



UNIVERSITEIT VAN PRETORIA
UNIVERSITY OF PRETORIA
YUNIBESITHI YA PRETORIA

Impact of the re-envisioned academic library on interlibrary loan services: the case of the Department of Library services, University of Pretoria

**Maria Mtsweni, Rachel Mahlangu &
Marguerite Nel**

3 October 2017



Introduction



90%

of all the world's data has been generated over just the last two years.¹



WE NOW CREATE AS MUCH DATA IN ONE DAY AS WE DID FROM THE DAWN OF CIVILISATION UP UNTIL 2003.²

IF YOU BURNED ALL OF THE DATA CREATED IN JUST ONE DAY ONTO DVDS, YOU COULD STACK THEM ON TOP OF EACH OTHER AND REACH THE MOON AND BACK - TWICE!³

OUR DIGITAL UNIVERSE ALREADY CONTAINS AS MANY DIGITAL BITS AS THERE ARE STARS IN THE UNIVERSE.⁴



It would take over

5 years

to watch the amount of video that will cross global networks every second in 2015.⁵

There are over

5.5 bn

google searches every single day. When it was first launched in 1998, it served 10,000 searches a day.⁶

THE AMOUNT OF DATA CREATED IS ALL THE MORE ASTOUNDING CONSIDERING THAT THE GLOBAL INTERNET POPULATION IS JUST 3.17 BILLION, OR UNDER HALF THE WORLD'S POPULATION.⁷

Facebook users share

2,460,000

pieces of content every minute of the day.⁸



TODAY, IF A BYTE OF DATA WERE A GALLON (4 LITRES) OF WATER, IN ONLY 10 SECONDS THERE WOULD BE ENOUGH DATA TO FILL AN AVERAGE HOUSE. IN 2020, IT WILL ONLY TAKE 2 SECONDS.⁹

Every second, on average

6,000

tweets are posted to Twitter.¹⁰



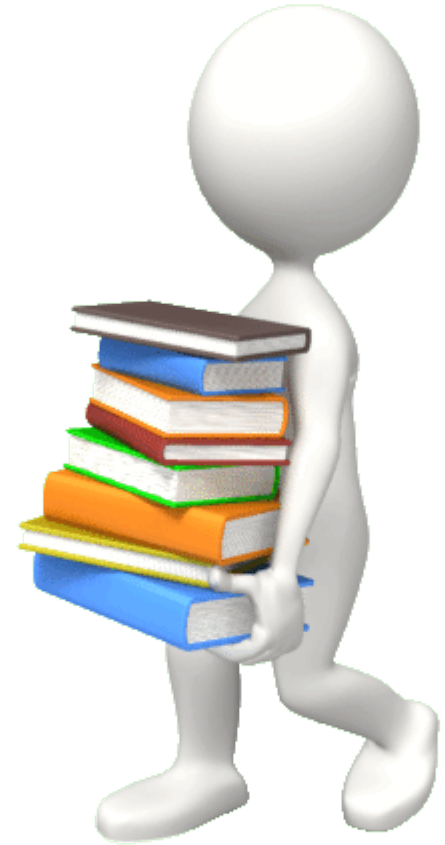
48,000

apps are downloaded from the Apple App store every minute of the day.¹¹

¹ <http://www.solenoadaily.com/releases/2013/05/130522085217.htm>
² <http://techcrunch.com/2016/08/04/schmidt-data/> (updated for 2013 - five exabytes now created per day - <http://acl.info/2014/07/15/the-data-explosion-in-2014-minute-by-minute-infographic/>)
³ <http://www.computeworld.com/article/246904/could-computing-enough-data-to-fill-a-stack-of-dvds-to-the-moon-and-back.html>
⁴ <http://www.computeworld.com/article/257648/data-comparison-study-digital-universe-and-its-impact-bigger-than-we-thought.html>
⁵ <http://blogs.cisco.com/news/the-dawn-of-the-zettabyte-are-infographic>

⁶ <http://www.statisticbrain.com/google-searches/>
⁷ <http://www.statista.com/statistics/275016/number-of-internet-users-worldwide/>
⁸ <https://www.domo.com/blog/2014/04/data-never-sleeps-2-0/>
⁹ <http://www.amc.com/about/news/press/2014/20140400-01.htm>
¹⁰ <http://www.iname@vestats.com/twtr-1-statistics/>
¹¹ <https://www.domo.com/blog/2014/04/data-never-sleeps-2-0/>

Academic libraries of today...



