



Resource Sharing Conference March 16, 2017 (Virginia Beach, VA) Plenary Session

Breaking through to the Future of Library Resource Sharing Plenary Session, a *Rethinking Resource Sharing Initiative* inspired collective sharing of what people should do

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rethink | reflect | redefine | recreate | revive



Over 200 people in attendance at plenary session with lots of ideas. Number of similar responses in ().

A. Who are we serving in libraries? Including our current users and our communities and people in our communities not currently using libraries...where are they (in the library...elsewhere)...what are their behaviors when they are looking for information?

1. Faculty, grads, postdocs, staff, undergrads, labs, offices, off campus want it fast (5)
2. Make more spaces
3. Bring cost of textbooks down
4. Course Reserve
5. Distance Delivery Students
6. Produce learning materials
7. Worldwide Libraries
8. People who "just need an article" not a necessarily a specific one

What are you going to do? Why?

9. Outreach (4)
10. Purchase on Demand
11. Unmediated(Reprints) (2)
12. Direct contact—use survey for feedback (5)
13. Customized emails, less dry
14. More 1-on1 interviews rather than focus groups
15. Multi use e-books for textbooks
16. Initiative to invoice for replacement only when lost
17. Fulfilling requests over the weekend
18. Advertise on social media
19. Provide welcoming place
20. Longer loan periods (2)
21. Ship to distance customers
22. Push for more access
23. Hold vendors to a higher standard
24. Reading out to faculty
25. Adjust ILL form to let patrons enter a DOI (2)
26. Save user's time by putting document in user's hand (i.e. emails, etc)

27. Integration of services
28. Staff the office
29. Customize reference services for individuals
30. Make it as easy as possible for patron (4)
31. Digitize
32. Constant need for latest Health Sciences Information
33. Purchase a discovery service, expo, alma/premio, OCLC, etc
34. Use FAQs to educate students on how to use our services
35. Embed resource sharing in some instruction processes
36. Cont. to ask admin. For funding for copyright fees
37. Work towards a unified patron portal/discovery and management portal
38. Market services to students/faculty etc.
39. Investigate why students are not finding locally held material

What should/will your library do? Why?

40. Buy articles via Reprints Desk/Get It Now instead of journal/database subscriptions
41. ILL browsing app
42. 10 minutes at literacy classes (2)
43. Engage students w/ experience using library (4)
44. Save time of user (4)
45. Simplify web forms
46. Send ILL materials to patrons
47. Access to international materials and/or recip agreements for our international students
48. Vendors need to work with libraries to increase ease of use of databases
49. Usability testing for website
50. Accessibility (4)
51. Fight for funding and increase visibility (2)
52. Focus groups
53. Market Services
54. Reference libraries in classroom
55. Be a presence at orientation
56. Less focus on free lenders and more on fast lenders
57. Need to get ILL requests links in Primo
58. Extend ILL loan periods for lending 4→ 6/8 weeks
59. Collaboration
60. Expand ILL policies and be more willing to spend on services to get items for patrons
61. Recognize patrons do not want eBooks and prefer print for a number of reasons

What should/will the ILL community do?

62. Purchase on demand for books and articles
63. Make it simple
64. Pressure vendors on tech issues (glitches, etc) (4)
65. Transmission methods that include OCR/metadata (not image-only)
66. "get out of user's face" with too many rules, policies, etc
67. Commit to serve each other as well as we do our patrons (2)
68. Expand/Adapt (2)
69. Open access/textbooks library (2)
70. Professional development (2)

71. Find out what patrons need—don't make them understand how it ILL works (2)
72. Point of need of presence online
73. Review ILL lending stats as part of a space/weeding project
74. Embrace change
75. Increase ILLS thru Tipasa
76. Use different libraries based on that need to get the info faster
77. Connect and build closer relationships in your consortia. Many of your users use services similarly even though they're very different
78. Encourage collaboration and assessment
79. Don't use fluffy bags when shipping books
80. Connect public and academic community
81. IDS compatibility with Relais ILL

B. What sources of information are our customers looking for? What is it, where is it, how do we get it, etc. E-books, other media, Open Access, etc.

