BONUS

Books Of Nsw Universities

CAUL Hot Topic
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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/UNILNC
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

<table>
<thead>
<tr>
<th>Records contributed to BONUS at December 2006</th>
<th>Unique titles</th>
<th>% Unique</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>TOTAL</td>
<td>74.65%</td>
</tr>
<tr>
<td>CSU</td>
<td>413,047</td>
<td>211,759</td>
</tr>
<tr>
<td>UNEWC</td>
<td>317,194</td>
<td>229,984</td>
</tr>
<tr>
<td>UNSW</td>
<td>516,006</td>
<td>313,944</td>
</tr>
<tr>
<td>UTS</td>
<td>415,098</td>
<td>236,338</td>
</tr>
</tbody>
</table>
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 local OPAC

click BONUS icon
direct to BONUS, no rekeying needed

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

2 BONUS libraries have this item
REQUEST THIS ITEM
Requesting

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

BONUS Catalogue

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).
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
<table>
<thead>
<tr>
<th></th>
<th>CSU *</th>
<th></th>
<th>UoN</th>
<th></th>
<th>UTS</th>
<th></th>
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<tbody>
<tr>
<td></td>
<td>ILL</td>
<td>BONUS</td>
<td>ILL</td>
<td>BONUS</td>
<td>ILL</td>
<td>BONUS</td>
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<tr>
<td>2006</td>
<td>671</td>
<td>1582</td>
<td>2304</td>
<td>3914</td>
<td>2278</td>
<td>1667</td>
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<td>2005</td>
<td></td>
<td>550</td>
<td>546</td>
<td>2675</td>
<td>1111</td>
<td>3124</td>
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<tr>
<td>2004</td>
<td>628</td>
<td>0</td>
<td>1988</td>
<td>0</td>
<td>2573</td>
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</table>

* CSU introduced free ILL in 2006

** BONUS  July - Dec 2005
## Costs of unmediated/mediated

<table>
<thead>
<tr>
<th></th>
<th>Unmediated intercampus loans (UoN)</th>
<th>BONUS Staff/Postage</th>
<th>I LL Staff/Postage</th>
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<tbody>
<tr>
<td>Fill Rate</td>
<td>$6.00</td>
<td>$8.16</td>
<td>$14.97</td>
</tr>
<tr>
<td></td>
<td>98%</td>
<td>84%</td>
<td>92%</td>
</tr>
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</table>
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 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?