

## BACKGROUND INFORMATION ON ILL PROVIDED TO LIBRARY BOARD

### April 27 2010 Work Session

#### Report

When asked about formats requested through ILL, Bernie Burr-Wilkin wrote back, "AV is the most requested with books next. The most requested AV items are DVDs and music CDs. For books, I get a lot of what could be considered "rare." Meaning less than 25 libraries nation-wide have the item."

#### Notes

- ILL costs were discussed.
  - Bernie prepared a presentation and Susan will verify figures with her - \$9.89 average cost of ILL
  - Ask how other libraries process charges

### MAY 2010 WORK SESSION

#### Report

1. Receive ILL (interlibrary loan) Report
  - a. A. Bernie Burr-Wilkin's recommendation (separate document available at the meeting):
  - b. My [sms] comments: Some points to consider about fees in general and about ILL:
    - Fees are a way to generate income, recover costs and decrease use. Godfrey's suggested charging fees as a way to recover costs and generate income. However, fees also decrease use.
    - Charging fees may increase the value of the service.
    - Bernie discusses in her report how much ILL costs the library. She tells me that our ILL users tend to be homeschoolers, home-bound or students. Our systems (Workflows, our integrated library system software, and VDX, our ILL software) do not track use, so figures are estimates, but she thinks the single highest user borrows 3-4 items a week. Our stats show total filled ILL's.
    - Requesting an ILL is easier than it has ever been; notifying people about fees will be a problem.
    - Circulation staff tells me that between 10 and 15 ILL's a week aren't picked up. Last week it was 16 items, 6 of them from out of state.
    - People frequently say "Oh, I bought that," when explaining why they didn't pick up an ILL. We are spending money on postage and time that we could be spending on materials.
    - In an ideal world, ILL is an extension of our collection since no library can afford to own every book.
    - UW allows students, faculty, staff and affiliates (employees of other organizations on campus or board approved retirees) to free ILL service. Spouses and UW graduates do not have ILL privileges. UW charges libraries with which it does not have reciprocal relationships \$20 in the US and \$25 outside the US.

- We do not currently charge other libraries ILL fees, though we do collect fees for other libraries and pay fees if we cannot collect from the borrower.
- In February 2006, the board approved our signing reciprocal agreements with BCR/Amigos (Bibliographic Center for Research, both not-for-profit, membership-based organization dedicated to serving libraries) and LVIS (Libraries Very Interested in Sharing). We said we would not charge for loans to other libraries or for 30 or fewer pages of photocopies. OCLC ILL allows for charging borrowers.
- We do not ILL items that are available at the university library. Anyone can apply for a UW library card; it's free to residents and costs \$10 for non-residents. People under 18 can receive a card with signed permission from their parents.
- Some experts suggest buying books instead of borrowing them. For paperbacks in particular, it would be cheaper to purchase. However, that would slow down the process of getting the item into the requester's hands.
- We could consider limiting out of state borrows to non-AV or charging for AV alone.
- We like not charging fines because it simplifies the relationship between the staff and the public. Charging for ILL would complicate the relationship again.
- Here are our ILL figures for the past five years. You can see the increase:

	FY2009	FY2008	FY2007	FY2006	FY05*	FY04*
Materials Sent to WYLD Libraries	3047	2357	1,518	1,293	787	914
Materials Sent to OCLC Libraries	823	415	35	16	n/a	n/a
Materials From WYLD Libraries	5499	4584	4,411	4,076	3276	2105
Materials From OCLC Libraries	780	837	634	160	n/a	n/a

\* Reported as Materials sent to other libraries, from other libraries.

Albany County is a net lender; we borrow more than we loan.

This is a function of our small materials budget and our varied publics.

We cannot report how many people use ILL. My guess is that we would cut ILL's by 50% if we charged fees.

- This is what the WYLD Card Policy, that our library board has endorsed, says about fees:
  - WYLD libraries collect fines or fees from non-resident patrons using the following guidelines:
    - Libraries may collect fines from a non-resident patron if the amount is \$5.00 or less. They will not be responsible for forwarding the money to the patron's home library

- If a non-resident patron has fines or fees over \$5.00 the library may, at its discretion, accept payment and forward it to the library where the fines are owed. If payment is accepted for lost or damaged materials, a print or other record of the titles and barcodes of the items being paid for must be enclosed with payment. . . .
- Libraries agree to lend at least two books to a patron from any other WYLD library. Actual lending limits on numbers and types of materials will vary from library to library
- Libraries must inform patrons of this WYLD Card Policy and of the minimum standards they can expect to encounter statewide. They must also be informed of applicable individual library policies, which may vary from library to library.
- Libraries must inform the borrower that he/she is responsible for returning materials to a WYLD library and that overdue notices and fines will be generated from the lending library.
- Returned materials will be discharged and returned as soon as possible to the lending library at no cost to the patron, ensuring a true state-wide borrowing policy.

