

# Interlibrary Services LAC Report January, 2012

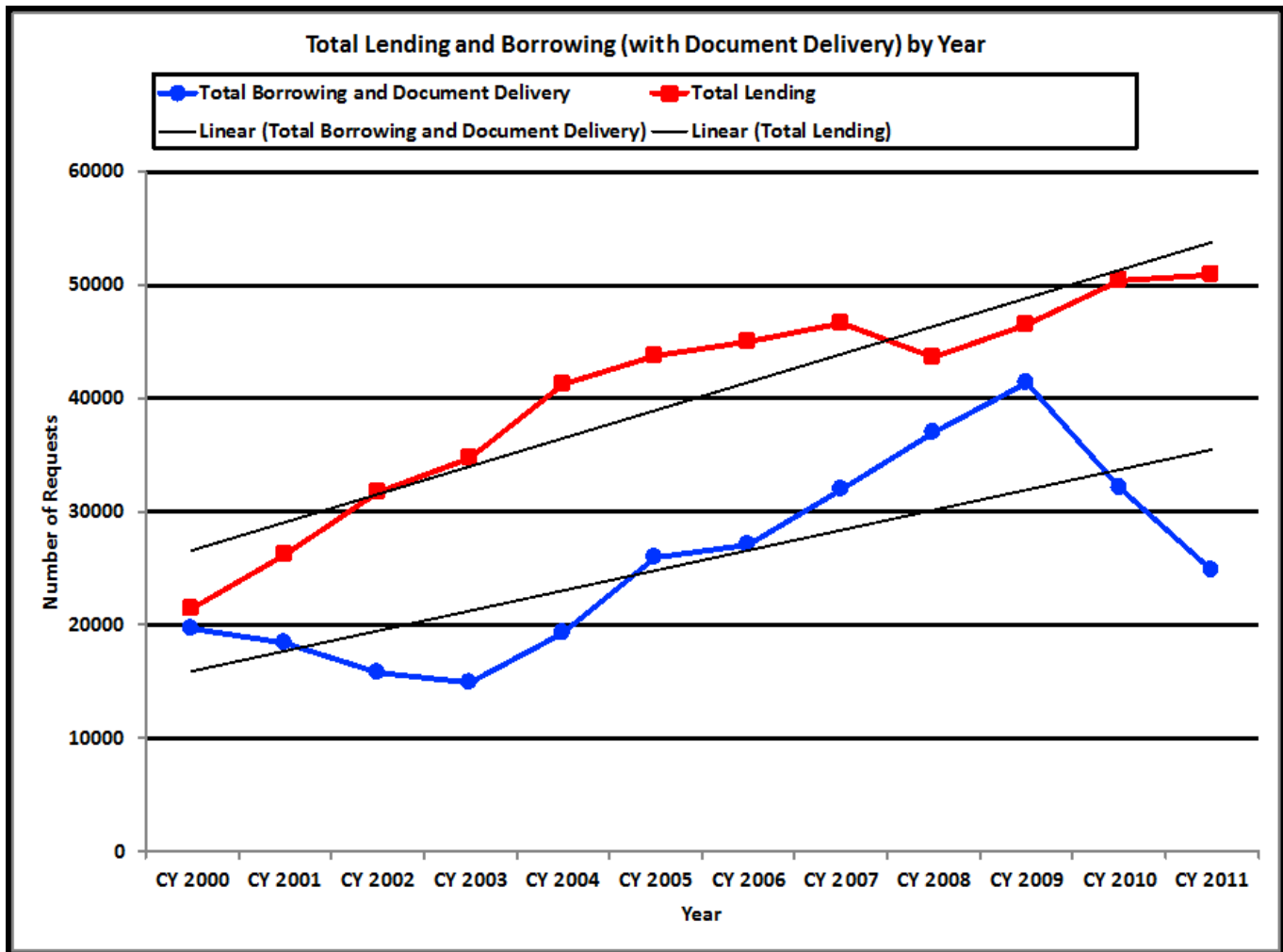
**Staff:**

Interlibrary Services Specialist – Joann Bennett, Lending – Bobby Horner  
 Document Delivery and Lending – Jeremy Wilson  
 Borrowing – Abby Albert, Vacancy, and Seth Gonzales\*, one vacant borrowing position

