

TRANSFORMING our libraries, ourselves

**ALASan**  
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ALA American Library Association [alaannual.org](http://alaannual.org)

# ILL Data

A Building Block For Collection Development

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#alaac15

Oregon State UNIVERSITY | Libraries and Press



## About OSU Libraries

- Serves over 35,000 on 3 campuses
- ILL organized with Acq, CD, & CM
- ILLiad, Alma, Primo
- Collection Coordinating Council

Access available handouts at [ala.15.ala.org/sessions/handouts](http://ala.15.ala.org/sessions/handouts).

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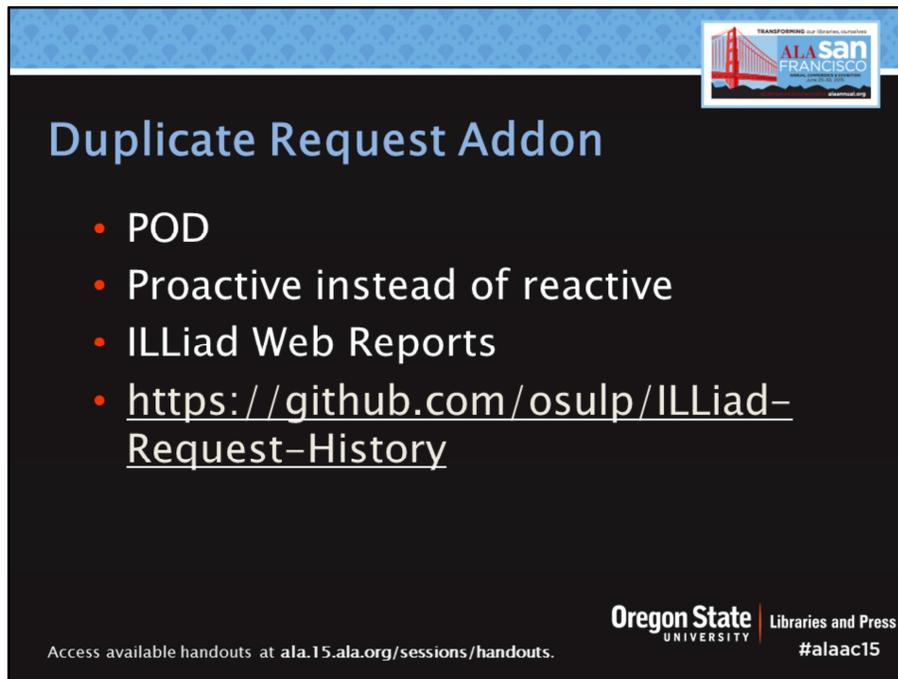
OSU is a Land, Sea, Sun, and Space Grant institution. The library serves a population of over 35,000 students, staff and faculty on three campuses, 15 agricultural experiment stations, and 35 county Extension offices.

Until last year, ILL and acquisitions were a merged unit for two years. Last year there was a retirement and reorganization and now acquisitions and ILL are in a department with stacks maintenance and collection development.

We use ILLiad for processing. We mostly get article requests which makes sense since our researchers are mostly in the sciences. Last fiscal year, we filled ~42,000 borrowing requests, ~13,000 lending requests, and ~11,000 document delivery requests.

In December 2014, we were in the last cohort of Orbis Cascade Alliance schools to migrate to the ExLibris products of Alma and Primo.

Collection development decisions rest with me with the help of an advisory council known as the Collection Coordinating Council. The council has two library faculty with a two year rotation, the branch librarian, the collection assessment librarian, and the acquisitions/stack maintenance supervisor. This is a little different set up from the traditional bibliographer or subject selector roles in libraries.



The slide features a blue header with a patterned background and a logo for ALA San Francisco. The main content is on a black background with white text. The title 'Duplicate Request Addon' is in a large, light blue font. Below it is a bulleted list of features. At the bottom, there is a footer with the Oregon State University logo and a URL for handouts.

