Sharing Special Collections via Interlibrary Loan – Works-in-Progress Webinar
May 30, 2018

Sharing Special Collections is an idea whose time has come.

Dennis Massie
OCLC Membership and Research
Sharing Special Collections is an idea whose time has come. *(No, seriously.)*

**Dennis Massie**  
OCLC Membership and Research
Bang the Drum Slowly…

- Led to a “sharing special collections” working group
- Which produced excellent examples of “here’s how to care for our special stuff you borrowed” collateral
- Our UK member quit the group, saying “We cannot hope to have a rational conversation about this topic at my institution at this time.”
- An ARL director told me, only half in jest, “Can’t you find something else to work on? This lending special collections business has my staff yelling at each other in the hallways.”
Seven years later…

• RLG Partnership Steering Committee for Special Collections Delivery

• “I know we should be talking about [physically lending special collections] – if only because it makes me feel so uncomfortable.”

• “I love the idea of lending from special collections. But I’d never be able to bring it up at my own institution.”
Sharing Special Collections Working Group

• Active 2009-2010
• Pairs of special collections and ILL staff
  – Some already long-time lenders of special collections
  – Some starting to experiment
  – Some considering lending for the first time
• Guided by an advisory group
• Worked hand-in-glove with RBMS Task Force revising ACRL’s guidelines for ILL of special collections
Most were already lending their treasures
But emotions ran high.

“\textit{I fear for the future of our profession if more than half of your respondents think that physically lending special collections materials is a good idea.}”
Everybody wants to...rule the world?

• First principles
  – Lending a physical item from special collections is an exception.
  – Not all special collections material is equally special.
  – Not all borrowers realize that the item they are asking for is in a special collection.
  – Lending special collections requires a “Why not?” mindset, rather than the more traditional “Why?”
  – Let those who are best positioned to do a task do it.
Lending Special Collections Utility Belt
Lending Special Collections Utility Belt

Tool 1: Model Local Policy for Lending Special Collections Materials for Research Purposes

Weingarten Matthews and others studied what nearly a third of the respondents to our survey reported had developed a written policy statement that guided the handling or loans from their special collections. While no single institution possessed the kind of comprehensive policy statement that we sought, enough survey respondents provided examples of written policies on sharing particular formats that we were able to borrow the language needed to develop a comprehensive model policy statement on sharing special collections. The tool’s share of the work was done by OCLC Research Program Officers and librarians, and working group member Scott Britton (then at the University of Miami). Our approach was to provide a flexible-choice template that special collections can customize for local use. Most of the existing elements to no local practice.

Lending and Borrowing Special Collections for Research Purposes: Model Local Policy

Mission statement (example and is defined as necessary):
The presence makes Special Collections units happier as an active program of signs more
its collections. We take local collections of special collections into consideration when
deciding whether to let loans. The ability of increased public access to our collections is
motivated by its direct benefit to users and the expansion of public participation, yielding
the benefits described above. In the example below, the collections are divided into
collections that can be loaned and collections that cannot be loaned.

For items pass or please as needed:
- Formats or materials that will be conserved for loan include: microforms, rare
books, manuscripts, maps, archives, and data (e.g., etc.).
- Items are collections for loan must be in stable condition that will not be damaged by
the move, change of environment, or even awaiting handling by the borrower.


July 2013
Source: Matthews, for OCLC Research
Lending Special Collections Utility Belt

Tool 1: Model Local Policy for Lending Special Collections Materials for Research Purposes

Working group members were excited that nearly a third of the respondents to our survey reported having developed a written policy statement that guided the handling of items from their special collections. While no single institution provided a comprehensive policy statement, we sought, through survey responses, guidelines helpful to library staff in handling special collections materials. The following are examples of written policies on sharing particular formats that we were able to borrow to form the language needed to develop a comprehensive model policy statement on sharing special collections. The tool’s scope of the above was set by OCLC’s Research Program Officer and Schlafer, and working group member Scott Beetsma (then at the University of Miami). Our approach was to provide a framework to help librarians share digital samples while remaining consistent with policies local to their institution.

Lending and Borrowing Special Collections for Research Purposes: Model Local Policy

Mission statement (example, and is edited as needed):

The mission of Special Collections is to provide an active program of exhibits, reading rooms, and collections. We take special collections as an active component of our service to the campus, academic, and public communities. Our goal is to make our collections accessible to the campus as well as students, faculty, and the broader academic community.

