

# Resource Sharing Statistics: Navigating the Numbers, Harnessing the Data

Making I-Share Statistics Meaningful  
October 26, 2016

Amy

Welcome to the Resource Sharing Statistics: Navigating the Numbers, Harnessing the Data webinar.

This presentation will focus on the data provided by CARLI available to I-Share libraries.



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Introduction - Amy then Marcella

Amy (after we introduce ourselves)

We are the co-chairs of the CARLI Resource Sharing Committee.

While we are not statisticians, we thought it would be helpful to share how we utilize I-Share statistics in our own libraries to see if .



Poll Question:

How do you use I-Share data now?

Image Credit:  
Damián Navas "question mark"  
<https://flic.kr/p/9ksxQa>

Amy

Before we begin the presentation we want to get an idea of how you are using I-Share data now. You can choose multiple responses.

*Talk about poll results as they are showing up*

## I-Share Statistics Available from CARLI



Image Credit:  
Tom Woodward "data slide"  
<https://flic.kr/p/5sSDkA>

Amy

Now that we have an idea of how you use I-Share data now, we are going to talk about the different ways you can obtain I-Share data from CARLI.

## **I-Share statistics can be gathered through 4 primary methodologies:**

### Files uploaded to the library's CARLI FTP account

Transferring Data Files to and from the CARLI Servers using Secure FTP

<https://www.carli.illinois.edu/products-services/i-share/sysreq/secure/SSHSecureShell>

What's in my FTP Directory?

<https://www.carli.illinois.edu/products-services/i-share/sysreq/secure/InFTP>

### CARLI Web Reports Beta

Background and Overview

<https://www.carli.illinois.edu/products-services/i-share/reports/web-reports>

Login

<https://web-reports.carli.illinois.edu/login/>

### Voyager Access Reporting

Running & Creating Reports

<https://www.carli.illinois.edu/products-services/i-share/reports>

### Contacting CARLI Support

Email [support@carli.illinois.edu](mailto:support@carli.illinois.edu)

Amy

You can obtain I-Share statistics in four different ways.

Files are uploaded to your library's CARLI FTP account.

CARLI has created special reports that are not part of what is uploaded into your FTP account available on the CARLI Web Reports Beta website.

You can run your own reports using Access.

You can contact CARLI directly to run reports that are not available.

**I-Share statistics can be gathered through 4 primary methodologies:**

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Amy

The first method of obtaining statistics that we will discuss are the files that are uploaded to your library's CARLI FTP account

## Annual Statistics for Individual I-Share Libraries Provided by CARLI

**Collection Analysis:** provide a snapshot of your collection at the time the statistic was created.

**Circulation Activity:** detail circulation activity at all circulation locations at your institution, including call slip fill rates.

**Universal Borrowing Activity:** detail circulation activity where the Item and Patron are from different libraries.

**Acquisitions and Serials:** track purchase order reports and expenditure reports.

Report descriptions: <https://www.carli.illinois.edu/products-services/i-share/stats/statspck>

Amy

CARLI provides statistics specific to your library that are uploaded annually to your FTP account at the end of the fiscal year..

Annual reports can be run on different time ranges if your library operates on a calendar year rather than a fiscal year time frame.

CARLI also provides some statistics related to Universal Borrowing on a monthly basis.

We will be discussing the reports that provide data relevant to resource sharing that come from circulation activity and universal borrowing activity

## CARLI UB Stats Uploaded Monthly to FTP Account

**UB Stat 1 & 2:** ubstat\_1\_and\_2\_xxx\_yymm.rpt

Counts items that your patrons have borrowed from other I-Share libraries, and that your library has loaned to other libraries.

**UB Stat 3:** ubstat\_3\_xxx\_mmyy\_for\_import.txt

Lists the titles of items borrowed by your patrons from other I-Share libraries.

**UB Stat 4:** ubstat\_4\_xxx\_mmyy.rpt

I-Share requests placed by your patrons, and I-Share requests placed for your materials.

**UB Stat 5:** ubstat\_5\_xxx\_mmyy\_for\_import.txt

Lists titles that your patrons requested to borrow through I-Share, where the patron's request was unfulfilled.

Marcella

In addition to the annual statistics CARLI uploads to the individual library's FTP account, CARLI also uploads monthly statistics including these universal borrowing statistics.

The report names contain your library code where the XXX is and then the year and month it was run for. Your October report would be loaded into your FTP on November 1st.

Monthly: ubstat\_1\_and\_2.rpt and ubstat\_3.rpt; ubstat\_3\_for\_import.txt have been a part of the FTP for some time, although ubstat\_3\_for\_import is a modification of the original FTP file.

Ubstat\_4.rpt will now automatically be sent to every library on the 15th of the following month.

And ubstat\_5\_for\_import which has also recently been added comes on the 15<sup>th</sup> of the following month with the others.

We will go through each one in detail but here a quick description of them.

1 and 2 (lending and borrowing respectively) with 2 showing up below the stat 1 list. This compares the numbers to each of the I-Share libraries with stat 1, which is the lending, also including the ILLINET libraries as a group. They are of course missing from stat 2 since you can't borrow from them.

Stat 3 lists all the I-Shared titles, with author publisher, call number and ISBN, as well patron group and when the item was charged.



Stat 4 consists of multiple parts and is from your library's perspective so refers to either your patron or your collection.

Stat 5 give much the same information as stat #3 but these are the unfilled requests. Information pertaining to the item, such as call number reflects that of the last library receiving the request.

## Ubstat\_1: Items loaned by library

example file: ubstat\_1\_and\_2\_cod\_15Jul\_16Jun

| UB St | at 1 [Out | going/Lending]      | and UB St Incoming/Borrowing] | r Jul 2015 - Jun 2016 |
|-------|-----------|---------------------|-------------------------------|-----------------------|
| UB St | at 1 [Out | going/Lending]      |                               |                       |
| cod   |           | loaned to:   itself |                               | 105590                |
| cod   | off-site  | loaned to:   ZADL   | 34                            |                       |
| cod   | on-site   | loaned to:   ZADL   | 0                             |                       |
| cod   | off-site  | loaned to:   ZARU   | 27                            |                       |
| cod   | on-site   | loaned to:   ZARU   | 2                             |                       |
| cod   | off-site  | loaned to:   ZAUG   | 49                            |                       |
| cod   | on-site   | loaned to:   ZAUG   | 2                             |                       |
| cod   | off-site  | loaned to:   ZBEN   | 60                            |                       |
| cod   | on-site   | loaned to:   ZBEN   | 1                             |                       |
| cod   | off-site  | loaned to:   ZBRA   | 43                            |                       |
| cod   | on-site   | loaned to:   ZBRA   | 0                             |                       |
| cod   | off-site  | loaned to:   ZCOD   | 0                             |                       |
| cod   | on-site   | loaned to:   ZCOD   | 0                             |                       |
| cod   | off-site  | loaned to:   ZCOL   | 61                            |                       |
| cod   | on-site   | loaned to:   ZCOL   | 2                             |                       |
| cod   | off-site  | loaned to:   ZCON   | 31                            |                       |
| cod   | on-site   | loaned to:   ZCON   | 0                             |                       |

Marcella

Beginning with ubstat 1 you can see the count of your library's lending to each I-Share library as well as loans to ILLINET as a group.

These are items which did actually get charged out to the patron, so items where the hold has expired do not appear on this list.

This is useful for both Circulation and Reporting.

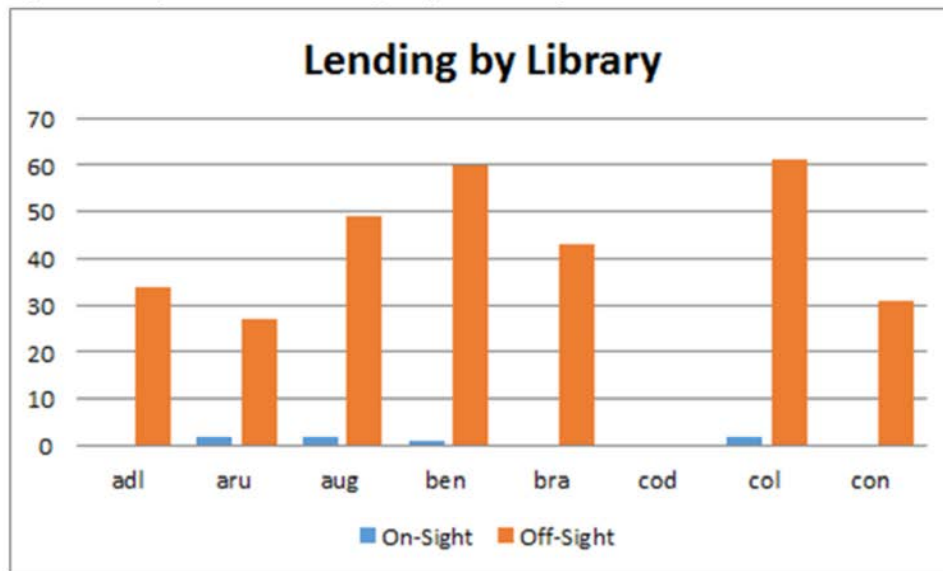
The annual report you see here is the yearly one but it is available monthly as well.

This not only shows the number of items loaned per library but also breaks it up into on and off site.

It may be of value to see which library's students actually physically come to your library to check out books.

This may be a sign that they make use of the library in other ways as well. Perhaps that can be useful when reporting to boards or administration to emphasize what the library has to offer besides its general collection, and also signify the positive reputation the library has.

Using UB\_Stat\_1:  
Sample Graph of Lending by Library



Marcella

Here just a small portion of the UBstat\_1 report represented in a bar graph.

You can see that the on-site lending is miniscule.

But we, for instance, do have a few libraries with patrons who frequent our facility. This could be due to convenient location or, as I said, other offerings found in our facility.

That could be anything from an expansive reference collection or available databases, quiet work areas, and everything in between.

Your own library is always included on the list to keep it consistent for all libraries, but of course, you would not be I-Sharing to yourself.

## UB Stat 2: Items borrowed by library

example file: ubstat\_1\_and\_2\_cod\_15Jul\_16Jun

| UB St | at 2 [Inc | oming/Borrowing] |      |    |
|-------|-----------|------------------|------|----|
| adl   | on-site   | loaned to:       | ZCOD | 0  |
| adl   | off-site  | loaned to:       | ZCOD | 5  |
| aru   | on-site   | loaned to:       | ZCOD | 0  |
| aru   | off-site  | loaned to:       | ZCOD | 9  |
| aug   | on-site   | loaned to:       | ZCOD | 0  |
| aug   | off-site  | loaned to:       | ZCOD | 13 |
| ben   | on-site   | loaned to:       | ZCOD | 22 |
| ben   | off-site  | loaned to:       | ZCOD | 14 |
| bra   | on-site   | loaned to:       | ZCOD | 0  |
| bra   | off-site  | loaned to:       | ZCOD | 34 |
| cod   | on-site   | loaned to:       | ZCOD | 0  |
| cod   | off-site  | loaned to:       | ZCOD | 0  |
| col   | on-site   | loaned to:       | ZCOD | 7  |
| col   | off-site  | loaned to:       | ZCOD | 95 |
| con   | on-site   | loaned to:       | ZCOD | 0  |
| con   | off-site  | loaned to:       | ZCOD | 7  |
| csc   | on-site   | loaned to:       | ZCOD | 0  |
| csc   | off-site  | loaned to:       | ZCOD | 6  |

UB2, which as I mentioned, can be found if you scroll down past the UB1 stats, shows count by library, of items borrowed by your patrons and also checked out.

