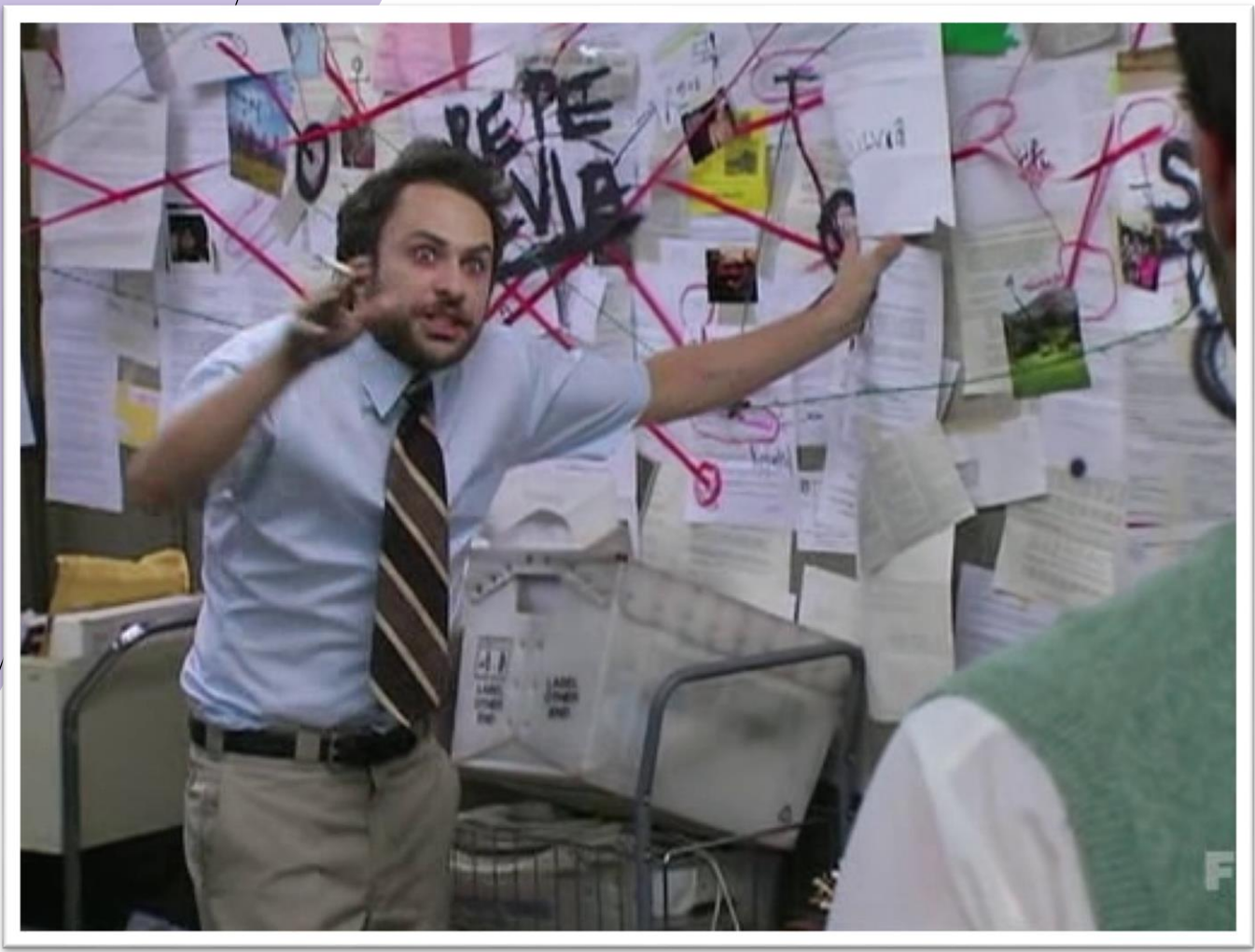


# **RESOURCE SHARING CLUES:**

**Charting the Statistical World of ILL**

Crystal Mills, User Services Manager  
University of Western Ontario, Western Libraries  
June 5, 2023



