



Minnesota eLearning Summit

Minnesota eLearning Summit

2015

Jul 29th, 1:00 PM - 1:30 PM

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

Emily C. Riha

University of Minnesota - Twin Cities, emilymr@umn.edu

Danika Stegeman

University of Minnesota - Twin Cities, steg0049@umn.edu

Follow this and additional works at: <http://pubs.lib.umn.edu/minnesota-elearning-summit>

Emily C. Riha and Danika Stegeman, "License to ILL: Interlibrary Loan and Course Reserve Services Support the University Mission to Reduce Costs for Students through Interdepartmental Collaboration and Innovation" (July 29, 2015). *Minnesota eLearning Summit*. Paper 35.

<http://pubs.lib.umn.edu/minnesota-elearning-summit/2015/program/35>



This work is licensed under a [Creative Commons Attribution-Noncommercial 4.0 License](https://creativecommons.org/licenses/by-nc/4.0/)

The Minnesota eLearning Summit conference proceedings are produced by the University of Minnesota Libraries Publishing. Authors retain ownership of their presentation materials. These materials are protected under



Catalyst

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!

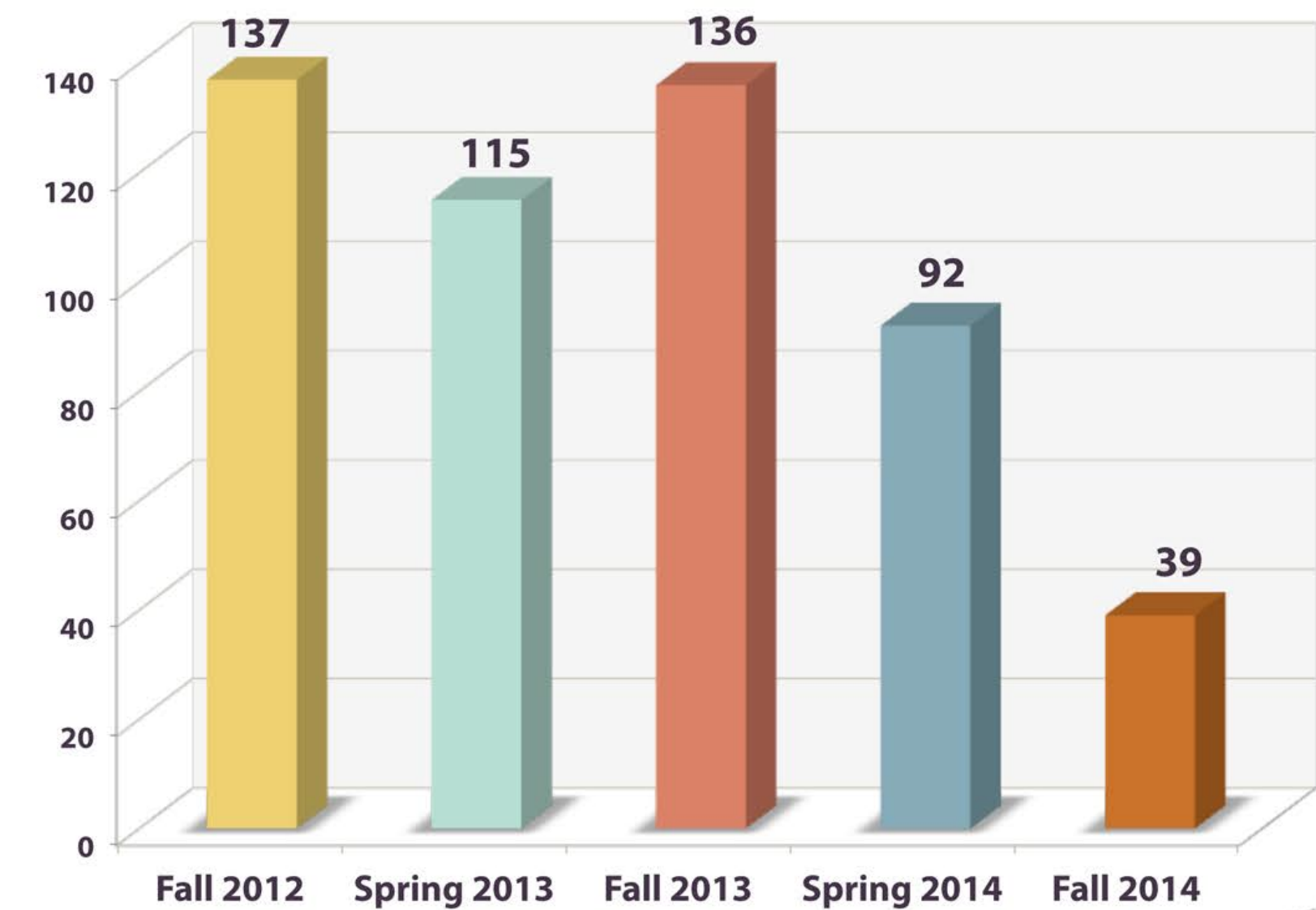
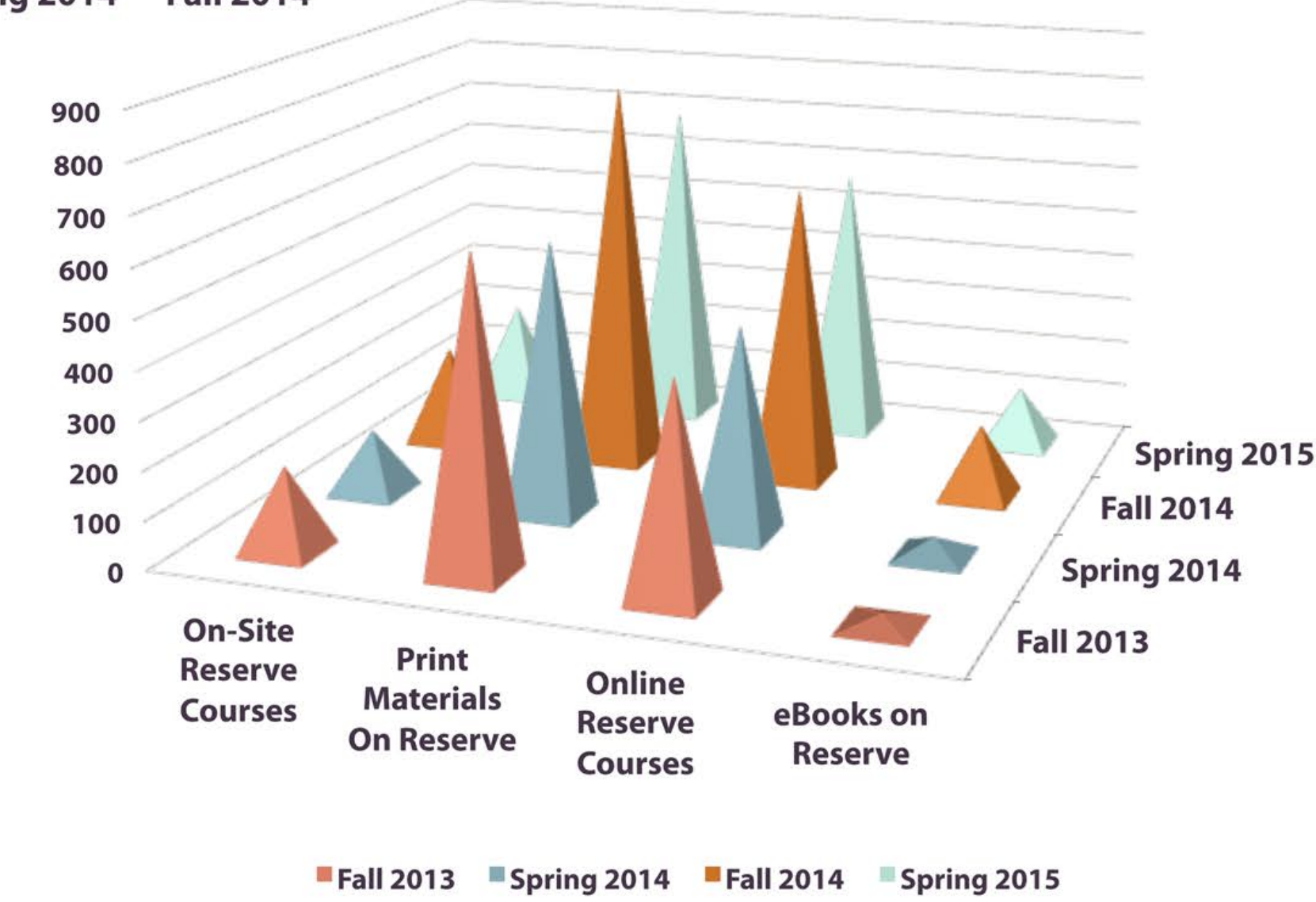


Fig. 1 The number of interlibrary loan cancelled course material requests, Fall 2012 - Fall 2014.

