Size Doesn’t Matter: Operating a Small ILL Department for Maximum Impact

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INTERLIBRARY LOAN MANAGER AND NIGHT CIRCULATION COORDINATOR

KATHRINE R. EVERETT LAW LIBRARY, UNIVERSITY OF NORTH CAROLINA

Who are we?

- UNC Law Library (NDO)
- Interlibrary Loan is part of Access Services, which is in the Collection Services Department
- 3 full-time employees in Access Services
- 12 Circulation students, 1 has hours dedicated to ILL

The Breakdown

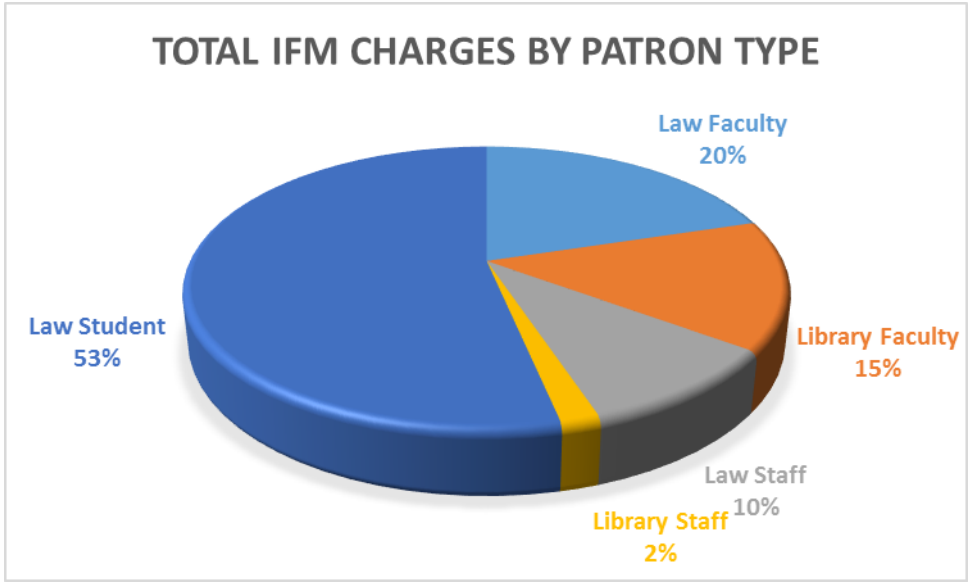
- UNC Law Community:
  - 670 students
  - 105 faculty (full-time and part-time, librarians included)
  - 40 staff
- ILL Borrowing Requests:
  - 39.1% Law journal students
  - 37.4% Law students
  - 19.8% Law faculty
- ILL Lending Requests:
  - 62.3% Consortium members
  - 34% Non-reciprocal borrowers
  - 3.2% Law firms/professionals

Money Matters

- We assume all costs for ILL materials
  - $20 IFM max cost, but we will pay more
  - Range from $0.50 to $30
- ILL “budget” comes out of cataloging; IFM credits and debits live in cataloging
- For books, we charge $15, but only for Law Firms ($50 for International)
- For articles, we charge $10 minimum, to everyone who isn’t TRLN, UNC System, or COSELL
- ILL payments go into a “Lawyering Services” fund; all invoices billed to us come out of the same fund
- ILL is NOT a money-making venture; we are a net borrower

IFM Statistics (July 2013-February 2015)

Patron Type	Number of Requests	Total Cost
Law Faculty	22	$337.00
Library Faculty	15	$247.75
Law Staff	9	$163.00
Library Staff	2	$30.00
Law Student	63	$888.65
Total	**111**	**$1,666.40**



