

Access PA SHAREit ILL Admin: ILL Statistics

The **Statistics** function in SHAREit allows you to view and download ILL and usage statistics for your library for specified time periods.

ILL Statistics are in the **Statistics** menu on the **Staff Dashboard**.

- You must be logged into your library's SHAREit account to access **Statistics**.
- If the full menu is not displayed, click the plus sign in the **Statistics** header to open it.
- Statistics functions may be added to your library's **Quick Menu** for easy access.

NOTE: The *User Guides* on the **Staff Dashboard** are vendor-supplied documentation. They are not specific to the Access PA SHAREit system and include references to functions not available to Access PA libraries. Please refer to the [Access PA Catalog and ILL System documentation](#) for specific procedures.




Brief descriptions of the available reports follow. Complete descriptions and procedures are linked; click the report title to go to the indicated page number.

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Activity and Request Reports

Select **Activity and Request Reports** to open the report selection window:

1. Select Date Range

Enter the **Start Date** and **End Date** using the format mm/dd/yyyy or click the blue arrow  to open the calendar widget.

2. Select Format

Click in the **Choose a format** field and select to view the results in HTML, PDF, or in an Excel spreadsheet.

3. Select Report Type

Reports are available based on the format previously selected, and are grayed out if not available.

Borrowing Activity: available in HTML, PDF, and Excel

Lending Activity: available in HTML, PDF, and Excel

Net Activity: available in HTML, PDF, and Excel

Request Records: available in Excel only

Lender Response Records: available in Excel only

4. Display each site even if statistics are zero?

Change the default yes to **no**.

5. Click Submit

Select **Reset** to clear your selections and start over.

Select **Close** to close the window and return to the **Staff Dashboard**.

Select **Help** for context-sensitive help.

Note: These statistics report on activity based on the origination date of the request. After the specified period, the status of these requests can change, so may be inconsistent from day to day until all activity on the request has ceased. In contrast, the Borrower Statistics and Lender Statistics count actions taken on active requests in a specified time period and do not change after the specified time period has passed.

Borrowing Activity

Displays your library's activity as a borrower and includes the number of requests sent to lending libraries and the status. The report is available in HTML, PDF, or Excel.

[Return To Activity & Request Reports](#)

Borrowing Activity Report for 01/01/2017 to 01/15/2017

<Grand Totals>

	Request Attempts	Not Filled	NCIP Hold Placed	Passed to Local System	No response	Unfilled	Referred	Retry	Lost	Expired	Cancelled	In process	Unique Requests Sent	Staff Initiated	Patron Initiated	Multi Created	Multi Requests
Total	38	22	11	0	0	8	3	0	0	0	5	0	37	37	0	1	8

<Pittston Memorial Library (PPIML)>

Bloomsburg University of Pennsylvania - ABLUO

	Requested	Filled	Not filled	NCIP Hold Placed	Passed to Local System	No response	Unfilled	Referred	Retry	Lost	Expired	Cancelled	In process
Loans	1	1	0	0	0	0	0	0	0	0	0	0	0
Copies	0	0	0	0	0	0	0	0	0	0	0	0	0
Reference	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	1	1	0	0	0	0	0	0	0	0	0	0	0

The **Grand Totals** include details of your borrowing activity:

- **Request Attempts:** A request that is not filled by a library is automatically forwarded to the next lender, so a single unique request may be submitted to multiple libraries. This number is equal to the sum of the values in the **Filled**, **Not filled**, **Expired**, **Cancelled** and **In process** fields.
- **Filled:** Total number of requests for which items were supplied.
- **Not filled:** Total number of requests for which items were not supplied (this number is equal to the sum of the values shown in the **No Response**, **Unfilled** and **Retry** fields).
- **NCIP Hold Placed:** Total number of holds placed on items through a local (external) system.
- **Passed to Local System:** Total number of requests for items transferred to a local (external) system.
- **No response:** Total number of requests for which the trading partner did not provide a response to the borrower; the **Days to Respond** (4) passed without a response.
- **Unfilled:** Total number of requests for which items were not supplied by the trading partner.
- **Referred:** N/A for Access PA libraries
- **Retry:** Total number of requests which were returned to be retried at a later date.
- **Lost:** Total number of requests for which items were flagged as "Lost."
- **Expired:** Total number of requests where the "Need By" date was exceeded.
- **Cancelled:** Total number of requests cancelled by your library.
- **In process:** Total number of requests currently in process.
- **Unique Requests Sent:** The number of unique requests submitted.
- **Staff Initiated:** All Access PA requests are staff-initiated; will be equal to the **Unique Requests Sent**.
- **Patron Initiated:** N/A for Access PA libraries
- **Multi Created:** The number of times a multi-copy request form was used to create requests.
- **Multi Requests:** The number of actual requests created using this method; this number is included in the count for the overall **Request Attempts**.

