

# IT'S WORTH THE EFFORT

## Interlibrary Loan in an Ontario College Setting

Lori Hallahan and Dale Albrecht

### The Ultimate Treasure Hunt: ILL at Georgian College

- Supports Library and Academic Success Improvement Plan for all seven campuses in its ability to support student success through access to research
- Reflects college strategic plan by providing access to required research to support scholarship that connects students and employees
- Cost of the service 2018-2019 = \$6,179.67
- Department averages nine minutes per request
- Staffed by library technicians; three full-time and one part-time
- All services are always free of charge

### The Found Treasure: Value of FREE ILL services

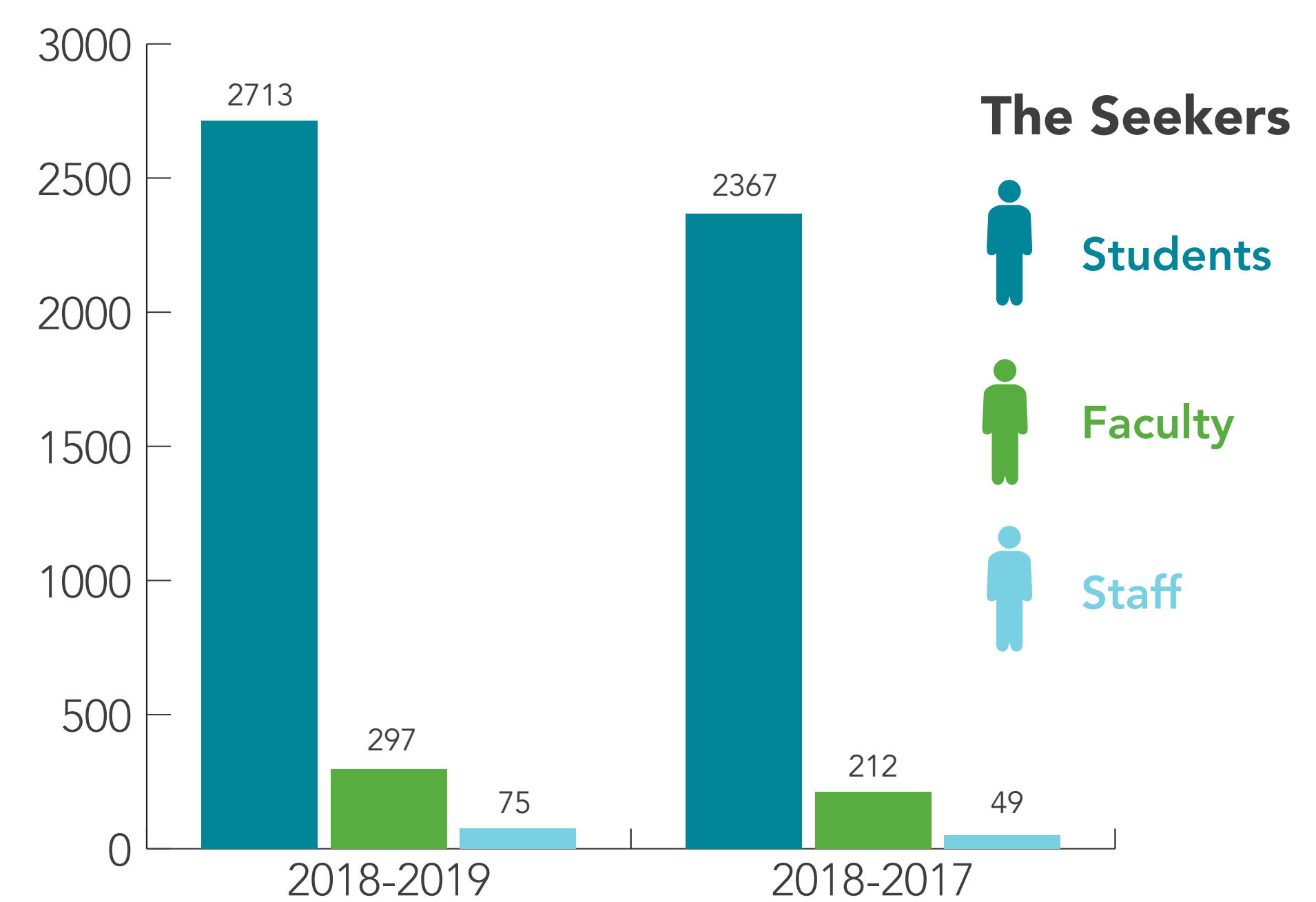
- Access to articles, books and videos to best support users
- Cost efficient to purchase individual articles when requested compared to full cost of database
- Information literacy support through individual email interactions



