



RSC22

WEB SERIES

oc.lc/rsc22

Register at oc.lc/rsc22

Date/Time	Title	Presenter(s)
Wed, April 6, 11:00 am EDT	Controlled digital lending for resource sharing: Law and policy since 2018	Kyle K. Courtney, Dave Hansen
Thurs, May 5, 12:00 pm EDT	Working smarter not harder: How to automate your holdings and configure policies to expedite fulfillment	Scott Brandwein, Helen Pinder
Tues, May 10, 1:00 pm EDT	Lightning sessions <ul style="list-style-type: none">• Resource sharing at the Internet Archive• E-book lending	<ul style="list-style-type: none">• Brewster Kahle• Krista Higham
Wed, May 25, 2:00 pm EDT	The persistence of CONTU: The results of two surveys	Cindy Kristof, Meg Atwater-Singer
Tues, June 14, 11:00 am EDT	An update on your ILL services, and a look to the future	Peter Collins, Stephanie Spires
Tues, June 21, 1:00 pm EDT	Controlled digital lending during global COVID-19 and beyond	Xuan Lily Pang, Peggy Glatthaar, Alvin Lee

Register at idsproject.org/OLI/index.aspx

Online Learning Institute



Online Learning Institute

IDS Project developed the Online Learning Institute in January 2014 in an effort to meet the needs of our members as well as provide nationwide support for resource sharing training and discussion. A growing number of courses include instructional videos, resource materials, discussion opportunities, and web conferences to enhance access to professionals in the field of resource sharing. Successful completion of courses supply students Accomplishment Certificates as well as a network of colleagues to encourage discussion, troubleshooting and innovation throughout the field of resource sharing.

OCLC Resource Sharing Conference: ILL 101 2022

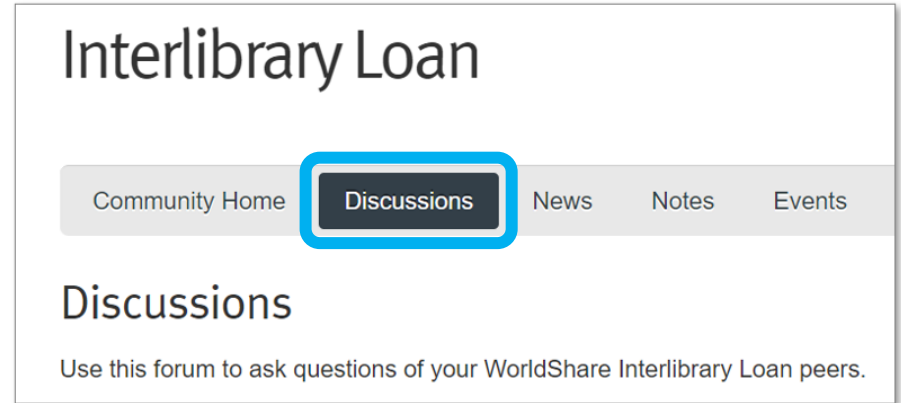
- Copyright 101 - Mar 21, 2022 02:00 PM Eastern Time - Cindy Kristof - Kent State - [Registration](#)
- Borrowing 101 - Mar 21, 2022 03:00 PM Eastern Time - Megan Gaffney - University of Delaware - [Registration](#)
- Lending 101 - Mar 22, 2022 02:00 PM Eastern Time - Silvia Cho - CUNY Graduate Center - [Registration](#)
- Assessment 101 - Mar 22, 2022 03:00 PM Eastern Time - Emily Aylward - Conn College - [Registration](#)

Continuing the conversation

RSC22

Visit oc.lc/ill-discussion

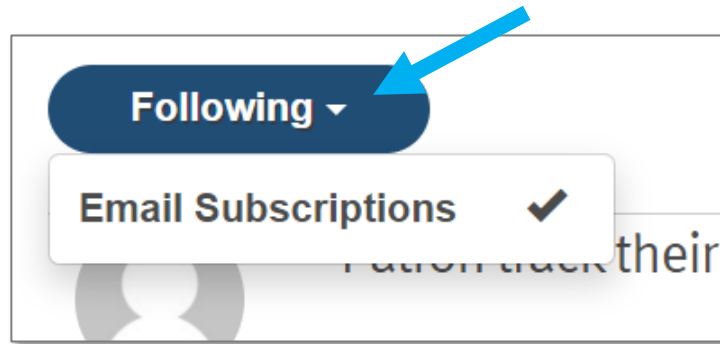
1. Sign in with your WorldShare ILL username and password.
2. Open the thread on ILL 101: [<copyright/borrowing/lending/assessment>](#).
3. Click **Post Reply** to **continue the conversation**.



