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The world is your library, or the state of international interlibrary loan in 2015  
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# The world is your library, or the state of international interlibrary loan in 2015

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## Abstract

**Purpose** – The purpose of this paper is to provide preliminary results of the 2015 international interlending survey conducted by the ALA RUSA STARS International Interlibrary Loan Committee and compare these results to those of the survey conducted in 2011.

**Design/methodology/approach** – An international survey was developed using Qualtrics to both gather and analyze the results received after the survey was distributed via listservs and personal contacts.

**Findings** – The 2015 survey's results generally showed similarities to those in 2011 with most participants both borrowing and lending materials internationally. The differences between the 2011 and 2015 survey are highlighted as are barriers to international interlending.

**Originality/value** – This study illustrates the most recent survey of international interlending practices with comparison to previous studies and will yield potential methods and activities for improving resource sharing globally.

**Keywords** Surveys, Survey research, Interlibrary loan, Interlending, Resource sharing, International

**Paper type** Research paper

## Introduction

The American Library Association's (ALA) Reference and User Services Association (RUSA) includes the Sharing and Transforming Access to Resources Section (STARS) of which the International ILL Committee is a part. The committee's charge is to evaluate trends in international inter-library loan (ILL) and resource sharing, develop materials and resources for international ILL practitioners and sponsor and promote international ILL and resource sharing efforts, research projects, training and professional development and liaison opportunities. As part of this charge, the committee conducted a survey in 2015 of international ILL activity; this was the third survey and builds on those of 2011 and 2007. The 2007 survey was distributed to libraries in the USA only. The 2011 and the 2015 surveys solicited input from libraries around the world, thus expanding the reach of the surveys and providing a more complete picture of ILL activities, both borrowing and lending.

The 2015 survey builds upon the 2011 survey using most of the same questions with only a few modifications. For example, Questions 11 and 21 (What is your 12-month international borrowing volume?) and (What is your 12-month international

lending volume?) were modified from requesting the total volume to requesting the number of returnables and non-returnables separately, and Question 28 (What is your primary method for shipping returnables internationally?) was modified to focus on returnables. Keeping the surveys as similar as possible makes their results easier to compare and, thus, the identification of trends or changes easier. Kurt Munson and Poul Erlandsen presented the initial findings of the 2015 survey and comparisons to the 2011 survey at the 14th ILDS conference in Istanbul, Turkey in October 2015.

## Methodology

The survey sought to identify libraries placing and receiving international ILL requests and, then, included their demographic information. Additional questions included:

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- Q1. How these requests are transmitted to owning libraries?
- Q2. What types of materials are being requested internationally, that is, both returnables and copies?
- Q3. How are requests delivered?
- Q4. If payment is involved what payment mechanisms are most common?

Through these and other open-ended questions, the survey attempted to gather information to identify aspects of international ILL that have become easier. Areas of continued difficulty and friction were also identified using the same methods. For complete survey instrument, see [Appendix](#).

The survey was distributed in early March 2015. Invitations with explanatory text and a link to the survey were sent out via a number of listservs. By distributing the survey as widely as possible, the committee hoped to gather the largest number of responses possible from as many libraries as possible in as many places as possible. A spreadsheet listing countries and continents in addition to subject-specific ILL listservs, such as MedLib-L, was developed and populated by the committee. The IFLA ILDS Committee's help was crucial in meeting this goal, as were personal connections between library staff around the world. Recipients of the survey email were asked to forward it to any additional listservs or individuals as they saw fit. Qualtrics, a web-based tool for building surveys, provided a platform for the survey instrument, and the University of Washington hosted the survey. The University of Washington's Institutional Review Board (IRB) reviewed the survey to ensure regulatory compliance, as the survey was hosted in the USA. Responses were anonymous with no personal or institutional identifying information collected.

### Demographic overview

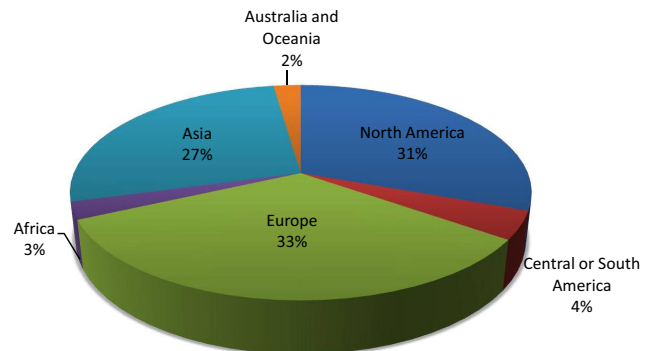
In all, 330 responses were received with 301 respondents completing the survey. [Figure 1](#) shows the breakdown of responses by continent. European libraries (102) provided the largest number of responses with North America (94) and Asia (82) following. Institutions of higher education represented the most common type of library responding (213).

Libraries reported that international ILL does not constitute a significant percentage of their overall ILL volume (see Questions 12 and 22). As [Figure 2](#) shows, most libraries reported placing and receiving fewer than 100 international ILL returnable and non-returnable requests per year.

