ILL Best Practices: Streamlining & Greening

Tina Baich, IUPUI University Library
Christine A. Baker, Tippecanoe County Public Library
Karen Walker, Clinton Public Library
Streamlining at an Indiana Share Library

Christine A. Baker, Tippecanoe County Public Library
Indiana Share

The Indiana Share program allows a large variety of libraries from around the state to request interlibrary loan materials through the Indiana State Library using ILLiad software. State Library staff submits the interlibrary loan requests on behalf of the requesting libraries.

INShare website: [http://www.in.gov/library/ishare.htm](http://www.in.gov/library/ishare.htm)
IN-Share itself is all electronic
Tips on Tracking and Processing your ILLs

Before:

1. paper patron initiated renewal and status requests
2. print out of temporary bibliographic Sirsi record
3. all Received and Returned ILLs processed on one cart
4. paperwork separated by material type
5. hold slips handwritten
6. items manually checked on daily basis for past holds
7. statistics tracked on paper
8. three to four people "attempting" to work at the same time
After the Revamp
Paperwork:

1. make sure request fits parameters before printing (G & S)
2. print off email at 80% so that it fits on half a sheet of 8"x10" paper (G & S)
3. find via Share account & request, write on request the day & TN (S)
4. cut paper in half and put discard in scrap to be cut for patron use (G)
5. interfile requests alphabetically by title in Pending Folder (S)
6. when item comes in, Lender paperwork is paperclipped to our info (G)
7. Bin & folder system: (S)
   a. Pending folder
   b. Receives folder
   c. Bin of processed ILLs
   d. Red Returned Folder
   e. Yellow Returned Folder
Processing Received Items:

Receives Cart

Shelf 1: unprocessed items
1. locate matching paper from bin
2. on paper Date Received, Lender, ILL #, Lender DD, TCPL DD
3. band with orange ILL slip & write due date on it
   a. wrap made of InfoExpress label scraps
4. create temp bibliographic record
5. create patron and ILL hold
6. place on Shelf 2

Shelf 2: processed items that are ready to be trapped
1. trap holds at Circ desk which prints Hold Slip
2. place on Holds cart for Circ clerks to interfile with regular holds
Processing Returned Items:

Returned Cart

Shelf 1: unprocessed returned items
1. pull paperwork from bin
2. stamp with date, this becomes returned date
3. delete bibliographic record from system
4. keep any Lender paperwork with item
5. place item on Shelf 2 or 3

Shelf 2: In State Returns aka returning via InfoExpress
1. group same libraries together
2. each returning stack gets a Thank You Note

Shelf 3: Out of State Returns aka returning via USPS
1. packaging was saved during processing
2. repackage in Lender packaging
2. attach our return label
Statistics

Received

<table>
<thead>
<tr>
<th>Month</th>
<th>January</th>
<th>February</th>
<th>March</th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>July</th>
<th>August</th>
<th>September</th>
<th>October</th>
<th>November</th>
<th>December</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>52</td>
<td>51</td>
<td>149</td>
<td>154</td>
<td>164</td>
<td>150</td>
<td>57</td>
<td>129</td>
<td>146</td>
<td>149</td>
<td>146</td>
<td>6</td>
</tr>
<tr>
<td>2012 Total</td>
<td>715</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2012 Received</td>
<td>1580</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Out of State Received to TCPH - 2012

<table>
<thead>
<tr>
<th>Month</th>
<th>January</th>
<th>February</th>
<th>March</th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>July</th>
<th>August</th>
<th>September</th>
<th>October</th>
<th>November</th>
<th>December</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>25</td>
<td>26</td>
<td>20</td>
<td>17</td>
<td>22</td>
<td>15</td>
<td>10</td>
<td>23</td>
<td>12</td>
<td>26</td>
<td>20</td>
<td>10</td>
</tr>
<tr>
<td>Total Postage</td>
<td>$0.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Postage - November 2012

<table>
<thead>
<tr>
<th>Month</th>
<th>January</th>
<th>February</th>
<th>March</th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>July</th>
<th>August</th>
<th>September</th>
<th>October</th>
<th>November</th>
<th>December</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>25</td>
<td>26</td>
<td>20</td>
<td>17</td>
<td>22</td>
<td>15</td>
<td>10</td>
<td>23</td>
<td>12</td>
<td>26</td>
<td>20</td>
<td>10</td>
</tr>
<tr>
<td>Total Postage</td>
<td>$0.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### 2012 II stats

