



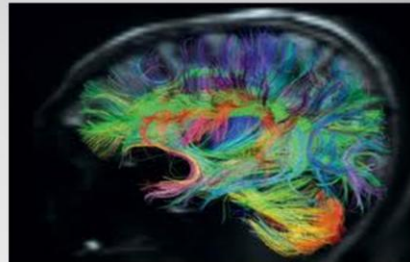
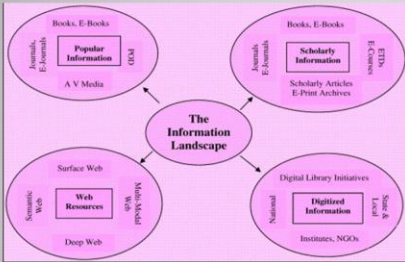
**Best Practices in
Interlibrary Loans:
THE IDS Toolkit...
and Beyond!**

Beth Posner
Head of Library Resource Sharing
CUNY Graduate Center Library
(ZGM)
bposner@gc.cuny.edu



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**What does the information
landscape look like?**



Information Landscape

How are libraries responding



Collecting vs licensing or single access payments

Digital and Print

Open Access/Institutional Repositories

Re-assigning staff, cross training and redeveloping job descriptions

How is ILL Responding



Buy vs Borrow

Consortial Partnerships – ie IDS Project

Document Delivery of Locally Held Info

Reference and BI at point of need

Report/Fix Catalog and ERM Issues

Digitization of Special Collections

Less siloed service

How do we learn to do ILL (well!)?



Not in school

or library school

Although attention to detail, perseverance, etc

On the job

Unlikely that your predecessor will still be around

here may be other ILL staff members

Or you just learn by doing and asking questions (where/who?)

There are training classes

ILLiad

ALA RUSA STARS

IDS

What are Best Practices?



One of many tools used to facilitate, educate, and advocate

Make the tacit explicit—codify standards and expectations

Provides a form of regulation/governance

Something to strive for...aspirational in nature

But also something that is achievable

An external, vetted resource to point to in order to advocate for more support (equipment, staffing, funding, etc.)

Good for those new to a field, who need direction/framework

Good for experienced practitioners as a guide for ongoing work



Versus To Do Lists

My to do list includes daily weekly monthly semi annually annual and ongoing projects

Daily

ILLiad queues

Borrowing - conditionals, unfilleds, awaiting requests, copyright, Awaiting Librarian

Lending – awaiting IDS lending, awaiting lending, renewal requests

Error Messages – although you can skip a day or two, doing some every day is easier!

Email messages (and phone messages)

Returns

Weekly

Special Messages (Borrowing and Lending)

Outstanding Requests web report

ILLiad Queues

Customer Notified twice queue – contact people in Customer notified queue who have not picked up items to see if they want a renewal or for us to return their item

Recalls (B and L)

Lost (B and L)

Make sure circulation area is in order

Questions shelf

Monthly

Stats

Semester

Annually

Stats
CCC Report

Ongoing Projects

Breaking the user link – purging ILLiad patrons or just decoupling names
GIST and Gift & Deselection Manager



Versus Checklists

THE STAR Checklist that we are going to talk about most today is really more of a survey

