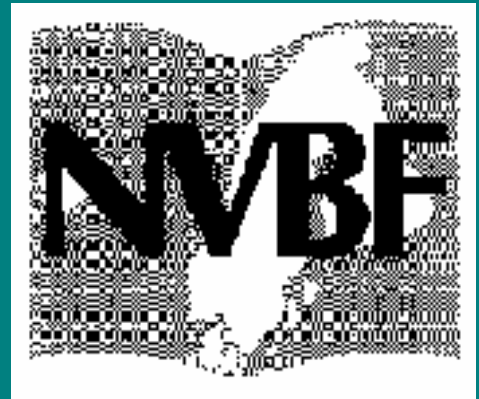


# *Performance Measurement in ILL*

*NVBF's workshop  
in Oslo  
28-29 April 2003*



# *Time measurement in ILL*

## *A Danish library performance measurement study*

*Peter Søndergaard*  
*Roskilde University Library*

**RUB**

# *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*



*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*

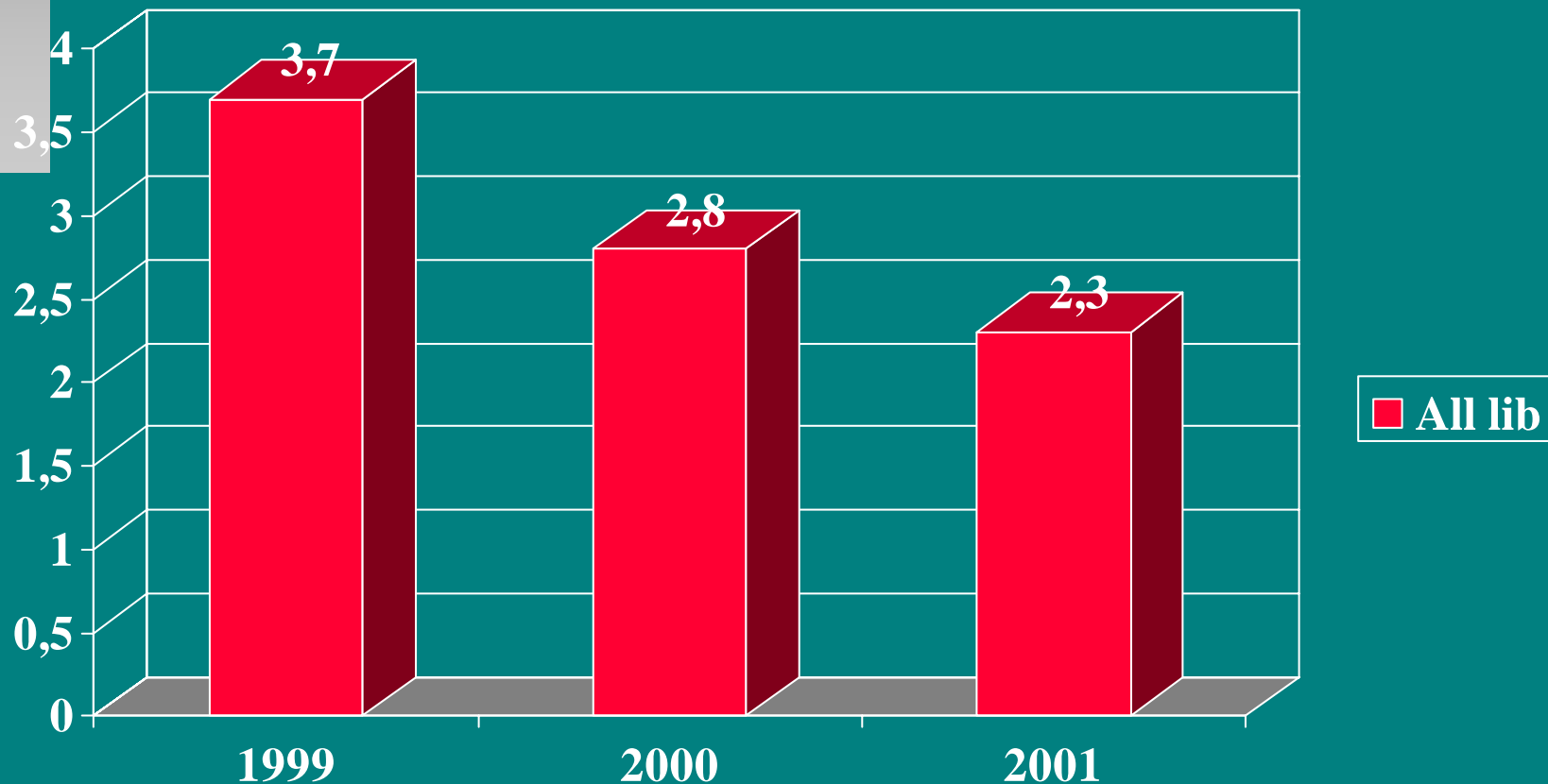


*Period of time elapsed from  
dispatch of ILL-order until  
document is received by  
borrowing library*

