BAR-ILAN UNIVERSITY

**Interlibrary Loan Borrowing Practices in Israeli College Libraries:
Implications for Israeli University Libraries**

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Acknowledgments

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Abstract

The recent establishment of academic colleges in Israel has not only affected the make-up of Israeli higher education, it has also caused changes in university libraries, particularly to the Interlibrary Loan (ILL) departments. The aim of this study is to characterize the ILL borrowing practices of Israeli college libraries in general, and in particular, those of libraries that send the majority of their requests to universities. It also aims to identify the disciplines of college library ILL requests and determine whether there is a connection to the disciplines prevalent in their own collections. In addition, it aims to identify the Israeli university libraries that have received increased requests between 1997 and 2001, to assess the effects on them, identify changes already implemented in interlibrary loan departments, and those desired.

The first questionnaire was sent to the directors of thirty-eight colleges known to have libraries, and the second was sent to the seventeen ILL units of the seven university libraries. A 95% response rate was received.

Results show that 91% of college libraries sent ILL requests to universities in 2001, and 40% sent approximately three-quarters of all their ILL requests to universities. Sixty percent of colleges have library collections in the Social Sciences and Humanities fields, and these fields also dominate their ILL requests. University libraries with predominantly Social Sciences, Humanities and Medicine collections have seen the greatest overall increase in incoming ILL requests over the five-year period from 1997-2001. Moreover, libraries with collections in the Social

Sciences and Humanities saw significant increases in ILL requests from college libraries in particular. In addition, there is a statistical connection between the size of university library collections and the number of incoming ILL orders from college libraries. University libraries with large book collections received more incoming ILL requests from colleges than libraries with smaller collections. Forty-seven percent of university libraries supplied greater numbers of ILL requests in 2001 than they did in 1997. Four libraries reported that since 2000 the percentage of orders supplied to colleges has risen by more than 25%.

The main effect of the increase in the number of ILL requests was that the university library ILL staff felt more pressure. Seventy-three percent of university libraries reported that some organizational changes had taken place in their department such as purchase of software and more staff. Ninety-four percent of libraries acknowledged that some changes should take place on a national level. The creation of a national ILL code of practice and the implementation of sophisticated ILL software were the main measures recommended to ease the burden on the universities.

The main recommendation of this study is that college libraries use the same library software as the universities and continue to develop their collections so that they are able to reciprocate in the ILL process. It also recommends that college and university libraries increase cooperation by creating consortia especially for ILL, to ensure standardization of prices, methods of ordering, corresponding and supply.

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Introduction

Interlibrary loan has long been accepted as the traditional method of library cooperation. Until the 1990s interlibrary loan in Israel was almost exclusively carried out among the seven universities (and some medical research libraries), as there were no other institutions of higher education and few other large research library collections. As Professor Shmuel Sever states "research libraries held most of the national reservoir and provided the bulk of information services to the entire population" (Sever, 1983, p. 57). In the past twenty years Israel has seen a massive growth in the number of higher education colleges, most of which have small libraries. Today, university libraries account for approximately 84% of all Israeli library holdings, while the college libraries account for approximately 16%. Although, their collections are significant, many college libraries have begun approaching Interlibrary Loan (ILL) Departments in university libraries in order to fulfill their patrons' information needs. This development has caused a huge increase in the overall ILL traffic in Israel. Statistics from the University of Haifa Library show that between 1997 and 2001 the demand for ILL from all institutions grew by 27%, and that requests received from colleges rose by 127% over the same period, comprising 22% of all incoming orders in 2002. Also, because many new colleges teach predominantly Social Sciences and Humanities courses, universities that have strong collections in these fields have especially felt the pressures of the increased demand for ILL and have implemented changes in their practices accordingly.

History of higher education in Israel

Since the mid-1920s, when Israel's first universities were established, until the early 1990s, Israeli higher education has been provided by the seven universities: Technion (1924), the Hebrew University (1925), the Weizmann Institute of Science (1949), Tel Aviv University (1953), Bar-Ilan University (1955), the University of Haifa (1963) and Ben-Gurion University of the Negev (1966). However, a growing demand for higher education at the end of the 1980s caused an upsurge of new colleges providing academic qualifications, in addition to an upgrading of the already existing teacher-training colleges, that were "gradually becoming more academic as institutions" (Katz and Coleman, 2001, p. 82). Professor Elhanan Adler notes that:

> Until recently, higher education in Israel was synonymous with university education. In recent years, however, a large number of colleges, both public and private have opened (or upgraded from non degree institutions) and today there are over forty accredited non-university Israeli academic institutions. These new colleges usually specialize in a few popular fields (particularly … technology, management and law), … in addition, a large number of foreign universities have opened branches in Israel … most [of which] do not have significant libraries or information centers (Adler, 1999, p. 137).

Professor Aharon Kellerman has also noted that today 50% of all BA students in Israel now study at colleges (Kellerman, 2001, June). Moreover, the present government of Israel is in favor of the establishment of colleges providing higher education with "plans for the future [that] include expanding Israel's network of non-university higher education, by continuing the establishment of additional colleges, to meet the challenges of the coming

century" (Ministry of Foreign Affairs, 1999, p. 6). Also, Limor Livnat, the current Education minister, has endorsed the trend towards academization of colleges by encouraging the granting of Masters' degrees in addition to Bachelors'. More importantly, she has provided them with 50% representation on the Council for Higher Education (and therefore increased government funding), a step fiercely opposed to by the universities.

History of interlibrary loans in Israel

The first significant development in Israeli ILL was in 1970 when Dr. K. W. Humphreys formally advocated the establishment of an "inter-library lending system… [for university libraries in Israel]" in his report carried out for the Ministry of Finance. He proposed the use of uniform order forms, the use of telex and courier as the means of transmitting orders and items requested, and the establishment of a union list of serials (Humphreys, 1970, p. 11). In her 1974 thesis on ILL in Israel, Yehudith Koren recommended setting up a "national ILL network for academic and special libraries" (Koren, 1974, p. 7) which she defined as "a set of interlending libraries, none of which is a branch of any other, possessing agreed rules of stipulating what materials should be requested from which libraries or types of libraries in which order and on what occasions" (Koren, 1974, p. 15).

Another significant development in ILL practices was the creation of two union catalogs - the Israeli Union List of Serials (developed in the 1960s, and automated in 1981) and the Union List of Monographs (developed and automated in the 1990s), which enabled the university libraries to lend and

borrow from one another after they had verified bibliographic details and library holdings. Unfortunately, the union lists were not developed to include ILL ordering and supply. A similar arrangement was begun in 1977 between the Tel Aviv University Medical Library and the eight medical libraries in the central region of Israel, and to this day functions as an "interlibrary loan network … for the sharing of medical resources" (Peled, 1988, p. 156). An important technological development in the early 1990s for Israeli ILL was the use of e-mail as the main method of transmitting orders, replacing the telex, and in 1995 the use of Ariel software for supplying articles, replacing the fax. An additional development for Israeli ILL was the launching in 1992 of ALEPH 300 ILL management software for maintaining outgoing orders. Although most university libraries chose not to use this software, it has been in use by the University of Haifa since 1997 and Bar-Ilan University since 1998. State-of-the-art Windows–based ILL management software in Hebrew is expected to be launched in Israel in 2003, which will be expanded to include an incoming orders module as well as an outgoing orders one.

In the early 1990s, the Israeli SCONUL (Standing Committee of National and University Libraries) initiated the setting up of groups of professional sub-committees to deal with issues such as interlibrary loan (Adler, 1999, p. 135). The ILL sub-committee provided another significant development for Israeli ILL in that it greatly encouraged cooperation and resource sharing among university libraries and provides an informal channel of communication. This sub-committee functioned as an interlibrary loan network similar to the one originally advocated by Koren and expanded her definition of interlibrary

network to loosely include agreed sets of rules regarding the methods of ordering and supply and at agreed rates.

A more recent development is "the Israel Center for Digital Information Services (MALMAD) consortium [which] was set up [in 1998] by the eight universities of Israel [including the Open University] to serve as a common framework for the procurement and licensing of digital information" (Adler, 1999, p. 135). It has also created Union List of Electronic Journals (ULE) which has recently been transferred to Teldan's TdNet interface. Today, MALMAD is the main source for Israeli universities and colleges to purchase e-journal and database subscriptions.

Purpose of college libraries

The major difference between the colleges and the universities is that the college libraries "are designed to provide post-secondary school knowledge" (Kimmerling, 2002), whereas the purpose of the universities is teaching and research, which is reflected in their library collections. In order to supplement their collections, which were not generally developed retrospectively, the colleges use interlibrary loan and document delivery requests (ILL) from university libraries as and when the need arises. A few never intended to create large collections, and as a matter of policy use a 'just in time' rather than 'just in case' policy of requesting via ILL rather than acquisitions. The phenomenon of 'access' via ILL rather than 'ownership' via Acquisitions is not new in the library and information field, but it seems that this non-mutual relationship between university and college libraries and the latter's dependence on the

universities for document delivery and other resources, may be a somewhat uniquely Israeli situation.

Networks of college libraries

Since their establishment in the late 1980s and early 1990s, college libraries have become more aware of the importance of cooperation and resource sharing. One of the stated objectives of the Regional Colleges Association founded in 1989 is "to formulate a common policy for the development of college libraries" (Regional Colleges Association, 1996, p. 3) indicating a recognition of the importance of coordination among libraries of the same type. The Association also has its own administrative network comprising eleven regional colleges. A second network is that of MACAM/MOFET (the Teacher-Training College Network) established in 1998, comprising thirty-four academic teacher-training colleges all over the country. In 2001, a Northern Region Consortium was established comprising eight college libraries, whose aim was to ensure free ILL services among themselves, (thereby reducing their dependence on the universities), and also to reduce the fees for ILL and other library services from the universities. However, there is no one central national college library consortium to coordinate ILL among the multi-type college libraries in the country (regional, vocational, teacher-training, foreign, and private), in the same way as the university libraries' sub-committee.

Automation in college libraries

Although college networking is still in its early stages, there has been much progress in the field of automation. Most college library catalogs have

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been automated (using the same software as the universities) and many have web catalogs, which have been incorporated into the web version of the Israeli Union Lists of Serials (ULS) and the Israeli Union List (ULI). However, no college library has an automated ILL software program. Recently, the MALMAD consortium began accepting college libraries as 'associate' members, in addition to the universities, thereby further advancing multi-type library cooperation and improving college library access to electronic journals.

Outsourcing of ILL

Outsourcing of ILL is not widely practiced in Israel or abroad. It has been described by Dugan as having a number of possible definitions, such as: "contracting entire lending operations out of the library … or contracting out specific parts of ILL operations such as packaging and mailing, photocopying, invoicing and billing … or subsidizing patron use of direct document delivery thus by-passing interlibrary loan" (Dugan, 1994, p. 12). None of the above types of ILL outsourcing is practiced in Israel. Weaver notes that outsourcing of some ILL services began as early as the 1970s when "libraries began …contracting with private vendors … to deliver materials to member libraries in a regional consortium" (Weaver, 1993, pp. 26-27). A similar arrangement was begun in Israel in the late 1970s, with the national bus system delivering books and photocopies between the seven universities, and continues to this day by a national courier service. Outsourcing, as defined by Dugan, is not practiced in Israel. However, the obtaining books or articles from one or more university libraries can also be considered a form of outsourcing in that the requesting library depends on outside suppliers to fulfill their patrons' information needs,

thereby reducing the need for in-house collection development and maintenance, and with no obligation to supply to other libraries.

The current phenomenon in Israel of approximately forty academic colleges making requests from the seven university libraries has created a new dynamic regarding ILL. Instead of ILL being a mutual activity among equally-sized libraries on a non-profit basis, it has become a one-way activity, with the burden falling on the universities that are functioning as document delivery suppliers or outsourcers to the many colleges who request entirely from the universities rather than from commercial document delivery suppliers.

ILL in USA

The demand for ILL services has been on the increase among libraries of all types and sizes in the USA. According to Jackson, during the past decade [1986-1996], "research library lending grew by 61%, with an annual average increase measuring 5%" (Jackson, 1998, p. 2) and, in her 1992 *Interlibrary Loan in College Libraries* Survey Bustos quotes an ILL librarian "we have almost doubled our total number of ILL requests for the previous year, with three months left to go" (Bustos, 1992, p. 5).

However, a comparison of findings from the 1992 ARL/RLG Interlibrary Loan Cost Study and the 1996 ARL *ILL/DD Performance Measures Study* confirms that the average annual increase in ILL lending in USA is about 3%. Jackson found that among the 63 libraries that participated in both studies, 44 libraries reported an increase in lending volume, whereas 19 libraries even

reported a decrease in ILL lending volume. In 1992, the 63 research libraries filled on average 26,770 lending requests, whereas in 1996 they filled, on average, 27,491 requests, a three percent increase (Jackson, 1998, p. 50). In contrast, the changes that had taken place in ILL departments between 1992 and 1996 were much higher. In the General Characteristics Questionnaire of the 1996 *Performance Measures Study*, libraries that also participated in the 1992 survey were asked to describe changes made to ILL operations in the past five years. A total of 85% reported specific changes. Fifty-seven percent of the libraries added staff, 19% upgraded positions and 15% reduced the number of staff. 49% added or upgraded equipment, 32% added Ariel workstations, 15% upgraded network capabilities, and 15% added software. Nineteen percent changed borrowing or lending policies. Three libraries centralized borrowing and lending and two libraries decentralized these operations. Nine percent changed workflow or procedures and 11% changed the administrative reporting structure. Other changes included joining consortia, expanding/renovating physical space, changing the name of the department, changing delivery methods, improving or expanding training (Jackson, 1998 p. 53).

The samples used in the *Interlibrary Loan Cost Study* in 1992 and the *Performance Measures Study* in 1996 were both extremely small (63 out of more than 3,658 academic libraries in USA), and serves only as an indication of a trend. Although the study only found a three percent annual increase in ILL lending, it found a high percentage regarding changes in the ILL departments. Eighty-five percent reported some kind of change; with 55% reporting staff changes, which indicates that increased workload is a very widespread

phenomenon. However, because the study was carried out in 1996 when the Internet was relatively new, there may be other effects not yet documented.

