

2014

A Case for Integration of Interlibrary Loan and Reference

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A CASE FOR INTEGRATION OF INTERLIBRARY LOAN AND REFERENCE

January 25

ILL Discussion Group -
2014 ALA Midwinter, Philadelphia, PA

About Us



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Why are we here today?

Issue: Overlapping responsibilities of Reference Services and Interlibrary Loan.

Brief History

□ BC



Source: Weible, Cherie, and Karen Janke, eds. *Interlibrary Loan Practices Handbook*. 3rd ed. Chicago: American Library Association, 2011.

Brief History (continued)

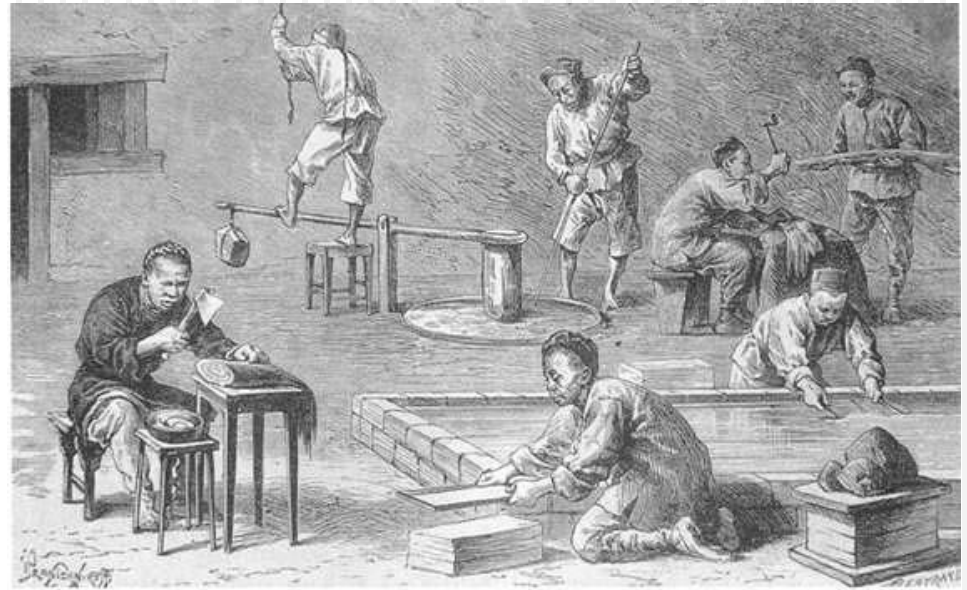
- BC
 - Ptolemy III (246-221 BC)
 - Borrowed scrolls from other empires to copy
 - Deposited a bond (1st lending fee)
 - Kept both originals and copies
 - World's first known “problem patron”



Source: Weible, Cherie, and Karen Janke, eds. Interlibrary Loan Practices Handbook. 3rd ed. Chicago: American Library Association, 2011.

Brief History (continued)

- AD: Middle Ages
 - Paper invented in China and brought to Europe
 - Copying, swapping, and lending popular activities

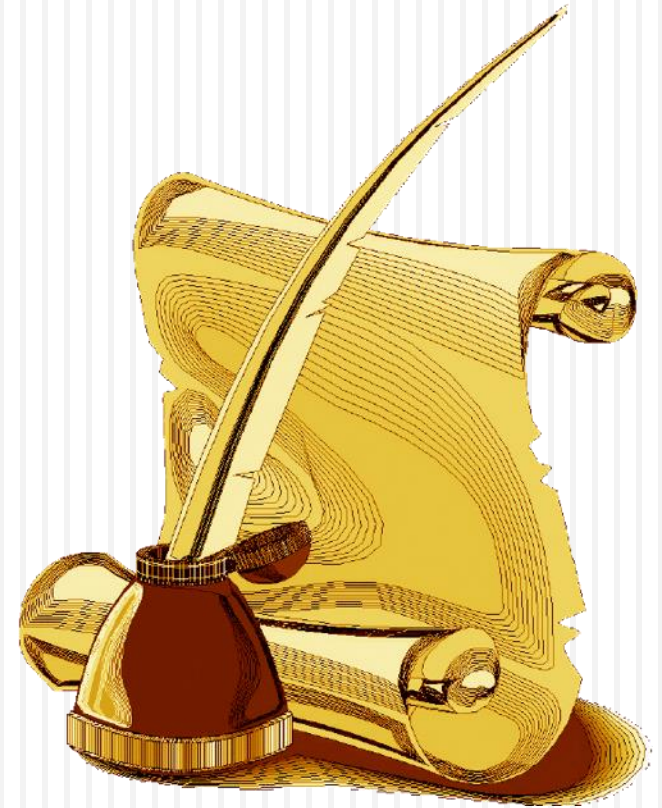


造纸 Making paper

Source: Weible, Cherie, and Karen Janke, eds. Interlibrary Loan Practices Handbook. 3rd ed. Chicago: American Library Association, 2011.

