

AGENDA ITEM: CLSA Interlibrary Loan, Universal Borrowing, Equal Access Programs

ISSUES TO COME BEFORE THE BOARD AT THIS MEETING:

1. Consider 2002/03 ILL and Direct Loan Program reimbursement rates.
2. Consider potential Budget Change Proposal (BCP) for 2003/04.

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD: I

move that the Library of California Board adopt, subject to the concurrence of the State Department of Finance, reimbursement rates for the 2002/03 fiscal year as follows: for CLSA interlibrary loans, a reimbursement rate of \$4.49 per eligible transaction; for CLSA direct loans, a reimbursement rate of \$.78 per eligible transaction; and that the Chief Executive Officer inform all participants of the 2002/03 reimbursement rates as soon as Department of Finance concurrence is obtained.

RECOMMENDED MOTION FOR CONSIDERATION BY THE BOARD: I move

that the Library of California Board authorize its Chief Executive Officer to prepare a Budget Change Proposal, for Board consideration at the August 2002 meeting, for additional 2003/04 local assistance funding for the CLSA Interlibrary Loan and Direct Loan programs.

ISSUE 1: Consider 2002/03 ILL and Direct Loan Program reimbursement rates.

BACKGROUND:

During the 1983/84 fiscal year, a major effort was undertaken to determine the actual handling costs incurred by participants in the provision of California Library Services Act (CLSA) loan services. This effort led to the adoption of reimbursement rates for the 1984/85 Interlibrary and Direct Loan Programs based on three elements:

- 1) The weighted average per item handling cost of a loan, based on annual survey results of a representative sample of participant libraries.
- 2) Reporting costs of a loan, estimated at 2% of the average per item handling cost.

- 3) Materials deterioration cost based on industry standard data.

In October of 1984 the State Board adopted a process for annually updating the data on which the reimbursement rates were based and for determining the rates in successive years. This process included the following procedures:

- 1) Obtaining updated salary and benefit data from all previously surveyed libraries and recalculation of those libraries' per item handling cost.
- 2) Surveying an additional two libraries for interlibrary loan and an additional two libraries for direct loan to provide fresh information upon which to base reimbursement calculations.
- 3) Dropping from the handling costs' database any libraries which had significantly altered their internal direct or interlibrary loan procedures, thus rendering their data invalid for purposes of the rate survey.
- 4) Updating industry standard data on materials deterioration costs.

These procedures have been completed for the 2002/03 fiscal year with the following results:

- 1) A summary of the 2001/02 updated data appears in Exhibit A. A complete description of the methodology employed is available upon request.

After all adjustments and weighted factors were calculated, the handling cost per item for interlibrary loan transactions was \$4.08. This is the recommended base rate for interlibrary loan.

For the Direct Loan Program, the study produced a base rate of \$0.44.

- 2) For both the ILL and Direct Loan rates, reporting costs are estimated at 2% of the base rate.
- 3) Calculation of physical deterioration of materials:

The data collection, analysis and publication schedule of Book Industry Trends, essential data used in the calculation of the cost of the physical deterioration of loaned materials, is not available in time to include prior calendar year data in the annual determination of the CLSA ILL and Direct Loan Programs reimbursement rates. Thus, the calculation shown below represents base data collected during the 2000 calendar year. Data for 2001 will not be available until mid-summer of 2002 and will be included in the determination of reimbursement rates for the 2003/04 fiscal year.