# AGENDA

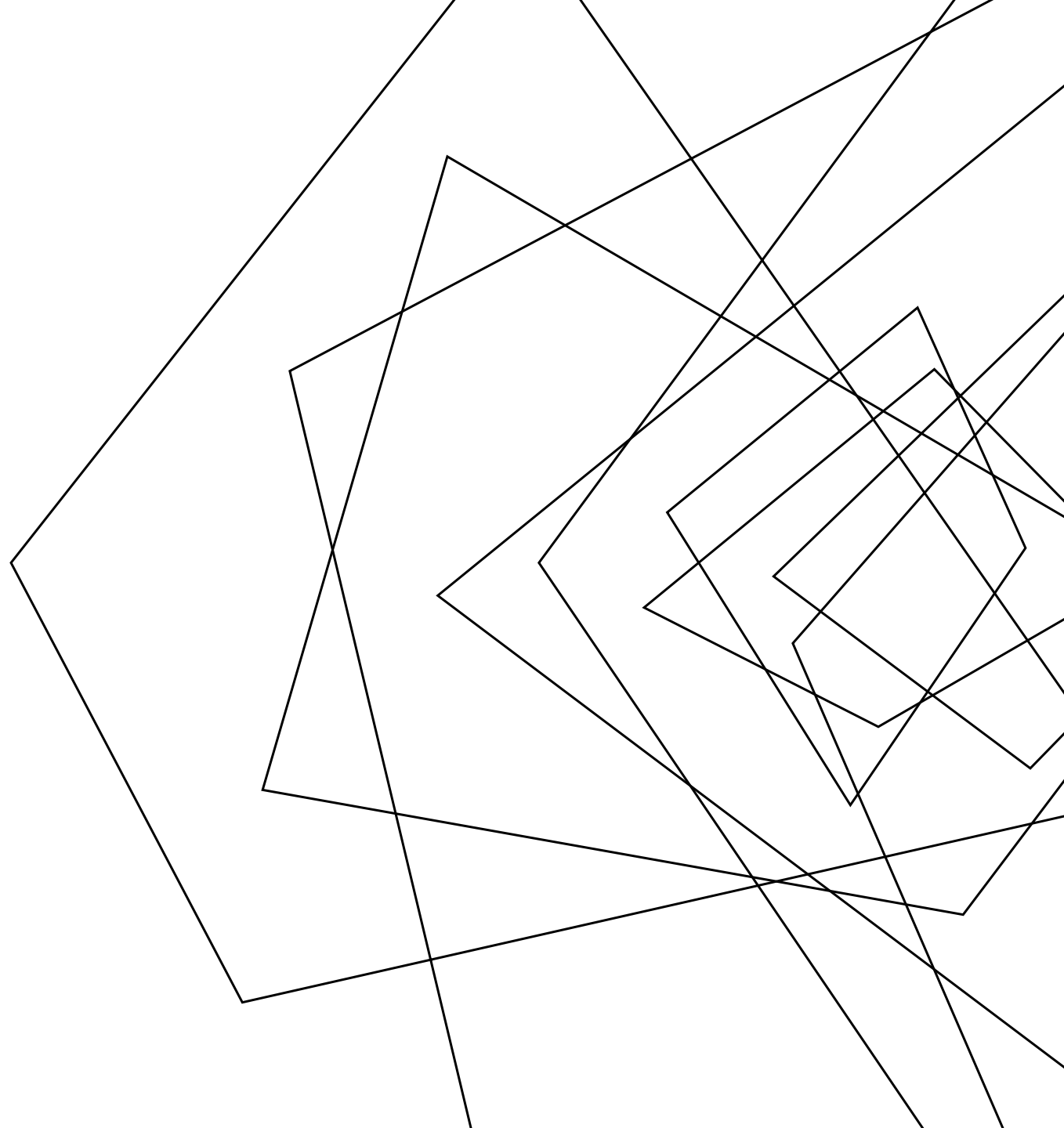
A timeline

Print v digital

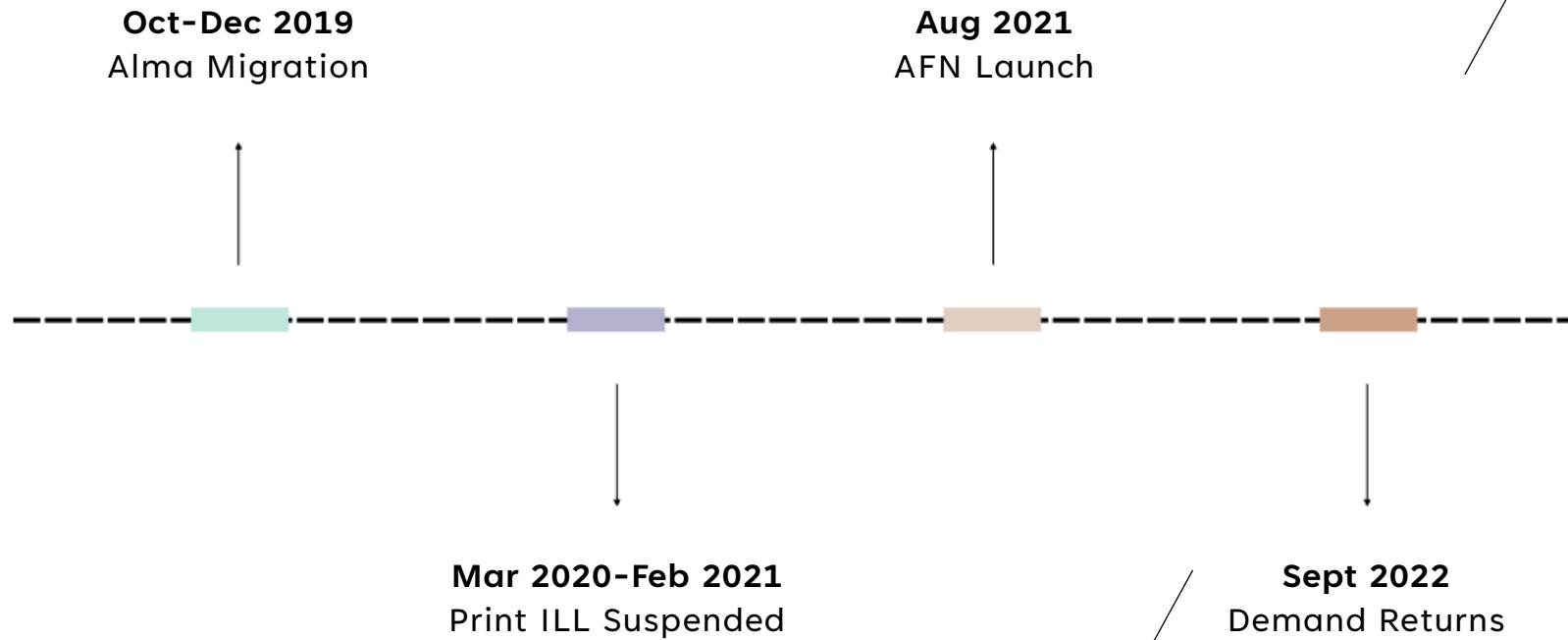
