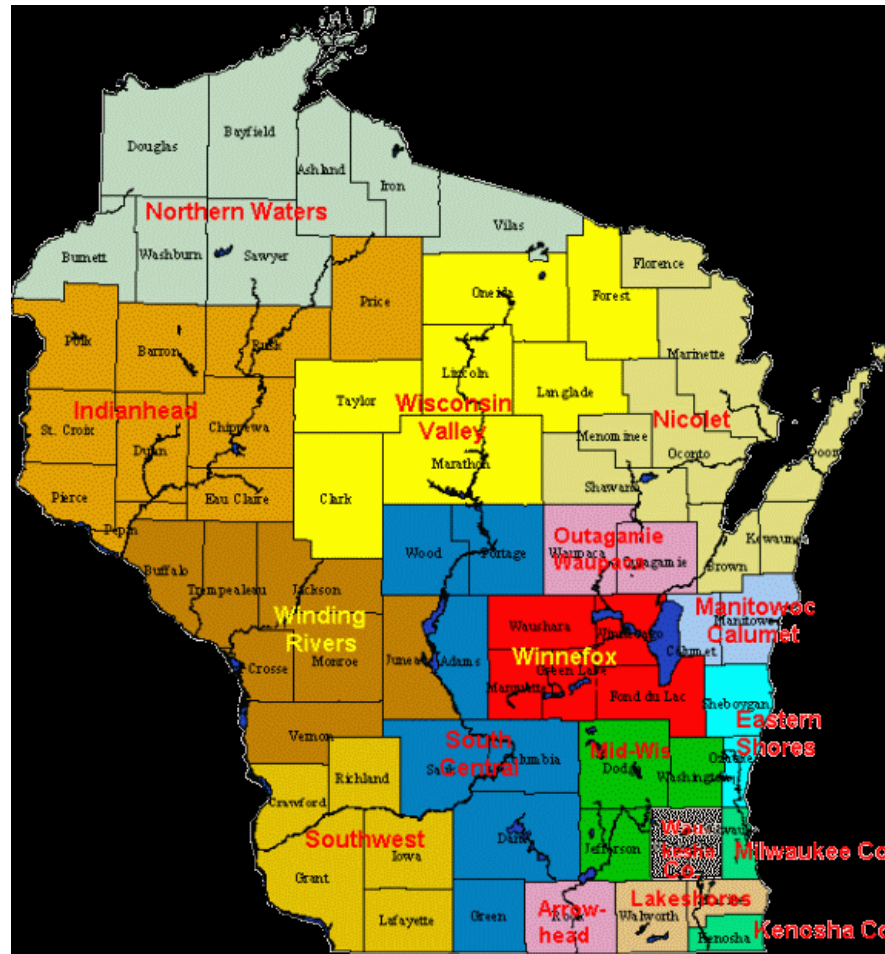


A Look at Interlibrary Loan in Wisconsin's Public Libraries

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Library Systems in Wisconsin



Library System	Population	Number of Public Libraries
Arrowhead	152,307	7
Eastern Shores	194,963	13
Indianhead	412,818	53
Kenosha	149,577	2
Lakeshores	282,590	15
Manitowoc-Calumet	123,518	6
Mid-Wisconsin	277,411	27
Milwaukee	940,164	15
Nicolet	404,258	42
Northern Waters	150,966	30
Outagamie-Waupaca	212,702	17
South Central	729,246	52
Southwest	123,681	28
Waukesha	360,767	16
Winding Rivers	260,305	39
Winnefox	312,150	31
Wisconsin Valley	276,252	25
	5,363,675 (2000 census)	418

1. Default Section

1. Please give your name and your library system.

2. What is your system model for BORROWING requests for the majority of your system's libraries?

- Centralized at system clearinghouse
- Decentralized - handled by each individual library
- Combination of both

3. What do you feel are the advantages/disadvantages of that borrowing model for your system?

4. What is your system model for LENDING requests for the majority of your system's libraries?

- Centralized at system clearinghouse
- Decentralized - handled by each individual library
- Combination of both

5. What do you feel are the advantages/disadvantages of that lending model for your system?

6. What system does your library use for the majority of interlibrary loan?

- OCLC
- Wiscat AGent

7. What do you feel are the advantages/disadvantages of the system that you have chosen to use?

8. Are there other methods you use to place requests, e.g., placing holds on shared systems, email, ALA forms?

9. Do any libraries in your system use patron initiated (unmediated) borrowing?

Yes

No

10. If you do have unmediated borrowing, what percentage of your libraries use it and how is it working? If you don't, what are the reasons you are not?

11. Is paying for out-of-state postage an issue in your libraries?

12. Does your system have a policy about how long your libraries should loan their materials?

13. How do libraries in your system handle book club requests?

14. Does your system have a policy about what formats should be loaned?

15. How often do you receive requests for formats that current ILL policies do not address?

16. How does your system handle the issue of net-lender WITHIN your system? Do you have a procedure for some type of compensation?

17. How does your system deal with training of your libraries? One-on-one, at the system, at the library, webinars, other?

18. Are there limits on the number of items patrons can request via ILL? If so, what the the limits?

19. Does your system set or encourage particular policies for your individual libraries? If so, what are they?

20. Regarding delivery, are there specific issues your library system has, e.g., cost, speed, libraries not on delivery, etc.?

21. At both the system and individual library levels, what level of staffing is there for ILL, e.g., professional librarians, para-professionals, students?

22. Are there particular unmet needs or issues that have not been addressed in this survey?

What is your system model for Borrowing requests for the majority of your system's libraries

Centralized	Decentralized	Combination of Both
Milwaukee	Eastern Shores	Arrowhead
Winnefox	Indianhead	Kenosha
	Lakeshores	Nicolet
	Manitowoc-Calumet	Outagamie-Waupaca
	Mid-Wisconsin	South Central
	Northern Waters	Southwest
	Waukesha	
	Winding Rivers	
	Wisconsin Valley	

What do you feel are the advantages/disadvantages of that borrowing model for your system?

Centralized

advantages - less work for member libraries. not much for member libraries to learn in order to do ILL - this is good for libraries that have regular turn over. disadvantages - member libraries can't easily see status of requests. problems with lenders using ILLiad and Clio shipping items to wrong system library

Advantages: well-trained staff familiar with ILL protocols, accountability when problems occur, saves on time/expense when new training is required Disadvantages: If even 1 staff person is out for an extended period (vacation, sickness, resignation), service is seriously disrupted across entire system

What do you feel are the advantages/disadvantages of that borrowing model for your system?

