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

#OCLCRSC19
• 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 American 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


Assessed Five Years of ILL Lending Data
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

<table>
<thead>
<tr>
<th>Harvard-model facilities (or modified Harvard-model)</th>
<th>Ownership</th>
<th>Year opened</th>
<th>Current capacity</th>
<th>Current volumes</th>
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<tr>
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<td>1986</td>
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<td>735,000</td>
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<tr>
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<td>1,200,000</td>
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<td>Yale University</td>
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<td>3,000,000</td>
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<td>1,100,000</td>
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<tr>
<td>Duke University</td>
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<td>2,000,000</td>
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<tr>
<td>Five Colleges (Massachusetts)</td>
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<tr>
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<td>2002</td>
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<td>2,200,000</td>
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</table>
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
Serving customers on both sides of the aisle: successes and challenges

AMY CHEW, VALDOSTA STATE UNIVERSITY

#OCLCRSC19
Amy Chew
Reference Librarian and Head of ILL, Valdosta State University
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
Amy Chew
VALDOSTA STATE UNIVERSITY
achew@valdosta.edu
Evolution on the lending side

SUE KALER, MASSACHUSETTS LIBRARY SYSTEM
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!
<table>
<thead>
<tr>
<th>Library Name</th>
<th>ILL Code</th>
<th>Address</th>
<th>City</th>
<th>Provider</th>
<th>Delivery</th>
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<tbody>
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<td>stmark</td>
<td>25 Marlborough Rd</td>
<td>Southborough</td>
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<tr>
<td>Jacob Edwards Library</td>
<td>southbri</td>
<td>236 Main St</td>
<td>Southbridge</td>
<td>CWMARS</td>
<td>C</td>
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<tr>
<td>Southwick Public Library</td>
<td>southwic</td>
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<td>CWMARS</td>
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<td>Richard Sugden Public Library</td>
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<td>8 Pleasant St</td>
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<td>Conant Public Library</td>
<td>sterling</td>
<td>4 Meetinghouse Hill Rd</td>
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<tr>
<td>Austen Fox Riggs Center</td>
<td>austenri</td>
<td>PO Box 962, 25 Main St</td>
<td>Stockbridge</td>
<td>No network</td>
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<td>Stockbridge Library Association</td>
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<td>CWMARS</td>
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<td>stoughto</td>
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<td>OCLN</td>
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<td>Stoughton High School</td>
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</table>
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?
OCLC 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
Sue Kaler
MASSACHUSETTS LIBRARY SYSTEM
SUE@MASSLIBSYSTEM.ORG

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