Collection development and ILL policies in American libraries

In the USA, college libraries have existed as long as university libraries, and most have large library collections from which they frequently lend. Moreover, statewide laws obligate them to share resources with multi-type libraries in their state. As early as 1934, Guy Lyle proposed "a plan of co-operation for college and university libraries" (Lyle, 1991, p. 69). Originally, he only proposed the establishment of a union list of periodicals for ILL purposes, and cooperative collection development and acquisitions: "each library… would not be expected to loan those books to other libraries in the co-operating group" (Lyle, 1991 p. 71). Today OCLC's union catalog and ILL system, based on Lyles' proposal, is the most comprehensive in the world. Almost 100% of American college libraries have well-defined collection development and ILL policies. A survey carried out by the Clip (College Library Information Packet) Notes Committee of the College Libraries Section of ACRL in 1992 found that "72% of college libraries have written ILL policy statements" (Bustos, 1993, p. 2) and Jackson's *Measuring the Performance of Interlibrary Loan Operations in North American Research and College Libraries* report (1998) indicated that all 119 (97 research libraries and 22 college libraries) have clearly defined ILL policies. A majority also belongs to city, state or national consortia, or has reciprocal agreements with other libraries, in which charges are foregone or reduced to members. "A total of 61% of research libraries and 91% of college libraries establish reciprocal agreements with other libraries to avoid processing

and/or paying lending fees." (Jackson, 1992, p. 32). Furthermore, the ILL unit is a long-recognized service within all types of libraries "just over half of the ILL operations are managed by an administrative head … another 40% of the ILL departments are managed by a support staff supervisor" (Jackson, 1992, p. 31). The existence of collection development and ILL policies, plus multi-type library cooperative arrangements and separate ILL units, indicate that American university libraries participate in mutual ILL activities on an equal level with the colleges.

The shift in policy in favor of ILL

Traditionally, ILL is not meant to replace collection development, but due to increasing journal prices there has been a marked shift in the emphasis towards access over ownership. The ILL codes that once referred to ILL as a rare privilege now consider it a right. The National Interlibrary Loan Code of 1968 adopted by the Reference Services Division of the ALA states that "ILL is a privilege to be granted to serious research workers, i.e. faculty and graduate students and researchers in industry. It should be limited to "unusual items" which the borrowing library cannot acquire at a reasonable cost, and which the lending library can lend without injury to its own clientele" (Koren, 1974, p. 75). The 1980 National Interlibrary Loan Code adopted by the Reference and Adult Services Division of the ALA states:

> Each library should provide the resources to meet the
> study, instructional, informational, and normal research
> needs of its primary clientele. This can be accomplished
> through its own collection or through local, state, or
> regional cooperative resource-sharing agreements.
> Material requested from another library under this code
> should generally be limited to those items that do not

conform to the library's collection development policy and for which there is no recurring demand … borrowing libraries should make every effort to exhaust their own resources before resorting to interlibrary loan. … The borrowing library should encourage library users to travel to other libraries for onsite access to material when extensive use of the collection is required or the nature of the material requires special handling. The borrowing library should assist the user in making the necessary arrangements (Bustos, 1993, p. 25).

The 1994 and 2001 revisions eliminated the need to request items not mentioned in the borrowing library's collection development policy. Under the heading 'Purpose of ILL', it states that ILL "is intended to complement local collections and is not a substitute for good library collections intended to meet the routine needs of users. ILL is based on a tradition of sharing resources between various types and sizes of libraries" (Rusa, 2001, p. 321). Neither does it mention the recommendation that patrons travel to the resources rather than burdening another library.

The 1992 Clip Notes survey found that American college libraries have a high awareness of ILL practices and participate both as lenders and borrowers with all types of libraries: "almost all of the libraries responding [190 out of 260] will lend to any type of library" (Bustos, 1993, p. 3). Also, "over 90% participate in some type of local, state or consortia ILL agreement" (Bustos, 1993, p. 3). Many also cite parts of the national ILL code into their ILL policy statement emphasizing the importance of ILL as a complement to collection development. As there is no national ILL code in Israel, libraries must adhere to the ad hoc agreements made between library directors.

In England, the situation is slightly different because there is one centralized, highly efficient ILL and document delivery service (namely the British Library Document Supply Centre) and, according to a survey carried out in 1996, "85% of all [UK] academic libraries use the service daily for one or more requests" (Morris and Blagg, 1998. p. 273). Furthermore, libraries of all types have collection development and ILL policies. As yet, in Israel, many college libraries have no written Collection Development or ILL policy statements and no separate ILL unit. Many have only recently become aware of the centrality of ILL in the organization and its potential to enhance collection building.

Clearly, multi-type, as well as same-type, library cooperation via ILL is the best way for all Israeli libraries to ensure that they offer their patrons the best possible service, while ensuring the continued existence of the library in a remote–access oriented world. As Neil R. Wylie recommends "college and university libraries [should] work together to enhance library access and share resources" (Wylie, 1999, p. 27).

Purpose of the study

The aim of this study is to characterize Israeli college library ILL borrowing practices in general, and in particular, the practices of colleges that order from Israeli university libraries. It also aims to identify the disciplines of college libraries' outgoing ILL requests, and to determine whether there is a connection to the disciplines that are prevalent in their own collections. In addition, it aims to identify the Israeli university libraries that have received an increase in the number of incoming ILL requests between the years 1997 and 2001, and to assess the various effects of the increase, changes already implemented, and those desired. Although many university libraries around the world have seen increased demand for ILL, the situation in Israel is somewhat unique in that approximately fifty new college libraries have been founded in the past fifteen years creating new demand. This change in the make-up of the Israeli higher education and library scene has caused the greatest impact on the university libraries that have provided both models of library service, and have fulfilled the college libraries' information needs via interlibrary loans.

Research Questions

a) What are the characteristics of college libraries that send the most ILL requests to universities: the year of foundation, the number of students/faculty, size of the college library collection or membership in MALMAD?

b) In which disciplines are college libraries making most of their ILL requests?

c) Which Israeli university libraries have seen an increased demand for ILL over the past five years?

d) What are the effects of increased demand on the university libraries' interlibrary loan departments?

e) What organizational or policy changes have the university libraries already implemented in order to deal with the increased demand for ILL?

f) What changes could be implemented in the future if the current trend continues?

Method

The main research tools were two questionnaires (one for colleges and one for universities) designed specifically for this research. The colleges' questionnaire checked the current ILL practices of colleges, while the universities' questionnaire checked the impact of college libraries' ILL requesting on university libraries. A pilot questionnaire was sent in early October 2002 to the directors of three college and two university libraries, chosen for their known activity in the field of ILL (Yizreel Valley College, Seminar HaKibbutzim, and Tel Hai College and to Bar-Ilan University and Tel Aviv University Library of Life Sciences and Medicine). The colleges' questionnaire was sent by regular mail during late October 2002 to the library directors of thirty-eight Israeli colleges known to have a library. The universities' questionnaire was sent to the ILL librarians of the seventeen ILL units of the seven university libraries. The breakdown of libraries was as follows: five different libraries at Tel Aviv University: Law, Social Sciences and Management, Exact Sciences and Engineering, Life Sciences and Medicine, and the Central library (which also provides ILL services to the Education, Geography, and the Dayan Center libraries). It was also sent to five separate libraries at the Hebrew University of Jerusalem: the Faculty of Agriculture, the National and University Library (which provides ILL services for all the other faculty libraries such as Life Sciences, Mathematics, and Geography, Social Sciences and Humanities, Law, and the National Medical Library. The questionnaire was sent to two libraries at Ben-Gurion University of the Negev: the Central Library and the Medical Library, and two libraries at the Technion Institute of Technology: the Central library and the Medical Library. One

questionnaire was sent to Bar-Ilan University Central Library (which provides ILL service to all campus faculties), the University of Haifa Library, and the Weizmann Institute of Science Central Library (which provides ILL service to the whole campus).

Reminders were e-mailed in November 2002 offering the option of conducting a personal interview by telephone instead of filling in the questionnaire. Telephone reminders were carried out in December 2002 to convince the remaining libraries to respond. The population of the study was fifty-five libraries: thirty-eight college libraries and the seventeen ILL units of the seven university libraries in Israel. A total of fifty-two libraries responded during December 2002 and January 2003 to the two questionnaires: all seventeen university library ILL units and thirty-five out of thirty-eight college libraries – a 95% response rate. The results were analyzed during January-April 2003. The Logistic Regression and Spearman Correlation Coefficient statistical tests were performed on relevant questions.

Results

General characteristics of college libraries

Of the thirty-five colleges libraries that responded to the questionnaire the following general characteristics were most dominant (see Appendix E for the breakdown by college). College library collections are small. Fifty percent have between 30,000 and 80,000 books in the collection (see Figure 1).

Number of books in college library collections

■ up to 10000	
■ 10001-30000	
□ 30001-50000	
□ 50001-80000	
■ 80001-100000	
■ more than 100000	

9% 9%
6%
25%
26%
25%
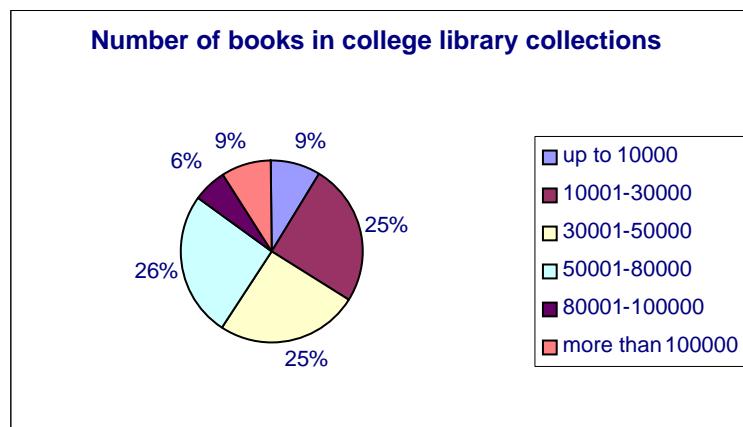
Figure 1. Number of books in college library collections

In addition, more than half have less than 500 periodicals in the collection (see Figure 2).

Number of periodicals in college library collections

■ up to 500	
■ 501-1000	
□ 1001-5000	
□ 5001-10000	
■ more than 10000	

9%
14%
3%
54%
20%

Figure 2. Number of periodicals in college library collections

18
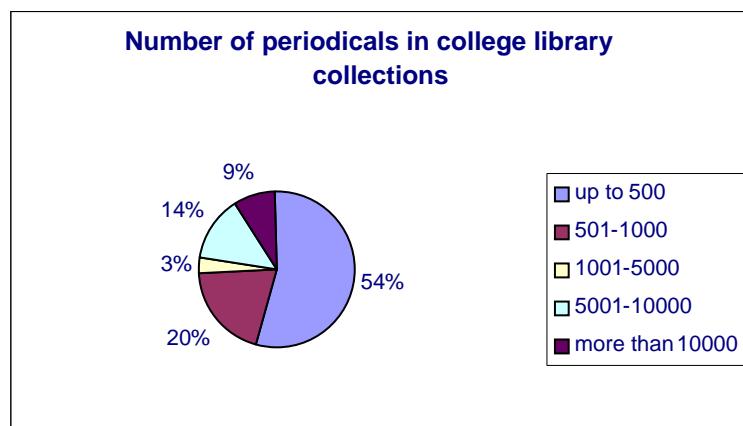
The number of full-time BA students enrolled in the academic year 2001 is also small. Sixty-three percent had fewer than 2000 BA students (see Figure 3).
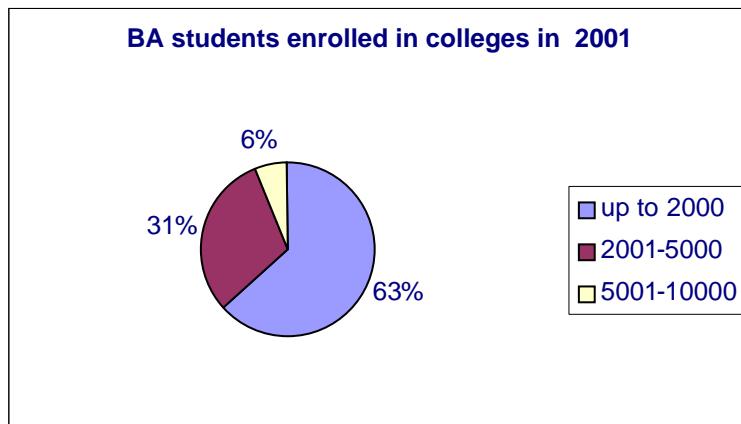
Figure 3. Number of BA students enrolled in colleges in 2001

The number of academic faculty is large. Eighty-two percent have more than 50 faculty members (see Figure 4).
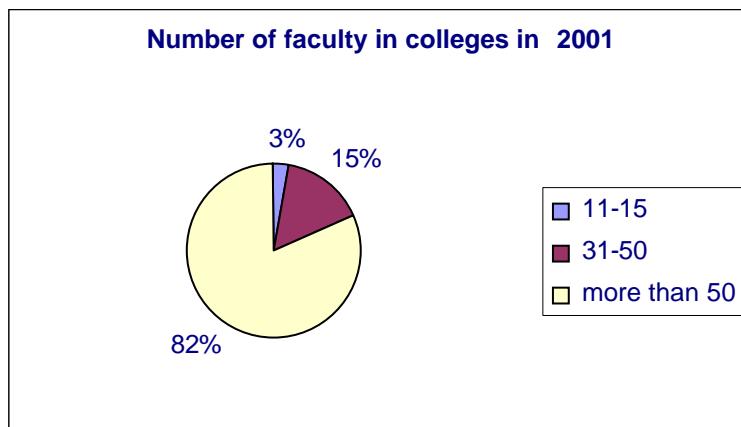

Figure 4. Number of faculty employed in colleges in 2001

More than half of college libraries were founded since 1980. Thirty-seven percent were founded in the 1990s and another 27% were founded in the 1980s (see Figure 5).

