SNAPSHOT OF THE AUSTRALIAN INTERLIBRARY LOAN ENVIRONMENT 2018

Based on March - April 2018 survey

ALIA Interlibrary Lending Advisory Committee

Margarita Moreno (Chair), Rachel Adams, Rowena Brannigan, Cheryl Hamill, Kelly Johnson, Pauline Middleton, Victoria Prestwidge, Jaclyn Thomson (past member), and Alison Wiercinski.

TABLE OF CONTENTS

ABOUT THE ALIA ADVISORY COMMITTEE

The ALIA Interlibrary Lending Advisory Committee advises the ALIA Board on interlibrary lending and resource sharing policy and practice. The Committee's activities include the ShareIt wiki (shareit.alianational.wikispaces.net), and the management of the Interlibrary Resources Sharing Code.

The current committee, formed in late 2017, represents each state and territory, and the various library sectors (national, academic, special, and public). The committee is chaired by Margarita Moreno (ACT), with members Rachel Adams (TAS), Rowena Brannigan (QLD), Cheryl Hamill (WA), Kelly Johnson (QLD), Pauline Middleton (VIC), Victoria Prestwidge (NSW), and Alison Wiercinski (SA/NT). Jaclyn Thomsen (QLD) has since left the group.

For more information on the ALIA Interlibrary Lending Advisory Committee visit
https://www.alia.org.au/alia-interlibrary-lending-advisory-committee

ABOUT THE SURVEY

The ALIA Interlibrary Lending Advisory Committee invited managers and representatives of interlibrary loan and document delivery services to participate in a survey to gather information on current interlibrary loan and document delivery (ILL/DD) processes and practices in Australia. The aim of the survey was to take a snapshot of the ILL/DD environment in Australia with a view to inform future directions. The survey ran between 20 March and 18 April 2018, with 115 completed responses from national, state and territory, university, special, TAFE, public, and other libraries.

Preliminary findings were shared with the library community during the *Share it- Resource Sharing Futures* conference held in Canberra from 10 – 11 May at the National Library of Australia (https://www.alia.org.au/share-it-resource-sharing-futures).

The ALIA Interlibrary Lending Advisory Committee would like to take this opportunity to publicly thank all of the libraries that participated in the survey. It is only through your generosity that the Committee has been able to put together this report.
We hope you find it useful.
Thank you.

EXECUTIVE SUMMARY

The ALIA Interlibrary Lending Advisory Committee conducted a survey to gather information on current interlibrary loan and document delivery (ILL/DD) processes and practices in Australia. The aim of the survey was to take a snapshot of the ILL/DD environment in Australia in 2018, with a view to inform future directions. Forty-three questions were posed to libraries, including questions such as:

- What is the total number of individual staff involved in ILL/DD activities across your institution? E.g. include staff retrieving material or copying from branches.
- What training/support do you provide for your ILL/DD staff?
- Does your library participate in any resource sharing networks that are restricted to members?
- Was your library a net supplier or net requestor in 2017?
- Have the number of ILL/DD requests you made to fill your library clients' needs changed over the last five years?
- What are the top three issues concerning your library regarding the ILL/DD environment?

This report outlines the findings of the survey, with some analysis and recommendations by the Committee. The information gathered will assist the Advisory Committee, and more broadly ALIA, in its quest to promote and improve the services provided by all kinds of library and information agencies.

KEY FINDINGS

The survey received feedback/comments from a broad cross section of sectors and roles in the ILL/DD community.

People:

Overall, staff are committed to providing excellent ILL/DD services. They are passionate about hunting down resources for the patrons/users and providing a quality service. However due to changes in collections, demand for ILL/DD services and budgets, the shape of the ILL/DD sector is changing:

- 64% of ILL/DD Services have a dedicated team responsible for providing the Service. The special library sector is less likely to have dedicated staff than other sectors.
- Decrease in the numbers (FTE) of staff working in ILL/DD ranging from 5% to over 20%. With fewer staff employed in ILL/DD activities, issues of succession planning and training become more critical.
- 29% of ILL/DD staff are trained "On the Job". Other topics and sources of training include: "Copyright" both internal and external training (18%); "peer support" (17%) and "ILL/DD systems training" (15%) followed by networking opportunities (13%). Issues identified include: the need to keep up to date on ILL/DD issues; the need for basic training on ILL/DD and options for networking/asking for help

Systems and sources:

The level of automation in ILL/DD services has increased significantly over the last 20 years, as has the range of options available to libraries to source information/material:

- 68% use the Libraries Australia Document Delivery Service and most libraries belong to multiple networks; GratisNet (health) is the largest at 34%; WorldShare ILL (OCLC) 11%; ISO-ILL systems 33%.
- Reasons to join networks include: cost effectiveness 76%; subject specialisation 50.7%; alternative standard/turnaround times 24%.
- A wide range of sources are used for locating information. The top 6 include: British Library 31%, open access 61%; direct from supplier 47%; purchase on demand 45%; pay per view 42% and Subito 37%.
- Other resource sharing options include: Purchase on demand, pay per view and short-term access to resources, with pay per view the most prevalent form of access. Some libraries are using tokens and short-term access. In some cases, libraries are purchasing items for patrons rather than borrowing.
- The top four reasons for purchasing documents include: only available from vendor 56%; as a last resort 55%; required urgently 42%, and in lieu of subscriptions 20%.

Library activity:

Demand for ILL/DD services is changing, declining in some areas but not others. However, there is still a need for these services regardless of where requests are sourced, i.e. purchase on demand or ILL/DD from another library.

- 29% of participants in the survey were net suppliers; 54% were net requesters and 17% were about even
- Most sectors have more net requesters than net suppliers with the exception of NSLA libraries. The smallest gap between requesters and suppliers was in specials, health (25%) sector whilst the biggest gap was in specials, government (69%).

Patron/client requesting

- 87% of requests received from patrons/clients are filled through ILL/DD services. Fill rate varies by sector: NSLA libraries 75%; public libraries 95%; special libraries 93% and university libraries 79%.
- 92.5% of requests received by NSLA libraries from patrons/clients are filled from their own collections; public libraries fill 92.1%; special, government libraries 51.5%; specials, health libraries 64.8% and university libraries 16%
- Reasons for not filling patron/client requests include: unable to locate in networks 29%; cost of ILL/DD 28%; not for loan, out of print, rare, obscure or foreign 27%; licencing restrictions or embargoed content 13%; and copyright 3%.
- Demand for ILL/DD services from patron/clients is changing; 24% reported an increase in demand; 45% reported a decrease; 20% stayed the same; however, this is not uniform across sectors. Only 29% of libraries in the specials, government sector reported a decrease in demand whereas 76% of university libraries reported a decrease.

Library ILL/DD activity

- 67% of requests received from libraries are filled through ILL/DD services. Fill rate varies by sector: 65% of request to NSLA libraries are supplied; 53% by public libraries; 87% by special libraries, although for the health sector the fill rate is close to 100% and 65% of requests to university libraries are filled
- Reasons for not filling library requests include: 40% unable to locate in networks (holdings incorrect or not checked); 18% item was on loan; 17% licencing restrictions or embargoed content; 11% high demand or not for loan; 9% missing/not on shelf or withdrawn and 5% staffing/resources
- Demand for ILL/DD services from libraries is changing; 21% reported an increase in demand; 32% reported a decrease; 23% stayed the same and 22% were unable to respond, however the trends are not uniform across sectors. Only 36% of libraries in the specials, health sector reported a decrease in demand whereas 75% of NSLA libraries reported a decrease.

Future ILL/DD activity

- Requester libraries are overall a little ambivalent and unsure of demand however 19% of libraries reported they expected an increase in demand; 19% expect demand to stay the same; 20% expect a decrease and 39% are unsure.
- Supplier libraries are perhaps more unsure than requesters with 11% expecting an increase in demand; 30% staying the same; 13% expecting a decrease and 43% are unsure.
- Common themes in both requesting and supply include: budgets, accessibility/licence restriction around eBooks and electronic resources; fees and specialist collections.

Issues for libraries

Libraries reported a range of issues concerning their library in the ILL/DD environment and the top five issues are:

- 30.3% of comments related to eResources and the impact on ILL/DD. Although Open Access is enabling free access to many titles, overall libraries note a decline in access to eResources for ILL/DD citing licencing restrictions, embargo periods and lack of reporting.
- 16.2% of comments received related to budgets or costs. The cost of ILL/DD activities continues to increase despite increases in automation as the majority of activities require staff time (over 80% of ILL/DD cost is staffing) to retrieve, copy, process etc. The comments reveal the decline in budgets is having a significant impact on ILL/DD services. An additional 6% consider postage/delivery costs and timeliness as a significant issue/concern.
- 10.9% of comments noted difficulty in locating a source for items needed. Holdings were difficult to locate due to variability of the quality of holdings information, catalogues not being kept up to date, collections being downsized, or researchers requesting more esoteric material.
- 10.8% of comments addressed staffing issues ranging from lack of skilled staff to being overworked.
- 8.6% of comments highlighted changes to ILL/DD in general. Libraries were concerned about the imbalance between supplying and requesting (hard to justify to management that we're busy supplying the rest of Australia); changes in collection policies - print versus e, restrictions to supply from eResources; planning for decline in requests, shift to ILL instead of purchase and specialist libraries closing.

Major trends in ILL/DD over the next 5 years

Libraries reported on the major trends they expect to impact ILL/DD activities over the next five years. The top five themes include:

- 29% of comments note that libraries expect to continue to grow their eResources and expect to have less need for ILL/DD in some cases but also expect to have difficulties in accessing resources for ILL/DD.
- 29% of comments related to the future of ILL/DD services. There is a strong sense of uncertainty and many libraries highlight further fragmentation of services, more options for accessing materials, more open access, more complex requesting to name a few. Overall ILL/DD is expected to be more complex.
- 13% expect clients will continue to demand a higher quality service with faster turn-around times, more unmediated services and e-delivery standard.
- 9% expect systems to continue to play an important role in managing their ILL/DD activities and they expect systems to be simpler, requiring less staff intervention.
- 6% expect "costs" and "training" to be ongoing issues. As budgets tighten libraries will be expected to source items at a more cost-effective rate. As users increasingly access more material for themselves they will be approaching libraries for the more complex, difficult to locate material which will require ILL/DD staff to have more training and specialised skill sets.

Focus for the ALIA Interlibrary Loan Advisory Committee

Libraries provided comments on the areas the ALIA ILL Advisory Committee focus on over the next 2-3 years and these include:

- Advocate and work with the library community and publishers to improve access to eResources.
- Advocate and work with the library community to improve access to holdings information and best practice in providing ILL/DD services.
- Review the ILRS code fees and charges whilst considering equity issues such as the cost to user.
- Promote ILL/DD services to the user community.
- Improving systems to enable a reduction in the complexity of resource sharing.
- Improve networking/training in ILL/DD services.

RECOMMENDATIONS

The below recommendations have been prepared by the ALIA Interlibrary Lending Advisory Committee:

- **Recommendation 1:**

  Review the Interlibrary Resource Sharing (ILRS) Code and to create best practice guidelines.
  Including:
    - Ensuring libraries are aware of the benefits of maintaining their holdings and the value of their unique/older materials;
    - Streamline the access to eBooks - sharing knowledge/information about what's available for loan/copy;
    - Review pricing;
    - Encourage better Libraries Australia coverage of holdings;
    - Review core times for supply;
    - Assisting with ILL access clauses in journal licences from vendors to include electronic/upload rather than print and fax and describe the role of ILL/DD services to try to reduce embargos; and
    - Coordinate a postage agreement with Australia Post to develop a 'library' rate and improved speed of delivery to reduce costs and improve service.

- **Recommendation 2:**

  Revitalise the ALIA Interlibrary Lending Advisory Committee Wiki.
  Achieved by:
    - Refreshing the site by updating headings and content; highlight professional reading and training opportunities; and
    - Providing links to local and international organisations and information resources.

- **Recommendation 3:** *Set-up an informal community of practice (COP).*
  Achieved by:
    - Curating a list of people who have expertise in ILL/DD;
    - Creating a space on the ALIA ILL Advisory Committee Wiki for discussion; and then
    - The *COP* will be used to answer questions posed on the ALIA ILL Advisory Committee Wiki, and assist in the provision of content.

- **Recommendation 4:** *ALIA Interlibrary Lending Advisory Committee to work with other groups to lobby on behalf of the library community.*
  Achieved by:
    - National Library's Futures Group: Explore options for improving access to eResources; and
    - ALCC/ADA: highlight the inequity of contracting out copyright in eResources.

- **Recommendation 5:** *ALIA/NLA Steering Committee to create an ILL/DD training course.*
  Including:
    - Report to ALIA with a view to work with the ALIA PD group to explore ways of covering these issues in training/advocacy;

- o Training course to either cover all topics or be broken down into sections, such as basic/refresher/what's new. Delivered as a nationwide roadshow, and also as an online component or video to reach remote and isolated/budget/time poor staff; and
  - o Funding via NLA/ALIA, fee-for attendance, and/or government grants.

- **Recommendation 6:** *Promotion!*
  Including:
  - o Promoting the ILL/DD services to users would improve access to collections;
  - o Forums/workshops either face-to-face or online for ILL/DD; and
  - o Adding content to the ALIA social media channels such as Instagram and Twitter, and their weekly eNewsletters.

- **Recommendation 7:** *Review and repeat the survey.*
  Achieved by:
  - o The Committee reviewing the 2018 survey;
  - o Repeating the survey in 2-4 years; and then
  - o The Committee to compare the results of the two surveys and report to ALIA.

ALIA ILL Interlending Advisory Committee

The survey received feedback/comments from a broad cross section of the ILL/DD community, in terms of library sectors and library roles.

People

Staff are committed to providing an excellent ILL/DD services, hunting down resources for the patrons/users and providing a quality service. However due to changes in collections, demand for ILL/DD services and budgets, the shape of ILL/DD sector is changing.

Resourcing

Special libraries are less likely to have dedicated ILL/DD staff than other libraries.

## 64% of ILL/DD services a have dedicated team

Less staff are employed in ILL/DD activities. This is an issue for succession planning and training.

FTE staff working in ILL/DD has decreased: between **5%** and **20%**

Training

Issues identified include: keeping up to date on ILL/DD issues; basic training on ILL/DD and networking opportunities/asking for help.

ILL/DD staff receive their training by:

Percentage

On the job ■ Internal/ external ■ Peer support
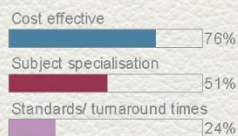ILL/DD systems ■ Networking
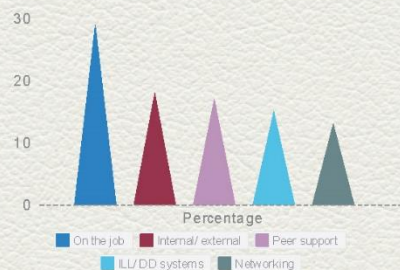
Systems & sources

High levels of automation and a wide range of options are available to libraries to source information/material.
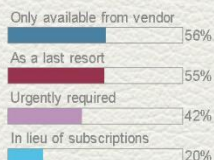
Networks and purchasing

68% of participants use the Libraries Australia Document Delivery (LADD) service, with most libraries belonging to multiple networks: GraisNet is largest (34%), then ISO-ILL systems (33%), followed by OCLC (11%).
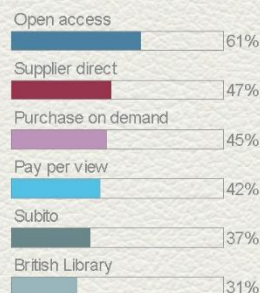
Reasons to join networks

Cost effective	76%
Subject specialisation	51%
Standards/ turnaround times	24%

Top 4 reasons for purchasing documents

Only available from vendor	56%
As a last resort	55%
Urgently required	42%
In lieu of subscriptions	20%

Locating information

Top 6 sources for locating information

Open access	61%
Supplier direct	47%
Purchase on demand	45%
Pay per view	42%
Subito	37%
British Library	31%

Other options for locating information include: using tokens to access content and short term access.

In some cases libraries are purchasing the item for their patron rather than borrowing it.

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Library activity

Demand for ILL/DD services is changing, however there is still a distinct need for these services irrespective of where the request is sourced - i.e. purchase on demand or on ILL/DD from another library.

Net requesters and suppliers

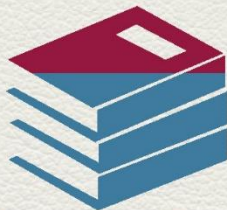The majority of survey participants identified as net requesters with exception of NSLA libraires.

29% OF PARTICIPANTS are net suppliers

54% OF PARTICIPANTS are net requesters

17% OF PARTICIPANTS are about even

Library ILL/DD activity

67% of requests received from libraries are filled.

Fill rate varies by sector:

Library requests received

- 65% NSLA requests supplied
- 53% Public libraries requests supplied
- 87% Special libraries requests supplied *
- 65% University requests supplied

* Fill rate for the Health sector is 100%

Filled by ILL/DD services (87%) Not filled (33%)

Reasons for not filling library requests

Unable to locate in networks 40%
Item was on loan 18%
Licencing restrictions/ embargo 17%
High demand/ not for loan 11%
Missing/ not on shelf/ withdrawn 9%
Staffing/ resources 5%

Patron/ client requesting

87% of requests received from patrons/ clients are filled.

Patron/ client requests received
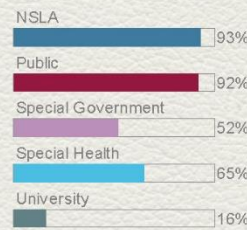
Fill rate varies by sector:

- 75% NSLA requests supplied
- 95% Public libraries requests supplied
- 93% Special libraries requests supplied
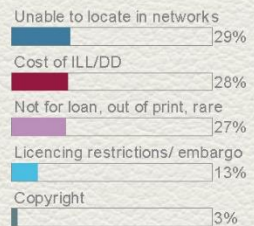- 79% University requests supplied
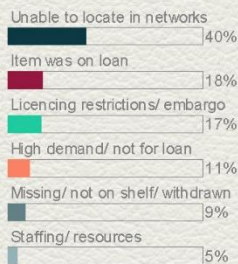
Filled by ILL/DD services (87%) Not filled (13%)

Requests filled from own collection

NSLA 93%
Public 92%
Special Government 52%
Special Health 65%
University 16%

Reasons for not filling patron/ client requests

Unable to locate in networks 29%
Cost of ILL/DD 28%
Not for loan, out of print, rare 27%
Licencing restrictions/ embargo 13%
Copyright 3%

Demand - patron/ clients

Demand for ILL/DD services from patron/ clients is changing. 29% of libraries in Specials, Government sector reported a decrease in demand whereas 76% of University libraries reported a decrease.

Increase in demand (24%) Decrease in demand (45%)
Stayed the same (20%) Not sure (11%)

Demand - libraries

Increase in demand (21.43%) Decrease in demand (32.65%)
Stayed the same (23.47%) Not sure (22.45%)

Demand for ILL/DD services from libraries is changing. 36% of libraries in Specials, Health sector reported a decrease in demand whereas 75% of NSLA libraries reported a decrease.
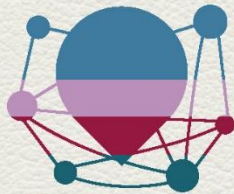
Australian **Library** and **Information** Association
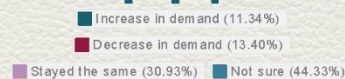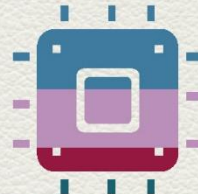
Future ILL/DD activity

Common themes in both requesting and supply include: budgets, accessibility/license restrictions around eBooks and electronic resources; fees and specialist collections.

Requester libraries expect

- Increase in demand (19.59%)
- Decrease in demand (20.62%)
- Stayed the same (19.59%)
- Not sure (40.21%)

Supplier libraries expect

- Increase in demand (11.34%)
- Decrease in demand (13.40%)
- Stayed the same (30.93%)
- Not sure (44.33%)

Issues for libraries in the ILL/ DD environment

The top five issues are:

30.3% - eResources and impact on ILL/DD

Although Open Access is enabling free access to many titles, overall libraries note a decline in access to eResources for ILL/DD citing licencing restrictions, embargo periods and lack of reporting.

16.2% - budget or costs

The cost of ILL/DD activities continues to increase nddespite increases in automation the bulk of activities require staff time (over 80% of ILL/DD cost is staffing) whether to retrieve, copy, process etc. The comments reveal the decline in budgets is having a significant impact on ILL/DD service. And an additional 6% consider postage/delivery costs as a significant issue/concern.

10.9% - locating items

Libraries listed catalogues not updated, Libraries Australia holdings not updated by member libraries, the downsizing of collections, researchers requesting more esoteric publications which are difficult to locate.

10.8% - staffing issues

Staffing issues ranging from lack of skilled staff to being overworked.

8.6% - changes to ILL/DD in general

Libraries were concerned about the imbalance between supplying and requesting (hard to justify to management that we're busy supply the rest of Australia); changes in collection policies - print versus e: restrictions to eResources; planning for decline in requests: shift to ILL instead of purchase and specialist libraries closing.

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Major trends in ILL/DD over the next five years

The top five themes include:

Growth in eResources

29% of comments note that libraries expect to continue to grow their eResources and expect to have less need for ILL/DD in some cases but also expect to have difficulties in accessing resources for ILL/DD.

Fragmentation of ILL/DD services

29% of comments related to the future of ILL/DD services. There is a strong sense of uncertainty and many libraries highlight further fragmentation of services, more options for accessing materials, more open access, more complex requesting to name a few. Overall ILL/DD is expected to be more complex.

Clients will demand higher quality services

13% expect clients will continue to demand a higher quality service with faster turn-around times, more unmediated services and e-delivery standard.

Systems continue to play an important role in managing ILL/DD activities

9% expect systems to continue to play an important role in managing their ILL/DD activities and they are expect systems to be simpler, requiring less staff intervention.

Increased costs and training

6% expect "costs" and "training" to be ongoing issues. As budgets tighten libraries will be expected to source items at a more cost-effective rate. As users increasingly access more material for themselves they will be approaching libraries for the more complex, difficult to locate material which will require ILL/DD staff to have more training and specialised skill sets.

Focus for the ALIA Interlibrary Loan Advisory Committee

Libraries provided comments on the areas the ALIA ILL Advisory Committee focus on over the next 2-3 years and these include:

1 Advocate and work with the library community and publishers to improve access to eResources

2 Advocate and work with the library community to improve access to holdings information and best practice in providing ILL/DD services

3 Promote ILL/DD services to the user community

4 Review the ILRS code fees and charges whilst considering equity issues such as the cost to user

5 Improving systems to enable a reduction in the complexity of resource sharing

6 Improve networking/training in ILL/DD services

Australian **Library** and **Information** Association

INTRODUCTION

The Australian Library and Information Association (ALIA) Interlibrary Lending Advisory Committee role is to advise the ALIA Board on interlibrary lending and resource sharing policy and practice. In order to do so the Committee invited managers of interlibrary loan and document delivery services to participate in a survey designed to gather information on interlibrary loan and document delivery (ILL/DD) processes in Australia. The aim of the survey was to take a snapshot of the ILL/DD environment in Australia with a view to inform future directions and enable the Committee to better focus on areas of concern.

The survey was launched on 23 March 2018 and concluded on 18 April 2018, via ALIA channels such as the ALIA website, eLists, and eNewsletters. The Committee received 122 responses of which 115 were completed responses. Participation was broad, representing libraries in all states and territories and all library sectors. The 43 questions in the survey aimed to take a snapshot of the ILL environment in Australia, covering the organisation of ILL units with libraries, the networks libraries use, their requesting/supplying activities, training and issues of concern going forward.

The 115 completed responses received in the aggregate, the results are statistically valid in representing libraries in Australia. However, the information by sector is only indicative as the survey sample was not statistically large enough in many cases.

ABOUT INTERLIBRARY LENDING AND DOCUMENT DELIVERY IN AUSTRALIA

Interlibrary lending and document delivery are core services for Australian libraries. However, it's changed significantly over the last 20-30 years from predominately library-to-library interaction to a much more diverse ecosystem.

ILL/DD has become much more complex and fragmented than in the past. ILL/DD is but one of a menu of options libraries use to meet client needs. Although ILL/DD between libraries is still an important pathway in supplying material to clients; increasingly libraries are looking at faster and more efficient processes.

Libraries are using a plethora of different system/networks to request and manage their ILL/DD activities for example: Alma Resource Sharing; free form email; ILLiad used by libraries registered with ILLiad libraries; Libraries Australia Document Delivery; Relais ILL; Seirra ILL; VDX; WorldShare Interlibrary Loan (OCLC); RefTracker; Web form; ALIES (Australasian Libraries in the Emergency Sector); ALLA (Australian Law Librarians Queensland Division); Article Reach; Bonus+; CAVAL Borrow; CAVAL Reciprocal Borrowing (Vic); GLASS (Government Libraries and Social Sciences); GratisNet (Health); RapidILL; LILLI (Legal Inter-Library Loans Interchange); QShare (Queensland government special libraries); Tranzinfo; ULANZ and Rapid ILL. In additional there are many other sources used: Subito; Archives (particularly from overseas materials); the National Library's Supply1 Service; ResearchGate; World Share ILL between OCLC libraries; direct approaches to overseas university libraries; direct requests to authors; sourcing from museums, or galleries; direct purchase from pay websites; Academia.edu; Google Scholar; British Library; purchase eResources on-demand; University repositories; AGLIN to name a few. This has made ILL/DD much more complex than in the past.

Increasingly libraries are looking for services that will reduce their costs and improve turnaround times. For example, Rapid ILL allows members to route all requests through to participating Rapid ILL libraries which will typically supply within a few hours or overnight. Any requests not supplied are

then routed to LADD or OCLC for supply. Public libraries look for free interlibrary loans so they rely on reciprocal networks for the bulk of their supply. Special libraries have had to become quite resilient with many closing or downsized. They have sought creative solutions such as purchasing tokens to eResources, purchase on demand (eResources or print) direct from publishers, as well as the more traditional approaches to resource sharing.

Feedback has highlighted that users are requesting more esoteric titles and difficult to locate material. Libraries in the 'long tail' space will still have a role in ILL/DD for the foreseeable future.

More and more material is available as eResources either directly from the publisher or from an aggregator. The Copyright Act favours strong protection for eResources and libraries supplying from their print collections need to check if the material is available in e-format before copying. The rise of e-publishing in the last two decades has also brought a number of challenges. A large proportion of published material in now online with different access conditions to the printed works. Libraries experience a number of issues with e-publications: embargo periods ranging from 6 months to 3-5 years for the e-version whilst the print version has only the usual copyright restriction; licence conditions that prohibit or have restrictive supply options for ILL/DD (print and mail rather than secure upload for e-delivery); continual increases in fees for e-content, on average 6% per year – resulting in libraries reviewing and cancelling subscriptions; and finally denying libraries (particularly public libraries) access to purchasing e-books. The continued move by libraries to e-preferred acquisition is limiting the options for resource sharing and in the long term will impact on research or make it very costly. It remains to be seen how much these access restrictions will be offset by the open access movement.

This environment will require a different mindset and services will need to adapt to the much more complex environment.

This survey highlights some of the changes libraries are experiencing and the complexity that is interlibrary loan and document delivery services.

ABOUT YOUR ORGANISATION: QUESTION 1 – 6

The first six questions of the survey gathered general information about the participants' libraries and locations. Responses to the different questions have been amalgamated to facilitate clarity and understanding. These questions were designed to gather information on the extent of the library community's participation in the survey.

