

Academic Interlibrary Loan Benchmarks 2011 Edition

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TABLE OF CONTENTS

TABLE OF CONTENTS.....	1
LIST OF TABLES.....	6
THE QUESTIONNAIRE	17
PARTICIPANTS.....	22
SUMMARY OF MAIN FINDINGS	23
CHAPTER ONE: ILL SERVICES.....	28
Question One: What has been the aggregate increase or decrease in traditional interlibrary loan services over the past three years?	28
Question Two: To the best of your knowledge has the library performed a user survey for your ILL services within the past four years?.....	30
Question Three: What are your average turnaround times for borrowing article requests?	31
Question Four: What are your average turnaround times for borrowing book requests?	32
Question Five: What are your average turnaround times for lending article requests?	33
Question Six: What are your average turnaround times for lending book requests?.....	34
Question Seven: What are your average turnaround times for lending videos?	35
Question Eight: What are your average turnaround times for borrowing videos?	36
Question Nine: Is it routine practice in your department to first check to see if an item is available at your own library before fulfilling an interlibrary loan request?.....	37
Question Ten: Estimate the percentage of interlibrary loan requests that you get for books or book chapters that can actually be fulfilled with the resources possessed by your college library.	39
Question Eleven: Estimate the percentage of interlibrary loan requests that you get for journal articles that can actually be fulfilled with the resources possessed by your college library.	41
Question Twelve: Estimate the percentage of interlibrary loan requests that you get for non-journal periodical articles that can actually be fulfilled with the resources possessed by your college library.....	43
CHAPTER TWO: SHIPPING	45
Question Thirteen: How much did the library spend in the last year for which you have records on shipping and courier fees related to interlibrary loan?.....	45

Academic Interlibrary Loan Benchmarks, 2011 Edition

Question Fourteen: What criteria does your library use to determine the best shipping method for your interlibrary loans?	47
Question Fifteen: What materials and resources does your courier service distribute? Please explain.	50
Question Sixteen: What was your spending in the past year on US Mail (or other National Mail Service if your college is not located in the USA) for interlibrary loan?	53
Question Seventeen: What was your spending in the past year on United Parcel Service (UPS) for interlibrary loan?	55
Question Eighteen: What was your spending in the past year on Federal Express for interlibrary loan?.....	57
Question Nineteen: What was your spending in the past year on other carriers for interlibrary loan?	58
CHAPTER THREE: SPECIAL COLLECTIONS AND UNIQUE CIRCUMSTANCES.....	59
Question Twenty: What is the policy of your library on the interlibrary loan of audiovisual materials, such as videorecordings, software, audiorecordings, and other special materials, including maps, art work, rare materials, and so on? If your library does not allow ILL of these materials, please explain the reasons why.	59
Question Twenty-one: Do any of your library's ebook licenses allow for interlibrary loan?	64
Question Twenty-two: Does your library do interlibrary loan with foreign countries?.....	65
CHAPTER FOUR: IMPACT OF DIGITAL REPOSITORIES.....	66
Question Twenty-three: Approximately what percentage of your library's interlibrary loan requests for journal articles is fulfilled by downloading from or referring patrons to institutional digital repositories?	66
Question Twenty-four: Approximately what percentage of your library's interlibrary loan requests for books is fulfilled by downloading from or referring patrons to institutional digital repositories?	68
Question Twenty-five: Approximately what percentage of your library's interlibrary loan requests for articles from periodicals other than journal articles is fulfilled by downloading from or referring patrons to institutional digital repositories?	70
Question Twenty-six: How would you describe the impact of the availability of content through institutional digital repositories on your interlibrary loan operations?.....	72
Question Twenty-seven: Which particular institutional digital repositories have you found most useful in satisfying patron requests?	75

Academic Interlibrary Loan Benchmarks, 2011 Edition

Question Twenty-eight: If the use of institutional digital repositories has helped you to reduce spending on interlibrary loan through reduced or eliminated article fees and lower postal/transport costs, can you quantify these gains over the past year?	77
CHAPTER FIVE: IMPACT OF EBOOKS	78
Question Twenty-nine: Does your department procure eBooks for library patrons that are not in your library's regular collection?	78
Question Thirty: Has your library partnered with any aggregator, publisher, distributor or other supplier of eBooks to supply eBooks for limited periods of time so that they might be suitable for interlibrary loan?.....	80
Question Thirty-one: How much did the interlibrary loan department spend to borrow or otherwise procure eBooks specifically for the purpose of meeting interlibrary loan requests?	82
Question Thirty-two: If your library has policies or is developing policies on the use of eBooks in interlibrary loan then please describe your policies or plans.	84
Question Thirty-three: As an educated guess, what percentage of your initial interlibrary loan requests for books do you feel might be satisfied by reference to Google Scholar, Google Books or other gratis eBook sites?	86
CHAPTER SIX: STATE (OR PROVINCIAL) BORROWING NETWORKS.....	88
Question Thirty-four: Does your state have a state borrowing network?.....	88
Question Thirty-five: Does your library participate in the state borrowing network?	89
Question Thirty-six: Does your library use state ILL/DD/EDD statistical reports for any purposes?	90
CHAPTER SEVEN: DEPARTMENTAL RESPONSIBILITY	91
Question Thirty-seven: Are your library's interlibrary loan and document delivery services performed largely by the same library unit or separate units?	91
Question Thirty-eight: Does the circulation department handle any part of ILL/DD/EDD work?	93
Question Thirty-nine: Has the use of ILL automation changed over the last 5 years? Please explain, and describe the effect it has had on workflows and staffing.	94
CHAPTER EIGHT: CONTRACT TERMS	98
Question Forty: To the best of your knowledge has your library ever tried to negotiate broader license terms for institutional and patron use of your digital collections, specifically for interlibrary loan and e-reserve use?.....	98

Academic Interlibrary Loan Benchmarks, 2011 Edition

Question Forty-one: If your library has made such efforts, about what percentage of the time has your library been able to alter in any way the terms of interlibrary loan so that they are in your view more favorable for the library?.....	100
CHAPTER NINE: WORKFLOW STUDIES.....	102
Question Forty-two: Has your ILL/DD/EDD unit performed workflow studies to review practices and staffing?.....	102
Question Forty-three: If the library has performed workflow studies for ILL, please describe the purposes of the studies, and outline what changes resulted from them.	104
CHAPTER TEN: PERSONNEL.....	106
Question Forty-four: Does your interlibrary loan or document delivery department require an MLS/MLIS librarian to supervise its operations?	106
Question Forty-five: What is the total number of FTE positions in your ILL/DD/EDD staff?	108
Question Forty-six: How many full-time professionals (MLS) do you have on your ILL/DD/EDD staff?	109
Question Forty-seven: How many full-time non-professionals do you have on your ILL/DD/EDD staff?	110
Question Forty-eight: How many part-time professionals (MLS/MLIS) do you have on your ILL/DD/EDD staff?	111
Question Forty-nine: How many part-time non-professionals do you have on your ILL/DD/EDD staff?	112
Question Fifty: How many student workers do you have on your ILL/DD/EDD staff?	113
Question Fifty-one: How many other types of workers (not mentioned above) do you have on your ILL/DD/EDD staff?.....	114
CHAPTER ELEVEN: BUDGETS & FEES.....	115
Question Fifty-two: Does your library charge fees for any portion of Interlibrary Loan, Document Delivery, or Electronic Document Delivery? Please explain what fees are charged, and why.	115
Question Fifty-three: What is your approximate current annual budget for ILL/DD/EDD operations, excluding staff costs, but including automation costs, copyright costs, material costs, and other operating costs?	118
Question Fifty-four: What has been your percentage change in your budget over the past year?	120
Question Fifty-five: What do you expect will be the percentage change in your budget over the next year?.....	121

Academic Interlibrary Loan Benchmarks, 2011 Edition

Question Fifty-six: What were total annual fee revenues in the past year for ILL/EDD/DD?	122
Question Fifty-seven: Which answer best describes library management's expectations for covering costs of ILL/DD/EDD services?	123
CHAPTER TWELVE: DISTANCE LEARNING AND ILL.....	125
Question Fifty-eight: If your college has a distance learning program of any kind, approximately what percentage of your library's interlibrary loan request volume (from other institutions to your library) is accounted for by requests from your colleges distance learning students or instructors?.....	125
Question Fifty-nine: Please comment on how, or if, your institution's distance learning programs have affected your ILL/DD/EDD operations and statistics.	127

