

# Effectiveness of Borrowing Ebooks via Interlibrary Loan

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# Why is it challenging to borrow an ebook?

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- Licensing

- Limits are placed on what can be loaned via Interlibrary Loan
- Licensing trumps copyright law
- Negotiating these licenses can be challenging
  - New license for each provider
  - May not be willing to allow for interlibrary loan
  - Non-disclosure agreements can make information sharing challenging across libraries
  - UMD has no ability to lend whole ebooks, but we can lend chapters

- User Expectations

- Ebooks to work like they do at the public library - **they do not**
- The Libraries can get an ebook if it's on Amazon - **we may be able to**

# Isn't it just a PDF?

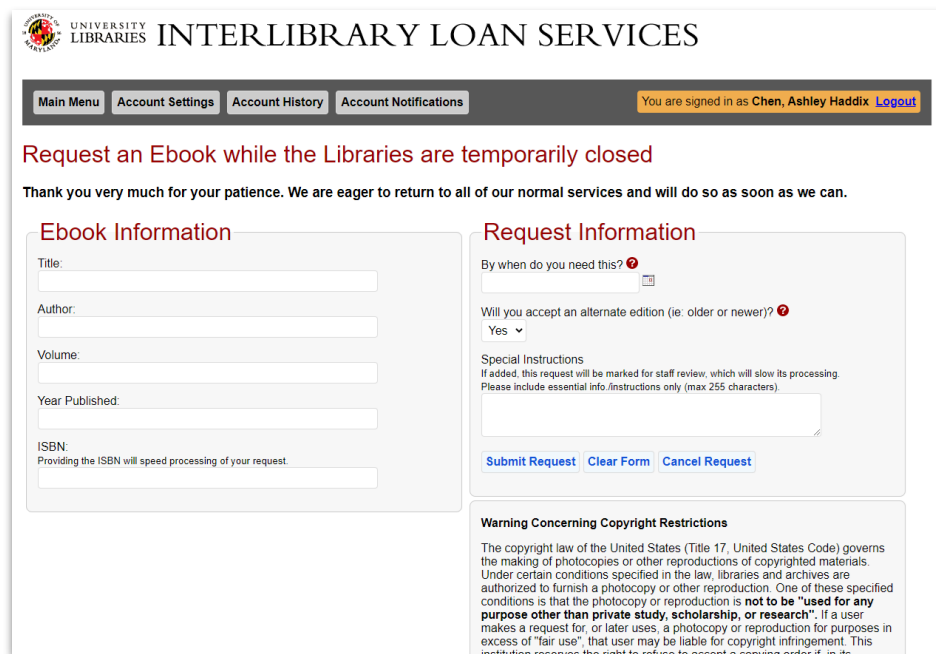
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- Technology
  - Ebooks are frequently broken into chapters. Staff have to combine all chapters to lend the whole ebook representing significant staff time.
- WorldCat records can be difficult to parse
  - Ebooks may appear in WorldCat, but are not loanable.
  - Not only does the patron not know if it's available, libraries may not know.

# So, how do I request an Ebook?

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- During pandemic closures
  - Could not request print materials, temporary Ebook request form
  - Built to look like the loan form to the user
  - Functioned like an article request (non-returnable) for staff



The screenshot displays the 'INTERLIBRARY LOAN SERVICES' page for University Libraries. The header includes a navigation bar with links for 'Main Menu', 'Account Settings', 'Account History', and 'Account Notifications'. A status bar indicates the user is signed in as 'Chen, Ashley Haddix' with a 'Logout' link. The main heading is 'Request an Ebook while the Libraries are temporarily closed', followed by a message of appreciation for the user's patience. The form is divided into two main sections: 'Ebook Information' and 'Request Information'. The 'Ebook Information' section contains fields for 'Title', 'Author', 'Volume', 'Year Published', and 'ISBN', with a note that providing the ISBN will speed up processing. The 'Request Information' section includes a date picker for 'By when do you need this?', a dropdown for 'Will you accept an alternate edition (ie: older or newer)?', a 'Special Instructions' text area with a character limit, and buttons for 'Submit Request', 'Clear Form', and 'Cancel Request'. A 'Warning Concerning Copyright Restrictions' is located at the bottom, explaining the legal basis for the service under Title 17 of the United States Code.

UNIVERSITY LIBRARIES INTERLIBRARY LOAN SERVICES

Main Menu Account Settings Account History Account Notifications You are signed in as Chen, Ashley Haddix Logout

**Request an Ebook while the Libraries are temporarily closed**

Thank you very much for your patience. We are eager to return to all of our normal services and will do so as soon as we can.

**Ebook Information**

Title:

Author:

Volume:

Year Published:

ISBN:

Providing the ISBN will speed processing of your request.