Although 121 respondents were received 6 entries were not included as they appeared to be either false starts or memory lapses, therefore only 115 completed responses were included in the survey.
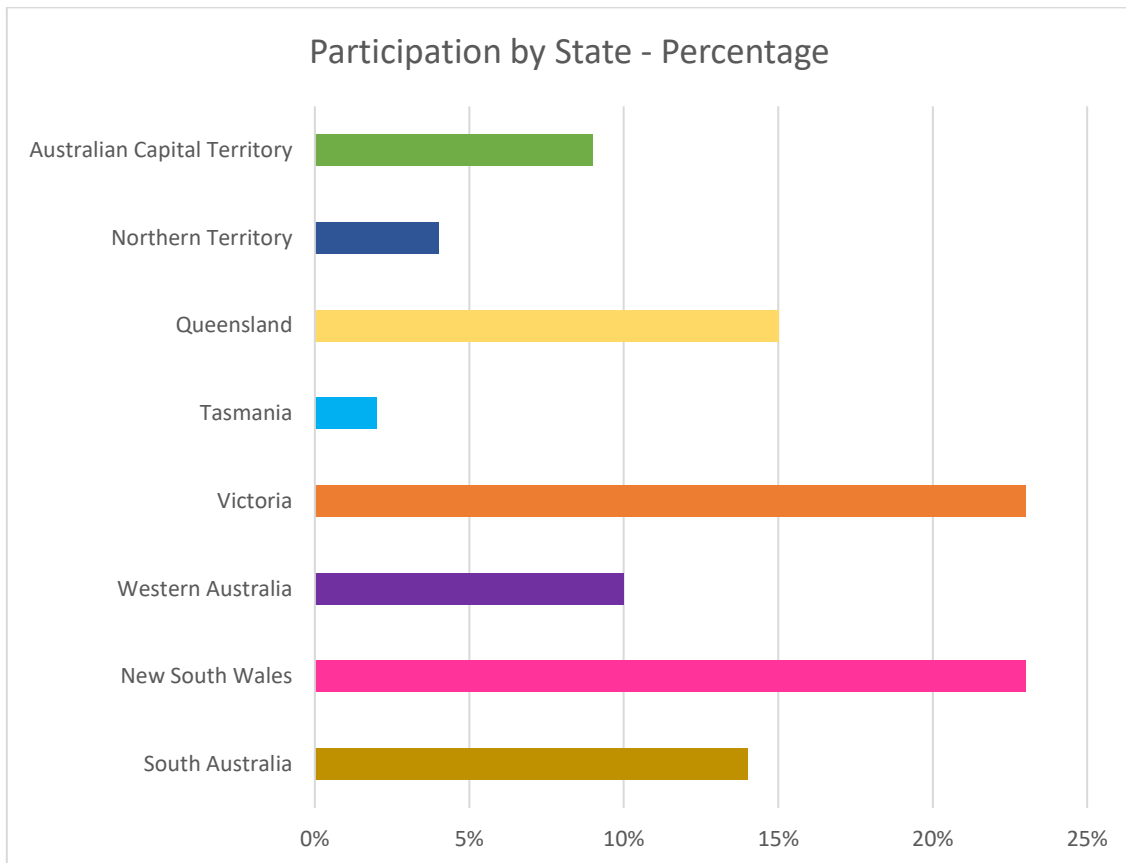

Figure 1: Library participation percentages by state/territory.

Libraries in all state and territories participated in the survey, as expected the most responses were received from New South Wales, and Victoria.
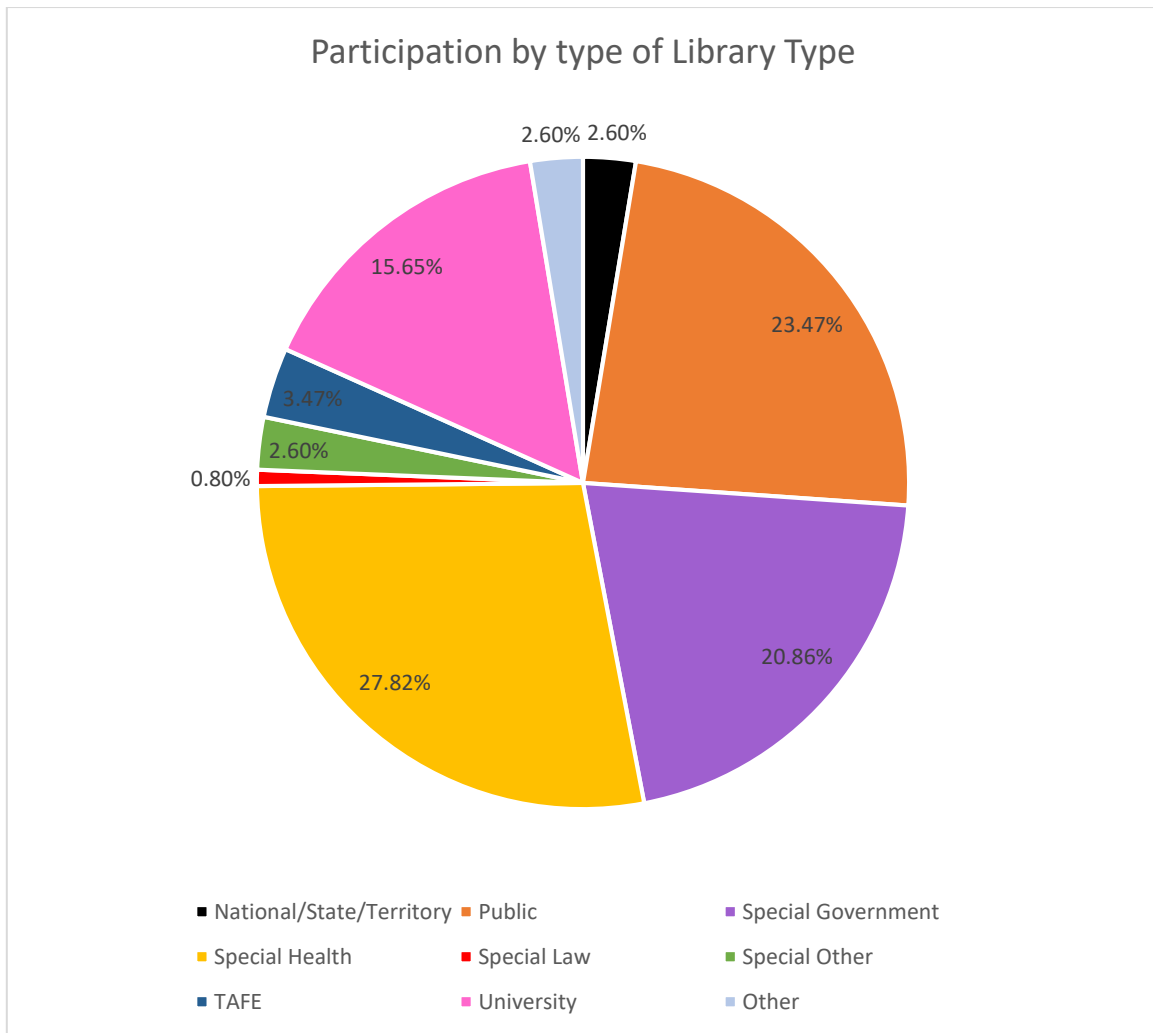
Figure 2: Library participation by type of library.

All types of libraries participated in the survey and it was very pleasing to see the strong participation of the special libraries sector, with 52% of responses coming from this sector.

STATE	% of responses	NUMBER
Australian Capital Territory	9%	10
Northern Territory	4%	5
Queensland	15%	17
Tasmania	2%	2
Victoria	23%	27
Western Australia	10%	11
New South Wales	23%	27
South Australia	14%	16
TOTAL	100%	115

Table 1: Distribution of percentage and number of responses by state/territory.

BREAKDOWN OF STATE/TERRITORY RESPONSES

STATES BY LIBRARY TYPE	N/S/T	Public	School	S/Gov't	S/Health	S/Law	S/Other	TAFE	University	Other	Total
ACT	1			7				1	1		**10**
Northern Territory	1	1		2				1			**5**
Queensland		4		3	5				5		**17**
Tasmania					1				1		**2**
Victoria		5		6	9		2	1	3	1	**27**
Western Australia		1		2	5		1	1	1		**11**
New South Wales		8		3	10	1			5		**27**
South Australia	1	8		1	2				2	2	**16**
Totals	**3**	**27**	**0**	**24**	**32**	**1**	**3**	**4**	**18**	**3**	**115**

Table 2: Distribution of responses by state/territory, and type of library.
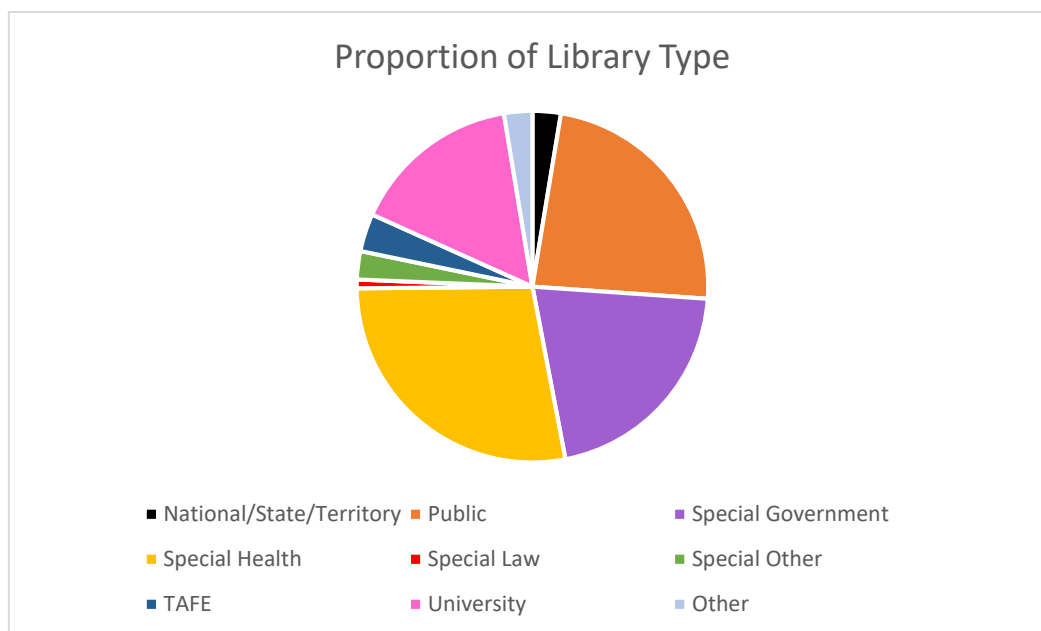

Figure 3: Distribution of libraries by type of library.

The Special/Health, Government, Law and Special Other Libraries contributed a total of 60 or 52.17% of the survey responses. Public Libraries' 27 responses equate to 23.47% of responses. University Libraries provided 18 responses or 15.65% of total responses.

The position of the responder question highlighted the diverse participation in the survey. Libraries use a wide variety of titles for the interlibrary loan and document delivery roles, the committee has

reduced the varied position titles to the 6 main categories as specified in the table. The position 'Director Library Services' is included in 'Library Manager'; 'Assistant Director' is counted with 'Manager/ Dept. Manager/ Head of Department'; 'Information Specialist' is counted as 'Librarian'; the position title 'Co-ordinator' is merged with 'Team Leader' and 'Library assistant' is counted with 'Officer/ILL Officer'.

Position of Respondent	Number	% of Responders
Library Manager/Director	18	17.4
Manager/Dept. Manager/Head of Dept.	8	7.7
Librarian	29	28.25
Co-ordinator/Team Leader	12	11.65
Library Technician	10	9.7
ILL Officer/Library Assistant/Customer Services Officer	26	25.2

Table 3: Distribution of respondents' roles in their organisation.

While the position of the survey responder is not a measure of the importance placed on the survey, it is noteworthy that of the 18 responders identified as 'Library Manager', 16 were from the Special/Health Library type and the remaining 2 were from Special/Government.

Further information on this breakdown is found in their responses to Survey Question 12, what is the current FTE for staff employed in your library?

Fifteen Library Managers completed this question. Of these, 8 Library Managers work in libraries of less than 2 FTE, 4 work in libraries of 2 FTE, one works in a library of 4 FTE and one in a library of 6.42 FTE.

Of the remaining responders, it is safe to assume that many, especially Library Officers and Library Assistants, would have consulted directly with their Library Managers before completing the survey

HOW ARE YOUR ILL/DD SERVICES ORGANISED: QUESTION 7 – 16

TEAM ORGANISATION: QUESTION 7 – 9

The overall picture of team organisation is as widely varied as the context of each institution and sector. Every institution has complex requirements and needs which affect how ILL/DD fits in as one service among many. This makes it difficult to recommend best practice solutions. It is important for each team to review their local situation and adapt workflows accordingly.

Question 7: Is there a dedicated team exclusively responsible for ILL/DD?

- Answered: 109
- Yes = 64
- No = 45

The majority of respondents work at institutions with a dedicated team responsible for ILL/DD. Public and university libraries are more likely to have dedicated teams which may reflect their larger staff numbers. Specials, in all areas, are more various with a slightly larger tendency to split ILL/DD duties within the larger team amongst other duties.
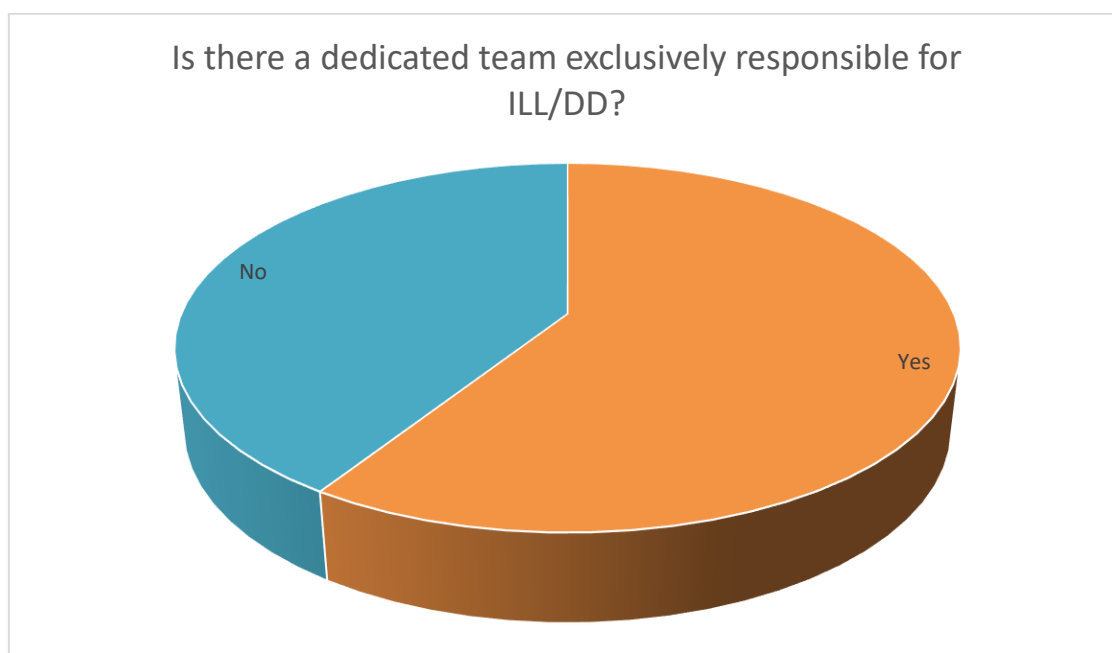

Figure 4: Proportion of institutions with dedicated ILL/DD teams, and those without.

The data was also analysed to determine if the type of library influenced whether the library had a dedicated team responsible for interlibrary loan and document delivery processing. The table below shows the distribution of institutions with and without dedicated teams. It is not unexpected that 62% of Special libraries in health and government do not have a dedicated ILL/DD team.
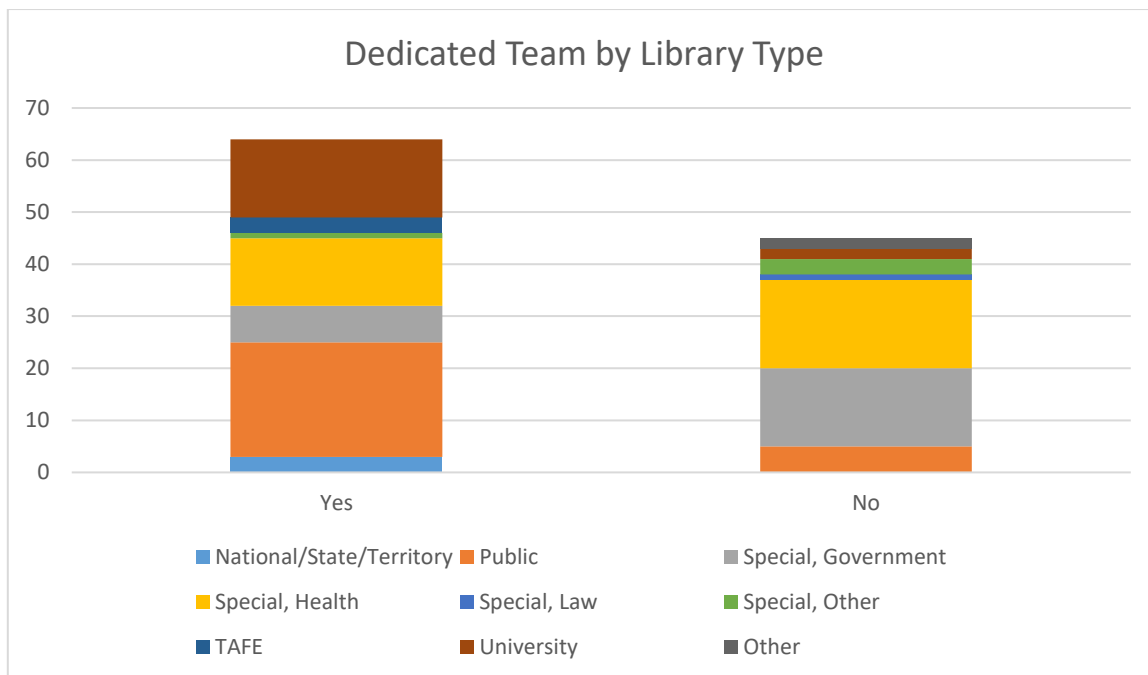
Figure 5: Distribution of libraries with, and those without dedicated ILL/DD teams by sector.

Question 8: Select the option that best describes your ILL Team.

- Answered: 105
- Centralised = 74
- Decentralised = 10
- Mixed = 21

A large majority of respondents described their service as centralised with Universities slightly more represented in the mixed model service. The larger number of special libraries with a centralised service may reflect the smaller size of these libraries which also may have only one location.
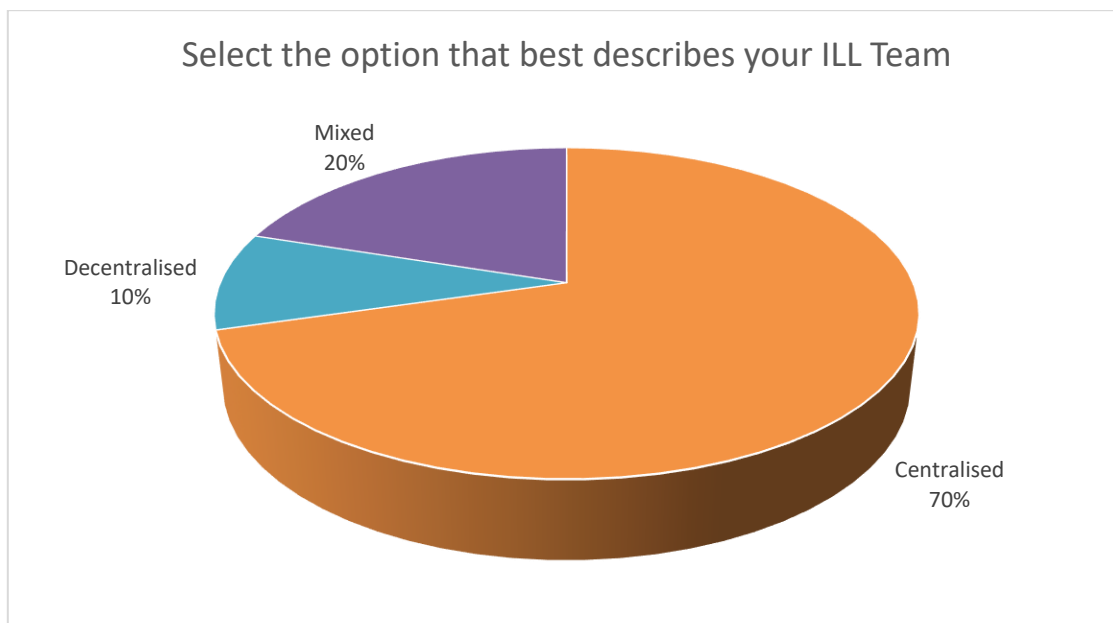

Figure 6: Distribution of the ILL/DD team organisation within each library.

Although this survey was quite different to the 2001 Benchmarking study [1] there appears to have been a shift to more complex arrangements for ILL/DD Services. In 2001 87% of libraries had a centralised model whereas this has now dropped to 70%.
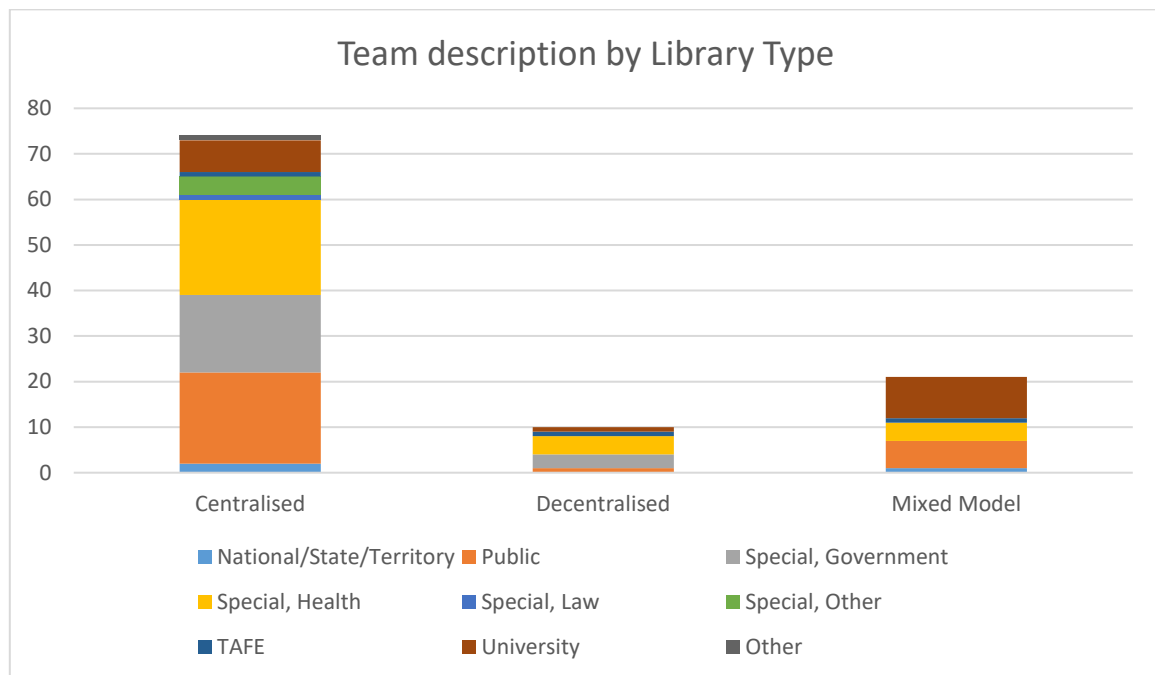

Figure 7: Distribution of the ILL/DD team organisation broken into library sector.

Question 9: Please provide a short comment describing how your ILL/DD services are organised.

There were several general themes which break down according to whether the service is centralised or decentralised.(Note: Some comments did not align with the answers in Q7/Q8 exactly, for example the respondent selected centralised in Q8 but the description in Q9 was of a decentralised service.)

- Requesting centralised/supply scanning at branches where item is located.
- Supply/Requesting by same person/team.
- There are many solo or very small library teams in the survey so it is natural that ILL/DD is just one of many other duties required to manage the library service.

As expected, the type of library also influences how the team is organised. This reflects the need to manage volume with staffing capacity in varied contexts.

Public

- A large majority work in a dedicated team, which may reflect larger staff overall and higher use of resource sharing.
- Most are organised as Supply/Requesting by same person/team.

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[1] National Resource Sharing working Group, 2001, Interlibrary Loan and Document Delivery Benchmarking Study (http://pandora.nla.gov.au/pan/25425/20020627-0000/www.nla.gov.au/initiatives/nrswg/illdd_rpt_sum.html)

Special/Government

- More likely not to have a dedicated team and Supply/Requesting by same person/team.

Special/Health

- Almost equally split with dedicated team and not, most are Supply/Requesting by same person/team.

All Specials

- More likely not to have a dedicated team and to Supply/Requesting by same person/team.
- This could reflect the size of the library, the small number of staff and/or solo librarians and the need to complete many tasks, not just ILL/DD.

TAFE

- All had a dedicated team.
- Two have centralised Supply/Requesting by same person/team.
- One Requesting centralised/supply scanning at branches where item is located.

University

- Large majority work in a dedicated team which may reflect larger staff overall and high use of resource sharing.
- This group is almost all Requesting centralised/supply scanning at branches where item is located which may reflect the common university library arrangement with multiple campus/branch libraries.
- This is opposite to the Specials and Public libraries.

National/State Libraries

- The National Library has a mixed model with a dedicated team handling 90% of ILL/DD requests with access to special collections distributed to the specific collection teams.
- The two State/Territorial Libraries which responded have a centralised model.

STAFF AND STAFFING LEVELS: QUESTION 10 – 14

The majority of respondents work in small/very small libraries, primarily in special libraries, with a median of two staff working in ILL/DD. On the other end some respondents noted that most or all staff are involved with ILL/DD on some level. As expected, where there is a decentralised service with scanning at campus/branch library collections the number of staff with some ILL/DD responsibility is much higher. There was also some discrepancy in the data where respondents did not include FTE or perhaps misunderstood the definition. This makes it difficult to draw sector-based analysis conclusions more accurately.

Question 10: What is the total number of individual staff involved in ILL/DD activities across your institution? E.g., include staff retrieving material or copying from branches.

- Answered: 104

Average	Median	Mode	Range
5.22	2	1	1 – 42 (one outlier at 82 staff where

			everyone in the library is included.)

Table 4: Representation of the results of Question 10.

Question 11: What is the Full Time Equivalent (FTE) of staff involved in ILL/DD activities? (if staff only work part time in ILL/DD include their time as a proportion of a role, e.g. 2 staff work 50% in ILL/DD = 1 FTE).

- Answered: 99

Average	Median	Mode	Range
1.54	1	1	0.01 − 20

Table 5: Representation of the results of Question 11.

Question 12: What is the current FTE (full time equivalent) for staff employed in your library?

- Answered: 93

Average	Median	Mode	Range
31.32	5	1	0.02 − 380

Table 6: Representation of the results of Question 12.

Analysis - Representation of staff FTE involved with ILL/DD activities as a percentage of FTE of all library staff.

- Answered: 91

Not surprisingly, the percentage of staff involved with ILL/DD is much higher in special libraries which include many solo librarians and smaller staff overall. The smaller 'footprint' of ILL/DD in larger institutions could reflect dedicated, centralised teams and/or it may be due to the diversification of activities undertaken within these institutions, such as learning skills, publishing, and data management.

- Universities – all below 10%
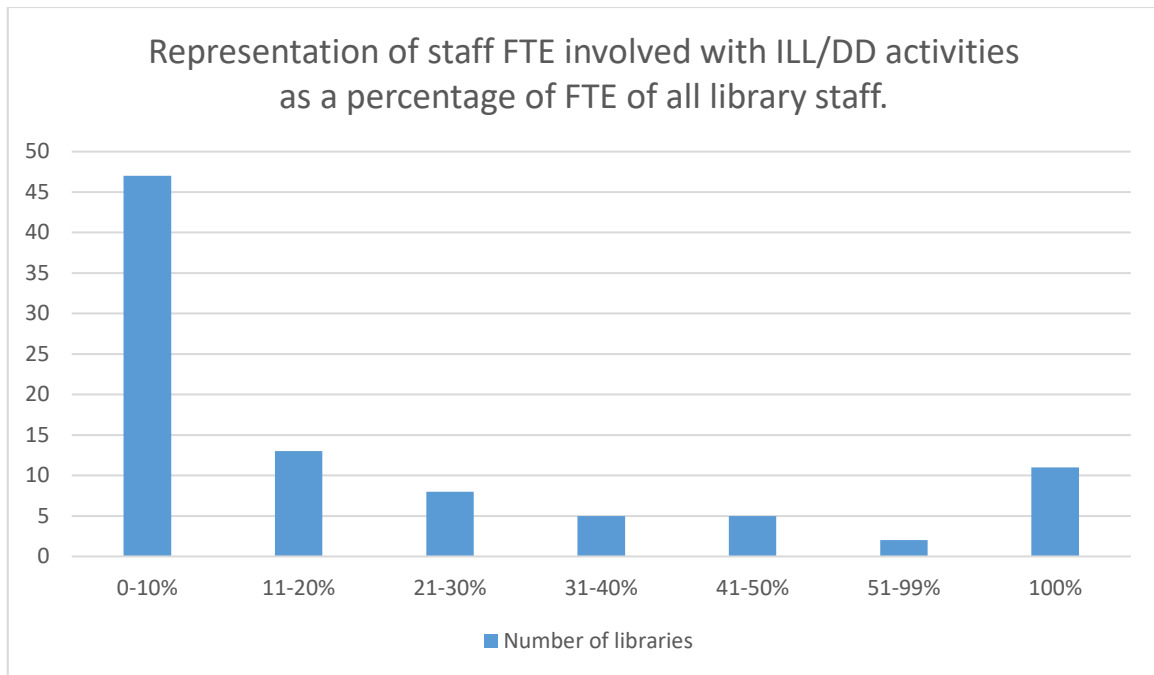- Above 50% almost all special libraries.

Figure 8: Representation of the percentage of staff time spent on ILL/DD activities as a percentage of the total library FTE.

Question 13: Have the number of FTE working in ILL/DD changed in the last 5 years? Select the options that best describe the changes.

