

A decorative background consisting of a network of interconnected nodes and lines. The nodes are represented by circles of varying sizes and colors (grey, blue, white), connected by thin grey lines. The network is more dense on the left side and becomes sparser towards the right.

# International ILL in a Changing Environment:

Results from the 2019 RUSA STARS  
International ILL survey

**IFLA Interlending & Document Supply Conference  
Prague, Czech Republic | October 9-11, 2019**





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**Head of Access Services  
Northwestern University Libraries**



## **Hilary Thompson**

**Director, User Services & Resource Sharing  
University of Maryland Libraries**



# Who We Are

American Library Association (ALA)

Reference and User Services Association  
(RUSA)

Sharing and Transforming Access to Resources  
Section (STARS)

International Interlibrary Loan Committee



# Committee Members

2017-2018

Revise instrument

Peter Bae

Beth Clausen

Peter Collins

Poul Erlandsen

James Harper

Kurt Munson (chair)

Hilary Thompson

2018-2019

Translate, distribute,  
and analyze results

Peter Bae

James Harper

Elan Lange

Kurt Munson

Lynne Serviss

Mila Su

Hilary Thompson (chair)

2019-2020

Analyze and disseminate  
results

James Harper

Kurt Munson

Renna Tuten Redd

Lynne Serviss

Candice Townsend

Hilary Thompson (chair)



# 2019 International ILL Survey

Translation, Distribution, and  
Demographics



# 40 questions

Including 7 open response questions

# 4 sections

Your Library, Borrowing, Lending, Additional Comments

# 6 languages available

عربی, English, español, français, Deutsch, русский





**370+** emails sent

To listservs and contacts across 106 countries

**394** survey responses

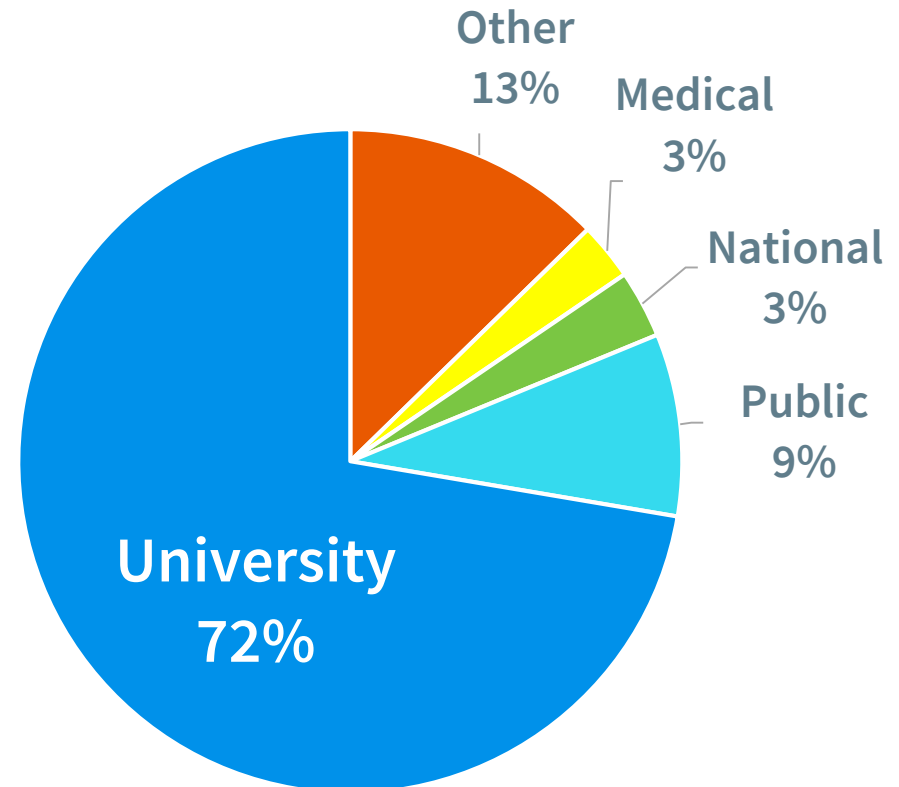
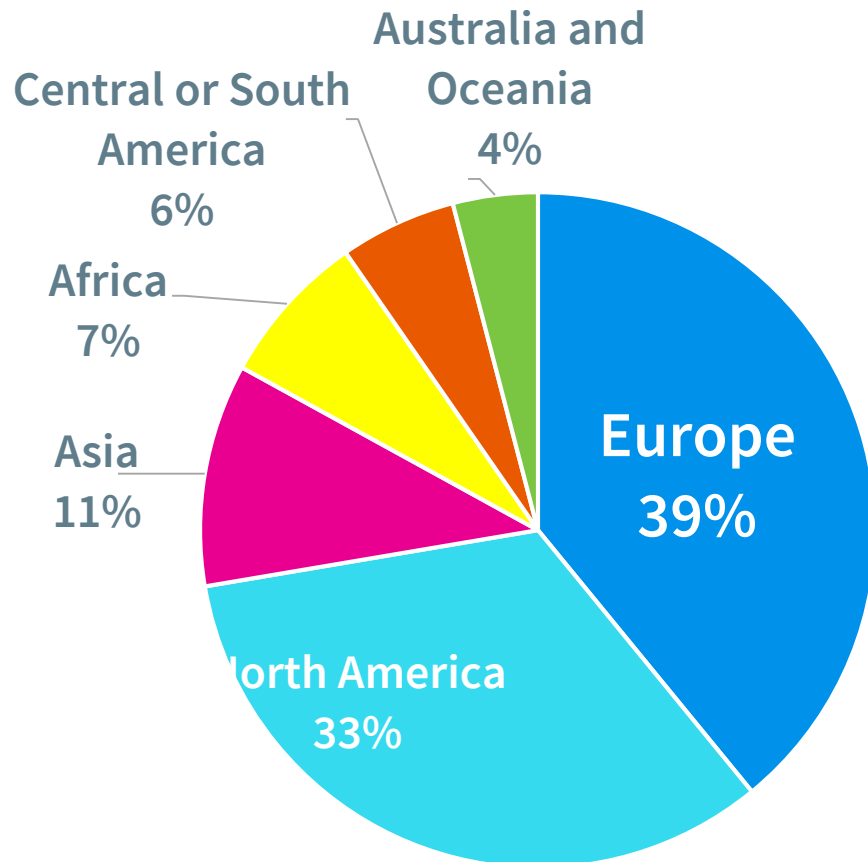
Received, of which 317 were completed

