



Academic Libraries North Inter Library Loan Community of Practice

Benchmarking Survey 2023

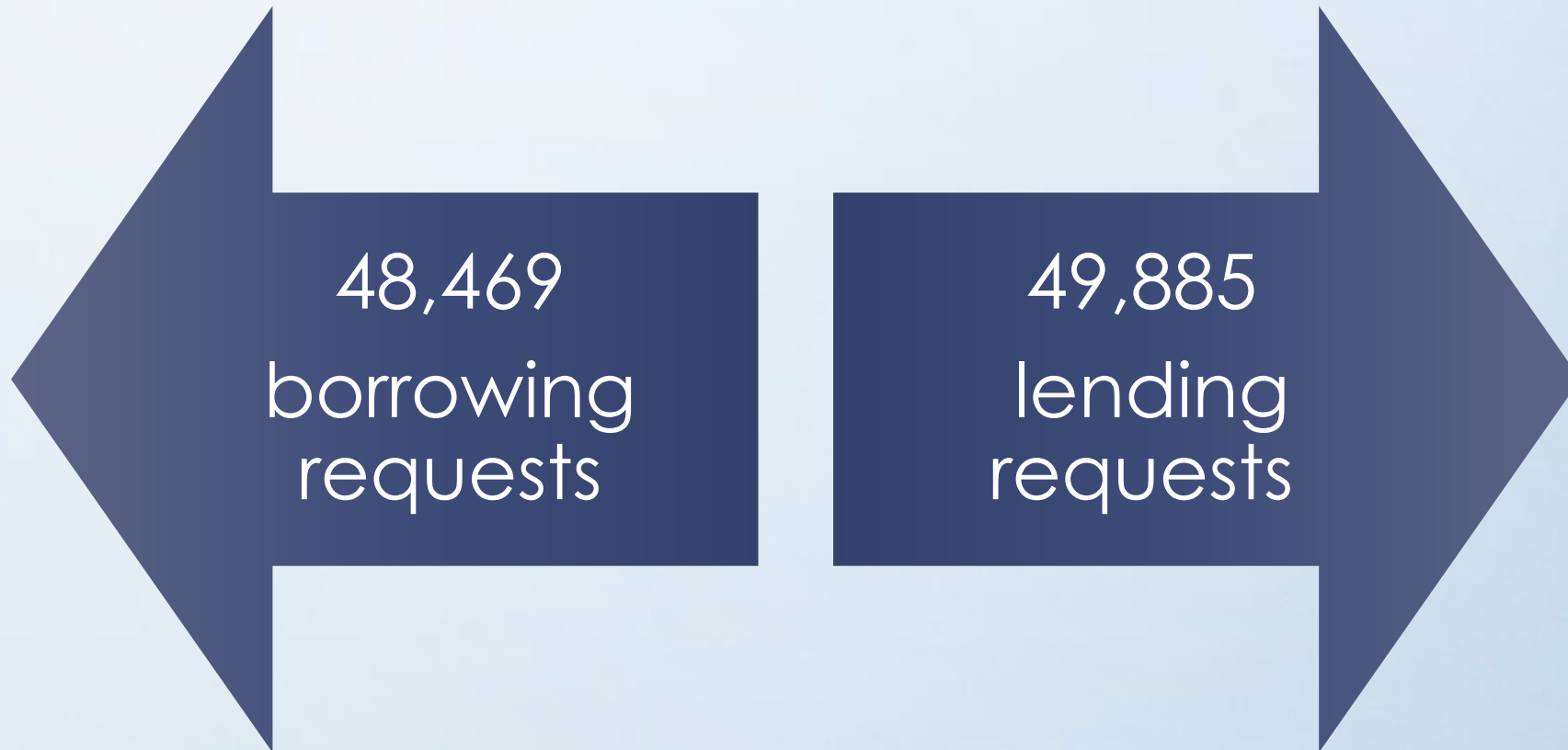
What is ALN?

- Academic Libraries North (ALN) – A consortium of 33 HE libraries across the North of England
- 5 Special Interest Groups (SIG) and 9 Communities of Practice (CoP)
- Inter-Library Loans formally recognised as CoP in November 2022
- 25 member institutions and meet 3 times per year

The Survey...

- Who completed the survey ?
 - 18 out of 25 Institutional Members of the ALN ILL CoP Group (72%)
- Type of institutions who took part:
 - Metropolitan (1992-): 8
 - Russell Group: 6
 - Plate Glass (1960s): 1
 - Specialist or Cathedral's Group or Other: 1 of each
- Data covered the period 2022-23
 - with some comparison to 2021-22
- All questions were optional
 - A number were not answered due to technical reporting capabilities, or complexity of question

