

# Taming the Tasman: international interlending under the Southern Cross

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## Abstract

**Purpose** – This article seeks to provide an update of two papers presented to the VDX Users Group of Australia and New Zealand during 2006. It aims to explore the issues associated with the implementation of Trans Tasman Interlending and its subsequent success, and is written primarily from a technical perspective.

**Design/methodology/approach** – The first part describes the issues addressed, processes used and resolutions adopted in the period leading up to the go-live of Trans Tasman Interlending. The second part provides a review of the first six months of operation.

**Findings** – Trans Tasman Interlending has produced interesting results and is clearly more significant for interlending in New Zealand than it is Australia. This article looks at a variety of result areas and delves into the issues the linked service has highlighted.

**Research limitations/implications** – While both countries have based their analysis on readily available report data, it is only in the Australian context that a formalised user survey was used. New Zealand reporting relies more on anecdotal evidence.

**Practical implications** – In highlighting the issues involved in linking two utilities this article potentially provides a checklist for others to follow and a yardstick against which to measure success.

**Originality/value** – Trans Tasman Interlending is a first for the linking of two national interlending utilities.

**Keywords** Interlending, Document delivery, Australia, New Zealand, National libraries, Resource sharing

**Paper type** Case study

## Part A: Trans Tasman Interlending: the prelude

### 1. Introduction

Taming the Tasman is the story of an odyssey, one that is long in the gestation and rapid in the implementation. It represents a first for linking two national interloan utilities: New Zealand's Te Puna Interloan and Libraries Australia Document Delivery. Trans-Tasman Interlending was launched on 1 March 2006 and offers libraries some very real advantages including:

- access to resources in almost 1,000 libraries;
- access to records in the Australian and New Zealand national bibliographic databases in a single search;
- request management through a single interface;
- a centralised billing and reconciliation mechanism; and
- experienced support staff conversant with the Virtual Document eXchange (VDX) application, its configuration and best operating practices.

### 2. Technical

Both national libraries use the same version of the OCLC Pica (formerly Fretwell-Downing Informatics) VDX software.

This has greatly assisted the technical implementation of the Trans Tasman Interlending project. However, a number of challenging technical, billing and best practice issues arose during project implementation.

#### *Locations load*

Interoperability between the national libraries required recognition of the requesting and supplying locations by each system. As the VDX version we were working with did not allow for creation of new locations "on the fly", and each national library's utility is a subscription-based service, a "locations load" was needed. This involved the extraction of member locations from each national library system for loading on the other's system.

This was the first occasion the National Library of New Zealand had undertaken a locations load. In order to prove the steps and the VDX scripting, the process was initiated on New Zealand's VDX training system. The first part of the process identified some variances from the supplied script. These occurred as a result of environmental differences in the New Zealand set-up compared with the system against which the script and instructions were originally written. The main difference was from which Unix account the script was run out, from the Oracle database owner or the systems administrator account. This issue overcome, the locations load went smoothly into a set of temporary tables. A pre-load review ensured staff were happy with the general look of the data and how it appeared in tables and fields. The load then proceeded and the log file provided valuable information on the result. During the post-load review and validation the log

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became invaluable in identifying exceptions. These included rejected locations, duplicate locations and rejected naming authorities. Duplicate New Zealand locations, resulting from some New Zealand libraries subscribing to Libraries Australia Document Delivery, were deleted.

Prior to Trans Tasman Interlending, the National Library of Australia provided a number of location loads for other ISO-ILL compliant libraries that now interoperate with Libraries Australia Document Delivery. However, loading another library's locations extract was new territory. The main difficulty was manipulating the Te Puna locations data before loading it into the system. The data in the "location code" field needed to be altered to enable Te Puna locations (and subsequent ILL transactions with Te Puna locations) to be easily distinguished from Australian locations. This was critical for the National Library of Australia's billing purposes and proved exceedingly useful for technical global updates to Te Puna locations. Data manipulation required familiarity with both SQL and the VDX tables and was achieved through the assistance of skilled staff from the National Library of Australia's IT department. Subsequent loading of the data from the OCLC Pica locations load script was relatively straightforward.

