

# ILL Revamp 2025 Project Report

## Summary

The University Library streamlined workflows for Interlibrary Loan (ILL) services, reducing turnaround time by 21%. In addition, the ILL webpage on the Library's website was redesigned to improve accessibility, and lending services were activated to better serve library users.

## Overview

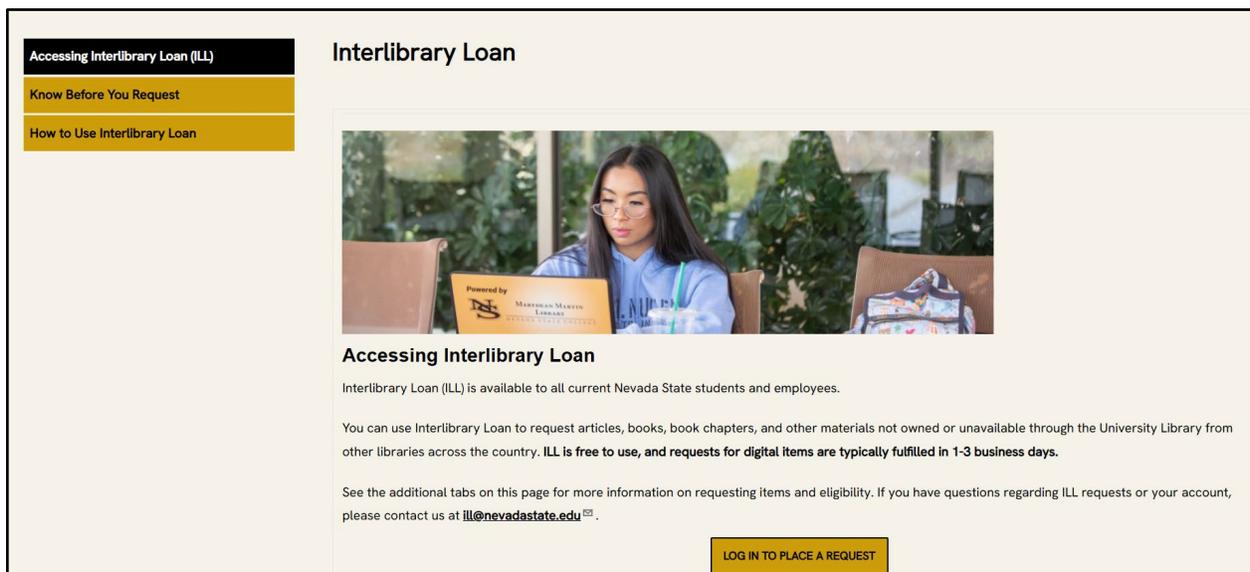


Image: A redesigned ILL webpage that provides patrons an overview of how to use ILL services.

The Library team redesigned the Interlibrary Loan (ILL) webpage to offer a clearer, more comprehensive overview of the service. The updated page now features a detailed FAQ section and a tutorial video to guide patrons through the ILL process.

Month	Requests Filled	Average Turnaround Time For Filled Requests (dd:hh:mm)
January 2025	18	5:17:17
February 2025	26	1:19:26
March 2025	29	2:19:55
April 2025	24	1:18:00
May 2025	20	2:15:36
June 2025	39	2:09:07
July 2025	33	3:17:31
August 2025	24	4:10:05

Furthermore, Library team members reviewed and streamlined Interlibrary Loan (ILL) workflows to improve efficiency and reduce turnaround times. Key outcomes included:

- Automating processes within Tipasa, the library's ILL management system
- Developing an ILL handbook documenting current procedures
- Dedicated trainings with student workers to delegate tasks

As a result of these efforts, turnaround time for ILL requests decreased by 21% between January to August 2025, while requests increased following the implementation of faster services.

## Stakeholders

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- Christine Joy Caro – responsible, accountable
- Lauren Johnson – responsible
- Maggie Harris – responsible
- Annelise Friedman – responsible, consulted
- Nathaniel King – informed

## Feedback Highlights

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- **"Thank you for creating ILL trainings! We are super excited to have lending services on!"** - Library student worker