



PROMOTING USE OF LINK RESOLVERS FOR FASTER DELIVERY

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Introduction

- Why?
- How?
- Who?
- What?
- When?
- Worth?
- Questions/Discussion

Why do this? Unmediated ILL is cheapest!

- Interlibrary Loan Borrowing costs*:
 - 58% of the costs is for staff (2002)
 - 55% of the costs is for staff (2011)
- Interlibrary Loan Borrowing Average costs*:
 - \$17.50 (2002)
 - \$9.62 (2011)

*"Looking at resource sharing costs" by Lars Leon and Nancy Kress. Published in Interlending and Document Supply. <http://hdl.handle.net/1808/9655>

Why do this? Unmediated ILL is fastest!

- UBorrow (unmediated loans among the CIC libraries)
 - 5.2 median days from request to receive in 2013 for the University of Iowa!
- OCLC Direct Request
 - Can go out when staff are not working!

History		
Date Changed ▲	Entry	Username
3/1/2013 6:44 PM	Updated Status to: Awaiting Direct Request Lenders	System
3/1/2013 6:45 PM	Updated Status to: Request Sent	System
3/5/2013 4:07 PM	IPL shipped.	System
3/8/2013 2:13 PM	Updated status to Awaiting Post Receipt Processing	borrowing
3/8/2013 2:13 PM	Updated status to Awaiting Customer Contact	borrowing
3/8/2013 2:16 PM	Updated on OCLC as Received	System
3/8/2013 3:57 PM	Updated status to Customer Notified via E-Mail	borrowing

Why do this? Unmediated ILL is fastest!

- OCLC Knowledge Base

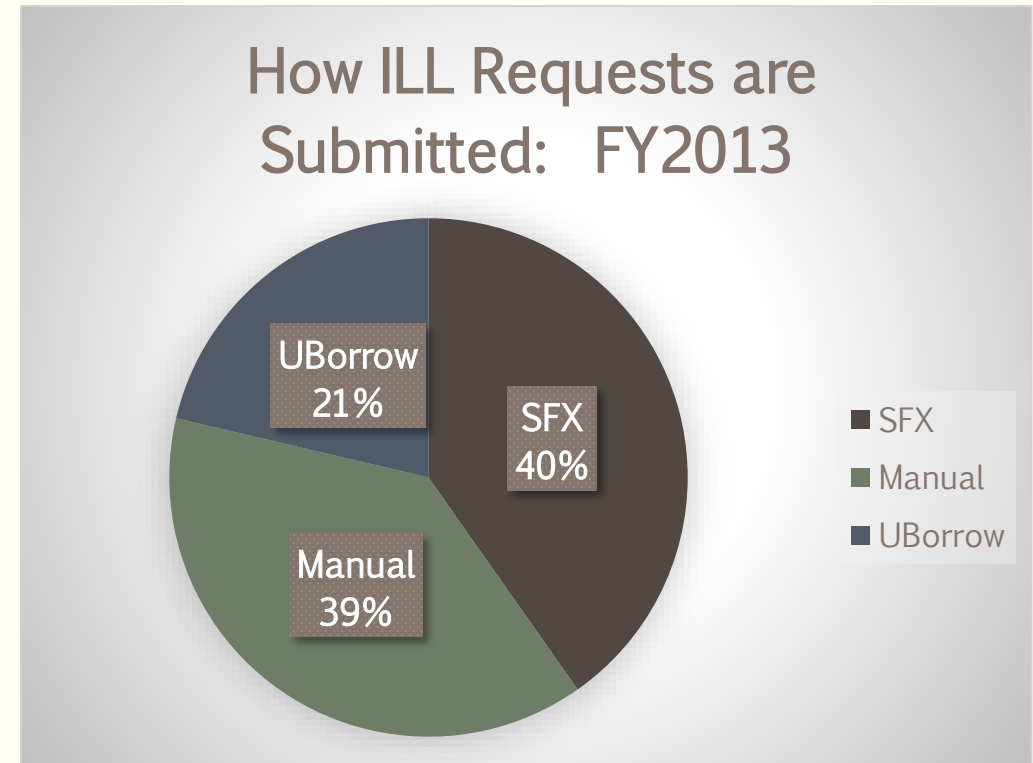
- promoted as “reduce your ILL turnaround time from days to minutes”
- UPM says “During the trial, 75% of our direct e-journal article requests were filled by one of the Direct Request for articles participating libraries within one day.”

Tracking	
Date Changed	Changed To
1/15/2014 7:10 PM	Submitted by Customer
1/15/2014 7:10 PM	Awaiting Copyright Clearance
1/16/2014 9:48 AM	Awaiting Request Processing
1/16/2014 9:48 AM	Awaiting Direct Request Sending
1/16/2014 9:48 AM	Awaiting Direct Request Lenders
1/16/2014 9:49 AM	Request Sent
1/16/2014 9:58 AM	Odyssey Document Received
1/16/2014 9:58 AM	Delivered to Web

Date Changed	Changed To
2/25/2014 2:01 PM	Submitted by Customer
2/25/2014 2:01 PM	Awaiting Copyright Clearance
2/25/2014 5:40 PM	Awaiting Request Processing
2/25/2014 5:40 PM	Awaiting Direct Request Sending
2/25/2014 5:41 PM	Awaiting Direct Request Lenders
2/25/2014 5:42 PM	Request Sent
2/26/2014 11:59 AM	Odyssey Document Received
2/26/2014 11:59 AM	Delivered to Web

