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OCLC RESOURCE SHARING CONFERENCE



Panel: Evolving Best Practices in Providing Service

JOE WICKENS, DALHOUSIE UNIVERSITY

JOE LENKART, UNIVERSITY OF ILLINOIS

AMY CHEW, VALDOSTA STATE UNIVERSITY

SUE KALER, MASSACHUSETTS LIBRARY SYSTEM

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Towards A Shared Future

JOE LENKART

INTERNATIONAL REFERENCE LIBRARIAN

MANAGER, SLAVIC REFERENCE SERVICE

UNIVERSITY OF ILLINOIS LIBRARY

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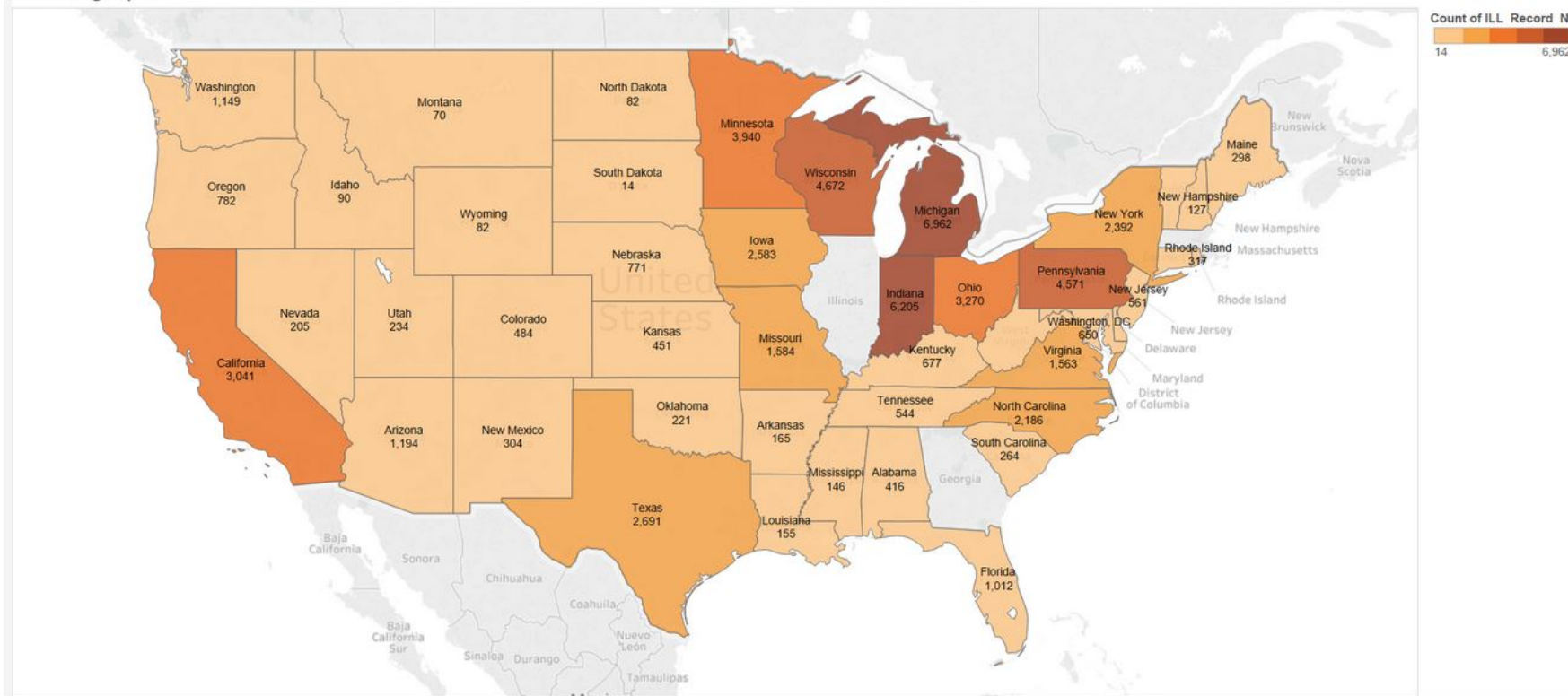
- The University of Illinois Library (Urbana-Champaign), the largest public academic research library in the United States, holds over 14 million volumes and over 23 million individual items.
- Illinois ranks among the top ARL libraries in North America and is the largest public university library in the United States. In the area studies, its strongest holdings are in Slavic and East European and Latin American Studies. While materials were acquired from these areas as early as the 1900s, the bulk of the area studies acquisitions occurred in support of the developing area studies programs that were established as separate programs on our campus in the 1960s.

