

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

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**Sharing Special Collections is an idea  
whose time has come. *(No, seriously.)***

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# Bang the Drum Slowly...

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[Home](#) [About RLG Programs](#) [Events](#) [Past events](#) [2002 RLG members forum](#)

## 2002 RLG Members Forum: Sharing the Wealth

**Location:** Capitol Hill Suites, 200 C Street, SE, Washington, DC

**Purpose:** Open to attendees from both the special collections and ILL departments of RLG member institutions. This event was developed to explore possible options for sharing treasured items from special collections and better serving scholars. In addition to "traditional" interlibrary lending operations and extending the successful SHARES model, these include the most current document transmission technology, digitizing on demand, and protocols to protect unique materials while ensuring their widest possible use. The interaction of speakers and members at this forum should help set the directions for RLG collaborative work on this area of resource sharing.

**Post-forum reports:** published in the February 2003 issue of *RLG Focus*.

9:00 Introductions  
—Anne Van Camp, Manager, RLG Member Initiatives

9:10 ["Sharing the Wealth" Keynote](#)  
—Robert Martin, Director, Institute of Museum and Library Services

9:40 PANEL I: Sharing Special Collections—Theory and Practice  
Moderator: Anne Van Camp

"Expanding Access to Special Collections" [PDF] [PowerPoint presentation]  
—Thomas Hickerson, Associate University Librarian for Information, Technology and Special Collections, Cornell University  
["The Past, Present, and Future of Lending the Bodleian Library's Special Collections"](#)  
—Mary Clapinson, Keeper of Western Manuscripts, Bodleian Library, University of Oxford

11:00 PANEL II: Experience in Sharing Unique and Rare Materials  
Moderator: Merrilee Proffitt, RLG Program Officer

"Sharing Unique and Rare Materials at the Frick Art Reference Library" [PDF] [PowerPoint presentation]  
—Deborah Kempe, Chief, Collections Management and Access, Frick Art Reference Library  
["Testing the Waters: Report on a Pilot Project for Sharing Special Collections"](#)  
—Susan Snyder, Head, Access Systems, Bancroft Library, University of California, Berkeley

1:30 PANEL III: Innovation in Interlibrary Lending  
Moderator: Dennis Massie, RLG Program Officer

"Global Document Delivery over the Internet" [PDF] [PowerPoint presentation]  
—Chris Wright, Assistant to the Director, Area Studies Collections, Library of Congress  
["Digital Delivery of Interlibrary Loan"](#) [PDF] [PowerPoint presentation]  
—Glen Worthey, Head of the Humanities Digital Information Service, Stanford University

- 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**

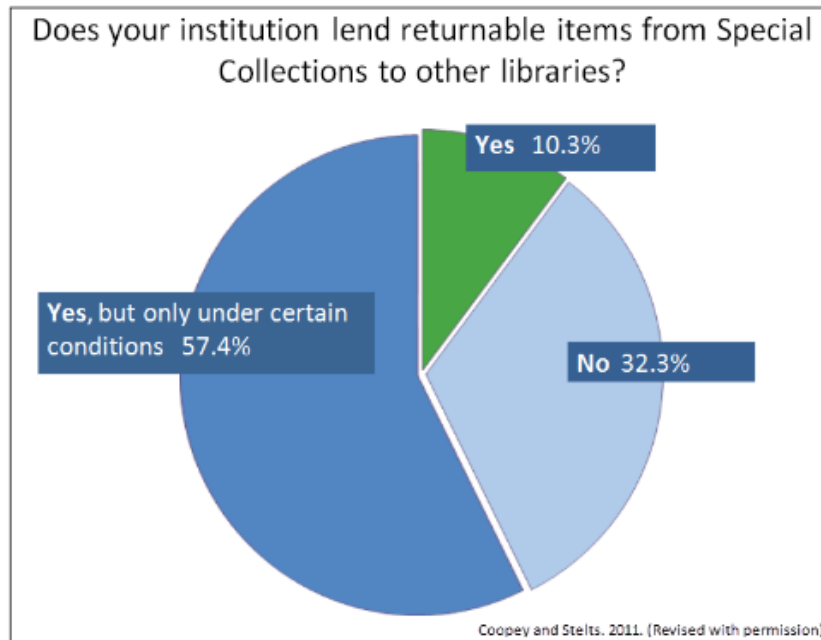
- *“I know we should be talking about [physically lending special collections] – if only because it makes me feel so uncomfortable.”*
- *“I love the idea of lending from special collections. But I’d never be able to bring it up at my own institution.”*



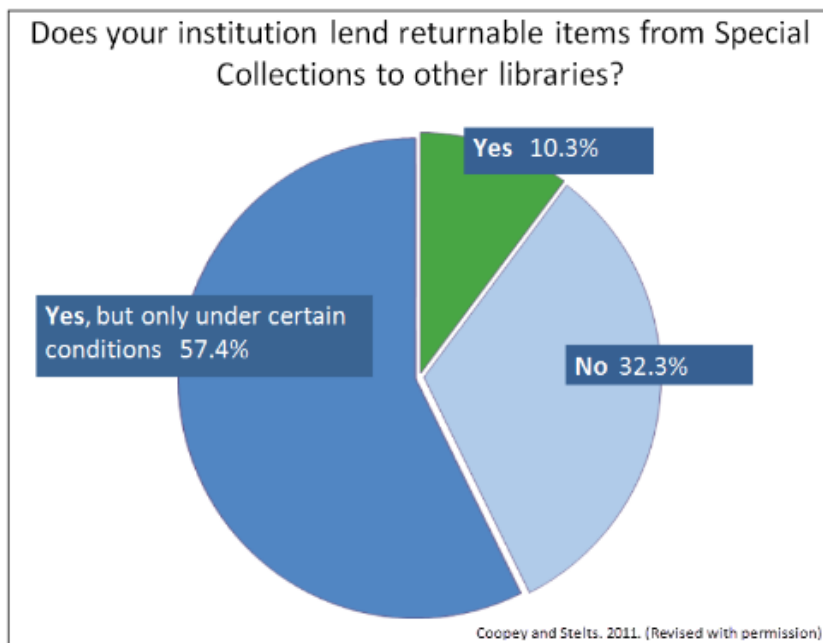
# Sharing Special Collections Working Group

- Active 2009-2010
- Pairs of special of 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.



