Unit Goals for Interlibrary Loan Department 2010

1. Make ILL materials more accessible digitally
   a. Scan and e-mail print ILL articles to UWSP University Library users
   b. Explore creating an identifier for distance education students so that UWSP library items
      might be scanned and delivered to them
2. Test Mercury software
   a. Look at new workflow possibilities using Mercury
3. Prepare for the ILLiad 8 upgrade
   a. Implement database clean-up project
   b. Learn and train on new interface
4. Review and revise ILL policy and procedure
5. Implement assessment of ILL services
   a. Use a survey to gauge user satisfaction and user needs with ILL
6. Explore improving ILL electronic form and user account interface