Researching what we do

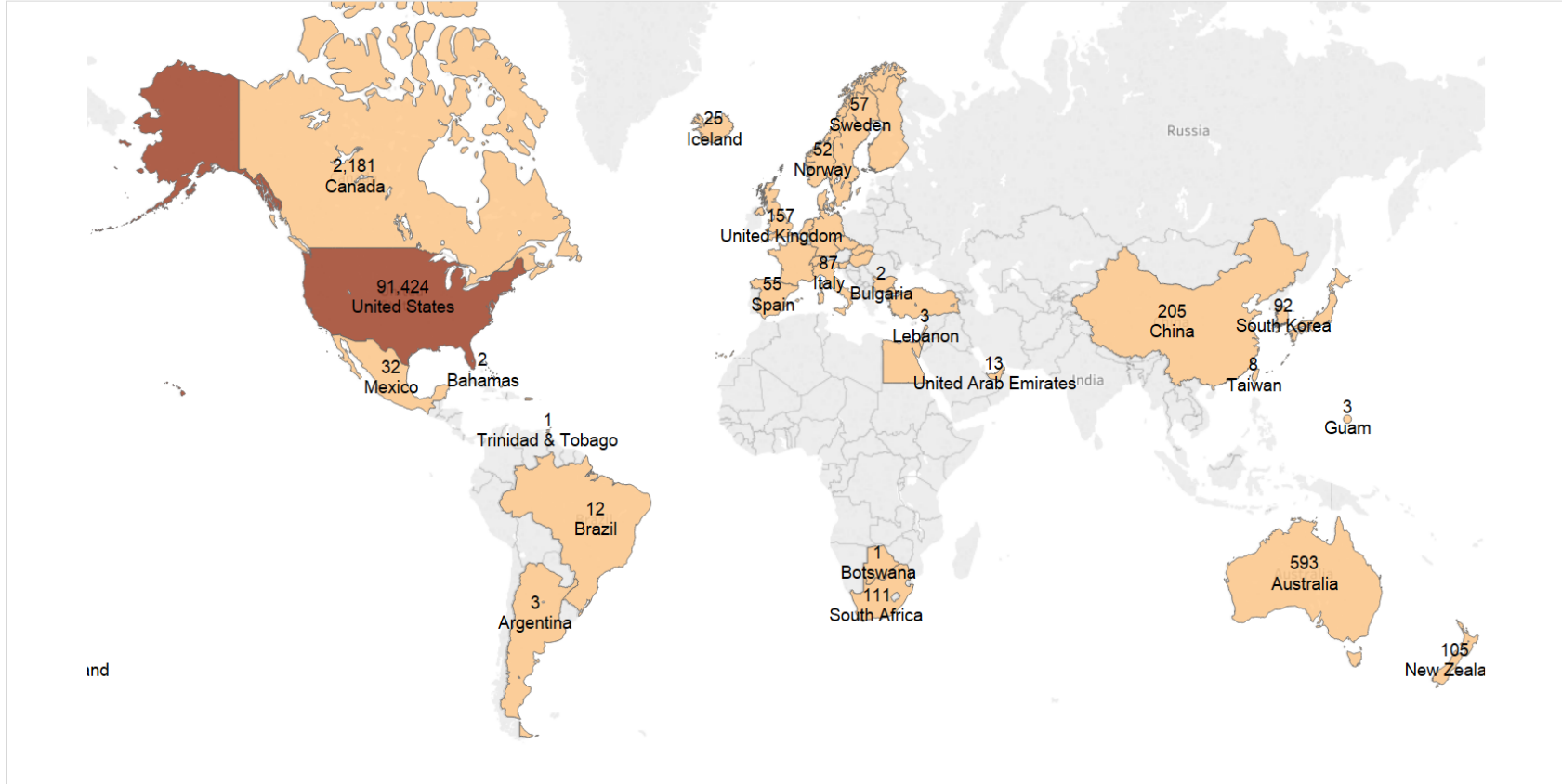
- “Measuring and Sustaining the Impact of Less Commonly Taught Language Collections in a Research Library” (College & Research Libraries, vol. 76, no. 2, 2015)
- "Measuring and Sustaining the Impact of Area Studies Collections in a Research Library: Balancing the Eco-System to Manage Scarce Resources" (Paper presented at the ACRL Conference, Portland, Oregon, March 25-28 2015).