Details for each lending library (trading partner) follow and include all but the last five statistics.

Separate lines are provided for:

- **Loans:** requests submitted to the trading partner
- **Copies:** photocopy requests submitted to the trading partner
- **Reference:** reference requests submitted to the trading partner
- **Total:** the total number of requests submitted to the trading partner

➤ Select **Return To Activity & Request Reports** to return to the report selection window.

Lending Activity

Displays your library's activity as a lender and includes the number of request attempts and status for each borrower. The report is available in HTML, PDF, or Excel.

[Return To Activity & Request Reports](#)

Lending Activity Report for 01/01/2017 to 01/15/2017

<Grand Totals>

	Requests Received	Filled	Not Filled	No response	Unfilled	Referred	Retry	Lost	Expired	Cancelled	In process
Total	17	6	10	0	9	0	1	0	0	1	0

<Pittston Memorial Library (PPIML)>
State College Area High School - KSTAS

	Requests Received	Filled	Not filled	No response	Unfilled	Referred	Retry	Lost	Expired	Cancelled	In process
Loans	1	0	1	0	1	0	0	0	0	0	0
Copies	0	0	0	0	0	0	0	0	0	0	0
Reference	0	0	0	0	0	0	0	0	0	0	0
Total	1	0	1	0	1	0	0	0	0	0	0

The **Grand Totals** include details of your lending activity:

- **Requests Received:** Total number of requests received. This number is equal to the sum of the values shown in the **Filled**, **Not filled**, **Expired**, **Cancelled** and **In process** fields.
- **Filled:** Total number of requests for which items were supplied.
- **Not filled:** Total number of requests for which items were not supplied. This number is equal to the sum of the values shown in the **No Response**, **Unfilled** and **Retry** fields.
- **No response:** Total number of requests for which the library did not respond; the **Days to Respond** (4) passed without a response.
- **Unfilled:** Total number of requests for which items were not supplied.
- **Referred:** N/A for Access PA libraries
- **Retry:** Total number of requests for which items were not supplied and were returned to the borrower in **Retry** status.
- **Lost:** Total number of requests for which items were flagged as "**Lost**."
- **Expired:** Total number of requests where the "**Need By**" date was exceeded.
- **Cancelled:** Total number of requests cancelled by the borrower before your library responded.
- **In process:** Total number of requests currently in process.

Details for each borrowing library (trading partner) follow and include all of the above statistics. Separate lines are provided for:

- **Loans:** requests received from the trading partner
- **Copies:** photocopy requests received from the trading partner
- **Reference:** reference requests received from the trading partner
- **Total:** the total number of requests received from the trading partner

➤ Select **Return To Activity & Request Reports** to return to the report selection window.

Net Activity

Contains a summary of your library's activity as a lender and borrower and your net activity. The report is available in HTML, PDF, or Excel.

[Return To Activity & Request Reports](#)

Net Activity Report for 01/01/2017 to 01/15/2017

<Grand Totals>

Lending		Borrowing		Net Activity	
Loans	Copies	Loans	Copies	Loans	Copies
6	0	22	0	-16	0

<Pittston Memorial Library (PPIML)>
Bloomsburg University of Pennsylvania - ABLUO

Lending		Borrowing		Net Activity	
Loans	Copies	Loans	Copies	Loans	Copies
0	0	1	0	-1	0

The **Grand Totals** include a summary of your library's lending, borrowing, and net activity.

- **Lending:** Total number of **Loans** and the total number of **Copies** provided to your library.
- **Borrowing:** Total number of **Loans** and the total number of **Copies** received by your library.
- **Net Activity:** The net ILL activity (calculated as **Lending** minus **Borrowing**).
 - A negative value indicates a *deficit* of lending transactions and indicates that the library is a Net Borrower; the library borrows more than it lends.
 - A positive value indicates a *surplus* of lending transactions and indicates that the library is a Net Lender; the library lends more than it borrows.
 - A **Net Activity** value of "0" indicates an *equal* number of borrowing and lending transactions have occurred between the associated library and the trading partner.

Details for each trading partner follow and include all of the above statistics.

- Select **Return To Activity & Request Reports** to return to the report selection window.

Request Records

Contains a separate entry for *each request submitted* as a borrower and is available in Excel only.