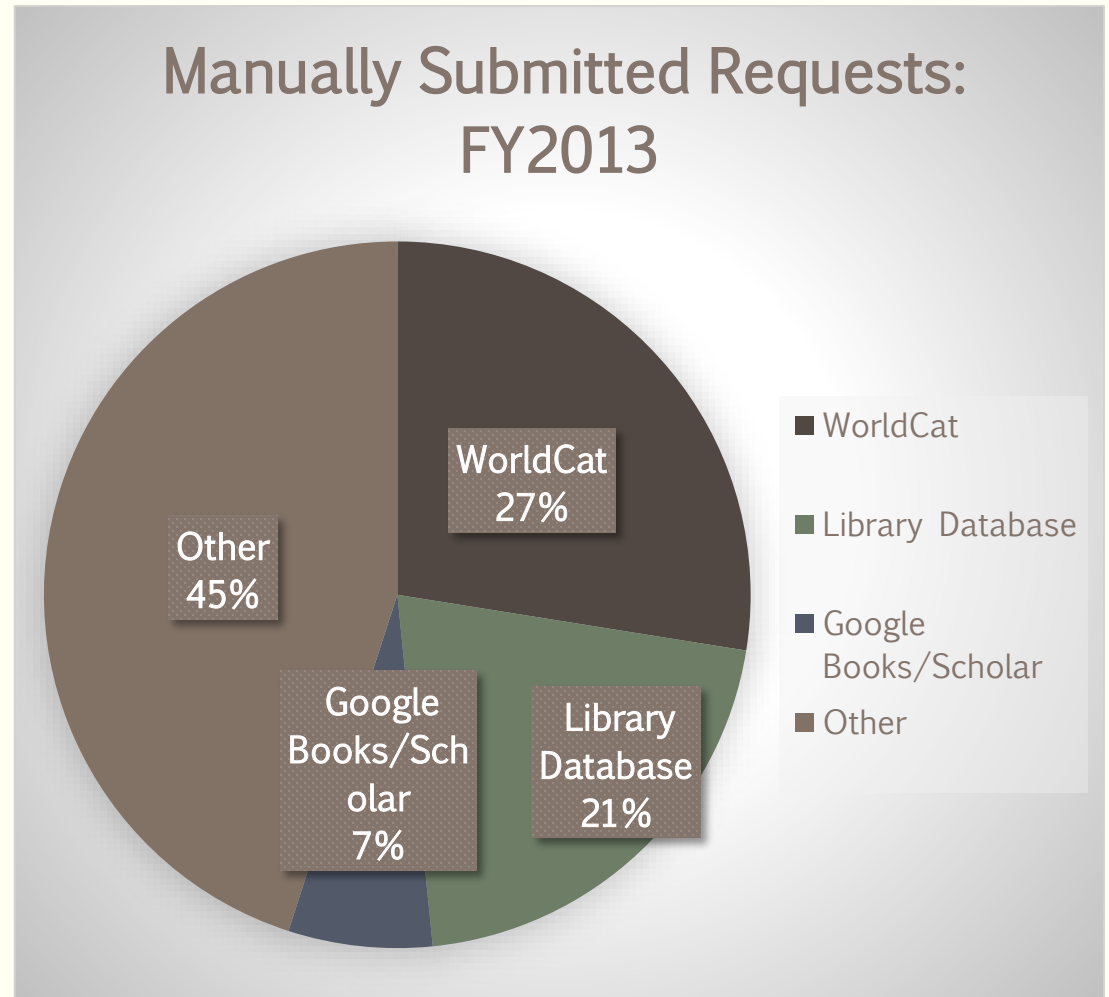
Why do this? There is a need to educate users!

- 3,310 requests submitted through manual input.
- 3,466 requests submitted through SFX, UI's link resolver.
- 1,837 requests submitted through UBorrow.



Why do we do this?

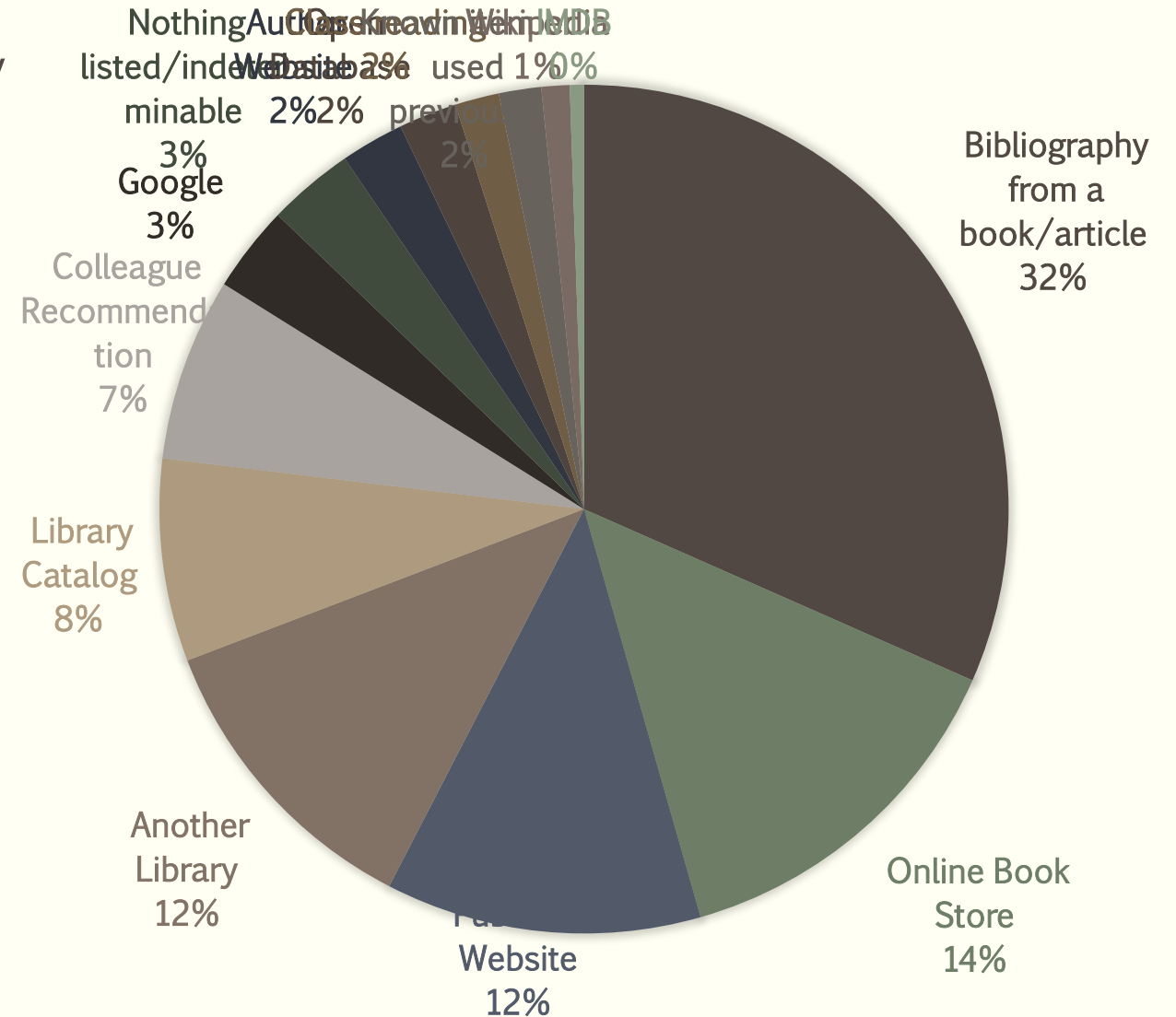
- Of the 3,310 manually submitted requests, 55% of those could have used a link resolver to request item through ILL.
 - WorldCat
 - Library Database
 - Google Books or Google Scholar