Assessed Five Years of ILL Lending Data

ILL Lending Map US



ILL Lending Map World



Count of ILL Record N.
 1 91,424

External & Internal Factors

- Local, Regional, and National Constituencies
- Consortial Agreements
- Cooperative Collection Development & Access to Collections
- Institutional Support
- Resource Sharing Mechanisms
- High Density Storage Facilities / Cooperative Storage Facilities
- National and International Publishing Trends
- Digitization
- International Resource Sharing
- Copyright

Back in 2007

Library Storage Facilities and the Future of Print Collections in North America

Lizanne Payne
Executive Director
Washington Research
Library Consortium

Harvard-model facilities (or modified Harvard-model)	Ownership	Year opened	Current capacity*	Current volumes
Harvard University	Individual	1986	16,000,000	6,300,000
University of Michigan	Individual	1992	2,100,000	2,100,000
University of Texas, Austin	Individual	1992	1,600,000	1,200,000
Northeastern Ohio Cooperative Regional Library Depository	Shared	1994	1,175,000	1,175,000
Southwest Ohio Regional Depository	Shared	1994	2,000,000	1,999,000
Washington Research Library Consortium	Shared	1994	1,500,000	1,100,000
Ohio State University	Individual	1995	2,400,000	2,400,000
Northwest Ohio Regional Book Depository	Shared	1996	1,800,000	1,200,000
University of Missouri	Shared	1997	1,300,000	1,250,000
University of Virginia	Individual	1997	750,000	735,000
Cornell University	Individual	1998	4,100,000	3,200,000
University of Pennsylvania	Individual	1998	2,000,000	1,200,000
University of South Carolina	Individual	1998	1,500,000	900,000
Yale University	Individual	1998	3,000,000	2,000,000
Minnesota Library Access Center	Shared	2000	1,400,000	1,100,000
Research Collections and Preservation Consortium (ReCAP)	Shared	2000	7,000,000	5,950,000
West Virginia University	Individual	2000	1,000,000	1,000,000
Duke University	Individual	2001	3,000,000	2,000,000
Five Colleges (Massachusetts)	Shared	2001	500,000	320,000
Johns Hopkins University	Individual	2001	2,400,000	1,000,000
PASCAL (Colorado Academic Libraries)	Shared	2001	1,600,000	1,000,000
Library of Congress	Individual	2002	3,800,000	2,200,000

Other challenges

- Lack of efficient delivery systems (in relation to remote storage facilities)
- Raise of “commons” – “collaboratoriums”
- Limited space for print collections > remote storage facilities > or > shared storage facilities

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thank you

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Serving customers on both sides of the aisle: successes and challenges

AMY CHEW, VALDOSTA STATE UNIVERSITY

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Amy Chew

Reference Librarian and Head of ILL,
Valdosta State University



Valdosta State University

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A bit about VSU

- Comprehensive Regional University
- Aprox. 10,500 students
- 2018 ILL numbers:
 - Borrowing: 2529 requests filled
 - DocDel: 1140 filled
 - Lending: 2852 filled
 - GIL-Express: 908 filled
 - This is our in State, courier based, loan sharing system.

A Success: Our Patrons as Customers: Doc Del

- VSU implemented a comprehensive Document Delivery Service in 2016
- What this entails:
 - Electronic article delivery from our collection, including: scans of chapters, bound journal articles, and microform; Fulfillment of requests from our electronic sources.
 - Physical delivery of loans to Faculty and Staff offices
- Since implemented, Doc Del requests have increased by 240%. Overall, internal requests to ILL are up 30%

A Challenge: Our Borrowers as Customers: Improving Lending Practices

- Our Goals for 2019/2020 Academic Year
 - Better file type: Switch from Tiff to PDF for article delivery
 - More comprehensive lending: turning off deflections
 - Improving display of holdings
 - Increasing accessibility by providing OCR enabled scans
- What stands in our way?
 - Staffing: extreme decrease in ILL specific employee hours, from 5.5 FTE to 2 FTE
 - Library budget: less for equipment and services to help us meet these goals

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Evolution on the lending side

