

ILL Assessment at HVCC



JENNIFER ACKER
HUDSON VALLEY COMMUNITY COLLEGE
SR. CLERK
ILL@HVCC.EDU

How assessment became the goal



- My supervisor and I had talked about doing assessment several times but....never got any farther
- In 2014 HVCC met 13 of the 14 Standards for accreditation by the Middle States Commission on Higher Education, we did not meet Standard 7, Institutional Assessment
- Shortly after this announcement our Director tasked each of the Library Departments with doing an assessment...and then talk turned into action

Background Info



- Hudson Valley is a Community College
- HVCC has more than 75 degree and certificate programs
- Interlibrary Loan has 1 full-time staff member(ME!)
- No ILL assessment has been done since I took the position in the Spring of 2001
- Fall 2014 FTE 8,409 (Head Count 12,252)
- Fall Borrowing Total = 585
- Fall Lending Total = 366

THE BIG QUESTION

Paper

- Staff need to remember to hand out and collect the surveys
- If they leave with the survey you won't see it
- Hand tally

VS

Electronic

- Can be done when the patron has time
- Email to a web link
- Programs tally answers for you



Choose a survey provider



We wanted something that was easy to use, would keep track of the results for us, and most importantly was FREE.

- SurveyMonkey
- Google Survey



Why We Choose Google Survey



- FREE
- Easy to create and edit survey
- Experience - I have created a handful of surveys for both professional and personal use
- Google creates a result page so you don't need to tally the results
- Allows you to give access to other people to view results
- Survey Link can be sent in an e-mail, posted to a web page, or both
- No limits on questions or responses
- Create charts and graphs in the Google form or you can export the form to Microsoft Excel

Research



Articles:

- **Interlibrary Loan** Satisfaction Survey at the University of Evansville. Author: Atwater-Singer, Meg **Journal of Interlibrary Loan, Document Delivery & Electronic Reserves**; Nov/Dec 2011, Vol. 21 Issue 5, p227-233
- **Interlibrary Loan Assessment: Assessing Services in a Small Private College Library's Interlibrary Loan Department.** Author: Lucas, Debra **Journal of Interlibrary Loan, Document Delivery & Electronic Reserves**; Oct-Dec 2009, Vol. 19 Issue 4, p309-316

Surveys from the Web:

- http://libguides.tamuk.edu/survey.php?survey_id=11817
- <http://www.surveymonkey.com/s/WC2VHNC>

Picked 10 Questions



- Are you a: (Student, Staff, etc.)
- Did you request: (Book, Article, Both)
- Why did you request this item(s): (Not owned, NOS, etc.)
- Was the request for: (Assignment, Professional, etc.)
- How often have you used ILL services:
- Did your material(s) arrive in a timely manner?
- Did you pick up or view your material?
- If you did not pick up or view your material, why?
- Would you use ILL services again?
- Does the current ILL service meet your need?
- Comments:

https://docs.google.com/forms/d/1BCcGD1R2fsNFWU_3KsCMXaxnrohZfuL_IeSfjFKc8Lo/viewform?c=0&w=1





Dwight Marvin Library Interlibrary Loan (ILL) Survey

Earlier this semester, you requested material(s) using a service called Interlibrary Loan(ILL). Please complete this short survey so that we may continue to improve the service for the whole community here at Hudson Valley Community College. Thank you!

Are you a:

- Student
- Staff (NIEU or NTP)
- Faculty/DC
- Administrator
- Retired (Emeriti)

Did you request:

- A Book
- An Article
- Both
- Other:

Why did you request this item(s):

- Item was not on the shelf in the library
- Item was not owned by the library
- Needed the material in another format
- Other:

ILL Assessment ☆ 📁

File Edit View Insert Responses (61) Tools Add-ons Help

↶ ↷ Edit questions Change theme 📄 View responses 🌐 View live form

Special Question



*****For HVCC Employees only*** If you are an ILL user and are enrolled as a student elsewhere, please indicate your reason(s) for using ILL at HVCC.**

(Check all that apply.)