To Do Lists may or may not get done

Checklists are more prescriptive

The Checklist Manifesto

Atul Gawande

Medical applications

Encourage communication

Specialization

A lot to remember

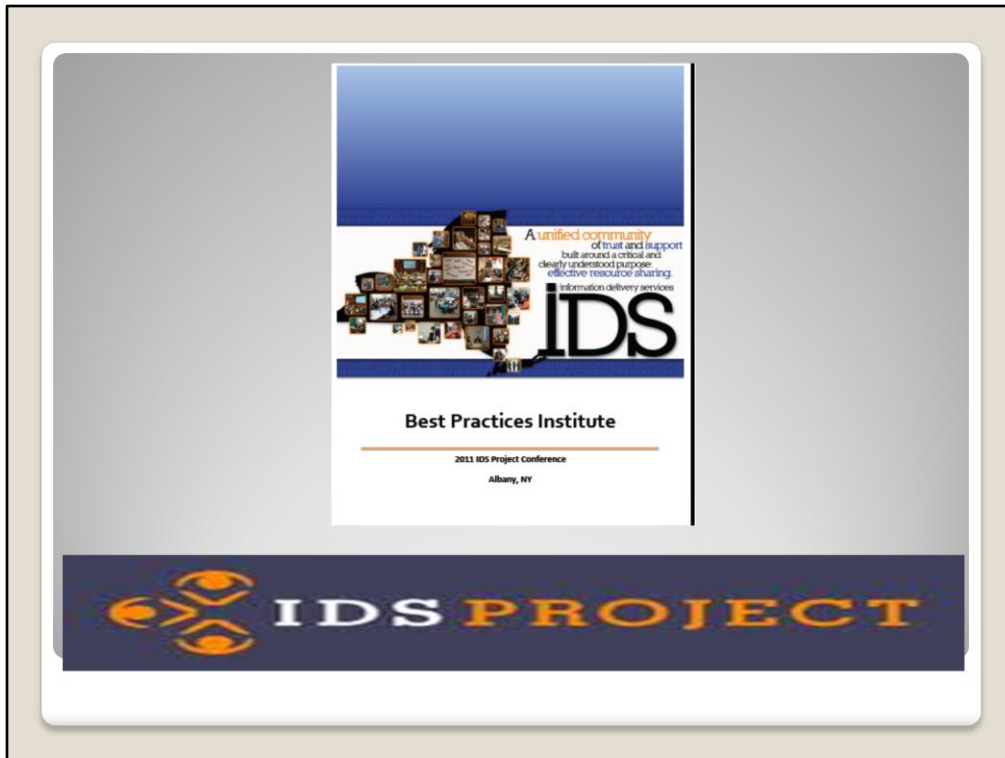
Include everyone

Get things done

The STAR Checklist is really more of a survey of things to strive to do, not all of which will be relevant to every library but all of which anyone working in ILL should think about



ILL
Best Practices



Best Practices Institute

<http://www.idsproject.org/Tools/BestPractices.aspx>

Held during the 2011 IDS Conference

Borrowing: Request Processing: Automation & Strategies

Borrowing: Effective Post-Receipt Workflow

Borrowing: Special Messages & Connection Manager

Document Delivery: Sustainable Workflow

Lending: Setting a Solid Foundation

Lending: Improving Workflow without Sacrificing Quality

Workbook

[Download the workbook \(pdf, 10MB\).](#)

[View the workbook's accompanying links.](#)

