

Report to Kinetica Expert Advisory Committee on Document Delivery

2004 Survey on the Kinetica Document Delivery Service (KDD)

Executive Summary

Interlibrary lending/document supply (ILL/DD) is an area of long term cooperation between Australian libraries. The National Library's KDD service has provided an infrastructure which has supported approximately 25% of ILL traffic over the past 5 years.

A survey was undertaken in 2004 for the Kinetica Expert Advisory Group on Document Delivery to investigate current practices in ILL/DD in Australia, perceptions of KDD, satisfaction with KDD services and trends in ILL.

The study found that libraries request from a wide range of libraries and commercial suppliers and consequently use many mechanisms in addition to KDD. This leads to multiple workflows and additional expense, particularly in terms of staff resources. Similarly libraries supply to many non KDD libraries, with approximately 86% using email and 81% fax for supply management and 77% using email for requesting.

KDD users perceive the prime advantage of KDD to be the payment system. KDD users and non KDD users are concerned that KDD is a complex system, requiring considerable staff expertise.

KDD users are highly satisfied with the help desk, manuals/documentation and KDD web pages. Training, while achieving a reasonable level of satisfaction, needs to be improved to meet user needs.

ILL/DD in Australia is perceived to, on average, have remained roughly steady over the past two years, balancing those who have perceived increases and decreases. Respondents predicted it would remain roughly steady in the future, again balancing those who have perceived increases and decreases.

Background

The Kinetica Document Delivery (KDD) service has been operating as a web based service since September 1999 using VDX software. It operated from September 1989 as an online service using the WLN software (ABN ILL). It was timely to review the issues associated with the service for the perspective of Australian libraries – both KDD users and non KDD users.

KDD and the KDD Payment service have been an integral part of the Australian interlending landscape. Over the past five years there have been significant changes such as:

- the emergence of new suppliers;
- a significant increase in full text electronic resources to the desktop for users in the university and other sectors;
- a decrease in interlending in Australia;
- a small increase in coverage of the NBD of holdings in Australian libraries;
- an increase in the availability and adoption of local ILL automated systems;
- implementation of ISO ILL systems in a small number of libraries enabling them to use their library network directly rather than through KDD, but still interact with KDD;
- continuation, but not significant growth of reciprocal free interlending communities.

Within this context it is worth noting that the usage of KDD has remained constant in recent years and has not increased, despite significant promotion efforts. The usage of KDD has also remained relatively low – at best guess approximately 25% of interlibrary lending/document supply traffic in Australia.

The survey was designed to collect information from a representative group of KDD users and non KDD users on:

- perceptions of KDD;
- the range of suppliers and reciprocal free interlending communities used by libraries;
- methods of supplying and requesting ILL/DD;
- trends in ILL.

The survey was designed to fill a vacuum in knowledge of the pattern of interlending/document supply in Australia and in particular to seek information on factors which inhibit use of the national interlending system, KDD.

Methodology

The survey was conducted as an online survey between 10 June and 2 July 2004.

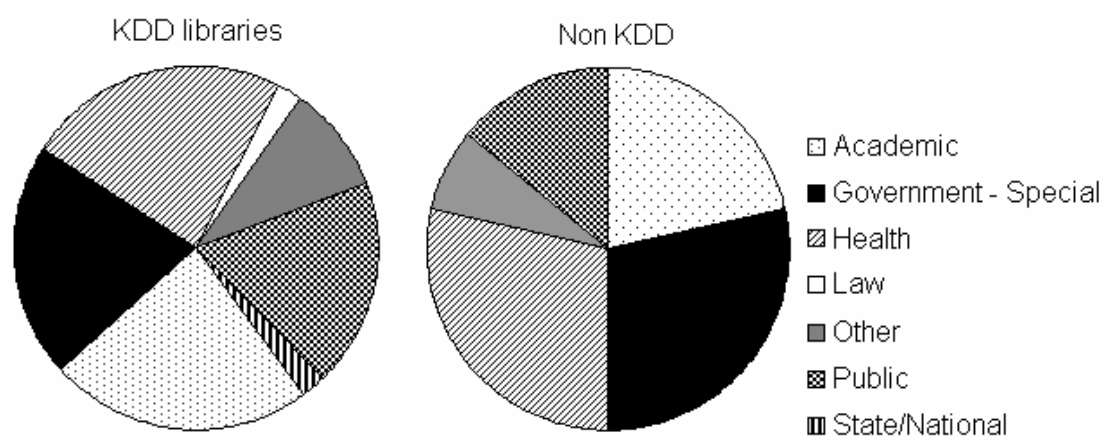
A representative sample of KDD users and KDD non users was selected for the survey sample. In addition KDD libraries were also invited to participate. There are approximately 550 Australian libraries that are members of KDD, 500 libraries that are Kinetica members but not KDD users and 4,000 libraries (primarily very small libraries) that are not members of Kinetica. Consideration was given to ensuring that libraries in all sectors, of all sizes and across all states were included.

