

# ALA Annual

Conference & Exhibition



San Diego, CA

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## Beyond Borders, Beyond Basics: the Value of International Resource Sharing

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University of Florida

Clemson University

ALA American Library Association

# Order of the Day

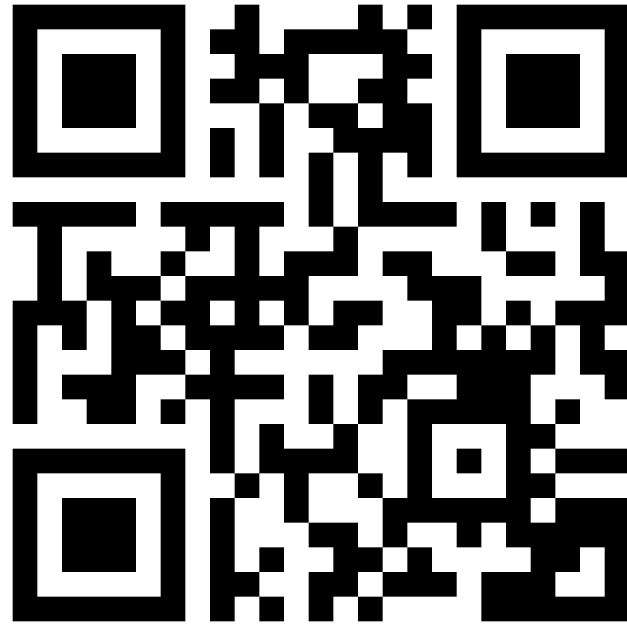
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- What is the International ILL Toolkit?
- Discovery
- Requesting
- Shipping and Customs
- Tips and Tricks
- Future Plans



# International ILL Toolkit (via QR code)

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# What is The International ILL Toolkit?

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# ...And how can it help you?

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(oh hey, and what is international ILL anyways??)

- Freely accessible online set of spreadsheets
- Conceived of in an OCLC RLG SHARES Town Hall (2020)
- Born from combining individual international ILL “cheat sheets”
- Global lender listing (discovery, contact, requesting information)
- Tips and Tricks
- Interlibrary loan request forms translated into a dozen languages
- Tended by the ALA RUSA STARS International ILL Committee
- Still growing (and you can help)!



# Snapshots at a Demonstration

Country	Institution/library (translated name)	Institution/library name (original language)	Lender OCLC symbol	Lender ISIL Symbol
Germany	ZB MED - Information Centre for Life Sciences	Informationszentrum Lebenwissenschaften	DEDEU	DE-38M
Greece	Aristotle University of Thessaloniki (AUTH) Library and Centre	Αριστοτέλειο Πανεπιστήμιο		
Guyana	National Library of Guyana			
Hungary	National Széchényi Library			

[Resource Sharing during COVID-19 \(RSCVD\)](#)  
 Interlibrary loan professionals in not-for-profit libraries can request book chapters from volunteering libraries located around the world. In cases where a lender accepts IFLA vouchers, but requires prep work on a request, it may be useful to see if photographs of IFLA as attachments might serve as "proof of intention to pay" and so speed up the turnaround time. The IFLA vouchers would still, of course, be sent to the supplier as payment.

Information regarding suspension or disruption of international mail by the United States Postal Service (USPS) may be found at [Interlibrary Loan: International Mail](#).

[ACRL-IS Multilingual Glossary Language Table](#), provides terms in Arabic, Chinese, English, French, Japanese, Korean, and Spanish.

الرجاء خدمة الإعارة بين المكتبات الأعضاء

هل يمكننا الحصول على المواد التالية من أجل طابقتنا وأعضاء هيئة التدريس والباحثين؟ إذا تليت ملتنا ، فسنكون قادرين على دفع المستحقات عن طريق تسلم الإقراض [Insert max cost] الرجاء إخبارنا إذا كنتم غير قادرين على تقديم هذا الطلب. شكرا جزيلاً على اهتمامكم.