*“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.

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

Dennis Massie

Program Officer  
OCLC Research



# Lending Special Collections Utility Belt



# Lending Special Collections Utility Belt



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

Working group members were excited when nearly a third of the respondents to our survey reported having developed a written policy statement that guided the sharing of items 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 lion's share of this work was done by OCLC Research Program Officer Jen Scharfner, and working group member Scott Britton (then at the University of Miami). Our approach was to provide a multiple-choice template that special collections staff could customize for local use, adding and deleting elements to fit local practice.

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

Mission statement [example; add or delete as needed]:

The [institution name] Special Collections unit supports an active program of loans from its collections. We take local demand for special collections into consideration when deciding whether or not to loan. The benefit of increased public access to its collections is measured against internal programs and the demands of preparation, packing, and transportation, with special consideration to the physical conditions of the work must endure throughout the loan. Accordingly, all loan requests are subject to a formal approval procedure. All requests are [considered.] [considered on merit.] [considered for their contribution to scholarship/human knowledge.] [considered for their public purpose.] [etc.]

Formats [add or delete as needed]:

- Formats of materials that will be considered for loan include: [microforms], [rare books], [manuscripts], [maps], [archives], and [videos] [etc.].
- Items and collections for loan must be in stable condition that will not be damaged by the move, change of environment, or even supervised handling by the Borrower.

# Lending Special Collections Utility Belt



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<http://www.oclc.org/content/dam/research/publications/library/2013/2013-03.pdf>  
Dennis Massey, for OCLC Research

July 2013  
Page 24

Tiers for Fears: Sensible, Streamlined Sharing of Special Collections

### SHARES Facility Trust Checklist: Baseline Criteria for Sharing Special Collections Materials

Institution name and address \_\_\_\_\_

Contact info for ILL \_\_\_\_\_

Contact info for Special Collections \_\_\_\_\_

1. \_\_\_\_\_ My institution employs staff trained in handling special collections materials.
2. \_\_\_\_\_ My institution maintains a supervised and secure reading room.
3. \_\_\_\_\_ My institution's supervised reading room is climate-controlled.
4. \_\_\_\_\_ My institution has a locked storage area or vault for housing special materials.
5. \_\_\_\_\_ My institution's locked storage area or vault is climate-controlled.
6. \_\_\_\_\_ The bags of those leaving my building are inspected, and/or patrons are required to leave bags in a locker before visiting special collections.
7. \_\_\_\_\_ My institution's special collections area has intrusion detection equipment.
8. \_\_\_\_\_ My institution's special collections area has a fire detection system.
9. \_\_\_\_\_ My institution's special collections area has a fire suppression system.
10. \_\_\_\_\_ My institution has insurance covering loss of borrowed materials due to damage or theft.
11. \_\_\_\_\_ My building has a secure mail receiving room.
12. \_\_\_\_\_ Incoming and outgoing special collections materials are received, unpacked, packaged, and shipped by staff trained in handling special collections materials.

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	Routine Workflow	Cooperative Workflow	Exceptional Workflow
REVIEW			
Request	Via ILL system	Collaboration between Special Collections (SC) and ILL	Directly to SC
Is material held in a special collection?	ILL staff	Collaboration between borrowing and lending institutions	Lending institution
Reference interview	At borrowing institution—reference desk and ILL staff	Collaboration of ILL and SC staff in both institutions	By lending institution—SC staff
Inter-institutional communication how?	ILL system	ILL system and email/phone	Direct contact between two SCs
Internal communication how?	ILL system	ILL system and email/phone	Direct contact between SC/ILL staff and other departments
Stipulate for Research User?	Implicit	Consider emphasizing	Explicit criteria
Reviewing infrastructure	Written guidelines	Collaboration between borrowing and lending departments	Elaborate decision tree, multiple staff, institutional level decision
Mutual disclosure of ILL and SC facilities	We trust you	Approved checklist	Facilities report
Forms	ILL transaction work form and IFM	Extra insurance and/or forms for special handling	Use agreement, insurance forms, art museums loan agreement, etc.
DECIDE			
Decision Maker	ILL staff	ILL and SC consult when necessary	SC staff, curator, possibly director
Original or surrogate?	Surrogate or predetermined originals	Prefer to lend surrogate, consider original	Case-by-case consideration
Published/unpublished?	Some published and predetermined unpublished material types	Some published OR Unpublished material on a case-by-case basis	Consider lending published and unpublished materials
Use Rights	Borrower's responsibility	What any reasonable SC staffer would do	Search, monitor and control thoroughly
Trust and Training	ILL training and expertise	ILL and SC cross-training on handling fragile materials	SC training and experience only
LEND			
Oversees loan transaction	ILL staff	Staff in ILL and SC	SC specialists
Quality Control	Usual packager, usual shipper, mailroom or ILL	Special ILL or SC packager	SC/preserv staff prepare special supports and deliver with the material
RETURN			
Deliver	Usual shipper, with use/handling conditions	Expedited shipper, extra insurance, special handling instructions	Deliver from SC to SC—call me when you get it

Figure 3. Tiered approach to sharing special collections, with varying degrees of effort and staff involvement

# The aim is to bring you to tiers...

Tiers for Fears: Sensible, Streamlined Sharing of Special Collections

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- 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

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Figure 3. Tiered approach to sharing special collections, with varying degrees of effort and staff involvement

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# The Facility Trust Checklist works both ways

Tiers for Fears: Sensible, Streamlined Sharing of Special Collections

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- 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.

