

## Five Key Challenges Facing International Interlibrary Loan and Document Delivery

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### Abstract:

*The Library of Congress serves as a primary source for material published in the United States and secondarily for items published outside the US and not available from the country of origin.*

*This paper describes major challenges in fulfilling international interlibrary loan requests, such as customer service, digital formats, copyright restrictions, and workforce development. It further examines knowledge sharing, the need to support international librarians and provides analysis of interlibrary loan services in the twentieth century.*

**Keywords:** International interlibrary loan, Document delivery, Resource sharing, Customer service

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The Library of Congress (LC) serves as the national library of the United States, providing loans and photo copies of U. S. imprints from its collections and serving as a central location service for libraries seeking U. S. materials.

Within the International Federation of Library Associations and Institution (IFLA) Guidelines for international lending, the Library of Congress lends, without charge, materials in its own collections and provides gratis photocopies of journal articles not available from the principle U.S. document suppliers. Whenever possible, locations are provided for material that is not available from the Library of Congress. In addition, LC provides foreign libraries with loans and locations for material published in other countries, which cannot be secured from the country of origin.

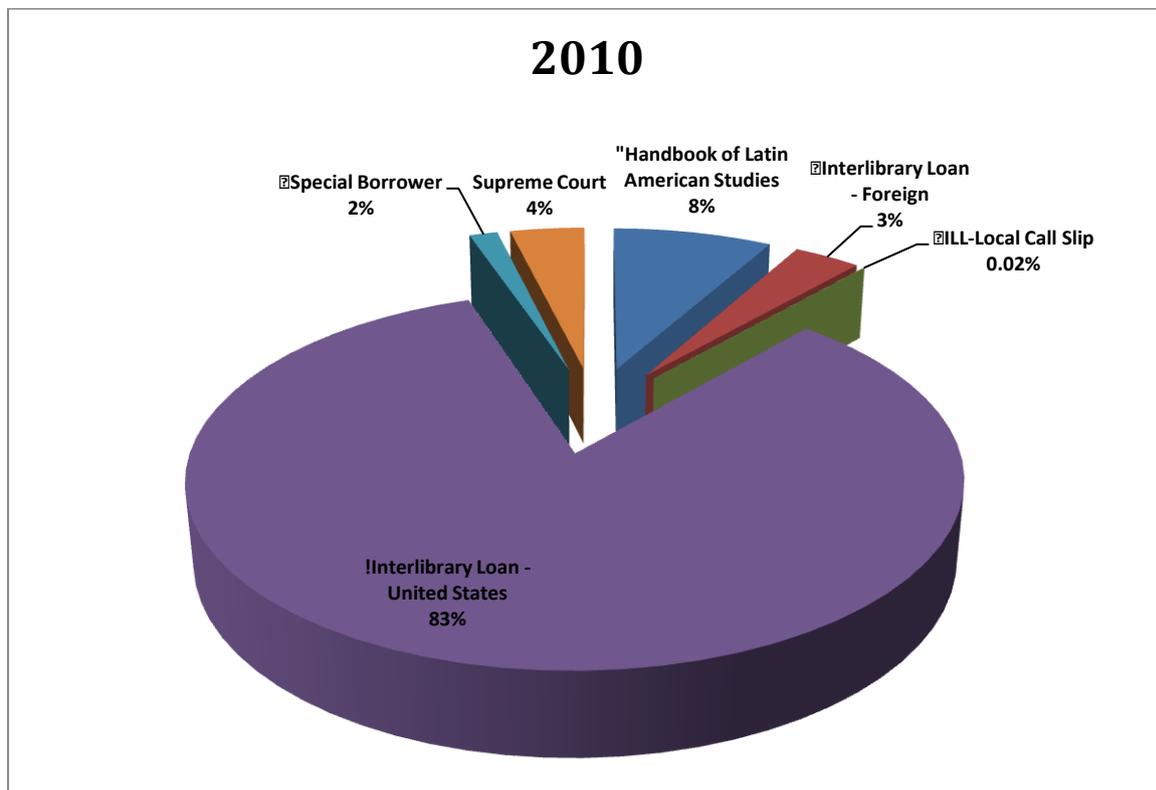
In 1987-88 the Library of Congress Loan Division answered 17,686 requests from foreign libraries, providing 9,903 of these requests came from Scandinavia and Western Europe, with substantial numbers from Australia, Hong Kong, Japan, and the Union of Soviet Socialist Republics (USSR). Approximately 20 percent came from Canadian libraries. Service to foreign libraries comprises one third of the Library's total interlibrary loan activity, which amounted to 53,089 requests in 1987-88, and only six percent of its total circulation.