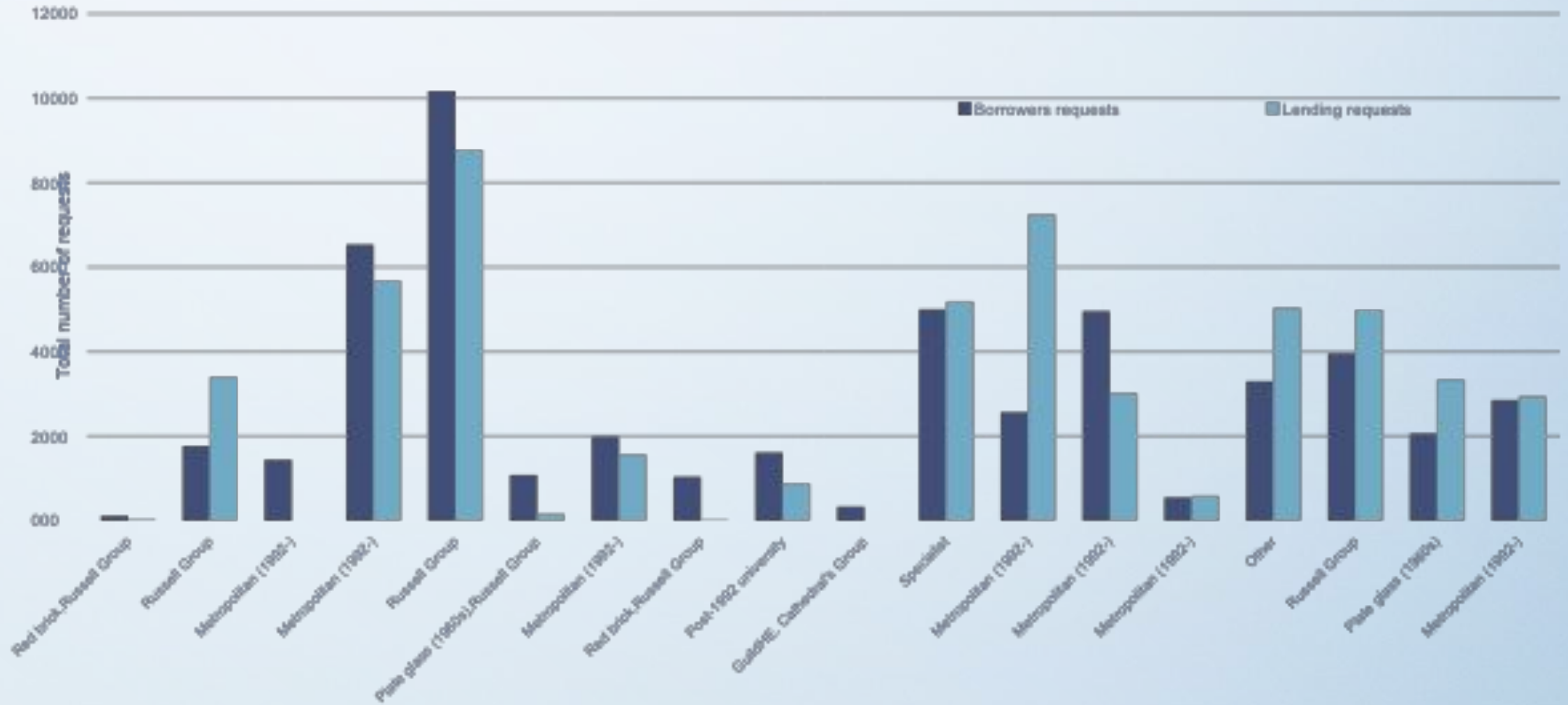
Total borrowing and lending across our institutions