The accessibility of our collections is determined by the nature of the physical materials and the institutional policies of the institution. The accessibility of materials is subject to a formal approval process. All requests are considered. There is no limit on the number of requests that will be considered. All requests are subject to a formal approval process. The approval process is subject to the discretion of the institution.

The following are examples of written policies on sharing particular formats that we were able to borrow to form the language needed to develop a comprehensive model policy statement on sharing special collections.

1. My institution employs staff trained in handling special collections materials.
2. My institution maintains a supervised and secured receiving room.
3. My institution’s special collections materials are climate-controlled.
4. My institution has a locked storage area or vault for housing special materials.
5. My institution’s special collections materials are climate-controlled.
6. The bags of these materials are inspected, and for patrons are unpacked and left in a secure location, before using special collections.
7. My institution’s special collections area has intrusion detection equipment.
8. My institution’s special collections area has a fire suppression system.
9. My institution’s special collections area has a new suppression system.
10. My institution’s special collections area has a new suppression system.
11. My institution has a secure access area.
12. Materials are available to staff trained in handling special collections materials.
Lending Special Collections Utility Belt

Tool 1: Model Local Policy for Lending Special Collections Materials for Research Purposes

When conducting a survey, we evaluated what nearly a third of the respondents to our survey reported having developed a written policy statement that guided the lending of materials from their special collections. While no single institution possessed the kind of comprehensive policy statement that we sought, enough survey respondents provided examples of written policies on sharing particular materials that we were able to borrow the language needed to expand a comprehensive model policy statement on sharing special collections. The task of creating the model was done by OCLC Research Program Officer and Scholar, and weaving group member Scott Britton (then at the University of Miami). Our approach was to provide a modularized template that special collection staff can customize for local use, seeing the existing elements as no local practice.

Lending and Borrowing Special Collections for Research Purposes: Model Local Policy

| Mission statement (example, and to Gibbs memo): |
| The mission statement is: |
| Special Collections are an integral part of our mission and vision. We provide primary access to our collections in order to support research and education. Our collections are classified and cataloged, and we provide user education and instruction throughout the library. Accessibility is key to our mission; all staff and students are subject to a formal approval process. All requests are processed (conservation is a priority). All cataloging is done in accordance with the latest standards. |
| Contact info for LL: |
| Contact info for Special Collections: |

1. My library employs staff trained in handling special collections materials.
2. My institution maintains a supervised and secure reading room.
3. My institution's specialized reading room is climate-controlled.
4. My institution has a locked storage area or vault for housing special materials.
5. My institution's special collections area is climate-controlled.

6. The bags of these items leaving my building are inspected, and patron are required to leave bags in a secure area before leaving special collections.
7. My institution's special collections area has a restricted access system.
8. My institution's special collections area has a new exhibition system.
9. My institution's special collections area has a new suppression system.
10. My institution has insurance coverage for special collections materials due to damage or theft.
11. My library has a secure main vestibule.
12. My institution has certified staff trained in handling special collections materials.

Tiered approach to sharing special collections, with varying degrees of effort and staff involvement.

<table>
<thead>
<tr>
<th>Reaction Resistance</th>
<th>Cooperative Outreach</th>
<th>Perceived Resistance</th>
</tr>
</thead>
<tbody>
<tr>
<td>RECALL</td>
<td>Instructional assistance</td>
<td>Library instruction</td>
</tr>
<tr>
<td>PRINT</td>
<td>Instructional assistance</td>
<td>Library instruction</td>
</tr>
<tr>
<td>WEB</td>
<td>Instructional assistance</td>
<td>Library instruction</td>
</tr>
<tr>
<td>OFFICE</td>
<td>Instructional assistance</td>
<td>Library instruction</td>
</tr>
<tr>
<td>LIBRARY</td>
<td>Instructional assistance</td>
<td>Library instruction</td>
</tr>
<tr>
<td>UNIVERSITY</td>
<td>Instructional assistance</td>
<td>Library instruction</td>
</tr>
<tr>
<td>COLLEGE</td>
<td>Instructional assistance</td>
<td>Library instruction</td>
</tr>
<tr>
<td>MUSEUM</td>
<td>Instructional assistance</td>
<td>Library instruction</td>
</tr>
<tr>
<td>ARTS</td>
<td>Instructional assistance</td>
<td>Library instruction</td>
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<tr>
<td>SCIENCE</td>
<td>Instructional assistance</td>
<td>Library instruction</td>
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<tr>
<td>TECH</td>
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<td>Library instruction</td>
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<td>EDUCATION</td>
<td>Instructional assistance</td>
<td>Library instruction</td>
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<td>BUSINESS</td>
<td>Instructional assistance</td>
<td>Library instruction</td>
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<td>INDUSTRY</td>
<td>Instructional assistance</td>
<td>Library instruction</td>
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<tr>
<td>GOVERNMENT</td>
<td>Instructional assistance</td>
<td>Library instruction</td>
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<tr>
<td>OCLC</td>
<td>Instructional assistance</td>
<td>Library instruction</td>
</tr>
<tr>
<td>OTHER</td>
<td>Instructional assistance</td>
<td>Library instruction</td>
</tr>
</tbody>
</table>

