Breaking through to the Future of Library Resource Sharing Plenary Session, a Rethinking Resource Sharing Initiative inspired collective sharing of what people should do Peter Bae, Princeton University, Lars Leon, University of Kansas

rethink | reflect | redefine | recreate | revive



Over 200 people in attendance at plenary session with lots of ideas. Number of similar responses in ().

- A. Who are we serving in libraries? Including our current users and our communities and people in our communities not currently using libraries...where are they (in the library...elsewhere)...what are their behaviors when they are looking for information?
  - 1. Faculty, grads, postdocs, staff, undergrads, labs, offices, off campus want it fast (5)
  - 2. Make more spaces
  - 3. Bring cost of textbooks down
  - 4. Course Reserve
  - 5. Distance Delivery Students
  - 6. Produce learning materials
  - 7. Worldwide Libraries
  - 8. People who "just need an article" not a necessarily a specific one

What are you going to do? Why?

- 9. Outreach (4)
- 10. Purchase on Demand
- 11. Unmediated(Reprints) (2)
- 12. Direct contact—use survey for feedback (5)
- 13. Customized emails, less dry
- 14. More 1-on1 interviews rather than focus groups
- 15. Multi use e-books for textbooks
- 16. Initiative to invoice for replacement only when lost
- 17. Fulfilling requests over the weekend
- 18. Advertise on social media
- 19. Provide welcoming place
- 20. Longer loan periods (2)
- 21. Ship to distance customers
- 22. Push for more access
- 23. Hold vendors to a higher standard
- 24. Reading out to faculty
- 25. Adjust ILL form to let patrons enter a DOI (2)
- 26. Save user's time by putting document in user's hand (i.e. emails, etc)

- 27. Integration of services
- 28. Staff the office
- 29. Customize reference services for individuals
- 30. Make it as easy as possible for patron (4)
- 31. Digitize
- 32. Constant need for latest Health Sciences Information
- 33. Purchase a discovery service, expo, alma/premio, OCLC, etc
- 34. Use FAQs to educate students on how to use our services
- 35. Embed resource sharing in some instruction processes
- 36. Cont. to ask admin. For funding for copyright fees
- 37. Work towards a unified patron portal/discovery and management portal
- 38. Market services to students/faculty etc.
- 39. Investigate why students are not finding locally held material

### What should/will your library do? Why?

- 40. Buy articles via Reprints Desk/Get It Now instead of journal/database subscriptions
- 41. ILL browsing app
- 42. 10 minutes at literacy classes (2)
- 43. Engage students w/ experience using library (4)
- 44. Save time of user (4)
- 45. Simplify wed forms
- 46. Send ILL materials to patrons
- 47. Access to international materials and/or recip agreements for our international students
- 48. Vendors need to work with libraries to increase ease of use of databases
- 49. Usability testing for website
- 50. Accessibility (4)
- 51. Fight for funding and increase visibility (2)
- 52. Focus groups
- 53. Market Services
- 54. Reference libraries in classroom
- 55. Be a presence at orientation
- 56. Less focus on free lenders and more on fast lenders
- 57. Need to get ILL requests links in Primo
- 58. Extend ILL loan periods for lending  $4 \rightarrow 6/8$  weeks
- 59. Collaboration
- 60. Expand ILL policies and be more willing to spend on services to get items for patrons
- 61. Recognize patrons do not want eBooks and prefer print for a number of reasons

#### What should/will the ILL community do?

- 62. Purchase on demand for books and articles
- 63. Make it simple
- 64. Pressure vendors on tech issues (glitches, etc) (4)
- 65. Transmission methods that include OCR/metadata (not image-only)
- 66. "get out of user's face" with too many rules, policies, etc
- 67. Commit to serve each other as well as we do our patrons (2)
- 68. Expand/Adapt (2)
- 69. Open access/textbooks library (2)
- 70. Professional development (2)

- 71. Find out what patrons need—don't make them understand how it ILL works (2)
- 72. Point of need of presence online
- 73. Review ILL lending stats as part of a space/weeding project
- 74. Embrace change
- 75. Increase ILLS thru Tipasa
- 76. Use different libraries based on that need to get the info faster
- 77. Connect and build closer relationships in your consortia. Many of your users use services similarly even though they're very different
- 78. Encourage collaboration and assessment
- 79. Don't use fluffy bags when shipping books
- 80. Connect public and academic community
- 81. IDS compatibility with Relais ILL

# B. What sources of information are our customers looking for? What is it, where is it, how do we get it, etc. E-books, other media, Open Access, etc.

