

# Engineering a Powerfully Simple Interlibrary Loan Experience with InstantILL

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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

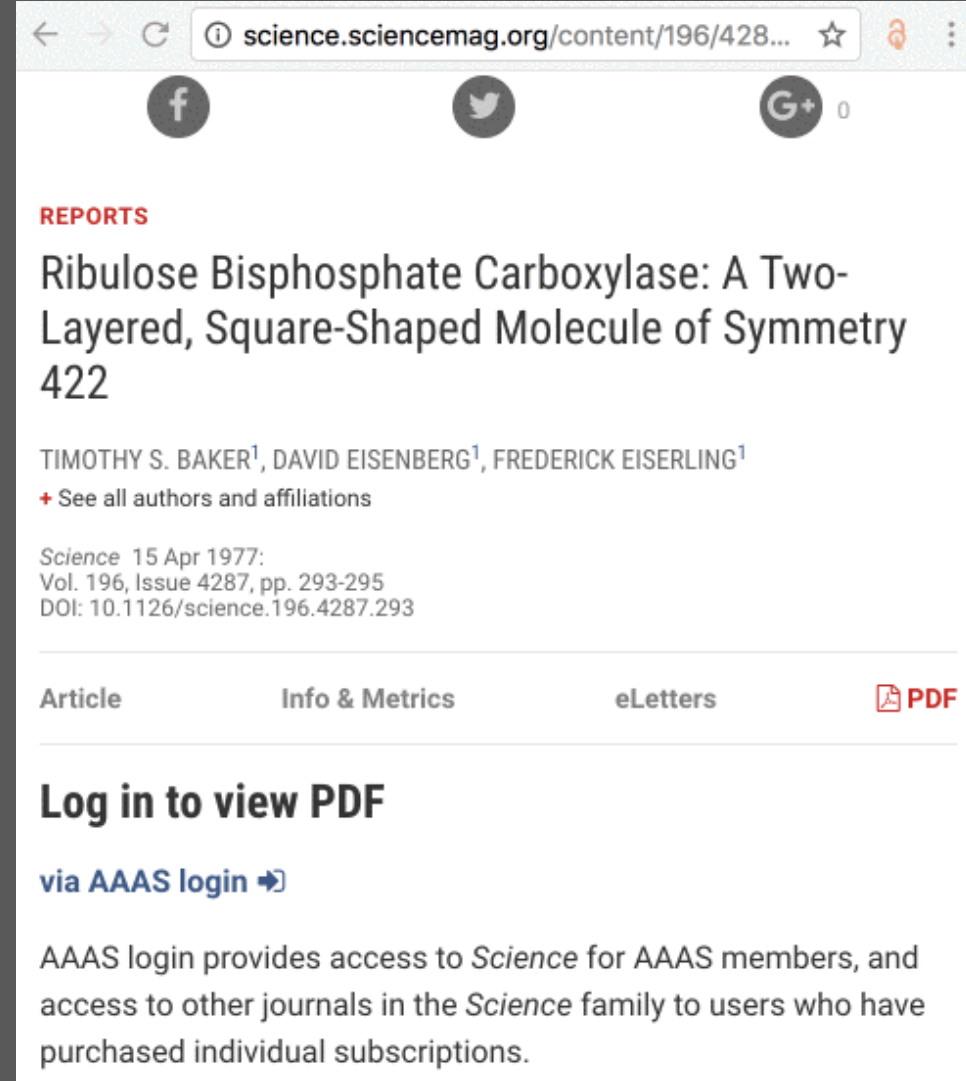
# Who are we?: Open Access Button

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.



# 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](#)

What is InstantILL?