**65** countries

Represented among respondents

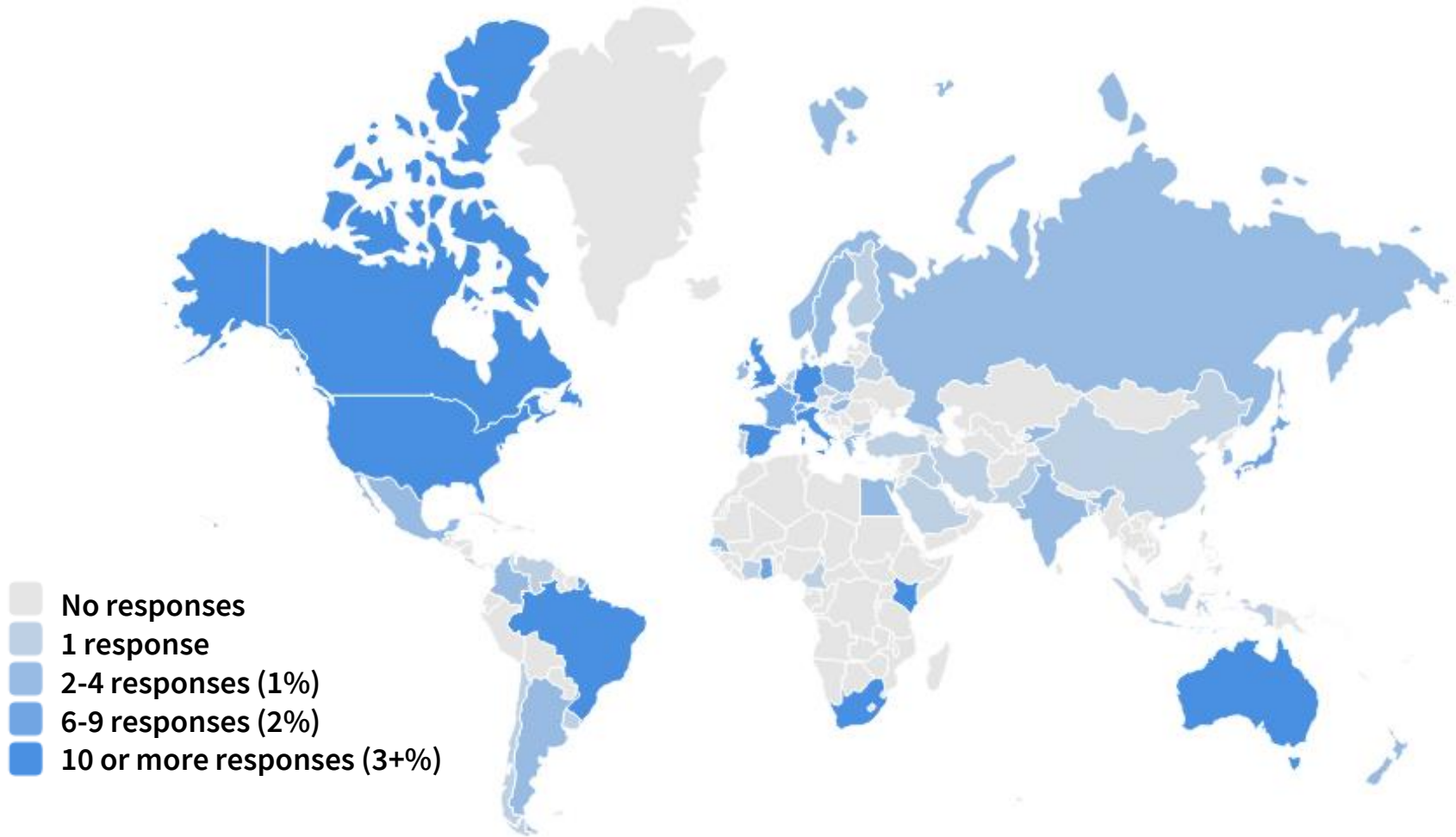


# Responses by Continent & Library Type





# Responses by Country

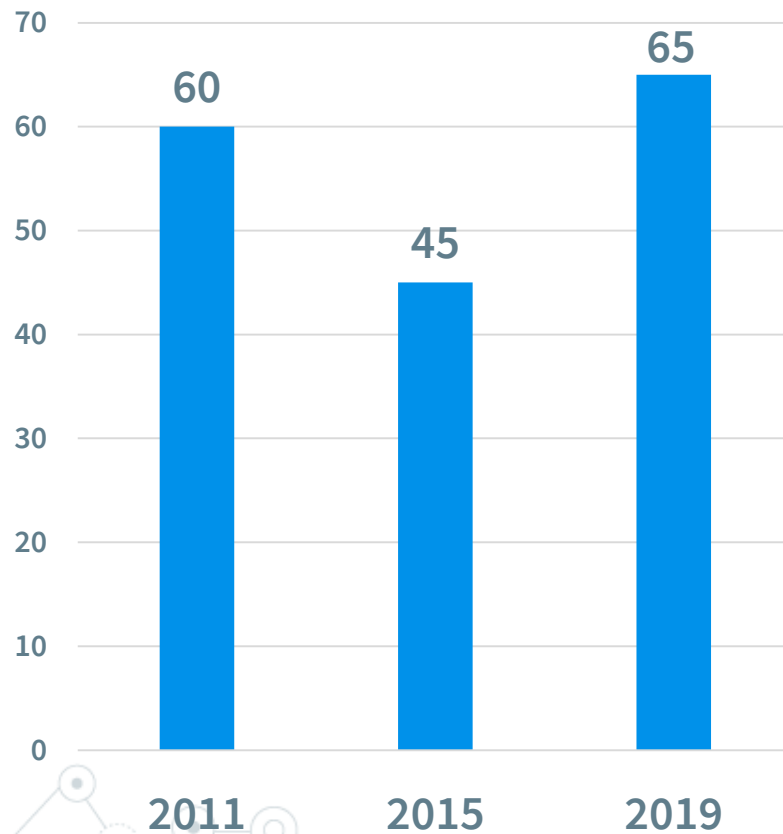


# Responses by Language

Language	Times Used	Percentage
English	314	80 %
Spanish	39	10 %
German	18	5 %
French	17	4 %
Russian	4	1 %
Arabic	2	< 1 %

