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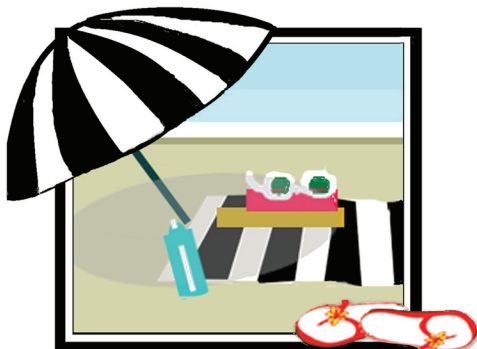
Staff Profile

- Kirsten Houtman

Dates to Note

WiLS Annual ILL Meeting

Just a reminder to hold Tuesday, September 26 on your calendar for the WiLS Annual ILL meeting at the Pyle Center in Madison. We are finalizing the agenda and, in early August, we will send an email with registration information.



July 20

WiLS Hour presentation on OCLC WorldCat Resource Sharing Update 11:00am to 12:00pm

Register at www.uwex.edu/ics/wlwwreg/wlwwel-come.cfm; click on Memorial Library; scroll down to WiLS Hour and Thursday, July 20, 2006

July 26-27

WiLSWorld Conference 2006
Pyle Center—Madison

Our keynote speakers are Stephen Abram, Vice President for Innovation at SirsiDynix; and Lorcan Dempsey, Vice President and Chief Strategist of OCLC. For conference details, see www.wils.wisc.edu/world.

As of July 10th, the conference was filled to capacity—registrations are no longer being accepted.

Conference Review

37th Annual Colorado Interlibrary Loan Conference

In late April, I attended this two day conference in Estes Park, Colorado. The conference was held at The Stanley Hotel, a beautiful historic hotel with breathtaking views of the Rocky Mountains and wild elk grazing throughout the valley. You can view a few conference presentations at the conference website (www.adlin.org/coloillconf).

George Needham from OCLC, the first keynote speaker, presented findings from a 2005 OCLC survey that studied information seeking habits and preferences of 3400 people, aged 14 and older. The survey drew a number of interesting conclusions and here is a small sample:

- People really feel confident about their personal knowledge and information seeking habits
- Most respondents do not see a difference between libraries and online sources
- People tend to dislike the institution/facility, but tend to like the people who work within
- Respondents want more books, more variety of materials, more computers, no more overdue fines
- Books are the brand of the library and this will likely never change

After George, three members of the Rethinking Resource Sharing Initiative Policy and Cultural Issues Group presented the group's manifesto which details policies that outline their belief that an individual should be able to obtain whatever s/he wants, whenever and wherever it is globally, and however s/he wants to receive it. Some of the radical ideas put forth by the group include:

- Idea of "floating stock": when a user returns to his/her home library an item borrowed from another library, it is simply left in that library's system until another user requests it.
- Discontinuation of loan periods and overdue fines

- Digitizing on demand
- Employing services such as PayPal to make payment of services more end-user focused

These are just a few of the ideas and proposals put forth by the committee. You can read the seven-page document and view at their blog at blog.adlin.org

Coming all the way from the United Kingdom for this conference, Mike McGrath (editor of the journal "Interlending and Document Supply") spoke primarily about how the boundaries between traditional interlibrary loan and document delivery are blowing as well as how big document suppliers are shrinking; document supply has dropped 50% in last 5 years and continues to drop. Some reasons for this are:

- Publishers and vendors are selling more in package deals
- Mass digitization: Google project, NetLibrary, e-books, etc.
- Retrospective conversion (JSTOR)

Other speakers included Don Gallegos, a former vice president of King Sooper supermarkets and author of "Win the Customer, Not the Argument", who gave an entertaining customer service talk; Deirdre Mulligan, law and technology professor at UC-Berkeley School of Law, who spoke about copyright, privacy, and free expression in the digital age; and Dana Dietz from OCLC, who gave an update on up and coming features in Connexion and WorldCat Resource Sharing

Overall, it was an outstanding conference! Next year's conference will be held April 26-27, 2007 in Colorado Springs.

- Joy Pohlman

For Your Information

FY 2006-07 New Fees

The new fee schedule for 2006-2007 began July 1st. The ILL basic request will be \$5.82 (requests searched only on Madison campus/State Historical); if a request is referred off campus, it will be an additional \$9.94; the ILL referral credit (if you fill for WiLS) will be \$5.82, the ILL Request Express (rush request) is \$11.07, and a reference request is \$12.50. For all the details, please see www.wils.wisc.edu/fees/feela.html

Statistics

WiLS finished the fiscal year having received 117,557 lending requests from July, 2005 through June, 2006, a slight increase from the 117,265 requests received the previous year. Our busiest week was the period from February 19-25 when we received 3,162 lending requests. The busiest month was February followed by March and October.

WiLS Shipping Address Updates

WiLS ILL receives nearly 118,000 requests annually and we send articles, books, and film all over the world. We can, fortunately, rely on the services of the South Central Library System Delivery System (Red Box) for almost all the materials sent in Wisconsin. However the majority of our materials are shipped via UPS or USPS. We have found that when sending this much material to such a variety of locations, too often the mailing address that is retrieved from our ILLiad database is either incomplete or incorrect.

To resolve these errors, this summer we have undertaken an extensive revision of the address information in our ILLiad database.

WiLS ILL has been diligently working to update

errors and finding changes in the address before we actually send to institutions in the future. We found, during this process, that often the most current and reliable information comes from the requests themselves. Many institutions update their OCLC and webform addresses before they make changes to the OCLC policies directory. These updates not only reduce the 'turn around' delay that occurs with an incorrect address but eliminates charges that courier services like UPS charge when an address is incorrect.

Not only are updates being done to the address, but also efforts are being made to analyze 'preferred' delivery methods to many of the institutions we serve. With electronic delivery options becoming more flexible, many institutions have multiple options to receive electronically delivered articles. We will be updating Ariel, pdf, and fax information, and finding the single delivery method that our borrowers prefer.

WiLS ILL strives to not only provide one of the larger collections in the U.S. to the state and world, but also to deliver our collection in a timely and well-served fashion.

- Eric Robinson