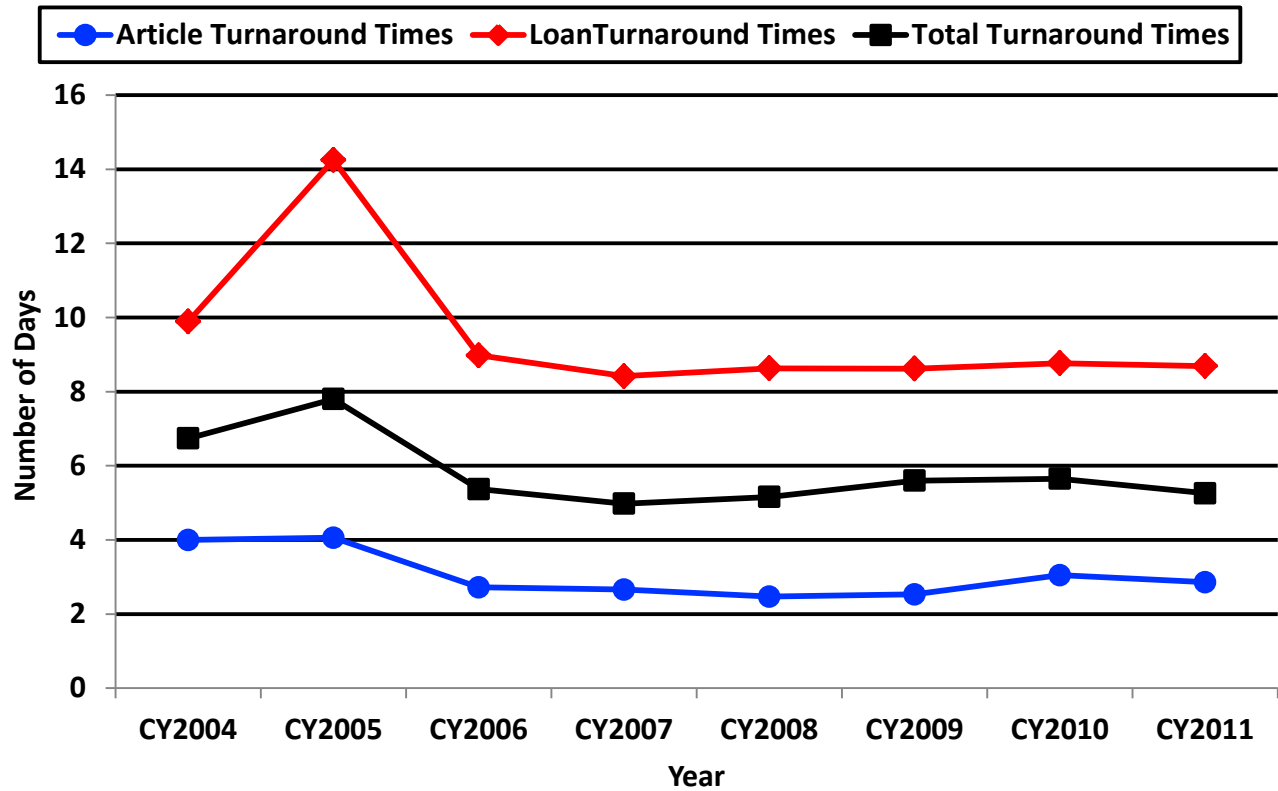
**Requests Processed:**

	CY2000	CY2001	CY2002	CY2003	CY2004	CY2005	CY2006	CY2007	CY2008	CY2009	CY2010	CY2011
<b>Lend</b>	21387	26198	31646	34714	41185	43740	44969	46635	43628	46529	50343	53351
<b>Bor/DD</b>	19618	18373	15755	14903	19269	25930	27123	31945	36982	41317	32137	25848
<b>Doc Del</b>					416	4349	9299	10873	12012	10543	8639	7962