Academic Interlibrary Loan Benchmarks, 2011 Edition

LIST OF TABLES

TABLE 1.1:	WHAT HAS BEEN THE AGGREGATE INCREASE OR DECREASE IN TRADITIONAL INTERLIBRARY LOAN SERVICES OVER THE PAST THREE YEARS?.....	28
TABLE 1.2:	WHAT HAS BEEN THE AGGREGATE INCREASE OR DECREASE IN TRADITIONAL INTERLIBRARY LOAN SERVICES OVER THE PAST THREE YEARS? BROKEN OUT BY PUBLIC OR PRIVATE STATUS OF THE COLLEGE.	28
TABLE 1.3:	WHAT HAS BEEN THE AGGREGATE INCREASE OR DECREASE IN TRADITIONAL INTERLIBRARY LOAN SERVICES OVER THE PAST THREE YEARS? BROKEN OUT BY GENERAL CARNEGIE CLASS OF THE INSTITUTIONS.	28
TABLE 1.4:	WHAT HAS BEEN THE AGGREGATE INCREASE OR DECREASE IN TRADITIONAL INTERLIBRARY LOAN SERVICES OVER THE PAST THREE YEARS? BROKEN OUT BY THE FULL-TIME EQUIVALENT STUDENT ENROLLMENT OF THE INSTITUTION.	29
TABLE 1.5:	TO THE BEST OF YOUR KNOWLEDGE HAS THE LIBRARY PERFORMED A USER SURVEY FOR YOUR ILL SERVICES WITHIN THE PAST FOUR YEARS?.....	30
TABLE 1.6:	TO THE BEST OF YOUR KNOWLEDGE HAS THE LIBRARY PERFORMED A USER SURVEY FOR YOUR ILL SERVICES WITHIN THE PAST FOUR YEARS? BROKEN OUT BY PUBLIC OR PRIVATE STATUS OF THE COLLEGE.	30
TABLE 1.7:	TO THE BEST OF YOUR KNOWLEDGE HAS THE LIBRARY PERFORMED A USER SURVEY FOR YOUR ILL SERVICES WITHIN THE PAST FOUR YEARS? BROKEN OUT BY GENERAL CARNEGIE CLASS OF THE INSTITUTIONS.	30
TABLE 1.8:	TO THE BEST OF YOUR KNOWLEDGE HAS THE LIBRARY PERFORMED A USER SURVEY FOR YOUR ILL SERVICES WITHIN THE PAST FOUR YEARS? BROKEN OUT BY THE FULL-TIME EQUIVALENT STUDENT ENROLLMENT OF THE INSTITUTION.	30
TABLE 1.9:	WHAT ARE YOUR AVERAGE TURNAROUND TIMES FOR BORROWING ARTICLE REQUESTS?.....	31
TABLE 1.10:	WHAT ARE YOUR AVERAGE TURNAROUND TIMES FOR BORROWING ARTICLE REQUESTS? BROKEN OUT BY PUBLIC OR PRIVATE STATUS OF THE COLLEGE.	31
TABLE 1.11:	WHAT ARE YOUR AVERAGE TURNAROUND TIMES FOR BORROWING ARTICLE REQUESTS? BROKEN OUT BY GENERAL CARNEGIE CLASS OF THE INSTITUTIONS.	31
TABLE 1.12:	WHAT ARE YOUR AVERAGE TURNAROUND TIMES FOR BORROWING ARTICLE REQUESTS? BROKEN OUT BY THE FULL-TIME EQUIVALENT STUDENT ENROLLMENT OF THE INSTITUTION.....	31
TABLE 1.13:	WHAT ARE YOUR AVERAGE TURNAROUND TIMES FOR BORROWING BOOK REQUESTS?	32
TABLE 1.14:	WHAT ARE YOUR AVERAGE TURNAROUND TIMES FOR BORROWING BOOK REQUESTS? BROKEN OUT BY PUBLIC OR PRIVATE STATUS OF THE COLLEGE.....	32
TABLE 1.15:	WHAT ARE YOUR AVERAGE TURNAROUND TIMES FOR BORROWING BOOK REQUESTS? BROKEN OUT BY GENERAL CARNEGIE CLASS OF THE INSTITUTIONS.	32
TABLE 1.16:	WHAT ARE YOUR AVERAGE TURNAROUND TIMES FOR BORROWING BOOK REQUESTS? BROKEN OUT BY THE FULL-TIME EQUIVALENT STUDENT ENROLLMENT OF THE INSTITUTION.....	32
TABLE 1.17:	WHAT ARE YOUR AVERAGE TURNAROUND TIMES FOR LENDING ARTICLE REQUESTS?	33
TABLE 1.18:	WHAT ARE YOUR AVERAGE TURNAROUND TIMES FOR LENDING ARTICLE REQUESTS? BROKEN OUT BY PUBLIC OR PRIVATE STATUS OF THE COLLEGE.....	33
TABLE 1.19:	WHAT ARE YOUR AVERAGE TURNAROUND TIMES FOR LENDING ARTICLE REQUESTS? BROKEN OUT BY GENERAL CARNEGIE CLASS OF THE INSTITUTIONS.	33
TABLE 1.20:	WHAT ARE YOUR AVERAGE TURNAROUND TIMES FOR LENDING ARTICLE REQUESTS? BROKEN OUT BY THE FULL-TIME EQUIVALENT STUDENT ENROLLMENT OF THE INSTITUTION.....	33
TABLE 1.21:	WHAT ARE YOUR AVERAGE TURNAROUND TIMES FOR LENDING BOOK REQUESTS?	34
TABLE 1.22:	WHAT ARE YOUR AVERAGE TURNAROUND TIMES FOR LENDING BOOK REQUESTS? BROKEN OUT BY PUBLIC OR PRIVATE STATUS OF THE COLLEGE.....	34

Academic Interlibrary Loan Benchmarks, 2011 Edition

TABLE 1.23:	WHAT ARE YOUR AVERAGE TURNAROUND TIMES FOR LENDING BOOK REQUESTS? BROKEN OUT BY GENERAL CARNEGIE CLASS OF THE INSTITUTIONS.	34
TABLE 1.24:	WHAT ARE YOUR AVERAGE TURNAROUND TIMES FOR LENDING BOOK REQUESTS? BROKEN OUT BY THE FULL-TIME EQUIVALENT STUDENT ENROLLMENT OF THE INSTITUTION.....	34
TABLE 1.25:	WHAT ARE YOUR AVERAGE TURNAROUND TIMES FOR LENDING VIDEOS?	35
TABLE 1.26:	WHAT ARE YOUR AVERAGE TURNAROUND TIMES FOR LENDING VIDEOS? BROKEN OUT BY PUBLIC OR PRIVATE STATUS OF THE COLLEGE.	35
TABLE 1.27:	WHAT ARE YOUR AVERAGE TURNAROUND TIMES FOR LENDING VIDEOS? BROKEN OUT BY GENERAL CARNEGIE CLASS OF THE INSTITUTIONS.	35
TABLE 1.28:	WHAT ARE YOUR AVERAGE TURNAROUND TIMES FOR LENDING VIDEOS? BROKEN OUT BY THE FULL-TIME EQUIVALENT STUDENT ENROLLMENT OF THE INSTITUTION.....	35
TABLE 1.29:	WHAT ARE YOUR AVERAGE TURNAROUND TIMES FOR BORROWING VIDEOS?.....	36
TABLE 1.30:	WHAT ARE YOUR AVERAGE TURNAROUND TIMES FOR BORROWING VIDEOS? BROKEN OUT BY PUBLIC OR PRIVATE STATUS OF THE COLLEGE.	36
TABLE 1.31:	WHAT ARE YOUR AVERAGE TURNAROUND TIMES FOR BORROWING VIDEOS? BROKEN OUT BY GENERAL CARNEGIE CLASS OF THE INSTITUTIONS.	36
TABLE 1.32:	WHAT ARE YOUR AVERAGE TURNAROUND TIMES FOR BORROWING VIDEOS? BROKEN OUT BY THE FULL-TIME EQUIVALENT STUDENT ENROLLMENT OF THE INSTITUTION.....	36
TABLE 1.33:	IS IT ROUTINE PRACTICE IN YOUR DEPARTMENT TO FIRST CHECK TO SEE IF AN ITEM IS AVAILABLE AT YOUR OWN LIBRARY BEFORE FULFILLING AN INTERLIBRARY LOAN REQUEST?.....	37
TABLE 1.34:	IS IT ROUTINE PRACTICE IN YOUR DEPARTMENT TO FIRST CHECK TO SEE IF AN ITEM IS AVAILABLE AT YOUR OWN LIBRARY BEFORE FULFILLING AN INTERLIBRARY LOAN REQUEST? BROKEN OUT BY PUBLIC OR PRIVATE STATUS OF THE COLLEGE.....	37
TABLE 1.35:	IS IT ROUTINE PRACTICE IN YOUR DEPARTMENT TO FIRST CHECK TO SEE IF AN ITEM IS AVAILABLE AT YOUR OWN LIBRARY BEFORE FULFILLING AN INTERLIBRARY LOAN REQUEST? BROKEN OUT BY GENERAL CARNEGIE CLASS OF THE INSTITUTIONS.....	37
TABLE 1.36:	IS IT ROUTINE PRACTICE IN YOUR DEPARTMENT TO FIRST CHECK TO SEE IF AN ITEM IS AVAILABLE AT YOUR OWN LIBRARY BEFORE FULFILLING AN INTERLIBRARY LOAN REQUEST? BROKEN OUT BY THE FULL-TIME EQUIVALENT STUDENT ENROLLMENT OF THE INSTITUTION.....	38
TABLE 1.37:	ESTIMATE THE PERCENTAGE OF INTERLIBRARY LOAN REQUESTS THAT YOU GET FOR BOOKS OR BOOK CHAPTERS THAT CAN ACTUALLY BE FULFILLED WITH THE RESOURCES POSSESSED BY YOUR COLLEGE LIBRARY.	39
TABLE 1.38:	ESTIMATE THE PERCENTAGE OF INTERLIBRARY LOAN REQUESTS THAT YOU GET FOR BOOKS OR BOOK CHAPTERS THAT CAN ACTUALLY BE FULFILLED WITH THE RESOURCES POSSESSED BY YOUR COLLEGE LIBRARY. BROKEN OUT BY PUBLIC OR PRIVATE STATUS OF THE COLLEGE.....	39
TABLE 1.39:	ESTIMATE THE PERCENTAGE OF INTERLIBRARY LOAN REQUESTS THAT YOU GET FOR BOOKS OR BOOK CHAPTERS THAT CAN ACTUALLY BE FULFILLED WITH THE RESOURCES POSSESSED BY YOUR COLLEGE LIBRARY. BROKEN OUT BY GENERAL CARNEGIE CLASS OF THE INSTITUTIONS.....	39
TABLE 1.40:	ESTIMATE THE PERCENTAGE OF INTERLIBRARY LOAN REQUESTS THAT YOU GET FOR BOOKS OR BOOK CHAPTERS THAT CAN ACTUALLY BE FULFILLED WITH THE RESOURCES POSSESSED BY YOUR COLLEGE LIBRARY. BROKEN OUT BY THE FULL- TIME EQUIVALENT STUDENT ENROLLMENT OF THE INSTITUTION.	40
TABLE 1.41:	ESTIMATE THE PERCENTAGE OF INTERLIBRARY LOAN REQUESTS THAT YOU GET FOR JOURNAL ARTICLES THAT CAN ACTUALLY BE FULFILLED WITH THE RESOURCES POSSESSED BY YOUR COLLEGE LIBRARY.	41
TABLE 1.42:	ESTIMATE THE PERCENTAGE OF INTERLIBRARY LOAN REQUESTS THAT YOU GET FOR JOURNAL ARTICLES THAT CAN ACTUALLY BE FULFILLED WITH THE RESOURCES POSSESSED BY YOUR COLLEGE LIBRARY. BROKEN OUT BY PUBLIC OR PRIVATE STATUS OF THE COLLEGE.	41

