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License to ILL: Interlibrary Loan and Course Reserve Services Support the University Mission to Reduce Costs for Students through Interdepartmental Collaboration and Innovation

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Emily Riha & Danika Stegeman | University of Minnesota Libraries

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**Results**

A robust collection of statistics are gathered during and after each semester of the pilot (Spring 2014 - present). These statistics inform the direction of the project moving forward, as well as other interlibrary loan, course reserve, and collection development process decisions.

### 235 Requests

Total Spent: $8568.25

#### All Titles

- Electronic: 21%
- Printed: 44%
- Other: 35%

#### Electronic Titles

- Purchased: 35%
- Printed: 24%
- Available: 41%

#### Printed Titles

- Purchased: 32%
- Printed: 24%
- Available: 44%

**Survey**

The pilot affected approximately 8000 students during the Fall 2014 semester. Those students were given the opportunity to offer feedback through a survey. The survey measured student awareness of library services and the availability of course materials at the library, student usage preferences, and student perceptions of the library's role on campus.

**Feedback**

* "Thank you very much. Are any of the other books assigned in my classes available in this form? Should I send you a list of the books to check if they are available? I assume there is no charge to the students for access to these ebooks. This is the first I have heard of this service. I will let my students know." - Elaine Tyler May

American Studies

* "Wow! This is totally COOL! I think it's fantastic that the Libraries staff can be so responsive. A lot of times we don't even know things like that are possible, so having a great partner like the Libraries offer such thoughtful services is fantastic. It allows the Humphrey School to offer our students the opportunity to save money and to access resources in a flexible and convenient way. Many thanks to you and your peers for making this possible." - Mary Maronde, Robert Humphrey School of Public Affairs

**Next Steps**

- Further increase student awareness by marketing the Libraries as a resource for course materials
- Revisit and revise the project structure based on the evidence gathered throughout the pilot
- Consider funding needed to sustain the project moving forward
- Share project successes, challenges, and data internally and with the wider academic community
- Continue to explore opportunities for dynamic innovation and growth

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**Workflow**

Students wanted course materials for free and turned to interlibrary loan (ILL) and course reserve for assistance. We knew we could help. A pilot was born!

**Fig. 1** The number of interlibrary loan cancelled course material requests, Fall 2012 - Fall 2014.

**Fig. 2** The number of courses and items on reserve, Fall 2013 - Spring 2015.

**Fig. 3** Workflow illustrating the steps required to obtain required course materials for students and course reserve.

**Fig. 4** Timeline illustrating highest volume and most active period of interlibrary loan course material requests.

**Fig. 5** Fall 2014 course materials obtained by format. Instructor requested items were discovered or purchased as a direct result of instructor knowledge of the project. Borrowed Only indicates we were unable to purchase, but succeeded in borrowing the material.

**Fig. 6** The number of required course materials requested through ILL during Fall 2014, shown by academic and college status.

**Fig. 7** The awareness and use of course resources available through the library by students during Fall 2014.

**Fig. 8** Students were asked to complete the following statement: "Using course resources provided by the library saved me..."

**Fig. 9** The print and online preference as indicated in the survey vs. the actual print and online usage.

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**Partners**

Interlibrary Loan
Course Reserve
Collection Development
Acquisitions & e-Resource Management

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