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Opening Up Our Collections: One ILL department's journey in providing more access to our patrons and yours

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Opening Up Our Collections: One ILL department's journey in providing more access to our patrons and yours

Abstract

Lavery Library at St. John Fisher College previously had policies that did not allow us to lend textbooks or DVDs to other libraries and prohibited our patrons from borrowing textbooks. However, an increased desire to stop saying "no" to ILL requests led us to revisit those policies. We looked at our reasons for not lending or borrowing these items and wondered: did these policies actually help our patrons and adhere to ILL best practices?

We decided that our policies were not in our patrons' best interests; nor were they in the best interests of the ILL community. In the past year, we have worked to slowly find ways to lend and borrow more items like textbooks and DVDs through ILL. Starting with leisure DVDs in 2016, we set up guidelines to help us lend while also ensuring that our patrons still had access. Next, we began lending textbooks and academic DVDs on a case-by-case basis as we worked out a policy for lending these more expensive items. Finally, coordinating with our Circulation and Acquisitions departments, we set up a policy for borrowing textbooks, which gives our patrons access to more materials.

Since we stopped saying "no," our processes have increased communication between our ILL, Circulation, and Acquisitions departments, and have provided a way for us to connect patrons with more of the resources that they need. Additionally, we have become better lenders, as we are able to lend more of our collection to others. When more libraries also begin to stop saying "no," we can truly provide a better collection for all of our patrons.

Keywords

fsc2017

Disciplines

Library and Information Science

Comments

Presented at the IDS Project Conference in Utica, New York on July 28, 2017.

Opening Up Our Collections

— One ILL department's journey in —
providing more access to our
patrons and yours

Alicia Marrese and Kourtney Blackburn
St. John Fisher College

Previous ILL Policies

- Lending Restrictions

- Audio/Visual items
- Required textbooks
- Anything that looks like a textbook
- Anything with electronic code or disc
- Anything on reserve

- Borrowing Restrictions

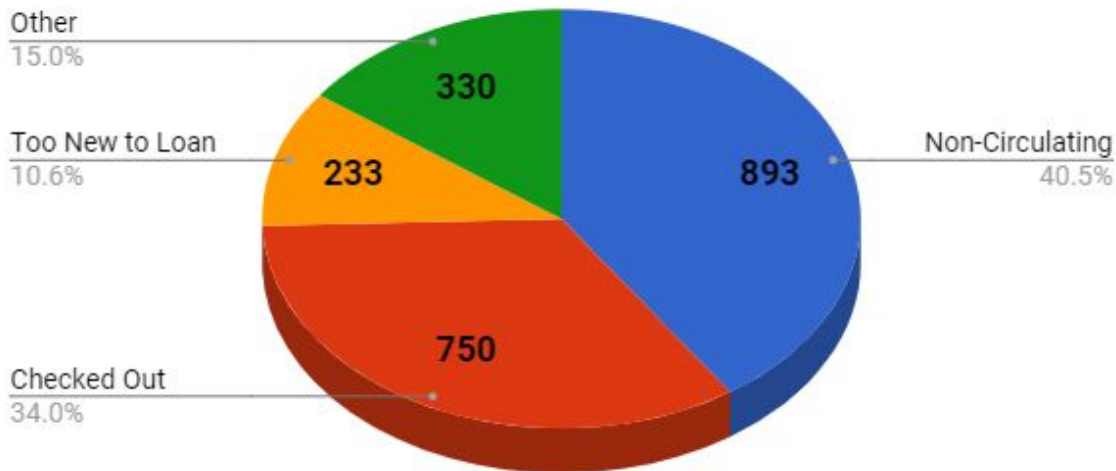
- No requesting textbooks
 - Included anything on textbook list from bookstore
 - Requests cancelled if item appeared on list

Lending Cancellations

Fiscal Year 15-16

- 4090 loan requests
- 2152 cancelled
- 893 Non-circulating
 - Leisure DVDs
 - Upper Level
 - Textbooks or DVDs
 - Curriculum Center
 - Reserve/Reference

Lending Cancellations 15-16



Problematic DVD Lending Policy

- Deflecting visual materials in OCLC - never saw requests
- Borrowing, but not lending
 - Not a best practice
 - Some libraries only lend to those that also lend - limiting our pool of libraries
- Why weren't we lending?
 - Old policy, pre the streaming services "boom"
 - Freshman have no cars, wanted to keep DVDs for their use
 - Replacement costs were tricky
 - Could be easily damaged in transit
- Needed buy-in

