



# 2022 Trove Collaborative Services resource sharing landscape review

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# 1. Introduction

## 1.1 Purpose

To share with Trove Partners a point-in-time snapshot of the services being used to meet patron needs, when they exceed an organisation's own collection, both amongst libraries and other Galleries, Libraries, Archives and Museums (GLAM) institutions. For those unfamiliar with the broader environment, this document intends to provide an overview into the kinds of services that are operating both now and into the future, in Australia and globally.

This landscape review aims to highlight the diversity of services that GLAM organisations are offering and accessing, at a time when the Trove Partner community is considering where national resource sharing could go next.

Staff at Trove Partner organisations are the intended audience.

## 1.2 Method for preparing this review

Trove Collaborative Services staff conducted desktop-based research based on freely available information. Examples of Direct to user copying services and Digitisation on Demand (DoD)/Inter Library Loans (ILL)/Document Delivery (DD) services, as well as online delivery through other mechanisms, around Australia and the world were sought and where possible a brief summary is provided.

As the aim is to share information on the diversity of services that libraries and other GLAM organisations are participating in, a comprehensive list of specific commercial, open source, and bespoke software solutions is not provided.

## 1.3 Background

When patron research needs can't be filled by local collections, the Libraries Australia Document Delivery (LADD) service allows Trove Partners to access the vast national network of libraries.

The software that underpins LADD is at end of life and is scheduled to be decommissioned by the vendor in 2024. The service cannot continue to be delivered as it currently is, and consideration of a replacement service that meets the changing needs of users and Trove Partners is required.

Across Australia and globally Inter Library Loans/Document Delivery has substantially changed in the three decades since it was first introduced to the Australian national resource sharing network. New and complementary services have emerged in that time. Library resources have been shifting from physical to digital, and acquisitions models have been shifting towards digital deposit and harvested, and from owned to licensed.

ALIA produced a [Snapshot of the Australian interlibrary loan environment in 2018](#) report. It includes a number of key findings for the nation that cut across sectors, including that there are decreasing numbers of staff working on ILL/DD, that Australian libraries are accessing a wide range of sources to fill patron requests, and that eResources are changing the ILL/DD environment.

The extreme weather events, COVID-19 pandemic and subsequent lockdowns of 2020 and 2021 that made many libraries physically inaccessible, have had further dramatic impacts on ILL/DD.

This paper focuses on three inter-related areas of practice that are supporting provision of resources to patrons and resource sharing:

- Direct to user copying services and Digitisation on Demand (DoD);
- Inter Library Loans/Document Delivery (ILL/DD); and
- Online delivery through other mechanisms.

## 1.4 Service definitions

### 1.4.1 *Direct to user copying services and Digitisation on Demand*

Some organisations provide copying services for their collections. This may involve supplying high quality reproductions of collection items or standard quality access copies. It may involve a cost recovery fee or may be done for free. Some organisations will supply direct to the public and have automated ordering systems integrated with their online collection delivery systems. Others work via professional networks such as ILL/DD.

In recent years, some organisations have also started digitising collection material in response to user demand, transforming the copy ordering process into a 'digitisation on demand' service – a way for end users to fund small-scale digitisation to get online access to an item for their own use and, where copyright and resourcing permits, provide access to future users.

Part of the current offering to Trove Collaborative Services (TCS) Partners is a [Digitisation service for Trove Partners](#). This takes advantage of the National Library of Australia's leading digitisation and online delivery program through Trove and offers a [discounted rate](#) for Trove Partners. Trove Partners fund the digitisation of newspapers, journals and books, the microform or physical material is transformed into digital objects, which are stored and made available publicly online and text-searchable in Trove.

There is no specific TCS offering that allows end users to directly fund digitisation of a single item from a Partner's collection that is then made available in Trove.

### 1.4.2 Australian National Bibliographic Database (ANBD)

The Australian National Bibliographic Database (ANBD) is a national union catalogue that unites the bibliographic and holdings information for over 30 million resources from hundreds of different libraries across Australia. Work to create the ANBD (previously known as the Australian Bibliographic Network or ABN) started in 1981 and continues today. The ANBD is accessible to Trove Partners through [Libraries Australia Search](#) and [Libraries Australia Document Delivery](#). It's available to the Australian public through [Trove](#).

