

# FIND IT FAIL

Hilary Thompson

University of Maryland Libraries, College Park, MD

## What ILL Data Reveals about Challenges Related to Known Item Discovery



### Overview

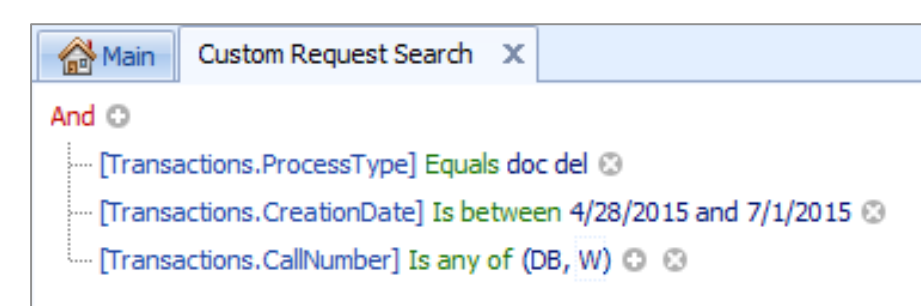
When discovery of known items fail, library users often turn to interlibrary loan for assistance obtaining these materials. At the UMD Libraries ILL staff members then fill these requests by directing the user to subscription e-resources or items that are freely available on the web. The resulting transactions—approximately 2,600 per year—provide insight into the difficulties encountered by library users in finding and accessing known items online. Data gathered in ILLiad's Document Delivery module during FY2014 and FY2015 sheds light on which user groups have trouble finding material readily available online and which types of resources most often go undiscovered.

### Our Workflow

1. Verify if user will accept Alternate Edition/Format or OA version.
2. Verify Libraries' electronic holdings. If not available, search Google (using filetype:pdf to narrow search if needed).
3. Copy URL (and EZProxyify it if a subscription e-resource).
4. Paste URL into Location field in ILLiad request.
5. Type DB or W in Call Number field in ILLiad request.
6. Send Email "ILL Item Available Online" email to provide URL.
7. Routing rule moves request to Request Finished queue in Document Delivery.

### Retrieving ILLiad Data

Because all requests were tagged with DB or W, this data can be easily retrieved using an ILLiad Custom Request Search or MS Access query.

