

RSC19

**OCLC RESOURCE SHARING
CONFERENCE**



ILL Under the Reference Umbrella

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#OCLCRSC19





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Session Overview

- Benefits of ILL falling under Reference's purview
- Challenges
- Survey results: Under what areas do other libraries' ILL departments fall?
- Discussion: What does your library do? What do you like or dislike about your arrangement?

Benefits of ILL/Ref Collaboration

- Instruction and endorsement of ILL to students
 - Via LibGuides
 - During One-Shot Instruction
 - During Reference Consultations
 - Via Chat
 - While staffing the Reference Desk
 - As an embedded librarian

Benefits of ILL/Ref Collaboration

- Collection Familiarity
 - ILL workers are intimately familiar with the collection. They can transfer that knowledge to their Reference interactions.
- Creative search techniques
 - When citation information is lacking or a lending string doesn't populate.
- Knowledge of types of materials that are being requested
 - Lends itself to the preparation of Reference materials and can inform Ref staff of what they may be expected to help patrons find.

Benefits of ILL/Ref Collaboration

- Non-Specific ILL Requests
 - Example: “I need whatever you can find on my obscure topic.”
 - Split positions can help provide reference instruction directly in these cases.

Challenges of ILL/Ref Collaboration

- Time Management
 - Split positions can lead to a feeling of inadequacy regarding time spent and tasks accomplished on one or both sides.
 - Balancing and communicating unique time demands from each department. I.e., ILL is typically busiest on Mondays OR instruction sessions tend to be more heavily scheduled near the beginning of the semester.

Challenges of ILL/Ref Collaboration

- ILL Duties outside of Reference
 - Circ related: Due dates, materials management
 - IT related: Software updates, hardware maintenance, web pages
 - Cataloging/Metadata: Holdings information
 - Acquisitions and Collection Development: Obtaining requested items unavailable via ILL; Suggesting purchase for most requested items, journals, etc.
 - Administrative: Billing, copyright compliance, budgeting
 - Managerial: Hiring, training, supervising staff dedicated to ILL

Past Literature

- “Interlibrary Loan—Reference Collaboration: Filling Hard-to-Find Faculty Requests” by Bean and Rigby
 - Collaboration between ILL staff and subject specialists appropriates ILLiad e-mail routing capabilities to enable subject specialists to join the workflow in processing difficult ILL requests. The goals of the program are to fill more requests, more quickly and give subject specialists the opportunity to learn more about their faculty members’ research needs. They now have an additional point of contact with the faculty in their liaison departments and more insight into the types of materials their faculty are requesting.

Bean, M. H., & Rigby, M. (2011). Interlibrary Loan—Reference Collaboration: Filling Hard-to-Find Faculty Requests. *Journal of Interlibrary Loan, Document Delivery & Electronic Reserves*, 21(1/2), 1–7. <https://doi.org/10.1080/1072303X.2011.543369>

Past Literature

- “A Case for Integration of Interlibrary Loan and Reference” by Ta-Moore and Mannino
 - Some libraries consolidate similar departments to provide a single point of service, maximizing in-house talents and skills of staff to keep up with increasing demands for services in the midst of dwindling resources. The survey also reveals that many degree holding librarians with experience in reference work were performing only ILL work, indicating that their talents are untapped and skills underutilized to the disadvantage of the organization.

Ta-Moore, H., & Mannino, K. S. (2012). A Case for Integration of Interlibrary Loan and Reference. *Journal of Interlibrary Loan, Document Delivery & Electronic Reserves*, 22(5), 197–203. <https://doi.org/10.1080/1072303X.2012.723672>

