

CORSALL: Collaboration in research support by academic libraries in Leicestershire

Final Report

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EXECUTIVE SUMMARY

The CORSALL project involved De Montfort University, Loughborough University, and the University of Leicester. Its purpose was to investigate ways in which the Libraries of the three Universities might collaborate more closely in the services they provide for their researchers (i.e. research-active academic staff and research students). The project was commissioned by the three Libraries in response to interest from researchers and senior management at their respective universities. It ran from March to December 2000, and included DMU's libraries in Bedford, Milton Keynes and Lincolnshire in its scope.

Under existing reciprocal access agreements, academic staff and research students from the three Universities enjoy reference and borrowing facilities at the others' libraries. The project examined the operation of these and investigated the feasibility of other forms of collaboration, including a cooperative document delivery service, a union (i.e. combined) catalogue, a joint acquisitions policy and shared access to electronic resources.

The principal methods used were

- a questionnaire-based survey of researchers at the three Institutions (this had 911 respondents)
- an analysis of researchers' inter-library loans requests over the previous year (around 27,000 in all)
- the development of models in which the costs of possible collaborative arrangements could be compared.

The main findings were that

- the level of reciprocal use between the three Libraries is low
- the main barriers to use mentioned by researchers were lack of knowledge about the reciprocal access arrangements, lack of knowledge of what was available at the other Libraries, and lack of time
- it is rarely cost-effective for researchers to visit other libraries to consult material (it is usually more economical to obtain the material via inter-library loan)
- the combined resources of the three Libraries would only be able to satisfy around 11% of researchers' inter-library loan requests
- at current price levels, it would be more expensive to supply requested books and journal articles via a local document delivery service than it is via the existing national inter-library loans arrangements
- supplying journal articles locally might become a viable option if a union catalogue was available (this would streamline the process of checking the holdings of the three Libraries)
- the relatively high cost of providing local access means that a scheme for the collaborative acquisition of material would not be economical at this time
- the use of electronic resources among researchers at the three Universities is variable (the majority are frequent users, but there is also a considerable number of non-users)
- some of the current restrictions placed by electronic publishers on access to their material are limiting the potential for resource-sharing between libraries.

The main recommendations to the three Universities are that

- the concept of a local document delivery service should be reviewed periodically, as pricing levels change
- the concept of a collaborative acquisitions policy should be reviewed periodically, as pricing levels change
- a study should be commissioned into the feasibility of creating and maintaining a union catalogue of the three Libraries' serials holdings, and a virtual union catalogue based on their online catalogues. (This exercise could be extended to include other libraries in the East Midlands)
- publishers and suppliers of electronic resources should be encouraged (via the appropriate fora) to develop simple but flexible licensing and pricing models, which can be adapted to the needs both of individual libraries and groups of collaborating libraries.

The main recommendations to the three Libraries are that they should

- consider whether there are any additional ways of publicising the reciprocal access agreement to researchers
- continue with current arrangements for reciprocal access, and monitor the use of these
- review the current provision of training and information on electronic resources, in consultation with researchers.

ACKNOWLEDGEMENTS

I am grateful to all the researchers who responded to the CORSALL survey, and the people at DMU, Leicester and Loughborough Libraries and the DMU Research Office who provided valuable data and helped distribute the questionnaires. Most of all, I would like to thank the CORSALL Management Team of Kathryn Arnold, Tim Hobbs and Mary Morley, for the many helpful suggestions they made during the drafting of this Report, and their help and guidance throughout the project.

Chapter 1. INTRODUCTION

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1.1 Background

1.1.1 The CORSALL project ran from March to December 2000, and involved Loughborough, Leicester and De Montfort Universities. Its purpose was to investigate ways in which the Libraries of the three Institutions might collaborate more closely in the services they provide for their researchers (i.e. research-active academic staff and research students). The scope of the project included DMU's libraries in Bedford, Milton Keynes and Lincolnshire.

1.1.2 A similar project - COPEMAL (Co-operative Project [for] East Midlands Academic Libraries) - was carried out in 1987, though this involved academic libraries in Nottingham as well as Leicester and Loughborough. COPEMAL considered the joint purchase of resources and the setting up of a local document delivery scheme between the libraries, but found that, at the time, these were not practical or cost-effective. However, the study recommended the continuation of the East Midlands Academic Library Network scheme, under which academic staff of each of the participating institutions enjoy reference and borrowing facilities at the others' libraries, and postgraduate research students enjoy reference facilities.

1.1.3 A number of factors have combined to make a revisiting of the COPEMAL findings timely:

- developments in information and communications technology
- changes in patterns of academic publishing, and the costs of obtaining material
- greater Government interest in resource sharing and regional cooperation.

1.1.4 These factors are leading to an increased interest in inter-library collaboration, and groups of libraries in the UK and elsewhere have initiated a variety of schemes, including:

- shared access to reference and borrowing facilities
- shared access to electronic resources
- joint acquisitions policies
- union (i.e. combined) catalogues
- cooperative document delivery services.

1.1.5 Examples of collaborating groups include:

- CALIM (Consortium of Academic Libraries In Manchester, <http://www.calim.ac.uk/>) - includes five academic libraries in Manchester, offering shared access and exploring other forms of collaboration including joint acquisitions
- M25 Consortium of Higher Education Libraries (<http://www.m25lib.ac.uk/>) - includes over 100 member libraries from 38 universities and other HE institutions within the region defined by the M25 motorway, offering shared access and developing a virtual union catalogue
- RIDING Consortium (<http://www.shf.ac.uk/~riding/>) - includes nine academic libraries, one public library and the British Library Document Supply Centre, offering shared access and developing a virtual union catalogue
- CURL Consortium of University Research Libraries (<http://www.curl.ac.uk>) - a group of research libraries in the British Isles, offering shared access and a union catalogue (COPAC)
- SHARES (Research Libraries Group Shared Resources Program, <http://www.rlg.org/shares/>) - a resource sharing partnership involving around 135 libraries (mainly in North America but including 8 in the UK) offering a cooperative document delivery service. All inter-library loans transactions between SHARES institutions are tracked and at the end of each year net borrowers compensate net lenders. Members also have reciprocal onsite access for their users at other member institutions.

1.1.6 In addition to the East Midlands Academic Library Network scheme, DMU, Leicester and Loughborough University Libraries participate in LAILLAR (Libraries Agreement in Leicestershire, Leicester and Rutland), which also includes the three public library services and aims to standardise procedures for visiting and using the libraries. As part of the agreement, the reciprocal borrowing rights available to staff under the East Midlands agreement have been extended to research students at DMU, the University of Leicester and Loughborough University.

1.2 CORSALL aims and methodology

1.2.1 The following issues have been addressed in the CORSALL project:

- researchers' usage of and satisfaction with current arrangements for reciprocal access and document delivery at DMU, Leicester and Loughborough Universities

- researchers' usage of and satisfaction with electronic journals and databases at DMU, Leicester and Loughborough Universities
- identification of opportunities for increased collaboration between the three Libraries
- the feasibility of the options identified.

1.2.2 The principal methods used have been:

- a questionnaire-based survey of researchers at the three Institutions (this is covered in Section 3 of the report)
- an analysis of requests for inter-library loans from the three Institutions, to see how many could have been satisfied from the joint holdings of the three Libraries (Section 4)
- the development of models in which the costs of various forms of collaboration could be compared. (Reciprocal access and document delivery are examined in Section 5; the potential offered by union catalogues is discussed in Section 6, and electronic resources in Section 7).

1.2.3 The following Section (2) presents a summary of the results and recommendations.

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2.1 Current use of the reciprocal access arrangements

2.1.1 Results from the CORSALL survey suggest that DMU researchers using the University of Leicester Library form the largest group of users, followed by Loughborough researchers using Leicester, and DMU researchers using Loughborough.

2.1.2 Most of these people use the services available on an occasional basis (i.e. five or fewer times per year.) Overall, therefore, reciprocal usage appears to be low.

2.1.3 These results are similar to those obtained in 1988 in a survey conducted by the COPEMAL project. Prior to the COPEMAL project, the operation of the reciprocal access arrangements had been on an unofficial, ad hoc basis. A formal shared access agreement has been in place for the intervening 12 years, but the CORSALL results do not indicate an increase in use.

2.1.4 The most frequently-mentioned barriers to use of the reciprocal access arrangements were:

- lack of knowledge of the reciprocal access agreement
- lack of knowledge of what was available at the other Libraries
- lack of time
- difficulties with travelling and parking.

2.1.5 If the real costs of the time spent travelling are taken into account, it is rarely cost-effective for researchers to visit other libraries to consult material. It is usually more economical to obtain the material via inter-library loan.

2.1.6 However, there are circumstances where reciprocal access is useful - e.g. where researchers need to browse or consult a large number of titles, where certain items are needed very urgently, or where a visit to the Library can be combined with a meeting at the Institution.

2.1.7 RECOMMENDATION 1: The CORSALL Libraries should continue with current arrangements for reciprocal access, and monitor the use of these - where possible through analysis of the data collected automatically by the Libraries' access control and circulation systems. (Paragraph 3.3.1 in the main body of the report.)

2.1.8 RECOMMENDATION 2: The CORSALL Libraries should consider whether there are any additional ways of publicising the reciprocal access agreement to researchers. (Paragraph 3.3.4)

2.2 Viability of a local document delivery service

2.2.1 Each Library could supply some of the items requested by researchers at the other Libraries. Many of the items which could be supplied are from certain subject-based clusters of journals at each Library, e.g. nursing titles at DMU, psychology and medicine at Leicester, and business at Loughborough. If researchers from the three Universities were made aware of these clusters at the partner Libraries, reciprocal use might be encouraged.

RECOMMENDATION 3: The CORSALL Libraries should consider targeting researchers working in these subject areas with additional information, such as lists of the relevant journal titles available together with details of the reciprocal arrangements. (Paragraph 4.5.1.)

2.2.2 However, the combined resources of the CORSALL Libraries would only be able to satisfy a fairly small proportion (under 11%) of researchers' inter-library loan requests.

2.2.3 The percentage of requests that could have been satisfied has fallen since the COPEMAL study in 1987-88. This is probably a reflection of the greater number of titles available and the greater degree of specialisation in research.

2.2.4 The estimated costs for a local document delivery service suggest that it would be more expensive to supply loanable items via a local document delivery service than it is via the British Library Document Supply Centre (BLDSC). This is mainly because of the costs of the staff time needed for:

- checking requests against the Library catalogues (a large number of requests needs to be checked and only a small number of these can be supplied)
- processing and re-shelving each item at the supplying Library (the BLDSC is able to make economies of scale for these activities).

2.2.5 However, if a union catalogue were available, the process of checking the Library catalogues could be streamlined and the cost of supplying journal articles locally may be marginally lower than via the BLDSC.