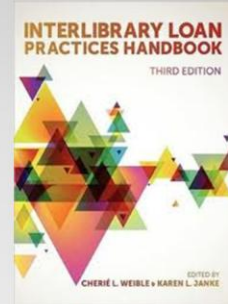
American Library Association

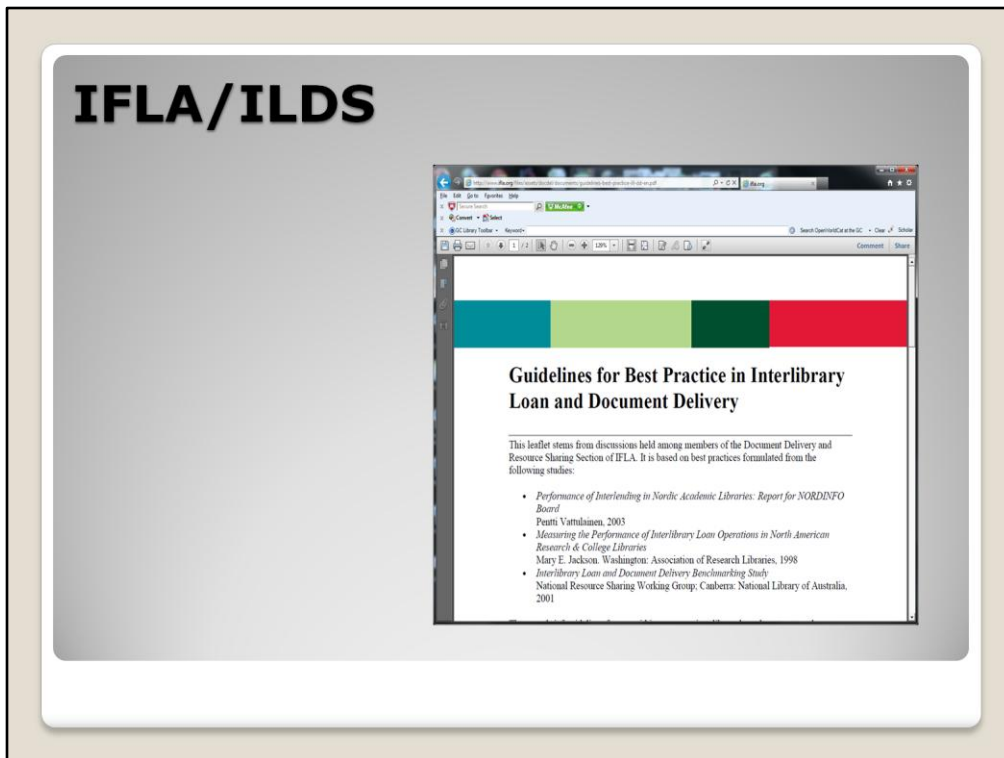
Reference and User Service (RUSA)

- Sharing and Transforming Access to Resource (STARS)
- ILL Code
- STAR Checklist
- IL 101 class
 - <http://www.ala.org/rusa/development/interlibraryloan>

Interlibrary Loan Practices Handbook

- 2011, Third Edition





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

STAFF

Use the expertise of skilled staff members

Staff members should continuously be able to develop competencies and be trained in using new tools and resources

Encourage the exchange of experience at the local or international level

TECHNOLOGY

Hardware and software must be up-to-date

Encourage users to submit requests electronically

Give the end users the ability to check the status of requests online

Handle all communication about requests electronically

USERS

Focus on the needs and preferences of the end user
Perform user surveys on a regular basis

RECOMMENDATIONS FOR THE REQUESTING LIBRARY

ILL should be an integrated part of the Library's service to users
Introduce new technology in all processes
Do not limit unreasonably the number of requests from users
Involve the end user as much as possible in requesting
Give end users access to union catalogues with requesting facilities
Process requests from end users quickly
Use your experience to select supplying libraries according to speed of service and cost
Adhere to conditions of suppliers and treat material with care
Offer IFLA vouchers as payment
Deliver the material as fast as possible to the end user
Send copies electronically if at all possible
Check speed of supply on a regular basis

RECOMMENDATIONS FOR THE SUPPLYING LIBRARY

Use experienced staff to collect requested material from your collections in order to minimize mistakes
Use the fastest delivery methods
Try to satisfy requests in the best possible way
Be sure that your license agreements for your e-resources will allow ILL/DD
Create online order forms and/or interoperate with other ILL/DD systems
Make your library's lending policies available on your web site and in policy directories
[Accept IFLA vouchers](#)

Copyright Guidelines

CCC




- CCC helps us pay fees easily
- <http://goto.copyright.com/LP%3D227?source=ACRLEM413>

ARL

CODE OF BEST PRACTICES IN FAIR USE FOR ACADEMIC AND RESEARCH LIBRARIES

- But we must remember our fair use rights
- <http://www.arl.org/focus-areas/copyright-ip/fair-use/code-of-best-practices>

Consider the source of your best practices and their point of view



The logo is a circular emblem with a green and blue background. The word "Rethinking" is written in a circular path around the top, "resources" around the bottom, and "sharing" around the right side. In the center, the words "reflect", "redefine", "Rethink", "recreate", and "revive" are stacked vertically.

