

Tips, tricks, and change: getting your resource sharing department out of the storm and into calmer waters

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**Indiana State
University**

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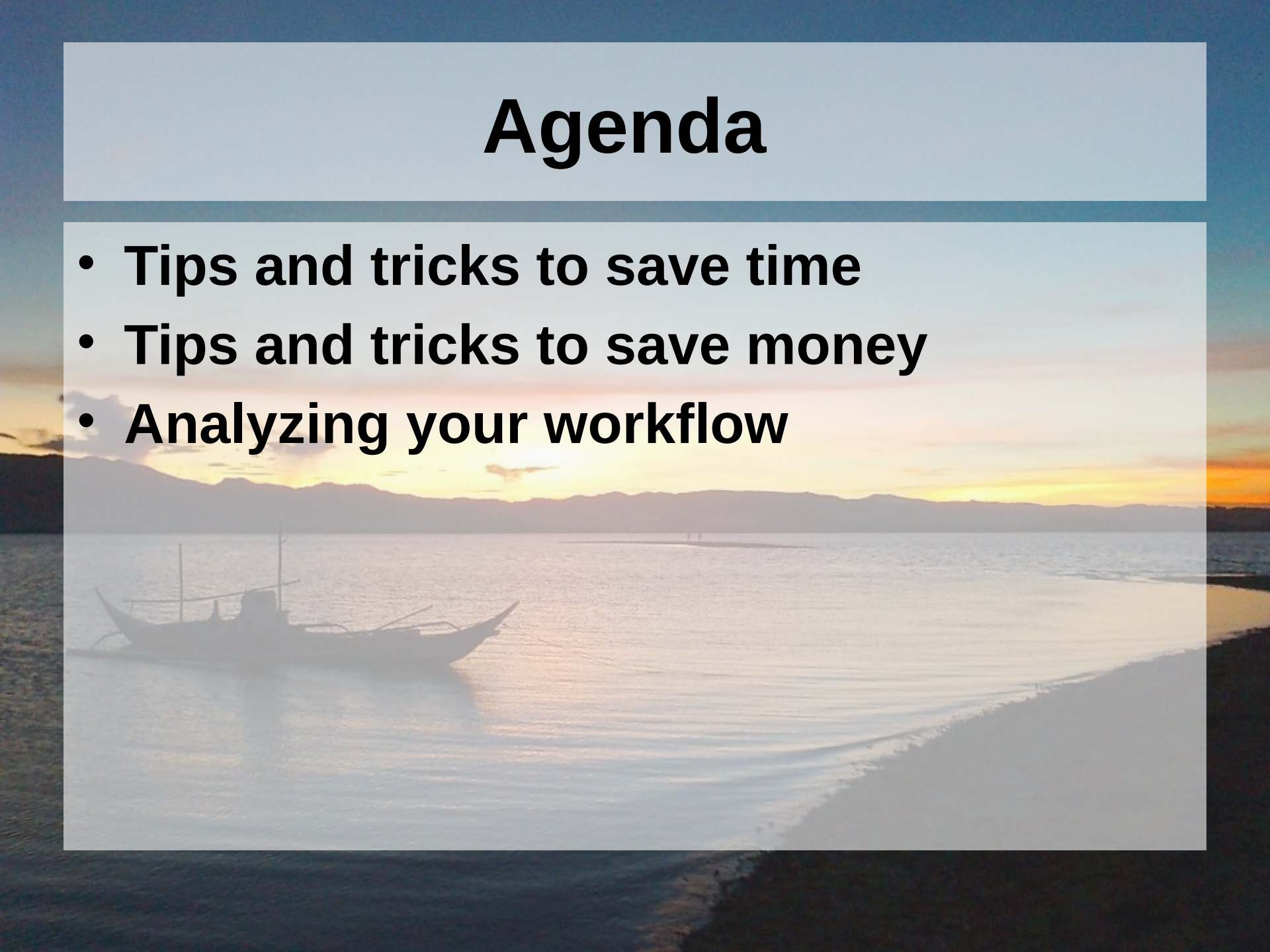
- **OCLC symbol: ISU**
- **12,448 FTE enrollment in Spring 2013**
- **2.25 FTE ILL staff**
- **5-8 student assistants (60- 100 hrs / wk)**
- **Part of Technical Services, previously of Circulation**

