



národní  
úložiště  
šedé  
literatury

## **Engineering a powerfully simple interlibrary loan experience with InstantILL**

Paxton, Mike; Maixner, Gary; McArthur, Joseph; Baich, Tina  
2019

Dostupný z <http://www.nusl.cz/ntk/nusl-403514>

Dílo je chráněno podle autorského zákona č. 121/2000 Sb.

Licence Creative Commons Uveďte původ-Neužívejte komerčně-Nezpracovávejte 4.0

Tento dokument byl stažen z Národního úložiště šedé literatury (NUŠL).

Datum stažení: 09.12.2019

Další dokumenty můžete najít prostřednictvím vyhledávacího rozhraní [nusl.cz](http://nusl.cz) .

# Engineering a Powerfully Simple Interlibrary Loan Experience with InstantILL

Mike Paxton, IUPUI University Library

Gary Maixner III, IUPUI University Library

Joseph McArthur, Open Access Button

Tina Baich , IUPUI University Library



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, 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

# Who are we?: IUPUI



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

## Quick Statistics

- 30,000 students
- 2,800 Faculty
- 4,600 Staff
  
- 2 Colleges
- 14 schools on campus

## Libraries

- University Library
- Law
- Medicine
- Dentistry
- Art

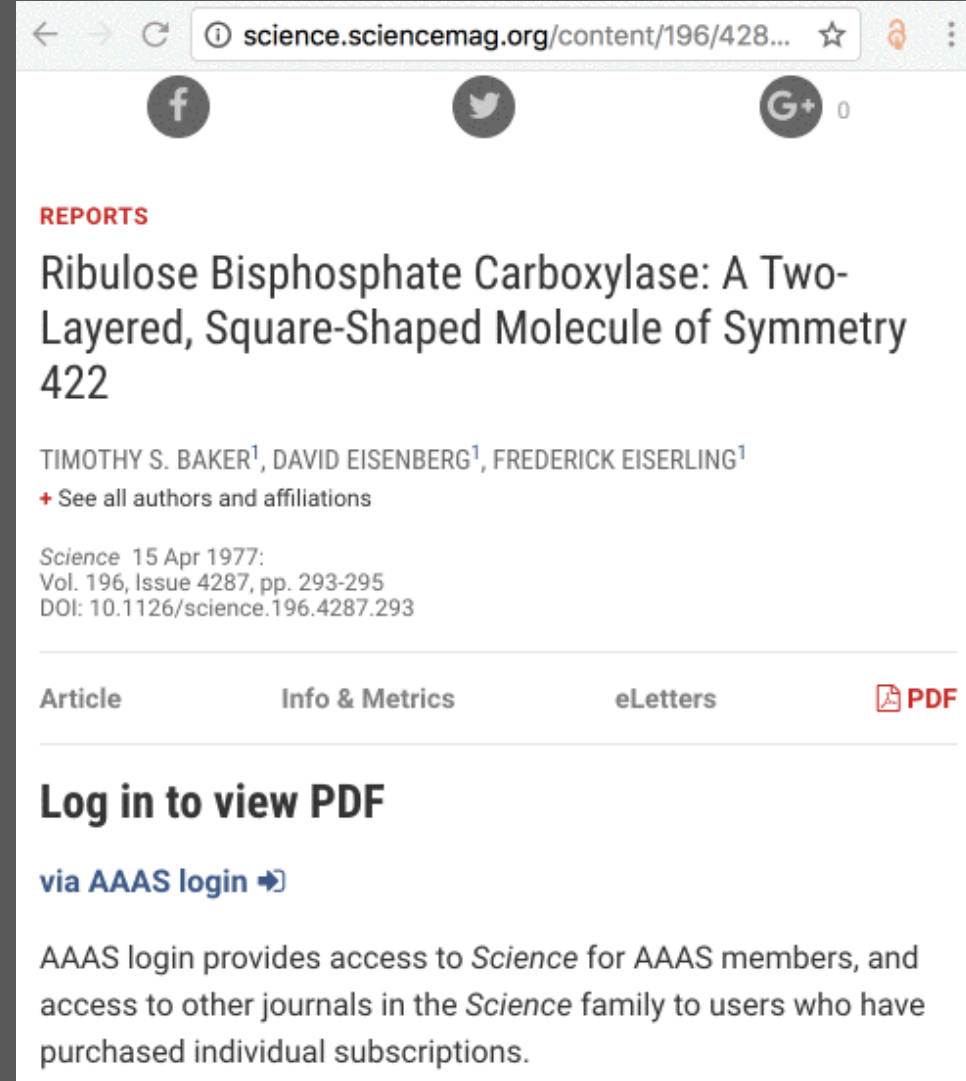
# Who are we?: Open Access Button

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.



