

Results of INFO Interlibrary Loan Network VDX User Survey

This survey was conducted in August 2008 in 44 INFO libraries ranging from small, medium to large and county systems. It endeavored to collect the authentic experience of Interlibrary Loan operations in the survey library. In most cases it was completed by the principal ILL operator as the individual that has the most hands-on experience with VDX and ILL practices.

Survey results were assessed by a peer based review advisory committee who made recommendations that are included in this compilation of the survey results.

Survey Library Information

* **See Chart** Library name and identifying details removed for anonymity

1. Name of person completing this survey
2. Phone number (with ext.) of person completing this user survey
3. Email address of person completing this survey
4. Library name [select from drop down menu of all INFO libraries]
5. Population served?
6. Number of hours per week library is open?
7. Do you have branches? How many?
8. Are your library's holdings shared with the network through the INFO union catalogue OR z39.50 target?
9. ILL Delivery by courier OR mail?
10. Is your library a zPortal user for branch staff access or patron issued ILL?
11. Items borrowed in 2007?
12. Requests received in 2007?
13. Items lent in 2007?
14. 2007 fill rate?
15. 2007 net lending ratio?

Staffing of ILL Service

1. Provide the name of the staff person designated as the principal ILL operator.
2. Is ILL the principal ILL operator's only job in the library?
 - o Yes, ILL is the only job in the library 3 → 7%
 - o No, not only job in the library 41 → 93%
3. How many hours per week do you spend on ILL?
 - o 2 to 5 hours per week 7 → 16%
 - o 6 to 9 hours per week 6 → 14%
 - o 10 to 14 hours per week 7 → 16%
 - o 15 to 20 hours per week 12 → 27%
 - o 24 to 30 hours per week 6 → 14%
 - o 35 hours per week 3 → 7%
 - o 60 hours per week (3 part time staff) 1 → 2%
 - o Did not respond to this question 2 → 5%

4. Does your library have staff trained to back up ILL operations if the principal operator is absent for more than a few days?
- Yes, have trained backup 41 → 93%
 - No, no backup available 3 → 7%
5. In the absence of the principal ILL operator, backup staff:
- a. continue full and normal lending function 33 → 75%
 - b. VDX rota suspension if ILL lending will not be performed for more than 4 working days? 10 → 23%
 - c. did not respond to this question 1 → 2%
6. In the absence of the principal ILL operator, backup staff:
- a. continue full and normal borrowing function 32 → 73%
 - b. perform minimal borrowing activities 11 → 25%
 - c. did not respond to this question 1 → 2%

Borrowing Practices

1. How does branch staff get ILL requests from local branch patrons to the centralized ILL location staff for input into the VDX system? *N.B. 33% of respondents use more than one method.
- a. paper form ONLY method of collection; no other method used 7 → 16 %
 - b. paper form sent to centralized ILL location staff; other methods used also 17 → 39 %
 - c. request details faxed to centralized ILL location staff 4 → 9 %
 - d. request details emailed to centralized ILL location staff 12 → 27 %
 - e. library’s intranet form (generates email to centralized ILL location staff) 1 → 2 %
 - f. library’s website form (generates email to centralized ILL location staff) 10 → 23 %
 - g. remote staff log in to VDX account to issue requests directly into system 2 → 4 %
 - h. remote staff log in to a Zportal end user account to issue requests directly into VDX system on behalf of local patrons 6 → 14 %
 - i. patrons issue request themselves using a Zportal end user account 4 → 9 %

REVIEW ADVISORY COMMITTEE RECOMMENDATION:

To get patron requests into the INFO ILL system efficiently and reduce the time a patron waits for an ILL item it is recommended that libraries with branches consider remote staff login and any library consider patron initiated request placement.

2. In general, will you request anything the patron asks for, as long as you do not own it?
- Yes, absolutely no restrictions whatsoever 11 → 25%
 - Yes, only restrict requests for new bestsellers 8 → 18% } 43%
 - No, restrict borrowing on several levels 25 → 57%

REVIEW ADVISORY COMMITTEE RECOMMENDATION:

Libraries are encouraged to routinely examine their interlibrary loan borrowing restrictions separate from their interlibrary loan lending policy. It is inspiring to see that 43% of respondents have liberal borrowing practices with 25% of respondents imposing no borrowing restrictions whatsoever. Survey results suggest a pattern between borrowing and lending material type restrictions. Not lending a specific material type on ILL need not be the rationale for restricting your patron from borrowing that specific material type from another library. Borrowing restrictions may also be historical (i.e. we always did it this way) and/or based on the capability of previously used ILL software and delivery mechanisms.