The ANBD underpins a variety of workflows in Australian libraries.

*Cataloguing* – As a centralised metadata store, the ANBD offers copy cataloguing services, which allow libraries to find and download bibliographic records to their own local catalogues, saving time and effort so that original cataloguing does not need to be undertaken each time. These records are gathered from other Trove Partners, and are purchased for national benefit from international suppliers such as the Library of Congress, British Library and Thorpe Bowker (ISBN agency). The National Library of Australia's pre-publication data service of publisher data automatically feeds new bibliographic metadata records into the ANBD for re-use, as does National edeposit (NED). In addition to these metadata records, the service connects to international datasets including WorldCat (OCLC) and Te Puna (National Library of New Zealand). Supporting these copy cataloguing services are metadata distribution tools that allow cataloguers and library suppliers to undertake work on the ANBD and see the changes pushed to bibliographic metadata records in their local catalogues.

*Holding/location sharing* – Trove Partners upload their collection (holdings) to the ANBD, to let others know what they hold. More than 25% of Trove Partners now automatically synchronise their holdings with the ANBD on a daily basis, using the process known as OAI-PMH Daily Update. Other Trove Partners contribute their holdings, either via manually uploading records live on the database, or taking advantage of the older-style Record Import Service which facilitates one-off data loads. The holdings available on the ANBD are accessible to all Trove Partners, either via Libraries Australia or Trove. They are as comprehensive or brief as the Trove Partner chooses, for some libraries their whole collection is described in the ANBD, others choose to restrict certain collections and do not describe them on the ANBD. Access to the ANBD and its bibliographic/holdings information is independent of whether the Trove Partner chooses to participate in additional TCS service components such as cataloguing or resource sharing.

*WorldCat* – The ANBD is the source of most Australian holdings to the global service.

*Collection insight and analysis* – services run off the comprehensive dataset that is the ANBD. These analysis services allow Trove Partners to understand the uniqueness and strengths of their collection when compared against the entire national collection distributed amongst hundreds of Partners. This information is valuable in making strategic decisions, for example in informing the revision of collection development policies or weeding projects.

LADD – The ANBD is also used by Inter Library Loans and Document Delivery officers. In the ILL/DD context, the ANBD is used to identify which libraries hold an item, so they can be queried for a loan/copy.

### 1.4.3 *Inter Library Loans/Document Delivery and Libraries Australia Document Delivery (LADD)*

The purpose of ILL / DD as described in the [Australian Interlibrary Resource Sharing \(ILRS\) Code July 2022](#) is to obtain those materials that a library cannot purchase because they fall outside the scope of the library's collection development policy or are otherwise not available such as the material is out of print.

[Document Delivery \(DD\)](#) is the supply of all or part of a document to the user, on demand as a copy. [Interlibrary loan \(ILL\)](#) is when an eligible library obtains either an original item or a copy from another library on behalf of a user or to add it to their collection. ILL and DD are each permitted by the library and archive exceptions set out in the *Australia Copyright Act 1968* – [Section 49](#) for DD and [Section 50](#) for ILL.

ILL/DD exists in Australia through a number of formal and informal networks. Many libraries belong to more than one network and also use commercial suppliers, accessing the most appropriate network to fill individual requests.

ILL/DD is offered through the Libraries Australia Document Delivery (LADD) service in TCS. It takes advantage of the holdings information in the ANBD by making the holdings information in the ANBD searchable in the LADD interface.

ILL/DD was [first introduced to the ABN product suite in September 1989](#) and has been in continuous operation for the intervening 33 years, even as the service has changed from Kinetica to Libraries Australia to Trove Collaborative Services. It allows libraries to offer their patrons a range of services to satisfy requests for material not held in their own collections, by accessing material held in other libraries. Libraries also supply their own material in a cooperative environment to meet the national need. In this service payments are consolidated through a single national payments gateway to ensure libraries can cover the cost of providing this service to other libraries. Libraries can choose to participate in reciprocal arrangements with varying fees or make payments via the centralised payments gateway.

