



ILL as a Resource and How a Pilot Project Changed an Access Services Department

Marta A. Ambroziak

Head of Access Services

Sarah E. Hughes

Access Services Librarian

Marie T. Ascher

Director, Health Sciences Library

Who we are



NEW YORK MEDICAL COLLEGE

A MEMBER OF THE Touro COLLEGE AND UNIVERSITY SYSTEM



The Health Sciences Library

Library has 18 employees

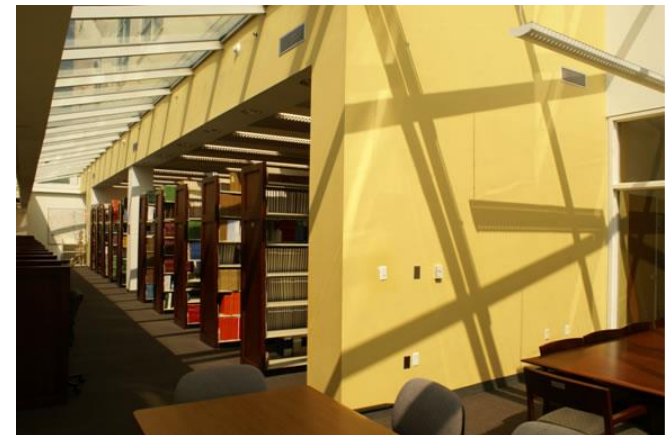
- 7 Librarians
- 6 Professionals
- 5 Support Staff Members

Where we are located: Valhalla, NY in Westchester County

The Main Health Sciences Library is in the junction between the Basic Sciences Building and the Medical Education Center.

The Main Library consists of approximately 19,000 square feet, with an additional 3,033 square feet in the Skyline branch.

The Skyline branch is in the Skyline Building in Hawthorne, NY.



Who we serve

Three schools

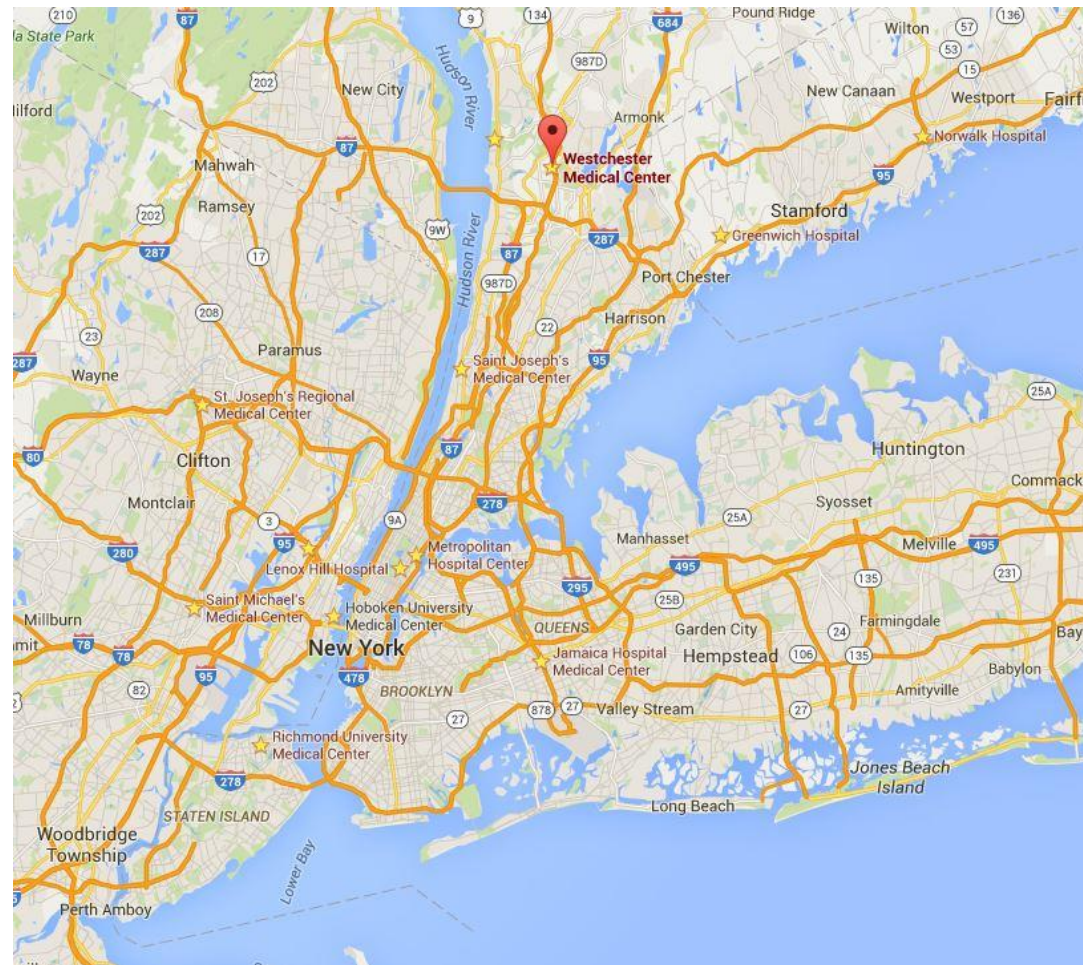
- Students
- Faculty
- Employees/ Researchers