Year of foundation of colleges

27%   37%

9%

21%   6%

- 1990s
- 1980s
- 1970s
- 1960s
- prior to 1960
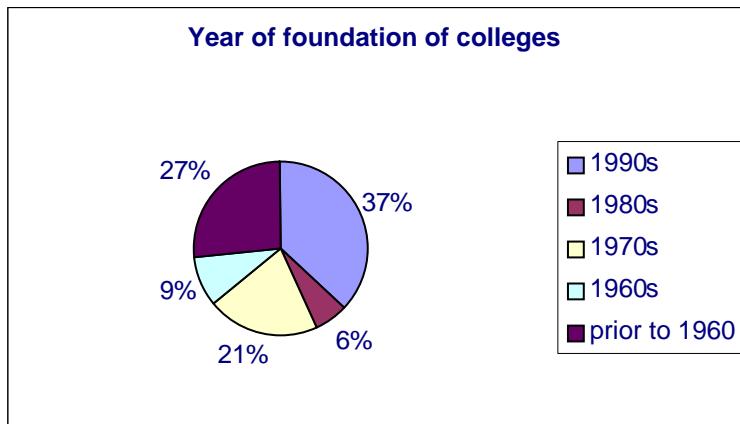
Figure 5. Year of foundation of colleges

Most do not have written collection development policies. Even though 64% of colleges (including libraries) have existed since the 1980s only 25% have written collection development policies today (see Figure 6).

Written collection development policies in college libraries

other   yes
6%   25%

no
69%

- yes
- no
- other
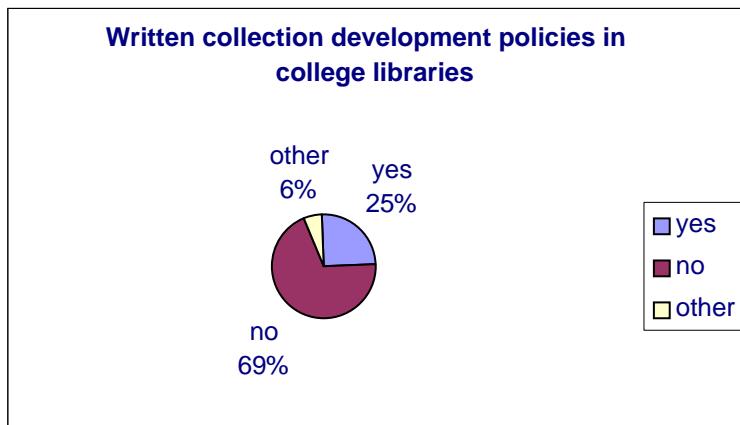
Figure 6. Written collection development policy in college libraries

The majority are members of MALMAD (the Israel Center for Digital Information Services). Sixty-four percent were members in 2001 and this figure is probably higher now (see Figure 7).

College library membership in MALMAD

36% 64%

membership
non-membership
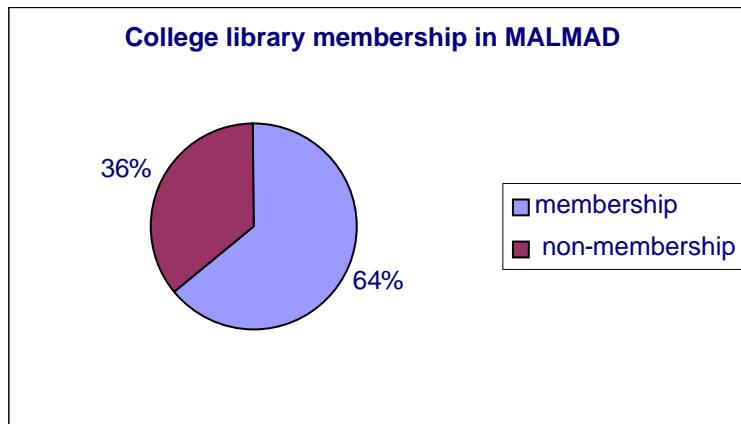
Figure 7. College library membership in MALMAD

The following ILL-specific factors characterize the libraries: libraries are increasingly sending outgoing ILL requests. Seventy-three percent of the fifteen libraries that provided statistics reported an increase in the number of outgoing ILL requests between 2000 and 2001. One library (Achva College) had an annual increase of 233% (see Figure 8).


Percentage increase in college libraries'
outgoing ILL requests from 2000 to 2001

percentage

library code
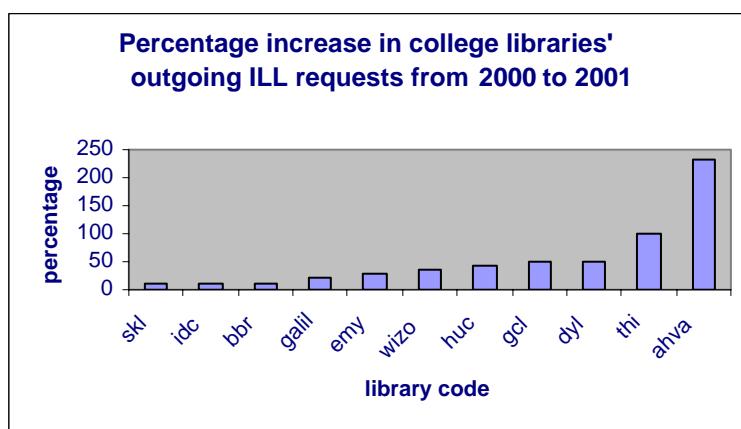
Figure 8. Percentage increase in college library ILL requests
Note. See Appendix F for names of libraries.

The average annual increase from 2000 to 2001 for outgoing ILL requests was 47% (based on figures taken from thirteen out of thirty-five college libraries). In general, college libraries have small numbers of outgoing ILL requests. Out of

35 libraries only 13 had more than 100 outgoing ILL requests in 2001 (see Figure 9).

Total number of college libraries' outgoing ILL requests from 1997 to 2001

library code	number
skl	1050
jvc	1000
emy	605
cmb	512
gcl	500
galil	486
bbr	431
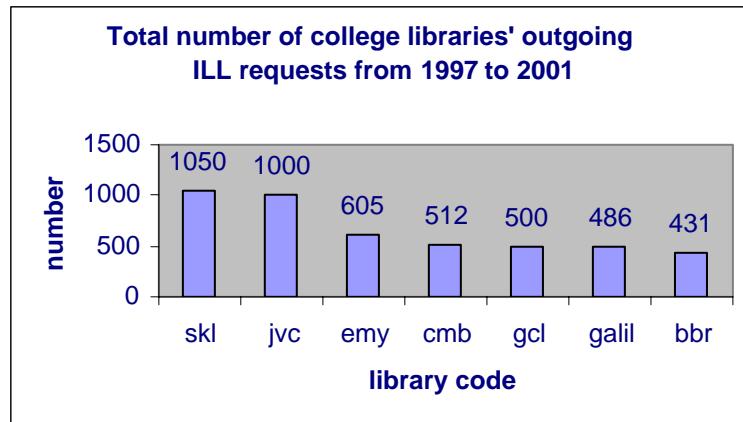
Figure 9. College libraries ILL requests between 1997 and 2001

Total number of college libraries' outgoing ILL requests betweeen 1997 and 2001 (cont.)

library code	number
ahva	260
dyl	260
wizo	226
imc	220
tsfat	169
thi	150
obc	100
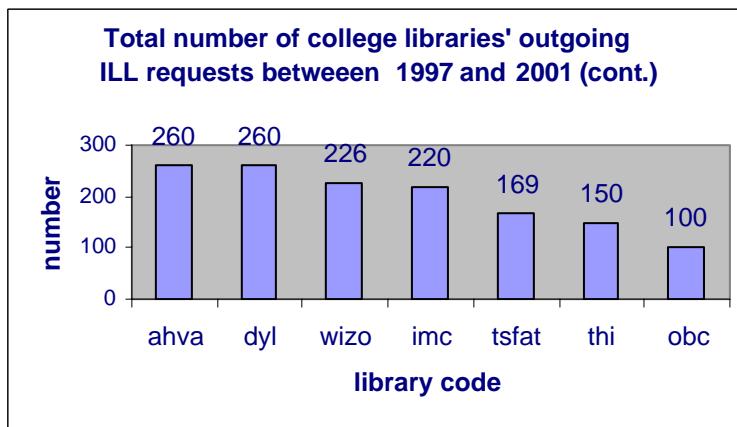
Figure 9a. College libraries ILL requests between 1997 and 2001 cont.

Eighty-eight percent of college libraries have a formal ILL service, most commonly-established since 1990 – 70% began their ILL service in the 1990s, and 20% after 2000. Only 26% keep statistics of their ILL transactions, and the same number have a written ILL policy. Almost half allow ILL service to faculty only, and 56% of the colleges allow students to place ILL requests but pass on the full charges to their students, whereas 67% do not charge faculty. ILL is not generally used to replace acquisitions, only 3% intentionally order via

ILL rather than purchasing books or journal subscriptions. Outgoing ILL requests are predominantly in the Hebrew language (statistics from the University of Haifa Library show that 75% of items supplied to colleges in 2001 was in the Hebrew language). There is a high demand for Israeli Masters' and Doctoral theses (statistics from the University of Haifa Library show that 15% of all items supplied to the colleges in 2001 was Masters' and Doctoral theses written at the University of Haifa). Libraries with larger collections send more outgoing ILL requests than libraries with smaller collections. Statistical tests proved that there is a connection between the size of college library collections and the number of outgoing ILL requests they send; the bigger the library the more outgoing ILL requests. However, no connection was found between the number of outgoing ILL requests and the year of foundation of the college or the size of the college library's periodical or book collection (see Table 1).

Table 1

Connection between year of foundation, size of collection and number of
outgoing ILL requests using Spearman Rank Correlation Coefficient

Independent variable	Dependent variable	Correlation	P-value	Result
Books and Periodicals in collection	Total no. of outgoing orders between 1997 and 2001	0.43**	0.041*	The bigger the library the more outgoing ILL requests it sends
Year of foundation	Total no. of outgoing orders between 1997 and 2001	-0.11**	0.5706*	No connection
Periodicals in collection	Total no. of outgoing orders between 1997 and 2001	0.22839**	0.2722*	No connection
Books in collection	Total no. of outgoing orders between 1997 and 2001	0.46908**	0.0238*	No connection

*$p > .05$.
**correlation $= 1.0$.

College libraries depend on the universities to supply their ILL requests.
Ninety-one percent of colleges sent the universities some of their ILL requests
in 2001; whereas only 56% sent to other colleges. Twenty-two of the 35
colleges estimated that in 2001 they sent more than 50% of all their ILL
requests to university libraries. Fourteen of the 22 sent more than 81% of all
their orders to university libraries and 8 of the 22 sent between 51% and 80%
(see Figure 10).
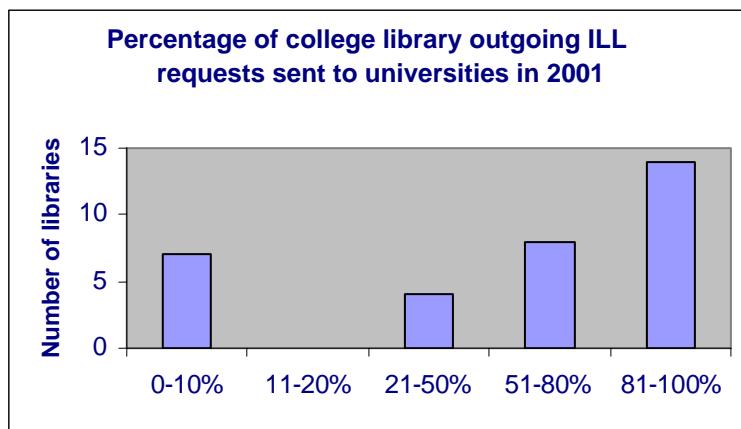
Figure 10. College library outgoing requests sent to universities

Between 1997 and 2001 the following seven colleges sent the most outgoing ILL requests to all institutions: Seminar HaKibbutzim (SKL), Jordan Valley College (JVC), Yizreel Valley College (EMY, College of Management, Business School (CMB), Gordon College (GCL), Western Galilee College (GALIL), Beit Berl College (BBR) (see Figure 9). They are characterized by: specialization in Education, four out of seven specialize in Education; four are members of the college libraries' Northern Consortium (whereby ILL is free among its members), and all are associate members of MALMAD with access to thousands of electronic full-text journals. Most were established in the 1970s (including their libraries) and were upgraded to academic college status in the 1990s. Five out of seven have written collection development policies. They have relatively large collections, the average size is between 50,000 and 80,000 books.

Characteristics of college libraries that order predominantly from universities

The 14 college libraries that sent more than 80% of their ILL requests to universities in 2001 can be characterized by: small collection of books, 50%

have a collection of less than 30,000 books; small collection of periodicals, 54% have less than 500 periodicals in their collection; more than two-thirds (69%) do not have a written collection development policy. They have experienced significant annual increases in outgoing ILL requests, the average percentage increase from 2000 to 2001 was 11%. Eighty percent (of the six libraries that keep ILL statistics) experienced an increase in the percentage of outgoing ILL requests between 2000 and 2001. They have large academic faculty, 87% percent have more than 50 academic faculty members. They have small student bodies, 63% had less than 2,000 BA students in 2001. Most were founded recently, more than a third were founded in the 1990s or later. Not all are members of MALMAD, only 64% are associate members. Most are not members of other consortia, only two libraries (14%), are members of the Northern Consortium, and only two libraries are members of the Education libraries network MACAM.

When comparing the 14 libraries that order the most ILL from universities to the 7 libraries that order the most ILL in general, the main difference is that only 29% of the former group have a collection development policy as opposed to 71% of the latter group. Moreover, 50% of the former group has collections of between 10,000 and 30,000 books whereas 43% of the latter group has collections of between 50,000 and than 80,000 books. Further, 36% of the former group was founded in the 1990s, whereas 71% of the latter group was founded prior to 1975. There are also differences between the sizes of the student bodies of the two groups. Seventy-five percent of the former group has

fewer than 2,000 BA students, whereas 57% of the latter group has more than 2,000 BA students enrolled in 2001 (see Table 2).