There was a decrease in number of FTE staff across all sectors ranging from 5% to over 20%. Only five libraries reported an increase in staff: 1 public, 3 specials and 1 university. Eighteen libraries indicated the decrease was over 20%.
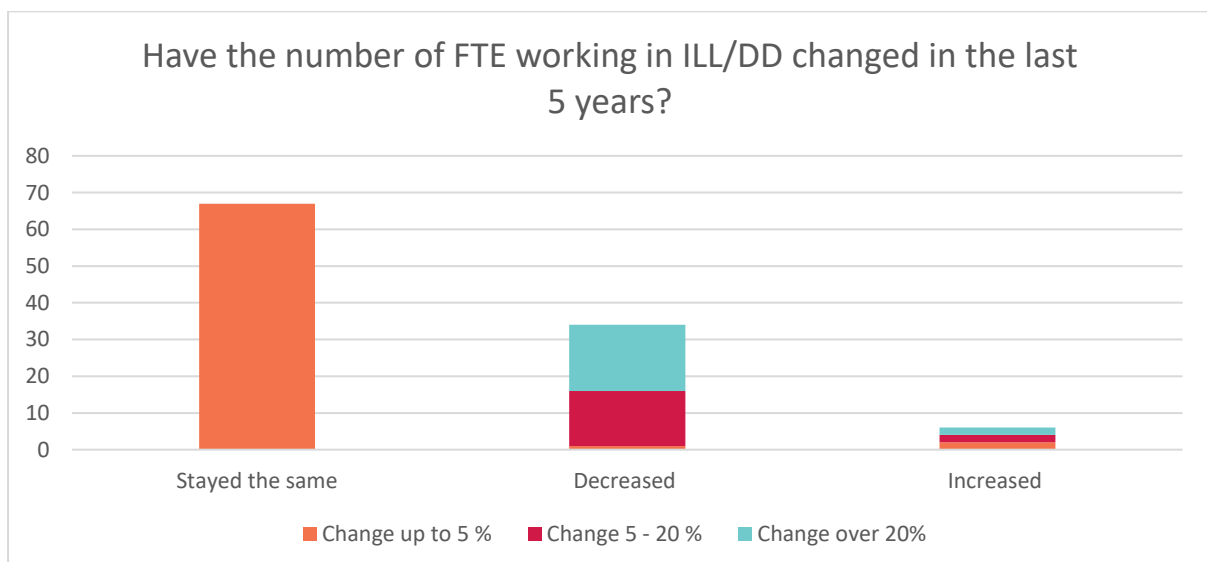

Figure 9: Shows the change in FTE working in ILL/DD teams over the last five years.

Question 14: Please provide comments.

Respondents provided comments about the changes in staffing, which are grouped into themes based on increases/decreases in staffing. See appendix 1 for individual responses.

There were several general themes representing a decrease in staff:
- Budget constraints;
- A restructure created a centralised service and/or branches merged;
- Less requests from clients requires less staff time;
- Staff attrition: when staff leave positions are merged or when staff reduce hours they are not replaced fully; and
- Overall library decrease in staff with ILL/DD decreased as a proportion.

There were two general themes representing an increase in staff:
- The service was decentralised so more staff across whole of library now available to support; and
- New campus which required additional staff.

TRAINING: QUESTION 15 – 16

Question 15: What training/support do you provide for your ILL/DD staff? (Options below)
- *On the job training*
- *Peer support*
- *ILL/DD system training e.g. LADD training or local system training*
- *In-house copyright training (where available)*
- *External copyright training course*
- *Networking opportunities, e.g. LADD meetings etc.*
- *Other, please specify.*

There were 110 responses to this question, and 24 "other" comments.

Key findings illustrate ILL/DD staff are predominately trained on the job (29%), with peer support (17%), and ILL/DD system training (15%). Of the 24 "other" comments received, staff indicated skills and experience in the ILL/DD environment were gained via professional reading, or a reliance of prior knowledge.
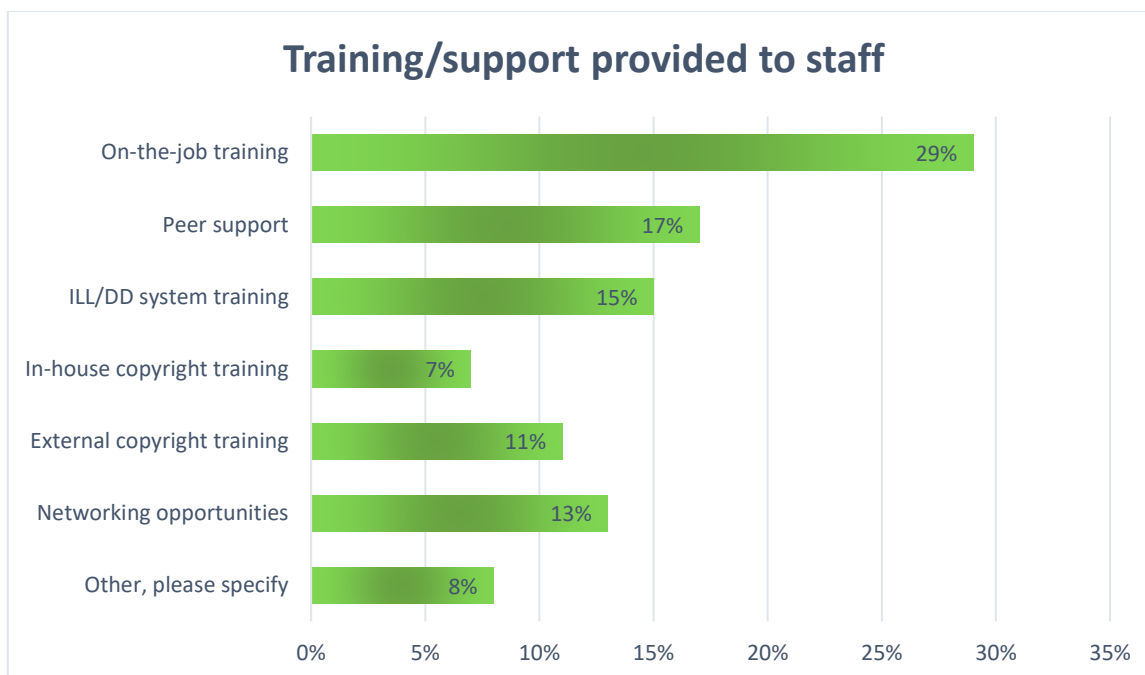
Training/support provided to staff

Category	Percentage
On-the-job training	29%
Peer support	17%
ILL/DD system training	15%
In-house copyright training	7%
External copyright training	11%
Networking opportunities	13%
Other, please specify	8%

Figure 10: Shows the breakup of the support/training provided to staff as a percentage.

Question 16: Please list any training needs not covered by training and/or courses offered in-house.

The survey received seventeen comments in response to this question, with respondents outlining what training was not offered in-house (see Appendix 1). It is interesting to note the majority indicated the desire for a general overview training of the ILL/DD environment (including principles, theory, familiarisation of systems not used in-house, how to locate obscure items etc.), as-well-as, Libraries Australia specific training (e.g. cost/availability issues), and copyright training with a focus on the ILL/DD environment.

Key Findings and Recommendations:
The survey indicates that the primary belief of library staff in relation to training in the ILL/DD environment is 'more can be done', with specific focus on the need to provide basic grass-roots training, and peer support to staff at all levels.

While recognising the biggest barriers of time, budget, location of staff, and the complex nature of ILL/DD environment (especially in regard to digital resources) the following themes have been pinpointed:

- Awareness of, and access to nationwide training;
- Improving the way updates and news in the ILL/DD environment is shared; and
- The creation of a judgement-free area for people to ask questions regarding best practice, and ILL/DD systems, including and beyond Libraries Australia.

To address these findings, a simple roadmap is suggested to focus the way ILL/DD training and professional development is presented in Australia into the future. This roadmap will provide an efficient and trustworthy starting place for ongoing discussion, with the vision to deliver some immediate benefits to staff currently working in the ILL/DD environment (recommendations 1-2), and also some long-term benefits for present and future/new staff (recommendation 3).

Recommendation 1: *Revitalise the ALIA Interlibrary Lending Advisory Committee Wiki.*
Refresh the site by updating headings and content; highlight professional reading and training opportunities. Provide links to local and international organisations and information resources.

Recommendation 2: *Set-up an informal community of practice (COP).*
Curate a list of people who have expertise in ILL/DD. Create a space on the ALIA Interlibrary Lending Advisory Committee Wiki for discussion. The *COP* will be used to answer questions posed on the ALIA Interlibrary Lending Advisory Committee Wiki, and assist in the provision of content.

Recommendation 3: *ALIA/NLA Steering Committee to create an ILL/DD training course.*
Training course to either cover all topics or be broken down into sections, such as basic/ refresher/what's new. Delivered as a nationwide roadshow, and also as an online component or video to reach remote and isolated/budget/time poor staff. Funding via NLA/ALIA, fee-for attendance, and/or government grants.

ABOUT YOUR PROCESSES: QUESTION 17

Question 17: How do you send/receive/manage your requests?

- Answered: 112

Of the 121 libraries that participated in the survey, 112 libraries answered the question around networks used to send, receive and manage requests and 275 choices/responses were received. This indicates that a number of libraries use multiple networks and methods to send, receive and manage requests.

It is clear that libraries use multiple networks and methods to manage their request activity, with extensive use reciprocal agreements (60.81%). Libraries Australia Document Delivery is still an important management tool with over 68% of responding libraries using this network, despite just over 43% belonging to a resource sharing network such as BONUS+, CAVAL, ULAND, Article Reach and RapidILL.

The following analysis details the breakdown of networks used and how request activity is organized.

System	Percentage
Libraries Australia Document Delivery	68.80%
Free form email	55.04%
Prosentient System (GratisNet, Glass, ALIES etc)	34.86%
ISO-ILL Management System (VDX, Alma, Relais)	33.01%
Other ILL Management System (Worldshare InterLibrary Loan, Sierra ILL)	13.75%
Other (incl. RefTracker, Web form)	46.77%

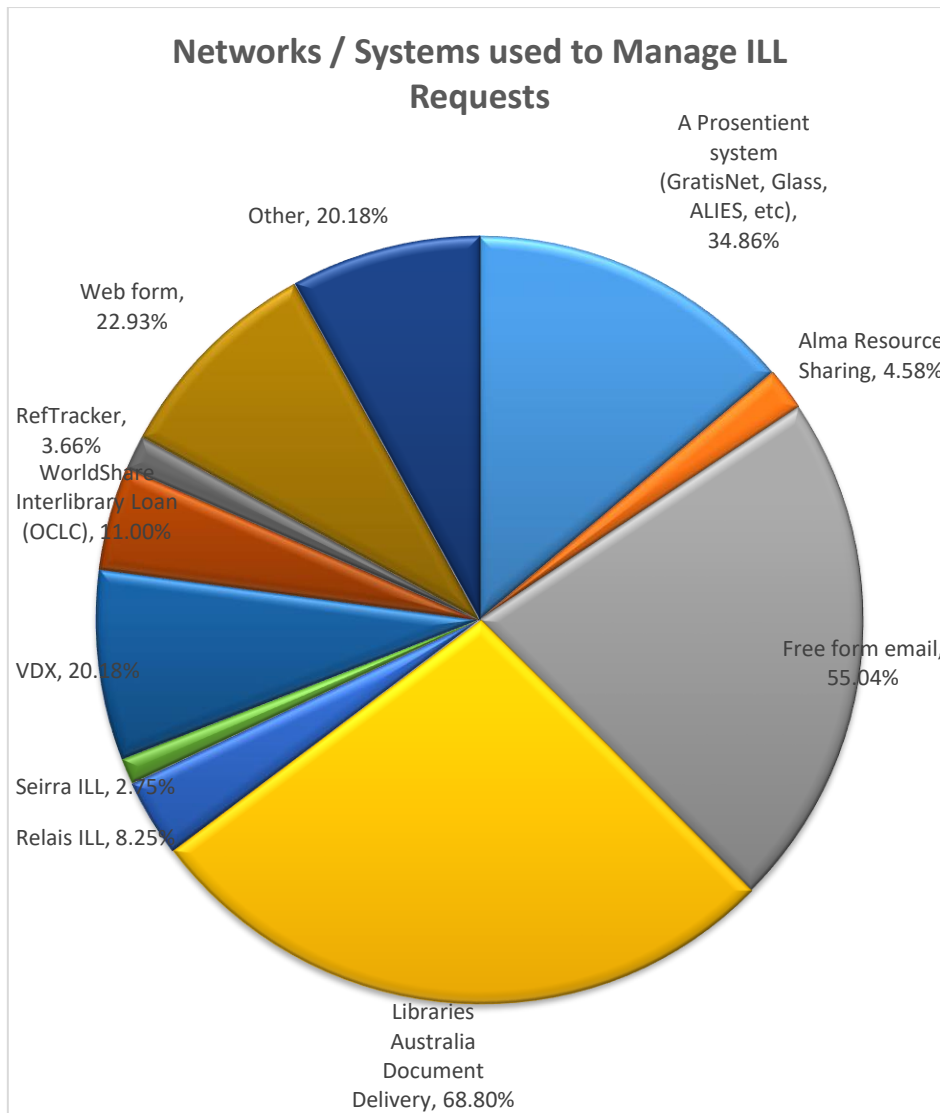*Table 7: The different systems and usages as a percentage.*

Networks / Systems used to Manage ILL Requests

- A Prosentient system (GratisNet, Glass, ALIES, etc), 34.86%
- Alma Resource Sharing, 4.58%
- Free form email, 55.04%
- Libraries Australia Document Delivery, 68.80%
- Relais ILL, 8.25%
- Seirra ILL, 2.75%
- VDX, 20.18%
- WorldShare Interlibrary Loan (OCLC), 11.00%
- RefTracker, 3.66%
- Web form, 22.93%
- Other, 20.18%

Figure 11: The different library networks/systems used to manage ILL/DD requests in Australia.

The main system used to manage requests is Libraries Australia Document Delivery (LADD) interface with 36 libraries using an ISO-ILL management systems to pass requests via LADD gateway for the request life cycle.

Other systems and networks libraries use to manage their requests include: RapidILL, Interdocs, Siera ILL, other online web requesting systems such as ILLiad, Worldshare Interlibrary loan to databases such as JIRA or AskUs, ListServ, and phone/email.
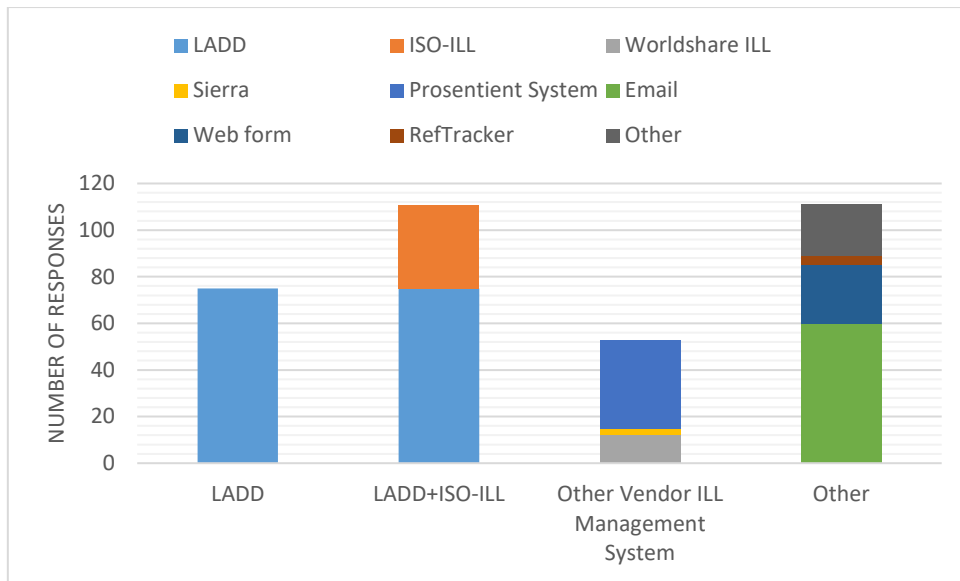
Figure 12: The distribution of networks/systems used by libraries in Australia.

ABOUT YOUR NETWORKS: QUESTION 18 – 35

Question 18: Does your library participate in any resource sharing networks that are restricted to members?

- Answered: 65

Many of the 65 responding libraries (32.30% of overall respondents) use more than one resource sharing network.

- The top network being used is GratisNet (Health) with 50.77% libraries a member of the scheme.
- 43.07% of responding libraries using 'consortium' based resource sharing networks such as BONUS+, CAVAL, ArticleReach, ULANZ and RapidILL.
- There are many smaller specialised networks such as ALIES (Australasian Libraries in the Emergency Sector), ALLA (Australian Law Librarians Queensland Division), GLASS (Government Libraries and Social Sciences), LILLI (Legal Inter-Library Loans Interchange), QShare (Queensland government special libraries), and Tranzinfo which make up 29.25% of responses.
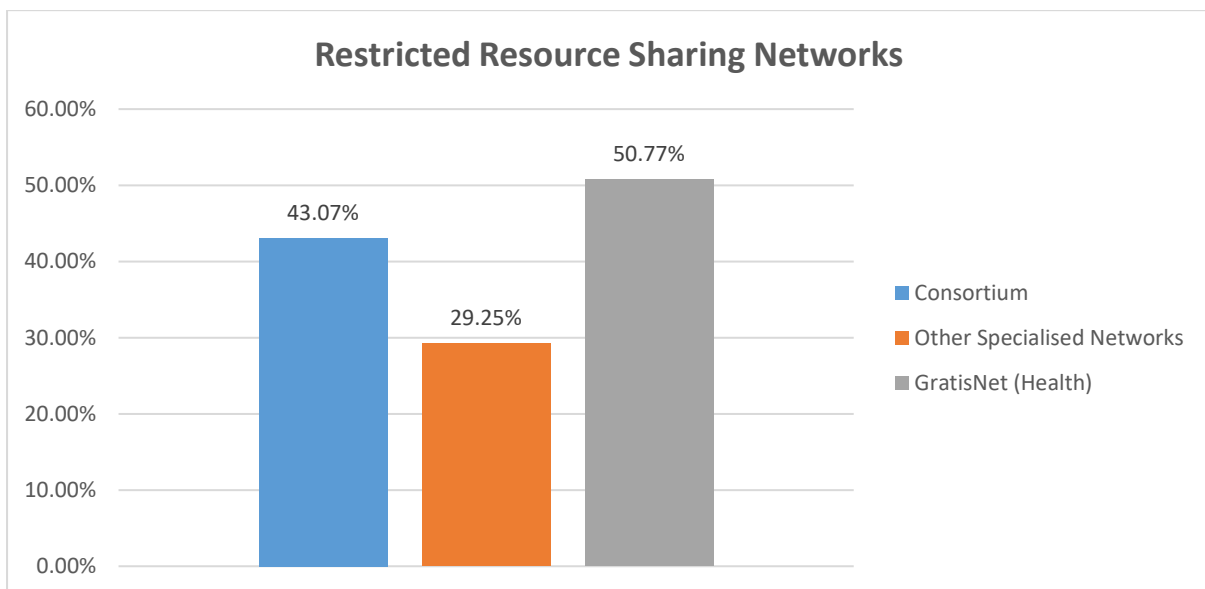

Figure 13: The distribution of restricted resource sharing networks used by libraries in Australia.
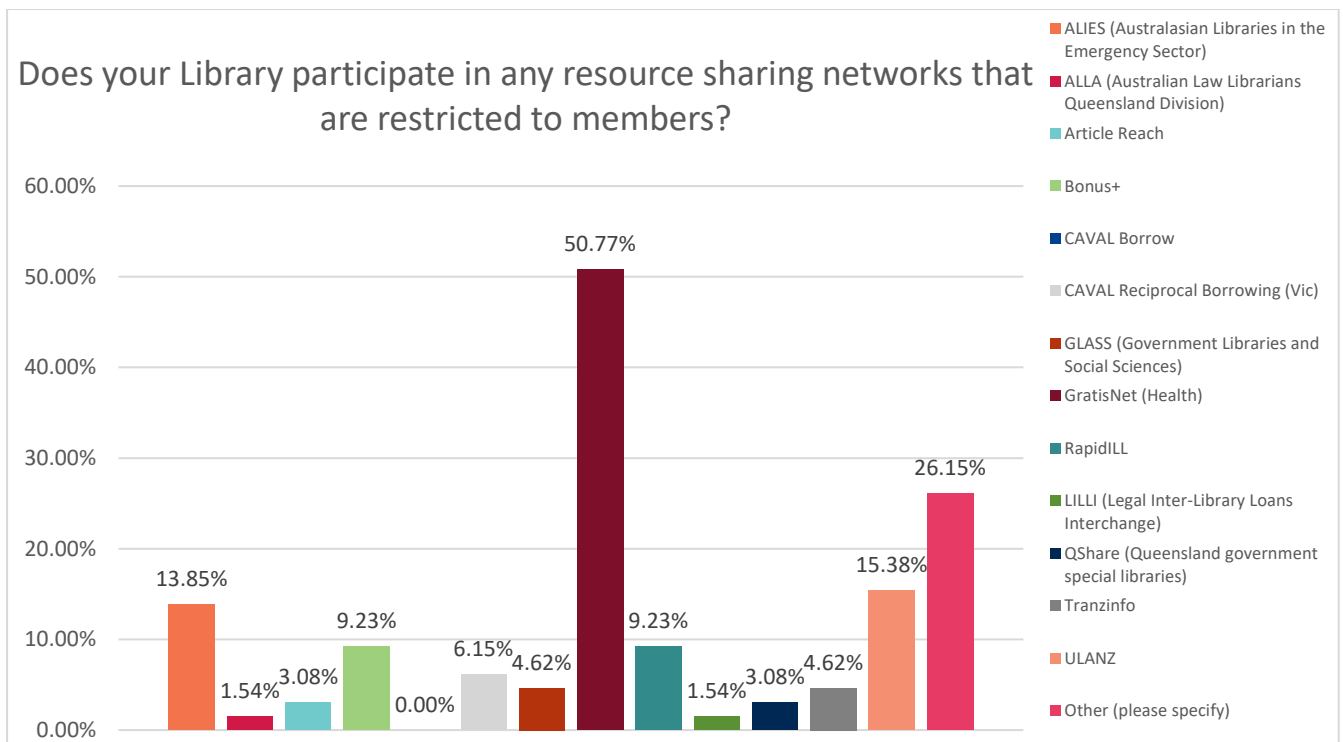
Figure 14: The different resource sharing networks restricted to members used by libraries in Australia.

Question 19: Could you indicate the reasons for joining? Select all that apply.

- Answered: 65

The main reason for libraries joining these networks was that it is cost effective. Often a membership fee is paid up front and requesting is free. Some networks offer unmediated requesting which offers staff time savings. Other reasons include: Subject specialisation, i.e. GratisNet. Or the network is supported by the library's management system and offers unmediated requesting and possible faster turnaround times.
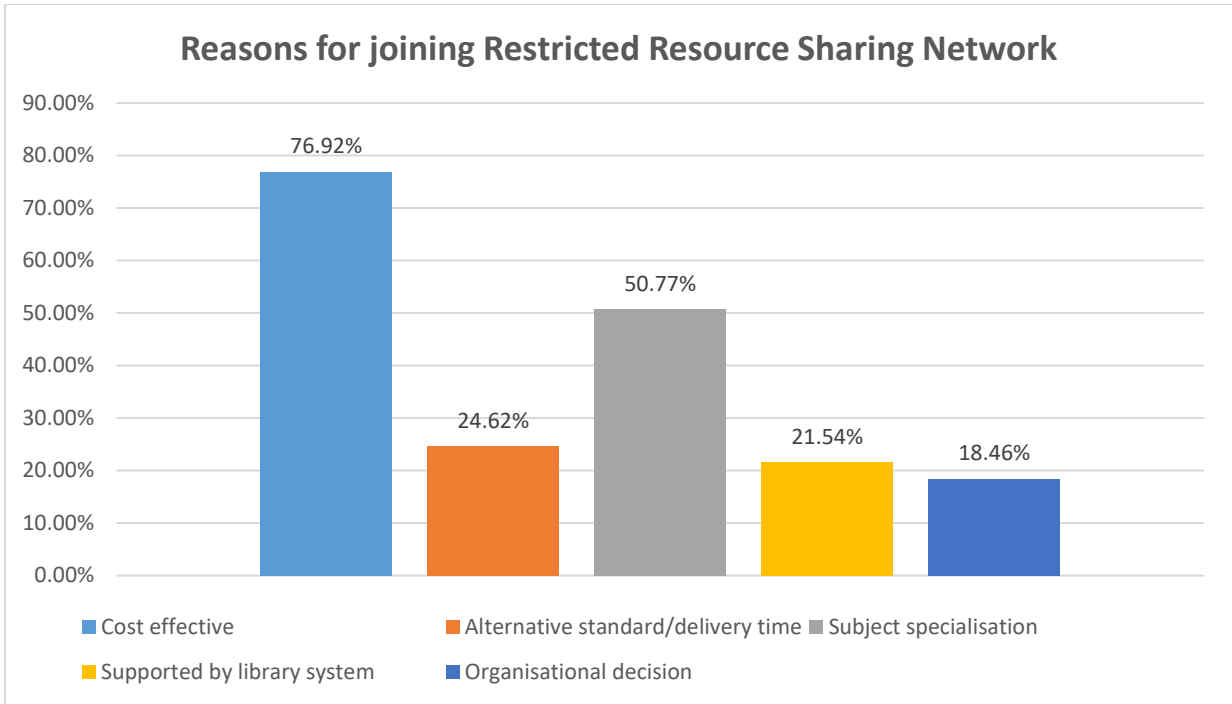
Figure 15: The reasons given for selecting alternative resource sharing networks.

Question 20: What other reciprocal arrangements is your library part of? Select all that apply.

- Answered: 74

The majority of libraries (60.81%) have individual reciprocal agreements. Such as agreements between similar specialist libraries, government agencies and departments, with state wide agreements the second largest group. Of the 74 responding libraries, 19 libraries have 2-3 reciprocal arrangements.
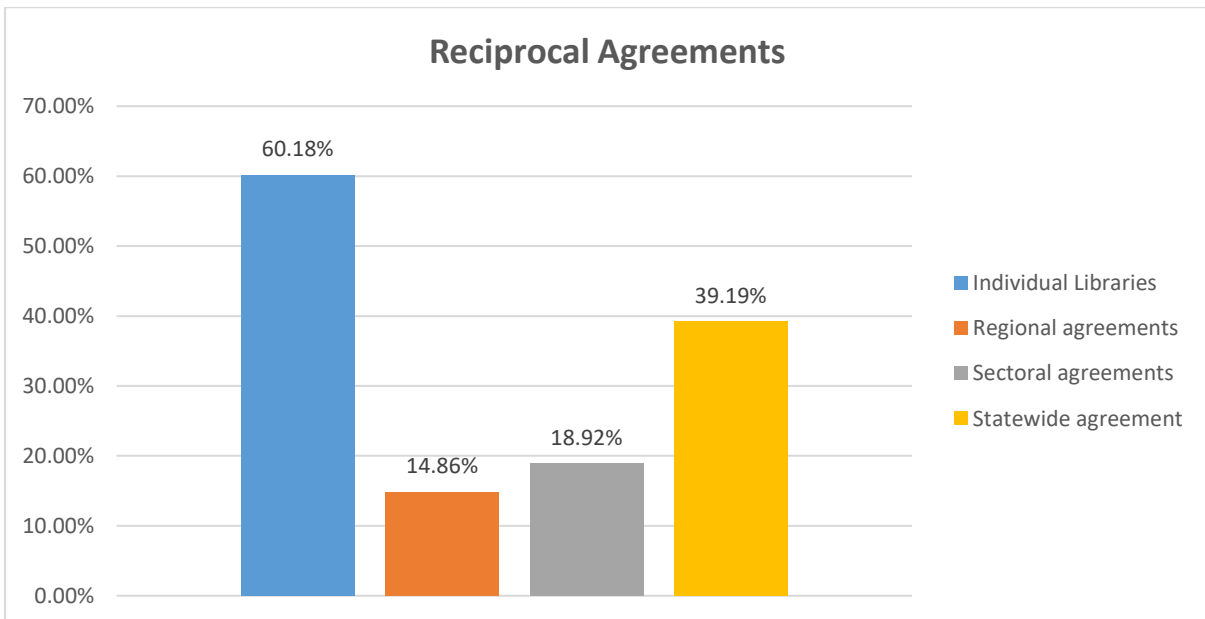

Figure 16: The distribution of reciprocal arrangements.

Question 21: What other suppliers do you use to acquire documents? Select all that apply.