Current Interlibrary Loan Services

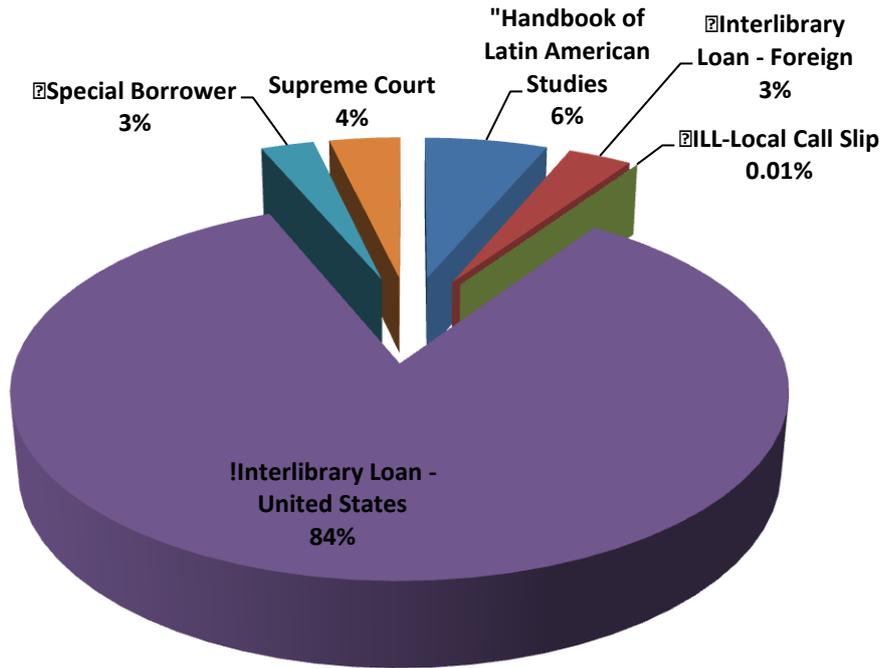
The Library continues to provide interlibrary loan services to both domestic and foreign libraries. In Fiscal 2013, CALM received 48,851 requests

OCLC requests (domestic and foreign) ..... 46,836  
 Web form ..... 1,313  
 IFLA email requests..... 687  
 US Postal Service (snail) Mail..... 15

