Performance Measurement in ILL

NVBF’s workshop in Oslo
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Time measurement in ILL

A Danish library performance measurement study

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Reasons for making performance measurement - in ILL

- Improve productivity of resources
- Improve quality of services and products
- Improve working conditions
- Making comparisons possible and setting goals, such as
  - highest possible productivity,
  - high quality/high user satisfaction,
  - good working conditions,
  - best in practice
DK research libraries performance measurement study 1998-

Participating research libraries:

(AUB, Aalborg University Library -99)
DPB, National Library of Education - DK
HBK, Copenhagen Business School Library
(HBÅ, Aarhus School of Business Library -99)
SDUB, Syddansk University Library
RUb, Roskilde University Library
Time measurement in ILL - what can be measured?

- Inhouse request handling time

**Definition**

The period of time that elapses from a request is received from patron until the ILL-order is dispatched.
Time measurement in ILL
- what can be measured?

- Time of delivery

Definition:

Period of time elapsed from dispatch of ILL-order until document is received by borrowing library
Time measurement in ILL

- Inhouse request handling time

Average number of days spent from receiving request from patron to dispatch of an ILL-order - All research libraries together
Time measurement in ILL
- Inhouse request handling time

Average number of days spent from receiving request from patron to dispatch of an ILL-order - each individual research library.
Time measurement in ILL
Delivery time - documents from all suppliers

Average number of days from dispatch of an ill-order to receipt of requested document - All research libraries together

- 1998: 14.8 days
- 1999: 12.9 days
- 2000: 10.3 days
- 2001: 9.3 days
Time measurement in ILL
- Delivery time - documents from all suppliers

Average number of days from dispatch of an ILL-order to receipt of requested document - each individual research library

- DPB
- HBK
- SDUB
- RUb

<table>
<thead>
<tr>
<th>Year</th>
<th>DPB</th>
<th>HBK</th>
<th>SDUB</th>
<th>RUb</th>
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<td>2001</td>
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<td>12.1</td>
<td>12.1</td>
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</tbody>
</table>
Time measurement in ILL

Delivery time - documents from DK-suppliers

Average number of days from dispatch of an ILL-order to receipt of requested document - All research libraries together
Time measurement in ILL

Delivery time - documents from DK-suppliers

Average number of days from dispatch of an ILL-order to receipt of requested document - Each individual research library

- DPB
- HBK
- SDUB
- RUb
Average number of days from dispatch of an ILL-order to receipt of requested document - All research libraries together
Time measurement in ILL
- Delivery time - documents from outside DK

Average number of days from dispatch of an ILL-order to receipt of requested document - Each individual research library
Time measurement in ILL

- Turnaround time.dk 1999-2000-2001

Average number of days from receiving a request from patron, to dispatch of an ILL-order and to receipt of requested document from Danish or foreign libraries/suppliers - all research libraries
Average number of days from receiving a request from patron, to dispatch of an ILL-order and to receipt of requested document from Danish or foreign libraries/suppliers - all research libraries.
Time measurement in ILL

- Turnaround time.nordic and time.dk 2001

Average number of days from receiving a request from patron, to dispatch of an ILL-order and to receipt of requested document from domistic or foreign libraries/suppliers - all research libraries
Time measurement in ILL

How can pm-results be used in daily ill-work?

- You can use measured delivery times to choose between possible suppliers
- You can use measured delivery time to predict arrival of material
Time measurement in ILL
Delivery time for documents received at RUb from some Swedish libraries 1994-99 - all mat

Average number of days from dispatch of an ILL-order to receipt of requested document from Swedish libraries.
Delivery time for documents received at RUb from some Norwegian libraries 1998/99-02 - all materials

Average number of days from dispatch of an ILL-order to receipt of requested document from Norwegian libraries.

- UBIT/DR: 12 days
- NHH: 10 days
- NBR/DEP: 8 days
- UBIT/GUN: 6.6 days
- UBIT/TE: 5.8 days
- All nor lib: 8.7 days
- UBTØ: 7.2 days
- NLH: 9.1 days
- UBO: 9.2 days
- UBB: 9.6 days
- UBIT/DR: 10.5 days
- UBIT/TE: 11 days
Time measurement in ILL

What can be concluded for chosen suppliers?

- Choose consortia and partnerships, formal or informal, but…..
- Choose small suppliers
- Choose specialized suppliers
- Try to use public libraries
- No matter what you do…. some suppliers simply aren’t predictable
Time measurement in ILL

What can be concluded to improve your ill-pm?

- Raise your users ill-expectations - put yourself under pressure
- Use your library and ill-system to draw conclusions and choose your suppliers in a careful and analytic way
- Give your own library a high performance ranking as supplier
- Internal organizational awareness, updating and communicating problems
Time measurement in ILL

The never ending story

to be continued ....