



Knowledge, Library & Information Service

KLISH Library Charter and Service Standards 2017-18 Inter-library loans/Document Supply:

- Requests will be despatched within 2 working days of receipt
- 85% of requests will be supplied within 5 working days

The total number of ILL requests handled during 2017-18 was 546 (as compared with 371 in 2016-17). For 2017-18, the combined figures for DRI plus BAS for the two standards were 99.6% and 89.2%, respectively. 32% of all requests were fulfilled on the day of receipt and 59% were fulfilled within 2 days (see charts below).

Requests will be despatched within 2 working days of receipt

At Bassetlaw, 100% of requests were actioned within two working days, whilst at DRI this figure dropped very slightly to 99.6%.

Although DRI came very close to reaching the 100% target, there may be several reasons why this did not happen:

- Large numbers of requests being submitted at times of staff shortage. Many of the requests submitted turn out to be downloadable, but it is not always possible to identify this before checking. If this could be done, staff could prioritise processing of items known to be available only from another library via ILL.
- The need to refer back to the user to check details e.g. the edition required, acceptable languages.
- Delay resulting from difficulty finding full/ correct bibliographical details.
- Item not yet published

Despite this failure to achieve the standard in one month, the target of 100% of requests being actioned within two working days is not unreasonable - staff should continue to strive to meet this goal. This is a very important service and we should try to achieve the highest possible standard at all times.

85% of requests will be supplied within 5 working days (of receipt)

Bassetlaw achieved 93.3% compliance on this standard. The figure for DRI was 88.4%, slightly lower than the 93% achieved in 2016-17, but still above the standard of 85%

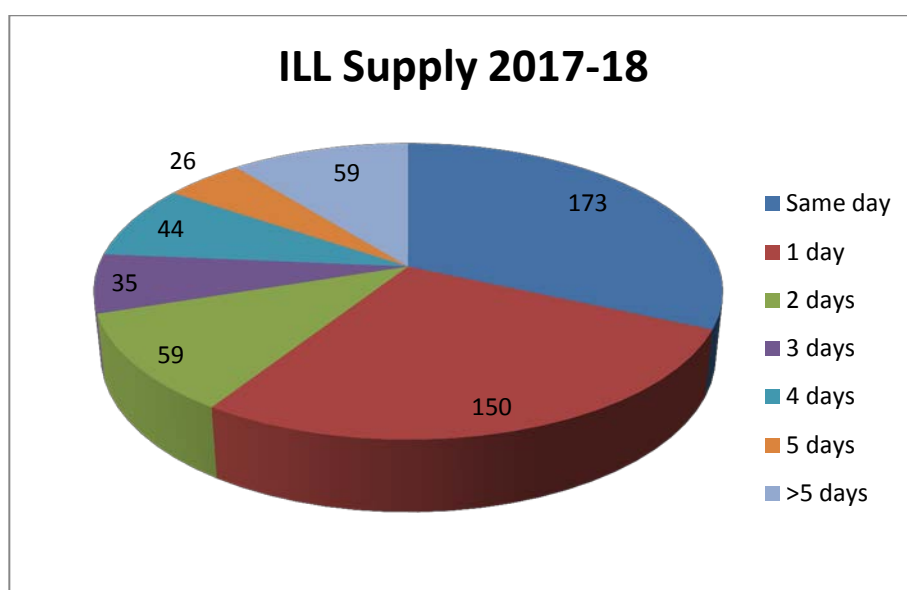
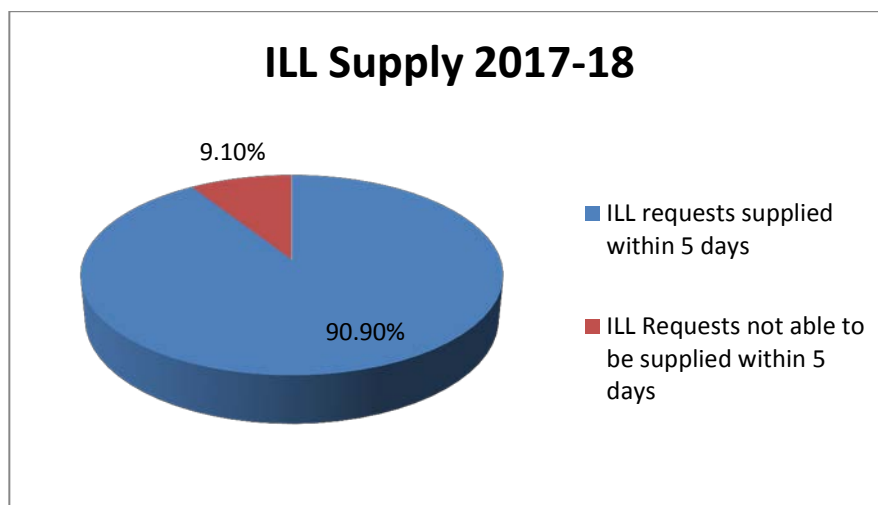
However, this figure is somewhat arbitrary. Once the requests have been processed and despatched, the resulting time-scale is largely beyond our control. Reasons for the delays encountered in the supply of requests include:

- Staff may have to approach several libraries if the original library cannot supply. Sometimes, the supplying library may be the 3rd library approached.
- The supplier is sometimes slow to respond. However, staff should be keeping a watch on the progress of all requests and chasing up regularly.

- A request may have to be re-sent – occasionally, on chasing, the library will have no record of receiving our request.
- Sometimes, a reader may ask for a request to be deferred until they return from a period of absence (e.g. holiday).
- Need to refer back to a reader if article is reported to be in a foreign language, or the item may only be used in the library.
- There is a waiting list for a book.
- Difficulties with BL FileOpen software (now superseded by DRM Lite).
- Item delayed in post.

Other than chasing up requests in a timely way and choosing suppliers known to respond quickly, this standard is not completely within our control.

The figure achieved for supply is within the stated time-scale. The current standard provides a level of expectation for the reader which is very often bettered. To raise the target would raise expectations and increase the frequency of disappointing our users in a situation in which we have very little influence.



ILL Supply 2017-18