Your Name]  
 [Your Position Title, Institution]

-----  
 \*\*COPY REQUEST

Transaction Number( رقم التحويلة)  
 Journal/Book Title( عنوان الكتاب/النورية/الرسالة)  
 Article/Chapter Author( الكاتب/ فصل الكتاب/المقالة مؤلف)  
 Article/Chapter Title( عنوان المقال أو فصل الكتاب)



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# Discovery

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# Discovery

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## Number of Lenders

243 International Lenders

53 U.S. Lenders

TT:  $243+53=296$



## Lenders Information

OC<sup>L</sup>C Symbols & ISIL (International Standard for Libraries and Related Organizations)

Links to ILL websites & ILL Email

Online Catalogs



# Union Catalogs & Unique Databases

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## ❖ National & Union Catalogs

11 Union Catalogs

Europe: [Karlsruhe Virtual Catalog](#) (KVK)

Germany: [GVK German Union Catalog](#), [ZDB German Union Catalog of Serials](#)

Poland: NUKAT

## ❖ National Libraries and Databases

Japan - [CiNii](#)

Spain - [Dialnet](#)

British Library - [EThOS](#) (currently down due to 2023 hacking incident)



# More Resources & Services

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## ❖ Translation

ILL Request Templates In 12 Languages

[ACRL-IS Multilingual Glossary Language Table](#) \*

## ❖ Free Reference Services

[Slavic Reference Service](#) - University of Illinois

Email: [srscite@library.illinois.edu](mailto:srscite@library.illinois.edu).

Online Form: <https://forms.illinois.edu/sec/8833158>

[National Diet Library's international reference service \(Japan\)](#)

[East Asian Gateway Service](#) -University of Pittsburgh



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# Requesting

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# Beyond OCLC - Toolkit Columns I - N

## Where else can you find borrowing information?

ILL Web site URL
<a href="https://bib.kuleuven.be/english/collections-access-borrowing/ill/other">https://bib.kuleuven.be/english/collections-access-borrowing/ill/other</a>
<a href="https://www.kbr.be/en/interlibrary-loan-service/">https://www.kbr.be/en/interlibrary-loan-service/</a>
<a href="https://lib.uliege.be/en/service/inter-library-loan-ill">https://lib.uliege.be/en/service/inter-library-loan-ill</a>

Some libraries have a dedicated web page with interlibrary loan information for other libraries that will include:

- Contact information
- Pricing
- What materials they will lend
- Online order form

While some of this information is in the Toolkit, always check the library website as information will be updated there first.



# Beyond OCLC - Toolkit Columns I - N

## Information on institution pages may vary

### Inter-library services for foreign libraries

- [Electronic order](#)

#### Contact address:

- Library of the Czech Academy of Sciences Inter-library Services Department  
Národní 3  
115 22 Prague 1  
Czech Republic
- Sigla: ABA007
- Tel.: 221 403 259, 221 403 212
- E-mail: [ill@knav.cz](mailto:ill@knav.cz), [mvs@knav.cz](mailto:mvs@knav.cz)
- <http://www.knav.cz>

#### a) A profile of the collection:

- The Library of the Czech Academy of Sciences is one of the largest specialist libraries in the Czech Republic. The Library of the Czech Academy of Sciences collects and administers a collection of domestic and foreign literature and other sources of information providing a cross-section of all branches of science. At the present time, the collection of the Library of the Czech Academy of Sciences amounts to around a million volumes of specialist and scientific literature produced in both the Czech Republic and abroad, including around 24,000 volumes of historical book collections. The Library of the Czech Academy of Sciences provides loans and copies of documents in the collection of the Library of the Czech Academy of Sciences and mediates loans and copies from the collections of the libraries of institutes of the Czech Academy of Sciences to foreign libraries.

#### b) Books:

##### Loan Period:

- generally 1 month + 5 days for postal shipping
- extensions are possible in exceptional circumstances only in accordance with the statutes of the library from which the publication has been loaned

##### Price for 1 loan:

Slovakia	1 IFLA Voucher / 8 EUR
Europe	1 IFLA Voucher / 10 EUR
overseas	2 IFLA Voucher / 16 EUR

#### c) Articles:

##### Price per copy:

Slovakia	1 × A4 one-side copy	2 CZK
Slovakia	two-side copy	3 CZK
Europe	1-10 pages	1 IFLA Voucher / 8 EUR
overseas	1-10 pages	2 IFLA Voucher / 16 EUR
Europe / overseas	+ each additional commenced 10 pages	0,5 IFLA Voucher / 4 EUR



# Beyond OCLC - Toolkit Columns I - N

Information on institution pages may vary

## Précisions

Pour obtenir un service rapide et satisfaisant, il est important que les lecteurs identifient correctement les documents demandés. Toute demande de prêt doit ainsi comporter les indications suivantes :

**Pour un ouvrage** : nom de l'auteur, titre, éditeur, année d'édition, éventuellement numéro ISBN, ainsi que la cote du document

**Pour un périodique** : titre de la revue, titre et auteur de l'article, année d'édition, tome, fascicule, numéro, pages, éventuellement numéro ISSN, ainsi que la cote du document. Les demandeurs doivent s'assurer que La contemporaine dispose effectivement du numéro demandé. Les suppléments de périodiques n'ont été systématiquement conservés que depuis le début des années 80.



