

Summary of Electronic Resource Questionnaire January 2012

In January 2012, an online survey was undertaken to gather information relating to electronic resources and inter library loan policies. The purpose was to gain an understanding of the particular issues electronic materials present in fulfilling inter library loan requests, and the solutions already in place to overcome these issues. A similar survey was issued towards the end of 2010, and a comparison of the two survey results is available as a separate document.

Our thanks go to all for supplying the information, and in particular the contacts of The Combined Regions (TCR), the Conarls Working Group, the Forum for Interlending and Information Delivery (FIL), and the North West Libraries Interlending Partnership (NWLIP). In total, 59 institutions responded to 2012 survey; 25 public libraries, 29 further/higher education institutions and 5 specialist or 'other' libraries. The following is a summary of survey questions and responses; all comments have been made anonymous:

1. Does your institution currently purchase subscriptions to electronic journals?

No and have no plans to do so in the near future (24 responses broken down as follows:)

- 21 Public Libraries
- 1 FE of HE
- 2 Other

No but plan to in the future (1)

- 1 Public Library

Yes (34 responses, broken down as follows:)

- 3 Public Libraries
- 28 FE or HE
- 3 Other

2. If YES please give a rough estimate of the percentage of your TOTAL collection your e-journal holdings represent

No response or unknown (33 responses)

Estimates given:

- According to our website we have 15,000+e-journals, 290,000+e-books. Printed items = 1.6 million items. (Don't know how many items would be in the 15K e-journals so can't give percentage). (FE/HE)
- Not known but a high proportion of serials holding are 'e' (FE/HE)
- Don't know but will be a very small percentage (Public Library)
- 3000 (FE/HE)
- 90% (1FE/HE, 1Other)
- 5% (Other)
- 8% (FE/HE)
- 10% (FE/HE)
- 20-30% (FE/HE)
- 25%? (FE/HE)
- 35% (Public Library)
- Approx 45 – 50% (FE/HE)
- 50% (Other)
- 57% (FE/HE)
- 60% Approx as e-Journal. (FE/HE)

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- 66% of individual subscriptions (FE/HE)
- 71.8% of total journal collection (FE/HE)
- 75% (FE/HE)
- 76% e-only (FE/HE)
- 80% (FE/HE)
- E-only 86%, print + e 8%, print only 6% (FE/HE)
- 95% (FE/HE)
- 97% (FE/HE)
- 98% of our current subs but we haven't got figures that include all the back runs of our cancelled paper titles (FE/HE)

3. If YES roughly what percentage of your e-journal collection can be supplied as Inter Library Loan under the terms of your licence agreements?

No Response or unknown (41)

Not applicable (1)

Estimates given:

- None (Public Library)
- May be 25% (FE/HE)
- 65% (FE/HE)
- Don't Supply (FE/HE)
- 60% (FE/HE)
- Quite a lot but can't quantify (FE/HE)
- 90% (2 FE/HE)
- 80% (2 FE/HE)
- 96% (FE/HE)
- 35% (FE/HE)
- 20% (FE/HE)
- 65% of our current licences allow ILL (FE/HE)
- Over Half (FE/HE)
- 70% (Other)
- 5% (Other)

4. Does your institution currently purchase access to e-books?

Yes (45 responses, broken down as follows:)

- 29 FE/HE
- 15 Public Libraries
- 1 Other

No but plan to in the future (9 responses, broken down as follows:)

- 7 Public Libraries
- 2 Other

No and have no plans to do so in the near future (5 responses, broken down as follows:)

- 3 Public Libraries
- 2 Other

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5. If YES please give an rough estimate of the percentage of your TOTAL collection e-books represent

No Response, Not Applicable or Unknown (30 responses)

Estimates given:

- No idea of percentage but a very small percentage (Public Library)
- 0.01%(Public Library)
- 0.25% (1 Public Library 1 FE/HE)
- Less that 1% (4 Public Library)
- 1% (FE/HE)
- 2%(1 Public Library 1 FE/HE)
- 2% (1 Public Library 3 FE/HE)
- 3% (FE/HE)
- 10% (FE/HE)
- 15% - 290,000+ e books (out of 1.6 million print items plus the 290,000 e books) (FE/HE)
- 18% (FE/HE)
- 19% (FE/HE)
- 20% (FE/HE)
- 22.1% of total book selection (FE/HE)
- 26% (Public Library)
- 28% (FE/HE)
- 30% (FE/HE)
- 38% (FE/HE)
- Currently 4000 titles (Public Library)
- Over 700000 out of 2 million vols of book and journals (FE/HE)