3. Select any of the ILL borrowing restrictions that apply at your library.

		WON'T REQUEST	WILL REQUEST
a. anything published in the past 24 months	1 →	4 %	96 %
b. anything published in the past 12 months	16 →	36 %	64 %
c. anything published in the past 6 months	20 →	45 %	55 %
d. anything considered a best seller regardless of pub date	14 →	32 %	68 %
e. Video	9 →	20 %	80 %
f. DVD	13 →	29 %	71 %
g. Audio Books (tape or CD)	21 →	48 %	52 %
h. Talking Books (CNIB)	8 →	18 %	82 %
i. Music CD	15 →	34 %	66 %

REVIEW ADVISORY COMMITTEE RECOMMENDATION:

In keeping with the principle “Every Ontarian has the right to request any material he/she requires” there should be few restrictions imposed (by an INFO resource sharing network library’s interlibrary loan borrowing policy) on the requests issued to the INFO resource sharing network on a patron’s behalf. Borrowing restriction, if any, should be confined to bestsellers, items published within the past 6 months, items vulnerable to shipping mechanism or loss (i.e. fragile or rare reference materials, DVD, Music CD) or items incurring non recoverable service or shipping costs for the library.

4. Does your library limit the number of ILL items a patron can request within a time frame?

If Yes, what is the limit?

- Yes, the number of ILL requests is limited 26 → 59%
 - No, there is no limit 18 → 41%
- 5 per day; 4 per day; 6 per week; 5 per week; 3 per week; 2 current requests

5. Do you waive the number of items limit for special circumstances (i.e. research)?

- Yes, number of items limit waived for special circumstances 30 → 68%
- No, number of items limit not waived for special circumstances 5 → 11%
- did not respond to this question 9 → 20%

6. For patron inquiry and notification, do you

- a. create patron user records within VDX? 19 → 43%
- b. maintain paper files of orders placed into the VDX system? 24 → 55%
- c. did not respond to this question 1 → 2%

7. Select the VDX Bibliographic Search profile that you use most consistently as your “home” or “get started” search profile. [select from drop down menu]

- INFO union catalogue 10 → 23%
- Other, self created profile 5 → 11%
- Geographic proximity profile 29 → 66%
- Did not respond to this question 0 → 0%

REVIEW ADVISORY COMMITTEE RECOMMENDATION:

It makes sense to use a geographic proximity shared profile as a get started search since they all include the INFO union catalogue as well as a number of local live target libraries. This practice provides opportunity for increased bib hits on the initial search.

8. Have you created any custom personal search profiles?
- Yes, have created custom search profiles 19 → 43%
 - No, have never created a custom search profile 25 → 57%
9. Would you appreciate an explanation of how VDX creates a rota for a request?
- Yes, would like rota building explained 24 → 55%
 - No, do not want explanation of rota building 19 → 43%
 - did not respond to this question 1 → 2%
10. Which VDX standard reports do you routinely use:
- a. Standard Pick List 35 → 80%
 - b. Standard Shipping Report 41 → 93%
 - c. Standard Received Report 24 → 56%
 - d. Standard Returned Report 32 → 73%
11. Additional comments/improvement suggestions for VDX standard reports:
- alphabetize library names in Returned report
 - fix return mailing label for Ontario Archives to show their address, rather than borrowing library
 - I would like it if the monthly statistic report only printed this year and not 2 pages of info.
 - include call numbers for every request on pick list
 - Information on reports should be compacted to save on paper, e.g. more items on a sheet.
 - National Library Code should be on the Received along with the long name of the library
 - Numbering on Standard Pick List is strange (e.g. 11 of 3, 19 of 1)
 - Overdue reports for Lending and Borrowing.
 - report for answer to renewal requests, a report of which books you lent have been returned
 - standard Returned can be a waste of paper, a small standard thank you note is easier
12. How often do you check for and process Borrower Idle requests?
- process Borrower Idle requests daily 21 → 48%
 - process Borrower Idle requests 3 x week 6 → 14%
 - process Borrower Idle requests 2 x week 5 → 11%
 - process Borrower Idle requests weekly 5 → 11%
 - process Borrower Idle requests several times a month 5 → 11%
 - process Borrower Idle requests once a month 1 → 2%
 - did not respond to this question 1 → 2%

REVIEW ADVISORY COMMITTEE RECOMMENDATION:

Best practice: check for IDLE requests several times a week if not daily, to process them into the VDX system so they can be filled as soon as possible, therefore reducing the time that a patron waits for delivery of a requested item.

