### Wayne State University DigitalCommons@WayneState

Library Scholarly Publications

Wayne State University Libraries

3-1-2011

# Better... Stronger... Faster: Improving Your Skills Through Self-Assessment

Michael Priehs
Wayne State University, du6365@wayne.edu

#### Recommended Citation

Priehs, Michael, "Better... Stronger... Faster: Improving Your Skills Through Self-Assessment" (2011). Library Scholarly Publications. Paper 49.

http://digitalcommons.wayne.edu/libsp/49

This Conference Proceeding is brought to you for free and open access by the Wayne State University Libraries at DigitalCommons@WayneState. It has been accepted for inclusion in Library Scholarly Publications by an authorized administrator of DigitalCommons@WayneState.

## BETTER . . . STRONGER . . . FASTER:

Improving Your ILL Skills Through Self-Assessment

#### NAME

Any interlibrary loan professional with a desire to improve their skills and enhance their service.

LOCATION: Any interlibrary loan unit.

#### VARIABLES

- \* How well do you know your collection?
- \* Do you have the right equipment?
- \* How much time do you spend on requests?
- \* Can your workflows become more efficient?

#### MISSION

- \* We want to make the best use of our time.
- \* We want to make our units as efficient as possible.
- \* We want to achieve 100% CUSTOMER SATISFACTION. There is a library patron on the opposite end of every request.

#### **OBJECTIVES**

- \* Time yourself and your processes.
- $\times$  Ask questions of your staff.
- \* Encourage feedback from your customers.



DEPARTMENT of INTERLIBRARY LOAN

Fig. certies that the plantage is done is a significant of the Wigner time University Liberty Spans

ILL AGENT

Michael Priechs.

PK12 76543

"We can improve. We have the technology. We have the capability to build the world's best ILL department."