Since a high in 2009/10 there has been steady long-term decline in the volume of requests filled via the Libraries Australia Document Delivery service, as well as the number of libraries participating. See *Appendix 1 – Libraries Australia Document Delivery Transaction data 2009–2021*.

More broadly, similar decreases are noted in recent industry research from [IBISWorld AU Industry \(ANZSIC\) report J6010: Libraries and Archives in Australia](#), which confirms that although interlibrary loans and electronic document transfers have enabled greater information sharing amongst Australian libraries, overall library activity (both physical and online transactions) is now decreasing.

The resource sharing landscape has changed over the lifespan of this service in Australia's national network. Whereas previously the ILL/DD service was the primary option for the majority of libraries to obtain material for their patrons, today there are many avenues open to Trove Partners. These range from purchase on demand or via tokens through to direct borrowing, and alternate sub-networks based on a single software vendor product. In addition, there are opportunities and limitations due to the shift to e-preferred acquisitions of new materials as well as the Open Access drive supported by Australia's Chief Scientist. There are also differences in the Copyright Act when it comes to library exceptions relating to print versus born digital publications. These changes are just some of the examples that are contributing to the shifts in resource sharing as there are now many more paths and/or impediments to fulfilment.

## 2. Australian and International review of services

### 2.1 Key themes

In assembling this landscape review, the following key themes emerged as common across services and organisations, both in Australia and globally.

#### 2.1.1 Customer experience

To complete an ordering journey, most services require patrons to navigate their own way through multiple unlinked systems including web pages, forms and collection catalogues. Steps the patron may have to undertake include: researching the catalogue to locate collection items; finding and filling in separate reference enquiry/PDF/online forms by manually copying in collection item details; and following instructions in a separate email or webpage to make a payment which could include direct bank transfer, cheque or credit card payment.

The National Library of Australia's Copies Direct service, the Australian War Memorial's Collection Sales service and the National Archive of Australia's copying service are some Australian examples of integrated customer experiences that offer the patron a single ordering system for on-demand copying.

Galleries often direct customers to their separate online shop for an existing range of high-quality prints, rather than offering a way to purchase on-demand copies of items in their collections.

#### 2.1.2 Pricing

Most fees charged by libraries, either directly to their clients or to other libraries in return for supplying the item, are too low to indicate cost recovery. Prices range from very low cost – either free or a nominal fee of \$1–\$2 that aligns with the cost of a photocopy, to over \$100 for a high-resolution digital copy.

#### 2.1.3 ILL/DD between libraries is the focus

Information on ILL/DD is more common, comprehensive and easier to come by on public websites than similar services aimed directly at the public, including copying or digitisation. As the mature service offering with a fixed language to describe the business, libraries can articulate that service and what they're able to offer other libraries. Copying/Digitisation on Demand for the public is not nearly so widespread or well described.

### 2.1.4 Copyright changes

Changes to Australian copyright law that may smooth some of the administrative challenges of DD/ILL and update provisions to meet contemporary community expectations have been proposed, however the current status of the reforms is uncertain.

## 2.2 Direct-to-user copying services and Digitise on Demand

In Australia and internationally, this landscape review identified the National Archives of Australia as one of the only examples of an integrated user experience that allows users to easily sponsor digitisation of an item when it's not yet online. While there are copying services, few are presented as adding the item to the digital collection or facilitating access for other users as well.

### 2.2.1 Australia

#### National and State Libraries Australasia

All National and State Libraries Australasia (NSLA) members have services that offer copies to the public at a fee. None of these NSLA services are branded as 'Digitise on Demand' or are explicit that requests for copies assist in increasing digital access/adding to the collection.

Obtaining copyright clearance is an onus placed on the user, that is a theme across all these organisations and services. It requires a high level of library literacy to negotiate, and it's usually not clear when an out of copyright item might be easier to obtain.

Indigenous Cultural and Intellectual Property is only mentioned by one organisation – the State Library of Victoria.