### International borrowing overview

Of the 301 responses to the question "Do you borrow internationally?", 83 per cent (251 respondents) indicated yes. In all, 73 per cent (182 respondents) borrow both returnables and non-returnables from libraries abroad, while 20 and 7 per cent borrow only non-returnables and returnables, respectively. The volume of international borrowing of non-returnables is slightly higher than that of returnables, with 35 per cent (82 respondents) reporting that they borrow 100 or above non-returnables from international suppliers in a 12-month period as compared to 21 per cent (51 respondents) reporting that they borrow 100 or above returnables. The volume of international borrowing appears to be on the rise:

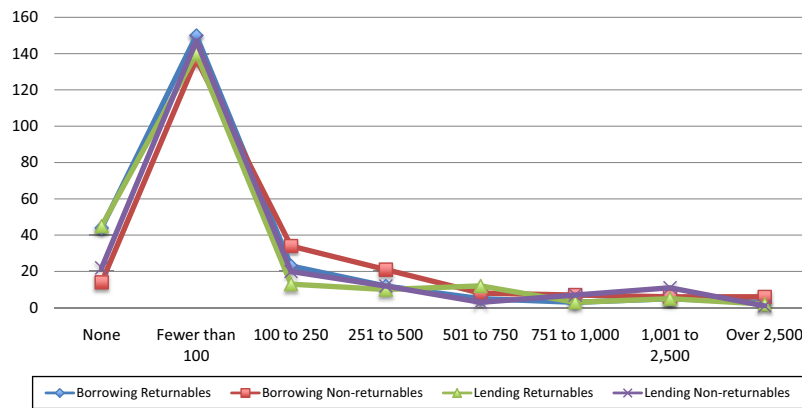
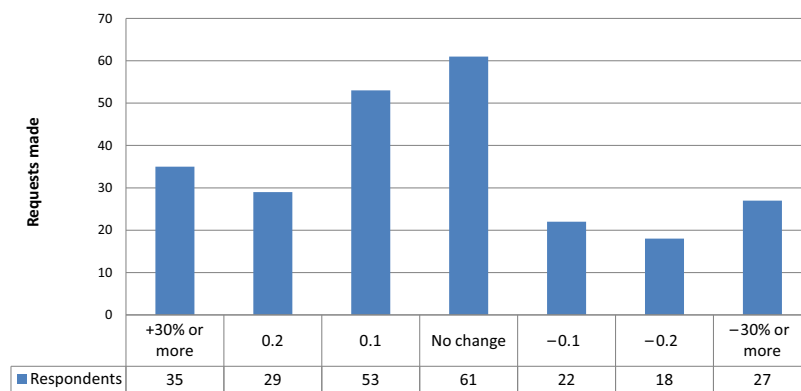
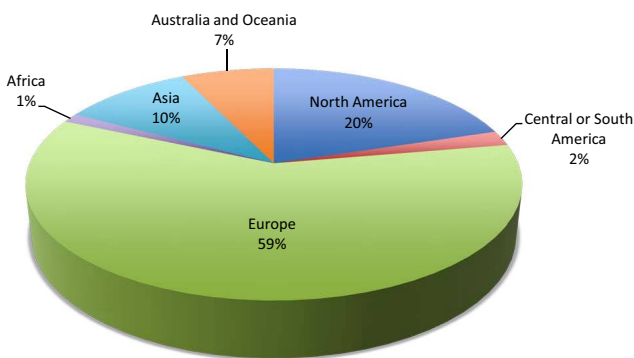
**Figure 1** Total responses by continent



48 per cent of survey respondents reported making more international ILL requests now than they did five years ago, while only 25 per cent reported no change and 27 per cent reported making fewer requests ([Figure 3](#)). When asked why the activity level had changed, the leading reasons given were that users are discovering more international materials (78 or 32 per cent of respondents), and more international lenders are available (76 or 31 per cent of respondents).

When asked "From which countries do you borrow most heavily?", 244 respondents identified 54 countries as frequent lenders. In all, 59 per cent of the countries selected by respondents were in Europe, followed by 20 per cent in North America, 10 per cent in Asia, 7 per cent in Australia and Oceania, 2 per cent in Central or South America and 1 per cent in Africa ([Figure 4](#)). In their article analyzing the 2011 survey results, Tina Baich and Heather Weltin stated that the predominance of European countries is "due both to heavy European borrowing by USA libraries and borrowing between European countries" ([Baich and Weltin, 2012](#)), and their observation remains true in 2015. Although the 2015 survey respondents were more broadly distributed around the globe, nearly two-thirds (64 per cent) were from North America or Europe, and 54 per cent of North American selections and 84 per cent of European selections were European countries. Within Europe, Germany dominated the field with 61 per cent of respondents borrowing heavily from this country, followed by the UK (47 per cent), France (19 per cent), Denmark (13 per cent) and Italy (10 per cent). Within North America, the USA (43 per cent) leads over Canada (29 per cent), and Australia (23 per cent) and Japan (10 per cent) representing Oceania and Asia, respectively, round out the list of countries from which respondents borrow most heavily.