Affiliation with Touro College

Affiliated Hospital Locations

- Faculty
- Residents

**4,368 patrons
registered on our ILS**



Who we are

Access Services Department



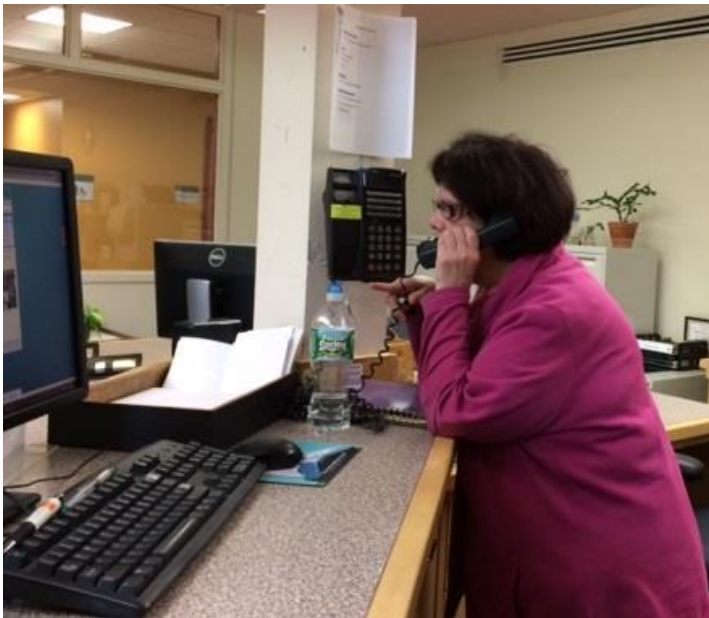
Sarah Hughes, Access Services Librarian & Patricia Kelly, Evening Supervisor



Marta Ambroziak, Head of Access Services & Ilene Pollack, Library Assistant

Not pictured: Maribeth Balingit, Christian Sheridan & Juan Castro, Library Assistants

Services we provide



- Document Delivery
- Circulation
- Poster printing service
- Scheduling on LibCal
 - Classroom and study room reservations
 - Poster printing appointments
- Patron data management
- Audiovisual equipment set up after hours and on Sundays
- Front desk reference service*
- Course reserve management

Document Delivery Services

Interlibrary Loans

Document Delivery

- “Scan on Demand”

Loansome Doc service

- For patrons not directly affiliated with NYMC

The screenshot displays the NYMC Health Sciences Library website. At the top, the header includes the college name and navigation tabs for About, Facilities, Services, Resources, Help, Classes, Outreach, and Guides. A secondary menu highlights 'Edu. Media / AV Services', 'Fee', 'Forms', 'InterLibrary Loans', 'Liaison Services', 'Poster Printing', 'University Printing', and 'Renewing'. The main content area features a search bar with a red arrow pointing to it, and a 'Go' button. Below the search bar, there are radio buttons for 'All fields', 'Title', and 'Author'. A large red arrow also points to the 'InterLibrary Loans' link in the left-hand navigation menu. The website includes several promotional banners: 'Writing Center', 'USMLE Easy', 'Free InterLibrary Loans', 'USMLE Test Prep Material', and 'Classes on Demand'. A 'Study Only Hours' table is visible on the right side, and a 'GIVE to HSL' banner is at the bottom right. A list of news items is also present at the bottom of the page.

Jul.	Hours this Week		
Today	09:00AM	» 12:00AM	Sun.
27	08:00AM	» 12:00AM	Mon.
28	08:00AM	» 12:00AM	Tue.
29	08:00AM	» 12:00AM	Wed.
30	08:00AM	» 12:00AM	Thu.
31	08:00AM	» 05:00PM	Fri.
Study Only Hours			
31	05:00PM	» 12:00AM	Fri.
25	09:00AM	» 12:00AM	Sat.

- Student Discount for Epocrates Plus
- Library Access for Class of 2019 Medical Students
- Renovations in the Health Sciences Library
- DynaMed Plus now on Trial
- Save the Date - Faculty Author Celebration - 22nd Annual Event

There is expectation from the college to generate revenue, hence charging for our services.

ILL: a fee based service...

Historically, Document Delivery has been a fee based library service. The library charges all NYMC patrons \$3.00 per request. Payment is accepted in cash, credit card, grant or department accounts. Staff spends a significant amount of time on bookkeeping.



Past attempts at free ILLs

- Several attempts have been made at offering free ILL services.
- These past pilot projects lasted only two or three months.
- Data was collected on a small scale with no end goal of making the service free.
- Previous administration was more focused on fulfilling institutional requirements to generate revenue than to explore more options.

Memo

To: NYMC Residency Program Chairpersons, Directors, and Coordinators
From: Loretta Taylor, Supervisor, Interlibrary Loans, [Health Sciences Library](#)
Date: September 15, 2010
Re: FREE Interlibrary Loans for Residents and Fellows (Sept. 15- Dec. 15)

Dear Program Chairperson, Director, or Coordinator:

The Health Sciences Library is pleased to announce a pilot program which may be of special interest to your residents and fellows in need of speedy delivery of materials in support of research or clinical activity or patient care.

Beginning today and continuing through December 15, the Library will provide *free* documents to all residents and fellows in AAMC GME NYMC-sponsored programs with a goal to deliver them electronically within a period of 24-72 hours.

To be eligible, participants must be registered with the Library, have an updated barcode, and complete a brief registration in ILLiad—the software which forwards their requests to us and which is located on the Library's website.

The purpose of the pilot is to gain a better understanding of the information needs of residents and fellows and to use the data we collect to make collection development decisions which are increasingly tied to the materials they are most likely to request.

The 2014-2015 Pilot Project Goals

- Assess if it is feasible to remove \$3 ILL fee by evaluating budgetary impact in a detailed “Cost Out” report
- Increase patron satisfaction
 - Removing obstacle of time and money
 - Free and rapid document delivery service will ease unpopular but necessary decision from Collection Development committee to eliminate journal subscriptions
- Provide a reliable and rapid service
 - Evaluate workflow to improve turnaround time
 - Remove the obstacle of financial bookkeeping will ease up staff time for focusing their time on completing requests

The primary objective of a no-cost ILL service never changed. However, this project led us to redefine ILL service in a broader sense.

Starting point...

We originally advertised free ILLs in Fall 2014 over a four month period starting October 1st 2014 through March 1st 2015.

Limited Time Opportunity for Free Interlibrary Loan & Document Delivery

NYMC Health Sciences Library is launching a pilot program for **free interlibrary loan and document delivery services** for our patrons!

This service will be available starting October 1st through March 1st, 2015.

Please take advantage of this service by registering for ILLiad through the HSL homepage or directly visiting:
<http://msl.nymc.edu/illiad/>



Please contact Access Services with any ILL related questions at 594-4200 or email at HSL_NYMC@NYMC.EDU

A detailed analysis...

We developed a comprehensive cost and income information spreadsheet containing monthly borrowing and lending data.