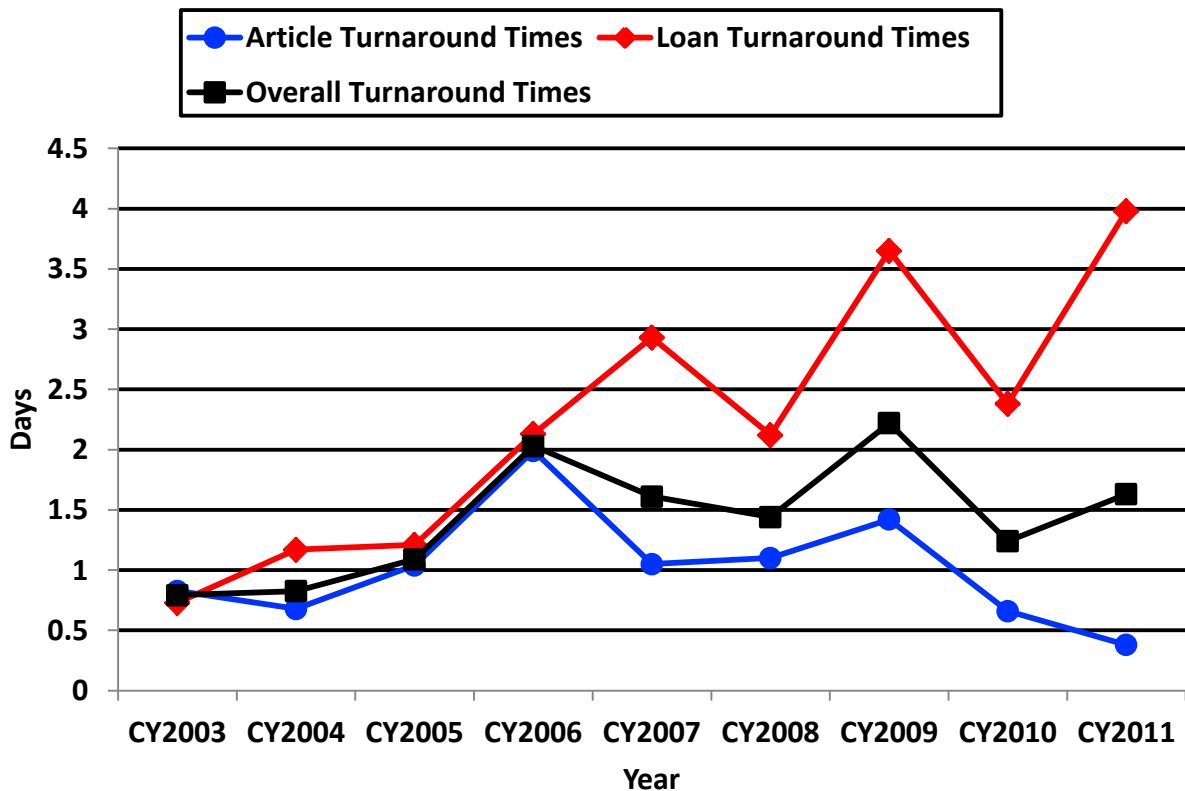
Document Delivery requests are received in Borrowing in Illiad and are routed to Document Delivery.



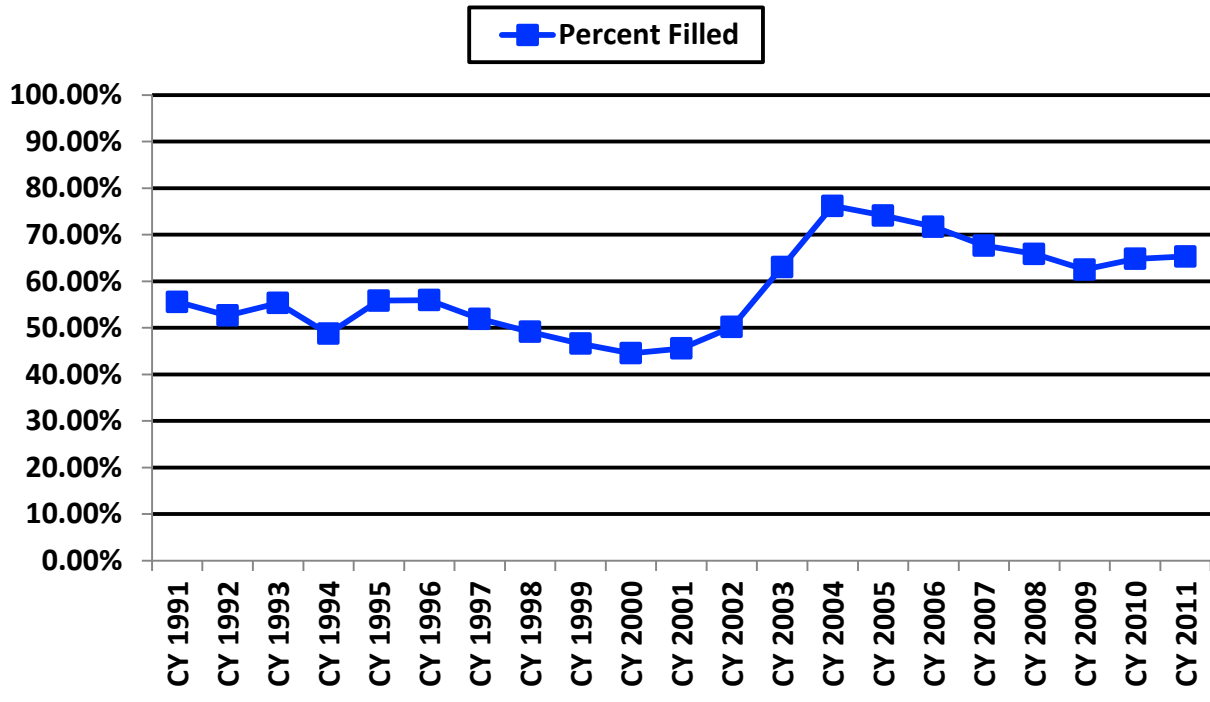
### Borrowing Turnaround Times by Calendar Year



