

Stop Saying “No”

**Improving Fill Rates and Reducing Lending Denials
in Interlibrary Loan**

An Interactive Presentation

Stan Huzarewicz

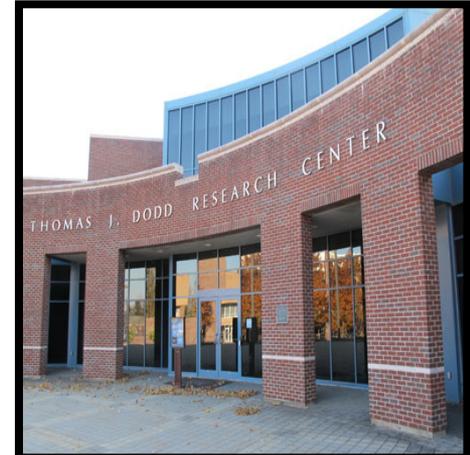
Homer Babbidge Library
University of Connecticut

University of Connecticut

- Founded 1881
- Main campus in Storrs
- 5 regional campuses
- Enrollment
 - Undergraduate: 23,407 (4,581 at Regionals)
 - Graduate: 6,945
- Full- and part-time faculty and staff: 4,801

University Libraries

- Storrs: Homer Babbidge, Music and Dramatic Arts, Pharmacy, Special Collections and Archives
- 5 Regional Campus Libraries (RCLs)
- Full- and part-time staff: 92
- Librarians: 34; 5 archivists
- Collection: 3.9 million print volumes;
110,000 electronic and print journals



Document Delivery and Interlibrary Loan

- Borrowing and Lending operations
- Document Delivery: scan on demand, fulfillment/request service
- Stacks management since spring 2015
- Staff: 3 librarians, borrowing coordinator, part-time processing assistant, 28 student assistants
- Began using ILLiad in November 2009
- Consortia: Boston Library Consortium, Connecticut Library Consortium, RapidILL, IDS Project

Document Delivery and Interlibrary Loan, cont.

2014-2015 statistics

- Borrowing: 39,797
- Lending: 27,713
- Scan on demand: 9,512
- Request service: 7,065

Lending Denials

- Definition: Cancelled Lending requests

Common reasons:

- Item is checked out/not on shelf/not owned/non-circulating
- Incorrect citation

Less common:

- “Shelved as” title for journals
 - Stacks won’t move
- All of these can be addressed!

Lending Denials, cont.

Why do they matter?

- Can reveal potential problems with the library's services and practices:
 - Poor stacks maintenance
 - Inaccurate holdings
 - Inadequate staff training
 - Restrictive lending policies
- Represent wasted time
- A good lender is a good borrower!

February 2010 UCW Lending Fulfillment Rates

	Total Requests	# Filled	# Cancelled	Fill Rate
Articles	2239	1141	1098	51%
Loans	1870	873	997	47%

Reason For Cancellation	Articles	
Not on shelf	214	9.56%
Not as cited	166	7.41%
Holdings END BEFORE this volume	136	6.07%
Exceeds max cost	112	5.00%
Lack volume/issue	97	4.33%
Title not owned	94	4.20%
Other	86	3.84%
Holdings BEGIN AFTER this volume	63	2.81%
Exceeds copy limits	59	2.64%

Reason For Cancellation	Loans	
Checked Out	380	20.32%
Non-circulating	269	14.39%
Not on shelf	220	11.76%
Other	40	2.14%
Title not owned	29	1.55%

Reason For Cancellation	OVERALL	
Not on shelf	434	10.56%
Checked Out	390	9.49%
Non-circulating	288	7.01%
Not as cited	175	4.26%
Holdings END BEFORE this volume	136	3.31%
Other	126	3.07%
Title not owned	123	2.99%
Exceeds max cost	112	2.73%
Lack volume/issue	99	2.41%

Goal: Improve fulfillment rates!

Strategy (when time permits!):

- Additional student staff training and involvement
- Correct citations
- Check carts for “not on shelf” titles
- Check “shelved as” title
- Utilize permitted online resources
- Conditionalize “exceeds max cost” requests
- Lend A/V

May 2010 UCW Lending Fulfillment Rates

	Total Requests	# Filled	# Cancelled	Fill Rate
Articles	1550	1003	547	65%
Loans	1186	683	503	58%

Reason For Cancellation	Articles	
Holdings END BEFORE this volume	93	6.00%
Lack volume/issue	70	4.52%
Non-circulating	67	4.32%
Not as cited	63	4.06%
Not on shelf	57	3.68%
Holdings BEGIN AFTER this volume	55	3.55%
Other	47	3.03%
Title not owned	33	2.13%
Checked Out	17	1.10%

