

Performance measurement in ILL
a Danish library performance measurement study
Søndergaard, Peter

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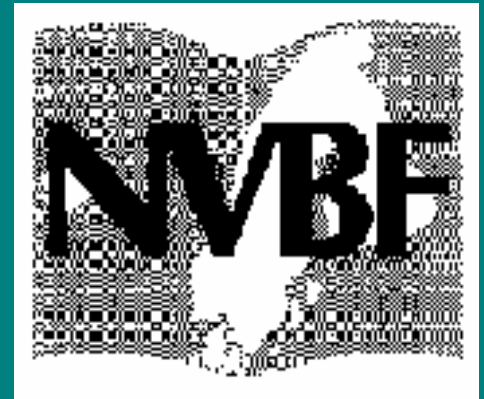
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Performance Measurement in ILL

*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*

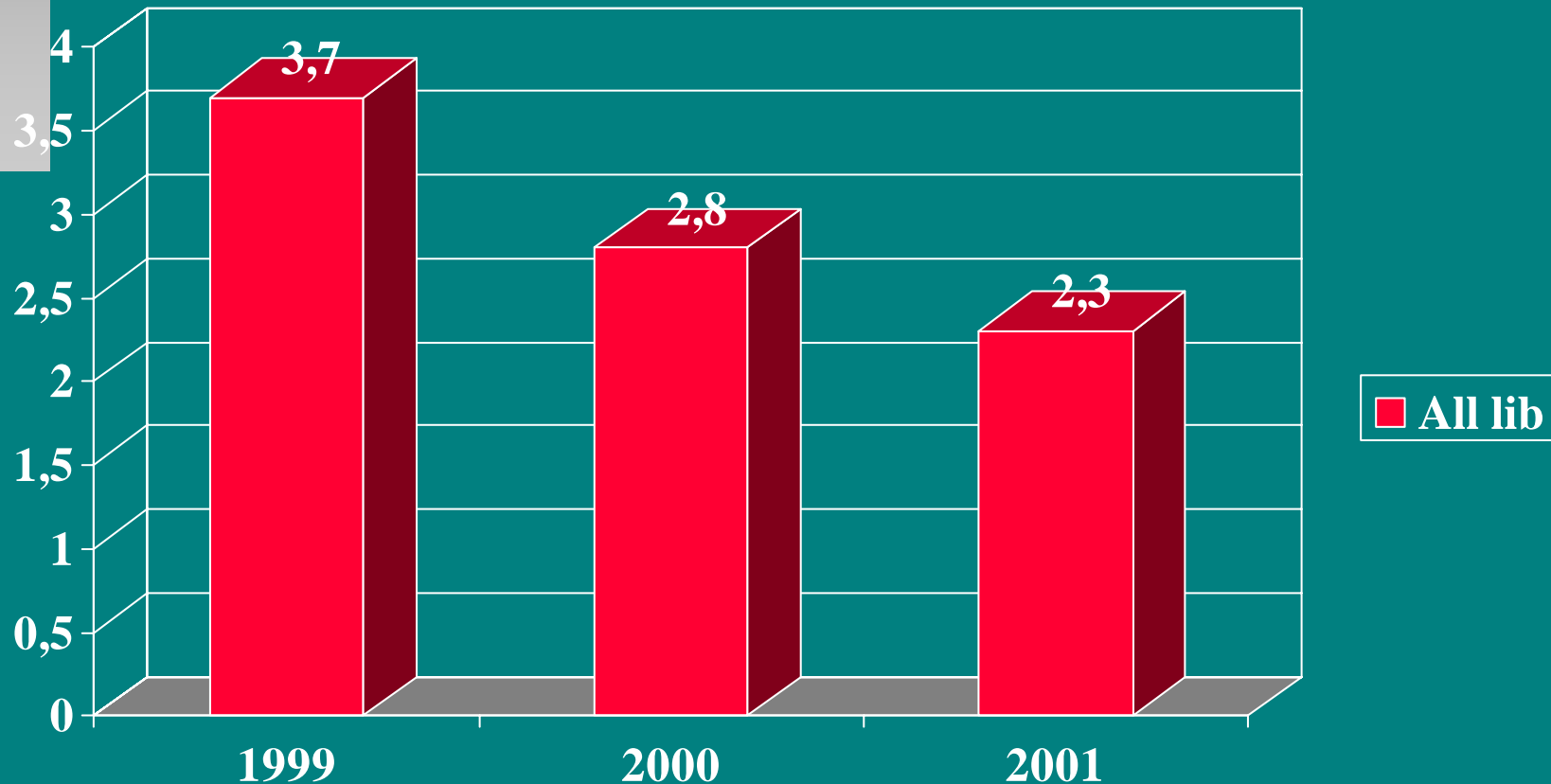


*Period of time elapsed from
dispatch of ILL-order until
document is received by
borrowing library*