#### *Configuration issues*

Another interoperability hurdle was the existence of duplicate National Union Catalogue (NUC) symbols, used to identify libraries in Australia and New Zealand. For example, the symbol WU is used by Victoria University of Wellington (New Zealand) and is also used by the University of Western Australia. After some collective thinking involving other members of the VDX community including CAVAL Collaborative Solutions (Melbourne) and VDX support (Australia New Zealand office), we decided to differentiate such locations by using the naming authority in conjunction with the NUC symbol. Victoria University of Wellington was therefore configured as NLNZ:WU and University of Western Australia as NLA:WU. While naming authorities are always used when interoperating peer-to-peer via the ISO-ILL protocol, a single location in VDX can actually have two different naming authorities against it. It was necessary, in the case of the duplicate symbols, to separate the locations and ensure each has only the relevant naming authority against it. To minimise potential problems, the Z39.50 search targets for both Te Puna and Libraries Australia were set up in each National Library's VDX system to default the relevant naming authority against the database holdings.

The Trans Tasman Interlending project took ISO-ILL interoperability into new territory. Prior to the service, a number of other ISO-ILL compliant systems used by other libraries in Australia and the University of Auckland in New Zealand (Irwin and Reid, 2006) were already interoperating with Libraries Australia Document Delivery. The challenge was to convince these libraries to join the Trans Tasman Interlending project and once achieved, to deal with the technical complexities this introduced. For example, while an ISO library will display holdings in a search of the Libraries Australia database, a Te Puna library would not be able to request from them through Trans Tasman Interlending unless that library had agreed to be involved in the project. Apart from the broader issue of agreeing to supply to New Zealand libraries, each ISO library would need to run their own locations load so that their system could recognise incoming

requests from Te Puna locations. To facilitate the process, the Te Puna locations data was provided free of charge and in a variety of formats to match the requirements of different ISO-ILL compliant systems. In the meantime, all ISO locations interoperating with Libraries Australia Document Delivery were suspended on the Te Puna system, preventing a Te Puna library requesting from them until they had completed the locations load and passed a commissioning test with Te Puna Interloan.

#### *Search targets*

To enable users to search and request items through their respective versions of VDX, the National Library of Australia and National Library of New Zealand configured Z39.50 compliant search targets for each other's national databases. Each created an "Australasian profile" in VDX, allowing users to search the two target databases simultaneously. For the New Zealand environment, the Te Puna target was configured to display ahead of Libraries Australia, and vice versa for the Australian environment. This was done to encourage users to request from holdings in their own country before looking elsewhere.

#### *Systems defaults*

Entering into a trans-national relationship required the creation of new system defaults. These included:

- Configuring a calendar in each system for each country, specifying weekends and public holidays. Such a calendar is used in VDX to calculate the expiry date for responding to a request.
- Including a payment type to reflect users of the Libraries Australia Document Delivery Payments Service.
- Configuring a service profile to convert Australian service levels to the equivalent New Zealand levels.
- Adding a minimum default charge for shipped requests.

There is no service level code agreement to cover the supply of requests between libraries in Australia and New Zealand. Australian libraries have their own service level codes (see [www.alia.org.au/interlibrary.lending/ilrs.code.html](http://www.alia.org.au/interlibrary.lending/ilrs.code.html)), which differ from the international service level codes used by New Zealand libraries. In addition, VDX will only convert service levels for requests that are outgoing from the system. The national libraries were able to overcome this obstacle by setting up outbound conversion on our respective systems. This enabled Australian users to see only Australian service levels on incoming requests from New Zealand and vice versa for New Zealand libraries. While this covered the technical implementation, libraries in each country are not bound by a code that specifies turnaround times and supply costs for ILL requests.

The absence of a trans-Tasman service level code also had complications for establishing shipping charges as it has meant there is no guideline on what these should be. GST, postage charges and currency conversion rates have also complicated the issue. The National Library of Australia decided to configure a default charge for shipping to Te Puna libraries, effectively the Australian shipping charge minus the GST. The National Library of New Zealand configured a requested maximum cost default so Australian libraries would consider that cost before supplying the item and applying a shipping charge. Both the default shipped cost and requested maximum cost were configured in VDX through the use of group location identifiers.

*Testing*

Interoperability testing followed an agreed script and occurred over a two-and-a-half-day period in early January 2006, the holiday period in both countries. For this purpose, David Reid opened a new National Library office at the public library in Levin, about 100 kilometres north of Wellington. As a result the connection was a dial-up only and speeds were anything but lightning fast. Connection via the Virtual Private Network to conduct any configuration was something to contemplate only in extreme situations. All the tests succeeded so we moved forward with a great deal of confidence about what would occur in the production systems. Natasha Simons also visited the National Library of New Zealand following the testing phase, and outstanding issues were ironed out face-to-face. To safeguard against failure, a series of commissioning tests were also run immediately prior to the official launch of the service.

