

InterLibrary Loan Survey Report

Introduction

InterLibrary Loan (ILL) is a free service that allows students, faculty, and staff to request items from other libraries that are not in our collection. ILL is critical to supporting scholarly research and this service directly supports two of the library's [Fundamental Commitments](#):

*“As **facilitators** of inquiry and exploration that help develop the scholarship and creative work by the Hollins community, we collect, organize, and deliver a rich and diverse set of resources across a variety of formats that match Hollins’ broad liberal arts curriculum.*

*As user-oriented **service providers**, we engage in dialogue with our community to develop personalized and responsive services that meet the needs of the campus.”*

During March 2024 we conducted an online survey using Qualtrics to gather feedback from users regarding their experiences with ILL. The survey was advertised on the ILL homepage and via email. In total, **29 responses** were received. While we did not explicitly ask for university classification status, based on the information gathered it appears that most respondents were **students or faculty**.

Overall Results

The survey had two sections: the first section included four Likert scale questions to rate satisfaction with ILL services, and the second section included three open-ended questions.

The overall results of the survey were **very positive**. Respondents provided favorable feedback, particularly in response to the questions that asked for their satisfaction with ILL services:

- **ease of placing a request:** 83% of respondents indicated they were “extremely satisfied” and 10% indicated they were “somewhat satisfied.”
- **availability of items:** 72% of respondents indicated they were “extremely satisfied” and 28% indicated they were “somewhat satisfied.”
- **speed of service:** 69% indicated they were “extremely satisfied” and 28% indicated they were “somewhat satisfied.”
- **communication about requests:** 83% indicated they were “extremely satisfied” and 14% indicated they were “somewhat satisfied.”

The open response area asked participants to answer three questions:

1. What do you most appreciate about InterLibrary Loan?
2. What is one area that you think needs improvement with InterLibrary Loan?
3. Please share any additional comments you have about InterLibrary Loan.

The answers to the first and third question were overwhelmingly positive. A sampling of responses include:

- “Shawna Battle does tremendous and deeply appreciated work for our academic community!”
- “I appreciate it very much, it is key to my scholarly and teaching work here at Hollins!”
- “I have always felt incredibly supported by ILL as an active scholar and I know that generations of students have felt the same way.”
- “It's unlimited, and FREE, and finds any book I can ask for—what's not to appreciate?”

Key Takeaways

Below are takeaways from the question that asked for what can be improved with ILL services, along with one representative comment.

1. **Due Date Communication:**

- Two comments requested enhanced communication around when items are due. Currently, users receive an email reminder two days before an item is due. We are unable to automatically send additional reminders about due dates, so this practice will be maintained.
- “I think notifications about due dates could be better— perhaps a one week left sort of notification”

2. **Material Arrival and Status:**

- Some users expressed concerns about knowing when their requested materials would arrive or the status of their items.
- We reviewed our current communication practices, and our software does not allow us to send more communications. We will continue to send weekly emails regarding the status of requests.
 - “Communication on when a library material will arrive if there has been a large gap between time of request and delivery of the item.”

3. **Account Setup Difficulty:**

- One comment mentioned difficulties with setting up user accounts.
- To streamline the process, we plan to implement auto-registration in summer 2024. This enhancement will simplify account creation for users.
 - “I had some difficulty with setting up my account and then figuring out how to make the ILL loan work, it did in the end, but it took some back and forth with the library staff to get that figured out and set up”

4. Publicizing ILL Services:

- Based on feedback, we will create a flier about ILL services for distribution in the building. Additionally, we may add information about ILL to our rotating advertisements on the library homepage (library.hollins.edu).
- “Maybe more advertising since I didn’t know about it until my junior year”

Conclusion

The ILL survey results indicate a high level of satisfaction among users. We will continue to prioritize user communication and make updates in this area as they become available. We also look forward to streamlining access to ILL through auto-registration and raising awareness about the service through advertising. As always, we will continue to work hard to fulfill our mission to provide research materials not owned by Wyndham Robertson Library to current students, faculty, and staff of Hollins University.