

Renewals and Interlibrary Loans in Libraries

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Objectives

The overall purpose of the paper is to explore intended and unintended effects of technological development in relation to user behavior.

Another purpose is to explore how well an ecological perspective and approach can contribute to explanations of intended and unintended effects.

This paper explores the changes taking place in renewals and interlibrary loans in the Danish Library System.

Two phenomena are interesting in this context. First of all, the number of renewals of materials has grown very rapidly.

Further, the number of interlibrary loans has also increased.

Background information

It is important to note that the Danish library system by law and regulation have to be viewed as one system. All libraries have the obligation to participate in the nation-wide arrangement concerning interlibrary loans.

In Denmark, all citizens have access to the joint holdings of all libraries through a national database named bibliotek.dk. Users have the right to order material from every library in the country and get it delivered at their local library, be it a public library or a research library.

The act states very clearly that all citizens have the right to loan materials from all libraries in the country. The act also emphasizes the principle of the cooperating library system meaning that all types of libraries have to participate in the interlibrary loan system. Bibliotek.dk can be considered as the technological facilitator of these intentions.

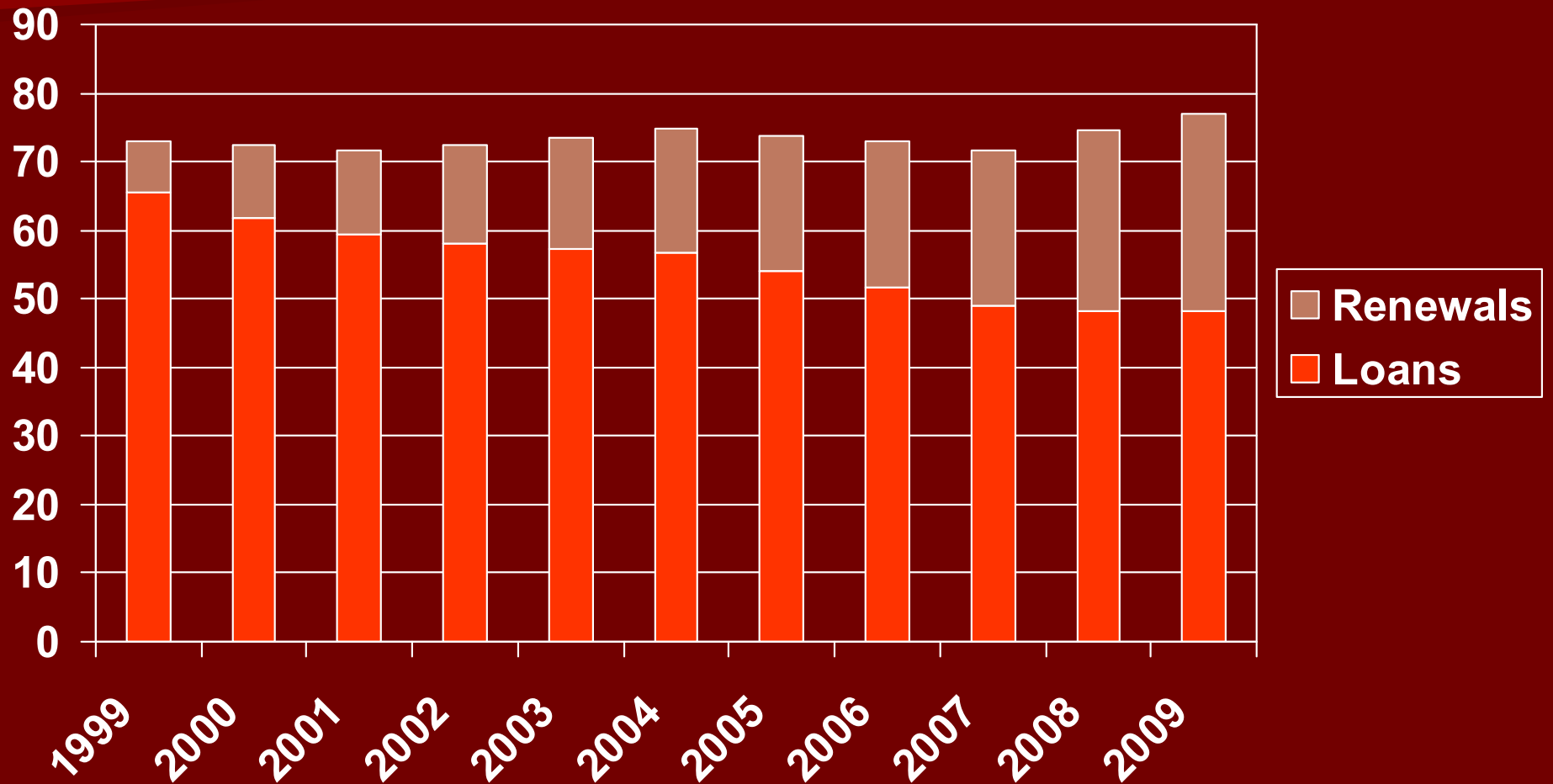
Research Questions

1. How has the development been in the number of renewals and interlibrary loans been in the period since 2000 in public libraries and in academic libraries in relation to other loan-oriented activities and how is the interaction between libraries from the two sectors?
2. How are the renewal patterns and the patterns of interlibrary loans correlated with other statistical factors?
3. Can affordance theory be used as an explanatory frame of reference to explain the development in renewals and interlibrary loans?

