

THE ILL INSIDER

"We Keep the requests moving and the knowledge flowing"

Latest News and Updates

UPCOMING EVENTS/ LEAVE

- Robin Out Arla Conference
  October 15th-19th
- Fall Break
  October 19th-20th
- Kia Out
  October 22nd-26th
- Regan and Emily Out For SERS Conference
  October 22nd-23rd
- Robin Out
  October 26th and 28th
- Jonathan Out
  October 28th-29th
- All-Staff/ Halloween Extravaganza
  October -29th @ 10:00
  MULN 217

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.**



Resource Sharing Highlights

Fall is in full swing, and our Interlibrary Loan team has plenty happening behind the scenes! This season, we have staff cross-training in another department to expand their knowledge and professional development, we are also working through the details of our Controlled Digital Lending (CDL) efforts, and gathering the remaining data for our Cost Calculator project.

Through it all, we remain committed to providing excellent service and connecting our campus community with the resources they need. We appreciate everyone's flexibility, collaboration, and continued dedication as we balance new initiatives with our everyday commitment to serving our patrons. Here's to a productive and successful fall!

-Kia Grant

Employee Shout-Out

Shout-out to Regan Batch our Lending Processor! She is currently cross-training in cataloging! Congrats, Regan, on taking the initiative to cross-train in Cataloging. Your willingness to expand your knowledge, develop new skills, and support our team's continued success is greatly appreciated. Thank you for your commitment to professional development growth and continued learning!

Conference Opportunities

Arkansas Library Association (ArLA) Annual Conference

October 16th–18th, 2026| Hot Springs, AR
Robin will be in attendance at this conference presenting on *The Role of ILL in Disaster Recovery*.



SERS Conference

October 22-23 2026 | Rhodes College| Memphis TN
Regan and Emily will be in attendace for this conference!



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:

ASERL Accessibility October Water Cooler
October 20th

OA Week 2026: "Unlock Open Access — The Virtual Escape Room"
October 21st

Riddle Me ILL

Can you Solve this Riddle ?

I'm full of stories but never speak,
I hold many adventures for those who seek.As leaves turn orange and the air turns cool, I'm a cozy escape and a reader's best tool.

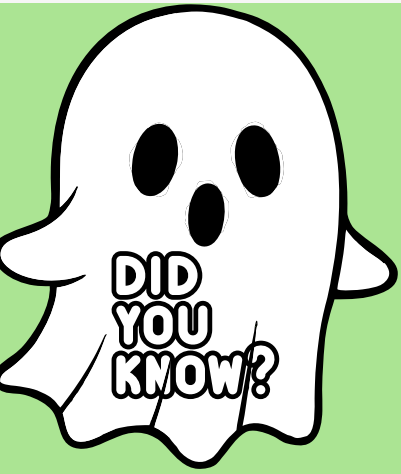
What am I?
*Answer located on page 3

Policy & Procedure Updates

The Training Corner: Quick Tips & Tricks

Don't Let Returned Items Haunt the System!

Before completing a check-in, verify that the item has been successfully checked in within the system. This important step helps prevent returned materials from remaining on patrons' records and avoids unnecessary overdue notices being sent to the lending library. A quick double-check can save time, prevent confusion, and keep our records accurate!



Stack Break

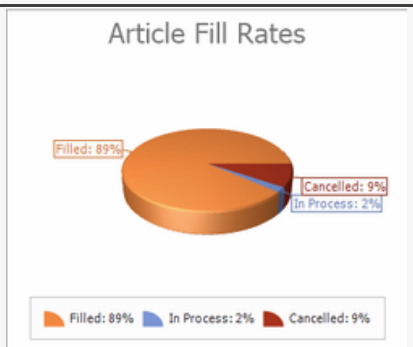
The Library of Congress has extensive digital and physical collections documenting spooky folklore, historic newspaper pages, audio recordings of seances, and rare spooky artwork

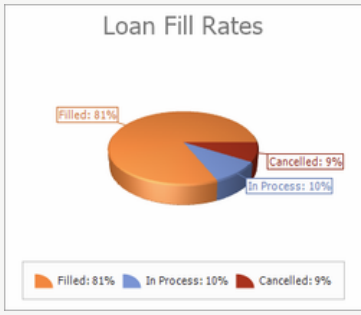
Stats

September by the numbers

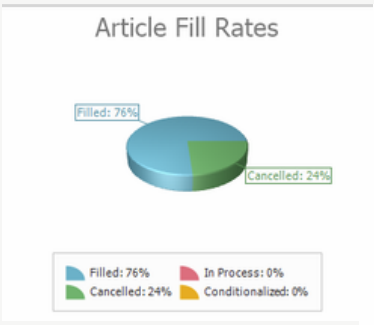
Our article requests fill rate was slightly down in September with a 89% ill rate. Only 9% of article requests were cancelled, while just 2% remain in process. This indicates that for the most part patrons requesting articles are successfully receiving the materials they need with minimal delays or cancellations.

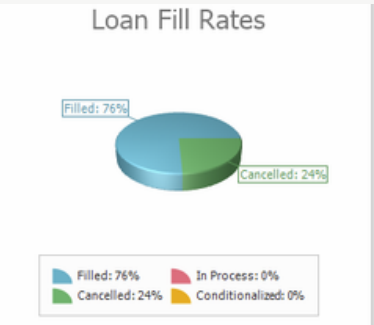
For loan requests, the fill rate was 81%, with 10% still in process and 10% cancelled. While the majority of loan requests were successfully filled, the higher percentage of requests still in process suggests that loans may require additional time to locate, process, or receive from lending libraries.





Borrowing Fill Rate Stats 9/1/2026 -9/30/2026





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

In July, our lending team achieved an 76% article fill rate in September, successfully supplying the majority of article requests received. The remaining 24% 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, 76% of lending loan requests were successfully filled(an increase from the previous months rates), while 24% 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: Book