Net borrowers v net lenders

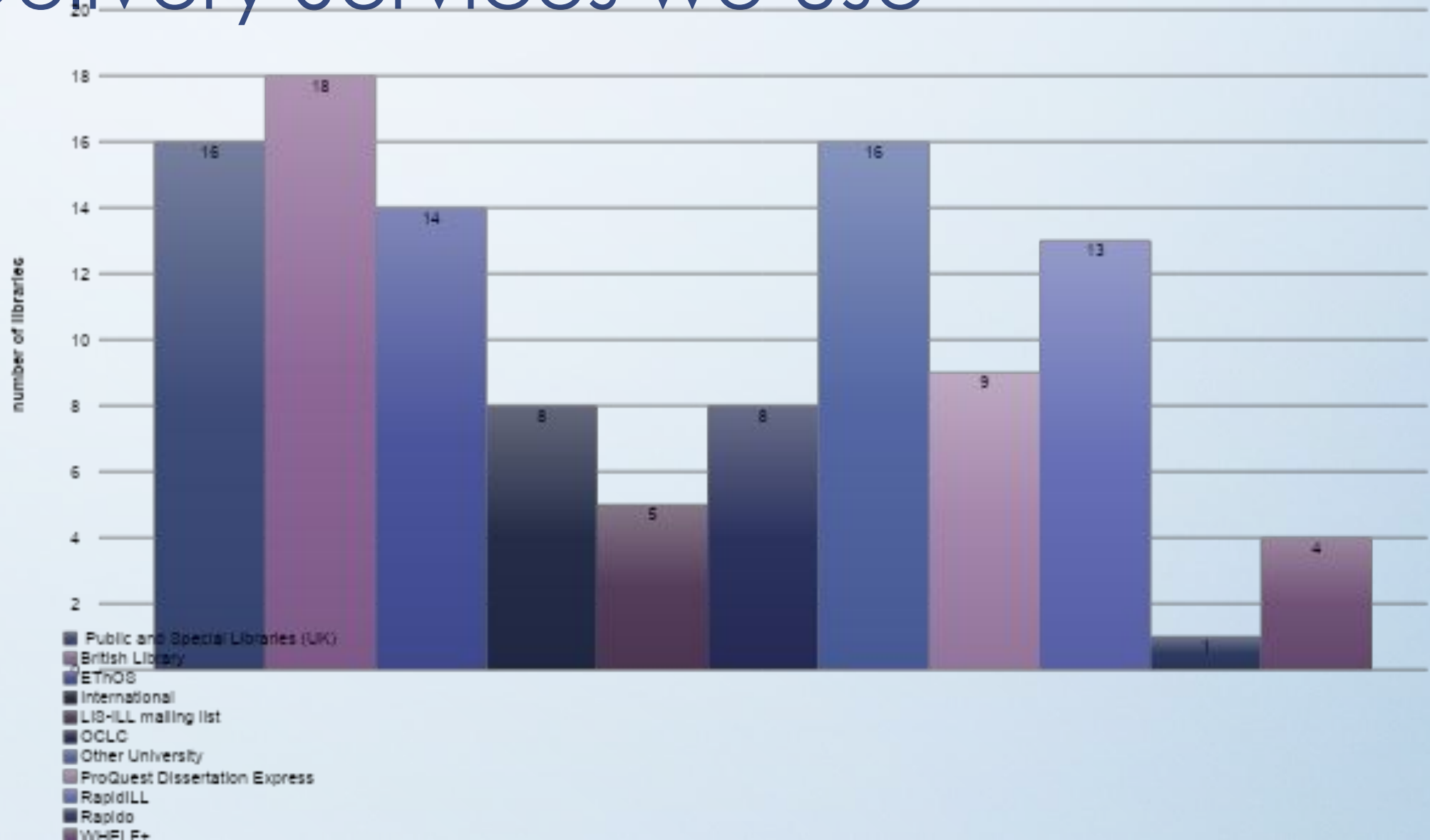


Borrowing v Lending, by individual library

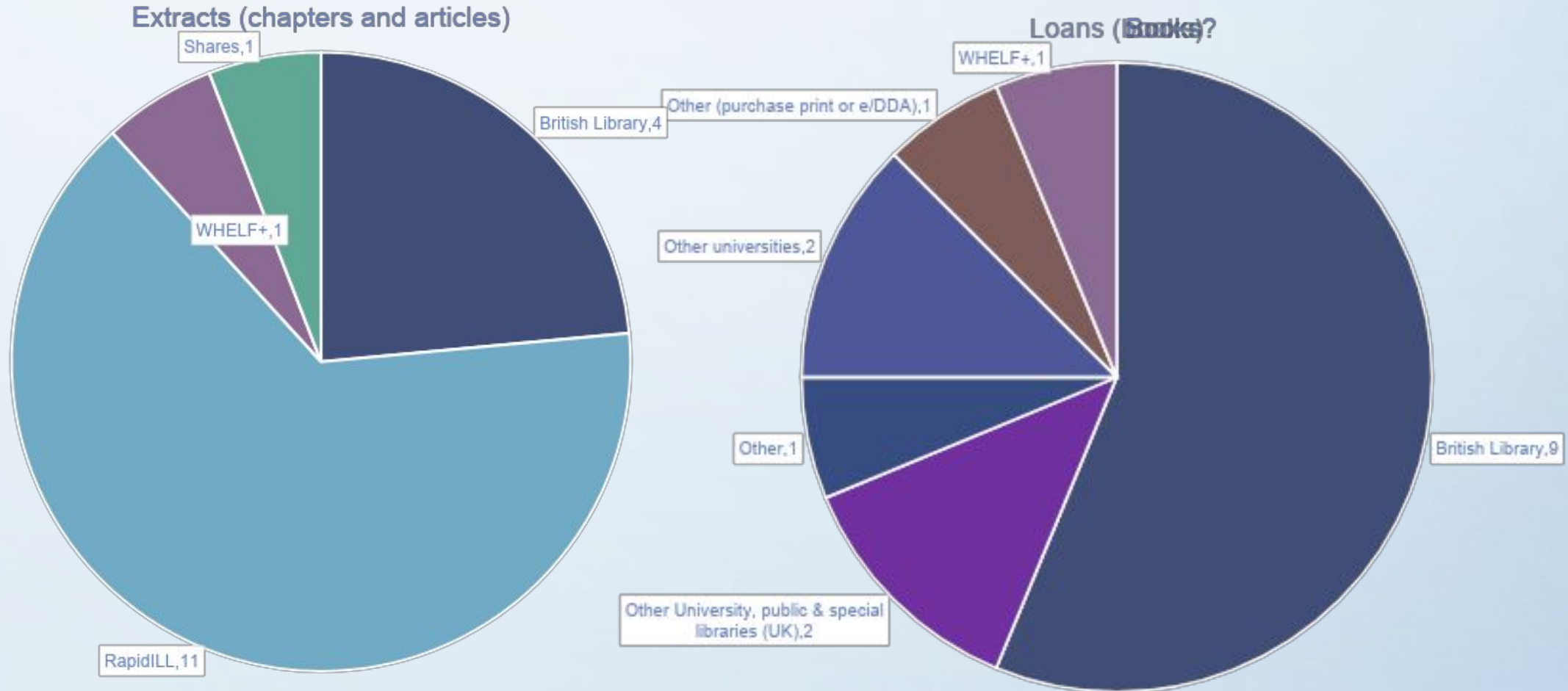


Borrowing