All Tipasa, ILLiad, and WorldShare ILL users can participate in the Interlibrary Loan community. For assistance with sign-in, please contact OCLC Support (oc.lc/support).

Follow the conversation

To get email updates on this conversation, select Email Subscriptions.



ILL Assessment: Why, What and How A Brief Overview

Emily Aylward, Manager of Access Services
Connecticut College
March 22, 2022

Why is Assessment Important in ILL?



Are we on the right track?

Address Problems While They Are Small



Assessment helps you tell your story

You'll need to communicate the story of ILL service to various groups:

- Direct supervisor or library administrative team
- Colleagues within your library
- Faculty, students and staff or patrons at your institution

Information collected from ILL assessment will support your story, whether it's:

- ILL is a popular and objectively excellent service
- We need more staff
- We need to add a service

BUY-IN

Whether you're using your assessment data to tell a success story or advocate for change, it's always helpful to have the support of your colleagues. However:

- Many of your colleagues may not work in or deeply understand the importance of ILL.
- They are all busy and as such, may be inherently skeptical of work that does not directly forward their own departmental or office goals.

Therefore:

Data from assessment (as *proof*, instead of a *sense* of a triumph or challenge) will help justify your request for their valuable assistance.

What Statistics Should We Collect?

Any statistics that help us assess whether we are meeting patron needs and fulfilling our mission

Basic Borrowing Statistics

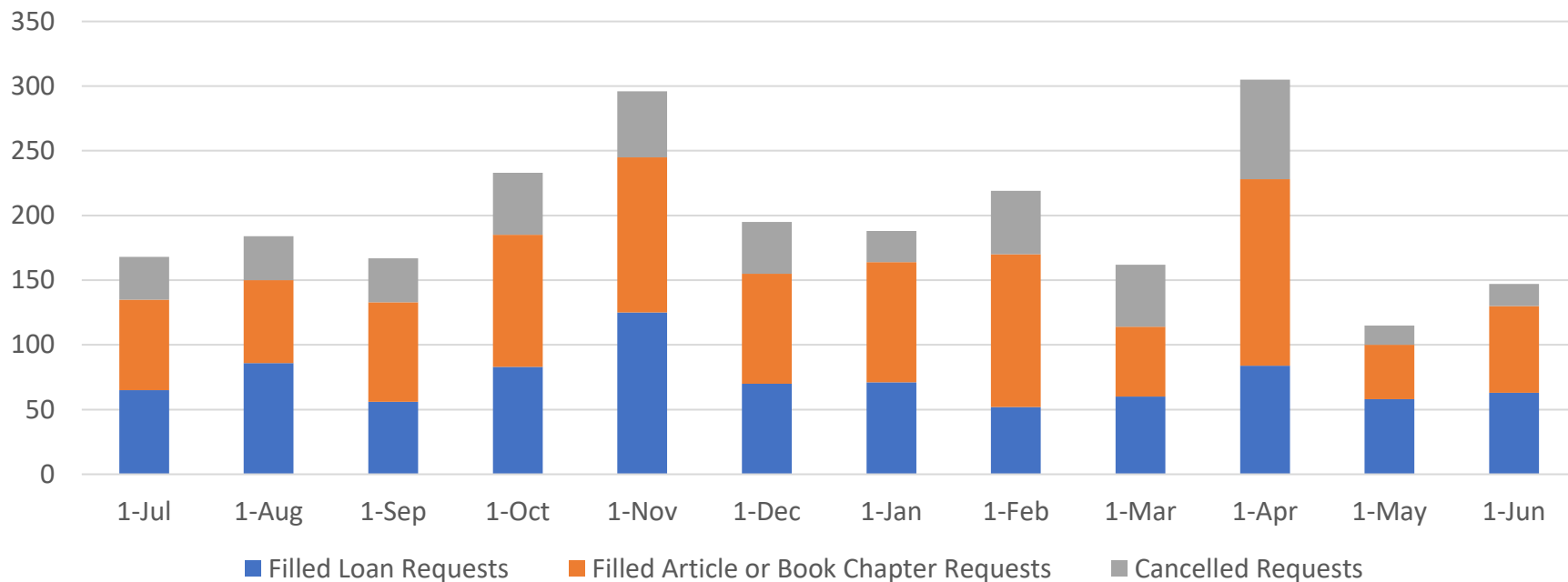
- Requesting Statistics
 - Number of Requests
 - Number Filled
 - Number Cancelled
- Who's Using the Service?
 - Number of Faculty Requests
 - Number of Staff Requests
 - Number of Student Requests
- Turnaround Time for Request Type
 - Article or Book Chapter
 - Loan
 - Whole Ebook