### Lending Turnaround Times by Calendar Year



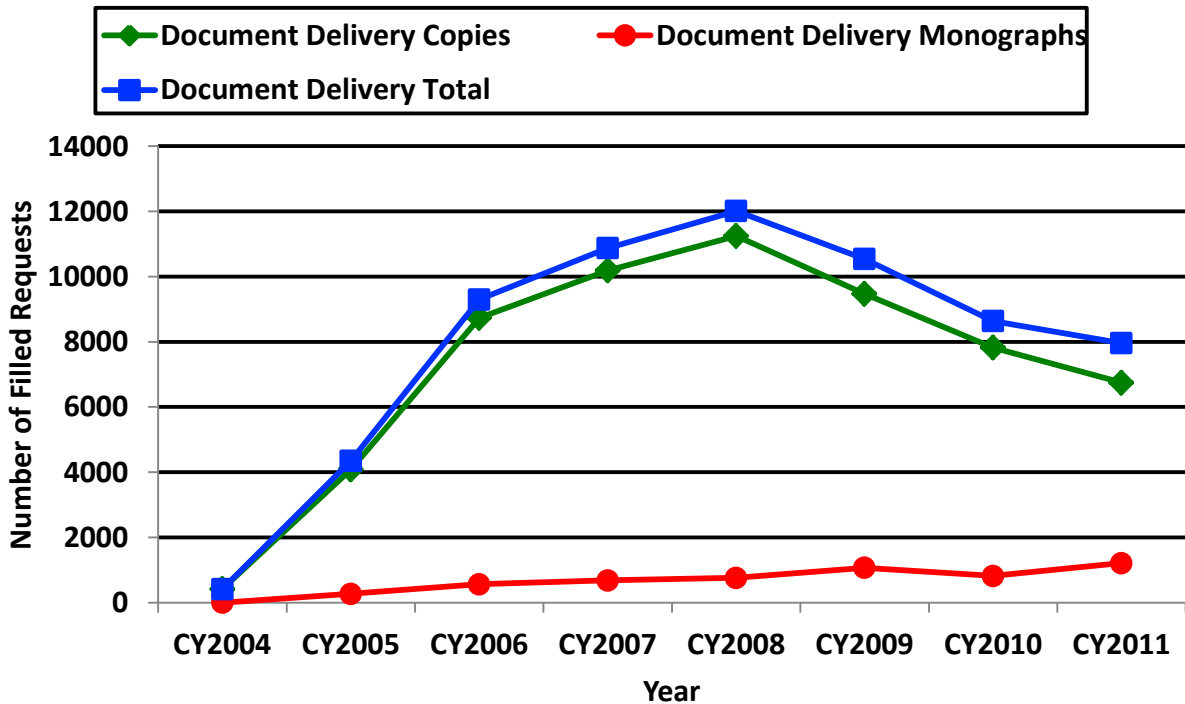
### Lending Percent Filled by Calendar Year



### Document Delivery:

	CY2004	CY2005	CY2006	CY2007	CY2008	CY2009	CY2010	CY2011
<b>Copies</b>	416	4081	8734	10189	11250	9472	7821	6748
<b>Loans</b>	0	268	565	684	762	1071	818	1214
<b>Totals</b>	416	4349	9299	10873	12012	10543	8639	7962

### Document Delivery Requests Filled by Year



**Document Delivery:** Total of 64,093 requests - 58,711 articles and 5,382 loans.

**RAPID Consortia: Article requests only**

Joined RAPID in April, 2004. Since then (through Dec, 2011), we have processed:

Lending: Received 81,142 requests and filled 84.71 % or 56,155.

Borrowing: Submitted 74,046 requests and 92.11% were filled or 68,555.

