

2026 Fall DLC:
Bridging the Divide: ILL Solutions for Equitable Access
Chat Log

Charlie Amiot:
Hi Rob!!!!

Cassandra Wenzel:
I didn't know that and I grew up in Arizona.

Susanne Caro:
Yay Amiee!

Cassandra Wenzel:
A lot of folks don't. :(

Jenny Groome:
New Englander here and I struggle to conceive of the distances in other parts of the country

Mary Larson:
I used to live in Alaska and regularly got asked if we could use "American money".

Cassandra Wenzel:
@Mary, solidarity from New Mexico!

Rebecca Agness:
I lived in Albuquerque at a call center, and I was regularly asked how I spoke English so well.

Jen Kirk:
 soil surveys <https://libguides.usu.edu/soilsurveys>

Susanne Caro:
Rebecca- I've had that too!

Cassandra Wenzel:
Are ILL requests limited due to shipping costs?

Natalie Villegas:
Yay Jen! My coordinator here at Washoe County Law Library Reno NV

Charlie Amiot:
Cool graphics!

Erika Westhoff:
+1 Charlie

Arlene Weible:

Jen is very generous in sharing her inventory data! We are using it for our collection management project in here in Oregon.

Mary Ann Ries:
audio problems!

Charlie Amiot:
We're aware of technical difficulties!

Jen Kirk:
For inventory preferences and dislikes: jen.kirk@usu.edu
<https://libguides.usu.edu/c.php?g=813925&p=6873746>

Virginia Pierce:
No problem!

Cassandra Wenzel:
Internet issues are so common throughout the West.

Jen Kirk:
Hey Natalie and Arlene! Good to "see" you both! You are wonderful partners. :)

Rebecca Agness:
Wow, it takes 4 hours to drive from Alpine to Eagle Pass.

Jennifer Morgan:
I'm a free lender! OCLC symbol is IUB (Jerome Hall Law Library, Indiana University).

Cassandra Wenzel:
We actually do too Mike, re: free lending for ILL.

Jen Kirk:
Wow, to put Logan in Walmart terms, we have two. We just got a Target (it proves we're developing)

Julieta Calderon:
Yuma County Library is also a free lender, and that is also one of the barriers we face when trying to fulfill ILL requests for our patrons.

Cassandra Wenzel:
OCLC symbol is NMSCL, we don't circulate everything due to the type of library we are, but feel free to request!

David Cox:
we also do direct mail to students

David Cox:
oops bumped enter, but in Juneau Alaska, we have students all over and we have no road access out of Juneau so have to go with mail delivery

Jenny Groome:

How long does it take for books to arrive via library rate?

David Cox:

I think we at least tend to direct send to students not library rate, though we send holds materials between libraries as library rate

Arlene Weible:

re: OCLC holdings. What is really frustrating when we've have put in ILL requests for material that is in our collection, but can't be found because it is not cataloged. Luckily, we have great ILL staff that know to check our collection stacks even if it doesn't turn up in our catalog.

Susanne Caro:

Jenny- it can take up to 2 weeks depending on where it is coming from.

Elissa Lawrence:

I love those graphics!

Jen Kirk:

Arlene, ours is similar. Our Resource Sharing & Document Delivery team (ILL) are heroes in navigating the stacks to confirm before fulfilling a request. They know the stacks almost as well as the Gov Info Collection team

Jessie Park:

I'm in Missouri and a big fan of TAE as it links us! We definitely have borrowed items from Sul Ross State

Cassandra Wenzel:

@Arlene, I think we've had that happen with things cataloged at the collection level, but not at the item level, then it is a matter of checking the inventory. It can be a bit easier because there are only five of us though.

Cassandra Wenzel:

So sometimes the same person gets the request and looks for the material.

Nancy Stanwood:

Amigos is awesome (using from TX)

Arlene Weible:

Cross-training staff is key for sure ... it is easier to do that when there are fewer of them!

Cassandra Wenzel:

@Arlene, definitely!

Arlene Weible:

@Cassandra, you make a good point about detailed holdings not being available in OCLC ... I do wish there was an easier way to check for serial issues in our shared resources like WorldCat

Christina Rines:

Oh that sounds like faculty requesting that.

Robert Larremore:

Do you scan or email digital materials instead of sending USPS, especially if not many pages?

Chris Chang:

We don't have direct mail service, but I would be concerned more about the shipping time rather than cost

Cassandra Wenzel:

Okay, so it's a resource availability and copyright issue as well. That makes sense, thank you!

Cassandra Wenzel:

Yes!

Cassandra Wenzel:

@Arlene, sometimes lenders have great holdings notes, but not always, so its hit or miss.

Mary Larson:

:((My husband used to teach at Great Basin in Elko)

Cassandra Wenzel:

@Arlene, in WorldShare specifically, WorldCat can be particular unfriendly to browse in that respect.

Arlene Weible:

@jenkirk, detailed holdings statements for serials is something that is valued as part of a shelf list! Also, standardized statements are helpful!

Mary Ann Ries:

When you spoke of driving material to the patron, have you considered doing something based on a book mobile model that would service a remote library, etc. on a specific day.

Cassandra Wenzel:

+1 Arlene

Lisa Pritchard:

Thank you.

Cassandra Wenzel:

Thank you!

Amy Ruhe:

Very interesting - Thanks!!

Hugh Truslow:

Great session, thank you all

Jen Kirk:

Hi Lisa!

Lori Driver:

Great Session