

FIND IT FAIL

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

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What is it?

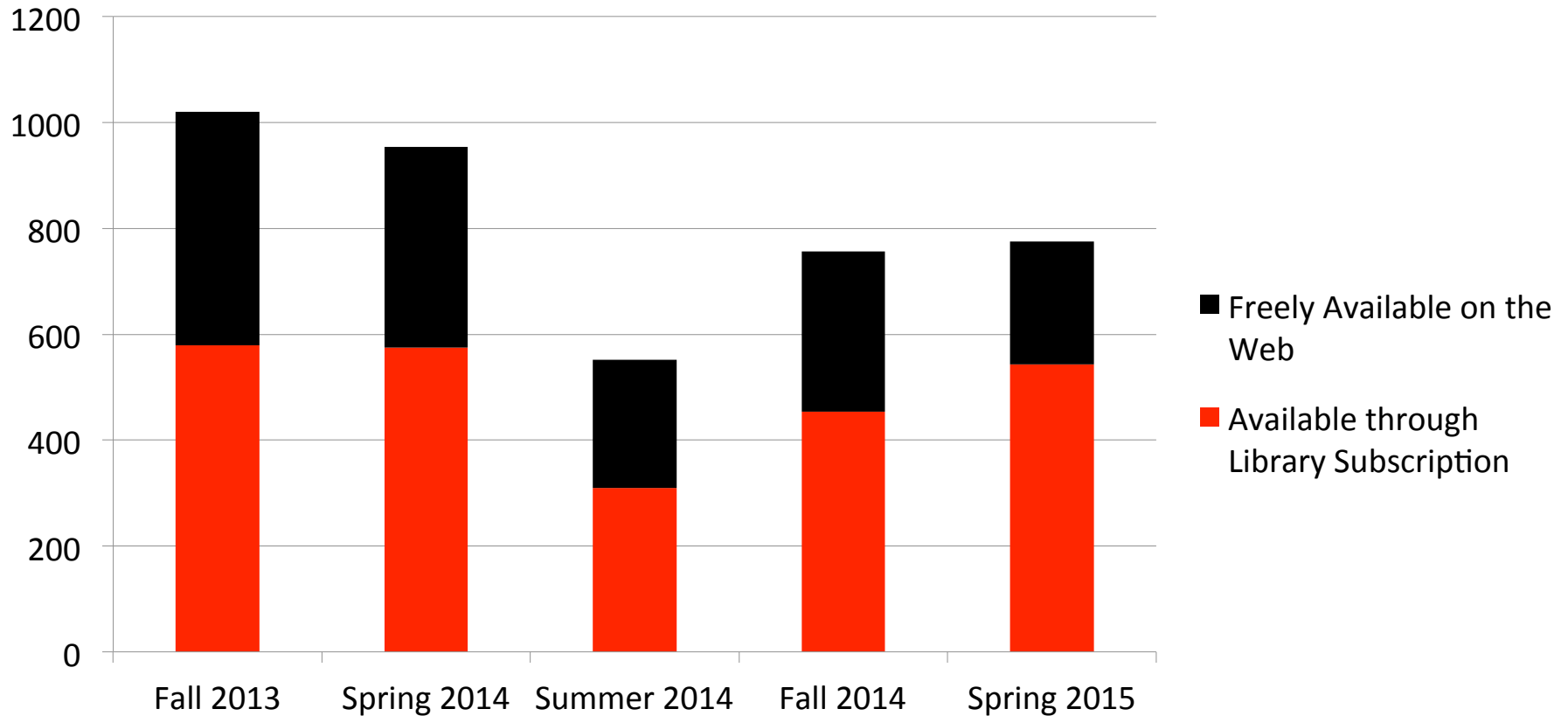
1 semi-savvy researcher

1 known item that's available online

+ 1 ILL request because they can't find it

FIND IT FAIL

How many **FIND IT FAILS** ?



