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ILL Benchmarking Presentation

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Project scope

- To identify the volume of Inter-library Loans being done by Public Libraries, including trends.

- Understand the staff resources taken to complete ILLs, including different staffing models.

- Identify the most efficient processes, systems and technology used for ILLs.

- Understand the National Library of Australia's view of ILL, including trends and how they see Trove as supporting ILLs, including LADD.

Survey

- Thank you to everyone who completed the survey

- 50 responses to the survey
  - 55% of library services in NSW

- Split of 52% Metro to 48% Regional

	Total ILL requests satisfied by other library services for your clients		Total ILL requests satisfied for other library services by your library	
2017/18	36752		37087	
2018/19	39812	8%	37834	2%
2019/20	39562	-1%	37612	-1%
2020/21	46510	18%	41545	10%
2021/22	Not released			

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Users

- Majority of users will request an ILL once
- There are some regular users
  - The volume of requests begins to equal the number of requests from one-off users

No. of ILL's borrowed	No. of customers	totals
1	1087	1087
2	320	640
3	130	390
4	95	380
5	36	180
6	36	216
7	6	42
8	16	128
9	7	63
10+	46	460*

From a total of 16 responses to the follow up question.

*This is based on the highest being 10 request, in reality it is probably much higher

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Publication date

- Sutherland Library Service publication dates
- July 2017-June 2022

Publication Date	Number	% of Requests
1920 to 1929	7	0.27%
1930 to 1939	13	0.50%
1940 to 1949	15	0.57%
1950 to 1959	28	1.07%
1960 to 1969	48	1.84%
1970 to 1979	97	3.71%
1980 to 1989	101	3.87%
1990 to 1999	248	9.49%
2000 to 2009	753	28.82%
2010 to 2019	1236	47.30%
2020 +	67	2.56%

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Staff

- 55% of services have a full time ILL position.

- 45% of ILL positions are part time, this could include job share arrangements or where the position works across two teams.

- The end of life of LADD would have a large negative impact on the ability of staff to effectively run their service, with more time being required to undertake ILL tasks in addition to other duties that all staff are required to undertake.

Time to complete requests

- Initial request
  - 69 requests @ 343 mins = 5 min

- Follow up on initial request (searching LA)
  - 20 entries @ 50 mins = 3 min

- Online catalogue checks in minutes
  - 20 entries @ 66 mins = 4 mins

- Receiving Items
  - 46 items @ 171 minutes = 4 minutes

Time to complete requests

- Receiving in Sierra and processing items
    - 37 items @ 140 mins = 4 minutes

- Renewing items
    - 48 items @ 93 minutes = 2 minutes

- Returning items
    - 43 items @ 69 minutes = 2 minutes

- Average of 24 minutes per request

Automatic Harvesting

- 52% of services have their catalogue records, either fully or partially, harvested by Trove via OAI-PMH
  - Partial uploading are usually through outsourcing agreements with suppliers

- 26% manually upload their records to LA.

- 22% are either unknown or do not upload.

Potential Automatic Harvesting

- 94% of libraries that responded to the survey are using Library Management Systems that are OAI-PMH compliant.

- At least one harvest stream is part of the Trove Partner agreement, so this is something that should be investigated by library services

LADD

- 80% of libraries responding to the survey saying they use LADD to manage their ILLs

- 87% of libraries use an LMS that includes an ILL module, with 70% using their ILL module to manage their ILL process.

Process

- Services were asked how they place requests in LADD:
    - 41% prioritise the rota based on location
    - 28% checked library catalogues to prioritise the rota
    - 23% of services selecting libraries and letting the list run.

- It is important to note that even libraries that do not use LADD to manage ILLs, still use Libraries Australia to check holdings.

Process

- ILL staff prioritise reciprocal libraries, either in NSW or interstate, over all other lending libraries.
- 87% of libraries tracking reciprocal lending through LADD.