Brief History (continued)

- Quills and feathers were used with ink for almost 1,500 years
- Frigid weather between 763-764 AD
- World's first known case of unfilled ILL request



Source:s

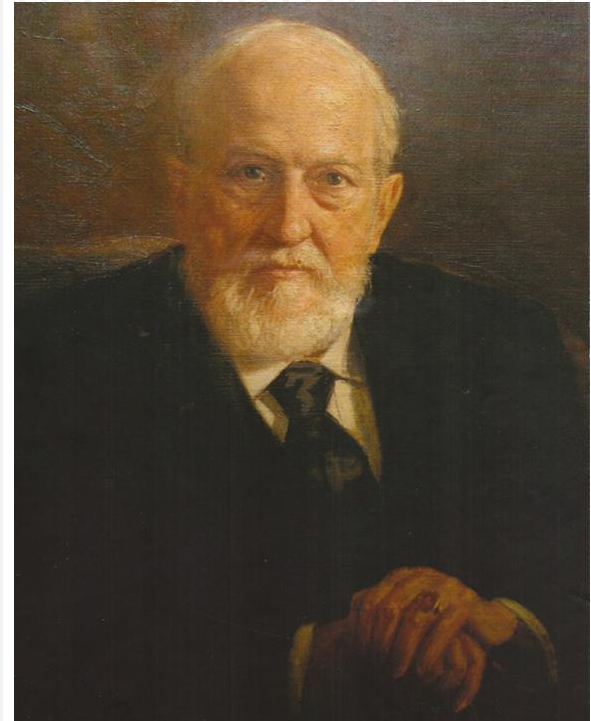
Weible, Cherie, and Karen Janke, eds. *Interlibrary Loan Practices Handbook*. 3rd ed. Chicago: American Library Association, 2011.

When were the Dark Ages." *George Mason University History News Network*. George Mason University, n.d. Web. 23 Jan 2014.

"History.org: The Colonial Williamsburg Foundation's Official History and Citizenship Website." *The Quill Pen : The Colonial Williamsburg Official History & Citizenship Site*. n.p., 2014. Web. 22 Jan. 2014.

1800s

- 1876: Samuel Green recommended reference libraries should share their collections with each other to cut costs
- 1898: formally called for all libraries (large and small) to share their collections with each other



1837-1918

1900s to present

- Formal codes of practice were written
- Consortia were created
- Copyright laws were amended
- Technological advancements
 - ▣ Microform
 - ▣ Fax & phone
 - ▣ Online: email, Odyssey, Ariel
- A major function in a library

Problem:

- Location of ILL
 - Circulation?
 - Technical services?
 - Reference?
 - Its own department?
- Past surveys

Duties of ILL & Reference Librarians

- a. Reference interviews
- b. Remote users and distance learning students
- c. On-demand user education. Introduce new tools.
- d. Complex searches: Hard to find; ephemerals
- e. Advanced degrees and multi-lingual
- f. Develop reference collections

Results of Past Surveys

- **1965:**
50% in Reference; 50% in Circulation & other areas
- **1988:**
36% in Reference; 30% in Circulation
- **1992:**
23% in Reference; 18% in Circulation
- **1993:**
24% in Reference; 30% in Circulation
- **2009:**
28% in Reference; 21% in Circulation