# 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

**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.

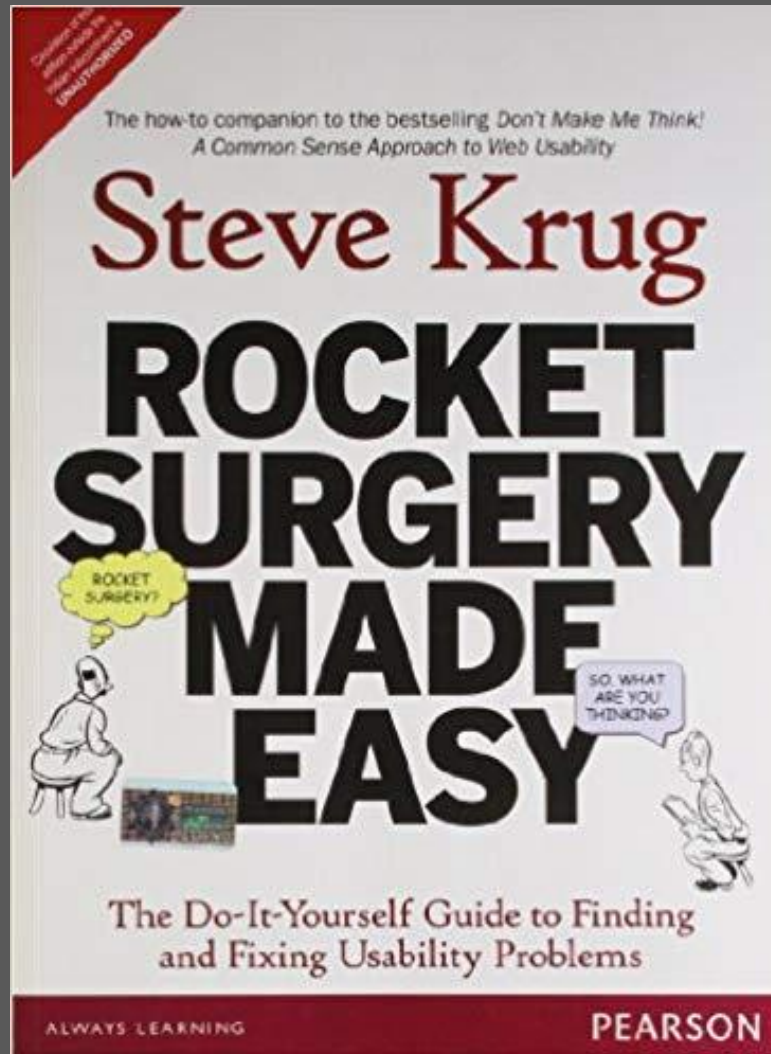
Subscription check done, found journal. OA availability check done, /

[Submit Request](#)

What is InstantILL?


# 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

 IUPUI

**University Library**

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## 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

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

**Hold on...**

**Pick Up Location**  
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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

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?

**Welcome, let's get you set up!**

Congrats, you already have InstantILL partly set up! Already, it can find Open Access articles and submit loans to your email. As you complete the steps below you'll be able to customize further. It requires no coding or systems expertise, and doesn't take long.

At anytime you can test InstantILL, with your settings, on the left. It'll work just like it would on your pages, although it won't be styled with your brand yet.

Get InstantILL working with your:

- **Interlibrary loans**
- **Subscriptions**
- **Website & Brand**
- **Workflow**

Once you're set up, you might want to look at:

- **Analytics**
- **Advanced**

**Get Started**

**InstantILL**

Design and Implementation - PLDI 2016

This is not the article I searched.

**There is a free, instantly accessible copy online**

It may not be the final published version and may lack graphs or figures making it unsuitable for citations.

**Open article in a new tab**

**Ask the library to digitally send you the published full-text via Interlibrary Loan**

It costs \$5 and we'll usually email the link within 24 hours.

**Complete request**

← **Go to Menu**

**Interlibrary loan: Submission**

InstantILL uses your existing Interlibrary Loan systems to manage authentication, fulfillment, and payment, or can submit to an email address.

**What is your ILL article form link?**

If everything works, hit next! If it doesn't, **see advanced settings**.