Time measurement in ILL

- Inhouse request handling time

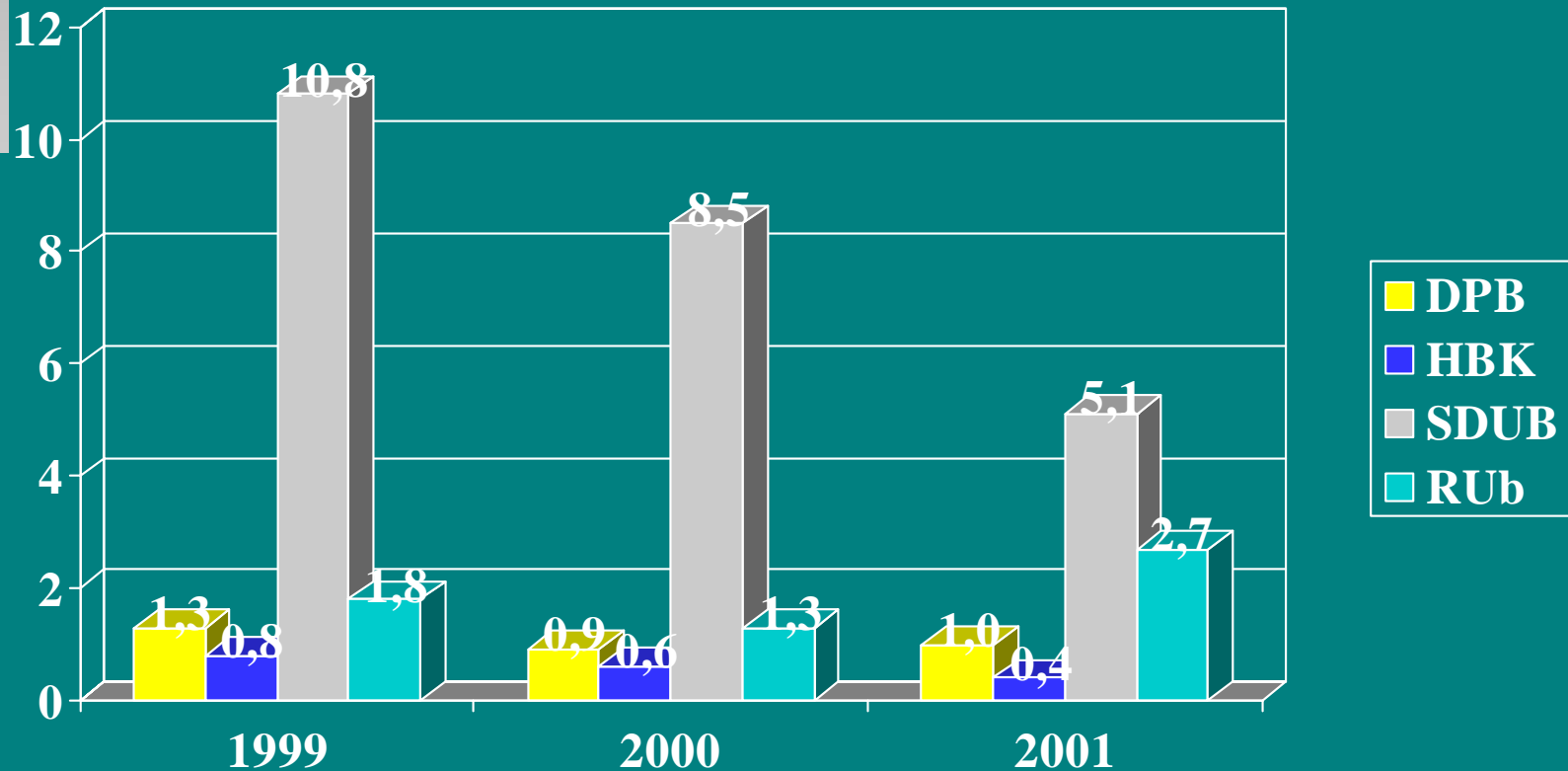
Average number of days spent from receiving request from patron to dispatch of an ILL-order - All research libraries together



Time measurement in ILL

- Inhouse request handling time

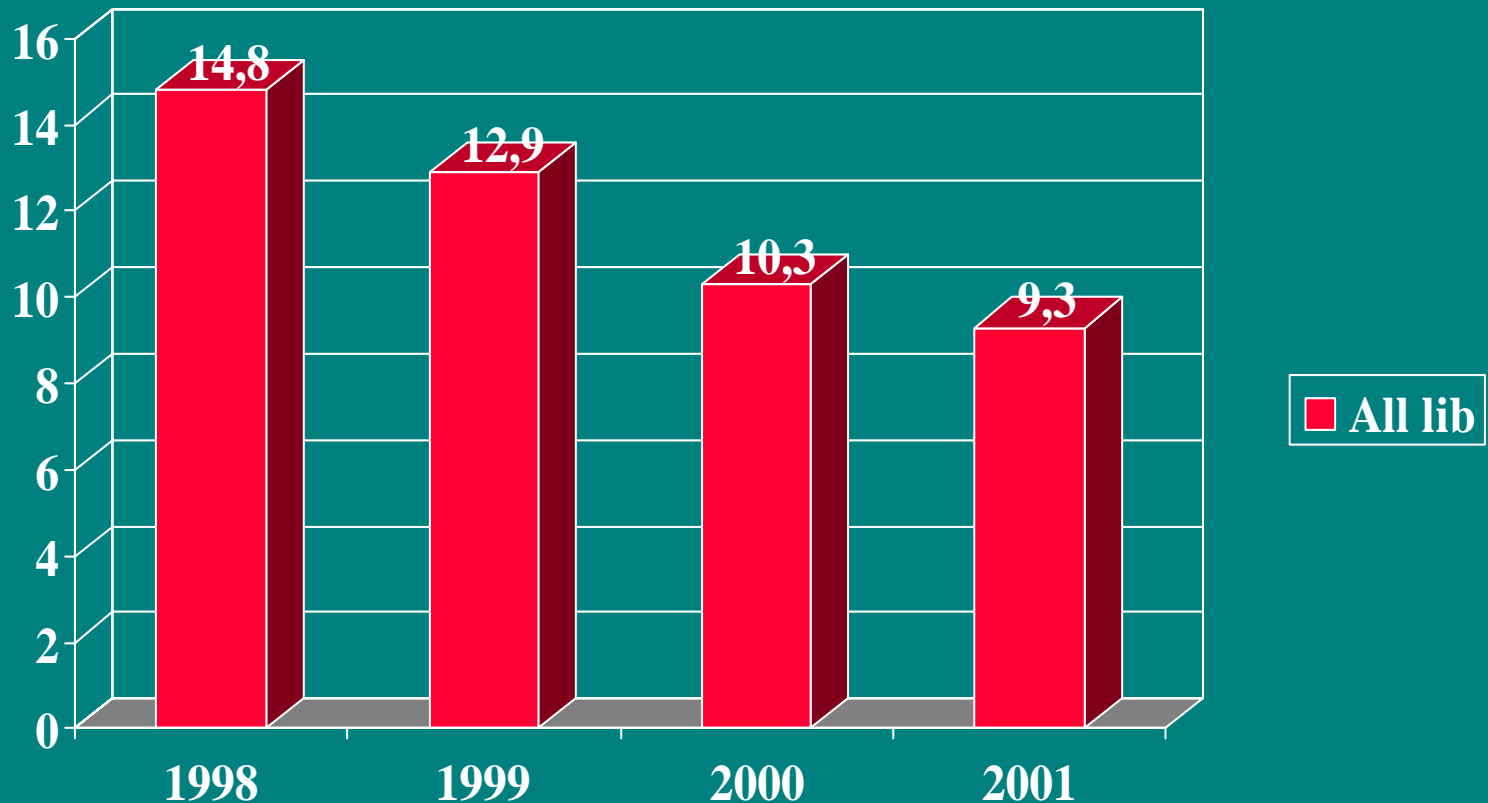
Average number of days spent from receiving request from patron to dispatch of an ILL-order - each individual research library