In 2002 the **National Library of Australia** [introduced the Copies Direct service](#), which allowed members of the public to directly purchase a copy of a collection item, or portion of a collection item, from the National Library. This gave Australians without proximity to the building in Canberra the opportunity to access the collection. It also enhanced services to the public that had previously been delivered via different teams, at different costs through reading room services. Copies Direct enables users to locate an item in the Library's catalogue, on Trove, or the digital object delivery system and clicking a 'Buy now' button, which transfers the collection item details to an online ordering form. The cost is estimated based on a combination of metadata from the catalogue record and information provided by the user. Credit card details are entered, via a portal provided by a commercial payments vendor. The payment is not collected until the Library supplies the item.

In 2020/21 this service has evolved to supply 6,390 copies in a single financial year and 72,864 copies over the last decade, mainly via digital online delivery. For around half of the



requests supplied, where copyright permits, the copy is stored, made publicly available, for re-use and to provide access to future users.

The **State Library of NSW** runs a copying service for [ordering copies of library material](#) delivered as PDF or a physical photocopy. Pricing aligns to the ILRS code and end users can order high resolution digital copies of [special collections material](#) – higher costs are based on image resolution (General purpose vs High Resolution) and turnaround time (standard, rush, express). Ordering is not always integrated into the catalogue or online digital image delivery system for all items. Users must locate the item themselves, then re-key or copy the item details into a stand-alone online ordering form (for special collections) or PDF form (for general library collections). Delivery is via email or FTP.

The **State Library Victoria** runs a similar program, though digitised [copying is integrated](#) into a single user service. Users can find and order in the catalogue and click-through to a purchasing form that populates with the item information, this is only available to users who have signed up for an account and logged in to the SLV catalogue. Interlibrary loan services including copying articles/chapters are managed separately and ordering is via a webform.

The **State Library of South Australia** have integrated their digital delivery system with their reference enquiry software to offer [quoting for a copy order](#) – the requested item's details populate the form with information from the catalogue. **Libraries Tasmania's** [copying service](#) and **State Library of Queensland's** [order a copy service](#) also run out of their reference enquiry software, though these are not integrated and so do not auto-populate with the details of the item being requested. The user has to re-key the information.

The **State Library of Western Australia** run a [copying service](#) where the user first finds the item in the catalogue, then adds pertinent item information (e.g. image number) to the order form. They have a Red Bubble store where collection material is printed on items like laptop covers, clothing and stationery.

**Libraries and Archives NT** [requesting](#) is only available to authenticated users. Uniquely in NSLA, it offers a certain number of free pages per month per user. LANT utilise an IT service desk software package to facilitate ordering.

## Universities

In terms of Direct-to-user copying services and Digitisation on Demand, the university sector predominantly advertise digitisation of older theses collections, and publications/governance documents related to the institution's history. These services are mostly available to their faculty, research staff and students rather than the public. Supplying copies or digitisation of collections to the public is not common.

**University of Melbourne** runs a specialised [Digitisation Centre](#) to digitise the University's collections as prioritised by the University's collections committee. They have a range of equipment made available to staff and students, from scanners to photography equipment. Digitisation of theses can be requested either through ILL/DD or by a private researcher – this is not obviously extended to other format types.

**University of New South Wales** [explicitly mention](#) requests to digitise content from the Library and Archival collections, and point their users to their general reference enquiry form. It does not have a way for the public to purchase copies.

**QUT** have a [scanning service](#) where eligible users can request a scan of articles, book chapters or legislation, which they'll receive via email.

**Melbourne Law School** (at University of Melbourne) also runs the [Untapped](#) initiative, digitising and re-publishing Australian literary works that are in-copyright but out-of-print. They're made available as eBooks on some of the commercial library supplier platforms (e.g. Bolinda, Overdrive) with the intention of supplying authors with a new revenue stream. They're also available on [indyreads](#), a platform which allows NSW public libraries to deliver local digital content.

#### Local government – Public libraries

Some larger public libraries offer copying and reproduction services, particularly around their unique local history photograph collections, while smaller libraries are likely to have digitised some of their photographic collections but have no way to request copies.

**Waverley Library** is one site operating commercial software with [built-in ordering features](#) and workflows, including a way for users to track their order. Users find the image they want and add to their basket, they can order up to 20 photographs at a time, and pay via credit card online. They can then see progress, and eventually download a zip file when the order is completed. It handles permission to publish as well.