I suggest two other policies:

- A. Charge a penalty if the ILL is not picked up. I think the fee should be at least equal to if not twice the approved fee.
- B. Create a “scholarship fund” for people who can’t easily afford ILL’s. This wouldn’t work from requests people do on-line. But staff members could identify people who choose not to ILL during a reference interview because of the fee.

- If the board goes ahead with ILL fees, we would need to advertise a change in policy for 45 days, collect public comments, and hold a public meeting before the fees could be implemented. I estimate that would take at least two months. I suggest we survey users by print and on line to collect responses to possible fees. Points to include would be price per ILL, number of ILL’s and budget issues.
- My preference would be to charge based on use, but our systems do not cumulate use, so we have no way to determine easily who would be charged a fee. SirsiDynix allows us to input fee information for ILLs before people pick up the material. It is not a cumbersome process, though it would need to be done over ten times a day. Barcodes can be scanned.

Notes:

- ILL report:
  - Betsy will forward Bernie’s report to the board
  - Bernie asks us to consider home schooled patrons and the poor
  - Selectors should purchase all titles in a series
  - Bernie recommends accepting donations first and tracking how that goes
  - Reconsider charging after trying donations

- Home schooled patrons are allowed to use the school libraries, but they don't. Why should we fund their school needs?
- A survey should include this information
- Charging fines corrupts the relationship with the patron
- We can't keep putting off potential income from this. It is different from charging fines
- We need a plan that will help the budget
- From a fundraising standpoint we might get some money to offset costs
- The budget point is valid, but ILL usage will decrease if we charge
- Laramie County fees started Jan. 1 (\$2) and their ILL use is going down
- Donation first and assess if we're happy? Many won't donate.
- Politically makes sense and Godfrey's recommended it
- A fee can appear in WYLD, but you have to hunt for it
- Education is needed about what ILL's cost
- Educate only on exceptions
- Bill for items not picked up
- Charge out of state borrowers who don't belong to our agreements (LVIS)
- Benefit from people being more selective
- Bernie's figures include both borrowing and lending costs
- What services are included in your taxes?
- Can't budget/don't know what we can afford for ILL
- Need to make decisions on what services to charge for
- Could sweeten the deal if we say the \$ would go for purchase of additional materials
- If people were charged for not picking up something they would have to pay the next time they requested something
- Not comfortable with punishing
- Fee is for getting it here
- Too difficult to track who asks for how many items
- If we're going to use this in budget talks, would need to vote tonight (go back into session)
- No, tell commissioners we're discussing this but that no decision has been made

Bernie's report:

### Proposal Regarding Fees for Interlibrary Loans at Albany County Public Library

Currently, Albany County Public Library (ACPL) does not charge fees for Interlibrary Loans (ILLs). Due to the rising cost of postage we are now considering charging patrons for ILLs. Approximately 11 other libraries in Wyoming do charge fees for ILLs. This varies immensely from county to county. Laramie, Campbell and Weston Counties charge \$2.00 as does Powell, a branch of Park County. Park, Converse and Crook Counties charge a \$3.00 fee. Carbon County asks for a \$3.00 donation. There are other libraries that have their own variations. Campbell County no longer loans audio-visual items due to cost. Moorcroft will charge less than \$3.00 if more than one item came from the same library, but charges full postage for oversized items. Fremont County will split the postage if there is more than one item in the package. Washakie County charges postage plus \$1.00 to the nearest five cents. Niobrara, Johnson, Sweetwater and Lincoln counties do not charge, nor does Casper College. Nancy Jennings, the ILL specialist from Johnson County, had an interesting reason for their library no longer charging fees.

“At Johnson County we used to charge our patrons for books we borrowed for them. We started at \$1 and after a few years it went to \$2.00. It was due when the order was placed. That way we had it in hand. Then along came WYLD and VDX and all that good stuff and people started dropping off things here for us to mail back- that they had borrowed from Sheridan or one of their branches, or at Casper, or Cody or wherever their travels took them. At the WYLD meeting we were told that as we are a statewide system we were to return these books for free. This presented the chance of a real PR disaster at the front desk- If you were asking me to borrow a book for you and I was explaining you needed to pay me \$2.00 and someone walks up beside you and hands me a 2 foot stack of books and says in a loud voice- ‘Sheridan told me I could return these here and you would mail them back’ you might become upset! I know I would! So we discussed it with the Board and they decided to change our policy so it would be the same.”

“We no longer charge. Yes it is expensive- and it grows each year as we borrow more books and we loan more books- but we also explained to the Board that we were not charging other libraries to borrow our books- that county and its residents were getting the service for free- so it is not very fair to charge the people who buy our materials and pay our salaries if they want to borrow a book- but if a Natrona resident wants to borrow a book we will mail it for free.”

