

# Performance of Interlending in Nordic academic libraries

in co-operation with NORDINFO

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# Survey: aims (by Nordinfo)

- improve performance of ILL service
- improve the status of ILL as a service form
- advance resource sharing
- develop work practices
- allow charging on an appropriate level
- develop a toolbox to continuous evaluation of delivery
- develop statistics that answers to questions on meeting the mission, goals and objectives of libraries

# Participation

- turnaround time: 49
- unit costs: 44
- fill rate - lending: 38
- fill rate – borrowing: 36

# Volume

	Incoming ILL requests	Home loans	%
DK	657.085	4.803.839	13,7%
FI	172.061	9.794.607	1,8%
IS	9.614	163.839	5,9%
NO	485.074	3.806.898	13,7%
SE	659.533	6.469.739	10,2%
Nordic	2.024.997	25.038.921	8,1%

# Volume of transactions

	Nordic	DK	FI	IS	NO	SE
Borrow	9662	19285	6064	2299	12605	8058
%books	40,8%	53,1%	24,1%	24,6%	50,4%	47,9%
Lending	26,762	60358	16630	991	19340	36490
%books	58,4%	67,0%	39,6%	22,9%	56,3%	33,2%

# Volume / FTE

	Nordic	DK	FI	IS	NO	SE
Borr	5338	7698	3625	4618	6537	4211
Lend	8653	13821	6555	6240	7977	8670

# Volume / FTE

	Nordic	USA	AUS (univ)
Borrowing	5338	4821	3533
Lending	8653	8977	5045

# Staff structure: borrowing

	DK	FI	IS	NO	SE
Librarians	48%	40%	96%	63%	87%
Clerical staff	47%	54%	4%	30%	13%
Hourly staff	4%	0%	0%	4%	0%
Other	2%	6%	0%	3%	0%

# Staff structure: lending

	DK	FI	IS	NO	SE
Librarians	8%	6%	59%	26%	28%
Clerical staff	54%	86%	41%	38%	66%
Hourly staff	16%	0%	0%	18%	1%
Other	23%	8%	0%	18%	6%

# Turnaround time / days

	Nordic	DK	FI	IS	NO	SE
Books	13,0	17,5	10,0	16,6	8,3	12,4
Copies	9,8	14,7	6,3	9,7	8,6	9,7
All	10,4	15,6	7,1	10,5	8,4	11,1

# Turnaround time

Nordic	USA	Australia
10,5 days	15,6 days	10,8 days

# Turnaround time

	Nordic	DK	FI	IS	NO	SE
a – b	0,5	0,4	0,7	0,5	0,5	0,5
a – c	1,9	3,9	1,7	1,4	1,0	1,7
a – d	<b>2,2</b>	<b>4,9</b>	<b>1,8</b>	<b>1,8</b>	<b>1,1</b>	<b>1,8</b>
a – e	10,3	15,5	7,0	10,4	8,3	11,0
a – f	10,4	15,6	7,1	10,5	8,4	11,1

# Turnaround time / percentage of requests

	USA	AUS	Nordic	Fi
0-3 days	8%	12%	16%	29%
0-7 days	27%	41%	51%	69%
0-14 days	61%	77%	81%	92%
0-21 days	80%	91%	91%	97%

# Turnaround time

- **10 fastest**

- NO 6

- FI 3

- SE 1

- **10 slowest**

- DK 6

- SE 2

- IS 1

- NO 1

# Fast turnaround time

- SMT; college
- union catalogue facilities: holdings, requesting
- copies
- electronic delivery
- patron involvement
- international links

# Fill rate (NATIONAL STATISTICS)

	Nordic	<b>DK</b>	<b>FI</b>	IS	<b>NO</b>	SE
Borr.	88,1%	<b>85,5%</b>	<b>85,6%</b>	91,7%	<b>92,9%</b>	86,1%
Lend.	84,6%	<b>92,6%</b>	<b>83,2%</b>	90,7%	<b>88,2%</b>	75,3%

# Fill rate

	Nordic	USA	Australia
Borrowing	88,1%	85%	89%
Lending	84,6%	58%	77%

# High fill rate: borrowing

- IS: Keldur, National
- NO: UIO-medical, 3 colleges, Bergen, NHH
- SE: Växjö, GU
- FI: Turku-medical
- DK: DPB, DSM

# High fill rate (95%-): lending

- IS: Keldur
- NO: UIO-medical, MoiRana
- SE: KI
- FI: Turku-medical, NRL
- DK: Statsbib, KB, SUB, RUB (!!!!)

