



Australian Library and
Information Association

ILRS Code Review 2019

The ILRS Code review recommendations are based on the survey results gathered from the library community between 12 April and 10 May 2019.





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This report makes recommendations following the community consultation survey conducted by the ALIA ILL Advisory Committee

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Executive Summary

The ALIA ILL Advisory Committee conducted surveys in 2013 and 2015 as part of the Interlibrary Resource Sharing (ILRS) Code review to determine the appetite of the interlibrary loan and document delivery (ILL/DD) community for increases in the recommended fees. At both times the library community indicated they did not support a price increase. Although the 2015 review recommended prices not be increased at that time, it did, however, recommend that future price increases be calculated by applying a CPI increase to the fees on an ongoing basis when the ILRS Code was next reviewed.

Therefore, for the 2019 ILRS Code review, the ALIA ILL Advisory Committee applied the CPI increase to the charges and proposed a different charging model to address the increased delivery costs for ILL/DD supply. However in order to gauge the acceptance of the price increases and the different charging options proposed by the Committee, a survey was conducted in April/May 2019. 239 responses were received from the library community. Comments on proposed changes to the ILRS code and Best Practice Guidelines were also solicited and the majority of these have been incorporated into the proposed changes. Some of the responses did not relate to the Code as such but the ILL/DD community as a whole and these issues have also been incorporated into the report.

The Committee considered the comments received from the ILL/DD community and further refined the charging model. The Committee is recommending to increase the ILRS Code basic fee by CPI rate of 9.5% and to introduce a change to the charging framework that includes a differential cost depending on the services and an additional fee for the physical delivery of the material. The fees for a core service level request would be:

- copies delivered electronically charged \$18.50;
- loans delivered by ordinary mail charged \$28.50 (base charge \$18.50 + delivery fee \$10).

In addition, the Committee recommends decreasing the number of pages scanned in the base charge from 50 pages to 25 pages before additional charges are incurred.

The Library community provided valuable comments and feedback that the ALIA ILL Advisory Committee can include in future work plans. The comments (outlined in Appendix 1) covered some of the pressure points experienced by the ILL/DD community and indicated a high level of community engagement in streamlining practices and continuous service value.

Key Recommendations

1. That the ALIA Board considers the report and endorses the Committee's proposal to:
 - a. Charge a differential fee structure for loans and copies as outlined in "Options for ILRS Code Prices" Option 3 [pp. 6-8] where delivery fees are included in the base charge.



- b. Increase fees as proposed under Option 3 [pp. 6-8] where fees are increased by 9.5%.
 - c. Charge delivery fees as proposed under "Delivery fee changes" as outlined in Option 3.
 - d. Decrease the number of pages covered by the base copy price, as well as other changes as outlined below:

"Recommended prices for copies/scans are for up to 25 pages in the original item. An additional charge of \$4.40 applies for each additional 25 pages copied/scanned or part thereof. Prices should be negotiated for special copying/scanning. For example, items that need to be retrieved from storage where costs are incurred by the supplying library, copying/scanning of fragile material or music scores, or for copies/scanning from multi-volume sets."
 - e. Amend the wording of the ILRS Code based on community feedback.
 - f. Amend the wording of the Guidelines based on community feedback.
2. That the Board seeks endorsement of the proposed revised ILRS Code from relevant peak bodies, noting changes to pricing structure, improvements to principles and changes to the guidelines.
 3. That once the ILRS Code is endorsed by relevant peak bodies, the Board approves the introduction of the new ILRS Code from 1st March 2020 and the ALIA Website reflect the updated ILRS Code and Guidelines, as outlined in Appendix 2.
 4. That the Board notes the comments/concerns raised by the ILL/DD library community (collated in Appendix 1).



ILRS Code Review Report

Introduction

Resource sharing is in a state of flux, in many cases declining in importance as more material is available online. However, there is still a need for resource sharing services to access libraries valuable collections. This belief came through strongly in the *Snapshot of the Australian Interlibrary loan environment 2018* (2018, ALIA Interlending Advisory Committee. *Snapshot of the Australian Interlibrary loan environment 2018* - <https://www.alia.org.au/sites/default/files/documents/ALIA%20ILL%20AC%20Report%20of%20the%20Survey%20conducted%20in%20April%202018%20-%20Final%20Dec%202018.pdf>) published by the ALIA Interlibrary Lending Advisory Committee and again through the comments provided by the ILL/DD community in this survey. As outlined below, the ILRS Code remains a critical component of the resource sharing ecosystem.

The ILRS Code was last reviewed in 2015 and 2013. However, the recommended charges have not been updated since 2011 when the basic fee was increased from \$13.20 to \$16.50. The charge of \$13.20 was developed in early 2002 and was based on a benchmarking study which collected detailed costing and workflow information from over 100 Australia libraries. The principles and recommendations of the Benchmarking study (2001, National Resource Sharing Working Group (Australia). *Interlibrary loan and document delivery benchmarking study* - https://webarchive.nla.gov.au/awa/20080727210708/http://www.nla.gov.au/initiatives/nrswg/illd_d_rpt_sum.html)

are still relevant today, but it is considered too impractical and costly to repeat this exercise on an ongoing basis. In 2011, the Committee considered these issues and recommended increases to the prices based on CPI. In 2013 and 2015, it was noted that the CPI had not increased significantly and it was agreed to maintain the recommended changes at the current rate. The Committee also recommended the use of CPI to determine any price/charge increase on an ongoing basis, and suggested a differential fee structure for loans to be considered in the future. All of these recommendations were accepted by the ILL/DD community at the time.

The project to review the ILRS Code commenced in December 2018. The purpose of the review was to update the principles and guidelines in line with contemporary realities, and to bring recommended charges closer to the actual cost of resource sharing services. As such the review recognises the impact of delivery of digital copies for the majority of resource sharing, and recognises the increasing cost of postage and other delivery charges for loans.

In reviewing the ILRS Code, the ALIA ILL Advisory Committee applied the CPI changes to the base charges, approximately 9.5%, as recommended in the 2015 review of the code. The Committee noted that over the last eight years there has been considerable change in the factors that affect costs. In particular, the negative impact on net supplying libraries given postage cost increases. Therefore the Committee proposed a differential charge to address



increased delivery costs. Libraries across all sectors were given the opportunity to provide feedback on the proposed changes to the ILRS Code via a survey which ran in April/May 2019. In total 239 responses were received but not all libraries provided additional comments.

This report outlines the changes proposed to the ILRS code and includes a summary of responses for the ALIA Board to consider, to be followed by endorsement by the Library community as represented by the different peak bodies.

Changes to the ILRS

The Survey responses demonstrated broad agreement that the ILRS Code continues to meet the needs of the ILL/DD community. However, the Committee also received many comments and suggestions for improvements. These comments have been distilled and incorporated into the updated ILRS Code, see Appendix 2. The Committee believes it is important to acknowledge and record the suggested changes and the comments received. See Appendix 1 for a summary of the responses to the survey highlighting the changes incorporated in the code.

The biggest change proposed to update the ILRS Code is the introduction of a differential charge for loans and copies. The Committee took two proposals to the ILL/DD Community:

1. a differential fee for loans and copies (Option 1 in the table below);
2. the same fee structure, however adding a delivery fee to the base charge (Option 2 in the table below).

60% of ILL/DD Community voted for predictability, Option 1, preferring a differential fee structure rather than applying a delivery fee for each loan request.

In proposing a differential fee structure the Committee originally proposed a modest fee difference between a loan and copy to ease the ILL/DD community into these changes. However, based on the feedback received and the expert experience of the Committee, the Committee proposes a variation on the recommended charges (Option 3 in the table below). The most significant variation involves passing on an estimated median cost of delivery to the requesting library for loans. There are several reasons for this, but the most significant is that over time delivery costs have increased beyond CPI and the ILL/DD charge for the loan does not cover the cost of delivery.

The Committee recommendation of Option 3 reflects the simplicity of Option 1, but is also closer to the actual cost of the delivery. The Committee acknowledges that whilst Option 3 was not canvassed directly with the ILL/DD library community it is seeking the Board's consideration and endorsement of this recommendation.