**Brisbane City Council Archives** will supply images from their historic collections, to the public, [for a small fee](#), with requests begin submitted and handled via email.

#### Local government – Archives

The **City of Sydney Archives** [provides a similar service](#), framed as requesting city records that takes place through their online council portal. This is not only about public access, but the streetscape – helping meet their requirement for [temporary hoardings on building sites](#) to display historic images.

## Museums and galleries

Like libraries, some museums and galleries offer copying and/or reproduction services. Most observed in this landscape review had not framed the service as assisting with growing the digital collection.

The **National Archives of Australia** supply copies of non-digitised material, plus high resolution digital files of already digitised material, which can be requested [through RecordSearch](#) for a fee. Unlike most library copying services, this is portrayed as both servicing a single user and a way to grow the digital collection, improving access for everyone that follows. It's understood that the Archives saves these requested copies and adds them to the collection for public access where possible.

**Queensland Art Gallery/Gallery of Modern Art** offer a [Reproductions service](#) with high resolution digital files, as well as a [Print On Demand](#) service through their gallery shop. It's not linked to the catalogue, instead it runs out of an email service. [Art Gallery SA](#) have a similar image sales service.

**Art Gallery of NSW** has an [online shop](#) to buy existing prints of some items in the collection. It isn't obviously linked to the catalogue (see example of Roy De Maistre's Rhythmic Composition in the [shop](#) and [catalogue](#)). The same is true of the [Art Gallery WA](#) and the [National Gallery of Victoria](#). NGV's [prints and posters](#) are available in a separate part of the online store.

The **National Museum of Australia** also use their online shop to sell items based on their collection, for example a puzzle based on material used in the [Portrait of Australia](#) exhibition. They have integrated purchase features in their catalogue, a user can request a higher resolution image once they'd followed the 're-use' path.

The **Australian War Memorial's** [Collection Sales](#) service is integrated within their Collections search for some material. The ordering process starts with finding a record in their catalogue and ranges from basic copies to high quality art reproductions. From Collections, patrons can download a low-resolution copy or request a high-resolution copy of the image, the form also provides a long list of proposed uses with pricing details depending on use and the image output format. Material that can be supplied is not the entire collection, for example library materials are not supplied to patrons, only through interlibrary loans to other libraries.

**Queensland State Archives** offer low-cost copying through their [Request Digital Copy services](#). The functionality is integrated with their Archives Search catalogue and only available to logged in users.

**State Records SA** has a very [similar service](#), though it is not integrated into their catalogue. [State Archives & Records NSW](#) also offer copying via their catalogue. Both SA and NSW deliver via USB/CD/DVD and use commercial cloud file storage services if people need online delivery.

Neither **Collections WA** nor **Victorian Collections** appear to offer a service for users to fund digitisation or order copies through their platform. Many of the state museums have online shops but don't obviously include items from their collections including [Museums Victoria](#) and the [Australian Museum](#).

Some smaller museums like [Sydney Living Museums](#) are set up to provide copies.

### 2.2.2 International

Internationally there aren't many examples of the public being able to financially contribute to digitisation for public access, at least in the English-speaking world. Most of the major national/public libraries examined in desktop research offer copying services to facilitate remote access and study. Few of them are integrated with catalogues and, like Australia, require a high degree of literacy around copyright before orders can be placed.

The **British Library's** [On Demand](#) service is the most sophisticated. It is mainly aimed at other organisations – either libraries or commercial customers – wanting ILL / DD. The public have the option to create an account to function as a 'Pay as you go' customer. Copies provided are a one-off, either encrypted or unencrypted at the customer's request, and are not obviously advertised as a digital file available to all in the BL catalogue. Like some Australian examples, links to order are integrated from their main catalogue.

The **Library of Congress** [Duplication services](#) requires users to search the catalogue, locate the record of interest, retrieve quite specific detail (e.g. the 'Reproduction id') and then reproduce that information on a separate ordering form. Copying of audio and film is not provided. Digital delivery is encouraged. This is presented as a copying service, rather than a sponsoring of digitisation service.

