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Navigating the Global Landscape of International Interlibrary Loan: Insights and Tools from the ALA RUSA STARS International ILL Committee

Kabel Stanwicks

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Navigating the Global Landscape of International Interlibrary Loan:

Insights and Tools from the ALA RUSA STARS International ILL Committee

IDS Project Conference July 26, 2024

Kabel Stanwicks
University at Albany, SUNY

Joanne McIntyre
University of Colorado, Boulder

Lapis Cohen
University of Pennsylvania

IDS PROJECT
Conference 2024
Libraries Without Borders: Connecting Collections

Order of the Day

ALA RUSA STARS International ILL Committee

Quadrennial International ILL Survey: 2023 Edition

Survey recommendations & how The Toolkit can help

Tricks y Tips (customs & RSCVD)

Q&A

ALA RUSA STARS International ILL Committee

Who we are: Lapis Cohen, Heidi Eakin, Joanne McIntyre, Brian Miller, Xuan Lily Pang, Renna Redd, Kabel Stanwicks, and Kirsten Williams

What we do:
- International ILL Trends
- Develop resources and training for ILL practitioners
- Promote International ILL

How we do it?
- Quadrennial Survey
- International ILL Toolkit
- Presentations/Workshops/Outreach

STARS

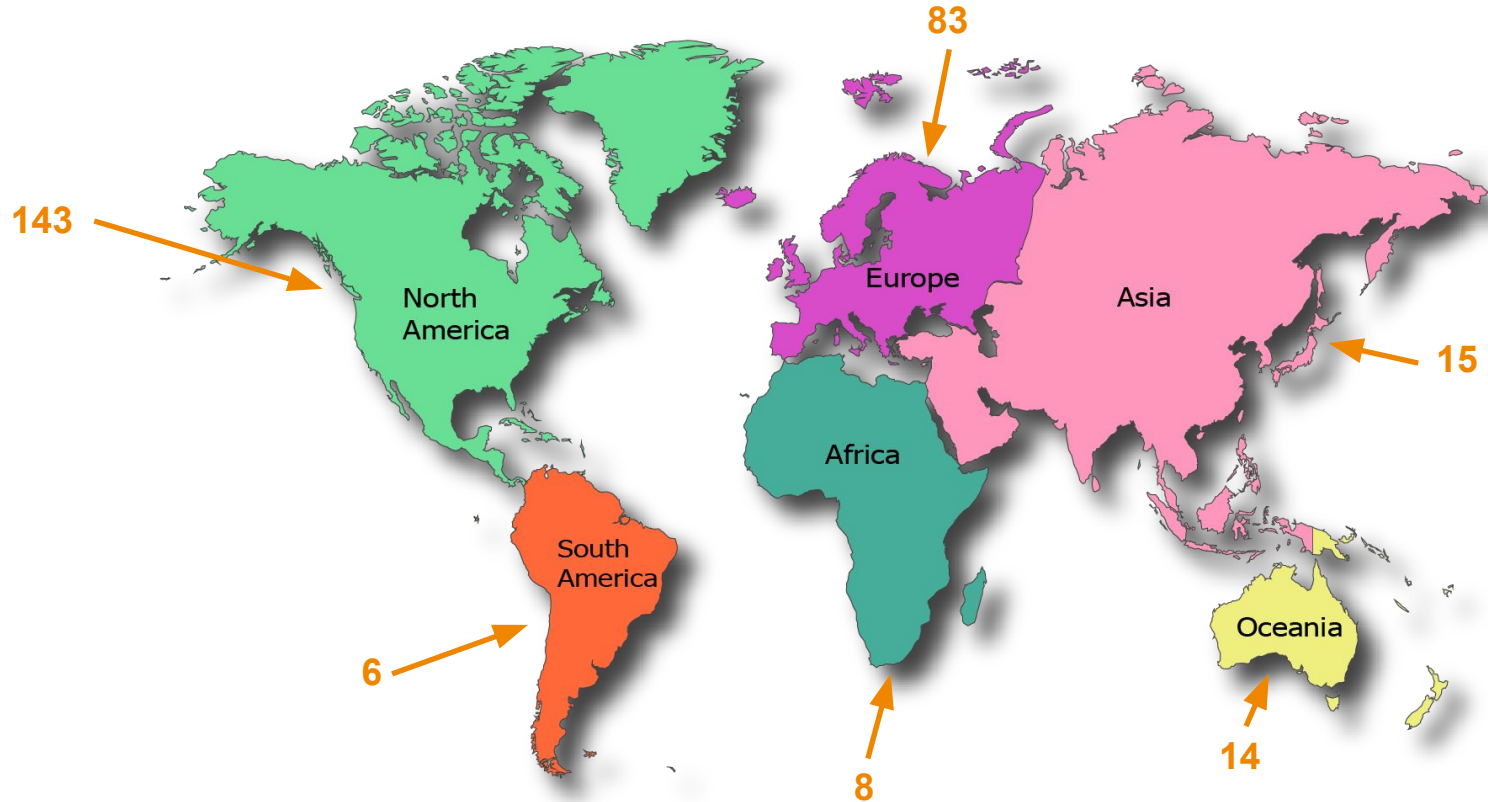RUSA's Sharing and Transforming Access to Resources Section