Responses to this question demonstrate considerable diversity across the country in the sources of supply used over and above those already identified in earlier questions. Despite the number of options available to choose, 'other' still recorded 23 responses. Another notable aspect is the rise of open access, pay per view and sourcing direct from suppliers as supply channels. It suggests that document delivery may be increasingly used as an alternative acquisitions option in lieu of building and maintaining local collections. See appendix 1 for individual responses.
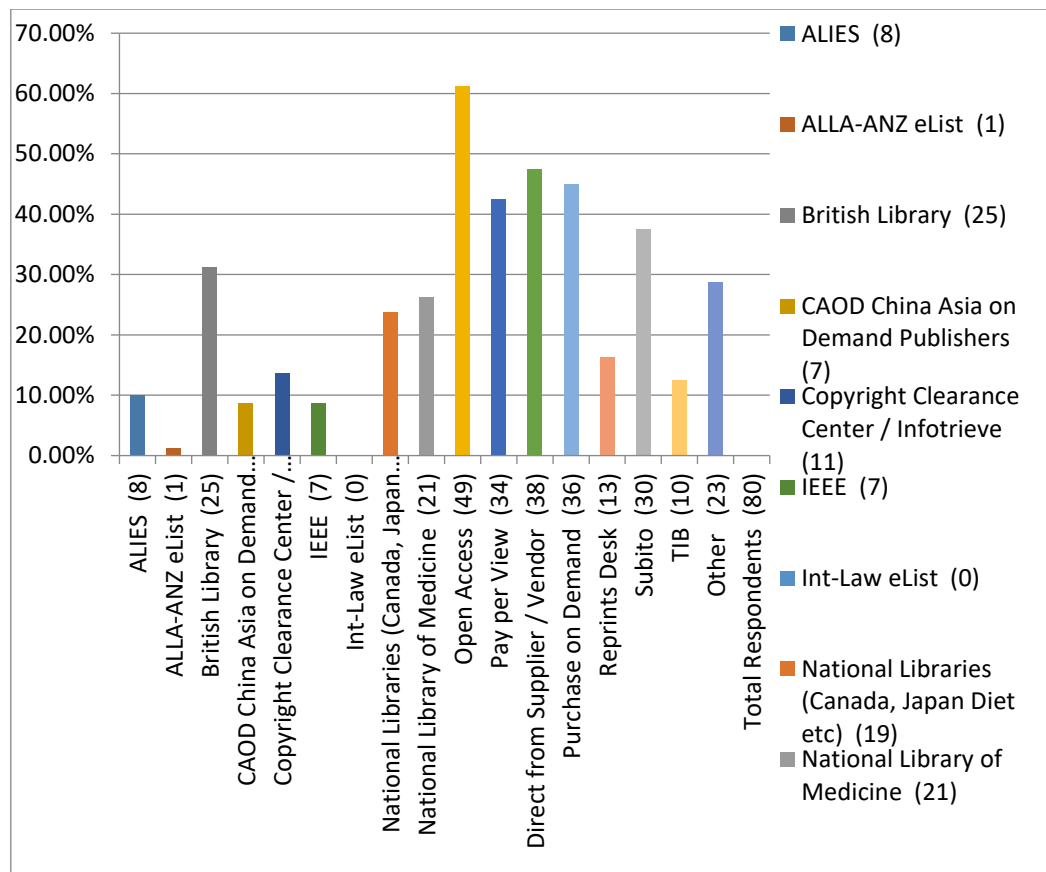

Figure 17: A representation of the suppliers used by Australian libraries to fulfil ILL/DD requests for their patrons.

Commentary:

The most interesting statistic in this survey is the number of papers that were able to be supplied from open access sources – n=49 or 61.25% of all "other" alternative sources. This points to a couple of different possible conclusions. Clients may not actively seek open source supply options for themselves and continue to submit document supply requests with the assumption that access is pay-walled. Hybrid subscription / open access titles may contribute to client confusion. The growth of open access and the increasing number of ways in which people can discover open access content may alter this behaviour over time (for instance with browser OA plug-ins, or with the open access symbol gaining more client recognition). The other more unsettling conclusion is that SciHub may have made inroads into the library community. For the present it certainly points to the helpfulness to clients of a mediated service.

Question 22: If you purchase documents, please select all methods that apply.

Today ILL/DD is much more complex than in the past. Some of the reasons for this change include:

- client expectations for rapid e-supply are increased;
- more cross disciplinary studies;
- multiple discovery channel's expose many more obscure or esoteric citations;
- holdings are less likely to be registered in catalogues available to all;
- licence agreements complicate what may be requested and supplied and how this may be done;
- print collections are shrinking;
- cooperative alliances link like organisations that are sometimes closed to non-members further reducing request and supply options; and
- ILLs and document delivery has changed from a supplementary service to an alternative acquisitions channel.
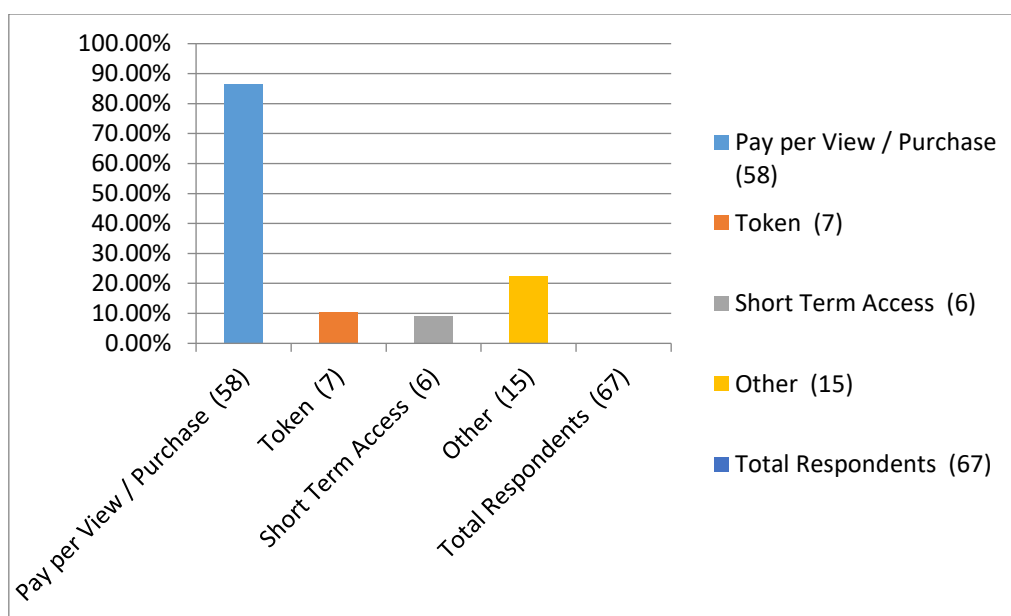

Figure 18: Methods used by libraries in Australia for purchasing documents.

See appendix 1 for individual responses

Commentary:
IFLA vouchers were mentioned five times in the comments. It may have been more appropriate to include IFLA vouchers as an option in question 21 as their use indicates a more traditional ILLs acquisition than an item purchase.

Question 23: Why do you purchase documents? Please select all options that apply.

The responses are as might be expected for this question, though the response 'in lieu of subscriptions' indicates a conscious choice between pay per view and a subscription (though the numbers are very small, n=15). See appendix 1 for individual responses
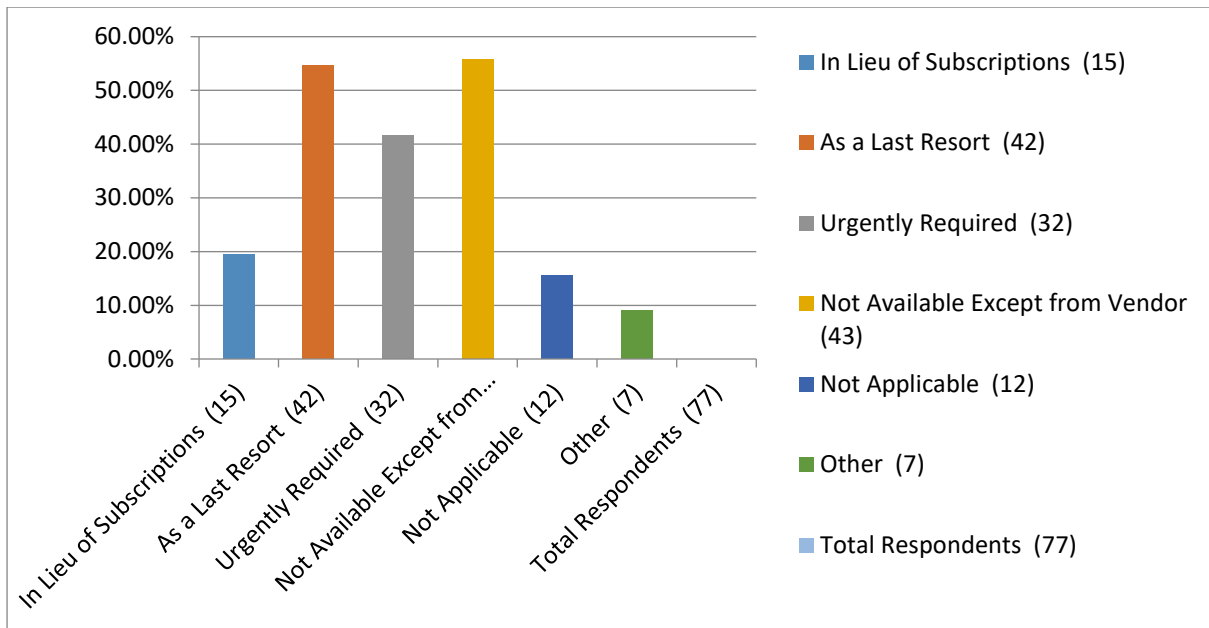
Figure 19: Additional options used by Australian libraries for obtaining documents, in addition to ILL/DD.

Question 24: Was your library a net supplier or a net requester in 2017?

Within any network there is the inevitable question of whether a library is a net requestor or supplier… so we asked!!

ANSWER CHOICES	RESPONSES	
Net supplier	29.17%	28
Net requester	54.17%	52
About even	16.67%	16
TOTAL		96

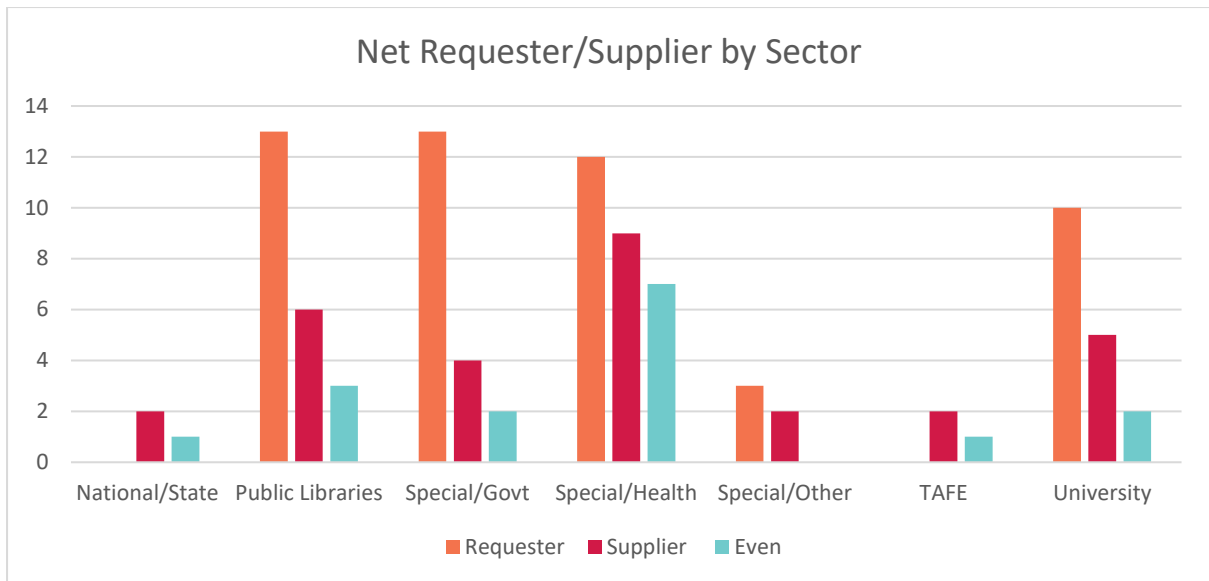*Table 8: Net supplier and net requestor responses.*

Figure 20: Distribution of libraries by sector, based on their role as net requestor or net supplier.

Key Finding:

- Most sectors have more net requester than supplier libraries; and
- National/state libraries and TAFE are the exception – they are net suppliers.

Question 25: How many requests did you receive from your library clients in 2017 (if known)?; and
Question 26: How many of your library clients were you able to fulfil in 2017?

The responses received for Question 25 and Question 26 have been amalgamated into the table below. It shows the client requests received and supplied by library sector.
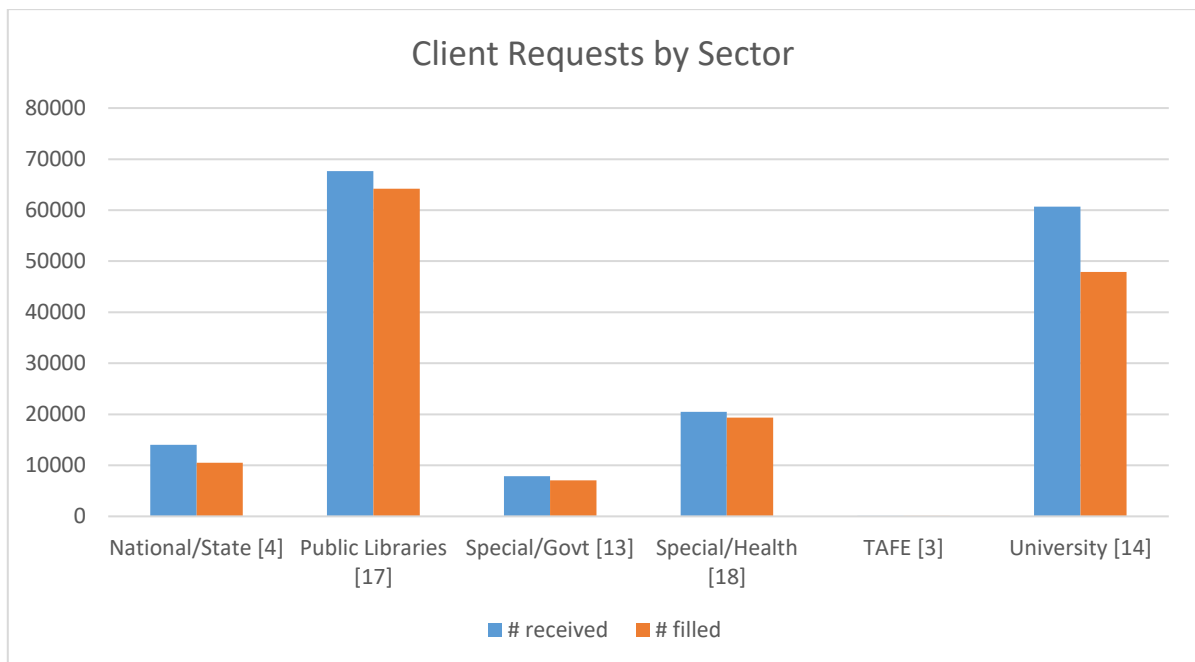

Figure 21: Distribution of client requests received and supplied by library sector.

Key Findings:

Question 25 was seeking an overall picture of ILL and document supply within Australia, including suppliers beyond LADD, however due to the small sample set [libraries with any missing data were excluded] it did not generate enough data. There was no data for TAFE or Special/Other. Snapshot queries of individual libraries could offer more insight.

Question 26 was trying to establish how many requests received by users were unfilled and why [see Q28].

Question 27: What proportion of your library client requests would you supply from your collection or from free resources (if known)?

Sector	% filled from own collection and/or free resources
National/State	92.5
Public Libraries	92.1
Special/Government	51.5 [wide range]
Special/Health	64.8 [wide range]
Special/Other	No data
TAFE	10-90%
University	16%

Table 9: Responses showing percentage of ILL/DD requests filled from own collection and/or free resources.

Key findings:

Question 27 was directed at gathering information on how many requests clients submitted that were NOT filled by external suppliers (i.e. filled by own collection or freely available on the internet). It was trying to capture if there was an issue with clients submitting requests that could have been satisfied before placing an ILL request [and therefore a potential time waster]. The wide range in responses reflected the different approaches in how clients submitted requests between sectors and ILL systems. It did not yield sufficient or firm data for further analysis.

Question 28: What are the main reasons for **not** being able to fill your library clients' requests?

We wanted to understand the service being delivered so we asked the question, what were the main reasons for not supplying to clients?
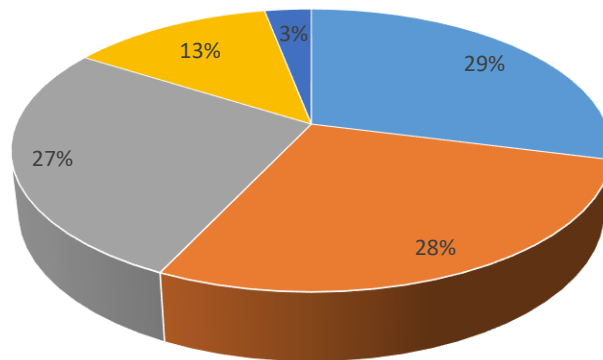
Figure 22: Distribution of reasons for not supplying a client's request.

See Appendix 1 for individual responses.

Key Findings:
- Costs of ILL is seen as a significant barrier to filling requests;
- Some library policies prohibit obtaining material if it cannot be supplied within their free, reciprocal networks; and
- Difficulties locating material (i.e. rare, obscure, out-of-print foreign).

Question 29: As a supplying library, how many requests did you receive from other libraries in 2017? and
Question 30: How many requests from other libraries were you able to supply in 2017?

Figure 23: Distribution of requests received and supplied from other libraries by sector.

Comments:
- As in Questions 25/26, we were trying to establish an overall view of requests moving through all networks but the small sample set meant further analysis would not be useful. Individual library analysis may yield a better picture.
- Data implies that libraries across sectors, with the exception of Special Health, get many requests for items they cannot fill [see Question 31].

Question 31: What are the main reasons for not being able to fill other libraries requests?

We also asked the question, what were the main reasons for not filling ILL/DD requests as a supplier and the responses were particularly interesting.
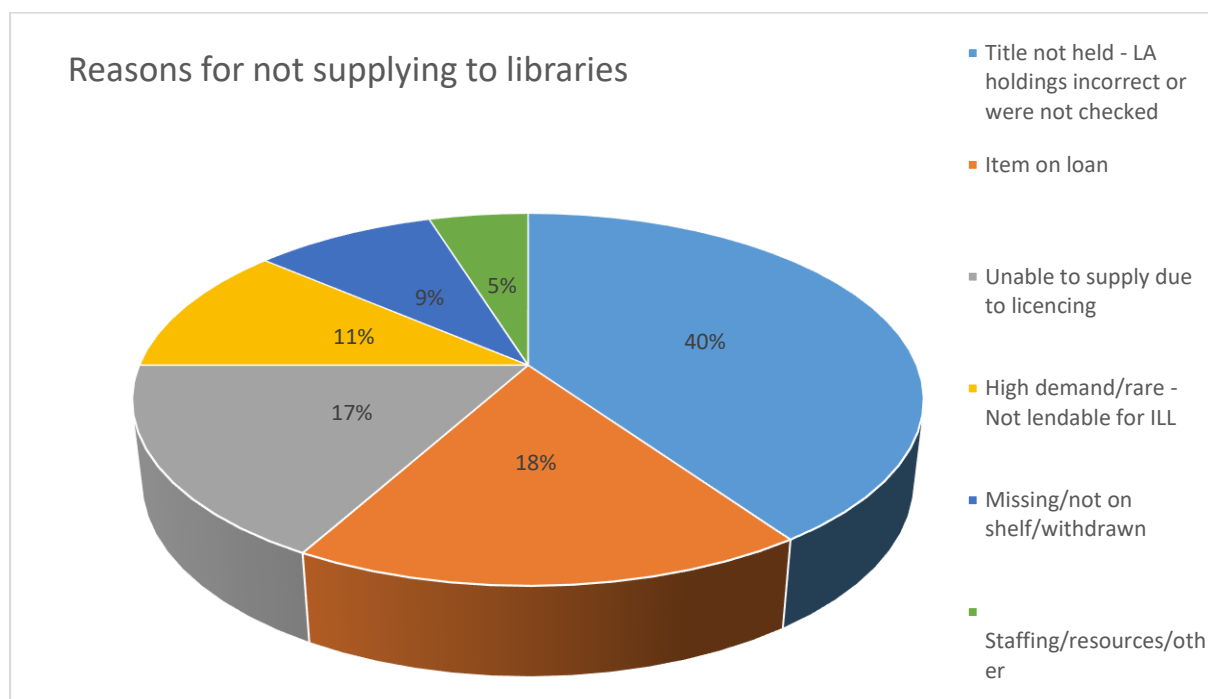
Figure 24: Distribution of reasons for not supplying to libraries.

See Appendix 1 for all comments.

Key Findings/Recommendations:
- Incorrect holdings on LADD is a significant timewaster and cause of delay. A commitment to maintain accurate [and meaningful] holdings to LA is important for efficient processing.
- Licensing restrictions was also cited – do ILL staff have time to check contracts or do they assume they are unable to supply eResources?
- Also notable is that 5% listed staffing/resources as a reason.

Question 32: Have the number of ILL/DD requests you made to fill your library clients' needs changed over the last 5 years?

ANSWER CHOICES		RESPONSES	
Increased		24.49%	24
Decreased		44.90%	44
Stayed the same		20.41%	20
Unable to answer		5.10%	5
Other (please specify)	Responses	5.10%	5
TOTAL			98

Table 10: Responses showing the increase and decrease of ILL/DD libraries made to fill clients' needs.
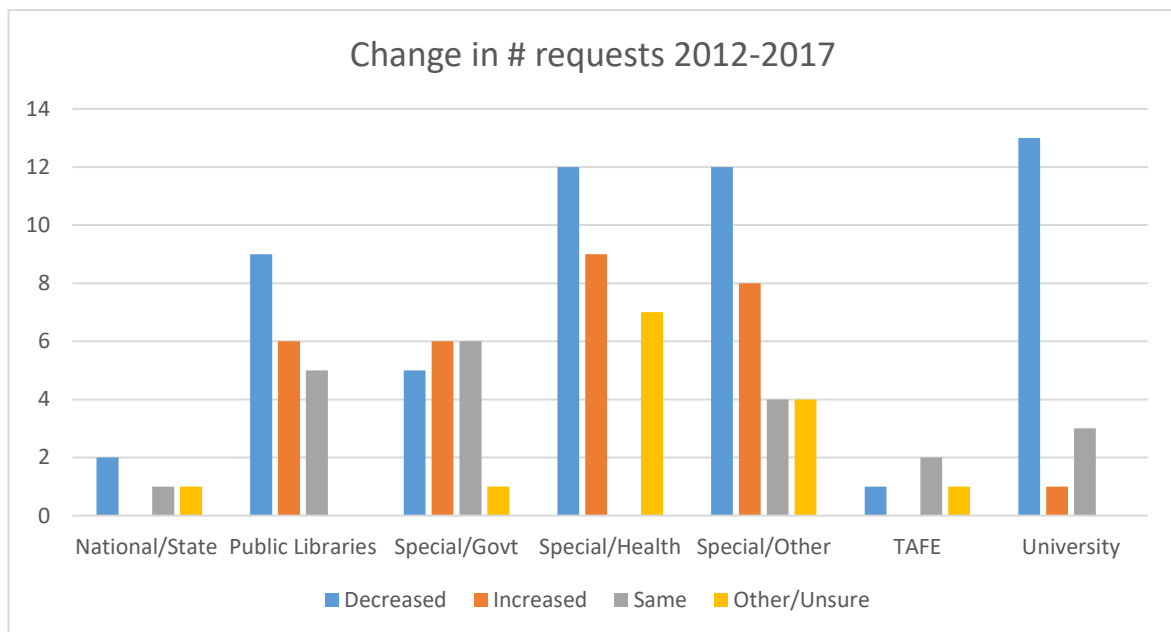
Figure 25: The change in requests received over the last five years based on library sector.

Key findings/recommendations:
- An inconsistent trend exists within most sectors. There are as many libraries who experienced a decrease in requests as there were who stayed the same or increased;
- Universities largely reported a decrease in client requests; and
- Special/Government libraries more likely to report an increase or same.

Question 33: Please comment on the main reasons for the change.

Top reasons by Response type:

Requests have decreased:
- Increase in own eResources collections [22]
- More open access material [7]

Requests have increased:

- Increased awareness of service, promotion, system changes that improve access [8]
- Budget cuts [6]
- Increase need [or new research focus]

See Appendix 1 for detailed list of comments.

Key Findings/Recommendations:
- Most common reason for decrease is increase in subscriptions, particularly eResources, and open access making it easier for the user to find it themselves.
- Budget cuts in subscriptions implies that some libraries could be relying on ILL to provide access in lieu of subscriptions.

Question 34: Have the number of ILL/DD requests you supplied to other libraries changed over the last 5 years?

ANSWER CHOICES		RESPONSES	
Increased		21.65%	21
Decreased		32.99%	32
Stay the same		22.68%	22
Unable to answer		9.28%	9
Other (please specify)	Responses	13.40%	13
TOTAL			97

Table 11: Responses showing increase and decrease of ILL/DD requests libraries have supplied to other libraries over the past five years.
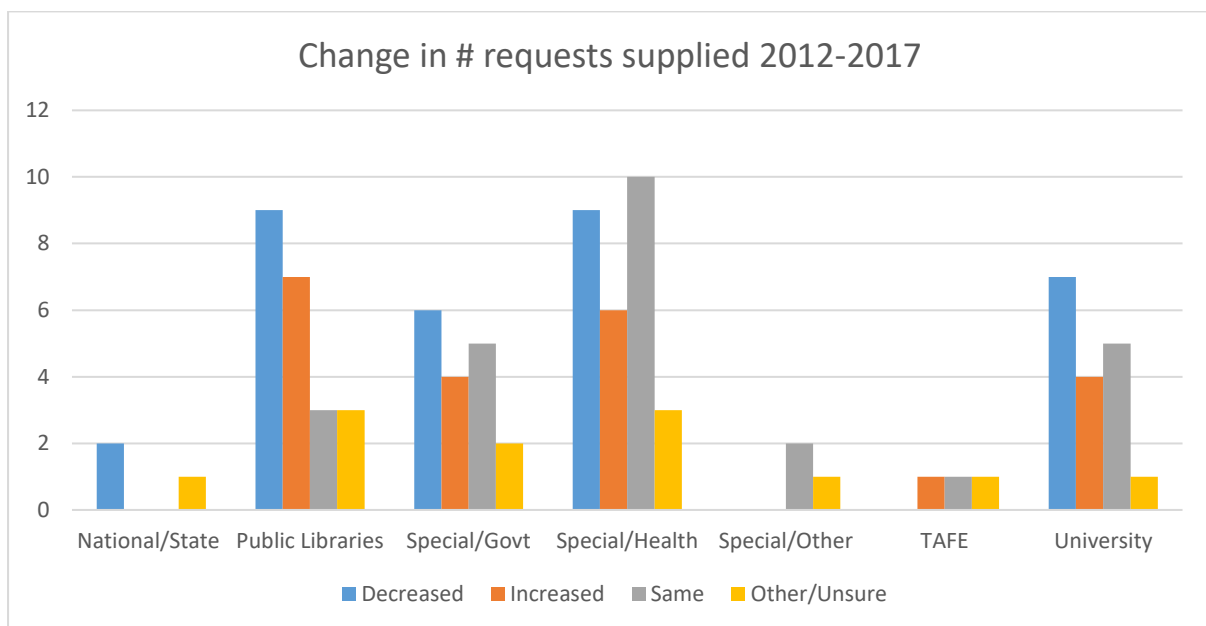
Figure 26: Change in number of requests supplied in 2012-2017 period.

Key Findings:
- Largest response across sectors was to report a decrease in supply, but it is an inconsistent trend; and
- Notable that 22% of libraries could not answer this question, assuming lack of data [?].

Question 35: Please comment on the reasons for the change.

Top reasons by Response type:

Requests have decreased
- Reduction of our own print collection and subscriptions [8]
- Reduced demand from other libraries [probably due to their improved collection] [8]
- System changes* [4]

Requests have increased
- Have updated LADD/OCLC holdings [7]
- Increase in accessibility/improved Collections development [4]
- New Services/Consortia [e.g. RapidILL] [2]

See Appendix 1 for detailed comments.

Key Findings:
- There was reference to the impact of systems such as GratisNet and One Card [SA] impacting on demand; and
- The easier discoverability of holdings in an aggregated database such as LA impacts on demand.

INTO THE FUTURE: QUESTION 36 – 43

This next segment of questions relate to the future, in other words asking libraries to consider the future demand/needs and help us understand the areas we, the ILL community will need to consider.

Question 36: Do you expect the number of ILL/DD requests you make to change in the future?

- Answered: 98

More than 38% of libraries that answered this question are unsure/don't know if the number of ILL/DD requests will change in the future, while just under 20% of libraries feel that their requests for ILL/DD will either increase or stay the same, respectively, in the future.

Below are some of the themes covering all sectors for requesting ILL/DD in the future.

