

Summary and Final Results of the Oct. 1985 ILL Survey

The Interlibrary Loan Survey sent to 49 CCML member libraries in September, 1985, consisted of two distinct parts. The first part was a survey of ILL practice and librarian's opinion. Thirty-nine or 80% were returned. The second part was statistical and 33 or 67% of the libraries responded. Some of the statistical data was unuseable so the charts show the number of libraries used in the analysis.

Attached here are 7 pages of results of the surveys. For a full account of the committee's activities and results, a notebook will be put together and placed in the Isabelle T. Anderson Collection by July.

The results of the practice part (pages 2 through 5) are in order by question. The question is only given if it is necessary to interpret the results. The results were tabulated by computer and cross-tabulated by whether the library was Metro-Denver or not, or, a hospital-based library or not. The committee will be using these results while formulating the CCML ILL guide or manual.

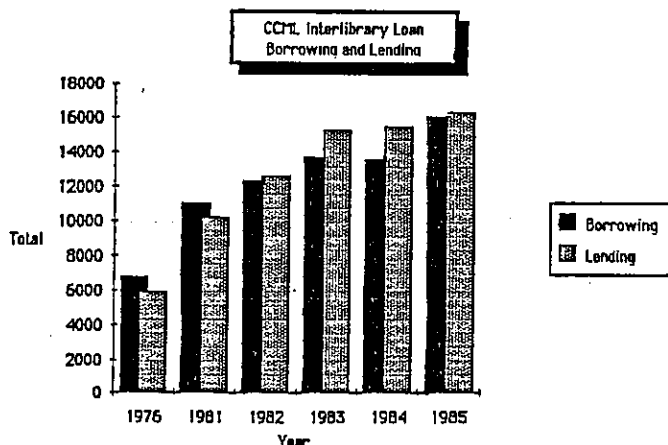
The statistical results (pages 6 through 8) show lending and activity rates. Page 6 represents annual borrowing and lending parameters for 1985 for the 26 libraries reporting, arranged in two ways. Column 2 is the total borrowed. Column 3 is the total lent. Column 4 shows the total activity (B + L). Column 5 shows net lenders and borrowers. Less than 50% is a net lender and over 50% is a net borrower. In the chart in Part A, only 5 of the 26 libraries are net lenders on this annual, total activity basis. The group as a whole are net borrowers (60%). This shows only slightly more dependancy on borrowing that was reported in the 1977 survey (59%).

In the chart show in Part B, the same data is resorted on Column 6 to show total percentage of activity. Here PMH shows the highest activity at 12%. With only 5 libraries having more than 5% of activity, this shows activity is pretty evenly spread. Page 7, Parts A and B show that same statistics but only for the sample month of October, 1985. Here 10 libraries are net lenders.

Page 8 again is the same arrangement but only for the October ILL activity within CCML. Significantly, within the group only activity, 14 out of the 32, or 44%, are net lenders.

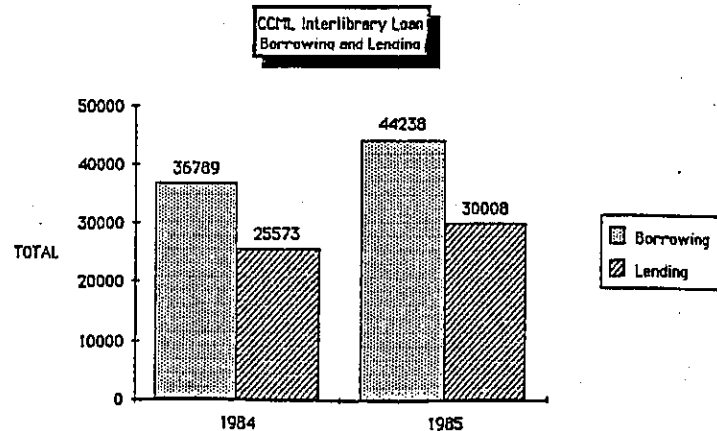
Based on these statistics, the committee recommended that a charging mechanism NOT be established. It was also observed that 6 of the 14 net lenderd have special collections and as expected DMS and FIZ were among the 14, due to their large and more comprehensive collections. The committee recommends that libraries not borrow general materials from these libraries. These recommendations will be expanded upon in the planned CCML ILL Guide.

Below are two graphs showing total activity levels.



