Interlibrary Loan Cost/Time Study Lessons Learned Session 1225

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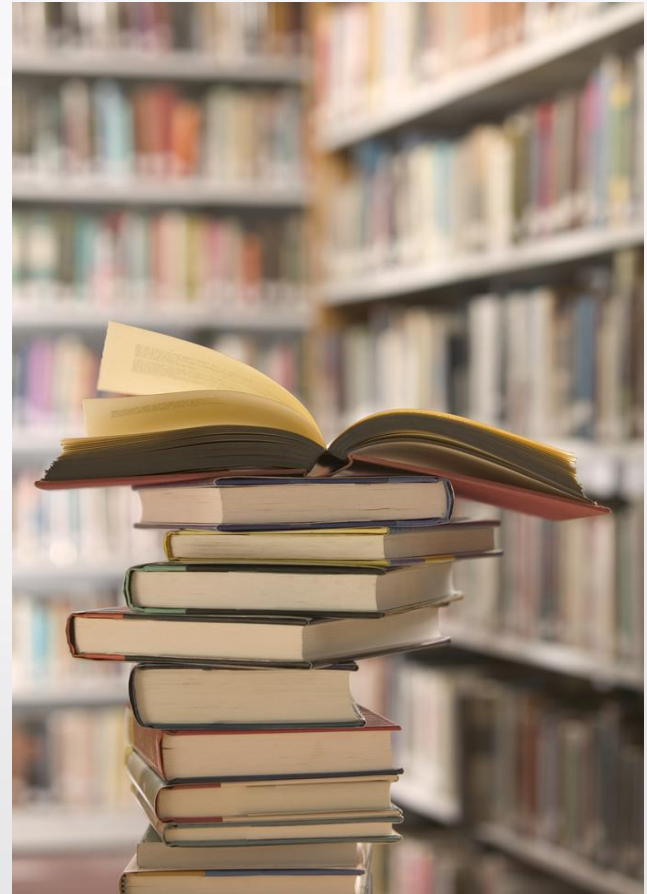
Agenda

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

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Interlibrary Loan

➢ What is it ?

➢ What is it <u>NOT</u>?

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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

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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

INFOntario

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/

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VDX

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

VDX

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

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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: _____

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

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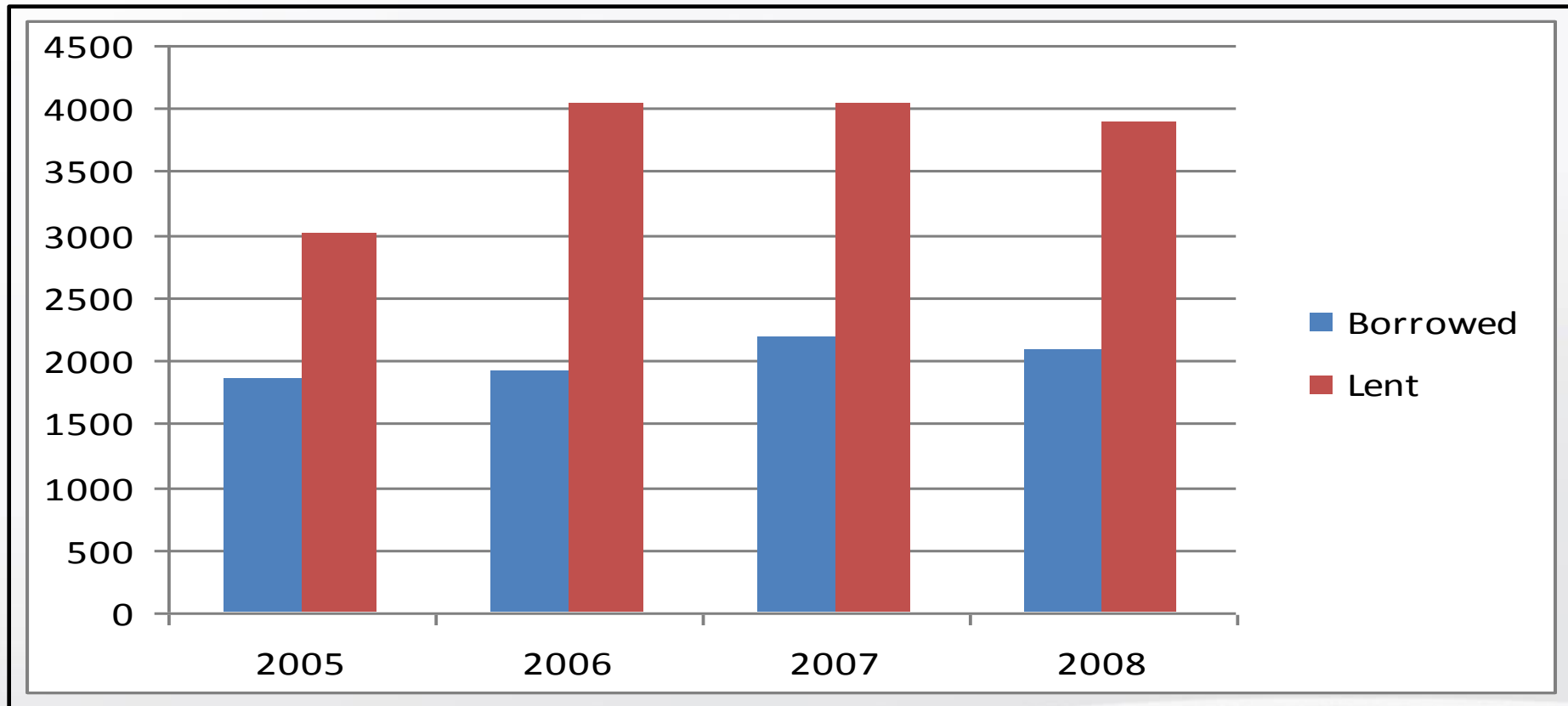
ILLO Total Requests
2005-2008