The [copying service](#) from **Libraries and Archives Canada** also have a low-fidelity data input form that does not appear to link from their main catalogue. The archival search does link through to information on how to obtain a copy. Scoping of the size of orders is highlighted as an issue – users are asked to visit the material onsite before ordering a copy, or hire a professional freelance researcher to do so. Timeframes are also longer than Australian services, however prices are cheaper than comparable at the National Library of Australia. Two independent companies handle the copying of sound/video, and art/maps/photographs and these types of requests get routed to them. This results in a multi-step arrangement for the payment by the user.

**The National Library of New Zealand** provide copies at a minimal charge through their [Ask a Librarian](#) reference service. Integration with the NLNZ discovery services seems to work

best on items that are already digitised. End users are encouraged to take advantage of Inter Library Loan by visiting their local library in New Zealand.

**National Archives of Scotland** have a unique feature – they charge a search fee, so even if they don't supply you still pay for the staff time spent looking for the item. The service is only to end users, as they are not a library.

The **Smithsonian Institution Archives** provide reproductions, rights clearance and high-resolution digital files from the range of Smithsonian institutions. Like other international services, the requester must navigate a number of [unlinked services](#) to first obtain copyright clearance and locate the image in various Smithsonian catalogues. They can then fill in a request form. Some copying is free or low cost, with the service relying on commercial cloud file storage providers to do delivery.

[UCLA](#) is one of the bigger organisations contributing to Digital Public Library of America (DPLA), and runs a journal scanning service, restricted to print material, as a form of Document Delivery. The user experience requires users to navigate their way to a separate part of the website and fill in a form with item details they've located themselves. They do offer digital delivery of PDF.

## 2.3 Inter Library Loans and Document Delivery

### 2.3.1 Australia

Most Australian universities allow their students, research staff and faculty to request items on ILL from other Australian and New Zealand libraries, conforming to standards set out in the ILRS code. For example [UNSW](#), [Sydney University](#) and [James Cook University](#) all make this information publicly available on their library websites. **Edith Cowan University** allows students and faculty to place ILL requests directly using their Inter Library Loans software.

Public libraries are predominantly involved in the sharing of physical material to meet their patron's needs. [Library Link 2](#) is 7 Victorian libraries who run a small consortium. It allows patrons to search for an item across the catalogues of other participating libraries in adjacent local government areas, and then place an Inter Library Loan request directly in the ILL/DD software. [Cumberland City Council](#) allows their patrons to have up to 5 inter library loans at one time, with no charges if supplied from within the NSW public library network.

There are several subject-specialty networks that supply digital copies between like organisations. For example, [GratisNet](#) (health libraries) were first developed in the early 1980's and have been in their current form since the late 1990's. They are purely reciprocal

systems, where libraries supply and request material with no money changing hands and rely on the cooperative work of all involved. GratisNet is a combination of a shared journal titles index, interlibrary loans software for managing requests/supplies, an information website and a mailing list for communication between members, with a management structure and set rules around the community. Participating organisations contribute a listing of their holdings they wish to be available for resource sharing. The system allows members to place requests for items on the list, load balancing attempts to spread demand across members. However, despite this, some libraries are net lenders.

There are also other commercial networks that require additional commitments, for example fast turnaround times.

### 2.3.2 *International*

**Subito** is a service allowing search and order across German libraries – it's an example of these kinds of services globally. The site can be accessed in German or English. An Inter Library Loans officer searches for an item in their catalogue, then puts in a request. Subito can be expensive, depending on the category that the user library fits into, and with associated copyright clearance fees. Loans aren't tracked through their lifecycle as well as some other services. Subito do a convenient monthly consolidated invoice.

The [LibraryHub Discover](#) (Previously COPAC) portal is a joint initiative, run by Jisc, which can be used to locate material held in UK libraries. It contains contact email addresses for ILL departments and so can be used to contact individual libraries. Transactions tend to work off International Federation of Library Associations and Institutions (IFLA) vouchers. This service is one of the only ways for some libraries in Australia to access some world's major libraries such as Oxford University's Bodleian library.

**National Diet Library** in Japan previously accepted emails for requests, then moved to using a form that is printed, filled out and faxed back. A bill is sent to be paid after the item is supplied.