Estimated price of the average library purchase = \$25.15

(Source: Book Industry Trends 2001, prepared by the Book Industry Study Group by Fordham University Graduate School of Business Administration)

Estimated additional cost of high-quality (library-grade) binding @ 30% = \$7.54
(Source: The Library Binding Institute)

Average number of circulations (with high-quality binding) before major repair or replacement = 100 (Source: University of California, Berkeley, Preservation Unit)

$$\$25.15 + \$7.54 = \$32.69$$

$$\$32.69 \div 100 = \$.3269$$

<u>Recommended 2002/03 CLSA Reimbursement Rates</u>				
Service	Base Rate	Reporting Costs @ 2%	Physical Deterioration	Recommended Rate
ILL	\$4.08	\$.08	\$.33	\$4.49
Direct Loan	\$.44	\$.01	\$.33	\$.78

Concurrence of the State Department of Finance

Education Code Section 18724(f) establishes in law that Interlibrary Loan and Direct Loan reimbursement rates, as determined by the State Board, are subject to the approval of the State Department of Finance. Exhibit B displays Board adopted and Department of Finance approved reimbursement rates over the last eleven years.

ISSUE 2: Consider potential Budget Change Proposal (BCP) for 2003/04.

BACKGROUND:

The Interlibrary Loan (ILL) and Direct Loan reimbursement program has been remarkably successful in achieving its objective of opening access to the State's library resources to all Californians. However, the reimbursement program maintained the same level of funding for six years, from 1991/92 through 1996/97. As a result, some libraries have withdrawn from Cooperative System membership in order to change fees to non-residents for library services. Inadequate reimbursement from the State for loaning materials to patron and libraries outside the local clientele is a significant reason for charging non-resident fees. In 1990/91, the State Budget Act language included a provision to cope with the budget shortfall by requiring the Board to prorate reimbursement payments so that expenditures are within the current appropriation. The language has remained in the Budget Bill to date.

In the past five year (1997/98 through 2001/02) the Board has made progress in increasing the Interlibrary Loan and Direct Loan budget appropriation. Through the Budget Change Proposal (BCP) process the following has been appropriated to the budget:

<u>Fiscal Year</u>	<u>Augmentation</u>	<u>Total TBR Budget</u>
1997/98	\$1,382,000	\$ 7,919,000
1998/99	\$ 681,000	\$ 8,600,000
1999/00	\$ 492,000	\$ 9,092,000
2000/01	\$1,802,000	\$10,894,000
2001/02	\$1,251,000	\$12,145,000
2002/03	none requested	\$12,145,000

From 1997/98 through 1999/00 the augmentations included only the amount proposed for the actual increase in transactions, not the increase in the handling costs for loans. Unlike the prior three years' augmentations, the amount for 2000/01 included a portion of the funds (50%) requested for handling costs, as well as the increase in transactions based on actual data from 1998/99. However, during the 2000/01 fiscal year, transaction levels took a downturn in both the ILL and Direct Loan programs. Participants were reimbursed at 100% of the full cost at the Department of Finance approved rate. The balance remaining in the TBR budget was reverted back to the general fund. Because of this decrease in transaction levels, the Board did not request staff to submit a BCP for 2002/03.

The current year (2001/02) appropriation included increases in both transaction levels and service cost based on actual data and reimbursement rates from 1999/00. During the Enrollment, Caseload, Population (ECP) process the Department of Finance concurred with the Board adopted rates for 2001/02 and increased the ILL reimbursement rate by five cents (\$.05) per transaction; however, the budget augmentation did not reflect this cost increase. Interlibrary Loan transactions for this fiscal year are estimated to increase by 23% from the previous year and net imbalance Direct Loans have increased 5.8%. At its February 2002 meeting the Board took action to increase the pro rata percentage and withheld 15% from each transaction claim in the third and fourth quarters in order to avert a possible shortfall in the program.

In April 2002 staff submitted the ECP packet (see Exhibit A) to the Department of Finance for consideration of 2002/03 reimbursement rates and projected costs for inclusion in the Governor's May Revise. If the ECP process is not used to increase the budget, a shortfall will most likely occur. If the Department of Finance augments the budget to include the proposed increase in transaction levels only, and reimburses at the current rates, the program is estimated to see a shortfall of over \$2 million to the current appropriation of \$12,145,000.

In order to increase the Interlibrary Loan and Direct Loan program appropriation for 2003/04 the BCP process is proposed for the Board's consideration.