Past Literature

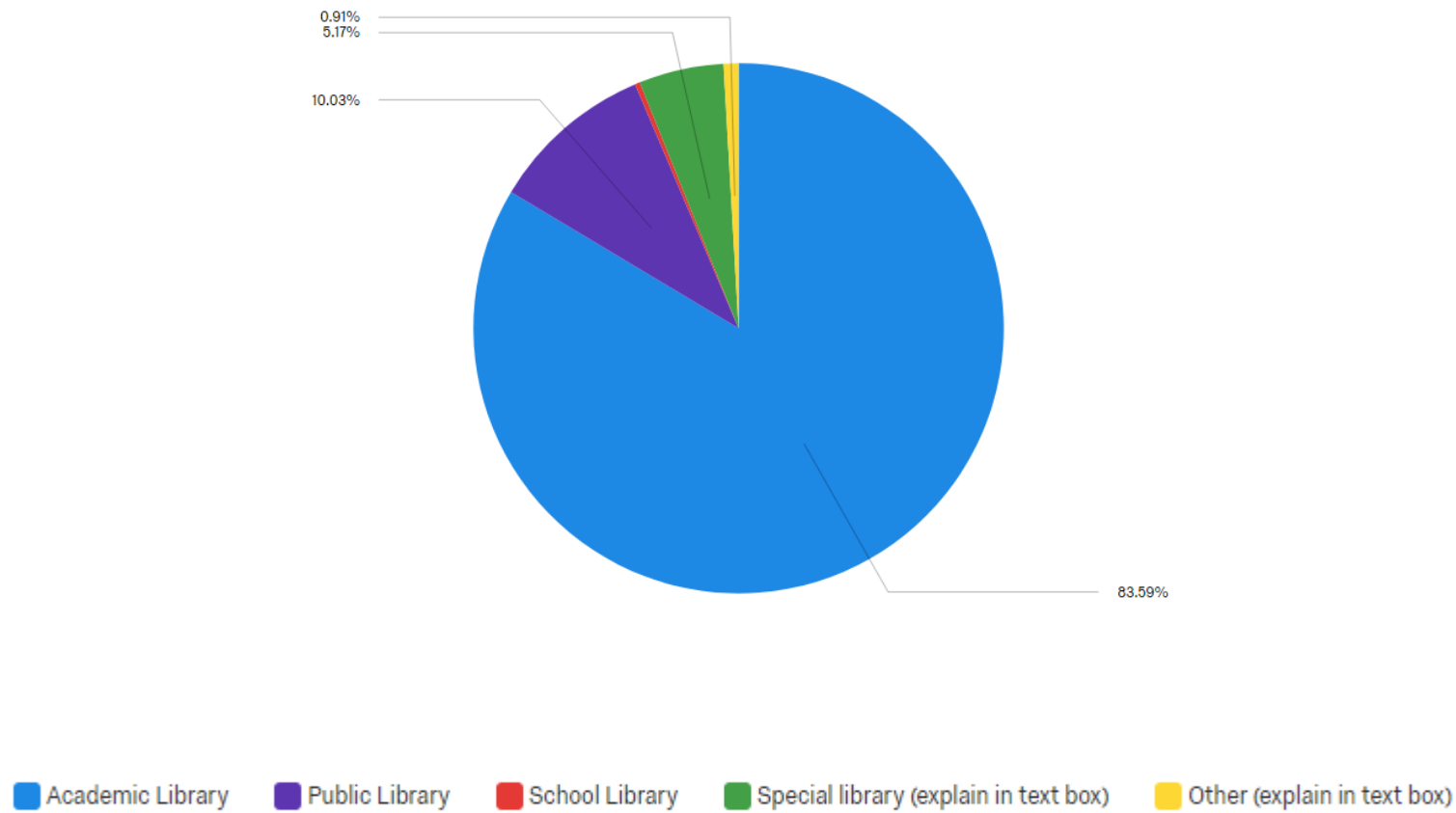
- “Reference as an Access Service: Collaboration Between Reference and Interlibrary Loan Departments” by Kern and Weible
 - Collaboration between ILL and Reference can assist ILL by providing searching expertise. Patrons benefit from increased fill-rates and reduced turnaround time for ILL requests. Reference benefits by exercising creative searching for difficult-to-find materials and gaining exposure to new reference sources and online catalogs.

Kern, M. K., & Weible, C. L. (2005). Reference as an Access Service: Collaboration Between Reference and Interlibrary Loan Departments. *Journal of Access Services*, 3(1), 17–35. https://doi.org/10.1300/J204v03n01pass:_02