# Increasing Geographic Diversity

Countries Represented



## New Countries in 2019

(+ translation used):

- ⊙ Argentina (Spanish)
- ⊙ Belarus (Russian)
- ⊙ Chile (Spanish)
- ⊙ Costa Rica (Spanish)
- ⊙ Côte d'Ivoire (French)
- ⊙ Russia (Russian)
- ⊙ Saudi Arabia (Arabic)
- ⊙ Senegal (French)



# 2019 International ILL Survey Results

## Borrowing Overview



**78%** borrow internationally

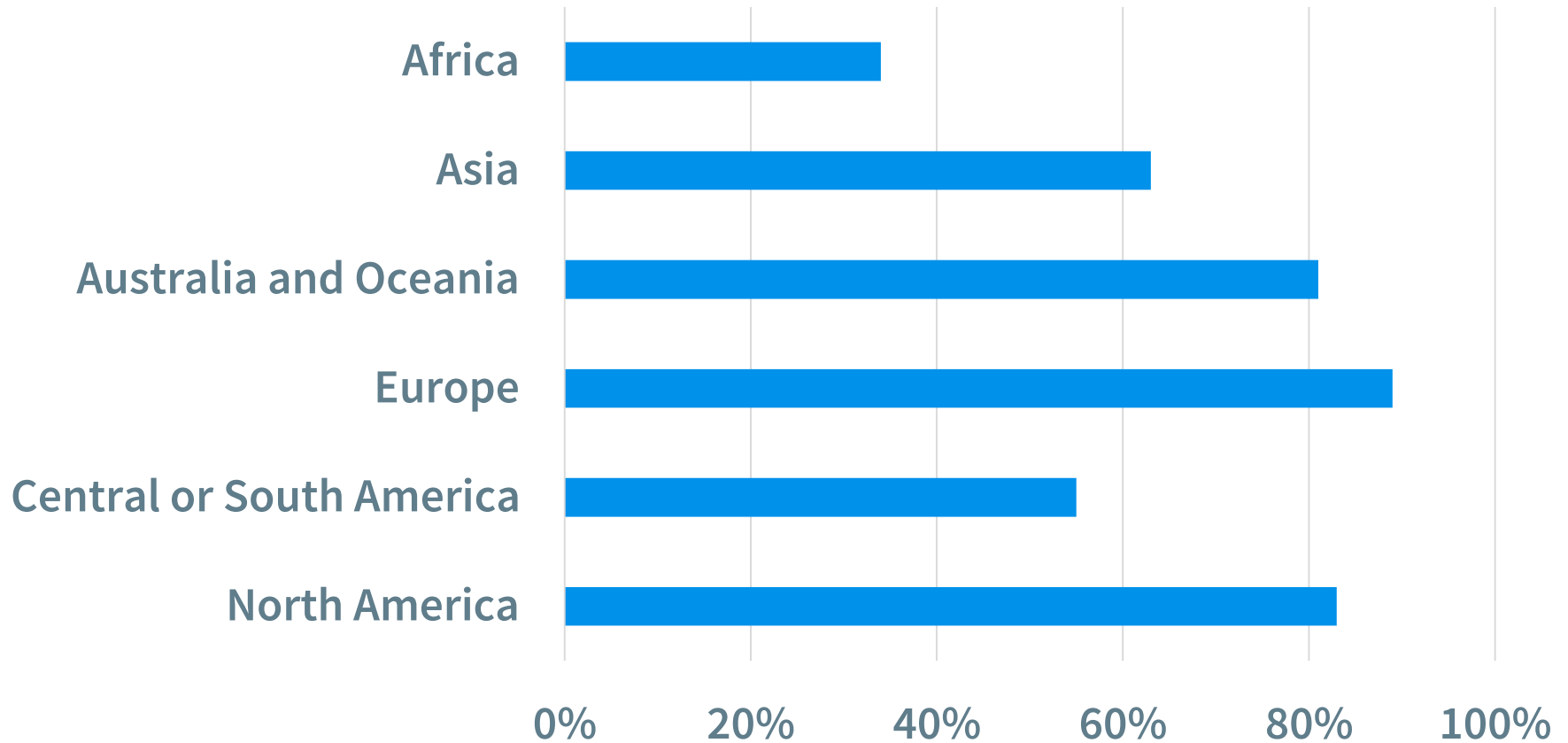
(most both returnables and non-returnables)