# *Time measurement in ILL*

## *- Inhouse request handling time*

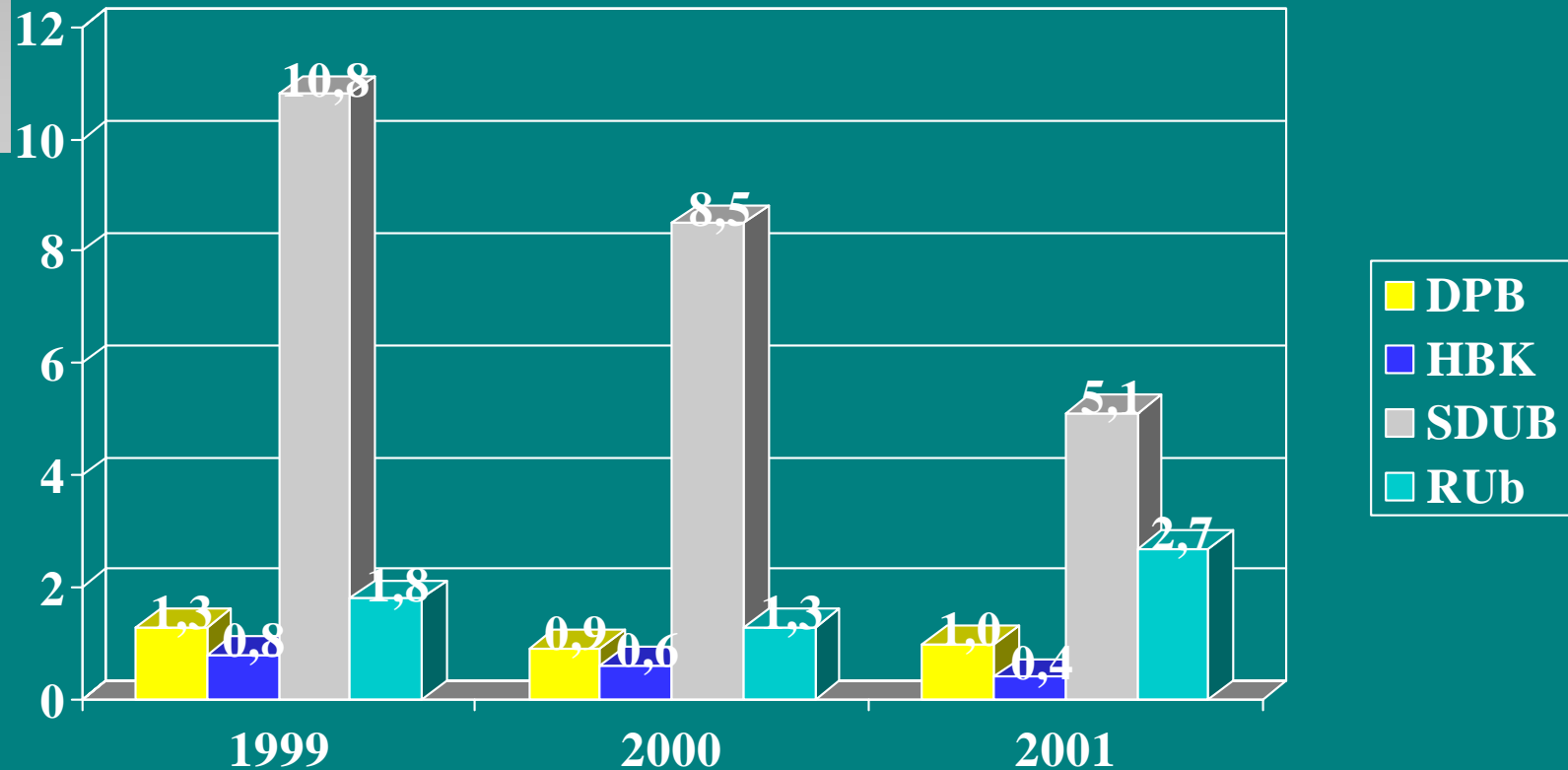
Average number of days spent from receiving request from patron to dispatch of an ILL-order - All research libraries together