ILL Cost Analysis FY 2015

Borrowing

	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Total
OCLC ILL Subscription - Monthly	-\$194.14	-\$194.14	-\$194.14	-\$194.14	-\$194.14	-\$194.14	-\$194.14	-\$194.14	-\$194.14	-\$194.14	-\$194.14	-\$194.14	-\$2,329.68
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IDS Project Fee	-\$375.00												-\$375.00
EFTS Borrowing - # of Transactions	22	29	14	24	23	19	37	10	8	21	5	6	218
EFTS Borrowing - Cost	-\$235.00	-\$319.00	-\$154.00	-\$260.00	-\$252.00	-\$225.00	-\$387.00	-\$110.00	-\$86.00	-\$222.00	-\$55.00	\$60.00	-\$2,245.00
MISP Grant											\$4,000.00		\$4,000.00
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ILLiad Borrowing - Total Transactions	145	94	79	112	226	255	162	209	161	97	127	155	1822
ILLiad Borrowing - Article Transactions	142	92	74	105	221	251	156	207	154	96	121	154	1773
ILLiad Borrowing - Book Transactions	3	2	5	8	5	4	6	5	7	1	6	1	53
ILLiad Borrowing - Fee	50	26	39	12	88	110	75	108	83	38	55	86	770
ILLiad Borrowing - Free	95	68	40	100	138	145	87	101	78	59	72	69	1052
Free Borrowing Percentage	66%	72%	51%	89%	61%	57%	54%	48%	48%	60%	57%	45%	58.94%
Books Borrowed Total	3	2	5	8	5	4	6	5	7	1	6	1	53
Books Shipped METRO delivery (no charge)	N/A	N/A	N/A	N/A	1	0	2	1	4	0	3	1	12
Books Shipped regular mail	N/A	N/A	N/A	N/A	4	4	4	4	3	1	3	0	23
Approximate Shipping Cost (\$5.60/book)	N/A	N/A	N/A	N/A	-\$22.40	-\$22.40	-\$22.40	-\$22.40	-\$16.80	-\$5.60	-\$16.80	\$0.00	-\$106.40
Jiffy Bags (estimated average \$1.50/bag)	N/A	N/A	N/A	N/A	-\$6.00	-\$6.00	-\$6.00	-\$6.00	-\$4.50	-\$1.50	-\$4.50	\$0.00	-\$28.50
Total # Borrowing Transactions	145	94	79	112	226	255	162	209	161	97	127	155	1822
Total Borrowing Cost	-\$1,357.33	-\$1,044.33	-\$899.33	-\$1,312.33	-\$1,336.83	-\$1,593.68	-\$1,475.33	-\$1,467.33	-\$1,339.33	-\$1,154.33	\$2,956.67	-\$1,195.33	-\$11,353.71

Estimated
cost per
borrowing ILL (\$6.23)

Getting feedback from our patrons through SurveyMonkey...

We sent out a mid-project survey and a closing-project survey to better assess patron satisfaction.

NYMC Health Sciences Library - Final Free Interlibrary Loan Pilot Project Survey

survey-noreply@smon.surveymonkey.com on behalf of hsl_nymc@nymc.edu via surveymonkey.com <n

Sent: Mon 3/30/2015 11:29 AM

To: Hughes, Sarah

Dear sarah hughes,

Thank you for being one of the many HSL patrons to advantage of our free interlibrary loan and document delivery pilot since October 2014. We are conducting a final survey and your response would be greatly appreciated!

Our goal is to better support researchers, faculty and students in obtaining resources the library does not hold and deliver them in both a convenient and timely fashion.

Here is a link to the survey:

http://cp.mcafee.com/d/1jWV1p6xAg43qb2oUsCqemkn3tPqdXLFTjsu76QrTvjkCesvdETK-DtdNVUSztZVZxddVAIjoWj5lrp4DZ0l0HrLgrdMbaSXQ6Pr6A73hOy-R-jk-eKed7fnKnjppvVBYQsECzBBDBHFShlhKVOEuvkzaT0QSyrdTdTdAVPmEBC5eET4PVpmi2LBKnOD0Yf9kle5xlcw4WzGcW5St8Qv0shc0cCp5wDsMaIE2Ha1KzsjfByaNzOYI2GaRWzsjfBBqMa-mVsSPsQsCzAS30edyhEw2_WvcCg81yQLxRW6y0aO8hS9oQg5Ph0bOxFVew5U_VEw3oj-9Yy4tymd40IHl3h05F7RCg80J6EzZFCy0orypYiruKrEhzp

This link is uniquely tied to this survey and your email address. Please do not forward this message.

Please contact Sarah Hughes at sarah_hughes@nymc.edu or call 914-594-4201 with any questions or comments. Thank you for your participation!

NYMC HSL - Final survey on Free Interlibrary Loan and Document Delivery Pilot Program

* 1. What is your current status at NYMC?

- Employee
- Faculty
- Student
- Resident/Fellow
- Other (please specify)

* 2. What is your NYMC program, department, and/or affiliated hospital?

- Graduate School of Basic Medical Sciences
- School of Health Sciences and Practice
- School of Medicine
- Health Sciences Library
- NYMC Other (please specify)

* 3. When you placed an ILL request between October 2014 and March 2015, on a scale of 1 to 5 (with 5 being most positive), how satisfied were you with the turnaround time delivery?