The **National Library of Medicine** (PubMed) requires libraries to establish an account and login via a portal to place requests. Copies are supplied for USD12 each and invoiced quarterly.

**National Library of Singapore** have an online form that an Inter Library Loans officer can fill in to make ILL requests. It's not linked to the catalogue, the details have to first be found as an end user. Some Australian services, such as the National Library of Australia's ILL/DD, have a direct connection from their resource sharing software to Singapore's resource sharing software. This provides easier access to collection areas for which Singapore's is known to have strengths, however this requires significant domain knowledge.

**Papua New Guinea** will supply items to Australia, however payments often need to be made by cheque rather than digitally.

Te Puna and Te Puna Interloan in **New Zealand** run a national network. Te Puna Interloan also supports the Trans-Tasman service that enables Australian and New Zealand libraries to exchange interlibrary loan requests and collection material. Te Puna Interloan allows the supplying library to check the request and supply it if possible. Articles can be sent electronically, and payment can be made via IFM provided both partners are IFM libraries. Like Australia, some larger organisations such as universities take advantage of ISO ILL protocols to interoperate with the New Zealand national system using their own separate software.

Commercial services such as [Article Galaxy](#) and the [Copyright Clearance Centre](#) provide reprints directly to libraries, coordinating the work with publishers to ensure copyright compliance and associated licencing fees are paid. Some services include a built-in pre-check to see if an Open Access version of the item is available.

## 2.4 Online Delivery through other mechanisms

Various other legal mechanisms are being used to enable online loans around the world. They became more important during COVID as patron access to physical material was severely limited during global lockdowns.

Copyright exceptions allow use of material without infringing copyright for specific types of works in certain circumstances. In the Australian context, these exceptions are [summarised by the Australian Libraries and Archives Copyright Coalition](#).

The [Controlled Digital Lending whitepaper](#) looks at how digital delivery of collections has been explored in the United States under fair use laws. Similar approaches have also been used to enable e loans by some institutions in [Canada](#) under their broad fair dealing laws, and the Court of Justice of the European Union has suggested online delivery of digital material may be supported by [European law](#).

Legislative changes in Australia may enable broader use of e loans or online delivery in the future.

### 2.4.1 Australia

During the COVID-19 lockdowns of 2020 and 2021, a [CAUL survey](#) revealed Australian universities were not confident in supplying materials online under current copyright exceptions.

Proposed amendments in the [Copyright Amendment \(Access Reforms\) Bill 2021](#), open for comment until 22 February 2022, would extend libraries' rights to make copyright material available online given some restrictions. The bill also proposed to remove the need to



destroy electronic copies after supply. If implemented, these changes could support the development of new and more efficient digitisation, DD and ILL services. The bill was not presented to the last Parliament before it dissolved and there is not yet an indication if it will form part of the agenda for the new government.

#### 2.4.2 International

[New York Public Library](#) runs a 'Scan & Deliver' service. Registered users of the NYPL can request access to an item in the print collection and up to 10% will be scanned and made available for 30 days, for a maximum of 5 views. A user is entitled up to 5 'Scan & deliver' requests per week. It's for access purposes, and there is no fee. A [separate ILL/DD service](#) they run does charge. There is yet another entry point for digital files that are to be used for editorial, commercial, and other uses.

The [Library of Congress](#) already provides secure onsite access to rights restricted digital material, and is committed to using user authentication to enable offsite access based on the defined roles (e.g. congressional user, staff, or researcher).

### 3. Other considerations

#### 3.1 Digital Legal deposit

Since February 2016 Legal deposit has been extended to digital publications and [in 2019 the National Legal deposit service NED went live](#), allowing publishers of **Australian** material to meet their legal deposit obligations by providing a digital copy, instead of a physical item, to the single system owned by the state, territory and national libraries. This has created an entirely new collection of contemporary published Australian material that is digitally stored but still in copyright. Many publishers have agreed to provide boarder access than required under copyright. Commercial publications have tighter controls whilst many community publications are freely available. Freely available digital items are delivered within Trove. Restricted and embargoed items are delivered onsite in the reading rooms of participating libraries.