Why do we do this?

Further Breakdown of “Other” Manually Submitted Requests

- Bibliography
- Online Book Store
- Publisher website
- Another Library
- Colleague
- Google
- Nothing listed
- Author website
- Open Database
- Class reading
- Known item/used previously
- Wikipedia
- IMDB



How do we get requests to go out automatically?

- OCLC Direct Request (Loans)
- OCLC Knowledge Base (Articles)

How to set up Direct Requesting

- ILLiad Instructions: <https://prometheus.atlas-sys.com/display/ILLiad/Unmediated+ILL+-+Direct+Request>
 - Direct Request Profile
 - Custom Holdings Groups and Paths
 - Routing Rules
 - Keys in the Customization Manager

How to set up OCLC Knowledge Base

- Contact OCLC
- Add licensing and journal information into OCLC KB.
- See instructions on setting up direct requesting.
- OCLC Instructions: http://oclc.org/content/dam/support/knowledge-base/SC/SC_Guide_KBWC.pdf

How do these look when submitted through SFX?

System 931720 - Borrowing Request

Borrowing Processing OCLC

General Request Information

Transaction Number	931720	Article	Loan
Username	ischwa	Wanted By	
Transaction Date	2/9/2014 5:33 AM	Not Wanted After	03/10/2014
Delivery Method	Mail to Address	Site	Main Library
Service Level	Regular	Shipping Options	
Billing Account		Doc Type	Article

OCLC Information

ILL Number	112666256
OCLC Number	301229536
Lending String	*AZU,NTU,ZMC,SC1,CPC,VXI,VYA,PSF,SMD,N
Lender	azu
System ID	OCLC
OCLC Status	Record not found

Article Info

Journal Title	Partner abuse		
Volume/Issue	1	1	
Month/Year/Pages		2010	26-43
Article Author	Murphy, Christopher M		
Article Title	Interventions for perpetrators of intimate partner violence: A review of efficacy research and recent trends.		
Original Journal Title			
Item Author/Publisher			
Item Place/Edition			

Accept Alternate Edition
 Accept Non English
 Allow Copies?
 Copyright Already Paid?
 Allow Renewals?
 Library Use Only?
 Replacement Pages?
 Priority Shipping
 Ariel

Item Information

Call Number	
Location	
Due Date	
Reason For Cancellation	
Item Num/Ref Num	
ISxN	1946-6579
Special Instructions	
Max Cost/Pieces	

Citation Information

Cited In	APA (via SFX)
Title	

Date

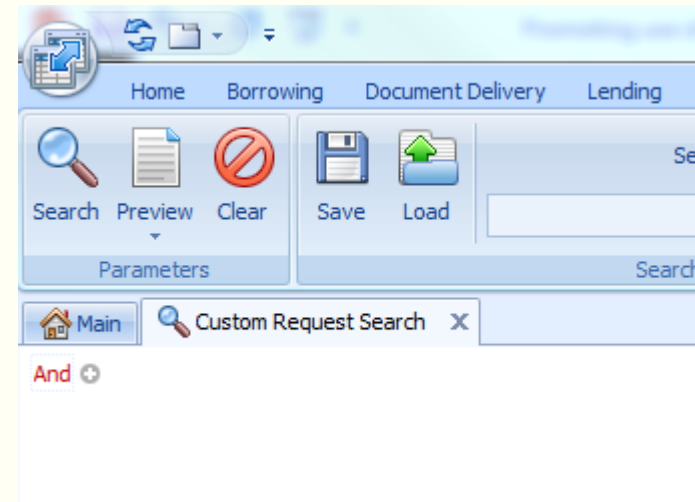
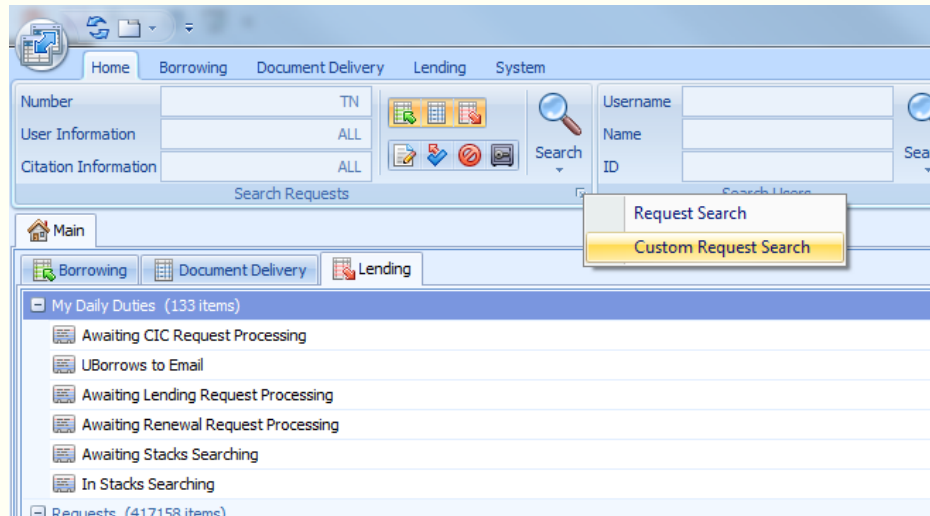
Date	Note	Type	Added By
1/9/2014 5:29 PM	1. Request matched profile DIRECT.	System	System
1/9/2014 5:46 PM	Received conflicting shipped message from AZU with no due date	System	System