Request Records for 01/01/2017 to 01/15/2017							
Borrower's Consortium	Borrower Code	Borrower Name	Supplier's Consortium	Supplier Code	Supplier Name	Request ID	Title
ACCESSPA	PPIML	Pittston Memorial Library	ACCESSPA	ABLUO	Bloomsburg University of Pennsylvania	164404	The history of love
ACCESSPA	PPIML	Pittston Memorial Library	ACCESSPA	ARSDF	Pennsylvania State University Brandywine	161611	Jane Jacobs : the last interview and other conversations

The output fields include:

- **Borrower's Consortium:** The consortium with which your library, the borrowing institution, is associated; all will indicate ACCESSPA.
- **Borrower Code:** Your library's 5-character code.
- **Borrower Name:** Your library's name.
- **Supplier's Consortium:** The consortium with which the supplying institution is associated; all will indicate ACCESSPA or "none" if indicated as **Unfilled** in the **Final Disposition** field.
- **Supplier Code:** The 5-character code of the lending library which received the request or "none" if indicated as **Unfilled** in the **Final Disposition** field.
- **Supplier Name:** The name of the lending library which received the request or "none" if indicated as **Unfilled** in the **Final Disposition** field.
- **Request ID:** The unique system-assigned request number.
- **Title:** The title of the requested item.
- **Author:** The author of the requested item.
- **Pub. Date:** The publication date of the requested item.
- **Material Bib Level:** The format of the requested item.
- **Origination Date:** The date on which the request was originally prepared and submitted.
- **Created by:** The type of user that created the request; all Access PA requests should indicate Staff.
- **Pickup Location:** N/A for Access PA; will be blank.
- **Patron's Name:** The name as indicated on the ILL Request form.
- **ID:** The patron ID as indicated on the ILL Request form, or "-1" if blank.
- **Request Type:** The type of request, either **Loan** or **Copy**.
- **Article Title:** The title of the requested article (used only on serial or copy requests).
- **Article Author:** The author of the requested article (used only on serial and copy requests).
- **Serial Issue:** The issue number of the requested serial (used only on serial and copy requests).
- **Volume:** The volume number of the requested serial (used only on serial and copy requests).
- **Serial Issue Date:** The publication date of the requested issue (used only on serial and copy requests).
- **Pages:** The desired pages of the requested title or serial (used only on serial and copy requests).
- **Copyright Compliance Code:** The copyright compliance code assigned to the associated request ("ccg" indicates Compliance CONTU Guidelines and "ccl" indicates Compliance Copyright Law).
- **Final Disposition:** The status of the request at the time the Request Records report was downloaded.
- **History Date:** The date and time of the last change in status for the request.
- **Lenders Tried Count:** The number of lenders to whom the request had been submitted at the time the Request Records report was downloaded.

Lender Response Records

Contains a separate entry for *each request received* as a lender and is available in Excel only.

Lender Response for 01/01/2017 to 01/15/2017							
Borrower's Consortium	Borrower Code	Borrower Name	Supplier's Consortium	Supplier Code	Supplier Name	Request ID	Title
ACCESSPA	KSTAS	State College Area High School	ACCESSPA	PPIML	Pittston Memorial Library	159773	The flame bearer : a novel
ACCESSPA	PBACL	Bala Cynwyd Library	ACCESSPA	PPIML	Pittston Memorial Library	162182	Clutterfree with kids

The output fields include:

- **Borrower's Consortium:** The consortium with which the borrowing institution is associated; all will indicate ACCESSPA.
- **Borrower Code:** The 5-character code of the borrowing library.
- **Borrower Name:** The name of the borrowing library.
- **Supplier's Consortium:** The consortium with which your library, the lending institution, is associated; all will indicate ACCESSPA.
- **Supplier Code:** Your library's 5-character code.
- **Supplier Name:** Your library's name.
- **Request ID** The unique system-assigned request number.
- **Title:** The title of the requested item.
- **Material Bib Level:** The format of the requested item.
- **Call Number:** Your library's call number for the requested item, or "Unknown" if there is not an associated call number.
- **Request Type:** The type of request, either "Loan" or "Copy."
- **Disposition:** The response provided for the request.
- **Will Not Supply Reason:** Indication of the reason given for a Will Not Supply response
- **History Date:** The date and time of the last change in status for the request.

CONTU Copyright Tracking Reports

Displays statistical reports related to copyright compliance tracking in accordance with the Commission on New Technological Uses of Copyrighted Works (CONTU) guidelines for photocopy requests.

- The reports show local demand for specific titles, which may inform collection development decisions.

Select **CONTU Copyright Tracking Reports** from the **Statistics** menu to generate the reports.

- Options include two summary reports and one detailed report.



The screenshot shows a web form titled "CONTU COPYRIGHT TRACKING REPORTS". In the top right corner, there are four buttons: "Submit", "Reset", "Close", and "Help". The form contains three sections: "Year of report:" with a text box containing "2017"; "Summary reports:" with two radio button options, "Order summary by filled count (filled count > 5)" (which is selected) and "Order summary by title (all titles)"; and "Detailed report:" with a radio button option "Title begins with (leave blank for all titles):" followed by an empty text box.