#### Requests Submitted to IN Shaper 2012

<table>
<thead>
<tr>
<th>Month</th>
<th>January</th>
<th>February</th>
<th>March</th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>July</th>
<th>August</th>
<th>September</th>
<th>October</th>
<th>November</th>
<th>December</th>
</tr>
</thead>
<tbody>
<tr>
<td>IN</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>TCPL</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
<td>8</td>
<td>9</td>
<td>10</td>
<td>11</td>
<td>12</td>
</tr>
</tbody>
</table>

#### Requests Submitted to TCPL IIL 2012

<table>
<thead>
<tr>
<th>Month</th>
<th>January</th>
<th>February</th>
<th>March</th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>July</th>
<th>August</th>
<th>September</th>
<th>October</th>
<th>November</th>
<th>December</th>
</tr>
</thead>
<tbody>
<tr>
<td>IN</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>TCPL</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
<td>8</td>
<td>9</td>
<td>10</td>
<td>11</td>
<td>12</td>
</tr>
</tbody>
</table>

### 2013 II stats

#### Requests Submitted to IN Shaper 2013

<table>
<thead>
<tr>
<th>Month</th>
<th>January</th>
<th>February</th>
<th>March</th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>July</th>
<th>August</th>
<th>September</th>
<th>October</th>
<th>November</th>
<th>December</th>
</tr>
</thead>
<tbody>
<tr>
<td>IN</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>TCPL</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
<td>8</td>
<td>9</td>
<td>10</td>
<td>11</td>
<td>12</td>
</tr>
</tbody>
</table>

#### Requests Submitted to TCPL IIL 2013

<table>
<thead>
<tr>
<th>Month</th>
<th>January</th>
<th>February</th>
<th>March</th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>July</th>
<th>August</th>
<th>September</th>
<th>October</th>
<th>November</th>
<th>December</th>
</tr>
</thead>
<tbody>
<tr>
<td>IN</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>TCPL</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
<td>8</td>
<td>9</td>
<td>10</td>
<td>11</td>
<td>12</td>
</tr>
</tbody>
</table>
Statistics Past Hold

<table>
<thead>
<tr>
<th>Month</th>
<th>January</th>
<th>February</th>
<th>March</th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>July</th>
<th>August</th>
<th>September</th>
<th>October</th>
<th>November</th>
<th>December</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Past Hold Date - 2011</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jan</td>
<td>126</td>
<td>24</td>
<td>out of</td>
<td>126</td>
<td>Past Hold are Out of State</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Total Past Holds: 126
### 2012 ILL Statistics

#### Monthly Statistics for ILL

<table>
<thead>
<tr>
<th>Year</th>
<th>January</th>
<th>February</th>
<th>March</th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>July</th>
<th>August</th>
<th>September</th>
<th>October</th>
<th>November</th>
<th>December</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>211</td>
<td>198</td>
<td>204</td>
<td>155</td>
<td>169</td>
<td>153</td>
<td>160</td>
<td>204</td>
<td>246</td>
<td>161</td>
<td>154</td>
<td>252</td>
</tr>
<tr>
<td>2013</td>
<td>354</td>
<td>361</td>
<td>384</td>
<td>357</td>
<td>347</td>
<td>364</td>
<td>346</td>
<td>351</td>
<td>346</td>
<td>334</td>
<td>323</td>
<td>347</td>
</tr>
<tr>
<td>2014</td>
<td>226</td>
<td>228</td>
<td>208</td>
<td>222</td>
<td>217</td>
<td>223</td>
<td>224</td>
<td>233</td>
<td>241</td>
<td>237</td>
<td>224</td>
<td>229</td>
</tr>
<tr>
<td>2015</td>
<td>217</td>
<td>199</td>
<td>202</td>
<td>198</td>
<td>193</td>
<td>200</td>
<td>202</td>
<td>199</td>
<td>198</td>
<td>200</td>
<td>195</td>
<td>198</td>
</tr>
<tr>
<td>2016</td>
<td>117</td>
<td>136</td>
<td>170</td>
<td>141</td>
<td>109</td>
<td>125</td>
<td>126</td>
<td>122</td>
<td>121</td>
<td>106</td>
<td>90</td>
<td>87</td>
</tr>
<tr>
<td>2017</td>
<td>222</td>
<td>115</td>
<td>223</td>
<td>123</td>
<td>101</td>
<td>114</td>
<td>104</td>
<td>119</td>
<td>119</td>
<td>40</td>
<td>74</td>
<td>107</td>
</tr>
<tr>
<td>2018</td>
<td>202</td>
<td>110</td>
<td>201</td>
<td>101</td>
<td>88</td>
<td>89</td>
<td>87</td>
<td>86</td>
<td>91</td>
<td>84</td>
<td>54</td>
<td>49</td>
</tr>
</tbody>
</table>