6. Does your institution supply material from your electronic resources for ILL requests from other institutions?

No response/not applicable (18)

Answer: Yes Occasionally

- 7 (Universities)

Answer: Yes Usually

- 8 (Universities)
- 2 (Other)

Answer: Rarely

- 1 (University)

Answer: No Never

- 11 (Public)
- 12 (HE/FE)

7. Of the TOTAL items supplied on ILL, approximately how much is supplied from electronic material?

Not Applicable or No response (13)

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Of the institutions recorded as currently buying access to electronic journals and/or e-books, 29 responded 'None' or 'Never':

- 12 FE/HE
- 17 Public Libraries

Of the institutions recorded as currently buying access to electronic journals and/or e-books, 11 FE/HE responded 'Up to 20% of total ILL is supplied from electronic material'

Of the institutions recorded as currently buying access to electronic journals and/or e-books, 3 FE/HE responded '20 - 40% of total ILL is supplied from electronic material'

Of the institutions recorded as currently buying access to electronic journals and/or e-books, 2 responded '40 - 60% of total ILL is supplied from electronic material'

- 1 FE/HE
- 1 Other

Of the institutions recorded as currently buying access to electronic journals and/or e-books, 1 FE/HE responded '80 - 100% of total ILL is supplied from electronic material'

8. If your institution DOES supply material from your electronic resources for ILL requests, has the percentage supplied from e-resources increased or remained steady over the last two financial/academic years?

No response (42 responses broken down as follows:)

- 25 Public Library
- 13 FE/HE
- 4 Other

Increased marginally over the last two years (3 FE/HE)

Increased significantly over the last two years (8 responses broken down as follows)

- 7 FE/HE
- 1 Other/Unspecified

Remained steady over the last two years (6 FE/HE)

9. If your institution does NOT supply material from your electronic resources for ILL requests from other institutions is a blanket ban applied?

No response or not applicable (35 broken down as follows)

- 15 FE/HE
- 16 Public Library
- 4 Other

Yes – blanket ban applied (15 responses broken down as follows:)

- 6 FE/HE
- 8 Public Libraries
- 1 Other/Unspecified

No - there are other reasons for non supply (9 responses broken down as follows)

- 8 FE/HE
- 1 Public Library

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Additional Comments:

- Restricted to use within our own authority (Public Library)
- Question has never arisen (Public Library)
- Borrower needs to be a member of this Library (Public Library)
- We are rarely asked, on occasions when we check licence agreement and supply if possible (FE/HE)
- We only started supplying from our e-holding about a year ago and we always check our licensing agreement first. (FE/HE)
- Work has not yet been carried out to review licences and determine which publishers permit ILL, so we do not supply from electronic journals at all. (FE/HE)
- Licence restrictions (FE/HE)
- We have not checked each licence, but when I have checked, I've not found a licence that says non-students can be supplied. (FE/HE)
- Lack of resources that is staffing (FE/HE)
- Not had the time to look into this type of delivery as an option (FE/HE)
- We do not have time to look at individual licences (FE/HE)
- Because our processes have changed (FE/HE)
- We would be willing to supply if the licence permits, but have never had any requests (FE/HE)
- It is not possible for us in inter library requests to check the individual licence agreements (FE/HE)
- We are in the (long) process of checking licence agreements for ILL permissions but have a long way to go before feeling confident about supplying material from our electronic resources (FE/HE)
- We only get a small number of requests from other libraries in total (FE/HE)

10. If your institution DOES supply material from electronic resources for ILL requests do you:

Check individual licences where practical (12 responses broken down as follows:)

- 11 FE/HE
- 1 Other

Apply negotiated agreements to support the ILL of electronic material (2 FE/HE)

Other Action (5 responses broken down as follows:)

- 4 FE/HE
- 1 Other

Not applicable/No response (39 responses broken down as follows:)

- 25 Public Library
- 12 FE/HE
- 3 Other

11. Please give details of any agreements you are aware of in your institution that support the ILL of electronic material