GENERAL OVERALL PROGRAM UPDATES:

CURRENT STATUS: Since July 1, 1978, CLSA has supported three programs (there are other CLSA resource-sharing programs as well) specifically designed to encourage the sharing of publicly funded library materials throughout the state of California. An element of the CLSA Equal Access program, plus the Universal Borrowing and Interlibrary Loan programs, have been collectively known as the Transaction Based Reimbursements (TBR) Program. The TBR program provides partial reimbursements of the increased costs realized when local public and specified non-public libraries extend loan services beyond their normal clientele. This program has greatly increased the individual public library user's access to library resources.

CLSA reimbursed loan services continue throughout the state with 177 public libraries. Reimbursement rates for the 2001/02 fiscal year as adopted by the Library of California Board and approved by the State Department of Finance are:

\$3.87 per eligible Interlibrary Loan
\$.73 per net imbalance Direct Loan

The 2001/02 State Budget Act contains a provision requiring the pro rata payment of reimbursement claims in the eventuality that actual claims exceed the amount appropriated for support of the program. In August of 2001 the State Board considered alternatives for implementing this Budget Act provision and directed its Chief Executive Officer to withhold a portion (5%) of each payment throughout the fiscal year, paying in full all amounts due at the end of the year if sufficient funds remained within the appropriation, and equitably pro rating all remaining amounts due, if the appropriation proved insufficient to cover the full costs. Furthermore, after claims were received for first and second quarters at a much higher level than the previous year, staff proposed that an additional percentage be withheld from eligible claims in order to avoid a budget shortfall. At their February 2002 meeting, the Board moved to withhold 15% from third and fourth quarter claims. A progress report on implementing this provision is included below.

The 2002/03 Budget Bill, as introduced, is identical to the previous year. Work on the 2001/02 handling cost surveys is completed and recommendations on the 2002/03 ILL and Direct Loan Program reimbursement rates are scheduled for Board action at this meeting.

Based on actual data for Direct Loan and actual and projected activity for ILL projections for 2001/02 have been revised as follows:

1 st Quarter Actual	2 nd Quarter Actual	3 rd Quarter Actual	4 th Quarter Projected	2001/02 Total Projected
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Direct Loan	\$ 7,955,246
Total	\$13,537,059

The 2001/02 CLSA appropriation for the Interlibrary Loan and Direct Loan programs is \$12,145,000, which is \$1,392,059 less than the current projected total cost. If the actual transactions meet the above projections, the pro rata payment provision of the 2001/02 Budget Act will be in force, and a final payment will be made to libraries at an estimated 89.7% of the total reimbursable cost of services.

TRANSITION PROCESS: The transition process has already begun with the establishment of the Library of California interlibrary loan pilot program, which is funding non-public library ILL compensation, excluding reimbursements for non-public library loans to public libraries. Being paid out of CLSA funds. Also, the pilot program reimburses public libraries for loans to for-profit and governmental libraries; these transactions are not eligible under CLSA. Other transition benchmarks will include the establishment of a Library of California direct loan compensation program and the transfer of existing CLSA loan reimbursement funds to the Library of California budget. The Board also will adopt additional regulations, including handling cost reimbursement rates, although not necessarily before transition takes place, since basic regulations already have established. Technically, under current Library of California regulations, elements of the CLSA loan program can transition to the Library of California as programs are established and either CLSA funds have been transferred or adequate Library of California funding has been allocated, even if additional rulemaking has not been completed (although the Board would have to adopt the CLSA reimbursement formula as the interim Library of California formula until the results of the upcoming cost study have been incorporated into regulation).

For example, one potential scenario is that the Board could take action to authorize the transition of the non-public library element of the CLSA interlibrary loan program to the Library of California and establish an interlibrary loan program by changing the status of its current program from pilot to permanent. This program also would augment the current CLSA ILL program for public libraries, since it would include compensation for public library loans to for-profit and governmental libraries. The Board also could propose a date for the transition of the remainder of the CLSA interlibrary loan program – the public library element – to the Library of California program, provided CLSA interlibrary loan funds have been transferred to the Library of California program budget.

