Keynote Presentation
Great Lakes Resource Sharing Conference
June 10, 2016
Heidi Nance
Planning Committee

- Tina Baich (co-chair), IUPUI University Library
- Mike Hawthorne (co-chair), Wayne State University
- Pamela Grudzien, Central Michigan University
- Heather Ladiski, Midwest Collaborative for Library Services
- Shelly Miller, OHIONET
- Holli Moseman, Indiana State University
- Jane Plass, Reaching Across Illinois Library System
- Susan Powers, Central Michigan University
- Mark Sullivan, IDS Project-SUNY Geneseo
- David Votta, Midwest Collaborative for Library Services
Attendees
“Thoughts on trends and innovations in resource sharing within the context of regional/multi-state cooperation, multi-type users, and/or complex environments.”
My background

- University of Washington Libraries
- ~45,000 students
- 3 campuses
- 16 libraries
- 1 University Hospital
- 8 million print volumes
- 5.5 million Libraries-licensed journal articles downloaded in 2015
- 600,000 electronic books
- 1 million locally digitized items\(^2\)
Interlibrary Loan & Document Delivery

- Borrowed 41,487 items
- Lent 25,995 items
- Pull and Scan 28,495 items
Summit Consortial Sharing (returnables)

- Summit borrow **22,037**
- Summit lend **22,973**
Resource Sharing Office

- 2 physical locations
  - "ILL North" in the Suzzallo Library
  - "ILL South" in the Health Sciences Library

- 9.75 staff
- ~10 FTE of student hourly
Resource Sharing Office

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10 Things I Love About ILL

… Or things we know but often do not say.
We are generous.

OCLC – 6,227,081
RAPID – 1,230,803
DOCLINE - 1,200,000

8,657,890
We share almost everything.

Materials
Knowledge
Training
Community
Common Mission
We touch all parts of the library.

Resource Sharing

- Cataloging
- Acquisitions
- Licensing
- Collection Development
- Access Services
- Reference
- Instruction
We are diverse.
We are a gorgeous, creative, messy, and highly productive motley crew of information jockeys.
We are often ahead of our time.

Is ILL the original Open Access?
We value service.

How 'Maintainers,' Not 'Innovators,' Make the World Turn

We need more stories about the labor that sustains society, a group of scholars say.

LAURA BLISS | @mlaurabliss | Apr 8, 2016 | 50 Comments
We are innovators.
We save money.

Fiscal Year 2014-15

$11.39 average cost to borrow
$9.12 average cost to lend
$7.59 average cost to scan
We love data.
We change the world.

• “I tell my students, 'When you get these jobs that you have been so brilliantly trained for, just remember that your real job is that if you are free, you need to free somebody else. If you have some power, then your job is to empower somebody else. This is not just a grab-bag candy game.'”

- Toni Morrison, author
“Whether free or not, before ordering I read the abstract. Now if it is a winner, I would order free or not. But some abstracts are marginal, iffy. If not free I might choose to not order. But some of these "marginal" references turn out to be winners and improve or alter the research. So free document delivery permits the ordering of references with "marginal" abstracts and some of these turn out to be very useful.”
• On behalf of the Institute for Health Metrics and Evaluation, I would like to sincerely thank you and your team for the extensive support we have received from the Interlibrary Loan Program. We are an independent global health research institute committed to providing the most accurate information on key areas of population health. In the past year, this effort increased significantly to provide estimates for over 200 individual conditions and injuries and roughly 60 risk factors by age, country, age, sex, and year.

• Through this process, the institute has conducted a large number of literature reviews. One of our data analysis alone has had 928 article requests filled by your team. In areas with sparse data, the information included in these reports offers a significant improvement.

• We recognize that such large scale searches have created a substantial increase in the amount of work by your team. Your efforts are integral to our being able to collate the available data from the literature, which in turns helps us to pursue groundbreaking research. Thank you so much for your tireless efforts that are so fundamental to what we do.”
Trends
Trends

• Changing user expectations
• Changes in Scholarly Publishing
• Changes in economy and views of higher education
• Changes in copyright law
User’s Turnaround Time Expectations

Credit: Collette Mak, Notre Dame

- **Instant download**
  - Kindle or Nook
  - Fast

- **2-day shipping**
  - Amazon Prime
  - Good

- **3-5 day shipping**
  - Regular shipping
  - Acceptable (sometimes)

- **5-10 day shipping**
  - Free shipping
  - SLOW
Usage Data – ILL vs. Subscription