- Restrictions shall only be imposed as necessary by individual institutions
- Library users shall be given appropriate options
- Global access to sharable resources shall be encouraged
- Sharable resources shall include those held in cultural institutions of all sorts
- Reference services are a vital component to resource sharing and delivery
- Libraries should offer service at a fair price
- Library registration should be as easy as signing up for commercial web based services.

Rethinking Resource Sharing Initiative Manifesto

#1 Restrictions shall only be imposed as necessary by individual institutions with the goal that the lowest-possible-barriers-to-fulfillment are presented to the user.

2 Library users shall be given appropriate options for delivery format, method of delivery, and fulfillment type, including loan, copy, digital copy, and purchase.

3 Global access to sharable resources shall be encouraged through formal and informal networking agreements with the goal towards lowest-barrier-to-fulfillment.

4 Sharable resources shall include those held in cultural institutions of all sorts: libraries, archives, museums, and the expertise of those employed in such places.

5 Reference services are a vital component to resource sharing and delivery and shall be made readily accessible from any initial "can't supply this" response. No material that is findable should be totally unattainable.

6 Libraries should offer service at a fair price rather than refuse but should strive to achieve services that are not more expensive than commercial services, e.g. bookshops.

7 Library registration should be as easy as signing up for commercial web based services. Everyone can be a library user.



More of a survey of best practices or things to think about doing
Brought to us by an interesting partnership that you are all invited to join:

American Library Association

Reference and User Service
 Sharing and Transforming Access to Research
 >15 Committees
 Rethinking Resource Sharing Policies

The Rethinking Resource Sharing Initiative

Ad Hoc, Grass Roots, and International
 Facilitate, educate, advocate by speaking, helping to organize conferences and forums
 Guided by committees structure
 Steering Committee
 Conference Planning
 Innovation Award
 Policies

64 Items

**Relevant for various types/sizes of Resource Sharing
 operations**

Three Possible Answers to Each Question

We Do This Now (2 points)

**We Plan On Implementing This in the Next
Twelve Months**

(1 point)

We Do Not Do This (0 points)

**Points add up to one to four stars, reflected on the
Certificate**

<http://rethinkingresourcesharing.org/checklist.html>

Why sue this?

**Gives library staff an opportunity to review and reflect on
the policies and processes that comprise the resource
sharing service they provide.**

**Also give them an outside source to show administrators
what they should and could be doing with adequate
support.**

**Designed to be aggressive, challenging library decision-
makers to live on the front lines of rethinking resource
sharing. There is no expectation that a single library will
meet every item in the list, but achieving STAR status
should be attainable.**

Next step is to add a toolkit so that if your library is not

doing something you can learn more about how to implement it.

Scoring

The highest possible score is 128. There are four STAR levels:

1 STAR: Participating libraries that are score between 77 and 89 points are engaged in 60%+ of activities/initiatives/services/policies represented in the Checklist and qualify for one STAR.

2 STARS: 90-101 points reflect engagement in 70%+ of activities/ initiatives/services/policies

3 STARS: 102-114 points reflect engagement in 80%+ of activities/ initiatives/services/policies

4 STARS: 115+ points reflect engagement in 90%+ of activities/initiatives/services/policies

If you get 1-4 stars what does it mean

Your library is at the forefront of resource sharing, or as we say, you are a resource sharing star

Do your patrons and administrators and colleagues know that?

Display your certificate and let them know so they can appreciate it and continue to support you!

If you get less than 4 stars – which is what most of us will get – you can use it as a tool to keep rethinking.

In fact that's what it's better for

If you get none, Although it is possible that your staff is unmotivated, this is often because your department is not being supported with enough budget, staff, training, or technology to do all that is now possible.

So, use this as a way to start a discussion with administrators about what you need and why.

