

Access

ILL/Reference News

October 2007

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Dates to Note

Upcoming events

October 23-24

ILL Basics and ILL Tricks Workshops hosted by
Marathon County Public Library (Wausau)

October 30

WiLS OCLC Peer Council Meeting

November 8

WiLS Hour: CONTENTdm 4.3

December 13

WiLS Hour: ILLiad Questions & Answers

January 11-16

Midwinter ALA (Philadelphia, PA)



See **WiLS Web calendar** for event information and updates on WiLS online offerings: WiLS Hours, Connexion Editing Techniques, Virtual Reference Best Practices.

Conference Review



2007 ILL Meeting Overview

(www.wils.wisc.edu/events/ill07)

How Are We Doing?

Paul Drake, head of ILL at McNeese University Library in Louisiana, discussed benchmarking—a management tool that he says helps direct and facilitate change. He says the important thing is identify numbers or data from comparable institutions that will serve as benchmarks to compare your library to. He emphasized also that benchmarks continue to change and using them insures that you will do so also.

As an example of the way things are changing nationally, he reminded us that there was a time when several weeks was a good turn-around-time in interlibrary loan. Now that number is down considerably—to eight days for loans, and 24 hours for articles.



the libraries in the system which gave him some goals for turnaround time and fill rate.

Because he is in a group system on ILLiad, he was able to look at all the statistics in the system (as would be the case for the UW-system libraries as a group on ILLiad). He was able to pull the data and discover averages for

For example, he was able to look at each major part of the borrowing process: Time from entered by patron to being processed by ILL staff, Time from processing to sent, Time from sent to received, Time from Received to Patron notified.

In the end, by changing his custom holdings suppliers to better suppliers and streamlining his internal processes, he was able to improve his borrowing turn-around by two days – the standard in the system was 8 days, he got his average down to 6. He did the same thing with Lending, providing article processing in half the time of the average for the system.

In looking at the data he provided, I thought that it looked like McNeese will set the new benchmarks for others in his group to achieve.

- Mary Williamson

Mark Beatty's OCLC Update

Mark did his usual outstanding job in updating the audience on what's new in OCLC. The following is a synopsis of his presentation:

Mark is planning on organizing an upper Midwest ILLiad User's Group consisting of ILLiad sites in Wisconsin, Minnesota, North Dakota, South Dakota and perhaps a couple of other states. Details are still being thought through but stay tuned for further developments on this score.

If you want to receive the weekly OCLC/WiLS email newsletter, contact [Mark](#).

OCLC Registry – The registry is one place where data about your institution and its services can be kept. It will merge with the OCLC policies directory. There are three goals: data quality, institutional policy information, and an integration of the administrative module.

Mark also touched on OCLC's Montana home delivery project and discussed some future projects including an OCLC buying club for delivery services with tracking.

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Conference Review



...OCLC Update

Mark discussed recent enhancements that OCLC has made to Worldcat Resource Sharing: batch labeling, archive searching

by a number of fields, increasing the number of requests displayed to 99, a new ISO category called “not licensed to fill”, and “not found as cited” stopping the request. In the future the following enhancements are scheduled to take place: additional policies directory deflection based on MAXCOST and age of material, PDF output of request printing and bookstraps, and lenders ability to undo a shipped request, IFM upon shipped.

Mark then talked about WorldCat.org, identities, and WorldCat Local.

- Bob Shaw



Staff Engagement

Jo Ann Carr, Director of the CIMC (Center for Instructional Materials and Computing) gave a great presentation full of practical advice on how to keep employees engaged in the

workplace. Nine management tips for creating and sustaining employee engagement provided the framework for her talk: let go of negative opinions; make sure employees have tools to do their jobs; provide clear expectations of values and visions; know employee goals, stressors, and how they define success; train and retrain in problem solving; ask “how are you doing”; pay attention to stories and rituals; reward and recognize in meaningful ways; and finally, be consistent. Jo Ann spoke in depth

about each of these recommendations, described what has proven successful at the CIMC, and provided examples of things you can do to improve staff engagement in your workplace. For instance, celebrate birthdays, anniversaries, accomplishments, and new ventures. Maintain a sense of humor about ourselves. Hold regular meetings for all staff and make sure all staff are represented at smaller meetings. Make sure all staff are fully trained and cross trained. Express and show appreciation for a job well done. Make finals week care packages to give to students at the end of the semester. These were just a few of Jo Ann’s suggestions for successful staff engagement. You can view selected slides from her presentation on the website for this year’s annual ILL meeting.