Despite the growing breadth and volume of international borrowing, certain types of material remain hard to obtain from foreign collections ([Figure 5](#)). Copies of rare or older material (127) and local dissertations (124) are the most difficult, with 50–51 per cent of 2015 respondents who borrow internationally reporting difficulty acquiring these materials. Electronic books (110) followed, with 44 per cent of international borrowers reporting difficulty. Audio media (99), bound serials (95) and video media (94) are also items deemed difficult to acquire abroad, as reported by 38–39 per cent of respondents who borrow internationally. Unsurprisingly, microform reproductions (49) and circulating print materials like musical scores (39) and books (37) are the easiest to

**Figure 2** Volume of international inter-library loan requests**Figure 3** Change in international inter-library loan borrowing (since five years)**Figure 4** Continents from which libraries borrow most heavily

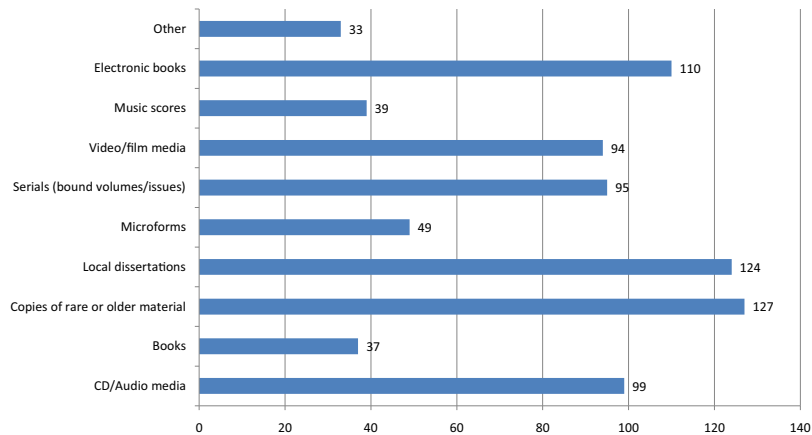
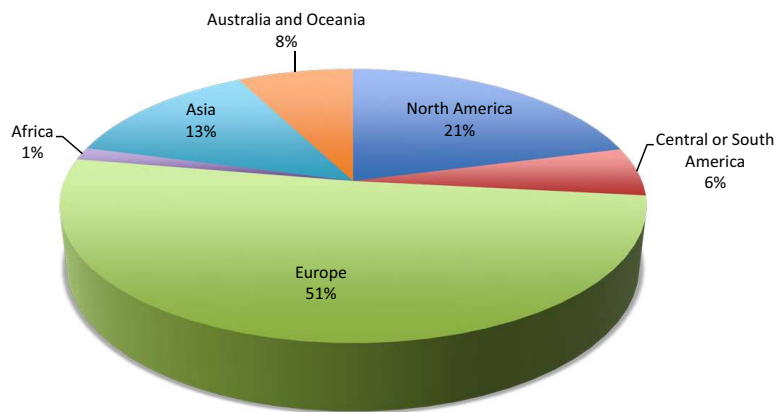
borrow across borders; less than 20 per cent reported issues with these materials. Write in responses indicate that some libraries also experience difficulty borrowing newly published materials (12), articles from electronic journals (4) and conference papers or proceedings (4).

#### International lending overview

Of 293 responses, 78 per cent indicated that they lend internationally and 74 per cent supply both returnables and non-returnables. According to the 2015 survey, 61 per cent of libraries (140 respondents) have a 12-month international lending volume of fewer than 100 returnables, and similarly, 66 per cent (147 respondents) reported lending fewer than

100 non-returnables abroad over the same period. A clear majority of respondents (73 per cent of 227) responded that they send non-returnables electronically to international libraries, while 18 per cent only ship via mail, 5 per cent via fax and 4 per cent do not provide non-returnables. A follow-up question asked about copyright and licensing restrictions and whether they hinder international lending of non-returnables. It was a near tie, with 47 per cent (91 respondents) saying yes and 44 per cent (84) saying no. Interestingly, a small number (18 per cent) indicated that they are unsure.

When asked to identify up to five countries to which you most frequently lend, 219 respondents listed 42 countries as their first choice; 69 countries were selected in all. As seen in Figure 6, the majority of countries to which libraries frequently lent were in Europe (51 per cent), followed by North America (21 per cent), Asia (13 per cent), Australia and Oceania (8 per cent), Central or South America (6 per cent) and Africa (1 per cent). Within North America, the USA (56 per cent) edged out Canada (44 per cent) as a more frequent lender. In contrast to international borrowing, there was no country in Europe that claimed a majority of respondents' choice as a lending option. Denmark (24 per cent) and France (22 per cent) led the pack, while Sweden (13 per cent) was the only other European nation with more than 10 per cent of survey responses. Central or South America, Asia, Australia and Oceania and Africa, as the results above show, were the

**Figure 5** Materials that are difficult to borrow via international inter-library loan**Figure 6** Continents to which libraries lend most heavily

continents with the countries to whom libraries least frequently lend. The reasons for this number could be attributed to the locations of respondents to the 2015 survey, local policies on international lending and the cost of shipping to these countries, among other factors.

The 2015 survey asked respondents to choose up to five countries to which they will not lend, and of the 109 total responses, 49 per cent of respondents chose an Asian country. Within Asia, South Korea was chosen the most (10), and Afghanistan was second with 9; all other Asian countries garnered five or less responses each. North America (16 per cent) and Europe (14 per cent) were a distant second and third; within these continents, the USA (14), which was chosen the most out of any country, and the UK (6) were identified by the greatest number of respondents as countries to whom they would not lend. Africa (12 per cent), Australia and Oceania (6 per cent) and South America (3 per cent) round out this list (Figure 7).