External factor: external communication tool
1. My institution's special collections area is climate-controlled.
2. My institution has a locked storage area or vault for housing special materials.
3. My institution's special collections area is climate-controlled.
4. The bags of these items leaving my building are inspected, and patron are required to leave bags in a secure area before leaving special collections.
5. My institution's special collections area has a restricted access system.
6. My institution's special collections area has a new exhibition system.
7. My institution has insurance coverage for special collections materials due to damage or theft.
8. My library has a secure main vestibule.
9. My institution has certified staff trained in handling special collections materials.

Figure 3: Tiered approach to sharing special collections, with varying degrees of effort and staff involvement.
The aim is to bring you to tiers...

- Designed to spark conversation across departments
- Based on your risk tolerance, push processes toward the left
- Mix and match – chart your own path
- Get to “yes” whenever possible

### Tiers for Fears: Sensible, Streamlined Sharing of Special Collections

<table>
<thead>
<tr>
<th>Routine Workflow</th>
<th>Cooperative Workflow</th>
<th>Exceptional Workflow</th>
</tr>
</thead>
<tbody>
<tr>
<td>REVIEW</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Request</td>
<td>Via ILL system</td>
<td>Collaboration between Special Collections (SC) and ILL staff</td>
</tr>
<tr>
<td>Is material held in a special collection?</td>
<td>ILL staff</td>
<td>Collaboration between borrowing and lending institutions</td>
</tr>
<tr>
<td>Reference Interview</td>
<td>At borrowing institution—reference desk and ILL staff</td>
<td>Collaboration of ILL and SC staff in both institutions</td>
</tr>
<tr>
<td>Inter-Institutional communication how?</td>
<td>ILL system</td>
<td>ILL system and email/phone</td>
</tr>
<tr>
<td>Internal communication how?</td>
<td>ILL system</td>
<td>ILL system and email/phone</td>
</tr>
<tr>
<td>Stipulate for Research Use?</td>
<td>Implicit</td>
<td>Consider emphasizing</td>
</tr>
<tr>
<td>Reviewing Infrastructure</td>
<td>Written guidelines</td>
<td>Collaboration between borrowing and lending departments</td>
</tr>
<tr>
<td>Mutual disclosure of ILL and SC facilities</td>
<td>We trust you</td>
<td>Approved checklist</td>
</tr>
<tr>
<td>Forms</td>
<td>ILL transaction work form and IFM</td>
<td>Extra insurance and/or forms for special handling</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DECIDE</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Decision Maker</td>
<td>ILL staff</td>
</tr>
</tbody>
</table>
The aim is to bring you to tiers...

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![Table and diagram showing tiered approach to sharing special collections, with varying degrees of effort and staff involvement.](image)

*Figure 3. Tiered approach to sharing special collections, with varying degrees of effort and staff involvement*
The Facility Trust Checklist works both ways

- For external discussions with prospective borrowing institutions with whom you are less familiar
- For internal discussions about attributes and protocols that your institution must have in place to be considered a “trusted borrower” of special collections materials by lending institutions
Penn State walked the walk

- Joined the working group
- Had the ILL/special collections conversations
- Changed policies and workflows
- Gave the world a gift: the concept of "tub envy"

Appendix I: Case Study—Pennsylvania State University

(This account draws heavily upon materials prepared by Sandra Stelts and Barbara Coopey; see list of references at the end of this report for specifics.)

Who: Sandra Stelts, Curator of Rare Books and Manuscripts
Barbara Coopey, Assistant Head, Access Services; Head, Interlibrary Loan
Pennsylvania State University Libraries

What: Embraced the idea of considering requests for loans of their special collections materials, including unpublished material.

