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?

Success = Penetration of Market and Value.
Built on operational measures:
* Turnaround times * Fill rate
* Costs * Satisfaction: repeat users

Requests submitted and found full-text

Acquired material = mostly retrieved

Available material, not readily found
Requests not coming from database searches.

Most users = Associate Professors / Least users Professors and Instructors

Most ILL/DDS users publish more than non-users

Future directions:
- What are the sources of research materials
- How ILL/DDS material is used

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

Citation submission

Faculty who did use ILL/DDS

Faculty who did NOT use ILL/DDS

Publicizing productivity (some faculty are no longer at UCF)