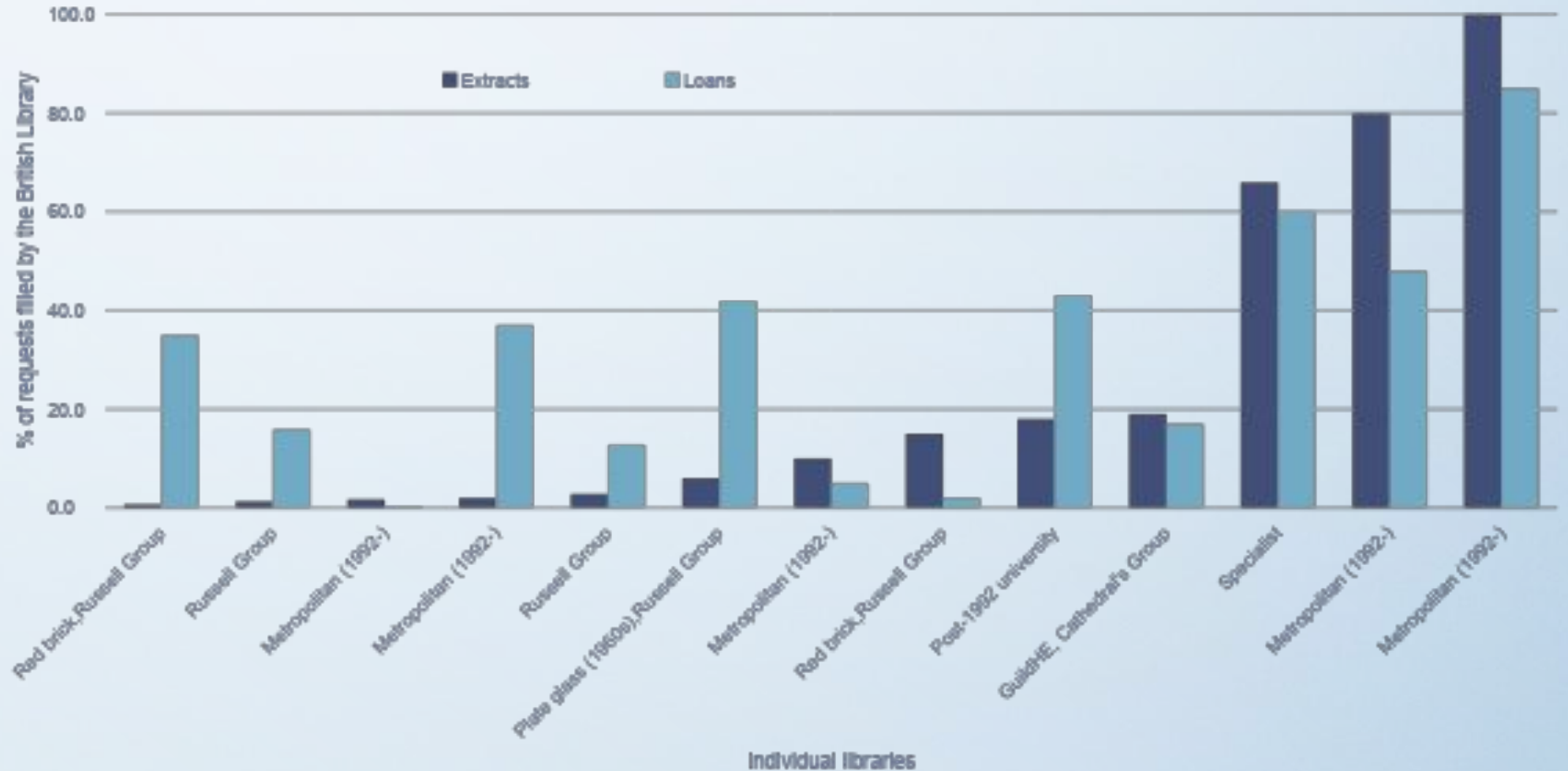
Which Suppliers and Document Delivery Services we use



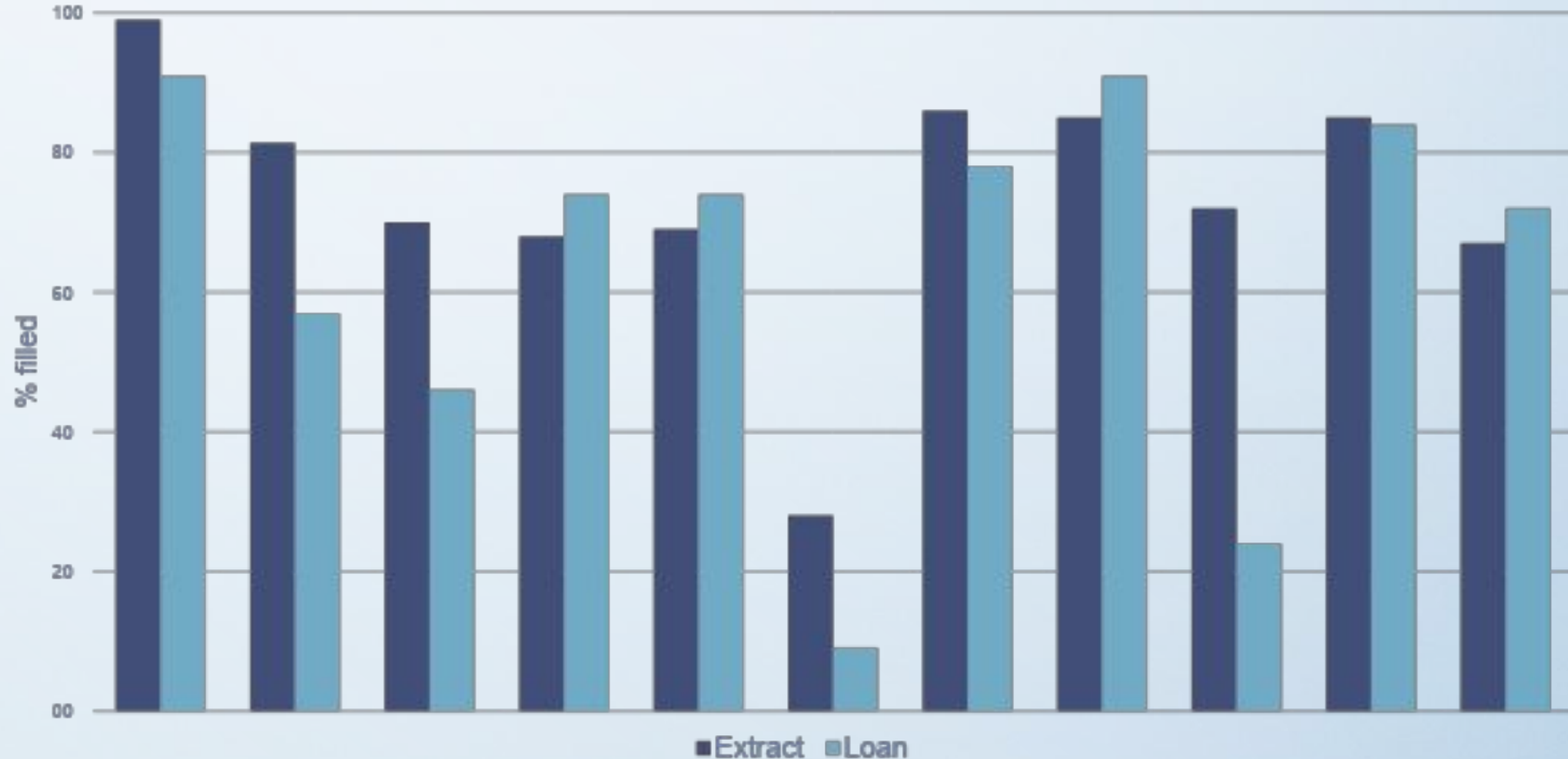
Who is our main supplier of...



