

Access

ILL/Reference News

January 2005

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Amanda Manteufel



Dates to Note

January 17, 2005

Martin Luther King Day,
Memorial Library is closed.

January 14-19, 2005

Midwinter ALA Meeting in Boston, MA
a number of WiLS staffers will be attending.

February 22, 2005

WiLS is hosting the Wisconsin Digital Planning
Summit at the Pyle Center, Madison.

May 18, 2005

Spring WiLS OCLC Peer Council Meeting

July 19-20, 2005

WiLSWorld Conference, Pyle Center, Madison

More information about WiLS sponsored conferences, meetings, workshops and online registration can be accessed from the [WiLS events calendar](#).

2005 WiLS Hour sessions have been scheduled;
January 13, 9:45-10:45
ILL Statistics: Interpreting ILL User Activity with
Kathy Schneider

February 10, 9:45-10:45
Open WorldCat with Kirsten Houtman

March 10, 9:45-10:45
Updates to the ILL Service in FirstSearch with
Mark Beatty

To register for a WiLS Hour, go to directly to
WisLine Conferencing for this session: www.uwex.edu/ics/wlwreg/wlw_welcome.cfm

For Your Information

Prepare for OCLC ILL Web to Retire

As of May 1, 2005 OCLC will retire [ILL Web](#), Passport for ILL, ILL ME and ILLiad 6.x as access points for resource sharing activities.

For details, link to www.oclc.org/ill/migration.

Workflow Improvements

In a continuing effort to improve service to our member libraries, WiLS will be instituting some internal workflow changes in January.

In the past the majority of searching (to see if we own the item and where on campus it is owned) the 400+ requests we typically receive on an average day was done from 7-9 each morning following a 6:30 a.m. download. The requests were then distributed to the runners' boxes for retrieval in late morning/afternoon. There were also smaller downloads at other times of the day.

Beginning in January the majority of searching will follow a 3:30 p.m. OCLC download. There will also be a morning download to clean up any requests submitted in the evening (our time).

For libraries submitting requests to WiLS via our web page instead of through OCLC, those requests have always been and will remain downloaded immediately.

These changes will enable our student runners to get an earlier start in the day and, it is hoped, improve the processing time.

With the imminent (and hopefully, eminent) version of ILLiad 7.0, scheduled downloads will be a thing of the past and requests will be downloaded immediately in real time.

Please let us know if you have any suggestions on how we can improve our service.

-Bob Shaw

Ariel 4.0 and Backward Compatibility

Infotrieve is soon to release the new version of Ariel 4.0. While the new version will have many new useful features such as the ability to import PDF files and be installed on a network, some issues regarding the compatibility of Ariel 4.0 with earlier versions have recently come to light.

Within the last month it became widely known that Ariel 4.0 will only communicate with other Ariel 4.0 installations, as well as specially patched Ariel 3.4 workstations. This is a significant problem because once a library upgrades to Ariel 3.4 (patched) or Ariel 4.0, it will no longer be able to Send/Receive Ariel transmissions to/from other institutions unless they too have upgraded to Ariel 3.4 (patched) or Ariel 4.0. While the upgrade to Ariel 3.4 (patched) is free, there have been reports of problems. Purchasing Ariel 4.0 is expensive, with the cost of purchasing the 4.0 Upgrade (Send/Receive) around \$600, or Ariel 4.0 Full (Send/Receive) around \$1200.

Infotrieve is in the process of preparing a plan that specifies a coordinated global Ariel upgrade by region. Following this recommended upgrade plan will certainly be optional. Each library/institution will have to decide when (or if) the best time will be for them to upgrade.

WiLS has purchased two copies of Ariel 4.0, but has not yet installed them. We await the release of the Infotrieve global Ariel upgrade plan. WiLS will give careful consideration as to the best time to upgrade to Ariel 4.0. Since WiLS regularly sends Ariel transmissions all over the country (and the world), this will be a difficult decision for us.

-Allen Wenzel

For Your Information

Re: Listservs

Listservs are a great way for ILL staff to stay in touch with the burning (yea, I know I should use a snow analogy since Madison just got eight inches) issues of interlibrary loan. Many of the ILL offices around the state are one-person operations and those individuals seldom have opportunities to talk ILL shop with one's colleagues. Voila – ILL Listservs. Here are a few I find useful:

[ILLWeb](#)—This is a meta-site that lists about thirty ILL related listservs.

[ILL-L](#)—the main ILL listserv for all types of libraries around the world. It averages about 6-12 messages a day.

[ILLiad-L](#)—is the Listserv for ILLiad libraries. Wisconsin also has its own ILLiad Listserv – if you are not on this and want to be, email me and I will have Paul Moriarty put you on it.