Reason For Cancellation	Loans	
Checked Out	174	14.67%
Non-circulating	153	12.90%
Not on shelf	122	10.29%
	19	1.60%
Title not owned	13	1.10%

Reason For Cancellation	OVERALL	
Non-circulating	220	8.04%
Checked Out	191	6.98%
Not on shelf	179	6.54%
Holdings END BEFORE this volume	94	3.44%
Lack volume/issue	72	2.63%
Not as cited	70	2.56%
Other	59	2.16%
Holdings BEGIN AFTER this volume	55	2.01%
Title not owned	46	1.68%

Additional measures

Conditionalizing

- Requests that cannot be filled as submitted, e.g., linked to wrong record, wrong request type
- Item is available freely online
- Prevents cancellation
- Benefits borrowing institution

Conditional: "Not as cited"

Article Info | Loan Info | Collections | Local Holdings | Imported Request | Copyright

Journal Title: Italianistica.

Volume/Issue: 53 | 138

Month/Year/Pages: | July-December 2006 | 229-64

Article Author: Giuseppe Fornari

Article Title: Il voto di Lucia: Desiderio e espiazione nei Promessi sposi

History | OCLC | **Google Search** | Detail | PubMed/Dodine | OCLC AE | Rapid | Primo | Serials Solutions Search | NLM Web Form | Occam's R

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Citazione e abstract | Scheda completa

Citazione: FORNARI, GIUSEPPE, Il voto di Lucia. Desiderio e espiazione nei Promessi sposi **NUOVA CORRENTE (53)**
229- 264. Retrieved from <http://hdl.handle.net/10446/20105>

OCLC 1786824 | Keyword: Italianistica | Type: Any

ISxN 03913368 | **Scan Title: NUOVA CORRENTE** | Sub Type: All

Derived Ita,,, | Custom | Other: All

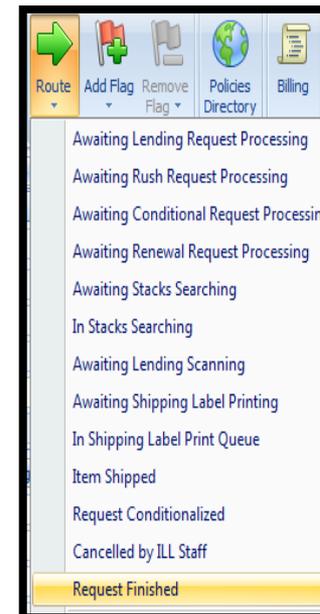
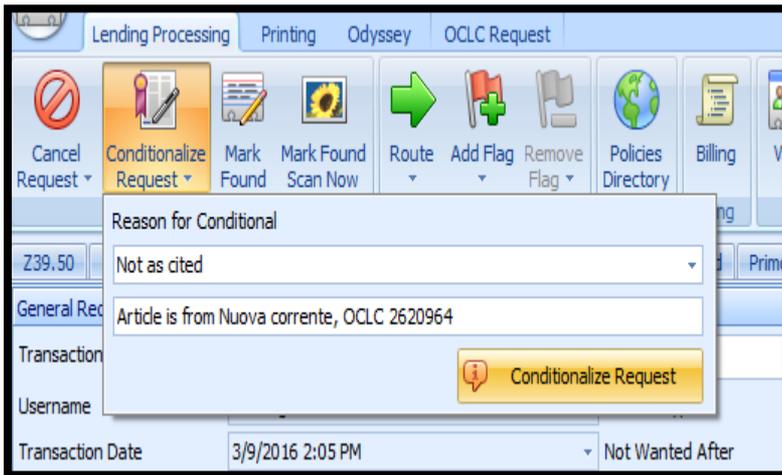
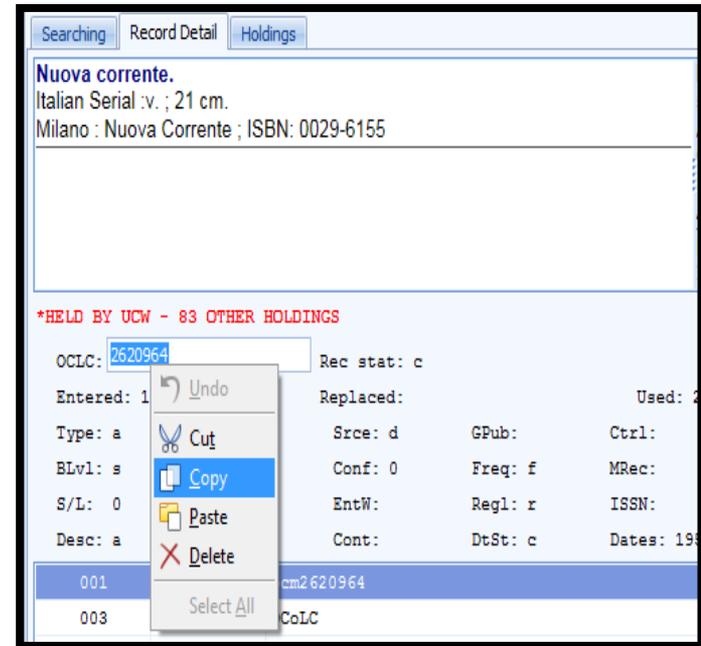
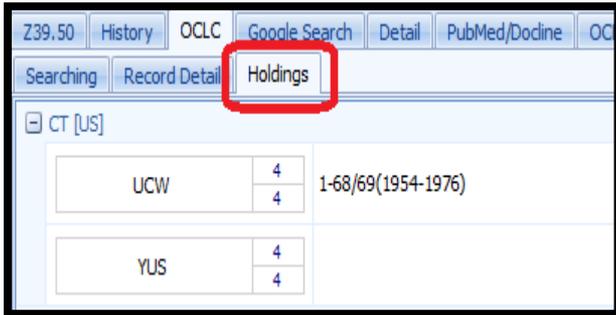
Search | Limits | Copy Info | Record | Holdings

