IN WITH THE NEW: ADAPTING TO CHANGE USING ILLIAD

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Location: Denton, TX
- 35 miles northwest of Dallas

Enrollment: 35,700
- Undergrad: 28,900
- Grad: 5,000
- PhD: 1,800

Faculty: 1,400
Staff: 2,400

UNT Dallas
- 2,200 students, faculty, staff
OUR LIBRARIES

- Willis Library
- Eagle Commons Library (ECL)
- Media Library
- Discovery Park Library
- Library Annex
- Research Collections Library
INTERLIBRARY LOAN STAFF

- Interlibrary Loan Librarian

- Borrowing
  - Borrowing Supervisor
  - Graduate Library Assistant (20 hours)
  - 4 Student Assistants (80 hours)

- Lending
  - Lending Supervisor
  - 5 Student Assistants (60 hours)
Circulation Services Supervisor
- Document Delivery Manager
- Cataloging Maintenance Manager acts as backup
- Student Assistants help as needed
BRANCH LIBRARIES

- Library Annex (Facilities and Systems)
  - Remote Storage supervisor + student assistants
  - Lending & Doc Del tasks

- Discovery Park (Special Libraries Division)
  - 2 Librarians + student assistants
  - Lending & Doc Del tasks
  - Pick-up location for books borrowed thru ILL

- Eagle Commons Library (Public Services Division)
  - ECL staff assists with Doc Del tasks
  - Lending staff goes to ECL
BORROWING

- 2007/2008: 15234
- 2008/2009: 16207
- 2009/2010: 18689
- 2010/2011: 18606
- 2011/2012: 17809

Colors:
- Yellow: Submitted
- Blue: Filled
CHANGING TIMES...
BEFORE “ACCESS SERVICES”

Public Services
(Assistant Dean)

Circulation/Reserves/Stacks Management
(Circulation Manager)

Interlibrary Loan
(ILL Librarian)
ACCESS SERVICES UNITS

- Interlibrary Loan
  - Borrowing/Lending
  - Document Delivery
- Circulation Services
  - Document Delivery
  - Catalog Maintenance
Library Services Desk
  ▪ Combined Circulation/Reference services
  ▪ Fines
  ▪ Reserves

Stacks Management & Assessment*
  ▪ Shelving & Shifting
  ▪ LibPAS
  ▪ Outreach
Restructuring
- Created 4 separately managed units
- Staff reclassifications
- Revised Performance Agreements (job descriptions)

Cross-Training
- Shelvers cross-trained to work at Library Services Desk
- Reference staff at Library Service Desk have Circulation training
- Interlibrary Loan GLA and Lending Supervisor assist at Library Services Desk as needed
- Back-up training for various duties

Communication
- Access Services Management Team meets every two weeks
- Access Services personnel meet 2 to 3 times per semester
- Meetings for special projects
Once per semester; full or half-day
Location: Alternate campus locations
Activities:
- Wonder Wall – Accomplishments
- New Ideas – What services would we like to provide
- Assessment – What’s working, what’s not
- Other Activities
  - Yoga
  - Stress Management
  - Games
  - Lunch
ROAD TRIPS!

Site Visits:

- UT–Arlington (IUA)
- Texas A&M (TXA)
- UNT Health Science Center (TOM)
- Dallas Public Library (IGA)
- Ft. Worth Public Library (IFA)
- Frisco Public Library (FHP)
- Denton Public Library (QS3)
Under previous Library Administration, we were separate units of the “Materials Access & Preservation Department”.

ILL and Circ offices were adjacent, with ILL staffing our part of a public service desk.

Circulation checked out ILL materials after 6:00 and on weekends.

Library Materials Delivery Service: Retrieve books/articles among our libraries.

In Spring 2009, Distance Learning and Faculty E-Delivery services were implemented in ILLiad. Circulation staff process these requests.
New ILL Office
Expanded workspace for Circulation staff
Relocation of Reserves collection

Service Changes
- ILL reception desk
- Webcirc module for Library Services Desk
- ILL staff wraps U.S. Mail
OVERVIEW OF SERVICE CHANGES

- Faculty Book Delivery Service
- Articles for Everyone
- UNT-Owned Books
- Electronic Resource delivery vs. cancellation
- Demand Driven Acquisitions
Goals:

- Provide enhanced service to Faculty
- Complement our Faculty E-Delivery service which we’ve been doing since Spring 2009.
- More standardized service: We’ve been delivering ILL books to faculty offices for several years
- Increase Circulation stats
FACULTY BOOK DELIVERY

Who is Eligible
- Regular full-time faculty
- Adjunct faculty

What Will We Deliver
- Regular circulating items
- Bound journals
- Non-Circulating items
Deliver via Access Services courier to main academic department office. Courier obtains a signature at delivery point.

