Dorner and Annear 2000, 3)

The Alberta Library (TAL, <http://www.thealbertalibrary.ab.ca/>), a multi-sector consortia, offers an interesting example. TAL's website describes the organisation:

The Alberta Library (TAL) is a province-wide library consortium that works collaboratively with its members to promote universal, barrier-free access to the materials and resources in Alberta's diverse libraries.

Participating libraries are required to pay a membership fee. Categories for full membership include public, university, college, technical institute and special libraries. Currently, membership stands at over 250 participating libraries. Member libraries must provide barrier-free access to their resources, and reciprocal access to their collection. The Alberta Library Card allows users walk-in access to participating libraries, and the TAL Online search engine provides access to the libraries' catalogues.

Dorner and Annear identify a variety of New Zealand consortia, of which the most prominent are the consortium of academic libraries, CONZULSys (now known as LCoNZ), and MetroNet (representing public libraries serving populations of over 50,000). Other local consortia agreements that support regional borrowing initiatives, including that centred on the Christchurch City Libraries, and a proposed consortia of the five major Auckland public libraries are mentioned by respondents to the survey (see section 4.2.6). Not all of these consortia are actively sharing resources outside the existing national interlibrary loan system. Anecdotal evidence gathered during the course of this study suggests that libraries in New Zealand are interested in the potential of consortia but that current arrangements do not necessarily meet their needs.

### **3.8 Technical standards**

There are a number of technical standards that allow for the interoperability of disparate library digital systems and which facilitate interlibrary loan transactions. Some of these standards are in more widespread use than others, so it remains to be seen how far they may be adopted. The greatest number of technical standards

developed for interlibrary loan have been developed in the United States by NISO, the National Information Standards Organization. NISO is,

a non-profit association accredited by the American National Standards Institute (ANSI)<sup>7</sup> [that] “identifies, develops, maintains, and publishes technical standards to manage information in our changing and ever-more digital environment” (<http://www.niso.org/about/index.html> [Accessed 24 Aug 2004]).

The standards used by interlibrary loan systems include Z39.83, ISO 10160, ISO 10161-1 and ISO 10161-2.

Z39.83 is a Circulation Interchange Protocol; it governs communication between two separate circulation applications or between a single library’s circulation and interlibrary loan applications. This standard allows for a mediated interlibrary loan transaction to be transformed into an unmediated, user-initiated interlibrary loan transaction. This happens when a library user may search a library’s OPAC that is linked to other library catalogues – they are able to request the item directly from other libraries without the help of interlibrary loan staff (Jackson 2003a) and the resulting loan will be matched with the user’s circulation data.

ISO 10160, ISO 10161-1 and ISO 10161-2 allow for even greater interoperability of automated library systems.

As Open Systems Interconnection standards, the suite of Interlibrary Loan application standards has been designed to allow, with a minimum of technical agreements outside the standards, the interconnection of computer systems from different manufacturers, under different management, of different levels of complexity, and of different ages. In addition, the protocol provides support for the control and management of interlibrary loan transactions for both lending and borrowing activities. (<http://www.collectionscanada.ca/iso/ill/standard.htm> [Accessed 24 Aug. 04])

The result of adopting these standards is the production of a peer-to-peer environment. The peer-to-peer, or distributed environment, allows for direct communication with the potential lender. This is a model of further decentralisation. In the United States, a large proportion of interlibrary loan transactions are facilitated by messaging systems such as that provided by OCLC<sup>8</sup> and to some extent RLIN,<sup>9</sup> which is soon to be replaced with RLIN 21. To an extent these systems represent a centralised model. However, this is only partly true due to the large proliferation of consortia within the United States and the interlibrary loan transactions that occur within these.

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<sup>7</sup> [www.ansi.org/](http://www.ansi.org/)

<sup>8</sup> Online Computer Library Center, <http://www.oclc.org/>

<sup>9</sup> Research Library Information Network (<http://www.rlg.org/rlin.html>, [Accessed 24 Aug. 04])

The benefits of working in a peer-to-peer environment for interlibrary loan are as follows:

[it] uses a single system; saves staff time in training, processing, interacting with patrons; may greatly minimise or eliminate transaction-based charges of bibliographic utilities; permits libraries to move some interlibrary loan requests to a user-initiated circulation model; permits borrowers to choose the best lender, not the best lender on the messaging system used; facilitates international interlibrary loan (Jackson, 2002).

The principal economic benefit from operating in such an environment is the decrease in staff time required to fill interlibrary loan requests. The cost of staff time is still the major component of the overall unit cost per interlibrary loan transaction, and can be up to 60% of the total unit cost (Jackson 2003b).

### ***IFLA***

The International Federation of Library Associations and Institutions (IFLA) contributes to global resource sharing through its Office for International Interlending. Its publication *International Interlending and Document Delivery: Principles and Guidelines for Procedure* ([www.ifla.org/V1/2/p3/illdd.htm](http://www.ifla.org/V1/2/p3/illdd.htm)), most recently revised in 2001, sets out recommendations for the conduct of international interlending. These standards are not, however, mandatory.

### ***Open Archives***

The Open Archives Initiative<sup>10</sup> “develops and promotes interoperability standards that aim to facilitate the efficient dissemination of content.” This interoperability is defined in the Open Archives Metadata Harvesting Protocol (OAI-PMH).

The Open Archives Forum<sup>11</sup> provides a focus for European initiatives implementing the OAI metadata harvesting protocol. According to the website: “Open archives offer the possibility of a low cost means of dissemination of content now ‘hidden’ in cultural heritage and learning institutions.”

### ***OpenURL***

The OpenURL standard (first developed by the Ex Libris software company) “...is a protocol for interoperability between an information resource and a service component, referred to as a link server, which offers localized services” ([www.exlibrisgroup.com/sfx\\_openurl.htm](http://www.exlibrisgroup.com/sfx_openurl.htm)).

According to the Ex Libris website, “A link server ... defines the context of the user. When the link server accepts an OpenURL as input, it acts to provide users with services that comply with their institution’s collections and policies”.

The initial OpenURL standard (version 0.1) was intended for the electronic delivery of scholarly articles. The most recent version of the standard<sup>12</sup> extends its potential for use beyond the academic community.

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<sup>10</sup> [www.openarchives.org](http://www.openarchives.org)

<sup>11</sup> [www.oaforum.org](http://www.oaforum.org)

<sup>12</sup> OpenURL standard (version 1.0) <http://library.caltech.edu/openurl/Standard.htm>

### 3.9 Financial models

Interlibrary loan systems in various countries, and regional groupings generally subscribe to one of two models for supporting the costs of interlibrary loan. The first, a historical model that is still in use in systems based primarily on the exchange of print-based items or 'returnables', is the voucher system, where libraries in payment for items borrowed exchange prepaid vouchers. Where this is a cooperative system, as in the former system supported by the New Zealand Library Association, net borrowers, and 'requester only' libraries bear a larger portion of overall costs since they are required to purchase more vouchers, than net 'lenders'. A variant of the voucher system is used by the British Library Document Supply Centre, but in a more centralised and constrained way. BLDSO vouchers may only be used to pay for items borrowed from BLDSO, and may not be used as currency between libraries in regional cooperative systems (although this may happen informally from time to time.)

An alternative is a centralised billing system, such as that currently used in New Zealand, where interlibrary loan requests, and items supplied, are logged with a central recording system, and members of the scheme billed at regular intervals. This model requires a robust national union catalogue for accurately identifying items available for loan, a centralised system for placing requests and recording items exchanged, and a linked system for billing member libraries. This may or may not be part of the centralised system, since transaction records may be drawn off. A centralised system of this kind necessarily must adopt policies governing the way in which libraries that are members of the scheme may participate on occasions that they wish to do so. In some systems libraries registering as 'requester only libraries', or libraries using manual or placing direct electronic one-to-one requests, may be charged a higher rate because of the higher costs of meeting their requests.

A third model is where libraries engage in direct charging, on agreed rates, within mutually agreed contracts among a group of libraries in a region. Records are kept and invoices issued routinely to libraries being charged. This is the model largely adopted in Canada. What might be considered a fourth model pertains where, as part of a consortium to which libraries pay an annual fee, interlibrary loan is included in the cooperative agreement between the participating libraries, a 'shared collection' concept operating over what might be a quite large and diverse geographic area, accompanied by reciprocal borrowing rights, which interlibrary loan is seen simply to be a part of.

However, an increasing number of informal co-operative schemes (some of which are outlined elsewhere in this paper) have no formal system for off-setting the costs of borrowing and lending, on the assumption that between libraries of similar size and subject areas, costs will even out in the end. As Martin notes:

interlibrary loan is an expensive way of providing materials for users. To a certain degree this cost is leveled by the mutual nature of interlibrary loan. While it may cost one library a sizable budget to borrow materials, the same is true for other participating libraries. Each participant gives and receives,

and, over the long haul, the costs and benefits tend to cancel each other out . . . This kind of consideration was built directly into the New Zealand scheme of interloan, which presumes the maintenance of some kind of balance between borrowing and lending (Martin 1996, 2).

Many studies have been undertaken to determine the costs of interlibrary loan, particularly with regard to the relative cost of interlibrary loan versus ownership. To some extent they are bedevilled by different ways of costing overheads, and calculating actual costs in libraries within and between countries. This, plus a lack of evidence of costing mechanisms in the published literature makes it difficult to provide a range of models for costing, and therefore charging for interlibrary loans.

The investigation undertaken by Jackson in 2002 into the cost-effectiveness of interlibrary loan operations in 72 North American libraries revealed that the average unit cost of borrowing was US\$17.50 for mediated interlibrary loan/document delivery, and between US\$2.39 and US\$14.70 for user-initiated interlibrary loan/document delivery. The average unit cost for lending was US\$9.27 for a mediated service, and between US\$3.27 and US\$12.06 for an unmediated service.

The benchmarking study of 100 Australian libraries, conducted in 2000, collected data on all of the cost components of providing an interlibrary loan/document delivery service. These consisted of:

- staffing;
- network and communication costs;
- delivery charges;
- photocopying and scanning;
- office supplies;
- equipment;
- software maintenance;
- the fees and charges each library paid and payments they received.

This study found that the average cost for requesting an item was AU\$32.09. Staff costs and fees contributed to 85% of requests, while equipment, network and delivery costs made up only 10% of the cost (Ruthven and Magnay 2002).

Although there have been fierce debates in the past about whether or not libraries can legitimately charge for interlibrary loan, recent trends show libraries increasingly moving towards at least part-charging for interlibrary loan, and charging for any 'value-added' service such as urgent loans or document supply. While, as Martin notes, libraries must distinguish carefully between interlibrary loan and document delivery, and beware of allowing the commercial regime of document supply to impact too much on more traditional interlibrary loan services (Martin 1996, 27) philosophies governing the passing on of charges will depend on the type of library, and the ability of users to pay. Libraries which routinely charge for commercial document supply (outside standard e-journal subscriptions) find it increasingly difficult not to make charges for items supplied through interlibrary loan. Conversely, libraries whose subscription to a journal has lapsed through a change of vendor or aggregator may find it difficult to charge for an item that would a year earlier have been part of their collection. What is important is that the true

cost of recovering interlibrary loan cost does not outweigh the benefit to the library of the part or full-cost of the transaction which is levied.

Other, non-financial models for conceptualizing interlibrary loan have been developed. Many of these have applied principles from the business administration and marketing disciplines. Some of the philosophies which have been adopted include:

- total quality management;
- continuous improvement;
- customer-centred service models;
- empowering the patron.

Jackson's "ideal interlibrary loan service model" (Jackson 1995, 68-69) incorporates the viewpoint of all major stakeholders in the interlibrary loan process: library patrons, interlibrary loan staff and library administrators. An ideal service model, based on the users' perspective, would possess attributes that can be considered under five categories:

1. *Borrowing policies* (categories of users, limits on requests, timeframes for supply, use of reciprocal agreements and resource-sharing consortia etc.).
2. *Lending policies* (format of requests, turnaround times, variable loan periods, willingness to lend non-circulating materials, use of expedited forms of delivery, willingness to lend directly to the patron etc.).
3. *Technical support* (email patron requesting capability, individual staff workstations with access to local and national databases, LANs etc.).
4. *Management information/Data* (use of a comprehensive interlibrary loan management software package, comprehensive statistical reports, collection development reports on borrowing activity, monitoring of suppliers etc.).
5. *Organisation and staffing* (separate interlibrary loan department, departmental head a member of the library's governing body, departmental staffing levels adequate to meet turnaround timeframes, cross-trained staff, centralised lending, decentralised borrowing etc.).

### **3.10 Measurement/evaluation**

A number of studies have been conducted into the efficiency of the interlibrary loan units of various libraries in the United States, Australia and the Nordic countries. Mary Jackson was perhaps the first to apply a consistent research model to interlibrary loan units to establish best practices in the form of benchmarking studies. Her methodology has been adapted for both the Australian and Nordic studies and so comparison of best practices may occur on an international level.

Jackson, as a director of ARL (American Research Libraries) has conducted a number of evaluations of interlibrary loan systems since 1995 when she first undertook to measure the performance of interlibrary loan departments in North American research and college libraries. She chose primary indicators of high performance: low unit cost; high fill rates; fast turnaround times; and high patron satisfaction. From the results she was able to report on the unit cost, fill rate and

turnaround time of the top ten libraries in the study (out of a total of 119 participants). The study also illustrated the proportion of returnables (loans) to non-returnables (copies) borrowed from those libraries surveyed and the differences in these proportions between research libraries and college libraries (Jackson 1997).

In 2001/2002 Jackson conducted another evaluation, this time with only 72 participants from the research, academic, and special library sectors. An additional variable examined in this study was user-initiated interlibrary loan, defined as “ requests that are initiated without interlibrary loan staff involvement and received directly by a potential supplier” (Jackson 2003b). The study included the indicators of the previous study with a comprehensive breakdown of unit costs. The study confirmed that:

user-initiated services provide better services to users than mediated interlibrary loan; overall, user-initiated services have lower unit costs, higher fill rates, and faster turnaround times than mediated interlibrary loan; mediated borrowing costs have improved since the 1996 study; staff costs now represent less than 60% of the unit cost (Jackson 2003b).

In Australia, the National Library of Australia formed a National Resource Sharing Working Group (NRSWG) to undertake a similar study to the ARL performance studies, with design input from Jackson. It was conducted in 2000 and surveyed over 100 Australian libraries across all sectors (Ruthven and Magnay 2002). NRSWG findings showed that no library came in the top ten percent of all the categories tested for, indicating that at the time of the study, every participant had room for improvement. It also established that special libraries had the fastest turnaround time and public libraries the slowest.