N=12 Libraries

Final Results 2/86



N=26 Libraries

YEAR

Final Results 2/86

Colorado Council of Medical Librarians  
Interlibrary Loan Task Force

Survey Results of Interlibrary Loan Practice  
and Opinion, October, 1985

1. 100% of respondents fill ILL within 24 hours most of the time, and one-third do it all the time without fail.
2. Over 97% will accept rush requests by phone.
3. 66% of all respondents thought that there should be a standard time frame for filling ILLs.
4. 60% of respondents thought that there should be a standardized loan period for non-photocopied loans.
5. 70% did think that the length of the loan period should be based on format (books, journals, AV)
6. a. Respondents verified Octanet requests:  
41% = all of the time  
44% = most of the time  
22% = some of time, seldom or never

<u>Hospitals</u>	<u>Non hospitals</u>	<u>Metro</u>	<u>Nonmetro</u>
44% = all of time	29% = all	52% = all	11% = all
44% = most of time	43% = most	35% = most	66% = most
12% = s,s, or n	28% = s,s or n	22% = s,s or n	
s,s or n = some of time, seldom or never			

Most of verifying done by Hospitals in Metropolitan area. 83% of all respondents verify most or all of time.

6. b. CCML Network. Respondents verified requests:  
0% = all of the time  
47% = most of the time  
53% = some of time, seldom or never

<u>Hospitals</u>	<u>Non hospitals</u>	<u>Metro</u>	<u>Non-Metro</u>
41% = most	71% = most	48% = most	44% = most
59% = s,s, or n	29% = s,s, or n	52% = s,s or n	56% = s,s or n

7. a. & b. - 100% of the respondents know that it is borrower's responsibility to verify, but 97% of the lenders, as a courtesy, will try to do it for the borrower.

8. 69% of the total respondents prefer to copy the article rather than send issue or volume.

Prefer to photocopy article:  
 67% of hospitals  
 75% of non hospitals  
 56% of metropolitan  
 100% of non-metropolitan

9. Do you allow your patrons to check out a bound volume from another library?  
 79% would loan a bound volume or issue at least occasionally.  
 21% do not allow it at all.

10. OCLC

21 of 39 respondents were OCLC

Cataloging	I.L.L.	Both	Neither
31%	13%	10%	46%

Of the 21 libraries using OCLC; 15 are hospital; 6 are non-hospital; 14 are metropolitan; 7 non-metropolitan.

11. Would you like to standardized policies in manual?

81% = Yes      19% = No  
 Yes: 78% of hospitals, 89% non-hospitals,  
 Yes: 77% of metropolitan and 89% non-metro

12. Would your library be willing to conform to standardized policies?

82% = Yes      10% not willing  
 Yes; 92% of hospitals;      80% of non-hospitals  
 80% of metro; 100% of non-metro

13. What I.L.L. systems are used to transmit requests (total of some or all or most of the time)

	<u>Books</u>	<u>Journals</u>
a. ALA forms	77%	58%
b. MHMail	64%	72%
c. Octanet	--	72%
d. OCLC	10%	10%
e. Ontyme	8%	5%
f. Telephone	13%	51%
g. Other	13%	10%

Main systems used for transmission:

Books = ALA, MHM, telephone

Journals = MHM or Octanet, ALA, telephone

14. What tools are used for locating materials? (Total of some or all or most of the time)

	<u>Books</u>	<u>Journals</u>
a. CCML J. Locator	--	97%
b. CCLS	28%	19%
c. CARL	38%	--
d. MHM (books)	66%	30%
e. Denison On-line catalog	19%	--
f. OCLC	35%	27%
g. Telephone	48%	40%
h. Other	8%	16%

Main systems used for locating:

Books = MHM; telephone

Journals = CCML locator; telephone

15. How often do you borrow from: (Total or some or all or most of the time)

	<u>Books</u>	<u>Journals</u>
a. CCML	73%	97%
b. Denison	80%	95%
c. Octanet	46%	88%
d. NLM	39%	74%
e. Instate non-med	77%	72%
f. out of state, non-med	45%	39%
g. Inf. brokers	8%	8%
h. Other	8%	5%

Main source of borrowing:

Books = Denison; in-state non-medical; CCML

Journals = CCML or Denison; OCTANET

16. How often do you lend to: (some or most or all of the time)

	<u>Books</u>	<u>Journals</u>
a. CCML libraries	82%	92%
b. Denison	11%	27%
c. Instate non-med	28%	32%
d. Out of State non-med	10%	8%