Z39.50 | History | OCLC | **Google Search** | Detail | PubMed/Dodine | OCLC AE | Rapid | Primo | Serials Solutions Search | NLM Web Form | Occam's Reader

Searching | Record Detail | Holdings

Record	Main Entry	Title	Format	Standard Number	Year	Publisher	Owned	Holdings
1		Nuova corrente	Internet R...		1954;9999	Nuova Corrente	<input type="checkbox"/>	176
2		Nuova corrente.	Serial	0029-6155	1954;9999	Nuova Corrente	<input checked="" type="checkbox"/>	83
3		Nuova corrente	Serial	1825-6554	1994;9999	Tilgher.	<input type="checkbox"/>	26
4		Nuova corrente	Internet R...	1825-6554	1994;9999	Tilgher	<input type="checkbox"/>	20

Conditional: Not as cited,



Additional measures

2013-2014: Requests for embargoed & non-circulating titles, false positives = 462 article cancellations

OCLC Number	Journal Name	Reason for Cancellation	Total
54868453	Policy futures in education	Holdings END BEFORE this volume	38
1787159	The Physician and sportsmedicine.	Holdings END BEFORE this volume	29
609706167	Ortopedia, traumatologia, rehabilitacija	Title not owned	22
55201153	Current medicinal chemistry	Holdings END BEFORE this volume	19

Deflections

- OCLC policies directory to deflect format; local holdings record for titles
- Online resources that cannot be accessed/shared
- Non-circulating titles: special collections

Deletions

- False positives: UCW incorrectly shows as holding a title in WorldCat

Additional measures, cont.

Maximize e-resources

- Public domain & open access titles available online
- April 2014: provided e-journal holdings to RapidILL
- URL for permitted content appears in call number field:



- RapidILL fill rate went from 86% (FY2014) to 92% (FY2015)
- Overall article fill rate 76% (FY2015), up from 64%

Loan fulfillment rate...

Minimal improvement:

- FY2013: 50%
- FY2014: 51%
- FY2015: 54%

Primary reasons for cancellation:

- Checked out: 18%
- Not shelf: 10%
- Non-circulating: 10%

Loan fulfillment rate, cont.

“Checked out”

- Hard to reduce without real-time availability checking
 - RapidR
 - Performs Z39.50 search
 - Deflects requests for checked-out items
 - FY2015: 563 requests, 452 filled (80% fill rate)
 - IDS Logic
 - Performs Z39.50 search
 - Cancels requests for checked-out items
 - Routes available requests to print queue (Awaiting Stacks Searching)

Loan fulfillment rate, cont.

“Not on shelf”

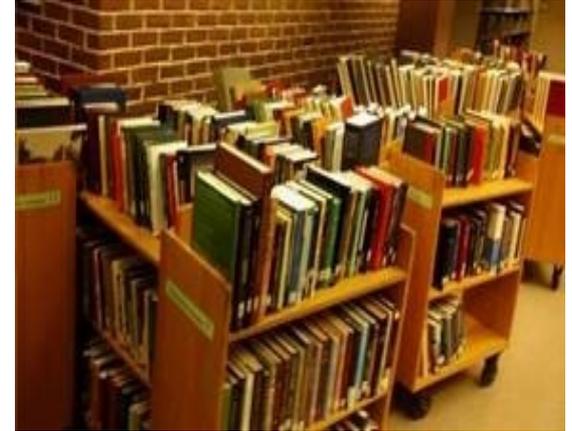
- Scan shelves for misshelved items
- Check shelving cars
- Review practices!