How do these look when submitted through SFX?

Detail	History	OCLC	Z39.50	PubMed/Dodine	OCLC AE	NLM Web Form	PDFviewer	Get It Now Search
Tracking								
Date Changed	Changed To	Changed By						
1/9/2014 4:50 PM	Submitted by Customer	Ischwa						
1/9/2014 4:50 PM	Awaiting Copyright Clearance	Ischwa						
1/9/2014 5:27 PM	Awaiting Request Processing	patnslsn						
1/9/2014 5:27 PM	Awaiting Direct Request Sending	System						
1/9/2014 5:28 PM	Awaiting Direct Request Lenders	System						
1/9/2014 5:29 PM	Request Sent	System						
1/9/2014 5:44 PM	Odyssey Document Received	Odyssey						
1/9/2014 5:44 PM	Delivered to Web	Odyssey						
History								
Date Changed	Entry	Username						
1/9/2014 5:27 PM	Updated status to Awaiting Request Processing	patnslsn						
1/9/2014 5:27 PM	Updated status to Awaiting Direct Request Sending	System						
1/9/2014 5:28 PM	Status Changed to: Awaiting Direct Request Lenders	System						
1/9/2014 5:29 PM	Status Changed to: Request Sent	System						
1/9/2014 5:44 PM	Updated Status to: Odyssey Document Received	Odyssey						
1/9/2014 5:44 PM	Email Added: Requested Item Delivered Electronically	Odyssey						
1/9/2014 5:44 PM	Updated Status to: Delivered to Web	Odyssey						
1/9/2014 5:46 PM	A711 shinned.	System						
Resubmission								

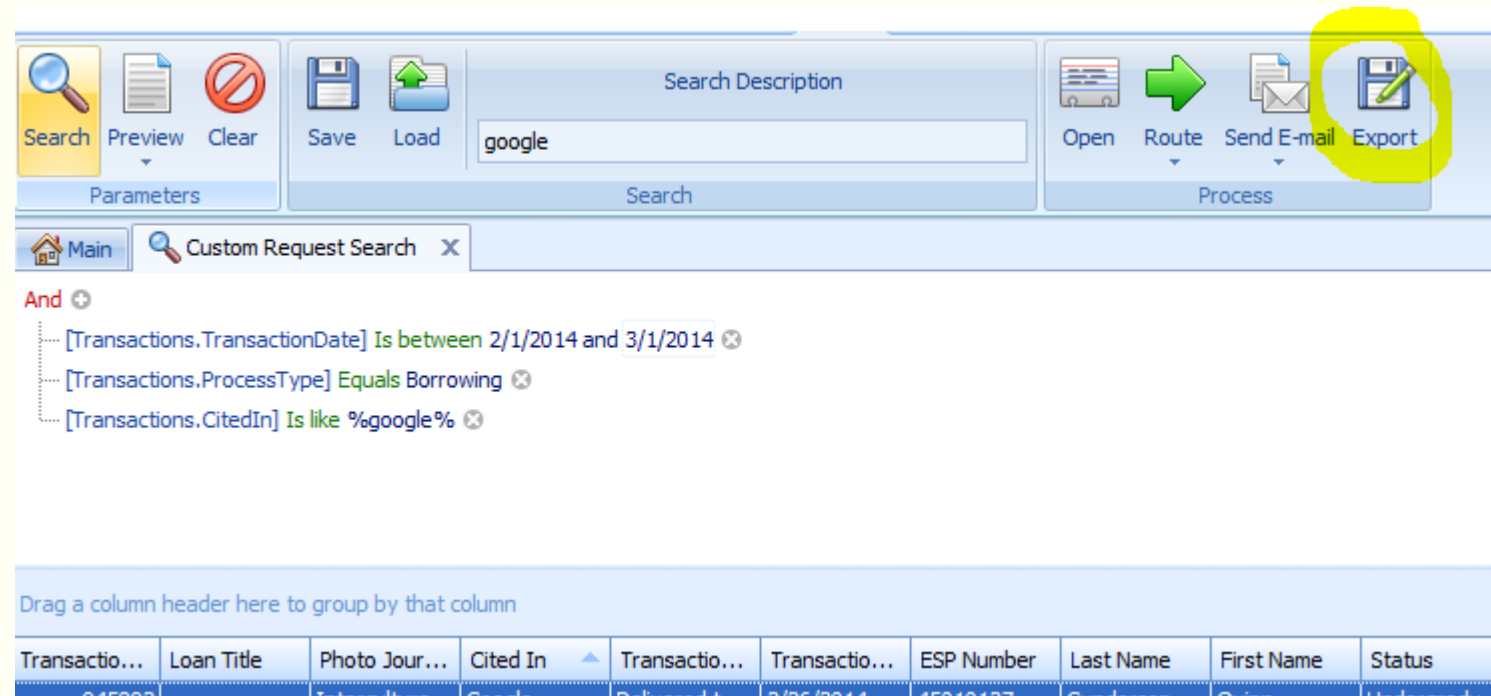
How to pull the information from ILLiad.