When: After attending the 2009 OCLC Research webinar, Treasures on Trucks and Other Taboos: Rethinking the Sharing of Special Collections, organized by the group that did the work described in this report. (Schaffner and Massie 2009)

Why: To quote Sandra, “We became alternately intrigued and alarmed by the suggestion that special collections curators should consider lending more and more materials—including original archival and manuscript collections. Such loans on the surface seem contrary to our perceived mission and have put special collections curators’ desire to protect unique material at odds with interlibrary loan librarians who want to fulfill these requests for these materials.”

How: Joined the OCLC Research Sharing Special Collections Working Group, helped to develop practices to streamline the process of sharing special collections materials, and then applied these concepts to improve their own workflow.
Thanks for listening! Please type your questions into Chat, and we’ll answer them after the presentations.

Dennis Massie

massied@oclc.org

Together we make breakthroughs possible.
Heidi Nance
Director, Resource Sharing Initiatives, Ivy Plus Libraries
May 30, 2018

Scanning Special Collections Materials for Resource Sharing in Ivy Plus Libraries
BorrowDirect is an unmediated library resource sharing partnership encompassing thirteen Ivy Plus academic institutions.

- **275,412** items in FY 17
- **4-day** average delivery time
- **95%** fill rate

- **Brown** University Library
- **Columbia** University Library
- **Cornell** University Library
- **Dartmouth** College Library
- **Duke** University Library
- **Harvard** University Libraries
- **Johns Hopkins** University Libraries
- **Massachusetts Institute of Technology Libraries (MIT)**
- **Princeton** University Libraries
- **Stanford** University Libraries
- **University of Chicago** Library
- **University of Pennsylvania** Libraries
- **Yale** University Library
How this all got started ...

Hallway conversation

Idea for Pilot

Call for Participation
Process | Pilot Libraries

- Brown University Library
- University of Chicago Library
- Duke University Libraries
- Johns Hopkins University Libraries
- University of Pennsylvania Libraries
- Yale University Libraries (Beinecke materials only)
Process | By the Numbers

- 1 Call for interest
- 1 Task Force
- 6 meetings in 7 weeks
- 7 guidelines
1 | Reciprocal, no-charge ILL requests

- Participating libraries will extend the [BorrowDirect Reciprocal Interlibrary Loan Policy](#) to include ILL requests for scans of Special Collections materials. Libraries will determine an item's eligibility for scanning based on their own internal policies. Libraries may set limits based on these policies (for example, item condition, format, page count, physical size, etc.).
Participating libraries will extend the BorrowDirect Reciprocal Interlibrary Loan Policy to also include in-person, on-site, and online (Aeon) requests for scans of Special Collections materials. If the library offers walk-up scanners for patron use, patrons from Ivy Plus libraries will have access to these scanners at no charge. If the library does not offer walk-up scanners, or if the library deems the material not suitable to be scanned by the patron, the library will scan the item at no charge for the patron. Participating libraries will determine an item's eligibility for scanning based on their own internal policies. Libraries may set limits based on these policies (for example, item condition, format, page count, physical size, etc.).
3 | Turnaround Time

- Participating libraries’ goal will be to provide scans within two (2) weeks or less, recognizing that some items may take longer to scan. Libraries should circle back to the user to let them know when scanning will take longer than 2 weeks.
4 | Scan Quality

- Participating libraries will scan items according to each library’s internal standards. At minimum, libraries will provide “use copies;” it is up to each library whether they are willing to provide a higher-quality scan (e.g. preservation and/or publication-quality scans).
Participating libraries will honor requests from current students, faculty, and staff from all Ivy Plus Partnership libraries, including those from libraries not participating in the pilot.
The initial pilot period will be from October 1, 2017 through October 1, 2018. Program review and evaluation will begin on July 1, 2018.
7 | Statistics

- Participating libraries will report statistics quarterly.
IL PITTore EN

Un giorno che si parla di Torino, del suo carattere, della maestosità d’un’arte pittorica sua propria. Francesco Maccio lo tanto riconoscerò e penserò, quanto pittore di genio ammesso e leggiero, venne fuori a dire che il tema pittorico, più direttamente conciliante all’ideale singolare della capitale piemontese, non si potere immaginare che come punto d’incontro e congiunzione fra Parigi e Venezia.