Increase (19.39%):

- Decreasing budget for purchasing/subscriptions
- Reduction of library collection
- Increase of research

Stay the same (19.39%):

- Due to specific requests online available at specialised libraries
- Many requested items not available online
- Numbers have stabilised after a 5 year decrease

Unsure (38.78%):

- Demand has been going down over, however, this year there is an increase which makes it difficult to predict
- Will depend on policy changes
- Functional review underway and not known how ILL/DD service will be structured or if it will still exist
- Budgetary pressures

Decrease (20.41%):

- increase in purchase of eBooks and articles
- customers preferring eBook, audiobook and online resources
- changing needs
- customers finding what they want cheaper/freely online rather than pay $16.50

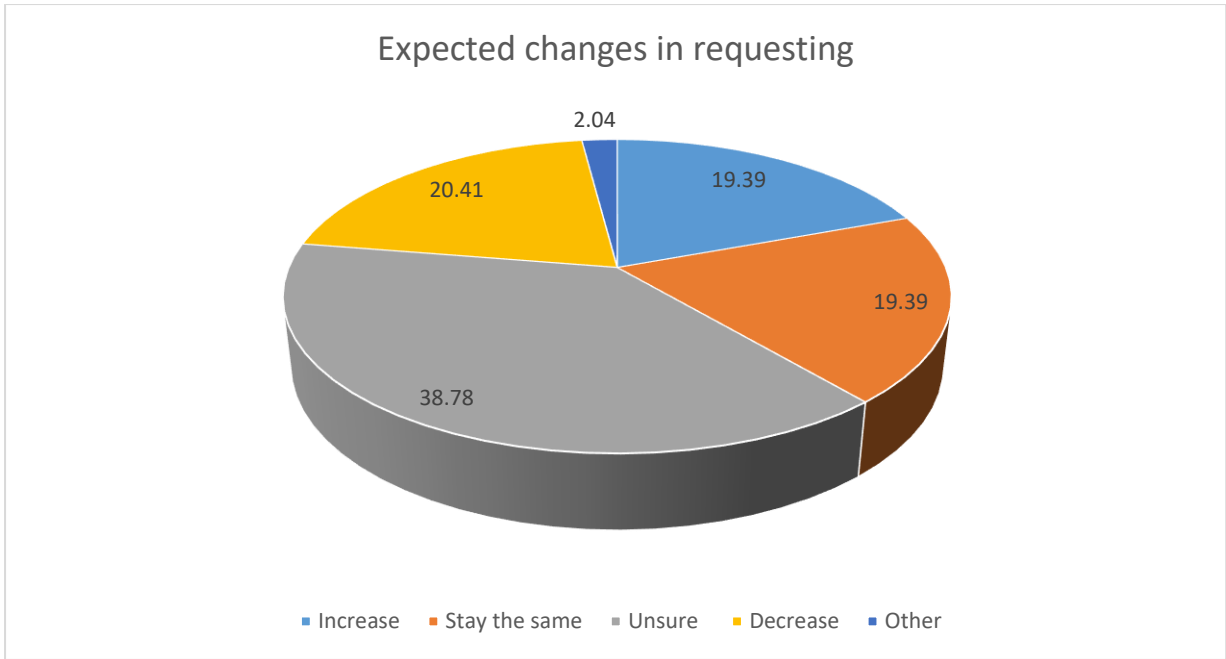**Other (2.04%):**

- More online students

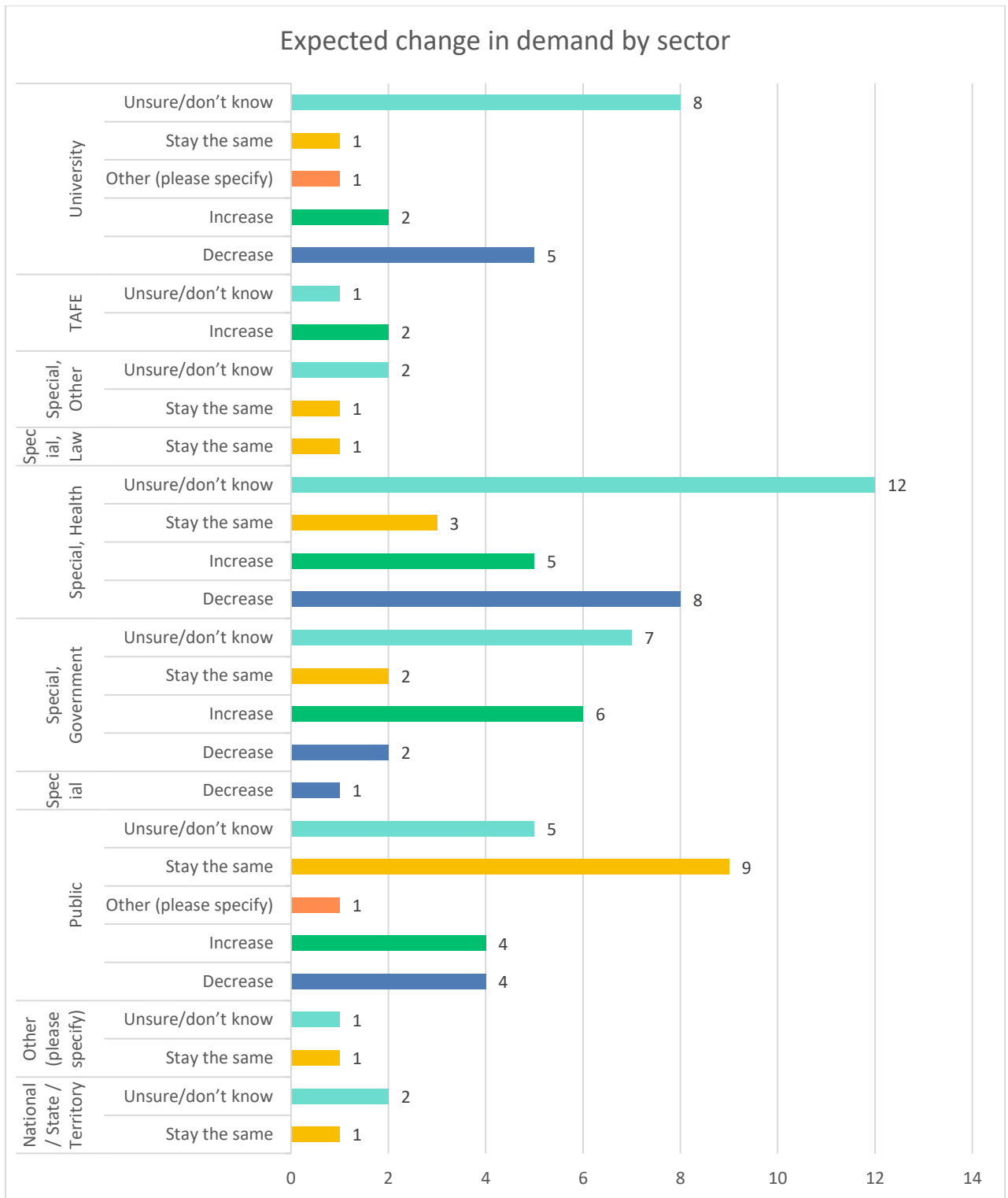*Figure 27: The expected changes in ILL/DD requesting.*

Figure 28: The distribution of responses by library sector.

Question 38: Do you expect the number of ILL/DD you supply to change in the future? And, Question 39: Please comment on reasons for the change.

- Answered: 97

More than 43% of libraries that answered this question are unsure/don't know if the number of ILL/DD supplied will change in the future. However, just under 30% feel that their supplied ILL/DD will remain the same.

Themes over all sectors for supplying ILL/DD.

Increase (11.34%):

- Increasing investment for electronic resources
- Implementation of RapidILL
- 1card network cataloguing data being added to Libraries Australia may see an increase in the coming 1-2 years
- Specialised collections
- Easier to be contacted on LADD for requests

Stay the same (29.90%):

- Maintenance of legacy collection
- Specialised collection

Unsure (43.30%):

- Major collection deselection undertaken, most items requested in the past have been for older books
- Specialised collection
- May no longer be able to participate in networks
- Functional review of library
- Cancelled subscriptions
- Will depend on other libraries

Decrease (13.40%):
- Budgets
- Growing popularity of eBooks and online resources
- More information available online, either open access or direct from authors
- Not being part of LADD means some libraries don't request
- Some ILL services have been downsized
- Customers not willing to pay $16.50
- License restrictions

Other (2.06%):

- More economical for libraries to borrow from each other
- Budget allocated to electronic resources
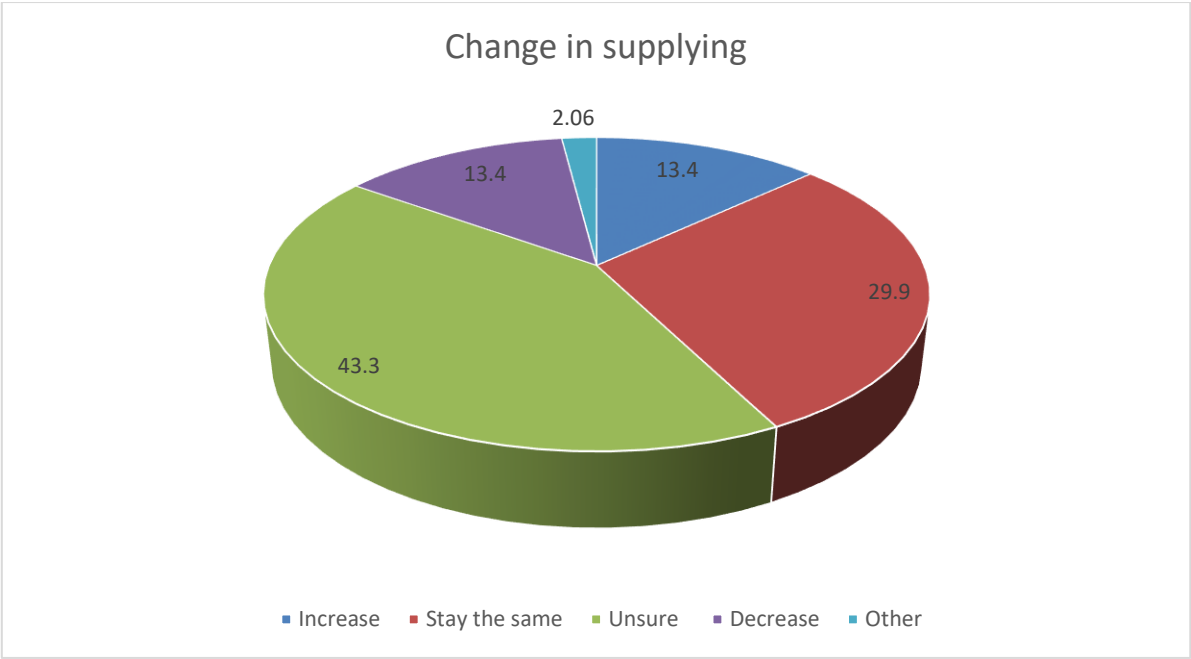
Figure 29: The change in ILL/DD libraries expect to supply into the future.
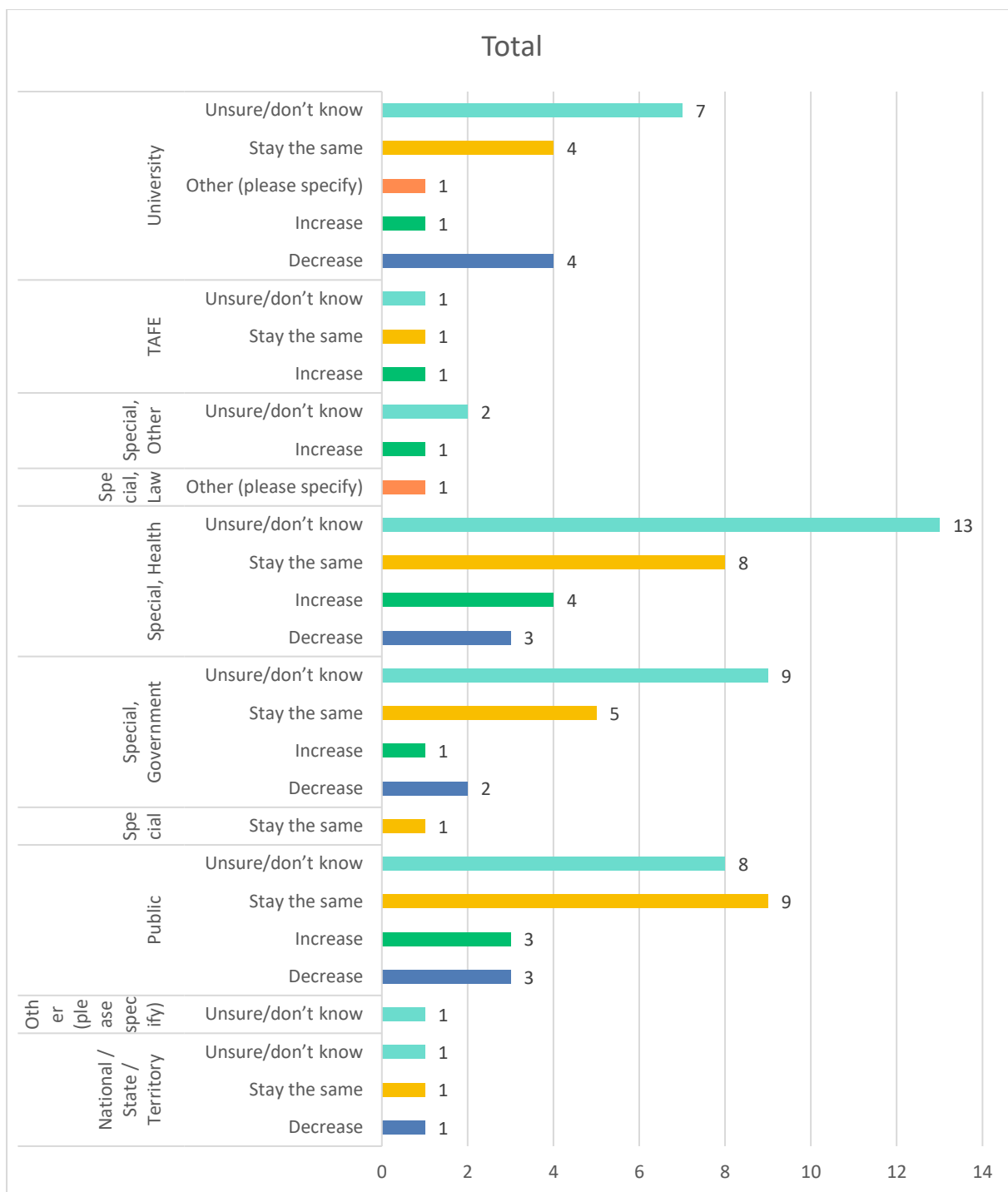
Figure 30: The distribution of responses on the change expected in supplying ILL/DD by sector.

Key findings:

Through all themes, for both supply and requesting ILL/DD in the future, there appears to be a few common trends, including:

- Budgets;
- Accessibility and license restrictions around eBooks and electronic resources;
- Library policies and functional reviews including impact of library closures;
- Customers not willing to pay $16.50 ILL/DD fee; and
- Specialised collections.

Question 40: What are the top three issues concerning your library regarding the ILL/DD environment?

Of 121 libraries that participated in the survey, 86 libraries provided information to Topic 1; 76 provided comments under Topic 2 and 59 under Topic 3.

All comments were grouped into areas and the Graph below shows the distribution of these topics. The most important topic overall is the impact of eResources on resources sharing, followed by the Impact of holdings/bibliographic data on locating material and the Cost of ILL in general.

EResources includes the increasing cost of eResources in general, access issues such as embargoes on journal articles, lack of lending opportunities for eBooks, the impact of open access and issues with pay per view. It is very clear that overall this is an area of great concern to the ILL community.

Holdings also pose some problems, issues include churn caused by requesting items not held or available freely thru the catalogue or web, incorrect holdings and the impact of merges on holdings.

Cost of ILL when combined with the impact of budgets highlights the issues libraries face in providing this service.

Of note, Postage and delivery issues were important to a number of libraries.

Finally, the issue of staffing and training highlighted changes affecting the ILL community, particularly in terms of staffing the issue of succession and training.
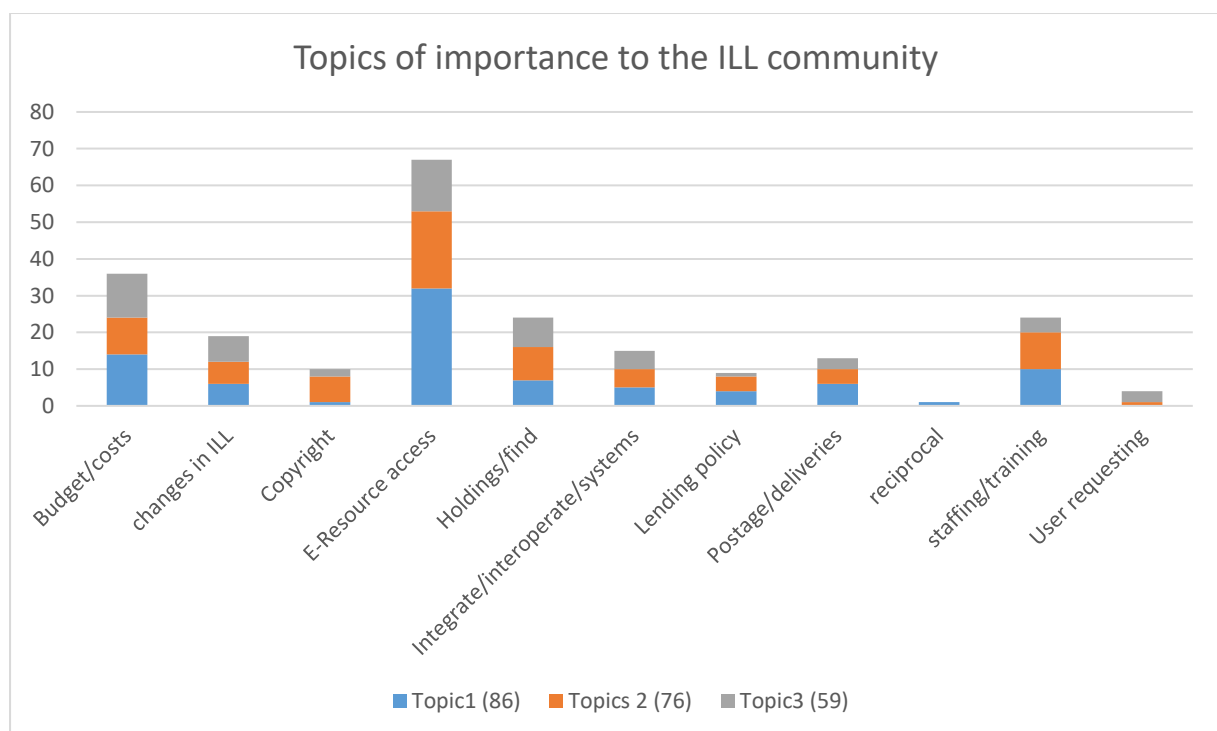

Figure 31: Topics of importance to the Australian Interlibrary Loan community.

Budget/costs

16.2% of comments received related to the budgets or costs. The cost of ILL/DD activities continues to increase since despite increases in automation the bulk of activities require staff time (over 80% of ILL/DD cost is staffing) whether to retrieve, copy, process etc. The comments reveal the decline in budgets is having a significant impact on ILL/DD service. There have been library closures, particularly in the government sector reducing access to collections; reductions in acquisitions budgets and increasing costs of eResources impacting on budgets. The comments also show differences between library sectors, with public libraries seeking low/no cost loans (reticent in passing full costs to users and users unwilling/unable to contribute); high cost of articles from publishers (specials); concern about reciprocal relationships.

Changes in ILL

8.6% of comments highlighted changes to ILL/DD in general. Libraries were concerned about the imbalance between supplying and requesting (hard to justify to management that we're busy supply the rest of Australia); changes in collection policies - print versus e, restrictions to eResources; planning for decline in requests, shift to ILL instead of purchase and specialist libraries closing.

Copyright

4.5% of comments received related to copyright. Overall libraries consider copyright restrictive with library knowledge and responses to copyright varying. The impact of contracts on access to e-collections was also a fact i.e. contracting out copyright from licences.

e-Resource Access

30.3% of comments related to eResources and the impact on ILL/DD. Although Open Access is enabling free access to many titles, overall libraries note a decline in access to eResources for ILL/DD due to a number of reasons:

- Contract restrictions on ILL/DD – ranging from NO ILL/DD access at all to strictly prescribed methods of supply, e.g. licenses not allowing use of pdf's for DD, so only in delivery in print which can takes anywhere from 12-18 days to receive material by post.
- Library imposed restrictions – access conditions posed by vendors can vary significantly so ILL/DD staff are often unsure about conditions around supply and therefore end up not supplying at all.
- Lack of access to latest articles – embargo periods on articles where the print version is available, but the e-version is embargoed for anywhere between 6 -18 months.
- Libraries a moving from Print to E preferred and while e-book sometimes allow the supply of one chapter on ILL/DD there is NOT a lending option available to access the whole book. Some examples include: when University libraries purchasing textbooks as eBooks instead of hard copies, it can be very difficult to request access to this material on ILL for staff's work-related studies.
- eResources options are expanding adding to the complexity of ILL/DD process with options such as Pay per view; download tokens, etc.
- Cost of subscriptions are impacting the access conditions libraries can afford and the growth of the collections as budgets shrink. In addition, subscription content changes, journals are added, deleted from subscription databases which affects access to the previous years of subscriptions, and if a journal sits outside the big packages, it often proves very difficult and expensive to acquire or have access to for ILL/DD.

- On the positive side Open-Access is enabling free access to material; however, clients aren't always able to find this material. Do libraries count this as supplied or non-supplied?

Holdings/Find

10.9% of comments related to locating items to request where either the material was difficult to locate or about the variability of the quality of their holdings information. Libraries listed, catalogues not updated, Libraries Australia not updated, downsizing of collections, researchers requesting more esoteric publications which is difficult to locate.

Integrate/interoperate/systems

6.8% of comments relate to interoperability and integration between the different systems e.g. Relais/Rapid ILL/ALMA/D2D. Libraries expressed concern about the uncertainty of finding a VDX replacement, the continuation of a national ILL/DD processing system, being made redundant by automated systems and wanted systems interoperability to bring different services into a single experience for users. There was also a couple comments about the LADD service, one related to the cost of participating in comparison to other services and another on the clunkiness of the LADD interface, highlighting new systems are more streamlined.

Lending Policy

4% of comments related to lending policies and restrictions imposed by libraries on lending to each other, for example passing on charges to loans (public libraries); different lending policies, e.g. no lending of AV material, material not for loan etc.

Postage/deliveries

5.9% of comments related to deliveries issues and postage costs. In terms of delivery, delays and the unreliability of postal services were high, similarly cost of postage or courier services and whether to pass on some of these costs to requesters.

Reciprocal arrangements

Concern was also expressed about continuing reciprocal arrangements as a way of accessing collection.

Staff/Training

10.8% of comments addressed staffing issues ranging from lack of skilled staff to being overworked. Examples include: too busy – leading to lack of time to promote services, too many requests for one person; inadequately trained staff not checking holdings before requesting and not checking systems to ensure requests are processed correctly. Other libraries commented on de-skilling of ILL/DD departments, as one library commented "Retirements and decreasing requests make it difficult to attract good staff and integration with other units ILL/DD not seen as a specialist area and support role staff see the ILL/DD service as of a less priority despite ILRS code.

User requesting

1.8% of comments related to the user experience. Libraries commented on increasing use of unmediated requesting, changes to demand as researchers find more on the web, the desire for more Copies Direct type services and the concern that user may be missing out on information. As one library commented:

"I worry clients have an expectation that all full-text content should be immediately available, and if it is not then that piece of information is not worth chasing up. Discovery layers are reinforcing this fallacy. We can have the best ILL/DD systems in the world, but if clients stop requesting material out of laziness or ineptitude or false understandings then this will greatly diminish the efficacy of resource collecting and sharing. A shallow pool of algorithmically-highlighted, immediately-available content will supersede rich, diverse, deep, complex, highly curated and willingly shared collections. The flow-on effect will be tremendously deleterious for information literacy, consumption, and scholarship."

Question 41: What do you think are the major trends in ILL/DD in the next five years?

In total 70 comments were received on this questions from 121 responses received. Comments were received from all library sectors. The main trends highlight the impact of eResources and the need to consider changes to ILL. Responses were grouped into categories.
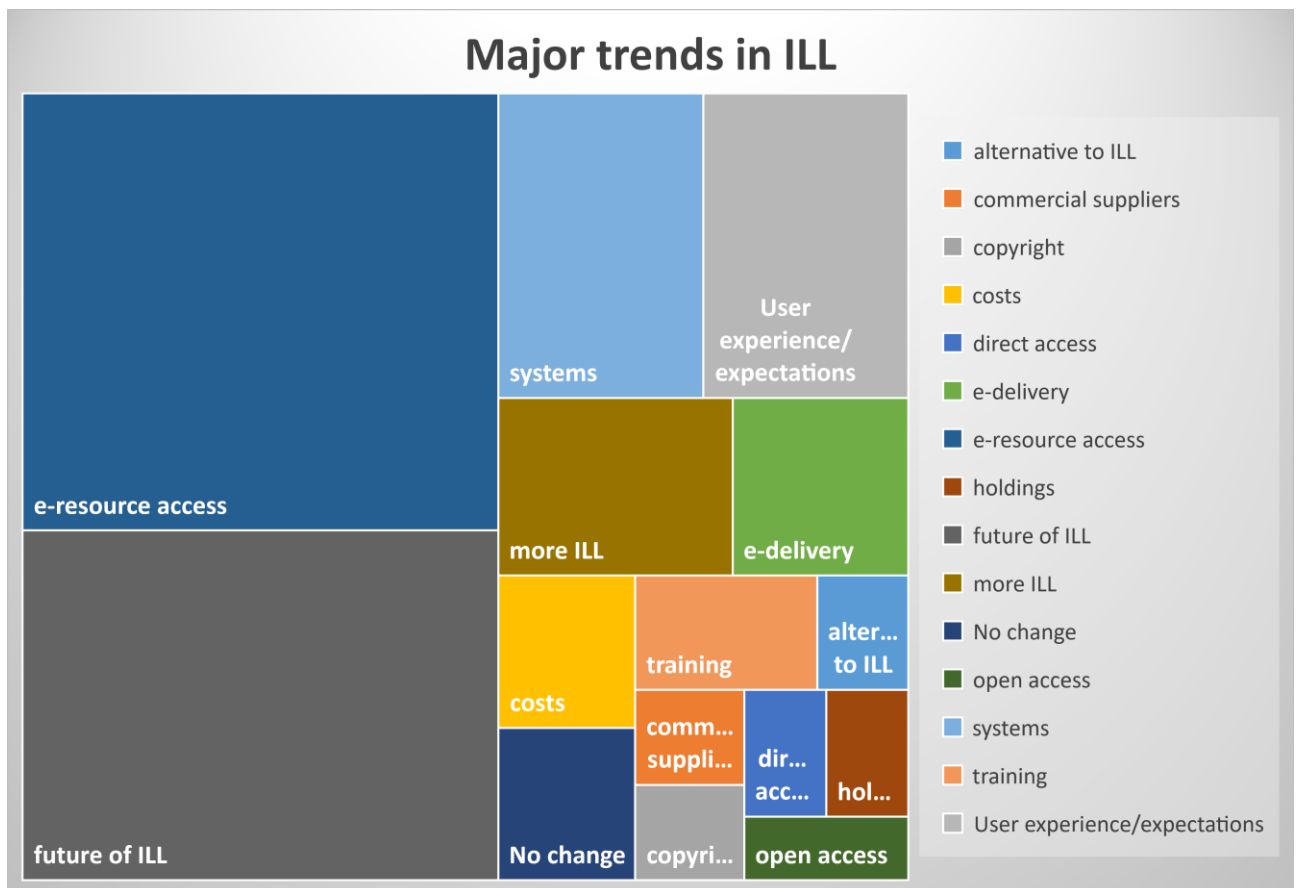

Figure 32: The major trends in ILL according to our respondents.

Alternative to ILL

Some expect that libraries will be able to fulfil requests from their eResources instead of needing ILL/DD.

Commercial suppliers

Clients' expectations for speedy supply is important and options such as purchase from commercial suppliers are challenging the status quo.

Copyright

Libraries expectation changes to copyright will improve access and storage of born digital items.

Costs

As budgets get tighter libraries will be expected to source items at a more cost effective rate.

Direct Access

Requestors demanding immediacy because of digitisation and online availability and may by-pass libraries and access items directly from the source.

eDelivery

Digital delivery is expected as the norm.

eResource access

Libraries expect they will continue to move from print to digital. However, eResources have a number of limitations to access, examples include:

- Inability to borrow eBooks due to licence restrictions, in some case can get a chapter via ILL/DD but can't borrow the book;
- Licence agreements that dictate what, how and when material can be supplied for example no ILL/DD, supply in print only or can't supplying on mobile devices;
- Competition from publisher pay-per-view services;
- On average 6% increase in costs of subscription packages each year leading to less print purchases and/or cancellations of eResources;
- Publisher change access conditions, e.g. scaling back access to e-lending, embargoing title for 4 months after general release; and
- Impact of Open Source still to be assessed.

