

Interlibrary Loan Cost/Time Study Lessons Learned Session 1225

Jennifer Patrick
Interlibrary Loan Coordinator
Oakville Public Library



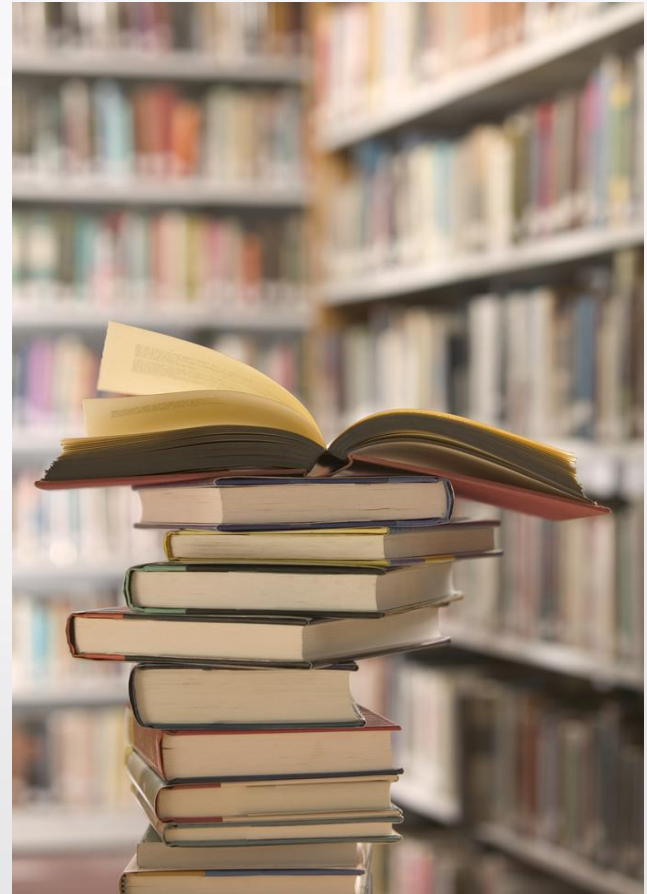
Agenda

- Introduction
- Background
- Interlibrary Loan Survey
 - What we did, measured and why
 - How we collected the info
- Analysis
- Recommendations
- Current State
- Moving Forward
- Lessons Learned



Interlibrary Loan

- What is it ?
- What is it NOT?




Trends in Interlibrary Loan

- Becoming an essential service
- Fewer dollars for materials budgets
- Impact of digital publishing
- Courses for ILLO
- Increased usage of service=increased numbers


ILLOS facilitated by VDX (Virtual Document Exchange)

[Search](#)
[Requests](#)
[Work Queue](#)
[User](#)
[Locations](#)
[Reports](#)
[Batch Reruns](#)
[Report a Problem](#)
[Logout](#)
[Help](#)
Barcode
OOAK
[INFO News](#)




Welcome to Information Network For Ontario

INFO is the virtual bibliographic catalogues and Interlibrary Loan System of Ontario public libraries in partnership with Ontario Library Service-North and Southern Ontario Library Service with support from the Ministry of Culture.



Ontario Library Service – North
Service des bibliothèques de l'Ontario – Nord



Southern Ontario Library Service

Select [BibSearch](#) to search as a guest
Select [Login](#) for Interlibrary Loan management

<https://info.vdxhost.com/en/vdx/>

VDX

The screenshot displays the VDX Web Gateway interface in a web browser. The browser's address bar shows the URL <https://info.vdxhost.com/en/vdx/>. The interface includes a navigation menu on the left with links such as Search, Requests, Work Queue, User, Locations, Reports, Batch Reruns, Report a Problem, Logout, and Help. Below the menu are sections for Barcode OAK and INFO News. The main content area features a table with three columns: Seq, Location, and Status. The table lists 20 locations, with the second row, 'Richmond Hill - Main', highlighted. The status column for the last two rows contains red circular icons with white symbols. At the bottom of the interface, it shows 'Version: VDX 5.0 (Build 228) [VDXWEB03]' and 'Oakville - Main'. The footer includes copyright information '© Copyright OCLC 2010' and the OCLC logo. The Windows taskbar at the bottom shows several open applications, including 2008 Statistics, Microsoft PowerPoint, charts, ILO Statistics, Yahoo! Canada, VDX Web Gateway, Libraries on the go, OverDrive Me..., and another OverDrive Me... instance. The system clock indicates the time is 3:40 PM.

