UKSG CONNECTING THE KNOWLEDGE COMMUNITY
Conference & Exhibition 2023

New approaches to resource sharing: a reassessment of library collections and a more open research agenda

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Read more about it …………...

Higher Education Library Technology

New approaches to resource sharing:
transforming library collections and the user experience
December 2022

InterLibrary Loan Will Change Your Life

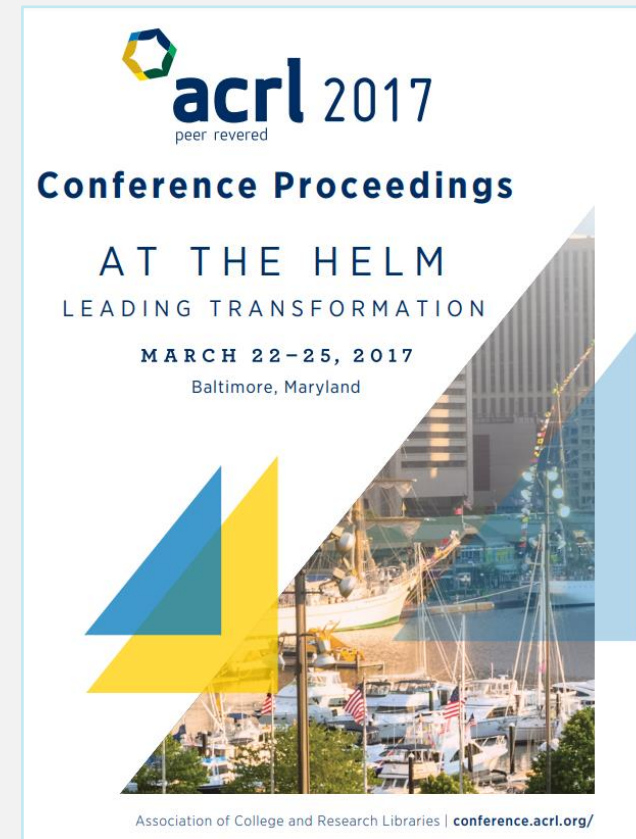Nick Ripatrazone Offers a Brief History (and Celebration) of the Apex of Human Civilization

'You would be hard-pressed to find an acknowledgments page in a book of academic scholarship that doesn't include the phrase *interlibrary loan'*.

UNIVERSITY OF CENTRAL FLORIDA

UCF LIBRARIES

'**Interlibrary Loan services are a key strateg**y in ensuring that scholars and researchers have the opportunity to study, teach, and conduct research in a resource-rich environment, enabling discovery, analysis, and reflection leading to the creation of new knowledge'.

Exploring the Value of Interlibrary Loan. Kristine Shrauger and Meg Scharf. ACRL Conference. At the helm: leading transformation. 2017
https://www.ala.org/acrl/sites/ala.org.acrl/files/content/conferences/confsandpreconfs/2017/ExploringValueofInterlibraryLoan.pdf

acrl 2017
peer revered

Conference Proceedings

AT THE HELM
LEADING TRANSFORMATION

MARCH 22–25, 2017
Baltimore, Maryland

Association of College and Research Libraries | **conference.acrl.org/**

The main disadvantages of this model of interlibrary loan involve **high expense and relatively long times to fulfill requests.** Costs might include transaction fees assessed by the interlibrary loan service broker, charges assessed by the lender, and shipping. A request might cycle through multiple potential suppliers before it is completed, and shipping from distant locations will extend the fulfillment interval even further.

A more efficient ILL environment is needed

The need to create a more efficient environment for ILL is exemplified in IFLA's Guidelines for Best Practice in Interlibrary Loan and Document Delivery. It makes the following general recommendations:

- Streamline the process within your own library
    - Define performance indicators for service levels and turnaround time and monitor your performance against them
    - Evaluate your own routines and change them accordingly
    - **Reduce the number of hands through which the requests are passing**
- All requests should be handled in one electronic system, preferably with the ability to **interoperate with other ILL/DD systems**
- Keep statistics to suit national monitoring schemes and local needs
- Make holdings available on Union Catalogues and keep them up to date, with an indication of availability for resource sharing
- **Explore reciprocal arrangements**

Guidelines for Best Practice in Interlibrary Loan and Document Delivery. International Federation of Library Associations and Institutions. (IFLA) 2015
https://www.ifla.org/wp-content/uploads/2019/05/assets/docdel/documents/guidelines-best-practice-ill-dd-en.pdf

Resource sharing – new approaches

Reciprocal Borrowing across Alma institutions: P2P inter-lending with WHELF. WHELF 2020 https://whelf.ac.uk/wp-content/uploads/2021/01/WHELFs-P2P-Alma-Inter-Lending-Scheme-v2.pdf

Reciprocal Borrowing across Alma institutions: P2P inter-lending with WHELF

Summary

1. Since 2018, the Wales Higher Education Libraries Forum (WHELF) has successfully operated a reciprocal borrowing scheme which has delivered cost savings to all partners, maximising resources and building resilience against risks to document supply.
2. The scheme is operated through Alma, with the continuing support of Ex Libris. WHELF is now looking for potential UK and Ireland institutions from the Alma community to join the reciprocal borrowing scheme.
3. Any expanded membership of the scheme will be gradual, to ensure sustainability and adequate resourcing, and based on data which supports mutual benefit.

