LENDING presentation URLs

* Brief Bibliography
  + Best Practices in Medical Interlibrary Loan and Electronic Document Delivery. Special issue of *Journal of Interlibrary Loan, Document Delivery & Electronic Reserve,* Vol. 17(3) 2007
  + Interlibrary Loan and Document Delivery: Best Practices for Operating and Managing Interlibrary Loan Services in all Libraries. Special issue of *Journal of Interlibrary Loan, Document Delivery & Electronic Reserve* Vol. 16, (1/2) 2006
  + Leon, Lars E., et al. Enhanced Resource Sharing Through Group Interlibrary Loan Best Practices: A Conceptual, Structural, and Procedural Approach. *portal: Libraries and the Academy* 3(3) 2003, pp. 419-40
* British Library Document Supply Services: <http://www.bl.uk/services/document/dsc.html>
* Linda Hall Library  
  <http://www.lindahall.org/services/document_delivery/index.shtml>
* OCLC Policies Directory (try searching for the symbol “YOM” for a good example)  
  <https://illpolicies.oclc.org>
* Odyssey Standalone
* Free software for sending and/or receiving electronic documents
* <https://osu.illiad.oclc.org/illiad/osu/lending/odysseyfaq.html>
* <http://www.atlas-sys.com/products/odyssey/>
* Lending Web Page Examples:
* Public Library: <http://www.imcpl.org/using/illotherlibraries.html>
* Academic Libraries:   
  Medium: <https://ill.ulib.iupui.edu/ILLiad/IUP/Lending/LendingLogon.html>  
  Large: <https://osu.illiad.oclc.org/illiad/osu/lending/LendingLogon.html>
* Special: <http://www.newberry.org/collections/ill.html>
* Bob Farrell’s *Give ‘em the Pickle* Customer Service Video
  + - <http://www.giveemthepickle.com/>