

# ILL Toolkit

## Overview

This toolkit was written by Astrid Emel and Rachel Gordon for the RIPS-SIS. It is designed to help new and experienced interlibrary loan and document delivery professionals learn about the various platforms, professional groups, conferences, and resources available.

## Professional Groups and Listservs

### Compiled Lists

#### ShareILL

ShareILL maintains lists of both professional groups and listservs of general interest to ILL professionals:

*Professional groups:* <http://shareill.org/keeping-current/professional-associations/>

List of links to professional organizations, many of which have sections, chapters or interest groups related to interlibrary loan, document delivery, and resource sharing.

*Listservs:* <http://shareill.org/keeping-current/discussion-lists/>

List of links to listservs with information about content/audience and how to subscribe.

### Additional Resources

AALL Document Delivery Caucus: <http://community.aallnet.org/documentdeliverycaucus/home>

Serves as a clearinghouse of information on document delivery issues, including but not limited to interlibrary loan, commercial document delivery suppliers and resource sharing; solicits input and comments through meetings and web-based discussions; open to librarians from all types of law libraries and document delivery vendors.

ILLiad Best Practices Workflow Toolkit: <http://idsproject.libanswers.com/>

Maintained by the IDS Project's Mentors, in partnership with Atlas Systems, the Toolkit provides best practices that can enhance all aspects of borrowing, lending, and document delivery services through ILLiad customizations, resource sharing strategies, and workflow improvements.

Law-Lib: <https://lists.ucdavis.edu/wws/arc/law-lib>

Topics of discussion vary. Some examples are: difficult legal reference questions, interlibrary loan requests, job announcements, information vendor problems, and policy discussions.

LACUNY Interlibrary Loan Roundtable: <http://lacuny.org/roundtables/interlibrary-loan-roundtable/>

Minutes archive has meeting minutes containing discussions of new products and processes related to ILL.

## Products/Platforms

Article Exchange: <https://www.oclc.org/en/worldshare-ill/features/article-exchange.html>

- OCLC® service that allows file sharing and retrieval
- Must have an OCLC® login to send via Article Exchange; recipients do not need an account (they receive a link with a password)

- Documents are available for 30 days or 5 views, whichever comes first
- Supports many formats: BMP, GIF, J2K, JIF, JFI, JFIF, JP2, JPE, JPEG, JPF, JPM, JPX, JPG, MDI, MJ2, PEG/JFIF, JPEG 2000, PDF, PNG, PSD, TIF, TIFF, TGA, TPIC, WEBP and ZIP.
- Supports file sizes up to 120 MB.

BSCAN ILL: <https://www.dlsg.com/bscan.html>

- Interlibrary loan scanning and image treatment workflow system

Clio: <http://www.cliosoftware.com/>

- Web-based ILL system

ILLiad: <https://www.atlas-sys.com/illiad>

- Desktop OCLC® program (web-based version in testing for small libraries; expected in 2018 for large libraries)
- Help: <https://prometheus.atlas-sys.com/display/illiad/ILLiad+8.7+Home>

OCLC®: <https://www.oclc.org/en-US/home.html>

- Support: [support@oclc.org](mailto:support@oclc.org)
- Products: [http://www.oclc.org/en/services.html?cmpid=md\\_prod](http://www.oclc.org/en/services.html?cmpid=md_prod)
- Training: <http://www.oclc.org/support/training.en.html>

Odyssey (Atlas Systems, Inc.): <https://prometheus.atlas-sys.com/display/illiad/Odyssey>

- Send and receive electronic documents to and from other Odyssey sites, ILLiad sites and any other vendor's software that supports the Odyssey protocol.

RapidILL: <http://rapidill.org/>

- Designed by the Interlibrary Loan staff at Colorado State University Libraries.
- Developed to provide fast, cost effective article requesting and delivery through Interlibrary Loan.
- Works with all of the major Interlibrary Loan management software packages including Clio, ILLiad, and Relais.
- ISO and XML compatible.
- Performs automatic load leveling.

Relais: <http://www.relais-intl.com/>

- Joined OCLC® in 2017; future TBD
- Exclusively for returnables
- Used by consortia like Ivies Plus/BorrowDirect.

