New Service Models
Transformation Strategies for Resource Sharing

What the Resource Sharing Community, Strategic Service Options and Workflow Design are Reshaping Library Services Towards...

Tools that show the way... Book Burro

Interlibrary loan practices handbook
by Virginia Beach

Workflow should be customizable like an RSS reader

Borrowing/Document Delivery Requirement Assumptions

1. Borrowing requests in the ILL system should automatically check the ILS, OpenURL resolver, and even Google Books, providing applicable barcodes, holdings data, and URL, if applicable.
2. System searches OCLC resolver, resolves custom holdings groups against borrowing / lending load leveling algorithm. Unmediated request placed unless filter applies.
3. Receive for Loans in the ILS system should pass relevant information needed to check out the item on the ILS.
4. ILL system should provide shipping labels (for home/departmental deliveries) and communicate with shipping system if applicable.
5. Update return of loan using the item barcode or ILL # should update the ILS system and transfer data back to ILS for update. ILS responds with message (shelf, transfer, hold or other flag that item.)
Lending Requirement Assumptions

1. Lending requests in the ILL system should automatically check the ILS, OpenURL resolver, providing applicable barcodes, holdings data, and URL with ILL permissions, if applicable.  If not available, automate no with group parameters and local setting.
2. Load leveling feature can be applied to cancel requests when B/L ratio exceeds a given value.
3. Update transfer or shipping for Loans in the ILL system should pass relevant information (barcode) as needed to check out the item on the ILS.
4. ILL system should provide shipping labels and communicate (individually and batched) with shipping system if applicable.
5. Update return of loan using the item barcode or ILL # should update the ILL system and transfer data back to ILS for update.  ILS responds with message (shelf, transfer, hold or other flag that item.

Hold the phone...
What are the deal breakers?

What are the priorities and strategic next steps?

Focus on what Matters...
Discovery isn't our problem – Service Delivery is

"main frustration is not with the research discovery services themselves, but with the problem of subsequently accessing identified sources and materials."  Research Information Network (2006) survey of researchers.

“We now have a situation in which users may discover items in online indexes or online library catalogues then hit a dead end as far as delivery is concerned.  This is a dangerous situation for the role of libraries in general.  If libraries collectively do not seek to find ways to get around these dead ends others will.”

Gatenby & Goldner, 2005

Let's start over...
Knowing what we know today...

- How would you have liked to seen ILL develop?
- What library services would be different?
- How do we transform resource sharing?
- What will be different in 2 years?

More Assumptions

- Automation needs to do more work...
- Detecting holdings and policies - for borrowing and lending, electronic or print titles, etc.
- Enable strategies that reinforce group value; consortia, delivery networks, affiliations, etc.
- Load leveling and deflection features added to local systems – take away the desire to charge to limit.
- Add more sources as options that libraries can select, and to utilize some sources, add payment flexibility with conversions; EFTS, IFM, Credit Card, etc.
- Incorporate emergent communication tools; Skype for example could reduce cost of communication, adds a new billing feature, and can transfer files through firewalls.
- Incorporate options that have simple business rules.
- Reevaluate policy & services; overdue, holds, checkout periods, turnaround times, etc.

What are Requests?

SYLLABICATION:
re∙ques∙ted

ETYMOLOGY:
From Middle English requeste, the act of requesting, from Old French, from Vulgar Latin *requēstä*, thing requested, from alteration of Latin requēsta, feminine part participle of requēstare, to ask for.  See requeste.
Keeping our eyes on where Requests are taking us?

SYLLABICATION: request
TRANSITIVE VERB: Inflected forms: requested, requesting, requests

1. To express a desire for; ask for. Often used with an infinitive or clause: requested information about the experiment; requested to see the evidence firsthand; requested that the bus driver stop at the

• To a user-centric focal point - where they want us to be.
• To a point of need – a unique opportunity.
• Towards a new model – a dialogue & participatory migration plan
Looking for Moby – Free Online Books

2006/2007 Over 23% were found in Google Book

Renting Domain

Also...
ILL Libraries that charge lending fees

Charge = Cost of Lending?
2002 $9.28 / unit
1996 $9.48 / unit
http://www.arl.org/newsltr/230/illd.html

Buying Domain: Article Pay Per View API?

What if publishers only charged $.99 per article?

Buying Domain
April 6, 2008 a day in the life of ILL monographs...

On April 6, 2008, 110 borrowing requests for loans came into SUNY Geneseo, of these...
20.9% or 23 items could not be purchased from Amazon
79.1% or 87 items could be purchased from Amazon

If monograph budgets didn’t matter...

Of those 87 items that could be purchased from Amazon:
Purchased used for a grand total of $2,224.71 coming to $25.57 per item.
Purchase new (3 could only be purchased used) for a grand total of $2,851.27 coming to $32.77 per item.

However...
Over 1/3 could be purchased used for less than $10 (almost 1/5 for less than $5).
Over 1/5 could be purchased new for less than $10.
46% could be purchased for under the ARL unit cost for borrowing: $17.50

2 DVD requests could be filled for under $6 each (used), or under $10 each (new).
2 Music CD requests could be filled for under $9 each (used), or under $14 each (new).

Buying books for users?

Sample of 52 D.E. ILL requests:
50% available to purchase in Amazon
~6% for $1 (Rush shipping for $4)

Avg. cost to acquire & catalog: $10.00

How do we transform workflow? Recommended enhancements

Proposed Services...
• Amazon$ like worldcat.org
• Just in Time Acquisition:
  • buy for library,
  • Attach OCLC symbol,
  • If for download to ILS
  • Refer to selector for review.
• buy for user
• rent for user
• APIs to Google Book, Amazon, CCC, OCA, Publishers, etc.
• Correct OCLC holdings
Transformation means questions of ourselves & users

What are the questions we ask?