Indiana State University

- **10,000 avg borrowing requests**
- **12,500 avg lending requests**
- **Offer distance education ILL & Doc Del**
- **Responsible for outgoing shipping**
- **Technical Services responsibilities such as cataloging and processing**
- **Projects such as scanning print theses**
- **Use ILLiad**

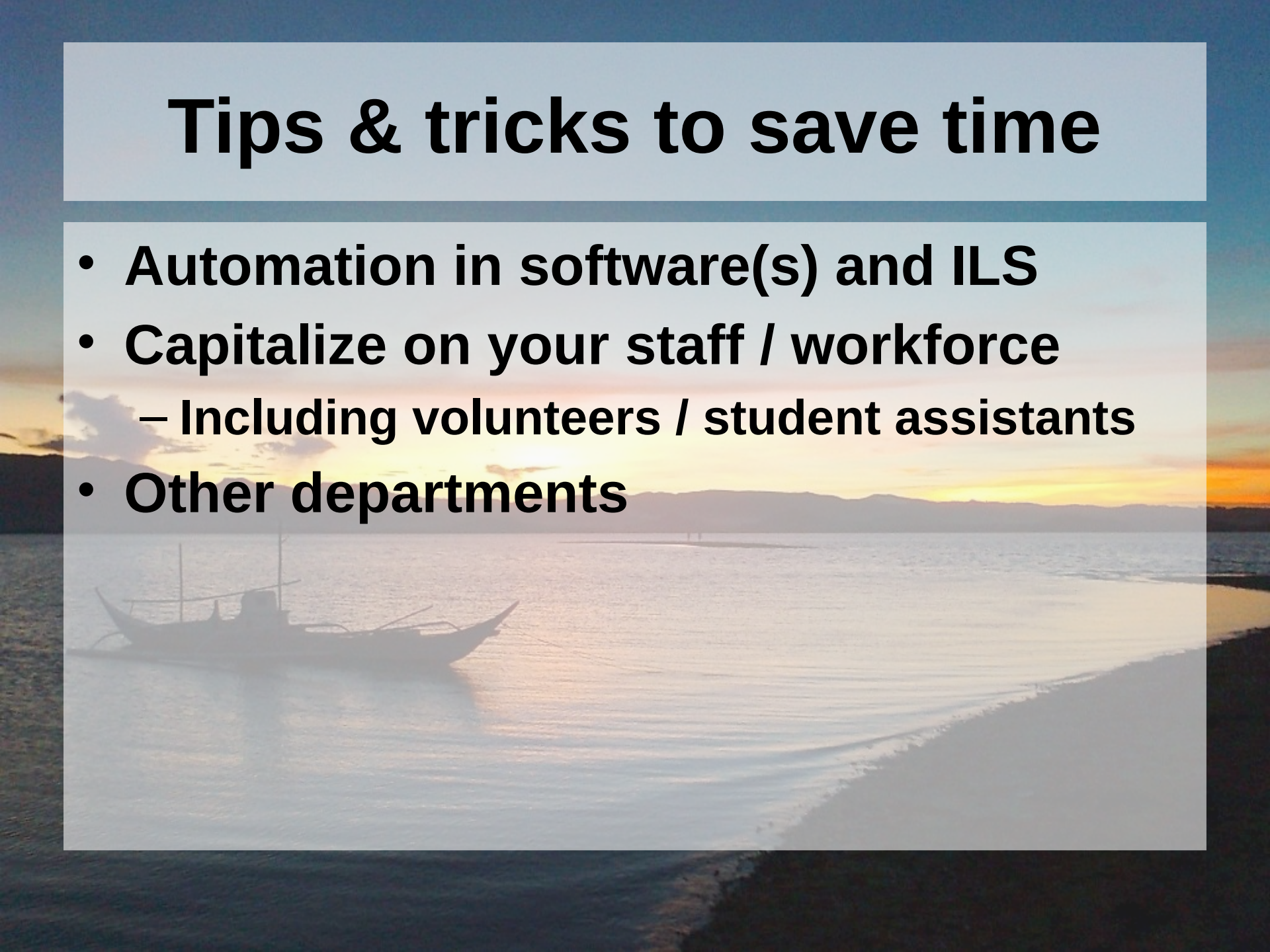
Agenda

- **Tips and tricks to save time**
- **Tips and tricks to save money**
- **Analyzing your workflow**



