INTER-LIBRARY BORROWING PROCEDURE AND THE TIME TAKEN BY THE OPERATIONS: A CASE STUDY OF THE DELHI UNIVERSITY LIBRARY

Details of inter-library borrowing procedures of the Delhi University Library are presented. Nature of requests received, checking of bibliographical details, location of the requested items in other libraries, procurement of these items and time taken to process the requests are presented. It has been calculated that the cost of obtaining a document from local libraries and outside libraries comes to Rs. 8.98 and Rs. 6.69, and it takes about 1 hr. 20 mins. to process a loan request.

INTRODUCTION

In Delhi University Library inter-library borrowing and inter-library lending is the responsibility of the "Reference Section". Requests received from the teachers and research scholars for obtaining documents on inter-library loan are processed by the section free of charge. In order to show the work load of the section, inter-library loans borrowing and inter-library lending statistics for the last three years, are given below:

The number of documents for which information about availability is sought by or from the co-operating libraries, before the actual request is made for loan of a document, is usually 3 times of the documents actually requested on loan.

PROCEDURE FOR BORROWING

Routine with regard to borrowing the documents from other libraries consist of the following operations:

- Bibliographical identification of a document and checking it with the library holdings.

### INTER-LIBRARY BORROWING

<table>
<thead>
<tr>
<th>Year</th>
<th>Publications requested from other libraries</th>
<th>Loan From</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Local Libraries</td>
<td>Libraries from outside Delhi</td>
</tr>
<tr>
<td>1963-64</td>
<td>147</td>
<td>38</td>
<td>39</td>
</tr>
<tr>
<td>1964-65</td>
<td>271</td>
<td>42</td>
<td>92</td>
</tr>
<tr>
<td>1965-66</td>
<td>177</td>
<td>62</td>
<td>67</td>
</tr>
</tbody>
</table>

### INTER-LIBRARY LENDING

<table>
<thead>
<tr>
<th>Year</th>
<th>Requests from Local Libraries</th>
<th>Requests from Libraries outside Delhi</th>
<th>Total</th>
<th>Loan to Local Libraries</th>
<th>Loan to Libraries outside Delhi</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1963-64</td>
<td>725</td>
<td>220</td>
<td>945</td>
<td>649</td>
<td>139</td>
<td>788</td>
</tr>
<tr>
<td>1964-65</td>
<td>1657</td>
<td>885</td>
<td>2542</td>
<td>1115</td>
<td>122</td>
<td>1237</td>
</tr>
<tr>
<td>1965-66</td>
<td>1579</td>
<td>153</td>
<td>1732</td>
<td>1412</td>
<td>126</td>
<td>1538</td>
</tr>
</tbody>
</table>

* Paper contributed to the Seminar on Work-Flow in Libraries, 21-24 Nov. 1966, New Delhi*
Locating the document by enquiry.
Requisitioning the document from the co-operating library.
Confirming the receipt of a document to the lending library.
Borrowing expenditure and due date noting.
Recording any special information or instruction given by the lending library in regard to:
(a) The likely delay in sending the books,
(b) the use of the document in the library (for instance, in case of a rare manuscript, the lending library may insist that the reader be permitted to consult the manuscript in the presence of library staff)
(c) return of the document to them (Registered or insured for a specific sum).
Notifying the receipt of the document to the user and giving it for consultation.
Extending the loan period, if necessary.
Returning the borrowed document.
Noting the returning expenditure, date of return and despatch number.

BIBLIOGRAPHICAL IDENTIFICATION AND CHECKING WORK

After a request for a document has been received, its bibliographical details are verified from different bibliographical tools. This is necessary, because in most of the cases the bibliographical details given by the readers are either incomplete or incorrect. The next step followed is to check the availability of the document from the library holdings. This is necessary because the readers sometimes, miss them (the documents) while checking the library catalogue.

In case a requested document is not available in the library but is in print, efforts are made to purchase a copy of the same, rather than procure it on inter-library loan and thus increase the resources of the library.

According to a case study, it was found that out of 265 items requested by a research scholar, 36 were such items which were available in the library and 18 were in print publications which the library could purchase easily from the market. (See WHITE C M: Survey of the Delhi University Library, 1965. p130-131).

BORROWING WORK

The following specifically designed Inter-Library Loan Card is used for regulating the procedure and maintenance of the records, pertaining to inter-library loan borrowing in the Delhi University Library.