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How: joined the OCLC Research Sharing Special Collections Working Group, helped to

“...statement sent to the group as part of the

...of new and existing special collections materials, and the group decided to develop a statement of intent to the group as part of the

**Thanks for listening! Please type  
your questions into Chat, and we'll  
answer them after the presentations.**

**Dennis Massie**

[massied@oclc.org](mailto: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



## Ivy Plus Libraries | BorrowDirect

- 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 ...

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Hallway conversation

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Idea for Pilot

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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.).




## 2 | In-person, on site, or online (Aeon) requests

- 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.

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## 5 | Eligible Library Patrons



## 6 | Pilot Period

- 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

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- Participating libraries will report statistics quarterly.



*Image courtesy of Penn Libraries.  
Scanned 10/20/17 for a user at Harvard Libraries.*



## I L P I T T O R E E N R I C O P A U L U C C I

Un giorno che si parlava di Torino, del suo carattere, della mancanza d'una tradizione pittorica sua propria, Francesco Menzio ch'è tanto ricco d'osservazioni e pensieri sottili, quanto pittore di grazie sinuose e leggiadre, venne fuori a dire che un'ideale pittura, più direttamente confacente all'indole singolare della capitale piemontese, non si potrebbe immaginare che come punto d'incontro e congiunzione fra Parigi e Venezia.

Spieghiamo: Parigi per Menzio vuol dire Manet, Monet, Matisse; Venezia: Tiziano e Tiepolo. E qui qualcuno potrà anche dire che la de-

finizione è tautologica, perchè chi dice Venezia dice implicitamente Manet e Monet. Sono cose risapute: l'arte francese, mista quasi sempre di gotico e di latino, manca più spesso d'originalità risultando di assimilazioni diverse e forestiere; nondimeno essa ha un potere caratteristico che è potere di accomodamento e d'intonazione, sapendo avvolgere ogni sua manifestazione più eccellente, d'un'aura singolarissima, dov'è squisitezza e leggiadria, galanteria e ornatezza; qualità che solo sono sue.

Ed eccoci al punto. Un'ideale pittura torinese dovrebbe, secondo Men-



zio, aggiungere alla magnificenza espressiva del colore la grazia della linea, intesa non tanto in funzione plastica e costruttiva, alla toscana, quanto in funzione di rabesco poetico e d'ornato.

Torino città di simmetrie reali e ideali. Il suo volto regale e militare serba fede all'impronta quadrata e regolare che già le diedero i Romani; e al rigore di questa consegna, fatta più vigile e severa di fronte ai valichi alpini, pare che ogni cosa sempre si sottometta. Pur tuttavia, in quest'atmosfera di confine la civiltà latina s'incontra già

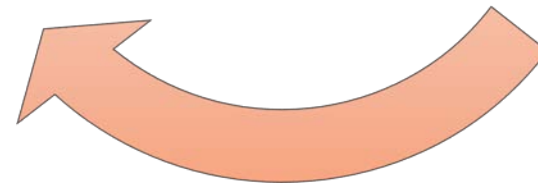
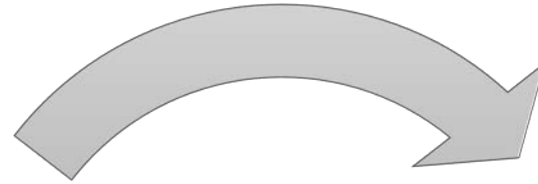
con l'eleganza lineare del gotico. Vi è nell'aria e nelle cose la preziosità dello stile composito. I fiori più euberanti dell'arte italiana vi si rivestono di non so che francese leggiadria. Il barocco si alleggerisce e s'accocchia con docile grazia e temperanza; il neoclassico piglia una rigidezza più magra e lieve; e finanche il colore delle cose si fa tiepido, ritenuto, privo d'opulenza e di contrasti. Le poche note più audaci e spigliate, che vi mettono le architetture di Guarino Guarini, s'acquietano ben presto adagiandosi nell'ampia e adorna serenità del

*Image courtesy of Beinecke Libraries.  
Scanned for a user at Columbia Libraries.*

