



The Inter Library Loan (ILL) Service in University College Dublin Anne-Marie Murphy - James Joyce Library (UCD)

Introduction

No 21st Century Academic and Research Library can afford to purchase all books and journal articles needed for their researchers. This is why the Inter Library Loan (ILL) service is so important. UCD's ILL service can request the following for a cost of €6:

- Books published after 1900
- Journal articles
- Conference Papers
- Music Score
- Theses

Innovation and Evolution

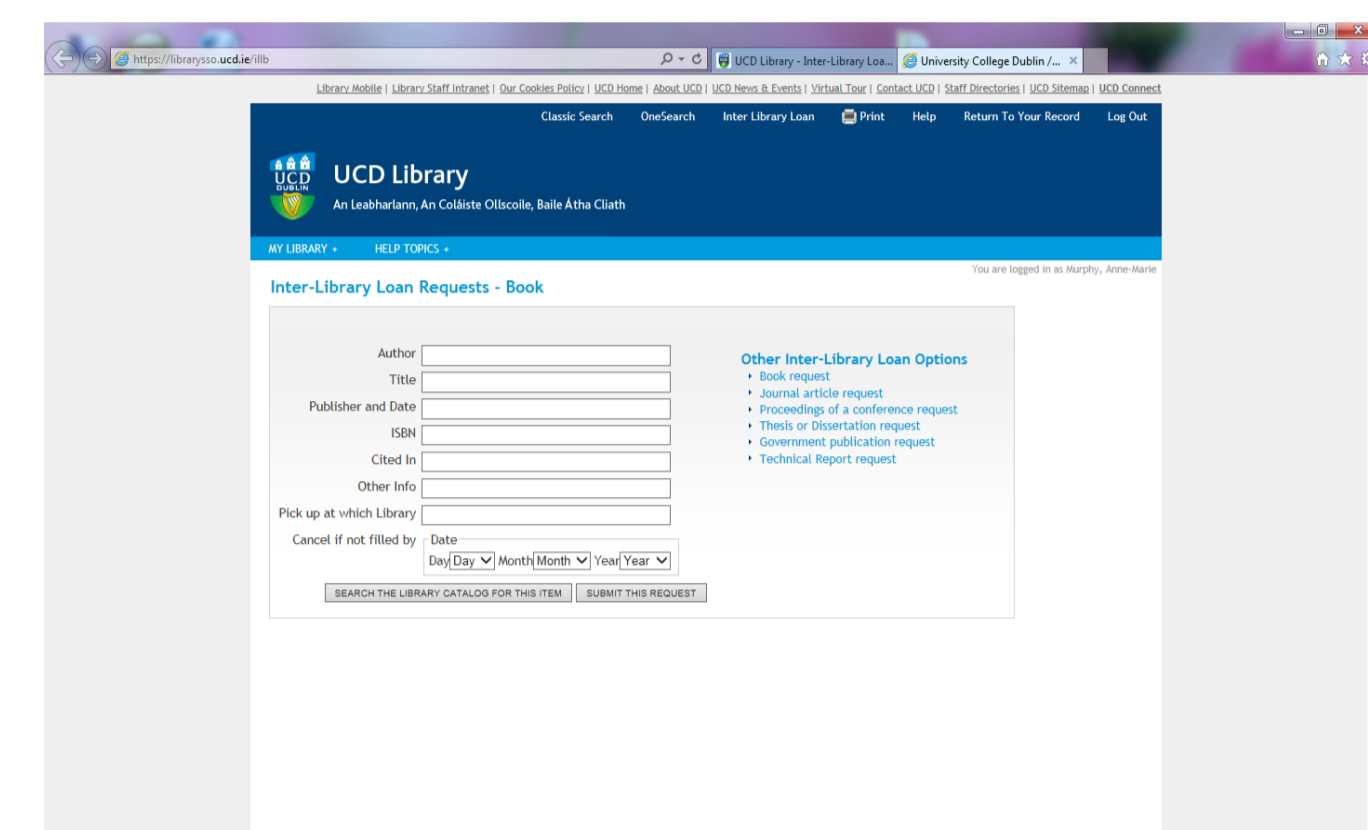
Before 2012:

Library users had to physically come into the library, request a paper application form, fill it out by hand, give it back to library staff and wait and see if it came in.

File No: INTER-LIBRARY LOAN APPLICATION U.C.D.		For Library Use Only	
Title of Periodical/Book:		Date Acq:	
Author/Book or Article:		Location:	
Title of Article:		Edition:	
Year	Vol	Part	Pages
Place of Publication		Publisher	
ISBN			
Source of Reference:			
Name:			
Address:			
Barcode No.:			
Course:			
Copyright Declaration. Please sign near below heading if required.			
Status: Please Tick	Staff <input type="checkbox"/>	Postgraduate Student <input type="checkbox"/>	Student <input type="checkbox"/>
			Registered Ext-Borrower <input type="checkbox"/>

Since 2012:

With the introduction of Millennium LMS users could now fill out an online ILL request form 24/7 which goes straight into the system so no time delay. Users can track the progress through their library account from *Awaiting Arrival* to *Awaiting Collection*.



Rising Costs / IFLA Vouchers

It is a challenge to keep the cost down to the user when the cost of obtaining ILLs rises. The British Library charge £12.30 for a standard request. The cost in Euro depends on currency fluctuations. Journal article requests from Subito, a document delivery service cost around €10.

IFLA Vouchers is an innovative payment method. The International Federation of Library Associations and Institutions (IFLA) is the leading international body representing the interests of libraries. To pay for international ILLs participating libraries in over 70 countries use IFLA vouchers. The advantages are no bank charges, no currency fluctuations and no invoices!

0.5 Voucher = €4 1 Voucher = €8



Challenges and Opportunities

User Education: In the academic year 2013/2014 UCD library received 1935 requests. 389/20% were cancelled because they were for items held in the library! This is an opportunity for more user education to give researchers a better awareness of the library holdings and how to use the resource discovery tools effectively.

E-Loans: Currently UCD's ILL service is for print items only. More libraries are now purchasing e-books and e-journals. With e-resources libraries are often tied into licensing arrangements which can prevent inter library loans. JSTOR have a solution.

"All 25,000 titles offered in its e-book program are now available exclusively in a DRM-free, unlimited-user model" which have the following benefits:

- Simultaneous online access for an unlimited number of users
- Interlibrary loan for all eBook chapters

We will have to wait and see what other providers do.

Twitter : Scientists and scholars alike have taken to Twitter to share subscription-based scholarly material for free. Instead of requesting an article through ILL, Twitter users tweet #icanhazpdf and a link to the article. A researcher with institutional access to this can then download it and e-mail it to the requester. This behaviour bypasses inter library loans. The challenge here is to continue to try and understand changing user behaviour and to improve the speed of ILL services where possible. It also presents an opportunity for ILL services to market themselves better.

E-theses: The increase of Electronic-theses submissions will provide faster desktop access to theses for researchers. And growing open access repositories will provide a much quicker way for researchers to get what they need and encourage stronger partnerships between academic institutions.

Feedback and Conclusions

What UCD researchers say:

"I have been deeply grateful for your help in getting volumes I needed with such efficiency and creativity."
"Thanks for securing my orders for me so quickly, the inter library loans have been a hugely valuable resource for me!"

Conclusions:

Libraries should value the role of the ILL team and should continue to fund the service in order to keep the cost down to the user.

Irish Academic and Research Libraries should continue to co-operate and collaborate in order to provide a fast efficient ILL service.

References

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