Year of report: Enter the year for which you wish to view statistics

- The current year is entered by default.
- Reports are available for the current year or for any of the three prior years.

NOTE: Each January 1st, summary and detailed reports from the previous calendar year(s) are accessible. If an item *was not* received by December 31st of the year in which it was requested, it will not be recorded or counted in the next calendar year. It will be considered an “unfilled” request, although no date will be added to the **Date not Filled** column. For example, if a library requested six articles from a journal title in 2007 and received five by December 31st, the library would not be liable for copyright payments or reporting to the Copyright Clearance Center on the sixth article because it was received in 2008, not in 2007. The **Detailed Report** will still include the **Date of Request** for that item, but will not have a **Date Filled** or **Date not Filled** value as the report was “frozen” as of December 31st.

For all reports:

Select **Download** to open the report in an Excel spreadsheet.

Select **Return to CONTU Report setup** to return to the CONTU Copyright Tracking Reports screen.

Select **Close** to return to the **Staff Dashboard**.

Select **Help** for context-sensitive help.

Select the report type:

Order summary by filled count (filled count > 5)

The report provides a brief summary of the titles for which *five or more* requests have been filled or are outstanding for the specified calendar year. It includes the title from which the copy was requested, the number of request that have been filled, and the number in process (outstanding).

Order summary by title (all titles)

The report provides a brief summary of requests for *all* titles that have been filled or are outstanding for the specified calendar year. It includes the title from which the copy was requested, the number of requests that have been filled, the number in process (outstanding), and the average number of filled requests of all titles included in the summary report.

CONTU COPYRIGHT TRACKING REPORTS

Submit

Reset

Close

Help

Summary Report for 2016 ordered by title (all titles.)

Title	Number Filled	Number Outstanding
The Register of the Kentucky Historical Society.	2	0
William and Mary quarterly.	1	0
Average number of filled requests for all titles: 1.5		

Download

[Return to CONTU Report setup.](#)

Detailed report

The report provides detailed information on a “title-by-title” basis for both outstanding and completed requests. If the report is generated for all titles, statistics for each title are presented in separate sections. The report includes the title from which the copy was requested followed by the (ISSN), the date of request and date filled (or not filled).

- The ISSN is shown *only* when an article from a title has been requested for the first time; subsequent requests for articles from the title will not show the ISSN.
- Requests with variant titles are not currently merged. If staff is aware of two variations of the same title, staff should download the detailed report, merge the titles, and calculate the number of filled and not filled requests.

CONTU COPYRIGHT TRACKING REPORTS			<div>Submit</div> <div>Reset</div> <div>Close</div> <div>Help</div>	
Detailed Report for 2016 (all titles)				
Journal Title: The Register of the Kentucky Historical Society. ISSN: 0023-0243				
<i>Date of Request</i>	<i>Date Filled</i>	<i>Date not Filled</i>		
11/2/2016	11/4/2016			
11/2/2016	11/4/2016			
Journal Title: William and Mary quarterly. ISSN: 0043-5597				
<i>Date of Request</i>	<i>Date Filled</i>	<i>Date not Filled</i>		
12/5/2016	12/8/2016			
<div>Download</div>				
Return to CONTU Report setup.				

Borrower Statistics

Shows the number of all active and completed ILL requests created and processed by your library, as a borrower from other Access PA libraries, for a given time period.

- This report counts actions taken on active requests in the specified time period.
- You can generate Borrower Statistics Reports for either weekly or monthly periods, and can specify the start and end dates for the selected period. After the specified time period has passed, *these numbers do not change*.
 - In contrast, the borrowing statistics available in the **Activity and Request Records Reports** report activity on a particular set of requests based on the origination date of the request. After the specified period, the status of these requests can change, so may be inconsistent from day to day until all activity on the request has ceased.
- Statistics are provided separately for both returnable (books) and non-returnable (copies) requests.
- Statistics reports for periods prior to or following the currently selected period can be easily accessed from the display.

To generate the report:

1. Select **Borrower Statistics** under **ILL Statistics** in the **Statistics** menu on the **Staff Dashboard**.
 - The Borrower Statistics screen will be displayed with the statistics for the current week.
2. Enter the **Start Date** and **End Date** for the period you wish to view.
 - Enter dates using the format MM/DD/YYYY, including slashes.
 - The default start date is the first day of the current week (for this report, Sunday is considered the first day of the week). The default end date is the last day of the current week.
 - *Always* use the first day of any given period (week or month) as the start date. If any other day is entered, the start date will revert to the first day of the period in which that date occurs. *Always* use the last day of any given period (week or month) as the end date. If any other day is entered, the end date will revert to the last day of the period for which the report is requested.
3. The **Library Code** defaults to the 5-character code for the library under which you logged in.
4. Select to **View By** a period interval of **Weekly** or **Monthly**.
 - The default period is **Weekly**.
 - Only one week or one month can be selected.
5. Click **Submit**.
 - The screen will refresh to display the statistics for the selected period.
 - To view a different period, change the dates and/or time interval and click **Submit**.
 - Select **Previous Period** to view the statistics for the prior week or month.
 - Select **Next Period** to view the statistics for the following week or month (not available when viewing the current week or month).

