



**CITY OF MONROVIA
LIBRARY BOARD
AGENDA REPORT**



DEPARTMENT: Community Services
Library Division

MEETING DATE: February 27, 2014

PREPARED BY: Carol Kampe, Librarian II,
Adult Services

AGENDA LOCATION: AR -1

TITLE: Interlibrary Loan Fee and Revenue Analysis

OBJECTIVE: To provide the Library Board with an evaluation of the Interlibrary Loan fee and revenue.

BACKGROUND: Interlibrary Loan (ILL) is a service allowing one library to loan materials to, or borrow materials from, another library anywhere in the country. Its purpose is to expand the range of available materials to a community whose library, either by size or specialty, may not have an item in its collection.

The California State Library mandates the service for libraries receiving money through the State Library. Monrovia Library is also a member of the Southern California Library Cooperative (SCLC), a resource sharing network of 40 libraries. Membership in SCLC provides delivery service for materials between member libraries. Library loans outside SCLC rely on mail delivery service.

Additionally, the Library subscribes to the Online Computer Library Center (OCLC) database service, the loaning network of worldwide library holdings. Once an item is found in OCLC, a request can be made from up to 10 libraries. OCLC allows Monrovia Library to borrow materials and allows other institutions to ask for loans of Monrovia's materials. The cost of returning the material is the responsibility of the borrowing library and the cost of sending the material is the responsibility of the loaning library. Staff strives to keep the costs down by using the SCLC delivery system or using the media mail/book postal rate.

Three years ago, the Library Board approved a fee increase from \$1 to \$5 to cover an increase in cost for searching the shared database, postage and materials used.

ANALYSIS: For fiscal year 2012-13 the Library had 10 interlibrary loan requests from Monrovia Library patrons with 4 titles supplied by SCLC libraries and 4 titles supplied by non-SCLC libraries, leaving two requests unfilled (filled in FY 2013-14). Staff received 220 requests from other libraries and filled 41 SCLC loans and 28 non-SCLC loans.

Staff continues to give more effective service by locating popular titles at nearby libraries. This is very important to patrons who need their titles more quickly than ILL service can deliver, or who want materials ILL service does not provide, like new books, DVDs and CDs. With the introduction of e-books, patrons also have more access to titles they're searching for without relying on ILL.

Twenty-seven SCLC member libraries charge flat fees for Interlibrary Loan. The table below breaks down those fees. Interestingly, two libraries charge a flat fee of \$2 and one charges \$3, and all three charge \$5 if the item is not picked up. The table below gives fees from our nearest neighbors to the West and East. The average ILL fee is \$3.37.

AR-1

ILL Fees	Number Libraries
\$ 1.00	0
\$ 2.00	11
\$ 3.00	8
\$ 5.00	7
\$10.00	1

Local Area Libraries	Fee
Arcadia	\$3.00
Los Angeles County	\$3.00 *increase of \$1.00
Pasadena	\$2.00
San Marino	\$5.00 *increase of \$2.00
Covina	\$3.00

ENVIRONMENTAL IMPACT: There is no environmental impact associated with this report.

FISCAL IMPACT: In 2010 Staff presented a report, and the Library Board approved the Staff recommendation to increase ILL fees from \$1 to \$5 to offset the cost for searching the shared database, postage and materials. The following chart illustrates a decline in the number of ILL requests and revenue generated.

	Fiscal Year 2011-12	Fiscal Year 2012-13
Number of MPL patron requests	16	10
Fees collected	\$ 80.00	\$50.00
Postage	\$142.23	\$85.08
Supplies	0	0
Net	-62.23	-35.08

In order to break even on postage last year, the Library would have had to charge \$8.51 per title.

STAFF COMMENTS: Some patrons have expressed surprise at the \$5 fee and take advantage of Staff offers to search for materials at nearby libraries. Some calculate the cost of driving to and from another area library and realize the ILL service is more cost effective and convenient. Patrons whose requests require access to university libraries or out-of-state institutions are willing to pay the fee. For those patrons needing more obscure titles or items found only in university libraries, ILL service remains a reliable resource. Staff views ILL as a service and not a revenue stream and recommends maintaining the existing fee.

OPTIONS: The Library Board has the following options to consider:

1. Maintain the existing \$5 fee.
2. Direct Staff to decrease or increase the fee.
3. Direct Staff to investigate other options.

RECOMMENDATION: Staff recommends the Library Board move to approve option number one as outlined in this report.

LIBRARY BOARD ACTION REQUIRED: If the Library Board concurs, the appropriate action would be a motion to: ***Approve option number one, maintain the existing \$5 fee.***