RAILS
REACHING ACROSS ILLINOIS LIBRARY SYSTEM

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TO: RAILS Resource Sharing Committee

FROM: Jane Plass, Associate Executive Director

SUBJECT: Find More Illinois—First Year Overview

This is an updated version of a report that was given to the RAILS Board in its May 2019 meeting packet.

The 21 libraries participating in the Find More Illinois pilot project started using the system in mid-April 2018. The following statistics provide an overview of activity during the first full year (May 2018–April 2019).

Interlibrary Loan Activity

Patrons and staff of participating libraries can place and manage interlibrary loan (ILL) requests through Find More Illinois.

Category	Activity May 2018 to April 2019	Notes
ILL requests attempted	1,684	Of these requested attempts, 116 were redirected to the local catalog without an ILL request being placed, as the requested item was held in the patron's home library or consortium.
ILL requests received	1,568	
ILL requests filled	998	
Average fill rate	63.6%	April 2019 had the highest fill rate (72.95%) since the program's inception. This should continue to increase as more libraries join.

Search Activity

Anyone can search the Find More Illinois virtual catalog for free. From May 2018 through April 2019, 83,192 searches were done in 29,122 sessions.

Top Ten Searches

"Girl Wash Your Face" was the most frequently searched phrase. In order of decreasing frequency, the top ten searches were:

1. Girl Wash Your Face
2. Where The Crawdads Sing
3. Educated
4. Crazy Rich Asians
5. Before We Were Yours
6. Harry Potter
7. Becoming
8. Beatles
9. (Motionpictures) Y[2018-2018]
10. The Great Alone

Find More Illinois Sessions

9,592 — 18,268 — 1,262

■ Guests (No Logins) ■ Patron Logins ■ Staff Logins

Library Participation

The pilot project began in April 2018 with 21 libraries from CARLI's I-Share, PrairieCat, and Rock River Library Consortium. Academic, public, and school libraries were included. Pilot libraries were not charged for their participation during the pilot period, which will end on June 30, 2019.

One pilot library withdrew in December 2018, as its staff preferred to use OCLC's WorldShare ILL. The other pilot libraries have been asked whether or not the library will continue Find More Illinois participation in FY2020. As of May 31, 2019, eight libraries have indicated that they will continue. Eight libraries have chosen to withdraw by or before June 30, 2019, generally because they found use too low to justify the annual fee. Several libraries also mentioned that the relatively small size of Find More Illinois does not yet allow them to discontinue OCLC WorldShare ILL participation. The remaining libraries have not yet responded.

Recruitment of more libraries began in September 2018, and the first additional libraries began using Find More Illinois in November 2018. As of May 31, 2019, 18 libraries have been added to Find More Illinois since November 2018. The total number of participating libraries fluctuates as libraries are added or withdraw; as of May 31, 2019, 33 libraries are active in Find More Illinois. Active libraries are listed at https://www.findmoreillinois.org/libraries. Five more libraries are in the implementation process and will go live in summer 2019.

Lessons Learned

- Although no software is perfect, the pilot project showed that the SHAREit software that powers Find More Illinois provides the functionality needed to enhance discovery and resource sharing. Auto-Graphics, the vendor of SHAREit, has proven to be a good partner and has worked with RAILS staff on several software development issues and enhancements.

- Of the initial 21 pilot participants, 13 were PrairieCat members. This limited the project's benefit to those libraries, as there were relatively few other libraries that could fulfill their interlibrary loan requests. This will change as more non-PrairieCat libraries join Find More Illinois.

- Each participating library is expected to respond to the ILL requests it receives within three working days, which is consistent with the Illinois interlibrary loan code. If a library does not respond, the request is automatically sent on to another owning library. Several pilot participants did not respond to ILL requests promptly, resulting in delays filling patron requests. RAILS staff have worked with these libraries as needed and have emphasized the need for prompt responses through the weekly Find More Illinois e-newsletter and in training for new participants. April 2019 had the lowest percentage of No Response requests (4.1%) since the beginning of the program.

- Find More Illinois was never intended to replace shared catalog consortia, and most resource sharing still takes place among consortium members, particularly in large consortia. Standalone libraries and libraries in smaller consortia make the most use of Find More Illinois.

- Patron-initiated activity was lower than we would like (41.9% of all request attempts, but this includes some staff placing requests as patrons). RAILS has provided participating libraries with downloadable promotional and instructional materials, as well as scripts and logos to direct patrons to Find More Illinois from library websites and catalogs. RAILS will continue to encourage libraries to promote Find More Illinois to patrons.

Looking Forward

- Auto-Graphics has revised its contract with RAILS to reflect the low use of NCIP (NISO Circulation Interchange Protocol) among Illinois libraries, which resulted in some lower costs for RAILS. This will allow RAILS to reduce the FY2020 membership fee for libraries in the higher tiers of the fee structure. The revised fee structure is included in the RAILS FY2020 area and per capita grant application, which was approved by the RAILS Board on May 24 and submitted to the Illinois State Library. We hope the lower fee will make participation more attractive to larger libraries and thus increase resource sharing.

- Auto-Graphics will soon roll out version 6 of the SHAREit software. RAILS has agreed to be an early adopter of the software and is scheduled to upgrade over the weekend beginning May 31.

- After the software upgrade is complete, RAILS will do another recruitment push, with special outreach to libraries with standalone integrated library systems. These libraries can benefit the most from the greater discovery and resource sharing enabled by Find More Illinois.