Silo Busting: Adding Value through Resource Sharing Diversification

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Institutional Workflow Analyses

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On average, 6-7 thousand requests from CofC's patrons are processed annually with a 98% fill rate. All requests are mediated to ensure citation information is accurate. Regular maintenance of custom holding groups is performed to ensure requests are sent to the least expensive options first and to all available options.

When necessary, ILL facilitates the purchase of materials through commercial document delivery services, directly from the publisher or vendor, or through a request to collection development.

Clemson

The ILL department joined reciprocal sharing groups, such as LVIS (Libraries Very Interested in Sharing), LYRA, and SOLINE, and also contacted frequently used institutions to establish reciprocal sharing agreements. This both saves resource sharing costs and expands Clemson's ability to lend.

After a workflow analysis with STEM Librarians, ILL now accepts and fills purchase requests for industry standards and reports.

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ILL implemented ILLiad customizations to streamline daily workflows. This gives the ILL librarian more time to devote to special requests, Purchase on Demand (PoD), and collection development.

All ILL borrowing requests for loans are first evaluated as potential consortial requests (PASCAL Delivers), which are delivered and processed much faster than ILL materials. If the item is available through PASCAL, the librarian cancels the ILLiad request and creates a consortial request on the patron's behalf.

Acquisitions & Collection Development Data

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Regular collaboration between ILL and Collection and Content Services takes place. Reports of ILL request data are consulted when faculty make journal purchase requests, and ILL data is explored for titles that will benefit the libraries' collection through subscription. Comparisons are made between copyright costs and subscription costs to determine whether or not a subscription would be more cost-effective.

To help facilitate this communication, a member from ILL sits on the Collection Development Committee.

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Once copyright limits are met, journal information is shared with acquisitions staff and subject librarians so that they can explore purchase options. Specific information is taken into account, such as whether the requests are for a single-semester special class offering or are made by a professor working on new research.

Patrons are encouraged to suggest purchases via ILLiad request forms. After doing this for 18 months, the fill rate via suggested purchase is 50%.

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All unfilled borrowing requests are evaluated for purchase. Articles and industry standards are purchased from vendors/publishers for single users. Monographs and articles are purchased directly by the ILL librarian through (PoD).

Mediated article pass tokens are used to supplement local subscriptions and fulfill borrowing requests rapidly.

PoD activity, ILL lending data, and article pass usage are factored into journal/database subscription evaluation. The ILL librarian is integrated into the renewal/assessment cycle.

Accommodating Special Requests

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Overseas requests are typically facilitated through email correspondence when potential lending libraries are not part of OCLC. These requests are usually paid for using IFLA vouchers, and DHL has quickly become the quickest, most cost-effective, and most reliable international courier.

When possible and necessary, ILL facilitates the purchase of digitized materials that are too rare and fragile to borrow.

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Requests for archival materials are filled if an institution is able to digitize the items and will accept payment via credit card.

When possible, materials produced outside the U.S. are purchased, e.g. theses & dissertations via EThOS or articles via the National Diet Library of Japan. Entities like the Library of Congress offices in Islamabad and Jakarta are also resources for researching hard-to-find items.

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ILL and Reference work together to locate obscure items for our patrons. Common examples include: genealogical materials, unpublished manuscripts, born digital content on obsolete platforms, musical scores, and historic newspapers and magazines (undigitized).

ILL and Acquisitions pro-actively identify and buy multiple copies of unique titles (works by Citadel alumni, for example), so circulating copies can be lent to others.

WorldCat holdings/ILL data are factored into weeding.