



Report to the MHLS Board – March 2015

Moving Forward – Summary Reports on Services

I. Interlibrary Loan Services¹

a. Plan of Service

- i. Goal Statement: MHLS will facilitate access to nationwide collections for member libraries.
- ii. Intended Result(s):
 - a) Member libraries will have reasonable, cost-effective access to material outside of MHLS and regional (SEAL) holdings.
 - b) Results will be maximized based on exploration of ILL opportunities.
- iii. Evaluation Method(s):
 - a) Ongoing review of ILL usage patterns, statistics, capacity and cost.
 - b) Annual advisory committee assessment of ILL cost effectiveness.
- iv. Annual Progress Report:
 - a) Facilitated over 500 requests from member libraries from patrons for materials not available in the MHLS collection, and over 1,800 requests from outside libraries for materials in MHLS libraries.
 - b) Communicated with lending libraries across the continental US regarding loan period and costs on behalf of member libraries.
 - c) Instituted a new online request form, resulting in simplifying and expediting member library ILL requests.
 - d) Participated in regional resource sharing discussions about increasing member library access to materials outside of the consortium and cost efficiencies in resource sharing.

¹ GENERAL DEFINITION – **Interlibrary loan** (abbreviated **ILL**) is a service whereby a user of one library can borrow books or receive photocopies of documents that are owned by another library. The user makes a request with their local library, which, acting as an intermediary, places the request, receives the item, makes it available to the user, and arranges for its return. The lending library sets the due date and overdue fees of the material borrowed.



b. Outputs (2013 statistics)

i. OCLC:

- a) (Borrower Activity) Items Requested² by MHLS Member Libraries for Materials Not Available in Sierra or SEAL³: 505 total requests; 347 requests filled = 68% fill rate⁴
- b) (Lender Activity) Items Requested by Out-of-System Libraries⁵ for MHLS Member Library Materials: 1,889 total requests; 605⁶ requests filled⁷ = 32% fill rate⁸

- ii. MISIP (Medical Information Services Program)⁹: 26¹⁰ requests received from MHLS member libraries; 23 requests filled = 88% fill rate.

c. Outcomes

- i. Patrons of member libraries will be supported in their formal and informal educational endeavors by having access to materials not available in the collections of MHLS member libraries.
- ii. MHLS member libraries will provide materials to their patrons by using Interlibrary Loan Services rather than purchasing materials, resulting in a cost savings for members.

² Almost all items were non-fiction books requested from colleges/universities.

³ SEAL (Southeastern Access to Libraries): Regional gateway to academic, special, public, and school library holdings in the Southeastern Mid-Hudson Valley region, including Columbia, Dutchess, Greene, Orange, Putnam, Rockland, Sullivan, and Ulster. In 2013, member libraries places 1,785 requests in SEAL, 1,160 (65%) were filled; 52% of the requests were filled by the Ramapo Catskill Library System & 44% by academic libraries; 96% of the requests filled were for books.

⁴ OCLC Borrower Activity is influenced by several factors: owning libraries can choose not to fill a request; some requests are for items that do not circulate; requesting patrons may be unwilling to pay the lending library's fee (e.g., OCLC fee, postage costs); as per the MHLS Directors Association, as of 1/1/09 the MHLS ILL Department cannot accept requests for popular, readily available DVDs and music CDs; as per the MHLS Directors Association, as of 10/1/11 the MHLS ILL Department cannot accept requests for any item readily available for under \$25.

⁵ OCLC Lender Activity requests by state: 42% NY, 3% NJ, 2% CT, 2% D.C., 2% PA; almost all were from library systems and public libraries.

⁶ Total request filled plus renewals = 667

⁷ 57% of the 605 OCLC filled requests (received from out-of-system libraries) were for media: 36% video recording; 21% sound recording (Book on CD; music). In January 2015, MHLS ILL services began only lending non-fiction video recording.