Background

4. The reciprocal borrowing scheme operates through ISO functionality, which is native to all Alma deployments.
5. Partner institutions do not charge for borrowing; where requests are not met, institutions use other networks, such as BLDS, to satisfy requests.
6. A common policy framework underpins the scheme, supported by analytics on transaction volumes for both borrowing and lending and fulfilment speed.

Benefits

7. Around 20-25% of transactions which would have been routed through BLDS are satisfied from within partner institutions.
8. This generates cost savings for all institutions. Since the scheme moved out of pilot phase in June 2019 more than £30,000 of savings have been made across the 8 participating libraries[1].
9. Digital and physical fulfilment speeds match or exceed the BLDS SLA.

Extending Interoperability - new open system solutions

A next generation of resource sharing solutions is enhancing efficiency by enabling peer-to-peer interoperability across institutions that may have different local library systems.

RapidILL was developed by inter-library loan staff at Colorado State University and subsequently acquired by Ex Libris. It facilitates quick, reciprocal resource requesting for 'pods' of libraries and interfaces with software solutions from a variety of vendors. It is especially optimised for electronic resources ('non-returnables'). At November 2022 Ex Libris reported there were 500 customers worldwide with a 95% fulfilment rate and a 11.2 hours turnaround time on 1.5 million requests

Ex Libris RapidILL https://exlibrisgroup.com/products/rapidill-interlibrary-loan/

Tipasa 'an ILL management system for individual libraries to share and obtain materials through different resources and systems as well as to provide an exceptional experience for the library user'.

Resource sharing revolutionized. OCLC
https://www.oclc.org/en/resource-sharing.html

ILL to resource sharing

Project ReShare is an open-source community driven project 'creating a new and open approach to library resource sharing systems that sets the standard for how we connect library patrons to the resources and information they require.....designing an open source, highly-scalable platform that supports discovery, fulfilment, and delivery workflows, with a focus on user-centered design.'

Project ReShare. https://projectreshare.org/

RēShare

The future of library resource sharing

Home   About ⌄   News   **Products** ⌄   Docur

ReShare Returnables

ReShare Returnables supports requesting and supplying of physical materials between libraries. The 1.0 release is focused on no-cost resource sharing between members of consortia or other groups with reciprocal lending agreements. The ReShare returnables suite of software includes a directory of participating libraries, apps to manage requesting and supplying of resources, and a bulk update app to process multiple requests quickly.

Equity

A barrier to taking part in peer-to-peer arrangements has been the concern that a library may be overwhelmed by requests or treated unfairly. A key principle governing the Welsh resource sharing project is 'Equitability – a rota system ensures that no institution receives a disproportionate number of requests'. 'Load balancing' reduces or eliminates this concern and although implemented in different ways is a key feature of the new tranche of resource sharing solutions.

Reducing costs

Making resource sharing equitable can also enable significant cost reductions. As noted above, the Welsh consortium and RapidILL 'pods' start from the assumption that equity means no need to makes charges for requests. This potentially eliminates the costly infrastructure to manage those charges. Automating the processing of requests and therefore removing the need, for the most part, of staff mediation is another way of significantly reducing costs.