13. Do you understand why requests remain Idle?
- Yes, understand why requests are Idle 40 → 91%
 - No, do not understand why requests are Idle 3 → 7%
 - did not respond to this question 1 → 2%

14. How often do you check for and process Borrower Not Supplied requests?
- process Borrower Not Supplied requests daily 18 → 41%
 - process Borrower Not Supplied requests 3 x week 6 → 14%
 - process Borrower Not Supplied requests 2 x week 6 → 14%
 - process Borrower Not Supplied requests weekly 7 → 16%
 - process Borrower Not Supplied requests several times a month 5 → 11%
 - process Borrower Not Supplied requests once a month 2 → 5%
 - did not respond to this question 0 → 0%

REVIEW ADVISORY COMMITTEE RECOMMENDATION:

Best practice: process Borrower NOT SUPPLIED requests at least once a week, if not more often, in case alternate locations might be suitable in filling the request.

15. Do you create a brief catalogue record in your system for circulating ILL items to your patron?
- Yes, create brief catalogue record to circulate borrowed ILL item 19 → 43%
 - No, do not create brief catalogue record to circulate borrowed ILL item 24 → 54%
 - did not respond to this question 1 → 2%
16. If patron pickup location is a branch, describe item transfer method to patron pick up point.
- a. Daily internal inter-branch courier 4 → 9%
 - b. Internal inter-branch courier - 4 x a week 2 → 5%
 - c. Internal inter-branch courier - 2 x a week 1 → 2%
 - d. Internal inter-branch courier – frequency not specified 11 → 25%
 - e. SOLS inter-branch Courier Service (contracted) 2 → 5%
 - f. Staff or volunteer delivered to branch 6 → 14%
 - g. Mailed to branches 3 x per week (OLSN library) 1 → 2%
 - h. did not respond to this question (do not have branches) 24 → 54%
17. Methods used for patron notification to pick up received ILL item. *N.B. multiple methods used by some respondents.
- a. staff phone call used as the ONLY notification method to pick up ILL 27 → 61%
 - b. staff phone call notifies patron to pick up ILL (other methods also) 39 → 88%
 - c. circulation system generated phone call notifies patron to pick up ILL 5 → 11%
 - d. VDX generated email notifies patron to pick up ILL 9 → 20%
 - e. circulation system generated email notifies patron to pick up ILL 8 → 18%

REVIEW ADVISORY COMMITTEE RECOMMENDATION:

Staff time savings may be achieved by implementing VDX generated email notification upon Received status where staff phone call is the ONLY method used to alert patrons to pick up ILL items.

18. Has your library implemented patron initiated ILL?
- Yes, we have implemented patron initiated ILL. 11 → 25%
 - No, we have not implemented patron initiated ILL. 33 → 75%
 - did not respond to this question 0 → 0%
19. If No, would your library be interested in a demo of the patron interface to VDX so you can consider it for the future?
- Yes, interested in a demo of the patron interface to VDX. 22 → 50%
 - No, not interested in a demo of the patron interface to VDX. 10 → 23%
 - did not respond to this question 12 → 27%

REVIEW ADVISORY COMMITTEE RECOMMENDATION:

Consider being informed on zPortal end user capabilities even if implementation is not currently foreseeable at your library.

Lending Practices

1. Does your library confine lending volume to be in sync with your borrowing volume? (i.e. lend as much as you borrow)

○ Yes, lending volume confined to be in sync with borrowing volume	2	→	5%
○ No, lending volume not confined to be in sync with borrowing volume	42	→	95%
○ did not respond to this question	0	→	0%

2. How often is the ILL lending function consistently staffed? N.B. Working day = any day the library is open, Monday to Friday. VDX does not count Saturday or Sunday as working days.

a. ILL lending function consistently staffed every working day	39	→	88%
b. ILL lending function consistently staffed every second working day	5	→	11%
c. ILL lending function consistently staffed every 3 rd working day	0	→	0%

3. Do you feel that the number of lending requests you routinely receive:

a. Is low, could take more than the average currently received	4	→	9%
b. Is just about right, is manageable	32	→	73%
c. Is too high and overwhelming at times	8	→	18%

4. Select any of the ILL lending restrictions or practices that apply at your library:

		WON'T LEND	WILL LEND
a. anything published in past 24 months regardless of local demand	1	→ 2 %	98 %
b. anything published in past 12 months regardless of local demand	12	→ 27 %	73 %
c. anything published in past 6 months regardless of local demand	14	→ 32 %	68 %
d. anything considered a best seller regardless of local demand	15	→ 34 %	66 %
e. fragile, rare and reference items	32	→ 73 %	27 %
f. Microfilm	22	→ 50 %	50 %
g. periodicals	21	→ 48 %	52 %
h. Video regardless of delivery mechanism	15	→ 34 %	66 %
i. Video if have to mail (not covered by LBR)	8	→ 18 %	
j. DVD regardless of delivery mechanism	18	→ 41 %	59 %
k. DVD if have to mail (not covered by LBR)	8	→ 18 %	
l. Audio Books (tape or CD) regardless of delivery mechanism	12	→ 27 %	73 %
m. Audio Books (tape or CD) if have to mail (not covered by LBR)	17	→ 38 %	
n. Talking Books (CNIB) regardless of delivery mechanism	9	→ 20 %	80 %
o. Talking Books (CNIB) if have to mail (not covered by LBR)	3	→ 7 %	
p. Music CD regardless of delivery mechanism	15	→ 34 %	66 %
q. Music CD if have to mail (not covered by LBR)	6	→ 14 %	

