

ISSN: 2349-2147



# Modern Research Studies

Editor-in-Chief  
**Gyanabati Khuraijam**

**An International  
Journal of  
Humanities and Social  
Sciences**

*An Indexed & Refereed e-Journal*

[www.modernresearch.in](http://www.modernresearch.in)

**Title: Concept, Issues and Importance of Interlibrary  
Loan Service in UNISWA Libraries**

**Author/s: Thiyam Satyabati Devi**

**Volume 1, Issue 2  
September 2014**

**pp. 341–357.**

Disclaimer: The views expressed in the articles/contributions published in the journal are solely the author's. They do not represent the views of the Editors.

Email: [editor@modernresearch.in](mailto:editor@modernresearch.in)  
[mrsejournal@gmail.com](mailto:mrsejournal@gmail.com)

Managing Editor: **Yumnam Oken Singh**

## **Concept, Issues and Importance of Interlibrary Loan Service in UNISWA Libraries**

**Dr. THIYAM SATYABATI DEVI**

Sr. Assistant Librarian (Cataloguing Head)

University of Swaziland

Swaziland

**Abstract:** Interlibrary loans, document delivery and cooperation between libraries have been a long tradition in UNISWA Library. This article gives an overview of ILL and document delivery in UNISWA libraries; the technical aspects and the impact of e-resources and digitized materials on ILL; and how UNISWA is trying to face these challenges. It also presents a status on the actual activities in this area in the University of Swaziland, describing a short history of legislation and circumstances, which have come to an end-user facility for all the staff and students of the University. It will give an analysis on necessities and service modes of free interlibrary loan among university libraries of different campuses on the base of introducing the current status of it.

**Keyword:** Interlibrary loan, Library-cooperation, Union catalogue, UNISWA, SABINET.

### **1. Introduction**

The University of Swaziland which comprises of three campuses, Kwaluseni, Luyengo and Mbabane, was established in 1982 by an Act of Parliament of the Kingdom of Swaziland with a mandate to teach, conduct research and carry out community service. The University has 7 schools and 36 academic departments which offer Certificate programmes, Diplomas, Bachelor's degrees, Master's

degrees and Ph. D. degree. The UNISWA (University of Swaziland) Library was started along with its parent body in the year 1982. Since its inception, the Library supports the educational research and learning functions of the University and a number of services are directed to these efforts. It also caters to the needs of the students and teachers of the university at large. The Mission of the Library is to “effectively provide services and access to quality academic information resources, irrespective of format and location to the University staff, students and associates in support of the instructional, learning, research and administrative functions of the University” (UNISWA – Report of the Vice-Chancellor, 2013-2014). The University has the most comprehensive collection in the country, housed on the three campus libraries of Kwaluseni, Luyengo and Mbabane. The UNISWA library has a collection of 298,469 monographs and currently subscribes 325 print journals with back issues for more than 600 journals.

The library has a total membership of 6291, out of which 4097 are graduates, 301 students are Post graduates, 1540 students are from IDE and 353 members are from Academic and administrative staff. The library holdings have been available in machine readable catalogue since 2000; and the computerized bibliographic information of the library holdings have also been made available for users’ searching throughout the campus network (Intranet) using web OPAC. Digitization of theses and dissertations of the University for the Institutional Repository is in progress. The Repository collections provide free online access to all types of institutional research outputs initially within the campus network (Intranet). Apart from print resources, the University library had procured quite a number of e-resources over the period of time. The University has also become a member of IFEL through which the students and the faculty can access the core and peer reviewed journals and bibliographic databases from different publishers and aggregators in different disciplines.

## **2. Goal:**

The goals of UNISWA library are:

- To computerize library operations and services to optimize information access through local regional and internet connectivity.
- To develop library infrastructure in the three campuses in order to provide equitable services.
- To develop a responsive collection that is sufficiently comprehensive and representative of the universe of knowledge and ideas to keep pace with the changing need of users.
- To select and acquire relevant and current documents, irrespective of format, to support the teaching learning and research needs of the users.
- To reduce the time lag between the ordering of resources and their accessibility.
- To create and maintain up-to date and user-friendly information retrieval tools to facilitate access to information sources.
- To develop and maintain efficient and effective services to meet user needs.
- To equip users with necessary skills which will enable them to fully exploit and utilize effectively the full range of information resources.
- To foster library research skills for life-long independent learning.
- To collaborate and cooperate with other information centres in order to provide access to a wide range of information sources.
- To develop a responsive management system to ensure efficient and effective delivery of library and information services.
- To promote library staff development through education and training.
- To build and maintain a stable team of competent, motivated and dedicated library personnel.
- To install and maintain reliable library environment monitoring systems to promote document preservation.
- To contribute in the development of libraries in schools by equipping student teachers with the necessary skills for establishing schools libraries. (UNISWA – Report of the Vice-Chancellor, 2013-2014).

