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## ASERL Interlibrary Loan Needs Assessment and Best Practices Survey (2010)

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# ASERL Interlibrary Loan Needs Assessment and Best Practices

## Introduction and Informed Consent

This is a library and information needs assessment survey of the Association of Southeastern Research Libraries. The results will assist ASERL in identifying programming and project areas to support resource sharing. The results will also make the respondent library eligible for the award of ALA/RUSA/STARS Rethinking Resource Sharing "Star" status and recognition.

Participants will be asked to answer questions related to their institutions' interlibrary services and resource sharing operations. The survey should take about 20 minutes to complete. As this is a member institution survey and that successful completion warrants official recognition by elements of the American Library Association, we request that the institutions self-identify. There are no foreseen risks to participating in this project. Information in the responses will be kept confidential and data will be stored securely. All data will be reported in aggregate form to the ASERL membership, also in subsequent presentations and publications.

Institution specific results of "Rethinking Resource Sharing "STARS" A Checklist Interlibrary Loan Assessment" section will also be shared with members of Association of Research Libraries/Reference and User Services Association/Sharing and Transforming Access to Resources Section who administer the "Stars" Award. The Principle Investigator is also a member of this RUSA/STARS group.

If you have questions at any time about the study or the procedures, you may contact the researcher/PI, David Atkins, Head of Resource Sharing and Document Delivery, John C. Hodges Library, University of Tennessee, Knoxville, TN 37996-1000, 865-974-6866, or [datkins@utk.edu](mailto:datkins@utk.edu). If you have questions about your rights as a participant, contact the UT Office of Research Compliance Officer at (865) 974-3466.

Your participation in this study is voluntary; you may decline to participate without penalty. If you decide to participate, you may withdraw from the study at anytime. If you withdraw from the study before data collection is completed your data will be destroyed. Return of the completed survey constitutes your informed consent to participate.

## Member Characteristics

### 1. What is your OCLC Symbol?

### 2. Staffing levels (in FTE)

Librarians

Support Staff

Students

### 3. What is your institution's Borrowing Volume for FY09?

Requests Received

Requests Filled: Loans

Requests Filled: Articles

### 4. What is your institution's Lending Volume for FY09?

Lending Requests Received

Lending Requests Filled: Loans

Lending Requests Filled: Articles

# ASERL Interlibrary Loan Needs Assessment and Best Practices

## ILL Technology and Networks

**5. What ILL request networks do you use? Please select all appropriate networks, including in-state or regional networks. (Please check all that apply)**

- ☐ OCLC
- ☐ DOCLINE
- ☐ RAPID

Other (please specify)

**6. What systems do you use to manage your ILL requests? (Please check all that apply)**

- ☐ ILLiad 7
- ☐ ILLiad 8
- ☐ RAPID
- ☐ RAPID ILL Manager
- ☐ DOCLINE
- ☐ Relais
- ☐ CLIO
- ☐ AutoGraphics Agent
- ☐ WorldCat Resource Sharing

Other (please specify)

**7. What applications do you use for electronic document delivery? (Please check all that apply)**

- ☐ Ariel
- ☐ Odyssey
- ☐ BSCAN
- ☐ Relais
- ☐ RapidX

Other (please specify)

## Resource Sharing Consortia and Networks

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**8. Please list the state and regional networks & consortia in which you borrow and lend.  
(e.g. SOLINE, KUDZU, Tenn-Share)**

**9. Do any of these networks and consortia include a courier for material delivery and return?**

☐ Yes

☐ No

If "Yes," which networks or consortia?

**10. Do you use one or more available courier services?**

☐ Yes

☐ No

☐ Not Applicable

Why do you or why do you not use couriers?

### Campus Document Delivery

**11. Do you provide campus document delivery for materials available in your libraries collections?**

☐ Yes

☐ No

Comments

**12. If "Yes" to the previous question, mark all the campus document delivery services that apply.**

☐ Local Loan Delivery to Patron's Office

☐ Interlibrary Loan Delivery to Patron's Office

☐ Electronic Copy Delivery

☐ Hold for Pick up at a Library

Other (please specify)

# ASERL Interlibrary Loan Needs Assessment and Best Practices

## Issues and Challenges

### 13. What are the top three challenges you see impacting resource sharing today and into the near future?

1.
2.
3.