Columns of the Card (Size 5" x 3")

Frontside

INTER-LIBRARY LOAN CARD

Author:
Title etc:
Call No.:
Name:
Address:

Date of Request: Member Informed on:

Back side

Inquired from
Date:
Reply

Lending Library:
Date of Request: Rem: Rem:
Received on: Due Date:
Renewal Requested on: Renewed upto:
Returned on: Despatch No:

Note:

Expenditure: In: Out:

LOCATING THE DOCUMENT

When it is established that a document has to be procured on loan an "Inter-Library Loan" card is prepared. Information about the author and title of the book, name and address of the reader and date of request are entered in the columns 1, 2, 4, 5, 6 of the card.

Due to the absence of National and Regional Union Catalogues or such other reference tools about the holdings of the libraries in India, in most of the cases, before a requisition is put for the loan, efforts are made to find out the availability of the document by sending enquiry letters, (See annexure 1). In the first instance, enquiries are made with eight different libraries in India, that are likely to have the volume.
After the enquiry letters are posted, the name of the 8 libraries in abbreviated form, along with the date of posting are noted in the column 8 and 9 of the card, respectively.

This card is then merged with such other cards kept in the inter-library loan tray behind the "LOCATION-ENQUIRY" guide card.

The cards kept in this sequence are checked once in a week and reminders are sent to those libraries, whose replies in respect to the enquiries are overdue.

REQUISITION FOR LOAN

As soon as a reply is received from these libraries, information regarding the availability (A) or non-availability (NA) is indicated in the column "Reply" of the Card.

When a document is traced in a library and the library is prepared to lend it, formal request for the loan of the document is made on a printed form (See annexure II).

The name and address of the lending library and date of request is noted on the 'Inter Library Loan Card', against the columns No. 11 and 12. This card is then merged with other cards kept behind the "LOAN REQUEST" guide card. Once in a week, the cards kept in this sequence are checked, and if required, reminders for the documents yet to be received on loan are sent to the respective libraries.

Requisition Policy

As a matter of procedure, only two titles are obtained on inter-library loan for a reader at one time, even though he may have asked for more than this number.

The cards of such extra documents, if located, are kept pending for later requisition in the Inter Library Loan tray, behind the "FOR REQUISITION" guide card.

If a document is not traced in the country efforts are made to obtain it on international library loan, through the National Library, Calcutta or directly. The postal expenditure of these loans is met by making payment in the shape of "Inter National Reply Coupons" which can be had from any General Post Office.

Current Postal Charges for an 'International Reply Coupon' is Rs. 0.98 and in exchange of one 'International Reply Coupon' postal stamps worth Rs. 0.00,50 are given by the post office.

Borrowed Document Receipt Notifying

As soon as a requisitioned volume is received in the library, its "Inter-Library Loan Card" is removed from the "LOAN REQUEST" sequence, and date of the receipt of the book and due date is noted in the card at the appropriate columns.

Further, after noting the sum paid for packing and postage charges or travelling expenditure of the bearer (if obtained locally) in the columns '2', an acknowledgement letter (see annexure III) is sent to the co-operating library.

The date when reader is intimated is also noted against column 7 of the card.

This card is then merged with other cards filed in alphabetical order behind the "DOCUMENTS FOR RETURN" guide card.

BORROWED BOOK RETURNING WORK

The "Inter-Library Loan Cards" kept in the "DOCUMENT FOR RETURN" sequence are checked once in a week and the books are either returned 3 days before the expiry of the due date, or if necessary, request for extending the loan period is made (see annexure V) to the co-operating library.

Borrowed Document Forwarding

As soon as the reader finishes using the document it is properly packed and returned by registered post (insured if necessary) with a covering letter (see annexure VI). Another copy of the letter is sent by post, in order to intimate the library regarding the despatch of the book by post. This letter is written to enable the library to keep check, if the book is lost or delayed in post.

After a book is returned, forwarding expenditure, date of return and despatch number are noted in the card against the respective columns and "Inter-Library Loan Card" is filed in the dead tray in alphabetical order for future reference.

Time and Motion Study of the Inter-Library Loan Operation

The enclosed tables present the operations that are involved in obtaining a document on Inter-Library Loan. The average time taken by an operation (2) (viz bibliographical identification and checking the document with the library catalogue) in regard to the request (A) for 6 documents was 2 hours.
INTER-LIBRARY BORROWING PROCEDURE OF THE DELHI UNIVERSITY LIBRARY

56 minutes (average for one document comes to 29 minutes) and the minimum time taken was 3 minutes and 30 seconds for another request (B):

Request (A)

Request received from: Shri Hari Chand, Amar Colony, Lajpat Nagar, New Delhi-14.

