"Expanding Knowledge: Introduction to Resource Sharing-ILL"

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Outline

What is resource sharing (and interlibrary loan) and why do we use it?

How does the BLC help with resource sharing?

Interlibrary loan: borrowing & lending. How does it work?

Rapid, IDS Project

Costs

What library staff should know about resource sharing

Future of resource sharing (Conclusion)
What is resource sharing?

Resource sharing facilitates access to information

We share information both with our local communities and worldwide

Resource sharing includes interlibrary loan (also referred to as ILL)
ILL is the borrowing and lending of materials between libraries

Resource sharing also includes:

- Purchase on demand
- Patron driven acquisitions
- Document delivery
- Access to Shared print collections
- Open Access
Why do we use Resource Sharing?

A library can’t own or license everything its patrons might need!

- Many collection budgets are shrinking
- Too expensive to buy all that we need
- Rising costs of e-resources and course support materials
- Improved discovery because of online search engines
- Increased volume of, and demand for, digital materials
- Shrinking spaces for collections

And changing user expectations!
The BLC and Resource Sharing

Boston College
Boston University
   Brandeis University
Marine Biological Laboratory and Woods Hole
Oceanographic Institute
Northeastern University
   State Library of MA
Tufts University
University of Connecticut (Storrs, Stamford, Avery Point, Waterbury & Hartford campuses)
University of Massachusetts, Amherst
University Of Massachusetts, Boston
University of Massachusetts, Dartmouth
   University of Massachusetts, Lowell
University of Massachusetts Medical School
University of New Hampshire
University of Rhode Island (Narraganset & Providence campuses)
   Wellesley College
Williams College
How does the BLC help with resource sharing?

- Belonging to a consortium helps us do more together. We work together to provide both traditional and innovative resource sharing services.
- As a consortium we have common policies, standardized best practices and delivery that enable us to provide cost-effective and efficient sharing of print, electronic, and digital content.
- We create working groups to investigate and research new products, services and procedures.
- The BLC negotiates with vendors for BLC-wide products and services.
- The BLC coordinates a walk-in borrowing service.
- We have an active Resource Sharing Community of Interest (COI) group.
- The BLC helps by providing training for staff and the ability to share expertise with our fellow practitioners.
Eastern Academic Scholars’ Trust (EAST)

https://eastlibraries.org/

Resource sharing includes traditional interlibrary loan

Shared print repository hosted by the BLC

60 member libraries

ILL services are essential for access to these materials
How Does it Work?

**Borrowing**
Locating and borrowing materials that are not available in your library

**Lending**
Lending from your library’s collection

**Document Delivery**
A service for requesting articles and book chapters from the patron’s local library’s print and electronic collections
Borrowing

Both physical materials (books, media, and music scores, microfilm, older formats), as well as journal articles and book chapters can be requested

Turn-around times – consortial borrowing is fast!
Approx. 3 days for books, and often same day for articles and book chapters
Longer for traditional ILL

Walk-in borrowing – BLC cards

Purchase-on-demand of individual articles
Submitting ILL Requests

Easy and Quick!

ILL requests can be placed within discovery tools such as WorldCat or databases with the click of a button. The button links to the user’s ILL account and auto fills the necessary fields to submit the request.

Example using WorldCat Discovery for loans
Fulfillment

Requests are submitted into ILLiad and the fulfillment process begins unmediated. This allows requests to be processed when the ILL office is closed.

Book Chapters & Articles
Delivered as a pdf directly to the user’s ILL account.

Loans
Book requests are sent to borrowing library and users are notified by email
Due date is set by lending library

ILL Accounts
Some BLC libraries that use Alma have integration between ILLIad and circulation
Lending

Lending makes borrowing possible- lend generously, especially to consortia libraries.

Most libraries lend about the same amount as they borrow.

We rely on the help of student workers (to retrieve, update, scan and package).

E-resources: must have licensing permission to use for ILL purposes.
RapidILL

RapidILL is a resource sharing system that works with ILLiad to locate holdings and availability and process requests unmediated (when ISBN or ISSN numbers are included)

- Articles, Book Chapters, and Books
- Less than 24-hour turnaround time
- 94% or better fill rate
- Innovative delivery options
- Outstanding service to your users

Five BLC libraries piloted RapidR in 2013. Based on its success, there are now 66 RapidR libraries today, and the number is still growing.
IDS Project (Information Delivery Services)

Efficiency tools:

ALIAS

Lending Availability Service

Article Gateway

IDS Custom Routing Rules
Costs

Copyright fees

IFM fees - fees charged for loans and copies by lending libraries

Shipping costs - the BLC negotiates for a lower cost across the consortium

Patrons do not need to be concerned
ILL staff work in the background to manage these costs
What should all library staff know about resource sharing?

Our collections are more than just our local collections!

- ILL is free, confidential and fast!
- No need to understand how ILL works: just submit requests and ILL does the rest
- Patrons should not hesitate to submit requests
- ILL staff are happy to discuss complicated or unusual requests
- ILL provides individualized service to patrons
- Where to direct patron with questions

Use it, and become familiar with it!

**TIP:** always include OCLC number, ISBN or ISSN with the request, if known
This allows the request to be processed unmediated and the user receives it faster
How can non-ILL staff utilize resource sharing in their own work at their library?

- Integrate resource sharing into other library services, working together makes us more efficient as a whole!
- Publicize services
- Work with ILL, to help patrons find the information that they need
- Make sure discovery tools are easy to use
- Maximize accessibility
- Ensure licensing for e-resources permits interlibrary loan
- Use ILL data to inform subject specialists, and collection development decisions and acquisitions
Links to Resource Sharing Resources

BLC Resource Sharing (https://blc.org/services/resource-sharing)

EAST (https://eastlibraries.org/)

Center for Research Libraries (http://www.crl.edu/)

Hathi Trust (https://www.hathitrust.org/)

ILL Code for the United States (http://www.ala.org/rusa/guidelines/interlibrary)

Share ILL (http://shareill.org/)
Resources for the ILL practitioner

RAPIDILL: http://rapidill.org/

IDS Project: http://idsproject.org/

Rethinking Resource Sharing Initiative Checklist (https://rethinkingresourcesharing.org/star-checklist-2/)

Facebook Group: ILLers, a Group For Interlibrary Loan Librarians

OCLC Community Center (oc.lc/community)

ATLAS Systems ILLiad documentation (online)

Library Information and Resource Sharing: Transforming Service and Collections
Future of Resource Sharing

- Information landscape is changing, and so is resource sharing
- User expectations, discovery tools, and technology are changing
- Discovery and access is becoming more user-centered
- More emphasis on consortial borrowing
- Resource sharing informs collection development and acquisitions decisions; it has a key role in providing access to and development of our collective collections
- Interlibrary loan services are as important as ever!
- With teamwork, collaboration and sharing, our users get the materials they need delivered to them as quickly as possible!
Thank you!