Options for ILRS Code prices

Service type/Maximum supplier turnaround time	Current Default delivery mode	Current Recommended prices	Option 1- Proposed recommended price= CPI + differential fee loans	Option 2 - Proposed recommended prices= CPI + delivery fee. Note: Delivery fee could vary depending on whether the library applies the ILRS Code recommended fees or applies full cost recovery.	Option 3 – ALIA ILL AC Proposed recommended prices= CPI + differential fee loans
Core	Any method not attracting an additional charge.	\$16.50, plus delivery charges if applicable.	Copy = \$18.50 (e-delivery) Loan = \$24.50 includes postage	\$18.50, plus delivery charges, ie no charge for digital delivery	\$18.50, plus delivery charges , ie no charge for digital delivery
		Copy: \$16.50 Loan: \$16.50	Copy: \$18.50 Loan: \$24.50	Minimum fees Copy: \$18.50 Loan: \$28.50+	Copy: \$18.50 Copy Mail delivery: \$28.50 Loan: \$28.50
Rush	Copy: Electronic delivery e.g. email with link to document, e-mail attachment	\$16.50 plus \$16.50 levy, plus delivery charges if applicable.	Copy = \$18.50 + \$18.50 levy Loan = \$24.50 + \$18.50 levy includes normal delivery Additional charge may	\$18.50 + \$18.50 levy, plus delivery charges i.e. no charge for digital delivery.	\$18.50 plus \$18.50 Rush levy, plus recommended delivery charges if applicable.



	or web-service. Loan: Express Post or equivalent		apply for express delivery		
		Copy: \$33.00 Loan: \$45.40 (express post included)	Copy: \$37.00 Loan: \$42.50 or \$58.00 (express delivery included)	Minimum fees Copy: \$37.00 Loan: \$52.00+	Copy: \$37.00 Loan: \$52.00
Express	Copy: Electronic delivery e.g. email with link to document, e-mail attachment or web-service. Loan: Negotiated	16.50 plus \$33.00 levy, plus delivery charges if applicable	Copy = \$18.50 + \$37.00 levy Loan = \$24.50 + \$37.00 levy includes normal delivery Additional charge may apply for express delivery	\$18.50 + \$37.00 levy, plus delivery charges, i.e. no charge for digital delivery.	\$18.50 plus \$37.00 Express levy, plus recommended delivery charges if applicable.
		Copy: \$49.50 Loan: \$61.90 (express post included)	Copy: \$55.50 Loan: \$61.50 (ordinary mail) or \$76.50 (express post included)	Minimum fees Copy: \$55.50 Loan: \$70.50+	Copy: \$55.50 Loan: \$70.50

Delivery fees changes

The Committee also reviewed delivery fees and documented the following options for various delivery methods:



Delivery method	Charge	Proposed delivery method changes	Proposed fee changes Option 1	Proposed fee changes Option 2	Proposed fee changes Option 3
Fax	No charge	Fax	No charge	No charge	No charge
Electronic delivery e.g., e-mail attachment or web-service.	No charge	Electronic delivery e.g. email attachment, e-copy upload, etc.	No charge	No charge	No charge
Mail	No charge	Mail	No charge	\$9.50	\$10.00
Express post or equivalent for copies	\$8.30	Express post or equivalent for copies	\$14.55	\$14.55	\$15.00
Express post or equivalent for loans up to 3 kg	\$12.40	Express post or equivalent for loans up to 3 kg	\$17.30	\$17.30	\$15.00
Express post or equivalent for loans over 3 kg	Negotiated	Express post or equivalent for loans over 3 kg	Negotiated	Negotiated	Negotiated

If Option 3 is selected, these prices are indicative of delivery costs included in the pricing structure.

Additional prices



The Committee sought comment on the changes to additional prices and originally recommended the changes outlined below. The majority of responding libraries agreed with these changes. However, comments were also received that the additional charge for copying was insufficient.

"Recommended prices for copies/scans are for up to 50 pages in the original item. An additional charge of \$4.40 applies for each additional 50 pages copied/scanned or part thereof. Prices should be negotiated for special copying. For example, items that need to be retrieved from storage where costs are incurred by the supplying library, copying/scanning of fragile material or music scores, or for copies from multi-volume sets."

The Committee considered the comments received and is recommending a change to the number of pages covered in the base charge for copies/scans before additional fees are incurred. The Committee recommends the base charge for copies/scans is reduced to 25 pages of the original item before the \$4.40 fee is applied for each additional 25 pages. The majority of articles supplied usually average 17 pages. While the Committee expects the impact of this change to be minimal, articulating an additional charge for large volumes will help supplying libraries receiving requests for large copying/scanning requests.

Recommendations

1. That the ALIA Board considers the report and endorses the Committee's proposal to:
 - a. Charge a differential fee structure for loans and copies as outlined in "Options for ILRS Code Prices" Option 3 [pp. 6-8] where delivery fees are included in the base charge.
 - b. Increase fees as proposed under Option 3 [pp. 6-8] where fees are increased by 9.5%.
 - c. Charge delivery fees as proposed under "Delivery fee changes" as outlined in Option 3.
 - d. Decrease the number of pages covered by the base copy/scan price, as well as other changes as outlined below:

"Recommended prices for copies/scans are for up to 25 pages in the original item. An additional charge of \$4.40 applies for each additional 25 pages copied/scanned or part thereof. Prices should be negotiated for special copying/scanning. For example, items that need to be retrieved from storage where costs are incurred by the supplying library, copying/scanning of fragile material or music scores, or for copying/scanning from multi-volume sets."



- e. Amend the wording of the ILRS Code based on community feedback.
2. That the Board seeks endorsement of the proposed revised ILRS Code from relevant peak bodies, noting changes to pricing structure, improvements to principles and changes to the guidelines.
3. That once the ILRS Code is endorsed by relevant peak bodies, the Board approves the introduction of the new ILRS Code from 1 March 2020 and the ALIA Website reflect the updated ILRS Code and Guidelines, as outlined in Appendix 2.

New Best Practice Guidelines

Overall the Survey responses demonstrate there is broad agreement the Best Practice Guidelines continue to meet the needs of the ILL/DD community. However, the Committee did receive many comments and suggestions for improvements. These comments have been distilled and incorporated into the updated Best Practice Guidelines, see Appendix 2.

However, it is important to acknowledge and record the suggested changes and comments received. These have been incorporated into Appendix 1 with a summary of the responses to the survey highlighting the changes incorporated in the Guidelines.

Recommendation

The Committee recommends the Guidelines be added to the ALIA website as outlined in Appendix 2.

Impacts on the Library community.

There are significant changes in the ILL/DD community and budgetary and resourcing pressures are impacting libraries and the values they espouse. The sharing of collections is still considered very important, but libraries are considering how they can continue to support resource sharing in the face of other pressures within their organisations. Below are some thoughts on the impacts to different library sectors.

Special Libraries

Environmental context – what's happening

Special libraries vary significantly, however, the continuing increase in e-resources is concerning and is impacting on resource sharing over all.

Views from the Health sector

In the Health sector there have been significant changes to the provision of online resources with procurement managed outside of the libraries and delivered via portals with names like [CIAP](#), [CKN](#), [Clinicians Health Channel](#), and [EPOCH](#). The resources provided are a mix of medications



information resources, databases and ebooks and e-journals. Some publisher-specific titles are bought, but the journal collections are mostly aggregator packages from ProQuest and Ebsco. This has reduced the number of libraries with unique publisher holdings as there is a pervasive departmental belief that the portals provide all that is required. Library budgets and collections have been reduced as a result except in the states with alternative procurement systems or models of resource acquisition (ACT, WA, SA, and NT). Libraries that serve tertiary / quaternary hospital sites require quality publisher content which is bought over and above what is provided from state portals. The larger hospital network libraries have therefore become significant net suppliers. The imbalance in supply and requests is putting extreme strain on the larger libraries with quality collections.

Government Libraries are also going through transformations, many government departments have closed their libraries and/or are purchasing e-resources almost exclusively. In some cases different departments have amalgamated their libraries eg Victoria. Many are requesting ILL from multiple sources including overseas.

Law Libraries are also impacted by e-resources and the continuing increase in costs. However, this sector as a whole is often more able to acquire materials for their patrons than other Special Libraries

Implications from the Health library sector:

Around 200 Health libraries are participants in [GratisNet](#), an online service that provides article copies for free to members. There is an annual membership fee of \$380 (incl GST). 107 GratisNet libraries are also members of LADD but 91 are not. The system is supposed to balance loads but, in fact, is increasingly unable to do this due to the loss of unique and comprehensive collections. Many health libraries have lost staff and are very small services with part time staff. They find it difficult to fund membership of Trove and to participate in LADD.

It is difficult to know how health libraries will respond to an increase in ILL charges as most are not likely to participate in systems that charge according to the code anyway. Many would use Subito or NLM. However should the larger libraries withdraw from GratisNet it could be a tipping point to force smaller libraries into systems that they have to date worked around. Larger net supplier health libraries would be keen to participate in a network that provided better value in terms of improvement with load balancing even if network members retained free reciprocal agreements.

Public Libraries

Environmental context – what's happening

Public Libraries tend to work with other public libraries within a resource sharing environment that is defined by reciprocal lending arrangements (usually within state borders but not confined to them) with the ongoing support of their State Library.



In 2017/18, NSW PL's satisfied 36,752 client requests through ILL, and NSW PL's satisfied 37,087 ILL items to other libraries. These figures, and the fact that Public Libraries continue to absorb the staff and postage costs under fee-free reciprocity within the sector, demonstrates the significance of Resource Sharing to PL service delivery.

The cost of postage is a huge burden, especially for nett suppliers. PL's are big recyclers of postpacks!

