

**Kansas Interlibrary Loan Roundtable (KILR), Kansas Library Association (KLA)  
KLA Spring Conference Session, "Interlibrary Loan – where we've been, where we are, and  
where we're going" and KILR Business Meeting  
7 April 2011**

***KILR Business Meeting***

1. Melissa Lienemann moved and Rhonda Machlan seconded, that Jan Lee (Ottawa University) become KILR secretary starting July 2011. Passed unanimously.
2. The KILR account balance is \$409.87, less the amount used to stock our gift basket for the KLAEF (Educational Foundation) fundraiser. Of our current \$5 roundtable dues, \$3 goes back to KLA Council and \$2 goes to KILR. We may want to consider raising our dues slightly in order to fund programming that, e.g., brings a nationally-known speaker to our meetings.

***ILL – Past, Present, Future.*** Lars Leon introduced the program, which presented three perspectives on the topic from representatives of public libraries (Connie Hocking, Salina Public), small academic libraries (Greta Hiebert, Bethel College), and large academic libraries (Lars Leon, KU).

1. ***Public Libraries*** (Connie). Salina is a medium-sized public library averaging 200-250 borrower requests a month; they lend more than they borrow. They are trying to cut down on paper forms generated (and archived) and are appreciating the Kansas courier as well as the brand-new Blue Sky courier. Connie noted that many of the lending requests that go unfilled are for items marked "on order" in their catalog; she recommended waiting more than a couple of days to retry these, or better yet, checking the item status first. Some trends:
  - Increased requests by home-schoolers and for book discussion groups, both of which often require longer check-out periods and exceeding the "5 items per patron" limit.
  - Anticipate allowing patron-initiated requests in the foreseeable future.
  - Challenges of supplying patron requests in an increasingly e-book environment.
  - Hope we keep up the great trend of Kansas libraries supporting and being resources for each other across the state!
2. ***Small Academic Libraries*** (Greta). Bethel College is a small institution with a current student population of around 500. The ILL borrowing to lending ratio was quite lopsided in the 1980's, about 3:1, but since then has mostly leveled out or tended to net lending. This is partly due to a decreased student population and increasing availability of online sources, but also to State Library-initiated efforts at load leveling with Preferred Lender Lists in AGent. Some trends:
  - "Arts and crafts" type tasks have given way to virtual text and materials manipulation, so request forms, mailing labels, signage, etc., can look more professional and take less time to create.
  - Verification tools have also gone mostly virtual; no more roaming the stacks to search *Psychological Abstracts* – just type it into Google or a subscription database.

- Turnaround time for articles has decreased dramatically because of electronic delivery systems; for books, the courier is a boon to budgets but is not always faster than U.S. mail if libraries have 3 day/week delivery.
  - Patrons have access to many finding aids (not least Google!), but figuring out item availability keeps getting more complicated and confusing as electronic sources abound; librarians continue to play a vital role in patron education and request fulfillment.
  - E-resources are a challenge in both lending and borrowing; staff need to know what their library licenses allow them to share and need to find strategies for discovering what electronic items other libraries may supply. Encourage library administrators to negotiate with vendors for less restrictive sharing permissions.
  - Tight budgets mean it can be harder to take time away from work to attend meetings for continuing education or networking. On the other hand, email discussion lists are a valuable way to share best practices and learn from others even outside of Kansas.
3. Large Academic Libraries (Lars). Lars is Head of Access Services and Resource Sharing at KU and has noted the following facts and trends as he oversees his staff:
- Using ILLiad, all patron requests are submitted electronically so no more time spent interpreting handwriting – just need to keep those clairvoyance skills sharp to figure out what the patron is really asking for!
  - Loan requests at KU have actually increased, while copy requests are down
  - Staff can fill some requests by directing patrons to public domain resources on the web
  - E-delivery and KLE Courier have helped improve turnaround time
  - Staff need to wear multiple hats as more tasks become automated and personnel budgets shrink
  - Focus should be on letting machines do the tedious work so staff can spend more time engaging with patrons
  - Providing documentation to stakeholders on the value of library services is ever more important; some staff have learned or improved Access skills to provide data for this
  - Staff need to position themselves to continue to be relevant to the patron base: as resources become more virtual, KU staff are developing communication/meeting facilitation skills to complement the move towards using library space for collaborative work
  - Distance learners are increasing in numbers and can be a challenge to their local libraries if they make many requests for scholarly sources
  - Groups/consortia are important for purchasing power and for negotiating favorable license agreements
4. Brief History of KICNET by Rhonda Machlan. Rhonda took us on an informative walk down Memory Lane, complete with visual aids such as an authentic copy of the “Orange Bible,” as KILDLM (Kansas Interlibrary Loan Directory and Manual) was known before it went digital. Other relics included an actual cc:mail installation floppy disk (5-1/4”) and clippings from older issues of the *Kansas Library Bulletin*. Exhibits also included a large Kansas Interlibrary Loan Timeline posted in the hallway, which was put together by Lars and staff, based on information provided by Rhonda and Greta. Connie created a Map of Kansas ILL with photos of staff submitted by various departments around the state.

5. Questions/Comments from the Floor.

- All libraries are encouraged to make electronic delivery the default for getting articles to patrons. It saves time and paper. Not sure if there is a copyright issue with that.
- AGent has the ability to attach a document or URL to a request as a way of filling it, but many times the borrowing library doesn't seem to be aware of the delivery. Is there a good way to call attention to this before the request ages to "Not Received"?  
*Suggestions were to include a Borrowing Note or to email or call the borrowing library separately, but of course this takes extra time and interrupts workflow.*
- How do you obtain an item that is only published as an e-book? *If an answer was given, this recorder missed it! This promises to become a more common issue.*
- Book discussion groups are flourishing. If extra copies are bought when a title is popular, perhaps those could later be collected from various libraries into a discussion set and be made available through the State Library web page:  
<http://skyways.lib.ks.us/KSL/libtech/bkdiscuss.html>
- Larger academic libraries may soon be getting rid of lots of books to make space for more group work areas; those could be a source for discussion sets.
- *Carolyn Little*: the Blue Sky Courier label file is now searchable by Colorado Courier code; previously a glitch in the font size made that impossible.

recorded by Greta Hiebert, KILR Secretary