

# ILL: The Uber Patron

- Best Practices for Increasing  
Interdepartmental Problem Solving

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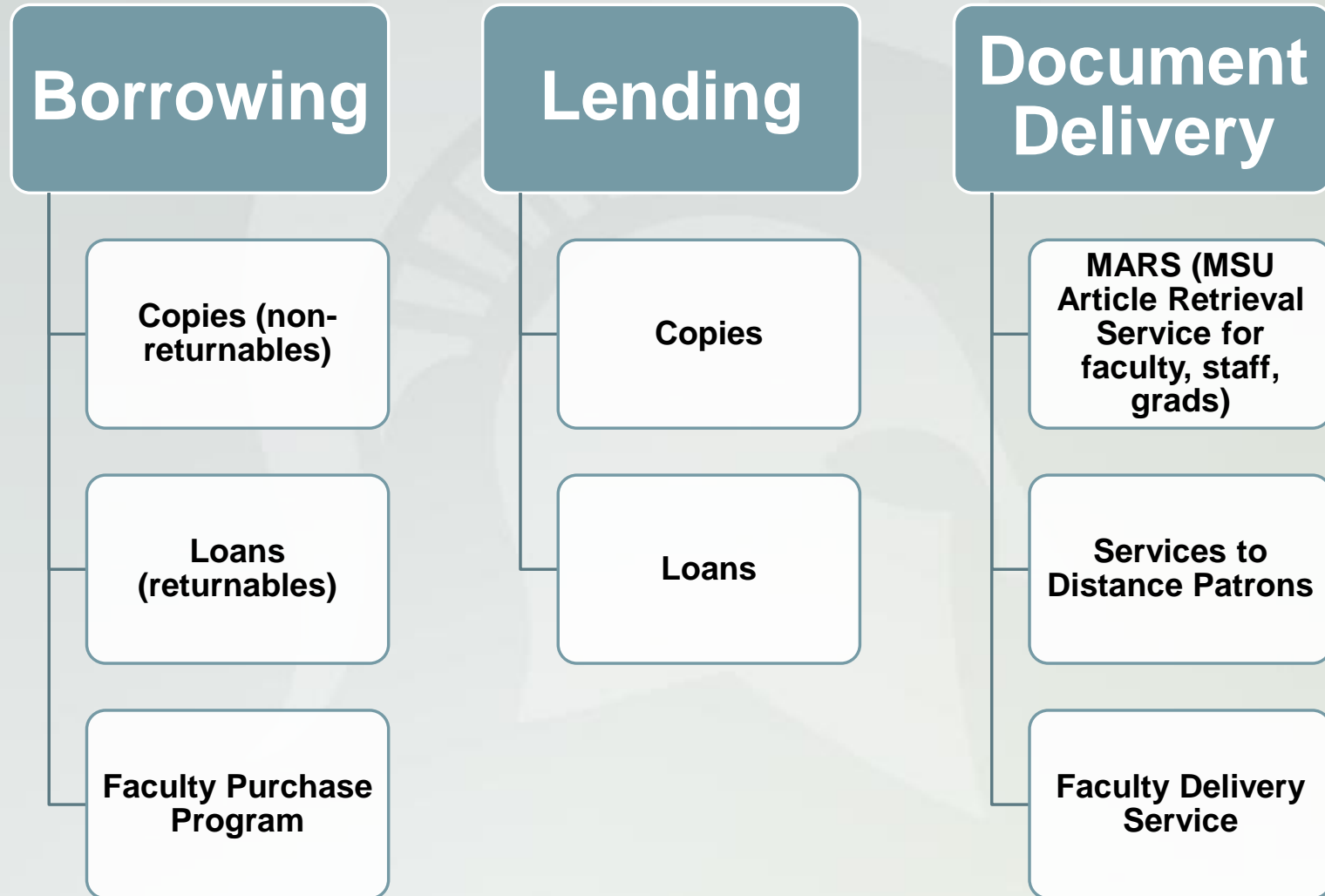
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# Discussion topics

- **Q: How many of you have solved library problems that are not strictly those of resource sharing?**
- **Q: What are some of the non-ILL problems that you have dealt with?**

# ILL at MSU



# ILL workflows that touch other units

- Check availability of requested titles

Claims

Purchase on  
Demand (POD)

Data-driven CD

- Retrieve materials from shelves

Shelving issues

Not-on-Shelves  
(NOS)

Damaged items

- Retrieve materials from electronic resources

Discontinued titles

Problem links

Incorrect status

## MICHIGAN STATE UNIVERSITY LIBRARIES ORGANIZATION

April 2015

DIRECTOR OF LIBRARIES  
(Haka)