Implications from the Public library sector:

The Public sector ILL environment is to a large extent self-sufficient. The public libraries' clientele tends to request the type of material that is common to the PL purpose and collection development. ILL/DD requests for specialist information, often time critical and only digitally available, that need to be sourced from charging libraries, are minimal. Trove, however, is increasing public awareness of the myriad research resources held by Australian libraries, irrespective of accessibility and cost of supply. While any charge may be deemed 'prohibitive', the ILRS increases are a 'necessary evil' which should not greatly impact this sector. The increase in income derived from infrequent supply to Uni's etc. would be negligible.

University Libraries

Environmental context – what's happening

University Libraries have invested significantly in e-resources to meet their student/faculty staff information needs. This sector has also diversified its sources for resource sharing using services such as Subito, ILLrapid etc to supplement their ILL/DD activity. These services tend to provide overnight responses and tend to be cheaper and faster than traditional ILL/DD services from Australian Libraries.

Some unis have separate funds for postal charges and so this is not 'visible' as part of ILL lending/receiving. Adding a postal charge to the flat fee may be seen as a larger increase than in other contexts.

Use of RapidILL is likely to increase. The service operates under a subscription model where the library reports the titles they will supply from and individual copies are not charged for. (this is similar to a reciprocal service) RapidILL is for copies only but some libraries are looking at loans in this context.

Some universities are also participate in CAVAlBorrow which is for returnables/loans direct to their patron/patron's library from any of the participating libraries.

Universities are pushed for shelving space and reviewing weeding policies.

Implications from the University library sector:

May push for removing from LADD - share with no charge between universities and handle non-university requesting separately - has been discussed in the past.



Net supplier libraries more likely to keep lending if the price is seen as fair.

Some libraries may decide to purchase rather than borrow as they balance the cost of adding to the collection vs ILL.

State and National Libraries

Environmental context – what's happening

State and National libraries are also going through significant changes with their collections. Successive collection reviews, budgetary pressure and changes in the publishing industry and legal deposit legislation have changed the collections to a large extent. Collecting is reducing and in some cases has been replaced with e-resources particularly for overseas content, overall State and National libraries are emphasis collecting Australian collections in print, increasingly in electronic format and special collections that tell the Australian story. The National E-deposit will allow the State and National Library to collect Australian publication in electronic format, increase access to some Australian content where the publisher has granted broader access. However lending of this material is problematic and the Copyright Act has greater restrictions for born digital materials and for print.

Implications from the State and National library sector:

State libraries have different models to support resource sharing in public libraries in their state. So the impact is likely to be mixed. However as predominantly Net suppliers the impact is likely to be less requests but possibly the same or higher revenue from ILL/DD activity.

Summary of responses

In total 239 responses were received to the survey. For each question, approximately 40% of respondents provided comments ranging from no change to insightful comments/observations and suggestions for changes/improvements. The collated comments provide insights into current trends and sentiment about the state of resource sharing in Australia.

The comments are summarised below:

- Budgetary issues were expressed throughout the survey, some commented on constraints in collection development and therefore increasing demand for ILL/DD service increasing their reliance on net suppliers and some on their capacity to participate in resource sharing per se.
- There were comments suggesting libraries should negotiate ILL/DD access as part of e-resources negotiations – maximising value to taxpayers. The comments were echoed by another library suggesting the development of a set of negotiating principles.
- In terms of service levels offered for ILL/DD service the library community ranges from small libraries that only have the capacity to offer/use core services due to the size of library, budget and staffing and larger library seeking to reduce the turnaround time.



Note the Committee in its recommendations aims at maintaining a middle ground. The turnaround time is intended to cover the maximum time to process the request and libraries are encouraged to supply in a shorter time frame.

- Some libraries have observed a trend where requesting libraries are expecting documents to arrive via an Express time frame when a Core service level has been requested. Aggressive behaviour and communications are reported. **Note** the Committee is disappointed to hear of this behaviour. Resource sharing is intended to be a collaborative, collegial service that works for the benefit of all.
- Holdings information is seen as critical for efficient work practices and examples were provided of issues affecting ILL/DD staff for example:
 - The trend of some libraries to add “held” instead of call number and summary holdings on the Australian National Bibliographic Database (ANBD) is creating inefficiencies, with lower fill rates, delays and extra work for requesting libraries. A library provided an example of 50% fill rate as a result of lack of detailed holdings.
 - The use of “Catalogue” links rather than holdings summaries in OCLC was seen as inefficient as most libraries don’t check the holdings resulting in inefficient practices.
 - Removal of deleted items should be undertaken on a regular basis although some libraries cited budgetary constraints and staffing cuts for not updating holdings.
 - Clearer license conditions in library holding statements are required.
- Libraries were also concerned about fairness and equitable access to resources and good practices to minimise the impact on workflows,
 - Some libraries are experiencing increased requesting for items that appear to be within a collection development scope of the requesting library.
 - Some libraries commented that if libraries don’t contribute any holdings then they shouldn’t be able to request.
 - Many libraries reported housekeeping tasks were not being undertaken resulting in requests clogging up systems and inefficient practices.
 - Some libraries are requesting items despite holdings clearly showing the material was not held. There was a proposal to charge under these circumstances a nuisance fee (\$1).
 - Consideration be given to sharing the load i.e. not requesting from the same library constantly.
 - Increased trend of some libraries to not check the citation assuming erroneously that it will be checked by the library fulfilling the request.
 - Some libraries suggested a minimum loan period of 6 weeks.
 - Some libraries commented on the increasing number of requests for e-books and e-audio books that libraries are unable to lend.
 - Some libraries recommended “non-supply” requests be processed within 2 working days.



- Issues around participating in Libraries Australia Document Delivery (LADD) such as;
 - Libraries not understanding suspensions in LADD and receiving rude phone calls because the request was at the end of the rota, unfilled
 - A comment about “Libraries Australia systems should work with major library management systems such as OCLC to ensure the data in the system is reliable - and to reduce the occurrence of "non-supply" requests.”
 - Comment on the use of Libraries Australia Document Delivery: “If libraries no longer use “docstores” to access their articles can libraries either remove this service or add a note on their own services profile or the request that they no longer support this service.”
 - Increased reliance on email alerts rather than checking the automated ILL management system, causing inefficiencies as email are sent to the incorrect person or go astray.
 - Load balancing in LADD to ensure fair distribution of requests and using libraries based on proximity to reduce delivery time and carbon footprint.
- Concern was expressed about the definition of "library" in the COPYRIGHT ACT 1968 - SECT 50 only loosely fits some of the health libraries, which are not actually open to the public. This problem is beyond the scope of the current project, but is a larger issue with ILL in the special library sector.
- A suggestion was received to find a way to share ideas in resource sharing for example where to get articles, who uses LoansomeDoc, BL, Subito, publisher Direct, etc.
- A comment from the National Library stating it *“is moving towards a system of converting loans to digital copies wherever possible. This will not impact the charge to the receiving library, so it would be more practical to change dot point four that loans will be supplied at the discretion of the supplying library or similar.”*

These issues highlight the changes in the ILL/DD community and the impact that, budgetary and resourcing pressures are having on libraries and the values they espouse. Sharing of collections is still very important, but libraries are considering how they can continue to support resource sharing in the face of other pressures within the organisation. ILL/DD along with many other ‘back of house’ activities is changing with new options available to libraries. As one library put it *“Price sensitivity in resource sharing is guiding requesting decision”*. Another library indicated *“we use a price-based rota, with Subito currently before LADD” and “if LADD prices go up, we’ll move NLM before LADD. If other libraries do this with their rotas, price increases (at least for copies rather than loans) may not give as good returns as intended.”*



As with most library work this is a changing environment, but resource sharing is still valued overall by libraries. The Committee will include these comments in developing next year's work plan.

Recommendation

5. That the Board notes the comments/concerns raised by the ILL/DD library community (collated in Appendix1).



ILRS Code Survey review

Appendix 1

Note: Changes to the wording of the code are bolded throughout this document.

The survey was broken into 4 parts, covering: About your library, Scope and Principles, Charging options and Service-level standards and Best practice guidelines.

Part 1 - About your Library

Question 1 – Background

Gathered background information on the participating library such as Library name, Library symbol, and contact details.

Question 2 - Library sector

In total 239 responses were received to the survey. There was strong participation from the academic (20%), public (33%) and specials library (43%) sectors.