Time measurement in ILL

Delivery time - documents from all suppliers

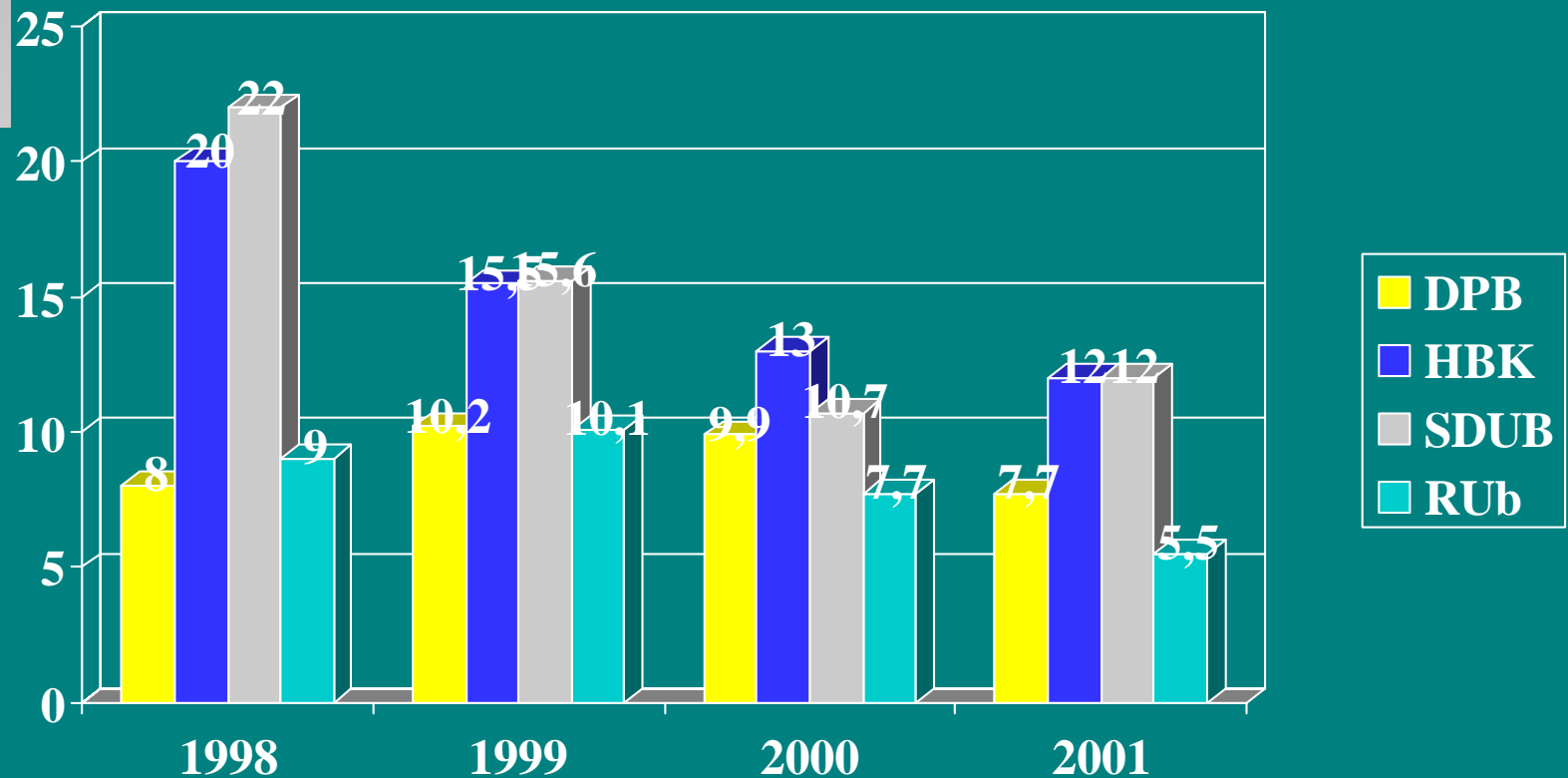
Average number of days from dispatch of an ill-order to receipt of requested document - All research libraries together



Time measurement in ILL

- Delivery time - documents from all suppliers

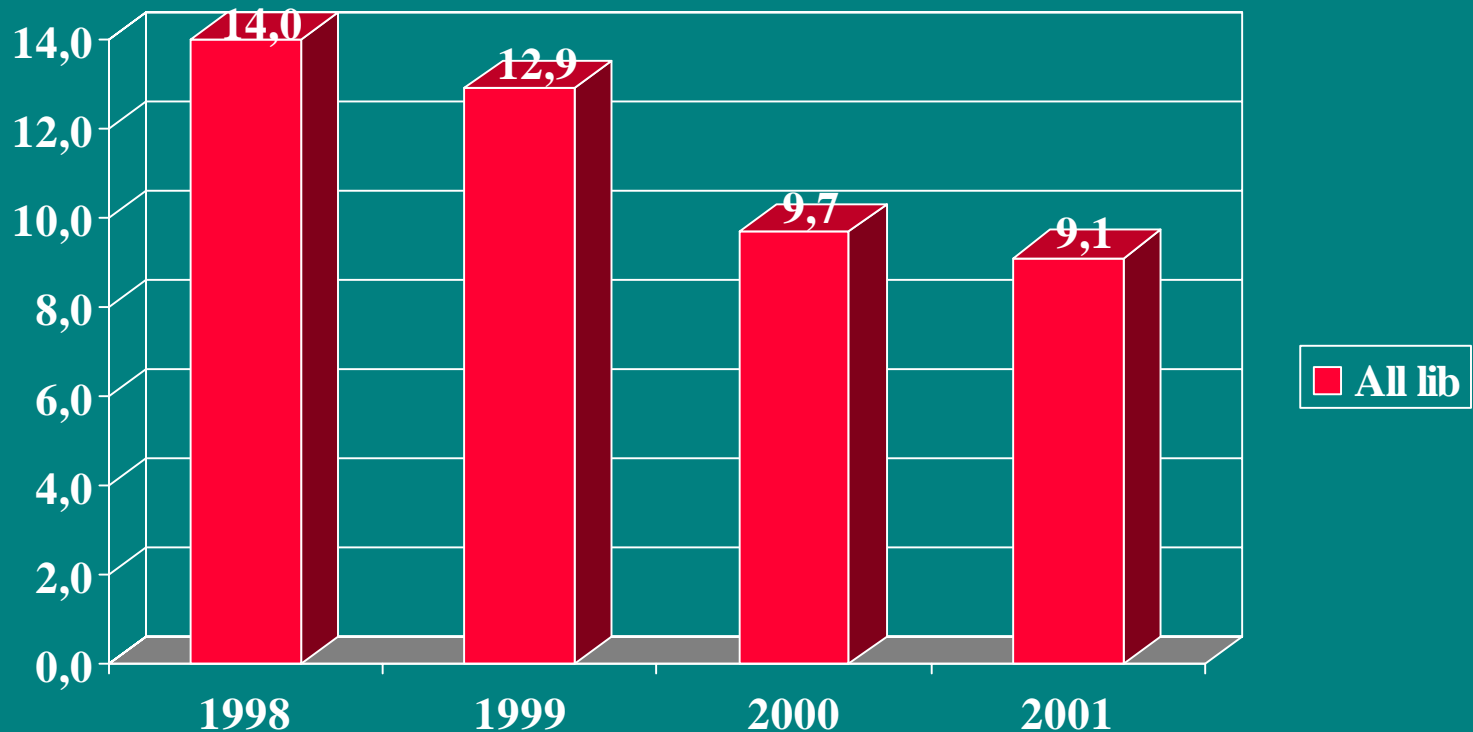
Average number of days from dispatch of an ILL-order to receipt of requested document - each individual research library