DEVELOPMENT  
(Martin)

ADMINISTRATIVE SERVICES

Accounting (Schueller)  
Facilities Support and Mailroom (Johnson)

COLLECTIONS  
(Sowards)

Area Studies (Zeter)  
• Africana (Lauer)  
Collections & User Support (Chua)  
Electronic Resources Licensing  
(Wamer)  
Government Information (Frankosky)  
Grants (Ezzo)  
Health Sciences (Kendall)  
Humanities (Rodriguez)  
• Fine Arts (Wilson)  
Sciences (Schroeder)  
• Engineering (Volkening)  
• Math (Bryant)  
Social Sciences (Harrison)  
• Map Library (Weessies)

DIGITAL INFORMATION and SYSTEMS  
(Nicholson)

Data Curation (Collie)  
Data Services (Mooney)  
Digital and Multimedia Center/Vincent  
Voice Library  
• DMC (Nicholson)  
• VVL (Shaw)  
Systems (Pierce)  
Turfgass (Cookingham)  
Web Services (Sattler)

HUMAN RESOURCES,  
TEXT MANAGEMENT,  
INTERLIBRARY SERVICES,  
(Weismantel)

Text Management (Thornton)  
• Espresso Book Machine (Magar)  
• Copy Center, Periodicals,  
Microforms (K. Jones)  
• Course Materials Program  
(Smeltzer)  
InterLibrary Services (Forro) Stacks  
Maintenance (Graff)

PUBLIC SERVICES  
(T. Miller)

Reference Services (R. Minkin)  
User Experience (Tobias)  
Information Literacy (Oberdick)  
Branch Libraries (Lucas)  
• Business Library (Leavitt)  
• Gull Lake Library (Yost)  
Distance Learning Services (Blair)  
Outreach (Flynn)  
Graphic Services (Moore)  
Marketing & Public Relations (Jones)

TECHNICAL SERVICES  
(Granskog)

Acquisitions (Sochay)  
Cataloging and Metadata Services (Barton)  
• Original Cataloging (Barton)  
• Copy Cataloging (Faulkner)  
Catalog Maintenance (Depoorter)  
Catalog Services (Gong)  
Electronic Resources (Junus)

SPECIAL COLLECTIONS,  
PRESERVATION, and CIRCULATION  
(Berg)

Circulation (Ostrom)  
Conservation & Preservation (Alstrom)  
Binding Preparation (Gladner)  
Special Collections (Berg)

# Types of interdepartmental workflows

- **Collections**
- **Acquisitions**
- **Electronic Resources**
- **Catalog Maintenance**
- **Preservation/Digitizing**
- **Physical Maintenance**

# Collections

- **Data-driven collection development**
  - annual report of copyright costs for serials and decision of purchase
  - requests for annual reports of Borrowing stats and Doc Del stats
- **Purchase on demand (POD)**
  - faculty book purchase program developed in 2013
  - purchase as last resort for copies and loans



# Faculty Book Purchase Program

Enter information below and press the Submit Request button to send.

- Logoff chengcen

- Main Menu

- New Request

- Article Request
- Books, CDs, DVDs and other material
- Thesis/Dissertation
- Book Chapter

- View

- Outstanding Requests
- Electronically Received Articles
- Checked Out Items
- Cancelled Requests
- History Requests
- All Requests
- Notifications

- Tools

- Change User Information
- Change Password

- About ILLiad

## Book/Media Request

\* Indicates required field

Enter information below and press the Submit Request button to send.

### Item Information

\* Title:

Author:

Publisher:

Pub. Date (Year): Edition:

\* Format:

ISBN (if known):

OCLC Number (if known):

Cited In:

Notes:

Put any information here that may help us find the item, as well as any other pertinent information.

### Purchase Recommendation

Would you recommend MSU Libraries consider purchasing this item?\*

How essential is this to your research or teaching?

\*Please note, purchase of recent U. S. or U. K. publications only.

### Options

\* By when do you need this? (mm/dd/yyyy)

08/03/2015

Will you accept this in a language other than English?

No

Will you accept an alternate edition of this item?

No

Will you accept an alternate format such as electronic for this item?