The screenshot shows a web browser window with the URL [science.sciencemag.org/content/196/428...](http://science.sciencemag.org/content/196/428...). The page features social media sharing icons for Facebook, Twitter, and Google+. The main content is a report titled "Ribulose Bisphosphate Carboxylase: A Two-Layered, Square-Shaped Molecule of Symmetry 422" by Timothy S. Baker<sup>1</sup>, David Eisenberg<sup>1</sup>, and Frederick Eiserling<sup>1</sup>. Below the title, there is a link to "See all authors and affiliations". The article is from *Science*, 15 Apr 1977, Vol. 196, Issue 4287, pp. 293-295, with DOI: 10.1126/science.196.4287.293. At the bottom of the article information, there are links for "Article", "Info & Metrics", "eLetters", and a PDF icon. A prominent "Log in to view PDF" button is displayed, with a sub-link "via AAAS login" and an arrow icon. Below this, a paragraph explains that 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 InstantLL?



# 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](#)?

# 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

[This is not 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](#)

# 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

Month  
Year 2017

Volume 41

Issue Number or Designation 2

Inclusive Pages 121-150

Will you accept the item in a language other than English?

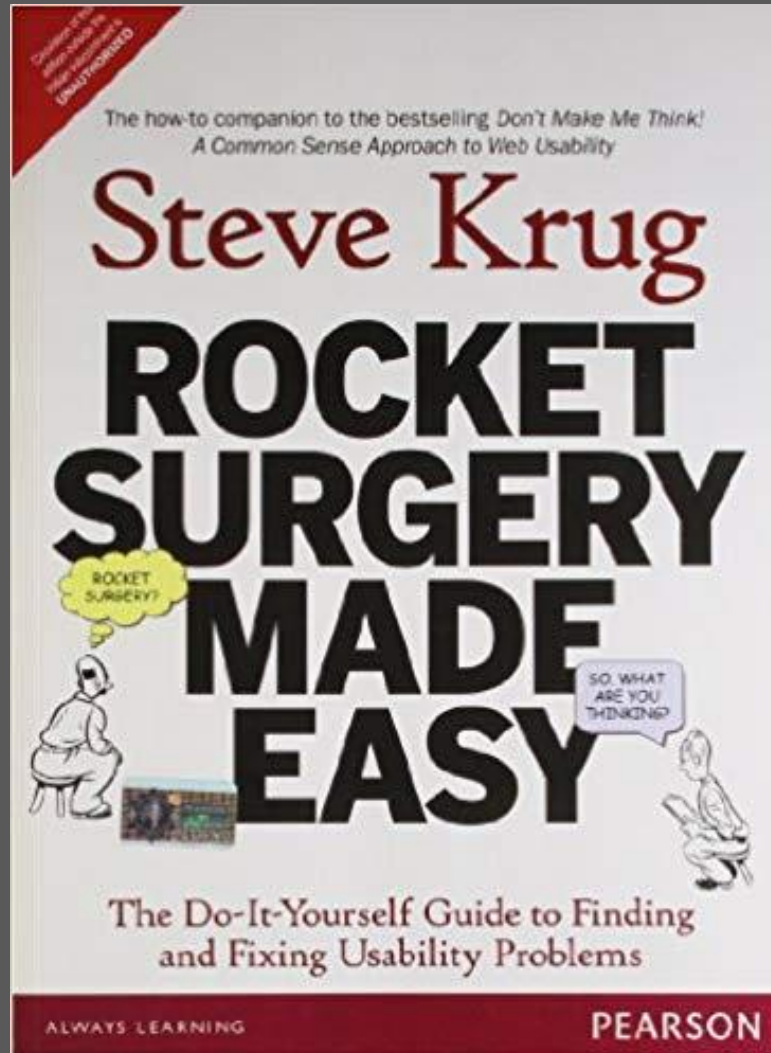
If yes, specify acceptable languages in the notes field.