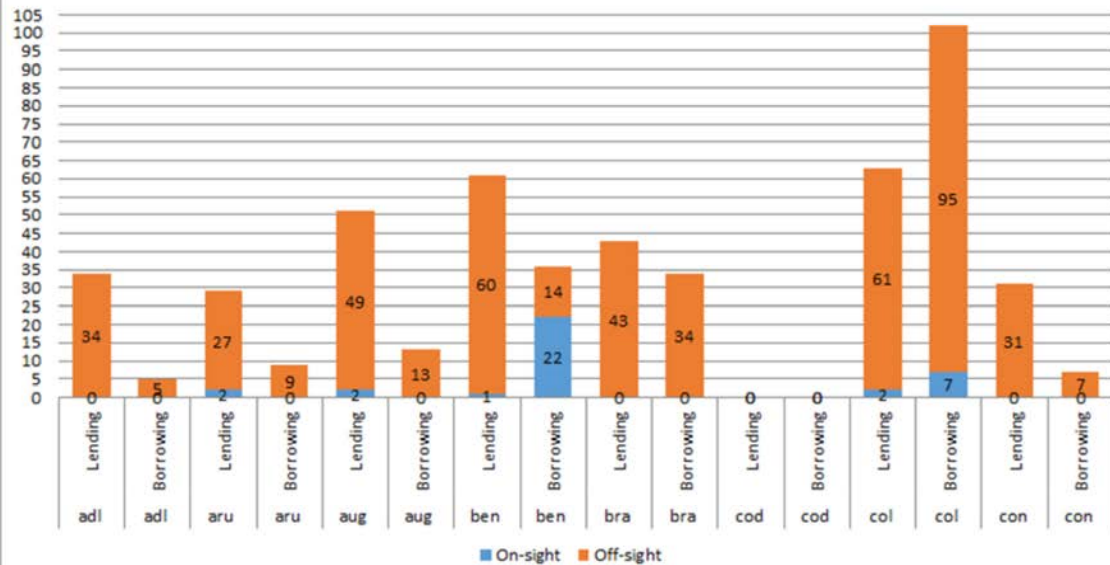
This, meaning that these items were sent to us and subsequently charged out to our patron.

This may be useful when choosing which library to borrow from. Instead of clicking on 1st available you can specifically request from libraries with a high success rate.

The same kind of bar graph as for the lending side can also be created for this borrowing report.

## Using UB\_Stat\_2: Sample Graph

### FY2016 Off-Site and On-Site Borrowing and Lending Comparison



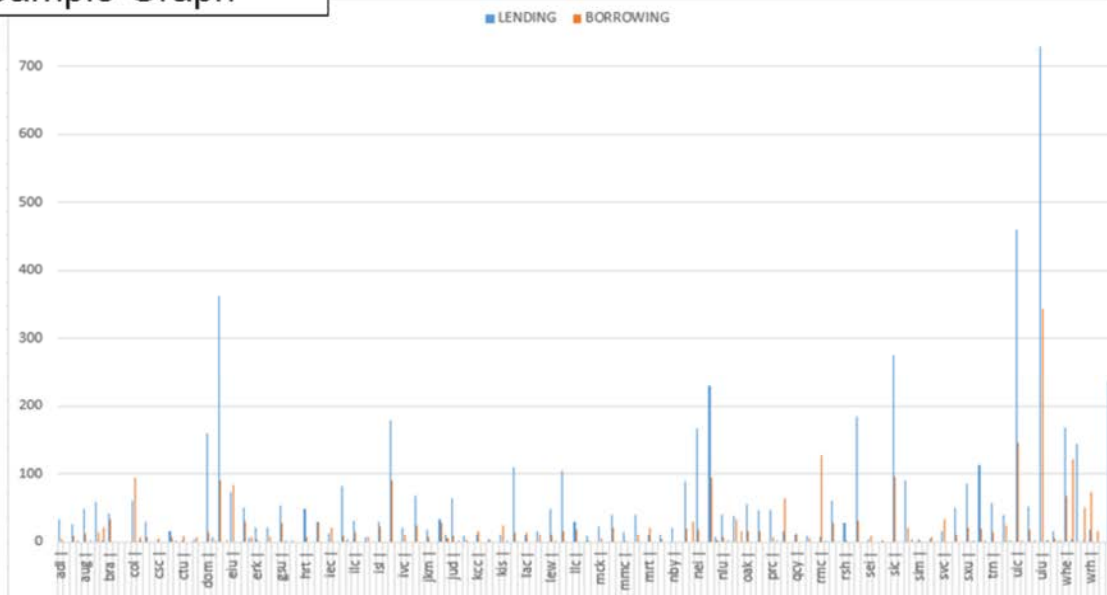
With a bit of finessing you can also combine the 2 reports and clearly see lending versus borrowing both for a specific library and overall.  
Again the onsite numbers appears rather insignificant in most cases.

But here you can see that not only do our patrons do quite a bit of onsite borrowing from Benedictine. We actually do more onsite borrowing than I-Sharing.  
We may want to delve into the reasons for this. What do they have that we don't have? It may be something we want to bring up to the board in the end.

This is a small excerpt. If you wanted to include the entire list of libraries the bars become very fine lines.

## Using UB\_Stat\_2: Sample Graph

Lending/Borrowing 2015-16



Here you can see how the bars narrow down to become mere pen lines at this point. But you can still see a good overview of your lending and borrowing traffic.

It's much quicker here to see that the library does much more lending than borrowing and that certain libraries favor us for borrowing.

Obviously in the table you would have to keep looking back at numbers to see this. And it is common knowledge that in today's world visuals work better, so graphs are usually preferred over tables when presenting data.

## UB Stat 3: Borrowed titles

Example file: `ubstat_3_cod_0916_for_import.txt`, before importing into Excel

Directions: <https://www.carli.illinois.edu/products-services/i-share/reports/secure/UBStat3Import>

| BORROW_LIB | LENDING_LIB | CHARGE_DATE | PATRON_GROUP | CALL_NO_TYPE | DISPLAY_CALL_NO      | NORMALIZED_CALL_NO      | TITLE_BRIEF   | AUTHOR                  | PUBLISHER                    | PUBLISHER_DATE | LENDING_LIB_BIB_ID | OLC NUMBER           | ISBN or ISSN  |
|------------|-------------|-------------|--------------|--------------|----------------------|-------------------------|---|-------------------------|------------------------------|----------------|--------------------|----------------------|---|
| COD        | bra         | 2016-07-20  | UBLong       | 0            | CT275.C6273 D33 2013 | CT 275 C 6273 D 33 2013 | Empty mansions : the mysterious life of Huguette Clark and the spending of a great America  | Dedman, Bill.           | Ballantine Books,            | [2013]         | 401358             | (OCoLC)jocn54407503  | 0415310229 (hardback : alk. paper), 0415310237 (pbk.) |
| COD        | col         | 2016-07-19  | UBLong       | 1            | 001.942 B136a        | 001.942 B 136 A         | Alien chic : posthumanism and the other within /  | Badmington, Neil, 1971- | Routledge,                   | 2004.          | 265565             | (OCoLC)jocn54407503  | 0415310229 (hardback : alk. paper), 0415310237 (pbk.) |
| COD        | col         | 2016-07-20  | UBReg        | 1            | 395.142 O13s         | 395.142 O 13 S          | Style guy : the answers to the questions men are asking on sex, manners, grooming, fashion, | O'Brien, Glenn.         | Ballantine Books,            | 2000.          | 225201             | (OCoLC)jocn44104337  | 0345427270  |
| COD        | col         | 2016-07-18  | UBReg        | 1            | 525 P822e            | 525 P 822 E             | Earthrise : how man first saw the Earth /   | Poole, Robert.          | Yale University Press,       | c2008.         | 360158             | (OCoLC)jocn216936080 | 0300137664, 9780300137668                             |
| COD        | col         | 2016-07-19  | UBLong       | 1            | 646.3 R131i          | 646.3 R 131 i           | I spy DIY style : find fashion you love and do it yourself /                                | Radosevich, Jenni.      | Potter Craft,                | 2012.          | 482054             | (OCoLC)jocn744285988 | 0307587142 (pbk.), 9780307587145 (pbk.)               |
| COD        | col         | 2016-07-19  | UBLong       | 1            | 646.406 B433s        | 646.406 B 433 S         | Sewn with love : classic patterns for children's clothes and accessories /                  | Bell, Fiona.            | Interweave Press,            | c2010.         | 501243             | (OCoLC)jocn505420571 | 159668349X (pbk.), 978159668349X (pbk.)               |
| COD        | col         | 2016-07-19  | UBLong       | 1            | 646.406 L273s        | 646.406 L 273 S         | Sewing clothes kids love : sewing patterns and instructions for boys and girls outfits /    | Langdon, Nancy J. S.    | Creative Pub. International, | c2010.         | 501264             | (OCoLC)jocn316018086 |   |
| COD        | col         | 2016-07-19  | UBLong       | 1            | 746 P743p            | 746 P 743 P             | Playtime boutique : 50 fast, fun, and easy projects to sew for your child /                 | Poe, Ann.               | Contemporary Books,          | 2000.          | 203780             | (OCoLC)jocn42823842  | 0844200921  |
| COD        | col         | 2016-07-18  | UBLong       | 1            | 813.54 M471L         | 813.54 M 471 L          | Labor Day /   | Maynard, Joyce, 1953-   | Harper Perennial,            | 2010, c2009.   | 515093             | (OCoLC)jocn456180522 | 0061843415 (pbk.), 9780061843419 (pbk.)               |
| COD        | ctu         | 2016-07-20  | UBLong       | 0            | GE42 .C35 2013       | GE 42 C 35 2013         | Thinking like a planet : the land ethic and the earth ethic /                               | Callicott, J. Baird.    | Oxford University Press,     | [2013]         | 141380             | (OCoLC)jocn856860926 | 0199324883 (hbk. : alk. paper)                        |
| COD        | dom         | 2016-07-18  | UBReg        | 1            | FIC D472t 2002       | D 472 T 2002            | This lullaby : a novel /  | Dessen, Sarah.          | Viking,                      | 2002.          | 164696             | (OCoLC)jocn48516991  | 0670035300  |

Marcella

This ubstat 3 report shows all the borrowed titles that were subsequently checked out by our patrons, listing lending library, charge dates, patron groups, call number, title, publisher, etc.

This is the new UBstat 3 for import shown here, which allows the information to be opened directly in an excel file.

And from this report you can then create another report following the directions provided on the CARLI website at the url address shown here..



