Ship it to Me!: Evaluating Interlibrary Loan Services for Distance Students

Kourtney P. Blackburn  
*St. John Fisher University*, kblackburn@sjfc.edu

Alicia Marrese  
*St. John Fisher University*, amarrese@sjf.edu

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Abstract
Starting in Fall 2013, St. John Fisher College's Lavery Library began providing Interlibrary Loan services to doctoral students at its two recently established satellite campuses, the College of New Rochelle (CNR) and Onondaga Community College (OCC). Although students from both campuses received loans at their homes through UPS delivery, the campus' locations originally resulted in two different return procedures: patrons affiliated with CNR returned items through UPS, while an OCC staff member collected return items and drove them back to our library. Although this model worked well at the beginning, an increase in requests and differences in procedure resulted in confusion among patrons and staff relating to communication, extremely overdue materials, and renewal policies. After one academic year, our library reassessed our procedures and policies to improve internal workflows, better serve our patrons, and align with ILL best practices. Knowing that consistency and excellent communication with patrons is vital to a successful resource sharing program, we began by streamlining procedures for both campuses to utilize UPS return shipping. We also changed internal workflows, retooled overdue notices and policies, and became more proactive in educating distance patrons about the policies and benefits of using ILL. Since incorporating these changes and increasing succinct communication, distance students have been more responsive and mindful of our relationship with other resource sharing libraries, and feedback has been very positive. In the upcoming year, we are implementing the more cost-effective UPS CampusShip into our workflow, expanding ILL to include distance faculty, and continuing to look for ways to better serve the needs of our patrons.

Keywords
fsc2015

Disciplines
Library and Information Science

Comments
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Ship it to Me!: Evaluating Interlibrary Loan Services for Distance Students

Kourtney Blackburn & Alicia Marrese

Lavery Library
St. John Fisher College
St. John Fisher College & Lavery Library

- Rochester, NY

- Student population:
  - 2,700 full-time undergraduates, 200 part-time
  - 1,000 graduate students

- Academic Programs
  - 33 academic majors with 11 pre-professional programs
  - 9 graduate programs
  - 3 doctoral programs

- Net borrowers
  - ~50% of requests are for graduate/doctrinal students
Background: Distance Students* & ILL

- Ed.D. in Executive Leadership extension sites added
  - College of New Rochelle (CNR) near NYC in 2009
  - Onondaga Community College (OCC) near Syracuse in 2013

- SJFC began providing ILL services to CNR/OCC sites in Fall 2013
  - Loans not available at sites’ libraries and articles
    - A different return shipping workflow for each location

- After 1 school year, we assessed procedures & policies
  - Made updates to eliminate patron/staff confusion and support best practices

*For this presentation, distance students are defined as students at campuses not in proximity to SJFC; this excludes online students.
ILLiad Distance Student Setup

- Need to distinguish between campus and distance students
  - Distance students have own statuses: OCC, CNR
  - Routing rule moves incoming loan requests to Doc Del:

<table>
<thead>
<tr>
<th>RuleNo</th>
<th>13</th>
</tr>
</thead>
<tbody>
<tr>
<td>RuleActive</td>
<td>Yes</td>
</tr>
<tr>
<td>ProcessType</td>
<td>Borrowing</td>
</tr>
<tr>
<td>TransactionStatus</td>
<td>Awaiting Request Processing</td>
</tr>
<tr>
<td>MatchString</td>
<td>u.Status = 'OCC' and t.RequestType = 'Loan'</td>
</tr>
<tr>
<td>NewProcessType</td>
<td>Doc Del</td>
</tr>
<tr>
<td>NewTransactionStatus</td>
<td>Distance Student Request in Process</td>
</tr>
<tr>
<td>RuleDescription</td>
<td>This rule moves requests received from OCC Students into the Doc Del Processing queue</td>
</tr>
</tbody>
</table>
ILLiad Distance Student Processing

- Distance students select status (OCC, CNR) and provide shipping info upon first request:

![Change Personal Information Form]

- Request appears in Doc Del custom queue:

![Doc Del Custom Queue]
ILLiad Distance Student Processing: Borrowed Loans

- Requests for loans not owned by site or Fisher were sent out, then routed back to Doc Del upon checkin:

<table>
<thead>
<tr>
<th>RuleNo</th>
<th></th>
<th>RuleActive</th>
<th>ProcessType</th>
<th>TransactionStatus</th>
<th>MatchString</th>
<th>NewProcessType</th>
<th>NewTransactionStatus</th>
<th>RuleDescription</th>
</tr>
</thead>
<tbody>
<tr>
<td>81</td>
<td></td>
<td>Yes</td>
<td>Borrowing</td>
<td>Awaiting Post Receipt Processing</td>
<td>u.Status = 'OCC' and t.RequestType = 'Loan'</td>
<td>Doc Del</td>
<td>Awaiting DD Stacks Searching</td>
<td>This rule moves requests for books borrowed and received for OCC Students into the Doc Del processing queue</td>
</tr>
</tbody>
</table>

- Borrowed loans were processed through to Distance Student Request Shipped (custom queue)

- Patrons were notified their items shipped
ILLiad Distance Student Processing: Pre 2014 Fisher Owned Loans

- Items manually routed into Awaiting DD Stacks Searching
  - Due date of 6 weeks from current date added
  - Marked Found
  - Automatically routed to Distance Student Request Shipped (custom queue)