### The Service: "Get it FREE!"

- User focused language
- Jargon-free
- ILL form incorporated into 360 link resolver
- Promoted in Information Literacy classes
- It's working!

#### Request by user type

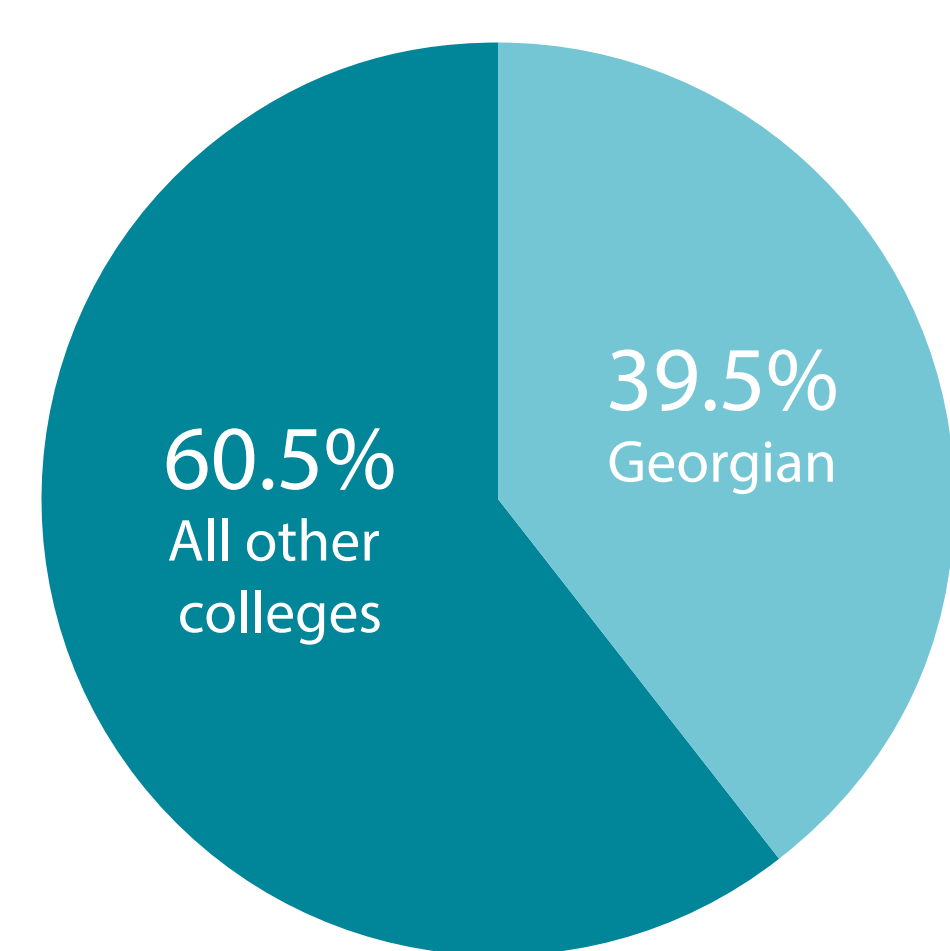