Spring 2015

DD/ILL took over stacks management:

- Track shelving productivity
- Routine sweeps

Fall 2015: Loan fill rate 63%



Additional resources

Most requests for public domain material (pre-1923) can be filled online

- Google Books
- Hathi Trust
 - Include “Hathi” in searches (!)
- Internet Archive
 - Wayback Machine to view defunct online journals
- Even special collections, e.g., collected papers, are being digitized
- ResearchGate, Academia.edu
 - Patron can request article from author

Hathi Trust search (within ILLiad)

Article Info	Loan Info	Collections	Local Holdings	Imported Request	User	Copyright	Additional	Libra
Journal Title	Sibuv ...							
Volume/Issue								
Month/Year/Pages				1904	145-164			
Article Author								
Article Title	Elleh ha-Massa'ot							
Original Journal Title	Sefer Massa'ot Rabbi Binyamin[Benjamin of Tudela]							
Item Author/Publisher	Gruenhut, E							
Item Place/Edition								

PubMed/Docline Google Search OCLC AE Primo Rapid Occam's Reader NLM Web Form

Elleh ha-Massa'ot

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About 708,000 results (0.34 seconds)

[View Auction Listing - Elleh ha-Massa'ot - Virtual Judaica](#)
www.virtualjudaica.com/Item/18359/Elleh_ha-Massa'ot ▾
Title (English), **Elleh ha-Massa'ot**. Title (Hebrew), אלה המסעות. Author, [First Ed.] Eliakim Carmoly. City, Brussels. Publication Date, 1841. Collection Information.

[Reorienting the East: Jewish Travelers to the Medieval ...](#)
<https://books.google.com/books?isbn=0812290011>
Martin Jacobs - 2014 - History
Another noteworthy aspect of **Elleh ha-Massa'ot** is that it delineates a number of alternative trail maps to the major holy places in the region. While most of them ...

Hathi search, cont.

50 PubMed/Docline Google Search OCLC AE Primo Rapid Occam's Reader NLM Web Form

sibuv' 1904 hathi

All Maps Images Videos News More Search tools

4 results (0.48 seconds)

Did you mean: **sibu'** 1904 hathi

Catalog Record: Sibuv | Hathi Trust Digital Library
catalog.hathitrust.org/Record/001270879
Language(s): Hebrew. Published: [Yerushalayim] [1967]. Subjects: Voyages and travels. Note: Previously published: Frankfurt a. M., J. Kauffmann, 1904-5 [v.

Catalog Record: Sibuv 'al okyanos shel osher | Hathi Trust ..
catalog.hathitrust.org/Record/001332301
Catalog Record: Sibuv 'al okyanos shel osher | Hathi Trust Digital Library ... By: S. 1825-1904. ... Sibuv 'al okyanos shel osher / Yoram Feldman.

Sibuv Rabi Petahyah me-Regenspurg - HathiTrust Digital ...
catalog.hathitrust.org/Record/100540121
HathiTrust Digital Library. Full-text. Catalog ... Sibuv Rabi Petahyah me-Regenspurg / ...yatsa le-or...'al yede ... Note: German t.p. has date: 1904. Added in ...

 Sibuv Rabi Petahyah me-Regenspurg / ...yatsa le-or...'al yede El'azar ha-Leyi Grinhot.

Main Author:	Pethahiah, of Regensburg, active 1175-1190.
Other Authors:	Gruenhut, Eleazar, 1850-1913.
Language(s):	Hebrew
Published:	Jerusalem ; J. Kauffmann, 1905.
Subjects:	Pethahiah, > of Regensburg, > active 1175-1190.
Note:	German t.p. has date: 1904. Added t.p. in German: Die Rundreise des R. Petachjah aus Regensburg.
Physical Description:	2 v. in 1 : map
Locate a Print Version:	Find in a library

Viewability:

 [Full view](#) [Copy A](#) (original from Harvard University)

