


Making Lemonade:

New Interlibrary Loan Opportunities in a Shared Catalog

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Institutional Context



University of Memphis - Comprised of main library and 3 branches; Federal Regional Depository Library for Tennessee

Partner Schools - Shared Sierra Instance, but NOT a consortium

- University of Memphis Law School - Discrete Budget
- Jackson State Community College
- LeMoyne-Owen College

Challenge or Opportunity?

- Books only available at partner libraries show up in searches. UGH!!
- Inconvenience or discovery opportunity?



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ILL + ILS Integration: a Scarcity of Literature

- Most libraries with a shared catalog also have consortial agreements
- Most libraries with a shared catalog share resources via circulation applications and, because of existing courier services, don't rely on interlibrary loan.
- Most of the literature on this topic dealt with integration of interlibrary loan into union catalogs (like WorldCat) or discovery layers (like Summon or EDS).

Encore Duet Implementation as “Aha!”



CatalogPlus

Catalog

Articles

Search



Advanced Search

Interlibrary Loan Customlinks

Site/Group Maintenance ?

Site Group

Update CustomLink

Basic Settings

Link Name	<input type="text" value="ILLiad"/>
Managed By	EBSCO
Customize Link	<input checked="" type="radio"/> Leave as an EBSCO-managed link. I understand that any changes I make may be overwritten by future mo <input type="radio"/> Make this link your own (self-managed)
Category	<input type="text" value="Full Text"/>
Link Text	<input type="text" value="Request through interlibrary loan"/>
Mouse-over Text	<input type="text"/>
Link Icon	<input type="text" value="http://imagesrvr.epnet.com/ls/image1.gif"/>
Base URL	<input type="text" value="https://itlibloan.memphis.edu/illiad/illiad.dll/OpenURL"/> Note: A "?" will automatically be inserted between the Base URL and the Query String.
Query String	<input type="text" value="sid=EBSCO:{dbCode}&genre={IfNotEmpty({ISBN},bo"/>

Advanced Settings

Mandatory Fields

```
{IfNotEmpty({IfEqual({genre},article,ok)}{IfEqual({doctype},Conference,ok)},ok)}
```

Some of this content is posted to repositories

ResearchGate

philpapers
FOUNDATION



arXiv.org




Academia.edu
share research

Google Scholar + ILL Customlinks = <3


Witwe im Wahn: Das Leben der Alma Mahler-Werfel

Stüwe, Holger M.

 Review | Musicologica austriaca: Jahresschrift der Österreichischen Gesellschaft für Musikwissenschaft, 24 126-132.

more

 Search on Google Scholar

 Request through interlibrary loan

Additional actions:



Back to Books: a Setback



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https://commons.wikimedia.org/wiki/File:Shantung_Street_Minion_Rubbish_Bin_Roadblock_20141026.jpg

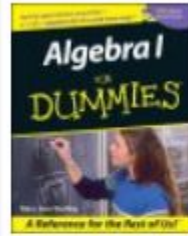
Inspired by EDS: Discovery in the WebPAC

<https://itlibloan.memphis.edu/illiad/illiad.dll?Action=10&Form=30&sid=EBSCO:edb&genre=article&issn=00242594&isbn=&volume=64&issue=3&date=20160101&spage=533&pages=533-555&title=Library%20Trends&atitle=Tending%20the%20Garden%20of%20Learning%3A%20Lifelong%20Learning%20as%20Core%20Library%20Value.&aurlast=ELMBORG,%20JAMES>

Open-ish URLs: Local Customization

- Where to link?
 - genre=book:Directly to the book request form, not ILL landing page.
 - Simplifies the process for the user; no need to select the appropriate form (article, loan, or book chapter).
- Provenance?
 - sid/CitedIn: We used SIERRA:ill to indicate that these requests were generated in the library's ILS.
- Bibliographic information?
 - Would need to pull from MARC data in bibliographic record...who wants to code it?

Sierra To-Do List



Algebra for dummies / by Mary Jane Sterling.
/ by Mary Jane Sterling

Sterling, Mary Jane.

 Book/Print | 2001

Available at Jackson State Community College - Hardin
County Learning Resource Center (Call number:
QA155 .S74 2001) plus 1 more [see all](#)

→ University of Memphis users - request via Interlibrary
Loan (allow 5-10 days)

Create List - available only at partner schools and in circulating formats
(to exclude books typically on reference, reserve, or electronic format)

Global Update - inserted customized links with standardized public
notes.

Involving Stakeholders

Interlibrary Loan Librarian & Staff - input on language and concerns

Partner Libraries - approval and signoff on language used

Public Services Staff - approval and clarification on differences from
Customlinks

Results

Custom Request Search

And

- [Transactions.CitedIn] Contains SIERRA:ill
- [Transactions.CreationDate] Is less than or equal to 3/30/2017

Drag a column header here to group by that column

Transactio...	Cited In	Creatio...	Request T...	Loan Author	Loan Title	Loan Publis...
328788	SIERRA:ill	9/21/2016 ...	Loan	Van Acker, ...	Establishin...	
329007	SIERRA:ill	9/23/2016 ...	Loan	Sandel, Mic...	The case a...	Belknap Pr...
329042	SIERRA:ill	9/24/2016 ...	Loan	Jenkins, Da...	The Christi...	
329077	SIERRA:ill	9/25/2016 ...	Loan	Appleby, D...	Heitor Villa...	
329427	SIERRA:ill	9/28/2016 ...	Loan	Love, Nat, ...	Life and ad...	
329593	SIERRA:ill	9/29/2016 ...	Loan		The Theod...	
329642	SIERRA:ill	9/29/2016 ...	Loan	Nash, Jay ...	Murder, A...	
329674	SIERRA:ill	9/30/2016 ...	Loan	Jackson, S...	We have al...	
329679	SIERRA:ill	9/30/2016 ...	Loan		Understan...	Houghton ...
330108	SIERRA:ill	10/5/2016 ...	Loan	Stark, Rod...	Cities of Go...	Harper
330210	SIERRA:ill	10/6/2016 ...	Loan		Preparing t...	
330258	SIERRA:ill	10/6/2016 ...	Loan	Ashcroft, ...	Success str...	Prufrock Pr...
330359	SIERRA:ill	10/9/2016 ...	Loan	Laura Roth...	Special Edu...	
330361	SIERRA:ill	10/9/2016 ...	Loan	Hulett, Kurt	The legal a	

134 records

134 records



Results



Interlibrary Loan Requests, By Type	12 months Pre-Implementation April 2014 - 2015	12 months post- implementation April 2015-2016	12 months later...almost April 2016-2017
ILL Requests originating in EBSCO databases	4,015 / 27,815 (14.4%)	5,672 / 25,949 (21.9%)	7,631 / 26,429 (28.9%)
Additional ILL Requests originating in discovery	n/a	>798	>1636
ILL Loan Requests originating in Sierra	n/a	134 / 5388 (2.5% in 6 mo)	n/a

Workflows

- Process originated with the Integrated Library Systems Librarian
 - Involved minimal work to select and process appropriate titles.
- Did not create any additional work for interlibrary loan staff.
 - Folds into existing workflows; most requests can be filled using Kudzu
- Quickest turn-around is chosen with ILL
 - Staff not required to request from library sharing the catalog
- Most requests are filled using the ASERL courier Kudzu
 - 2 to 3 day turnaround

Implications



- Interlibrary loan requests are down in academic libraries and these projects won't necessarily change that.
- These projects create a bridge between resource discovery and access.
- These projects assert the importance of the library in facilitating access.

References

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