**Duplicate Request Addon**

- POD
- Proactive instead of reactive
- ILLiad Web Reports
- <https://github.com/osulp/ILLiad-Request-History>

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For a few years now, we have had a successful POD service in ILL. Based on research we did with our campus users, we only purchase what they tell us to. There is an option on our form to submit that information although it is not a required field. Although we surveyed our users and adopted our ILL request form accordingly, we have new students and faculty joining us every year. Some from countries with much different library service than we offer. I don't completely trust that the option to request a purchase on the ILL form is understood by every requestor.

Since I know our acquisitions staff is capable of purchasing requests that are submitted through ILLiad, I thought we might move from a reactive use of the ILL data to a proactive one. Our institution has used the ILLiad Web Reports to show what has been the most requested book or journal in order to make purchasing decisions. With the addon I am about to show you, we can see at the point we are working on the request if the title has been requested previously. As we now have only the collection council making decisions on what to buy, this additional data at point of need allows us to be proactive.

The addon can be downloaded to your local computer ILLiad Addon folder. The addon can then be turned on and off through the manage addons screen when you log in to your ILLiad client.

**Duplicate Request Addon**

Detail History OCLC Z39.50 PubMed/Dodine RequestCount

Number of Similar Requests 4

Drag a column header here to group by that column

Transactio...	Request T...	Loan Author	Loan Title	Loan Date	Loan Edition	Photo Journal Title
829834	Loan	Friere	Pedagogy of the Oppresse...			
798603	Article					Pedagogy of the ...
721663	Loan	Freire, Paul...	Pedagogy of the oppressed /			
> 794206	Loan	Freire, Paulo	Pedagogy of the Oppresse...	2014		

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This screenshot displays how the addon shows up as a tab in the request you are processing. Based on title and ISBN matches, the result list will display. As with other result lists in ILLiad, columns can be moved and removed. For this presentation, I removed the username field. In practice you would want to see if multiple users requested an item, when the items were requested, if the requests were filled and by what library.

Because the addon is opensource, you can customize the search to meet your needs. You will need someone that understands the code. This was created by a member of our emerging technologies department. Maybe you don't care that it matches on ISBN because most people requesting accept alternative editions. We have not fully utilized this addon at OSU due to the changes in my position and some reluctance from staff.

The slide features a blue patterned header. In the top right corner, there is a logo for ALA San Francisco with the text 'TRANSFORMING our libraries, ourselves' and 'ALASan FRANCISCO'. The main title 'Collection Wishlist' is in a large, light blue font. Below the title is a photograph of a person's profile blowing a dandelion seed head. At the bottom of the slide, there is a URL 'https://lib.ksu.edu/...', the Oregon State University logo with 'Libraries and Press' and '#alaac15', and the text 'Access available handouts at [ala.15.ala.org/sessions/handouts](http://ala.15.ala.org/sessions/handouts)'.

As many libraries continue to face flat budgets, making informed decisions on what to cut in order to add something new is very important.

Our library unfortunately does not keep statistics on in house use of our print collection. This means that if a researcher came in and read an article or scanned it from our print journal collection, we would not have a way to count that use. We would not know what journals we could cancel due to low use. And we have to cancel to be able to add.

We do offer a document delivery service, so we have statistics we can get out of ILLiad that show what print journals we scanned articles out of. We use that data to tell us what titles to keep off the chopping block.

We also use ILLiad to see what journal titles our researchers are requesting articles from. This allows us to verify that the must have title the faculty from the college of business claims she can't live without really is being used by business faculty and students, and we can see if the title is relevant to other departments. Because titles that have interdisciplinary use are a higher priority to subscribe to when funds are limited.

The screenshot displays a library system interface with a blue header. In the top right corner, there is a logo for ALA San Francisco with the tagline 'TRANSFORMING our libraries, ourselves'. The main title of the page is 'Collection Wishlist'. Below this, there is a search interface with a navigation bar containing 'Home', 'Borrowing', 'Document Delivery', 'Lending', 'System', and 'Search'. The search area includes a search description 'journalrequests' and a search button. Below the search area, there is a 'Custom Request Search' window showing a saved search query: 'And [Transactions.PhotoJournalTitle] Is like %Injury Prevention% [Transactions.ISSN] Is any of (1353-8047 , 1475-5785 , 14755785 , 13538047)'. At the bottom of the screenshot, there is a footer for Oregon State University Libraries and Press with the hashtag #alaac15 and a link to 'Access available handouts at ala.15.ala.org/sessions/handouts.'

