Improving ILLiad Patron Experiences Through Cross-Departmental Collaboration

Kim L. Myers  
*The College at Brockport, kmyers@brockport.edu*

Logan T. Rath  
*The College at Brockport, lrath@brockport.edu*

Follow this and additional works at: https://digitalcommons.brockport.edu/drakepubs

Part of the [Library and Information Science Commons](https://digitalcommons.brockport.edu/drakepubs)

Repository Citation:  
https://digitalcommons.brockport.edu/drakepubs/3

This Presentation is brought to you for free and open access by Digital Commons @Brockport. It has been accepted for inclusion in Library Publications and Presentations by an authorized administrator of Digital Commons @Brockport. For more information, please contact kmyers@brockport.edu.
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
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?

Kim Myers
Interlibrary Loan, Manager
kmyers@brockport.edu

Logan Rath
Digital Services Librarian
lrath@brockport.edu