

<b>Section Header</b>	<b>Description</b>
Institution Name	National Louis University
Institution Characteristics	Private University, FTE enrollment: 5323, FTE library staff: 11
CARLI Counts Participant Name + Job Title	Sara Margaret Rizzo, Systems & Data Services Librarian
Project Name/Title	Improved Library Access with Integrated Systems & Single Sign On
Single Sentence Abstract	National Louis University Library conducted an investigation to monitor if implementing a discovery layer with interlibrary loan and single sign on integrated would improve access to resources.
Motivation(s) for Project	Prior to the migration, users need three separate accounts to access library services. This caused a great deal of frustration and confusion for everyone, especially for interlibrary loan. Additionally, without a discovery layer in place, users had trouble figuring out if we had access to certain articles. This created a large amount of cancelled requests (30-50%). Finally, a great deal of resources and staff time were poured into the migration. This study will help us gage our return on investment and provide hard evidence that these efforts did in fact improve services.
Partners and Stakeholders	Interlibrary Loan Department, Library Faculty
Inquiry Question	Does implementing a discovery layer and integrating ILL & Single Sign On improve access to library resources?
Study Participants/Population	NLU Faculty, Students, and Staff who have placed an ILLiad request between 2018-2023
Method(s) of Data Collection and Analysis	The method of data collection has been running queries against the ILLiad database and analyzing the results in Excel.
Findings	Project is ongoing, though we have been receiving positive comments about not needing multiple accounts to use the library anymore.
Use of Findings	Project is ongoing, though we hope the findings will help us to continue to improve access to library services. Additionally, the results may be helpful to I-Share members as

	<p>an example of ROI- was all the staff time we spent over the past year to migrate worth it? If the results are positive, I also hope libraries that in the same boat as we were, can use this as another piece of evidence to justify why they need to invest in updating their systems and the demonstrate the importance of ease of access.</p>
<p>Next Steps and Other Results</p>	<p>Next steps are to continue collecting and analyzing data over the next three years (see time line).</p>
<p>Additional Reflections</p>	<p>Finding out that we can have access to run queries against the ILLiad database was a huge boost to this project. We use OCLC for ILLiad hosting, so I thought we only had access to the web reports that Atlas provides. By having access to the database, we are also able to see whose requests are getting cancelled- is one user group being disproportionately affected?</p> <p>During my literature review, I found it encouraging to see that a similar study was done in the early 1980's at UIUC with positive results. While the technology is different, I think the main finding holds true, "it is not enough to make interlibrary loan available directly to the patron. The interlibrary loan procedure must be kept simple as well" (Potter, 1986, p. 246).</p>
<p>Timeline</p>	<p><b>March-April 2020:</b> ILLiad &amp; Primo/link resolver testing, set up  <b>June 2020:</b> SSO integration for I-Share, design project, stats needed, etc  <b>June 24, 2020:</b> Go Live for Alma/Primo  <b>July 2020:</b> more ILLiad testing, last minute bug fixes, SIS Sync  <b>August 2020:</b> EZproxy SSO, upgraded ILLiad website/forms  <b>Sept 2020:</b> ILLiad SSO  <b>November 2020:</b> Set up access to ILLiad reporting database, wrote queries, ran reports, collected and analyzed data for FY2018-2020.  <b>July 2021:</b> Collect FY21 stats</p>

	<p><b>July 2022:</b> Collect FY22 stats</p> <p><b>July 2023:</b> Collect FY23 stats, analyze last three years a whole, compare to FY2018-2020, share findings</p>
Bibliography/Works Cited	<p>Potter, W.G. (1986). Creative Automation Boosts ILL Rates. <i>American Libraries</i>, 14(4). 244-246.</p>
Appendices	