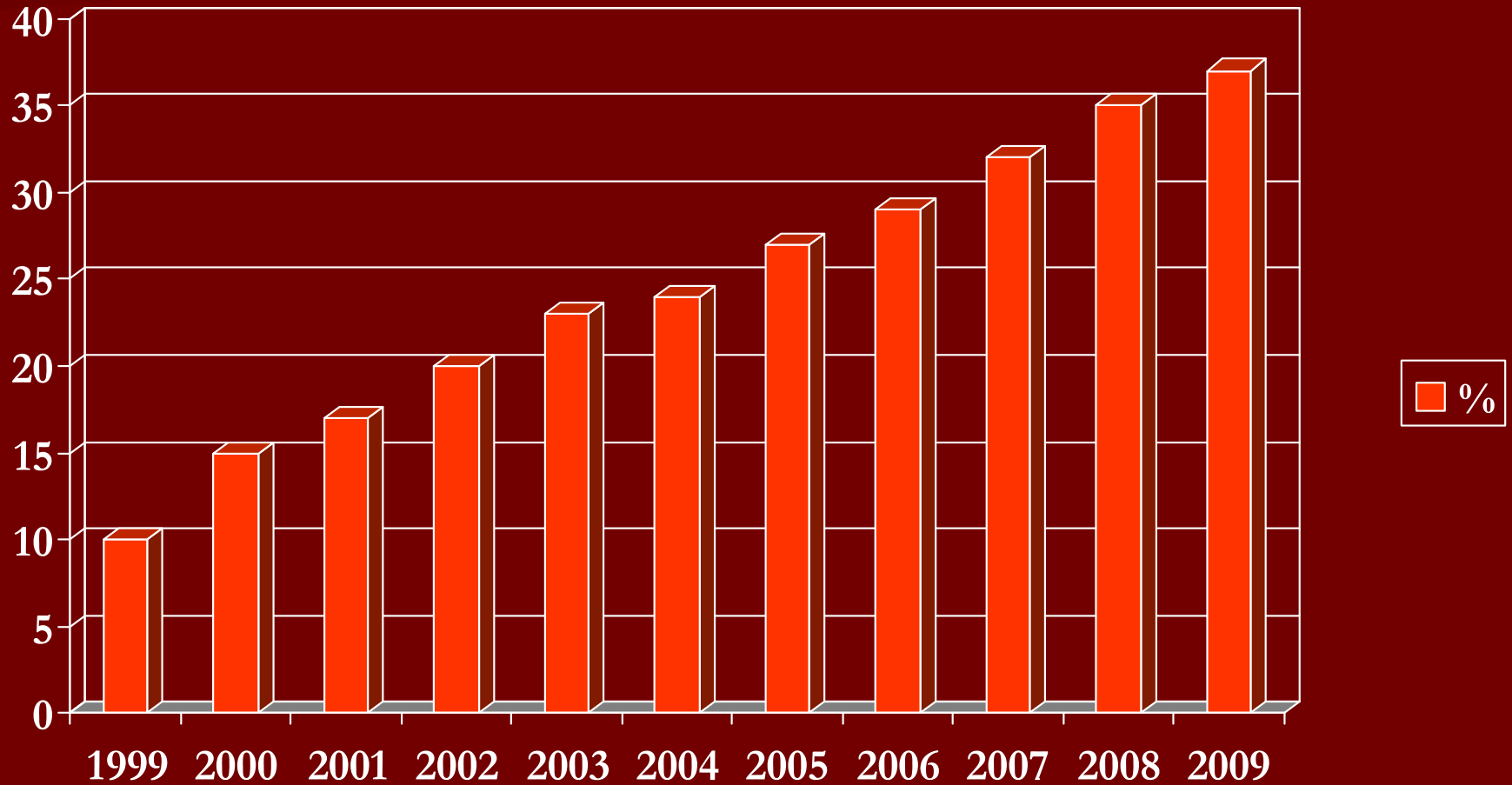
Affordances

	Intended by design	Not intended by design
Perceived by users	Convenience Access for all	Bulk renewals Bulk reservations and requests
Not perceived by users	Advanced features	Diminishing availability 15-30 % Ill items not picked up