Basic Lending Statistics

- Requesting Statistics
 - Number of Requests
 - Number Filled
 - Number Cancelled
- Turnaround Time for Request Type
 - Article or Book Chapter
 - Loan
 - Whole Ebook
 - (if you can lend them)

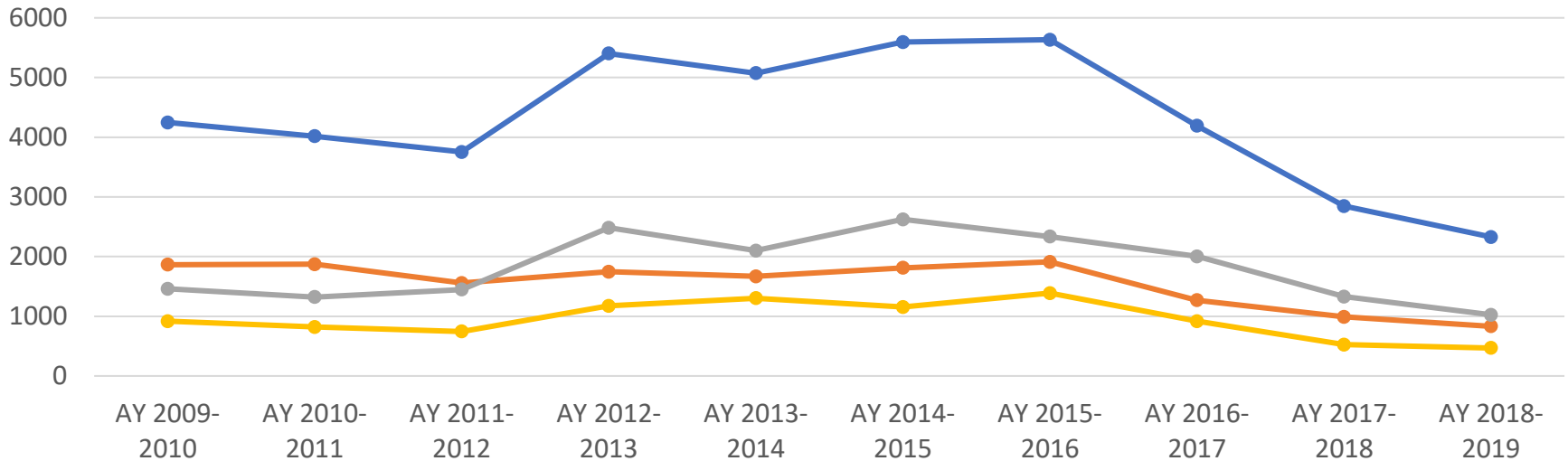
One Year of ILL Borrowing Statistics

Academic Year 2018-2019



Ten Years of ILL Borrowing Statistics

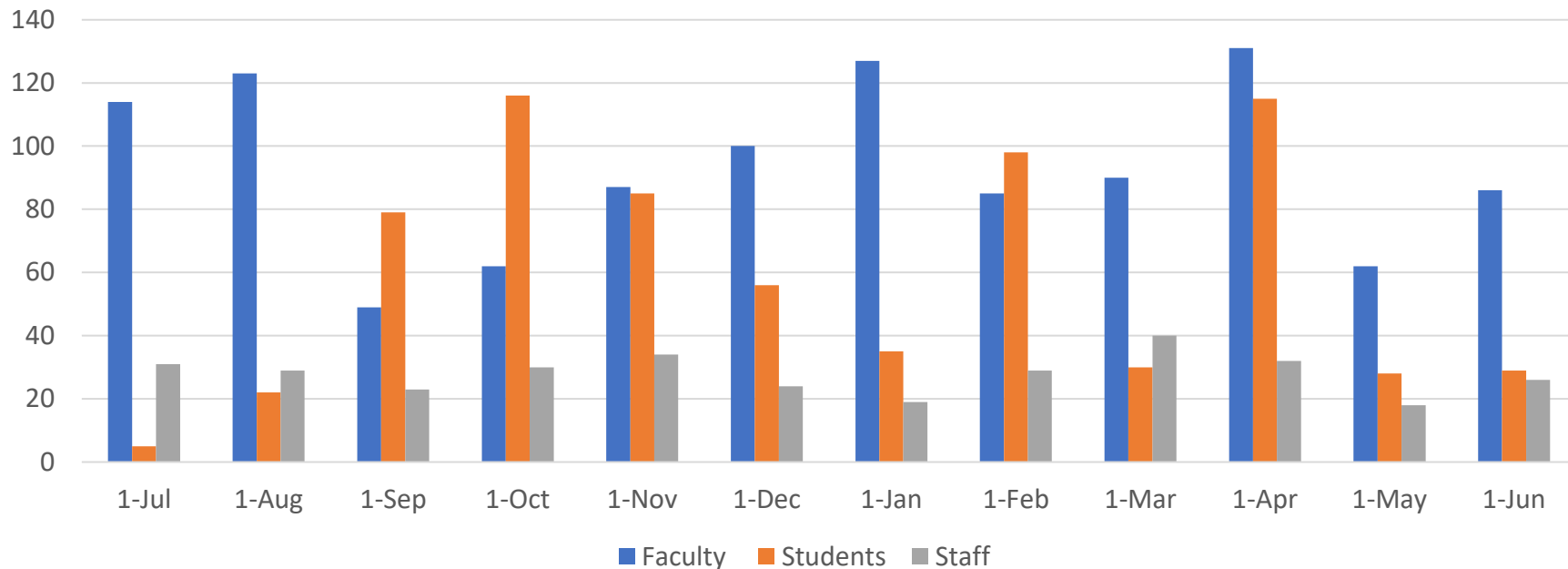
Academic Years 2009-2019



● Total Received Requests ● Filled Loan Requests ● Filled Article or Book Chapter Requests ● Cancelled Requests