Decentralized

Advantages: Allows each library to decide on patron initiated requesting; the libraries interact directly with patron to discover what they need (deadline dates, special instructions, etc); updating their rec'd/returned in WISCAT. Disadvantage: occasionally a request would have been filled more quickly if the library had more ILL expertise/experience.

Each library has more control over their own requests and can check on the status at any time. There is less frustration with status checking and submitting requests, since they have control.

To me the advantages of having local libraries handle their own routine ILL requests are the same as having patrons place their own requests into local shared consortia. Libraries like the control and quick response time they get in this system. They can set up things the way they want and fill the majority of their requests without any outside help or intervention. Problem requests can easily be passed on to the regional default location where a specialist can work on them. The main disadvantage of this approach is there is a steeper training curve to teaching a large number of libraries how to do ILL. Sometimes this causes issues, but the overwhelming majority of request are handled correctly by local libraries.

This is the model requested by our libraries and is our way of handling ILL for over ten years.

Advantage: due to budget constraints, we don't have a staff member with enough time to dedicate to centralized ILL for the libraries. We save time and money. Disadvantage: we are more out of the loop when major changes take place - it is hard to tell if our libraries are aware of what's going on. We also do not know exactly how our libraries use AGENT or whether there are aspects of AGENT they could be using but don't know enough about (plus we don't know enough about some of the areas of AGENT to encourage or explain their use - patron initiated ILL). I think some of our libraries could perhaps use more guidance. We are all of us short staffed and on tight budgets.

Allowing our member libraries to borrow their own material is an advantage to XXXXXXXX considering the members are able to track and keep records of their own ILL requests.

What do you feel are the advantages/disadvantages of that borrowing model for your system?

Decentralized

Direct customer service, receive material faster without the middleman.

Advantages: Libraries know and have control of their own requests and functions, libraries are able to get their requests filled faster, libraries like having the ability to directly contact the lending libraries. Disadvantages: Library ILL staff members have to keep up with changes in ILL.

What do you feel are the advantages/disadvantages of that borrowing model for your system?

Combination of Both

It's not broke, why fix it...though as we both get busier and budget cuts go into place it will become more of a challenge across the board.

To clarify. We don't handle anything at the system level, we contract with our largest library to act as what you call a "clearinghouse." Two large libraries do their own borrowing and lending, and a few others do their own borrowing. The advantage is that we have some very small libraries who use ILL very little or not at all. They don't have to learn a lot about a complicated system.

Individual libraries have more input into how they handle ILL requests.

Advantages: Intended to free up library staff's time - or at least simplify things for them and reduce the number and type of tasks they need to do during their daily workloads. All libraries need to do as far as main borrowing tasks is create and submit requests (can view requests and request renewals and cancel themselves). Resource library staff doesn't have to handle the requests their patrons submit online. Once a library has requested an item and it can be automatically filled via OCLC, system staff don't have to handle that request to fill it. Ideally reduces what library staff need training on regarding interlibrary loan. Disadvantages: Library staff have less functions they can do with their requests - system staff have to handle those functions instead.

What is your system model for Lending requests for the majority of your system's libraries

Centralized	Decentralized	Combination of Both
Indianhead	Arrowhead	Kenosha
Lakeshores	Eastern Shores	South Central
Milwaukee	Manitowoc-Calumet	Southwest
Nicolet	Mid-Wisconsin	
Outagamie-Waupaca	Northern Waters	
Winnefox	Waukesha	
	Winding Rivers	
	Wisconsin Valley	

What do you feel are the advantages/disadvantages of that lending model for your system?

Centralized

Advantages: well-trained staff familiar with ILL protocols, accountability when problems occur, saves on time/expense when new training is required
Disadvantages: If even 1 staff person is out for an extended period (vacation, sickness, resignation), service is seriously disrupted across entire system

Advantages: Clearinghouse catches requests for items owned on XXXXX library's shared system; can quickly determine if there is any problem with requests (duplicates, too new, format); also can move to the library that can fill quickly - the request is not bouncing from library to library for each to say unfilled if avail check didn't work. Clearinghouse places ILL holds on shared system; so the advantage for our libraries is they get a paging slip for ILL, just need to check out and put courier slip on as a part of their circ work; clearinghouse updates WISCAT. Disadvantages: Requesting libraries don't get the WISCAT shipping labels though our libraries should be including request number; updating to complete (from return to check in) is done at clearinghouse as batch.

advantages - 1 request can be sent and all 30 libraries will be checked. holds are placed for items not at clearinghouse so libraries are able to pull items as they would for other system libraries. Less work for member libraries. disadvantages - borrowers often return items directly to member libraries rather than system (even though we include return mailing labels or delivery flags).

Advantage centralization, less costly to our member libraries. Disadvantage, time used for routing material to system for shipment.

Advantages: meant to free up member library staff's time or at least reduce number and type of tasks they need to do and be trained on regarding interlibrary loan. Only one location responding that items aren't available on a daily basis - continuity of lending service - all requests for items that appear to be owned by our libraries but that aren't available or can't be lent are replied to within 1-2 days that they aren't available. If they are available, the majority of requests are replied to within 3-4 days. What helps offset that is that by the time the system office gets the items filling those requests in order to reply to those requests, the item is already partly through the delivery system and the next step is the red box / SC statewide delivery system or other. Disadvantages: If an item appears to be on the shelf but is missing OR can't be filled for other reasons that aren't obvious from viewing that items data/record in the library circulation system, it can take about 2-4 days from getting the request for the system office to have the information needed to reply "unfilled" to that request. But those represent a minority of requests that are replied to as 'unfilled'.

What do you feel are the advantages/disadvantages of that lending model for your system?

Decentralized

WISCAT works better with shipping slips, etc. when libraries are individual lenders.

My answer here would largely be the same as in borrowing. The only thing we do differently in lending is that if a library wants to send a request to reserve to the system headquarters we will accept it and handle the reserve. However a lot of local libraries do their own reserving as well.

No disadvantages that I can see.

Same as decentralized borrowing model.

This has been our model for well over 10 years and has worked well for them.

Material moves from one library to another much faster, along with the necessary paperwork, which makes processing the item/items more efficient. When there is another party that is requesting the material for their lending libraries the paperwork is not included and it can lead to lots of confusion as to which library is sending the material.

Advantages: Libraries control their own lending process, libraries can see ILL trends themselves, libraries like having the ability to directly contact the borrowing libraries themselves. Disadvantages: Library staff members have to keep up with changes in ILL.

What do you feel are the advantages/disadvantages of that lending model for your system?

Combination of Both

We have streamlined & studied how best to serve all borrowers. This is what is in place at this time. Anything is possible tomorrow.