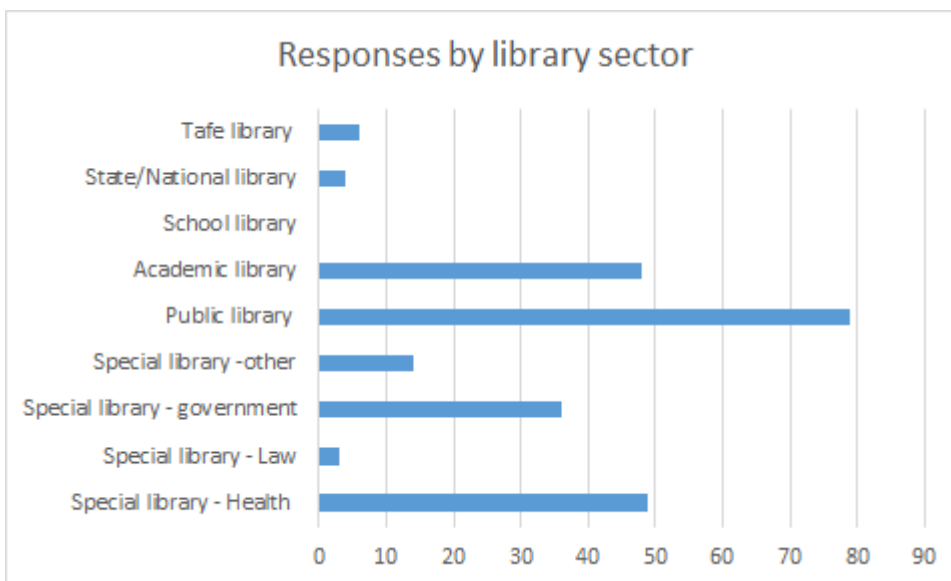


Chart 1 shows the distribution of response based on library sector.

Question 3 - net requester/supplier

Of the 237 responses received, 41% of libraries indicated their Interlibrary loan/document delivery requests were balanced (i.e. about the same level of activity as a supplying and requesting library), 29% indicated they were net supplying libraries, and 30% indicated they were net requesting libraries.

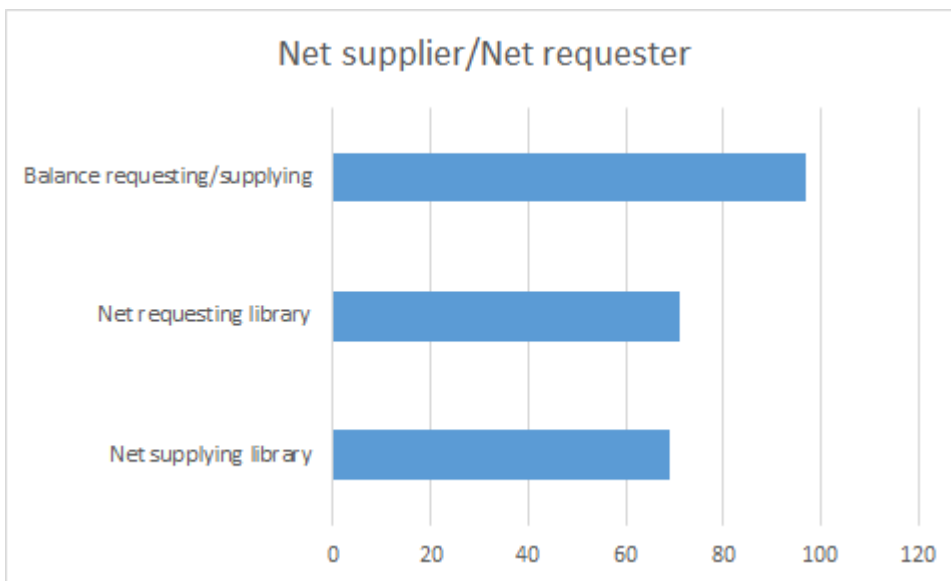


Chart 2 shows the distribution libraries based on requesting and supplying.

Part 2 - Scope and principles

Survey participants were asked to provide feedback on the effectiveness of the "ILRS Code" and the "Best Practice Guidelines" and to provide comments and suggested changes to improve them.

Any recommended changes to the code appear in bold and the new proposed Code and Charges can be found in Appendix 1.

Question 4 – Preamble

The Interlibrary Resource Sharing (ILRS) Code (together with the Best Practice Guidelines) is designed to support a multi-faceted approach to resource sharing based on reciprocity, cooperation and fairness between libraries, respect for the moral and intellectual rights of creators and publishers and compliance with legal and contractual obligations.

In supporting the ILRS Code, Australian libraries recognise that resource sharing is important in meeting the needs of library users, but that it should not be a substitute for the purchase of library materials to meet the primary needs of its users. The purpose of resource sharing is to obtain those materials that a library cannot purchase because they fall outside the scope of the library's collection development policy **or are otherwise not available, such as the material is out of print.**

Survey responses – the majority of the 96 responses received did not recommend any changes to the preamble, however there was a recommendation for a small addition see above. In addition several issues were raised:

6. Requesting ILL/DD access as part of e-resources negotiations – maximising value to taxpayers.



- Libraries requesting more because of budget constraints impact on collection development.
7. Some libraries would appear to be using ILL/DD instead of purchasing, for instance more recent publications.

Question 5 – Scope

Although the ILRS Code is voluntary, all libraries participating in resource sharing are encouraged to operate under its principles and implement the service level standards specified to ensure an efficient and effective system. The Core service is mandatory. Libraries are encouraged to offer all three service levels **where possible**. Core and Rush levels must be provided before offering the higher Express level. Maximum prices are recommended for each service level. The charge drops to the service level delivered when a supplying library fails to meet the turnaround time. **Libraries should note that the ILRS code prices are recommended only. In applying charges, libraries should only seek to recover costs and should alert other libraries where costs exceed the ILRS Code recommended prices.**

Survey response - the majority of the 93 responses received did not recommend any significant changes to the Scope; however, in order to ensure clarity several of the ALIA ILL Advisory Committee recommend several additions, see bold text above. In addition, several issues were raised:

- Some libraries only have the capacity to offer/use core services due to the size of library, budget and staffing.
- Several libraries recommended a shorter turnaround time.

Question 6 - Principles

Libraries participating under this ILRS Code agree to observe the following principles:

Both requesting and supplying libraries assume responsibility for:

1. Complying with the service-level standards.
2. Maintaining their ILRS directory entry **regularly** by:
 1. Publishing their resource sharing policy.
 2. Listing the service levels supported.
 3. Listing all charges.
 4. Ensuring contact details are correct.
3. **Processing requests promptly**, improving services and reviewing processes following best practice under each service level standard.
4. Maintaining their holdings by:



1. Recording up-to-date holdings including holdings of electronic resources **available for resource sharing**.
2. Ensuring **libraries are contributing** to the Australian National Bibliographic Database (ANBD) and committing to making holdings available and up-to-date.
5. Being aware of the licensing conditions for their electronic resources and supplying when permitted. **When negotiating access to e-resources consider adding resource sharing access.**
6. **Complying with obligations under the Copyright Act.**
7. Ensuring the confidentiality of the requesting patron is respected.
8. Undertaking **frequent and** regular housekeeping, completing processes such as received, check-in, returned.

Survey response – of the 96 responses received, 24 provided detailed comments and where possible the changes have been incorporated above. In addition, several issues were raised:

- Libraries be encouraged to negotiate ILL/DD as part of their e-resources
- Maintaining holdings is seen as critical.
 - The trend of libraries to add “held” instead of call number and summary holdings on the ANDB is creating inefficiencies, with lower fill rates, delays and extra work for requesting libraries. A library provided an example of 50% fill rate as a result of lack of detailed holdings.
 - The use of “Catalogue” links rather than holdings summaries in OCLC was seen as inefficient as most libraries don’t check the holdings resulting in inefficient practices.
 - Removal of deleted items should be undertaken on a regular basis although some libraries cited budgetary constraints and staffing cuts for not updating holdings.
 - Clearer licence conditions in library holding statements.
- Comments also received recommending that if libraries don't contribute any holdings then they shouldn't be able to request.
- Many libraries reported housekeeping tasks were not being undertaken resulting in requests clogging up systems and inefficient practices.

Question 7 – Requesting library responsibilities

Requesting library assumes responsibility for:

1. Complying with the policies and any special provision/**conditions on the use of material under which supplying libraries are prepared to provide**, as published in their ILRS Directory entry.



2. Providing the **most** complete bibliographic details and call numbers of the supplying library **as possible**.
3. **Checking holdings, availability, acceptable formats and licence permissions as much as possible before sending the request.**
4. **Ensuring requests comply with the Copyright Act (including unmediated requests).**
5. **Unmediated requests particularly where the requesting library allows direct delivery to its users, i.e. unmediated access with patron delivery including:**
 - **Authenticating and authorising users.**
 - **Authenticated users' delivery details are accurate.**
2. Paying all authorised charges imposed by the supplying library including express delivery.
3. Paying delivery costs for returning borrowed items.
4. Safety of borrowed material, and payment for the loss or damage of the material whilst at the requesting library or in transit back to the supplying library.
5. **Ensuring the material is addressed correctly when sending back to the supplying library.**
6. Ensuring borrowers know the date for the return of loans, honour the due date **and where libraries permit renewal, place the renewal before the due date.**

Survey response – of the 96 responses received, 19 provided detailed comments and where possible the changes have been incorporated above. In addition, several issues were raised:

- Some libraries are requesting items despite holdings clearly showing the material was not held. There was a proposal to charge under these circumstances a nuisance fee (\$1).
- Consideration be given to sharing the load, i.e. not requesting from the same library constantly.
- Increased trend of some libraries to not check the citation assuming erroneously that it will be checked by the library fulfilling the request.
- Increasingly libraries are getting requests for very new material – perhaps indicating some libraries are not abiding with the ILRS code and are using ILL/DD as a substitute for collection development.