% Requests fulfilled by British Library



Fulfilment rates, by individual library

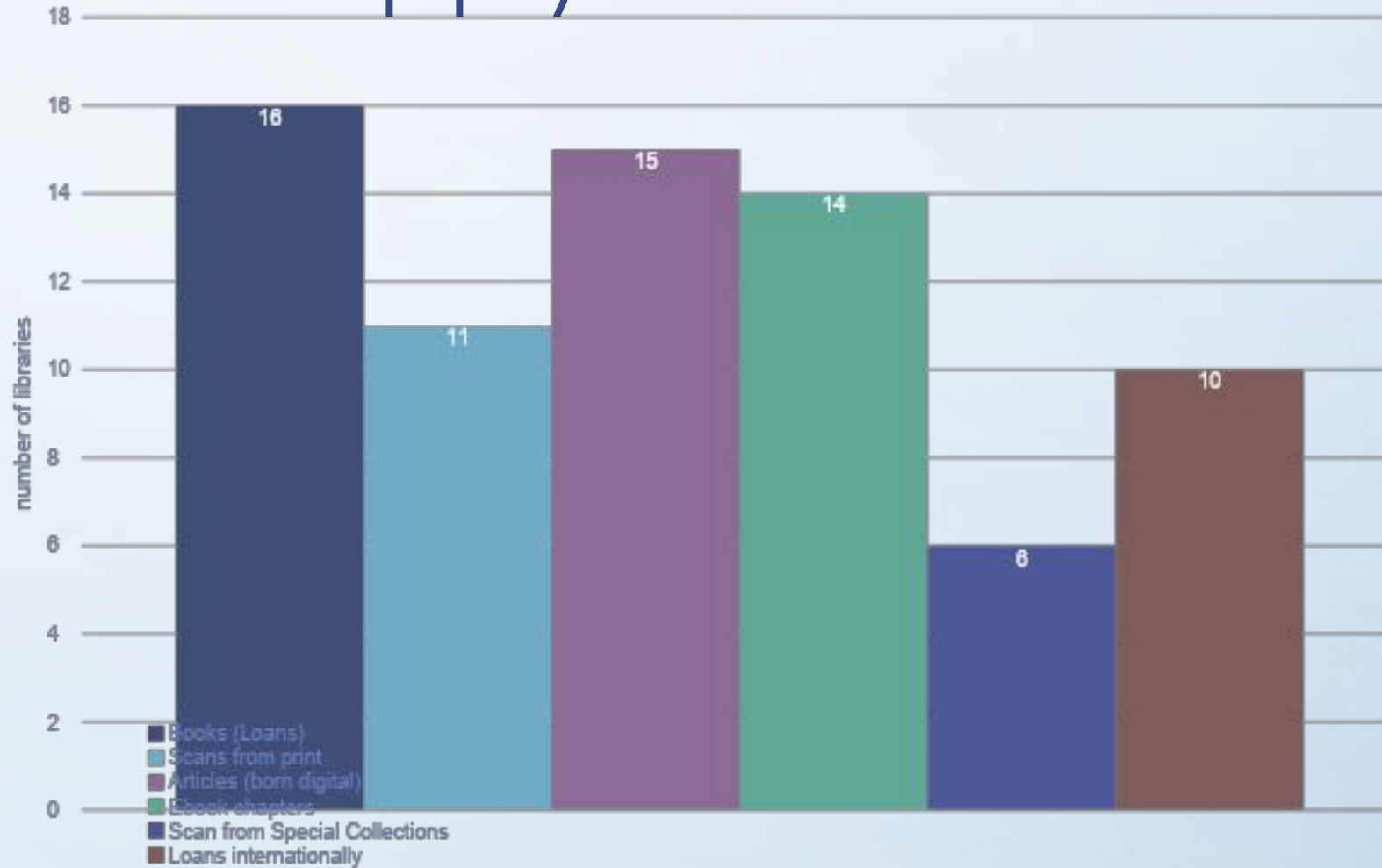


Borrowing Requests - increase or decrease

- The vast majority of libraries (14) said the number of requests had increased
- Reported reasons for this:
 - Increased visibility of request form and ILL Service
 - Speed of RapidILL
 - Post-pandemic reopening of services
 - 2 libraries stopped charging their users for ILLs
- Only 2 libraries saw a decrease
- And 1 had no change

