**FAU LIBRARIES**

**ILL WORK FLOW ASSESSMENT STUDY**

**REPORT ON RESULTS**

**Submitted by:**

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**Introduction and Methodology**

The ILL work flow assessment study began in 2009-2010 and ended in the spring of 2010-2011 when the first phase of the study was completed. This phase documented current work flow processes, position responsibilities, any changes made since the study began, and turnaround times. Each ILL staff member was interviewed to record responses to questions about position responsibilities and to complete the editing and creation of the work flow diagrams. A total of five work flow diagrams were created. The lending, borrowing, and document delivery flow diagrams were based on the OCLC ILLIAD Processing Flowcharts from the Atlas Systems, Inc. web site at <http://www.atlas-sys.com/documentation/illiad/> . The work flow diagrams for RAPID, and Uborrow were created by ILL staff members. Additionally, we collected and analyzed turnaround times for 2009-2010 and 2010-2011, as recorded in ILLIAD and OCLC. An attempt was made to compare the overall turnaround times with other Florida university libraries (UF, UCF, and FGCU), but the time period for the data recorded was not the same, so a later comparison will need to be made.

**Data Summary**

The turnaround times for articles, loans and electronic delivery, as recorded in ILLIAD for the period May 15, 2009-May 15, 2010 and May 15, 2010-May 15, 2011, were compared and there was a slight improvement of 1.24 days for articles, 1.02 days for loans, and 1.23 days for electronic delivery. Unfortunately, as far as the OCLC usage statistics the recorded periods were different for 2009-2010 and 2010-2011, but the average for a twelve month period for “filled” requests was 8.33 days for 2009-2010 and 8.65 days for 2010-2011, which is a slight increase in turnaround time. Additionally, the data for turnaround time from UF, UCF, and FGCU was from 2007-2008, so a comparison could not be made, but we will need to make this comparison in the future.

**Program Improvement**

Copies of the five work flow diagrams were given to Troy Christenson, the new ILL Librarian, to help him understand the situation as it now exists. However, in order to bring about improvements in turnaround times the following recommendations are being made:

* Make and document changes in the work flow processes and/or position responsibilities and reassess for improvements in turnaround time.
* Collect data from UF, UCF, and FGCU, for the same periods as the data collected for FAU and draw comparisons.