Time measurement in ILL

Delivery time - documents from DK-suppliers

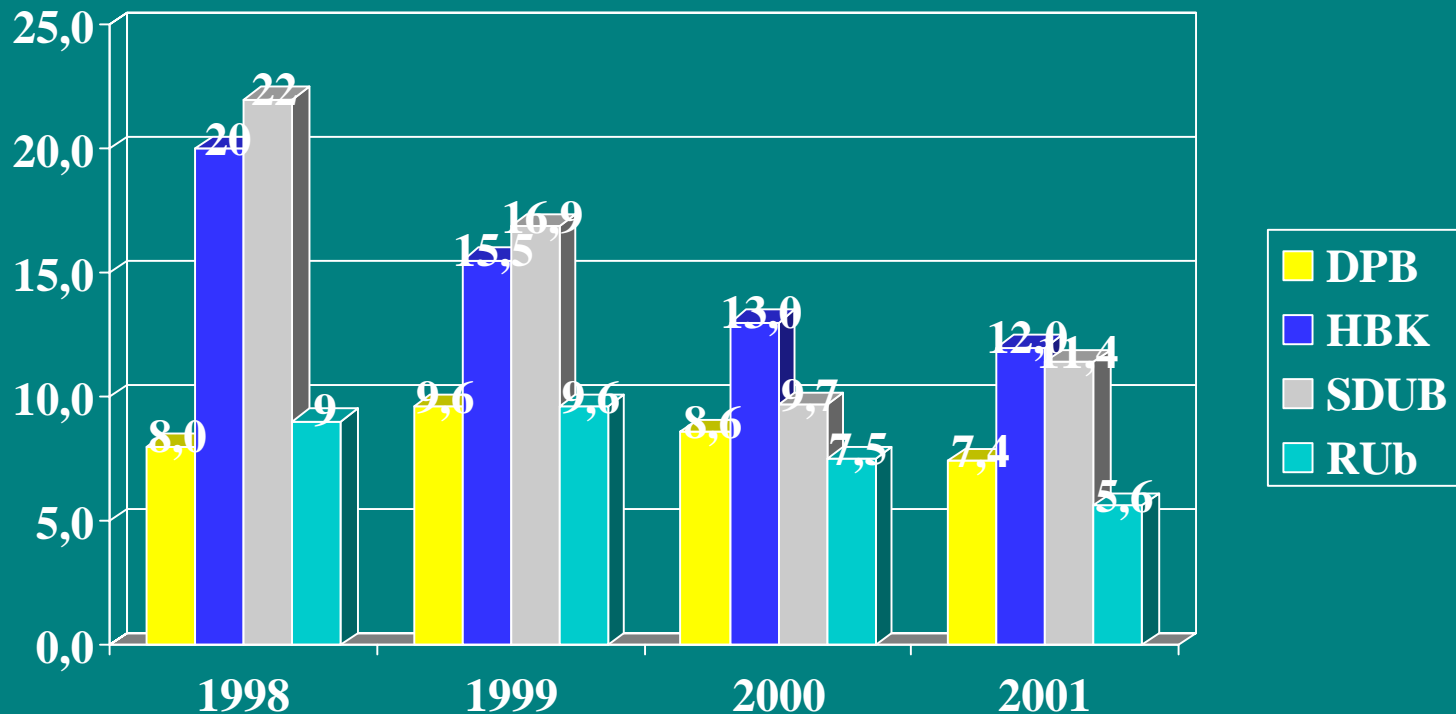
Average number of days from dispatch of an ILL-order to receipt of requested document - All research libraries together



