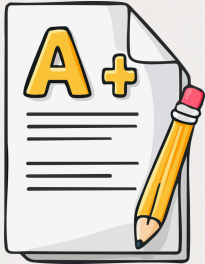




# THE ILL INSIDER

*"We Keep the requests moving and the knowledge flowing"*

## Latest News and Updates



### Employee Shoutout

We would like to shout out our student workers, Irene, Brooke, and Trevor, as they go into finals week. Your hard work and dedication does not go unnoticed. Stay focused, take care of yourselves, and finish strong; you've got this!

### UPCOMING EVENTS/ LEAVE

- \* **Final Exams**  
May 4<sup>th</sup> - 8<sup>th</sup>, 2026
- \* **Spring Commencement**  
May 9<sup>th</sup>, 2026
- \* **Library Award Celebration**  
May 17th, 2026 MULN  
217 10:00 am-11:30am
- \* **GWLA ANNUAL MEETING**  
May 19th - 21st, 2026  
We are hosting the GWLA Annual Meeting this year. Get Ready for an exciting week of networking and fun!
- \* **Regan- Out of Office**  
May 21<sup>st</sup> - 26<sup>th</sup>, 2026
- \* **Memorial Day - Library Closed**  
May 25<sup>th</sup>, 2026
- \* **All Staff Meeting**  
May 27<sup>th</sup> 2026 3pm-4:30pm



### Resource Sharing Highlights

## May Momentum: Finals, Returns & Big Connections Ahead!

May is always a busy time for our department. With finals approaching and the semester wrapping up, we can expect an increase in last-minute requests from students and faculty working to complete projects and research. Also, graduation and the end of the semester brings a wave of returns, both from our patrons and from libraries we've loaned materials to, so staying on top of check-ins and processing will be especially important.

It's a busy month, but also a very rewarding month. We have the opportunity to help support users during such a critical point in the academic year, and send them off as they walk across the stage at graduation.

Looking ahead, we also have exciting events on the horizon, including the upcoming GWLA Annual meeting, which offers a great opportunity to connect, learn, and share with other member of our network.

-Kia Grant

### Reminders:

Locations to exclude from lending on ILL to other libraries:  
MAINNEWBK for the 2nd Floor  
Display: New Books  
MAINCAFE for the 1st Floor  
Display: Recreational Reading (Café Area)

Students: Your goodie bags are ready! If you haven't already, stop by to pick up your goodie bags, or pick it up during your next shift.



Policy & Procedure Updates

## The Training Corner: Quick Tips & Tricks

### Borrowing & Lending Tip: Check the Details AND the Notes

When receiving or sending items, always confirm the material matches what was requested (edition, format, volume, and Lender). At the same time, don't skip the request notes; some libraries include very specific notes like Conditionalizing the request before sending so they can consider the cost or format type. Taking a moment to verify both the item and any notes helps prevent delays, avoids extra back-and-forth, and keeps transactions running smoothly for everyone involved.



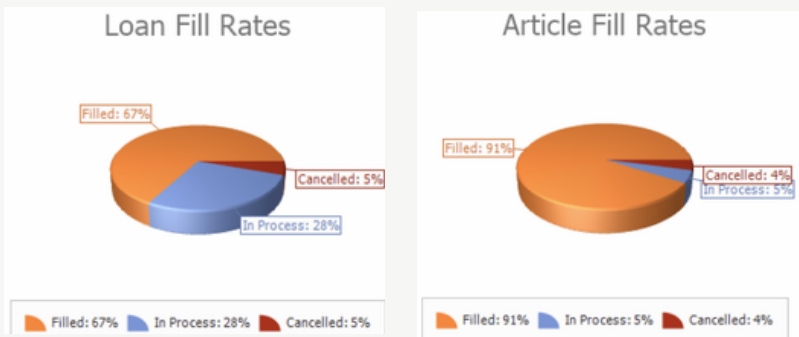
### Stack Break

ILL is older than you think. Informal borrowing and lending between libraries has examples in Western Europe as early as the 8th century CE; making it one of the earliest forms of resource sharing.

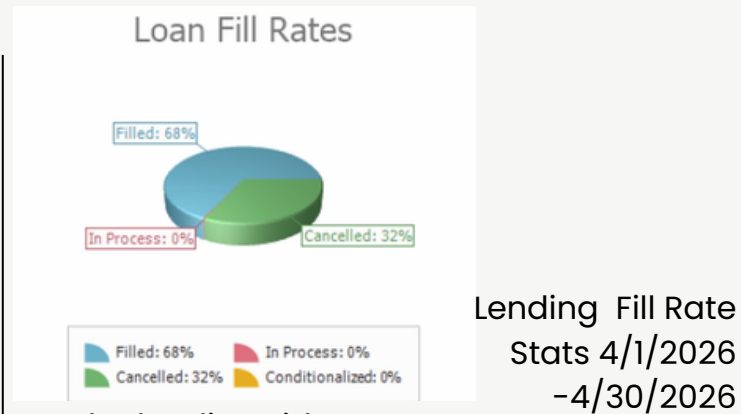
Stats

## April Stats at a Glance

On the borrowing side article requests showed a strong performance this period, with an impressive 91% fill rate, only 4% cancelled, and 5% still in process. While 67% of loans were filled, 28% still in process, and 5% cancelled.

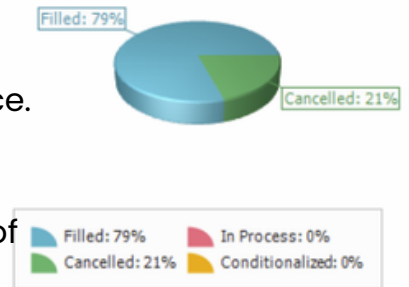


Borrowing Fill Rate Stats 4/1/2026 -4/30/2026



On the lending side, loan requests had a 68% fill rate with 32% cancelled. Lending article requests reflected a 79% fill rate, showing steady performance. This information gives a helpful insight into some of the gaps we may have in our collection.

### Article Fill Rates



In addition, our shipping activity stayed pretty busy, with 681 total items shipped out. We also shipped to 217 unique receivers this past month, which shows how far and wide our reach is in the resource sharing network. And at no surprise, TXA remained our top receiver, continuing to be one of our most consistent and active users .

***"Interlibrary loans are a wonder of the world and a glory of civilization."***

— Jo Walton (Author)

## 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 [Kiagrant@uark.edu](mailto:Kiagrant@uark.edu).