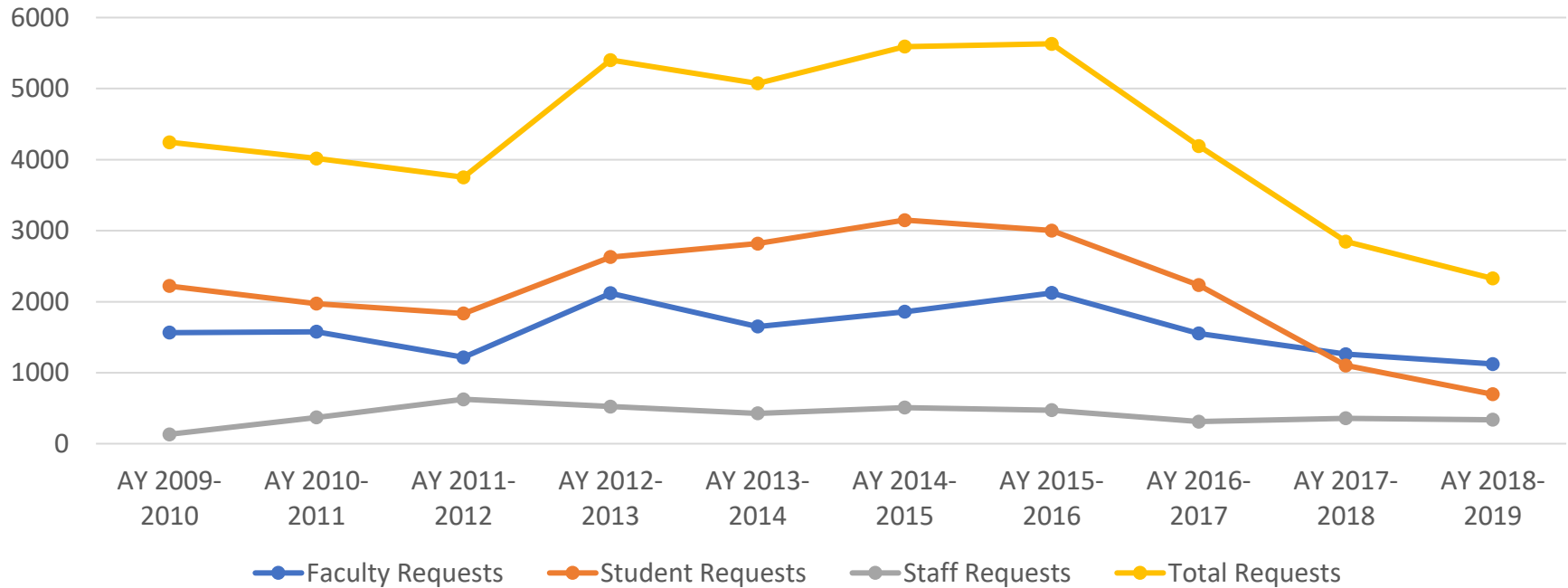
Who's Requesting

Requests by User Group, 2018-2019

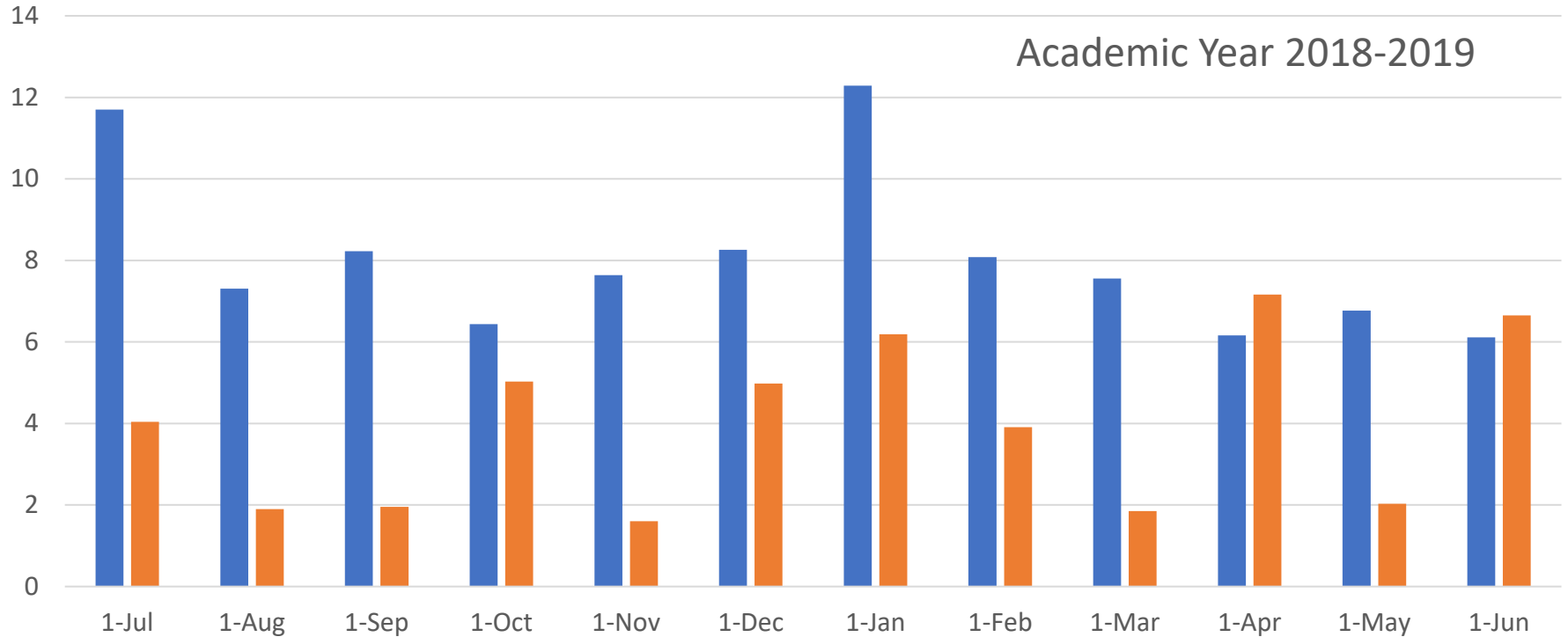


Ten Years of ILL Borrowing Statistics by User Group

Academic Years 2009-2019

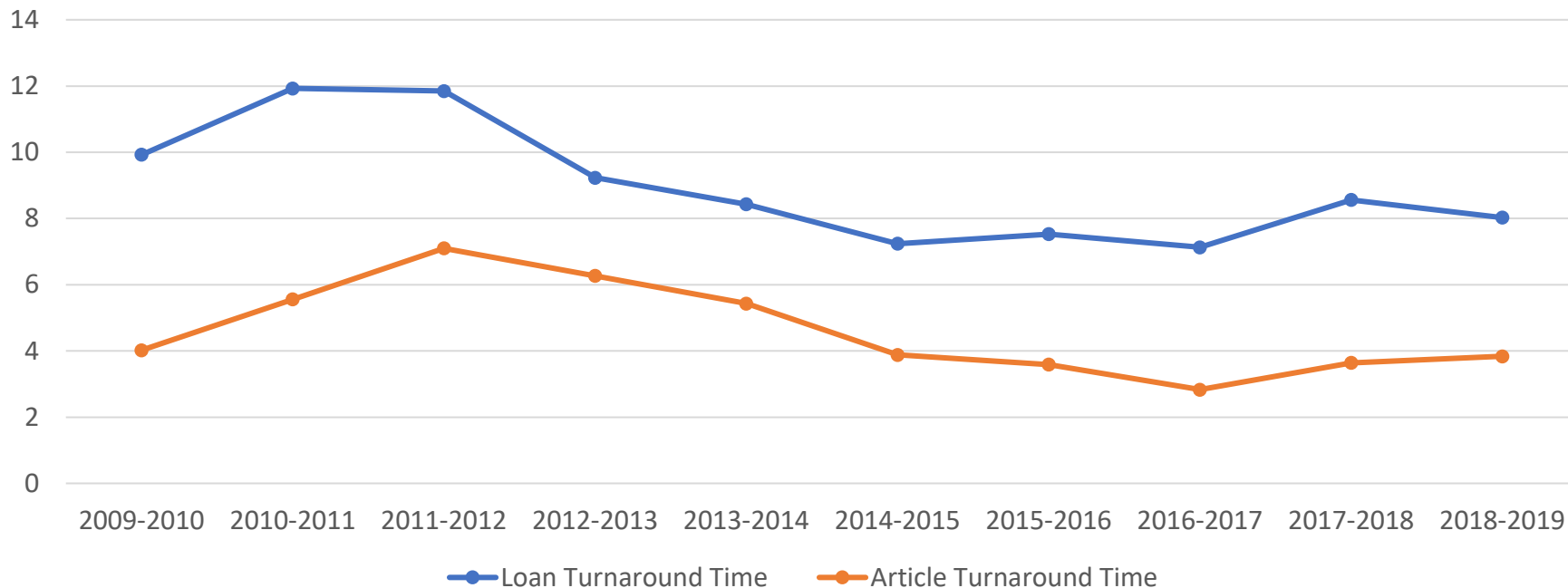


Turnaround Time



Ten Years of ILL Turnaround Time

Academic Years 2009-2019



What Other Statistics Could We Collect? Or, Statistics that will make you go “Hmmm . . .”

Additional Borrowing Data

- Reasons for Cancellation
- Loans requested multiple times
 - Per person or per title
- Loan requests cancelled multiple times
- Most frequently requested journals
- Number of individual students placing requests
 - What is the percentage of total students
- Number of individual faculty placing requests
 - What is the percentage of total faculty