# *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

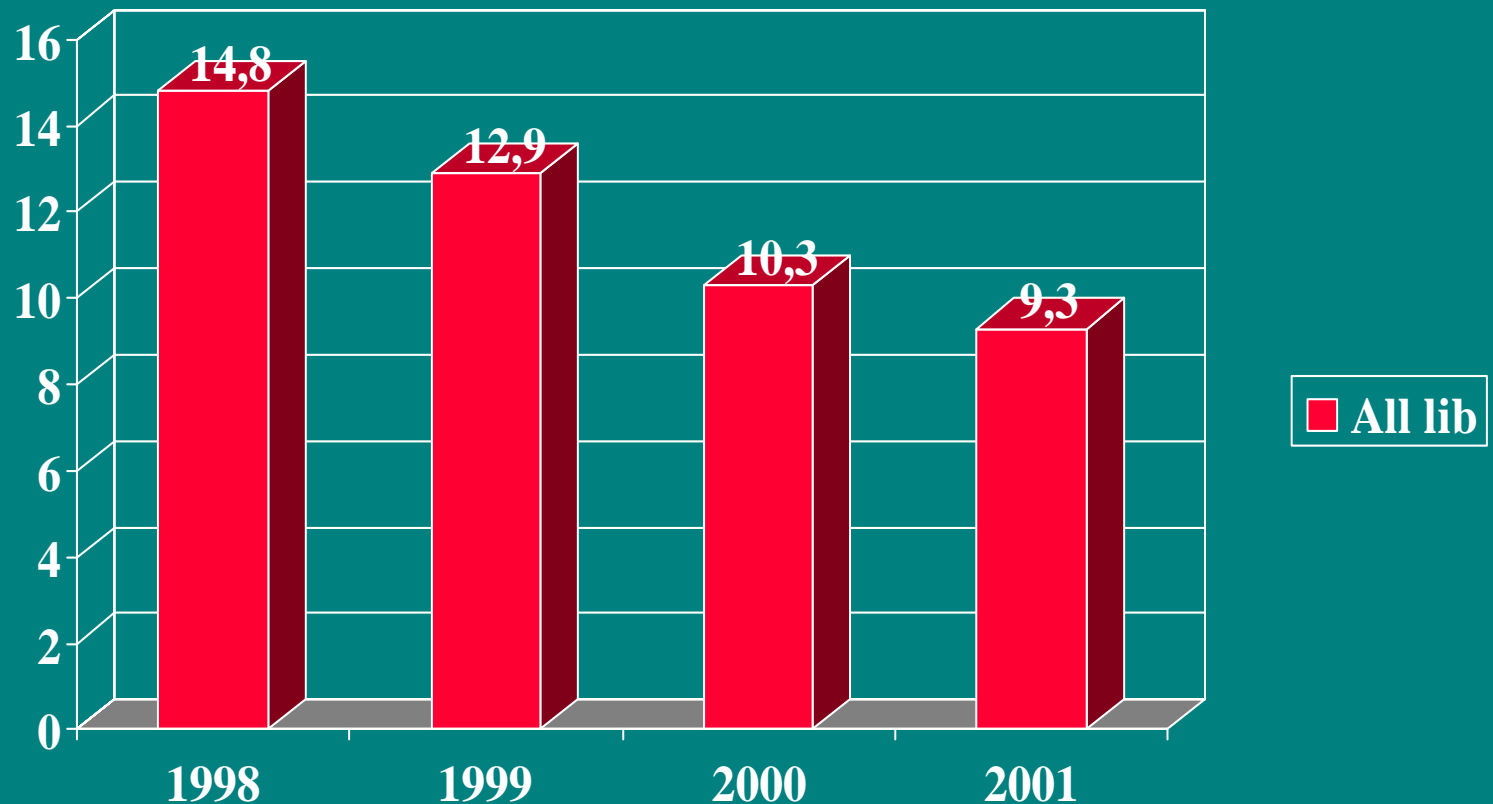




# *Time measurement in ILL*

## *Delivery time - documents from all suppliers*

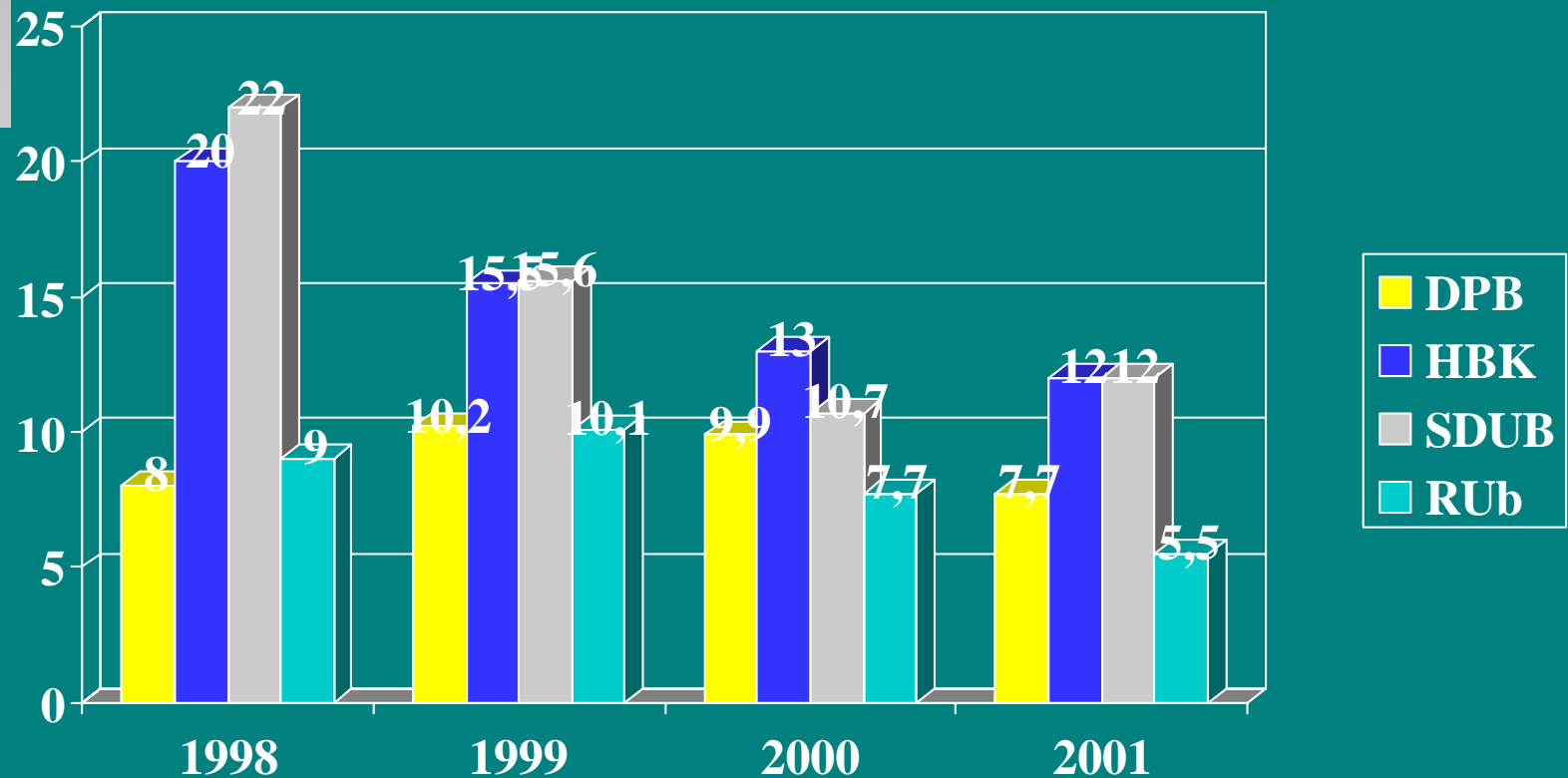
Average number of days from dispatch of an ill-order to receipt of requested document - All research libraries together



# *Time measurement in ILL*

*- Delivery time - documents from all suppliers*

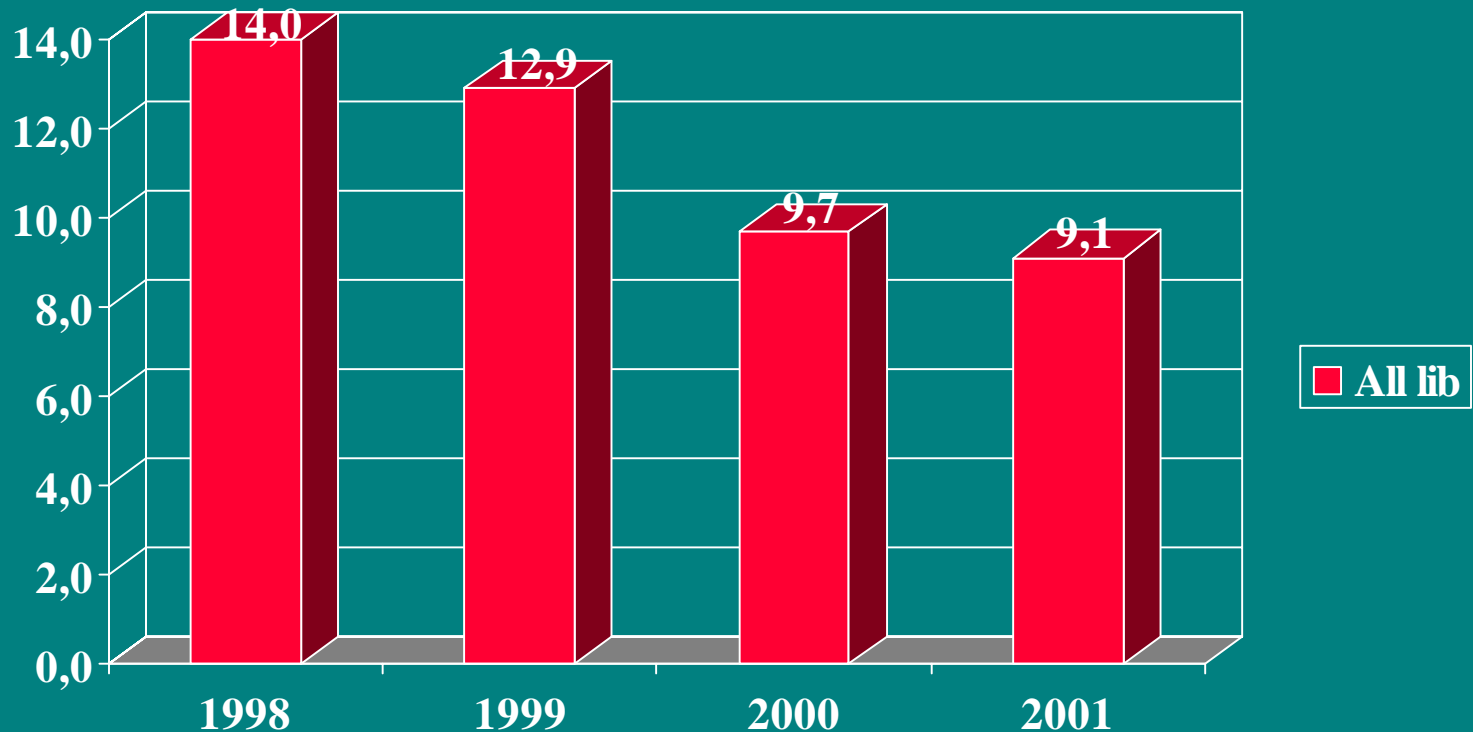
Average number of days from dispatch of an ILL-order to receipt of requested document - each individual research library