Holdings

Good holdings are really important and with more cross disciplinary research activity there is still a need to obtain older articles for staff (i.e. 1950 - 1980's), which aren't usually available in eResources, so we still need good catalogues.

Future of ILL

The future of ILL has many unknowns, however libraries expect:

- More/Less - demand for ILL/DD services, with some libraries experiencing a decline in demand and in others an increase;
- More options for resource sharing, as tokens, Pay per view, purchase on demand etc;
- More use of other service such as World Share ILL, Rapid;
- More reliance on local/reciprocal networks or consortia arrangements for resource sharing;
- More use of unmediated services for requesting;
- More - harder to find/more complex requests e.g. for data sets. Clients expectations based on their experience;
- Less access to some print collections through library closer or downsizing;
- More use of Open Access;

- More/Less -increased pressure on resource sharing as the balance between supply and requests changes, load balancing;
- Less access to e-journals due to affordability, and cancellations causing libraries to lose access to prior years;
- More system changes, less systems to manage ILL/DD on market;
- More changes to Copyright Act;
- Fewer staff working within ILL/document delivery and in larger organisations, possibility of integration of ILL/DD with other work units.

More ILL

There is a sense of ambivalence in libraries with some expecting the need for more ILL/DD activity to fill gaps as print collections are reduced, and eResources do not cover the gaps. There is also concern that the continued increase in subscription costs could slower supply times as subscriptions are cut in more libraries potentially increasing the demand for ILLs.

No change

There is an expectation that ILL/DD will remain the same.

Open Access

The impact of Open Access is expected to increase access to material, how it will impact on libraries is a little less clear. Will requestor access directly? Or will they want libraries to get the material for them, or perhaps a bit of both?

Systems

Automation is expected to continue to be an important part of ILL/DD with demand for simpler integrated systems as resources in libraries become tighter, for example:

- Automation via services such RAPID;
- Move to systems that require less staff intervention, have load balancing and automated matching of requests to holdings with easy delivery of articles to clients; and
- More use of World-Share ILL.

Training

Users are increasing able to do more for themselves particularly in some institutions, however the remaining request processing is increasingly complex and requires more specialisation skills for ILL/DD staff, such as strong problem-solving skills, experience with suppliers, wide knowledge of alternative sources, e.g. open access, commercial suppliers, etc., and there is concern that ILL/DD practitioners skills are not being matched with the global trends and recent changes

User experience/expectations

Clients will continue to demand a higher quality service with faster turn-around times. Clients are used to getting high quality PDFs from databases and electronic journals and expect the same quality from document delivery. Unmediated requesting is expected to increase and clients finding material for themselves. There is also concerned expressed about publishers profiling readers and pushing content suggestions.

Question 42: What would you like the ALIA Interlibrary Loan Advisory Committee to focus on over the next 2-3 years?

Nineteen libraries provided detailed comments that the ALIA ILL Advisory Committee can explore of the next 2-3 years. The comments have been grouped into themes. Note: some libraries commented on more than one theme.
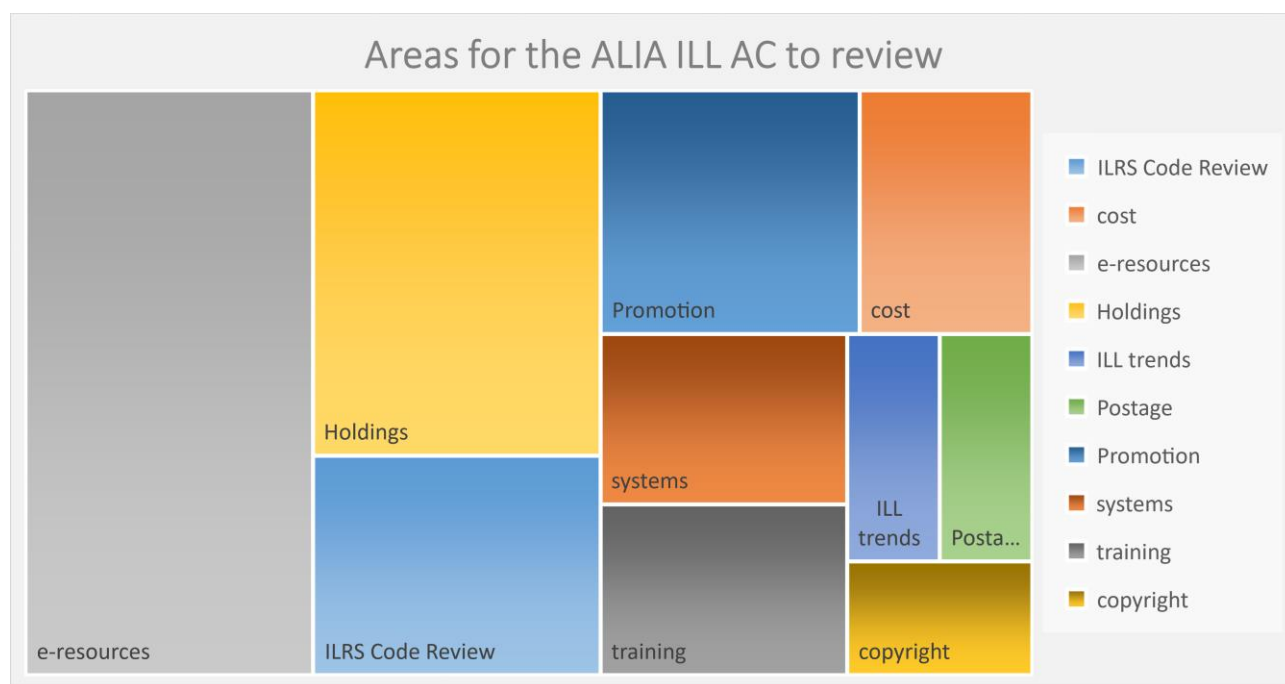
Figure 33: Areas for the ALIA ILL Advisory Committee to review.

Costs

Several libraries are concerned about the costs seeking a reduction in ILL/DD costs in general and in particular to the general public.

Recommendation: ALIA ILL AC to include this issue in the ILRS Code review.

eResources access

Concern was expressed on the cost, and limitation of eResources. Whilst "e" is different in the ease of making it available, the need for the content is format agnostic so the artificial imposition of restrictions seems counter intuitive. Contracting out of copyright exceptions in licences, the imposition of embargo periods, limitations on how to deliver are all problematic not just for the client but also for libraries' ability to resource share.

> "Fewer embargo periods. Less consolidation. Disseminated national collections in subject-specific disciplines. Developing an app to share/lend eBooks among libraries would be pretty amazing."

Recommendation: ALIA ILL AC work with the National Library's Futures group to explore options for improving access to eResources.

Recommendation: ALIA ILL AC work with the ALCC/ADA to highlight the inequity of contracting out copyright in eResources.

Holdings

A number of suggestions were raised regarding holding in library catalogues and Libraries Australia:

- Advocacy for the service, to ensure libraries provide an excellent service to clients;
- Push for libraries to keep their holdings in LA up to date to avoid requesting for items no longer held/not for loan;
- Encourage libraries to keep ILRS details up-to-date; and
- Encourage libraries to value their unique collections in order to preserving access to materials, especially older or esoteric titles.

Recommendation: ALIA ILL AC updated the best practise guidelines to ensure libraries are aware of the benefits of maintaining their holdings and the value of their unique/older materials.

Recommendation: ALIA ILL AC describe the ILL/DD process, its use by libraries (as last resort general) and allay publisher fears in the e-environment. Libraries could use this in their negotiations for improved access.

ILL Trends

Keep track of ILL/DD trends in ILL/DD. Perhaps repeat this survey in a few years. This service is somewhat hidden in libraries – it just goes on despite cuts to budgets and changes in ILL/DD. As this survey demonstrated change is a constant so better information on trends is required.

Recommendation: ALIA ILL AC repeat the survey in 2-4 years.

Recommendation: ALIA ILL AC take part in the National Library of Australia's Futures Group discussions in the short term. However, in the long term better methods of communicating with ILL/DD staff is needed to keep the discussion of these issues going.

ILRS Code Review

The ILRS code review will commence in late 2018 and a number of suggestions were received for topics to include:

- Access to eBooks - sharing knowledge/information about what's available for loan/copy;
- Review pricing;
- Encourage better LA coverage of holdings;
- Review core times for supply; and
- Assisting with ILL access clauses in journal licences from Vendors to include electronic/upload rather than print and fax and describe roles of ILL/DD to try to reduce embargos.

Recommendation: ALIA ILL AC add these issues to the ILRS Code review.

Postage

Concern was expressed about the cost of postage. Coordinate a postage agreement with Australia Post to develop a 'library' rate could reduce costs.

Recommendation: ALIA ILL AC add this issue to the ILRS Code review.

Promotion

Promoting the ILL/DD services to users would improve access to collections.

Forums/workshops either face to face or online for ILL/DD.

> "There are so many conferences for Information Services or Collections that there is not much available for ILL/DD. The old ISO meetings were interesting as were the LA forums."

Recommendation: ALIA ILL AC update the Share IT wiki to add information about the role of ILL/DD in the community and find ways to allay fears.

Systems

Improve systems to improve interoperation/interconnectivity, reduce the number of different systems staff use to place requests.

Recommendation: ALIA ILL AC participate in the Future Group to consider the systems needed to support ILL/DD into the future.

Training

A number of suggestions were made in terms of training:

- Supporting the Australian library community by providing practical training in the skills necessary for negotiating subscription arrangements effectively with the large publisher/suppliers;
- Lobbying with publishers/suppliers on behalf of libraries, especially smaller ones who do not have the large budgets necessary to have any influence/power with publishers/suppliers;
- Snapshot analysis of suppliers [who are they, is it useful for AUS environment];
- Ensure readily available copyright advice for practitioners [FAQ] ;
- Advice on where to go for hard to find, foreign material ; and
- Advocating for eBook lending.

Recommendation: Report to ALIA with a view to work with the ALIA PD group to explore ways of covering these issues in training/advocacy.

Q43. - Is there anything else you would like to tell us regarding ILL/DD or resource sharing more broadly?

Twenty-five Libraries provided additional comments on ILL/DD or resource sharing more broadly. The comments have been grouped into themes.

These comments raise some interesting issues that the ALIA Interlibrary Lending Advisory Committee will need to consider as part of its ongoing work plan.
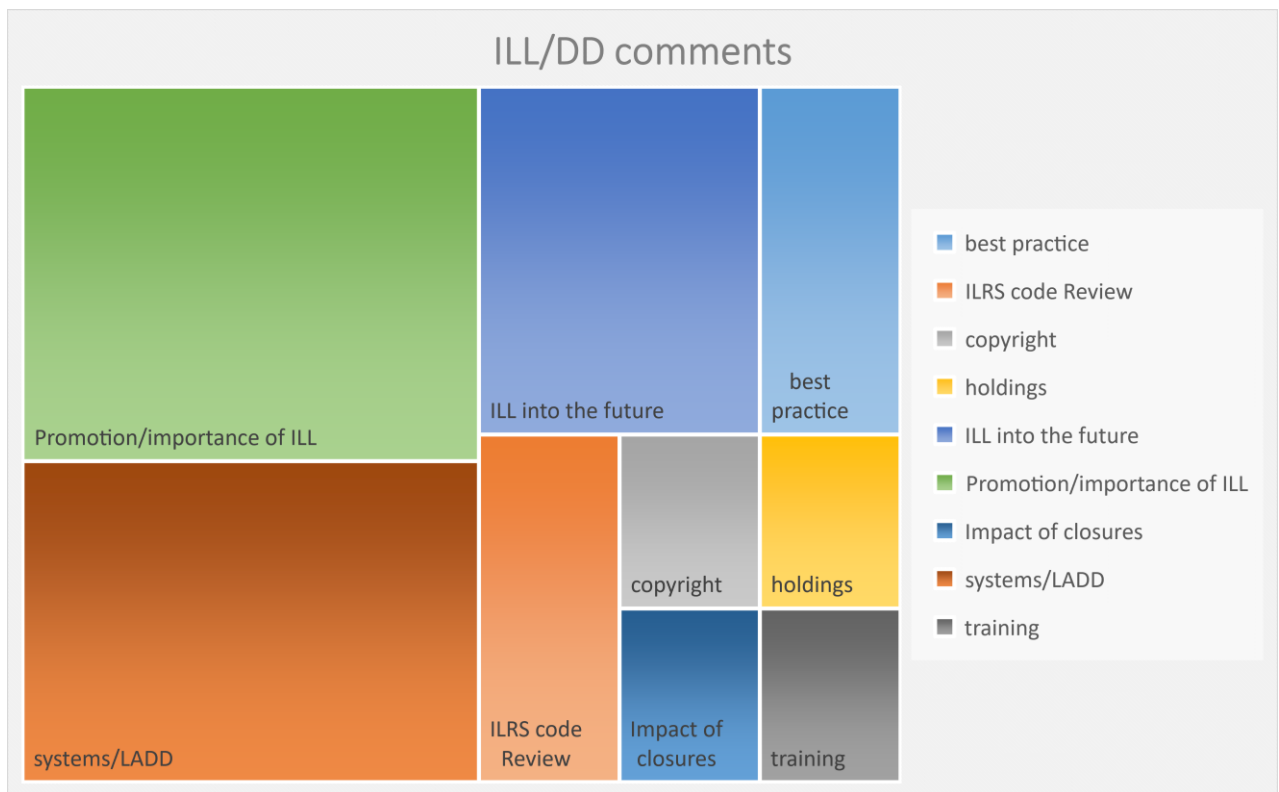
Figure 34: Comments from respondents.

Best practice

Best practice was identified as an issue, some options to consider include rewarding good behaviour in the ILL system; updating the ShareIt wiki and increased participation of the committee in the ILL/DD community.

Recommendation: ALIA ILL AC work with the ILL/DD community to update the ShareIt wiki and consider feasibility of increasing participation with the community. Consider also how good behaviour could be rewarded.

Copyright

Libraries have been good copyright citizens ensuring they comply with the Australian Copyright Act however there is concern that in the digital world the balance between protection and access has swayed in the direct of protection and a more balanced approach should be possible.

Recommendation: ALIA ILL AC prepare brief description of ILL/DD that libraries can use as part of negotiations that highlight the responsible and balanced approach library's take in supplying ILL/DD.

Holdings

Several themes emerged regarding holdings:

- There doesn't appear to be a commitment to upload and maintain accurate holdings to the NBD;
- It is frustrating to find 'held' for journals but not know what specific volumes held by the library, it wastes time and effort; and
- Lack of discoverability of library holdings/disposing of valuable collections due to need to make more space or reduce costs - potential of ILL is not usually considered.

Recommendation: ALIA ILL AC discuss these issues with the Libraries Australia service to consider what might be possible. The broader issue of downsizing collections is more difficult but should be discussed.

ILL into the future

ILL/DD is changing, collections are change and ILL/DD is becoming more complex.

- The ILL/DD system is a little dated and pay per view/purchase is far more efficient.
- Digitising/scanning is a better option for preservation and distribution purposes for cultural collections.
- Still need ILL/DD –Why! - downsizing of collections, budget constraints and purchasing only what is popular rather than creating collections of depth, not everything is online and not every customer is capable of accessing it in that format.

Looking at different models of ILL/DD

- Unmediated models of ILL where the library is the pickup location or sending the item to their homes with a pre-paid envelope to send them back where the payment and ordering of items is online.
- An Australia that is opened up to receive international requesting (e.g. Subito).

ILRS Code Review

Several libraries referred to the increased cost of ILL/DD and would like the ALIA ILL AC to consider increasing the costs for Core, Rush and Express standard charges and perhaps consider including a Postage fee for Core Requests.

Promotion/importance of ILL

Promotion of ILL/DD services came through as an important task. Not just promoting the service but training clients to be discerning – to assess the references before requesting ensures ILL is targeted and meets their needs. Other promotion avenues suggested include:

- Promote locally, to all library sectors;
- Promote thru Trove and LADD; and
- Promote through ALIA.

"Financially speaking, we wouldn't be able to service our clients to the extent that we do without the reciprocal sharing arrangements, both formal and informal, that we have in place….The goodwill of librarians across the country and internationally is also hugely important, and collaboration, co-operation and willingness to assist is vital. We can't all have access to everything, even if we paid for it…."

Impact of Library Closures

Library closures are having a devastating impact on resource sharing. The committee received this example:

"The unique nuclear science collection of ANSTO Library may be destroyed or broken up into internal silos as a result of the ongoing functional review of the library. This will prevent access by external researchers and will severely curtail the ability of ANSTO researchers to conduct scientific research. This would be an incalculable loss to the worldwide scientific community and nuclear

science research and development. Such a loss can only be viewed as a criminal act against the scientific community and the people of Australia."

Systems/LADD/VDX

Overall libraries expressed concern regarding the infrastructure to support resource sharing. Libraries see the importance of a varied ecosystem of library management systems/platforms that meet individual library's needs. Libraries need a LADD or similar centralised system with links to OCLC.

"The replacement of LADD VDX to a new system that supports the new ISO protocol is paramount and should be addressed with the utmost urgency."

There are still libraries that aren't as familiar with LADD and its functionality, for example concern it's too complex for small libraries, lack of familiarity with DocStore, etc.

Training

Cost of training was raised as an issue and that online course may be a solution for some training going forward.

Glossary of terms

ILL/DD	Interlibrary loan/document delivery referring to the seeking of loans and copies from other libraries
Library sectors	Refers to the different libraries within a sector such as National/State Libraries, Academic/University, Special covering Health, Law, Government, Public, TAFE
LADD	Libraries Australia Document Delivery Service provided by the National Library of Australia
OCLC	Refers to access to OCLC information usually World cat or WorldShare ILL
ILRS Code	Interlibrary Resource Sharing Code
COP	Community of Practice
WorldShare ILL	OCLC's interlibrary loan/document delivery service
ALCC/ADA	Australian Libraries Copyright Council/Australian Digital Agenda
NLA	National Library of Australia
FTE	Full time equivalent
Supplying	Filling requests for other libraries
Requesting	Placing requests with other libraries for supply
ISO-ILL	Interoperability protocol enabling systems to exchange interlibrary loan requests and transactions
IFLA	International Federation of Library Associations
eResources	Usually refers to journals/books in electronic databases
eBooks	Refers to books in electronic databases

APPENDIX 1: COMMENTS FROM THE SURVEY

The Committee received many comments as part of the survey, whilst the analysis has been included in each section here are the full list of comments received grouped by question.

Question 14: Please provide comments. (Follow-on to Question 13: Have the number of FTE working in ILL/DD changed in the last 5 years? Select the options that best describe the changes)

National / State / Territory

- More staff part time support the services but FTE has stayed the same
- There are two main drivers for the decrease 1) budget constraints and 2) drop in requests. There has been a drop of about 5% each year over the last 5 years in demand. Drop in demand varies but partly due to changes in the collection, variable access to e-resources including lack of lendability for e-books, growth in e-collections of requesting libraries etc.

Public

- Over the last 5 years the 14 Interstate and 70 State Library requests. Since 2010 the number of ILL has reduced significantly in relation to our going on the OneCard system and the ease of utilising online sources by customers. Our ILL used to be a dedicated role for 50% of her 1FTE role. Now she has been reassigned tasks and ILL may be 15-30 minutes a month.
- We have a small number of DD requests. Other items are sources via State Library of SA
- Request decreased dramatically for us in 2012 with the introduction of the one card network in South Australia. Since then there has been a steady increase in interstate ILL requests.
- Q10 - we don't offer copying as part of our ILL service. Staff do retrieve books from the shelves to satisfy ILL requests but this is just part of their normal daily holds list. It's not possible to calculate the miniscule amount of time they spend on retrieving one title on occasion for ILLs.
- ILL officer changed from fulltime position to part-time in 2015 (position is still listed as fulltime - this is leave without pay arrangement)
- Library restructure in 2017 resulted in an increase in Library staff.
- The number of FTE working on ILL/DD has increased slightly as it was historically a one person position and that person did everything. Now staff members are multi-skilled and have been allowed the responsibility of much of the processing and requesting themselves. Seeing the volume of work that comes through the ILL/DD team, were the disseminated work to come back to them they would not have the hours in the week to complete all tasks.
- 1 staff reduced working hours from 60% to 40%
- There were ups and downs but with restrictions from SLWA on number of ILLs allowed to be placed - number of staff dealing with ILLs has stayed the same.
- Restructure in department meant less time allocated to ILL. Has gone from a full working week, to four days to three days a week.
- I have been doing it myself for over 15 years
- It is extremely difficult to keep up to date with ILL procedures when it is done so infrequently.
- Back up is only provided when on annual leave.

- Many full time positions have changed into flexible working arrangements for returning after maternity leave which has created job-share/part time positions. Many part time positions for customer service positions only - no back room work.
- We have less requests and less staff

Special, Government

- Staff on maternity leave were not replaced; another was reallocated to a different part of the department.
- Went from 3FTE to 1FTE staff in the Library
- Previously each site was responsible for their own ILL/DD
- We've streamlined processes and don't require as many staff as previously. Online resources mean we don't receive as many requests from our own clients.
- There has been no change to the staff working in ILL/DD
- The overall staffing of the library has decreased by 4 FTE over this period. Several services such as reference services, comprehensive literature searches, training, outreach and INIS are no longer provided due to lack of staff. The ILL/DD service is still considered to be an important service for our patrons.
- Despite budget and staffing cuts over the past 5 years the library has maintained ILL staff as it is a major part of the library's workload.
- 6 FTE not being filled
- We were a team of 5, now 1
- I manage all ILL/DD

Special, Health

- All library staff are required to process ILL/DD in a small library
- There has not been any need for additional staff in ILL/DD.
- It used to be mainly I and one other; now the 'other' part is distributed more evenly.
- Two libraries merged in January 2015. Up to that time librarians handled this in one library but post the merger, all such work moved to existing library technician FTE at RPH Library.
- Extra service provided
- For the past 5 years a clerical person has been working as a library assistant in the 0.6 FTE position.
- One staff member retired, not replaced
- Decreased 50% from full-time G3 Library technician to half-time P1 Librarian in late August 2016. G3 resigned and ceased employment in early January 2016 with only intermittent part-time coverage of 2 - 3 days per week, a few weeks at a time, during odd intervals until August 2016.
- Library Assistant has voluntarily reduced work days.
- In mid-2016 we had drastic staffing cuts to the library which resulted in a 75% reduction in staff - going from 4.9 down to 1.6 staff.
- Staff restructuring with major ILL changes 2 years ago
- we have had same doc del team for 10 years
- Creation of Library manager role. Certain functions split off into a senior Knowledge Resources Manager role.
- Because of online journals subscription it is much easy now to find articles.

- Library Assistant used to work 20 hours/week for the Library, now spends 50% of the time working in another unit.
- Efficiencies and reprioritisations means we no longer require the admin support devoted to ILL/DD that was previously the case.
- One person library, two days per week.

Special, Other

- Our library service used to have 3.2 EFT and now has only 0.6 EFT. ILL/DD services are provided as needed but usually only take about an hour per week. Requests from our own staff have dropped, partly due to the drop in reference services provided.
- Since joining the LADD, there has been a noticeable increase in ILL activities.

TAFE

- We find 1 staff member monitoring the email (while attending other duties) and either answering themselves or re-allocating queries to appropriate person is ample for our library.

University

- This reflects reduced demand and loss of 2 campuses since 2013.
- QUT Library has engaged in workforce planning over a number of years and this has included reviewing ILL requesting and supply statistics to determine necessary staffing levels. As a result, the number of dedicated staff in the ILL team was reduced from 3 to 2 and the number and hours of support staff (from the Collection Access team) has diminished.
- Resignation of 1 x FTE who assisted in requesting. Position not replaced. General staff attrition, positions not replaced, general staff movements into other areas.
- Mostly the same staff, but working reduced hours
- Requesting was centralised at one location which removed .70 FTE position.
- Requesting was previously devolved with document delivery functions being one of many activities undertaken by staff. Supply has always been centralised
- More campus need more coverage
- We had a number of staff retire, and they weren't replaced
- Decrease in workload and Major Library restructure
- 2 dedicated staff are responsible for the requesting/supply of items, with integrated student services staff NOT employed by 'Library' but same 'division' scan/retrieval at branch libraries. There are push backs that cannot be controlled from this team during extremely busy periods where we cannot supply from these campus locations.
- One staff member left and was not replaced.

Question 15: What training/support do you provide for your ILL/DD staff?
Comments received for 'other, please specify':
- Health Libraries conference networking etc. Contact with other rural Librarians
- Up-to-date procedure manuals
- Whatever I can find.
- Various ALIA trainings (in person and webinars) and conferences
- QULOC meetings
- Professional reading

- With ILL System training: not all staff are trained but dedicated staff have been trained previously.
- Quarterly DD Sub-Committee meetings at NSW State Library
- Keep abreast of ILL developments via NLA
- VDX training provided by SLWA
- All of above are necessarily brief due to low staffing. New staff are expected to have knowledge and experience of systems & copyright but detailed procedures and copyright information & links are provided. External training opportunities are not always utilised if on a day the staff member is rostered off or on leave and will depend on the staff members' prior knowledge, skills and experience.
- Ongoing updates about changes etc.
- Internal copyright training
- State VIC ILL meetings
- QULOC
- Taught myself. Attended copyright course when it was in my city.
- I have had training from NLA in the past.
- n/a - pre-learned
- Self-taught!
- None, I rely on my previous knowledge
- Attending LADD training
- We receive support from RRL.
- Branch staff call me for advice and questions as well as some staff visit the admin centre for training.
- Generic customer service; literature searching

Question 16: Please list any training needs not covered by training and/or courses offered in-house.
- Copyright training is still very general so it's still up to each institution to work out what's possible and interpret for example what is reasonable time ordinary commercial price section 50 7 xx or what is a special case in terms of section 200ab.   It would be great if there was an overview online program that covered ILL/DD - what it is? How it works?
- Basics of LADD - separate of VDX
- While procedures can be learned via Help pages, I need training on conventions or etiquette - especially with so many publishers offering articles for purchase.
- LADD, Libraries Australia search, Trove search.
- Principle and theory in resource sharing Copyright and licensing Code of Conduct
- Familiarisation of systems not in-use at home institution. Every LMS/LADD integration provides different information. For example, when reviewing LADD notes not sure what other universities using different LMS (i.e. Alma) can see and in which fields.
- As above, with a small staff we are unable to provide extensive in-house training and prefer to employ staff with some experience, including experience in a health or special library. Peer support is difficult as the ILL/DD employee must seek peer support from a very busy HOD. Some staff in this role have previously found it difficult to seek the level of support required as there is not a peer on a similar level undertaking the same work and they may feel uncomfortable or intimidated having to go to the HOD as often as they would like.
- Copyright

- We continue to have trouble settling into Inter-Search and I do not know all the ways I can modify it -- have to try bit by bit to streamline processes so they stay streamlined.
- No training provided for library staff
- Copyright training specific to Document Delivery/ILL
- Libraries Australian training has not been available in the NT, in my memory, since I moved here 7 years ago.   One session on LA was offered in Alice Springs by NT Library. Would love if this training could go to Darwin or Alice Springs so I would be able to attend.   I am also after RDA training that has never been offered here.
- Any PDs are encouraged
- Often had to contact Help Desk when issues arise e.g. sending DD by what email address, or system errors etc.
- public library ILL/DD specific copyright, LADD, LA search, World cat, performing International ILL perhaps
- No amount of training would help
- Verifying citations, finding difficult sources, customised ILL copyright for Australian environment

Question 21: What other suppliers do you use to acquire documents? Select all that apply.

- Archives particularly from overseas;
- Supply1
- Research Gate
- University libraries in the USA
- Requests directly to authors
- Universities, Museums, State Libraries, Galleries
- We occasionally acquire documents online through pay websites when circumstances demand
- State Library
- SLWA (State Library)
- Academia.edu
- Google Scholar
- Direct approach to authors
- Libraries Australia Document Delivery
- State Library of Queensland & National Library of Australial
- We haven't used BL for a long time, but it's still in our potential rota
- Look at purchasing eBooks as required to satisfy article and/or book requests
- University repositories
- OCLC Worldshare
- Document delivery via SALUS (SA Health Library)
- State Library of South Australia
- Gratis network and other networks
- Linda Hall Library
- Gratisnet, AGLIN
- ILLiad
- Universities - we will really contact anyone who is listed as having what we need on WorldCat

- Bought from Informit

Question 22: If you purchase documents, please select all methods that apply.

- Pay for pdf
- Science Direct prepaid transaction downloads
- IFLA Vouchers
- LADD invoice system
- IFLA Vouchers
- Deposit account
- IFLA vouchers
- Purchase monographs for the collection instead of borrowing if appropriate
- Direct from supplier with whom we have another subscription - reduced cost and pdf supplied
- Try not to purchase documents; occasionally from publisher
- Only did this once for a standards document - I believe we purchased access via a pdf copy

Question 23: Why do you purchase documents? Please select all options that apply.