Lending

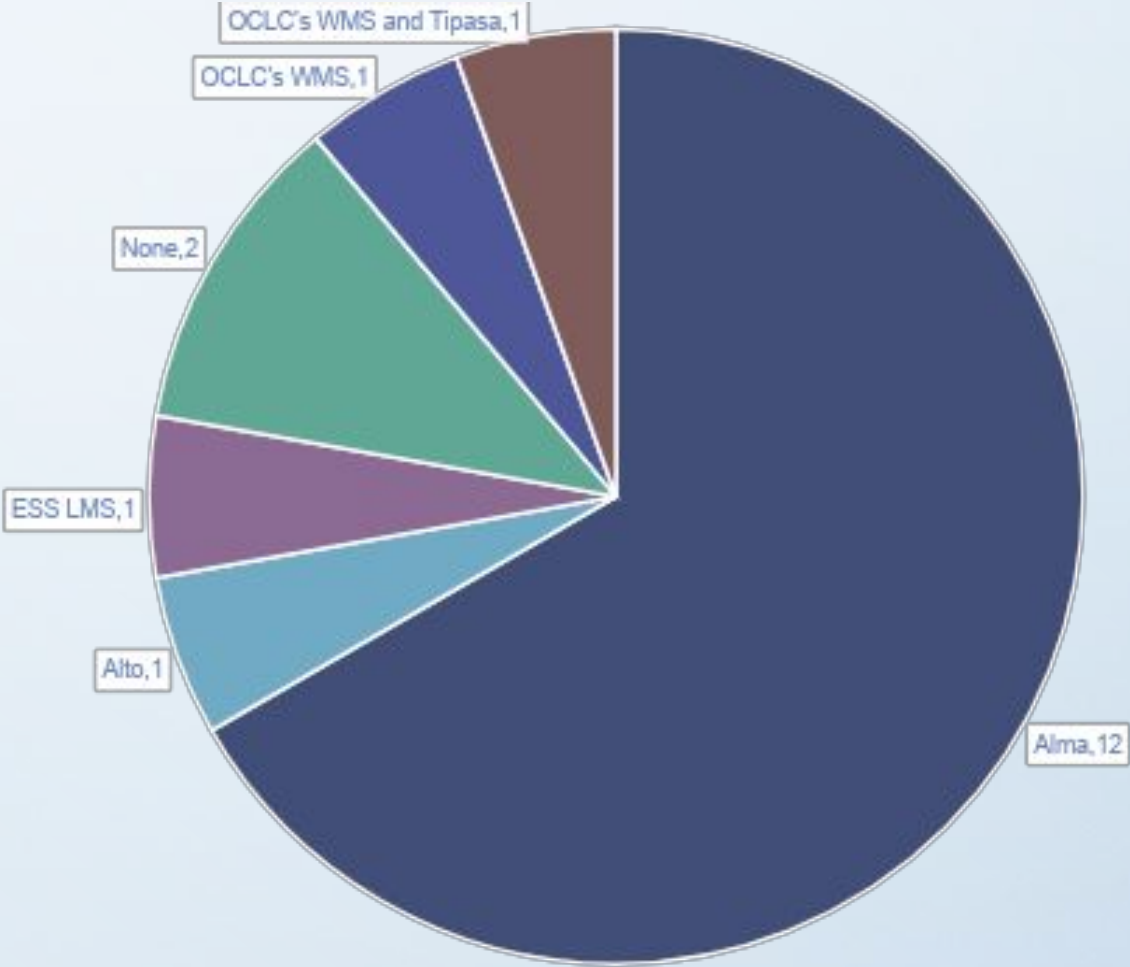
What we supply to other libraries



Lending Requests - increase or decrease

- Just over half of the libraries (10) said the number of requests had increased
 - Reported reasons for this:
 - Implemented RapidILL
 - Added to more RapidILL pods
 - RapidILL load balancing adjusted
 - More libraries joined WHELF+ so requests increased
 - holdings now listed on JISC Library Hub etc
- Only 3 libraries saw a decrease
 - Reported reasons:
 - Non-lender for period of time due to new LMS implementation
 - Supplied a lot during pandemic, requests are spread out more now as more libraries resumed service
- And 1 had no change