Survey Methodology: Instruments & Distribution

- Instrument:
    - Built on 2019 & 2015 questionnaires
    - Retained most questions for longitudinal comparison
    - New questions: COVID-19 Controlled Digital Lending (CDL)
- Platform: Qualtrics
- Languages: Collaborated with language experts for accurate translations; First time offered in all seven official IFLA languages: Arabic, Chinese, English, French, German, Russian, Spanish!
- Distribution: e-mail lists, toolkit contacts, previous survey, South/Central American library contacts

Survey Methodology contd.

- Distribution workflow:
  - Equally divided contacts among committee members for dissemination
  - Used standardized distribution email template
  - Tracked outreach efforts in shared spreadsheet
- Geographical Reach: over 85 countries
- Survey Period: June 14 to September 10, 2023 (12 weeks)
- Data Analysis:
  - Parsed Qualtrics data into individual spreadsheets
  - Used shared Google Drive for collaborative analysis
  - Coded open-ended responses into themes
  - Generated descriptive statistics for quantitative data
  - Applied Qualitative Comparative Analysis methodology

Survey Demographics: Geography

Survey Demographics: Library Type

- University libraries: 167 responses

- Public libraries: 25

- Medical/Health libraries: 21

- Other: 21 (museum, academic, college, federal agency, university branch, art gallery, school district, library network)

- National libraries: 10

- State or Provincial libraries: 8

- Special libraries: 7

- Research libraries: 6

- Law libraries: 4

Demographic Implications

Key Observations:

- Highest response from North America (especially United States)

- Strong representation from European countries

- Limited participation: Africa, Central and South America

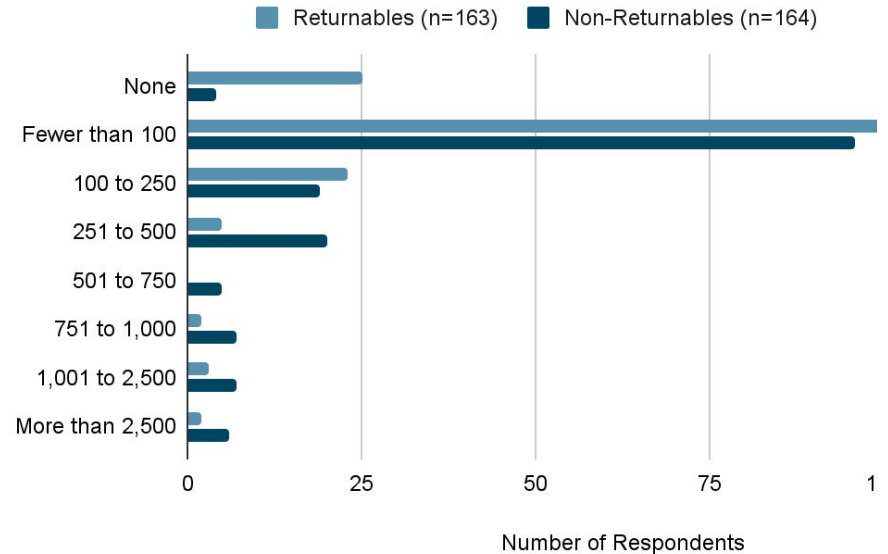- University libraries dominate the response pool

Implications:

- Potentially skewed perspectives: North American and European

- Underrepresentation of certain regions may impact global applicability of findings

- Predominance of academic libraries suggests findings may be most relevant to higher education sector

International Borrowing

- Participation rate: 72% borrow internationally (down 78% from 2019 & 83% from 2015)

- Annual Volume: majority of libraries borrow fewer than 250 items, most fall below 100 items annually.

- Top 5 Countries Libraries Borrow From: Germany, United Kingdom, Canada, United States, France.

- What influences borrowing choices?

