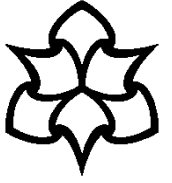


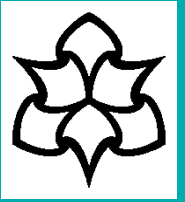
Interlending at Manchester Metropolitan University: service review

Lucía Meijueiro Barros
Assistant Librarian, Customer Services
All Saints Library

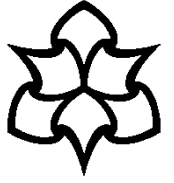


This session will cover...

- 1) Manchester Metropolitan University, Library Service & ILL team
- 2) From paper to electronic
- 3) Charges & quotas
- 4) Results & data
- 5) BLDSS Web API implementation
- 6) ILL & book purchase services review
- 7) Next steps

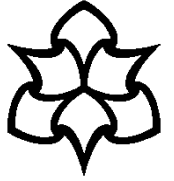


1) Manchester Metropolitan University, Library Service & ILL team



Manchester Metropolitan University

- Post-1992 university
- Based in Manchester and Crewe (Cheshire)
- 6 faculties, 13 research centres
- Students: c. 38000 students (6th in the UK)
- Staff: c. 2000 (FTE) academic staff



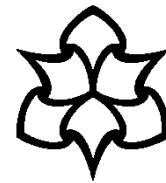
Library Services Team

- Part of Academic Services
- Large team
- **Customer Services**
- Digital Library Services Team
- Library Support Services Team
- Subject Teams
- Research Support
- Other teams

Email:

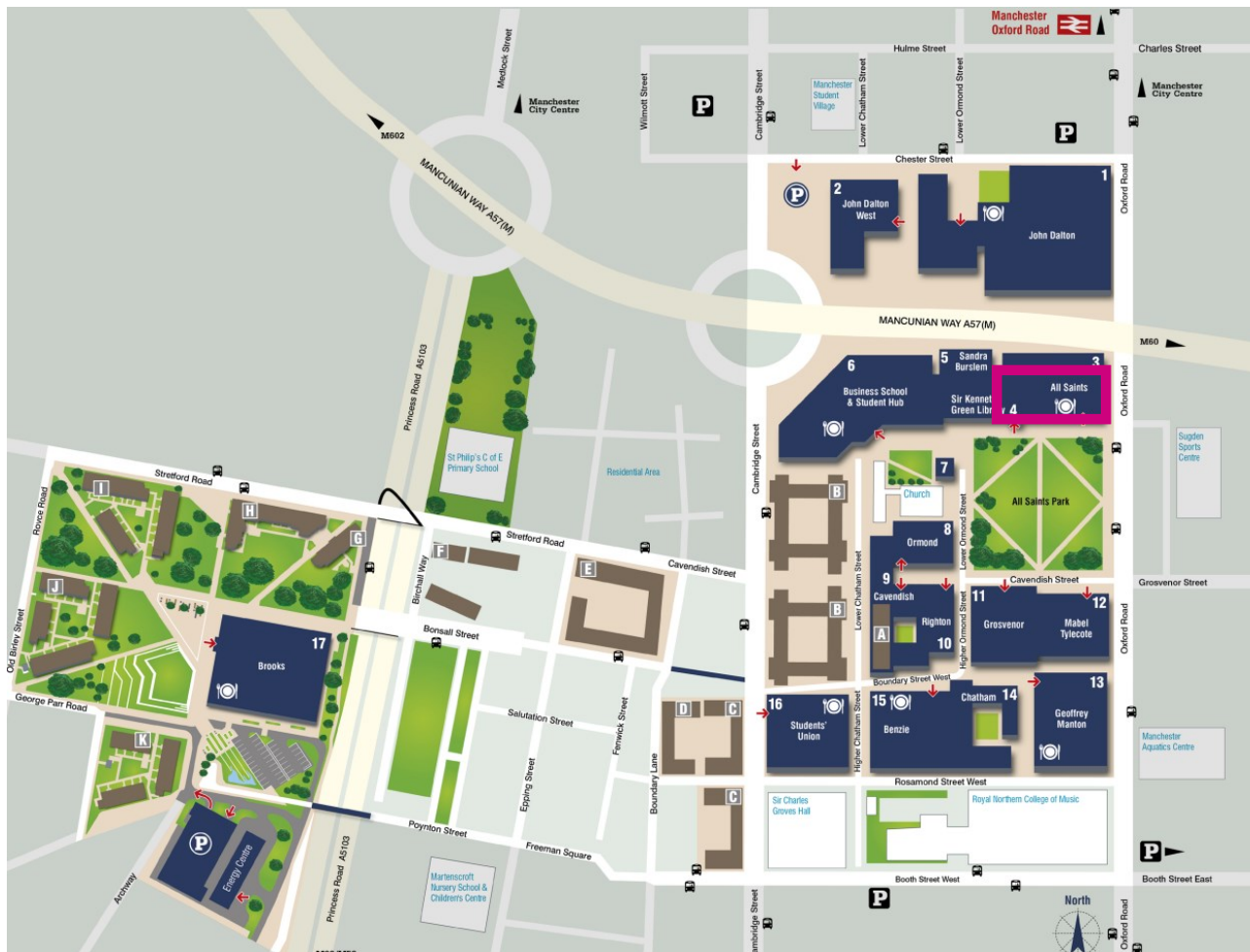
library@mmu.ac.uk

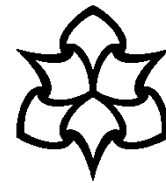




Where?

All Saints
Campus





All Saints
24/7 Library



£3 million
invested on
resources
annually

Over **6500**
followers on
Social Media
@mmulibrary



MMU Library last year
welcomed

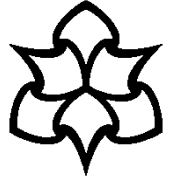
985,150

people through our doors!



Over a **MILLION** books,
journals and e-resources

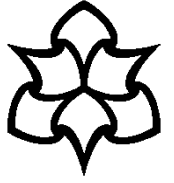
Open
24/7



Excellent Customer Service

- CSE accredited since 2008
- Compliance +
 - Awarded in 4 categories in 2018
- NSS results 2017:
 - Learning resources scored 88%
 - 2% improvement from last year
 - 3% above the sector mean

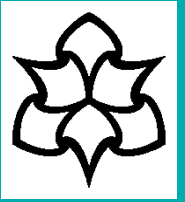




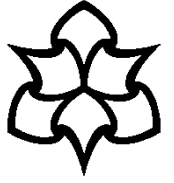
ILL team

Current team:

- 1 x Assistant Librarian
- 1 x Principal Library Assistant
- 3 x Senior Library Assistants
- Based in the Customer Services team
- Weekly rota & other responsibilities
- ILL requests: borrowing & lending
- EThOS requests



2) From paper to electronic



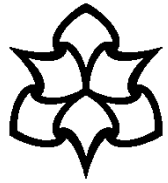
From paper to electronic

Academic year 2016/17

- Review of the ILL service provision
- Implementation of recommendations: online request form

Rationale:

- Improve customer service
- Align ILL service provision to other library services
- Enable users to take advantage of the 24/7 and online environment
- Reduce unnecessary admin work and paper waste



From paper to electronic

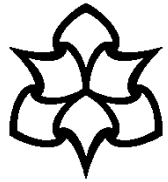
ILL request form – paper

- Download & print
- Print forms available at the help desk
- To be handed in at the library help desk or posted (+ voucher)
- Processed in the office
- Manually inputted into the LMS

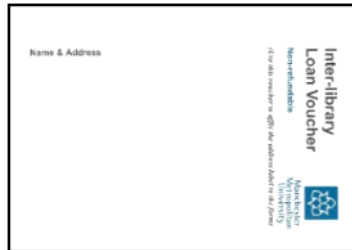
MANCHESTER METROPOLITAN UNIVERSITY LIBRARY Journal Article/Book Chapter Request Form

Please complete the form, sign, attach an Inter-Library Loan voucher and submit this form to any Library enquiry desk. Requests are only available to MMU staff and students.