REVIEW ADVISORY COMMITTEE RECOMMENDATION

Ease of delivery impacts willingness to lend non monograph formats (the Library Book Rate currently only covers printed format). Libraries that will not lend particular formats are often also the libraries that will not request them. It is recommended that INFO network libraries consider a liberal borrowing policy independent of their lending policy.

5. Other restrictions or comments on ILL lending?
- Lend as much as we can so we can request the various types of items our patrons ask for
 - don't lend Local History Room materials
 - may restrict lending due to purchase date
 - We are in the process of revisiting our lending and borrowing restrictions
 - Don't lend graphic novels
 - We review requests for best sellers title by title
 - We supply a generous due date but many items are still returned late
 - lend most AV items to mail libraries' might change if we are overwhelmed with postage costs
 - will lend ONF/NFB videos and DVDs, but no mass-market or popular
 - will lend reference if library will accept a short loan and in library use
 - limit number of DVDs to 2 per patron
 - Don't lend entertainment DVDs that have a one day loan period
 - Don't lend high demand items even if available at time of request
 - Sometimes don't lend our only copy if book has a lot of circulation
 - Don't reserve if our customers have placed holds
 - Don't lend new books for 3 months, new DVDs for 6 months
 - Will send photocopies in place of issues of periodicals or reference materials
6. Which Loan period do you apply to the majority of items you lend through VDX:
- | | | | |
|------------------------|----|---|-----|
| a. 3 weeks | 2 | → | 5% |
| b. 4 weeks | 3 | → | 7% |
| c. 5 weeks | 23 | → | 52% |
| d. 6 weeks | 12 | → | 27% |
| e. Longer than 6 weeks | 4 | → | 9% |

REVIEW ADVISORY COMMITTEE RECOMMENDATION

An adjustable default loan period established on VDX's shipped action screen should be 5.5 weeks (38 days) from ship date.

7. Do you allow extended loan periods for special requests (i.e. patron travel, book club titles)
- | | | | |
|---|----|---|-----|
| <input type="radio"/> Yes, allow extended loan periods for special requests | 41 | → | 93% |
| <input type="radio"/> No, do not allow extended loan periods for special requests | 3 | → | 7% |
| <input type="radio"/> did not respond to this question | 0 | → | 0% |
8. Do you allow renewals on most items?
- | | | | |
|---|----|---|-----|
| <input type="radio"/> Yes, allow renewals on most items | 39 | → | 89% |
| <input type="radio"/> No, do not allow renewals | 5 | → | 11% |
| <input type="radio"/> did not respond to this question | 0 | → | 0% |
9. How do you circulate the ILL item to the requesting library:
- | | | | |
|---|----|---|-----|
| a. Check out lent ILL to a global VDX ILL (all items out to one entity) | 28 | → | 63% |
| b. Check out lent ILL to the library; create account for each library | 11 | → | 25% |
| c. Check out lent ILL to larger group such as Library on Route A, B, etc. | 3 | → | 7% |
| d. Check out lent ILL with another method | 2 | → | 5% |

Promotion Of Interlibrary Loan

1. Is there information about Interlibrary Loan Service on your library website?
- Yes, information about Interlibrary Loan Services is on library's website 34 → 78%
 - No, information about Interlibrary Loan Services is not on library's website 9 → 20%
 - did not respond to this question 1 → 2%

REVIEW ADVISORY COMMITTEE RECOMMENDATION

If a library has a website, the provincial Interlibrary Loan network should be promoted on the website as one of the services your library provides.

