

Engineering a Powerfully Simple Interlibrary Loan Experience with InstantILL

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IFLA ILDS 2019 Prague.
Beyond the paywall: Resource sharing in a disruptive ecosystem

Introduction

Introduction

“Giving libraries a powerfully simple tool to delight patrons, deliver articles, and cut costs while advancing Open.”

— Tina Baich, Associate Dean at Indiana University – Purdue University Indianapolis University Library

Introduction

Introduction, pt 2

“We should be able to provide a legal way for getting the needed documents”

- Dr. Jarmo Saarti & Prof. Kimmo Tuominen; 2019 IFLA ILDS on Wednesday

Introduction

Who are we?: IUPUI



IU. (n.d.) IUPUI University Library. [Photograph]. Retrieved from ulib.iupui.edu

Introduction

Quick Statistics

- 30,000 students
- 2,800 Faculty
- 4,600 Staff

- 2 Colleges
- 14 schools on campus

Libraries

- University Library
- Law
- Medicine
- Dentistry
- Art

Who are we?: Open Access Button

Maybe we look familiar? Open Access Button, DeliverOA, and ILDS 2017.

We build tools with libraries too: to realize significant savings, delight patrons, and make the leap to Open by default.

Our goal is to make it simpler to do research without subscriptions.

We build free, community owned, open source tools not-for profit, but for change.

Introduction

science.sciencemag.org/content/196/428...

REPORTS

Ribulose Bisphosphate Carboxylase: A Two-Layered, Square-Shaped Molecule of Symmetry
422

TIMOTHY S. BAKER¹, DAVID EISENBERG¹, FREDERICK EISERLING¹
+ See all authors and affiliations

Science 15 Apr 1977:
Vol. 196, Issue 4287, pp. 293-295
DOI: 10.1126/science.196.4287.293

Article Info & Metrics eLetters PDF

Log in to view PDF
via AAAS login

AAAS login provides access to *Science* for AAAS members, and access to other journals in the *Science* family to users who have purchased individual subscriptions.

What is InstantILL?

Integration, Simplification

- Integration
 - Link Resolvers
 - OA Searching
 - Interlibrary Loan Requesting
- Simple User Interface

Interlibrary Loan

If you need a paper or book you can request it from any library in the world through Interlibrary loan. Start by entering a full article title, citation, DOI or URL:

e.g. Lessons in data entry from digital native populations

Find paper

Need a book or something else?

What is InstantILL?

Subscription and OA Availability

Corrective gene transfer in the human skin disorder lamellar ichthyosis

1996, Nature Medicine

[This is not the article I searched.](#)

We have an online copy instantly available

[Open article in a new tab](#)

Ask the library to digitally send you the published full-text via Interlibrary Loan

It is free to you, and we'll usually email the link within 24 hours.

[Complete request](#)

Missing errors related to weak memory in applications

Proceedings of the 37th ACM SIGPLAN Conference on Programming Language Implementation - PLDI 2016

[The article I searched.](#)

We have an online copy instantly available

You should be able to access it on the publisher's website.

Ask the library to digitally send you the published full-text via Interlibrary Loan

It is free to you, and we'll usually email the link within 24 hours.

[Complete request](#)

[What is InstantILL?](#)

ILL Request via OpenURL

Writing at the speed of sound: music stenography and recording beyond the phonograph

2017, 19th-Century Music

[This is not the article I searched.](#)

Ask the library to digitally send you the published full-text via Interlibrary Loan

It is free to you, and we'll usually email the link within 24 hours.

[Complete request](#)

Confirm the citation information and submit your request:

Writing at the speed of sound: music stenography and recording beyond the

Pierce, J. Mackenzie, .

19th-Century Music

Year 2017

Volume 41

Issue Number or Designation 2

Inclusive Pages 121-150

Will you accept the item in a language other than English? No ?

If yes, specify acceptable languages in the notes field.