Table 2

Comparison of libraries that send most outgoing ILL requests to universities to those that send most outgoing ILL requests in general

	Characteristics of fourteen libraries that order most ILL from universities	Characteristics of seven libraries that order most ILL in general
Written Collection Development policy	29%	71%
Specialize in Education	14%	57%
Membership in Northern Consortium	14%	57%
Membership in MALMAD	64%	100%
Size of collection	Between 10,000 and 30,000 books (50%)	Between 50,000 and 80,000 books (43%)
Year of foundation	After 1990 (36%)	Before 1975 (71%)
No. of BA students	Less than 2,000 (75%)	More than 2,000 (57%)

There are also major differences between Israeli and American college library ILL practices. In Israel only 25% had a written collection development policy compared to 100% in USA. Also, only 27% of Israeli college libraries had a written ILL policy in 2001, whereas 100% of American college libraries (that participated in the Jackson survey) had one in 1996 (see Table 3).

Table 3

Comparison of specific aspects of Israeli and USA college interlibrary loan practices

	Israel	America
Written collection development policy	25%	100%
Written ILL policy	27%	100%
Membership in consortia	66%	90%

Predominant disciplines of ILL requests

The predominant disciplines of Israeli college libraries' ILL requests are Social Sciences (74%) and Humanities (37%) (see Figure 11).
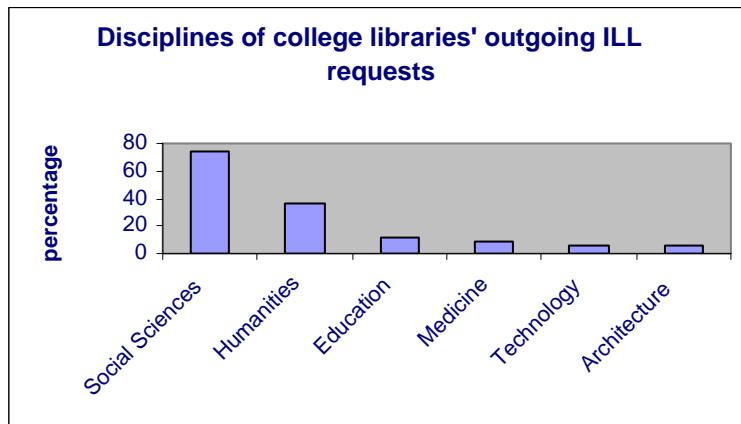
Figure 11. Disciplines of college library outgoing requests

The predominant disciplines of Israeli college library collections are Social

Sciences (60%) and Humanities (60%) followed by Technology (49%) and

Business (26%) (see Figure 12).
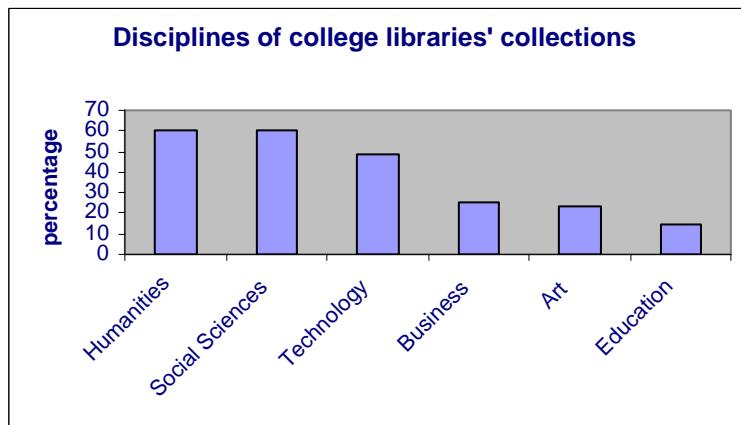
Figure 12. Disciplines of college library collections

Figure 13 shows that the majority of college libraries send ILL requests in the

Social Sciences and Humanities and that these are also the dominant fields in

their collections. It also shows that college libraries with strong collections in

Technology, Art and Business do not need ILL.
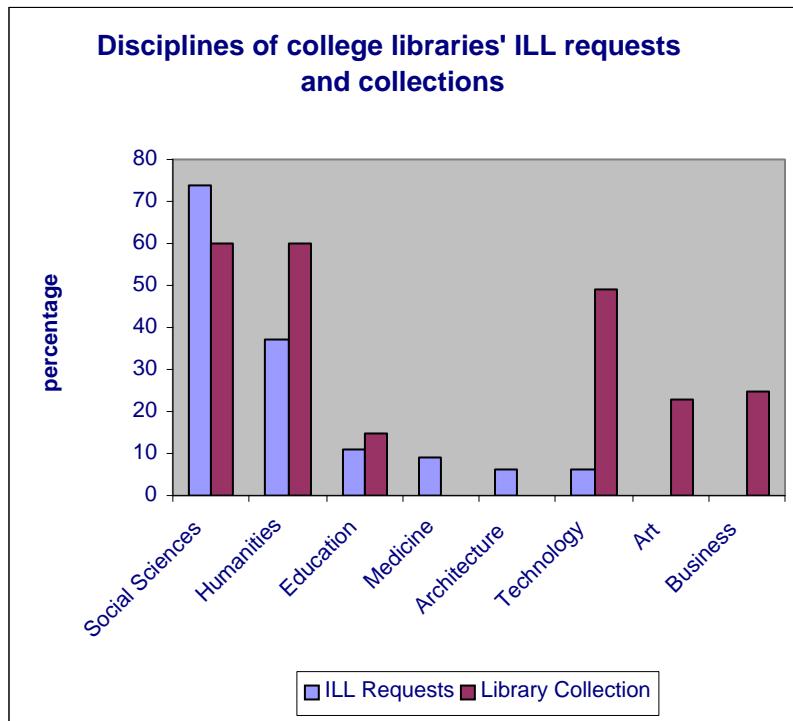
Figure 13. Comparison of disciplines of college library ILL requests and college library collections

Statistical tests show that there is a connection between the predominance of Social Sciences in college library collections and the predominance of Social Science ILL requests. Likewise, there is a connection between the predominance of Humanities in college library collections and the predominance of Humanities ILL requests. The data in Tables 4 and 5 shows that 95% of Social Sciences libraries also ordered Social Sciences ILL requests (p-value 0.046) and 75% of Humanities libraries also ordered Humanities ILL requests (p-value 0.007).

Table 4

Percentages of predominant fields in college library collections that are also fields of outgoing ILL requests

	Social Sciences collections	Not Social Sciences collections	Humanities collections	Not Humanities collections
Predominantly Social Sciences ILL requests	95.24%	42.86%	-	-
Predominantly Humanities ILL requests	-	-	75%	5.26%

Table 5

Connection between the predominant fields of college library collections and predominant fields of their ILL requests using Logistic Regression

Independent Variable	Dependent variable	C-statistic	P-value	Result
One of main fields in collection is Social Sciences	One of main fields of outgoing ILL requests is Social Sciences	0.829**	0.0046*	Libraries with predominantly Social Sciences collections send more outgoing ILL requests in the Social Sciences than libraries without predominantly Social Science collections
One of main fields in collection is Humanities	One of main fields of outgoing ILL requests in Humanities	0.87**	0.0007*	Libraries with predominantly Humanities Collections send more outgoing ILL requests in the Humanities than libraries without predominantly Humanities collections

*P<.05.
** C-statistic =1.0.

The data in Figure 14 shows that colleges send more ILL requests to Social

Sciences and Humanities libraries than they do to libraries specializing in other

fields. Seventy-six percent of colleges libraries reported that they send some of their ILL requests to University of Haifa (a predominantly Social Sciences and Humanities library), 70% to Ben-Gurion University of the Negev (also a predominantly Social Sciences and Humanities library), 64% to Bar-Ilan University (all fields), 43% to Tel Aviv University (all fields), 40% to the Hebrew University of Jerusalem (all fields), 40% to the Technion Institute of Science, 18% to the Weizmann Institute of Science (see Appendix G for details of the predominant fields of each university).
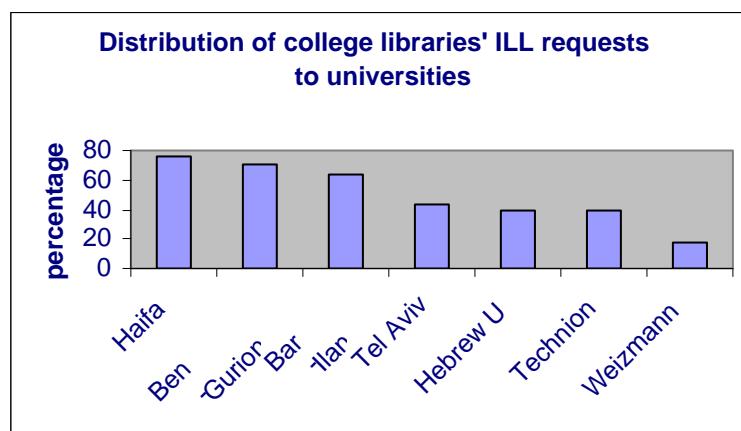
Figure 14. Distribution of college library ILL requests to universities

In addition to the predominant fields of the university library collection and its size, other criteria influence the colleges' choice of supplier of ILL requests. Seventy-five percent mentioned speed of supply as one of the main factors in their choice of supplier, 63% cited price, 43% cited quality of service, and 31% mentioned relationships with staff (see Figure 15).
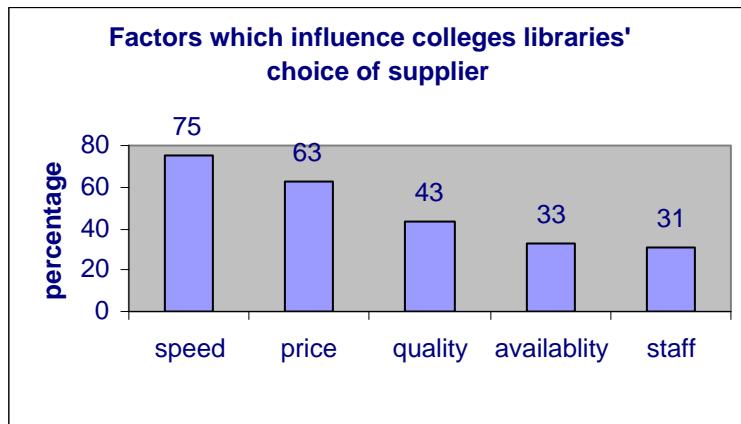
Figure 15. Factors which influence college libraries choice of ILL

supplier

However, factors such as size of collection, speed of supply, price, and quality

of service, do not entirely explain the increase in requests supplied to colleges

by universities. The increase may also be explained by the liberality of the

university's ILL book lending policy. For example, the University of Haifa

lends books to all types of library and as a result supplies to 75% of the

colleges. Three out of five of Tel Aviv University's libraries do not lend books

to colleges and as a result they only supply to 43% of the colleges. Three out of

five of the Hebrew University of Jerusalem's libraries do not lend books and as

a result they only supply to 40% of colleges. The Weizmann Institute of Science

doesn't lend books to colleges and as a result only supplies photocopies to 18%

of colleges (see Figure 14).

University libraries with increased ILL between 1997 and 2001

The data in Table 6 shows the total number of university libraries' ILL

requests over the five-year period from 1997-2001 and the percentage increase

for each library. The most prominent increases were for Tel Aviv Central

Library (TUC) 39%, Technion Medical Library (TMED) 27% and the

University of Haifa (HAI) 27%.

Table 6

ILL requests supplied by university libraries to all institutions

Code	Requests from colleges as a % of total requests in 2001	1997	1998	1999	2000	2001	% in cr.
TUC	10%			1633	1711	2320	39
TMED	0%	1807	2162	2800	2701	3010	27
HAI	20%	6449	5922	7134	8000	8707	27
JLW	14%			1300	1400	1600	19
TULS	5%	12000	13000	14000	16000	16000	16
JMLB	0%		9130	9710	10330	11050	14
JAGR	1%	2100	2550	3061	2950	2820	6
JMS	-	2010	2638	3095	3092	2719	0.4
TUSM	15%				2500	2500	0
TUL	-		251	242	289	260	-0.3
WIS	1%	4858	4951	5035	4452	4800	-0.5
BGU	-	3905	4229	4138	4126	3605	-12
BAR	40%	4000	4052	4800	3880	3253	-22
TUS	-	2115	2030		1774	1397	-29
JNST	-	5737	5315	4916	4852	3652	-30
TEC	-						
BGUM	-						

Note. Arranged in order of total percentage increase. See Appendix G for explanation of library codes.

The other university libraries with increased demand for ILL over the five-year period from 1997-2001 are: the Hebrew University of Jerusalem Law Library (JLW) 19%, Tel Aviv University Life Sciences and Medicine Library (TULS) 16%, and the National Medical Library (JMLB) 14% (Figure 16).
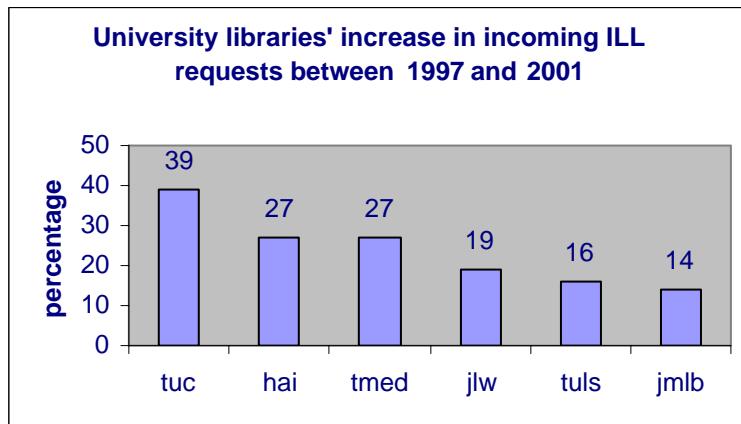
Figure 16. Increase in university library incoming requests between 1997 and 2001

Only two of these libraries specialize in the fields most in demand by colleges. The University of Haifa (HAI) library has a predominantly Social Sciences and Humanities collection of 900,000 books and Tel Aviv University Central Library (TUC) has a predominantly Arts and Humanities collection of 420,000 books. The other four libraries Technion Medical Library (TMED), Tel Aviv Life Sciences and Medicine Library (TULS), the National Medical Library (JMLB), and the Hebrew University Law Library (JLW) specialize in Medicine and Law, indicating that the increase in ILL orders in those libraries is probably not a result of requests from college libraries, but requests from universities, hospitals, research institutes, and factories.

