

**Breaking Barriers
When to borrow, when to buy
Public libraries**

The idea: The public libraries in Östergötland treat every interlibrary loan request as a presumptive purchase request. The idea is to create and maintain a library collection adjusted to the needs of the specific community. At a county/regional level the purpose is to get a higher degree of selfsufficiency. The idea is that the library should contribute to the vision of the region as an attractive place for people to live and work in. The local and the regional collection development plans are closely connected with the policy for interlibrary loans.

Main objective: bordercrossing, attractive, accessible

(Adapted in December 2002)

Everybody in Östergötland should have good access to literature and information for personal development, for education and learning, for cultural experiences. Everybody in Östergötland has the right to be treated in a competent, respectful and professional manner at all the libraries in the county. The libraries in Östergötland cooperate to maintain a media collection that correspond to the literature and information needs of the county's inhabitants. The libraries also cooperate by sharing the library staff's collective competence for the benefit of all the inhabitants of the county.

To implement this vision the public libraries should:

- Plan their media acquisitions corresponding the needs of the inhabitants in their community
- Subscribe to databases corresponding the needs of the inhabitants in their community
- Have a generous attitude towards loans between the libraries in Östergötland
- Work actively with reading support activities and information to priority groups (persons with disabilities, immigrants, children and young adults)
- Deepen their knowledge of priority groups and their needs of library service
- Work to create a community policy and code of responsibility concerning library service to the growing number of people involved in adult education
- Participate in cooperative marketing of media and library services
- Participate in countywide work of improvement and competence development in the area of media acquisition
- Allow for books that are borrowed in one library within the county to be returned at any of the other libraries participating in the cooperative transport system

The County Library of Östergötland will supplement the community libraries by:

- Having a generous attitude towards interlibrary loans within Östergötland
- Increasing the cooperation with its hostlibrary, the Public Library of Linköping, and with Linköping University Library in order to enhance the media and information access and competence within Östergötland
- Aiming at an interlibrary loan selfsufficiency level of 80% within Östergötland
- Aiming at a fast and effective handling of interlibrary loans
- Supporting an increased cooperation within the county by developing an interface for searching across all the library catalogues

- Supporting an increased cooperation within the county by maintaining and improving an effective transport system
- Supporting an increased cooperation within the county by working for the implementation of the idea of one library card for all the libraries
- Closely following the development of library technology and new media
- Joining the Daisy-consortia for production of provincial talking books and the “Talking magazine of Östergötland” in digital form
- Having a generous attitude towards copying talking books for the county’s libraries
- Developing a plan of action for library service to immigrant groups
- Developing a plan of action for local collections (literature about local history)
- Pursuing reading support projects in cooperation with the local community libraries
- Contributing to an increased level of competence in the area of media acquisition by arranging ”in service training”, workshops and conferences
- Contributing to increased knowledge about library development and new media through information at the county library’s website, in the magazine ”Libraries in Östergötland” and in the report series ”Libraries in Östergötland publishes”
- Cooperating with the other eight county libraries and the interlending library center in the middle of Sweden in the areas of interlibrary loan and knowledge development. (The cooperation is called Dustweica)
- Keeping this policy document up to date and review it at least once a year

Media and information

Literature and information can be supplied in many different ways, either in printed form such as books, newspapers and periodicals or in digital form such as databases, cd-roms, websites etc. In Östergötland the same acquisition criterias are to be used regardless of the form of the media. The only exception is talking books. They can only be mediated by the libraries. Since they can not be bought by the public, the quality criterias are more generous. Keywords are diversity and accessibility. Viewed in this overall perspective the question of ”when to borrow when to buy” is one important factor of success worth working with. To succeed we use specific tools, some of which are mentioned below.

Quality criterias:

- | | |
|---------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| Level 1 | Advanced literature, for example dissertations, reports (on university level), bibliographies etc. |
| Level 2 | Popular literature, for example popular science and debate books, Serious literature for intellectual activities concerning work, studies and leisure |
| Level 3 | Elementary literature, hobby books, cookery-books, instructionbooks for physical exercise, knitting instructions, astrology, parapsychology etc. |

Guiding principles for interlibrary loan in the county of Östergötland

(Revised in December 2002)

Objective

The purpose of the interlibrary loan cooperation is to supplement the media collections at the public libraries within Östergötland with material that:

- Is not in that specific library’s collection and is not considered for acquisition
- Is no longer available for purchase

What can be considered for interlibrary loans

Every interlibrary loan request is a presumptive purchase request, either for the specific library or for the county library. Interlibrary loans should not replace acquisition, it should be a complement to acquisition.

The community libraries should not make interlibrary loan requests for:

- Non-fiction and hobby books of general interest which are still available for purchase
- Literature that according to quality criterias has not been bought
- Literature that is checked-out at the specific library
- Literature that is published in paper-back and still available for purchase

If the book is not within the county library's collection or any other library collection in Östergötland the request is sent to other libraries within the Dustweica area. That is the earlier mentioned cooperation between nine county libraries in the middle of Sweden.

