Delivering the goods
Thoughts on the future of ILL

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Components of ILL

ILLL

- Users
- Systems
- Libraries
- Data
Users

Mass market or niche service?

YouTube - j r hartley
“increasingly the mass market is turning in to a mass of niches. That mass of niches has always existed, but as the cost of reaching it falls – it’s suddenly becoming a cultural and economic force to be reckoned with.... many of these kinds of products have always been there, just not visible or easy to find.”

- Chris Anderson, The Long Tail
A quick show of hands

Are the requests placed through WorldCat Resource Sharing

(a) Long Tail?

(b) Bestsellers?
<table>
<thead>
<tr>
<th>Titles</th>
<th>Requests</th>
<th>Holdings</th>
</tr>
</thead>
<tbody>
<tr>
<td>ANALISIS DEL CONQUISTADOR ESPIRITUAL DE AMERICA.</td>
<td>2440</td>
<td>64</td>
</tr>
<tr>
<td>COLONIZACION INDIANA COMO MODELO EN LA RETORICA DEL SIGLO XVI.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TEMAS DE RETORICA HISPANA RENACENTISTA</td>
<td>2392</td>
<td>21</td>
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<tr>
<td>HOMENAJE A DON FRANCISCO GAMONEDA</td>
<td>2380</td>
<td>31</td>
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<tr>
<td>FRAY DIEGO VALADES</td>
<td>2349</td>
<td>19</td>
</tr>
<tr>
<td>FRAY DIEGO VALADES Y SU BREVE CRONICA MEXICANA</td>
<td>2342</td>
<td>4</td>
</tr>
<tr>
<td>ORATORIA SAGRADA ESPANOLA DE LOS SIGLOS XVI Y XVII</td>
<td>2255</td>
<td>44</td>
</tr>
</tbody>
</table>
Top 10 titles

**NUMBER 1**
2750 Requests
2663 Holdings
$13.72 Amazon price

**NUMBER 2**
2672 Requests
2883 Holdings
$17.51 Amazon price
Top 10 titles

NUMBER 9
2317 Requests
1341 Holdings
Amazon price $18.68
Inter-library loans
What’s important to the user?

- Do you have what I want?
- If not, can you get what I want?
- Can you get it in time for when I need it?
- I don’t mind when you can get it.
- Do I have to pay for it?
- Can I get it cheaper myself?
Who is the end user?

- Students
- Academics
- Children & Teenagers
- Parents
- Adults
- Senior Citizens
You want something? We can get it!
All you have to do is ask!

Read
We Recommend
Red eye (Book picture: 3005)
Find This Title

Recent Arrivals
View All
Find This Title

Learn
Search In The Library
Books »
Music »
Images »
Help Collection »
Advanced Search »
Search Downloadable Media »

Discover
Popular Topics
Elections & Voting »
Hispanic American History »

Especially For...
Adult New Readers »
Eld. Students »
Parents »
Teachers »

How do I...?
Set a Library Card »
Become a Computer »
Place a Hold on Library Material »
Research Library Materials »

Programs
Scholars in Residence »

Wi Fi @ the Library
Bring your laptop! WiFi View-Details »
You are searching on the Web and you find a book you want. You have the easy one-click option to have this item delivered to you from a library for a small fee -- a fee that covers the cost of shipping. A postage-paid envelope would be provided to return the book to your library.

How valuable would this service be to you?
More than 2/3 of respondents find the content delivery service presented to be at least somewhat valuable.
I love this! I hope it will become a feature of our library.

It’s wonderful. It allows me to utilize the library's service with much more convenience as I live far away from the library.

Service was quick and convenient. It was exciting to get, felt like Christmas!

Cool, to just order online and have it delivered home
Montana staff experiences

This is a great service! We would love to continue providing the service to our patrons, but because of budget constraints we will not be able to continue this service.

The whole idea and "mission" of the program is great. We all learned a lot by participating in this pilot program and tried to keep that in mind throughout the program. Patrons loved it and even those who may not have tried it - talked as if they saw the merit in the service. It is a great service for those who can afford to offer it. Patrons loved it!
Workflow in WorldCat Resource Sharing

1. BWB mails book to patron
2. Patron and library receive an email indicating that BWB has supplied the item
3. Patron receives a prepaid return mailer supplied to the patron
4. Insert with every book indicating to patron that the item has been supplied by their library, and details about how to purchase
Systems and Networks

The perceived complexity of ILL
The language of ILL

- Shipped
- Idle
- In process
- Check in
- Received
- Returned
- Renew
- Pending
- Chase
- Reasons for no
- Not supplied
- Cancel pending
- Cancelled
- Lost
The language of ILL

Can I have it?  Yes you can  Thanks.  Got it back.

Can I have it?  No sorry
Formal vs. informal networks

**Formal**
- RLG SHARES
- GIF project
- Trans Tasman
- Interlending service
- LVIS

**Informal**
- Contact made when there is a need
- Email
Copy requests are usually supplied electronically

Returnables

“The running joke we have for those who are terrified of sending their ILL materials overseas is that they suffer from “hydrophobia”. The definition of which is: a morbid dread of mailing books over large bodies of water.”