At ACPL, we spend approximately \$1,500 a month for all mail, including ILLs, overdue notices: hold notices and other miscellaneous items. The average postage of an ILL item is \$2.63. My time spent working per item varies widely. It could be ten minutes (receiving the item in VDX, putting a hold on for the patron, writing the due date and other information on the paper sleeve, discharging the item and taking it to the circulation desk) for simply processing an incoming book from a library in Wyoming. Other times it could be an hour or more for a patron interview to request an out-of-state item that is archival and several phone calls to the owning library. The average time is 30 minutes. This includes time it takes to request an item, open packages, pack boxes, and supervise Eric, who does ILL envelopes, process items in and out, process items going to other libraries and miscellaneous tasks such as copying, phone calls, e-mails and so on. My salary with benefits is \$15.36 per hour. With the cost of postage and my salary the cost per item is \$9.00. If I add in the cost of materials, such as packing tape, CD boxes, padded envelopes and postage labels the cost per item would be well over \$10.00.

I am not in favor of fees, but rather donations. I want patrons to be able to request items they want without having to consider if they can afford it. Knowledge is power. The public library is one of the few institutions where people can obtain knowledge at low or no cost. I do not want to discriminate against low income patrons, children, homeschoolers or the disabled. Another consideration is how much time is too much keeping track of who owes what? How much more bookkeeping work will be made for the circulation staff, the bookkeeper and myself? Hence, I believe we should consider the idea of donations rather than a set fee.

I propose that ACPL begin by asking for a donation of \$1.00 or more per ILL. Patrons should be made aware of the cost of ILLs through the ACPL Facebook page, the newsletter, web site, emails and notices placed inside each ILL. There should be a button on the cash register specifically for this so it can be tracked. I believe we should begin collecting donations July 1, 2010, for a period of six months, after which the donations should be evaluated. If a donation

program does not appear to be generating enough income, I propose we consider charging a set fee.

Submitted by Bernie Burr-Wilken, ILL Specialist, May 20, 2010.

Do other Wyoming Library charge for ILL's? Yes.

### **Minutes June 22, 2010**

The board discussed interlibrary loan charges. Simpson said she would find out if first class postage was indeed cheaper than media rate [not in minutes: It is at lower weights]. The library has agreements not to charge other libraries. It passed through charges from lending libraries. Bendezu moved and Harris seconded having a draft fee policy ready for a vote at the next board meeting. The policy change would charge ACPL patrons an ILL fee . Motion carried.

### **June 29, 2010 Minutes**

PROPOSED ILL (INTERLIBRARY LOAN) POLICY/SUSPENSION LIMIT: Susan Simpson reported that the board in 2005 had approved a limit of twenty-five ILL's at a time. The policy was not implemented due to technical problems. It can be executed if the board wishes. The board did. The board had directed that language for an ILL fee be prepared for this board meeting. After some discussion, Antonio Bendezu moved and Marie Frick seconded the following language:

The library will charge its cardholders \$2.00 for each successfully fulfilled ILL request. Motion carried.

Harris moved and Frick seconded the following language to be posted for public comment:

People who request ILLs and do not pick them up shall be charged \$10.00 to cover the costs of mailing and processing the request.

Frick moved and Bendezu seconded substituting the following language to be posted for public comment. Harris agreed:

Patrons who request ILL'S and do not pick them up shall still be charged the \$2.00 fee. Motion carried.

### **Undated summary of rates charges by other libraries on WYLDCAT**

Big Horn County	\$2.00
Campbell County	\$1.50
Converse County	\$2.00
Crook County	\$2.00
Fremont County	Postage only

Goshen County        \$3.00  
Hot Springs County    Postage only  
Park County            \$2.00  
Platte County         \$2.00  
Sheridan County       \$2.00  
Sublette County       \$1.00 (does not charge students)  
Washakie County      postage plus \$1.00  
Weston County         \$2.00

**FROM UPSP.com**

**Library Mail Rates**

Weight Not Over (Pounds)	Prices	Weight Not Over (Pounds)	Prices	Weight Not Over (Pounds)	Prices	Weight Not Over (Pounds)	Prices
1	2.26	19	8.92	37	15.58	55	22.24
2	2.63	20	9.29	38	15.95	56	22.61
3	3.00	21	9.66	39	16.32	57	22.98
4	3.37	22	10.03	40	16.69	58	23.35
5	3.74	23	10.40	41	17.06	59	23.72
6	4.11	24	10.77	42	17.43	60	24.09
7	4.48	25	11.14	43	17.80	61	24.46
8	4.85	26	11.51	44	18.17	62	24.83
9	5.22	27	11.88	45	18.54	63	25.20
10	5.59	28	12.25	46	18.91	64	25.57
11	5.96	29	12.62	47	19.28	65	25.94
12	6.33	30	12.99	48	19.65	66	26.31
13	6.70	31	13.36	49	20.02	67	26.68
14	7.07	32	13.73	50	20.39	68	27.05
15	7.44	33	14.10	51	20.76	69	27.42
16	7.81	34	14.47	52	21.13	70	27.79
17	8.18	35	14.84	53	21.50		
18	8.55	36	15.21	54	21.87		

