

THE ILL INSIDER

"We Keep the requests moving and the knowledge flowing"

Latest News and Updates

UPCOMING EVENTS/ LEAVE

- Irene- OUT OF OFFICE
July 13th-15th
- Robin- Out of Office on
July 17th for the Ink &
Inquiry Summer Writing
Retreat.
- Robin- Out of Office on
July 21st and 22nd for the
Arkansas Environmental
Education Association,
Strength in Connection:
The Power of EE Networks
Workshop in Little Rock.
- Jonathan- IN LATE on
July 21st & July 22nd
- Regan- OUT OF OFFICE
July 27th & 28th
- ILLiad Upgrade
July 28th @ 12:00pm

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 Summer 2026 required textbook list has been posted here:
<https://libguides.uark.edu/UserServices/reserves>



Resource Sharing Highlights

July in ILL: Gearing Up for a Busy Fall

While July offers a brief pause, our work is far from slowing down. Behind the scenes, our team is preparing for the return of students by reviewing workflows, organizing queues, and ensuring our services are ready for the busy August rush.

Every improvement we make now helps us provide faster, more efficient service when request volumes begin to climb.

-KIA GRANT

Welcome Emily Hagood !

We're excited to welcome Emily Hagood to the Interlibrary Loan team! Emily recently joined us on June 29th as our new Document Delivery Technician. She is currently pursuing her Master of Library and Information Science from the University of Tennessee-Knoxville. We're thrilled to have her on board and look forward to the knowledge, enthusiasm, and fresh perspective she'll bring to our department. Welcome to the team, Emily!





Q&A With Emily

Get to know the newest member of our team,
in just a few questions!



Q: Coffee, tea, or energy drink?

A: I could never choose between the three—I subsist on fun beverages! My favorites of each are: a cappuccino with oat milk for coffee, mint cacao rooibos or an iced matcha latte for tea, and Alani (especially the pink/cherry slush, Hawaiian shaved ice, and rainbow sherbet) for energy drinks.

Q: If you could instantly become an expert in any subject, what would it be?

A: Literary criticism; I was an English major for my undergraduate degree and would love to be able to understand what I read within different contexts than I already do.

Q: What's one book, movie, or TV show you'll never get tired of?

A: Lord of the Rings—both the books and movies. They're the ultimate comfort read/watch for me, with a perfect balance of action and emotional depth. The extended lore of the books is one of my favorite things to go into deep dives about too!

Q: What's your go-to snack during a busy workday?

A: I love freeze dried fruit, baby carrots, or pickles—they're light and usually edible without utensils. If I can manage to grab a cup of tea or a soda, those are also huge lifesavers for me.

Q: If you could have any superpower to make work easier, what would it be?

A: The ability for any search I make to recall exactly what I'm looking for the first time!

Q: What's one fun fact about yourself that most people wouldn't guess?

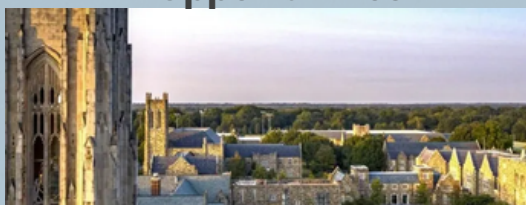
A: I am a huge fan of cycling! I bike about 12 miles nearly every morning.

Q: Physical books or eBooks?

A: Both, but in different contexts—for textbooks, nonfiction, graphic novels, and other books that have odd formatting, or are primarily in color, physical is an absolute must. I love physical copies of other types of books as well, but the sheer volume of things that I read makes collecting all of them physically somewhat impractical. Libby is truly a lifesaver! Plus, my e-reader makes it much easier to read at night or in the dark.



Resources/Conference Opportunities



SERS Conference

October 22-23 2026 | Rhodes College | Memphis TN



Access Services Conference
Unlocking the 21st century library!

The Access Services Conference

November 17th -19th 2026
Atlanta, GA HYBRID option
Available

Library Word Search

Can you find these Words ?

BOOKSHELF P
QCATALOGRO
READERSXIT
OUTCIRCULA
WMARCHIVEN
STACKSDESK
EREFERENCE
ALMAPATRON
RESEARCHIL
CHECKOUTLL

- BOOK
- CATALOG
- STACKS
- ARCHIVE
- REFERENCE
- PATRON
- RESEARCH
- CHECKOUT
- ALMA
- READ

Policy & Procedure Updates

The Training Corner: Quick Tips & Tricks**Borrowing & Lending Tip: Every Shipment Represents Our Library**

Every item we send out is a reflection of our library and our commitment to excellent resource sharing service. Taking the time to package materials securely, verify that the correct item is being shipped, and include accurate paperwork helps ensure a smooth experience for our borrowing partners. Small details like proper labeling, timely processing, and clear communication can make a significant difference. By treating each shipment with care, we help build trust, strengthen relationships with partner libraries, and uphold our reputation as a reliable lending institution.

DID YOU KNOW?

Stack Break

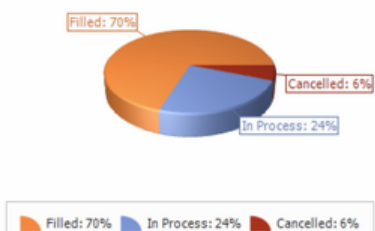
There are more public libraries in the United States than there are McDonald's locations; making libraries one of the most accessible community resources in the country

Stats

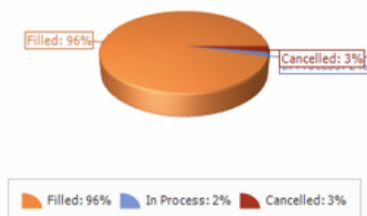
June Request Rundown

Borrowing remained strong in June, with an outstanding 96% article fill rate, just 3% canceled, and 2% still in process. Loan requests achieved a 70% fill rate, with 24% in process and only 6% canceled, reflecting the our continued commitment to providing timely access to needed resources.

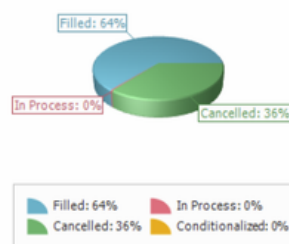
Loan Fill Rates



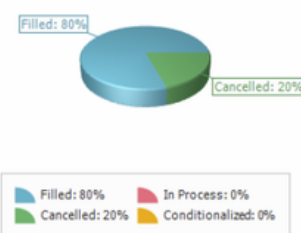
Article Fill Rates



Loan Fill Rates



Article Fill Rates

**Lending Fill Rate Stats 6/1/2026 -6/30/2026**

June Lending Article Fill Rate: Our lending team achieved an 80% article fill rate in June, successfully supplying the majority of article requests received. The remaining 20% 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, reflecting timely request management.

Also, during this period, 64% of lending loan requests were successfully filled, while 36% were canceled. As mentioned previously we are working on automations that will prevent non circulating items from affecting our work flow. There were no requests left in process or conditionally filled, indicating all requests received a final outcome by the end of the reporting period.

"The only thing that you absolutely have to know, is the location of the library."

Albert Einstein

Feedback & Questions Corner

If you have any questions, feedback, or suggestions you would like included in next month's newsletter, please reach out to me at Kiagrnt@uark.edu.

Borrowing Fill Rate Stats 6/1/2026 -6/30/2026