

Table 5: What are your average turnaround times for the following services? Broken out by Public or Private Status

Table 5.1 • Turnaround Time for Borrowing - Article Requests (in Days)

Public or Private Status	Mean	Median	Minimum	Maximum
Public	2.80	2.85	0.38	6.00
Private	3.19	2.74	0.05	14.00

Table 5.2 • Turnaround Time for Borrowing - Book Requests (in Days)

Public or Private Status	Mean	Median	Minimum	Maximum
Public	5.70	5.00	0.38	14.00
Private	6.46	7.00	1.50	14.00

Table 5.3 • Turnaround Time for Lending - Article Requests (in Days)

Public or Private Status	Mean	Median	Minimum	Maximum
Public	1.36	1.00	0.17	4.00
Private	1.36	1.00	0.50	4.00

Table 5.4 • Turnaround Time for Lending - Book Requests (in Days)

Public or Private Status	Mean	Median	Minimum	Maximum
Public	2.49	1.00	0.21	21.00
Private	2.43	1.56	0.50	9.00

Table 5.5 • Turnaround Time for Lending - Videos (in Days)

Public or Private Status	Mean	Median	Minimum	Maximum
Public	2.28	1.25	0.21	14.00
Private	2.25	1.25	0.50	7.00

CHAPTER 2: SHIPPING

Table 7.1: How much did the library spend in the last year for which you have records on shipping and courier fees related to interlibrary loan? (in \$US)

	Mean	Median	Minimum	Maximum
Entire Sample	\$11,253.91	\$3,600.00	\$95.00	\$72,600.00

Table 7.2: How much did the library spend in the last year for which you have records on shipping and courier fees related to interlibrary loan? Broken out by Country (in \$US)

Country	Mean	Median	Minimum	Maximum
United States	\$11,796.02	\$3,600.00	\$95.00	\$72,600.00
Other	\$6,646.00	\$3,045.50	\$1,281.00	\$19,212.00

Table 7.3: How much did the library spend in the last year for which you have records on shipping and courier fees related to interlibrary loan? Broken out by Total Student Enrollment (in \$US)

Total Student Enrollment	Mean	Median	Minimum	Maximum
Less than 2,500	\$3,983.91	\$2,000.00	\$95.00	\$19,212.00
2,500 to 7,500	\$8,798.30	\$4,750.00	\$100.00	\$43,000.00
More than 7,500	\$19,191.65	\$5,000.00	\$250.00	\$72,600.00

Table 7.4: How much did the library spend in the last year for which you have records on shipping and courier fees related to interlibrary loan? Broken out by Public or Private Status (in \$US)

Public or Private Status	Mean	Median	Minimum	Maximum
Public	\$13,978.46	\$4,500.00	\$95.00	\$72,600.00
Private	\$7,076.27	\$3,200.00	\$573.78	\$43,000.00

Table 7.5: How much did the library spend in the last year for which you have records on shipping and courier fees related to interlibrary loan? Broken out by Carnegie Class (in \$US)

Carnegie Class	Mean	Median	Minimum	Maximum
Community College	\$1,912.67	\$1,100.00	\$100.00	\$5,926.00
4-Year College	\$9,425.00	\$4,600.00	\$500.00	\$43,000.00
MA or PHD Granting College	\$4,882.88	\$4,245.00	\$573.78	\$15,000.00
Research University	\$30,559.74	\$27,657.48	\$95.00	\$72,600.00

Table 19.1: Does your state borrowing network identify net lenders and perform load levelling?

	No Answer	Yes	No
Entire Sample	11.76%	29.41%	58.82%

Table 19.2: Does your state borrowing network identify net lenders and perform load levelling? Broken out by Country

Country	No Answer	Yes	No
United States	8.33%	33.33%	58.33%
Other	37.50%	0.00%	62.50%

Table 19.3: Does your state borrowing network identify net lenders and perform load levelling? Broken out by Total Student Enrollment

Total Student Enrollment	No Answer	Yes	No
Less than 2,500	9.09%	27.27%	63.64%
2,500 to 7,500	4.76%	28.57%	66.67%
More than 7,500	20.00%	32.00%	48.00%

Table 19.4: Does your state borrowing network identify net lenders and perform load levelling? Broken out by Public or Private Status

Public or Private Status	No Answer	Yes	No
Public	16.22%	32.43%	51.35%
Private	6.45%	25.81%	67.74%

Table 26.1: By what aggregate percentage has your library's electronic document delivery cumulatively changed over the past three years?

