

InstantILL

Improving interlibrary loan UX
through systems integration

Mike Paxton (they/them)
Resource Sharing Librarian

IUPUI

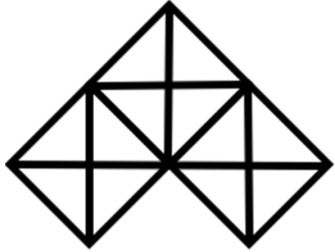
May 18, 2022



IUPUI

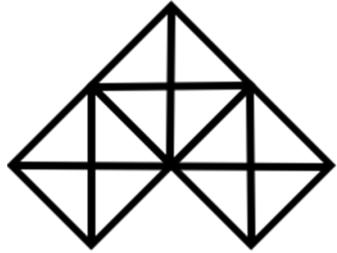
UNIVERSITY LIBRARY

INDIANA UNIVERSITY – PURDUE UNIVERSITY
INDIANAPOLIS



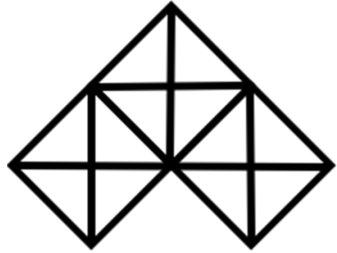
Today's plan

- Why we wanted InstantILL
- What InstantILL is
- The user's search experience
- Examples of InstantILL implementations
- The InstantILL setup process
- Effects at IUPUI
- Questions?



Why did we make InstantILL?

- Several things about the status quo annoyed us
 - Multiple forms in multiple places
 - ILL requests for OA/locally held materials
 - Reduced subscription budget > more emphasis on ILL
 - Sci-Hub (et al) winning the user experience
 - Ethical & legal searching (which aren't the same) should be easier, not harder
- Collaboration: OA.Works & IUPUI University Library



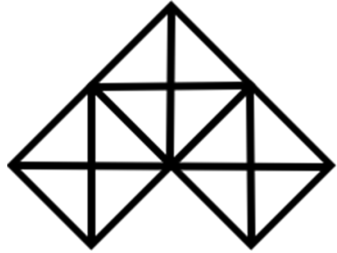
What is InstantILL?

- A single search box
- Checks library electronic holdings, Open Access availability, and pre-fills an ILL request form if necessary

If you need an article you can request it from any library in the world through Interlibrary loan.
Start by entering a full article title, citation, or DOI:

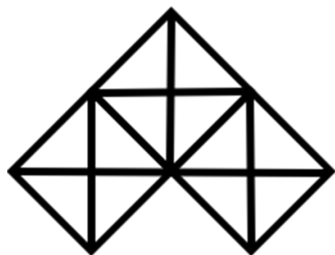
e.g. World Scientists Warning of a Climate Emergency

Find article



Search experience examples

- Available in library subscriptions
- Open Access
- Not available, sending to ILL



Examples of deployment at IUP: “About ILL” page

Interlibrary Loan

University Library tries to ensure that you have access to all the materials that you need for your research. We provide several easy and ethical options to get you articles, books, and other items not available at UL.

If you need an article, start with the OpenILL search below. This will look for copies at University Library and in open access repositories. It also helps to submit an ILL request if a copy is not immediately available.

Log-in to our Interlibrary Loan (ILL system) to request books or other materials not available through OpenILL. ILL is also where you can track active requests, view and download requested copies, and manage loans.

OpenILL

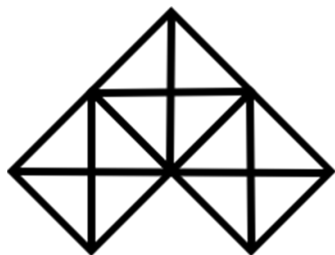
If you need an article or book chapter, our OpenILL request form that will attempt to locate an available copy before sending the request to other libraries. It's a relatively new tool, so please let us know if it links you to the wrong article.

If you need an article you can request it from any library in the world through Interlibrary loan.


Start by entering a full article title, citation, or DOI:

Find article

For other requests or to view your account details, please log in to [Interlibrary Loan](#).



Examples of deployment at IUP: ILLiad request form



University
Library

Interlibrary Loan

[Main Menu](#) [New Request](#) [Request History](#) [Search](#) [Profile](#) [Help](#) [Logoff](#)

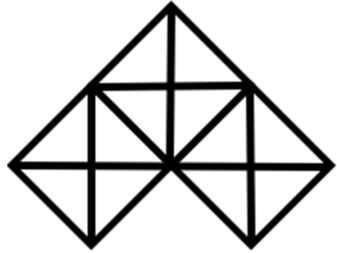
Describe the item you want below and press the Submit Information button to send.