The return rate for the survey was as follows:

	Selected for survey	Responded to survey	Percentage
KDD user	83	43	51.8%
KDD non user	31	14	45.2%
Total	114	57	50%

The return rate was relatively high for a library survey.

Respondents by sector were:



Survey Results

A summary of findings follows. The survey instrument is also attached at appendix 1. Responses are summarised against the major topics addressed through questions in the survey.

CURRENT PRACTICES

What sources are used by libraries for copies and loans?

Australian libraries have reported using a wide variety of commercial and non-commercial suppliers for many years. The survey sought information of the use of suppliers to enable consideration of the use and possible development of KDD to provide access to suppliers which were most relevant to Australian libraries. The Interlibrary Loan and Document Delivery (ILL/DD) Benchmarking Study, undertaken by the National Resource Sharing Working Group with the assistance of the National Library of Australia found that libraries using automated systems were most efficient, and this efficiency is best recognised when the majority of request can be managed through one system, no matter who the suppliers are. The report is online at http://www.nla.gov.au/initiatives/nrswg/illdd_rpt_sum.html. To achieve a successful service KDD needs to offer access to as many relevant suppliers as possible. This topic sought information to consider directions in inclusion of suppliers.

Use of commercial suppliers

	Use commercial suppliers	Percentage	Do not use commercial suppliers	Percentage
KDD user	30	69.8%	13	30.2%
KDD non user	11	78.6%	3	11.4%
Total	41		16	

Respondents comments included:

“I think that more and more libraries will be turning to commercial suppliers that can provide a guaranteed, standardised service.”

“I think the Subito model has had a significant impact due to next day turnaround (less time chasing up ILLs), cost, ability to have one invoice organisation wide.”

Comments:

The majority of libraries use commercial suppliers such as CISTI and Infotrieve. Respondents indicated that Infotrieve was the most widely used commercial supplier.

For KDD to provide an effective service requesting and payment must include a range of commercial suppliers.

Reciprocal/co-operative arrangements are important for consideration, some are providing alternatives to KDD. Gratisnet is an example where health libraries can request journal article from each other and thus not use KDD. KDD can support reciprocal schemes, for example Western Australian Group of University Librarians (WAGUL) which uses VDX software, and if resources cannot be provided from members of the network they then use KDD, and use KDD for supply to other libraries outside the consortium. Although the majority of reciprocal arrangements supply to member for free some supply at the reduce rate, in either case the Interlibrary Loan and Document Delivery (ILL/DD) Benchmarking Study found that libraries participating in reciprocal arrangements were usually more efficient.

Health and academic libraries were more significantly represented in the category “Use reciprocal/cooperative arrangements”.

	Use reciprocal/cooperative arrangements	Percentage	Do not use reciprocal/cooperative arrangements	Percentage
KDD user	28	70%	15	30%
KDD non user	12	85.7%	2	14.3%
Total	40		17	

Respondents comments included:

“Continued decrease as reciprocal or consortial arrangements come into place, combined with the full text databases.”

“More libraries seeking to join consortia for unmediated ILL book loans.”

Comments:

The majority of libraries use reciprocal/cooperative arrangements.

The majority of this traffic does not currently occur through Kinetica and it is unlikely that this will change, however, consideration of how the whole Kinetica service can support resource sharing communities needs to be investigated further.

How do libraries request material?