The shared digital corpus is not technically integrated into the current ILL/DD environment. While requests to provide the material via ILL/DD can be made and received like any other material via LADD, the NED infrastructure is not integrated with LADD for automated digital supply, resulting in manual workflows. Currently access to this collection is limited to copies under the copyright library exemptions. Short-term access, i.e. Controlled digital lending, is not available, whereas physical books supplied instead for legal deposit can be supplied on loan.



Internationally, **Singapore** also has [digital legal deposit](#), through an integrated portal that also allows publishers to apply for CiP and ISBN/ISSN etc. Publishers can upload metadata and a file, similar to NED.

## 3.2 Open Access mandates

In October 2021 Australia's Chief Scientist, Dr Cathy Foley, welcomed Open Access week by [announcing her intention](#) to pursue a whole-of-nation solution to open access of scientific and research publishing. [An Australian Model for Open Access](#) suggests a national purchasing body of licensed material, a national commitment to open access publishing of all Australian research findings from the date of publication, and national infrastructure to support both purchasing and access. The intention is that all Australians have access to material, whether they're working in a university or research institute, working in government, working in business, or have personal interests.

Implementation of such a model would have an impact on the sharing of contemporary journal articles that happens now, particularly scientific literature, through Inter Library Loans and Document Delivery.

## 3.3 Software - Commercial Off the Shelf (COTS) and Open Source

There are a wide range of software packages delivering features that support aspects of Direct to User Copying Services and Digitisation on Demand, Inter Library Loans, Document Delivery, Controlled Digital Lending, Open Access and more. Some are stand-alone modules, others are integrated into wider library workflow management platforms. Some examples of these include:

- **D2D**  
Used by the Borrow Direct Consortia in the USA to facilitate patron ordering of ILL/DD. Interoperates with Relais. Offered by OCLC.
- **ILLiad**  
Facilitates patron ordering. Interoperates with RapidILL and DOCLINE. Offered by OCLC.
- **InterDocs/InterLoans**  
Used by GratisNet and a number of other Australian networks. Works on a central index of journals data to offer ILL/DD to special libraries. Offered by Prosentient systems.
- **RapidILL**  
Institutions pay an annual subscription fee and commit to fulfilling requests within a specified number of hours. Offered by ExLibris.
- **Rapido**  
Used by Alma libraries to offer ILL/DD of collections between members. Offered by ExLibris.

- **ReCollect**  
Used for Digital collection hosting, particularly in museums / galleries / larger public libraries. Has inbuilt collection ordering and purchasing. Supported by DatacomIT.
- **ReShare**  
An ILL/DD project working on the same principles as FOLIO. Working to integrate CDL. Open source, with a number of commercial providers who can host/develop.
- **Tipasa**  
An ILL/DD module where patrons can enter requests and can integrate with other catalogues and ILL systems. Offered by OCLC.

### **WorldShare ILL**

An Inter Library Loans product running off the WorldCat service. Offered by OCLC. There are other open source and commercial systems available; this is not an exhaustive list and is intended to give a flavour of the variety of products and vendors in the space.

## **4. Conclusion**

The resource sharing landscape is changing. Direct-to-user copying services and Digitisation on Demand are growing but highly varied within and between library sectors, as well as beyond the library sector in cultural heritage and research organisations. Inter Library Loans and Document Delivery continue to be important to source older material or to meet patron preference for format. There may be other opportunities in the future to address the need for material that is only available physically, but could be delivered digitally. Other considerations like the dominance of digital publishing and growing open access mandates are also effecting the resource sharing landscape.

With the anticipated 2024 retirement of the software that currently underpins LADD, the Trove Partner community now have an opportunity to consider what a national resource sharing service needs to deliver, in order to satisfy current and future patron needs. There is no like-for-like software available. Trove Partners are invited to complete the *Trove Collaborative Services Resource Sharing survey* – available from 29 August 2022. The purpose of the survey is to hear from Trove Partners about current resource sharing experiences and challenges, find out if they resonate with this landscape review, and to inform next steps



## Appendix 1 – Libraries Australia Document Delivery transaction data 2009–2022



