

# Providing Service Through #MizzouPDF: Interlibrary Loan/Document Delivery

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## WHY #MIZZOUPDF?

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 Brekhuis @brekhusr · 6s  
#MizzouPDF - DOI: 10.1086/687518 to brekhusr

## 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

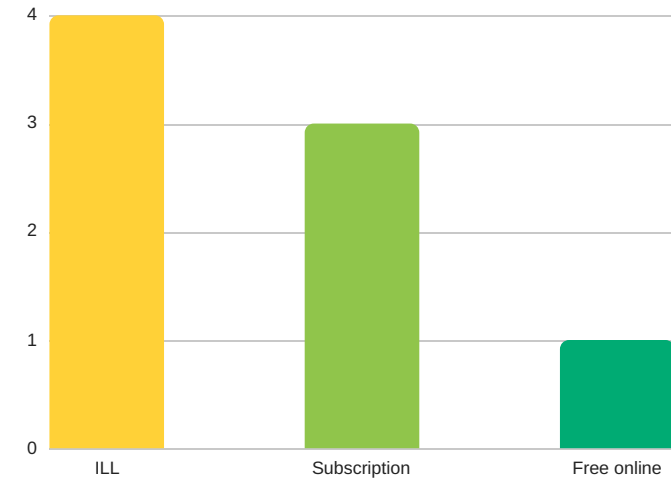


- Digital Monitor in the library
- Library News Page
- Directly to student groups
- Library Home Page
- Through Subject Specialists
- Newsletters
- Social Media

## 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

## HOW REQUESTS WERE FILLED



## WHAT WAS REQUESTED



## WHO THE REQUESTS WERE FROM

- 7- Graduate Students
- 1- Faculty
- 1-Unable to confirm affiliation