To clarify. We don't handle anything at the system level, we contract with our largest library to act as what you call a "clearinghouse." Two large libraries do their own borrowing and lending, and a few others do their own borrowing. The advantage is that we have some very small libraries who use ILL very little or not at all. They don't have to learn a lot about a complicated system.

What system does your library use for the majority of interlibrary loan?

OCLC	Wiscat AGent
Kenosha	Arrowhead
Lakeshores	Eastern Shores
Nicolet	Indianhead
Outagamie-Waupaca	Manitowoc-Calumet
South Central	Mid-Wisconsin
Winnefox	Milwaukee
	Northern Waters
	Southwest
	Waukesha
	Winding Rivers
	Wisconsin Valley

What do you feel are the advantages/disadvantages of the system you have chosen to use?

OCLC

OCLC is powerful and easy to use, and the resource we would have to go to beyond WISCAT anyway. This way there is only one system to use and keep track of everything. It also interfaces with ILLiad which streamlines workflow, record keeping, and statistics.

advantages - one system for in state, out of state, universities. Easy to learn/use and train other to use. disadvantages - a large number of WI public libraries are not accessible through OCLC. Since our libraries are our "patrons" they are limited in what they can do.

Advantage one request for statewide and nationwide borrowing. Disadvantage, cost.

All our libraries' requests can be searched, checked on, troubleshooted, worked on, etc. under a single login/account. We have the ability to set up interloan so that our libraries have minimal interlibrary loan tasks they need to perform in order to make ILL available to their patrons. We're able to have all our libraries requests in one ILL system versus split or mixed among two (OCLC and Wiscat). Our libraries and patrons (and system staff) can view one catalog versus two to see whether items are available via interlibrary loan or not. We don't have to learn and adapt to a new ILL system every 5 years based on a 5 year public contract bid requirements. We like the search features, speed and interface of OCLC.

What do you feel are the advantages/disadvantages of the system you have chosen to use?

Wiscat AGent

Advantage: our libraries are used to that system, and it appears to be cheaper. Disadvantage: would we have access to more material if we were using OCLC instead? Would things move through more quickly? We do not know enough about the comparisons to know. However, there is also the fact that RLL essentially serves as our clearinghouse. That is a definite advantage - if that (or some automated equivalent) wasn't an option if we used OCLC, we would be in trouble in terms of staff and resources.

Our primary system is dependable (i.e., rarely has service outages). I also like the rapid updating feature but in general, I think it is unnecessarily complicated. Examples: due dates are pre-populated whether you want them to be or not. Same issue with the automatic copyright compliance feature. Further, lender strings created using z39 searching are only accurate if every system checked is robust (certain times of the day seem better than others) and returns responses that the system understands. Also, since there is no limit to the number of lenders in the string, improper requests for new/bestsellers will often require well over 100 responses (inefficient) before reaching the end of the string. Finally, I see no real reason to have lost and retry statuses. I know many of these features were meant to make things easier but instead, I believe they encourage people to not think about what they are doing and as a result, make mistakes.

Advantages of WISCAT for XXXXXX: availability checking; the ability to have decentralized borrowing and centralized lending; the other Systems adjacent to us use it. We find it easy to use.

WISCAT has been more cost-effective for our system. We have access to many Wisconsin and Minitex libraries. Now with links to OCLC it will expand access for everyone.

Cost and ease of use are the advantages.

XXXXXXX currently pays for our libraries Wiscat licenses. At the moment Wiscat is the most cost effective for that purpose. OCLC is currently our secondary ILL system and the libraries can use it if they wish, however the system does not cover the cost of this.

Advantage is the cost, system can not afford to pay for OCLC for all libraries within the system. Disadvantages are the requests can not clear the entire state, time consuming management of requests, have to manually create requests on OCLC in order to clear the state for material. New parameters create increased inefficiency.

What do you feel are the advantages/disadvantages of the system you have chosen to use?

Wiscat AGent

The WISCAT/AGent system is the best ILL program I've encountered in my 25 years of doing ILL. Especially for the small local library. Agent automates so many ILL functions that local libraries can easily use it to create and submit requests that are profiled according to their local preferences. I think it's especially useful for lenders because of the automatic responding that the software does. If an item is in use or otherwise unavailable (e.g. lost) or in a format or collection that the library doesn't loan they never see that request. I've seen AGent software handle requests and check multiple lenders in minutes that would have required days to handle in any other ILL system, including OCLC. The main disadvantage of WISCAT is that it includes only a subset of Wisconsin and MINITEX libraries. Nothing replaces OCLC for universality and if WISCAT fails to find a lender then human intervention, usually employing OCLC, is required. Although we are working on automating the process of going outside of WISCAT, it still usually requires a human to make that transition.

Advantages: Allows libraries to access lending libraries that are not on OCLC, setup for ILL lending strings are managed at the Library System and state levels so individual libraries don't have to keep up with that aspect, costs were reduced, requests for borrowing from OCLC libraries are still referred on to OCLC (at the state level). Disadvantages: We haven't found any for our area.

Are there other methods you use to place requests, e.g., placing holds on shared systems, email ALA forms?

All of the ILL between XXXXXXXX Libraries happens automatically through the ILS shared by all libraries. We also accept ALA forms and pass those along to the appropriate lending library.

XXXXXXX gave us patron barcodes and permission to place holds in their catalog. There are times when they are the only owning Wisconsin location. We send email requests to UW-Superior.

By far the majoring of borrowing and lending between our libraries is done through our online catalog.

We use WISCAT and OCLC, email, and ALA forms.

I do email requests with Janesville Public

OCLC, ALA, email

Use of a request module, email requests, walk-in requests

All our libraries requests are created in OCLC and libraries that use OCLC within our delivery area are accessed first. Any libraries within our delivery area that can only be accessed by Wiscat we need to use email. We notate the request in OCLC for our libraries to see when and to which library an email request has been sent and we use an email template system to make using emailing as efficient for us as possible.

Within our Library System area, member libraries place holds or email ILL requests among consortia and non-consortia member libraries. Member libraries borrow and lend to other System area non-public libraries via email or phone. Member libraries will accept ALA ILL request forms (via US Mail, fax, or email) if they know those borrowing libraries had no other option to submit their request to them. Libraries will send their own ALA ILL request to borrow material when they have found out if they are notified that it is the only option for submitting their request to a lending library that can fill it and there are no charges (rare).

Shared online system, OCLC/WorldCat

Placing holds on shared systems. We are in a consortium with XXXXXXXX libraries.

