

# ILL Librarians' Toolbox; tips and tricks for **BUSY** ILL Librarians

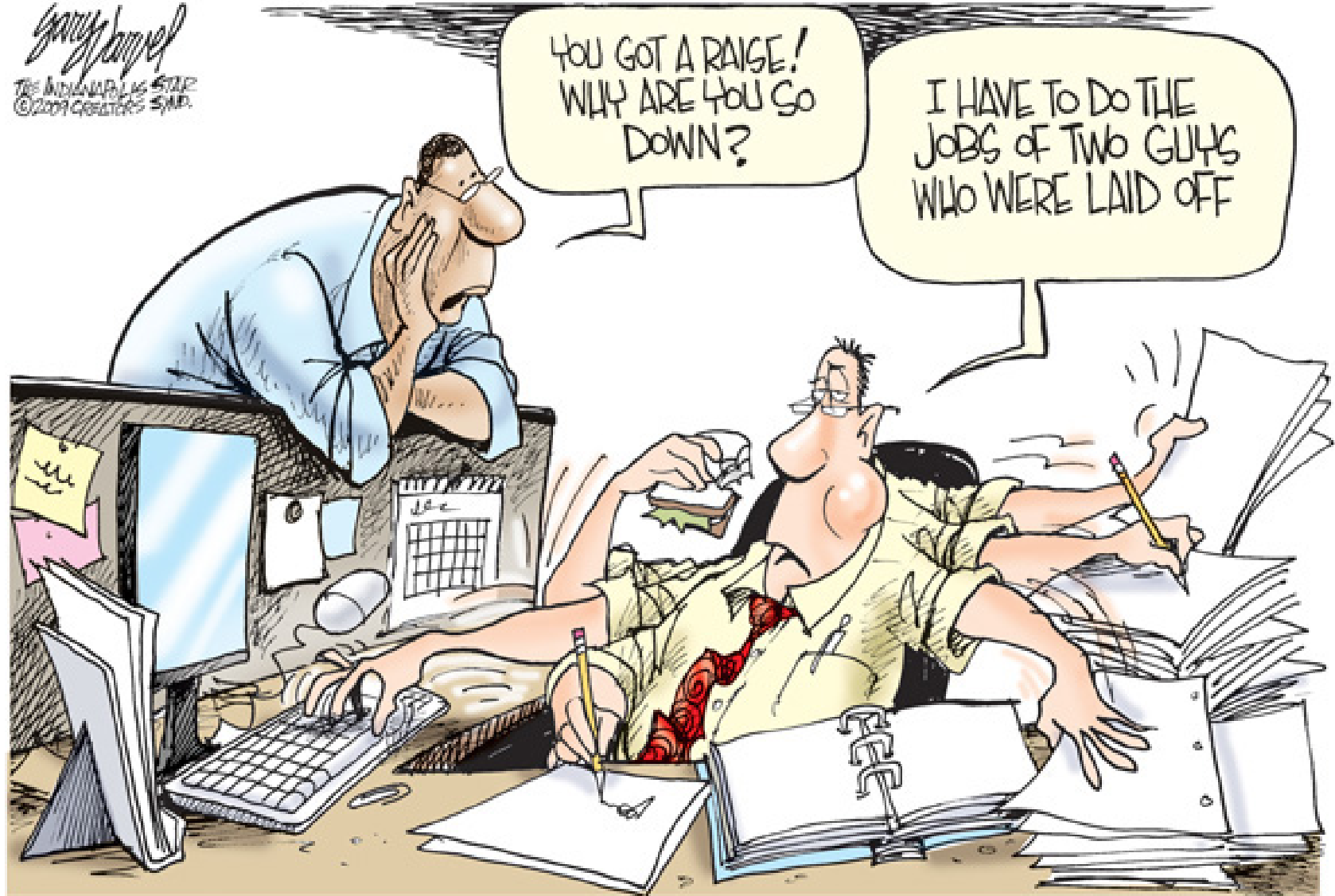
2103 IDS Project Conference

Peter Bae

Butler Library

Columbia University(ZCU)

*Gary Varvel*  
THE INDIVIDUALS WHO STAY  
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How to get more time during the day?  
How to spend the time more efficiently?  
How to stay SANE ?



