

## Action Items from Survey

Based upon survey feedback, Interlibrary Services plans to undertake the following actions:

1. Review and revise our local scanning standards document and share it with library staff and student employees at each of the OSU Columbus and regional campus scanning library locations.
2. Edit our Constant Data for borrowing requests to other institutions to indicate color/grayscale preference for articles containing images.
3. Add language to contact information on article coversheets asking patrons to notify Interlibrary Services staff of any quality or completeness issues for correction.
4. Use Alerts functionality on ILLiad main menu to offer short monthly tips on topics such as: having the ILLiad request form pre-populated from research databases; viewing one's request history; returning loans at any OSU library location; average turnaround times; copyright limitations; directing users to CML and SearchOhio options for recreational reading; etc.
5. Review and revise the Article Express and interlibrary loan information web pages and add links to them from the ILLiad main menu and request form pages.
6. Confer with Libraries' Usability Specialist for suggestions regarding ILLiad web forms and page design.
7. Increase from 7 to 21 the number of days before the due date that a renewal can be requested unless prohibited by the lending library as a condition of the loan.
8. Investigate ILLiad system limitations or workarounds to allow patrons the ability to request more than one renewal unless prohibited by the lending library as a condition of the loan.
9. Consult with Circulation Services and the Discovery Systems Management Working Group regarding the possibility of adding a 'My Interlibrary Loan' section to the My Library Account web page so patrons can access OSU, OhioLINK, and SearchOhio checkouts, holds, fines, and ILL items from the same landing page.
10. With release of ILLiad 8.5 this summer, work with OSU department libraries to implement patron email notification when loans arrive at the designated pick-up location rather than at the Thompson ILL office.
11. Provide email updates to local patrons for any request taking longer than a month to fill due to difficulty finding a lender, non-response from lenders, extensive time needed to digitize or ship, etc.
12. Continue to explore additional publicity opportunities for Article Express and interlibrary loan services with the Libraries Communications office.