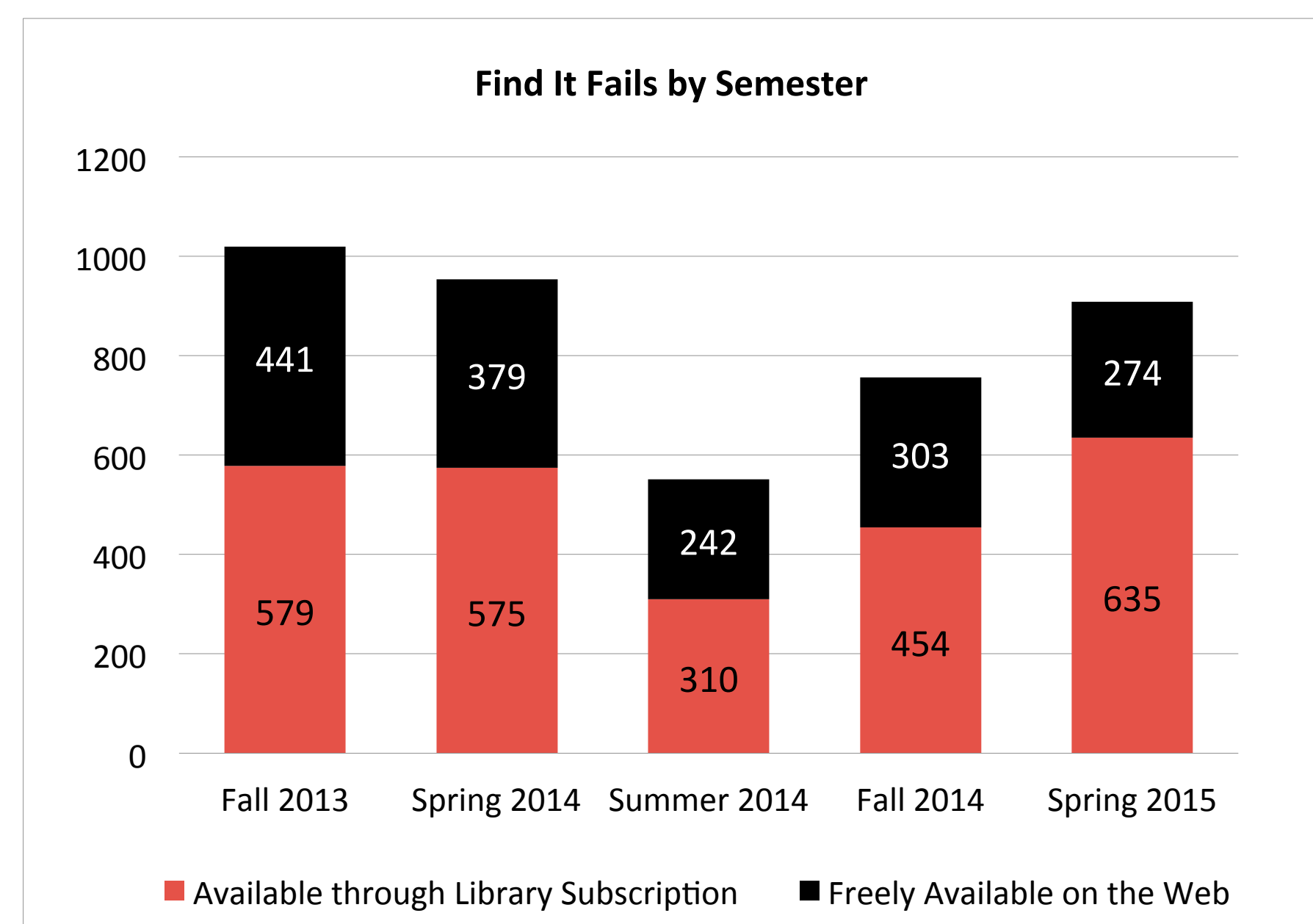


For this study, data from these fields were used:

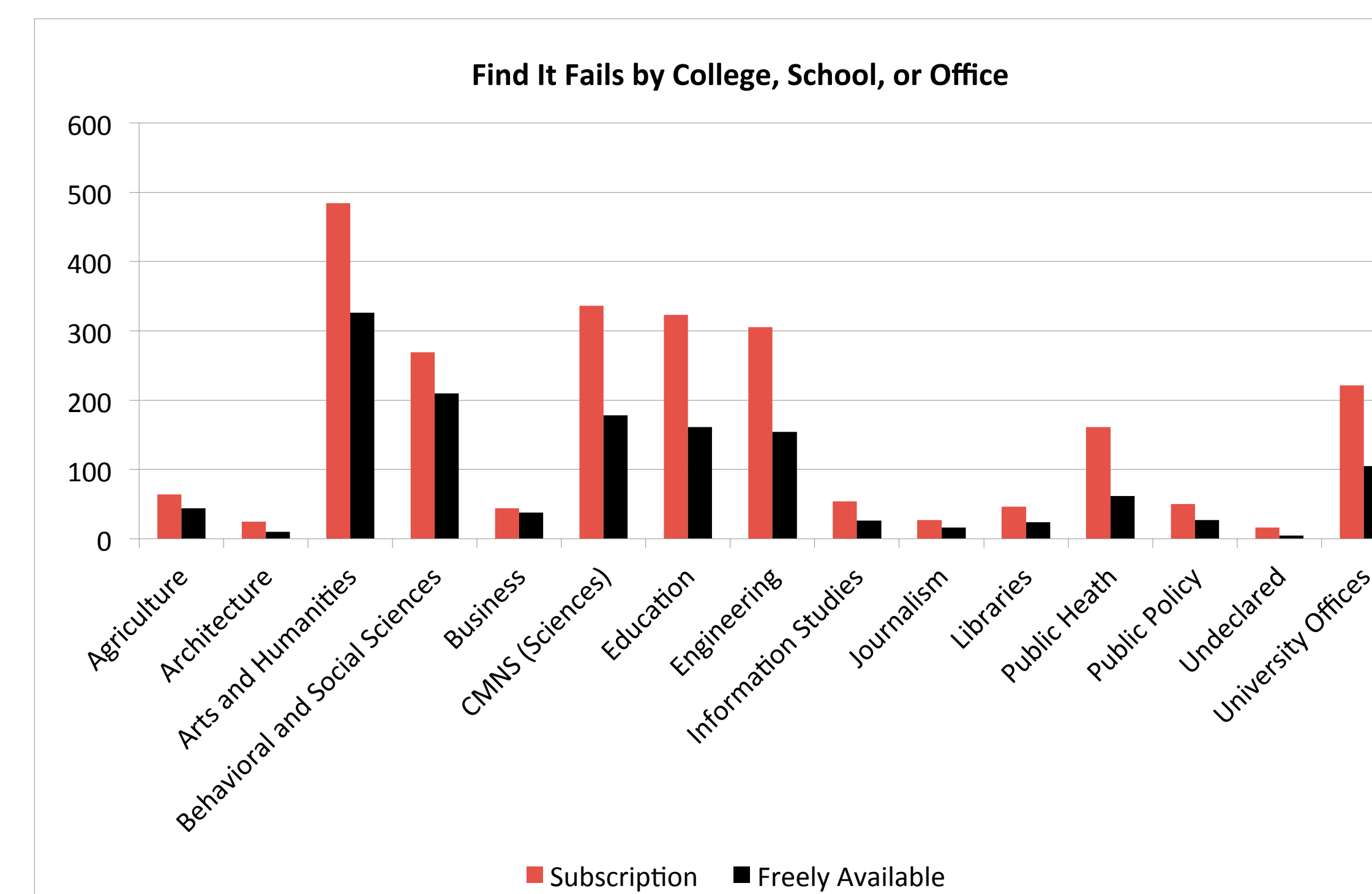
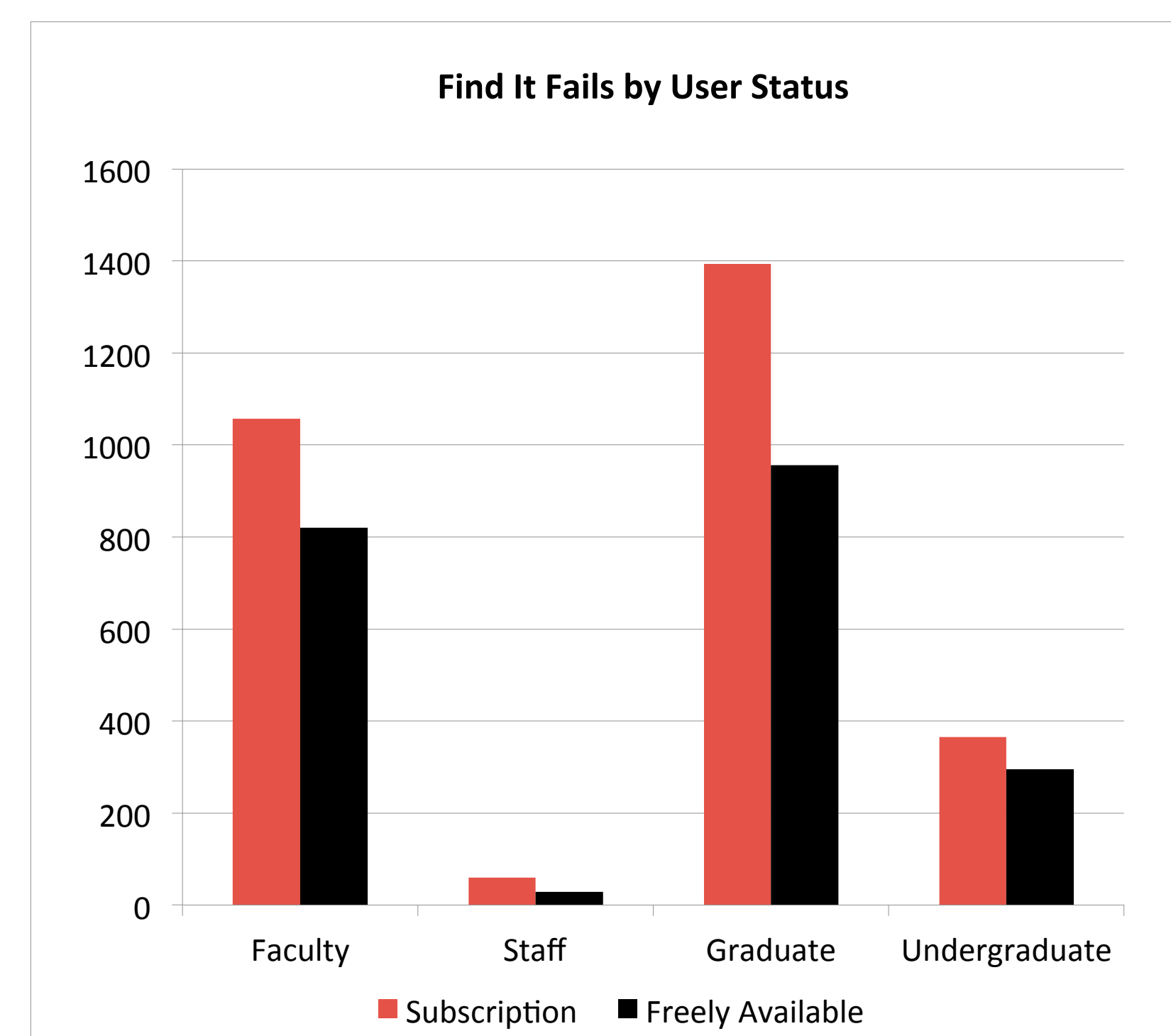