**3. Billing**

Billing is best described as the nightmare part of this project as it required a change to the New Zealand billing model. It is the area that prevented any earlier implementation of the Libraries Australia Document Delivery/Te Puna Interloan gateway. At the time New Zealand billing relied on a third party who expressed unwillingness to take on the additional charging processes. Considerations in this decision included the level of traffic and the investment required to sustain an effective charging system. The National Library of New Zealand agreed that its Finance section would undertake the trans-Tasman charging as a pilot, but it needed to fit within current billing processes. The intention was to take a similar approach to the Libraries Australia Document Delivery Payments Service and look at transactions from a supplier perspective rather than requester perspective and hence no "netting off". This means New Zealand libraries receive an invoice for requests shipped to them and a separate remittance for items they supplied rather than the single statement as applied at the time for domestic interloan billing. Because the National Library of New Zealand Finance section is in the middle of the on-billing of Australian supply charges, New Zealand Goods and Services Tax (GST) does apply. But New Zealand libraries can claim this back from the Inland Revenue. In addition, the National Library of New Zealand Finance section will not automatically apply a value if no shipped charge appears in a transaction. If it is zero, it is zero on the assumption this is the shipped charge deliberately applied by the supplying library. If it is a null value then that charge remains null.

The National Library of Australia provided a copy of their SQL billing script to the National Library of New Zealand. However, it was only partially useful since the National Library of Australia runs an ISO-ILL Gateway while Te Puna does not. In addition, the National Library of Australia also bills on both the "shipped" message as well as on a "received" without a "shipped" message while New Zealand does not. Sending a "received" message before the supplying library has "shipped" an item on the system is unfortunately a common scenario for Australian libraries with technical interoperability issues partially to blame.

The billing script used by each national library was run in the test environment, based on test requests, prior to implementation of the trans-Tasman service. In the end, there were few issues that required resolution and these were

overcome through the collaboration of the National Library of Australia and the National Library of New Zealand Finance sections.

*Supply charges*

Shipping charges were subject to critical debate among, and between, the national libraries. The final determination saw the setting of a system-wide NZ\$14 minimum charge for the supply of materials to Australia. Some libraries will set a higher fee and can do so by overriding this shipped cost at supply time. Or National Library staff will willingly re-set their default supply charge. In the case of rush and express requests the supply charge is likely to be anything the supplying library chooses to set. At this time the dollar value is set based on charges identified in the New Zealand Library Symbols book (available online at [www.natlib.govt.nz/en/services/6symbols.html](http://www.natlib.govt.nz/en/services/6symbols.html)). With New Zealand taking a *laissez-faire* approach, charges can be of any value. Common rush and express charges are NZ\$34, NZ\$39, even as high as NZ\$50. But we do know that libraries will find their preferred suppliers and supply cost may play a part in doing so.

Australian libraries generally abide by the Interlibrary Resource Sharing (ILRS) code for turnaround times and shipped costs. However, as with New Zealand libraries, Australian libraries can override the default shipped cost and charge whatever they like. There do not appear to be any national guidelines for Australian libraries when supplying to libraries overseas. For New Zealand, National Library of Australia defaulted a shipped cost in Libraries Australia Document Delivery that is the Australian cost according to the ILRS Code for the equivalent service level, minus the GST component, e.g. \$12 for a core request. However, libraries may still override this cost if they wish.

**4. Customer support**

Customer support has been critical to the success of the trans-Tasman project. The National Library of New Zealand ran a trial prior to implementation among a selected group of users, which provided helpful assistance in setting up parts of the system such as the order of targets in the search profile, guidelines for best practice, and clear identification of requests from Australian locations. Each national library put together a list of "frequently asked questions" and included these on their respective website. These cover questions such as billing, shipping charges, copyright, searching, best practice and contact details if further clarification is required by the user.

**Part B: Trans Tasman Interlending in review**

The second part of this paper reviews the first six months operation of Trans Tasman Interlending and offers insight into some of the issues this has raised.

Additional benefits from the service include:

- increased opportunities for customers to seamlessly request from libraries across the Tasman;
- an increased level of co-operation and sharing of ideas between services using the same system;
- exploiting functionality in the software that both countries use; and
- building on a similarity of configurations and user base.

