

Inter-Library Loan Practitioner Survey



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THE BRITISH LIBRARY

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Executive Summary

To inform British Library strategy for our resource-sharing and inter-library loan (ILL) services, we ran a survey of inter-library loan practitioners based in UK Higher Education Institutions (HEIs), in association with Research Libraries UK (RLUK) and the Society of College, National and University Libraries (SCONUL).

The aim of this research was to provide a detailed picture of resource sharing and inter-library loan activity in UK HEIs looking at systems, workflows and networks; trends in collection management, resource-sharing and inter-library loan; changes in student and academic researcher behavior; and what practitioners think about the services they use, including British Library On Demand.

Overall, staff from 80 UK HEI libraries completed the online survey between 25th September and 29th October 2023. This was just before the cyber-attack on the British Library. The response was a little under half the members of SCONUL and is a good response for an online survey. Appendix A provides a list of the participating UKHEIs and a map showing the geographic coverage of responses.

Key findings

Section 1: Systems, workflows and networks

- The majority (52%) of respondents are using Ex Libris library systems.
- 83% of respondents overall said the ILL module is integrated with their library system, rather than being standalone.
- Functionality, integration and automation are the most popular things about respondents' library management systems – but these are also the areas that most people felt could be improved.

Section 2: Content

- Supply of journal articles (print and e) and book chapters (print and e) are by far the most popular answers for content that respondents would look to source from the British Library, followed by loans of printed books and journals.
- The top three reasons for choice of source were ease of use (from integration with workflows/library systems), speed and cost.
- Challenges included having multiple places to check, incomplete/poor metadata, complexity, availability (including ebooks not being loanable), and user expectations around speed.
- The most popular first choice for sourcing content was Rapid ILL, with British Library On Demand the second most popular first choice, then Local Consortia, WHELF and OCLC.
- The majority (82%) of respondents use the same sources for print and digital content.

Section 3: Trends in collection management, resource sharing and inter-library loans

- 60% of respondents expect their acquisition budget to stay the same, but almost 30% said they expect it to decrease.
- 49% of people said the amount of ILL/resource sharing has increased in recent years.

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- Over 90% of people said the amount of subscribed content has increased or stayed the same.
 - Almost $\frac{3}{4}$ (73%) of respondents expect changes to purchased content and inter-library loans to continue.

Section 4: Student, researcher, academic behaviour

- Student footfall seems to be holding up or increasing, possibly related to the increased amount of study space reported by many respondents.
- 82% of respondents said user behaviour has changed since the pandemic, giving many detailed examples of how it has changed.
- 88% of respondents reported that collection usage – both print and digital together – had either remained the same or increased over the last two years.
- 40% (33 people) said their role has changed significantly since the pandemic and explained how it has changed, with more hybrid/remote working and changes in demand for and acquisition of digital format material being the most frequently mentioned changes.
- Finally, the question **How could the British Library support you and your users more?** prompted a wealth of suggestions. In the narrative for this part of the report we grouped the suggestions under four headings: Content, Service improvement, System integration/workflow improvements, and Pricing/financial.

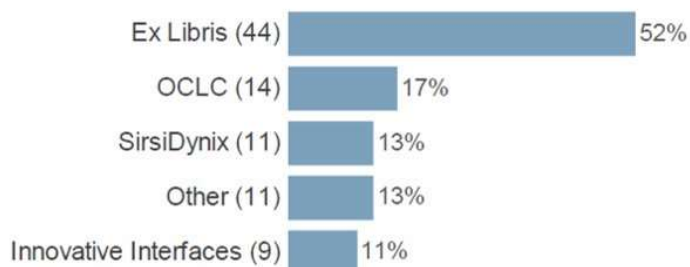
Findings

Section 1: Systems, workflows and networks

This section consisted of four questions looking at which systems are being used, the degree of integration of Inter-Library Loan/Document Supply with the overall Library Management System, the most popular features, and key areas for potential improvements.

The results from each question are below, along with our interpretation.

Q1. Which Library Management Systems are you currently using?



If 'Other', please specify:

Koha	Alto	ESS Library Management Cloud
ESS	Alto	Rapid ILL
Softlinks- Liberty	V-Smart	ESS (Soprano and Alto)
ESS - Alto	Sierra	

Over half the people who responded to this survey use Ex-Libris systems: 44 respondents selected this option, or 45 if we include the 1 response for Rapid in 'Others'.

OCLC and SirsiDynix were the next most popular choices.

Of the 11 selecting 'Other', 6 respondents selected ESS/Alto.

Q2. Does your Inter-Library Loan module integrate with your overall Library Management System or is it standalone?

- Yes, it does integrate (70) 83%
- No, it stands alone (14) 17%

Q3. What three things do you like about your Library Management System?

The free text answers to this question can be seen in full in Appendix B.

When categorised, the most popular answers (by number of mentions) were in the following categories:

- Functionality (including analytics) (63)
- Integration with LMS/other systems (52)
Automation (24)
- Cloud-based (15)
Ease of use/UX (8)
- Global network of supplying libraries (4)
- Support (3)

Q4. What three things would improve it? (Text box response)

The free text answers to this question can be seen in full in Appendix B.

When categorised, the most popular answers were:

- New/additional functionality (20).
- More integration with other systems e.g. finance (14)
- More integration with other LMS (9)

There were lots of ideas for new functionality, including better reporting, letters that are easier to customize, and due dates for inward loans that appear on the receive slip.

Section 2: Content

This section consisted of five questions looking at content types required, what's most important when sourcing content, challenges, sources used, and whether colleagues use different sources for born digital content versus content scanned from print/in printed format.

The results from each question are below, along with our interpretation.

Q5. Please estimate the split of content types required?

Sourcing access to physical books and journals and contemporary born digital articles are reliant on the British Library. Respondents said they would look to source the following content types from the

British Library primarily. The figure for Journal articles/Book chapters is for print and e together:

- Journal articles/book chapters 150
- Loans of books/journals 81
- Grey literature/Theses 68
- Ebooks 61
- Other, please specify 56

Q6. What is the most important feature when sourcing content?

This was a two-part question, where we asked ‘What is the most important feature of your system when sourcing content?’ and then asked respondents to rank those features in order of importance.

In terms of most important feature, the results (number of responses) were:

- Integration with workflows/LMS (24)
- Speed (23)
- Cost (15)
- Range of content (12)
- Ease of use (9)

In part two of this question, where respondents ranked the features, the top answers were:

- Integration with workflows/ everything on the same Library Management System
- Speed of service
- Cost
- Range of content
- How easy it is to use.

Other features respondents liked included:

- Ease of locating a library that holds the required item
- Availability of an item
- A good service standard
- More than one way to pay. An example suggested was paying using IFLA vouchers.

Please see Appendix B for more detail.

Q7. What are the challenges with sourcing different content types? Please provide detail. (Text box response)

67 people answered this question, which highlights the number of challenges people are experiencing. The free text answers to this question can be seen in full in Appendix B.

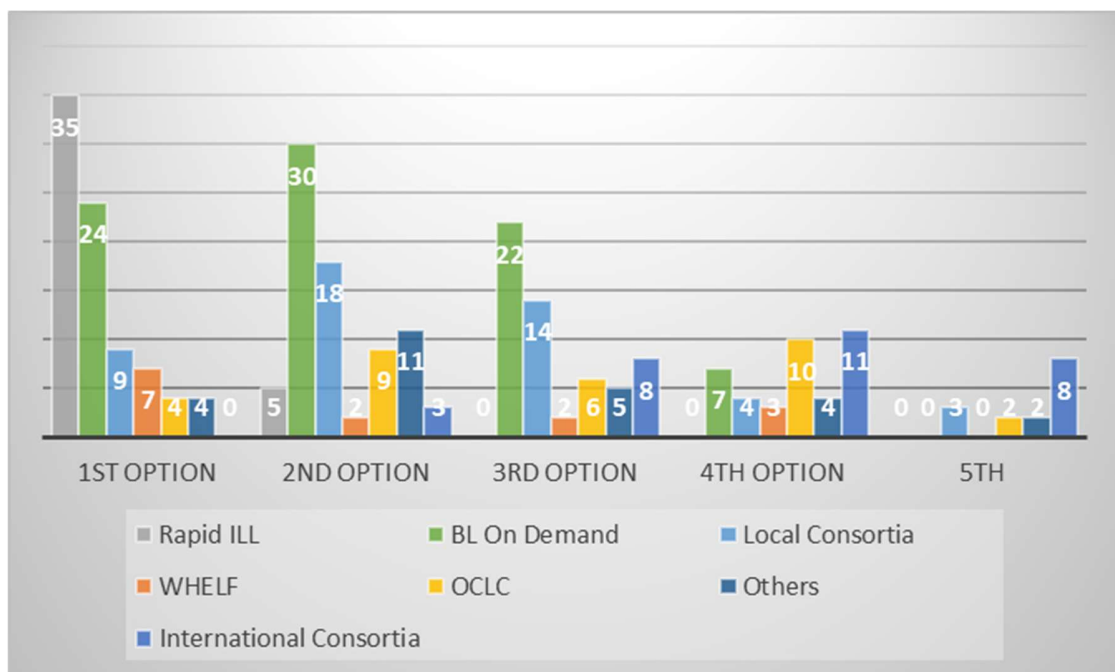
We have grouped some of the answers together into categories:

- Multiple places to check.
- Incomplete holdings records/poor metadata.
- Time-consuming.
- Complexity. Examples given included: Physical items can have complex conditions of loan, copyright, identifying Open Access versions, redacted content, international loans require more complex customs paperwork since Brexit, Theses with retracted portions.
- Availability e.g. reference-only or restricted items; embargoes; copyright.
- Issues around ebooks and lending of ebooks.
- Cost/funding.
- Problems with postal deliveries/couriers.
- User expectations: with some users wanting items instantly or more quickly than is possible.

Q8. Which libraries/networks do you approach to source content?

We asked which libraries or networks people approached to source content and to rank them from most frequently used to the least frequently used.

This graph brings that information together. The numbers show the number of responses for each choice.



Interpreting these results:

- The most popular *first* choice for sourcing content was Rapid ILL. British Library On Demand was the second most popular first choice, then Local Consortia, WHELF and OCLC.
- However, the British Library then becomes the most popular *second* choice, whereas very few opt for Rapid as their second choice and no one used Rapid as their third, fourth or fifth choice.
- Local consortia become more important as a second or third choice and OCLC also becomes more relevant as a second or third choice.
- International consortia become more important as a third, fourth or fifth choice.

Q9. Do you use different sources from above when obtaining born digital content or loans/scanned from print?



The vast majority (82%) do not use different sources.

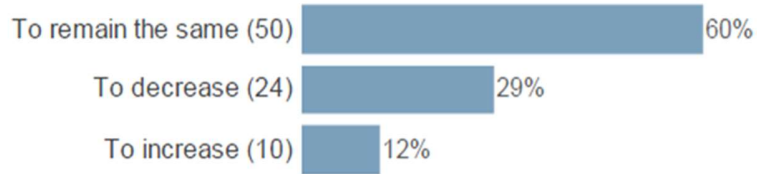
But those who do, went on to the name sources used. Including:

- ResearchGate, Unpaywall and Open Access content found on the web
- Reprints desk, CLA DCS, publisher websites
- CONARLS partners
- Arrangements with health libraries for journal articles.

Section 3: Trends in collection management, resource sharing and Inter-Library Loans

This section consisted of four questions looking at changes in budgets and content.