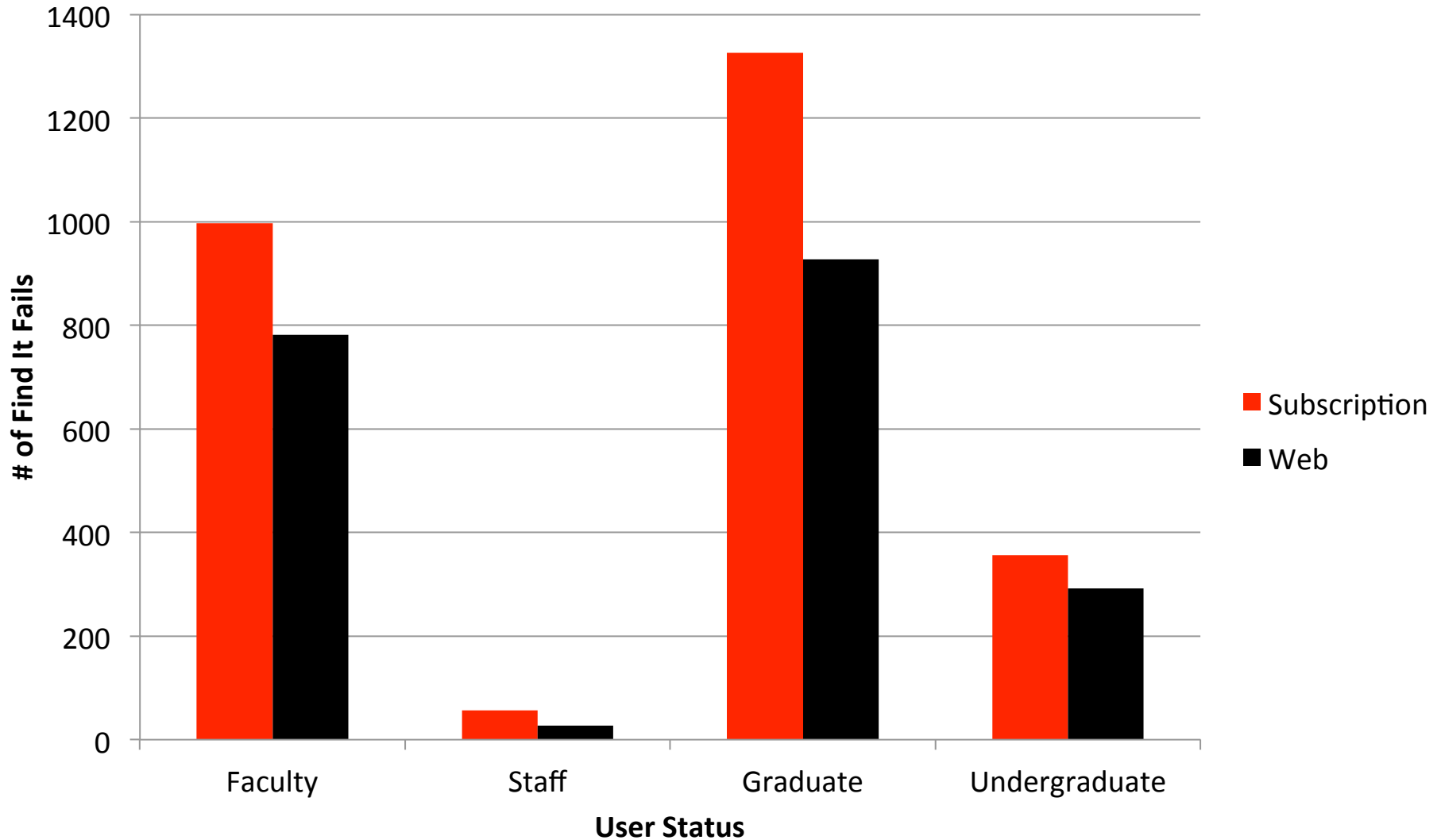
4,814 fails in 2 years = 40 hours (1 week) of ILL staff labor per year

What can we learn from
FIND IT FAILS ?

