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# Beyond ILL: meeting students' needs with a purchase-on-demand project at York St John University

Katherine Hughes

Interlend 2017: Interlending without  
Barriers (FIL Conference)

# Overview of presentation

- Background – ILLs at YSJ
- Reasons for running the project
- Similar projects at other universities
- Our model
- Results of the project – books purchased, user feedback, supply times and usage figures
- Conclusions and plans for the future
- Questions

# Background

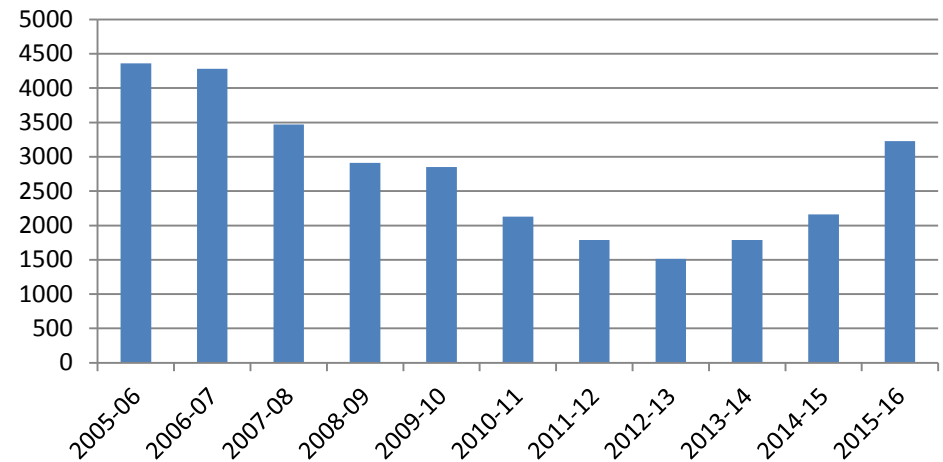
- A small but growing university
- Converged library and IT service
- Recent increase in student numbers
- Drive to build research profile
- Library buying more resources, especially e-resources
- ILL requests free and unlimited
- Electronic delivery of ILLs



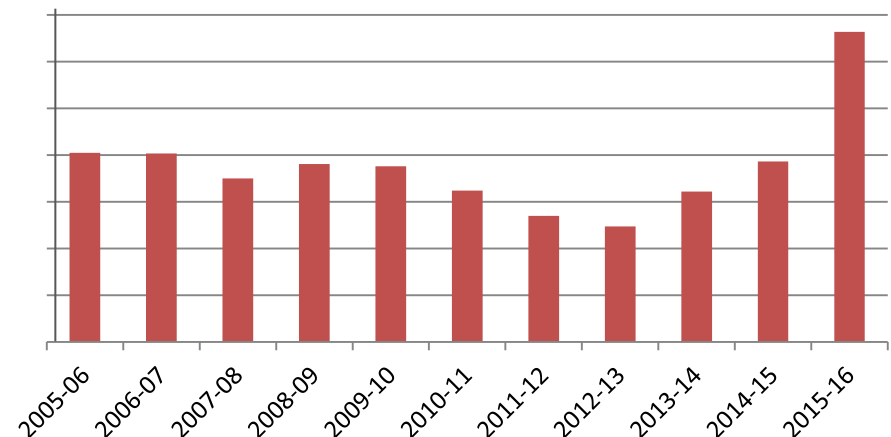
# Reasons for running the project

- Rise in number and cost of ILL requests
- Rise in requests for recently published titles
- Student feedback – more books for dissertation topics

**Total number of fulfilled ILLs**



**Trend of ILL costs**





# Other related projects at other libraries

- Sussex University – PDA e-book loans to satisfy ILL
- Northumbria University – also used PDA e-book loans
- Nottingham Trent – Your Books More Books – mixed delivery approach



# Advantages and disadvantages of models

- E-book loans – quick supply, but availability limited to around 25% of requests
- Costs unpredictable but typically low
- Loans not purchases
- Your Books More Books – speedy delivery and excellent feedback
- But expensive – required separate funding
- Issue of what to do with purchased books



# Our book purchasing project model

- Print and electronic, with preference for e
- Considered titles published in or after 2010
- Excluded items over £150
- Referred to ALL if more than £50
- Dawson's and Amazon for print
- Dawsonera, Askews and Holts, Proquest for e
- Message sent to users



# Results – books purchased

- Project ran for 2 months
- 136 books met criteria – 113 purchased
- Total spend of £4,941.81
- 52 e-books – spend of £3,088.48
- 61 print books – total spend of £1,853.33
- Average cost per e-book: £59.39
- Average cost per print book: £30.38



# Results – user feedback

- Mostly very positive
- Some concerns about supply times
- 10 email responses to say thank you
- Tweets praising the project

‘2<sup>nd</sup> time this year this has happened. Requested a book and @YSJ\_ILS have gone and bought it! Love that!’

‘the responses to my requests for Inter Library Loans by @YSJ\_ILS have been truly spectacular. Turbo charged research now!’



# Results – supply times

- Most ILLs supplied within 2 weeks – average supply 4.31 days
- Supply times for purchases more variable
- Some problem cases

| <b>Supplier</b> | <b>Average supply time (days)</b> | <b>Average supply time (working days)</b> |
|-----------------|-----------------------------------|-------------------------------------------|
| Amazon          | 13                                | 9                                         |
| Dawson          | 31                                | 21                                        |
| Askews          | 14                                | 10                                        |
| Dawsonera       | 10                                | 7                                         |
| EBL             | 18                                | 12                                        |
| EBSCO           | 20                                | 14                                        |



# Results – usage figures

- 26% of requests uncollected/unused at end of January
- 16% still unused by beginning of June
- Only 3% of ILL requests uncollected Oct-Jan

|                                                            | Days | Working days |
|------------------------------------------------------------|------|--------------|
| Average supply time for items initially uncollected/unused | 20   | 14           |
| Print only                                                 | 28   | 19           |
| E-books only                                               | 14   | 10           |

- 19 print books borrowed more than once (30%)



# Conclusions

- Good user feedback
- Supply times slower than expected
- Disappointing usage figures
- Additional work for ILL and cataloguing staff
- Will focus on e-supply for future projects
- Print supply for non-urgent orders only

Any Questions?

# References

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