#### Yearly Statistics for ILL

<table>
<thead>
<tr>
<th>Year</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>1748</td>
</tr>
<tr>
<td>2013</td>
<td>2776</td>
</tr>
<tr>
<td>2014</td>
<td>2596</td>
</tr>
<tr>
<td>2015</td>
<td>3193</td>
</tr>
<tr>
<td>2016</td>
<td>2510</td>
</tr>
<tr>
<td>2017</td>
<td>1018</td>
</tr>
<tr>
<td>2018</td>
<td>2051</td>
</tr>
</tbody>
</table>
Streamlining at an Evergreen Library
Karen Walker, Clinton Public Library
What is Evergreen Indiana?

Consortium of 100 libraries across the state of Indiana. Goal of Evergreen Indiana is resource sharing. EI libraries share:

- Software
- Servers
- Patron records
- MARC records
- Library materials

Current service population: 948,000
3 million bibliographic records
8.3 million items
Hundreds of thousands of items transit each year
Consortium continues to grow
Patron-initiated holds replace traditional ILL

100 libraries sharing items as “branches” of the same system in OPAC.

Holds may be placed by library staff via the Staff Client or by patrons via the OPAC.

A patron may have up to 20 unfilled holds in the system at one time.

User group profile, circulation modifier, age protection and the pickup location designation may affect the ability of a patron to place a hold.
Four types of holds

Patron or staff:
- Meta level
- Title-level

Staff only:
- Volume level
- Copy level
How holds are filled

Items are captured to fill holds based on proximity.

The system seeks to minimize transit time by capturing the item and assigning it to the nearest patron on the hold list.

The nearest patron may not be the person who has been on the hold list the longest.

The system will continue to seek to fill holds with other items.
Workflow at Clinton PL prior to Evergreen or IN-Share:

For ILL supplying:
   Requests to satisfy through OCLC
   Fax requests from non-OCLC libraries

For ILL borrowing: Staff searches OCLC on behalf of patrons

Both supplying and borrowing require recording, revising and filing of paper forms
Evergreen holds workflow:

Holds captured on check-in of returned items or “Holds to Pull” report and retrieval from shelf; transit slip printed.

Patron notified by e-mail or phone.

Item placed on local hold shelf or on transit cart/shelf to be prepared for express delivery.

System provides daily transit lists to aid in tracking.
ILL stats for Clinton PL prior to Evergreen Indiana:

2 years prior to Evergreen, average:

- **20** items loaned per month
- **17** items borrowed per month

Patrons may have been reluctant to make requests through staff.
Often experienced long wait time to fill request from a particular library.
Clinton PL patron response to Evergreen holds:

Over the past 2 years, as members of Evergreen, average transits:

- **93** items loaned per month
- **51** items borrowed per month

Express delivery schedule increased due to greater volume to fulfill requests more quickly for patrons.

In the last year, no ILL loans outside of Evergreen
Only 2 items borrowed through IN-Share
Summary – Evergreen Indiana holds efficiencies

- Changed use of staff time
  - From: Searching for items, recording ILL transactions
  - To: Dealing with deliveries to multiple locations; shipping manifests, etc.
- More frequent deliveries; but more items per delivery; ability of system to find closest available copy
- Increased use of collections
- Increased customer satisfaction 😊
Streamlining with Technology

Tina Baich, IUPUI University Library
Electronic delivery options

- **Odyssey Standalone**
  - Free scanning and electronic delivery software
  - Send to and receive from ILLiad and other Odyssey Standalone libraries
  - To Download: [http://www.atlas-sys.com/odyssey/](http://www.atlas-sys.com/odyssey/)
  - FAQ: [https://osu.illiad.oclc.org/illiad/osu/lending/odysseyfaq.html](https://osu.illiad.oclc.org/illiad/osu/lending/odysseyfaq.html)
  - Documentation: [http://tinyurl.com/cua2u3q](http://tinyurl.com/cua2u3q)
Electronic delivery options