Wayback Machine

Detail	Z39.50	History	OCLC	Google Search	PubMed/Docline	OCLC AE	Rapid	Primo	Serials Solutions Search	NLM Web Form	Occam's Reader	
General Request Information						OCLC Information						
Transaction Number	674758		<input checked="" type="radio"/> Article		<input type="radio"/> Loan		ILL Number	165068281				
Username	Lending		Service Type				OCLC Number	76902329				
Transaction Date	3/15/2016 5:36 PM		Not Wanted After		04/09/2016		Lending String	3##,ABB,1#4,TT\$,BOY,7&,UC :				
Delivery Method			Site				Borrower	DOG 1 ...				
Service Level	Regular		Shipping Options		Mail		System ID	OCLC 2006726				
Billing Account			Doc Type				OCLC Status	Record not found				
Article Info						Item Information						
Journal Title	The journal for the study of Sephardic and Mizrahi Jewry					<input type="checkbox"/> Accept Alternate Edition	Call Number					
Volume/Issue						<input type="checkbox"/> Accept Non English	Location					
Month/Year/Pages			2009		2-59		<input type="checkbox"/> Allow Copies?	Due Date				
Article Author						<input type="checkbox"/> Copyright Already Paid?	Reason For Cancellation					
Article Title	Goldberg, Yehiel: 'Spiritual Leadership and the Popularization of Kabbalah in					<input type="checkbox"/> Allow Renewals?	Item Num/Ref Num					
Original Journal Title						<input type="checkbox"/> Library Use Only?	ISxN	1935-0643				
Item Author/Publisher			Miami, FL : College of Arts and Sciences			<input type="checkbox"/> Replacement Pages?	Special Instructions					
Item Place/Edition						<input type="checkbox"/> Priority Shipping	Max Cost/Pieces	80.00IFM		1		
						<input type="checkbox"/> Ariel	Availability					
						<input checked="" type="checkbox"/> Odyssey (PDF Enabled)						

Wayback Machine, cont.

History OCLC Google Search PubMed/Docline OCLC AE Rapid Primo Serials Solutions Search NLM Web Form Occam's Reader

google "Spiritual Leadership and the Popularization of Kabbalah in Medieval Spain" 🔍

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About 40 results (0.57 seconds)

Sephardic Studies Journal Releases New Online Issue ...
<https://www.h-net.org/.../s...> H-Net: Humanities and Social Sciences Online ▾
 Mar 20, 2009 - Yechiel Shalom Goldberg's "Spiritual Leadership and the Popularization of Kabbalah in Medieval Spain" • Moshe Idel's "Inner Peace through ...

NEW ISSUE OF THE JOURNAL FOR THE STUDY OF ...
<https://www.h-net.org/.../sho...> H-Net: Humanities and Social Sciences Online ▾
 Apr 19, 2009 - Yechiel Shalom Goldberg's "Spiritual Leadership and the Popularization of Kabbalah in Medieval Spain". • Moshe Idel's "Inner Peace through ...

Searching Record Detail Holdings

The journal for the study of Sephardic and Mizrahi Jewry The journal for the study of S
 English Internet Resource : /1
 Miami, FL : College of Arts and Sciences, Florida International University ; ISBN: /2008/65-94
 1935-0643 Warshawsky, Matthew D.: Tra
 Tomás Treviño de Sobremonte
 Accept Non English? False
 Local holding not found on RA
 3/11/2016 3:58:58 PM [System

***HELD BY UCW - 154 OTHER HOLDINGS**

OCLC: 76902329 Rec stat: c

Entered: 20061207 Replaced: Used: 20160315

Type: a ELvl: Srce: c GPub: Ctrl: Lang: eng
 BLvl: s Form: o Conf: 0 Freq: u MRec: Ctry: flu
 S/L: 0 Orig: s EntW: Regl: u ISSN: Alph: a
 Desc: a SrTp: p Cont: DtSt: c Dates: 2007,9999

650	7	#a Sephardim #x Intellectual life. #2 fast
651	7	#a Middle East. #2 fast
655	7	#a History. #2 fast
655	7	#a Periodicals. #2 fast
710	2	#a Florida International University. #b College of Arts and Sciences.
850		#a DLC
856	40	#u http://sephardic.fiu.edu/journal/index.htm
856	40	#u http://ejournals.ebsco.com/direct.asp?JournalID=713941

Wayback Machine, cont.

Journal for the Study of Sephardic and Mizrahi Jewry

Publisher: Florida International University ([All journals by publisher](#))
ISSN: 1935-0643 (Online)

Access [Details](#)

Your Access: No access currently available

Available on Publisher's Site:
[2007 - 2009](#)

http://sephardi...urnal/index.htm x +

← sephardic.fiu.edu/journal/index.htm

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Bad Request (Invalid Hostname)

Wayback Machine, cont.