Ideas for managing your ;  
Emails and ILL requests  
without

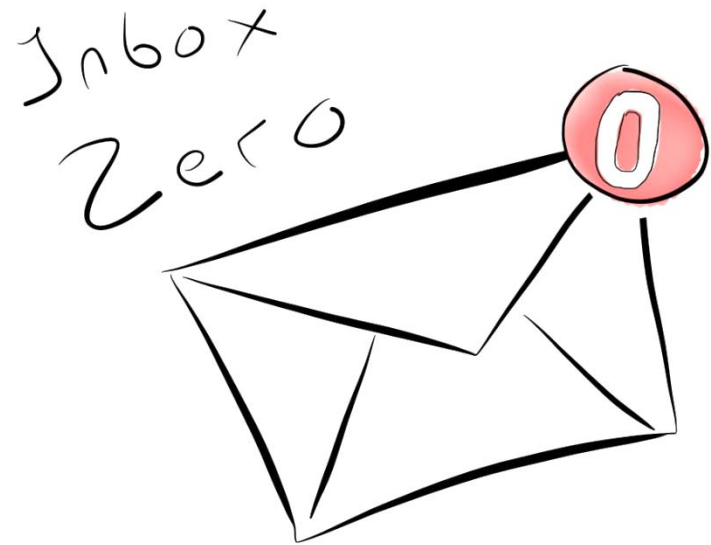


# Manage Your Emails (1)

*Five sneaky email cheats for “Inbox Zero”*

by Merlin Mann

- The Template
- The Link
- The Question
- The “I don’t Know”
- The Delete Key



## Manage Your Emails (2)

Can Gmail let you achieve the myth of  
“Inbox Zero” ?

**Forwarding your office email to Gmail ?**

Pros :

Superior Search Features, Ubiquitous access, Many add-ons and tools.

Cons :

Privacy(Personal and Patrons), Back-up, Internet  
Connection issue.

# Manage Your Emails (3)

## Sending emails from your office account while on Gmail .

### Settings

[General](#) [Labels](#) [Inbox](#) [Accounts](#) [Filters](#) [Forwarding and POP/IMAP](#) [Chat](#) [Web Clips](#) [Labs](#) [Gadgets](#) [Offline](#) [TF](#)

#### Change account settings:

[Change password](#)  
[Change password recovery options](#)  
[Other Google Account settings](#)

#### Send mail as:

(Use Gmail to send from your other email addresses)

[Learn more](#)

**Peter Bae** <culilldd@gmail.com>

**Peter Bae** <bibliotecario@gmail.com>

Not an alias.

**S.I. Bae** <ciaoclio@gmail.com>

Not an alias.

**Peter Bae** <sb3275@columbia.edu>

Mail is sent through: send.columbia.edu

Secured connection on port 465 using [SSL](#)

[Add another email address you own](#)

#### When replying to a message:

- Reply from the same address the message was sent to
- Always reply from default address (currently sb3275@columbia.edu)

(Note: You can change the address at the time of your reply. [Learn more](#))



# Manage Your Emails (4)

## Labels, Preview Pane and other Buttons

The screenshot displays the Gmail web interface. At the top, there's a navigation bar with links to Google services like Search, Images, Maps, Play, YouTube, News, Gmail, Drive, and Calendar. The search bar contains the text "interlibrary loan". Below the navigation bar, there are several action buttons: "Mark as read", "Move to Inbox", and a "More" dropdown menu. A "1-20 of many" indicator is also present.

The left sidebar shows the "COMPOSE" button and a list of folders: "Inbox (316)", "Starred", "Important", "Sent Mail", "Drafts (1)", "000-abs", "00-bd (1,430)", "00-Borr (2,235)", "00-FDD (173)", "00-follow (3)", "00Rapid-L (195)", "01-Gmails (4,926)", "02-ILL-L (730)", and "tool (181)".

The main email list shows several messages. One message from "eDelivery" is highlighted. A "More" dropdown menu is open over this message, listing options: "Mark as unread", "Mark as important", "Add to Tasks", "Add star", "Create event", "Filter messages like these", and "Mute".

The preview pane on the right shows the content of the selected email. The subject is "NLM Document Delivery for Request Number: KYB-34919568". The sender is "eDelivery@nlm.nih.gov". The body text includes: "The National Library of Medicine (NLM) processed your interlibrary loan request. Based upon your instructions, the attached document is being supplied by email. Please note that viewing of the document requires the use of an image viewer or reader. For information about viewing electronic documents, please go to [http://www.nlm.nih.gov/services/doc\\_email\\_deliv.html](http://www.nlm.nih.gov/services/doc_email_deliv.html)". It also mentions "This message contains the documents (REG-15714867Cover.pdf and REG-15714867.pdf) for Request Number REG-15714867." and "The file: REG-15714867Cover.pdf attachment contains the request information." A note at the bottom states: "NOTE: THIS MATERIAL MAY BE PROTECTED BY COPYRIGHT LAW (TITLE 17, U.S. CODE) PLEASE DO NOT RESPOND TO THIS EMAIL. For problems or questions with this request, please contact NLM via the ILL web form at [http://docline.gov/docline/help/contact\\_nlm/ill\\_web\\_form.cfm](http://docline.gov/docline/help/contact_nlm/ill_web_form.cfm) or by phone at 301-496-5511."

At the bottom right, there are several advertisements: "Generate IFTA Reports", "HTML Mockup Tool", "2013 Best Skin Tighteners", and "Calibre - Download Free".

# Manage Your Emails (5)

## Gmail Labs for productive tools


Settings

General Labels Inbox Accounts Filters Forwarding and POP/IMAP Chat Web Clips Labs Gadgets Offline Themes

Status report template  
FAQ

Email for the truly lazy. Save and then send your common messages using a button next to the compose form. Also automatically send emails using filters.


[Send feedback](#)

 **Mark as Read Button**  
by Mark K

Enable  
 Disable

Tired of spending all that effort to click on the more actions menu every time you want to mark messages as read without reading them? Now just enable this lab and that is just a button click away!


