

Workflow Creation Checklist:

OCLC SHARES Sharing Special Collections through Interlibrary Loan

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Useful links:

- [OCLC SHARES Principles and Protocols for Sharing Special Collections through Interlibrary Loan](#)
- Sample procedures: [Ohio State](#)
- Sample flowcharts: [Ohio State](#)
- Sample streamer/condition report: [Ohio State](#)

****Note:** Please inform OCLC SHARES Coordinator Dennis Massie (massied@oclc.org) if your library will borrow, lend, or scan/digitize special collection items through Interlibrary loan (ILL) so he can denote this in the [OCLC SHARES Institutions rosters](#).

Lending Requests: Scans of small portions (e.g., articles or chapters)

- Identify the appropriate individuals/units in your library to consult (e.g., ILL office, special collections, digitization, preservation, administration, etc.) in setting up a workflow.
- Schedule a meeting of appropriate individuals to review, apply, and begin creating local written documentation using the “Workflow Protocols” template for scans of small portions (Section II.A) in the [OCLC SHARES Principles and Protocols for Sharing Special Collections through Interlibrary Loan](#).
- Determine which collections and types of items are eligible for scans of small portions.
- Determine which individuals/unit will retrieve an item from the shelf or storage and how ILL request will be communicated to them (e.g., email template from ILL system, hold placed in catalog, request made through special collections request management system, etc.)
- Determine which individuals/unit will assess the appropriateness of the piece for scanning in terms of item condition, copyright considerations, donor restrictions, etc.
- Determine which individuals/unit will scan the article or chapter.
- Determine which scanning equipment in which department/unit will be used and what software will need to be installed (e.g., Adobe Acrobat, ILLiad, etc.).
- Determine **who** will deliver the scan, **how** they will deliver it, and **where** it will be delivered to.
- Determine who will return the special collections piece to its shelving location.

Lending Requests: Digitizing entire works

- Identify the appropriate individuals/units in your library to consult (e.g., ILL office, special collections, digitization, preservation, cataloging, administration, etc.) in setting up a workflow.
- Schedule a meeting of appropriate individuals to review, apply, and begin creating local written documentation using the “Workflow Protocols” template for digitizing entire works (Section II.B) in the [OCLC SHARES Principles and Protocols for Sharing Special Collections through Interlibrary Loan](#).
- Determine which collections and types of items are eligible for whole item digitization.
- Create an ILL conditional message template for offering digitization to a requesting library, indicating the time needed to complete. This template should also instruct the requesting library to create a new request with your OCLC symbol X times in lending string and a borrowing note indicating the digital copy is acceptable. [Note: These may originally begin as a physical loan request that you decide to offer as a digital surrogate/copy request.]
- Determine which individuals/unit will retrieve item from shelf or storage and how ILL request will be conveyed to them (e.g., email template from ILL system; hold placed in catalog; request made through special collections request management system, etc.)
- Determine which individuals/unit will determine appropriateness of piece for scanning in terms of item condition, copyright considerations, donor restrictions, etc.
- Determine which individuals/unit will digitize entire work.
- Determine what digitization standards will be used and what workflow will be needed if file is also to be placed in institutional repository, Internet Archive, Hathi, etc.
 - Determine who will review accuracy of metadata for physical item. (Recommended)
 - Determine who will create new bibliographic record locally and on WorldCat for the electronic resource. (Recommended)
- Determine which scanning equipment in which dept/unit will be used and what software will need to be installed (e.g., Adobe Acrobat, ILLiad, etc.).
- Determine who will deliver scan and how/where.
- Determine who will return special collections piece to shelving location.

Lending Requests: Physical loans

- Identify the appropriate individuals/units in your library to consult (e.g., ILL office, special collections, preservation, administration, mail services, etc.) in setting up a workflow.
- Schedule a meeting of appropriate individuals to review, apply, and begin creating local written documentation using the “Workflow Protocols” template for loaning physical items (Section II.C) in the [OCLC SHARES Principles and Protocols for Sharing Special Collections through Interlibrary Loan](#).
- Determine which collections and types of items are eligible for physical loans.
- Determine if a Facility Trust Checklist might be desired for some loans to learn about a potential requesting libraries’ special collections facilities. Use the OCLC SHARES Facility Trust Checklist as a template or create your own.

