

# Cost-Saving Ideas from Southern UC ILL Meeting

March 24, 2009: UC San Diego

- Charge patrons for borrowing services
  - Flat, nominal fee (e.g., \$5/request) to limit “frivolous” requests
  - Likely start with select user groups like undergrads, continuing to offer free service to grads and faculty as long as possible
    - Or assess a “no pick-up fee” when ILLs are obtained but not picked-up by requesters
    - Assess fees for recreational reading, DVDs, etc. or more closely monitor and limit ILL for recreation materials
- Raise lending charges
  - UCLA currently conducting a year-long cost study to shed light on all of its costs and to identify places to save
  - Return items in the cheapest manner, if tracking and insurance are not essential
  - Increase fees for international lending to cover shipping costs
    - UCLA charges \$21 plus shipping for international lending requests, but still gets lots of requests
    - UCI recently raised its international lending fees from \$10 to \$40, which has limited the number of requests it has received
- Investigate domestic and international shipping costs with USPS, UPS, and FedEx to ensure use of the most cost-effective method
  - Consider using USPS flat-rate priority envelopes for materials to Canada (\$12)
  - Beware of added fees such as those for corrected addresses
- Document Delivery Service
  - Reduce deliveries of local materials (UCI recently limited its delivery of local and ILL materials to faculty offices from 5x/week to 3x/week), some were upset, but no major outcry; some back-ups on delivery days now, but still saving on GA
  - Limit paging of local requests
  - Consider canceling local document delivery services, as UCSC did as of 3/23/09 (with faculty outcry)
- Close or consolidate ILL public service desks
  - UCI recently did this, instead relying on a on-call schedule for ILL staff from 8 am to 5 pm daily to provide specialized user assistance as needed
  - UCLA consolidated ILL units years ago by absorbing the Science unit with the Biomed one
- Streamline processes whenever possible (i.e. combine ILL paging with Circ paging; streamline check-in process)
- Make the most effective use of student GA – including training students to take on some staff duties if possible
  - SRLF relying more heavily on students now than previously, particularly for busy work
- Purchase (via Amazon, Alibris, & other vendors) rather than borrow when purchase is the most cost-effective method of obtaining an item; have items sent directly to the patron to keep if items don’t need to be added to the collection
- Utilize bookband printing functionality within VDX whenever possible to avoid costs for printing through a third party such as Campus Imprints

- Ideally, VDX would create on-the-fly records for us automatically (a CDL task); Sherry watching Orbis Cascade Alliance for progress on this
- Ensure the most effective and streamlined use of VDX; seek CDL help in finding ways to eliminate unnecessary or duplicative steps whenever possible
- ILL for items on Reserve
  - UCLA ordering items on Reserve for faculty and grad in humanities and in the research library, but not in the professional schools, even paying for this when they need to go outside UC for the items
  - Others limiting or restricting ILL for items on Reserve when such requests can easily be identified and denied
- Investigate purchase of mailing, shipping, and other supplies at the system-wide/CDL level to better negotiate bulk rate costs
  - Investigate the most cost-effective vendors for supplies
  - Recycle boxes and shipping/packaging materials as much as possible
- Outsource ILL tasks to other library staff, perhaps through formal or informal partnerships with staff in Reserves or other units during parts of the term when staff in those areas are less busy
  - UCR is considering combining its electronic reserves and document delivery operations to maximize student scanning time/tasks
- Pursue addition of an automatic book or library fee to quarterly student registration fees
  - Or textbook fees per class could be automatically added to student registration fees, so that students would get the book with registration and would then lessen the requesting of items on Reserve through ILL
- Expand consortial agreements, particularly with carefully selected, larger consortia from which we would benefit (those that have materials UC is likely to want)
  - UCR is a net lender on the LinkPlus consortium, but the process (within the circulation module, not VDX) is more efficient than that for ILL
- Limit the number of requests patrons can make (per day, week, month, term, or year)