Issues affecting academic libraries today

- Open access
- Digitisation (e.g. backfiles of journals)
- Shared and cloud-based catalogues
- Mobile applications
- Library spaces
- Budgets
- Licence agreements

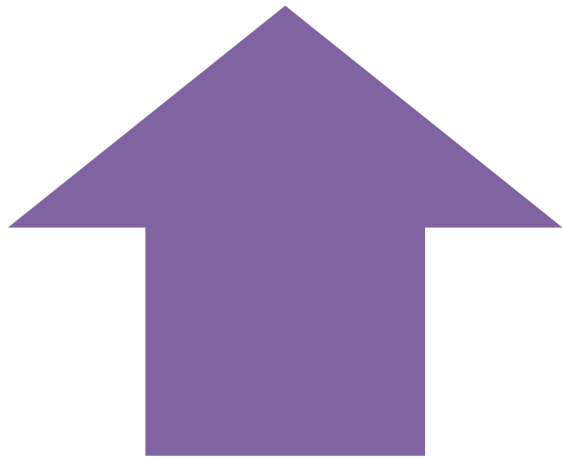
(ACRL, 2016; Posner, 2017)



Is ILL still relevant
today?



What is Interlibrary loan services?



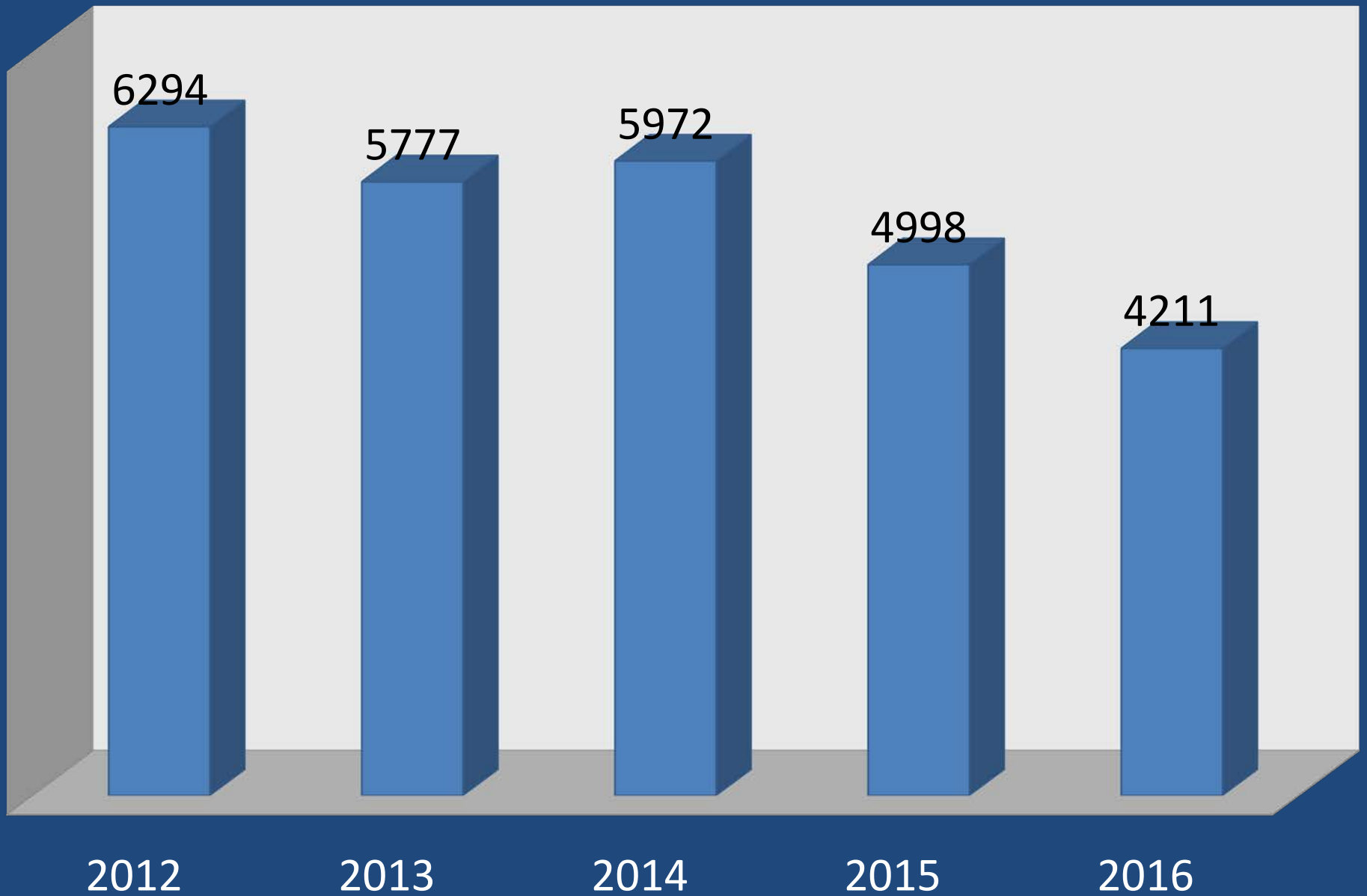
Borrowing



Lending

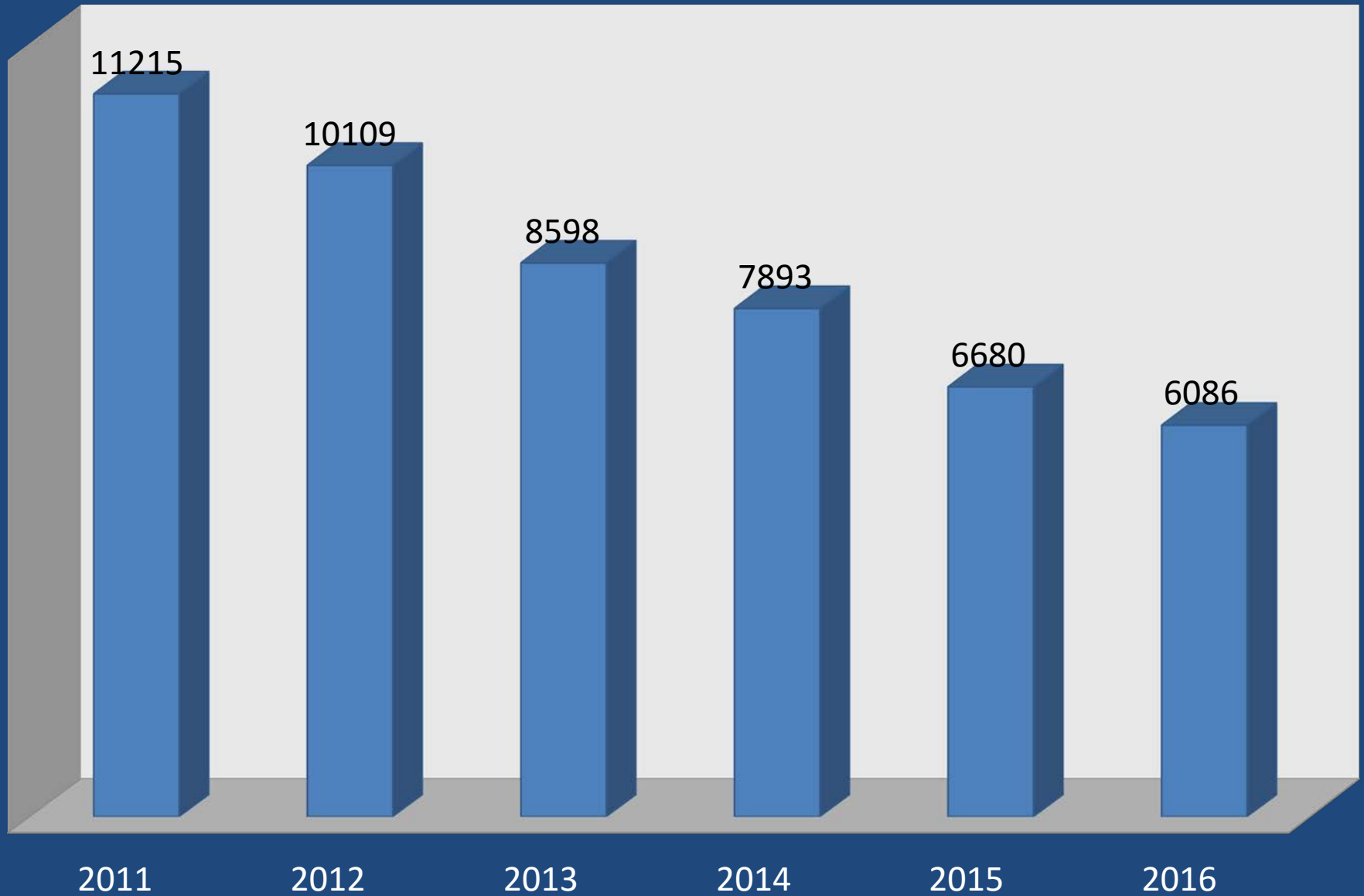
NATIONAL INTERLENDING STATISTICS 2012 - 2016

(UP as lender)



NATIONAL INTERLENDING STATISTICS 2011 - 2016

(UP as borrower)