Time measurement in ILL

Delivery time - documents from DK-suppliers

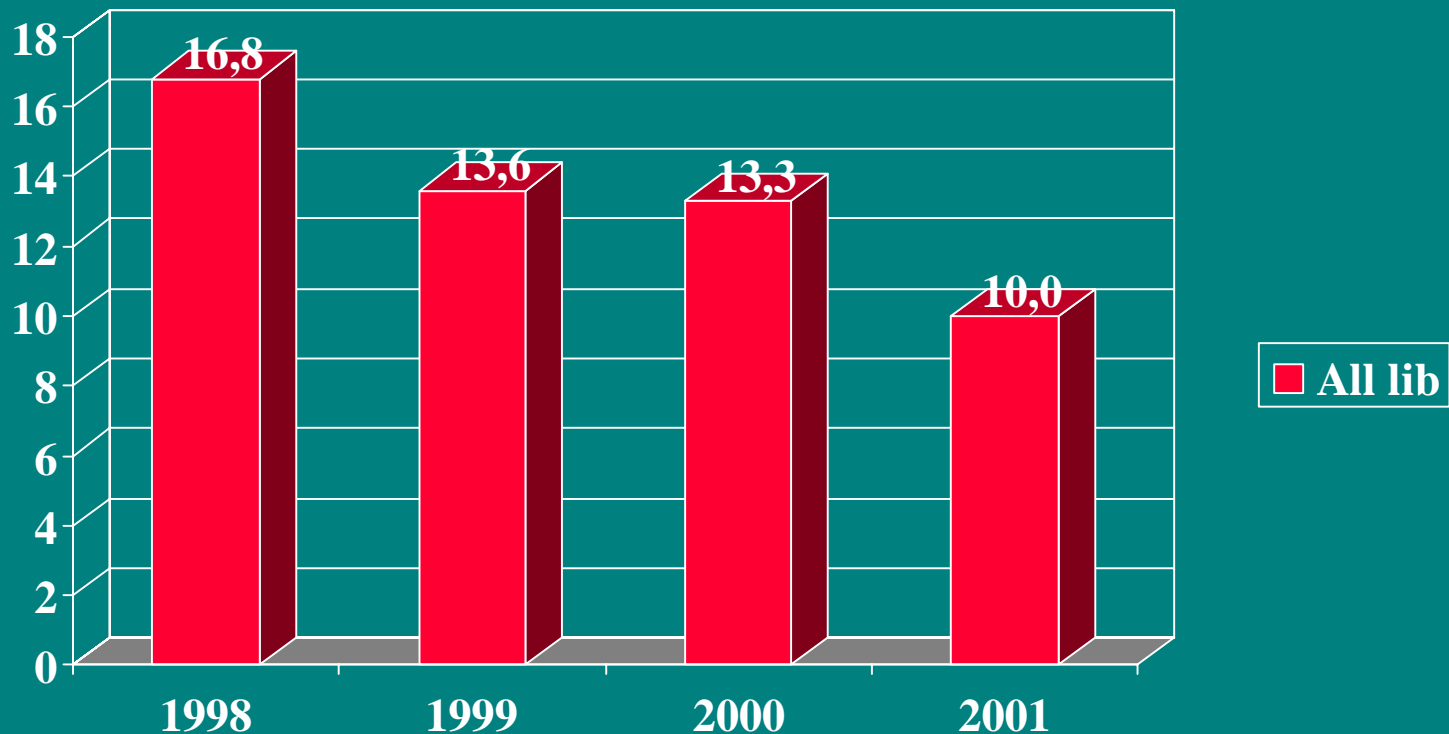
Average number of days from dispatch of an ILL-order to receipt of requested document - Each individual research library



Time measurement in ILL

- Delivery time - documents from outside DK

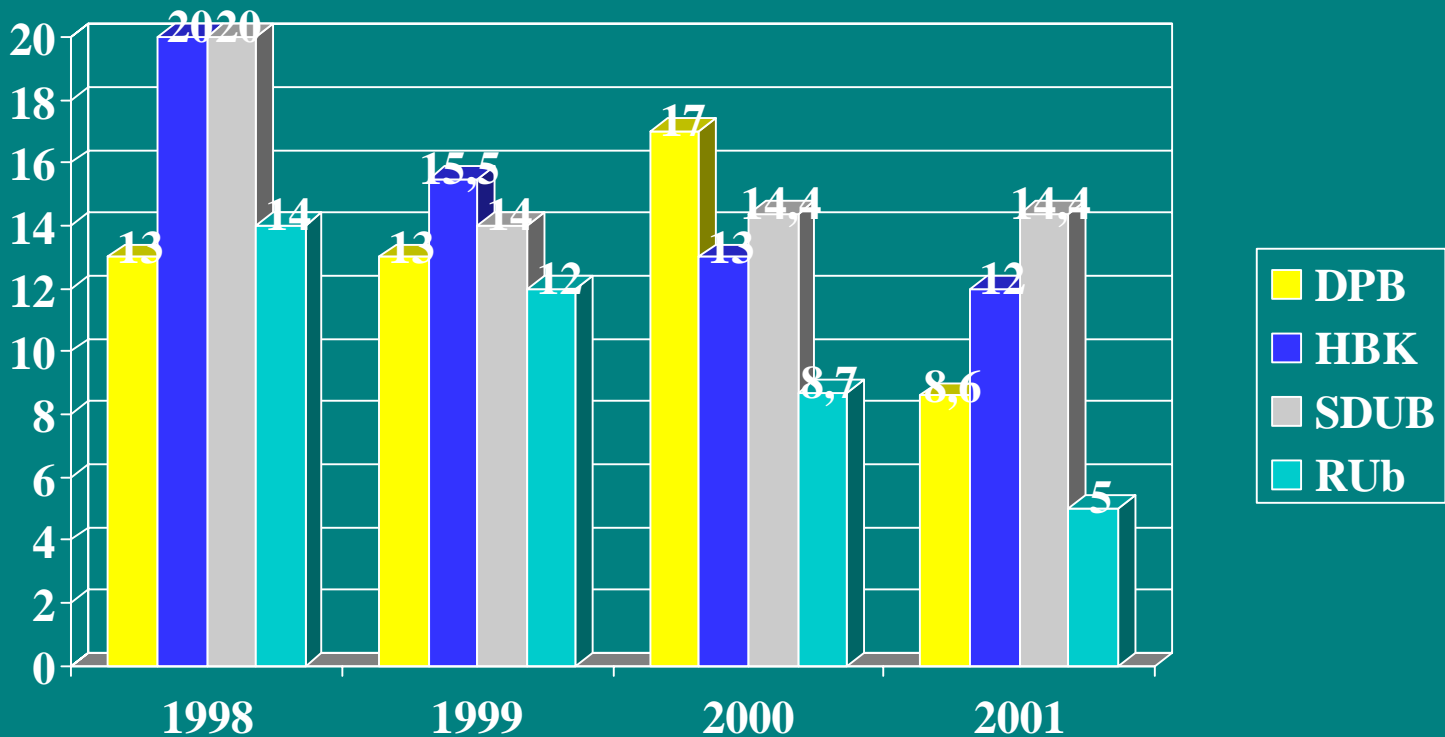
Average number of days from dispatch of an ILL-order to receipt of requested document - All research libraries together