### 1. A new trend emerges

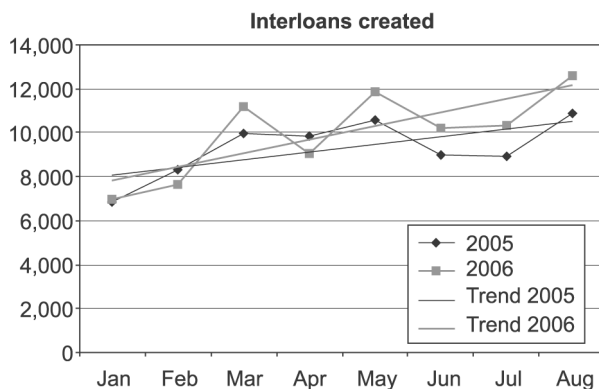
In the period 2000 to 2005, interloan traffic in New Zealand has declined by 22.5 per cent to the point where requests are at the same level as they were in the early 1990s. The reasons for this have been previously documented (Reid, 2005) However, curiously in 2006 the exact opposite is now occurring. Traffic for the first eight months of the year has increased by 7.6 per cent (see Figure 1). While there is no empirical evidence to assist in explaining this, the following speculative comments offer potential insights:

- It is Trans Tasman Interlending! It accounts for the majority of the increase at 5.6 per cent of traffic overall.
- The addition of Trans Tasman Interlending provides a more complete information access package and as such Te Puna Interloan is now a more attractive service.
- New users have come on board although they generally remain low use. The addition of many health libraries is a boost to coverage and access.
- It is likely that access to e-resources has generated requests for in-print materials.
- Allied to this is anecdotal evidence that many requests are now for older materials.
- Another possibility may lie in a trend for the verification, location and sourcing of requests to become more difficult. These services require the involvement of information professionals and may result in more requests in the traditional interlending format.
- And finally, perhaps it is a natural readjustment.

Unlike New Zealand, the downward trend in interloan in Australia has continued since 2000. That said, Libraries Australia Document Delivery has seen a slight increase in interloan in the first few months of the 2006/207 financial-year. This is attributed to the increase in the numbers of members who have recently joined the service. (Since January 2006, there have been 93 new members joining Libraries Australia Document Delivery.)

The 2,900 or so supplied transactions that have been conducted since the birth of Trans Tasman Interlending represent only a small fraction of the total number of Libraries Australia Document Delivery requests. Libraries Australia Document Delivery averages close to 250,000 requests annually, of which approximately 203,000 are supplied.

Figure 1 New Zealand interloan traffic



### 2. Trans Tasman Interlending – some perspectives

#### Request traffic

Since March 2006 New Zealand-generated requests outgoing to Libraries Australia Document Delivery have averaged 4.4 per cent per month. Incoming requests have averaged 1.2 per cent a month.

Between March and August 2006 there were a total of 2957 filled requests between Australia and New Zealand.

#### Direction

Of the 2,957 filled requests that flowed between Australia and New Zealand, only 429 were supplied to Australian libraries. The balance was requests supplied to New Zealand libraries.

#### Loan/copy split

New Zealand-generated requests average 39 per cent loan request and 61 per cent copy request. Australian-generated requests average 55 per cent loan and 45 per cent copy. It is believed this difference arises when Australian libraries are unable to supply and an attempt is invariably made to source the item from New Zealand.

#### Supply/success rates

The supply rate on New Zealand-generated requests by Australian libraries averages just under 88 per cent. The ratio of copy to loan is 39:61 per cent reflecting the split of resources requested. When looking at the proportion of loans supplied the average is 90 per cent and for copies is 86 per cent.

The Australian-generated requests incoming to Te Puna Interloan show a split of 55:45 per cent in favour of loan over copies. The assumption applied is that this relates to the unavailability of the resource in Australia and reflects a desire to source the item. Overall the supply rate is 55 per cent. Anecdotal evidence suggests many New Zealand libraries are reluctant to send their resources overseas because of costs and the possibility of loss in transit. The proportional supply rates reinforce this view. 49 per cent of loan requests are supplied and 64 per cent of copy requests. For large supply operations, such as the universities, the ability to send documents in an electronic format is advantageous. It is quick, efficient and the associated cost structures are the same as for domestic interloan. Another point of interest is that initially loan requests were a higher proportion of the Australian requests, although this trend has started to rebalance and may be a reflection of the lower supply rates from New Zealand.

It is anticipated that the implementation of an Electronic Document store in the recent Libraries Australia Document Delivery upgrade (and soon to be considered in the New Zealand environment) will make the process of supplying items electronically simpler, especially for libraries which do not have the Ariel (or equivalent) software. Libraries Australia Document Delivery and Te Puna Interloan Administrators are in the process of discussing how best this functionality can be utilised in the trans-Tasman environment.

