

Feasibility Assessment of Creating an Inter-Library Loan System and Document Delivery Services in Public Libraries of Fars Province (Iran)

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Abstract: High costs related to the preparation of resources, manpower shortages, lack of space, and an inability in information resources have inevitably enforced information needs for their users through resource sharing, ILL library, database intelligence, politics, and political resources instead of using "resource property". This study is an applied and descriptive study. The tool for gathering data is a questionnaire distributed to 254 public library managers and librarians in Fars Province. Data analysis was performed with statistical software SPSS (version 16), using descriptive statistics and the Friedman test. Based on our findings, 69.94 percent of librarians, and 95.9 percent of managers emphasized on the need to implement an inter-library loan system. Activity of libraries in Fars province in field of ILL and document delivery services was very low (5.73 percent). Research subjects indicated that the limitations and potential problems in implementation included: no guarantee that prevents damage to resources (97.3 percent), lack of consistent rules using Library Services ILL (95 percent), lack of funding for cooperation among libraries (92/1 percent), lack of cooperation between public libraries in ILL library (91.3 percent), the high cost of cooperation among libraries, non-credit provision for main organization (89.4 percent), lack of equipment such as computers, scanners, copiers, and faxes (89 percent), lack of librarians familiarity with network technology and databases (83.9 percent), lack of trust among professionals in the field of librarianship and library document delivery services (80 percent), and lack of coordination between the center and the library system for implementation (80 percent).

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1. Introduction

Increasing demand from a wide range of users of public libraries, along with the inability of libraries to collect all requested resources have led libraries to look at sharing resources, as the issues become more serious. This paper provides definitions and history of cooperation among the library systems in Iran to review the status of cooperation among library systems in public libraries in the province of Fars. We chose public libraries for this research because they are used by all members of society. On one hand, they have the highest concentration of resources in preparing the organization focused on providing system resources as you can be targeted if public libraries with very high efficiency in the field with clients needs, otherwise there is nothing but waste the library budget.

Certainly, trust between libraries and document delivery services, especially public libraries, causes more interaction among libraries and librarians, which in turn leads to further awareness of common issues and solutions to access new ideas to post for better services, credit programs and appropriate budgets. More importantly, the creation of centers for optimum use of resources will be of particular interest and will

decrease user concern for providing required sources of information. Although the process to implement the plan has enormous costs, the speed and ability to access resources and documents easily offsets these costs and makes the concept of "access" instead of "ownership" a practical one.

This study initially presents and evaluates ILL conditions and document delivery services in public libraries of Fars Province and identifies infrastructure necessary to create this project. Then it presents viewpoints of librarians on the creation or expansion of public library services in Fars. In this study, we followed the response to these questions regarding the ILL system and document delivery. And also to what extent are public library directors and librarians of Fars aware of the importance of this system? And, according to administrators and librarians, what factors influence the development or lack of trust between the library systems to create document delivery services in public libraries of Fars?

Gould (1995), in a study entitled "Guaranteed scheme for loan pay between international libraries" states that the trust between libraries faces many problems and that these problems are the same as problems of trust between helpful library and

document delivery services. The administrative costs related to library resource producers are very high. This study also noted that the IFLA guidelines in creating the project and the loan guarantee to facilitate operations among libraries are developing.

Kent (2003), in "The pattern services focused in three U.S. libraries: ILL library, collection development and acquisition" writes about the development of services and increasing user satisfaction, many new roles of libraries for cooperation, ILL library, collection development, and the creation of provider sections. The libraries act in a distinct manner. Results of this study include updated users, their satisfaction and receiving necessary resources on time, developing systems, and workflows and movement of information sources.

Mac Gars (2006), in an article entitled "ILL library and document preparation: Overview of recent inscriptions" examined 140 published works, including magazines, articles, reports, and websites. He wrote that resource sharing and ILL library electronic resources with the development of the Internet are easier. Also, choosing someone as the sector specialist of ILL library and document delivery services who serve as partners in creating a relationship between libraries can have a dramatic effect on the loan process between library and document delivery services.