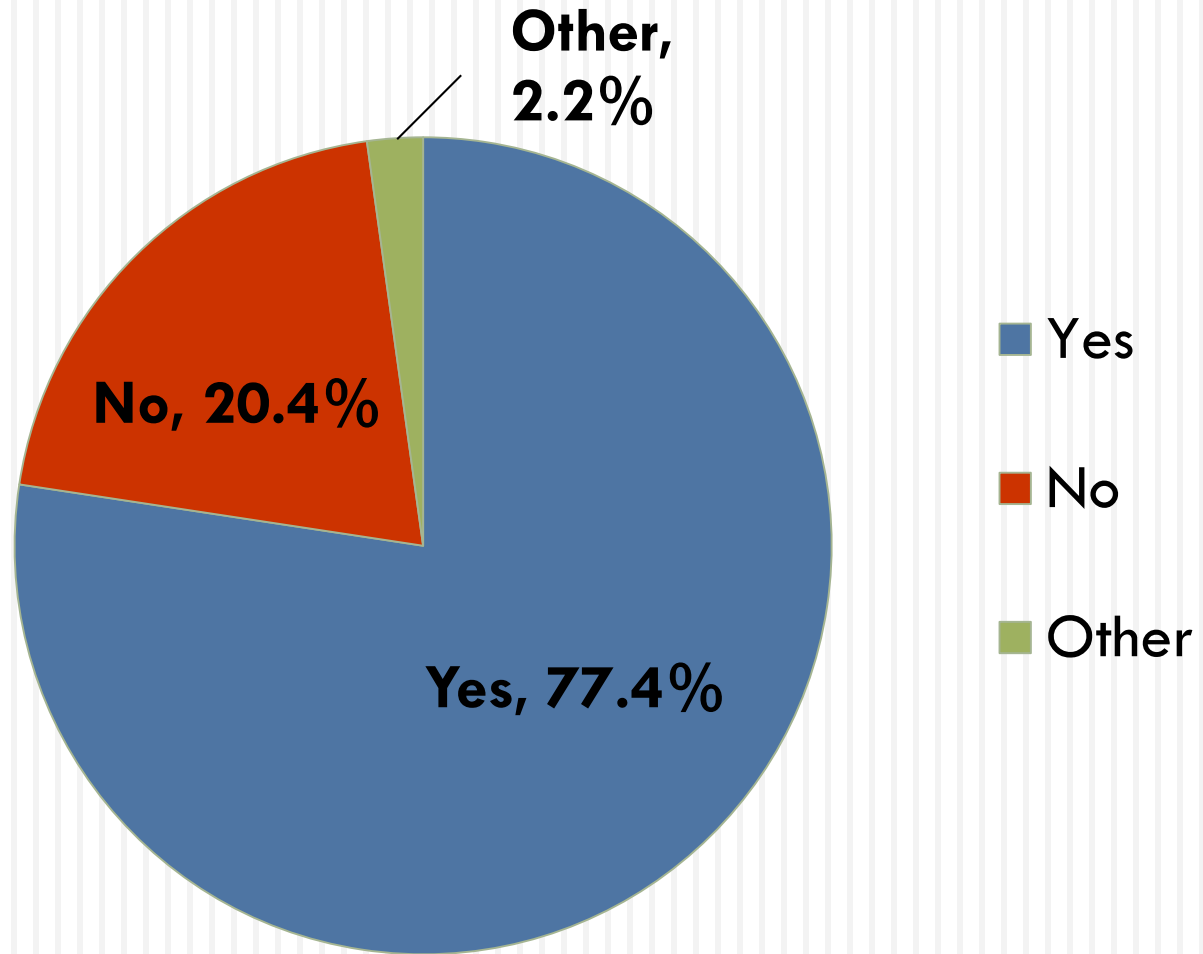
The Data



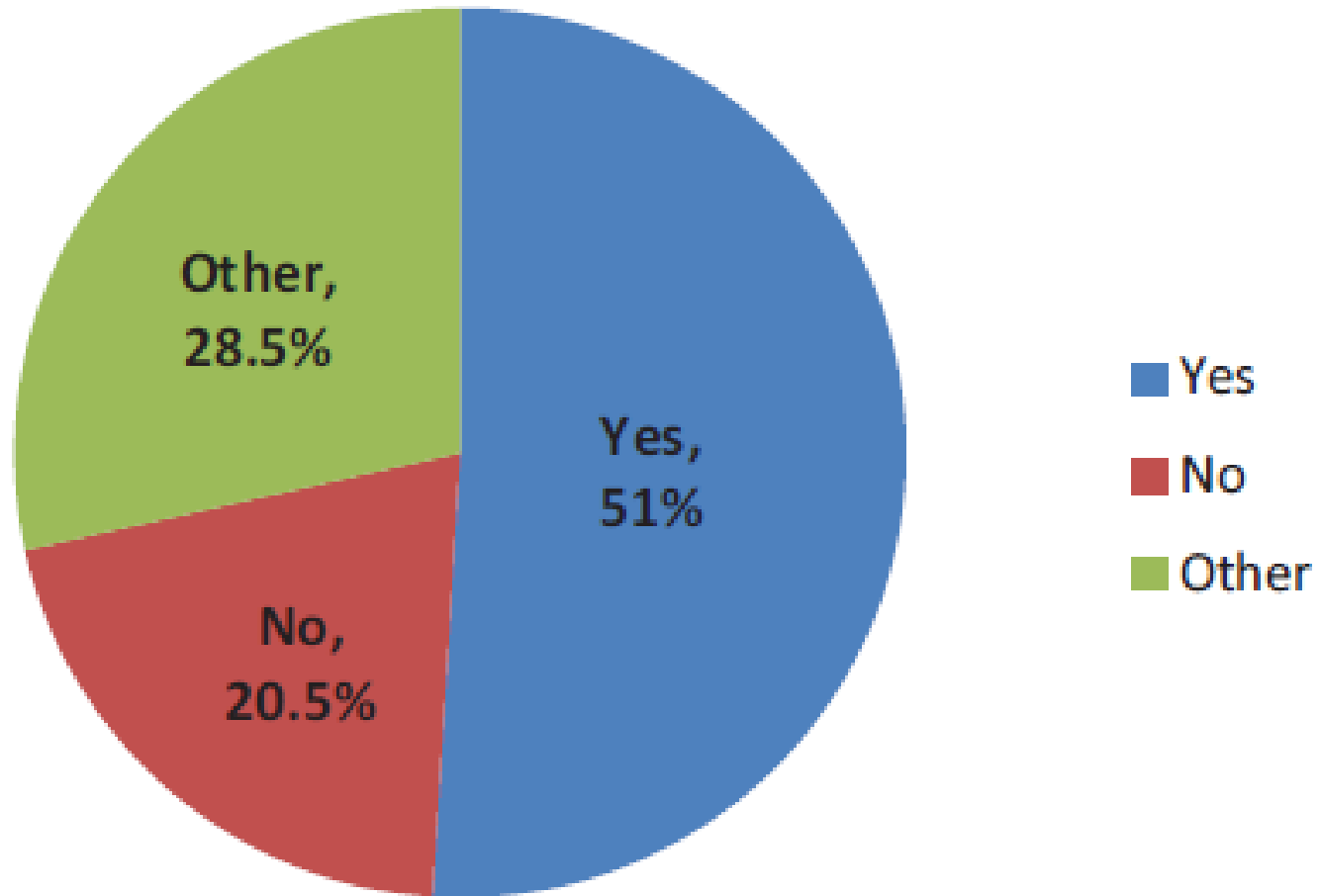
Our Survey:

- Do you have an MLS, MLIS, or equivalent?
- If you are an ILL Librarian, do you provide reference services?
- Do you also provide other services besides ILL? If so, which Department?
- Where is ILL now in your library?
- Where do you think it should be?