**MEDIA MAIL Rates**

Weight Not Over (Pounds)	Price	Weight Not Over (Pounds)	Price	Weight Not Over (Pounds)	Price	Weight Not Over (Pounds)	Price
1	2.38	19	9.40	37	16.42	55	23.44
2	2.77	20	9.79	38	16.81	56	23.83

3	3.16	21	10.18	39	17.20	57	24.22
4	3.55	22	10.57	40	17.59	58	24.61
5	3.94	23	10.96	41	17.98	59	25.00
6	4.33	24	11.35	42	18.37	60	25.39
7	4.72	25	11.74	43	18.76	61	25.78
8	5.11	26	12.13	44	19.15	62	26.17
9	5.50	27	12.52	45	19.54	63	26.56
10	5.89	28	12.91	46	19.93	64	26.95
11	6.28	29	13.30	47	20.32	65	27.34
12	6.67	30	13.69	48	20.71	66	27.73
13	7.06	31	14.08	49	21.10	67	28.12
14	7.45	32	14.47	50	21.49	68	28.51
15	7.84	33	14.86	51	21.88	69	28.90
16	8.23	34	15.25	52	22.27	70	29.29
17	8.62	35	15.64	53	22.66		
18	9.01	36	16.03	54	23.05		

### FIRST CLASS PACKAGE RATES

Weight Not Over (Ounces)	Price
1 ounce	1.22
2 ounces	1.39
3 ounces	1.56
4 ounces	1.73
5 ounces	1.90
6 ounces	2.07
7 ounces	2.24
8 ounces	2.41
9 ounces	2.58
10 ounces	2.75
11 ounces	2.92
12 ounces	3.09
13 ounces	3.26

### COMMENTS WE RECEIVED ON THE PROPOSED POLICY CHANGES

1. "I frequently use Interlibrary Loan and each time I check out a book I have given two dollars to help cover the cost. I would support the proposed policy change and will probably add a bit more each time I use the service. That being said, in the policy could there be a provision for individuals to use the service who could not afford the two dollars? Thanks for allowing my input."

2. "I just read your flyer about ILL Fees with some surprise. I am a frequent user of ILL services and request many items each month. I have actually inquired several times if I am requesting too many items and have been reassured by library staff that there was no limit and to "not worry about it". I have been VERY grateful for this service, both in my own continuing growth and education as an adult and also as a homeschooling mother of three children. The ILL service provides us

access to a rich variety of resources that we could not afford or access otherwise. And even if we could afford to purchase these items, many of them we use intensely for a few weeks and then they can be returned for someone else to use – an efficient use of resources. The \$2.00 charge / request concern me. I worry that it will make ILL inaccessible to some (other homeschooling families come to mind and several elderly people who request via ILL). Is there anyway to make the fee less and possibly restrict the number of requests/person/month. I try to be selective in what we ILL as it requires resources to get it here; however, sometimes I will ILL several books on the same topic to find the “best” fit. If my total ILL requests/month were restricted I would be more selective naturally. Is there any potential for grant or monies earmarked only for ILL to continue this service? I would also like to see a few alternatives – i.e. models that other libraries have followed to address this issue other than fees.

Thank you for listening and our best wishes for solving this issue within a tight budget.”

3. “I’m surprised you haven’t charged before” (from a retired librarian).

4. “In response to your invitation for public comment, I would like let you know what I think of the proposal to attach a fee to “successfully filled” interlibrary loan requests: I think it is a very bad idea.

The public library has always been a leveler in our society: because it is free, it gives to both the haves and the have-nots, equally, the possibility of access to knowledge. My immigrant father remembers with great clarity the wonder and excitement he felt in discovering the public library as a boy. Days spent in the public library paved the way for him to realize the American Dream: an education, a job, a house for his family, a good future for his children. Andrew Carnegie recognized the power of the public library when he decided that the best use he could find for his money was to fund free libraries in towns across America.

In this time of economic distress, it is even more important for our public library to provide equal access to all patrons to a full range of resources. Through interlibrary loan, any patron has access to a “rich man’s” library. By attaching a fee to the interlibrary loan service, the rich man’s library begins to fade out of reach, but only for some.

Our library has plenty of wonderful books, but it cannot have them all. In fact, it shouldn’t. That would be a poor use of limited resources, which is, of course, why sharing collections, through interlibrary loan, is so important.

I understand that public library funds are being squeezed, and I understand that free interlibrary loans may be a luxury some think we can no longer afford. I disagree. At the very least, isn’t it possible to simply limit the number of free interlibrary loan requests for patrons instead of eliminating them? Perhaps the new policy could allow say, three or five or ten, free requests annually, after which there would be a charge? In this way, no one patron would monopolize the finds set aside for interlibrary loan but all patrons would retain access to the service.