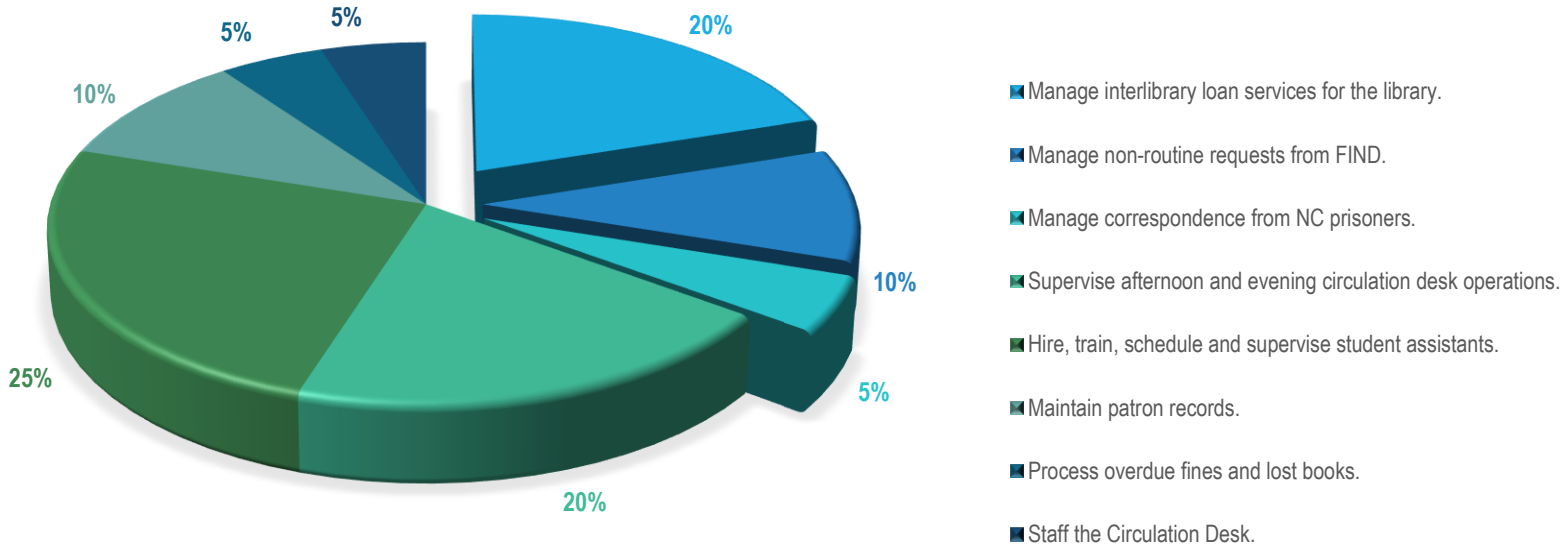
The Problem(s), circa 2012

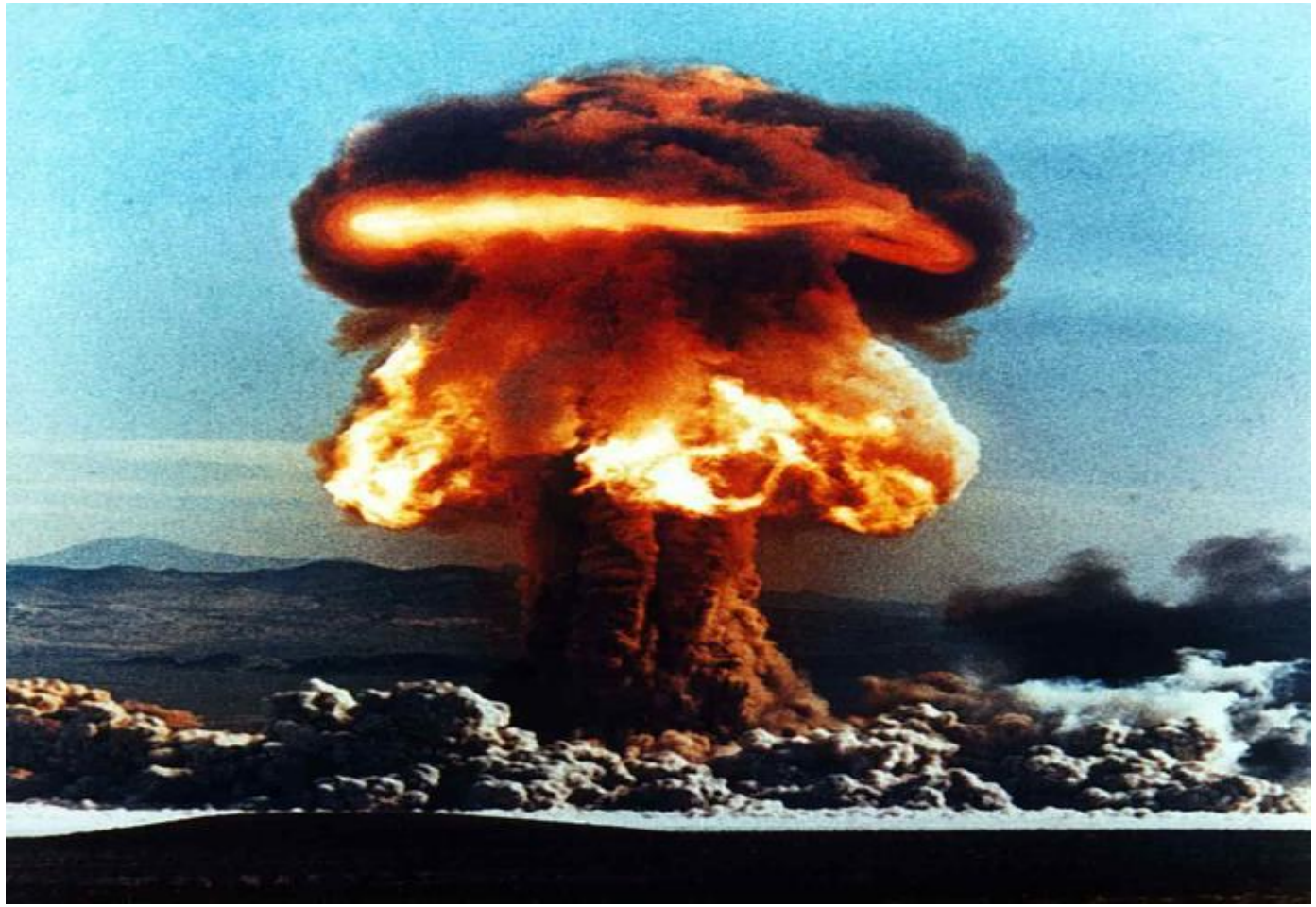
- Long-time Access Services Librarian retires
- Circulation Desk Coordinator leaves
- ILL Manager assumes responsibility for Circulation
- No one else knows how to process ILL
- ILL was well advertised to UNC Law community; requests are pouring in
- ILL Manager has a new schedule
- Need to train new supervisor
- Need to train new next-level supervisor
- Need to train new circulation desk assistants
- Need to make sense of circulation issues
- Need to catch up on ILL billing
- Need to take care of this
- Need to take care of that

