



THE ILL INSIDER

"We Keep the requests moving and the knowledge flowing"



**BACK
to
SCHOOL**

Latest News and Updates

UPCOMING EVENTS/ LEAVE

- **Classes Begin**
August 17th
- **Emily -Out Early**
August 19th @
10:30am
- **Robin-Out For NWILL
Conference**
August 31st-
September 4th



Resource Sharing Highlights

A New Semester, A Fresh Start

The new semester has officially begun, and we're excited to kick off Fall 2026! With classes starting, we can expect an influx of current-semester textbook requests. Keep in mind that we cannot fill requests for current-semester textbooks through ILL, so it's important to identify these requests early and direct our patrons to other options when needed.

If you are unsure if a requested item is a textbook; check the Fall 2026 Textbook List linked in the 'Reminders' section of this newsletter to confirm. Let's start the semester strong and help our patrons get the materials they need as quickly as possible. Here's to a busy, productive, and successful semester!

-KIA GRANT

Reminders:

- **Dr. Daniela D'Eugenio is on sabbatical until December. Handle her ILL requests like a distance user until she returns. Will use CDL for loans instead of shipping books to Italy.**
- **The Fall 2026 required textbook list has been linked [here](#).**

Employee Shout-outs

Shout-out to our amazing student workers, Irene, Trevor, and Brooke, as they head into the Fall 2026 semester! We're so glad to have you on the ILL team and appreciate all the hard work and dedication you bring to the department.

Wishing you all a fantastic semester filled with success, good grades, and hopefully a little time to breathe between classes!

Conference Opportunities



NWILL 2026 Hybrid Conference

September 1-3, 2026

Portland, Oregon

We are all set-up to attend this conference virtually, and Robin will be attending in-person!



Arkansas Library Association

Arkansas Library Association (ArLA)

Annual Conference

October 16th-18th, 2026 | Hot Springs, AR



SERS Conference

October 22-23 2026 | Rhodes College |

Memphis TN



Unlocking the 21st century library!

The Access Services Conference

November 17th -19th 2026 Atlanta, GA

HYBRID option Available



Professional Development



Attend FREE webinars with ASERL from now through- October.

Upcoming Sessions:

August 18th : Beyond Borders, Within Reach: The Fulbright Specialist Experience for Librarians

August 28th : ASERL Copyright Office Hour — August 2026

? ? Riddle Me ILL ? ?

Can you figure out the word?

Clues:

I am 7 letters long:

- I belong among stories, but I am not part of one.
- I help connect you to something you are looking for.
- My second letter is A.
- My fifth letter is L.
- I contain three vowels.
- I have only one repeated letter.
- I can lead you to something without moving from where you are.
- My name is often associated with organization and discovery.

What am I?

*Answer located on the last page

Policy & Procedure Updates

The Training Corner: Quick Tips & Tricks**Know Your Textbooks**

As previously mentioned, with the start of the Fall semester comes an influx of requests for current-semester textbooks. If you're uncertain whether a requested item is a textbook, you can always double-check the Fall 2026 Textbook List.

As you process requests, there are also several clear indicators that a patron may be requesting a textbook. For example, the patron may mention in the request notes that they need the text for a class. They may also provide specific details about the textbook, such as a particular edition, publication year, or other identifying information.

Keeping an eye out for these clues can help us identify current-semester textbooks and ensure requests are handled appropriately.



**DID YOU
KNOW?**

Stack Break

Academic librarians provide information services to nearly 38 million people each year—more than four times the number of fans who attend men's college basketball games!

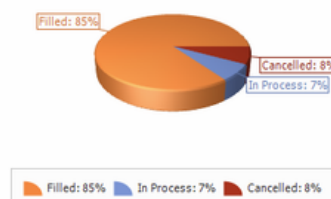
Stats

July Request Rundown

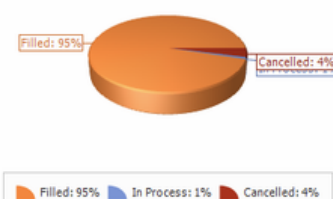
Our article requests continue to perform very strongly, with a 95% fill rate. Only 4% of article requests were cancelled, while just 1% remain in process. This indicates that for the most part patrons requesting articles are successfully receiving the materials they need with minimal delays or cancellations.

For loan requests, the fill rate was 85%, with 7% still in process and 8% cancelled. While the majority of loan requests were successfully filled, the higher percentage of requests still in process suggests that loans may require additional time to locate, process, or receive from lending libraries.

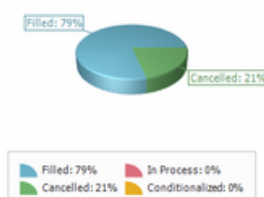
Loan Fill Rates



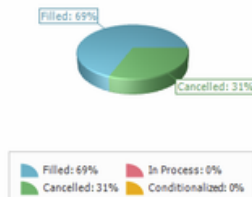
Article Fill Rates

**Borrowing Fill Rate Stats 7/1/2026 - 7/31/2026**

Article Fill Rates



Loan Fill Rates

**Lending Fill Rate Stats 7/1/2026 - 7/31/2026**

In July, our lending team achieved an 79% article fill rate in July, successfully supplying the majority of article requests received. The remaining 21% were cancelled, typically due to issues such as unavailable holdings, incomplete citations, or publisher restrictions. No requests remained in process or required conditional responses at the close of the reporting period.

Also, during this period, 69% of lending loan requests were successfully filled (an increase from the previous months rates), while 31% were canceled. As mentioned previously we are still working towards implementing the automations that will prevent non circulating items from affecting our work flow and fill stats. There were no requests left in process or conditionally filled, indicating all requests received a final outcome by the end of the reporting period.

*Answer to Riddle on Page 2: CATALOG