**You Can Get What You Want: Library Instruction Strategies to Improve ILL Workflow**

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**Poster Session**

**VLA Conference, Richmond VA, October 22, 2015**

**VLACRL Presentation Academy 2015**

Virginia Wesleyan College is a small liberal arts college of approximately 1400 students. The college is served by the Hofheimer Library, with four professional librarians and additional paraprofessional staff and student workers. One Research/Instruction librarian manages interlibrary loan services with the help of a student worker, so time is at a premium. The problem consists of ILL requests for materials the library already owns or has access. As each citation has to be searched, much time is spent, and efforts are underway to employ instruction strategies to help library patrons become more savvy searchers. Statistically, about 30-35% of all requests are cancelled because the item is available. A survey of the library literature and frequent postings to the ILL-Listserv shows that the issue is common among ILL managers and librarians.

During the fall semester of 2014, no system was yet in place to address the instruction need. Before the start of the spring 2015 semester, the Research Librarian for ILL first acquainted the other instruction librarians in the ILL workflow to highlight the issue, as well as to discuss when it is appropriate/inappropriate to present ILL in library instruction sessions. A set of talking points was agreed upon in order to standardize the language in library instruction sessions. This information was also included on the landing page of an interlibrary loan LibGuide. In addition, cancellation emails were customized to include the stable URL for articles and the call number for books, informing patrons how to find them.

The results for the spring 2015 semester do not show significant change, which is contrary to the success that other institutions were reporting in the literature. Future strategies to be employed include redesigning the cancellation email, targeted workshops for students and faculty, principally through the college’s Undergraduate Research program, as well as the research seminars in the various academic departments. Suggestions from other interested librarians are welcome!

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Special thanks to Ms. Sue Erickson, Library Director, Virginia Wesleyan College; Mrs. Robin Takacs, Instruction Technologist, Virginia Wesleyan College; faculty for the VLACRL Presentation Academy.