Rethinking Library Resource Sharing

Best practices
Practical innovations
New models for collaboration

Evan Simpson
Head of Research and Instruction
Tisch Library, Tufts University
Agenda

- Landscape
- Best practices
- Practical innovations
- New models for collaboration
- Challenges ahead
- A quote and a story
What is driving change in libraries/resource sharing?

- Transition from info-scarcity to info-deluge
- Radical changes in info-seeking and discovery
- Shifting/evolving collection development, access, preservation, and curation models
- $$\$, accountability, impact and ROI
No official/formal definition...

From tacit to explicit: codify standards/expectations

Provide a form of regulation/governance

Something to strive for: aspirational but achievable

One of many tools used to get the work done, educate, and facilitate...
GENERAL RECOMMENDATIONS
- Streamline the process within your own library
- Define performance indicators for service levels and turnaround time and monitor your performance against them
- Evaluate your own routines and change them accordingly
- Reduce the number of hands through which the requests are passing
- All requests should be handled in one electronic system, preferably with the ability to interoperate with other ILL/DD systems
- Keep statistics to suit national monitoring schemes and local needs
- Make holdings available on Union Catalogues and keep them up-to-date, with an indication of availability for resource sharing
- Explore reciprocal arrangements

STAFF
- Use the expertise of skilled staff members
- Staff members should continuously be able to develop competencies and be trained in using new tools and resources
- Encourage the exchange of experience at the local or international level

TECHNOLOGY
- Hardware and software must be up-to-date
- Encourage users to submit requests electronically
- Give the end users the ability to check the status of requests online
- Handle all communication about requests electronically

USERS
- Focus on the needs and preferences of the end user
- Perform user surveys on a regular basis
RECOMMENDATIONS FOR THE REQUESTING LIBRARY

- ILL should be an integrated part of the Library's service to users
- Introduce new technology in all processes
- Do not limit unreasonably the number of requests from users
- Involve the end user as much as possible in requesting
- Give end users access to union catalogues with requesting facilities
- Process requests from end users quickly
- Use your experience to select supplying libraries according to speed of service and cost
- Adhere to conditions of suppliers and treat material with care
- Offer IFLA vouchers as payment
- Deliver the material as fast as possible to the end user
- Send copies electronically if at all possible
- Check speed of supply on a regular basis

RECOMMENDATIONS FOR THE SUPPLYING LIBRARY

- Use experienced staff to collect requested material from your collections in order to minimize mistakes
- Use the fastest delivery methods
- Try to satisfy requests in the best possible way
- Be sure that your license agreements for your e-resources will allow ILL/DD
- Create online order forms and/or interoperate with other ILL/DD systems
- Make your library's lending policies available on your web site and in policy directories
- Accept IFLA vouchers
American Library Association resources

- Sharing and Transforming Access to Resources section (STARS)
- ILL Code
- Rethinking Resource Sharing STAR Checklist
Rethinking Resource Sharing Initiative

- Ad-hoc, grass-roots
- International, for all libraries/cultural institutions
- Librarians+vendors
- Manifesto, STAR Checklist, Innovation Award
Rethinking Resource Sharing Initiative

STAR Checklist

- 64 Items relevant for various types/sizes of library resource sharing operations
- Gives library staff an opportunity to review and reflect on the policies and processes that comprise the resource sharing service they provide
- Gives library staff a set of activities to show administrators what they could be doing with more support
- Designed to be aggressive, challenging libraries to think broadly: aspirational but achievable...
Scoring

- 1 STAR: Participating libraries are engaged in 60%+ of activities/initiatives/services/policies.
- 2 STARS: 70%+
- 3 STARS: 80%+
- 4 STARS: 90%+
Ease of Resource Sharing Transactions Between Libraries

5. Library's serials holdings are up to date within a year in resource sharing systems
6. Library generally responds to/updates lending and borrowing transactions within 24 hours
9. Library’s lending policies are up to date with current information, including contact information and posted within the resource sharing systems utilized
10. Lending library uses ISO compliant system
12. Library promotes use of plug-ins/widgets for identifying and locating library materials. Example: the LibX Toolbar
13. Holdings are discoverable in Worldcat.org
17. Library’s electronic collections holdings are up to date in the local catalog
Promote discovery via widgets, other means?