ILL Priorities

- Borrowing
  - Faculty (FIND) requests
  - Student requests
- Lending
  - Law Firms
  - Consortia
- Problem Requests
- Returns
- Billing
- Prisoner Letters
- Odds-n-Ends

What does my week look like?





Possible Solutions

- Do nothing
  - Nothing gets done
- Hire full-time staff
  - No money in the budget
- Cross training
  - Tried it – sort of; discarded it
- Go lowercase
  - No, thank you
- Hire a student

Hire a student?!?

- Wide pool of students
- Already training supervisors, why not train a student?
- Relatively inexpensive
- Students are willing to do things my way

Working with Students

DO

- Hire motivated students
- Give them detailed instructions and detailed hands-on training
- Provide support, encouragement, and “ownership” opportunities
- Be available for questions or to correct problems
- Allow them access to everything you can

DO NOT

- Only share bits and pieces of the process
- Step in and take over when there are hiccups
- Remove yourself from the process entirely
- Throw the students under the bus

ILL Statistics (July 2013-June 2014)

Interlibrary Loan Statistics July 2013-June 2014

Borrowing

	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Totals	2012-2013 Totals	Percent Change
Requests Submitted	37	130	158	117	57	69	121	52	24	55	64	39	**923**	**817**	**12.97%**
Loans Filled	23	61	115	85	30	53	79	42	27	37	34	45	**631**	**573**	**10.12%**
Articles Filled	7	28	20	28	8	7	19	10	4	7	8	6	**152**	**112**	**35.71%**
Totals	**30**	**89**	**135**	**113**	**38**	**60**	**98**	**52**	**31**	**44**	**42**	**51**	**783**	**685**	**14.31%**

Lending

	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Totals	2012-2013 Totals	Percent Change
Requests Received	29	53	107	99	84	81	125	101	81	89	47	37	**933**	**770**	**21.17%**
Loans Filled	15	22	35	25	28	11	52	25	33	33	20	10	**309**	**236**	**30.93%**
Articles Filled	3	8	18	24	14	23	14	24	11	20	12	9	**180**	**101**	**78.22%**
Totals	**18**	**30**	**53**	**49**	**42**	**34**	**66**	**49**	**44**	**53**	**32**	**19**	**489**	**337**	**45.10%**
Law Firm/Professional Requests Received	**1**	**9**	**2**	**8**	**4**	**4**	**7**	**10**	**3**	**2**	**9**	**6**	**65**	**41**	**58.54%**
Law Firm/Professional Requests Filled*	**1**	**6**	**1**	**8**	**4**	**3**	**6**	**9**	**2**	**2**	**6**	**5**	**53**	**23**	**130.43%**

* Requests from law firms submitted via OCLC are included in the general lending statistics.