17. Do you loan or borrow audiovisuals

	Yes	No
Total:	43%	57%
Hospitals	53%	47%
Non-hospitals	11%	88%
Metro	37%	63%
Non-metro	60%	40%

Charges for ILL:

19. 82% do not charge CCML members.  
8% do and 5% are considering
20. If a charging system were instituted, people are not interested in a:
  - a. per item charge
  - b. deposit accountbut would consider looking into:
  - c. coupons
  - d. periodic invoices
21. 85% would prefer uniform charges, if charges were set up.
22. a.) do you lend to non-CCML journal locator people? -- 94% yes.  
b.) - Is your charging policy different for non-CCML members -- 16% yes; 84% no.
23. 88% feel we should sell the CCML journal locator.
- 24.- 27. Mile High Mail
  - a) Are you satisfied with the present free format? = 78% are satisfied
  - b) Satisfied with book loan system? - 45% were satisfied
  - c) When request is sent via MHM, do you expect 24 hr. turn-around? 55% said yes
  - d) If it can't be filled in 24 hrs, how would you like to be notified?
    - 30% by phone
    - 4% on MH Mail
    - 67% - either
29. 51% use a courier system
30. Of those who use the courier, 55% fill courier participants requests before non-courier requests.

PART A

CCML ILL STATISTICAL SURVEY RESULTS: 1985 BORROWING LENDING PARAMETERS: 26 LIBRARIES

In Order by Net Lender : as shown in Column 5

1	2	3	4	5	6
code	85 B	85 L	B + L	B / B + L	B+L/BT+LT
1 ADR	155	2389	2524	0.06	0.03
2 DMS	2026	4511	6536	0.31	0.09
3 JOM	188	320	509	0.37	0.01
4 VAD	1018	1531	2549	0.40	0.03
5 SAH	883	1242	2125	0.42	0.03
6 MMC	1301	1147	2448	0.53	0.03
7 SLD	2527	2177	4704	0.54	0.06
8 NJH	2315	1724	4039	0.57	0.05
9 AMC	2046	1400	3446	0.59	0.05
10 LMC	2167	1350	3517	0.62	0.05
11 SJD	1794	1012	2806	0.64	0.04
12 OGC	3304	1843	5147	0.64	0.07
13 PDH	1619	871	2490	0.65	0.03
14 PMH	5888	3025	8914	0.66	0.12
15 PHL	2360	1174	3534	0.67	0.05
16 RMD	4040	1512	5552	0.73	0.07
17 CHD	2326	856	3181	0.73	0.04
18 BIH	1134	374	1508	0.75	0.02
19 SMG	839	276	1115	0.75	0.02
20 CSH	752	205	958	0.79	0.01
21 PEP	1318	337	1655	0.80	0.02
22 MEM	1842	442	2284	0.81	0.03
23 CIV	317	59	376	0.84	0.01
24 RMO	971	162	1133	0.86	0.02
25 PAH	960	89	1049	0.92	0.01
26 DELTA	149	0	149	1.00	0.00
27 H-26					
28 TOTAL	44238	30008	74247	0.60	1
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B = Borrowed; L = Lent; B+L = Total Activity; In col. 5, less than 5% = Net Lender  
BT = Total LT = Total (SURVEY TAKEN 10/85) Col. 6 shows % of total activity

PART B

CCML ILL STATISTICAL SURVEY RESULTS: 1985 BORROWING LENDING PARAMETERS: 26 LIBRARIES

In Order by Percentage of activity: as shown in Column 6

1	2	3	4	5	6
code	85 B	85 L	B + L	B / B + L	B+L/BT+LT
10 PMH	5888	3025	8914	0.66	0.12
11 DMS	2026	4511	6536	0.31	0.09
12 CHD	4040	1512	5552	0.73	0.07
13 OGC	3304	1843	5147	0.64	0.07
14 SLD	2527	2177	4704	0.54	0.06
15 NJH	2315	1724	4039	0.57	0.05
16 PHL	2360	1174	3534	0.67	0.05
17 LMC	2167	1350	3517	0.62	0.05
18 AMC	2046	1400	3446	0.59	0.05
19 RMD	2326	856	3181	0.73	0.04
20 SJD	1794	1012	2806	0.64	0.04
21 VAD	1018	1531	2549	0.40	0.03
22 ADR	155	2389	2524	0.06	0.03
23 PDH	1619	871	2490	0.65	0.03
24 MMC	1301	1147	2448	0.53	0.03
25 MEM	1842	442	2284	0.81	0.03
26 SAH	883	1242	2125	0.42	0.03
27 PEP	1318	337	1655	0.80	0.02
28 BIH	1134	374	1508	0.75	0.02
29 RMD	971	162	1133	0.86	0.02
30 SMG	839	276	1115	0.75	0.02
31 PAH	960	89	1049	0.92	0.01
32 CSH	752	205	958	0.79	0.01
33 JOM	188	320	509	0.37	0.01
34 CIV	317	59	376	0.84	0.01
35 DELTA	149	0	149	1.00	0.00
36 H-26					
37 TOTAL	44238	30008	74247	0.60	1
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(SURVEY TAKEN 10/85)

