

Revamping the Inter-Library Loans Department at the University of Winchester

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THE MARTIAL ROSE LIBRARY
Books and Beyond



THE UNIVERSITY OF
WINCHESTER

Reaction to
outside
changes slow

International
request from our
users stressful

Reliance on
email

Problems

Training
stressful

No decisions
about change

Reliance on
paper

Statistics

Making and
managing
Requests

Receive items electronically if possible

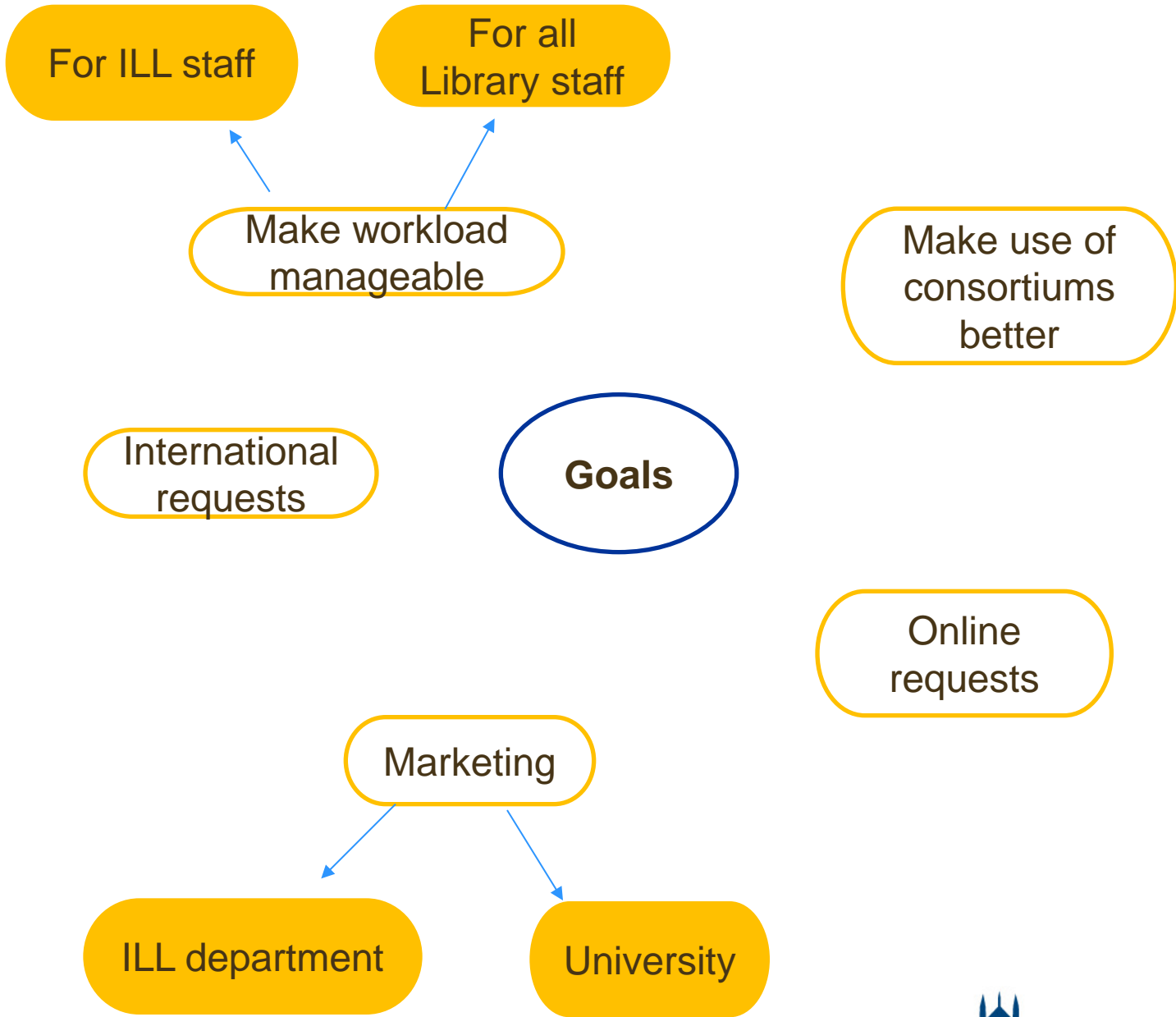
Ability to use items for a long time (including renewals if possible)

Request items from international sources

User needs

Don't have to come into Library to make requests

Getting items quickly



GOALS COMPARED

Department Goals

- Make use of consortiums better
- Make workload manageable
- Online requests
- International requests

- Marketing



Users Goals

- Ability to use items for a long time
- Getting items quickly
- Don't have to come into Library to make requests
- Request items from international sources
- Receive items electronically if possible



BIG CHANGES

Joined an Inter-Library Loan Management System

Considerations

- ❑ Clear interface to keep track of all our requests
- ❑ Search facility covering most of Libraries we borrow from, for less time searching
- ❑ System that most of our consortium used, so that we could ease the workload from their requests.
- ❑ Reports that could be run by us for statistics
- ❑ Quick, easy system to train new staff members
- ❑ Set up clear and quick
- ❑ No more juggling emails, dealing with forwarding on requests etc.
- ❑ Good support from the company

Joined an Inter-Library Loan Management System

Decision

UnityUK, an OCLC product.