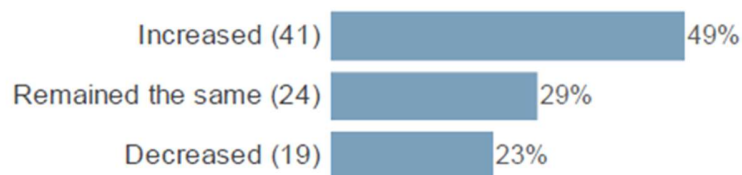
Q10. Do you anticipate your library acquisition budget to increase, decrease or remain the same?



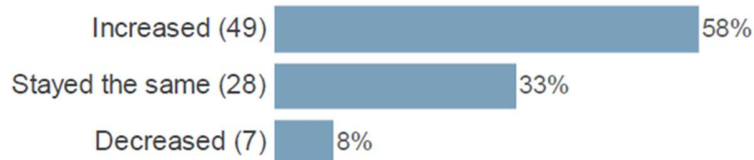
In this question, 60% of respondents expect their acquisition budget to stay the same, but 29% (almost a third) said they expect it to decrease - which is worrying.

Looking at the next two questions together, 49% of people said the amount of ILL/resource sharing has increased in recent years – which is interesting because over 90% of people said the amount of subscribed content has increased or stayed the same.... so it seems users just want more content overall and libraries are having to respond to that.

Q11. Has your Interlibrary loans/resource sharing:

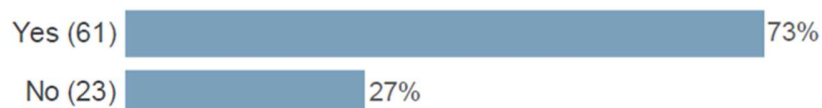


Q12. Has subscribed content:



Q13. Do you anticipate any changes in subscribed or purchased content and inter-library loan/resource sharing over the next 3 years?

Finally in this section, almost ¾ of respondents said they expect changes to purchased content and ILL/resource sharing:



Free-text answers described what kinds of changes are expected – and there were lots of quite long explanations. In summary:

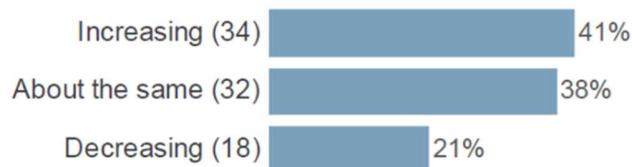
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- There were mixed views on whether ILL will increase in volume and importance as an alternative to journal subscriptions as a result of these changes, with some people seeing ILL as compensating for reductions in purchased content and others seeing open access content as playing a greater role.
 - Others reflected that users are tending to use the web more and more and worried that libraries will see declining requests and usage in future.

Section 4: Student, researcher, academic behaviour

In this section we asked five questions. These looked at student use of the physical library, changes to the use of library space, changes in user behaviour and expectations, changes in usage of print and digital material, and changes to librarian roles since the pandemic.

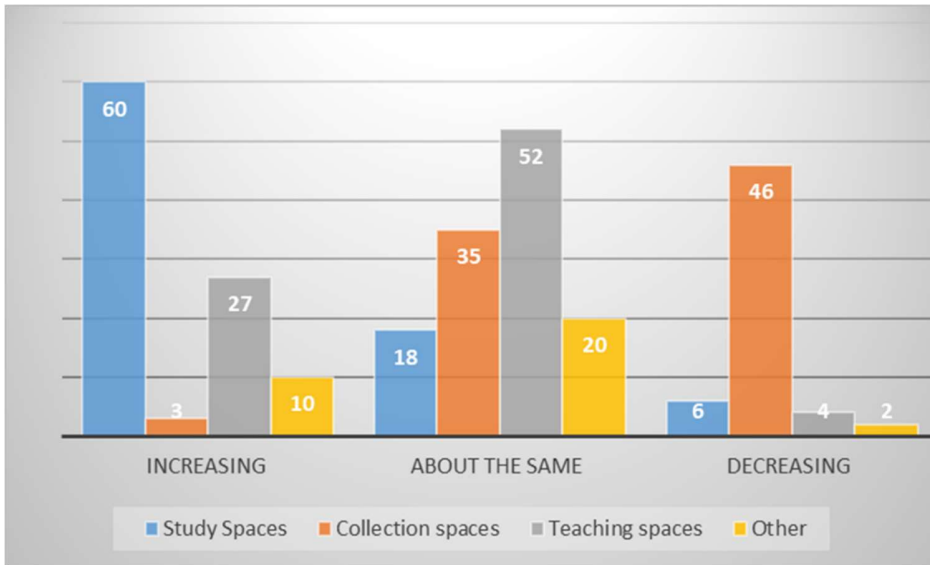
Looking at each question in turn:

Q14. How busy are your physical libraries generally in terms of student traffic?



Student footfall seems to be holding up or even increasing. This may be correlated with changes in the space design and amount of space for different uses in our physical libraries as shown in the next question.

Q15. Are your physical libraries changing?



This chart shows numbers of responses, rather than percentages. So 60 libraries out of the 80 who took part said the amount of study space (shown in blue) is increasing. With more study space provision, it is not surprising there are more students in the library.

In contrast, collection space (in orange) is decreasing or staying about the same.

Q16. Has patron behavior changed since the Covid-19 pandemic?



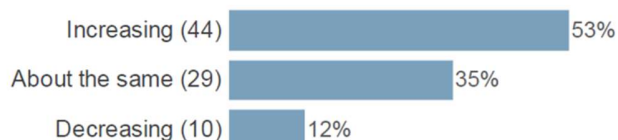
So, 82% of respondents said user behaviour has changed since the pandemic. But what are they doing?

This was one of the free-text boxes where people gave lots of rich detail and examples of observed behaviour. We read all the comments – which you can see in full in Appendix B - and synthesised them. To summarise:

- Most people said that use of online content is going up and use of printed material - including ILL - is falling.
- But a handful of people said there’s been a steady increase in borrowing printed collection materials.
- About a fifth of people said users are more demanding - in terms of expectations for instant access to digital content of all kinds and faster delivery overall. People described how some users expect delivery of ILL printed books and journals to be faster than can be provided, and how some then decide not to go ahead because the ILL won’t arrive in time to be useful for them. Speed came through as a key point.
- Many people said users – while demanding in other ways - are asking fewer in-depth enquiries.

-
- On another note, some people said footfall in the library has declined, and connected this with more hybrid teaching in their institution. This mirrors the results to Q14 where 21% of respondents said student traffic is declining.

Q17. In the last two years, has usage of your collection (print and digital) been:



Taken together, 88% of respondents to this question said that collection usage – both print and digital together - was either the same or increasing.

Q18. Has your role changed significantly since the Covid-19 pandemic?



While the majority of respondents (60%) said their role has not changed significantly, 40% (or 33 people) said yes, their role has changed significantly since the pandemic. They all went on to provide an explanation of how their role has changed, and these can be seen in Appendix B.

The most popular answers when categorised were:

- More hybrid working (8)
- My library has adopted an e-first policy and/or there's more demand for digital (8)
- Additional duties/increased workload (6)
- Doing more Inter-Library Loan work (5)
- Changed job (5)

Section 5: Service improvement

This final section consisted of one open question with a free-text box which invited detailed answers.

The survey was conducted *before* the cyber-attack on the British Library, and therefore the answers reflect the picture at that time.

Q19. How could the British Library support you and your users more?

The free text answers to this question can be seen in full in Appendix B.

We have grouped them under headings:

Content

Respondents highlighted that the content that they would look to source from the BL primarily is:

- Contemporary books (physical and electronic)
- Rare, hard to find or unique items
- Grey literature
- Reports
- Conferences

The main point to note is that books were mentioned consistently. A theme that emerged is that contemporary, born digital journal articles were less of a focus for what is needed from the BL than accessing contemporary books, both physical and ebooks.

Alongside contemporary books, another theme is that the BL can support HEI librarians by providing access to rare, hard to find or unique collection items. This covers all sorts of formats: older books and journals, grey literature, reports, conferences – areas where our collections are deep and broad. Respondents would like us to maximise access to the collection, including possibly considering using Legal Deposit material for resource-sharing/ILL.

In addition to the content available, respondents liked access to copyright fee paid content: for EHES, supporting reading lists and for commercial activities within a university and/or where access is required for uses over and above what fair dealing allows.

Service improvement

Respondents gave the following feedback for potential service improvements:

-
- Enable and support ebook lending between libraries
 - Advocate for Controlled Digital Lending and/or Licensed Digital Lending
 - Digital articles instantly available like some commercial document delivery providers
 - Communicate changes more effectively
 - Reinstate the B2C remote service so that HE students can order directly from the BL

Unsurprisingly, ebooks figured prominently. This survey highlights that ebooks can be a pain point for libraries for many reasons including: cost, restrictions, ability to share or a common platform to share on. There is a desire for controlled ebook lending, and, also controlled digital lending of digitised books, with requests for the BL to advocate for and potentially provide these services.

There was some feedback saying that the BL could communicate change, and the service, more effectively. A good example is that accessible copies was mentioned as a service improvement. We already offer an accessible copies service under an exception to copyright law, but the BL needs to raise awareness and enable easy access to this service.

Respondents also wanted us to reinstate the business to consumer (B2C) remote service so that HE students and staff can acquire content directly.

System integration/workflow improvements

Respondents gave the following feedback regarding systems integration and workflow improvements:

- BL systems to integrate more easily with LMS's/ILL workflows
- Join RapidILL
- Develop the BLOD API to integrate more easily with Rapid/OCLC
- Remove SED/encryption - please note this has already been enabled
- Allow for easier cancellation of orders
- Improved reporting/clearer reasons for failures

Some strong feedback is that libraries would like our services to integrate more easily with your LMS or ILL workflows. This was true for all library systems and workflows, although Rapid was mentioned specifically.

Another request was to remove encryption/secure electronic delivery. We can confirm that the BL no longer encrypts documents supplied to UK Higher Education. However, if a library's LMS defaults to Secure Electronic Delivery in its preferences, then we will continue to send securely.

There is an opportunity to amend workflows in light of feedback and requirements.

Pricing/financial

Respondents gave the following feedback regarding BL pricing for BLoD:

- Consider new pricing models along the lines of other services such as RapidILL. Move away from transactional pricing.
- Consider flat fees or subscriptions.
- Remove renewal charges.
- More flexibility of lost item/replacement charges.
- Use BLoD account to pay for EThOS requests.
- Continue the banker/ILL claims process.

The impact of systems like Rapid ILL, which allow peer to peer sharing of content without charging for documents, building on changes to copyright law, have led to a 'new normal' of not paying for ILL. The British Library is governed by Treasury rules, which means that we have to provide our services at cost recovery.

There was a desire to explore other business models such as flat fees or annual subscriptions, although it was noted that this model would not suit all HEIs.

It is interesting to note that only one respondent mentioned the ILL claims/banker function that we provide to enable charged transactions between libraries to be paid for. However, since the cyber-attack we have had lots of questions about this – including at the ALN ILL Group event - which leads us to believe that this is a valuable and ongoing service we provide to the sector.

Conclusion

This survey was completed by 80 UK HE libraries, almost half of SCOUNL members and a significant proportion of UKHEIs as a whole. We are very grateful to everyone who completed the survey and to RLUK, SCOUNL, FIL and ALN for their support in encouraging completion and engagement with the results.

It is clear that resource-sharing and ILL remain an important part of UK HE library services. It is also clear that the British Library still plays an important role in the ecosystem, being the second most popular choice source after RapidILL for the HEIs who took part in this survey.

The survey provides valuable insights into the current landscape, covering the systems used for resource-sharing and inter-library loan at this point in time and their strengths and weaknesses, the content and sources used, trends in collection management, and changes in user behaviour and expectations. It also provides a wealth of suggestions for service improvements, covering content, services/features, system integration/workflow and pricing/financial aspects.