Are there other methods you use to place requests, e.g., placing holds on shared systems, email ALA forms?

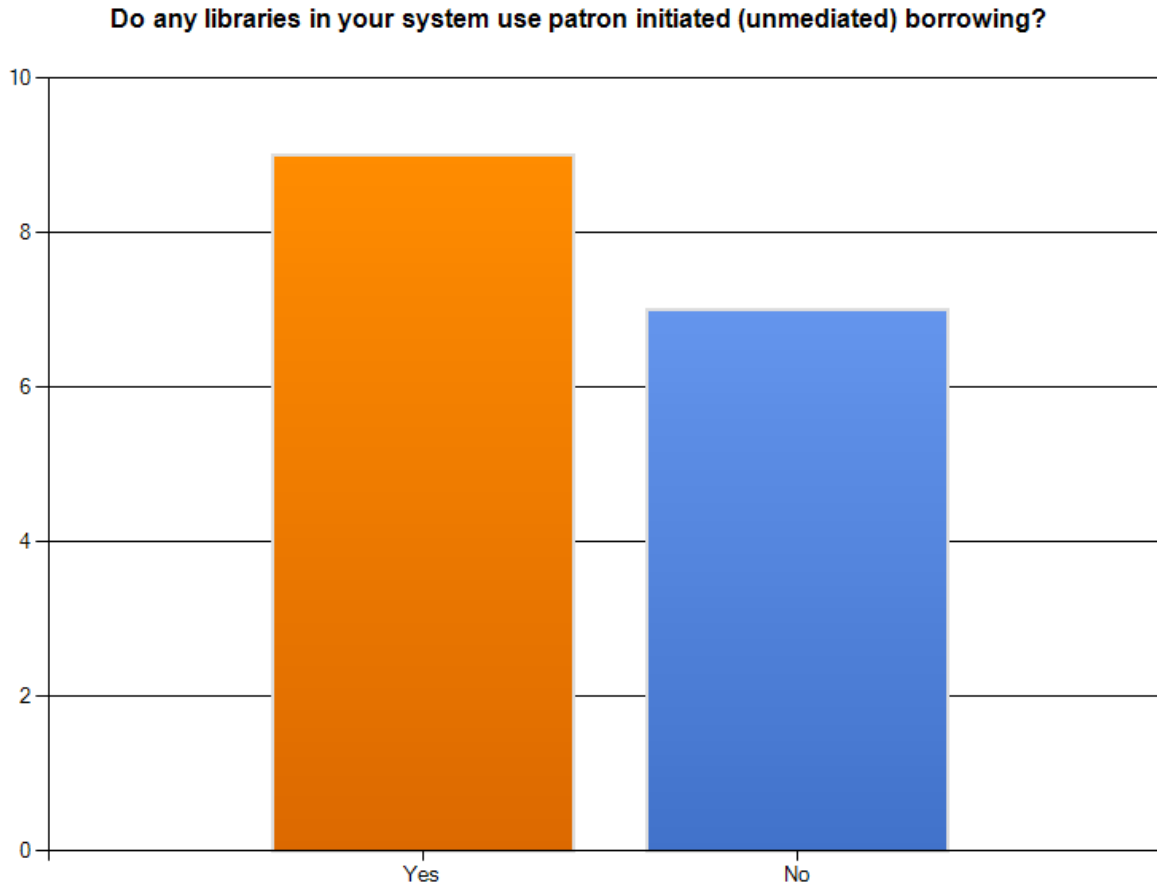
OCLC FirstSearch, direct holds in other shared systems, email

We use OCLC to do borrowing requests for members of our shared consortium. We also will occasionally make requests using email or ALA forms, if the library isn't a lender in OCLC or won't accept requests from us via OCLC. This is a small and diminishing number. We actually do more lending requests than borrowing by other methods. Because we aren't lenders on OCLC we get a pretty good number of email and a few ALA form requests, both from non-WISCAT Wisconsin libraries and out of state libraries. We place holds in the local shared system to fill these requests, as we do for reserve requests from other WISCAT libraries.

WisCat, placing holds on our shared system, email and phone.

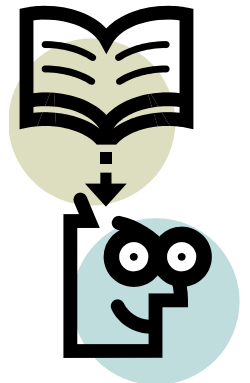
We regularly email WI public libraries that aren't accessible through OCLC. We have placed holds in other catalogs in the past but do so very rarely now.

Do any libraries in your system use patron initiated (unmediated) borrowing?



Unmediated patron-initiated loans

- Concerns:
 - Patron errors in creating requests
 - Patrons requesting items that cannot be borrowed
 - Additional staff time needed to remedy patron errors
 - Possibility for unmanageable increase in volume
- Mediated patron-initiated requests can address most of these concerns



If you do have unmediated borrowing, what percentage of your libraries use it and how is it working? If you don't what are the reasons you are not?

Disadvantage of not being the clearinghouse - we aren't actually sure how many libraries use patron initiated borrowing - I think at least two do ... Not being a clearinghouse, we haven't gotten any feedback about how it's working for those who use it.

We do not use unmediated borrowing for Patron Initiated requesting. In the past libraries were afraid of too many requests. Now that patron limits can be set, it may be time to revisit. I have found there are times that patron miss titles in our local catalog, so that would be one reason we would be hesitant.

1 library out of 52. Less than 2%. They like it. Other libraries don't use it because they fear they will have more use than they can handle.

Have mediated patron initiated but no unmediated. Requests still need to be checked to see if item owned on shared system; is the patron in good standing for ILL; can we trust them :)

Unmediated borrowing is very limited at this time

Roughly 50%

We use patron initiated but not unmediated borrowing right now: our libraries' patrons can use BadgerCat (OCLC) to create and submit requests that only get processed after the staff of their libraries see and handle them first. Our resource library's patrons can submit ILL requests via the library's ILL webform on their website or through BadgerCat on the library website. Then system ILL staff versus resource library staff handle (or 'mediate') those requests.

If you do have unmediated borrowing, what percentage of your libraries use it and how is it working? If you don't what are the reasons you are not?

I asked the ILL librarians within my system why they don't have unmediated requests and they responded that there are enough mistakes being made by even the most savvy users. The type of mistakes they are referring to are multiple requests for the same item (they were not book club requests) , requests for new high demand items, requests for material that is owned on the shared online system, but they didn't look there first or if they did and it was in use so they requested it on WISCAT instead of placing a hold. Wanting everything they see on WorldCat, Wanting an item to keep all semester for a class. Wanting everything they see for genealogy regardless that it does not loan, but could get a photocopy. It is simply more efficient to do mediated requests.