## UB Stat 3: Borrowed titles

Example file: ubstat\_3\_cod\_0916\_for\_import.txt, after importing into Excel

Directions: <https://www.carli.illinois.edu/products-services/i-share/reports/secure/UBStat3Import>

| TITLE_BRIEF  | AUTHOR                                 | PUBLISHER                      | PUBLISHER_DtID | DIVISION                   | CATEGORY                             |
|--|--|--------------------------------|----------------|----------------------------|--------------------------------------|
| Cosmos : a sketch of a physical description of the universe /          | Humboldt, Alexander von, 17            | Harper & Bros.,                | 1870.          | 55 Geography & Earth Sci   | Geology, General                     |
| Perfect phrases for performance reviews : hundreds of ready-to-use p   | Max, Douglas.                          | McGraw-Hill,                   | 1-2003.        | 56 Business & Economics    | Business, Business Administration    |
| Youngest science : notes of a medicine-watcher /                       | Thomas, Lewis, 1913-1993.              | Bantam Books,                  | 1984, 1-1983.  | 57 Medicine                | Medicine, General                    |
| Cake my day : eye-popping designs for simple, stunning, fanciful, and  | Tack, Karen.                           | A Rux Martin Book/Houghton M   | 2015.          | 58 Engineering & Techno    | Domestic Engineering                 |
| Origins of the modern world : a global and ecological narrative /      | Marks, Robert, 1949-                   | Rowman & Littlefield,          | c2002.         | 60 History & Auxiliary Sci | History, General                     |
| Origins of the modern world : a global and ecological narrative /      | Marks, Robert, 1949-                   | Rowman & Littlefield,          | c2002.         | 60 SuDoc                   | Dept of Defense                      |
| Let me speak! : Testimony of Domitila, a woman of the Bolivian mines   | Barrios de Chungara, Domitila Stage 1, |                                | c1978.         | 61 Sociology               | Family, Marriage, Women, Sexual Life |
| Problem-based learning : case studies, experience and practice /       | Schwartz, Peter L.                     | Kogan Page ; Stylus Pub.,      | 2001.          | 62 Education               | Theory & Practice of Education       |
| Olafur Eliasson : surroundings surrounded : essays on space and scienc | Olafur Eliasson, 1967-                 | Neue Galerie am Landesmuseum   | c2001.         | 63 Art & Architecture      | Visual Arts in General               |
| Edith's diary /  | Highsmith, Patricia, 1921-1995         | Simon and Schuster,            | c1977.         | 64 Language, Linguistics & | American Literature                  |
| Face on your plate : the truth about food /                            | Masson, J. Moussaieff (Jeffre          | W.W. Norton & Co.,             | c2009.         | 65 Engineering & Techno    | Domestic Engineering                 |
| Christ : the experience of Jesus as Lord /                             | Schillebeeckx, Edward, 1914-           | Seabury Press,                 | 1980.          | 66 Philosophy & Religion   | Doctrinal Theology                   |
| Byron, a portrait /  | Marchand, Leslie Alexis, 1900          | University of Chicago Press,   | 1979, c1970.   | 67 Language, Linguistics & | English Literature                   |
| Byron, a portrait /  | Marchand, Leslie Alexis, 1900          | University of Chicago Press,   | 1979, c1970.   | 67 SuDoc                   | Office of the President              |
| Marketing the 21st century library : the time is now /                 | Lucas-Alfieri, Debra,                  | Chandos Publishing,            | [2015].        | 68 Library Science, Gener  | Libraries - Library Science          |
| Manual of exotic pets /  |  | Iowa State University Press,   | 1991           | 69 Agriculture             | Veterinary Medicine                  |
| Manual of canine and feline cardiology /                               |  | W.B. Saunders,                 | c2001.         | 70 Agriculture             | Veterinary Medicine                  |
| Equine medical disorders /   | Johnston, A. M., MRCVS.                | Blackwell Scientific Publicati | c1994.         | 71 Agriculture             | Animal Culture                       |
| Lake Superior : story and spirit /                                     | Mahan, John.                           | Sweetwater Visions,            | c1998.         | 72 Biological Sciences     | Natural History                      |

Marcella

Those easy-to- follow directions help to create another excel file by putting together the ubstat\_3\_for\_import and the Conspectus\_Ranges\_2009 table.

This new excel file focuses specifically on what is useful to librarians when looking at their subject areas.

Since libraries use different call number systems it may be difficult for librarians easily spot items pertaining to their specific subject area.

So this new report displays the division and category for each book to assist with that.

Using the conditional formatting, items that fall under more than one division or category can be highlighted. Librarians can confer with their colleagues who share certain titles, about these items when discussing budgeting of new acquisitions.

This is very useful for librarians as this report shows the titles your patrons are having to request from I-Share. Of course not every title would be considered for any number of reasons. And it could even be that the library owns the title but it was checked out or is on reserve or what have you.



## UB Stat 5: Requests unfulfilled

Example file: `ubstat_5_xxx_mmyy_for_import.txt`, after importing into Excel.

Directions: <https://www.carli.illinois.edu/products-services/i-share/reports/secure/UBStat5Import>

| Request ID | STATUS     | DESCRIPTION | DISPLAY CALL NO   | TITLE, BRIEF   | AUTHOR                       | PUBLISHER                         | PUBLISHER, D.C. | DIVISION                              | CATEGORY                      |
|------------|------------|-------------|-------------------|--|------------------------------|-----------------------------------|-----------------|---------------------------------------|-------------------------------|
| 2015-06-02 | Not Filled | UBLong      | 158.1 5615y       | You are a bad ass : how to stop doubting your greatness and start living an awesome life /   | Sincero, Jen, 1965-          | Running Press,                    | J&D 2013.       | Psychology                            | Individual Psychology         |
| 2019-06-28 | Not Filled | UBLong      | 743.5 A662c       | Cute book / Aranz Aronzo.  | Aranz Aronzo.                | Vertical : Turnaround<br>(distrib | 2007.           | Art & Architecture                    | Decorative Arts, Applied Arts |
| 2016-06-22 | Not Filled | UBLong      | 286.9209787 Q23t  | Tales from the back row : an outsider's view from inside the fashion industry / Amy Odell.   | Odell, Amy, 1985-            | Simon & Schuster,                 | [2015]          | Art & Architecture                    | Decorative Arts, Applied Arts |
| 2016-06-17 | Not Filled | UBLong      | 813.6 59743n      | Nest / Cynthia D'Apris Sweeney.  | Sweeney, Cynthia<br>D'Apris, | Ecco, an imprint of<br>HarperColl | [2016]          | Language, Linguistics &<br>Literature | American Literature           |
| 2016-06-25 | Not Filled | UBLong      | 813.6 59743n      | Nest / Cynthia D'Apris Sweeney.  | Sweeney, Cynthia<br>D'Apris, | Ecco, an imprint of<br>HarperColl | [2016]          | Language, Linguistics &<br>Literature | American Literature           |
| 2016-06-04 | Not Filled | UBReg       | BJ2011 .B68 2013  | Analyzing moral issues / Judith A. Boss.   | Boss, Judith A., 1942-       | McGraw Hill,                      | [2013]          | Philosophy & Religion                 | Ethics                        |
| 2016-06-09 | Not Filled | UBLong      | NK2113 .J477 2014 | Inspired home : nests of creatives / Kim Ficaro & Todd Nickrey ; photography by Ditte Isage. | Ficaro, Kim,                 | Rizzoli International<br>Publicat | 2014.           | Art & Architecture                    | Decorative Arts, Applied Arts |
| 2016-06-09 | Not Filled | UBLong      | NK2113 .J477 2014 | Inspired home : nests of creatives / Kim Ficaro & Todd Nickrey ; photography by Ditte Isage. | Ficaro, Kim,                 | Rizzoli International<br>Publicat | 2014.           | Art & Architecture                    | Decorative Arts, Applied Arts |
| 2016-06-09 | Not Filled | UBLong      | NK2113 .J477 2014 | Inspired home : nests of creatives / Kim Ficaro & Todd Nickrey ; photography by Ditte Isage. | Ficaro, Kim,                 | Rizzoli International<br>Publicat | 2014.           | Art & Architecture                    | Decorative Arts, Applied Arts |

Marcella

We're going to skip over `ubstat_4` momentarily because `ubstat_3` and `ubstat_5` are so closely related in the data they provide. Amy will discuss `ubstat_4` in detail after this.

The monthly report of borrowing `ubstat_5` report Requests unfulfilled is a complement to `UB_Stat_3` which lists the filled requests..

`Stat_5` shows what your patrons have requested through I-Share but were unable to get filled.

This report is also now configured in your FTP as a "for import" into excel file.

With the CARLI website giving the step-by-step instructions for creating this document using the `ubstat_5_xxx_mmyy_for_import.txt` the same way as for `ubstat_3`..

This `ubstat_5` may be even more important to collection development than the `ubstat_3`, as these items were unavailable from any I-Share library at all, so may not be part of any consortial library collection.

When considering new acquisitions they should be considered a priority, depending on the title, division and or category of course. This would be for librarians to decide.

## UB Stat 4: UB requests placed and filled

Example file: UBStat4\_NLU\_15Jul-16Jun.txt

|   |  |  |  |   |  |  |  |
|---|--|--|--|---|--|--|--|
| NLU UB Stat 4a-Part 1: UB Requests Placed and Filled: 2015/07/01-2016/06/30 |  |  |  | NLU UB Stat 4b: My Patrons Filled UB Requests by Pickup Location: 2015/07/01-2016/06/30 |  |  |  |
| Total all of the Total I-Share Requests-My Patrons: 2643                    |  |  |  | Pickup Library Name   |  |  |  |
| Total all of the Filled I-Share Requests-My Patrons: 2413                   |  |  |  | Code Location   |  |  |  |
| NLU UB Stat 4a-Part 2: UB Requests Placed and Filled: 2015/07/01-2016/06/30 |  |  |  | Count   |  |  |  |
| Outgoing ILL.....   |  |  |  | Concordia university  |  |  |  |
| Requests for My Items   |  |  |  | ZCON CON CIRCULATION  |  |  |  |
| Placed  |  |  |  | ZCSU .CSU CIRCULATION DESK  |  |  |  |
| Filled  |  |  |  | ZDPU LPC CIRCULATION  |  |  |  |
| Rate  |  |  |  | ZELM .ELM CIRCULATION   |  |  |  |
| 2136  |  |  |  | ZGSU CIRCULATION DESK   |  |  |  |
| 1878  |  |  |  | ZJOL ROMEOVILLE CAMPUS CIRC   |  |  |  |
| 87.92   |  |  |  | ZJUD JUD MAIN CIRCULATION DES   |  |  |  |
|   |  |  |  | ZMRT CIRCULATION DESK   |  |  |  |
|   |  |  |  | ZNEI .NEI .CIRCULATION  |  |  |  |
|   |  |  |  | ZNLU CHICAGO CIRCULATION  |  |  |  |
|   |  |  |  | ZNLU LISLE CIRCULATION  |  |  |  |
|   |  |  |  | ZNLU WHEELING CIRCULATION   |  |  |  |
|   |  |  |  | ZNLU OFF CAMPUS/ONLINE - MAIL   |  |  |  |
|   |  |  |  | ZNLU NORTH SHORE CIRCULATION  |  |  |  |
|   |  |  |  | ZNLU Subtotal   |  |  |  |
|   |  |  |  | ZNPU CIRCULATION DESK   |  |  |  |
|   |  |  |  | ZOAK DP CIRCULATION   |  |  |  |
|   |  |  |  | ZOAK RHC CIRCULATION  |  |  |  |
|   |  |  |  | ZOAK Subtotal   |  |  |  |
|   |  |  |  | ZROU SCHAUMBURG CIRC DESK   |  |  |  |
|   |  |  |  | ZSXU Orland Park Campus   |  |  |  |
|   |  |  |  | ZUIC Daley - Circulation Desk   |  |  |  |
|   |  |  |  | ZWHE BUSWELL CIRCULATION  |  |  |  |
|   |  |  |  | ZWRH Circulation  |  |  |  |
|   |  |  |  | Total:  |  |  |  |
|   |  |  |  |   |  |  |  |
|   |  |  |  | NLU UB Stat 4c: UB Requests Filled: Details by callslip queue: 2015/07/01-2016/06/30    |  |  |  |
|   |  |  |  | Outgoing ILL.....   |  |  |  |
|   |  |  |  | Requests for My Items   |  |  |  |
|   |  |  |  | Placed  |  |  |  |
|   |  |  |  | Filled  |  |  |  |
|   |  |  |  | Rate  |  |  |  |
|   |  |  |  | Chicago Circ Desk   |  |  |  |
|   |  |  |  | North Shore Circ Desk   |  |  |  |
|   |  |  |  | Wheaton Circ Desk   |  |  |  |
|   |  |  |  | Wheeling Circ Desk  |  |  |  |

Amy

The ubstat\_4 report is run annually, and as of October the report will be uploaded monthly to your CARLI FTP account on the 15th of the month.

