



Moving Forward Faster: ILL Lending at Rooney Library

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Outline

Introduction

ILL Department

ILL Service

ILL Workflows

Tips and Best Practices



Introduction: Saint Mary-of-the-Woods College

Founded in 1840 by St. Mother Theodore Guerin

Oldest Catholic liberal arts college (M3) in IN

Situated on 300+ acre rural, wooded campus

About 1,100 students (33% online, 21% graduate)

13:1 student to faculty ratio

Ca. 65 programs of study at associate's, bachelor's, and master's level (1st doctorate starting fall 2021)





Introduction: Rooney Library (IMS)

600,000 resources (88% online)

71,000 physical items

371,000 eBooks

115,000 electronic serials

130 online databases

Small staff: 1 librarian, 1.9 FTE student workers, 1 volunteer archivist

Typical support services: research assistance, instruction, ILL, etc.

Common shared space configuration





ILL Department

Staff:

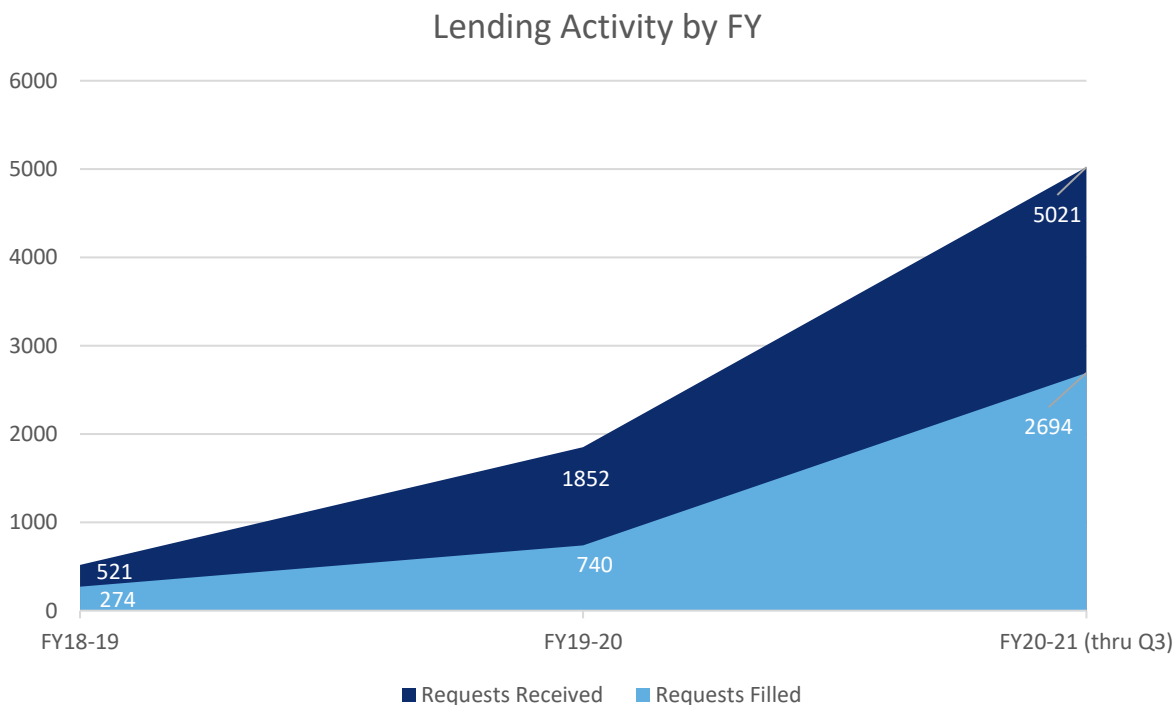
Librarian

1 student worker (lending assistant) during AY



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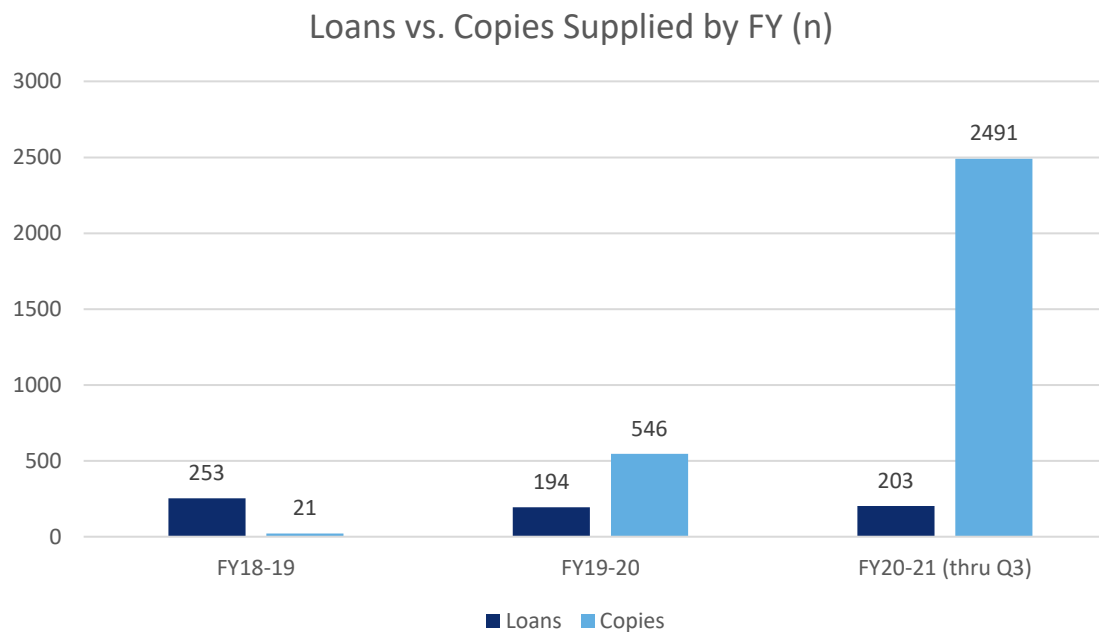
Stats



A nearly 900% increase from FY18-19 to FY20-21



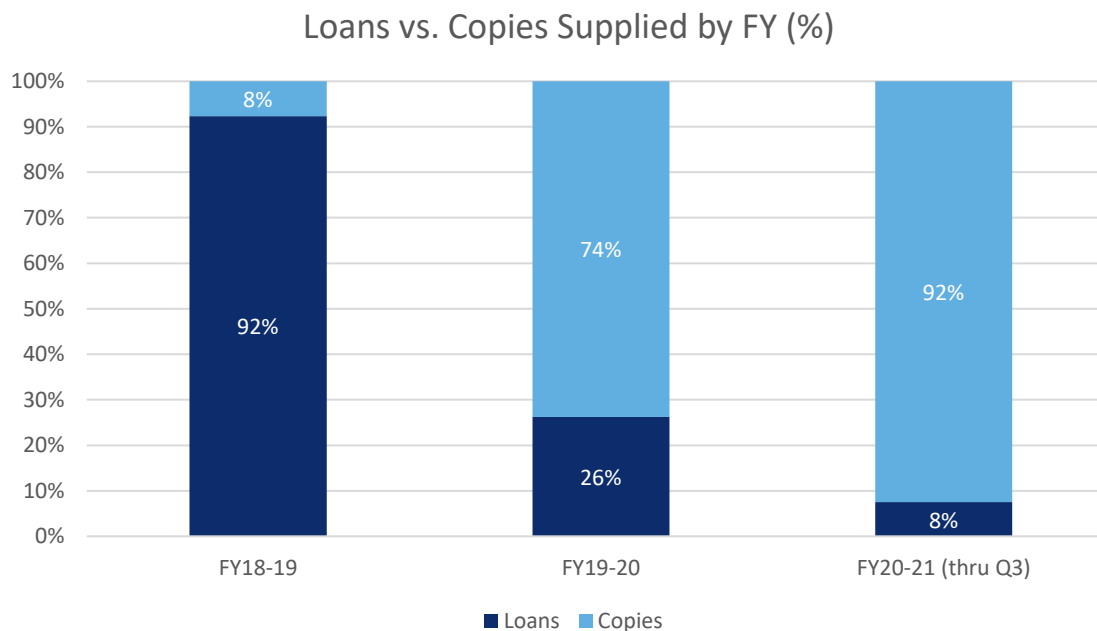
Stats (cont.)