Which ILL Management Systems we use



ILL Management System: likes and dislikes

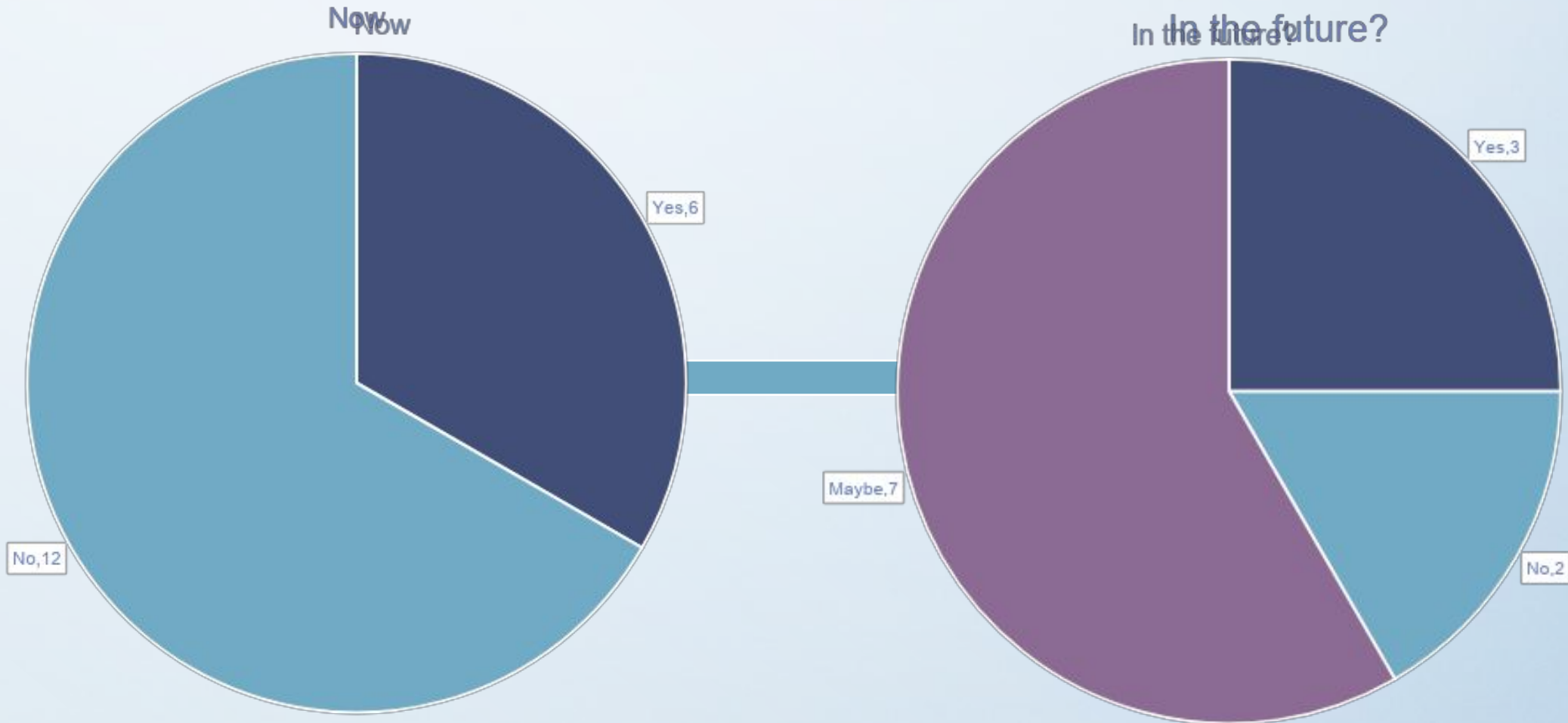
- By far the majority of responding Libraries use ALMA (12) as their management system, with OCLCWMS/Tipasa being the next most popular. One library uses ALTO and one uses ESS.

Features of ALMA	
Likes	Dislikes
Automates tasks and reduces staff intervention	Complicated (constant development is a double-edged sword)
Integrates with other systems e.g. RapidILL	Configuration can be complicated/confusing
Range of functionality	Terminology sometimes confusing
Configurability	Support, difficulty getting support, time it takes for cases to be resolved.
Ease of use	Analytics (confusing)

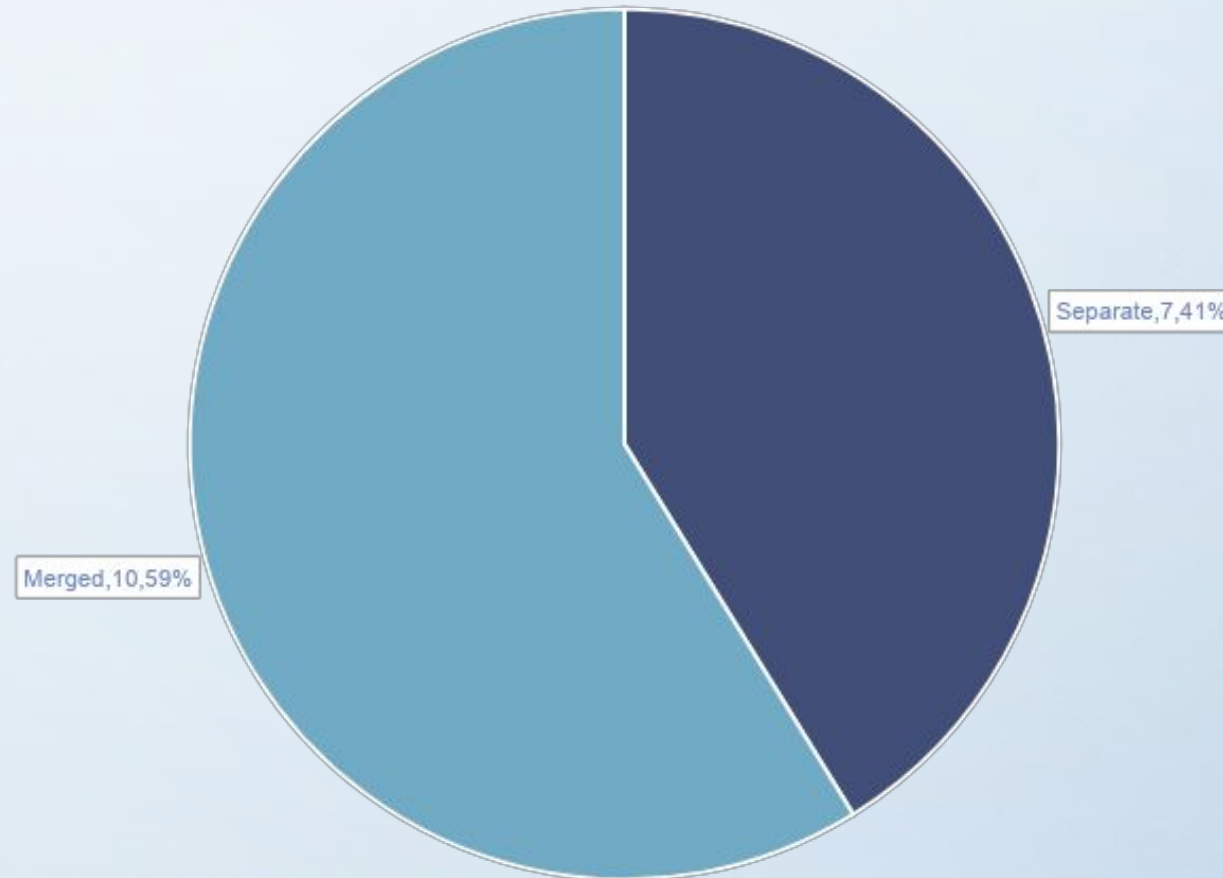
ILL Management System: Likes and dislikes