- Custom Advanced Search



How to pull the information from ILLiad.

- Export file



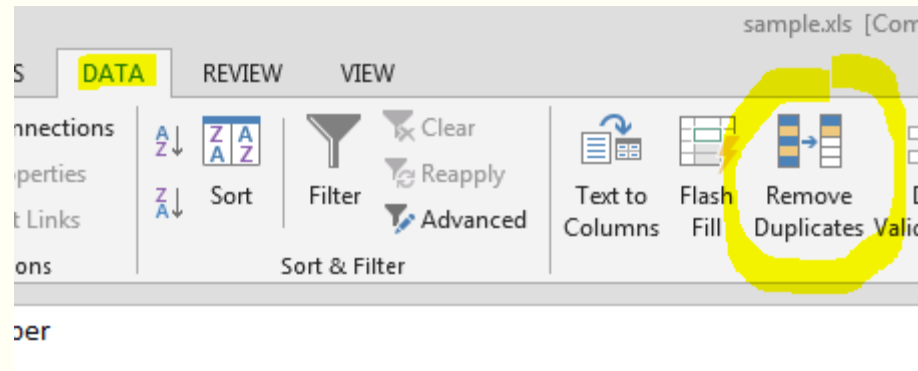
The screenshot displays the ILLiad web interface. At the top, there is a navigation bar with icons for Search, Preview, Clear, Save, Load, Open, Route, Send E-mail, and Export. The Search Description field contains the text "google". Below the navigation bar, there are tabs for "Main" and "Custom Request Search". The search criteria are listed as follows:

- And
- [Transactions.TransactionDate] Is between 2/1/2014 and 3/1/2014
- [Transactions.ProcessType] Equals Borrowing
- [Transactions.CitedIn] Is like %google%

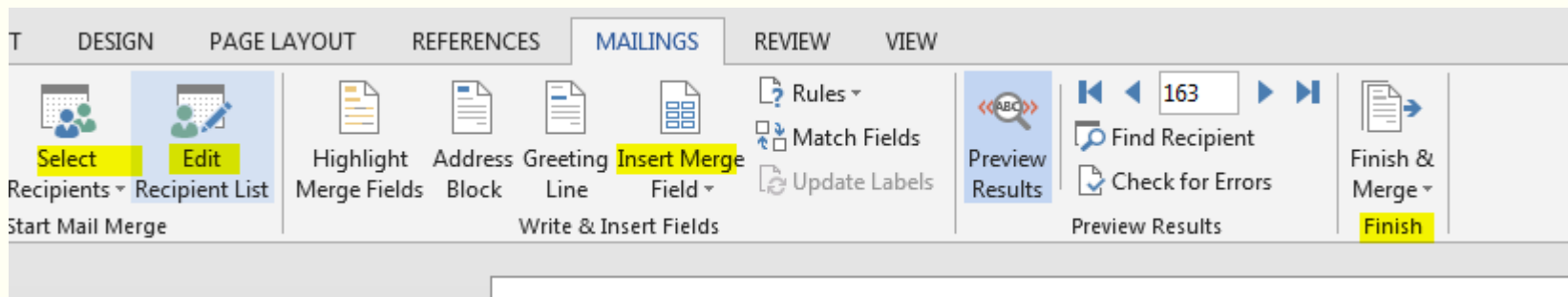
Below the search criteria, there is a prompt: "Drag a column header here to group by that column". At the bottom, a table is visible with the following columns: Transaction..., Loan Title, Photo Jour..., Cited In, Transaction..., Transaction..., ESP Number, Last Name, First Name, and Status.

How to use the information from ILLiad.

- With the excel spreadsheet, remove those submitted through SFX (manually).
- De-dupe



- Use excel file and word with mail merge function.



Who to target?

- Those typing in bibliographic information into the ILLiad online form who could have used the link resolver to submit for:
 - Google Books
 - Google Scholar
 - WorldCat
 - Library Databases

What to instruct on? Google

Custom Search Custom Request Search - ILLiad Client 8.4.3

Home Borrowing Document Delivery Lending System Search

Search Description

Search: google

Parameters: Search Preview Clear Save Load

Process: Open Route Send E-mail Export

Main Custom Request Search

And

- [Transactions.TransactionDate] Is between 2/1/2014 and 3/1/2014
- [Transactions.ProcessType] Equals Borrowing
- [Transactions.CitedIn] Is like %google%

Drag a column header here to group by that column

Transactio...	Loan Title	Photo Jour...	Cited In	Transactio...	Transactio...	ESP Number	Last Name	First Name	Status	E-Mail Addr...	Departm...
945892		Intercultura...	Google	Delivered t...	2/26/2014 ...	45010127			Undergradu...		Social Work
916384	To sell is hu...		google (via SFX)	Request Fin...	2/6/2014 1...	814301814			Graduate S...		Tippie Colle...
933550		Journal of i...	google (via SFX)	Request Fin...	2/7/2014 1...	71225825			Graduate S...		Journalism ...
933553		Information...	google (via SFX)	Request Fin...	2/17/2014 ...	39487374			Graduate S...		Journalism ...
934996		Journal of a...	google (via SFX)	Request Fin...	2/23/2014 ...	191885649			Graduate S...		College of E...
914635	Uncertainty...		google (via SFX)	Request Fin...	2/5/2014 1...	42667825			Graduate S...		Psychology
930872		Internation...	google (via SFX)	Request Fin...	2/10/2014 ...	191078172			Faculty		Tippie Colle...
945415		Modern Chi...	google (via SFX)	Delivered t...	2/25/2014 ...	39640850			Graduate S...		Journalism ...
934997		Journal of a...	google (via SFX)	Request Fin...	2/22/2014 ...	191885649			Graduate S...		College of E...
945535		Settler Colo...	google (via SFX)	Delivered t...	2/24/2014 ...	855209662			Graduate S...		Communica...
933555		Journal of i...	google (via SFX)	Request Fin...	2/16/2014 ...	71225825			Graduate S...		Journalism ...
943206		Internation...	google (via SFX)	Delivered t...	2/17/2014 ...	36836253			Graduate S...		Communica...