The ubstat\_4 report is has 3 parts:

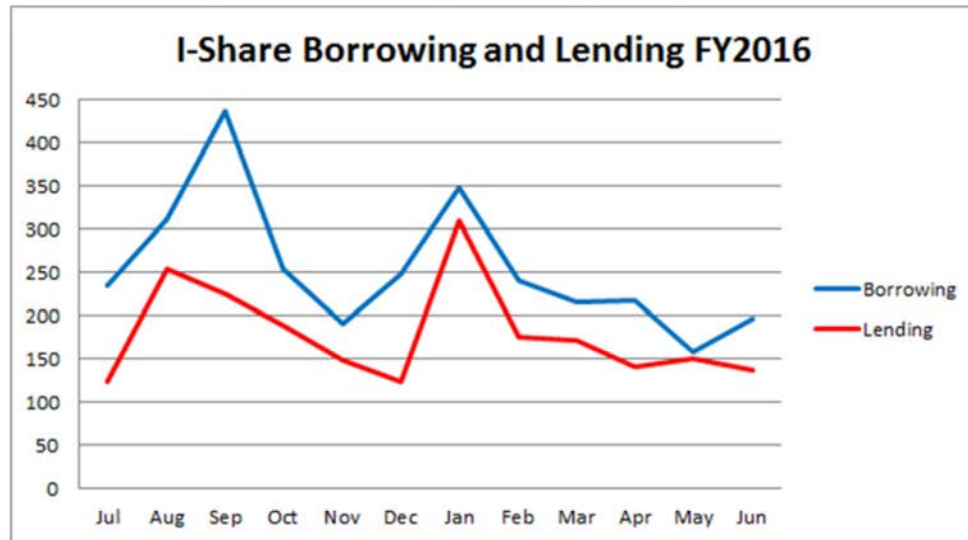
4a contains the total number of I-Share requests placed by your patrons as well as the total number of I-Share requests place for your materials

4b shows all of the pickup locations for your patrons' filled I-Share requests, and can help you see common locations where materials are picked up. At NLU we have 4 different circulation locations because we are a multi-campus university, and this report can help us see which location has the most volume of I-Share requests being picked up.

4c shows all of the number of I-Share call slips received by call slip queue, as well as the total number of those requests that are filled

Using UB Stat 4:

### I-Share Borrowing and Lending Monthly Requests - FY2016



Amy

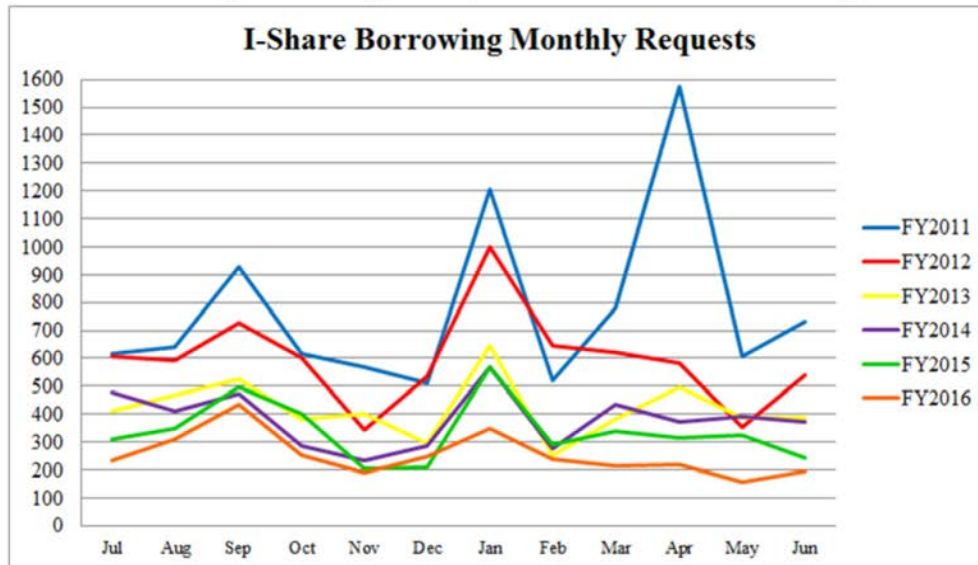
This graph shows the monthly trends for FY2016 for I-Share borrowing requests and lending requests. This data was taken from section 4a of the monthly ub\_stat\_4 report.

By taking the monthly total number of I-Share requests placed by our patrons and for our items and putting those totals into an Excel spreadsheet I was able to generate a graphical representation of these trends.

You can easily see, and communicate to others, when you have peak times for either processing incoming I-Share requests, as well as processing call slips for your materials. You can also easily see if you are lending more than you are borrowing.

Using UB Stat 4:

## I-Share Borrowing Monthly Requests - FY2011 through FY2016



Amy

My institution has had UB Stat 4 run monthly for several years, so I was able to generate a graph that compares the monthly borrowing trends for the last 6 fiscal years.

If you would like to obtain the monthly UB Stat 4 data for months prior to October 2016 you can contact CARLI to request for the reports to be run and they will be uploaded to your FTP account.

This report shows all of the borrowing requests placed by month from FY2011 to FY2016.

This visual representation of the data makes it easy to see that our patrons are placing fewer requests in the last fiscal year. However, the monthly trends show similar peaks in usage in September, January, and April. Since NLU is on the quarter system our fall, winter, and spring terms begin in those months.

## Circ Stat 6: Circulation by Patron Group and Item Type

Example file: circ\_stat\_6\_nlu\_1507\_1606.rpt

| Circulation Stat 6: Circulation by Patron Group and Item Type for nlu 01-JUL-16 |        |       |      |  |  |
|---|--------|-------|------|--|--|
| UBIN  | UBIN   | Book1 | 50   |  |  |
| UPLong  | UPLong | Book1 | 455  |  |  |
| UBReg   | UBReg  | Book1 | 1236 |  |  |

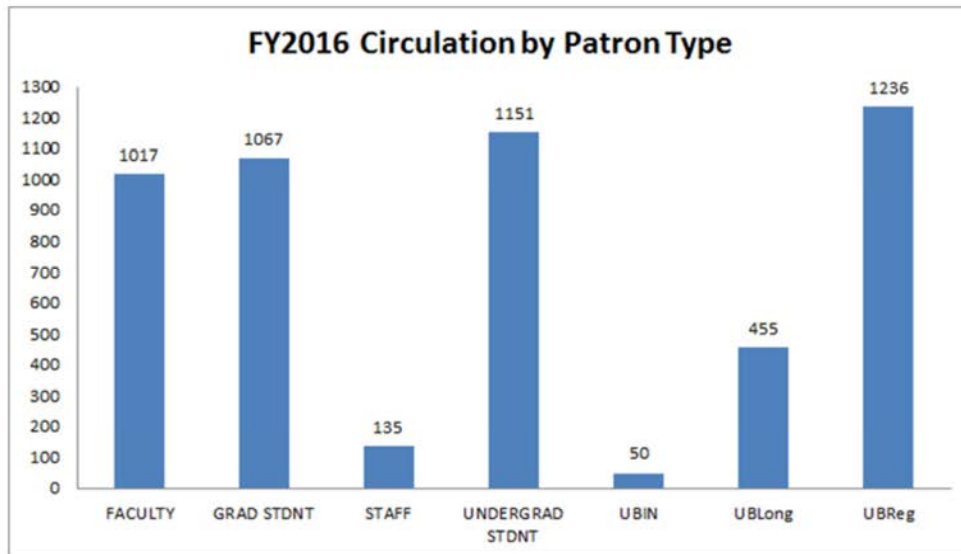
Amy

In addition to the Universal Borrowing statistics available in your FTP account there is useful data relevant to resource sharing in some of the annual circulation reports.

Circ\_Stat\_6 provides the circulation by patron group and item type, and this report includes circulation data for UB patrons in addition to the other local patron groups in your system. This example shows just the UB patrons included in the report.

In this report UBIN refers to ILLINET Libraries, UBReg are patrons with a standard number of renewals, and UPLong are patrons that have additional renewals beyond the UBReg patrons.

## Using Circ Stat 6: Comparison of Circulation by Patron Type



Amy

From the circ\_stat\_6 report I was able to calculate the total circulation for the different patron types.

From this graph you can easily see that circulation of our materials to UBReg is comparable to the circulation to the individual patron groups of Faculty, Graduate Student, and Undergraduate Students at my institution.

## Circ Stat 8: Call Slip Fill Rate

Example file: circ\_stat\_8\_nlu\_1507\_1606.rpt

| Circulation Stat 8: Call Slip Fill Rates for nlu Year ending 01-Jul-2015 |                         |                  |                 |               |              |
|--|-------------------------|------------------|-----------------|---------------|--------------|
| CALL_SLIP_QUEUE  | ITEM_TYPE               | LOCAL_CALL_SLIPS | LOCAL_FILL_RATE | UB_CALL_SLIPS | UB_FILL_RATE |
| Chicago Circ Desk  | <promoted-type unknown> | 4                | 0               | 43            | 0            |
| Chicago Circ Desk  | Book 1 WK               | 2                | 50              | 0             | 0            |
| Chicago Circ Desk  | Book 12 WKS             | 469              | 87.6            | 514           | 86.4         |
| Chicago Circ Desk  | Book 4 WKS              | 3                | 100             | 0             | 0            |
| Chicago Circ Desk  | Book NONCIRC            | 1                | 0               | 12            | 0            |
| North Shore Circ Desk  | <promoted-type unknown> | 0                | 0               | 45            | 0            |
| North Shore Circ Desk  | Book 12 WKS             | 374              | 97.9            | 439           | 92.7         |
| North Shore Circ Desk  | Book 4 WKS              | 3                | 66.7            | 1             | 100          |

Amy

Circ Stat 8 provides data about your institution's call slip fill rate for the fiscal year.

This report breaks down call slip requests to identify requests placed by your local patrons and requests placed by Universal Borrowing patrons. This report also breaks down the number of call slips placed by the different item types.

If you have multiple circulation locations this report will also enable you to see the call slips placed for each location.

This report can help you identify which item types in your collection have a large number of request, and the percentage of requests that are filled. The Local Fill Rate Column provides the percentage of call slips that are filled; however the percentage is entered as a whole number. I manipulate this data in Excel in order to obtain the total number of call slips placed by local and universal borrowing patrons, as well as the total number of call slips that are filled.

The Circ Stat 8 report can be used in conjunction with Circ Stat 10.



## Using Circ Stat 8: Modified Report

Circulation Stat 8: Call Slip Fill Rates for nlu Year ending 7/1/2015

| CALL_SLIP_QUEUE          | ITEM_TYPE                   | LOCAL_CALL_SLIPS | LOCAL_FILL_RATE | Local Call Slips<br>Filled | UB_CALL_SLIPS | UB_FILL_RATE | UB Call Slips<br>Filled |
|--------------------------|-----------------------------|------------------|-----------------|----------------------------|---------------|--------------|-------------------------|
| Chicago Circ Desk        | <promoted-<br>type unknown> | 4                | 0.00%           | 0                          | 43            | 0%           | 0                       |
| Chicago Circ Desk        | Book 1 WK                   | 2                | 50.00%          | 1                          | 0             | 0%           | 0                       |
| Chicago Circ Desk        | Book 12 WKS                 | 469              | 87.60%          | 411                        | 514           | 86%          | 444.096                 |
| Chicago Circ Desk        | Book 4 WKS                  | 3                | 100.00%         | 3                          | 0             | 0%           | 0                       |
| Chicago Circ Desk        | Book NONCIRC                | 1                | 0.00%           | 0                          | 12            | 0%           | 0                       |
| <b>Chicago Total</b>     |                             | <b>479</b>       |                 | <b>415</b>                 | <b>569</b>    |              | <b>444</b>              |
| North Shore Circ Desk    | <promoted-<br>type unknown> | 0                | 0.00%           | 0                          | 45            | 0%           | 0                       |
| North Shore Circ Desk    | Book 12 WKS                 | 374              | 97.90%          | 366                        | 439           | 93%          | 406.953                 |
| North Shore Circ Desk    | Book 4 WKS                  | 3                | 66.70%          | 2.001                      | 1             | 100%         | 1                       |
| <b>North Shore Total</b> |                             | <b>377</b>       |                 | <b>368</b>                 | <b>485</b>    |              | <b>408</b>              |

Amy

This is an example of my modified Circ Stat 8 report.