- ❑ Used by most of the Libraries in SWRLS which means that our workflow with them is much easier.
- ❑ We are able to satisfy our users with material that goes out for longer at a smaller cost for us
- ❑ Can search UnityUK members, Copac and the British Library
- ❑ A lot of reports to choose from
- ❑ Clear workflow screen
- ❑ Ease of contacting other Libraries, without email

HOME

[Bib Search](#)

[Requests](#)

[Work Queue](#)

[User](#)

[Location](#)

[Reports](#)

[Batch Reruns](#)

[Logout](#)

Username
UNIWIN2

Go to the
UnityUK
members' area

Borrower	
Status	Count
Idle	0
Pending	3
Pending > 2 weeks	0
BL For Review	0
BL Pending Retry	0
BL Pending - On waiting list	0
BL Chase - Pending	0
Conditional	0
Cancel Pending	0
End of rota	0
New Notes	0
Shipped	6
BL Shipped - Loan	1
BL Shipped - Electronic	0
BL Shipped - Copy	0
Received	52
Due Wait	0
Renew Pending	0
Overdue	0
Recalled	0
BL Renew Pending	0
BL Renewed	0
BL Overdue	0
BL Recall	0
BL Final Demand	0
Reports	
To Be Authorised	0

Lender	
Status	Count
New Requests	4
Will Supply	0
Cancel Now by borrower (unread)	0
Cancel Requested	0
New Notes	0
Shipped	71
Renewal Requested	0
Overdue Today	3
Overdue > 4 weeks	1
Recalled	0
Reports	
Pick List	4

Joined an Inter-Library Loan Management System

Added Bonuses

- ❑ Regular webinars and meetings to keep up with changes and for training
- ❑ Lending has gone up, because our catalogue is downloaded and up-to-date
- ❑ Was able to join their financial management system which has made billing much easier and our overall costs less

Joined a Financial Management System

IFM, ILL Funds Management OCLC

- ❑ We now only have to bill a couple of Libraries a month through the British Library
- ❑ The charges per item from another IFM user is 50p
- ❑ Transaction fee 15p (SWRLS)
- ❑ Runs seamlessly with UnityUK (and OCLC Worldshare)

International Lending

Considerations

- No more emailing ahead to different Libraries to see if they will loan material
- No more paying out for someone else to do the searching for us
- Able to bill and pay for items quickly
- Able to loan material
- Ability to get material that we can't get in the UK.

Joined an International ILL Management System

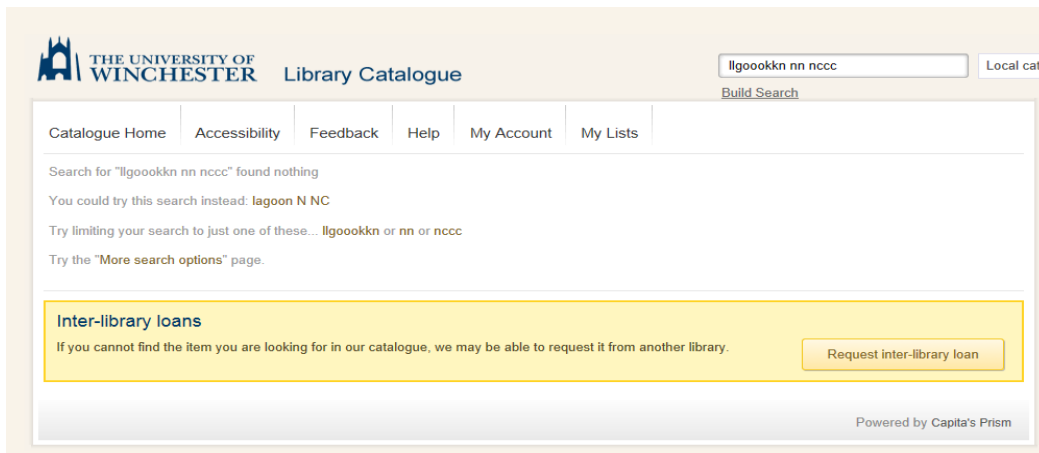
OCLC Worldshare

- ❑ Able to search Libraries and then order direct
- ❑ A lot of Libraries have their volumes and issues on the catalogue and can limit to these
- ❑ Can choose Libraries that don't charge (or charge the amount we are willing to pay) and bill through IFM
- ❑ Use of Article Exchange, so we can send and receive material quickly and with no added software
- ❑ Good workflow interface easy to read and train how to use
- ❑ Added bonus – Order from the US and get things over night often

