

BONUS

Books Of Nsw Universities



CAUL Hot Topic
September 2007

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Purpose - MOU

- UNISON (NSW) sponsored a pilot study to investigate unmediated monograph requesting
- Level of usage and availability of resources
- Client satisfaction with the service
- Possible reduction of duplication across collections
- Comparison of the costs: User initiated vs ILL
- Flexibility of resource delivery to distance education students

Background

- first INNReach system in Australia, first combining Innovative and Ex Libris systems
- July 20, 2005 live with UNEWC, UTS, CSU
- UNSW participated for 2006 academic year
- system named BONUS Books in NSW Universities
- 2 year pilot study in resource sharing UTS, U. of Newcastle, UNSW, CSU/UNILINC

Features of unmediated requesting

- Ease of use – option to search local or union catalogue
- Pickup location nominated by patrons
- INNReach system automates decision about selecting from available copies (based on availability and load balancing)
- Greater resource sharing opportunities
- Lower cost

Unique titles contributed

Records contributed to BONUS at December 2006		Unique titles	% Unique
		TOTAL	74.65%
CSU	413,047	211,759	51%
UNEWC	317,194	229,984	72%
UNSW	516,006	313,944	60%
UTS	415,098	236,338	56%

Marketing and publicity

- Icons on website and catalogue
- Postcards, bookmarks, posters and flyers for distribution in training sessions, at service points
- Advertise on plasma screens
- New semester induction training, library tours, database and subject-based training, hands on classes
- Student rovers, student newsletters, student bodies
- Publicise to **academic staff** as an “enhanced, value-added service” at induction and liaison sessions
- ILL service point

Requesting

- available to all staff, students of participating libraries, ULA registered borrowers
- clients place requests directly online
- system selects an available copy
- clients select registered institution and pickup location
- clients authorised in verification screen

Search BONUS central catalogue

BONUS Catalogue

combined holdings of books from the libraries of the University of Newcastle, University of Technology Sydney, and Charles Sturt University.



[Tell us what you think about BONUS](#). Please take a few moments to complete our survey.

Search the BONUS Catalogue

Keyword ▾

Submit Search

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[Title](#)

[Author/Title](#)

[Subject](#)

[Keyword](#)

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Sponsored by [UNISON](#) and [Sun Microsystems Inc.](#)

Search local OPAC click BONUS icon





UTS: LIBRARY



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Search BONUS: selected material from Charles Sturt University; University of Technology, Sydney and the University of Newcastle

TITLE

No matches found; nearby TITLES are:

[Result Page](#) [Prev](#) [Next](#)

Save

- [Assessing Health Need Using The Life Cycle Framework](#)
- [Assessing Health Needs Putting Policy Into Practice](#)
- [Assessing Health Risks To Deployed U S Forces](#)
- [Assessing Heritage Significance](#)

Year

1993

2001

c2000

c2001

Your entry **assessing ill** would be here -- [Search as Words](#)

direct to BONUS, no rekeying needed

BONUS Catalogue



(Search History) ▾

TITLE ▾

assessing ill

System Sorted ▾

Search

Result page:

◀ Previous

Next ▶

Author

[Jackson, Mary E](#)

Title

Assessing ILL/DD services : new cost-effective alternatives / Mary E. Jackson ; with Bruce Kingma and Tom Delaney

Published

Washington, D.C. : Association of Research Libraries, 2004

[2 BONUS libraries have this item](#)
[REQUEST THIS ITEM](#)



Requesting

- Requesting of items available for loan in local catalogue not allowed

BONUS Catalogue



Requesting *Delivering digital services : a handbook for public libraries and learning centres* / David McMenemy

You cannot use BONUS to request items that are available at your institution.

