

Slide 1

Collection Development  
and Interlibrary Loan:  
Open Communication

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ALCTS Creative Ideas in TSIG Midwinter 2019  
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Slide 2

ILL Project:

1. Books we could not ILL.
2. Books we would have to spend more than \$20 to ILL.
3. Books we had interlibrary loaned multiple times in a few years.

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Slide 3

“The single biggest  
problem in communication  
is the illusion that it has  
taken place.”

-George Bernard Shaw

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Slide 4

**Actions:**

- ▶ Identify the issue(s)
- ▶ Determine stumbling blocks
- ▶ Find common ground
- ▶ Document procedures
- ▶ Work toward shared goal
- ▶ Circle back and assess

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Slide 5

**Discussion Questions**

<b>Open Communication (Broad):</b>	<b>ILL Project (Narrow – ILL):</b>
1. How well do your ILL and C.D. departments/units work together or do you have a similar situation (need for open communication) in other areas?	1. Do you have a purchase practice for ILL requests? If so, tell us about it.
2. What do you see as impediments to open communication between areas?	2. If you don't, are you interested in trying it and what would you try?
3. Are there ways in which you can use clear procedures to achieve the desired result?	3. What do you foresee as stumbling blocks?
4. What are some tactics you have used toward more open communication?	4. Do you have questions about our project?
5. What would you say are some of the hallmarks of open communication?	

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Slide 6

**Thank you!**



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