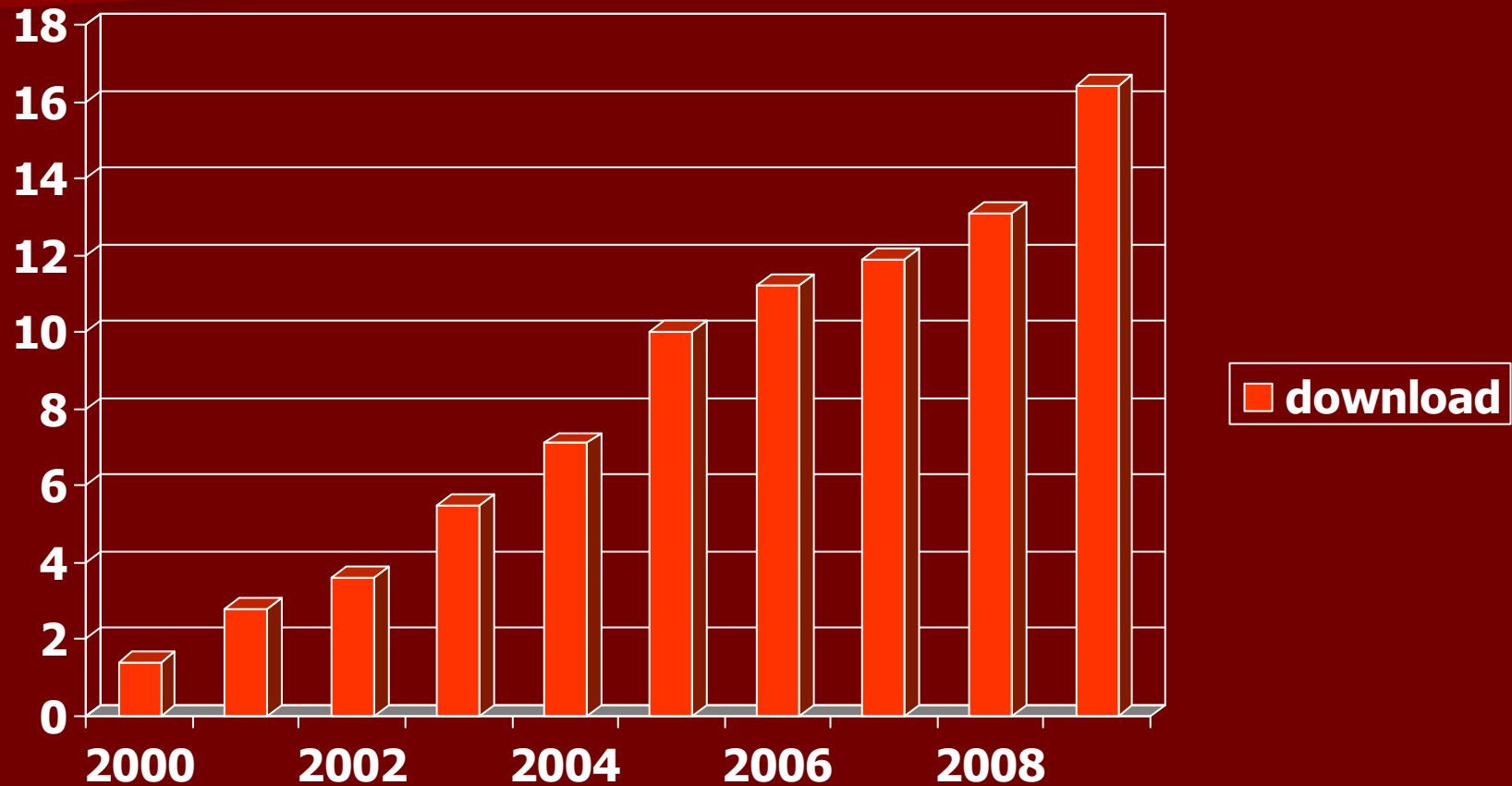
Loans and Renewals in Public Libraries



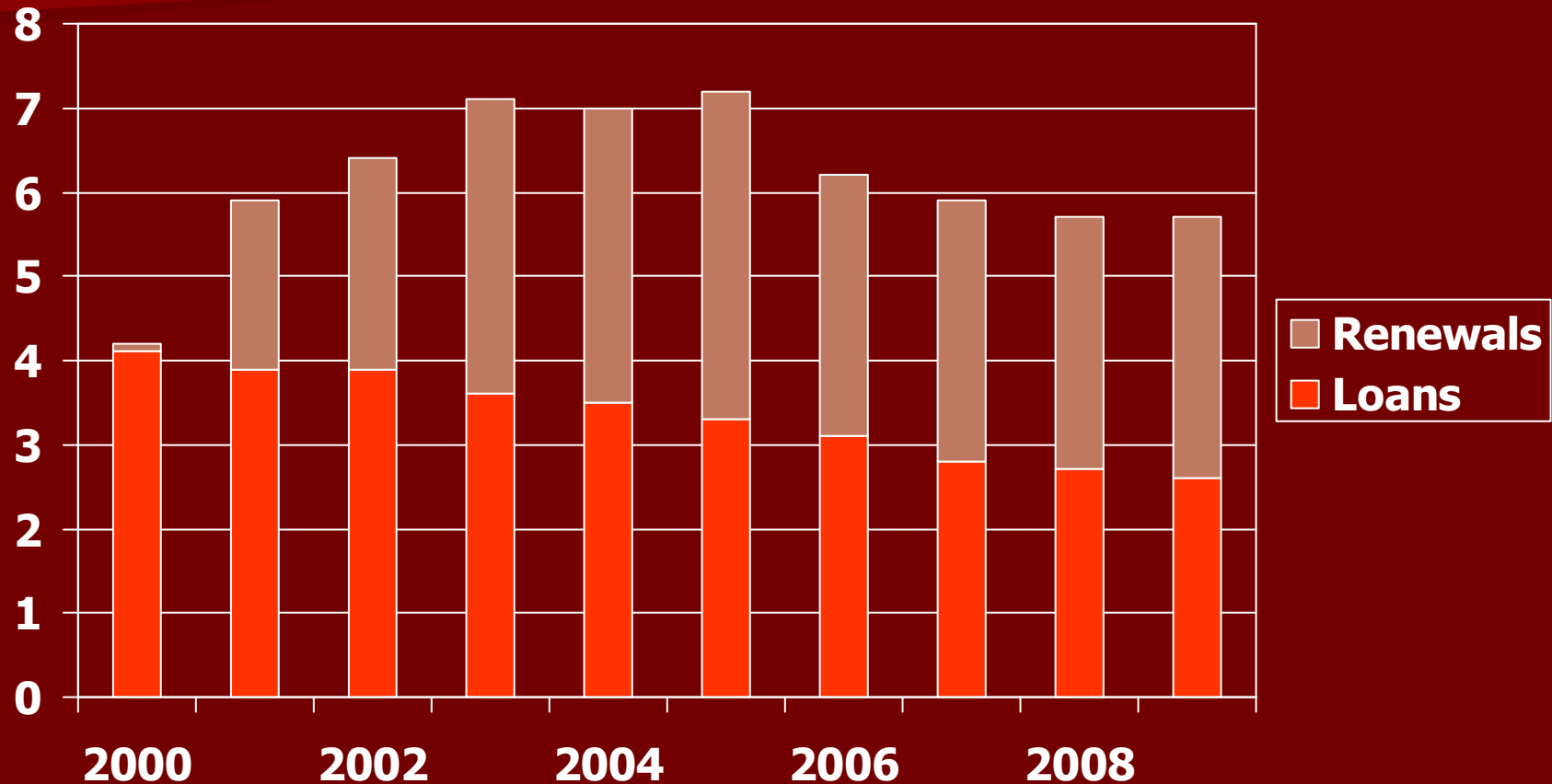
Renewals as % of loans in Public Libraries