Tipasa™: <https://www.oclc.org/en/tipasa.html>

- Web-based OCLC® ILLiad replacement
- In testing now for small libraries; scheduled to release to large libraries and consortia in 2018

WorldShare® Interlibrary Loan: <https://www.oclc.org/en/worldshare-ill.html>

- Web-based OCLC® product
- Login: URL is institution specific

- Help: <http://www.oclc.org/support/services/worldshare-ill.en.html>

## Consortial Groups

### Compiled Lists

OCLC® Group Access Capability (GAC) and Union List (UL) Profiled Groups:

<https://www.oclc.org/en/worldshare-ill/features/groups.html>

Group Access Capability (GAC) organizations are ad hoc associations of libraries united by subject matter, geography or another attribute. Through WorldShare® ILL, GAC group members have access to each other's bibliographic, location and summary holdings records.

Here are a few GACs that are law-specific or very large and open:

- Libraries Very Interested in Sharing (LVIS):  
<http://www.cyberdriveillinois.com/departments/library/libraries/OCLC/lvis.html>
  - Largest GAC.
  - Free to join.
  - Members:  
<http://www.cyberdriveillinois.com/departments/library/libraries/OCLC/pdfs/lvis.pdf>
- Law Librarians Society of Washington DC Union List of Serials (LLSDC): <http://www.llsdc.org/>
  - Members subscribe to the LLSDC General Legal Publications Union List, an online union list with full search capabilities and other ILL resources.
- New England Law Library Consortium (LLGP)
  - Composed of more than 120 academic, private non-profit, and government law libraries in four countries, the consortium provides a mechanism for resource sharing and mutual benefit between law libraries.
- Pennsylvania Law Libraries Cooperative (LPAU)
- SHARES: <http://www.oclc.org/research/activities/shares.html>
  - Open to OCLC® Research Library partners
  - Members agree to standardize fees for returnables for partners throughout the U.S with some international partners
  - Agreement: <http://www.oclc.org/research/activities/shares/agreement.html>
  - Members:  
<http://www.oclc.org/content/dam/research/activities/shares/partners/institutions.pdf>

LYRASIS Resource Sharing Groups: <https://www.lyrasis.org/membership/Pages/Resource-Sharing.aspx>

- Offers several general and regional OCLC resource sharing groups to assist member libraries with no charge borrowing.

ShareILL: <http://shareill.org/managing-your-ill-operation/library-networks-and-consortia/>

- ShareILL maintains a list of library networks and consortia

## Conferences

### Compiled Lists

ShareILL: <http://shareill.org/keeping-current/conferences/>

ShareILL maintains a list of ILL conferences with dates, locations, and links to the conference website.

### Additional Resources

#### International

*IFLA Interlending and Document Supply Conference:* <http://www.ilds2017.org/>

*Interlend Conference:* <http://www.forumforinterlending.org.uk/>

#### National

*Access Services Conference:* <http://www.accessservicesconference.org/>

*OCLC Resource Sharing Conference (used to be ILLiad Conference):* <http://www.atlas-sys.com/conference/>

*Special Libraries Association Conference:* <https://www.sla.org/attend/>

#### Regional

*Colorado ILL Conference:* <http://ill.cvlisites.org/>

*Great Lakes Resource Sharing Conference:* <http://glrsc.org/>

*Midwest Interlibrary Loan Conference:* <http://www.dalinc.org/midwestill/>

*Northwest Interlibrary Loan and Resource Sharing Conference:* <http://www.nwill.org/>

## Practical Guidance

### Codes

ShareILL maintains a comprehensive list of links to codes and guidelines for interlibrary loan:

<http://shareill.org/managing-your-ill-operation/codes-and-guidelines/>.