System	Likes	Dislikes
OCLC WMS	Reporting function & Integrations	
OCLC WMS, Tipasa	Seamlessly connects to other Tipasa libraries	Not easy to process non-OCLC requests within the system which happens often
	An international platform making collections across the globe easily accessible	
ALTO	Clear Interface	Reporting
		Lack of Integration with other systems
ESSLMS	User Interface	So few libraries have it. Lack of integration

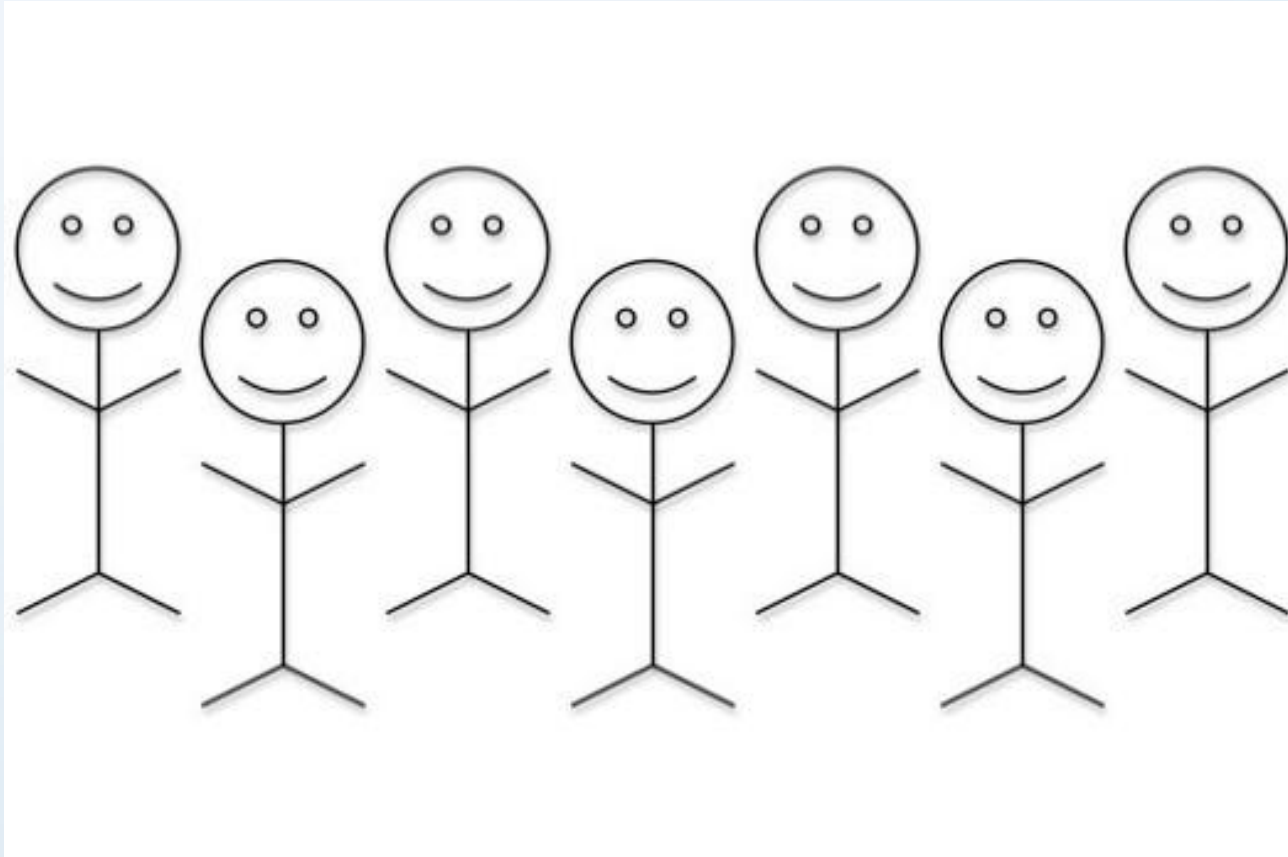
ISO – now and in the future...



Are Inter Library Loans requesting and purchasing part of the same team/workflow or separate?



How many (FTE) staff are involved in providing our ILL services



Answers range from 0.4 to 25

Average is 3.

Benchmarking data (averages across the set)

Number of borrowing requests 22/23	2851
Increase in borrowing request since 21/22	49%
Number of lending requests 22/23	3326
Increase in lending requests since 21/22	14%
Fill rate for extracts (articles/chapters)	75%
Fill rate for books	62%
Av. Time to fill an extract request (days)	2
Av. Time to fill a loan request (days)	10

Recommendations

(for ALN – not FIL!)

- Investigate KPIs for ILL
- Investigate shared Alma Analytics
- Build an ILL 101 instructions
- Build an ILL ‘glossary’
- Investigate a buddy/mentoring scheme





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