Time measurement in ILL

- Delivery time - documents from outside DK

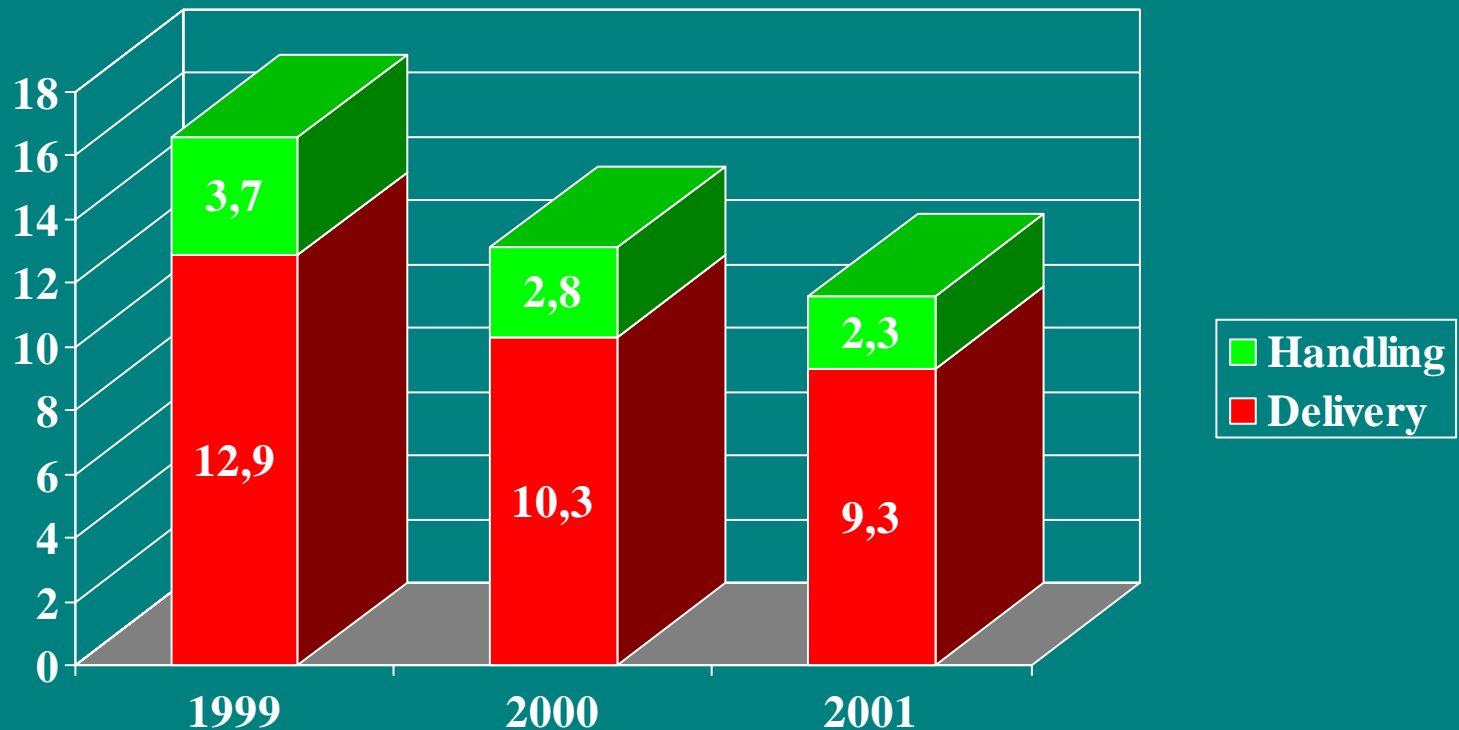
Average number of days from dispatch of an ILL-order to receipt of requested document - Each individual research library



Time measurement in ILL

- Turnaround time.dk 1999-2000-2001

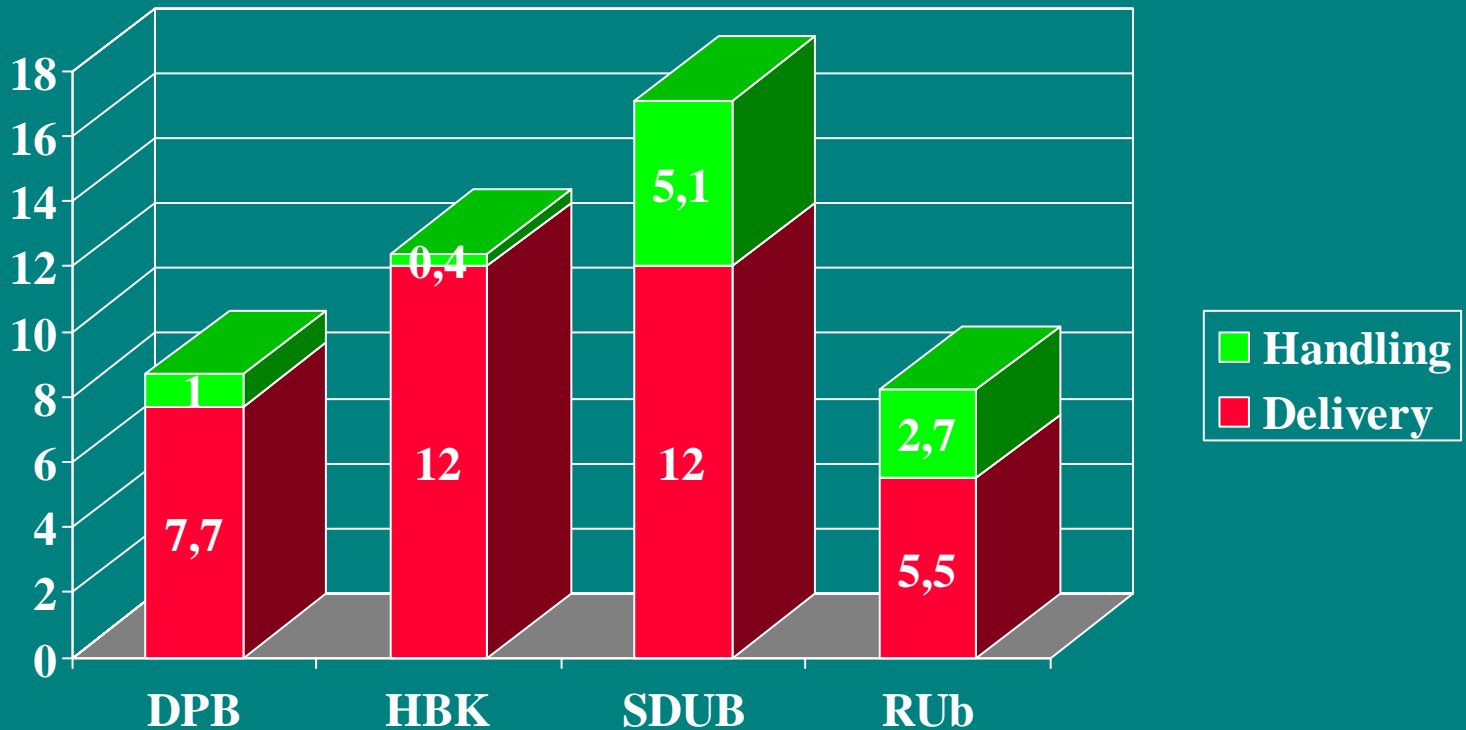
Average number of days from receiving a request from patron, to dispatch of an ILL-order and to receipt of requested document from Danish or foreign libraries/suppliers - all research libraries