Borrowing/lending patterns

- University of Newcastle net borrower
- Charles Sturt University net lender
- UTS and UNSW lending/borrowing ratios have varied

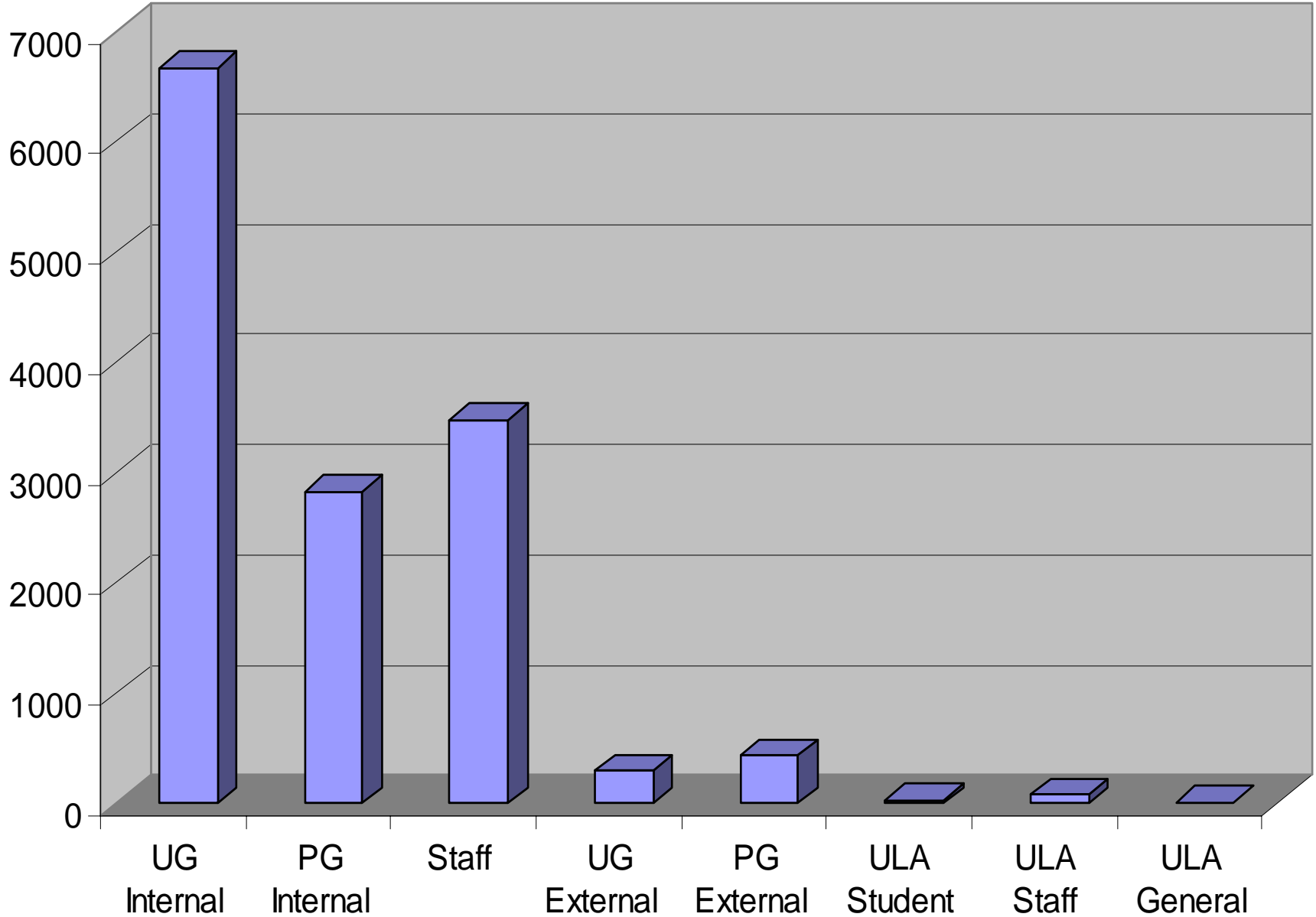
Usage Statistics

- 1,661,345 titles available for loan
- 2,207,996 items available for loan
- 17,113 requests between July 2005 & June 2007
- 7770 items exchanged from March 2006 – September 2006 among 4 libraries (compare with 7633 transactions for Hong Kong HKALL pilot for similar period)

