What ILL can tell us about Challenges related to Known Item Discovery

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What is it?

1 semi-savvy researcher
1 known item that’s available online
+ 1 ILL request because they can’t find it

FIND IT  FAIL
How many Fails?

4,814 fails in 2 years = 40 hours (1 week) of ILL staff labor per year
What can we learn from “Failure is success if we learn from it.”
Malcolm Forbes
... about the users

![Bar chart showing the number of Find It failures for different user statuses.

- Faculty: Subscription 1000, Web 800
- Staff: Subscription 100, Web 200
- Graduate: Subscription 1300, Web 900
- Undergraduate: Subscription 300, Web 200]
... about the users
ILL data and user survey tell us:

A Faculty or Grad Student who
• Has an urgent deadline
• Finds a citation ‘elsewhere’
• Wants full text online
• Will accept OA version
• Tried to find it online on their own and failed

I need this by 5pm today at the latest!

Only eBook accepted

I tried downloading this from the journal website

We should subscribe to this journal. Why don't we?
... about what they can’t find

![Bar chart showing the comparison between Subscription and Freely Available for different types of resources: Book or Chapter, Conference Proceedings, Gray Literature, Journal Article, Musical Score, Reports, Sound Recording, Thesis or dissertation, Visual Material. The Musical Score has the highest number of entries for each category.](chart.png)
... about what they can’t find
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- Gold Open Access: 19%
- Green Open Access (self-archived on author's website): 23%
- Green Open Access (self-archived in a repository): 19%
- Gray Literature: 19%
- Public Domain: 7%
- Other: 10%
- Free News: 3%
- Other: 10%
Which resources are most likely to hide in plain sight?

• Journal articles, eBooks, & ETDs
• Published since 2000
• Available on publishers’ websites, authors’ websites, and in digital repositories
... about how to improve discovery and instruction @ UMD

Let’s discuss! Any ideas?

A few to start with:
1. Full Text Links to ProQuest T&Ds in WCUMD
2. Promote the Reload@UMCP button
3. Stop fighting Google, and start teaching it