Impact of AFN & shared resources

Charting data across platforms

Other statistical observations

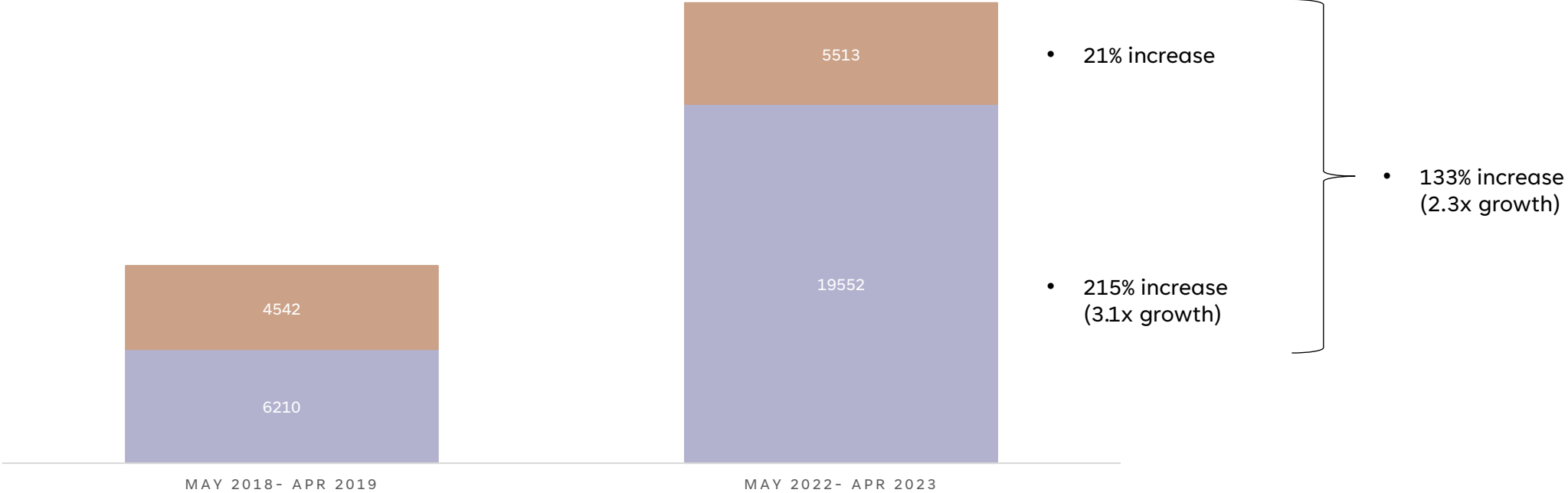