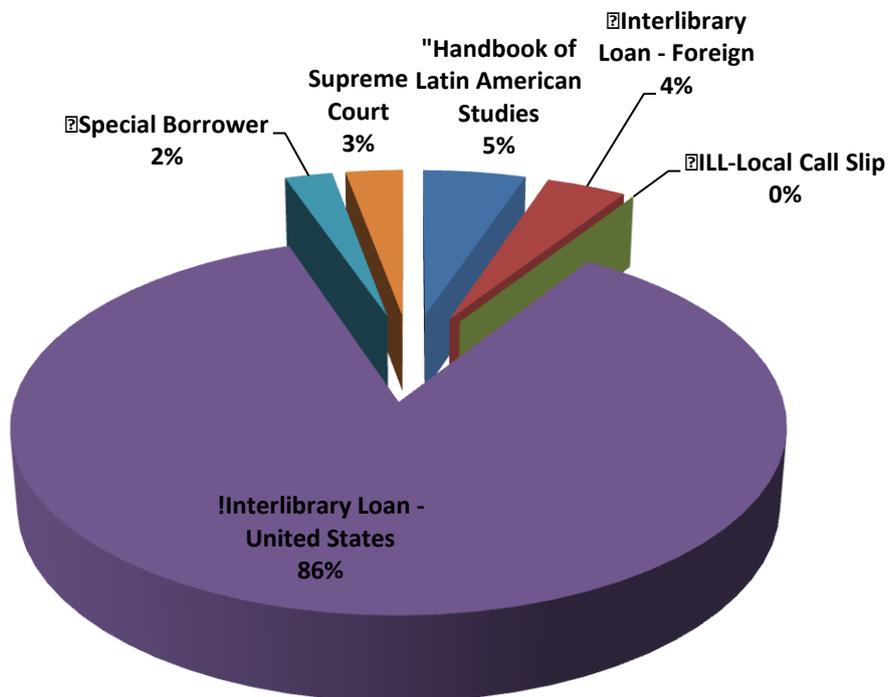
PATRON_GROUP_DISPLAY	2010	2011	2012	2013	2014	2015 Jan. - March
Handbook of Latin American Studies	3,029	2,186	1,630	2,205	1,506	29
Interlibrary Loan - Foreign	1,271	1,133	1,273	1,033	1,005	283
Interlibrary Loan - United States	31,211	29,299	27,245	24,783	25,366	7,828
Special Borrower	539	948	759	608	362	123
Supreme Court	1,418	1,264	912	978	1,132	182
Grand Total	<b>37,468</b>	<b>34,830</b>	<b>31,819</b>	<b>29,607</b>	<b>29,371</b>	<b>8,445</b>