By respecting this line of action both the community library and the county library have the possibility to see what literature is requested and consider acquisition.

Intercommunity cooperation

A generous attitude to loans between the libraries in Östergötland is applied. This is a way to increase the service level and speed of action for the libraries within the county. It's also a cost-effective way to use the collective media collection.

Guiding principles for different media types

Non-fiction can be borrowed from the county library according to the following criterias:

- Advanced literature, that is dissertations, reports for research purposes
- Expensive works that it's unreasonable and unnecessary for the specific library to own
- Non-fiction that is no longer available for purchase

Popular or elementary non-fiction is the responsibility of the community libraries.

Fiction can be borrowed from the county library according to the following criterias:

- Older works of fiction that is no longer available for purchase
- Exclusive works of fiction with a small readership
- Certain foreign fiction

Fiction of literary value with a large readership, fiction for entertainment and popular lyric poetry is the responsibility of the community libraries.

Children's literature should be bought by each of the community libraries in ample amount for their own needs. Exceptions are made for:

- Older children's literature that is no longer available for purchase
- Children's literature in foreign languages

Course books/literature

All course books that are considered to be of general interest should be bought. Many people are involved in different kinds of adult education programs. These groups have totally different and new demands for library services. The rising demands for advanced non-fiction should result in library acquisitions of literature that were previously considered too exclusive.

Literature for immigrants

The community libraries are supposed to keep a media collection that covers the needs of the specific community. The county library's collection should be regarded as a supplement.

Talking books

The user/borrower should turn to the community library with the requests. The libraries also receive depositions according to the county's specific plan for talking books.

Guiding principles for interlibrary loans between the nine county libraries in the middle of Sweden, the Dustweica cooperation

(Adapted in February 2000)

- The community libraries are responsible for the media provision of their inhabitants
- The county library with its regional and national financing has the responsibility to supplement the community libraries as far as possible with media they can't or shouldn't own themselves
- The nine county libraries and the interlibrary lending center in the region constitute a network. The ambition is to be selfsufficient concerning the media collections. But in order to make the more special literature available to the public cooperation between public and research libraries is necessary
- Every interlibrary loan request should be considered as a presumptive purchase request
- Media that can be purchased and are of the criteria that the specific community library ought to include it in its collection should be bought by the library itself. If the library still makes a different choice the request should be sent to the county library according to the rules adapted in that county
- Media that are purchasable and of the criteria that the county library or the interlibrary lending center ought to have them in their collection should also, accordingly, be bought by them
- Media that are not available for purchase or are not to be found in the county library's catalogue should preferably be requested from the county library in the Dustweica cooperation that holds it. They can also be requested from the research libraries in the county with which the county library has an agreement. Then the request could go to other research and special libraries in the Dustweica region
- If the community library can't find the book in any catalogue they send the request to their county library. They might forward the request to the interlending library center
- For talking books there are special guiding principles

Followup of interlibrary loan requests

Two survey weeks: At least twice a year the County Library of Östergötland conducts a followup of the interlibrary loan requests sent there by the public libraries in the region. They are assessed according to certain criterias. This is a way to study if the agreed principles for "when to borrow, when to buy" are being followed.

The interlibrary loans have been registred as follows:

Call number/classification code, publicationyear, quality criteria level, purchasable and if the request has been referred further on or if it has been referred back to the community library. Also we register if the interlibrary loan has resulted in an acquisition by the county library. From the fourth followup occasion and onwards three columns have been added. They are:

executed (consequently neither referred further or referred back), each community library's percentage of the total amount of requests and lastly a column for comments.

Interlibrary loan statistics 1998-2002

The County Library of Östergötland has during one week copied and analysed all the incoming interlibrary loan requests on seven different occasions from 1998 until 2002.

Quality criterias:

- | | |
|---------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| Level 1 | Advanced literature, for example dissertations, reports (on university level), bibliographies etc. |
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The main part of the interlibrary loan requests from the first three followups divide themselves according to the three quality criteria levels as follows:

- Level 1 9%
- Level 2 90%
- Level 3 1%

The fourth followup shows the following quality level results:

- Level 1 21%
- Level 2 75%
- Level 3 4%

The fifth followup shows the following quality level results:

- Level 1 35%
- Level 2 65%
- Level 3 0%

The sixth followup shows the following quality level results:

- Level 1 43%
- Level 2 54%
- Level 3 3%

The seventh followup shows the following quality level results:

- Level 1 27%
- Level 2 72%
- Level 3 1%

Non-fiction largely dominates with roughly 90% of the requests. At least for the first five of the surveys. The sixth followup shows a small change, the number for non-fiction is roughly 80%. In the last followup the requests for non-fiction get 87% and fiction 13%. The numbers are roughly the same for six of the seven surveys.

An explanation of classification codes and call numbers is needed: In the Swedish classification system the different subject areas are named with letters. To make subareas you add letters and numbers according to certain rules. Rough classification codes are used as call

numbers to divide the literature on the shelves into subject areas. Within each subject area the literature is shelved alphabetically.

