

ILL Best Practices and Cost-Saving Ideas

Southern UC ILL Meeting

March 23, 2010: UC Riverside

GENERAL COST SAVING IDEAS

- Train Circulation staff in the use of MyILL Requests
- Train Circulation to check in lending on VDX and local ILS
- Design and implement software programs, such as UC Davis and UC Santa Barbara have done, which allow VDX to communicate with the local ILS.
- Do not allow requests for Reserves, textbooks or current popular books
- Have full-time ILL staff focus 100% on ILL
- Keep ILL staff available to patrons
- Use students for routine staff work
- Maintain a training checklist of ILL tasks
- Maintain open communication with librarians, non-ILL staff and users.
- Require patrons to pay anything over \$50.00 in borrowing charges
- Increase lending charges to international borrowers
- Print lending requests often
- Routinely run VDX filters to find problem requests, records

It was also mentioned that a VDX module exists (which we could purchase) that allows messages to be translated between VDX & Millennium. Called Circ Gateway, the module cost is \$2000.00 per message (8 messages available) [per campus].

RECALLS – Best Practices

- Notify patrons quickly
- Telephone patrons, as necessary
- Suspend privileges, as necessary
- Use VDX to monitor the recalls
- Have ILS generate fines to end users
- Ask lender to email recall notice directly to patron
- Bill patrons for replacement