What to instruct on? Google

914473	Sincerely, Lyndon: The Handwriting of Lyndon Baines Johnson		Amazon; Google Books	Cancelled by ILL Staff	10/28/2013		F
901479	Rotary valve engines : a practical treatise on the principles of rotary valves, with examples of application to the early gas engine, the steam engine, and to modern petrol motors /		Google Books: http://books.google.com/b	Request Finished	10/30/2013	154170099	F
918754	The Prints of the Remondinis. An Attempt to Reconstruct an Eighteenth-Century World of Pictures		Google Books	Cancelled by ILL Staff	11/10/2013		C
909011		Defining memory : local museums and the construction of history in America's changing communities /	Google Books	Request Finished	11/11/2013	76925203	S
915505	Dans l'intimité des maladies de Montaigne à Hervé Guibert /		Google Books	Request Finished	12/2/2013	708336725	L
923630	Time, Space and Ethics in the Philosophy of Watsuji Tetsuro, Kuki Shuzo, and Martin Heidegger		Google Books	Checked Out to Customer	12/4/2013	65197918	F
925541		Musical courier : a weekly journal devoted to music and the music trades.	Google Books	Cancelled by ILL Staff	12/11/2013	4711437	F
922206	Der Haushalt der Stadt Zerbst, 1460 bis 1510	Der Haushalt der Stadt Zerbst, 1460 bis 1510	Google Books	Request Finished	12/30/2013		E
912616	John Waggoner, 1751-1842, Margaret (Bonnett) Waggoner : ancestors, families, and descendants		Google Books	Request Finished	12/31/2013	32907717	T
938020	Job satisfaction : application, assessment, cause, and consequences /		Google Books	Request Finished	2/7/2014	36301511	K
944297		The Colorado magazine.	Google Books	Delivered to Web	2/20/2014	1564190	T
939582	A Junction between computer science and category theory, I : basic concepts and examples (Part 1) /		Google Books	Request Finished	2/21/2014	7293955	E

What to instruct on? Link Resolvers

Custom Request Search

And

- [Transactions.TransactionDate] Is between 2/1/2014 and 3/1/2014
- [Transactions.ProcessType] Equals Borrowing
- [Transactions.CitedIn] Is not like %SFX%

Drag a column header here to group by that column

Transactio...	Loan Title	Photo Jour...	Cited In	Transactio...	Transactio...	ESP Number	Las
941284		M2PressWI...	EBSCOhost	Cancelled b...	2/13/2014 ...		Ber
935715		Journal of t...	EBSCOhost	Request Fin...	2/24/2014 ...	60626309	Bro
931669		The journal ...	EBSCOhost	Request Fin...	2/13/2014 ...	221282430	Adc
936258		Learned Pu...	EBSCOhost	Request Fin...	2/28/2014 ...	164071517	Dia:
939119	On being a ...		EBSCOhost	Checked O...	2/12/2014 ...		Sex
942789	Annals of GIS	Annals of GIS.	EbscoHost Academic Search Elite	Delivered t...	2/19/2014 ...	313986054	Suc
944069		Journal of I...	EBSCOhost Academic Search Elite	Delivered t...	2/20/2014 ...	35909026	Har
938519	Disability in ...		EJ573030--In this ERIC document.	Request Fin...	2/12/2014 ...	38525689	Kim
943152		Paper pres...	ERIC	Cancelled b...	2/17/2014 ...	ERIC docu...	Gue
937375		Journal of c...	ERIC	Request Fin...	2/28/2014 ...	49895187	Sco
922204	Geschichte ...		essay on Prince Magnus von Anhalt	Checked O...	2/11/2014 ...		Ehr:
933565		Œuvres co...	Festa, Egidio. "Quelques aspects de la c	Request Fin...	2/21/2014 ...	2135698	Wo

What to instruct on? Link Resolvers

Transaction Number	Loan Title	Photo Journal Title	Cited In	Transaction Status	Transaction Date	ESP Number	
941622		The Catholic library world.	Library and Information Science Abstracts (LISA)	Delivered to Web	2/11/2014	1553562	Ta
939074		Turning today's students into tomorrow's stars : selected papers from the 2008 Central States Conference /	Linguistics and Language Behavior Abstracts	Delivered to Web	2/13/2014	457255598	Vc
940567	In and out : eccentricity in Britain /		MLA International Bibliography	Checked Out to Customer	2/24/2014	794205648	Ka
941108		Amour et merveille : les Lais de Marie de France : études /	MLA International Bibliography	Delivered to Web	2/10/2014	33890922	Mi
946736		Kentucky philological review : bulletin of the ... Annual Meeting of the Kentucky Philological Association.	MLA International Bibliography	Delivered to Web	2/28/2014	18614583	Ca
929040		Handbook of complementary methods in education research /	ProQuest	Request Finished	2/2/2014	61461937	Al
934028	A history of intercollegiate football at Drake University from 1893 through 1954 /		ProQuest Dissertations and Theses	Request Finished	2/12/2014	232187601	Th
946936		Journal of family psychotherapy.	PsycINFO	Delivered to Web	2/27/2014	17534086	Hi
945989		Behavioral disorders	PsycNET	Delivered to Web	2/27/2014		Lu
946220		Best practices in mental health.	PsycINFO	Delivered to Web	2/28/2014	56983679	Ge
932709		Journal of the American Academy of Child & Adolescent Psychiatry	PsycINFO	Request Finished	2/15/2014		W
927903		Behavioural neurology.	PsycNET	Request Finished	2/8/2014	20294000	Gu Ve
931303		International journal of clinical pharmacology and therapeutics	PubMed	Request Finished	2/23/2014	60623142	Va