Not everything may be appropriate for every library, but most of us can do more if we rethink things.

Change is hard but staff can be encouraged to do so if you show that it is necessary and possible to change.

Ease of Resource Sharing Transactions Between Libraries



**Requesting
Communication
Discovery
Delivery
Policies
Technology**

- 1. Library provides online request form for other libraries**
- 2. Library accepts fax or email requests from other libraries**
- 3. Library accepts requests within OCLC WorldCat Resource Sharing or other union catalog**
- 4. Library's holdings are up to date in resource sharing systems**
- 5. Library's serials holdings are up to date within a year in resource sharing systems**
- 6. Library generally responds to/updates lending and borrowing transactions within 24 hours**
- 7. Library accepts requests through regional or consortial systems**
- 8. Library participates in local or regional courier services whenever possible to deliver materials**
- 9. Library's lending policies are up to date with current information, including contact information and posted within the resource sharing systems utilized**

10. Lending library uses ISO compliant system

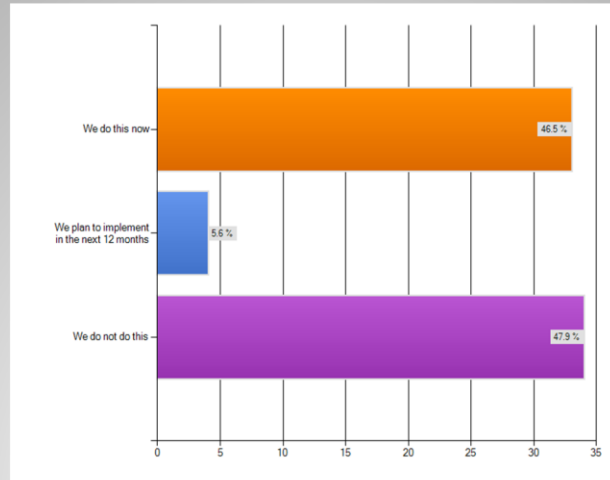
11. Library is a member of a consortium with a shared catalog or discovery system

Ease of Identifying Materials



12. Library promotes use of plug-ins/widgets for identifying and locating library materials. Example: the LibX Toolbar
13. Holdings are discoverable in Worldcat - www.worldcat.org
14. Library utilizes OpenURL to help users connect to resources
15. Library provides links to digitized collections in the local ILS
16. Library utilizes federated search or other tool for cross-collection searching by users
17. Library's electronic collections holdings are up to date in the local catalog

Promote discovery via widgets, other means?



Ease of Requesting for Borrowers



18. Library provides an online request form

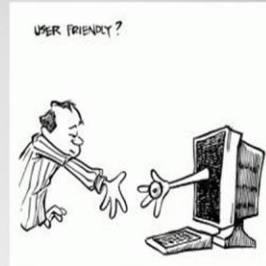
19. Library processes user requests within 2 business days

20. Library has enabled automated request features in their catalog or discovery tool

21. Library has enabled unmediated resource sharing requests by users

22. Library utilizes OpenURL resolvers to make requesting items easier

User Friendly Services

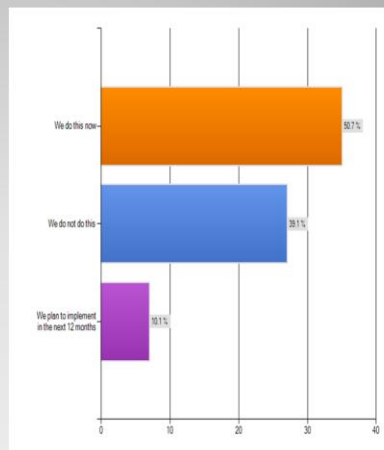


23. Library provides online status of requests for users 24/7
24. Library's borrowing policies and procedures are posted for users
25. Lending library has extended loan period (>30 days)
26. Library provides timely notification of impending due dates to users
27. Library utilizes interlibrary loan to request items in use by other users
28. Library loans non-returnable items to libraries outside of home country
29. Library loans returnable items to libraries outside of home country
30. Borrowing library sends requests to libraries outside of home country
31. Lending library offers incentives for early return of materials in addition to or instead of overdue fines
32. Library loans new items
33. Lending library allows unlimited renewals for items not needed locally
34. Library makes every effort to loan unique items
35. Library provides same level of service to all users
36. Borrowing library considers buy-on-demand before sending requests to library suppliers