## The Statistics

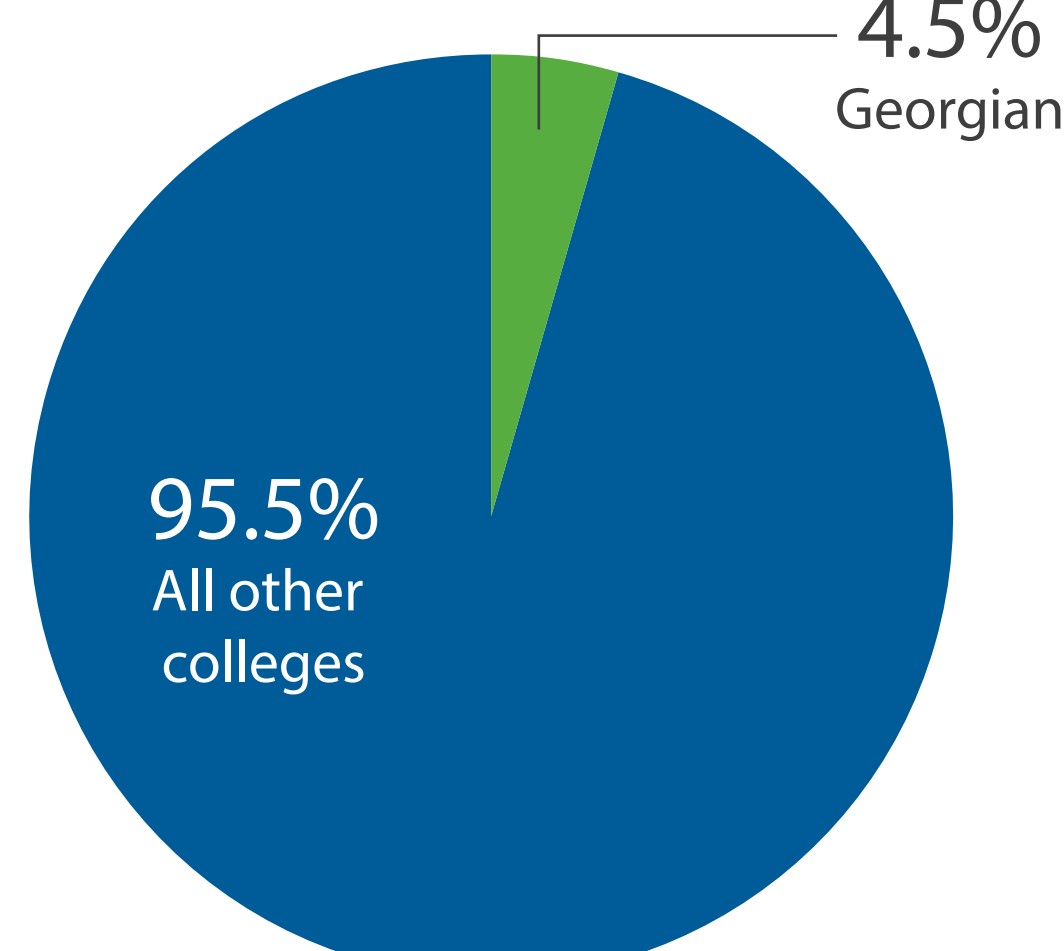
### Comparing the Loot: Ontario colleges 2016/17

- Georgian College completed over 39% of all ILL transactions
- Georgian College student FTE represents 4.5% of the reported total