Tips & tricks to save time

- **Automation in software(s) and ILS**
- **Capitalize on your staff / workforce**
 - Including volunteers / student assistants
- **Other departments**



Tips & tricks to save time

- **Talk with ILL colleagues**
- **Arrange a visit with other ILL departments**
- **Listservs such as**
 - **ILL-L**
 - **OCLC-L**
 - **Software's listserv**
 - **ILLiad**
 - **Clio**

Tips & tricks to save time

To renew or not to renew

- **Renew:**
 - Shorter dues dates
 - Extra time when needed
- **Not to renew:**
 - If your due date is sufficient, no need renew
 - Save borrowing library time

Tips & tricks to save time

- **Organize**
 - What you need, where you need it
 - A space for everything
- **Forms**
 - Problems [Example](#)
 - Not on shelf and bad citations [Example](#)
- **Send electronic articles (if contract allows)**
- **Bill your own patrons for the lost item**

Tips & tricks to save money

- **Sometimes buying is cheaper**
 - **Books**
 - **Media**
 - **Audiobooks**
 - **Articles / documents**
- **Amazon, publishers & vendors**
- **Get It Now and other document suppliers**

Tips & tricks to save money

- **Use recycled paper (printed on one side)**
- **Cut paper use**
- **Price check regularly**
 - **Supplies**
 - **Upgrades**
 - **Subscriptions**
- **Check your invoices and IFM**
- **Contact patrons about cost and importance**

Tips & tricks to save money

- **Obtain it for free**
 - Request items
 - Supplies / software
- **Open Access**



Tips & tricks to save money

- **Belong to free groups**
 - LVIS
 - Solinet (SIXX, SL#N)
 - Regional groups
- **OCLC custom holdings**
 - Free then speed
 - Group libraries that charge
 - Copy your free groups like LVIS from OCLC

Example custom holding path (articles)

- **Indiana Odyssey**
- **LVIS, SIXX, & contracts w/ Odyssey**
- **Free and electronic**
- **Indiana Libraries, SIXX, contracts, LVIS**
- **Elec articles under \$10 / then paper**
- **Elec articles from \$10 - \$14 / then paper**
- **Elec articles from \$15 - \$19 / then paper**

Tips & tricks to save money

- **Reciprocal contract / agreement**
- **Signed agreement between two libraries to loan material at no cost**
- **Send to everyone**
 - Any libraries that charge
 - To libraries that have a collection you may need
- **Usage studies are not a good prediction of future use!**

Tips & tricks to save money

- Example: [ISU ILL Contract](#)

Interested in having
an agreement?
Email me!

A scenic sunset over a body of water with a boat in the foreground. The sun is low on the horizon, casting a warm glow over the water and the sky. The water is calm, and the boat is silhouetted against the light. The sky is a mix of orange, yellow, and blue. The overall mood is peaceful and serene.

Tips & tricks to save money

- **Batch mail**
- **Reuse mailing materials**
 - **Boxes**
 - **Bubble mailers** (*Not jiffy bags*)
 - **Shipping paper & bubble wrap**
- **Ask others for their shipping materials**
 - **Obtain from other departments**
 - **Personal shipping like Amazon**

Tips & tricks to save money

- **Out of copyright** → **consider scanning**
 - Most US Government Documents
 - Pre 1923 publications
 - Items without a copyright notice before 1978
 - If your institution owns the copyright and you have permission to use it