[Arie-L](#)—If you are an Ariel library, you definitely should subscribe to this listserv, particularly in light of the issues of compatibility with Ariel 4.0.

[OCLC-Sharing-L](#)—Announcements, changes and enhancements to OCLC resource sharing services.

[Wiscat ILL Listserv](#)—provides a forum for discussion of ILL procedures, reporting of software bugs, offering ideas for software improvements or promoting tips and tricks.

The number of messages sent can overwhelm your inbox so I recommend filtering all your listserv messages into relevant folders.

- Bob Shaw

Re: Fall Reference & Loan Meeting

In November Chloe and Bob attended the fall public library ILL meeting at the Reference and Loan headquarters in Madison. Sally Drew gave some preliminary results of a resource sharing survey for Wisconsin that Reference and Loan initiated; in a future Access we will share the final survey results with you. The other big news was an overview of the Wiscat ILL upgrade that will shortly occur. There will be a number of cosmetic and functionality changes when the upgrade occurs and in the near future document delivery and ISO compliance will also be supported.

-Bob Shaw and Chloe Lauer

WiLS Reference Department Update

Update of newest arrivals of reference resources not online:

Oxford Companion to Indian Theatre
Congressional Quarterly's Guide to U.S. Elections
Living with Risk: A Global Review of Disaster Reduction Initiatives
Encyclopedia of Evaluation
Asian Christian Theologies
Oxford Companion to the Mind
Encyclopedia of Latino Popular Culture
And others too numerous to mention.

Don't these sound like fun? Remember the price of a Reference Request is only \$10.50. Email us at wilsref@wils.wisc.edu.

-Fran Metcalf

For Your Information

UW-System Libraries Use British Library Services—BRI INSIDE and BLDSC

In October 2004, the Council of Wisconsin Libraries began a program to explore the effectiveness of the British Library Document Supply Center to fill journal article requests quickly for materials not available in the UW System. The project included two access methods – the BRI INSIDE service and OCLC access to the BRI Document Supply Center. In both cases, UW libraries could order documents as needed and receive them quickly by Ariel, Fax, or Secure Download.

UW libraries (all 26 campuses) were provided with information about two services in a WisLine session and ten of them signed up to try out the INSIDE service for a short term trial. All twenty-six were encouraged to use the British Library Document Supply Service via OCLC which CUWL has funded for the fiscal year. Because WiLS works with these tools and with the libraries, WiLS has assisted with the project by handling the WisLine information session, the subscriptions and the billing.

During the test of the INSIDE service, participants tried all forms of delivery provided – including direct download, Ariel delivery (2 and 24 hour), Secure Electronic Delivery (SED 2 and 24 hour), and Fax delivery (2 hour and 24 hour).

Libraries found that one of the best methods for receiving articles from the INSIDE service was via Ariel because of the compatibility between Ariel and Odyssey. They liked the “immediate download” capability which was available on a large number of current articles but because the article had to be scanned for delivery via Odyssey it was very similar in speed to the 2-hour Ariel delivery which went directly to the patron within two hours of placement of the request.

The INSIDE database was a valuable tool which enabled an item to be searched and delivered quickly. There are not many of these kinds of tools available—particularly for social sciences and humanities. For this reason most participants said that it would be a good tool to subscribe to for the UW-System libraries.

The UW libraries will continue to use the British Library Document Supply Service via OCLC for the next year and evaluate its effectiveness at the end of the year. In addition CUWL is deciding whether to subscribe to INSIDE based on the results of this trial as well as to explore other fast methods to fill requests.

-Mary Williamson

Staff Profile

Amanda Manteufel

Allow us to introduce our new Lost Books and Overdues Coordinator, Amanda Manteufel. Amanda joined WILS in January 2004 during the last year of her undergraduate studies. When hired, she was an early morning searcher. She now handles renewal requests, overdues, and lost books.

Amanda grew up in Appleton Wisconsin and for several years, she competed as a gymnast at the elite level. She even trained with Bela Karolyi for a few summers! She came to Madison for her undergraduate studies and in December 2004, received her bachelor's degree in Spanish Literature and Latin American Studies.

In addition to working for WILS, Amanda works at Just Coffee (a local coffee roaster) doing brochure design and running their sustainable fund-raising campaign. She is very knowledgeable about tea as well in her role as the tea manager for Catacombs Coffeehouse. In her spare time, Amanda enjoys reading, knitting, running, biking, drinking coffee, and going to concerts. Her favorite book is *One Hundred Years of Solitude* by Gabriel Garcia



Marquez. She is currently reading *Corrections* by Jonathan Frazen, her favorite author in *The New Yorker* magazine. Amanda also enjoys movies and highly recommends *Amelie*, *I Heart Huckabees*, and *Motorcycle Diaries*.

-Joy Pohlman

Access NewsLetter

WiLS ILL and Reference News

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