

## ILL Users Group

October 2, 2019 – Discussion Questions for Group Activity

1. How are activities/responsibilities shared or split between staff in ILL and Circulation? For example, are there different responsibilities based on where the ILL transaction occurs (within SWAN, outside of SWAN)?
2. When, who, and how often do you process the OnShelf Items (Pull List)?
3. When does delivery arrive at your library?
4. What is the average number of bins incoming/outgoing? And, typical peak day/number?
5. Do you use the SWAN In Transit label generator? Or another label generation option?
6. Do you clear the hold shelf/process OnShelf Items on Saturday? Sunday?
7. Do you allow patrons to initiate requests through WorldCat Discovery and then ILL staff mediate/review? What other options do patrons use to request items not in SWAN?
8. Do you request items from non-SWAN, non-OCLC libraries? If so, what is the process? And which libraries do you have strong sharing partnerships with?