# TIMELINE

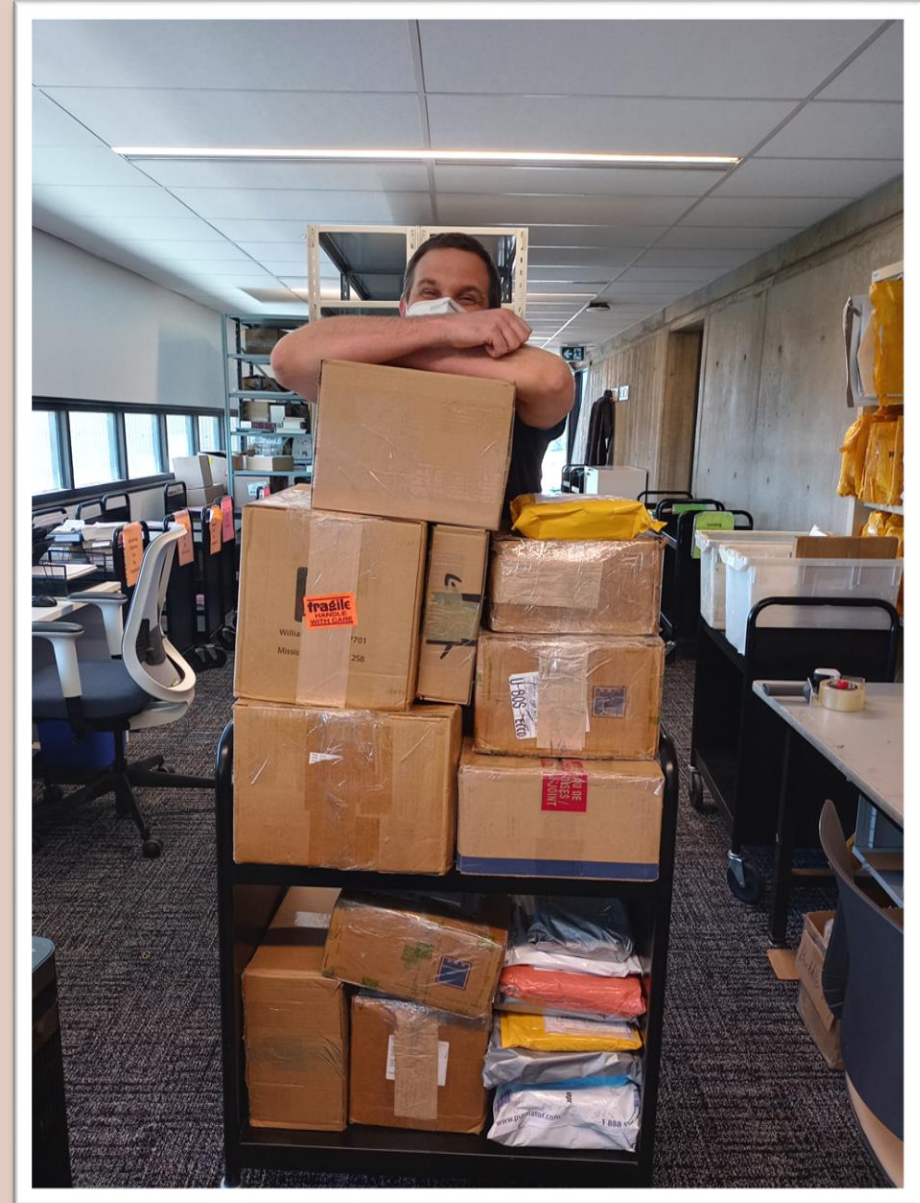


# FILLED LENDING + BORROWING

■ Print Loans   ■ Digital Copies



OOPS, ALL PRINT!