## Rethinking Resource Sharing "STARS" A Checklist Interlibrary Loan Assessment...

The purpose of the following checklist is to allow library staff to review the policies and processes that make up the resource sharing service they provide.

In completing this survey section, you are also applying your institution for the Rethinking Resource Sharing "Star" Award. Libraries with score an 80% or higher on the checklist will be issued the RUSA/STARS Rethinking Resource Sharing "Star" award and designation.

The list is designed to be aggressive, challenging library decision makers to live on the front lines of rethinking resource sharing. There is no expectation that a single library will meet every item in the list.

While aggressive, the Rethinking Resource Sharing Initiative also recognizes that achieving Star status should be attainable. Check an item if the library meets the statement in any way. There is no need to qualify an answer by patron group or geographic location. For example, it is acceptable to check an item if the library provides the services in state, but not out of state.

Instructions: For each item, indicate if the library presently meets the criteria, or if there are plans to implement it in the next 12 months.

### 14. Library Contact Information. This provides contact information we'll use to contact you concerning the RRS STAR Award.

Name:	<input type="text"/>
Library:	<input type="text"/>
Address:	<input type="text"/>
Address 2:	<input type="text"/>
City/Town:	<input type="text"/>
State:	<input type="text"/>
ZIP/Postal Code:	<input type="text"/>
Email Address:	<input type="text"/>

### 15. Library Dean or Director:

## RRS Checklist: Ease of Resource Sharing Transactions Between Libraries

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## 16. Library provides online request form for other libraries

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

## 17. Lending library accepts fax or email requests from other libraries

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

## 18. Lending library accepts requests within OCLC WorldCat Resource Sharing

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

## 19. Borrowing library uses ILL management software to submit requests

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

## 20. Lending library accepts requests through regional or consortia systems (Examples: DOCLINE, Minitex, Fedlink)

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

## 21. Library participates in local or regional courier services whenever possible to deliver materials

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this
- ☐ N/A

## ASERL Interlibrary Loan Needs Assessment and Best Practices

### **22. Library's lending policies are up to date with current information, including contact information and posted within the resource sharing systems utilized**

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

### **23. Lending library uses ISO compliant system**

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

### **24. Library generally responds to/updates lending and borrowing transactions within 24 hours**

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

## **RRS Checklist: Ease of Identifying Materials**

### **25. Lending library's holdings are up to date in resource sharing systems**

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

### **26. Lending library's serials holdings are up to date within a year**

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

# ASERL Interlibrary Loan Needs Assessment and Best Practices

## 27. Library is a member of a consortium with a shared catalog or discovery system

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

## 28. Library promotes use of plug-ins/widgets for identifying and locating library materials

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

## 29. Library's holdings are discoverable in [www.worldcat.org](http://www.worldcat.org)

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

## 30. Library utilizes Open URL

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

## 31. Library provides links to digitized collections in the local integrated library system (ILS)

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

## 32. Library utilizes federated search tool for cross-collection searching by users

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

# ASERL Interlibrary Loan Needs Assessment and Best Practices

## 33. Library's electronic collections holdings are up to date in the local catalog

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

## RRS Checklist: Ease of Requesting for Borrowers

## 34. Library provides an online request form

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

## 35. Library processes user requests within 2 business days

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

## 36. Library has enabled automated request features in their catalog or finding tool (Examples: OCLC's Direct Request, links within the national catalog, LoansomeDoc, etc.)

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

## 37. Library has enabled unmediated resource sharing requests by users (Example: OCLC's Direct Request with unmediated features enabled). This differs from the above in that the requests are sent to lending libraries without mediation by library staff.

