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3-1-2011

Better ... Stronger ... Faster: Improving Your Skills Through Self-Assessment

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Recommended Citation

Priehs, Michael, "Better... Stronger... Faster: Improving Your Skills Through Self-Assessment" (2011). *Library Scholarly Publications*. Paper 49.
<http://digitalcommons.wayne.edu/libsp/49>

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BETTER... STRONGER... FASTER:

Improving Your ILL Skills Through Self-Assessment

NAME

Any interlibrary loan professional with a desire to improve their skills and enhance their service.

LOCATION: Any interlibrary loan unit.

VARIABLES

- * How well do you know your collection?
- * Do you have the right equipment?
- * How much time do you spend on requests?
- * Can your workflows become more efficient?

MISSION

- * We want to make the best use of our time.
- * We want to make our units as efficient as possible.
- * We want to achieve **100% CUSTOMER SATISFACTION**. There is a library patron on the opposite end of every request.

OBJECTIVES

- * Time yourself and your processes.
- * Ask questions of your staff.
- * Encourage feedback from your customers.

Timeline Assessment & enhancement can be a continual process. You can always try to improve.

DEPARTMENT of INTERLIBRARY LOAN



ILL



This certifies that the photograph above is an appointee of the Wisconsin State University Library System

ILL AGENT

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PK12 76543

"We can improve. We have the technology. We have the capability to build the world's best ILL department."