Seq	Location	Status
1	Milton - Main	
2	Richmond Hill - Main	
3	Mississauga - Main	
4	Port Colborne - Main	
5	Elgin County - Main	
6	Middlesex County - Main	
7	Windsor - Main	
8	Chatham-Kent - Main	
9	Oxford County - Main	
10	Orangeville - Main	
11	Owen Sound & North Grey Union - Main	
12	Bruce County - Main	
13	Guelph - Main	
14	Kitchener - Main	
15	Waterloo PUBLIC - Main	
16	Lake of Bays - Baysville - Main	
17	Uxbridge Township of - Main	
18	Scugog Memorial - Main	
19	Smiths Falls - Main	
20	Pembroke - Main	

<https://info.vdxhost.com/en/vdx/>

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- Our Number:** 11455855
- Their Number:** 11455860
- Item Format:** Book
- Status:** Shipped
- Authorisation Status:** Acknowledged

Below the search results, there is a link to [Service Details](#). The top of the page includes navigation links for Simple Search, Advanced Search, Results, Bulk Action, Create, Saved Searches, Work Queue, and Print.

The screenshot shows the VDX Web Gateway interface displaying a history table. The table has columns for Borrower, Action, Status, and Date Changed. The data is as follows:

Borrower	Action	Status	Date Changed
Halton Hills - Georgetown - Main	Checked In	Checked In	21 Aug 2012 12:40:12
Halton Hills - Georgetown - Main	Returned-Indication	Shipped	10 Aug 2012 10:05:02
Halton Hills - Georgetown - Main	Received-Indication	Shipped	26 Jul 2012 10:37:56
Halton Hills - Georgetown - Main	Shipped	Shipped	23 Jul 2012 12:02:24
Halton Hills - Georgetown - Main	Answer Will Supply - being processed for supply	In Process	20 Jul 2012 15:44:22
Halton Hills - Georgetown - Main	REQUEST-Indication	In Process	19 Jul 2012 16:34:22

Below the table, there is a section for Reports available, with a dropdown menu set to 'Standard Pick List' and a 'Run' button. To the right, there are actions available: 'Add Private Note' and 'Action'. The bottom of the page shows the URL <https://info.vdxhost.com/en/vdx/engine?VDXaction=IIDetails&illno=11024238&hit=15> and the text 'Oakville - Main'.

<https://info.vdxhost.com/en/vdx/>

Background

- Customers fill in paper form with title and author
- Information Assistants search local libraries for titles and place holds
- If not found, paper form sent to ILLO Coordinator for manual input into VDX
- Items processed with ILLO sticker and checked out on dummy barcode
- Customer manually notified by email or phone
- Need for paper filing and tracking

Patron Information:

Name: _____
Phone: _____
E-mail: _____
Barcode Number: _____
Not needed after: _____

If the lending library charges a fee to lend materials or photocopy articles, the Oakville Public Library will pass these charges on to the borrower.

If necessary, I authorize payment up to \$_____ (minimum \$10.00)

Patron's Signature: _____

Book Request:

Author: _____
Title: _____
Publication Date: _____
Specific requirements? _____
(e.g. Large Print, exact edition, talking book, etc.)
Source of Information:: _____

Pickup Location:

- ☐ Central
- ☐ Glen Abbey
- ☐ Iroquois Ridge
- ☐ White Oaks
- ☐ Woodside

Office Use Only**HALINET Library Locations:**

- ☐ Burlington
- ☐ Halton Hills
- ☐ Milton

Office Use Only

Date sent: _____

Received: _____

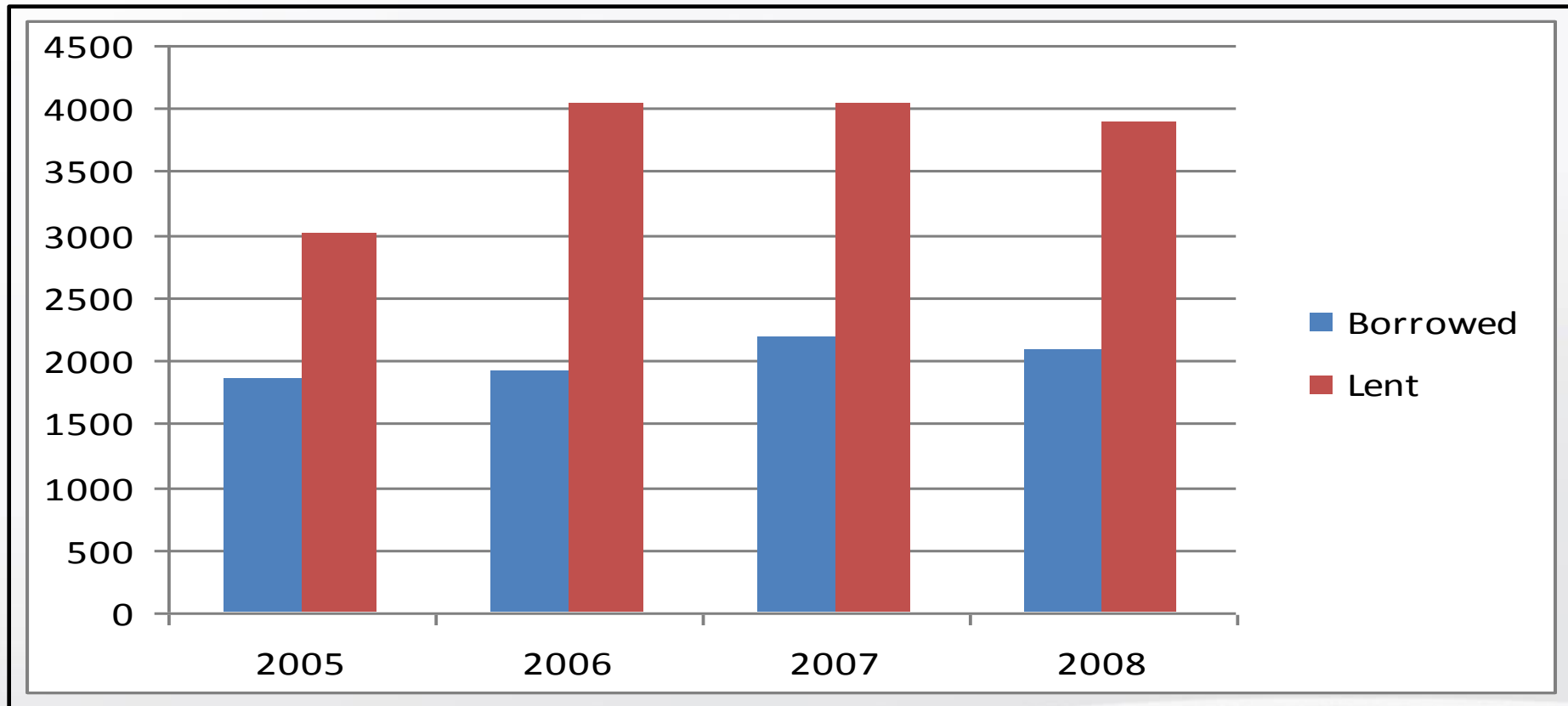
Lending Library: _____

Due date: _____

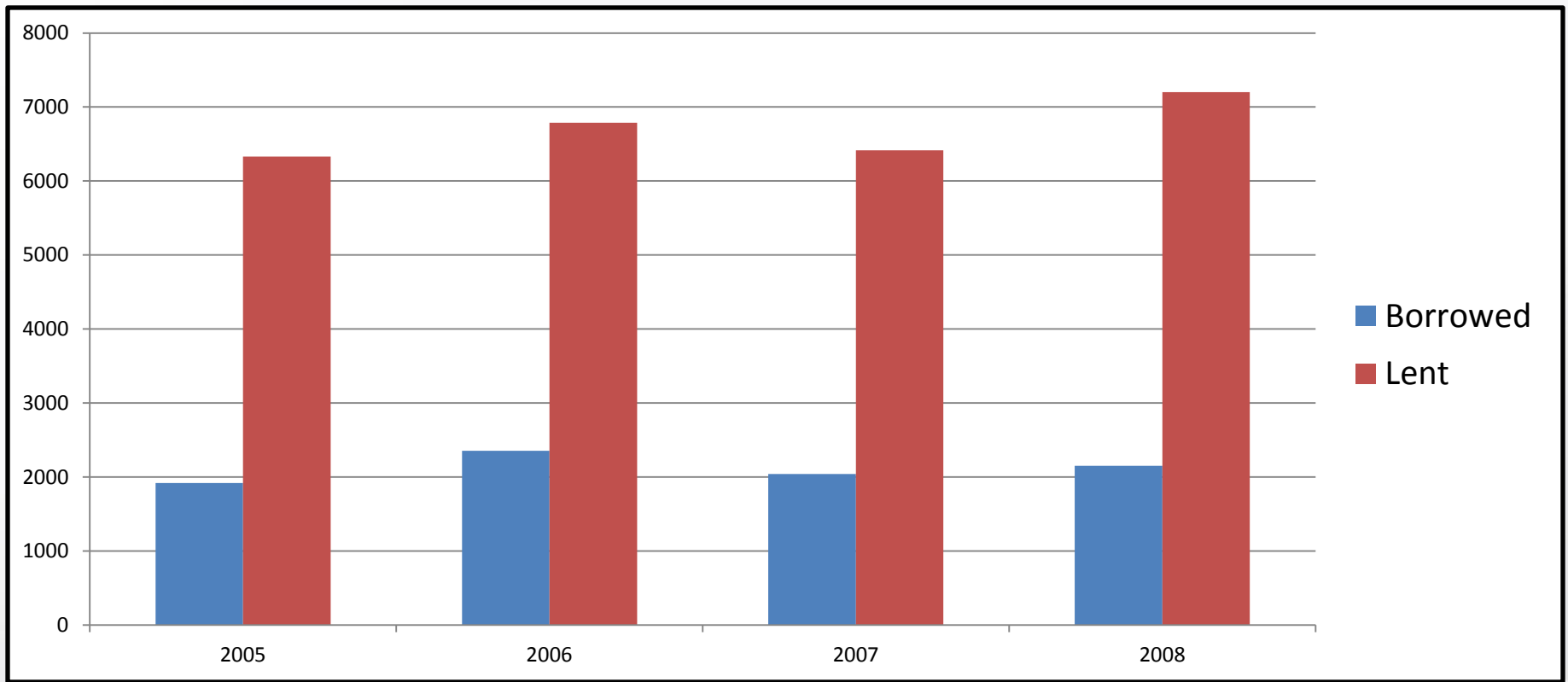
Renewed to: _____

Date Returned: _____

Interlibrary Loan Statistics 2005-2008 (Material Received and Shipped)



ILLO Total Requests 2005-2008



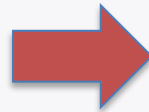
Then and Now

Manual tracking and paper filing



Circulation of ILLOs through ILS system

Staff placing interlibrary loan requests





Customer and staff initiated interlibrary loan


Restrictions on formats



Borrowing and loaning AV materials

Bibliographic Records

 **Bib: 813419** 



Status: cc Created: 12/17/2012 2:37:00 PM by: jpatrick
Owned by: Unowned Updated: by:
Field: Leader [Optional] Items: 1 Staff Only


000		RecS:	n	Type:	a	BLvl:	m
		Cntl:	-	Char:	-	ELvl:	5
		CatF:	-	Link:	-		
020	-	-	†a	9781605095226			
040	-	-	†a	CaOOAK †d CaOOAK			
100	1	-	†a	Zack, Devora			
245	1	0	†a	Networking for people who hate networking †b ILLO REQUEST #11396474			
500	-	-	†a	Interlibrary Loan Temporary Record			

Customer Initiated Interlibrary Loan

Search
[Standard Search](#)
[Advanced Search](#)
[Search History](#)


My Account
[Saved List](#)
[Create Request](#)
[My Requests](#)
[Sign In](#)
[Help](#)

IMPORTANT - Please make sure that your desired pick up location is selected on your requests.
The Pickup Location prompt is at the bottom of the create request screen, just above the REQUEST button.