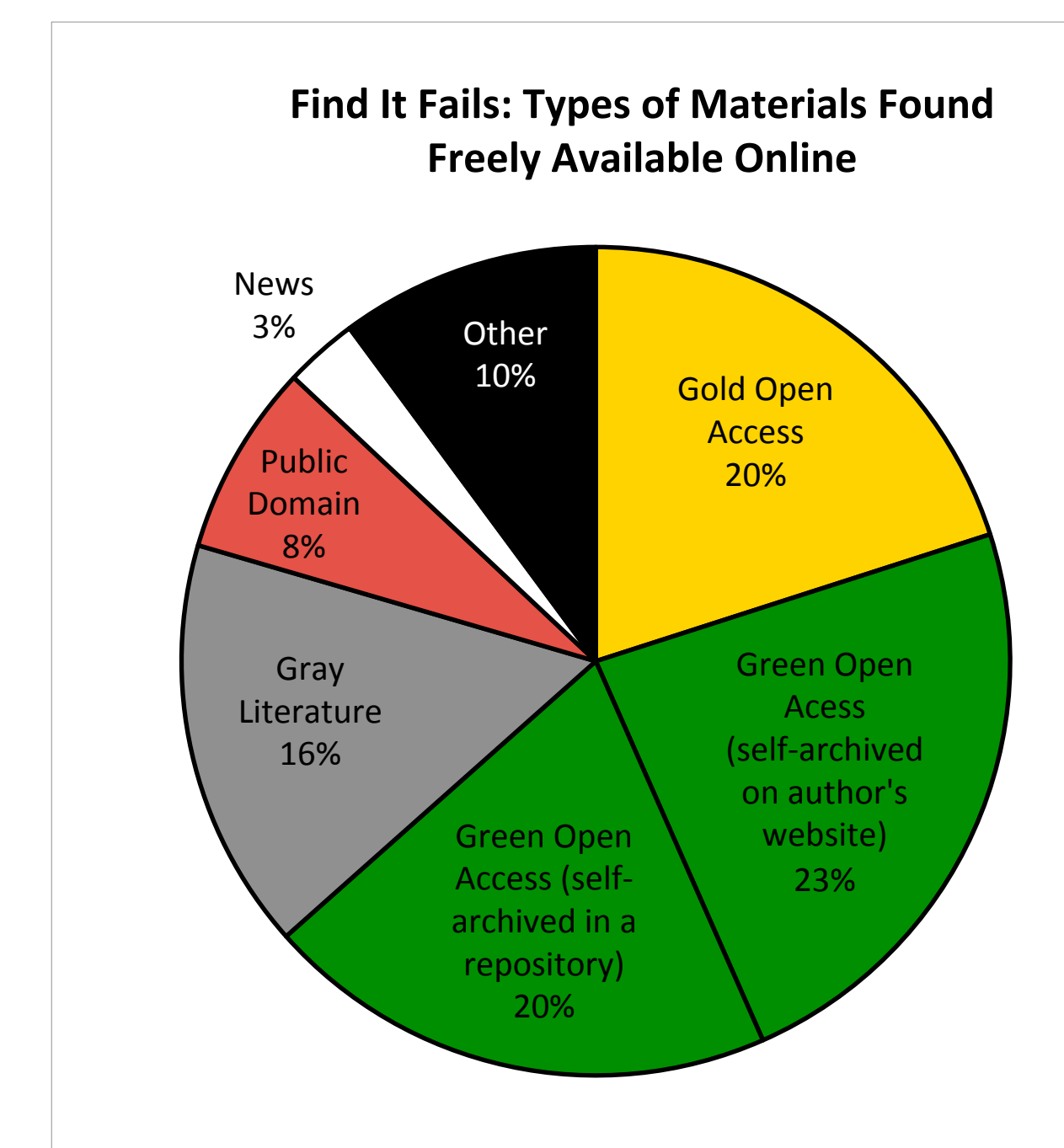
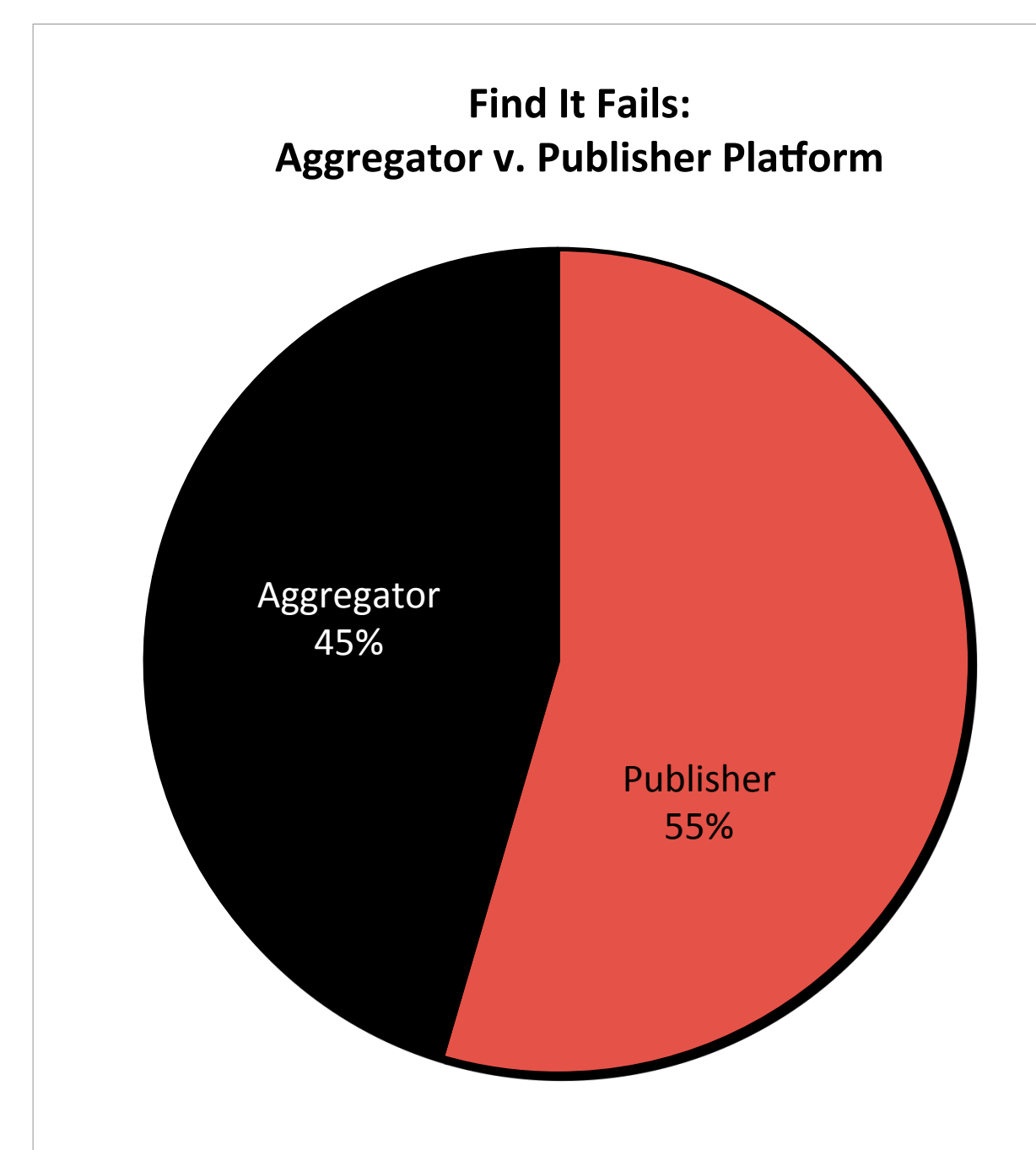