Academic Interlibrary Loan Benchmarks, 2011 Edition

TABLE 1.43:	ESTIMATE THE PERCENTAGE OF INTERLIBRARY LOAN REQUESTS THAT YOU GET FOR JOURNAL ARTICLES THAT CAN ACTUALLY BE FULFILLED WITH THE RESOURCES POSSESSED BY YOUR COLLEGE LIBRARY. BROKEN OUT BY GENERAL CARNEGIE CLASS OF THE INSTITUTIONS.....	41
TABLE 1.44:	ESTIMATE THE PERCENTAGE OF INTERLIBRARY LOAN REQUESTS THAT YOU GET FOR JOURNAL ARTICLES THAT CAN ACTUALLY BE FULFILLED WITH THE RESOURCES POSSESSED BY YOUR COLLEGE LIBRARY. BROKEN OUT BY THE FULL-TIME EQUIVALENT STUDENT ENROLLMENT OF THE INSTITUTION.	42
TABLE 1.45:	ESTIMATE THE PERCENTAGE OF INTERLIBRARY LOAN REQUESTS THAT YOU GET FOR NON-JOURNAL PERIODICAL ARTICLES THAT CAN ACTUALLY BE FULFILLED WITH THE RESOURCES POSSESSED BY YOUR COLLEGE LIBRARY.	43
TABLE 1.46:	ESTIMATE THE PERCENTAGE OF INTERLIBRARY LOAN REQUESTS THAT YOU GET FOR NON-JOURNAL PERIODICAL ARTICLES THAT CAN ACTUALLY BE FULFILLED WITH THE RESOURCES POSSESSED BY YOUR COLLEGE LIBRARY. BROKEN OUT BY PUBLIC OR PRIVATE STATUS OF THE COLLEGE.	43
TABLE 1.47:	ESTIMATE THE PERCENTAGE OF INTERLIBRARY LOAN REQUESTS THAT YOU GET FOR NON-JOURNAL PERIODICAL ARTICLES THAT CAN ACTUALLY BE FULFILLED WITH THE RESOURCES POSSESSED BY YOUR COLLEGE LIBRARY. BROKEN OUT BY GENERAL CARNEGIE CLASS OF THE INSTITUTIONS.	43
TABLE 1.48:	ESTIMATE THE PERCENTAGE OF INTERLIBRARY LOAN REQUESTS THAT YOU GET FOR NON-JOURNAL PERIODICAL ARTICLES THAT CAN ACTUALLY BE FULFILLED WITH THE RESOURCES POSSESSED BY YOUR COLLEGE LIBRARY. BROKEN OUT BY THE FULL-TIME EQUIVALENT STUDENT ENROLLMENT OF THE INSTITUTION.	44
TABLE 2.1:	HOW MUCH DID THE LIBRARY SPEND IN THE LAST YEAR FOR WHICH YOU HAVE RECORDS ON SHIPPING AND COURIER FEES RELATED TO INTERLIBRARY LOAN?.....	45
TABLE 2.2:	HOW MUCH DID THE LIBRARY SPEND IN THE LAST YEAR FOR WHICH YOU HAVE RECORDS ON SHIPPING AND COURIER FEES RELATED TO INTERLIBRARY LOAN? BROKEN OUT BY PUBLIC OR PRIVATE STATUS OF THE COLLEGE.....	45
TABLE 2.3:	HOW MUCH DID THE LIBRARY SPEND IN THE LAST YEAR FOR WHICH YOU HAVE RECORDS ON SHIPPING AND COURIER FEES RELATED TO INTERLIBRARY LOAN? BROKEN OUT BY GENERAL CARNEGIE CLASS OF THE INSTITUTIONS.	45
TABLE 2.4:	HOW MUCH DID THE LIBRARY SPEND IN THE LAST YEAR FOR WHICH YOU HAVE RECORDS ON SHIPPING AND COURIER FEES RELATED TO INTERLIBRARY LOAN? BROKEN OUT BY THE FULL-TIME EQUIVALENT STUDENT ENROLLMENT OF THE INSTITUTION.....	46
TABLE 2.5:	WHAT WAS YOUR SPENDING IN THE PAST YEAR ON US MAIL (OR OTHER NATIONAL MAIL SERVICE IF YOUR COLLEGE IS NOT LOCATED IN THE USA) FOR INTERLIBRARY LOAN?.....	53
TABLE 2.6:	WHAT WAS YOUR SPENDING IN THE PAST YEAR ON US MAIL (OR OTHER NATIONAL MAIL SERVICE IF YOUR COLLEGE IS NOT LOCATED IN THE USA) FOR INTERLIBRARY LOAN? BROKEN OUT BY PUBLIC OR PRIVATE STATUS OF THE COLLEGE.	53
TABLE 2.7:	WHAT WAS YOUR SPENDING IN THE PAST YEAR ON US MAIL (OR OTHER NATIONAL MAIL SERVICE IF YOUR COLLEGE IS NOT LOCATED IN THE USA) FOR INTERLIBRARY LOAN? BROKEN OUT BY GENERAL CARNEGIE CLASS OF THE INSTITUTIONS.....	53
TABLE 2.8:	WHAT WAS YOUR SPENDING IN THE PAST YEAR ON US MAIL (OR OTHER NATIONAL MAIL SERVICE IF YOUR COLLEGE IS NOT LOCATED IN THE USA) FOR INTERLIBRARY LOAN? BROKEN OUT BY THE FULL-TIME EQUIVALENT STUDENT ENROLLMENT OF THE INSTITUTION.....	54
TABLE 2.9:	WHAT WAS YOUR SPENDING IN THE PAST YEAR ON UNITED PARCEL SERVICE (UPS) FOR INTERLIBRARY LOAN?.....	55
TABLE 2.10:	WHAT WAS YOUR SPENDING IN THE PAST YEAR ON UNITED PARCEL SERVICE (UPS) FOR INTERLIBRARY LOAN? BROKEN OUT BY PUBLIC OR PRIVATE STATUS OF THE COLLEGE.....	55

