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Right Under Their Noses: Helping Patrons Identify the Resources at Their Fingertips

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Right Under Their Noses:

Helping patrons identify
the resources at their
fingertips

Jessica C. Garner
Fred Smith
Jessica Williams
Jermaine Bryant



Interlibrary Loan: Where is my resource?

Symbol	Library Name	Requests Filled	Percent
GPM	Georgia Southern University	549	11.12%
GUA	University of Georgia - Main Library ILL	512	10.37%
XGPM	Internet/Google/Cloud Search	491	9.95%
GSU	Georgia State - Pullen Library ILL	395	8.00%
GAC	Armstrong - Lane Library ILL	177	3.59%
GXM	Georgia Regents U - Greenblatt Library		
EMU	Emory University		
GAT	Georgia Tech - Library ILL		
REPRN	Reprints Desk		

**We fill
Our own
requests!**

A Research Project is born!

Improving User Experience for Interlibrary Loan Borrowing

We recently supplied an item you ordered through Interlibrary Loan from our Library. We are conducting a survey to better understand why people so often don't find our materials. Library users get their information quicker if they find it themselves, so we are hoping by doing this we can improve our service to you. You are being asked to participate in a survey research project entitled "Improving User Experience for Interlibrary Loan Borrowing" which is being conducted by "Jessica Garner, a Faculty member at Georgia Southern University for the purpose of scholarly presentation. This research has been approved by the Institutional Review Board under tracking number H17281." This survey is anonymous. No one, including the researcher, will be able to associate your responses with your identity. Your participation is voluntary. You may choose not to take the survey, to stop responding at any time, or to skip any questions that you do not want to answer. You must be at least 18 years of age to participate in this study. Your completion of the survey serves as your voluntary agreement to allow the anonymous data gathered to be used in this study and in future research. The survey shouldn't take but a few minutes.

Indicate Undergraduate, Graduate Student, or Faculty member.

- Undergraduate Student
- Graduate Student
- Faculty Member
- Distance Learner
- Other...



Photo by Leo Roomets on Unplash

Objectives

- 1) Satisfy our own curiosity
- 2) Assist those who manage our finding aids with improving access by patrons
- 3) Assist instruction Library faculty in knowing what to emphasize in classes
- 4) Provide reference service by way of Interlibrary Loan
- 5) Promote our liaison program

Problems with Find-It

18. US anglers seek out the infamous Bay of Pigs for



News

By: Abercrombie, Paul. In: The Washington Post. April 21, 2017.
Crouching at the bow of a small motorboat, trying not to ma

Subjects: Cuba; Fishing



Request via ILL



GEORGIA
SOUTHERN
UNIVERSITY

US anglers seek out the infamous Bay of Pigs for an exclusive fly-fishing
Abercrombie, Paul
The Washington Post. , 2017

● Fulltext available

[View Online](#) [Details](#)

[Open source in a new window](#)

Full text available at: [EBSCOhost Newspaper Source](#)

Available from 2003

Full text available at: [EBSCOhost Regional Business News](#)

Available from 2003 until 2017

Full text available at: [Gale Opposing Viewpoints in Context](#)

Available from 2009

Public notes:

Full text available for some or all articles.

Full text available at: [LexisNexis Academic](#)

Available from 1977

Full text available at: [ProQuest Central](#)

Available from 1996

Full text available at: [ProQuest Central](#)

Available from 2016

Full text available at: [ProQuest U.S. Newsstream](#)

Available from 1996

Full text available at: [ProQuest U.S. Newsstream](#)

Available from 2016

Full text available at: [view full text](#)

Public notes:

Access online.