	Mean	Median	Minimum	Maximum
Entire Sample	37.10%	10.95%	-48.00%	200.00%

Table 26.2: By what aggregate percentage has your library's electronic document delivery cumulatively changed over the past three years? Broken out by Country

Country	Mean	Median	Minimum	Maximum
United States	39.21%	14.95%	-48.00%	200.00%
Other	21.25%	5.00%	0.00%	75.00%

Table 26.3: By what aggregate percentage has your library's electronic document delivery cumulatively changed over the past three years? Broken out by Total Student Enrollment

Total Student Enrollment	Mean	Median	Minimum	Maximum
Less than 2,500	35.82%	8.45%	0.00%	150.00%
2,500 to 7,500	48.77%	20.00%	0.00%	200.00%
More than 7,500	32.67%	10.00%	-48.00%	200.00%

Table 26.4: By what aggregate percentage has your library's electronic document delivery cumulatively changed over the past three years? Broken out by Public or Private Status

Public or Private Status	Mean	Median	Minimum	Maximum
Public	28.92%	10.00%	-48.00%	200.00%
Private	50.30%	11.89%	-13.00%	200.00%

Table 30: Interlibrary loan is under auspices of which department(s)? Broken out by Country

Table 30.1 ILL is under the Auspices of the Reference Department

Country	No Answer	Yes	No
United States	6.67%	15.00%	78.33%
Other	25.00%	0.00%	75.00%

Table 30.2 ILL is under the Auspices of the Circulation Department

Country	No Answer	Yes	No
United States	6.67%	16.67%	76.67%
Other	25.00%	0.00%	75.00%

Table 30.3 ILL is under the Auspices of the Access Services Department

Country	No Answer	Yes	No
United States	6.67%	36.67%	56.67%
Other	25.00%	0.00%	75.00%

Table 30.4 ILL is under the Auspices of the Document Delivery Services Department

Country	No Answer	Yes	No
United States	6.67%	6.67%	86.67%
Other	25.00%	62.50%	12.50%

Table 30.5 ILL is under the Auspices of the Technical Services Department

Country	No Answer	Yes	No
United States	6.67%	16.67%	76.67%
Other	25.00%	12.50%	62.50%

Table 30.6 ILL is under the Auspices of the Collection Development Department

Country	No Answer	Yes	No
United States	6.67%	3.33%	90.00%
Other	25.00%	0.00%	75.00%

Table 30.7 ILL is under the Auspices of another Department

Country	No Answer	Yes	No
United States	6.67%	16.67%	76.67%
Other	25.00%	0.00%	75.00%

CHAPTER 9: PERSONNEL**Table 46.1: What is the total number of FTE positions in your ILL/DD/EDD staff?**

	Mean	Median	Minimum	Maximum
Entire Sample	2.49	1.50	0.00	27.00

Table 46.2: What is the total number of FTE positions in your ILL/DD/EDD staff? Broken out by Country

Country	Mean	Median	Minimum	Maximum
United States	1.94	1.30	0.00	9.00
Other	7.33	4.00	1.00	27.00

Table 46.3: What is the total number of FTE positions in your ILL/DD/EDD staff? Broken out by Total Student Enrollment

Total Student Enrollment	Mean	Median	Minimum	Maximum
Less than 2,500	0.85	1.00	0.00	1.50
2,500 to 7,500	1.76	2.00	0.00	3.25
More than 7,500	4.82	3.50	1.00	27.00

Table 46.4: What is the total number of FTE positions in your ILL/DD/EDD staff? Broken out by Public or Private Status

Public or Private Status	Mean	Median	Minimum	Maximum
Public	2.66	2.00	0.00	9.00
Private	2.27	1.00	0.00	27.00

Table 52.1: What is your current annual budget for ILL DD/EDD operations, excluding staff costs, but including automation, copyright, materials and other operating costs? (In \$US)

	Mean	Median	Minimum	Maximum
Entire Sample	\$30,601.40	\$15,000.00	\$0.00	\$260,000.00

Table 52.2: What is your current annual budget for ILL DD/EDD operations, excluding staff costs, but including automation, copyright, materials and other operating costs? Broken out by Country (in \$US)

Country	Mean	Median	Minimum	Maximum
United States	\$29,241.59	\$8,400.00	\$0.00	\$260,000.00
Other	\$40,573.33	\$25,660.00	\$24,015.00	\$72,045.00

Table 52.3: What is your current annual budget for ILL DD/EDD operations, excluding staff costs, but including automation, copyright, materials and other operating costs? Broken out by Total Student Enrollment (in \$US)

Total Student Enrollment	Mean	Median	Minimum	Maximum
Less than 2,500	\$4,975.71	\$2,500.00	\$0.00	\$24,015.00
2,500 to 7,500	\$26,045.45	\$15,000.00	\$0.00	\$75,000.00
More than 7,500	\$63,386.43	\$25,660.00	\$10,000.00	\$260,000.00

Table 52.4: What is your current annual budget for ILL DD/EDD operations, excluding staff costs, but including automation, copyright, materials and other operating costs? Broken out by Public or Private Status (in \$US)

Public or Private Status	Mean	Median	Minimum	Maximum
Public	\$34,750.59	\$15,000.00	\$0.00	\$260,000.00
Private	\$21,784.38	\$5,400.00	\$0.00	\$72,000.00

Table 52.5: What is your current annual budget for ILL DD/EDD operations, excluding staff costs, but including automation, copyright, materials and other operating costs? Broken out by Carnegie Class (in \$US)

Carnegie Class	Mean	Median	Minimum	Maximum
Community College	\$3,108.33	\$2,050.00	\$0.00	\$10,000.00
4-Year College	\$31,669.17	\$24,507.50	\$0.00	\$72,000.00
MA or PHD Granting College	\$14,932.50	\$15,000.00	\$0.00	\$35,000.00
Research University	\$135,681.67	\$75,000.00	\$72,045.00	\$260,000.00