#### Turnaround times

There are two elements of turnaround time to consider – response times and shipped times:

- 1 *Response times.* For the purposes of this discussion response time is defined as the time between an incoming request arriving until it is responded to with the “shipped” action. Data analysis reveals that 65 per cent of New Zealand-generated requests are responded to on the day they arrive or within 24 hours of arrival. On the

other hand 21 per cent of Australian-generated requests are responded to in a similar timeframe. A further 26 per cent are responded to at the six and seven day mark. There is no readily identifiable reason for this, and the data are slightly skewed as it does include weekends. But it could also be a reflection of the largest New Zealand suppliers relying on overnight batch reports from which they process incoming requests. This could be a delaying factor.

- 2 *Shipped times.* Almost 82 per cent of New Zealand-generated requests are shipped and received within four days – 40 per cent on the same day or within 24 hours. This is probably a reflection of a higher proportion of copy requests that are electronically transmitted. Once again the New Zealand shipping rate on Australian-generated requests is tardy in comparison – 25 per cent on the same day or within 24 hours and 44.5 per cent within four days. Again a peak occurs at the five to seven day mark of 33.6 per cent. This too can be attributed to the greater proportion of loans over copy. Figures clearly show that copy requests make up the greater proportion of the early response while loan requests appear more frequently in later periods. It also suggests that “snail mail” remains a popular dispatch mechanism for loan requests, although delivery within two to four days does indicate the use of courier services or express mail as alternatives. Another interesting feature is that many of the Australian-generated requests are from eastern seaboard libraries where mail services are possibly more rapid with city-to-city trans-Tasman air services prevalent.

A number of libraries that responded to the Trans Tasman Interlending survey commented favourably on the turnaround times provided by New Zealand libraries.

### 3. Issues and considerations

At the outset it must be stated that the issues arising are minor and they should not override the success of the implementation. However, the issues are quite varied and several in number. In order to more adequately identify these issues the National Library of Australia conducted a Trans Tasman Interlending survey in August 2006. What issues arose?

#### *Searching target databases*

Differences have arisen from searching different targets and the use or non-use of punctuation, such as including or excluding the hyphen when searching for an ISSN. There is also the apparent timeout of search targets after approximately 20 minutes of inactivity. Inconsistent search results can sometimes require a second search strategy. The National Library of Australia and the National Library of New Zealand are working to standardise their Z39.50 search attributes as much as possible, to simplify searching (and learn from each other).

#### *Workflows*

Some New Zealand libraries perceive a difference in creating and responding to international requests even though in reality there is none. There is also a belief that the National Library of New Zealand can provide guidance and answers to local processing issues.

#### *System defaults*

New Zealand has identified a need to reflect delivery defaults that are relevant in an international environment such as the desire to have copy requests delivered in an electronic format. This has been successfully applied in a recent upgrade. Moreover, that the maximum cost parameter more adequately reflects what a library is prepared to pay in an international environment and thus speed supply.

Libraries Australia Document Delivery has a default profile for a responder (i.e. when a request arrives from Te Puna). It calculates charges based on the base costs as provided in the Australian ILRS code, i.e. price minus the GST.

The National Library of Australia recommends that each requesting library set their maximum cost and that responding libraries pay close attention to this field. Evidently a large proportion of users did not heed this recommendation, as almost 77 per cent of respondents to the Trans Tasman Interlending survey did not include a Maximum Cost in the field. This may be because Australian Libraries are used to operating within the ILRS code, and expect New Zealand libraries to do the same.

#### *ILL and TGQ (what are these?) numbers*

The ILL and TGQ numbers for New Zealand-generated requests are the same. Despite offering advice when the gateway with the University of Auckland went live and repeating the same information at the commencement of Trans Tasman Interlending, this still confuses some library staff.

As Australian users have had interoperability with other ISO-ILL systems for some time, users were comfortable with this concept, though an alphanumeric TGQ can still throw some people!

#### *Charges*

During the recent Trans Tasman Interlending survey, different views were expressed on changing default charges. A number of libraries would like the default charges for loans increased, to reflect higher postage and insurance costs (47 per cent), but a slightly higher number were happy for the charges to remain unchanged (53 per cent). Australian libraries noted that their New Zealand counterparts tend to charge more for supply, although average figures show this is only by a couple of dollars.