  - item availability

  - shared requesting systems or established relationships

  - geographic proximity

  - materials in a needed language

  - libraries known for robust resource sharing

Annual Volume for International ILL Borrowir

Returnables (n=163)   Non-Returnables (n=164)

None
Fewer than 100
100 to 250
251 to 500
501 to 750
751 to 1,000
1,001 to 2,500
More than 2,500

0   25   50   75   1

Number of Respondents

Borrowing: Key Observations

- Overall low volume of international borrowing across libraries

- Trend towards declining international borrowing over the past five years

- Trend towards more patron-friendly, no-cost ILL policies

- Shift towards increased borrowing of non-returnables

- Lender availability and user discovery methods are significant factors in borrowing patterns

How do we make international borrowing easier?

Borrowing Challenges

- Electronic resources (e-books, e-journals) present significant challenges due to licensing restrictions

- Rare materials and dissertations/theses difficult to obtain

- Payment methods, shipping, and costs continue to be major hurdles

- Copyright and licensing issues show some improvement but remain significant barriers

- Need for better licensing terms that explicitly allow international ILL

International Lending

Participation: 71% lend internationally (decline from previous years: 77% in 2019, 78% in 2015, 87% in 2011)

- Decline in international lending participation continues

- Cost remains the primary barrier to international lending

- Low lending volume mirrors low borrowing volume

- Shift towards integrated resource sharing systems for receiving requests

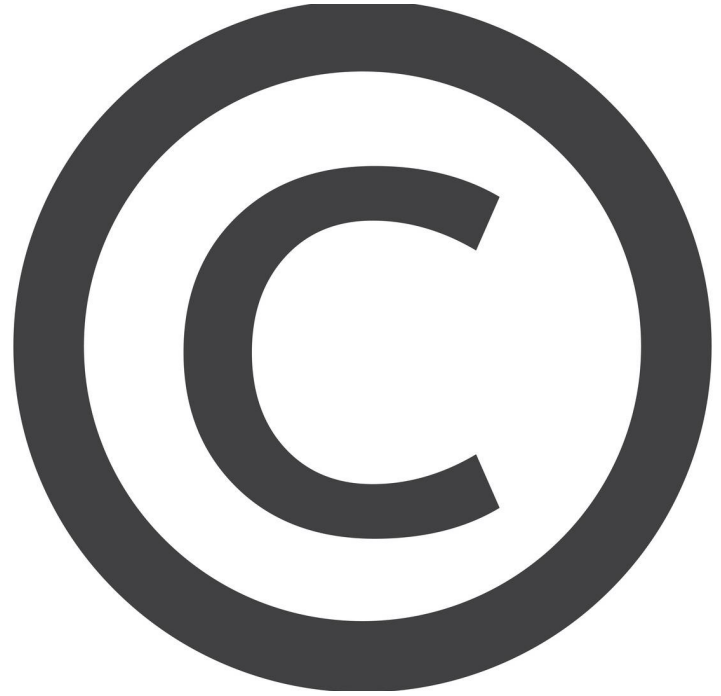- Growing preference for electronic delivery of non-returnables

International Lending

- Top Countries Libraries Lend To: Canada, United States, United Kingdom, Australia, France.