<LIS-ILL@JISCMAIL.AC.UK>
Sent: 08 November 2022 15:33
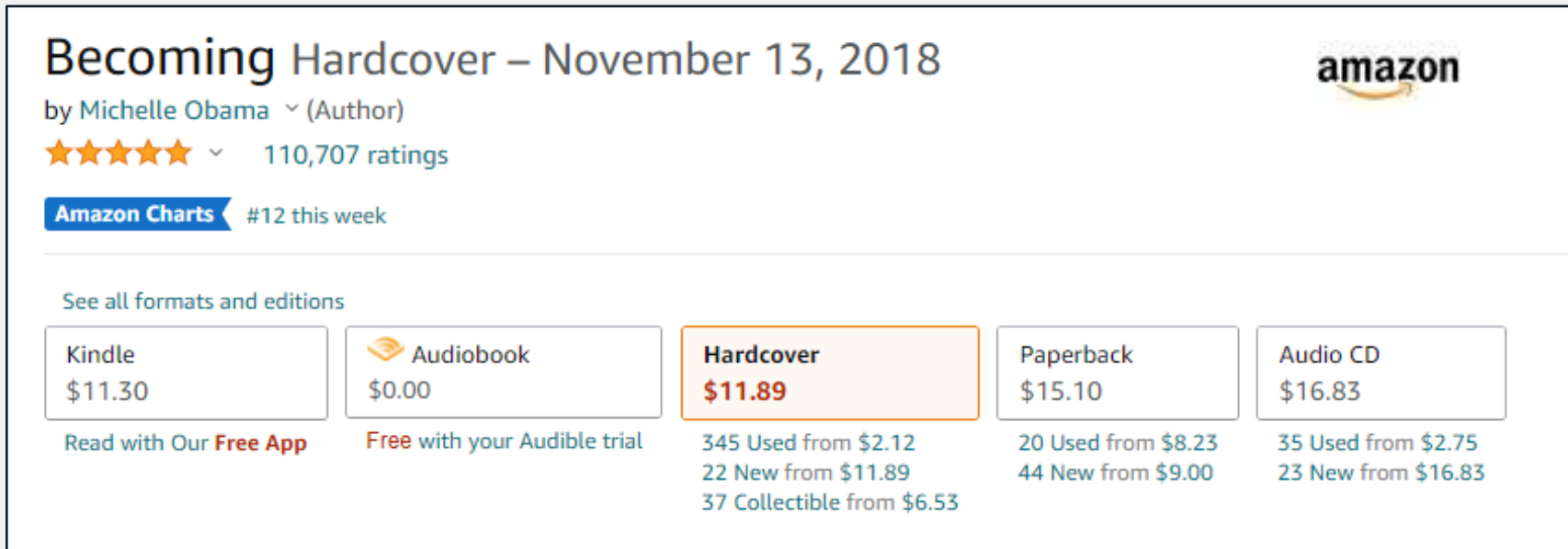To: LIS-ILL@JISCMAIL.AC.UK
Subject: removing ILL charges?

We currently charge our customers for document supply requests – but are considering removing the fee.
Has anyone out there made a similar change recently?

A better user experience

The ability to **integrate ILL functionality into library discovery solutions** enhances the value of that service by enabling users to obtain resources not in the library's collection easily and quickly

It is not just about speed of supply. In the same way that Amazon offers differing fulfilment options such as new or secondhanded a resource sharing solution can for example, offer the user the option of the physical copy delivered in days or an electronic chapter available in hours.

Becoming Hardcover – November 13, 2018

by Michelle Obama ∨ (Author)

amazon

★★★★★ ∨   110,707 ratings

Amazon Charts ‹ #12 this week

See all formats and editions

Kindle $11.30	◆ Audiobook $0.00	**Hardcover $11.89**	Paperback $15.10	Audio CD $16.83
Read with Our **Free App**	Free with your Audible trial	345 Used from $2.12 22 New from $11.89 37 Collectible from $6.53	20 Used from $8.23 44 New from $9.00	35 Used from $2.75 23 New from $16.83

Improving the user experience

A **brokering** capability means that the user can expand their search from their institutional or consortia library discovery layer to external resources and get a choice of fulfilment options. In the same way that Amazon offers differing fulfilment options, a resource sharing brokering solution can, for example, offer the user the option of the physical copy delivered in days or an electronic chapter available in hours. Importantly, the user decides.

ARTICLE

Thomas Spence on Women's Rights: A Vindication

Duthille, Rémy

Miranda, 2016, Vol.13 (13)

" *Thomas Spence, a defender of women's political and economic rights,*

"

PEER REVIEWED   OPEN ACCESS

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Available , Stacks ; HN400.R3 W67 1992
(1 copy, 1 available, 0 requests)

On shelf
Loan Period: Sign in to view Loan Policy ⌄

Get it from Interlibrary Loan and Scan on Demand

Sign in to request this item from another library ⇥ Sign in

✉ **Request a digital chapter or pages**
Delivered in **24 Hours**

by email

GET IT

LEARN MORE ABOUT INTERLIBRARY LOAN AND SCAN ON DEMAND

Ebooks

The move to ebooks has been slower but also offers major possibilities for efficiencies.

Lending a print book to another library involves costs related to processing, mailing and storage. A print book can be damaged in transfer, and if this happens, the borrowing library has to replace it. When a print book is issued to another library it is unavailable to the library's own patrons. The requester has to wait several days for the book to arrive by post. By making an e-book available to another library/libraries can avoid all the above.

Collins, P.D., Krueger, S., & Skenderija, S. (Eds.). (2019). Proceedings of the 16th IFLA ILDS conference: Beyond the paywall - Resource sharing in a disruptive ecosystem. Prague, Czech Republic: National Library of Technology. http://invenio.nusl.cz/record/407836?ln=en

Restrictive licences

Restrictive licences and digital rights management militate against e-books being part of the traditional ILL model. Licensing agreements, as well as pricing and access models, place constraints on how these collections are used. This has limited the ability of libraries to use ILL as a mechanism to reach beyond the resources of their institution.