No response/Not applicable (47 responses broken down as follows:)

- 24 Public Library
- 18 FE/HE
- 5 Other

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Comments (12)

- Apply negotiated agreements; nesli2 (4 FE/HE)
- Agreements with providers (Public Library)
- None (2 FE/HE)
- Unsure (FE/HE)
- NHS CLA Licence (FE/HE)
- Numerous ones, mostly from smaller publishers (FE/HE)
- The ones we have found so far when checking licences: AAAS, ACS, Antiquity, Berkeley Electronic Press, Brill, CSIRO Publishing, Edinburgh University Press, Endocrine Society (FE/HE)
- Those negotiated by JISC seem to allow ILL (FE/HE)

Additional Comments

- Licence agreements are dealt with by another team (FE/HE)
- We have checked all our (print & e) subscriptions with publishers and agents so we know whether we can supply by e even if we have a print copy (FE/HE)
- We also check individual licences where practical (FE/HE)
- As packages are bought/licences renewed our cataloguing people add a note to each record detailing what the licence allows re ILL's (FE/HE)
- We check all licences before supplying anything (FE/HE)
- Several suppliers will allow this eg: Science Direct (Nesli2) (FE/HE)
- If we get any requests we would check our licence (FE/HE)
- Putting together our own data base of permissions (FE/HE)
- Plus Institute for Human Geography, Liverpool UP, Maney, MIT, OUP, Project Muse, University of Chicago Press for (e journals) and some JISC agreements & Westlaw for databases according to licences checked. (FE/HE)
- This survey has encouraged our E-resources team to include the wording are ILL's allowed on the ER spreadsheet. (FE/HE)
- We subscribe to all the NESLi agreements (FE/HE)
- Our licence agreements (including ability to provide articles via ILL's) are available in our catalogue records and easy to check. We supply any request item so long as the licence permits it. (FE/HE)
- We assume that our licences allow us to use electronic resources to supply requested articles to other NHS libraries, but we wouldn't use them to supply requests outside the NHS. (Other)

12. Is your institution using an Electronic Resource Management (ERM) System to manage ILL provision of your e resources?

Yes (4 responses broken down as follows)

- 3 FE/HE
- 1 Public Library

No (29 responses broken down as follows)

- 21 FE/HE
- 4 Public Libraries
- 4 Other

Not Applicable/ No Response (26 responses broken down as follows)

- 20 Public Libraries
- 5 FE/HE

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- 1 Other

13. If applicable which ERM System do you use?

Not Applicable/No Response (56 responses broken down as follows)

- 24 Public Libraries
- 27 FE/HE
- 5 Other

Systems Used

- Unity UK (Public Library)
- Aleph ILL2 (FE/HE)
- Millennium (FE/HE)

Additional Comments

- We hope to do this within the next year, when we get a new Library Management System (FE/HE)
- Possible in the future (FE/HE)
- We hope our new LMS will incorporate licence permissions (FE/HE)

14. Is your institution planning to make public the details of your electronic resource holdings? (eg: via the Suncat database)

Not Applicable/No response (22 responses broken down as follows:)

- 16 Public Libraries
- 5 FE/HE
- 1 Other

No (20 responses broken down as follows:)

- 6 Public Libraries
- 13 FE/HE
- 1 Other

Yes (17 responses broken down as follows:)

- 3 Public Library
- 11 FE/HE
- 3 Other

Additional Comments

- Our details are available through West Mids NHS Libraries NULJ Holdings. (FE/HE)
- Already listed (FE/HE)
- Not at the moment (FE/HE)
- Do not know (FE/HE)
- Our e-resources are on our OPAC. We are not yet on Suncat but we are in the process of adding our holding to WorldCat (FE/HE)
- We already do (FE/HE)
- Via our online catalogue (FE/HE)
- Our web PAC is accessible, but we are currently not included on any union catalogues (FE/HE)
- Our holdings are publicly available from our website (FE/HE)
- Already on Suncat (FE/HE)
- Our holdings are already available via Suncat (FE/HE)

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- We already do on, NULJ and our local NHS consortium catalogue (Other)
- We make holding public via www.eden.nhs.uk (Other)
- Already on Suncat (Other)