Although some Social Sciences and Humanities libraries experienced overall decreases in the number of incoming ILL requests they supplied, they nevertheless, received an increase in the percentage of requests from colleges in 2001. For example, Bar-Ilan University (BAR) received a 22% overall decrease (see Table 6), but an increase in the percentage of orders from colleges from

30% in 2000 to 40% in 2001 (Table 7). Tel Aviv University's Social Sciences and Management (TUSM) library saw no overall increase over the five-year period, but saw an increase in requests from colleges from 10% in 2000 to 15% in 2001.

Table 7

ILL requests from college libraries as a percentage of total incoming ILL requests in 2001

Code	Requests from colleges as a % of total requests in 2001
BAR	40
HAI	20
TUSM	15
JLW	14
TUC	10
TULS	5
JAGR	1
WIS	1

Libraries with increases in requests supplied to all institutions also experienced significant increases in this percentage of orders supplied to colleges over the five years studied. The University of Haifa Library (HAI) saw an increase from 6% in 1997 to 20% in 2001 – an increase of 127% over the five-year period. Tel Aviv University Central Library (TUC) received an increase from 7% in 1999 to 10% in 2001 – a 43% increase over two years. The Hebrew University of Jerusalem Law Library (JLW) received an increase from 10% in 2000 to 14% in 2001 - a 40% increase over two years, and Tel Aviv University Life Sciences and Medicine Library (TULS) saw a rise from 2% in 2000 to 5% in 2001 - (a 150% increase in one year (see Table 8).

Table 8

Percentage increase in incoming ILL orders from colleges

code	1997	1998	1999	2000	2001	total % increase between 2000 and 2001
HAI	6%	8%	9%	12%	20%	63%
JLW	-	-	-	10%	14%	140%
TUC	-	-	7%	8%	10%	25%
TULS	-	-	-	2%	5%	150%

Note. Arranged by percentages for 2001.

There are huge differences in the total number of orders supplied by each university. The number of incoming orders supplied by Tel Aviv University Life Sciences and Medicine Library (TULS), the National Medical Library (JMLB) and University of Haifa Library (HAI) are much greater numbers than those supplied by the Technion Medical Library (TMED, Tel Aviv University Central Library (TUC), and the Hebrew University of Jerusalem Law Library (JLW). TULS supplied ten times the number that JLW supplied in 2001 (see Table 9 and Figures 17 and 18).

Table 9

Number of university library incoming ILL requests

Code	1997	2001
TULS	12000	16000
JMLB	9130 (1998)	11050
HAI	6449	8707
TMED	1807	3010
TUC	1633	2320
JLW	1300 (1999)	1600
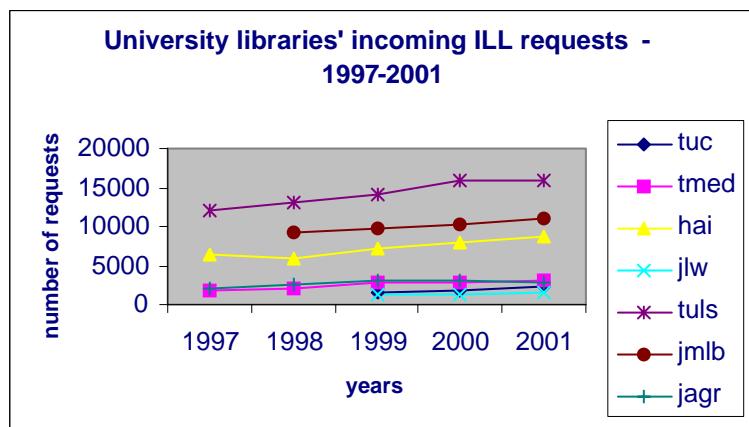
Figure 17. Number of university library incoming requests 1997-2001
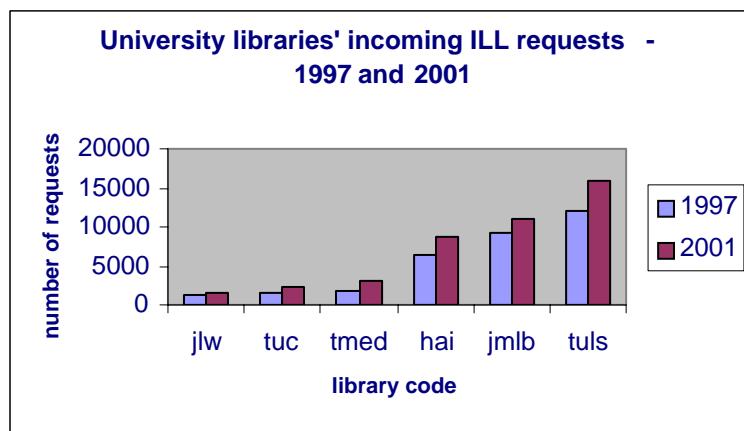
Figure 18. Number of university library incoming ILL requests 1997 and

2001

Of the seven university libraries that saw the largest increase in incoming orders

between 1997 and 2001 Tel Aviv University Life Sciences and Medicine

Library (TULS) is the cheapest library charging 18 nis per book loan and 8 nis

for a photocopy of 10 pages (see Table 10). The University of Haifa Library

(HAI) is the most expensive library charging 40 nis per book loan and 39 nis for

a photocopy of 10 pages. The Technion Medical Library (TMED) is in theory

the most expensive library, but it has yet to received a single request from a college library.

Table 10

Prices in Israeli shekels of libraries with increase in ILL between 1997 and 2001

code	photocopies 10 pages	photocopies 20 pages	photocopies 30 pages	books
TULS	8	16	24	18
JAGR	23	31	39	8
TUC	26	34	42	-
JLW	36	34	42	20
HAI	39(23)	52(31)	65(39)	40(20)
TMED	40	60	80	60

Note. Arranged by ten-page photocopy price. Prices in brackets indicate price charged to members of the Northern Consortium

The characteristics of the three university libraries (Tel Aviv University Life Sciences and Medicine Library (TULS), the National Medical Library (JMLB), and University of Haifa Library (HAI)) that supply the most ILL requests to all institutions are: strong Social Sciences/Humanities or Medicine collections (see Appendix G for list of major disciplines of each library), willingness to supply books as well as photocopies to colleges (two out of three supply books to colleges) and automated procedures for management of orders and invoices; Tel Aviv University Life Sciences and Medicine Library (TULS) and the University of Haifa Library (HAI), are the only Israeli university libraries that use automated ILL software to process incoming orders and invoices.

The total increase in the number of incoming requests supplied by all the university libraries between 1997 and 2001 was 26%, an increase from 45,001 in 1997 to 65,193 in 2001, a total of 20,192 orders (see Table 6). However, the increase cannot only be attributed to college ordering. Some is due to the proliferation of article publication and the availability of online indexes, in addition to the cancellation of journal subscriptions in most libraries. Furthermore, the development of new disciplines has created new departments of study at many institutions. However, the increase may have been somewhat mitigated by widespread access to electronic journals, thereby eliminating the need for ILL. Sixty-six percent of colleges are associate members of MALMAD and therefore have access to large numbers of e-journals that they would otherwise have ordered via ILL from the universities.

Effects of increased demand for ILL

The effects of the increased demand for ILL on the university library ILL departments are as follows: Nearly three-quarters of university libraries (73%) reported that some changes had taken place as a result of increased demand for ILL. Of the 27% with no implications two are Science libraries: the Weizmann Institute of Science, Central Library (WIS) and the Tel Aviv University Exact Sciences and Engineering Library (TUS) whose collections are not in demand by the colleges.

Of the 73% who stated that changes had taken place, half reported an increase in pressure, 44% reported delays in the supply of orders. One fifth reported that they had incurred additional expenses (staff and/or equipment) and

13% reported making more mistakes because of the increased workload (see Figure 19).
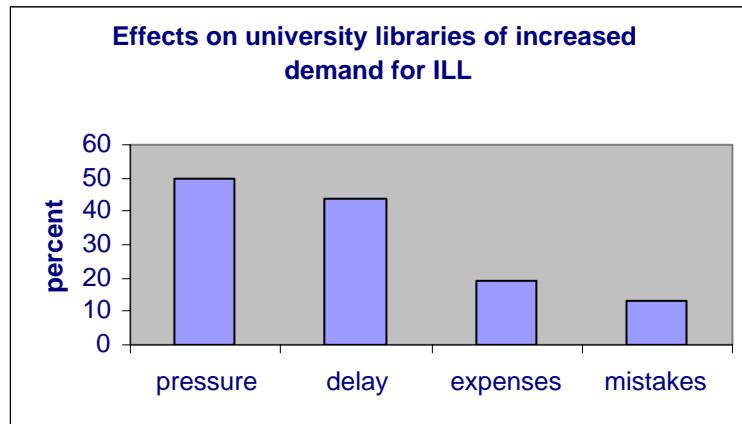
Figure 19. Effects on university libraries of increased demand for ILL

Statistical tests show that there is a statistical significance between an increase in incoming ILL requests and an increase in the pressure felt by ILL librarians. There was no statistical significance between the size of the library's periodical or book collection and an increase in incoming ILL orders. A statistical test could not be performed to check whether libraries that are willing to supply books and photocopies receive more ILL requests than libraries that are not willing because of the unequal division of results. Although 10 libraries lend books and 7 do not, 14 libraries supply photocopies and 3 do not (see Table 11).

Table 11

*Connection between increased incoming ILL requests and increased pressure
felt by librarians using Logistic Regression*

Independent variable	Dependent variable	C-statistic	P-value	Result
% increase in incoming ILL requests	More pressure	0.732**	0.0848*	The greater the increase in ILL requests the more pressure felt by ILL librarians
No. of books in collection	% increase in incoming ILL requests		0.4860*	No significance
No. of Periodicals in collection	% increase in incoming ILL requests		0.8055*	No significance
Willing to supply books and photocopies to college libraries	% increase in incoming ILL requests			Unable to perform statistical test because unequal division of results 14 libraries replied yes to supplying photocopies and 3 replied no.

* P<.05.
** C-statistic =1.0.

Statistical tests also show that there is a positive relationship between the
size of the university library's periodicals collection and the number of
incoming ILL requests it receives from all institutions (including colleges). It
also shows that there is a positive connection between the size of the university

library's book collection and the number of incoming ILL requests received from colleges. Table 12 shows that the libraries with the largest book collections did indeed receive a higher percentage of requests for colleges.

Table 12

Size of university library book collections and requests from colleges as % of total requests

Code	Number of books in the collection	Requests from colleges as % of total requests
BGUM	up to 100,000	1
JAGR	up to 100,000	1
JLW	up to 100,000	14
JMLB	up to 100,000	-
TMED	up to 100,000	-
TUL	up to 100,000	-
TULS	up to 100,000	5
TUS	up to 100,000	-
WIS	up to 100,000	1
BAR	100,001-500,000	-
BGU	100,001-500,000	-
JMS	100,001-500,000	-
TEC	100,001-500,000	-
TUC	100,001-500,000	10
TUSM	100,001-500,000	15
HAI	500,001-1,000,000	20
JNST	500,001-1,000,000	-

Note. Statistics on the number of books in collection taken from Union List Israel (ULI) in September 2001.

Curiously, it also shows that there is a positive connection between the price of book loans and the number of incoming ILL requests from all institutions (including colleges). Libraries that charged more for book loans received more book loan requests in 2001. There were no statistical connections between the number of books in the university libraries' collections and the total number of incoming ILL requests they supplied to all institutions. There was no connection between the size of the university libraries' periodicals collection and the number of requests ILL they supplied to college libraries. Nor was there a

connection between the price of photocopies and the number of ILL requests they supplied to all institutions (see Table 13).

Table 13

Factors that cause an increase in incoming orders using Spearman Rank Correlation Coefficient

Independent Variable	Dependent variable	Correlation	P-value	Result
No. of periodicals in collection	Average no. of orders supplied between 1997 and 2001	0.46871**	0.0780*	The more periodicals in the collection the more incoming ILL requests
No. of books in collection	Average percentage of orders supplied to colleges	0.76422**	0.0165*	The more books in the collection the higher the % of incoming ILL requests from colleges
Price of books	% increase in incoming ILL requests	0.74558**	0.0544*	The higher the price of book loans, the higher the % increase in incoming ILL requests[a]
No. of books in collection	Average no. of orders supplied between 1997 and 2001	0.23**	0.39*	No connection
No. of periodicals in collection	Average % of orders supplied to colleges	0.54**	0.13*	No connection

| Price of photocopies | % increase in incoming ILL requests | 02.3288** | 0.4907* | No connection |