Question 8 - Supplying libraries responsibilities

Supplying library assumes responsibility for:

1. Supplying an item within **the turnaround time** of the service level requested and if unable to supply, advising the requesting library **promptly**.



2. **Supplying the item requested and checking with the requesting library if holdings do not exactly match the requested material and format.**
3. Supplying the best copy/**scan** possible, in accordance with efficient work processes, and notifying the requesting library if a quality copy/**scan** is not available.
4. **Adding a reason for non-supply is advised, for example “not found as cited” or “request appears to breach provisions of the Copyright Act”.**
5. Offering a range of efficient payment methods **where possible**, such as the national automated payments service through Libraries Australia Document Delivery, electronic funds transfer (EFT) or credit card.
6. Providing a loan period of 4 weeks minimum; however, a **longer period is preferred to include transit between libraries.**
7. Material lost in transit to the requesting library.
8. Considering all requests for material regardless of format, **i.e. to avoid blanket restrictions where possible**; however, the decision to supply materials is at the discretion of the supplying library and subject to any licensing conditions that may apply.
9. **Ensuring the material is addressed correctly when sending to the requesting library.**

Survey response – of the 96 responses received, 29 provided detailed comments and where possible the changes have been incorporated above. In addition, several issues were raised:

- Some libraries suggested a minimum loan period of 6 weeks.
- Some libraries commented on the increasing number of requests for e-books and e-audio books that libraries are unable to lend.
- Suggestion to follow IFLA guidelines “From the moment a library dispatches an item to a Requesting library until it returns, the Requesting library is responsible for any loss or damage incurred.” (IFLA Guidelines on resource sharing, Section 7). Note: The ALIA ILL AC recommend shared responsibility from a practical perspective to ensure most efficient follow-up for lost material.

Question 9 – Definitions

Supplier turnaround time	The time between when a supplying library receives a request to when the supplying library dispatches the item, communicates with the requesting library or indicates it cannot supply the item.
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Library	<p>a. a library all or part of whose collection is accessible to members of the public directly or through interlibrary loans; or</p> <p>b. a library whose principal purpose is to provide library services for members of a Parliament; or</p> <p>c. an archive all or part of whose collection is accessible to members of the public.</p> <p><i>Library definition is derived from the Copyright Act 1968 as is of particular importance for libraries fulfilling copy/scan requests.</i> https://www.legislation.gov.au/Series/C1968A00063</p>
Standard working day	9.00am to 5.00pm Monday to Friday, excluding public holidays. Always check libraries' ILRS directory entry for the operating hours if time is critical.
Recommended Prices	All recommended prices are GST inclusive.
Default delivery modes	To be used when the requesting library has not specified a delivery method.
Best copy possible	The copy is the highest possible quality for readability by the user, obtainable within efficient work processes.

Table 1 – Definitions

Survey response – of the 91 responses received, 19 provided detailed comments and where possible the changes have been incorporated above. In addition, several issues were raised:

- Some libraries have observed a trend where libraries are expecting documents to arrive via an Express time frame when a Core service level has been requested and some libraries are experiencing some aggressive behaviour in this space.
- Some libraries indicated a working day can be variable due to part-time employees, different time zone, etc.

Part 3 - Charging options and Service-level standards.

Charging and service-level standards were perhaps the most difficult part of the survey. How to remain equitable for suppliers/requestors, but also maintain a fee structure that was reasonable.



Question 10 – Service Levels

Service Types	Core	Rush	Express
Maximum supplier turnaround times Note: this is the maximum time to process requests; however, libraries should establish workflows that permit quick and efficient processing.	4 working days: Working days are measured in whole days. (e.g. Request received on Monday, item or a negative response sent by the close of business (COB) Thursday or, if the item is to be sent by mail, dispatched in time for last collection on Thursday)	24 hours: The item or a negative response is sent within 24 hours of receiving the request or, if the item is to be sent by mail, dispatched in time for last collection next working day. (Requesting libraries are recommended to telephone or email confirmation of Rush requests)	2 hours: The item or a negative response is sent within two hours of receiving the request, or, if the item is to be sent by mail, dispatched in time for last collection same day or next working day depending on when it was received. (Requesting libraries are recommended to telephone to alert to an Express request)

Table 2 – Service Levels

In most automated systems requests usually expire within the system after 4 working days.

Survey response – of the 98 responses received, 41 provided detailed comments and where possible the changes have been incorporated above. In addition, several issues were raised:

- Many libraries suggested changing the Core turnaround time, with some suggesting an increase to 5 days and others a decrease to 2 or 3 days.
Note from the ALIA ILL AC - The turnaround time is intended to cover the maximum time to process the request and libraries can supply in a shorter time frame.
- Some libraries commented about the difficulty in meeting “Express” turnaround times due to workflows outside the ILL/DD section’s control or workloads, i.e. shifts at other service points.
- For Express and Rush requests some libraries wanted to change ‘encouraged’ to ‘required’ to telephone, as emails are not always accessed promptly.
- Some libraries recommended “non-supply” requests be processed within 2 working days.

Question 11 – Pricing changes

The ILRS Code fees have not increased in over six years; however, the costs of supply have increased during the intervening years. At the last round of consultation in 2013, the library community recommended the fees not increase at that time, but agreed that the ILL/DD recommended prices would be increased based on CPI in the future.



The ALIA ILL Advisory Committee therefore proposes the ILL/DD fees increase by a CPI rate of 9.5% to cover the period 2013-2019.

Furthermore the cost of postage has increased significantly and no longer meets cost recovery. The ALIA ILL Advisory Committee sought comment on two proposals to attempt to balance access with costs borne by supplying libraries.

The survey proposed to increase the current fees by CPI = 9.5% and offered the two different options outlined below to recognise increase in loan cost for respondents to vote on their preferred option.

For Information Only: These recommended prices have been established to provide participants of the Australian resource sharing network with predictability of services and budgets.

Participants must independently determine the price for their service and consider whether or not to apply the recommended fee.

Service type/Maximum supplier turnaround time	Current Default delivery mode	Current Recommended prices	Option 1- Proposed Recommended prices = CPI + differential fee loans	Option 2 - Proposed Recommended prices = CPI + postage fee
Core	Any method not attracting an additional charge.	\$16.50, plus delivery charges if applicable.	Copy = \$18.50 Loan = \$24.50 includes postage	\$18.50, plus delivery charges for postage, i.e. no charge for digital delivery
Rush	Copy: Electronic delivery e.g. email with link to document, e-mail attachment or web-service. Loan: Express Post or equivalent	\$16.50 plus \$16.50 levy, plus delivery charges if applicable.	Copy = \$18.50 + \$18.50 levy Loan = \$24.50 + \$18.50 levy includes normal delivery Additional charge may apply for express delivery	\$18.50 + \$18.50 levy, plus delivery charges for delivery to physical location, i.e. no charge for digital delivery.



<p>Express</p>	<p>Copy: Electronic delivery e.g. email with link to document, e-mail attachment or web-service.</p> <p>Loan: Negotiated</p>	<p>16.50 plus \$33.00 levy, plus delivery charges if applicable</p>	<p>Copy = \$18.50 + \$37.00 levy</p> <p>Loan = \$24.50 + \$37.00 levy includes normal delivery</p> <p>Additional charge may apply for express delivery</p>	<p>\$18.50 + \$37.00 levy, plus delivery charges for delivery to physical location, i.e. no charge for digital delivery.</p>
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Table 2 proposed charging options

Participants were also asked:

Which Option do you support? Select from the options provided below:

- Option 1 - CPI increase + differential charging for loans/copies.
- Option 2 - CPI increase + charge for postage costs

In total 170 responses were received, and 60% of participants selected Option 1 – CPI increase and differential charging for loans/copies and 40% selected Option 2 – CPI and charge for postage.

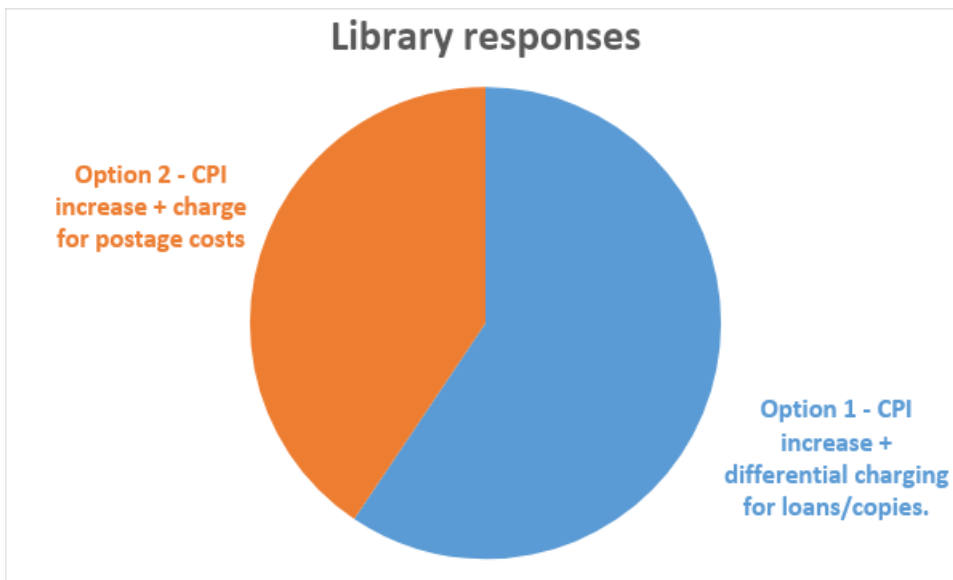


Chart 3 shows the distribution of responses on the charging option libraries preferred.