[Send feedback](#)

 **Preview Pane**  
by Peter B & Michael K

Enable  
 Disable

Provides a preview pane to read mail right next to your list of conversations, making mail reading faster and adding more context.

[Send feedback](#)


 **Undo Send**  
by Yuzo F

Enable  
 Disable

Oops, hit "Send" too soon? Stop messages from being sent for a few seconds after hitting the send button.

[Send feedback](#)

**Available Labs**

 **Apps Search**  
by the Apps Search team

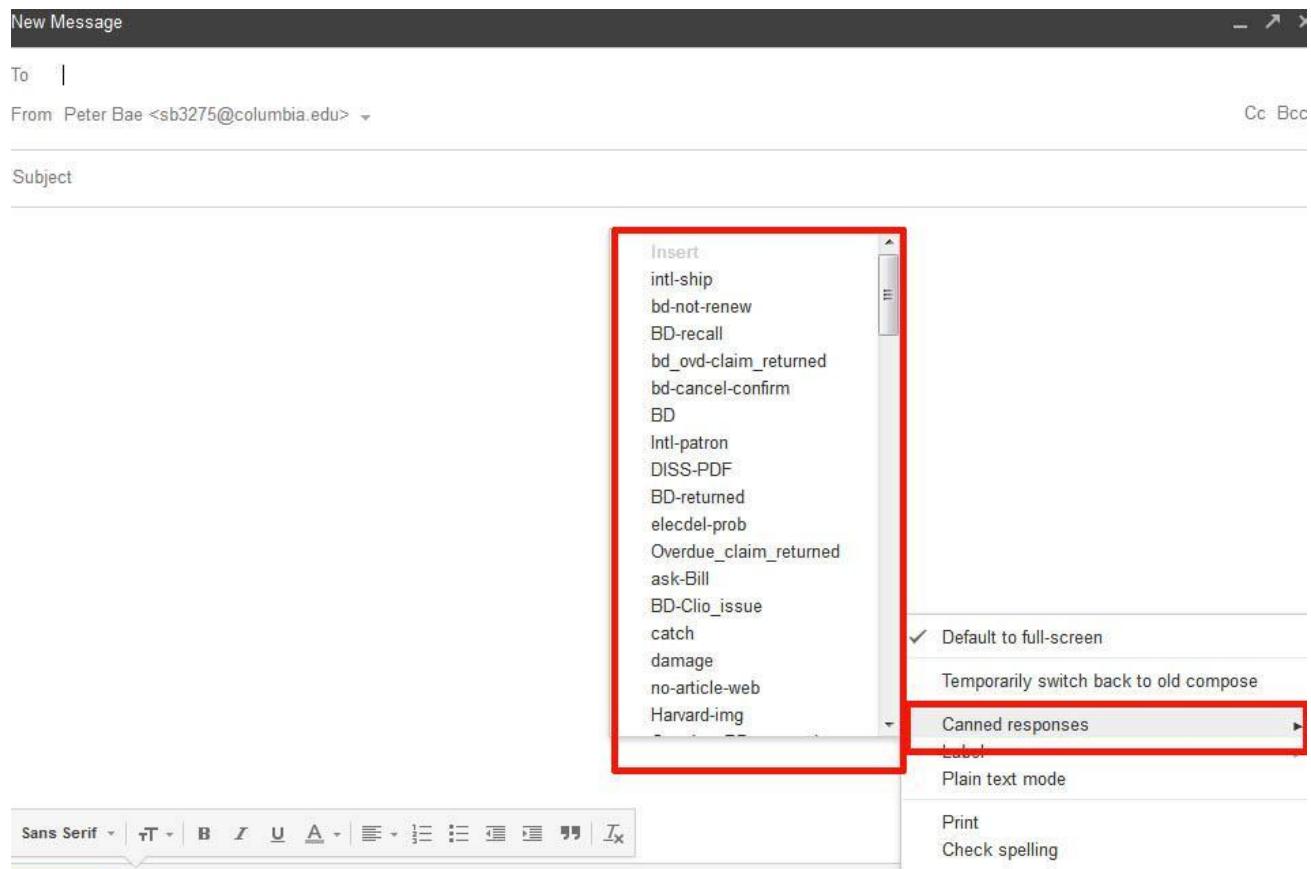
Enable  
 Disable

Extends search with Google Docs and Sites results. Apps Search will find the most relevant Docs and Sites and show them below Gmail search results.