### **3. Vision:**

The vision of the University is Leadership through Excellence in Education.

### **4. Document supply and interlibrary loans at UNISWA:**

Interlibrary loan has a long history in the field of LIS all over the world, and has played a vital role in facilitating access to information for library clients. It has been one of the most important resource sharing activities of librarians everywhere. Interlibrary loan service is designed to supplement the collection at the University Library. Loans of books and other material and copies of documents from other libraries may be arranged through the interlibrary loan lending service. Through interlibrary loans, materials not available in libraries of Swaziland can be made available as loans or as photocopies.

### **5. Purpose of interlibrary loan in UNISWA:**

The purpose of the Interlibrary Loan (ILL) service is to obtain, whenever possible, materials not available in the University of Swaziland (UNISWA) Library collection for educational and research needs of the University community. This may include, but is not limited to, books, journal articles, documents, and audio-visual materials. The Interlibrary Loan (ILL) service obtains materials from other libraries, both in this country and from SABINET. The ILL service in UNISWA is controlled by the reader's services department. The reader's services main objective is to fulfill the library's mission by meeting the users' information needs as much as possible. It oversees the operation of all the programmes, services and facilities that concern the delivery or accessibility of information to the library users.

### **6. UNISWA Interlibrary loan Environment:**

The University of Swaziland Library provides an inter-lending and document supply service to staff and students of the institution by obtaining photocopies, books and/or micro material not available in the Library from other institutions from the country or from Southern

Africa, under SABINET. On the same principle, the Inter-lending and Document Supply Section of the Library provides photocopies, books and/or micro materials to other institutions in Southern Africa who are members of SABINET. The Reader service department of the library oversees functions of the ILL. The Inter-lending and Document Supply Section in the Library renders services to staff, Faculty and registered postgraduate students of the University of Swaziland. Undergraduate students are allowed to inter-lending transactions from SABINET if their lecturers sign the requests. The user has to fill up a form which is available in the ILL division for the service. The service is free. The department obtains materials for users as quickly as possible. It takes an average of 7-10 days for loan materials to arrive. Journal articles/ book chapters are usually available more quickly. Interlibrary loan request outside the country are charged according to the price list as a rule. Different members have different charges but UNISA does not charge for the service. The unique service of UNISWA Library Interlibrary loan service is that in Swaziland, the University library is the sole responsible service provider. The user has to fill up a form which is available in the ILL division for the service. A sample of the form is shown below:

Request form for an article copy includes the following information:

- Title of the serial/Journal:
- Vol: Year: No. Pages:
- Author of the article:
- Title of the Article:
- Source:
- Requested by: Name: ID No.
- Department:
- Notification:
- Charges:
- Form of payment : Cash:      Receipt:
- Charge department:      Code No.:
- Date collected:      Signature:

Interlibrary loan Book request form: The request must state

- Author:
- Title:
- Place of Publication:
- Publisher:
- Date:
- ISBN:
- Source:
- Call No.:
- Requested by:
- ID :
- Department:
- Notification:
- Charges
- Form of payment : Cash:      Receipt:
- Charge department:              Code No.:
- Date collected:                      Signature:

Interlibrary loan request outside the country by UNISWA are charged according to the price list as a rule. Different members have different charges but UNISA does not charge for the service. The invoices are addressed to an individual department.

### **6.1. Who can use the ILL?**

All the enrolled members of UNISWA are eligible for interlibrary loan facility. If the document or material is within the country itself is free of charge otherwise if it is from outside the country under SABINET members, the library will charge a minimum fee of E 50 and the postal charges to borrow the book. Articles which are available in electronic form are free.

### **6.2. Limitation of the use of ILL:**

Interlibrary loan facility is available to all the members of the University library. They can use the facility at their own discretion. Restrictions are kept for journals and rare book materials.

### **6.3. What may be borrowed?**

- Materials not owned by the UNISWA Library within the scope of purpose and conditions of service stated above;
- Materials declared missing from the collection after the completion of a trace procedure.