PART A

CCML ILL STATISTICAL SURVEY RESULTS: BORROWING LENDING PARAMETERS FOR OCT 85:32 LIBRARIES

In Order by Net Lender: as Shown in Column 5

1	2	3	4	5	6	7
CODE	B (10/85)	L (10/85)	B + L	B / B + L	B+L/BT+LT	
79	FIZ	196	196	0.00	0.03	
80	XSM	0	12	0.00	0.00	
82	ADR	21	303	0.07	0.04	
83	MGC	11	56	0.20	0.01	
84	DMS	101	471	0.21	0.06	
85	FLM	28	83	0.34	0.01	
86	JOM	18	53	0.34	0.01	
87	SWM	177	249	0.42	0.06	
88	NJH	123	296	0.42	0.04	
89	VAF	26	61	0.43	0.01	
90	LMC	108	218	0.50	0.03	
91	AMC	152	298	0.51	0.04	
92	SJD	95	185	0.51	0.03	
93	SAH	121	226	0.54	0.03	
94	PEP	44	80	0.55	0.01	
95	VAD	154	279	0.55	0.04	
96	SLO	262	459	0.57	0.06	
97	MMC	126	220	0.57	0.03	
98	BIH	37	62	0.60	0.01	
99	PDH	128	212	0.60	0.03	
100	PHL	181	296	0.61	0.04	
101	CHD	350	552	0.63	0.08	
102	SMG	55	86	0.64	0.01	
103	DGC	262	390	0.67	0.05	
104	CSH	70	99	0.71	0.01	
105	PMH	566	789	0.72	0.11	
106	PVH	66	115	0.74	0.02	
107	MEM	227	305	0.74	0.04	
108	RMD	206	276	0.75	0.04	
109	RMD	103	117	0.88	0.02	
110	PAH	83	89	0.93	0.01	
111	DELTA	37	37	1.00	0.01	
112	N=32					
113	TOTAL	3960	7348	0.54	1	
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B = Borrowed; L = Lent; B+L = Total Activity; In Col. 5, Less than 50% = Net Lender  
BT = Total LT = Total (SURVEY TAKEN 10/85) Col. 6 shows % of total activity

PART B

CCML ILL STATISTICAL SURVEY RESULTS: BORROWING LENDING PARAMETERS FOR OCT 85:32 LIBRARIES

In Order by Percentage of Activity: as shown in Column 6

1	2	3	4	5	6	7
CODE	B (10/85)	L (10/85)	B + L	B / B + L	B+L/BT+LT	
40	PMH	568	789	0.72	0.11	
42	CHD	350	552	0.63	0.08	
43	DMS	101	471	0.21	0.06	
44	SLD	262	459	0.57	0.06	
45	SWM	177	249	0.42	0.06	
46	DGC	262	390	0.67	0.05	
47	MEM	227	305	0.74	0.04	
48	ADR	21	303	0.07	0.04	
49	AMC	152	298	0.51	0.04	
50	NJH	123	296	0.42	0.04	
51	PHL	181	296	0.61	0.04	
52	VAD	154	279	0.55	0.04	
53	RMD	206	276	0.75	0.04	
54	SAH	121	226	0.54	0.03	
55	MMC	126	220	0.57	0.03	
56	LMC	108	218	0.50	0.03	
57	PDH	128	212	0.60	0.03	
58	FIZ	196	196	0.00	0.03	
59	SJD	95	185	0.51	0.03	
60	RMD	103	117	0.88	0.02	
61	PVH	66	115	0.74	0.02	
62	CSH	70	99	0.71	0.01	
63	PAH	83	89	0.93	0.01	
64	SMG	55	86	0.64	0.01	
65	FLM	28	83	0.34	0.01	
66	PEP	44	80	0.55	0.01	
67	BIH	37	62	0.60	0.01	
68	VAF	26	61	0.43	0.01	
69	MGC	11	56	0.20	0.01	
70	JOM	18	53	0.34	0.01	
71	DELTA	37	37	1.00	0.01	
72	XSM	0	12	0.00	0.00	
73	N=32					
74	TOTAL	3960	7348	0.54	1	
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(SURVEY TAKEN 10/85)

