

## What is Interlibrary Loan (ILL)?

Interlibrary Loan (ILL) is a transaction where a library requests to borrow from another library. The majority of materials shipped through the Statewide Delivery (South Central Delivery System) are managed through ILL.

## Who may use Interlibrary Loan?

Interlibrary Loan is a borrowing privilege available to residents of the counties within the library system.

## What kinds of materials can be borrowed through ILL?

ILL requests are accepted for most items that are not found in your library catalog. It includes books, videos, audiobooks, CD's, magazines, microfilm, and other materials. Every library system has different conditions on what they lend.

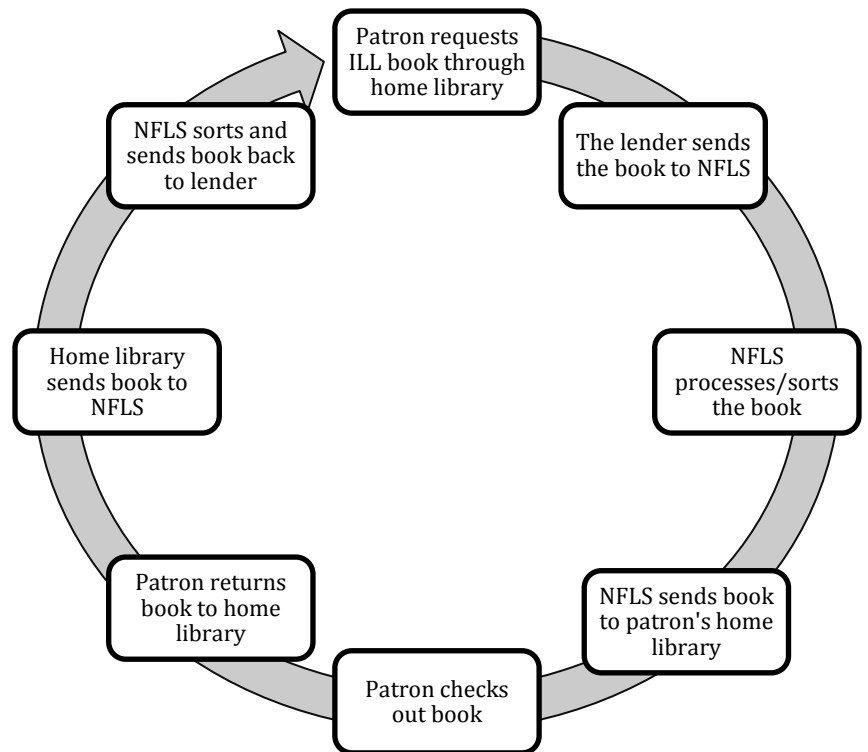
## How much does ILL cost?

ILL is generally free for the patron borrowing the item. If an item is late, lost, or damaged, fees could occur. The borrowing library is responsible for these fees and may pass them onto their patron.

## How does ILL Work?

The user makes a request with their home library, which, acting as an intermediary, identifies libraries with the desired item, places the request, receives the item, makes it available to the user, as well as arranges for its return. The lending library usually sets a due date and overdue fees of the material borrowed.

NFLS acts as an intermediary for some of these services (see below for more information on this). To the right is a chart of the average cycle of an ILL item.



## How long will it take to receive my ILL request?

Delivery of ILL items can take from 2 - 6 weeks depending on the location of the item, its availability at the lending library and the lending library's response time. Because the process is dependent upon responses from other institutions and delivery systems, delivery time may vary greatly. Some materials, e.g. items that are difficult to locate, may take considerably longer than average. Some items may never become available for borrowing. Some items are not available to be delivered through one of the delivery systems, so they must be mailed to NFLS.

NFLS libraries vary in the days and hours they are open. Some libraries are only open once a week; others may be open daily but only do ILL work once or twice a week. These factors also affect delivery times.

(Over)

## NFLS Area Resources and Access Resources

**Catalogs** - The NFLS service area includes public and school libraries. Brown County Library is NFLS's resource library and they have their own catalog and the College of Menominee Nation also has their own catalog. All of the other libraries in the system use a shared catalog with the Outagamie Waupaca Library System (OWLS) called InfoSoup.

**Delivery Services** - NFLS sorts and delivers items sent in-between NFLS libraries (e.g. Oconto to Marinette) and receives and sorts items from outside of the system by using the following delivery methods:

**Waltco** - NFLS hires a private courier to sort and deliver items. They provide this service to all of the larger libraries five days a week and 1-3 days a week for the smaller libraries, depending when they are open. NFLS receives a daily delivery from Waltco, which serves all of the NFLS counties.

**Minitex** - NFLS receives a daily delivery from Minitex, a network that serves libraries in Minnesota, North Dakota, and South Dakota.

**South Central** - NFLS receives a delivery four days a week from the South Central Delivery Service, which delivers items from all sixteen library systems in Wisconsin.

**Mail** – NFLS may also receive an out-of-state ILL item in the mail. The average cost to mail an ILL item through the U.S. Postal Service is \$2.53.

### PLSR Findings – ILL Costs

The Public Library System Redesign Project (PLSR) has averaged the per stop regional delivery costs. This average cost was based on:

1. The total 2017 budgeted delivery costs for each of the current public library systems in Wisconsin.
2. The total number of stops each system reported that it makes to each member library and other types of libraries the system provides delivery to on a regular weekly basis.

The cost per stop is very similar across the state whether a system operated in-house delivery service (sorted and moved from library to library within the system) or contracted with a private courier (vendor, like Waltco).

	<b>Total Delivery Cost</b>	<b>Total # of Annual Delivery Stops</b>	<b>Average per Stop Delivery Cost</b>
In-house	\$1,515,073	54,340	\$27.88
Vender	\$1,449,738	52,529	\$27.60

Based on this information, the delivery workgroup came up with an average cost of \$29.00 and has proposed a model that consists of 8 regions.

	<b>Annual Public Library Stops</b>	<b>Annual Non-Public Library Stops</b>	<b>Total Public Library Costs</b>	<b>Total Non-Public Library Cost</b>	<b>Total Regional Costs</b>
Region 1	4,732	312	\$137,228	\$9,048	\$146,276
Region 2	9,412	988	\$272,948	\$28,652	\$301,600
Region 3	7,228	208	\$209,612	\$6,032	\$215,644
<b>Region 4</b>	<b>12,697</b>	<b>1,352</b>	<b>\$368,213</b>	<b>\$39,208</b>	<b>\$407,421</b>
Region 5	7,904	1,508	\$229,216	\$43,732	\$272,948
Region 6	15,392	2,340	\$446,368	\$67,680	\$514,228
Region 7	23,920	12,220	\$693,680	\$354,380	\$1,048,060
Region 8	21,372	3,692	\$619,788	\$107,068	\$726,856

**Nicolet Federated Library System is Region #4 in this model**

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