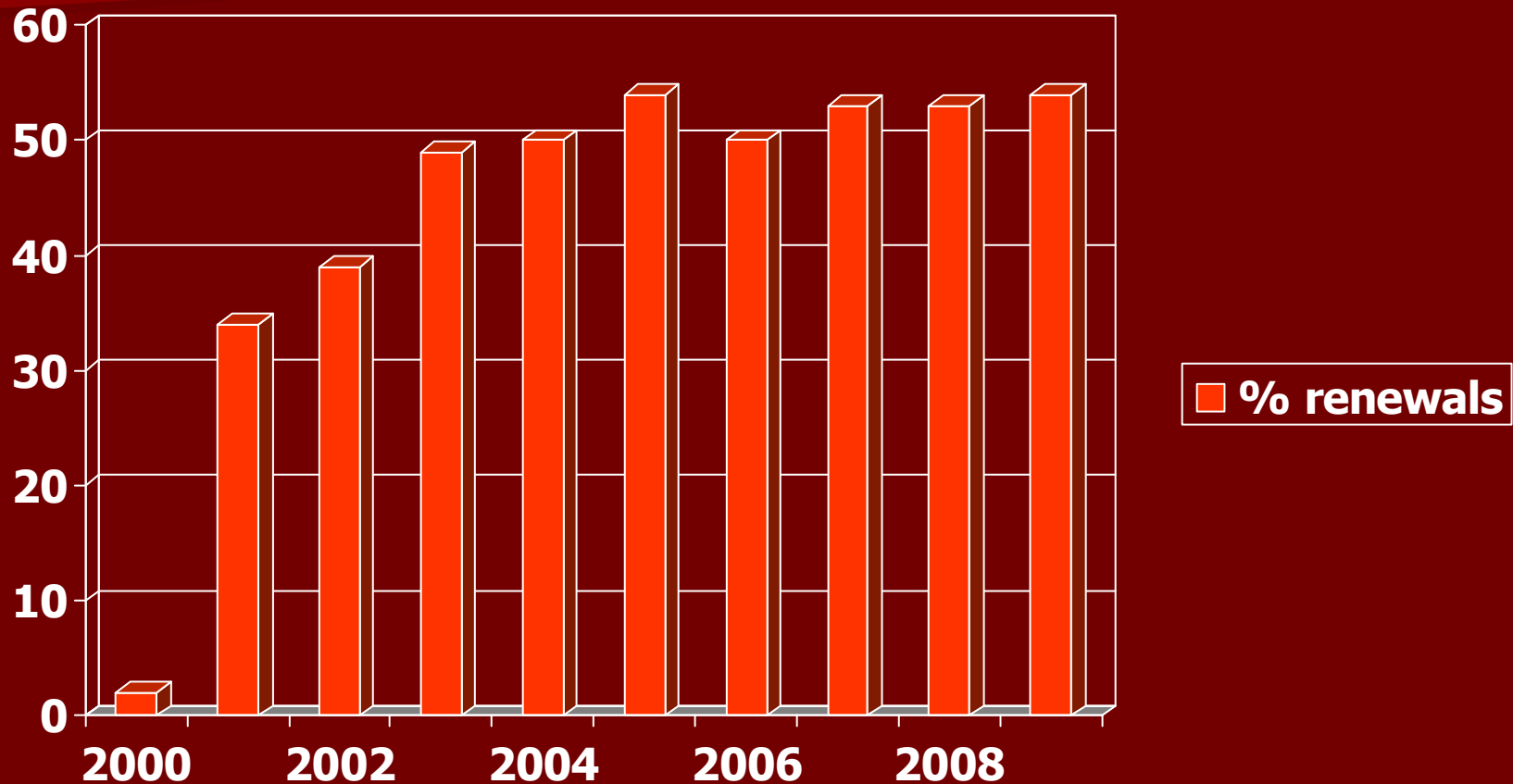
Downloads in 16 academic libraries in millions