2. Is there signage, brochures, bookmarks or other material available to your patrons promoting Interlibrary Loan Service?
- Yes, ILL promotional material available to patrons 26 → 59%
 - No, there is no ILL promotional material available to patrons 18 → 41%
 - did not respond to this question 0 → 0%

Give examples of promotional efforts used:

- Advertise in Local Newspaper
- verbal recommendation from library staff
- Information sheet for new patrons
- ILL is promoted in library magazine/newsletter
- Brochure relates the aim and policies of ILL
- Sign by Catalogue computers
- forms at the info desk and information in our quarterly library brochure
- We have signs "Can't find what you are looking for, try ILL"
- how to use the patron initiated ILL service brochure
- added box to ILL form "interested in requesting your own material - ask us how"
- We have some signs and brochures, but are working on more

3. Do you think that Interlibrary Loan Service could be more vigorously promoted to your library patrons than it currently is?
- Yes, Interlibrary Loan Service could be more vigorously promoted 26 → 59%
 - No, do not think Interlibrary Loan Service needs more promotion 18 → 41%
 - did not respond to this question 0 → 0%
4. Would you like examples of Interlibrary Loan promotional materials?
- Yes, would like examples of Interlibrary Loan promotional materials 36 → 82%
 - No, do not want examples of Interlibrary Loan promotional materials 8 → 18%
 - did not respond to this question 0 → 0%

REVIEW ADVISORY COMMITTEE RECOMMENDATION

SOLS investigate marketing strategies, and a tool kit with mock ups and examples of promotional materials that libraries can easily adapt to local ILL marketing initiatives.

5. Do you think a link on your library's catalogue to INFO resource sharing network catalogues would be useful to your patron's awareness and use of Interlibrary Loan Services?

For example: "If you did not find what you are looking for in our catalogue, try Interlibrary Loan" link taking a user to a description of Interlibrary Loan Services at your library and search access to the catalogues of Ontario Public Libraries.

- | | | | |
|---|----|---|-----|
| ○ Yes, link from library catalogue would be useful for patron access to ILL | 36 | → | 82% |
| ○ No, would not have a link from library catalogue for patron access to ILL | 5 | → | 11% |
| ○ did not respond to this question | 3 | → | 7% |

REVIEW ADVISORY COMMITTEE RECOMMENDATION

SOLS campaign to encourage libraries to create an access link to INFO on their library websites and public access catalogue screens.

VDX User Skills

1. Current principal ILL operator training:

- | | | | |
|--|----|---|-----|
| a. Principal ILL operator was trained by OLS staff workshop or online tutorial | 29 | → | 66% |
| b. Principal ILL operator was trained by library staff in the job before them | 13 | → | 29% |
| c. Principal ILL operator was self trained | 2 | → | 5% |

REVIEW ADVISORY COMMITTEE RECOMMENDATION

Library staff should take advantage of SOLS provided online VDX tutoring for new staff or spot training on particular procedures.

2. Do you feel sufficiently trained for day to day VDX operations?

- | | | | |
|--|----|---|-----|
| ○ Yes, feel sufficiently trained for day to day VDX operations | 43 | → | 98% |
| ○ No, do not feel sufficiently trained for day to day VDX operations | 1 | → | 2% |
| ○ did not respond to this question | 0 | → | 0% |

3. Do you use VDX bulk action to process requests?

- | | | | |
|--|----|---|-----|
| ○ Yes, use VDX bulk action to process requests | 35 | → | 79% |
| ○ No, do not use VDX bulk action to process requests | 9 | → | 21% |
| ○ did not respond to this question | 0 | → | 0% |

4. Do you use VDX work queue to process requests?

- | | | | |
|---|----|---|-----|
| ○ Yes, use VDX work queue to process requests | 35 | → | 79% |
| ○ No, do not use VDX work queue to process requests | 9 | → | 21% |
| ○ did not respond to this question | 0 | → | 0% |

5. Do you use the Media interloan list on the SOLS website to determine which libraries lend a particular non print format?

- | | | | |
|--|----|---|-----|
| ○ Yes, use Media interloan list to determine who lends particular formats | 26 | → | 59% |
| ○ No, don't use Media interloan list to determine who lends particular formats | 18 | → | 41% |
| ○ did not respond to this question | 0 | → | 0% |

REVIEW ADVISORY COMMITTEE RECOMMENDATION

Library staff should take advantage of VDX short cut tools such as Bulk Action processing and Work Queue as well as INFO ILL network support tools like the Media Interloan List.