### **6.4. What may not be borrowed?**

- Books owned by the UNISWA Library that are on loan to another patron;
- Materials that are on reserve in the Library;
- Materials for recreational use (patrons are encouraged to use their local public library for such materials).

Most libraries ordinarily will not lend the following types of materials:

- Rare materials including manuscripts;
- Bulky or fragile items those are difficult or expensive to ship;
- Materials in high demand at the lending library;
- Material with local circulation restrictions, e.g. reference books, encyclopedias; complete issues of journals;
- Unique materials that would be difficult or impossible to replace.

### **6.5. Copyright:**

The University complies with the provisions of the Copyright act 1994 and its license with Copyright Licensing Ltd.

- A copy shall be made only for the purposes of private study or research.
- Materials obtained through interlibrary loans may not be reproduced in study guides or placed in the Reserve Book Collection without the copyright holder's permission.
- Only a single copy will be made of the same article or part of a whole work.



- Up to two articles from the same issue of a journal can be requested, if these relate to the same subject matter.
- A copy shall not extend to more than a reasonable proportion of a complete work. Normally one chapter or 10%.

### 6.6. How to request material:

- Before requesting an item on ILL, the person should make sure that it is not available in the library by checking the online catalog.
- Request must be submitted on document delivery request form which is available in the ILL division under Reader service.
- To facilitate rapid receipt of material, request form should be filled out as completely as possible.

### 6.7. How long it takes:

It depends on the type of the material and location. Photocopies/scans can generally be obtained within 24 hrs. Books are requested immediately, although it is difficult to determine delivery times. We advise on the progress of the request through e-mail or by telephone.

A brief analysis is shown as below:

Sl. No.	Campus libraries		Within the country		Outside the country	
	Books	Articles	Books	Articles	Books	Articles
No. of Days	Same day	Same day	1-2	Same day	1-7	Within 24 hrs.

### 6.8. How to find the status of a request:

Send an e-mail or call the ILL service division.

### 6.9. Borrower's responsibilities:

- Borrowed materials must be returned to the ILL desk by the due date;
- Photocopies become the property of the borrower and need not be returned.
- The client is responsible for replacement costs of items lost or damaged.

But so far we haven't come across any problem like lost or damage of the items.

#### **6.10. Notification:**

- Clients will be notified by e-mail or telephone, when a book is received.
- Clients must pick up the books at the ILL desk in the Library.
- Journal articles are usually e-mailed or sometimes, we provide a print copy.

#### **6.11. Loan period:**

The loan period is determined by the lending institution and usually one to two months.

#### **6.12. Renewals:**

We do not encourage renewals on ILL materials, so we usually loan for 2 months.

#### **6.13. Charges:**

The library charges E 50 for the document and a postal charge for lending a book outside the country.

#### **6.14. Methods of payment:**

The supervisor or the Head of the department will be responsible for the payment. He/she has to fill up the form for payment and sends it to the acquisition department of the Library.

## **7. SABINET (Southern African Bibliographic Information Network):**

SABINET is an important role player in the South African inter-lending and document supply. It was established in 1983. SABINET is a leader in facilitating access to electronic information for more than 30 years and are partners with OCLC, a global membership computer library service and research organization to provide world class products and services to sub-Saharan Africa. Its databases include SACat (library stock in Southern Africa), SANB (national bibliography of material published in South Africa), UCTD (South African theses and dissertations), SA tenders, SA gazettes and SA citations. SABINET has ReQuest, a web-based resource-sharing service for Southern African libraries in order to provide the following facilities:

- Ensure the maximum usage of the collections;
- Facilitate access to the resources of other libraries;
- Each activity in the inter-library loans process is automated and can track each stage of every request;
- Borrowing and lending statistics are provided;
- Sabinet manages inter-lending fees on our behalf and will provide with a consolidated invoice for payment;
- Customize ReQuest with individual library policies and partners;
- Library users can place requests themselves to facilitate request processing by library staff;
- No additional software is required – only need an Internet browser;
- ReQuest is integrated with Sabinet’s reference databases.

(Sabinet)

A member of SABINET should have a SabiCat or a SACat Plus subscription.

Members of SABINET:

- Universities
- Research institutions

- Government departments
- Parastatal bodies
- Major public and provincial libraries
- Law firms
- Financial services institutions
- Mining houses
- Engineering firms, and
- Chemical and petrochemical companies.