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

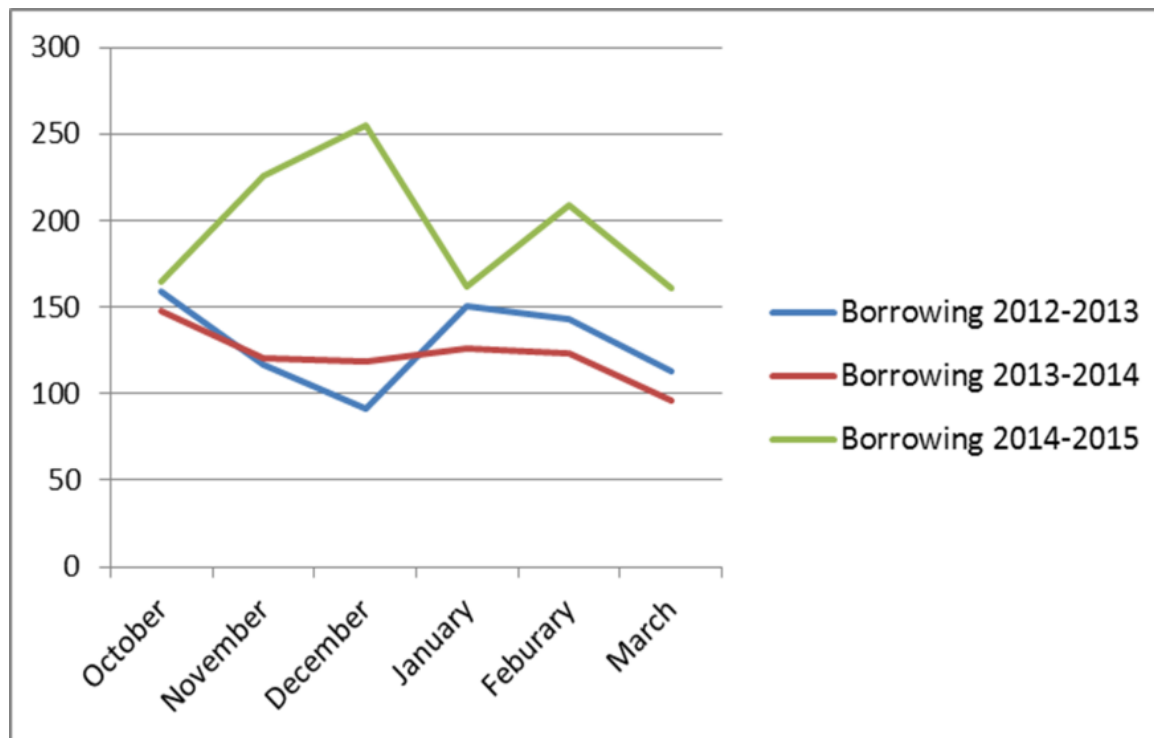
We have data – now what?

From the information collected we:

- Assessed feasibility of permanently removing the \$3 ILL fee by evaluating the budgetary impact
- Analyzed data on closer scale

What we expected...

An increase in borrowing compared to the past years, with a drastic increase in Fall 2014.



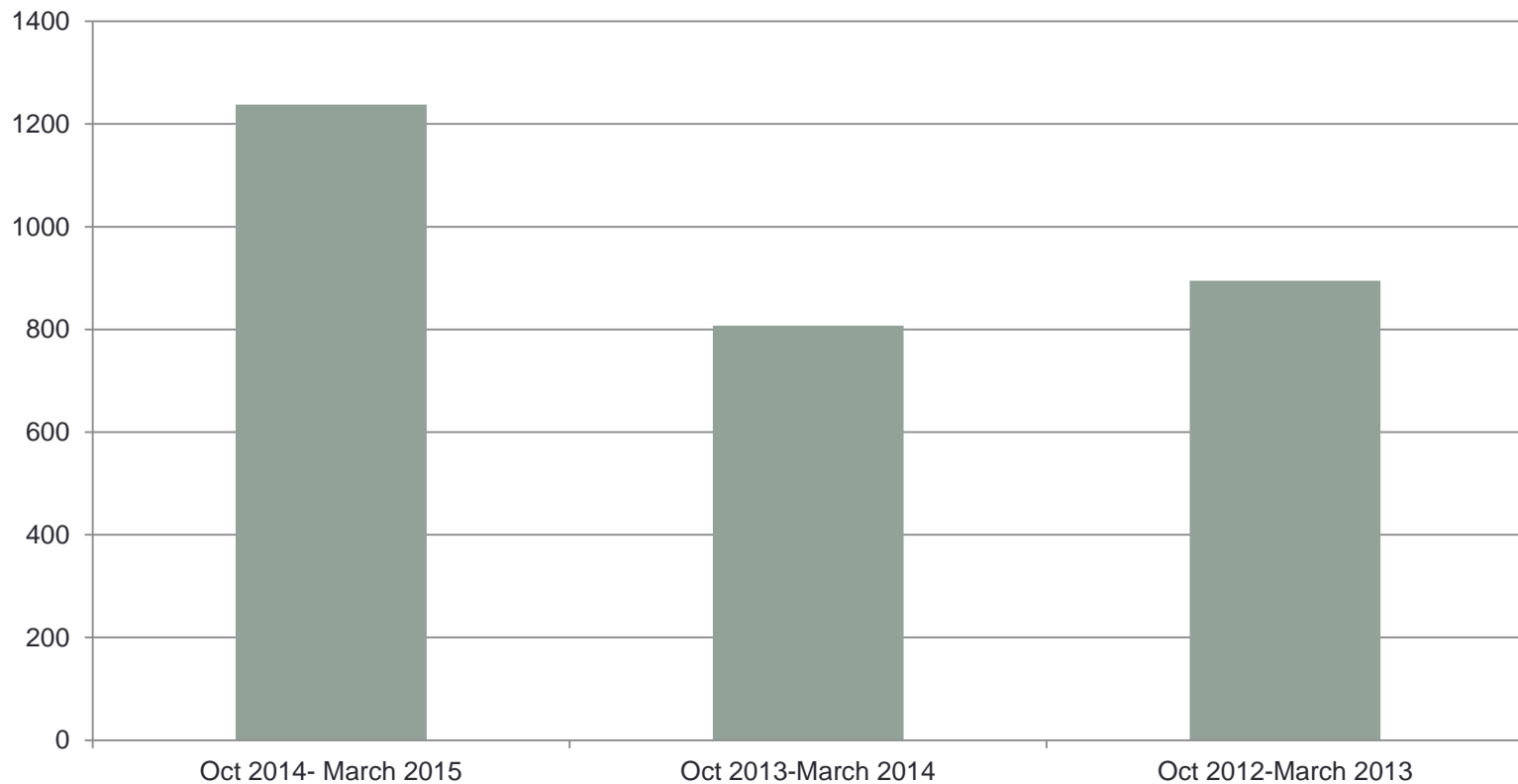
December 2014 had a 166% increase in borrows filled compared to December 2012

3 Year Comparison – Number of Borrowing Requests Filled Per Month

What we expected...