Usage by patron type

- Overall, undergraduate students highest users, followed by staff and postgraduates
- CSU staff were highest borrowers followed by CSU External postgraduates & CSU external undergraduates.
- Low usage by ULA members (University Library Australia borrowing scheme among university libraries)

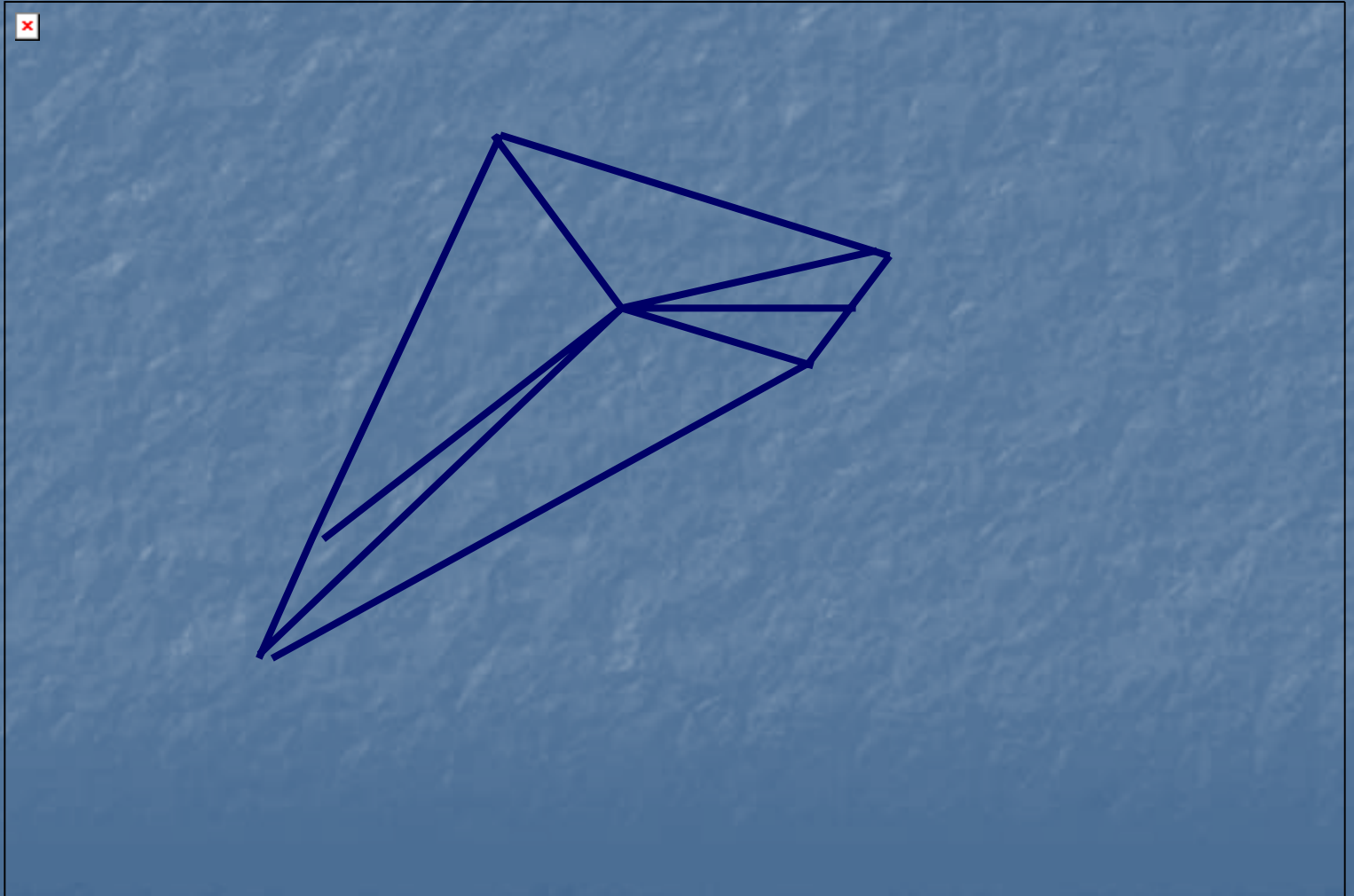
BONUS Client user statistics July 05 - Feb 07