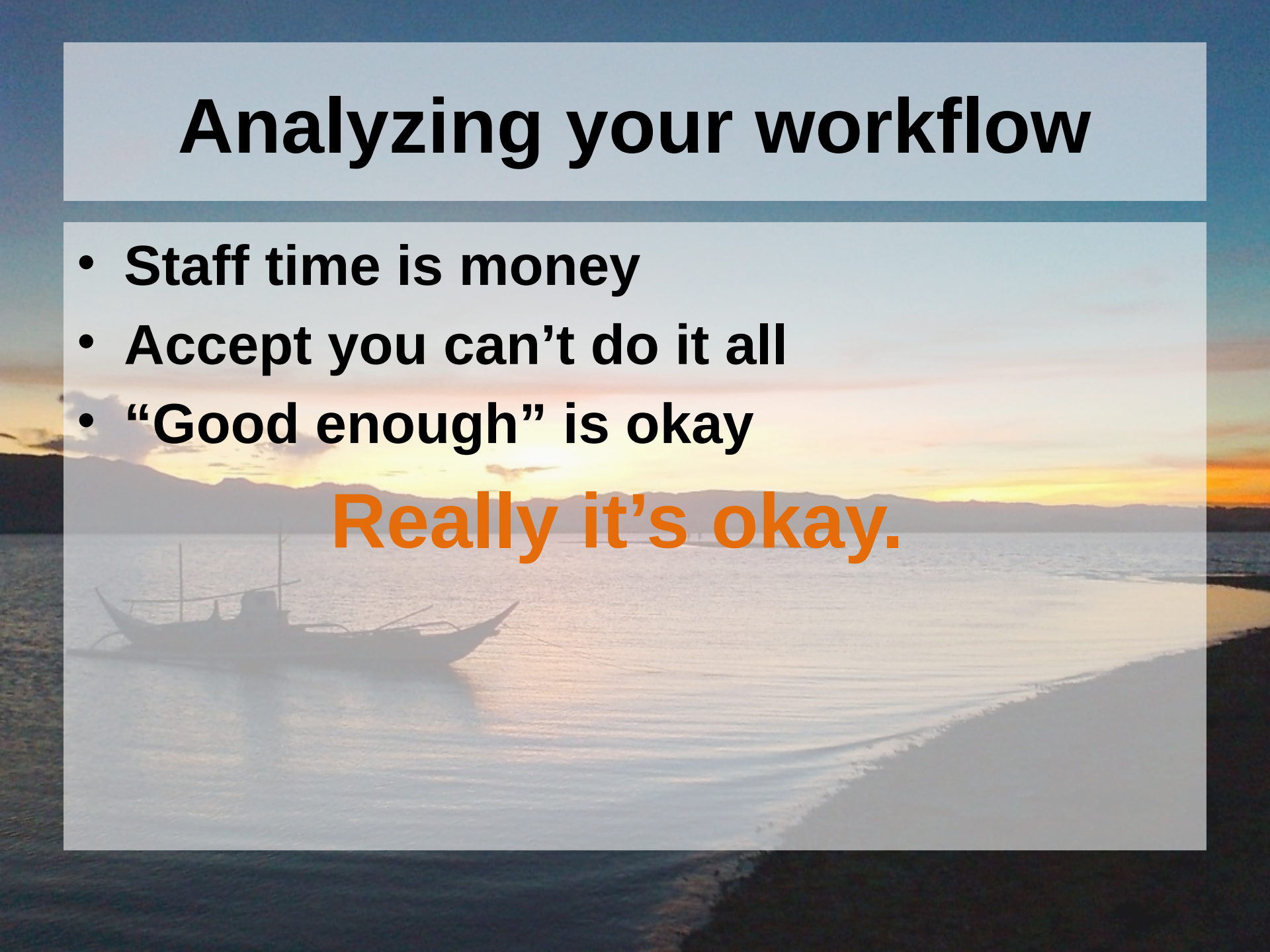
Analyzing your workflow

- **Sometimes a change makes it necessary to analyze your workflow**
 - **2003: 6 FTE staff**
 - **2004: ILLiad**
 - **2008: 2.5 staff**
 - **2012: 1.5 staff**
 - **2014: 2.25 staff**
- **Change should always be on your mind**