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



Workflow

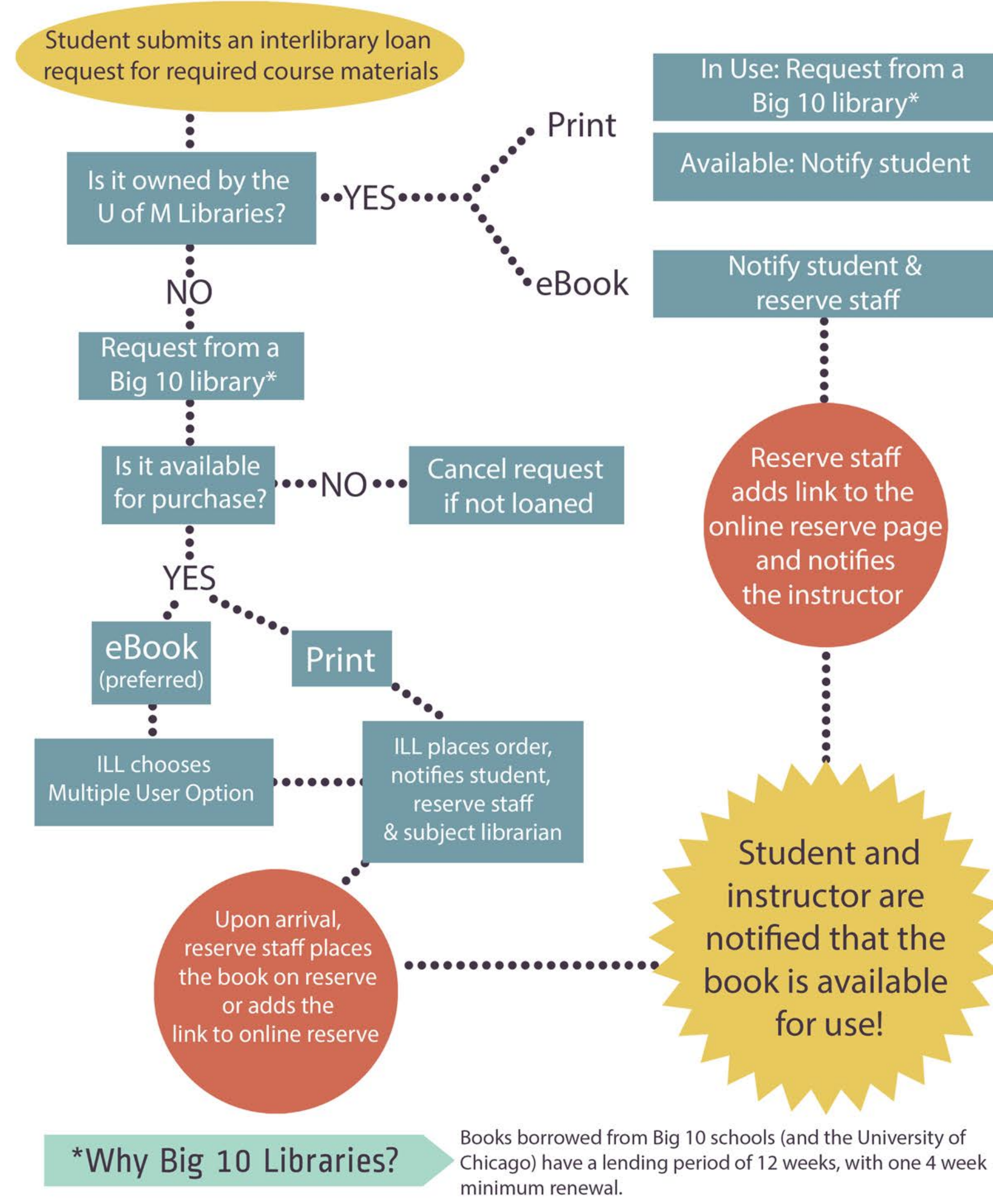


Fig. 3 Workflow illustrating the steps required to obtain required course materials for students and course reserve.

