



**ADLER**  
SCHOOL of Professional  
Psychology

# Personalizing Interlibrary Loan

**Presented by Amanda Musacchio, Access Services Librarian  
Adler School of Professional Psychology  
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# About the Adler School of Professional Psychology



**ADLER**  
SCHOOL of Professional Psychology

Vancouver, BC



Chicago, IL



# A Brief (social & recent) History of ILL



## ALA Interlibrary Loan Form (2002)

### Citation Information

Book author \_\_\_\_\_

Book title \_\_\_\_\_

Publisher \_\_\_\_\_ Place \_\_\_\_\_ Date \_\_\_\_\_

Series \_\_\_\_\_

This edition only \_\_\_\_\_ ISBN \_\_\_\_\_

Serial title \_\_\_\_\_

Volume / issue \_\_\_\_\_ Date \_\_\_\_\_ Pages \_\_\_\_\_

Author of article \_\_\_\_\_

Title of article \_\_\_\_\_

ISSN \_\_\_\_\_

Audiovisual title \_\_\_\_\_

Date of publication \_\_\_\_\_

Verified in and / or cited in \_\_\_\_\_

Other bibliographic number \_\_\_\_\_

# The Opportunity I Noticed at Adler



From: [Library@adler.edu](mailto:Library@adler.edu)

To: [Library@XYZcollege.edu](mailto:Library@XYZcollege.edu)

Subject: ILL1145678

Attachment: .pdf1145678

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Adler School Library

17 N Dearborn

Chicago, IL 60602

312-662-4238



# What we changed

- Re-trained work study students
- Asked librarians to re-think their electronic communications
- Have fun while realizing the importance of our jobs  
  
(No one is going to die if they don't get their ILL material!)



# How We Took Advantage of This Opportunity



From: [Library@adler.edu](mailto:Library@adler.edu)

To: [Library@xyzcollege.edu](mailto:Library@xyzcollege.edu)

Subject: ILL 1156789

Attachment: .pdf1156789

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Hello XYZ College,  
Please find attached your requested article  
“How to communicate...” for student J. Doe.  
I hope you are enjoying your sunny, warm  
weather in Louisville! Please let us know  
if you need any further assistance.

Amanda Musacchio  
Adler School of Professional Psychology



# Appreciation!





# Our Results



- Better relations with fellow libraries
- 33% quicker turnaround for ILL articles
- Happier library users and employees!

# What Do YOU Do?



Discussion: how do you handle ILL transactions with other libraries and what can you do differently?



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@mosaklibrary

This presentation is at : <http://tinyurl.com/o6wkwse>



Thank you!