[Send feedback](#)

# Manage Your Emails (6)

## Canned Responses



# Manage Your Emails (7)

## Inbox Taps , Filters, Tasks and Gadgets

The image shows a Gmail interface. At the top, there's a search bar and navigation icons. Below that, the inbox is visible with several email entries. The first entry is from Paula, LIO (2) with the subject 'Membership costs'. The second is from Kenneth, Mary (2) with the subject 'RE: VOLUNTEERS NEEDED: Planning for the Operations Group On-Site Meeting'. The third is from fj73 with the subject 'Daughter ill'. The fourth is from Aline Locascio with the subject 'Demolition in Butler Tues & Wed'. Below the inbox, the 'Settings' page is open, showing various tabs like 'General', 'Labels', 'Inbox', 'Accounts', 'Filters', 'Forwarding and POP/IMAP', 'Chat', 'Web Clips', 'Labs', 'Gadgets', 'Offline', and 'Themes'. The 'Filters' tab is selected, showing a list of filters applied to all incoming mail. A red box highlights a dropdown menu for 'Gmail' in the top right corner, which includes options for 'Gmail', 'Contacts', 'Tasks', 'Starred', 'Important', and 'Sent Mail'.

Primary Social Promotions Updates 1 new Forums

Paula, LIO (2) Membership costs - Good Morning, I would like to know the cost of using Butler library for a non-Columbia University 8:57 am

Kenneth, Mary (2) RE: VOLUNTEERS NEEDED: Planning for the Operations Group On-Site Meeting - Hi Peter, I am interested in helpi 8:41 am

fj73 Daughter ill - Dear all, My daughter has a viral infection and I'm unable to come in today. Thank you. Best, 7:49 am

Aline Locascio Demolition in Butler Tues & Wed - Expect noise and congestion in the hallways on the 1st and 3rd floors today and to 5:40 am

Settings

General Labels Inbox Accounts Filters Forwarding and POP/IMAP Chat Web Clips Labs Gadgets Offline Themes

The following filters are applied to all incoming mail:

- Matches: to:(ill-lending@libraries.cul.columbia.edu)  
Do this: Skip Inbox, Apply label "ILL/Lending"
- Matches: to:(butlres@libraries.cul.columbia.edu)  
Do this: Skip Inbox, Apply label "Reserve"
- Matches: to:(butler\_hsl-morn)  
Do this: Skip Inbox, Apply label "ILL/Morn-Hsl"
- Matches: subject:([ILL-L])  
Do this: Skip Inbox, Apply label "02-ILL-L"
- Matches: subject:([rapid-l])  
Do this: Skip Inbox, Apply label "00Rapid-L"
- Matches: to:(bibliokid@gmail.com)  
Do this: Skip Inbox, Apply label "01-Gmails/bibliokid"
- Matches: to:(ciaoclio@gmail.com)

+You Search Images Maps F

Google

Gmail

Gmail

Contacts

Tasks

Starred

Important

Sent Mail

Settings

General L

Gadgets

You have

## Manage Your Emails (8)

“There are endless systems for achieving a clean inbox but, like diets, most everyone ends up failing. **The answer then is accepting that it’s impossible, and then finding peace of mind by focusing on what matter most.**”



Shawn Carolan, Guest Contributor. “The Myth of Inbox Zero and the Path to Peace of Mind.” *GigaOM*, May 5, 2013.  
<http://gigaom.com/2013/05/05/the-myth-of-inbox-zero-and-the-path-to-peace-of-mind/>.

# Manage Your ILL Tasks (1)

More time-consuming requests; with difficult, odd, exotic, foreign language, and plainly incorrect citations from “difficult” patrons.



## Manage Your ILL Tasks (2)

Why that happens? “Information Flood” by



So the solution can be found in

Google!  
BETA

## Manage Your ILL Tasks (3)

Yet, check your workflow first.

“Direct” everything.

Trust All Your Lenders.

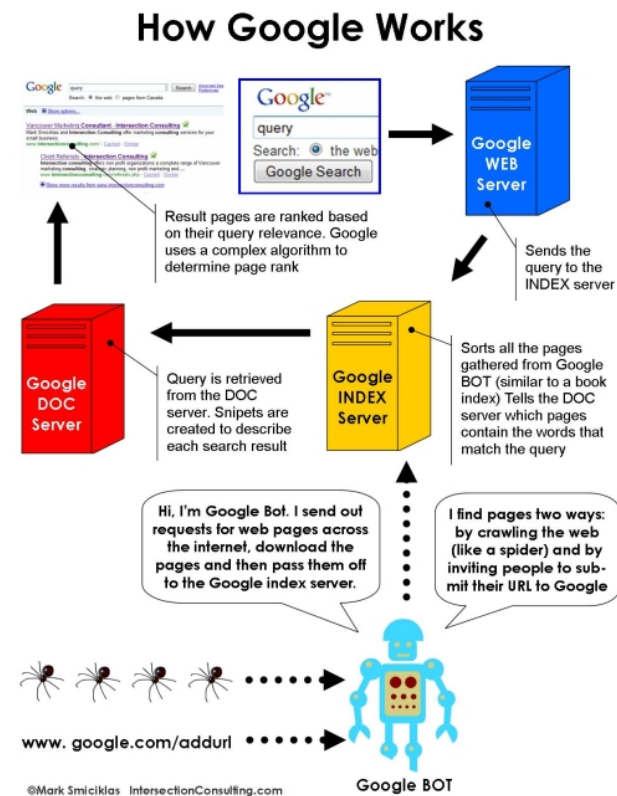
IDS Toolkits will help greatly to get more time  
for those daunting requests.