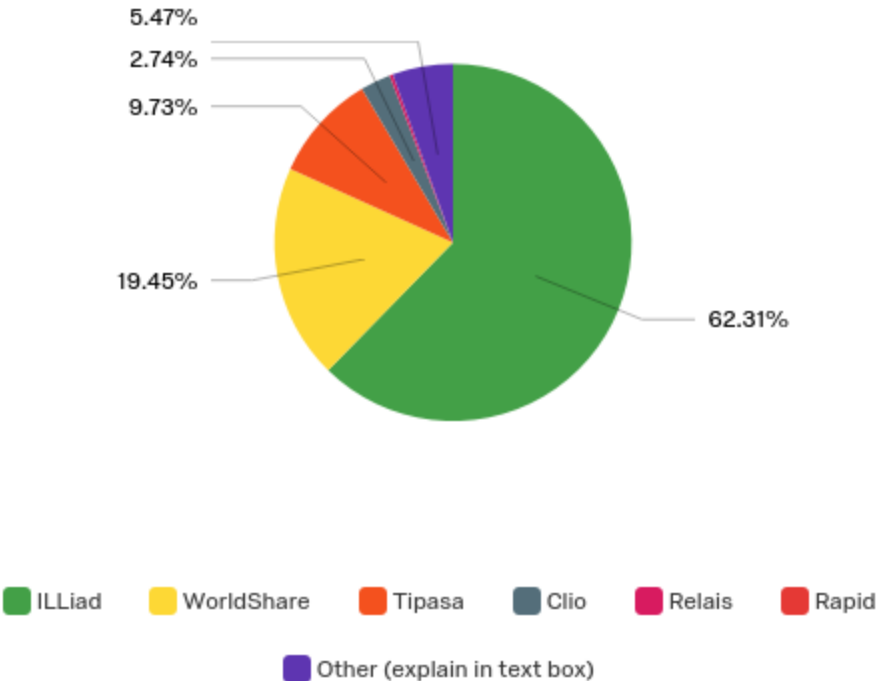
Survey

- ILL Departmental Classification Pilot Survey
 - 6 questions max
 - Open for one week
 - Sent to ILL-L listserv, Workflowtoolkit listserv, RUSA listserv, and posted to ILLers Facebook Group
 - 329 respondents

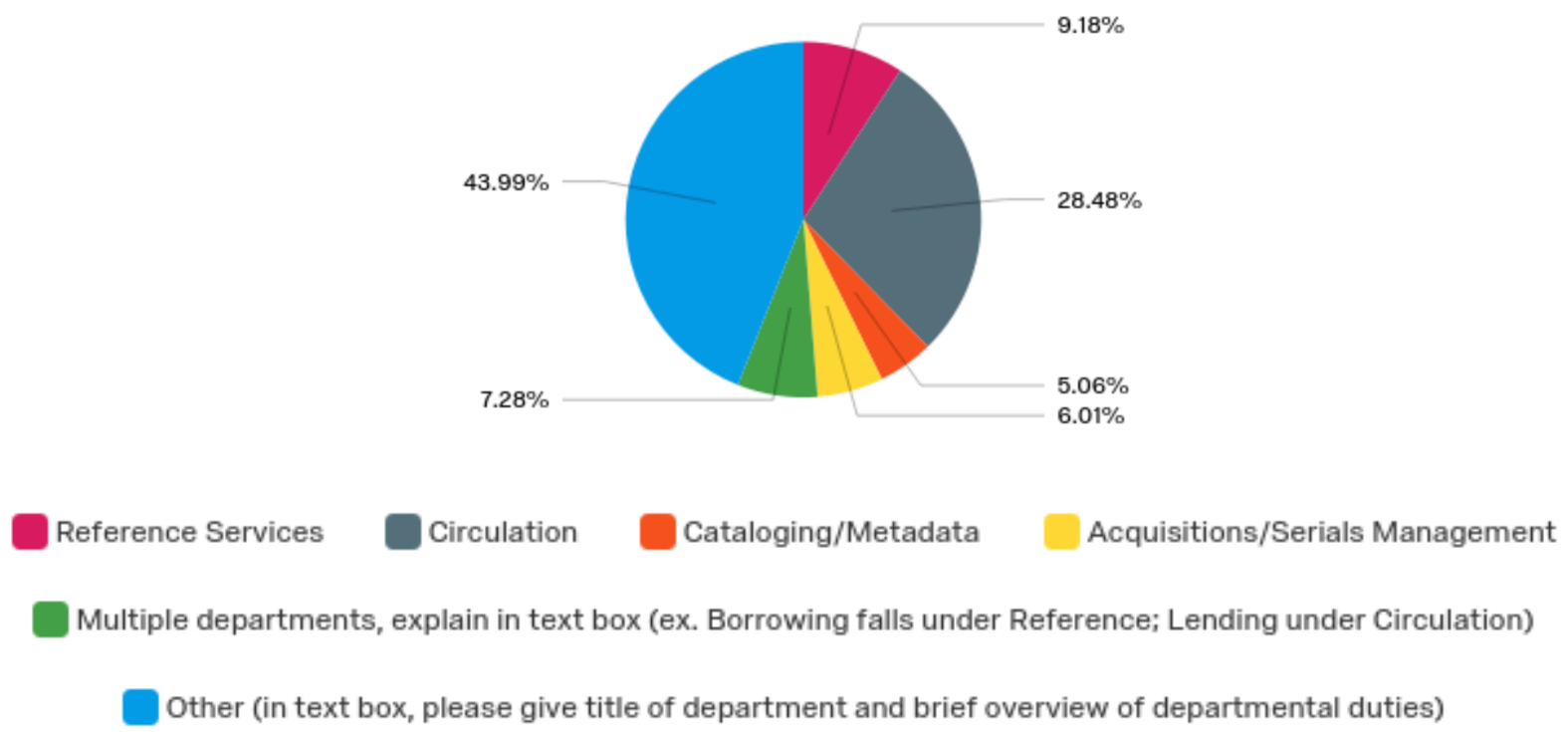
1 - At what type of institution are you employed?