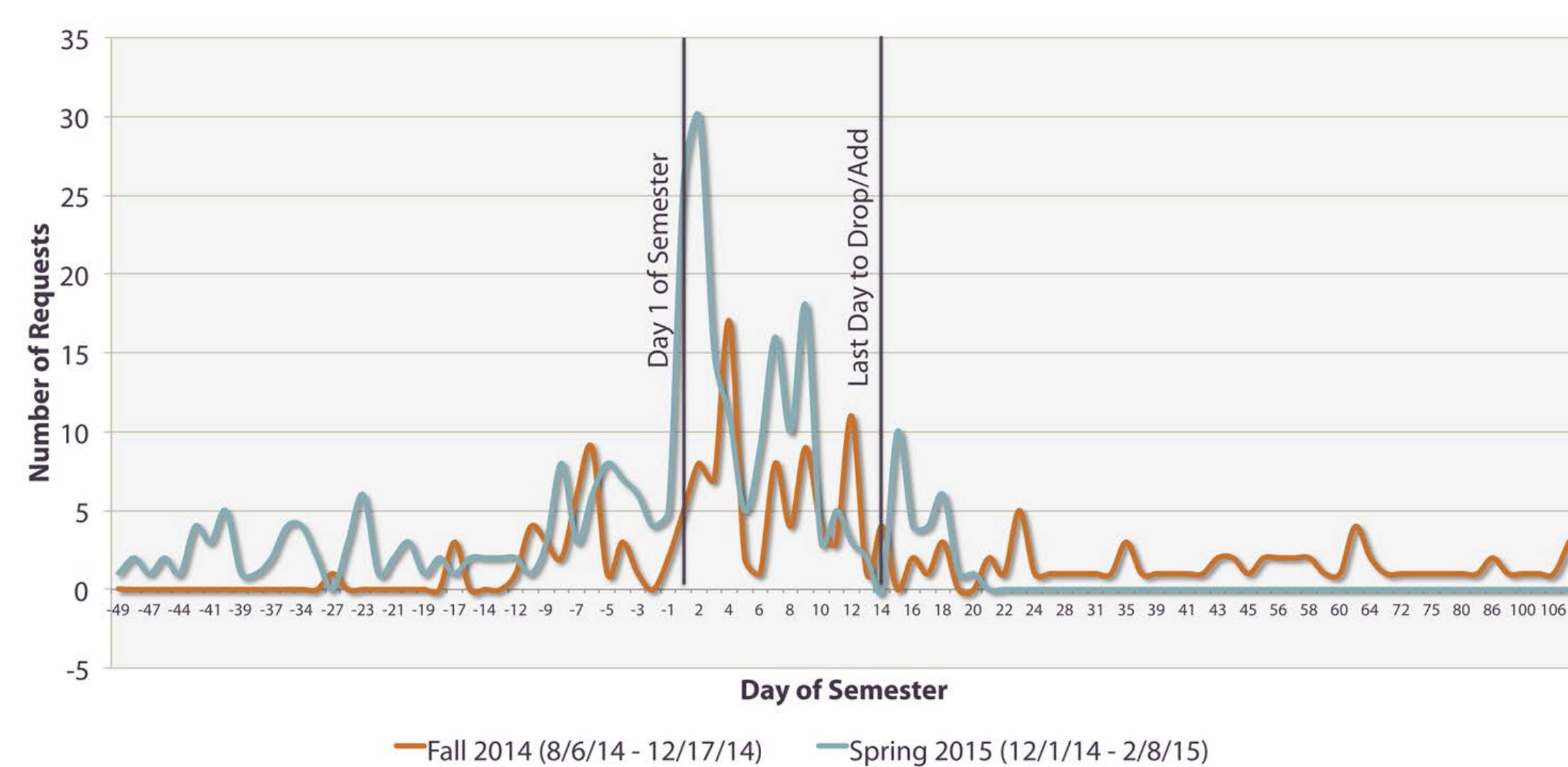


Fig. 4 Timeline illustrating highest volume and most active period of interlibrary loan course material requests.

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.

