Inter-Library Loan survey results

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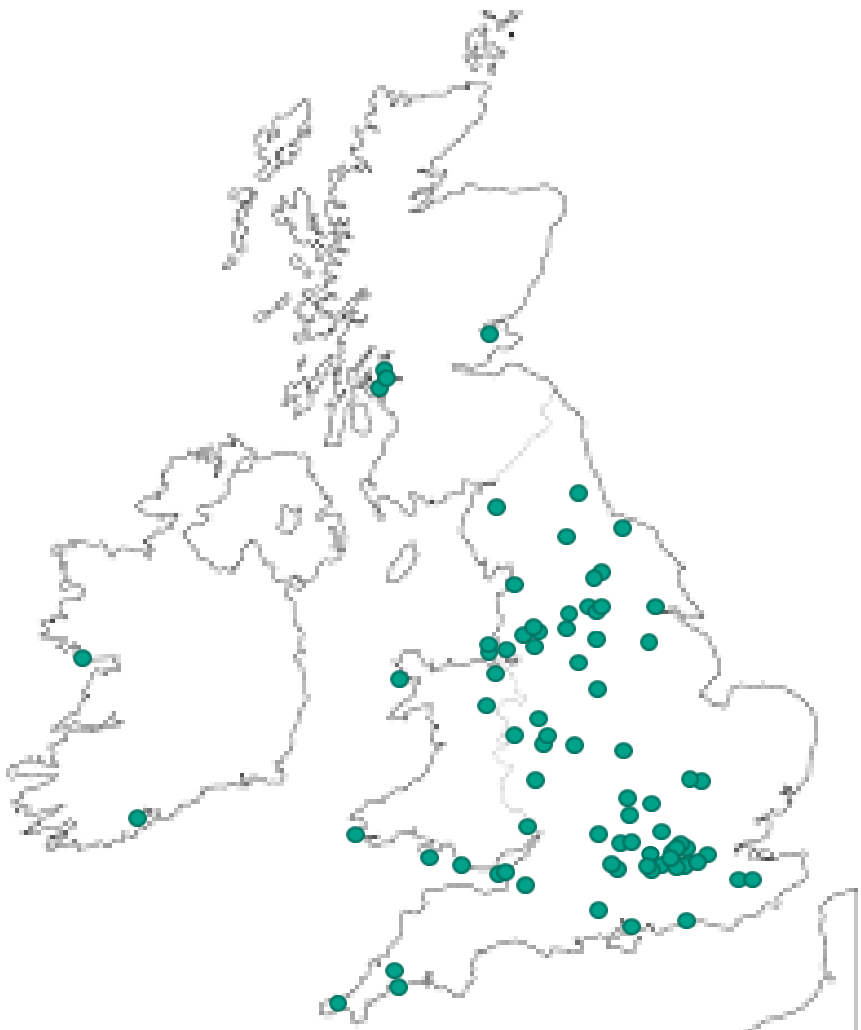# Overview

Online survey which ran from 25th September - 29th October 2023.

SCONUL, RLUK and the ALN ILL group kindly publicised it.

Response rate

80 institutions responded to the survey (out of 190 members of SCONUL)

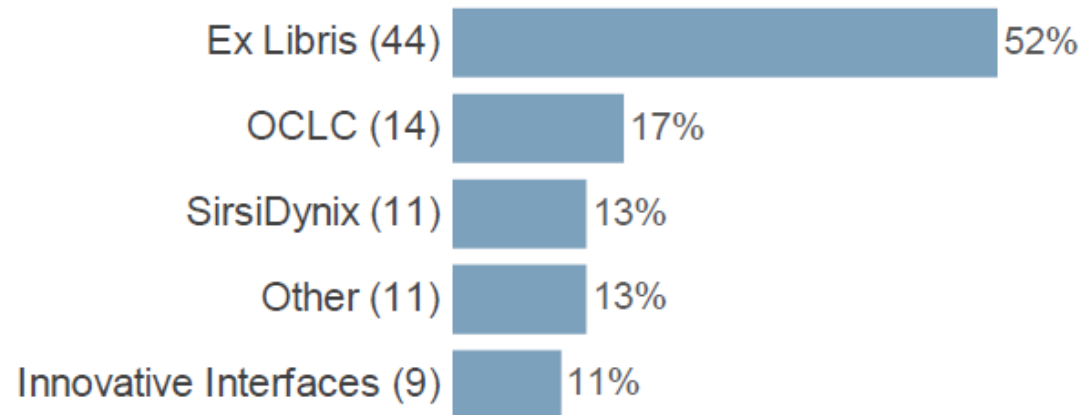Plus two interviews (Edinburgh and Nottingham Universities)

Thank you!