The NRSWG also established practices libraries could use to improve their interlibrary loan services such as:

Examining workflows to ensure that there are as few steps as possible in the interlibrary loan/document delivery process; implement an automation package or include an interlibrary loan module in the next tender for a library system; ensure interlibrary loan/document delivery staff are well-trained in the resources and systems used; add and maintain holdings on union catalogues; investigate options for cooperative agreements with key requesting and supplying libraries. (Ruthven and Magnay 2002).

The performance measurement study that was performed in the Nordic countries had only research or university libraries as participants and included the countries of Denmark, Finland, Iceland, Norway and Sweden (Vattulainen and Pentti 2003). Conducted in 2001, it was a stripped down version of the ARL study as the principal drive behind it was not only to address best practices but also to provide a platform for international comparison. The researchers encountered a number of problems while conducting the survey as “each participating country had problems with providing survey data and in some cases this has to be estimated” (Vattulainen 2003). When the survey team compared the survey results with those of the United States and Australia they found the following: Nordic countries have an essentially

lower unit cost level than the Americans and the Australians but there may have been hidden costs not accounted for due to “relatively weak cost-awareness in Nordic countries”; Nordic countries have a similar turnaround time as the Australians and they are both faster on average than their American counterparts; Nordic countries have a mean borrowing fill rate that is more or less similar to libraries surveyed in the United States and Australia, but have a mean lending fill rate (25% higher than in the United States and 17.5% higher than in Australia) (Vattulainen 2003).

In Mary Jackson’s 1995/96 performance measurement study for ARL, user satisfaction was surveyed with regards to timeliness, service quality and staff involvement (Jackson 2001). User satisfaction for each of these indicators was relatively high, ranging from 84% to 100% (for staff involvement).

Sapp and Brunswick (2002, 71) describe a number of studies conducted between 1995 and 1997, which aimed to measure user satisfaction, and set standards for interloan practice. A United Kingdom study of public libraries in the London and South Eastern Library Region gathered data on the turnaround times at different stages of the interlibrary loan process. A study into turnaround times was also undertaken among Tennessee academic libraries, while an investigation at Louisiana State University found that there was little variance between faculty and graduate students’ expectations for turnaround time.

User satisfaction also depends on whether or not items requested are actually received. Sapp and Brunswick (2002) cite two studies which examined this question. An analysis of unfilled requests at the Network of Alabama Academic Libraries found that the three main reasons for inability to supply were: “ ‘item not owned’, ‘item in use or restricted’ and ‘cost exceeds limit’ ”. An analysis of unfilled DOCLINE requests found that the main reasons for inability to supply were either that the item was not available on the shelf, or that it had not yet been received.

### **3.11 Globalisation**

#### ***Global library co-operation***

Street (2003), describing the evolving situation of traditional interlending in the United Kingdom, emphasizes that advances in technology, and the development of international standards, have made it easier for libraries to approach each other directly to request materials, rather than going through a national centre.

Seal identifies four reasons for increased international interlending by United States academic libraries, in particular, over the previous decade. These reasons are:

1. Scholarship becoming more interdisciplinary and increasingly specialized, with new fields continually emerging.
2. Library budgets unable to keep pace with the rapid rise in the cost of research publications.
3. Ability of researchers to readily identify foreign resources, through the Internet and electronic databases.
4. The expectation of patrons for quick and efficient delivery, irrespective of the location of the resource. (Seal 2002, 229)

The author identifies ten obstacles to global library co-operation:

1. Inadequate human resources to carry out interlibrary loan, especially on an international scale.
2. Insufficient funding, which prevents starting and sustaining collaborative projects.
3. Out-of-date computer technology, incompatible systems, and poor telecommunications infrastructure.
4. A lack of international standard for bibliographic description. Record format, and exchange of data.
5. Copyright issues.
6. Insufficient information about foreign holdings.
7. Lack of knowledge about methods of access, regulations and policies abroad.
8. Negative attitudes or mistrust.
9. Lack of a resource sharing tradition.
10. An unwillingness to share limited resources which could be lost or damaged (Seal 2002, 231).

### ***Global Resources Project***

Jackson (2000c) describes six projects being undertaken by the Global Resources Project, established in 1997 as a joint initiative of the Association of American Universities (AAU)/Association of Research Libraries (ARL). This project “seeks to improve access to international research materials through co-operative structures and the use of new technology.” The six projects currently under way are:

1. Union List of African Newspapers (ULAN);
2. German Resources Project;
3. Japan Journal Access Project;
4. Latin Americanist Research Resources Project;
5. Digital South Asia Library (DSAL);
6. Southeast Asian Journals Project.

The following issues and challenges for international interlending have been identified through these projects:

- *Holdings information*: there is a need for participating libraries to catalogue foreign language holdings and identify additional information about North American and overseas holdings of foreign language resources.
- *Patron identification and authentication*: Latin American countries lack systems of patron identification and authentication which would facilitate placement of unmediated requests.
- *Interlibrary loan/document delivery workflow and locus of responsibility*: most North American libraries are accustomed to using the OCLC interlibrary loan system for transactions. Projects encourage the adoption of ISO Interlibrary Loan Protocol for messaging systems. Should area studies bibliographers or interlibrary loan staff place overseas requests?
- *Choice of most appropriate interlibrary loan/document delivery supplier*: all United States libraries have ‘preferred trading partners’ for interlibrary loan, which reflect reciprocal agreements. The German project will examine the

possibility of North American libraries ordering first from an efficient foreign supplier.

- *Community readiness*: i.e. acceptance of delivery via email attachment. ‘Hydrophobia’ can be overcome with insured shipments or carriers, and increased trust among partner libraries.
- *Finances*: need to find an efficient way to pay for invoices for interlibrary loan transactions issued in different currencies.
- *Copyright compliance*: i.e. compliance with varying national copyright laws and related regulations.

### ***Global service providers***

As noted earlier (section 3.3) the British Library Document Supply Centre (BLDSC), searches worldwide to locate materials for requesting libraries. However, this service is regarded as being fairly slow (Street, 2003).

The United States based Online Computer Library Center (OCLC) operates a global interlending service, as does the Research Libraries’ Group (RLG).

### **3.12 Rising expectations**

Jackson (2003a, 4) identifies a number of user expectations of interlibrary loan services.

Users want interlibrary loan/document delivery services to be:

- convenient (this definition has changed dramatically in the Internet era);
- fast (this is now measured in terms of hours, not days or weeks);
- free (users do not want to pay a fee for a book or journal article the library didn’t order);
- without restrictions (eg. no limit on the number of requests a user is able to submit);
- personalized ie. exceptions can be made to general policy;
- electronic—from the ordering of the item to the delivery of the article.

However, according to Jackson, over the past decade user expectations have been increasing at a faster rate than services have been improving.

More specifically, user expectations centre around: turnaround time (the time from when the interlibrary loan request was placed until when the patron receives the requested item); the cost of requests, especially the cost of lending outside the library’s home country; the ease with which an interlibrary loan request can be made; the format in which the requested item is received (e.g. photocopy or pdf); and finally, whether the patron can receive the item directly to their home or work-space without having to visit the library site physically.

### **3.13 User-initiated services**

Jackson (2003a, 4) defines ‘user-initiated interlibrary loan’ as: “...the process by which users search a catalog, identify items, and initiate requests for those materials without the assistance or mediation of library staff”. Depending on the software, the

patron may also identify, and/or select, and/or send requests directly to those potential suppliers. According to Jackson, ‘user-initiated interlibrary loan can also be characterized as ‘remote circulation’ or ‘direct consortial borrowing’. User-initiated interlibrary loan differs from user-initiated commercial document delivery.

An example of patron-initiated interloan which has been reported in the literature is ‘Borrow Direct’ (Nitecki and Jones, 2003; Nitecki and Renfro, 2004). ‘Borrow Direct’ is a service provided by a consortium of seven private United States universities: Brown, Columbia, Cornell, Dartmouth, Pennsylvania, Princeton and Yale. The system operates on the universal borrower concept i.e. all registered library borrowers from any of the institutions have access to the materials from seven library collections. The unmediated system achieves a turnaround time for requests of less than four working days, and has costs for both borrowing and lending transactions that are well below those for mediated interlibrary loan, although some libraries “are experiencing a need to reallocate staff resources to keep up with the demand” Nitecki and Renfro, 2004). There are no charges between institutions. Very high levels of patron satisfaction have been reported.

In New Zealand, a pilot project to investigate the feasibility of user-initiated interloan was undertaken in 2001 between Lincoln University and the National Library (McCartin and Reid, 2003; Reid et al., 2004). The sample group of 26 staff and post-graduate students selected for the pilot placed requests through a modified Te Puna Search interface. The requests placed were subsequently mediated by the Library’s interloan staff. Patrons expressed satisfaction with the service.

### **3.14 New technologies**

#### ***Portals***

Jackson describes portals thus:

To some a portal is simply an enhanced website or gateway to web resources. To others a portal is a super discovery tool that gathers a range of useful Web and non-Web resources into a one-stop Web page, and permits users to search, discover, and receive content regardless of format, metadata, publisher interface, or the campus authentication method (Jackson 2003a, 5).

Jackson predicts that portals have the potential to reduce the volume of interlibrary loan/document delivery requests.

Thomas discusses the ways in which library catalogues need to develop to meet the future needs of their customers:

To serve their clients well, libraries must blend the features of the catalog with the virtues of the portal. This will require the use of a sophisticated search engine to deliver the quantity of resources, the hyperlinks, the customization and personalization, and the instantaneous access that provides the user with convenience, flexibility and immediacy (Thomas 2000, 3).

### ***Enhanced OPACs***

Jackson (2003) also alludes to some of the developments which are occurring in online catalogues. Such developments include:

- relevance rankings;
- links to other items by an author;
- links to additional content such as book covers, table of contents, summaries, author notes;
- links to commercial suppliers eg. Amazon.com;
- links to digital objects in museums and archives.

An example of an enhanced online catalogue described by Jackson is the RLG's RedLightGreen project,<sup>13</sup> an online information service developed from the RLG's union catalogue which has been specifically tailored to meet the needs of web-savvy undergraduate students. Such enhanced bibliographic access, with links to online resources, are expected to have a major impact on interlibrary loan services in the future, although whether this is expected to reduce or increase demand for traditional interlibrary loan services is unclear.

### **3.15 Future trends**

Predictions for the future of interlibrary loan are numerous and maybe found in overview commentaries of many journals that contain papers about interlibrary loan. Further trends can be formulated by forecasting the trends in different types of materials, both physical and digital.

Mary Jackson's keynote address to an IFLA Interlending and Document Supply conference in 2003 highlighted a number of key trends that would be useful to monitor to formulate an idea of the future climate of interlibrary loan. These included rising user expectations, the move from mediated interlibrary loan/document delivery services to unmediated, patron-initiated services, the impact of copyright law and digital licensing, the implementation of portals which may increase/decrease interlibrary loan/document delivery demand, the enhancement of online catalogues, the blurring of collection and access activities, the increase in adoption of technical standards, and increased globalisation.

From these she predicted that by 2008:

- We will [be] using [a] blend of mediated and user-initiated services, [though] the proportions for individual interlibrary loan units may vary significantly.
- That the percentage of returnables will increase (for borrowing and lending) as electronic journals expand in number and print versions are terminated.
- We will still be working in a mixed copyright and license environment, but I expect . . . that the percentage of licenses that permit libraries to fill photocopy requests from non-commercial libraries will increase.

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<sup>13</sup> [www.redlightgreen.com](http://www.redlightgreen.com)

- Global interlending and document delivery may reach five percent of a library's interlibrary loan transactions, up from the estimated 1-2 percent of current traffic.
- Turnaround time will be faster, but user expectations will have also increased, so that for many requests, turnaround time will still not be fast enough.
- Bibliographic items will be easier to identify, though users will continue to use a variety of online catalogs, portals, gateways, and perhaps tools that haven't yet been invented (Jackson 2003a).

Graham Cornish suggests that the increasing importance of digital media will not mean the death of the physical reality of books, and agrees with Jackson that the proportion of interlibrary loan due to returnables (monographs) will increase (Cornish 2002). He acknowledges that this may not be the case at present, as he points out that a study to assess the impact of electronic journals on interlibrary loan conducted by the National and University Library of Iceland "found that as the demand for journal articles declined...demand for books (i.e. real interlibrary loan) also declined" (Cornish 2003).

Some interlibrary loan practitioners believe that in the future, to bypass restrictive licensing agreements and prohibitive subscription costs, interlibrary loan requests for articles may be directly sourced from researchers, not commercial publishers (Line et al, 2002).

In 2003, OCLC published a report on five-year information format trends in libraries. The report states that the

consistency of trends across all four information format categories [popular materials, scholarly materials, digitization projects and web resources] suggests that both a shift and an expansion of information formats are well under way and will likely accelerate in the next several years (OCLC Reports, 2003).

These trends cover:

- A shift in new unit production of popular and scholarly materials from paper-only to a combination of paper, print-on-demand (POD) and electronic versions is evident in the developed world. Annual production rates of electronic-only formats are growing faster than their paper-only counterparts.
- On the more distant horizon, print-on-demand is likely to increase and bears watching.
- Traditional information formats are not going away.
- New Web sites are not likely to continue to be created at current or recent growth rates. But the number of objects (both text and graphic) expected to populate current sites is predicted to grow exponentially.
- Digitization, although the most difficult area to quantify with respect to total worldwide production volume, may emerge as the most significant new format trend by 2007. New funding, imaging

technology, marketing and patron appeal will likely fuel expansion faster than other categories (OCLC Reports, 2003).

The impact of these trends on interlibrary loan are obvious; with the increase in access to digital forms of original works, the demand for copies of articles will significantly decrease in the future. With respect to monographs it is difficult to determine what impact these trends will have (Jackson, 2000b ).

## 4. Survey Findings

### 4.1 Introduction

To fulfil a number of the required objectives of this report, a survey of New Zealand libraries participating in interlibrary loan was conducted. The survey consisted of 61 questions (see Appendix C) and was hosted electronically by the National Library of New Zealand. It was accessible through a link that was distributed to the appropriate e-mailing lists and was also available through the Library and Information Association of New Zealand Aotearoa (LIANZA) website. Data was collected over the course of three and a half weeks. In total 107 participants completed the questionnaire, including all of the New Zealand university libraries and most MetroNet libraries.

Data from the survey was retrieved in a format easily convertible to MS Excel format and the analysis relating to the quantitative questions was carried out in the same way. Due to a formatting error when the survey was first mounted, for 31 of the first completed questionnaires the system did not capture data relating to the type and age of materials most commonly requested by library users (question 19 of the survey). Data for this question is incomplete.

