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Brief round robin introductions.

1. Tell us about how your users access biomedical information – have you seen any changes in their behavior in the recent past?
 - a. How has your user base changed?
 - b. Are your patrons asking for different types of things than in the past?
 - c. Have your users' preferences about accessing information changed?
2. Describe the challenges you are experiencing with interlibrary loan, or resource sharing.
 - a. Tell us about your experiences – good or bad -- locating and obtaining the kinds of resources your patrons want on ILL
 - b. Have you faced any particular challenges related to how or when your patrons want resources delivered?
 - c. What changes in your organization have impacted your ability to provide resource sharing/ILL services?
3. In a perfect world, how would you locate and deliver resources to your patrons – for items you could not provide from your own collection?
 - a. What – if anything -- is missing from your current ILL environment?
 - b. Thinking about the changes in your users' behaviors, and challenges you've faced in meeting their needs -- could you discuss what you need to make ILL work better for your users and your library?

4. Is there anything else you would like to tell us about interlibrary loan before we end the session?

Thank you all for your time and participation.