Overall increase in total number of borrowing requests

Total Number of Borrowing Requests

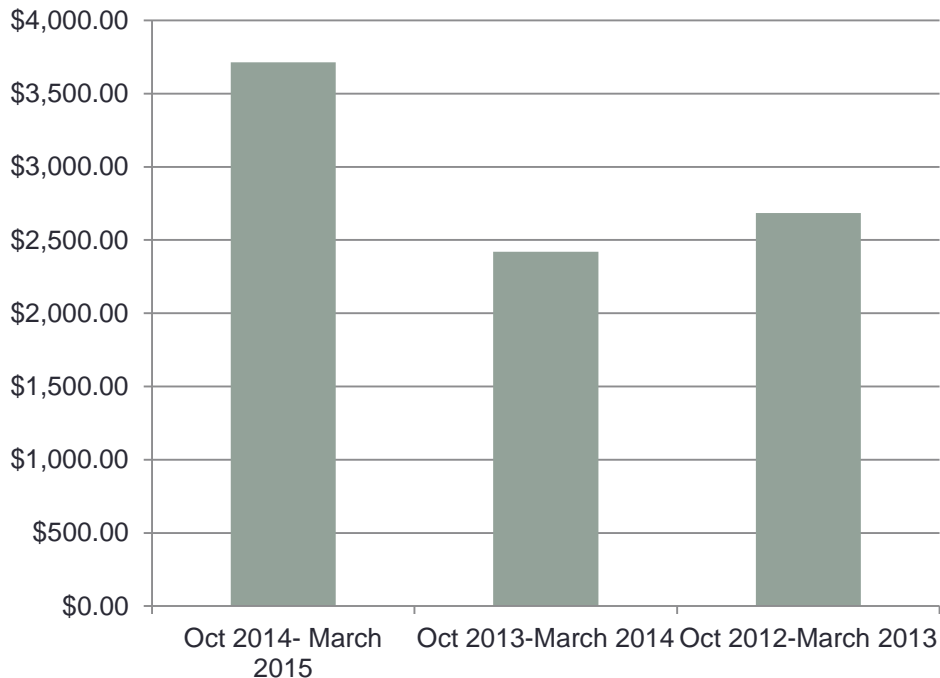


431 more borrowing requests placed during the pilot project compared same period last year

What we expected...

Income generated from charging our patrons for borrowing...

Total income generated from \$3 fee



Had we charged

Time Period	Total Number of Borrowing Requests	Total income generated from \$3 fee
Oct 2014 - March 2015	1238	\$3,714.00*
Oct 2013 - March 2014	807	\$2,421.00
Oct 2012 - March 2013	895	\$2,685.00

What we expected...

Positive comments from patrons

Among the best supporting services NYMC offers

I think you do a very good job with ILL. I appreciate your quick turn-around and attention to details that might be unclear. THANK YOU!!

The librarians are really wonderful and extremely helpful. I would love it if we had more journals available electronically, but I appreciate the financial issues involved with this.

In terms of the cost-free aspect, that is awesome! Besides that, the ILL service is run well! Great service. You have the vast world of the library at your finger tips

I was very pleased with the service. I always received the right articles in a timely manner. I was excited to hear that it was available. In fact, I am more comfortable with the ILL than with the physical library itself.

Reduce costs associated with requesting loans.

continue it since many journals are not immediately available on-line presently

What we didn't expect...

- Issue with turnaround time data for DocDels
- This impacted the function and workflow for the staff in the Access Services department. We took the opportunity to initiate a staff training and retraining on proper workflow practices and ultimately restructured the department.
- Addition of new technology in department to better our services



Double sided monitor at front desk



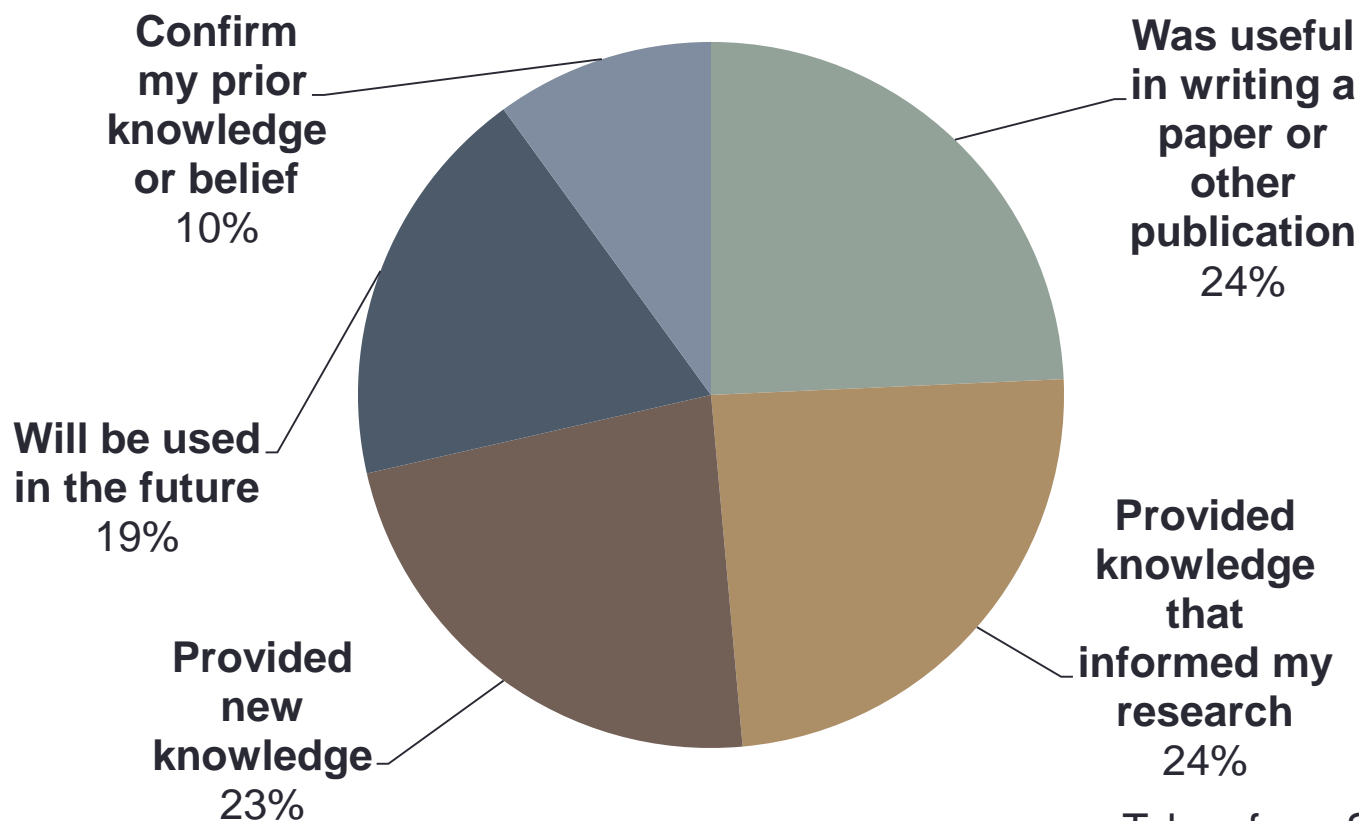
Department trial of Scannx scanner for ILLs