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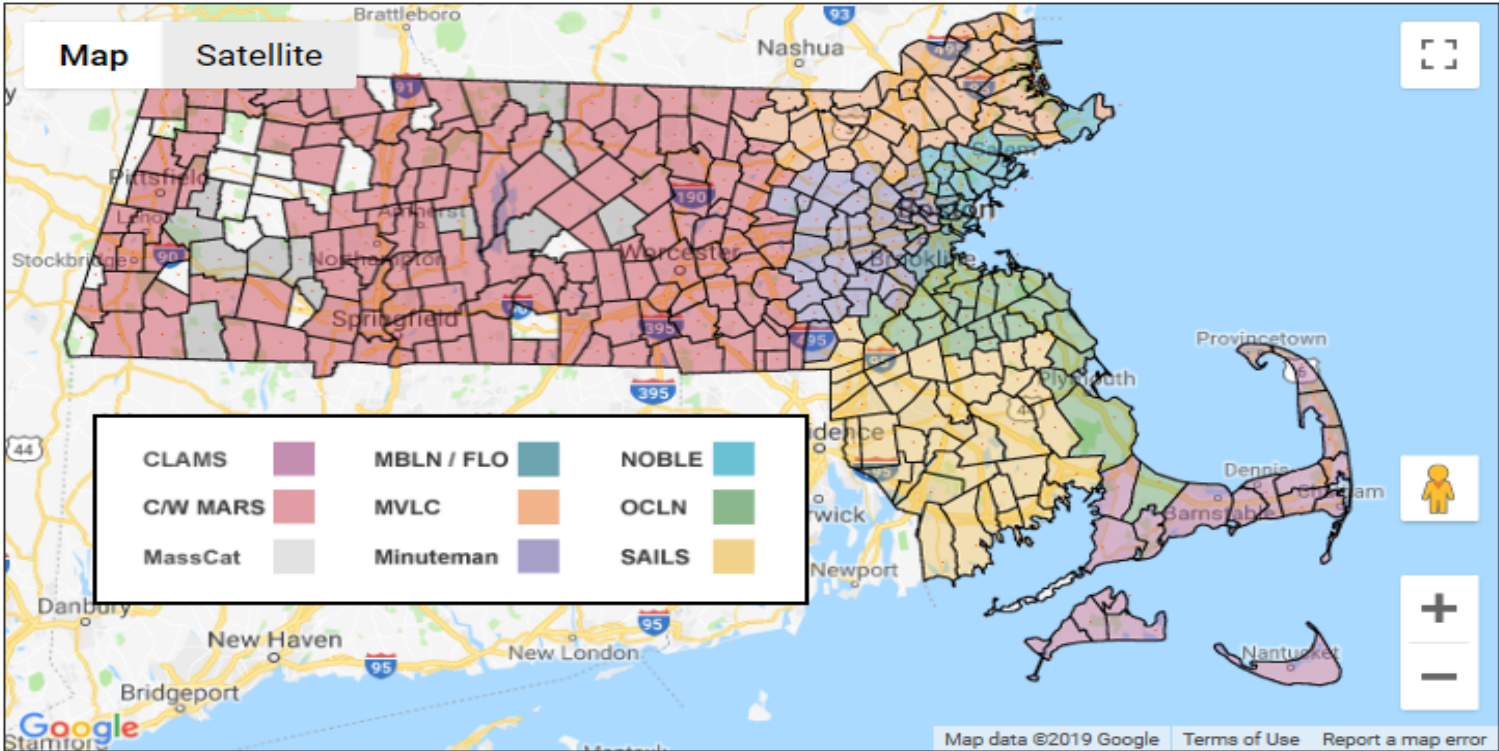




Sue Kaler

Interlibrary Loan Manager,
Massachusetts Library System

For many Massachusetts libraries, nine networks provide the library catalog, the ability to borrow from neighboring libraries, circulation, patron registration, public Internet access and other critical services.