What to instruct on? WorldCat

[Main](#) [Custom Request Search](#) X

And

- [Transactions.TransactionDate] Is between 2/1/2014 and 3/1/2014
- [Transactions.ProcessType] Equals Borrowing
- [Transactions.CitedIn] Is like %world%

Drag a column header here to group by that column

Transactio...	Loan Title	Photo Jour...	Cited In	Transactio...	Transactio...	ESP Number	Last Name	First Name	Status	EMail Addr...	Departm...
927652	La bande d...		http://www.worldcat.org/title/bande-dess	Request Fin...	2/18/2014 ...	230379733	[REDACTED]	Christie	Graduate S...	[REDACTED]	French and ...
941022	Hanseikai z...		http://www.worldcat.org/title/hanseikai-	Checked O...	2/25/2014 ...	13131602	[REDACTED]	[REDACTED]	Graduate S...	[REDACTED]	History
918550	Ka anyi suo...		http://www.worldcat.org/title/ka-anyi-su	Request Fin...	2/12/2014 ...	710903917	[REDACTED]	[REDACTED]	Graduate S...	[REDACTED]	Anthropology
926554	Calypsos li...		I found this on WorldCat here: http://ww	Request Fin...	2/19/2014 ...	83287588	[REDACTED]	[REDACTED]	Staff	[REDACTED]	College of E...
943753	BDGuide.	Band Direct...	Wartburg College through Worldcat	Request Fin...	2/20/2014 ...	17673867	[REDACTED]	[REDACTED]	Graduate S...	[REDACTED]	Music
931000	Circular of i...		world cat	Delivered t...	2/12/2014 ...	19661412	[REDACTED]	[REDACTED]	Faculty	[REDACTED]	History
929279		Dictionary o...	world cat	Request Fin...	2/2/2014 5:...	138340706	[REDACTED]	[REDACTED]	Staff	[REDACTED]	University L...
931001	Operational...		world cat	Delivered t...	2/12/2014 ...	5041405	[REDACTED]	[REDACTED]	Faculty	[REDACTED]	History
938954	Home lands...		world cat	Request Fin...	2/10/2014 ...	449860856	[REDACTED]	[REDACTED]	Faculty	[REDACTED]	History
938972	Abstracts : ...		world cat	Checked O...	2/10/2014 ...	11764271	[REDACTED]	[REDACTED]	Faculty	[REDACTED]	History
909605	100 Jahre S...		World Cat	Request Fin...	2/4/2014 5:...	76469874	[REDACTED]	[REDACTED]	Graduate S...	[REDACTED]	History
932124		Proceeding...	World Cat	Request Fin...	2/15/2014 ...	1751891	[REDACTED]	[REDACTED]	Faculty	[REDACTED]	History
937572	Contesting ...		World Cat	Checked O...	2/4/2014 1:...	OCLC: 229...	[REDACTED]	[REDACTED]	Graduate S...	[REDACTED]	History
941138	The world ...		World Cat	Request Fin...	2/18/2014 ...	61515235	[REDACTED]	[REDACTED]	Faculty	[REDACTED]	Spanish an...
944125	The Japane...		World Cat	Checked O...	2/21/2014 ...	OCLC: 181...	[REDACTED]	[REDACTED]	Faculty	[REDACTED]	History
909803	Ventanas y ...		World Cat says the closest copy is at th	Request Fin...	2/19/2014 ...	24545952	[REDACTED]	[REDACTED]	Staff	[REDACTED]	College of E...

What to instruct on? WorldCat

A	B	C	D	E	F	G	
Transaction Number	LoanTitle	PhotoJournalTitle	CitedIn	TransactionStatus	TransactionDate	ESPNumber	Las
916403	Abstraction : for solo and eight horns /		WorldCat	Request Finished	12/26/2013	47154265	Star
913739	A concise history of the classical guitar		worldcat	Request Finished	12/31/2013	48749459	Schr
928678		Fux-Forschung : Standpunkte und Perspektiven : Bericht des wissenschaftlichen Symposions auf Schloss Seggau, 14.-16. Oktober 2005 anlässlich des Jubiläums "50 Jahre Johann-Joseph-Fux-Gesellschaft" /	World Cat. 757922592	Delivered to Web	12/31/2013	233544620	Rak
942336	Adenosine and adenine nucleotides : from molecular biology to integrative physiology		http://www.worldcat.org/title/adenosine-	Checked Out to Customer	2/17/2014	31375838	San
927652	La bande dessinée : mode d'emploi /		http://www.worldcat.org/title/bande-dess	Request Finished	2/18/2014	230379733	Lab
941022	Hanseikai zasshi		http://www.worldcat.org/title/hanseikai-	Checked Out to Customer	2/25/2014	13131602	Zhe
945435		Journal of nonlinear optical physics & materials	world scientific	Delivered to Web	2/26/2014	52289501	Gan
933534	Rothko musings : for bass trombone and two percussionists /		worldcat	Request Finished	2/7/2014	86223858	Kife
930059	Cassandre, ou, Quelques réflexions sur la Révolution française : et la situation actuelle de l'Europe.		worldcat	Customer Notified via E-Mail	2/11/2014	14404114	Johr
940026	Tradizione apostolica e coscienza cittadina a Milano nel medioevo : la leggenda di san Barnaba /		Worldcat	Checked Out to Customer	2/13/2014	30009136	Get
930044	Designing for virtual communities in the service of learning /		WorldCat	Request Finished	2/25/2014	52134839	Jans
932079	Samuel Scheidt (1587-1654) : Werk und Wirkung ; Bericht über die Internationale wissenschaftliche Konferenz am 5. und 6. November 2004 im Rahmen der Scheidt-Ehrung 2004 in der Stadt Halle und über das Symposium in Creuzburg zum 350. Todesjahr, 25.-27. M		WorldCat	Request Finished	2/7/2014	70886168	Grav
938097	Deutsche Mundartkunde : vergleichende Laut- und Formenlehre der deutschen Mundarten /		WorldCat	Request Finished	2/25/2014	664679362	Fag
942690	Local variability in paleoindian lifeways : a comparison of the Lime Creek and Allen site worked stone assemblages, southwest, Nebraska /		WorldCat	Checked Out to Customer	2/20/2014	52333029	Mus
934202	Illuminating the borders of northern French and Flemish manuscripts, 1270-1310 /		Worldcat # 70407824	Request Finished	2/20/2014	70407824	Rob
940360		The Story of a Trust and Other Tales	WorldCat and my copy of Merca by the sa	Cancelled by ILL Staff	2/5/2014	266990624	Tayl