We leave this option to the local libraries and some of them allow unmediated borrowing. Usually it is just for a few trusted patrons who do a lot of ILL. I've never specifically asked, but I'd guess only a few libraries have unmediated patron requesting. Many more use mediated patron requesting. Again I've never counted, but I'd say 1/3 to 1/2 do this for at least some patrons. Several libraries get a majority of their requests this way.

One library out of our seven has mediated borrowing.

not available with the way we are using OCLC. potential for abuse. we have ill via email set up for some of our libraries' patrons and even with that we have patrons that request an extreme amount. Also we see a good number of patrons submit a new request if they don't get an item as quickly as they think they should.

Is paying for out-of-state postage an issue?

- 6 yes
- 5 for some or a few libraries
- 5 no



Is paying for out-of-state postage an issue in your libraries?

Yes, that is tight for some of our libraries as budgets are being hit so hard right now. I do not know, however, whether they are making decisions about whether or not to ILL based on that, yet.

It is for some. Our resource library does not have a budget for postage and ads "no os" to every WISCAT request.

Yes.

For a few of the libraries, yes. Getting to be more as budgets suffer.

Not so far

no

No, very infrequent.

A few. Some libraries choose for us not to go out of our 4 state van delivery network for that reason.

Yes, especially now when library budgets are being cut.

Yes, for some libraries, the volume of ILL that they do makes the cost prohibitive.

Is paying for out-of-state postage an issue in your libraries?

no

yes

For some of our libraries, yes

It is for a couple of our libraries but is not a general problem or complaint. The vast majority of requests are filled withing the delivery network, so I don't hear too many complaints about postage costs.

Not so far.

yes

How many systems set loan periods?

- 3 control loan periods
- 4 encourage, but don't mandate loan periods
- 9 have no agreed upon loan period or allow libraries to set their own policies



Does your system have a policy about how long your libraries should loan their materials?

Each library has their own policies.

Our shared catalog is set for a 6 week check out to all libraries for books - and 3 weeks for videos. Only 2 libraries are not part of our shared catalog.

Most lending to outside the system is done from XXXXXXXX's collection. If an item is borrowed from another library it comes to XXXXXXXX to send it out, and XXXXXXXX sets the due date.

XXXXXXX recommends 3 weeks for dvd/vhs and 4 weeks for all other materials (these are the default loan periods for materials checked out to ILL patrons on the MORE shared system).

XXXXXXXXXX sends theirs out for 1 month, we send ours for 5 weeks. Each system has their own policies/procedures established by staff/ and higher ups.

yes

Yes

Not really. We think it should be 6 weeks for our general lending procedures and we will almost always renew.

No, it's up to each library.

Our system does not have a policy perse, but strongly encourages loan periods to allow time for reasonable delivery and use by customer as set forth in the WI Interlibrary Loan Guidelines.

Does your system have a policy about how long your libraries should loan their materials?

no

no

That is up to the individual library.

We encourage a 3 week loan for videos and 4 weeks for everything else, as a minimum. I'd say most libraries follow this, although it isn't something we monitor or enforce.

Loan periods are set by each library.

Since we do all the lending for our libraries, we determine the loan period.

Handling book club requests

- 3 don't receive or accept requests
- 7 manage primarily within their own system
- 4 manage primarily in WISCAT
- 2 use book club kits as a first resort, then system or WISCAT



How do libraries in your system handle book club requests?

They either find copies through our local ILS, or they use the option for requesting copies through AGENT.

A book club request information sheet was supplied to member libraries at a previous ILL meeting. The system asks libraries not to use new or popular titles for book clubs. We place item holds in our catalog first, and submit WISCAT multiple copy requests for remaining copies needed. We are adding a book club section to our web site and are planning to add web links for reading ideas.

They are encouraged to use items in our online catalog (that don't have holds) and the collections of books at a specific link on our website for bookclubs. They can try to get multiple copies through ILL, but no guarantees are made.

XXXXX prefers the libraries use one blank request form to clearinghouse saying how many copies needed & deadline date. This allows us to fill as many as we can within system before going out of system (this works especially well for non-shared system libraries since we can fill from XXXXX first). XXXXXX shared system libraries place item level holds first and then send a blank request with number of add'l copies needed. XXXXXXXX can quickly get a mixture of WISCAT and OCLC copies as needed plus we avoid schools/academics if possible.

(haven't had any for a long time ...shhhhh)

We have never borrowed for book clubs. We do lend multiple copies but do not give special due dates and do not lend all of our available copies.

Loan periods are scheduled by the resource library that owns the book club kits.

How do libraries in your system handle book club requests?

Unknown

Generally through our shared ILS first, then ILL.

We encourage libraries to find book club kits to use if possible and many do request them when available. Most use the multi-copy request feature of AGent, which they love. A couple of our schools have very active book clubs and have requested 50 or 60 copies, although usually it's fewer.

They place holds on our shared catalog then they use multiple copy form in WisCat.

we have an online form our libraries use to request book club items. the form ask for copies & formats needed & deadline date. If a book club kit is available in state it will be requested to fill the request. If not individual requests are sent for each needed copy.

In the past we've offered what we call "deadline service" and handle book club requests the same way. When an item is requested for a serious need (work, school, projects, etc.) and are needed by a certain time (which would apply to book clubs), library staff are to check if enough libraries in Wisconsin appear to have enough copies available in their catalogs. They can then contact the system ILL staff who will handle and/or process the requests in the way that will get the amount of copies the library needs by the time they need them by - with the due date needed as well if possible and ILL staff will then reply back to that library with that information. The ILL staff will also monitor the requests in order to know that the minimum copies needed are getting filled (in case further troubleshooting is required).

Most libraries try to work with book clubs and keep their requests for those multiple copies within the Library System area because they can get the copies more easily and date extensions and date extensions and deadline dates are easier to meet. A few libraries do go outside of the Library System area for book club requests on a regular basis.

Policies on formats loaned



- 4 allow libraries to set their own policies
- 4 have policies in place
- 4 encourage, but don't require loaning of all formats
- 3 do not have policies

Does your library have a policy about what formats should be loaned?

Each library has their own policies.

We encourage libraries to loan all formats. Some specific software sets and brand new items are noncirculating at certain locations.

We have guidelines about what should not be requested. We also don't loan what we don't request.

Unwritten policies: 1) if you loan it to your patrons, it should go to ILL patrons; 2) if you want to borrow that format, you must lend that format.

YES

no, each library determines their policies

Yes

No.