6. Briefly note any VDX functions that you would like more training on?
- media loan list - didn't know it existed
 - Cancel pending; cancelling requests
 - customizing personal search profiles, i.e. an up to date list of libraries that will lend DVD
 - How to best use the Work Queue.
 - How to search with optimum results
 - there may be functions that I am unaware of that could benefit the service I provide
 - monographic serial requests
 - Not sure if it applies but we're hoping to circulate our ILLs via our library's ILS
 - Ordering from National and Provincial Archives
 - refresher on everything!
 - statistics
7. Do you have the most current VDX user manual?
- | | | |
|--|----|-------|
| ○ Yes, have the most current VDX user manual | 28 | → 64% |
| ○ No, do not have the most current VDX user manual | 16 | → 36% |
| ○ did not respond to this question | 0 | → 0% |
8. What date is in the footer of your VDX user manual?
- Only 17 of the 28 respondents that stated they had the most current VDX user manual actually had the current footer dated version of the manual.
"Prepared by Southern Ontario Library Service (July 2006) – based on VDX version 2.7.4"
9. Do you have supplemental topical user documentation that is available on the SOLS website in your VDX user manual?
- | | | |
|---|----|-------|
| ○ Yes, use topical user documentation available from SOLS website | 30 | → 68% |
| ○ No, do not use topical user documentation available from SOLS website | 13 | → 30% |
| ○ did not respond to this question | 1 | → 2% |
10. How frequently do you visit INFO web pages to consult directories, lists or user documentation:
- | | | |
|---|----|-------|
| a. Once a week, visit INFO website to consult directories or user documentation | 8 | → 18% |
| b. Every 2 weeks, visit INFO website to consult directories or user documentation | 4 | → 9% |
| c. Once a month, visit INFO website to consult directories or user documentation | 8 | → 18% |
| d. Only visit INFO website when alerted of new user supports by email | 22 | → 50% |
| e. did not respond to this question | 2 | → 5% |

REVIEW ADVISORY COMMITTEE RECOMMENDATION

Library staff should acquaint themselves with the ILL support tools available on the INFO section of the SOLS website. Directories and lists as well as VDX user manual and topical VDX user documents provide procedural guidance for most of the issues listed above in 6. "Briefly note any VDX functions that you would like more training on".

11. Do you receive INFO-Admin emails from SOLS HelpDesk?
- | | | |
|---|----|-------|
| ○ Yes, receive INFO-Admin emails from SOLS HelpDesk | 40 | → 91% |
| ○ No, do not receive INFO-Admin emails from SOLS HelpDesk | 3 | → 7% |
| ○ did not respond to this question | 1 | → 2% |
12. Do you feel attending VDX user group meetings is/would be helpful to review VDX functionality and talk with other VDX operators?
- | | | |
|---|----|-------|
| ○ Yes, VDX user group meetings are helpful | 36 | → 82% |
| ○ No, VDX user group meetings are not helpful | 8 | → 18% |
| ○ did not respond to this question | 0 | → 0% |

13. Briefly note what topics you would like covered in a future VDX user group clinic?
- advanced uses of the program. I feel that there is a lot it can do that I don't know about.
 - Appropriateness of libraries including patron name and phone number on vex request
 - Best practices for setting up ILLO cycle. some libraries have no idea who has their books out.
 - charging and the public library act
 - Checking Work Queue regularly (renewals, overdues)
 - Consistent Submissions on VDX (use Book Club in title field)
 - Have emailed library directly re lost/damaged book after trying to use message function on VDX
 - how other libraries have automated ILL
 - How other libraries process requests (i.e. what they do with shipping sheets, received lists etc.)
 - How to avoid idle.
 - How to get rid of obsolete requests.
 - How to search further for not supplied.
 - If libraries could come up with a standardized lending policy (what to lend etc)
 - monographic serial requests
 - Ordering from OONL, OTAR and OCUL refresher course.
 - privacy issues, waivers for patron initiated vex
 - reminding libraries to specify material format when requesting illo items
 - Re-occurring problems, lending requests for items not owned.
 - Searching techniques
 - Streamlining workflow
 - technology updates
 - trends affecting ILL service
 - why does rota end when we know it's there?

Range Of Borrowing And Lending Beyond The Network

1. Are all of your requests submitted to Ontario Public Libraries using VDX?
- | | | | |
|--|----|---|-----|
| ○ Yes, all requests are submitted to Ontario Public Libraries that use VDX | 1 | → | 2% |
| ○ No, all our requests are not within INFO, some go outside | 43 | → | 98% |
| ○ did not respond to this question | 0 | → | 0% |
2. Do you use VDX to send requests to libraries other than INFO libraries? Select all that apply:
- | | | | |
|--|----|---|------|
| ○ Use VDX to request from Library and Archives Canada OONL | 40 | → | 91% |
| ○ Use VDX to request from Archives of Ontario OTAR | 34 | → | 77% |
| ○ Use VDX to request from Ontario Universities (OCUL sites) | 35 | → | 79% |
| ○ Use VDX to request from Quebec Universities (CREPUQ sites) | 9 | → | 20 % |
| ○ Use VDX to request from Other, non publics in Ontario | 8 | → | 18 % |
| ○ Use VDX to request from Other, publics and non publics out of province | 15 | → | 34 % |
| ○ Occasionally have requests that are sent Out of Canada (i.e. US locations) | 2 | → | 4 % |
3. Have you ever lent an item from your library to any library other than an Ontario Public Library?
- | | | | |
|--|----|---|-----|
| ○ Yes, have lent to a library other than an Ontario public library | 35 | → | 89% |
| ○ No, have not lent to other than an Ontario public library | 5 | → | 11% |
| ○ did not respond to this question | 0 | → | 0% |
4. Do you ever borrow ILL items on behalf of your patrons where lending library charges a fee?
- | | | | |
|---|----|---|-----|
| ○ Yes, have borrowed ILL items that incurred a lending fee | 32 | → | 73% |
| ○ No, have never borrowed ILL items that incurred a lending fee | 12 | → | 27% |
| ○ did not respond to this question | 0 | → | 0% |