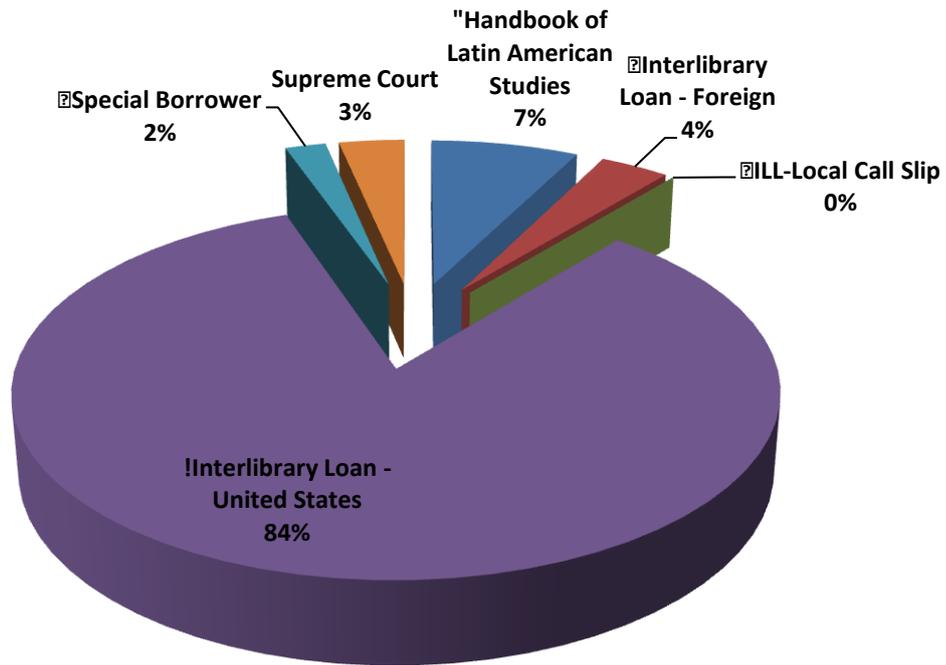
# 2011



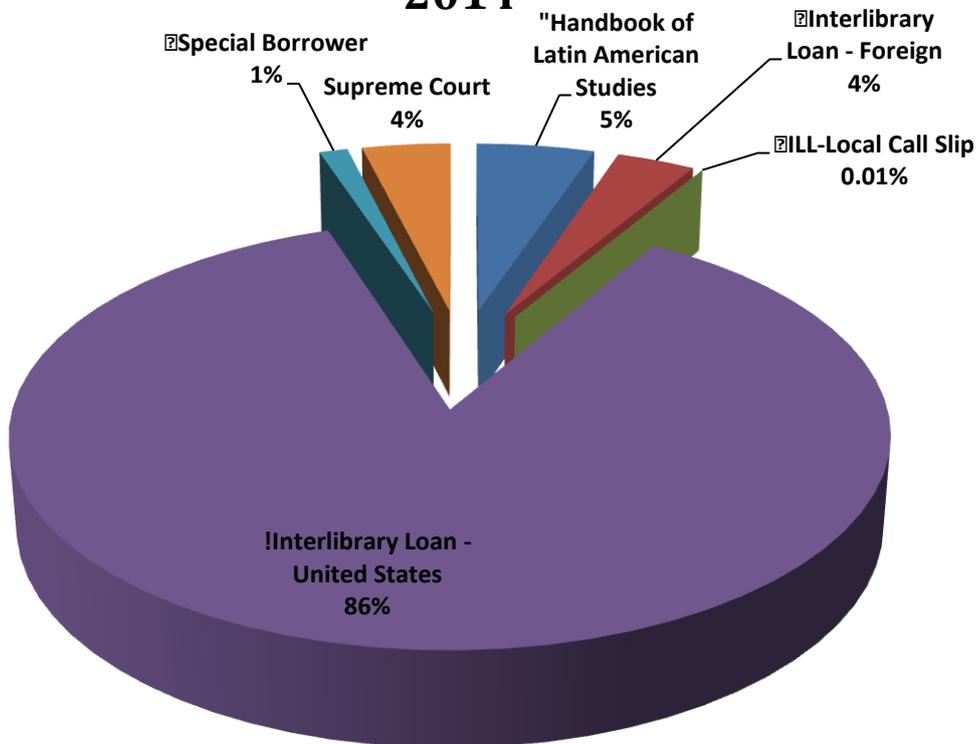
# 2012

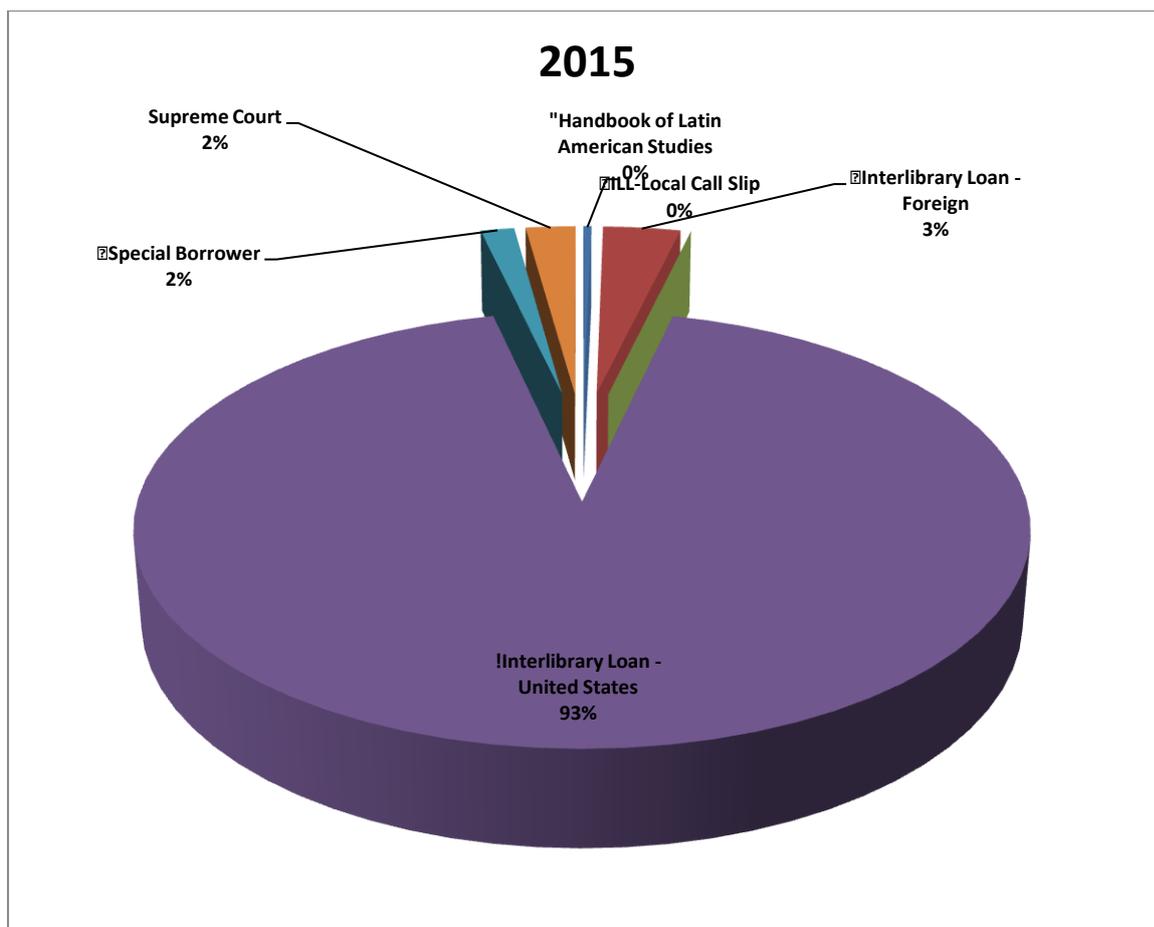


# 2013



# 2014





In our profession, people often postpone discussing challenges and assume that everything will work out. Our colleagues are encouraged to step up to the plate and address our key challenges directly. The following proposal delineates five key challenges facing international interlibrary loan: a) confronting fundamental demand for information, b) knowledge of innovative processes, c) copyright restriction and fair use, d) preparing the workforce for digital curation, and e) use of technology to reduce labor using digital formats.

**Demand** - International interlibrary loan is a practice that permits customers to make direct connection with an organization to share information and support published works. Interlibrary loan is also seen as a high-level research service that gives high-level customer gratification, and creates customer loyalty. The purpose of a library in an academic setting is to sustain the significance and relevance of the institution as a place of intellectual stimulation and a center of activity. Academic libraries support new users by providing relevant services and resources, whether they are distance education students or those engaged in new teaching and learning methods. International interlibrary loan provides a unique service because we supply material throughout the world not elsewhere available.