Organizational or policy changes implemented by universities

Eighty-eight percent of libraries have implemented some organizational or policy changes since 1997. Seventy-six percent of libraries purchased hardware and equipment including computers, scanners, printers and software such as Ariel. Two-thirds raised their prices and nearly half changed their work procedures in some way. One-third reported that they had added professional staff and one-third had added non-professional staff. One fifth reported that the ILL librarian had been promoted as a result of the increased demand for ILL. Twelve percent reported that the status/prestige of the ILL department in the parent organization had improved as a result of increased demand for ILL. Six percent reported that the increase in demand for ILL had been a factor in the decision to change the name of the ILL department, had increased profits to the library, and had encouraged increased use of electronic formats. In addition, the need for efficiency had led to an upgrading of the level of professionalism and expertise on the part of the ILL librarians. Two libraries reported that no changes had been implemented; the same libraries that reported that they had not seen an increase in the demand for ILL (see Figure 20). Figure 21 shows the changes implemented by all libraries, including those that experienced no increase in demand.
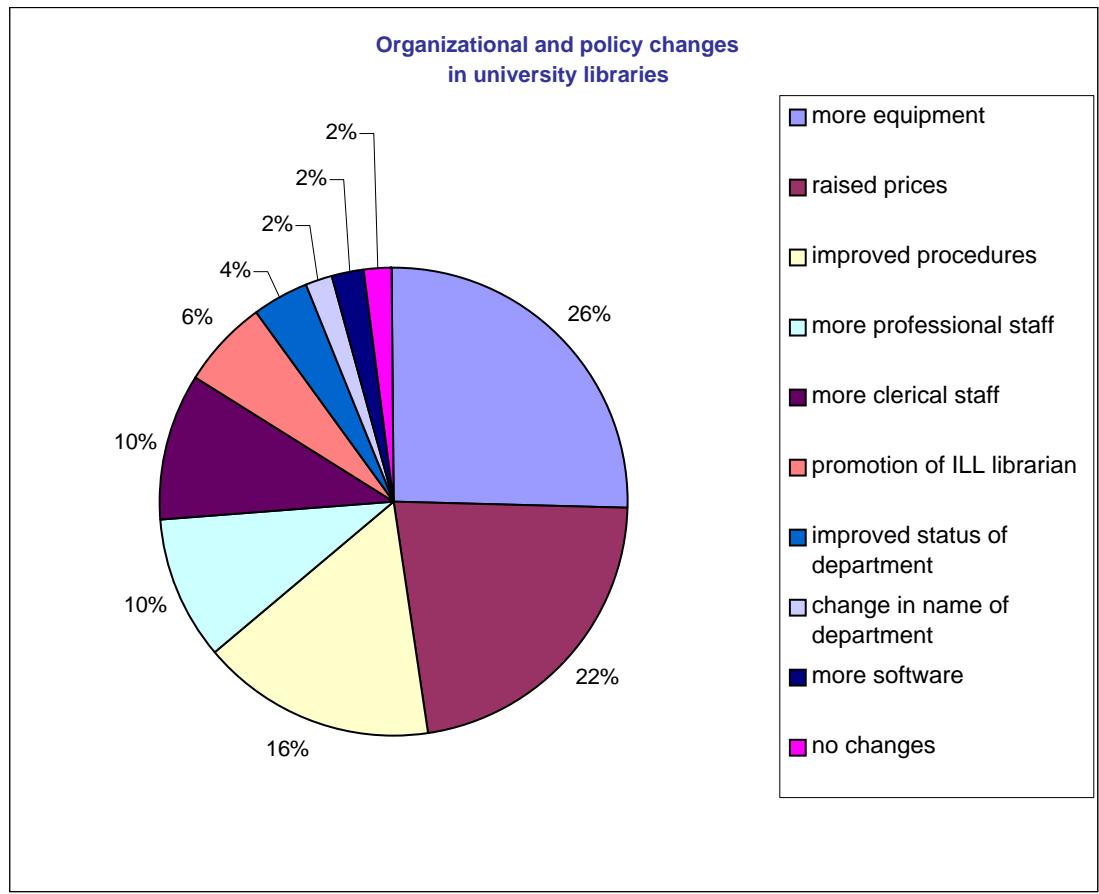
Figure 20. Organizational and policy changes in university libraries
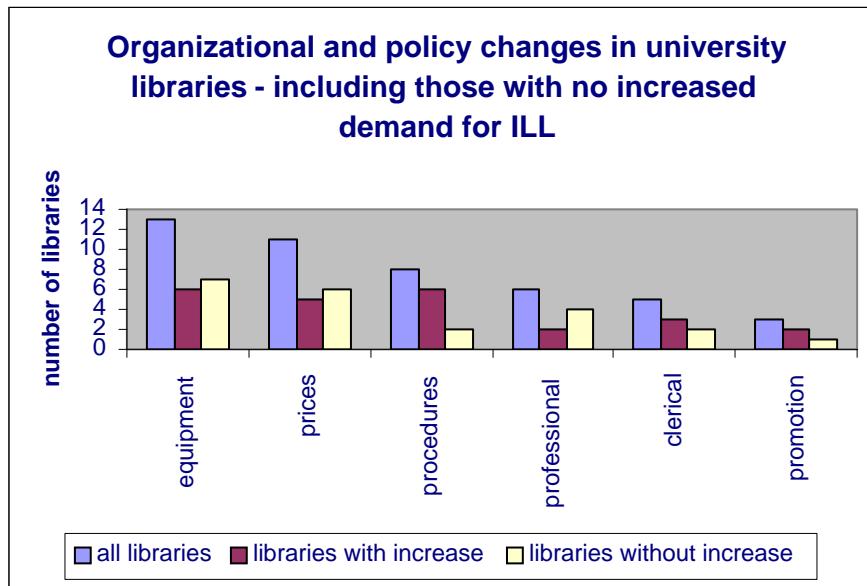
Figure 21. Organizational and policy changes in university libraries (incl. libraries with no increased demand for ILL)

Desirable changes for Israeli ILL

Ninety-four percent of university libraries acknowledged that some changes should be implemented in the future to ease the burden on the university libraries. Of these, 82% stated that a sophisticated ILL software program was necessary. Half recommended the creation of a national ILL code of practice, which outlines uniform standards of ordering, supplying and corresponding, in addition to times of supply. Nearly half were also in favor of the creation of a union catalog that facilitates the direct ordering and management of ILL orders. And 12% recommended the addition of more professional staff in all the ILL departments (see Table 14).

Table 14

Possible national developments in field of ILL

Possible national developments to be implemented	%
Sophisticated ILL management software	82
National ILL code of practice	53
Union catalog with ILL ordering option	41
One centralized national ILL center	18
Increase in professional staff in all ILL departments	12
Uniformity of ILL service in all university ILL departments	6
Development of all university ILL departments	6

Curiously, the libraries that didn't experience increases in the number of ILL requests also deemed the same developments desirable (see Figure 22).
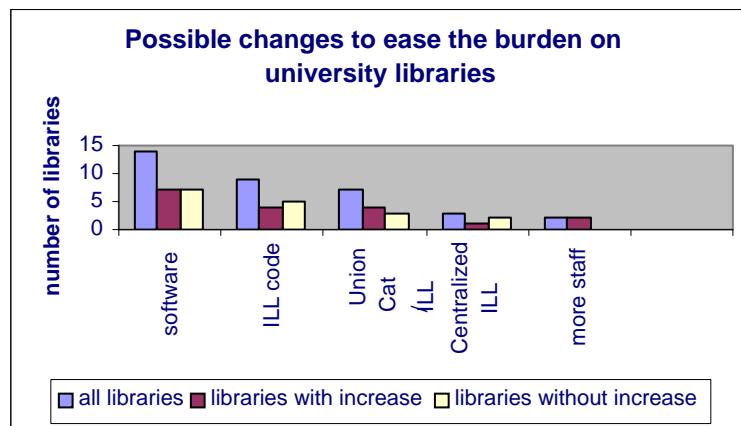
Figure 22. Possible developments to ease burden on university libraries

Interestingly, both Israeli and American university libraries experienced annual increases in incoming ILL requests of 3% during the five-year periods. However, only 73% of Israeli ILL departments had implemented changes, as opposed to 85% of American libraries (see Table 15).

Table 15

Comparison of ILL in Israeli and American university libraries

	Israel	USA
Average annual increase in ILL	3.5%	3%
ILL departments in which changes were implemented	73%	85%

Discussion

The fact that college libraries with predominantly Social Sciences collections send more outgoing ILL requests in the Social Sciences than libraries without predominantly Social Science collections can be attributed to the fact that the predominant field in their collection is the field in most demand by their faculty. Even though their collections are stronger in those fields than they are in other fields, they do not meet all the needs of their faculty. The above is also true regarding college libraries with predominantly Humanities collections. The fact that colleges with larger collections send more outgoing ILL requests than colleges with smaller collections can be explained by the fact that larger libraries that offer more services may also publicize ILL more and be more inclined to invest resources in the ILL unit.

The general increase in outgoing ILL requests by colleges may be explained by the fact that most college library collections are significantly smaller than those of the universities (see Figure 23), and that many colleges have recently upgraded their courses to BA level (and some to Master's level), creating new information needs. Although many college libraries (56%) would prefer to order from other college libraries (which do not charge for ILL) and not from the universities, the majority of libraries (91%) order predominantly from the universities. Budgetary restrictions in most libraries prevent the acquisition of all the items they desire, and ILL is a viable alternative to acquisitions. Even the benefit of membership in MALMAD (which enables

access to thousands of electronic journals) has not significantly reduced the need for ILL for many libraries.

Comparison of size of college and university library collections
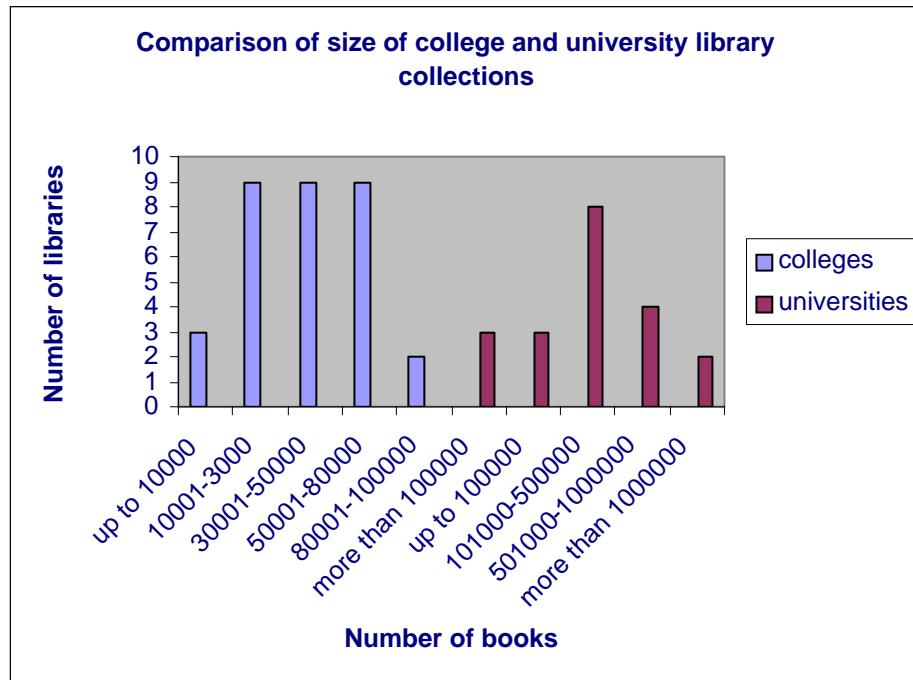
Figure 23. Size of college library and university library collections

The fact that university libraries with the greatest increase in incoming ILL requests felt more pressure than libraries with no increase, can possibly be explained by the relatively sudden increase in workload without the addition of professional staff and space. Twelve percent mentioned the need for more staff. The fact that university libraries with larger periodicals collections received more incoming ILL requests between 1997 and 2001 than libraries with smaller periodical collections indicates that more ILL requests are for journal articles than any other item. There was however, no statistical connection between the total number of incoming ILL requests and the size of the book collection. Neither was there a statistical connection between libraries with larger periodical collections that supply large numbers of incoming requests and a

high percentage of requests from colleges. This indicates that part of the increased demand is from other sources, such as industry, hospitals, research institutes and other universities. A statistical connection was found between libraries with large book collections and a higher percentage of incoming ILL requests from colleges, which indicates that colleges request books from libraries with large collections. The fact that libraries that charge more for book loans also received a higher percentage increase in incoming ILL requests indicates that price is not the main factor in college libraries' choice of supplier. Often the supplying library is the only one in the country to hold the book, leaving the college no alternative but to pay the price demanded. However, 29% of college libraries pass on to their patrons the full amount that they are charged. So high prices may not be a deterrent to colleges as long as the library itself does not incur the cost.

It is clear however, that Israeli college libraries are developing their collections and are not using university libraries as "outsourcers". Only 3% of college libraries reported they had cancelled journal subscriptions in favor of obtaining articles for their patrons from other libraries in Israel or abroad. Moreover, it is possible that the number of colleges supplying items to the universities is also rising. Statistics from the University of Haifa Library show that there has been a 5% increase in ILL orders supplied from colleges since 2000.

Conclusions

College libraries are sending increasing numbers of ILL requests to universities. Those with predominantly Social Sciences and Humanities collections send more outgoing ILL requests in those fields than to libraries with collections in other fields. Colleges with larger library collections send more outgoing ILL requests than libraries with smaller library collections. However, the libraries with smaller collections send a greater percentage of ILL orders to universities than libraries with larger collections. College libraries do not order via ILL instead of book acquisitions and journal subscriptions.

Most university libraries have experienced large increases in the number of incoming ILL requests they supply since 1997. Statistically, those with larger book collections receive more incoming ILL requests from colleges than libraries with smaller collections. Libraries with larger periodical collections receive more incoming ILL requests from all institutions than libraries with smaller periodical collections. Libraries with high book loan prices also received increasing numbers of incoming ILL requests. University libraries that specialize in the Social Sciences and Humanities and are willing to supply books, such as Bar-Ilan University (BAR), Ben-Gurion University of the Negev Central Library (BGU), University of Haifa Library (HAI), Hebrew University of Jerusalem Social Sciences and Humanities Library (JMS), Tel Aviv University Central Library (TUC), and Tel Aviv University Social

Sciences and Management Library (TUSM) can expect to receive more ILL requests in the future from colleges than libraries that do not specialize in these fields. However, libraries that specialize in Medicine, Technology, Architecture and Law such as Ben-Gurion University of the Negev Medical Library (BGUM), Hebrew University of Jerusalem Law Library (JLW), National Medical Library (JMLB), Technion Central Library (TEC), Technion Medical Library (TMED), Tel Aviv University Law Library (TUL), Tel Aviv University Life Sciences and Medicine Library (TULS), Tel Aviv University Exact Sciences and Engineering Library (TUS), Weizmann Institute of Science, Central Library (WIS) can also expect to see a rise in ILL requests from colleges, as these fields (and related fields) are increasingly being taught at colleges. However, these libraries supply photocopies of recently published articles (many in full-text) and to a lesser extent books.

Libraries with a greater increase in incoming ILL requests experienced more pressure than libraries with less increase. Organizational changes were carried out in most university libraries and most desire national coordination of ILL policies and practices as well as the implementation of sophisticated ILL software.