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

[Submit Request](#)

# Designing and Developing InstantLL

# User Testing InstantILL



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

# User Testing InstantILL - 2

**University Library**

OneSearch IUCAT Site

Search our discovery

Resources Guides Services Technologies About Us Need Help?

## Request a paper or book

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

Request a **book**, **book chapter**, or **something else**.

Lookup

**Pick Up Location**

- University Library**  
Service & Information Desk  
2nd Floor
- Herron Art Library**  
Circulation Desk

**Interlibrary Loan Office**

Monday - Friday  
8am - 5pm

Email: [uill@iupui.edu](mailto:uill@iupui.edu)

**University Library**  
317-274-0500

**Herron Art Library**  
317-278-9484

**University Library**

OneSearch IUCAT Site

Search our discovery

Resources Guides Services Technologies About Us Need Help?

## Request a paper or book

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:

Investigating how just-in-time acquisition can lower big deal prices

Hold on...

**Pick Up Location**

- University Library**  
Service & Information Desk  
2nd Floor
- Herron Art Library**  
Circulation Desk

**Interlibrary Loan Office**

Monday - Friday  
8am - 5pm

Email: [uill@iupui.edu](mailto:uill@iupui.edu)

**University Library**  
317-274-0500

**Herron Art Library**  
317-278-9484

# 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.

# Implementing InstantLL




# Webform Setup/Configuration

The collage consists of four overlapping screenshots of the InstantILL webform interface:


- Top Left:** A search page with the heading "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:". Below is a search input field containing "e.g. Lessons In data entry from digital native populations" and a green "Find article" button. A link "Need a book or something else?" is visible below the button.
- Top Right:** A "Welcome, let's get you set up!" page. It includes a congratulatory message, instructions on how to use the system, and a list of configuration options: "Interlibrary loans", "Subscriptions", "Website & Brand", "Workflow", "Analytics", and "Advanced". A green "Get Started" button is at the bottom.
- Bottom Left:** A search result page for "Design and Implementation - PLDI 2016". It states "This is not the article I searched." and offers two options: "There is a free, instantly accessible copy online" (with a note that it may not be the final version) and "Ask the library to digitally send you the published full-text via Interlibrary Loan" (noting a \$5 cost and 24-hour email response). A green "Complete request" button is at the bottom.
- Bottom Right:** An "Interlibrary loan: Submission" page. It includes a "Go to Menu" link, a description of the InstantILL system, a "What is your ILL article form link?" field with "http://www.aurl.org" entered, and a note about "advanced settings". At the bottom are "Preview & Test" and "Save & Continue" buttons, and a footer with "Feedback | Issue | FAQ".

# Deployed on University Library Website



## University Library

OneSearch IUCAT Site



---

[Home](#) [Resources](#) [Guides](#) [Services](#) [Technologies](#) [About Us](#) [Need Help?](#)

### Interlibrary Loan

[Log In to Interlibrary Loan](#)

#### Help test our updated Article Requesting form

We're testing a new article requesting form that will attempt to locate an available copy before sending the request to other libraries. Please help us by trying it out now!

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:

[Find article](#)

Need a [book](#) or [something else](#)?