Analyzing your workflow

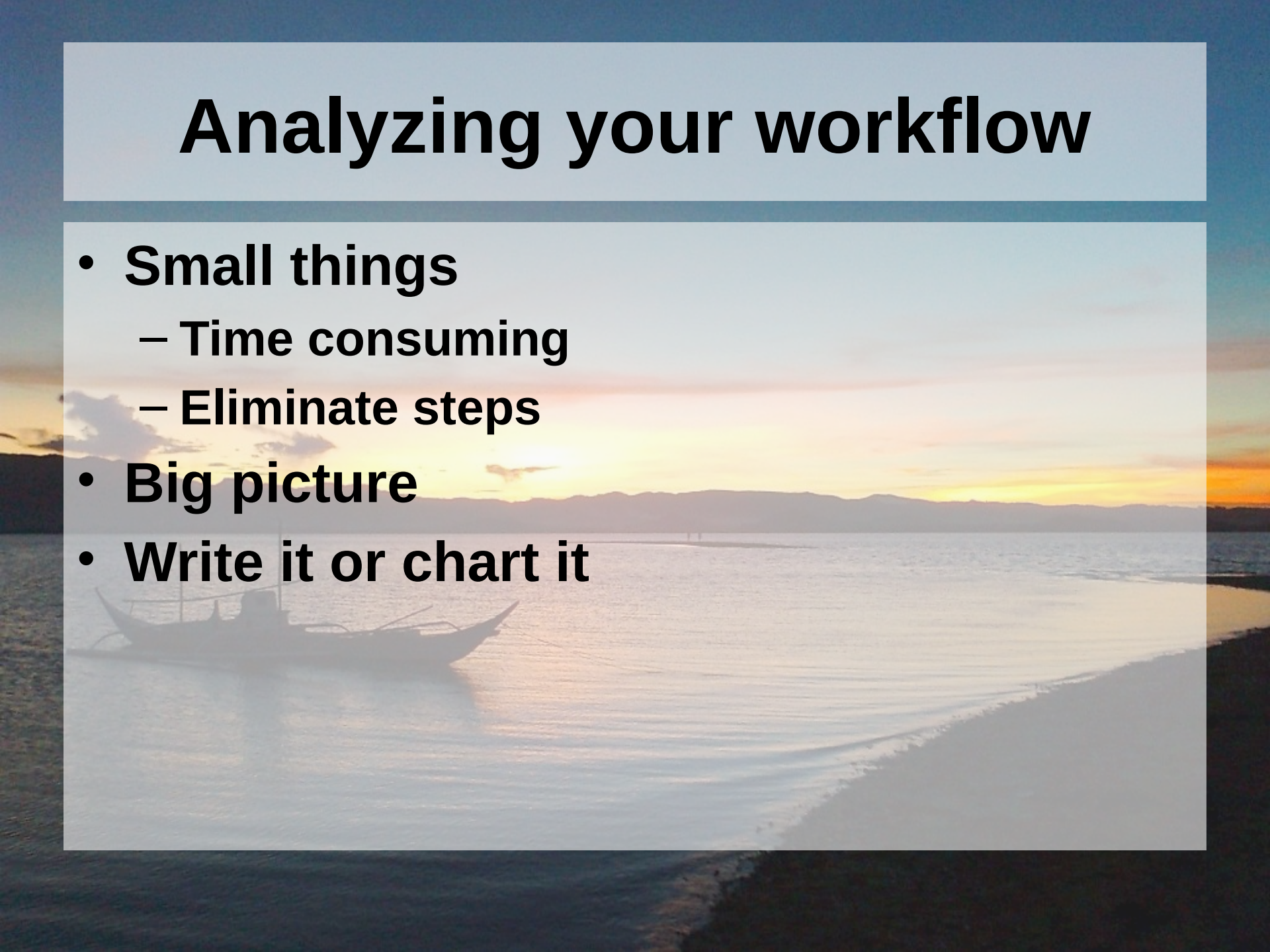
- **Staff time is money**
- **Accept you can't do it all**
- **“Good enough” is okay**

Really it's okay.