INTERNET ARCHIVE
WaybackMachine

<http://sephardic.fiu.edu/journal/index.htm>
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1996 1997 1998 1999 2000 2001 2002 2003 2004 2005 2006 2007 2008 2009 2010 2011 2012 2013 2014 2015 2016

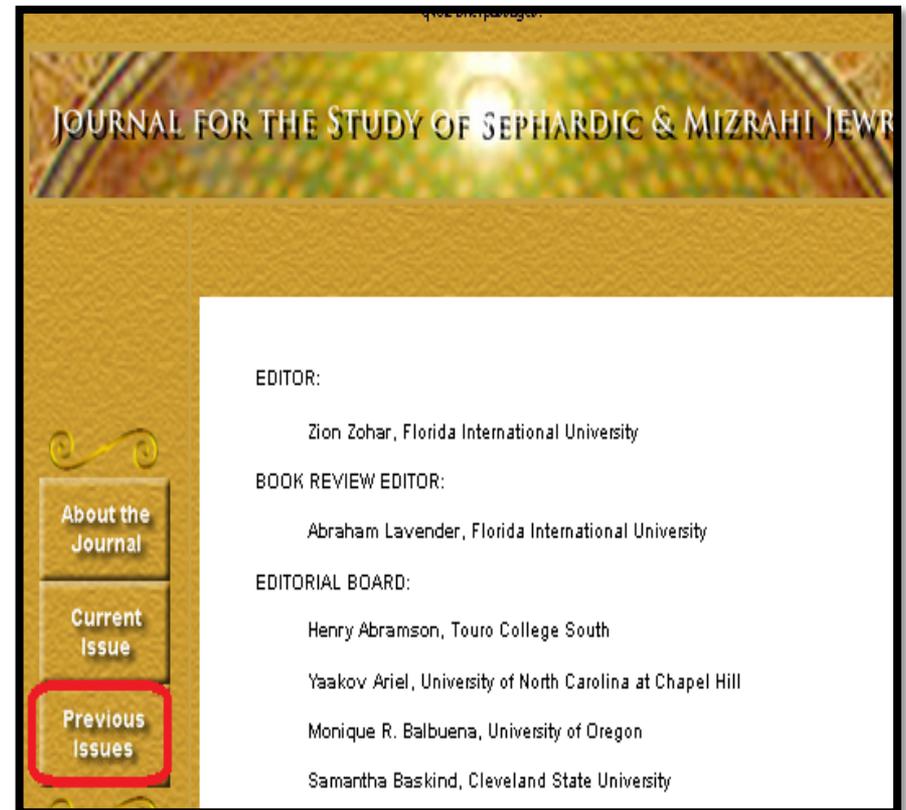
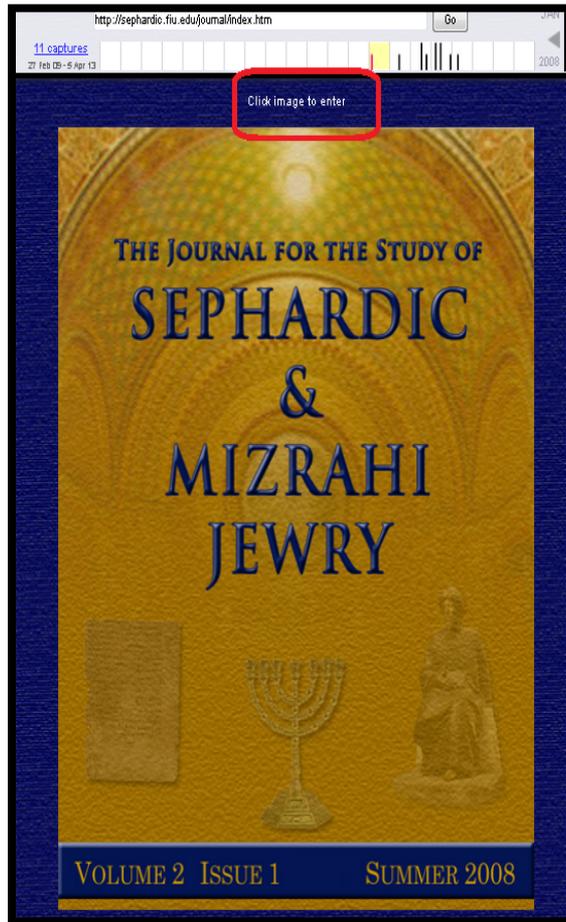
JAN					FEB											
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20	21	22	23	24	25	26	17	18	19	20	21	22	23	17	18	19
27	28	29	30	31			24	25	26	27	28			24	25	26



1996 1997 1998 1999 2000 2001 2002 2003 2004 2005 2006 2007 2008 2009 2010 2011 2012 2013 2014 2015 2016