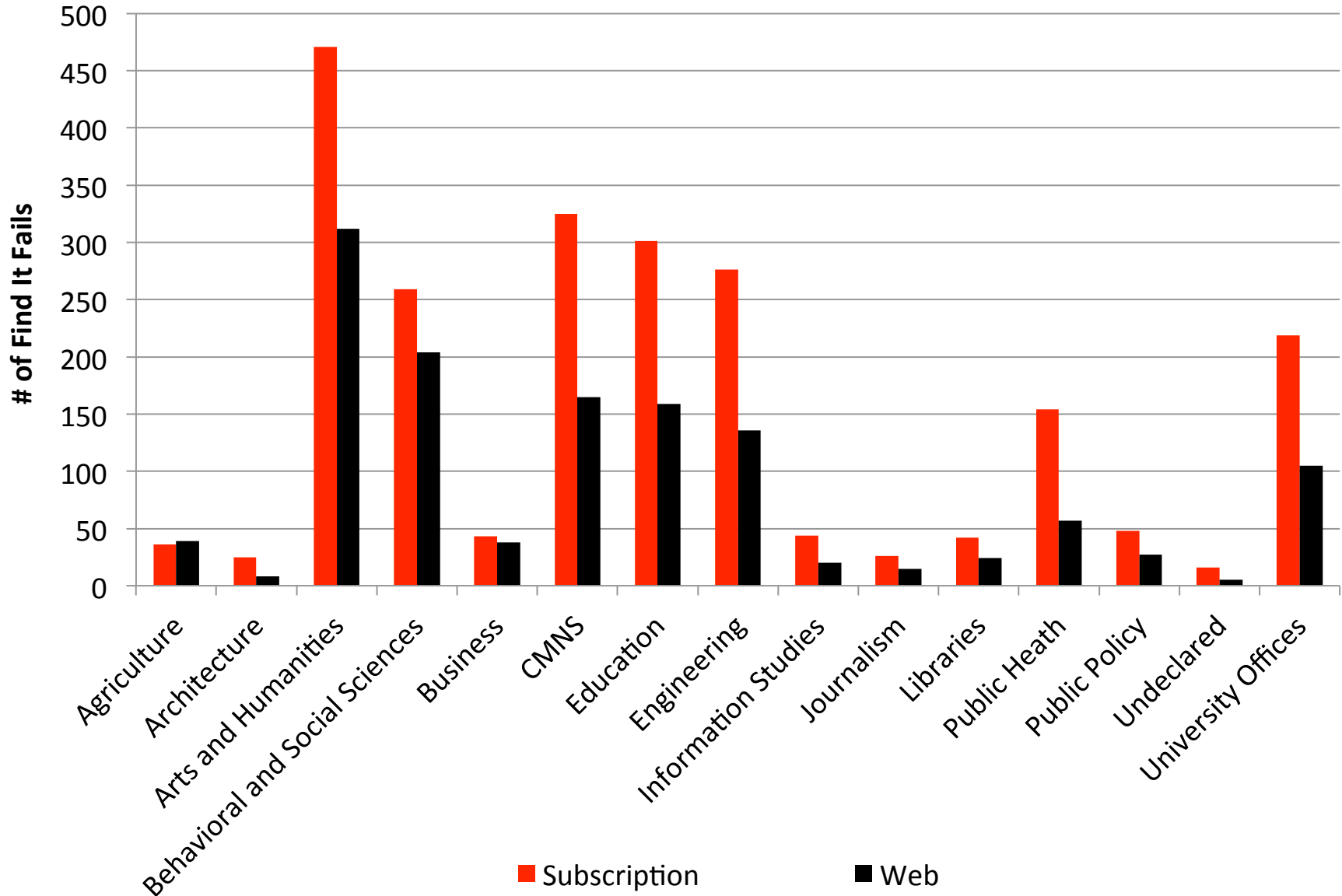
“Failure is success if we learn from it.”