- 1. Textbook (3)
- 2. Genealogy information
- 3. Dissertations
- 4. E-Books (3)
- 5. Open Access (3)
- 6. Media (2)
- 7. They are looking for instant streaming access that they do not have to pay for

#### What are you going to do? Why?

- 8. E-Books (9)
- 9. Data Sets (supplementary materials)
- 10. Textbooks (4)
- 11. Faculty incentives for open access resources in course readings
- 12. Current month free for publishers
- 13. Help students identify what is a source (3)
- 14. Train faculty on what resources the library has to offer
- 15. VIVA
- 16. -looking at e-book packages they could lend
- 17. New technologies
- 18. Look for alternatives
- 19. International Lending
- 20. Track down OA access materials to deliver
- 21. Learn copyright
- 22. Work on more liberal contracts for ILL of DVDs with performance rights
- 23. Setting Occam's reader to fulfill eBook needs
- 24. Address patrons who need articles ahead of print
- 25. Put more services on the web
- 26. Expand online programs—make sure process is clear and simple to staff and patrons
- 27. Educational processes need to happen—our users are being market to, and we're rec. req. for materials that were published same day
- 28. Negotiate w/ database vendors for ILL rights to enable easier resource sharing

#### What should/will your library do? Why?

- 29. International Lending
- 30. Push copyright limits(if we digitize something should be circulated for all) (2)
- 31. Use fair use to full extent (2)
- 32. Buy everything possible that we cannot obtain via ILL (3)
- 33. E-Book (3)
- 34. Figure out workflow to lend the e-books, staff don't know how
- 35. Provide more copyright education (3)
- 36. Order if free only
- 37. Still want print—make offsite delivery easier/faster
- 38. ILL streaming videos if only way available—add links to enable sharing (2)
- 39. Educate faculty on OER as it relates to resource sharing
- 40. Focus on being thorough—make sure you don't own what is needed (2)
- 41. Use survey, desk stats, to learn trends and needs
- 42. Making as much material available as possible
- 43. Need to understand NAP and eventually integrate Alma and Tipasa
- 44. Do more with custom groups and paths, esp. geographically to get materials faster
- 45. Make resources available on reserve
- 46. Get books as quickly as possible
- 47. They are buying more and more eBooks which can't be loaned; our libs need to work on putting this into the license

#### What should/will the ILL community do?

- 48. Using Google and having library results holdings bubble up
- 49. New technologies
- 50. Get over aversion of copyright risk (2)
- 51. Create place for old digitized content that can be shared
- 52. Digitize as much material as possible (4)
- 53. E-Books (5)
- 54. Bridge publishers and libraries
- 55. Encourage standards in open access (2)
- 56. Collaborate with acquisitions/collection management to see what patrons need (2)
- 57. Advocate for more useful searching in policies directory to send lenders of certain formats
- 58. Educate users and make ILL at forefront of mind
- 59. Continue with conversations like the Community Centers
- 60. Inform other libraries when something is available just in case that ILL person doesn't know
- 61. Reprints desk, Get it now, P-Card purchase from publishers
- 62. Consortial agreements
- 63. VIVA
- 64. Share successes with eBook lending

# C. How do consortiums/groups (e.g. offsite repositories, consortiums) impact ILL now and how might they in the future, collective collection development, delivery issues

- 1. Trying to make things easier and more affordable
- 2. Agreements between state libraries
- 3. Cooperative between libraries (2)
- 4. Groups provide opportunity to fill more requests and reduce costs, however, they put more pressure on resource sharing operations with increased work load and slower turnaround times (2)
- 5. They make the service fractured, homogenous, and not interoperable

### What are you going to do? Why?

- 6. Location
- 7. Communicate/Network (3)
- 8. E-Books (Group Deals—borrow whole books) (5)
- 9. Viva (2)
- 10. Courier services
- 11. Reciprocal borrowing
- 12. Keep updated with new and easy ways to share material
- 13. Sending people to conferences
- 14. Negotiate on group purchases
- 15. Cooperative collection development (2)
- 16. Support shared platform in queue
- 17. Be less proprietary about books
- 18. Costs go down—may make expensive articles cost less
- 19. Currently exploring a shared institutional print repository with a local university
- 20. Participate in consortia efforts
- 21. Investigate OCLC groups we belong to
- 22. Brainstorm ways to transaction requests through the hierarchy of options more smoothly
- 23. Look into National ILL group in Canada, nothing exists right now
- 24. Look into joining Hathi Trust