# ASSESSING IMPACT

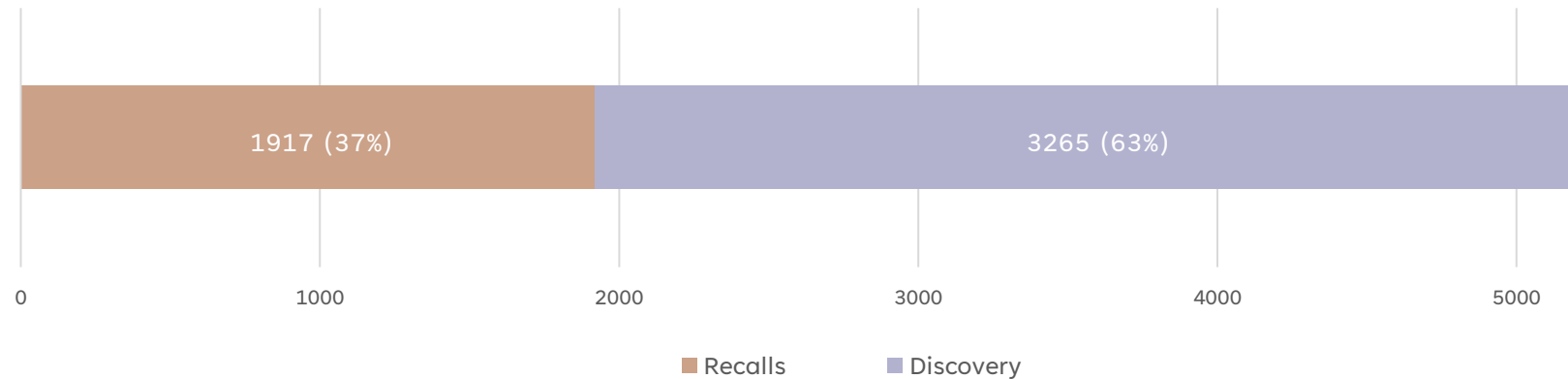
## AFN Policy Change

- 37% of Western AFN requests had local copies
- Patrons are not inconvenienced by recalls
- Faster turnarounds on requests
- Invisible labour by ILL staff