Documents requested:
1. Richard Whately: Element of Rhetoric
2. Prof Holms: Rhetoric made easy
3. S. T. Brown: The World of imagery
4. Bliss Perry: A study of poetry
5. I.R.M. Brander: Rhetoric and Prosody, 1940;
6. Vilcent Macbeth: The might and mirth of literature

Time taken for checking the documents with the library catalogue: 8 minutes.


2 BROWN (Stephen JAMES Maredith): World of imagery, 1927, Keganpaul.

3 HOLMS: Rhetoric made easy.

4. MACBETH (John Walker Vilant): Might and mirth of literature, 1876.

5 PERRY (Bliss): Study of poetry, 1921. Constable.


Time taken for checking the documents with the library catalogue: 8 minutes.

Note: 1. Item No. 1 was reprinted under separate title. Reader was unaware of this fact.

2. Bibliographical identification of item No. 3 could not be established inspite of best efforts.

3. Vilant was written as Vilcent by the reader in item No. 6.

Request (B)

Request received from: Dr. Parthasarthi Gupta, Department of History, Delhi-7

Document requested: B.H. Brown: Tariff reform movement in Great Britain 1880-95 (Columbia 1943)

Time taken for bibliographical identification: 1 minute 45 seconds.

BROWN (Benjamin Honston): Tariff reform movement in Great Britain 1880-95. 1943, Columbia.

Time taken for checking it with the library catalogue: 45 seconds.

Note: In this case the bibliographical details given by the member were correct.

Request (C):

Request received from: Shri Ram Singh Rawat, V. & P. O. Narayana, New Delhi.


Time taken for bibliographical identification: 4 minutes.


Note: Though the bibliographical details were correctly given by the member, but while checking with the bibliographical source, due to oversight, we checked the item under the author's name 'Mathews' in the first instance.

Time taken for checking the item with the library catalogue: 1 minute.

Total cost for obtaining a document from local libraries and outside libraries comes to Rs. 8.98 and 6.69 respectively.

It takes about 1 hour and 20 minutes to process a loan request. The breakdown is:

Professional Staff Time = 20 minutes to 30 seconds

Semi Professional Staff Time = 40 minutes

Semi-Skilled Staff Time = 19 minutes

Semi-Skilled Staff Time for getting a document locally = 7 hours 15 minutes
TIME AND MOTION STUDY OF THE INTER-LIBRARY LOAN OPERATION

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Job Description</th>
<th>Category of Job</th>
<th>Staff &amp; Grade.</th>
<th>Working Time</th>
<th>Cost</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Supervision, evaluation and approving requests; Making other judgments particular to an individual case</td>
<td>P Professional</td>
<td>Junior (400-30-640-40-800)</td>
<td>6 0 6 30</td>
<td>0.52</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Bibliographical identification of a document from standard sources. Checking it against the Library holdings.</td>
<td>P Professional</td>
<td>Assistant (250-15-400)</td>
<td>6 0 14 00</td>
<td>0.65</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Preparing and Processing the 'Inter-Library Loan Card'.</td>
<td>SP Clerk</td>
<td>(110-3-131-4-155-4-175-180)</td>
<td>6 0 3 00</td>
<td>0.07</td>
<td>Includes completion of the columns after each step.</td>
</tr>
<tr>
<td>4.</td>
<td>Typing of 6 enquiry forms and address on 6 envelopes. Filing the 'Inter-Library Loan Card' in the tray</td>
<td>SP Clerk</td>
<td>6 0 12 30</td>
<td>0.29</td>
<td>Some time more than one document is listed in an enquiry letter. In certain cases we have to write more than 20 enquiry letters for a document. It was found that on average 6 such letters are written for a document.</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Removing the 'Inter-Library Loan Card' from the tray every time a reply is rec'd. Typing of requisition form and envelop. Filing the card again in the tray.</td>
<td>SP Clerk</td>
<td>6 0 4 30</td>
<td>0.10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>Obtaining document locally through messenger.</td>
<td>SS Attendant</td>
<td>(75-1-85-2-95)</td>
<td>7 4 15 00</td>
<td>3.13</td>
<td>Add bus charge 0.70 Total cost Rs. 3.83</td>
</tr>
<tr>
<td>7.</td>
<td>Checking the document on receipt. Removing 'Inter-Library Loan Card' from the tray. Writing acknowledgement card to the lending library. Noting the expenditure on postage incurred by the lending library for sending the document.</td>
<td>SP Clerk</td>
<td>6 0 6 30</td>
<td>0.15</td>
<td>Add average postage cost Rs. 2.20 (Packing charges are generally not charged by libraries.)</td>
<td></td>
</tr>
</tbody>
</table>

