



# Interlibrary Loan User Study

---

## Emerging Trends and Technologies in Resource Sharing





# Project Summary

## Purpose:

- Current trends in ILL/RS relating to emerging technologies
- ILL user experience at UAlberta
- Improving ILL services

## Goals:

- Determine possible areas of improvement (internal-external)
- Identify relevant emerging tech
- Address improvement areas via tech implementation



# Project Breakdown

**ILL service use at  
UALberta**

**ILL staff  
User  
Experience**

**Emerging  
Tech &  
Implement**





# Part 1 – User Study

- ◇ Literature review
- ◇ ILL use within UAlberta Community
  - Development and distribution of survey
- ◇ Areas for improvement





## Part 2 – ILL staff observation

### ◇ ILL technology

- Ie. WorkFlows, Relais, Worldshare ILL, Docline, NCIP

### ◇ ILL staff user experience using systems

### ◇ Areas to streamline current process of fulfilling requests





# Part 3 – Emerging Technologies

- ◇ Emerging tech linked to resource sharing
- ◇ Implementation of emerging tech to address identified problems (Part 1 & 2)






# Current Status

**ILL service use at  
UALberta**

ILL staff  
User Experience

Emerging Tech  
&  
Implementation

- ◇ Literature Review on current trends in ILL/resource sharing – completed
  - ◇ Finalizing draft of ILL user experience survey
  - ◇ Distribution of final survey
- 



# Next Steps

- ◇ Distribution of ILL use survey
- ◇ Analysis of responses and recommendations
  
- ◇ Observational study of internal ILL staff workflow and ILL technologies
- ◇ Exploration of emerging resource sharing tech







# Thank you!

**Any questions?**

Contact Info: [vlwong@ualberta.ca](mailto:vlwong@ualberta.ca)