Byvbyn (2007) has evaluated activities related to the loan between libraries in the United States based on reports and statistics of Specialized Library Society. Byvbyn notes that the number of resources used to borrow through ILL library services has increased in the past 19 years. He considers the emergence of new communication and information technology the most important factors in the increased trust between the library services that provides facilities to libraries which led to easy and more association of libraries (Bigdeli and Baji, 2009).

Baji & Bigdeli (2009) believe that the scope and range of information sources available, the gap between Seoul Metropolitan area universities and other regions with regard to the role of academic libraries in access to information, resource sharing among academic libraries in South Korea is necessary. Chu points out that cooperation among libraries in South Korea has a long history and comes back to 1940. Since 1995, digitalization plans for libraries in many ministries and associations in South Korea have begun. According to the increasing number of universities in South Korea - from 136 in 1970 to 331 in 2006 and 438 academic libraries - cooperation should expand among the libraries.

Neshat (1996), in an article entitled "The cooperation between the academic and special libraries in Iran" stated that 28 percent of libraries will

seriously work together and exchange information. Libraries' organizational structures lack the ability to support information cooperation. Technology in libraries is rare and more than half of academic and specialized libraries lack methods of rapid access to resources. These deficiencies include a lack of updated lists of joint, not enough management expertise, lack of facilities and administrative regulations. He suggests that creating an organization coordinator of cooperative activities and exchange of information, and development of opportunities to collect and share materials, create balanced thematic collections, educate officials and library staff, prepare common list of resources, increase the library budget, and organize system of information should be done.

Heidari (2004) in an article entitled "Study of document delivery services and loan between libraries in Iran" investigates using document delivery services within the country and abroad and also identifies bottlenecks and strategies to improve conditions. According to the results of this research, 57.5 percent of libraries and information centers are using international document delivery services, 97.5 percent of these centers also work in document delivery services within the country and 58.8 percent of libraries and internal information centers use document delivery services abroad and they use the British Library Document Supply Centre.

Institute for Scientific Information and Documentation together with data obtained for 39 percent of libraries and information centers of Internal Medicine provide the highest services among internal document delivery centers. Nevertheless, 42.7 percent of libraries and information centers use posts for handling of their internal documents. Scroll through the information sources used in the document delivery services, 61.3 percent of them are allocated to journal article requests.

Pour Emamali (2006) in a study entitled "Feasibility measurement of document delivery services in specialized libraries of Tehran," concludes that the 42.8 percent of special libraries in Tehran use websites for locating available resources. And 43.5 percent of libraries refer to article letters to locate sources manually. In 36.5 percent of the libraries, send requests are taken by phone and 32.2 percent of the libraries provide documents to applicants when they are present.

The rate of librarians familiar with English is 14.3 percent and the rate of their familiarity with IT is 28.6 percent, and about 27.5 percent of the studied population used the center of the British Library documents as an external provider center. As many as 28.3 percent of client requests are in the type of book, in 88.6 percent of libraries, there is no skill training for librarians in document delivery, 29.8 percent have

expressed their main problem as a lack of adequate equipment for document preparation and delivery. The main result of this research is that the document delivery services in special libraries of Tehran are not desirable.

Bigdeli and Baji (2008), examined the causes of lack of cooperation and trust between system libraries and specialized information centers in Khuzestan from the perspective of their managers. Results showed that, despite the awareness and knowledge of most managers about studied libraries and information centers and benefits of cooperation projects between the libraries, there were obstacles such plans to prevent the formation of collaboration between library systems. The main obstacles included insufficient funding, a lack of bibliography, the union catalog and databases required, no coordination center, the national union catalog was not updated, lack of uniform regulations, a lack of mechanization special libraries Province non-bonded materials to restore confidence, lack of manpower, high cost of providing information, and non-specialist libraries managers.