## Copyright

AALL Guidelines on the Use of Copyrighted Works by Law Libraries:

<http://www.aallnet.org/mm/Advocacy/recommendedguidelines/policy-fair.html>

AALL Copyright Committee Community Blog:

<http://community.aallnet.org/communities/community-home/recent-community-blogs?communitykey=0038686b-9936-4917-bac1-20b7a847745b&tab=RecentCommunityBlogsDashboard>

Copyright Term and the Public Domain in the United States:

<http://copyright.cornell.edu/resources/publicdomain.cfm>

Interlibrary Loan: Copyright Guidelines and Best Practices, 2015: [http://www.copyright.com/wp-content/uploads/2015/03/White\\_Paper\\_ILL-Brochure.pdf](http://www.copyright.com/wp-content/uploads/2015/03/White_Paper_ILL-Brochure.pdf)

- White paper from Copyright Clearance Center describing the copyright permissions process for libraries.

## Deflection

Deflection is a means of automatically skipping lenders. Deflections are based on specific criteria (age, value, format, etc.). Deflected requests do not display to the deflecting library, thereby decreasing both staff time spent reviewing requests that would be declined and decreasing patron wait times because the request automatically moves to the next lender in the string.

OCLC WorldShare® Interlibrary Loan Deflection – Reference Handout:

<https://www.oclc.org/content/dam/training/WSILL/deflection/Reference%20Handout%20WSILL%20Deflection%202015.pdf>

OCLC WorldShare® Interlibrary Loan Deflection – Knowledge Check

<https://www.oclc.org/content/dam/training/WSILL/deflection/Knowledge%20Check%20WSILL%20Deflection.pdf>

Presentation: Deflection on WorldShare® Interlibrary Loan, 2016:

<https://www.oclc.org/content/dam/training/WSILL/deflection/Presentation%20Deflection%20on%20WorldShare%20ILL%20201602.pdf>

Utilizing Deflection Improves Efficiency in Interlibrary Loan: <https://www.ohionet.org/utilizing-deflection-improves-efficiency-interlibrary-loan>

## Direct Requests/Unmediated Borrowing/Patron Initiated Borrowing

These are different terms for sending borrowing requests directly from the patron to the lender for fulfillment without staff intervention on the borrowing side, resulting in faster service for patrons. Some systems, like Relais, offer completely unmediated borrowing.

Atlas Systems ILLiad Direct Request: <https://prometheus.atlas-sys.com/display/illiad/Unmediated+Direct+Request>

IDS Project Direct Requests: <http://idsproject.libanswers.com/faq/140943>

- Describes direct requests and how to use the feature in ILLiad.

OCLC® ILL Direct Request Planning Guide: <https://www.oclc.org/support/services/worldshare-ill/documentation/planguide.en.html>

- Another ILLiad specific resource with additional information on enabling direct requests.

Odyssey Trusted Sender: <https://prometheus.atlas-sys.com/display/illiad/Odyssey+Trusted+Sender>

- Unmediates the delivery process for lenders that you work with regularly by sending electronic articles directly to the patron from the lender with no borrowing staff intervention or review.

## Discovery

### ShareILL

ShareILL has comprehensive lists to use when you need to search outside of WorldCat®:

- Booksellers and Publishers: <http://shareill.org/document-suppliers/booksellers-and-publishers/>
- Document Suppliers: <http://shareill.org/document-suppliers/document-suppliers/>
- Gateways and union catalogs: <http://shareill.org/finding-aids-and-tools/gateways-and-union-catalogs/>
- National archives and libraries: <http://shareill.org/finding-aids-and-tools/gateways-and-union-catalogs/>
- National bibliographies: <http://shareill.org/finding-aids-and-tools/national-bibliographies/>
- Online library directories: <http://shareill.org/finding-aids-and-tools/online-directories/>
- Verification tools: <http://shareill.org/finding-aids-and-tools/verification-tools/>

Library of Congress: State Digital Resources: <https://www.loc.gov/rr/program/bib/statememory/>

- The Library of Congress also maintains a list of free state virtual libraries.

## General

BIG Academic Alliance, A Vision for Next Generation Resource Delivery, 2016:

<https://www.btaa.org/docs/default-source/library/attachment-8-btaad2dactioncommitteereportdraft.pdf?sfvrsn=0>

- Report of the BIG Academic Alliance Discovery to Delivery Project Action Committee that identifies discovery to delivery issues, defines a D2D model focusing on patron needs, describes the underlying architecture required, and defines investments and resources required for implementation. Written in response to OCLC's announcement of Tipasa replacing ILLiad.