RECOMMENDATION 4: A study should be commissioned into the feasibility of creating and maintaining a union catalogue of the three Libraries' serials holdings, and a virtual union catalogue based on their online catalogues. This exercise could be extended to include other libraries in the East Midlands. (Paragraph 6.3.1.)

RECOMMENDATION 5: In the current circumstances, a local document delivery service would not be cost-effective. This should be reviewed periodically as pricing levels change. The possibility of a local document delivery service for journal articles should be reconsidered if it is found that a union catalogue of serials is viable. (Paragraph 5.5.5.1.)

2.2.6 **RECOMMENDATION 6: The relatively high cost of providing local access (either via reciprocal access by users or via local document delivery) means that a scheme for the collaborative acquisition of paper-based books or journals, where items are purchased jointly and held at one of the participating libraries, would not be economical at this time. This should be reviewed periodically, as pricing levels change.** (Paragraph 5.5.5.3.)

2.3 Electronic resources

2.3.1 The use of electronic resources among researchers at DMU, Leicester and Loughborough is variable. The majority use electronic journals and/or databases regularly, and many commented that they would like access to electronic resources to be extended. However, around 25% of respondents said that they never used electronic journals (around 12% never used databases).

2.3.2 A considerable number of respondents cited various factors which deterred them from using electronic journals. Factors most frequently mentioned were:

- difficulties in finding out what is available
- a lack of relevant material in their research area
- the need for training in the use of electronic resources, but also a lack of time.

2.3.3 A number also mentioned problems with quality and the lack of a critical mass of material in their subject area.

RECOMMENDATION 7: CORSALL Libraries should review the current provision of training and information on electronic resources, in consultation with researchers. (Paragraph 3.3.6.)

2.3.4 The technology and the market for electronic resources are both evolving. Publishers (who naturally wish to protect their assets against widespread unrestricted use) are placing greater restrictions on access to electronic material than for paper-based material. The effect of this is to limit the potential for resource-sharing between libraries.

RECOMMENDATION 8: Publishers and suppliers of electronic resources need to be encouraged - through feedback to NESLI and in fora such as Universities UK, the JISC, and SCOUNL - to develop simple but flexible licensing and pricing models, which can be adapted to the needs both of individual libraries and groups of collaborating libraries. (Paragraph 7.2.3.)

Chapter 3. THE CORSALL SURVEY OF RESEARCHERS

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3.1 Aims and methodology

3.1.1 A survey of researchers was conducted, with the aim of determining:

- their use of and satisfaction with the current reciprocal access arrangements
- any barriers to their use of reciprocal access arrangements
- their satisfaction with existing document delivery services (i.e. Inter-Library Loans)
- their use of and satisfaction with electronic resources
- any barriers to their use of electronic resources.

3.1.2 Questionnaires were distributed in May 2000, targeted at all research students and all research-active staff at the three Institutions. Of about 6000 questionnaires distributed, 911 were returned, giving a response rate of 15%.

3.1.3 Once the results had been analysed, an electronic discussion list was set up in which researchers were invited to comment on the issues raised in the survey. The discussion list generated very little traffic, and did not add anything substantive to the survey data.

3.2 Results

3.2.1 Current use of libraries through the reciprocal access arrangements

3.2.1.1 Respondents were asked to indicate how many times they had used the two other Libraries for consulting stock, making photocopies, and/or borrowing items in the last year. The following table (Table 1) shows the numbers of respondents from each Institution using the other Libraries for at least one of these purposes:

| Researchers from | Respondents | Using DMU Library | | Using Leicester Library | | Using Loughborough Library | |
|------------------|-------------|-------------------|----|-------------------------|-----|----------------------------|----|
| DMU | 343 | | | 135 | 39% | 32 | 9% |
| Leicester | 299 | 13 | 4% | | | 14 | 5% |
| Loughborough | 263 | 11 | 4% | 32 | 12% | | |

Table 1

3.2.1.2 DMU respondents using the University of Leicester Library form by far the largest group, followed by Loughborough respondents using Leicester, and DMU respondents using Loughborough. Outside these groups, usage is much lower.

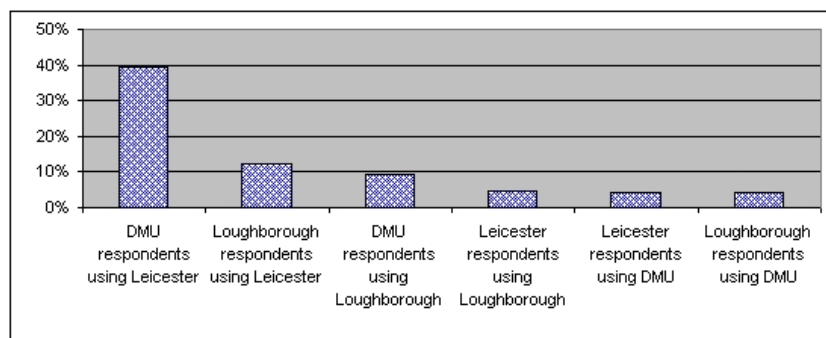


Table 2

3.2.1.3 Of the 343 DMU respondents, 282 were from the University's Leicester campuses and 61 were from the campuses at Bedford, Lincoln and Milton Keynes. Not surprisingly, a smaller proportion of the respondents from the non-Leicester campuses used Leicester and Loughborough University Libraries. Separating DMU's Leicester and non-Leicester respondents,

- The University of Leicester Library was used by 44% of the DMU respondents who are based at Leicester and 20% of the DMU respondents who are based elsewhere
- Loughborough University Library was used by 11% of the DMU respondents who are based at Leicester and 3% of the DMU respondents who are based elsewhere.

3.2.1.4 The CORSALL results are quite similar to those obtained in the 1988 COPEMAL survey. Leaving aside the figures for the Institutions not included in CORSALL, the three largest groups in the COPEMAL findings were again:

- DMU respondents using Leicester (49%)
- Loughborough respondents using Leicester (26%)
- DMU respondents using Loughborough (11%).

3.2.1.5 The COPEMAL report suggests that these figures may over-estimate the true level of use, because the survey sample might be skewed towards users of the reciprocal arrangement: "one might surmise that non-respondent and non-use could be connected" (MacDougall, p17). It is possible that the same is true for the CORSALL figures. Prior to the 1988 COPEMAL study, the operation of the reciprocal access arrangements had been on an unofficial, ad hoc basis. While there is some uncertainty over the exact level, it is still interesting that the CORSALL study does not point to any increase in reciprocal use, given that a formal shared access agreement has been in place for the intervening 12 years.

3.2.1.6 In the CORSALL survey, it is possible to compare use of the other Libraries by researchers from the different academic Faculties:

| Researchers from | Library used | Researchers' Faculty | Respondents | Users | % Users | |
|----------------------------------|--------------|----------------------------------|-------------|-------|---------|----|
| DMU | Leicester | Applied Sciences | 67 | 34 | 51% | |
| | | Art and Design | 32 | 10 | 31% | |
| | | Business and Law | 40 | 15 | 38% | |
| | | Computer Science and Engineering | 61 | 26 | 43% | |
| | | Health and Community Studies | 41 | 2 | 5% | |
| | | Humanities and Social Sciences | 46 | 19 | 41% | |
| | | | | | | |
| DMU | Loughborough | Applied Sciences | 67 | 7 | 10% | |
| | | Art and Design | 32 | 4 | 13% | |
| | | Business and Law | 40 | 3 | 8% | |
| | | Computer Science and Engineering | 61 | 7 | 11% | |
| | | Health and Community Studies | 41 | 0 | 0% | |
| | | Humanities and Social Sciences | 46 | 4 | 9% | |
| | | | | | | |
| Loughborough | DMU | Engineering | 36 | 3 | 8% | |
| | | Science | 18 | 0 | 0% | |
| | | Social Sciences and Humanities | 37 | 3 | 8% | |
| | Leicester | Engineering | 38 | 10 | 26% | |
| | | Science | 19 | 3 | 16% | |
| | | Social Sciences and Humanities | 37 | 4 | 11% | |
| | | | | | | |
| | Leicester | DMU | Arts | 17 | 0 | 0% |
| | | | Education | 16 | 1 | 6% |
| | | | Law | 14 | 1 | 7% |
| Medicine and Biological Sciences | | | 127 | 4 | 3% | |
| Science | | | 69 | 2 | 3% | |
| Social Sciences | | | 53 | 5 | 9% | |
| Loughborough | | Arts | 17 | 0 | 0% | |
| | | Education | 16 | 1 | 6% | |
| | | Law | 14 | 1 | 7% | |
| | | Medicine and Biological Sciences | 127 | 3 | 2% | |
| | | Science | 69 | 1 | 1% | |
| | | Social Sciences | 53 | 8 | 15% | |
| | | | | | | |

Table 3

3.2.1.7 The chi square test for independence was used to identify the Faculties which were most different from their Institution in terms of usage. These were:

Relatively high usage:

- Faculty of Social Sciences, Leicester: 15% of respondents used Loughborough (overall figure for Leicester = 5%)
- Faculty of Engineering, Loughborough: 26% of respondents used Leicester (overall figure for Loughborough = 12%)
- Faculty of Applied Sciences, DMU: 51% of respondents used Leicester (overall figure for DMU = 39%).

Relatively low usage:

- Faculty of Health and Community Studies, DMU: 5% of respondents used Leicester (overall figure for DMU = 39%) and

0% of respondents used Loughborough (overall figure for DMU = 11%).

3.2.1.8 Sometimes the variation between Faculties' levels of use can be explained by the relative strengths of the Libraries' holdings in certain subject areas. Otherwise, there appear to be different factors at work (e.g. only 5% of respondents from DMU's Faculty of Health and Community Studies using Leicester).

