

LENDING presentation URLs

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➤ Brief Bibliography

- Interlibrary Loan Code for the United States. (2016). *Reference & User Services Quarterly*, 55(4), 306-307.
- Harris-Keith, C. S. (2014). Evaluating the Staffing of an Interlibrary Loan Unit: An Exercise in Data-Driven Decision Making and Debunking "Anecdota". *Journal Of Access Services*, 11(3), 150-158.
- Ezell, Samuel Jason. (2013). Interlibrary Loan From a Distance Learning Perspective: Trying a Hybrid Position. *Journal Of Interlibrary Loan, Document Delivery & Electronic Reserves* 23(3), 165-174.
- Kochan, C., & Leon, L. (2013). Revisiting interlibrary loan best practices: still viable?. *Interlending & Document Supply*, 41(4), 113-119.
- Shrauger, K., Radnor, M., & Santiago, A. (2012). Fourteen Things to Look for When Hiring New Staff in Interlibrary Loan/Document Delivery. *Journal Of Interlibrary Loan, Document Delivery & Electronic Reserves*, 22(5), 269-275. doi:10.1080/1072303X.2012.745824
- Weible, C. L., & Janke, K. L. (Eds.). (2011). *Interlibrary Loan Practices Handbook* (3rd ed.). Chicago, IL: American Library Association.
- Zheng Ye, Y. (2009). The Ten Commandments of Interlibrary Loan Borrowing, Interlibrary Loan Lending, and Shipping and General Conduct. *Journal Of Interlibrary Loan, Document Delivery & Electronic Reserves*, 19(1), 95-100.
- Best Practices in Medical Interlibrary Loan and Electronic Document Delivery. Special issue of *Journal of Interlibrary Loan, Document Delivery & Electronic Reserve*, Vol. 17(3) 2007
- Interlibrary Loan and Document Delivery: Best Practices for Operating and Managing Interlibrary Loan Services in all Libraries. Special issue of *Journal of Interlibrary Loan, Document Delivery & Electronic Reserve* Vol. 16, (1/2) 2006
- Leon, Lars E., et al. Enhanced Resource Sharing Through Group Interlibrary Loan Best Practices: A Conceptual, Structural, and Procedural Approach. *portal: Libraries and the Academy* 3(3) 2003, pp. 419-40

➤ OCLC Policies Directory (try searching for the symbol "YOM" for a good example)

- <https://illpolicies.oclc.org>

➤ OCLC Article Exchange

- <http://www.oclc.org/en/worldshare-ill/features/article-exchange.html>

➤ Odyssey Standalone

- Free software for sending and/or receiving electronic documents
- <https://osu.illiad.oclc.org/illiad/osu/lending/odysseyfaq.html>
- <http://www.atlas-sys.com/odyssey/>

➤ Lending Web Page Examples:

- Public Library: <http://www.indypl.org/using/ill/other/>
- Academic Libraries:
Medium: <https://ill.ulib.iupui.edu/ILLiad/IUP/Lending/LendingLogon.html>
Large: <https://osu.illiad.oclc.org/illiad/osu/lending/LendingLogon.html>
- Special: <http://www.newberry.org/interlibrary-loan>

➤ Bob Farrell's Give 'em the Pickle Customer Service Video

- <http://www.giveemthepickle.com/>