A dichotomy of Interlibrary Loans

Parallel perspectives on ILL user experience from patrons and staff

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A little bit of context...
Interlibrary Loan at UAlberta

- 9 F/T Staff
  - 2 Supervisors
  - 7 Searchers/Reserves
- 2.6 FTE Students
- +7 Institutions (centralized)
- 25,000 Borrowing Requests
- 56,000 Lending Requests
Staff Observation Study
Methodology

Primary Focus

Summary of workflow
Analysis

Incoming request

Existing records

Bibliographic Information

WorldShare & partners

Google Medline (etc.)

Request fulfilled/User notified
User Experience Survey

Using Qualtrics

User Experience with Libraries

Preamble

Thank you for participating!

Intro

The survey will take approximately 5-10 minutes. Your responses will provide valuable insight into how users currently have ways to request materials that are not held by the University of Alberta Libraries or NEOS Libraries.

To complete this survey, please read the instructions carefully.

Demographics

Q1 What is your affiliation?

○ Student - Undergraduate
○ Student - Graduate
○ Staff
○ Faculty
○ Other

Q3 On average, how often do you request materials that are not held by the University of Alberta Libraries or NEOS Libraries?

○ Never
○ Once or twice per year
○ Monthly
○ Weekly
○ Daily

Condition: Never is Selected. Skip To: End of Survey

Q4 Which of the following resources, if any, have you accessed to learn about requesting materials that are not held by the University of Alberta Libraries or NEOS Libraries?

○ Interlibrary Loan web pages
○ Interlibrary Loan request forms
○ Library Staff
○ Colleagues/Classmate/Professor, etc.
○ None
Analysis

- **Timeliness in providing articles or research materials**: 4.02
- **Quality of requested material upon receipt**: 4.49
- **Level of expertise of interlibrary loan staff in understanding your research needs**: 4.29
- **Interacting with our interlibrary loan services staff about questions/concerns relating to requests**: 4.32
I have always been impressed with how quickly requests are processed. My research depends very much on their assistance!

Thanks! Generally great service of which I'm very appreciative. You guys are awesome!

very convenient to receive PDFs nowadays - thank you

I'm very thankful for this service and the professional level of service of the people who work at ILL.

I am very happy with our ILL service.  **ILL rocks.** The staff is very helpful. This is greatly appreciated.

The IIL services are a gem. I can't imagine what I would do without them. The services have been invaluable in my research. A million thank yous to the IIL staff!!!

You do a great job, thanks for everything.

ILL is a vital service, even in an era of electronic access. Don't think about cutting or shrinking it!!

Scanned PDFs are a HUGE improvement over old photocopied physical deliveries. Thank you!

Thank you for providing this service; it's essential!
Analysis

Auto-fill function via Get-It

Increased Transparency

Communication with ILL staff

Explain form fields

UAL main page visibility
Underlying Parallels
Streamlining the process
Icons for quick access to frequently used pages.

Folders to keep links organized.

Organize your frequently used Google Docs as bookmarks!
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Journal
Islam and Christian—Muslim Relations  
Volume 27, 2016 - Issue 3: Narratives of Muslim Womanhood a
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Thank You!

Questions!
Thoughts!
Ideas!