3.2.1.9 The following table (Table 4) shows frequencies for the types of use covered in the survey:

| | DMU Library | | | Leicester Library | | | Loughborough Library | | |
|---------------------------------------|------------------|-------------|-----------|-------------------|-------------|-----------|----------------------|-------------|-----------|
| | Consulting stock | Photocopies | Borrowing | Consulting stock | Photocopies | Borrowing | Consulting stock | Photocopies | Borrowing |
| Used by DMU Researchers | | | | | | | | | |
| 0 times | | | | 217 | 253 | 283 | 315 | 325 | 334 |
| 1-5 times | | | | 71 | 54 | 35 | 19 | 13 | 8 |
| 6-10 times | | | | 21 | 9 | 10 | 6 | 2 | 1 |
| 11-25 times | | | | 8 | 11 | 6 | 1 | 0 | 0 |
| > 25 times | | | | 26 | 16 | 8 | 2 | 3 | 0 |
| Used by Leicester Researchers | | | | | | | | | |
| 0 times | 286 | 291 | 258 | | | | 285 | 292 | 294 |
| 1-5 times | 11 | 5 | 1 | | | | 12 | 6 | 3 |
| 6-10 times | 2 | 1 | 1 | | | | 1 | 0 | 0 |
| 11-25 times | 0 | 0 | 0 | | | | 0 | 0 | 1 |
| > 25 times | 0 | 0 | 0 | | | | 1 | 0 | 0 |
| Used by Loughboro' Researchers | | | | | | | | | |
| 0 times | 249 | 255 | 294 | 232 | 245 | 257 | | | |
| 1-5 times | 9 | 4 | 2 | 27 | 17 | 3 | | | |
| 6-10 times | 1 | 0 | 1 | 1 | 0 | 1 | | | |
| 11-25 times | 0 | 1 | 0 | 1 | 1 | 0 | | | |
| > 25 times | 1 | 0 | 0 | 0 | 0 | 0 | | | |

Table 4

3.2.1.10 This suggests that the great majority of the facilities available under the reciprocal agreement are used by small numbers of researchers on an occasional basis (1-5 times per year). The following were the only services used on a more regular basis (6 or more times per year) by more than 2% of respondents (in each case by DMU respondents):

- University of Leicester Library, consulting stock : used >6 times per year by 16% of DMU respondents
- University of Leicester Library, photocopying : used used >6 times per year by 10% of DMU respondents
- University of Leicester Library, borrowing : used >6 times per year by 7% of DMU respondents
- Loughborough University Library, consulting stock : used >6 times per year by 3% of DMU respondents.

3.2.2 Barriers to use of reciprocal arrangements

3.2.2.1 Respondents were asked to indicate what (from a number of possible factors) deterred them from using the other Libraries. The results are shown below (Table 5):

| | DMU respondents | Leicester respondents | Loughboro' respondents | Total |
|--|-----------------|-----------------------|------------------------|-------|
| Not sure what is available (DMU) | | 52.5% | 60.2% | 56.1% |
| Nothing to justify a visit (DMU) | | 27.6% | 25.2% | 26.5% |
| Difficulties with travelling/parking (DMU) | | 25.9% | 16.9% | 21.7% |
| Not sure what is available (Leicester) | 30.3% | | 39.1% | 34.2% |
| Nothing to justify a visit (Leicester) | 8.7% | | 12.8% | 10.5% |
| Difficulties with travelling/parking (Leicester) | 36.4% | | 35.0% | 35.8% |
| Not sure what is available (Loughbro') | 33.5% | 44.9% | | 38.8% |
| Nothing to justify a visit (Loughbro') | 12.0% | 26.9% | | 18.9% |
| Difficulties with travelling/parking (Loughbro') | 43.1% | 41.5% | | 42.4% |

| | | | | |
|--------------------------------------|-------|-------|-------|-------|
| Not aware of shared access agreement | 40.5% | 49.2% | 60.2% | 49.1% |
| Lack of time | 18.7% | 34.9% | 25.2% | 25.9% |
| Use other libraries | 19.5% | 15.9% | 16.9% | 17.6% |
| Obtain material electronically | 13.4% | 21.3% | 9.8% | 14.9% |
| Other | 12.2% | 10.0% | 11.3% | 11.2% |

Table 5

3.2.2.2 It is not surprising that many respondents cite lack of time and difficulties with travelling or parking as deterrents. The most interesting figures are the high numbers of respondents indicating that they were:

- not sure what is available
- not aware of the shared access agreement.

3.2.2.3 It should be noted, however, that this information is already provided. Each Library already provides details of reciprocal arrangements both on its Web pages and in the information it gives to staff and students. Also, each Library provides links to the catalogues of the others Libraries as part of the Web version of its own catalogue.

3.2.2.4 A number of respondents made additional comments relating to various difficulties with the reciprocal access arrangements and various suggested improvements. These are categorised below, with the numbers of respondents in each category (DMU = De Montfort University respondents; LE = Leicester; LO = Loughborough):

- administrative difficulties in getting access to the partner Libraries [DMU8; LE2; LO3]
- new access restrictions at the University of Leicester [DMU2]
- more information needed about the collaborative arrangements and Library facilities [DMU8; LE6]
- concerned about the possibility of having to travel more between libraries - not viable [DMU8; LO8; LE32]
- links with different university libraries (either nearer to where the researcher lives or with stock which is more complementary to their own Library's) would be more useful [DM6; LE8; LO9]. The university libraries mentioned most often were Warwick and Nottingham. Respondents did not appear to be fully aware of the links which already existed with these and other libraries
- the online OPACs should be easier to find and to use [DMU1; LE2; LO1]
- knowing what is available before travelling is essential [LE1]
- we should be able to search all libraries' catalogues simultaneously [LE2]
- sharing of non-electronic resources would require a fast photocopy delivery system [LE3; LO1].

3.2.2.5 Other comments contained more general concerns about cooperation and reciprocity:

- worries about reciprocity, given the different funding levels between institutions [LE4]
- some research areas would not benefit (and may lose out) because they are not represented in the other Libraries [LE5]
- a danger that pooling resources would lead to a decline in the attractiveness of the University to students and researchers [LE2]
- concern that talk of resource-sharing is linked to plans for reduction of resources [LE2]
- no real benefit in resource sharing. If libraries stop taking journals, publishers will be forced to discontinue the journal or increase the price [LE4].

3.2.3 Satisfaction with current arrangements for inter-library loans

3.2.3.1 As the setting up of a regional document delivery service was one of the forms of library cooperation under consideration in CORSELL, it was important to assess users' attitudes to current arrangements for document delivery. Respondents were asked to rate their satisfaction with the timeliness of their Library's inter-library loans service.

3.2.3.2 Results suggest that in most cases the timeliness of the current service is appropriate to researchers' needs. For each Library, the number of respondents 'very satisfied' with the service is greater than the combined number of respondents 'dissatisfied' or 'very dissatisfied'.

| | DMU | | Leicester | | Loughborough | |
|----------------|-----|------|-----------|------|--------------|------|
| Very satisfied | 45 | 16 % | 38 | 14 % | 41 | 18 % |
| Satisfied | 101 | 36 % | 126 | 46 % | 114 | 51 % |
| Neither | 90 | 32 % | 72 | 26 % | 52 | 23 % |
| Dissatisfied | 32 | 11 % | 29 | 10 % | 14 | 6 % |

| | | | | | | |
|-------------------|----|-----|---|-----|---|-----|
| Very dissatisfied | 12 | 4 % | 4 | 1 % | 0 | 0 % |
|-------------------|----|-----|---|-----|---|-----|

Table 6

3.2.3.3 It is possible that some DMU respondents thought the question was about the timeliness of obtaining material from other DMU sites. This process can be slower than inter-library loans, and it could explain the higher level of dissatisfaction at DMU.

3.2.4 Electronic journals

3.2.4.1 Electronic journals and databases offer libraries the potential for greater cooperation, through shared access across networks (though currently there are problems with licensing, discussed in Section 7 of this report). Therefore the survey sought to ascertain researchers' current level of acceptance of electronic resources.

3.2.4.2 Results suggest that use of electronic resources among researchers is variable. The majority use electronic journals and/or databases regularly, and many commented that they would like access to electronic resources to be extended, to include more titles and for more to be available off-campus. However, around 24% of respondents said that they never used electronic journals.

| | > 3 times per week | 2-3 times per week | > once per month | < once per month | Never |
|--------------|--------------------|--------------------|------------------|------------------|-------|
| DMU | 12% | 11% | 24% | 23% | 30% |
| Leicester | 18% | 18% | 26% | 20% | 18% |
| Loughborough | 5% | 11% | 30% | 29% | 24% |
| All | 12% | 13% | 27% | 24% | 24% |

Table 7

3.2.4.3 In a survey of academics at Strathclyde University in 1996-7 (Tomney), 72% of respondents said that they did not use electronic journals. Comparing these figures gives an indication of how quickly the level of use has grown over the last few years.

3.2.4.4 Usage appears to vary with subject area. In the CORSALL survey, the following Faculties had the largest percentages of non-users:

- Humanities and Social Sciences (DMU) : 46%
- Arts (Leicester) : 41%
- Social Sciences (Leicester) : 34%.

3.2.4.5 The survey tried to determine what (if anything) deterred people from using electronic journals. Respondents were asked to indicate whether any of four possible factors deterred them from using electronic journals:

| | DMU | | Leicester | | Loughborough | | Total | |
|----------------------------|-----|-----|-----------|-----|--------------|-----|-------|-----|
| Not sure what is available | 132 | 38% | 106 | 35% | 100 | 38% | 338 | 37% |
| Not much relevant material | 70 | 20% | 48 | 16% | 63 | 24% | 181 | 20% |
| Inconvenient to use | 37 | 11% | 45 | 15% | 37 | 14% | 119 | 13% |
| Lack of adequate equipment | 26 | 8% | 24 | 8% | 16 | 6% | 66 | 7% |

Table 8

3.2.4.6 It is interesting that by far the most frequently mentioned factor is uncertainty about what is available:

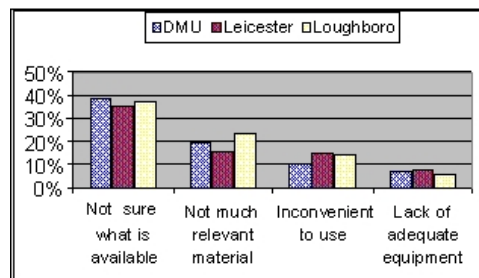


Figure 1

3.2.4.7 CORSALL respondents were asked to specify any other deterring factors. These are categorised below:

- training needed [DMU22; LE7; LO11]
- not enough time to learn how to use e-journals and databases [DMU4; LE4; LO9]
- difficulties with the electronic journal gateway - difficult to see which journals are available in full text [DMU7; LE15; LO5]

- cannot use at home [DMU3; LE2]
- difficulty/cost of printing out articles [DMU1; LE3; LO2]
- technical difficulties, e.g. slow download [DMU3; LE2]
- heavy demand for computers in the Library at times [DM2; LE2]
- prefer to use print [DMU3; LE2]
- can't access some important e-journals and databases off-campus [LE2; LO2]
- visually impaired: e-journals difficult to use [DMU2; LE1]
- lack of back-runs [DMU1; LE2; LO1]
- not a critical mass yet [DMU1; LO1]
- poor quality of much of the material in e-journal format [LO1]
- concern that if the Library stops subscribing, we lose the copies that we've paid for [LE 1].

3.2.4.8 The survey results point to a need for more information and training on electronic journals. However, they also suggest that any additional training or information provided would have to take account of the pressures on researchers' time. In fact, the Libraries already provide a considerable amount of support in the form of seminars as well as help desk facilities and user guides. Where attendance records exist for the seminars, they suggest that take-up is low among academic staff. Rather than simply offering more training, Library staff need to consult with research staff and students to identify what forms the training should take, and to explore whether anything further can be done to improve the usability of electronic journals.