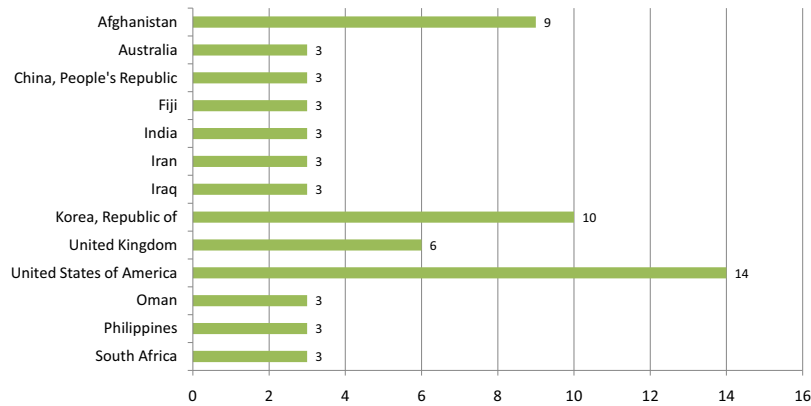
### Changes and similarities noted between the 2011 and 2015 surveys

The strong similarities between the 2011 and 2015 surveys, except for the changes noted above, allowed for comparison and hopefully provide a nascent data set for further longitudinal studies.

Borrowers need a mechanism to ask a lender to fill a request. On the 2015 survey, Question 5 provided respondents a list of ILL systems from which to select all applicable systems, including an “other” option (Table I). The 2011 survey asked this same question (Table II). In 2011, OCLC’s ILL system was libraries’ primary way of receiving requests with 49 per cent. The second most common way to receive a request was received via an “other” system, 20 per cent of the responses. In all, 11 per cent reported having no system for receiving requests.

The 2015 data showed 37 per cent of respondents reporting OCLC as the primary network for sending/receiving requests, a decline of 12 per cent. Use of systems defined as “other” rose to 41 per cent, a 21 per cent increase from the 2011 survey. Decline saw a 4 per cent decrease in use from 13 per cent in 2011 to 9 per cent in 2015. The results seem to indicate a move away from centralized systems towards a more direct peer-to-peer mechanism. Interestingly, lenders indicated only a 1 per cent decrease in the number of requests received via OCLC from 21 per cent in 2011 to 20 per cent in 2015, while requests sent via email increased 6 per cent from 32 to 38 per cent. As the results in both the 2011 and the 2015 survey were anonymous, the results may very well show differences in the mechanisms used by the populations reporting rather than substantive changes in systems used and, thus, may not be comparable.



**Figure 7** Top countries to which libraries will not lend**Table I** Resource-sharing network participation (2015)

Resource-sharing network	No. of responses	% of responses
<i>Pre-set options</i>		
None	40	10
OCLC	147	37
DOCLINE (US)	34	8
Unity UK	5	1
Libraries Australia	9	2
Other	166	41
<i>Top ten "other" systems</i>		
GIF: Global ILL Framework (Japan)	26	6
CALIS (China)	21	5
NILDE (Italy)	12	3
REBIUN (Spain)	11	3
SUBITO (Germany)	11	3
British Library (UK)	10	2
CASHL (China)	9	2
BIBSYS (Norway)	8	2
NSTL (China)	8	2
RapidILL (US)	8	2

**Table II** Resource-sharing network participation (2011)

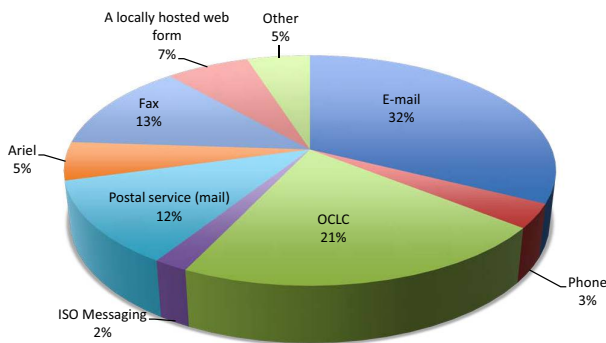
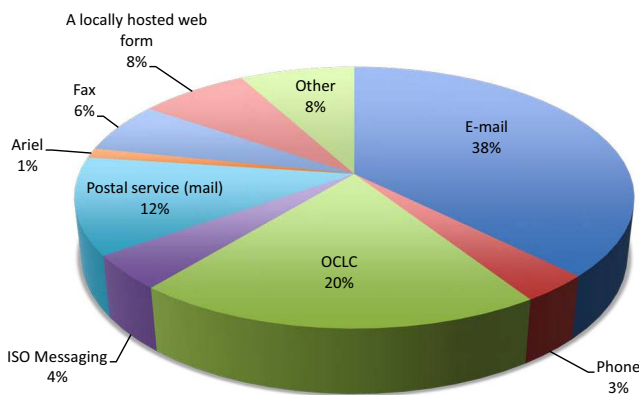
Resource-sharing network	No. of responses	% of responses
<i>Pre-set options</i>		
None	80	11
OCLC	359	49
DOCLINE (US)	93	13
Unity UK	4	1
Libraries Australia	43	6
Other	149	20
<i>Top ten "other" systems</i>		
Libris (Sweden)	16	2
RapidILL (US)	14	2
SUBITO (Germany)	13	2
BIBSYS (Norway)	11	2
British Library (UK)	10	1
DANBIB (Denmark)	8	1
NILDE (Italy)	8	1
GIF: Global ILL Framework (Japan)	6	1
ILL-SBN (Italy)	6	1
Te Puna (New Zealand)	6	1

Peer-to-peer communication remains an important method of requesting items (Figures 8 and 9). In all, 12 per cent of libraries in both 2011 and 2015 reported using the postal service as a way of receiving requests. The importance of web forms increased by 1 per cent between the two surveys. Fax and Ariel use declined by 7 and 4 per cent, respectively, from 2011 to 2015, reflecting a general trend away from those technologies. The results would indicate email is replacing those previously used tools.