Continued
<table>
<thead>
<tr>
<th></th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td>Posting information to the user. Filing the Card. Keeping the book in the Almirah.</td>
<td>Clerk</td>
<td>6</td>
<td>0 1 00</td>
<td>0.20</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Typing of forms for awarding the document to the lending library. Typing of an envelop and an address sheet for the packet. Filing the card in the dead tray after noting the despatch No. of expenditure on postage incurred in returning the document.</td>
<td>Clerk</td>
<td>6</td>
<td>0 5 00</td>
<td>0.10</td>
<td>Add average costs for returning the document: Rs. 2.20</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Packing the document for despatch.</td>
<td>SS Attendant</td>
<td>7</td>
<td>0 1 9 0</td>
<td>0.23</td>
<td>No packing is done if the document is returned locally.</td>
<td></td>
</tr>
<tr>
<td>10A</td>
<td>Returning the document locally through messenger</td>
<td>SS Attendant</td>
<td>7</td>
<td>3 1 5 0</td>
<td>2.39</td>
<td>Add bus charges, Rs. 0.70</td>
<td>Total cost 3.09</td>
</tr>
<tr>
<td>11</td>
<td>Maintenance of files.</td>
<td>SP Clerk</td>
<td>6</td>
<td>0 2 3 0</td>
<td>0.06</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Maintenance of issue and return records.</td>
<td>SP Clerk</td>
<td>6</td>
<td>0 5 0 0</td>
<td>0.10</td>
<td>On an average a book is issued ten times in the library.</td>
<td></td>
</tr>
</tbody>
</table>

Note: Cost of each category of a staff was calculated by taking the average pay of the maximum and minimum of the respective grades and adding the present allowances etc. to it for 30 working days.
Annexure I (Letter)
DELHI UNIVERSITY LIBRARY
DELHI-7
Ref: 625 Date __________
Dear Sir,

We shall be obliged if you would kindly let us know whether the undermentioned documents is/are available in your library and can be sent to us on inter-library loan. This is just an enquiry and the publications need not be sent now.

Thanking you,
Yours faithfully,
Librarian

Annexure II (Letter)
DELHI UNIVERSITY LIBRARY
DELHI-7
Ref: 652 Date __________
Dear Sir,

We shall be most obliged if you would kindly send the undermentioned documents on inter-library loan to:

The Librarian
(Reference Section)
Delhi University Library
Delhi-7
for period of _______.

Please send the documents per bearer/by VPP cover the postage.

Thanking you,
Yours faithfully,
Librarian

Annexure III
(Post Card)
DELHI UNIVERSITY LIBRARY
DELHI-7
No: 652 Date __________
Dear Sir,

We write to acknowledge with thanks the receipt of the undermentioned documents sent by you on inter-library loan.

Yours faithfully,
Librarian

Annexure IV
(Post Card)
DELHI UNIVERSITY LIBRARY
DELHI-7
No. 652 Date __________
Dear Sir/Madam,

We have obtained the undermentioned documents on inter-library loan for your use, as desired by you. Kindly make it convenient to come to the library to consult them/it.

These/this books are/is available for consultation within the library upto _________.

Yours faithfully,
Librarian

Annexure V (Post card)
DELHI UNIVERSITY LIBRARY
DELHI-7
No. 652 Date __________
Dear Sir,

Ref:
Kindly extend the loan of the undermentioned document which were/was borrowed from your library upto ___________.

Yours faithfully,
Librarian

Annexure VI
(Letter)
DELHI UNIVERSITY LIBRARY
DELHI-7
Ref: 652 Date __________
Dear Sir,

Sub: Inter-Library Loan

We are returning by separate registered book post the undermentioned documents which we borrowed from you. Kindly acknowledge receipt and oblige.

Thanking you,
Yours faithfully,
Librarian