3.2.4.9 Some of the other factors mentioned by respondents - ease of access, a critical mass of titles, and the availability of back-runs - were also identified as core user requirements in the SuperJournal project, which studied the use of electronic journals in a number of academic institutions in 1997-98.

3.2.5 Electronic databases

3.2.5.1 As with electronic journals, most CORSALL respondents use electronic databases, many on a frequent basis. The proportion of non-users was smaller (12% overall).

| | > 3 times per week | 2-3 times per week | > once per month | < once per month | Never |
|--------------|--------------------|--------------------|------------------|------------------|-------|
| DMU | 13% | 17% | 32% | 24% | 14% |
| Leicester | 19% | 20% | 32% | 18% | 11% |
| Loughborough | 10% | 19% | 36% | 25% | 10% |
| All | 14% | 19% | 33% | 22% | 12% |

Table 9

3.2.5.2 Faculties with the largest percentages of non-users were:

- Art and Design (DMU) : 25%
- Arts (Leicester) : 24%
- Social Sciences (Leicester) : 23%.

3.2.5.3 The factor given most often as a deterrent to using databases was, as with electronic journals, uncertainty about what was available (mentioned by 22% of respondents).

3.3 Conclusions

3.3.1 The CORSALL Libraries should continue with current arrangements for reciprocal access, and monitor the use of these - where possible through analysis of the data collected automatically by the Libraries' access control and circulation systems.

3.3.2 Overall, reciprocal usage between DMU, Leicester and Loughborough University Libraries appears to be low - at about the same level as at the time of the COPEMAL study, in 1987. DMU researchers using the University of Leicester Library form the largest group of users.

3.3.3 The most frequently mentioned barriers to use of the reciprocal access arrangements were:

- lack of time
- lack of knowledge about the reciprocal access agreement
- lack of knowledge about what is available at the other Libraries.

3.3.4 In view of barriers 2 and 3,

the CORSALL Libraries should consider whether there are any additional ways of publicising the reciprocal access agreement to researchers.

3.3.5 However, the level of use will probably always be limited due to barrier 1.

3.3.6 Electronic journals and databases are used frequently by most researchers, but not universally. Barriers to use include the need for training, the need for precise information on what is available, and (to a lesser extent) problems with quality and the lack of a critical mass. In view of this,

the CORSALL Libraries should review the current provision of training and information on electronic resources, in consultation with researchers.

3.3.7 Librarians should note the concerns over quality and critical mass, and take any opportunity to convey these to publishers and suppliers.

References

MacDougall, A.F. et al (1988) *A study of various aspects of co-operation between the East Midlands University and Polytechnic Libraries [COPEMAL]: report to the British Library Research and Development Department*, Loughborough: Pilkington Library.

Tomney, H and P.F. Burton(1998) 'Electronic journals: a study of usage and attitudes among academics', *Journal of information science*, 24 (6), pp. 419-429.

The SuperJournal Project. URL: <http://www.superjournal.ac.uk>

Chapter 4. ANALYSIS OF INTER-LIBRARY LOANS

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4.1 Aims and methodology

4.1.1 In the 12 month period from 1999-2000, researchers from the three Universities made a total of over 27,000 inter-library loans requests, for material not held by their own Library. The great majority of the requests was satisfied by the British Library Document Supply Centre (BLDSC). The CORSALL project included an analysis of these requests, to establish how many could have been satisfied from the combined holdings of the three Libraries. The aim of this was to:

- obtain an indication of how useful the combined holdings are to researchers
- determine whether they could be used as a cost-effective alternative source for some of the material currently obtained from the BLDSC.

4.1.2 Bibliographic details of all inter-library loan requests made by staff and research students in the period 1 June 1999 to 31 May 2000 were extracted from the computer systems of the three Libraries. Reports were also run to extract lists of journals holdings. Requests were then checked against the holdings of each Library. In the case of books, circulation details were also checked to find the proportion of found items that were available for loan at the time.

4.1.3 The checking processes were automated where possible. For example, journal details were loaded into a Microsoft Access table for analysis, and Internet 'harvesting' software was used to send queries for the requested books to the Web versions of the Libraries' catalogues. However, the data obtained from the library systems was not completely standard in format, so a considerable amount of additional manual checking had to be carried out.

4.2 Results

4.2.1 The following tables (Tables 10-16 and Figure 2) show the numbers of inter-library loans requests which could have been satisfied within the combined holdings of the CORSALL libraries. The overall results are shown, followed by those for the individual Libraries (DMU, Leicester and Loughborough).

4.2.2 Overall

| | | | |
|--|-------|------------------|-------|
| | Books | Journal Articles | Total |
|--|-------|------------------|-------|

| | | | |
|-----------------|--------|---------|---------|
| Requested items | 5592 | 22135 | 27727 |
| In stock | 449 | 2457 | 2906 |
| | (8.0%) | (11.1%) | (10.5%) |

Table 10

4.2.2.1 Each Library would have been able to contribute roughly equally to the pool of items which could have been supplied (see Figure 2). This is due to an equalising effect: for example, Leicester could supply a greater proportion of requests than DMU, but also makes more requests.

Analysis of Inter-Library Loans June 1999 to May 2000

Availability of requested items within the combined holdings of DMU, Leicester and Loughborough University Libraries

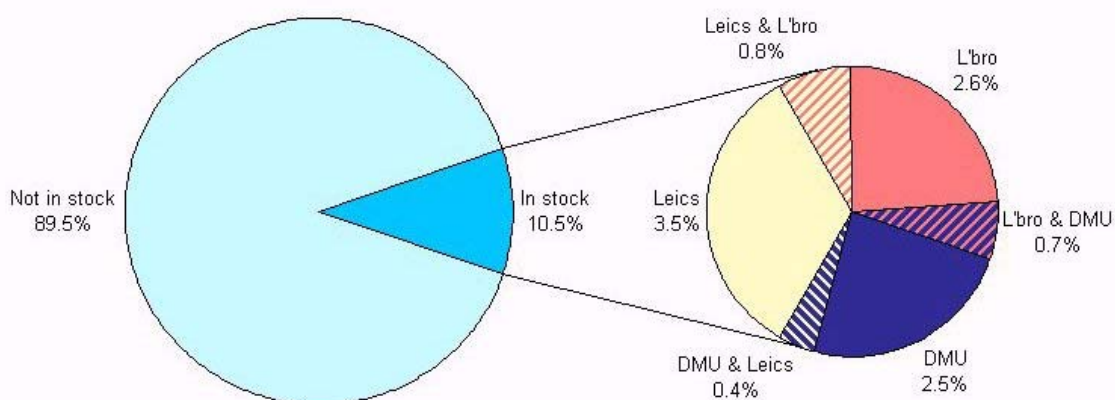


Figure 2

4.2.3. DMU

4.2.3.1. DMU requests which could have been supplied by the other CORSALL Libraries:

| | Books | Journal Articles | Total |
|--|---------|------------------|---------|
| Requested items | 1098 | 4274 | 5372 |
| Requested items in stock at Leicester | 90 | 473 | 563 |
| | (8.2%) | (11.1%) | (10.5%) |
| Requested items in stock at Loughborough | 76 | 438 | 514 |
| | (6.9%) | (10.2%) | (9.6%) |
| Total requested items in stock | 118 | 727 | 845 |
| | (10.7%) | (17.0%) | (15.7%) |

Table 11

Note: The total requested items is less than the sum of requested items at the individual Libraries because some items were held by both Libraries.

4.2.3.2. Other Libraries' requests which could have been supplied by DMU:

| | Books | Journal Articles | Total |
|----------------------------|--------|------------------|--------|
| Requests from Leicester | 2901 | 11376 | 14277 |
| In stock | 85 | 556 | 641 |
| | (2.9%) | (4.9%) | (4.5%) |
| Requests from Loughborough | 1593 | 6485 | 8078 |
| In stock | 36 | 324 | 360 |
| | (2.3%) | (5.0%) | (4.5%) |

| | | | |
|----------------|--------|--------|--------|
| Total requests | 4494 | 17861 | 22355 |
| Total in stock | 72 | 624 | 696 |
| | (1.6%) | (3.5%) | (3.1%) |

Table 12

4.2.4. University of Leicester

4.2.4.1. Leicester requests which could have been supplied by the other CORSALL Libraries:

| | Books | Journal Articles | Total |
|--|--------|------------------|--------|
| Requested items | 2901 | 11376 | 14277 |
| Requested items in stock at DMU | 85 | 556 | 641 |
| | (2.9%) | (4.9%) | (4.5%) |
| Requested items in stock at Loughborough | 114 | 495 | 609 |
| | (3.9%) | (4.4%) | (4.3%) |
| Total requested items in stock | 151 | 867 | 1018 |
| | (5.2%) | (7.6%) | (7.1%) |

Table 13

4.2.4.2. Other Libraries' requests which could have been supplied by Leicester:

| | Books | Journal Articles | Total |
|----------------------------|--------|------------------|---------|
| Requests from DMU | 1098 | 4274 | 5372 |
| In stock | 90 | 473 | 563 |
| | (8.2%) | (11.1%) | (10.5%) |
| Requests from Loughborough | 1593 | 6485 | 8078 |
| In stock | 145 | 611 | 756 |
| | (9.1%) | (9.4%) | (9.4%) |
| Total requests | 2691 | 10759 | 13450 |
| Total in stock | 172 | 589 | 761 |
| | (6.4%) | (5.5%) | (5.7%) |

Table 14

4.2.5. Loughborough University

4.2.5.1. Loughborough requests which could have been supplied by the other CORSALL Libraries:

| | Books | Journal Articles | Total |
|---------------------------------------|---------|------------------|---------|
| Requested items | 1593 | 6485 | 8078 |
| Requested items in stock at DMU | 36 | 324 | 360 |
| | (2.3%) | (5.0%) | (4.5%) |
| Requested items in stock at Leicester | 145 | 611 | 756 |
| | (9.1%) | (9.4%) | (9.4%) |
| Total requested items in stock | 166 | 804 | 970 |
| | (10.4%) | (12.4%) | (12.0%) |

Table 15

4.2.5.2. Other Libraries' requests which could have been supplied by Loughborough:

| | Books | Journal Articles | Total |
|-------------------------|--------|------------------|--------|
| Requested items | 1098 | 4274 | 5372 |
| Requests from DMU | 76 | 438 | 514 |
| In stock | (6.9%) | (10.2%) | (9.6%) |
| | 2901 | 11376 | 14277 |
| Requests from Leicester | 114 | 495 | 609 |

| | | | |
|----------------|--------|--------|--------|
| In stock | (3.9%) | (4.4%) | (4.3%) |
| | 3999 | 15650 | 19649 |
| Total requests | 108 | 547 | 655 |
| Total in stock | (2.7%) | (3.5%) | (3.3%) |

Table 16

4.2.6 The figures show that each Library is capable of supplying some of the inter-library loans requested by researchers at the other Universities, though the numbers supplied would only be a fairly small proportion (under 11%) of the total requests.