IDS Project: <http://toolkit.idsproject.org/> and <http://idsproject.libanswers.com/>

- The IDS Project has a downloadable toolkit with practical guidance for all aspects of ILL and ILLiad. The toolkit provides best practices that can enhance all aspects of borrowing, lending, and

document delivery services through ILLiad customizations, resource sharing strategies, and workflow improvements.

Practical Tips for New ILL Librarians, OCLC Annual Resource Sharing Conference, 2017:

<https://www.oclc.org/content/dam/oclc/conferences/resource-sharing-conference/2017/presentations/Practical-Tips-for-New-ILL-Librarians.pdf>

- This conference handout offers tips about shipping, working with patrons, borrowing, lending, working with other libraries, and miscellaneous tips including some definitions and current awareness resources.

## Fees and Fines

ShareILL: <http://shareill.org/managing-your-ill-operation/payment-options/>

- Describes different payment options including cash, check, non-payment through reciprocal agreements, ACH, W-9, IFM (Interlibrary Fee Management System), EFTS (Electronic Fund Transfer System):

IFLA Vouchers: <https://www.ifla.org/voucher-scheme>

- Many international libraries pay for ILL services with IFLA vouchers. This page describes the vouchers, how to purchase, and how to redeem them.

## Sample Documents

Notices

*Samples*

Email templates: <http://toolkit.idsproject.org/emailtemplates.aspx>

Print templates: <http://idsproject.libanswers.com/faq/142532>

- Includes sample templates for unfilled requests, invoices, recalls, and more.

Request Form:

[http://www.ala.org/rusa/sites/ala.org.rusa/files/content/sections/stars/resources/ALA\\_ILL\\_Request\\_Form.pdf](http://www.ala.org/rusa/sites/ala.org.rusa/files/content/sections/stars/resources/ALA_ILL_Request_Form.pdf)

- The ALA request form can be used by non-OCLC® member libraries to request loans or document deliveries from another library. Non-libraries should not use this form, but place requests through their local library.

## Statistics/Reporting

ABA Standard 605 and Interpretation 605-1:

[http://www.americanbar.org/content/dam/aba/publications/misc/legal\\_education/Standards/2016\\_2017\\_standards\\_chapter6.authcheckdam.pdf](http://www.americanbar.org/content/dam/aba/publications/misc/legal_education/Standards/2016_2017_standards_chapter6.authcheckdam.pdf)

OCLC® statistics: <http://www.stats.oclc.org/>

- Requires OCLC® login;

- For users of WorldShare® ILL, ILLiad;
- Overview at: [http://www.stats.oclc.org/cusp/help/usage\\_overview.html](http://www.stats.oclc.org/cusp/help/usage_overview.html)

## Suggested Readings

### Journals

Interlending and Document Supply: <http://www.emeraldinsight.com/loi/ilds>

Journal of Interlibrary Loan, Document Delivery & Electronic Reserve:  
<http://www.tandfonline.com/loi/wild20>

Journal of Access Services: <http://www.tandfonline.com/loi/wjas20>

### Books

The CONTU Final Report: <http://digital-law-online.info/CONTU/PDF/index.html>

Interlibrary Loan Practices Handbook: <http://www.alastore.ala.org/detail.aspx?ID=3091>

Interlibrary Loan/Document Delivery and Customer Satisfaction: Strategies for Redesigning Services:  
<http://www.emeraldinsight.com/doi/abs/10.1108/el.2000.18.2.137.6>

Resource Sharing in Libraries: Concepts, Products, Technologies, and Trends:  
<http://www.alastore.ala.org/detail.aspx?ID=4280>

Resource Sharing Today: A Practical Guide to Interlibrary Loan, Consortial Circulation, and Global Cooperation: <https://rowman.com/isbn/9780810888036>

### Websites

Minitex: <https://www.minitex.umn.edu/Sharing/>

- Organized by the Minnesota Office of Higher Education and the University of Minnesota Libraries
- Publicly supported network of academic, public, state government, and special libraries working cooperatively to improve library service for their users in Minnesota, North Dakota and South Dakota.
- Reciprocity with Wisconsin libraries.
- Website has Resource sharing page with videos, articles, manuals and news.