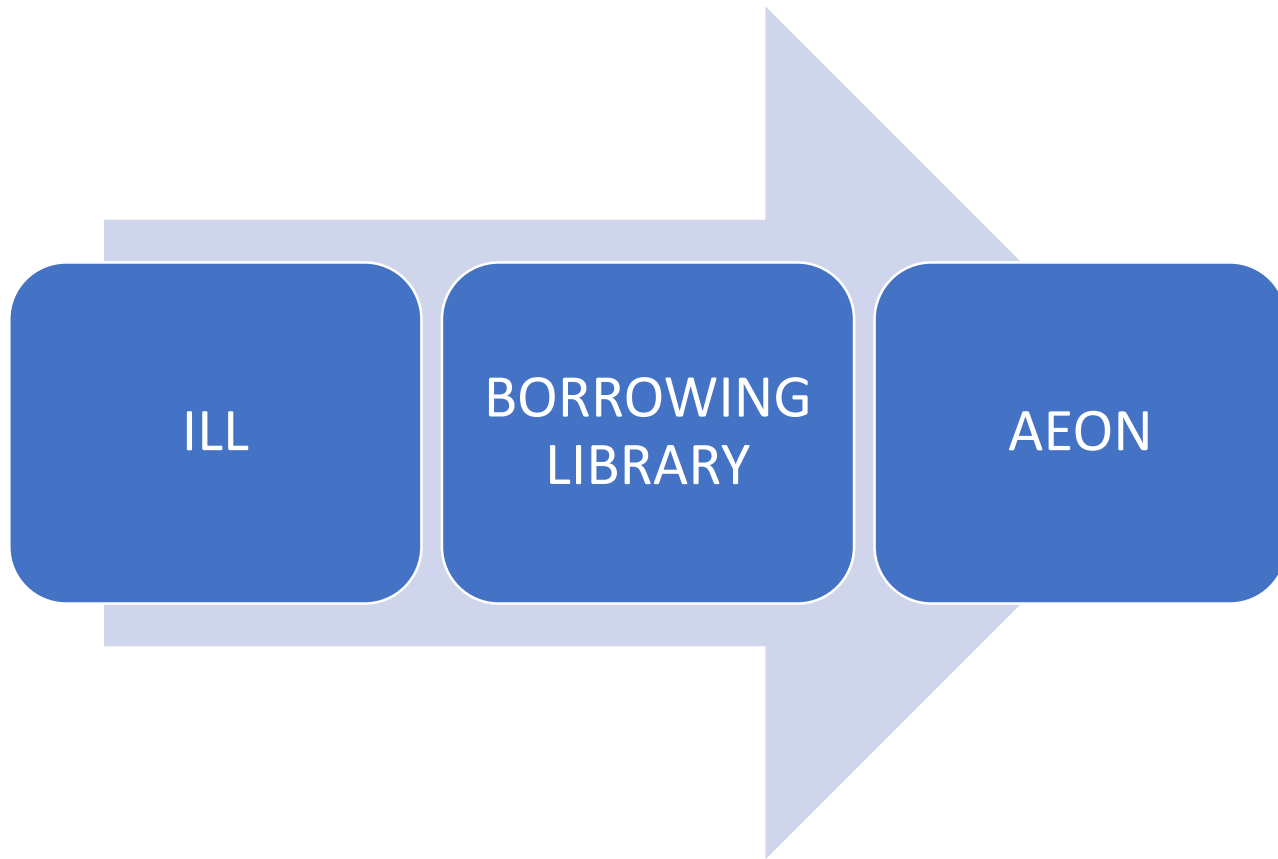
| Workflow |  
| Chicago

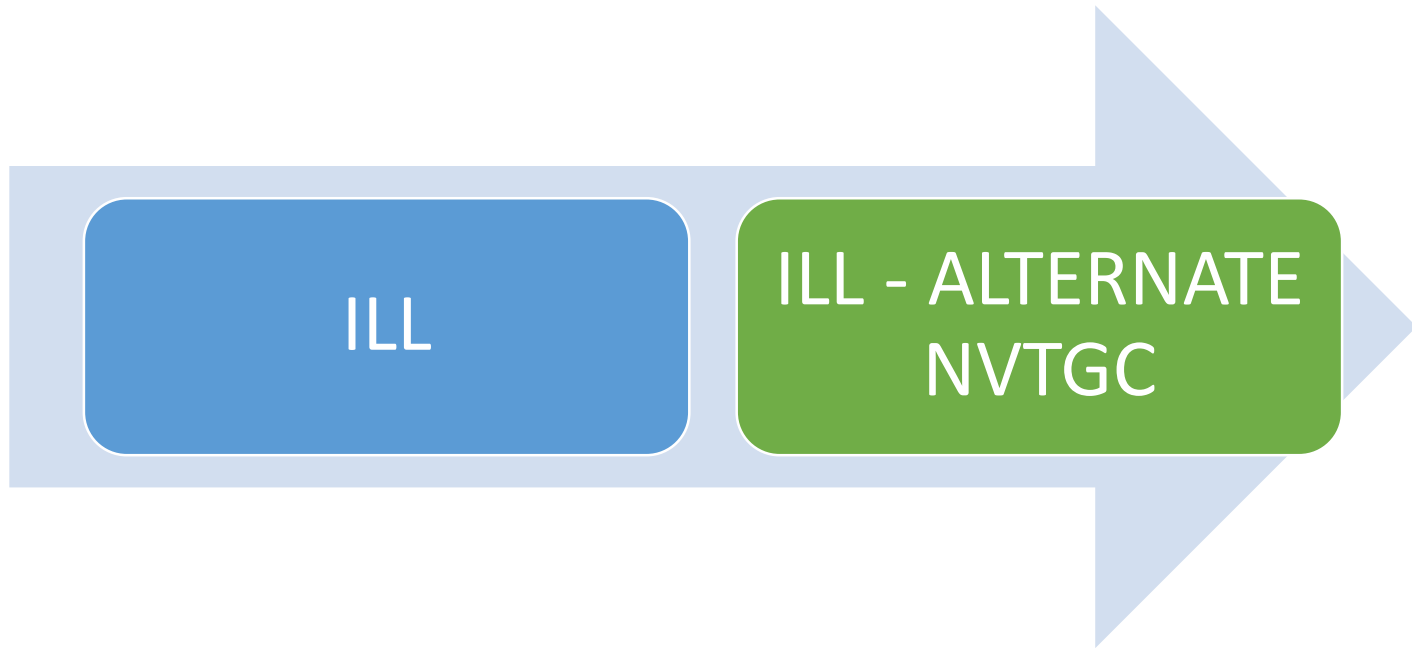
**AEON**

**ILL**



# Workflow | Penn





Workflow | Johns Hopkins

# Requests

**64 total**

## Filled

### 28 filled

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