4.3 Comparison with the COPEMAL Study

4.3.1 A similar study of inter-library loan requests was carried out in 1988 as part of the COPEMAL study (MacDougall, Sections 3.2-3.3). The overall figures are not directly comparable because requests were checked against the holdings of the two Nottingham academic libraries as well as the three CORSALL Libraries (also, the earlier study is based on a 10% sample of inter-library loans over three months). However, where comparisons can be made, it appears that the amount of requests that could be satisfied locally has decreased:

| Requests for journal articles: | 1988 | 2000 |
|---|-----------|-----------|
| | (COPEMAL) | (CORSALL) |
| DMU requests in stock at Leicester | 17.9 % | 11.2 % |
| DMU requests in stock at Loughborough | 11.5 % | 10.2 % |
| Leicester requests in stock at DMU | 5.2 % | 4.9 % |
| Leicester requests in stock at Loughborough | 5.2 % | 4.4 % |
| Loughborough requests in stock at DMU | 10.2 % | 5.0 % |
| Loughborough requests in stock at Leicester | 12.2 % | 9.4 % |

Table 17

This is probably a reflection of the greater number of titles available and the greater degree of specialisation in research.

4.4 Subject analysis

4.4.1 If the journal article requests that could be satisfied within CORSALL are categorised by subject, it becomes apparent that a significant proportion of these would be satisfied by relatively small clusters of journals around particular subjects at each Library. The main subject groups are shown in Table 18 below (the number of satisfied requests is shown in brackets.)

| | | Journal Articles in stock at | | |
|--------------|------------|------------------------------|------------------|-----------------|
| | | DMU | Leicester | Loughborough |
| Requested by | DMU | | Psychology (100) | Psychology (67) |
| | | | Medicine (82) | Business (69) |
| | | | Business (73) | |
| | Leicester | Nursing/Health care (111) | | Business (60) |
| | | Education (56) | | Psychology (56) |
| | | Business (24) | | Chemistry (56) |
| | Loughboro' | | Business (140) | |
| | | Business (78) | Environment (62) | |
| | | Nursing/Health care (35) | Psychology (50) | |
| | | Education (36) | | |

Table 18

4.4.2 These figures are an indication of the Libraries' relative strengths in particular subjects, and so might be useful information to researchers. Also, they suggest that researchers in certain subject areas (i.e. those listed above) stand to benefit more from the reciprocal access arrangements than others.

4.5 Conclusions

4.5.1 Each Library could supply some of the items requested by researchers at the other Libraries. It appears that many of the items which could be supplied are from certain subject-based clusters of resources at each Library. If researchers from the three Universities were made aware of these clusters at the partner Libraries, reciprocal use might be encouraged.

The CORSALL Libraries should consider targeting researchers working in these subject areas with additional information, such as lists of the relevant journal titles available together with details of the reciprocal arrangements.

4.5.2 However, the combined resources of the CORSALL Libraries would only be able to satisfy a fairly small proportion (under 11%) of researchers' inter-library loan requests. So, whatever the reciprocal arrangements, it will usually be necessary to look beyond CORSALL where researchers' information needs cannot be met by their home Library.

Chapter 5. ESTIMATED COSTS OF COLLABORATIVE ARRANGEMENTS

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5.1 Introduction

5.1.1 The analysis of inter-library loan requests showed that there were some items obtained via inter-library loan which could have been supplied from the combined holdings of the three Libraries. Currently, most of these items are obtained via the British Library Document Supply Centre (BLDSC). A cost-finding study was carried out to ascertain whether the items could have been supplied more economically, and at a comparable level of timeliness, under a local collaborative arrangement. Two forms of local collaborative arrangement were considered:

- researchers visiting the relevant Libraries under the reciprocal access agreement, to consult the items (i.e. *user to material*)
- the operation of a local document delivery scheme (i.e. *material to user*).

5.1.2 For the sake of clarity in the calculations, most figures are shown to two decimal places. It should be stressed that they are not presented as being accurate to this degree; they are intended to be read as estimates.

5.2 Hourly rates of staff

5.2.1 Staff time was a key cost component in each of the options. Hourly rates were calculated for Library Assistants and four types of researcher (PhD Students, Research Assistants, Lecturers, and Senior Academics) by dividing a typical annual salary plus on-costs by productive hours per year. On costs were estimated to be 15% for Library Assistants and PhD Students, and 18% for Research Assistants, Lecturers, and Senior Academics. The number of productive hours per year was set at 1512, a standard figure often used in research contracts, and also used in the original COPEMAL study.

| | Library Assistant | Senior Library Assistant | PhD Student | Research Assistant | Lecturer | Senior Academic |
|----------------------|-------------------|--------------------------|-------------|--------------------|----------|-----------------|
| Annual Salary | £11,800 | £14,720 | £9,000 | £18731 | £24,227 | £37,493 |
| On costs factor | 1.15 | 1.15 | 1.15 | 1.18 | 1.18 | 1.18 |
| Salary plus On costs | £13,570 | £16,928 | £10,350 | £22,102 | £28,587 | £44,241 |
| Hourly rate | £8.97 | £11.20 | £6.85 | £14.62 | £18.91 | £29.26 |

Table 19

5.2.2 The hourly rate for library staff was set at $£8.97 \times 0.6 + £11.20 \times 0.4 = £9.86$ on the assumption that the work would be carried out by a combination of staff at the levels of Library Assistant (60%) and Senior Library Assistant (40%).

5.3 Costs of obtaining items from the BLDSC

5.3.1 The costs of the local collaborative options were compared against the costs of obtaining items from the British Library Document Supply Centre (BLDSC). These were calculated as follows:

- the time for staff in the Libraries' Inter-library Loans departments to process a request was taken to be 13 minutes. This is based on empirical analyses carried out in the COPEMAL study (MacDougall, Section 3.4 *Cost of Requesting ILL*)
- given an hourly rate of £9.86, the cost of processing is £2.14
- the cost of a BLDSC Form for obtaining a photocopy (e.g. of a journal article) is £4.47. This gives a total cost of £4.47 +

£2.14 = £6.61 for photocopies

- the cost of obtaining an item for loan is £6.20 for the BLDSC Form, plus £2.14 processing, plus the cost of returning the item. If this is done via the East Midlands Transport scheme, the cost would be £1.40. This gives a total cost of £9.74 for loan items.

5.4 Cost of visits under the reciprocal access agreement (user to material)

5.4.1 Methodology

5.4.1.1 The costs of travelling between the Libraries to consult items were compared with the costs of obtaining the items from the BLDSC. Three different scenarios were examined:

- visits between Loughborough and Leicester (including DMU) using public transport
- visits between Loughborough and Leicester (including DMU) using private transport (i.e. the researcher's own car)
- visits within Leicester.

5.4.1.2 Costs were calculated for each type of researcher to consult single or multiple items (2-10) in a visit to one of the Libraries.

5.4.2 Results

5.4.2.1 Visits between Loughborough and Leicester (including DMU) using public transport. Travelling time (allowing for a return train journey and also bus journeys to and from the railway stations) was estimated to be 2 hours.

| | PhD Student | Research Assistant | Lecturer | Senior Academic |
|--------------------------|-------------|--------------------|----------|-----------------|
| Hourly rate | 6.85 | 14.62 | 18.91 | 29.26 |
| Cost of journey time | 13.69 | 29.24 | 37.81 | 58.52 |
| Train and Bus fares | 5.00 | 5.00 | 5.00 | 5.00 |
| Total cost of journey | 18.69 | 34.24 | 42.81 | 63.52 |
| Cost per item consulted: | | | | |
| 1 | 18.69 | 34.24 | 42.81 | 63.52 |
| 2 | 9.35 | 17.12 | 21.41 | 31.76 |
| 3 | 6.23 | 11.41 | 14.27 | 21.17 |
| 4 | 4.67 | 8.56 | 10.70 | 15.88 |
| 5 | 3.74 | 6.85 | 8.56 | 12.70 |
| 6 | 3.12 | 5.71 | 7.14 | 10.59 |
| 7 | 2.67 | 4.89 | 6.12 | 9.07 |
| 8 | 2.34 | 4.28 | 5.35 | 7.94 |
| 9 | 2.08 | 3.80 | 4.76 | 7.06 |
| 10 | 1.87 | 3.42 | 4.28 | 6.35 |

Table 20

5.4.2.2 Visits between Loughborough and Leicester (including DMU) using private transport (i.e. the researcher's own car). Total travelling time was estimated to be 1.5 hours. The cost of the return journey excluding travelling time was estimated to be 30 miles * £0.36 = £10.80.

| | PhD Student | Research Assistant | Lecturer | Senior Academic |
|--------------------------|-------------|--------------------|----------|-----------------|
| Hourly rate | 6.85 | 14.62 | 18.91 | 29.26 |
| Cost of journey time | 10.27 | 21.93 | 28.36 | 43.89 |
| Mileage (30@£0.36) | 10.80 | 10.80 | 10.80 | 10.80 |
| Total cost of journey | 21.07 | 32.73 | 39.16 | 54.69 |
| Cost per item consulted: | | | | |
| 1 | 21.07 | 32.73 | 39.16 | 54.69 |
| 2 | 10.53 | 16.36 | 19.58 | 27.35 |
| 3 | 7.02 | 10.91 | 13.05 | 18.23 |
| 4 | 5.27 | 8.18 | 9.79 | 13.67 |
| 5 | 4.21 | 6.55 | 7.83 | 10.94 |
| 6 | 3.51 | 5.45 | 6.53 | 9.12 |

| | | | | |
|----|------|------|------|------|
| 7 | 3.01 | 4.68 | 5.59 | 7.81 |
| 8 | 2.63 | 4.09 | 4.90 | 6.84 |
| 9 | 2.34 | 3.64 | 4.35 | 6.08 |
| 10 | 2.11 | 3.27 | 3.92 | 5.47 |

Table 21

5.4.2.3 Visits within Leicester. Given the restrictions on parking at Leicester and DMU, it was assumed that a certain amount of walking would be required, so the total journey time was estimated to be 40 minutes.

| | PhD Student | Research Assistant | Lecturer | Senior Academic |
|--------------------------|-------------|--------------------|----------|-----------------|
| Hourly rate | 6.85 | 14.62 | 18.91 | 29.26 |
| Cost of journey time | 4.56 | 9.75 | 12.60 | 19.51 |
| | | | | |
| Cost per item consulted: | | | | |
| 1 | 4.56 | 9.75 | 12.60 | 19.51 |
| 2 | 2.28 | 4.87 | 6.30 | 9.75 |
| 3 | 1.52 | 3.25 | 4.20 | 6.50 |
| 4 | 1.14 | 2.44 | 3.15 | 4.88 |
| 5 | 0.91 | 1.95 | 2.52 | 3.90 |
| 6 | 0.76 | 1.62 | 2.10 | 3.25 |
| 7 | 0.65 | 1.39 | 1.80 | 2.79 |
| 8 | 0.57 | 1.22 | 1.58 | 2.44 |
| 9 | 0.51 | 1.08 | 1.40 | 2.17 |
| 10 | 0.46 | 0.97 | 1.26 | 1.95 |

Table 22

5.4.2.4 The above results (5.4.2.1 - 5.4.2.3) are presented graphically in Figures 3-5.

5.4.3 Conclusions

5.4.3.1 These figures suggest that if the real costs of the time spent travelling are taken into account, it is rarely cost-effective for researchers to visit the other Libraries to consult material. It is usually more economical to obtain the material via inter-library loan. The exceptions are where PhD students are travelling between the University of Leicester and DMU's Leicester campuses, and where researchers need to browse or consult a large number of titles.

