Service Above Systems

Harmonizing ILLiad and DOCLINE

Northwest Interlibrary Loan & Resource Sharing 2014

Service Is Advocacy

What we do

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How we work

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Service.

The landscape

0 DOCLINE is manual and resists integration.

0 ILLiad wants customization.

0 Things get messy.

Questions we asked

0 What do we spend the most time on?

0 Can we automate?

0 What do we wish was different?

0 Are we duplicating a process/information?

0 What do our users experience?

0 How do our users talk to us?

0 What about kindness audits?

Negotiating change

O Gather support, but bring cookies and flack jackets.

O Time and place for "This starts Monday, thanks for your cooperation."
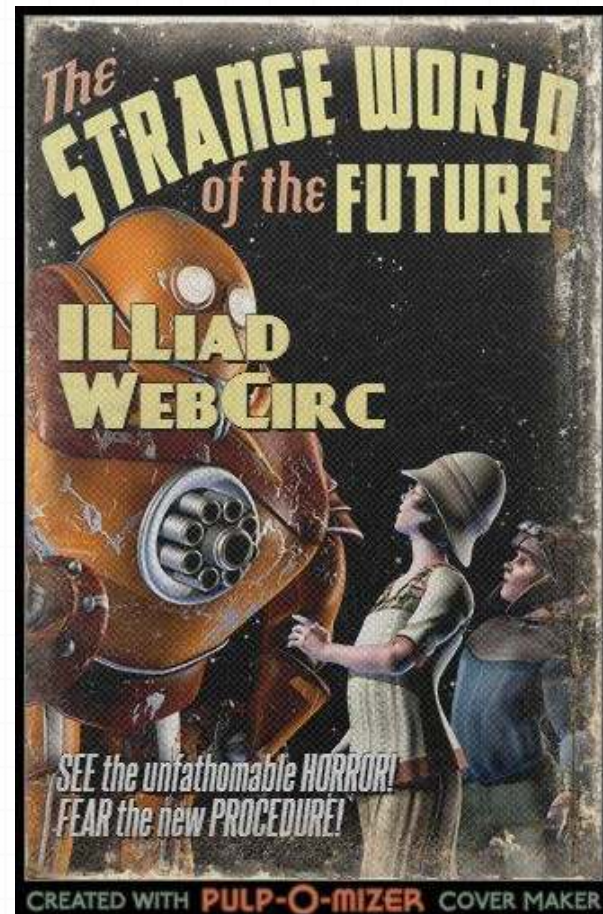
Let DOCLINE do the work

0 Always route to Resource Libraries.

0 Route to libraries that use your software.

0 Build your routing tables from scratch.

0 Start library groups for easier billing.

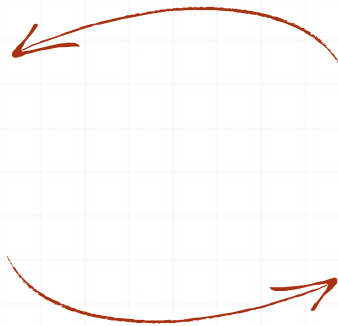0 FreeShare (like LVIS for medical libraries).

0 Automate, automate, automate.

Let ILLiad do the work

Previous

- No 'Document Delivery' tab.
- Trusted Sender off.
- Not using Article Exchange.
- Acronym soup for students to navigate.

New

- Evaluate consortia, partnerships.
- Update print templates.
- Trust everyone, including the technology!
- Clear labels, queues.

Results

0 Improved turnaround time.

0 Students able to help with larger projects.

0 Happy users, increased borrowing. (500+)

0 Easier to gather statistics.

0 Stronger partnerships on and off campus.

Thank you

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