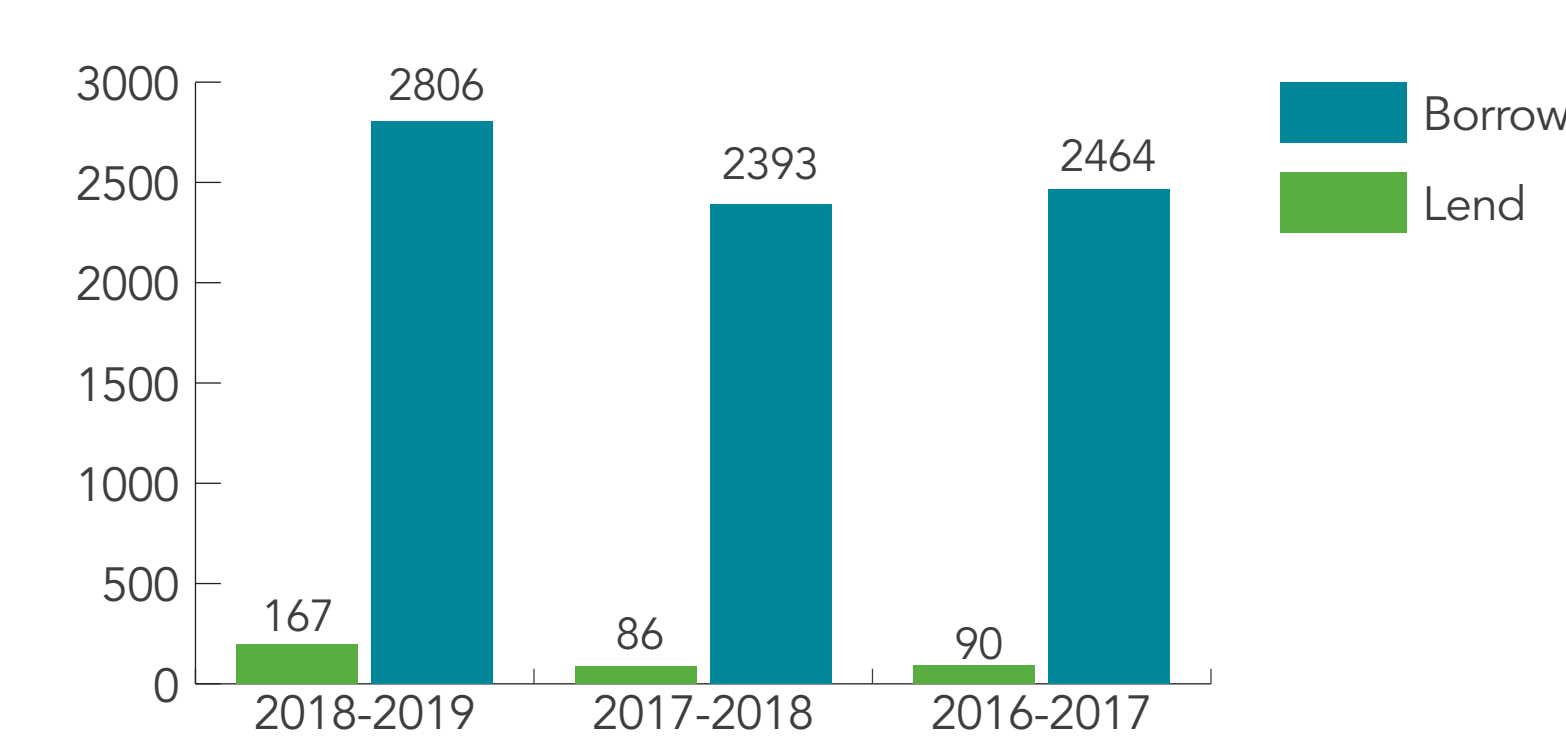
#### ILL transactions



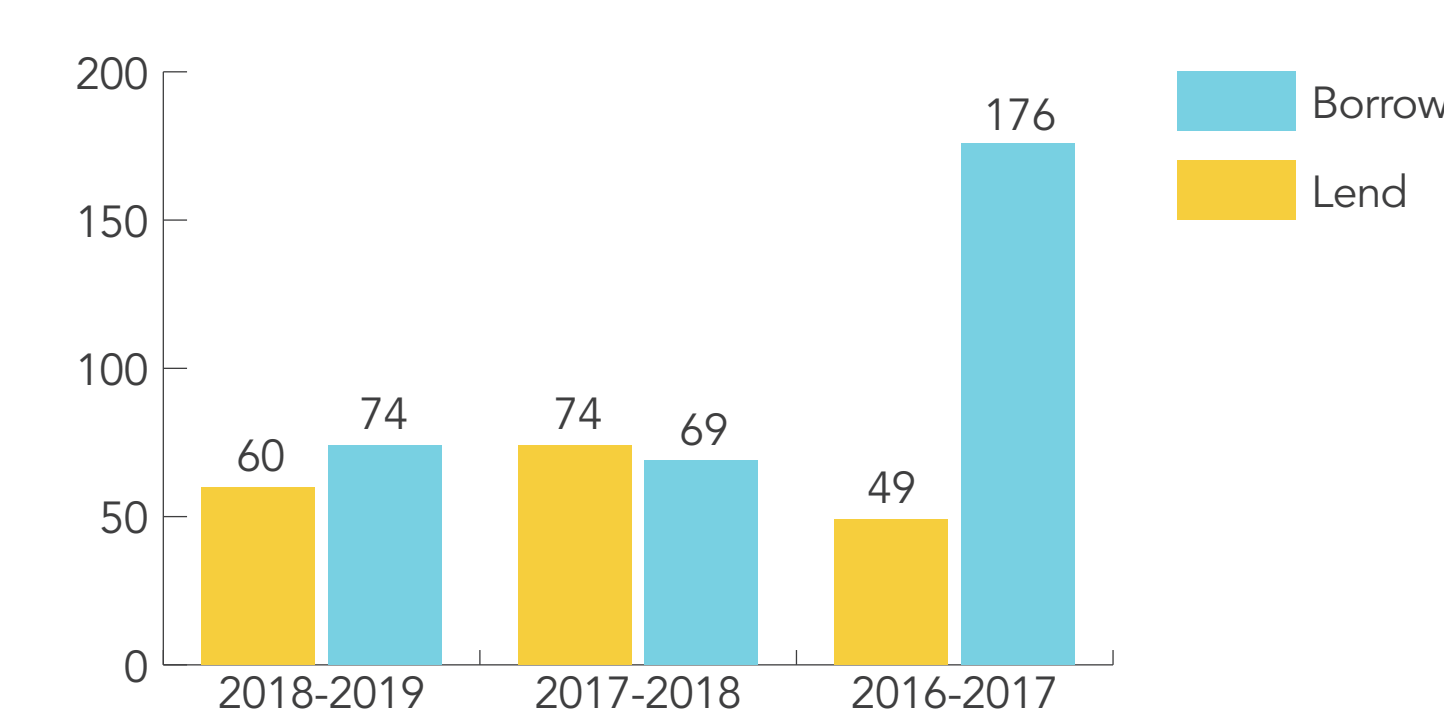
#### FTE



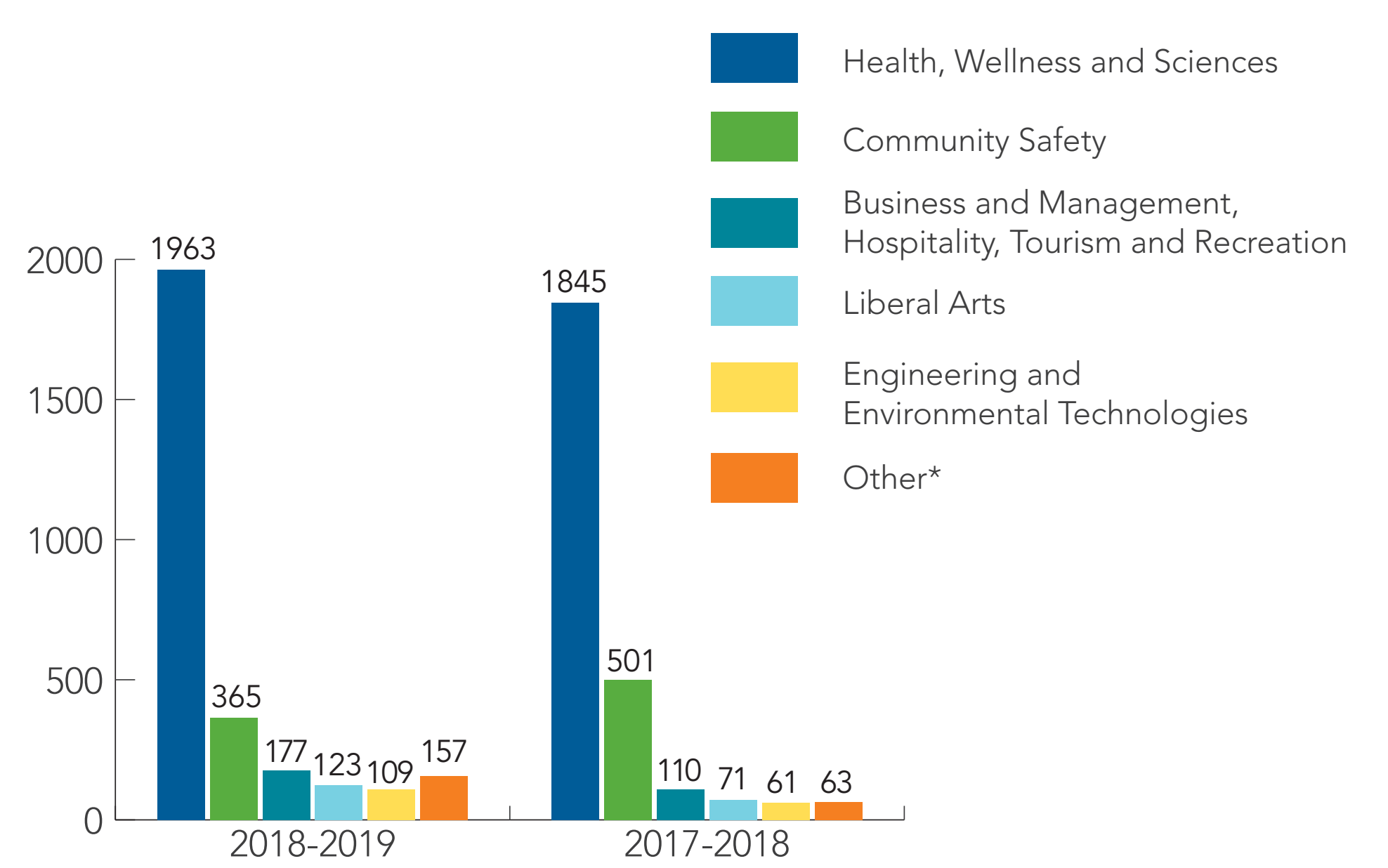
### Articles



### Books



### The