Welcome to the Resource Sharing Statistics: Navigating the Numbers, Harnessing the Data webinar.
This presentation will focus on the interlibrary loan data provided available through either WorldShare or ILLiad.
Introduction - Amy then Marcella
Marcella (after we introduce ourselves)
We are the co-chairs of the CARLI Resource Sharing Committee.

While we are not statisticians, in fact precisely because we aren't, we thought it would be helpful to share how we utilize statistics available from WorldShare or ILLiad at our libraries.
I will be presenting about WorldShare, and Amy will be presenting about ILLiad today.
All the data you can collect from both WorldShare and ILLiad can be manipulated in many ways to answer questions about how the circulation and ILL departments function. I’ll show some of the different ways this information can be useful for immediate staff and the library.

Beyond that, budgeting is important to both the library and the college at large. So, much of these reports can be used to highlight the value of the library for the college.

This information is also used for the ACRL/ARL/ILLINET Survey. The ACRL or Association of College and Research Libraries and ARL, Association of Research Libraries have a joint advisory task force. They cover the “Gerould Statistics” which is the oldest continuing library statistical series in North America.” They have data on collections, staffing, expenditures, and services, of which interlibrary loan is one.

The ILLINET survey officially the Interlibrary Loan Traffic Survey must be completed every year. Just as the survey title implies, this deals specifically in interlibrary loans and though it is Illinois specific, it will also ask questions regarding borrowing and lending outside of Illinois. The Illinois State Library is responsible for collecting and analysing the statewide interlibrary loan and reciprocal borrowing statistical data.
A number of things can be deciphered from all the various reports available.

Peak borrowing times can be determined allowing for proactive staffing decisions. If numbers are particularly high at the beginning of the semester and closer to final exams and final papers it may be advisable to rotate staff accordingly.

Annual statistics reveal the use of interlibrary loan over time, last two years, five years, 10 years. For instance, at COD we saw a major drop in loan requests when we joined CARLI and were able to offer I-Share to our patrons.

As physical item requests dropped we saw a rise in copy requests that could be traced to other reasons, for instance a change from print to online and the resulting embargos.

You can also determine if there is a shift in the type of patrons making requests, both for books and for articles.

In-state versus Out-of-state borrowing affects both the expenditures and turn-around time as things take longer to get to your library when using a postal service versus ILDS. Most obvious expenditures are shipping charges which affect both the borrower and the lender. Some lenders will charge a fee to libraries from out of state to defray these shipping costs by laying them on the borrower. But even for articles, some libraries will charge a fee to out-of-state borrowers.
Looking at which journals are often requested may affect purchasing decisions, even so far as deciding between print or online subscriptions. As I mentioned, a large number of online journals have embargoes in place which don’t allow access to the most current articles for a certain period of time. Also, some vendor contracts won’t allow one library to lend an online journal article to another.

A decision can be made whether to subscribe or if, as is often the case, solitary articles are requested from multiple journals. Perhaps copyright clearance is the way to go.

Tracking requests can be of import to collection development in general.
Before I begin talking about the WorldShare data available to you, we’re interested in seeing how many people are using WorldShare and how many are using ILLiad

Talk about poll results as they are showing up
So, as some/many of you know, OCLC has a number of reports available via the Usage statistics. These are free to all institutions having ILL access. The reports can always be viewed from the worldshare website. There’s no need to place an order for them.

You can find useful reports in usage statistics under 2 different tabs. First is the Assessment Tools tab. First to discuss, it’s the last tab on the list. There you find the WorldCat Collection Dashboard, the ILL Reciprocity Report, one for Borrowed Journal titles, and the Lender String Report.
WorldCat collection dashboard has three charts available. These do not represent any interlibrary loan activity. They are a view of your collection at hand, which may be useful as such to present to the board.

The Holding comparison, as you can see, is a pie chart of your collection compared all other libraries. Some libraries may have a relatively large unique section.
Here you see publication dates at a glance, also perhaps of good use to librarians for their collection development.

This collection is heavy from the mid-20th century to earlier part of this one. Some new things coming in but early publications must be obtained from somewhere else. Of course, as a community college our students would be less likely to be searching for older books, so interlibrary loan should serve our purposes nicely.
In an ever-changing world where newer formats are always coming into being this may be a very useful tool.

