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Where Are the Stats? Best Practices and Intrigue About Statistics

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Presentation purpose

In this presentation, the value of obtaining and analyzing statistics from Interlibrary Loan requests in both ILLiad and Alma Resource Sharing platforms will be discussed.

Russell Sage College (RSC) Libraries

- RSC Libraries - two physical locations - Albany and Troy, NY
- Library holdings for each campus library - favors which academic programs/majors “reside” on that particular campus
- Library resources shared between our two campuses
- Longtime users of ILLiad
- Resource Sharing - Alma - Spring 2024

Purposes and Benefits of Interlibrary Loan

- Obtain items that are not owned within the library collections
- Obtain items currently checked out from the library collections
- Obtain items already owned within the library collections/accessibility
- Obtain items that may be lost/missing from the library collections

(Ruppel, 2006, 73)

Interlibrary Loan and COVID-19

- Virtual library services
 - Email
 - 24/7 Chat Reference
 - Zoom research appointments and consultations

- Lack of physical accessibility and limitations brought ILL to the forefront

(DeGroote & Scoulas, 2021, 29)

ILLiad

The screenshot displays the ILLiad Client interface with a blue header bar. The main area is divided into several sections:

- Search Section:** Includes search boxes for Number, User Information, Citation Information, Username, Name, ID, Symbol, Name, Address, and various search buttons.
- Main Section:** Contains a list of requests categorized by status and count.
- Barometer Section:** A bar chart comparing Borrowing and Document Delivery.
- System Section:** A table of system alerts.

Requests (9 items)

Awaiting Odyssey Processing	1
Awaiting Unfilled Processing	7
Awaiting Return Label Printing	1

DWA (34959 items)

Request Finished	33564
Request Sent	30
Cancelled by Customer	33
Customer Notified via E-Mail	21
Delivered to Web	94
Checked Out to Customer	38
Cancelled by ILL Staff	1179

Requests (19 items)

OCLC Special Message: Overdue	3
In Transit to Pickup Location	1
Overdue Problem	10
Waiting on Lending Library	2
Missing - User Claims Returned	3

Barometer

Category	Count
Borrowing	12
Document Delivery	3
Lending	0

System

Alert	B	D	L
Connection Manager	0	0	0
Odyssey Manager	0	0	0
Outgoing Notifications	2	1	1
System Error Flags	0	0	0
Users To Clear	2	0	0

Resource Sharing - Alma

The screenshot displays the Alma Borrowing Requests interface. On the left, a sidebar allows for refining requests by various criteria such as Active Partner, Activity Status, Status, Creation Date, Update Date, and Requested Format. The main area shows a list of borrowing requests, with the first request selected and its details expanded on the right.

Borrowing Requests (1 - 20 of 45)

Activity Status: Active | Author: [Search] | Sort by: Update Date | Change Status | Remove Requests | Manage Labels | Create Request | Print Slip

Request ID	Title	Requested Item	Requester	Created	Due Date	External Identifier
1	The wizard and the warrior: leading with passion and power by Bolman, Lee G SUNY Ulster - Ulster CC Library (Community) Returned item to partner	Requested: Book (Physical) ISBN: 0787974137	[Redacted]	05/31/2024 14:40:13 EDT	09/22/2024	01RSC0000188
2	Informing Campus Principals: A Mixed Methods Study on the Instructional Coaching Activities That Impact Teaching Practices by Valdez, Jennifer ILLIAD Ready to be sent	Requested: Book (Physical)	[Redacted]	07/08/2024 17:50:43 EDT		01RSC0000195
3	Central Office Supports for Principal Development in a Texas School District by Sarah Grissom ILLIAD Ready to be sent	Requested: Book (Physical)	[Redacted]	07/08/2024 19:05:36 EDT		01RSC0000203
4	From Great to Good: Principals' Sensemaking of Student Performance Decline in Formerly High Achieving High Poverty Schools by Darbonne, Deborah	Requested: Book (Physical)	[Redacted]	07/08/2024 19:04:51 EDT		

Sections

Request form (as filled by requester)

Volume: 12
Chapter title: -
Chapter author: -
Chapter number: -
Publication date: 2006
Note: -
Requester: [Redacted]