# *Time measurement in ILL*

## *Delivery time - documents from DK-suppliers*

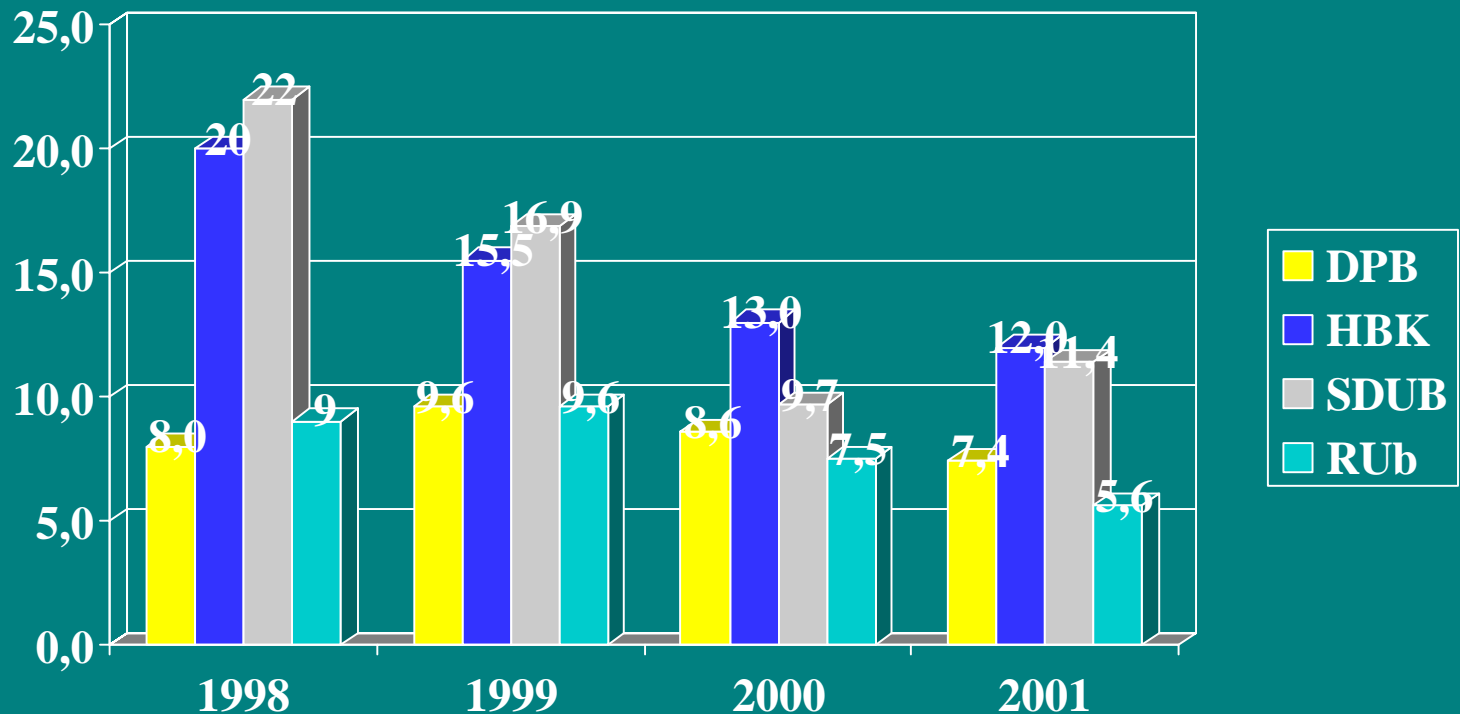
Average number of days from dispatch of an ILL-order to receipt of requested document - All research libraries together