#### *Poor practices*

This came to light when we began analysing response times and supply rates. The original supply rates as calculated were much lower than those quoted above. The initial analysis looked at the “shipped” action only. Additional reporting indicated there were requests that were “received” but not “shipped”, and more that were “shipped” yet not “received”. From this we conclude that library staff must process their requests more carefully in line with the ISO-ILL protocol. For example an electronic document that gets supplied must get “shipped” on the system. Staff must comprehend that a cycle is finished for a copy request by adding the “received” action. Still many staff believe that adding “complete” on a request that’s arrived in the office is the end of the cycle.

This trend is reflected by some Australian libraries, especially those new to ILL, as the complexities and processes defined by the ISO-ILL protocol are not always clearly understood.

*Central maintenance*

This is not an issue for system users; rather it is one for the business administrators. Keeping location records up to date and synchronised with another server adds a level of complexity, as does maintaining suspensions and charging matrixes. It is a business limitation that Te Puna does not use the automated suspension script, which has been in use in Australia between Libraries Australia Document Delivery and some VDX libraries for approximately six months. This is something the National Library of New Zealand will investigate with a view to its implementation.

There are complexities in managing a decentralised system, with around 20 Australian locations using their own ISO-ILL compliant systems to interoperate with Libraries Australia Document Delivery. Only the University of Auckland operates this way in the New Zealand environment and there is no requirement for their request to gateway through Te Puna Interloan.

*The “funnel effect”*

The business administrator becomes the key to many elements of such an operation. The authors liken it to a funnel where everything comes via a wide catchment to a narrow point. On the down side this can cause queuing of work. On the upside it creates an exciting work environment and the need to be dynamic in finding and applying the best business solutions.

*Codes and services*

Australian users were not aware that New Zealand did not have an equivalent of the ILRS code, and were often surprised that some New Zealand libraries would charge more to supply items than the anticipated “standard” costs. There was also a desire to see the New Zealand libraries symbols listing in a more user-friendly (searchable) format than the current .pdf file. Such an interface will most likely go live in October 2006. On the other hand some New Zealand libraries have expressed an interest in having the ILRS in printed form! Regardless of this, the provision of location data in each system allows users to search for any library, in both countries. Libraries Australia Document Delivery Administrators are also working with CAVAL VDX support to develop an automated locations update script.

**4. Billing**

When the National Library of New Zealand’s Finance section took up the responsibility for processing trans-Tasman billing transactions it required advice and agreement from New Zealand’s Inland Revenue Department. That advice was that the National Library of New Zealand could issue “buyer created tax invoices (BCTI)” on behalf of New Zealand libraries and that these were subject to New Zealand GST. The latter arose because the invoices are created in New Zealand by a New Zealand organisation, although libraries can claim this portion back.

Libraries were required to give permission for the National Library of New Zealand to create BCTIs, and while the initial target group was relatively small we found more libraries began using the service than were initially anticipated. This resulted in seeking and receiving permission from all “Charter” libraries prior to the second billing run. Charter libraries abide by the requirements of the New Zealand Interloan Scheme to report holdings, supply requests and respond to requests within agreed timeframes.

New Zealand billing operations replicate the Australian operations. This includes billing from a supplier perspective and billing on a bi-monthly basis. Prior to each billing run an extract of data is prepared from each of Te Puna Interloan and Libraries Australia Document Delivery. These extracts are compared for any variance and decisions reached whether to include or exclude the data from the run. Billing routines have now bedded down as they have become fully documented and understood. They have become easier to operate at each billing run.

Although happy with how the billing system is operating, the National Library of Australia is continuously striving to simplify the billing procedures. Users do not need to worry about exchange rates etc, as these are taken care of by the payments gateway, which centralises billing, so users do not receive multiple invoices/payments from the various transactions

**Part C: conclusion**

In conclusion all authors agree that the implementation of Trans Tasman Interlending was a successful business development. From a technical perspective it runs smoothly. It is the non-technical issues such as billing and practices that are more complex to resolve. Trans Tasman Interlending also has a place in reviving a faltering service as traffic volumes on Te Puna Interloan begin to climb again.

Where issues have arisen they are most commonly centred on education.

Users responding to the Trans Tasman Interlending survey had this to say:

The New Zealand libraries have been very quick in supplying articles and books to us – faster than most Australian libraries!

I think it’s a fantastic thing to have Trans Tasman interlending with our NZ cousins. I haven’t actually had the opportunity to request from NZ as yet but have supplied quite a few and don’t mind in the slightest.

There is also an extremely good working relationship between the system administrators of New Zealand and Australia.

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**About the authors**

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