Survey response – of the 82 comments received, feedback was incorporated in the pricing. In addition, several issues were raised:



- About 10% of respondents preferred no price increase at all citing budgets, impact on clients and the demise of resource sharing.
- The majority of respondents prefer predictability.
- The majority of respondents acknowledge cost of supplying from electronic is less than from print or processing a loan.

The ALIA ILL Advisory Committee reviewed all comments and considered the costs. However, from the comments the Committee considered that the proposed changes would not cover the cost of supplying interlibrary loan/document delivery requests.

Question 12 – Recommended delivery prices

There are additional charges relating to the number of pages and scanning. The ILL/DD community was asked to comment on:

Recommended prices for copies/scans are for up to 50 pages in the original item. An additional charge of \$4.40 applies for each additional 50 pages copied/scanned or part thereof. Prices should be negotiated for special copying/scanning. For example, items that need to be retrieved from storage where costs are incurred by the supplying library, copying/scanning of fragile material or music scores, or for copies/scan from multi-volume sets.

149 or 62% of participants accepted the recommendation to increase the fees as outlined above. 21 or 8.7% did not agree with the increase in fees.

Survey response – of the 97 comments received 26 libraries provided further details, and the feedback has been incorporated in the pricing suggestion outlined below. In addition, several issues were raised:

- Majority of respondents agreed with the proposal to drop the charge for colour reproduction. The cost has decreased as technologies have reduced the cost of colour printing and fees should not apply to digital delivery.
- Several libraries recommended reducing the number of pages that incur an additional charge to 25 pages.
- Several libraries commented the \$4.40 additional charge was too low.
- Several libraries preferred the process left as is.

The ALIA ILL Advisory Committee reviewed all comments and re-evaluated the proposal above. Based on the comments and the Committee's expertise the proposal is to decrease the number of pages covered by the base charge as it currently does not cover the cost of scanning additional pages.

Question 13 – Delivery charges



Delivery charges are complex to determine depending on mode of transport, speed of delivery etc., therefore in the survey the ALIA ILL Advisory Committee proposed modest changes based on Australia Post fees.

Delivery method	Charge	Proposed delivery method changes	Proposed fee changes – Option 1	Proposed fee changes Option 2
Fax	No charge	Fax	No charge	No charge
Electronic delivery e.g., email attachment or web service.	No charge	Electronic delivery e.g. email attachment, e-copy upload, etc.	No charge	No charge
Mail	No charge	Mail	No charge	\$9.50
Express post or equivalent for copies	\$8.30	Express post or equivalent for copies	\$14.55	\$14.55
Express post or equivalent for loans up to 3 kg	\$12.40	Express post or equivalent for loans up to 3 kg	\$17.30	\$17.30
Express post or equivalent for loans over 3 kg	Negotiated	Express post or equivalent for loans over 3 kg	Negotiated	Negotiated

Table 4 – proposed delivery charges

Do you agree with the new recommended delivery charges?

- Yes
- No



In total 170 responses were received, and 88% of participants agreed to increase the charges and 12% preferred to maintain current pricing.

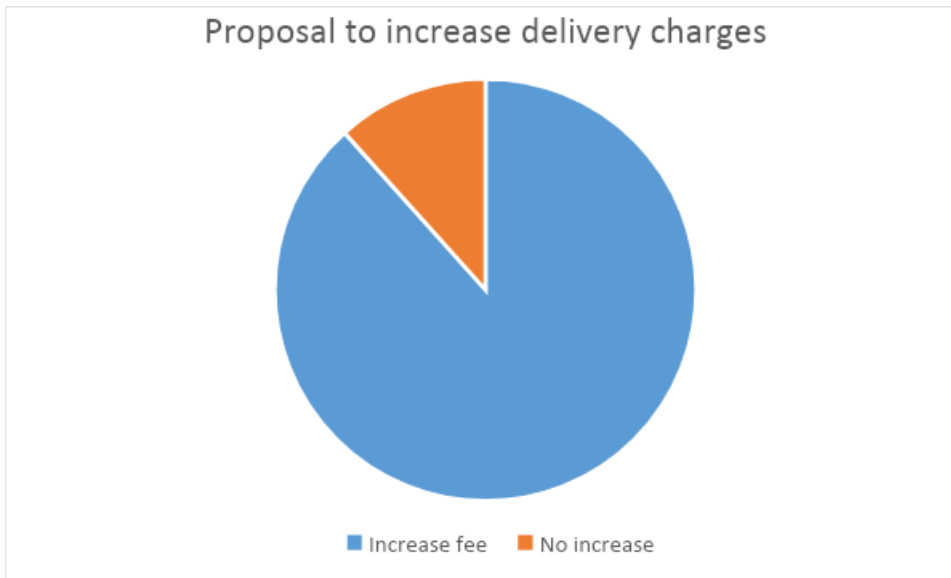


Chart 4 shows the responses to increasing the delivery fees.

Survey response – of the 58 detailed comments received most supported the proposed price increase. In addition, several issues were raised:

- Majority of respondents were confused with the charges proposed, but it was clear that most preferred to keep Option 1 and not charge extra for post. The Committee interpreted this to mean they preferred Option 1 = CPI + differential charges loan/copy and not apply an additional charge for loans.

The ALIA ILL Advisory Committee reviewed all comments and considered that the proposed changes would not cover the cost of delivering interlibrary loan/document delivery requests.

Question 14 – Delivery services mini survey

To help the ALIA ILL Advisory Committee understand delivery costs participants were asked to provide information on the delivery services used.

What postal delivery service do you use for core deliveries? Select the options that apply.

- Parcel Post [Australia Post]
- E-parcel [Australia Post]
- Courier Please specify: _____



In total 161 responses were received with the overwhelming majority of the ILL/DD community (86%) using Parcel Post (Australia Post), 22% indicated they used courier services and 10% use E-Parcel (Australia Post). It was evident that at least 18% use more than one option as would be expected.

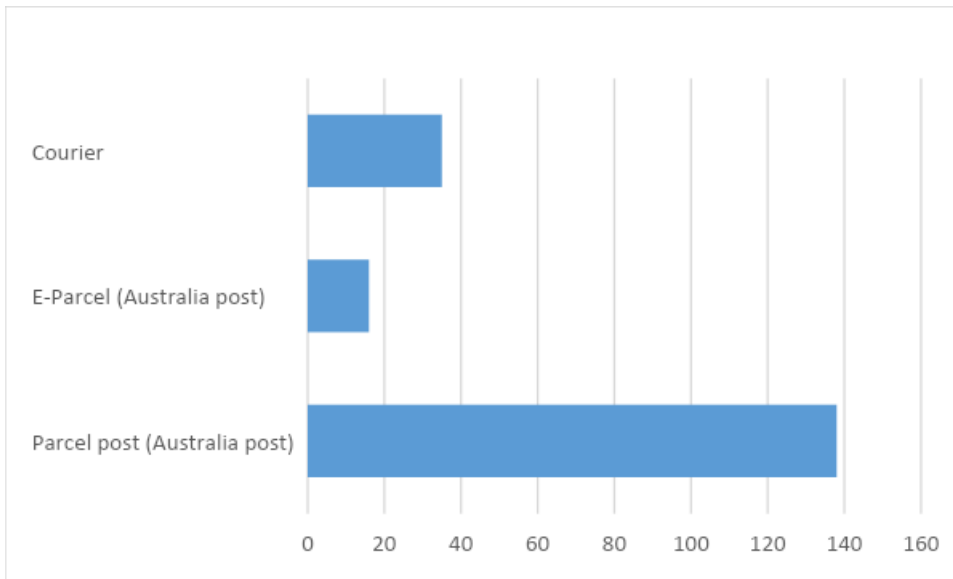


Chart 5 shows the different delivery services used by libraries.

Survey response – 35 participants added detailed comments on the delivery services they used. The following services were reported:

- Toll (7)
- Startrack (4)
- TNT (4)
- DX (5)
- Internal/state courier (3)
- Australia Air express (1)
- DHL (1)
- Australia Post (1)

Part 4 - Best practice guidelines.



