What they teach you at Harvard: Resource Sharing centralization and workflow enhancements

Leila Smith
Associate Director of Access Services for Collections Management and Resource Sharing Operations
Harvard Library
Harvard University
Harvard Library Simplified

- Over 70 libraries
- Over 20 million volumes
- 10 million in storage
- 2,400 faculty
- 15,000 staff
- 6,700 undergrads
- 15,000 grads
Services

• Interlibrary Loan
  – Borrowing
  – Lending
• Borrow Direct
  – Borrowing
  – Lending
• Scan&Deliver
Job Security

ILL Requests

FY13 | FY14 | FY15 | FY16
---|---|---|---
ILL Borrowing Requests | | | |
ILL Lending Requests | | | |
Unmediated Requests

Borrow Direct Requests

FY13 | FY14 | FY15 | FY16
---|---|---|---
20,000 | 25,000 | 30,000 | 35,000

Total
On-site scanning

Scan & Deliver Requests

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<th>Year</th>
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Resource Sharing Staff

• Associate Director of Access Services (Head of Resource Sharing)
• Harvard Depository
  – 2 staff – lending processing/scanning
• Borrowing
  – Team lead, 3 assistants
• Lending
  – Team lead, 2 assistants
• ~30 Student assistants
Direct Request
Stop me if you’ve already heard this...

That is brand new information!
...Almost!

- DDO (Dumbarton Oaks)
- HVL (Harvard Law Library)
- HYL (Harvard-Yenching)
- HUL (Offsite Storage)
- HLS (Main)
Email insanity

YOU GET AN EMAIL!
AND YOU GET AN EMAIL!
AND YOU GET AN EMAIL!
EVERYONE GETS AN EMAIL!
...Enter LibAnwsers

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<th>Id</th>
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Inbox Zero

REACHED INBOX ZERO!
Cross-Training
A-Team

- Email triage in LibAnswers
- Clear Users
- Awaiting Purchasing Processing
- Awaiting Conditional Processing
- Awaiting Copyright Clearance
- Clear Electronic Delivery
- Awaiting Recalled Processing
- Cancelled by customer
Group B

- Unavailable in Local System
- Local System Conditional
- Awaiting Rapid Local Request Processing
- Awaiting Request Processing
- Awaiting Unfilled Processing
- Awaiting Renewal OK Processing
- Renewed by ILL staff to (date)
- Renewed by Customer to (date)
- Awaiting Renewal Denied Processing
- Awaiting Article Exchange Review
- Routing Requests to Docline
Group C

- Awaiting ALA Request Processing
  - Stale Request processing
  - Request Sent (sort by OCLC, RAPID)
  - Request Sent – ALA and email
  - Follow up with Lender
  - Expired Docline Requests
  - Awaiting patron response
  - Awaiting response from other Units

- OCLC special message: Received?
## Mapping

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RAPID Workflow

- If a borrowing request matches holdings mapped to the Widener Library branch, the request will be routed into the Rapid system. The request will be assigned a Rapid number, and will be routed to Request Sent in ILLiad.
- The request will then route to Harvard Library Branch Lending Queue as a Rapid lending request.
- Staff at the branch can then process the request by using the Rapid web page lending workflow.
- The request can be printed from the New Request Batch Print queue.
- The request can be Filled in RapidX.
- Alternatively, if staff at the Branch Library are unable to process the request, they can cancel the request through the web page, either from the print queues, the Aging Status queues, or the Batch Update page.
- Cancelled requests are then routed out to other Rapid lenders for fulfillment. If no other Rapid lender is able to process the request, it will route to the ILLiad Awaiting Unfilled Process queue.
Pods

• Harvard Pod
  – All participating Harvard Libraries
  – If unfilled at one, goes to the next

• ARL Pod
  – If unfilled in Harvard Pod, goes here

• Medical Pod
  – If unfilled, goes here

• Otherwise, OCLC, Decline
Customization Manager
No one ever said this would be easy

- Fine Arts, Countway call numbers
- ReCAP
- HLS → HLS
- Barcodes on pull slips
- Unbarcoded items
- Miss-mapped collections
Where do we go from here?

• Hire manager
• Continue to look for efficiencies in borrowing
• In-depth look at lending – DVDs, microfilm, consistency in all libraries
Maybe some day?

• Consistent loan rules for ILL? – 16 weeks!
The only time Chuck Norris was wrong was when he thought he had made a mistake.

I’M OUTTA BULLET POINTS...

ANY QUESTIONS?