

## **LENDING presentation URLs**

### ➤ Brief Bibliography

- Weible, C. L., & Janke, K. L. (Eds.). (2011). *Interlibrary Loan Practices Handbook* (3rd ed.). Chicago, IL: American Library Association.
- Best Practices in Medical Interlibrary Loan and Electronic Document Delivery. Special issue of *Journal of Interlibrary Loan, Document Delivery & Electronic Reserve*, Vol. 17(3) 2007
- Interlibrary Loan and Document Delivery: Best Practices for Operating and Managing Interlibrary Loan Services in all Libraries. Special issue of *Journal of Interlibrary Loan, Document Delivery & Electronic Reserve* Vol. 16, (1/2) 2006
- Leon, Lars E., et al. Enhanced Resource Sharing Through Group Interlibrary Loan Best Practices: A Conceptual, Structural, and Procedural Approach. *portal: Libraries and the Academy* 3(3) 2003, pp. 419-40
- Shrauger, K., Radnor, M., & Santiago, A. (2012). Fourteen Things to Look for When Hiring New Staff in Interlibrary Loan/Document Delivery. *Journal Of Interlibrary Loan, Document Delivery & Electronic Reserves*, 22(5), 269-275. doi:10.1080/1072303X.2012.745824
- Kochan, C., & Leon, L. (2013). Revisiting interlibrary loan best practices: still viable?. *Interlending & Document Supply*, 41(4), 113-119.
- Ezell, Samuel Jason. 2013. Interlibrary Loan From a Distance Learning Perspective: Trying a Hybrid Position. *Journal Of Interlibrary Loan, Document Delivery & Electronic Reserves* 23(3), 165-174.
- Zheng Ye, Y. (2009). The Ten Commandments of Interlibrary Loan Borrowing, Interlibrary Loan Lending, and Shipping and General Conduct. *Journal Of Interlibrary Loan, Document Delivery & Electronic Reserves*, 19(1), 95-100.

### ➤ **OCLC Policies Directory** (try searching for the symbol “YOM” for a good example)

- <https://illpolicies.oclc.org>

### ➤ **OCLC Article Exchange**

- <http://oclc.org/resource-sharing/features/articleexchange.en.html>

### ➤ **Odyssey Standalone**

- Free software for sending and/or receiving electronic documents
- <https://osu.illiad.oclc.org/illiad/osu/lending/odysseyfaq.html>
- <http://www.atlas-sys.com/odyssey/>

### ➤ **Lending Web Page Examples:**

- Public Library: <http://www.imcpl.org/using/illotherlibraries.html>
- Academic Libraries:  
Medium: <https://ill.ulib.iupui.edu/ILLiad/IUP/Lending/LendingLogon.html>  
Large: <https://osu.illiad.oclc.org/illiad/osu/lending/LendingLogon.html>
- Special: <http://www.newberry.org/interlibrary-loan>

### ➤ **Bob Farrell’s Give ‘em the Pickle Customer Service Video**

- <http://www.givemthepickle.com/>