Libraries reporting an "other" mechanism to request items were invited to name those systems (Table I and II). The anonymity of the results, mentioned above in relation to the sharp decline in OCLC usage, again makes comparison of the data between the two surveys difficult. For example, SUBITO, BIBSYS, British Library and Global Library Framework occurred in the top ten for both the 2011 and 2015 lists. RapidILL dropped from the Number 2 place in 2011 to 10 in 2015. When these results are coupled with Libris of Sweden not showing up on the 2015 list after being

Number 1 in 2011 and CALIS being Number 2 in 2015 while not even on the 2011 list, the results are even more likely to present more information about who completed the survey rather than the relative popularity of different "other" systems. Likewise, the sharp decline in OCLC being mentioned as a requesting system is likely the result of respondent demographic rather than accurately representing a trend. The higher number of European responses to the 2015 survey coupled with the decreased number of North American responses likely skews these system numbers, too, making the results anecdotal at best. However, it is clear a substantial number of systems exist and are in use for international ILL.

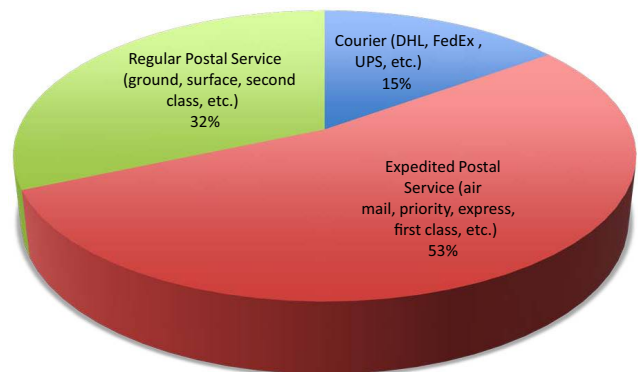
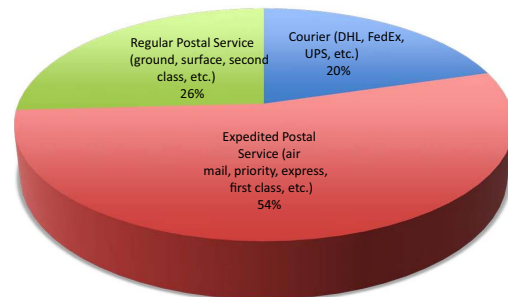
Libraries continued to rely primarily on expedited postal service for delivery and return of returnables in 2015 with a 1 per cent increase over 2011, 54 to 53 per cent, respectively (Figures 10 and 11). Courier services, that is, companies such as DHL, FedEx, UPS, etc., saw a 5 per cent increase in use rising from 15 to 20 per cent between 2011 and 2015. The use of regular postal service shipping declined 6 per cent as the

**Figure 8** Lenders' methods of receiving requests (2011)**Figure 9** Lenders' methods of receiving requests (2015)

faster and more easily trackable methods noted above found wider use. The cost of shipping was noted as a barrier to international ILL in other sections of the survey, but it appears that if libraries are going to ship a returnable abroad, then they will chose an expedited shipping method to fill the request, which helps mitigate another complaint about international ILL, the turnaround time.

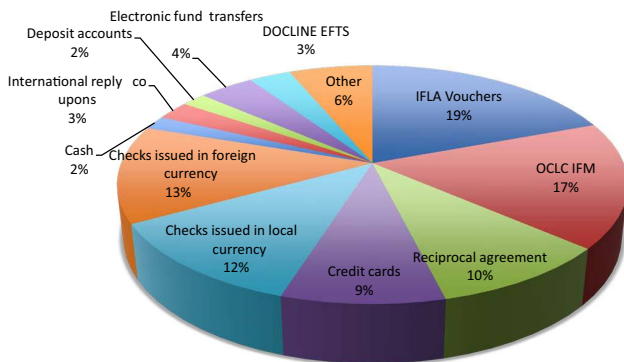
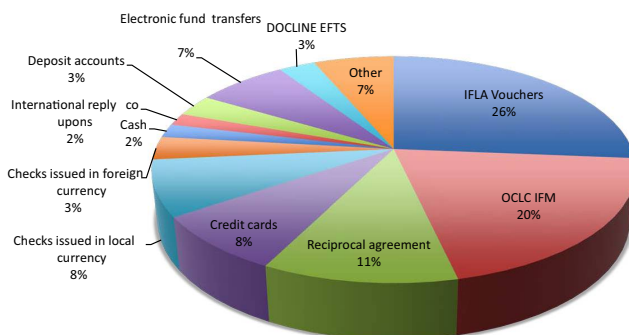
The survey results for non-returnables are confounding. Whereas 80 per cent of non-returnables were sent electronically in 2011 according to the 2011 survey, electronic transmission declined to 73 per cent in the 2015 survey. These results are more confusing given that email, an inherently electronic system, as a mechanism to receive a request showed a 6 per cent increase between the 2011 and 2015 survey. Delivery of non-returnables printed on paper showed a 5 per cent increase in 2015 over 2011, too. The survey results cannot explain the apparent move away from electronic delivery. The 2015 survey had far fewer North American responses than the 2011 one, so the results may indicate a more global situation rather than over representing US copyright law, practices and the ILL management systems used in the USA.