5.4.3.2 There are a number of other circumstances where reciprocal access can be useful - e.g. where certain items are needed very urgently, or where a visit to the Library can be combined with a meeting at the Institution, or where one of the Libraries is near a researcher's home.

5.4.3.3 The costs of reciprocal visits to and from DMU's sites in Bedford, Milton Keynes and Lincoln were not calculated. These would be much higher than for the scenarios shown.

5.4.3.4 As well as the costs of visiting the other Libraries, another important factor to bear in mind is that researchers need to free up a block of time when an item is needed, and often this is not possible. Pressure on researchers' time is one of the issues identified in the CORSALL survey.

Figure 3: User to Material 1 : Leicester <-> Loughborough using public transport

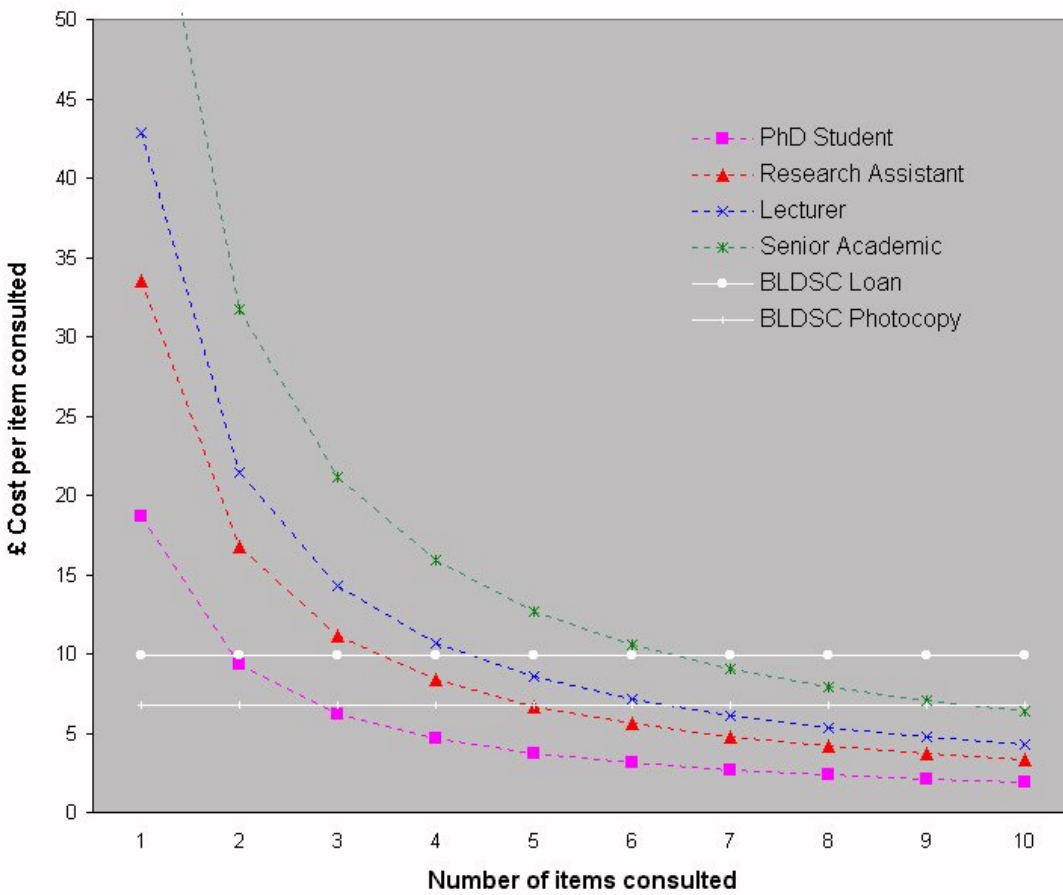


Figure 4: User to Material 2 : Leicester <-> Loughborough using own car

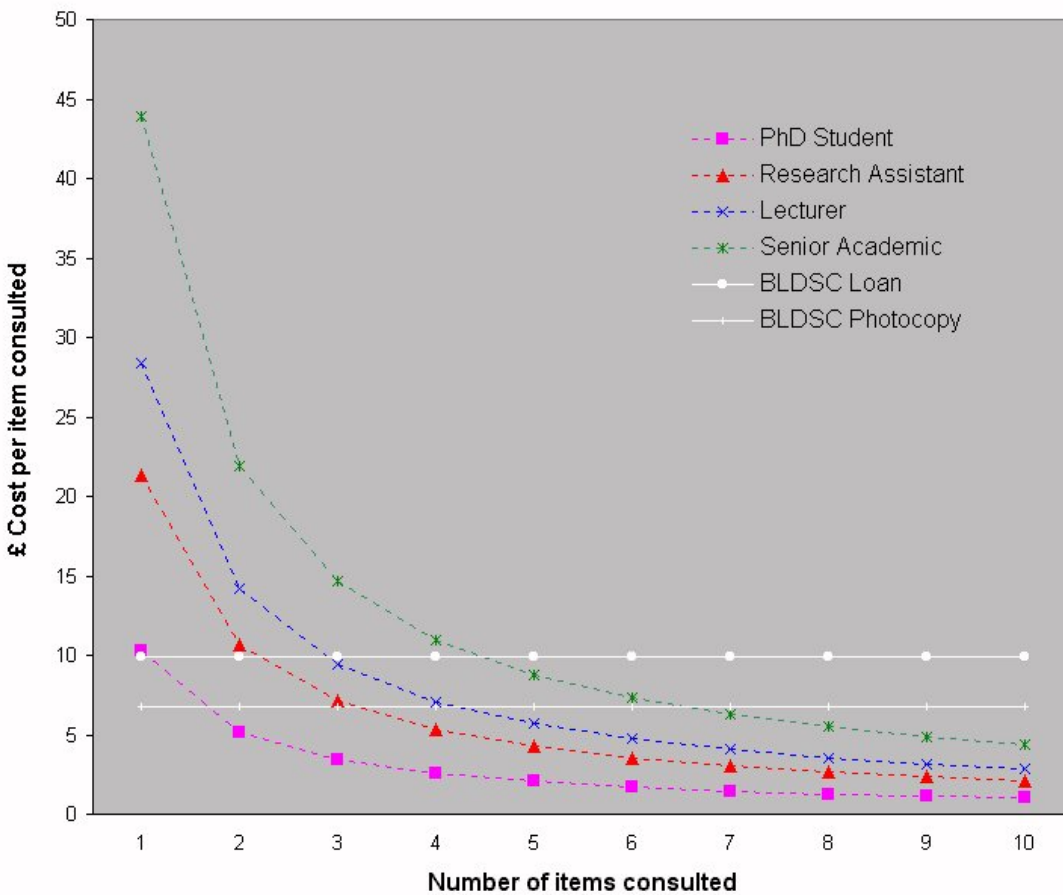
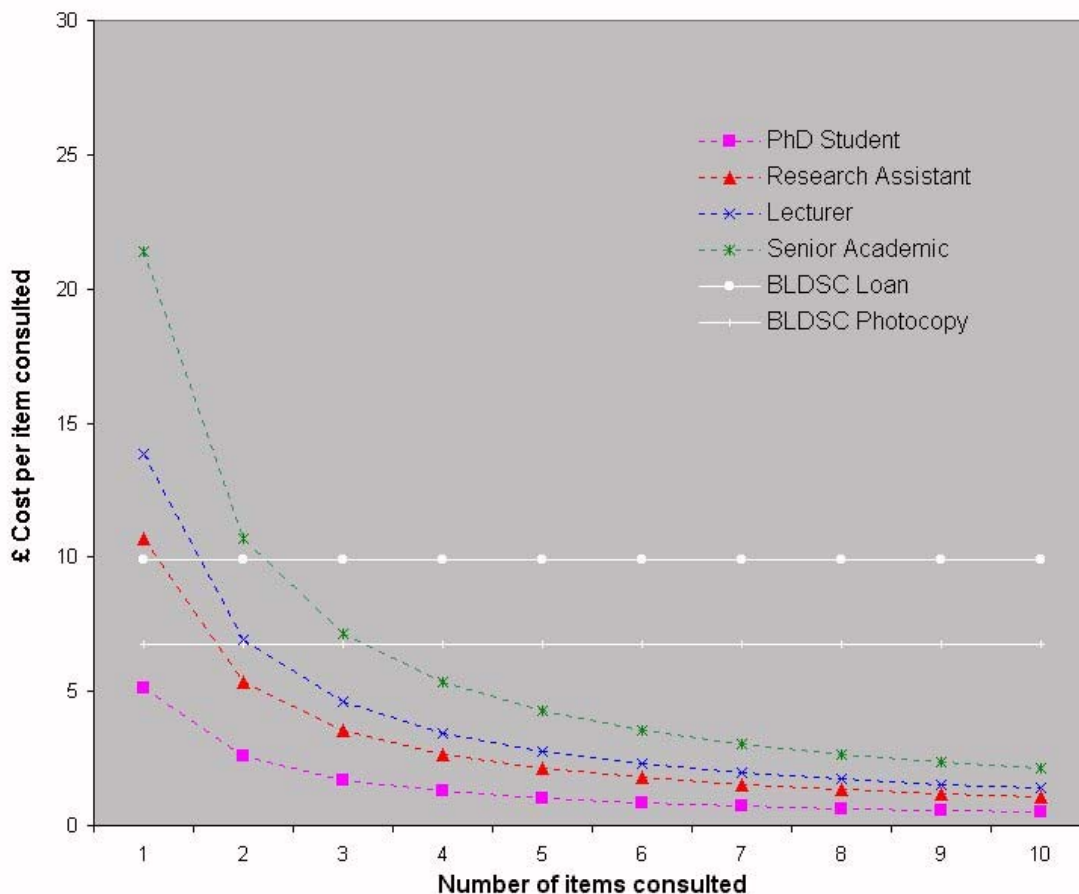


Figure 5: User to Material 3 : Visits within Leicester



5.5 Comparative costs for a local document delivery service

5.5.1 Methodology

5.5.1.1 The costs of a local document delivery service were considered in relation to the costs of obtaining items from the BLDSC. Two basic forms of local document delivery service were examined:

- supplying items for loan
- supplying photocopies of journal articles.