Please do not change the interlibrary loan policy. Please do not add a new \$2 charge for interlibrary loan requests.”

5. "I am not in favor of the ILL policy change as stated."

Are most of the ILLs research-type books, specialty books, etc. or popular titles that this branch doesn't happen to carry? It might make sense to charge patrons for things that are extremely heavy or are considered "specialty" items...

That said - The library doesn't seem to have a lot of money for book purchases to begin with. That makes the need for ILLs more common and urgent in this community. The library seems to often buy one or two books in a popular series and leave it to another library in the system to pick up the slack with the rest of the series. That would require ILLs to finish a series. (especially tough on kids; everything seems to be in a series these days)

The time frame on ILLs is limited, compared to the regular checkout period for books.

Patrons would be more "at the mercy" of the library buyers here in Laramie, vs. having equal access to materials that are generally available throughout the state.

It seems that there are always a lot of ILLs being picked up. Having to exchange \$ for each transaction would clog up the checkout process.

I suggest finding more money somewhere in the budget for support of the ILL program here in Laramie. It is undoubtedly less expensive than buying the books outright, for the most part, but it seems like nickel and diming of patrons to charge the \$2, which will limit a lot of people's reading. Thanks"

6. "I can understand the need to cover costs by charging for inter library loan. However, as a home educator ILL is a life line for our education needs. Is it possible to have a yearly fee or "Friend of the Library" membership that could give us unlimited ILL for the year? In that way we could more easily budget for our expenses. For the library I think a yearly membership would be beneficial because you would also have a known dollar amount to budget with in addition to the more sporadic income generated from patrons that only use ILL occasionally and are willing to pay the \$2 charge. I believe many people who use ILL would opt for a membership due to its ease of use, a one time fee opposed to per item, even if they don't use ILL enough to really justify their individual membership. In that way the cost of ILL can be spread out over more individuals lowering the cost for everyone.

Thank You"

7. "The following appeared on an ILL obtained by my sister at her library...maybe we should consider something like this:It costs a minimum of \$2.50 to mail an interlibrary loan. This is a free service, however, donations are welcome.

Thank you."

8. "I am writing concerning the proposed fee for all interlibrary loans. I can see that the postage cost is great, so imposing a fee would help with that but I am sure it would also greatly decrease requests. I, myself, have used and greatly benefit from the ill service. We homeschool our children and it has been a great resource that we have so much appreciated. I know that we would

greatly reduce our requests if a fee were to be imposed. Finances are tight for just about everybody!

My proposal would be to limit free ill requests to some certain number (determined be the library's budget) per person/family per month or quarter. Any requests in excess would be charged a fee. I don't know if this would be a workable solution or not. I hate to see a charge for every request.

Thanks for your consideration.”

9. “I read with interest the email regarding updates in mission/policies.

I like the new mission statement.

Regarding the issues of interlibrary loan and overdue notices, here's my 2 cents as someone with some prior library experience (mostly hs media specialist although I worked at ACPL for a while!)

Overdues.

Am I mistaken, or do you NOT really collect fine money? Or is collection of fines going to be reinstated? Either way, I think raising the limit from \$5 to \$25 before stopping the ability to check out more books is not wise. My thinking:

If it is an adult who owes \$5 in fines, they should be able to pay up before checking out more books. Raising to a \$25 limit encourages abuse of the system. My feeling is that someone who disregards \$5 will disregard \$25, and the library will be better off to "cut their losses" at \$5 rather than chance it. Borrowing library materials is a privilege, and people should be encouraged to be responsible. A \$5 block is very realistic. It reminds the patron of his/her responsibility. It might inconvenience a few people, but I think it is a good way to encourage "sharing" library materials. ACPL has a very generous and easy phone/online renewal system. Educate patrons to use it.

If a child owes \$5 in fines, he/she also should be responsible for payment before checking out more books. A child has a chance to earn and pay a \$5 fine; \$25 would be less Also, parents my not monitor their child's overdues and a surprise of \$5 is better than one of \$25. I know ACPL hosts many school classes where children check out books as part of a class activity. Having a \$5 block is a realistic expectation! Again, use of the library comes with responsibilities.realistic.

10. “I just wanted to give you my thoughts on ILL.

I use ILL a great deal and have always been willing to pay \$2.00 for any type of material I receive. We recently moved from San Antonio Texas and I REALLY enjoy having the wider variety offered through using ILL. I cannot imagine how cut off I would feel here in Laramie without the use of this service! I think \$2.00 per request is well worth the price and I hope you will continue to offer this service. The library system means a great deal to me anywhere I live and I will actually move if the service is discontinued! (Although I am sure that is not the way people generally feel about the library system in their community, there are a few of us who know it's importance!)

