

GAELIC/SALIT INTERLENDING PROJECT

UNFILLED INTERLENDING REQUESTS AND RELATED MATTERS

NOTES TO READ WITH THE ANNEXURES

Annexure 1

List of library sites and their JC codes

Library sites are grouped together under the current institutions. It must be remembered that most of these groupings did not exist in February – April 2004. The JC code of each site is also given. In some of the annexures, where space was a problem, the JC codes were used to refer to library sites. It is therefore necessary to familiarize yourself with the codes used for your institution.

Annexure 2 & 3

Requests placed to, or received from national libraries and fill rate

Annexure 2 refers to the number of new requests placed to national libraries and the number of documents received. All GAELIC library sites are listed in order to benchmark your library

Annexure 3 refers to the number of new requests received from national libraries and the number of documents that your library has supplied.

The fill rate or success rate was calculated for both the requesting and supplying actions. The fill rate is one of the indicators to measure your library's performance and training needs.

Annexure 4 & 5

Grouping of libraries according to size - Number of requests placed or requests received

Referring to the number of requests placed or received, we grouped all the library sites as large (more than 100 requests handled during the test period), medium (300-999 requests handled), and small 0– 299 requests handled). Librarians can once more benchmark their library sites with other libraries.

The number of libraries for each grouping is given as well as the fill rate. The turn-around times, another indicator of a library's performance is also given. In the case of the supplying libraries, the number of unfilled requests was added. This is a negative performance indicator, as it reflects on the number of requests that were not attended to in the stipulated time.

Annexure 6 & 7

Grouping of libraries according to fill rate

In this case libraries were grouped according to their fill rate (success rate in obtaining of supplying documents). The number of libraries within each fill rate grouping is given, as well as the turn-around time. Each library site is listed for benchmarking purposes. On the supplying side the expired requests were once more listed.

Annexure 8 & 9

Growth in interlending requests within the GAELIC environment

The annexures containing data with regard to the growth of documents, contains the number of **filled** requests, books and articles separately, for each library site for 1999 and 2005. Benchmarking is once more possible.

Annexure 10

Reasons most used for unfilled requests

The list of reasons for unfilled requests, as used by interlending staff on the ReQuest program, is supplied with the number of unfilled requests during the test period for each library site.

Annexure 11 & 12

Reasons for unfilled requests

Two comprehensive tables listing all library sites with the reasons for unfilled requests from the requesting and supplying point of view. These tables can once more be used for benchmarking purposes.

Annexure 13

Turn around time

The turn around times for all library sites and for both the requesting and supplying point of view, have been calculated. Sabinet Online has placed the filled documents (books and articles separately) within groupings of days. These groupings of days are also reflected on the table. For benchmarking purposes we have calculated the average percentages of requests filled within the different groupings of days, as well.

Annexure 14

Problems encountered at the library sites

The project team has visited most of the GAELIC library sites. We have asked the interlending staff to list the problems at each site. We have grouped these problems and listed them for perusal by library management.