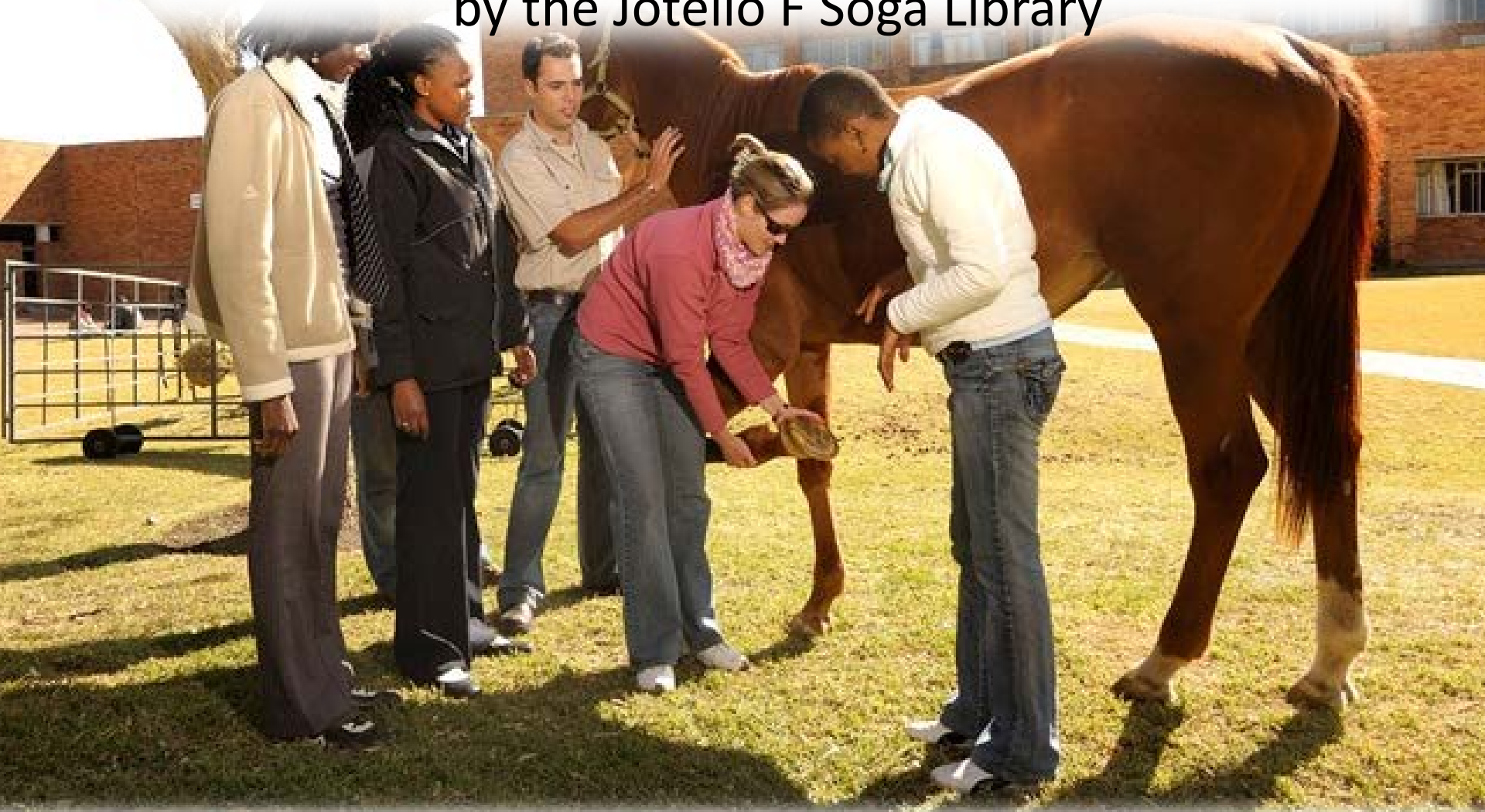




PresenterMedia



Information needs, information seeking behaviour and information use behaviour of researchers at the Faculty of Veterinary Science, University of Pretoria and how these needs are being met by the information support delivered by the Jotello F Soga Library



**Quantitative findings
regarding access to
information:**

73% respondents said
**finding information
that is not in the
library** or available
online is what makes
the library successful

Qualitative findings on what researchers think the library does well:

Help with **article requests**, help with database use, and providing online access to the multitude of journals we all need which is hugely appreciated!!

Unfortunately, I do my research in a **remote area** in the Free State, so I haven't been to the library yet. But I asked a couple of times for **hard-to-find book chapters** and she kindly and efficiently **got the copies for me**.

Speed of help with problems with **obtaining articles or other information...**

Finding articles, books, book chapters and so on when we did not have them...

Qualitative findings on what researchers think the library does well:

Being able to **quickly obtain** copies of papers that I can't find

Quick **inter-lending service**

...if these journals **are not available** online, one can actually **request the library to source it** for them...

They are tremendously helpful with **getting reprints through interlibrary loans** – especially old articles that are not available online. Obtaining old articles and other articles that are difficult to find electronically.

