Always Singing the Same Tune?
Strike a new chord with a LibGuide for ILL!

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WHAT ARE LIBGUIDES?

Let's face it, librarians wear many different hats these days, and we can't always be there to answer every question our users may have, despite our best efforts. What can we do for them when they need assistance right away?

LibGuides, a content management and publishing tool, allows you to create subject guides, training modules, information portals, and promotional or current awareness pages, delivered in an easy-to-view, multi-media format to interested user groups. A LibGuide gives you a central place to put ILL and ILLiad information, so even your patrons who work in the middle of the night can get the answers they need – when they need them.

In our LibGuide for ILL, we have used screen shots, tutorials and search widgets to organize reliable, accurate information for our audience, especially those do-it-yourself learners. The LibGuide ties together every stage of a user's quest for materials, from searching library content to submitting an ILLiad request, with the hope of giving patrons a single resource with all the tools they need to obtain desired information.

ILLIAD INFORMATION RESOURCE

- Answers to Frequently Asked Questions
- Tips about managing requests: how to edit, track status, period of availability, and delivery methods
- Tutorial gives new users a tour of ILLiad account set up, request pages, and our customized PubMed Lookup feature
- ILL policy and copyright statements are publicly available for referral by staff and end users
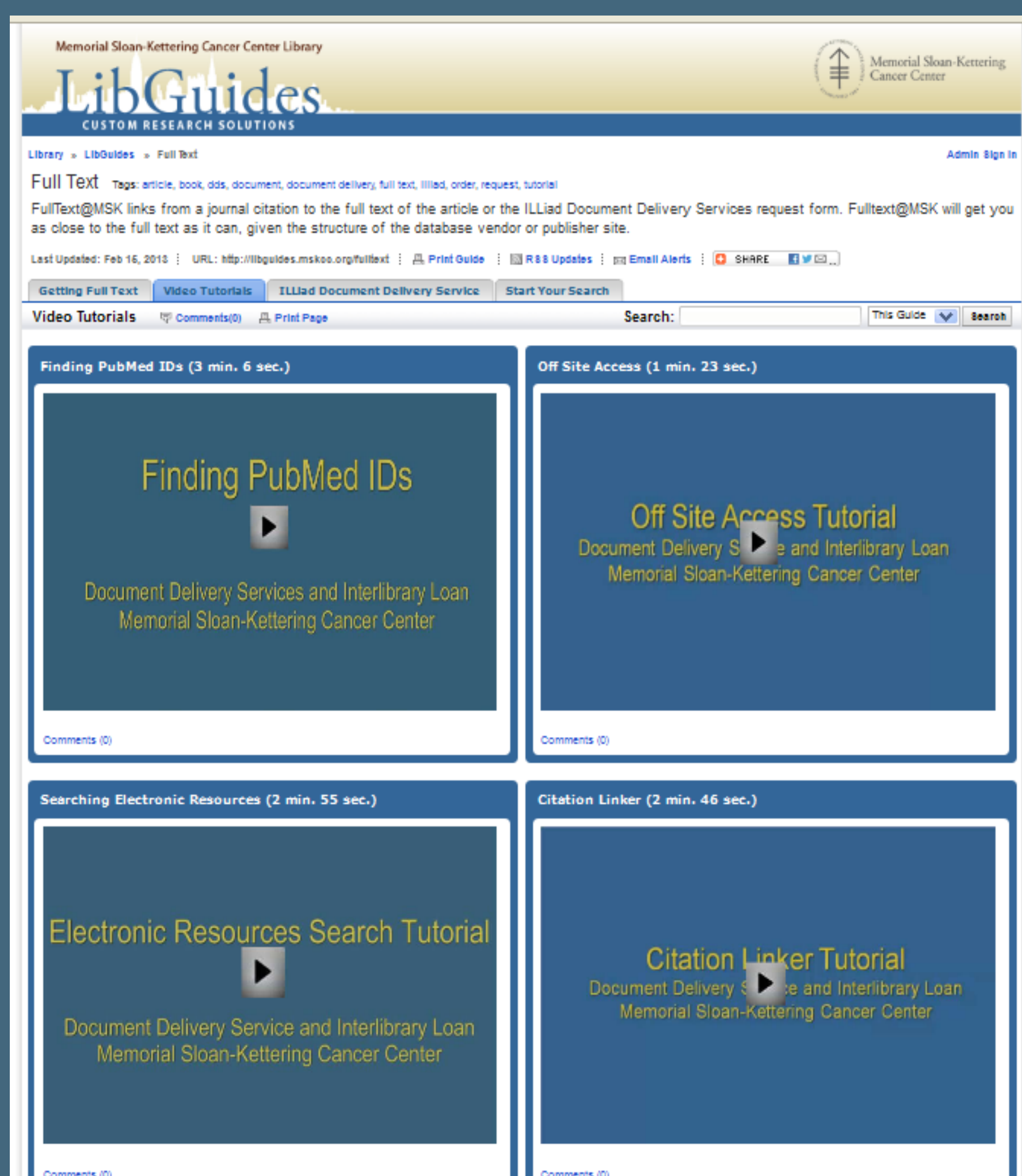
WHO BENEFITS?