Ebooks

Nevertheless some progress towards ebook ILL is being made. For example the Collection Strategies team at the University of Alberta is optimistic 'that as more libraries work with vendors on this issue, whole ebook lending could become the new standard.' Similar work is being done by other libraries such as Virginia's Academic Library Consortium and the State University of New York. SUNY's eBook Lending Project is a collaboration with ProQuest and designed to develop processes for lending eBook titles.

EBC eBook Lending Project

Why is eBook lending important?

- Method to provide access amid finite budgets and limited physical space
- Ebook Interlibrary Loan (ILL) represents an important option for libraries to provide patrons access to content beyond their respective collections
- The inability to use eBook ILL creates a significant gap in library access and in the institution's ability to efficiently fulfill niche requests

SUNY Office of Library and Information Services

ProQuest eBook Lending Project. EBC eBook Lending Project. Suny Library services [website]
https://slcny.libguides.com/sls/ebc_lending

Controlled Digital Lending

Controlled Digital Lending (CDL) is a method for libraries to loan digitized items from their print collection to their patrons in a "lend like print" fashion.

Using this method libraries digitize an owned physical item from their collection, then lend out this secured digital version to one user at a time while the original, printed copy, is simultaneously made unavailable to other users. Technical controls in CDL interactions ensure a consistent "owned-to-loaned" ratio, meaning the library circulates the exact number of copies of a specific title it owns, regardless of format, putting controls in place to prevent users from redistributing or copying the digitized version.

Statement on Using Controlled Digital Lending as a Mechanism for Interlibrary Loan. Controlled Digital Lending [website] https://controlleddigitallending.org/illstatement

The provision of Fair Use clauses in US copyright law gives greater certainty to US universities and allows them to pursue CDL more vigorously than other countries. David Prosser, Executive Director of Research Libraries UK (RLUK) lamented. 'Differences in copyright frameworks could result in the US universities moving to a 21st Century model of library lending, while we in the UK are left behind'.

Library Lending Fit for the 21st Century? Controlled Digital Lending in the UK, David Prosser. RLUK [Blog] September 2021. https://www.rluk.ac.uk/library-lending-fit-for-the-21st-century-controlled-digital-lending-in-the-uk/

New resource sharing solutions have the potential to play a major role is rebalancing the research environment by enabling the realisation of a wider view of library collections based on regional, national and even international resource sharing consortia.

N8+ .. What's it all about?

Anna Clements
Director Library Services & University Librarian

UKSG 13-15 March 2023

N8+ and collective collections: what's the little idea?

Phil Sykes
University of Liverpool
June 1, 2022
UKSG Conference
Telford

The idea

- We had come to accept high journal prices as a fact of life

- We use modern analytical tools to give us a clear idea of the consequences of big deal cancellation for individual universities

- We pol that data to work out what the impact is on a collaborative group of universities, if they lend titles to which they have post-cancellation access to one another