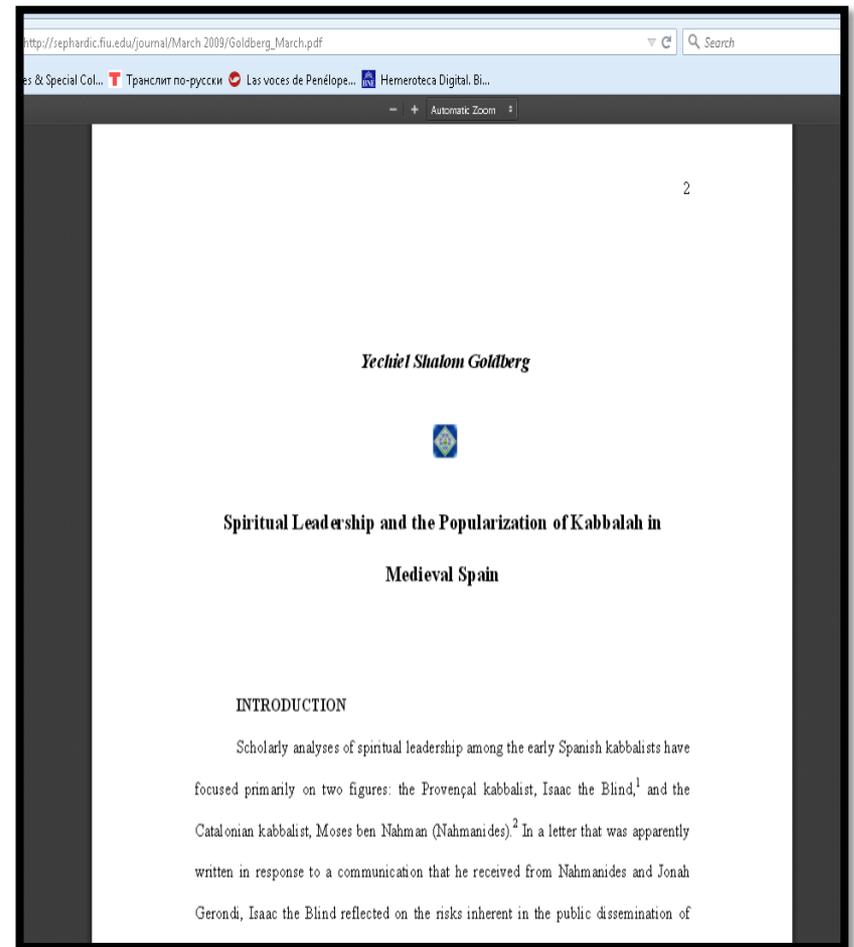
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4	5	6	7	8	9	10	8	9	10	11	12	13	14	8	9	10	11	12	13	14	5	6	7	8	9	10	11	
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18	19	20	21	22	23	24	22	23	24	25	26	27	28	22	23	24	25	26	27	28	19	20	21	22	23	24	25	
25	26	27	28	29	30	31								29	30	31					26	27	28	29	30			

Wayback Machine, cont.



Wayback Machine, cont.

Winter 2009	
Table of Contents	
	Pages
<i>GOLDBERG, Yechiel</i>	
Abstract	1
Article: <i>Spiritual Leadership and the Popularization of Kabbalah in Medieval Spain</i>	2-59
Brief Biography	60



Wayback Machine, 2nd example

Article Info | Loan Info | Collections | Local Holdings | Imported Request | Copyright | Invoice | Additio

Journal Title: Experimental and clinical cardiology

Volume/Issue: 20 1

Month/Year/Pages: 2014 1047-1061

Article Author: Zhuo, Yufeng

Article Title: Aging limits the efficacy of atorvastatin in patients with ischemic cardiomyopathy

Original Journal Title:

Item Author/Publisher: Oakville, Ont. : Pulsus Group

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- **1956 TREASON TRIAL, AD1812**
1956 TREASON TRIAL
- **Abbe Nicolas Louis DE LA CAILLE, 1713-1762, A892**
DE LA CAILLE, Abbe Nicolas Louis, Astronomer, 1713-1762
- **ADVANCE, Newspaper, 1952-1954, CULL0001**
ADVANCE, Newspaper, 1952-1954
- **African newspaper advertisements, 1953-1957, A427**
AFRICAN advertisements, 1953-1957
- **AGGETT, Dr Neil, Inquest, 1982, AK2216**
AGGETT, Dr Neil, Inquest, 1982
- **Alfred de Jager JACKSON Papers, A1583**
JACKSON, Alfred de Jager
- **APARTHEID ARCHIVES PROJECT, AG3275**
APARTHEID ARCHIVES PROJECT, Documentation and narratives, 2009-
- **Arthur Aaron Boss Diary, A1631**
BOSS, Arthur Aaron