# Manage Your ILL Tasks (4)

## How Google Works;

- Googlebot,
- Index Server
- Query Processor
- Doc Server.



# Manage Your ILL Tasks (5)

## Simple Google Search;

- Quote or not Quote?
- Stop Words, Word Limit (32 words)
- Terms Nearby, Terms in Order.
- Not Case-Sensitive, Characters Ignored(! ?, . ;)
- [we're] or [were] will have different results
- [part-time] will find part-time, parttime, part time

*\*Interactive online Google tutorial and references - Google Guide:*

*<http://www.googleguide.com/>*

# Manage Your ILL Tasks (6)

## Advanced Google Search; Search Operators

- allinurl: [[allinurl:globalization mil](#)]
- allintitle: [[allintitle: globalization struggle](#)]
- filetype: [[globalization filetype:xls](#)]
- site: [[globalization site: oxford.ac.uk](#)]
- allintext: [[allintext:globalization](#)]
- - operator: [[globalization -“el nino”](#)]
- \* operator : [[Girl who \\* fire](#)]
- Define: [[define:globalization](#)]
- Cache:[[cache:http://workflowtoolkit.wordpress.com/](#)]

# Manage Your ILL Tasks (7)

## More thoughts on Google Search

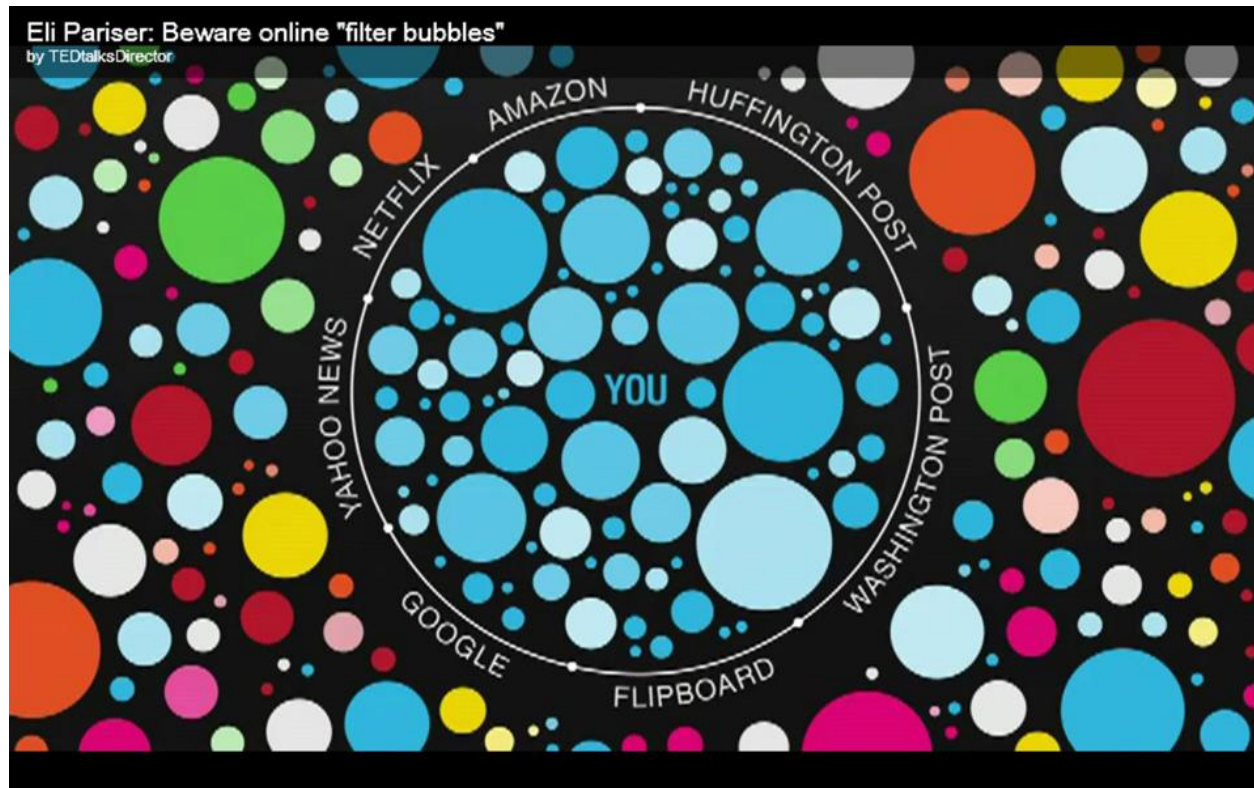
- How to select search terms to reduce the results :  
**uncommon words**
- How to combine search terms: combination which will give the least amount of search results. [**“pp.22-48” Gaddis**]
- Consider the people who created the information on the web. (i.e. scholarly publication)
- Google is a good TOOL and you are the one who use it. (i.e. Google book and OCR)

# Manage Your ILL Tasks (8)

## And more ...

- Google is not the only search engine; what about *100 Search Engines for Academic Research* or *Wayback Machine* ?
- Traditional reference materials (i.e. NUC, bibliographies and Indexes)
- Book is still very relevant resource for citation verification.
- *Filter(Google) Bubble* , Eli Pariser, *The Filter Bubble: What the Internet Is Hiding from You*, Penguin Press (New York, May 2011)

*Filter Bubble:* A result state in which a website algorithm selectively guesses what information a user would like to see based on information about the user.