- We use electronic ILL to mitigate the adverse consequences of cancellation

WHAT MAKES THIS POSSIBLE

Common purpose

Evidence

Technology
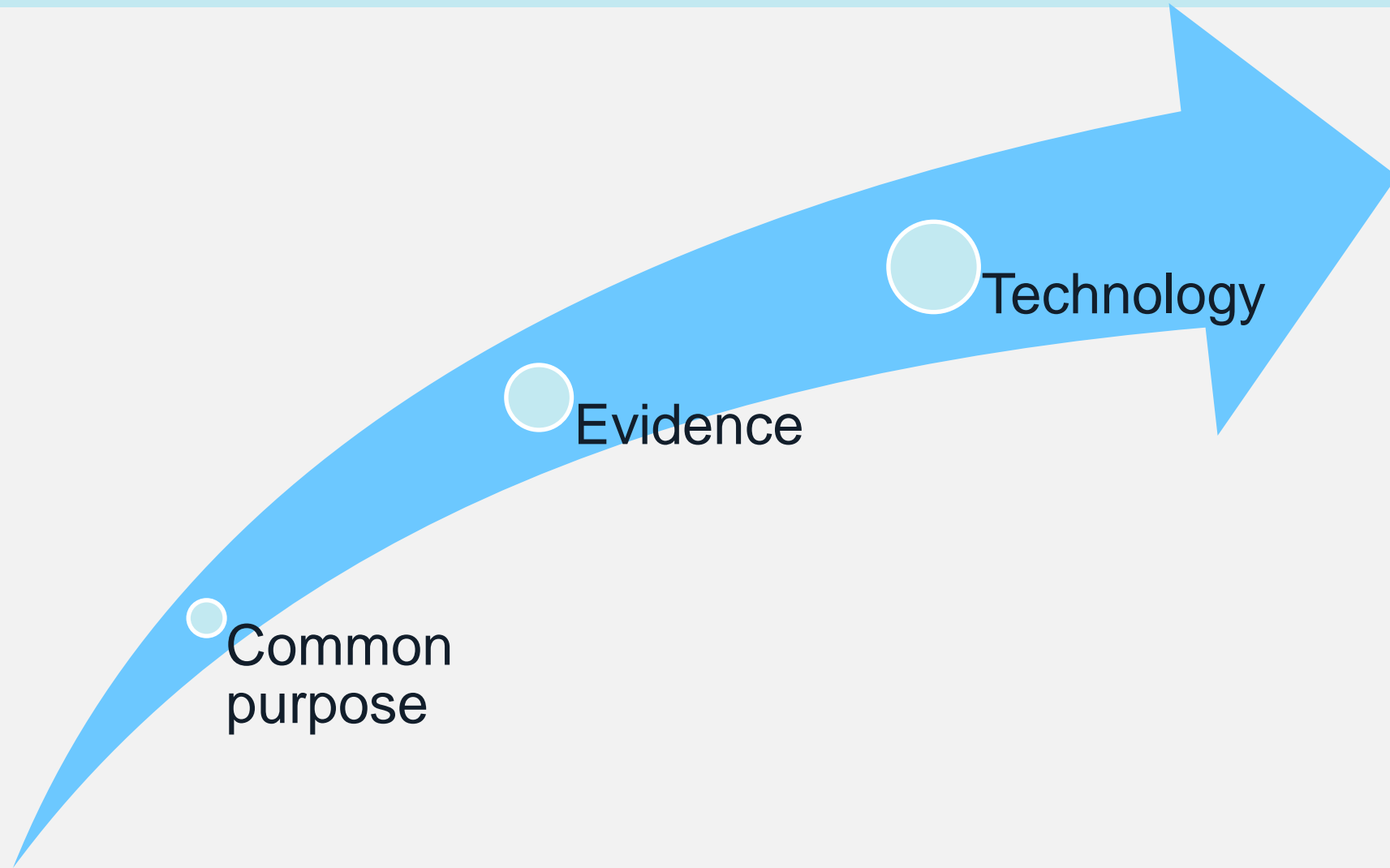
COMMON PURPOSE

- 30 UK University Libraries – all members of RLUK
- Concerns about budget pressures and value for money
- Concerns about excess profits made by commercial suppliers / not aligned with our missions
- Lack of transparency around cost increases