**Preview & Test**

**Save & Continue**

**Feedback | Issue | FAQ**





# Deployed on University Library Website

 IUPUI

**University Library**

OneSearch IUCAT Site

Search our discovery 

 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:

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

Find article

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**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

 IUPUI

  
University  
Library

☒ Active ☐ All

Search

## 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.

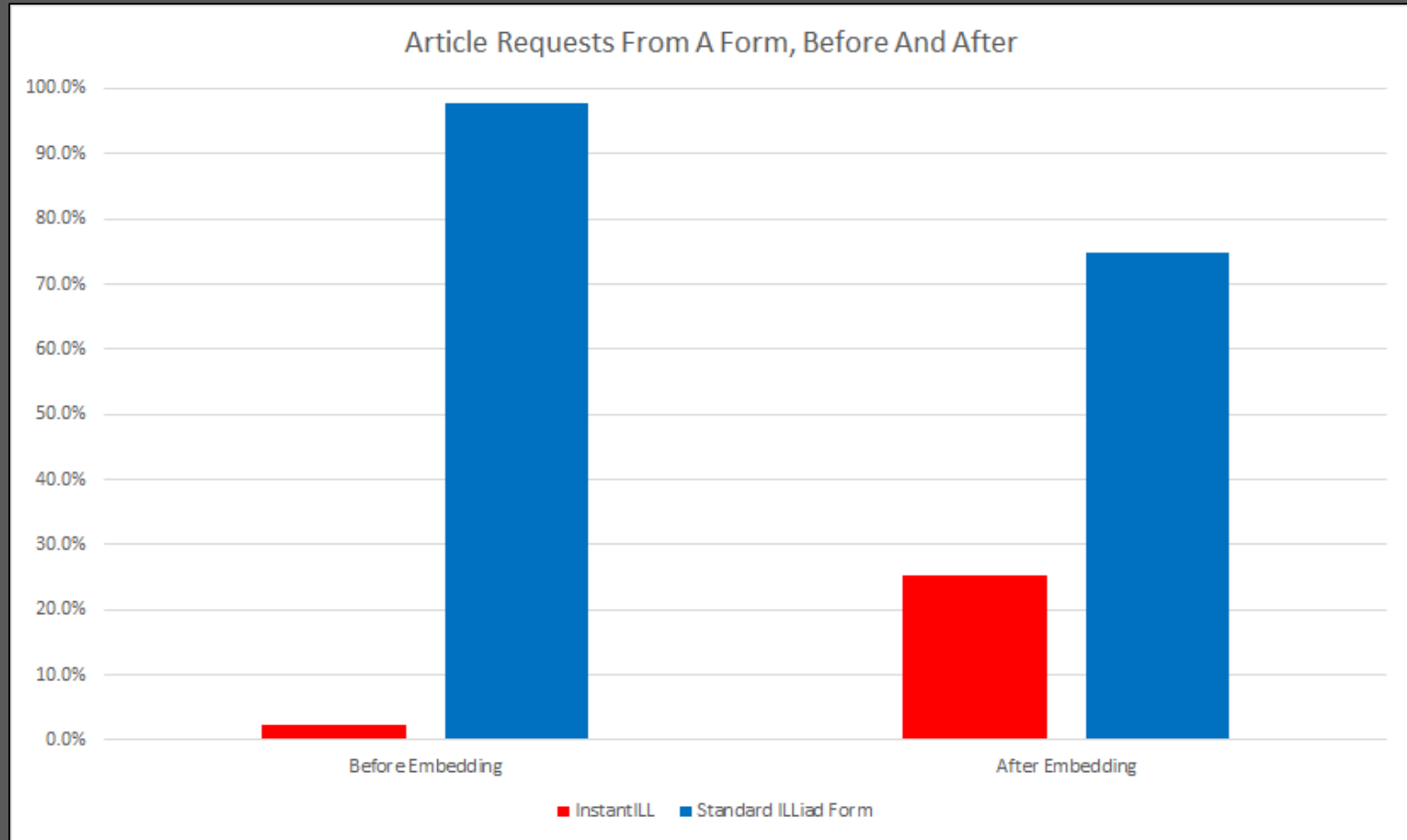
After you click "Find paper," we'll check our databases, subscriptions, and open access resources. If a copy isn't immediately available, use the "Complete Request" button to create a pre-filled request form where you can add notes to our staff before Submitting your Request.

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:

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

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# 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

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### Joseph McArthur

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

### Tina Baich

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