- Shift towards courier services for shipping returnables

- IFLA vouchers and OCLC IFM remain popular payment methods

- Increasing importance of license agreements in determining ability to lend

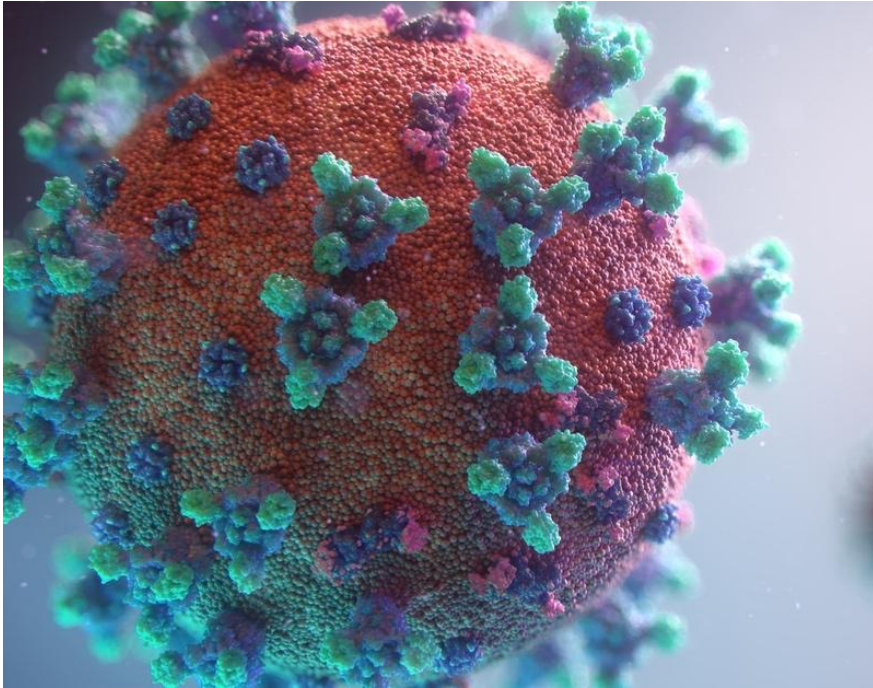# Lending Challenges

- Copyright and licensing remain significant barriers, but showing some improvement

- Shipping costs and turnaround times are persistent challenges

- Staffing and budget constraints limit lending capacity for many libraries

- Pandemic has had lasting effects on lending practices and policies

- Growing interest in digital lending solutions, but legal and technical barriers exist

COVID-19

- Widespread impact on both domestic and international ILL services

- Shift towards increased reliance on electronic resources and digitization

- Persistent challenges in shipping, staffing, and budgets post-pandemic

- Notable decrease in physical material lending/borrowing, increase in electronic resource sharing

- Need for improved infrastructure and resources to support international ILL in post-pandemic era

Controlled Digital Lending (CDL)

At a glance, it's a panacea for our international ILL woes, but…

- Even split between libraries interested and not interested in CDL

- Significant number of libraries still uncertain about CDL

- Legal, technological, and staffing barriers are key concerns

- CDL presents a potential solution to some international ILL challenges, particularly in light of pandemic-related issues

- Need for more research, guidelines, and support to facilitate CDL adoption in international ILL context

CONTROLLED DIGITAL LENDING

Key Longitudinal Trends 2015 - 2023

- Declining participation in international ILL

- Increasing use of electronic delivery and resource sharing systems

- Shift towards courier services for physical items

- Decreased borrowing and lending volume

- Improvements in copyright and licensing barriers

Summary of Key Findings

- Shift to e-resources

- Cost + Shipping = Persistent Challenge

- Copyright and licensing issues improving, but still room for growth

- International ILL is on the decline

- COVID hit us hard, and we still feel the pain

- Resource Sharing Systems are growing in importance

- CDL has potential

- Staffing and budget constraints are real

- Need improved information sharing

Recommendations

Advocate	Advocate for Favorable Licensing Agreements
Develop	Develop Electronic IFLA Vouchers
Promote	Promote Electronic Resource Sharing
Address	Address Shipping and Customs Challenges
Focus on	Focus on CDL: research, guidelines, best practices, address the legal and tech barriers
Enhance	Enhance Training and Professional Development
Advocate	Advocate for Increased Funding and Resources
Promote	Promote Equitable Access

Recommendation:
Increase Collaboration
in International ILL

Recommendation: Expand the International ILL Toolkit

The International ILL Toolkit

What is the International ILL Toolkit?

www.primap.com

- Freely accessible online set of spreadsheets
- Conceived of in an <u>OCLC RLP SHARES</u> Town Hall (2021)
- Combination of individual international ILL "cheat sheets"
- Global lender listing (discovery, contact, requesting information)
- Tips and Tricks
- Interlibrary loan request forms translated into a dozen languages
- Maintained by the ALA RUSA STARS International ILL Committee
- Still growing (and you can help)!

Contact Libraries outside of Networks

New entries in green. Last updated: 6/20/2024						
Country	**Institution/library (translated name)**	**ILL Web site URL**	**Online catalog**	**Online ordering form**	**Requesting method options**	**Accept IFLA vouchers?**
Belgium	University of Liège	https://lib.uliege.be/en/services/inter-library-loan-ill	https://explore.lib.uliege.be/discovery/search?vid=32ULG_INST:ULIEGE&lang=en	https://app.lib.uliege.be/pib/script/start.pl?action=submitLogin&user=librarian	Email, Web form	Yes
Brazil	Brazilian Agricultural Research Corporation		http://www.bdpa.cnptia.embrapa.br/consulta/		Email	No
Bulgaria	Sofia University Library "St. Kliment Ohridski	http://www.libsu.uni-sofia.bg	http://aleph.libsu.uni-sofia.bg:8991/F/?func=find-b-0	http://libsu.uni-sofia.bg:81/UB/?page_id=3241&lang=en	Email, online form	Yes

Contact Libraries in their Language

The Toolkit has email request templates written by native speakers!

