

## **Action Items from Survey**

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

1. Better inform our ILLiad users and manage their expectations by:
  - a. Revising the content and rotation frequency of Web Alert info and tips on the ILLiad main menu.
  - b. Adding topics to our new ILLiad Help FAQ web page (<https://library.osu.edu/ill/illiad>).
  - c. Reviewing and updating arrival, courtesy, and overdue email templates, particularly language related to book renewal instructions and PDF availability on the ILLiad server.
  - d. Add language to the Article Express, loan, thesis, and book chapter request forms in ILLiad to indicate average turnaround times for each request type.
2. Enrich the user experience by providing more seamless access to and delivery of materials. For example:
  - a. Deliver a PDF directly from our electronic holdings when an OSU patron uses ILLiad to request an article already available to them in the Online Journals List.
  - b. Place a hold for an OSU user on an available copy in the OSU, OhioLINK, or SearchOhio catalog when the patron uses ILLiad to request an item that is already available locally or in-state.
  - c. Place a hold for an OSU user on another available copy in the OSU, OhioLINK, or SearchOhio catalog when the patron recalls an OSU item that is out on ILL to another library.
3. Explore alternative ILLiad authentication options including single sign-on with OSUL IT, Access Services, and OCLC Support.
4. Purchase low cost conference papers or articles online, when available, if:
  - a. Copy requests are not filled within a week through traditional interlibrary loan; or
  - b. Domestic libraries have been exhausted rather than wait for paper copies to be mailed from overseas.
5. Contact user via email if a physical loan request comes back to us unfilled on OCLC after three weeks to see if the user would like us to keep trying other potential lenders and can continue to wait.
6. Share ILLiad User Survey feedback with other appropriate units outside of Interlibrary Services. For example:
  - a. Collections-related criticism with our Collections Strategist.
  - b. Local discovery/availability issues with our eResources librarian and the head of Digital Initiatives.
  - c. ILLiad account/login feedback with our IT staff.