It will show where a library is on the cutting edge in the most current formats, but also show the library keeping hold of the old, now possibly very rare, items which are on track to become obsolete. But for a researcher may make all the difference.
Libraries are often better equipped for one subject than another and this chart would help see if the collection is in step with what students are needing. Interlibrary Loan activity would then also help support any arguments for change or for status quo.
The next report also under the Assessment Tools, is the ILL Reciprocity report.

Here you can compare the level of borrowing to lending with each library, this for both loans and copies.

Having the information regarding costs to Library available, also helps in deciding if a library should be considered a top tier partner. Maybe one is more successful with loans as opposed to copies, or vice-versa.
This next report can be very useful for article requests.

When looking for the availability of a journal title it saves an enormous amount of time to already know that libraries have lending privileges for that specific title. It may of course also depend on the volume and issue, but it is a great place to start.
The last report under the assessment tools is the lender string report.

As opposed to the journal title borrowed report, this includes both copy and loan requests. Loans and copies are in separate columns.

And this includes the response time and percentages of filled requests.
That was it for the Assessment tools. The other tab containing useful reports is OCLC worldshare interlibrary loans. Here you find a host of other reports.

The new open access report is of interest.

The reasons for no- is useful, in different ways, for both the lending and the borrowing side of ILL. This data can affect both staffing and workflow.

Lender and Borrower activity reports both overview and detail, contain many individual statistics - total number, filled, unfilled, cancelled, and also a turn-around average.
So let’s start with the Lender Activity Overview Report. These reports default to showing the last 6 months but you can, however, choose a period of time you would like to cover. For instance doing a fiscal year report.

You can see the total of all initiated requests showing whether they were filled, unfilled or cancelled, also separating the loan and copy requests.

The top line, the requests received includes not only worldcat requests, but also requests from other systems such as ILLiad, RAPID, DOCLINE and such. Regardless of whether you participate in these programs, a borrower may be using one of these systems to submit the request. Amy will go into detail about ILLiad a bit later.
Here now are the numbers for the borrowing side of interlibrary loan.

If you notice, for the month of July there are more filled requests, 86, than requests initiated which was 79. This is because each request running during the month gets counted. In other words if a request is placed at the end of the month it gets counted for that month, but also in the following month if it is still looking for a lender. This can cause some rather skewed stats when you consider that you must also subtract the unfilled requests from the initiated totals. So in this case 17 of the requests remained unfilled which should only leave 62 possible requests that could be filled, yet there are 86, a huge discrepancy.

This does balance itself out when looking at yearly totals where only those of the last month would possibly carry over. Since yearly stats are what is typically used for presentation to a board or administration, you should be alright showing the yearly numbers.

A very practical feature offered with all of these reports is the easy export to Excel where the numbers can be turned into graphic data. You can see the button in the upper right hand corner.
OCLC allows for the quick transfer to excel with all of the Interlibrary Loan reports, thus making for easy creation of bar or line graphs, which is what tends to be the clearest way to present data. Those viewing may not understand all the library processes but they can easily comprehend the ups and downs illustrated in a line graph.

One thing that becomes apparent is that there is a higher spike half way through the spring semester compared to the start of the fall. This may be useful to present to administration. Perhaps incoming students need to be informed about the interlibrary loan services the library offers.

Right now our open access line is at the bottom, but I should hope this will pick up rapidly in the near future.
OCLC runs a separate open access report shown here. We will hopefully observe a steady rise in numbers as articles become available through various open access sources.

In fact, last year the CARLI Resource Sharing Committee created a detailed open access resource guide.

The project, Open Access and interlibrary loan, can be retrieved from the CARLI website at the address shown here on the screen.

This report will surely be of interest as colleges discuss the future of open access, not just for interlibrary loan requests, but even for open educational resources in general.
The next report I want to show you is the OCLC Lender Reasons for no. This report is helpful when discussing workflow and staffing for the department. As each item is listed separately and consecutively a pattern may begin to emerge. This may influence decisions regarding those two aspects, workflow and staffing.

Borrowing issues can appear, for instance, that one library requested the same item numerous times even though they received a no for the first one. Six no’s look bad but they are for one single item..

Also, the auto deflects show up on this report - so is a way to check whether that policy needs to be corrected or updated on the policy page.

And again, there is a borrower counterpart to this report as well.
We keep our own excel sheet, notating all pertinent information for each request. Data for patron type, library type, in- or out-of-district, shipping, and all effective dates are plotted here.

Any issues preventing the request from being processed are also remarked in the file.

Specific data needed for the surveys is tabulated after about the 10th of the following month.
At the end of each month’s report the numbers for all the reasons for no are tabulated and entered into a sort of mini chart. This is much more accurate than the OCLC report as we include specific reasons.

