



Online interlending – recent developments at the University of Exeter

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Introduction

- University of Exeter – completion of Forum Project
- Other innovations – roving, uniforms, use of technology, restructuring
- Next project – to update ILL service

Present system

- 2 members of staff – approx 65 hours per week
- Pricing – one fits all £8.50 per item and £4 per renewal.
- Access for all Library members, including externals
- SWRLS
- COPAC – IFLA

Issues with present system

- Online forms, but heavily paper based – cards
- Paper tokens for Colleges
- No prepayment – major issue
- Paper copies of articles – don't offer SED at this time

The future is coming!

- First challenge – online payment
- Development of online fines payment using WPM
- SSO will be used for protection of form and digital signature
- Payment by card or electronic token
- Accepts payment and forwards request to ILL team

The token issue

- Database of randomly produced token numbers, so not in sequence
- Sent to College offices as pdf for distribution
- Will be invoiced as with present system
- Online payment will accept token number or reject if it has already been used
- Refunds?

Other current issues to be solved

- Introduction of SED – article can be ordered and delivered totally online
- College of Humanities – allows “free” ILLs for postgrads and third year undergrads – separate database this year for these students

Future challenges

- Other Colleges offering “free” ILLs to groups of students – how to identify
- Article Reach – no cost to customer so how to run alongside ILL system where payment is necessary
- Testing system at suitable time of year to allow introduction to students and staff

- Thank you and any questions