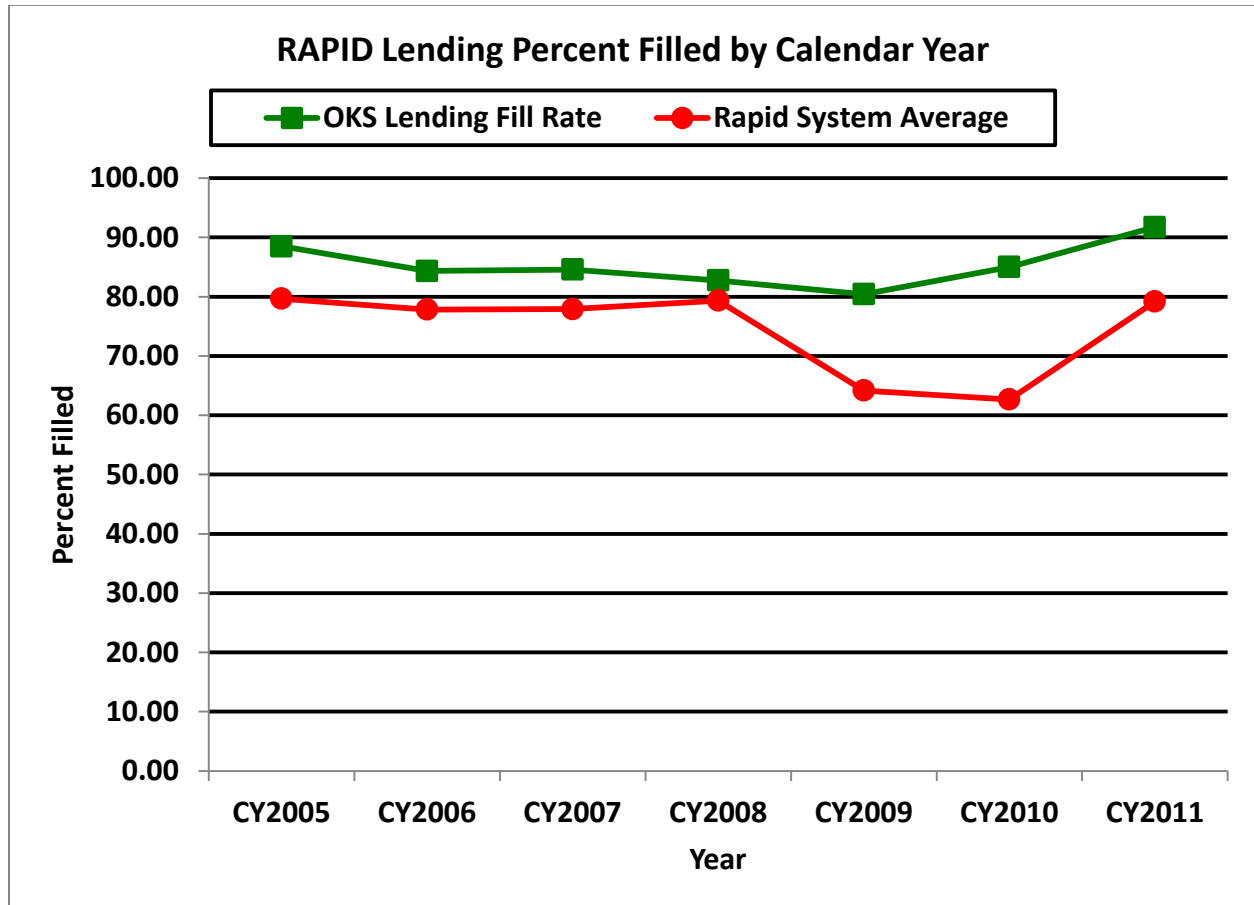
**RAPID Article Requests Processed:**

	CY05	CY06	CY07	CY08	CY09	CY10	CY11
<b>Lending</b>	8,258	9,546	11,345	10,288	9,999	13,324	14,852
<b>Borrowing</b>	6,890	9,037	11,714	12,515	11,859	10,189	9,286

**RAPID Members:**

RAPID currently has 206 members (an increase of 11), and we reciprocate with about 179 of them.