## Omni Discoverability

- Shared print collections

Growth in Print Borrowing 2018-19 v 2022-23





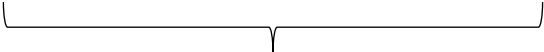


# BORROWING REQUEST WORKFLOW

## Digital Copies



## Print Loans

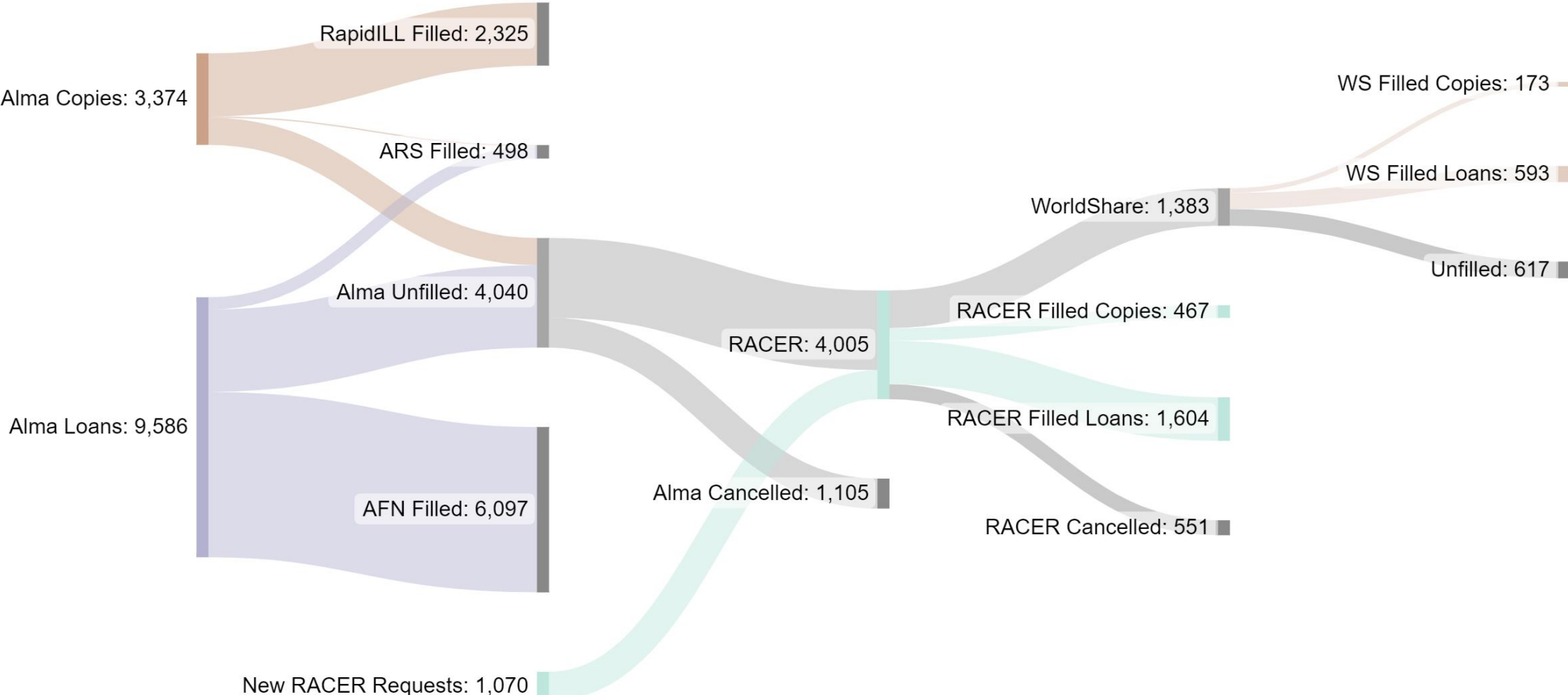


Automatic

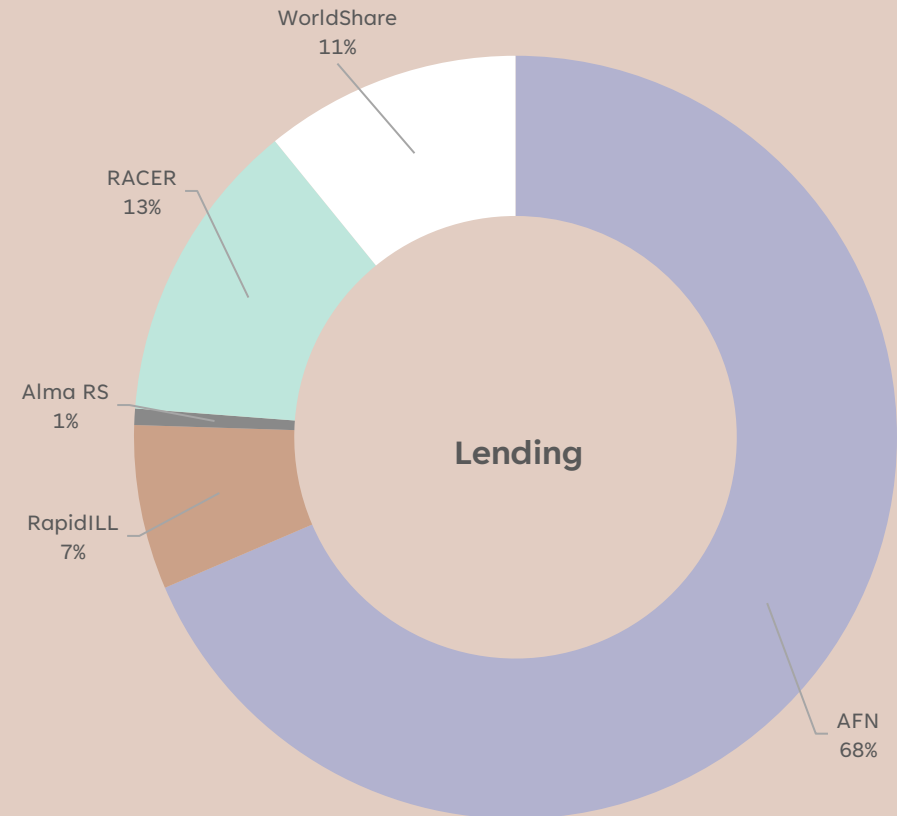
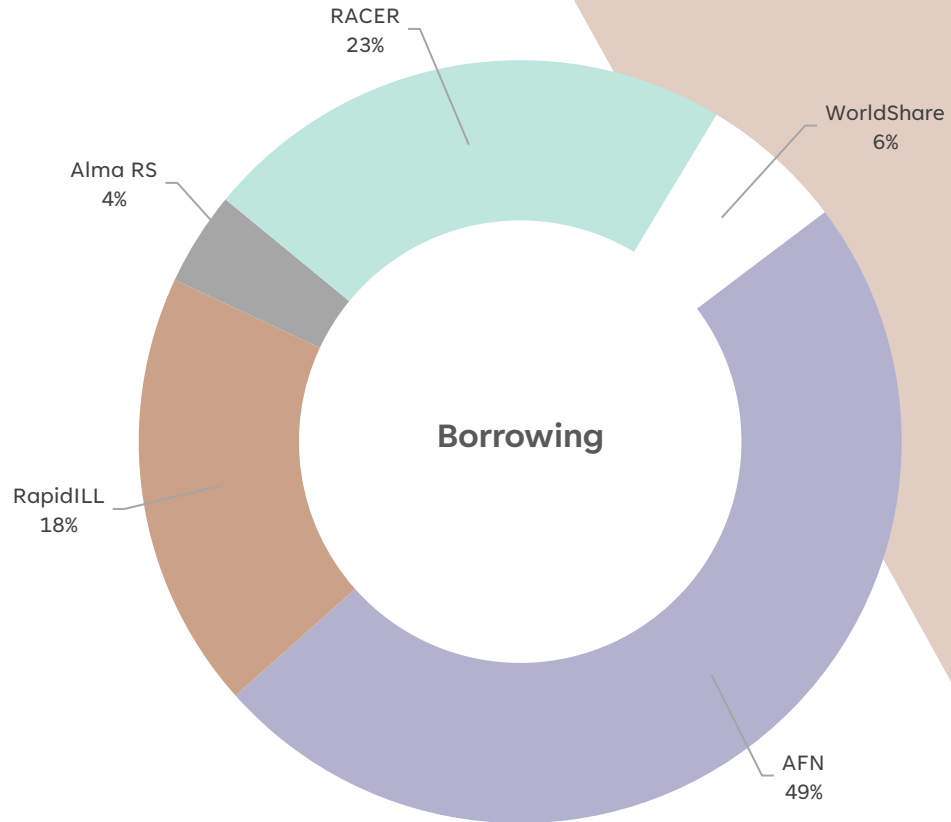