## Unfilled

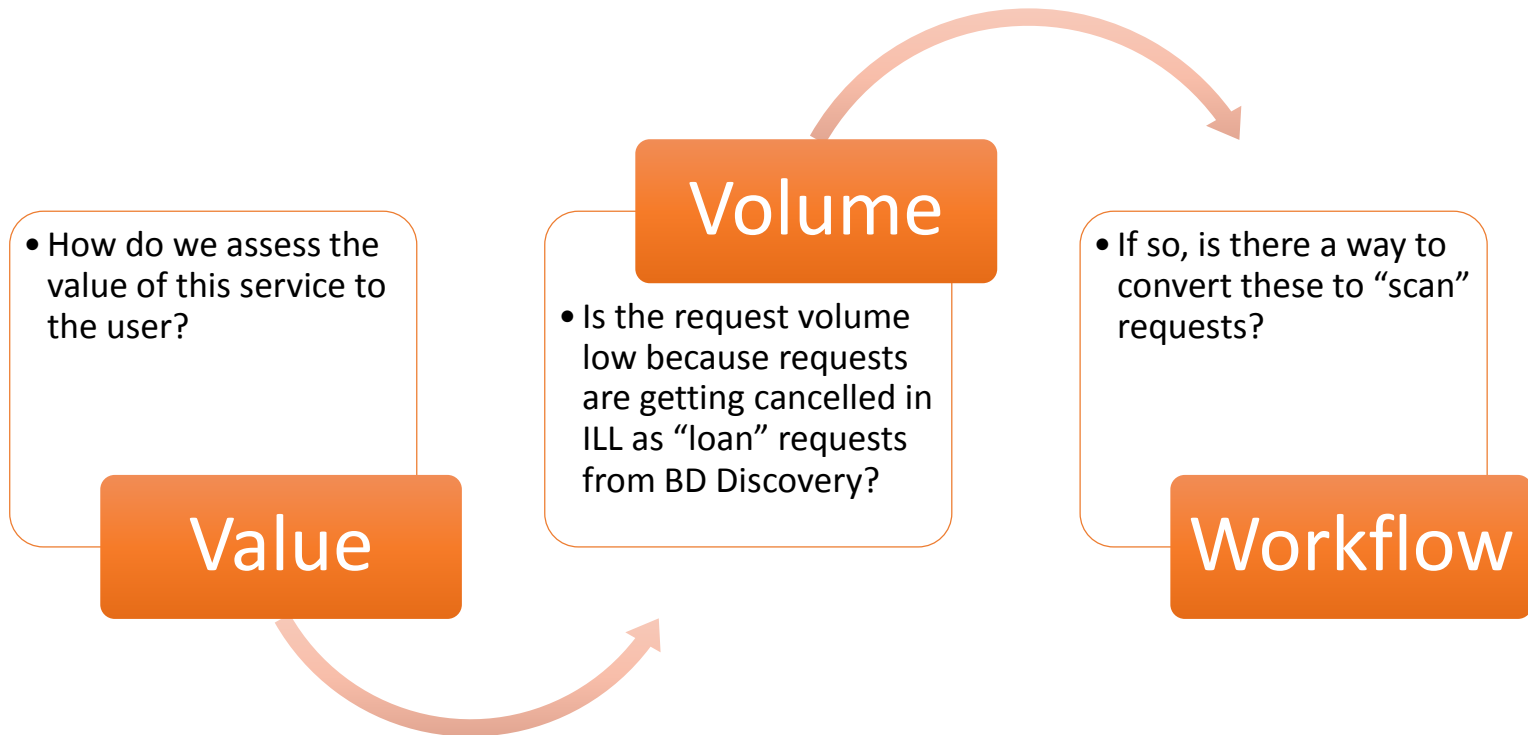
### 36 unfilled

- 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
- Proceedings in relation to the foreign debt of the Republic of Buenos Ayres.
- 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