1. Textbook (3)
2. Genealogy information
3. Dissertations
4. E-Books (3)
5. Open Access (3)
6. Media (2)
7. They are looking for instant streaming access that they do not have to pay for

What are you going to do? Why?

8. E-Books (9)
9. Data Sets (supplementary materials)
10. Textbooks (4)
11. Faculty incentives for open access resources in course readings
12. Current month free for publishers
13. Help students identify what is a source (3)
14. Train faculty on what resources the library has to offer
15. VIVA
16. -looking at e-book packages they could lend
17. New technologies
18. Look for alternatives
19. International Lending
20. Track down OA access materials to deliver
21. Learn copyright
22. Work on more liberal contracts for ILL of DVDs with performance rights
23. Setting Occam's reader to fulfill eBook needs
24. Address patrons who need articles ahead of print
25. Put more services on the web
26. Expand online programs—make sure process is clear and simple to staff and patrons
27. Educational processes need to happen—our users are being market to, and we're rec. req. for materials that were published same day
28. Negotiate w/ database vendors for ILL rights to enable easier resource sharing

What should/will your library do? Why?

29. International Lending
30. Push copyright limits(if we digitize something should be circulated for all) (2)
31. Use fair use to full extent (2)
32. Buy everything possible that we cannot obtain via ILL (3)
33. E-Book (3)
34. Figure out workflow to lend the e-books, staff don't know how
35. Provide more copyright education (3)
36. Order if free only
37. Still want print—make offsite delivery easier/faster
38. ILL streaming videos if only way available—add links to enable sharing (2)
39. Educate faculty on OER as it relates to resource sharing
40. Focus on being thorough—make sure you don't own what is needed (2)
41. Use survey, desk stats, to learn trends and needs
42. Making as much material available as possible
43. Need to understand NAP and eventually integrate Alma and Tipasa
44. Do more with custom groups and paths, esp. geographically to get materials faster
45. Make resources available on reserve
46. Get books as quickly as possible
47. They are buying more and more eBooks which can't be loaned; our libs need to work on putting this into the license

What should/will the ILL community do?

48. Using Google and having library results holdings bubble up
49. New technologies
50. Get over aversion of copyright risk (2)
51. Create place for old digitized content that can be shared
52. Digitize as much material as possible (4)
53. E-Books (5)
54. Bridge publishers and libraries
55. Encourage standards in open access (2)
56. Collaborate with acquisitions/collection management to see what patrons need (2)
57. Advocate for more useful searching in policies directory to send lenders of certain formats
58. Educate users and make ILL at forefront of mind
59. Continue with conversations like the Community Centers
60. Inform other libraries when something is available just in case that ILL person doesn't know
61. Reprints desk, Get it now, P-Card purchase from publishers
62. Consortial agreements
63. VIVA
64. Share successes with eBook lending

C. How do consortiums/groups (e.g. offsite repositories, consortiums) impact ILL now and how might they in the future, collective collection development, delivery issues

1. Trying to make things easier and more affordable
2. Agreements between state libraries
3. Cooperative between libraries (2)
4. Groups provide opportunity to fill more requests and reduce costs, however, they put more pressure on resource sharing operations with increased work load and slower turnaround times (2)
5. They make the service fractured, homogenous, and not interoperable

What are you going to do? Why?

6. Location
7. Communicate/Network (3)
8. E-Books (Group Deals—borrow whole books) (5)
9. Viva (2)
10. Courier services
11. Reciprocal borrowing
12. Keep updated with new and easy ways to share material
13. Sending people to conferences
14. Negotiate on group purchases
15. Cooperative collection development (2)
16. Support shared platform in queue
17. Be less proprietary about books
18. Costs go down—may make expensive articles cost less
19. Currently exploring a shared institutional print repository with a local university
20. Participate in consortia efforts
21. Investigate OCLC groups we belong to
22. Brainstorm ways to transaction requests through the hierarchy of options more smoothly
23. Look into National ILL group in Canada, nothing exists right now
24. Look into joining Hathi Trust

What should/will your library do? Why?