# *Time measurement in ILL*

## *Delivery time - documents from DK-suppliers*

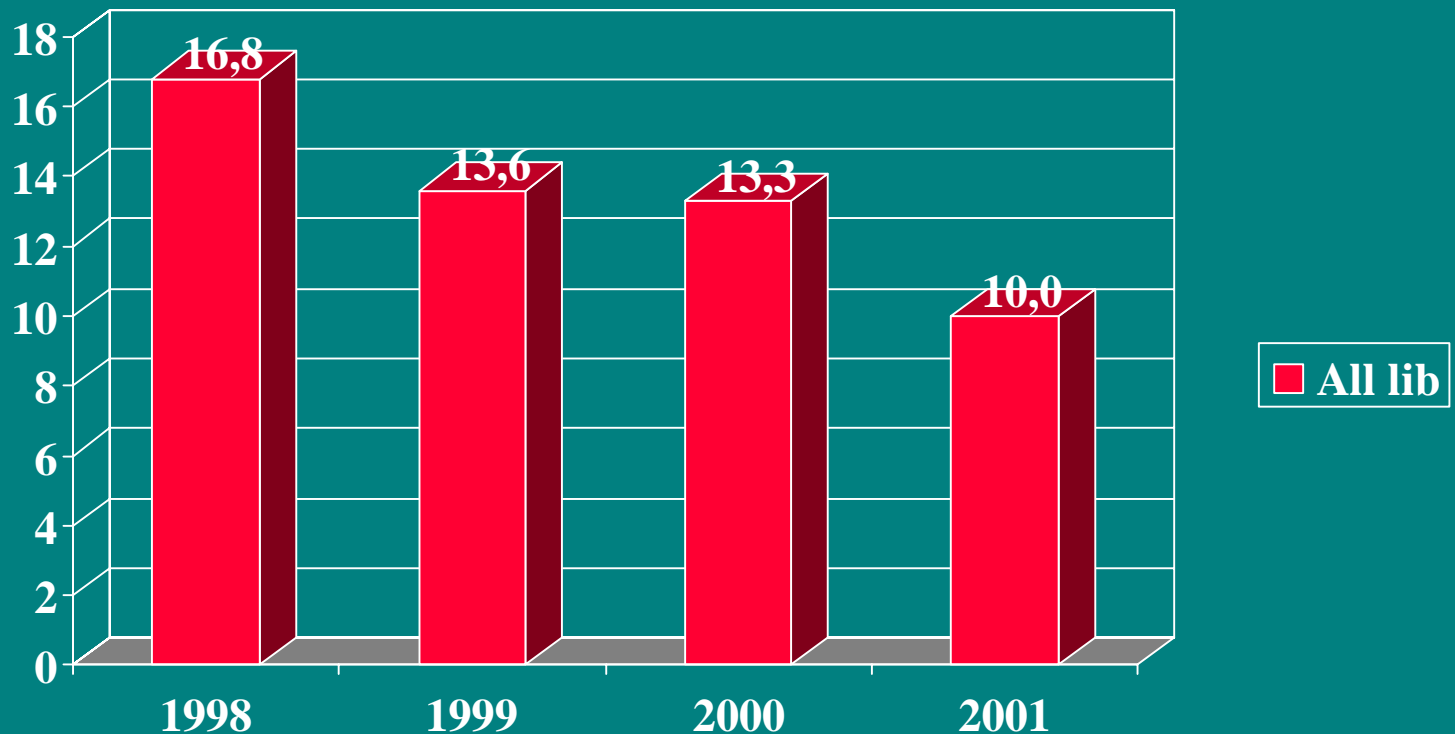
Average number of days from dispatch of an ILL-order to receipt of requested document -Each individual research library



# *Time measurement in ILL*

## *- Delivery time - documents from outside DK*

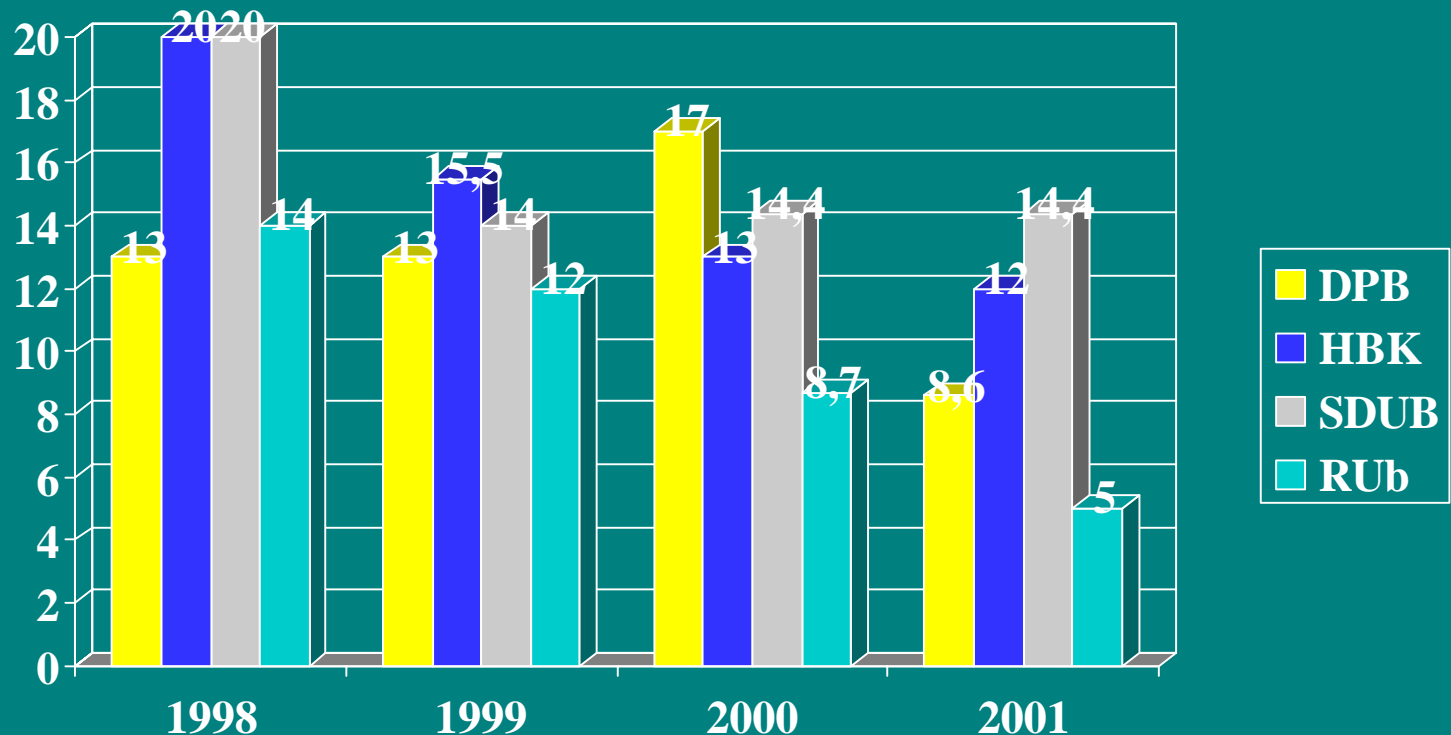
Average number of days from dispatch of an ILL-order to receipt of requested document - All research libraries together