Online Requesting

Talis - Capita

- ❑ Already used them as our Library Management System
- ❑ Do to our IT department deciding they no longer wanted or could work with our system, we now have Capita take care of all our system work
- ❑ Able to have this integrated with our catalogue search, which “should” cut down on our request for items we have



The screenshot shows the University of Winchester Library Catalogue search results page. The header includes the university logo and name, the title 'Library Catalogue', a search input field containing 'llgookkn nn nccc', and a 'Local catalog' button. Below the search bar are navigation links: 'Catalogue Home', 'Accessibility', 'Feedback', 'Help', 'My Account', and 'My Lists'. The main content area displays the search results: 'Search for "llgookkn nn nccc" found nothing'. It suggests alternative searches: 'You could try this search instead: lagoon N NC' and 'Try limiting your search to just one of these... llgookkn or nn or nccc'. It also suggests trying the 'More search options' page. A yellow box highlights the 'Inter-library loans' section, which states: 'If you cannot find the item you are looking for in our catalogue, we may be able to request it from another library.' and includes a 'Request inter-library loan' button. The footer of the page indicates 'Powered by Capita's Prism'.

Online Requesting

Talis – Capita (cont,)

- Now workflow can be done seamlessly through the users record and they can see the progress of their requests

THE UNIVERSITY OF WINCHESTER Library Catalogue

Search Build Search

Catalogue Home Accessibility Feedback Help Logout My Account My Lists

My Library Account

Hello [redacted] You have 19 loans.

Loans Charges Reservations Bookings **Inter-library Loans** Loan History Settings

Title/ Author	Date Requested	Expiry Date	Status	Location
Action, Gesture and Symbol. London: Academic Press, A. Lock Ed	26th April	26th October	On loan	Main Library
Intersubjective communication and emotion in early ontogeny S. Bråten Editor	26th April	26th October	On loan	Main Library

- Requests can be sent directly to BLDSC or UnityUK

Department Goals

Big Expensive Changes

- ❑ Make better use of Consortium
 - Using UnityUK
- ❑ International requests
 - OCLC Worldshare
- ❑ Online requests
 - Talis – Captia



THE SMALL CHANGES

Goals

Make workload manageable

- ❑ Double screens at each desk
 - Can look at persons request and the ILLMS at the same time and cut and paste
- ❑ Giving each borrowing Library their own user account.
 - Don't have to go through emails every day and forward on to the borrowing Library
 - Easier to renew books for all staff, not just ILL staff
- ❑ Having request on the person's account.
 - Can renew books, add charge and know what they have requested in the past easily
- ❑ Billing through BL as the request is sent to other Libraries

Goals

Make workload manageable (cont.)

- ❑ Putting the request number on shipping manifest, sleeve on the requested book, and in the person's record.
 - No more search for things every where
 - Makes search easier on all programs, including our tracking of shipped packages
- ❑ Using ILLMS
 - Don't have to keep as many emails, which could disappear into the wrong folder etc.
 - No more paper stats which were never accurate
 - No more going through the paper cards to see what was overdue or what request were still outstanding

Goals

Marketing

- ❑ Bought ink stamps that had the “Supplied by the ILL DEPARTMENT UNIVERSITY of Winchester”
 - Used this on all print articles so that we reinforced we ordered it for them
- ❑ Having our catalogue on as many search facilities as possible
- ❑ “Will always loan” policy.
 - As a small institution, getting our name out there is important.
 - Is a good way of helping subsidize the cost of lending
 - (Also, and easy thing for new staff members to do)
- ❑ Work with the local Libraries in our area
 - We trailed loaning to local College for free

What else to consider

- ❑ Learn about Copyright
- ❑ Keep on top of the best shipping companies for your needs
- ❑ Search out Libraries in your area and work out ways of suppling each others needs
- ❑ Join a Consortium
 - Helps with costs
 - Gets your name into areas it might not otherwise
 - Gets areas of your stock working that aren't being used

Any questions?



THE MARTIAL ROSE LIBRARY
Books and Beyond

I'm always willing to have a chat and learn from you! Catch up with me here at the conference or email me at dawn.downes@winchester.ac.uk.

I am also willing to have a chat about any of the products I've discussed and how we use them. Especially UnityUK and OCLC Worldshare