**Request Information**

By when do you need this?

Will you accept an alternate edition (ie: older or newer)?

Yes

**Special Instructions**


If added, this request will be marked for staff review, which will slow its processing. Please include essential info/instructions only (max 255 characters).


**Warning Concerning Copyright Restrictions**

The copyright law of the United States (Title 17, United States Code) governs the making of photocopies or other reproductions of copyrighted materials. Under certain conditions specified in the law, libraries and archives are authorized to furnish a photocopy or other reproduction. One of these specified conditions is that the photocopy or reproduction is **not to be "used for any purpose other than private study, scholarship, or research"**. If a user makes a request for, or later uses, a photocopy or reproduction for purposes in excess of "fair use", that user may be liable for copyright infringement. This institution reserves the right to refuse to accept a copying order if, in its

# So, how do I request an Ebook?

- Post closure (present)
  - Loan request form with Ebook ISBN & OCLC Number
  - Alternate format question


Will you accept an alternate edition? 

Will you accept an alternate format (ie: physical vs digital)? 

Format is determined by the ISBN or OCLC number fields above. If the specified format cannot be obtained, ILL staff may borrow another format. (i.e. if we cannot obtain an ebook, we will obtain a print book).

**Special Instructions**  
If added, this request will be marked for staff review, which will slow its processing. Please include essential info./instructions only (max 255 characters).

[Submit Request](#) [Clear Form](#) [Cancel Request](#)

 UNIVERSITY LIBRARIES INTERLIBRARY LOAN SERVICES

[Main Menu](#) [Account Settings](#) [Account History](#) [Account Notifications](#) You are signed in as **Chen, Ashley Haddix** [Logout](#)

**Borrow a Book or Other Item**

Please note that projected shipping times are still irregular. While many things are arriving in around 10 business days, some things may still take up to 8 weeks.

**Item Information**

[Switch to Chapter Request](#)

Title:

Author:

Publisher:

Year Published:


Edition:


ISBN:


OCLC Number:

**Request Information**

Pickup Location:

By when do you need this? 

Will you accept an alternate edition? 

Will you accept an alternate format (ie: physical vs digital)? 

**Special Instructions**  
If added, this request will be marked for staff review, which will slow its processing. Please include essential info./instructions only (max 255 characters).

[Submit Request](#) [Clear Form](#) [Cancel Request](#)

# ILL Staff Workflow

The screenshot displays the ILL Staff Workflow software interface for a borrowing request. The window title is "1516334 - Borrowing Request". The top menu bar includes "Borrowing Processing", "Printing", "Copyright", "OCLC Request", and "System". Below the menu bar is a toolbar with icons for "Cancel Request", "Renew Request", "Send Delivery Notification", "Route", "Route To Document Delivery", "Add Flag", "Remove Flag", "Clone to Current User", "Clone to Another User", "Policies Directory", "Billing", "View", "Send Notification", "Pending Updates", and "Import into Resubmission".

The main interface is divided into several sections:

- General Request Information:** Transaction Number (1516334), Username, Not Wanted After (05/31/2022), Name (Testudo), Transaction Date (5/27/2022 4:51 PM), Service Level (Regular). The "Article" radio button is selected, and "Ebook" is chosen for "Doc Type".
- Article Info:** Journal Title (Frankenstein), Volume/Issue (2018), Article Author (Shelley, Mary), Article Title (patron requesting ebook), Original Journal Title, Item Author/Publisher, Item Place/Edition.
- Accept Alternatives:** Checkboxes for "Accept Alternate Edition", "Accept Alternate Format", "Allow Copies?", "Copyright Already Paid?", "Library Use Only?", "Replacement Pages?", and "Priority Shipping".
- OCLC Information:** ILL Number, OCLC Number (588869783), Lending String, Lender, System ID (OCLC), Aleph Barcode, Shipped?
- Item Information:** Call Number, Location, Due Date, Reason For Cancellation, Item Num/Ref Num, ISxN (9781877527340), Special Instructions, Max Cost/Pieces.
- Citation Information:** DOI, Cited In, Title, Date, Volume/Pages.

At the bottom left, a status bar reads "Cancelled by ILL Staff". At the bottom right, it says "Borrowing".