Recommendations

This study recommends that Israeli college and university libraries appoint a national body to establish a joint national ILL policy and code of practice applicable to all university and college libraries. It also recommends that existing university and college library consortia create reciprocal agreements to determine prices for ILL and to encourage college libraries to divide their ILL requests equally among university libraries. More college library consortia should be established for resource sharing, joint acquisitions, ILL, and to determine standards of practice. Colleges should write collection development policies to ensure their collections are suited to the teaching needs of their faculty thereby reducing the need for ILL. The holdings of the colleges should be made available via the Israeli Union lists, enabling universities to exploit the college library collections. Colleges should purchase the same library management software as the universities to aid uniformity and standardization. If college libraries start using ILL software to manage orders and to keep ILL statistics, it will be possible to conduct research in the future on the predominant languages of their orders, the division of their orders into book loans and article photocopy requests, and the percentage of orders for Israeli Masters' and Doctoral theses. This information would greatly assist the university libraries in their ability to plan for future demand. In addition, if they purchase Ariel software they will be able to reciprocate with the universities by sending good

quality articles fast. In order for standards of service to remain high and prices low in all types of libraries, it is essential that ILL departments be allocated sufficient professional staff, state-of the-art equipment and software, ample physical space, and adequate budgets.

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Appendices

Appendix A Questionnaire to college libraries
Please fill in your responses or circle the appropriate options.

1) What is your name and position?
_____

2) What year was your institution founded?_____
3) How many BA students are currently enrolled in your institution?
1. up to 2,000
2. 2,001-5,000
3. 5,001-10,000
4. more than 10,000

4) How many faculty members are there in your institution?
1. up to10
2. 11-15
3. 16-20
4. 21-30
5. 31-50
6. more than 50

5) How many books are currently held by your library?
1. up to 10,000
2. 10,001-30,000
3. 30,001-50,000
4. 50,001-80,000
5. 80,001-100,000
6. other (*please specify*)_____

6) How many journal (print or electronic) subscriptions does your library currently have?

1. up to 500
2. 501-1,000
3. 1,001-5,000
4. 5,001-10,000
5. more than 10,000

7) In which two fields is your collection the strongest?
1. Social Sciences
2. Humanities
3. Law
4. Management
5. Technology
6. other (*please specify*)_____

8) Do you have a written collection development policy?
1. yes (please attach a copy or give its url_____).
2. no

9) Do you have an interlibrary loan service?
1. yes
2. no
   10) If yes, since when have you had an ILL service?_____

   11) Do you have a written ILL policy statement?
1. yes
2. no

12) Do you allow students as well as faculty to make ILL requests?
1. yes
2. no

13) How much do you charge your patrons for each photocopy request ordered via ILL?
1. 1-10 nis
2. 11-15 nis
3. 16-20 nis
4. no charge
5. other (*please specify*)_____

14) How much do you charge your patrons for each loan request ordered via ILL?
1. 1-10 nis
2. 11-15 nis
3. 16-20 nis
4. no charge
5. other (*please specify*)_____

15) Do you have ILL statistics?
1. yes
2. no

16) How many total outgoing ILL requests did you send during the years?
1. 1997 _____
2. 1998_____
3. 1999_____
4. 2000_____
5. 2001_____

17) What are the two main fields of your ILL requests?
1. Social Sciences
2. Humanities
3. Law
4. Technology
5. Medicine
6. other (*please specify*)_____

18) Do you intentionally use ILL as an alternative to journal subscriptions?
1. yes
2. no

19) If yes, what are the reasons for this policy? *(you may circle more than one answer).*

1. saves money
2. saves shelf-space
3. saves periodical maintenance
4. frees staff time
5. easier for librarians
6. other (*please specify*)_____

20) Which of the following library networks is your library a member? *(you may circle more than one answer).*

1. Northern College Library Network
2. MALMAD
3. MACAM/MOFET
4. none
5. other (*please specify*) _____

21) Which of the following types of libraries/suppliers supply you with your ILL requests? *(you may circle more than one answer).*

1. college libraries
2. university libraries
3. special libraries
4. commercial DD suppliers
5. other (*please specify*) _____

22) Which of the following universities supply your ILL requests? *(you may circle more than one answer).*

1. Bar-Ilan University
2. Ben-Gurion University of the Negev
3. Hebrew University of Jerusalem
4. Technion
5. Tel Aviv University
6. University of Haifa
7. Weizmann Institute of Science

23) What percentage of your ILL requests in 2001 was supplied by university libraries?
1. 0-10
2. 11-20
3. 21-50
4. 51-80
5. 81-100

24) What three criteria do you take into account when choosing a supplier?
1. first library to appear in ULS/ULI
2. availability of item according to ULI (i.e. not on loan)
3. price of supplier
4. ease of ordering
5. quality of service
6. speed of supply
7. politeness of staff
8. methods of receiving item suits us
9. library has a large collection in our field
10. other (*please specify*) _____

Thank you so much for your cooperation.

Appendix B Questionnaire to university libraries

Please fill in your responses or circle the appropriate options.
  1) What is your name and position?

_____
  2) How many **books** does your library currently hold?
1. up to 100,000
2. 100,001-500,000
3. 500,001-1,000,000
4. more than 1,000,000

3) How many **journals** (electronic or print) does your library currently hold?
1. up to 1,000
2. 1,001-5,000
3. 5,001-10,000
4. 10,000-50,000
5. more than 50,000

4) Do you have a written ILL lending policy?
1. yes
2. no
Please attach a copy or give the url_____.

  5) Do you supply **books** to college libraries?
1. yes
2. no

6) Do you supply **photocopies** to college libraries?
1. yes
2. no

7) How much do you charge college libraries for **book** requests?
1. 1-15 nis
2. 16-20 nis
3. 21-30 nis
4. 31-50 nis
5. no charge
6. other (*please specify*)_____

8) How much do you charge college libraries for **photocopy** requests?
1. 7 nis plus 70 agorot per page
2. 26 nis plus 1.30 nis per page
3. other (*please specify*)_____

9) Do you keep ILL statistics?
1. yes
2. no

10) If yes, how many incoming ILL requests did you receive in the years?
1. 1997_____
2. 1998_____
3. 1999_____
4. 2000_____
5. 2001 _____

11) What percentage of your total incoming requests was from **college libraries** in the years?
1. 1997_____%
2. 1998_____%
3. 1999_____ %
4. 2000_____ %
5. 2001 _____%

12) What other services does your library provide to college libraries? *(you may circle more than one answer).*

1. access to databases
2. personal circulation privileges for faculty and students
3. reference assistance
4. cataloging assistance
5. Interlibrary loan from foreign countries
6. other (*please specify*)_____

13) What effects has the increased demand for ILL had on your library? *(you may circle more than one answer).*

1. slower delivery time
2. more pressure
3. additional costs
4. more mistakes
5. lower fill rate
6. no effect
7. other (*please specify*) _____

14) Which of the following changes has your ILL department implemented in the last   five years? *(you may circle more than one answer)*.

1. additional professional staff employed
2. additional clerical staff employed
3. raised prices
4. promotion of ILL librarian
5. change in name of department
6. changes in workflow
7. improved physical conditions
8. additional equipment (scanners, photocopiers etc..)
9. change in status of ILL department in organization
10. other (*please specify*)_____

15) In your opinion, which of the following steps could ease the burden on ILL departments in university libraries? *(you may circle more than one answer)*.
1. the creation of a national ILL code of practice
2. the creation of a joint union list/ILL system (like OCLC)
3. improved ILL software
4. the creation of a centralized ILL clearing house that manages all Israeli ILL orders   (like BLDSC)
5. none of the above is necessary
6. other (*please specify*)_____

Thank you so much for you cooperation

שאלון השאלה בין-ספרייתית למכללות Appendix C

נא להקוף בעיגול את התשובה מתאימה או למלא את תשובתך .

1) מה שמך ותפקידך?_____

2) באיזו שנה נוסדה המוסד?_____

3) כמה סטודנטים לתואר ראשון רשומים במוסדכם בשנת הלימודים הנוכחית?

    1.   עד-2,000

    2.   2,001-5,000

    3.   5,001-10,000

    4.   יותר מ 10,000

4) כמה חברי סגל אקדמי יש במוסדכם?

    1.   עד-10

    2.   11-15

    3.   16-20

    4.   21-30

    5.   31-50

    6.   יותר מ 50

5) כמה הכותרים יש באוסף שלכם?

    1.   עד-10,000

    2.   10,001-30,000

    3.   30,001-50,000

    4.   50,001-80,000

    5.   80,001-100,000

    6.   יותר מ 100,000

6) כמה מנויים לכתבי-עת (מודפסים ו/או אלקטרוניים) יש בספרייתכם?

    1.   עד-500

    2.   501-1,000

    3.   1,001-5,000

    4.   5,001-10,000

    5.   יותר מ 10,000

7) באיזה *שני* תחומים אוסף ספרייתכם חזק יותר?

    1.   מדעי החברה

    2.   מדעי הרוח

    3.   משפטים

    4.   ניהול עסקים

    5.   טכנולוגיה

    6.   אחר *(נא לפרט)*_____

8) האם קיימת אצלכם מדיניות פיתוח אוסף בכתב?

   1. כן

   2. לא

במידה וכן, אודה לכם אם תצרפו עותק.

9) האם קיימת אצלכם שירות השאלה בין-ספרייתית?

   1. כן

   2. לא

10) במידה וכן, ממתי התחלתם לבצע שירותי השאלה בין-ספרייתית?
_____

11) האם קיימת אצלכם מדיניות השאלה בין-ספרייתית בכתב בנושא הזמנות יוצאות?

   1. כן

   2. לא

במידה וכן, נשמח אם תצרפו העתק.

12) האם אתם מאפשרים לסטודנטים להזמין בהשאלה בין-ספרייתית?

   1. כן

   2. לא

13) כמה אתם מחייבים את הקוראים שלכם עבור הזמנת צילום שהוזמן עבורם דרך השאלה בין-ספרייתית?

   1. 1-10 ₪

   2. 11-15 ₪

   3. 16-20 ₪

   4. לא גובים

   5. אחר (*נא לפרט*)_____

14) כמה אתם גובים מהקוראים שלכם עבור הזמנת ספר שהוזמן עבורם דרך השאלה בין-ספרייתית

   1. 1-10 ₪

   2. 11-15 ₪

   3. 16-20 ₪

   4. לא גובים

   5. אחר (*נא לפרט*)_____

15) האם יש לכם סטטיסטיקות של הזמנות השאלה בין-ספרייתית?

   1. כן

   2. לא

16) כמה הזמנות השאלה בין-ספרייתית יוצאות (שביקשתם מספריות אחרות)   היו לכם בשנים?

       1997 .1 _____

       1998 .2 _____

       1999 .3 _____

       2000 .4 _____

       2001 .5 _____

17) מהם שני התחומים העיקריים של ההזמנות היוצאות שלכם?
1. מדעי החברה
2. מדעי הרוח
3. משפטים
4. טכנולוגיה
5. רפואה
6. אחר (*נא לפרט*)_____

18) האם בספרייתכם יש מדיניות רשמית לצמצם רכישת כתבי עת וספרים ולהשתמש בהשאלה בין-ספרייתית?
1. כן
2. לא

19) אם עניתם כן, נא לנמק מדיניות זו *(ניתן להקיף בעיגול יותר מתשובה אחת).*
1. חוסך כסף
2. חוסך מקום על המדף
3. חוסך בטיפול והחזקה של כתבי עת
4. מפנה כוח אדם
5. יותר קל לספרנים
6. אחר (*נא לפרט*)_____

20) לאיזו רשתות ספרייתכם שייכת? *(ניתן להקיף יותר מתשובה אחת).*

1. מלמ"ד
2. רשת ספרייתי של המכללות בצפון
3. מק"ם/מופת
4. אף רשת
5. אחר (*נא לפרט*)_____

21) מאיזה ספריות/ספקים אתם מזמינים ספרים ו/או צילומים בהשאלה-בין ספרייתית? *(ניתן להקיף יותר מתשובה אחת).*

1. ספריות המכללות
2. ספריות האוניברסיטאות
3. ספריות מיוחדות
4. ספקי אספקת מסמכים מסחריים
5. אחר *(נא לפרט)* _____

22) מאיזה ספריות אוניברסיטאיות אתם מזמינים בהשאלה בין ספרייתית? *(ניתן להקיף יותר מתשובה אחת).*

1. אוני' בן-גוריון בנגב
2. אוני' בר-אילן
3. אוני' העברית
4. אוני' חיפה
5. אוני' תל-אביב
6. טכניון
7. מכון ויצמן למדע

23) איזה אחוז מהזמנות השאלה בין-ספרייתית שלכם מסופק על ידי הספריות האוניברסיטאיות?

1. 0-50%
2. 51-80%
3. 81-10%
4. 11-20%
5. 21-100%

24) איזה *שלושה* קריטריונים אתם לוקחים בחשבון כאשר אתם בוחרים ממי להזמין?

1. ספרייה ראשונה להופיע בקטלוגים מאוחדים
2. זמינות החומר
3. מחיר הספק
4. שיטת שיגור ההזמנה
5. איכות השירות
6. מהירות השירות
7. יחסים עם הצוות
8. שיטת קבלת החומר
9. לספרייה המספקת יש אוסף גדול
10. אחר *(נא פרט)* _____

תודה רבה על שיתוף הפעולה.

שאלון השאלה בין-ספרייתית לאוניברסיטאות Appendix D

נא להקיף בעיגול את התשובה המתאימה או למלא את תשובתך

1) מה שמך ותפקידך? _____

2) כמה כותרים יש באוסף שלכם?
   1. עד-100,000
   2. 100,001-500,000
   3. 500,001-1,000,000
   4. יותר מ 1,000,000

3) כמה מנויים לכתבי-עת (מודפסים ו/או אלקטרוניים) יש בספרייתכם?
   1. עד-1,000
   2. 1,001-5,000
   3. 5,001-10,000
   4. 10,001-50,000
   5. יותר מ 50,000

4) האם קיימת אצלכם מדיניות השאלה בין-ספרייתי כתובה?
   1. כן
   2. לא

במידה וכן, אנא צרפו העתק או רשמו את כתובת האתר באינטרנט _____

5) האם אתם משאילים ספרים לספריות המכללות?
   1. כן
   2. לא

6) האם אתם מספקים צילומים לספריות המכללות?
   1. כן
   2. לא

7) כמה אתם גובים מהמכללות עבור הזמנת ספר?
   1. 1-15 ₪
   2. 16-20 ₪
   3. 21-30 ₪
   4. 31-50 ₪
   5. לא גובים
   6. אחר *(נא לפרט)*_____

8) כמה אתם גובים מהמכללות עבור הזמנת צילום?
   1. 7 ₪ ו 70 אג' לעמוד
   2. 26 ₪ ו 1.30 ₪ לעמוד
   3. אחר *(נא לפרט)*_____

9) האם יש לכם סטטיסטיקות של כמה הזמנות השאלה בין ספרייתית שסיפקתם?