Contactez le service de prêt entre bibliothèques



# Beyond OCLC - Toolkit Columns I - N

## Online Forms?!

**KU LEUVEN**

KU Leuven Libraries

Libraries and Libraries   Research and research and   Training & tutorials   Collections, access & borrowing

[The home of home](#) > [Collections, access and borrowing](#) > [ILL ILL](#) > ILL request form for other libraries

### ILL request form for other libraries

**My email address \***

**Requester**

**Library or institution**

**Family name + first name \***

### Request information

The information for the request can be found in [Limo](#), the search interface for the KU Leuven Libraries catalogue. Limo for the fields you need to fill in.

**Type of**

- the book book  
 The article

**Location - Place \***

The e.g. KU Leuven University Library MAGAS: Warehouse

**Call number \***

The e.g. X12739 suffering

**Author Author and Author**

**The title \***



# Beyond OCLC

When all else fails....

Email and use one of the template provided.

There are templates in:  
Arabic, Chinese, Dutch,  
English, French, German,  
Hebrew, Italian, Japanese,  
Korean, Russian, and  
Spanish.

Country	Institution/library (translated name)	ILL email address
South Korea	National Library of Korea	nlill@korea.kr
South Korea	Seoul National University Library	libill2@snu.ac.kr
Spain	National Library of Spain	prestamo@bne.es
Spain	Polytechnic University of Valencia	prest@bib.upv.es



# Beyond OCLC

But there isn't a *[insert language here]* template...

If a template is not available in a language you need, you have options:

Some were mentioned previously in More Resources

Use Google Translate to translate the existing form into the language

Look at the catalog record for the item and

- Copy the permalink and include it
- Copy the bibliographic information and include

\* Εμφάνιση παραπομπής   ✉ Αποστολή με email   🖨 Εκτύπωση   📄 Εξαγωγή   ⭐ Αποθήκευση σε λίστα   🔍 Μόνιμος σύνδεσμος

Ναός Επικούριου Απόλλωνα Βασσών : μελέτη επέμβασης στις μακρές πλευρές και αναστήλωσης λίθων στο βόρειο επιστύλιο /

Συγγραφή από Οργανισμό/Αρχή:	Ελλάδα. Υπουργείο Πολιτισμού και Αθλητισμού
Άλλοι συγγραφείς:	Παπαδόπουλος, Κωνσταντίνος Πολιτικός Μηχανικός Σαββατιανού, Βασιλική Ξ.
Μορφή:	βιβλίο
Γλώσσα:	Ελληνικά
Έκδοση:	Αθήνα : ΥΠΠΟΑ, Διεύθυνση Προϊστορικών και Κλασικών Αρχαιοτήτων, Επιτροπή Συντηρήσεως Ναού Επικούριου Απόλλωνος Βασσών, 2015.
Θέματα:	Ναός του Απόλλωνα (Βάσες, Ελλάδα) > Συντήρηση και αποκατάσταση. Temple of Apollo (Bassai) Temple of Apollo (Bassai) > Conservation and restoration Βάσες (Αρχαία Πόλη)

Ναός Επικούριου Απόλλωνα Βασσών : μελέτη επέμβασης στις μακρές πλευρές ...



# Beyond the Request

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## What else may be involved in requesting?

### Patron forms

- Can you fill them out or should you send them to your patron?

### Forms of payment

- IFLA Vouchers: Half (4 Euros) and Whole (8 Euros)
  - [Ordering IFLA Vouchers via OCLC](#)
- Credit Card
- Wire Transfer



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# Shipping & Customs

Your mileage may vary

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# Different Carriers

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Your mileage may vary

Check with your institution re: contracts for specific carriers or specific products to use to check pricing across multiple carriers.

Does the lender require anything special, like tracking or insurance?