Biranovand and Ranjbar (2010), also reviewed the obstacles and difficulties in academic libraries to implement the West region cooperation system between the library and document delivery services and presented the following results: Among the indicators of effective design to create trust between the library and document delivery services, technology factors have the highest impact (95 percent). Other technological factors, respectively, were the human index (92.3 percent), economic indicators (85.9 percent), and institutional indicators (68.8 percent). Obstacles for design creation in the West include the criteria within the libraries, human barriers, administrative barriers, economic barriers, and equipment obstacles. Among the barriers, respectively: equipment barriers, human barriers, economic barriers, administrative barriers, and library terms have the most effect.

Other findings regarding the limitations and potential problems from the viewpoint of the study population included a lack of bibliographic databases and specialized libraries, such as lack of computer equipment, scanner, Xerox, fax, etc., resistance of managers and librarians to collaboration between libraries and their lack of belief in ILL, no computer systems for ILL document delivery services, a lack of librarians familiar with the technology of networks, a lack of the same regulations for the use of ILL services between libraries and universities, major centralists interest of resources between managers and librarians about libraries, lack of trust between professionals, high costs of cooperation between libraries and lack of credit allocation, a lack of

warranty for using resources to prevent damage to library resources, and manpower shortage.

Research reports show that libraries cannot provide all sources of information needed to users. The trend to reduce costs and funding sources of libraries information, expansion of science and technology, and increasing demand for information are among obstacles for libraries to respond to user demands. Therefore, something should be done to provide resources to users. Meanwhile, research shows that establishing centers for trust between the libraries and then establishing centers for document delivery in such circumstances is very important.

In line with these goals, some writers (e.g. Ranjbar, 2009; Poor Emamali, 2006; Shahmirzad, 1381) believe that new technologies, centers identification, needs assessment in the field of trust between libraries and librarian familiarity with the concepts in the field of trust between the library and document delivery are also important. Some researchers such as extract and Heydari (2004), Aminpoor (2005), Khosravi (2007), and Jackson (2004) suggest that preparation of approved written policies for implementation of cooperation and trust design between the libraries and preparation of updated and continuous online catalogs online make users and library staff familiar with process loan systems between libraries and document delivery services. Also, researchers believe that factors such as technology, infrastructure, intelligence, economics, humanitarian, and a network make this type of situation extremely strong for them.

Research also shows that you must first recognize concepts like trust between libraries and document delivery services and its related concepts for the scientific community and especially managers of libraries and librarians. In Iran, the Institute for Scientific Information is responsible for managing the ILL system and document delivery services. Outside Iran, also centers established for loans between libraries and document delivery services, economic factors, necessary facilities, expansion of cooperation and circulation systems, information resources and a strong infrastructure using intelligence experts, establishing websites and networks for libraries, document delivery services and providing online union catalog and bibliographic references.

Cooperation among libraries, especially trust between libraries, is not a new concept in ILL about which the need or lack of review or investigation exists. But it this method of making relationship and level of cooperation that should be examined. In the process of cooperation among libraries, we should try to examine possible barriers. The main problem in this research is: to what extent have inter-library loan systems among public libraries in Fars Province

developed and what are possible problems in this process? What solutions can be of maximum utilization of the library resources?

This study also reviews public library management perspective in Fars between library loan systems and investigates the necessity of important infrastructure for the process. Methods of trust between the libraries affected by factors include speed, convenience, cost, type of document, topics covered, and terms of flexibility and management. And to establish this system among a set of libraries, we must have agreed terms in member libraries. Therefore, you should first have necessary infrastructure to allow future cooperation.

According to the background of the study and the review of literature, the following objectives were set for this study:

- To evaluate the status quo in public libraries in Fars regarding their cooperation and resource sharing.
- To investigate the managers' and librarians' point of view in public libraries of Fars about establishing cooperation and sharing system resources among public libraries in Fars.
- To identify barriers to establishing trust between the library system and document delivery services from the viewpoints of managers and librarians in public libraries in Fars.
- To provide suggestions and ways to remove barriers and enhance factors in creating useful and effective system of cooperation and resource sharing among libraries in Fars.

