

**Everything you always wanted to know about ILL  
Statistics, Assessment, and User Satisfaction  
Resources  
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**Further Reading:**

Boucher, Virginia, Cherié L. Weible, and Karen L. Janke. *Interlibrary Loan Practices Handbook*. Chicago: American Library Association, 2011.

Hillyer, Lee Andrew. *Interlibrary loan and document delivery in the larger academic library: a guide for university, research, and larger public libraries*. Binghamton, NY: Haworth Information Press, 2002.

Hilyer, Lee Andrew. *Interlibrary Loan and Document Delivery: Best Practices for Operating and Managing Interlibrary Loan Services in All Libraries*. New York: Haworth Information Press, 2006.

Horton, Valerie, and Bruce Smith. *Moving Materials: Physical Delivery in Libraries*. Chicago: American Library Association, 2010.

Kelsey, Paul. *Profiles of Best Practices in Academic Library Interlibrary Loan*. New York: Primary Research Group, 2009.

Krasulski, Michael J, and Trevor A. Dawes. *Twenty-first Century Access Services: On the Frontline of Academic Librarianship*. , 2013. Print.

Leon, Lars, June DeWeese, Carol Kochran, Billie Peterson-Lugo, and Zillig, Brian and Pytlik. *Enhanced Resource Sharing Through Group Interlibrary Loan Best Practices: A conceptual, structural and, Procedural Approach*. 2003. [http://digital.commons.usu.edu/lib\\_pubs/84](http://digital.commons.usu.edu/lib_pubs/84).

Mak, Collette, Margaret Ellingson, and Charla Lancaster. "Does Your Data Deliver for Decision Making? New Directions for Resource Sharing Assessment." *Interlending & Document Supply*, 41 (2013): 104-112.

Nyquist, Corinne *Resource Sharing Today: a practical guide to interlibrary loan, consortial circulation and global cooperation* Rowman & Littlefield, 2014

Posner, Beth *Library and Information Resource Sharing: transforming services and collections*. ABC Clio, 2017

Potter, William. "Creative automation boosts ILL rates." *American Libraries* 17, no. 4 (1986): 224-.

Walter, Scott. "Distinctive Signifiers of Excellence: Library Services and the Future of the Academic Library." *College and Research Libraries*, 2011: 6-8.

Weaver-Meyers, Pat L., and Wilbur A. Stolt. "Delivery Speed, Timeliness and Satisfaction: Patrons' Perceptions about ILL Service." In *Interlibrary Loan/Document Delivery and Customer Satisfaction: Strategies for Redesigning Services*, 23-42. New York: Haworth Press, Inc., 1996.

## URLS

OCLC Statistics Portal  
<http://www.stats.oclc.org>

Ranking  
<http://www.ranking.com>

Value Survey for Interlibrary Loan (Leon and Little)  
<http://www.slideshare.net/davidhetchum/how-our-patrons-value-our-resource-sharing-services-and-why-it-should-matter-to-you-26512593>

## Open Access Note:

Overview of data use and techniques for interlibrary loan  
"Does your data deliver" is available in prepublication format through various institutional repositories and through academia.edu