Credit to Bob Krall (Upenn) - originator of the term “Hydrophobia”
Data

No longer the bastion of the library
Union catalogues on the web
<table>
<thead>
<tr>
<th>Language</th>
<th>1998</th>
<th>2009</th>
<th>Percentage of Non-English Records</th>
</tr>
</thead>
<tbody>
<tr>
<td>English</td>
<td>23.9 m</td>
<td>64.3 m</td>
<td>36%</td>
</tr>
<tr>
<td>French</td>
<td>2.3 m</td>
<td>8.5 m</td>
<td>53.8%</td>
</tr>
<tr>
<td>German</td>
<td>2.2 m</td>
<td>17.9 m</td>
<td></td>
</tr>
<tr>
<td>Spanish</td>
<td>1.6 m</td>
<td>4.5 m</td>
<td></td>
</tr>
<tr>
<td>Japanese</td>
<td>.8 m</td>
<td>2.8 m</td>
<td></td>
</tr>
<tr>
<td>Russian</td>
<td>.8 m</td>
<td>2.3 m</td>
<td></td>
</tr>
<tr>
<td>Chinese</td>
<td>.7 m</td>
<td>4.3 m</td>
<td></td>
</tr>
<tr>
<td>Italian</td>
<td>.7 m</td>
<td>2.1 m</td>
<td></td>
</tr>
<tr>
<td>Latin</td>
<td>.3 m</td>
<td>1.9 m</td>
<td></td>
</tr>
<tr>
<td>Portuguese</td>
<td>.3 m</td>
<td>1.1 m</td>
<td></td>
</tr>
<tr>
<td>Dutch</td>
<td>.2 m</td>
<td>2.9 m</td>
<td></td>
</tr>
<tr>
<td>Hebrew</td>
<td>.2 m</td>
<td>1.2 m</td>
<td></td>
</tr>
</tbody>
</table>
Enhanced sharing of articles

Enhanced workflow for licensed journal articles

*New* OCLC KnowledgeBase integrated with WorldCat
  - Data ingest being developed for SFX and Serials Solutions initially
  - Used to configure links to licensed articles

*New* License Manager

WorldCat Resource Sharing and ILLiad

(No additional subscription required)
Getting started with enhanced article sharing

Step 1 - load your licensed content holdings in to the Knowledge base

Step 2 - set your licensing rules

Step 3 - configure FirstSearch Admin
The Knowledge Base must be activated both in FS Admin and ILLiad Customization Manager.
New profile option in Direct Request Profiles for **borrower** to select preference for articles in Electronic format
## Borrowing Preferences

<table>
<thead>
<tr>
<th>Option</th>
<th>Details</th>
</tr>
</thead>
</table>
| **No**                      | • Not set up KnowledgeBase  
                            • Only want print journals |
| **E within Group**          | • Custom holdings - 1st group  
                            • E + P within group          |
| **E across Group**          | • Custom holdings - all groups  
                            • Ignore P - E is most important |
Multiple OCLC numbers will be displayed

Deep link to article
Multiple collections - multiple holdings

Nature Publishing Group
Print and send

WilsonSelectPlus
Print and scan

Cambridge Group
Print only

Ingenta hybrid collection
Print and send

LHR Summary for 444556:  v.1-(1972)
Lending Policies: Unknown/Unknown

LHR Summary for 88899:  v.1-v.4 (1972-1975)
Lending Policies: Unknown/Unknown
Support ILL OK, ILL No and Silent. We will allow the library to tell us how they define Silent. If silent = No, Silent results will not be used. If Silent = Yes, Silent results will be used.
Lending request

Imprint: Sage Publications

Article: Martin, G. S. Are nicotine replacement therapy, varenicline or bupropion options for pregnant mothers to quit smoking? Effects on the respiratory system of the offspring.

Volume: 3
Number: 4
Date: 2009
Pages: 150-210

Verified: Article First Type: a

OCLC no: 1205454230432242

LHR Summary for 123545: Years 1998-2000
Lending Policies: Will lend

LHR Summary for 43252345: Years 1998-1999
Lending Policies: Unknown

Borrowing Information

Ship To: 6665 Frank Rd. Dublin, OH 43017
Bill To: 6665 Frank Rd. Dublin, OH 43017
Ship Via: Pony Express
Electronic Delivery: Yes

Copy: 1
Format: Motion picture

Copy: 2

Print and send
## Field test results

<table>
<thead>
<tr>
<th>Patron submits request</th>
<th>Request sent by system</th>
<th>Delivered to web</th>
<th>Viewed by patron</th>
<th>Total time</th>
</tr>
</thead>
<tbody>
<tr>
<td>9.37 AM</td>
<td>1.29 PM</td>
<td>1.52 PM</td>
<td>2.08 PM</td>
<td>4h 31</td>
</tr>
<tr>
<td>12.33 PM</td>
<td>1.30 PM</td>
<td>1.57 PM</td>
<td>5.57 PM</td>
<td>5h 24</td>
</tr>
<tr>
<td>12.06 PM</td>
<td>12.46 PM</td>
<td>1.46 PM</td>
<td>3.44 PM</td>
<td>3h 38</td>
</tr>
<tr>
<td>11.16 AM</td>
<td>1.23 PM</td>
<td>1.57 PM</td>
<td>2.20 PM</td>
<td>3h 04</td>
</tr>
<tr>
<td>9.37 AM</td>
<td>10.06 AM</td>
<td>11.02 AM</td>
<td>11.09 AM</td>
<td>1h 32</td>
</tr>
</tbody>
</table>
During the DRA trial Penn State had 194 article borrowing requests that went through “direct request” and were filled by a lender on the first oclc string.

Of the 194, 131 (67.5%) were received within 1 day.
Innovation is critical to inter library loan and resource sharing at this time. As end user needs involve and the libraries data and systems change, ILL needs to evolve as well.
Thank You!

Questions?