Spiegamento: Parigi per Mercio va dire Manci, Marni, Malsee; Venezia: Tirolo e Tampato. E qui qualcuno potrà anche dire che la bellezza è stilistica, perché chi dice Venezia dice incinta Marci e Marini. Sono cose riuscite: l’arte francese, mima quasi sempre di genio e di talento, non più sospeso d’originalità risultando di assimilazione sì pure e francese. Sembra una cosa che ha un particolare caratteristico che è padre di un unico e tremendo, ma resterà sempre la più che la più rigido e leggera, la più che la più risonante, non che più sonora.

Ed ecco il punto. Un ideale pittore turino che dovrebbe, secondo Manci, con l’eleganza lineare del genio. Vi è nell’arte e nelle cose in prevalenza della città composita. I colori più eonbranti dell’arte italiana vi si rivelano di non so che che francese leggiera. Il boccone si sfoggiene e si riconosce non dubbio grazia e tranquilla. Il soffietto spunta con rigidezza più matura e lieve, e finanche il colore delle cose si fa tiepido, ritenuto, più sonata e dimesso. Le poche note più audaci e spigolose, che si mettano le architetture di Giancarlo Giambelli, ch’è appunto ben presto scomparso nell’ampio e adorato accorci del reale e reale di Torino.

RICO PAULUCCI
Workflow | Chicago

AEON | ILL
Workflow | Penn

ILL  BORROWING LIBRARY  AEON
Requests

64 total

Filled

28 filled
- By Brown – 6
- By Duke – 11
- By Penn – 7
- By Yale (Beinecke) - 4

Unfilled

36 unfilled
- Lack – 14
- Other – 7
- Lost – 3
- Not found as cited – 1
- Unavailable / not on shelf – 1
- Cancelled by borrower – 1
- Copyright – 1
- Not owned – 1
- Policy - 1
Sample Titles

- When we broke the microscope
- Foreign loans and their consequences considered in a letter to Benjamin Oliveira
- The sequel of the Womanless wedding. A mock trial for man characters.
- Vice versa. A reply to Archdeacon Dodgson's statement, prefixed to his sermons on the sacrament
- Our World Papers, ca. 1900-1993.
- Physicians Forum
- A Cthulhu mythos: bibliography & concordance
- The Cthulhu mythos encyclopedia
- Arcane lavender morals
- Bat out of hell
Evaluation

• How do we assess the value of this service to the user?

Value

• Is the request volume low because requests are getting cancelled in ILL as “loan” requests from BD Discovery?

Volume

• If so, is there a way to convert these to “scan” requests?

Workflow
Next steps

- Pilot continues until October 1, 2018
- Program evaluation begins July 1, 2018
- Begin exploring technical requirements to convert these to scan requests in BD Discovery.
- (Always open to new pilot participants! Harvard and Columbia Collections Group reps expressed interest.)

https://flic.kr/p/6rqtir
Concluding thoughts

• This is 90% about emotions, 10% about workflow.
• Bring all stakeholders to the physical or virtual table
• Allow an opt-in model
• Built on existing workflows
• Goal is move from “no,” to “maybe”
Sharing Special Collections through Interlibrary Loan in the

Brian Miller, Head of Interlibrary Services
The Ohio State University Libraries
The Big Ten Academic Alliance

University of Illinois
Indiana University
University of Iowa
University of Maryland
University of Michigan
Michigan State University
University of Minnesota
University of Nebraska-Lincoln
Northwestern University
The Ohio State University
Pennsylvania State University
Purdue University
Rutgers University-New Brunswick
University of Wisconsin-Madison
Partnered with University of Chicago

Image: https://www.btaa.org/library/libraries
Big Ten Resource Sharing Agreement

• “share items . . . as broadly as possible.”

• “Restrictions . . . should be kept to a minimum in keeping with the philosophy of openness that the Big Ten libraries value.”