RELATED ISSUES TO COME BEFORE THE BOARD IN THE FUTURE:

1. Final loan activity levels and costs for 2001/02.

2. Consideration to seek additional 2003/04 local assistance funding through the Budget Change Proposal (BCP) process.

Relevant Committee: Access Services
Staff Liaison: Sandy Habbestad

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April 29, 2002

Matt Aguilera
Department of Finance
915 L Street, 7th Floor
Sacramento, CA 95814 A-15

Dear Matt:

Enclosed you will find revisions to the cost study report for the Transaction Based Reimbursement Program for use with the May Revise. The report was prepared by CSL staff Sharon Croley (Budgets, 445-9846), Sandy Habbestad (CLSA, 653-7532), and Tom Andersen (CLSA, 653-7391). If there are any technical questions regarding the report please feel free to contact staff directly for clarification.

If you have questions or need additional information, please contact me at (916) 654-0188.

Sincerely,

Cameron D. Robertson
Deputy State Librarian

Enclosure

MEMORANDUM

To: Matt Aguilera
Department of Finance
915 L Street
Sacramento, CA 95814 A-15

Date: April 29, 2002

From: State Library - Tom Andersen, CLSA Program Coordinator, (653-7391)
- Sandy Habbestad, Program Analyst, (653-7532)
- Sharon Croley, Fiscal Analyst, (445-9846)

Subject: Transaction Based Reimbursements (TBR) Program of the California Library Services Act (CLSA), FY 2002/03 Budget (**revised**)

This memo and the attached information are part of the enrollment/caseload/population process which was negotiated April 1986 between the California State Library (CSL) and the Department of Finance (DOF). A copy of the memo from Bill Borden of DOF confirming the agreed upon arrangement is attached as Attachment I. As provided in that memo, the CSL is to annually provide the DOF, in the May Revise, current year TBR program information on: 1) transaction volume estimates based on the most recent actual data; and 2) cost study data relating to the rates to be used in FY 2002/03. The CSL will be seeking approval of the proposed TBR rates from the Library of California Board (LCB) at their May, 2002 meeting. Upon adoption by the LCB, the Chief Executive Officer, Dr. Kevin Starr will submit the rates to DOF for final approval.

The following information is provided as part of this process:

- 1) Transaction Based Reimbursement Program Rate Development background and summary materials (Attachment II).
- 2) Actual FY 2001/02 cost study data used to calculate the FY 2002/03 reimbursement rate for the Interlibrary Loan and Direct Loan Programs (Attachment III).
- 3) Actual data used as the basis for estimation of FY 2002/03 transaction volume in both the Interlibrary Loan and Direct Loan Programs (Attachment IV).
- 4) A copy of the cost study material used by the libraries involved in the study for both the Interlibrary Loan and the Direct Loan studies (Attachment V).

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April 15, 2002
Matt Aguilera

The actual TBR Program expenditures and transactions data plus the projected expenditures and transactions through June 30, 2002, result in the following estimated figures for FY 2001/02: 1) for Interlibrary Loan, 1,442,329 reimbursable transactions at a cost of \$5,581,813; and 2) for Direct Loan, 10,892,753 reimbursable transactions at a cost of \$7,951,710. This is the current estimate based on the best data available but it must be reiterated that the program has exhibited growth in spurts which on a specific occasion put the actual transactions over our estimates by 20%. At the current time, based upon the above estimates, the CLSA TBR Program budget will have a negative balance of \$1,388,523. This fact will trigger the use of Provision #1 of Item 6120-211-0001 of Chapter 324 of Statutes of 2001. As a result of this action, payments will be prorated so that the funding used to reimburse eligible transactions does not exceed the funding level shown in Item 6120-211-0001 c) 20.30 for a total of \$12,145,000.