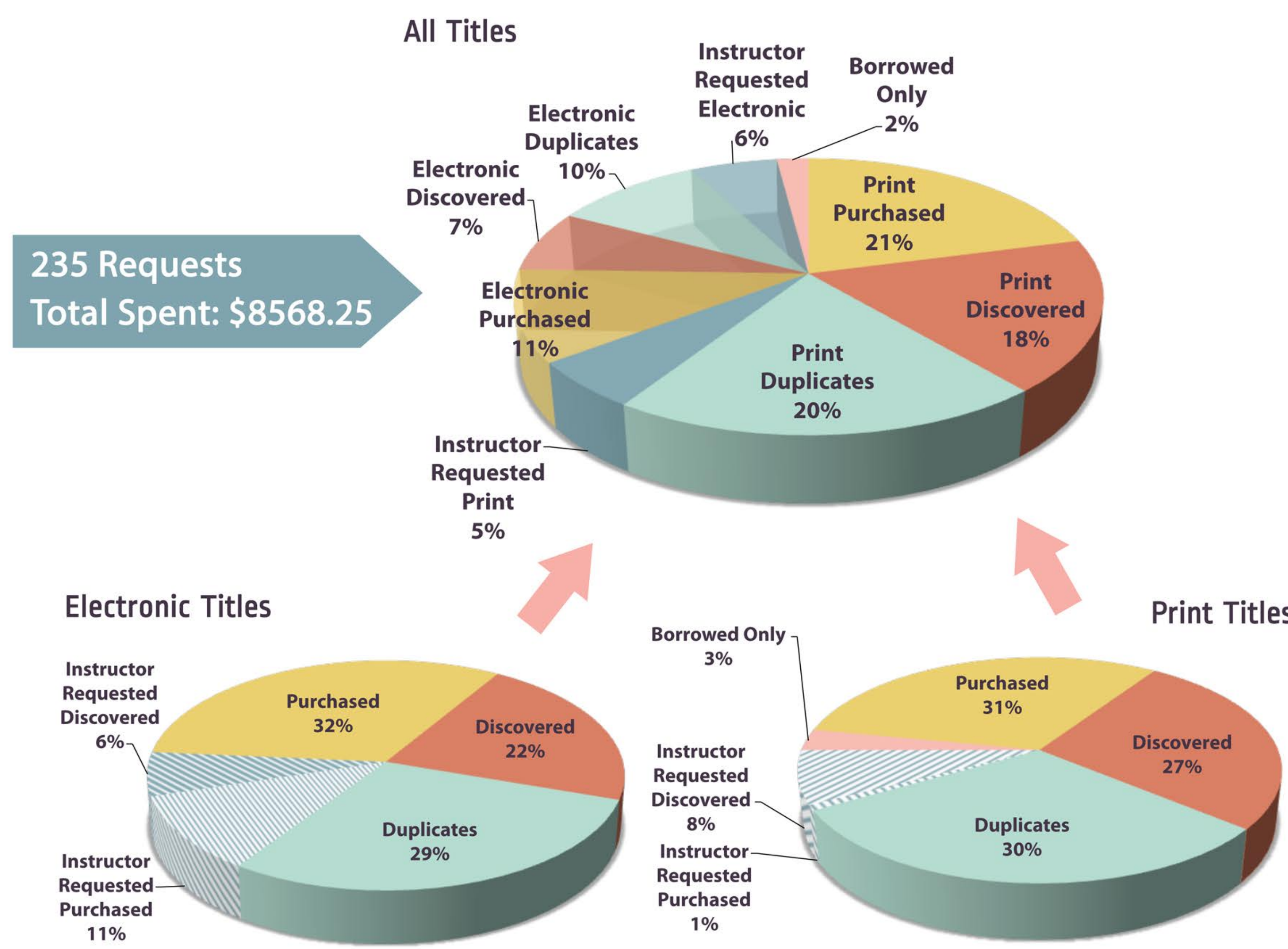


Fig. 5 Fall 2014 course materials obtained by format. Instructor requested items were discovered or purchased as a direct result of instructor knowledge