



WiLS- Reference and Loan ILL Service Meeting
October 6, 2009



Offer a Library Service That Will Win Users' Hearts!
Zheng Ye (Lan) Yang, Texas A & M University Document Delivery





A User's Perspective: Getting Out from the Back Room
Laurie Freund, Waukesha County Federated Library System
Karen Probst, Appleton Public Library
Eric Robinson, WiLS
Kelli Keclik, UW-Madison College Library
Todd Bruns, UW-Madison Memorial Library





Custom Holdings and Paths
Jeff Brunner, UW-Green Bay



BadgerLink and the Wisconsin Digital Archive
Martha Farley Berninger, Reference and Loan



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