Another source of potentially misleading data is confusion among respondents about the meaning of the term 'patron-initiated interloan' in spite of the provision of a glossary at the beginning of the survey.

### 4.2 Survey Analysis

#### 4.2.1 Organisational questions

Of the libraries that responded, 32 were public libraries, 29 were academic libraries and 46 were special libraries. The National Library of New Zealand is included in this last category; however its interloan figures were not included as these would have significantly distorted the data for the special library sector. These sectors were analysed separately and so can provide a picture of how each sector views the current interloan model and possible future trends within interloan.

**Table 4.1 Survey Participant Library Type**

Library Type		
Public	32	30%
Academic	29	27%
Special	46	43%
Total	107	

As can be seen in Table 4.2, the majority of public libraries that responded serve a population greater than 20,000.

**Table 4.2 Public Library Service Population Distribution**

Public Library Population		
<20,000	7	22%
20,000 - 50,000	11	34%
>50,000	14	44%

Of those academic libraries that responded to the survey (Table 4.3), the majority of respondents were polytechnic (45%) and university (31%) libraries with a small number of libraries attached to colleges of education and private training enterprises.

**Table 4.3 Academic Library Type**

Educational Institution Type Served		
Polytechnic	13	45%
University	9*	31%
CoE	3	10%
Wananga	0	0%
PTE	4	14%

\* N.B. For one university, two libraries replied (a central library and one other).

It can be seen from Table 4.4 that participating libraries from the academic sector service differing equivalent full time student populations, although very few of the participating libraries service EFTS populations greater than 20,000.

**Table 4.4 Academic Library Service Population Distribution**

Number of Full-time Students		
< 1,000	4	14%
1,000 - 5,000	11	38%
5,000 - 10,000	5	17%
10,000 - 15, 000	5	17%
15,000 - 20,000	2	7%
20,000 - 25,000	1	3%
>25,000	1	3%

Special libraries were classified by the sector they served: government, health, corporate, and non-governmental organisation (NGOs.)

**Table 4.5 Special Library Type**

Special Library Type		
Government	18	39%
Health	10	23%
Corporate	11	24%
NGO	7	15%

Serviced populations vary somewhat within this sector but the participants predominantly provided services to a population of 100 to 500 library users (43%).

**Table 4.6 Special Library Service Population Distribution**

Special Library Population		
<100	4	9%
100 – 500	19	43%
500 – 1,000	7	16%
1,000 - 2,000	4	9%
2,000 - 5,000	3	7%
>5,000	7	16%

#### 4.2.2 Overview of Interlibrary Loan in New Zealand

The libraries surveyed were asked to give their total overall interloan figure for the last financial year (either tax year or calendar year), as well as what proportion of this figure was in items supplied to other libraries (items ‘out’) and items requested from other libraries (items ‘in’). The figures in Table 4.7 below are the mean averages over each library sector. It is important to note, however, that the mean average determined for the academic sector covered all 34 academic library participants, including small polytechnic, College of Education and private training institution libraries, and does not indicate the extent to which the collective libraries of the 8 universities dominate the interloan transactions of this sector (85,000 transactions occurring in 2003)<sup>14</sup>.

**Table 4.7 Library Interloan Figures for the Last Financial Year**

	Total Interloan Figure	No. Interloan Items Supplied	No. Interloan Items Unable to Supply
Public	1157	448.6	358.4
Academic	5447	2618.6	856.2
Special	1554	640.3	87.4

Asked for the major reasons why they were unable to supply items, libraries from all three sectors gave a mix of the following reasons:

- items on loan;
- items lost;
- policy issues;
- systems issues.

The main reason given by respondents for non-supply of requests was that the item was currently on loan to another user at the time that the request was made.

Another frequently-noted reason for non-supply was that the requested item was missing, lost, or (for unknown reasons) simply not on the shelf when requested.

The fact that library policies did not permit outward interloan of certain categories of material was another important reason for not supplying a requested item. Library policies placed restrictions on the lending of items that were too new, too old, unique, had high internal usage, or were reference only. For example, one public library stated: “Books held by the library for less than six months are not

<sup>14</sup> <http://www.conzul.ac.nz/statistics/NZULstats2003FINAL.xls>

made available for interloan”. All categories of library noted that they did not lend reference materials. Generally, academic libraries did not lend materials from special or restricted collections. Two academic libraries stated that they did not provide copies of journal articles because their ‘policy forbids copying’, or the request ‘exceeds copyright’.

Another major reason for not being able to supply interloan requests related to systems issues i.e. issues connected with the Te Puna database. The most common systems problem identified was that holdings listed on the National Union Catalogue did not correspond to the materials held by the library to which the request was made. In some cases, according to the respondents, the holdings record was incorrect because it had not been updated. One special library commented: “No longer subscribe to some periodicals, and our holdings haven’t been updated”. In other cases, respondents felt that the requesting library had either not taken enough care when checking holdings, or had simply misread the holdings record. In the words of one special librarian: “Librarians need to be more careful about checking dates held fields in Te Puna”. One academic library noted that, because electronic journal holdings are not currently recorded on the NUC, requestors will often submit speculative requests, on the off chance that the library may be able to supply the item.

Customer satisfaction in relation to interlibrary loan is predominantly based on whether the request they have made has been fulfilled. Table 4.8 outlines the mean average of requests made and filled for each sector in the last financial year. It should be noted that participants responded in an inconsistent manner to the questions ‘How many requests were made in your last financial year?’ and ‘How many of these were filled?’, and this fact is responsible for the academic sector appearing to fill more requests than were made.

**Table 4.8 Library Interloan Request Figures for the Last Financial Year\***

	Number of Respondents	Requests Made Last Year	Requests Filled Last Year
Public	32	641	579
Academic	19	3189	3258
Special	23	1017	926

\*These figures are mean averages across each sector

Table 4.9 illustrates that for public libraries, loan requests made up a greater proportion of their total interloan requests for the last financial year (79%). For academic and special libraries the majority of interloan requests were for copies (69% and 86% respectively).

**Table 4.9 Breakdown of Interloan Requests made in the Last Financial Year\* \*\***

	Number of Respondents	Loan Requests Last Year		Copies Requested Last Year		Non-Book Materials Requested Last Year	
Public	31	595.5	79%	132.2	17%	31.0	4%
Academic	21	995.6	31%	2256.6	69%	7.7	0%
Special	24	141.5	14%	886.4	86%	3.6	0%

\*These figures are mean averages across each sector

\*\*From here on, ‘loans’ refers to physical items loaned and ‘copies’ refers to photocopies of articles, chapters etc.

Of those interloan requests made, the rate of unfilled requests (see Table 4.10) reflects the same proportions as set out above. For public libraries, 80% of unfilled requests for the last financial year were for loans. For academic and special libraries over 70% of their unfilled interloan requests were copy requests.

**Table 4.10 Interloan Requests Unfilled in the Last Financial Year\***

	Loan Requests Unfilled		Copy Requests Unfilled		Non-Book Requests Unfilled	
Public	111.2	80%	20.7	14%	8.0	6%
Academic	81.4	25%	239.8	74%	3.3	1%
Special	16.0	24%	50.5	75%	0.8	1%

\*These figures are mean averages across each sector

Participants were asked whether they expected their overall interlibrary loan figures to change in the future. 59% of public library participants, 82% of academic library participants and 61% of special library participants said yes, they did expect a change.

**Table 4.11 Expectation of Changes to Interloan Figures in the Future**

Interloan Loan Figure Expected to Change				
	Yes		No	
Public	17	59%	12	41%
Academic	22	82%	5	19%
Special	28	61%	18	39%

When asked how they expected their future interlibrary loan figures to change (Table 4.12), 38% of the public library participants who responded to this question, 33% of academic library participants who responded to this question and 21% of special library participants who responded to the question expected the number of interlibrary loan requests to increase. A significant proportion of participants did not know whether their figures would increase or decrease.

**Table 4.12 How Libraries Expect Interloan Figures to Change**

Interloan Loan Figure Change in 5 Years						
	Increase		Decrease		Don't know	
Public	9	38%	4	17%	11	46%
Academic	8	33%	12	50%	4	17%
Special	7	21%	19	58%	7	21%

Question 19 asked participants to identify the type of material and the age of material that is most frequently requested on interloan by their library users.

For public libraries the most popular age for monograph requests was for items of between 3 and 19 years old (see Table 4.13). This also applies to individual articles (copies). This pattern (of the most frequently requested material being between 3 to 19 years old) also applies to non-book materials, but in some cases there is not enough data for this statement to be truly definitive. In public libraries, the 'other' categories of monographs included theses, music scores, and motor vehicle

manuals; the ‘other’ categories of non-books included microfilm, ship logs, newspaper clippings, language tapes, and personal journals from special collections.

**Table 4.13 Number of Public Libraries with Interloan Requests in the Categories of Monograph, Serial and Non-Book, and Age of Materials\***

Monograph	Less than 3 yrs old		Between 3 – 19 yrs old		Over 20 yrs old	
	Fiction	5	16%	21	68%	5
Non-fiction	8	26%	21	68%	2	6%
Other	5	13%	25	63%	10	25%

Serial	Less than 3 yrs old		Between 3 – 19 yrs old		Over 20 yrs old	
	Individual Articles	7	28%	16	64%	2
Whole Journals	0	0%	1	100%	0	0%

Non-Book	Less than 3 yrs old		Between 3 – 19 yrs old		Over 20 yrs old	
	Talking Books	4	24%	12	71%	1
CD	5	23%	16	73%	1	5%
CD-ROM	1	33%	2	67%	0	0%
DVD-ROM	2	18%	9	82%	0	0%
Other	2	25%	3	38%	3	38%

\*Percentages are of age across the type of medium

A similar pattern of material requesting is evident within academic libraries (Table 4.14). Monographs published between 3 and 19 years previously were the most popular type of request, with non-fiction being the most popular category. With serials, a significant proportion (28%) of requests were for materials of less than 3 years of age. The figures for non-book interloan requests were not as high as those for public libraries. The ‘other’ categories for academic libraries included: for monographs, standards, theses, music scores and patents; for non-book materials, microforms and audio tapes.

**Table 4.14 Number of Academic Libraries with Interloan Requests in the Categories of Monograph, Serial and Non-Book, and Age of Materials\***

Monograph	Less than 3 yrs old		Between 3 – 19 yrs old		Over 20 yrs old	
	Fiction	0	0%	4	67%	2
Non-fiction	6	19%	23	72%	3	9%
Other	4	19%	17	81%	0	0%

Serial	Less than 3 yrs old		Between 3 – 19 yrs old		Over 20 yrs old	
	Individual Articles	8	28%	19	66%	2
Whole Journals	3	23%	8	62%	2	15%

Non-Book	Less than 3 yrs old		Between 3 – 19 yrs old		Over 20 yrs old	
Talking Books	0	NA	0	NA	0	NA
CD	1	25%	3	75%	0	0%
CD-ROM	3	60%	2	40%	0	0%
DVD-ROM	1	10%	9	90%	0	0%
Other	0	0%	3	100%	0	0%

\*Percentages are of age across the type of medium

Special library users tend to request non-fiction of up to 20 years of age in both monograph and serial (individual articles) categories. It can be seen that very few non-book items are requested for interloan in special libraries. The monograph 'other' category included theses, standards, policy documents, music scores, case (law) reports and unpublished materials. Non-book 'other' requests included microfiche and images.

**Table 4.15 Number of Special Libraries with Interloan Requests in the Categories of Monograph, Serial and Non-Book, and Age of Materials\* \*\***

Monograph	Less than 3 yrs old		Between 3 – 19 yrs old		Over 20 yrs old	
Fiction	1	33%	1	33%	1	33%
Non-fiction	18	40%	21	47%	6	13%
Other	7	37%	12	63%	0	0%

Serial	Less than 3 yrs old		Between 3 – 19 yrs old		Over 20 yrs old	
Individual Articles	17	38%	21	47%	7	16%
Whole Journals	7	44%	6	38%	3	19%

Non-Book	Less than 3 yrs old		Between 3 – 19 yrs old		Over 20 yrs old	
Talking Books	1	50%	1	50%	0	0%
CD	1	33%	2	67%	0	0%
CD-ROM	1	100%	0	0%	0	0%
DVD-ROM	2	33%	3	50%	1	17%
Other	3	75%	0	0%	1	25%

\*Percentages are of age across the type of medium

\*\*Libraries could nominate all categories

For public libraries (Table 4.16), general patrons were the most frequent users of interloan services. In academic libraries, undergraduates, graduate students and faculty made use of the interloan service at an almost equal frequency (27%, 23% and 28% respectively). For special libraries the most frequent users were head office staff (65%).

In the 'other' category of interloan service users, public libraries included tertiary students, researchers and business people. Academic libraries included researchers and, in the case of academic libraries that service schools of health or medicine, health professionals.

**Table 4.16 Frequent Users of Interloan Services\***

Frequent Users of Interloan Services										
Public	Children		Young adults		General Patrons		Senior Citizens		Other	
	1	2%	3	6%	26	51%	11	22%	10	20%
Academic	Undergraduate Students		Graduate Students		Faculty		General Staff		Other	
	19	27%	16	23%	20	28%	10	14%	6	9%
Special	Head Office Staff		Branch Staff		Members of the Public				Other	
	32	65%	16	33%	1	2%			0	0%

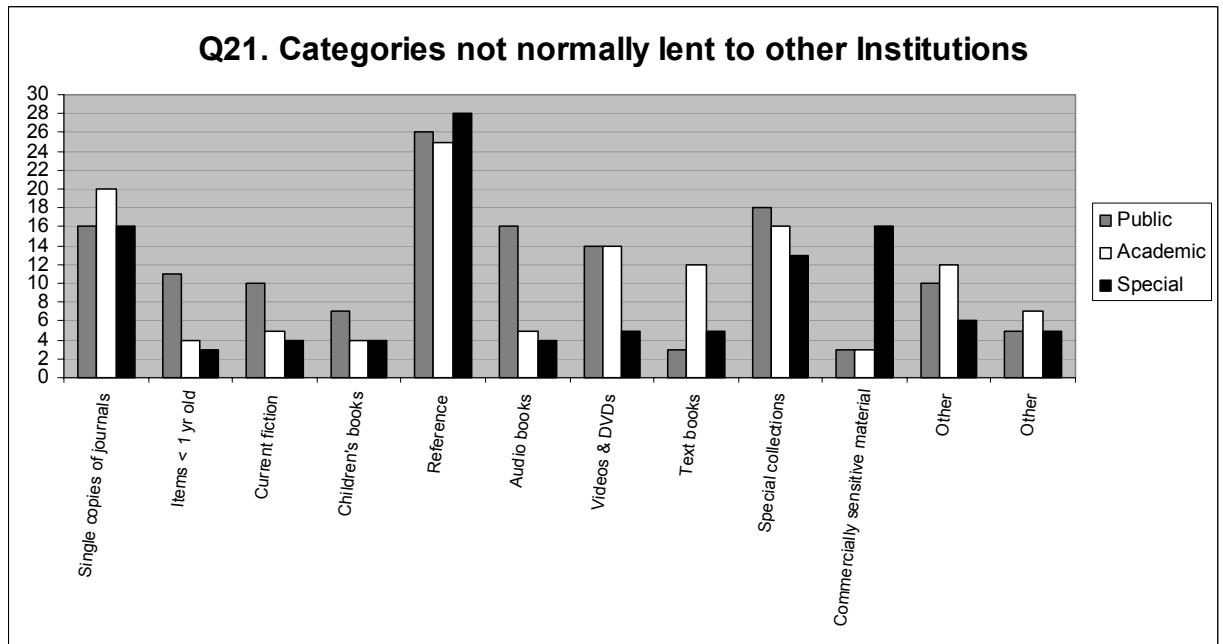
\*Libraries could nominate all categories

Question 21 addressed the questions of which categories of materials were not normally made available for interloan. As can be seen in the graph below, common categories of materials that are not made available include single copies of journals, reference materials and special collections. Public and academic libraries did not often choose to make their audio-visual collections available for interloan. Academic libraries apply the same policy of non-lending to text books and special libraries to commercially sensitive material.