### **7.1. EIFL:**

EIFL stands for Electronic Information for Libraries. It was founded in the year 1999. It is an international not-for-profit organization based in Europe with a global network of partners. It was originally known as eIFL.net and later changed to EIFL in 2010. *EIFL enables access to knowledge for education, learning, research and sustainable community development.* It began by advocating for affordable access to commercial e-journals for academic and research libraries in Central and Eastern Europe. Today, EIFL partners with libraries and library consortia in more than 60 developing and transition countries in Africa, Asia, Europe, and Latin America. UNISWA is also a member of the EIFL. So, all members of the University are getting the benefits of EIFL. This is unique for UNISWA as it makes the inter-lending service more enhanced.

### **7.2. SWALICO (Swaziland Library and Information Consortium):**

The consortium was started in the year 2007. The potential members are Swaziland college of Technology (SCOT), Southern Africa Nazarene University (SANU), Swaziland National Library Services (SNLS), Limkokwing University of Creative Technology, African Management Development Institute (AMADI), and William Pitcher Teacher Training College, Ngwane. It has not yet legally registered but it is incorporated as an independent organization. The main objectives are to share and enhance access to electronic information resources. Activities of SWALICO are marketing and advocacy for libraries, intellectual property advocacy, education and

training to librarians. A workshop on “Managing and sustaining a successful library consortium” was held at University of Swaziland (UNISWA) on 17<sup>th</sup> July, 2013 for the members of SWALICO. The topics included in the workshop are:

- ❖ Consortium building;
- ❖ Presentation of draft SWALICO constitution;
- ❖ ICT infrastructure audit of members via a questionnaire.

From the workshops some challenges are highlighted:

- ❖ Shrinking membership because some colleges have been integrated into the UNISWA system.
- ❖ Some private universities have neither professional librarians nor a budget.
- ❖ Lack of infrastructure internet connection.
- ❖ Conflict in setting SWALICO programmes because some institutions take instructions from parent institutions located outside the country.

With the above background, the potential members have agreed upon to start the library automation programme in their respective library and advance the consortium.

## **8. Interlibrary loan for Libraries:**

The Library delivers loans or copies of the collections to all the members of SABINET. It provides scanned copies or photocopies of the thesis, dissertation, special collection materials and articles of journals (but only a part of it).

## **9. Issues in Interlibrary loan:**

The development of information technology has greatly enhanced the access to information by automating its organization, storage, and retrieval system. There are many issues that will inevitably arise during the transition of based paper-based information systems to integrated electronic document delivery systems. Some of them are stated below.

- Political and economic stability;
- External funding sources and agendas;
- Growth of student population.
- Physical infrastructure:
  - Power Grid.
  - Temperature control.
  - Library buildings and equipment.
  - Computer equipment.
- Network and bandwidth:
  - On site.
  - External.
  - Local area network.
  - Strategies.
- Database development and acquisition/retrospective conversion:
  - Cataloguing.
  - Retrospective conversion.
  - Online public access catalogs.
  - Local databases.
  - Acquired or donated databases.
- Integrated library systems:
  - Purchased systems.
  - Vendor relations.
  - Consortia planning.
- Library staffing and development:
  - Difficulties in retaining staff/outdated staffing patterns.
  - Varied approaches to and familiarity with technologies.
  - Lack of exposure to international standards and experience.
  - Professional development opportunities.
- Access to technological expertise:
  - Institutional ICT.
  - Library ICT.
  - External ICT training: library associations.
  - External ICT training: special projects.
- Advocacy and administration:
  - Increased campus awareness of the pivotal role of the library.

- Campus visibility and advocacy of library needs and role.
- Campus concerns with gender issues.
- Expectations of technology-enhanced library services.
- Lack of resources for new acquisitions.
- Little security for library materials. (Peter Lor 2001).

## **10. Challenges faced by UNISWA in document delivery service or ILL:**

Although electronic document delivery can be used to send materials to remote locations, one of the primary pre-conditions to its use is the existence of an adequate telecommunication infrastructure. Electronic mail, for example, is considered to be the network application that will play a large role in the delivery of electronic documents. The use of electronic mail in developing countries has identified a number of barriers to its implementation. These barriers fall into four general categories: technological, economic, political, and socio-cultural.

