ILL: The Uber Patron

- Best Practices for Increasing Interdepartmental Problem Solving

Cen Cheng
Michigan State University
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Discussion topics

• Q: How many of you have solved library problems that are not strictly those of resource sharing?

• Q: What are some of the non-ILL problems that you have dealt with?
ILL at MSU

Borrowing
- Copies (non-returnables)
- Loans (returnables)
- Faculty Purchase Program

Lending
- Copies
- Loans

Document Delivery
- MARS (MSU Article Retrieval Service for faculty, staff, grads)
- Services to Distance Patrons
- Faculty Delivery Service
ILL workflows that touch other units

- Check availability of requested titles
- Retrieve materials from shelves
- Retrieve materials from electronic resources

- Claims
- Purchase on Demand (POD)
- Data-driven CD
- Shelving issues
- Not-on-Shelves (NOS)
- Damaged items
- Discontinued titles
- Problem links
- Incorrect status
Types of interdepartmental workflows

- Collections
- Acquisitions
- Electronic Resources
- Catalog Maintenance
- Preservation/Digitizing
- Physical Maintenance
Collections

• Data-driven collection development
  – annual report of copyright costs for serials and decision of purchase
  – requests for annual reports of Borrowing stats and Doc Del stats

• Purchase on demand (POD)
  – faculty book purchase program developed in 2013
  – purchase as last resort for copies and loans
Faculty Book Purchase Program

Book/Media Request

Enter information below and press the Submit Request button to send.

Item Information

Title:
Author:
Publisher:
Pub. Date (Year): Edition:
Format:
ISBN (if known):
OCLC Number (if known):
Cited In:

Notes:
Put any information here that may help us find the item, as well as any other pertinent information.

Purchase Recommendation

Would you recommend MSU Libraries consider purchasing this item?*

How essential is this to your research or teaching?

*Please note, purchase of recent U.S. or U.K. publications only.

Options

By when do you need this? (mm/dd/yyyy)
08/03/2015

Will you accept this in a language other than English?
No

Will you accept an alternate edition of this item?
No

Will you accept an alternate format such as electronic for this item?
No

Submit Request  Clear Form
Acquisitions

• Claims
  – for missing issues
  – for missing books

• POD
  – purchase handled by ACQ
  – rush cataloging for purchased titles requested via faculty delivery
Electronic Resources

• Discontinued titles

• Problem or incorrect links

• Embargoes

• Broken links in discovery tools
Catalog Maintenance

• Incorrect status
  – check-in cards, close holding statements, mismatch locations for item v. bib records

• Loader problems
  – new catalog records loaded and/or displayed incorrectly

• Not-on-shelves
  – complex workflow, several departments involved
Not-on-shelf workflow

Search Initiated

Patron Initiated: Extended search request at Circ
- Patron is advised to use Uborrow

Patron Initiated: Requested book not on shelf
- ILS Initiated: Requested book not on shelf

Staff Initiated through general processes

Missing item is marked "L" after initial staff search

Book is marked missing in Sierra within 1 working day
- Becky searches after 2 weeks

Steve searches for missing book

ILS staff searches for book

Within 1 week, Shelving searches for book

Patron is emailed to say that book is not found, must use ILL
- Steve searches all titles once per month for 4 months

Steve continues to search all titles for one year, then turns them over to Shelving

After 4 months, Patron Initiated requests are sent to Lark

After final search by Shelving, remaining missing titles are sent to Catman to be withdrawn and then to Lark

Lark sends to selectors for purchase decision

Remaining missing items will return to Catman for withdrawal, and sent to Lark

Stacks staff searches missing items periodically for one year
Preservation/Digitizing

• Candidates for physical preservation
  – books with pencil markings
  – books damaged: repair or review?

• Candidates for digitization
  – for items that are out of copyright
Physical Maintenance

• Shelving issues
Conclusion

• ILL can act as a uber patron and report issues appropriately on a daily basis to contribute to the general health of the library

• ILL in reality acts as a voice of local patrons for local problems and as a quality control measure in the library
Questions?

Cen Cheng
Michigan State University
chengcen@mail.lib.msu.edu
517-884-4987