One of the consistent themes that came through is that contemporary books (print and e) are a key need. Contemporary journal articles remain a major service provided by the BL but were felt to be less important than access to books. Alongside contemporary books, another theme is that the BL can support HEI libraries by providing access to rare, hard to find or unique collection items in all sorts of formats, including older books and journals, grey literature, reports and conference papers – areas where our collections are deep and broad. This is important feedback for our future direction.

Finally, the survey was conducted just before the cyber-attack on the British Library and therefore represents the situation and services as they were at that time. It would be worthwhile conducting more focused research to examine which services HEIs are missing most now, and where the British Library can best add value going forwards.

Appendix A: Participating institutions

Art University Plymouth
ARU
Bangor University
Birmingham City University
Bodleian Libraries, University of Oxford
Buckinghamshire New University
Cambridge University Libraries
Canterbury Christ Church
Cardiff University
Coventry University
Cranfield
De Montfort University
Durham University
Edge Hill University

Falmouth University
Glasgow Caledonian University
Goldsmiths, University of London
Harper Adams University
Imperial College London
King's College London
Lancaster University
Leeds Beckett
Leeds Trinity University
Liverpool Hope University
Liverpool John Moores University
London Metropolitan University
Manchester Metropolitan University
Middlesex University
Northumbria University
Oxford Brookes
Queen Mary University of London
Royal Holloway
Royal Northern College of Music
Royal Veterinary College
Senate House Library
SOAS University
Swansea University
Tate Gallery
Teesside University
The Open University
The University of Buckingham
UCL
University College Cork
University of Bath
University of Birmingham
University of Bradford
University of Bristol
University of Chester
University of Chichester
University of Cumbria
University of Derby
University of East London
University of Galway, Ireland

University of Glasgow
University of Gloucestershire
University of Huddersfield
University of Hull
University of Kent
University of Leeds
University of Lincoln
University of Liverpool
University of Plymouth
University of Manchester
University of Northampton
University of Reading
University of Roehampton
University of St Andrews
University of Sheffield
University of Southampton
University of Strathclyde
University of Sussex
University of Wales Trinity Saint David
University of Warwick
University of West London
University of the West of England
University of Westminster
University of Wolverhampton
University of Worcester
University of York
York St John University

UK coverage map



Appendix B: Free-text responses by question

This appendix provides the unedited free-text responses from each free-text box in the questions that had them.

It covers the following questions:

Q3. What three things do you like about your Library Management System?

Q4. What three things would improve it?

Q6. What is the most important feature of your system when sourcing content? Other – please specify.

Q7. What are the challenges when sourcing different content types?

Q8. Which libraries/networks do you approach when sourcing content? Other - please specify.

Q9. Do you use different sources from above when obtaining born-digital content or loans/scanned from print?

Q13. Do you anticipate any changes in subscribed or purchased content and inter-library loan/resource sharing over the next three years? If Yes - please provide details.

Q16. Has patron behavior changed since the Covid-19 pandemic? If Yes - how.

Q18. Has your individual role changed significantly since the Covid-19 pandemic? If Yes – how.

Q19. How could the British Library support you and your users more?

Free-text responses

Q3: What three things do you like about your Library Management System?

Q3 First box

Most of the acquisitions process can be automated.

Automation provides maximum efficiency

Students can request ILLs from within their library account

It evolves constantly to adapt to changing customer needs

Integration with British Library API ordering

it works

interface.

The ability to automate functions to save staff time. e.g. Alma is fully integrated with RapidILL, so if the student provides a complete reference, the entire process of requesting and article delivery to the end user can be completed without any staff intervention, so staff can concentrate on handling difficult and incomplete requests.

Price

ILL functions integrate with our own library functions. So a ILL can be loaned using the ILL reference onto patron ticket.

Ability to take additional non-book resources

Easy to query it (within the LMS and also using Business Objects)

Tipasa

It can tie in with outside systems - such as the DCS for scanning and the British Library for ILL requests.

Cataloguing- ease of use.

A lot of borrowing requests for digital copy can be processed unmediated.

Interoperability with University Finance and Student Records Systems

The fact that it integrates with our ILL module means it is quite efficient

Expediency

Easy to use

In relation to inter-library loans? Firstly, automations -- for example, previously (before moving to OCLC) we had to email different institutions individually one by one until we could source a required item for our requester. Now we don't need to follow this very manual process as our LMS can automatically work through a generated lender string, and send out email templates with the click of a button. It saves so much time for our ILL team when processing new requests from our users.

Clear work flows for Borrowing and Lending ILL's

Seamless integration between finance part of Alma and activating that content appearing in the library catalogue.

We do not use any automation for interlibrary loan (beyond email) the bulk of our ILL is print.

We do not use Sierra LMS for Interlibrary Loan as it was not really fit for purpose. We purchased

Tipasa a stand alone system which allows us to automate alot of our requests.

request and requester details easily viewable on one screen.

Order summary has all the overall info in one view (user, supplier, due dates , type of request and number).

It is web-based.

Creates and sends emails for requests to BL or other institutions from within the system.

Clear Interface.

Integration in to the LMS has streamlined workflows and continues to provide opportunities for working in a leaner way.

Reporting.

It is a library services platform, not just an LMS; so it combines various business functions

Tracks requests from out students for ILL

The system makes it easy to locate items in the library catalogue using Primo Search. A use can place Inter-Library loan requests for items which are not available in the library holdings. The system also includes the RapidILL technology which allows a user to request a digital item automatically from a lending library holding this item.

simplicity of use

Real-time changes

ISO ILL requesting

The role-based "desks"/locations are nice?

We are able to complete the ILL request workflow fully within our LMS

Rapido/ISO automation/unmediated requesting

Automatic population of request forms from our discovery system (Primo)

Reporting is good and useful analytics are available

Analytics report package is very powerful

We don't use it for our ILLs and we're replacing it v soon so we cannot answer this question

Soprano offers a smoother process than Alto. Less clutter.

It integrates with the British Library

Integrates to BL

Very familiar - have used it for many years

Basic Integration with finance system

Provides the level of functionality that we need, without being overwhelming.

It allows for automation of multiple processes

Only allows our users to request items that the Library doesn't hold

RapidILL (extra Purchase)

High level of automation
Ability to track spend
Facets make it easy to filter ILL requests
Ability to attach documents to requests/order etc
Resource sharing is integrated into other aspects of the library management system.
Good analytical data
web version available
Analytics
Integrated with ILL software
Ease of use, very user friendly and with the improved workflow with Rapid integrated, there is less scope for user errors.
The best part of this system for me is that it's hosted on the cloud, allowing me the flexibility to access and work from anywhere with ease.
ILL module is integrated into the LMS.
Cloud based
Resource Sharing
Well integrated with other university systems
Integration with discovery
That RapidILL is integrated with ALMA
I like the integration with RapidILL
Automation of interlending requests via Rapid, BL API and ISO partners (automatically sending to lenders and files automatically provided to users)
It works!
Unified platform - everything managed in one place, integrated workflows for print and electronic resources
The direct link from Primo and the Resource Sharing Form
That the ILL module is integrated with the main system.
Community nature underpinning use (sharing of advice, support)
Quick workflow in LMS (borrowing and lending)
I like the various useful right-click actions you can use when looking at a record. For example if you are looking at a user record you can right-click on an item they have on loan and see numerous options such as modify due date, renew, bill, display or place a hold request or edit an item note. It prints the fetch and transit slips.

Q3. Second box

Built-in MARC help when editing bibliographic records
Integration of Rialto, Leganto, RapidILL
Flexibility of fields required to be filled by the user
It offers an end to end cloud based solution, meaning that the workflow can be monitored, and ILL work involving electronic content, can be undertaken remotely
Straightforward layout
ISO connectivity with other institutions
modularity
Great statistics. Alma uses Oracle Analytics which is very flexible, and can be used for day to day processes as well as statistical analysis.
We can send digital article/chapter requests directly through alma
Support that is offered is excellent
Fairly reliable
Web based interface
The system evolves and allows future development. Users are able to vote and be involved in the developments.
Circulation - fairly easy system
Request lists can be searched, narrowed/expanded using facets and sorted to help you manage/find requests.
Streamlined workflows for Resource Sharing
Workflows and processes are straightforward for ILL
Automated workflows

Accessible via cloud

In relation to inter-library loans? Secondly, its connectivity to a global network of supplying libraries. Before we moved to OCLC as our LMS, we tended to rely on BL On Demand, and emailing a closed network of UK institutions for all our ILL borrowing. With OCLC's Tipasa, it connects with hundreds of international institutions who also use the OCLC platform, making it very easy to request from a wider array of potential suppliers. It means we say no much less to our requesters, as we have a much more global reach when it comes to sourcing items for our users.

The ability to implement Cloud Apps in the system for greater functionality

Reporting function is very flexible

good integration with circulation module

Good integration with circulation module providing borrower info esp useful for ILL allowance

It is reliable and fast

Queue management and monitoring request works well

Integrations

Personalisation of screen views, "favouriting" and creating reports makes request tracking easier

Cataloguing - Global Update

E-resource management is good.

Great connection between different library services. One of the examples is transferring an Inter-library loan request to a Purchase request for Acquisitions to buy an item if it is not available for a loan from any library.

Create lists feature and access to SQL data more complex queries

BL API ILL requesting

The history tab of records is handy for unpicking odd things?

Using RapidILL within alma we are able to source and deliver most requests without staff intervention

Integration with RapidILL and ease of digital supply

Ease of processing requests

Opportunity for consortia lending

Fully integrated with the front end discovery tool

Easy to change supplier.

Wide range of functionality

EDI for non-sericals - EDIFACT

Very good analytics available.

Flexibility in prioritising preferred suppliers (libraries)

Article requests are returned reasonable speedily

User interface

Good integrations

Connectivity to other systems and interoperability

Ability to send emails through the system

Quick and simple to send digital article

Possibility to automate processes.

Cloud hosted so easy to access from anywhere
reliable

Creating tailored reports

Easy to use

Integration with other systems and workflows (including a direct RapidILL integration).

It has many features to help us with many parts of our job

Easy to use.

Modern interface, easy to navigate

Sandbox Environment

Excellent functionality for supporting a broad spread of library activities

Market leader - so gets integrations with new services etc

The Community Zone so importing records is easy

Some aspects are quite navigable and easy to do, such as adding partners

Cloud based - easy to access from home/off campus

We have the British Library API button integrated within the ILL module so it simplifies requesting and renewing ILL from the BL

Virtually all transactions are in real-time

The link between ALMA Resource Sharing and OCLC Worldshare

Integration of Rapid

Efficiencies facilitated by integration with RapidILL

Configuration and settings are very granular, which can be a good thing, for example setting up specific user permissions to access certain toolbars and functions.

It can produce payment summaries.

Q3. Third box

Integrates with Rialto for purchasing

Live chat with Ex Libris for questions within the system

Reporting

It's highly customisable to the needs of the specific institution

Not complicated to use

customization

Forward looking. Alma is ISO-ILL compatible. We're edging towards critical mass with this new method of requesting in the UK. Eventually sending requests via email will become outdated, but we're not quite there yet. It's good to have a system that isn't stuck in the past.

New view is good. Facet function allows filtering at multiple levels

Straightforward to use

Analytics

We are able to place orders in Rialto for physical and electronic items.

Additional information can be added to the request in the form of labels (which then appear in the facets) and notes.

Greater accessibility due to web-based functionality

Integrated analytics reporting

Integration with Discovery layer

Familiar interface

In relation to inter-library loans? Thirdly... I can't think of another pointer right now.