    1. כן
    2. לא

10) כמה סה"כ הזמנות סיפקתם לכל המוסדות בשנים?

    1. 1997 _____
    2. 1998 _____
    3. 1999 _____
    4. 2000 _____
    5. 2001 _____

11) איזה אחוז מכלל הפריטים שסיפקתם היה עבור ספריות המכללות בשנים?

    1. 1997 _____ %
    2. 1998 _____ %
    3. 1999 _____-%
    4. 2000 _____ %
    5. 2001 _____ %

12) איזה שירותים אחרים ספרייתכם מספקת למכללות? *(ניתן להקיף יותר מתשובה אחת).*

    1. גישה למאגרים
    2. זכויות השאלה אישיות לסגל
    3. זכויות השאלה אישיות לסטודנטים
    4. יעץ לסטודנטים
    5. עזרה בקיטלוג
    6. שירותי השאלה בין ספרייתית מחו"ל
    7. אחר *(נא לפרט)* _____

13) איזה השלכות על המחלקת להשאלה בין-ספרייתית נבעו מהגידול בביקוש לשירותי השאלה בין-ספרייתית? *(ניתן להקיף יותר מתשובה אחת).*

    1. פיגור באספקת הזמנות
    2. הוצאות נוספות
    3. יותר לחץ
    4. יותר טעויות
    5. אחוז אספקה נמוך יותר
    6. אין השלכות
    7. אחר *(נא לפרט)* _____

14) איזה מהשינויים הבאים התרחשו במחלקה להשאלה בין-ספרייתית שלכם בחמש השנים האחרונות? *(ניתן להקיף יותר מתשובה אחת).*

1. יותר כוח אדם עם השכלה ספרנית
2. יותר כוח אדם בלי השכלה ספרנית
3. עליה במחירים שגובים מהספריות המבקשות
4. קידום ספרן ההשאלה בין-ספרייתית
5. שינוי שם המחלקה
6. שינוי נהלי עבודה
7. תוספת ציוד (סורקים, מדפסות)
8. שינוי סטטוס המחלקה בארגון
9. אחר *(נא לפרט)*_____

15) מה לדעתך יכול להקל על הספריות האוניברסיטאיות? *(ניתן להקיף יותר מתשובה אחת).*

1. יצירת נוהל לאומי להשאלה בין-ספרייתית לכל סוגי הספריות
2. יצירת קטלוג מאוחד הכולל אפשרות לשלוח/לקבל הזמנות כמו השירות הקיים ב OCLC
3. תוכנת השאלה בין-ספרייתית מפותחת
4. מרכז אספקת מסמכים לאומי אחד לכל סוגי ההזמנות (כמו השירות הקיים בבריטיש ליברי)
5. אין צורך בשינויים
6. אחר *(נא לפרט)*_____

תודה רבה על שיתוף הפעולה

Appendix E General characteristics of college libraries

Code	Year	students	<50 faculty	books	journals	<80% sent to unis.	% incr. 2000-2001	collection devpt. policy
SKL	1960	2001-5000	Y	50001-80000	501-1000	Y	10	N
CMB	1994	5001-10000	Y	10001-30000	5001-10000	Y		Y
IDC	1994	2001-5000	Y	30001-50000	5001-10000	Y	11	N
WIZO	1972	Up to 2000	Y	10001-30000	Up to 500	Y	35	Y
TSFAT	1970	Up to 2000	Y	10001-30000	Up to 500	Y		Y
OBC	1987	Up to 2000	Y	30001-50000	5001-10000	Y		N
CTE	1967	2001-5000	Y	10001-30000	Up to 500	Y	-33	N
HUC	1960	Up to 2000		30001-50000	Up to 500	Y	43	Y
MTA	1995	Up to 2000	Y	10001-30000	501-1000	Y		N
HAK	1995	Up to 2000	Y	Up to 10000	Up to 500	Y		N
ASHK	1992	2001-5000	Y	50001-80000	501-1000	Y		N
JCT	1970	Up to 2000	Y	10001-30000	Up to 500	Y		N
JSC	1986	5001-10000	Y	More than 100,000	More than 10000	Y		
OTC	1978	Up to 2000	N	30001-50000	Up to 500	Y		N
JVC	1971	Up to 2000		50001-80000	501-1000	N		Y
EMY	1994	2001-5000	Y	80001-100000	1,001-5,000	N	29	Y
GCL	1953	Up to 2000	Y	50001-80000	Up to 500	N	50	N
BBR	1950	2001-5000	Y	More than 100000	5001-10000	N	12	Y
DYL	1924	2001-5000	Y	50001-80000	501-1000	N	50	Y
THI	1995	Up to 2000	N	50001-80000	More than 10000	N	100	Y
RUP	1950	Up to 2000	N	30001-50000	Up to 500	N		N
CMT	1994	2001-5000	Y	10001-30000	Up to 500	N		N
GALIL	1974	Up to 2000	N	30001-50000	Up to 500	N	23	Y
AHVA	1994	Up to 2000	Y	30001-50000	501-1000	N	233	Y
IMC	1997	Up to 2000		Up to 10000	Up to 500	N	-53	
WCL	1957	Up to 2000	Y	50001-80000	5001-10000	N		N
TCB	1992	2001-5000	N	30001-50000	Up to 500	N		N
TCL	1937	Up to 2000	Y	30001-50000	Up to 500	N		N
BZL	1906	Up to 2000	Y	10001-30000	Up to 500	N		N
KCL		Up to 2000	Y	50001-80000	Up to 500	N		N
LES	1996	Up to 2000	Y	Up to 10000	Up to 500	N		N
LEV	1912	Up to 2000	Y	50001-80000	Up to 500	N		N
MNG		2001-5000	Y	80001-100000	501-1000			N
ORA	1950	2001-5000	Y	More than 100000	More than 10000			N
SHN	1970	Up to 2000	More than 50	More than 100000	Up to 500			N

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Note. Arranged in order of percentage ILL requests sent to universities. For explanation of library codes see Appendix F.

Appendix F College library names and codes

	Name of College	Code
1	Achva College	AHVA
2	Ashkelon College	ASHK
3	Beit Berl College	BBR
4	Bezalel Academy	BZL
5	College of Management – Business	CMB
6	College of Management Tel Aviv	CMT
7	Holon Academic Institute	CTE
8	David Yellin College	DYL
9	Yizreel Valley College	EMY
10	Western Galilee College	GALIL
11	Gordon College	GCL
12	Hakiriya Haakademit	HAK
13	Hebrew Union College	HUC
14	Interdisciplinary Center, Herzliya	IDC
15	Israeli Maritime College	IMC
16	Jerusalem College of Technology	JCT
17	Judea And Samaria College	JSC
18	Jordan Valley College	JVC
19	Kaye College	KCL
20	Lesley College	LES
21	Levinsky College	LEV
22	Sapir College	MNG
23	Academic College Tel Aviv-Yaffo	MTA
24	Ort Braude College	OBC
25	Seminar Oranim	ORA
26	Orot Israel	OTC
27	Midreshet Ruppin	RUP
28	Shenkar School	SHN
29	Seminar HaKibbutzim	SKL
30	Negev Academic College	TCB
31	Talpiot College	TCL
32	Tel-Hai College	THI
33	Tsfat College	TSFAT
34	Wingate Institute	WCL
35	Wizo College	WIZO

Appendix G University library names, codes and predominant fields in collection

	Name	Code	Predominant Fields
1	Bar-Ilan University Central Library	BAR	Social Sciences, Humanities, Sciences, Law
2	Ben-Gurion University of the Negev, Central Library	BGU	Social Sciences, Humanities, Sciences
3	Ben-Gurion University of the Negev, Medical Library	BGUM	Medicine
4	Haifa University Library	HAI	Social Sciences, Humanities, Law
5	Hebrew University of Jerusalem Agriculture Library	JAGR	Agriculture
6	Hebrew University of Jerusalem, Law Library	JLW	Law
7	National Medical Lib.	JMLB	Medicine
8	Hebrew University of Jerusalem, Social Sciences and Humanities Library	JMS	Social Sciences, Humanities
9	Jewish National and University Library	JNST	Judaica, all
10	Technion Israel Institute of Technology, Central Library	TEC	Sciences, Engineering
11	Technion Israel Institute of Technology, Medical Library	TMED	Medicine
12	Tel Aviv University Central Library	TUC	Humanities
13	Tel Aviv University Law Library	TUL	Law
14	Tel Aviv University Life Sciences and Medicine Library	TULS	Life Sciences, Medicine
15	Tel Aviv Exact Sciences and Engineering Library	TUS	Exact Sciences, Engineering
16	Tel Aviv Social Sciences and Management Library	TUSM	Social Sciences, Management
17	Weizmann Institute of Science, Central Lib.	WIS	Sciences

Appendix H מכתב הפניה למנהלי ספריות המכללות

לכבוד מנהל הספריה,

שלום רב,

אני עורכת סקר מטעם המחלקה ללימודי מידע באוניברסיטת בר-אילן כדי לגלות מהן ההשפעות של הדרישה הגוברת להשאלה בין-ספרייתית על ספריות האוניברסיטאות. אני אהיה אסירה תודה אם תמלאו את השאלון המצורף או להעביר אותו לספרנית ההשאלה בין-ספרייתית ולהחזיר אותו אלי במעטפה המצורפת כמה שיותר מהר.

תודה על שיתוף הפעולה,

לין פורת

אחראית צוות השאלה בין-ספרייתית באוניברסיטת חיפה.

Appendix I מכתב הפניה לספרני השאלה בין-ספרייתית באוניברסיטאות

לכבוד ספרנית השאלה בין-ספרייתית,

שלום רב,

אני עורכת סקר מטעם המחלקה ללימודי מידע באוניברסיטת בר-אילן כדי לגלות מהן ההשפעות של הדרישה הגוברת להשאלה בין-ספרייתית על ספריות האוניברסיטאות. אני אהיה אסירה תודה אם תמלאו את השאלון המצורף ולהחזיר אותו אלי דרך השליח של השאלה בין-ספרייתית כמה שיותר מהר.

תודה על שיתוף הפעולה,

לין פורת

אחראית צוות השאלה בין-ספרייתית באוניברסיטת חיפה.

תקציר

בשנים האחרונות נוסדו מכללות אקדמיות רבות בארץ. דבר זה השפיע על הרכב ההשכלה הגבוה וגם גרם לשינויים בספריות באוניברסיטאות ובמיוחד במחלקות להשאלה בין-ספרייתית. מטרת מחקר זה הוא להצביע על אפיוני ההשאלה הבין-ספרייתית של המכללות בכלל, ושל המכללות המזמינות בעיקר מהאוניברסיטאות בפרט. המחקר גם מנסה לזהות את התחומים העיקריים של ההזמנות ההשאלה הבין-ספרייתית של המכללות ולקבוע אם יש קשר לתחומים העיקריים באוספים שלהם. מטרה נוספת היא לזהות את הספריות האוניברסיטאיות שבהן הייתה עליה במספר ההזמנות בין השנים 1997 ו 2001. בנוסף, המחקר מצביע על השינויים שכבר יושמו על ידי הספריות האוניברסיטאות ומהם השינויים העתידיים הרצויים.

השאלון הראשון נשלח לשלושים ושמונה מנהלי ספריות המכללות. השאלון השני נשלח לספרני השאלה בין-ספרייתית בשבע-עשרה מחלקות להשאלה בין-ספרייתית בשבע האוניברסיטאות. שיעור ההשבה היה 95%.

ארבעים אחוזים שלחו יותר משלושה רבעים מההזמנות שלהן לאוניברסיטאות. לשישים אחוזים מהמכללות יש אוספים במדעי החברה ורוח, והתחומים האלה בולטים גם בהזמנות השאלה בין-ספרייתית שלהם. ספריות האוניברסיטאות המתמחות במדעי החברה, הרוח ורפואה חוו את העלייה הגדולה ביותר בהזמנות הנכנסות שלהן מ- 1997 עד 2001 (מכל המזמינים). יתר על כך, ספריות עם אוספים במדעי החברה ורוח חוו עליות משמעותיות בהזמנות מהמכללות. יש קשר סטטיסטי בין גודל אוסף ספרית האוניברסיטה לבין מספר ההזמנות הנכנסות שסופקו למכללות. הספריות האוניברסיטאות עם אוספים גדולים קיבלו יותר הזמנות נכנסות ממכללות מאשר ספריות עם אוספים קטנים יותר. ארבעים ושבעה אחוזים מהספריות האוניברסיטאות סיפקו יותר בקשות השאלה בין-ספרייתית ב 2001 לעומת 1997. לרבע מספריות האוניברסיטאות העלייה הייתה יותר מ 25%.

ההשפעה העיקרית על הספריות האוניברסיטאות שמספר ההזמנות הנכנסות עלה הייתה תחושה של לחץ. בשבעים ושלוש ספריות היו שינויים במחלקות השאלה בין-ספרייתית, כגון רכישת תוכנות והוספת כוח אדם. רוב הספריות המליצו על כתיבת קוד לאומי להנחיית כל סוגי

הספריות בנוגע להרגלי השאלה בין-ספרייתית. כמו כן, הן המליצו על רכישה של תוכנה מתוחכמת לניהול הזמנות השאלה בין-ספרייתית.

ההמלצה העיקרית של מחקר זה היא עידוד שיתוף הפעולה בין ספריות המכללות והאוניברסיטאות. כמו כן, רצוי שהמכללות ימשיכו לפתח אוספיהן כדי שהדדיות באספקה תהייה אפשרית. כדאי לדרוש סטנדרדיזציה בטיפול בהזמנות, מחירים ובזמני אספקה על ידי הקמת קונסורציה לצורך זה.

אוניברסיטת בר-אילן

אפיוני השאלה בין-ספרייתית של המכללות הישראליות:
ההשלכות על הספריות האוניברסיטאיות הישראליות

לין פורת

עבודה זו מוגשת כחלק מהדרישות לשם קבלת תואר מוסמך
במחלקה ללימודי מידע של אוניברסיטת בר-אילן

רמת גן   תשס״ג