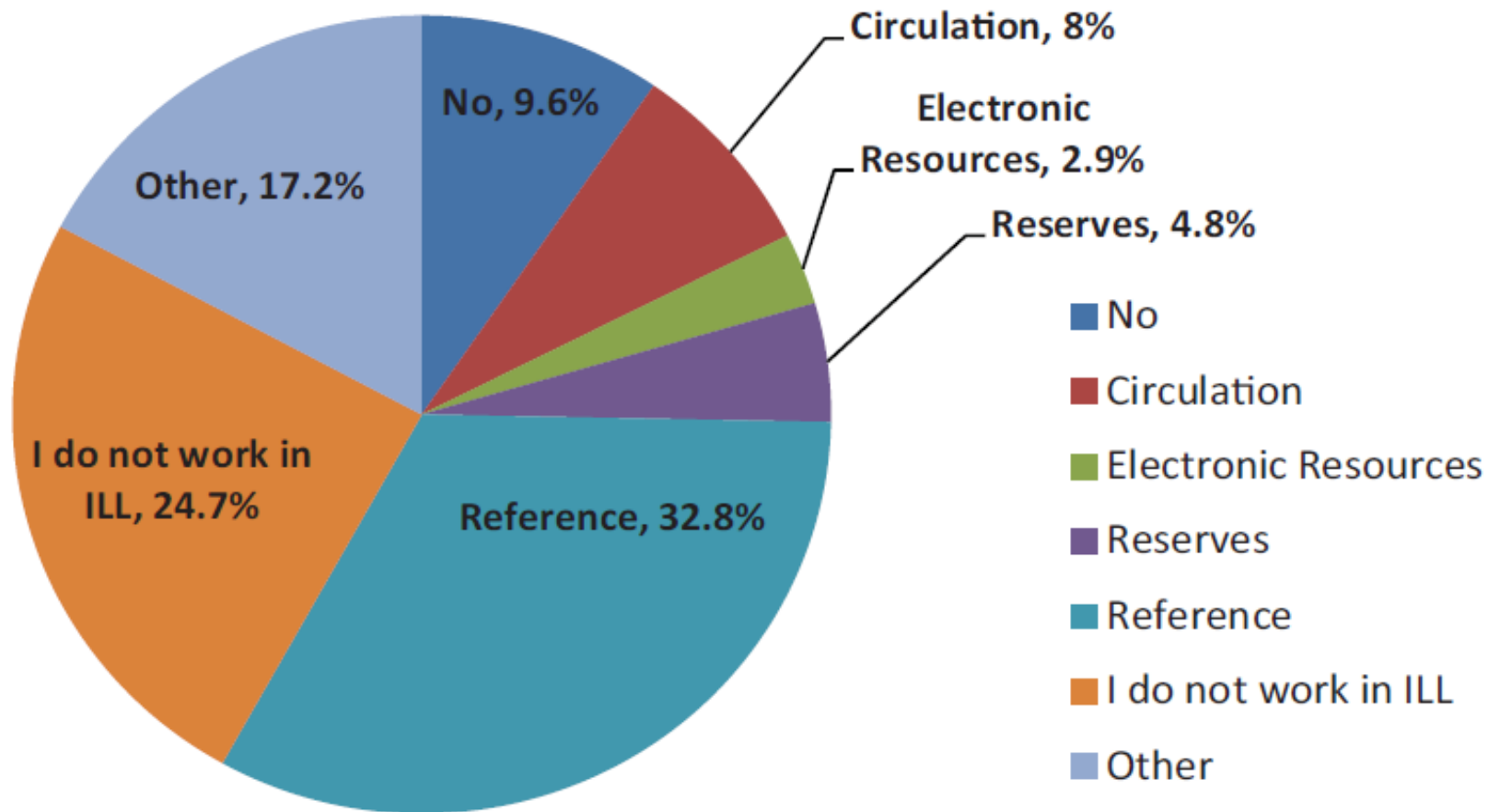
Do you have an MLS, MLIS or equivalent degree?