- We do this now: 46.5%
- We plan to implement in the next 12 months: 5.6%
- We do not do this: 47.9%
25. Lending library has extended loan period (>30 days)  
27. Library utilizes interlibrary loan to request items in use by other users  
32. Library loans new items  
33. Lending library allows unlimited renewals for items not needed locally  
34. Library makes every effort to loan unique items  
37. Loaned returnables are not recalled; needed items are requested from other suppliers  
42. Library conducts end-user needs assessments
User Friendly Services

44. Library has a service declaration in place and publicly posted committing to a minimum standard of resource sharing service for customers
46. Library loans microforms
47. Library loans A/V materials
48. Library digitizes items that cannot be loaned physically, within the confines of copyright and other legal restrictions
49. Library seeks methods to share public domain content digitally
51. Resource sharing staff are aware of the sharing permissions of the licensed content at the library.

52. Resource sharing staff provide input on license language for electronic content acquired by the library.
Knowledge of permissions?

- We do this now: 88.4%
- We plan to implement in the next 12 months: 7.2%
- We do not do this: 4.3%
Input on license negotiation?

- We do this now: 63.8%
- We plan to implement in the next 12 months: 5.8%
- We do not do this: 30.4%
IDS Project: Best Practices in the trenches

Best Practices Institute at IDS Conference:

- Borrowing: Request Processing: Automation & Strategies
- Borrowing: Effective Post-Receipt Workflow
- Borrowing: Special Messages & Connection Manager
- Document Delivery: Sustainable Workflow
- Lending: Setting a Solid Foundation
- Lending: Improving Workflow without Sacrificing Quality
Practical Innovations: Miscellaneous

- IDS Workflow Toolkit: all about best practices
- IDS Transaction Performance Analysis Module (TPAM)
- IDS Article License Information Availability Service (ALIAS): unmediated article requesting+load leveling
- IDS Getting It System Tool Kit (GIST): links users to services like Amazon reviews, purchase options, open access full text, and audio book downloads
- Occam’s Reader: lend/borrow Springer eBooks; discovery via ILLiad add-on; first sale doctrine at work
- Pre-1924: it may already be digitized...
- UX: consider the critical gateways we present at the moment-of-need...
Libraries providing single search boxes for ever-increasing amounts of information
More bibliographic data available than ever before
New challenges are old challenges
Licensing, copyright, and other IP laws limit sharing
But tradition can limit sharing too
Reality is that physical delivery remains crucial
User experience in the info-deluge is a critical consideration...
The success of expanded discovery rests on the health of traditional interlending and delivery services and systems, and our investment in them...
Uborrow

- Discover/request from CIC libraries: Big Ten+CRL
- 90 million+ books
- Uses Relais D2D as gateway, connects with local ILLiad installations
LADD/Trans-Tasman Interlending Program

- Discover/request from 900 libraries across Australia/New Zealand
- 50 million+ items
- Uses VDX as gateway, connects with Relais, Aleph, other local systems via ISO
Discover/request from 49 libraries in 300+ locations

Books + e-resources licensed through TAL

Uses OCLC, Sirsi-Dynix, Polaris, Bibliocommons, and more…
The Utrecht University story...

- Let the marketplace that is the open web take care of discovery
- Help users navigate that marketplace
- Shift investment from discovery to delivery
Beyond increasing utilization of best practices, practical innovations, and integrated discovery-to-delivery services, libraries are collaborating in bold new ways.

The definition of “resource sharing” is changing...
37 member libraries “collecting wisely, sharing freely”
Started as a cooperative for sharing materials
By January 2015: all on Alma+Primo, integrating Summit system for fulfillment…

**Work Smart:** work and partner at the appropriate scale: local, regional, national, international

**Design for Engagement:** collect wisely, share freely, and enhance the teaching, learning, and research environment

**Innovate to Transform:** push boundaries, change the landscape, and inspire the profession
- Shared technical services
- Cooperative collection development
- Shared technology infrastructure/digital preservation planning/strategies
- Shared subject expertise
- Collaborative research on academic trends relevant to libraries: example is report on scholarship in the humanities
Resource sharing is being redefined...

- Shaping content and access: from ancillary/supplementary service to central place in short and long-term strategies
- Our roles: from transaction-based delivery experts to that + interaction-based content, discovery, and user experience experts
- As a paradigm: from a system for sharing physical resources to new vision for radical collaboration...
What’s the right kind of collaboration?
Collections for record v. collections for use
Interdisciplinary research
Digital humanities, text-mining, etc.
E-content: sharing and business models
ROI
Course/teaching transformation
Discoverability of/access to datasets, gray literature
Incubating entrepreneurship
Barriers to information access: economics (can’t afford); technological (can’t access); tradition (it’s the way); legal (political/legislative)...
Is ILL core to what we do, should be doing?