[ And in response to a my comment about the San Antonio Public Library]:

Yes!, and you must have gone there also to know that! I went there several times but since we lived in the Northeast I went to the new branch they built there at the park. It was wonderful with beautiful gardens, a deck and patio outside and large windows if you wanted to sit inside and look out on hot days. It was like a mini vacation! Before San Antonio we lived in Colorado Springs and their Branch Library was one of the first to have a Bistro in it. They also had a deck overlooking gardens you could sit on, drink coffee and read. I long for such again. I think with the ILL program this is a nice library here too. Now that people's budgets are tight maybe they will appreciate the Library more and funding will not be so tight in the future. (We can always hope!)"

11. "I oppose the proposed ILL fees. I understand they cost a lot, but for many of us who like to read this is the only way we are able to read many books -- especially the newer ones. I know it is impossible for each library to have every book ever printed and many of the books I like to read are not available at the Albany County Library. My husband and I read a lot of books, often 1 a day each, and your proposed change would severely limit our access to books. During the winter we occasionally snowed in on the ranch. We do not have tv because where we live we need satellite services to watch and tv and we had to choose tv or internet because of budgeting. I am sure we are not the only people in the state of Wyoming who cannot afford to buy new books. I am all for charging people who do not pick them up though, as long as it is not because of illness or closed roads. That is just rude of people to not pick them up. Thank you. [A reply to my response]: Having managed for fifteen years at Borders Books, I can certainly sympathize with the horror of manual tracking. I don't have enough knowledge of your systems to make further suggestions, although I keep thinking some kind of manual entry re an account's first ILL for the renewal period ought to be possible. It's such a shame when software hinders rather than helps. Again, thank you for your time. Please do what you can to mediate this issue."

12. Someone called with questions: "1. Who pays for what we borrow? 2. What is postage both ways?" And said, "I think a fee is probably a good idea. \$2 doesn't seem unreasonable to me. Particularly in light of the fact that people don't pick them up."

13. A patron while bringing back an ILL: "Thank you for getting that for me. I can understand why you'd want to charge for them."

14. "Good day,  
I and my wife, Cheryl, are willing to pay a \$2.00 charge to cover some of the cost for getting library items from other libraries in the state."

15. Items held for users—changing from ten to seven days: I can understand the Library's possible frustration over holding these items when no-one picks them and possibly someone else might be wanting them. Unless the Library is immediately notified with an excellent excuse (illness, called out of town, etc.) by the requesting party for why they have to delay picking up an item, I think a week is plenty of time in which to pick up an item.

As for the mission statement proposed change: I tend to like the wording for the current statement and not the proposed changes. I think the current statement is straight forward and to the point ("meet the needs of the public" seems better and more service oriented than "enhance the quality

of life” which can be somewhat open to interpretation. Overall, the proposed mission statement has a “general” feel to it while I like simple language which is more to the point as is, to me, the current statement.

Interlibrary loan policy: While I have enjoyed ordering items to date for “free” I can certainly understand the cost of business these days and would have no problem for paying the \$2 fee if this helps the Library.

Maximum fines: Raising the block to \$25 from \$5 would seem reasonable to me.

16. “I am a frequent user of the Albany County Library. I participate in library functions and activities, and I visit the library at least once per week. I have three children which span preschool through teenager and check out a lot of materials for them. Most of the material I check out is current young adult and juvenal fiction on CD. These items are not available at other libraries in town.

I am very concerned with the new ILL policy and while I can understand that the costs are rising I think there should be a method of controlling ILL costs that is perhaps not so drastic as a \$2 / item fee for all ILL requests.

If the goal is to control costs, it seems to me that the library could provide a certain number of ILL for each patron without charge, and after a patron has exceeded those entries they should be charged for ILL.

I am told that the computer system is not designed for such accounting, which is unfortunate as I am skeptical that it can handle the new ILL system with fees. Some problems I have had with the current system are: it counts Monday as one of the days towards pickup. This is silly as a patron cannot pick up a book on Monday as the library is closed. I have had books returned on the day the computer says I can still pick them up. I have also had books mislabeled and now knowing I might have to pay for a book which is not what I want will probably keep me from using the system. I think the goal of libraries is to be used more not less.

I feel the addition of a fee for ILL yet no fee for patrons who keep a book which is on request is a bit unbalanced. Currently I am waiting for a book which was due back the middle of July. I have now requested it via ILL and would in the future have to pay a fee because another patron has not returned the book.

The fee also will penalize those who have tastes different than the library's buyers or who request a large variety of books, homeschoolers for example. It seems I often want a book that isn't even available in Wyoming. ( I must have unique tastes.) The library cannot be everything to everyone, but free ILL allowed it to serve more people in a balanced way.”

17. “Regarding ILL Fees: I often request ILL Audio books and would be willing to pay the proposed \$2.00 fee for the service. Thank you.”