- Our primary responsibility is to support high quality teaching and research at our parent institution …increasing, unjustified expenditure on resources has to be challenged.
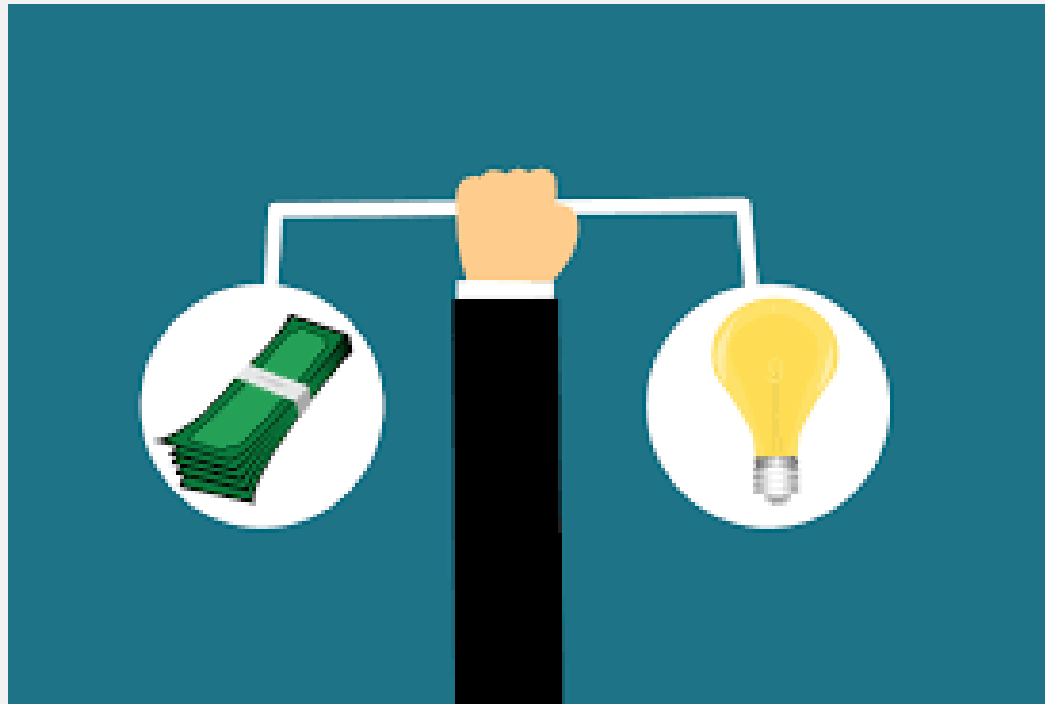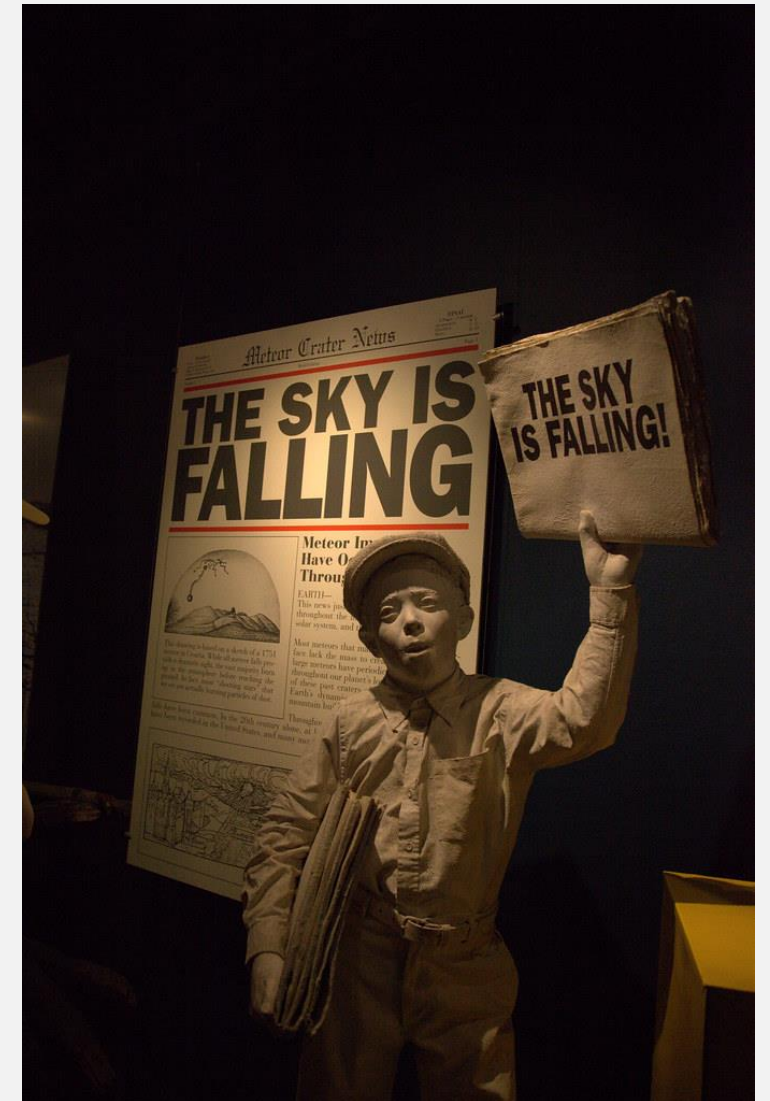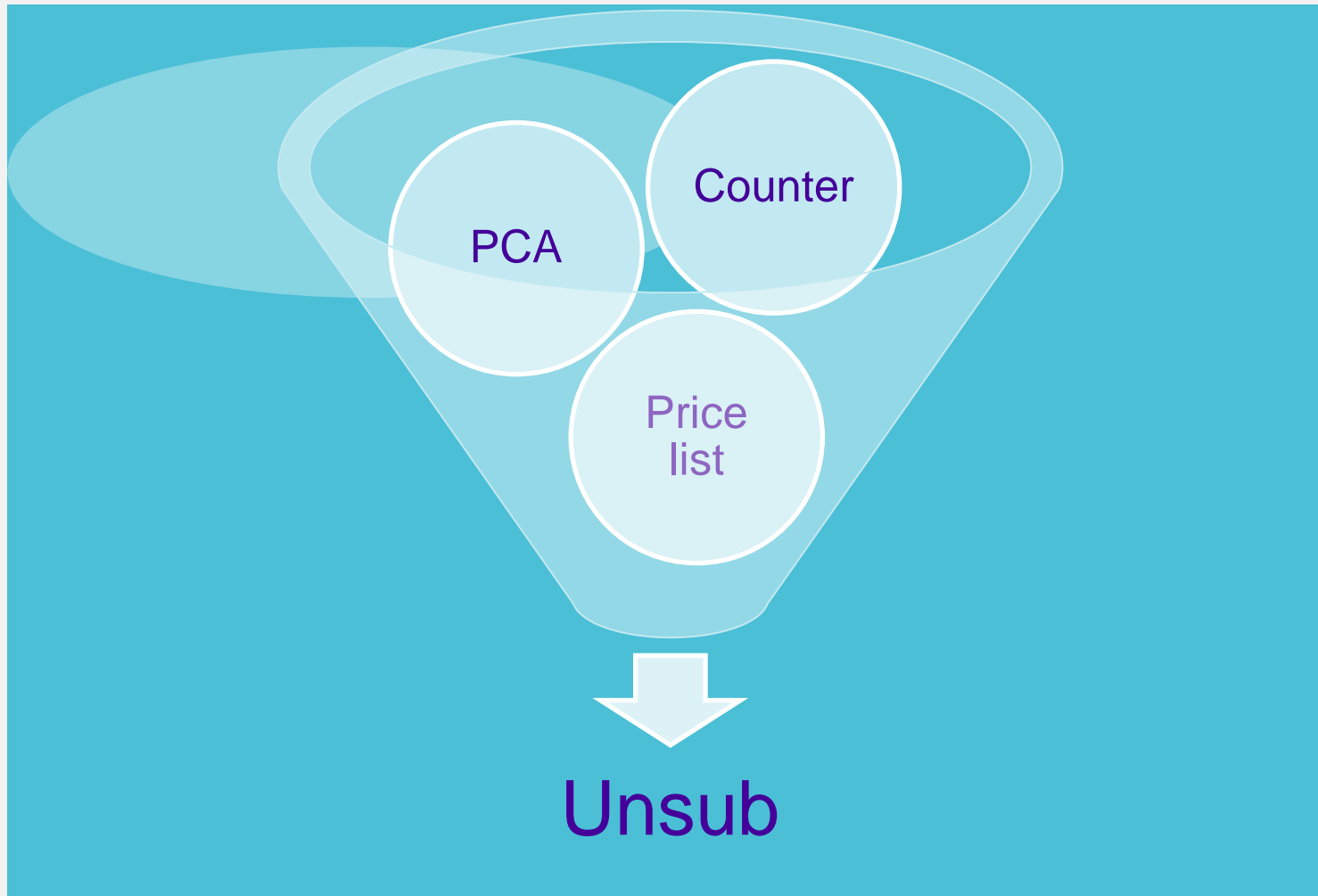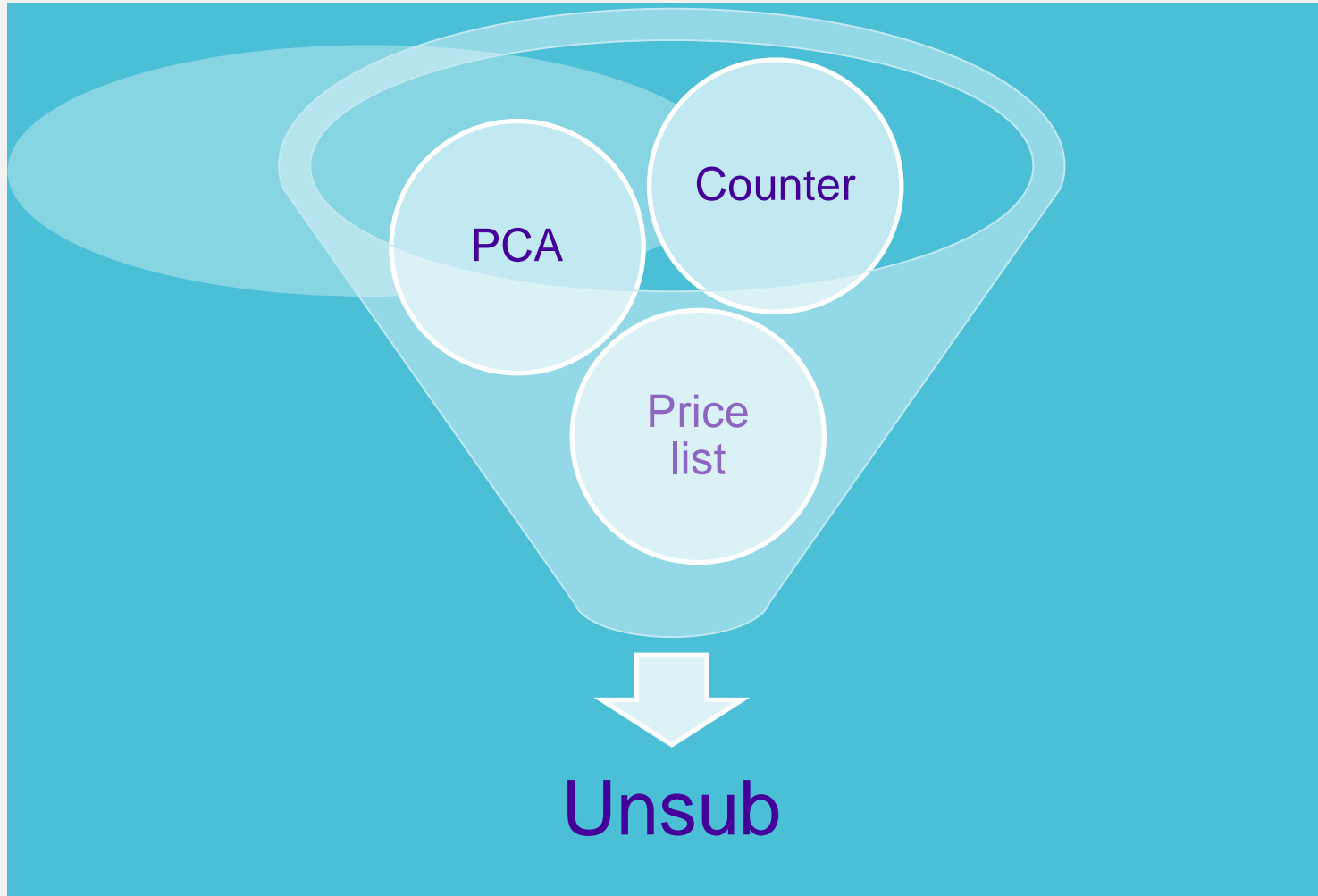
EVIDENCE – cancelling a big deal