ILL Request Template (English)	Russian/русский
Dear interlibrary loan colleagues,	Уважаемые коллеги из межбиблиотечного абонемента!
May we please obtain the following item for our patron's research and private study?	Могли бы мы получить, пожалуйста, следующие материалы для частных исследований
We are willing to pay up to [insert your max cost] and can pay with IFLA vouchers if accepted.	Мы готовы заплатить до [insert max cost] и можем оплатить ваучерами ИФЛА, если они б
Please let us know if you are unable to provide. Thank you for your consideration!	Пожалуйста, дайте нам знать, если вы не можете предоставить. Спасибо за Ваше внима
[Your Name]	[Your Name]
[Your Position Title, Institution]	[Your Position Title, Institution]
--------------------------------	--------------------------------
COPY REQUEST	** Запрос на копию (COPY REQUEST)**
Transaction Number:	Номер транзакции (Transaction Number):
Journal/Book Title:	Название журнала или книги (Journal/Book Title):
Article/Chapter Author:	Автор статьи или главы (Article/Chapter Author):
Article/Chapter Title:	Название статьи или главы (Article/Chapter Title):
Volume:	Номер / Том (Volume):
Issue:	Издание (Issue):
Month:	Месяц (Month):
Year:	Год (Year):
Pages:	Страницы (Pages):
ISSN/ISBN:	ISSN/ISBN:
OCLC#:	OCLC#:

Tips by Country/Region

	A	B
1	**New entries in green. Last updated: 7/9/2024**	**Tips by Country/Region** - *We invite you to* **submit tips and tricks for locating, requesting, or sending material** *via interlibrary loan from specific countries or regions* **by using this** [form](#).
2	**Country/region**	**Tips and tricks**
15	China	Try University of Pittsburgh's free [East Asian Gateway Service](#) to get Chinese journal articles and indicate you have exhausted all lenders on OCLC.
16	Czech Republic	National Library of Czech Republic maintains [web page](#) with links to Czech union catalogs and Czech libraries providing ILL services
17	Denmark	Search [bibliothek.dk](#) for holding libraries of any titles published in Denmark.
18	Estonia	Search [ESTER](#),the shared catalogue of the largest libraries of Estonia
19	Europe (and outlying areas)	Search [Karlsruhe Virtual Catalog](#) to access National and Union catalogs from: Australia, Austria, Belgium, Canada, Czech Republic, Denmark, Estonia, Finland, France, Germany, Hungary, Israel, Italy, Latvia, Luxembourg, Netherlands, Norway, Poland, Portugal, Russia, Spain, Sweden, Switzerland, United Kingdom and United States. Also contains Open Access and Digital Media searching resources.
20	Europe (Balkan area)	Find access to union catalogs of Albania, Bosnia & Herzegovina, Bulgaria, Kosovo, North Macedonia, Montenegro, Serbia, and Slovenia through the [COBISS.net portal](#)

Discovery

Search beyond WorldCat. [The Toolkit](#) can help you find a Union Catalog.

Reference Services & Citation Verification

Specialty reference services that can help with tricky citations.

Digital Delivery

Bypass shipping costs and customs problems

Country	Institution/library (translated name)	Accepts copy requests?
Finland	University of Eastern Finland	Yes
Finland	National Library of Finland	Yes
Finland	University of Jyväskylä	Yes