2 - What is your institution's primary Interlibrary Loan management system?

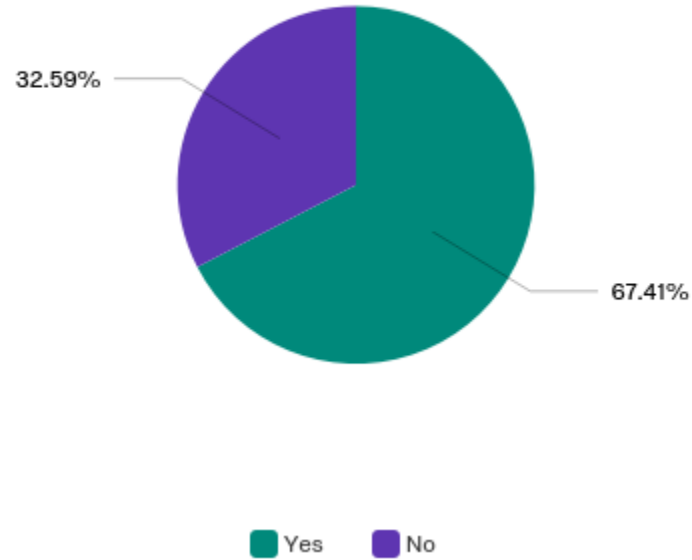


3 - What type of department does your institution's Interlibrary Loan services report to?