The interlibrary loan requests in the first three surveys in the subject areas

- D (Philosophy and psychology)
- E (Pedagogy and education)
- O (Social sciences and law)
- V (Medicine)

are similar with only marginal changes. It's primarily course books that are requested. The fourth followup shows a distinct rise of the interlibrary loan requests in the subject area H (Fiction). The majority of these requests concerns books in other languages than Swedish. When it comes to the fifth followup it's more difficult to draw conclusions. Worth noticing is that the subject areas V, D and O get high ratings in all the surveys.

The sixth and seventh surveys show most interlibrary loans in the subject area H (fiction). This means that fiction gets high ratings in three of the last four surveys.

In the earlier surveys the county library referred further on 46% of all the requests, in March 1999 the number of referred requests were 41%. The followup in the fall of 2000 shows a prominent drop of the number of referred requests to 10%. In 2001 in the spring the number was 16% and in the fall 33%. The survey in March 2002 shows that 16% of the requests were referred further on.

The interlibrary loans that were purchasable were referred further on to other libraries as follows:

- 29% in April/May 1998
- 18% in November 1998
- 4% in March 1999
- 11% in November 2000 (1 of 9 totally)
- 14 % in March 2001 (7 of 51)
- 16% in October 2001 (7 of 43)
- 19% in March 2002 (6 of 32)

Surveying the whole county: Since the past year the county's selfsufficiency level is being surveyed. In the months of March and April every public library in the county registers from where they make interlibrary loans. They also record if the item is purchasable and if they did buy instead of borrow.

Survey in March/April	2002	2003
County library of Östergötland	37%	43%
County libraries within Dustweica	12%	
Other county libraries	2%	
Dustweica interlibrary lending center	4%	
Other interlibrary lending centers	2%	
The International Library in Stockholm	3%	
Community libraries in Östergötland	2%	2%
Community libraries within Dustweica	1%	
Other community libraries	1%	
Research and special libraries in Östergötland	15%	8%
Other research libraries	21%	

Selfsufficiency level: Our ambition is to reach a selfsufficiency level of 80% when it comes to interlibrary loans. The situation today is that the county of Östergötland attains a little more than 50%. In order to reach the goal a greater awareness of collection development is required.

Collection development: The foundation for determining "when to borrow, when to buy" is knowledge and awareness achieved through education and training in the area of collection development. Between December 2003 and March 2004 the County Library of Östergötland and three other county libraries plan to give a four days acquisition course.

Summary

A comparison with earlier made surveys shows a number of noticeable changes. They are probably due to the new guiding principles for interlibrary loans which were adapted by the Dustweica cooperation in February 2000. They are really adapted and used.

The interlibrary loans consist to a higher degree than earlier of literature from quality criteria level 1. This is in accordance with the adapted principles. From the first five surveys the number of interlibrary loan requests that the County Library of Östergötland refers further on has decreased from more than 40% to 10%. One might think that the reason could be that more literature is bought. But the surveys don't show that, instead they show that less literature is bought. A more probable reason is that the rising use of the Internet around the county has created a situation where requests for books verified as "out of print" and not to be found in the media catalogue of the Public Library of Linköping are being sent directly to another library that has got them. This is also in accordance with the adapted principles.

The number of interlibrary loan requests coming from communities outside the county of Östergötland has increased from 21% to 31% of the total amount of requests during the period of survey. It's clear that the number of requests from communities outside Östergötland continues to grow. The number of requests that are being executed (neither referred further or referred back) differs between 73% to 89% in the different followups.

At the same time as the County Library of Östergötland made the survey in March 2002 all the nine counties in the Dustweica cooperation made a larger survey called "From where are the interlibrary loans ordered?" The survey showed that Östergötland's selfsufficiency level is only 54%. For the year 2003 the number is 53%. No big difference to be noted!

There have been discussions in Östergötland for several years now about developing the handling of interlibrary loans and the county's selfsufficiency level. The large Dustweica survey "From where are the interlibrary loans ordered?" shows that there is still a lot to be done to reach a selfsufficiency level of, lets say, 80%. Surveys like these give us hints about that.

Which conclusion can we draw from all these surveys? How can we in Östergötland reach a higher selfsufficiency level? What guidance do we get from the survey results?

There are different alternative explanations to the fact that the county's selfsufficiency level for interlibrary loans is only 53%. One explanation can be that books that are checked-out in the county are being requested directly from other libraries outside the county where they are not checked-out (this concerns books that are not purchasable). Another explanation that is given is that books are being requested directly from other libraries outside the county since

they are neither purchasable or owned within the county. The Dustweica survey that was made during March-April 2002 and 2003 and the results that survey showed for Östergötland tell us that interlibrary loan requests for purchasable media to an extremely low extent are sent out of the county. That is interesting! The number 21% is also interesting. That is the number of the county's interlibrary loan requests for 2002 that ended up at research libraries outside the county. The corresponding number for 2003 is 24%.

Finally: I would like to point out how important it is that the requests, mainly course books, sent to research libraries outside the county are instead executed within the county itself. This is a key issue when it comes to raise the selfsufficiency level in Östergötland.

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