- Patrons were notified their items shipped

- Locally owned loans were checked out to patrons’ Sierra accounts for tracking & catalog status purposes
OCC Shipping Procedure: Pre 2014

● “OCC Student | TN # _____” barcode cover was cut and placed over loan barcode to avoid confusion upon return at Checkout Desk

● Loan was packaged and dropped off at Bookstore with mailing info attached for UPS shipping

● When finished, patron returned item to OCC SJFC bookdrop for program staff to physically return to SJFC Campus
CNR Shipping Procedure

- “CNR Student | TN # ___” barcode cover was cut and placed over loan barcode to avoid confusion upon return at Checkout Desk

- Loan with unsealed envelope and return instructions were placed in box with shipping info affixed:

- Bookstore printed prepaid UPS return label, sealed box, mailed

- Items returned at a UPS drop-off and brought over by Bookstore
Return Shipping Instructions

Keep Return Envelope! – You will use this to return all materials to Fisher’s Lavery Library

When you are ready to return borrowed materials to Fisher:

- Place all borrowed items into envelope
- Make sure envelope is sealed. *Be sure envelope is securely closed to avoid loss or damages during shipping.*
- Drop off to UPS pickup store/location.
  - If you travel to Fisher campus, you may also return materials to the Checkout Desk in Lavery Library.

Please contact us with questions! [ill@sjfc.edu](mailto:ill@sjfc.edu) or 585-385-8106
Visit our online ILL guide for more information: [http://libguides.sjfc.edu/ill/onlinedistance](http://libguides.sjfc.edu/ill/onlinedistance)
Summer 2014: Assessment

● Waited one academic year before assessing
● New staff joined in Spring 2014
  ○ Opportunity to revamp policies/procedures before training began
2014 Procedure Assessment: What Worked

- What worked:
  - ILLiad workflows
    - Custom routing between Borrowing/Doc Del
    - Custom statuses (OCC, CNR)
    - Use of Doc Del for distance student processing only
  - Shipping to patrons through UPS
  - Return shipping via UPS for CNR students
Procedure Assessment: What Didn’t Work

● Checking Fisher owned items out to patrons’ accounts in Sierra
  ○ Duplicate overdue notices with different due dates
  ○ Patron-initiated renewals created due date inconsistencies between ILLiad and Sierra

● Return procedure for OCC patrons
  ○ No formal return schedule
  ○ Difficulty for patrons to drive to OCC bookdrop
Procedure Assessment: What Didn’t Work

- Barcode covers not apparent/stable enough
  - Fisher owned loans checked in into Sierra only, not ILLiad

- Inability to track UPS return shipments for CNR students
  - Reliant upon Bookstore

OCC Student | TN# 149823

Student workers: Do not check in.
Give to supervisor upon return!
Procedures That Didn’t Work: Solutions

● **Challenge:** Checking Fisher owned items out to patrons in Sierra
  ○ **Solution:** Check Fisher owned items out to ILL Account in Sierra

● **Challenge:** Return procedure for OCC patrons
  ○ **Solution:** Streamline return procedures and provide UPS return shipping labels for both OCC/CNR
  ■ Required an adjustment period for OCC
Procedures That Didn’t Work: Solutions

● **Challenge:** Barcode covers not stable/apparent enough
  ○ **Solution:** Add neon green bookstraps under barcode covers

● **Challenge:** Inability to track UPS return shipments for CNR students
  ○ **Solution:** Discussed options with bookstore, set aside for later review
2014 Policy Assessment: What Worked

● What worked:
  ○ Renewals: patrons emailed ill@sjfc.edu to renew (option in overdue notices)
    ■ Opportunity for communication
  ○ Requesting Fisher-owned items through ILL rather than coming to campus

● What didn’t work:
  ○ Lack of distance student overdue policy = extremely late returns
    ■ First year with new service led us to wait on policy development
    ■ Distance shipping makes campus overdue policy unrealistic
    ■ General overdue notice was sent multiple times
      ● Lack of response

  ○ Lack of communication/understanding of resource sharing
Policies That Didn’t Work: Solutions

● **Challenge:** Lack of overdue fine policies for ILL
  ○ **Solution:** Created fine policy for all ILL student patrons
    ■ Blocked in 7 days email warns of hold on Fisher account, replacement invoice, $10 overdue fee
    ● If library accepts late return, $10 overdue fee remains

  ○ **Solution:** Created overdue notice structure for distance students
    ■ Explanation of importance to return on time
Policies That Didn’t Work: Solutions

- **Challenge:** Lack of communication/understanding of resource sharing
  - **Solution:** More frequent communication
    - 1 courtesy notice with option to renew
    - Overdue notices with option to request again

- **Solution:** Clarified ILL policies concisely within emails, on website, and on Libguide

- **Solution:** Updated [Libguide](#) (link included in emails) to enhance usability
Findings

● Positive patron (and staff) response

● 272 loans shipped to distance students as of 7/27/2015
  ○ 104 were items owned by Fisher
  ○ 168 were borrowed through ILL from 76 different libraries

● Shipped to 21 different CNR students and 27 different OCC students
New Opportunities

- Implemented UPS Campus Ship in Spring 2015
  - Ability to track shipments
  - Direct return to library rather than bookstore
  - Saves ~$6.00 per loan
    - Cost analysis in FY16

- Provided availability of ILL services to Faculty at OCC/CNR

- Piloting return packaging service on-demand for when students visit campus

- Ready to expand to other satellite programs when needed
Questions