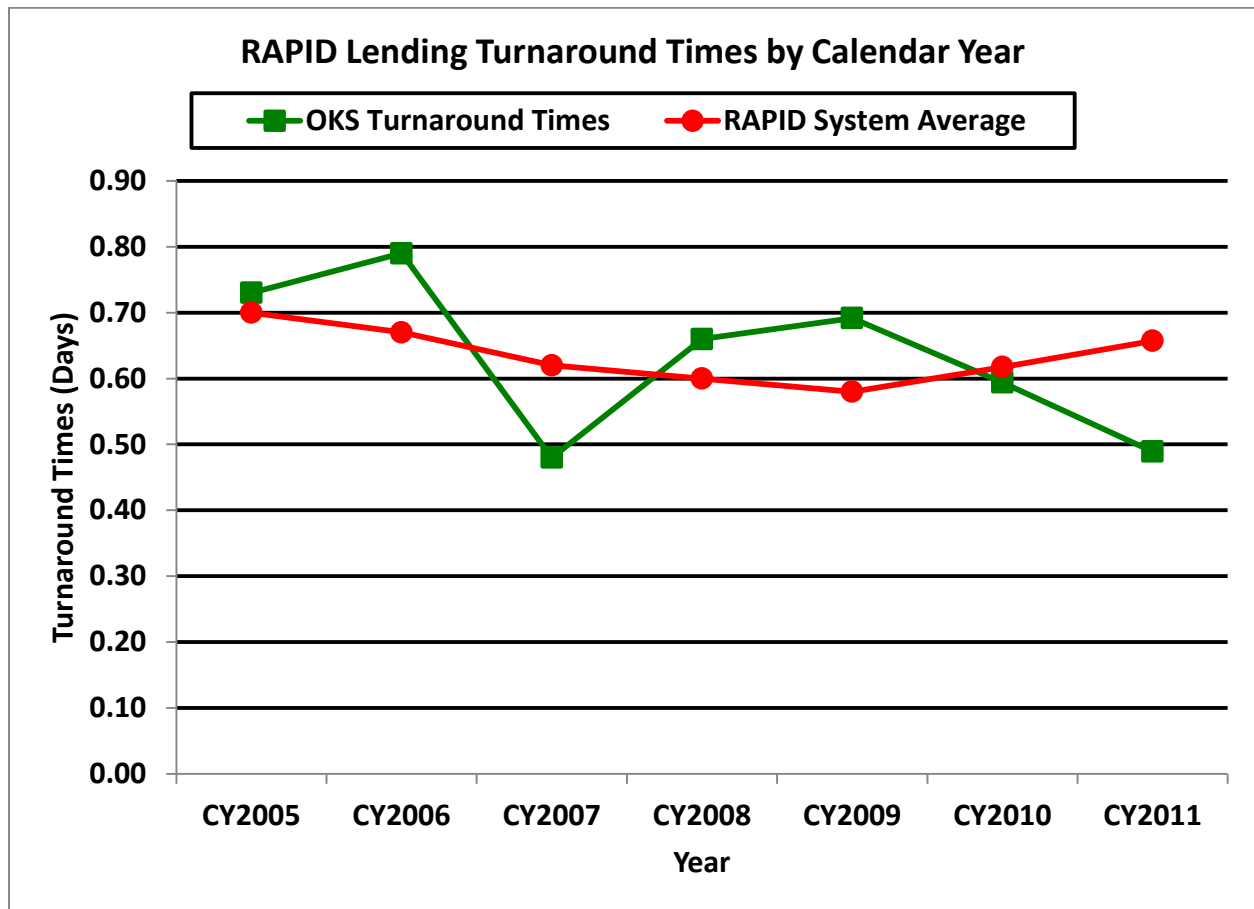
RAPID Fill Rates:



## Turnaround Times:

**RAPID:** Every RapidILL library signs a contract that includes peer to peer service commitments. Service performance is closely monitored by Rapid staff.

Rapid participants agree to provide 24 hour turnaround time (Monday-Friday) for lending requests.



