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Improving ILLiad Patron Experiences Through Cross-Departmental Collaboration

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The College at
BROCKPORT
STATE UNIVERSITY OF NEW YORK

Improving ILLiad Patron Experiences Through Cross- Departmental Collaboration

Technical Services & ILL

Purchase on Demand

- Turnaround ~ 2 weeks
- Rush catalog
- Average circulation of 58 POD books 150% vs 50% times for all new books

Acquisitions

- Purchase entered into Banner system
- Primary identifier for SUNYONE additions for items not in the SUNY Collection



Reference & ILL

When patron appears to be on “fishing expedition” for unique items

1. Within ILLiad, custom email goes to Ref Librarian and patron, asking if s/he would like a reference consultation
2. Reference Librarian contacts patron and suggests locally available or more easily obtainable resources

Pilot project: Spring 2011

- Reference, Instruction, ILL, and Writing Center working together with faculty member to develop a package of services for upper level undergrad research class
- Goal is student success with more seamless integration of services individually offered



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Digital Services & ILL

New Web Interface

- Redesigned ILLiad forms to eliminate scrolling
- Main Menu now has Electronically Received Articles, Checked Out Items and Outstanding Requests
- Moved to LDAP Authentication

Forcing User Updates

- Custom page served up by status to block request forms
- Batch change to inactive users
 - Faculty exempted
 - OCLC's help needed (we're hosted)
- When user logs in and changes their information, request forms unblocked



Questions?

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