Qualitative findings: what researchers think are the best skills of librarians:

She leads me to information need satisfaction; ...
knowledgeable ...;

...help **to discover (difficult to find) information**;

They know all the different ways **to find information**;

Their skills to **sourcing information** are so important ...;

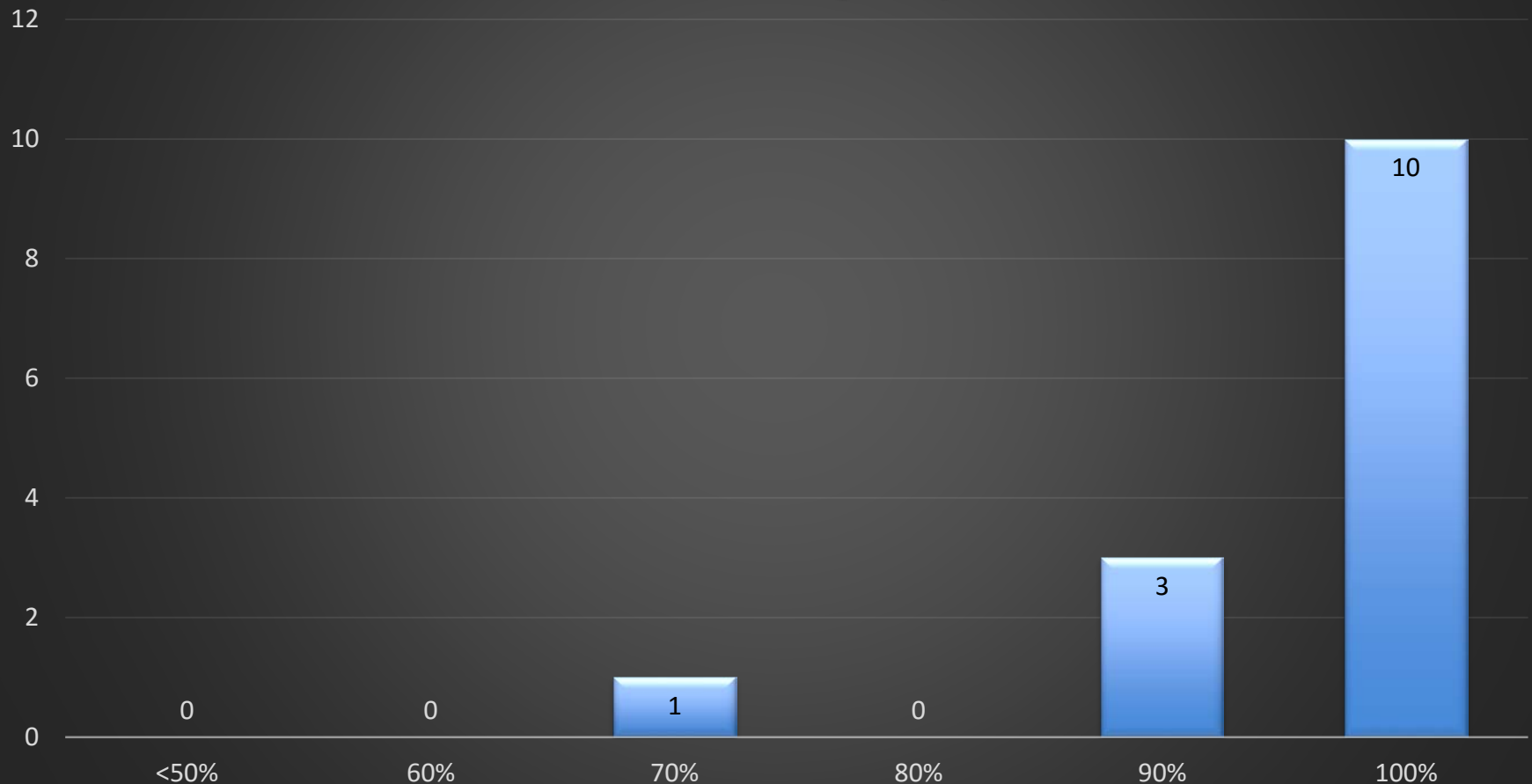
Her knowledge and skills to manage and **locate information** saves time and frustration ...;

They are skilled to buy and provide excellent
information sources;

... knowledgeable in information management

In house survey on quality of document delivery

13/14 (92.9%) of the users rated our service at 90% or above during July 2017



2017 LibQual results

I used to worry about books I couldn't get from main campus, but since I learnt about Interlending, it has been easier to get the books I need. Big-up, Interlending is convenient and worth mentioning, among other great services provided...

I am very impressed with the library service and interlibrary loan service, there are just a handful of article or textbooks that I sometimes feel are lacking, but this is understandable as you cannot have everything available ...

2017 LibQual results (cont.)

Very impressed with the interlending service, online system and wide access to journals which is critical to my research. Thank you

I would appreciate it if the library had some more books in my discipline. Currently I rely a lot on interlending.

In general I am very happy with the service the library provides. Most literature is available through the library or can be ordered through interlibrary loan.