If so, can we utilized the filter bubble?

## Some time saving tips for web-navigation.

- The Power of **CTRL+F** (Find).
- Check Target Link at the bottom of web-browser.
- Understanding the anatomy of a webpage; web URL as directory structure, File naming Patterns
- <http://www.h-net.org/~diplo/roundtables/PDF/Roundtable-XI-6.pdf>
- <http://www.dtic.mil/dtic/tr/fulltext/u2/a442066.pdf>
- Open Link in New Tab or Windows; keep the search results and navigate in a separate windows

# View inside the web-page(CTRL+U) to get more info.



```
</div>
<div id="events-list-items-students">
</div>
<div id="events-list-items-teachers">
</div>
</div>
id="department-list">
<li><a href="http://www.shss.ecnu.edu.cn/" target="blank">人文社会科学学院</a></li>
<li><a href="http://www.shwx.ecnu.edu.cn/" target="blank">中国语言文学系</a></li>
<li><a href="http://history.ecnu.edu.cn/" target="blank">历史学系</a></li>
<li><a href="http://www.philo.ecnu.edu.cn/" target="blank">哲学系</a></li>
<li><a href="http://www.dp.ecnu.edu.cn" target="blank">政治学系</a></li>
<li><a href="http://www.law.ecnu.edu.cn/" target="blank">法律系</a></li>
<li><a href="http://www.skb.ecnu.edu.cn/" target="blank">社会科学部</a></li>
<li><a href="http://gjs.ecnu.edu.cn/" target="blank">古籍研究所</a></li>
<li><a href="http://www.soci.ecnu.edu.cn/" target="blank">社会发展学院</a></li>
<li><a href="http://www.fl.ecnu.edu.cn/" target="blank">外语学院</a></li>
<li><a href="http://hanyu.ecnu.edu.cn/" target="blank">对外汉语学院</a></li>
<li><a href="http://www.ses.ecnu.edu.cn/" target="blank">教育科学学院</a></li>
<li><a href="http://psy.ecnu.edu.cn/" target="blank">心理与认知科学学院</a></li>
<li><a href="http://www.pese.ecnu.edu.cn/" target="blank">学前教育与特殊教育学院</a></li>
<li><a href="http://www.tyxx.ecnu.edu.cn/" target="blank">体育与健康学院</a></li>
<li><a href="http://www.cps.ecnu.edu.cn/" target="blank">公共管理学院</a></li>
<li><a href="http://www.bs.ecnu.edu.cn" target="blank">商学院</a></li>
<li><a href="http://www.sfs.ecnu.edu.cn/" target="blank">金融与统计学院</a></li>
<li><a href="http://www.comm.ecnu.edu.cn/" target="blank">传播学院</a></li>
<li><a href="http://www.art.ecnu.edu.cn/" target="blank">艺术学院</a></li>
<li><a href="http://www.design.ecnu.edu.cn/" target="blank">设计学院</a></li>
<li><a href="http://www.sse.ecnu.edu.cn/" target="blank">理学院</a></li>
<li><a href="http://math.ecnu.edu.cn/" target="blank">数学系</a></li>
<li><a href="http://phy.ecnu.edu.cn/" target="blank">物理学系</a></li>
<li><a href="http://www.chem.ecnu.edu.cn/" target="blank">化学系</a></li>
<li><a href="http://www.re.ecnu.edu.cn/" target="blank">资源与环境科学学院</a></li>
<li><a href="http://life.ecnu.edu.cn/" target="blank">生命科学学院</a></li>
<li><a href="http://www.sist.ecnu.edu.cn/" target="blank">信息科学技术学院</a></li>
<li><a href="http://www.sei.ecnu.edu.cn/" target="blank">软件学院</a></li>
<li><a href="http://www.ecnudec.com/" target="blank">继续教育学院</a></li>
<li><a href="http://www.coe.ecnu.edu.cn/" target="blank">继续教育学院</a></li>
<li><a href="http://www.zi-mian.org/" target="blank">思源人文高等研究院</a></li>
<li><a href="http://www.saias.ecnu.edu.cn/" target="blank">国际关系与地区发展研究院</a></li>
<li><a href="http://www.sklec.ecnu.edu.cn" target="blank">河口湖岸科学研究院</a></li>
<li><a href="http://www.lps.ecnu.edu.cn" target="blank">精密光谱科学与技术国家重点实验室</a></li>
<li><a href="http://sat.ecnu.edu.cn/" target="blank">科学与技术跨学科高等研究院</a></li>
<li><a href="http://www.siecnu.com" target="blank">艺术研究所</a></li>
<li><a href="http://www.itl.ecnu.edu.cn/" target="blank">国际航运物流研究院</a></li>
</li></pre>
```





# Getting some outside helps(1)

- The Slavic Reference Service - University of Illinois at Urbana-Champaign  
<http://www.library.illinois.edu/spx/srs.htm>
- East Asian Gateway Service - University of Pittsburgh  
<http://www.library.pitt.edu/libraries/eal/Gateway-Home.htm>
- In-house Language Expert list.
- My “hair-tearing” request is someone else’s fun; then, “Share the Fun.”