Atypical databases → patron searching problems

Examples

- ProQuest Dissertations
- MLA International Bibliography
- Georgia Knowledge Repository
- Difficulty navigating some websites

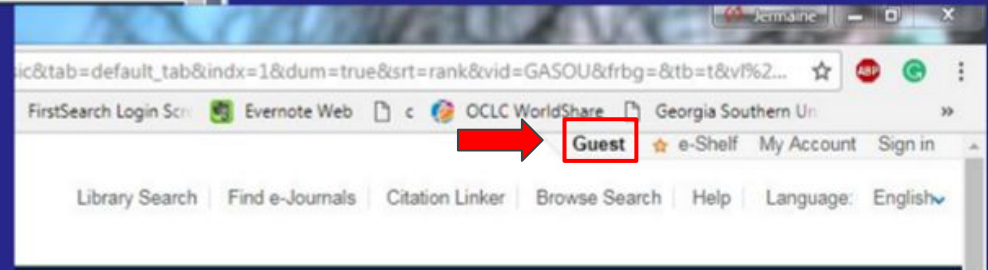
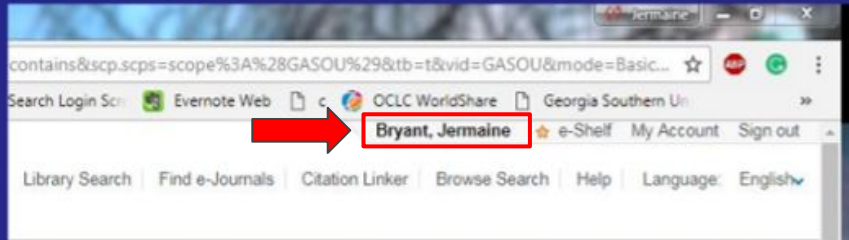


The Interlibrary Loan Department **IS** the Solution.

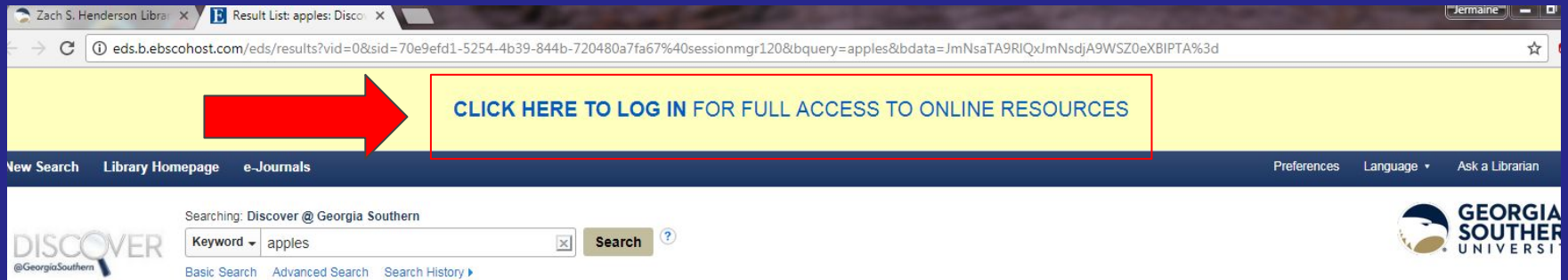


Photo by Courtney Hedger on Unsplash

Problems with Authentication: Primo Times Out



Problems with Authentication: No authentication through MyGeorgiasouthern.



The screenshot shows a web browser window with the URL `eds.b.ebscohost.com/eds/results?vid=08&sid=70e9efd1-5254-4b39-844b-720480a7fa67%40sessionmgr120&bquery=apples&bdata=JmNsaTA9RIQxJmNsdjA9WSZ0eXBIPTA%3d`. A yellow banner at the top of the page contains a red arrow pointing to a blue button that says "CLICK HERE TO LOG IN FOR FULL ACCESS TO ONLINE RESOURCES". Below the banner is a dark navigation bar with links for "New Search", "Library Homepage", "e-Journals", "Preferences", "Language", and "Ask a Librarian". The main content area features the "DISCOVER @GeorgiaSouthern" search interface with a search box containing the keyword "apples" and a "Search" button. The Georgia Southern University logo is visible in the bottom right corner of the page.