The estimates of total costs in the TBR Program for FY 2002/03 are based on the proposed FY 2002/03 TBR rates (Attachment III, page 5 of 5) and the estimated transaction volumes (Attachment IV). Based upon these computed rates and projected transactions, the costs would be: 1) for the Interlibrary Loan Program, \$7,123,663; and 2) for the Direct Loan Program, \$8,581,560. If this level of expenditure actually occurs in FY 2002/03, then the program would need an augmentation of \$3,560,223 over the current appropriation shown above, or an augmentation of the same amount to budget item, 6120-211-001 c) 20.30 Direct Loan and Interlibrary Loan Programs, as proposed by the Governor.

The projected transactions for FY 2002/03 are estimated to increase by 10% for interlibrary loans and increase 1% for direct loans. If the current reimbursement rates (\$3.87 ILL; \$.73 Direct Loan) are used in the calculation for determining cost based on projected workload for FY 2002/03, the TBR Program would need an augmentation of \$2,026,455 over the current appropriation of \$12,145,000.

Thank you for your assistance in this endeavor. If additional information is required, please contact either of us.

Attachments

cc: Dr. Kevin Starr
Cameron D. Robertson
Sandy Habbestad

*File: Budgets\TBR\DOFTBR-2002_03sc
3118_1*

ATTACHMENT II
TRANSACTION BASED REIMBURSEMENT

PROGRAM RATE DEVELOPMENT

BACKGROUND AND SUMMARY

During the 1983/84 fiscal year, a major effort was undertaken to determine the actual handling costs incurred by participants in the provision of California Library Services Act (CLSA) loaned services. This effort led to the adoption of reimbursement rates for the 1984/85 Transaction Based Reimbursement (TBR) Program based on three elements:

- 1) The weighted average per item handling costs of a loan, based on annual survey results of a representative sample of participant libraries.
- 2) Reporting costs of a loan, estimated at 2% of the average per item handling cost.
- 3) Materials deterioration cost based on industry standard data.

In October of 1984 the State Board adopted a process for annually updating the data on which the reimbursement rates were based and for determining the rates in successive years. This process included the following procedures:

- 1) Obtaining updated salary and benefit data from all previously surveyed libraries and recalculation of those libraries' per item handling cost.
- 2) Surveying an additional two libraries for interlibrary loan and an additional two libraries for direct loan to provide fresh information upon which to base reimbursement calculations.
- 3) Dropping from the handling costs= database any libraries which had significantly altered their internal direct or interlibrary loan procedures, thus rendering their data invalid for purposes of the rate survey.
- 4) Updating industry standard data on materials deterioration costs.

These procedures have been completed for the 2002/03 fiscal year with the following results:

- 1) A complete description of the methodology employed and a summary of the 2001/02 updated data appears in Attachment III.

ATTACHMENT III
COST STUDY DATA

Results of FY 2001/02 Survey
Per Item Direct Loan Handling Costs by Library

Library	Handling Cost (Dollars)
1	0.2471
2	0.2555
3	0.4061
4	0.4272
5	0.4436
6	0.4937
7	0.5040
8	0.5053
9	0.6864
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AVERAGE	0.4410
(Arithmetic Mean)	
MEDIAN	0.4436
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ATTACHMENT III
COST STUDY DATA

INTERLIBRARY LOAN FY 2001/02
Summary of Interlibrary Loan Cost Analysis by Library

Library	Mono		Photo		Final Adjusted Cost
1	1.903	(.92)	1.066	(.08)	1.835
2	3.134	(.95)	1.792	(.05)	3.067
3	3.240	(.95)	6.286	(.05)	3.392
4	3.722	(.99)	3.321	(.01)	3.718
5	3.771	(.97)	2.406	(.03)	3.730
6	4.759	(.95)	3.236	(.05)	4.537
7	5.791	(.62)	4.512	(.38)	5.305
8	5.475	(.985)	4.585	(.015)	5.460
9	5.661	(.99)	4.142	(.01)	5.645
Total	37.456		31.346		36.689
Average (Arithmetic Mean)	4.162		3.483		4.077

