



INN-Reach, Innovative's user-initiated consortial borrowing system, takes resource sharing to the next level by allowing participating libraries to dramatically increase the amount of materials they offer, reduce fulfillment time, and raise their profile and visibility in their user communities.

It's a fact. Patrons need access to many more materials than your library can ever hope to offer. And today's college students working on papers or public library patrons researching new careers simply won't wait for traditional fulfillment methods. With INN-Reach, staff overload and user problems associated with resource sharing are solved.

No matter the size of your library, INN-Reach opens the door to a world of new resources, and even the largest participants in INN-Reach systems benefit. The Ohio State University Libraries enjoy the benefits of over 6 million additional titles from INN-Reach based OhioLINK. Westerville Public Library, another Ohio library, gains access to over 16 million unique titles.

*"It is fast. It is cheap. I couldn't imagine doing business without INN-Reach."*

— Bill Knott, Past Director,  
Jefferson County Library  
System (CO)

*"This is the way it should be. I can look and get it, see and order it. This is what I dreamed a library would be. Now I can find everything I need at the library."*

— California LINK+ User

## One-Touch Fulfillment

With resource-sharing, speed does matter. INN-Reach lets your library deliver an item in as little as two days. Participants in INN-Reach systems are able to distribute books that quickly because the system does much of the work automatically. It's an approach to library workflow we call "One-Touch Fulfillment" that eliminates layers of processing to significantly reduce the staff time it takes to process a loan request. What's more, INN-Reach leverages the information in the central database to automatically locate the best possible lending library for the fastest turnaround possible.



Westerville Public Library, Ohio

## Patron Benefits

Patrons love the convenient requesting options INN-Reach has to offer. They can make easy online catalog requests for materials right from a bibliographic record. Commuting and distance education students can take advantage of Pick Up Anywhere, an option that allows them to select where they want to retrieve items and return them to any participating library. In addition, members of one INN-Reach library can visit any other location in the network and borrow items as if it were their home library. It's simple and powerful and INN-Reach handles everything.

Patrons also benefit from a high success rate for their requests thanks to the INN-Reach central database. The INN-Reach fill rate for both borrowing and lending is nearly 90% – higher than any other interlibrary loan (ILL) or user-initiated method.

## INN-Reach works for all libraries

INN-Reach is a proven solution that is working for academic, public, law, and mixed resource sharing partnerships around the world. No matter what ILS they use, libraries are able to participate and benefit. When libraries of different types band together, patrons benefit from the breadth of materials they offer.

Using INN-Reach is much less expensive than traditional ILL because it lets patrons initiate their own requests while introducing highly efficient workflow to libraries. This greater workflow efficiency is critical for partnering libraries as research shows that staff time is the most expensive part of resource sharing. In fact, an Association of Research Libraries study found that mean staff costs at INN-Reach libraries for both lending (\$2.14) and borrowing (\$2.56) were lower than any other method; while mean borrowing unit cost (\$2.89) was just 17% of the cost of ILL.<sup>1</sup> To take another example, Jefferson County Public Library conducted cost-comparison research and discovered that INN-Reach had cut lending costs by 82% and borrowing costs by 94%.

INN-Reach makes it cost effective for libraries of all sizes to join systems. Its load-balancing technology ensures that larger libraries don't have to worry that they will have to carry too much of the lending duties. Each library can set its own preferences to achieve the most desirable lend/borrow ratio to ensure equitable participation in the system by all parties.

## Sharing eJournals with ArticleReach

If you want to extend INN-Reach efficiencies to articles, ArticleReach is the solution. ArticleReach is a consortial borrowing system that provides users with access to print or full-text electronic articles not available from their local library. Using a central catalog, ArticleReach software evaluates library holdings and delivers requests to the appropriate supplier. Unmediated processing speeds fulfillment and lowers costs—no more receiving and mediating requests, verifying citations, identifying sources, or contacting suppliers.

1. Association of Research Librarians (2004), *Assessing ILL/DD Services: New Cost-Effective Alternatives*

For ease of use, access to library resources, and speed, INN-Reach is second to none. Joining or starting a new system is the single best way to increase the impact of your materials budget and make your library an even more vital part of the community.

## Features

### Patron Convenience

- Online requesting
- Pick Up Anywhere
- Access to millions of books
- Quick turnaround
- High fulfillment rate

### Technology for Smooth Operations

- Union catalog
- Real-time updating
- Load balancing
- Reciprocal borrowing
- Transparent to library staff and patrons
- Web-based transaction and holdings statistics

## For detailed pricing and packaging information:

email: [info@iii.com](mailto:info@iii.com)  
call: 510.655.6200  
on the web: [iii.com](http://iii.com)

Discover more at:

**iii.com**