You can see here there were items available at our own library, or obtainable through I-Share.

Often students, and sometimes faculty I have to say, will disregard the policies and request items that are exempt from interlibrary loan.

Processing time is still required, albeit not as long or involved as for one that will get submitted.

Sometimes we have a card issue - This could mean an expired card, too many overdues or fines, exceeding the limit of requests etcetera.

These requests that were then cancelled would likely count against the numbers dragging our success rate down for the wrong reasons.

We also have requests coming through email rather than being requested directly from the catalog into OCLC. Those that could not be processed for whatever reason, possibly because there was no lender available, these would never be picked up by the OCLC statistics because they never went past the discovery, never received an OCLC request number. However, they are included in our manual statistics.
In- or out-of-state is also tracked as you can see, again for the purposes of the surveys I spoke of earlier.
The same sort of manual reports are kept for article requests, the same sorts of cancellation reasons recorded. The mode of receipt is also tracked. That is, whether it was sent as PDF, article exchange, found in open access, or what is very rarely the case, sent with regular mail.

Reasons for cancellation are again tabulated in a mini chart, making the numbers easy to acquire when filling out the surveys.
OCLC also provides a similar set of reports, the Borrower transaction-level detail report and its complement, the Lender transaction-level detail report.

These reports have much the same information, but broken down by each individual library. Of course, these also lack the detail found in the manual reports. These can only be viewed one month at a time, but the first row is a running tally of totals for the year to date.

In addition, the borrower report includes number counts of mediated and unmediated requests, while the lender report records the number of electronic links.

Once the reports have been exported to excel the data can easily be manipulated to reveal percentages by library type or by in- or out-of-state transactions. These are some of the statistics needed for the mandatory yearly ILLINET report.
Putting together the transactions for year to date, from both the lending and borrowing reports allows for a side by side comparison.

You can see here, that though we receive more than double the amount of requests than we send out, in the end the fill count is quite close.

Still, this, of course, reflects badly on our fill rate. But it is misleading, as the auto-deflects included in the report never even reach our OCLC lending cue.

Our own statistics don’t take the auto-deflects into account as they never reach us. They have no affect on our workflow, no time or energy is being spent on those requests.

So rather than having to justify the extremely high unfilled numbers, it makes sense to use our own statistics. These reflect the actual output of our staff - where the filled as well as the unfilled must still be processed.
Since we are able to keep much more detailed statistics than what is offered by OCLC, we created a separate document pooling the year’s data together.

This report is then passed on to the dean of the library in order to share with other stakeholders.

The borrowing information included is fill status, patron type, library type, and for articles- open access.

Various graphs can be entered to ease the comprehension of the material by people with no direct connection to the library.
There is quite a bit of information evident in these graphs.

For instance, the fact that the number of cancelled requests went down in the second semester could be a sign that students understood better what can be obtained through interlibrary loans. You can see this in both the loans and the copies graph.

It may be that it would behoove the college to introduce students to both interlibrary loans and I-Share more strenuously at the time of orientation.

The patron type chart shows that community members, or district residents, are second in the quest for materials through interlibrary loans. They seem to make good use of this service. That would be something positive to present to the taxpayers and budgetary committees.
Looking at the patron type data it may be surprising that faculty borrow less than both students and community members, in fact they are even below classified staff. They do pick up some when it comes to copying, but they are still far below student usage.

You can observe, however, that faculty have a spike in journal articles during the Christmas break. This would lead me to believe they don't have the time to work on their own research during the term, even though for some it is crucial to their job.

Perhaps this is something faculty can discuss with their departments, or maybe even the college administration.

This just goes to show that you never know what kind of information the data can provide, what kind of conclusions it may help you draw.
The lending side doesn’t offer as much detail, which is to be expected when most of the information is gathered from the borrower.

Graphs can also be created to assist in the presentation of the lender side as well.

We created an ILL fiscal year statistics template for this file so that every year the numbers just need to be entered into the initial chart, then letting the excel program do the rest. The numbers as presented in this file give a complete picture for library administration.
OCLC also keeps 2 purchasing reports. These are straight finance reports.

One is the WorldShare ILL Purchase Request concerning vendors, and the other, pictured here, is the ILL fee management lender report.

A library that has set up an IFM account allows a charging library to automatically pull the fee out of the account. With this report you can see which libraries are charging, and possibly look for alternate candidates when searching for an item.