A cloud based system that lets you access your work from any Web enabled device

Ex Libris are continually reviewing the various modules and trying to improve them.

easy to follow the status/journey of a request

Follow the status of the ILL

It is customisable

Users can see status of their requests

Support

Automation of request updates, completion status and reminders using tag or navigation bar are useful

Circulation Tabs

'crowd sourcing' the creation of metadata records (OCLC Worldcat)

Good Alma analytics for providing different kind of reports and analyses on the library services and activities.

ILL functionality

Sorry, I feel like I'm really reaching for nice things to say about Alma :(

We are able to report on status and history of all requests within the LMS

Sets that we can customise to prioritise requests

Speed of processing/receiving

Intuitive and ease of use - being an integrated part of the LMS is of great benefit and reduces work

Fully integrated with reading lists

Integrates serials check-in, finance, etc. with loans and catalogue

OCLC account managers are responsive to feedback, and work closely with us on system issues and improvements.

Integration allows the bibliographic data to auto fill the request form (fewer errors compared with manual completion)

Integrates with Circulations for loans

BL requests automatically updated

cloud based so can be used remotely

Analytics are useful

ILL is integrated into the system

Ability to preview digital article before sending
Comprehensive ILL integration with various options
ability to create different user groups
Updates made to config is immediate
Comprehensive analytics.
Our management system integrates external systems as well as our own, library list system package
ILL module has facets you can use to narrow your search e.g. number of ILLs on loan to a reader.
Good support
Alma Analytics
Excellent data analytics compared to our previous system
Rialto
No need to use external systems
Integration of services such as deliver
Potential for integration Integration with other systems e.g. finance systems
Regular product updates
The integration with RapidILL
Ability to use facets to identify requests with a certain status, location etc
The fact that it is web-based (apart from the most advanced configuration tools) is good, and proved especially useful during the covid lockdowns when remote working became essential. Api integration with BL On demand in the ILL module is also useful.

Q4. What three things would improve it?

Q4. First box

Easier (and cheaper) to integrate ILLs
Sometimes locked into workflows that don't make sense, or aren't used
Auto-populate request form
Easier to use out of the box (without complex system knowledge and understanding the reimits of specific 'permissions')
In-person training in how to set-up and use ILL module effectively
config could be simplified
integration with more systems
The ability to search databases like Library Hub Discover to find potential suppliers would be incredibly useful.
All of it, its very clunky
Problems with renewing print loans when required.
Have more staff accounts
It can be a bit 'linear' and would be better if it was easier to click between screens, or have several windows open at once to flick between functions.
Discovery information needs improving as it is often duplicated, missing or incorrect
To reduce the length of time waiting for responses to requests for support / changes.
Simplify ART ILL
The ability to customise what facets appear and the order in which those facets appear.
Simpler User Guidance and documentation
Physical item handling processes are not as streamlined as digital, with some repetitive steps
Currently there are barriers with automated workflows - requiring complicated manual over-rides - would like to simplify this
Better integration with other systems
In relation to ILLs? One thing I wish was better was its connectivity to BL On Demand. BL charge us more for ILLs when requested through the OCLC platform, and you can't renew books that are supplied when requested through the OCLC LMS. It means that when requesting from BL On Demand, we tend to have to follow the manual process (requesting direct from BL's On Demand website). It would be better if you could do this direct through the LMS, so everything is in one place.
Greater integration with other platforms such as OCLC
Can be quite complex to use and training for new users can take quite a while
n/a
Improved ILL Module

I would like items requested as 'direct send via email' not to be pushed into the 'Filled requests' section. Sierra does this automatically and it causes more admin.

report and analytics

Reporting analytics

It is aesthetically unappealing

Better integration with the LMS circulation functions

Consistent terminology

Widgets on reports aren't 100% reliable and error messages are received when requesting opening in a new window.

Historical circulation records

Poor integration with non-OCLC libraries for inter-library lending

British library requests automatically moved to filled is unhelpful as it prevents tracking

Sometimes, newly developed features are not fully tested. Multifunctioning can be very frustrating.

ability to renew virtual items

A more intuitive user interface

Make assigning things to specific users all or nothing. Sometimes interacting with a record assigns it to yourself, sometimes it's optional. Having a config option to be able to set it one way or the other across the board would be handy. We don't assign things so having to remember "oh wait, in this one area I have to unassign things each time I interact with them" is a bit of a faff.

We would prefer to be able to customer the alma task manager more (i.e. add/remove additional request status to what gets added to the task pool)

Better integration with 3rd party systems e.g. Worldshare, that enables request updates to be automatically passed back and auto populated in Alma.

Unsure

Search function within ILL module of system is limited and not consistent

More flexibility with student registry data imports and end dates in patron records

Integrated ILLs

Process is sometimes split between 2 systems within the LMS - Alto and Soprano. Clunky.

Looking a bit dated

Reporting mechanism is limited

Interfaces are not intuitive, particularly the analytics module (which uses Business Objects). In-module information/links to help pages (e.g. via mouse hover-over) would be useful.

Reporting could be better, there are some reports but it is not completely configurable.

Improvement on discovery function as requests are made

No Access to our finance system work duplicated

Alma is fundamentally 'out of the box' and is difficult to adapt, requiring a dedicated team of API developers to create bespoke functions, which we do not have. In our old system Aleph the tables could be edited to adapt functionality

Real time analytics

Process for receiving ILL books is complicated (due to our set up with the Central ILL team and individual site libraries)

Use of ISO 10160/10161 standard resource sharing processes.

Easier technical configuration for small / medium sized institutions to manage

easier reporting functions

Names of fields in config are not always consistent

Better user interface

Some information within the resource sharing module takes too many clicks to surface, so more information shown on the first click would be one improvement.

Our system is great however, it was originally designed to be deployed across multiple campuses and libraries but we have a single on-campus location, which has resulted in unnecessary administrative tasks, in our case we need to use three virtual locations in our system for our tasks. So I would change the multiple locations options if I could.

More integration between patron information and the ILL module e.g. when created a request if the reader has overdue loans a pop-up appears indicating this.

End the US terminology

Local customisation capabilities

Having enough staff and staff capacity to make full use of the functionality available in the system

Integration with Primo could be faster - activating new record and it appearing in OneSearch

immediately instead of next day

It's annoying that you can't have several "tabs", for example user information and a request information at the same time

Many functions of the LMS are linked by the same setting/configuration. Amending one seemingly innocuous setting can have a big knock-on effect

Having the ability for more integration with other software and systems e.g. RapidILL

Some of the instructions/user guides could be clearer

If you receive a physical item in error, you can undo the receipting and re receive with original barcode

Having a system whereby the requests fed straight into the system instead of having to use a separate form.

Improved internal integration between LMS and various modules (ie Leganto/Rapid)

Improved Analytics – ability to separate by content type (currently only Book / Article listed), capture number of items by format for example.

An improved audit trail of who has changed a record or performed an action in the LMS, and when, would be good.

If it was web-based.

Q4. Second box

Integration with Talis Aspire so we can see which reading lists items are on

Even greater customisation of workflow labels, to mirror the parlance of the institution, making the workflow easy to understand on a local level

Basic reporting in ILL module

permissions could be simplified

popularity (as Alma is prevalent it is prioritized by more service providers like ExLibris, etc., while non-Alma users are neglected)

A better request form which adds ISSN numbers if they are missing from the data.

Inconsistent generation of External ID identifiers. Sometimes these don't appear at all which results in claiming related delays.

Ability to query more fields, e.g. some of the MARC record fields, and produce reports from these

Digby mobile app does not work properly

The length of time taken to update collections in the community zone - the journal collections are slow to appear or be amended.

Simplify SERIAL CONTROL

The ability to send a query to patron from within the Edit screen of the request.

Easier configurability of templates for user notifications

Integrated request form is not as customizable as we would like

Queries to patron not always available at certain points in the workflow - would like to create more opportunities to interact with requester/patron

Ability to link with suppliers for ordering

Requesting from institutions that are not on the OCLC platform -- it's not as easy and efficient (you need to revert to the manual process of emailing individual institutions).

Better support for initiatives such as the BLDSS in Alma as the BL is a great resource but certain functionality in the way it works in Alma in regards to reporting on whether a request is completed needs manual intervention where it should be seamless like RapidILL

There are glitches on the system from time to time and these can take a long time for Ex Libris to rectify

A system that interacts with other Library Management Systems

integration with third party products

Auto completion of bibliographic information

There are (as always) a few glitches or processes which could be optimised

Automatic tracking of requests and replies (currently has to be done manually)

Easier workflows for Integrations

It is not possible to add attachments to completed requests; only notes can be added.

Exporting of reporting

Limited and variable options for customisation in key modules: key examples are discovery and ILL modules.

no way of keeping electronic data for auditing conflict of data retention policy

We would like to have more features available in the Library Management System which allowed us to customise any parts of the system the way that best suits our needs.

integration with other systems

Better analytics

With the role-based access to functions, make it consistent. In some cases (such as receiving items) you can't see any items if you're in the wrong location. However, with ILLs you can do pretty much everything from anywhere. I feel like if you have role-based access, have role-based access. Again, having to remember "Oh wait in this one instance I have to be in this specific desk" trips me up more often than I'd like to admit :)

We would like Alma to auto-check holdings to suggest metadata which may be missing in requests (e.g. ISBN/ISSN)

The ability to view the BL record on locate to check the item is correct, for lending and not at Gen Ref/library use only

BLDSS integration has never been successfully established - potential it offered is of value

A less complicated acquisitions package

Integration with discovery and finance systems

Lots of current bugs with connectivity - currently have to do BL ILLs off system.

Finance functions not ideal

Cannot handle -ve budgets (used to denote expected income)... this is a big limitation

Community support services could be better monitored and moderated by OCLC.

Increased integration eg for platforms like RapidILL like product (or vv)

ILL form is not easily edited and customized

Lending requests still have to be added manually as a lot of libraries don't use ISO

As it is cloud based Alma can sometimes be a little unstable as you skip across cloud servers

Improved quality of Community Zone records and timeliness of their availability

Process for rejecting a partner is complicated (if the partner can't supply that request) - the request is automatically closed unless a new partner is added immediately

To have all the resource sharing functionalities included in the price.

Cheaper cost!

Better integration for ILL processes

Definitions of fields being made clearer - little explanation currently

More streamlined navigation

Integrated RapidILL Lending specific issue - Improve the partner related details i.e. not just show the partner as "Rapid" on export and actually show the lending institution.

Analytics for the ILL department are complex and with different external systems updates, the output changes often. Making it difficult to compare with previous years. So I think if the information/data was less complex it would be easier for us

Letters which are easier to customise for individual services and sites.

Easier reporting

Quality of Community Zone records

Within the student discovery layer (Primo VE), it would be timely and welcome for Ex Libris (Clarivate) to develop an AI based discovery component.

The "unforgiving" rigid nature of Alma - if you make a mistake, there's no correcting it!

Complication of integration, specifically data migration issues

Easier navigation - some of our process are work arounds and are clunky

Some of the configuration is confusing (and unclear instructions do not help)

That the due date for in loans would appear on the receive slip.

API connection to all lending locations.

Lack of specific customisation despite UI redesign

An ISO-based Peer-to-Peer resource sharing mechanism for physical resources that both works effectively and is widely adopted

Specifically for the ILL module, a more automated way of keeping a record of the different supplying libraries we have sent requests to (currently this is added in a comment field manually after the request has been processed), particularly when we have to resend requests to multiple suppliers when loans

are refused. The ability to work with our LMS, the BL, RapidILL etc.