# *Time measurement in ILL*

## *- Delivery time - documents from outside DK*

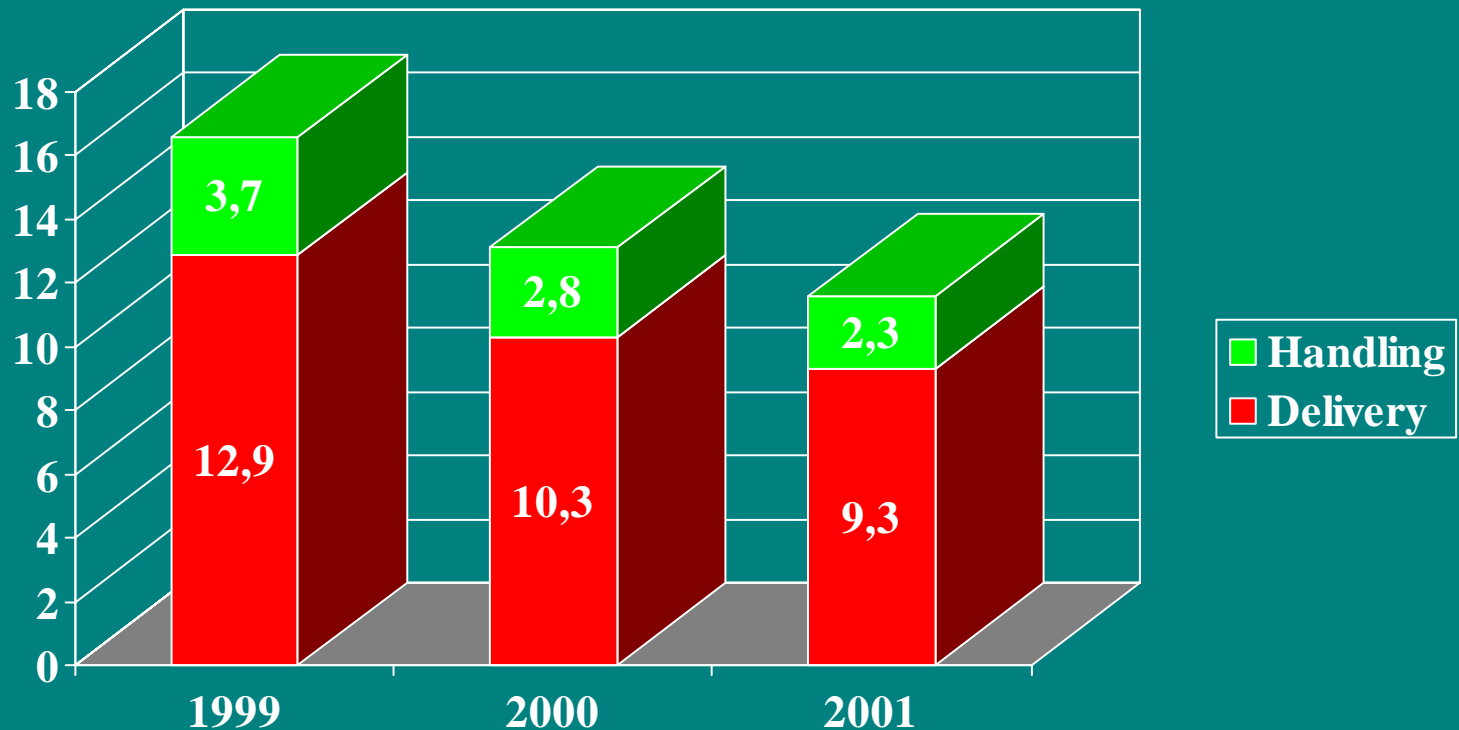
Average number of days from dispatch of an ILL-order to receipt of requested document - Each individual research library



# *Time measurement in ILL*

*- Turnaround time.dk 1999-2000-2001*

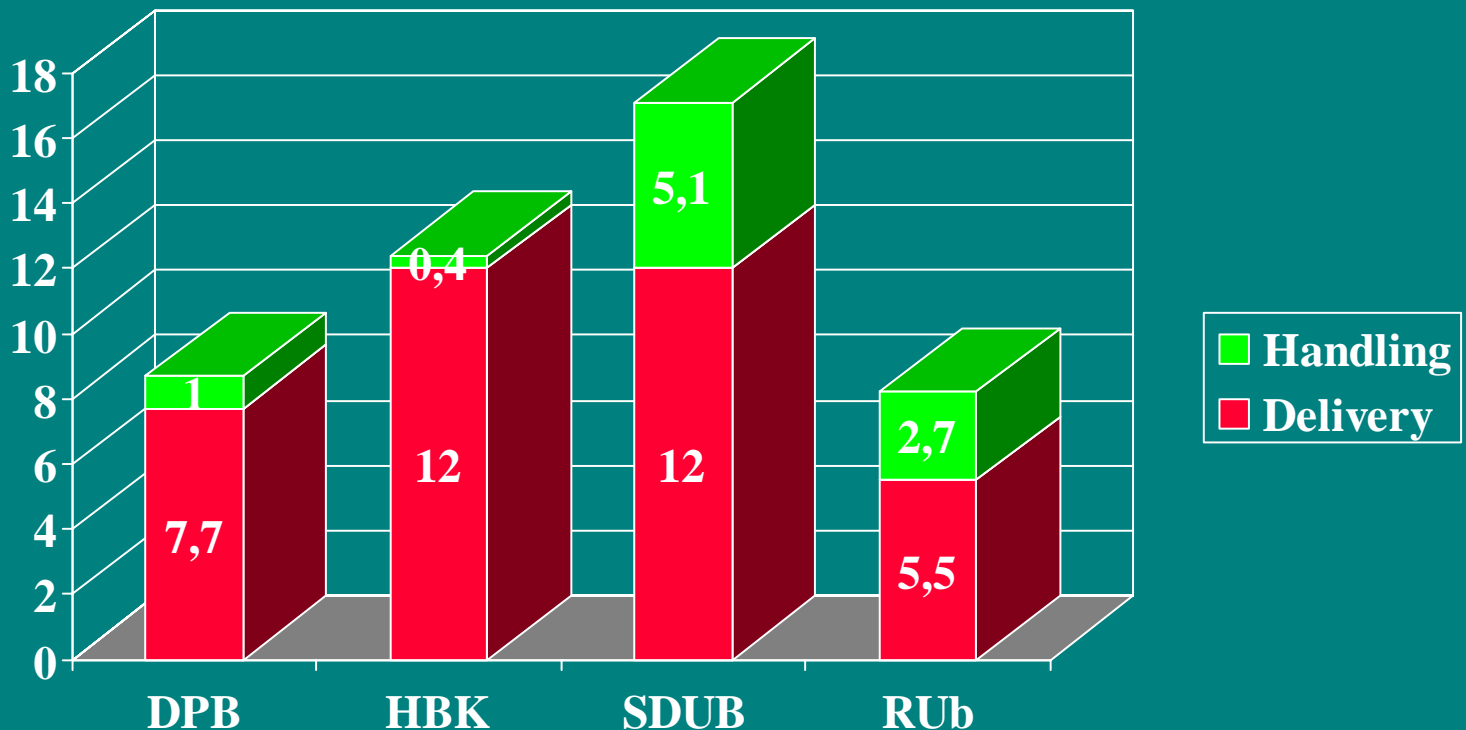
Average number of days from receiving a request from patron, to dispatch of an ILL-order and to receipt of requested document from Danish or foreign libraries/suppliers - all research libraries