- Joy Pohlman



Home Delivery: Direct Delivery from Lending Library to Patron Borrower

Bruce Smith discussed one pilot project and three continuing projects by public library systems.

The pilot project is the Montana/OCLC NCIP and Home Delivery Pilot involving thirteen libraries (test.msl.mt.gov/For_Librarians/pilotprojects.asp). One part of the project involved using NCIP protocols to have libraries share circulation information to each other. The home delivery piece began in May, 2007. In a survey, patrons were very satisfied with the home delivery service, the speed of delivery of the items, and the options for returning material. Most of the material arrived within three to five days (46%). The main reason patrons requested home delivery was for convenience (73%), lack of time/too busy to get to the library (29%), and library hours are not convenient for me (12%). 88% used the postage paid mail return while 13% took the items back to the library. 40% of the respondents said they would not pay for this service if there was a fee.

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Conference Review

...Home Delivery

Orange County Library System, Orlando, FL

(www.ocls.info/flashDefault.asp?bhcp=1)

The Orange County Library System began home delivery in 1974. Patrons can choose to receive items delivered to their home (by private courier or USPS), but the patrons are responsible for returning items back to the library at their own expense. This home delivery project has been promoted as a “green alternative” (greenorlando.com/teamwork/the-library-delivers.html).

Topeka and Shawnee County Public Library, Kansas

(www.davidleeking.com/2006/10/12/the-missing-piece-of-the-library-netflix-model)

Again the items are mailed but the patron is responsible for returning the items. Patrons have indicated that it is one of the most important library services they receive. In 2006 they shipped 147,000 packages at a cost of \$1.80 per package.

Multnomah County Library, Portland, OR

(www.multcolib.org/services/booksbymail.html)

Patrons are charged \$2 per item mailed. They send a payment envelope with the item for the patron to send in payment. If the item is returned with no payment, the charges are applied to their library card. Patrons must either return via a branch or pay to mail back.

-Bob Shaw

Odyssey Standalone Session

(Presenters: Bob Shaw and Allen Wenzel)

Odyssey Standalone is another option that institutions can use for electronic delivery in addition to Fax, E-Doc, EMail, Ariel, and Odyssey (within ILLiad). Odyssey Standalone can send and receive documents between other Odyssey (Standalone and ILLiad) sites. Odyssey Standalone can do all of the same image manipulation functions that Odyssey (ILLiad) can do. Odyssey Standalone cannot post documents to the web for delivery, and is not an ILL Request workflow application.

Odyssey Standalone is free! It works very well, and it's use is steadily increasing. It's well supported by Atlas. Increasing frustration with Ariel has

contributed to the greater use of Odyssey.

Odyssey (ILLiad) is being used by most of the UW-Colleges and UW-System Campuses, as well as the several private institutions that have ILLiad. About 70% of the Filled Article Requests that WiLS processes is done via Odyssey. Nationally, about half of the ILLiad institutions use Odyssey, and in OhioLink, Odyssey is the standard electronic document transmission application.

Before using Odyssey, institutions need to edit their Policies Directory to include their Odyssey IP Address and indicate that they can deliver and/or receive via Odyssey. Constant data records should be edited to include the Odyssey IP Addresses. Holding Groups and Paths should be reexamined to take advantage of other institutions use of Odyssey.

Ariel and Odyssey cannot send/receive to/from one another. Both applications can reside on the same machine and can both be running simultaneously. There are some Twain driver issues when scanning.

Technical requirements for Odyssey Standalone include a Static IP Address, an attached scanner if filling Lending requests, and a firewall configuration involving Port 7968. Odyssey Standalone can easily be obtained from Atlas at www.atlas-sys.com/products/odyssey. The Odyssey Standalone install procedure is an easy two step process, just accept the defaults during installation. After Odyssey Standalone is installed, you just need to finish initial configuration by setting the System IP of the workstation it's running on, and adding entries in the Address Book of those institutions filling Lending Requests for.