Other categories of material that respondents did not lend included:

- materials under six months old;
- high-demand materials;
- AV materials: films, videos, DVDs, language kits, microfilm;
- light fiction;
- rare books;
- out of print material;
- theses;
- reference and closed reserve materials;
- recent journal articles.

**Figure 4.1 Categories of Material Not Available for Interlibrary Loan**



In response to the question as to whether they had policies not to send categories of material overseas, or policies limiting supply in certain circumstances, replies from the public library sector indicated that they are seldom requested to supply overseas interloan material. One library commented that when such requests do occur they are treated on a case-by-case basis.

Academic and special library respondents, however, specified several categories of material that they would not supply to overseas requestors. Non-lending policies applied particularly to unique items eg. theses, special collections, 19<sup>th</sup> century material and irreplaceable items. (In respect of theses, two libraries noted that they required requestors to purchase a copy.) Various respondents stated that they did not send the following items overseas: books, entire journal issues, closed reserve items, audio/visual materials, microfilm.

In an alternative interpretation of this question, some special library respondents specified situations when supply of materials was limited according to the category of library user, for example, “unreported judgments are limited to members only”.

#### 4.2.3 Charges to Library Users

Question 23 asked participants if they charged library users for interloan requests. 84% of participants in public libraries said yes. For academic libraries, the majority of participants (55%) said they applied charges some of the time. Of special library participants, 5% made charges to some or all users for their interloan service.

**Table 4.17 Occurrence of Charging to Library Users**

Library Users Charged for Interloans						
	Yes		Some		No	
Public	27	84%	5	16%	0	0%
Academic	7	24%	16	55%	6	21%
Special	8	18%	15	33%	22	49%

Categories of user that respondents did not charge for interloans were organisational staff, and other categories of user.

In the organisational staff category, public library respondents indicated that they did not charge either council or library staff for interloan requests; nor did they charge library volunteers. Some special library respondents also indicated that staff from their parent institution could interloan items without charge.

Respondents from different library sectors specified differing categories of user for whom interloan charges did not apply. Public librarians indicated that they did not charge school children, or sight impaired people. Many academic library respondents described quite complex user charging schedules. Some indicated that neither staff, students, nor faculty incurred interloan charges. Other respondents described their policy of allocating staff and post-graduate students an annual “free quota” of interloan requests; once this quota had been exceeded, however, charges applied. Several special library respondents indicated that they did not charge users for requests supplied from libraries with which they held a reciprocal agreement.

Libraries from all sectors indicated that their users incur charges in the following circumstances:

- urgently requested material;
- material supplied from overseas (including that obtained from a commercial document supply company);
- material obtained from institutions with which the library does not have a reciprocal agreement.

Responding libraries also specified various categories of user that are liable for interloan charges. Public library respondents indicated that, in general terms, all users are charged for interloan. Some academic libraries indicated that they also charge all categories of user – faculty, students, staff, external users and members of the public. Categories of user to incur charges in special libraries included: “authorised users who are not staff” and commercial clients.

Participants were also asked when, in the course of the transaction, their users incurred a charge on interloan requests (if charges were levied for this service at their library). For each sector, the main point at which charges were incurred was upon collection of the requested item.

**Table 4.18 When do Library Users Incur Charges?**

Library Users Incur Interloan Charges						
	On Placement		On Collection		Both	
Public	7	22%	17	53%	8	25%
Academic	2	10%	17	81%	2	10%
Special	2	9%	21	91%	0	0%

For public library participants (see Table 4.19), the most common basis for charges to library users is cost recovery and overheads (45%). For academic libraries the most common basis was cost recovery of the charge from the lending library (38%), followed by other methods (33%). For special libraries the most common charge calculation basis was cost recovery of the charge from the lending library (54%).

Public and academic libraries indicated that the flat fee they charge users for a standard interloan request only partially recovers the cost of obtaining the item.

**Table 4.19 Basis for Charges to Library Users**

	Recovery for Overheads		Cost Recovery of Charge from Lending Library		Cost Recovery + Overheads		Other	
Public	2	7%	6	19%	14	45%	9	29%
Academic	5	24%	8	38%	1	5%	7	33%
Special	4	17%	13	54%	5	21%	2	8%

In question 28, participants were asked to indicate their user charges for each of the transaction types indicated in the following three tables. The majority of public libraries charged under \$10 for a loan or copy. Higher charges are made for overseas interloans (between \$16 and \$30).

Transactions that fall into the 'other' category include:

- transactions where all actual costs involved in the request are passed on to the requesting library user;
- transactions where 'overseas' is not Australia;
- those that involve technical standards requests.

**Table 4.20 Public Library Charges to Library Users**

Public (32 respondents)	Charges to Library Users						
	No charge	<\$5	\$5 - \$10	\$11 - \$15	\$16 - \$20	\$21 - \$30	> \$30
Request fee	2	12	11	1	1	0	0
Urgent	0	1	0	3	8	3	2
Loan	1	9	13	4	6	0	0
Copy	2	12	10	3	5	0	0
Overseas	1	0	1	1	3	6	8
Total other	0	1	1	2	4	1	4

As Table 4.21 shows, a different pattern of charging is evident for academic library participants. Academic libraries generally do not charge a request fee, or for loan or copy requests. Those who do charge may charge \$20 or \$30 or more, especially for urgent or overseas interlibrary loan.

**Table 4.21 Academic Library Charges to Library Users**

Academic (23 respondents)	Charges to Library Users						
	No charge	<\$5	\$5 - \$10	\$11 - \$15	\$16 - \$20	\$21 - \$30	> \$30
Request fee	13	2	1	0	1	0	0
Urgent	7	0	2	1	5	4	1
Loan	10	3	3	1	3	0	0
Copy	9	4	3	1	3	0	0
Overseas	3	0	1	3	6	4	2
Total other	2	0	0	0	2	2	1

‘Other’ transactions in academic libraries include:

- those that apply to certain overseas items;
- those that apply to non-library members.

Special libraries do not, as a general rule, charge their users for interloan requests.

Very few libraries indicated that they provided ‘other’ interloan transaction types but those that were mentioned include:

- copy or loan requests which cost the participant’s library over \$100;
- requests to commercial suppliers.

**Table 4.22 Special Library Charges to Library Users**

Special (32 respondents)	Charges to Library Users						
	No charge	<\$5	\$5 - \$10	\$11 - \$15	\$16 - \$20	\$21 - \$30	> \$30
Request fee	19	0	1	3	1	0	0
Urgent	14	0	0	3	5	1	2
Loan	14	1	1	6	3	2	1
Copy	14	1	1	8	1	2	1
Overseas	12	0	2	4	5	4	2
Total other	0	0	0	1	0	0	2

#### 4.2.4 Charges to Other Libraries

Participants were asked which interloan billing systems they used when charging other libraries. From Table 4.23 it is clear that most libraries use a mix of systems, notably IBS and direct invoicing. A considerable proportion of interlibrary loan is not billed, either because charges are routinely not billed, or because they are part of reciprocal agreements.

**Table 4.23 Interloan Billing Systems Used by Participants\***

	Number of respondents	IBS		Direct Invoicing		Do Not Charge		Reciprocal		Other	
Public	32	25	42%	7	12%	2	3%	24	40%	2	3%
Academic	28	27	42%	14	22%	1	2%	19	30%	3	5%
Special	45	28	33%	18	21%	9	11%	30	35%	1	1%

\*Participants could nominate all systems used

Question 30 asked participants to indicate how much they charged other from which interloan items are requested. Public libraries generally charge \$11 to \$20 for standard interloan and urgent transactions. There were not enough responses to determine if the charges levied from heavy borrowers, non-Te Puna users or non-IBS users differed significantly from the standard interloan charge.

**Table 4.24 Public Library Charges to Other Libraries**

Public (29 respondents)	Charges to Other Libraries				
Types of charges	No charge	< \$10	\$11 - \$20	\$21 - \$30	> \$30
Standard interloan	3	3	23	0	0
Urgent	1	1	8	4	2
Charge to heavy borrowers	3	0	1	0	0
Extra (for non-Te Puna users)	2	2	1	0	0
Extra (for non-IBS users)	3	1	1	0	0
Other	2	0	1	0	0

A similar pattern may be seen for academic libraries, as shown in Table 4.25. Those libraries that responded indicated (similarly to public libraries) that charges of between \$11 and \$20 are levied to other libraries; the majority impose a charge for standard interloans, while a smaller number noted that they charge only on urgent interloans.

**Table 4.25 Academic Library Charges to Other Libraries**

Academic (27 respondents)	Charges to Other Libraries				
Types of charges	No charge	< \$10	\$11 - \$20	\$21 - \$30	> \$30
Standard interloan	0	1	24	0	0
Urgent	2	4	10	3	1
Charge to heavy borrowers	8	0	1	0	0
Extra (for non-Te Puna users)	7	2	3	3	0
Extra (for non-IBS users)	6	2	3	1	1
Other	1	2	1	0	0

Special libraries also charge from between \$11 and \$20 for standard or urgent interloans although in the latter case a greater range of charges are likely to be levied. Special libraries do not levy additional charges from heavy borrowers, or from non-Te Puna or non-IBS users.

**Table 4.26 Special Library Charges to Other Libraries**

Special (37 respondents)	Charges to Other Libraries				
	No charge	< \$10	\$11 - \$20	\$21 - \$30	> \$30
Standard interloan	4	0	32	1	0
Urgent	3	6	12	10	2
Charge to heavy borrowers	13	0	1	0	0
Extra (for non-Te Puna users)	14	0	0	0	0
Extra (for non-IBS users)	14	0	0	0	0
Other	0	0	1	0	0

Responses received from academic and special librarians indicated that their charge for supplying materials to another library is usually based on what that library charges them for this service.

The types of international billing arrangements currently being operated by respondents are summarized in Table 4.27. Many academic and special library respondents indicated that they are using all methods.

**Table 4.27 International Billing Arrangements\***

Billing Method	Supplier
Voucher	IFLA
	ALIA
Invoice	National Library of NZ
	Infotrieve
	British Library
	CISTI
	Subito
Other	Kinetica KDD
	OCLC IFM
	Coupon Response
	Credit/bank card

\*The number of participants from each sector responding to this question were: Public (11); Academic (15); Special (19)

Percentages of libraries using the Interloan Billing System set up by the National Library and the Joint Standing Committee on Interloan are given below.

**Table 4.28 Participant Use of the Interloan Billing System**

Use of IBS	Yes		No	
	Count	Percentage	Count	Percentage
Public	25	81%	6	19%
Academic	28	97%	1	3%
Special	33	73%	12	27%

Question 33 asked participants to indicate their level of satisfaction with IBS reporting. The majority of those who responded to this section either professed to be very satisfied or satisfied with it (only 24% of public library participants, 15% of academic library participants, and 21% of special library participants were neither satisfied nor dissatisfied with IBS reporting).

**Table 4.29 Satisfaction Rating with IBS Reporting\***

	Very Satisfied		Satisfied		Neither		Dissatisfied		Very Dissatisfied	
Public	7	28%	12	48%	5	20%	1	4%	0	0%
Academic	4	14%	20	71%	3	11%	1	4%	0	0%
Special	7	21%	20	59%	6	18%	1	3%	0	0%

\*Percentages are of those who responded to this question

The main reasons given by respondents across all sectors for not being satisfied with the IBS were as follows:

- formatting of the invoice/statement, which many respondents regarded as being difficult to read;
- the extra work that was entailed in working out the charges for individual items;
- invoicing errors (e.g. credits being shown as debits; charges showing from libraries which normally supplied the respondent without charge);
- difficulties in resolving problems with invoicing.

Participants were asked to indicate their level of satisfaction with their interaction with the IBS operation (Table 4.30). Of those who responded, public library participants appeared to be the most satisfied, over 80% being very satisfied or satisfied. Satisfaction ratings from academic and special libraries were lower, in that the majority of respondents indicated they were either satisfied, or neither satisfied nor dissatisfied.

The main reason given by respondents from all sectors for not being satisfied with the IBS operation was the unhelpful response they had received from the IBS office when errors with billing occurred. Commented one special librarian: "Communication is totally inadequate to the library community when such problems occur".

**Table 4.30 Satisfaction Rating of Interaction with the IBS Operation\***

	Very Satisfied		Satisfied		Neither		Dissatisfied		Very Dissatisfied	
Public	8	32%	13	52%	3	12%	1	4%	0	0%
Academic	5	18%	15	54%	7	25%	1	4%	0	0%
Special	5	14%	19	54%	10	29%	1	3%	0	0%

\*Percentages are of those responding

#### 4.2.5 Te Puna Interloan

Question 35 asked participants to indicate their level of satisfaction with Te Puna Interloan, if they used it. Most of those who responded from the public or academic library sectors professed to be either satisfied or very satisfied with Te Puna Interloan. The satisfaction results for the special library sector are more widely spread, with 52% stating that they do not make use of Te Puna Interloan at all.