25. LUIS-if not already
26. Shared e-book agreement between libraries
27. Form cooperative groups to share as much as possible (5)
28. Investigate consortia discovery system with patron interface
29. International ILL
30. AV streaming licenses
31. Develop statewide borrowing
32. Coordinate more with other units in library
33. Stop embargoes if possible
34. Create better links to the cat records directly to ILL request form
35. Improve inter-consortial sharing, make quicker (2)
36. Have open access to materials records and build repository collaborations locally, regionally, and beyond
37. Provide funding for travel

What should/will the ILL community do?

38. VIVA (2)
39. -Purchased E-Books that can lend entire item (2)
40. -Reciprocal borrowing w/area/consortium/state libraries
41. Public/Academic partnership or borrowing agreements (3)
42. Consortium agreements do not impede our ability to ILL to the larger community
43. Connect D2D
44. Speed up processing delivery
45. Negotiate nationwide discounts for delivery services and ILL Units
46. Continue to share materials as cheaply as possible
47. Collectively negotiate w/ publishers for eBook standards and accessibility for libs (2)
48. Share information
49. Develop better systems to share eBooks w/ DRM enforcement that is not too restrictive for patrons
50. Allow regional libraries to share costs and maintenance of the offsite storage—make avail. 7 days a week
51. Pressure eBook vendors to allow ILL and unlimited simultaneous users—suggest monetary model like free online products (monetize advertising in the interface)
52. Identify priorities for ILL in Canada

D. How do licenses and copyright laws impede your ability to share needed information? How do we maximize legal sharing in this climate?

What are you going to do? Why?

1. Fair Use
2. Negotiate good licensing agreements
3. Push for including ILL supplying rights in licenses
4. More open access
5. Look for ways to use the same platform w/in groups to make lending easier, more possible
6. Collective bargaining is good for access but copyright is the most expensive part of a transaction
7. Advocate for change in contracts for sharing work to change copyright law
8. Make systems more flexible
9. Lend as much as possible
10. Change licensing rights (2)
11. Using fair use (2)
12. Keep in touch with acquisitions libraries and renewing/establishing new contacts (2)
13. Continue to be proactive in interpretation of license and copyright
14. Streaming media rights (2)
15. Copyright audit of ILL unit
16. Be better at following laws/rules and ask for more negotiation w/ our vendors on ILL services in contracts
17. Form consortiums
18. Educate users on what copyright is and what it protects (4)
19. Investigate copyright overages with Get it Now! And Reprints Desk (2)
20. Support legislation to modify copyright laws

What should/will your library do? Why?

21. WorldCat knowledge base
22. Set up for better/more open e content sharing
23. Block international for prints shipping via policy directory
24. Send international packages first class
25. Demand ILL in licenses
26. Provide/develop usable knowledge back of license terms at title/item level
27. Control abuse—patrons can abuse by saving PDF for themselves (2)
28. Create helpful cheat sheets for users
29. Find ways to get our unique collections more available
30. Work on getting access to embargoed articles—major issue for preprints, etc. that

What should/will the ILL community do?

31. Ask publishers/advocate for ILL licensing rights
32. purchase content from sole providers
33. linked data (2)
34. CONTU guidelines
35. Huge amount of pressure needs to come down on publishers to allow lending of E-Books (2)
36. Enhance relationship with vendors for discussion on resource sharing philosophy (2)
37. Talk and support international conversation in ILL (2)
38. Boycott –what would publishers do if they lost all academic library business?
39. More concrete understanding of copyright
40. Band together against unreasonable publisher contracts
41. Use Fair use for all it is worth
42. Get resources to public libraries
43. Mention ILL when renewing or negotiating licenses

E. Anything else?

1. Advocate for changes in copyright law—e resources; e-book platform
2. Ask that serial webpages be uniform
3. Give courses in Library School on Resources Sharing (How do you lend an ebook?)
4. More conversations—Researchgate, Academia.edu, author share sites—generally speaking the alternatives
5. Linked data?
6. Design a webcrawler system that can search library opacs, archives, finding aids and other information available electronically not only OCLC holdings respond with locations and create ILL requests with suggested lending locations (2)
7. Preserve older materials (newspapers, etc)

For more on 2017 OCLC Resource Sharing Conference see

<http://www.oclc.org/en/events/conferences/resource-sharing-conference/2017.html>

For more on Rethinking Resource Sharing Initiative see <https://rethinkingresourcesharing.org/>