ATTACHMENT III
COST STUDY DATA

Page 3 of 5

- A) The Interlibrary Loan (ILL) costs are prorated between the two major methods of ILL delivery, photocopy and actual monograph delivery. The final adjusted cost represents the final cost for a specific library after all costs and prorating factors have been considered. In FY 2001/02 the cost study produced a final base rate of \$4.08.

For the Direct Loan Program, the cost represents the final cost for a specific library based on 100% use of an automated circulation system. In FY 2001/02 the cost study produced a base rate of \$0.44.

- B) For both the ILL and Direct Loan rates, reporting costs are estimated at 2% of the base rate.

- C) Calculation of physical deterioration of materials:
We were not able to get updated information for 2001 by April 15 thus we are using 2000 data for the ECP.

Estimated price of the average library purchase = \$25.15

(Source: Book Industry Trends, 2001, prepared for the Book Industry Study Group by Fordham University Graduate School of Business Administration)

Estimated additional cost of high-quality (library-grade) binding @ 30% = \$7.54

(Source: The Library Binding Institute)

Average number of circulations (with high-quality binding) before major repair or replacement = 100 (Source: University of California, Berkeley, Preservation Unit)

$$\$25.15 + \$7.54 = \$32.69$$

$$\$32.69 / 100 = \$.3269$$

ATTACHMENT III

Recommended FY 2002/03 CLSA TBR Program Reimbursement Rates

Service	Base Rate	Reporting Costs @ 2%	Physical Deterioration	Recommended Rate
ILL	4.08	.08	.33	4.49
Direct Loan	.44	.01	.33	.78

ATTACHMENT III

CLSA TBR Program Reimbursement Rates from FY 1990/91 to Present

	<u>91/92</u>	<u>92/93</u>	<u>93/94</u>	<u>94/95</u>	<u>95/96</u>	<u>96/98</u>	<u>97/98</u>	<u>98/99</u>	<u>99/00</u>	<u>2000/01</u>	<u>2001/02</u>	<u>Proposed 2002/03</u>
LCB Adopted Rates												
Interlibrary Loan	2.95	3.08	3.26	3.17	3.38	3.47	3.29	3.57	3.82	4.14	3.87	4.49
Direct Loan	.57	.58	.62	.65	.66	.69	.75	.71	.73	.77	.73	.78
DOF Approved Rates												
Interlibrary Loan	2.85	2.85	2.85	2.85	2.85	2.85	2.85	2.85	2.85	3.21	3.87	
Direct Loan	.55	.55	.55	.55	.55	.55	.55	.55	.55	.63	.73	

ATTACHMENT IV (revised)
INTERLIBRARY LOAN & DIRECT LOAN
TRANSACTION VOLUME

PROGRAM TRENDS

The chart on page two displays actual TBR Program activity levels for the period FY 1979/80 through FY 2000/2001 and projected levels for the current as well as budget year. In this process of reporting to DOF as part of the May Revise, we are unable to provide a full year of actual TBR data, so our projections are based on the latest available actual data for the current year. Both the ILL and Direct Loan projections are based on regression analysis of the prior five years' data and staff analysis of any current trends in the field which might affect the data.

The number of reimbursable ILL transactions for FY 2001/02 is expected to be 1,442,329 based on the first three quarters data. This is an estimated 28% increase relative to the 1,128,006 reimbursable ILL transactions that were recorded for FY 2000/01. Relative changes over the last six fiscal years are summarized in the following table:

ILL Transaction Changes

Fiscal Year	Change
1995/96	+28%
1996/97	+19%
1997/98	+17%
1998/99	+5%
1999/2000	-3%
2000/2001	-5%

The Direct Loan program shows a slight increase of 5.8% in total loan activity for FY 2001/02. Our revision to the FY 2001/02 and FY 2002/03 projections are based on the Direct Loan activity that has been documented for the first three quarters of FY 2001/02.