5. Do you collect the lender's service charge from the patron?
- | | | | |
|--|----|---|-----|
| ○ Yes, collect the lender's service charge from the patron | 29 | → | 66% |
| ○ No, do not collect the lender's service charge from the patron | 11 | → | 25% |
| ○ did not respond to this question | 4 | → | 9% |
6. Do you charge a penalty fine if patrons do not pick up an item that has been brought in for them by interlibrary loan?
- | | | | |
|---|----|---|-----|
| ○ Yes, charge a penalty fine if patron does not pick up an ILL item | 8 | → | 18% |
| ○ No, do not charge a penalty fine if patron does not pick up an ILL item | 36 | → | 82% |
| ○ did not respond to this question | 0 | → | 0% |

The penalty fine for ILL items not picked up charged by 8 respondents above range from:
\$0.50; \$1.00; \$2.00 (4 respondents); \$5.00 (2 respondents)

7. Have you ever banned a patron from ILL privileges because they habitually do not pick up ILL items or have excessive loss or damages with ILL items?
- | | | | |
|--|----|---|-----|
| ○ Yes, have banned a patron from ILL privileges | 17 | → | 39% |
| ○ No, have never banned a patron from ILL privileges | 27 | → | 61% |
| ○ did not respond to this question | 0 | → | 0% |

General Comment Section:

- about banning patron - we have denied interloan to patrons not in good standing with our library
- After discussion with staff that handles ILLO, we would like to suggest that the User Manual should be updated and made more user friendly.
- Asking the CEO to get Board permission to charge for non-picked up items brought in on ILLO.
- Customers really appreciate our ILLO services, and in general treat the service with respect.
- I love the 'work queue'!
- I think having a user group meeting is a fantastic idea. Thanks.
- I wish there was a way to combine search profiles when performing a search. I find it can be very tedious and time-consuming to search each profile separately for a difficult to find title.
- Important service, however, very labour intensive.
- INFO libraries should be listed under one catalogue not listed singularly in a lot of cases.
- Suggest items on our Shipped lists (for printout) be arranged by shipping date? This would save paper.
- Regarding request submission to centralized ILL staff: We enter patron information and desired title in Sirsi Symphony -- Sirsi Symphony generates reports for ILLO
- We are currently reviewing our procedures which would change some answers given in this survey.
- we don't use the banning mechanism in the VDX patron user record as patron would be banned in our own circ system if they had lost or damaged an illo item
- We find a few libraries mail back the books even though we are on courier
- We find some libraries do not include a shipped report page
- We found addition of Shipping Tool step has significantly increased the steps required to ship an item.
- we would like a refresher course
- When printing the request form on the requester page, we routinely print many pages of single lines, even when instructing the printer to choose 1 page only. Waste of paper.
- Would like demonstration of link on library's catalogue to INFO resource sharing network catalogues.
- Would like to have access to more of the cloth bags.
- Would like to spend more time on ILL but unfortunately it is only one of many duties.

Network Participation Policy Review Project
INFO Interlibrary Loan Network VDX User Survey
 Library Information for 44 library survey group - Library name removed for anonymity
 (**Bold** = Also an Advisory Group library)