- Convenience
- Quality of service
- Individual attention
- Didn't know that ILL services were available elsewhere
- Other:

Delivering the Survey



- We discussed several options:
 - Link on the HVCC Interlibrary Loan web page
 - Link in the e-mails notifying patrons their item arrived
 - Link in ILLiad in the Web Alerts section
 - Create a special e-mail to sent through ILLiad
 - Mail Merge with Outlook and Microsoft Word

How we got the names



- ILLiad System Tab->Web Reports->Administrative Reports->Requests by Username

Administrative - Requests by Username	
Begin Date	6/1/2015
End Date	7/1/2015
Process Type	Borrowing
Sites	<input checked="" type="checkbox"/> All <input type="checkbox"/> ILL
Generate Report	

- This gave me a list of usernames with how many article(s), book(s), and total requests were made on 1 line.

Username	Last Name	First Name	Department	Status	Article Requests Received	Loan Requests Received	Total Requests Received
a.labelle	LaBelle	Anne		Faculty	1	1	2
a.malavasic	Malavasic	Alice		Faculty	0	3	3
b.hazard	Hazard	Brenda		NTP	1	0	1

- This was not necessary but helped me later!

ILLiad Custom Request Search

And

[Transactions.CreationDate] Is between 6/1/2015 and 7/1/2015

[Transactions.ProcessType] Equals Borrowing

Open Route Send Notification Add Flag Export

Drag a column header here to group by that column

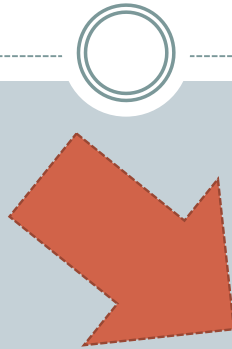
Transactio...	Username	Request T	Loan Author	Loan Title	Loan Publis...	Loan Place	
35066	a.lab	Article					
34915	a.lab	Loan			eenhave...		c2010.
35055	a.mala	Loan	Andreas, P...	Smuggler nation ...	Oxford Uni...	New York	2013
35056	a.mala	Loan	Woodard, ...	The republic of pi...			2007
34954	a.mala	Loan	Germano, ...	From dissertation...	University o...	Chicago	2005

Multiple Requests

Next

Exported Custom Search

	A	B	C
1	Transaction Number	Username	Request Type
2	35066	a.la [REDACTED]	Artide
3	34915	a.la [REDACTED]	Loan
4	35055	a.m [REDACTED] c	Loan
5	35056	a.m [REDACTED]	Loan
6	34954	a.m [REDACTED]	Loan
7	35037	b.h [REDACTED]	Artide