portfolio comparison

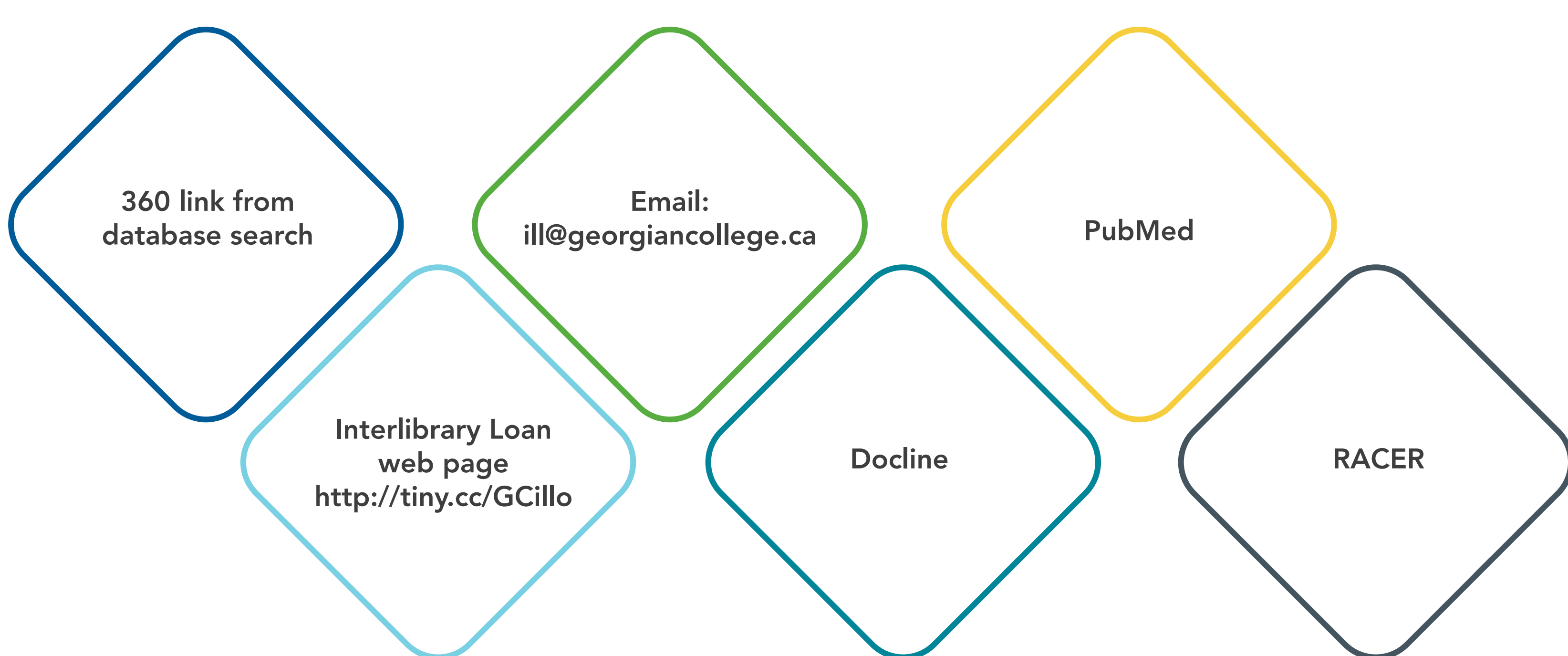


- Decline is essential to the success of fulfilling the majority of the Health Sciences requests.

\*Includes: faculty, staff, Centre for