Who completed it

Systems

Which Library Management System(s) are you currently using?

Bar chart:
- Ex Libris (44) — 52%
- OCLC (14) — 17%
- SirsiDynix (11) — 13%
- Other (11) — 13%
- Innovative Interfaces (9) — 11%

If 'Other', please specify:

Koha	Alto	ESS Library Management Cloud
ESS	Alto	Rapid ILL
Softlinks- Liberty	V-Smart	ESS (Soprano and Alto)
ESS - Alto	Sierra	

Content

What is the most important feature when sourcing content?

Number	Most important feature
24	Integration with workflows/LMS
23	Speed
15	Cost
12	Range of content*
9	Ease of use

'Other features' were *less important* than the 5 dimensions above for ¾ of respondents to this question. Other features included:

- Ability to find a library that holds the item we want

- Availability of item

- Service standard

- Ways we can pay e.g. whether IFLA vouchers are accepted.

Content

Which libraries/networks do you approach to source content?   *(Numbers)*
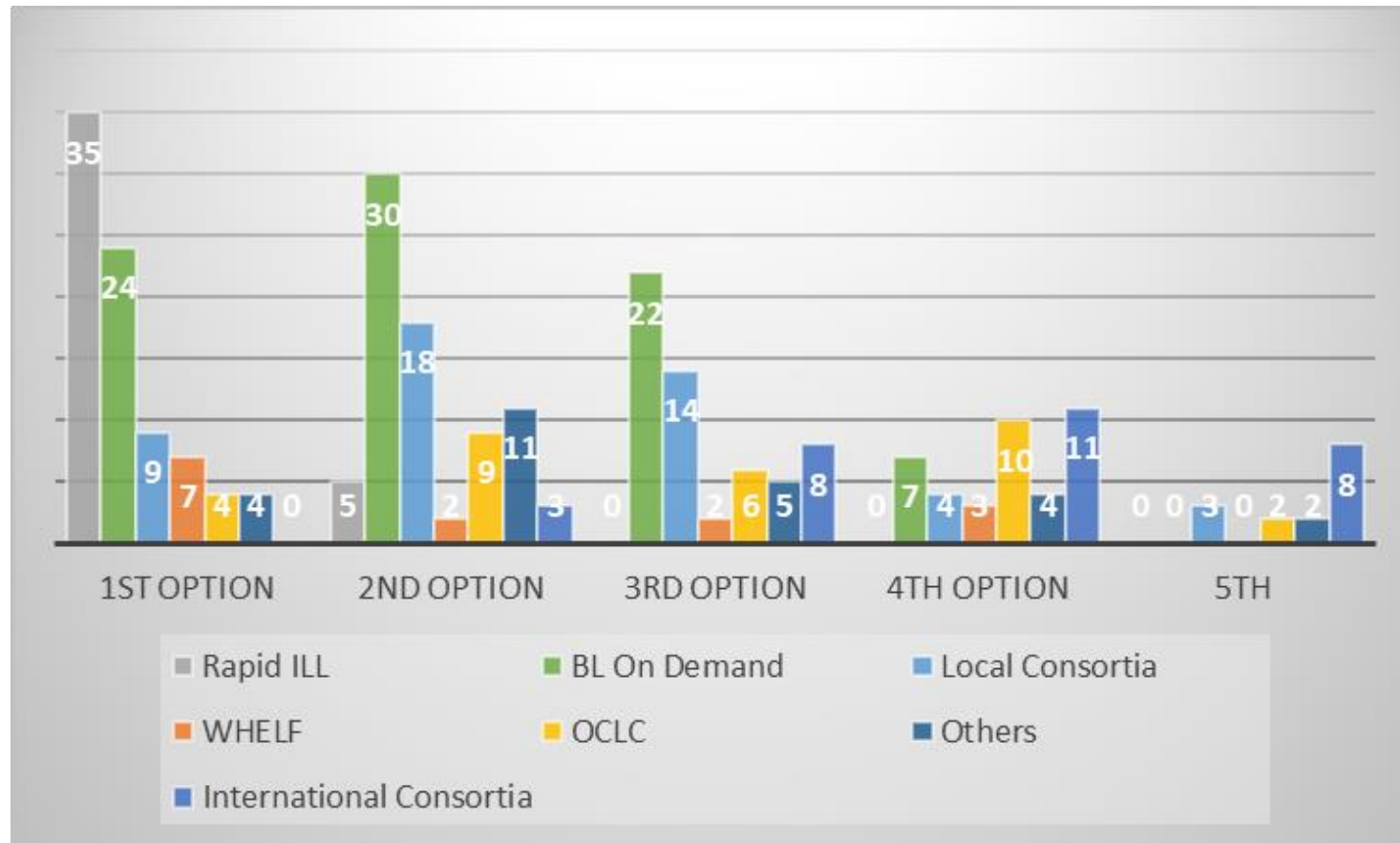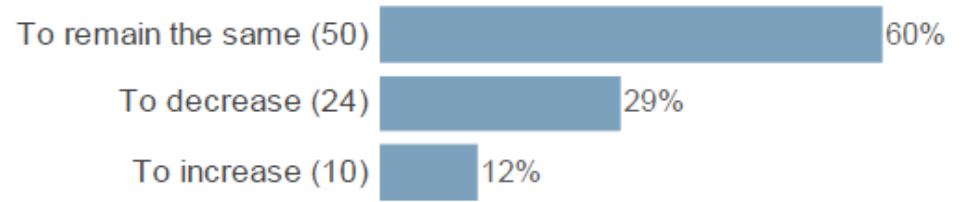
Content