**ILL is
definitely
still relevant
today!**



Presenter Media

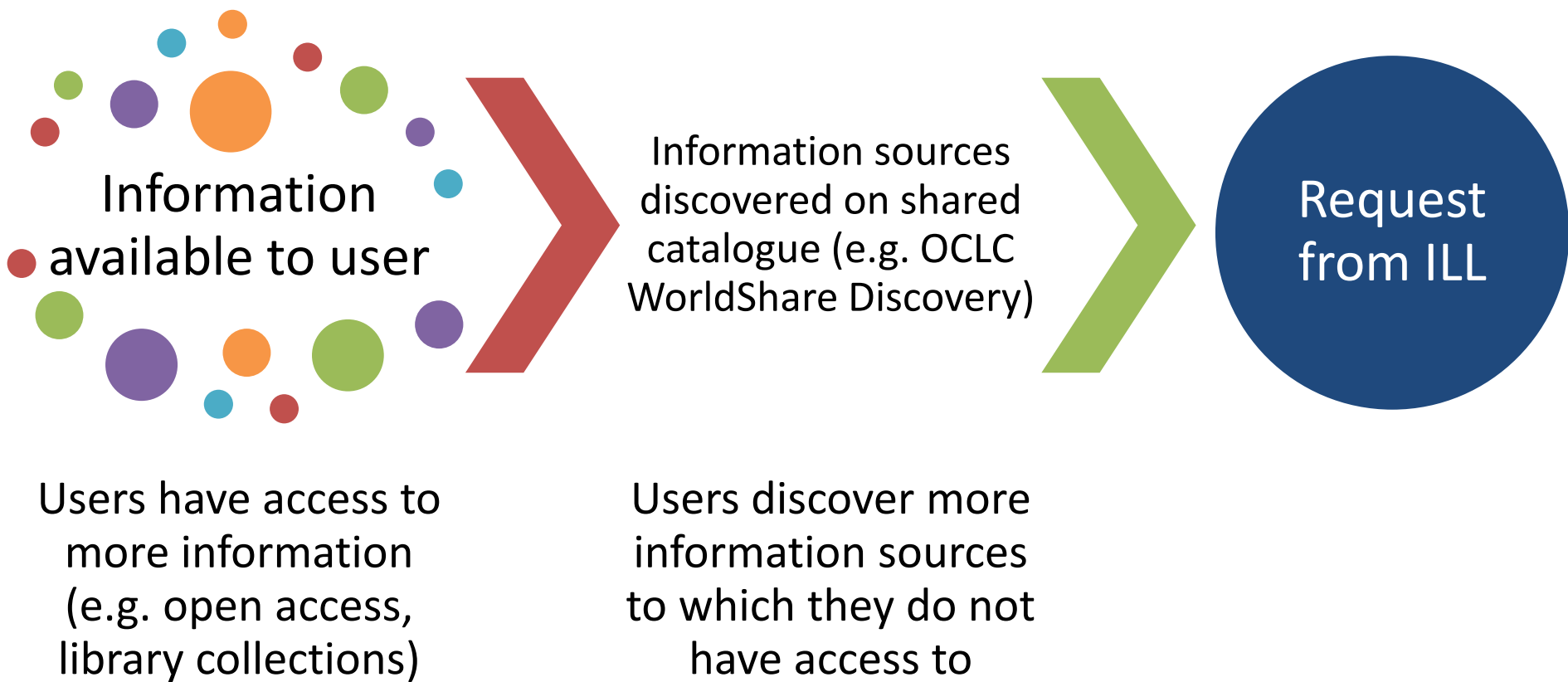
Future of ILL



Future of ILL



Focus on user needs



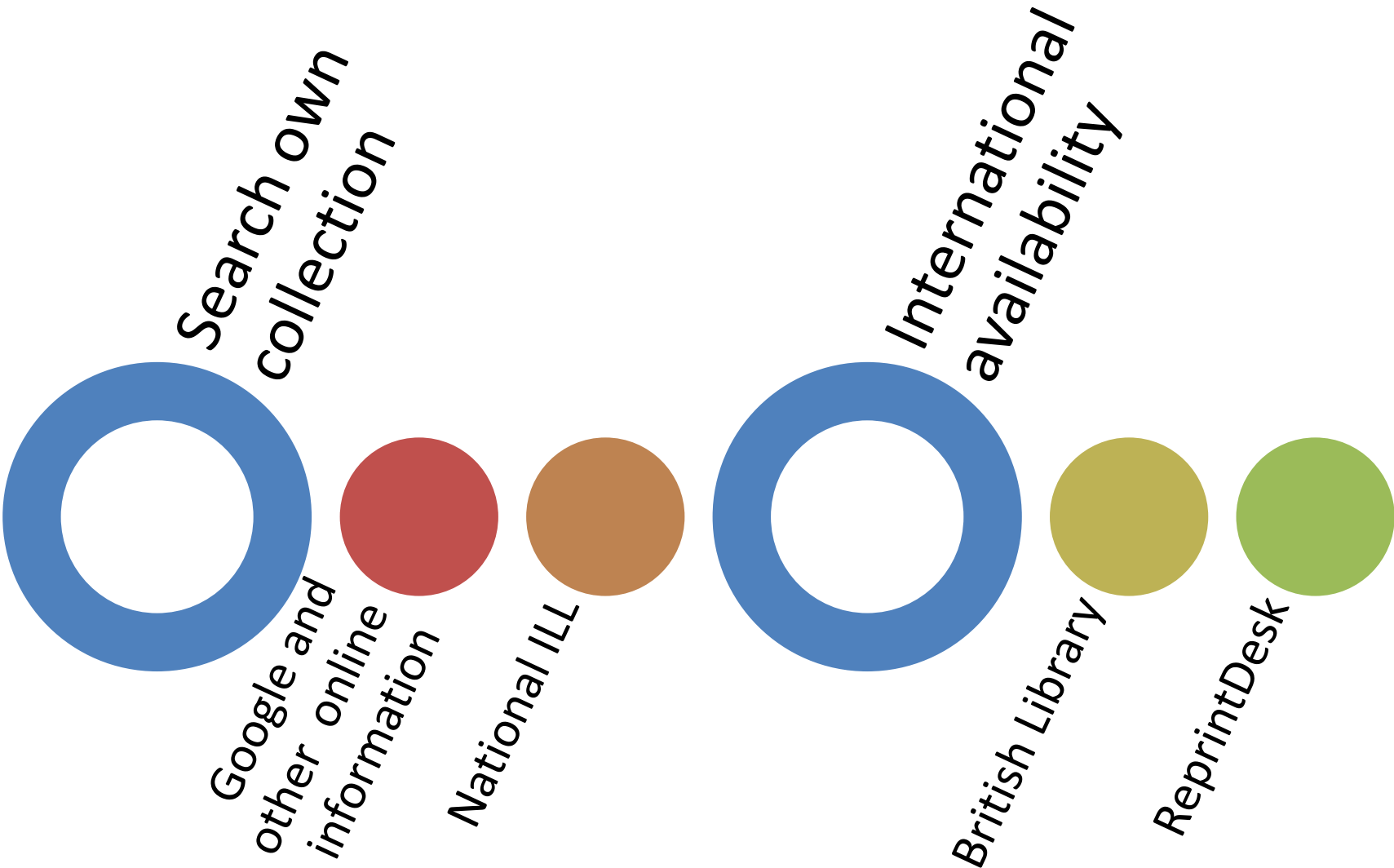
Focus on user needs



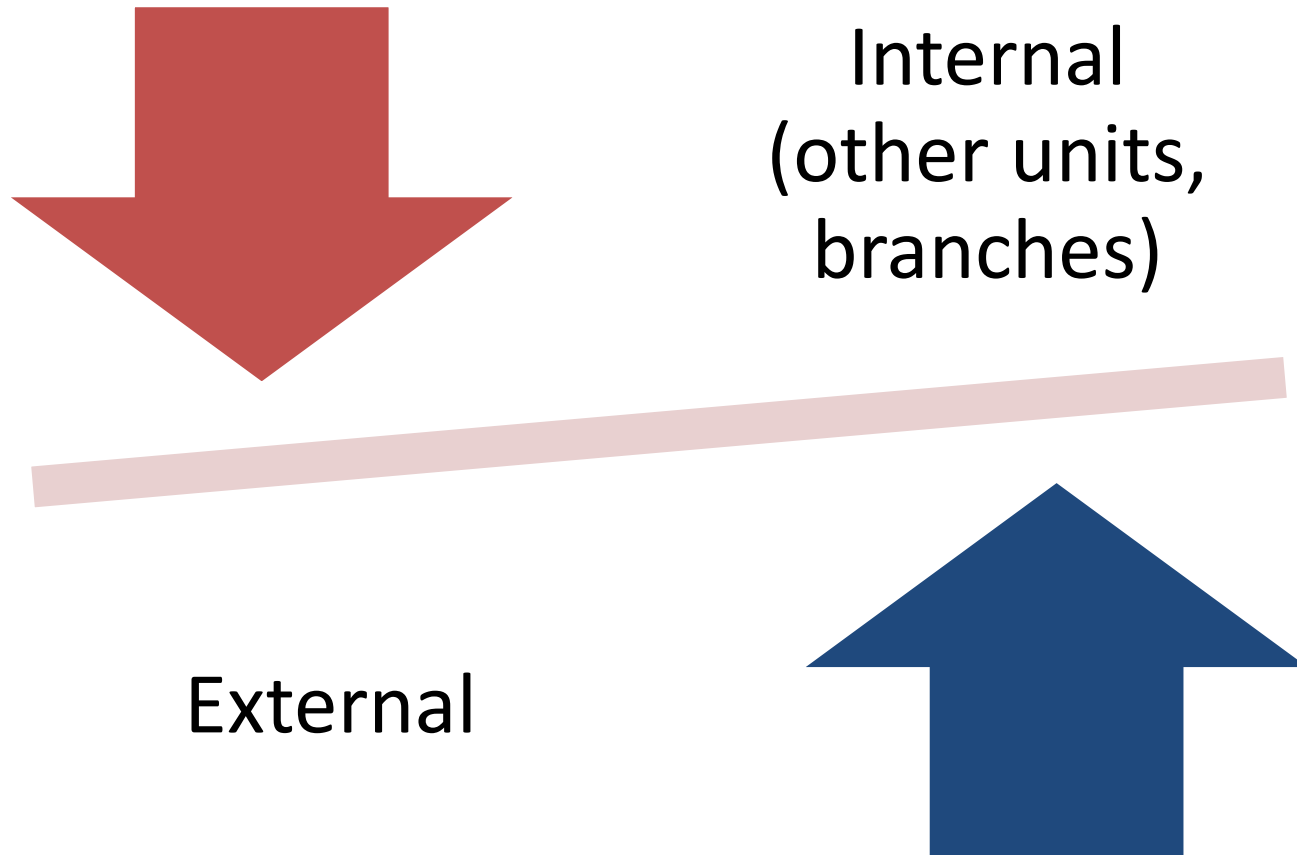
- Focus on user satisfaction
 - Speed of delivery (turn around time)
 - Ease of access (delivery method, e.g. email, article exchange)
 - “Walk the extra mile”
- Experts / specialists in finding information
 - Need to develop skills
 - Keep on learning
 - Keep up to date with new developments, products, tools, etc.
 - Need to be informed on copyright issues and licence agreements

