

Study of Average Interlibrary Loan Transactions 2001-2002

Total # of Interlibrary Loan(ILL) Transactions 2001-02	798	
Base salary of Library Assistant 3 Circulation/Reference	\$27,083	
Salary with 30% benefits	\$35,207	
Per hour staff costs, including benefits	\$18.00	
ILL network access charges in 2002	\$1800	
Return postage charges (est. \$2 per item)	\$1600	
Approximate time to process one ILL material	50-60 minutes	
• Receiving form from patron and ensuring that it is filled out properly	2-3 minute	
• Looking up material in database	5-15 minutes (occasionally longer)	
• Printing and filing paperwork(pre-arrival)	3 minutes	
• Receiving material, updating database and in-house paperwork, preparing for patron checkout	15 minutes	
• Updating database, complete in-house paperwork Preparing for shipment back to lending library	15 minutes	
Average Cost per hour of ILL staff time (\$35,207/1950 hours)	\$18	
Average Cost for ILL network access per request (\$1800/798 items)	\$2.25	
Average Cost for return mailing ( \$1600/798 items)	<u>\$2.00</u>	
	Total	\$22.25 per item