• “rare, fragile, non-print or otherwise non-circulating materials . . . might be lent through a negotiated process.”
BTAA Library Survey

• April 2017 survey to gauge level of collaboration between BTAA ILL offices and their special collections units

• 15 Big Ten institutions have 61 special collections units
  • 12 institutions (80%) filled copy requests from 43 special collections (70%)
  • 8 institutions (53%) filled loan requests from 9 special collections (15%)
BTAA ILL – Special Collections Task Force

Interlibrary Loan heads
• Brian Miller, The Ohio State University (Convener)
• Cen Cheng, Michigan State University
• Merrie Fuller, University of Michigan
• Joy Pohlman, University of Wisconsin

Special Collections heads
• Martha Conway, University of Michigan
• Matt Francis, Penn State University
• Sammie Morris, Purdue University
Two main questions:

• What are the **consortial values** to which we all agree? (Principles)

• What are the **expectations** we have for requesting and supplying special collections items through interlibrary loan? (Protocols)
Task Force Timeline

- May-July 2017: Set up Google Drive space; begin collecting and consulting relevant documents; decide general aims.
- Aug-Sept 2017: Discuss and draft our Principles.
- Sept-Oct 2017: Discuss and draft our Protocols.
- Nov-Dec 2017: Present draft to and obtain feedback from BTAA ILL Heads, Special Collections Heads, and Preservation Officers.
- Apr 2018: Finalize document and present to BTAA Library Directors.

Next up: Each BTAA library crafts or refines local workflows and decision-making processes for implementation.
Major influences
The Agreement

Big Ten Academic Alliance
PRINCIPLES AND PROTOCOLS
for Interlibrary Loan of Special Collections Materials

Prepared by the Big Ten Academic Alliance Interlibrary Loan – Special Collections Task Force, February 2018
Approved by the Big Ten Academic Alliance Library Directors, April 2018

The Big Ten Academic Alliance Heads of Interlibrary Loan (ILL) and Heads of Special Collections encourage the borrowing, lending, and digitization of appropriate selective special collections materials among our libraries in order to:

1. Optimize student and faculty access to these special research materials;
2. Support the long-term stewardship and preservation of these materials entrusted to our libraries;
3. Promote collaboration where library staff within and across our institutions work together to find resource sharing solutions.

go.osu.edu/BTAAllLSpecColl
The Principles

Access
- ILL and Special Collections should develop local policies to create and sustain the borrowing, lending, and digitization of special collections materials.
- Look for ways to say **Yes** to ILL requests; case-by-case consideration.

Preservation
- Digitize when possible.
- Loans from Special Collections should be last resort when other options exhausted.
- Okay to decline request when condition or circumstances warrant.

Collaboration
- Adopt collaborative mindset to maximize access.
- Accommodate fulfillment with existing resources.
- Care, handling, storage, and usage of special collections items are shared responsibilities by both borrowing and lending libraries.
The Protocols

Standard usage and shipping conditions for special collections loans:

1. Special Collections Reading Room Use only.
2. Photocopying permitted unless lender explicitly prohibits.
3. 30 day minimum loan period.
4. Ship trackable and insured in a box.
5. No adhesive label, tape, or sticky notes on items.
6. Borrowing library’s special collections reading room rules apply unless special instructions included by lender.
7. Borrowing library initiates and maintains communication with user and acts on behalf of lender, when permitted, to address certain patron requests.
The Protocols (continued)

Responsibilities of the Borrowing Library

1. Exhaust circulating collections at domestic libraries first for loan; re-request a special collection item from Big Ten lender as last resort.

2. Work with patron to determine extent of need.

3. Place lending library’s symbol at least 3x in string.

4. Indicate in Borrowing Note that special collection item desired.

5. Follow all usage, packaging, and shipping instructions from lender.

6. Handle carefully; return item in condition received; document and relay any issues.

7. Keep item in reasonably secure storage environment.

8. Report any damage; be responsible for any replacement/repair/compensation.
Responsibilities of the Lending Library

1. Review requests to supply items with due regard to access, security, and preservation.

2. Respond in a timely manner while allowing time for curators to review item.

3. For copies:
   a) Accept and fill requests for articles and chapters.
   b) Offer digitized surrogate, Table of Contents, audio transcript, etc, as substitute for loan if materials can’t physically be lent.
   c) When scanning, provide copy resembling original in appearance/legibility/completeness.

4. For physical loans:
   a) Conditional requesting library to indicate item is special collections item.
   b) Document item condition before shipment; include return shipping label and paperwork identifying pre-existing defects and any special usage/packaging/shipping restrictions.
   c) Upon item’s return, inspect piece and notify borrower of any irregularities.
Last step: Review / Develop local procedures
Example: Ohio State University Libraries

- Local task force: ILL, Preservation, each special collections unit
- Needed to work out details for . . .
  - Borrowing: Physical loans
  - Lending: Scans of small portions
  - Lending: Digitizing entire works
  - Lending: Physical loans
OSU Libraries Procedures for Interlibrary Loan of Special Collections Materials

Procedures for Interlibrary Loan of Special Collections Materials

22 May 2018

This document includes the procedures for interlibrary loan of Special Collections materials. It covers the process in detail, ensuring that libraries can effectively request and process such loans. For more information, visit the OSU Libraries website.