Select **Format to Print** to print or save a copy of the report (browser dependent).

Select **Help** for context-sensitive help.

Select the **X** in the upper right to return to the **Staff Dashboard**.

Statistics > ILL Statistics > Borrower Statistics			Submit Reset Help		
BORROWER STATISTICS			Format to Print Previous Period Next Period		
Start Date:	1/1/2017				
End Date:	1/7/2017				
Library Code:	PSCRL				
View By:	Weekly				
	Books	Copies			
Requests submitted	12	0			
Requests filled	16	0			
Items received	7	0			
Average days to receive	8	0			
Request Rejected					
Cancelled	0	0			
Not in collection	0	0			
Not on shelf	7	0			
Not lendable	0	---			
Not responded to	9	0			
Not copyable	---	0			

The report provides the following information for the specified time period:

- **Requests submitted:** The number of ILL requests submitted by your library as a borrower using the ILL Request Form or Blank Request Form.
- **Requests filled:** The number of borrowed items marked as **Shipped** to your library by the lending library.
- **Items received:** The number of **Shipped** items updated to **Received** status by your library.
- **Average days to receive:** The average number of days between the date an item was marked as **Shipped** by the lending library and the date the item was marked as **Received** by your library.
- **Requests rejected:** The number of renewal requests submitted by your library as a borrower that were rejected by the lending library.
- **Cancelled:** The number of ILL requests submitted then cancelled by your library.
- Requests not filled by a lender for the following reasons:
 - **Not in collection:** not owned by the lender
 - **Not on shelf:** not filled, for various reasons
 - **Not lendable:** not filled, for various reasons (returnable/books only)
 - **Not responded to:** not actioned by potential lenders; the Days to Respond expired
 - **Not copyable:** not supplied (nonreturnable/copies only)

Borrower Record Counts

Shows the number of *all current* active and completed ILL requests made by your library to borrow materials or receive photocopies from other libraries, grouped according to current status. *This report replicates the current Request Manager status list but without the option to view or update requests.*

To display the report, select **Borrower Record Counts** under **ILL Statistics** in the **Statistics** menu on the **Staff Dashboard**:



Status	Count
Awaiting Approval	0
Pending	8
Conditional	0
Not-Received/Overdue	0
Pending Cancel	0
Will Supply/In Process	0
Lost	3
Shipped	15
Not Received	4
Received	43
Recalled	0
Awaiting Lenders	0

- **Awaiting Approval:** Request is awaiting approval before being sent to lenders.
- **Pending:** Request has been received by lender, but has not yet been acknowledged.
- **Conditional:** Lender can supply the requested item subject to the condition(s) specified.
- **Not-Received/Overdue:** Lender has sent an **Overdue** notification for an item not yet received.
- **Pending Cancel:** Borrower has indicated that the request is to be cancelled.
- **Will Supply/In Process:** Request has been accepted by lender, but has not been filled.
- **Lost:** Requested/borrowed item has been declared lost by either borrower or lender.
- **Shipped:** Lender has shipped the requested item to borrower.
- **Not Received:** Borrower has not received the item and the deadline (**Days to Supply**) has passed.
- **Received:** Borrower has received item from lender.
- **Recalled:** Lender needs item returned before due date.
- **Awaiting Lenders:** The Lender List for the request is being populated by the system.
- **Renew Pending:** Borrower requests loan renewal for item from lender.
- **Accepted Renewal:** Lender allows the renewal of a loan.
- **Rejected Renewal:** Lender has denied a renewal of a loan.
- **Overdue:** Borrower has not returned item to lender, and due date has passed.
- **Returned:** Borrower has shipped item back to lender.
- **Retry:** Borrower can resubmit the ILL request at a later date.
- **Complete:** Lender has received material returned by borrower (the ILL transaction is complete).
- **Unfilled:** Borrower's request has not and will not be filled by any potential lender.
- **Expired:** The **Need By** date for the request has passed.
- **Cancelled:** Request has been cancelled by borrower.
- **Renew/Overdue:** Borrower requests renewal for item *and* the due date for the item has expired.

Select the **X** in the upper right to return to the **Staff Dashboard**.

Borrower Days to Receive Report

Provides data on the time taken for ILL requests submitted by your library *as a borrower* to be filled and shipped by a lender (i.e., for your library to receive the requested material).