Loans and Renewals in 16 academic libraries in millions

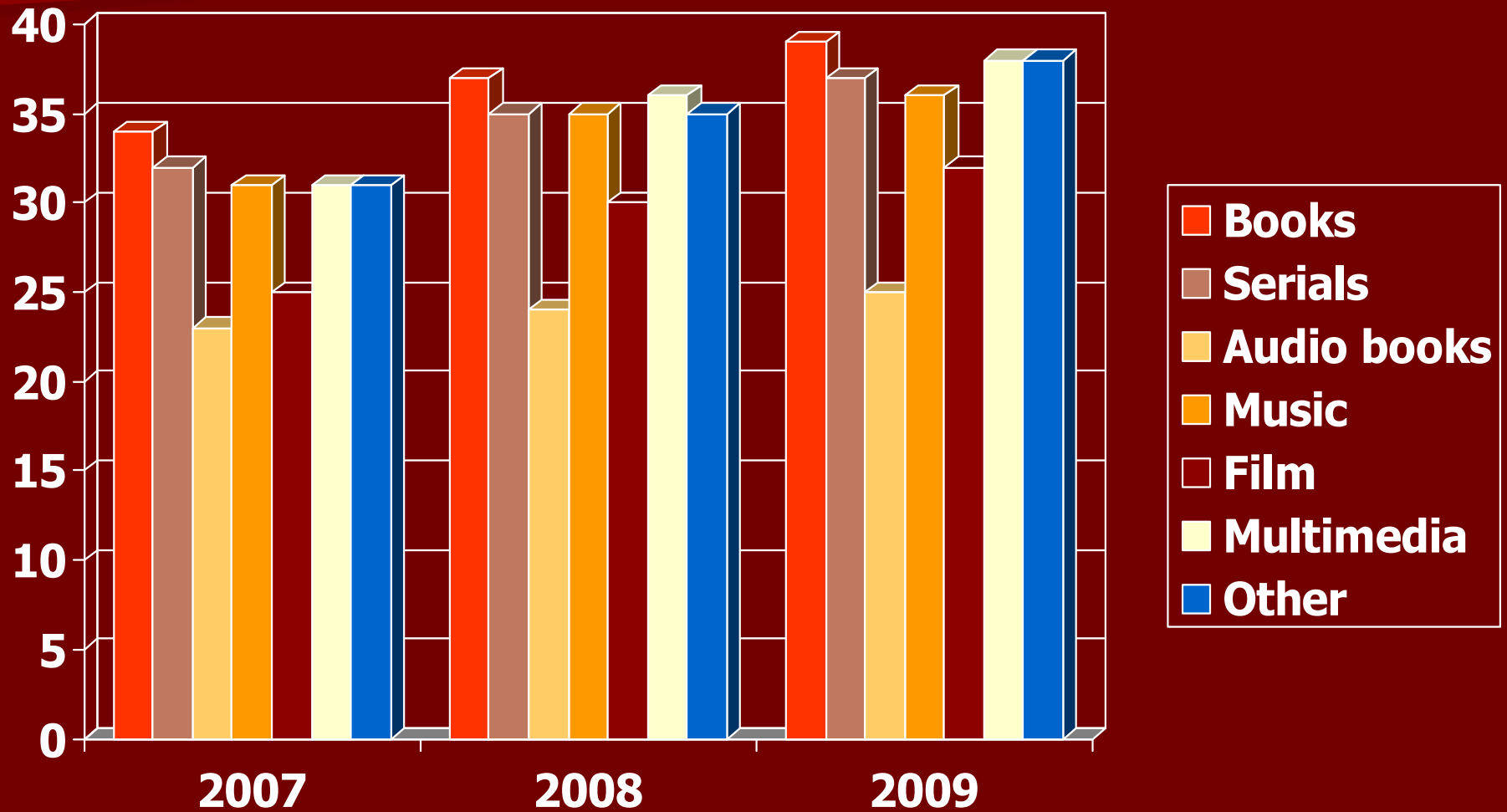


Renewals as a % of loans in 16 academic libraries



Variation between 24 and 80 % depending on library

Renewals % and categories of media



Facts about renewals

- Dispersion between 12 and 68 % of loans
- Highest proportion of renewals is found in the Copenhagen area and in the vicinity of other large cities

16 academic libraries ILL loans and the proportion going to public libraries

	2002	2003	2004	2005	2006	2007	2008	2009
Total – in thousands	741	809	979	1035	1046	990	1090	1095
% to public libraries		56	68	73	76	78	77	78