Not at the System level.

No, but we strongly recommend that they loan as much as possible. If they do not loan a format, they should not ask to borrow it.

Does your library have a policy about what formats should be loaned?

no

No, that is up to the libraries.

My recommendation is that a library lend on ILL any format or from any collection that they lend to local patrons. The only exception is for very popular items, which everyone likes to keep at home if they can. I can't say everyone follows my recommendation since we don't monitor or enforce it. But I think the majority do.

Each library sets policy about what formats are loaned.

New formats aren't loaned (currently playaway, video games) since they usually aren't widely held even within the system.

Receiving requests for formats not addressed by current policies?

- 3 systems (not clearinghouses) aren't aware of this as an issue
- 8 not very often
- 2 very often
- 1 system adjusts policies to manage new formats



How often do you receive requests for formats that current ILL policies do not address?

I do not know - again, a disadvantage of not being the clearinghouse.

I am not aware of any, though each library handles their own requests as lenders.

not very often

Our above unwritten policies help cover any new format; also often new formats are so popular/in use (such as the Wii games) they are not available for ILL right away.

NOT OFTEN, ..IF WE DO we adjust the policies

very rarely

Rarely.

Not often.

Lending is not done at the Library System level. This does not happen that often at the library level.

None so far.

we currently loan all formats

NA

This is becoming more frequent, although I don't have figures. Playaway seems to be requested more frequently and is hard to borrow.

Never.

Handling net lenders within your system

- 1 systems offers some compensation
- 7 systems don't offer compensation
- 3 systems don't make cash compensation, but do adjust lender lists or offer other off-sets
- 4 systems aren't sure how this is or could be handled



How does your system handle the issue of net-lender WITHIN your system? Do you have a procedure for some type of compensation?

Net-lending within XXXXXXXX is a significant issue. Right now there is no compensation. We are working with our ILS to try to adjust where libraries are in a request queue to help alleviate some of the burden on the biggest lenders (they go to the bottom of the list).

We do not compensate for net lending, but we use the statistics to formulate the lender priority list in our shared system. Libraries that participate in the shared catalog receive a token amount for being a net lender. There is a set amount of money in the net lender line item, and whatever percentage a library is of the materials shared between XXXXX member libraries, they get that percentage of the amount of net lender line item.

Net-lender WITHIN system not handled by compensation at this time; may be discussion about this in the future (possibly tied to delivery costs).

I am not sure what a net lender is. Our computer systems keep track of how much of our stuff community borrows and vice versa.

not at this time

2 libraries seem to be net-lenders, but there is no special compensation for their trouble.

No compensation for ILL lending.

No, system does not have a procedure.

How does your system handle the issue of net-lender WITHIN your system? Do you have a procedure for some type of compensation?

no

At this time there is no compensation mechanism.

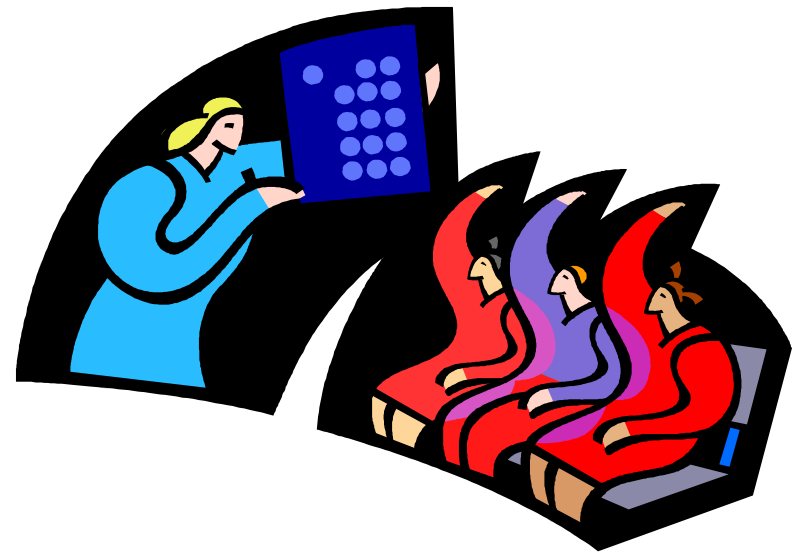
Our position is that our members are compensated for sharing by the system services they receive. Specifically we offer money grants and free delivery to public library members and subsidized delivery for non-publics. We've always felt that net lender reimbursement was a can of worms we didn't want to open. Our position is that even if you are a net lender the benefits of sharing outweigh any imbalance in lending ratios.

We do not charge for ILL.

unsure. not something I deal with.

How are training needs addressed?

- 8 use all training methods (one-on-one, at the system, at the library, webinars)
- 5 systems provide one-on-one and workshops at the system level
- 2 reported no significant training needs



How does your system deal with training of your libraries? One-on-one, at the system, at the library, webinars, other?

We have not offered any significant training since the staffing change that essentially removed our role as clearinghouse. We hope to ask someone from RLL to come and visit our libraries for a refresher training soon. Right now we simply try to make sure everyone is on the ILL mailing list from RLL to receive e-mail updates.

We have a combination of: one-on-one (if needed); workshops and trainings at the system and at libraries; and webinars. We are planning to use the software "Captive" to create training video clips that librarians can view at any time.

all of the above.

Mixture; in the past an ILL workshop at the System every other year; one-on-one training at the library for new director/ILL staff; and have done a few webinars. Also a few of our counties have regular meetings of their librarians, have attended those to provide training.

Usually they come here or I go out there. are you talking XXXXXX or the Reference staff here?

Since the basic method of access has not changed in many years, training issues rarely come up. Those that have come up are usually handled on a one on one basis (library-centered or systematic problems have been rare).

Combination of all of the above. As needed.

One-on-one over the phone, on-site, online instructions/webpages, as needed, webinars have been used.

Training in ILL for member libraries is done by the Library System on one-on-one basis as needed or at the state level via webinars or on a one-by-one basis via phone or webinar if needed.

All of the above.

How does your system deal with training of your libraries? One-on-one, at the system, at the library, webinars, other?

one on one, at the system.

one-on-one, at the system, in the libraries

Workshops at the System HQ and RLL webinars.

We do all of these things except our own webinars. I answer many questions by phone and email and we have a local ILL listserv. We have CE sessions (workshops) and do local visits as needed. Our orientation for new librarians has a session on ILL and delivery. I would like to do webinars, but we don't currently have the software for it. We just got a mobile computer lab and so I hope to use that for ILL training as well.

All of the above.

in the past we have done training by county & at the system level. Refresher training or training for new staff at individual libraries is done over the phone and with VNC.