- 37. Loaned returnables are not recalled; needed items are requested from other suppliers**
- 38. Borrowing library offers patrons options to select location for delivery of requested returnable items**
- 39. Borrowing library allows for direct delivery of returnable materials from the lending library to the end user**
- 40. Lending library provides direct delivery of non-returnable items to the end user via online delivery, email, or other means**
- 41. Borrowing library allows for remote (online or phone) renewals of materials**
- 42. Library conducts end-user needs assessments**
- 43. Library has online means to register for local interlibrary loan service**
- 44. Library has a service declaration in place and publicly posted committing to a minimum standard of resource sharing service for customers**

Consider buy-on-demand?

- Information deluge
- Discovery everywhere (open web, library resources)
- Find more, want more
- Find more, want more, request more
- Increase in resource sharing



Best practices in fair use summary

Access to a Wide Variety of Formats



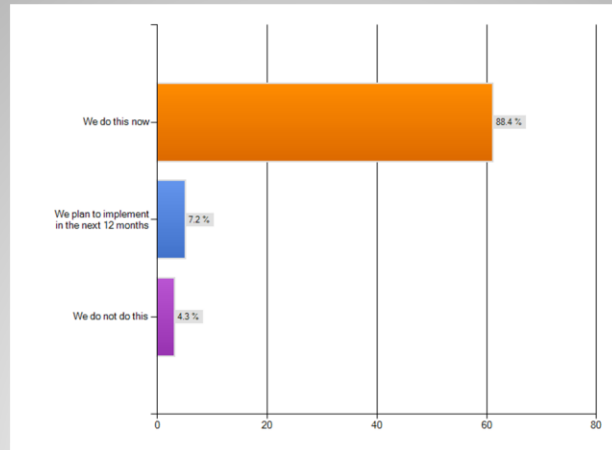
- 45. Lending library acquires copies of locally created dissertations to circulate/share
- 46. Library loans microforms
- 47. Library loans A/V materials Examples: CDs, DVDs, or VHS
- 48. Library digitizes items that cannot be loaned physically, within the confines of copyright and other legal restrictions
- 49. Library seeks methods to share public domain content digitally
- 50. Library loans old, bound journals

Electronic Materials

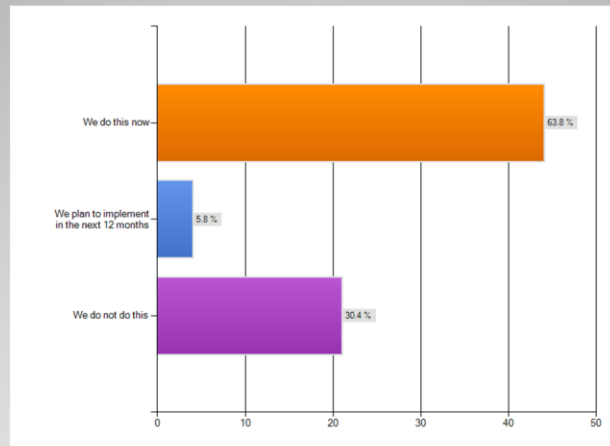


51. Library staff is aware of the sharing permissions of the licensed content at the library
52. Resource sharing staff provide input on license language for electronic content acquired by the library