### What should/will your library do? Why?

- 25. LUIS-if not already
- 26. Shared e-book agreement between libraries
- 27. Form cooperative groups to share as much as possible (5)
- 28. Investigate consortia discovery system with patron interface
- 29. International ILL
- 30. AV streaming licenses
- 31. Develop statewide borrowing
- 32. Coordinate more with other units in library
- 33. Stop embargoes if possible
- 34. Create better links to the cat records directly to ILL request form
- 35. Improve inter-consortial sharing, make quicker (2)
- 36. Have open access to materials records and build repository collaborations locally, regionally, and beyond
- 37. Provide funding for travel

#### What should/will the ILL community do?

- 38. VIVA (2)
- 39. -Purchased E-Books that can lend entire item (2)
- 40. -Reciprocal borrowing w/area/consortium/state libraries
- 41. Public/Academic partnership or borrowing agreements (3)
- 42. Consortium agreements do not impede our ability to ILL to the larger community
- 43. Connect D2D
- 44. Speed up processing delivery
- 45. Negotiate nationwide discounts for delivery services and ILL Units
- 46. Continue to share materials as cheaply as possible
- 47. Collectively negotiate w/ publishers for eBook standards and accessibility for libs (2)
- 48. Share information
- 49. Develop better systems to share eBooks w/ DRM enforcement that is not too restrictive for patrons
- 50. Allow regional libraries to share costs and maintenance of the offsite storage—make avail. 7 days a week
- 51. Pressure eBook vendors to allow ILL and unlimited simultaneous users—suggest monetary model like free online products (monetize advertising in the interface
- 52. Identify priorities for ILL in Canada

# D. How do licenses and copyright laws impede your ability to share needed information? How do we maximize legal sharing in this climate?

What are you going to do? Why?

- 1. Fair Use
- 2. Negotiate good licensing agreements
- 3. Push for including ILL supplying rights in licenses
- 4. More open access
- 5. Look for ways to use the same platform w/in groups to make lending easier, more possible
- 6. Collective bargaining is good for access but copyright is the most expensive part of a transaction
- 7. Advocate for change in contracts for sharing work to change copyright law
- 8. Make systems more flexible
- 9. Lend as much as possible
- 10. Change licensing rights (2)
- 11. Using fair use (2)
- 12. Keep in touch with acquisitions libraries and renewing/establishing new contacts (2)
- 13. Continue to be proactive in interpretation of license and copyright
- 14. Streaming media rights (2)
- 15. Copyright audit of ILL unit
- 16. Be better at following laws/rules and ask for more negotiation w/ our vendors on ILL services in contracts
- 17. Form consortiums
- 18. Educate users on what copyright is and what it protects (4)
- 19. Investigate copyright overages with Get it Now! And Reprints Desk (2)
- 20. Support legislation to modify copyright laws

# What should/will your library do? Why?

- 21. WorldCat knowledge base
- 22. Set up for better/more open e content sharing
- 23. Block international for prints shipping via policy directory
- 24. Send international packages first class
- 25. Demand ILL in licenses
- 26. Provide/develop usable knowledge back of license terms at title/item level
- 27. Control abuse—patrons can abuse by saving PDF for themselves (2)
- 28. Create helpful cheat sheets for users
- 29. Find ways to get our unique collections more available
- 30. Work on getting access to embargoed articles—major issue for preprints, etc. that

# What should/will the ILL community do?

- 31. Ask publishers/advocate for ILL licensing rights
- 32. purchase content from sole providers
- 33. linked data (2)
- 34. CONTU guidelines
- 35. Huge amount of pressure needs to come down on publishers to allow lending of E-Books (2)
- 36. Enhance relationship with vendors for discussion on resource sharing philosophy (2)
- 37. Talk and support international conversation in ILL (2)
- 38. Boycott –what would publishers do if they lost all academic library business?
- 39. More concrete understanding of copyright
- 40. Band together against unreasonable publisher contracts
- 41. Use Fair use for all it is worth
- 42. Get resources to public libraries
- 43. Mention ILL when renewing or negotiating licenses

#### E. Anything else?

- 1. Advocate for changes in copyright law—e resources; e-book platform
- 2. Ask that serial webpages be uniform
- 3. Give courses in Library School on Resources Sharing (How do you lend an ebook?)
- 4. More conversations—Researchgate, Academia.edu, author share sites—generally speaking the alternatives
- 5. Linked data?
- 6. Design a webcrawler system that can search library opacs, archives, finding aids and other information available electronically not only OCLC holdings respond with locations and create ILL requests with suggested lending locations (2)
- 7. Preserve older materials (newspapers, etc)

For more on 2017 OCLC Resource Sharing Conference see

http://www.oclc.org/en/events/conferences/resource-sharing-conference/2017.html

For more on Rethinking Resource Sharing Initiative see <a href="https://rethinkingresourcesharing.org/">https://rethinkingresourcesharing.org/</a>