Malcolm Forbes

... about the users



... about the users

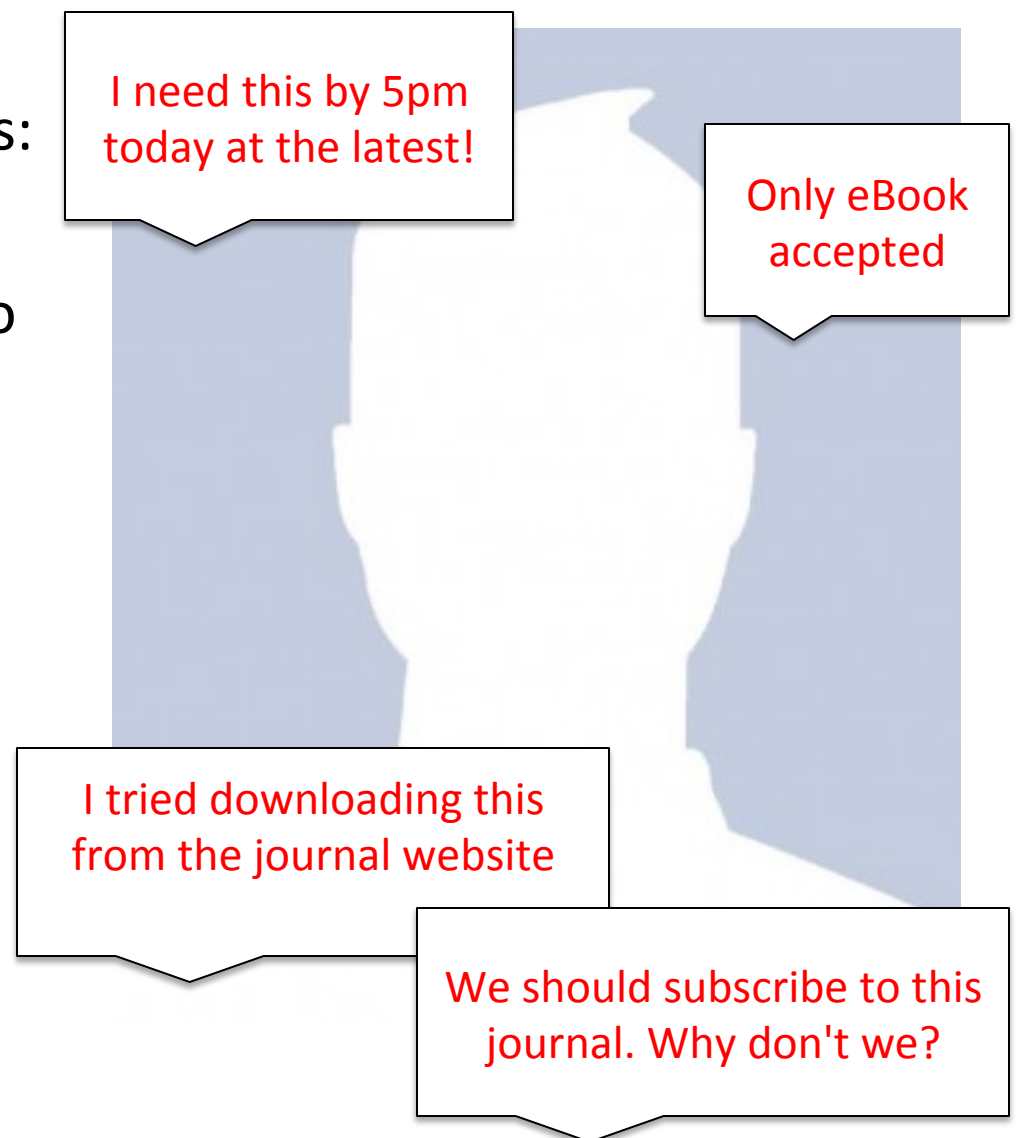


Find It Fail User Profile

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

A light blue silhouette of a person's head and shoulders is centered on the right side of the slide. Four white callout boxes with black borders and red text are connected to the silhouette by thin lines. The callouts are: 1. Top left: 'I need this by 5pm today at the latest!' 2. Top right: 'Only eBook accepted' 3. Bottom left: 'I tried downloading this from the journal website' 4. Bottom right: 'We should subscribe to this journal. Why don't we?'