# Example Customs Requirements

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## Your mileage may vary - Canada

When shipping physical loans from the **U.S. to Canada**, indicate item is 'Other: library loan' on customs declaration and attach a label/sticker with the following text to the package . . .

Attn: Revenue Canada

Tariff: 9993.00.00

GST Code 51

International Loans Between Libraries

(International Act of 1978)

No Commercial Value: Any Value Stated is for Insurance Purposes Only



# Example Customs Requirements

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## Your mileage may vary - Spain

Due to a legislative change (Royal Decree 7/2021), shipments of returnables to libraries in Spain (loans or returns) may be held by Spanish Customs, and the Spanish library charged a fee. In order to avoid that fee, all shipments of loans and returns should include the following statement on the Customs form, **"DOCUMENTS supply between research libraries. No commercial value"** and indicate value is **0 Euros/Dollars (or a low amount, if zero is not an option with your shipping provider)**. The association of academic libraries of Spain (REBIUN) also recommends using the CN22 declaration form, if possible, available online at: <https://chitchats.com/blog/wp-content/uploads/2018/06/cn22.pdf>



# US Customs Form

Your mileage may vary - Category and Price

SHIPMENT INFORMATION				
1. Category of Items (Check all that apply)				
<input type="checkbox"/> Document	<input type="checkbox"/> Commercial Sample	<input type="checkbox"/> Merchandise	<input type="checkbox"/> Dangerous Goods	
<input type="checkbox"/> Gift	<input type="checkbox"/> Returned Goods	<input type="checkbox"/> Humanitarian Donation	<input type="checkbox"/> Other _____	
2. Detailed Description of Contents (Enter only one item per line)	3. Quantity	4. Net Weight (Ea)		5. Value (Ea)
		Lbs.	Oz.	U.S. \$
6. Total				

Select **Document**  
OR  
Select **Other:**  
**library loan** (per  
Canada)

Value at \$10 or  
under?  
Some have  
reported a \$0  
value as a flag

PS Form 2976-B April 2016 PSN 7520 17 000 7002

IMPORTANT: This package may k

# US Customs Form

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24. HS Tariff Number	25. Country of Origin

HS = Harmonized System Tariff Number for Books is **4901**

(Developed by the World Customs Organization)



# Some Suggestions

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Create a sticker that says something along the lines of:

- Interlibrary Loan Item
- Loan Between Libraries
- Library Loan
- Library Materials
- Document Delivery

When in doubt, reach out!

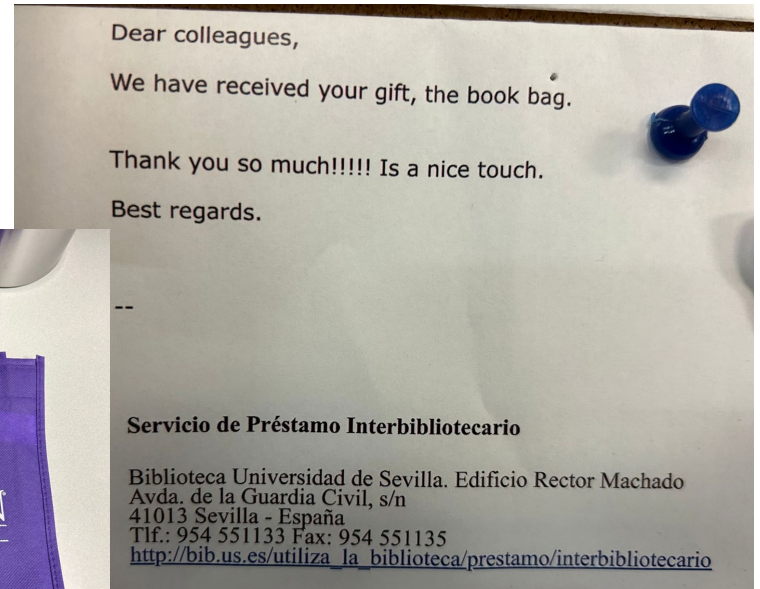
- Contact the lender
- Contact a colleague at another library in the US



# Saying Thank You

Consider adding something special to the package to say thank you:

- Small library swag
- Thank you note



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# Tips & Tricks

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# “Read Only” Filtering

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Focus on what you need to know

- Highlight Row 2 (the one with the category headers)
- Click on the “Data” dropdown (at top of Toolkit)
- Choose: + Create Filter Views
- “This filter view is temporary, so only you can see it.”
- Filter within any category (e.g., region, method of payment, accepts loan requests, last updated etc.)
- Only you see this filter