Australian libraries not only request material through a wide range of suppliers – library and commercial, but they also use a wide range of mechanisms for requesting. KDD will provide a most effective service when it can be the primary mechanism for requesting. This topic was designed to establish the extent to which libraries use KDD and also to obtain information on the amount and nature of non-KDD requesting.

KDD libraries did not exclusively use KDD to request material:

	No.	%
All requests through KDD	4	9%
Some requests through KDD	36	84%
No requests through KDD	3	7%

Comments:

This result is expected as many libraries do not have holdings on the NBD and are not KDD members so any requests to these libraries cannot be made through KDD. It should also be noted that many consortia operate with automated systems outside KDD (e.g. Gratisnet)

The majority of respondents who use KDD (83.7%) also use at least one other method to request or supply material. Note: This was a multiple choice question.

	No.	%
Local ISO	3	7%
Local Non ISO	5	12%
Fax	24	56%
Phone	14	33%
Email	33	77%
Commercial Suppliers	18	42%
Other	8	19%

Comments:

The results show that KDD users are also using other processes/mechanisms, of which the most significant are email and fax. As previously identified, the ILL benchmarking study found that separate systems and workflows made libraries less efficient.

Standardisation of methods for interactions with KDD such as supporting direct loading of emails would enable a significant improvement in efficiencies gained through KDD.

How do libraries manage/record the supply of these resources?

Document supply is a two sided process – libraries request material from others and supply resources to others. While the KDD service supports supply as well as requesting, information on usage of other mechanisms for supply was sought to consider areas where KDD should expand in order to improve the efficiencies of libraries and the Australian library network.

KDD libraries did not exclusively use KDD to supply material:

	No.	%
All supply through KDD	3	7%
Some supply through KDD	38	88%
No supply through KDD	2	5%

Comments:

This result is again expected as many libraries which request material are not KDD members (e.g. almost 50% of Kinetica users are not KDD members).

Again the majority of KDD users also used other mechanisms for supply.

	No.	%
Local ISO	3	7%
Local Non ISO	4	9%
Fax	35	81%
Phone	22	51%
Email	37	86%
Commercial Suppliers	3	7%
Other	8	19%

Comments:

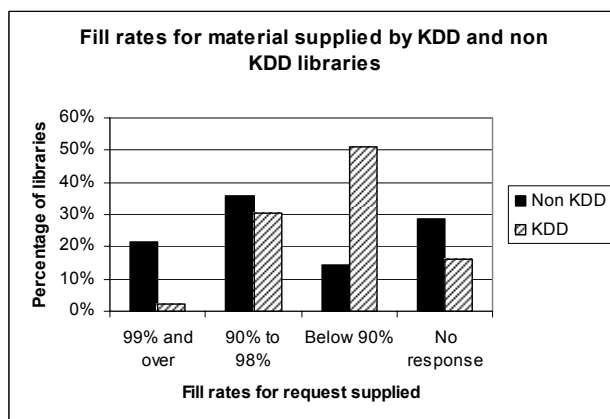
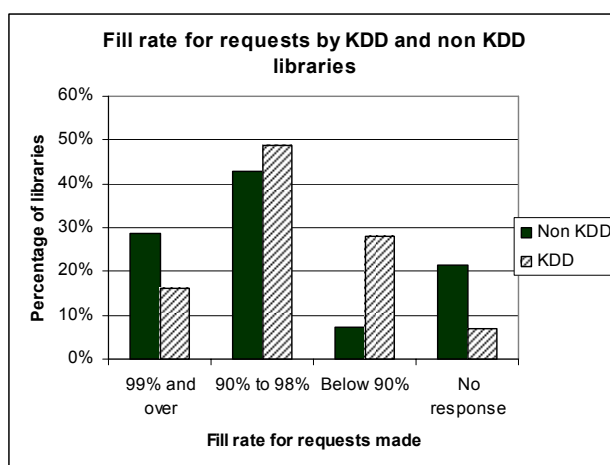
The results show that KDD users are also using other mechanisms, of which the most significant are email and fax. As previously identified, the ILL benchmarking study found that separate systems and workflows made libraries less efficient.