18. "I don't like having to pay for InterLibrary Loans(ILL). Part of what makes the Albany county library useful is the fact that we can borrow books from through out the Wyoming area. If you start charging for that privilege, then I don't know that I would find the library very useful anymore."

19. "Proposed Changes: Because we homeschool and rely heavily on interlibrary loan materials, I am opposed to there being a fee of \$2 per item. I would much rather the library increased revenue by charging fines. IF this is not possible, perhaps a lower ILL fee (\$1) could be considered."

20. Regarding the proposed fee for inter-library loans (ILL): I respectfully request this fee not be adopted. While I understand the need to identify sources of funds, I would submit the use of ILL services provides an inexpensive alternative to the acquisition of new books. When patrons are able to access books at other Wyoming libraries via ILL that reduces the pressure on ACPL to acquire said title(s). In this way, I would regard the library system as more broad-based (as opposed to a more narrowly-based county by county model). If ACPL institutes a fee for ILL the incentive to access the broader system will be impeded, which I would argue runs counter to the overall mission of promoting reading.

Received after the 4 p.m. 8-24-10 deadline:

21. Face to face comment: Some ILL requests come from out of state. If people don't pick up their ILLs, they should be limited in what they can borrow. \$2 is a big jump. \$1 is more affordable [made about 4:10 p.m., 8-24-10].

22. "I heard there is a plan to charge \$2.00 for interlibrary loans! This is terrible! This is not a library, this is a rental store-I can rent DVD's from Redbox for only \$1.00. This is even more sad because I have been told our library will not purchase a book (such as numbers, 3, 4, & 6 out of a series of seven), if another library in the state owns them. This means I must rent a book instead of borrow [ing] it for free if I want to read the whole series. The whole point of a PUBLIC library is place where anyone regardless of income and socioeconomic class can read books for free! [dated 8/29/10]

23. Regarding the proposed ILL fee—I would hope a more nuanced approach would be consider: Include no fees for in-state ILLs, frees for out of sate ILLs, charge for failure to pick up requests as well as consideration of using media rate rather than 1<sup>st</sup> class (I have never noticed any delay when using media rate in-state or even proposing a courier system in-state similar to Colorado's service or participation in Prospector's system [dated 8-31-10].

24. On one of the hot pink ILL flyers: "is this a library or a book store?" [found 8-27-10]

Added on October 1 from consolidated Board Packet comments:

25. Said from a male patron asking for clarification on ILLs: "That's an amazing system" (reported by a staff member).

26. "I'm surprised you haven't charged before" (from a retired librarian).

27. "I don't like having to pay for InterLibrary Loans(ILL). Part of what makes the Albany county library useful is the fact that we can borrow books from through out the Wyoming area. If you start charging for that privilege, then I don't know that I would find the library very useful anymore."

28. This is a tougher issue because it is, on the surface, a more a "pay for the service you use" issue. However, in a small town, small state, small collection and with access to a statewide library catalog service, I think the issue becomes more problematic.

First, how frequent, for whom, and what type of materials usually prompt ILL requests? Are the "same people" always requesting materials? What type of materials are predominately requested and for what purposes? Are these people ones who could access materials through the Albany County school system or the UW library system? If the patron is requested to fill out the online ILL request form, what is the actual COST to ACPL for filling ILL requests?

I strongly suggest a thorough investigation of ILL requests prior to implementing this new charge. I think there may be very legitimate instances when charging for ILL would represent an overly restricted access to materials in light of the mission to "enhance the quality of life" of county residents. Let's say a client wants to check out two books on wind energy available from Riverton and Rawlins. I would, as a taxpayer, choose to help support that patron's free access to information. The same for a patron who would like to read a work of fiction not at ACPL. I might, however, request that persons with access to other ILL sources use those sources (ACPL and UW) first before using ACPL ILL services. OR pay in that instance. When I was librarian at Green River HS, we had a working agreement with the public library to do something similar, and it worked well.

But again, I don't know all of the details underlying this new policy. I do however, think that is "more justifiable" to offer a patron \$25 of "free" interlibrary loan services than it is to offer them \$25 of "free" overdue material/fines! Has limiting a number of "free" ILL requests, or limiting the frequency of "free" ILL requests been considered? Are there policies to direct ILL requests to other county agencies? My opinion is that in Wyoming where both public library budgets and collections are limited, ILL plays a valuable service, supported my a statewide online network. "Reasonable access" to ILL materials certainly does enhance patrons' lives. Has there been is a problem of abuse? Why \$2? I'm not against considering an ILL charge, it just seems rather arbitrary considering the rather more lenient proposal for overdue books.

I don't think I will be able to attend the public meeting, though I trust that this email will count as "feedback" on the above questions.

Thanks! ACPL employees do a GREAT job!!! Thank you for serving our county so well!