Contents

Borrowing Requests: Physical loans
Lending Requests: Scans of small portions
Lending Requests: Digitizing entire works
Lending Requests: Physical loans

I. Borrowing Requests: Physical loans

a. If a title requested by an OSU user was published before 1923 in the U.S., OSU ILL staff search HathiTrust, Internet Archive, and Google for an existing open-access digital copy. If none is found, OSU ILL staff sends an interlibrary loan request through ILLiad to potential lending libraries.

b. If a requested item is in a special collection, potential lenders may send OSU ILL staff a conditional notification.

c. Before attempting a special collections loan, OSU ILL staff will:

i. Exhaust all other domestic lenders, first to obtain a loan from a circulating collection, and then...

For OSU Thompson Library Special Collections (Rare Books and Manuscripts; William Charvat Collection of American Literature; Jerome Lawrence and Robert E. Lee Theatre Research Institute; Hilliard Research Library):

a. Article/chapter request comes in to OSU ILL office.

b. OSU ILL staff email request for ILLiad to thompson@osu.edu (RAR/CHA/THI items) or hilliard@osu.edu (HILL items) for curator or their designee to review appropriateness of piece for article/chapter scanning. Review factors may include, but are not limited to: size, condition, and donor restrictions. If item is held in Thompson Library, Thompson Special Collections staff pull it. If item is at off-site depository, OSU ILL staff will page it in Sierra using ILLRare pseudolocation account for delivery directly to Thompson Special Collections Room 019 for review.

c. Curator or designee approves or declines item to be scanned.

i. If declined, Special Collections staff reply to the original email in order to alert OSU ILL staff to cancel the request.

ii. If approved:

1. Special Collections staff...
OSU Libraries Flowcharts for Interlibrary Loan of Special Collections Materials

go.osu.edu/OSUILLSpecCollFlowcharts
OSU Libraries Streamer for Interlibrary Loan of Special Collections Materials

PLEASE READ
Special Collections item on Interlibrary Loan

Received packaging/shipping conditions for this loan:
- Special collections reading room use only.
- Photocopy/photograph by library staff for photography by user is permitted in accordance with U.S. copyright law.
- 45-day loan period, no renewals.
- Due date:
- No adhesive label tape, or sticky note may be applied to item.
- Return via UPS or FedEx (no USPS; library pays).
- Insurance value for shipping: $1
- Carefully package and return this special collections item in its own box separate from other loan materials.
- Other instructions:

**See reverse for item condition report.**

Return via UPS/FedEx to:
The Ohio State University Libraries
Interlibrary Services – Loans
1555 Neil Ave Mail
Columbus, OH 43210
914-252-5211
libcirc@osu.edu

go.osu.edu/OSUILLSpecCollStreamer
In Conclusion…

- Sharing special collections via ILL is 90% emotions, 10% workflow.
- Build on existing workflows. (Your own or borrowed from others)
- Get all the stakeholders at the physical or virtual table.
- Work collectively (i.e. consortially) rather than unilaterally (i.e. institutionally) for a common purpose.
Sharing Special Collections: Resources

- Tiers for Fears report
  https://www.oclc.org/content/dam/research/publications/library/2013/2013-03.pdf
- ACRL Guidelines
  http://www.ala.org/acrl/standards/specialcollections
- Borrow Direct Initiatives
  http://www.borrowdirect.org/initiatives/
- Big Ten Principles & Protocols
  http://www.go.osu.edu/BTAAILLSpecColl
- OSU ILL Special Collections Procedures
  http://go.osu.edu/OSUILLSpecCollProcedures
- OSU ILL Special Collections Flowcharts
  http://www.go.osu.edu/OSUILLSpecCollFlowcharts
- OSU ILL Special Collections Streamer
  http://www.osu.edu/OSUILLSpecCollStreamer
Research and Learning Agenda for Archives, Special, and Distinctive Collections in Research Libraries

Chela Scott Weber
Practitioner Researcher in Residence

Senior Program Officer, OCLC Research, as of May 21st

Questions or Comments?

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Together we make breakthroughs possible.