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Ontario Library Service – North
Service des bibliothèques de l'Ontario – Nord



Southern
Ontario
Library
Service

Select [Standard Search](#) to search as a guest
Select [Sign-In](#) to issue Interlibrary Loan requests *

* Patrons must pre-register with their local public library for this service.

<https://info.vdxhost.com/>

Customer Accounts

Interlibrary Loans - Registration

In order to use the [interlibrary loan service](#), you must be registered. Please use this form to register.

You will be notified via email when your account has been setup.

Name:

Barcode:

E-mail:

Phone:

Branch:

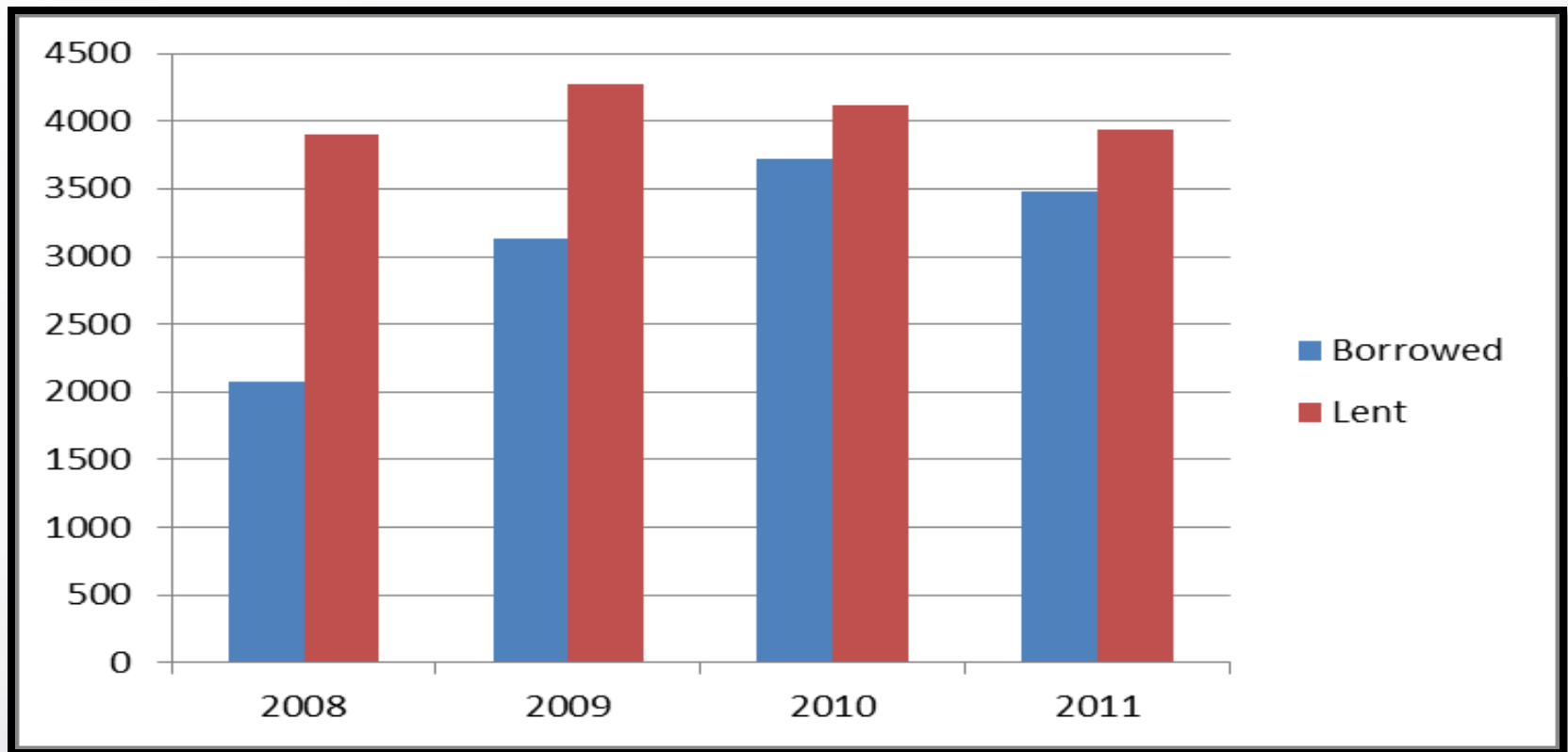
Audiovisual Borrowing and Lending



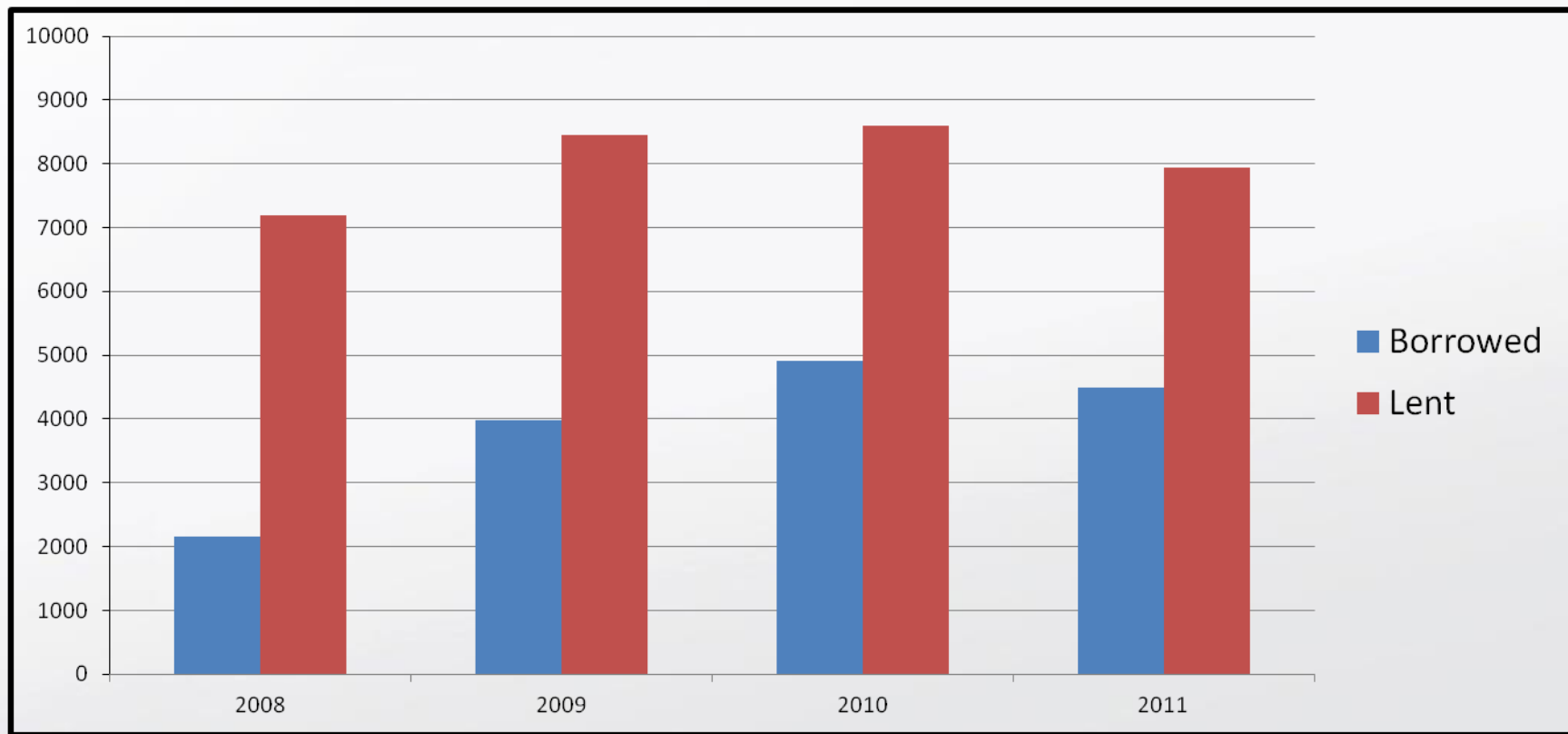
- Borrowing audiovisual material from other libraries
- Loaning our audiovisual material to other libraries
- Better serve needs/wants of our customers



