How to read the IDS Statistics...

What are the IDS Statistics?
There are two different analysis tools used by the IDS Project to collect and disseminate data:
1. Daily (includes the IDS Request Process)
2. Systems
Both sets of tools track the progress of requests and transactions within the IDS Project, but measure different aspects of transaction requests.

Which tool should I use?
Most IDS Project members will use the IDS Request Process analysis. Systems analysis charts will be of most interest to library directors and systems administrators.

The **IDS Request Process flowchart** will be found by clicking on the link for **Performance Data** on the IDS Project website: ([http://illiad.lib.geneseo.edu/ids/index.asp](http://illiad.lib.geneseo.edu/ids/index.asp)).

What exactly is the “Analysis of IDS Request Process?”
The analysis gathers data about all aspects of the IDS Request process, from average turnaround times to specific information about an individual transaction. Users can select their own criteria to search the charts, including dates, request types, and individual libraries (shown below):

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<table>
<thead>
<tr>
<th>Step 1:</th>
<th>Include Items Date Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request Type:</td>
<td>Article</td>
</tr>
<tr>
<td>Beginning Date</td>
<td>01/20/2004</td>
</tr>
<tr>
<td>End Date</td>
<td>08/09/2004</td>
</tr>
<tr>
<td>Borrowing Library</td>
<td>SUNY Potsdam</td>
</tr>
<tr>
<td>Lending Library</td>
<td>SUNY Fredonia</td>
</tr>
</tbody>
</table>
The five charts used in the request process analysis are:

1. Average Transaction Times
2. Transaction Analysis
3. Transaction Pie Chart
4. Transaction Reports
5. Tracking History

The **Average Transaction Times** chart gathers data about the overall IDS request process. It uses the inputted search criteria from Step 1 on the Request Process flowchart and returns average transaction times for the entire IDS transaction (either articles or loans) between any two libraries (borrower and lender) on the chart. It is useful for getting average transaction times for all libraries at once, as well as comparing more than one library at a time.

The **Transaction Analysis Chart** and **Pie Chart** both track the same data, although they represent it in different formats.

The Transaction Analysis chart analyzes the entire IDS request process at specific points in time. For example, the amount of average time it takes from when a patron requests an article to the time at which the borrowing library uploads this information to OCLC, is a single "time point", and is represented by one of the colored bars on the graph. This chart analyzes each of these seven time points for any two libraries (borrower and lender), for either articles or loans.
The **Transaction Pie Chart** analyzes the same data, but represents the time points as percentages. For example, the percentage of total average time it takes for a request to be sent by the lending institution to the point at which it is received by the borrowing institution is a “slice of the pie” on the chart.

The **Transaction Report** chart breaks down the time points of each individual ILL transaction processed. It includes transaction and OCLC number, time at which request was received by borrower, sent to OCLC, imported by lender, search begun, item sent, request received by borrower, and patron notified. It also includes the total transaction time for each request processed between the two libraries chosen in Step 1.

The **Tracking History** chart analyzes the entire history of each individual IDS request transaction, from the moment it is received by the borrower to the time the patron is notified of its arrival at the borrowing institution.
In some cases, the **Notes Field** will be used to indicate information about the individual transaction. The **notes** hotlink will be found in the **Transaction Report** chart, in the same column as the transaction number. Notes are linked only to an individual item.

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**Questions about the IDS Statistics package or website?**
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Mark Sullivan (sullivm@geneseo.edu) for questions about the IDS Statistics package