

Meeting the Challenge - Interlending for the future

Ebb and Flow

Meeting the Challenges at the University of Derby

Tim Peacock
E-Resources Administrator

FIL LIEM Workshop
University of Leicester
Thursday 3rd November 2011



Libraries & Information East Midlands

Programme.....

- Background
- Usage
- Budgets
- Metrics and reporting
- Future challenges

- Questions at any time.....

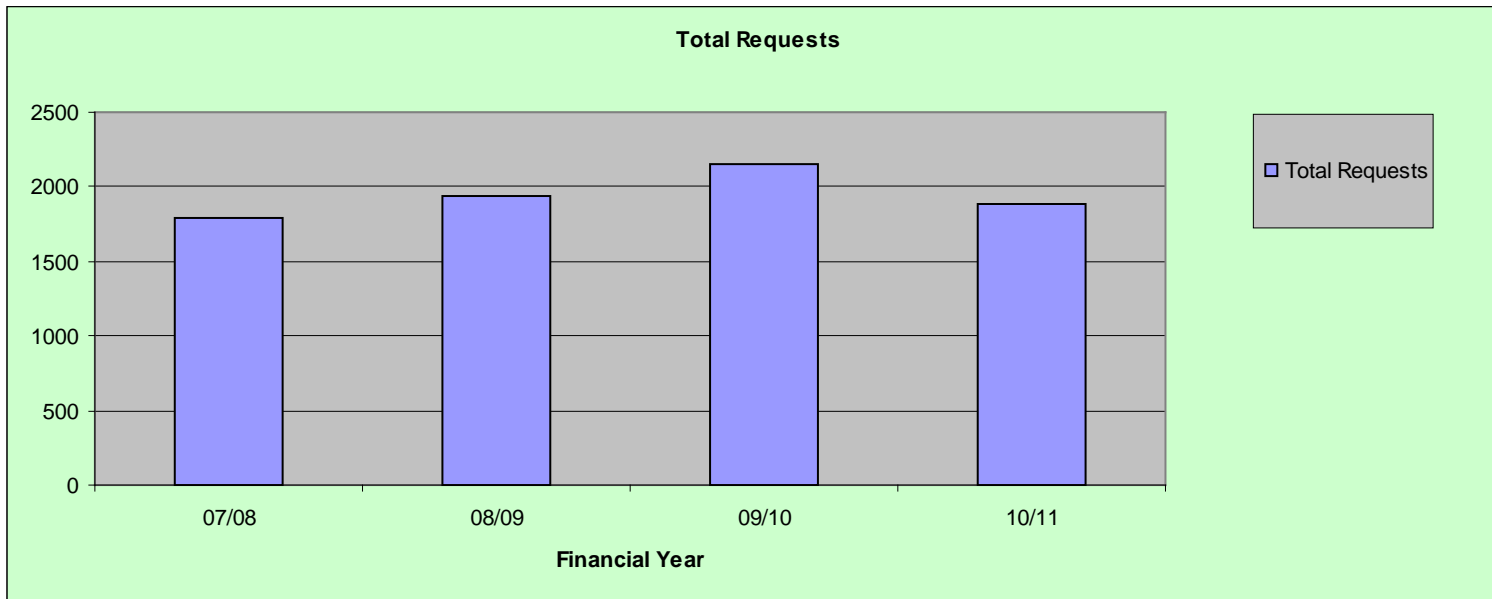


Background

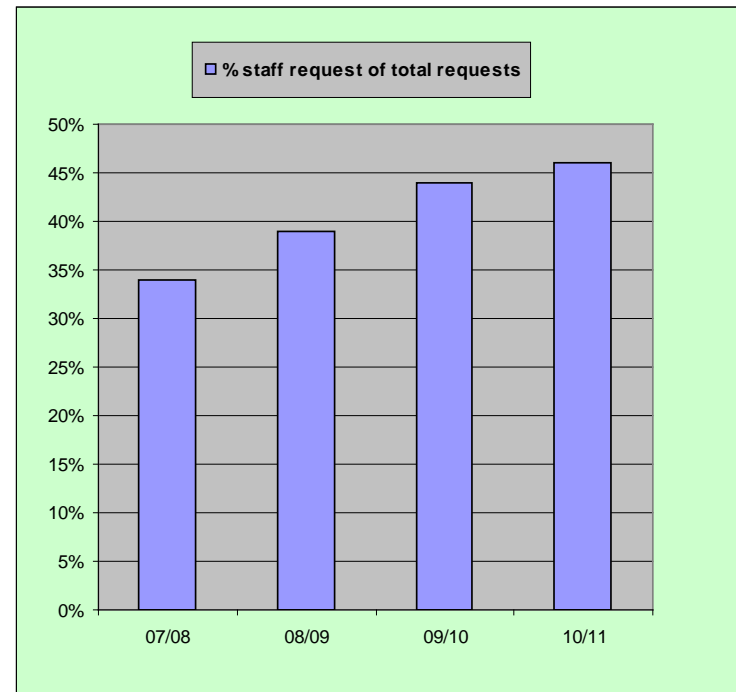
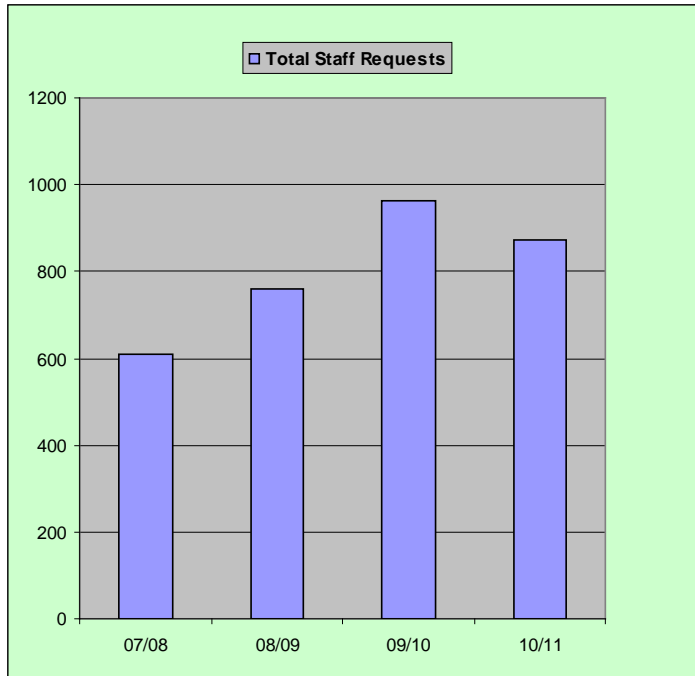