#### IUPUI Interlibrary Loan

[Log in to Interlibrary Loan](#)

#### Pick Up Location

**University Library**  
Service & Information Desk  
2nd Floor

**Herron Art Library**  
Circulation Desk

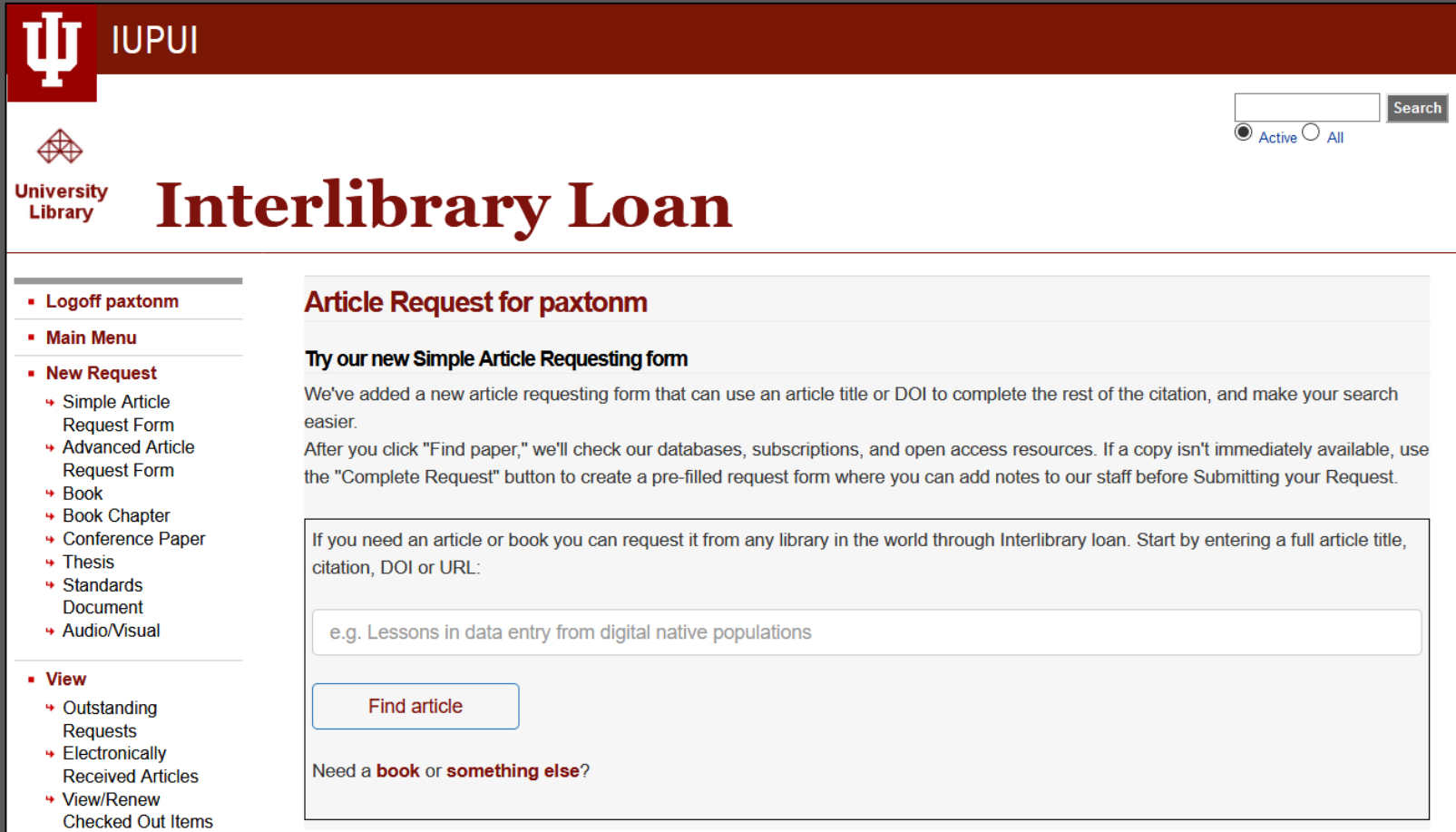
#### Interlibrary Loan Office

Monday - Friday  
8am - 5pm

Email: [ulill@iupui.edu](mailto:ulill@iupui.edu)