- Cannot obtain from other sources
- See Q22 re purchasing monographs
  We rely on pay-per-view for some of our specialisations where it is more costeffective than subscribing and does not have the urgency of immediate patient care as some other specialisations. For example hand rehab clinic uses a wide variety of journals but few articles per journal
- If it's a urgent patient care reason (life or death)
- More timely, better quality, more convenient than ILL
- Cheaper and quicker from publisher/vendor
- Often no libraries subscribe to the journal
- Faster turnaround and when cost efficient

Question 28: What are the main reasons for not being able to fill your library clients' requests? – Comments

National / State / Territory

- Embargoed articles   Restricted for ILL/DD
- Many reasons but the main reasons are: changes to the collection policy - it we stopped collecting the title, the item is missing or lost and not received.
- Loans - material not available for ILL (heritage item) - not found. Copies - unable to source holdings
- They are unpublished reports by organizations

Public

- Out-of-print unable to locate borrowing copy only held by charging institutions
- Specific/obscure/rare titles request.
- Item not available for ILL; rare item; client not wishing to pay

- Items only available from charging libraries, items out of print or otherwise unavailable to purchase or loan.
- Holds are placed on any items within the SA public library system. Other items are sourced outside the network. We encourage tertiary students to use the resources provided by their educational institution rather than seek via DD/ILL.
- Very specific material
- We may not have item in our collection (we never had it or it may have been weeded); customer may need to acquire item for a book club and all of our own copies may be currently on loan; item might be a reference book
- Out-of-print, overseas title that was/is too esoteric for Australian market.
- ILLs - we reject any that are textbook or academic study requests. We accept all others and don't pass any charges on so would only not supply an ILL if it wasn't available for loan. Suggest a Purchase - if item doesn't fit selection criteria e.g., self-published and poor quality or if too esoteric then we will pass on to ILL
- We don't get document requests. Books published more than 3 years ago not easy to obtain through our supplier.
- Item not available because it is out of print, not held by another library, too old to be now held in a public library collection
- Age of item. Subject matter speciality.
- Items were new publications and unable to be Inter Library Loaned.
- Out-of-Print. Cannot lend recent publications. Popular item at the library we are trying to request from. No public library which has holdings on VDX or LA. Cannot access locations like WA, SA TAS NT ACT for free lending.
- When older materials are requested that we do not have in our network. Unable to keep unpopular series on the shelves due to lack of space.
- Out-of-print OR policy/conditional issues
- They don't want to pay There are no Australian/NZ holding & we don't do international ILL
- Item no longer held anywhere; policy restrictions of holding libraries; cost prohibitive (fee charged by academic libraries)
- Item no longer held by other libraries, cost
- Unknown
- Not held in free lending libraries. Library client not willing to pay the full ILL cost.

Special, Government

- Not having a subscription; not owning the item; our copy being on loan. It is challenging to anticipate our clients' needs when developing the collection, as our clients often request obscure literature relating to their evolving work environment.
- Journal under embargo in our databases, journals not held, books/journals not part of our core collecting area
- We often have to source material from nations in South East Asia, India, China, and Latin America. It can prove difficult to source.
- Item unavailable through LADD or ALIES
- Not available from free libraries, and client does not want to pay for the article.
- No library holdings. Cost to purchase from publisher higher than reasonable.
- Prohibitive cost; not available for loan; not available for purchase; out of print; only available via subscription.
- Budget cuts, subscriptions cancelled

- 1. Do not have a subscription to a particular journal. 2. Book requested is only held as an eBook by member libraries of Libraries Australia and cannot be loaned.
- Not owned
- Resource not held, copyright/licence restrictions
- Item not available of very obscure
- Cost, availability in Australia
- Recent articles embargoed and electronic resources not being available on ILL
- I have only been able to not fill one request in four years, the article required was just not available anywhere
- Not in our subject area; articles requested from TOC alerts from journals not held

Special, Health

- Requested articles are in a foreign language
- E-pub access restrictions.
- No supply
- Not available in our collection or from another library
- No identifiable sources, high cost, e-pub not available, embargoed
- Cost and availability.
- Items not subscribed, or not available via open access, or not available to purchase. Some of these from obscure foreign journals in developing nations or sometimes archive items that are not available online - and no longer available at libraries that once held titles in their collections. Or items not available to purchase at reasonable rates - when weighed against need. I am required to charge back costs above $30 and departments often say it is not worth the cost. They either manage without or for research purposes may go direct to the author (if a known colleague). Alternatively, if they have affiliations with other university or health libraries, they may and often do use the alternate library site.
- Unable to source/find the item
- No sources.
- Not available gratis
- Items not available anywhere, items embargoed, or those priced prohibitively.
- Our journal collection had active subscriptions up until 2011, for the last six years any articles past 2011 are requested from other libraries. We do not subscribe to any electronic databases.
- No sources, no response, or foreign language (usually cancelled before initiating request).
- Obscure journal. Really old issue. Issue missing from only library who has it on GratisNet.
- We go as far as we possibly can and look everywhere / ask everyone. If we can't get it, there is a fair chance it is no longer able to be got.
- Reference not available from either Australian University library or Gratisnet library or directly from publisher
- Not held in Australia.
- Article cost too expensive.
- Obscure journal or very newly published issue
- Money - clients refuses to pay
- Is not available in our collection or from free resources.

- Client not willing to pay for article (i.e. journal not held by Gratisnet). Foreign language article (and client cannot speak language or not willing to pay). Journal not held in Australia, client not willing to pay for overseas supply.
- Loss of certain journal packages from our state-wide consortium
- Unable to locate/unable to afford
- No locations for the request.
- $$$$$
- old, obscure articles

Special Law, Other

- We have access to library collections with relevant resources and high level searching skills.
- Embargos placed on supplying current year's articles by publishers, coupled with clients' reluctance to pay for articles not otherwise available.
- Out-of-print books or journals we do not subscribe to, or older issues of journals which we do not have

TAFE

- Very specific/subject specialist resource
- Not available anywhere in Australia. Available on www for purchase only. This information was transmitted to client.

University

- Material is embargoed or not available in this country. Cost is prohibitive
- Held in our library's print collection.
- Material not available Licencing restrictions
- No locations found; not available for purchase; Copyright restrictions (e.g. multiple articles from single issue of a journal)
- Not published, or not available
- Embargoes, unable to purchase from publishers, item no longer held in a collection or library will no longer lend.
- Publisher licence restrictions, requested something that is too recent/not published yet, embargoed, article is over price threshold (AUD100)
- Item too expensive, original materials, rare fragile, occasionally unable to source
- Items not held, items too old to loan or copy (usual pre 1900), obscure items, proceedings of papers not published, costs for items such as thesis or through suppliers such as Infotrieve. We will only pay up to $40 for an item - after that it is the client's responsibility to pay.
- The pre-set limit of $16.50. If above we ask the client to contribute financially and if they don't accept we are unable to supply.
- Unable to source. Too recent. Only available as electronic request with licensing restrictions.
- Unable to find source to obtain from
- Incorrect citation that we have not been able to verify; cost; unable to locate a library/vendor to supply
- No locations found 1. Not available in Aust. [therefore purchased instead]. 2. Item in general collection. 3. Cancelled by requester. 4. Not as cited. 5. Duplicate

Question 31: What are the main reasons for not being able to fill other libraries' requests? Comments:

- Non-circulating collection.
- Many reasons but the main reasons are: changes to the collection policy - it we stopped collecting the title, the item is missing or lost and not received.
- Item requested had just been published and was on order item was in use on loan item had been weeded
- Our copy being on loan, reserved for our clients, or missing from the shelf
- Glitches in our online system of resources supply or incorrect interpretation of our holdings by other clients
- The requested material is out on loan or missing
- Not held
- Items were in use
- Item was mission or needed onsite due to operational issues.
- No secure transmission method Licencing restrictions
- Copyright regulations Licensing restrictions Item not held
- We had incorrect holdings statements (they were corrected)
- Item withdrawer from our collection, no longer on shelves
- Incorrect holding information
- Not Held by Bond
- Item was in high demand or (Short Loan collection) or on lean
- item lost
- Items currently on loan; items heavily reserved; items long overdue; items no longer held.
- Not held, or can't supply due licence agreement
- Missing books or journals, books on loan, requesting library did not check our holdings in LADD or our catalogue.
- Item already in use/ item in off-site storage not able to supply in time/ Request placed with short turnaround
- Electronic license restrictions
- Publishers removed content from packages. Missing issues from print runs.
- Items withdrawn from collection and not updated in Libraries Australia ; Items on loan to our patrons ; items too new for ILL
- Not held, missing from collection.
- Publisher licence restrictions (eResources), items on loan to Griffith clients, items in High Demand reserve, items found to be missing or our holdings were incorrect
- SA public library holdings currently not listed on Libraries Australia
- Item on loan. Issue not held. Licence restrictions.
- Licence restrictions; citation incorrect; not held; eBooks not available for loan; rare materials; reference items.
- Item listed on Libraries Australia no longer held, as it has just been weeded and the holding has not yet been removed via our monthly routine; item belongs to our Reference or Local Studies collections.
- Embargo on current year journal
- No requests to fill.
- Item has holds on it for our own customers or item is in high use and we don't want to lend it. We only lend books on ILL

- Items on loan, lost or missing, other reservations present. And restrictions imposed by SLWA ILLs trial.
- Items requested not held/no longer held. Some of our gratis holdings not updated last few years. Significant backlog identified with insufficient time/staff to manage updates when staffing has been intermittent.
- Book was out on loan.
- Budget cuts, subscriptions cancelled
- None requested
- Holdings missing, no holdings for date requested, incorrect citations, duplicate requests, embargoed, no access to e-pub
- Missing issues or issues not received/available yet, and, errors when they check our holdings
- missing from the shelves
- Out-dated e-resource holdings (where we were not notified directly, or where the update process is ongoing). No delivery license for eResources.
- Issue not held, pages missing, subscription doesn't allow DocDel
- License agreements restrictive. Our holdings not up to date in Libraries Australia (about to be updated).
- Not owned (either book is missing/holdings not updated or the other library didn't read our holdings statement properly!)
- Policy problem is the main reason Second not holding the item/ item missing
- item on loan, no longer held/missing, copyright/licence restrictions
- Request was outside our date range or the issue was missing from our collection.
- Our LA holdings are out of date. Items on loan at time of request. Requests are for AV materials which we do not lend via ILL except for Talking books.
- Missing from shelf. E resources licensing restrictions.
- Issue missing.
- Change to license agreements of journals. These changes are not always updated in the ILRS portals.
- Not held and not licensed to fill
- Loans - material not available for ILL (heritage item) - not on shelf Copies - not on shelf
- Requests of student texts were denied as our students required them. DVD's that were available commercially were also denied as our collection is only small and they are required for teaching purposes.
- Often requesting items that were: Not for loan (part of our archival Alice Springs Collection) On order and/or with a hold already placed by a library patron for its arrival On loan and requester not wanting to hold
- The requesting library mistakenly requesting an article from a year I do not hold.
- Journal issue not received.
- Incorrect citation and/or library didn't check holdings statement
- Gaps in collection (missing issues); books on loan/in use
- Unavailable in our collection
- Incorrect holdings information on Gratisnet or Libraries Australia; donated journals that have not been received
- Missing items or on loan to staff
- As above - loss of certain journals from packages we subscribe to as part of a state-wide consortium as well as individual library subscriptions due to budgets restraints.

- Unable to locate/unable to supply in time
- Lost items; on loan items; policy issues
- Either item is not held in our collection, or not available for ILL, e.g. theses, or mistakes by requesters in checking our journal holdings on LADD.
- Book either - already on loan / held in reserve collection & not for ILL / not on shelf or missing / no longer held.
- Books or articles unavailable, unable to locate item, used in course reserves, no manpower to copy the items.
- It would be missing from collection or not received., Online may be embargoed for short period
- Our holdings statements are not up to date and we have withdrawn heaps Items on loan / reserved
- Items were on loan at time of request
- Policy, item is on loan, on order or on reserve
- Item not held
- Title not held; volume/issue/year not held; eLicence does not permit ILL
- Item on loan Vol not held Item non circulating
- In use on loan, lost, not owned.
- Not owned (journal issues), In use on loan
- Issue not held by us
- Item not held: requesting library doesn't read holdings properly (or at all) so the requested item may fall outside our holdings range
- Not available on shelf/ loaned to another client
- 1. We do not hold title/vol./issue 2. Licencing does not permit copying 3. Item on loan

Question 33: Have the number of ILL/DD requests you made to fill your library clients' needs changed over the last 5 years? Comments:

- It varies year to year depending on demand and the research being undertaken by our specialist readers at the library.
- Moved into the completed Melton City Library building.
- More clients are subscribing to table of contents alerts for journals we don't subscribe to.
- Access to more electronic resources e.g. ClinicalKey which this Library is paying for
- More content is available for electronic purchase or subscription
- Previous few years had been stable except for last year
- Increased use/databases in Clinicians Health Channel funded by Vic. Dept. Health and provided by Medical Director. BRHS Library did not subscribe to any eResources.
- Better general availability of eResources Libraries have reduced print collections
- Greater amount of freely available scholarly information
- We purchase more   Increase in online availability
- Cut back in research done by our organisation
- Customer have wider online access
- More focus by the university on research
- We are able to access resources from libraries and use our own resources.
- Perhaps clients are sourcing/purchasing items for themselves via the internet. Perhaps the reasonable prices of books.

- Articles are often readily available online through the library web-site
- Slight decrease, probably due to more electronic access to resources.
- - Availability of BONUS+ unmediated borrowing - QUT had more access to electronic resources through increased subscriptions - QUT's EBook subscriptions have increased as we preference electronic access over print collection.
- Open and remote access availability and usage.
- Charges increased from June 1 2014 then then again June 1 2016
- There are more open access resources, more libraries are purchasing eBooks which we cannot 'borrow' and less copies of print books available, overall effect of online only resources with restrictive publisher licences/embargoes
- Our small numbers fluctuate. Can be as simple as one borrower studying and orders a number of books while others have a personal interest on a topic and only one book is ordered.
- Our online resource collection has increased in depth and breadth and fills most of our clients' requirements.
- More items are now available via online subscriptions and patrons can source material via the internet or from professional colleagues themselves, so fewer requests are received.
- Teaching Staffing mainly sessional, don't have time to work out the services the library offers such as ILL. Many things freely available on databases in-house and the internet.
- Possibly coincides with a general drop in physical loans. We have greatly increased our digital collections so some titles that traditionally we may have needed to ILL we possibly have as an e-book.
- Better local purchasing, increased eResources usage and restrictions imposed by SLWA
- A downturn in service requests associated with intermittent closure and loss of confidence in integrity of service in 2016, only just recovering former position. More online access since subscribing to more, big bundle packages in 2015 & 2016.
- The One Card Network in South Australia allows for customers to place their own holds on items held in other public libraries
- We are doing more research at our hospital
- Budget cuts, subscriptions cancelled
- Less requests
- Increase in own online holdings, assume client preference to take what is available quickly.
- Community/Customer demand
- Inter Library Loan requests are now placed on-line and customers can order titles from home
- Not sure -- first time I've verified that there was a sharp drop between 2015 & 2016. We have been progressively reducing our collection so that is likely one factor.
- Cuts to Library budget.
- Increased electronic resources available
- More information available online for free through Google Scholar or Open Access. CSU have re-evaluated databases and eBooks that we subscribe to ensure they are tailored more to the subjects we teach. Purchasing more eBooks instead of placing ILL requests.
- Additional databases purchased, growth of online repositories. We're more aware of current staff using university access privileges to access material we lack (but maybe they've been doing this all along?)
- Electronic access to more resources
- Subscriptions/purchasing cancelled due to budget

- Marginal increase in formal DD requests - better education of staff in finding references, and more staff undertaking further education and research.
- We have Library Link Victoria on our website so patrons can place their own requests. In House Staff training to show staff how to place request at the front desk, they are no longer afraid to use the option to ILL because they are more aware of the service. However Moreland charges $3 per request which curbs the potential of the service being really used for what it's intended for.
- Promotion of my library services. Cancellation of some of our subscriptions.
- With increased use of Trove, World Cat etc. people are going direct to holding libraries.
- We are now part of "One Card" network and customers can resource items directly from other libraries
- No matter if the library we borrow from charges we always charge $16.50 in advance for requests.
- My library clients have full text access to a greater number of journals now.
- We have had to cut back on journal and book purchases due to budget constraints. Hence, rely more on ILLs.
- More online content
- Online system made changed
- Availability of documents via Google Scholar or open access directly accessed by clients.
- More staff
- Increased access to articles via online resources
- More awareness to public of availability
- Response to articles in alert
- Budget and staffing cuts especially from 2014 reduced staff levels. New areas of research focus contributed to increase in 2017.
- Statistics not calculated
- I guess it may other theological libraries may have cut costs and purchased fewer books. Also joining LADD, it is more easily accessible for other libraries to make requests.
- Increased demand from extra services
- Clients may be using other sources or availability of e resources
- Those staff who did most of the research work left the organization
- We think the main reason is that patrons are finding more material free online or using a personal network to locate material themselves
- We have increased our subscriptions to electronic sources
- Figures have fluctuated - we are certainly finding we can access more things for free online, but we are also finding an increase in usage from internal marketing efforts
- We purchase more for the collection than 5 years ago
- Increased the number of TOC alerts from various journals, emailed to the clients on topics of their work/project
- Due to Increased electronic subs. including back sets; Open Access, more digitisation from unique collections

Question 35: Have the number of ILL/DD requests you supplied to other libraries changed over the last 5 years? Comments:

- Libraries are using other sources. Loan requests have dropped more than copies and it could be due to eBooks.

- Access to our whole collection where 5 years ago some of our collection was in storage.
- We haven't been monitoring this trend closely
- Same. access to more electronic resources e.g. ClinicalKey which this Library is paying for
- Our print holdings have been reduced, so supply was decreasing. Recently we introduced RapidILL, causing our supply to drastically increase again, becoming as high as it was 15 years ago.
- The number of requests we supply to other libraries varies greatly depending on the uniqueness of the titles we own and what is trending
- I suspect they have more online resources available. We are usually only asked to supply specialised material relating to the Tropics or older material that is not available in commercial online packages.
- Change of Library management system Licencing restrictions Postal delays
- License restrictions
- Increased when we went with LADD and now with ALMA
- We have consistently supplied around the 900 item mark.
- License restrictions effect what we can supply. - Size of print collection has decreased over this time.
- Individual libraries subscribing to journal packages. Also open access publishing.
- Items withdrawn from collection and not updated in Libraries Australia ; Items on loan to our patrons ; items too new for ILL
- Have reduced our print periodical and print monograph collections significantly, do not have a specialised collections except for music material
- A refresh of our online holdings on LA/OCLC has resulted in an increase in requests. Joining Rapid means we receive requests we didn't previously.
- Since changing from Voyager to OCLC WorldShare, out catalogue has become more visible and searchable. Substantial work has also been done in the library to enhance the quality and accuracy of the data on the catalogue. This has made it much easier for other libraries to discover our holdings and requests have therefore increased.
- Weeding of collection; no longer part of LADD and many NSW metropolitan libraries will only use LADD as their communication and tracking tool. If the item is held by a library not on LADD they will not approach that library and libraries not on LADD cannot approach them.
- Using LADD since 2011
- Since going to the OneCard network we have noticed a significant reduction in requests from both SA Public Libraries (now redundant in the 1card system) and from interstate libraries.
- Gold Coast has a large collection and is able to purchase items that smaller services would not necessarily buy. We also don't charge very often for items so that would be an added attraction.
- Restrictions imposed by SLWA
- National Rankings used in 2017 significantly increased our supply to other libraries. A part-time service my staff were doing more to service other libraries than to meet service needs of parent organisation. I was one of those who voted to move away from this system in 2018.
- The One Card Network in South Australia allows for customers to place their own holds on items held in other public libraries
- Budget cuts, subscriptions cancelled
- We have not received any requests

- Assuming lots of libraries cancelling holdings.
- We have a Stacks collection that we store older titles that may be the reason for increased requests from other libraries.
- Same comment as for 33.
- We have far less journal subscriptions than we had in the past due to budget cuts.
- Presume because increased electronic resources available
- Have to assume it is for the same reasons we aren't requesting as much.
- Steady decline in number of requests received (I hear its industry-wide, nothing personal!)
- They have decreased due to how the libraries are ranked in Gratisnet and VCO is now much lower down the list of supplying libraries.
- ANU catalogue become more visible-contributing our journal subscription to ANBD
- Reduced collection size/breadth, and changes to the Gratisnet ranking system from state-based to national.
- Library Link has allowed other Victorian Libraries to view live catalogues of 16 public library services at once. Some libraries have no fees for ILLs so are big users.
- Ranking changes for GratisNet (i.e. supply library order). More requests for 'Radiology' articles, as RSNA changed this journal whereby you have to subscribe to the 'Legacy' collection for any issues prior to 2009. We hold these in hard copy.
- Individuals are finding more material online or have, through their libraries, home access to online databases.
- We receive many requests from one QLD Public Library in particularly as we provide loans to other public libraries for free
- I don't know
- Improved delivery reliability
- Online system made changed
- Not sure- I believe it is due to open access and journal packages.
- More resources
- Our items are generally purchased and available sooner... less restrictions
- Possibly more open access material available or other libraries also undergoing budget and staffing cuts.
- Statistics not calculated
- Demand from library clients have not increased or decreased, usually one or two per year because we can often meet the needs from our library or from Open Access.
- Increased open access and e-journal packages.
- Massive collection clean out
- Our items are often on loan throughout the Swift library consortia.
- Our feeling is collection moves/discards.
- Not known - I wish I knew!
- Not sure
- Conscious effort on our part to maintain updated holdings on LADD
- Added all our holdings to LADD. Gratisnet & Alies have allowed lending of books, which we are happy to supply
- Increase mostly or wholly due to joining RapidILL

Quest 39: Comment on the reasons for the change? (Follow on to Question 38: Do you expect the number of ILL/DD you supply to change in the future?)

- As library budgets get tighter, e-resources licences restrictions, more e collecting will limit access to material in the collection and therefore increase the drop in demand for material from our collection.
- We have done a major weed and a lot of items requested in the past have been older books.
- based on current trend of supplying more requests and because we invest in more electronic resources than in the past
- Our experience with RapidILL is that it leads to much greater levels of supply requesting, but we're unsure if this will continue if more and more local libraries adopt Rapid.
- Again, our supply is very much dependent on the uniqueness of our titles, and the trends in the wider community
- As Alma Resource Sharing matures we may have the capability of overcoming the secure transmission problem
- Have recently implemented RapidILL supply for journal articles and will consider the supply of book chapters. Supply more in response to unmediated requesting via reciprocal networks e.g. D2D
- We may no longer be able to participate in networks
- growing popularity of eBooks and online resources
- The number of library closures in health sector may contribute to the increase of document delivery requests sharing among the Gratisnet members
- As a public library ILL/DD service, we supply books, and have a strong collection supporting us. E-books have not impacted negatively on our service, the way I imagine electronic journals have on special and academic library ILL/DD services.
- Increasingly information will be available online, either open access or direct from authors self-publishing
- Based on past statistical trends we expect the number to continue to decrease.
- Individual libraries subscribing to e-journal packages.
- I'd like to think it will increase but realistically the same issue could still impact supply in the future. Especially if any moves are made towards eBooks over print.
- The trend shows a decrease and we are continuing to deselect print periodicals and monographs.
- SA public libraries holdings to be listed shortly on Libraries Australia
- Unfortunately we're in the minority of libraries that fully contribute holdings to LA.
- Demand is increasing at the moment, but as the library is currently undergoing a functional review, I cannot speculate on the future of the ILL/DD service.
- Not being part of LADD means some libraries don't deal with us; amalgamations of some Councils mean that some ILL services have been downsized, and as public libraries weed collections to provide space 'free' or 'core' copies will be become less available, and customers are less inclined to request if they know it will cost them an extra $16.50 to borrow from an institution which charges, stating 'I can buy it online for that price'
- With the 1card network cataloguing data being imported into Libraries Australia we may see a change in the future (1-2 years)
- Trend has been decreasing; improved purchasing through SLWA and ILLs trial restrictions likely to continue.
- We are increasingly being asked to supply from our archive of print journals, from those libraries who have discarded print collections. We used to visit the archive 1 -2 x weekly, now it is 3-4 requests daily or double previous demand.
- An increase is possible once the South Australian Public Libraries Network catalogue is uploaded to Libraries Australia
- Budget cuts, subscriptions cancelled

- Very hard to predict this but the trend to library closures / budget restrictions makes me suspect that demand will increase though impossible to be sure with any level of confidence.
- Really depends on other agencies needs
- Would like to think they would stay the same or increase however unless license agreements become less restrictive and we can start to supply from eBook's, I believe that requests will decrease as libraries either look to purchase these items themselves or they find hardcopy items elsewhere. Whilst we will continue to be a hybrid library, we are more an online library with fewer hardcopy resources.
- Our stats have slowly increased over the last few years, but it's tricky trying to work out what will happen next
- ANU not planning to change system/collection or join new consortia so I assume it will stay the same
- Niche subject area
- Will try to maintain our legacy collection, and our few print journals.
- More budget is being allocated to electronic resources.
- Because our collection is limited to radiology, our collection/library will remain popular.
- Increasing purchase of eBooks from which we are unable to supply loans/copies
- Although there has been a decrease in the last 5 years, numbers for the moment have stabilised.
- Not sure, hopefully it will increase as demand grows for information that we hold.
- We are not the ideal library to borrow from as we are remote with the closest major towns 1,500kms away and post can be slow.
- Subject dependent - NSW Health have cut a lot of journal subscriptions and we seem to be picking up more of their requests.
- Updating library assets
- Specialised library - we're the "go to" library for specialised pain and anaesthesia-related resources
- Our current serials review leading to reduction in our print journals collection may lead to less capacity to supply requests from other libraries.
- Easier on LADD to be contacted for requests than before. We also keep a lot of older journals and books so that may meet some demand in the older archival research area.
- Possibly decrease because of online access through consortia purchasing, open access etc.
- we no longer consider ourselves a holding library renovations mean less shelf space, so less books more ILL
- Again this will depend on other libraries' collection revision
- If there are any ways of being able to actively increase the number of requests we receive, we would be very interested in hearing about that
- It may stay the same or decline slightly depending on how many use we make of RapidILL [reciprocal borrowing]

Question 40: What are the top three issues concerning your library regarding the ILL/DD environment? Comments:

Budget/costs

- Cost of requesting from Universities and interstate libraries
- Cost per article from publishers
- ILL charges, even with subsidies, public library users are reticent to seek items when there is a cost involved.

- Relevancy. Councils are under continuous pressure to produce services more cost effectively and as ILLs/DD is only a small part of our loan statistics, it may be viewed as a dispensable service.
- Libraries being able to maintain their collections with diminishing budgets to continue contributing to the ILL/DD system
- Cost effectiveness
- No money to expand collection needs
- Budget
- Cost
- Cost
- Budget cuts leading to cancellation of journal subscriptions.
- Cost
- Cost
- Cost effectiveness
- Budget
- Customers don't want to pay extra fees f
- Budget restrictions
- Purchasing
- Cost
- Time-consuming
- Cost
- Scarcity of resources due to budget
- Budgetary pressures
- Costs
- Budget concerns
- Cuts in research activities by my organisation
- Cost issues
- Costs
- Cost of purchasing items
- Managing resources for ILLs
- Cost, especially if our university partnership were to change or dissolve.
- Expensive
- Cost
- Costs of maintaining adequate resource sharing systems when requests are decreasing

Changes in ILL

- Decreasing requests
- Imbalance with supply and requests - hard to justify to management that we are busy supplying the rest of Australia
- Increased demand
- Libraries no longer subscribing to journals requiring purchase from the publisher's website.
- The number of internal and external requests will continue to drop
- Our ability to continue our electronic subscriptions which will impact on our DD requests
- eBook v print trend

- The impact of continuing decreases in the number of requests (by both internal clients and external libraries) will need to be monitored and workforce planning undertaken accordingly.
- Finding balance between eResources and Print resources
- Managing change
- Supply
- Speed of delivery
- Specialist libraries closing
- Libraries requesting on ILL/DD instead of purchasing
- Outcome of SLWA trial and what impacts this will have.
- Sustainability of the current systems
- Lack of library requestors
- Possible changes in resource sharing environment in Australia
- Need to streamline processes

Copyright

- Copyright is restrictive for eBooks
- Lack of clarity around Copyright obligations; and lack of consistency in libraries' management of Copyright
- Copyright/storage of purchased items.
- Copyright conditions/restrictions
- Copyright (sharing of PPV articles)
- Copyright
- Copyright/access restrictions as more collections are held electronically.
- Copyright
- Dealing with copyright restrictions
- Copyright restrictions or changes, etc.

eResource Access

- EBooks only no hardcopy - restriction to location or institution
- Journal publisher embargoes for electronic material
- Access restrictions by publishers
- Sharing/ILL rights for electronic material
- Licensed resources
- Lack of availability of journal articles due to licences or embargoes
- Restrictions by publishers on what can be supplied and how it can be supplied. Embargoes are frustrating but libraries having to mail articles rather than email them due to licence restrictions is a major problem for us. As a regional/more remote library (Darwin), it takes anywhere from 12-18 days to receive material by post!
- Availability issues - sharing electronic material
- Adhering to copyright restrictions from individual publishers
- Impact of increased availability of pay-per-view facilities offered by publishers
- Licence agreements details being in plain language.
- Seamless access to electronic resources
- Cost associated with access.