**<100** items per year

borrowed abroad by a majority of respondents



# Does your library borrow internationally?



# Reasons Why Volume has Changed

## Increase

1. Change in users discovering international materials
2. Change in availability of international lenders

## Decrease

1. Alternatives to resource sharing, such as Sci-Hub, #icanhazPDF, etc.

# From Where Libraries Borrow & Why

## Top Countries

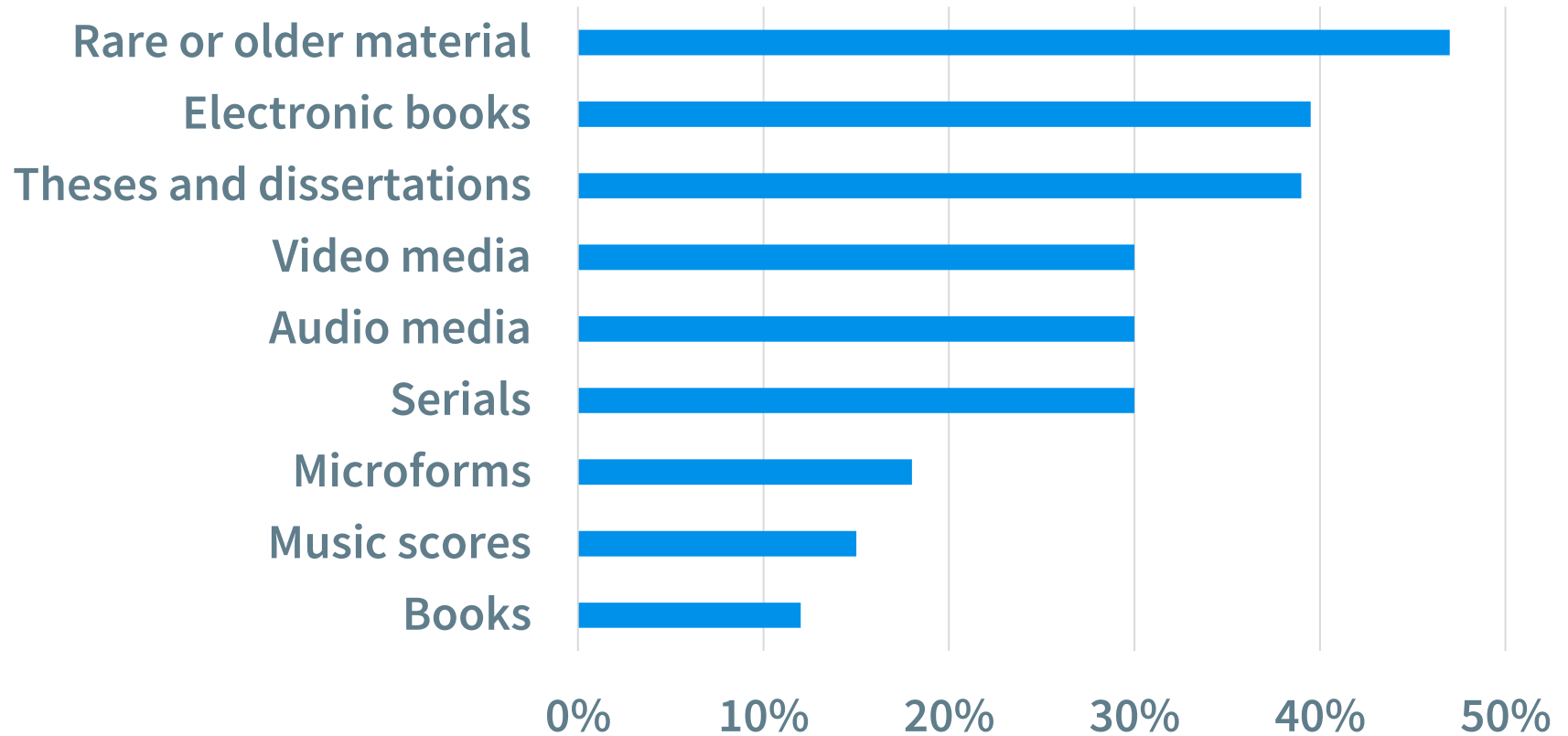
1. Germany
2. United States
3. United Kingdom
4. France
5. Australia
6. Canada

## Top Reasons

1. Availability of materials
2. Ease of identifying, requesting, and paying for material
3. Reliability of service



# Difficult Materials to Borrow from Abroad





# 2019 International ILL Survey Results

## Lending Overview



**77%** lend internationally

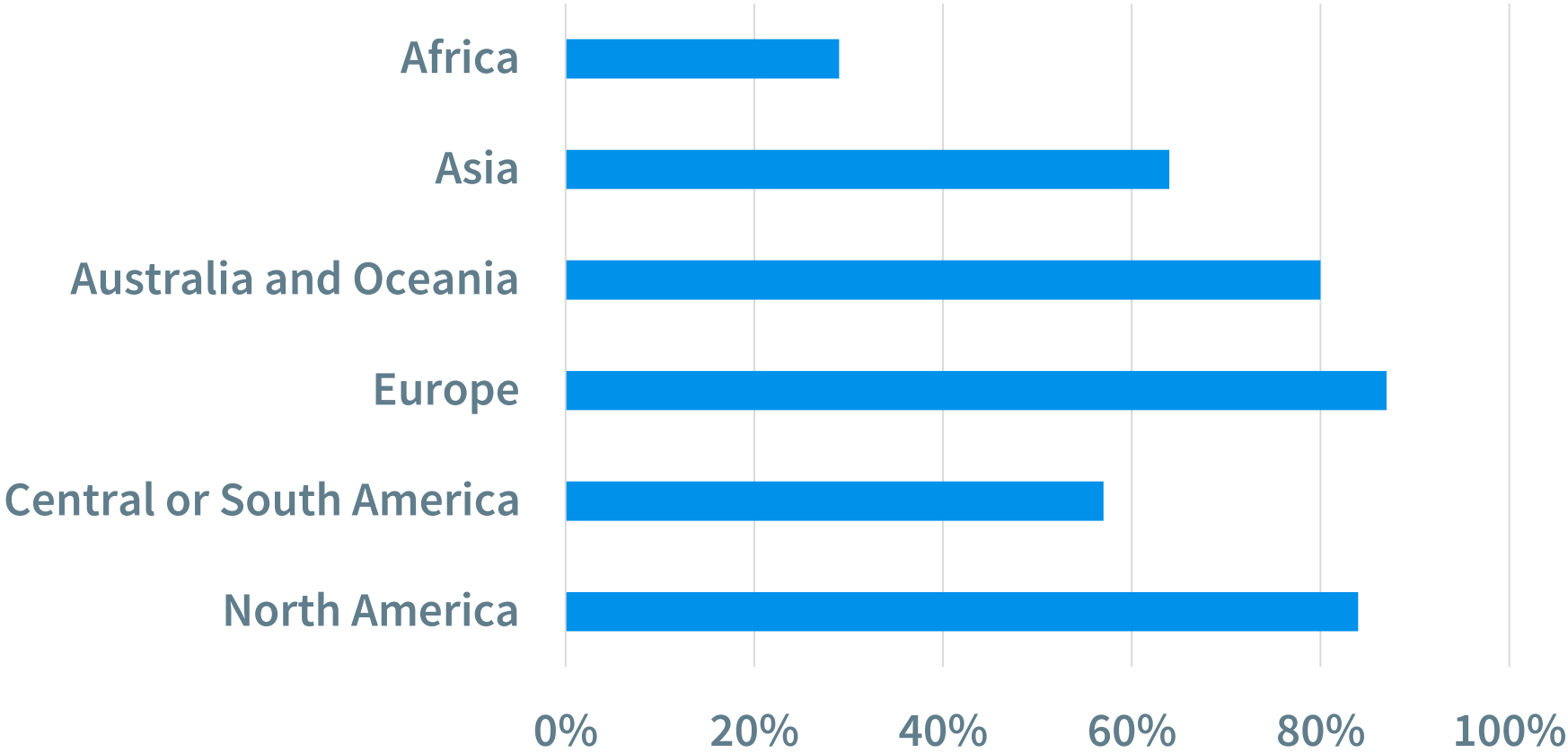
(most both returnables and non-returnables)

