In the wake of the Swedish ILL report
part 1

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9th Nordic ILL Conference in Espoo, Finland, October 4 - 6 2010
Easy to find – easy to borrow - a new model for national cooperation on resource sharing in Swedish libraries
by Anette Johansson, Nils G. Storhagen, January 2010

• The overall vision is that all library users should have the same access to information on the same conditions regardless of which library the user turns to

• The libraries must change their methods of working as well as the library policies and rules they practice in order to bring about coordination and uniformity

• Until these changes are realized the libraries can not give their best service to the users
Easy to find – easy to borrow - a new model for national cooperation on resource sharing in Swedish libraries

- Seen in a longer perspective the technical progress of various library systems and services have developed towards a greater accessibility and simplicity

- Library policies and internal working models have not always been dependent on technical innovations in our libraries

- The libraries have a number of different target groups which influence the conditions for cooperation within resource sharing

- The different steps to reach a first rate service to all library users must be analyzed in a discussion with all libraries concerned
New responsibilities for the National Library

- The report suggests that the National Library gets the overall responsibility for the coordination of questions related to national cooperation on resource sharing.

- The National Library has already today created an influence structure with a main advisory committee and an additional number of expert groups.

- The National Library also hosts an annual meeting for all Swedish libraries and related parties where joint strategic issues are discussed.
New responsibilities for the National Library

• Work towards a uniform set of rules when it comes to policies, loan periods, charges, send-to-lists etc.

• One has to find out the reason why Swedish libraries practise these different rules today and see if it is possible to create uniformity

• No doubt different authorities och varied target groups influence the service levels at different libraries in Sweden

• One needs to identify what is the impediment for a better coordination and put forward solutions in agreement with the parties concerned
A national union catalogue

- The union catalogue of Sweden mainly covers the holdings of Swedish research libraries.

- The collections of the public libraries are found in their own local catalogues or in catalogues representing a region.

- The work to create a national union catalogue for all kinds of libraries has already started.

- LIBRIS is well suited to be the union catalogue for all kinds of libraries - research libraries as well as public libraries.
A national union catalogue

- Two important public libraries are LIBRIS libraries:
  - Malmö Public Library shows the main part of their collections in LIBRIS
  - Gothenburg Public Library has started a project where they evaluate LIBRIS as catalogue for their collections

- The holdings of the Swedish Depository Library in Umeå are also available in LIBRIS

- Moreover the National Library and the Library Agency, the BTJ Group Ltd. discuss means to cooperate with the goal to create a true national union catalogue in Sweden
A national union catalogue

- Not only printed material but also e-books and e-journals with articles in full text must become easily available for the users of the libraries.

- New methods must be introduced to make e-books and e-journals available so that all users regardless of background and home library have access to the electronic resources in the same way as a researcher or student at a university or college library has today.

- One way of doing this may be to work for national licenses for the most asked for material.
A national union catalogue

• The report also puts forward projects on digitization as being important in this context

• A number of libraries in Sweden are also engaged in activities concerning digitization

• One current example is a project at Umeå University Library

• Old literature no longer protected by copyright is digitized when asked for and ordered through an online service

• The National Library has an expert group for the coordination of digitization with a focus on these questions
A national union catalogue

• The Swedish Library of Talking Books and Braille puts forward another aspect of availability

• Users that are short of sight expect a web service and a union catalogue that meet their needs

• New routines for the import and export of bibliographic data to and from the local library system must be developed

• Research libraries and public libraries practise the cataloguing rules somewhat differently
A national union catalogue

- The report also suggests a national web platform for all library services in Sweden, search services, ILL and so on

- Today the web pages of the local library catalogue each have their own design and are mainly influenced by the local university or region

- There is a lot of work before we reach a first rate national union catalogue and possibly we may have to focus on this project firsthand
A user-oriented technical infrastructure – unmediated requesting

• The report suggests unmediated requesting for the users of Swedish libraries where the requests are sent to the lending library directly without the home library as an intermediary

• Unmediated requesting is efficient to diminish the turnaround time for handling ILL requests and offering the user a better service

• But first of all the libraries have to discuss their new roles when handling unmediated requests

• After that a project on unmediated requesting as a new user-oriented service in Swedish libraries may start
Transports, a national library card

• An important part of an efficient library service is the transportation of ILL-material from one library to another

• An agreement for a national transport service exists already today and this agreement should be enlarged to cover public libraries as well

• A national library card that makes it possible for the user to borrow books from other libraries than the home library

• This service will also make it possible to identify users from all kinds of libraries outside the local library

• The need for a national library card will increase when the national union catalogue is more comprehensive than today
In the wake of the Swedish ILL report part 2

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Referral, a way of collecting opinions

After the report was published “Sverigebiblioteket”, one of the advisory committees in the influence structure of the National Cooperation Department, suggested about 150 institutions as respondents.