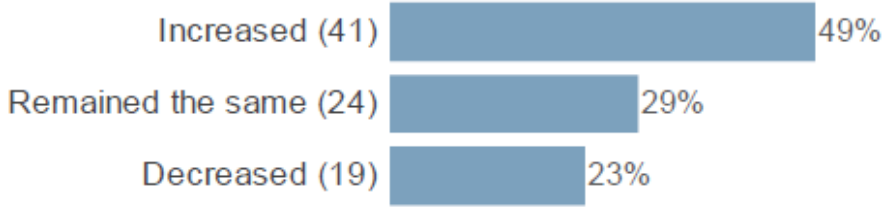What are the challenges with sourcing different content types?

- Multiple places to check

- Incomplete holdings records/poor metadata

- Time-consuming

- Complexity – for example: Physical items can have complex conditions of loan, Copyright, identifying Open Access versions, Retracted content, international loans require more complex customs paperwork since Brexit, Theses (retracted portions).

- Availability i.e libraries purchasing ebooks means fewer printed books available for ILL and we can't lend whole ebooks. Reference-only or restricted items, embargoes, copyright.

- Cost/funding

- Problems with postal deliveries/couriers

- User expectations
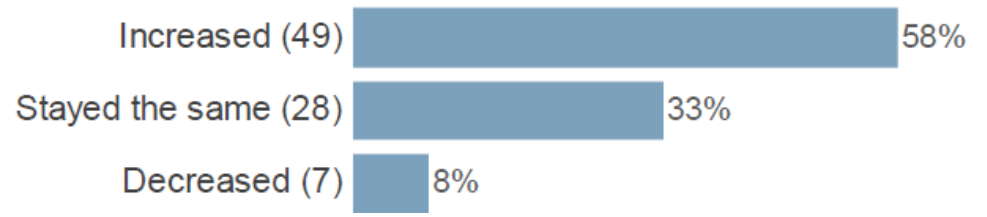
Content, resource sharing and ILL

Do you anticipate your library acquisition budget to increase, decrease or remain the same?

To remain the same (50) — 60%
To decrease (24) — 29%
To increase (10) — 12%

Has subscribed content:

Increased (49) — 58%
Stayed the same (28) — 33%
Decreased (7) — 8%

Has your Interlibrary loans/resource sharing:

Increased (41) — 49%
Remained the same (24) — 29%
Decreased (19) — 23%
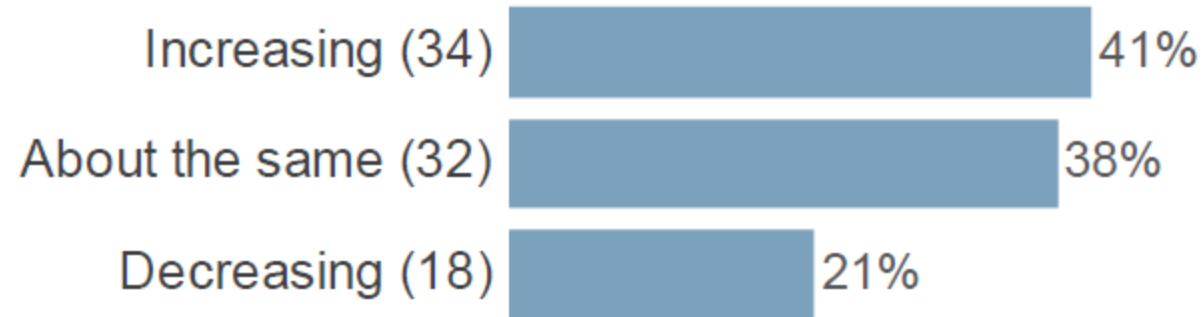
Do you anticipate any changes in subscribed or purchased content and interlibrary loan/resource sharing over the next 3 years?

Yes (61) — 73%
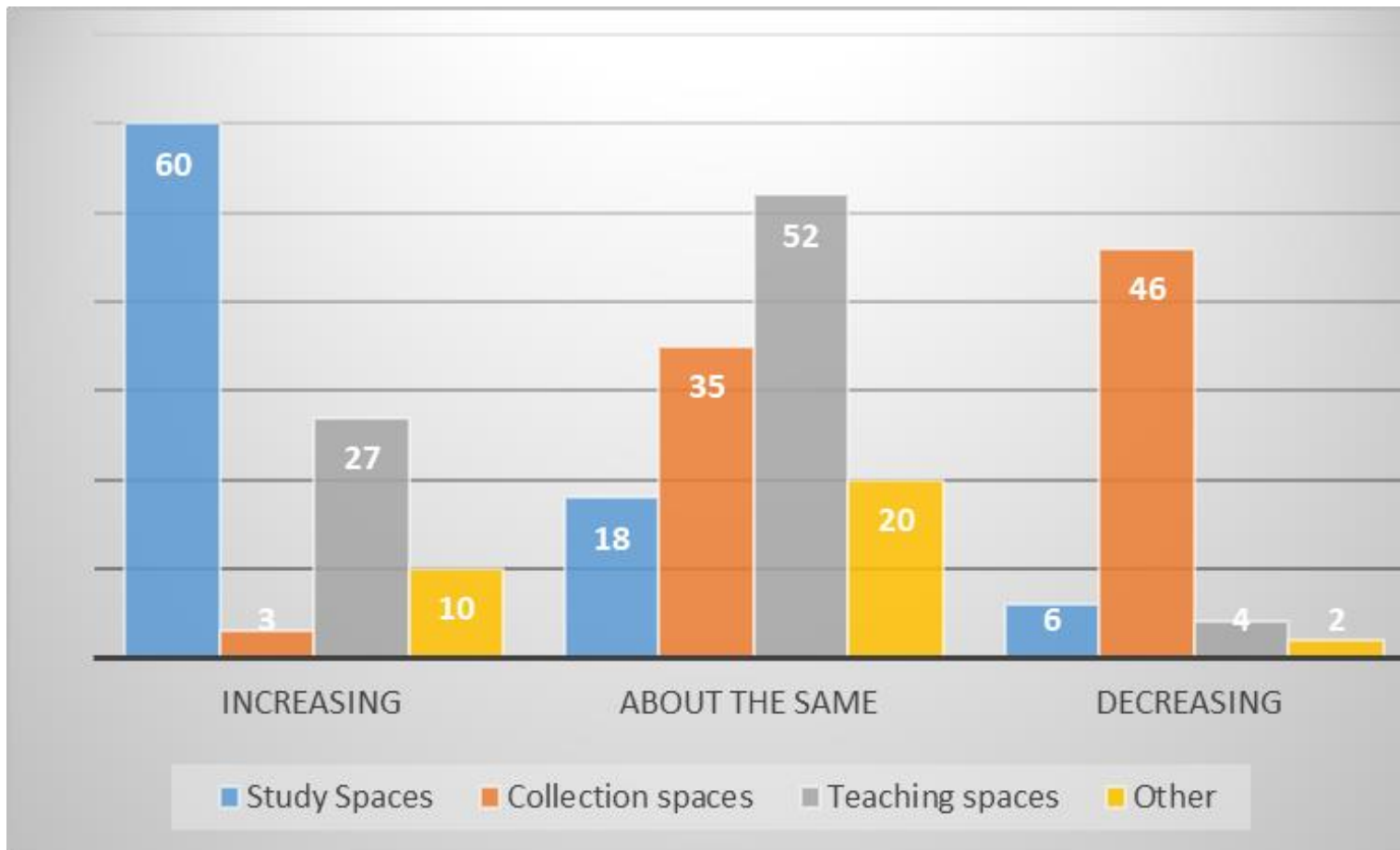No (23) — 27%
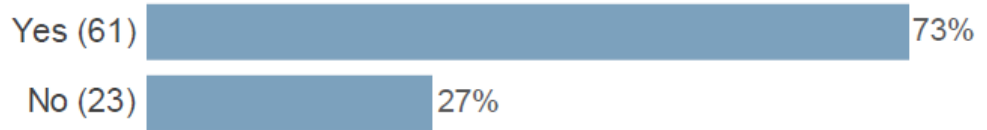
Student, researcher, academic behaviour