Impact on libraries

- INNReach works very smoothly for Innovative libraries; uploading of changed records to BONUS central server is automatic
- Ex-Libris sites – delay in record loads; short records had to be keyed to lend items at CSU and UNSW.
- Paging, retrieving and lending items works like inter-campus or branch loans
- Items sent through Australia Post
- Delivery is 2-4 days

Connecting CSU, UoN, UNSW, UTS



Analysis and evaluation

- Statistics
 - borrowing vs. lending ratios
 - request fill rates
 - usage by patron types
 - quarterly analysis of record loads by site
- Transaction costs, fill rates and statistics compared with ILL
- Collection usage – percentage of requested items held locally, subject areas
- Client satisfaction – online survey

ILL and BONUS monograph statistics 2004 - 2006

	CSU *		UoN		UTS	
	ILL	BONUS	ILL	BONUS	ILL	BONUS
2006	671	1582	2304	3914	2278	1667
2005 * *	550	546	2675	1111	3124	530
2004	628	0	1988	0	2573	0

* CSU introduced free ILL in 2006

** BONUS July - Dec 2005

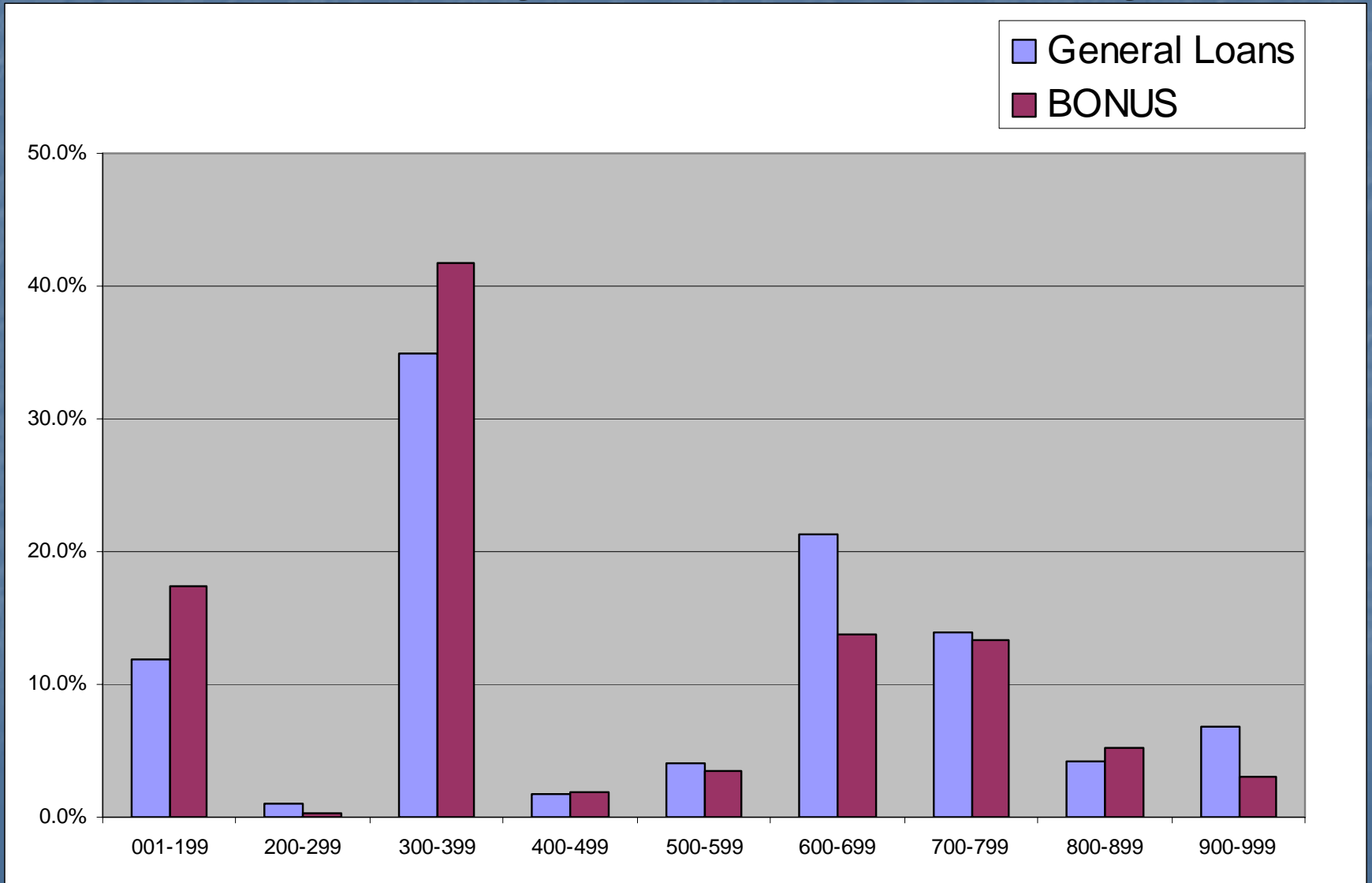
Costs of unmediated/mediated

	Unmediated intercampus loans (UoN)	BONUS Staff/Postage	ILL Staff/Postage
	\$6.00	\$8.16	\$14.97
Fill Rate	98%	84%	92%

Collection usage - UoN

- Analysed 939 outgoing requests
- 330 titles held at Newcastle (35%)
 - 31 titles in Short Loans
 - 10 titles had 3 Day Loan status
 - 11 titles in affiliate libraries eg Teaching Hospitals
 - 5 items not held at the time of the request
 - 5 items had missing status
 - 2 items in Stack (Stack holdings not loaded into BONUS)
 - Remainder? 266 titles on loan when BONUS request was placed