Schedule
- M, W, F between 10 - 2

Turn-Around Time
- 48 hours
New ILLiad queues:
- Borrowing: Awaiting Faculty Book Delivery processing
- Doc Del: In Faculty Book Searching

ILLiad Delivery Location
- Use existing “Deliver to Office” location

Custom Email:
- Use existing Custom Emails to retrieve materials from branch libraries
- Book Delivery Notification
MARKETING

LIBRARIES’ HOME PAGE

Did you know?

BOOK DELIVERY SERVICE FOR FACULTY
is now available!
FACULTY BOOK DELIVERY
HOW ARE WE DOING?

UNT BOOKS DELIVERED TO OFFICE

- JUNE: 12
- JULY: 41
- AUGUST: 67
- SEPTEMBER: 47
- OCTOBER: 106
- NOVEMBER: 45
- DECEMBER: 79
- JANUARY: 91
- FEBRUARY: 69
ARTICLES FOR EVERYONE!

A Bit of History

- Spring 2009: Started Faculty E-Delivery Service + ILLiad for Distance Learning
- Fall 2010: LMDS requests forwarded to Circulation
- Spring 2013: Began “Articles for Everyone” pilot

Goals:

- Provide faster fulfillment for patrons
- As more collections are moved to Remote Storage, use ILLiad as the primary means to request articles
- Increase our filled requests
Use/Modify Existing Borrowing Queues:
- Awaiting Circulation Processing
- Awaiting Distance Learning/PHD Processing
- Awaiting Faculty E-Delivery Processing

Interlibrary Loan staff forward requests to appropriate queues

Document Delivery staff route requests back to ILL staff when needed
UNT-OWNED BOOKS

Available Items
- Usual procedure was to cancel item; inform patron of call number & location
- Route to “Awaiting Circulation Processing” queue
- Circulation places a hold on item
- Book is retrieved and placed on hold shelf for patron

Checked Out Items
- Usual procedure was to cancel item; ask patron to put a recall on book
- Send Custom Email; Circulation puts a recall on our copy
- ILL requests a copy from a free lender
ARTICLES/BOOKS
HOW ARE WE DOING?

DOCUMENT DELIVERY FILLED REQUESTS

- Distance Learning: Articles 78, Books 71
- Faculty: Articles 209, Books 160
- Graduate: Articles 112, Books 19
- PhD: Articles 141, Books 9
- Staff: Articles 10, Books 5
- Undergrad: Articles 21, Books 8
Goals

- Provide faster fulfillment to patrons
- Decrease the number of cancellations
  - ER cancellations accounted for over 30% of article cancellations the past two years
Cancelled: Available in Electronic Resources

<table>
<thead>
<tr>
<th>Year</th>
<th>Requests</th>
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<tr>
<td>2008/2009</td>
<td>390</td>
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<td>2009/2010</td>
<td>706</td>
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<tr>
<td>2010/2011</td>
<td>1347</td>
</tr>
<tr>
<td>2011/2012</td>
<td>1025</td>
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E-RESOURCES
ILLIAD PROCESSING

Processing articles found in our Electronic Resources:

- Lender: UNTDB (copyright payer)
- System ID: OTH
- Save PDF with the Transaction Number
- Change request to status “Request Sent”
- Check In From Lending Library
- Import PDF into Odyssey
- Deliver to Patron
UNTDB LENDER
HOW ARE WE DOING?

316 PDF'S DELIVERED

- Dist Learning: 43
- Faculty: 37
- PhD: 91
- Graduate: 106
- Staff: 4
- Undergrad: 35
E-BOOKS
DEMAND DRIVEN ACQUISITIONS

Criteria
- Book needed by Distance Learning student with Home delivery location
- New publications not available via ILL
- Books predominantly in e-book format
- Books needed repeatedly by patrons

“Pam’s requests” queue

Order via Gobi
- Standardized note in ILLiad: “Ordered via DDA”
- Email patron that e-book is on order
- Notify patron when available
LENDING CHANGES

- Email Overdue notices

- More electronic delivery
  - Odyssey
  - Article Exchange
  - PDF via Ariel

- Loan Media
  - Media wanted to increase their Circulation stats
  - Academic libraries only
  - Lending sends ILLiad Custom Email to Media Library staff
  - Same checkout period as books
  - 450 items loaned in one year
ILL & Doc Del staff met in February to review usage, what’s working, changes needed

Next assessment meeting in May

Will continue as pilot programs through December 2013

Must assess if service is sustainable with our staffing levels
FUTURE PLANS

- **Collections**
  - Expect to move more items to Remote Storage (about 250,000 volumes)
  - Access Services staff assist in catalog maintenance, packing, and shifting

- **Streamlining ILL and Doc Del operations at branch libraries**
  - Odyssey helper
  - End use of ILLiad client
  - Reduce training needs
Summer 2013: Online holds

End use of the Library Materials Delivery Service request form; all patron requests thru ILLiad or online holds

ILLiad Modifications

Additional Staff training
  - Customization Manager
THANK YOU!