



**Chapter Council Presents
Sharing Roundtables
MLA Annual Meeting
San Antonio, TX
Monday, May 16, 2005**

Table 14B: Interlibrary Loan in the E-Environment

Facilitator: Pat Higgenbottom - Lister Hill Library, Birmingham

Recorder: Lauren Rider - Community Health Network, Indianapolis

Participants:

Sarah H. Gable - University of South Carolina, Columbia

Marlene Oishi - Queen's Medical Center, Honolulu

Lynn Yeager - University of Oklahoma, Tulsa

Ann Russell Potter - HQ, US Army Medical Command, Fort Sam Houston, TX

Mark Vrabel - Oncology Nursing Society, Pittsburgh

Discussion Notes:

- focused on **ILLiad** as an online interlibrary loan systems solution
- facilitator has one year experience implementing and utilizing ILLiad and described the process the patron undertakes.
- One participant wants to discontinue Lonesome Doc (bypass with ILLiad)
- ILLiad was described as an inexpensive solution; cost details were discussed for a library about to implement the system
- ILL charges were discussed: some libraries charge all customers-charges vary by customer group. License agreements restricting e-journal use for ILL impact this charge policy.
- Some participants no longer put e-journals in Serhold.
- Some libraries send ILL's with copyright notice on the actual article and in the body of the e-mail. Copyright notice can be implemented automatically by scanner or copy machine.
- Quickdoc-described as less sophisticated than ILLiad by one participant
- ILLiad is able to calculate and clear copyright for ILL articles as needed.
- EFTS interfaces with Quickdoc; ILLiad's billing interface is not as robust as needed
- Most libraries fill ILL requests for materials within their e-journals collection by simply sending the corresponding e-journal link to the patron (versus actually filling the request).
- At Listerhill, all ILL requests must be submitted electronically and all requests are filled electronically. No paper requests taken; no print requests delivered.
- ILLiad saves documents for 30 days with no limit on viewing or printing.
- Table participants questioned how to charge for ILL set up and what legal issues pertain to copyright.