- Three main sites
- Site autonomy on requests and supply
- p/t ILLs specialists at each site
- 2 assistants at KR provide 0.5: experienced and efficient
- My role in ILLs is nominally 0.5
- No one is ILLs full time

Usage



Requests: staff and researchers



ILL supply.....

- Standards loans to LIEM / Region
- Staffing limitations
- Last source only UK
- NULJ sub' closed Dec 2011



Budget

- Close scrutiny of BLDSC subscription account
- No budget reduction following decrease in usage
- Current budget accommodates price increases
- Enabled an increase in OCLC Resources Sharing
- Greater need for evidence.....



An increasing call to demonstrate the metrics of success.....



2011-2012* Excludes DL and C&L	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Totals
E-Requests BM	6	16	3	0	0	0	0	0	0	0	0	0	25
Card Requests BM	3	6	23	0	0	0	0	0	0	0	0	0	32
Total Requests BM	9	22	26	0	0	0	0	0	0	0	0	0	57
E-Requests DV	0	1	3	0	0	0	0	0	0	0	0	0	4
Card Requests DV	0	4	2	0	0	0	0	0	0	0	0	0	6
Total Requests DV	0	5	5	0	0	0	0	0	0	0	0	0	10
E-Requests KR	159	39	71	0	0	0	0	0	0	0	0	0	269
Card Requests KR	15	18	59	0	0	0	0	0	0	0	0	0	92
Total Requests KR	174	57	130	0	0	0	0	0	0	0	0	0	361
Requests Cancelled	22	10	0	0	0	0	0	0	0	0	0	0	32
Total E Requests	165	56	77	0	0	0	0	0	0	0	0	0	298
Total Requests	183	84	161	0	0	0	0	0	0	0	0	0	428
Total Requests less cancellations	161	74	161	0	0	0	0	0	0	0	0	0	396
Requests fulfilled 2010-11	120	61	84	0	0	0	0	0	0	0	0	0	265
Requests fulfilled as % of Total Requests	75%	82%	52%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	67%
Total requests delivered SED (e)	90	31	74	0	0	0	0	0	0	0	0	0	195
Delivered SED % of Total Requests	49%	37%	46%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	46%
E Requests as a % of Total Requests	90%	67%	48%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	70%
Average time to supply all items (days)	4	5	4	0	0	0	0	0	0	0	0	0	1
To other libraries (monographs)	2	13	0	0	0	0	0	0	0	0	0	0	15
Derbyshire Libraries p00613908	2	3	0	0	0	0	0	0	0	0	0	0	5
Total Assistant/Administrator Time (KR) (Hours)	53	69	61	0	0	0	0	0	0	0	0	0	183
BL Charge £ inc VAT (*inc DL and C&L)	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
Opening deposit balance	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
Current deposit balance	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
Minimum working level	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
Payments to BL	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
EThOS requests received	1	1	1										
Requests 'in process'	0	0	25										
Cumulative total outstanding	22	23	25										
EThOS digitisation charge	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
DX Packages sent	24	26	0	0	0	0	0	0	0	0	0	0	50
DX Charge £ (inc VAT)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Average Cost per DX Package	£0.00	£0.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	£0.00
OCLC - Number of loans received	5	7	0	0	0	0	0	0	0	0	0	0	12
OCLC Monthly Cost £	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
OCLC Average Cost per request	£0.00	£0.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	£0.00
OCLC Annual Subscription Cost £	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00

Deals and Interlending

- Specific work on the metrics of Derby's three main 'deals'
- Average cost of request indicated 'value for money'
- Average cost per download is exceeded by the current SED charge
- More detailed metrics for e-resources and ILLs.....



Ebb



- Supply limited to LIEM Region
- NULJ sub closed Dec 2010
- Default to BLDSC: (stock access limitations)
- Decreasing usage / Increasing metric reporting
- Logistical hiccoughs in drawing all ILL staff for development and training
- Slow IT developments eg online payment; API
- E supply strictly limited – almost a default ‘no’: awaiting ERM and necessary DRM developments
- Inconvenience: loss of VISA card!!

Flow

- Budgets remain stable and not directly linked with decline in ILL activity
- Next level sub' with OCLC Resource Sharing
- Increase in staff and researcher requests
- BLDSS: Derby may be an 'early adopter'
- Implementation of online repository (UDORA) highlighting research/ILL activity
- 41% increase in SED delivery
- API: scheduled Feb 2012



.....future challenges

- Continue work on assessing deals, especially how they interface in ILL activity and costs – to promote the cost savings which ILLs can provide
- Increasingly demanding requesters (paying – service expecting)
- We need to ‘push out’ more information to ‘customers’
- How do we report and promote the ILL service to staff and researchers
- Metrics, evidence, metrics.....



- Thank you.
- Any final questions.....



or please approach me over lunch.....