PART A

CCML ILL STATISTICAL SURVEY RESULTS: TOTAL FOR OCT 85: CCML ONLY ACTIVITY: 31 LIBRARIES  
In Order by Net Lender: as shown in Column 5

1	2	3	4	5	6	7
CODE	B:CCML	L:CCML	B+L	B/B+L	B+L/BT+LT	
1	FIZ	193	193	0.00	0.03	
2	AOR	17	280	0.06	0.05	
3	MGC	6	40	0.13	0.01	
4	DMS	60	347	0.15	0.07	
5	JOM	8	33	0.20	0.01	
6	FLM	20	49	0.29	0.01	
7	AMC	64	145	0.31	0.03	
8	MHC	41	91	0.31	0.02	
9	NJH	81	172	0.32	0.04	
10	LMC	55	110	0.33	0.03	
11	SWM	177	248	0.42	0.07	
12	SAH	80	105	0.43	0.03	
13	VAD	66	76	0.46	0.02	
14	SJD	80	89	0.47	0.03	
15	PEP	36	33	0.54	0.01	
16	BIH	29	25	0.54	0.01	
17	SLD	262	197	0.57	0.07	
18	CHD	273	201	0.56	0.08	
19	PDH	115	63	0.56	0.03	
20	PHL	166	115	0.59	0.05	
21	SHG	50	31	0.62	0.01	
22	RMD	131	68	0.66	0.03	
23	PMH	424	217	0.66	0.10	
24	DGC	262	128	0.67	0.06	
25	CSH	48	23	0.68	0.01	
26	MEM	155	78	0.68	0.04	
27	PVH	70	29	0.71	0.02	
28	RMD	98	14	0.88	0.02	
29	PAH	73	5	0.92	0.01	
30	DELTA	13	13	1.00	0.00	
31	XSM		12		0.00	
32	N=32					
33	TOTAL	2974	3238	0.48		
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B = Borrowed; L = Lent; B+L = Total Activity; In Col. 5, Less than 5% = Net Lender  
BT = Total; LT = Total (Borrowed + Lent); Column 6 shows % of total activity

PART B

CCML ILL STATISTICAL SURVEY RESULTS: TOTAL FOR OCT 85: CCML ONLY ACTIVITY: 31 LIBRARIES  
In Order by Percentage of Activity: as shown in Column 6

1	2	3	4	5	6	7
CODE	B:CCML	L:CCML	B+L	B/B+L	B+L/BT+LT	
1	PMH	424	217	0.66	0.10	
2	CHD	273	201	0.58	0.08	
3	SLD	262	197	0.57	0.07	
4	SWM	177	248	0.42	0.07	
5	DMS	60	347	0.15	0.07	
6	DGC	262	128	0.67	0.06	
7	AOR	17	280	0.06	0.05	
8	PHL	166	115	0.59	0.05	
9	NJH	81	172	0.32	0.04	
10	MEM	155	78	0.68	0.04	
11	AMC	64	145	0.31	0.03	
12	RMD	131	68	0.66	0.03	
13	PDH	115	83	0.58	0.03	
14	FIZ	193	193	0.00	0.03	
15	SAH	80	105	0.43	0.03	
16	SJD	80	89	0.47	0.03	
17	LMC	55	110	0.33	0.03	
18	VAD	66	76	0.46	0.02	
19	MHC	41	91	0.31	0.02	
20	RMD	98	14	0.88	0.02	
21	PVH	70	29	0.71	0.02	
22	SHG	50	31	0.62	0.01	
23	PAH	73	5	0.92	0.01	
24	PEP	36	33	0.54	0.01	
25	CSH	48	23	0.68	0.01	
26	FLM	20	49	0.29	0.01	
27	BIH	29	25	0.54	0.01	
28	MGC	6	40	0.13	0.01	
29	JOM	8	33	0.20	0.01	
30	DELTA	13	13	1.00	0.00	
31	XSM		12		0.00	
32	N=32					
33	TOTAL	2974	3238	0.48		
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PERCENTAGE OF ACTIVITY