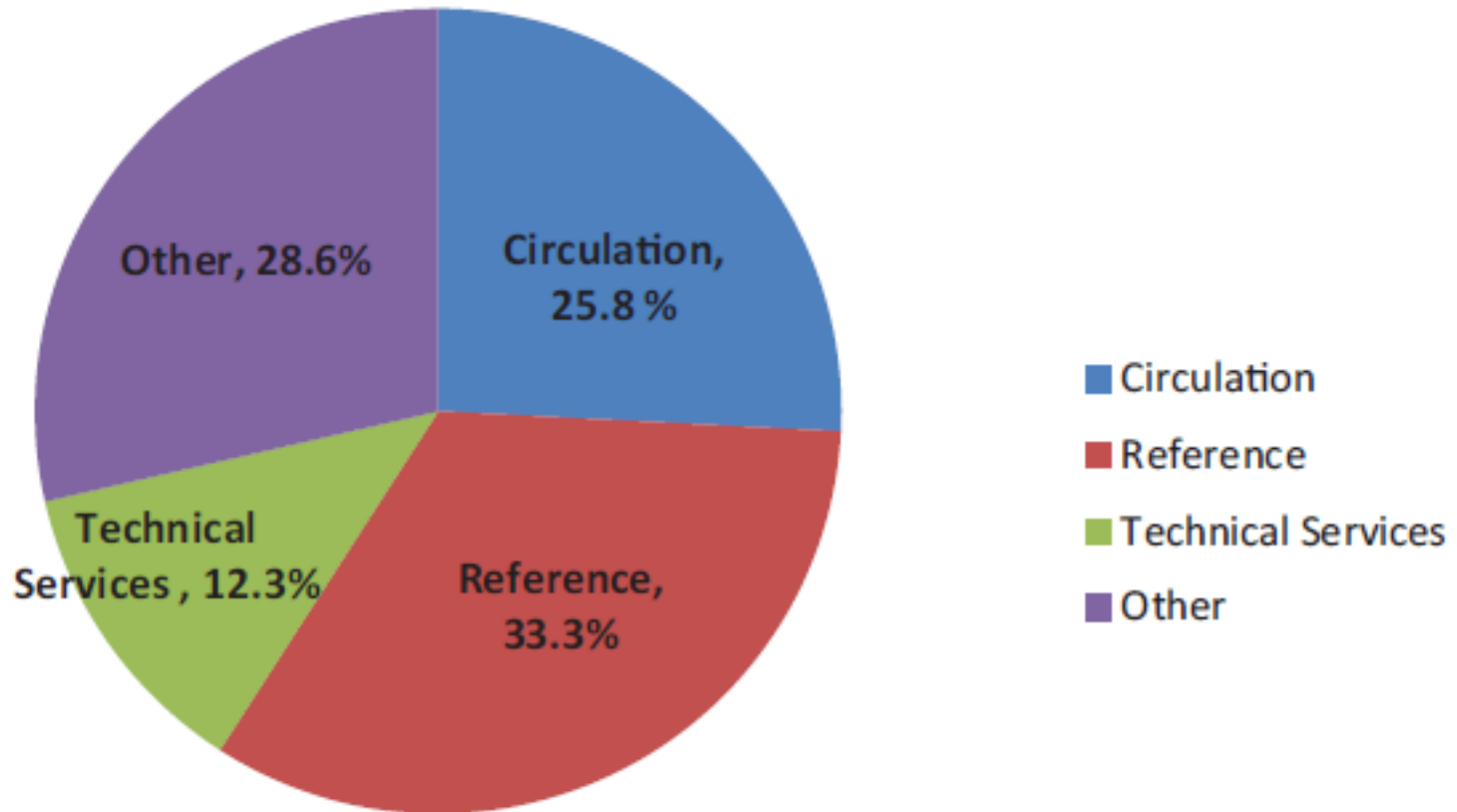
If you are an ILL Librarian, do you provide reference services?



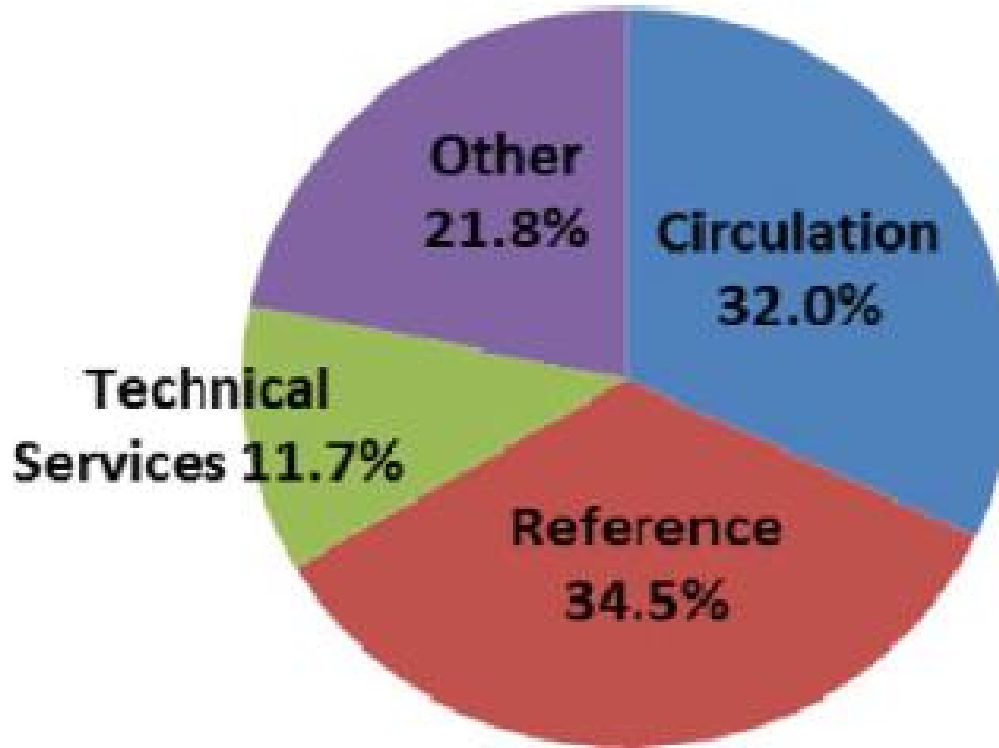
Do you also provide other services in your library besides interlibrary loan? If YES, for which department?