What to say? Google Books

Dear [REDACTED],

Did you know that if you find a book in Google Books, you can connect to the University of Iowa Libraries? If the title is not owned and not available online, you will be presented with the Interlibrary Loan request form (if you log-in to the ILL system ahead of time, the online form will even contain the citation information, without having to re-type it!). Select "Get this book in print" and then "Find in a library" which will bring you to [WorldCat](#). From there you should "Request via ILL" which brings up the online request form, hit submit and you are done!

Please let me know if I can provide further assistance with this process and happy Googling!

Amy

Amy R. Paulus
Head, Access Services
University of Iowa Libraries
319-335-5916 (Phone)
319-335-5830 (Fax)
amy-fuls@uiowa.edu

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What to say? Google Scholar

Dear [redacted],

Did you know that you can search Google Scholar through the University of Iowa Libraries? By using this URL, <http://purl.lib.uiowa.edu/GoogleSch>, you will be presented with options for obtaining these resources through the University of Iowa Libraries. For example, if we own the full text, you will see the "[U Iowa InfoLink: Full Text](#)" link to the right of your results. If we do not own, you can connect to the Interlibrary Loan request form directly using the "More" option (if you log-in to the ILL system ahead of time, the online form will even contain the citation information, without having to re-type it!).

Please let me know if I can provide further assistance with this process and happy Googling!

Amy

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319-335-5830 (Fax)
amy-fuls@uiowa.edu

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[Evaluation of in vitro cytotoxicity of nonsteroidal anti-inflammatory drugs against canine tumor cells.](#)

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IM Anil - *Summary, ophthalmology & ophthalmology* 1980 - [ncbi.nlm.nih.gov](#)

What to say? Link Resolver

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Did you know that while searching the Web of Knowledge database, you can connect directly to the Article Delivery Service (receive PDFs of articles from our print collection) or Interlibrary Loan (receive PDFs of articles or loans of books from titles not held locally)? The first step is to log-in to the Interlibrary Loan system (<http://www.lib.uiowa.edu/services/ildd/>). Then search for articles/books in databases such as Web of Knowledge and if the full-text is not available, the InfoLink button  can be selected. This will present several options – the full-text if the Libraries owns through another provider, the ADS request form, or the ILL request form. Plus, since you have already logged in to the ILL system, the request form will pre-populate itself so you don't have to re-type the information!

I hope this suggestion streamlines your searching and requesting process but don't hesitate to contact me with any questions or comments!

Amy

Amy R. Paulus

Head, Access Services

University of Iowa Libraries

319-335-5916 (Phone)

319-335-5830 (Fax)

amy-fuls@uiowa.edu

What to say? WorldCat

Dear ██████████

Did you know that while searching [WorldCat](#), a database of 62,000,000 records from over 2,000 libraries around the world, you can directly make an Interlibrary Loan request for a title not held at the University of Iowa Libraries? Once you find the book you are interested in, click on the [InfoLink](#) button. This will direct you to the Interlibrary Loan service. From that point on, all you will need to do is hit the submit button! You will not have to re-type any information (to ensure this you should **log-in to the ILL system ahead of time**). By submitting your request this way, it comes pre-identified and can be sent automatically by the system. This saves time and your book may arrive faster! Try it out!

Please contact me if you have any questions. I am happy to help!

Thanks,

Amy

[WorldCat](#): <http://purl.lib.uiowa.edu/oclc/worldcat>

Video Tutorial on how to submit a direct ILL request in [WorldCat](#):
<http://test.lib.uiowa.edu/help/tutorials/worldcat/worldcat.htm>

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Head, Access Services
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319-335-5916 (Phone)
319-335-5830 (Fax)
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When to say it?

- Monthly emails.
 - 2-9 people emailed for Google Books.
 - 2-10 people emailed for Google Scholar.
 - 22-38 people emailed for SFX.
 - 13-36 people emailed for WorldCat.
- One email per person per fiscal year.

Worth doing?: Technical problems identified!

- Helped identify an off-campus problem with our proxy server and SFX.
- Helped identify problems in WorldCat settings.

Worth doing?: Feedback

- Thank you for the suggestion! I'll be sure to try that in the future. (Research Associate) SFX
- I did not know that. Thank you! (Graduate Teaching Assistant) Google Books
- Thanks for sharing this with me. I had no idea! (Graduate Research Assistant) Google Scholar
- Thank you very much! This should come in handy. (Assistant Professor) Google Books
- Thanks, Amy! I just tried it and it worked great. Much easier! (Office Coordinator) WorldCat
- Amy, just tried it and it works perfect. Loving it! (Instructional Services Assistant) WorldCat

Worth doing? Future considerations

- Ebscohost, MLA International Bibliography, PubMed, PsycInfo are databases cited consistently but manually requested.
- Look at those databases to see if link resolver is hidden or confusing.

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Worth doing? Future considerations

- Problems with SFX or database?
- Look at further education for the manual requests or ways to make a more seamless process.
- Involve liaison/subject specialist more?
 - CC: liaisons to the emails or provide that information in the email?
 - Work with liaison if specific database coming up consistently.

Questions? Comments? Discussion?