# Unit costs

	Nordic	DK	FI	IS	NO	SE
Borrowing	12,56	9,35	15,90	12,74	10,89	15,50
Lending	7,24	7,12	5,62	14,28	7,66	5,36
Combined	19,80	16,47	21,52	27,02	18,55	20,86

# Unit costs

	Nordic	Australia (univ)	USA (USD)
Borrowing	12,56	20,68	18,35
Lending	7,24	10,88	9,48

# Cost structure / borrowing

	Nordic €	%
Staff	7,82	62,3%
Network	0,24	1,9%
Delivery	0,82	6,5%
Copying	0,40	3,2%
Equipment	0,44	3,5%
Borrowing fees	2,84	22,6%
Total unit costs	12,56	100%

# Cost structure / borrowing

	Nordic €	%	USA \$	%	AUS €	%
Staff	7,82	63	12,07	66	10,99	50
Network	0,24	2	2,24	12	1,16	6
Delivery	0,82	7	0,70	4	0,58	3
Copying	0,40	3	0,24	1	0,29	2
Equipment	0,44	4	0,45	3	0,51	2
Borr.fees	2,84	23	2,65	14	7,20	38
Total	12,56		18,35		20,73	

# Cost structure / lending

	Nordic €	%
Staff	4,96	68,5
Network	0,07	0,9
Delivery	1,25	17,2
Copying	0,62	8,6
Equipment	0,34	4,7
Total	7,24	99,9

# Cost structure / lending

	Nordic €	%	USA \$	%	AUS €	%
Staff	4,96	69	7,23	76	8,36	77
Network	0,07	1	0,35	4	0,25	2
Delivery	1,25	17	1,00	11	1,27	11
Copying	0,62	9	0,56	6	0,46	4
Equipment	0,34	5	0,34	3	0,52	5
Total	7,24		9,48		10,86	

# Low unit costs

- borrowing (NO 5, DK 4, SE 1)
  - high volumes (2\*)
  - higher network, delivery, equipment
  - lower borrower fees, staff
- lending (DK 3, SE 3, NO 2, FI 2)
  - high volumes (2\*)
  - higher equipment

# Time / fill rate / unit costs

	time	fill rate	unit costs
10 fast	6,17	90,7%	11,98
10 slow	17,43	84,7%	13,42
Nordic	10,4	88,8%	13,17

# conclusions: borrowing

- High fill rate
  - union catalogue
  - staff
  - IT
- Fast turnaround time
  - patron involvement
  - electronic delivery
  - union catalogue facilities
- Low unit costs
  - decentralised ILL (NO)
  - high volumes
  - use of technology
  - cooperative arrangements
  - staff expertise (low borrower fees)
  - good union catalogue

# conclusions: lending

- High fill rate
  - volume
  - equipment, electronic delivery
  - union catalogue comprehensive
  - lending policy
- Low unit costs
  - centralised ILL (?)
  - low level staff
  - use of technology
  - delivery efficient

# Summary

	Nordic	DK	FI	IS	NO	SE
Unit costs / borr.	12,56€	9,35€	15,90€	12,72€	10,89€	15,50€
Unit costs / lend.	7,24€	7,12€	5,62€	14,28€	7,66€	5,36€
Combined UC	19,80€	16,47€	21,52€	27,02€	18,55€	20,86€
Time / borr. (days)	10,5	15,6	7,1	10,5	8,4	11,1
Fill rate / borrowing. (%)	88,1%	85,5%	85,6%	91,7%	92,9%	86,1%
Fill rate / lend.	84,6%	92,6%	83,2%	90,7%	88,2%	75,3%