Academic Interlibrary Loan Benchmarks, 2011 Edition

TABLE 2.11:	WHAT WAS YOUR SPENDING IN THE PAST YEAR ON UNITED PARCEL SERVICE (UPS) FOR INTERLIBRARY LOAN? BROKEN OUT BY GENERAL CARNEGIE CLASS OF THE INSTITUTIONS.	55
TABLE 2.12:	WHAT WAS YOUR SPENDING IN THE PAST YEAR ON UNITED PARCEL SERVICE (UPS) FOR INTERLIBRARY LOAN? BROKEN OUT BY THE FULL-TIME EQUIVALENT STUDENT ENROLLMENT OF THE INSTITUTION.	56
TABLE 2.13:	WHAT WAS YOUR SPENDING IN THE PAST YEAR ON FEDERAL EXPRESS FOR INTERLIBRARY LOAN?.....	57
TABLE 2.14:	WHAT WAS YOUR SPENDING IN THE PAST YEAR ON FEDERAL EXPRESS FOR INTERLIBRARY LOAN? BROKEN OUT BY PUBLIC OR PRIVATE STATUS OF THE COLLEGE.	57
TABLE 2.15:	WHAT WAS YOUR SPENDING IN THE PAST YEAR ON FEDERAL EXPRESS FOR INTERLIBRARY LOAN? BROKEN OUT BY GENERAL CARNEGIE CLASS OF THE INSTITUTIONS.	57
TABLE 2.16:	WHAT WAS YOUR SPENDING IN THE PAST YEAR ON FEDERAL EXPRESS FOR INTERLIBRARY LOAN? BROKEN OUT BY THE FULL-TIME EQUIVALENT STUDENT ENROLLMENT OF THE INSTITUTION.	57
TABLE 2.17:	WHAT WAS YOUR SPENDING IN THE PAST YEAR ON OTHER CARRIERS FOR INTERLIBRARY LOAN?.....	58
TABLE 2.18:	WHAT WAS YOUR SPENDING IN THE PAST YEAR ON OTHER CARRIERS FOR INTERLIBRARY LOAN? BROKEN OUT BY PUBLIC OR PRIVATE STATUS OF THE COLLEGE.	58
TABLE 2.19:	WHAT WAS YOUR SPENDING IN THE PAST YEAR ON OTHER CARRIERS FOR INTERLIBRARY LOAN? BROKEN OUT BY GENERAL CARNEGIE CLASS OF THE INSTITUTIONS.	58
TABLE 2.20:	WHAT WAS YOUR SPENDING IN THE PAST YEAR ON OTHER CARRIERS FOR INTERLIBRARY LOAN? BROKEN OUT BY THE FULL-TIME EQUIVALENT STUDENT ENROLLMENT OF THE INSTITUTION.	58
TABLE 3.1:	DO ANY OF YOUR LIBRARY'S EBOOK LICENSES ALLOW FOR INTERLIBRARY LOAN?.....	64
TABLE 3.2:	DO ANY OF YOUR LIBRARY'S EBOOK LICENSES ALLOW FOR INTERLIBRARY LOAN? BROKEN OUT BY PUBLIC OR PRIVATE STATUS OF THE COLLEGE.....	64
TABLE 3.3:	DO ANY OF YOUR LIBRARY'S EBOOK LICENSES ALLOW FOR INTERLIBRARY LOAN? BROKEN OUT BY GENERAL CARNEGIE CLASS OF THE INSTITUTIONS.	64
TABLE 3.4:	DO ANY OF YOUR LIBRARY'S EBOOK LICENSES ALLOW FOR INTERLIBRARY LOAN? BROKEN OUT BY THE FULL-TIME EQUIVALENT STUDENT ENROLLMENT OF THE INSTITUTION.....	64
TABLE 3.5:	DOES YOUR LIBRARY DO INTERLIBRARY LOAN WITH FOREIGN COUNTRIES?	65
TABLE 3.6:	DOES YOUR LIBRARY DO INTERLIBRARY LOAN WITH FOREIGN COUNTRIES? BROKEN OUT BY PUBLIC OR PRIVATE STATUS OF THE COLLEGE.	65
TABLE 3.7:	DOES YOUR LIBRARY DO INTERLIBRARY LOAN WITH FOREIGN COUNTRIES? BROKEN OUT BY GENERAL CARNEGIE CLASS OF THE INSTITUTIONS.	65
TABLE 3.8:	DOES YOUR LIBRARY DO INTERLIBRARY LOAN WITH FOREIGN COUNTRIES? BROKEN OUT BY THE FULL-TIME EQUIVALENT STUDENT ENROLLMENT OF THE INSTITUTION.....	65
TABLE 4.1:	APPROXIMATELY WHAT PERCENTAGE OF YOUR LIBRARY'S INTERLIBRARY LOAN REQUESTS FOR JOURNAL ARTICLES IS FULFILLED BY DOWNLOADING FROM OR REFERRING PATRONS TO INSTITUTIONAL DIGITAL REPOSITORIES?	66
TABLE 4.2:	APPROXIMATELY WHAT PERCENTAGE OF YOUR LIBRARY'S INTERLIBRARY LOAN REQUESTS FOR JOURNAL ARTICLES IS FULFILLED BY DOWNLOADING FROM OR REFERRING PATRONS TO INSTITUTIONAL DIGITAL REPOSITORIES? BROKEN OUT BY PUBLIC OR PRIVATE STATUS OF THE COLLEGE.	66

Academic Interlibrary Loan Benchmarks, 2011 Edition

TABLE 4.3:	APPROXIMATELY WHAT PERCENTAGE OF YOUR LIBRARY'S INTERLIBRARY LOAN REQUESTS FOR JOURNAL ARTICLES IS FULFILLED BY DOWNLOADING FROM OR REFERRING PATRONS TO INSTITUTIONAL DIGITAL REPOSITORIES? BROKEN OUT BY GENERAL CARNEGIE CLASS OF THE INSTITUTIONS.	66
TABLE 4.4:	APPROXIMATELY WHAT PERCENTAGE OF YOUR LIBRARY'S INTERLIBRARY LOAN REQUESTS FOR JOURNAL ARTICLES IS FULFILLED BY DOWNLOADING FROM OR REFERRING PATRONS TO INSTITUTIONAL DIGITAL REPOSITORIES? BROKEN OUT BY THE FULL-TIME EQUIVALENT STUDENT ENROLLMENT OF THE INSTITUTION.	67
TABLE 4.5:	APPROXIMATELY WHAT PERCENTAGE OF YOUR LIBRARY'S INTERLIBRARY LOAN REQUESTS FOR BOOKS IS FULFILLED BY DOWNLOADING FROM OR REFERRING PATRONS TO INSTITUTIONAL DIGITAL REPOSITORIES?	68
TABLE 4.6:	APPROXIMATELY WHAT PERCENTAGE OF YOUR LIBRARY'S INTERLIBRARY LOAN REQUESTS FOR BOOKS IS FULFILLED BY DOWNLOADING FROM OR REFERRING PATRONS TO INSTITUTIONAL DIGITAL REPOSITORIES? BROKEN OUT BY PUBLIC OR PRIVATE STATUS OF THE COLLEGE.	68
TABLE 4.7:	APPROXIMATELY WHAT PERCENTAGE OF YOUR LIBRARY'S INTERLIBRARY LOAN REQUESTS FOR BOOKS IS FULFILLED BY DOWNLOADING FROM OR REFERRING PATRONS TO INSTITUTIONAL DIGITAL REPOSITORIES? BROKEN OUT BY GENERAL CARNEGIE CLASS OF THE INSTITUTIONS.	68
TABLE 4.8:	APPROXIMATELY WHAT PERCENTAGE OF YOUR LIBRARY'S INTERLIBRARY LOAN REQUESTS FOR BOOKS IS FULFILLED BY DOWNLOADING FROM OR REFERRING PATRONS TO INSTITUTIONAL DIGITAL REPOSITORIES? BROKEN OUT BY THE FULL-TIME EQUIVALENT STUDENT ENROLLMENT OF THE INSTITUTION.	69
TABLE 4.9:	APPROXIMATELY WHAT PERCENTAGE OF YOUR LIBRARY'S INTERLIBRARY LOAN REQUESTS FOR ARTICLES FROM PERIODICALS OTHER THAN JOURNAL ARTICLES IS FULFILLED BY DOWNLOADING FROM OR REFERRING PATRONS TO INSTITUTIONAL DIGITAL REPOSITORIES?	70
TABLE 4.10:	APPROXIMATELY WHAT PERCENTAGE OF YOUR LIBRARY'S INTERLIBRARY LOAN REQUESTS FOR ARTICLES FROM PERIODICALS OTHER THAN JOURNAL ARTICLES ARE FULFILLED BY DOWNLOADING FROM OR REFERRING PATRONS TO INSTITUTIONAL DIGITAL REPOSITORIES? BROKEN OUT BY PUBLIC OR PRIVATE STATUS OF THE COLLEGE.	70
TABLE 4.11:	APPROXIMATELY WHAT PERCENTAGE OF YOUR LIBRARY'S INTERLIBRARY LOAN REQUESTS FOR ARTICLES FROM PERIODICALS OTHER THAN JOURNAL ARTICLES ARE FULFILLED BY DOWNLOADING FROM OR REFERRING PATRONS TO INSTITUTIONAL DIGITAL REPOSITORIES? BROKEN OUT BY GENERAL CARNEGIE CLASS OF THE INSTITUTIONS.	70
TABLE 4.12:	APPROXIMATELY WHAT PERCENTAGE OF YOUR LIBRARY'S INTERLIBRARY LOAN REQUESTS FOR ARTICLES FROM PERIODICALS OTHER THAN JOURNAL ARTICLES ARE FULFILLED BY DOWNLOADING FROM OR REFERRING PATRONS TO INSTITUTIONAL DIGITAL REPOSITORIES? BROKEN OUT BY THE FULL-TIME EQUIVALENT STUDENT ENROLLMENT OF THE INSTITUTION.	71
TABLE 5.1:	DOES YOUR DEPARTMENT PROCURE eBooks FOR LIBRARY PATRONS THAT ARE NOT IN YOUR LIBRARY'S REGULAR COLLECTION?	78
TABLE 5.2:	DOES YOUR DEPARTMENT PROCURE eBooks FOR LIBRARY PATRONS THAT ARE NOT IN YOUR LIBRARY'S REGULAR COLLECTION? BROKEN OUT BY PUBLIC OR PRIVATE STATUS OF THE COLLEGE.	78
TABLE 5.3:	DOES YOUR DEPARTMENT PROCURE eBooks FOR LIBRARY PATRONS THAT ARE NOT IN YOUR LIBRARY'S REGULAR COLLECTION? BROKEN OUT BY GENERAL CARNEGIE CLASS OF THE INSTITUTIONS.	78
TABLE 5.4:	DOES YOUR DEPARTMENT PROCURE eBooks FOR LIBRARY PATRONS THAT ARE NOT IN YOUR LIBRARY'S REGULAR COLLECTION? BROKEN OUT BY THE FULL-TIME EQUIVALENT STUDENT ENROLLMENT OF THE INSTITUTION.	79