Are per-patron ILL limits set by the system or member libraries?

- 7 systems have limits set by individual libraries
- 2 systems report some member libraries set limits
- 1 system has system-wide limits
- 5 system reports no limits in system libraries



What are the per-patron ILL limits?

that can be checked out to one patron at the same time

- 5
- 10
- 15
- 30

that can be checked out per-patron, per-day

- 3
- 5
- 10

- PER-PATRON, PER-YEAR
- 100



Are there limits on the number of items patrons can request via ILL? If so, what are the limits?

Each library has their own policies.

Each library has their own limits. Most libraries have no ILL limits, but a few have limits:

Library 1 -10;

Library 2 -10 for patron initiated

Library 3- 10 for public

Library 4 -30-patron; 5-youth; 3-restricted

Library 5 -10-restricted

Library 6- 15-patron; 3-restricted

We have a system wide limit per patron per year. Libraries are free to set lower limits.

Varies from library to library. Most of XXXXXX area libraries don't have limits. A couple limit to 100 per year; for a couple it's 5 a week.

At this time for XXXXX it is 5 per day, but we only order three per day for each borrower. This is in the process of being changed. I called XXXXXXXX and their rule is 3 per day per patron....however the patron can go to each of their 3 branches & order 3...(as could ours if they were so inclined...but'd I'd catch em!)

There are no official limits but single requests are given priority over multiple requests in processing.

Are there limits on the number of items patrons can request via ILL? If so, what are the limits?

no

Individual libraries may have their own policy for this. Generally system-wide there is no limit policy. For the resource library no limit is advertised because we see all the patron initiated requests and there are so few patrons that request a lot of material, we prefer handling them on a case by case basis. If a patron requests more than 20 at a time or repeatedly, we will call them to understand what their ILL needs are and if a limit is appropriate we limit them to 5 requests a week.

Each library determines that policy. The guideline recommended to libraries is for patrons to request "5 at a time."

Some libraries limit to 10 requests at a time.

no

That is up to the individual libraries.

We have no system-wide limits and would have no way to enforce them if we did. Local libraries sometimes have limits, but my impression is that they are often not very rigorously enforced. My experience is that the number of times where limits are needed are small and best handled individually instead of by a generic rule.

Limits are set at individual libraries.

no. unless the individual member library sets one.

Does your system encourage particular ILL policies for libraries?

- 5: No
 - 2: Statewide policies
 - 2: Lend what you'll borrow
 - 1: Local policies
 - 1: At the shared system level
- 1: Widest borrowing & lending possible
 - 1: Holdings update and response rate standards
 - 1: Give patron enough time with an item borrowed through ILL

Does your system set or encourage particular policies for your individual libraries? If so, what are they?

No. Not in terms of our of out of system ILL. We do have some shared policies for internal ILL through our shared ILS. (sorry - it's hard to tell with some of these questions whether you want comments on our internal ILL via the shared ILS or just our ILL through WISCAT)

We follow the statewide ILL policies. For the shared system consortium we all work together to set policies.

Sure. There are many local policies they can set, including but not limited to: how many items a patron can request per day/week/month/year, who can place requests, whether they have to have a card to place request, etc.

The shared system is the place where particular policies and the need for standardization continues to be argued. I encourage our unwritten sharing policies through training and ILL memos.

no

Generally, all libraries are encouraged to lend anything they would lend to their own patrons but there is no system incentive for doing so.

no

Just that the libraries give their patrons enough time with an item they've requested via interlibrary loan - if a non-entertainment and/or non-entertainment media item arrives with a due date of less than 2-3 weeks, try to get a renewal and/or different due date to accommodate at least 4 weeks for their patron.

Library System encourages libraries to lend the same material formats that their patrons request through ILL.

Ask that they follow the WI Interlibrary Interloan Guidelines. Do not request popular high demand items.

Yes, we do loan newer material. Has to have a shelf life of six months. Borrowing libraries with outstanding fines/bills cannot borrow until resolved.

Does your system set or encourage particular policies for your individual libraries? If so, what are they?

no

We have two standards related to resource sharing that are requirements for all our members, both public and private. Both have to do with responsibilities as lenders. All members must:

- 1). Have holdings that are updated at least annually, either in the WISCAT Union Catalog or a local catalog accessible by the WISCAT software.
- 2). Give a response to at least 90% of all lending requests that come to them.

These are pretty minimal standards, but we do enforce them with consequences if libraries don't comply.

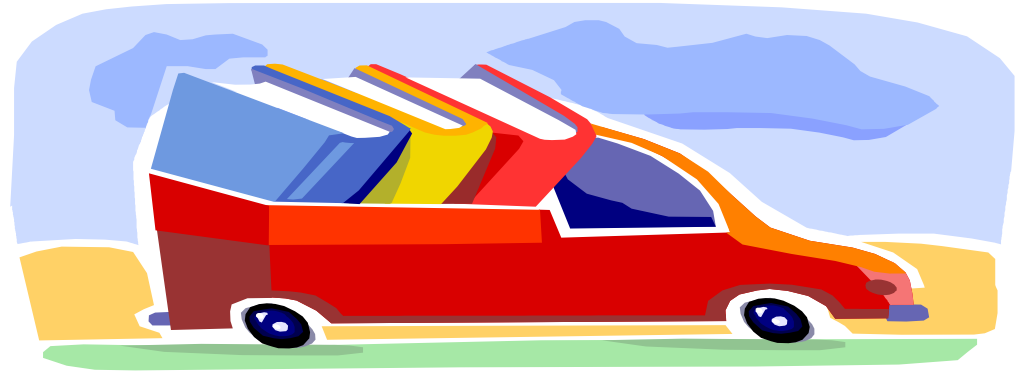
No.

AV must be at least 12 months old before it can be requested through ILL. books 4 months. Items that are owned within the system should not be requested through ILL. (with some exceptions. book clubs, damaged items)



Specific delivery issues

- 5: No issues
- 2: Cost & volume
- 2: Speed
- 1: Cost
- 1: Volume
- 2: Other - Need/want more days or would like to explore cost of mailing items at other than “library” rate



Regarding delivery, are there specific issues your library system has, e.g., cost, speed, libraries not on delivery, etc.?

We are simply trying to deal with ever increasing volume - and making sure that, at least in terms of internal XXXXXX ILL, changes made to try to deal with net lending do not further slow down delivery speeds.

We would like all libraries to have more delivery days, but the cost is prohibiting us from doing so.

Not really.

Cost will always be an issue; volume continues to grow; encouraging libraries to add additional days of delivery at their cost as their volume reaches a certain level.