Supporting emails for notification of supply would enable a significant improvement in efficiencies gained through KDD.

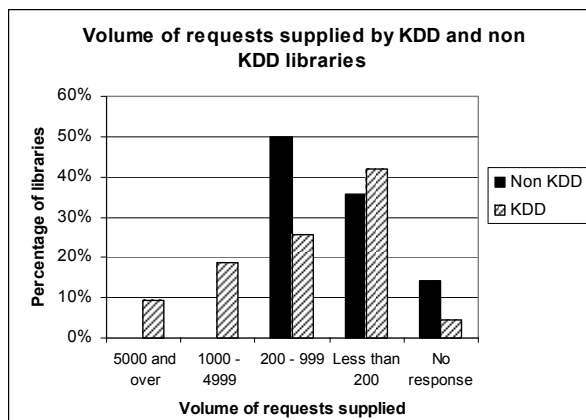
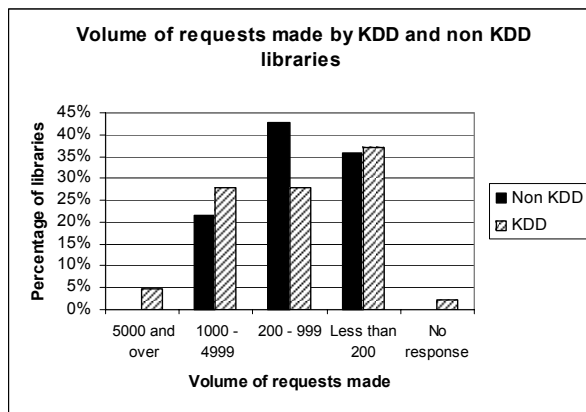
ILL operation and success factors

Significant resources are spent by Australian libraries on ILL.

The results of ILL services are most often measured by fill rate and turnaround time. The fill rate of KDD members was higher than that of non KDD members for requests but lower for material supplied. This could be as a result of inaccurate holdings on the NBD or because material was in use more often in KDD libraries as they are generally the larger libraries possibly with higher loan figures. It would be useful to compare the fill rate via sector, usually medical libraries have a very high fill rate as they have small but very specialised collections.



KDD users request and supply was significantly higher than non KDD libraries. Most non-KDD users requests and supplies were between 200 and 999.



Non KDD users keep track of ILL activity using different mechanisms. Although a very small number responded to each option the result generally reflect a higher use of local systems for tracking.

	No.	%
Tracking methods		
Local system	6	43%
Spreadsheets, database	1	7%
Manual paper records	3	21%
Reciprocal	4	29%
Library/Local council accounts	2	14%
Other	2	14%
Payment methods		
Local system	3	21%
Spreadsheets, database	4	29%
Manual paper records	8	57%

Comment:

The ILL benchmarking study found using a variety of systems resulted in double handling and increased costs. While it is not clear if local systems are only used for non KDD request the responses suggest a significant overhead in request tracking and handling payment.

KDD

Perceptions of KDD

KDD is well established in Australia, however the number of libraries participating in the service, despite significant marketing, has not increased significantly in the last 4 years, neither has use. To determine the strengths and weaknesses of KDD both users and non users were asked for their views.

KDD users commented as follows on perceived strengths and weaknesses. The majority of libraries (40 or 43) found the payment service or large membership of both an advantage.

Advantages of KDD	No. of responses	%
Payment	34	79%
Large membership	30	70%
Helpdesk	12	28%
Manual	7	16%
Workbook	2	5%
Reports	12	28%
User interface	14	33%
Search sources	23	53%
Request sources	26	60%

While a small percentage considered that there were disadvantages with KDD the complexity of service and its user interface were the highest reported disadvantages. Other issues included Z39.50 configuration of NBD, quality of Amicus search and turnaround times for requesting.

Disadvantages of KDD	No. of responses	%
Complex	11	26%
User interface	12	28%
Manual	1	2%
Reports	6	14%
Search sources	5	12%
Request sources	2	5%
Other	8	19%

The majority of respondents suggested improvements, indicating a great deal of interest in the future development of the service. The most commonly reported issues were:

- searching – this is clearly a major issue with 8 respondents indicating that better searching was required;

- reports was the second most commented on issue with suggestions that they need better naming, better ordering and display and more flexibility;
- equal third were being able to request an ILL from Kinetica Web, faster turn around time (from participating libraries), recalc cost issues;
- next there was a suggestion that more libraries should participate in KDD (and the NBD).