2. Methodology

This research is an applied and descriptive survey. Tools for gathering data included a 40-item questionnaire. The statistical community of this study included librarians and managers of public libraries in Fars province – a total of 254 people. Due to the limited number of respondents, sampling was not used.

After collecting the completed questionnaires, we analyzed the data in the statistical software SPSS (version XVI). Then, using descriptive statistics with the help of software and Friedman test, data were analyzed. Chi square formula () in these conditions through the formula: is calculated. In this formula F_o is observed frequency and F_e is expected frequency. Expected frequency calculated by the formula: Chi square test () measures independency of all expected frequencies.

3. Results

This study also reviews the current status of loan system between libraries and document delivery

services in public libraries of Fars and classifies indicators as well as effective barriers in the process of implementation. The analysis is provided in three separate sections:

- Demographic information
- Investigation of the current status of projects in public libraries of Fars from the perspective of the respondents
- Investigation of obstacles and constraints in the design and implementation from the viewpoint of the respondents

As shown in Table 1, 48.1 percent of librarians and administrators in public libraries in Fars (122 people) have been managers and 51.9 percent of respondents (132 people) have been the librarian. The highest level of education (72.54 percent) is undergraduate degree and the lowest (1.57 percent) is the master.

Table 1: Demographic information, librarians, and administrators employed to work in public libraries according to Post and Education Organization

Based on the Post organization		
Post	Fe	Per
Manager	122	48.1
Librarian	132	51.9
Total	254	100
Based on the degree		
Degree	Fe	Per
Tact and less	92	36.22
Undergraduate	139	72.54
Master	4	1.57
Ph.D.	0	0
Total	254	100

In response to the first research question on the existence of loan section in the studied libraries, only 2.75 percent of regional libraries have ILL department library and document delivery services and 97.24 percent are without. In response to the second research question based on the amount of librarians and administrators familiarity with the system of trust (loan) between libraries and document delivery services, 29.1 percent of respondents are familiar with inter-library loan and document delivery services and 70.90 percent have little or no knowledge of it.

Research about the necessity of loan system between libraries and document delivery services in public libraries and librarians in the province from the viewpoints of managers (third research question) shows most respondents (94.69 percent of librarians and 95.9 percent of administrators) have evaluated the necessity and importance level of this issue (Table 2).

Table 2: The distribution of total respondent's opinions about the importance and necessity of the project

	Managers		Librarians		Total respondents	
	Fe	Per	Fe	per	Fe	per
High	117	95.9	125	94.69	242	95.2
Average	4	3.27	7	5.31	11	4.3
Low	1	0.83	0	0	1	0.5
Total	122	100	132	100	254	100

Table 3: Activity in the field of libraries and library ILL document delivery services

Respondents/ Activity	Inside		Abroad	
	Fe	Per	Fe	Per
High	0	0	0	0
Average	0	0	0	0
Low	0	0	0	0
Inactive	7	5.73	0	0
Total	115	94.27	0	0
High	122	100	0	0

Table 3 shows that activity in loan between libraries and document delivery services within the country is very low (5.73 percent). This activity also takes place within the province. Also, no public library in the province works in the field of international ILL library and document delivery services.

Research findings regarding the limitations and potential problems in implementation (the fifth research question) from the viewpoint of the study population indicated that the restrictions and barriers are: no guarantee to prevent damage to resources (97.3 percent), no similar rules for using ILL library services (95 percent), a lack of funding (92.1 percent), a lack of cooperation between libraries in the field of ILL public library (93.1 percent), high costs and lack of cooperation between libraries, no fund for main organization (89.4 percent), a lack of equipment such as computers, scanners, copy machines, and faxes (89 percent), a lack of familiarity with technology and databases (83.9 percent), a lack of specialists in the field of librarianship and library ILL document delivery services (80 percent), and a lack of coordination between the center and the library system for implementation (80 percent).