- ❑ Create an ILL conditional message template for requesting libraries, indicating:
 - Title is a special collections item
 - They should exhaust other domestic lenders first
 - They may ask for a special collections loan as a last resort by placing a new ILL request and placing your symbol 3x in lending string to give sufficient time for local review

Example: Special collection item: Exhaust other lenders first. If not filled elsewhere, re-request with our symbol 3x in string and include borrowing note requesting consideration for spec coll item; we will then seek curator approval to lend.

- ❑ Determine which individuals/unit will retrieve item from shelf or storage and how ILL request will be conveyed to them (e.g., email template from ILL system, hold placed in catalog, request made through special collections request management system, etc.)
- ❑ Determine which individuals/unit will determine appropriateness of piece for physical loan.
- ❑ Determine how special collections item will be checked out in local catalog and/or special collections request management system to indicate unavailability during loan.
- ❑ Create special collections streamer or paperwork to accompany physical loans. Should include:
 - Minimum standard loan conditions
 - Space for item-specific restrictions
 - Insurance value
 - Return shipping instructions/address
 - Condition report
- ❑ Determine who will fill out condition report and package special collections items for shipment.
- ❑ Determine who will receive a special collections piece upon its return, compare piece to condition report, return item to shelving location, and mark item as returned in local catalog and/or special collections request management system.

Packaging and Shipping

- ❑ Identify the appropriate individuals/units in your library to consult (e.g., ILL office, special collections, preservation, administration, mail services, etc.) in setting up a workflow.
- ❑ Schedule a meeting of appropriate individuals to review, apply, and begin creating local written documentation using the “Workflow Protocols” template for packaging and shipping special collections items (Section II.D) in the [OCLC SHARES Principles and Protocols for Sharing Special Collections through Interlibrary Loan](#).
- ❑ Determine which individual/unit will receive and pack special collections materials for shipment, including filling out condition report at time of packaging.
- ❑ Obtain required packaging supplies for special collections items:
 - Acid-free, lignin-free tissue paper
 - Bubble wrap
 - Boxes of various sizes

- Void fill material (e.g., packing peanuts, crinkle paper, packaging paper, sealed air pillows, etc.) to close up any excess space in box and cushion items during transit
- Label indicating caution when opening and/or nature of item enclosed
- Box tape

Borrowing Requests: Physical loans

- Identify the appropriate individuals/units in your library to consult (e.g., ILL office, special collections, preservation, administration, mail services, etc.) in setting up workflow.
- Schedule a meeting of appropriate individuals to review, apply, and begin creating local written documentation using the “Workflow Protocols” template for borrowing physical loans (Section II.E) in the [OCLC SHARES Principles and Protocols for Sharing Special Collections through Interlibrary Loan](#).
- Edit your Constant Data to indicate **SHARES+SC** in the Affiliation field to inform potential lenders that you participate in the OCLC SHARES Principles and Protocols for ILL of Special Collections Items.
- Determine if a Facility Trust Checklist might be desired for some loans to learn about a potential requesting libraries’ special collections facilities. Use the OCLC SHARES Facility Trust Checklist as a template or create your own.
- Create an email template to use when asking local patrons if special collections loan with usage restrictions is acceptable.
- Determine which individual/unit will receive an incoming special collections item and evaluate the item’s condition as compared to condition report by lender.
- Create a streamer template to accompany borrowed special collections items with space to denote patron’s name, return date, and transaction information.
- Create email template for notifying patron that the item has arrived with usage requirements, directions, hours of operation for special collections, and contact info if appointment is advised.
- Determine any local rules for user registration and how materials will be checked out/in within any special collections management system used.
- Determine local location where special collections items will be safely and securely used and stored.
- Determine how requests for scans of small portions will be handled.
- Determine who will retrieve item for return, update special collections and interlibrary loan request management systems, and package and ship piece back to lending library.