

Title:

Taking the Helm of a High Functioning Interlibrary Loan Department: Optimizing Workflows and Sprucing up ILLiad.

Abstract:

When assuming the position of Manager of an interlibrary loan department it is prudent to observe workflows from both a personnel and technical point of view, as well as to learn the unique culture of the department. Once trust has been established among the staff and major borrowing and lending partners, evaluation of workflows and enhancements to the technology can begin. Implementing changes in an established interlibrary loan department can prove tricky even under the most favorable circumstances, and requires the new ILL Manager to be sensitive, flexible and above all to have a good sense of humor.

Biography:

Susan Lieberthal is the Head of Interlibrary Loan and Business Librarian at Stony Brook University Libraries. Susan arrived on Long Island in 2005 from Los Angeles, CA where she was the Assistant University Librarian at California Lutheran University. She was also a consultant for the Norris Medical Library of the University of Southern California and for Atlas Systems providing installation training for OCLC ILLiad. Before that Susan lived in the Boston area where she was the Document Delivery Librarian at the Countway Library of Medicine, Harvard University. Susan has also worked at Simmons College and at the law firm of Mintz, Levin.