5.5.1.2 Annual costs were estimated for the three Libraries as a whole. Processing times were based on those used in the COPEMAL study (*COPEMAL Report*, Section 3.6: Operational Timings). The results of the CORSALL Analysis of Inter-Library Loans were used to give indicative figures for the number of requests that would need to be checked and the number which could be supplied locally.

5.5.1.3 As with the original COPEMAL study, *new costs incurred* were compared with *expenditure saved*.

5.5.1.4 The *new costs incurred* for a local document delivery service include:

- the cost of checking each Library's inter-library loan requests against the catalogues of the other two Libraries. It is assumed that the catalogue of the home Library (i.e. the Library where the request is made) will have been checked already
- the direct costs of supplying the items which are available locally.

5.5.1.5 In addition, there are various inconvenience factors and management overheads which would place additional but less easily quantifiable burdens on library resources, such as:

- the inconvenience caused by an item being off the shelves while it is being loaned to the other Library, or being copied on behalf of the other Library
- the inconvenience caused when an item listed as being in stock locally can not be found
- a local document delivery scheme would only be able to supply about 10% of requests, so it would have to operate in parallel with the existing arrangements rather than replacing them, making the supply of requested items more complicated
- the participating Libraries would have to enter into a service level agreement (covering issues such as the time taken to respond to requests)

- it would be necessary to record the numbers of items supplied and items received by each Library under the scheme, and there would need to be arrangements for compensating any Library which was supplying a disproportionate number of items
- the Libraries would need to ensure that the copyright and licensing agreements applying to the material they were making available were not infringed.

5.5.1.6 The *expenditure saved* is the cost of the BLDSC Forms for the items which could have been supplied locally.

5.5.2 Costs of supplying items for loan

5.5.2.1 In the CORSALL Analysis of Inter-Library Loans, there were 5592 requests for loanable items and 449 (8%) of these might have been supplied locally. The time required to check each Library's requests against the catalogues of the two other Libraries was estimated to be 2 minutes (0.0333 hours). In the COPEMAL study this process was estimated to take 4 minutes, but COPEMAL involved the Nottingham academic libraries which meant that up to four catalogues might need to be consulted.

5.5.2.2 The cost of checking local catalogues is therefore:

Number of requests * time to check catalogues * hourly rate of Inter-Library Loans staff

$$= 5592 * 0.0333 \text{ hours} * \text{£}9.86$$

$$= \text{£}1837.90$$

5.5.2.3 Estimated processing times at the supplying Library were 12 minutes to locate and despatch the item, and 10 minutes to re-shelve the returned items (the same as in COPEMAL). Total time is therefore 22 minutes (0.3667 hours). The most economical method of sending items to the requesting Library would be via the East Midlands Transport Scheme. The current cost of this is £1.40 per item. Items could also be returned via the same Scheme, but this is the same as for items currently supplied by the BLDSC, so it is not a new cost.

5.5.2.4 The new costs of supplying loanable items locally are therefore:

Number of items which could be supplied * ((processing time * hourly rate of Inter-Library Loans staff) + cost of transport)

$$= 449 * ((0.3667 * \text{£}9.86) + \text{£}1.40)$$

$$= \text{£}2251.88$$

5.5.2.5 The costs of checking local catalogues + costs of supplying items locally

$$= \text{£}1837.90 + \text{£}2251.88$$

$$= \text{£}4089.79$$

5.5.2.6 The current cost of a BLDSC Form for loanable items is £6.20, so the operation of a local scheme would lead to the following savings on BLDSC Forms:

$$449 * \text{£}6.20 = \text{£}2783.80$$

5.5.2.7 So supplying loanable items via a local document delivery scheme would be significantly more expensive than supplying them via the BLDSC.

5.5.3 Costs of supplying copies of journal articles

5.5.3.1 In the CORSALL Analysis of Inter-Library Loans, there were 22135 requests for journal articles and 2457 (11%) of these might have been supplied locally. The time required to check each Library's requests against the catalogues of the two other Libraries was estimated to be 2 minutes (0.0333 hours, as for loanable items).

5.5.3.2 The cost of checking journal article requests against local catalogues is:

Number of requests * time to check catalogues * hourly rate of Inter-Library Loans staff

$$= 22135 * 0.0333 \text{ hours} * \text{£}9.86$$

$$= \text{£}7275.04$$

5.5.3.3 The time required by the supplying Library to locate, photocopy and dispatch an article and then re-shelve the journal was estimated (as in COPEMAL) to be 20 minutes (0.3333 hours). Costs of photocopies were estimated to be £0.20 (an average of 10 pages at £0.02 per page). Photocopied articles could be sent by post, at an estimated average cost of £0.75 per item.

5.5.3.4 Therefore the new costs of supplying journal articles locally are:

Number of items which could be supplied * ((processing time * hourly rate of Inter-Library Loans staff) + cost of photocopies + cost of postage)

$$= 2457 * ((0.3333 * \text{£}9.86) + \text{£}0.20 + \text{£}0.75)$$

= £10409.49

5.5.3.5 This figure could be reduced if copies of articles are sent via the Internet rather than by post. The Ariel software, which is free to UK Higher Education Institutions, enables libraries to transmit scanned images of documents using email or ftp. The costs of processing and scanning items for use with Ariel would be roughly equivalent to the costs for photocopying. This would lead to a saving of $2457 * £0.75 = £1842.75$ on postage.

5.5.3.6 This option may require additional equipment. Although existing scanners, PCs and printers could probably be used at the main Library sites, additional scanners might have to be purchased for some of the other Library service points. Based on one of the cheaper scanners recommended for use with Ariel, and spreading the costs over 3 years, this would come to around $£300 / 3 = £100$ per year for each extra scanner. However, assuming no new equipment is needed, using Ariel could bring the costs down to $£10409.49 - £1842.75 = £8566.74$

5.5.3.7 The costs of checking local catalogues + costs of supplying items locally

= £7747.25 + £8566.74

= £16313.99

5.5.3.8 The current cost of a BLDSC Form for photocopies is £4.47. The operation of a local scheme would lead to the following savings on BLDSC Forms:

$2457 * £4.47 = £10982.79$

5.5.3.9 As with loanable items, these figures suggest that supplying copies of articles via a local document delivery system would be more expensive than supplying them via the BLDSC.

5.5.4 Potential savings through the use of union catalogues

5.5.4.1 It can be seen that the costs of checking the other Libraries' catalogues contribute significantly to the costs of a local document delivery service. The process could be streamlined, and considerable savings made, if the catalogues of the three participating Libraries were combined into union catalogues (one for books; one for journals).

5.5.4.2 Considering a situation where the added costs of checking are reduced to zero through the use of union catalogues, the expenditure saved (the cost of BLDSC Forms) is marginally higher than the direct costs of supplying the items locally:

$£2783.80 - £2251.88 = £531.92$ for loan items (£177.31 per library), and

$£10982.79 - £8566.74 = £2416.05$ for copies of journal articles (£803.35 per library).

5.5.4.3 As well as direct costs, the inconvenience factors and management overheads (listed in the previous Section) need to be taken into account. They would probably outweigh the net savings for loan items. However, a local document delivery service for copies of journal articles could be a cost effective option, though it would depend on the creation and maintenance of a union catalogue for journals, and any savings would be relatively small (around £800 per Library minus the cost of inconvenience factors and management overheads).

5.5.5 Conclusions

5.5.5.1 The estimated costs for a local document delivery service suggest that it would be more expensive to supply loanable items via a local document delivery service than it is via the British Library Document Supply Centre. This is mainly because of the costs of the staff time needed for:

- checking requests against the Library catalogues (a large number of requests needs to be checked and only a small number of these can be supplied)
- processing and re-shelving each item at the supplying Library (the BLDSC is able to make economies of scale for these activities).

Therefore, **in the current circumstances, a local document delivery service would not be cost-effective. This should be reviewed periodically as pricing levels change. The possibility of a local document delivery service for journal articles should be reconsidered if it is found that a union catalogue of serials is viable.**

5.5.5.2 Streamlining the process of checking the Library catalogues could make the cost of supplying articles locally marginally lower than via the BLDSC. However, as only about 11% of requests could be supplied in this way, it would not lead to great savings. Also, the cost of creating and maintaining the union catalogue would need to be taken into account. Union catalogues are discussed in more detail in the next Section.

5.5.5.3 **The relatively high cost of providing local access (either via reciprocal access by users or via local document delivery) means that a scheme for the collaborative acquisition of paper-based books or journals, where items are purchased jointly and held at one of the participating libraries, would not be economical at this time. This should be reviewed periodically, as pricing levels change.**

Chapter 6. BIBLIOGRAPHIC SUPPORT FOR COLLABORATION

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6.1 Web OPACs

6.1.1 Shared access to stock - whether by reciprocal access or by document delivery - needs to be supported by tools which enable users to search the holdings of the participating Libraries and determine efficiently what is available. DMU, Leicester and Loughborough University Libraries, and the other Libraries in the East Midlands Academic Network, now all provide Web versions of their Online Public Access Catalogues. This is a great improvement on the situation in 1988 at the time of the COPEMAL report.

6.1.2 However, many of the respondents in the CORSALL survey said that they were deterred from using a particular Library because they did not know what was available there (34% were deterred from using Leicester, 39% Loughborough and 56% DMU). Each Library provides links to the others' OPACs on its Web site, but the Libraries should consider other ways of targeting researchers with this information, to ensure that they are aware of the facility. Any additional publicity about the OPACs should stress the importance of checking circulation and location details, i.e. whether an item is on loan, and (if not) where it is available (if the Library has a number of service points).

6.2 Union catalogues and cross-catalogue searching

6.2.1 Searching separate Web OPACs is still a relatively laborious process, so the possibility of developing a union catalogue, in which all holdings can be searched simultaneously, needs consideration. Many other collaborative projects are developing this type of facility, either by combining all the separate databases into one large database, or by creating a virtual union catalogue (sometimes called a 'clump') where each database is connected using Z39.50 - a protocol used in the library community for searching and retrieving information from distributed databases.