Academic Interlibrary Loan Benchmarks, 2011 Edition

TABLE 5.5:	HAS YOUR LIBRARY PARTNERED WITH ANY AGGREGATOR, PUBLISHER, DISTRIBUTOR OR OTHER SUPPLIER OF eBooks TO SUPPLY eBooks FOR LIMITED PERIODS OF TIME SO THAT THEY MIGHT BE SUITABLE FOR INTERLIBRARY LOAN?	80
TABLE 5.6:	HAS YOUR LIBRARY PARTNERED WITH ANY AGGREGATOR, PUBLISHER, DISTRIBUTOR OR OTHER SUPPLIER OF eBooks TO SUPPLY eBooks FOR LIMITED PERIODS OF TIME SO THAT THEY MIGHT BE SUITABLE FOR INTERLIBRARY LOAN? BROKEN OUT BY PUBLIC OR PRIVATE STATUS OF THE COLLEGE.	80
TABLE 5.7:	HAS YOUR LIBRARY PARTNERED WITH ANY AGGREGATOR, PUBLISHER, DISTRIBUTOR OR OTHER SUPPLIER OF eBooks TO SUPPLY eBooks FOR LIMITED PERIODS OF TIME SO THAT THEY MIGHT BE SUITABLE FOR INTERLIBRARY LOAN? BROKEN OUT BY GENERAL CARNEGIE CLASS OF THE INSTITUTIONS.	80
TABLE 5.8:	HAS YOUR LIBRARY PARTNERED WITH ANY AGGREGATOR, PUBLISHER, DISTRIBUTOR OR OTHER SUPPLIER OF eBooks TO SUPPLY eBooks FOR LIMITED PERIODS OF TIME SO THAT THEY MIGHT BE SUITABLE FOR INTERLIBRARY LOAN? BROKEN OUT BY THE FULL-TIME EQUIVALENT STUDENT ENROLLMENT OF THE INSTITUTION.	81
TABLE 5.9:	HOW MUCH DID THE INTERLIBRARY LOAN DEPARTMENT SPEND TO BORROW OR OTHERWISE PROCURE eBooks SPECIFICALLY FOR THE PURPOSE OF MEETING INTERLIBRARY LOAN REQUESTS?	82
TABLE 5.10:	HOW MUCH DID THE INTERLIBRARY LOAN DEPARTMENT SPEND TO BORROW OR OTHERWISE PROCURE eBooks SPECIFICALLY FOR THE PURPOSE OF MEETING INTERLIBRARY LOAN REQUESTS? BROKEN OUT BY PUBLIC OR PRIVATE STATUS OF THE COLLEGE.	82
TABLE 5.11:	HOW MUCH DID THE INTERLIBRARY LOAN DEPARTMENT SPEND TO BORROW OR OTHERWISE PROCURE eBooks SPECIFICALLY FOR THE PURPOSE OF MEETING INTERLIBRARY LOAN REQUESTS? BROKEN OUT BY GENERAL CARNEGIE CLASS OF THE INSTITUTIONS.	82
TABLE 5.12:	HOW MUCH DID THE INTERLIBRARY LOAN DEPARTMENT SPEND TO BORROW OR OTHERWISE PROCURE eBooks SPECIFICALLY FOR THE PURPOSE OF MEETING INTERLIBRARY LOAN REQUESTS? BROKEN OUT BY THE FULL-TIME EQUIVALENT STUDENT ENROLLMENT OF THE INSTITUTION.....	83
TABLE 5.13:	AS AN EDUCATED GUESS, WHAT PERCENTAGE OF YOUR INITIAL INTERLIBRARY LOAN REQUESTS FOR BOOKS DO YOU FEEL MIGHT BE SATISFIED BY REFERENCE TO GOOGLE SCHOLAR, GOOGLE BOOKS OR OTHER GRATIS eBook SITES?	86
TABLE 5.14:	AS AN EDUCATED GUESS, WHAT PERCENTAGE OF YOUR INITIAL INTERLIBRARY LOAN REQUESTS FOR BOOKS DO YOU FEEL MIGHT BE SATISFIED BY REFERENCE TO GOOGLE SCHOLAR, GOOGLE BOOKS OR OTHER GRATIS eBook SITES? BROKEN OUT BY PUBLIC OR PRIVATE STATUS OF THE COLLEGE.	86
TABLE 5.15:	AS AN EDUCATED GUESS, WHAT PERCENTAGE OF YOUR INITIAL INTERLIBRARY LOAN REQUESTS FOR BOOKS DO YOU FEEL MIGHT BE SATISFIED BY REFERENCE TO GOOGLE SCHOLAR, GOOGLE BOOKS OR OTHER GRATIS eBook SITES? BROKEN OUT BY GENERAL CARNEGIE CLASS OF THE INSTITUTIONS.	86
TABLE 5.16:	AS AN EDUCATED GUESS, WHAT PERCENTAGE OF YOUR INITIAL INTERLIBRARY LOAN REQUESTS FOR BOOKS DO YOU FEEL MIGHT BE SATISFIED BY REFERENCE TO GOOGLE SCHOLAR, GOOGLE BOOKS OR OTHER GRATIS eBook SITES? BROKEN OUT BY THE FULL-TIME EQUIVALENT STUDENT ENROLLMENT OF THE INSTITUTION.	87
TABLE 6.1:	DOES YOUR STATE HAVE A STATE BORROWING NETWORK?	88
TABLE 6.2:	DOES YOUR STATE HAVE A STATE BORROWING NETWORK? BROKEN OUT BY PUBLIC OR PRIVATE STATUS OF THE COLLEGE.	88
TABLE 6.3:	DOES YOUR STATE HAVE A STATE BORROWING NETWORK? BROKEN OUT BY GENERAL CARNEGIE CLASS OF THE INSTITUTIONS.	88
TABLE 6.4:	DOES YOUR STATE HAVE A STATE BORROWING NETWORK? BROKEN OUT BY THE FULL-TIME EQUIVALENT STUDENT ENROLLMENT OF THE INSTITUTION.	88
TABLE 6.5:	DOES YOUR LIBRARY PARTICIPATE IN THE STATE BORROWING NETWORK?	89