**Innovation** - Libraries are expected to provide access to quality services beyond physical settings. Academic and public libraries need to expand local service to include global innovative strategies. Essentially, this projection may signify that libraries are expected to gratify its customers by delivering services that may require additional effort that extends beyond standard academia among librarians. The library assumes an important responsibility to facilitate education, establish long-term relationships, promote engaging programs, and preserve information.

## **Customer care policy and structures**

Library policy involves all aspects of accessibility to library services. These includes alternative locations, physical access, opening hours, equipment and furniture, services and stock, adequate space and access to staff; and sets the values and standards against which user members and communities can measure their rights, needs, and expectations. According to the Empowerment International Customer Care Policy, customer care policy is all about resolving problems and providing quality products and services to customers. Empowerment International Customer Care Policy points out that libraries are dedicated to customer gratification policy to ensure that a library:

- Provides a service, which is helpful, friendly, and receptive to customer needs.
- Provides completest possible service always, within the constrictions of accessible resources.
- Builds a welcoming and pleasant environment in which customers can work.
- Makes obtainable information and material resources apposite to user requirements.
- Trains and develops the library workers so that they remain to provide high quality service.
- Utilizes the information collected from user grievances and suggestions scheme and user surveys to aid the library beef up its services.
- Publicizes the library range of services, library rules and opening hours, and keeps customers informed of any modifications in the library.