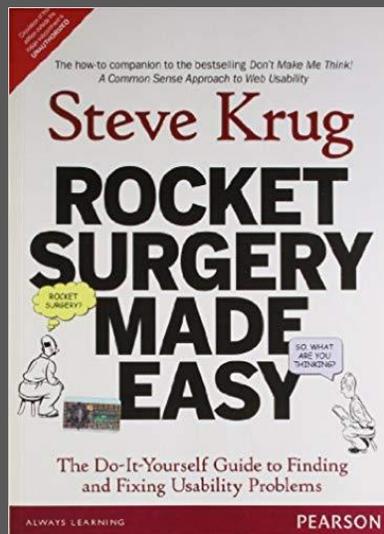
Notes Put any information here that may help us find the item, as well as any other pertinent information.

[Submit Request](#)

[What is InstantILL?](#)

Designing and Developing InstantILL

User Testing InstantILL



- Observed, task-Based testing
- Testing text and styling
- Allows for rapid updates to prototypes and tests

Designing and Developing InstantILL

User Testing InstantILL - 2

The image displays two screenshots of the IUPUI University Library website's 'Request a paper or book' page. The top screenshot shows the form with a search bar and a 'Lookup' button. The bottom screenshot shows the form with a search bar and a 'Hold on...' button. The page includes navigation links for Resources, Guides, Services, Technologies, About Us, and Need Help? It also features contact information for the University Library, Hermon Art Library, and Interlibrary Loan Office.

Designing and Developing InstantILL

Performance Testing

- **Finding Metadata:** Allows total automation 80% of the time. Full citations 30% of the time. (n=1000)
- **Finding Open Access:** 10% at IUPUI (n=12000). Up to 23% seen elsewhere.
- **Finding Subscriptions:** 91% found (n=100)

All tested in the hardest case (article title only). Still improving systems now.

Results

Implementing InstantILL

Webform Setup/Configuration

The screenshot displays the InstantILL webform setup and configuration interface, which is divided into several sections:

- Search Section:** A form titled "If you need an article or book you can request it from any library in the world through Interlibrary loan. Start by entering a full article title, citation, DOI or URL:" with a text input field and a "Find article" button. Below it, a link says "Need a book or something else?"
- Welcome Section:** A green box titled "Welcome, let's get you set up!" containing instructions on how to use the system and a list of navigation links: "Interlibrary loans", "Subscriptions", "Website & Brand", "Workflow", "Analytics", and "Advanced".
- Search Results Section:** A green box titled "Design and Implementation - ILL for Books" with the text "This is not the article I searched." Below this, there are two main options:
 - Free Copy Online:** "There is a free, instantly accessible copy online. It may not be the final published version and may lack graphs or figures making it unsuitable for citation. Open article in a new tab." A "Complete request" button is present.
 - Interlibrary Loan:** "Ask the library to digitally send you the published full-text via Interlibrary Loan. It costs \$5 and we'll usually email the link within 24 hours." A "Complete request" button is present.
- Submission Section:** A green box titled "Interlibrary loan: Submission" with a "Go to Menu" link. It includes a "What is your ILL article form URL?" field with the value "http://www.auf.org" and a "Preview & Test" button. Below this is a "Save & Continue" button and a "Feedback | Issue | FAQ" link.

Implementing InstantILL

Deployed on University Library Website

The screenshot shows the IUPUI University Library website's Interlibrary Loan page. The header includes the IUPUI logo and navigation links for Resources, Guides, Services, Technologies, About Us, and Need Help?. The main content area is titled "Interlibrary Loan" and features a "Log In to Interlibrary Loan" button. Below this is a section titled "Help test our updated Article Requesting form" with a sub-header "Help test our updated Article Requesting form". The text explains that a new article requesting form is being tested to locate available copies before sending requests to other libraries. A form is provided for entering a full article title, citation, DOI, or URL, with an example: "e.g. Lessons in data entry from digital native populations". A "Find article" button is located below the form. To the right of the main content are three sidebar boxes: "IUPUI Interlibrary Loan" with a "Log in to Interlibrary Loan" link; "Pick Up Location" listing "University Library Service & Information Desk 2nd Floor" and "Herron Art Library Circulation Desk"; and "Interlibrary Loan Office" with hours "Monday - Friday 8am - 5pm" and email "Email: uill@iupui.edu".