## GWLA: Minimum standards for GWLA Libraries

April, 2004

Loans: 80% within 5 days

Copies: 85% within 3 days

July, 2007

Loans: 80% within 4 days

Copies: 85% within 2 days

July, 2008

Loans: 80% within 4 days

Copies: 85% within 1 day

July, 2009

Loans: 80% within 4 days

Copies: 85% within 30 hours

February, 2010

Loans: 80% within 5 days

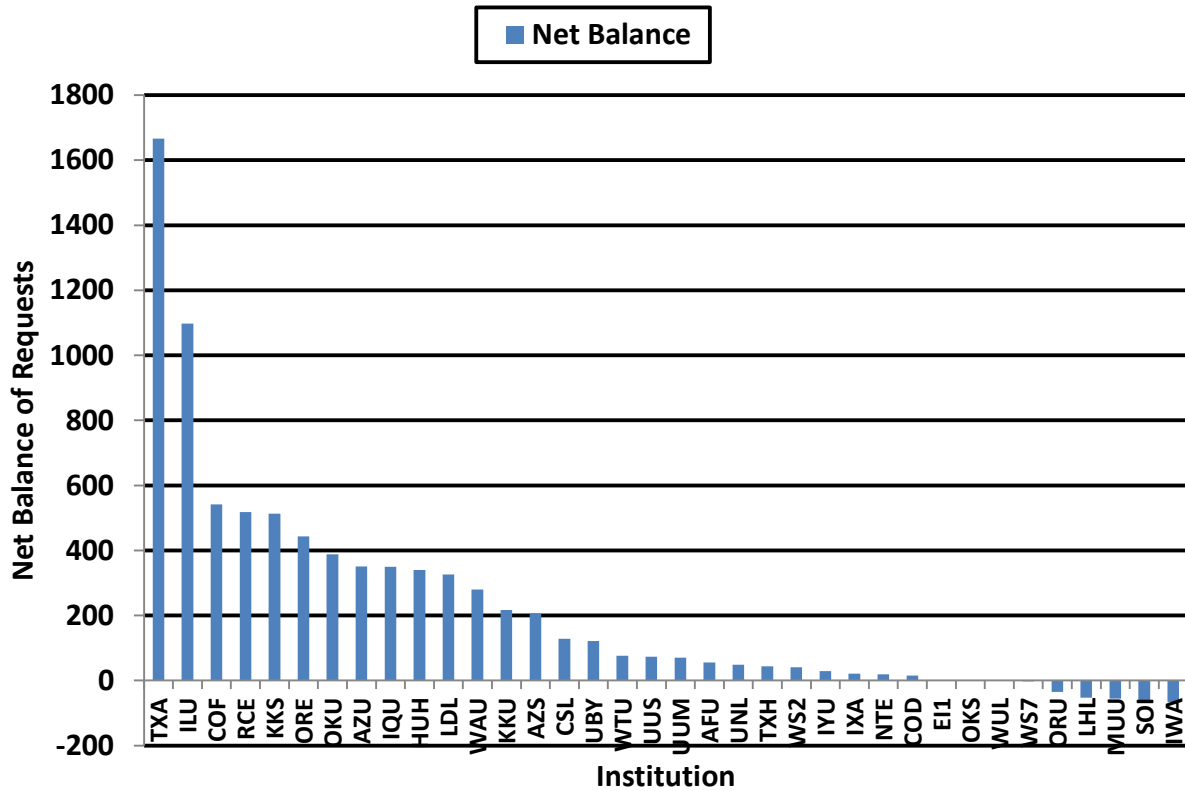
Copies: 85% within 3 days

GWLA Lending and Borrowing

Net Balance CY 2011

		<b>Lending</b>	<b>Borrowing</b>	<b>Net</b>
<b>Symbol</b>	<b>Library Name</b>	<b>Requests Filled</b>	<b>Requests Filled</b>	<b>Difference</b>
<b>TXA</b>	Texas A&M University Libraries	2105	439	1666
<b>ILU</b>	Texas Tech University	1220	123	1097
<b>COF</b>	Colorado State University	631	89	542
<b>RCE</b>	Rice University	642	124	518
<b>KKS</b>	Kansas State University	550	37	513
<b>ORE</b>	Oregon State University	495	52	443
<b>OKU</b>	University of Oklahoma	874	486	388
<b>AZU</b>	University of Arizona	501	150	351
<b>IQU</b>	University of New Mexico	535	185	350
<b>HUH</b>	University of Hawaii at Manoa Libraries	349	9	340
<b>LDL</b>	University of Nebraska	425	99	326
<b>WAU</b>	University of Washington Libraries	298	18	280
<b>KKU</b>	University of Kansas	266	49	217
<b>AZS</b>	Arizona State University	324	119	205
<b>CSL</b>	University of Southern California	227	99	128
<b>UBY</b>	Brigham Young University	221	100	121
<b>WTU</b>	Washington University	133	57	76
<b>UUS</b>	Utah State University	112	39	73
<b>UUM</b>	University of Utah	194	124	70
<b>AFU</b>	University of Arkansas	725	669	56
<b>UNL</b>	University of Nevada - Las Vegas	74	25	49
<b>TXH</b>	University of Houston	153	109	44
<b>WS2</b>	Washington State University - Vancouver	41	0	41
<b>IYU</b>	Baylor University	135	106	29
<b>IXA</b>	University of Texas - Austin	329	308	21
<b>NTE</b>	Washington State Univ., Pullman Library	255	236	19
<b>COD</b>	University of Colorado	151	136	15
<b>EI1</b>	Washington State University - Tri-Cities R	0	0	0
<b>OKS</b>	Oklahoma State University	0	0	0
<b>WUL</b>	Washington University Law Library	0	0	0
<b>WS7</b>	Washington State University - Spokane	4	7	-3
<b>ORU</b>	University of Oregon	169	204	-35
<b>LHL</b>	Linda Hall Library	0	53	-53
<b>MUU</b>	University of Missouri - Columbia	193	249	-56
<b>SOI</b>	Southern Illinois University	51	115	-64
<b>IWA</b>	Iowa State University	174	240	-66
<b>TOTALS</b>		<b>12556</b>	<b>4855</b>	<b>7701</b>