Teaching and Learning and all departments under the Entrepreneurship and Innovation umbrella.

## The Process

### The Adventure Begins: How we receive requests



### The Treasure Map: Organizing it all

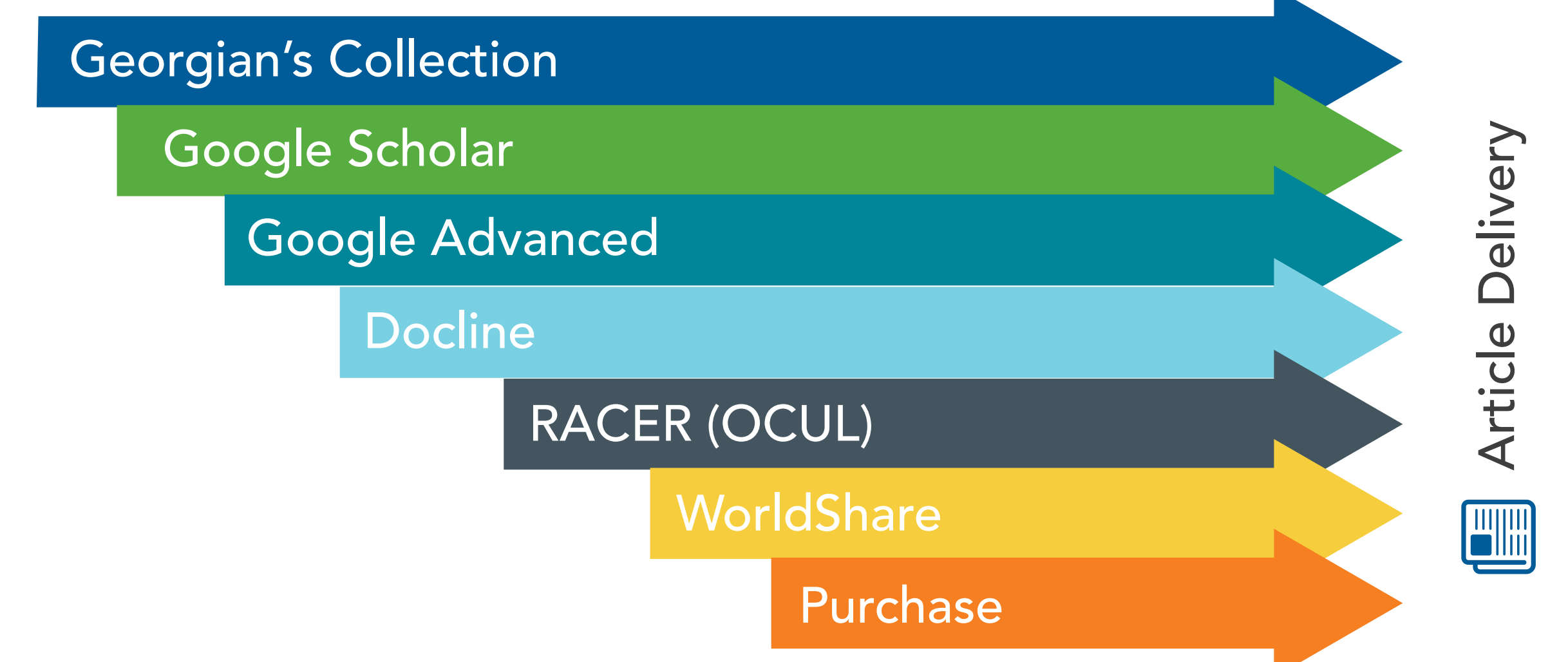
- Shared Outlook ILL inbox
- Colour-coded categories to label requests
- Customized standard signatures
- What our video: <https://tiny.cc/GCrequests>