License Agreements

- Negotiate license agreements that explicitly allow international interlibrary loan
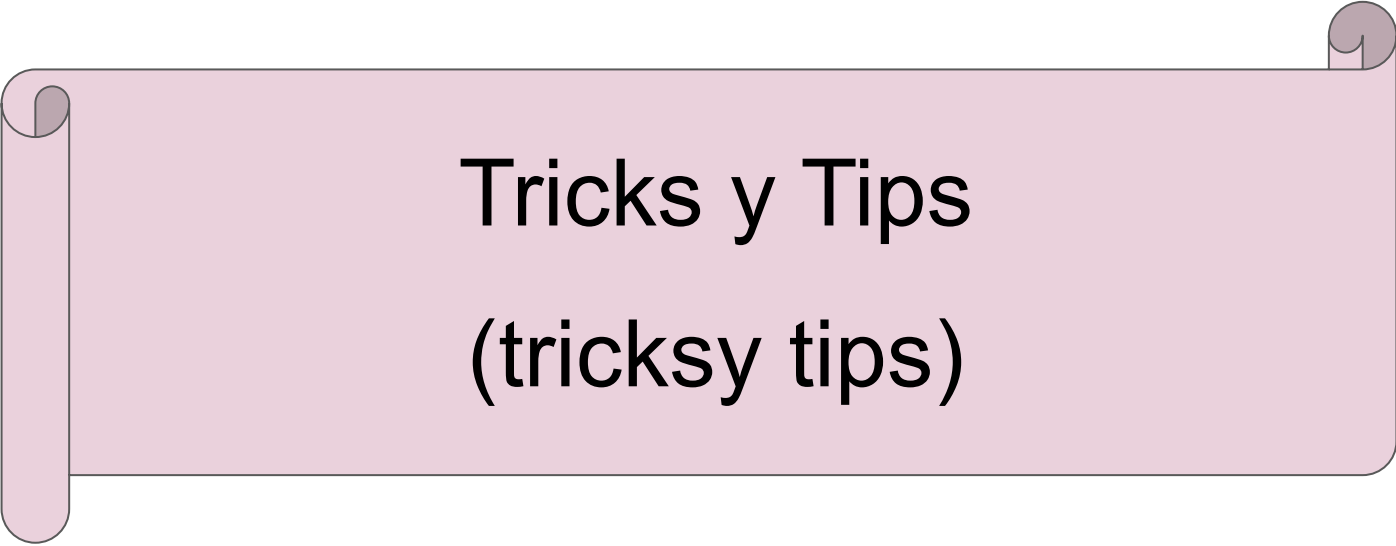- RUSA Model Interlibrary Loan License Clause

Country/region	Tips and tricks
General (license)	Licensing agreements with publishers that includes language which specifically allows international ILL is becoming increasingly important. ALA RUSA STARS Legislation & Licensing Committee have developed a model clause that may serve as the basis for libraries in their negotiations with publishers: **RUSA Model Interlibrary Loan License Clause** (please note, the language is a little United States-centric, but might serve as a starting point for libraries in other countries, who have different licensing laws).

Contribute to the International ILL Toolkit!

- The Toolkit is crowd sourced
- Anyone can suggest an entry
- Use the form for new entries
- Email for corrections
- Add your library to the US Lenders tab

Lenders Outside the U.S. Listing - a crowd-sourced effort initiated by the OCLC SHARES resource sharing consortium
We invite you to submit information about interlibrary loan lenders that are not suppliers on the OCLC resource sharing network **by using this form**. *Fill in all fields for which you have data. The listing is freely available to all members of the global resource sharing community. Join with us and help make this resource even better!* **Send comments, edits, or removals to**
massied@oclc.org.

Tricks y Tips

(tricksy tips)

What's So Funny ('bout Customs rules and regulations)?

"I have a book I borrowed from [redacted] before the pandemic on my desk; it's been returned by customs **seven** times. Every time I send it, they send it back for God knows why. I make the changes and **they send it back** for another reason. I don't have the time to play customs roulette, so this **doesn't motivate me to do more international borrowing/lending**."

"International libraries expecting us to place low values on packages has been a consistent issue. We cannot do this per our courier, as **packages get stuck in customs** when we place low values on them."

"The European Union changed their customs policies. **Libraries often have to pay a fee** to receive the books from customs. **Even if it's their own book**. We are a country outside the European Union, so EU countries avoid ordering books from us."

"Returnable items outside the European Union get **often stuck at customs**. This is where we lose a lot of time. Moreover, **it is ridiculous that we have to pay import charges for library books we receive on loan**."

"Customs routines - **we spend way too much time administrating to get books through customs**."

"We have actually had **conversations about limiting our international borrowing/lending** of returnables (when necessary) because of customs/shipping issues."

"I often find my stuff going overseas gets **bounced** back to me because of the customs form - but it has been filled out correctly. This is **frustrating**."

"**Not having to deal with customs paperwork, ha!**"

Canadian Customs Complications (the new CCC?)

Attn: Revenue Canada
Tariff: 9993.00.00
GST Code 51
International Loans Between
Libraries
(International Act of 1978)
No Commercial Value:
Any Value Stated is for Insurance
Purposes Only

(Classic)

Attn: Revenue Canada
Tariff: 9813.00.00 or 9814.00.00
GST Code 66
International Loans Between
Libraries
Property of _____
No Commercial Value:
Any Value Stated is for Insurance
Purposes Only

(SUGGESTED - Returns only?)

But wait, there's more!

Some Canadian libraries are including **Customs Broker** information in their request Constant Data, to be included when shipping material to Canada.

Canadian Customs Clarifications (the newer CCC?)