## **Privatization of information on customers**

Libraries are encouraged to treat personal information in the most stringent confidence possible; specifically, by not providing any information given to librarians to any other organization without user consent unless the library obligated to by law. Customer care services and products signify the information services and products that are proffered by the library to users.

A product is anything that can be proffered by a library to fulfill a customer need. These include traditional printed journals, the electronic journals, CD-ROMS, Books, Newspapers, Cassettes, Microfilm, etc.

Customer service is a measure that extends beyond the pleasant salutation, "Have a nice day." It denotes having the ability and knowledge to explain key points to existing and potential customers. The quality of library services can be categorized into two dimensions, the functional (process) dimension and technical (outcome) dimension. Functional quality or intangible quality is defined by the way in which library services are provided. Technical quality or tangible quality is expressed primarily as a volume and quality of literature accessible in the library.

Services achieve quality in perception when its performance meets or surpasses the level of the consumer's anticipations. The different standards of conduct that can make customers feel satisfied with information services and products offered by the library professionals include; Speed of service Delivery Methods, Convenience, Choice, Lifestyle, Discounting, and Value adding.

### **Customer satisfaction**

Studies affirm that customer satisfaction signifies the degree to which a library has met a user's expectations and needs. It is founded on the concept of disconfirmation, which represents the disparity that exists between service performance and customer expectations. The various behaviours that can make customers feel satisfied with information services and products offered by the library include:

### **Speed of service and delivery**

Customer care satisfaction is based upon access time. For clients to be completely comfortable, when requesting for documents not obtainable in that particular library, the swiftness of interlibrary loan and accessibility to external databases is imperative.

Copyright/Fair Use - Licensing and copyright may present restrictions on lending services. Most American libraries use the American Library Association Interlibrary Loan guidelines as their structure for complying with 108 (g) copyright laws. As practitioners, we must monitor electronic subscriptions and access to full text articles to analyse long-term effects for interlibrary lending.

### **Convenience**

Convenience is often closely linked with the quickness of delivery; site is an important feature in convenience. It also reveals how well the service compliments the needs of the client. It essentially pertains to opening hours, range of services obtainable from one service point and the degree to which particularly tailored services are provided for speed groups.

### **Value adding**

Curation - Libraries currently have advanced electronic products for the reason of present awareness services. An array of available technologies increases value to the library's establishment. Customers feel convenience if they get whatever they need founded on their requirements and wants. It is imperative to enable and review mechanisms for the new media use.

### **Customer Service**

Customer service pinpoints on the relationships between the library workers and clients. Customers feel enticed and at ease to receive support from library staff whenever they need help. The library catalogue must give useful and clear information. Advancing the correctness of the catalogue and to change early below standard records is of significance. After this is done, the online public access catalog (OPAC) or library catalogue would be in a position to retrieve and search correct and reliable content sources. Proactively searching for and eliminating incorrect information found within the catalogue is paramount (essential, crucial, critical, fundamental, or indispensable) to providing customer satisfaction. Furthermore, weeding out sub-standard (sub-par, second-rate, unsatisfactory, or inadequate) material is also significant or plays a key role in providing exemplary customer service.

### **Customer care technology strategy**

Libraries currently have advanced electronic products. An array of available technologies increases value to the library's establishment. For example, HathiTrust—more than 20 United States universities are collaborating to share their digital collections, with more than 3.4 million volumes digitized. <https://www.hathitrust.org/>

Additionally, we must perform a critical assessment of employee readiness for managing and providing access to digital formats.

In conclusion, we will continue to support resource sharing and collaborative projects; however, they may not resemble our current structure. I am confident in our ability to meet the challenge.

### **Acknowledgement**

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