Time measurement in ILL

- Turnaround time.dk year 2001

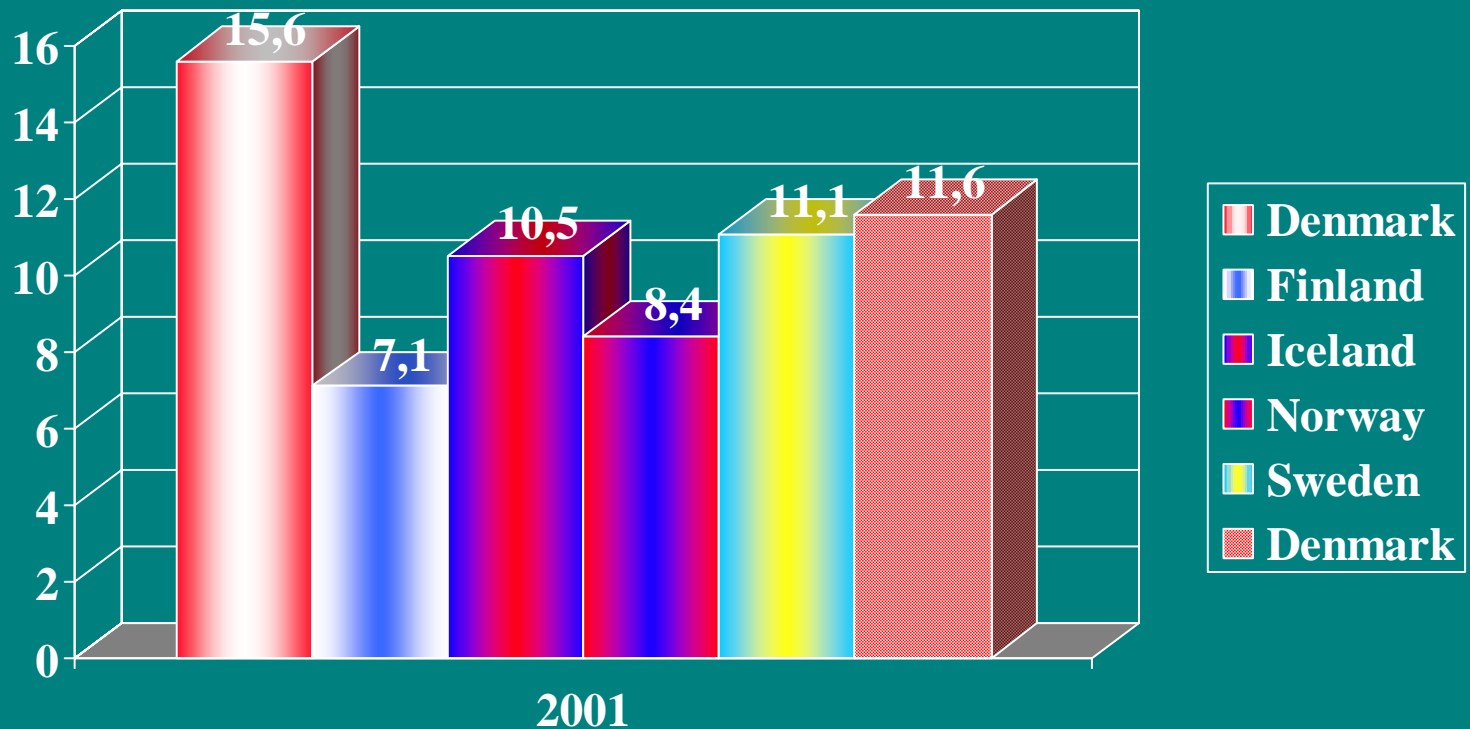
Average number of days from receiving a request from patron, to dispatch of an ILL-order and to receipt of requested document from Danish or foreign libraries/suppliers - all research libraries