How busy are your physical libraries generally in terms of student traffic?

Increasing (34) — 41%
About the same (32) — 38%
Decreasing (18) — 21%

Are your physical libraries changing? *(Numbers)*
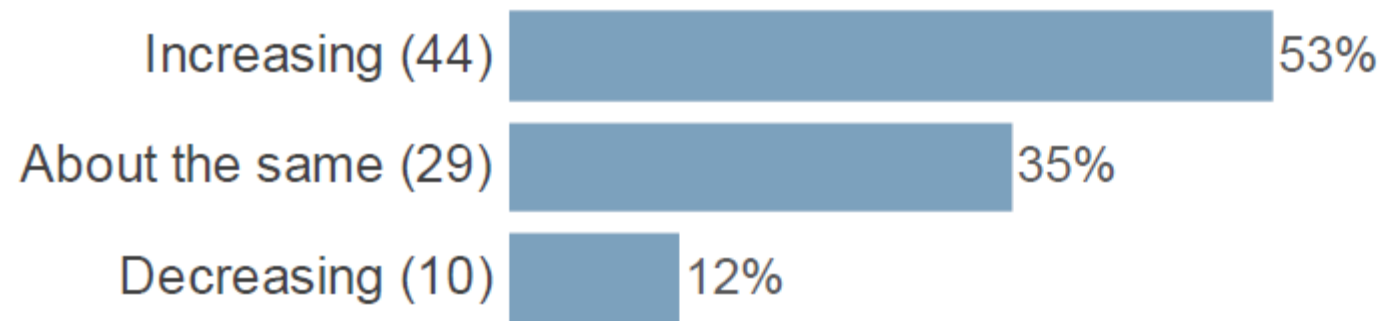
Student, researcher, academic behaviour

Has patron behavior changed since the Covid-19 pandemic?

Student, researcher, academic behaviour

In the last two years, has usage of your collection (print and digital) been:

How could the British Library support you and your users more?

Content

- Contemporary books
- NPLD if/when regulations allow (4).
- Rare/hard to find material (2)
- Restricted items (1)
- Copyright-cleared articles (1)
- Reference items
- Collection items in STP – including in EHESS (1)
- Print book version for loan of expensive ebooks ?.

How could the British Library support you and your users more?

Service improvements

- Ebook lending between libraries (8)
- Advocate for controlled ebook lending (5)
- Article Galaxy type instant access (1)
- Communicate change (1)
- More open and available' (1)
- Better visibility - service and availability (1)
- B2C remote service - HE students and staff (x2)
- Accessible copies (1)

How could the British Library support you and your users more?

Systems integration/workflow improvements

- Join RapidILL (1)
- Build on API - integrates with Rapid ILL/other systems (2)
- Improved integration with more/different LSPs (4) - OCLC specifically
- Remove SED/encrypted delivery (2)
- Improved reporting
- Review cancellation process/timeline (1)
- Clearer reasons for rejecting ILL requests (1)

How could the British Library support you and your users more?

Pricing / Financial

- Review pricing to be more affordable (13)
- New pricing/business models – e.g. one flat fee/annual sub? (1)
- Remove charge for renewals (3)
- More flexibility on charges for replacement of items (1)
- Support administration of invoices (1)
- Use BL accounts to pay for ETHOS requests (1)
- Continue to act as banker/ILL claims process for UK libraries (1)

Next steps

1. Share report of full results with participating institutions.

2. Compare results with the ALN ILL Group survey being conducted now, look for common themes.

3. Use the findings to inform strategy and tactics.

4. Plus anything coming out of small group discussions.

Questions? Comments?

Thank you