# Updates

# Embedding within Existing ILL Forms



The screenshot shows the IUPUI Interlibrary Loan website. The header features the IUPUI logo and name. A search bar is located in the top right corner with a "Search" button and radio buttons for "Active" (selected) and "All". The main heading is "Interlibrary Loan". A left sidebar contains a navigation menu with categories: "Logoff paxtonm", "Main Menu", "New Request" (with sub-items: Simple Article Request Form, Advanced Article Request Form, Book, Book Chapter, Conference Paper, Thesis, Standards Document, Audio/Visual), and "View" (with sub-items: Outstanding Requests, Electronically Received Articles, View/Renew Checked Out Items). The main content area is titled "Article Request for paxtonm" and includes a sub-heading "Try our new Simple Article Requesting form". The text explains that a new form allows using article titles or DOIs for citations and makes searches easier. It also mentions that clicking "Find paper" will check databases and subscriptions, and that a "Complete Request" button can be used to create a pre-filled form with notes. A text input field contains the example "e.g. Lessons in data entry from digital native populations". Below the field is a "Find article" button. At the bottom, it asks "Need a **book** or **something else**?"

**Ψ IUPUI**

University Library

Search

Active All

## Interlibrary Loan

- Logoff paxtonm
- Main Menu
- New Request
  - Simple Article Request Form
  - Advanced Article Request Form
  - Book
  - Book Chapter
  - Conference Paper
  - Thesis
  - Standards Document
  - Audio/Visual
- View
  - Outstanding Requests
  - Electronically Received Articles
  - View/Renew Checked Out Items

### Article Request for paxtonm

#### Try our new Simple Article Requesting form

We've added a new article requesting form that can use an article title or DOI to complete the rest of the citation, and make your search easier.

After you click "Find paper," we'll check our databases, subscriptions, and open access resources. If a copy isn't immediately available, use the "Complete Request" button to create a pre-filled request form where you can add notes to our staff before Submitting your Request.