But wait, there is more

- Our comprehensive cost out analysis demonstrated expense to the library to provide ILL service to our patrons.
- We started to consider the possible impact on future collection development decisions: free and rapid document delivery service will ease unpopular but necessary decisions to eliminate journal subscriptions.
- Survey results showed that our users find interlibrary loan crucial for their research and teaching.

Our patrons use ILLs as a resource

Which of the following would you say are true about items you received via free ILL that you wouldn't have otherwise ordered. "I received articles which ..."



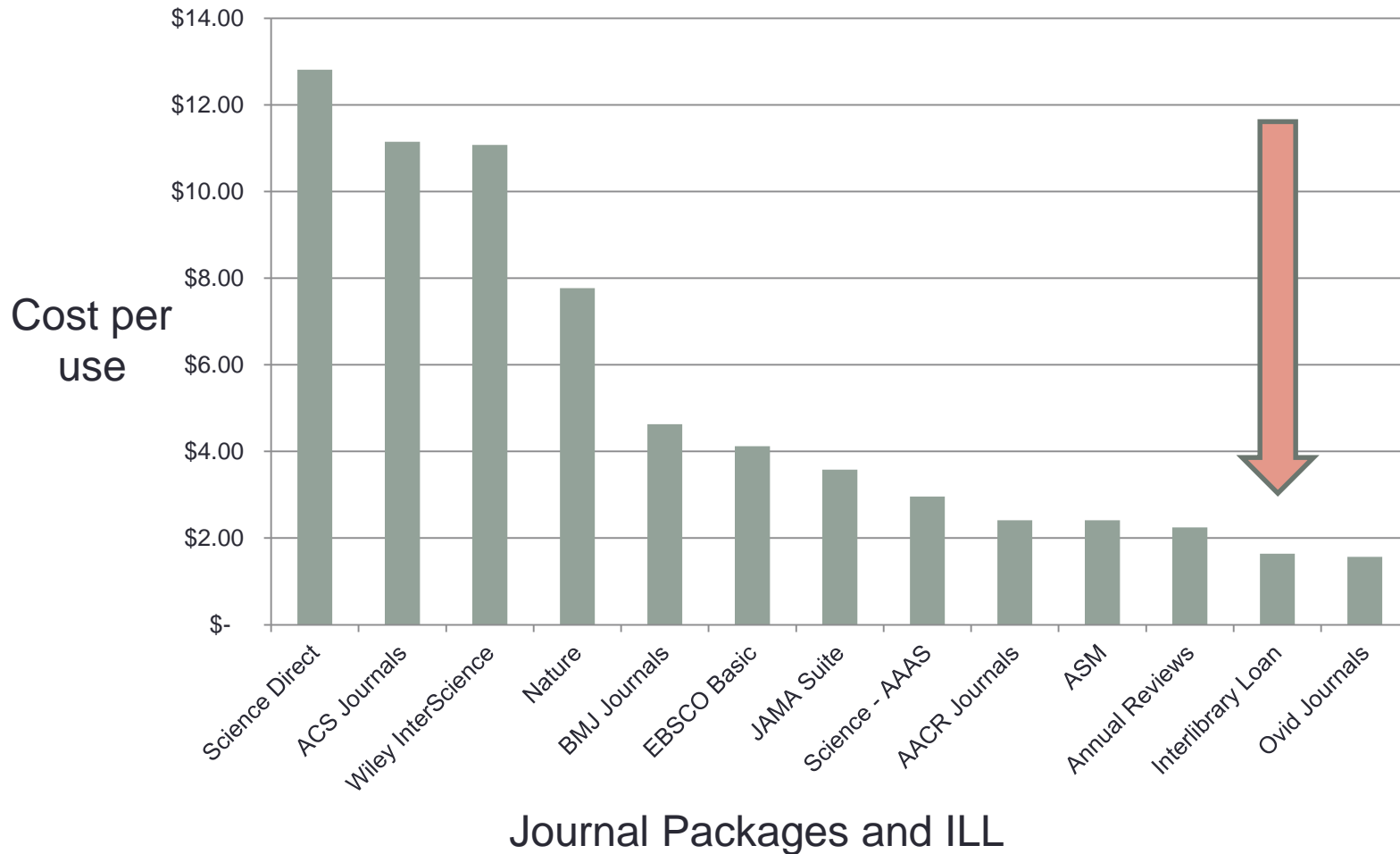
Taken from SurveyMonkey

Thinking about ILLs differently...