PresenterMedia

Example



Collaboration and partnerships



Examples of external partnerships

- Vendors (licence agreements)
- OCLC / SABINET (training, new developments)
- German library
- VetLibL



Embrace change

Technology is nothing.

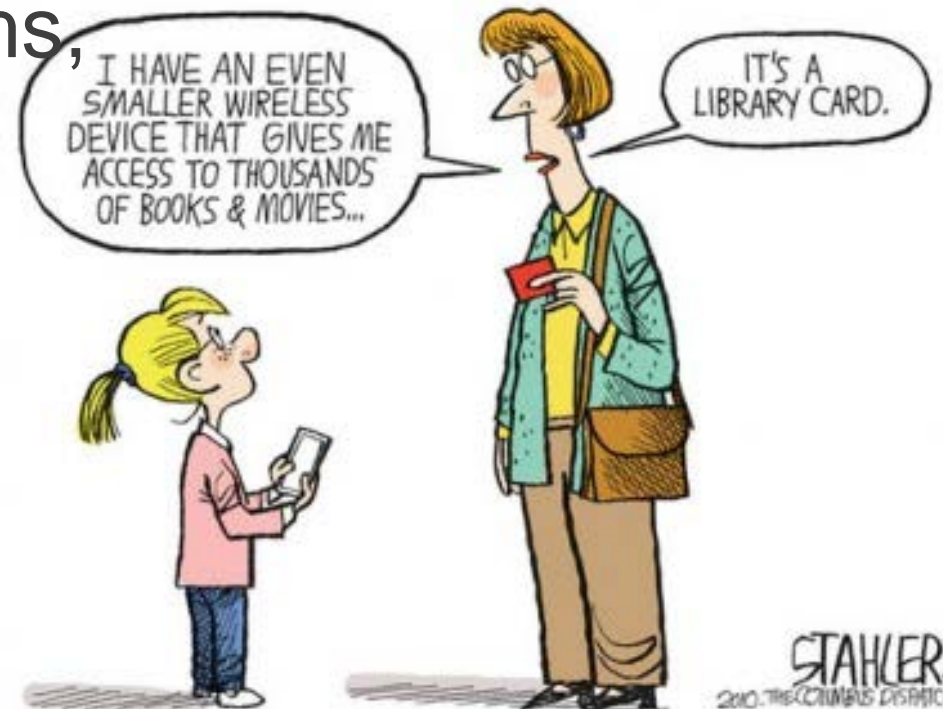
What's important is that you have a faith in people, that they're basically good and smart, and if you give them tools, they'll do wonderful things with them

(Steve Jobs)



Examples of how technology can assist ILL

- Digitisation of special collection items or theses
- New ways to communicate (e.g. Whatsapp, sms, Facebook, Twitter)



Conclusion

Thank you

Maria.mtsweni@up.ac.za

Rachel.mahlangu@up.ac.za



References

ACRL Research Planning and Review Committee. 2016. 2016 top trends in academic libraries: A review of the trends and issues affecting academic libraries in higher education. *College & Research Libraries News*, 77(6), 274-281.

Nel, M.A. & Fourie, I. 2016. Information behavior and expectations of veterinary researchers and their requirements for academic library services. *The Journal of Academic Librarianship*, 42(1), 44-54.

Posner, B., 2017.. Santa Barbara: Libraries Unlimited. *Library Information and Resource Sharing: Transforming Services and Collections*.