Request information

Requested format: Physical
Pickup location: No Campus:RSC Libraries - Albany Campus
Partner: SUNY Ulster - Ulster CC Library (Community)
Requested media: Any
Internal identifier: 2094103660007561
MMS ID: 991004394846907561
Created: 05/31/2024 14:40:13 EDT
Updated: 07/18/2024 13:52:35 EDT
Due date: 09/22/2024
Barcode: 36835001187332

Stats – Questions and Considerations

- Where are we using Interlibrary Loan services the most?
- Borrowing side - what titles or items are asked for most frequently?
- Lending side - which titles or items that exist in our current holdings that are requested most frequently?
- Impact of ILL requests on collection development

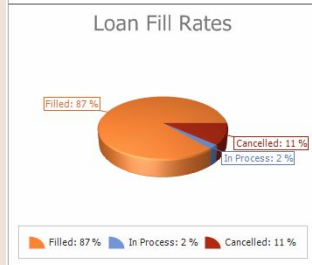
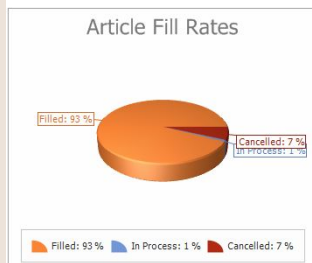
Collection Development and Interlibrary Loan

- RSC Library - ILL requests considered for purchase with consult from Collection Development librarian
- Collection Development policy -
 - Fulfillment of academic programs and majors at the College
 - PDA - Patron Driven Acquisitions - may impact circulation usage if directly requested

- Interlibrary Loan spills over into other library departments - another benefit

(Trebach, 2023, 5)

Sample Stats from RSC ILLiad - Borrowing



Status	Articles	Loans	Total
Submitted		1426	445
Cancelled	94		50
In Process	12		10
Filled		1320	385
			1871
			144
			22
			1705

Sample Stats from RSC ILLiad – Lending

ILLiad Reports

Borrowing Lending Document Delivery **Administrative**

Lending - Most Loaned Journals

Generated	7/21/2024 5:07:34 PM
Begin Date	6/1/2023
End Date	7/1/2024
Group By	OCLC/System Number
Number of Requests	5
Sites	All
Groups	All

Export Options

Exporting to Microsoft Excel creates a multi-sheet workbook for this report with parameters, graphs (if applicable) and grids of all data. Any grouping or sorting you do before clicking export will change the display of the data in Excel.

OCLC Number	Journal Name
43351013	The leadership quarterly.
	Child and Adolescent Psychiatric Clinics of North America
12879051	Journal of interpersonal violence.
1796754	Journal of reproductive medicine.
50229847	Journal of women's health.
9461926	Nurse education today.
2437500	Journal of advanced nursing.
58749507	Journal of forensic nursing.
9500767	Occupational therapy in health care.
	Alcoholism treatment quarterly.

Sample Stats from RSC ILLiad – Document Delivery

ILLiad Reports

Borrowing Lending Document Delivery Administrative

Document Delivery - Most Filled Journals

Generated	7/21/2024 5:21:35 PM
Begin Date	6/1/2023
End Date	7/1/2024
Number of Requests	5
Sites	All

Export Options

Exporting to Microsoft Excel creates a multi-sheet workbook for this report with parameters, graphs (if applicable) and grids of all data. Any grouping or sorting you do before clicking export will change the display of the data in Excel

OCLC Number	Journal Name	N
	Journal of advanced nursing.	
1480163	American journal of obstetrics and gynecology.	
2437500	Journal of advanced nursing.	
	Journal of educational administration.	
	Lasers in medical science	
1513891	Archives of physical medicine and rehabilitation.	

Open Discussion / Brainstorming

- How do you utilize your Interlibrary Loan statistics?
- How can ILL statistics benefit your library?
- Any suggestions for your fellow library colleagues?

References

De Groote, S., & Scoulas, J. M. (2021). Impact of COVID-19 on the use of the academic library. *Reference Services Review*, 49(3/4), 281-301.

Ruppel, M. (2006). Tying collection development's loose ends with interlibrary loan. *Collection building*, 25(3), 72-77.

Trebach, L. (2023). *Where Is The Connection?: Utilizing InterLibrary Loan Usage Data to Guide Collection Development Decisions* (Doctoral dissertation, Drexel University).