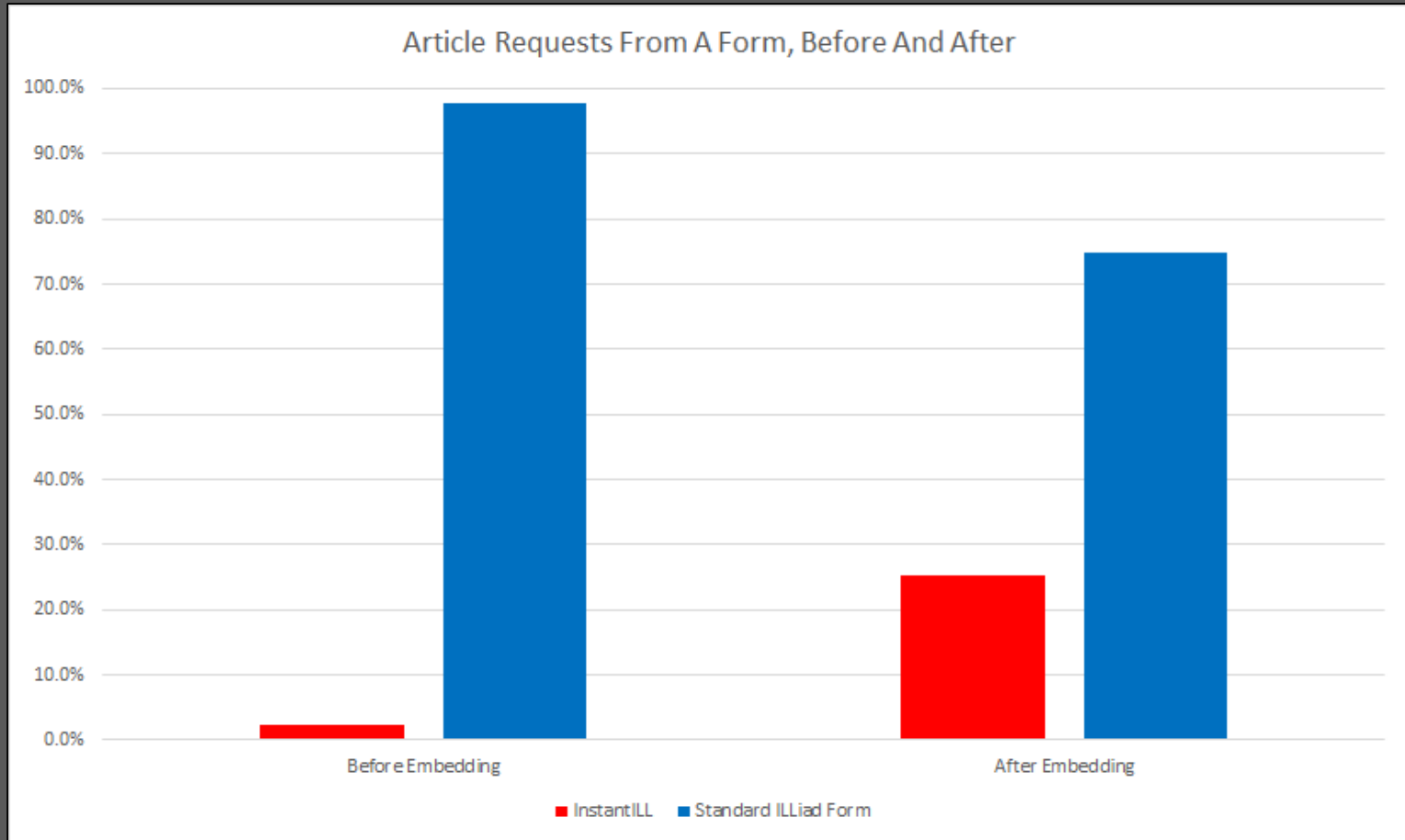
If you need an article or book you can request it from any library in the world through Interlibrary loan. Start by entering a full article title, citation, DOI or URL:

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

Find article

Need a **book** or **something else**?

# Usage



# Integrating into other library tools

 [HTML Full Text](#)  [PDF Full Text \(1.1MB\)](#)

## 20. Pulmonary Manifestations of Primary Sjögren's Syndrome: Underlying Immunological Mechanisms, Clinical Presentation, and Management.



Academic  
Journal

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

**Subjects:** RANDOMIZED controlled trials; LUNG diseases; SALIVARY glands; EPITHELIAL cells; T cells

[Find It](#)

Page: [Previous](#) [1](#) [2](#) [3](#) [4](#) [5](#) [Next](#)

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](#)

erlying  
ment.

# 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



# 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

# Thanks to:

- Kristi Palmer
- Kevin Petsche
- Rich Wing
- Teodora Durbin
- Arcadia Fund & SPARC
- Cottage Labs & Mark MacGillivray & Sam Ballard
- The many libraries and librarians who have offered interest, support, and expertise. Including Janet Chandler & Christopher Beevers.

# Thank you!

## More at InstantILL.org

### Mike Paxton

- Resource Sharing & Delivery Services, IUPUI University Library, Indianapolis, USA.
- [paxtonm@iupui.edu](mailto:paxtonm@iupui.edu)

### Gary Maixner III

- Center for Digital Scholarship, IUPUI University Library, Indianapolis, USA.
- [gmaixner@iu.edu](mailto:gmaixner@iu.edu)

### Joseph McArthur

- Open Access Button
- [Joe@openaccessbutton.org](mailto:Joe@openaccessbutton.org)

### Tina Baich

- IUPUI University Library, Indianapolis, USA.
- [cbaich@iupui.edu](mailto:cbaich@iupui.edu)