We hope to have the entire material put together in early December. Then the committees and National Library of Sweden will start to analyze, discuss and prioritize the different suggestions in the report.
The procedure for collecting considerations

• The considerations was collected in a web based survey form using the tool Query & Report. The form consisted of
  – Background questions
  – 18 standpoints to the suggestions from the investigation
  – 17 text fields for comments to the standpoint

• The survey was open between 7th of June and 15th of September 2010
The source material collected

Approx. 150 institutions where invited to give their considerations about the report, we have collected 130 answers.

• Small special libraries with very few ILL are the biggest group of non-response.

Beside the information collected in the survey we have:

– Supplements sent to us by e-mail from 9 institutions using the survey.

– Answers in the form of a letter from 4 institutions that didn’t answer the survey form.
Reply rate

The reply rate is 88% (including all types of answers).

7 institutions refrain from giving their opinion.

56.9% of the opinions in the survey are from institutions from the sector “higher education”.

40% of the opinions are from the sector of public libraries.

2.3% of the answers are from interest organizations.

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</tr>
<tr>
<td>Other</td>
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Preliminary findings

• Only the most basic counting and calculation have been done so far.

• Supplements sent by e-mail and responses in form of letters have not yet been analyzed.

• A bar with three colors will represent the distribution of opinions using percent distribution. Green = mainly support, red = mainly object, yellow = other opinion

![Bar chart image](http://www.flickr.com/photos/henrikj/)

Foto: Henrik Johansson
http://www.flickr.com/photos/henrikj/
Q III: Governmental support to efforts that in a higher degree than to day give positive effects on the end user

Examples:

- An improved infrastructure with new user controlled services.
- A gradual expansion of the union catalogue with LIBRIS as a metadata master.
- Digitizing requested medias including curriculum literature.
- New infrastructure and logistics for ILL transports.
- Synchronized regional acquisitions.
Q III: responses divided into sectors

Public library sector

Research & higher education sector

Smaller public library, mainly agreeing: Using governmental support for a national media collaboration would be a good result [...] we don’t have the time to do searches in every library OPAC when an ILL request are made.

Higher Education; other opinion: It’s of no interest to us to collaborate in a synchronized regional acquisition. We acquire the curriculum within our university's domain.
Q V: A uniform user oriented policy replacing today's differences depending on the individual libraries decisions

Examples:
- Today users will experience different service, levels of fees, principles, and policies depending on the library in question.
- Today users might experience different approaches to ILL requests at the same library due to differences of staff members appraisal of the information need.
- Today the rules differ when it comes to fees, loan conditions and way of transport.
Q V: responses divided into sectors

Public library sector

Research & higher education sector

Higher Education; mainly agreeing: *It’s most important, we need common policies to be able to give our campus and distance students good services. But, it’s difficult with different mandates, goals, resources and finances.*

Special library; mainly objecting: *Special libraries usually have a different structure and other users compared to a public library and can therefore not have the same policies.*
Q VII: Uniform distribution principles, different transport solutions

• An uncomplicated national ILL loan is estimated to a cost of 226 SKr for administration and service and 68 SKr covering transports and logistics. The total costs for ILL transports for entire Sweden are estimated to slightly less than 70 million Skr.

• Examples:
  Creating connections between local networks and between a national transport network will create advantages of consolidation of transports with larger bulks to the same destination. A uniform understanding of the transports/logistics would give a better base for optimization.
Q VII: responses divided into sectors

Public library sector

- Higher Education; mainly agreeing: We will welcome a functional national transport network, but it have to be good! Look at what happened in Denmark. So fare we have not seen a better transport network than regular post.

Research & higher education sector

- County Library; mainly agreeing: The goal is good but the delivery time must be fast if not to be experienced too negatively by the end user.

- County Library; mainly agreeing: A national transport network is at the moment a more important question than a national union catalogue.
Q VIII: A user-oriented technical infrastructure – unmediated requesting

- The suggested services are based on a gradual expansion of a national union catalogue.

- User oriented interfaces that supports the user in the information searching process, to be able to find and use relevant documents, automatic, user controlled library services like unmediated requesting of ILL.
Q IX: A national union catalogue for all types of libraries

• A national union catalogue using LIBRIS samkatalog as a foundation should be given priority.

• Developing user controlled web based services, using the library collective as a pool of competencies for collaboration and cooperation.
Question IX divided into sectors

Public library sector

Research & higher education sector

Higher Education; mainly agreeing: From an ILL point of view it is a necessary development, but seen from a broader perspective there are other more important developing areas.

Higher Education; mainly agreeing: Important that also the public libraries holdings are shown in the LIBRIS catalogue.

Larger public library; mainly agreeing: This is an important issue, but it should not be the only thing that is developed for the national union catalogue during the coming years.
Thank you!

- Any questions could be e-mailed to
  
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