Digital is great but can I have the book?



Photo by James Tarbotton on Unsplash



Photo by João Silas on Unsplash

Downloading ebooks is hard!



Photo by Tim Gouw on Unsplash

Electronic Book Titles Downloaded =
23,886

Electronic Book Chapters or Sections
150,555

OverDrive

Book titles circulated a total of **1,091** times
(600 ebooks and 491 audiobooks).

74.84 % have circulated at least once

Can I pick that up after class?



Henderson Library Check-out desk

Technology problems

- Trouble with different devices
- Browser issues
- Broken links



Quiz Question

What groups of patrons frequently don't find Henderson Library's resources...

- a. Undergraduates
- b. Graduate students
- c. Faculty/staff
- d. Distance learners
- e. All of the above

Answer

E. All of the Above



Solutions



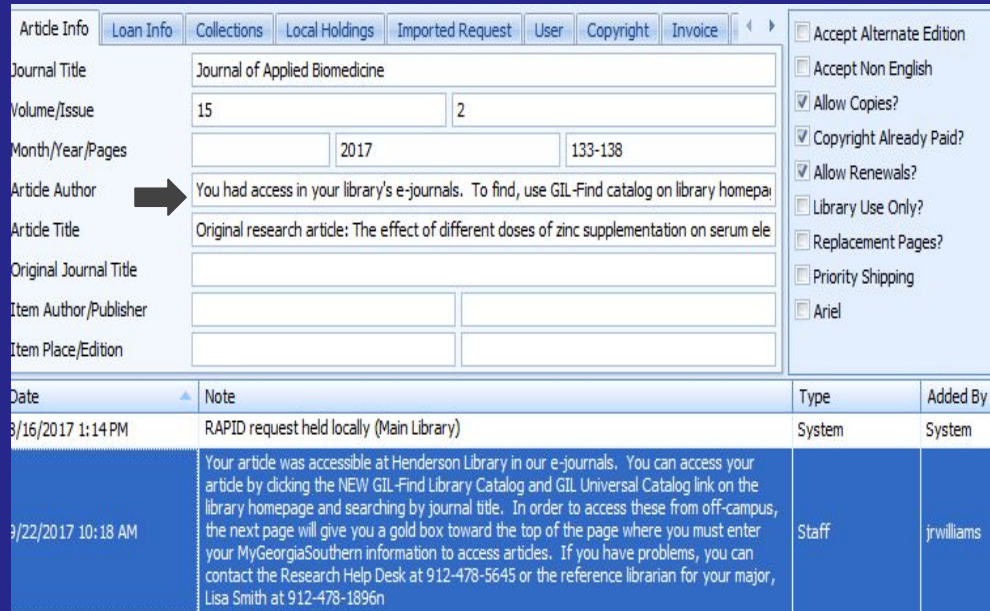
Photo by Rita Morais on Unsplash



Faculty & Staff
Undergraduate Students
Graduate Students
Distances Learners

Instructing Users Through the ILLiad Form

- Author field
- Note field



The screenshot displays the ILLiad form interface. The top navigation bar includes tabs for Article Info, Loan Info, Collections, Local Holdings, Imported Request, User, Copyright, and Invoice. The form fields are as follows:

Journal Title	Journal of Applied Biomedicine		
Volume/Issue	15	2	
Month/Year/Pages		2017	133-138
Article Author	You had access in your library's e-journals. To find, use GIL-Find catalog on library homepage		
Article Title	Original research article: The effect of different doses of zinc supplementation on serum ele		
Original Journal Title			
Item Author/Publisher			
Item Place/Edition			

On the right side, there are several checkboxes for request options:

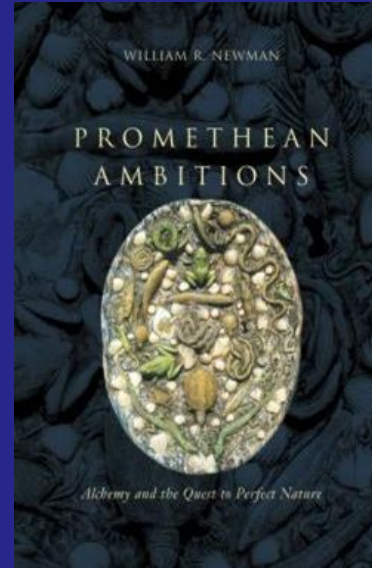
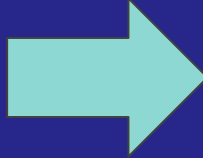
- Accept Alternate Edition
- Accept Non English
- Allow Copies?
- Copyright Already Paid?
- Allow Renewals?
- Library Use Only?
- Replacement Pages?
- Priority Shipping
- Ariel

Below the form is a table with columns: Date, Note, Type, and Added By.

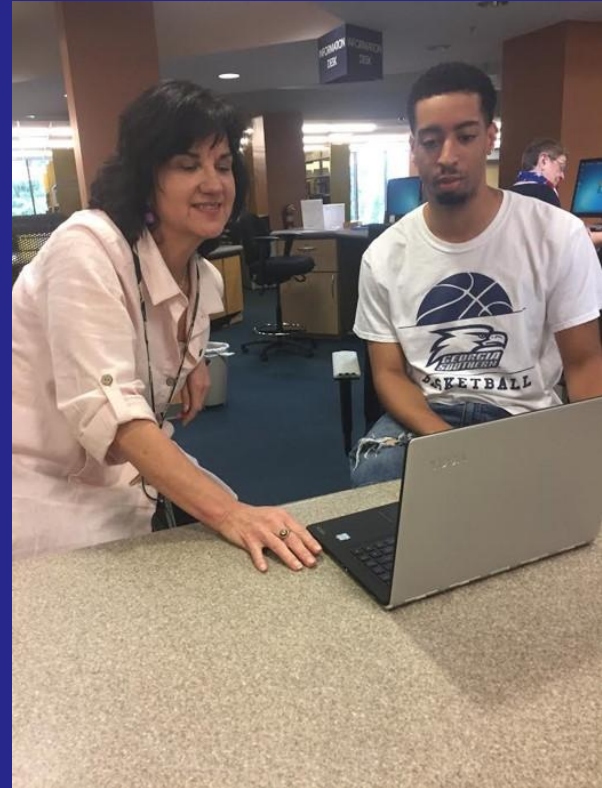
Date	Note	Type	Added By
8/16/2017 1:14 PM	RAPID request held locally (Main Library)	System	System
8/22/2017 10:18 AM	Your article was accessible at Henderson Library in our e-journals. You can access your article by clicking the NEW GIL-Find Library Catalog and GIL Universal Catalog link on the library homepage and searching by journal title. In order to access these from off-campus, the next page will give you a gold box toward the top of the page where you must enter your MyGeorgiaSouthern information to access articles. If you have problems, you can contact the Research Help Desk at 912-478-5645 or the reference librarian for your major, Lisa Smith at 912-478-1896n	Staff	jrwilliams

A large white arrow points from the 'Note' field in the list to the 'Article Author' field in the form above.

Interlibrary Loan Consultations



Promoting the Liaison Program



Share our research!



Photo by Evan Kirby on Unsplash

Point Shared with Instruction Librarians

- Authentication
- “Find It” is not always understood.
- Some of our databases don’t provide full text and don’t link to our holdings.

Suggestions for the Collections and Resource Services Department

- Can authentication be made harder to miss?
- Can the timing out period be lengthened?
- Is there a way to indicate that some databases do not link to our holdings?
- Find It seems clear, but evidently it is not. Can a better term be found?

Questions?



Photo by Clay Banks on Unsplash