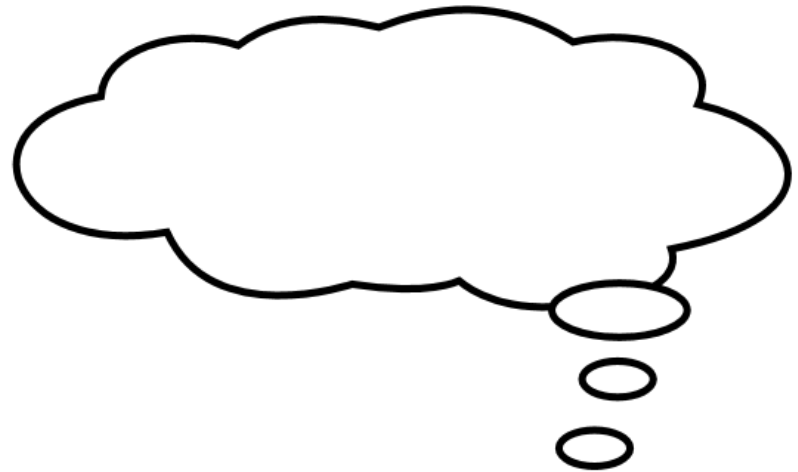
# Next steps

- 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**

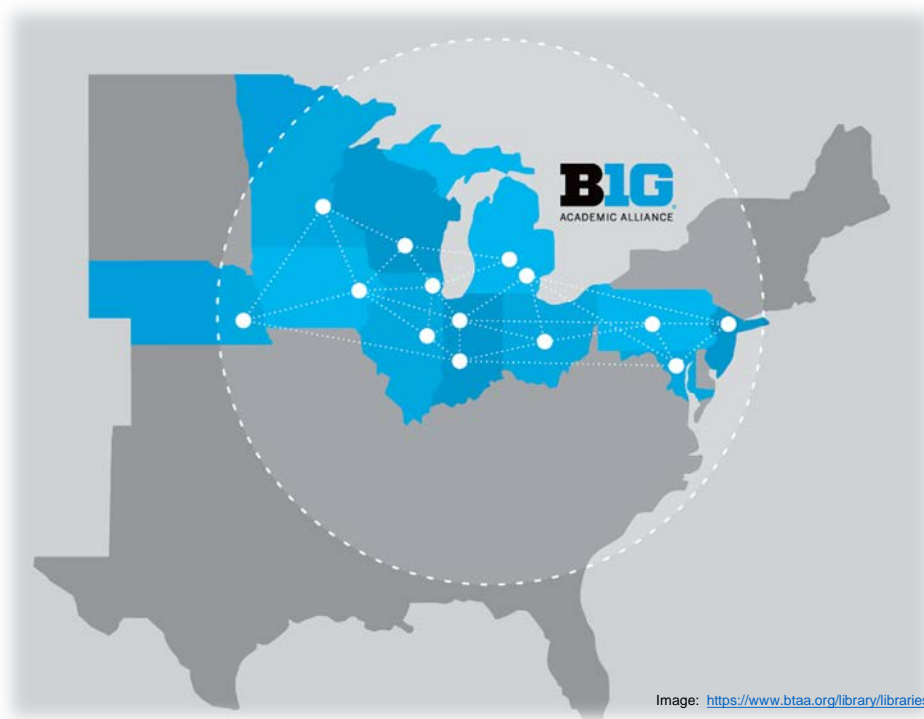
The Ohio State University Libraries





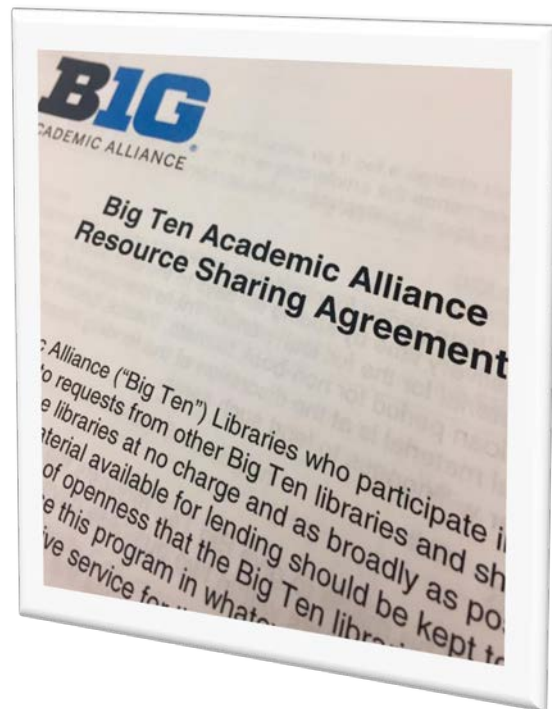
# The Big Ten Academic Alliance

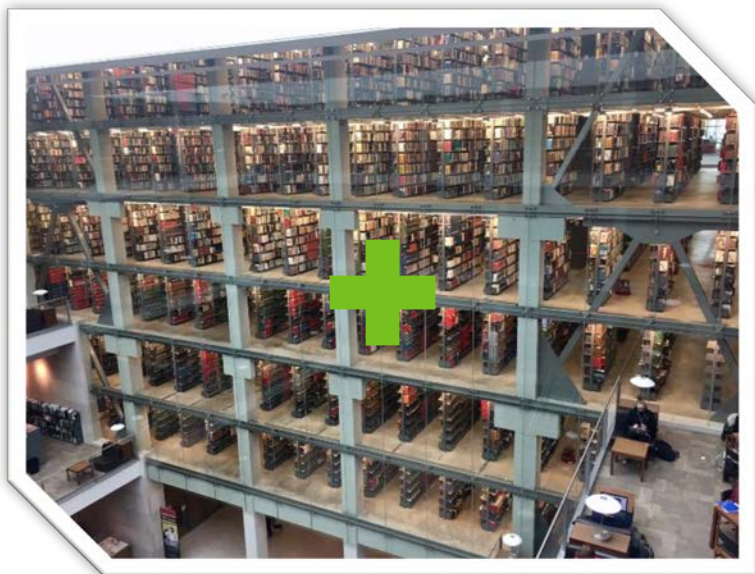
University of Illinois  
Indiana University  
University of Iowa  
University of Maryland  
University of Michigan  
Michigan State University  
University of Minnesota  
University of Nebraska-Lincoln  
Northwestern University  
The Ohio State University  
Pennsylvania State University  
Purdue University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



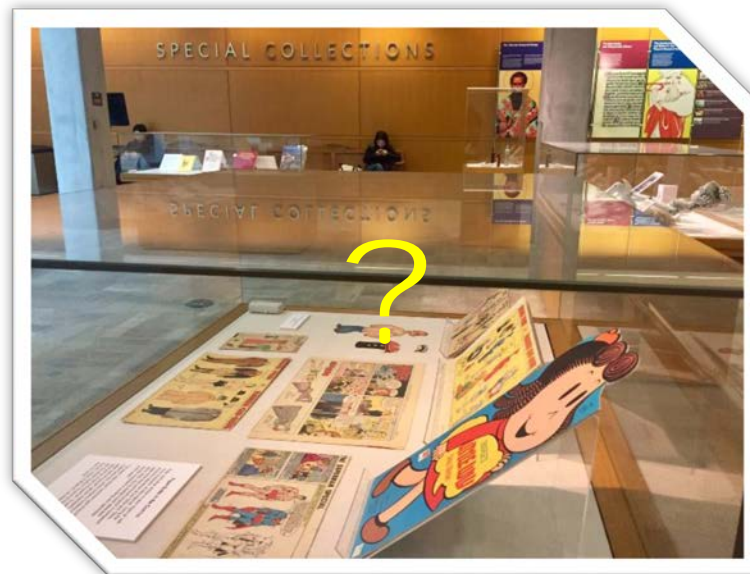
# Big Ten Resource Sharing Agreement

- “**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.”