ILL borrowing public libraries

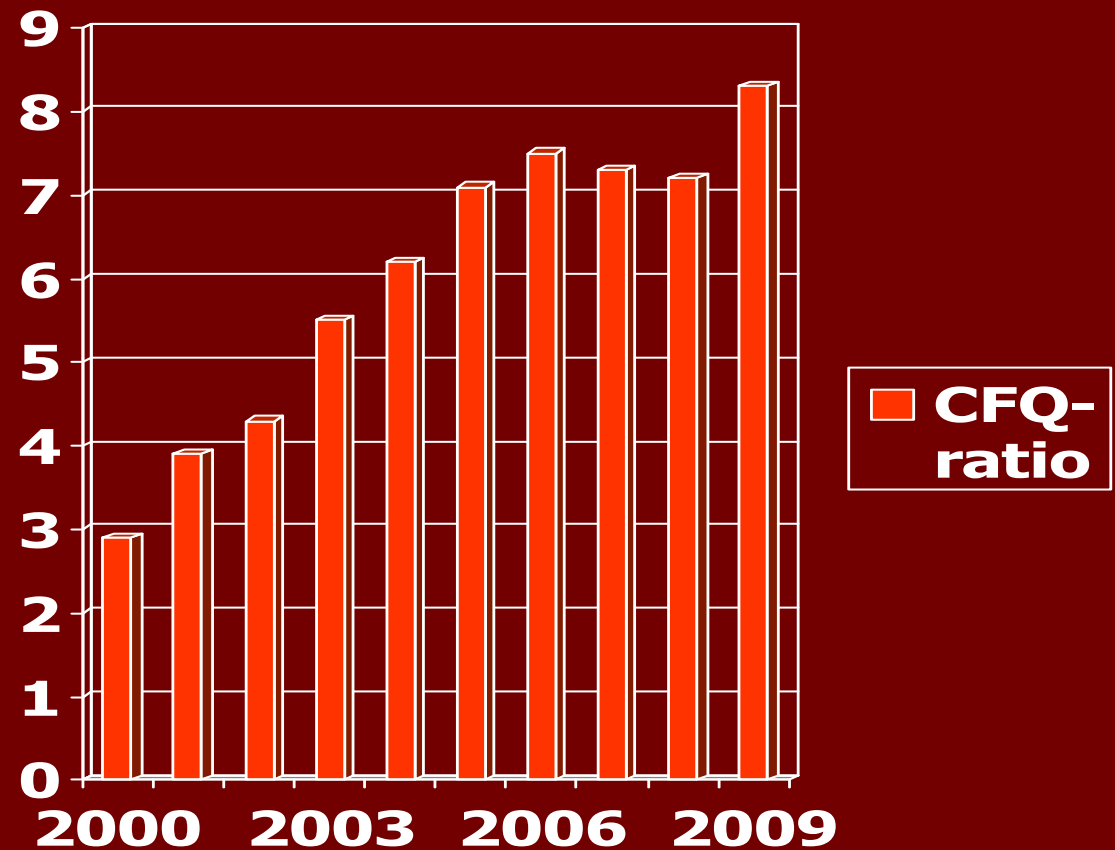
- 3 public library systems have over 60 % of their incoming interlibrary loans from the academic libraries. It is the libraries in 3 of the biggest cities in the country and they all are situated in cities with universities and many other institutions for further education.
- A look at the top 10 list gives additional support for the thesis about a correlation between size, number of students and loans from academic libraries.

Facts about ILL

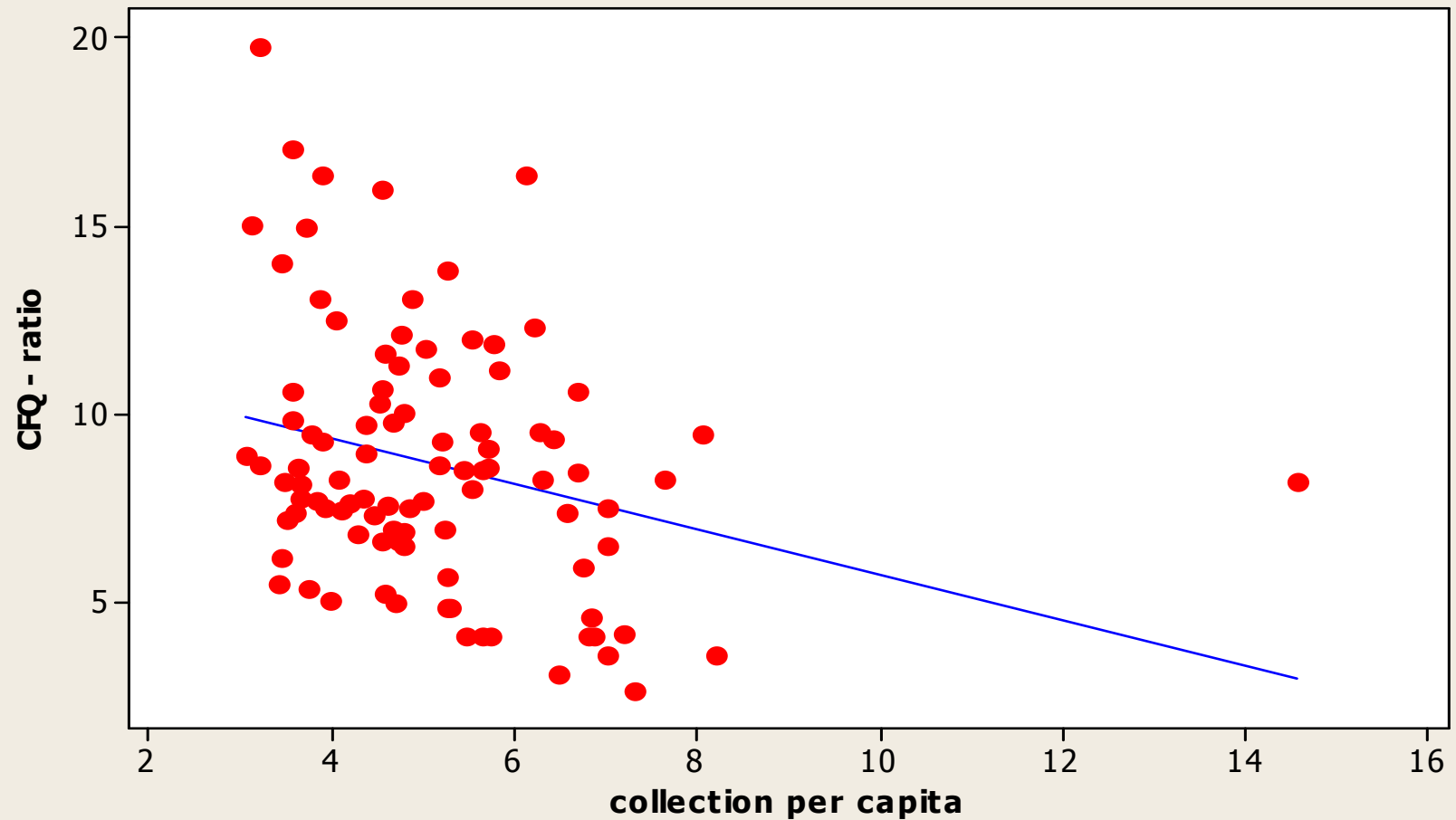
If we look at and compare the data from the 16 academic libraries interlibrary loans in 2007 and 2009 we can see that the interlibrary loans among research libraries are decreasing a bit but the loans to the public libraries are increasing. The differences are small but they constitute a trend that clearly substantiates the theses above concerning factors affecting the flow of documents between libraries and library sectors. The flow of material from the academic libraries to the public libraries increases and constitutes a major part of the academic libraries loans to other libraries. The flow of documents among the academic libraries decreases, not much but a bit every year establishing a trend.