Q4. Third box

More customisation of letters and blocks.

Greater interoperability with complementary systems.

Integration with other institutions' catalogues and ordering systems.
Alma is very click-heavy. If we could make several changes to the request without stepping out and saving all the time then that would streamline our workflow.
We have problems implementing the BL API through Alma.
Ability to invoice users through LMS
Simplify ACQUISITIONS
The ability to add a follow up date to a request and then to view requests so altered in order of follow up date.
Easier location finding functionality from within the system itself (for 'manual' requests).
Mistakes aren't always easy to rectify.
Would like an option to renew items that have been returned to library, before being sent back to lender (currently need to recreate original request). Also, would like to extend file download expiry date.
More API options.
If there are issues with the OCLC LMS, and you flag with their tech department requesting a fix, most of the time they will refuse to consider fixing the problem. The only way they will consider your request is if a majority of OCLC libraries lobby for a fix. It's very frustrating trying to resolve system errors.
Real time searching for items within the LMS rather than outside of it, searching partners catalogues automatically for items rather than doing it manually outside of the LMS.
The Ex Libris Resource Sharer module has taken a long time to evolve into an effective system that is better than our in-house Inter-library lending system. We will hopefully be moving to it shortly.
System that allows for automations
auto-completion of bibliographic information in requests
Manually having to email other Libraries that are direct to borrow and then emailing borrower
In the event of network failure the system is inaccessible
Accessible user interface for requesting forms
an ILL support group
Changing between physical locations on Alma isn't particularly user friendly.
It does not have the kind of advanced search functionality that can be found in Web of Science. This is limiting in the context of a research library.
no integration for resource sharing with other libraries all in email.
ability to search across all modules at once
Integration with RapidILL - now available for Innovative LMS but due to begin a new LMS procurement exercise
On the bright side, now I have those two petty gripes out of my system, I'm also at a loss for a third improvement. So that's good? :/
Better integration between purchase and ILL workflows within the LMS to prevent manual duplication of requests should we decide on ILL over purchase and vice versa
Improved and easier process for users to request items
a less complicated cataloguing interface
Improved user interface
No inherent record of who each ILL requester is - we have to manually add this as a note.
Workarounds needed to issue inter library loans, ephemera, and other unusual materials
Weak serials EDI
Greater integration with other LMS systems.
LMS improvements are based on community uptake of a suggestion to prioritise it. This does not work so well for special libraries or special use cases.
WorldShare ILL is rather basic
Having to change location to use different areas of the system
Individual Alma instances integrate well with other Alma institutions potentially allowing for good levels of integration, however Alma doesn't necessarily integrate well with other institutions who are not Alma based libraries
Better connectivity between the different parts of the system with the Interlibrary Loan module
Improved screen layout
No holds history
Some increased functionality between acquisition and resource sharing modules, there are already some good features e.g. transferring a resource sharing request to a purchase request. But it would be good to see a direct function from resource sharing to Rialto in Alma.

I would appreciate it if the system could effectively eliminate duplicate requests and multiple digital request from the same book, specifically those coming from the same requester for multiple chapters from the same title. Currently, the system has this capability, but its implementation is not ideal and the pressure to catch those with a big workload tends to fall on the team.

Improve the speed and options for records from external sources.

Availability of all MARC fields within Analytics.

For the system to make provider-agnostic recommendations on the best places/providers to source different resources, e.g. journals, e-books, databases, in terms of value for money and patron usage profile.

It does things that you don't expect and you frequently can't work out why

The length of time it takes to for electronic collections to be updated in the Community Zone, even when publisher information is provided.

More automation e.g. the system automatically checking whether ILL requests are in stock - at the moment staff have to manually do this.

Some of the integrated workflows could be better.

To ensure a chosen patron's digital ILL requests go to a modification status before being sent to RapidILL. This will enable us to check to copyright infringement.

Clearer reporting.

Ability to convert Purchase Order Line to Resource Sharing Request and to convert Resource Sharing Request to Purchase Order Line (not just a purchase request).

Better data integration from our ILL module into our Sirsi Bluecloud analytics product, which includes the comment and notes fields to allow for easier reporting.

More resilient - it's a homemade system that frequently breaks down!

Q5. Please estimate the split of content types required? Other - please specify.

16% of our resource requests are supplied by us buying a print copy for our collection; the remaining 32% are requests for resources we already have access to, or cannot get access to at all.

Q6. What is the most important feature of your system when sourcing content? Other – please specify.

Other is the community - the collaborations that make us stronger

Ability to find a library that holds the item we want.

Availability - more loanable content

Visibility on LIBHUB discover

geographical location, provenance, privacy, home use, accessible formats, long term availability,

environmental impact (carbon footprint / environmental impact)

Post Brexit postal issues for European suppliers (delays and losses)

Cost and Speed of service are of joint importance

Accessibility- we have capacity in house to OCR, add ALT text etc. so it is not vital that all content is accessible, but it is desirable.

"Range of content" - the survey doesn't make clear whether "Range of content" means the range of content from a single supplier or the range of content from multiple providers.

CONARLS partners

Service standard can rise higher than cost in certain context. Range of content is irrelevant when talking about individual searches for specific content.

Ways we can pay, for example, if sourcing internationally, will they accept IFLA vouchers for payment rather than invoicing us?

Q7. What are the challenges when sourcing different content types?

Multiple places to check; some delays (e.g. when requesting articles from ResearchGate); only one person has a credit card to purchase articles direct from publishers; recent books not available from BL via document supply.

Usually problems with older texts which are only held as reference only copies.

It is time consuming.

For physical items: cost of shipment, rarity/scarcity/ availability, conditions of loan, e.g. ref only, no renewal etc./ Documents: copyright concerns related to what is 'fair use'; copyright compliance (licensing concerns) around intended purpose and liability; turnaround time; reprints, preprints and author accepted versions; cost per use; 'free online' versions - what is open access, and what is potentially an infringement of rights?; quality of scans/ accessibility issues; inclusion of related tables; when is an article an article, and when is it just a published abstract; issues around retracted content/ theses - availability (commercial or open access) - and so much more...

More e-books being purchased over print. It is more difficult to obtain whole books via ILL from UK libraries. Students can expect whole books and journals to be delivered electronically. It takes time to explain copyright and licence restrictions, and suggest alternatives, eg choosing one chapter, or organising purchase via subject librarian.

e-book lending is impossible.

copyright limitations, access to special collections

When borrowing books, students want a copy which they can read at home. We do extra searching to try to ensure we get a home loan copy in preference to a confined copy wherever possible. Students also request loans of whole e-books and this is not possible. We purchase copies for stock, but cannot do this for everything. Theses - while many are available online via EThOS, Proquest Dissertations Global and various repositories, students still ask for access to Oxford and Cambridge theses. This is slightly frustrating when I know that many of these theses were microfilmed but they are inaccessible now. Article delivery used to be a problem, but this has improved vastly with RapidILL and BritishLibrary has moved away from DRM on its pdfs. Access and funding.

With increasing numbers of distance/remote learners enrolled it is not straightforward to obtain requests. As we would be unable to ILL an entire e-book, an intermediary stage can sometime take up time. That is deciding whether to ILL a chapter from e-book vs obtaining a licenced version of the ebook vs buying it in print. If the customer is unable to physically visit, then this fact needs to be established before searching. I find the BL most reliable in terms of holdings records. The holdings obtained through JISC hub for other HEI are not always complete or accurate. This leads to additional time spent on requests if we end up applying for items which are not stocked. This is where the benefit of automation would occur.

Rarely get asked for different content types

If sourcing from institutions other than the BL, their holdings may not be current/ correct.

Some institutions are buying in ebooks which we are unable to borrow.

Older materials that haven't been digitised which are ineligible for loan because of their age.

Copyright Restrictions, Technical Barriers (locked content), Paywalls, Local Policies e.g. relating to AV or Special Collections

For digital articles sometimes most recent content is not available as libraries do not yet hold it. Inability to loan entire e-books (legal issue / lack infrastructure to do this (i.e. controlled digital lending). With print items it is slow and also inefficient. Patrons often do not collect because it is too late. Making payments from suppliers that do not take IFLA vouchers.

Availability of content e.g. copyright restricted material.

It seems now that a lot of libraries have shifted toward an e-first model. It means libraries are buying ecopies of books much more (meaning less institutions can loan out a print copy of a book to us via ILL). Also it may be that we own an e-copy of a book on our catalogue, but one of our users may still request a print copy via ILL for accessibility reasons (they can't read eBooks for example), or as a personal preference, so we are paying for content we already own. In short, the e-first model does complicate things sometimes.

Challenges vary on type of content for example trying to source the latest issue of an electronic journal can be harder than a physical version if the journal is only electronic and has a 6 months embargo on lending latest the latest issue. However, it can be quicker to obtain an article from an older electronic issue than a older physical one due to manual scanning. Physical items not in the UK have become a problem obtaining due to Brexit and customs restrictions. We are having to pay more to employ couriers to transport rather than the usual post because otherwise items get held up by customs and we end up paying more or the party we are lending to has to pay to custom charges. Also harder to obtain some whole books as libraries switch to e-book only policy.

We are looking for very specialist items and some times the holding library won't be able to send or Lend.

Availability of certain content ie standards, paywalls.

lack of ebook lending.

Ebooks and pre print are making it hard as people want ebooks and newly published items.
Discovery, availability and speed of delivery.
Costs and administration of BL invoices.
Access to special collections, UKRR, Library Use Only items can disappoint users if they have to Travel.
Subscriptions held by associate institutions.
Availability, price, format, legislative restrictions (absence of controlled digital lending models), non English-Language requests and content.
No integration with ETHOS requests.
E-Books for lending is needed.
some items are reference only and ebooks are unavailable for loan.
Currently no option in the UK to support full e-book lending. Currently few options in the UK to support controlled digital lending Quality of metadata e.g. journal holdings and granularity of information
Algorithm underpinning matching means there can be multiple entries for a single work e.g. JISC HUB Journals feel like the easiest of the main types of item. We go to partners first, then BL. It's all quite straightforward (barring the exceptional cases where an academic wants an obscure article from decades ago...). With books/chapters our policy is to default to acquisitions in most cases - try to source an eBook to purchase. This is handy as often patrons don't specify a chapter unless they really need just one chapter, so purchasing saves us having to go back to the patron to ask for a chapter. It does of course introduce the joys of eBook licences and the pricing structures that are on par with train fares in terms of how much sense they make. These are actually fairly easy, it's either a case of pointing them to ETHOS or to the institution directly.
Level of manual work involved where either RapidILL or the BL are unable to source an item (i.e. having to request partner by partner).
As many libraries have moved to an e-first policy, some titles are only held as ebooks everywhere so currently impossible to borrow or lend on ILL. Some material is only available for reference/library use only which is restrictive for users. Where we all have the same electronic journal holdings can be difficult to source things like epub ahead of print or most recent publications. Can mean stepping outside of ILL and purchasing from 3rd party such as Reprints desk and paying copyright fee which is expensive.
Inability to borrow or loan ebooks leads to frustration.
Copyright and licensing e.g. embargo periods on ejournal articles. Theses can be hard to track down if not available through ETHOS/institutional repositories. Incorrect holdings information on suppliers' catalogues etc.
Availability, copyright, accessibility, geography, timescales, metadata, AI, NPLD.
E-items and NPLD.
Time-consuming searching different libraries for unusual titles.
Tipasa's off-system workarounds (for sourcing content from non-Tipasa users) requires significant manual intervention. Research interests at UOB are sometimes so specific that it can be difficult to find suitable suppliers.
Archive documents (contact to ask what is possible eg scanning). We buy a small number of these.
Ebooks and copyright restrictions on lending.
Overseas customs issues. More libraries purchasing e-books only.
Theses in particular can be challenging, because they are so unique, particularly with customs difficulties. Odd stuff like standards are also complex. Bog standard books and journals are easy!
Content may not be available electronically, when that is usually what is required. Increasing difficulty of sourcing print books. Ebook licences and their limitations
Cost, incorrect catalogue information, difficult to locate supplying libraries.
Cost and staff time to source when things are only request infrequently.
more clarity whether it is held electronically or in print.
Postal delivery problems, increased unavailability of print copies for loan purposes.
Often full eBook loans are requested which in nearly all cases is not possible. We mitigate this with a purchase request service and a DDA program, but these do not always meet the fulfilment criteria or simply not a viable option. Theses, particularly those from international institutions have always been hard content types to source. This is typically due to differing workflows and copyright regulations, nonstandard UK methods of procuring and payment and communication troubles.
Format, Copyright regulations, cost
Date of the material, i.e. very old, pre 1940s or very new, recently published can be difficult to source.