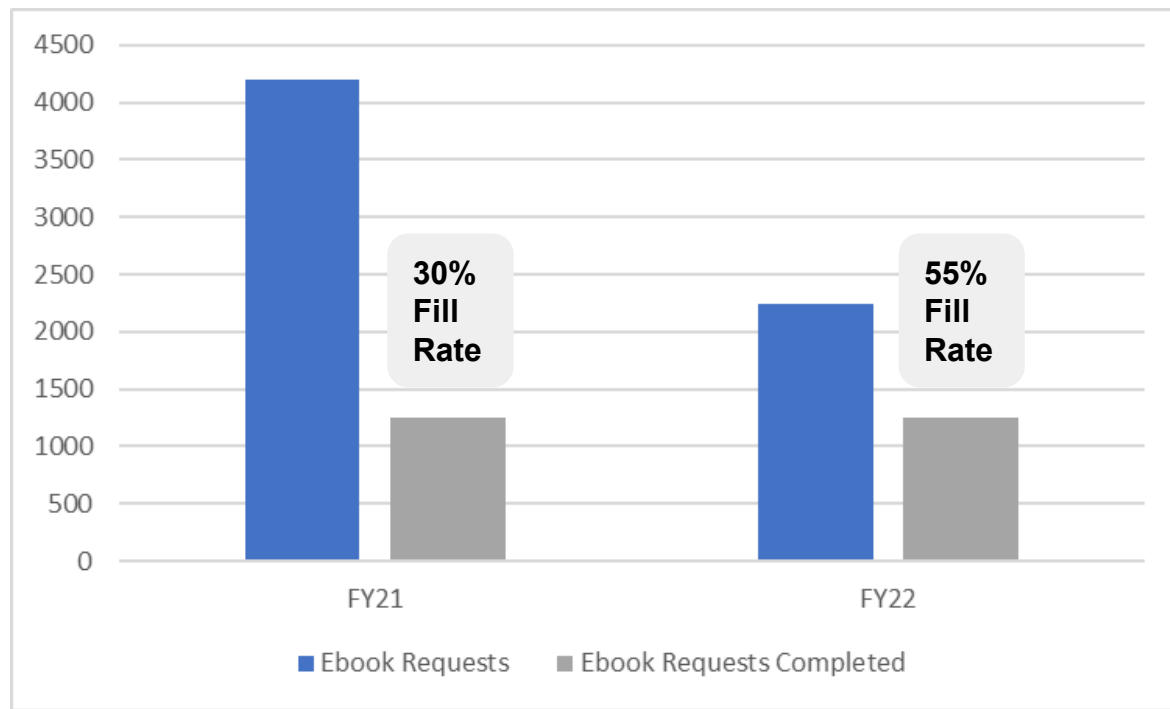
- Check the OCLC Number
- Flip loan to article
- Article Title: [Patron requesting Ebook]
- Custom Holdings Group: Ebooks
  - If none, go back to WorldCat and look for another record
  - Repeat until ebook lender found
- Custom Borrowing Note "Send ebook NOT Print"
- If no lenders: Cancellation "Format Issue" canned message

# Why do they get cancelled?

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- During pandemic closures
  - Since electronic format was the only format we could provide, we would email the patron and instead offer to request a scan of the TOC or book chapters
  - The amount of chapters was dependent on the book/publisher and their copyright allowances
  - A lot of back and forth communication, calculating copyright allowances and explaining those limitations, creating and processing multiple new requests
- Post closure (present)
  - Format question is key!
  - Yes, switch to print; No, cancel