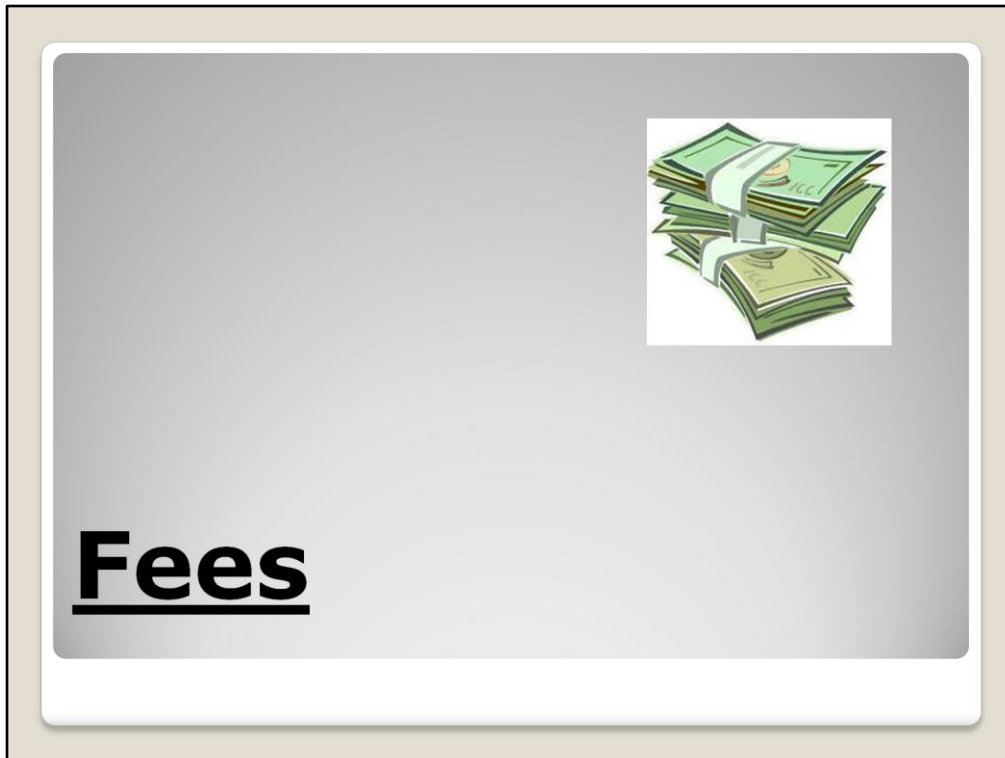
Knowledge of permissions?



Input on license negotiation



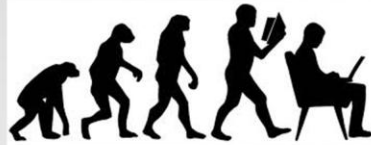
Best practices in fair use summary



- 53. Lending library allows free sharing of materials whenever possible
- 54. Lending library charges reasonable fees that encourage, versus discourage, resource sharing
- 55. Lending library distinguishes fees for unique materials
- 56. Lending library staff has option to waive fees to encourage supply of materials
- 57. Borrowing library will contribute to costs of scanning unique items that cannot be loaned physically
- 58. Library uses OCLC IFM and/or DOCLINE EFTS to manage fees
- 59. Library uses IFLA vouchers
- 60. Library participates in reciprocal agreements with other libraries
- 61. Library accepts credit cards for payment of transaction fees
- 62. Library has credit card for staff use to obtain materials from commercial suppliers for users
- 63. Library does not charge its library cardholders for basic ILL service
- 64. Library serves independent scholars who are guests of the institution

Evolution of STAR Checklist

- Hyperlinks to more info
- More questions (1 point each = 100)
 - Manifesto
 - Privacy
 - Green
 - E-Resources
 - Training
 - Assessment
 - Supporting Other Library Functions



**MORE
INFORMATION**



- **Rethinking Resource Sharing team**

- resourcesharingstar@gmail.com

- **ALA RUSA STARS**

- <http://www.ala.org/rusa/sections/stars>

- **Beth Posner**

- bposner@gc.cuny.edu

Thank you...