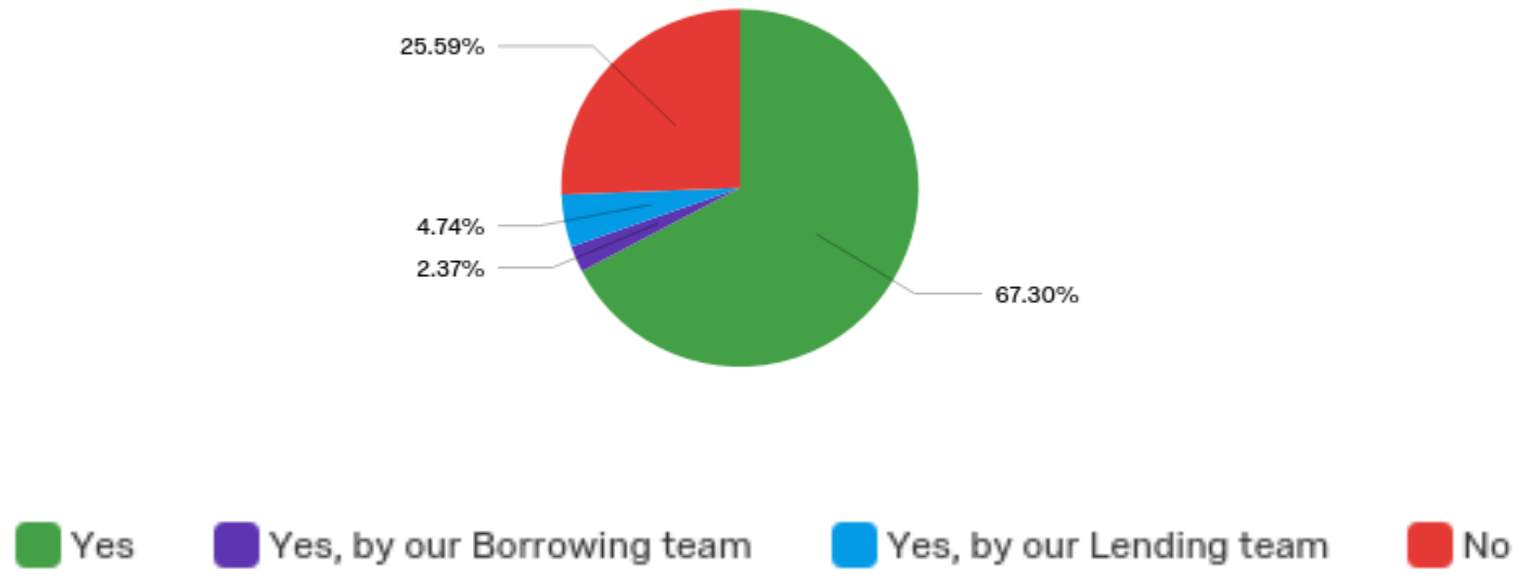


interlibrary technical
metadata reference maintenance
reserve acquisition
circulation
access
director public
collection
catalog directly
management manager
development resource
serial stack
share unit
loan circ
librarian dept
delivery
separate

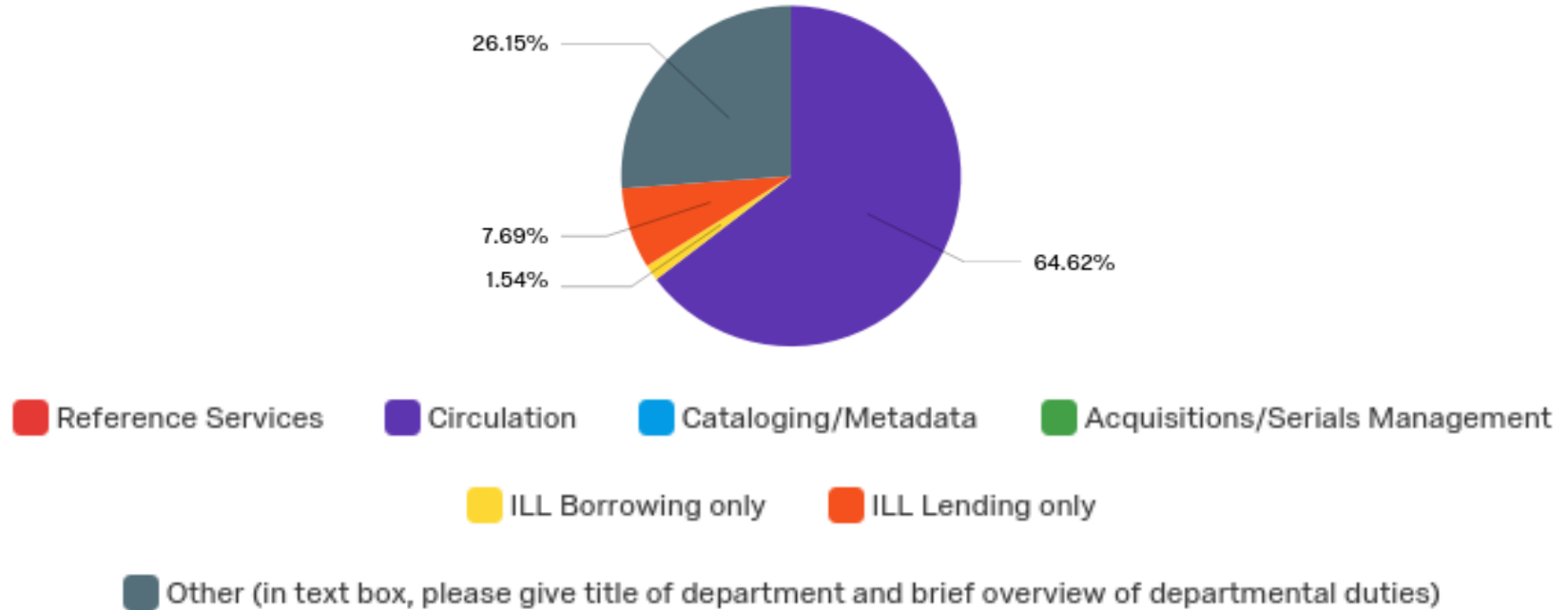
4 - Does your library also participate in consortial sharing via a courier system?
(Examples, Prospector in Colorado, GIL Express in Georgia, MOBIUS, Trans-Amigos Express, etc.)



5 - Is your ILL department/area responsible for processing courier requests?



6 - Which department or area is responsible for processing courier requests at your institution?



consortium
campus
department
process
service
shipping
circulation
delivery
material
library
lending
collection
books
center
main
duty
box
corporate
books
borrowing
division
gig
faculty
circ
I'm
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Discussion

- How/where does your library classify ILL/Resource sharing?
- What do you like/dislike about where those services are located?

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thank you

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