Pharmacogenomics
- 2011-2012: $3,619
- 2012-2013: 668
- 2013-14: 967
- 2014-15: 917
- 2015-16 to date: 699

Expert Opinions on Drug Metabolism Toxicology
- 2011-2012: $2,953
- 2012-2013: 45
- 2013-14: 298
- 2014-15: 343
- 2015-16 to date: 497

Pharmaceuticals
- 2011-2012: $3,619
- 2012-2013: 668
- 2013-14: 967
- 2014-15: 917
- 2015-16 to date: 699

Pharmacogenomics
- 2011-2012: $2,953
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2011-2012
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$3,619
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676
Trends, Libraries

• Retirements
• Reorganizations
• Budget cuts
• ILS migrations (or rumors thereof)
• Discovery chaos
• New models of service
• Love-hate relationship with e-books
Trends, Resource Sharing

• The Cloud
  • (or, as Collette is fond of pointing out, ”someone else’s computer”)
• New ILS systems = new ILL services
• Increasing partnership with vendors
• ILL librarians as systems librarians?
• Increasing requests for high-volume or specialized scanning
• Accessibility
Trends, Consortia

- ~200 consortia in International Coalition of Library Consortia (ICOLC)
- Data-sharing
- Decision making structure and process
- Consistency vs. concierge
- Challenge of geography
- Designing, building, and sailing the boat at the same time
Possible Future Scenarios
<table>
<thead>
<tr>
<th>The rest of the world</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consortia - Library Type</td>
</tr>
<tr>
<td>Consortia - Regional</td>
</tr>
<tr>
<td>Local or Home Library</td>
</tr>
</tbody>
</table>
Linked Data
Linked Data
- Linked Data
- Universal Researcher ID (ORCID?)
• Linked Data
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• Linked Data
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• Cross-ILS communication
How to respond?

Resource Sharing as we know it.
Pearl-clutching is not an effective change management strategy.
HOW NOT TO DO
CHANGE MANAGEMENT
Reactive Fear Resist VS Proactive Creative Participate
Change is inevitable.
What it changes into is not.
What is Resource Sharing?
ALA ILL Code, 2016

• 1.1 **Interlibrary loan** is the process by which a library requests material from, or supplies material to, another library.

• 1.2 In this code, "material" includes books, audiovisual materials, and other returnable items as well as copies of journal articles, book chapters, excerpts, and other non-returnable items.
“Resource sharing is nothing but sharing of library resources by certain participating libraries among themselves on the basis of the principle of co-operation. This is applicable in sharing of documents, manpower, services, space and equipments.”
Nance, 2016

“At its core, Resource Sharing is expanding the world of information resources to your local users, and expanding the world of users who can access your information resources.”
Let’s not get so focused on how we do what we do – and what might interfere with or facilitate that – that we forget what we are doing.
5 Ways to re-invent our **what**

1. Respond with creativity, not fear.
2. Sit at the table. Be involved.
3. Be an early adopter.
4. Keep the bigger picture in mind.
5. Win the game … or change the rules.
There is something special about Resource Sharing.
“Resource Sharing among libraries is a miracle of the twentieth century.”
“Our challenge today is to sustain and refresh this vital service in the face of collective collections, born-digital content, threats to copyright exceptions, discovery chaos, user-driven acquisitions, and many other trends which alter the ways we identify, request, and deliver stuff.”
“Librarians have the expertise, innovative spirit, and chutzpah to radicalize and transform the ways libraries share print and digital resources in support of our users.”

- Jim Neal, ALA President-Elect 2016-17
Thank you!
Questions?
Resource sharing among libraries is a miracle of the twentieth century. Our challenge today is to sustain and refresh this vital service in the face of collective collections, born-digital content, threats to copyright exceptions, discovery chaos, user-driven acquisitions, and many other trends which alter the ways we identify, request, and deliver stuff. Libraries have the expertise, innovative spirit, and chutzpah to radicalize and transform the ways libraries share print and digital resources in support of our users.
Sources

1. Facebook Messenger message from Jim Neal to Heidi Nance, June 8, 2016
4. Image Slide 5 - https://flic.kr/p/gx9bsh
5. Image Slide 8 – Photo Credit Amy Halligan
6. Image Slide 9 – Photo Credit Peter Bae, Princeton University
7. Data on Slide 11 – Personal correspondence June 2016
8. Image Slide 12, Cake Pan - https://flic.kr/p/99vxMk
10. Image Slide 12, Stuffed Bears – Photo Credit Heidi Nance
12. Image Slide 17 – Photo Credit Heidi Nance

• Icons on slides 37-42 from Infogr.am.