I Need It Now!
Providing ILL & Document Delivery Services to Demanding Customers without Going Postal
Michael McAtee
Lending Specialist
University of Michigan Document Delivery
Rachel Watters
Director/Senior Academic Librarian, Wisconsin TechSearch, University of Wisconsin-Madison
You think your patrons are demanding?
If you are going to do this…

- Get legal counsel
  - Definitely at library level, possibly at institutional level
- Charge appropriately
- Don’t offer what you can’t provide
- Understand copyright and be able to explain it to users (without offering legal advice)
- Be as flexible as you can, *but know where and how*
#1 – Law Firms

- Product claims and public statements
- Published technical data

- Mostly not interacting with lawyers
  - Staff librarians, legal assistants, secretaries, and paralegals
  - Don’t always have the best information

- Want long loan periods or regular renewals
#2 – Industry

- Primary Research Data
- Government and Industry Standards

Mostly not interacting with researchers
- Mostly staff librarians or research assistants
- Often have specific information that is poorly cited

Prefer searchable PDFs
#3 – Distance Education

• Gamut of research material
• 10% of requests seem to be casual reading
  – (Regardless of your actual collections holdings!)

• Mostly interacting with out-of-the-loop librarians
  • Not well-mediated- incredibly poor citations
  • HAVE A PLAN FOR GETTING YOUR ITEMS BACK
• Think long and hard about copies vs. loans vs. both
Conflict Resolution

• Know your service terms, but don’t hide behind them
  – Be helpful where you can be
  – Have your service terms posted or easily referenced

• Be willing to involve a superior
  – If that’s a supervisor, a mediator, or even a Dean

• Work to get administration on board
  – Policy consequences for abuse of staff or ToS
  – Public outreach for realistic expectations of service
Making ILLiad work for you

• Built-in vs. ‘wedge it in’
  – Borrowing module does billing, but wants patron info
    • Probably won’t work for Distance Ed.
  – Doc Del module good for delivery, bad for circulation

  – Somebody will need to know *some* Visual Basic
  – ItemInfo fields are your friends
  – Custom queues, routing rules, & flags
When in doubt, just say *NO*. 
Resources for Referrals

ShareILL shareill.org/document-suppliers/document-suppliers

Wisconsin TechSearch wts.wisc.edu
  - document delivery, research, declarations

CCC RightFind rightfind.com

Prior Art Documentation priorartdocumentation.com
  - date stamps, affidavits