Where is ILL now in your library?



Where do you think it should be?



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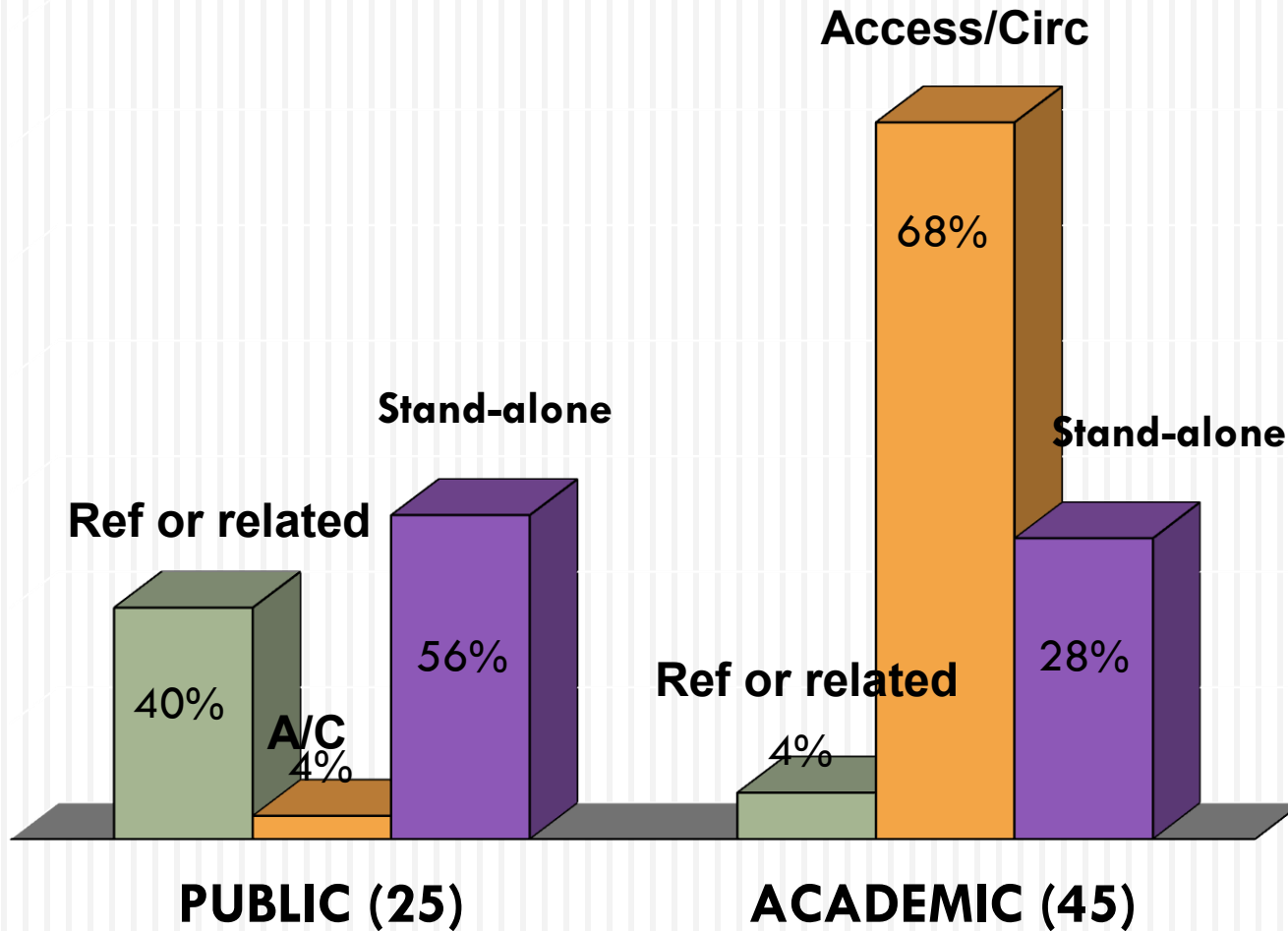
Latest Data