1) Article/Chapter Details Journal/book title:		2) Personal Details	
Year	Vol.	Part	Pages
Author(s) of article/book:		MMU ID no:	MMU Undergraduate <input type="checkbox"/>
Title of article/chapter:		Department:	MMU Postgraduate <input type="checkbox"/>
Source of reference:		Postal Address:	MMU Staff <input type="checkbox"/>
Last date this item will be of use:		3) Preferred method of delivery: Postal / E-mail* (delete as required)	
<small>*This option requires the FileOpen plug-in.</small>			
3) Copyright Declaration To the Librarian: Manchester Metropolitan University Library, All Saints, Manchester M15 6BH I declare that: 1. I have not previously been supplied with a copy of the same material by you or any other librarian; 2. I will not use the copy except for research or a non-commercial purpose or private study and will not supply a copy of it to any other person; 3. To the best of my knowledge no other person with whom I work or study has made or intends to make, at or about the same time as this request, a request for substantially the same material for substantially the same purpose I understand that if the declaration is false in a material particular the copy supplied to me will be an infringing copy and that I shall be liable for infringement as if I had made the copy myself. Signature: Date: Name and Address:			



From paper to electronic



ILL voucher £2

Voucher request
form for
departments

LIBRARY

**Inter-library Loan
Voucher Request
Form**


Manchester
Metropolitan
University

This form should be completed in full, authorised by the budget holder and all four copies taken to the Library where the vouchers will be issued. We regret that this service is not available via the internal post.

Please supply: inter-library loan vouchers for use by
staff in the Department of

Recharge expenditure budget:

--	--	--	--	--	--	--	--	--	--

Credit 750 - 9081 - 1110 £
DR 750 - 7506 - 1110
CR 750 - 6437 - 1110

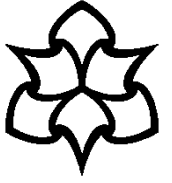
Approved by:
(HOD/budget holder's signature)

Vouchers received by:

For Library use only

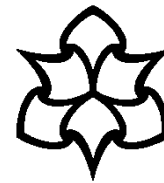
Issued by:
Date issued:

New request forms are available from the Library



From paper to electronic

- Aim: speed up processing + less admin work
- Online request form – launched April 2017
- Users need to log in to My Library Account
- As part of the process, library holdings are checked
- Online request form creates ILL record in the LMS immediately
- Requests stored securely online



Search the library catalogue

Search

Catalogue home

Library website

Logout

My Library Account

My References

From paper to electronic

Online request form
screenshot

Inter-library loan request

Please fill in the following form with as much detail as possible.

Item information

Item type	<input type="text" value="Book/monograph"/>
ISBN/ISSN	<input type="text"/>
Author / Editor	<input type="text"/>
Journal / Book Title	<input type="text"/>
Article / Volume Title	<input type="text"/>

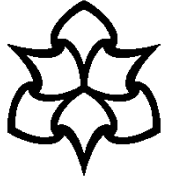
Publisher information

Publisher name	<input type="text"/>
Place of publication	<input type="text"/>
Date of publication	<input type="text"/>

Extras

Volume number and issue	<input type="text"/>
Edition	<input type="text"/>
Page numbers	<input type="text"/>

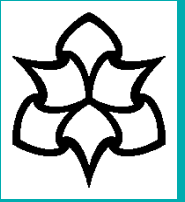
Search local holdings



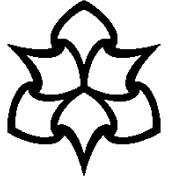
From paper to electronic

Online form accessible via:

- My Library Account – new requests & updates
- Inter-library loan LibGuide in the Library website
- Unsuccessful search / citation: option to request an ILL



