

Snapshots : Measures of Interlibrary Loan Effectiveness and Value

Are the numbers generated each year by Interlibrary Loan operations providing a true assessment of its effectiveness and its value? Or are output measures supplying us with random "snapshots", giving us pieces of the picture?



Kristine J Shrauger



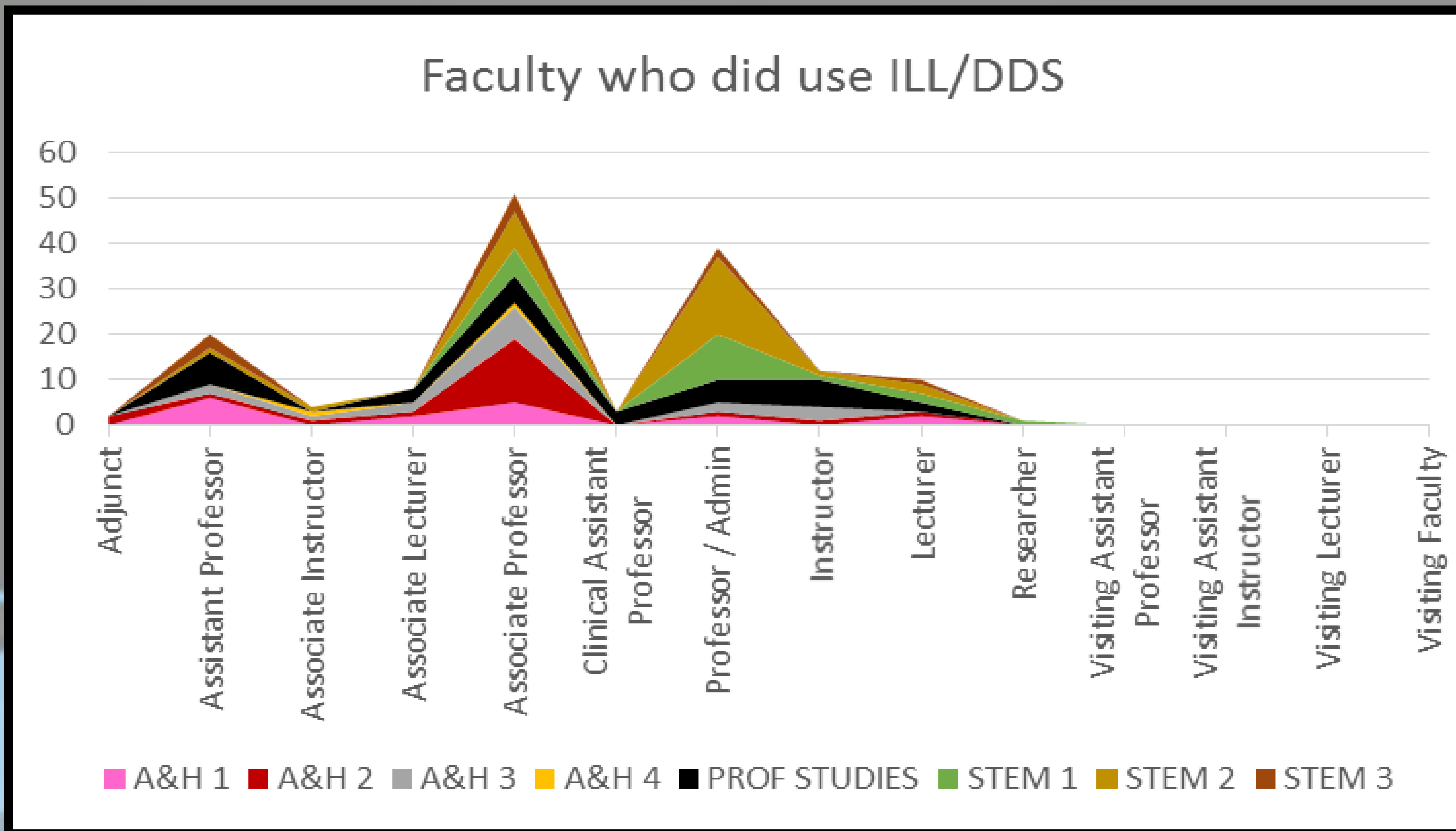
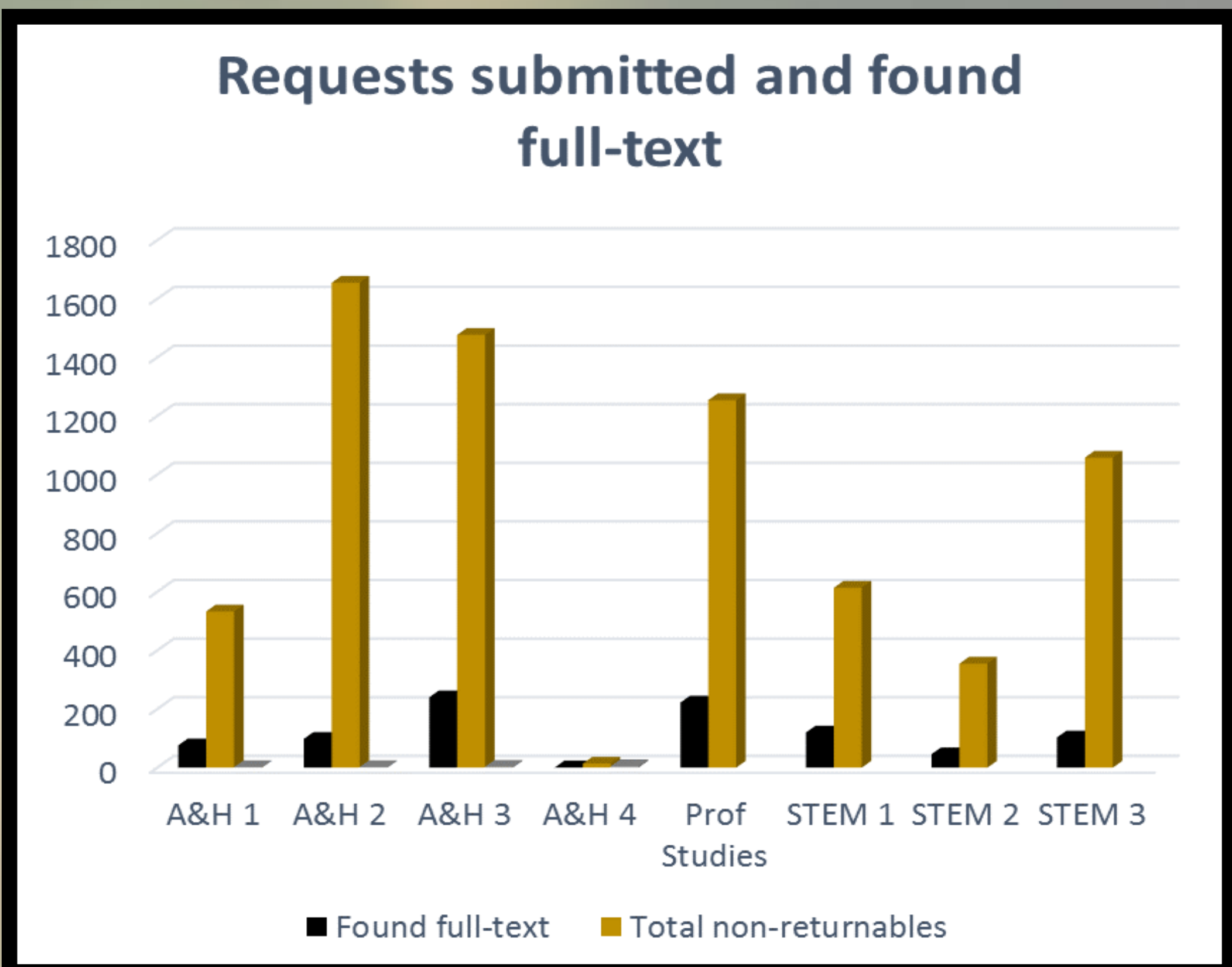
Meg Scharf

Success = Penetration of Market and Value.