Please rate the priority of libraries that you request from
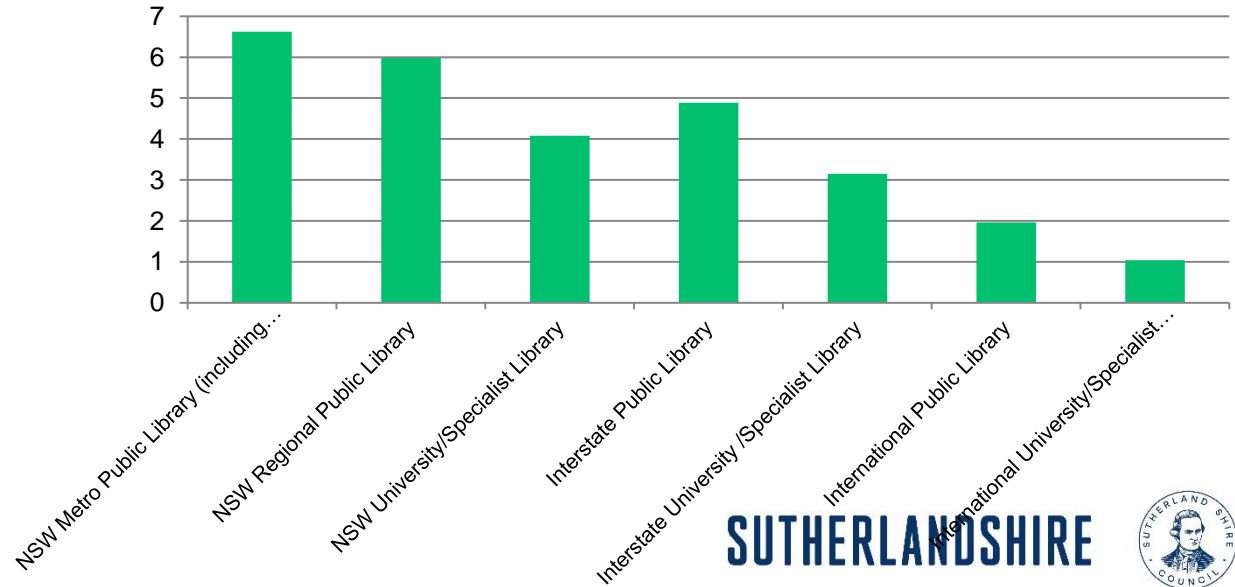
eLists

- Services subscribed to eLists to assist with sourcing items, with 76% using the ILL eList from SLNSW and 66% using Hard2Find.

- Sometimes people will make standard requests to these lists, but this is much less common

- These lists are used as a last resort.

Changes to LADD

- Services were asked whether the cessation of LADD would have a positive or negative impact on their service
  - 79% negative
  - 17% neutral
  - 4% positive

- Negatives included increased time, increased cost and digital copies not being a viable alternative, unlike University Libraries.

Changes to LADD

- One positive response was that it would make people less reliant on Libraries Australia holdings, which are noted as being unreliable.

- As shown, the implementation of automatic harvesting by OAI-PMH has a large impact on the accuracy of holdings, which should be investigated to solve this issue.

Current changes at the National Library

- A funding commitment was announced by the Federal Government, which will ensure that the National Library has the funding to continue to provide its services to partner libraries.

- The National Library of Australia has now released a Request for Expression of Interest (REOI) for a potential supplier of a national Resource Sharing service as part of Trove Collaborative Services.

Recommendations

The Landscape has changed since the beginning of this project, as there have been positive announcements about the future of TCS from the National Library.

1. However it is still important for the Library network to advocate for efficient access to the distributed national collection. As such the following recommendations arise from the findings in this report. NSWPLA and member councils continue to advocate for TCS to review the cost of TCS subscriptions for public libraries so that all libraries can continue to remain partners.

Recommendations

2. NSWPLA express interest in being part of the consultation on any new system that will replace LADD.

3. That Libraries recognise the importance of ILLs as a way of supplementing their own collections and retain TCS partner status

4. That Libraries work with TCS to arrange regular, automatic harvesting of collection data so that holdings are accurate and ILL processes are efficient.

Questions

- It *"Will depend on what other NSW libraries adopt as their method to manage ILLs. We will likely do the same as the majority to make the process easier and uniform across the state."*

- Feedback or questions

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