Academic Interlibrary Loan Benchmarks, 2011 Edition

TABLE 6.6:	DOES YOUR LIBRARY PARTICIPATE IN THE STATE BORROWING NETWORK? BROKEN OUT BY PUBLIC OR PRIVATE STATUS OF THE COLLEGE.	89
TABLE 6.7:	DOES YOUR LIBRARY PARTICIPATE IN THE STATE BORROWING NETWORK? BROKEN OUT BY GENERAL CARNEGIE CLASS OF THE INSTITUTIONS.	89
TABLE 6.8:	DOES YOUR LIBRARY PARTICIPATE IN THE STATE BORROWING NETWORK? BROKEN OUT BY THE FULL-TIME EQUIVALENT STUDENT ENROLLMENT OF THE INSTITUTION.	89
TABLE 6.9:	DOES YOUR LIBRARY USE STATE ILL/DD/EDD STATISTICAL REPORTS FOR ANY PURPOSES?	90
TABLE 6.10:	DOES YOUR LIBRARY USE STATE ILL/DD/EDD STATISTICAL REPORTS FOR ANY PURPOSES? BROKEN OUT BY PUBLIC OR PRIVATE STATUS OF THE COLLEGE.	90
TABLE 6.11:	DOES YOUR LIBRARY USE STATE ILL/DD/EDD STATISTICAL REPORTS FOR ANY PURPOSES? BROKEN OUT BY GENERAL CARNEGIE CLASS OF THE INSTITUTIONS.	90
TABLE 6.12:	DOES YOUR LIBRARY USE STATE ILL/DD/EDD STATISTICAL REPORTS FOR ANY PURPOSES? BROKEN OUT BY THE FULL-TIME EQUIVALENT STUDENT ENROLLMENT OF THE INSTITUTION.	90
TABLE 7.1:	ARE YOUR LIBRARY'S INTERLIBRARY LOAN AND DOCUMENT DELIVERY SERVICES PERFORMED LARGELY BY THE SAME LIBRARY UNIT OR SEPARATE UNITS?	91
TABLE 7.2:	ARE YOUR LIBRARY'S INTERLIBRARY LOAN AND DOCUMENT DELIVERY SERVICES PERFORMED LARGELY BY THE SAME LIBRARY UNIT OR SEPARATE UNITS? BROKEN OUT BY PUBLIC OR PRIVATE STATUS OF THE COLLEGE.	91
TABLE 7.3:	ARE YOUR LIBRARY'S INTERLIBRARY LOAN AND DOCUMENT DELIVERY SERVICES PERFORMED LARGELY BY THE SAME LIBRARY UNIT OR SEPARATE UNITS? BROKEN OUT BY GENERAL CARNEGIE CLASS OF THE INSTITUTIONS.	91
TABLE 7.4:	ARE YOUR LIBRARY'S INTERLIBRARY LOAN AND DOCUMENT DELIVERY SERVICES PERFORMED LARGELY BY THE SAME LIBRARY UNIT OR SEPARATE UNITS? BROKEN OUT BY THE FULL-TIME EQUIVALENT STUDENT ENROLLMENT OF THE INSTITUTION.	92
TABLE 7.5:	DOES THE CIRCULATION DEPARTMENT HANDLE ANY PART OF ILL/DD/EDD WORK?	93
TABLE 7.6:	DOES THE CIRCULATION DEPARTMENT HANDLE ANY PART OF ILL/DD/EDD WORK? BROKEN OUT BY PUBLIC OR PRIVATE STATUS OF THE COLLEGE.	93
TABLE 7.7:	DOES THE CIRCULATION DEPARTMENT HANDLE ANY PART OF ILL/DD/EDD WORK? BROKEN OUT BY GENERAL CARNEGIE CLASS OF THE INSTITUTIONS.	93
TABLE 7.8:	DOES THE CIRCULATION DEPARTMENT HANDLE ANY PART OF ILL/DD/EDD WORK? BROKEN OUT BY THE FULL-TIME EQUIVALENT STUDENT ENROLLMENT OF THE INSTITUTION.	93
TABLE 8.1:	TO THE BEST OF YOUR KNOWLEDGE HAS YOUR LIBRARY EVER TRIED TO NEGOTIATE BROADER LICENSE TERMS FOR INSTITUTIONAL AND PATRON USE OF YOUR DIGITAL COLLECTIONS, SPECIFICALLY FOR INTERLIBRARY LOAN AND E-RESERVE USE?	98
TABLE 8.2:	TO THE BEST OF YOUR KNOWLEDGE HAS YOUR LIBRARY EVER TRIED TO NEGOTIATE BROADER LICENSE TERMS FOR INSTITUTIONAL AND PATRON USE OF YOUR DIGITAL COLLECTIONS, SPECIFICALLY FOR INTERLIBRARY LOAN AND E-RESERVE USE? BROKEN OUT BY PUBLIC OR PRIVATE STATUS OF THE COLLEGE.	98
TABLE 8.3:	TO THE BEST OF YOUR KNOWLEDGE HAS YOUR LIBRARY EVER TRIED TO NEGOTIATE BROADER LICENSE TERMS FOR INSTITUTIONAL AND PATRON USE OF YOUR DIGITAL COLLECTIONS, SPECIFICALLY FOR INTERLIBRARY LOAN AND E-RESERVE USE? BROKEN OUT BY GENERAL CARNEGIE CLASS OF THE INSTITUTIONS.	98
TABLE 8.4:	TO THE BEST OF YOUR KNOWLEDGE HAS YOUR LIBRARY EVER TRIED TO NEGOTIATE BROADER LICENSE TERMS FOR INSTITUTIONAL AND PATRON USE OF YOUR DIGITAL COLLECTIONS, SPECIFICALLY FOR INTERLIBRARY LOAN AND E-RESERVE USE? BROKEN OUT BY THE FULL-TIME EQUIVALENT STUDENT ENROLLMENT OF THE INSTITUTION.	99

Academic Interlibrary Loan Benchmarks, 2011 Edition

TABLE 8.5:	IF YOUR LIBRARY HAS MADE SUCH EFFORTS, ABOUT WHAT PERCENTAGE OF THE TIME HAS YOUR LIBRARY BEEN ABLE TO ALTER IN ANY WAY THE TERMS OF INTERLIBRARY LOAN SO THAT THEY ARE IN YOUR VIEW MORE FAVORABLE FOR THE LIBRARY?.....	100
TABLE 8.6:	IF YOUR LIBRARY HAS MADE SUCH EFFORTS, ABOUT WHAT PERCENTAGE OF THE TIME HAS YOUR LIBRARY BEEN ABLE TO ALTER IN ANY WAY THE TERMS OF INTERLIBRARY LOAN SO THAT THEY ARE IN YOUR VIEW MORE FAVORABLE FOR THE LIBRARY? BROKEN OUT BY PUBLIC OR PRIVATE STATUS OF THE COLLEGE.....	100
TABLE 8.7:	IF YOUR LIBRARY HAS MADE SUCH EFFORTS, ABOUT WHAT PERCENTAGE OF THE TIME HAS YOUR LIBRARY BEEN ABLE TO ALTER IN ANY WAY THE TERMS OF INTERLIBRARY LOAN SO THAT THEY ARE IN YOUR VIEW MORE FAVORABLE FOR THE LIBRARY? BROKEN OUT BY GENERAL CARNEGIE CLASS OF THE INSTITUTIONS.	100
TABLE 8.8:	IF YOUR LIBRARY HAS MADE SUCH EFFORTS, ABOUT WHAT PERCENTAGE OF THE TIME HAS YOUR LIBRARY BEEN ABLE TO ALTER IN ANY WAY THE TERMS OF INTERLIBRARY LOAN SO THAT THEY ARE IN YOUR VIEW MORE FAVORABLE FOR THE LIBRARY? BROKEN OUT BY THE FULL-TIME EQUIVALENT STUDENT ENROLLMENT OF THE INSTITUTION.....	101
TABLE 9.1:	HAS YOUR ILL/DD/EDD UNIT PERFORMED WORKFLOW STUDIES TO REVIEW PRACTICES AND STAFFING?	102
TABLE 9.2:	HAS YOUR ILL/DD/EDD UNIT PERFORMED WORKFLOW STUDIES TO REVIEW PRACTICES AND STAFFING? BROKEN OUT BY PUBLIC OR PRIVATE STATUS OF THE COLLEGE.	102
TABLE 9.3:	HAS YOUR ILL/DD/EDD UNIT PERFORMED WORKFLOW STUDIES TO REVIEW PRACTICES AND STAFFING? BROKEN OUT BY GENERAL CARNEGIE CLASS OF THE INSTITUTIONS.	102
TABLE 9.4:	HAS YOUR ILL/DD/EDD UNIT PERFORMED WORKFLOW STUDIES TO REVIEW PRACTICES AND STAFFING? BROKEN OUT BY THE FULL-TIME EQUIVALENT STUDENT ENROLLMENT OF THE INSTITUTION.	103
TABLE 10.1:	DOES YOUR INTERLIBRARY LOAN OR DOCUMENT DELIVERY DEPARTMENT REQUIRE AN MLS/MLIS LIBRARIAN TO SUPERVISE ITS OPERATIONS?	106
TABLE 10.2:	DOES YOUR INTERLIBRARY LOAN OR DOCUMENT DELIVERY DEPARTMENT REQUIRE AN MLS/MLIS LIBRARIAN TO SUPERVISE ITS OPERATIONS? BROKEN OUT BY PUBLIC OR PRIVATE STATUS OF THE COLLEGE.	106
TABLE 10.3:	DOES YOUR INTERLIBRARY LOAN OR DOCUMENT DELIVERY DEPARTMENT REQUIRE AN MLS/MLIS LIBRARIAN TO SUPERVISE ITS OPERATIONS? BROKEN OUT BY GENERAL CARNEGIE CLASS OF THE INSTITUTIONS.	106
TABLE 10.4:	DOES YOUR INTERLIBRARY LOAN OR DOCUMENT DELIVERY DEPARTMENT REQUIRE AN MLS/MLIS LIBRARIAN TO SUPERVISE ITS OPERATIONS? BROKEN OUT BY THE FULL-TIME EQUIVALENT STUDENT ENROLLMENT OF THE INSTITUTION.	107
TABLE 10.5:	WHAT IS THE TOTAL NUMBER OF FTE POSITIONS IN YOUR ILL/DD/EDD STAFF?	108
TABLE 10.6:	WHAT IS THE TOTAL NUMBER OF FTE POSITIONS IN YOUR ILL/DD/EDD STAFF? BROKEN OUT BY PUBLIC OR PRIVATE STATUS OF THE COLLEGE.....	108
TABLE 10.7:	WHAT IS THE TOTAL NUMBER OF FTE POSITIONS IN YOUR ILL/DD/EDD STAFF? BROKEN OUT BY GENERAL CARNEGIE CLASS OF THE INSTITUTIONS.	108
TABLE 10.8:	WHAT IS THE TOTAL NUMBER OF FTE POSITIONS IN YOUR ILL/DD/EDD STAFF? BROKEN OUT BY THE FULL-TIME EQUIVALENT STUDENT ENROLLMENT OF THE INSTITUTION.....	108
TABLE 10.9:	HOW MANY FULL-TIME PROFESSIONALS (MLS) DO YOU HAVE ON YOUR ILL/DD/EDD STAFF?.....	109
TABLE 10.10:	HOW MANY FULL-TIME PROFESSIONALS (MLS) DO YOU HAVE ON YOUR ILL/DD/EDD STAFF? BROKEN OUT BY PUBLIC OR PRIVATE STATUS OF THE COLLEGE.	109