We love the red bins. We were surprised to see that postage costs (so far) have not gone up since OCLC became our primary source of materials (as told to me by a supervisor (this is anonymous, right BOB?))

speed has been an issue at times

Cost.

We would like to explore the relative cost difference/significance of mailing items at rates other than library rate.

Keeping the materials moving as quickly as possible through delivery with an increasing volume in the number and different items being transported as the cost of delivery continues to increase while budgets decrease.

One library is encouraging 5 day delivery service for all consortium members, but cost, staffing, hours open, makes this prohibitive.

Regarding delivery, are there specific issues your library system has, e.g., cost, speed, libraries not on delivery, etc.?

no

Currently, delivery is working well.

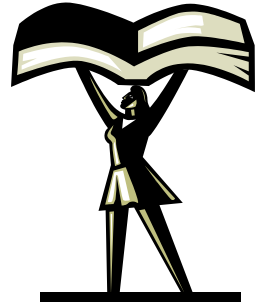
Our biggest issues regarding delivery relate to:

- 1). The growing cost of statewide service (We have the 3rd highest cost in the state).
- 2). The growing volume of items moving in our regional delivery network.

Both of these issues relate to the fact that delivery costs are growing faster than our resources to pay for the service.

All our libraries are on the SC delivery.

ILL staffing – who does the work?



- Systems and larger libraries:
 - Librarians or full time staff or part time staff
 - Sometimes reference staff also create and/or manage requests
- Medium and small libraries:
 - Some librarians, full or part time and/or para-professionals, full or part time
 - Some directors (full or part time) are the only staff handling ILL and everything else

At both the system and individual library levels, what level of staffing is there for ILL, e.g., professional librarians, para-professionals, students?

It varies from professional at the system and a couple of the larger libraries to para-professionals at many of the smaller libraries. Other than XXXXXXXX and XXXXXXXX, most of our libraries have part-time staff for ILL and all different levels of education. At the system level we have one full-time ILL person (myself), and I also manage delivery, Mail-A-Book and administer many of our databases. I am not a professional librarian with a degree, but have been at XXXXXXXX for 30 years, with experience in many areas of system activity.

System: about .02 FTE (professional)

System resource library: 2-3 FTE (professional and para professional)

libraries: it varies greatly, but is unknown. probably para-professional at most libraries, but some professional involvement at some of the largest ones

At XXXXXXXXXX- professional (XXXXXXX) and paraprofessional (XXXXXX & XXXXX); at XXXXXXXX libraries, often small library directors do it all; many paraprofessionals/library assts at other sized libraries.

The Reference/Information staff at both Library systems generate the requests in OCLC. They are handled by me...and I guess after 20 years I'd be a para professional..while my classification here is a clerk. When received the materials are handled by my coworkers whom I also consider para professionals, while their classification is that of Aides.

At the system level, there is 1 full-time ILL professional and 1 part-time para-professional. At the library level, all reference personnel are trained to forward basic request information to the central ILL office but otherwise, have no ILL specific training. 3 employees at the system level, a director at each library. Our 2 largest libraries in the system each have 1 additional employee to handle ILL.

The ILL dept. handles the ILL for all the libraries in XXXXXXXXXX except for XXXXXXXXXX PL. XXXXXXXXXX PL's ILL tasks are part of a professional librarians' duties at XXXXXXXXXX. Our ILL dept. consists of 1 professional, and approx. 2.5 FTE para-professionals.

System level: ILL Librarian. Library level: paraprofessional staff.

Varies by library.

At both the system and individual library levels, what level of staffing is there for ILL, e.g., professional librarians, para-professionals, students?

unknown

At the System, a professional librarian at individual libraries, it varies between professional and para-professional.

At the system level one full time professional (myself) devotes a majority of his time to ILL. I have clerical help part time. This clerical help devotes most of her non-ILL time to delivery, which is also my responsibility.

The XXXXX PL has about one full time equivalent working on ILL. One professional librarian does part of the work and she supervises a part time clerical helper. Our medium size libraries have assistants who devote part of their time to ILL. In the smaller libraries the director usually does the ILL duties, again part time.

One professional librarian

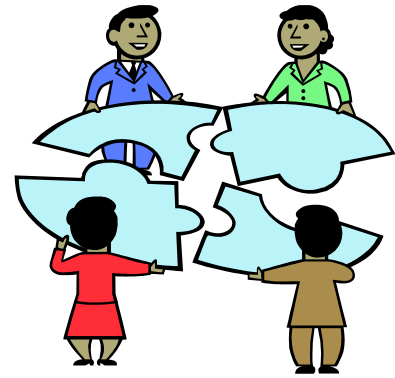
Seven para-professionals

ILL staff

1 full time para-professional

5 part-time clerks (52 hours total) that split their time between ILL and unpacking and sorting our system delivery.

Unmet needs or issues



- Libraries that frequently suspend service
- Rewrite the ILL guidelines, specifically on using ILL as a substitute for collection development
- Out-of-state vs in-state
- How users feel about the WISCAT/OCLC/ ILS products used in consortiums
- Focus on sharing vs focus on resource-sharing software platform

Are there particular unmet needs or issues that have not been addressed in this survey?

Not that I can think of. I could contact you if anything comes to mind!

Libraries that frequently suspend service especially resource libraries gets to be a problem; libraries that frequently don't answer incoming requests (expiring without response).

not that I can think of.

I am interested in hearing whether others think it might be time to rewrite the ILL guidelines, specifically on using ILL as a substitute for collection development. With the decline in collection development budgets, maybe it is time to openly encourage libraries to use ILL as a substitute for items that are expensive and will likely have low usage.

Not that come to mind. Thank you.

Out of state vs in-state. This survey does not address how users feel about the WISCAT/OCLC/ ILS products used in consortiums for resource sharing and the advantages and disadvantages of each.

no

In the last few years there has been a lot of wrangling around the state over ILL, usually cast as a battle between WISCAT and OCLC. I never accepted this characterization and still don't. In fact the ILL software used is not nearly as important as having a cooperative attitude that sees the value of resource sharing. In fact, over the next few years I think we'll see technological developments that will make the ILL software issues more and more irrelevant. It's the sharing that's important, not how we do it. If we keep that goal in mind we will be able to move forward in a positive way.

None that I know of.

Thanks to
All of you for attending
Bob Shaw & the RSRT for creating the survey
The public library systems for sharing
Charles Clemence & Beth Price for presenting!



Questions about this survey?

Contact

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http://www.wils.wisc.edu/events/WAPL10_rshaw.pdf