**Table 4.31 Satisfaction Rating with Te Puna Interloan**

	Very Satisfied		Satisfied		Neither		Dissatisfied		Very Dissatisfied		We Do Not Use TP	
Public	6	19%	18	56%	3	9%	1	3%	0	0%	4	13%
Academic	2	7%	19	66%	4	14%	0	0%	0	0%	4	14%
Special	2	4%	12	26%	4	9%	4	9%	0	0%	24	52%

Public librarians identified the following reasons for not being satisfied with Te Puna Interloan:

- Complexity of the system. In particular, they stated that it is difficult to search; that the screen is very “cluttered”; that the availability of items is not shown on the results screen; that the terms used are not self-explanatory; and that too much “mouse-clicking” is required.
- Slow response time, particularly in the afternoons.
- Weekend “downtime” is inconvenient for libraries which operate seven days per week.
- It is time-consuming to resolve transaction problems.
- There is poor communication of system changes; for example, a recent re-ordering of the request rota.

Respondents from academic libraries also found the system complicated to use – especially in relation to the amount of scrolling and mouse use required. Other respondents noted slow response times, poor communication of system changes, and problems with error messages.

Amongst special libraries, many respondents expressed frustration with the slowness of the system. One respondent commented that the “system is clumsy and difficult for the infrequent user to pick up compared with most modern systems”. Difficulties in following up on non-supplied requests were also noted.

Participants who did not make use of Te Puna Interloan were asked to give their reasons why. Only one public library response was received to this question, which stated: “We do not have the level of requests to make it worthwhile”.

Those academic librarians who responded to this question also stated that the costs involved were not justified for the size of their interloans operation. They felt that requests sent by email were quicker and “friendlier”.

Special librarians also cited the cost of Te Puna Interloan as their main reason for non-use of the system. Most respondents noted their low volume of interloans, but many also felt that it is quicker and cheaper to use overseas suppliers. One respondent said that email is a quicker and cheaper method of obtaining interloan material from within New Zealand. Other respondents noted that the libraries with which they have reciprocal agreements do not use Te Puna. Other respondents expressed satisfaction with their current systems, noting the frequent problems that appear to occur with Te Puna Interloan.

Participants were asked how often they experienced technical difficulties with Te Puna Interloan (see Table 4.32). Of those responding, a large proportion of public

library participants said once a month (40%) or several times a year. For academic libraries the highest proportion of responses was for once a fortnight (33%). More than half of the special library participants said that they experienced technical difficulties with Te Puna several times a year.

**Table 4.32 Frequency of Experiencing Difficulties with Te Puna Interloan\***

	Less than Once a Week		Once a Week		Once a Fortnight		Once a Month		Several Times a Year		Don't Know	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
Public	0	0%	2	8%	2	8%	10	40%	8	32%	3	12%
Academic	0	0%	4	17%	8	33%	3	13%	7	29%	2	8%
Special	0	0%	0	0%	1	4%	7	28%	14	56%	3	12%

\*Percentages are of those responding

The survey questioned participants about the accuracy of the library holdings information on the National Union Catalogue (NUC). On the whole, most participants (see Table 4.33) found the holdings to be accurate, but with a high proportion answering 'neither' there is a need for further investigation.

Public librarians expressed the following concerns about NUC holdings:

- Items deleted from libraries' collections are not being removed from the NUC holdings record. According to respondents, this is occurring because it is time consuming and labour intensive to remove individual holdings. Respondents noted that there is no mechanism for "batching" the removal of holdings from the NUC.
- Libraries which indicate holdings, but which will not lend materials.
- Libraries which are not reporting their holdings consistently, or which are selectively reporting holdings.

Responses received from academic libraries emphasized the inaccuracies in journal holdings which occur in the NUC, particularly in relation to electronic journals. The following points were raised:

- Serial holdings are not being kept up to date.
- The format of serials is not being reported.
- There are incomplete holdings for electronic journals.
- No indication is given as to whether online resources are available for interloan.

Respondents from the special library sector also commented on the problems they are experiencing with serial holdings. They noted that these holdings do not always provide information as to volume and years held. One respondent also complained that libraries do not clearly indicate that an item is not available for loan.

**Table 4.33 Accuracy of Holdings on the NUC**

	Very Accurate		Accurate		Neither		Inaccurate		Very Inaccurate	
Public	0	0%	18	58%	6	19%	7	23%	0	0%
Academic	2	7%	13	46%	10	36%	3	11%	0	0%
Special	1	2%	25	57%	14	32%	4	9%	0	0%

Question 38 asked participants to indicate their level of satisfaction with the NUC, if they used it. Participants that responded (see Table 4.34) were, across each sector, generally satisfied with the NUC. In open questions for those who were not satisfied with the NUC, both public and academic librarians identified inaccurate holdings information as being the main cause of their dissatisfaction with the NUC.

Special librarians, however, described their dissatisfaction in more detail. Points raised included:

- the non-reporting of some libraries;
- incorrect holdings statements;
- duplicate records;
- weaknesses in the authority file;
- the need for libraries to add their holdings of online resources.

**Table 4.34 Satisfaction Rating with the NUC**

	Very Satisfied		Satisfied		Neither		Dissatisfied		Very Dissatisfied		We Do Not Use the NUC	
Public	1	3%	23	77%	4	13%	2	7%	0	0.0%	0	0%
Academic	3	11%	20	71%	4	14%	0	0%	0	0.0%	1	4%
Special	6	13%	29	63%	5	11%	2	4%	0	0.0%	4	9%

Participants who did not use the NUC were asked to explain their reasons for this. One academic librarian noted "...the number of holdings that are relevant to us are not great", while one special librarian commented: "...[we] prefer to search a database with more coverage".

Asked how often they experienced technical difficulties when searching the NUC (Table 4.35), the predominant answer from all sectors was several times a year.

**Table 4.35 Frequency of Experiencing Difficulties with the NUC**

	Less than Once a Week		Once a Week		Once a Fortnight		Once a Month		Several Times a Year		Don't Know	
Public	0	0%	1	5%	3	14%	4	19%	13	62%	0	0%
Academic	0	0%	1	4%	4	15%	3	11%	19	70%	0	0%
Special	0	0%	0	0%	2	6%	11	31%	22	63%	0	0%

#### 4.2.6 Cooperative Lending Arrangements

In question 40 participants were asked whether they were involved in any formal or informal cooperative resource sharing arrangements. 61% of public library participants, 76% of academic library participants, and 81% of special library participants said that they were.

**Table 4.36 Participant Involvement in Cooperative Lending Agreements**

	Yes		No	
Public	19	61%	12	39%
Academic	22	76%	7	24%
Special	35	81%	8	19%

Respondents from all sectors identified formal consortial arrangements that are currently in operation in New Zealand. Named consortia in the public library sector were the Otago/Southland libraries; the Canterbury/Westland libraries; and the Waikato/Bay of Plenty alliance. The majority of such consortia appear to be in the South Island, and activity in Auckland and Wellington is limited in comparison. Not all consortia are active, with some accounting for very little interlibrary exchanges

Within the academic library sector, consortia identified by respondents were the Canterbury Tertiary Alliance, the alliance of Polytechnic libraries, and HealthLib.

The HealthLib consortium was also mentioned by several of the special library respondents. Other alliances operating in this sector included an informal arrangement between government department libraries, and reciprocal arrangements put in place between the branches of companies. Within this sector also, there are alliances between libraries operating in similar subject areas; for example, one librarian noted: “we also work informally with other libraries in our speciality area”. Respondents also listed numerous informal arrangements with which they are involved; in many cases, these arrangements are cross-sectoral, and regionally-based.

What the data does not show is how important such arrangements are for inter-library loans, nor whether more consortial agreements will result in a decline in the use of Te Puna and the IBS.

#### 4.2.7 Trends in Overall Usage and the Ratio between Monograph and Journal Interloans

Overall trends in interlibrary loan usage could not be deduced directly from data collected in this survey as it does not allow, as yet, a longitudinal comparison over a number of years. However, other collected data sets, such as that from the IBS (Appendix B) and those collected by individual libraries, give an indication that the number of interlibrary loan interactions has dropped over the last year. The IBS figures demonstrate this with a drop of at least 7,000 in interlibrary loan transactions from 2002/03 to 2003/04. Nine sets of full statistics, covering at least the last three years, supplied from public, academic, and special libraries also record an overall decrease in actual interlibrary loan activity in those libraries.

Question 42 of the survey asked whether participants felt that the ratio between monograph and journal interlending within their institution had changed over the last two years. Nearly 80% of public library and over 88% of special library participants said no. Just over half of academic library participants reported no change.

**Table 4.37 Library Anticipation of Change in the Ratio of Monograph:Journal Interlending**

	Yes		No	
Public	6	21%	23	79%
Academic	14	48%	15	52%
Special	5	12%	37	88%

When asked the direction in which this ratio had changed (Table 4.38), the majority of public and academic libraries participants did not respond. Those who did noted an increase in monograph interlending in relation to that of journal articles. Special library participants thought differently; 100% of those who responded felt that journal article interlending had increased in relation to that of monographs (this may not be entirely indicative as there were so few special library responses).

**Table 4.38 Direction in which the Ratio of Monograph:Journal Interlending has Changed**

	In Favour of Journals		In Favour of Monographs		Not Sure	
Public	2	33%	4	67%	0	0%
Academic	5	36%	9	64%	0	0%
Special	5	100%	0	0%	0	0%

#### 4.2.8 Full-text Databases

Table 4.39 shows how likely participants thought it would be that the availability of full-text databases would lower the volume of interlibrary loan journal article requests within their institution in the next five years (question 44). It was emphasised that this applied only to perceived trends for the future, not to any actual or perceived reductions that may have occurred since the introduction of full-text databases. Public library respondents thought it was a little more likely than unlikely that the volume would drop. Academic and special library respondents thought it was likely to highly likely that the availability of full-text databases would reduce the volume of interlibrary loan journal article requests.

**Table 4.39 Likelihood of Full-text Databases Reducing Interlibrary Loan Journal Volume**

	Highly Likely		Likely		Unlikely		Very Unlikely		No Opinion	
Public	1	4%	12	43%	9	32%	0	0%	6	21%
Academic	11	41%	14	52%	2	7%	0	0%	0	0%
Special	12	27%	24	53%	6	13%	0	0%	3	7%

In question 45 participants were asked to estimate what proportion of their electronic resources were accessed on licences that permitted interlibrary loan (see Table 4.40). The majority of public libraries held only a small proportion of electronic resources that could be made available for interlibrary loan. Both the academic and special library sectors estimated that 0 to 10% of their electronic resources were accessed on licences permitting interlibrary loan. The remaining academic and special libraries indicated that between 11 and 100% of their electronic resources are available for interloan purposes.

**Table 4.40 Proportion of Electronic Resources Accessed on Licences that Permit Interlibrary Loan**

	0 - 10%		11 - 20%		21 - 30%		31 - 40%		41 - 50%		51 - 60%		61 - 70%		71 - 80%		81 - 90%		91 - 100%	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Public	18	95	1	5	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-
Academic	13	54	0	-	2	8	1	4	1	4	2	8	0	-	0	-	1	4	4	17
Special	22	60	1	3	0	-	1	3	1	3	1	3	2	5	0	-	4	10	5	14

#### 4.2.9 Bibliographic Verification

In question 46 participants were asked how often they verified the bibliographic details of interloan requests before sending them to a lending library. 66% of public library participants responding said they verified each request, and 16% said that they verified request details most of the time. Only 21% of academic library participants verified every request and 32% said they verified most requests. Only 2% from the special library sector said that they never verified requests.

**Table 4.41 How Often Survey Participants Verified Interloan Requests**

	Always		Mostly		Sometimes		Never	
Public	21	66%	5	16%	2	6%	4	13%
Academic	6	21%	9	32%	10	36%	3	11%
Special	16	36%	13	29%	15	33%	1	2%

Participants were asked to indicate why they chose not to verify the bibliographic details of interloan requests. A small number of public library participants gave the full range of reasons (see Table 4.42). Academic library participants gave lack of staff time (31.3%) and to speed up the request process (37.5%) as their two main reasons for non-verification.

Participants who indicated ‘other’ were asked to explain their reasons for non-verification further. Academic and special librarians gave as their main ‘other’ reason the fact that most are correctly cited. One academic librarian wrote: “We expect (and get) a high standard of citation from our tertiary users”. A special librarian noted: “The majority of our requests are a result of database searches and therefore don’t usually require verification”. Response rates to this question were low across all sectors

**Table 4.42 Reasons for Non-bibliographic Verification\***

	Lack of Skilled Staff		Lack of Staff Time		Lack of Tools for Verification		To Speed Up the Request Process		Other	
Public	1	14%	2	29%	2	29%	1	14%	1	14%
Academic	0	0%	5	31%	2	13%	6	38%	3	19%
Special	0	0%	1	11%	1	11%	4	44%	3	33%

\*Percentages are given for those who responded

#### 4.2.10 Patron-Initiated Interloan

Participants were asked what methods of patron-initiated interloan they offered to their library users (question 48). Public libraries do not commonly offer this service, whereas over half of academic and special libraries do. The method that seems to be most common is use of an online form, or some other method, which participants were asked to describe. One academic library responded that users at their institution are able to place interloan requests directly onto Te Puna Search.

It must be noted here that many participants had a somewhat unclear understanding of the definition of ‘patron-initiated interloan’ that was given in the glossary at the beginning of the survey. In a sense, all interloans are patron-initiated, but in this context the survey instrument was intended to investigate patron-initiated interloan where ‘the patrons of a library identify the material they require and submit the request electronically into a request or interloan system’ (see glossary section, Appendix C).

**Table 4.43 Methods for Placing Patron-Initiated Interloan Requests\***

	None		Online Form		Direct Placement Through OPAC		Direct Placement of Request Through Online Databases		Other	
Public	24	80%	2	7%	1	3%	0	0%	3	10%
Academic	18	51%	9	26%	1	3%	3	9%	4	11%
Special	29	57%	10	20%	3	6%	1	2%	8	16%

\*Some respondents chose more than one category

Those who responded to question 49 indicated that, for the most part, patron-initiated interloan requests were mediated by staff (see Table 4.44).

**Table 4.44 Mediation by Staff of Patron-Initiated Interloan**

	Yes		No	
Public	9	82%	2	18%
Academic	11	92%	1	8%
Special	12	75%	4	25%

Participants were also asked how likely it was that they would implement patron-initiated interloans within the next five years (Table 4.45). Public libraries felt that it was a little more likely than unlikely that they would implement patron-initiated

interloan, whereas both academic and special sector libraries thought it would be a little more unlikely than likely.