The best practice guidelines were developed to complement the ILRS code and assist libraries in developing good practices. The information was copied to the survey from the "Best Practice Guidelines" on the ALIA wiki. Participants were asked to comment on each section.

These Guidelines are on the ALIA wiki however the ALIA ILL Advisory Committee believe these should reside on the ALIA website as an adjunct to the ILRS Code.

Recommendation: The Best Practice Guidelines move to a new page on the ALIA website accessible from the ILRS Code page and the ALIA ILL Advisory Committee space.

Question 15 – Best practice guidelines

As part of the Interlibrary Resource Sharing Code (ILRS) code review the ALIA ILL Advisory Committee received many comments that did not fit into a principles based framework, but were nevertheless very useful to document, share and maintain. These Best Practice Guidelines are expected to change and grow as issues are identified, discussed and shared with other ILL/DD practitioners. To be replaced by the following paragraph:

The ALIA ILL Advisory Committee conducts an Interlibrary Resource Sharing Code (ILRS) code review every four years. These Best Practice Guidelines are expected to change and grow as issues are identified, discussed and shared with other ILL/DD practitioners.

In total 74 responses were received with the majority indicating no changes were required.

Survey response – of the 74 received, 18 provided further information or comment, and changes have been incorporated in the text above as appropriate. The following issues were also raised:

- Specific feedback on suspensions in Library Australia Document Delivery not being understood and receiving rude phone calls because the request was at the end of the rota.
- A comment that "Libraries Australia systems should work with major library management systems such as OCLC to ensure the data in the system is reliable - and to reduce the occurrence of "non-supply" requests."
- Concern was expressed about the definition of "library" in the COPYRIGHT ACT 1968 - SECT 50 only loosely fits some of the health libraries, which are not actually open to the public. This problem is beyond the scope of the current project, but is a larger issue with ILL in the special library sector.
- Comment regarding e-resources - libraries need to negotiate at point of contract renewal for supply of interlibrary loans. Comments echoed by another library suggesting the development of a set of negotiating principles.

Question 16 – Guidelines for supplying and requesting libraries

Together with the ILRS code these guidelines aim to provide libraries with information designed to provide quality ILL/DD services.



1. Libraries using automated systems should update the request as it is actioned to ensure both supplying and requesting libraries information is current to avoid unnecessary calls to determine the current status of the request.
2. Keep the ILRS entry up to date <http://www.nla.gov.au/ilrs/>

In total 81 responses were received with the majority indicating no changes were required.

Survey response – of the 81 received, 10 provided further information or comment, and changes have been incorporated in the text above as appropriate. The following issues were also raised:

- Comment on the use of Libraries Australia Document Delivery: “If libraries no longer use “docstores” to access their articles can libraries either remove this service or add a note on their own services profile or the request that they no longer support this service.”
- Provide up-to-date contact information in requests.
- Increased reliance on email alerts rather than checking the automated ILL management system, causing inefficiencies as emails are sent to the incorrect person or go astray.

Question 17 – Guidelines as a requesting library

1. Ensure the request citation is as complete as possible and consider adding any additional information in a note, for example the specific volume in a multi-volume set or edition.
2. Ensure the request complies with the library provisions in the Copyright Act including retaining **a copy (electronic or print) of copyright declarations as specified in the Copyright Act within the jurisdiction your library operates.**
3. **Check ILRS directory for any limitations the supplying library has flagged such as service levels supported or collections not for loan.**
4. Consider the most efficient options for satisfying users' requests. Options could include ILL/DD, purchase, reciprocal borrowing, and pay per view for electronic material.
5. **Provide** complete contact and delivery details within the request such as email, **street** & postal address.
6. **Notify** if paper copy is acceptable for requests of electronic material, for example where licence agreements only allow post or fax delivery.
7. **Contact the supplying library to alert them to any rush or express request sent.**
8. **Approach the supplying library as soon as possible when seeking a renewal, preferably before the due date.**

In total 78 responses were received with the majority indicating no changes were required.



Survey response – of the 78 responses received, 17 provided further information or comment, and changes have been incorporated in the text above as appropriate. The following issues were also raised:

- Be sensitive to individual resourcing challenges at supplying libraries.

Question 18 - Guidelines as a supplying library

- 1. Regularly check for incoming requests or advise requesting libraries if circumstances affect capacity of supplying libraries to provide timely responses.**
2. When using automated systems, if you are able to supply a request, but not immediately, **use** the action “Will Supply” **to** stop the request from moving on. **This should only be used when supplying library has verified they will be able to supply and** within the ILRS code turnaround times, otherwise negotiate with the requesting library.
3. Where the supplying library sends the incorrect material and is unable to rectify the error. i.e. seek a reversal of the ILL/DD charge, a free interlibrary loan should be considered.
4. Adhere to the requested service type, i.e. loan/copy and delivery methods, or contact the requesting library if supplying options differ.
- 5. Ensure that items are delivered to the address given in the request.**
- 6. May refuse to supply libraries that repeatedly return material late or repeatedly lose material.**
7. Should include a copy of the publication information, i.e. the title page/verso in a request for a chapter or conference proceedings, to assist the requesting library meet the moral rights of the author and correct attribution.
- 8. Should include documentation such as a copy of the original request, ILL number or cover page, with the material supplied. For loans include the due date, notification to the requesting library if renewals are, or are not available and a return address label to ensure the correct address.**
9. If unable to supply the request, send a non-supply message with reasons and/or other relevant information as soon as possible.
10. If clarifying the request or supply condition, **contact the requesting library** as soon as possible. It is then up to the requesting libraries to respond quickly.
- 11. Ensure clear pricing on ILRS or the supplying libraries website for copying special/fragile material and/or where other charges may apply.**

In total 77 responses were received with the majority indicating no changes were required.

Survey response – of the 77 responses received, 14 provided further information or comment, and changes have been incorporated in the text above as appropriate. The following issues were also raised:



- A suggestion was received to find a way to share ideas in resource sharing, for example where to get articles, who uses LoansomeDoc, BL, Subito, publisher Direct, etc.
- A comment that the “National Library is moving towards a system of converting loans to digital copies wherever possible. This will not impact the charge to the receiving library, so it would be more practical to change dot point four that loans will be supplied at the discretion of the supplying library or similar.”

Question 19 - Useful Link

IFLA Guidelines for Best Practice in Interlibrary Loan and Document Delivery

In total 65 responses were received with the majority indicating no changes were required.

Survey response – of the 65 responses received, 4 provided further information or comment. The following issues were also raised:

- It is more cost effective to place the request rather than to call the supplying library to see if they have the item. Usually libraries will respond quickly and the request can proceed through the rota.
- Load balancing in LADD to ensure fair distribution of requests and using libraries based on proximity to reduce delivery time and carbon footprint.
- Price sensitivity in resource sharing is guiding requesting decision as one library indicated “we use a price-based rota, with Subito currently before LADD” and “if LADD prices go up, we’ll move NLM before LADD. If other libraries do this with their rotas, price increases (at least for copies rather than loans) may not give as good returns as intended.”

Next ILRS Code review

The next review of the ILRS code is due in 2023.



Australian Interlibrary Resource Sharing (ILRS) Code

Appendix 2

December 2019

The Australian ILRS Code, December 2019, replaces the code adopted by the library sector in 2013.

The ILRS Code benefits Australian libraries and their users by providing greater predictability, consistency, and flexibility in obtaining materials.

The ILRS Code has been endorsed by the Australia Library Peak bodies including [Australian Library and Information Association \(ALIA\)](#), [National and State Libraries Australia \(NSLA\)](#), the [Council of Australian University Librarians \(CAUL\)](#) and the [National Library of Australia](#).

The [Interlibrary Resource Sharing \(ILRS\) Code](#) (together with the [Best Practice Guidelines](#)) is designed to support a multi-faceted approach to resource sharing based on reciprocity, cooperation and fairness between libraries, respect for the moral and intellectual rights of creators and publishers and compliance with legal and contractual obligations.

In supporting the ILRS Code, Australian libraries recognise that resource sharing is important in meeting the needs of library users but that it should not be a substitute for the purchase of library materials to meet the primary needs of its users. The purpose of resource sharing is to obtain those materials that a library cannot purchase because they fall outside the scope of the library's collection development policy or are otherwise not available such as the material is out of print.

Scope

Although the ILRS Code is voluntary all libraries participating in resource sharing are encouraged to operate under the principles and implement the service level standards specified to ensure an efficient and effective system. The core service is mandatory. Libraries are encouraged to offer all three service levels where possible. Core and Rush levels must be provided before offering the higher Express level. Maximum prices are recommended for each service level. The charge drops to the service level delivered when a supplying library fails to meet the turnaround time. Libraries should note that the ILRS code prices are recommended only. In applying charges libraries should only seek to recover costs and should alert other libraries where costs exceed the ILRS Code recommended prices. The Best Practice Guidelines are intended to work with the Code to assist libraries in providing Resource Sharing services.