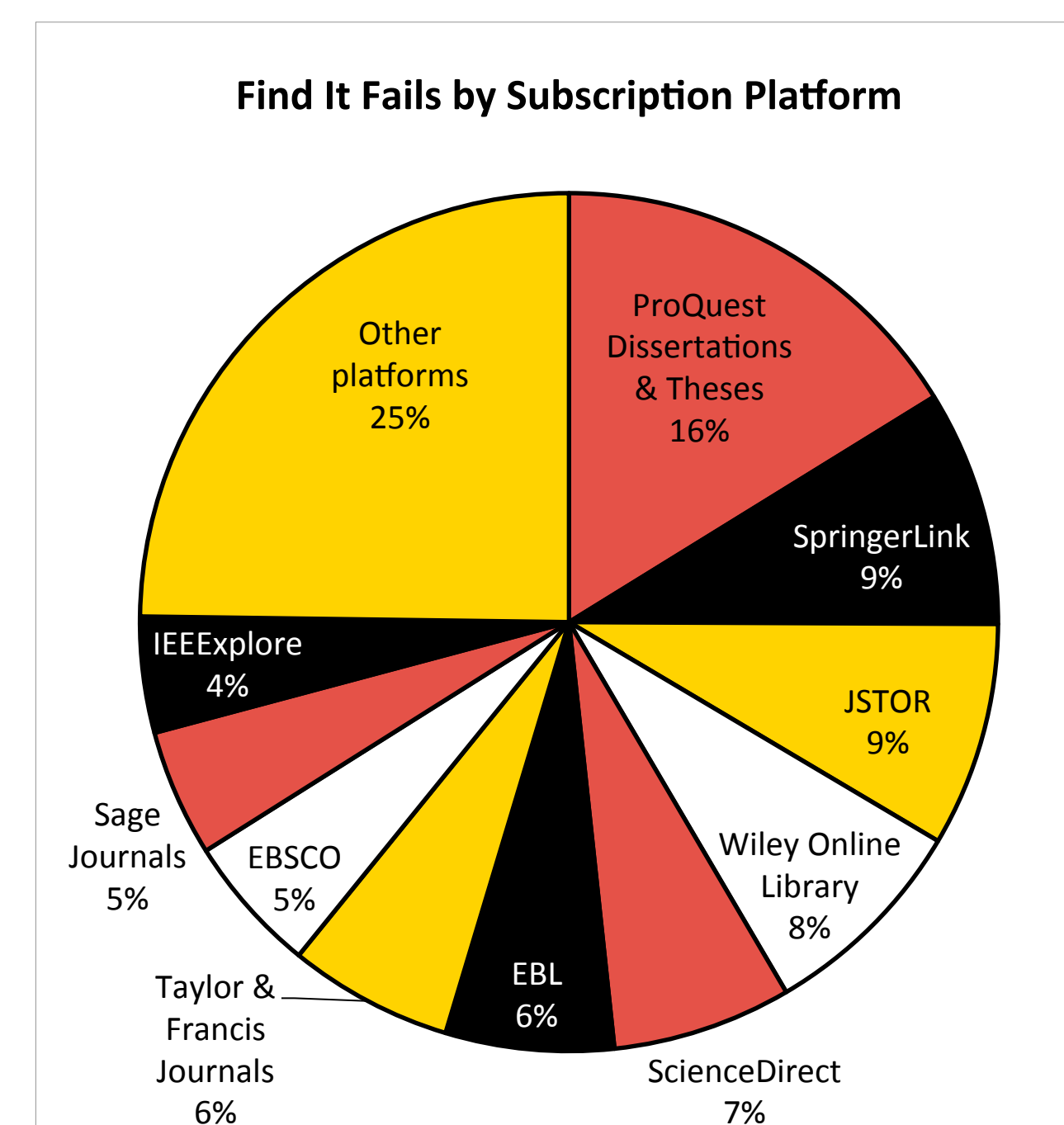
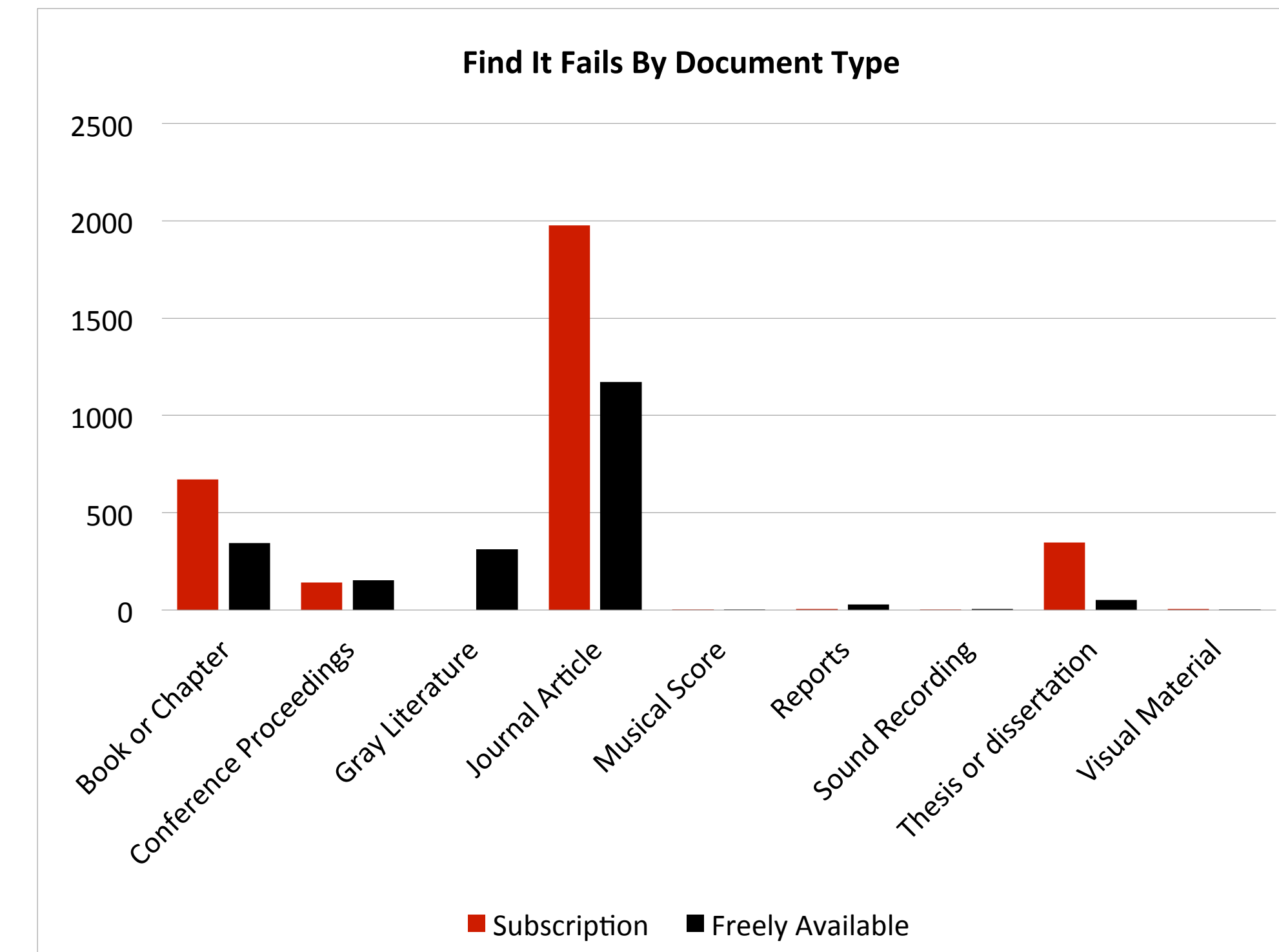