#### Videos:

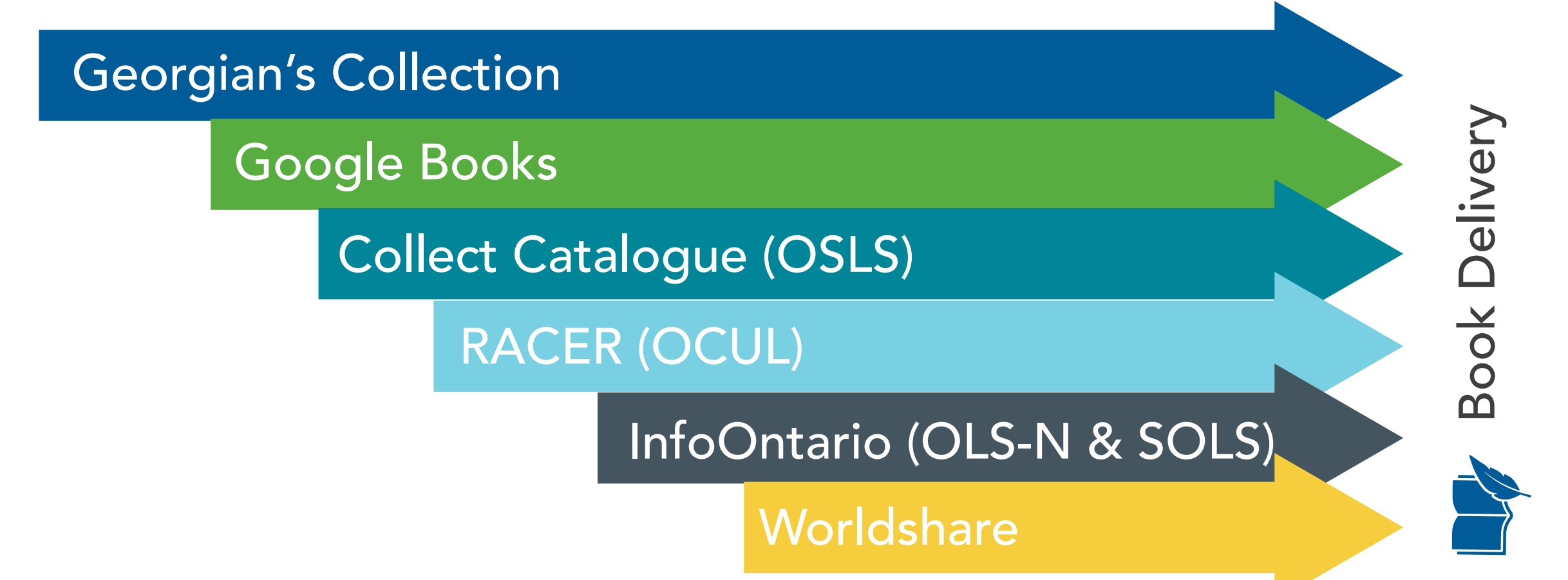
<https://tiny.cc/GCdocrine>  
<https://tiny.cc/GCracer>  
<https://tiny.cc/GCworldshare>

### Get Our Geek On: The treasure hunt!

#### Article Searching



#### Book/Video Searching



## The Rules for the Hunt: Copyright and Restrictions

All Interlibrary Loans adhere to the Canadian Copyright Act and licensing guidelines. Only Georgian students, faculty and staff may make a request: associated cost must harmonize with student needs.

## The Future: Discovery and Planning

- Become WorldShare lender
- Explore provincial college collaboration

### The Treasure Hunters:

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