Academic Interlibrary Loan Benchmarks, 2011 Edition

TABLE 10.11: HOW MANY FULL-TIME PROFESSIONALS (MLS) DO YOU HAVE ON YOUR ILL/DD/EDD STAFF? BROKEN OUT BY GENERAL CARNEGIE CLASS OF THE INSTITUTIONS.	109
TABLE 10.12: HOW MANY FULL-TIME PROFESSIONALS (MLS) DO YOU HAVE ON YOUR ILL/DD/EDD STAFF? BROKEN OUT BY THE FULL-TIME EQUIVALENT STUDENT ENROLLMENT OF THE INSTITUTION.	109
TABLE 10.13: HOW MANY FULL-TIME NON-PROFESSIONALS DO YOU HAVE ON YOUR ILL/DD/EDD STAFF?	110
TABLE 10.14: HOW MANY FULL-TIME NON-PROFESSIONALS DO YOU HAVE ON YOUR ILL/DD/EDD STAFF? BROKEN OUT BY PUBLIC OR PRIVATE STATUS OF THE COLLEGE.	110
TABLE 10.15: HOW MANY FULL-TIME NON-PROFESSIONALS DO YOU HAVE ON YOUR ILL/DD/EDD STAFF? BROKEN OUT BY GENERAL CARNEGIE CLASS OF THE INSTITUTIONS.	110
TABLE 10.16: HOW MANY FULL-TIME NON-PROFESSIONALS DO YOU HAVE ON YOUR ILL/DD/EDD STAFF? BROKEN OUT BY THE FULL-TIME EQUIVALENT STUDENT ENROLLMENT OF THE INSTITUTION.....	110
TABLE 10.17: HOW MANY PART-TIME PROFESSIONALS (MLS/MLIS) DO YOU HAVE ON YOUR ILL/DD/EDD STAFF?.....	111
TABLE 10.18: HOW MANY PART-TIME PROFESSIONALS (MLS/MLIS) DO YOU HAVE ON YOUR ILL/DD/EDD STAFF? BROKEN OUT BY PUBLIC OR PRIVATE STATUS OF THE COLLEGE.	111
TABLE 10.19: HOW MANY PART-TIME PROFESSIONALS (MLS/MLIS) DO YOU HAVE ON YOUR ILL/DD/EDD STAFF? BROKEN OUT BY GENERAL CARNEGIE CLASS OF THE INSTITUTIONS.	111
TABLE 10.20: HOW MANY PART-TIME PROFESSIONALS (MLS/MLIS) DO YOU HAVE ON YOUR ILL/DD/EDD STAFF? BROKEN OUT BY THE FULL-TIME EQUIVALENT STUDENT ENROLLMENT OF THE INSTITUTION.	111
TABLE 10.21: HOW MANY PART-TIME NON-PROFESSIONALS DO YOU HAVE ON YOUR ILL/DD/EDD STAFF?.....	112
TABLE 10.22: HOW MANY PART-TIME NON-PROFESSIONALS DO YOU HAVE ON YOUR ILL/DD/EDD STAFF? BROKEN OUT BY PUBLIC OR PRIVATE STATUS OF THE COLLEGE.	112
TABLE 10.23: HOW MANY PART-TIME NON-PROFESSIONALS DO YOU HAVE ON YOUR ILL/DD/EDD STAFF? BROKEN OUT BY GENERAL CARNEGIE CLASS OF THE INSTITUTIONS.	112
TABLE 10.24: HOW MANY PART-TIME NON-PROFESSIONALS DO YOU HAVE ON YOUR ILL/DD/EDD STAFF? BROKEN OUT BY THE FULL-TIME EQUIVALENT STUDENT ENROLLMENT OF THE INSTITUTION.....	112
TABLE 10.25: HOW MANY STUDENT WORKERS DO YOU HAVE ON YOUR ILL/DD/EDD STAFF?	113
TABLE 10.26: HOW MANY STUDENT WORKERS DO YOU HAVE ON YOUR ILL/DD/EDD STAFF? BROKEN OUT BY PUBLIC OR PRIVATE STATUS OF THE COLLEGE.....	113
TABLE 10.27: HOW MANY STUDENT WORKERS DO YOU HAVE ON YOUR ILL/DD/EDD STAFF? BROKEN OUT BY GENERAL CARNEGIE CLASS OF THE INSTITUTIONS.	113
TABLE 10.28: HOW MANY STUDENT WORKERS DO YOU HAVE ON YOUR ILL/DD/EDD STAFF? BROKEN OUT BY THE FULL-TIME EQUIVALENT STUDENT ENROLLMENT OF THE INSTITUTION.....	113
TABLE 11.1: WHAT IS YOUR APPROXIMATE CURRENT ANNUAL BUDGET FOR ILL/DD/EDD OPERATIONS, EXCLUDING STAFF COSTS, BUT INCLUDING AUTOMATION COSTS, COPYRIGHT COSTS, MATERIAL COSTS, AND OTHER OPERATING COSTS?.....	118
TABLE 11.2: WHAT IS YOUR APPROXIMATE CURRENT ANNUAL BUDGET FOR ILL/DD/EDD OPERATIONS, EXCLUDING STAFF COSTS, BUT INCLUDING AUTOMATION COSTS, COPYRIGHT COSTS, MATERIAL COSTS, AND OTHER OPERATING COSTS? BROKEN OUT BY PUBLIC OR PRIVATE STATUS OF THE COLLEGE.	118