⁸ OCLC Lender Activity is influenced by several factors: MHLS current holdings are not in OCLC WorldCat; owning libraries can choose not to fill a request; some requests are for items that do not circulate, are 'in use', too new (published within the past year) or too popular to lend.; requesting patrons may be unwilling to pay the borrowing fee (this is a normal surcharge that helps offset OCLC and postage costs).

⁹ MISIP is a New York State funded program through the Reference & Research Library Resource Councils.

¹⁰ 81% of the MISIP requests were for books.



- iii. MHLS member libraries will support national library resource sharing by loaning materials to libraries not in the MHLS.

d. Costs Associated with MHLS

MHLS STAFF	Percent Interlibrary Loan Services	Salary	Benefits	Other (e.g., Travel, Training)	Interlibrary Loan Services TOTAL
Merribeth	5% ¹¹	3,910	1,915		5,825
Tara	25% ¹²	9,253	1,807		11,060
					16,885
	Total Cost		Interlibrary Loan Services Cost		Interlibrary Loan Services TOTAL
SERVICES					
OCLC Subscription		5,000		5,000	5,000
Postage ¹³ (952 items)		2,875		2,875	2,875
Replacement of Lost Items		200		200	200
					8,075

¹¹ Includes supervision of MHLS ILL services as well as working to analyze regional intersystem resource sharing issues through SENYLRC Board of Trustees and Technology Review and Advisory Committee (TRAC).

¹² Facilitates access to nationwide collections for member libraries. Fills requests by searching, locating and borrowing print, non-print and electronic materials by using various databases such as the ILS, OCLC, regional and New York State catalogs. Assists and advises library staff on issues such as processes, searching, protocol, ILL standards and copyright compliance. Acts as liaison between nationwide loaning library and member library regarding renewals and overdue statements. Maintains departmental records; provides usage statistics and reports trends to supervisor; provides billing information to Business Office. Keeps up with changes in the ILS related to circulation and holds. Serves on Regional Interlibrary Loan Committee.

¹³ USPS Library 1-way rate for 2 lbs (the weight of a standard novel) = \$3.02



Mid-Hudson Library System

103 Market Street, Poughkeepsie, New York 12601 | tel 845.471.6060 | fax 845.454.5940 | http://midhudson.org

TELCOM SERVICESⁱ			
Network & Phone Services ⁱⁱ	35,590 – 6,000 (Teleforms) = 29,590		
	Total Cost	Interlibrary Loan Services Cost	Interlibrary Loan Services TOTAL
IT SERVICES			
Hardware ⁱⁱⁱ	12,500		
Software ^{iv}	7,000		
IT Supplies	2,500		
GENERAL OVERHEAD^v			
Supplies	6,500		
Utilities	25,500		
Equipment Rental	16,500		
Professional Fees	23,000		
Custodial Supplies	1,800		
Other Operations/Maint	21,000		
Liability Insurance	15,408		
Postage	5,000- 2,875 (ILL) = 2,125	2,875	2,875
<u>TOTAL</u>			



e. Revenue

- i. Fees Paid to MHLS for Member Library Loans - \$520

f. Value of Services

- i. MHLS Members
 - a) OCLC ILL Borrowed for Member Libraries: $347 \times \$30^{14} = \$10,410$
 - b) MISP: $24 \times \$30^{15} = \720
- ii. Library Community
 - a) OCLC ILL Borrowed from Member Libraries: $605 \times \$30^{16} = \$18,150$

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ⁱ % of total Telcom costs – After staff FTE assigned, breakout of telecom costs by service (break out Teleforms & all other by staff FTE per service)

ⁱⁱ Minus Teleform costs

ⁱⁱⁱ % of General Hardware/Software costs - After staff FTE assigned (allocate on a per staff calculation)

^{iv} OCLC charges to Cataloging Services

^v % of General Overhead costs - After staff FTE assigned (allocate on a per staff calculation)

¹⁴ \$30 is the value of an Interlibrary Loan: http://www.ala.org/advocacy/advleg/advocacyuniversity/toolkit/makingthecase/library_calculator

¹⁵ Ibid.

¹⁶ Ibid.