Table 4 shows that at the maximum level, 92.7 percent of managers and librarians were aware of the effect of funding for cooperation between libraries on design implementation in the region and at minimum level, 7.3 percent were aware of this point. 90 percent of respondents believed that the effect of cooperation between libraries and lack of funding from the parent organization on the plan implementation is at a high level (about 9.3 percent), at medium level (about 0.3 percent), and at low level (too little). Ninety percent of respondents believed that high costs of resource preparation affect design implementation.

Table 4: Review of economic barriers in the library on the project from the viewpoint of the respondents

Effect/ Economic Barriers	High		Average		Low	
	Fe	Per	Fe	Per	Fe	Per
Lack of funding for cooperation between libraries	234	92.1	20	7.9	0	0
High costs and lack of cooperation between libraries provide credit parent organization	227	89.4	20	7/9	7	2.6
The high cost of resources provided	153	60.2	41	16.1	60	23.7

Table 5: Barrier effect existing equipment and network libraries on the plan view of the respondents

Effect/Barriers of equipment and network	High		Average		Low	
	Fe	Pre	Fe	Pre	Fe	Pre
Lack of equipment such as computer, scanner, Xerox, fax and.	226	89	28	11	0	0
Lack of bibliographic and databases regional	174	68.5	56	22	24	9.5
Lack of coordination between the Center for Libraries project	203	80	49	19.2	2	0.8

Table 5 shows that 89 percent of respondents are to a large extent aware of the effect of equipment such as computer, scanner, Xerox, and fax in the library on the implementation at high level and consider it about 11 percent in medium level. About 68.5 percent of respondents evaluated the effect of no bibliographic databases and specialists on the project implementation as high level (22 percent), medium level and low level (9.5 percent). About 80 percent of respondents evaluated the lack of the center and library systems coordinator for the project as high level (2.19 percent) medium level (0.8 percent) and low level (0.8 percent).

Table 6 shows that 85.5 percent of respondents consider manpower shortage effect on performance at high level and 14.5 percent consider it as medium-level effect. Eighty percent of respondents evaluated the effect of the lack of experts in the field of librarianship and library ILL document delivery services as high level (16.1 percent), medium level (3.9 percent) and low level effects (3.9 percent). 68.9 percent of respondents evaluated the effects of librarians' and administrators' resistance to cooperating with libraries as high level (.1 percent), medium level (24 percent) and low level. 83.9 percent of respondents evaluated the lack of familiarity with library technology and network databases as high level (16.1 percent) and medium level.

Table 6: Effect of human barriers on the project from the viewpoint of the respondents

Effect/Human Barriers	High		Average		Low	
	Fe	Per	Fe	Per	Fe	Per
Shortage of manpower in libraries	217	85.5	37	14.5	0	0
Not experts in the field of librarianship and library ILL document delivery services	203	80	41	16.1	10	3.9
Resistance for collaboration between managers and librarians Libraries	175	68.9	18	7.1	61	24
Librarians not familiar with technology, networks and databases	213	83.9	41	16.1	0	0

Table 7: Effect on administrative barriers related to standards implementation from the viewpoint of the respondents

Effect/Administrative Barriers	High		Average		Low	
	Fe	Per	Fe	Per	Fe	Per
Lack of cooperation between public libraries in library ILL	232	91.2	21	8.3	1	0.4
Not the same rules for the use of library services ILL	241	95	13	5	0	0
Not guaranteed to prevent damage to resources	247	97.3	5	1.9	0	0

Table 7 shows that 91.2 percent of respondents evaluated effects of the lack of cooperation between libraries on the implementation as high level, medium level (8.3 percent), and low level (0.4 percent). 95 percent of respondents considered the effects of a lack of the same rules of trust between library services on the implementation of project as high level and medium level (5 percent). 97.3 percent of respondents evaluated the effect of no guarantee to prevent damage to resources on the implementation as high level and medium level (1.9 percent).

