Engineering a powerfully simple interlibrary loan experience with InstantILL

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Engineering a Powerfully Simple Interlibrary Loan Experience with InstantILL

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Tina Baich, IUPUI University Library

IFLA ILDS 2019 Prague.

Beyond the paywall: Resource sharing in a disruptive ecosystem
Introduction
“Giving libraries a powerfully simple tool to delight patrons, deliver articles, and cut costs while advancing Open.”

— Tina Baich, Associate Dean at Indiana University — Purdue University Indianapolis University Library
“We should be able to provide a legal way for getting the needed documents”

- Dr. Jarmo Saartti & Prof. Kimmo Tuominen; 2019 IFLA ILDS on Wednesday
Quick Statistics
● 30,000 students
● 2,800 Faculty
● 4,600 Staff
● 2 Colleges
● 14 schools on campus

Libraries
● University Library
● Law
● Medicine
● Dentistry
● Art

IUPUI (n.d.). IUPUI University Library. [Photograph]. Retrieved from ulib.iupui.edu
Who are we?: Open Access Button


We build tools with libraries too: to realize significant savings, delight patrons, and make the leap to Open by default.

Our goal is to make it simpler to do research without subscriptions.

We build free, community owned, open source tools not-for-profit, but for change.
What is InstantILL?
Integration, Simplification

- Integration
  - Link Resolvers
  - OA Searching
  - Interlibrary Loan Requesting
- Simple User Interface

What is InstantILL?
Subscription and OA Availability

Corrective gene transfer in the human skin disorder lamellar ichthyosis
1996, Nature Medicine
This is not the article I searched.
We have an online copy instantly available
Open article in a new tab

Ask the library to digitally send you the published full-text via Interlibrary Loan
It is free to you, and we'll usually email the link within 24 hours.

We have an online copy instantly available
You should be able to access it on the publisher's website.

Ask the library to digitally send you the published full-text via Interlibrary Loan
It is free to you, and we'll usually email the link within 24 hours.

What is InstantILL?
Writing at the speed of sound: music stenography and recording beyond the phonograph

2017, 19th-Century Music

This is not the article I searched.

Ask the library to digitally send you the published full-text via Interlibrary Loan

It is free to you, and we'll usually email the link within 24 hours.

Complete request

What is InstantILL?
Designing and Developing InstantILL
User Testing InstantILL

- Observed, task-Based testing
- Testing text and styling
- Allows for rapid updates to prototypes and tests

Designing and Developing InstantILL
User Testing InstantILL - 2

Designing and Developing InstantILL
Performance Testing

- **Finding Metadata**: Allows total automation 80% of the time. Full citations 30% of the time. (n=1000)

- **Finding Open Access**: 10% at IUPUI (n=12000). Up to 23% seen elsewhere.

- **Finding Subscriptions**: 91% found (n=100)

All tested in the hardest case (article title only). Still improving systems now.
Implementing InstantILL
Webform Setup/Configuration

Welcome, let's get you set up!

Congrats, you already have InstantILL partly set up! Already, it can find Open Access articles and submit loans to your email. As you complete the steps below you'll be able to customize further. It requires no coding or systems expertise, and doesn't take long.

At any time you can test InstantILL, with your settings, on the left. It'll work just like it would on your pages, although it won't be styled with your brand yet.

Get InstantILL working with your:

- Interlibrary loans
- Subscriptions
- Website & Brand
- Workflow

Once you're set up, you might want to look at:

- Analytics
- Advanced

Get Started

Design and Implementation - IFLP 2018
This is not the article I searched.

There is a free, instantly accessible copy online

It may not be the final published version and may lack graphs or figures making it unsuitable for citations.

Open article in a new tab

Ask the library to digitally send you the published full-text via Interlibrary Loan

It costs $5 and we'll usually email the link within 24 hours.

Complete request

Implementing InstantILL
Deployed on University Library Website

Interlibrary Loan

Help test our updated Article Requesting form

We're testing a new article requesting form that will attempt to locate an available copy before sending the request to other libraries. Please help us by trying it out now!

If you need an article or book you can request it from any library in the world through Interlibrary loan. Start by entering a full article title, citation, DOI or URL:

e.g. Lessons in data entry from digital native populations

Find article

Need a book or something else?

Implementing InstantILL
Embedding within Existing ILL Forms

Interlibrary Loan

Article Request for paxtonm

Try our new Simple Article Requesting form

We've added a new article requesting form that can use an article title or DOI to complete the rest of the citation, and make your search easier.

After you click “Find paper,” we’ll check our databases, subscriptions, and open access resources. If a copy isn’t immediately available, use the “Complete Request” button to create a pre-filled request form where you can add notes to our staff before Submitting your Request.

If you need an article or book you can request it from any library in the world through Interlibrary loan. Start by entering a full article title, citation, DOI or URL:

e.g. Lessons in data entry from digital native populations

Find article

Need a book or something else?
Usage

Article Requests From A Form, Before And After

Before Embedding

After Embedding

InstantILL Standard ILLiad Form
Integrating into other library tools

We have an online copy instantly available

Open article in a new tab

Ask the library to digitally send you the published full-text via Interlibrary Loan

It is free to you, and we'll usually email the link within 24 hours.

Complete request
Preparing for others to use

● More compatibility:
  • WMS, ILLiad, Relais ILL, Tipasa, and more. Soon: ALMA.
  • Serial Solutions. SFX, EBSCO Full Text Finder, and more. Soon: Primo.

● Testing & monitoring. Fixes as we find issues

● Self-set up, demos, and marketing website

● Interest. 300 Libraries on waiting list
Next Steps

- Adding “pilot mode” (inspired by ILDS)
- Redirecting direct to content (no form)
- Delivery from purchase on demand (e.g. Reprints Desk)
- Browser plugin integration
- Even... more compatibility, simpler set up etc
Shameless Plug

● InstantILL.org is being released in the next few weeks, and it’s in use today

● Everything shown is free to use. Paid for priority support and more features that support your library are available to sustain the tool

● 30 minutes to set up

● Sign up today to get notified
Thanks to:

- Kristi Palmer
- Kevin Petsche
- Rich Wing
- Teodora Durbin
- Arcadia Fund & SPARC
- Cottage Labs & Mark MacGillivray & Sam Ballard
- The many libraries and librarians who have offered interest, support, and expertise. Including Janet Chandler & Christopher Beevers.
Thank you!

More at InstantILL.org

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