ILL Improvements 2022 Project Report

Summary

Library staff worked to optimize the library's new Interlibrary Loan system in order to reduce turnaround time for requests and to improve patron satisfaction. The project saw significant gains in patron satisfaction, and some improvement of turnaround time.

Overview

Patron satisfaction survey results, old ILL system (Spring 2021) vs. new ILL system (Fall 2022)	2021	2022
	Strongly agree	
The items I requested came quickly	27.27%	70.37%
Placing my request was easy and convenient	18.18%	88.89%
I was kept up to date about the status of my request	27.27%	62.96%
Overall, I was satisfied with NSC's interlibrary loan services	36.36%	81.48%

Patron satisfaction survey, pre- and post-Tipasa ILL implementation

Highlights

- Patron satisfaction with our new ILL system, Tipasa, is significantly higher than with ILLiad
- Average turnaround time for book requests decreased by more than 2 days, from an average of 11.6 days to 9 days
- Our "Held by your Library" (Document Delivery) counts have increased dramatically from when we first implemented Tipasa: Article requests flagged as already held by NSC went up 25%. We believe this increase is due to changes which enabled the ILL system to more readily detect NSC's holdings. Better detection of holdings can lower the costs of ILL borrowing for our library.

Stakeholders

Kelly Lutz, Responsible
Justine Kae Penkalski, Responsible