Given the costs involved in international ILL, especially shipping, libraries charge each other to recover at least some portion of their costs (although reciprocal agreements account for roughly 10 per cent of the transactions). The 2015 survey results show a shift away from the processing of payment on a transaction-by-transaction basis towards centralized payment clearing systems. OCLC's IFM system saw a 3 per cent

**Figure 10** International returnable delivery (2011)**Figure 11** International returnable delivery (2015)

increase in use between 2011 and 2015 (Figures 12 and 13). Given that the use of OCLC as a requesting mechanism for items declined 12 per cent from 2011 to 2015, this 3 per cent increase in use of IFM is potentially more significant than the low percentage number would indicate. IFLA vouchers saw a 7 per cent increase between 2011 and 2015. Checks sent for individual transactions showed a marked decline with a 10 per cent reduction in the use of checks in foreign currencies and a 4 per cent reduction in checks in local currencies, respectively, between 2011 and 2015. The use of electronic funds transfer mechanisms increased 3 per cent further showing the movement towards less labor-intensive payment tools. The use of credit cards remains almost constant at 9 per cent in 2011 and 8 per cent in 2015.

The differences between the 2011 and 2015 survey results, especially the over representation of North American libraries in the 2011 results, makes identifying which countries engage most heavily in international ILL difficult, and thus, identifying trends or changes are beyond the data's ability to inform. While the seven most heavily used countries identified in 2011 were selected again in 2015, the shift in percentages amongst these countries and the addition of Japan and Italy to the ranks of countries with 10 per cent or more of survey respondents likely reflects the increased representation of European and Asian libraries in the latest iteration. Moreover, the heavy European response to the 2015 survey may also skew the results further confounding attempts to identify trends. The surveys asked respondents to identify the top five countries to which they lend the largest number of items and from which they borrow the largest number of items. The UK and its former colonies where English is the primary language

**Figure 12** Payment methods accepted (2011)**Figure 13** Payment methods accepted (2015)

shows the largest volume. In all, 42 per cent of the countries identified use English as their official language, as do four of the top five countries from which respondents borrowed most heavily. As the surveys were distributed in English without translations into other languages, this language bias may further skew the results. Germany is also a frequently mentioned country.

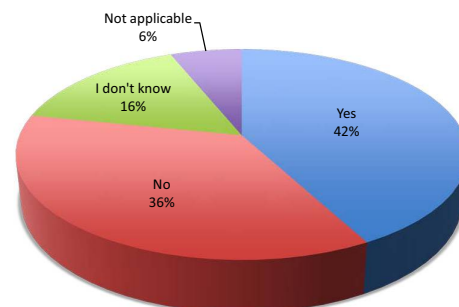
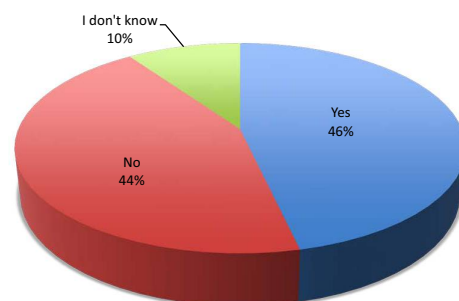
The 2011 and 2015 surveys asked respondents to identify the top five countries to which they will not lend. While the 2015 survey results indicated an increase in the number of countries to which libraries will not lend, these results may represent the bias created by the survey respondents' location rather than comparative data. Again, the overrepresentation of North American libraries in 2011 and the higher response from European libraries in 2015 reduces the response data's comparability. Further, the results, while answering the question posed, do not list countries from which libraries have never lent or borrowed anything. In other words, the fact that Indonesia is not on either the 2011 or 2015 list of countries to which libraries will not lend does not necessarily indicate that libraries will not lend to Indonesian libraries. Rather, it may indicate that there is no international ILL traffic with Indonesia, and thus it, as a country, is not even considered. The results of this question pose an area for further more in depth study to the barriers to international ILL. For example, why are Canada, the UK, France and Germany mentioned in both 2011 and 2015? Are there reasons such as customs that make lending to these countries onerous?

## Challenges identified

The survey asked a number of questions regarding challenges to international ILL. Question 19 presented respondents with a list of material types and ask them to choose the types of materials they found most difficult to borrow. These options were the same as those from the 2011 survey, so the answers were easy to compare. Question 28, originally in the 2011 survey and again in 2015, specifically asked if respondents felt copyright and/or licensing terms were restricting their ability to fill lending requests. In Question 36, respondents were asked to list barriers and challenges to international ILL using a free text box.

The 2015 results for material types perceived as most difficult to borrow almost mirrored the 2011 results with the greatest change being a 2 per cent increase for bound serials. Older or rare materials were identified as the type of material most difficult to borrow, while local dissertations were marked the second with 16 and 15 per cent, respectively. The difficulty of borrowing electronic books increased from 13 to 14 per cent. Audio and video were also cited as difficult. Books, on the other hand, remained constant with only 4 per cent of respondents indicating difficulty in borrowing or lending these. The types of material often present challenges domestically, too, so this situation is not unique to international ILL.