- **Trusted Sender (Odyssey with ILLiad only)**
  - Allows you to receive articles and deliver to customer without staff intervention.
  - **Process:**
    1. Lending library sends article to your ILLiad server.
    2. Item received and updated on OCLC
    3. Article converted to PDF and put on web
    4. Patron notified via Email
Trusted Sender

- Customization Manager:
  - Odyssey > Trusted > OdysseyAutoElecDel key
  - Possible Values: Never, Trusted, Always
Electronic delivery options

- OCLC Article Exchange
  - Secure alternative to emailing PDFs
  - Free sending with OCLC ILL subscription
  - Anyone can receive
  - “Drop” file on OCLC secure server, email borrower with URL & password for retrieval
- Webinar: http://tinyurl.com/8zvaz7p
- ILLiad Tutorial: http://tinyurl.com/9eeymru
Unmediated requesting

- OCLC Direct Request
  - Allow routine requests to be sent to OCLC without staff intervention
  - You decide parameters for outgoing requests
  - For more information, see Best Practices webinar on Direct Request
3 Options for Direct Request

<table>
<thead>
<tr>
<th>Request Options</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Direct-to-Profile</td>
<td>You define borrowing criteria using profiles that reside on the OCLC system. Once matched and processed, Direct-to-Profile processing can send requests directly to lenders or directly to your OCLC ILL Review File. Requests generated through FirstSearch are processed using this option.</td>
</tr>
<tr>
<td>Direct-to-Lender</td>
<td>Patron-generated ILL requests are forwarded directly to potential lenders through OCLC ILL using a lender string your system provides.</td>
</tr>
<tr>
<td>Direct-to-Review File</td>
<td>Your system sends patron-generated ILL requests directly to your OCLC ILL Review file. Your ILL staff can review or modify the requests, then produce them through your regular OCLC ILL workflow.</td>
</tr>
</tbody>
</table>
FSILL Direct-to-Profile in 5 steps!

1. Check constant data records to be sure they contain data in fields **SHIP TO**, **MAXCOST**, **NeedBefore**
2. Create Custom Holdings Groups/Paths for preferred lenders
3. Create Direct Request Profiles
4. Enable ILL from FirstSearch Admin
   - Patron ILL Settings > ILL Processing > ILL Access
5. Set the ILL option to **ILL Direct Request Profile** for each database for which patrons may generate requests

For detailed instructions, see [OCLC FirstSearch/ILL Direct Request Link Quick Reference](#)
Creating the Direct Request Profile

To edit a specific Direct Request Profile:
Select -Profile Name- Direct Request Profile OR enter an existing Profile Name and then click Go.

View/Print Profile Descriptions

Profile Information
Creating the Direct Request Profile

You decide the parameters:
- Format
- Age
- Language
- If held by you or other Custom Holdings Group
Unmediated requesting

- **RapidILL**
  - Resource sharing system for articles, and recently book chapters, designed by Colorado State University Libraries
  - Integrates with ILLiad, Clio, and Relais or works independent of an ILL management system
  - Auto processes requests with OCLC and/or ISxN number
  - 24 hour turnaround time commitment
  - RapidX electronic delivery system
  - For more information: RapidStaff@RapidILL.org
Choosing lenders

- OCLC Custom Holdings Groups
  - Record that contains the OCLC symbols of preferred lenders for a particular category of borrowing activities.
  - Analyze your lending preferences (i.e. Fee v. Free, Geographic Location) and plan your groups before beginning set up.
  - Require regular maintenance.
  - For more information, see [Best Practices webinar on Custom Holdings](#)
Creating Custom Holdings Groups
Choosing lenders

- OCLC Custom Holdings Paths
  - Record that contains the names of holdings groups appropriate to a set of requests.
  - Within the holdings path record are listed holdings group records in order of borrowing preference.
Creating Custom Holdings Paths

- Select an option -

Staff ILL Settings

Custom Holdings Paths

OpenURL Links

IL Authorization: 100134623 | FirstSearch Authorization: 100157713 | Symbol: RUP

Resource Sharing > Staff ILL Settings > Custom Holdings Paths

Select: COPY

Custom Holdings Path OR enter an existing Path Name: COPY

Path Name:

Path Description:

Groups available to be included in the path:

Groups chosen to be included in the path:

Add

Remove

Up

Down
Other resources


Questions?
Tina Baich, cbaich@iupui.edu
Christine A. Baker, christine.a.baker@gmail.com
Karen Walker, Karen@clintonpl.lib.in.us