**Table 4.45 Likelihood of Implementation of Patron-Initiated Interloan**

	Highly likely		Likely		Unlikely		Very unlikely		No opinion	
Public	4	13%	10	32%	9	29%	1	3%	7	23%
Academic	3	11%	8	29%	8	29%	3	11%	6	21%
Special	1	2%	8	19%	15	36%	13	31%	5	12%

#### 4.2.11 Overseas Interloans

In questions 51 and 52 participants were asked how many items had they received from libraries outside New Zealand, and how many items they had supplied to libraries outside New Zealand (see Tables 4.46 and 4.47). As with previous questions where figures were requested, the answers were somewhat erratic where they were given at all. It is apparent that these statistics are not always kept by libraries, therefore the results given below may not be a true representation of New Zealand's overseas interloan traffic. It can be seen, however, that academic libraries make significantly more requests to overseas libraries than either the public or special library sectors.

**Table 4.46 Overseas Interloan Requests**

	Requests
Public	15.1
Academic	1234.9
Special	299.4

**Table 4.47 Overseas Interloans Supplied**

	Supplied
Public	1.4
Academic	64.3
Special	6.1

In response to the question as to whether libraries thought it likely that their volume of requests to overseas libraries would increase over the next five years, the trends for each sector were quite different (Table 4.48). Public libraries thought it would be unlikely that their request volume would increase. Academic libraries were balanced between thinking it would be likely or unlikely. Special libraries tended more towards thinking it would be unlikely that their overseas interloan volume would increase, but there were a number who believed it to be unlikely that this would be the case.

**Table 4.48 Likelihood that Request Volume to Overseas Libraries will Increase**

	Highly likely		Likely		Unlikely		Very unlikely		No opinion	
Public	1	3%	2	7%	10	33%	10	33%	7	23%
Academic	3	11%	9	32%	8	29%	3	11%	5	18%
Special	8	18%	7	16%	13	30%	10	23%	6	14%

Participants were also asked how likely it would be that the volume of material they supply to overseas libraries would increase over the next five years (Table 4.49). All library sectors felt that it was unlikely the volume would increase although there was an indication from some libraries in the academic sector of the likelihood of an increase.

**Table 4.49 Likelihood that Supply Volume to Overseas Libraries will Increase**

	Highly likely		Likely		Unlikely		Very unlikely		No opinion	
Public	1	3%	2	7%	11	37%	11	37%	5	17%
Academic	1	4%	6	21%	8	29%	9	32%	4	14%
Special	0	0%	2	5%	20	46%	16	36%	6	14%

#### 4.2.12 Document Supply

In question 55 participants were asked whether they made use of commercial companies for document supply (this excludes subscriptions to databases which provide full text access). Libraries in the public sector did not make as much use of commercial document suppliers (19%) as did academic (64%) and special libraries (70%).

**Table 4.50 Participant Use of Commercial Document Suppliers**

	Yes		No	
Public	6	19%	25	81%
Academic	18	64%	10	36%
Special	32	70%	14	30%

Respondents were also asked to list their commercial document suppliers, in order of frequency of use. The commercial document supply company that is most frequently used by all types of library is Infotrieve. The next three most-frequently used companies are: BLDSC, Subito, and CISTI. Other companies named by respondents were: Ingenta, SIRCEexpress, EDRS, NLM, SPORTEexpress, ERIC, CASDDS, Micropatent, Direct Patent, Kinetica and Science Direct.

Asked what factors influenced the decision to use a commercial document supply company rather than interlibrary loan, respondents from all three sectors identified similar reasons for using document supply companies, rather than interlibrary loan. These reasons are listed as follows:

- Speed of delivery.
- Cost effectiveness.
- Reliability of supply.
- Availability: this factor was particularly applicable to “difficult to source documents”.
- Payment system: several respondents noted the convenience of receiving a single, monthly invoice from a document supplier. Another drew attention to the high institutional costs incurred in preparing cheques to pay for individual overseas interloans.
- Copyright issues: several respondents mentioned that overseas document suppliers have copyright clearance to provide articles, which New Zealand holders of full text databases may not have.
- Single source of supply: one respondent described a document supply company as a “one-stop shop for overseas interloan”.

- Convenience: many respondents observed that document supply companies are very easy for library staff to use, with no bibliographic searching required.

Participants were questioned about how likely it would be that their use of commercial document suppliers would increase over the next five years (Table 4.51) There was a marked difference in the responses given by each sector. Public libraries maintained that it would be highly unlikely (41%) that their use would increase, whereas academic libraries wavered between likely and unlikely (both 29%). Special libraries felt that it was likely that their use of commercial document suppliers would increase.

**Table 4.51 Likelihood Participants will Increase Use of Commercial Document Suppliers**

	Highly likely		Likely		Unlikely		Very unlikely		No opinion	
Public	1	3%	2	7%	8	28%	12	41%	6	21%
Academic	1	4%	8	29%	8	29%	4	14%	7	25%
Special	8	18%	18	41%	9	21%	2	5%	7	16%

#### 4.2.13 Final Comments

In the final comments section of the survey, participants were asked whether they felt that the current New Zealand interloan model was still appropriate for New Zealand. For each sector the predominant answer was yes. However, the percentage of each sector answering in the affirmative was not 100% leaving some leeway for further consideration of the model.

**Table 4.52 Appropriateness of New Zealand Interloan Model**

	Yes		No	
Public	29	91%	3	9%
Academic	23	85%	4	15%
Special	37	86%	6	14%

Questioned further about a more appropriate future model for interlibrary loan in New Zealand, respondents did not describe a possible alternative. However, some themes that did emerge were:

- the desire for a free (or at least, low cost) interloan system;
- the importance of a convenient system;
- the necessity for a simplified payments system; and,
- a preference for the retention of a centralised NZ interloan system.

Some respondents from public and academic libraries, in particular, advocated a return to a non-charging interloan model. One public librarian commented: “All libraries should lend free of charge”, and an academic librarian added: “Free interloan would retain interloan traffic in New Zealand”. One special librarian articulated the feelings of several respondents within that sector: “Charging has stifled interlibrary loan and is an impediment to [the] exchange of library material”.

It needs to be noted that those librarians who are satisfied with charging for interloans would not be likely to comment on the present situation.

Respondents put forward several suggestions for a more convenient interloan system. One public librarian suggested that a model that operated via email would maximise convenience. Respondents from academic libraries highlighted the potential convenience benefits of consortial borrowing, unmediated interloans and intra-university interloan.

The need for a simple and efficient payments system for interloans was emphasized by several respondents. One academic library suggested adopting "...a credit/debit system with an annual invoice for [the] balance outstanding between libraries". A special librarian suggested, "Maybe use a weighted non-paying model, like HealthLib".

Librarians from all sectors wanted to see the retention of a centralised, national interloan system, in which the National Library and the National Union Catalogue had an ongoing role. An academic library respondent commented: "A national system linked to the NBD is the ultimate for interlibrary loan traffic". A special library respondent drew attention to the strengths of the current system: "We think there should be a national system because of the networking, and Te Puna searching is very good".

Underlying many respondents' comments was a commitment to the principles of fairness and equity inherent in an interloans system. One respondent regretted that these principles might already have been compromised: "In the past, reciprocity was a great strength of the interlibrary loan model in NZ".

Finally, when asked for other comments about current trends in interlibrary loan in New Zealand, respondents did not give an indication of clear trends, across all library sectors. Again, however, some commonly expressed themes can be identified:

- Costs (both of Te Puna, and of interloan in general).
- The impact of full-text databases.
- Issues concerning long-term access to electronic journals.
- Questions over the accuracy, and completeness, of the National Union Catalogue.
- An acknowledgement of the key role of the National Library.
- An acknowledgement that an interloan system needs to achieve a self-interest/national interest balance.

Particular issues identified by respondents from each of the three library sectors are outlined in the following paragraphs.

Public library respondents noted the importance of reciprocal arrangements within their sector for fulfilling requests for popular materials. Respondents in this sector also mentioned that they had experienced a decline in interloan traffic. They attributed this to a reduction in journal article requests resulting from the availability of materials from online database resources such as EPIC. Public library

respondents were also very aware of issues surrounding the cost of interloan, with one librarian commenting: “Cost is a barrier for many of our patrons”.

Academic library respondents also commented on the impact that electronic full text databases were having on requests for journal articles. One librarian described the situation thus: “The greater availability of full-text articles has brought our interloan rates back to a manageable level”. (One respondent noted also the increasing availability of articles and conference papers on the Internet, free of charge to users.) Respondents from this sector were also very aware of the implications for interlibrary loan of libraries moving from print to electronic journal subscriptions, and the consequent copyright restrictions that licensing agreements imposed. Costs were also a concern to this sector – both Te Puna charges, and the charges being set by individual supplying libraries.

Special library respondents shared many of the concerns about current trends in interlibrary loan outlined by the respondents from the academic sector. Respondents from this sector had also experienced a reduction in journal article interloans, mainly as a result of the availability of full text articles from electronic databases. The costs surrounding interloan also concerned this sector. Respondents from the smaller special libraries indicated that the cost of joining Te Puna is prohibitive. One librarian elaborated on the implications of this: “we do have a collection of material that is unlikely to be found in any other library in New Zealand, [but] because it is unreported it will never be used by anyone else.” Several respondents noted their users’ resistance to paying to obtain materials on interloan. Several other respondents expressed their concern about high Te Puna charges, and also the high charges imposed by libraries in other sectors.

Respondents from all sectors demonstrated an appreciation of the fact that a viable, national interloans system needs to achieve a balance between the interests of individual libraries, and the national interest. One respondent commented: “[The] current model is equitable-both large and small libraries can benefit from the national collection. It is transparent and efficient”. Another added: “I think it is a great service and I would be unhappy if it no longer existed”.

Respondents across all sectors gave a strong indication that the National Library should continue to play a central role in the New Zealand interlibrary loan system. Respondents felt that the National Library has a key role in the provision of materials without charge from its own collections; in the provision of a centralised national bibliographic database; and, in the hosting of a system that facilitates the interlibrary loan function amongst New Zealand libraries.

## **5. Summary and Conclusions**

### **5.1 Summary of trends in the environmental scan**

It is clear from the environmental scan and literature review that the current interlibrary loan situation is extremely fluid. Leading commentators (Jackson, Cornish, Line, etc.) are finding it difficult to predict trends in the field. There is very little solid data relating to interlibrary loan trends, and the New Zealand survey will, even with its small number of participants, be a worthwhile addition to the international literature.

Globally, libraries are using a range of methods (document supply, consortial borrowing, traditional interlibrary loan) to source requests for users. A spirit of co-operation, as in the past, continues to be evident in the industry. Although commercial document delivery systems and co-operative ventures are having an impact, they are not eliminating the need for traditional interlibrary loan, particularly for monograph ('returnables') lending. This activity is leading to an increased interest in the strengthening of bibliographic control, as evidenced by interest in the United Kingdom and Denmark in developing a national union catalogue, primarily to support resource sharing. Similarly, the growing development of, and dependence on, international standards (see Section 3.8) suggests that libraries will continue to look to formal resource sharing agreements and interlibrary loan schemes to source and borrow materials.

A number of key issues continue to dominate discussion in the literature and at international conferences, and many of these need to be addressed by international forums (such as the IFLA Document Delivery and Interlending Section). One of the major concerns is copyright and licensing issues, particularly the need to resist the restrictions being placed on libraries through vendor agreements. Pressure from international library bodies, added to the demands of individual libraries and consortia, emphasising the need for libraries to be able to continue providing copies of publications they subscribe to, whether in print or electronic format, to meet legitimate interlibrary loan requests, will (it is hoped) lead to more 'library friendly' agreements in the future. Long term, such an agreement might also encompass back issues of journals for which libraries no longer have current physical holdings, but to which they once held an electronic subscription covering the required issues.

Just as no new models of resource-sharing that would resolve New Zealand libraries' problems have emerged from the literature, neither have any new financial models for interlibrary loan emerged. There is no clear 'new' solution. Libraries around the world seem to be muddling through with ad hoc agreements, based on goodwill and existing historical models, concurrently utilising formal, charged systems and local co-operative schemes. Although the major issues noted above (copyright and interlibrary loan lending rights; access to back issues) need to be addressed globally, libraries seem to prefer to work on a smaller, regional scale, rather than being part of global initiatives. Regional and national arrangements will be around for some considerable time to come.

However, the measurement and evaluation of interlibrary loan services is becoming increasingly important. Interloan services are being subjected to the same quality

assurance measures as other areas of library services, and this is seen as entirely appropriate. Increasingly, the measures being used are changing from input factors (such as the numbers of requests placed and filled) to output factors, such as service quality and customer satisfaction.

The impact of document delivery systems on more traditional resource-sharing is still unclear. The primary impact would seem to lie, as expected, in how people access journal articles; and in this area it is difficult to distinguish between commercial document delivery and electronic journals—both are having an impact on the pattern of journal supply, but not on monographs. As Cornish (2002) notes, we may likely see an increase in ‘returnables’ traffic, as library collections refocus on electronic access. The development of electronic books is unlikely to have an effect on monograph interlending, since these cover a different part of the book market.

User expectations, as anticipated, appear to be rising, primarily in relation to charges (or minimal charges) and turnaround times, but not unrealistically so. User-initiated services are obviously going to grow, but this is expected to be within the constraints of local, largely uncharged, and consortium-based arrangements. Outside of these arrangements, user-initiated interlibrary loan exposes libraries to potentially unmanageable and unnecessary costs, and is unlikely to be widely adopted. Only if it can be shown that the (gross) cost of unnecessary loans is less than the cost of unmediated requests, either to commercial vendors or to other libraries within a formal scheme, is there likely to be much change here. The growth of user-initiated loans is likely to be accelerated by the implementation of enhanced OPACS and portals, that list the holdings of a number of other libraries, and by reciprocal borrower rights that accompany shared catalogues. The extent to which user-initiated borrowing will be affected by enhanced OPACS and portals will be dependent upon such agreements.

Looking to the future, this environmental scan supports most of Mary Jackson’s predictions for interlibrary loan up to 2008 (see Section 3.15); however, the agreement of the authors of this report with these predictions does not provide any easy solutions for the future of interlibrary loan in New Zealand.

## **5.2 Summary of trends in the survey data**

A large number of trends are evident from analysis of the survey data.

- The main reasons that libraries were unable to supply items were:
  - items were on loan;
  - items were lost;
  - policy issues did not allow for supply of certain items;
  - inaccuracy of holdings data, where libraries no longer held items within their collection but still received interloan requests for them.
- The majority of charges made to other libraries fell between \$11 and \$20.
- There is little underlying dissatisfaction with IBS reporting and operation.