No

# Acquisitions

- **Claims**
  - for missing issues
  - for missing books
  
- **POD**
  - purchase handled by ACQ
  - rush cataloging for purchased titles requested via faculty delivery

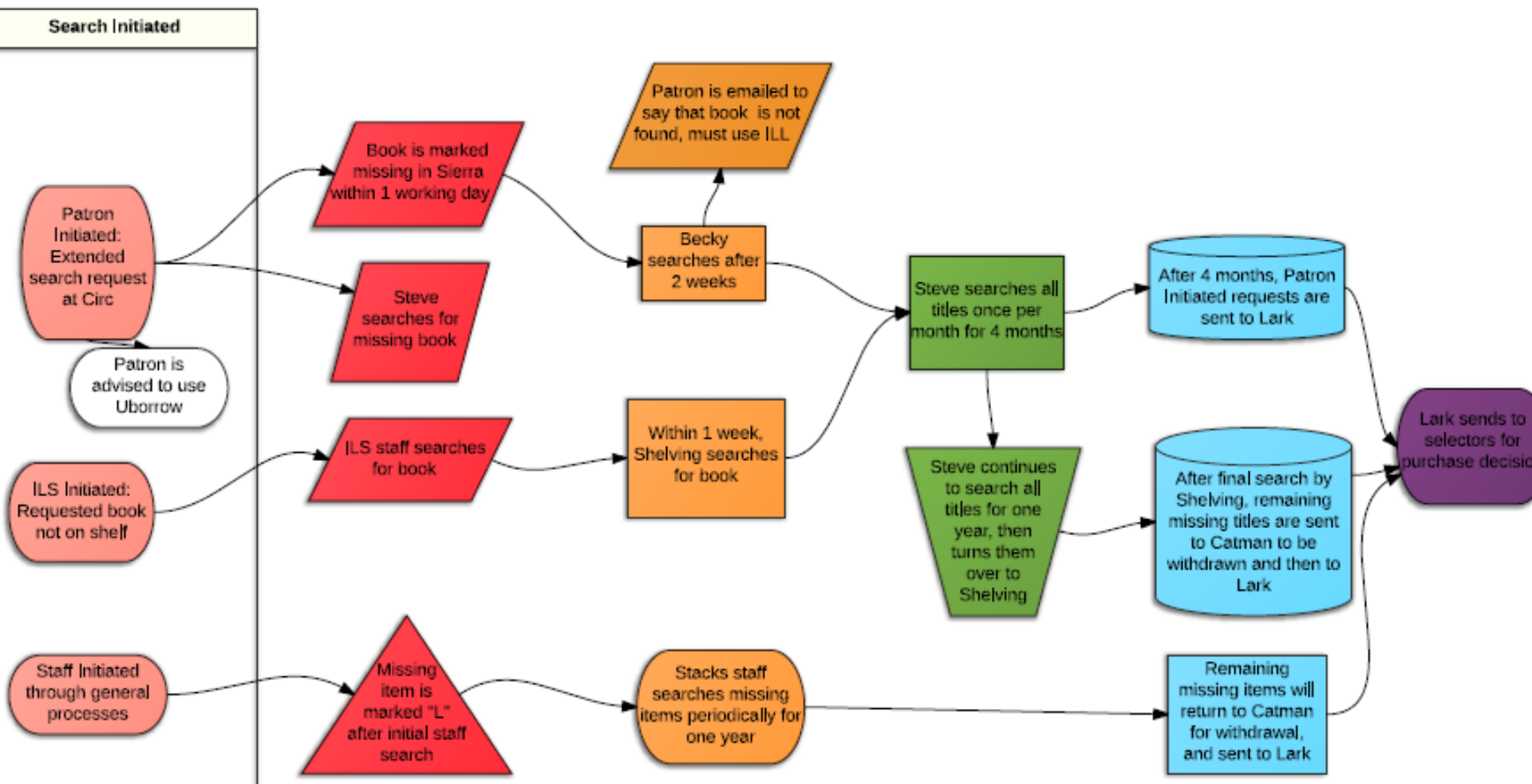
# Electronic Resources

- **Discontinued titles**
- **Problem or incorrect links**
- **Embargoes**
- **Broken links in discovery tools**

# Catalog Maintenance

- **Incorrect status**
  - check-in cards, close holding statements, mismatch locations for item v. bib records
- **Loader problems**
  - new catalog records loaded and/or displayed incorrectly
- **Not-on-shelves**
  - complex workflow, several departments involved

# Not-on-shelf workflow



# Preservation/Digitizing

- **Candidates for physical preservation**
  - books with pencil markings
  - books damaged: repair or review?
- **Candidates for digitization**
  - for items that are out of copyright

# Physical Maintenance

- Shelving issues

# Conclusion

- **ILL can act as a uber patron and report issues appropriately on a daily basis to contribute to the general health of the library**
- **ILL in reality acts as a voice of local patrons for local problems and as a quality control measure in the library**



# Questions?

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