When the Canada Border Services Agency (CBSA) see a monetary value given to any content coming into Canada they focus on the potential commercial nature of the product and tend to ignore all other information. In particular, they will concentrate on any customs form attached to a parcel - for example, the US customs declaration form that accompanies most ILL items shipped to Canada from the USA. Usually, these forms come with a statement of the worth of the item being shipped. **This dollar amount supersedes any and all other information that may be on the package.** Consequently, statements such as the following tend to get ignored:

"Attn: Revenue Canada (FYI, it should now state Canada Revenue Agency)/Tariff: 9993.00.00/GST Code 51/International Loans Between Libraries"

The statement "No commercial value. Value stated is for insurance purposes only" will also be ignored.

The Canada Border Services Agency has, for the past few years, started randomly charging sales tax on ILL books crossing the border. For example, if CBSA staff see a value of "$100 USD" on the US Customs declaration form, they will go ahead and charge the GST (federal goods & services tax) plus the relevant provincial sales tax and their $9.95 processing fee. This happens for both the library's own books being returned, or on books being borrowed from a library. **Therefore, the most helpful thing that a non-Canadian library can do is to state that the value of the goods being shipped is $15 Canadian dollars (or any value less than $20 Canadian Dollars, in the sending library's local currency).** There is no duty or taxes on items mailed to Canada with a value of less than $20 CAD ($14-$15 USD, or equivalent on your local currency).

Some Canadian libraries have also begun to include **Customs Broker** information in requests, and this additional information should be included when mailing those loans to, or back to, Canada.

Canadian Customs Clarifications (the newest CCC?)

When shipping physical loans (lending your own material) to Canada, indicate item is 'Other: library loan' on customs declaration and attach a label/sticker with the following text to the package.

Attn: Canada Border Services Agency
Tariff: 9993.00.00
GST Code 51
International Loans Between Libraries
(International Act of 1978)

Declared Value = $15 Canadian dollars
[note: or any value less than $20 Canadian Dollars, in your local currency]

(Classic, redux)

When only RETURNING borrowed physical loans to Canada, indicate item is 'Other: library loan' on customs declaration and attach a label/sticker with the following text to the package.

Attn: Canada Border Services Agency
Tariff: 9813.00.00 or 9814.00.00
GST Code 66
International Loans Between Libraries
Property of _____ [note: indicate the owning library/institution]

Declared Value = $15 Canadian dollars
[note: or any value less than $20 Canadian Dollars, in your local currency]

(Returns, revealed)

Aventuras [de] aduaneras (España)

Due to a legislative change (Royal Decree 7/2021), shipments of returnables to libraries in Spain (loans or returns) may be held by Spanish Customs, and the Spanish library charged a fee. In order to avoid that fee, all shipments of loans and returns should include the following statement on the Customs form, **"DOCUMENTS supply between research libraries. No commercial value" and indicate value is 0 Euros/Dollars (or a low amount, if zero is not an option with your shipping provider)**. The association of academic libraries of Spain (REBIUN) also recommends using the CN22 declaration form, if possible, available online at:

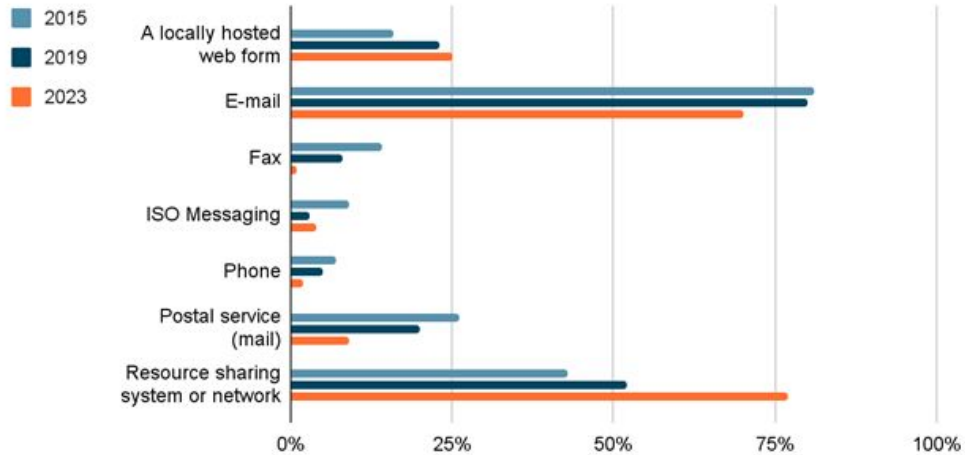https://chitchats.com/blog/wp-content/uploads/2018/06/cn22.pdf

Harmonized Tariff Codes

Libraries in the USA have found using the following harmonized code language helpful in obtaining smooth transit through customs when shipping internationally: **Commodity ID "999-18"** with the **Commodity Description "Interlibrary Loan book - lending book from one library to another"** and **Harmonized Code: 9801.00.1010 "Articles previously exported with intent to reimport after temporary use abroad".** For additional information, see also: [World Customs Organization - What is the Harmonized System](#) and the [Harmonized Tariff Schedule](#) (see, in particular, **Chapter 98**).