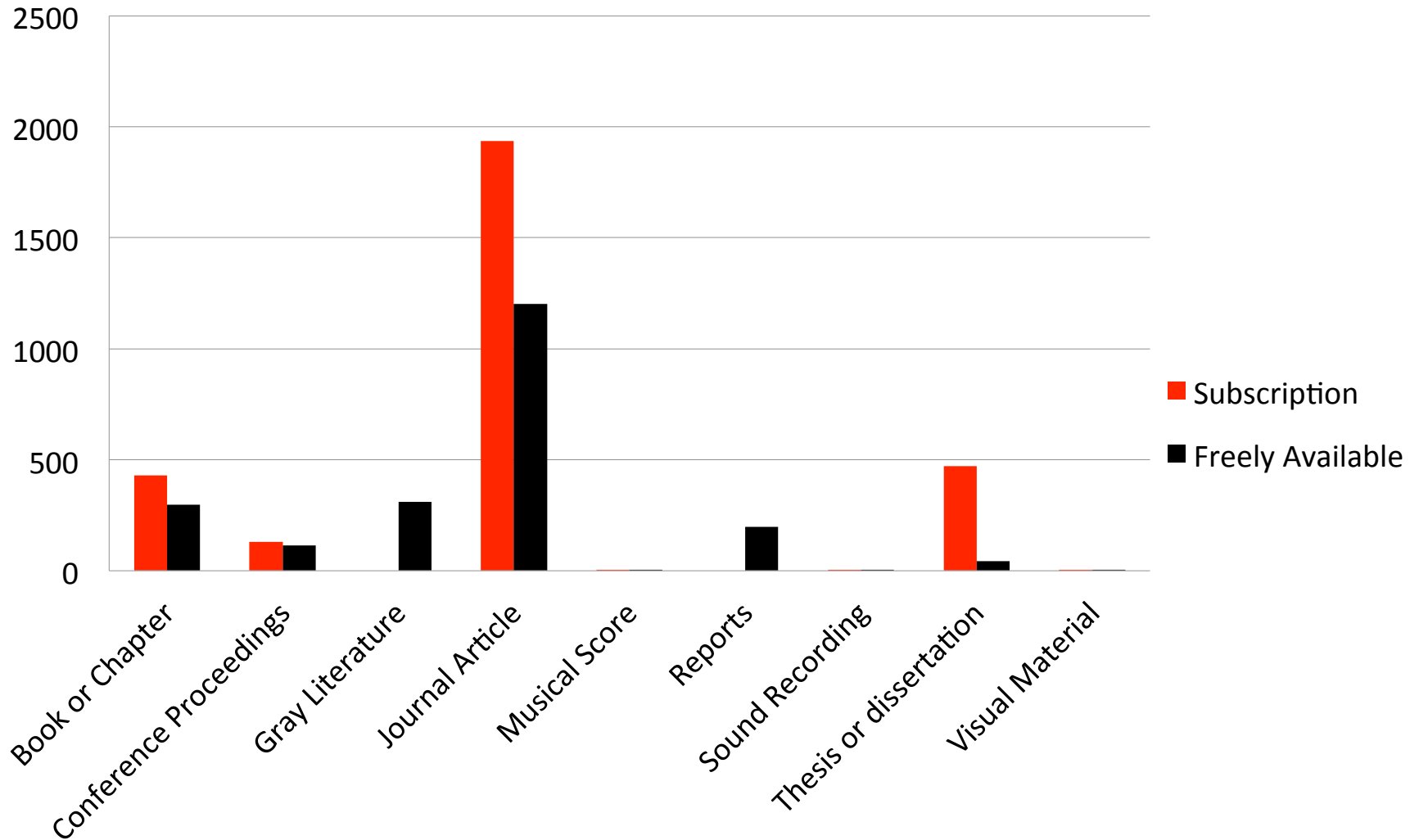
I need this by 5pm today at the latest!