Physical loans can be difficult to source if there are not many libraries that have a copy and some will not lend because of various restrictions e.g. on a reading list.

Difficulties with some (foreign) theses, sometimes out of print items

Multiple workflow streams, multiple platforms to acquire content, accessibility, multiple accounts/invoices/administration.

A lot of books are only available as e-books.

Time and cost.

Sometimes need to look across multiple catalogues - especially for items outside UK; UK theses are difficult as most institutions not willing to loan and expensive to purchase from Ethos

People often want books that are only available electronically, and non-availability of paper books generally. People wanting wanting very recently published items. Dissertations that aren't publicly available.

We are getting more requests for titles which are only held in the UK as ebooks, so need to go abroad more often which increases costs and time.

Time consuming using a variety of sources to manually locate content if Rapid and BL can't supply.

British Library location search charges are costly, JISC Discover/WorldCat are dependent on institutions making holdings available (and do not include public libraries). Many institutions subscribe to the same collections with the same date range availability so sourcing content outside of those dates becomes a bit of a challenge.

Unable to borrow/loan whole ebooks Turnaround speed for print copies Restrictions on print loans, i.e. library use only, etc.

Sourcing foreign language journals can be challenging.

Lack of LMS integration Payment types outside of usual methods ie credit card payments Individual library policies can be a challenge for particular content types, like theses For ethos, lack integration with BL account for payment

Slow delivery times (especially if libraries are only able to supply in print rather than digital); libraries unable to supply due to staffing/absences/vacation etc; licence restrictions preventing supply; restrictions on specific material (theses not available for loan or with indefinite restrictions, special collection material not available for loan, material available as reference only (with specific conditions applied during reference only access)); restrictions applying to individual items (due to condition, delicacy, size, weight, cost of item, popularity of item, etc.)

Many libraries (like us) have a digital first collecting policy, meaning that obtaining recently published books as print copies that are able to be loaned via ILL is becoming increasingly challenging, because controlled digital lending between libraries is not really established in the UK and we are restricted by ebook licensing. We find ourselves asking patrons if there is a specific chapter they need most that could potentially be extracted by a lending library, (licences, copyright and local policies permitting) or suggesting items for purchase rather than ILL, or simply referring them to reference terminals in the British Library etc. This does restrict the number of requests we can fulfill and uses more staff time as we query back and forth with the requesting patron and a chain of multiple suppliers. International loans from Europe have more complicated customs paperwork since Brexit. Postage costs can be expensive as most suppliers specify returning items by tracked delivery. Costs generally go up each year and ILL budgets often do not. Older newspaper and journal articles can be tricky to obtain via ILL, if they have not been digitised by archives that might hold them. Many libraries will not lend audiovisual material. Many dissertations and theses that are not already online in databases like Ethos or Proquest are embargoed by the author and cannot be accessed.

Q8. Which libraries/networks do you approach when sourcing content? Other - please specify.

If the BL can't loan a book, we check JISC to see if anyone has it and email them to ask if we can borrow it.

Specific libraries contacted directly; Reprints Desk/ Research Solutions.

We use Jisc Library Hub Discover to search other libraries' catalogues, as well as WorldCat and the JISC ILL list.

other is to modify 5 & 6. we'd approach local (same country) libraries and then international - not related to a consortia or network as such. OCLC I've interpreted as Shares

SWRLS

NULJ

contacting a JISC holder but it is invoiced through the British Library

Library Hub Discover

Search online (including OCLC) and then approach individual libraries

Rapido

Other specialist research libraries - particularly over seas

NULJ

JISC list

Other at point 2 is Rapido libraries

NULJ (National Union List of Journals)

National library network, and NULJ

Asking around libraries in UK and abroad, normally by email

We use Subito as well. We're dropping Rapid as we don't have the level of ILL demand due to crossinstitutional big deal models. Low demand does not justify the work involved in sharing and scanning

for other libraries. In due course we see Rapid, WHELF and JANUL consortium, amongst other

emerging consortia, as being useful in the future if the centralised procurement model for Big Deals in Ireland via the IReL consortium begins to anticipate the potential of ILL consortia as an alternative to

big deal arrangements. I think we're a long way away as yet in persuading Irish institutions of the value of dropping the centralised procurement of big deals. Persuading colleagues to look at the alternative

of a 'just in time' model via ILL as opposed to instant access is not yet on the agenda, but I'm confident

a revival of ILL will come. Of course in due course the publishing industry is going to try and restrict

licensing for resource sharing and licensing for online journal articles is already a minefield - who

knows: print may inevitably enjoy a revival to circumvent licensing. Ebooks are also a licensing

quagmire. I think there's an opportunity now to move into the space of using ILL as an alternative to

Big Deals, but the great unknown is the future licensing landscape. The industry will inevitably adapt

and try and find revenue from resource sharing.

Other libraries in the country

individual holding libraries found via Library Hub Discover

Subito

UK University Libraries

Other HE libraries

NULJ - National Union List of Journals

We contact UK University libraries individually (they are added as peer-to-peer email partners in our LMS)

RSCVD initiative (for research staff)

*I haven't selected other but the answers given above will vary depending on the format we are

sourcing: for articles/book chapters the answers are as above, for physical items local consortia, BL

and OCLC would comprise top 3

We use Jisc library hub discover a lot when searching for ILLs, not sure if this counts as other or local library network.

Q9. Do you use different sources from above when obtaining born-digital content or loans/scanned from print?

In order of priority, we buy copies via BL On Demand, request copies via ResearchGate, and buy copies direct from the publisher website.

We also use an arrangement with health libraries for journal articles

Google search - database search - open access

Jiscmail, RSCVD

Rapid ILL and BL

CLA content Store & direct purchases

Reprints Desk

Other HE

JISC other HE

Source some born digital from CLA DCS. Source printed books from Europe US and Canada.

yes, if I understand the question correctly. We use open sources like unpaywall or open access preprints.

Generally using the pre-print is not particularly popular amongst patrons, who like the clean

published copy. Also the level of availability is only around 10%. We could probably improve on this by actively looking in the institutional repositories of the original author, but that's a lot of work that doesn't justify the investment in my staff's time.

For teaching purposes only we use the digital content store with the CLA/BL EHESS service. These however, would not be considered loans.

CLA digital content store

Would use BL for born digital. Loans would use CONARLS partners in preference. Scanned from print would use BL and CONARLS partners.

Q13. Do you anticipate any changes in subscribed or purchased content and inter-library loan/resource sharing over the next three years? If Yes - please provide details.

I hope we can integrate ILLs into Alma somehow, but our previous efforts to get the free BL On Demand integration working fell flat because we couldn't make the renewal timings work properly - we couldn't set Alma up so that borrowers would know whether they could renew or not with enough time to return the book.

Subscriptions reduced due to inflation on costs, ILL relied on more given the lower costs and greater service of RapidILL.

Move to RapidILLs, growth of OA content will impact our subscriptions

ILL and subscriptions will become much more interdependent. ILL services will be used in a more targeted way than previously to fill collections gaps. Cost per use and turnaround time will become more important metrics for both. Publishers will find ways to fight back, to try to limit losses from strategic resource sharing.

Depends on course developments

Shift to Open Access is bound to bring some changes I am also hoping we will be able to introduce ebook inter lending.

ILL could actually increase again as institutions collaborate on subscribed content. Systems like Rapid ILL could mean that requesters could get articles quickly via interlibrary loan, rather than HEI all having a subscription.

I assume ILL will decrease - with changes to Open Source

More Open Access, more ebooks and subscriptions, slightly fewer ILL requests

More patron demand led acquisition

System has been opened up to all students, so we expect an increase in usage

ILLs/Resource Sharing will 'back-fill' when subscriptions have to be reduced due to increased costs vs. limited/constrained budgets

We are cancelling many subscriptions due to significant budget cuts in the library. Would expect demand for ILL to increase from our own patrons.

Dependant on Library budget. Advent of Rapido and automated workflows will likely see increased partners join and consequently reduce need to purchase collections - see an increase in ILLs requests.

We are currently preparing for our library building to be renovated. There will be a lot of stock movement / lack of accessibility to stock associated with this work. I anticipate that our library service will turn more towards ILLs as a means of maintaining access to material for our users. Likewise, we may see an increase in the purchase/subscription to e-material too.

I imagine libraries are going to subscribe to less and try and fill the gaps via ILL's from other institutions so more networks might develop from this.

Move to Ex Libris Resource Sharer system

Introduction of ebook lending will hopefully be introduced and the use of ISO standards so ILL systems will be able to speak to each other.

New LMS will provide opportunity to offer a more reciprocal service

We hope to become reciprocal with new LMS as it will allow for this opportunity

Strategic approach to build the digital collection

costs, restricted access, open access

Financial constraints may result in cancellations

More shared collections eg. as part of our membership RLUK

Shift in the production and consumption of e-resources, resulting from transformational and posttransformational agreements, will see an increase in Open Access resources in the UK, and territories

who are progressing an Open Agenda (e.g. EU). Progress at consortia level in the development of collective collections and resource sharing optimisation will have a positive impact in reducing some traditional spending. We anticipate publishers and vendors seeking to grow revenues through novel and in some cases restrictive consolidation of options and, conversely, increased price gouging of libraries to fill the gap.

More physical requests, more resources electronically

Procuring more digital collections, but also additional funds to support open access initiatives. Will also be looking at new LMS and implications this will have for resource sharing

We're currently using eTextbooks with Kortext. This is a very big commitment and while mgmt seem happy to continue with it, there is a part of me that wonders how sustainable it is in the long term.

We have taken RapidILL recently so expect a reduction in our spend on BL requests, we also expect to increase our outward loan count as a result of participating in Rapid, we do not however intend to decrease our overall acquisitions level in response to use of RapidILL

Interlibrary Loan requests have been increasing and expect that to continue

Expect to increase the number of journal packages and databases to increase content. This could lead to an increase in lending requests.

Refined and redesigned resource request service to be launched in coming years

Increase range of subscribed content to reflect growing teaching, learning and research portfolio of the institution. We are about to embark on a review of our collections and I am sure that this will result in significant changes such as increasing coverage in some areas. With implementation of new LMS (moving from Sirsi to OCLC) we will be investigating OCLC's resource sharing and RapidILL to enhance access to resources for our customers.

Budget constraints, changing content delivery strategies, new Institutional strategy, uncertain LMS future.

Anticipate a reduced budget and therefore reduced subscriptions. Increase in RapidILL (just introduced)

Ongoing move to OA - post-~"transitional" journal agreements and new requirements for monographs.