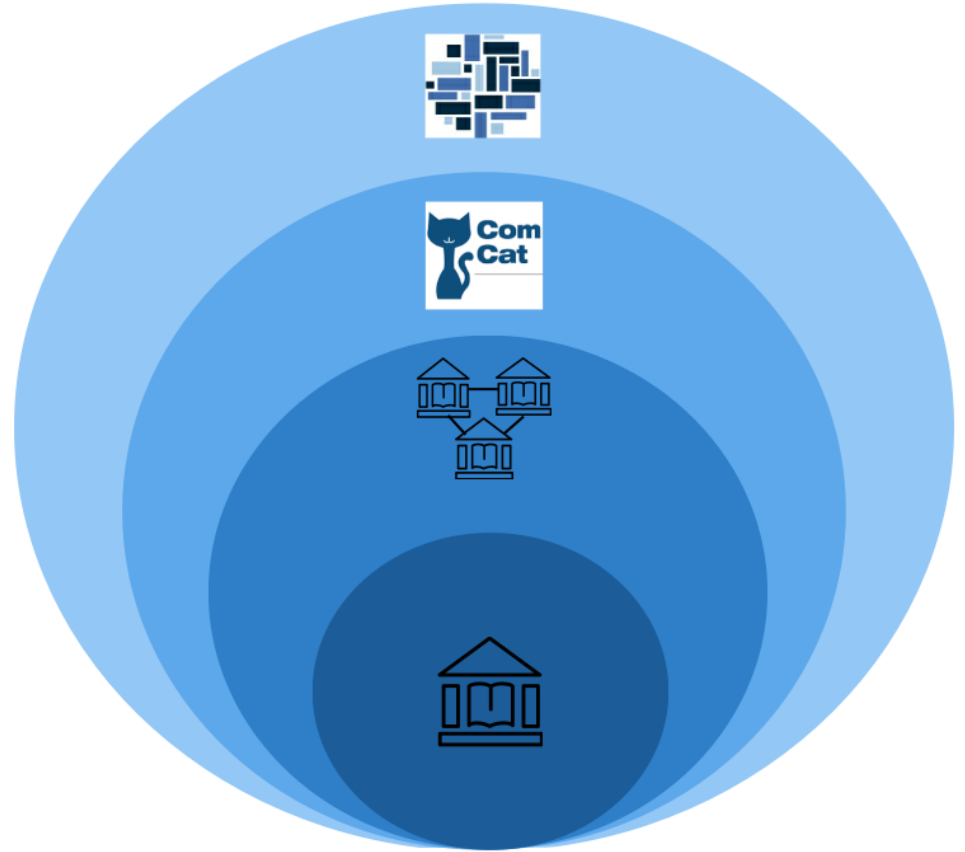
Don't forget there are many ways to borrow the resources your patrons need!

If your home library doesn't own the item, try your

Network libraries,

Commonwealth Catalog, or

Our Resource Sharing Team at the Mass Library System!



B	C	E	F	H	J	K
Library Name	ILL Code	Address	City		Provider	Delivery
Saint Mark's School	stmark	25 Marlborough Rd	Southborough		No network	No
Jacob Edwards Library	southbri	236 Main St	Southbridge		CWMARS	C
Southwick Public Library	southwic	95 Feeding Hills Rd	Southwick		CWMARS	W
Richard Sugden Public Library	spencer	8 Pleasant St	Spencer		CWMARS	C
Conant Public Library	sterling	4 Meetinghouse Hill Rd	Sterling		CWMARS	C
Austen Fox Riggs Center	austenri	PO Box 962, 25 Main St	Stockbridge		No network	No?
Stockbridge Library Association	stockbridge	PO Box 119, 46 Main St	Stockbridge		CWMARS	W
Stoughton Public Library	stoughto	84 Park St	Stoughton		OCLN	S
Stoughton High School	stoughtonhs	232 Pearl St	Stoughton		OCLN	No
Joshua Hyde Public Library	sturbrid	306 Main St	Sturbridge		CWMARS	C
Sunderland Public Library	sunderla	20 School St	Sunderland		CWMARS	W

Evolution during a crisis

- Postage rates increased radically while budget remained stable
- I made a deal with some borrowers we charged, using their UPS or FedEx accounts and giving them an IFM discount
- I loaned almost exclusively A-V materials and other materials more difficult to borrow following a borrower desperation model

Current evolution project

- Can I lengthen my loan periods?
- I lend almost exclusively from public libraries
- The loan periods to their own patrons are 30 days at most
- It has always seemed difficult to give resource sharing partners longer loans than local patrons
- What to do?

OCCLC operations pre 2018

- MLN
 - Minuteman Library Network
 - Approximately 150 constant data records and ship to addresses
 - Lending from about 40 libraries
- OCD
 - Old Colony Library Network
 - Approximately 300 constant data records and ship to addresses
 - Lending from about 26 libraries

OCLC operations post 2018

- MLN and OCD borrow for about 450 locations
- MLN and OCD lend from about 400 locations
- Better for equity
- But, loan periods went from 45 days with possible renewals to 56 days with no renewals allowed

COURAGE
EQUITY
ADVOCACY
BORROWING
RENEWALS
PUBLIC LIBRARIES
LENDING
LOAN PERIODS
NATIONAL TRENDS

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thank you

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