In order to get a clear picture of the local and universal borrowing call slip fill rate I manipulate the data in Circ Stat 8 to see not only the number of requests placed, but to also determine the number of requests that are filled by location.

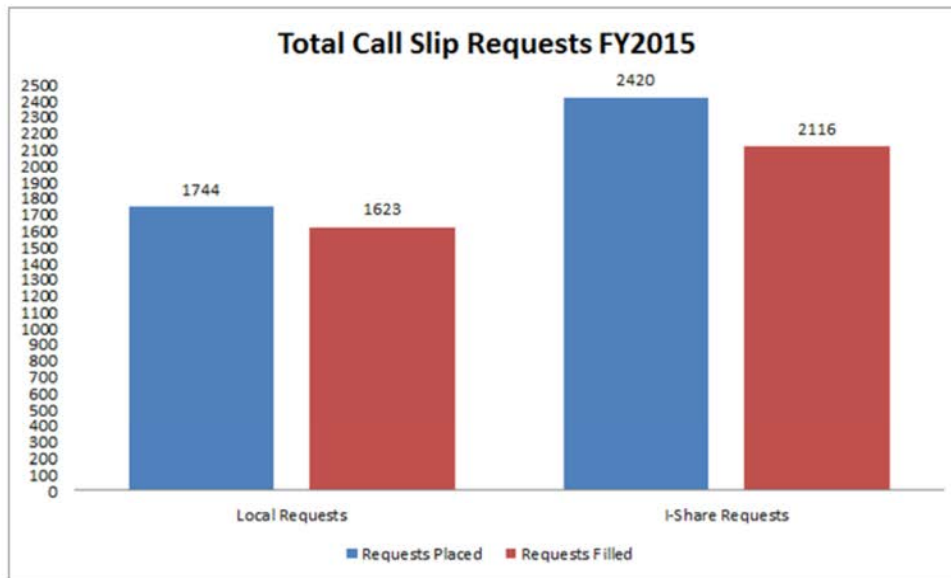
When I modify the Circ Stat 8 report I convert the Local Fill Rate column to percentages and insert a column to calculate the number of filled call slips.

Once I calculate the the Call Slips filled by individual item type I then total the number of call slips placd and call slips filled for local and universal borrowing patrons.

At my institutions we have four locations with collections, so I calculate the total number of call slip requests placed and filled by each circulation location, and from there I can calculate the total number of call slips placed and filled for my institution.



Using Circ Stat 8:  
Comparison of Total Call Slips Placed and Filled



Amy

This is a graphical display of the total number of call slips placed and filled, and it allows me to compare the number of requests for materials owned by my library placed by my local patrons as well as by patrons from other I-Share libraries.

As you can see from this graph my institution receives more call slips from I-Share patrons than from my local patrons.

## Circ Stat 10: UB Loan Policies

Example file: circ\_stat\_10\_cod\_15Jul\_16Jun

ITM\_CIRC is the of them that circulated.

TOT\_CIRC is the of circ transactions.

A loan period of 1 hour units shows the Charge/Renewal is not checked.

| CIRC_GROUP_N                 | ITEM_TYPE_NAME | ITEMS   | ITM_CIRC | TOT_CIRC | FAC_LOAN | UBLNG_LOAN | UBLNG_REQ | UG_LOAN | UBREG_LOAN | UBREG_REQ |
|------------------------------|----------------|---------|----------|----------|----------|------------|-----------|---------|------------|-----------|
| Main Circ Group ArchiveN     |                | 452     | 0        | 0        | 0        | 0 N        |           | 0       |            | 0 N       |
| Main Circ Group Book1        |                | 197,407 | 23,724   | 33,259   | 28 D     | 28 D       | Y         | 28 D    | 28 D       | Y         |
| Main Circ Group BookLR       |                | 13,223  | 3,493    | 5,815    | 28 D     |            | 0 N       | 28 D    |            | 0 N       |
| Main Circ Group BookN        |                | 11,883  | 33       | 75       | 0        | 0 N        |           | 0       |            | 0 N       |
| Main Circ Group Booking      |                | 59      | 33       | 84       | 168 H    |            | 0 N       | 0       |            | 0 N       |
| Main Circ Group Calculators  |                | 39      | 38       | 738      | 3 D      |            | 0 N       | 3 D     |            | 0 N       |
| Main Circ Group Computer     |                | 118     | 98       | 2,512    | 0        | 0 N        |           | 3 H     |            | 0 N       |
| Main Circ Group Computer Vet |                | 5       | 4        | 36       | 0        | 0 N        |           | 0       |            | 0 N       |
| Main Circ Group Equip        |                | 38      | 2        | 3        | 0        | 0 N        |           | 0       |            | 0 N       |
| Main Circ Group Group Room   |                | 143     | 104      | 25,486   | 0        | 0 N        |           | 120 M   |            | 0 N       |
| Main Circ Group Headphones   |                | 104     | 39       | 1,551    | 3 H      |            | 0 N       | 3 H     |            | 0 N       |
| Main Circ Group ILL          |                | 618     | 314      | 395      | 28 D     |            | 0 N       | 28 D    |            | 0 N       |
| Main Circ Group MapRE        |                | 95      | 6        | 6        | 14 D     |            | 0 N       | 14 D    |            | 0 N       |
| Main Circ Group Media Lab    |                | 9       | 6        | 668      | 3 H      |            | 0 N       | 4 H     |            | 0 N       |
| Main Circ Group MicroN       |                | 1       | 0        | 0        | 0        | 0 N        |           | 0       |            | 0 N       |

Amy

You can use the data in Circ Stat 10 in conjunction with the data in Circ Stat 8 in order to make decisions about the Universal Borrowing lending policies your library has set for the different item types at your library.

The Items column provides the data for the total number of items with the specific item type.

The Item Circ provides the data for the total number of individual items that have circulated for that item type.

And the Total Circ column provides the data for the total number of times items have circulated of that item type.

You can see what your library's loan policies are for Universal Borrowing.

Using this data you can see if there are item types that have low circulation that may only be available to be borrowed by your local patrons. In order to increase usage you can decide to allow that item type to be requested by patrons from other I-Share libraries.

Using data from Circ Stat 8 you may have identified items that have call slips placed by I-Share patrons, but the requests are not filled by your library. This might mean that you need to update the item to be Local Request Only in order to have more accurate information in the I-Share catalog.

## Ways to Use Your Library's Universal Borrowing Data



Image Credit :  
Thomas Nast, Harper's Weekly,  
May 23, 1874, p. 432.

Amy

Once you convert the data provided by CARLI into the different graphs it makes it easy to see trends in your library's borrowing and lending in I-Share. You can use the visual data to present to administrators. This can help you determine staffing needs as well as justify the cost of I-Share membership because you can clearly and visually demonstrate how much your patrons are borrowing from other I-Share libraries, as well as how much your materials are being borrowed by I-Share library patrons. Making the data visual can help easily show the borrowing and lending trends to administrators that may not be familiar with resource sharing.

## Annual Consortial Statistics for I-Share Libraries Provided by CARLI

**Collection Stat 8:** provides comparison data for library record counts.

**Collection Stat 9:** provides comparison data for unique titles within collections.

**UB Stat 1: Outgoing ILL FY#:** details on-site and remote lending statistics.

**UB Stat 2: Incoming ILL FY# :** details on-site and remote borrowing statistics.

**Borrowing and Lending Comparison FY#:** combines the lending and borrowing totals into one chart for easier comparison.

Reports are available: <https://www.carli.illinois.edu/products-services/i-share/stats>

Amy

In addition to the data uploaded to your FTP account of statistics for your individual library, CARLI also provides borrowing and lending data for the fiscal year for all I-Share libraries. This compares data for all libraries in the I-Share system, so you can compare your library's data to that of other libraries in the I-Share system.

This data is not uploaded to your FTP, but it is available on the CARLI website.

## Consortial UB Stat 1 Comparison

Data directly from CARLI webpage

### UB Stat 1: Outgoing ILL FY 2016

Outgoing ILL represents items loaned by your library to each I-Share library and the ILLINET libraries. An On-site lending transaction is one in which the patron of the other library walks in to your library to complete the circulation transaction. A remote lending transaction is one in which the patron from the other library requests the item, the item is sent to their desired pickup location, and is charged there.

\* The ILLINET Libraries numbers are considered as "remote" lending transactions, but because of the workflow that I-Share libraries must use to charge the items before they are sent, the stats fall into the "onsite" column.

| Institution                                   | ♦ On-Site Lending ♦ | ♦ Remote Lending ♦ | ♦ Total Lending ♦ |
|---|---------------------|--------------------|-------------------|
| Adler School of Professional Psychology (ADL) | 15                  | 693                | 708               |
| Augustana College (AUG)                       | 93                  | 1975               | 2068              |
| Aurora University (ARU)                       | 55                  | 1945               | 2000              |
| Benedictine University (BEN)                  | 107                 | 1420               | 1527              |
| Bradley University (BRA)                      | 176                 | 4409               | 4585              |
| Carl Sandburg College (CSC)                   | 37                  | 877                | 914               |
| Catholic Theological Union (CTU)              | 241                 | 2162               | 2403              |
| Chicago State University (CSU)                | 47                  | 864                | 911               |

Amy

This is a screenshot of the UB Stat 1 Consortial data from FY 2016 that shows all Outgoing ILL for every library in the I-Share system.

As you can see this data is different from what is in the UB\_Stat\_1 file uploaded to your FTP. The UB\_Stat\_1 file in your FTP provides detailed data for the specific libraries that are borrowing your materials and lending your patrons materials.

The UB\_Stat\_1 report on the CARLI website provides the total number of items lent either on-site or off-site by each I-Share library.

The UB Stat 2 report on the CARLI website provides the total number of items borrowed either on-site or off-site by each I-Share library.

## Consortial Borrowing and Lending Comparison

Data directly from CARLI webpage

### Borrowing and Lending Comparison FY 2016

Lending [Outgoing] and Borrowing [Incoming] totals in one view for easy comparison.

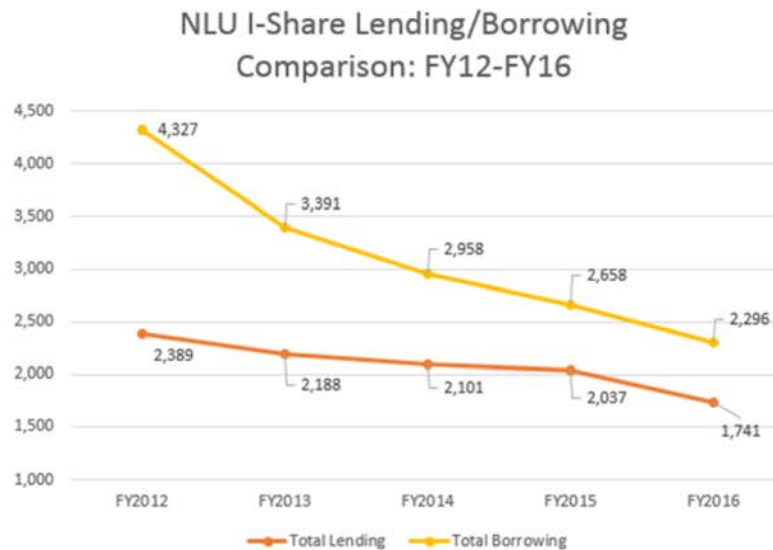
| Institution                                   | ◆ Total Lending | ◆ Total Borrowing | ◆ |
|---|-----------------|-------------------|---|
| Adler School of Professional Psychology (ADL) | 708             | 1596              |   |
| Augustana College (AUG)                       | 2068            | 4164              |   |
| Aurora University (ARU)                       | 2000            | 1447              |   |
| Benedictine University (BEN)                  | 1527            | 2314              |   |
| Bradley University (BRA)                      | 4585            | 2415              |   |
| Carl Sandburg College (CSC)                   | 914             | 346               |   |
| Catholic Theological Union (CTU)              | 2403            | 771               |   |
| Chicago State University (CSU)                | 911             | 1489              |   |

Amy

This example shows the 2016 fiscal year comparison data for all libraries in the I-Share system

This is different than information provided on ubstat\_4, because you can also see how your total lending and total borrowing compare to other I-Share libraries. When presenting this information you can consider similar libraries. For example, if you are a community college you can compare your total lending and total borrowing to other community college libraries.