Oakville Public Library
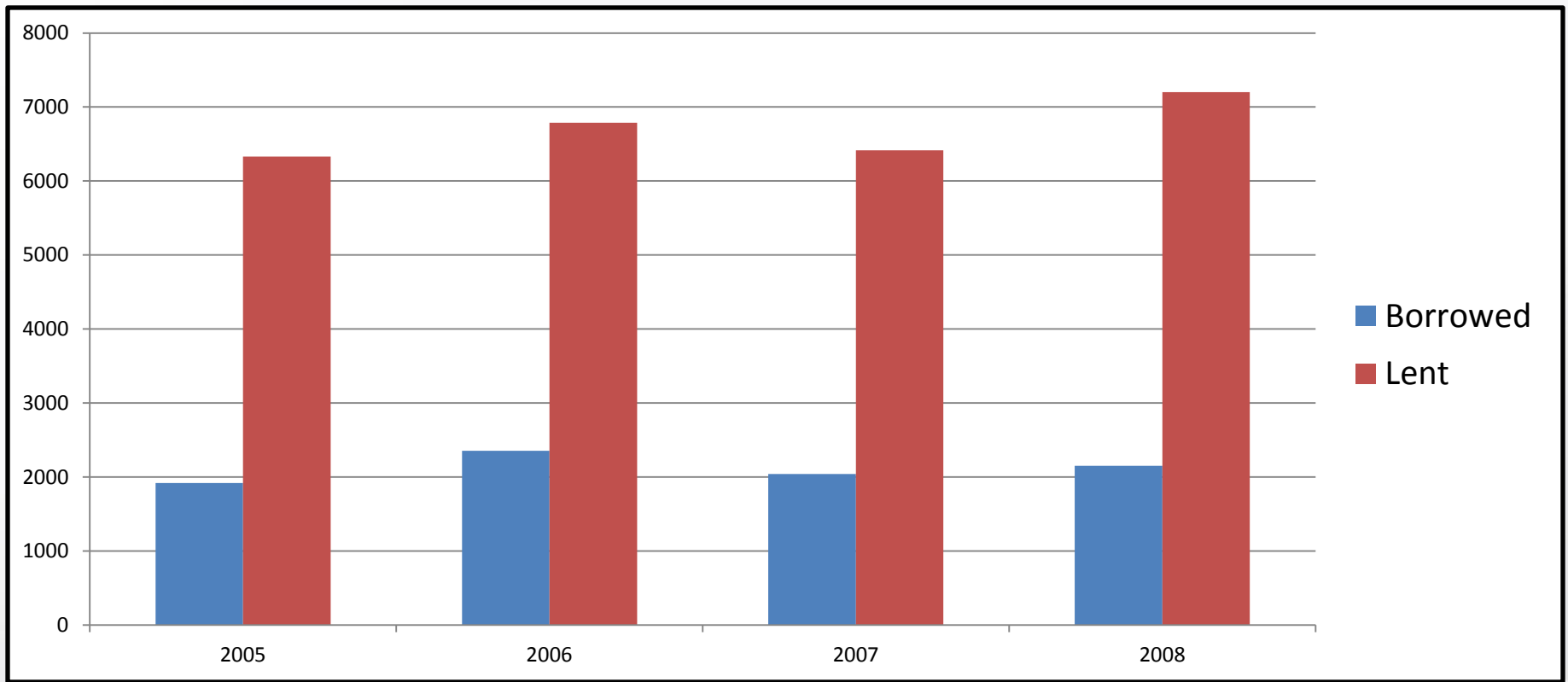
Then and Now

Manual tracking and paper filing → Circulation of ILLOs through ILS system

Staff placing interlibrary loan requests → Customer and staff initiated interlibrary loan
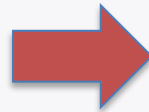
Restrictions on formats → Borrowing and loaning AV materials

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Bibliographic Records

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/

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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:

Central

Register

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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
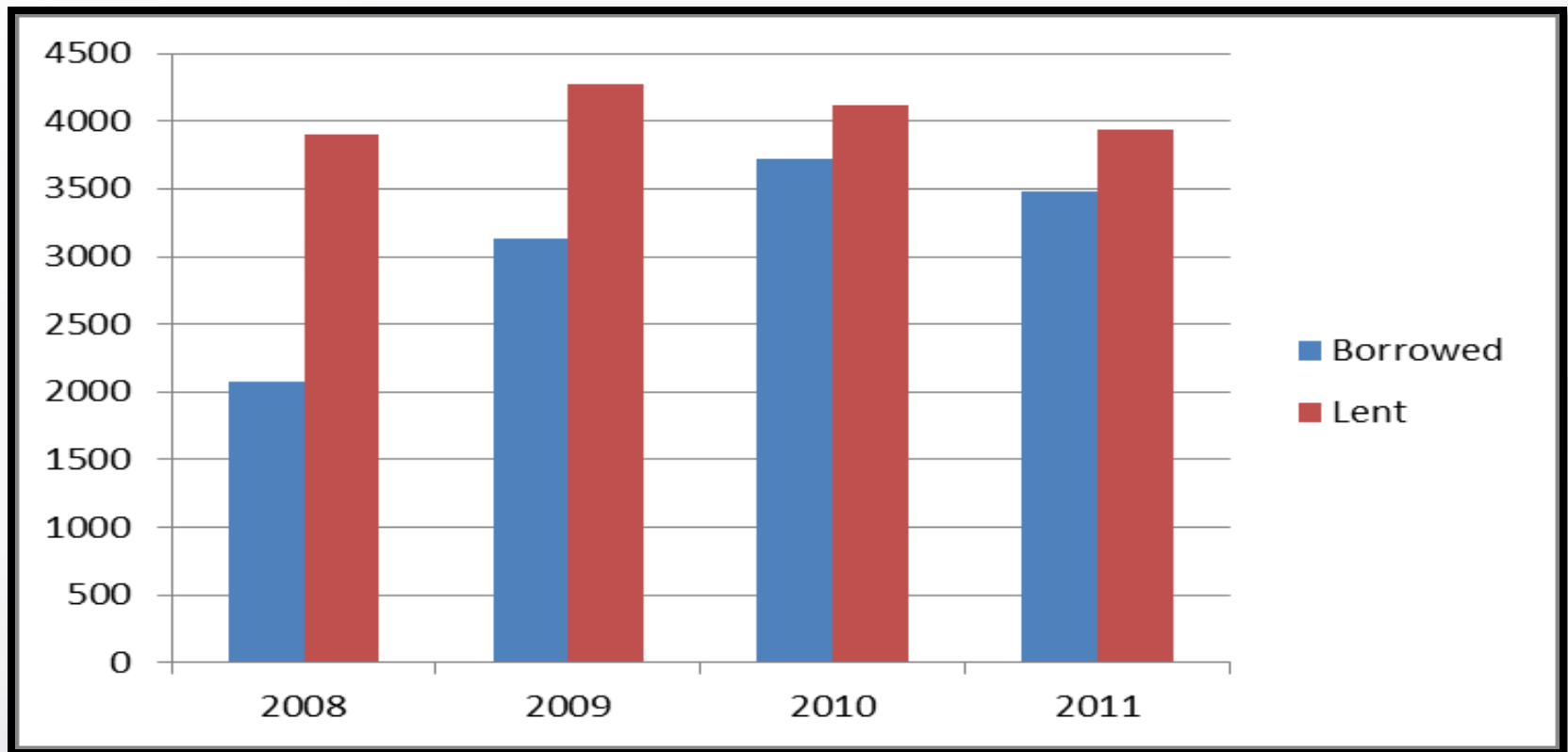
Total Requests 2008-2011
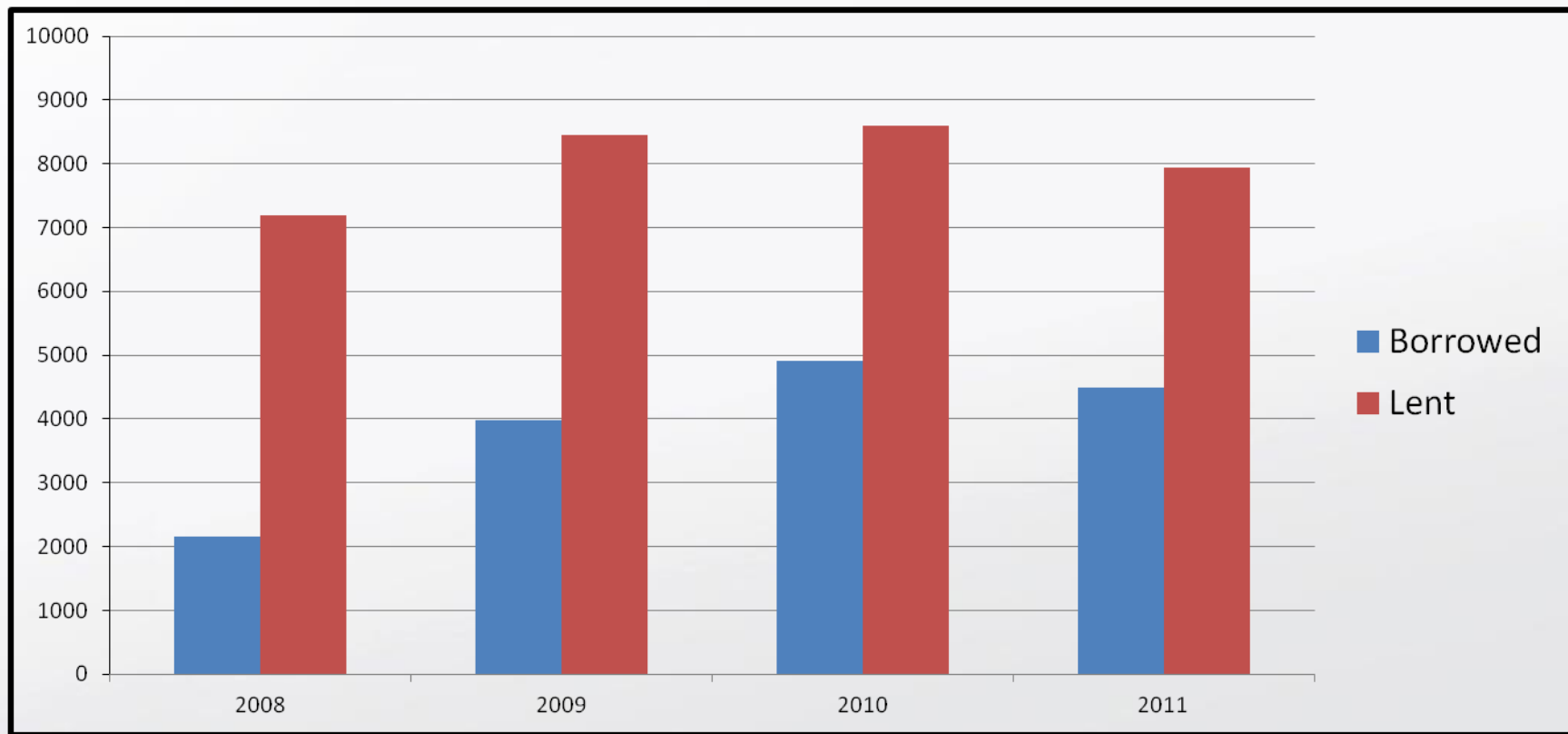
The Survey

➢ 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)

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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

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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	

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Calculating the Statistics

➢ All requests added up with total time

➢ Total amount of time per task / total requests = average time per request

➢ Wages (level) / 60 min = Staff wage/ minute

➢ Staff wage/ minute X average time for each task = 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

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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!

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Questions?

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