General collections



Special collections

# 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





# BTAA ILL – Special Collections Task Force

## 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

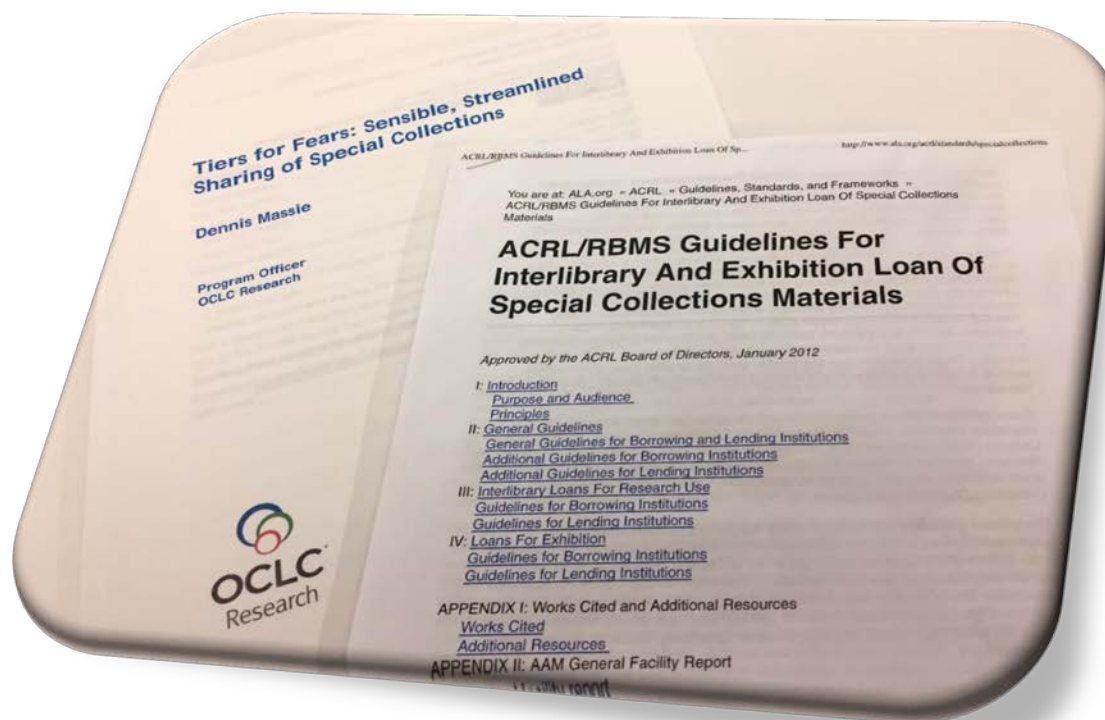


- ✓ May-July 2017: Set up Google Drive space; begin collecting and consulting relevant documents; decide general aims.
- ✓ Aug-Sept 2017: Discuss and draft our Principles.
- ✓ Sept-Oct 2017: Discuss and draft our Protocols.
- ✓ Nov-Dec 2017: Present draft to and obtain feedback from BTAA ILL Heads, Special 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

[go.osu.edu/BTAAILLSpecColl](http://go.osu.edu/BTAAILLSpecColl)



**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.



# 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.



# The Protocols (continued)

## 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



THE OHIO STATE UNIVERSITY  
UNIVERSITY LIBRARIES

## Procedures for Interlibrary Loan of Special Collections Materials

22 May 2018

These procedures provide detail for Ohio State University Libraries' implementation of the framework document: [Big Ten Academic Alliance Principles and Protocols for Interlibrary Loan of Special Collections Materials](#) (2018).

Contents	Page
Borrowing Requests: Physical loans	1
Lending Requests: Scans of small portions	3
Lending Requests: Digitizing entire works	5
Lending Requests: Physical loans	6

### I. Borrowing Requests: Physical loans

- 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 or if title was published in or after 1923, OSU ILL staff send an interlibrary loan request through ILLiad to potential lending libraries.
- If a requested item is in a special collection, potential lenders may send OSU ILL staff a conditional notification.
- Before attempting a special collections loan, OSU ILL staff will:
  - Exhaust all other domestic lenders first to try to obtain a loan from a circulating collection; and then

### IV. Lending Requests: Physical loans

\*\*RAR/CHA/TRI/CGA/ARV: Accepted from any depository

\*\*HIL: Accepted from any depository

### II. Lending Requests: Scans of small portions (e.g. articles/chapters)

\*\*Accepted from any requesting library\*\*

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; Hilandar Research Library):

- Article/chapter request comes in to OSU ILL office.
- OSU ILL staff email request from ILLiad to [thospcol@osu.edu](mailto:thospcol@osu.edu) (RAR/CHA/TRI items) or [hilandar@osu.edu](mailto:hilandar@osu.edu) (HIL 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](#) [pseudopatron](#) account for delivery directly to Thompson Special Collections Room 019 for review.
- Curator or designee approves or declines item to be scanned.
  - If declined, Special Collections staff reply to the original email in order to alert OSU ILL staff to cancel the request.
  - If approved . . .
    - Special Collections staff.