Increased support for diamond OA. Increased importance of sustainable/ethical supply. ILL likely to become more significant for consortial resource sharing and informing negotiations with suppliers.

Focus is on reducing staff costs and seeking process efficiencies.

Rapid ILL

As mentioned already, using ILL consortia as a 'just in time' model of supply for articles as an alternative to subscription definitely has future potential. As an Irish based institution I think the centralised procurement model of IReL hampers the autonomy of Irish institutions to control or opt out of big deals and use ILL as an alternative. I can see the shift happening in the UK already, but the UK models are very different to the Irish models.

If any of the big deal subscriptions fail, we anticipate much greater use of ILL/Resource sharing

Additional lending, implementation of RAPID ILL

Impact of Open Access. Changing research culture within the institution. External economic factors.

AI. Increased prevalence of automated resource sharing systems in the sector.

We have had a decrease in budget for 2023-24 compared to the last 3 years and this is likely to lead to increased resource sharing and less purchasing of content outright.

hoping to subscribe to Rapid ILL

We anticipate our ILL/resource sharing activity to increase over the next 3 years. Tipasa has enabled us to be more active in lending/borrowing.

Many factors will mean we see change over the next three years, the increase in content received via R&P deals is a notable one which has seen an increase in the amount of content we can access and had a visible impact on number of resource sharing requests in or fulfilled. Post transition agreements however they manifest would be expected to continue this trend. There will be expected growth in the sector with controlled digital lending and/or consortia/community led lending which will have a potentially undefinable but expected impact on all of the above.

Cost is starting to limit resource purchasing, and I think this trend will continue

Looking to reduce print periodicals holding with the intention to rely on ILL to supply removed local content.

We're always looking at usage statistics for our subscribed resources, so look at trends in ILL requests as part of this analysis.

Read and publish deals may impact this (if cancelled)

Will probably subscribe to Rapido for book loans

We may subscribe to fewer e-packages due to availability of RapidILL

- Further push for digital purchases over purchasing print - Possibility of having to adapt workflows and systems to provide eBook lending - Potential for the streamlining of physical interlibrary loans with the acquisition of new software - We foresee having to make difficult cuts to subscribed-for resources - Possibility that we may be forced to walk away from a large read-and-publish agreement, which would have a considerable impact on interlending request numbers and add pressure to improve turnaround times

If budget decreases then this will impact purchased content and may impact ILL workload

Costs are rising but budgets are static/decreasing so it is possible subscriptions to or purchasing content will decrease (or be cancelled) which may see an increase in ILL/resource sharing.

Anticipate increase in ILL/resource sharing as need for/cost of subscribed/purchased content outpaces library budgets and we move from ownership to access models of content delivery.

Yes we do but are not at liberty to provide detail.

There has never been a period of three years where this area has remained static. there is no reason to expect that this will suddenly occur now

We expect some reduction in subscriptions to unique journal titles over the next 3 years as we make more use of the Unsub journal subscription modelling tool; we expect a commensurate increase in ILL borrowing - the extent to which ILL lending will rise depends on the extent to which other HEIs make use of the Unsub tool; we expect an increase in subscription/purchase of open access monographs (and an increase in purchase of hard copy research material not available as OA)

I hope that a solution to the ILL sharing of ebooks might be found as i think print holdings of new textbooks will continue to decrease, though once the UKRI open access policy for monographs, chapters and edited collections comes into force in 2024, this will hopefully benefit our students and staff as more content becomes openly available. Much of our purchased material for the library is very much geared towards essential and recommended readings on reading lists, so ILL can help to fill in the gaps in our local holdings for further reading and for academic research.

Q16. Has patron behavior changed since the Covid-19 pandemic? If Yes - how.

Print loans haven't returned to pre-Covid levels

Use of spaces and collections are decreasing, enquiries are decreasing

More use of online content. More engagement with electronic resources and higher demand for ebook versions of texts

Increasing lack of manners - already a growing trend before the pandemic, now profoundly accelerated.

Patrons are more demanding. They expect everything to be online, instantly, and they expect that all their loans will be automatically renewed for them. (We've just introduced automatic renewals for ILL).

“Patrons are more demanding. They expect everything to be online, instantly, and they expect that all their loans will be automatically renewed for them.”

More use of e-resources and students working alone more

A number of people are still hesitant to use the physical space. However, being 'forced' into using eresources at home during lockdown has probably broken down some barriers of consuming content this way.

Consequently, many people will choose to stay away. It may be a wider problem, but patrons who visit are increasingly ill-mannered and rude. The supposition is that Covid has stunted the social development of some young adults and they are not comfortable with face to face conversations. Reduced borrowing and browsing of print, more use of E.

More remote Library access

more resources accessed digitally

Footfall has decreased and the demand for print books is less now that we have more ebooks

Patrons aren't as interested in the local physical collection as they used to be.

Marked decrease in PC usage, leading to a reduction in the overall library estate. Reduction in demand for/take-up of 24/7 library opening. Reduced demand for in-depth library support

Hybrid learning and teaching - we did see an initial decrease in usage of eResources but this has increased over the past 12 months. Less physical library visits.
Greater demand for electronic material in the form of articles and chapters.
More Inter-library loan patrons are requesting items to be posted to their home addresses.
Reduction in use of print material.
less footfall in Library.
less footfall in library buildings.
Further switch away from print to digital
Demand for flexible collections online and in print, closed campus so student are on site
Patrons expect faster delivery times
Bigger increase in reliance in e-texts and less on physical.
There has been a significant shift towards the use of e-resources and a continued decline in the use of analogue (print) resources. Increasing demands on the library to support neurodiversity amongst staff and students. There is a change in expectations: what is available in 'e' is more likely to be seen as interesting or important than print materials. Generative AI is changing the nature and role of academic libraries in the support of students and staff. Awareness of Equality Diversity and Inclusion is much greater amongst staff and the wider community.

“There has been a significant shift towards the use of e-resources and a continued decline in the use of analogue (print) resources.”

Mental Health, more electronic ebooks and articles, behaviour worse, more commuters, less understanding of a library due to public libraries closing
more people using the physical spaces again
Library spaces continue to be busy but starting to see an increase in users not based on campus, and growth of digital only courses
At first people were using more online resources because that was the only option (lockdown and lack of access to the print collection). That seems to have held true and now that people are on site again they still aren't borrowing print as much. There was already a trend this way, but the pandemic seems to have really accelerated it.
We have seen greater use of our digital resources, particularly for core reading, though this is also in part due to better provision of digital content since projects initiated in response to covid (i.e. in sourcing more digital content)
Requesting more digital content on ILL
Less people visiting the library - we kept the Click and Collect service, so students don't have to browse the shelves to find print books
Students want immediate access to resources where they are but not willing to seek support to get them
More lone working and use of private study rooms. Less use of fixed PCs
Less to do with COVID and due instead to cost of living - students are staying longer on campus and in the library for the days they are taught on site to save on energy at home etc. But on days they are not taught on campus they tend not to make a trip to the library so as to avoid travel costs. No real change in behaviour as a result of C19, maybe a small increase for some students who expect ebooks over print.
Reductions in print borrowing, changes in physical presence on campus.
They want ebooks.
They want more delivery online
More remote requests for scan-and-send service.
Increased use of electronic resources; library spaces more for study than obtaining content.
mode of teaching delivery decreases occasions on campus, increase in digital requests
acceptance of e-resources; print circulation decrease
More online content asked for
We see a lot of reduced engagement onsite. Accommodation is hugely expensive and teaching is hybrid. Overall campus footfall is down. We do see a recovery in online traffic, which dipped somewhat

last year due to a cyber attack. However we suspect our students are increasingly using the open internet and dodgy open source sites like SciHub. It's hard to say whether this is just a Covid effect, or Covid has accelerated a trend seen over many years. For nearly a decade now, we have far less interaction with our students due to a reduction in direct staffing and training in using information services. The emphasis is on self help via instruction videos rather than course embedded subject tailored training in information resources.

Expectation that content will be available electronically has risen considerably

Preference for online resources

reduced footfall

Steady increase in borrowing print collection, ILL usage, student traffic

More demand for e-content, expectations that everything is available online.

It's an obvious thing to say that patron behaviour has changed since the pandemic, but pinpointing exactly how, is where it gets tricky. We can see there is an increased demand for more content, initially starting as online only, but the desire for print is coming back, perhaps not to pre-covid levels. The expectation on quick service delivery is high, as it always was, but with the addition of the times users interact with resource sharing services seem to fall more often outside of normal working hours post covid. This is not to say there is a definitive expectation on out of hours fulfilment, which is an unknown to us at this stage, only a trend noticed on request and enquiry times.

More demand for digital material

Physical loans are lower than pre Covid-19. Number of enquiries received via our virtual advisory help service has decreased.

They are back but some are still reluctant. Some issues with noise and how libraries work

Increased use of digital content, born digital and scanned

There's more demand for e-books, although this trend was beginning to show before the Covid-19 pandemic. There is also more of a move to a Click & Collect culture and a culture of immediacy (e.g. Amazon Prime-style delivery).

Want everything electronically

Greater awareness of possibility for digital resources. Requesting access to digital sources over print. I.e. placing resource sharing requests for one chapter in place of requesting, and waiting for, delivery of the whole physical book

More use of E-resources, but so far this term there has been a slight uptake on last years level of borrowing but too early to say if this trend will continue

Users are more accepting of ebooks now and in some cases prefer to print

Hybrid study.

More remote access, a wide variety of new services

To answer that satisfactorily would demand a separate survey

Demand for online teaching and resources seems much greater than before, including asynchronous recordings of inductions and teaching sessions, etc. Demand for private study spaces in the library to make web calls/participate in online lectures is increasing, as is demand for group study/social areas so people can work together. Demand for in-person help e.g. at the library helpdesk seems to have declined somewhat, but chat services and email boxes remain busy and we have increased our online guidance.

Q18. Has your individual role changed significantly since the Covid-19 pandemic? If Yes – how.

It is increasingly more important for me to upskill in areas such as systems knowledge, data management (analytics) and understanding user experience and engagement with our service.

More behind-the-scenes work (eg online requests, emails, livechat), rather than front-of-house duties.

Personally, yes. I was recruited into this role after lockdown from the local authority. The pandemic had a much larger effect in public libraries than academic ones I would say.

Wellbeing committee member, and HEA coordinator. Also becoming a university means REF is a key part of my role. Not connected to COVID.

Working more by email rather than face to face.

Greater emphasis on upskilling and cross working. Hybrid working on site/working from home.

I have taken on a new role that covers more service areas.

This is more due to the fact I took up a new job role, so it isn't necessarily Covid-19 related.

Having to provide access to physicals item that we hold in an electronic format for chapters or articles to our own students. Greater reliance on other platforms such as RapidILL for provision of material.

We now work 4/5 days a week remotely.

We now have an electronic first policy. We always check if an ebook is available first. ILL team now order material for stock. We now have automations on our system so are often dealing with the more difficult requests. We now assist our Reading List Team during busy periods.

Staff redundancies have increased workload and responsibilities.

Additional demand on digital services and higher workloads.

Increase in purchasing e rather than physical. Hybrid working.

The Library has executed a significant Reorganisation/restructure designed to meet the expectations of our users. The Library has now taken on a lead role in learning spaces. We have onboarded new technological platforms and redesigned our service offer for 'on demand' requests.

The silver lining of COVID-19 was the rapid shift to digital provision and associated services; this has meant changes in workflow and approach.

We're on site less frequently, which really helps with work-life balance. Also when we're on site it's in an open-plan office with several other teams, so having the option to do more intensive work at home is nice (fewer distractions). We're ordering less print so only being on site 2 days a week each is plenty of time to get all of the acquisitions work done. We've also started having one day per fortnight at one of the other campuses. This started as a way to make better ties with the frontline staff but has grown to include receiving print journals and managing that part of the collection.