## Using the Consortial Borrowing and Lending Comparison: Comparing single library trend data from FY2012-2016

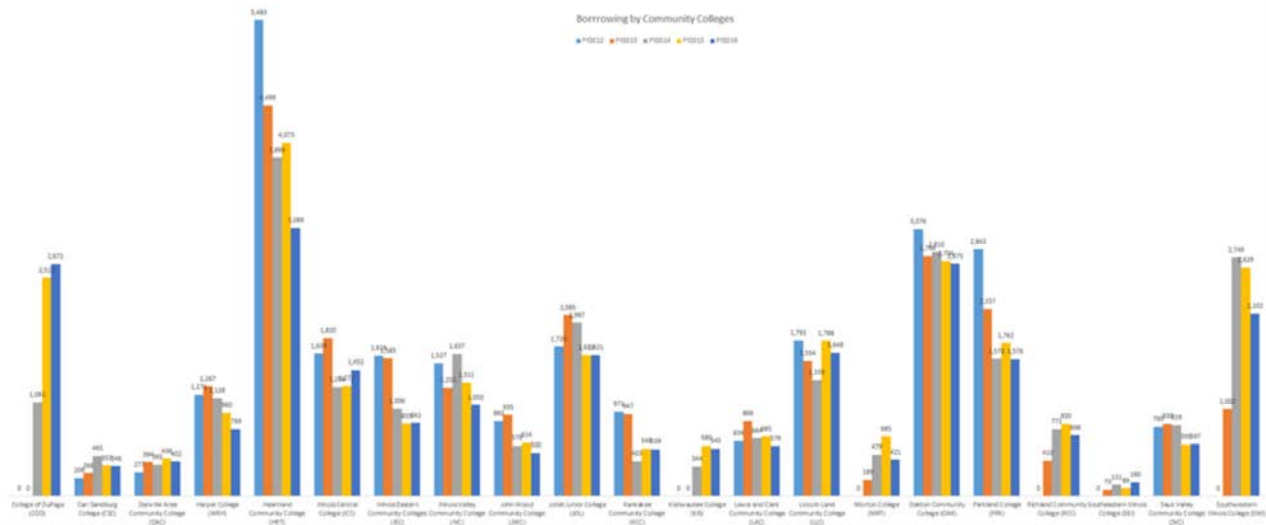


Amy

Using the data provided by the Consortial Borrowing and Lending Comparison for the past 5 fiscal years I can compare my total borrowing and lending in the I-Share system over time.

As you can see from this graph our lending to I-Share patrons has remained fairly consistent over the past 5 fiscal years; however, there was a significant decrease in borrowing from FY2012 to FY2014.

### Using the Consortial Borrowing and Lending Comparison: Comparing data from FY2012-2016 for example peer institutions



Amy

This is a bar graph depicting yearly borrowing among I-Share community colleges for the past 4 years. This also happens to show which libraries only came aboard within the last 4 years as you can see the “0” for the years before joining.

You can create a graph like this comparing other I-Share libraries that are similar to your own to see how your borrowing and lending compares to similar institutions.

This data could be useful in budgeting discussions to support the spending of monies on participation in the consortium. Being part of this consortium greatly increases the number and types of materials available to students.



## Generating Your Own Reports



Image Credit: [http://www.old-print.com/mas\\_assets/full/M1150877/M1150877615T.jpg](http://www.old-print.com/mas_assets/full/M1150877/M1150877615T.jpg)

Marcella

You can also run your own SQL in Access through oracle.

There are a plethora of reports available in the CARLI Access database and you can of course create your own, either from scratch or by building upon a query already available.

**I-Share statistics can be gathered through 4 primary methodologies:**

Files uploaded to the library's CARLI FTP account

Transferring Data Files to and from the CARLI Servers using Secure FTP

<https://www.carli.illinois.edu/products-services/i-share/sysreq/secure/SSHSecureShell>

What's in my FTP Directory?

<https://www.carli.illinois.edu/products-services/i-share/sysreq/secure/InFTP>

**CARLI Web Reports Beta**

Background and Overview

<https://www.carli.illinois.edu/products-services/i-share/reports/web-reports>

Login

<https://web-reports.carli.illinois.edu/login/>

**Voyager Access Reporting**

Running & Creating Reports

<https://www.carli.illinois.edu/products-services/i-share/reports>

**Contacting CARLI Support**

Email [support@carli.illinois.edu](mailto:support@carli.illinois.edu)

Marcella

Moving on to the next methodologies

In an effort to ease access to reports, CARLI has developed a Beta link to some reports, bringing the information to you almost instantaneously.

The CARLI website has a list of shared SQLs you can use to run your own I-Share reports in Access, and there are a wide array of universal borrowing queries available in the access database as well.\*

You can create modified queries using the ones available or even create completely new ones.

If you don't feel you can create your own, or don't have the time needed you can send a request to CARLI and they will do it for you.



Poll Question:

Do you run Access reports for I-Share data?

Image Credit:  
Damián Navas "question mark"  
<https://flic.kr/p/9ksxQa>

Marcella

So let's take a quick poll - How many of you run Access reports? Or have someone who runs them for you?

## Voyager Web Reports Beta

There are reports in Acquisitions, Circulation, Statistics, System Administration, Universal Borrowing, and Cataloging. More reports will be added over time.

<https://www.carli.illinois.edu/products-services/i-share/reports/web-reports>

If you have suggestions for new reports to add to the site, please send an email to [feedback@carli.illinois.edu](mailto:feedback@carli.illinois.edu).

### UB Borrowing Reports

[Item Status "In Transit" for UB](#)

[List patrons with materials charged from other I-Share libraries](#)

[UB Call Slip Processing Statistics by Date Range](#)

Marcella

We'll start with the most accessible ones first. CARLI has a link on their website to Voyager Web Reports Beta, which was designed to enable I-Share libraries to run reports using the Voyager databases, but without needing to have Oracle/ODBC and Microsoft Access.

However you must have an oracle account to access the reports from the website. You can get in touch with CARLI if you need one.

You can click on a link <https://www.carli.illinois.edu/products-services/i-share/reports/web-reports> to get a list of all the reports offered and, as you can see there are links available for you to make suggestions for new reports to be added if you like.

Currently, there are 3 beta reports for Universal Borrowing available.

The one most helpful for our statistical purposes would be the last one: UB Call Slip Processing Statistics by Date Range.

## Example CARLI Web Reports Beta Report

### UB Call Slip Processing Statistics by Date Range

**What it does:** Prompts for a starting and ending date, and then calculates the average and maximum response time for call slips processed by your library between the specified dates.

**This might be useful for:** Evaluating your call slip service

**Notes:** Call slips are archived several days (typically 7 days for I-Share libraries) after they have been processed. This report counts call slips, archived or unarchived, that have been processed by the library.

To include data through a particular date, choose the end date to be the day after the date for which you want information. e.g. if you want information for Jan. 1-7, 2016 enter the begin date as 01/01/2016 and the end date as 01/08/2016.

#### Recently Completed Reports

Result 2/26/15 4:07

UB Call Slip Processing Statistics by Date Range

Result 2/26/15 4:00

UB Call Slip Processing Statistics by Date Range

Result 2/26/15 4:00

UB Call Slip Processing Statistics by Date Range

Marcella

After choosing the desired report and filling in the requested date range on the form shown here, it takes but a moment for the file to appear in the box on the right.. Then simply clicking on the “Result” link opens up the report.

## Example CARLI Web Reports Beta Report Results

| UB Call Slip Processing Statistics by Date Range |                    |  |                            |                    |                    |                    |
|--|--------------------|--|----------------------------|--------------------|--------------------|--------------------|
| <a href="#">Download CSV file</a>                |                    |  |                            |                    |                    |                    |
| Show 10 entries                                  |                    | Search within results: <input type="text"/>    |                            |                    |                    |                    |
| Status Type                                      | Status Description | Reason Description                             | Call Slip Print Group Name | AvgProcessingHours | MaxProcessingHours | Requests Processed |
| 4  | Filled             |  | COD Circ Call Slip         | 21.6625203824817   | 287.9588888888889  | 6269               |
| 5  | Not Filled         | Missing / Not on Shelf: Seeking next available | COD Circ Call Slip         | 43.548521021021024 | 119.63944444444445 | 74                 |
| 5  | Not Filled         | Non-circulating item: Seeking next available   | COD Circ Call Slip         | 4.441388888888889  | 9.379444444444445  | 3                  |
| 5  | Not Filled         | Local Circulation Only: Seeking next available | COD Circ Call Slip         | 19.967777777777776 | 28.594166666666666 | 3                  |
| 5  | Not Filled         | Item Charged Out: Seeking next available       | COD Circ Call Slip         | 10.382027777777777 | 75.23694444444445  | 20                 |
| 5  | Not Filled         | Damaged: Seeking next available                | COD Circ Call Slip         | 27.925             | 27.925             | 1                  |
| 6  | Expired            |  | COD Circ Call Slip         | 106.34762626262626 | 114.46833333333333 | 33                 |
| 7  | Cancelled          |  | COD Circ Call Slip         | 6.366155555555555  | 132.44944444444445 | 150                |
| 9  | Promoted           | Missing / Not on Shelf: Seeking next available | COD Circ Call Slip         | 40.43731481481481  | 217.2375           | 78                 |
| 9  | Promoted           | Non-circulating item: Seeking next available   | COD Circ Call Slip         | 23.252407407407407 | 43.835277777777776 | 3                  |
| Showing 1 to 10 of 14 entries                    |                    |  |                            | First              | Previous           | 1 2 Next Last      |

Marcella

So here is the third listed Universal Borrowing report available in Beta. The "UB Call Slip Processing Statistics by Date Range" in a nice clean uncluttered version.

Seeing the number of requests not filled for various reasons would be helpful in determining staffing issues, whether it be in shelving or retrieving, or perhaps it's a sign of theft or purposeful destruction if, lets say, your damaged status is very high.

All the information is useful when considering how to improve Library service. Theft or damages for instance, depending on what kind, could well be something to report to administration.

But perhaps more important would be the number of filled requests. This could certainly be useful when speaking to the administration or the board. Sharing your collection with the rest of Illinois sends a positive message when asking for state funding. A library with an excellent collection would be a draw for students as well as being a draw to entice learned faculty.

## Voyager Access Reporting and Shared SQL

Libraries can use Microsoft Access to learn more about their Voyager data.

Directions for Getting Started: <https://www.carli.illinois.edu/products-services/i-share/reports/starting-access-reports>

Introduction to Access Video Series: <https://www.carli.illinois.edu/products-services/i-share/reports/secure/intro-access-videos>

### Shared SQL

The CARLI\_Reports\_2016.mdb file contains all of the Shared SQL written before August 2016.

Descriptions of the Shared SQL reports and any new queries added, can be found on the Running & Creating Reports webpage: <https://www.carli.illinois.edu/products-services/i-share/reports>

Marcella

As we mentioned, CARLI's Voyager Web Reports Beta provides a quick and easy method for library staff to easily run a selection of reports.

These reports run in Web Reports Beta are selected from a shared query set called "shared SQL."

Libraries can use Voyager Access Reporting to learn more about their Voyager data. Information for setting up Access Reporting is linked on this screen; and you can let CARLI know of any questions you have.

Once you, or someone at your library, has Access Reporting set up, the shared SQLs are a great way to begin investigating your library's Voyager data.