Only eBook accepted

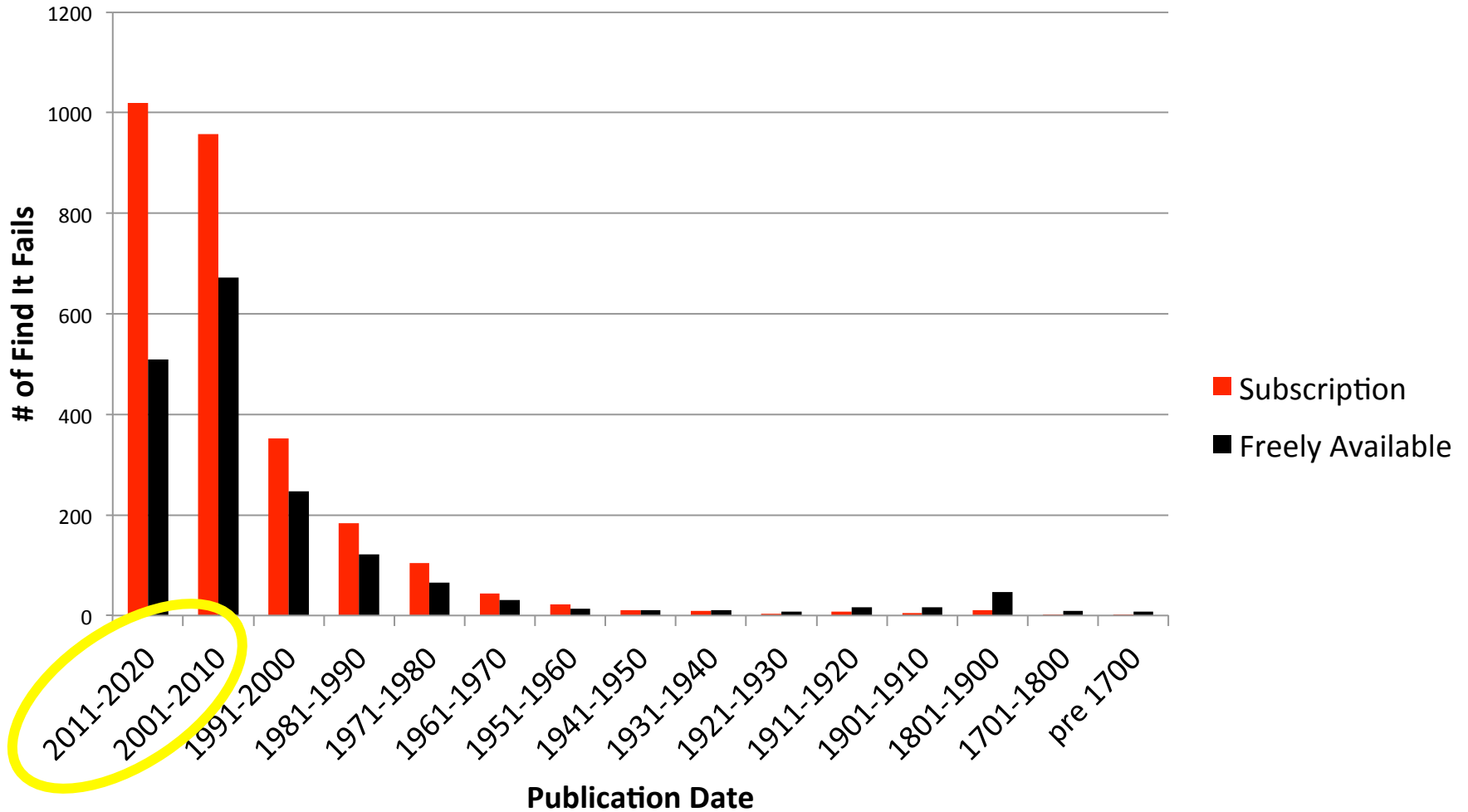
I tried downloading this from the journal website

We should subscribe to this journal. Why don't we?