• Notes
• Accept in other Language?

What’s worth asking?

• Would this be an important work for the library to consider adding to the collection?
• How long might you expect this work to be relevant?
• Using a rating (1 low – 5 high) how important is this to your students?
• Did a colleague recommend this?
• If available at nearby libraries, is it worth the library acquiring?
• What format is ideal for your use of this work?
• How would you like this delivered?

P2P Libraries – Resource Sharing Groups

IDS Project ejournal Availability Server

IDS ejournal Availability Server

Database of journals held by IDS Project libraries

Licensing Database

OpenURL Resolvers

IDS Project eJournal Availability Server

Title, Year, Volume, Issue, License

IDS Project Conference 2008

SALT Conference, Oct. 3-6

An opportunity for Shared Electronic Resource Understanding (SERU)

Shared ILL-ERM

An opportunity for Shared Electronic Resource Understanding (SERU)

Q. What about interlibrary loans?

A. Institutions October use hard copies derived directly or indirectly from the electronic edition of the publication for the purpose of interlibrary loan with the same limitations that apply to paper copies of that material made from the print edition of the article. Specifically, copies must be made in compliance with Sections 108 and 109 of the U.S. Copyright Act and Technological Uses of Copyrighted Works (CONTU Guidelines), the text of which is available as part of U.S. Copyright Office Circular 21. The electronic transmission of copies for interlibrary loan purposes is not allowed.
Looking for other ways to cooperate – the next hurdle...

IDS Project 2006/2007 Data – Unfilled within IDS Libraries...

<table>
<thead>
<tr>
<th>Articles</th>
<th>Subscription Cost</th>
</tr>
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<tbody>
<tr>
<td>79 requests for Early Child development and Care</td>
<td>$2,973</td>
</tr>
<tr>
<td>57 requests for Terrorism and Political Violence</td>
<td>$610</td>
</tr>
<tr>
<td>51 requests for Archives of general psychiatry</td>
<td>$490</td>
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</table>

<table>
<thead>
<tr>
<th>Loans</th>
<th>New Cost</th>
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<tr>
<td>15 requests for Synthesis and optimization of digital circuits</td>
<td>$135.69</td>
</tr>
<tr>
<td>7 requests for Treatise on harmony</td>
<td>$10.10</td>
</tr>
<tr>
<td>6 requests for The pursuit of happiness</td>
<td>$3.24</td>
</tr>
</tbody>
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What data and criteria matter for cooperation? How do we get that data to where it is needed?

- Coordinated Collection Development
- Shared Collections, including shared leased collections, floating collections, shared print repositories all impact ILL
- Workflow and Service opportunities

Digital Library & ILL partnerships continue to grow

Digitize on Demand for ILL & Digital Library...

"Small items that are too fragile to circulate on interlibrary loan are usually supplied through a photocopy. But photocopying shortens the life of the original... LOC has digitized this type of material and delivers the images via the Web. A scanned item will be accessible from this page for at least six months... then be permanently accessible from the Library of Congress catalog... and an 856 tag will also be added for the DLC holdings record in OCLC."


Others doing this...

- Europe eTen DoD: [http://www.usk.de/uk/dea/eten/](http://www.usk.de/uk/dea/eten/)

Look beyond our functional areas: Remember Parallel Partnerships

Scanning Forum 2006

![Diagram of Digital Library Community, Document Delivery, ILL, E-Reserves Community, Alternate Text Community, Scanning Workflow, Equipment, Content Delivery & Management, Software, Request Management]

Digitizing and Printing – Borrowing options for medium rare

Print on Demand - a solution to rare material ILL, or another acquisitions program?

There are over 12K books from the Michigan Historical Reprint Series in Amazon; prices range between $12-$543.

"Print-on-demand is an attractive alternative for scholars on a budget. Another top seller, the 1818 textbook "A Treatise on Universal Algebra with Applications" by Alfred North Whitehead, is available from Cornell for $35.99 versus $600 for the original from a used book dealer."

[http://www.loc.gov/rr/loan/illscanhome.html](http://www.loc.gov/rr/loan/illscanhome.html)

How do we redesign Service & Request?

- What services do our users want?
- What resources make sense?
- What strategies make sense?
- What workflow/system enables strategies for user and libraries? What questions do we ask our users in our request forms?
- What policies make sense today?
  - Short Due Dates?
  - Overdue Fines?
  - Recalls

Future of Request Workflow

Predictions for the next 2-3 years?

- Strategic purchasing new/used print books will get easier in the context of new workflow:
  - Automated purchase price and lending fees comparisons
  - New supply chain options and services
  - Machine readable collection development profiles
  - Full-text access via Google Books and LiveBooks can fill almost all requests for materials published before 1923.
  - Print on Demand for Google Book, Live Books, and Amazon is an attractive alternative to ILL under certain conditions.
  - Purchasing full-text articles from pay-per-view will get easier and less costly than copyright royalty fees.
  - Service convergence expected between acquisitions & copy cataloging, and ILL.
Recap: Reshaping Library Service

Determining what matters...
• Deliver engaging options that personalize user and staff environments but addresses the continuum of user tasks
• Collaborate with publishers and vendors: Give Vendors specific insight about how tools can be made more effective for users and your workflow

Transformed Model: Amazon Service

Global Library Service mock up that empowers choice & preferences

So where do we collaboratively go next?

Thank you
Questions?