Also, many libraries allow direct requests so this will also help when reviewing the libraries made available for these direct requests.

The two financial reports are useful wherever the topic is budgeting.
The last report I want to mention is copyright compliance.

OCLC does track the journals with publication dates for the sake of copyright compliance but it does not produce an automatic stop when the limit has been reached, nor does it tally the articles from each issue.

However, it is useful for those libraries allowing direct requests, as an aid to staying within regulations.
We always keep an excel file to track article requests published in the last five years. This way we can see at a glance when we have reached the limit.

This file could be helpful when speaking of journal collection development. We can see if a journal is often sought after and let the development committee know. Or maybe it is a journal we have as an online version with an embargo. Maybe we need to consider subscribing to the print version so students have immediate access to the articles they need.

I have to say, though, most often it is a single one time request so would not be an argument for procuring the journal. Rather it supports investment in interlibrary loan and support programs intended to increase workflow and request management. Programs such as ILLiad.

And with that I pass on to Amy LeFager.
Thank you, Marcella.

I wanted to share with you all the link to the ILLiad Web Reports page from the Atlas Systems website, which has detailed information about the reports available to you from ILLiad.

I am by no means an ILLiad expert, but I did want to share with you some ways to use the data available in order to create visual representations of that data.

Web reports link: https://nlu.illiad.oclc.org/ILLiad/WebReports/Login.aspx?ReturnUrl=%2filliad%2fwebreports
At the beginning of this webinar Marcella discussed some ideas for ways to use interlibrary loan data to demonstrate the work of the department, as well as to connect data to a bigger picture. I didn’t want to repeat everything Marcella discussed, so I wanted to share work done by the CARLI Resource Sharing Committee that is relevant to lending returnables via OCLC interlibrary loan, either via WorldShare or ILLiad.

The 2015 Annual Project for the CARLI Resource Sharing Committee was to create a webpage that provided information to help libraries process returnables lent via OCLC interlibrary loan in their local integrated library system.

The Sample Workflows for OCLC Lending provides examples for how to process returnables in a local ILS system with pros and cons for the different scenarios.

While this webpage does not cover statistics for OCLC, I did want to make sure to mention this resource since it is related to the processing of materials for OCLC interlibrary loan.
I’m sure many of you are familiar with this step, but I want to make it clear where I go to access the ILLiad Web Reports.

In order to access reports of data for ILLiad click on the System Ribbon in ILLiad, and then click the Web Reports link.

Once the web reports page is open you can also save the website address to access the Web Reports without having to first open the ILLiad system.
ILLiad web reports are divided into four different areas.

On the following slides I have listed all of the reports available on the Borrowing, Lending, and Document Delivery pages.
These are all of the available Borrowing web reports in ILLiad.

I obviously do not have time to cover all of these reports in the webinar today, so I will be focusing the Fill Rate Statistics and Requests Received by Day for Borrowing, Lending, and Document Delivery.

The Fill Rate Statistics lists all items received within the specified date range and their current status.

The Requests Received by Day shows the number of requests received each day of the specified time period, and this data can be easily manipulated to determine the requests received by month.

In addition the reports I will be covering in more depth, I also want to point out that the Most Requested Journals and Most Requested Loans reports are excellent tools for collection development. My library has subscribed to several e-journals based on the ILLIad data from the Most Requested Journals report.

<table>
<thead>
<tr>
<th>Borrowing Reports</th>
<th>Requests Finished</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fill Rate Statistics</td>
<td>Requests Finished and Cancelled</td>
</tr>
<tr>
<td>Most Requested Journals</td>
<td>Turnaround Time</td>
</tr>
<tr>
<td>Most Requested Loans</td>
<td>Electronic Delivery Turnaround Time</td>
</tr>
<tr>
<td>Registered Users by Department</td>
<td>Delivery Time Distribution</td>
</tr>
<tr>
<td><strong>Requests Received by Day</strong></td>
<td>Who We Borrow From</td>
</tr>
<tr>
<td>Requests Sent by Day</td>
<td>Journals Received</td>
</tr>
<tr>
<td>Requests Sent by Hour</td>
<td>WorldCat Information</td>
</tr>
<tr>
<td>Requests by Department</td>
<td></td>
</tr>
<tr>
<td>Requests by Department and User Status</td>
<td></td>
</tr>
</tbody>
</table>
These are the Lending Reports that are available.