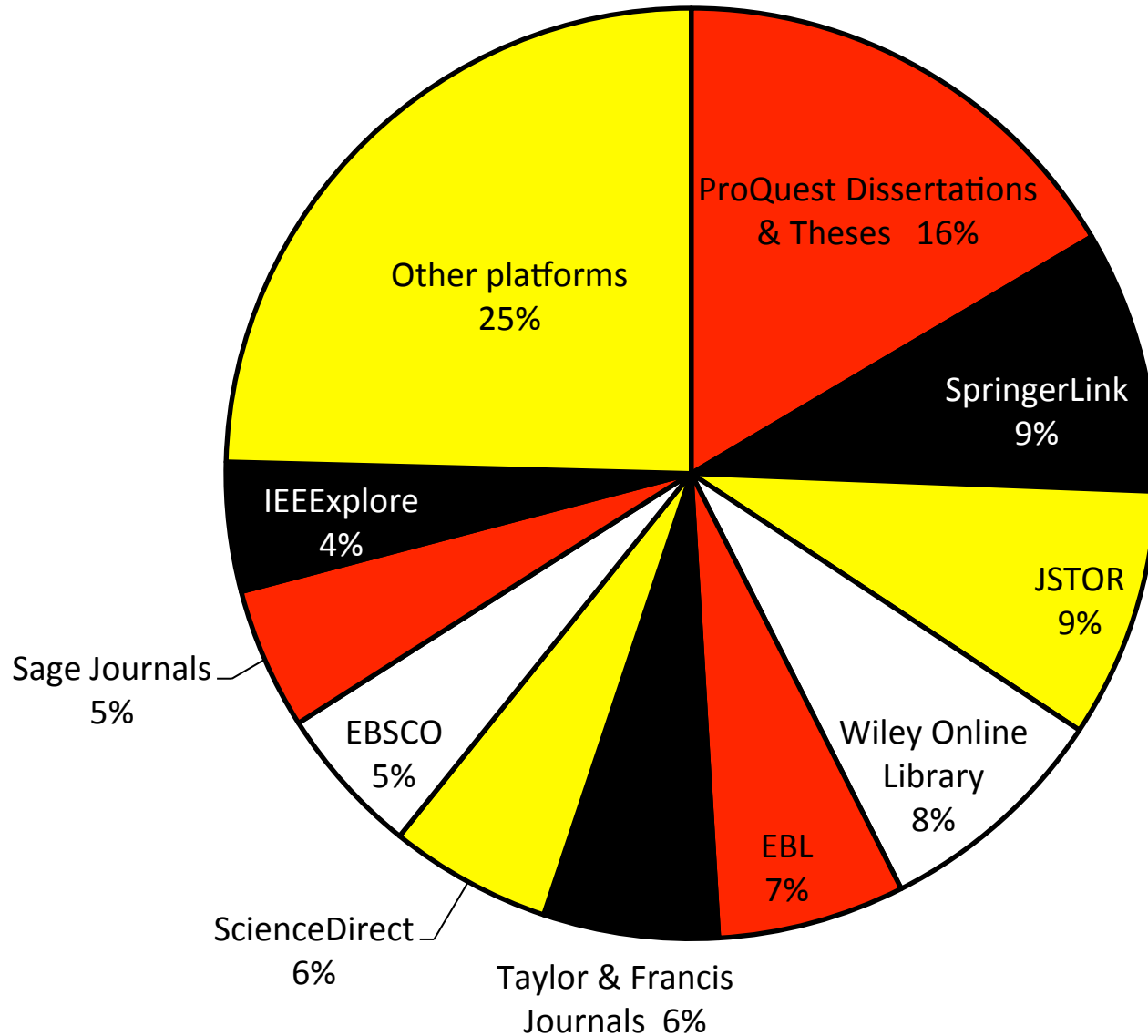
... about what they can't find



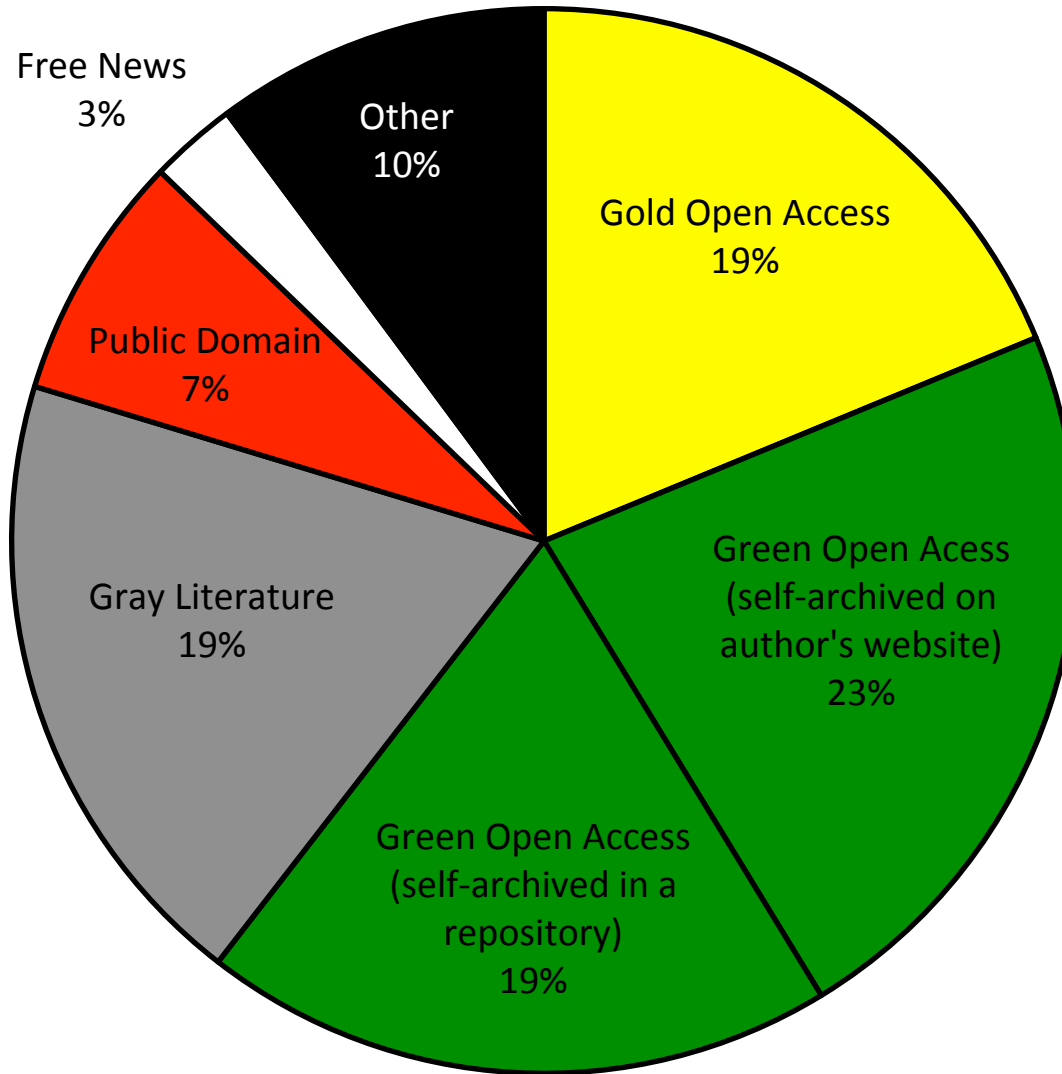
... about what they can't find



... about what they can't find



... about what they can't find



Find It Fail Request Profile

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