of the project. Borrowed Only indicates we were unable to purchase, but succeeded in borrowing the material.

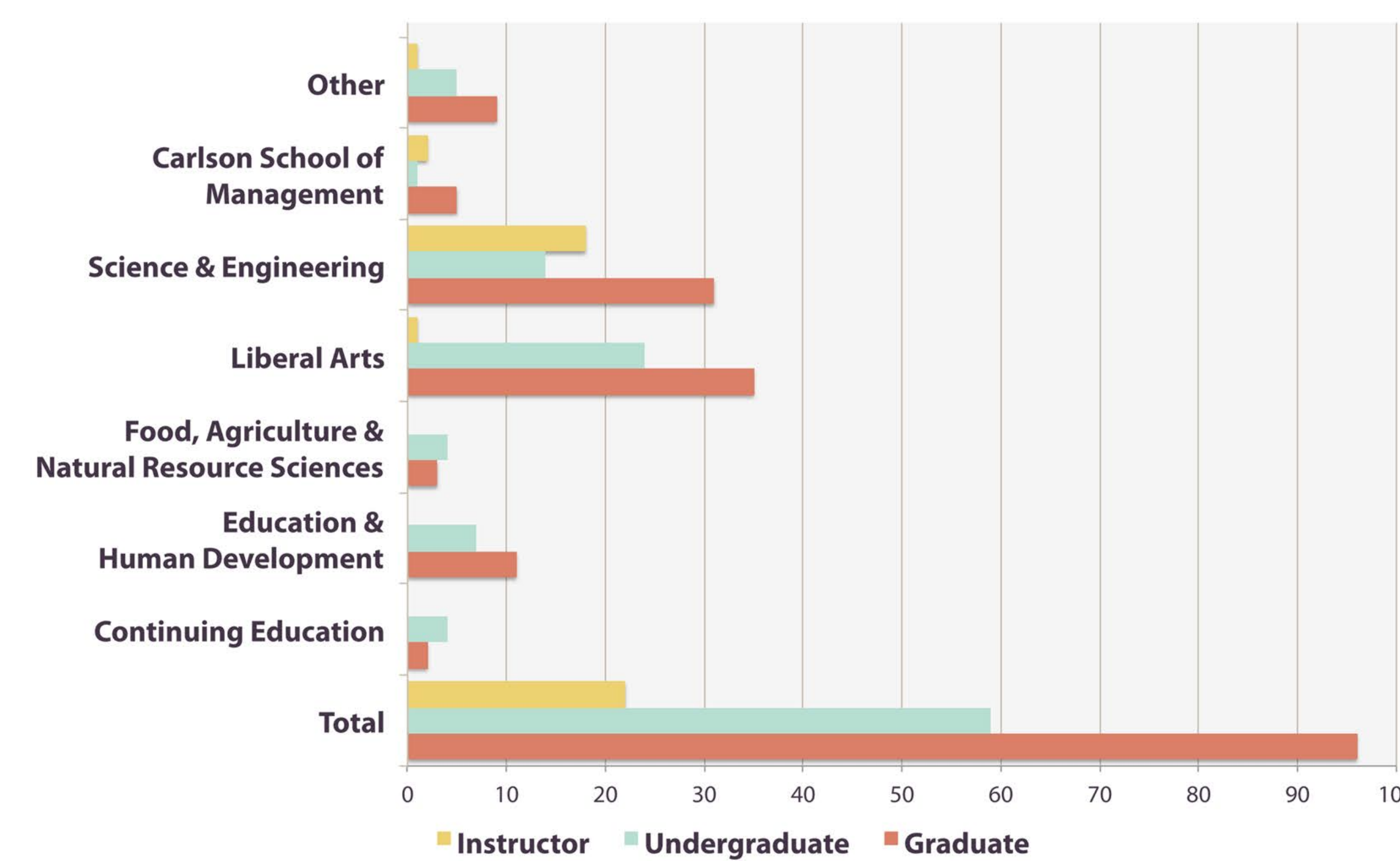
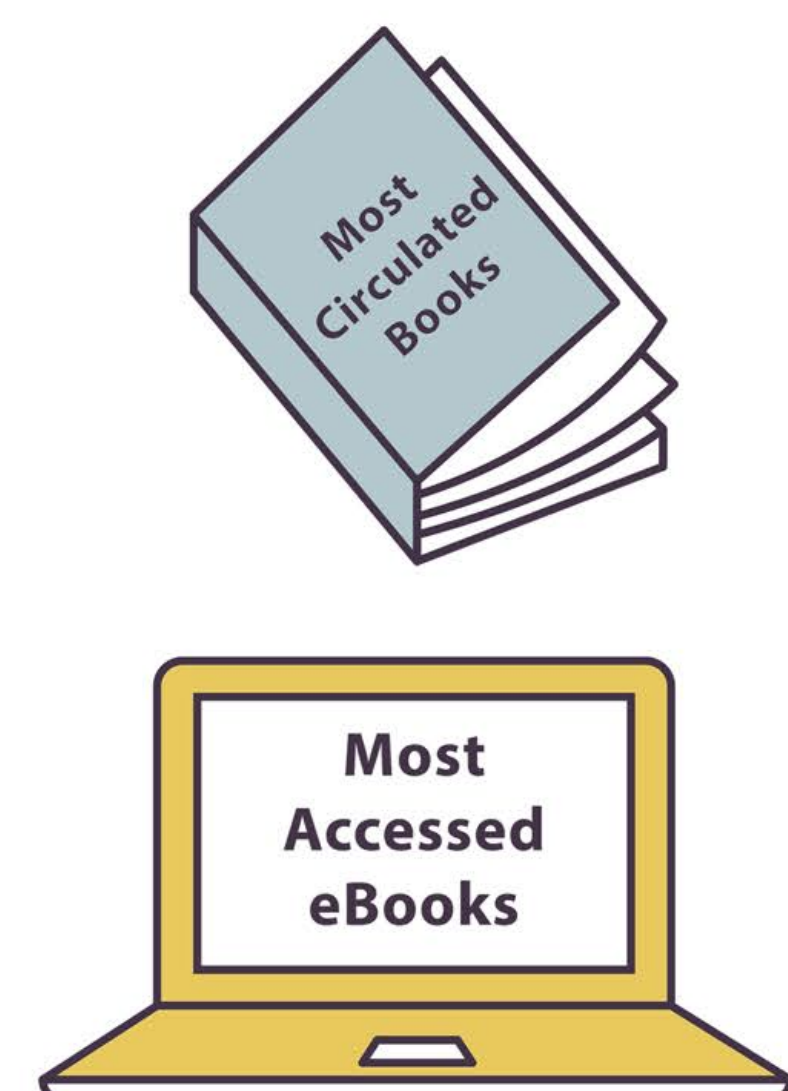


