Ethnographic Comments: Interlibrary Loan

Part I: brief overall statement on comments

Users would like better integration between databases and delivery options. Some users want one place to search and one request button; they expressed confusion about where to go to request what. Others are enthusiastic users of multiple interlibrary loan services and recognize when choices are pertinent. E-ZBorrow in particular was cited by name and has built a brand identity and loyalty among many users. Some more sophisticated, power users mentioned receiving instruction from librarians or investing time in learning about the website and the various ILL options.

Graduate students don't like keying in article citations on the request form and would like to have citations from databases automatically fill in on a form. Users do not like having to (re)login in to EZ-Borrow and ILL & Article Delivery and would like single login with NetID to extend to all services. Users would like the website and IRIS to guide them to, and present, appropriate choices in context, for example, they asked for better linkage to E-ZBorrow when all RUL copies are not available and to ILL and Article Delivery when a journal article is not available electronically via the RUL website. Articles can be difficult to find, Article Linker causes some confusion.

There were far more favorable comments about ILL and its speed than negative. Many users are unaware of the interlibrary loan services we offer.

Part II: recommended changes to the RUL website

- Extend single login (NetID) from the website and IRIS to EZ-Borrow and ILL and Article Delivery services.
- Make E-ZBorrow and ILL & Article Delivery choices more prominent and easier to find on the main page.
- Point of need or use online help, video tutorials

Part III: other issues to consider in the future

- Complete open URL implementation with Serials Solutions and ILLiad; fix page # carry over; publicize availability.
- Implement new EZ-Borrow (Relais) request features in Spring ’10 and publicize the EZ-Borrow catalog as a source for books from RU, PALIC, and beyond. (Relais will place holds on RUL copies, holds on PALCI copies, and launch requests to ILL & Article Delivery)
- More user instruction and publicity on Interlibrary loan & Article Delivery and EZ-Borrow.

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