

# How to read the IDS Project's Transaction Performance Analysis Module (TPAM)

## What is the TPAM?

The IDS TPAM is a collection of four applications which provide different views of the ILLiad transaction data of each of the IDS Libraries.

IDS PROJECT

ABOUT JOIN MEMBERS SITE MAP CONTACT US

Hello Ed,  
Welcome to IDS.

Analysis of IDS Request Process

Parameters Required for Project Analysis Chart

Request Type:  Extreme Data Points(Over 150 hours):

Beginning Date:

End Date:

Generate Project Overview Chart

Library Pair for Transaction Analysis and Reports

Parameters from the above table are required for these reports

Borrowing Library:

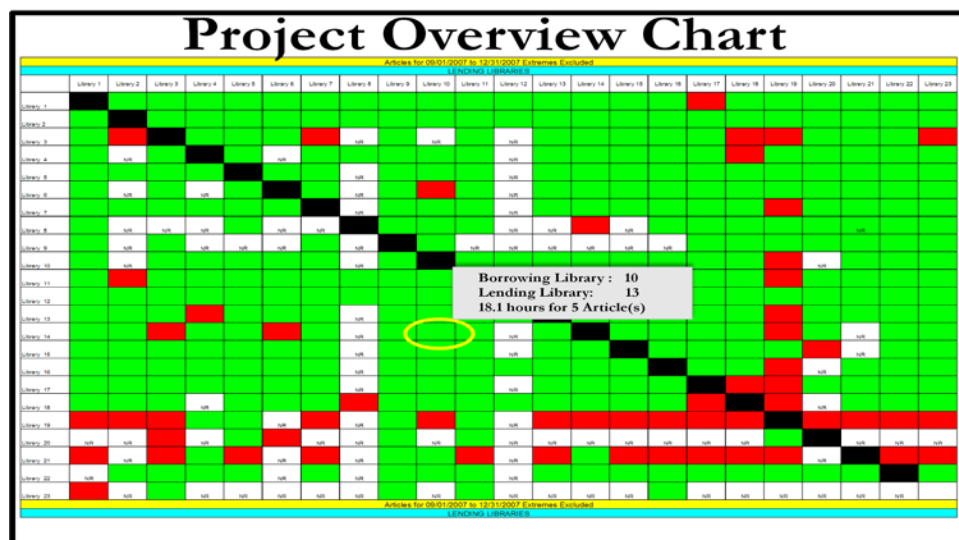
Lending Library:

Report to Generate:

Generate Report

About | Join | Members | Site Map | Contact Us  
Copyright 2008 Information Delivery Services Project  
All Rights Reserved

The web interface to the **TPAM** lays out two separate analysis pathways to select from. The first uses just the top parameters to generate the **Project Overview Chart** (shown below) which illustrates the average transaction times of all of the IDS Libraries. Cells colored green mean the turnaround time meets the shared benchmark (Articles 48 hrs., Loans 72 hrs.) and red indicates exceeding the benchmark. White cells indicate no transaction filled for the set parameters. Each cell has a mouse-over that describes total transactions between borrowing and lending.



The second analysis uses both the top parameters, and the bottom menus to select the borrowing and lending libraries, and the type of report you would like to generate. (You can also generate this chart by clicking on the cell in the Project Overview Chart). The first report is the **Transaction Analysis** which analyzes the IDS requests between a borrowing and a lending library and breaks them into specific points in time. For example, the amount of time on **average** it takes from when a patron requests an article to the time at which the borrowing library uploads this information to OCLC is represented by one of the colored columns on the graph. This chart analyzes six processes times, and provides a total average between any two libraries (borrower and lender), for either articles or loans.



The **Transaction Report** breaks down the time of each individual ILL transaction processed on the previous chart. It includes transaction and OCLC number, time request was received by borrower, sent to OCLC, imported by lender, search & retrieval, item sent, request received by borrower, and patron notified. It also includes the total transaction time for each request processed between two libraries.

