



The Future of ILLs – responses from Workshop

The following is an attempt to collate the responses of the 6 groups.

- **Publicity of ILL services**

There needs to be a greater awareness of ILL services through Online Services and web pages. We need to publicise ourselves more through social media and internal promotion.

- **Is ILL declining?**

Overall, the number of requests may be falling, but requests are becoming more complex

- Public libraries:
 - more stock held in Stores
 - increased demand from local historians
- Higher Education
 - Increasing demand for material for Social Research methods
- E-publications prior to print: very difficult to acquire. Will new copyright legislation help to solve this?
- Expectations influenced by access to online databases and apparent availability of resources online

- **Access to resources**

Libraries are finding that they need to acquire things more quickly than ever.

- Join consortia
- Automate more

- **Budgets**

- Materials Budgets are being reduced, affecting the purchase of resources.
- ILL budgets being cut too, but lending (e.g. through OCLC/WorldShare or email) can help redress costs of borrowing
- Charging for ILLs
 - Varies between libraries – No charge, quotas of free requests, full cost
- There has to be a balance between improving stock and going for ILLs instead.
 - It may be more cost-effective to purchase a book for stock than to borrow it through ILL
 - However how useful will the purchased items be to other users?

- **Staffing issues**

- Regular restructuring of libraries and organisations and reductions in staff budgets can cause problems for staff, affecting service levels and morale
- Fewer staff to provide same service
- Training issues
 - Less of it
 - Often documentation not available
- Staff expected to take on multiple responsibilities, so they lose the “specialist” nature of ILLs

- **Interlibrary interaction**

- Less interaction these days because most requests are sent via LMS
 - When LMS fails, email and phone calls step in
 - Invariably other libraries are very helpful

- **Webpages**

- General feeling that there is a lack of central information on individual library policies and available content.
 - Scope for FIL to host a knowledge base on its webpages
 - Libraries who can supply CPF copies,
 - Individual libraries' charging regimes
 - Individual libraries' policies: ILL system should not lead you to a library that can't lend to you
- Feeling that the BL webpage is not very user-friendly – Kate Ebdon confirmed that work is being done to sort this.