## Getting some outside helps(2)

- Language tools; Foreign alphabet/number/Library glossary chart;
- ALA-LC Romanization Table;  
<http://www.loc.gov/catdir/cpsd/roman.html>
- International Standard Numeral Systems.
- Multilingual Glossary database—New South Wales State Library  
<http://www2.sl.nsw.gov.au/multicultural/glossary/>
- Google Translate; <http://translate.google.com/>

## Time saving windows shortcut keys

- **F1**: Help
- **CTRL+ESC**: Open Start menu
- **ALT+TAB**: Switch between open programs
- **ALT+F4**: Quit program
- **CTRL+C**: Copy
- **CTRL+X**: Cut
- **CTRL+V**: Paste
- **CTRL+Z**: Undo
- **CTRL+A**: Select All
- **CTRL+F**: Find
- **Double Click**: Select the word
- **Triple Click**: Select the Line

## Time Saving web browser shortcut keys

- **CTRL+1-8** – Switch to the specified tab, counting from the left.
- **CTRL+9** – Switch to the last tab.
- **CTRL+Tab** – Switch to the next tab
- **CTRL+W**:Close the current tab.
- **CTRL+T**:Open a new tab.
- **ALT+Left Arrow**:Back.
- **ALT+Right Arrow**:Forward.
- **CTRL+L**: Select the address bar.
- **Home**:Top of page.
- **End**:Bottom of page.
- **SPACE(SHIFT+SPACE)**:Page Down(Up)