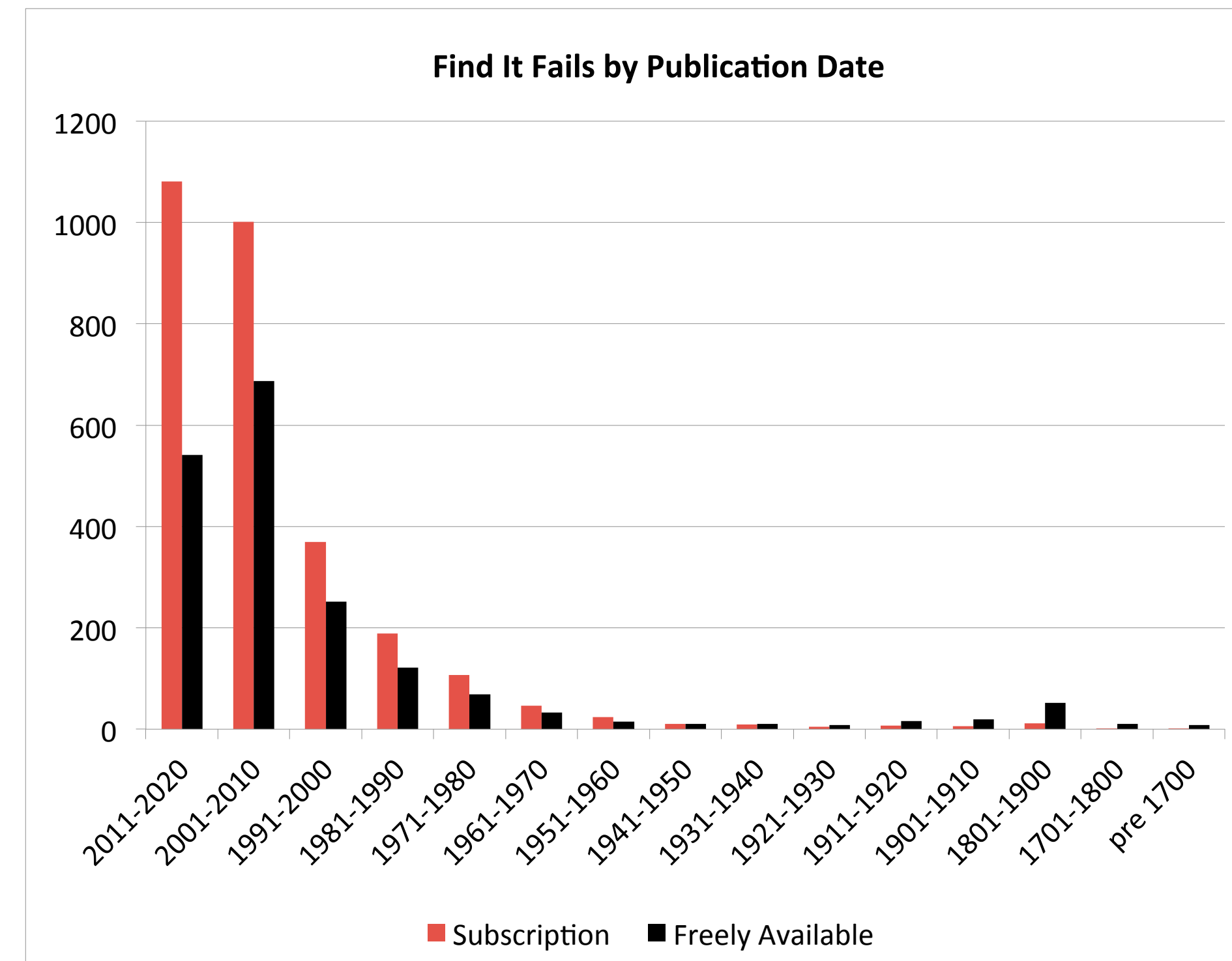
**Transactions Table:** CreationDate, ProcessType, CallNumber, Location, LoanDate, PhotoJournalYear, DocumentType, NotWantedAfter, AcceptAlternateEdition