ILL Statistics (July 2014-February 2015)

Interlibrary Loan Statistics July 2014-June 2015

Borrowing

	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Totals
Requests Submitted	50	93	94	85	94	34	84	55					**589**
Loans Filled	30	59	72	57	55	29	56	41					**399**
Articles Filled	7	19	20	7	13	1	21	4					**92**
Totals	**37**	**78**	**92**	**64**	**68**	**30**	**77**	**45**	**0**	**0**	**0**	**0**	**491**

Lending

	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Totals
Requests Received	45	71	105	88	72	46	105	71					**603**
Loans Filled	17	22	46	29	28	15	28	19					**204**
Articles Filled	9	11	8	15	10	4	14	11					**82**
Totals	**26**	**33**	**54**	**44**	**38**	**19**	**42**	**30**	**0**	**0**	**0**	**0**	**286**
Law Firm/Professional Requests Received	**2**	**1**	**3**	**3**	**4**	**4**	**5**	**1**					**23**
Law Firm/Professional Requests Filled*	**2**	**1**	**3**	**3**	**3**	**3**	**4**	**1**					**20**

* Requests from law firms submitted via OCLC are included in the general lending statistics.

“Cross training”

- To engage in various sports or exercises especially for well-rounded health and muscular development
- To train (an employee) to do more than one specific job
  - Limitations and failures
  - The ILL bubble
  - Cross training can be a good thing, if done correctly

http://www.merriam-webster.com/dictionary/cross-train

http://completetrackandfield.com/cross-training-nonsense/

Get the word out

- Reference desk referrals
- Circulation desk student assistants
- Signage
- Journal orientations
- New student/research assistant orientations
- Web presence

KATHRINE·R.·EVERETT·LAW·LIBRARY

INTERLIBRARY· LOAN

Quick·Facts·about· Interlibrary·Loan¶

- →For· materials· that· are· not· available· on· UNC's· campus¶
- →Most· requests· are· filled· within· two· weeks.¶
- →Loan· periods· and· renewals· are· determined· by· the· lending· library.¶
- →We· cannot· provide· newspaper articles.¶
- →The· person· that· makes· the· request· is· responsible· for keeping· up· with· the· item.¶
- →Duplicate· requests· from· journal· members· will· be· cancelled.¶
- →You· are· responsible· for overdue· or· lost· item· fees· for· items· that· are· signed· out· in· your· name.¶
- →All· photocopies· are· delivered·

How· do· I· make· an· interlibrary· loan· request?¤

Determine·if·the·item·is· available·on·campus.¶
Check·the·catalog·by· searching·your·title·at·the· Law·Library·homepage· (http://library.law.unc.edu/)·or·at· the·UNC·Libraries· homepage·(http://www.lib.unc.edu/).¶
For·items·that·are·available· in·any·of·the·UNC·campus· libraries,·follow·instructions· for·campus·delivery.¶
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Not·available·on·campus?·· Try·SEARCH·TRLN·or·submit· an·ILL·request.¶
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SEARCH·TRLN.¶
If·the·item·is·not·available· at·UNC,·you·can·check· http://search.trln.org/·to· see·if·the·item·is·possibly· available·at·one·of·the· other·TRLN·libraries·(Duke,· NCSU·or·NCCU).··For·items· that·are·available,·click·on· the·truck·and·login·as·a· UNC·Chapel·Hill·Law·

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¶
Submit·either·a·photocopy· request·or·loan·request.¶
Photocopy·requests·are· copies·of·articles·that·are· not·available·online·as· PDFs.··We·will·not·request· newspaper·articles.··Loan· requests·are·for·books,· microfilm,·etc.··Many· institutions·will·not·send· audio-visual·material.¶
¶
Allow·two·to·three·weeks· for·your·materials·to·arrive.¶
Typically,·if·things·are· available·at·Duke,·NCSU·or· NCCU,·they·will·arrive·in·3· business·days.··Other· materials·come·from· around·the·country·and·

could·take·weeks·to·get· here.··Please·be·patient.¶
¶
Pick·up·items·at·the· circulation·desk.¶
You·will·receive·an·email· when·your·item·arrives.··A· link·will·be·provided·if·your· item·was·received· electronically.··Otherwise,· you·will·need·to·stop·by·the· circulation·desk·to·pick·up· your·item.¶
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Return·items·immediately·if· requested.¶
Books·will·be·renewed·once· by·ILL·Staff,·but·sometimes· lending·libraries·will·deny· the·renewal·request·or· recall·their·item.··When·this· happens,·you·will·receive· an·email·asking·you·to· return·the·item· immediately.··We·can· request·the·same·title·from· another·library!¤

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  - Lending to Other Libraries
  - Services to N.C. Prisoners
  - Staff Contact Information
- Technology

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Questions?
We're Offline.
Click to email us.

Give yourself a hand

- Give Circulation/Reference read-only access to ILLiad
- Provide everyone with basic training so that they can help with general ILL questions
- Network
- Let it go
- Set up custom queues
- Use routing rules – effectively
- Use billing manager
- Set up your documentation to work best for you
- Process overdues – or don't

Questions?

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