- Each report period is one month long and reports can be requested for a single month or range of months.
- The Days to Receive Report displays summarized report data for *each* report period in chronological order, and a summary of *all* report periods at the end of the report.
- The reports for each month and the summary include:
 - Number of requests received in 0-4 days, 5-8 days, 9-12 days, and 13+ days
 - Total number of requests received
 - Total number of unfilled requests

To generate the report:

1. Select **Borrower Days to Receive Report** under **ILL Statistics** in the **Statistics** menu on the **Staff Dashboard**.
 - The report will be displayed with the statistics for the current month.
2. Enter the **Start Date** and **End Date** for the period you wish to view.
 - Enter dates using the format MM/DD/YYYY, including slashes.
 - The default start date is the first day of the current month. The default end date is the last day of the current month.
 - *Always* use the first day of any given month as the start date. If any other day is entered, the start date will revert to the first day of the month. *Always* use the last day of any given month as the end date. If any other day is entered, the end date will revert to the last day of the month for which the report is requested, based on the start date.
3. The **Library Code** defaults to the 5-character code for the library under which you logged in.
4. Click **Submit**.
 - The screen will refresh to display the statistics for the selected period.
 - Use the scroll bar as needed to view the entire report on the screen.

Statistics > ILL Statistics > Borrower Days to Receive Report

BORROWER'S DAYS TO RECEIVE REPORT

Submit Reset Help
Format to Print

Start Date: 12/1/2016
End Date: 12/31/2016
Library Code: PSCRL

Library: PSCRL
Date : 12/1/2016 to 12/31/2016
Requests received in 0-4 days 4
Requests received in 5-8 days 18
Requests received in 9-12 days 17
Requests received in 13+ days 27
Total Received 66
Total Unfilled 4

Select **Format to Print** to print or save a copy of the report (browser dependent).

Select the **X** in the upper right to return to the **Staff Dashboard**.

Lender Statistics

Shows the number of all active and completed ILL requests received and processed by your library, as a lender to other Access PA libraries, for a given time period.

- This report counts actions taken on active requests in the specified time period.
- You can generate Lender Statistics Reports for either weekly or monthly periods, and can specify the start and end dates for the selected period. After the specified time period has passed, *these numbers do not change*.
 - In contrast, the lending statistics available in the **Activity and Request Records Reports** report activity on a particular set of requests based on the origination date of the request. After the specified period, the status of these requests can change, so may be inconsistent from day to day until all activity on the request has ceased.
- Statistics are provided separately for both returnable (books) and non-returnable (copy) requests.
- Statistics reports for periods prior to or following the currently selected period can be easily accessed from the display.

To generate the report:

1. Select **Lender Statistics** under **ILL Statistics** in the **Statistics** menu on the **Staff Dashboard**.
 - The Lender Statistics screen will be displayed with the statistics for the current week.
2. Enter the **Start Date** and **End Date** for the period you wish to view.
 - Enter dates using the format MM/DD/YYYY, including slashes.
 - The default start date is the first day of the current week (for this report, Sunday is considered the first day of the week). The default end date is the last day of the current week.
 - *Always* use the first day of any given period (week or month) as the start date. If any other day is entered, the start date will revert to the first day of the period in which that date occurs. *Always* use the last day of any given period (week or month) as the end date. If any other day is entered, the end date will revert to the last day of the period for which the report is requested.
3. The **Library Code** defaults to the 5-character code for the library under which you logged in.
4. Select to **View By** a period interval of **Weekly** or **Monthly**.
 - The default period is **Weekly**.
 - Only one week or one month can be selected.
5. Click **Submit**.
 - The screen will refresh to display the statistics for the selected period.
 - To view a different period, change the dates and/or time interval and click **Submit**.
 - Select **Previous Period** to view the statistics for the prior week or month.
 - Select **Next Period** to view the statistics for the following week or month (not available when viewing the current week or month)

Select **Format to Print** to print or save a copy of the report (browser dependent).

Select **Help** for context-sensitive help.

Select the **X** in the upper right to return to the **Staff Dashboard**.