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



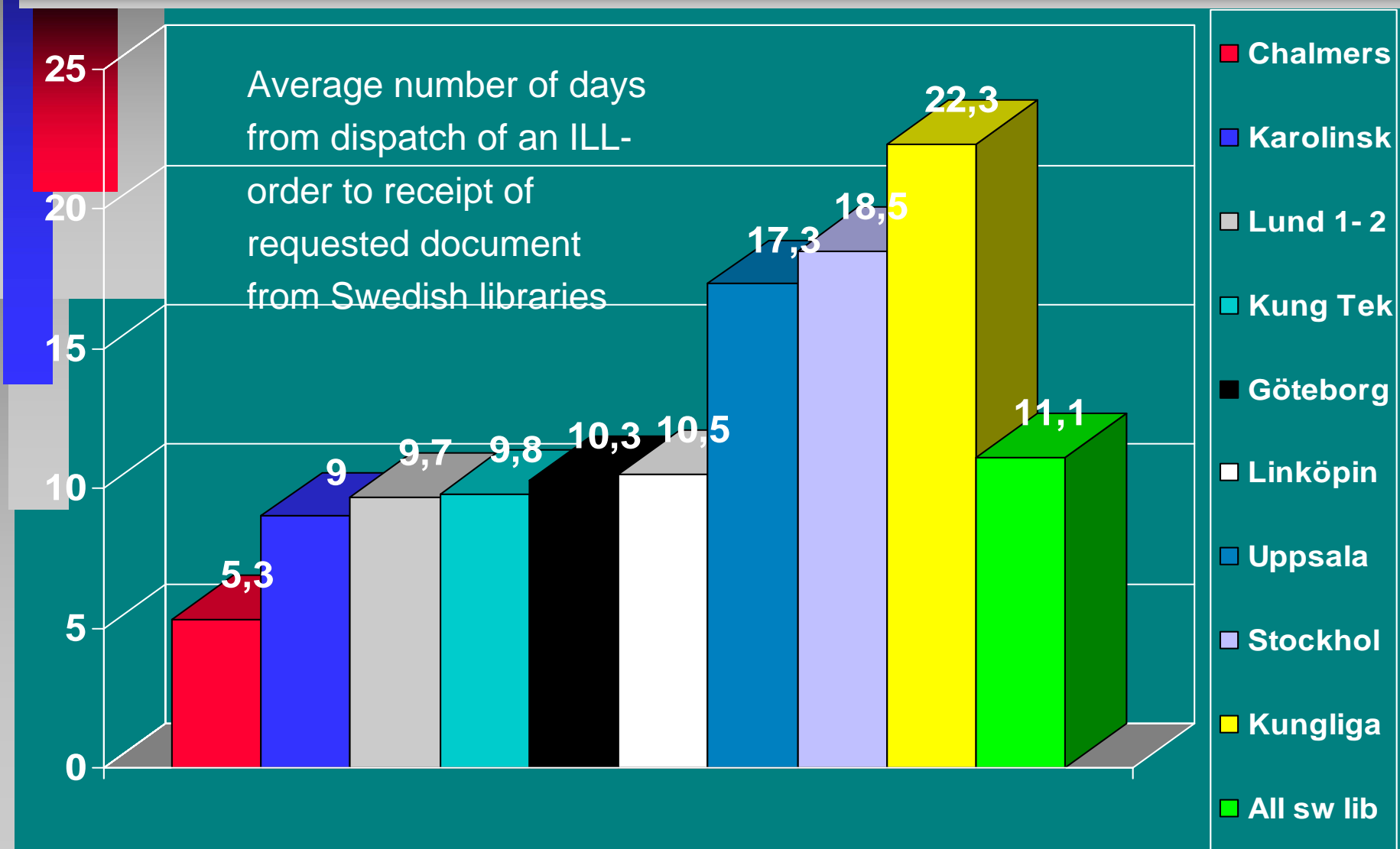
Time measurement in ILL

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*

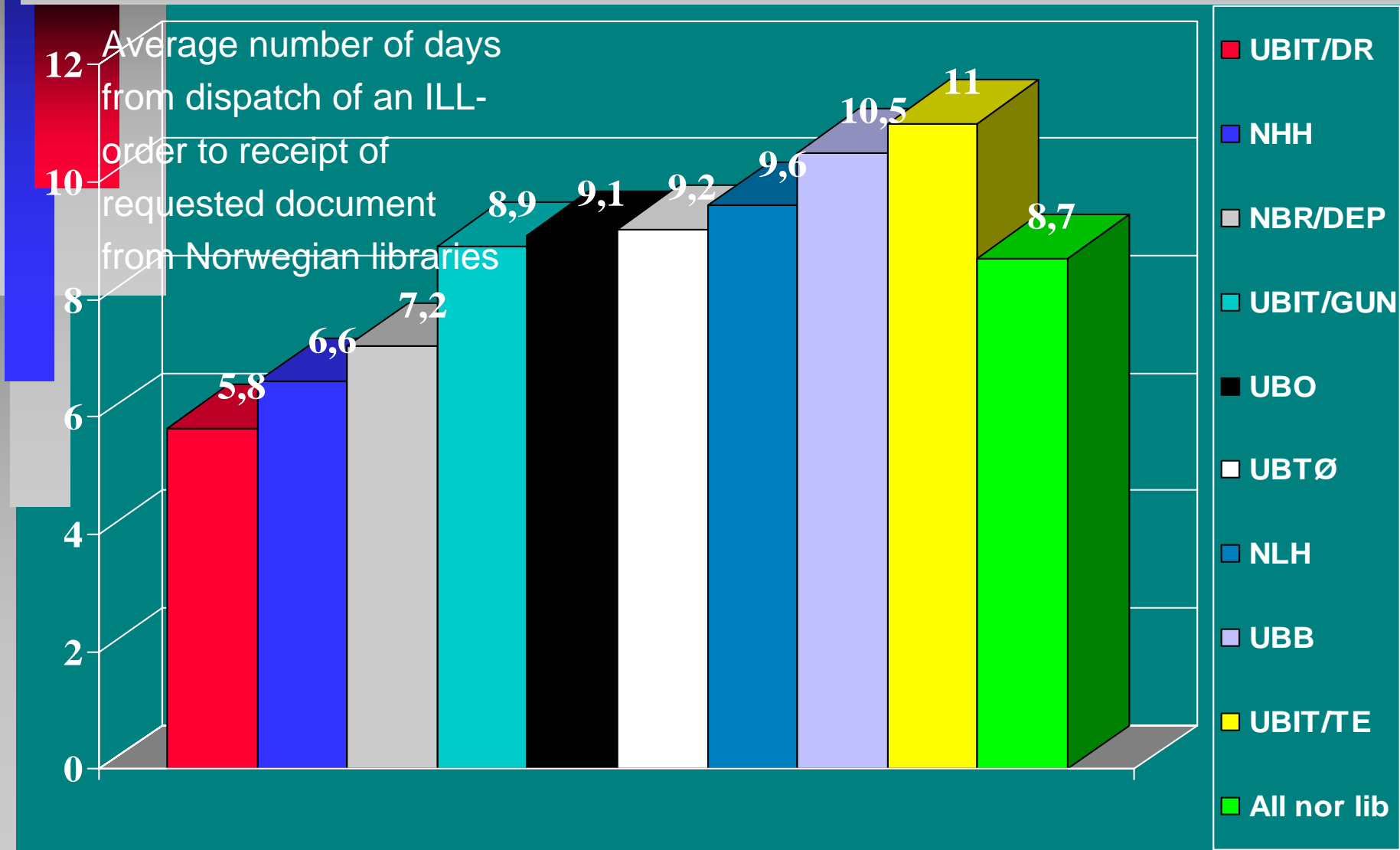
Time measurement in ILL

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



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