Rethinking Resource Sharing
An Update

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Abstract

• A new landscape for resource sharing is emerging and it doesn’t look much like traditional interlibrary loan.
• Changes in technology and user expectations have made libraries re-evaluate their policies and procedures so that users find library resources as convenient to access as Amazon and other online vendors.
• This session covers a variety of new approaches libraries are adopting, testing and considering.

Agenda

• Rethinking Resource Sharing initiative
  — Background
  — Update on Activities
  — Current & future projects
• Focus on IDEAS

It’s Time Again to Think about Resource Sharing

A White Paper published February 2005
By Ted Koppel, Candy Zemon, Brenda Bailey-Hainer, Mark Needelman & Gail Wanner

Why Rethink?

• User Expectations
• Internet & Technology
• Budgetary Challenges
• Standards process too slow
  — ILL has not changed in the past 20 years
    — Paper forms or staff
    — “Black hole” for users
    — Staff intensive, costly service
    — Interoperability still challenging

Rethinking’s Main Ideas

“Inspiring Librarians. Empowering People”
— Focus on users not enhancing staff tasks
— Vendor neutral
— Global context
— Broad definition of resource sharing
  • ILL
  • Consortial borrowing
  • Reference
  • Digital services
  • Delivery
• International focus
• Participants from all types of libraries
  — Need more publics and K-12’s
Rethinking Activities

- Planning Forum tentatively May 2009
- ALA RUSA Preconference June 2008
- IFLA Satellite Meeting in Boston, Aug 2008
- LOTS of sessions at state/regional library events
- Publications
- Innovation Award Aug 2008
- Small group discussions & working groups

Topics & Highlights

- The user is not broken (libraries are) – K. Schneider
- Social networking, other trends
- Redefining libraries/librarians
- OpenLibrary.org
  - Flip Books format
  - Scanning machines: $.10 per page
  - Find from any search engine
  - Partnerships to scan out of copyright items (1923)
  - First BPL item scanned that morning: BLC participating
  - Supplier for Get-It Button
- Print on Demand
  - $1.00 per book
  - One Laptop per Child ($100/unit)
  - Digital Bookmobile
  - Open Content Alliance

Local Chapters forming

- Massachusetts
  - Regional Conference
  - Ongoing discussions
- Florida
- Australia & New Zealand national delivery project
- South Africa Rethinking Conference
- Informal, ad hoc organization

Related Threads

- Automation
  - Self-service has arrived
    - EFL
    - Library Thing
    - Book club software/groups
  - Open Search for web-based access to OPACs
  - Open Source promises new workflows and challenges
Interlibrary Loan Code for the United States
Explanatory Supplement, Revised 2007
Technology has expanded accessibility options beyond traditional library-to-library transactions. Unmediated requests, direct-to-user delivery, purchase-on-demand options, and increasing full text availability are exciting developments in resource sharing. At present, the Interlibrary Loan Code provides guidelines for established practices. However, libraries and other information centers are encouraged to explore and use non-traditional means where available to ensure maximum accessibility and convenience for users. More information for libraries interested in new ideas for resource sharing can be found at:
http://www.ala.org/ala/rusa/rusaourassoc/rusasections/stars/starssections/committeesa/rrscomm/rrscomm.htm

Redefining “available”
- Boucher’s ILL Handbook excludes owned or “should have owned” items, regardless of status
- ILL/DD discussion recently
  - Majority said they request if checked out
  - “The original rule... dates from a time when ILL service was limited to faculty & graduate students & when libraries expected to collect everything their clientele would normally need. Things are different now.” Pat Markley, Siena College

Full Text Digitization
- Google Scholar
- MS Live Search (abandoned May 2008)
- Open Content Alliance (OCA)
  - Brewster Kahle & Boston Library Consortium
  - Freely available (not restricted to single search tool)
- Print on demand; post to web for viewing
- Scan on demand

Articles on Social Networking Sites
- BioMed database allows posting articles to
  - Cite-U-Like
  - Connotea
  - Facebook

Statewide Outreach

Wyoming Libraries
Wyoming Libraries

WE'RE SHIFTING GEARs! wyominglibraries.org

Proposed Add-on

Back to Rethinking Initiative...