# How successful are we at borrowing ebooks?

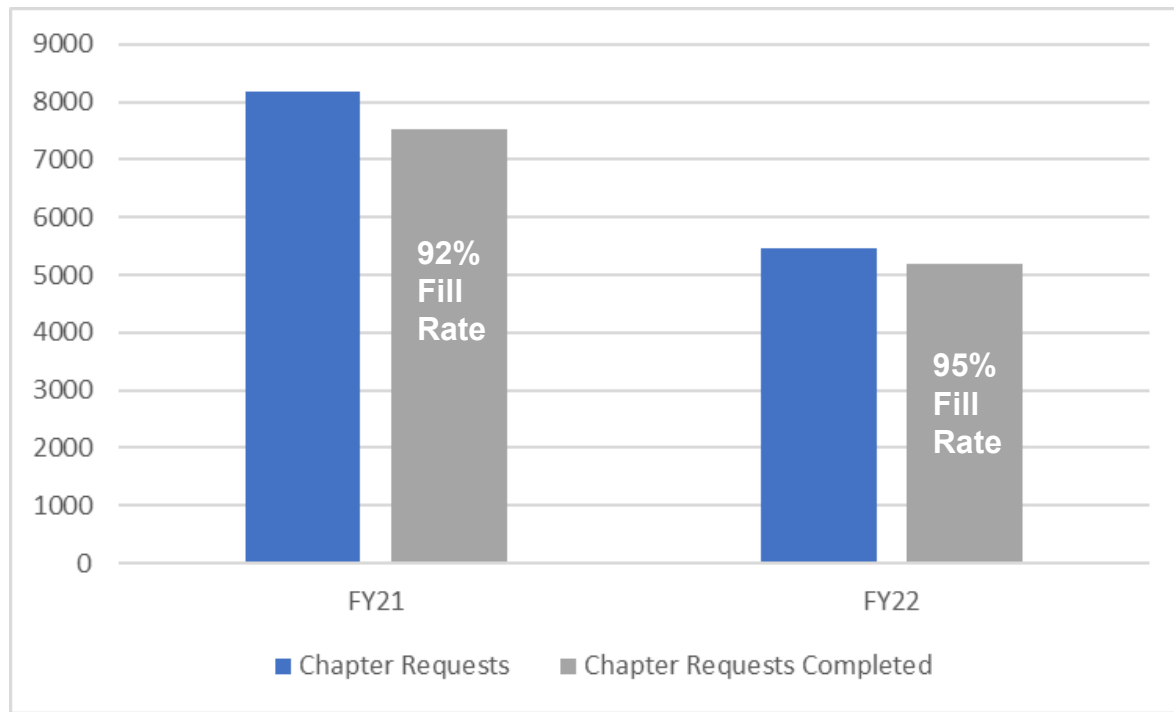


\*FY21 had a very high number of requests as it was when physical collections were largely unavailable.



# A look at book chapter fill rate for context

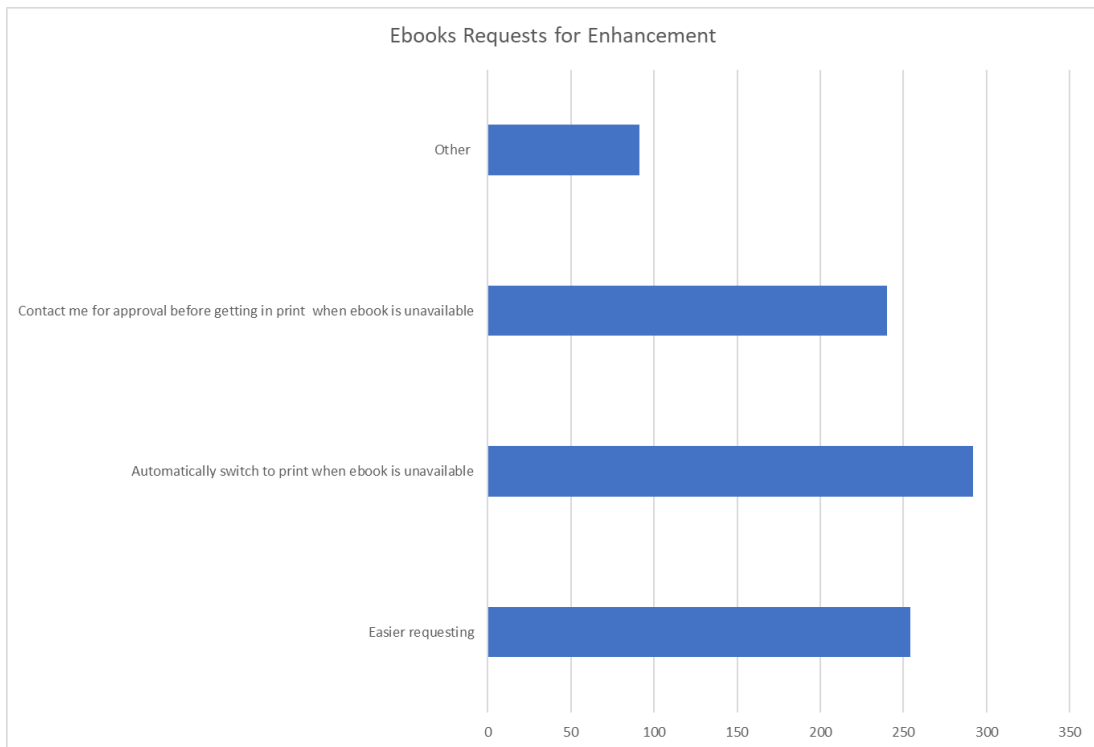
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\*FY21 had a very high number of requests as it was when physical collections were largely unavailable.

# ILL User Survey Feedback about eBooks

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878 Respondents

Other text entry:

- 37 respondents wanted more items available as ebooks
- 7 wanted better discovery of ebook content

# What's next?

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- Fixed an automation issue for ebooks going out to BTAA libraries as print requests
- Establishing best practices across libraries
  - Conversations have begun in the SHARES consortium
- Future operationalizing of the BTAA's Ebook report (<https://ter.ps/yzu>)
  - Support for license negotiation
  - Potential toolkit development
- Controlled Digital Lending (CDL)

Questions?