Just added!
(July 2024)

Surveys Said

How does your library receive international lending requests?
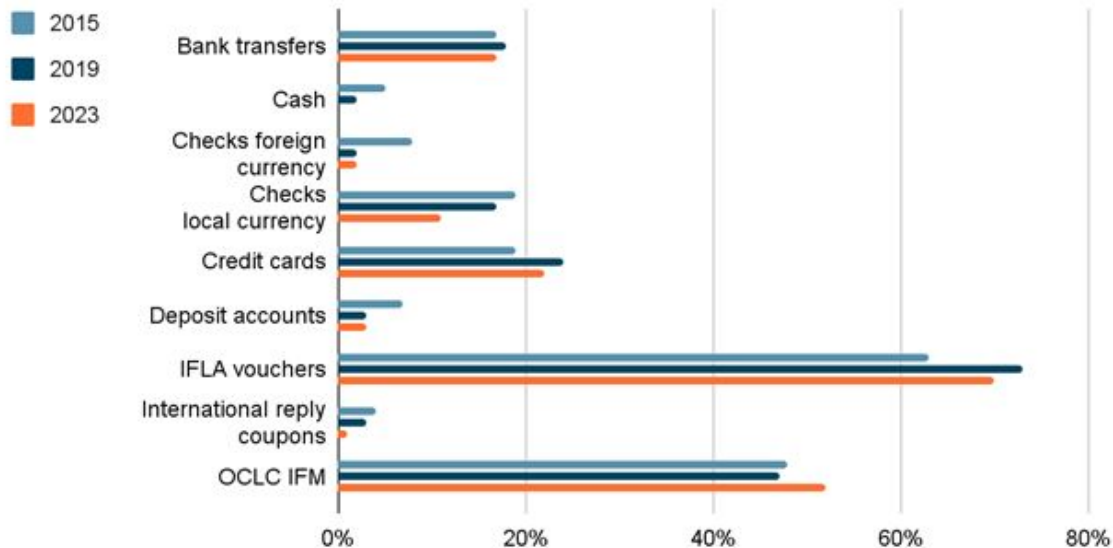(Select all that apply.)

Requesting via a
Resource Sharing System
(or Network)?

Good.

$urveys $aid

Which of the following methods does your library accept as payment for lending materials to international libraries? (Select all that apply.)

Legend:
- 2015
- 2019
- 2023

Categories (top to bottom):
- Bank transfers
- Cash
- Checks foreign currency
- Checks local currency
- Credit cards
- Deposit accounts
- IFLA vouchers
- International reply coupons
- OCLC IFM

X-axis: 0%, 20%, 40%, 60%, 80%

Payment options across borders?

…not always quite as good…

RSCVD (IFLA) Wisdom

https://rscvd.ifla.org/

- Global resource sharing network
- Utilizes Talaria software
- Non-returnables only (currently)
- No Charge
- 185 participating libraries, in 23 countries (and growing!)
- In the works: collaboration with the International ILL Toolkit

"RSCVD is a Community of volunteer libraries providing high-quality, open and collaborative resource-sharing service to help librarians to ensure universal and equitable access to information."

Further Reading

- **ALA RUSA STARS International ILL Committee:** https://www.ala.org/rusa/sections/stars/section/internationalill/intill
- International ILL Toolkit landing page: https://www.ala.org/rusa/sections/stars/section/internationalill/toolkit
- Executive Report of RUSA STARS International ILL 2023 Survey: https://www.ala.org/sites/default/files/2024-05/Executive_ReportSTARS_International_ILL_2023_Survey.pdf
- Beyond Borders, Beyond Basics: the Value of International Resource Sharing (ALA Annual 2024): https://www.ala.org/sites/default/files/2024-07/Annual-2024-Beyond%20Borders%20Beyond%20Basics_FINAL25June2024.pdf

And keep an eye out for a presentation at NWILL 2024: https://nwill.org/

Questions & Answers (or, let's have a conversation)

Thank you!

Kabel Stanwicks

kstanwicks@albany.edu

Joanne McIntyre

Joanne.Mcintyre@Colorado.edu

Lapis Cohen

lapis@upenn.edu