• Policies & Cultural Issues
  — RUSA STARS Committee
  — Manifesto
• User Needs
  — Usability studies, input on interoperability
• Delivery
  — New, Valerie Horton Chair
• Marketing
  — Logo, publications, FAQ, presentation archive
• Interoperability
  — “Get It!” Button
  — Landscape

Policies and Cultural Issues

• Manifesto
  — State endorsement
  — Translation into various languages
• Collect & publicize success stories
  • RRS Wiki will link to www.libsuccess.org
• Prepare talking points/hard questions FAQ
• Contribute to Interlibrary Loan Code for the US
• Liaison with international resource sharing groups
  • Gina Persichini, Idaho State Library, Chair
• ALA RUSA STARS Rethinking Resource Sharing Policies Committee

Policies Manifesto

1. Minimize restrictions
2. Options for users
3. Global access
4. Encourage sharing among non-library entities
5. Reference is vital
6. Fair costs
7. Easy library registration

Radical Policy Ideas

• Floating collections
• Purchase on demand & give to requester
• User purchases & donates to library
• Direct delivery to patrons from lending library
• 7-day/week deliveries
• No due dates, no overdues
• Automatic renewals unless requested
User Needs
- Newly re-formed group
- "Engaging the Community in Rethinking" Project
- Usability studies
- User surveys; non-user surveys
- Input to Interop Group

Delivery Committee
- New
- Lots of interest from Delivery Forum 2006
- Your Library @ Home
- National courier; commercial carriers
- Buy/donate
- Electronic delivery
- Brenda Bailey-Hainer, BCR, Chair

Marketing Committee
- New
- Promote activities of RRS
- Publish articles in library journals
- Bookmarks in delivered items
- Activities for events, speakers, etc.
- Beth Posner, CUNY, chair

Interoperability Group
- GET IT!...

Interoperability Issues
- Compiled a list of issues & categorized it
  - Interoperability within a single standard
  - Interoperability between library standards
  - Interoperability with commercial standards
- Common issues were STAFF related
- Solving them would not directly impact USERS
- Leapfrog today’s interoperability issues

GET-IT Button Project
- Improve library visibility for web users
- Modular plug-in for web browsers
  - Firefox first (easy)
- Extensible, open source, cross-vendor
- Proof of Concept completed June 2007
- Delays due to legal issues with open source license & use of commercial websites
- Gail Wanner, SirsiDynix, Chair
- John Bodfish, OCLC Pica & Mary Heath, CDL, engineering leaders
What's Next for GETIT!

- Resolve legal issues
  - Online bookseller licensing
    - Amazon
    - Others
  - OCLC Open Source license
- Make it available for use as an open source plug-in
- Encourage library-related programmers to continue development
  - Work on User Interface
  - Profiling for user location & preferences
  - Tie in with non-library resources
  - Port to other web browsers

New Landscape

- Goal: Identify gaps, interoperability roadblocks
- Visual picture of today’s interoperability options

Like GETIT!
Check out Book Burro
Conclusions

- Overlapping standards exist
  - Gap between ISO ILL and NCIP
  - Focus is on physical items
- No clear preferred paths; still a maze
- Many non-standard links exist
- Proprietary solutions common
- Interoperability is possible but not always easy

We have lots of work to do on standards and implementing them!
Next Steps

• Adding more scenarios
  — Paths through the landscape
  — Barriers to success

• Adding overlay of future, desired landscape
  — True interoperability
  — Physical and electronic
  — Patron-focused
  — Standards-based

Future: Standards, WebAPIs, Mashups

• ISO ILL (ISO 10160/10161)
  — Reconfirmed 2007
  — No enhancements planned

• NISO Circulation Interchange Protocol (Z39.83)
  — V. 2 ballot approved
  — Huge promise for ILL & ILS interoperability

• Non-Standard User Appliances
  — LibraryThing
  — LibraryElf
  — MyLibrary and social networking sites

Rethinking: How can you help?

• Offer patron-initiated requesting; service to all
• Create/join a regional resource sharing consortium
• Automate staff processes
• Review policies – are they really necessary?
  — Home delivery
  — Collective collection development
  — No due dates; recall item when requested
  — Incentives for early return instead of overdue fines

Librarians, throw off your policies & expose your resources!
Dare to Share!!

Resources/Links

Rethinking Resource Sharing
http://www.rethinkingresourcesharing.org

ALA Rethinking Committee
http://www.ala.org/ala/rusa/rusacrossassoc/rusactions/ stars/starsactioncommittees/rrscommitteestarscommitteas.htm

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