- Library users – students, faculty, staff
- Library staff – incoming or substitute ILL staff or volunteers
- ILL manager – save time by steering users to this learning tool

OUR MARKETING PLAN

- Include a link on ILLiad log in page and email templates
- Post announcement on our blog
- Periodically tweet about it
- Broad email announcement to ILLiad users and Reference Librarians' distribution lists
- Table tents at satellite location
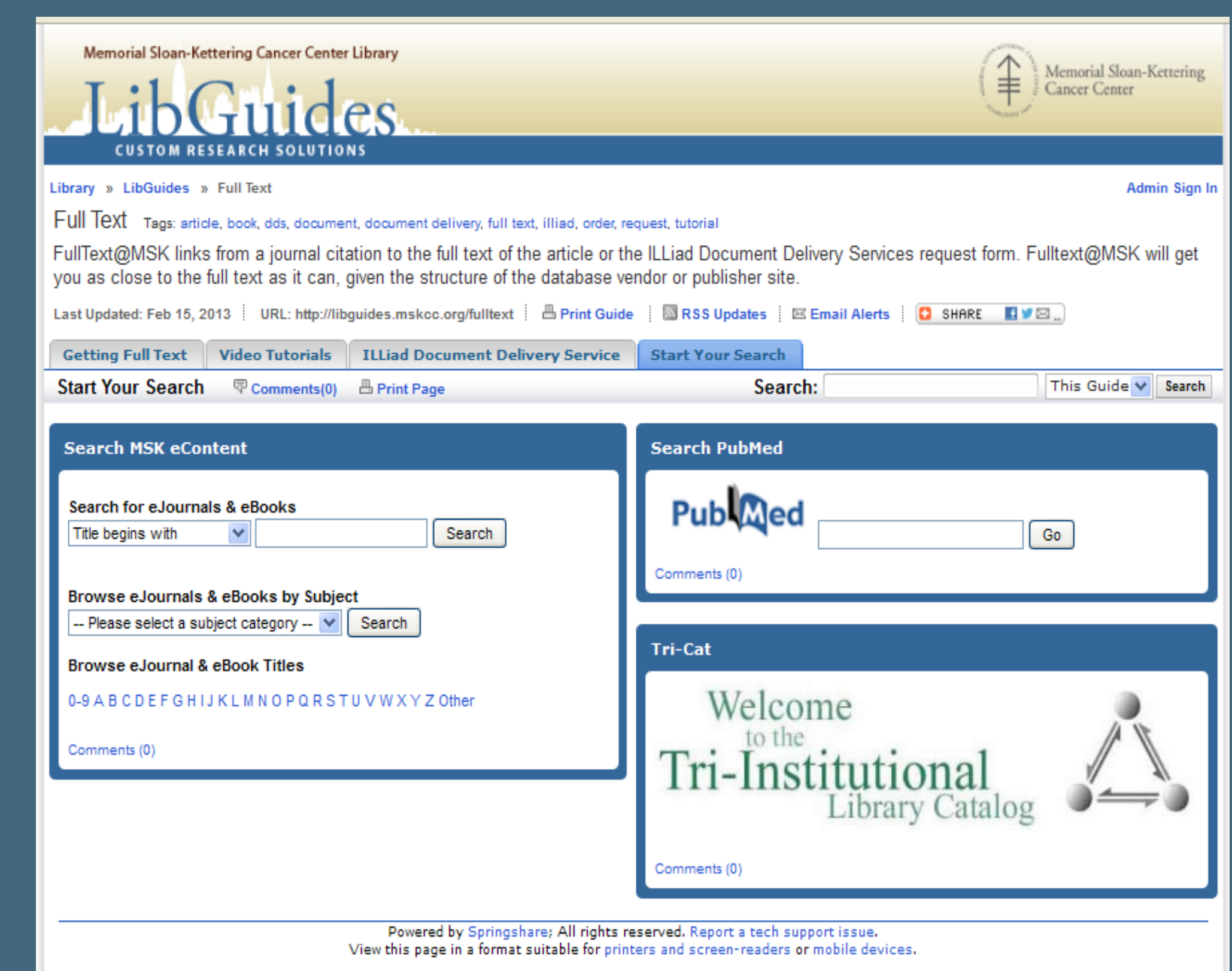- Signage in Library
- Add link to email auto-signatures

STEP-BY-STEP "HOW TO"

TUTORIALS

ILLIAD INFORMATION

SEARCH WIDGETS

http://libguides.mskcc.org