- Publisher restrictions/electronic licenses impact on what can be supplied and requested
- Libraries willingness to supply from online resources
- Cost of subscriptions/resources and currency exchange rates
- Publishers embargoes preventing ILL supply
- Cost of subscriptions
- University libraries purchasing textbooks in e-book format instead of hard copies. It is hard to get some textbooks for staff's work-related study on ILL.
- License agreements with e-journals and eBooks
- Pay-per-view pricing
- Bundling of journals into packages by the big suppliers and aggregators mean we all buy and hold the same content. If a journal sits outside the big packages, it often proves very difficult and expensive to retrieve from.
- Publisher embargoes on current year ILLs
- Online licenses not allowing use of pdf's for DD
- Licensing around ILLs
- Embargos- negative
- Certain publishers prohibit uploading or supplying document delivery due to licensing issues
- Electronic material policies need changing
- Digital resources and ability to supply
- Publishers of electronic subscriptions that do not allow/restrict ILL
- Meeting licencing requirements for online material - especially to include clauses in journal licences from Vendors to include clauses for electronic/upload rather than print and fax
- Licensing and Copyright - ILL operators are often unsure about conditions around supply.
- Access to eResources - with more material in e-format there is less access.
- Licensing restrictions
- Publisher license requirements
- More resources only online - and not able to be supplied due to licensing restrictions
- Keeping up with changes in publishers of journals, which affects access to previous years of subscriptions.
- More libraries getting online resources and being unable to supply due to licence restrictions
- Demand driven purchasing and MARC records for pre-publication to increase reservations and decrease requests.
- eBooks - not available for ILL
- Complexity of licence restrictions (which seem to be increasing), embargos,
- Embargoed literature
- No access to electronic databases
- Publisher agreements about how documents can be supplied. These are sometimes hard to clarify too.
- Ability to obtain from other libraries from eResources into the future
- Licencing restrictions for subscription databases
- Rising costs of subscriptions might mean more ILLs
- Open Access- positive
- Libraries only subscribing to e-book version means no loans available.
- eBook preferred purchasing models = less print copies available for traditional ILL model
- Increase in costs from publisher suppliers
- Journals embargo, forcing us to buy from publishers/Reprints

- Ability to supply eResources
- Copyright law not keeping pace with evolving information formats, e.g. e-journals
- Too many different licences for use of electronic content.
- Difficulty in access e-publications ahead of publishing.
- Licensing issues with eResources, especially eBooks, restrict options
- Difficulty in lending/borrowing electronic resources due to licence restrictions
- The idea that technology will make ILLs redundant in the near future. Provision of online copies only, will reduce demand.
- Vendor restrictions on resource sharing
- Electronic access
- ERA
- Maybe pirate sites become the norm and there is no political will to embrace coherent open-access or shutdown illegal repositories.
- Cost of eJournal collections
- eBook & licence restrictions
- Rate of price increase of journal subscriptions escalating well above interest rates around the world.
- Open access title meaning no need for an Inter-Library request!

Holdings/Find

- Libraries don't update their catalogues
- Difficulty finding esoteric publications
- Inability to source esoteric material.
- Maintaining accurate records in Libraries Australia
- Very specific requests
- Access to material as collections downsize or disappear.
- Internet Access leading to individuals going direct to holding
- Quality and accuracy of the holdings on LADD. Some libraries put quite detailed holdings on LADD. Others simply indicate held or leave the holdings field blank. Libraries then have to search individual institution's catalogues (if accessible) to try to discern if an item is held. This is a very non-productive way to work
- Availability of diminishing print collections to fulfil document delivery requests.
- Libraries contributing all holdings to LA
- Unable to source older materials
- Libraries maintaining the accuracy of holdings in GratisNet
- Supplying the journal articles in Medical topics
- Scanning old journals can be difficult
- Libraries Australia catalogue has many out of date holdings which is misleading for borrowers.
- Changing records for amalgamated libraries
- Requesting from British Library
- Reduced stock in own library
- Libraries maintaining the accuracy of holdings on Libraries Australia
- Libraries discarding old print journals/final Australian copies
- Loss of precious materials

- Libraries not updating their holdings with LA so you get a lot of non-supplying responses because they don't own the item any longer.
- Accuracy of references
- Downsizing of libraries in regards to last copy held

Integrate/interoperate/systems

- Integration between the different systems e.g. Relais/RapidIL/ALMA/D2D
- Interoperability of systems and time needed to navigate options through multiple suppliers/systems
- Library system integration and move from VDX to Libraries Australia
- Uncertain replacement for VDX
- Systems interoperability-ability to bring different services into one experience for clients
- Being made redundant by automated systems
- Reliable and interoperable systems
- Ease of access
- Successful integration of RFID with ILL processes
- Difficulty of negotiating LADD ILL system
- The LADD interface is quite clunky with too many fields that most libraries probably do not use. The refreshing screens are annoying! The Subito interface and quality of holdings data is wonderful to work with. I'd love it if LADD went more like Subito.
- New ISO implementation. The current LADD/VDX interoperability is holding us back.
- Continuance of national ILL/DD processing system

Lending Policy

- Increasing the pre-set limit to be able to supply more ANU patron requests
- The $3.00 charge per request at Moreland.
- To charge or not to charge
- Differing lending restrictions/policies of individual library services. Some libraries will not loan LOTE AV for example, which is very frustrating.
- Shortage Library Link bags
- Particular items not available
- Reducing requests for content already available to the user
- Not lending AV materials
- Any change in policies of amalgamated libraries

Postage/deliveries

- Costs of ILL in particular postage costs
- Speed of delivery
- The cost of postage and packaging
- Time frames for delivery (mainly books)
- Remoteness
- Cost of loans from corporate or academic libraries
- High cost of postage

- Postal delivery times
- Unreliability of postal service
- Costs of postage/couriers, etc. is hard to justify
- Postal delivery times and cost. These have changed recently, with delivery times by Australia Post being much slower.
- Delivery mode restrictions
- Postal prices and reliability (if it is a loan)

Reciprocal arrangements

- Continuation of reciprocal agreements

Staff/Training

- Staffing issues
- Staff & time to maintain & promote service
- Staff training
- Inadequate staff to provide document supply services/maintain holdings (technical aspects)
- Staffing
- Too many requests for a one-person library which is only open two days per week. Ranking doesn't take this into account.
- Hard to use
- Manpower to meet the requests
- Difficulty in using the LADD request & search
- Sending ILLs to incorrect branch addresses due to the confusion between Riverina Regional Library Administration Centre and branch libraries - all belonging to the Riverina Regional Library but having separate physical locations and addresses.
- Libraries missing LADD requests
- Requesters not checking holdings before sending a request
- Staffing level
- Lack of staff especially in light of the high demand we are experiencing from other libraries wishing to utilise our unique nuclear science collection
- Quality control. The idea that perhaps ILLs can be done across the board by most library staff at busy service points would lead to a drop in the quality of the ILL service we provide – certain aspects of managing ILLs are best left centralised.
- Staffing
- Lack of staff to process doc del/ILL when on leave
- Possible staff cuts.
- Lack of opportunity to do ILL
- Staffing [internal and external]: retirements and decreasing requests may make it difficult to attract good staff - integration with other units ILL not seen as a specialist area
- Other operational tasks taking priority over ILL/PD covers ILL and other duties including Library customer service
- Staff resourcing to manage requests
- Only 1 staff member working/responsible for ILL.
- Support role staff see service as a less priority in their tasks despite ILRS code

User requesting

- Move to more unmediated requesting
- Online shop for DD similar to Copies Directs
- I worry clients have an expectation that all full-text content should be immediately available, and if it is not then that piece of information is not worth chasing up. Discovery layers are reinforcing this fallacy. We can have the best ILL/DD systems in the world, but if clients stop requesting material out of laziness or ineptitude or false understandings then this will greatly diminish the efficacy of resource collecting and sharing. A shallow pool of algorithmically-highlighted, immediately-available content will supersede rich, diverse, deep, complex, highly curated and willingly shared collections. The flow-on effect will be tremendously deleterious for information literacy, consumption, and scholarship.
- Demand, now that researchers are only looking at the web.

Question 41: What do you think are the major trends in ILL/DD in the next five years? Comments:

Alternative to ILL

- Trying to fulfil requests with eResources instead of ILL.

Commercial suppliers

- Expectations of clients is immediate supply so speed of response and time of core supply is important. Commercial suppliers are challenging some systems eg LADD

Copyright

- Copyright - access and storage of born digital items.

Costs

- Costs increasing
- As budgets get tighter libraries will be expected to source items at a more cost effective rate. ILL/DD will become a very needed service.

Direct Access

- Requestors demanding immediacy because of digitisation and online availability. Perhaps requestors will by-pass libraries and access items directly from the source.

eDelivery

- Electronic delivery
- Electronic delivery of documents
- Digitisation on online delivery

eResource access

- There is a big move from print to online - particularly eBooks which we cannot borrow from other libraries
- I fear that the ability of libraries to supply each other will be more and more restricted by the signing of license agreements that dictate how and when material can be supplied.
- Competition from publisher pay-per-view services.
- Increasing demands on electronic document delivery   licensing agreement restriction
- Will need to provide online request access and supply responses to library members on mobile devices, which is problematic with many publisher licence agreements.
- Increased costs due to subscription packages.
- Hoping to see licences for eBook platforms more flexible. Will libraries be able to interlend eBooks? Borrow articles from databases, due to the time consuming nature of the work, in order to provide a high level of service, a service reduction could be considered by managements as viable. It does not produce a high financial return, but the kudos received, and the benefit for customers, for the service is immeasurable
- Publishers preventing resource sharing
- Increasing interest in Open Source? I haven't given trends much thought beyond the topics mentioned in this & Q40. I used to wonder if we would move to the centralised (over larger zones) model of docdel that has sometimes been talked about, but until the issues at Q40 are resolved this would seem to remain problematic.
- General decrease in ILL in general however not as steep as it has been over the previous 5 years. Libraries continually looking at license agreements and open access to source material.
- A bigger move to electronic databases for ILL delivery.
- Licensing around e-collections affecting access. More use of eLists and in-kind supply.
- ILL and DD arrangements with aggregators and e publishers
- Online resources being taken off line as money/budgets decrease.
- Publisher embargoes on current year ILLs.
- Increase in electronic/digital resources   lack of ability to share vendor costs
- Open access; further subscription losses; publishers' prices increasing.
- Materials may be more readily available via E resources. Amalgamated libraries may be able to satisfy requests from within.
- I think there will be more supplying from eBooks, as more libraries move towards an e-preferred acquisitions policy
- More restrictive practices by vendors in supplying eResources by ILL

Holdings

- Increased research activity from staff difficulty on obtaining older articles for staff i.e. 1950 - 1980's

Future of ILL

- Variability of demand for ILL/DD services. We've seen a decline in demand from some sectors and increase from others. There are many other options on the market such as tokens, purchase on demand etc. Probably a decline in services.

- Development of more local/reciprocal networks   Increased use of unmediated services Increase in number of more complex requests e.g. for data sets
- More resource sharing across libraries - perhaps more consortium style sharing, with libraries collaborating more in maintaining print collections that are shared seamlessly across universities.
- More reliance on reciprocal agreements - Online resources and issues with ILL due to licence agreements - Cost of subscriptions versus Pay per view
- Open access; electronic resources; shared collections or subscriptions (co-operatives of libraries); more streamlined ILL computer systems.
- An increased move away from big bundle subscription packages and greater reliance on pay on demand/docdel.
- Resource sharing as libraries traditionally viewed this is under enormous pressure - there was always imbalance between supply and requests but it is a widening gulf. Large net suppliers will inevitably be doing calculations on whether it is more cost-effective to stop supplying and simply buy what is needed instead of relying on a shrinking pool of network partners. It can also be faster to buy pay per view online. Complexity of networks - why so many - should there be consolidation of systems and networks to balance the load? If so is this really a feasible goal? Who would take the lead?
- More journals becoming unaffordable, and cancellation causing libraries to lose access to prior years (which they had paid for and should retain, but publishers don't agree), which will increase requests.
- Systems changes driven by OCLCs view of the future, licensing of eResources
- Individuals' expectations on what we can deliver, how quickly and cost. Budget shortages leading to more cuts in our collections and databases which then lead to difficulties in providing requests. Technological changes - changes in how we might deliver documents etc. Changes to Copyright Act
- More ILL/DD because of scarcity of resources (budgetary constraints), sharing is a more environmental way of using resources, with technology - emails and other ways of transmitting documents are quick and seamless (kind of).
- I think for public libraries it will continue to be important as libraries downsize their collections in attempts to draw more people in through other activities.
- Harder to obtain print books of loan, this will impact our own library budget as your option will be to buy an eBook for your own collection. Overall budget impacting on the service.
- There may be more requests for loans instead of copies
- decline in use
- Increase in unmediated, pay per view, and direct from publisher. Increase in requests for obscure, difficult to find citations. Fewer operatives working within ILL/document delivery. In larger organisations, possibility of integration of ILL/docdel with other work units.

More ILL

- More resource sharing
- Increased sharing of resources
- Increased reliance on ILL to fill gaps as print collections are reduced, requiring more co-operation to ensure that the burden of maintaining material for ILL delivery is shared evenly among institutions.
- Cost will increase as subscription costs continue to rise. Possible slower supply times as subscriptions are cut in more libraries thus reducing the number of libraries which can

supply while simultaneously increasing demand for ILLs. Increasing difficulty with electronic supply as copyright restrictions become tighter.

No change

- I have limited experience with ILL at this stage but I imagine that the requirements for this library will remain about the same
- I don't see any major trends but we are a very small 'player' in the ILL/DD system

Open access

- Open access

Systems

- Automation via services such RAPID
- Move away from LADD to more sophisticated requesting with less staff intervention - load balancing and automated matching of requests to holdings.
- Online system made changed
- More electronic requests
- More integration between systems allowing easier ordering of articles
- more use of world-share

Training

- Due to more sophisticated systems (e.g. Bonus and RapidILL) that allow for unmediated requests and clients who are able to find more things themselves online, the remaining request work is increasingly complex and requires more specialisation skills for ILL/DD staff. These are time-consuming and staff need strong problem-solving skills and experience with suppliers. However, there is also no planned increase in staff numbers or time available.
- Technology development-Open Access revolution - ILL practitioners skills not being matched with the global trends and recent changes

User experience/expectations

- Expectations from clients will continue to grow. Clients will continue to demand a higher quality service with faster turn-around times.   - Clients are used to getting high quality PDFs from databases and electronic journals and expect the same quality from document delivery.
- Depends on the research people do
- Unmediated requesting
- More demand in a 24 hour world where patron expect items to be available.
- Publishers psychographically profiling readers and pushing highly-targeted content suggestions.
- Library patrons will access online information by themselves

Question 42: What would you like the ALIA Interlibrary Loan Advisory Committee to focus on over the next 2-3 years?

Costs

- Reducing costs for all sharing institutions
- Cost reduction to the public

EResources access

- Open access; copyright/licensing issues; sharing electronic resources; rising subscription costs.
- Making eResources more easily accessible by clients and staff. Often the resources are there but accessing them seems convoluted.
- Doing what you can to make aggregators and publishers more aware of the need to consider the typical docdel/ILL environment, with its taxpayer funding as a common factor, along with its foundation in service (social conscience) in their own models and T&C documents.
- Fewer embargo periods. Less consolidation.   Disseminated national collections in subject-specific disciplines. Developing an app to share/lend eBooks among libraries would be pretty amazing.

Holdings

- Maintenance of unique print journal runs based on subject specialization.
- The committee could focus on getting all libraries to update their holdings records regularly, so that the time taken on each enquiry is reduced. Advocacy for the service, to ensure public libraries do not neglect their obligations for this service.
- Push for libraries to keep their holdings in LA up to date. Encourage libraries to keep ILRS details up to date. Forums/workshops either face to face or online for ILL/DD. There are so many conferences for Information Services or Collections that there is not much available for ILL/DD. The old ISO meetings were interesting as were the LA forums.
- Assessing the overall holdings of existing collections in order to preserving access to materials, especially older or esoteric titles.

ILL Trends

- Mapping trends - perhaps repeat this survey in a year. Ensure discussion of these issues in annual conferences - ALIA, VALA Online etc.

ILRS Code Review

- ILRS code review. Access to eBooks sharing knowledge/information.
- Review ILRS pricing Encourage better LA coverage of holdings
- Core times for supply * Assisting with ILL access clauses in journal licences from Vendors to include electronic/upload rather than print and fax * Issues of embargos would be useful as well

Postage

- Coordinate a postage agreement with Australia Post to develop a 'library' rate which could reduce costs. Work with vendors to advocate better interoperability of systems.

Promotion

- Victorian user groups and collegiate networks

Systems

- A successful and more dynamic version of LADD Online networking for all - not just members Strengthening QLD ILL/DD networking

Training

- Supporting the Australian library community by providing practical training in the skills necessary for negotiating subscription arrangements effectively with the large publisher/suppliers. Lobbying with publishers/suppliers on behalf of libraries, especially smaller ones who do not have the large budgets necessary to have any influence/power with publishers/suppliers.
- 1. Snapshot analysis of suppliers [who are they, is it useful for AUS environment] 2. Ensure readily available copyright advice for practitioners [FAQ] 3. Advice on where to go for hard to find, foreign material. 4. Advocating for eBook lending

Question 43: Is there anything else you would like to tell us regarding ILL/DD or resource sharing more broadly? Comments:

Best practice

- Good behaviour in the ILL system should be rewarded
- I think that a more proactive participation in the community by the committee and board is needed. The information on the inter-lending wiki is quite dated and sparse.

Copyright

- I am all for copyright protection as a rule but/and I feel that there is no need for conflict between that and resource sharing. It has worked fine in libraries where monographs are concerned and since much research is funded by the taxpayer, it should work even more smoothly with national research publications.

Holdings

- 1. If there is no commitment to upload and maintain accurate holdings to a central database, then there is no need for one. It is frustrating to find 'held' for journals but not know what specific volumes there are - we may as well interrogate individual catalogues. 2. Lack of discoverability of library holdings/disposing of valuable collections due to need to make more space or reduce costs - potential of ILL is not usually considered

ILL into the future

- For a library service like ours, the ILL/DD system is a little dated and pay per view/purchase is far more efficient.   Digitising/scanning is a better option for preservation and distribution purposes for cultural collections.
- In this era of downsizing of collections, and purchasing only what is popular rather than creating collections of depth, interlibrary lending as a service is more important than it ever has been. As we all know, not everything is online, and were it so, not every customer is capable of accessing it in that format. Therefore there will always be a need to have recourse to borrowing from other institutions for a nominal fee.

- Perhaps look at more unmediated models of ILL that may use the libraries as pickups or even to their homes with a pre-paid envelope to send them back but the payment and ordering of items is online.
- I would love to see Australia have a system which is opened up to receive international requesting (e.g. Subito). Really, we are small fish in a massive ocean when it comes to ILL/DD, so we are just grateful to have a system that operates smoothly in LADD.

ILRS Code Review

- Consider costs – consider increasing Core, Rush and Express standard charges Postage is also an issue
- It is quite a strain on small libraries like ours due to small staff team, while bigger university libraries have dedicated staff on the job, we may have to increase the charges in due course.

Promotion/importance of ILL

- Financially speaking, we wouldn't be able to service our clients to the extent that we do without the reciprocal sharing arrangements, both formal and informal, that we have in place. The support of our universities is crucial to the current awareness and further education levels of our health staff, many of whom are instructing the next generation of medical professionals. The goodwill of librarians across the country and internationally is also hugely important, and collaboration, co-operation and willingness to assist is vital. We can't all have access to everything, even if we paid for it, and in my experience, training our professionals to assess references before asking for them (or asking us to) minimises our ILL requests to those items they really need to see (unlike some of the ILL experiences I had when working for a university, when a blanket approach seemed to be the solution!).
- Our patrons still need DD/ILL to access unavailable information and we need to promote the services
- Maybe Trove and LADD need greater marketing at the local level. A really sophisticated promotion campaign that let library users know they had access to marvellous collections beyond what is on the shelf in front of them could really give ILRS, and library practice more broadly, a fantastic boost. Library users across all sectors need to know that libraries and their staff can find and get resources they didn't even know they needed, and resources they absolutely know they need. ALIA is best placed to communicate this message broadly and coherently.
- Just that it is such a great thing
- I would love for ILL in public libraries to be considered more worthy of attention as academic libraries tend to dominate this world
- I find the ILL/DD environment and staff in Australia to be most helpful and cooperative
- For reference queries online resources like Trove is used extensively to meet requests.

Impact of Library Closures

- The unique nuclear science collection of ANSTO Library may be destroyed or broken up into internal silos as a result of the ongoing functional review of the library. This will prevent access by external researchers and will severely curtail the ability of ANSTO researchers to conduct scientific research. This would be an incalculable loss to the worldwide scientific

community and nuclear science research and development. Such a loss can only be viewed as a criminal act against the scientific community and the people of Australia.

Systems/LADD/VDX

- It is ideal to have a varied ecosystem of library management systems/platforms that meet individual library's needs. However, it would also be preferable to have LADD or similar centralised system with links to OCLC as a conduit for ILL/DD work rather than fragmented systems relying on individual corporate relationships.
- The replacement of LADD VDX to a new system that supports the new ISO protocol is paramount and should be addressed with the utmost urgency.
- We have considered joining the Libraries Australia ILL/DD system but the process appears daunting to a small operation.
- Suggest to NLA that LADD system needs a refresh, for example to remove steps that are extraneous when requesting.
- What National Libraries of other countries can supply through LADD?   Really happy with LADD as an ILL resource. Hope it continues.
- More clarification of docstore function within LADD. Changing technology

Training

- Reducing the cost of come ALIA courses would be helpful as library budgets are decreasing. Having more free networking/training would be even better

Best practice

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APPENDIX 2: THE SURVEY QUESTIONS

ALIA ILL Advisory Committee Survey

The ALIA ILL Advisory Committee invites managers of interlibrary loan and document delivery services to participate in this survey to gather information on interlibrary loan and document delivery (ILL/DD) processes in Australia. The aim of the survey is to take a snapshot of the ILL/DD environment in Australia with a view to inform future directions. The report on this survey will be shared with the library community initially at the Share IT conference to be held in May 2018 in Canberra (https://www.alia.org.au/share-it-resource-sharing-futures) and then more broadly.

The information will be collected and anonymised for reporting purposes and individual library responses will be kept private. We estimate the Survey will take approximately 30 minutes to complete.

Many thanks
ALIA ILL Committee

About your organisation

1. Organisation Name *(mandatory field)

2. Library NUC/s symbol (or substitute) *(mandatory field)

3. Name and location (state) of Interlibrary Loan and Document Delivery (ILL/DD) operation
   Name of library
       Address line 1
       Address line 2
       Suburb/town

4. State *(mandatory field)*

5. Contact person
   Position
   Contact email

6. Select your library type – select one) *(mandatory field)

   ○ National / State / Territory
   ○ Public
   ○ School
   ○ Special, Government
   ○ Special, Health
   ○ Special, Law
   ○ Special, Other

- ○ TAFE
- ○ University
- ○ Other

How are your ILL/DD services organised:

7. Is there a dedicated team exclusively responsible for ILL/DD:

8. *Select the option that best describes your ILL Team:*

   - ○ Centralised – ILL/DD services are all provided from a central unit
   - ○ Decentralised – ILL/DD services are dispersed throughout the different branches/libraries
   - ○ Hybrid model – some services centralised and other decentralise e.g. requesting is centralise, supplying is decentralised

9. *Provide a short comment describing how your ILL/DD services are organised.*

10. What is the total number of individual staff involved in ILL/DD activities across your institution? E.g., include staff retrieving material or copying from branches.

11. What is the Full Time Equivalent (FTE) of staff involved in ILL/DD activities? (if staff only work part time in ILL/DD include their time as a proportion of a role, e.g. 2 staff work 50% in ILL/DD = 1 FTE

12. What is the current FTE (full time equivalent) for staff employed in your library?

13. *Have the number of FTE working in ILL/DD changed in the last 5 years? Select the option that best describe the changes.*

    - ○ Increased up to 5%
    - ○ Increased 5-20%
    - ○ Increased over 20%
    - ○ Decrease up to 5%
    - ○ Decreased 5-20%
    - ○ Decreased over 20%
    - ○ Stayed the same

14. *Please provide comments.*

15. What training/support do you provide for your ILL/DD staff?

    - ○ On the job training
    - ○ Peer support
    - ○ ILL/DD system training eg LADD training or local system training
    - ○ In –house copyright training (where available)
    - ○ External copyright training course

○ Networking opportunities, e.g. LADD meetings etc.
○ Other, please specify

16. Please list any training needs not covered by training and/or courses offered in-house.

About your processes:

17. How do you send/receive/manage your requests? (select all that apply)

○ A Prosentient system (GratisNet, Glass, ALIES, etc.)
○ Alma Resource Sharing
○ Free form email
○ ILLiad
○ Libraries Australia Document Delivery
○ Relais ILL
○ Seirra ILL
○ VDX
○ WorldShare Interlibrary Loan (OCLC)
○ RefTracker
○ Web form;
○ Other

About your networks:

18. Does your Library participate in any resource sharing networks that are restricted to members? Select all that apply.

○ ALIES (Australasian Libraries in the Emergency Sector)
○ ALLA (Australian Law Librarians Queensland Division)
○ Article Reach
○ Bonus+
○ CAVAL Borrow
○ CAVAL Reciprocal Borrowing (Vic)
○ GLASS (Government Libraries and Social Sciences)
○ GratisNet (Health)
○ RapidILL
○ LILLI (Legal Inter-Library Loans Interchange)
○ QShare (Queensland government special libraries)
○ Tranzinfo
○ ULANZ
○ Other

19. Could you indicate the reasons for joining? Select all that apply.

○ Cost effective
○ Alternative standard/delivery time

- ○ Subject specialisation
- ○ Supported by library system
- ○ Organisational decision
- ○ Other

20. What other reciprocal arrangements is your library part of? Select all that apply.

- ○ Individual library/s
- ○ Regional agreements
- ○ Sectoral agreements
- ○ Statewide agreements
  Could you describe/comment?

21. What other suppliers do you use to acquire documents? Select all that apply.

- ○ ALIES
- ○ ALLA-ANZ eList
- ○ British Library
- ○ CAOD - China Asia on Demand Publishers'
- ○ Copyright Clearance Center / Infotrieve
- ○ IEEE
- ○ Int-Law eList
- ○ National Libraries (e.g. Canada, Japan Diet etc.)
- ○ National Library of Medicine
- ○ Open access
- ○ Pay per view
- ○ Direct from supplier/vendor
- ○ Purchase on demand
- ○ Reprints Desk
- ○ Subito
- ○ TIB
- ○ Other

22. If you purchase documents, please select all methods.

- ○ Pay per view/purchase
- ○ Token
- ○ Short term access
- ○ Other

23. Why do you purchase documents? Please select all options that apply

- ○ In lieu of subscriptions
- ○ As a last resort
- ○ Urgently required
- ○ Not available except from vendor

      ○ Not applicable
      ○ Other

24. Was your library a net supplier or a net requester in 2017?

      ○ Net supplier
      ○ Net requester
      ○ About even

25. How many requests did you receive from your library clients in 2017? (if known)

26. How many of your library clients were you able to fulfil in 2017?

27. What proportion of your library client requests would you supply from your collection or from free resources (if known)

28. What are the main reasons for not being able to fill your library clients' requests?

29. As a supplying library, how many requests did you receive from other libraries in 2017? (if known)

30. How many requests from other libraries were you able to supply in 2017?

31. What are the main reasons for not being able to fill other libraries requests?

32. Have the number of ILL/DD requests you made to fill your library clients' needs changed over the last 5 years?

      ○ Increased
      ○ Decreased
      ○ Stayed the same
      ○ Unable to answer
      ○ Other please specify

33. Please comment on the main reasons for the change

34. Have the number of ILL/DD requests you supplied to other libraries changed over the last 5 years?

      ○ Increased
      ○ Decreased
      ○ Stay the same
      ○ Unable to answer
      ○ Other

35. Please comment on the reasons for the change

Into the Future

36. Do you expect the number of ILL/DD requests you make to change in the future?

   ○ Increase
   ○ Decrease
   ○ Stay the same
   ○ Unsure/don't know
   ○ Other

37. Please comment on the reasons for the change

38. Do you expect the number of ILL/DD you supply to change in the future?
   (radio buttons or multiple choice selection boxes)

   ○ Increase
   ○ Decrease
   ○ Stay the same
   ○ Unsure/don't know
   ○ Other

39. Please comment on the reasons for the change

40. What are the top three issues concerning your library regarding the ILL/DD environment?

   Issue 1

   Issue 2

   Issue 3

41. What are the major trends in ILL/DD in the next five years?

42. What do you see, as the priorities for the ALIAILAC committee over the next 2-3 years?

43. Is there anything else you would like to tell us regarding ILL/DD or resource sharing more broadly?

Thank you for your time.

APPENDIX 3: LIST OF FIGURES

APPENDIX 4: LIST OF TABLES

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