Statistics > ILL Statistics > Lender Statistics			Submit Reset Help		
LENDER STATISTICS			Format to Print Previous Period Next Period		
Start Date:	1/1/2017				
End Date:	1/7/2017				
Library Code:	PSCRL				
View By:	Weekly				
	Books	Copies			
Requests received	19	0			
Requests filled	5	0			
Items supplied	0	0			
Average days to supply	0	0			
Request Rejected					
Cancelled	0	0			
Not in collection	0	0			
Not on shelf	4	0			
Not lendable	0	---			
Not responded to	3	0			
Not copyable	---	0			

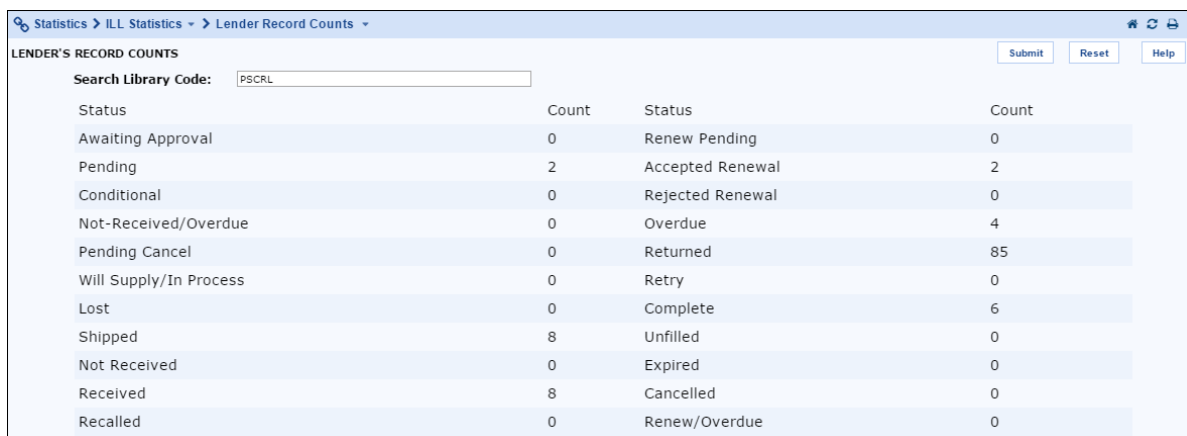
The report provides the following information for the specified time period:

- **Requests received:** The number of ILL requests received (in **Pending** status) by your library.
- **Requests filled:**
 - **Books** (returnables): shows the number of items returned from borrowing libraries that were checked in by your library.
 - **Copies** (nonreturnables): shows the number of times the borrowing library marked a **Shipped** item supplied by your library as **Received**.
- **Items supplied:** The number of ILL requests updated to **Shipped** status by your library as a lender.
- **Average days to supply:** The average number of days between the date a request was received by your library and the date the request was marked as **Shipped**.
- **Requests rejected:** The number of **Renewal** requests received by your library that were rejected.
- **Cancelled:** The number of **Cancel** requests received by your library that were updated to **Confirm Cancel**.
- Requests not filled by your library for the following reasons:
 - **Not in collection:** not owned by your library
 - **Not on shelf:** not filled, for various reasons
 - **Not lendable:** not filled, for various reasons (returnable/books only)
 - **Not responded to:** not actioned by your library; the Days to Respond has expired
 - **Not copyable:** not supplied (nonreturnable/copies only)

Lender Record Counts

Shows the number of *all current* active and completed ILL requests received by your library to lend materials or supply photocopies to other libraries, grouped according to current status. *This report replicates the current Request Manager status list but without the option to view or update requests.*

To display the report, select **Lender Record Counts** under **ILL Statistics** in the **Statistics** menu on the **Staff Dashboard**:



Status	Count	Status	Count
Awaiting Approval	0	Renew Pending	0
Pending	2	Accepted Renewal	2
Conditional	0	Rejected Renewal	0
Not-Received/Overdue	0	Overdue	4
Pending Cancel	0	Returned	85
Will Supply/In Process	0	Retry	0
Lost	0	Complete	6
Shipped	8	Unfilled	0
Not Received	0	Expired	0
Received	8	Cancelled	0
Recalled	0	Renew/Overdue	0

- **Awaiting Approval:** Request is awaiting approval before being sent to lenders.
- **Pending:** Request has been received by lender, but has not yet been acknowledged.
- **Conditional:** Lender can supply the requested item subject to the condition(s) specified.
- **Not-Received/Overdue:** Lender has sent an **Overdue** notification for an item not yet received.
- **Pending Cancel:** Borrower has indicated that the request is to be cancelled.
- **Will Supply/In Process:** Request has been accepted by lender, but has not been filled.
- **Lost:** Requested/borrowed item has been declared lost by either borrower or lender.
- **Shipped:** Lender has shipped the requested item to borrower.
- **Not Received:** Borrower has not received the item and the deadline (**Days to Supply**) has passed.
- **Received:** Borrower has received item from lender.
- **Recalled:** Lender needs item returned before due date.
- **Awaiting Lenders:** The Lender List for the request is being populated by the system.
- **Renew Pending:** Borrower requests loan renewal for item from lender.
- **Accepted Renewal:** Lender allows the renewal of a loan.
- **Rejected Renewal:** Lender has denied a renewal of a loan.
- **Overdue:** Borrower has not returned item to lender, and due date has passed.
- **Returned:** Borrower has shipped item back to lender.
- **Retry:** Borrower can resubmit the ILL request at a later date.
- **Complete:** Lender has received material returned by borrower (the ILL transaction is complete).
- **Unfilled:** Borrower's request has not and will not be filled by any potential lender.
- **Expired:** The **Need By** date for the request has passed.
- **Cancelled:** Request has been cancelled by borrower.
- **Renew/Overdue:** Borrower requests renewal for item *and* the due date for the item has expired.