Principles

Libraries participating under this ILRS Code agree to observe the following principles:



ILRS Code

Both requesting and supplying libraries assume responsibility for:

1. Complying with the service-level standards.
2. Maintaining their ILRS directory entry regularly by:
 - a. Publishing their resource sharing policy.
 - b. Listing the service levels supported.
 - c. Listing all charges.
 - d. Ensuring contact details are correct
3. Processing requests promptly, improving services and review processes following best practice under each service level standard.
4. Maintaining their holdings by:
 1. Recording up-to-date holdings including holdings of electronic resources available for resource sharing.
 2. Ensuring libraries contributing to the Australian National Bibliographic Database (ANBD) commit to making holdings available and up-to-date.
5. Being aware of the licensing conditions for their electronic resources and supplying when permitted. When negotiating access to e-resources consider adding resource sharing access.
6. Complying with obligations under the Copyright Act.
7. Ensuring the confidentiality of the requesting patron is respected.



8. Undertaking frequent and regular housekeeping, completing processes such as received, check-in, returned.

Requesting library assumes responsibility for:

1. Complying with the policies and any special provision/conditions on the use of material under which supplying libraries are prepared to provide, as published in their ILRS Directory entry.

2. Providing the most complete bibliographic details and call numbers of the supplying library as possible.

3. Checking holdings, availability, acceptable formats and licence permissions as much as possible before sending the request.

4. Ensuring requests comply with the Copyright Act (including unmediated requests)

5. Unmediated requests particularly where the requesting library allows direct delivery to its users, i.e. unmediated access with patron delivery including:

- authenticating and authorising users.
- delivery details are accurate.

6. Paying all authorised charges imposed by the supplying library including express delivery.

7. Delivery costs for returning borrowed items.

8. Safety of borrowed material, and payment for the loss or damage of the material whilst at the requesting library or in transit back to the supplying library.

9. Ensuring the material is addressed correctly when sending back to the supplying library.

10. Ensuring borrowers know the date for the return of loans, honour the due date and where libraries permit renewal place the renewal before the due date.



Guidelines as a supplying library	
1.	Supplying an item within the turnaround time of the service level requested and if unable to supply, advising the requesting library promptly.
2.	Supplying the item requested and checking with the requesting library if your holdings do not exactly match the requested material and format.
3.	Copy requests, supplying the best copy possible, in accordance with efficient work processes, and notifying the requesting library if a quality copy is not available.
4.	Adding a reason for non-supply is advised for example, not found as cited, request appears to breach provisions of the Copyright Act.
5.	Offering a range of efficient payment methods where possible, such as the National Automated Payments Service through Libraries Australia Document Delivery, electronic funds transfer (EFT) or credit card.
6.	Providing a loan period of 4 weeks minimum; however, a longer period is preferred to include transit between libraries.
7.	Material lost in transit to the requesting library.
8.	Considering all requests for material regardless of format, i.e. to avoid blanket restrictions where possible, however the decision to supply materials is at the discretion of the supplying library and subject to any licensing conditions that may apply.
9.	Ensuring the material is addressed correctly when sending to the requesting library.

Definitions

Supplier turnaround time	The time between when a supplying library receives a request to when the supplying library dispatches the item, communicates with the requesting library or indicates it cannot supply the item.
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Library	<ol style="list-style-type: none"> 1. a library all or part of whose collection is accessible to members of the public directly or through interlibrary loans; or 2. a library whose principal purpose is to provide library services for members of a Parliament; or 3. an archive all or part of whose collection is accessible to members of the public. <p><i>Library definition is derived from the Copyright Act 1968 as is of particular importance for libraries fulfilling copy/scan requests. https://www.legislation.gov.au/Series/C1968A00063</i></p>
Standard working day	9.00am to 5.00pm Monday to Friday, excluding public holidays. Always check libraries' ILRS directory entry for the operating hours if time is critical.
Recommended Prices	All recommended prices are GST inclusive.
Default delivery modes	To be used when the requesting library has not specified a delivery method.
Best copy possible	The copy is the highest possible quality for readability by the user, obtainable within efficient work processes.

Service Levels Standards

Service Types	Maximum supplier turnaround time*	Recommended prices	Default delivery modes
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Core	4 working days: Working days are measured in whole days. (Request received on Monday, item or a negative response sent by the close of business (COB) Thursday or, if the item is to be sent by mail, dispatched in time for last collection on Thursday	Copy: \$18.50 Loan: \$28.50	Copy: Electronic delivery where possible, or post. Loan: post delivery
Rush	24 hours: The item or a negative response is sent within 24 hours of receiving the request or, if the item is to be sent by mail, dispatched in time for last collection next working day. (Requesting libraries are recommended to telephone or email confirmation of Rush requests)	Copy: \$37 Loan: \$52	Copy: Electronic delivery. Loan: Express Post-delivery or courier equivalent.
Express	2 hours: The item or a negative response is sent within two hours of receiving the request, or, if the item is to be sent by mail, dispatched in time for last collection same day or next working day depending on when it was received. (Requesting libraries are recommended to telephone to alert to an Express request	Copy: \$55.50 Loan \$70.50	Copy: Electronic delivery. Loan: Negotiated

* Note: this is the maximum time to process requests however libraries should establish workflows that permit quick and efficient processing.

The supplier response time to an ILL request sent from an automated system before automatic expiry occurs is Core turnaround time plus one working day.



For Information Only: These recommended prices have been established to provide participants with predictability of budget in regard to services provided by other participants of the Australian resource sharing network. Participants must independently determine the price for their service.

Recommended delivery prices

Recommended prices for copies/scans are for up to 25 pages in the original item. An additional charge of \$4.40 applies for each additional 25 pages copied/scanned or part thereof. Prices should be negotiated for special copying. For example, items that need to be retrieved from storage where costs are incurred by the supplying library, copying/scanning of fragile material or music scores, or for copies/scans from multi-volume sets.

Delivery method	Charge
Electronic delivery e.g. email attachment, e-copy upload, etc.	No charge
Mail	\$10
Express post or equivalent for copies	\$15
Express post or equivalent for loans up to 3 kg	\$15
Express post or equivalent for loans over 3 kg	Negotiated

The Best Practice Guidelines are intended to work with the ILRS Code. They provide further information on streamlining work practices or ensuring good communication with resource sharing partners.

Best Practice Guidelines

Both requesting and supplying libraries assume responsibility for:

1. Libraries using automated systems should update the request as it is actioned to ensure both supplying and requesting libraries information is current to avoid unnecessary calls to determine the current status of the request.
2. Keep the ILRS entry up to date <http://www.nla.gov.au/ilrs/>



Requesting library assumes responsibility for:

1. Ensure the request citation is as complete as possible and consider adding any additional information in a note, for example the specific volume in a multi-volume set or edition.
2. Comply with the library provisions in the Copyright Act retaining a copy (electronic or print) of copyright declarations as specified in the Copyright Act within the jurisdiction your library operates.
3. Check ILRS directory for any limitations the supplying library has flagged such as service levels supported or collections not for loan.
4. Consider the most efficient options for satisfying users' requests. Options could include ILL/DD, purchase, reciprocal borrowing, and pay per view for electronic material.
5. Provide complete contact and delivery details within the request such as email, street & postal address.
6. Contact the supplying library to alert them to any rush or express request sent.
7. Approach the supplying library as soon as possible when seeking a renewal, preferably before the due date.

Guidelines as a supplying library

1. Regularly check for incoming requests or advise requesting libraries if circumstances affect capacity of supplying libraries to provide timely responses.
2. When using automated systems, if you are able to supply a request, but not immediately, use the action "Will Supply" to stop the request from moving on. This should only be used when supplying library has verified they will be able to supply and within the ILRS code turnaround times, otherwise negotiate with the requesting library.



3. Where the supplying library sends the incorrect material and is unable to rectify the error. i.e. seek a reversal of the ILL/DD charge, a free interlibrary loan should be considered.
4. Adhere to the requested service type, i.e. loan/copy and delivery methods, or contact the requesting library if supplying options differ. Including, checking if a paper copy is acceptable for requests of electronic material, for example where licence agreements only allow post or fax delivery
5. Ensure that items are delivered to the address given in the request.
6. May refuse to supply libraries that repeatedly return material late or repeatedly lose material.
7. Should include a copy of the publication information, i.e. the title page/verso in a request for a chapter or conference proceedings, to assist the requesting library to meet the moral rights of the author and correct attribution.
8. Should include documentation such as a copy of the original request, ILL number or cover page, with the material supplied. For loans include the due date, notification to the requesting library if renewals are, or are not available and a return address label to ensure the correct address.
9. If unable to supply the request, send a non-supply message with reasons and/or other relevant information as soon as possible.
10. If clarifying the request or supply condition, contact the requesting library as soon as possible. It is then up to the requesting libraries to respond quickly.
11. Ensure clear pricing on ILRS or the supplying libraries website for copying special/fragile material and/or where other charges may apply.

The next review will take place in **2023**.

Useful link

[IFLA Guidelines for Best Practice in Interlibrary Loan and Document Delivery](#)