Generally comments focused on making the system easier to use and improving the functionality and reliability of the interface.

Comments:

The major advantages of KDD remain the payment system and the large number of participants in the service.

The system is complex, as are the process involved in ILL. The complexity was identified by respondents as a major issue..

Searching needs to be addressed as it is the highest listed improvement required. (Note: this issue will be addressed with the new Z39.50 service to be implemented in December 2004)

Non KDD users

Only one library had ever used KDD/ABN ILL which was not sufficient for any interpretation.

Six libraries had considered using KDD and six had not. Comments suggested that there were concerns with skills required, difficulty of use particularly for small libraries and concern over the cost of using the system. Some typical comments are:

“would like the convenience of payment but the system looks too complicated and time consuming to use – doesn’t seem compatible with the needs of one-person libraries”

“Do not use Kinetica libraries enough to justify using KDD.”

“...deemed it too expensive to install and use”

Only a small number of respondents answered the question on what improvements in the KDD service would encourage use of KDD. Comments generally covered improvements to make it easier to use and operate easily with local systems. Some typical comments are:

“Easier to use/More flexibility”

“Interoperability with your local system”

Comments:

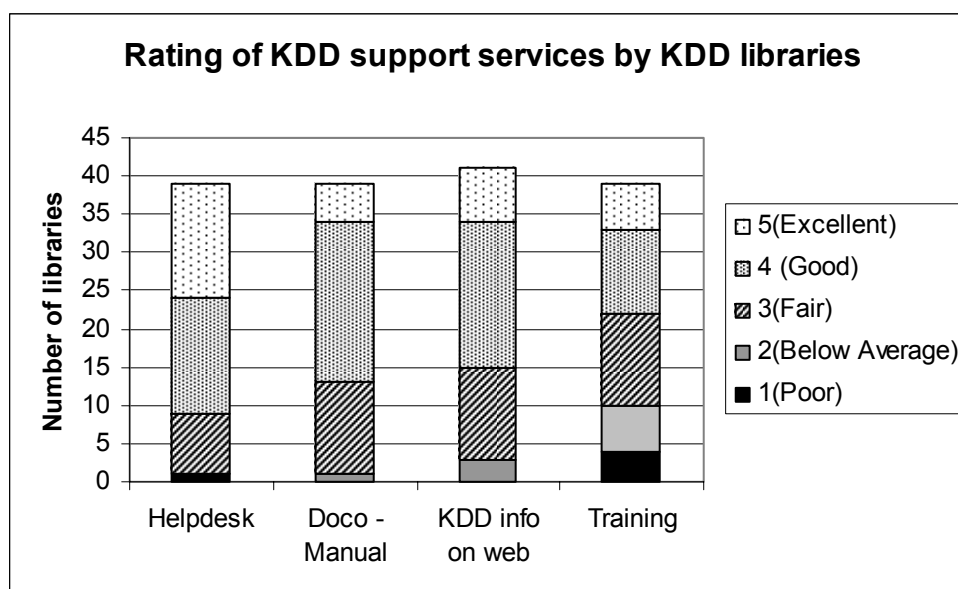
Consideration needs to be given to the potential issues facing small libraries in utilising KDD.

There is an obvious need for dissemination of accurate information on costs involved in using the KDD service.

Satisfaction with KDD support services

Kinetica provides a number of services to support KDD users including a Helpdesk, documentation/manuals (available online and in print), training (through designated trainers) and general KDD documentation.

Information was sought on satisfaction with these services together with any comments.