- Inadequate human resources to carry out interlibrary loan;
- Insufficient funding which prevents starting and sustaining collaborative projects;
- Out-of-date computer technology, incompatible systems, and poor telecommunications infrastructure;
- Lack of international standards for bibliographic description, record format, and exchange of data;
- Copyright issues;
- Insufficient information about foreign holdings;
- Lack of knowledge about methods of access, regulations and policies;
- Negative attitudes or mistrust;
- Lack of resource sharing tradition; and
- Unwillingness to share limited resources which could be lost or damaged. (Raubenheimer & Niekerk 2002)

Some of the challenges faced by UNISWA library today have been in existence ten years ago. Although advances have been made, problems still exist in decentralized cataloguing. ILL is overwhelmed

by issues surrounding technology and communications. Cost remains an impediment to sharing of resources, especially in the area of returnable items where shipping also plays a role. Still, it is trying its best to take advantage of emerging technology and implement electronic document delivery as much as possible.

## **10. Managing document delivery system:**

Enormous increase of publications, price and forms of documents lead to the need to enhance document delivery system. Electronic document delivery system made it easy to retrieve the document irrespective of place. To run any system, it has to be managed properly. In case of document delivery system, it may be in electronic media; manual has to be handled properly so that the end-user can get its document in time. For that, certain things have to be checked at every step while running document delivery system and maintain it. There are some points that can help to run the system efficiently either for electronic or manual document delivery system. In a developing country like Swaziland, it is yet to fully comprehend the notion. Information professionals have a long way to go to manage their resources. Some of the facts to be distinguished while encompassing an efficient document delivery system are:

- To know the available sources for retrieving documents.
- Is there any alternative form of documents available?
- To check whether users' request is relevant or not.
- To make a list of the entire request.
- To provide the most used user interface or search engine for submitting the query or searching the catalogue.
- To check whether the selection of the document has been done exhaustively and relevant.
- After getting the document check whether it has reached to its user or not.

Apart from the above mentioned backdrops, there are certain things the staffs of UNISWA are taking care of to run document delivery system. They are as follows:



- Upgrading the union catalogue of the libraries regularly.
- Create understanding among the libraries and other information centres.
- Set an agreement for delivering the document in time.
- Maintain record of the users and document delivered.
- Consider the issue of copyright while downloading the documents.

With all these points set up, there is every possibility to manage document delivery system efficiently. These efforts help the institution gain an understanding of the value of managing information and knowledge; and these changes have been an ongoing process for UNISWA Library staff for many years.

## **11. Conclusion:**

The library world has changed rapidly over the last 10 years and the tasks for the libraries have changed with more and more digital and open source materials available; and this development will continue. There have been numerous developments, specifically in terms of co-operation amongst role players. The benefits derivable from the cooperation are immense. Savings are made from limited funding; users have ready access to a greater amount of information resources; duplication of materials is reduced along with time and effort.

The ultimate in resource sharing is when the individual user in a specific library, sitting behind a workstation, goes through options which give him/her access to contents of collections of several libraries; he/she can retrieve the electronic version of the full texts and download or print it. The real gain, which is substantial, is intellectual where access to larger amount of materials is made. It is unfortunate, however, that despite good laid down policies, visions, missions and promises, the philosophy of resource sharing in Africa, in general, and Swaziland, in particular, has remained largely on paper. This situation is undoubtedly caused by lack of infrastructure, and findings of libraries and inhospitable networking environment, among other critical issues.

Creating information networks will offer more opportunity for Inter-lending service and it can also serve as a catalyst, and a focal point, for the integration of these technologies and the development of electronic document delivery systems.

### References:

- Raubenheimer, Jenny and John van Niekerk. 2002. "Recent developments in interlending and document supply with a focus on the South African situation." *Interlending & Document Supply*, Vol. 30 Issue 1:17-24. Accessed 10 March, 2014  
<http://dx.doi.org/10.1108/02641610210417212>
- Peter Lor. 2001. "From inter-library lending to instant universal access: First World utopia, Third World nightmare." Paper presented at an inter-library lending conference of the Finnish Research Library Association, Helsinki, 15 May 2001. Accessed 15 April, 2014, <http://www.nrl.fi/viikki/Lor.htm>
- Sabinet. "Interlending." N.p., n.d. Accessed March 10, 2014.  
<http://www.sabinet.com/interlending>
- University of Swaziland. Report of the Vice-Chancellor, 2006-2007. <http://www.uniswa.sz/sites/default/files/administration/vc/reports/vcr-20062007.pdf>
- . Report of the Vice-Chancellor, 2013-2014.  
<https://www.uniswa.sz/sites/default/files/administration/vc/reports/vcr-20122013.pdf>