Web Report

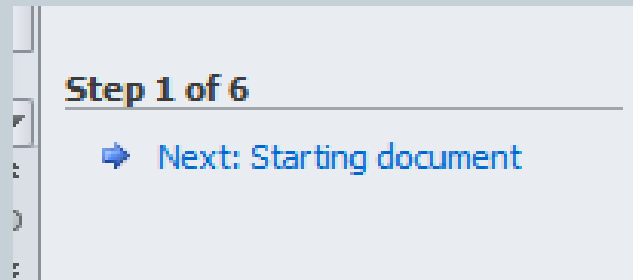
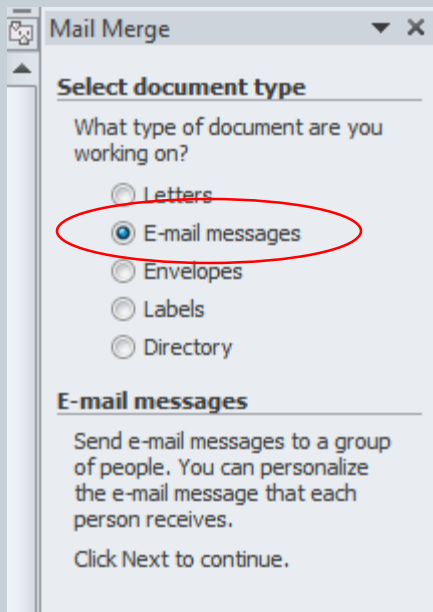
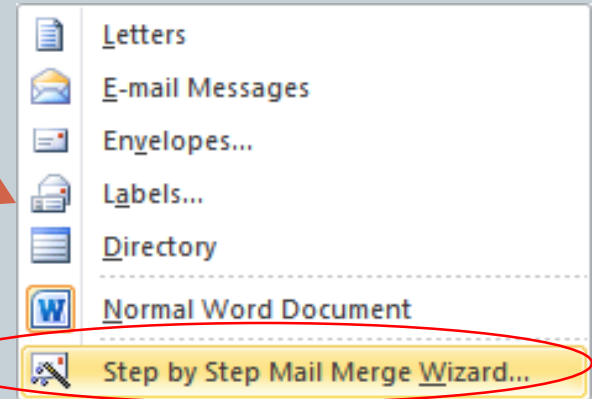
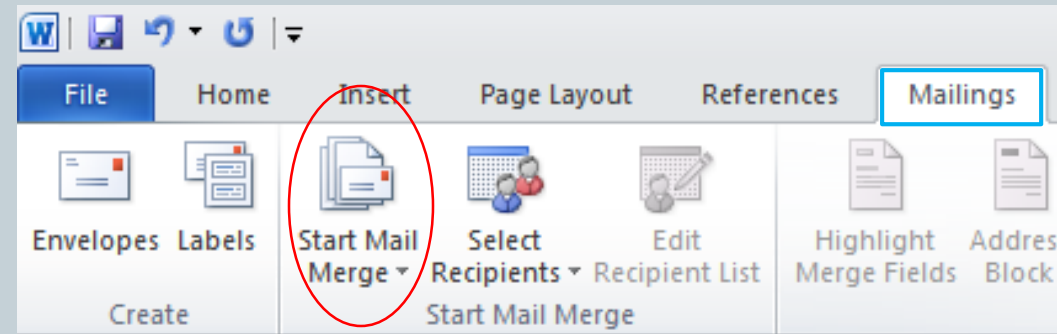
Username	Last Name	First Name
a.la [REDACTED]	La [REDACTED]	[REDACTED]
a.m [REDACTED] c	Ma [REDACTED]	[REDACTED]
b.h [REDACTED]	Ha [REDACTED]	E [REDACTED]

	A	B	C
1	Transaction Number	Username	Request Type
2	35066	a.la [REDACTED]	Artide
3	35055	a.m [REDACTED] c	Loan
4	35037	b.h [REDACTED]	Artide

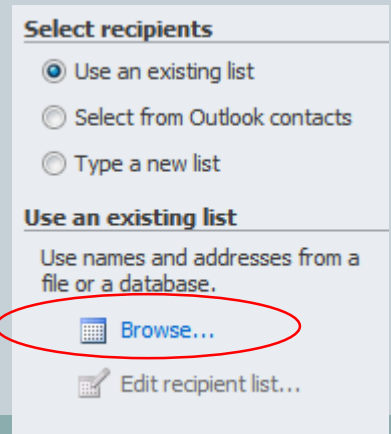


Used the Web Report to help me narrow down the Exported Custom Search

Mail Merge using Microsoft Office



Step 3 of 6



E-mail with survey link



«GreetingLine»

Earlier this semester, you requested material(s) using a service called Interlibrary Loan(ILL). We are asking for your help to improve our service by completing a BRIEF survey. Information and comments will be kept confidential.

Survey link:

https://docs.google.com/forms/d/1BCcGD1R2fsNFWU_3KsCMXaxnrohZfuL_IeSfjFKc8Lo/viewform?c=0&w=1&usp=mail_form_link

If you have any questions about this survey please contact the Dwight Marvin Library Interlibrary Loan Department at ill@hvcc.edu.