A separate survey was undertaken on Kinetica Training to ensure that training meets the needs of all Kinetica customers was undertaken in June 2004 of customers, including library staff, educators and students. Surveys were developed for the Kinetica Cataloguing Client, Kinetica Web and Kinetica Document Delivery. In summary the results of this survey were:

- Overall 53% of survey respondents reported that the cost of training is a significant issue for their library
- 64% of survey respondents indicated that they needed more training in using the Kinetica Client, 71% more training in using Kinetica Web, and 65% more training in using Kinetica Document Delivery.
- 85% of respondents preferred trainer-led courses rather than self taught

- 83% preferred training to be conducted in a work group rather than independently
- 56% preferred to undertake this training at their place of work rather than away from their place of work

Comments:

Overall the satisfaction rate was acceptable with less than 3% ranking Helpdesk services, documentation/manuals and KDD web pages as less than fair. For training however although 90% were satisfied, or at least not unsatisfied, 10% rated training as below average or poor. This is significant compared to the ratings of the other services.

However some concern was raised about the unavailability of training in some regions.

TRENDS IN ILL

To assist the EAG to consider future directions for KDD, information was sought from KDD and non KDD members on recent trends (over the past two years) in supply and requesting. In addition both groups of users were asked for perceptions of future trends (again two years).

Perceived trends in requesting and supplying over the past two years were generally seen as a stronger increase for requesting than supply. Both KDD and non KDD libraries agreed on this trend. For supply the view of respondents was roughly equal on whether there was an increase, decrease or no change for loans. Most non KDD users perceived that there was no change in demand for loans.

State, Academic, government, public and “other” libraries strongly considered requesting would increase, in that order. Law libraries considered requests for loans and copies would decrease, state/national libraries considered requests for copies would decrease. For supply of copies and loans law libraries considered it would increase, public libraries considered that loans would increase and government and “other” strongly considered that copies would increase. Academic, state/national and health libraries considered supply of copies would decrease, only state/national considered that supply of loans was likely to decrease.

Last 2 years	Increase	%	No change	%	Decrease	%
Requesting						
copies	27	48%	11	20%	18	32%
loans	33	59%	9	16%	14	25%
Supply						
copies	20	36%	17	31%	18	33%
loans	22	39%	23	41%	11	20%

Comments:

The CAUL statistics and NLA statistics reflect a consistent decreasing demand for ILL over the past 10 years. Respondents, however, perceived that requesting and supply, on average, remained around the same in the past two years.

There is no major differentiation in copies and loans. This is interesting as NLA statistics suggest that loans have remained relatively constant, though copies have declined. Given discussions about the reduction in the monograph other Australian Library Collections Task Force papers – (<http://www.nla.gov.au/initiatives/alctf/>), there does not seem to be evidence from this survey of a reduction in monograph acquisition by inference from a significant increase in monograph requesting (i.e. loans).

Future trends were also the subject of questions. Comments only were sought on this issue. A very wide range of issues were identified in comments, however it is difficult to draw conclusions from the small number of comments offered. Some thought there

would be an increase, some a decrease. The most common thread was agreement that there would be an increase in online resources available to users. Several made comments such as:

“Fewer traditional ILLs as more libraries have access to electronic journals. “

Several suggested that there would be an increase in end user access to automated requesting for ILL.

Several suggested that licence restrictions prevented ILL supply for electronic resources.

Several libraries indicated in comments through the survey that they would be seeking to automate their ILL with a local system.

Comments:

It is difficult to see into the crystal ball for the future of interlending and to predict issues that may have a major impact. It seems apparent that electronic journals to the desktop have reduced interlending, but major future issues were not identified.

APPENDIX 1: SURVEY QUESTIONS

Survey questions to KDD libraries

1. Do you use KDD for requesting?

- all requesting
- some requesting
- no requesting

Comments: _____

2. If you use KDD for some requesting or no requesting, what other methods do you use for requesting?

- Local system - non ISO ILL
- Local system - ISO ILL
- fax
- phone
- e-mail
- commercial supplier system

other (please specify) _____

Why do you use this method: _____

3. Do you use KDD for supplying:

- all supplying
- some supplying
- no supplying

Comments: _____

4. If you use KDD for some supplying or no supplying, what other methods do you use for supplying?
- Local system – non ISO ILL
 - Local system – ISO ILL
 - fax
 - phone
 - e-mail
 - other (please specify) _____
5. What other document delivery sources do you use?
- Infotrieve
 - CISTI
 - OCLC
 - British Library
 - Subito
 - IJanet
 - Gratisnet
 - Local/reciprocal arrangements with other libraries
 - Other (Please specify) _____
6. Over the last two years, have you noticed either a decrease or an increase in requesting for loans?
- Decrease
 - Increase
 - No Change
- Comments: _____
- _____
7. Over the last two years, have you noticed either a decrease or an increase in requesting for copies?
- Decrease
 - Increase
 - No Change