Role has been more digital focused (introduction of Kortext for reading list items), an overall increase in ILL requests has been noted, now introducing RapidILL will be an additional change to workflows.

Have also made greater use of DDA and EBA collections to make more content available locally while remaining cost effective. Significantly less handling of print resources (either through acquisitions or ILL).

Role now encompasses ILL and one-off acquisition purchases.

Been promoted to a manager.

Yes - significant drop in processing book requests. Increased opportunity to WFH when possible with frontline support which is patchy due to staffing levels.

Additional roles.

ILL decreased and other inhouse duties increased.

More remote working.

In line with changes in scholarly communications (particularly the move to open) rather than as a direct consequence of the pandemic.

Resource Sharing has been added to my area of responsibility since the pandemic. Working to improve efficiencies in resource sharing using functionality in new library management system.

Many collection services we provide have changed, ILL, document supply.

Many roles have adapted to changes in the teaching and learnings expectation of staff and students.

We have invested further in document delivery activities and staffing.

The service was busier during the pandemic and has remained so.

Working from home, supplying more e-format material.

Working patterns, more remote working, adjusting to teams working in different locations. Adapting to new and developing resources.

My role involves both purchasing (monograph research content) and ILL. The ILL element of my role has increased as ILL activity has changed from a rather marginal activity to one of increasingly strategic importance. I now work more closely with colleagues in research services, open research and subscriptions.

I have moved to a different role within the library, but still retain management of the ILL service as part of it.

Q19. How could the British Library support you and your users more?

Buy a document supply copy of books that are super expensive as ebooks, so we can buy chapter scans?

Preparing for loss of income from more libraries using RapidILL and consortia, to enable them to keep providing other services.

By finding ways to enable and manage full eBook lending between libraries in the UK.

More availability of recently published works for ILL. Often books are legal deposit or general reference only.

ILL pricing should be reviewed. It's increased significantly, and is no longer comparable to other schemes (ifla book loan = 8 euros, oclc 10 dollars (?))

You have a wonderful service and dedicated, helpful staff, but it's getting costly and our users are requesting more obscure titles all the time, so the likelihood of items being in your stock is diminishing. I know that you don't have the budget to hold everything, it's just the fact of life now. Now if you could create a way of lending e-books on a temporary basis to UK libraries, then I'm sure you'd find a market.

Allow us to borrow more and not charge so much.

e book loan/access.

Lower resource charges and more borrowable recent content.

Increase document supply on newer titles. Many seem to be legal deposit or general reference and then we need to try and source elsewhere.

Maintenance and development of collections of rarer/harder to locate materials. Improve accessibility of materials in their collections for disabled people

Take out more subscriptions to current journal content that can be shared by ILL (e.g. SpringerNature journals).

Making more BL holdings available to borrow (restricted content).

Requests are very expensive, cheaper fees would help

Better integration of BL On Demand for OCLC Tipasa. Also the charges for ILLs go up year on year, but I do struggle to justify also upping our charges to match BL's offer. I do appreciate that BL now supply unencrypted articles via the On Demand service -- our users used to always struggle with accessing supplied articles.

Develop an ILL APP/platform akin to RapidILL (but with charging) that could be implemented across multiple LMS's.

No charge for renewals, simplified process for requesting material from backup for our digitisation service. Offer a service similar to Article Galaxy.

Advocate for controlled ebook lending,

Advocate for controlled ebook lending, when sending ARTEmails often given libraries to try that only have digital copies so takes more time for all involved and longer for requester to get items.

Digital lending where ebook only held.

Support digital lending, reduce costs, support admin of invoices

We are happy with the support the British Library provides.

Ensuring that BL remains a location for stock if unavailable elsewhere. Continue copyright cleared articles.

Better integration with OCLC WMS (and other library platforms) to support doc del / ILL. Improve collections and make more of the collections available for ILL. Reduce operational costs / reduce fees for ILL and doc del. Champion the development of e-book lending.

SED Secure Electronic Delivery as access problems. Allow us to use BL accounts to pay for ETHOS requests.

The British Library is supporting us well. Also, I would like to mention that the British Library Customer Services are great.

More provision of content to support reading lists e.g. BL fee paid copies and possible consideration of controlled digital lending.

Offer integration with the RapidILL model (i.e. automate requests not supplied by Rapid going next to the BL service?)

Better integration with LMS. Lead the way on ebook lending.

BL working directly with vendors to integrate services (e.g. BLDSS and Alma) and work to enable ILL

of ebooks.

Reduce costs to borrow and renew print book loans.

Make it cheaper - our budget is very limited and we cannot pass these costs on to students who are already struggling. Review cancellation charge process/timelines - 10 minutes is too short.

More transparency in pricing.

More items available for customers for example NPLD and RCOP items.

More items available.

Better integration with Tipasa - currently the BL requires different settings from all other OCLC libraries.

Encrypted delivery generates a lot of support enquiries from users and is not helpful. On price alone BL is less competitive.

Brexit and increased supply costs has reduced the amount of direct transactions we do with the BL and we have been using alternatives such as Subito for many years. However the BL provides as indispensable service as acting as our bank in dealing with partner libraries in the UK, on whom we depend. We do a lot of direct transactions with British based libraries, and indeed they do a lot of transactions with us.

Better communication of upcoming changes.

Clearer reasons for rejecting ILL requests.

maintaining costs of On Demand pricing as we pass this on to the users

Promotion is key, I think being more open and available would benefit the sector not just myself and the users at my institution. There is an unknown often with users as to what is available. Often patrons do not want to travel to the physical site to access services, some more remote offerings to enrolled students and HE staff would be a great thing for the sector, not to replace the need for HEI's own subscriptions and content acquisition of course.

Make more material from the general reading rooms available e.g. by providing scans from this Material.

Integrate better with OCLCs WMS.

Flexibility on the cost of replacement. This would help libraries posting ILLs out to students and help with covering the postal insurance costs.

Better reporting - intrays don't always give adequate information to explain their responses. Would be nice if they didn't charge for each IDS renewal - this adds up interlending costs. Other libraries give free renewals, perhaps asking for books back after maximum of 3 months

Lending e-books

Review charges (especially renewal charges and claim charging fees), couldn't there just be one flat rate (like Conarls rate), or have a set annual subscription charge rather than transactional based (this was trialled many years ago), scrap the supply from legal deposit content (especially ebooks), improve acquisition of content - seems to have declined recently.

Explore loaning eBooks via ILL.

Remote access to more collections, if digital legal deposit items that were viewable on a dedicated terminal in the building could also be made available remotely in a secure way that would be super useful, although I know this is currently restricted by the Legal Deposit regulations. EHESS scanning of more items that are held in St Pancras would also be useful if they are not already in the document supply collection at Boston Spa.

Appendix C: Feedback from engagement events

This appendix summarises feedback from engagement events with UK HEI Librarians run jointly with RLUK and SCONUL on 27th November and 1st December, and with the FIL (Forum for Interlending and Information Delivery) on 7th February and ALN ILL Group on 8th February 2024. We are grateful to these groups for their support and to individual attendees for their enthusiasm and comments. The points below have been aggregated to maintain anonymity.

Key points

The engagement events were all well-attended, with more than 200 participants in total.

Attendees were very interested in the results of the survey, with comments and questions suggesting the results reflect their experience.

On a strategic level, attendees were keen to hear about the British Library's response and would like more detail about our plans when we are able to share it. People were interested in an alternative to Rapid, and liked the idea of a service that was open to all libraries and ensured equitable access to information. Data ownership also came up in discussion as a concern for some libraries.

On a practical level, there was a lot of engagement in terms of people wanting to make use of the service. It came through clearly that they are missing certain parts of the service since the cyber-attack. There were six things people were particularly missing:

1. ILL claims
2. EHESS
3. Copyright Fee Paid service
4. EThOS
5. Rare/hard to find material
6. Books, including contemporary English-language books.

Attendees were keen to get a timetable for when these things would be available, so they can better serve their users.

The Groups were keen to continue to help the Library to communicate service improvements, in addition to our existing practice of using LIS-serv emails.

The idea of running another, different survey now post cyber-attack was raised and we feel this would be useful. ALN ILL Group shared their survey questions and response rate (16 HEIs out of 25 members) but the analysis was not yet available for comparison with the results of this survey, and therefore does not appear in this report.

There was clear demand for training events for people who are new to ILL which we would be keen to deliver. This is something the British Library used to do. There may be room for courses and clinics, ideally in person, that allow for continued engagement.

Finally, there was a lot of goodwill towards the British Library and the BL On Demand service and a clear appetite for continuing engagement at both a strategic and operational level.

Appendix D: Survey questions

Please let us know which institution you work for: [free text]

Systems, workflows and networks for Inter-Library Loans and Resource Sharing

1. Which Library Management Systems are you currently using? *Please tick all that apply*
 - Ex Libris
 - Innovative Interfaces
 - OCLC
 - SirsiDynix
 - Other – please specify
2. Does your Inter-Library Loan module integrate with your overall Library Management System or is it stand alone?
 - Yes, it does integrate
 - No, it stands alone
3. What three things do you like about your Library Management System? *(Text box response)*
4. What three things would improve it? *(Text box response)*

Content

5. Please estimate the split of content types required (totalling 100%)
 - ...% Journal articles/book chapters
 - ...% Ejournal articles/ebook chapters
 - ...% Loans of books/journals
 - ...% Ebooks
 - ...% Grey lit/Thesis
 - ...% Other – please specify: *(Text box response)*
6. What is the most important feature when sourcing content? Please rank, where **1** is the most important and **6** is the least important:
 - Integration with workflows/all on the same Library Management System
 - Cost
 - Speed of service
 - Ease of use

Range of content

Other – please specify: *(Text box response)*

7. What are the challenges with sourcing different content types? Please provide detail: *(Text box response)*

8. Which libraries/networks do you approach to source content? – Please rank, where **1** is the most frequently approached and **6** is the least frequently approached:

- Local consortia/library network
- WHELF
- Rapid ILL
- OCLC
- International consortia/library network
- BL On Demand
- Other - please name: *(Text box response)*

9. Do you use different sources from above when obtaining born digital content or loans/scanned from print?

- Yes
- No

If Yes - Please specify: *(Text box response)*

Trends in collection management, resource sharing and Interlibrary Loans

10. Do you anticipate your library acquisition budget to increase, decrease or remain the same?

- To increase
- To decrease
- To remain the same

11. Has your Interlibrary Loans/resource sharing:

- Increased?
- Decreased?
- Remained the same?

12. Has subscribed content:

- Increased?
- Decreased?
- Stayed the same?

13. Do you anticipate any changes in subscribed or purchased content and Interlibrary Loan/resource sharing over the next three years?

Yes

No

If 'Yes', please provide details: *(Text box response)*

Student, researcher, academic behaviour

14. How busy are your physical libraries generally in terms of student traffic?

Increasing

Decreasing

About the same

15. Are your physical libraries changing?

	Increasing	Decreasing	About the same
Collection spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Study spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Teaching spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other – please specify: <i>(Text box response)</i>			

16. Has patron behaviour changed since the Covid-19 pandemic?

Yes

No

If 'Yes', how? *(Text box response)*

17. In the last two years, has usage of your collection (print and digital) been:

Increasing

Decreasing

About the same

18. Has your role changed significantly since the Covid-19 pandemic?

Yes

No

If 'Yes', how? *(Text box response)*

19. How could the British Library support you and your users more? *(Text box response)*

Thank you for completing this survey.