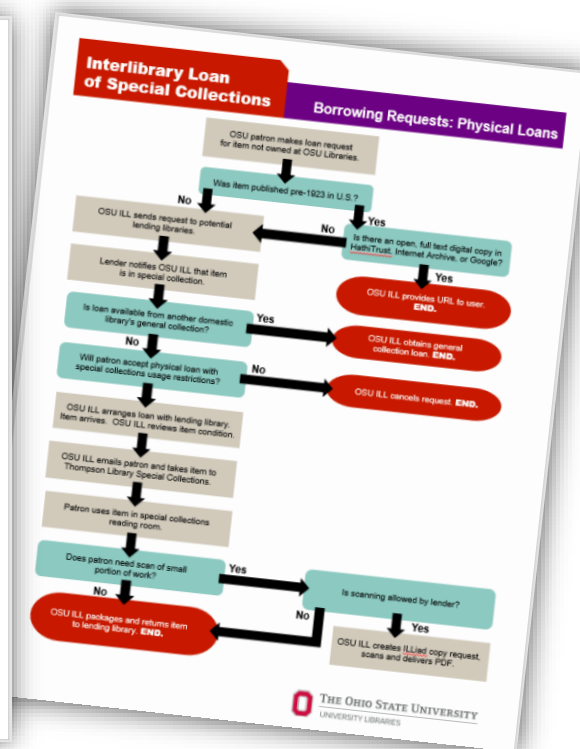
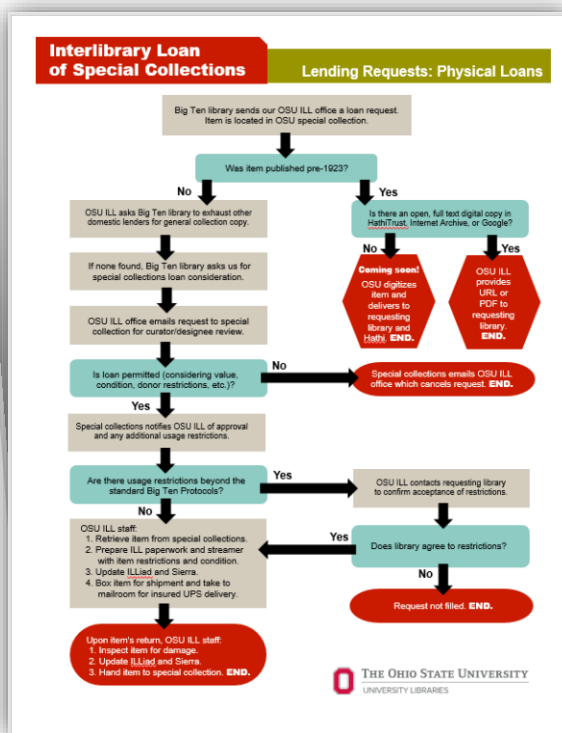
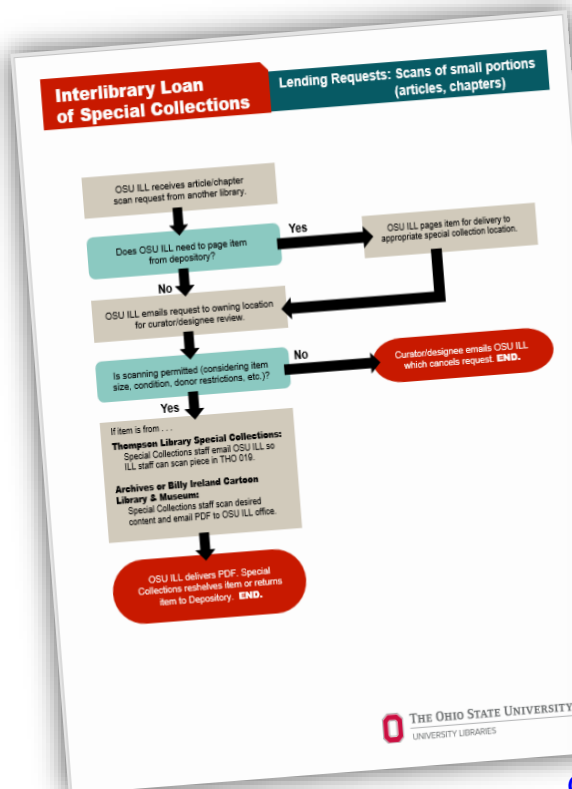
[go.osu.edu/OSUILLSpecCollProcedures](http://go.osu.edu/OSUILLSpecCollProcedures)



THE OHIO STATE UNIVERSITY  
UNIVERSITY LIBRARIES



# OSU Libraries **Flowcharts** for Interlibrary Loan of Special Collections Materials



[go.osu.edu/OSUILLSpecCollFlowcharts](http://go.osu.edu/OSUILLSpecCollFlowcharts)





# OSU Libraries **Streamer** for Interlibrary Loan of Special Collections Materials

**THE OHIO STATE UNIVERSITY**  
UNIVERSITY LIBRARIES

**PLEASE READ**

**Special Collections item  
on Interlibrary Loan**

Required usage/shipping conditions for this loan:

- Special collections reading room use only.
- Photocopying/scanning by library staff or 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 rate).
- Insurance value for shipping: \$ \_\_\_\_\_
- Carefully package and return this special collections item in its own box separate from other returns.
- Other instructions: \_\_\_\_\_

**\*\*See reverse for Item Condition Report\*\***

**Return via UPS/Fedex to:**  
The Ohio State University Libraries  
Interlibrary Services – Lending  
1858 Neil Ave Mail  
Columbus, OH 43210  
614-292-6211  
[liblend@osu.edu](mailto:liblend@osu.edu)

**Item Condition Report**

\_\_\_\_ Loose/damaged binding

\_\_\_\_ Damaged cover

\_\_\_\_ Damaged spine/head cap/tail cap

\_\_\_\_ Loose pages

\_\_\_\_ Pen/pencil/highlighter

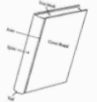
\_\_\_\_ Stains


\_\_\_\_ Brittle/torn pages

\_\_\_\_ Water damage

\_\_\_\_ Other, or details regarding the above: \_\_\_\_\_

Visible areas of damage:







[go.osu.edu/OSUILLSpecCollStreamer](http://go.osu.edu/OSUILLSpecCollStreamer)



## **Brian Miller**

Ohio State University Libraries

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614-688-8456

### **Big Ten Principles & Protocols**

[go.osu.edu/BTAAILLSpecColl](http://go.osu.edu/BTAAILLSpecColl)

### **OSU ILL Special Collections Procedures**

[go.osu.edu/OSUILLSpecCollProcedures](http://go.osu.edu/OSUILLSpecCollProcedures)

### **OSU ILL Special Collections Flowcharts**

[go.osu.edu/OSUILLSpecCollFlowcharts](http://go.osu.edu/OSUILLSpecCollFlowcharts)

### **OSU ILL Special Collections Streamer**

[go.osu.edu/OSUILLSpecCollStreamer](http://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*

<https://www.oclc.org/content/dam/research/publications/2017/oclcresearch-research-and-learning-agenda-2017.pdf>

## Questions or Comments?

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Together we make breakthroughs possible.