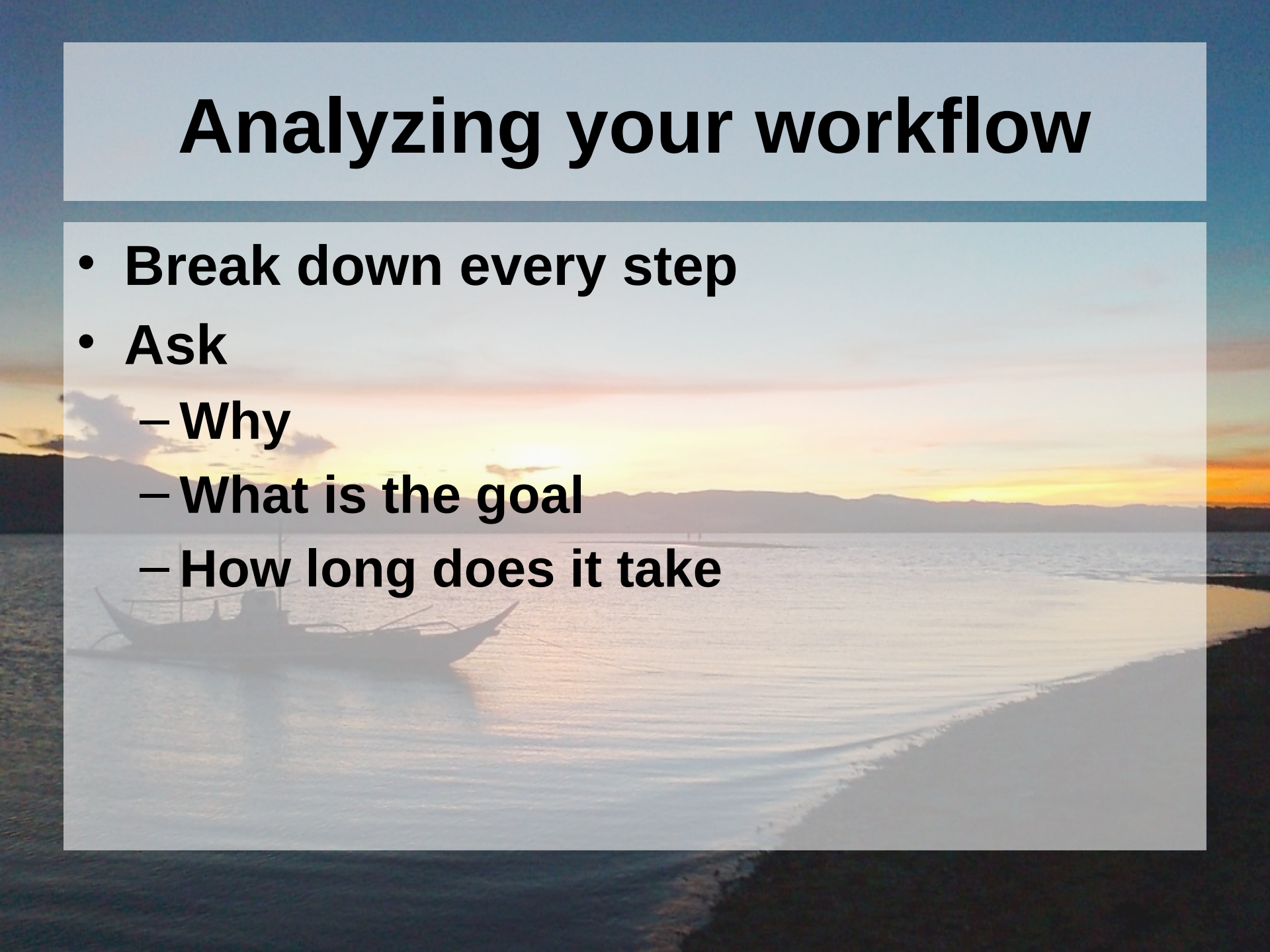
Analyzing your workflow

- **Small things**
 - Time consuming
 - Eliminate steps
- **Big picture**
- **Write it or chart it**