That's it! Odyssey Standalone is ready to run.



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Conference Review

...Odyssey Standalone Session

Odyssey Documentation

There's additional Odyssey Standalone documentation on the Atlas System's website www.atlas-sys.com. In addition, Brian Miller of OSU has written an excellent Odyssey Standalone FAQ located at <https://www.illiad.osu.edu/illiad/osu/lending/odysseyfaq.html> furthermore, an

Odyssey listserv can be joined by sending an email to Odyssey-L-join@iris.atlas-sys.com (leave subject and body blank).

If you have any questions, need further Information, or are interested in testing Odyssey Standalone, please contact: Bob Shaw: 608-263-8731, reshaw@wils.wisc.edu or Allen Wenzel: 608-265-0580, alwenzel@wils.wisc.edu

- Allen Wenzel

For Your Information

RapidILL Goes LIVE!

(See: <https://rapid2.library.colostate.edu/default.aspx>)

Last time I wrote about RapidILL in April for Access, WiLS and GZM were in the midst of planning for a major shift to borrowing and lending a portion of our article requests in 24 hours. Since the beginning of October, it has been a phenomenal success.

The great hope of filling for ones own patrons in 24 hours at 0 cost per item has been an ideal a long time coming. Borrowing's ability to now do this for GZM, while getting these same materials from quality power lenders, has been icing on the cake. From start to finish this has been a dream come true.

Wisconsin Library Services has been privileged to be asked supply the articles that are 'lent' by the University of Wisconsin-Madison for RapidILL. We are the organization that must fill this institution's articles in 24 hours, or they are removed from the services of this software community. The pressures of high article turn over from several portions of the collection have been invigorating out of the gate. We are hoping to open up our ability to supply from the greater portion of the GZM collection for lending in the near future. As for now, WiLS is only filling RapidILL requests from the Memorial, Music, and Historical libraries with restricted use of the online collection that is licensed for ILL usage.

This venture has opened our eyes to the abilities of those institutions that share interests, and are willing to subject themselves to a higher standard. Discussions of a state wide Rapid group are idealistic, but certainly must be balanced with the demands of the resource sharing landscape in the state. My naïve perspective hopes that we can find a means of getting as many voices to the table when it comes to our states shared ILL needs and start to live up to a growing expectation of faster article turn around from all our patrons.

-Eric Robinson

WiLS Member Survey Results

In the spring of 2007 WiLS contracted with Morrill Solutions Research for a survey to assess WiLS services and provide some strategic information that WiLS could use in planning new services and managing existing ones. A short, online survey was distributed to individuals in libraries and in cultural heritage institutions across the state – including both member and non-member institutions. Five hundred and forty-four people responded.

As a consortium of over 500 libraries that was established to facilitate resource sharing, the motivating force behind WiLS is to serve as a partner to libraries, and more recently to other cultural heritage institutions, within Wisconsin by helping to stretch technology budgets and deliver better services to patrons.

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For Your Information

...WiLS Member Survey Results

While a full report of this survey has been sent to various groups and posted on the website, the following are some highlights that I thought would be of particular interest to interlibrary staff.

- Overall, people view WiLS services favorably and of the 60% of respondents who used WiLS ILL, most thought that it was a good value relative to cost, that the turn-around-time was good and that the staff was responsive to ILL requests and issues.
- Members place a high value on WiLS leadership and “facilitating collaboration” roles.
- When asked to identify “problems encountered” in using WiLS services, 94.6% of the responses were “rarely or never” encountered problems.
- Respondents from institutions that are not currently WiLS members found the survey to be a learning opportunity – they were unfamiliar with WiLS and interested in knowing more
- There is some confusion within the WiLS member community about the WiLS organizational structure, governance and mission

As a result of the study, we will increase focus on facilitating library collaboration, increase work on streamlining procedures with interlibrary loan, proactively seek to develop new partnerships and improve working relationship between WiLS and DLTCCL, improve availability and clarity of information on costs of WiLS services, create and distribute information to explain WiLS governance, organization and mission, discuss results of Survey and seek input on plans to address member concerns at library conferences and other constituency meetings, and proactively distribute information about WiLS services to institutions not currently WiLS members.