Jennifer Acker

Sr. Clerk - Interlibrary Loan

j.acker1@hvcc.edu

518-629-7387

Google Response Form



ILL Assessment (Responses) ☆

File Edit View Insert Format Data Tools Form Add-ons Help

Print Undo Redo Paste \$ % .0_ .00 123 Arial 10 B I U A [Grid] [Table] [Text] [List] [Filter] [Sum]

Timestamp

A	B	C	D	E	F	G
Timestamp	Are you a:	Did you request:	Why did you request this item(s):	Was the request for:	How often have you used ILL services:	Did your material(s) arrive in a timely manner?
10/6/2014 17:12:07	Retired (Emeriti)	A Book	I didn't check Marvin library	Professional development	4 or more times	Yes
10/6/2014 17:16:21	Faculty/DC	A Book	Item was not owned by the library	Professional development	4 or more times	Yes
10/6/2014 19:53:41	Staff (NIEU or NTP)	Both	Item			
10/6/2014 21:50:24	Student	A Book	Item			
10/6/2014 22:22:53	Student	A Book	Item			
10/7/2014 7:23:45	Staff (NIEU or NTP)	A Book	Item			
10/7/2014 8:03:51	Staff (NIEU or NTP)	A Book	Item			

Download as

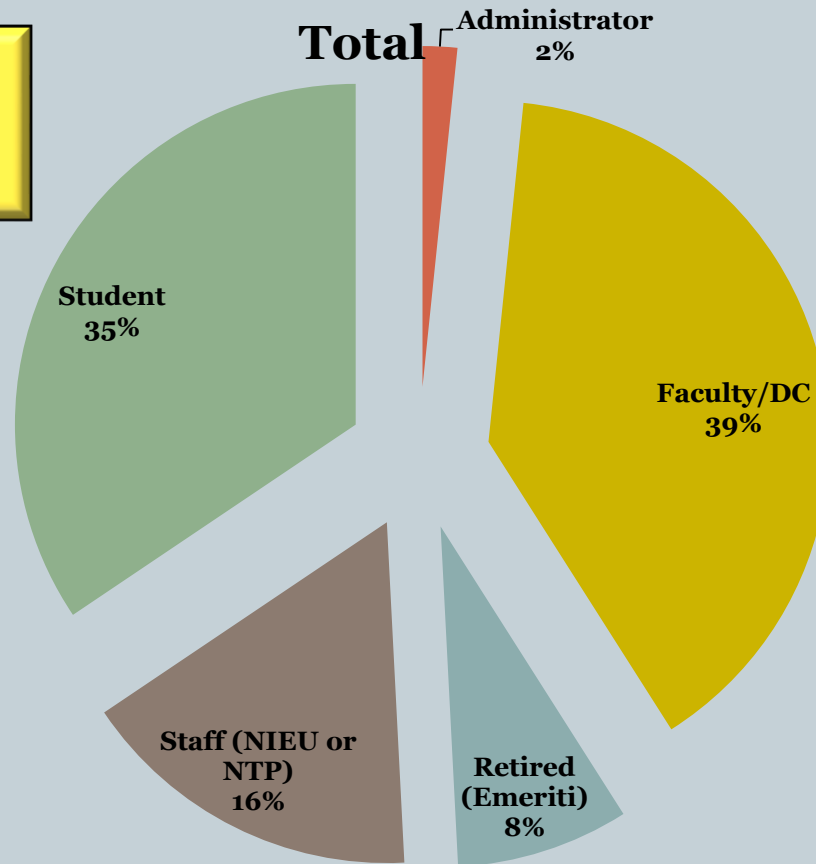
- Microsoft Excel (.xlsx)
- OpenDocument format (.ods)
- PDF document (.pdf)
- Comma-separated values (.csv, current sheet)
- Tab-separated values (.tsv, current sheet)
- Web page (.zip)

Print Ctrl+P

Are you a:



332 e-mails sent
61 responses

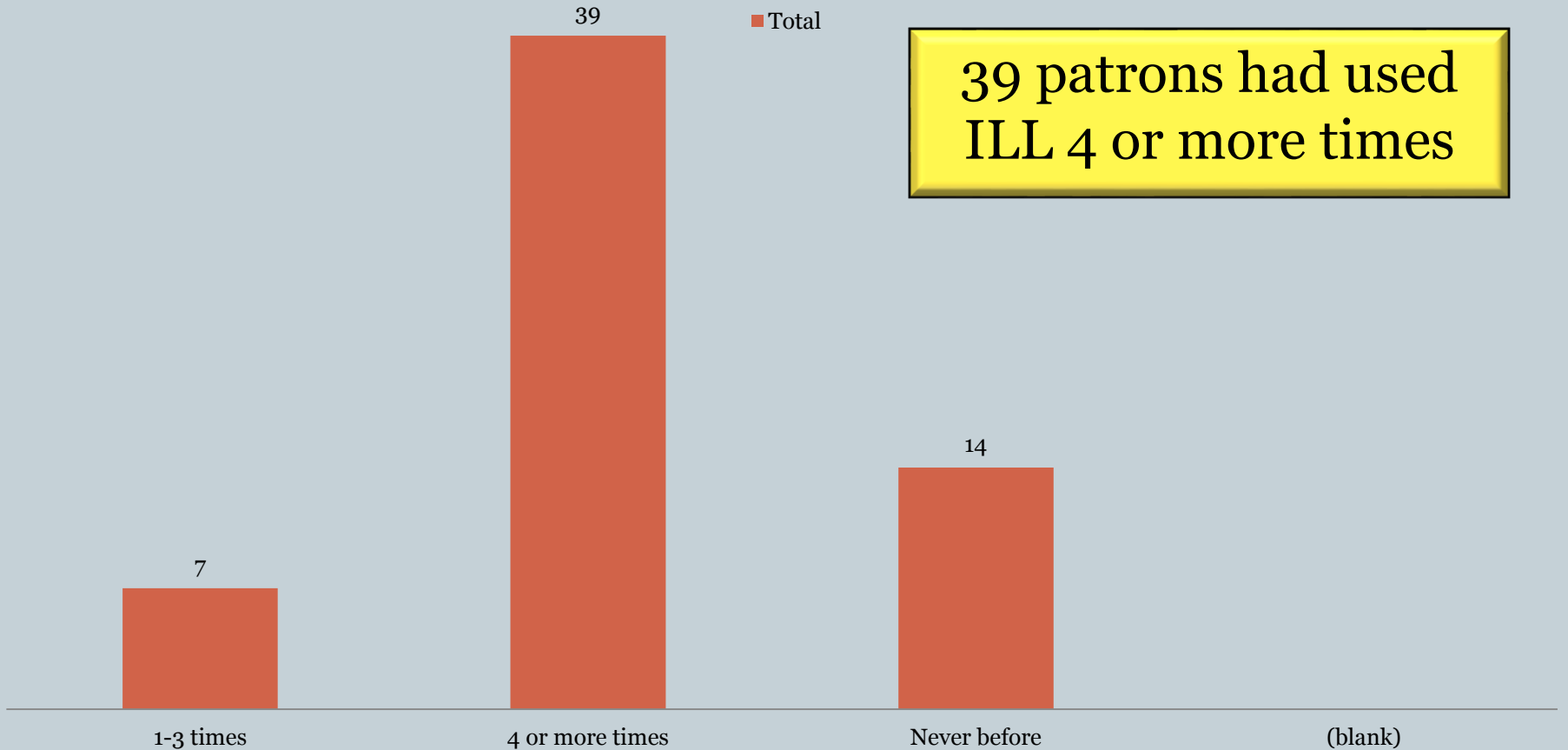


How often have you used ILL services:



Total

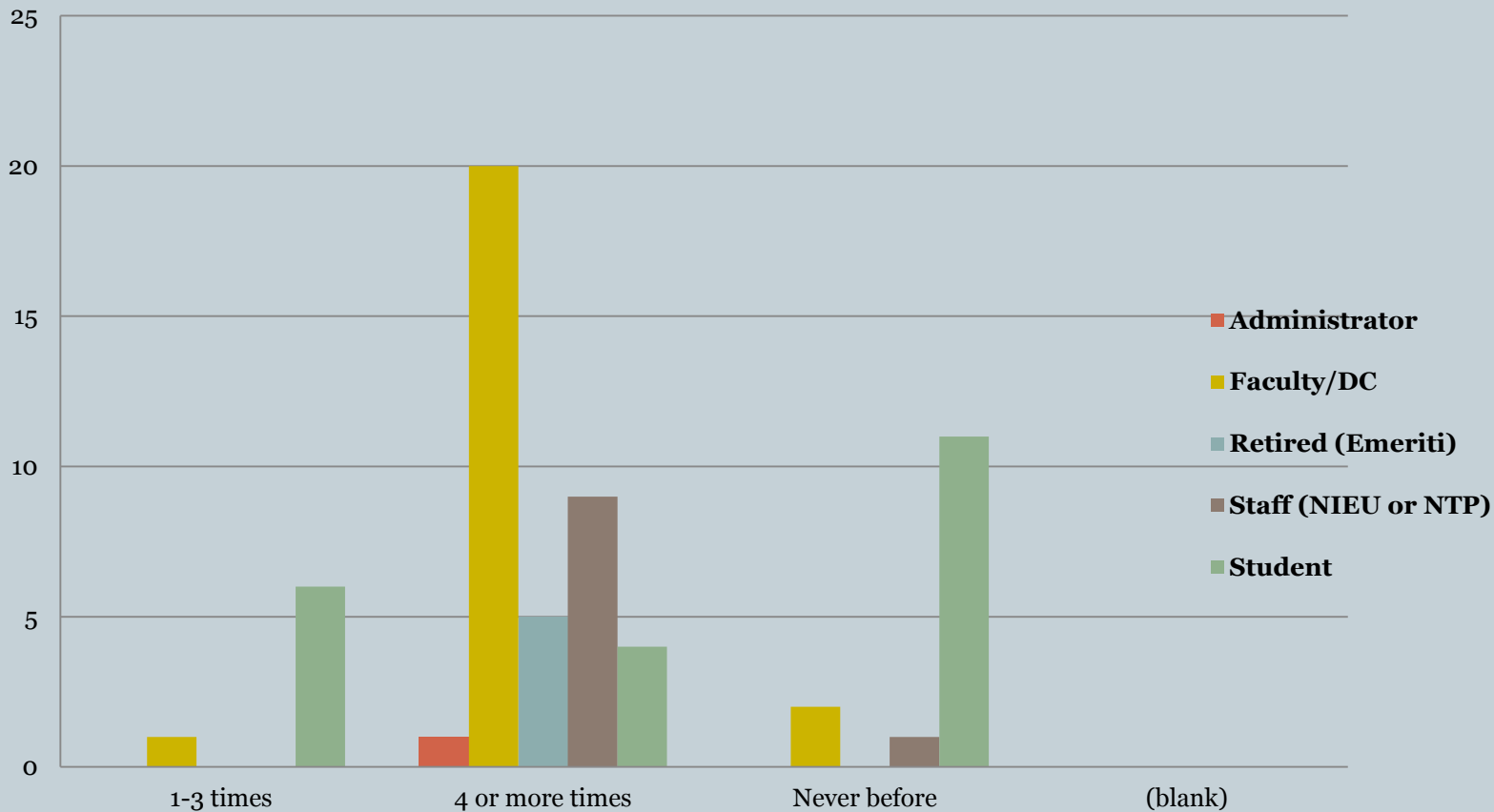
■ Total



How often have patrons used ILL by Patron Status:



Chart Title

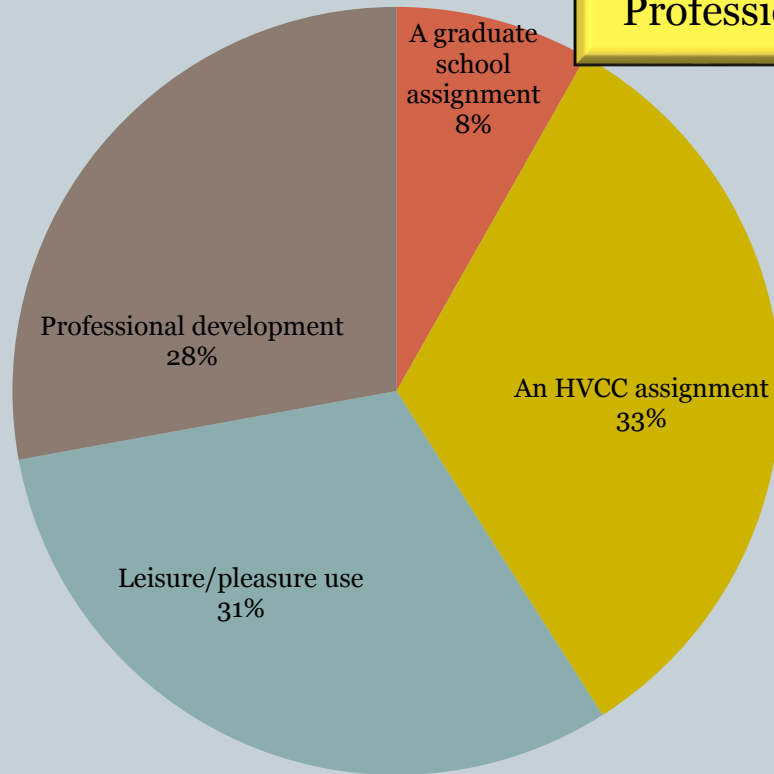


Was the request for:

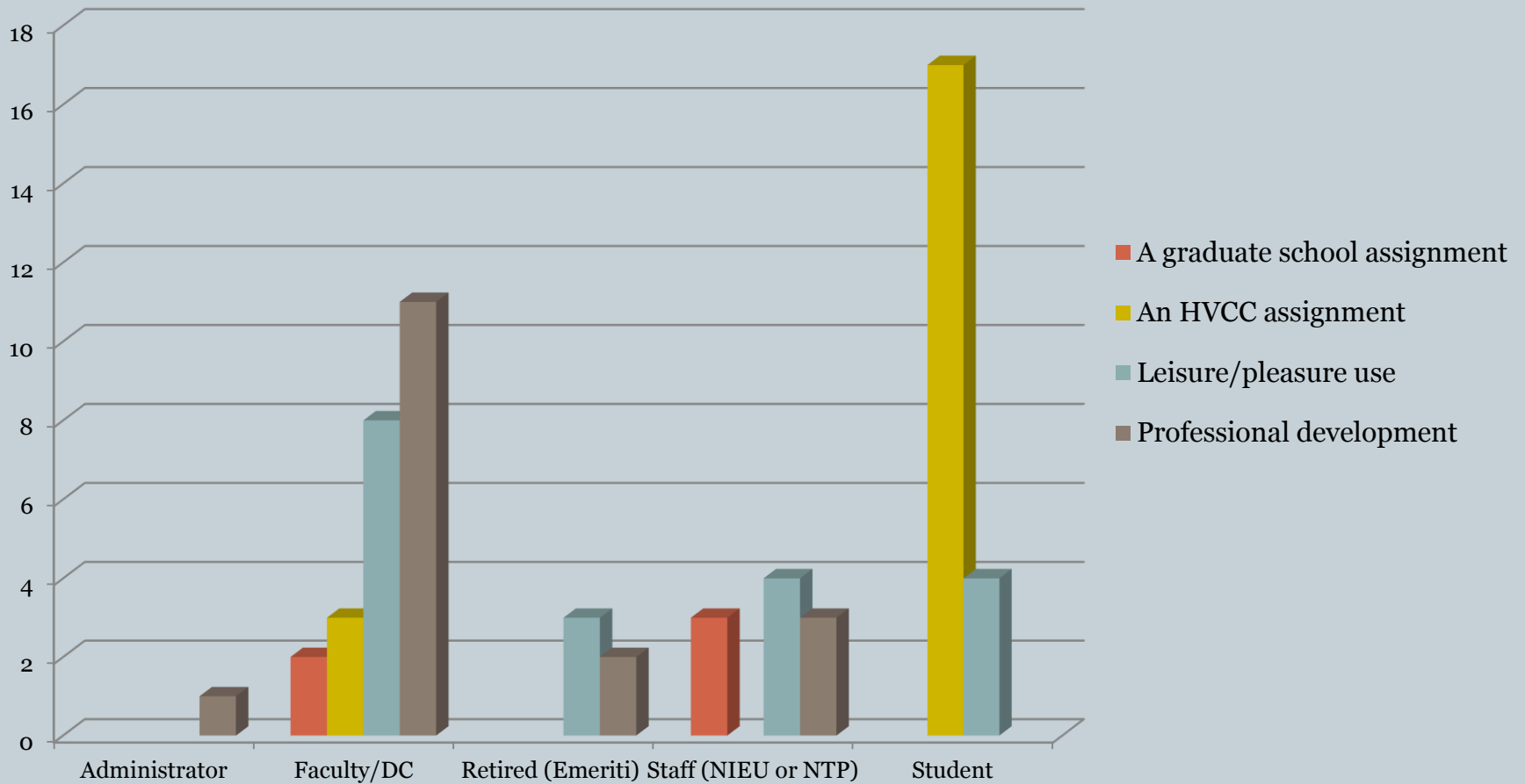


Total

A graduate school assignment - 5 (8%)
An HVCC assignment – 20 (33%)
Leisure/pleasure use - 19 (31%)
Professional development - 17 (28%)



Material Use Sorted by Patron Type



More Results



Did you request:

Book – 42

Article – 12

Both - 7

Would you use ILL services
again:

100% said yes

Does the current ILL
service meet your needs?

No – 4 (7%)

Yes – 57 (93%)

Did your material arrive on
time:

6 of 61 said No

E-mail we created in response



Template Details

Name: Trouble/Out of State

NVTGC:

ILL

Description: E-mail patrons to let them know we are having trouble getting their item/have gone out of state

E-mail

SMS

From Name: <#LocalInfo.GeneralContactName>

From Address: ill@hvcc.edu

To Name:

To Address: <#User.EMailAddress>

CC Address:

BCC Address:

Subject: Update on your Interlibrary Loan Request <#Transaction.BorrowerTN>

Dear <#User.FirstName>,

We received your request for:

Title: <#Transaction.LoanTitle>

Author: <#Transaction.LoanAuthor>

TN: <#Transaction.TNumber>

This e-mail is to let you know we are working on obtaining a copy of the item you requested, but we are having a hard time. We are now asking libraries outside of NY State. This e-mail is to let you know that if we are able to obtain a copy it could take up to 2 weeks or more to arrive.

If you no longer want the item or no longer need the item please reply to this e-mail and let us know. If you still need this item please be patient!

Thank you,
Jennifer Acker
518-629-7387
ill@hvcc.edu

For HVCC Employees only* If you are an ILL user and are enrolled as a student elsewhere, please indicate your reason(s) for using ILL at HVCC.**



Quality of Service
5 out of 5

Convenience
4 out of 5

Individual Attention
3 out of 5

Comments

I value your service and professionalism.

A valuable service. The staff is very helpful.

Thank you for helping with my research.

I wish all support services on campus ran as smoothly and were as easy as ILL

I need numerous books and articles for my graduate studies so I rely heavily on ILL - without it, I would have to buy many of the books I need. ILL also gives me access to articles in journals HVCC doesn't own. I would truly fall short in written resources if it weren't for the services ILL provides.

This is a wonderful service and you all do a wonderful job administering it. Thanks so much and keep up the good work!

Look Back and future planning



- We only did 1 semester or 4 months
- Patrons received multiple e-mails and may not have filled it out multiple times
- Wait at least 1 year before we do the survey again
- Maybe send the survey every other month instead of every month
- Do Fall and Spring

Thank you!



*Have a great
day!*