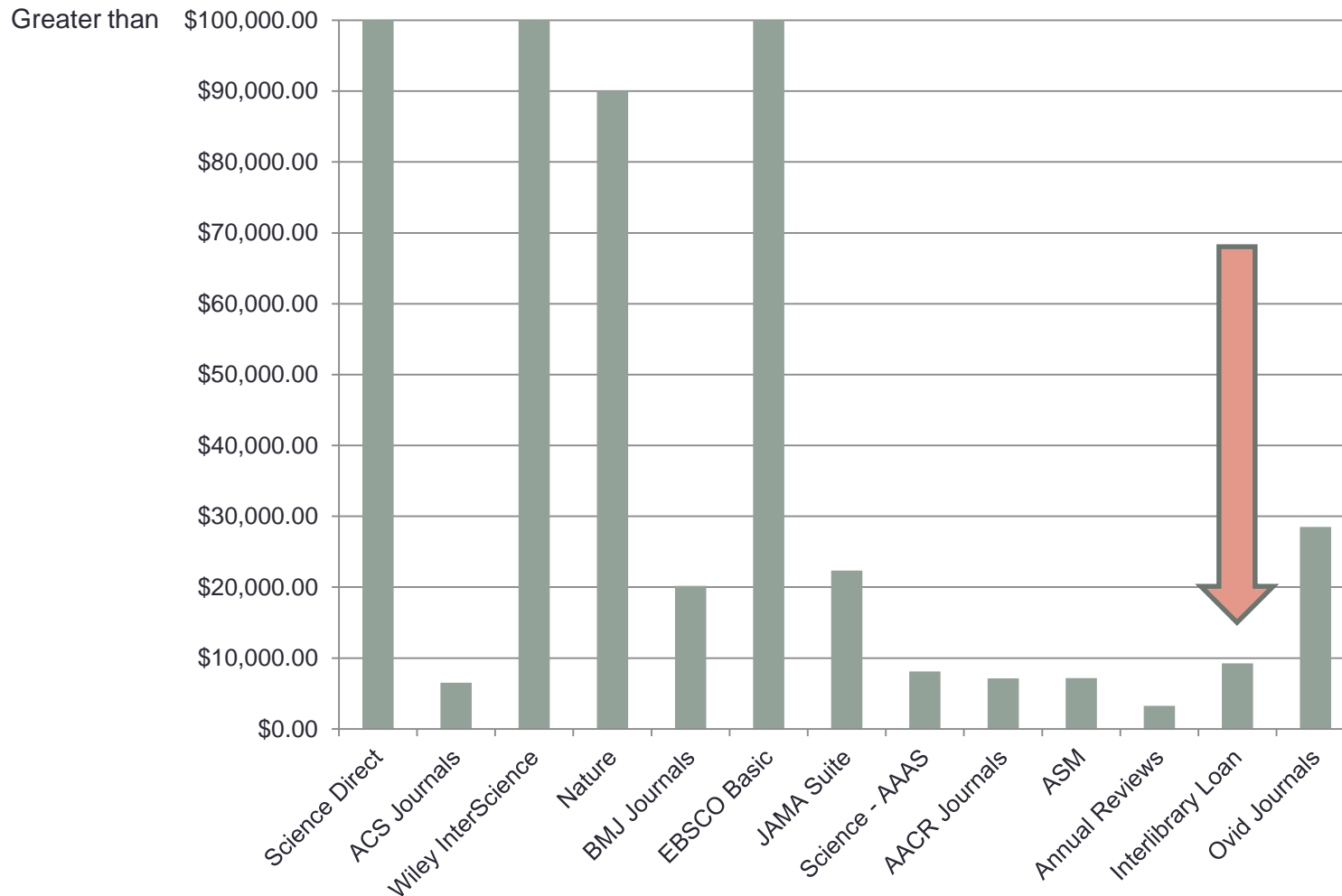
- The project lead us to redefine ILLs from being a service to a resource for our patrons.
- We calculated that our cost per use of an ILL in our past fiscal year was \$1.64. We calculated this number through the cost out analysis, when we gathered borrowing and lending transactions and their cost vs. revenue.
- This number is comparable to the cost per use of our journal package subscriptions and individual journal subscriptions.
- ILL is often a less costly option than purchasing an entire resource package or journal subscription.