	Population 2005	Hours per week open	# of branches	Holdings shared via	ILL Delivery Method	Zportal user for branch staff access / patron issued ILL	2007 Borrows	2007 Requests Received	2007 Lends	2007 Fill Rate	2007 Net Lender
< 15,000 18 Small 15 SOLS 3 OLSN	6,460	47		INFO	SOLS Van		667	1,919	1,181	62%	1.8 to 1
	7,888	28	2	INFO	SOLS Van		262	988	626	63%	2.4 to 1
	4,072	39		z39.50	SOLS Van		685	1934	1169	60%	1.7 to 1
	8,383	38.5	3	INFO	SOLS Van		879	1,818	1,392	77%	1.6 to 1
	2,515	30	1	INFO	SOLS Van		337	1109	547	49%	1.6 to 1
	2,693	15	2	INFO	SOLS Van		151	619	504	81%	3.3 to 1
	9,941	39		INFO	SOLS Van		1082	1624	1154	71%	1.1 to 1
	11,279	44	1	INFO	SOLS Van		1352	1914	1481	77%	1.1 to 1
	12,732	64	4	z39.50	SOLS Van		988	1470	1001	68%	1.0 to 1
	11,636	41		INFO	SOLS Van		2430	3530	3077	87%	1.3 to 1
	7,603	50.5		INFO	SOLS Van		1053	1338	932	70%	0.9 to 1
	8,407	40.5		INFO	SOLS Van		939	1734	1156	67%	1.2 to 1
	5,153	28		INFO	SOLS Van		245	709	464	65%	1.9 to 1
	594	21		INFO	SOLS Van		313	678	531	78%	1.7 to 1
	8,722	44		z39.50	SOLS Van		5,534	2,947	2,712	92%	0.5 to 1
	11,558	47.5		INFO	Canada Post		111	1,329	787	59%	7.0 to 1
	9,278	43		INFO	Canada Post		397	1,075	817	76%	2.1 to 1
	5,357	51		INFO	Canada Post	Zportal user	1,140	820	577	70%	0.5. to 1
15,001 to 50,000 13 Medium 10 SOLS 2 OLSN	20,501	55.5		z39.50	SOLS Van	Zportal user	1,291	3,072	2,179	71%	1.7 to 1
	19,378	54		z39.50	SOLS Van	Zportal user	1,402	3,271	1,939	59%	1.4 to 1
	15,287	65		z39.50	SOLS Van	Zportal user	1,570	2,237	1,184	53%	0.8 to 1
	19,243	43	1	INFO	SOLS Van		826	2,213	1,383	62%	1.7 to 1
	41,072	43	6	INFO	SOLS Van		2,033	3,915	2,346	60%	1.2 to 1
	48,948	48	2	z39.50	SOLS Van	Zportal user	2,158	3,607	2,371	66%	1.1 to 1
	26,979	47	4	z39.50	SOLS Van	Zportal user	3,609	3,215	1,989	62%	0.6 to 1
	31,546	65.5		z39.50	SOLS Van	Zportal user	1,620	5,486	3,113	57%	1.9 to 1
	28,617	58		z39.50	SOLS Van		5,652	7,054	6,107	87%	1.1 to 1
	17,646	64	1	INFO	SOLS Van		468	2,945	1,711	58%	3.7 to 1
	51,082	61		z39.50	Canada Post		911	3,851	1,999	52%	2.2 to 1
	43,024	58	1	z39.50	Canada Post		2,148	2,129	1,145	54%	0.5 to 1

50,001 to 100,000	Population 2005	Hours per week open	# of branches	Holdings shared via	ILL Delivery Method	Zportal user for branch staff access / patron issued ILL	2007 Borrows	2007 Requests Received	2007 Lends	2007 Fill Rate	2007 Net Lender
4 Big 3 SOLS 1 OLSN	74,907	58	3	INFO	SOLS Van		625	2,734	1,289	47%	2.1 to 1
	75,670	68	3	z39.50	SOLS Van		2,335	3,501	2,295	66%	1.0 to 1
	91,412	59	1	INFO	SOLS Van		1,243	5,847	3,147	54%	2.5 to 1
	72,779	68	2	INFO	Canada Post		788	1,776	1,029	58%	1.3 to 1
Over 100,001 6 Large 5 SOLS 1 OLSN	178,178	66.5	5	INFO	SOLS Van		1,350	7,182	3,741	52%	2.8 to 1
	570,988	35	18	INFO	SOLS Van		747	6,044	3,192	53%	4.3 to 1
	144,128	65	6	z39.50	SOLS Van	Zportal user	1,913	6,474	4,040	62%	2.1 to 1
	124,091	49	3	z39.50	SOLS Van		1,757	6,277	3,481	55%	2.0 to 1
	207,959	66	10	z39.50	SOLS Van		2,426	7,357	4,248	58%	1.8 to 1
	102,617	58	3	z39.50	Canada Post	Zportal user	885	3,601	2,084	58%	2.4 to 1
4 County 4 SOLS 0 OLSN	60,310	40	18	INFO	SOLS Van		2,104	3,770	2,662	71%	1.3 to 1
	57,131	35	12	z39.50	SOLS Van	Zportal user	1,017	3,799	2,321	61%	2.3 to 1
	49,815	60	13	z39.50	SOLS Van		1,944	4,780	2,844	59%	1.5 to 1
	50,231	35	10	z39.50	SOLS Van	Zportal user	3,042	4,659	2,937	63%	1.0 to 1