Interlibrary Loan Requests 2008-2011



Total Requests 2008-2011





The Survey

- Survey undertook June-October 2011
- Measured time/cost commitments in completing 1 interlibrary loan transaction
- Provided a benchmark number

Tasks Measured

Borrower

- Information Assistants (placing and creating requests)
- Idle list
- Non supplied Lists
- Unpacking books
- Processing books
- Processing by Circulation Assistants
- Packing up books
- Deleting temporary bibliographic records
- Returning ILLOs in VDX
- Invoicing

Lender

- Logging onto VDX and printing off the day's requests
- Bibliographic Services Aides pulling books off shelf (from list)
- Checking out items in Horizon
- Shipping and printing off work slips
- Answering requests in VDX
- Packing up books
- Unpacking books
- Checking books back into VDX
- Invoicing (for lost or damaged books as needed)

Who participated in the Survey

Information Staff	Searching VDX and placing requests Creating requests from scratch
Branch Circulation Assistants	Processing ILLOs Packing up ILLOs
Bibliographic Services Library Aides	Unpacking SOLS Pulling books off shelves Checking out items Packing up items
Interlibrary Loan Coordinator	
Borrower	Idle List Non supplied list Receiving books Processing books Deleting bibliographic records Returning items in VDX Invoicing
Lender	Pick List Shipping items Responding to requests from other libraries Checking books back into VDX Invoicing

Information Assistants								Month					
Task 1: Searching VDX and Placing Requests				This involves Information staff searching VDX and placing requests for customers. Please record how long it takes for each request.									
													Total
Day 1 Date													
Day 2 Date													
Day 3 Date													
Day 4 Date													
Day 5 Date													
Day 6 Date													
Day 7 Date													
												Average	



Calculating the Statistics

- All requests added up with total time
- $\text{Total amount of time per task} / \text{total requests} = \text{average time per request}$
- $\text{Wages (level)} / 60 \text{ min} = \text{Staff wage/ minute}$
- $\text{Staff wage/ minute} \times \text{average time for each task} = \text{cost per task}$



Areas of High Cost

➤ **Information Assistants**

- Searching for and placing ILLO requests
- Takes 30 minutes of staff time with a cost of \$8 per request (accurate estimate?)- issues with system time outs

➤ **ILLO Coordinator**

- Items on Idle list, 4 minutes of staff time with a cost of \$2 per request
- Processing items, 2.5 minutes of staff time with a cost of \$1.13 per request

➤ **Branch Circulation Assistants**

- Processing items—6 minutes of staff time with a cost of \$2.12 per request

Recommendations to Oakville Public Library Management

- Create a one system log in for all Info Staff
- Create Search specific profiles in zPortal for formats
- Revisit no renewals policy
- Limit number of requests placed to 5 per day (been reconsidered)
- Create an ILLO assistant position
- Purchase some titles that were requested on ILLO
- Formally advertise Interlibrary Loan to our patrons

Current State

- Slight decrease in borrowed requests from July-Oct 2012 from July-Oct 2011 (AV)
- Decrease of backlog of orders
- Improved communication between staff
- Increase in suggested purchase requests for items
- Policies are being reviewed

Moving Forward

- Keep in-depth statistics
 - Formats received
 - Customer initiated vs. library initiated requests
 - Requests per branch
- Continue to seek efficiencies
 - Staff efficiencies
 - System efficiencies
- Formally advertise and educate customers and staff
 - Training
 - Documentation

Lessons Learned

➤ Interlibrary Loans is still a learning process!



Questions?

Jennifer Patrick
Interlibrary Loan Coordinator
Oakville Public Library
905-815-2042 x-5067
jpatrick@oakville.ca
www.opl.on.ca