- Mary Williamson

Reference Service News

The following are just a few of the latest arrivals in the reference collection. You may contact us through wilsref@WiLS.wisc.edu, if you need information from these or any other reference resources you don't presently have.

Hutchings, Noël (Noel), [comp]. *The Collaborative Bibliography of Women in Philosophy*. ed. by Noël Hutchings and William D. Rumsey. Philosophy Documentation Center, 1997. 375p ISBN 0-912632-65-8, \$39.50. Reviewed in 1998sep CHOICE.

A version in printed form of the editors' online project. This is a compilation of philosophical works by women, expanded and corrected through Web site interactions. It aims to be current as well as comprehensive in time period and geography; this print “progress report,” which has more than 11,000 entries, is a strong start, though one can find some additional works in cumulations of The Philosopher's Index. Coverage is deliberately broad: topics include feminist interests beyond traditional areas of philosophy; works are primarily scholarly publications but range to media and popular magazines; and well-known philosophers like L. Irigaray and S. Langer are joined by many authors of single works (including theses, chapters, even some poems). Secondary sources are given only for early philosophers for whom no writings are extant. Arrangement is alphabetical by author, and there is an index of general subjects and of persons named in titles. Reference works on women philosophers are a recent phenomenon, welcome in a discipline dominated by males (e.g., *History of Women Philosophers*, ed. by Mary Ellen Waithe, 4 v., 1987-94 or Ethel M. Kersey's *Women Philosophers: A Bio-critical Sourcebook*, CH, Feb'90), but this work is different. As testimony to the level of women's activity in philosophy and perhaps as a networking tool, it has value. For some areas, like feminist epistemology, the gender of an author can hold interest, but one questions why this distinction might matter for a work on, say, Locke or logic or literature. Recommended for strong collections in women's studies or philosophy. — M. H. Loe, SUNY College at Oswego

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For Your Information

...Reference Service News

Lobban, Richard. *Historical Dictionary of the Republic of Cape Verde*. 3rd ed. by Richard Lobban and Marlene Lopes. Scarecrow, 1995. 336p bibl (African historical dictionaries, 62) ISBN 0-8108-2918-5, \$49.50. Reviewed in 1996 Jan. CHOICE.

The first two editions of this work included the West African nation of Guinea-Bissau, but for the third edition the two countries were given separate volumes, both written by Lobban. Cape Verde is a small West African island nation colonized and owned by the Portuguese until 1975 when it received its independence. Lobban (anthropology, Rhode Island College and a leading expert on Portuguese West Africa) has written a historical dictionary of high quality, better than most in the series. The first edition (CH, Jun'80) covered both countries and was only 193 pages in length. The volume begins with a 34-page chronology filled with information and focusing on events since independence. Most entries in the dictionary section provide adequate information on their topics. The 98-page bibliography by Marlene Lopes (special collections librarian, Rhode Island College) is one of the best general bibliographies available on Cape Verde. The general introduction, had it been longer, might have better placed the island in the Portuguese and African context. For specialists and research libraries.

- M. L. Grover, Brigham Young University

The Cambridge dictionary of sociology. ed. by Bryan S. Turner, Cambridge, 2006.

comprehensive, alphabetical listing of major sociological terms, concepts, and people. Entries provide a good amount of information on the topics. Most are at least two to three paragraphs long, and many span several pages. This volume will serve as an excellent introductory work for novice sociologists and as a refresher for more advanced scholars. Many entries provide cross-references in boldface for additional insight on specific topics. The book's simple, straightforward style is handy and easily accessible but does not sacrifice the quality of the content."