3) Charges & quotas



Charges & quotas

Before April 2017

£2 for staff and students

Rest of the cost subsidised by
the Library

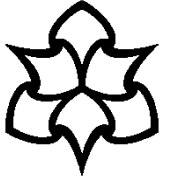
Quota of requests per week

After April 2017

Free of charge – no hidden costs

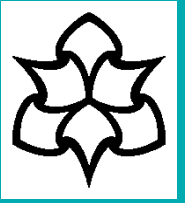
Total cost subsidised by the Library

Quotas per academic year

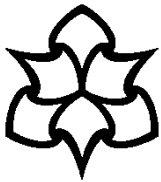


Charges & quotas

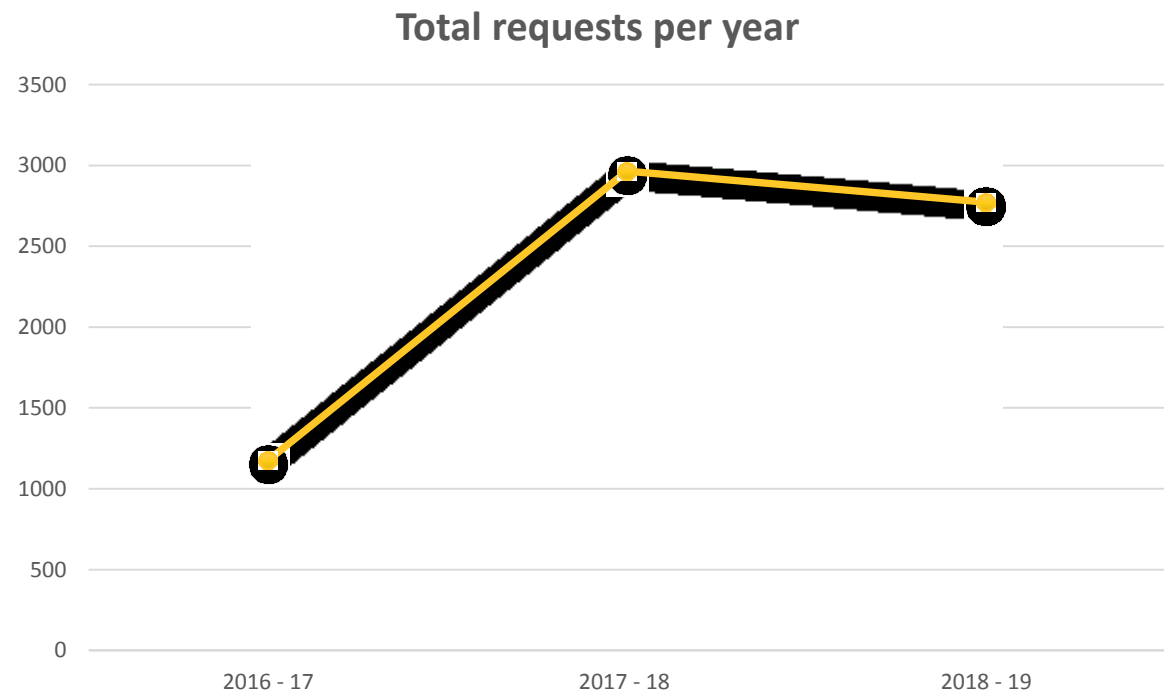
- Quotas
 - Undergraduate: 10 requests per academic year
 - Postgraduate Taught: 15 requests per academic year
 - Postgraduate Research & staff: 30 requests per academic year
- Numbers were decided looking at the usage during previous years
- Quotas reset at the start of the academic year
- Manually go over allocation