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

## 38. Library utilizes open URL resolvers

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

# ASERL Interlibrary Loan Needs Assessment and Best Practices

## 39. Library provides online status of requests for users 24/7

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

## 40. Library's borrowing policies and procedures are posted for users

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

## RRS Checklist: User Friendly Service

## 41. Lending library has extended loan period (beyond traditional 30 days)

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

## 42. Library provides courtesy notices to the user

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

## 43. Lending library offers incentives for early return of materials in addition to or instead of overdue fines.

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

## 44. Library utilizes interlibrary loan to request items in use by other users

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

# ASERL Interlibrary Loan Needs Assessment and Best Practices

## 45. Loaned items are not recalled; needed items are requested from other suppliers

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

## 46. Lending library loans non-returnable items to libraries outside of home country

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

## 47. Lending library loans returnable items to libraries outside of home country

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

## 48. Borrowing library sends request to libraries outside of home country

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

## 49. Lending library loans new items

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

## 50. Lending library allows unlimited renewals for items not needed locally

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

## 51. Lending library makes every effort to loan unique items

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

# ASERL Interlibrary Loan Needs Assessment and Best Practices

## 52. Library provides same level of service to all users

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

## 53. Library considers buy-on-demand before sending requests to library suppliers

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

## 54. Borrowing library allows for direct delivery of materials from the lending library to the end user

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

## 55. Library uses document delivery methods for direct delivery to end users

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

## 56. Library allows for remote (online or phone) renewals of materials

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

## 57. The library conducts end-user needs assessments

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

## ASERL Interlibrary Loan Needs Assessment and Best Practices

**58. Lending library provides direct delivery of non-returnable items (articles, electronic documents, etc.) to the end user via online delivery, email, or other means**

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

**59. Library offers patrons options for delivery of requested books**

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

**60. Library has online means to register for local library service**

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

**61. Library has a service declaration in place and publicly posted committing to a minimum standard of resource sharing service for customers**

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

## RRS Checklist: Access to a Wide Variety of Formats

**62. Lending library acquires copies of locally created dissertations to circulate/share**

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

**63. Lending library loans microforms**

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

# ASERL Interlibrary Loan Needs Assessment and Best Practices

## 64. Lending library loans A/V materials (Examples: CDs, DVDs, or VHS)

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

## 65. Library digitizes items that cannot be loaned physically, within the confines of copyright and other legal restrictions

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

## 66. Loan old, bound journals

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

## 67. Library seeks methods to share public domain content digitally (example: scanning aged print documents to loan digitally; prioritize it)

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

## RRS Checklist: Electronic materials

## 68. Library staff is aware of the sharing permissions of the licensed content at the library

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

# ASERL Interlibrary Loan Needs Assessment and Best Practices

## **69. Resource sharing staff provide input on license language for electronic content acquired by the library (provide a link to sample language, see ICOLC language suggestions)**

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

## **RRS Checklist: Fees**

### **70. Lending library allows free sharing of materials whenever possible**

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

### **71. Lending library waives unnecessary fees allowing for free sharing of materials whenever possible**

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

### **72. Lending library distinguishes fees for unique materials**

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

### **73. Lending library staff has option to waive fees to encourage supply of materials**

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

# ASERL Interlibrary Loan Needs Assessment and Best Practices

## **74. Borrowing library will contribute to costs of scanning unique items that cannot be loaned physically**

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

## **75. Library uses OCLC IFM to manage fee transactions**

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

## **76. Library uses DOCLINE EFTS to manage fee transactions**

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

## **77. Library uses IFLA vouchers**

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

## **78. Library participates in reciprocal agreements with other library (e.g. LVIS or regional groups)**

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

## **79. Library accepts credit cards for payment of transaction fees**

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

## ASERL Interlibrary Loan Needs Assessment and Best Practices

### **80. Library has credit card for staff use to obtain materials from commercial suppliers for users**

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

### **81. Library does not charge its library cardholders for basic ILL service**

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this

### **82. Library serves independent scholars who are guests of the institution**

- ☐ We do this now
- ☐ We plan to implement in the next 12 months
- ☐ We do not do this