IDS Transaction Report									
29 Article Requests Borrowed from Library 1 by Library 2									
From 07/01/2008 to 11/7/2008									
Extremes always included									
TR(ILL#)	Patron Requested	Sent to OCLC	Imported from OCLC	Began Search	Item Sent	Request Received	Patron Notified	Total Time for Request	Lending Time
72106 (4501634)	8/9/2008 11:18:03 AM	8/11/2008 11:17:48 AM	8/11/2008 11:18:43 AM *YGM,BUF,BNG,SYB,NAM	8/11/2008 11:22:43 AM	8/11/2008 11:35:19 AM	8/11/2008 11:35:20 AM	8/11/2008 11:35:28 AM	11.5 hrs	0.2hrs
72113 (4501243)	8/9/2008 11:29:48 AM	8/11/2008 11:29:11 AM	8/11/2008 11:39:25 AM *YGM,BUF,SYB,YSM,VXX	8/11/2008 1:48:01 PM	8/11/2008 3:02:54 PM	8/11/2008 3:02:54 PM	8/11/2008 3:03:06 PM	15 hrs	3.3hrs
72114 (4501240)	8/9/2008 11:31:14 AM	8/11/2008 11:28:46 AM	8/11/2008 11:29:12 AM *YGM,BNG,SYB,YSM,VXX	8/11/2008 1:48:01 PM	8/11/2008 3:02:03 PM	8/11/2008 3:02:03 PM	8/11/2008 3:02:15 PM	15 hrs	3.5hrs
72120 (4501799)	8/9/2008 11:39:03 AM	8/11/2008 11:19:58 AM	8/11/2008 11:29:10 AM *YGM,BNG,SYB,YSM,VXX	8/11/2008 1:48:01 PM	8/11/2008 3:00:24 PM	8/11/2008 3:00:25 PM	8/11/2008 3:00:47 PM	15 hrs	3.5hrs
72539 (4528765)	8/21/2008 10:53:15 AM	8/21/2008 12:48:35 PM	8/22/2008 9:26:13 AM *XGMA,YGM,VHB,YSM,ZWU	8/22/2008 10:06:27 AM	8/22/2008 11:02:32 AM	8/22/2008 11:02:34 AM	8/22/2008 11:02:48 AM	24.1 hrs	1.6hrs
73284 (4572163)	9/5/2008 8:17:27 PM	9/6/2008 1:21:23 PM	9/6/2008 1:25:39 PM *YGM,FTB,ANG,FDS,NJP	9/8/2008 8:20:55 AM	9/8/2008 8:40:24 AM	9/8/2008 8:40:25 AM	9/8/2008 8:47:28 AM	12.5 hrs	8.6hrs
73533 (4586944)	9/10/2008 8:27:03 PM	9/11/2008 9:49:03 AM	9/11/2008 9:58:50 AM *YGM,BNG,NAM,ZHM,XQM	9/11/2008 1:31:42 PM	9/11/2008 1:40:02 PM	9/11/2008 1:40:03 PM	9/11/2008 1:40:29 PM	17.2 hrs	3.6hrs
73557 (4586766)	9/11/2008 8:19:44 AM	9/11/2008 9:08:58 AM	9/11/2008 9:18:07 AM *YGM,BNG,NAM,ZHM,XQM	9/11/2008 9:59:57 AM	9/11/2008 1:01:27 PM	9/11/2008 1:01:28 PM	9/11/2008 1:01:55 PM	4.7 hrs	3.7hrs

To access the individual ILL **Tracking History**, click on the ILL# from the **Transaction Report**.

The **Tracking History** analyzes the entire history of 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

Tracking History		
ILL Number: 38875741		
Transaction Time: 20.9 hours		
Borrowing Library	Lending Library	
Submitted by Customer	1/22/2008 3:58:25 PM	
Awaiting Copyright Clearance	1/22/2008 3:58:25 PM	
Awaiting Request Processing	1/23/2008 8:33:53 AM	
Awaiting Faculty Request Processing	1/23/2008 8:33:54 AM	
Request in Processing	1/23/2008 8:44:51 AM	
Request Sent	1/23/2008 8:45:49 AM	
	Imported from OCLC	1/23/2008 8:46:11 AM
	Awaiting IDS Pilot Project Lending Reque	1/23/2008 8:46:11 AM
	Request in Processing	1/23/2008 8:47:47 AM
	Awaiting Stacks Searching	1/23/2008 8:47:59 AM
	In Stacks Searching	1/23/2008 8:51:37 AM
	Awaiting Odyssey Scanning	1/23/2008 12:50:50 PM
	Awaiting Odyssey Sending	1/23/2008 12:51:57 PM
	Odyssey Complete	1/23/2008 12:53:16 PM
	Request Finished	1/23/2008 12:53:16 PM
Odyssey Document Received	1/23/2008 12:53:16 PM	
Delivered to Web	1/23/2008 12:53:37 PM	

If you have any questions, please contact:

Project Director:	Ed Rivenburgh	edr@geneseo.edu	585-245-5591
Internal Project Consultant:	Cyril Oberlander	cyril@geneseo.edu	585-245-5528
Systems Administrator:	Mark Sullivan	sullivm@geneseo.edu	585-245-5698
Web Master:	Corey Ha	ha@geneseo.edu	585-245-5584
Project Coordinator:	Sonja Landes	landes@geneseo.edu	585-245-5537
IDS Librarian:	Tim Bowersox	bowersox@geneseo.edu	585-245-5589