EVIDENCE – cancelling a big deal

PCA

Counter

Price list
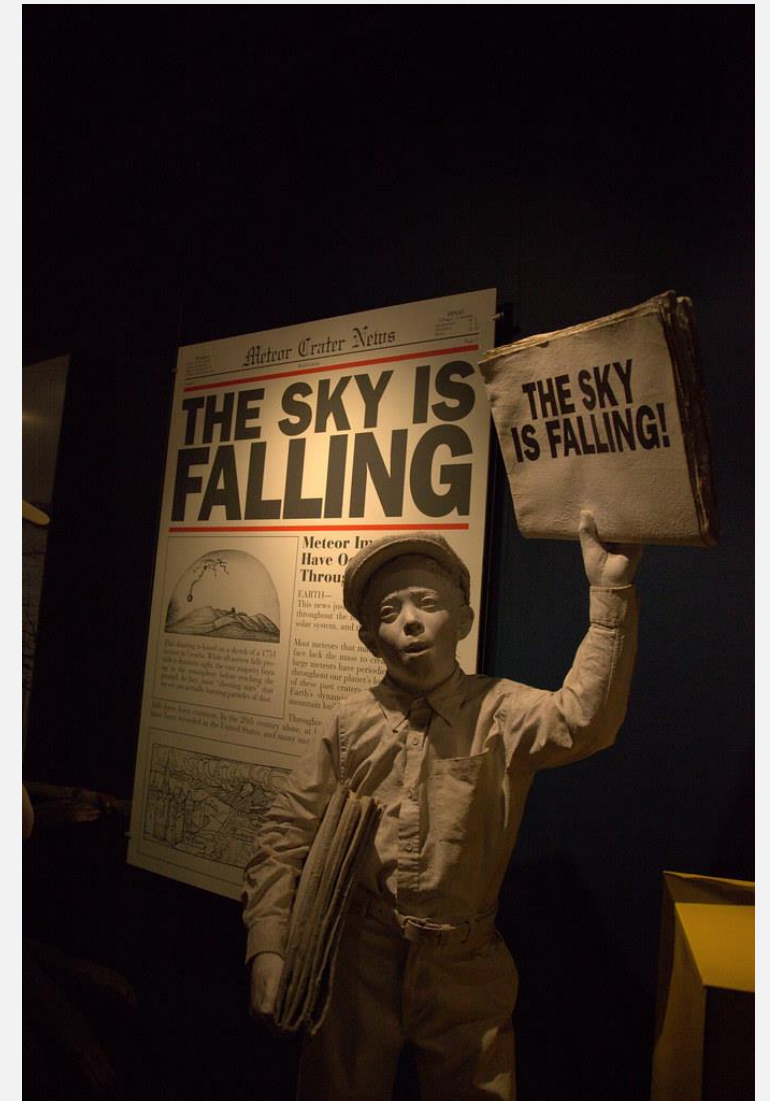
Unsub

EVIDENCE – cancelling a big deal

Working with Unsub and Jisc

Feed in
- Counter 5 usage stats (includes OA)
- Post cancellation access details

60 – 65% instant access (no resubscriptions; no inter library loans; no resubscriptions)

- Resubscribe high usage titles
- ILL across group
- 80 – 95% fulfilment

RapidILL

- Estimated 2 hour turnaround
- Actually achieved median 36 – 42 minutes across trials
- Workload per request < 2 mins (*had estimated 7 mins @ £1.50**)

Overall cost savings 50 – 70%

- Cancel big deal
- Subscribe to RapidILL
- Re-subscribe small number journals
- Modest increase in ILL staff resource (most none at all)

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* cf £8 Research Consulting Report for Jisc in 2021

Discussion

Q&A

Why have we not cancelled a big deal?