Comments: _____

8. Over the last two years, have you noticed either a decrease or an increase in supplying loans?

- Decrease
- Increase
- No Change

Comments: _____

9. Over the last two years, have you noticed either a decrease or an increase in supplying copies?

- Decrease
- Increase
- No Change

Comments: _____

10. What do you think the trend in ILL will be over the next two years ?

Comments: _____

11. How many staff do you have involved in interlibrary loan/document delivery?

___ Staff who spend ___% of their time on interlibrary loan/document delivery

12. Approximately how many requests has your library made over the past six months ?

_____ requests have been made.
_____ % of these requests were filled

13. Approximately how many requests has your library received over the past six months ?

_____ requests have been received.
_____ % of these requests were filled

14. What do you most like about KDD?

15. What do you least like about KDD?

16. What improvements would you like to see in the KDD service?
Please rank the improvements in order of priority, 1 = highest priority, 5 = lowest priority.

17. On a scale of 1 (poor) to 5 (excellent) how would you rate the support you for KDD?

Helpdesk	1	2	3	4	5
Documentation	1	2	3	4	5
Training	1	2	3	4	5
KDD documentation on the web	1	2	3	4	5
Other (please specify)	1	2	3	4	5

Comments: _____

18. Any other comments on the KDD Service?

19. What plans (if any) do you have for your ILL system over the next year ?

Survey questions to non KDD libraries

1. Have you ever used KDD or its predecessor, the ABN ILL subsystem for interlibrary loan document delivery:

Yes

No

2. If you formerly used either KDD or ABN, what were the reasons for not continuing to use these systems

Cost

Does not interact with local system

Use Local system instead

Ilanet or other cooperative arrangement

Not enough volume to justify using KDD or ABN ILL

Use manual system eg fax, phone, or an e-mail

Use commercial supplier system

Local arrangements with other libraries

Staffing issue – eg. lack of trained staff

System too complex

Other (please specify) _____

3. How do you keep track of your interlibrary loan activity?

Local System

Ilanet or other cooperative arrangement

Spreadsheet, database

Manual – paper records

Trust

Other (please specify) _____

4. How do you keep track of the payments and invoices for interlibrary loan/document delivery?

Not applicable – reciprocal arrangements at no charge

Spreadsheet/database

Library/local council accounts section

- Local system
- Ilnet or other cooperative arrangement
- Other (please specify) _____

5. What other document delivery sources do you use?

- Infotrieve
- CISTI
- OCLC
- Local/reciprocal arrangements with other libraries
- British Library
- Subito
- Ilnet
- Gratisnet
- Other (Please specify) _____

6. Over the last two years, have you noticed either a decrease or an increase in requesting for loans?

- Decrease
- Increase
- No Change

Comments: _____

7. Over the last two years, have you noticed either a decrease or an increase in requesting for copies?

- Decrease
- Increase
- No Change

Comments: _____

8. Over the last two years, have you noticed either a decrease or an increase in supplying loans?

- Decrease

- Increase
- No Change

Comments: _____

9. Over the last two years, have you noticed either a decrease or an increase in supplying copies?

- Decrease
- Increase
- No Change

Comments: _____

10. What do you think the trend in ILL will be over the next two years ?

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12. Approximately how many requests has your library made over the past six months ?

_____ requests have been made.
_____ % of these requests were filled

13. Approximately how many requests has your library received over the past six months ?

_____ requests have been received.
_____ % of these requests were filled

14. Have you considered using KDD?

- Yes
- No

Comments: _____

15. What improvements in the KDD service would encourage you to use KDD?

Interoperability with your local system

Easier to use

Support from Kinetica

More flexibility

Other (please specify) _____

Comments: _____

16. Would you like more information about KDD and the KDD Payments system ?

Yes

No

Comments: _____