The responses to Question 28 indicated an increase in the knowledge of and importance of licensing terms and copyright for international ILL (Figures 14 and 15). Whereas 6 per cent of respondents in 2011 indicated they felt that these did not apply to international ILL and 16 per cent indicated they did not know if these applied, no one responded to the 2015

**Figure 14** Copyright or licensing restrictions as barrier to international lending (2011)**Figure 15** Copyright or licensing restrictions as barrier to international lending (2015)



survey reporting that licensing terms and copyright did not apply. Further the percentage of respondents responding “I don’t know” dropped 6 per cent between 2011 and 2015. In all, 4 per cent more of the 2015 respondents indicated that licensing terms and copyright placed restrictions than in 2011 (46 per cent vs 42 per cent, respectively), while the percentage of respondents who indicated that they did not feel these placed restrictions increased from 36 to 44 per cent.

An analysis that grouped the answers to the open-ended question regarding barriers into categories found the following obstacles. Divergent or restrictive copyright laws, of which German copyright law was specifically mentioned, were cited most often as a barrier to international ILL with 32 per cent of the responses. The second most common barrier was payment mechanisms at 24 per cent, while 20 per cent cited shipping as the third most common barrier. Delivery time, loss and customs rounded out the list with 12, 8 and 4 per cent, respectively.

### Conclusion

International ILL volume has increased since the 2011 survey, particularly borrowing activity. While the survey found that international ILL constitutes only a small portion of libraries overall ILL activity, it remains an important tool for meeting users’ information needs. The types of materials sent and

received remained constant between the 2011 survey and the 2015, although changes in the tools used to place requests and receive the items were noticeable. Specifically, email is an increasingly common way of placing requests, and older technologies such as Ariel and fax are used less for receiving. OCLC IFM and IFLA vouchers have become the most common way to pay charges, while checks in local or foreign currency are increasingly rare. Certain types of materials, particularly local dissertations and older or rare materials, remain challenging to borrow internationally as do e-books. The survey results indicated that license terms for electronic content present less of an issue now than in 2011 though copyright was still cited as the biggest barrier to international ILL. Payment and shipping were also cited as significant barriers to international ILL.

### Reference

Baich, T. and Weltin, H. (2012), “Going global: an international survey of lending and borrowing across borders”, *Interlending & Document Supply*, Vol. 40 No. 1, pp. 37-42.

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## Appendix

### STARS International ILL Survey 2015-Introduction

Intended to research issues related to international interlibrary loan activity, this survey is sponsored by the American Library Association (ALA) Reference & User Services Association's (RUSA) Sharing & Transforming Access to Resources Section (STARS) and was developed by its International Interlibrary Loan Committee. It takes approximately 20-30 minutes to complete the 35 questions (not all are required or may not be applicable). Submit only one survey per interlibrary loan office within a library.

If you do not borrow or lend internationally, this survey does not apply to your institution. If you do perform either of these activities, please complete the survey for the international activity that you provide. All responses will be kept strictly confidential and will only be seen by authorized members of the ALA RUSA STARS International Interlibrary Loan Committee. Participation is strictly voluntary. Contact the committee chair, Poul Erlandsen, at poer@kb.dk, with questions about the survey.

For questions about your rights as a participant in the study, contact University of Washington Human Subjects Division (206-543-0098, hsdinfo@uw.edu). There are no risks to participation in this survey beyond those that exist in everyday life.

Several survey questions ask for statistics about your ILL activity. For your convenience, click here if you'd like to preview and prepare answers to the questions prior to completing the survey. [Survey preview](#).

Data gathered from the survey will be summarized in the aggregate, without reference to individual responses, and shared with ILL practitioners. Thank you for your help with this important project.

I have read and understand the consent document above and voluntarily agree to participate in this survey.

Yes

#### About Your Library

1. Your library is located on which continent?

- North America
- Central or South America
- Europe
- Africa
- Asia
- Australia and Oceania

2. Your library is located in which country?

3. What is your library type? (select one)

- University
- College
- Public
- School (Primary & Secondary)
- State or Provincial
- National
- Medical/Health
- Law
- Special
- Other (please specify)

(continued)

4. Do you participate in any NATIONAL or INTERNATIONAL resource sharing networks? (Select all that apply.)

- No
- OCLC
- DOCLINE from the U.S. National Library of Medicine
- Unity UK
- Libraries Australia
- Others (please specify)

About Your Interlibrary Loan Activity

In the following questions the term RETURNABLE refers to materials that are sent from the lending library that should be returned at the end of the loan period.

The term NON-RETURNABLE refers to materials that are supplied by the lending library which may be retained by the requesting institution or local user.

5. How many BORROWING requests do you receive in a 12-month period for the following categories?

	Fewer than 1,000	1,000 to 5,000	5,001 to 10,000	10,001 to 20,000	20,001 to 40,000	Over 40,000
Returnables	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Non-returnables	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. How many LENDING requests do you receive in a 12-month period for the following categories?

	Fewer than 1,000	1,000 to 5,000	5,001 to 10,000	10,001 to 20,000	20,001 to 40,000	Over 40,000
Returnables	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Non-returnables	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. As a BORROWER, what is your average turnaround time on domestic ILL requests (request to receipt dates)?

	1-3 days	4-6 days	7-9 days	10-12 days	More than 12 days
Average domestic turnaround	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. What do you charge your local users for ILL requests? (Select all that apply.)