Cost per use : Journal Package vs. ILL

Cost per use

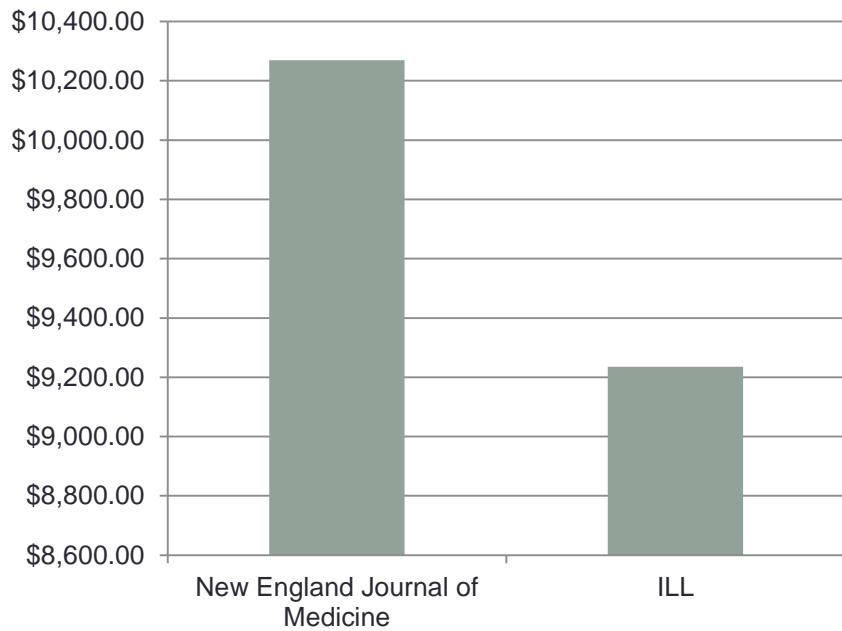


Cost per year : Journal Package vs. ILL



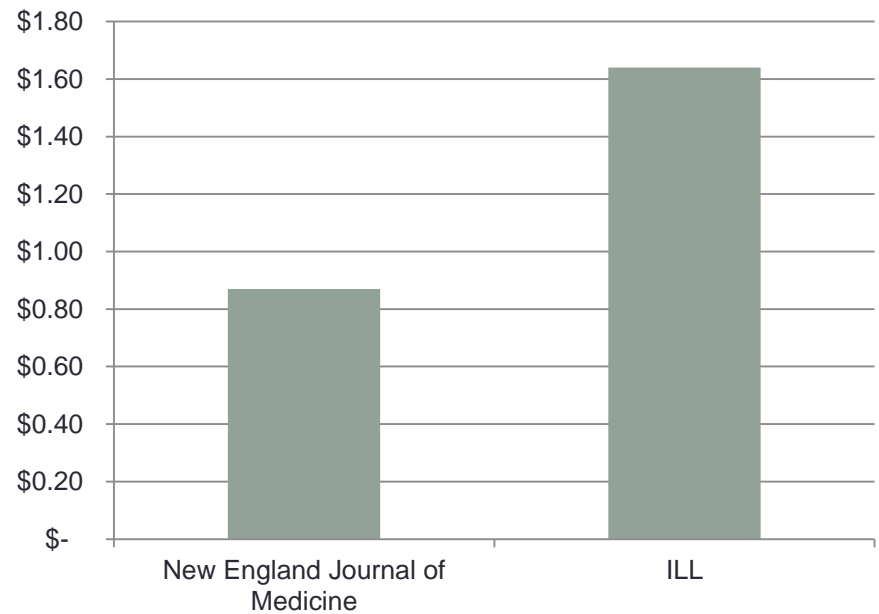
Individual Journal vs. ILL

Cost per year



New England Journal of Medicine	\$10,270.00
ILL	\$9,234.94

Cost per use



New England Journal of Medicine	\$0.87
ILL	\$1.64

Value of ILL - nonmonetary

- User satisfaction – we like happy patrons
 - An increased and expanded ILL service for research and teaching purposes will positively impact user needs that is important once the library faces impending journal cuts.
- Staff training – we really like happy patrons
 - An increased and expanded ILL service confirm the value of having support staff that are properly trained and able to provide high quality service.
 - Training full Access Services staff to perform basic ILL services at all times library is opened.

Show me the money

- The monetary value of ILL
 - Everybody loves free ILL, but can we afford it?
 - *When looking at total borrowing and lending transactions and their costs and revenue from past fiscal year, the cost per use of an ILL is \$1.64. This number is comparable to the cost per use of our journal package subscriptions.*
- We continue to analyze data to assess how the \$3 per request fee impacts the library budget.

Moving forward...

- Explore new services to offer outside users to balance library budget.
- Ultimately, the library will need to find ways of obtaining ILLs for low cost or free to meet the budgetary constraints.
 - Problem that obscure requests will always cost more.
 - A future challenge is that we cannot predict how many requests we will get or their costs
- Access Services continues to offer ILLs for free, just not officially promoted as free
 - “We are still assessing the feasibility of sustaining the free service and ask that our users self-monitor their use.”

Comments? Questions?

Please feel free to contact us!

Marta_Ambroziak@nymc.edu

914-594-4204

Sarah_Hughes@nymc.edu

914-594-4201

Cost Out Borrowing 2014-2015

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Cost Out Lending 2014-2015

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EFTS Lending - Revenue	\$320.33	\$405.00	\$176.00	\$250.00	\$176.00	\$197.00	\$187.00	\$102.00	\$132.00	\$164.00	\$115.00	\$60.00	\$2,284.33
EFTS Lending Processing Fees	-\$5.50	-\$24.30	-\$10.56	-\$15.00	-\$10.56	-\$11.82	-\$11.22	-\$6.12	-\$7.92	-\$9.84	-\$6.90	-\$3.60	-\$123.34
IFM Lending - # of Transactions	12	17	24	22	18	16	21	20	24	29	12	12	227
IFM Lending - Revenue	\$132.00	\$187.00	\$264.00	\$242.00	\$198.00	\$186.00	\$242.00	\$220.00	\$264.00	\$319.00	\$132.00	\$132.00	\$2,518.00
ILLiad Lending - Total Transactions	133	130	261	248	294	155	231	257	290	266	178	161	2604
ILLiad Lending - Article Transactions	113	110	235	221	282	140	185	233	263	252	157	144	2335
ILLiad Lending - Book Transactions	20	20	26	27	12	15	46	24	27	14	21	17	269
ILLiad Lending - Fee	8	21	18	5	18	26	41	11	8	5	14	31	206
ILLiad Lending - Free	125	109	243	243	276	129	190	246	282	261	164	130	2398
Free Lending Percentage	94%	84%	93%	98%	94%	80%	78%	95%	97%	98%	92%	81%	90.30%
Document Delivery (Print and online journals)	51	52	49	100	127	176	135	146	125	88	69	60	1178
Books shipped total	20	20	26	27	12	15	46	24	27	14	21	17	269
Books Shipped METRO delivery (no charge)	N/A	N/A	N/A	N/A	N/A	1	9	7	20	6	14	8	65
Books Shipped regular mail	N/A	N/A	N/A	N/A	N/A	9	15	2	7	8	7	9	57
Approximate Shipping Cost (\$5.60/book)	N/A	N/A	N/A	N/A	N/A	-\$50.40	-\$84.00	-\$11.20	-\$39.20	-\$44.80	-\$39.20	-\$50.40	-\$319.20
Jiffy Bags (estimated average \$1.50/bag)	N/A	N/A	N/A	N/A	N/A	-\$13.50	-\$22.50	-\$3.00	-\$10.50	-\$12.00	-\$10.50	-\$13.50	-\$85.50
Loansome Doc quarterly requests	2	0	0	16	1	1	0	1	1	0	0	5	27
Loansome Doc quarterly revenue	\$10.00	\$0.00	\$0.00	\$176.00	\$5.00	\$5.00	\$0.00	\$5.00	\$5.00	\$0.00	\$0.00	\$25.00	\$231.00
Total # Lending Transactions	184	182	310	348	421	331	366	403	415	354	247	221	3782
Total Lending Revenue	-\$419.13	\$66.74	-\$71.52	\$152.04	-\$132.52	-\$188.68	-\$189.68	-\$194.28	-\$157.58	-\$84.60	\$3,689.44	-\$351.46	\$2,118.77

Estimated cost per lending ILL	\$0.56
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