- Detailed Turnaround Time

Additional Lending Data

- Most frequent reason for cancellation
- Who did we charge the most often?

Internal Polling

- Do you need qualitative information, such as “Why don’t you use ILL?”
- May require approval by one or more management levels
- May be delayed due to other polls of greater concern

Lender Speed



Statistics for Lender Speed

Simplest way:

- Pull a report on who your most frequent lenders are.
- These are institutions that routinely have what you're looking for.
- Check on whether they are achieving the turnaround speeds you are hoping for.
- To adequately assess lender speed by this method, you'll need pre-defined turnaround benchmarks.
- By this assessment method, you'll develop a list of Definitely Ask and Try to Avoid. You can translate these lists into lending groups.

Statistics for Lender Speed, More Involved

To Create a More Precise Classification of Lender Speeds:

- Pull a Resource Sharing Stats Report in OCLC
- Record lender turnaround data for each filled borrowing transaction
- Calculate the mean turnaround time for each lender
- Use each lender's mean turnaround time (in addition to any other information) to determine their OCLC borrowing group

Where do we get all of these statistics?

Illiad Reports can be accessed through your Illiad Client module.

A guide on how to get to them on the Atlas Support webpage:

<https://support.atlas-sys.com/hc/en-us/articles/360011809434-Accessing-ILLiad-Web-Reports>

OCLC Usage Statistics are available at:

<http://www.stats.oclc.org/cusp/nav>

Both of these reports contain a wealth of information. Let's walk through them!