The CFQ in Public Libraries

- The CFQ (collection failure quotient) is the relation between collection size and ILL borrowing

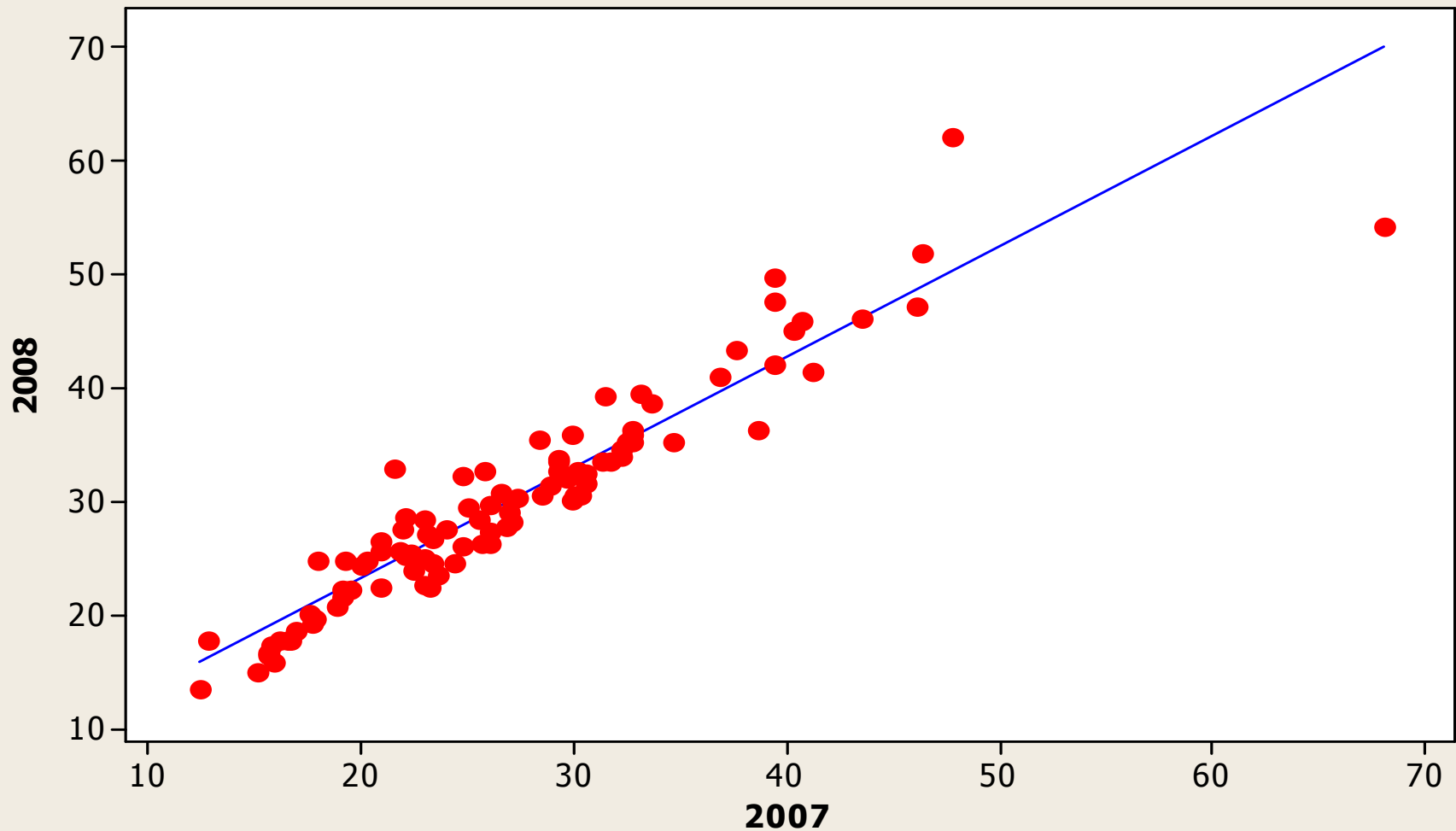


Correlation: CFQ vs Collection per capita

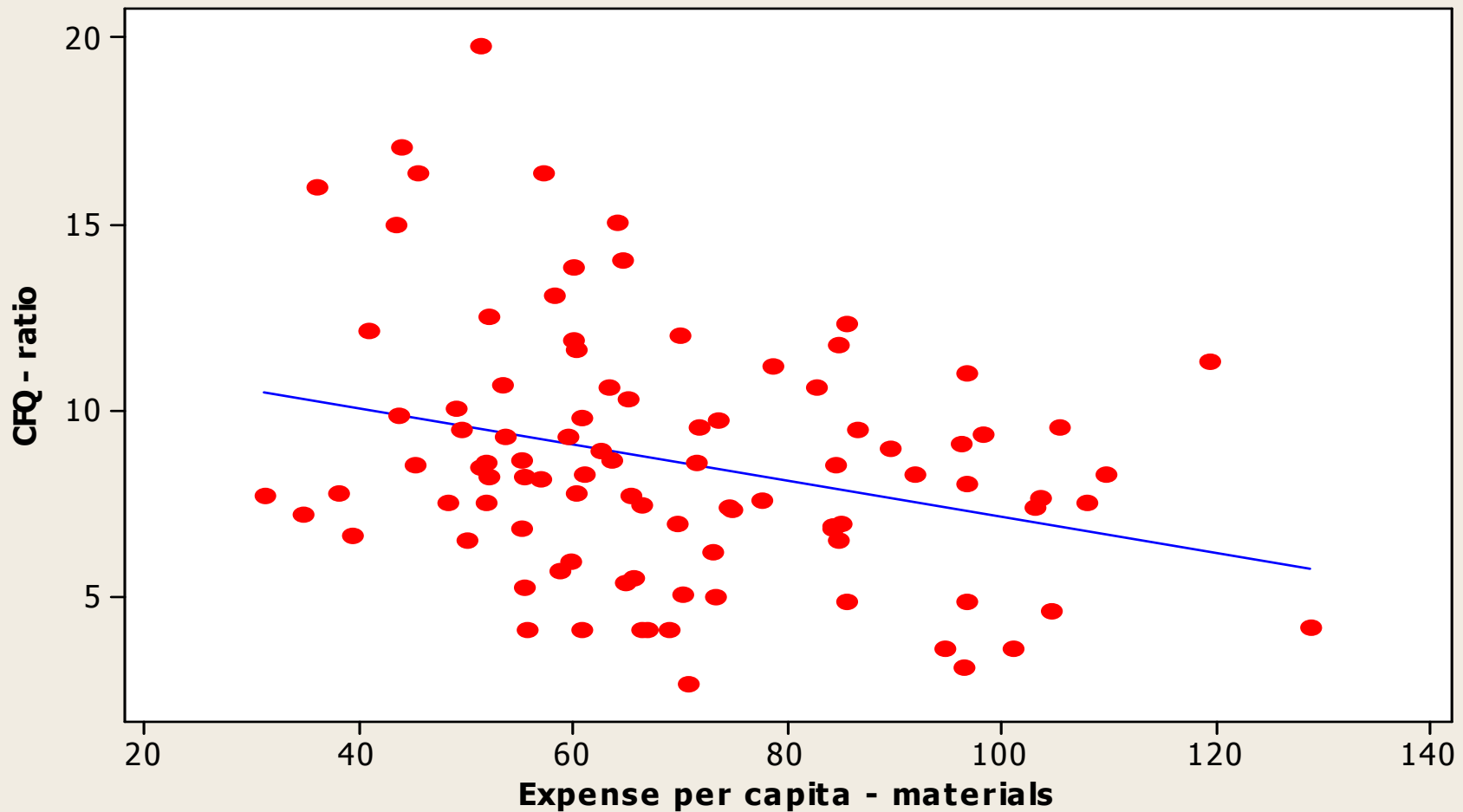


$R = -0,25$

Correlation: Renewal proportions in 2007 and 2008 for public libraries



Correlation: CFQ vs expense per capita - materials



$R = -0,30$

Conclusions

- Renewals and ILL means a diminishing local availability
- Renewals and ILL are symptoms of a changed user behaviour
- Renewals are supported indirectly by the libraries through e-mail or sms-notifications about the end of the loan period

Conclusions

■ Renewals

- Convenience vs decreasing availability
- Notification increases the amount of renewals
- The libraries' income coming from fines decrease
- The decreasing local availability increases the ILL

■ ILL

- Topical needs turn to title needs implying many requests resulting in many unnecessary requests
- Students order study literature picked up at their local public library
- ILL is correlated with other interesting statistical factors like expense, collection size and others

Conclusions

- Affordance theory combined with ecological perspectives give a systematic way to look at the relationship between intentions and perceptions
- It focuses the view on intended and unintended effects of service improvements