Fig. 6 The number of required course materials requested through ILL during Fall 2014, shown by academic and college status.



- Purchased: Analysis of Transport Phenomena**
Cost: \$152.95 Patron Status: Graduate
Times Circulated: 25
- Discovered: Direct Social Work Practice**
Cost: Already Owned Patron Status: Graduate
Times Circulated: 29
- Purchased: Reframing Organizations: Artistry, Choice, and Leadership**
Cost: \$113.75 Patron Status: Graduate
Times Accessed: 2635
- Discovered: Introductory Statistics with R Statistics and Computing**
Cost: Already Owned Patron Status: Graduate
Times Requested: 6 Times Accessed: 2144

Partners

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

UNIVERSITY OF MINNESOTA
LIBRARIES

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.

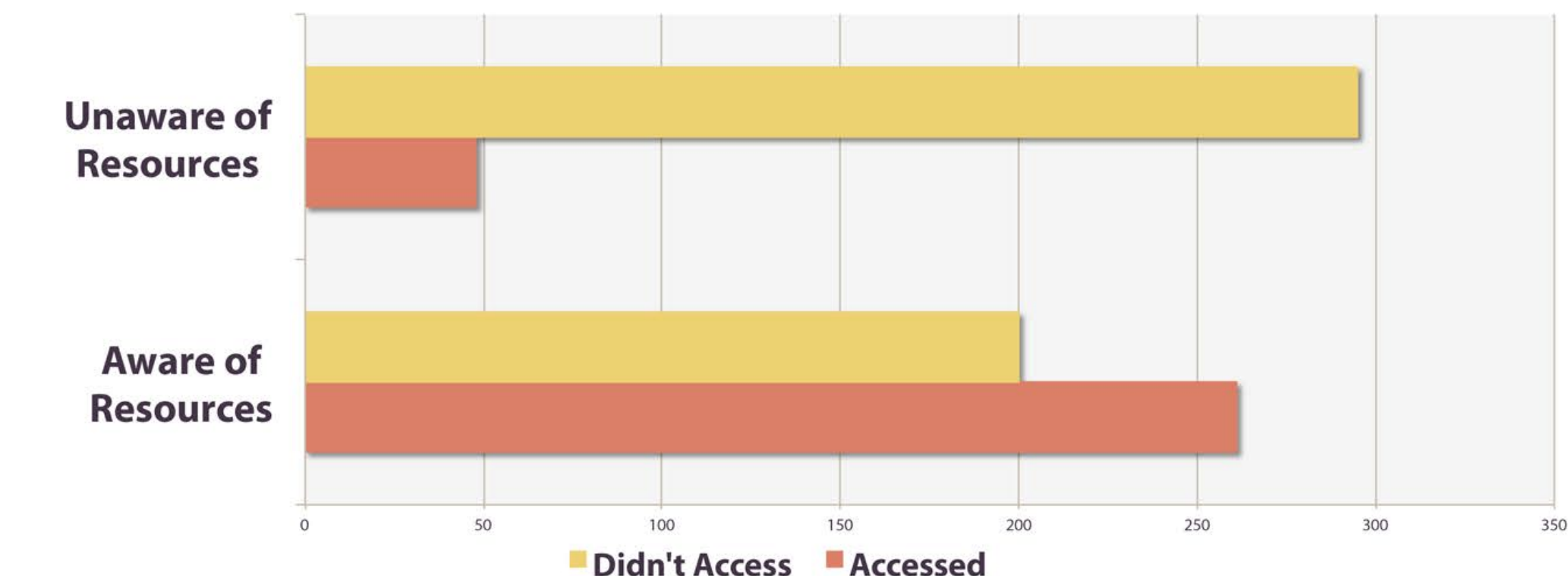


Fig. 7 The awareness and use of course resources available through the library by students during Fall 2014.

