

Interlibrary Loan Service at High Point University (2011- 2018)

Interlibrary loan is a service whereby a patron of one library can borrow books, DVDs, music, etc. and/or receive photocopies of documents that are owned by another library. This service can greatly supplement the collection of any library and is especially of value to smaller institutions.

While the beginnings of interlibrary loan goes back as far as the late 1880s, more recent history of ILL begins the 1960s when Ohio State University and others in Ohio began integrating campus library systems using state funds that supported the development of the Online Computer Library Center (at that time called the Ohio College Library Center). Libraries had established voluntary associations, often on a regional basis, to provide an online union catalog of all the items held by all member libraries. Whenever a library adds a new title to its catalog, a copy of the record is also added to the union list. This allows librarians to quickly determine which of the other libraries hold an item. Software then facilitates the request and supply tasks. In the U.S., OCLC is used by public and academic libraries. Formerly, another network RLIN (Research Libraries Information Network) was used primarily by academic libraries but merged with OCLC on October 1, 2007. OCLC has since grown into an international organization with a database of 30 million entries representing materials held in more than 10,000 libraries.

The interlibrary loan service at Smith Library has seen many significant changes in the last 13 years. From the 2004-2005 school year, the service has seen general upward growth in both lending and borrowing as well as the addition of auxiliary services such as a books on demand feature and a document delivery option for faculty. In the last eleven years, the library has employed three different ILL management service, Clio, ILLiad and Tipasa, all in working in conjunction with OCLC.

The most significant development in interlibrary loan over the last 30 years would have to be moving from paper forms and the postal service to the use of computers and the internet to facilitate borrowing and lending. At Smith Library, the first of these services was Clio, which is a free ILL management system used by many institutions. The Clio program consists of software (based on Microsoft Access, a database management system) downloaded onto the library's computer(s), which then interacts with OCLC. (OCLC also offers a free ILL management service called Resource Sharing. However, it is fairly limited as it does not allow for patron notifications, statistics or other features found in more robust systems). Clio, while an improvement over paper and post, offered clumsy and unclear functionality and was somewhat limited in its ability to handle larger client bases with the services necessary. It also suffered from frequent support issues that further hindered usability.

In 2013 it was decided that another ILL management system would be more appropriate for our uses so the library purchased ILLiad, an ILL system developed by Atlas Systems and maintained by OCLC. ILLiad, like Clio, acted as an intermediary between OCLC and the library's catalog. We began the process in January of 2013 and arranged the transition to take place during the summer. By the fall, ILLiad was in place and patrons were provided with the necessary information through email, web page instruction and other tutorial material.

ILLiad allowed us to manage a higher volumes of requests and to automate routine functions for borrowing and lending resources between libraries. ILLiad also allowed our users to place and monitor their requests without librarian assistance and to get materials quickly. This system was very flexible and we were able to customize workflow routing, label and book strap printing and patron notification, three significant improvements over Clio.

Support (provided by OCLC) was also an upgrade compared to Clio, which, while conscientious, was too small an organization to handle support adequately for us.

One minor drawback to ILLiad was the necessity of a separate account and log in for our patrons. This required our patrons to maintain unique user identification and password credentials. Despite this, patron feedback for ILLiad was always very positive. The system allowed for patrons to keep a record of all of their ILL requests. All they had to do was to access their individual ILLiad account.

Our interlibrary loan service continued to grow, with a steady increase in borrowing and lending. Assistance from student workers allowed for our lending to catch up to our borrowing. Our library had always borrowed more than we lent, which is understandable considering the size of our collection and number of holdings. Beginning in 2013, our lending began to increase, due in part to a continual increase in holdings and the use of student workers to focus on the lending. Borrowing also increased, primarily due to the increase in patron numbers, both student and faculty. Total student enrollment rose from 33.84 in 2008 to 4951 in 2017. Faculty numbers increased as well, from 353 (full and part-time) in 2013 to 462 in 2017 (HPU Fact Book: 2017-2018 Academic Year, <https://tinyurl.com/ycctch7a>).