29. In regard to the ILL services ... I mis-typed ACPL below when I meant the school district (ACSD) in one place. I know that some ASCD students don't get a chance to go to the school library during the school week while other students choose not to use the school libraries and go to ACPL facilities instead. With Ruth Hanks as the new HS librarian, and assuming that most of the student ILL requests might be generated by LHS students doing research, I suggest working with ACSD and UW on establishing an ILL policy. Perhaps ACPL could furnish links to online ILL request forms for the ASCD libraries and UW, or, if forms are available online, at least have the paper copies available to patrons. I don't think it's unreasonable to have patrons who could

request ILL materials through ASCD and UW do so, especially if online requests are an option. A frustration for a patron would be to fill out the ACPL form, THEN be told to go to the other ILL sources. So maybe patron re-education, earlier guidance to alternate ILL resources, working with ACSD and UW, and providing access to the appropriate alternate source forms, would ease the burden on ACPL. This is all a wash if LHS and UW students are not a major source of ILL requests as I'm assuming.

30. "Just so that both of you know I have had several people say that they think that charging for ILLs is a good idea and they do not know why we have not done it in the past. On another note, I had a patron today complain today about the ILL policy change information. I believe her name is \_\_\_\_\_. She came in today to pick up an ILL and I drew her attention to the slip in her book. She said that she thought that she would only be charged for item that came from out of state and not in state items. I told her that we would be charging for all ILL no matter if they came from in state or out of state. She told me that this was not clear to her from the information that she had received from the library (the pink slip with the policy changes that Bernie has been putting in books)."

31. "A man was checking out today and asked if the two dollar ILL fee passed. When we told him yes, he said that he thought it was a good idea. He was also pleased to hear that it would not start until October 1st."

From the school librarians on ILL:

32. "Susan, thanks for checking with us. I think that the \$2 fee is very reasonable, but I hadn't thought about how it would impact me at school.

I have done some ILL's through the public library in the past for both teachers and students. I do not have the time to process them myself. I would say I do around 10 per year, tops, and I can take a little money from my library budget to cover the expense. If I have more frequent requests - because I have been plugging the service to all - I may have to reconsider. The majority of my requests are by students, and I would simply give them the information on how to do the request and tell them to use their own card for the request. I'll poll my teachers to see how many of them use/rely on ILL's for classroom instruction and provide additional feedback after that.

I do tell students about ILL, but don't place it for them. I think that this is something they should be responsible for themselves."

33. "I have checked books out from ACPL for use in school, however. I have never used ILL for school requests."

34. "I have certainly used it for personal requests, I'm not thrilled with paying \$2 per request but I understand why you need to do it."

Added on October 5, 2010:

35. "Thanks for encouraging public comment on your proposal to change the ILL policy at ACPL. I use the ILL services a great deal and appreciate the opportunity to share my viewpoint.

Bernie is arguably the most effective and efficient library clerk in Wyoming or perhaps in the universe. She processes ILL requests rapidly and tirelessly. Books and media come amazingly fast. If a request cannot be filled, she figures that out quickly and she notifies me. I am a voracious consumer of books and other media, and I submit a few to several ILL requests per month. In 2009 when I was a student teacher at Slade Elementary, there was a month when I submitted dozens of requests to support a unit on River of the World. Last spring, when I coordinated a Puzzles Around the World enrichment program at Indian Paintbrush Elementary, again I ordered dozens of books in a short time span. In both cases, ILL loans were necessary because most books I needed were not in the WYLD statewide library.

I have access to the libraries and the ILL services at University of Wyoming. I prefer using the ACPL services because they are QUICK. My best theory is that's because of Bernie's effectiveness. ILL requests from UW can take weeks or even more than a month. Things come, but often I don't remember why I ordered them when they arrive.

That said, I am absolutely in accord with paying \$2 per request for ILL services from ACPL. That is a valid policy change. It would defray a fraction of the expenses of the service which would, hopefully, free up funds for other worthy pursuits.

There is one caveat: perhaps some of the patrons accessing ILL services have socio-economic constraints that would make paying for this service a financial hardship. Without seeing your ILL circulation data, I have no idea if that's an issue. Nor do I know if you have access to personal/demographic data to allow you to find out about individuals who might benefit from a sliding scale for ILL fees. \$2 seems like a reasonable fee for this service, however, so I would not have grave concerns about a sliding scale being needed.

I would like to pipe in with one additional comment, an issue tangentially related to the ILL policy. Bernie also handles requests for books borrowed from other libraries in the WYLD system. As you know, it is another avenue for accessing books that ACPL does not elect to acquire. There are some interesting patterns in books that I consistently borrow from other libraries which are not held by ACPL. I hope and trust that the Board of Trustees look carefully at the patterns of books borrowed from WYLD libraries. It is information that the people who handle acquisitions at ACPL might well study and learn from. I now that we never saw these data when I was on the Board of Trustees several years ago, and there was never a mention of staff use of these data."