# Download a Local Copy

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(a toolkit of your own)

- Click on the “File” dropdown (at top of Toolkit)
- Choose “Download”
- Choose the file format you wish to download (the Toolkit will work best as a spreadsheet, i.e., .xlsx or .csv file)
- Helpful if you want to add local notes on the spreadsheet, based on requesting policies and experiences at your own library
- Toolkit pages note most recent update (date in cell A1)



# Tips by Country/Region

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(sharing [resources] is caring)

- General and country-specific tips
- Payment (e.g., how to get IFLA vouchers)
- Mailing (e.g., customs language for Canada, Spain)
- Union catalogs and databases
- Extended resources (University of Illinois' Slavic Reference Service, University of Pittsburgh's East Asian Gateway Service)
- **You can make it better – please send us your tips!**



# Canadian Customs Complications

(the new CCC?)

Attn: Revenue Canada  
**Tariff: 9993.00.00**  
**GST Code 51**  
International Loans  
Between Libraries  
(International Act of 1978)  
No Commercial Value: Any  
Value Stated is for  
Insurance Purposes Only  
**(CURRENT)**

Attn: Revenue Canada  
**Tariff: 9813.00.00 or 9814.00.00**  
**GST Code 66**  
International Loans Between  
Libraries  
Property of \_\_\_\_\_  
No Commercial Value:  
Any Value Stated is for Insurance  
Purposes Only  
**(SUGGESTED - Returns only?)**

**But wait, there's more!**

Some Canadian libraries  
are including **Customs  
Broker** information in their  
request Constant Data, to  
be included when shipping  
material to Canada.

**Status:** checking with Fédération Canadienne des Associations de Bibliothèques



# የውጭ ቋንቋ ድህረ-ገጽ?

አቶደንግብ!

!! داعي للذعر

යሎ ዕድገት!



गभराशो नही!

不要驚慌!

घृणा नगर्नुहोस्!

# The 3 “T”s

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(Or, tripel tea time)

- Truncation
- Transliteration
- Translation



# Trunc\*

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Or, multiple possible endings to the story

- Original patron citation = Boll. Mus. Civ. St. Nat. Verona
- Enter root of words and add truncation symbol (\*)
- Try searching: Boll\* Mus\* Civ\* St\* Nat\* Verona
- ***Bollettino del Museo Civico di Storia Naturale di Verona***
  
- **Wildcards** (single letter variation searching)



# Transliteration

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- Patron citation = **Meshihut vi-eskatologia** (1983)
- Google Translate -> Did you mean: **אסכטולוגיה-משיחיות וי (...mayyybbbee...)**
- Try searching: Title = **משיחיות** and Year = 1983
- OCLC result, as an example:

[קובץ מאמרים: משיחיות ואסכטולוגיה](#)

[Meshihiyut ve-eskhatologyah : kovets ma'amarim](#)

**Author:** ברס, זבי. ; Baras, Zvi.

**Publication:** ירושלים : מרכז זלמן שזר : Historical Society of Israel, 1983.; Yerushalayim : Merkaz Zalman Shazar : Historical Society of Israel, 1983

[Libraries Worldwide:](#) 53



# What do you do with a citation like:

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(Spoiler: Don't Panic!)

Author: صفاء فتحي

Title: سم يسعى في الزجاجة

**OR**

Author: 周振鹤

Title: 中国历史政治地理十六讲



# “Strategery” I

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- No hits for اسم يسعى في الزجاجة upon “First Search”
- Google Translate ( -صفا فتحي -> Fathi, Safa)
- Worldcat: Author (Fathi, Safa) + Keyword (اسم)

اسم يسعى في زجاجة

Ism yas‘á fī zujājah

**Author:** فثي، صفا. Fathī, Ṣafā’.

**Publication:** القاهرة: المجلس الاعلى للثقافة، 2007.; al-Qāhirah : al-Majlis al-A‘lá lil-Thaqāfah, 2007

**Document:** Arabic ([Hide non-Roman characters](#)) : Book : Poetry

**Libraries Worldwide:** 9 | **OCLC:** 174450023



# “Stategy” II

(or, desperately seeking: 中国历史政治地理十六讲)

- CiNii: <https://ci.nii.ac.jp/en> (link in the Toolkit!)
- Often provides transliteration (patron had submitted: *zhongguo lishi zhengzhi di lishi liu jiang*), holding locations and additional bibliographic info:

## Bibliographic Information

中国历史政治地理十六讲

周振鹤著

中华书局, 2013.12

: [平装本]

| Other Title

中国歴史政治地理16講

| Title Transcription

チュウゴクレキシセイジチリジュウロクコウ  
zhong guo li shi zheng zhi di li shi liu jiang

## Details

NCID :

BB16515918

ISBN :

9787101097146



# “Strategy” II n.2

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- Reading IS fundamental (but not always necessary)
- Match blocks of text and individual characters

## 中国历史政治地理十六讲

Greatest American Hero

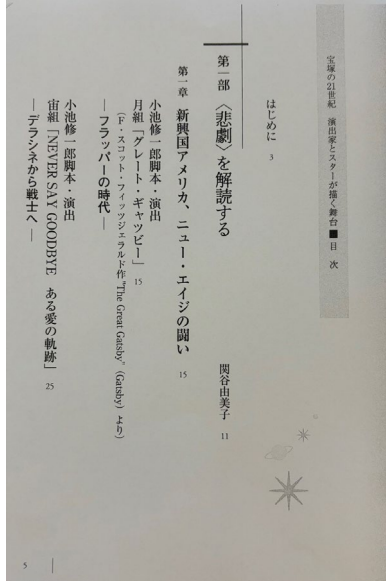
Hashtag Wit' Attitude

Compare with the title from the Worldcat record: 中国历史政治地理十六讲



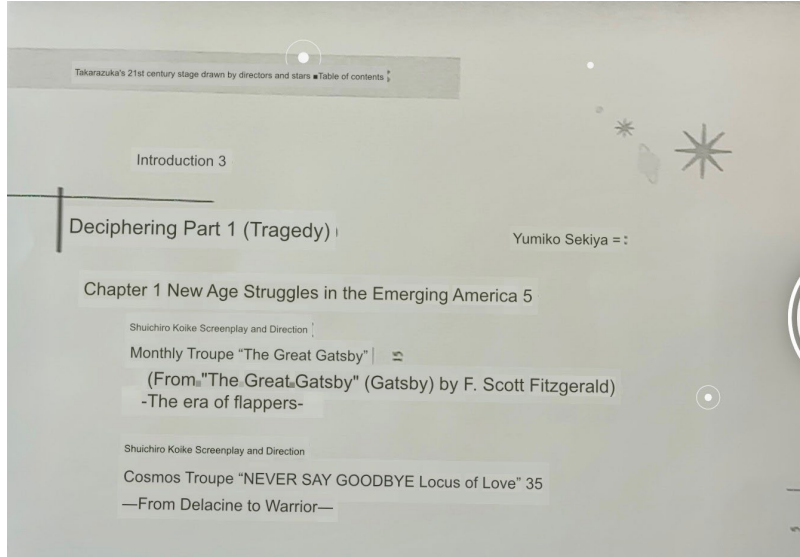
# Google Translate/Lens

(or other Translate apps...)



Camera button

Images courtesy of:  
The Ohio State University



# Oh, and by the way...

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(extra tips, free of charge)

- Past is prologue (check old requests)
- Records - very few holdings? (be wary)
- Build relationships
- Ask (you never know)



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# Future Plans

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# Future Plans

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❖ Promoting



❖ Developing



❖ **Collaborating**



# Promoting

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- ❖ Marketing – Increasing Awareness
- ❖ Outreach – Resource Sharing Communities
- ❖ Presenting – Conferences



# Developing

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- ❖ The More the Merrier
  - More Participants
  - More Language Templates
- ❖ Better user interface/experience
- ❖ Future use of AI??



# Collaborating

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## ❖ RSCVD and the TALARIA app

“RSCVD is a Community of volunteer libraries providing high-quality, open and collaborative resource-sharing service to help librarians to ensure universal and equitable access to information”

<https://rscvd.ifla.org/>

## ❖ Join the Toolkit!

Lenders outside the United States: <https://forms.gle/tL28A99b2fyNW6aS9>

United States Lenders: <https://forms.gle/Jmoug8ivF5BNUP1j8>

Tips by Country/Region: <https://forms.gle/9qXJgfR9xQc7LNCY7>



# Questions & Answers

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Or, let's have a conversation!



**International ILL Toolkit**  
(ALA RUSA STARS Landing Page)



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# Thank you!

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