ILL Department

Stats (cont.)





ILL Services

Prior to January 2021, WSILL

Tipasa upgrade January 2021

Realized greatest efficiencies in borrowing

Implementation provided opportunities to consider lending components in service config and policies directory:

- Constant data

- Knowledge base link activation

- OPAC integration

- New lending requests email notifications (not used)

- Deflections (not used)



Underlying commitments

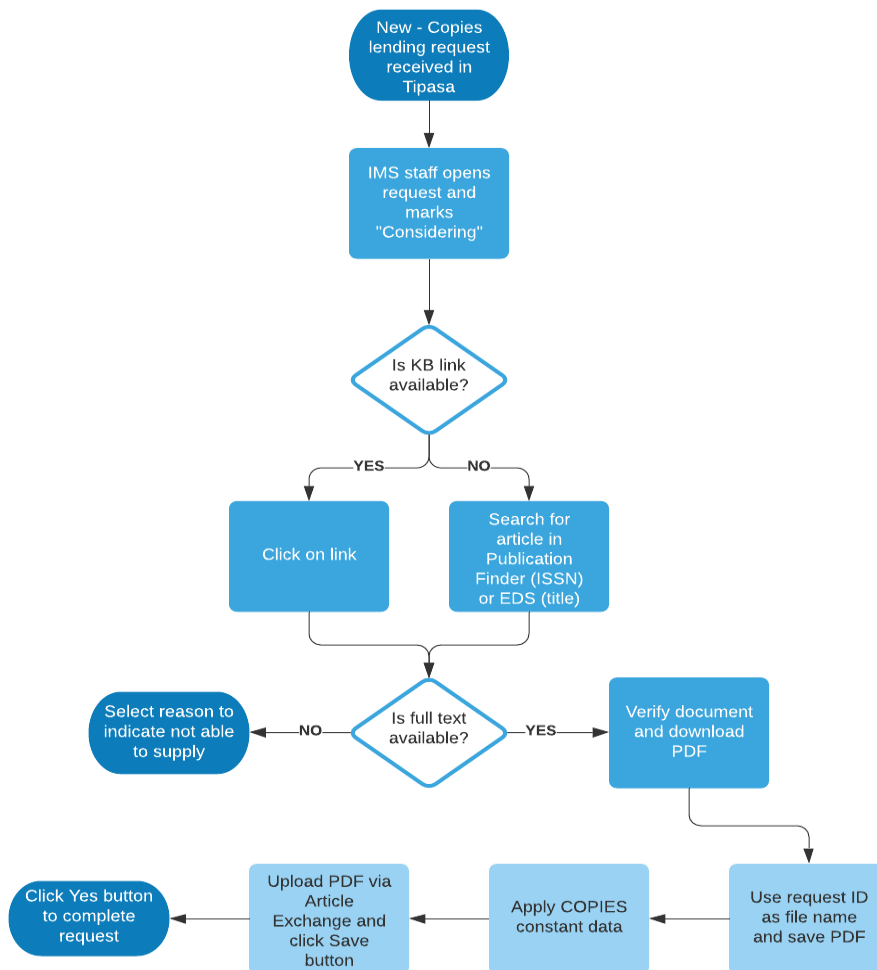
Reciprocity and generosity

(ILL) Golden Rule

Real-time service

Excellent customer service

Lending Workflow for Copy Requests



Represents a typical request for copies that can be supplied from online resources

Jan-May 2021 lending:

- 2.5 hours turnaround time
- 1,753 copies



ILL and COVID

Campus closure for 6 weeks (March-May 2020)

Holdings accuracy and exposure (Collection Manager)

COVID resulted in a significant increase in ILL lending due to holdings work

IMS became a net lender in 2 months

Established service mindsets and workflow



Tips and Best Practices

Adopt excellence and customer service mindsets

Ensure holdings accuracy in WorldCat

Review service config and policies directory:

- Leverage any and all integrations (KB, OPAC [incl. real-time availability], etc.)

- Use constant data records

Request from IMS!