- A little over half of special libraries do not use Te Puna Interloan to place requests; using Te Puna for verification is fine but by placing requests via Te Puna Interloan many users encounter difficulties.
- A third of academic libraries experience technical difficulties with Te Puna once a fortnight.
- Libraries need more encouragement to update their holdings on the National Union Catalogue.
- A majority of libraries are involved in cooperative resource sharing agreements.
- The majority of libraries were not expecting much change in the ratio of monograph to journal interlending, although almost half of the academic libraries were expecting a change, and some reported a change, in favour of monographs.
- Of those who thought that there would be a change in the ratio, both public and academic library participants thought it would favour monographs, whereas special libraries thought the change would favour journals. It is important to note that the numbers who answered that question were small and so may not be representative.
- It was generally thought that full-text databases would have a negative impact on journal interlibrary loan.
- Public libraries access very few of their electronic resources on a licence that permits interlibrary loan.
- Roughly a third of academic and special libraries do not verify interloan requests before making them.
- The main reasons for not verifying interloan requests for academic libraries were a lack of staff time, and to speed up the request process – verification is not happening as much as it should do.
- Despite the majority of public libraries not using patron-initiated interloan, they are more likely to implement them in the near future.
- The small proportions of overseas interloan transactions reveal no real patterns about possible changes or trends.
- Public libraries do not often use commercial document suppliers; academic and special libraries do make some use of commercial document suppliers.
- Results indicate that the use of commercial document suppliers is not part of the public library ‘way of doing things’.
- A significant proportion of survey participants feel that the current New Zealand interloan model is appropriate, but this in part could be due to libraries in New Zealand having little experience of other interloan models.
- Dominant themes regarding other possible models for interloan included:
  - the desire for a free or low cost interloan system;
  - the importance of a convenient system;
  - the necessity for a simplified payments system;
  - a preference for the retention of a centralised NZ interloan system.
- Other current trends identified by participants included:
  - costs (both of Te Puna, and of interloan in general);
  - the impact of full-text databases;
  - issues concerning long-term access to electronic journals;
  - questions over the accuracy, and completeness, of the National Union Catalogue;

- an acknowledgement of the key role of the National Library;
- an acknowledgement that an interloan system needs to achieve a self-interest/national interest balance.

### **5.3 Proposed annual survey for the collection of longitudinal data on interlibrary loan in New Zealand**

Some of the problems of interpretation encountered with the current survey, and the difficulties experienced in encouraging sufficient numbers of participants to respond, are inherent in large online surveys of this kind. For ongoing data collection, a simpler instrument is needed. In addition, considerable persuasion will be needed, along with recognition from the interlibrary loan community that data collection is important (just as the collection of library statistics is recognised as a professional responsibility). With these two issues resolved it should be possible to collect annual statistics from libraries on some of the key issues canvassed in this report. The advantages of doing so are that it will then be possible to track trends in interlibrary loan activity over a period of time; to identify trends or problems that need to be addressed; and to maintain confidence in and allegiance to a national system. That appears to be what New Zealand libraries want.

Questions proposed for an initial collection of retrospective data, for an ongoing annual survey, and for a five-yearly survey are listed in Appendix E. To allow for the fact that some libraries collect statistics on a calendar year basis, and some on the basis of a financial year ( e.g. April to March), both options are included.

### **5.4 Conclusions**

The future of interlibrary loan is a topic that is being vigorously debated around the world, and no clear future models are emerging. New Zealand, by comparison, has a robust interlibrary loan system which is largely meeting user needs; the system is well-regarded, and has flexibility; libraries are able to make the choice of belonging to a range of systems, of varying formality and ease of use. The system was compared to “water flowing downhill” – libraries can find the most efficient way of getting items their customers need. There is always the potential of a new development undermining the national system; for example, a consortium of university libraries operating outside the national system would undoubtedly threaten its viability. What can be said about such possibilities is that the commitment of the great majority of librarians to a national system sharing resources for the benefit of all remains high, and while this continues to hold true then the national system will survive.

Libraries are aware of and strongly support the central role in the New Zealand interlibrary loan system played by the National Library and want that to continue, identifying certain key roles for the National Library: the provision of materials without charge from its own collections; the provision of a centralised national bibliographic database; and, the hosting of a system that facilitates the interlibrary loan function amongst New Zealand libraries.

While we are fortunate that we already have a robust system of bibliographic control in the National Union Catalogue, complaints about inaccurate and out-of-date holdings records should raise concern, along with what appears to be a lack of search skills in library staff engaged in placing interlibrary loan requests. These two critical issues detract from the advantages we can gain from a strong, centralised National Union Catalogue, and suggest that we are not maximising the advantages we have in this area.

In terms of changing arrangements for resource sharing, and accessing material not held for users, the same trends are evident in New Zealand as are apparent elsewhere in the world. However, New Zealand libraries appear to be responding to these trends flexibly and positively. The establishment of a longitudinal survey to capture data and monitor trends over the next decade will enhance our ability to make an early response to any unforeseen changes in interlibrary loan both nationally and globally. Working together with an ongoing willingness to support national systems, continuing to contribute bibliographic data to national database, and responding annually to requests for information on interlibrary loan activities (to enable both the maintenance of the present systems and the development of new ones) are challenges for all New Zealand libraries. Resource-sharing is a shared responsibility that New Zealand libraries seem to respond to well.

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## 7. Appendices

### APPENDIX A

#### Brief history of interlibrary loan in New Zealand

##### *1930s to 1960s*

- **1934:** The Munn-Barr report recommended the establishment of regional groupings of libraries in New Zealand, with interlending within each region, through regional headquarters, and between regions.
- **1934-1937:** The university libraries established an informal system to lend books between each other upon request.
- **1937:** At the New Zealand Library Association (NZLA) Conference, it was recommended that a co-operative scheme of interlibrary loans be developed between all types of libraries.
- **1940:** Work was begun on the compilation of a union catalogue
- **1941:** The Country Library Services were given responsibility for maintaining the National Union Catalogue, and the Index to New Zealand Periodicals was begun.
- **1944:** The New Zealand Library Association published their first handbook on interloan procedure.
- **1945:** The Country Library Service was acting as the clearing house for interlibrary lending.
- **1960:** The National Library Centre took over the central handling of inter-library loans.
- **1965:** The National Library Act was passed, bringing together the General Assembly Library, the Alexander Turnbull Library and the National Library Service.

##### *1970s*

**1970-1979:** The User Services Division of the National Library acted as the central clearing house for the interloan system in New Zealand. Libraries completed request cards, and submitted these for checking against the card-based National Union Catalogue. The system worked effectively, although slowly.

##### *1980s*

- **1980-81:** *Finding List: Serials held in New Zealand Libraries* was published in microfiche.

- **1982:** The New Zealand Bibliographic Network (NZBN) was hosted by the National Library. This online database was based on a system developed by the State of Washington, which had already been adopted by the National Library of Australia. The database partially replaced the card-based NUC.
- **1983:** A Working Party on Interloan was established by the New Zealand Library Association, to undertake a general review of the interloan scheme, and make recommendations on future policy and administration. Amongst the recommendations in its 1984 report were:
  - That there was no case for charging for interloans
  - That libraries be required to hold a stock of materials that ensured reasonable self-sufficiency
  - That professionally qualified librarians be responsible for interloans work
  - That libraries have access to an appropriate range of bibliographic tools.
  - That the scope of interloan be broadened to include all printed materials, other than those which a library could reasonably be expected to purchase.
- **1984:** The Working Party Report recommended the establishment of a new joint standing committee of the NZLA and the National Library to administer interloan. – the Joint Standing Committee on Interloan (JSCI). The functions of this committee would be to:
  - Establish and develop policy
  - Regulate membership and conduct
  - Monitor and record interloan performance.
- **1986:** The new conventions for interloan were set out in the *Interloan Handbook*.
- **1987:** The JSCI conducted its first Interloan Traffic Survey.
- **1988:** The National Library proposed that all monograph and serials interloan requests be directed first to a holding National Library centre before being referred to other interloan members.
- **1988:** The JSCI resolved to conduct a survey to find the costs to suppliers and requestors of making an interloan request.
- **1989:** In April, NZBN Interloan was launched.
- **1989:** The routing requirements for interloan requests were amended. It was agreed that the convenience of routing requests electronically should override the requirement to send initial requests to the nearest library.

## 1990s

- **1990:** A report: *The future of the New Zealand Interloan Scheme* was issued by the JSCI. The following changes were made to the requirements for interloan membership:
  - From July 1992, libraries were expected to achieve a borrowing/lending ratio of 5:1 in order to be members of the interloan scheme.
  - Non-members would have access to the scheme, but would be required to pay a fee of \$20 per request.
  - Interloan members were required to have access to NZBN.
- **1990:** In December, the NZLA announced the introduction of a coupon system for charging non-interloan members.
- **1991:** Small and medium public libraries expressed their concerns over the introduction of charges for non-members of the Interloan scheme.
- **1992:** The JSCI resolved that the situation of optional charging for interloans would not be altered.
- **1994:** The JSCI discussed whether CD-ROMs, full-text databases, and printed music fell within the reporting requirements of the interloan scheme.
- **1995:** The JSCI reported that total lending had increased by 4%, and total borrowing by 10%, in spite of the introduction of user charges. It was also confirmed that ongoing reporting of serials holdings is a requirement for interloan membership.
- **1995:** All interloan member libraries were declared to be prescribed libraries for the purposes of Section 50 of the Copyright Act 1994. The NZLA publication *The Copyright Act 1994: guidelines for librarians* provided guidelines regarding copyright requirements for interlibrary loan procedures.
- **1996:** A JSCI discussion paper: *Interloan: Time for a Change?* concluded that charging between institutions for interloan requests was both desirable and inevitable. Libraries would be free to choose their own level of charges (which could be set at zero). The JSCI held meetings throughout New Zealand to discuss these proposals. Their implementation was formalized in the paper: *Proposal for a new model for inter-library loan in New Zealand*.
- **1997:** In July, the new interloans system was introduced. The changes were set out in a revised version of the *Interloan Handbook*. The Interloan Billing System was established, administered by Spicer & Oppenheim under the auspices of the JSCI. A number of libraries entered into partnerships with other libraries to supply interloans to each other at no charge.
- **1997:** It was decided to discontinue the annual gathering of interloans statistics from libraries.
- **1999:** The National Library moved from NZBN to Te Puna. The library community voiced concern over difficulties being experienced with the Te Puna Interloan module.

## 2000s

- **2000:** Spicer & Oppenheim merged with Grant Thornton, who took over the administration of the Interloan Billing System.
- **2003:** The JSCI reminded libraries of their obligation to report holdings to the NUC, and of the importance of prompt payment of IBS invoices. The possibility of training for librarians in interlibrary loan/document delivery was discussed.
- **2004:** The National Library is undertaking an investigation into the reporting of electronic journal holdings to the National NUC.

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APPENDIX B

IBS data

**IBS Transactions 1997/98-2003/2004**

Month	1997/1998				1998/1999			
	Electronic	Manual	Total	Cumulative total	Electronic	Manual	Total	Cumulative total
July			*	*	5893	898	6791	6791
August			*	*	5739	1127	6866	13677
September	17017	3374	20391	20391	5190	1026	6216	19893
October	5056	966	6022	26413	5377	1207	6584	26457
November	3989	1066	5055	31468	4692	843	5535	31992
December	3465	861	4326	35794	4032	738	4770	36762
January	3604	958	4562	40356	3883	560	4443	41205
February	4038	837	4875	45231	4583	1150	5733	46938
March	6391	1363	7754	52985	6629	1216	7845	54783
April	6333	934	7267	60252	6165	938	7103	61886
May	6159	1400	7559	67811	6130	1259	7389	69275
June	5942	1263	7205	75016	3986	882	4868	74143
	61994	13022	75016		62299	11844	74143	

**IBS Transactions 1997/98-2003/2004 cont.**

Month	1999/2000			2000/2001				
	Electronic	Manual	Total	Cumulative total	Electronic	Manual	Total	Cumulative total
July	712	1468	2180	2180	5300	841	6141	6141
August	727	1222	1949	4129	6763	1078	7841	13982
September	15211	1127	16338	20467	5886	994	6880	20862
October	4932	1226	6158	26625	4765	846	5611	26473
November	4396	1188	5584	32209	5025	979	6004	32477
December			**	32209	3326	568	3894	36371
January	7844	1618	9462	41671	4796	804	5600	41971
February	4922	952	5874	47545	5929	1152	7081	49052
March	5929	1152	7081	54626	6209	678	6887	55939
April	5018	770	5788	60414	5670	692	6362	62301
May	6330	1393	7723	68137	7214	501	7715	70016
June	5184	1179	6363	74500	5981	463	6444	76460
	61205	13295	74500		66864	9596	76460	

**IBS Transactions 1997/98-2003/2004 cont.**

Month	2002/2003				2003/2004					
	Electronic	Manual	Total	Cumulative total	Electronic	Manual	Total	Cumulative total	% decrease in same month from the previous year	
July	6929	463	7392	7392	5299	446	5745	5745	22%	
August	7593	411	8004	15396	6072	434	6506	12251	20%	
September	6661	405	7066	22462	5766	621	6387	18638	17%	
October	6641	370	7011	29473	4955	432	5387	24025	18%	
November	5391	409	5800	35273	4172	298	4470	28495	19%	
December	3825	302	4127	39400	3326	262	3588	32083	19%	
January	5125	336	5461	44861	4242	314	4556	36639	18%	
February	4830	391	5221	50082	4017	385	4402	41041	18%	
March	5986	432	6418	56500	5250	308	5558	46599	18%	
April	7381	409	7790	64290	5077	231	5308	51907	19%	
May	8046	389	8435	72725	5509	216	5725	57632	20%	
June	5410	319	5729	78454	4935	382	5317	62949	20%	
	73818	4636	78454		58620	4329	62949			

## APPENDIX C

### Survey questionnaire

#### *Trends and Usage of Inter-library Loan in New Zealand*

*A research project being conducted by the School of Information Management, Victoria University of Wellington, in conjunction with the National Library of New Zealand and the Joint Standing Committee on Interloan.*

The National Library, in conjunction with the School of Information Management at Victoria University of Wellington, is undertaking a project to investigate trends in the use of interlibrary loan in New Zealand.

The end goal of the project is to collect base data to contribute to a broader understanding of the current use of the New Zealand interlibrary loan system. This survey will be the first in an ongoing longitudinal study. The project also aims to identify possible alternative models for interlibrary loan.

**We are requesting all interloan member libraries within New Zealand to complete an online questionnaire.** We request that the person completing the questionnaire on your institution's behalf be identified. This questionnaire will provide important information about the interlibrary loan system in New Zealand, and we strongly urge your co-operation. The questionnaire should take no more than 30 minutes to complete.

The information you provide will be confidential to members of the project team. The information contained in the final report will not be able to be attributed to an individual or an institution. Completion of the questionnaire will be taken as your informed consent to participate in the project.