Table 8: Effect of Management barriers to implementation from the viewpoint of the respondents

Effect/Management Barriers	High		Average		Low	
	Fe	Per	Fe	Per	Fe	Per
Not inform officials there plan benefits from the parent organization in the province	14	5.5	149	54.7	91	35.8
Lack of belief in cooperation between the library directors	28	11.2	71	28	112	44
Being non-specialist managers Libraries	16	6.3	24	9.5	214	84.3
Resistance management and interest in libraries and information resources in libraries centralists	98	38.5	113	44.5	43	17

Table 8 shows that 5.5 percent of respondents consider the effect of the lack of awareness about the benefits of main organization officials on project design as high level, 54.7 percent at medium level and 35.8 percent at low level. 11.2 percent of respondents believed that lack of collaboration between the library managers was a high level, 28 percent considered it at medium level and 44 percent considered it at low level. 5.38 percent of respondents evaluated non-interested directors and librarians to centralist's information resources in libraries as in high level, 44.5 percent of them considered it as medium level and 17 percent considered it as low level.

Table 9: Ranking barriers affecting implementation using the Friedman test

Barriers	Rank
Economic Barriers	1.75
Equipment Barriers	2.49
Human Barriers	3.17
Administrative Barriers	3.38
Management Barriers	3.64
Friedman Test	0.000=p* 4=df 396.182=x ²

In Table 9, the first rank is related to barrier rules, the second rank is related to human barriers, the third is management barriers, the fourth is economic barriers, and the fifth rank is related to equipment barriers. Regarding the test performed (Friedman $\chi^2=182.369$), $\alpha =0.05$ and $p<0.001$, different factors influencing the ranking are statistically significant.

4. Discussions

Since public libraries have similar administrative regulations and objectives, providing codified directions and guidelines can solve the problem of the lack of access in many libraries. Strengthen efforts to remove barriers such as: no guarantee to prevent damage to resources, lack of rules for using the same library ILL service, lack of funding for cooperation between libraries, lack of cooperation between public libraries in trust between libraries, high costs and lack of cooperation between libraries, lack of providing credit for the main organization, lack of equipment such as computer, scanner, copier and fax, librarians' unfamiliarity with technology networks and databases, a lack of experts in ILL and delivery services and a lack of system coordinator center between libraries can be promising for a bright future in this area.

Findings about the importance and necessity of loan system between libraries and document delivery services in public libraries, librarians and administrators from the viewpoint of the province (the second research question) show that most respondents (94.69 percent of librarians and 95.9 percent of managers) assigned a high level of importance to this issue.

Findings regarding the amount of activities in ILL and document delivery services at home and

abroad (third research question) show very low levels of activity (5.73 percent). Also no work has been done international ILL.

Research findings indicate that only 4.3 percent of respondents were aware of brokers of document delivery services within the country (fifth research question). The greatest familiarity existed among managers (7.3 percent) and among librarians (1.5 percent) respectively. The amount of knowledge about brokers' document delivery services abroad also is at low level (0.39 percent) and here managers have no role and the amount of librarians' role was 0.75 percent.

Findings of the research on the barriers to project implementation in Fars province (research question 7) indicate that economic barriers (90.5 percent) were the highest. Based on respondents' views, other barriers included: equipment (88.5 percent), human barriers (68.5 percent), administrative regulations (43.7 percent), and management (30.7 percent).

Investigation of the barriers results of Friedman test ($\chi^2= 182.369$) $\alpha =0.05$ and $p<0.001$ showed that there is no significant difference among the opinions of respondents, managers, and librarians and comments of studied groups.

It is recommended that library administrators who understand the benefits of ILL and document delivery services make an intellectual framework for a guided process of regional cooperation among libraries and foster the ability to create structural and organizational libraries with minimal paperwork to achieve the best levels of cooperation.

It is recommended that, to remove equipment obstacles, libraries should prepare facilities such as computers, scanners, copiers, and faxes. Also

databases and bibliographies with a regional coordinator network system should be provided.

It is recommended that, to remove human obstacles, personnel should acquire skills in ILL and document delivery library to keep pace with new technologies. And managers should organize the partnership to reflect regional information system.

It is recommended to review the cost benefit plans of trust among libraries and document delivery services in the province to reduce economic barriers in the implementation of trust among libraries and document delivery services.

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