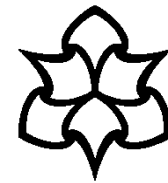


4) Results & data



Results & data

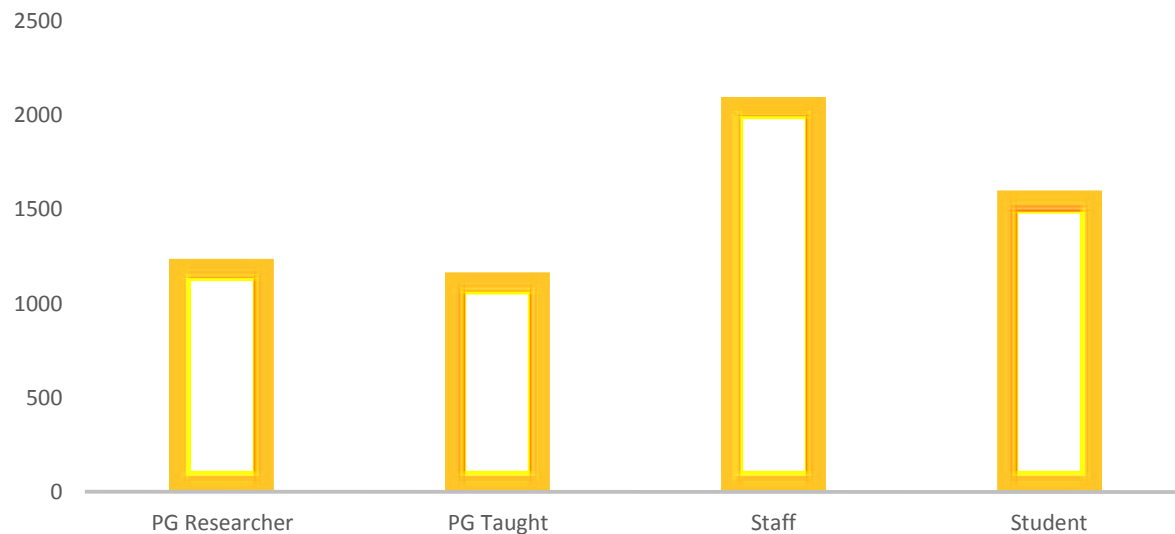


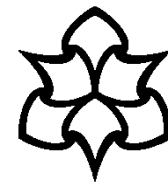


Results & data

Requests by user
type – online form

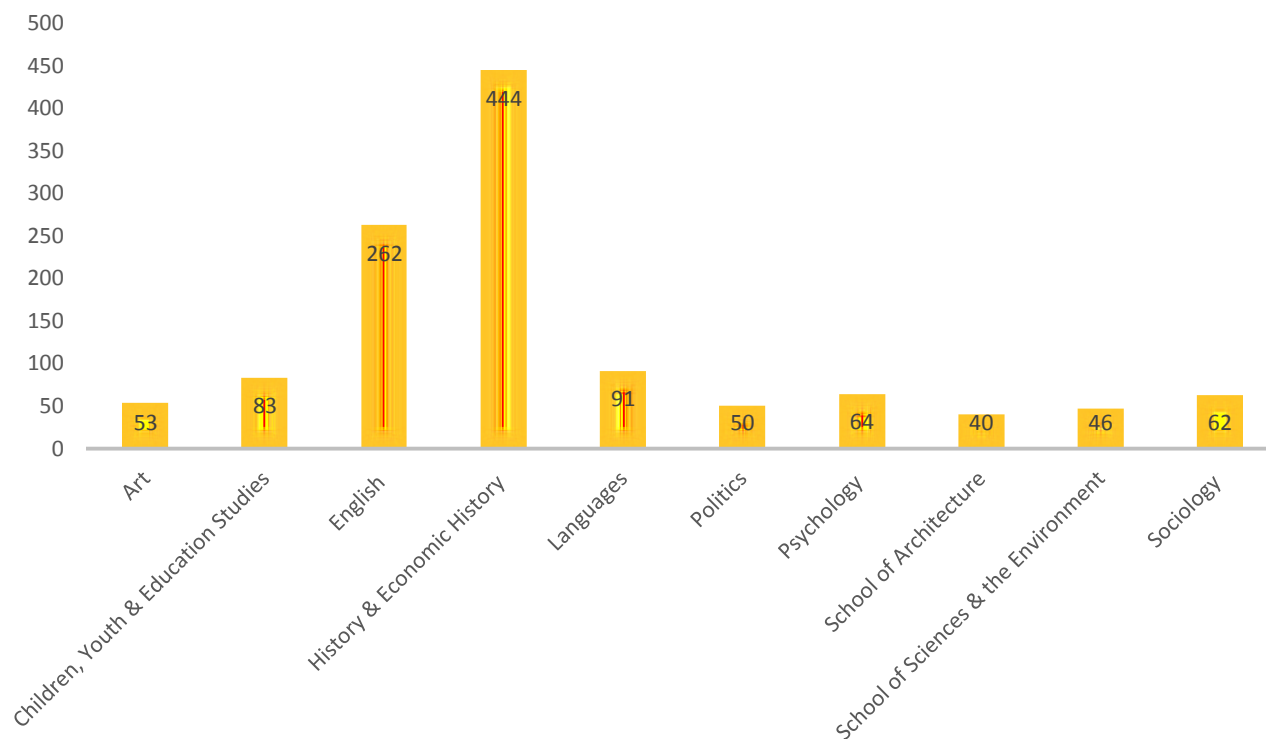
TOTAL REQUESTS APRIL 2017 - APRIL 2019

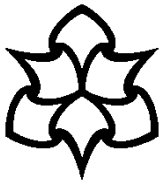




Results & data

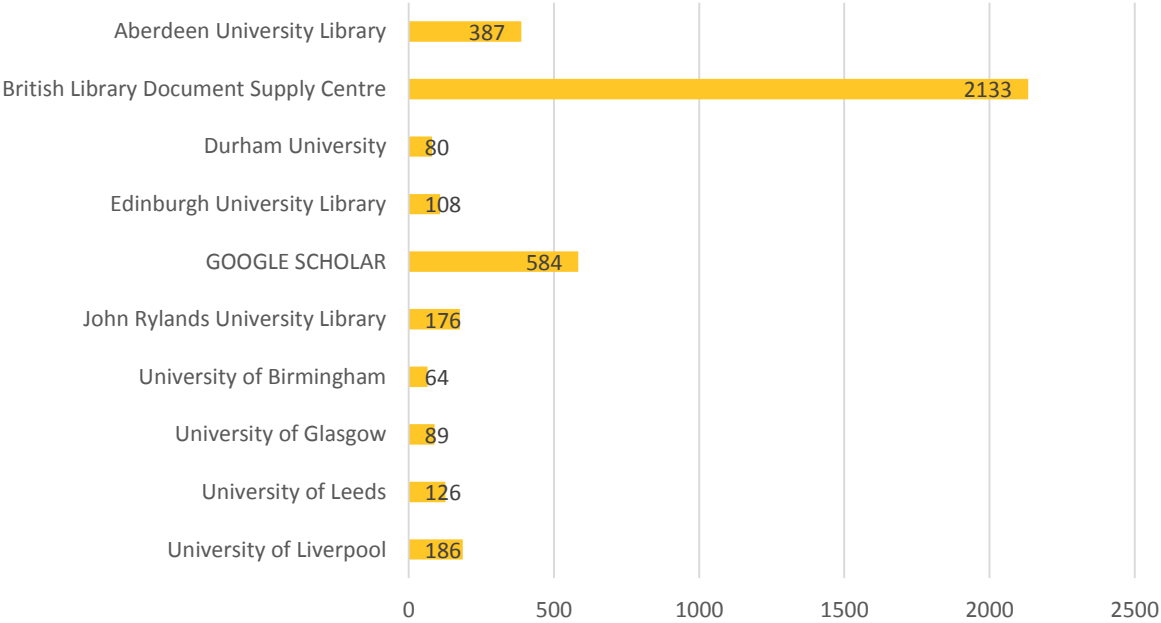
ILL REQUESTS BY DEPARTMENT APRIL 2017 – APRIL 2019

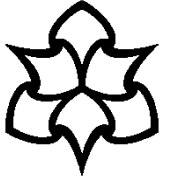




Results & data

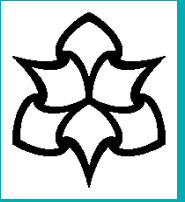
Top 10 suppliers
April 2017 - April 2019



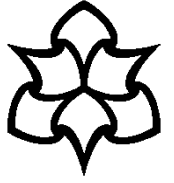


Results & data

- Increased usage in all user groups
- Uncollected items – also increased, but no data from paper form period
- Still a small percentage of potential users of the service
- Positive feedback from staff and researchers

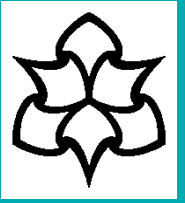


5) BLDSS web & API

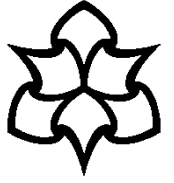


BLDSS web & API

- Academic year 2017/18
- Previously: ARTEmail
- Support from our DLS team and Capita
- Improved speed of fulfilment
 - Updates every 30 mins
 - Daily report