**<100** items per year

Are lent abroad by a majority of respondents



# Does your library lend internationally?



# Reasons Why Volume has Changed

## Increase

1. Change in availability of holdings info.
2. Change in local policies

## Decrease

1. Change in availability of holdings info.
2. Change in licensing terms

# 84% deliver electronically

Less common in Asia (62%) and Europe (74%)

# 40% copyright as barrier

Especially in Asia (76%), Africa (63%), and Europe (53%)

# 55% licensing as barrier

Especially in Australia (82%), Asia (76%), and Africa (75%)

# Most Popular Methods

Request

Email

80%

Shipping

Expedited Postal  
Service

38%

Payment

IFLA vouchers

73%

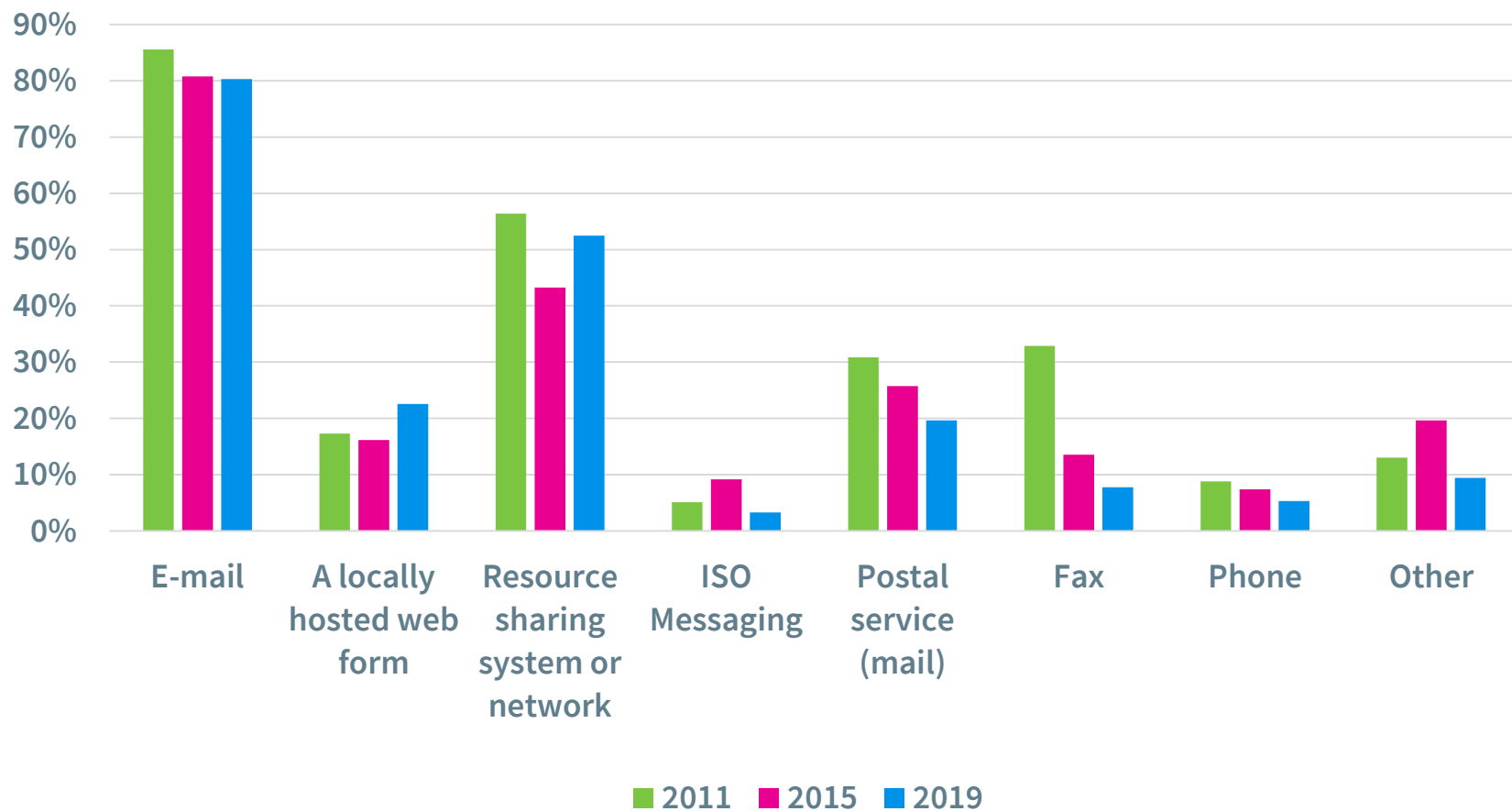
A decorative network diagram in the top-left corner, consisting of various sized grey circles (nodes) connected by thin grey lines (edges). Some nodes are solid grey, while others are hollow with a grey outline. The connections form a complex, interconnected web.

