Providing Service Through #MizzouPDF: Interlibrary Loan/Document Delivery

Caryn Scoville, Katy Emerson, Taira Meadowcroft, E. Diane Johnson
J. Otto Lottes Health Sciences Library

WHY #MIZZOUPDF?

Seeing that #icanhazpdf on social media, we felt we could combat illegal sharing of resources with #MizzouPDF, while providing a new means of filling interlibrary loan and 'scan and deliver' requests.

HOW TO REQUEST AN ARTICLE?

Rachel Brekhus @brekhusr · 6s
#MizzouPDF - DOI: 10.1086/687518 to brekhusr

STEPS TO FILLING A REQUEST

- Monitor Tweetdeck
- When tweet comes through, verify user's university affiliation
- Verify citation; once verified there are three options:

    1. Freely available online or available electronically via subscription
    2. Library owns a hard copy, will send through scan and deliver service
    3. Interlibrary loan request on behalf of user in Illiad.

- *a pdf or a link to the article will be emailed to user's university email

- follow up with user with a twitter reply or email if citation and/or affiliation cannot be verified with original tweet
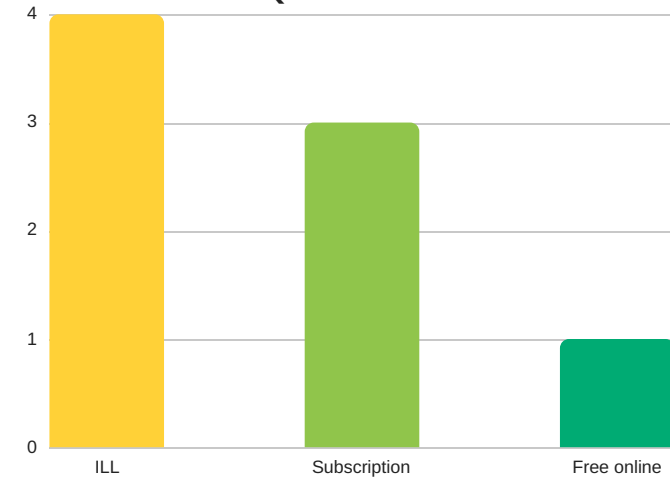
HOW WE MARKETED THE SERVICE

- Library News Page
- Library Home Page
- Newsletters
- Social Media
- Digital Monitor in the library
- Directly to student groups
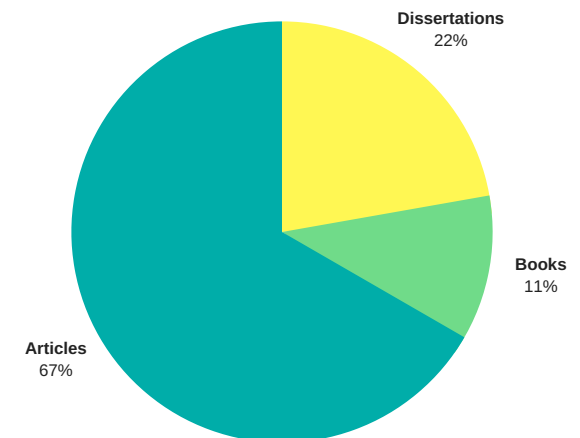- Through Subject Specialists

PROBLEMS WE'VE RUN INTO

- Cannot verify citation or MU affiliation
- Cannot distinguish user from first and last name.
- No response from user when we've followed up
- Only thinking users would request articles
- Advertising the service

HOW REQUESTS WERE FILLED

WHAT WAS REQUESTED

Dissertations 22%
Books 11%
Articles 67%

WHO THE REQUESTS WERE FROM

7- Graduate Students
1- Faculty
1-Unknown