The shared SQL (aka shared queries or canned queries) come from multiple sources; some written by Ex Libris, others have been written by CARLI staff, while some were created by your colleagues from other I-Share libraries.

When you use the new CARLI\_Reports\_2016 database file, that file already contains all the shared SQL queries written before August 2016.

These Shared SQL cover an entire host of Voyager topics. You'll see a few of the Resource Sharing ones that may be helpful to you next..

And of course you can always ask CARLI and they will be happy to run the canned queries on your behalf and send the data to you either through email or uploaded to

your FTP.



## Selected “Shared SQL” for Resource Sharing

**Circ Stats 1 - 7:** are available as shared SQL to run in Microsoft Access.

<https://www.carli.illinois.edu/products-services/i-share/stats/statspck#2b>

**Item Tracking main query:** Given an item barcode, it lists all the data that might give you a clue as to where it has been, with the most recent data appearing first.

**No-Fill Reasons for Call Slips:** Prompts for starting and ending dates, then counts call slips that were unfilled between those dates by No-Fill reason.

**Old (+20 Days) In Transit Status Query:** Lists items with an “In Transit- On Hold” or an “In Transit- Discharged” status that is more than 20 days old.

<https://www.carli.illinois.edu/products-services/i-share/circ/secure/InTransitStatuses>

**Patron Fines and Fees - UB Stub Patrons:** Lists fines and fees that have a non-zero balance only for UB stub patrons, that is, patrons affiliated with a library other than your own.

Marcella

This slide and the next one highlight a few of the Shared SQL that can be helpful for Resource Sharing.

Some queries provide statistics for writing your Interlibrary Loan reports, others help with library workflows.

Each SQL has a quick little description of it's purpose.

Here you see the No-Fill Reasons for Call Slips, for example. Looking through those reasons may help pinpoint issues to then improve service.

The Old In Transit Status Query can prompt a follow-up on the whereabouts of the item.

These narrow focus SQL all aid in the improvement of workflow ultimately bettering the numbers that are later used in presentations in library matters.

## Selected “Shared SQL” for Resource Sharing

**Patrons with multiple active barcodes main query:** Lists local (non-UB) patron records with more than one active barcode.

**UB Call Slip Processing Statistics by Date Range:** Calculates the average and maximum response time for call slips processed by your library between the specified dates.

**UB Historical Charges by Stub Patron Group:** Prompts for a date range and then totals the number of off-site charge transactions for the UB patron groups discharged between those dates.

**UB Home Patrons with Active UB Charges:** Lists your library's patrons who have material checked out from other I-Share libraries.

**UB Stat 3 Conspectus Main Query:** Allows you to combine the data from the UB Stat 3 for import report with the conspectus categories.

Marcella

We'll look at some of these SQL in more detail on the next slides, but you can refer back to this list after the webinar to see if any of these reports may be helpful for you, such as the Call Slip processing statistics where you can judge the speed of fulfillment of your call slip requests.  
or Home Patron Active UB charges so you can see how many of your patrons are using I-Share at any given moment..

The UB Stat 3 Conspectus Main Query is the one that is used to create the titles list for librarians that we talked about earlier.

Here you see it states that it combines the ubstat\_3 for import with the conspectus categories, which are from the Conspectus\_Ranges\_2009 table.

## Example CARLI Shared SQL description from CARLI website

### Universal Borrowing

- Item Status - In Transit for UB
- List patrons with materials charged from other I-Share libraries
- UB Call Slip Processing Statistics by Date Range\*) (replacement query)
- UB Requests - Service times for my patrons
- UB Stat 3 Conspectus Query
- UB Stat 4c - Details by CallSlip Queue

#### LIST PATRONS WITH MATERIALS CHARGED FROM OTHER I-SHARE LIBRARIES

**What it does:** Tells which patrons have how many UB items charged from each I-Share library

**This might be useful for:** Reminding your patrons to return their materials at the end of the semester

**Fields in the final report:** PATRON\_GROUP\_CODE, LAST\_NAME, FIRST\_NAME, PATRON\_BARCODE, Owning Library, Count of Items Charged

**Estimated timing for query to complete:** less than 1 minute

**Version of Voyager:** tested with V7.2.5

**Author:** Cathy Salika and Casey Sutherland

**Author's library:** CARLI

**Posted:** rev. 8/9/2012

#### Main Query:

```
SELECT PATRON_GROUP.PATRON_GROUP_CODE, PATRON.LAST_NAME, PATRON.FIRST_NAME,
PATRON_BARCODE.PATRON_BARCODE, VOYAGER_DATABASES.DB_CODE AS (Owning Library),
Count(UB_CHARGE.CIRC_TRANSACTION_ID) AS (Count of Items Charged)
FROM ((UB_CHARGE INNER JOIN PATRON ON UB_CHARGE.PATRON_ID = PATRON.PATRON_ID)
INNER JOIN PATRON_BARCODE ON PATRON.PATRON_ID = PATRON_BARCODE.PATRON_ID)
INNER JOIN VOYAGER_DATABASES ON UB_CHARGE.DB_ID = VOYAGER_DATABASES.DB_ID)
INNER JOIN PATRON_GROUP ON PATRON_BARCODE.PATRON_GROUP_ID = PATRON_GROUP.PATRON_GROUP_ID
GROUP BY PATRON_GROUP.PATRON_GROUP_CODE, PATRON.LAST_NAME, PATRON.FIRST_NAME,
PATRON_BARCODE.PATRON_BARCODE, VOYAGER_DATABASES.DB_CODE,
PATRON_BARCODE.PATRON_BARCODE_STATUS
HAVING (((PATRON_BARCODE.PATRON_BARCODE_STATUS)='1'))
```

Marcella

This screenshot gives an example Shared SQL as posted on the CARLI website.

At this moment, the majority of the Shared SQL queries posted on the website are included in the CARLI\_Reports\_2016 database, but the shared SQL webpages are helpful because they give notes and further descriptions for what the reports may be useful for.

You can read what it does and how it might be useful to you, does it suit your needs. This tells you which fields will appear in the final report. That can also be a deciding factor.

Also helpful is the estimated timing since some queries are very slow due to all the data involved.

Below all the information is the SQL.

You will find a main query and sometimes a subquery, of which there can be more than one.

Some subqueries must be run, others not.

Instructions would tell you whether subqueries need to be run and also in what order.

If you know how to run the queries and have the necessary privileges you can copy and paste the SQLs into your Access reports database to create the new reports.

You can also run them directly on the Access database from a list of even more UB related queries.

| Query  | Query |
|--|-------|
| <b>UB Call Slip Processing Statistics by Date Range</b><br>Date Created: 5/12/2015 4:26:33 PM<br>Date Modified: 5/18/2015 2:28:14 PM<br>Calculates the average and maximum response time for call slips pro... | Query |
| <b>UB Call Slip Processing Statistics by Day (warehouse query)</b><br>Date Created: 5/29/2001 10:31:57 AM<br>Date Modified: 7/29/2002 2:16:00 PM   | Query |
| <b>UB Call Slip Processing Statistics Subquery</b><br>Date Created: 5/12/2015 4:24:13 PM<br>Date Modified: 5/18/2015 2:28:28 PM<br>Subquery for UB Call Slip Processing Statistics by Date Range               | Query |
| <b>UB Charges by Day (warehouse query)</b><br>Date Created: 5/29/2001 10:31:57 AM<br>Date Modified: 6/1/2015 5:04:37 PM  | Query |
| <b>UB Historical Charges by Patron Home Database</b><br>Date Created: 5/29/2001 10:31:57 AM<br>Date Modified: 6/1/2015 5:05:56 PM  | Query |
| <b>UB Historical Charges by Stub Patron Group</b><br>Date Created: 5/29/2001 10:31:57 AM<br>Date Modified: 5/29/2001 10:31:57 AM   | Query |
| <b>UB Historical Requests by Patron Home Database</b><br>Date Created: 5/29/2001 10:31:57 AM<br>Date Modified: 6/1/2015 5:06:49 PM   | Query |
| <b>UB Historical Requests by Stub Patron Group</b><br>Date Created: 5/29/2001 10:31:57 AM<br>Date Modified: 5/29/2001 10:31:57 AM  | Query |
| <b>UB Holding Library Items in Transit (all)</b><br>Date Created: 5/29/2001 10:31:57 AM<br>Date Modified: 6/1/2015 5:40:44 PM  | Query |

## Shared SQL list as seen in the Access database

Marcella

There are many more UB queries available in the database. At the moment there are around 40 UB specific SQLs in the CARLI reports voyager access database.

Here you see but a small sample of those available.

You can right click to get to properties to get a bit more information but it isn't much.

Added text does not appear in the description that often, unlike what the shared SQLs on the website offer, where you can read what it does, what it might be useful for, what fields show up in the final report, and so on. ..

## Example Shared SQL Voyager Access Report: UB Call Slip Processing Statistics by Date Range

| STATUS_TYP | STATUS_DES | REASON_DE       | Start Date | End Date | GROUP_NAME       | AvgProcessi   | MaxProcessi   | RequestsPrc |
|------------|------------|-----------------|------------|----------|------------------|---------------|---------------|-------------|
| 5          | Filled     |                 | 8/1/2016   | 9/1/2016 | COD Circ Call Si | 22.9159345157 | 101.89        | 733         |
| 5          | Not Filled | Item Charged C  | 8/1/2016   | 9/1/2016 | COD Circ Call Si | 30.2672222222 | 55.0583333333 | 2           |
| 5          | Not Filled | Missing / Not c | 8/1/2016   | 9/1/2016 | COD Circ Call Si | 45.2263888889 | 96.6927777778 | 8           |
| 5          | Not Filled | Non-circulating | 8/1/2016   | 9/1/2016 | COD Circ Call Si | 6.08444444445 | 6.08444444445 | 1           |
| 7          | Cancelled  |                 | 8/1/2016   | 9/1/2016 | COD Circ Call Si | 12.5779166667 | 87.7291666667 | 18          |
| 9          | Promoted   |                 | 8/1/2016   | 9/1/2016 | COD Circ Call Si | 104.64202381  | 109.691111111 | 7           |
| 9          | Promoted   | Missing / Not c | 8/1/2016   | 9/1/2016 | COD Circ Call Si | 60.2043333333 | 89.5302777778 | 5           |

Marcella

One of the reports focusing on UB that CARLI provides is a query to review the counts for the various call slip statuses.

You can easily see the end results in the status descriptions, and this along with the average and maximum processing times may help in adjusting the workflow for filling call slips.

Are many things being promoted before you can locate them? Should you say no quicker so the next library can send it off rather than you letting it sit while you search? Is your cancelled number high? Perhaps you can search further to locate an item before saying no.

You can weigh this information keeping in mind what would best serve the student.

## Voyager Access Reporting and Custom Queries

Writing custom queries takes practice.

CARLI staff are happy to help design custom queries to meet a library's needs, and to double-check queries created by library staff if you have questions.

Email [support@carli.illinois.edu](mailto:support@carli.illinois.edu) to ask questions about a query you've designed or modified.

Fill out a WRO for Voyager Reporting> Ad Hoc (Customized) Report to request CARLI write a new query: <https://wro.carli.illinois.edu/>

Marcella

The Annual Statistics, Voyager WebReports Beta, and the Shared SQL likely WON'T provide all of the data your library wishes to know about your Voyager usage.

CARLI staff are happy to help if you're not sure whether a canned query exists that will meet your needs, or if you have a new query in mind CARLI can assist you.

If you know you'd like to create a custom query, CARLI staff are also available to double-check custom queries written by library staff.

The following slides are some examples of some custom queries I use for resource sharing data.