**Users Table:** Status, Department

**Notes Table:** Note, NoteType



### FY2014 & FY2015 Data Analysis



### Lessons Learned

#### Interlibrary Loan staff at UMD:

- Spend at least 44 hours per year filling these requests.
  - May misidentify subscription v. free resource (6-9% error rate)
- Further training, outreach, and greater automation is needed.



#### Which resources are most likely to hide in plain sight?

- Journal articles (60%), followed by eBooks (20%) & ETDs (8%)
- Published since 2000 (70%)
- Available on publishers' websites, authors' websites, and in digital repositories (70%)

#### Find It Fail-Prone User Profile

ILLiad data reveals:

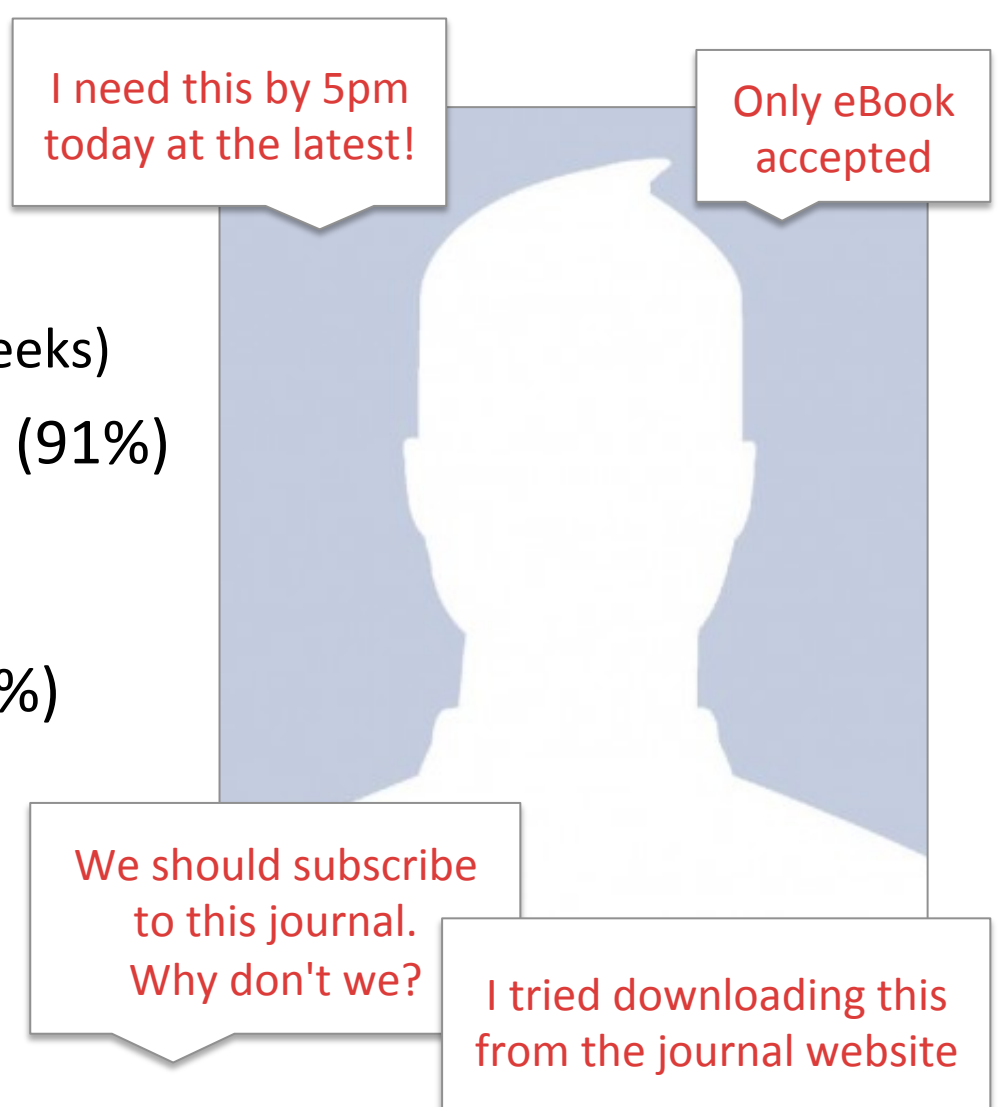
- Faculty or Grad Student (85%)
- With an approaching deadline (27% within 1 week; 42% within 2 weeks)
- Will accept Open Access version (91%)

2015 ILL user survey indicates :

- Finds a citation "elsewhere" (35%)

Notes left in requests suggest:

- Wants full text online
- Tried to find it online and failed



### Next Steps

Analyzing this data has led the UMD ILL unit to identify 4 strategies to help users better locate these materials themselves:

1. Actively promote our proxy bookmarklet [Reload@UMCP](#) (e.g. emailing users who failed to find subscription e-resources).
2. Encourage librarians to teach Google search strategies (e.g. using the file type operator to find PDFs).
3. Share findings with liaison librarians to raise awareness of relevant, yet overlooked online resources in their fields.
4. Collaborate with Technical Services to improve linking within our primary discovery tool WorldCatUMD (e.g. linking to items available in ProQuest Theses & Dissertations).

We will start implementing these strategies this summer, then analyze ILLiad data again after 6 and 12 months to determine if these efforts have reduced the number of Find It Fails.

We also will rethink our workflow and data collection methods after the UMD Libraries implement the WorldCat KB (January 2016). The Collections tab will provide useful data and allow for a routing rule to identify requests that can be filled using subscription e-resources.