Requests by Discipline May 06



Requests by date of Publication

- April 2006 outgoing requests
 - 41% of requests published since 2000
 - 25% published between 1995-1999
 - 34% published before 1995.

Survey feedback

- As you can see I am a great fan of the BONUS system and use it regularly (academic staff)
- I love BONUS! (postgraduate student)
- More libraries should participate in BONUS. Also, it would be useful to have access to ejournals not available from my library (Undergraduate student)
- I am blown away by the greatness of BONUS as a user and librarian. I've been involved in a union catalogue project with public libraries and wish they would look at BONUS as a model of how it can be done well and effectively (DE postgraduate student)

Conclusions

- System is client friendly and easy to use
- Distance & time have not been a problem due to efficient postal service (Australia Post)
- Increases the availability of items which are already on loan, as well as an alternative to local duplication
- Popular with our Undergraduate students who represent 59% of overall activity
- Marginal reduction in requests for ILLs

Conclusions continued

- Inoperability of the Ex-Libris and III DCB Client resulted in doubling handling for Ex-Libris sites and batch loading of records (NCIP Protocol not implemented)
- Publicity and marketing essential
- Software ideal for III clients - virtually no record maintenance and totally live
- Unit costs Bonus (\$8.16) ILL (\$14.97)
- BONUS Plus (Melbourne, Victoria Uni, Deakin, Ballarat and UTS) from September 2007.

Thanks

Questions?