Implementing InstantILL

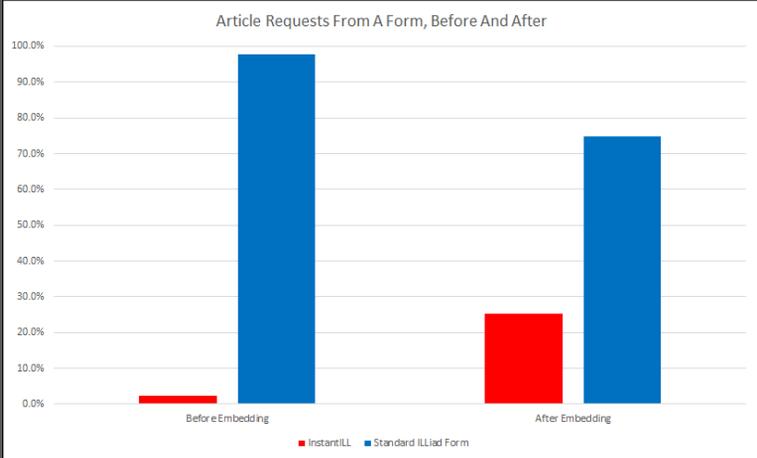
Updates

Embedding within Existing ILL Forms

The screenshot shows the IUPUI Interlibrary Loan website interface. At the top left is the IUPUI logo and 'University Library'. The main heading is 'Interlibrary Loan'. A search bar is visible in the top right. A navigation menu on the left includes 'Logoff paxtonm', 'Main Menu', 'New Request' (with sub-items like 'Simple Article Request Form', 'Advanced Article Request Form', 'Book', 'Book Chapter', 'Conference Paper', 'Thesis', 'Standards Document', 'Audio/Visual'), and 'View' (with sub-items like 'Outstanding Requests', 'Electronically Received Articles', 'View/Renew Checked Out Items'). The main content area is titled 'Article Request for paxtonm' and features a 'Try our new Simple Article Requesting form' section. Below this is a text input field with the example text 'e.g. Lessons in data entry from digital native populations' and a 'Find article' button. A note below the button asks 'Need a book or something else?'.

Updates

Usage



Updates

Integrating into other library tools

The screenshot shows a library interface for an article. At the top, there are links for "HTML Full Text" and "PDF Full Text (1.1MB)". The article title is "20. Pulmonary Manifestations of Primary Sjögren's Syndrome: Underlying Immunological Mechanisms, Clinical Presentation, and Management." Below the title, there is a small icon of a document and a "Find It" button. The author information is "By: Gupta, Sarthak; Ferrada, Marcela A.; Hasni, Sarfaraz A.. *Frontiers in Immunology*, 6/12/2019, pN.PAG-N.PAG, 9p. Publisher: Frontiers Media S.A., Database: Complementary Index". The subjects are listed as "RANDOMIZED controlled trials; LUNG diseases; SALIVARY glands; EPITHELIAL cells; T cells". Below the article information, there is a message: "This is not the article I searched." followed by "We have an online copy instantly available" and a link "Open article in a new tab". Below that, there is a section "Ask the library to digitally send you the published full-text via Interlibrary Loan" with the text "It is free to you, and we'll usually email the link within 24 hours." and a "Complete request" button. At the bottom left, there is a link for "Updates".

Preparing for others to use

- More compatibility:
 - WMS, ILLiad, Relais ILL, Tipasa, and more. Soon: ALMA.
 - Serial Solutions. SFX, EBSCO Full Text Finder, and more. Soon: Primo.
- Testing & monitoring. Fixes as we find issues
- Self-set up, demos, and marketing website
- Interest. 300 Libraries on waiting list

Next Steps

- Adding “pilot mode” (inspired by ILDS)
- Redirecting direct to content (no form)
- Delivery from purchase on demand (e.g Reprints Desk)
- Browser plugin integration
- Even... more compatibility, simpler set up etc

Updates

Shameless Plug

- InstantILL.org is being released in the next few weeks, and it's in use today
- Everything shown is free to use. Paid for priority support and more features that support your library are available to sustain the tool
- 30 minutes to set up
- Sign up today to get notified

Updates

Thanks to:

- Kristi Palmer
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Beyond the paywall: Resource sharing in a disruptive ecosystem

Thank you!

More at InstantILL.org

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