



THE ILL INSIDER

"We Keep the requests moving and the knowledge flowing"



Latest News and Updates

UPCOMING EVENTS/ LEAVE

ALA 2026 | TECH TALK

Unbeatable,
Nontraditional Access:

Public & Academic Panelists Talk Lockers
Onsite and in Communities

Saturday, June 27

10:30 AM – 11:20 AM

Chicago, IL
McCormick Place

ROBIN G. ROGGIO
University of Arkansas
Libraries

SAMANTHA YEUNG
Thousand Oaks Library

ADAM WEBB
Garland County Library

SARA FILLBRANDT
Augsburg University
Lindell Library

Hosted by Lisa Stamm and Lynn Vandell from Bibliotheca

ALA 2026 Annual Conference & Exhibition
McCormick Place, Chicago, Illinois
Location: Tech Talk Stage (Booth #1320)

bibliotheca



Resource Sharing Highlights

June in ILL: Summer Flow & Steady Support

As we move into June, the pace begins to shift with the start of summer sessions. While overall request volume may level out compared to the end-of-semester rush, we can still expect steady activity from summer courses, faculty research, and ongoing projects. This is also a great time to stay on top of returns, clean up workflows, and prepare for the next busy cycle.

We will be working on a few house keeping items throughout the summer like updating our textbook request processing instructions for our staff guide. This procedure has changed, but the guide has not been updated since 2019. We will also be going through our other procedures and updating them as well. Even in a slightly slower season, our work remains essential in keeping access seamless and supporting our users year-round.

-Kia Grant

✳ **Robin- Out of Office: June 23rd – July 1st, 2026**

Attending ALA Conference

Robin Roggio will be representing our library at ALA and speaking on a Bibliotheca panel! See the flyer above for more details.

✳ **IN-PERSON ALL-Staff & Library Picnic June 24th 2026**

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>
- Meeting with invested staff members June 9th regarding Occam's Reader use, licensing, and implementation. Hope to begin using it for CDL and E-book sharing in the weeks/months to come. <https://occamsreader.lib.ttu.edu/about/index.php>

Employee Shoutouts :

Shoutout to Robin Roggio and everyone else who played a role in making the GWLA Annual Meeting a success this past month; great work all around!



Special thanks to Jonathan Anthony for taking on the ILL Cost Calculator project. And congratulations to Kia Grant for receiving the Extra Mile Award at the Library Awards Celebration last month!

Policy & Procedure Updates
The Training Corner: Quick Tips & Tricks

Borrowing & Lending Tip: Don't Let Requests Age Out: Stay Ahead of the Queue

Aging requests in queues can quickly create delays if they aren't monitored closely, especially during busy periods. Even small slowdowns can build up and impact overall turnaround time, increase backlog pressure, and lead to more follow-ups from patrons and borrowing libraries. Regularly checking older requests helps catch items that may be stalled in processing or waiting on responses. Prioritizing these ensures steady workflow movement and helps prevent small delays from turning into larger bottlenecks.

Stack Break

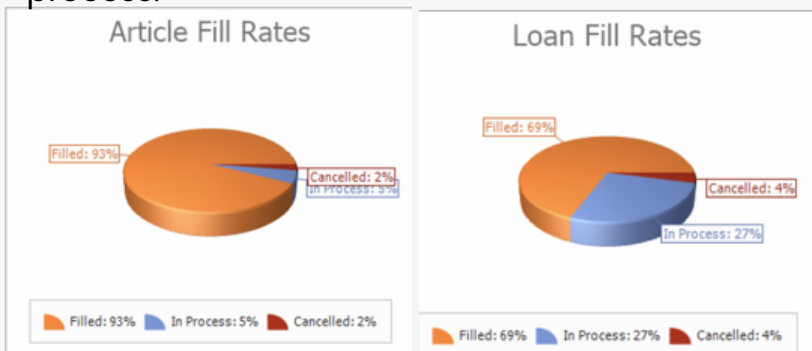


The largest library book fine ever paid for an overdue book was reportedly \$345.14 for the book *Days and Deeds*. It was checked out in 1955 from Kewanee Public Library in Illinois. It was returned and paid 47 years later in 2003.

Stats

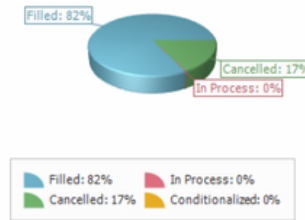
May by the Numbers

Borrowing remained strong in May, with a 93% article fill rate, just 2% canceled, and 5% still in process. Loan requests achieved a 69% fill rate, with only 4% canceled and 27% currently in process.

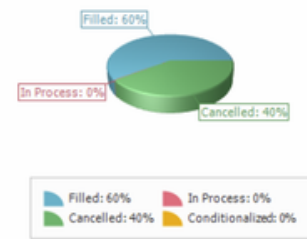


Borrowing Fill Rate Stats 5/1/2026 - 5/29/2026

Article Fill Rates



Loan Fill Rates



Lending Fill Rate Stats 5/1/2026 - 5/29/2026

Lending activity remained steady in May, with an 82% article fill rate and 17% canceled. 60% of loans were filled and 40% were cancelled. The cancelled loans were particularly high this month due to the fact that the items requested were already checked out, e-books, or non-circulating. We are working on setting up automated deflections, so we do not receive loan requests for non-circulating items which will decrease the need for as many cancellations and increase our fill-rate

No requests remained in process or were conditionalized, reflecting efficient workflow completion. Overall, these numbers highlight our team's continued commitment to supporting resource sharing partners and delivering timely access to materials.

A Word From Our Users:

"I appreciate all that your office has been doing for me with various ILL requests lately. I'm quite impressed by how quickly they've been addressed".

-Brooks Marmon

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.