In addition to the Fill Rate Statistics and Requests Received by Day, I will also show the report of Most Loaned Journals.
These are the Document Delivery Reports that are available.

We fill requests for articles available in our print journal using ILLiad Document Delivery. We are a multi-campus location, and it all of the print journals are housed at the Wheeling campus.
Before I move into comparing data from Borrowing, Lending, and Document Delivery I wanted to show the Most Loaned Journals report.

The Most Loaned Journals report available from the Lending page is an excellent tool when determining whether or not to maintain the print journal in your collection. This report shows the most loaned journals for the past three fiscal years.

As I’m sure many of you can relate, it can be a challenge finding current articles from journals, because many electronic subscriptions have an embargo, and fewer libraries purchase print journals because the electronic access to articles is the format preferred by most patrons.

Using this report you could make the case for keeping School Nurse News in the print journal collection, because we have loaned articles from this journal 175 times in the last three years.

This is just one example of the item specific data that you can get from ILLiad to help with collection development decisions. Similar reports for Borrowing and Document Delivery are also useful in both book and journal collection development.
When you run the Fill Rate Statistics each area of ILLiad a separate report is generated for Borrowing, Lending, and Document Delivery.

Taking the Fill Rate Statistics for those three areas you can then put that data into one Excel spreadsheet in order to generate graphical displays of the data.
This graph is a visual representation of the spreadsheet that you saw on the previous slide.

This is a much more interesting way to communicate the ILLiad Interlibrary Loan Requests submitted and filled for a fiscal year. It is also easy to visually differentiate requests as articles or loans using the stacked bar graph.
You can also use the Fill Rate Statistics to show the trend of requests placed over time.

This report shows the total number of borrowing requestes submitted via ILLiad from FY2011 to FY2016.

As you can easily see there was a significant drop from FY2011 to FY2012; however, the requests have remained stable for the past three fiscal years.
The Requests Received by Day report can easily provide you the total number of requests you received by month by using the SUM formula in Excel. This report is showing the requests received by day for ILLiad Lending.

I have added columns E and F in order to easily calculate the total number of requests received for July 2015.
Once you calculate the daily requests into monthly totals, you can easily create a spreadsheet of the fiscal year data in order to generate monthly usage trends for the year.
This graph shows the Lending Requests that we received for the past 6 fiscal years. This also helps visually demonstrate peak times of usage.

One interesting thing I observed was the extreme peak in lending requests for spring 2016. I’m still investigating the cause, but I think the first step will be to analyze the article holdings in WorldCat to determine their accuracy.
It is important when reporting on interlibrary loan and resource sharing to clearly and completely document the work done by your department.

By combining monthly requests for all three ILLiad areas, as well as the borrowing and lending we do as part of the I-Share system, I am able to demonstrate several different tables of data with one visual graph.
In the Administrative Reports for ILLiad I wanted to highlight two reports.

Outstanding Requests lists all borrowing requests that are at a status of Request Sent for more than the number of days that you specify. The default is 5 days. This allows you to check on the status of those requests to make sure they are still in process at a lending library.

Requests by Username lists all borrowing requests submitted by patrons within the specified date range. This only counts requests submitted by patrons and does not differentiate between those filled or cancelled.
The Outstanding Requests report is a useful report to run in order to ensure that a borrowing request does not sit in Sent status for too long. Often this means that there was an issue in receiving the requested item, and the request needs to be followed up on.

True confession, I discovered this report in preparing for this webinar, so I was a little shocked to see a request that was still outstanding from over a year ago.

Needless to say this was a good discovery, and I will now be checking this report monthly to make sure outstanding requests are cleared regularly.
When you export the Requests by Username report to Excel the column filters are already applied. I have removed any identifying information from patrons that would ordinarily appear in the Username, Last Name, and First Name columns. This allows you to easily filter your data by patron type, or in this example by total number of requests received.

This report was only for the month of October, so it made my borrowing staff feel better when I confirmed that one faculty member had placed almost 100 requests during the month.