# ILLiad has shortcut keys, too.

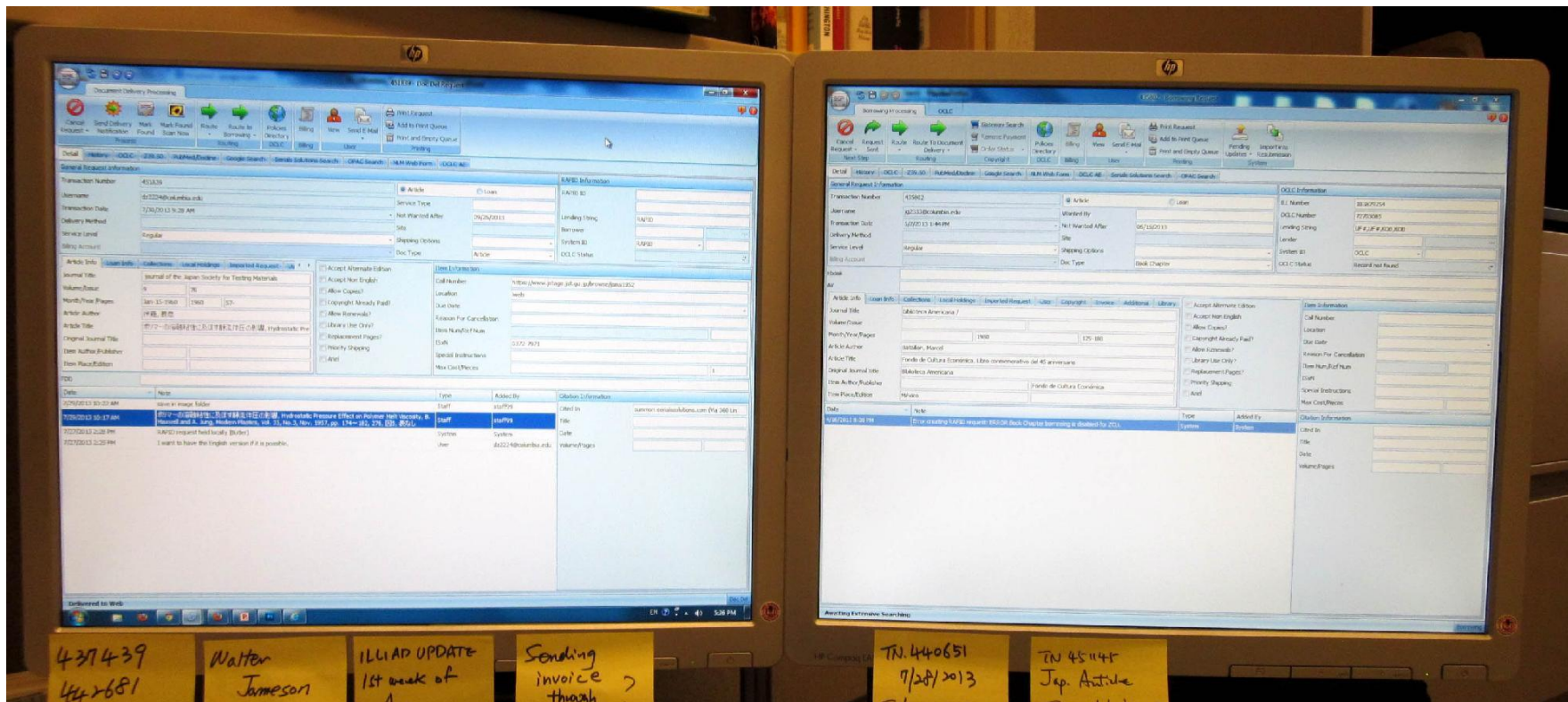


## Tips and Shortcuts for ILLiad

<https://prometheus.atlas-sys.com/display/illiad/Tips+and+Shortcuts+for+ILLiad>

# Some Hardware Help (1)

## Multi-Monitors



# Some Hardware Help (2) Programmable Keyboard

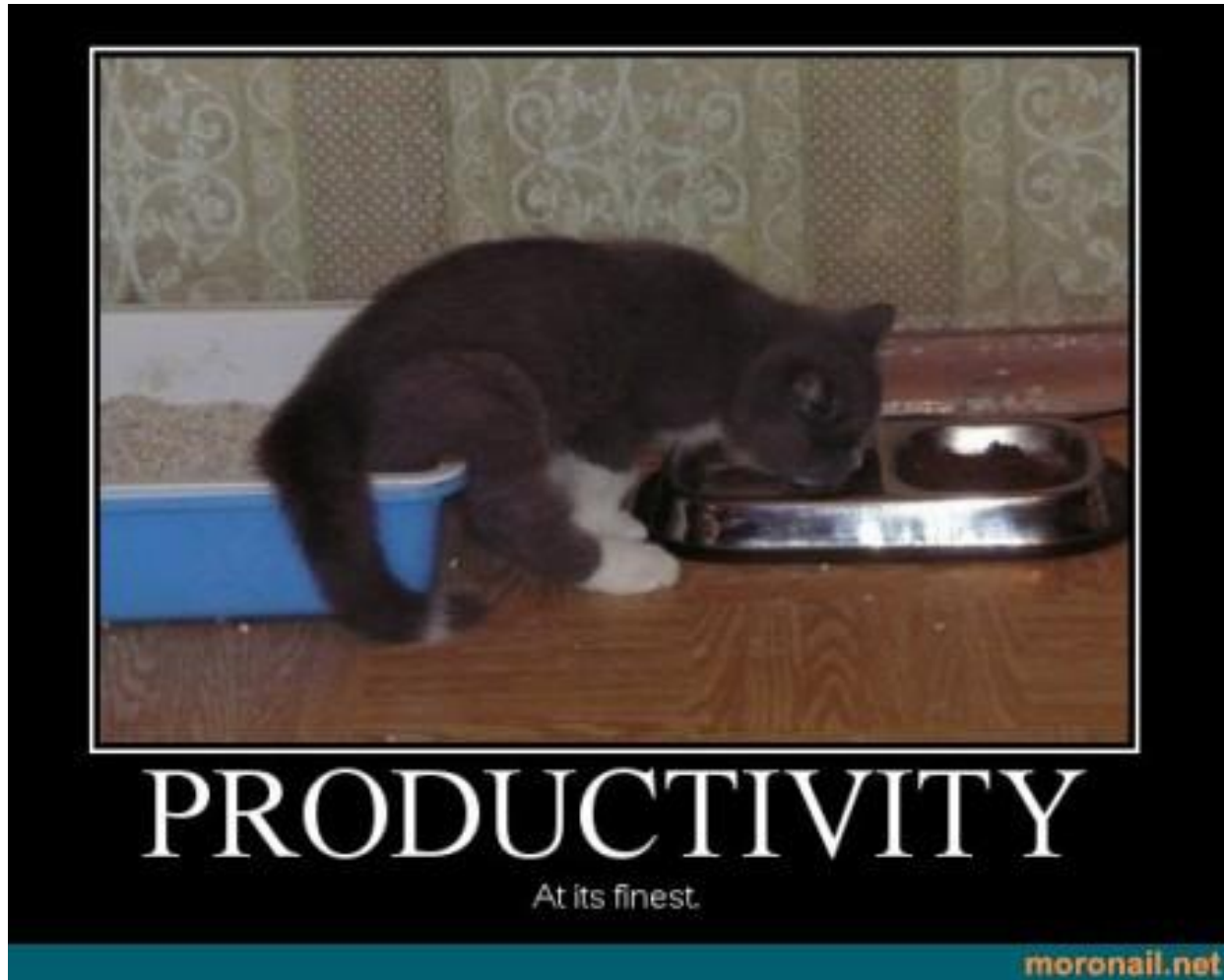
(Not in production but there are other types)



“Nobody dies because of an ILL request.”







Any ideas to share?

## References

- “100 Search Engines For Academic Research.” Accessed July 30, 2013. <http://www.teachthought.com/technology/100-search-engines-for-academic-research/>.
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- “Keyboard Shortcuts for Windows.” Accessed July 30, 2013. <http://support.microsoft.com/kb/126449>.
- “Official Gmail Blog: 10 Gmail Gadgets to Try.” Accessed July 30, 2013. <http://gmailblog.blogspot.com/2011/06/10-gmail-gadgets-to-try.html>.
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