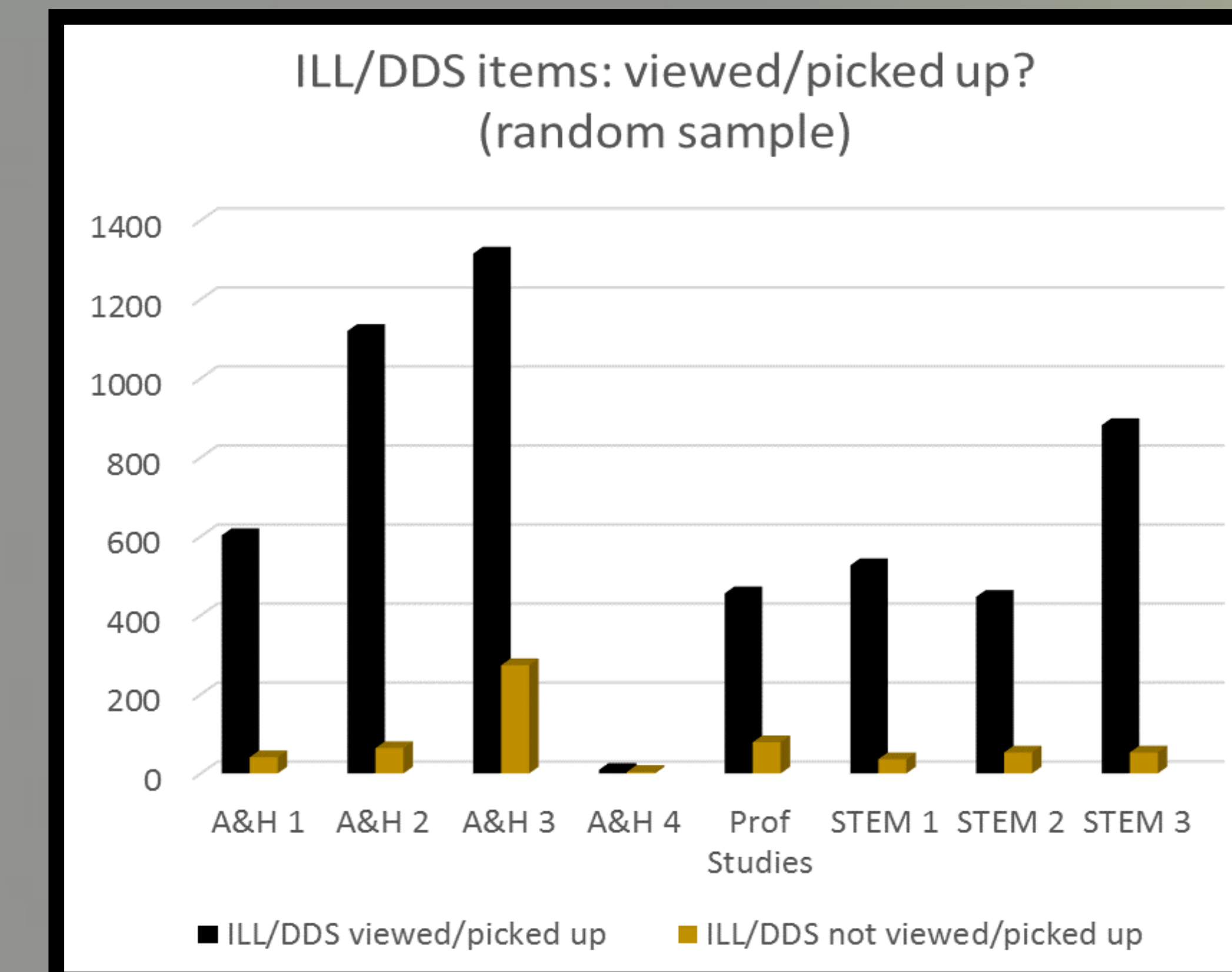
Built on operational measures:

*Turnaround times * Fill rate

Costs * Satisfaction: repeat users



Acquired material = mostly retrieved

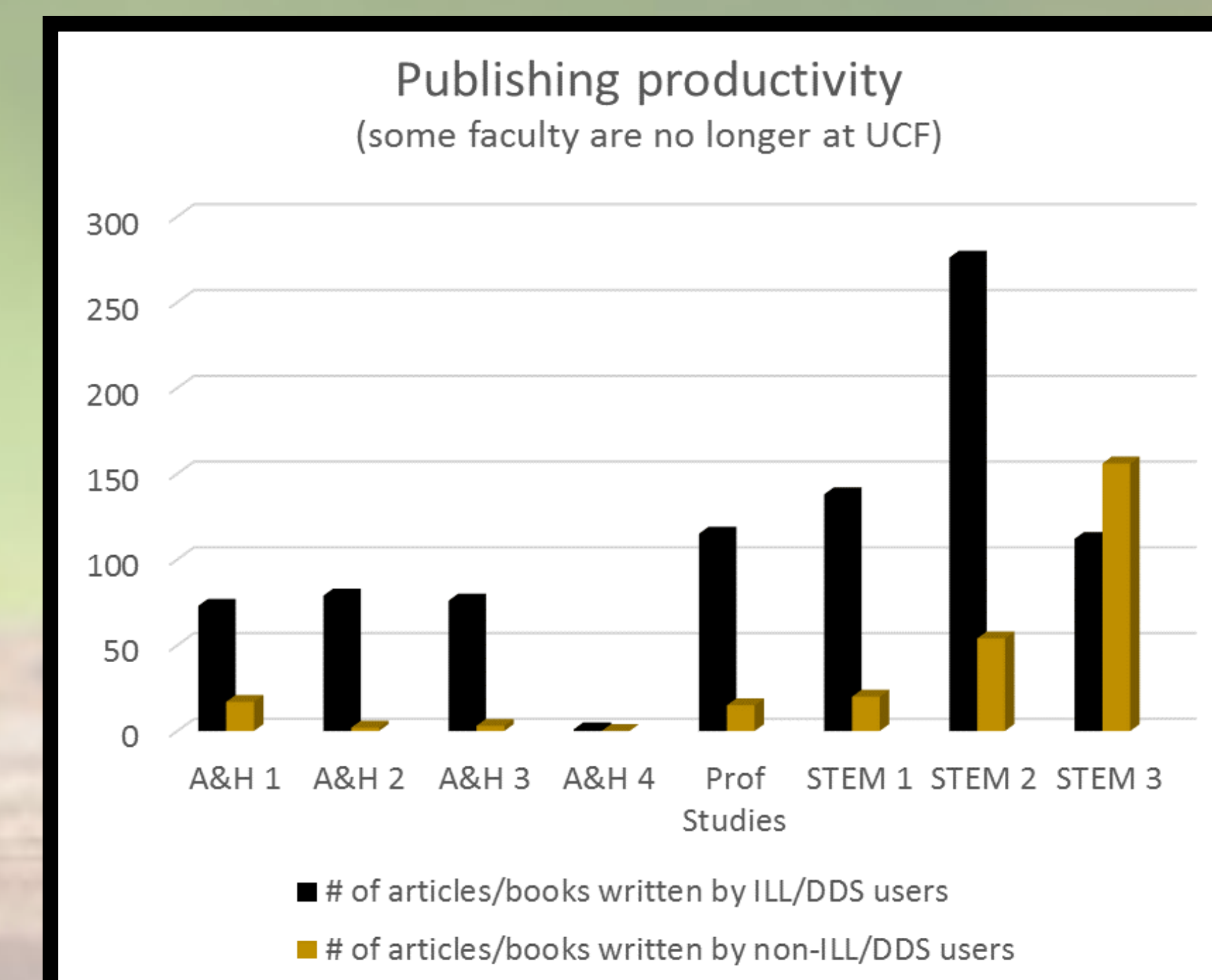
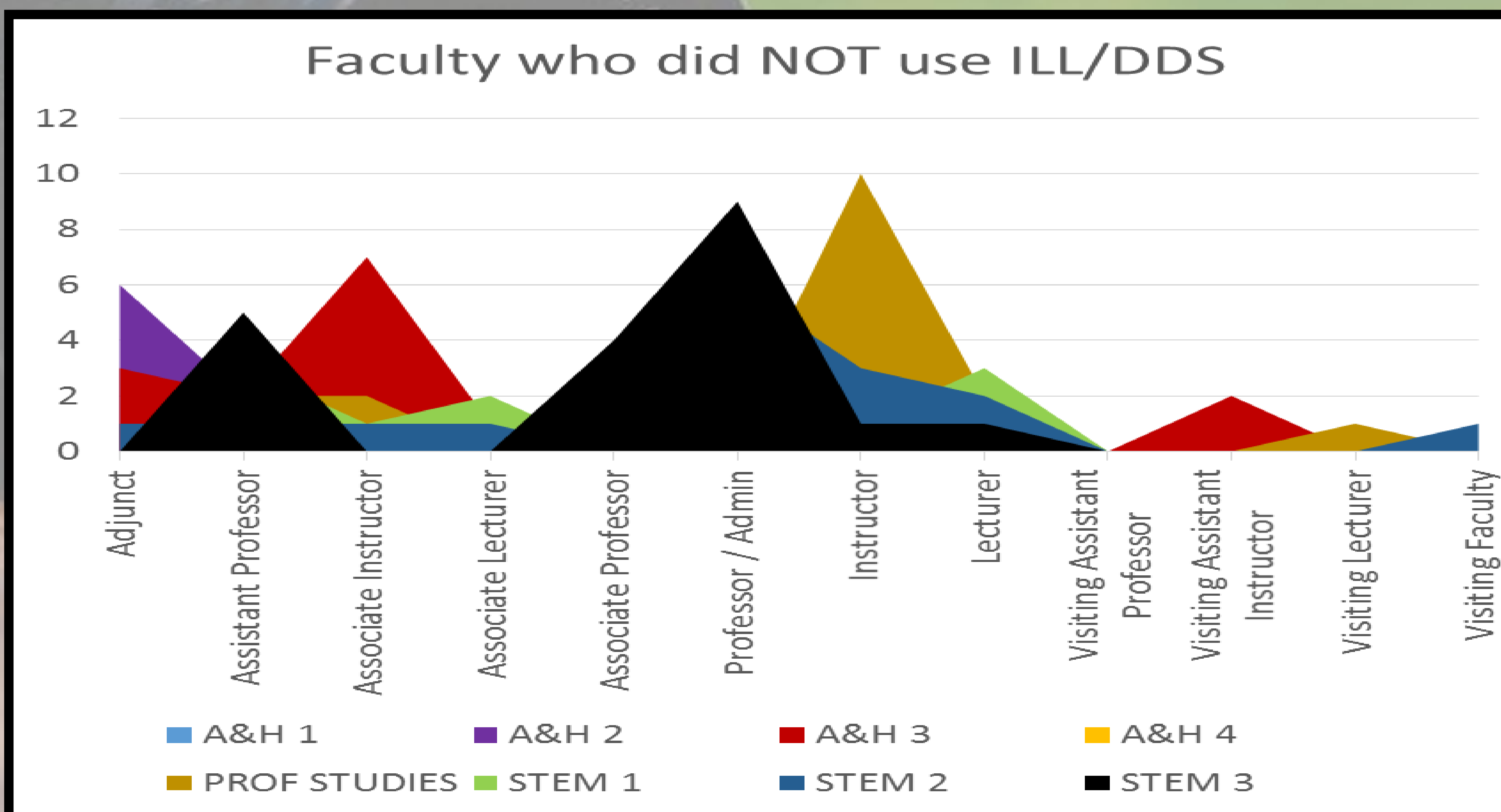
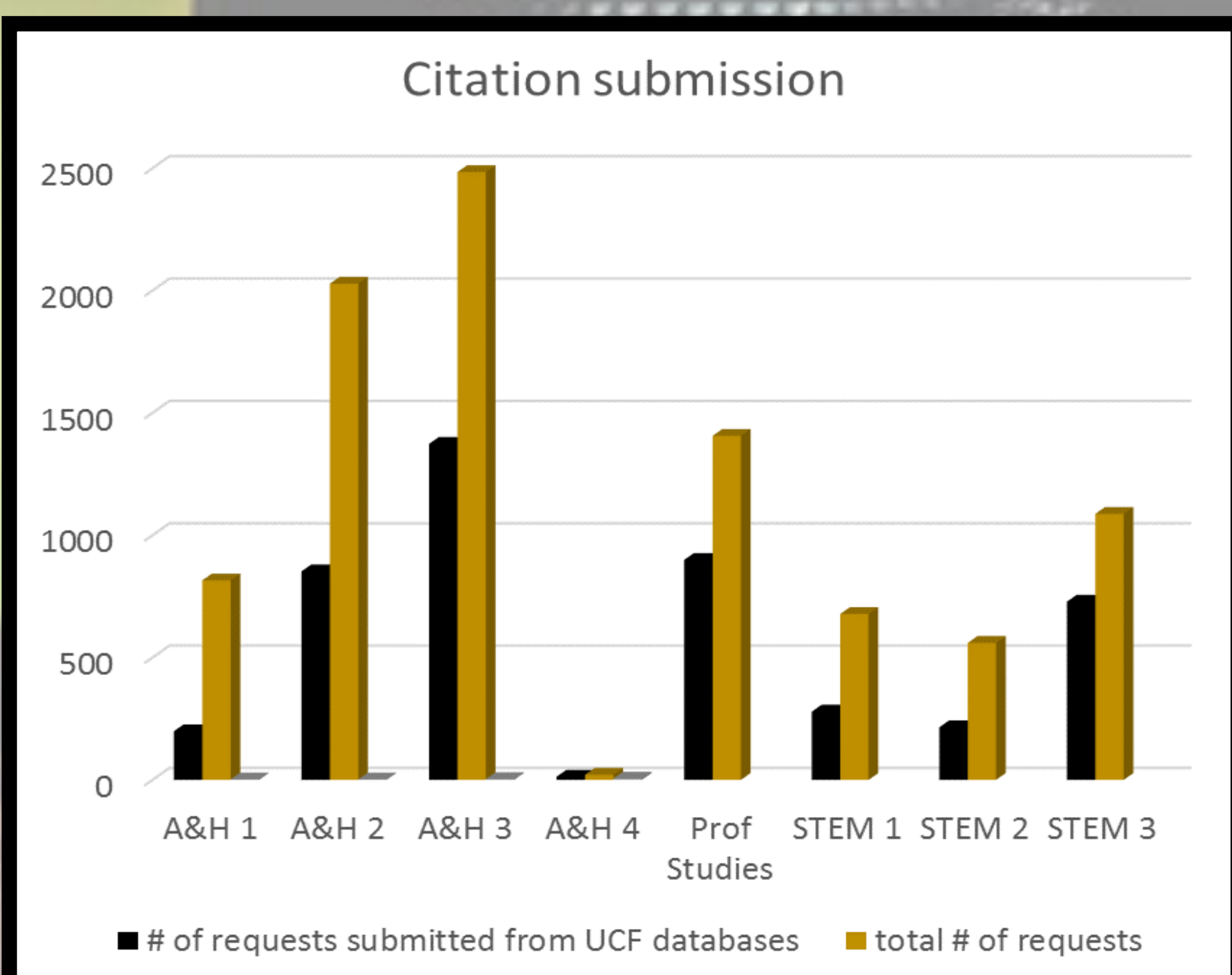


Available material, not readily found

Most users = Associate Professors / Least users Professors and Instructors

Requests not coming from database searches.

Most ILL/DDS users publish more than non-users



Random sample of 8 academic departments at the University of Central Florida, Orlando, Florida.

Future directions:

- . What are the sources of research materials
- . How ILL/DDS material is used