SWAN Interlibrary Loan User Group
Wednesday, February 13, 2019
9:30 am – 12:00 pm
RAILS Main Meeting Room
125 Tower Drive, Burr Ridge, IL 60527

NOTES

1. Introductions

    Attendees introduced themselves, registration list included staff from 22 libraries.

First	Last	Library
Marcy	Biala	Westmont Public Library
Peggy	Carey	National University of Health Sciences (Learning Resource Center)
Jean	Crockett	Villa Park Public Library
Patricia	Czuba	Indian Prairie Public Library District
Linda	DuPree	Bellwood Public Library
Mary	Fee	Batavia Public Library District
Mary	Freisinger	Bellwood Public Library
Kryztal	Gonzalez	Franklin Park Public Library District
Laurie	Gornik	Glen Ellyn Public Library
Carly	Guido	Franklin Park Public Library District
Kirsten	Heitz	Stickney-Forest View Public Library District
Toni	Jacobs	South Holland Public Library
Mary (Mimi)	Johnsen	Bloomingdale Public Library
Martha	Kennedy	Hinsdale Public Library
Theresa	Kirwan	Crestwood Public Library District
Lisa	Knasiak	Hinsdale Public Library
Susan	Krass	Geneva Public Library District
Julie	Lombardo	Woodridge Public Library
Michael	McGlauchlen	Bloomingdale Public Library
Kay	Minniti	Woodridge Public Library
Meghan	Moran	Oak Lawn Public Library
Jessica	Nawrocki	Frankfort Public Library District
Mary	Osorio	Messenger Public Library of North Aurora
Sue	Ross	Midlothian Public Library

Debbie	Sheehan	Indian Prairie Public Library District
Holly	Szpara	Saint Charles Public Library District
Lorel	Trout	Downers Grove Public Library
Deborah	Walsh	National University of Health Sciences (Learning Resource Center)
Barb	Weber	Bedford Park Public Library District
Kathy	Zaleta	Hillside Public Library

2. Review of Interlibrary Loan Methods
   Discussion included review of process and volume related to sharing resources: with SWAN, with Internet Access Libraries, with SHARE Illinois Libraries, and with other libraries through use of OCLC ILL.

   Efforts are underway to standard library records to make sharing more consistent including accurate information needed to fill out delivery labels.

3. In-Transit Label
   The In-Transit delivery label tool is now available to test. The tool will print sticky labels for transit. The In-Transit delivery label will print to/from libraries, as well as a portion of the item title and date/time put in transit. Green Hills Public Library started using the delivery label in production when they joined SWAN.
   See: https://support.swanlibraries.net/help/transit-label-generator

4. Providing standard ILL statistical reporting (discussion - can we provide a standardized dashboard in BLUEcloud Analytics)
   The monthly reports posted to the website are useful helpful. Discussion included the need for a consistent reporting tool to address the ILLINET Traffic Survey requirements. SWAN is working on a composite report to match these reporting requirements with a goal of having this available before the March 31 deadline for reporting FY 18 data.

5. Support Site Resources
   https://support.swanlibraries.net/documentation/64719
   A review of the SWAN Support Site resources included highlighting of the Interlibrary Loan section including documentation on processing requests from SHARE_IL, Internet Access, and libraries requesting through OCLC, as well as how to process items borrowed from outside the SWAN consortium.

6. Training Tip: Creating a SWAN Group in OCLC WorldShare ILL for Request Deflection
   Demonstration included creating a Custom Holdings Group of SWAN symbols and setting up a deflection rule to deflect requests from any SWAN library. Those requests should be made through holds within the SWAN catalog.

7. Patron Initiated Requests
   WorldCat Discovery and Find More Illinois provide mechanisms to allow patrons to directly make requests. These requests can be staff-mediated or directly released to lenders. SWAN has configured all SWAN libraries' WorldCat Discovery instances to enable this feature. Patrons are allowed to submit an interlibrary loan request for titles not held in the SWAN consortium. Libraries can further configure their settings as appropriate for their library.

Currently no libraries participate in Find More Illinois but may in the future. This resource sharing platform is supported by RAILS and allows patrons to place requests from participating members. Staff manage the requests through a staff interface.