	No fees or charges	Standard fee or flat rate	All costs incurred	Shipping costs only	Only costs above our regular limit	Only for some users
Domestic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
International	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

About Your International Borrowing Activity

9. Do you BORROW internationally? (NOTE: If you select "No", please let us know why in Question 35)

- Yes
- No

This section will focus on your international BORROWING activity, where you are requesting materials (returnable and nonreturnable) from foreign libraries.

(continued)

10. What type of materials do you BORROW from international libraries?

- Returnables
- Non-returnables
- Both

11. What is your 12-month international BORROWING volume?

	None	Fewer than 100	100 to 250	251 to 500	501 to 750	751 to 1,000	1,001 to 2,500	Over 2,500
Returnables	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Non-returnables	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. Do you make more or fewer international ILL requests now than five years ago?

	+30% or more	+20%	+10%	No change	-10%	-20%	-30% or more
Select one	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

13. Why do you think the activity level changed? (Select all that apply.)

- No change
- Change in local policies
- Shipping costs are too expensive
- More international lenders available
- Users discovering more international materials
- Cuts in local collection budgets
- Other (please specify)

14. From which countries do you BORROW most heavily? (Select up to 5 responses.)






15. As a BORROWER, do you ROUTINELY attempt to verify the CITATION for an international request before requesting an item?

- Yes
- No

16. As a BORROWER, do you ROUTINELY attempt to verify the HOLDINGS of the international library before requesting an item?

- Yes
- No

17. As a BORROWER, what tools do you use to locate international holdings? (Select all that apply)

- OCLC
- DOCLINE
- Local catalog
- National union catalog
- Gateway Service Center of Chinese Academic Journal Publications

(continued)

- Global ILL Framework: an initiative of the AAU/ARL/NCC Japan Project
- Other

18. Which, if any, types of materials are especially hard to obtain from international collections? (Select all that apply.)

- CD/Audio media
- Books
- Copies of rare or older material
- Local dissertations
- Microforms
- Serials (bound volumes/issues)
- Video/film media
- Music scores
- Electronic books
- Other (please specify)

About Your International Lending Activity

19. Do you LEND internationally? (If you select "No", please let us know why in Question 35)

- Yes
- No

This section will focus on your international LENDING activity, where you are supplying materials (returnables and non-returnables) to foreign libraries.

20. What type of requests will you supply to international libraries?

- Returnables only
- Non-returnables only
- Both returnables and non-returnables

21. What is your 12-month international LENDING volume?

	None	Fewer than 100	100 to 250	251 to 500	501 to 750	751 to 1,000	1,001 to 2,500	Over 2,500
Returnables	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Non-returnables	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

22. Do you RECEIVE/FILL more or fewer international ILL requests now than five years ago?

	+30% or more	+20%	+10%	No change	-10%	-20%	-30% or more
Receive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fill	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

23. Why do you think the number of FILLED requests has changed? (Select all that apply.)

- No change
- Change in local policies
- Shipping costs are too expensive
- Added holdings to WorldCat Resource Sharing
- Copyright restrictions prohibit us from providing material

(continued)



I don't know  
 Other (please specify)

24. Identify up to 5 countries to whom you...

Most frequently LEND (returnables & non-returnable items)

25. Identify up to 5 countries to whom you...

Will not LEND (returnables & non-returnable items)

26. Do you deliver non-returnables electronically to international libraries?

Yes  
 No, but fax allowed  
 No (Paper via mail only.)  
 We don't provide non-returnables

27. Do copyright restrictions or licensing keep you from supplying non-returnables to international borrowers?

Yes  
 No  
 I don't know  
 Not applicable

28. What is your primary method for shipping returnable materials internationally?

Courier (for example DHL, Fed Ex, UPS, etc.)  
 Expedited Postal Service (air mail, priority, express, first class, etc.)  
 Regular Postal Service (ground, surface, second class, etc.)  
 Other

29. Do you charge borrowing libraries additional fees for your international interlibrary lending services?

No, not higher than domestic fees  
 Yes, higher for both returnables and non-returnables  
 Yes, higher for non-returnables only  
 Yes, higher for returnables only  
 Only shipping charges

30. Why, if at all, do you charge additional fees for interlibrary loan services? (Select all that apply.)

No additional fees  
 To pay for delivery charges  
 Local administrative policies  
 To keep lending volume low/manageable  
 Other (please specify)

(continued)

31. Which of the following methods do you ACCEPT as payment for lending materials to international libraries? (Select all that apply.)

- IFLA Vouchers
- OCLC IFM
- Reciprocal agreements
- Credit cards
- Checks issued in local currency
- Checks issued in foreign currency
- Cash
- International reply coupons
- Deposit accounts
- Electronic fund transfers
- DOCLINE EFTS
- Other (please specify)

32. How do you receive international LENDING requests? (Select all that apply.)

- E-mail
- Phone
- OCLC
- ISO Messaging
- Postal service (mail)
- Ariel
- Fax
- A locally hosted web form
- Other (please specify)

33. Do you have your international interlibrary LENDING policies posted on your library's web site?

- Yes
- No
- I don't know

34. As a LENDER, do you routinely try to refer international borrowing requests to other lenders when you cannot supply?

- Yes
- No

Additional Comments

35. Is there anything else about your international interlibrary loan activity that you would like to tell us?

End of Survey

Thank you for sharing information about your international ILL operations. Visit the [STARS International ILL Committee website](#) for more about its activities.

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