The Encyclopedia of Religion and Nature. ed. by Bron R. Taylor with Jeffrey Kaplan et al. Thames Continuum, 2005. The ambition, scope, and caliber of this set establish it immediately as a crucial resource for study in the field. It offers nearly 1,000 entries from more than 500 contributors. Yet what is at least equally valuable here is the exceptional effort that was made to incorporate perspectives from as many countries and cultures as possible, and the thoughtful adoption of alternate entry formats for subjects requiring longer (or otherwise nonstandard) treatment. Examples include an eight-part essay of more than 50 pages on Christianity; four pages each on the Islamic basis for environmental protection and the Sierra Club; and two pages on Buckminster Fuller. Bibliographies (both general and article-specific), cross-references, and indexes are generous. This work serves as a model in several ways. Although it takes a general area of study that at first glance might not appear to be of broad interest, it is certain to draw new readers in through its sheer usability and richness of content. Furthermore, its thoughtful design accommodates scholars with either a cursory interest in a particular subject or a more expansive one. In these and other ways, this work offers considerably more than meets the eye. Summing Up: Highly recommended. Lower-level undergraduates and above; general readers.

Europe: *Encyclopedia of the Age of War and Reconstruction* 5 vol set 2006, Charles Scribner's Sons.

And many more.

Please keep in touch and let us know if we may help you with any reference question using our campus resources.

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-Fran Metcalf

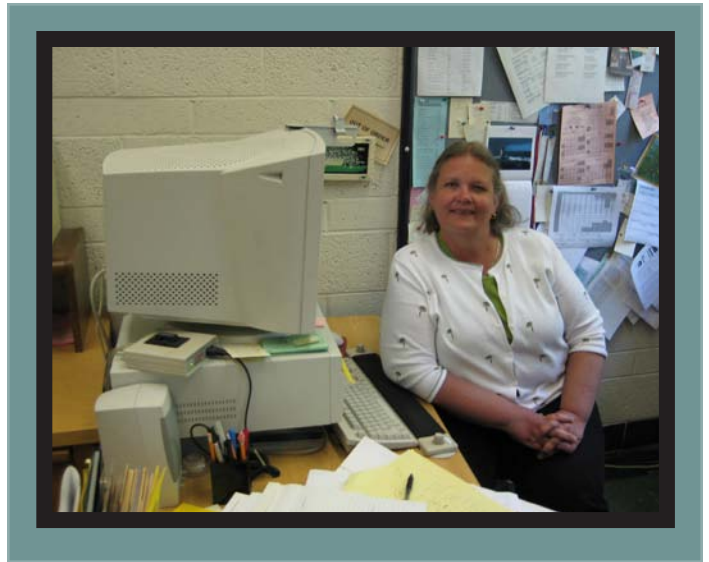
Member Profile

Alverno College and Kathy Bailey

Alverno College (www.alverno.edu) in Milwaukee is an all women's Catholic college with over 2500 students. It takes its name from a mountain in Italy that was used by St. Francis as a place of reflection. The college will celebrate its 125th year in 2012. The school has over sixty undergraduate programs and three graduate programs (for men and women) in education, nursing, and business administration.

Alverno's library (www.depts.alverno.edu/library) has fourteen staff members with the director being Carol Brill. The library belongs to the SWITCH consortium which consists of eight private colleges in Wisconsin (Alverno, Cardinal Stritch, Concordia, Milwaukee Institute of Art & Design, Mount Mary, Sacred Heart School of Theology, Saint Francis Seminary, and Wisconsin Lutheran). The library hopes to build a new addition within five years.

Kathy Bailey is the interlibrary loan/circulation supervisor and has been with the library since 1994. She spends $\frac{3}{4}$ of her time in circulation and $\frac{1}{4}$ in ILL. Most of the ILL borrowing and lending takes place within TOPCAT (the shared SWITCH online catalogue). If an item is not available through TOPCAT, Kathy uses OCLC's Worldcat Resource Sharing. Alverno is an LVIS library.



Kathy lives in Whitefish Bay with her husband and has two children in college. Her daughter, Amy, was recently named Wisconsin Collegiate Athlete of the Week for her soccer playing at UW-Whitewater. In her spare time Kathy volunteers at her school and church and enjoys gardening and reading.

-Bob Shaw

Access NewsLetter

WiLS ILL and Reference News

An irregular publication with writing contributions by Mark Beatty, Fran Metcalf, Joy Pohlman, Eric Robinson, Bob Shaw, Allen Wenzel, Mary Williamson and Sheila Zillner.

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