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

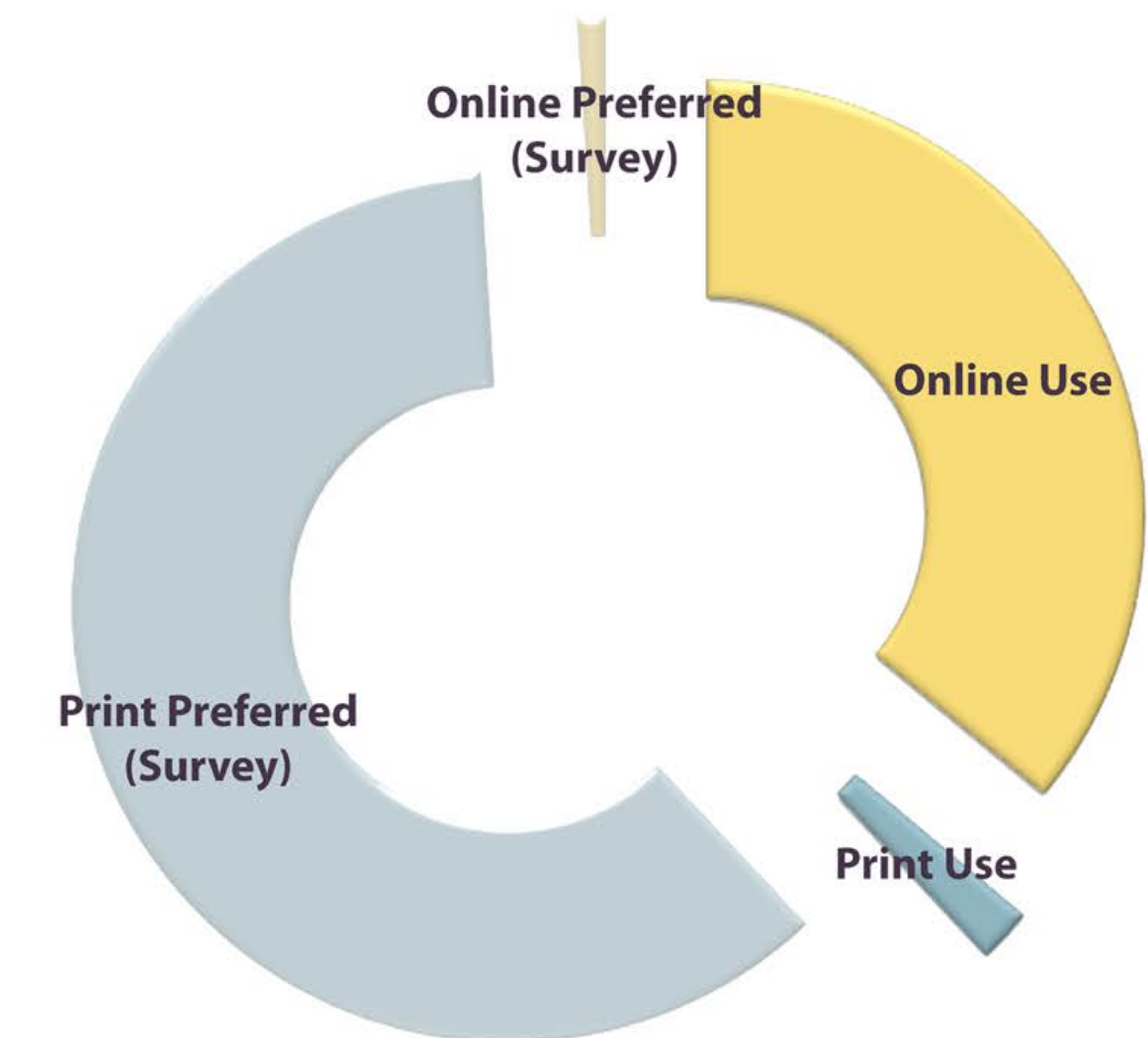
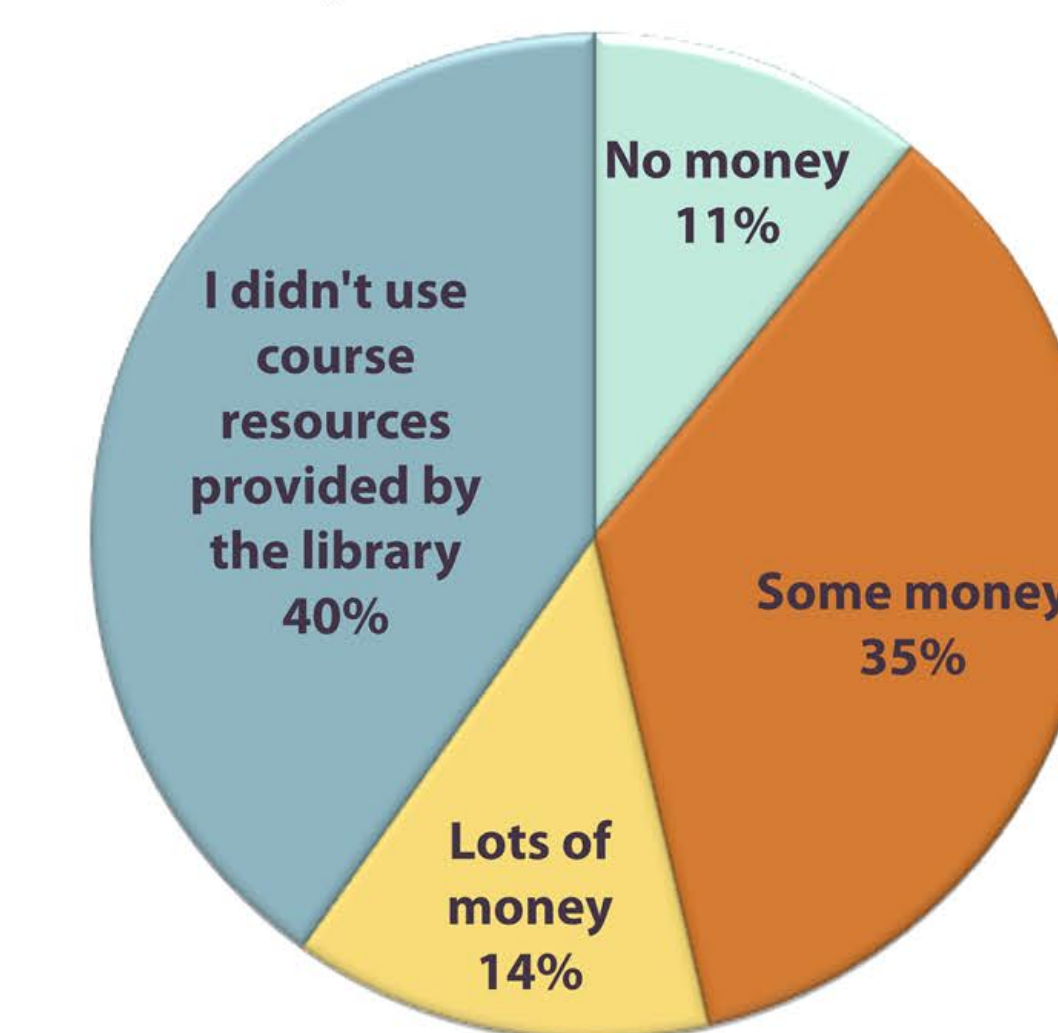


Fig. 9 The print and online preference as indicated in the survey vs. the actual print and online usage.

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 the first I have heard of this service. I will let my students know!"
- Elaine Tyler May
American Studies

"Thank you very much. This is a wonderful development. I will share this good news with my students."
- Larry Que
Chemistry

"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, Hubert 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