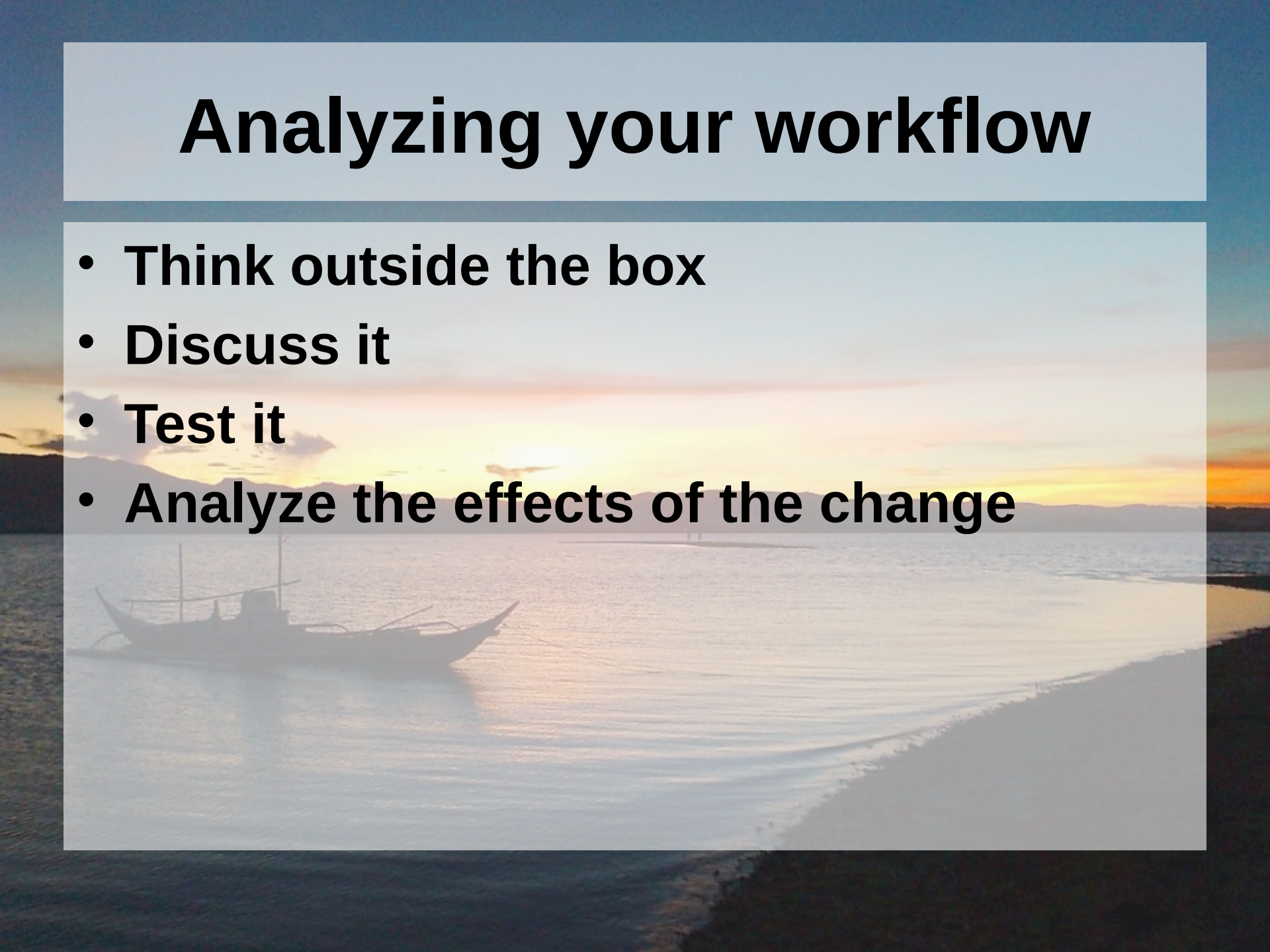
Analyzing your workflow

- **Break down every step**
- **Ask**
 - **Why**
 - **What is the goal**
 - **How long does it take**



Analyzing your workflow

- **Think outside the box**
- **Discuss it**
- **Test it**
- **Analyze the effects of the change**



Example of step analysis

Check out items to a library in our ILS

1. Look up library in ILS
2. Edit the address if needed
3. Check item out to library
4. Change the due date to reflect ILLiad date

***2.08 days turnaround for loans (lending)**

Example of step analysis

Check out items to library in our ILS

1. Look up library in ILS

- Why? Find library

2. Edit the address if needed

- Why? If it goes billed

3. Check item out to library

- Why? Know it isn't on the shelf & who has it

4. Change the due date to reflect ILLiad date

- Why? Date is the same for billing

Example of step analysis

1. Look up library in ILS

***Could check out to a generic account**

2. Edit the address if needed

***Edit when item is billed**

3. Check item out to library

***ILLiad knows who has it.**

4. Change the due date to reflect ILLiad date

***Due date can be longer but not shorter**

Example of step analysis

- **Made a generic ILL account (ISU-Lending)**
- **Due date for 4 months
(2 months more than ILLiad's)**
- **Saved lending billing time!**

Example of step analysis

New steps:

1. Look up ISU-Lending
 2. Check out items
- Down to **1.31 days turnaround**
***37% less time**

ISU's handouts

- **Reciprocal contract**
- **Problem forms**
- **Not on shelf & bad citation forms**
- **ILL handout**
- **Distance ILL handouts**
- **Libraries in our area handout**

Questions & share your resource sharing tips



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