

Franklin and Marshall / Penn State University Peer-to-Peer Site Visit

Wednesday, March 20, 2024

Background:

F&M and Penn State are both part of the PALCI EZBorrow resource sharing network, which uses the ReShare Returnables software. Both libraries also use ILLiad to manage Interlibrary Loan requests. I had heard that Penn State was using a recently developed ILLiad addon for ReShare and I reached out to Shane Burris at Penn State University Park to ask how it works. Shane suggested a site visit might be a great way for us to see how they set up ILLiad to work with ReShare – and to see it in action.

At F&M, our EZBorrow and ILL services are separate, with different staff managing each program. We have been noticing a lot of duplication (i.e. students requesting a book from both services to see which they will get first, etc.), and we are looking for ways to streamline the system to make it easier for patrons and more efficient for staff.

Our Visit:

On March 20, Jenn Buch, Nikki Rearich and I (Diana Daigle) visited the Pattee and Paterno Libraries at Penn State. We met with Shane Burris, Meg Massey and Mallory Witzig from the ILL Department.

Meg gave us a tour of the Pattee and Paterno Libraries – including the ILL offices (they have 11 full time ILL staff!!), Circulation Desk, study areas, stacks, etc. We had lunch at the Corner Room, a short walk from the library. After lunch Shane shared with us a Power Point presentation he had created outlining the reasons they decided to implement the ILLiad addon, how it has benefitted them, and how it works. After the presentation we were able to see it in action and we had a long conversation about how F&M might be able to incorporate some of the changes that Penn State made – which changes would work, which may not work for us, and how to proceed. It was extremely informative and helpful, and we left feeling very excited about the prospects of creating a more streamlined system for patrons at our library.

It was also really nice to meet in person and have some face-to-face contact with people that we normally only correspond with over email.

Thank you for the grant that encourages this type of collaboration.

Sincerely,

Diana Daigle

Franklin and Marshall College Library, Interlibrary Loan