Timeline Assessment & enhancement can be a continual process.

You can always try to improve.

* Time yourself and your processes.
Keep a simple spreadsheet and track how long it takes you to complete various aspects of your workflow.

* Ask questions of your staff.
You can gain a tremendous amount of insight from the viewpoints of other staff members. Perhaps they can see things from a different perspective or their (mis)understanding of various aspects of ILL may enlighten you.

* Encourage feedback from your customers.
Not only your own patrons, but borrowing libraries as well.

For questions or more information contact:

Michael Priehs
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“We can improve. We have the technology. We have the capability to build the world’s best ILL department.”

DEPARTMENT of INTERLIBRARY LOAN

ILL

I LL AGENT  Michael Priehs

PK12 76543

LIBRARY SYSTEM

BETTER...STRONGER...FASTER:
Improving Your ILL Skills Through Self-Assessment
2011 ILLiad International Conference, March 24-25, 2011

Large-scale library assessment such as LibQUAL+ is invaluable to libraries, but smaller-scale assessment, or self-assessment, can provide nearly immediate improvement to your Interlibrary Loan department and your own professional skills.
Any interlibrary loan professional with a desire to improve their skills and enhance their service.

**LOCATION:** Any interlibrary loan unit.

An ILL department, as well as the entire library, is only as good as the team members and the services they provide. Today, perhaps more than ever, ILL is an absolutely crucial library service. It should be imperative that we improve ourselves and our units to provide the absolute best service possible.

- 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.

While we may not always have face-to-face interactions, we must remember there is a person placing every request. We want to do our best to get them the material as quickly and with as little resistance as possible. We want satisfied customers, whether they are in your library’s computer lab or halfway around the world.

**NAME**

**MISSION**

- How well do you know your collection?

Being very familiar with our collections can be a tremendous timesaver when processing requests, from simply knowing where the item is located to knowing specific holdings details to awareness of any potential lending limitations.

- Do you have the right equipment?

Create a spreadsheet and conduct an inventory of current equipment and a comparison of potential new equipment. Take a look at the potential positives and negatives to determine whether or not you should consider making a change. Begin with cost, but factor in time-saving and ease of use and integration, as well.

- How much time do you spend on requests?

A simple spreadsheet keeping track of how long it takes you to process requests, from the time it takes to route requests to how long it takes to pull a book to how long it takes to digitize or ship material may be valuable as a long-term comparison tool.

- Can your workflows become more efficient?

Are all of your steps necessary? Perhaps you could do something differently.
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