# Notable Changes and Trends

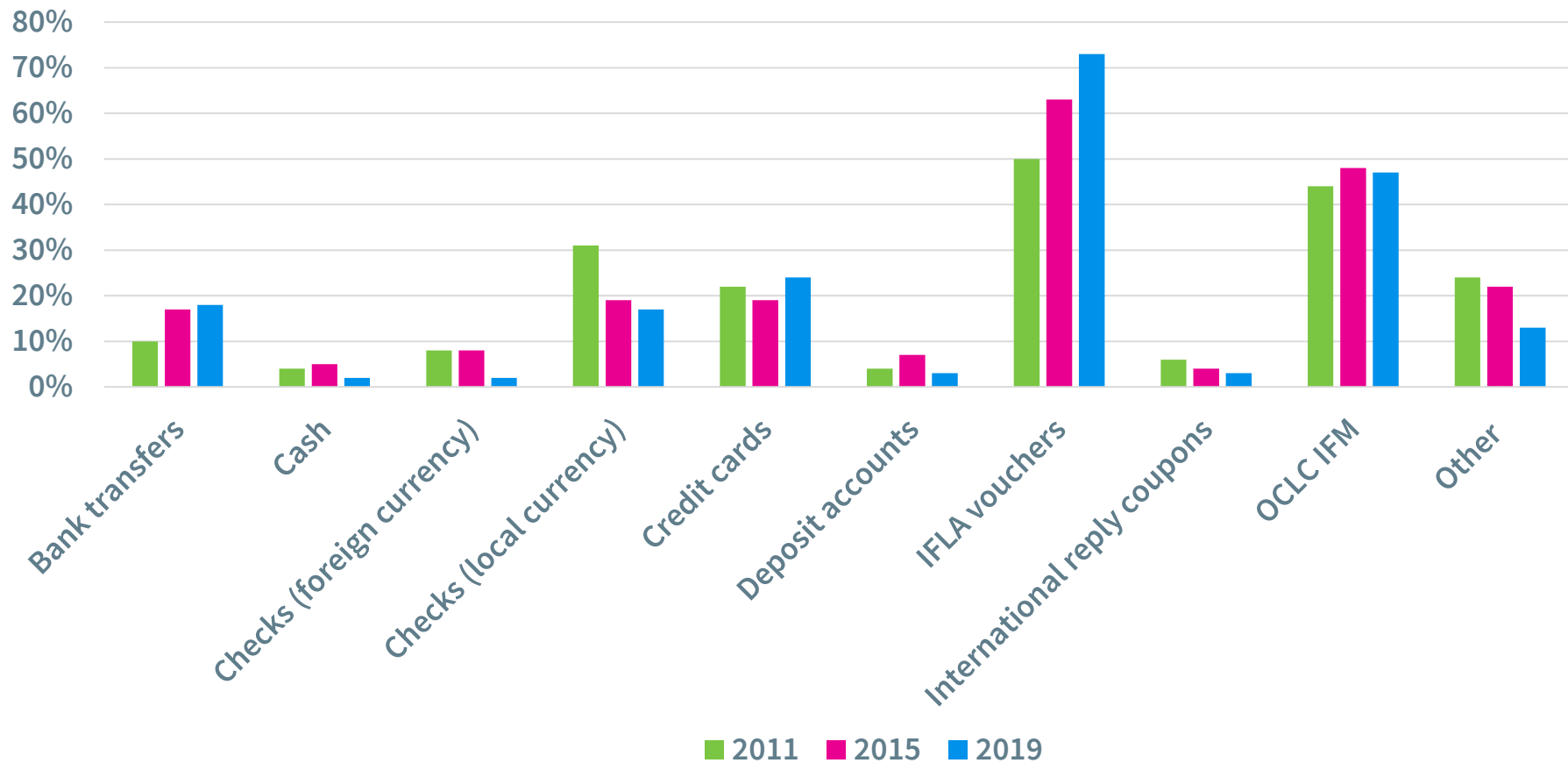
2011-2019



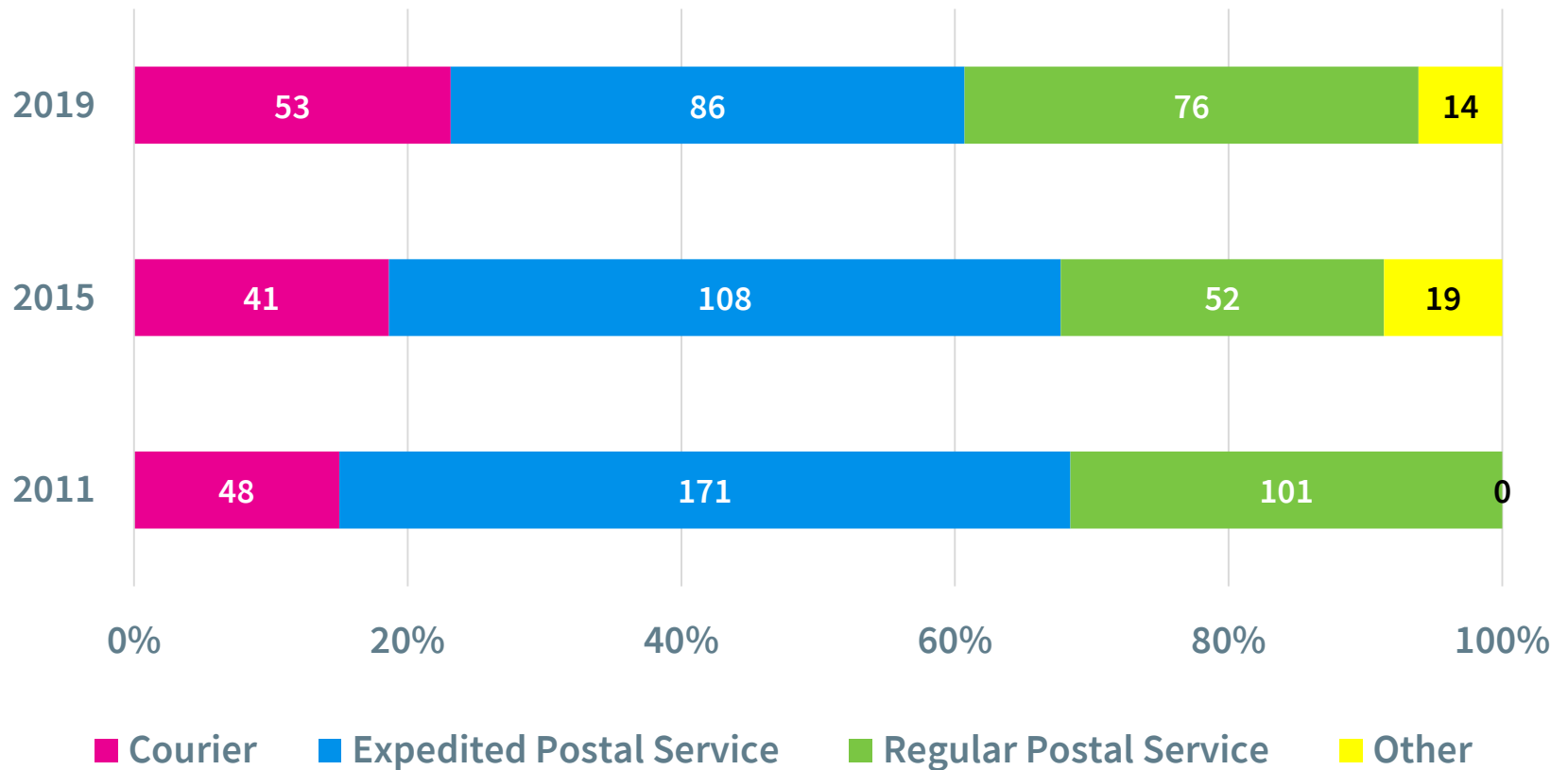
# Request methods used by international lenders, 2011-2019



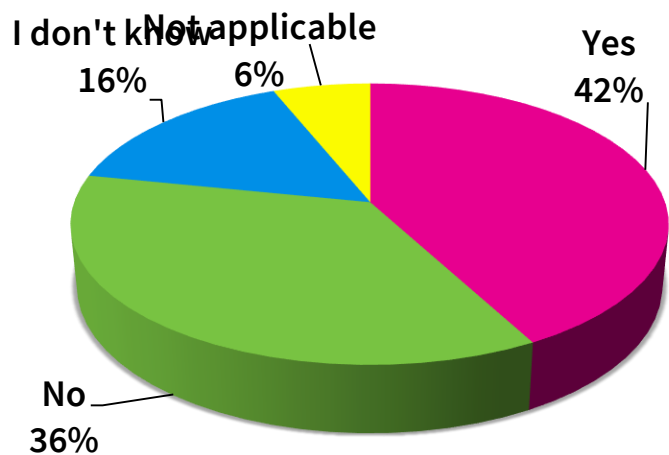
# Payment methods accepted by international lenders, 2011-2019



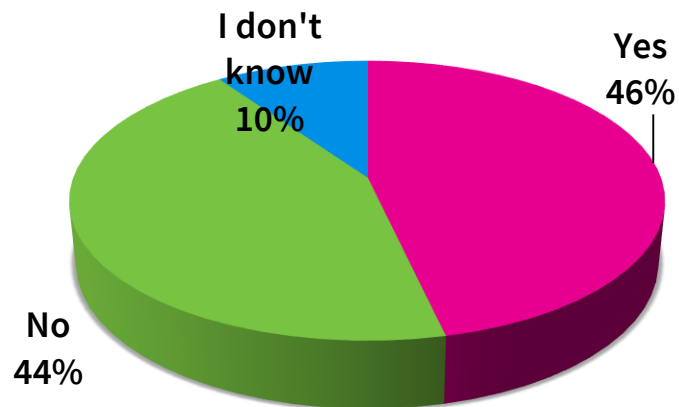
# Primary international returnable delivery methods used by international lenders, 2011-2019



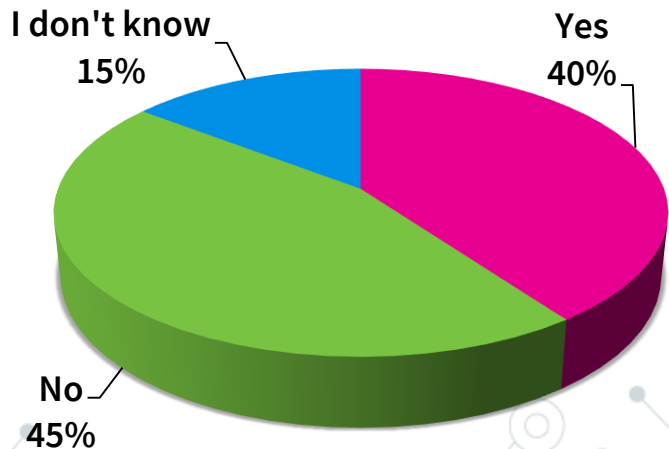