Manual

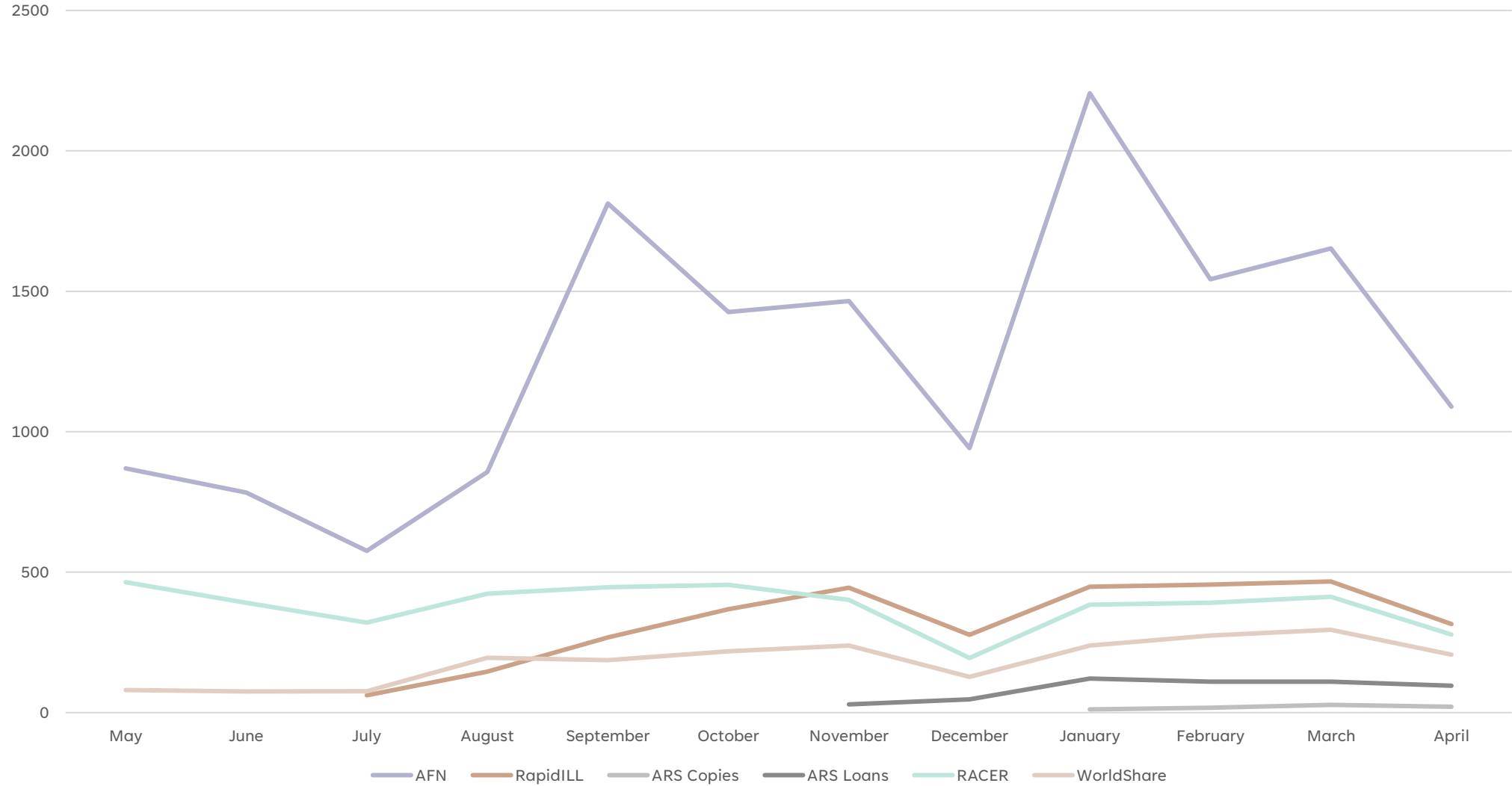
# BORROWING REQUESTS 2022-2023



# FILLED REQUESTS BY PLATFORM (2022-2023)

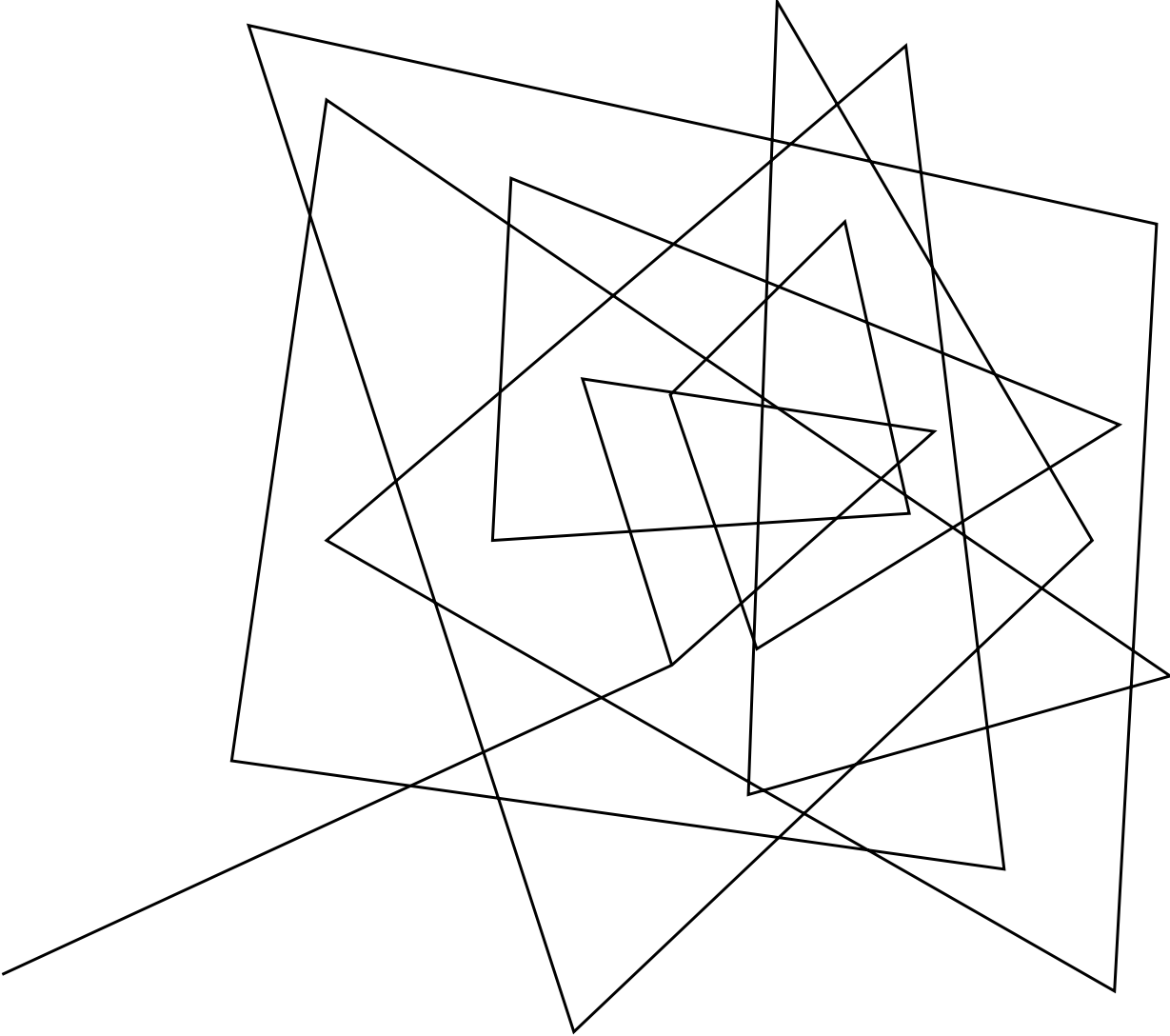


Borrowing + Lending Requests by Platform Over Time (2022-2023)



## OTHER OBSERVATIONS

- Overall fill rate has improved (55% → 77%)
- RapidILL borrowing fill rate is about 70%
- More leisure readings requests (hard to obtain)
- Undergraduate requesting has increased (20% → 33%)
- Request data is challenging to work with
  - Users create incomplete citations via the blank request form
  - Lack of standard identifiers related to holdings
  - Data changes over time as requests get completed
  - Request statuses in Analytics need “decrypting”  
e.g. “Deleted” and “rejected” requests may have been filled



**THANK YOU**

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