6.2.2 The single database approach seems to be most suited to union catalogues of serials - because the amount of data which needs to be transferred is smaller (in relation to libraries' main catalogues) and relatively static. The serials catalogue of CALIM (the Consortium of Academic Libraries in Manchester) is an example of this.

6.2.3 Projects which are developing virtual union catalogues based on Z39.50 are the M25 link project (involving academic libraries in the London area), CAIRNS (the Co-operative Academic Information Retrieval Network for Scotland) and RIDING (a Z39.50 Gateway to Yorkshire Libraries.)

6.2.4 Developing either type of union catalogue would be a considerable undertaking, which would need to be costed carefully. One difficulty would be that there will be instances of the same title being referred to in different ways in the different library catalogues, and it may well be a long and labour-intensive process to consolidate the combined holdings into one standard list.

6.2.5 There are other problems associated with the Z39.50 approach:

- different library systems offer different levels of support for the standard. Making certain systems Z39.50 compliant may be expensive, or even impossible
- at present, most implementations of virtual union catalogues provide basic bibliographic data about the works held by a library, but fall short of providing circulation and exact location details (i.e. the information that is specific to each copy of a work held by a library). This information is more difficult to integrate because it is represented in very different ways in different library systems. However, union catalogues which only contain bibliographic data are of limited use because any item found in it will need re-checking in a local catalogue to see whether and where it is in stock.

6.2.6 Given the importance of circulation and location information and the difficulties with the Z39.50 approach, it is worth considering alternative methods to improve the process of searching multiple catalogues. One possibility is CALCATS - the CALIM Multiple Catalogue Searcher (<http://rylibweb.man.ac.uk/calim/calcats.html>). This is a Web form linked to a perl script which allows users to specify a search once, and then to send it to each of the five CALIM Libraries in turn. While it would not be as fast as a fully functioning union catalogue, it is much simpler to implement, and is much quicker than going to the separate catalogues and re-entering the search query each time.

6.3 Conclusions

6.3.1 **A study should be commissioned into the feasibility of creating and maintaining a union catalogue of the three Libraries' serials holdings, and a virtual union catalogue based on their online catalogues.**

6.3.2 It is worth noting that, if successful, it might be possible (and worthwhile) to expand this work to include the catalogues of other libraries - either the other East Midlands academic libraries, or those in the LAILLAR group.

Chapter 7. ELECTRONIC RESOURCES AND OPPORTUNITIES FOR COLLABORATION

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7.1 Collaborative approaches to acquisition

7.1.1 Subscriptions for many of the electronic resources at the three CORSALL Libraries have been negotiated on a collective basis. However, the negotiations have been either:

- at a national level via the Combined Higher Education Software Team (CHEST) which was set up by the JISC (the Joint Information Systems Committee) to handle negotiations between UK universities and suppliers of software and databases; or the National Electronic Site Licence Initiative (NESLI) which was set up more recently by the JISC to simplify the purchase and management of electronic journals; or
- at a regional level, via the Midlands Universities Purchasing Consortium or the North Eastern and Yorkshire Academic Libraries (NEYAL) purchasing consortium.

7.1.2 The market for electronic resources is still evolving, so negotiations with suppliers (who may be individual publishers or agents acting for several publishers) tend to be long and complex. This makes it difficult for smaller groups such as the CORSALL Libraries to broker their own deals. Also they have less purchasing power, and therefore less bargaining strength, than the larger regional and national groups.

7.1.3 Because of the evolving market, however, opportunities may arise, so the situation needs to be kept under review. It is worth noting that CALIM currently has one collective licence for an electronic resource (Worldwide Standards Service Plus) - though CALIM is a larger consortium than the CORSALL group.

7.2 Factors affecting collaborative use

7.2.1 While researchers are benefiting from wider access to resources, there are a number of problems specifically with the subscription agreements for electronic journals, which affect their usability for researchers, including their potential for collaborative use:

- an effect of the evolving market is that publishers and their intermediaries are forming various alliances, offering different and changing access methods for their material. This makes it difficult for libraries to provide a consistent and easy to use gateway to their resources - which could be the cause of some of the difficulties with the electronic journal gateways mentioned by respondents in the CORSALL survey
- the subscription agreements tend to be on the basis of 'bundles' of titles, which often consist of the entire output of a publisher. As a result, the quality and relevance of each journal offered to library users can vary. Again, this could be behind the criticisms which some survey respondents made about the quality of electronic journals
- publishers are naturally very anxious to protect their material against widespread unrestricted use. In practice, this means that the terms of the licences which govern the use of electronic journals are usually more restrictive than the corresponding agreements for paper-based journals. In particular, while paper-based journals can be used by external 'walk-in' users as well as a library's registered users, most licences for electronic journals state that they can *only* be used by registered users, which rules out researchers visiting from other Institutions. Also, there are differences in policy, and therefore a degree of uncertainty, about other forms of collaboration, such as:
 - whether inter-library loans can be made from electronic journals, and if so, how
 - whether an academic can send an electronic copy of an article to a colleague in another Institution.

7.2.2. This shows that the movement away from traditional paper-based stock towards electronic access may actually *reduce* the potential for resource-sharing in certain areas.

7.2.3 Publishers and suppliers of electronic resources need to be encouraged - through feedback to NESLI and in fora such as Universities UK (formerly the CVCP), the JISC, and SCONUL - to develop simple but flexible licensing and pricing models, which can be adapted to the needs both of individual libraries and groups of collaborating libraries.

Appendix A. APPENDIX: CORSALL Questionnaire (DMU version)

CORSALL

Collaboration in Research Support by Academic Libraries in Leicestershire

Questionnaire for Researchers

Dear Colleague

De Montfort University Library is participating with Leicester and Loughborough University Libraries in the CORSALL project, which is investigating ways in which the three Libraries might collaborate more closely in the services they provide for researchers. More details about CORSALL can be found at <http://www.library.dmu.ac.uk/Research/CORSALL>.

In order to give proper consideration to the various options, we need a representative picture of researchers' needs and priorities, and their current usage of library services. Therefore it would help us considerably if you would fill in this brief questionnaire, which is being distributed to all researchers across the three Universities. We are anxious to include researchers at all DMU Centres in the survey - particularly because CORSALL is examining new forms of collaboration (e.g. joint provision of electronic information) which are not dependent on proximity to Leicester and Loughborough University Libraries.

Please can you return this questionnaire to me by Friday 16th June, using the address over the page. I can assure you that all replies will be treated in strict confidence. If you have any questions about this survey, please do not hesitate to contact me.

Kathryn Arnold, Head of Library Services.

1.) Thinking about your research activities over the last year, to what extent have the printed journals and books in DMU Library met your needs?

- Completely
- Mostly
- Moderately
- A little or not at all
- Journals and books are not applicable to my research

2.) Approximately how often do you use the electronic journals available via the library, in each of the following locations (a.-c.)?

a.) in the library

- more than 3 times per week
- 2-3 times per week
- between once per week and once per month
- less than once per month
- never

b.) elsewhere on the campus

- more than 3 times per week
- 2-3 times per week
- between once per week and once per month
- less than once per month
- never

c.) off-campus

- more than 3 times per week
- 2-3 times per week
- between once per week and once per month
- less than once per month
- never

3. Are there any factors which significantly deter you from using electronic journals? Please tick any that apply.

- Not much relevant material.
- Not sure what is available.
- Inconvenient to use.
- Lack of adequate equipment.
- Other. Please specify. _____

4. Approximately how often do you use the electronic databases available via the library, in each of the following locations (a.-c.)?

a.) in the library

- more than 3 times per week
- 2-3 times per week
- between once per week and once per month
- less than once per month
- never

b.) elsewhere on the campus

- more than 3 times per week
- 2-3 times per week
- between once per week and once per month
- less than once per month
- never

c.) off-campus

- more than 3 times per week
- 2-3 times per week
- between once per week and once per month
- less than once per month
- never

5. Are there any factors which significantly deter you from using electronic databases? Please tick any that apply.

- Not much relevant information in the databases.
- Not sure what is available.
- Inconvenient to use.
- Lack of adequate equipment.
- Other. *Please specify.* _____

6. How satisfied are you with the speed of the inter-library loans service?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Never use it

7.) Under a shared access agreement, research staff at DMU are allowed to use Leicester, Loughborough and other University libraries in the East Midlands. In the last year, approximately how many times have you used a.) Leicester University Library and b.) Loughborough University Library, for the following purposes ?

a.) Leicester University Library

- | | | |
|--------------------------------------|--------------------------------------|--------------------------------------|
| i.) Consulting the stock | ii.) Making photocopies | iii.) Borrowing items |
| <input type="checkbox"/> 0 times | <input type="checkbox"/> 0 times | <input type="checkbox"/> 0 times |
| <input type="checkbox"/> 1-5 times | <input type="checkbox"/> 1-5 times | <input type="checkbox"/> 1-5 times |
| <input type="checkbox"/> 6-10 times | <input type="checkbox"/> 6-10 times | <input type="checkbox"/> 6-10 times |
| <input type="checkbox"/> 11-25 times | <input type="checkbox"/> 11-25 times | <input type="checkbox"/> 11-25 times |
| <input type="checkbox"/> > 25 times | <input type="checkbox"/> > 25 times | <input type="checkbox"/> > 25 times |

b.) Loughborough University Library

- | | | |
|--------------------------------------|--------------------------------------|--------------------------------------|
| i.) Consulting the stock | ii.) Making photocopies | iii.) Borrowing items |
| <input type="checkbox"/> 0 times | <input type="checkbox"/> 0 times | <input type="checkbox"/> 0 times |
| <input type="checkbox"/> 1-5 times | <input type="checkbox"/> 1-5 times | <input type="checkbox"/> 1-5 times |
| <input type="checkbox"/> 6-10 times | <input type="checkbox"/> 6-10 times | <input type="checkbox"/> 6-10 times |
| <input type="checkbox"/> 11-25 times | <input type="checkbox"/> 11-25 times | <input type="checkbox"/> 11-25 times |
| <input type="checkbox"/> > 25 times | <input type="checkbox"/> > 25 times | <input type="checkbox"/> > 25 times |

8. Are there any factors which significantly deter you from using these libraries ? Please tick any that apply.

a.) Leicester University Library in particular

- Not sure what is available.
- Nothing at Leicester University Library to justify a visit.
- Difficulties with travelling and/or parking.

b.) Loughborough University Library in particular

- Not sure what is available.
- Nothing at Loughborough University Library to justify a visit.
- Difficulties with travelling and/or parking.

c.) Leicester University Library and Loughborough University Library in general

- I was not aware of the shared access agreement.
- Lack of time.
- I tend to use other libraries.
- I tend to get the things I need electronically.
- Other. *Please specify.* _____

9. Please add any comments you wish to make about the survey or the issues covered.