Phone survey: March and December 2013:*

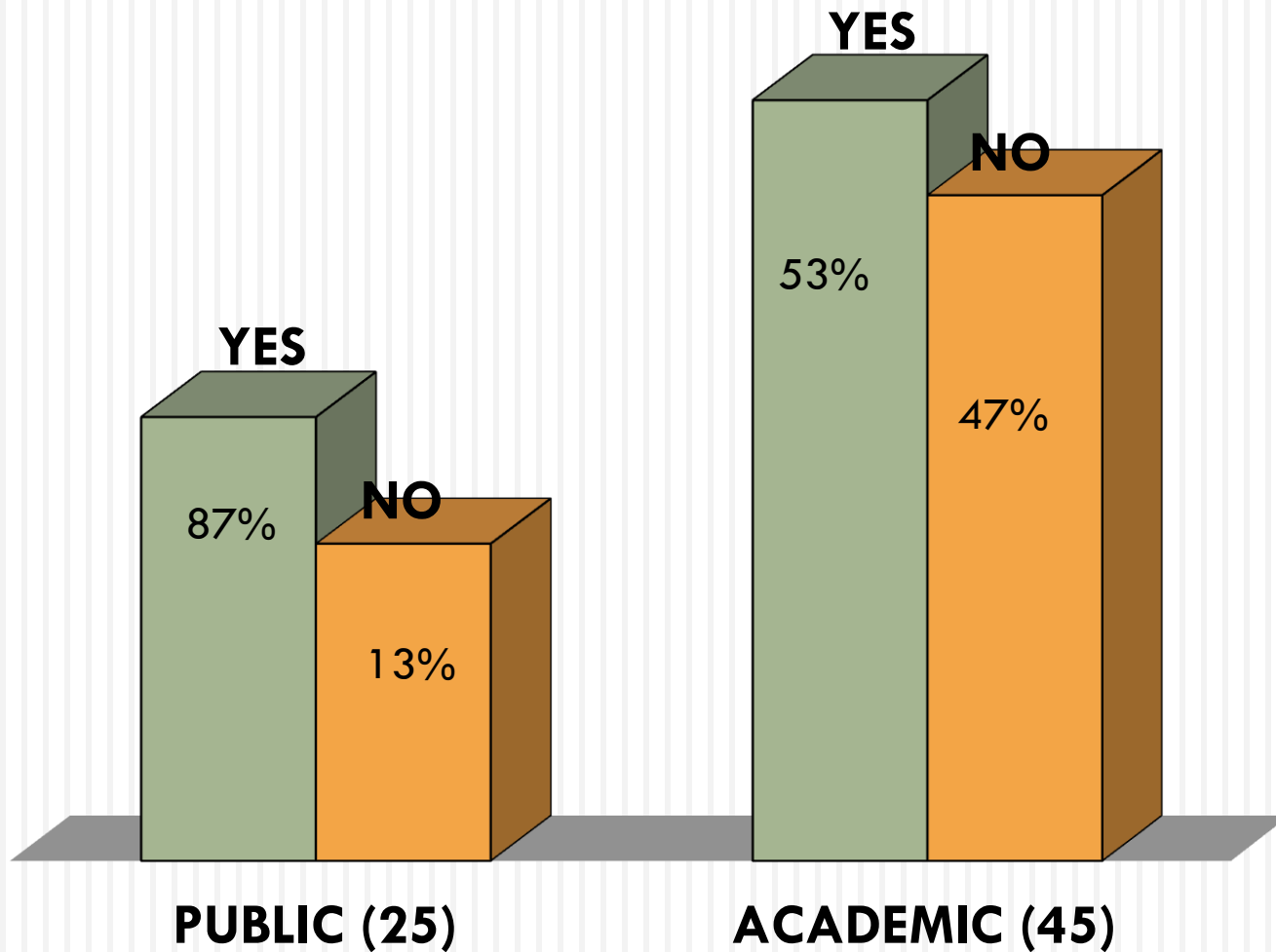
- 45 largest academic libraries in the U.S.
- 25 largest public libraries in the U.S.
 - Interlibrary Loan a standalone unit? Under Reference Services? Access Services?
 - Supervised by a librarian?

Source: American Library Association (www.ala.org)

Location of ILL



Supervised by an MLS librarian?



Conclusion

“Vision without execution is hallucination.”

- Thomas A. Edison



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Thank you!