Given the above data and the long term growth patterns these programs have experienced, the following projections for the TBR program have been made for FY 2002/03: 1) Direct Loan Program: The total loans in the program will grow at a rate of about 1% or 27,698,000 total transactions and the net Direct Loan transactions would appear to be following the same trend line and so the net transactions is estimated at 10,853,000. 2) Interlibrary Loan Program: The ILL program will grow at the rate of 10% and have 1,517,684 reimbursable transactions.

A comparison of the FY 2001/02 Department of Finance approved reimbursement rates, ILL = \$3.87 and Direct loan = \$.73 and the proposed FY 2002/03 reimbursement rates, ILL = \$4.49 and Direct Loan = \$.78, shows a cost increase of 16 % in the Interlibrary Loan Program, and a 7% cost increase in the Direct Loan Program.

ATTACHMENT IV

TBR PROGRAM ACTIVITY

	ILL Reimbursable Transactions	Total Public Library Circulation	Direct Loans: Total	Direct Loans: Net Imbalance
1979/80	267,799	113,921,000	7,983,833	3,152,506
1980/81	301,307	119,279,000	9,668,836	3,975,769
1981/82	341,307	121,340,000	9,876,086	4,366,074
1982/83	349,098	125,107,000	11,070,748	4,912,803
1983/84	338,629	124,136,000	11,243,357	5,012,301
1984/85	361,015	125,140,000	12,160,892	5,691,851
1985/86	378,549	125,600,000	12,532,423	5,432,412
1986/87	416,509	131,955,000	13,060,534	5,355,373
1987/88	451,270	136,082,000	15,175,877	6,104,662
1988/89	452,540	140,223,000	15,953,733	6,734,868
1989/90	515,403	144,447,000	15,108,450	6,619,082
1990/91	602,767	150,547,000	19,651,418	8,100,318
1991/92	709,642	160,761,000	21,260,881	9,297,968
1992/93	715,948	158,802,000	22,004,106	9,722,634
1993/94	598,148	145,657,000	21,711,320	9,430,933
1994/95	651,979	146,722,000	21,545,856	9,572,561
1995/96	834,395	151,034,000	22,719,320	10,075,442
1996/97	996,825	159,670,000	23,271,736	10,486,183
1997/98	1,165,557	164,429,000	23,774,902	10,491,145
1998/99	1,223,800	162,965,000	24,874,552	11,056,055
1999/00	1,187,182	165,650,000	24,440,027	10,424,950
2000/01	1,128,006	169,498,000	25,347,765	10,296,586
2001/02.P	1,442,329	174,583,000	25,560,600	10,892,753
2002/03.P	1,586,562	178,075,000	25,980,000	11,002,000

* P = This symbol is used to show data which has been projected by CSL.

CLSA TBR Program Reimbursement Rates from FY 1991/92 to Present

	<u>91/92</u>	<u>92/93</u>	<u>93/94</u>	<u>94/95</u>	<u>95/96</u>	<u>96/98</u>	<u>97/98</u>	<u>98/99</u>	<u>99/00</u>	<u>2000/01</u>	<u>2001/02</u>	Proposed <u>2002/03</u>
LCB Adopted Rates												
Interlibrary Loan	2.95	3.08	3.26	3.17	3.38	3.47	3.29	3.57	3.82	4.14	3.87	4.49
Direct Loan	.57	.58	.62	.65	.66	.69	.75	.71	.73	.77	.73	.78
DOF Approved Rates												
Interlibrary Loan	2.85	2.85	2.85	2.85	2.85	2.85	2.85	2.85	2.85	3.21	3.87	
Direct Loan	.55	.55	.55	.55	.55	.55	.55	.55	.55	.63	.73	