# *Time measurement in ILL*

*- Turnaround time.dk year 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

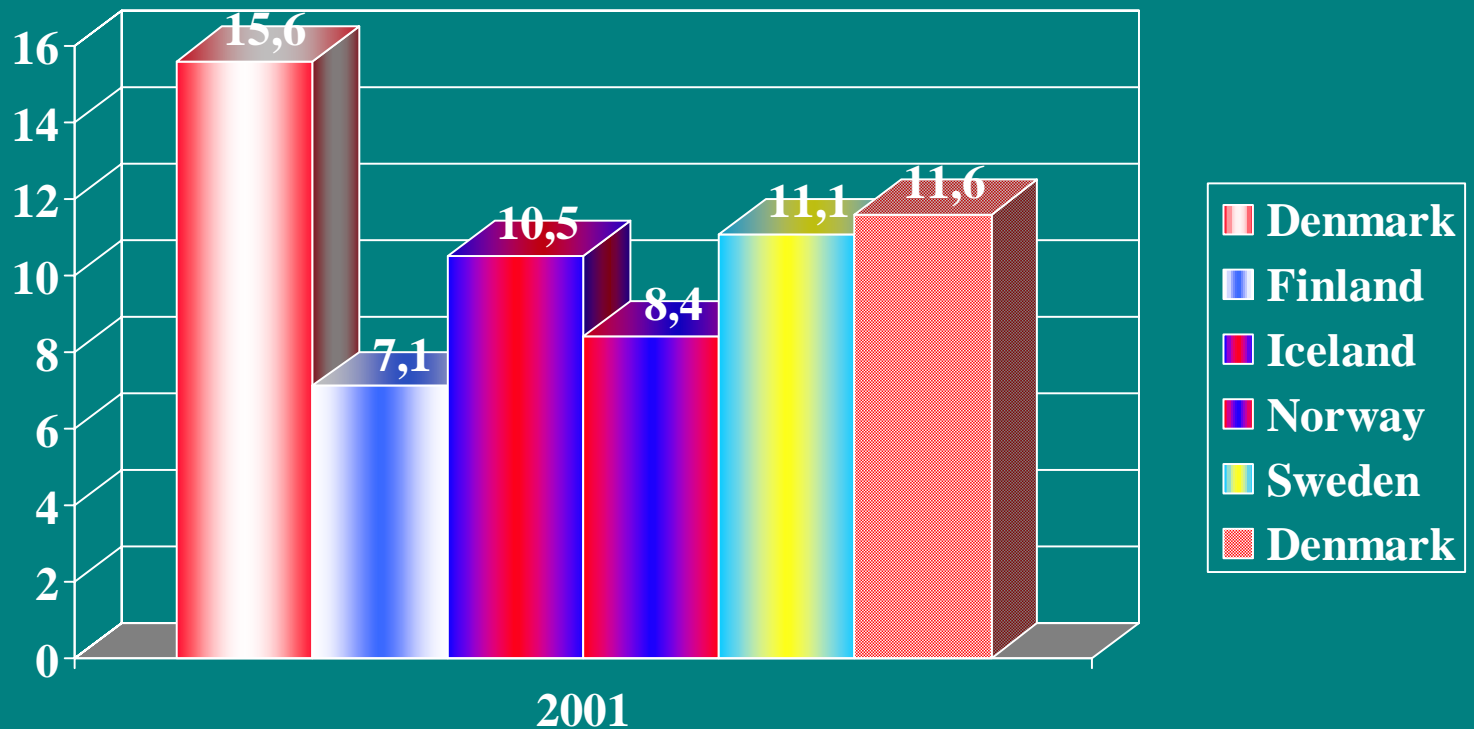




# *Time measurement in ILL*

*- 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 domestic or foreign libraries/suppliers - all research libraries



