Providing Service Through #MizzouPDF: Interlibrary Loan/Document Delivery

Katy Emerson, Taira Meadowcroft, Caryn Scoville, E. Diane Johnson
J. Otto Lottes Health Sciences Library, University of Missouri

WHY #MIZZOPDF?
Seeing #icanhazpdf on social media, we felt we could combat illegal sharing of resources with #MizzouPDF, while providing a new means of filling interlibrary loan and 'scan and deliver' requests. We started this project in April.

HOW TO REQUEST AN ARTICLE?
Rachel Brekhus @brekhus · 6s
#MizzouPDF - DOI: 10.1086/687518 to brekhus

STEPS TO FILLING A REQUEST
• Monitor Tweetdeck
• When tweet comes through, verify user’s university affiliation
• Verify citation; once verified there are three options:
  1. Freely available online or available electronically via subscription
  2. Library owns a hard copy, will send through scan and deliver service
  3. Interlibrary loan request on behalf of user in Illiad
• follow up with user with a twitter reply or email if citation and/or affiliation in original tweet cannot be verified

HOW WE MARKETED THE SERVICE
• Digital Monitor in the library
• Directly to student groups
• Through Subject Specialists
• Library News Page
• Library Home Page
• Newsletters
• Social Media

ISSUES WE’VE ENCOUNTERED
• Cannot verify citation or MU affiliation
• Cannot distinguish unique user from first and last name.
• No response from user when we’ve followed up
• Some users requested entire books or dissertations
• Advertising the service

WHAT WAS REQUESTED
2 Dissertations
6 Articles
1 Book

WHO THE REQUESTS WERE FROM
7- Graduate Students
1- Faculty
1- Unable to confirm affiliation

HOW REQUESTS WERE FILLED
4 ILL
3 Subscription
1 Free online