

**Kansas Interlibrary Loan Roundtable (KILR) of the Kansas Library Association (KLA)  
KLA/MPLA Joint Conference Session, "Best Practices in ILL"  
1 April 2009**

1. KILR Chair Diana Weaver introduced herself and the "Best Practices" concept, which has been the subject of several interlibrary loan meetings around the state (sometimes called "unconferences") in the past year or two. The idea is simply for participants to begin by brainstorming topics or questions they would like to discuss, and then to share how individual libraries are dealing with those issues. Diana also introduced Rhonda Machlan, Resource Sharing Specialist and all-around ILL guru at the State Library of Kansas, who was present to give definitive answers to questions about state ILL protocol.
2. Topics that have been discussed at other venues include:
  - Limiting requests
  - Paperless requesting
  - Patron-initiated requesting
  - Keeping reading lists for patrons (e.g., of every book by an author or in a series)
  - Lending A-V
  - Finding genealogy resources
  - Custom holdings
  - Using ILL for collection development
  - Replacement costs for lost materials
3. Discussion at today's meeting:
  - Materials Replacement Fund. Patti Butcher (Director of Statewide Resource Sharing at State Library of KS) assured us that this fund still exists, and she encouraged its use. The SLK will reimburse ILL lenders for lost materials in most circumstances (the item never got to the borrower, or the patron won't/can't return it, or it got lost on the way back to the lender); it is the borrowing library's responsibility to fill out a claim form, which is available at the SLK web site, at <http://www.kslib.info/statewide/mrf.html>. The fund covers only lost items, not damaged ones.
  - *Can the lender request that the borrower insure items on return?* Yes, but it may be best to Conditional before sending to be sure borrower is willing to pay the extra shipping cost.
  - Renewals. If no reply or no new due date is given for a renewal request, national ILL code says the borrower may assume a renewal is OK for the same term as the original loan.
  - KU is still having some issues with importing KICNET requests into their local system. Rhonda asked that they post their preferred request methods on KANILL-L so that all can accommodate them. [At the KICNET Update session on April 2, Lars Leon from KU clarified that most KICNET requests go through without trouble; the main issue is when the borrower's address does not appear in the Ship To field, as sometimes when system headquarters make requests on behalf of system libraries.]
  - Sign up for **KANILL-L**, the KS Interlibrary Loan listserv! This is the best way to share important information regarding KICNET.
  - "Hot" ILL items. These titles are popular or valuable but not widely held, so are at risk of disappearing when loaned. A list may be found (and added to) on the KS ILL wiki, at [illinks.pbwiki.com/FrontPage](http://illinks.pbwiki.com/FrontPage). The password is <KICnetIsGreat!>. The wiki also has notes on Best Practices from previous "unconferences."

- National ILL wiki, called ShareILL (pronounced “Sheryl”) has links to many good resources, including various codes and guidelines. Find it at [http://www.shareill.org/index.php/Main\\_Page](http://www.shareill.org/index.php/Main_Page).
- Golden Rule: Don’t request formats you’re not willing to lend.
- International Lending. Some of those present lend items out-of-country somewhat regularly. IFLA ILL vouchers make it easy for libraries to pay and be paid for international loans; they can be ordered online from BCR, at <https://www.bcr.org/forms/ifla-order.html>.
- *What is the standard waiting period before retrying an unfilled request?* No written rules here. One suggestion is for KICNET-only libraries to ask their system to request it from out-of-state. Another idea: CKLS has a just-in-time fund to purchase low-cost items that aren’t available on ILL.
- Training. What is the best way to reach those who need training but can’t make it to meetings like these? SLK sponsored some online training with a trainer from Auto-Graphics last month; this seemed to work well, and it eliminates travel time and cost. It will be a model for future training sessions. KILR could partner with SLK to put on more of these. Rhonda also noted that she can use the SLK’s online virtual classroom (**Wimba**) for one-on-one remote training sessions. There are also **ELMR** (Enhanced Library Meeting Room) sites scattered around the state that could be used for group training.
- Mentors. This idea gets brought up a lot, but a mentor program has never been fully implemented. Could we at least compile a list of experienced ILLers who would be willing to answer questions or provide encouragement to those new to the field?
- Problem-solving. A phone call to your loan partner can be very useful. Contact info can be found in AGen under “Search Library Information.”
- Email notifications in AGen. Low-volume libraries may find it useful to turn this on so they get a message in their Inbox whenever a request is awaiting action. Look under “Maintain Participant Record – URL Info” (near the bottom of the page). Also note the “Patron Notification Set-up” section just above this; you can set it to automatically email your patrons when you update an item to Received, e.g.

Recorded by Greta Hiebert, Secretary/Treasurer of Kansas Interlibrary Loan Roundtable (KILR)