#### **Survey on Interlibrary Loan in New Zealand**

##### Organisational Questions

1. What is the name of your institution?
2. What is your position within this institution?
3. What is your library type:  
Public (go to question 4)  
Academic (go to question 5)  
Special (go to question 7)
4. What is the size of the population served by your public library?
5. What type of educational institution do you serve?  
Polytechnic  
University  
College of Education  
Wananga  
Private Training Enterprise
6. How many **equivalent full time students** are enrolled at your institution?
7. Please indicate your special library type:
8. What is the size of the population served by your special library?  
Less than 100; 100 – 500; 500 - 1,000; 1,000 - 2,000; 2,000 - 5,000, More than 5,000

General Interlibrary Loan Questions

9. What is your total overall interloan figure for the last financial year? (Total borrowing and lending)
10. How many items did you supply on interloan in the last financial year?
11. How many items that libraries requested from you, were you unable to supply?
12. Please suggest one major reason why you were unable to supply these items:
13. In your last financial year, how many requests did you make?
14. In your last financial year, how many of these requests were filled?
15. In your last financial year, how many of your interloan requests fell into the following categories:
  - Loans
  - Copies
  - Non-book materials
16. Of those requests that were unfilled, how many fall into the following categories:
  - Loans
  - Copies
  - Non-book materials
17. Do you expect you overall interlibrary loan figures to change in the future?
  - Yes, go to question 18
  - No, go to question 19
18. How do you expect you overall interlibrary loan figures to change in the next 5 years?
  - Increase
  - Decrease
  - Not sure
19. Within the following categories please give your best estimate of the type and age of the materials most commonly requested by your library users:
  - Monographs:**
    - Type of Material*
    - Age of Material*
    - (e.g. theses, music scores, technical standards, etc)
  - Serials**
    - Type of Material*
    - Age of Material*
  - Non-book Materials**
    - Type of Material*
    - Age of Material*
20. Within institutional categories, please indicate the types of library users that frequently make use
21. What categories of material do you not normally lend to other institutions? Tick as many as apply.
22. In addition, do you have policies not to send categories of materials overseas, or similar policies limiting your supply in certain circumstances. If you do please describe the policy here:

Charges to Library Users

23. Do you charge your library users for interloan requests?

24. Please specify any categories of your library users that you do not charge:
25. Please specify the situations where you do charge your library users:
26. When do your library users incur the interloan charge?
27. On what basis are your charges calculated?
28. How much do you charge your library users for the different types of interloan requests? Please tick as many as apply.
- Charges*
- | <i>Transaction Type</i>                 | <i>No Charge</i> | <i>&lt;\$5</i> | <i>\$5-\$10</i> | <i>\$11-\$15</i> | <i>\$16-\$20</i> | <i>\$21-\$30</i> | <i>&gt;\$30</i> |
|---|------------------|----------------|-----------------|------------------|------------------|------------------|-----------------|
| Request fee                             |                  |                |                 |                  |                  |                  |                 |
| Urgent (in addition to standard charge) |                  |                |                 |                  |                  |                  |                 |
| Loan                                    |                  |                |                 |                  |                  |                  |                 |
| Copy                                    |                  |                |                 |                  |                  |                  |                 |
| Overseas                                |                  |                |                 |                  |                  |                  |                 |
| Other; please specify:                  |                  |                |                 |                  |                  |                  |                 |

*Charges to other Libraries*

29. Which interloan billing systems do you use? Please tick as many as apply.
30. In cases where you do charge other New Zealand libraries for supplying materials on interloan, how much do you charge? Please tick as many as apply.
- Charges*
- | <i>Types of Charges</i>                   | <i>No Charge</i> | <i>&lt;\$10</i> | <i>\$11-\$20</i> | <i>\$21-\$30</i> | <i>&gt;\$30</i> |
|---|------------------|-----------------|------------------|------------------|-----------------|
| Standard interloan                        |                  |                 |                  |                  |                 |
| Urgent (in addition to other charges)     |                  |                 |                  |                  |                 |
| Charge to heavy borrowers                 |                  |                 |                  |                  |                 |
| Extra (for non Te Puna Interloan members) |                  |                 |                  |                  |                 |
| Extra (for non IBS members)               |                  |                 |                  |                  |                 |
| Other; please specify:                    |                  |                 |                  |                  |                 |
31. Please describe the international billing arrangements you are currently operating:
32. Do you use IBS as a interloan billing system?
33. Please indicate your level of satisfaction with IBS reporting:  
Please comments on your reasons for not being satisfied with IBS reporting:
34. Please indicate your level of satisfaction with interaction with the IBS operation:  
Please comments on your reasons for not being satisfied with your interaction with the IBS operation:

*Te Puna*

35. Please indicate your level of satisfaction with Te Puna Interloan:  
Please comments on your reasons for not being satisfied with Te Puna Interloan:  
Please comments on your reasons for not using with Te Puna Interloan:
36. How often do you experience technical difficulties with Te Puna Interloan?
37. How accurate do you find the library holdings information on the National Union Catalogue?  
Please comment on the issues that you have with the holdings in the Nation Union Catalogue:
38. Please indicate your level of satisfaction with the National Union Catalogue:  
Please comment on your reasons for not being satisfied with the National Union Catalogue:  
Please comment on your reasons for not using with the National Union Catalogue:

39. How often do you experience technical difficulties with searching the National Union Catalogue?

Cooperative Lending Arrangements

40. Are you involved in any formal or informal cooperative resource sharing arrangements?
41. Please describe any formal or informal cooperative arrangements with which you are involved?

Ratio between monograph and journal interloans

42. Do you feel that the ratio between monograph and journal interlending in your institution has changed over the past two years?
43. In what way has this ratio changed?

Full-text Databases

44. How likely do you think it will be that the availability of full-text databases will lower the volume of interlibrary loan journal article requests in your institution in the next five years? (Please ignore reductions in interloan that have already taken place as a result of access to full-text databases; this question is about the impact, or further impact, in the future).
45. Approximately what proportion of your electronic resources are accessed on licences that permit interlibrary loan?

*Percentage of e-resources that permit interlibrary loan*

0 - 10 51 - 60

11 - 20 61 - 70

21 - 30 71 - 80

31 - 40 81 - 90

41 - 50 91 - 100

Bibliographic verification

46. How often do you verify the bibliographic details of interloan requests before sending them to the lending library?
47. If you choose not to verify requests, what are your reasons for this? Tick as many as apply.

Patron-initiated interloan

48. What methods of patron-initiated interloan do you offer? Tick as many as apply.
49. Do your staff mediate these requests? (Mediate = checking or authorisation by library staff).
50. How likely is it that you will implement patron-initiated interloans in the next five years?

Overseas Interloan

51. In your last financial year, how many items did you receive from libraries outside New Zealand?
52. In your last financial year, how many items did you supply to libraries outside New Zealand?
53. How likely do you think it will be that your volume of requests to overseas libraries will increase over the next five years?
54. How likely do you think it will be that your supplying volume to overseas libraries will increase over the next five years?

Document Supply

55. Do you use commercial companies for document supply (this excludes subscriptions to databases which provide full text access)?
56. Please list your commercial document suppliers, in order of frequency of use:
57. What factors influence your decision to use a commercial document supply company rather than interlibrary loan?
58. How likely is it that your use of commercial document suppliers will increase over the next five years?

Final Comments

59. In your opinion, is the current New Zealand model for interloan still appropriate?
60. Please describe an interlibrary loan model that you think would be more appropriate for New Zealand.
61. Do you have any other comments about current trends in interlibrary loan in NZ?

## APPENDIX D

### Interloan Glossary

#### **NUC**

The NUC is the union catalogue for NZ libraries. It is a shared resource between the country's subscribing libraries that upload their holding data to it. It provides a tool to concurrently search all the library holdings from catalogues of subscribing libraries to find and interloan a particular item. The NUC is a subset of the National Bibliographic Database (NBD), which contains overseas bibliographic records and records from Te Puna Web Directory.

#### **Te Puna**

Te Puna is a range of electronic services offered to libraries and information centres within New Zealand and the Pacific. They are available on a subscription basis and enable subscribers to find items using Te Puna Search, access record and catalogue items using Te Puna Cataloguing, and borrow materials from other libraries using Te Puna Interloan.

#### **Te Puna Interloan**

Te Puna Interloan links seamlessly to the NUC, enabling interloan librarians and end-users to initiate requests after locating materials within New Zealand libraries. The software enables librarians to route, monitor and charge for requests.

#### **VDX**

The underlying software that Te Puna Interloan operates on. Virtual Document eXchange (VDX) is produced by Fretwell Downing Informatics in the United Kingdom.

#### **Patron-initiated**

Often referred to as end-user requesting, patron-initiated requests is where the patrons of a library identify the material they require and submit the request electronically into a request or interloan system.

#### **Mediated Requests**

These are requests that require intervention, usually by library staff, to edit and authorise before submission.

#### **Unmediated Requests**

These are requests that, upon submission, are immediately processed. They require no intervention in the process.

APPENDIX E

**Retrospective Survey of Interlibrary Loan in New Zealand**

1. What is the name of your institution?
2. Do you predominately use Te Puna Interloan to place requests?  
Yes/No
3. Do you predominately use Te Puna Interloan to satisfy requests?  
Yes/No

Please complete a table for as many of the previous years for which you have figures. If you do not break down the requests you make, or those you satisfy, into loans/copies/other, please supply the total instead.

If you collect statistics for a calendar year, please complete questions 4.1 to 4.6.

If you collect statistics for a financial year, please complete questions 5.1 to 5.5, specifying the months you use.

**Calendar years:**

*4.1 Statistics for 1999*

	Requests supplied or shipped	Requests unable to supply	Requests placed [Outgoing]	Requests not filled
Loans				
Copies				
Other				
Total	0	0	0	0

*4.2 Statistics for 2000*

	Requests supplied or shipped	Requests unable to supply	Requests placed [Outgoing]	Requests not filled
Loans				
Copies				
Other				
Total	0	0	0	0

#### 4.3 Statistics for 2001

	Requests supplied or shipped	Requests unable to supply	Requests placed [Outgoing]	Requests not filled
Loans				
Copies				
Other				
Total	0	0	0	0

#### 4.4 Statistics for 2002

	Requests supplied or shipped	Requests unable to supply	Requests placed [Outgoing]	Requests not filled
Loans				
Copies				
Other				
Total	0	0	0	0

#### 4.5 Statistics for 2003

	Requests supplied or shipped	Requests unable to supply	Requests placed [Outgoing]	Requests not filled
Loans				
Copies				
Other				
Total	0	0	0	0

#### 4.6 Statistics for 2004

	Requests supplied or shipped	Requests unable to supply	Requests placed [Outgoing]	Requests not filled
Loans				
Copies				
Other				
Total	0	0	0	0

**Financial years:**

5.1 Statistics for [month] 1999 to [month] 2000

	Requests supplied or shipped	Requests unable to supply	Requests placed [Outgoing]	Requests not filled
Loans				
Copies				
Other				
Total	0	0	0	0

5.2 Statistics for [month] 2000 to [month] 2001

	Requests supplied or shipped	Requests unable to supply	Requests placed [Outgoing]	Requests not filled
Loans				
Copies				
Other				
Total	0	0	0	0

5.3 Statistics for [month] 2001 to [month] 2002

	Requests supplied or shipped	Requests unable to supply	Requests placed [Outgoing]	Requests not filled
Loans				
Copies				
Other				
Total	0	0	0	0

5.4 Statistics for [month] 2002 to [month] 2003

	Requests supplied or shipped	Requests unable to supply	Requests placed [Outgoing]	Requests not filled
Loans				
Copies				
Other				
Total	0	0	0	0

5.5 Statistics for [month] 2003 to [month] 2004

	Requests supplied or shipped	Requests unable to supply	Requests placed [Outgoing]	Requests not filled
Loans				
Copies				
Other				
Total	0	0	0	0

## Annual Survey of Interlibrary Loan in New Zealand

1. What is the name of your institution?
2. Do you predominately use Te Puna Interloan to place requests?  
Yes/No
3. Do you predominately use Te Puna Interloan to satisfy requests?  
Yes/No

Please complete a table for as many of the previous years for which you have figures. If you do not break down the requests you make, or those you satisfy, into loans/copies/other, please supply the total instead.

If you collect statistics for a calendar year, please complete question 4.

If you collect statistics for a financial year, please complete question 5, specifying the months you use.

### 4. Statistics for [year]

	Requests supplied or shipped	Requests unable to supply	Requests placed [Outgoing]	Requests not filled
Loans				
Copies				
Other				
Total	0	0	0	0

### 5. Statistics for [month] [year] to [month] [year]

	Requests supplied or shipped	Requests unable to supply	Requests placed [Outgoing]	Requests not filled
Loans				
Copies				
Other				
Total	0	0	0	0

## Five-yearly Survey of Interlibrary Loan in New Zealand

1. How many equivalent full time students are enrolled at your institution?

2. What is the size of the population served by your special library?

- Less than 100;  
 100-500  
 501-1,000  
 1,001-2000  
 2,001-5,000  
 More than 5,000

3. Within the following categories please give your best estimate of the type and age of the materials most commonly requested by your library users:

<b>Monograph</b>	Less than 3 years old	Between 3-19 years old	Over 20 years old
Fiction			
Non-fiction			
Other (theses, music scores, technical standards etc.			

<b>Serial</b>	Less than 3 years old	Between 3-19 years old	Over 20 years old
Individual articles			
Whole journals			

<b>Non-Book</b>	Less than 3 years old	Between 3-19 years old	Over 20 years old
Talking books			
CD			
CD-ROM			
DVD			
Other			

4. What categories of material do you not normally lend to other institutions?

### Charges to Library Users

5. Do you charge your library users for interloan requests?

6. Please specify any categories of your library users that you do not charge.

7. How much do you charge your library users for the different types of interloan requests?

	<\$5	\$5-\$10	\$11-\$15	\$16-\$20	\$21-\$30	>\$30
Request fee						
Urgent (in addition to standard charge)						
Loan						
Copy						
Overseas						
Other						

Charges to other Libraries

8. Which interloan billing systems do you use?
9. In cases where you do charge other New Zealand libraries for supplying materials on interloan, how much do you charge?
10. Please describe the international billing arrangements you are currently operating:
11. Do you use IBS as an interloan billing system?
12. Please indicate your level of satisfaction with IBS reporting.  
Please comments on your reasons for not being satisfied with IBS reporting.
13. Please indicate your level of satisfaction with interaction with the IBS operation.  
Please comments on your reasons for not being satisfied with your interaction with the IBS operation.

Cooperative Lending Arrangements

14. Are you involved in any formal or informal cooperative resource sharing arrangements?
15. Please describe any formal or informal cooperative arrangements with which you are involved?
16. Approximately what proportion of your electronic resources are accessed on licences that permit interlibrary loan?