OpenILL Article Request

Our OpenILL request form that will attempt to locate an available copy before sending the request to other libraries. It's a relatively new tool, so please let us know if it links you to the wrong article.

After you click "Find article," we'll check our databases, subscriptions, and open access resources. If a copy isn't immediately available, use the "Complete Request" button to create a pre-filled request form where you can add notes to our staff before Submitting your Request.

If you need an article you can request it from any library in the world through Interlibrary loan.
Start by entering a full article title, citation, or DOI:



Examples of deployment at IUPUI: On our homepage

Ψ IUPUI

University Library Today's Hours: 8:00am - 9:00pm [Get Help](#) [Other Libraries](#) ▾

RESEARCH ▾ INSTRUCTION ▾ SPACE RESERVATIONS ▾ TECHNOLOGIES ▾ UL BUILDING ▾ BORROWING ▾ ABOUT ▾ HELP ▾

OneSearch | IUCAT | Databases | Journals | **Articles** | Site

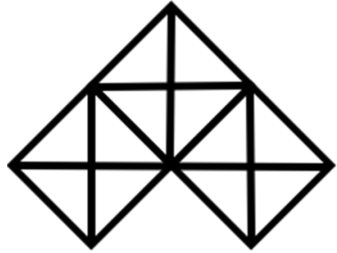
Search for a specific article

Article Search

Use our Article Search when you're trying to find a specific article. You can search by article title, DOI, or a full citation. Article Search returns results from the catalog, databases, and open access repositories. If it is not immediately accessible, the search will direct you to Interlibrary Loan to request the article.

Resources and services for...

- Undergraduate Students
- Graduate/Doctoral Students
- Off-Campus
- Faculty/Staff
- Alumni/Community Members



Another example

Resource Sharing during COVID-19 (RSCVD)

Interlibrary loan professionals in not-for-profit libraries
can request access to materials from volunteering libraries.

If you need a paper you can request it from any library in the world through Interlibrary loan.

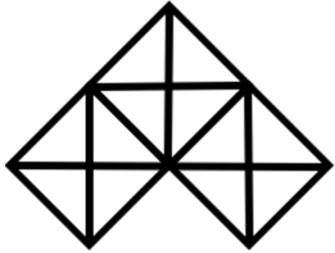
Start by entering a full paper title, citation, or DOI:

e.g. World Scientists We

Find paper

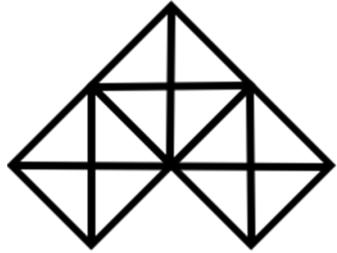
Need a **book chapter**?

Or **use full request form**



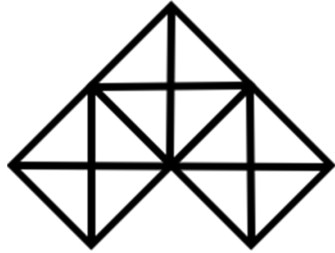
Setting up InstantILL

- InstantILL.org
- Step-by-step, asks for specific information
 - E.g. link resolver URL, ILL article request form URL
- Effects of settings displayed in test search
- At end, copy HTML and paste into your site
- Notes
 - Remember which email you sign up with!
 - Navigating “Advanced Settings” after the fact can be confusing



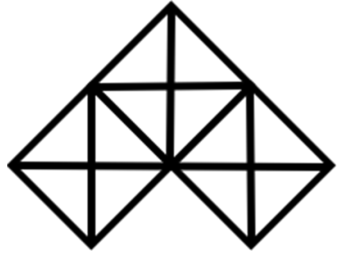
What happened after we turned it on in July 2019?

- ~13,000 InstantILL searches
 - ~35% found in our electronic holdings
 - ~10% found as Open Access
 - ~50% sent to ILL
 - ~5% “wrong hits” (no initial match)
- “Full text available” notifications down ~10%
 - Comparing 2020 & 2021 to 2017 & 2018
 - 2019 was down 25% - initial excitement?



Thanks to:

- Tina Baich, UL Associate Dean for Collections
- Joe McArthur, Director / Co-Founder OA.Works (formerly Open Access Button)
- Gary Maixner, UL User Experience/Project Management Librarian
- Andy Smith, UL Interim Director of Information Technology



Questions?

Thank you!