This is an example of the saved search I have when I get a request to see how often a journal has been requested. In my non-scientific testing, I found that you can get the same results from just using the search string for ISSN. As our practice is to make sure that every article request from a journal has an ISSN, it's a more predictive result than just using title...and we know how creative our users are with deciphering journal abbreviations. While we typically use the print ISSN to request off of, we do use the e-ISSN as appropriate so it's important to make sure both are in the search string and that variations in the entry are taken into account. I'd be interested to hear from others what search strategies are used for journal title requests.

**E-Preferred**

**Book Request**  
\* Indicates a required field.

**Item Information**

\* Title: \_\_\_\_\_  
 \* Author: \_\_\_\_\_  
 Publisher: \_\_\_\_\_ Pub. Date: \_\_\_\_\_ Edition: \_\_\_\_\_  
 OCLC Number: \_\_\_\_\_ ISBN: \_\_\_\_\_  
 Cited In: \_\_\_\_\_

\* By when do you need this? (mm/dd/yyyy) 06/23/2016  
 \* Will you accept this in a language other than English? No  
 \* Will you accept an alternate edition of this item? (e.g. 2nd edition, 5th edition) Yes  
 \* Will you accept an alternate format of this item? (e.g. ebook instead of print book) \_\_\_\_\_

**Feedback**

Would you recommend OSU Libraries purchase this item?  
 \_\_\_\_\_  
 How essential is this to your research or teaching?  
 \_\_\_\_\_

Notes:  
 \_\_\_\_\_

**No-ebook not acceptable**  
**Yes-ebook acceptable**

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We have an e-preferred collection development policy. This means we try to provide e-book access content to our users. As more studies come out indicating print still plays a role for some individuals, we have moved to requiring patrons to tell us when print is more important than e. When questioned why we bought a print title that we have access to in e format, having this preference directly from the patron is hard to argue against.

## Changing Budget Models

- Shared Responsibility Model
  - Link budget clearly to the programs and results delivered by academic units



Access available handouts at <https://lib.ks/p/d51yhj>  
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As our university begins the process of looking at a new way to allocate funds to colleges and programs on campus, we could use ILLiad statistics to determine use of the service by department. This would be similar to the data we use to see what departments are submitting article requests for specific journals. If we could combine that with department use of our other services, we would have a metric by which to show how to “tax” the different departments for using the library.

The slide features a blue patterned header with the ALA San Francisco logo on the right. The main title is 'Troubleshooting Discovery' in white text. Below the title is a photograph of a document delivery station with a white envelope being placed into it. To the right of the photo, the text reads 'ILL Requests for material you own.' At the bottom left, there is a URL: 'https://libkey.playsm'. At the bottom right, the Oregon State University logo is displayed with the text 'Libraries and Press' and the hashtag '#alaac15'. A footer at the bottom center states 'Access available handouts at [ala.15.ala.org/sessions/handouts](http://ala.15.ala.org/sessions/handouts).'

None of you probably have ever experienced one of your students or faculty submitting an ILL request for material that the library owns in print or subscribes to electronically. We failed miserably trying to train our campus to come in and get the material the library owned. The statistics we gathered from the number of requests we had that were locally owned allowed us to come up with a service model to provide document delivery services. Instead of making researchers come into the library, we would provide them with the article or book chapter that then needed. It's a very popular service.

We were also able to look at the number of requests that were coming in from electronic resources. Some of these had notes that the catalog link had failed. For new requests coming in with these notes, we started out just having ILL staff email e-resources staff about the link failure. When ILL and Acquisitions merged, we actually had the e-resource staff trained to process requests for electronic resources so that they could see first hand the links that were broken. Although this is still a reactive approach to ensuring that access to our large electronic collection remains in tact, it demonstrates how looking at your ILL data can help move forward changes in policy and procedure.



<https://flickr.jp/775536>

Thank you!

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