15. Do you apply for material you know to be held as an electronic resource?

Not applicable/No Response (8 responses broken down as follows:)

- 7 Public Libraries
- 1 FE/HE

No (16 responses broken down as follows:)

- 11 Public Libraries
- 4 FE/HE
- 1 Other

Yes - if no alternative/Yes - preferred option (30 responses broken down as follows:)

- 6 Public Libraries
- 21 FE/HE
- 3 Other

Rarely (5 responses broken down as follows:)

- 1 Public Library
- 3 FE/HE
- 1 Other

16. Please state the reason for your decision

Answer: Yes if no alternative

- Borrowers may not have the platform to view e-book materials (Public Library)
- If BL cannot supply (FE/HE)
- At times, requested articles can only be found from the electronic holdings of other institutions (FE/HE)
- Overlap theory (fingers crossed) (FE/HE)
- We hope other institutions would have licences that would allow ILL, as we do (FE/HE)
- Not many people seem to supply.... but there is a chance they might (FE/HE)
- Only for copies from e-journals (FE/HE)
- We tried to satisfy reader requests anyway we can (FE/HE)
- It is more likely to be supplied if held in paper format, but if we have no choice we try (FE/HE)
- We would apply for an e-journal article only if the print version was not available (FE/HE)
- Always best to try. No central record of what can be supplied, by whom, from what! (FE/HE)
- Generally we don't ask specifically for e-versions of items. (FE/HE)
- We apply as a last ditch attempt when there is no alternative. Occasionally we are successful. We know of particular libraries who will supply if their licence allows it. (FE/HE)
- Many libraries still refuse to supply from their electronic holdings (FE/HE)
- More set up from print ILL (FE/HE)

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- While I would prefer to ask for copies from e-journals (since it is quicker all round) I find that in practice, too many libraries have blanket bans on e-journals and don't even check their licences (FE/HE)
- Often libraries won't supply because of licence restrictions (Other)

Answer: Yes preferred option

- More convenient for our users and hopefully for the supplier (Other)
- We can get it to the requester much quicker and our feedback says they prefer it electronically (FE/HE)

Answer: Rarely

- Electronic resources not usually lent (Public Library)
- Often libraries refuse to supply if items are e- only (FE/HE)
- Resourcing issues (FE/HE)
- We know that only some institutions give this as an option (FE/HE)

Answer: No never

- Not developed this area of the service as yet (Public Library)
- No need to and no obvious way to make it accessible to my customers (Public Library)
- Alternative options have so far always been available (Public Library)
- Never been asked to date (Public Library)
- Assumption that we won't be supplied (FE/HE)
- Usually not suppliable (FE/HE)
- Purchase for in house use (FE/HE)
- Always had negative results (FE/HE)
- We do not currently have the facilities for members to use such material within the Library (Other)

Answer unspecified

- Not had time to look in to this area of delivery (FE/HE)

17. Any additional comments you would like to make regarding the ILL of material from electronic resources

- We would like to see more of this; it is frustrating when trying to borrow something to find that it is only available electronically and that no one can supply (FE/HE)
- It is frustrating that many institutions have a blanket ban on circulating ILL's from e-journals. It is easy to maintain a spreadsheet which covers the main suppliers (FE/HE)
- We have only started checking licences in the past few months (FE/HE)
- Still feel that there are a lot of libraries that give a blanket no if held electronically (FE/HE)
- It's a minefield and makes satisfying ILL's much more difficult (FE/HE)
- Re question 12 – we have a spreadsheet supplied to us by the unit responsible for e-journal subscription. This is in an easy to understand format and gives details of each subscription (FE/HE)
- Publisher restrictions are a real headache a real hindrance to genuine research (FE/HE)
- It's still quite hard, and the vast majority of publishers/suppliers don't support it, in our experience. Need of more clarity on the issue, and perhaps union catalogue of rights online to search (ala SHERPA/RoMEO in open access) (FE/HE)
- Fairly recently if we are aware that a title is held solely and predominantly in e-form and BL can't supply we will revert to individual article supply to save time. (FE/HE)

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- Since we are able to supply from a good proportion of e-journals we are offering a pretty shoddy service if we don't do so. Libraries need time to sort out their electronic licences in order to give ILL librarians the information they need to determine whether they can supply from e-journals (FE/HE)

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