In 2016, OCLC introduced Tipasa, an ILM (Interlibrary Loan Management) system that was aimed at competing with other similar services such as Clio, Relais and ILLiad (interestingly, OCLC has recently acquired Relais). OCLC also indicated that support for ILLiad would be stopped at some point. Considering that we were fairly new to ILLiad, the possibility of ILLiad support being discontinued, the robust growth of our health sciences programs (which are traditionally heavy users of ILL), and the fact that our catalog is an OCLC product (WMS), the library decided to make the switch to Tipasa. We prepared during the spring of 2017 for a summer transition.

Preparations for using the new system consisted of tutorials, presentations and demonstrations. Also critical to the transition was the establishment of a suitable authentication system and the other necessary technical changes that our IT department had to manage. In the end, the implementation of the authentication process was delayed and we had to use a double sign in method. The single sign in method was completed within several months and has performed well, but for the second time in short period, we had to explain and offer tutorials for a switch in ILL procedures. As of spring 2018, the new system is working well.

Patterns and Trends

One of the primary changes in document acquisition has come from increased library holdings. This is particularly true for articles from online journals and chapters from e-books. Another source for articles comes from open access on the web, in which requested articles are available online. Between these two factors, many of our requests can be filled immediately, without going through the ILL process. These items are designated non-ILL items. (Also included in this category are BODs).

We have also seen much usage from the Health Sciences programs at HPU. Many of the requests are for health-related information. With those departments expanding, further ILL usage is expected. DOCLINE has been used in a supplemental way for these programs. Tipasa has been very effective in filling articles, however, when an article is hard to fill through Tipasa, it is resubmitted through DOCLINE. Because DOCLINE libraries specialize in medicine and health resources, they have been able to fill those requests that are more difficult in Tipasa. The one minor

complaint from health program patrons is that they wish to be able to simply plug in the article PMID number into the ILL form and have it autofill. While that is possible going through Journal Finder, when Tipasa adds DOCLINE capability, the process will be much simpler and more effective.

Books on Demand (BOD)

Our Books on Demand program (BOD) is another way to acquire materials, primarily books in this case, that can supplement the library's collection. The goal of Smith Library's BOD program is to meet the immediate needs of our users while adding potential high-use and /or quality academic titles to our collection, including books, dissertations and A/V items. Often the cost of purchasing an item is less than that of borrowing the same item through ILL. Filling requests in the timeliest manner possible is of the upmost importance to our users. From the 2011-12 school year to 2017-18, we have acquired a total of 1103 books for the collection through the BOD program.

Current criteria (2017)

Item should meet any or all of the following criteria:

- 1- Must be an item requested through the ILL process.
- 2- Item is of a unique local nature or interest.
- 3- Cost of Item (should represent a good value).
- 4- Item should be currently in print and/or available as a retail product.
- 5- We must have or be able to have an account with the retail vendor.
- 6- Item is not held by any lending library, thus not available through ILL.
- 7- Item supports current university research or course of study.

Selection procedure:

During the ILL review process, each request will be ascertained using the above criteria. If the item meets the initial criteria, a note is added to the ILLiad record indicating BOD possibility ("Request held until BOD..."). The item will be searched for availability from the appropriate vendors. If the item is available, a book order form will be filled out with all pertinent information including: status as a BOD item, Title, Author, Date, ISBN, Date (of request) and Patron Name. The form (an Excel spreadsheet) is sent to the Director for purchase approval and to Acquisitions for purchase. The form is also saved in a folder for BODs, establishing a record of the transaction. When item arrives, it is rush processed and made available to the ILL department (Acquisitions to Technical Services to ILL).

ILL Processing Procedure:

When the BOD is in hand, the pertinent information is entered into the "BOD's Processed" Excel file located in the "BOD" folder. This includes the original ILL number, title, item ID number, patron name, cost, date submitted and date received. The book is then put on hold for the patron in WMS and the patron is notified of the hold (through WMS). If the book was requested by a faculty member that has opted for document delivery, the item is checked out in WMS to the patron and sent to the patron's campus address through campus mail.

