

Future of Resource Sharing Survey

Introduction

The National Library of Medicine (NLM) provides the DOCLINE interlibrary loan request system to assist medical libraries with their resource sharing needs. The DOCLINE system grew out of needs and ideas expressed by NN/LM member libraries, specifically the OCTANET system funded by NLM contract in 1982.

NLM is conducting a survey of current interlibrary loan practices to help us better understand the needs of Network members today and in the future. The information you provide will help NLM plan for future products and services, and the role of NLM and all medical libraries in resource sharing in the National Network of Libraries of Medicine and Canada. Your participation is voluntary and all of your responses will be kept private to the extent allowed by law.

The survey is comprised of 30 questions and takes approximately 12 minutes. Please answer the questions from your own experience and coordinate responses within your library so only one survey per library is submitted.

Thank you for your time. Your answers are very important to us. If you have questions, or additional comments, please use our contact form here: https://docline.gov/docline/help/contact_nlm/comment.cfm.

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Public reporting burden for this collection of information is estimated to average 12 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: NIH, Project Clearance Branch, 6705 Rockledge Drive, MSC 7974, Bethesda, MD 208927974, ATTN: PRA (09250648). Do not return the completed form to this address.

Future of Resource Sharing Survey

General ILL Questions

1. Which type best describes your library or host organization?

- Hospital
- Academic
- Special/association
- Government
- Other

2. What is your primary role in interlibrary loan?

- Perform ILL
- Library director
- Supervise/oversee ILL
- One person library

3. How many people work at your library?

- 1
- 2 - 5
- 6 - 10
- 11 - 15
- 16 - 20
- 21 +

4. What ILL management software do you use? Check all that apply.

- Other
- Relais
- QuickDoc
- ILLiad
- Clio
- None

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5. What ILL systems do you use? Check all that apply.

	Never use	Sometimes use	Often use	Intend to use
RapidILL	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
State/regional system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
OCLC/WorldCat	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
DOCLINE	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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General ILL Questions, continued

6. Approximately how much time does all of your library staff, including you, spend on ILL borrowing and lending each week?

- 0 - 10 hours
- 11 - 20 hours
- 21 - 30 hours
- 31 - 40 hours
- 41 - 50
- 51+
- Not sure

7. In the next two years, do you anticipate the total staff time spent on ILL to:

- | | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Decrease a lot | Decrease somewhat | Stay the same | Increase somewhat | Increase a lot | Not sure |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

8. Indicate your level of agreement with the following statements:

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Not sure
I have adequate staff to support ILL borrowing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have adequate staff to support ILL lending	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have adequate budget to cover ILL borrowing costs (copyright and lender fees)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. In the next two years, do you anticipate decreasing or increasing your total ILL budget, including funds for staff, equipment, software and lending and copyright fees?

- | | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Decrease a lot | Decrease somewhat | Stay the same | Increase somewhat | Increase a lot | Not sure |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

10. Approximately what percentage of your annual borrowing requests are filled for free by lenders?

- Less than 25%
- 25% to 50%
- 51% to 75%
- More than 75%
- Not sure

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Collections, Electronic Resources and ILL

11. Over the past two years the total number of journal titles your library subscribed to/licensed:

Decreased a lot	Decreased somewhat	Stayed the same	Increased somewhat	Increased a lot
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. Indicate your level of agreement with the following statements:

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Not sure
My e-journal licenses generally permit me to provide ILL	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is easy for my ILL staff to know the license terms for a specific e-journal and apply them to a specific ILL lending request	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My journal collection is primarily electronic journals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

13. The date coverage of your journal collection primarily consists of:

- Fairly complete journal runs
- Date coverage varies by title
- Latest 5 - 10 years
- Not sure

14. If your licenses do not generally permit interlibrary lending, what restrictions are the most troublesome? Check all that apply.

- Not sure
- Embargo periods
- Restrictions related to sending material to unaffiliated users
- Restrictions related to for-profit libraries
- Restrictions related to international lending
- Restrictions related to delivery method
- I cannot provide ILL at all from e-journals
- Not applicable
- Other (please specify)

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15. In the next two years, do you expect the number of your journal subscriptions to:

Decrease a lot

Decrease somewhat

Stay the same

Increase somewhat

Increase a lot

Not sure

Collections, Electronic Resources and ILL, continued

16. I expect the number of journal titles in my collection to increase because of the following (check all that apply):

- Not sure
- Other
- Shift to patron-driven acquisitions
- Participation in consortia buying packages
- Collection development decisions based on user needs
- Space increase
- Budget increase

Collections, Electronic Resources and ILL, continued

17. I expect the number of journal titles in my collection to decrease because of the following (check all that apply):

- Other
- Not sure
- Shift to using pay-per-view
- Patrons prefer using point-of-care resources, e.g., DynaMed, UpToDate
- Participation in consortia buying packages
- Collection development driven by patron requests as well as usage statistics
- Space reduction
- Budget reduction