<table>
<thead>
<tr>
<th>Username</th>
<th>Last Name</th>
<th>First Name</th>
<th>Department</th>
<th>Status</th>
<th>Article Requests Received</th>
<th>Loan Requests Received</th>
<th>Total Requests Received</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arts and Sciences</td>
<td></td>
<td></td>
<td>Faculty</td>
<td></td>
<td>96</td>
<td>4</td>
<td>98</td>
</tr>
<tr>
<td>Arts and Sciences</td>
<td></td>
<td></td>
<td>Graduate</td>
<td></td>
<td>16</td>
<td>0</td>
<td>16</td>
</tr>
<tr>
<td>Education</td>
<td></td>
<td></td>
<td>Graduate</td>
<td></td>
<td>12</td>
<td>0</td>
<td>12</td>
</tr>
<tr>
<td>Other - Unlisted</td>
<td></td>
<td></td>
<td>Graduate</td>
<td></td>
<td>9</td>
<td>3</td>
<td>12</td>
</tr>
<tr>
<td>Arts and Sciences</td>
<td></td>
<td></td>
<td>Graduate</td>
<td></td>
<td>9</td>
<td>0</td>
<td>9</td>
</tr>
</tbody>
</table>
Using the data from the Requests by Username Report, I’m not only able to identify the total number of requests, but I can also differentiate the requests as either articles, in blue, or loans, in red. This report compares all of the requests placed by patron type for the fiscal year. Not surprisingly our graduate students requested the most, but we also have a large number of patrons that did not identify a patron type. This is something that I plan on looking into to see if we can update those patron records without an identified patron type in order to have more accurate reporting.

This is a more in-depth look at the type of requests placed, that you do not get from the Requests by Department and User Status report from the Borrowing Reports page.
Jen Stegen is a member of the CARLI Resource Sharing Committee and she is the Interlibrary Loan Librarian at Loyola University. She provided the information for this section of the webinar, and she has shared some of the custom reports that she runs in Access using ILLiad data. Jen is monitoring chat, so if you have questions during this section please put them in chat. She will do a much better job answering them than I will.

Jen worked with the IT department at Loyola in order to set up the SQL server to allow her to create custom queries for ILLiad data. This process is complex to set up. You have to set up an Open Database Connectivity, or ODBC, link to the ILLiad database.

Loyola is a self-hosted ILLiad site, and there is an additional layer of complication with hosted ILLiad sites in setting up this type of custom reporting.
Jen uses Access 2013, and her Access Query to generate the ILL by Call Number report.

Jen runs this report quarterly
This data is used to show titles being requested through interlibrary loan. It can be arranged/filtered by a variety of ways, for example, patron status, department, or call number.

This data is used by Interlibrary loan, subject specialists, and administration.

This report uses the custom searching in ILLiad, so any field can have a report generated.

Jen uses this as a backup for tracking items charged via ILLiad.
The Purchase on Demand Access Query is used to provide a list of all titles purchased for the collection through the Purchase on Demand service.
This service is available only to faculty at Loyola, and all requests are filtered to a Purchase on Demand custom queue. The option on the request form to recommend if they want the book to be purchased is defaulted to yes. All the requests are processed by Jen.

Requests are submitted through ILLiad and if the request meets the criteria of being published in the last 15 Years and available via Amazon Prime at a reasonable price, then it is then purchased for the permanent collection.

The service provides great PR for the library and it also helps fill in gaps in the collection.

This data is used by subject specialists, acquisitions, cataloging, interlibrary loan, administration, and faculty.
Loyola Libraries have 4 campus locations, and there is intercampus delivery of items. Staff and Student Workers are pulling and scanning material at all locations.

The Main Library, Downtown Library, and Law Library all maintain print journal collections. The Health Sciences library uses electronic delivery only.

This report shows the monthly statistics by location for September 2016.
Marcella and I hope that you found information in this presentation useful, and that we have given you some ideas for ways to use your WorldShare or ILLiad data in the future.

When presenting data it is important to help paint a picture of the story the data is telling. By visually representing data it makes it easier to explain staff time to stakeholders that may not understand how interlibrary loan works.

NLU is on the quarter system, so our term began in September. From September to October my two staff processed 645 total borrowing requests and 939 lending and document delivery requests. This data does not include Borrowing and Lending for I-Share for October, because that data is not available until the 15th of the following month.

I wanted to take a snapshot of what I found to be the busiest two month period for interlibrary loan at my institution, and present that alongside pictures of how my staff and I decorated the library space at Wheeling to create a fun learning environment for Halloween.

This can help people connect the number or requests submitted to the staff that process all of those requests, and can help illustrate that even during a busy time for interlibrary loan the staff still was able to work together creatively to enhance the library space.
If you have any questions please type them in chat and we will do our best to answer them.

We have provided links to the support pages for WorldShare and ILLiad.

If you are doing anything interesting with WorldShare or ILLiad data that we did not discuss today, please feel free to share your expertise on the CARLI Resource Sharing Interest Group listserv

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