Document Delivery

Document delivery

Document delivery is a service for HPU faculty which allows for either ILL or Smith held items to be delivered to the faculty member's campus address. This service is executed through the HPUShare ILL system. When a patron looks up an item in the library's catalog, there is a link labeled "Interlibrary Loan Request/Faculty Delivery". If we have the item and it is available, it will be pulled, checked out to the patron and sent through campus mail. If the item needs to be borrowed from another library, it will be sent to the campus address as soon as it is processed in ILL. This service was instituted when we changed over to Tipasa, as the functionality was provided through the service. It has proven very popular and should continue to do so.

Other ILL systems

Other interlibrary loan programs used by other institutions include OCLC's WorldShare Interlibrary Loan, ILLiad (for the time being), DOCLINE and Relais (which was acquired by OCLC in January of 2017. It has now been rebranded as Relais D2D, a consortial ILL system). All but DOCLINE (which works through NLM, National Libraries of Medicine) are dependent on OCLC, which provides the holdings information for most libraries worldwide. It also allows for the processing and tracking of ILL requests. Most ILL services present a front end that interacts with the institution library's catalog system, while the back end interacts with OCLC. This allows for most customizable features than OCLC (WorldShare or Tipasa) offers, including notifications, specific routing options and more comprehensive recordkeeping. Tipasa, however, is working to expand its functionality, including compatibility with DOCLINE. This promises to offer a more cohesive workflow for those using Tipasa.

Other Institutions

The Z. Smith Reynolds Library at Wake Forest University and the libraries at UNC-Chapel Hill currently use ILLiad for their ILL systems. This primarily due to the the fact that Tipasa does not support DOCLINE while ILLiad does. With their health sciences and medical programs and the heavy need for such materials, those libraries have chosen to stay the system that supports DOCLINE. Other institutions using ILLiad include Davidson University, UNC-Asheville, UNC-Greensboro. Those North Carolina libraries using Tipasa include Salem College, Gardner-Webb, and Lenoir-Rhyne (for a complete list of libraries using Tipasa: <https://www.oclc.org/en/tipasa/resources.html>).

Library groups and consortia are used to efficiently and cost-effectively pool library collections and are effective in controlling costs. The group HPU is a member of is LVIS (Libraries Very Interested in Sharing). This means that we engage in reciprocal sharing with other LVIS libraries, which means that no costs are attached to the borrowing and lending processes. We are also members of ARIELVIS, which is a group of LVIS libraries that also use the Ariel document transmittal system. With the advent and increased ubiquity of OCLC's Article Exchange, however, Ariel is no longer used by HPU. This means we will be creating a custom holdings group in our profile that pulls from the larger LVIS population. This should increase our opportunities for reciprocal borrowing. Other groups we are connected to include NC\$A (North Carolina Online Union Catalog (GAC/UL) and NEPU (US Newspaper Program). This reciprocal privileges program is administered by OCLC, using the their IFM program (Interlibrary Loan Fee Management), which keeps track of the charges between LVIS libraries and applies the

appropriate charges when dealing with non-LVIS libraries. When processing ILL requests, every effort is made to borrow from LVIS libraries first to help ensure achieve optimum value.

Copyright

Copyright management is currently handled by Tipasa. The appropriate items are logged into Tipasa which creates a report which can then be sent to the Copyright Clearance Center, which then invoices us. Copyright costs have been relatively modest up to this point. Future Health Sciences requests may change that, however the continued robust acquisition of desired materials (databases, journal collections, etc.) can offset prospective fees.

Statistics

General statistics for the years covered in this report (2011-2018) are as follows:

Interlibrary Loan (yearly)		2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	Totals
Totals	Total items processed	3187	2978	3836	4449	4435	4689	4226	27800
	Total items ILL	2917	2799	3613	4044	3731	3936	3625	24665
	Total Borrowed ILL	1675	1684	1847	1950	1994	1980	2170	13300
	Total Lent ILL	1242	1115	1766	2094	1737	1956	1455	11365
	Total non-ILLs	270	179	223	405	704	753	601	3135

Close to 28,000 items have been processed in this time frame.

24,665 items were processed as ILLs.

916 BODs have been purchased for the library's collection.

6527 items have been shipped back to lending libraries.