Select the **X** in the upper right to return to the **Staff Dashboard**.

Lender Days to Supply Report

Provides data on the time taken to fill ILL requests received by your library (i.e., for the borrower to receive the requested material).

- Each report period is one month long and reports can be requested for a single month or range of months.
- The Days to Supply Report displays summarized report data for *each* report period in chronological order, and a summary of *all* report periods at the end of the report.
- The reports for each month and the summary include:
 - Number of requests supplied in 0-4 days, 5-8 days, 9-12 days, and 13+ days
 - Total number of requests supplied
 - Total number of unfilled requests

To generate the report:

1. Select **Lender Days to Supply Report** under **ILL Statistics** in the **Statistics** menu on the **Staff Dashboard**.
 - The report will be displayed with the statistics for the current month.
2. Enter the **Start Date** and **End Date** for the period you wish to view.
 - Enter dates using the format MM/DD/YYYY, including slashes.
 - The default start and end dates are the first day of the current month. The default end date is the last day of the current month.
 - *Always* use the first day of any given month as the start date. If any other day is entered, the start date will revert to the first day of the month. *Always* use the last day of any given month as the end date. If any other day is entered, the end date will revert to the last day of the month for which the report is requested, based on the start date.
3. The **Library Code** defaults to the 5-character code for the library under which you logged in.
4. Click **Submit**.
 - The screen will refresh to display the statistics for the selected period.
 - Use the scroll bar as needed to view the entire report on the screen.

Statistics > ILL Statistics > Lender Days to Supply Report

LENDER'S DAYS TO SUPPLY REPORT

Submit Reset Help Format to Print

Start Date: 12/1/2016
End Date: 12/31/2016
Library Code: PSCRL

Library: PSCRL
Date : 12/1/2016 to 12/31/2016
Requests supplied in 0-4 days 30
Requests supplied in 5-8 days 1
Requests supplied in 9-12 days 0
Requests supplied in 13+ days 0
Total Supplied 31
Total Unfilled 52

Select **Format to Print** to print or save a copy of the report (browser dependent).

Select the **X** in the upper right to return to the **Staff Dashboard**.

Stayed Too Long Report

Provides a list of requests that have been in a specific status for a specified number of days, based on your library's role as Borrower or Lender. It provides a picture of traffic workflow and requests that may need to be followed up on.

To generate the report, select **Stayed Too Long Report** under **ILL Statistics** in the **Statistics** menu on the **Staff Dashboard**:

The screenshot shows the 'Stayed Too Long Report' form. At the top, there's a breadcrumb trail: 'Statistics > ILL Statistics > Stayed Too Long Report'. Below this, the form title 'Stayed Too Long Report' is on the left, and 'Submit' and 'Help' buttons are on the right. The main section is titled 'Select options for this report'. It contains three fields: 'Role' with a dropdown menu set to 'Borrower', 'Status' with a multi-select dropdown menu showing 'Awaiting Approval', 'Conditional', 'ILL Review', 'Not Received', and 'Not-Received/Overdue', and 'Number of Days' with a text input field containing '30'. Below these fields, there's a section titled 'Select libraries to be included to this report' with links for 'Select All Libraries' and 'Deselect All Libraries'. At the bottom, there's a table with three columns: 'Library Type', 'Library Code', and 'Library Name'. The first row shows 'AALBC' under 'Library Code' and 'Albright College' under 'Library Name'.

1. Select whether you want the report based on your library's **Role** as the **Borrower** or **Lender**.
2. Select the **Status** you want the report based on.
 - Note that the status options will change when you change the default Borrower role to the Lender role.
 - Use the Control key (CTRL) to select more than one status.
3. Enter the **Number of Days** you want reported, based on the date of the last status change.
4. Select your library and click **Submit** in the upper right.
 - The report will download as an Excel Spreadsheet and includes the Status, Title, Request ID, and Date of Status Change.

Borrower Status Options	Lender Status Options
Awaiting Approval	Not-Received/Overdue
Conditional	Overdue
ILL Review – <i>N/A for Access PA libraries</i>	Returned
Not Received	Will Supply – <i>N/A for Access PA libraries</i>
Not-Received/Overdue	Will Supply/In Process
Overdue	
Recalled	
Referred to OCLC – <i>N/A for Access PA libraries</i>	
Retry	
Unfilled	