### Copyright or licensing restriction as barrier to international ILL, 2011



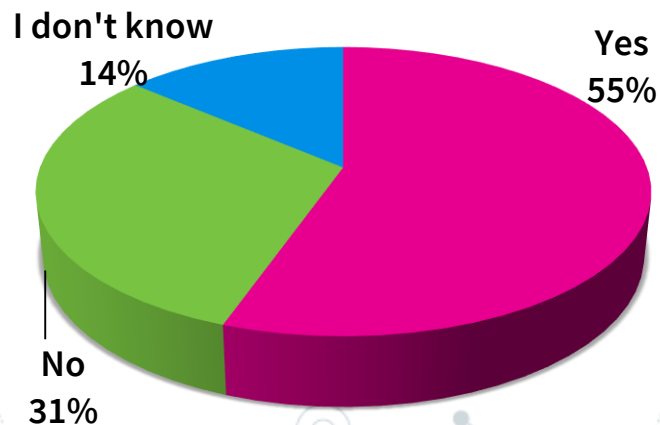
### Copyright or licensing restriction as barrier to international ILL, 2015



### Copyright restriction as barrier to international ILL, 2019



### Licensing restriction as barrier to international ILL, 2019



A decorative background featuring a network diagram with various nodes (circles) and connecting lines, some solid and some dashed, scattered across the page.