Academic Interlibrary Loan Benchmarks, 2011 Edition

TABLE 11.3:	WHAT IS YOUR APPROXIMATE CURRENT ANNUAL BUDGET FOR ILL/DD/EDD OPERATIONS, EXCLUDING STAFF COSTS, BUT INCLUDING AUTOMATION COSTS, COPYRIGHT COSTS, MATERIAL COSTS, AND OTHER OPERATING COSTS? BROKEN OUT BY GENERAL CARNEGIE CLASS OF THE INSTITUTIONS.	118
TABLE 11.4:	WHAT IS YOUR APPROXIMATE CURRENT ANNUAL BUDGET FOR ILL/DD/EDD OPERATIONS, EXCLUDING STAFF COSTS, BUT INCLUDING AUTOMATION COSTS, COPYRIGHT COSTS, MATERIAL COSTS, AND OTHER OPERATING COSTS? BROKEN OUT BY THE FULL-TIME EQUIVALENT STUDENT ENROLLMENT OF THE INSTITUTION.	119
TABLE 11.5:	WHAT HAS BEEN YOUR PERCENTAGE CHANGE IN YOUR BUDGET OVER THE PAST YEAR?.....	120
TABLE 11.6:	WHAT HAS BEEN YOUR PERCENTAGE CHANGE IN YOUR BUDGET OVER THE PAST YEAR? BROKEN OUT BY PUBLIC OR PRIVATE STATUS OF THE COLLEGE.	120
TABLE 11.7:	WHAT HAS BEEN YOUR PERCENTAGE CHANGE IN YOUR BUDGET OVER THE PAST YEAR? BROKEN OUT BY GENERAL CARNEGIE CLASS OF THE INSTITUTIONS.	120
TABLE 11.8:	WHAT HAS BEEN YOUR PERCENTAGE CHANGE IN YOUR BUDGET OVER THE PAST YEAR? BROKEN OUT BY THE FULL-TIME EQUIVALENT STUDENT ENROLLMENT OF THE INSTITUTION.....	120
TABLE 11.9:	WHAT DO YOU EXPECT WILL BE THE PERCENTAGE CHANGE IN YOUR BUDGET OVER THE NEXT YEAR?	121
TABLE 11.10:	WHAT DO YOU EXPECT WILL BE THE PERCENTAGE CHANGE IN YOUR BUDGET OVER THE NEXT YEAR? BROKEN OUT BY PUBLIC OR PRIVATE STATUS OF THE COLLEGE.	121
TABLE 11.11:	WHAT DO YOU EXPECT WILL BE THE PERCENTAGE CHANGE IN YOUR BUDGET OVER THE NEXT YEAR? BROKEN OUT BY GENERAL CARNEGIE CLASS OF THE INSTITUTIONS.	121
TABLE 11.12:	WHAT DO YOU EXPECT WILL BE THE PERCENTAGE CHANGE IN YOUR BUDGET OVER THE NEXT YEAR? BROKEN OUT BY THE FULL-TIME EQUIVALENT STUDENT ENROLLMENT OF THE INSTITUTION.	121
TABLE 11.13:	WHAT WERE TOTAL ANNUAL FEE REVENUES IN THE PAST YEAR FOR ILL/EDD/DD?	122
TABLE 11.14:	WHAT WERE TOTAL ANNUAL FEE REVENUES IN THE PAST YEAR FOR ILL/EDD/DD? BROKEN OUT BY PUBLIC OR PRIVATE STATUS OF THE COLLEGE.	122
TABLE 11.15:	WHAT WERE TOTAL ANNUAL FEE REVENUES IN THE PAST YEAR FOR ILL/EDD/DD? BROKEN OUT BY GENERAL CARNEGIE CLASS OF THE INSTITUTIONS.	122
TABLE 11.16:	WHAT WERE TOTAL ANNUAL FEE REVENUES IN THE PAST YEAR FOR ILL/EDD/DD? BROKEN OUT BY THE FULL-TIME EQUIVALENT STUDENT ENROLLMENT OF THE INSTITUTION.....	122
TABLE 11.17:	WHICH ANSWER BEST DESCRIBES LIBRARY MANAGEMENT’S EXPECTATIONS FOR COVERING COSTS OF ILL/DD/EDD SERVICES?	123
TABLE 11.18:	WHICH ANSWER BEST DESCRIBES LIBRARY MANAGEMENT’S EXPECTATIONS FOR COVERING COSTS OF ILL/DD/EDD SERVICES? BROKEN OUT BY PUBLIC OR PRIVATE STATUS OF THE COLLEGE.	123
TABLE 11.19:	WHICH ANSWER BEST DESCRIBES LIBRARY MANAGEMENT’S EXPECTATIONS FOR COVERING COSTS OF ILL/DD/EDD SERVICES? BROKEN OUT BY GENERAL CARNEGIE CLASS OF THE INSTITUTIONS.....	124
TABLE 11.20:	WHICH ANSWER BEST DESCRIBES LIBRARY MANAGEMENT’S EXPECTATIONS FOR COVERING COSTS OF ILL/DD/EDD SERVICES? BROKEN OUT BY THE FULL-TIME EQUIVALENT STUDENT ENROLLMENT OF THE INSTITUTION.	124
TABLE 12.1:	IF YOUR COLLEGE HAS A DISTANCE LEARNING PROGRAM OF ANY KIND, APPROXIMATELY WHAT PERCENTAGE OF YOUR LIBRARY’S INTERLIBRARY LOAN REQUEST VOLUME (FROM OTHER INSTITUTIONS TO YOUR LIBRARY) IS ACCOUNTED FOR BY REQUESTS FROM YOUR COLLEGES DISTANCE LEARNING STUDENTS OR INSTRUCTORS?	125

Academic Interlibrary Loan Benchmarks, 2011 Edition

TABLE 12.2:	IF YOUR COLLEGE HAS A DISTANCE LEARNING PROGRAM OF ANY KIND, APPROXIMATELY WHAT PERCENTAGE OF YOUR LIBRARY'S INTERLIBRARY LOAN REQUEST VOLUME (FROM OTHER INSTITUTIONS TO YOUR LIBRARY) IS ACCOUNTED FOR BY REQUESTS FROM YOUR COLLEGES DISTANCE LEARNING STUDENTS OR INSTRUCTORS? BROKEN OUT BY PUBLIC OR PRIVATE STATUS OF THE COLLEGE.....	125
TABLE 12.3:	IF YOUR COLLEGE HAS A DISTANCE LEARNING PROGRAM OF ANY KIND, APPROXIMATELY WHAT PERCENTAGE OF YOUR LIBRARY'S INTERLIBRARY LOAN REQUEST VOLUME (FROM OTHER INSTITUTIONS TO YOUR LIBRARY) IS ACCOUNTED FOR BY REQUESTS FROM YOUR COLLEGES DISTANCE LEARNING STUDENTS OR INSTRUCTORS? BROKEN OUT BY GENERAL CARNEGIE CLASS OF THE INSTITUTIONS.	126
TABLE 12.4:	IF YOUR COLLEGE HAS A DISTANCE LEARNING PROGRAM OF ANY KIND, APPROXIMATELY WHAT PERCENTAGE OF YOUR LIBRARY'S INTERLIBRARY LOAN REQUEST VOLUME (FROM OTHER INSTITUTIONS TO YOUR LIBRARY) IS ACCOUNTED FOR BY REQUESTS FROM YOUR COLLEGES DISTANCE LEARNING STUDENTS OR INSTRUCTORS? BROKEN BY THE FULL-TIME EQUIVALENT STUDENT ENROLLMENT OF THE INSTITUTION.....	126

THE QUESTIONNAIRE

ILL SERVICES PERFORMANCE STATISTICS

1. What has been the aggregate increase or decrease in traditional Interlibrary Loan services over the past 3 years? This is not an annual rate but a total percentage change over the past three years. What is the volume relative to three years ago?
2. To the best of your knowledge has the library performed a user survey for your ILL services within the past 4 years?
 - a. Yes
 - b. No
 - c. Unsure
3. What are your average turnaround times for the following services? Please answer in number of days so that 3.5 is three-and-a-half days and 0.75 is three-quarters of a day.
 - a. Borrowing: article requests
 - b. Borrowing: book requests
 - c. Lending: article requests
 - d. Lending: book requests
 - e. Lending: videos
 - f. Borrowing: videos
4. Is it routine practice in your department to first check to see if an item is available at your own library before fulfilling an ILL request?
 - a. No, we rely on the patron
 - b. Yes, and we find that we often have the item
 - c. Yes, though we don't often find that we have the item
5. Estimate the percentage of interlibrary loan requests that you get for the following types of materials that can actually be fulfilled with the resources possessed by your college library:
 - a. Books or book chapters
 - b. Journal articles
 - c. Non-journal periodical articles
6. How much did the library spend in the last year on shipping and courier fees related to interlibrary loan?

Academic Interlibrary Loan Benchmarks, 2011 Edition

7. **What criteria does your library use to determine the best shipping method for your interlibrary loans?**
8. **What materials and resources does your courier service distribute?**
9. **What was your spending in the past year on each of the following services for interlibrary loan (if non-USA institution please specify currency):**
 - a. **US Mail or other National Mail Service if your college is not located in the USA**
 - b. **United Parcel Service (UPS)**
 - c. **Federal Express**
 - d. **Other carriers**

SPECIAL COLLECTIONS AND UNIQUE CIRCUMSTANCES

10. **What is the policy of your library on the interlibrary loan of audiovisual materials, such as video recordings, software, audio recordings, and other special materials, including maps, art work, rare materials, and so on? If your library does not allow ILL of these materials, please explain the reasons why.**
11. **Do any of your library's ebook licenses allow for interlibrary loan?**
12. **Does your library do interlibrary loan with foreign countries?**

IMPACT OF DIGITAL REPOSITORIES

13. **Approximately what percentage of your library's interlibrary loan requests for journal articles are fulfilled by downloading from or referring patrons to institutional digital repositories?**
14. **Approximately what percentage of your library's interlibrary loan requests for books is fulfilled by downloading from or referring patrons to institutional digital repositories?**
15. **Approximately what percentage of your library's interlibrary loan requests for articles from periodicals other than journal articles are fulfilled by downloading from or referring patrons to institutional digital repositories?**
16. **How would you describe the impact of the availability of content through institutional digital repositories on your interlibrary loan operations?**
17. **Which particular institutional digital repositories have you found most useful in satisfying patron requests?**
18. **If the use of institutional digital repositories has helped you to reduce spending on interlibrary loan through reduced or eliminated article fees**