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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 NNLM 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 health science libraries 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. You will be presented with 28-30 questions, depending on your responses. We estimate the survey will take about 12 minutes to complete. 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.

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General ILL Questions

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

    ☐ Academic
    ☐ Hospital
    ☐ Government
    ☐ Special/association
    ☐ Other

2. What is your primary role in interlibrary loan?

    ☐ Library director
    ☐ Supervise/oversee ILL

☐ Perform ILL
☐ One person library

3.   How many people work at your library?

☐ 1
☐ 2 to 5
☐ 6 to 10
☐ 11 to 15
☐ 16 to 20
☐ 21 or more

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

☐ ILLiad
☐ Clio
☐ QuickDoc
☐ Relais
☐ Other
☐ None

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

	Do not use now and do not plan to use	Infrequently use	Frequently use	Do not use now, but plan to use in future
State/regional system				
RapidILL				
OCLC/WorldShare				
DOCLINE				
Other				

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

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*						
I have adequate staff to support ILL *lending*						
I have adequate *budget* to cover ILL borrowing costs (copyright and lender fees)						

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

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

Collections, Electronic Resources and ILL

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

Decreased a lot	Decreased somewhat	Stayed the same	Increased somewhat

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

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Not sure
My journal collection is primarily electronic journals						
My e-journal licenses generally permit me to provide ILL						
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						

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

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

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

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

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):

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

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):

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

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

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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:

☐ Our library is subscribing to more full text
☐ 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 are choosing material that is immediately available, rather than requesting ILL
- ☐ Patrons prefer point-of-care tools, rather than journal articles
- ☐ Patrons are obtaining needed items through personal contacts
- ☐ Other
- ☐ Not sure

Borrowing and Lending, continued

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

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

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

	Do not use now and do not plan to use	Infrequently use	Frequently use	Do not use now, but plan to use in future
Request items via ILL from another library				
Purchase from publisher website				
CCC Get it Now				
Request item from colleagues on listserv				
Purchase entire item/subscribe for user				

Open source/free online sources				
Purchase from commercial document delivery service				
Contact author of article				
Pay per view from aggregators' website (DeepDyve, etc.)				

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

- ☐ Patrons or library staff feel traditional ILL borrowing is too slow
- ☐ Format or date of material makes it hard to find lenders
- ☐ Material is too obscure or specialized to find lenders
- ☐ Traditional borrowing (including copyright fees) is too expensive
- ☐ 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
- ☐ I would rather use purchase on demand or start a subscription
- ☐ 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?

- ☐ Borrow from other libraries
- ☐ Purchase from publisher or aggregator sites
- ☐ Eliminate subscriptions and use pay-per-view model
- ☐ 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

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

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

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.

- ☐ Improve use of embargo terms by DOCLINE routing algorithm
- ☐ Batch importing/updating of serial holdings records, including those exported from other systems
- ☐ More options for setting lending availability
- ☐ Better integration with 3rd party vendor systems for borrowing and lending

- ☐ Improve request reports with on demand creation andoptions for downloading
- ☐ Time-based routing of requests to lenders
- ☐ No improvement needed
- ☐ Not sure
- ☐ Other (Please specify)_____

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?

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