# Challenges and Strategies to Overcome

# Discovery

## Desired:

- ◎ Shared global catalog
- ◎ More international holdings in WorldCat

## Alternatives:

- ◎ Search across linked national catalogs
- ◎ Expose content of catalogs to Google



# Placing Requests

## Suggestions:

- ◎ Adopt WorldShareILL
- ◎ Accept Email requests
- ◎ “New hosted requesting system”

## Alternative:

Fuller adoption of ISO 18626 →

Project ReShare (<https://projectreshare.org>)

# Fulfillment

## Fears of loss and damage:

- ◎ Digitization on demand
- ◎ Controlled digital lending

## Speed & Shipping Difficulties:

- ◎ Electronic delivery (wherever possible)
- ◎ Courier shipping
- ◎ Customs Clearance





“

**What would make international ILL  
easier for your library?**

*“an internationally known and accepted  
symbol, note, or sticker that declares  
parcels containing library books”*

**1 of 19 responses related to clearing customs**

# Copyright & Licensing

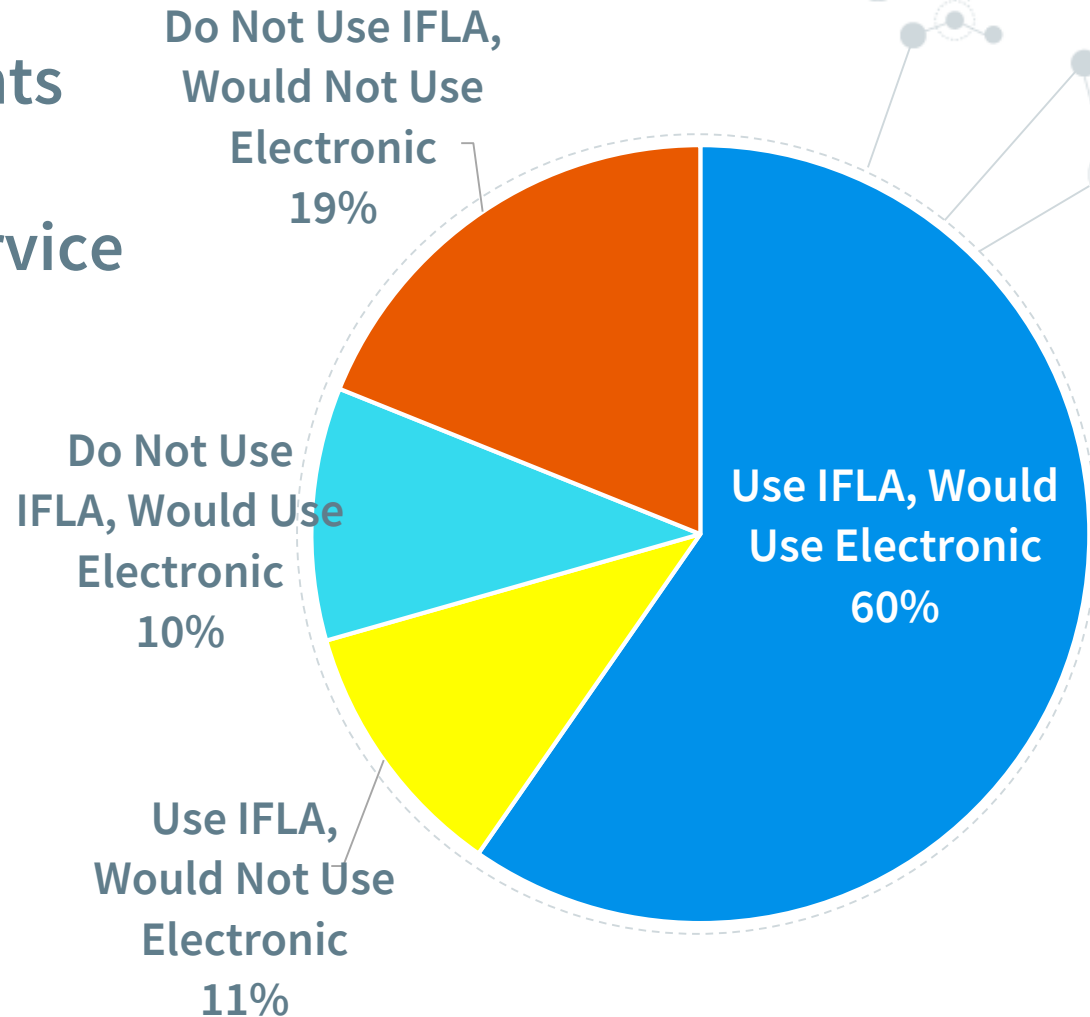
## Education & Advocacy Needed

- ◎ **18 countries** with inconsistent responses to *“Do copyright restrictions prevent your library from supplying non-returnables to international borrowers?”*
- ◎ **14-15% of respondents** did not know if copyright law and licensing prevented them from supplying non-returnables abroad.

# Payment

**93%** of respondents who lend abroad charge for this service

**70%** would use electronic IFLA vouchers (if they existed)





**Discovery**  
**Delivery**

Solutions require us to:

# Partner Advocate

At all levels:

Local, Consortial,  
National, International





# Want to help?

With 2023 international ILL survey

Sign up at [bit.ly/ILLvolunteer](https://bit.ly/ILLvolunteer)