## Example Custom Voyager Access Report: Filled Call slips by Call Number and Title

| ARCHIVE | TITLE                                 | NORMALIZED | DISPLAY_CALL_NO      | DATE_REQUESTED | DATE_PROCESSED | PATRON_GROUP_NAME |
|---------|---------------------------------------|------------|----------------------|----------------|----------------|-------------------|
| 19632   | New companion to digital human        | AZ 105     | I AZ105 .N485 2016   | 8/30/2016      | 8/30/2016      | Library Staff     |
| 19410   | Writing to reason : a companion       | B 527      | M B52.7 .M64 2008    | 8/23/2016      | 8/24/2016      | UBLong            |
| 19419   | Writing philosophy : a student's      | B 527      | V B52.7 .V38 2006    | 8/24/2016      | 8/24/2016      | UBReg             |
| 19292   | Presocratic philosophers : a critical | B 188      | K B 188 .K5 1983     | 8/21/2016      | 8/22/2016      | UBLong            |
| 19273   | Nicomachean ethics / Aristotle        | B 430      | A B430.A5 N5313 1999 | 8/19/2016      | 8/22/2016      | UBReg             |
| 19261   | Nicomachean ethics / Aristotle        | B 430      | A B430.A5 R67 2009   | 8/19/2016      | 8/22/2016      | UBReg             |
| 19397   | Cambridge companion to logic          | B 8246     | C B824.6 .C36 2007   | 8/23/2016      | 8/24/2016      | UBReg             |
| 19169   | Being singular plural / Jean-Luc      | B 2430     | N B2430.N363 E8713 2 | 8/15/2016      | 8/16/2016      | UBReg             |
| 19577   | Introduction to philosophy : classic  | BD 21      | I BD21 .I54 2010     | 8/29/2016      | 8/29/2016      | UBReg             |
| 19576   | APA : the easy way! / Peggy M.        | BF 767     | F BF76.7 .H68 2007   | 8/29/2016      | 8/29/2016      | UBReg             |
| 19214   | Publication manual of the American    | BF 767     | F BF76.7 .P83 2010   | 8/17/2016      | 8/18/2016      | UBReg             |
| 19045   | Publication manual of the American    | BF 767     | F BF76.7 .P83 2010   | 8/8/2016       | 8/9/2016       | UBReg             |
| 19356   | Publication manual of the American    | BF 767     | F BF76.7 .P83 2010   | 8/22/2016      | 8/23/2016      | UBReg             |

Marcella

These new queries separate the filled and unfilled titles.

This was at specific request from our librarians who can then see which of their items are being borrowed by other libraries and also how often. I'm not sure of what the librarians do with this information, but this allows them to see how many of their items are going out to other than our patrons.

It may be useful to see if the part of collection they are responsible for is strong in comparison to other consortial libraries - whether a lot of requests are coming for items in a specific area.

You can see that the Publication Manual of the American Psychological Association had multiple requests- (there were 8 all tolled) so should we acquire more copies?.

Just as an aside - Barcodes are also on the list, they've just been removed for the sake of this presentation.

An identical query is also run for the unfilled callslip requests.

## Example Custom Voyager Access Report: Unfilled Call Slips by Date Range

| TITLE  | DISPLAY CALL NO        | DATE REQUESTED | ON GROUP      | ITEM BARCODE | REASON_DESC                                    |
|--|------------------------|----------------|---------------|--------------|--|
| Canaan land : a religious history of African Americans / Albert J. Raboteau  | BR563.N4 R237 2001     | 15-Jun-16      | UBReg         |              | Missing / Not on Shelf: Seeking next available |
| Canaan land : a religious history of African Americans / Albert J. Raboteau  | BR563.N4 R237 2001     | 15-Jun-16      | UBReg         |              | Missing / Not on Shelf: Seeking next available |
| Strong Interest Inventory manual : research, development, and strategies for interpretation / David A.C. Donnay ... [et al.]                                 | HF5381.5 .S776 2005    | 24-Jun-16      | UBReg         | 31304        | Missing / Not on Shelf: Seeking next available |
| Integrating computer technology into the classroom : skills for the 21st century / Gary R. Morrison, Deborah L. Lowther                                      | LB1028.5 .M6374 2010   | 27-May-16      | UBReg         | 31304        |  |
| Introduction to theories of learning / Matthew H. Olson, B.R. Hergenbahn   | LB1051 .H42 2009       | 16-Jun-16      | UBLong        | 31304        | Missing / Not on Shelf: Seeking next available |
| Redesigning America's community colleges : a clearer path to student success / Thomas R. Bailey, Shanna Smith Jaggars, Davis Jenkins.                        | LB2328 .B26 2015       | 15-Jun-16      | UBReg         |              | Non-circulating item: Seeking next available   |
| Naming what we know : threshold concepts of writing studies / edited by Linda Adler-Kassner, Elizabeth Wardle.   | PE1404 .N35 2015       | 01-Jun-16      | UBLong        |              | Item Charged Out: Seeking next available       |
| Elements of style / by William Strunk, Jr. ; with revisions, an introduction, and a chapter on writing by E.B. White ; [foreword by Roger Angell]            | PE1408 .S772 1999      | 25-Jun-16      | UBReg         | 31304        | Missing / Not on Shelf: Seeking next available |
| Casa tomada y otros cuentos / Julio Cortázar   | PQ7797.C7145 C37 2005  | 17-Jun-16      | UBReg         | 31304        |  |
| Fundamentals of game design / Ernest Adams.  | QA76.76.C672 A322 2014 | 09-Jun-16      | UBLong        | 31304        | Missing / Not on Shelf: Seeking next available |
| Making sense of math : how to help every student become a mathematical thinker and problem solver / Cathy L. Seeley.   | QA135.6 .S447 2016     | 09-Jun-16      | UBLong        | 31304        | Missing / Not on Shelf: Seeking next available |
| Rooftop beekeeper : a scrappy guide to keeping urban honeybees / Megan Paska with Rachel Wharton ; photographs by Alex Brown ; illustrations by Masako Kubo. | SF523 .P27 2014        | 16-Jun-16      | Library Staff | 31304        |  |
| Search : how the data explosion makes us smarter / Stefan Weitz.   | TK5105.884 .W46 2014   | 09-Jun-16      | Library Staff | 31304        |  |
| Adobe Photoshop CC 2014 release / Andrew Faulkner & Brie Gyncild.  | TR267.5.A3 F378 2015   | 04-Jun-16      | UBReg         | 31304        | Missing / Not on Shelf: Seeking next available |

Marcella

Using the specially created COD-CallSlipBetweenDates-NotFilled report a list with the pertinent information regarding unfilled call slips can be run. Barcodes have again been removed.

Really only of secondary use for librarians, although they may want to consider repurchasing some items that have gone missing, especially if their subject area has taken a bigger hit.

Circulation departments can run this to see the reasons for not filling a request, and act accordingly be it from marking something missing to adjusting the UB borrowing profile or to correctly reflect the policy if the item should not have been requestable.

For our librarians we put the Borrowing Filled, Borrowing Unfilled, Lending Filled, and Lending unfilled queries into one excel file every month and make it available to all our librarian faculty and staff.

This then includes all Universal Borrowing usage.

CARLI provides other reports for local borrowing, some of the reports we discussed earlier including local borrowing stats.



## Ideas for How the Data Can Be Used

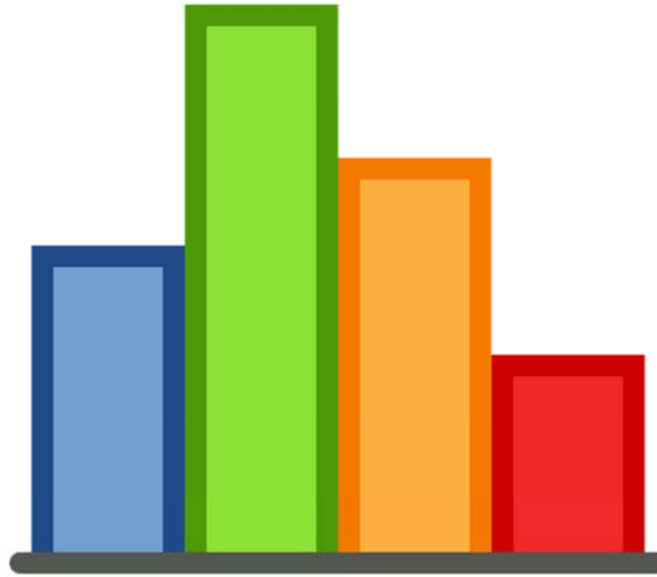


Image Credit:  
<https://pixabay.com/en/chart-graph-graphics-35773/>

Amy

Now that we have provided an overview of the different data available to you from CARLI, and provided examples for we convert that data into graphs, we want to give you some ideas for ways that you could potentially use this data.

## Reporting to External Agencies

I-Share Annual Statistical Package

<https://www.carli.illinois.edu/products-services/i-share/stats/>

Section 3 - Tips on Using These Reports to Fill Out Surveys from External Agencies

[ILLINET Interlibrary Loan and Reciprocal Borrowing Survey](#)

[IPEDS Survey](#)

[ACRL Survey](#)

[ARL Survey](#)

Amy

I-Share data can be used to complete reports required by external agencies.

CARLI provides information for how the data can be used to complete the ILLINET Interlibrary Loan and Reciprocal Borrowing Survey, IPEDS Survey, ACRL Survey, and the ARL survey on their website.

## Other Ideas for Using I-Share Data:

- Fiscal year assessment of circulation and resource sharing data
- Collection development
- Maintaining accurate catalog records
- Determining borrowing and lending trends over time
- Identifying peak times of usage
- Connecting to other statistics in your library
- Justifying the cost of membership

Amy

When generating reports of the data it is important to determine who needs the information, and what data will be most useful to them.

At my institution I combine data related to circulation and interlibrary into one report to demonstrate the use of materials in our collection by local patrons as well as what is borrowed by patrons from other institutions.

As Marcella mentioned librarians are interested in the data from ub\_stat\_3 and ub\_stat\_5 in order to make collection development decisions. The data from ub\_stat\_5 is especially useful because that show requests placed by your patrons that were not filled, which can help librarians determine new purchases based on patron requests.

The UB Call Slips Processing Statistics by Date Range can help identify items that were not lent because they could not be found. Marking an item as missing in the Call Slip Queue does not update the item status in the catalog, and this can help maintain accuracy of your holdings as well as identify items that need to have replacement copies purchased.

This data can help compare your institution's borrowing and lending habits - Do you lend more than you borrow? Borrow more than you lend?

Seeing monthly trends can help you determine peak times for usage that can affect staffing decisions and hiring student workers by determining when you need more help during the year

The monthly ub\_stat\_4 report, when converted to a line graph, helps you to see the peak time that lending and borrowing requests are placed via I-Share

In my circulation and interlibrary loan reports I combine data regarding I-Share resource sharing as well as interlibrary loan requests we receive via ILLiad. This helps give a clear picture of all resource sharing activity.

Conducting a data analysis over time can establish changes in patron borrowing habits, and by connecting I-Share usage to other library statistics you could compare resource sharing data to usage trends of e-resources and other local collections. Borrowing and lending trends could also be connected to your institutional enrollment.

You can take the I-Share data and connect the data to a bigger picture to present to your administrators, your board, or even the state.

## Questions?



CARLI Support: [support@carli.illinois.edu](mailto:support@carli.illinois.edu)

Resource Sharing Interest Group Listserv: [resshare-ig@carli.illinois.edu](mailto:resshare-ig@carli.illinois.edu)

CARLI I-Share Annual Statistics Webpage: <https://www.carli.illinois.edu/products-services/i-share/stats/>

Image Credit:  
Damián Navas "question mark"  
<https://flic.kr/p/9ksxQa>

Amy

If you have any questions please type them in chat and we will do our best to answer them.

Feel free to contact CARLI support

Post questions on the CARLI Resource Sharing Interest Group listserv

We will be having another Resource Sharing Statistics Webinar on Wednesday November 9th from 10-11 about how we use statistics available in WorldShare and ILLiad

*Ask if no one is posting questions:* Is there anything that you were hoping would be covered today that was not discussed?