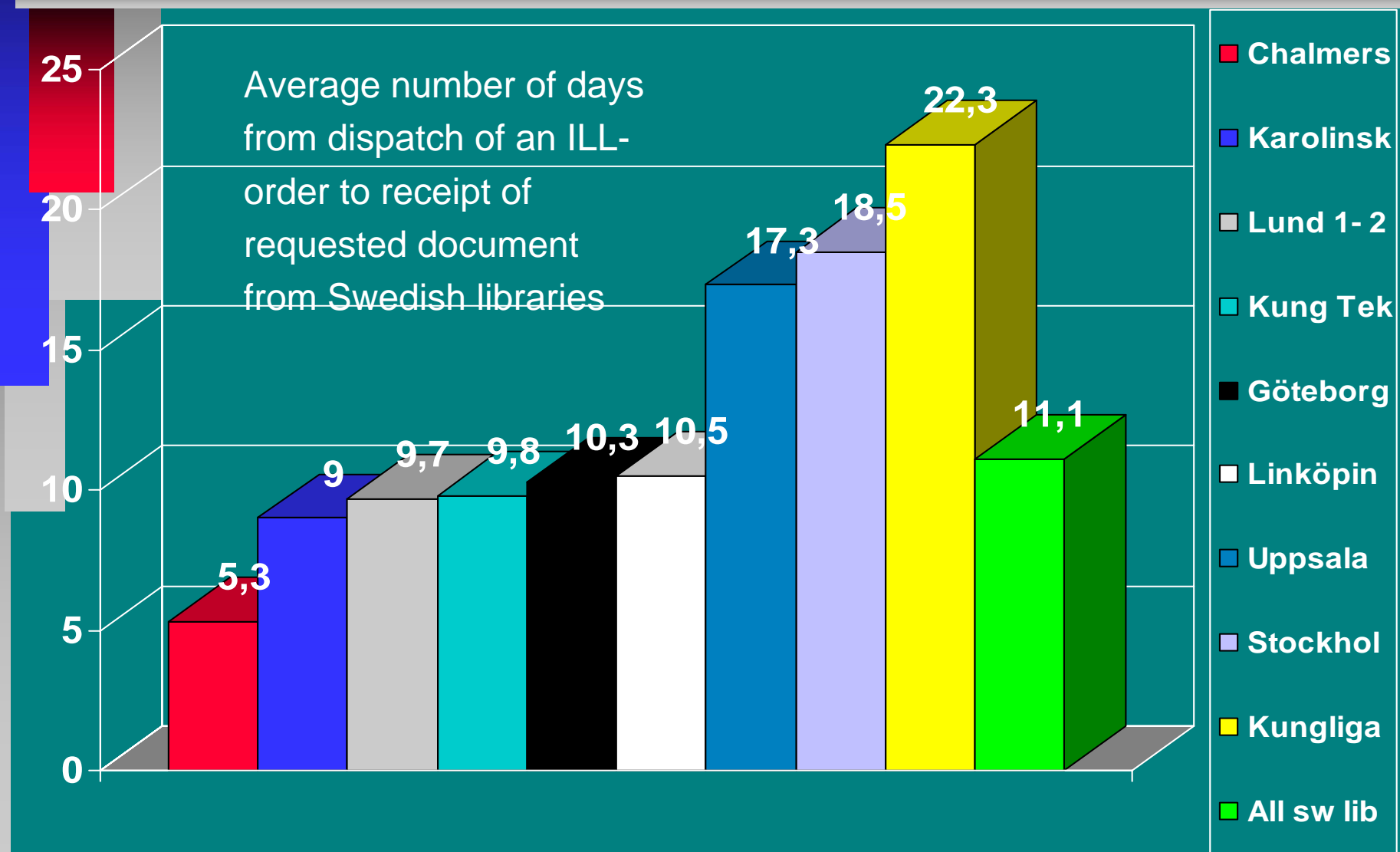
# *Time measurement in ILL*

*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*

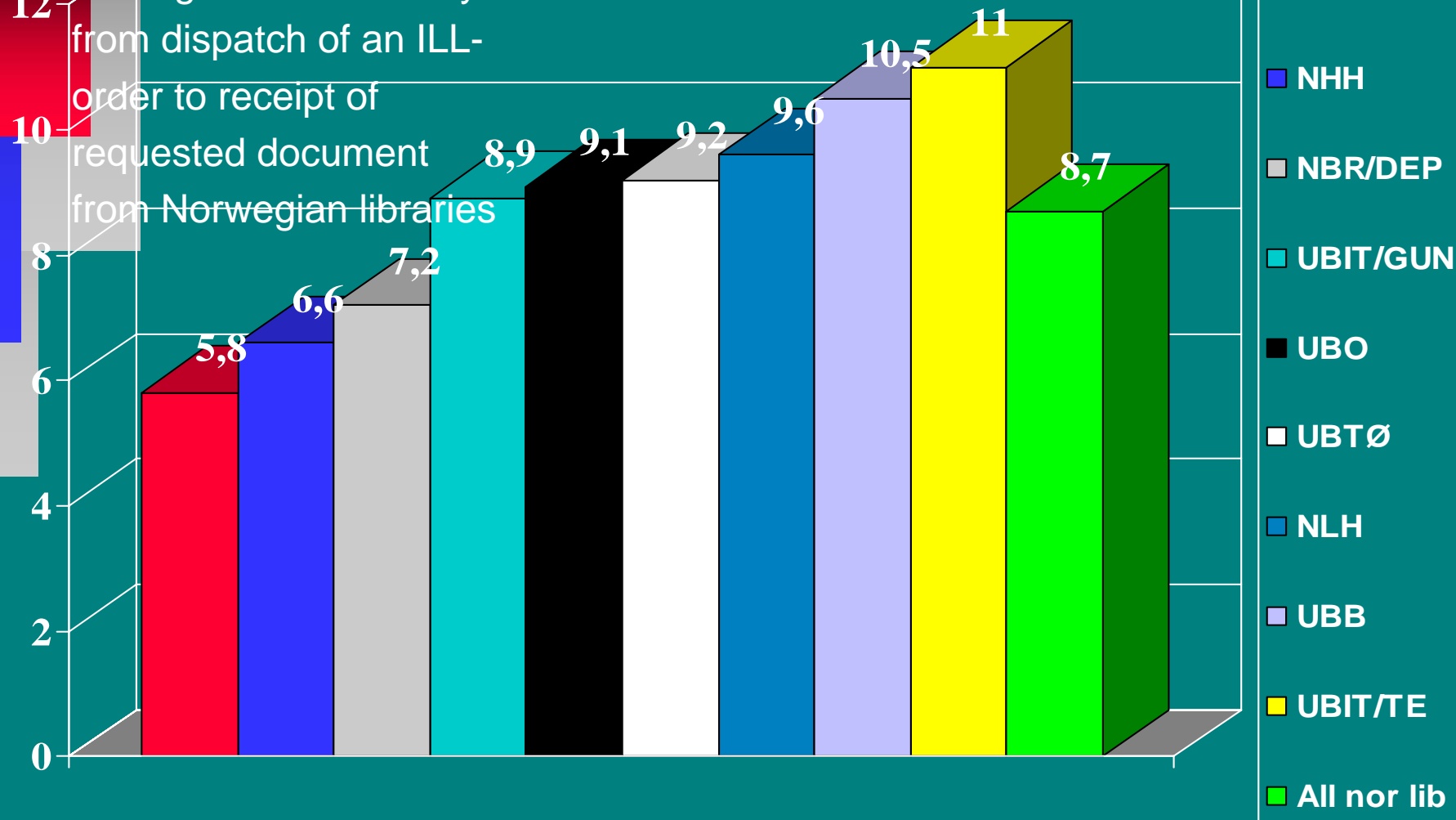
*Delivery time for documents received at RUb  
from some swedish libraries 1994-99 - all mat*



# *Time measurement in ILL*

## *Delivery time for documents received at RUb from some norwegian libraries 1998/99-02 - all mat*

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



# *Time measurement in ILL*

*What can be concluded for choosen 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 arn'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 ....*