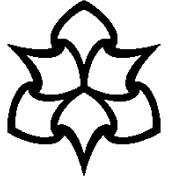


6) ILL service & book purchase service review



ILL service & book purchase service review

- Academic year 2018/19
- Review project: collaboration between Customer Services & Acquisitions teams
- Research support
- LEAN approach



ILL service & book purchase service review

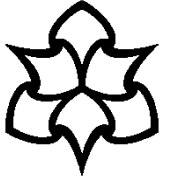
Books Buy You service

- Students only
- Not in stock
- Up to 3 requests per academic year
- Less than £150
- English language material
- Readily available from our suppliers
- Item not required in the next 10 days

Books

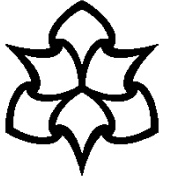
Buy

You



ILL service & book purchase service review

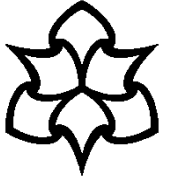
- Acquisitions and Customer Service staff
- LEAN approach: customer focus view & continuous improvement
 - Process mapping: improve processes
 - Eliminate waste & duplication
 - Identify value
- Recommendations



ILL service & book purchase service review

Recommendations:

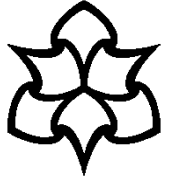
- Merge of the services into a more streamlined one
 - Avoid duplication of requests
 - Single point of request
 - Efficient use of budget and resources
- For both students and staff



ILL service & book purchase service review

Recommendations:

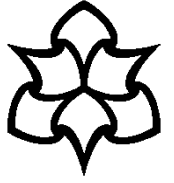
- Dedicated guide in the website with information and request forms
 - Online request form for articles, conference papers
 - Online request form for books, theses
- Marketing of service and launch: Sep 2019 (provisionally)



ILL service & book purchase service review

Article requests

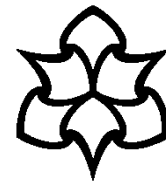
- ILL route preferred
- Purchase – criteria to be finalised:
 - Availability
 - Price limit
 - Borrower type



ILL service & book purchase service review

Book requests

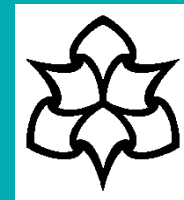
- Purchase route preferred
- Purchase – criteria to be finalised:
 - E-book preferred. Different models:
 - Access to own
 - PDA (Patron Driven Acquisition)
 - Price limits
 - Availability



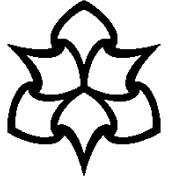
ILL service & book purchase service review

Criteria (work
in progress!)

Criteria	1 st choice	2 nd choice	3 rd choice	4 th choice
Model	Ebook - Access to Own	Ebook - PDA	Print book - purchase	Print book - ILL
Price limit	£150?	£150?	£150?	N/A
Availability	Rent/purchase	Purchase	Purchase	Loan / waiting list
Language	English	English	English	English or other language
Speed of supply	Immediate	Immediate	Within 21 days (3 weeks)	Depends on supplying library



7) Next steps ...



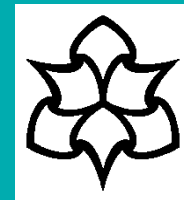
Next steps...

Academic year 2019/20

- Implementation of service changes as per recommendations of the services review
- Change of Library Management System
 - Option A: New system
 - Option B: Capita - investigate move to Soprano
- Impact of NBK



Questions?



Thank you!



Links

- Manchester Metropolitan University website: <https://www2.mmu.ac.uk/>
- MMU Library website: <https://www.library.mmu.ac.uk/>
- Inter-library loans LibGuide: <https://libguides.mmu.ac.uk/ill>
- Books Buy You LibGuide: <https://libguides.mmu.ac.uk/booksbuyyou>