## GWLA Net Balance for Lending and Borrowing CY 2011



GWLA Lending and Borrowing  
Net Balance By Institution and Calendar Year

Symbol	Institution	CY03	CY04	CY05	CY06	CY07	CY08	CY09	CY10	CY11
AFU	University of Arkansas	364	995	1074	972	623	463	51	-162	56
AZS	Arizona State University	104	220	-89	115	2	-303	-175	63	205
AZU	University of Arizona	75	278	-26	-76	11	-80	264	515	351
COD	University of Colorado at Boulder	58	-71	-346	-152	-355	-438	-297	-59	15
COF	Colorado State University	426	1801	489	-890	-1576	-902	-113	545	542
CSL	University of Southern California	46	-39	-94	7	926	-206	-169	36	128
EL1	Wash. State - Tri-Cities	0	0	-1	-1	170	-1	-1	0	0
HUH	University of Hawaii at Manoa	5	52	237	270	423	389	290	325	340
ILU	Texas Tech University	223	514	110	51	449	-21	-334	147	1097
IQU	University of New Mexico	151	323	293	320	230	-327	18	247	350
IWA	Iowa State University	91	5	-338	-389	-449	-827	-889	-392	-66
IXA	University of Texas at Austin	170	61	172	172	110	100	-7	149	21
IYU	Baylor University	41	-720	-598	-421	-466	-635	-513	-215	29
KKS	Kansas State University	246	339	539	763	5	139	-215	27	513
KKU	University of Kansas	95	-174	-490	-729	-1383	-658	-941	-651	217
LDL	University of Nebraska-Lincoln	98	-258	-100	-102	-347	-572	-517	-38	326
LHL	Linda Hall Library	0	-177	-301	-224	-205	-198	-237	-38	-53
MUU	University of Missouri	35	-66	-116	-84	-135	-364	-400	-133	-56

<b>NTE</b>	Washington State University	81	-31	-186	-215	-361	-568	-504	-216	19
<b>OKS</b>	Oklahoma State University	0	-65	-53	-22	-25	-19	-9	-6	0
<b>OKU</b>	University of Oklahoma	155	218	523	302	511	212	-1286	1224	388
<b>ORE</b>	Oregon State University	250	453	254	346	241	-61	165	229	443
<b>ORU</b>	University of Oregon	52	174	218	36	-160	-362	-407	-252	-35
<b>RCE</b>	Rice University	133	778	825	-187	-11	326	322	418	518
<b>SOI</b>	Southern Illinois University	34	7	-9	-60	-105	-395	-286	-105	-64
<b>TXA</b>	Texas A&M University	56	-3	-42	139	170	333	304	737	1666
<b>TXH</b>	University of Houston	129	216	274	242	107	111	21	133	44
<b>UBY</b>	Brigham Young University	240	219	98	-325	-379	-398	-283	207	121
<b>UNL</b>	University of Nevada, Las Vegas	40	87	79	99	105	131	129	58	49
<b>UUM</b>	University of Utah	60	36	3	-149	-197	-599	-483	-86	70
<b>UUS</b>	Utah State University	47	4	64	57	4	-150	-9	65	73
<b>WAU</b>	University of Washington	4	-2	-12	7	19	57	128	276	280
<b>WS2</b>	Wash. State - Vancouver	2	-19	2	7	2	-22	-8	11	41
<b>WS7</b>	Wash. State - Spokane	1	10	4	3	5	-5	-16	-9	-3
<b>WTU</b>	Washington University in St. Louis	96	82	63	308	68	-249	-206	-28	76
<b>WUL</b>	Law Library - ILL	1	1	3	2	1	0	0	0	0
	<b>TOTALS</b>	<b>3609</b>	<b>5248</b>	<b>2523</b>	<b>192</b>	<b>-1972</b>	<b>-6099</b>	<b>-6613</b>	<b>574</b>	<b>7701</b>

**ILS Statistics:**

<http://www.library.okstate.edu/access/ils/statistics.htm>

**This presentation:**

<http://www.library.okstate.edu/access/ils/ILSReport2012.pdf>

**Current and Future Projects:**

1. With help from Systems, implement unmediated borrowing in RAPID.
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3. Work with Systems to separate Illiad server from OSU-Tulsa and OSU-HSC.
4. Increase use of Local Holdings capability in RAPID.
5. Reduce Lending Turnaround Times.
6. Increase Lending Fill Rates.
7. Continue Purchase On Demand for monographs requested which meet criteria.
8. Continue to provide journal data to the Collection Development Committee.
9. Continue to provide Most Borrowed Monographs data to Collection Development.
10. Investigate the possibilities of incorporating applications from the IDS Project:

<http://www.idsproject.org/>  
Workflow Toolkit  
GIST