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Borrowing and Lending

18. Over the past two years the number of ILL borrowing requests I have initiated for my patrons has:

Decreased a lot

Decreased somewhat

Stayed the same

Increased somewhat

Increased a lot

Not sure

Borrowing and Lending, continued

19. You indicated that your ILL borrowing requests have increased. Check all reasons why you think borrowing has increased:

- Patrons are requesting titles our library has cancelled
- We now offer unmediated ILL
- Patrons need embargoed articles from our titles
- Patrons need items not included in our subscriptions, ex. supplements
- We are serving a new/different patron group
- Patrons need articles to support evidence-based practice decisions
- We have implemented new discovery tools
- Not sure
- Other

Borrowing and Lending, continued

20. You indicated that your ILL borrowing requests have decreased. Check all reasons why you think borrowing has decreased:

- Patrons are choosing material that is immediately available, rather than requesting ILL
- More free full-text and open access sources overall
- Patrons are finding needed items themselves
- Library offers purchase on demand or pay per view
- Patrons prefer point-of-care tools, rather than journal articles
- Our library is subscribing to more full text
- Patrons are obtaining needed items through personal contacts
- Other
- Not sure

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Borrowing and Lending, continued

21. What are the kinds of materials you most frequently borrow via ILL for patrons? Check all that apply.

- E-pub ahead of print not available as subscribed
- Titles outside library's subject scope
- Foreign materials
- Hard copy of e-holdings of books and journals
- Formats that library doesn't own such as A/Vs, DVDs
- Articles outside date range owned/subscribed
- Titles no longer held by the library
- Material not part of subscription, i.e., supplements
- Other
- Not sure

22. In the next two years do you expect the number of ILL borrowing requests from your patrons to:

Decrease a lot

Decrease somewhat

Stay the same

Increase somewhat

Increase a lot

Not sure

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23. Indicate your use of each of the following methods for obtaining literature for your patrons:

	Never use	Sometimes use	Often use	Intend to use
Request items via ILL from another library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CCC Get it Now	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Open source/free online sources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Purchase entire item/subscribe for user	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Purchase from commercial document delivery service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pay per view from aggregators' website (DeepDyve, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contact author of article	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Purchase from publisher website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Request item from colleagues on listserv	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Borrowing and Lending, continued

24. Why do you use methods other than ILL borrowing to obtain items for your patrons?

Check all that apply.

- I would rather use purchase on demand or start a subscription
- Traditional borrowing (including copyright fees) is too expensive
- Format or date of material makes it hard to find lenders
- Material is too obscure or specialized to find lenders
- My library isn't as involved in reciprocal lending as it used to be
- Traditional borrowing presents delivery problems (technical, administrative) that I don't want to deal with
- Patrons or library staff feel traditional ILL borrowing is too slow
- I only use traditional ILL borrowing

25. In the next two years what do you expect to be your top method for obtaining materials for your patrons?

- Purchase from publisher or aggregator sites
- Eliminate subscriptions and use pay-per-view model
- Borrow from other libraries
- Free sources (e.g. open access, author)
- Not sure

26. Over the past two years the number of ILL lending requests I have filled for other libraries has:

- | | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Decreased a lot | Decreased somewhat | Stayed the same | Increased somewhat | Increased a lot | Not sure |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Future of Resource Sharing Survey

Borrowing and Lending, continued

27. Why do you think your library is receiving fewer lend requests? Check all that apply.

- Not sure
- E-journal licenses restrict my ability to lend
- My library reduced delivery options
- My library's hours of operation decreased
- My library's ILL fees increased
- I dropped out of a library group
- My collection has decreased

28. In the next two years do you expect the number of ILL lending requests from other libraries to:

Decrease a lot

Decrease somewhat

Stay the same

Increase somewhat

Increase a lot

Not sure

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DOCLINE

29. Overall how well does the DOCLINE application meet your needs? Please answer about the DOCLINE system, as opposed to your overall borrowing and lending experiences with Network members.

Very dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Very satisfied Don't know

30. Overall how satisfied are you with Loansome Doc for receiving and processing patron requests?

Very dissatisfied Somewhat dissatisfied Neutral Somewhat satisfied Very satisfied Don't know Don't use

31. What are your top priorities for enhancements to the DOCLINE system? Choose three.

- Other
- Not sure
- No improvement needed
- Improved appearance and downloading options for reports
- Monthly request statistical reports
- Better integration with 3rd party vendor systems for borrowing and lending
- More options for out-of-office notification
- Batch updating of serial holdings records from other systems (e.g., OCLC, Serial Solutions, etc.)
- Include embargo terms DOCLINE routing algorithm

Final Thoughts

32. Considering your experience with interlibrary loan in general, what would you like us to know about or think about that we did not already ask?

