

Sharing Breakthroughs

2017 OCLC RESOURCE SHARING
CONFERENCE

I Need It Now!

Providing ILL & Document Delivery Services to
Demanding Customers without Going Postal



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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

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thank you

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