Inventory Item: AD843.Aa

Collection Name:	XUMA, A.B., Papers, 1917-1960
Collection:	AD843 • click to view
Item Number:	Aa
Document:	Calendar 1917-1933

DOWNLOADS:AD843-Aa

- PDF Scanned Document:
 - AD843-Aa-001-jpeg.pdf [size: 9171 kb]
 - AD843-Aa-002-jpeg.pdf [size: 3771.02 kb]

[> Return to Collection](#) [> Return to Previous Page](#)

28 PHOTOS:

Search strategies

- Start with simplest search
- When searching online, try putting the title in quotation marks to limit results; include “pdf” in search terms
- Use the correct OCLC record, with (usually) the most holdings
- Does access require a log-in? Register on the publisher’s site - content may be free!
- Can patron work with reprint?

Search strategies, cont.

- Search using original language
 - Try searching with other terms, author's names, year, pages, etc.
 - Online translators
 - Check 880 field of Record Detail-

880	1	#6 100-01/\$1 #a 謝冰瑩, #d 1906-
880	10	#6 245-02/\$1 #a 從軍日記 / #c [謝]冰瑩著.

Original language search

Article Info	Loan Info	Collections	Local Holdings	Imported Rec
Title	Fauna of U.S.S.R. / Vol 12: Orgyidae, Lepidoptera			
Author				
Publisher	Akademii Nauk S.S.S.R.			
Place	Moscow			
Date	1950			
Edition	volume 12			
Original Loan Author	Kozhanchikov, I V			
Original Loan Title	Orgyidae, Lepidoptera. Lepidopterous insects.			
<input type="checkbox"/> Accept Alternate Edition <input checked="" type="checkbox"/> Accept Non English <input checked="" type="checkbox"/> Allow Copies? <input type="checkbox"/> Copyright Already Paid? <input checked="" type="checkbox"/> Allow Renewals? <input type="checkbox"/> Library Use Only? <input type="checkbox"/> Replacement Pages? <input type="checkbox"/> Priority Shipping <input type="checkbox"/> Ariel				
Date	Note	Type		
1/25/2016 5:41 PM	This is volume 12 in a series of the Fauna of the USSR	User		
1/26/2016 8:36 AM	Monograph: OCLC 928814523; 770685716	Lender		

Previous Requests	
...	M - LACKING_VOLUME_ISSUE (20160126)
...	A - AGED_TO_NEXT_LENDER (20160201)
...	G - LACKING_VOLUME_ISSUE (20160201)
[-]	163545780 (8218045)
...	Y - LACKING_VOLUME_ISSUE (20160201)
...	A - LACKING_VOLUME_ISSUE (20160201)
...	C - NON_CIRCULATING (20160201)
...	B. - LACKING_VOLUME_ISSUE (20160201)
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Searching Record Detail Holdings

Fauna of U.S.S.R. /
English Serial :v. : ill. ; 25 cm.
Jerusalem : Published for the National Science Foundation by the Israel Program for Scientific Translations ;

Fauna of USSR / XII Orgyidae, L
Akademiia Nauk S.S.S.R.
Moscow
1950
volume 12
Accept Alternate Edition? False
Accept Non English? True
Monograph: OCLC 928814523; 7

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Nota Lepi. 37(1) 2014: 49–62. PDF, 20150217. Геряк Ю. М. До фауны Noctuoidea
(Lepidoptera, Insecta) украинских Карпат PDF, 20141025. Кожанчиков И. В.
Волнянки (Orgyidae). **Фауна СССР. Насекомые чешуекрылые. Том XII.**

HFS /Biology/Зоология/Фауна СССР/
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/Biology/Зоология/Фауна СССР/ ... Фауна СССР, 071. ... Насекомые

Original language search, cont.

Weidlich M.

The bisexual *Dahlica triquetrella* (Hubner, 1813) and new records of *Luffia lapidella* (Goeze,
// *Acta entomologica slovenica*, 21(2), 2013: 163-168

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Кожанчиков И. В.

Волнянки (Orgyidae). Фауна СССР. Насекомые чешуекрылые. Том XII.
// Издательство Академии Наук СССР. Москва - Ленинград, 1950. - 584 с.

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Navickaite A., Diskus A., Stonis J. R.

What is new and most interesting about the Nepticulidae of the Crimea and Lithuania
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