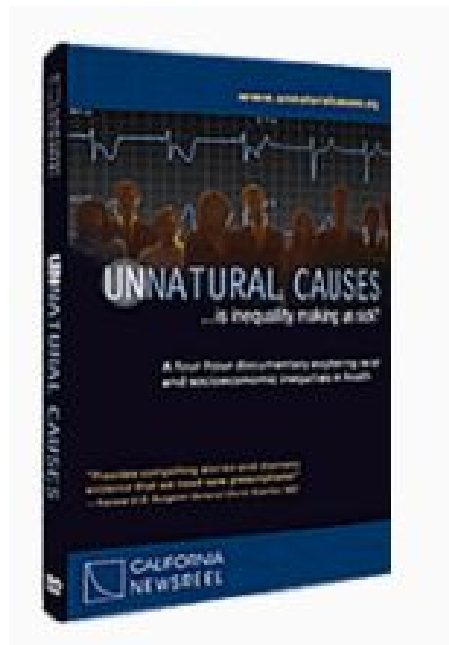
Opening Up Our Leisure DVDs

- Gained buy-in from staff
- Eased concerns
 - Routing rule to cancel DVDs 1 year or newer
- Prevented Damage
 - Ordered DVD boxes
- Stopped Deflecting DVDs



...Still Problematic DVD Lending Policy

- Started receiving “academic” DVD requests
 - Required manual cancellation
- Why we were cancelling academic DVDs?
 - Cost
 - Used for classes
 - Not as easily accessible from other sources



Opening Up Our Academic DVDs

- Began lending on case-by-case basis
 - Circ stats
 - Items not regularly on reserve
 - Availability: can we easily replace?
- Conditionalized lending requests:
 - Cost
 - Full replacement charges for items more than standard replacement
 - Return shipping requirements
 - Trackable shipping method required



Problematic Textbook Lending Policy

- Textbook Cancellations
 - List of textbooks from bookstore, used add-on, cancelled requests for those items
 - Cancelled items that looked like textbooks or came with discs or online codes
- Why weren't we lending?
 - Highly expensive items
 - Larger items
 - More likely to be damaged in transit
 - "Our patrons first" mentality
 - Some items never used
- Inconsistent cancellations
- Some libraries lend items we wouldn't

New Lending Textbooks Procedure

- Effort to be better lenders and other libraries' patrons
- What even is a textbook??
 - Item on textbook list
 - Judgment call
- Leave for Alicia
 - Criteria
- Return shipment requirements
 - Trackable shipment
 - Conditional



Lending Criteria

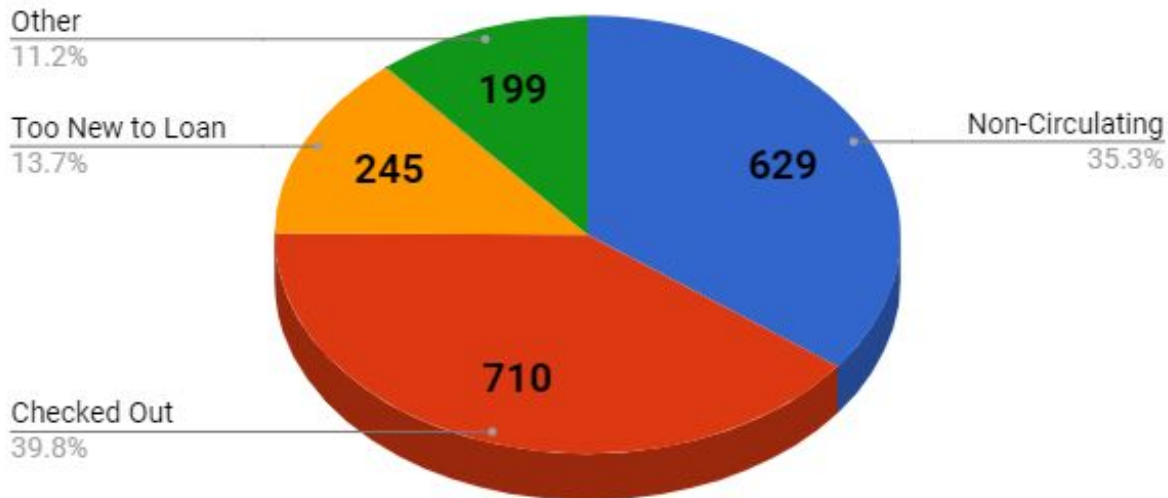
Criteria:	Questions:	
Textbook List	Is it currently being used for a class?	
Circulation History	How many times was it used?	When was the last check out?
Date Published	How new is it?	
Cost	How much would it be to replace? Over \$100?	Significantly more than standard replacement cost?
Ease of Replacement	Could we easily buy another copy?	Is it still available for purchase?
Destination	Local? National? International?	ELD courier? Mail?
Other Lenders	Do other libraries have this available?	What place are we in string?

Lending Cancellation Stats for Fiscal Year 17

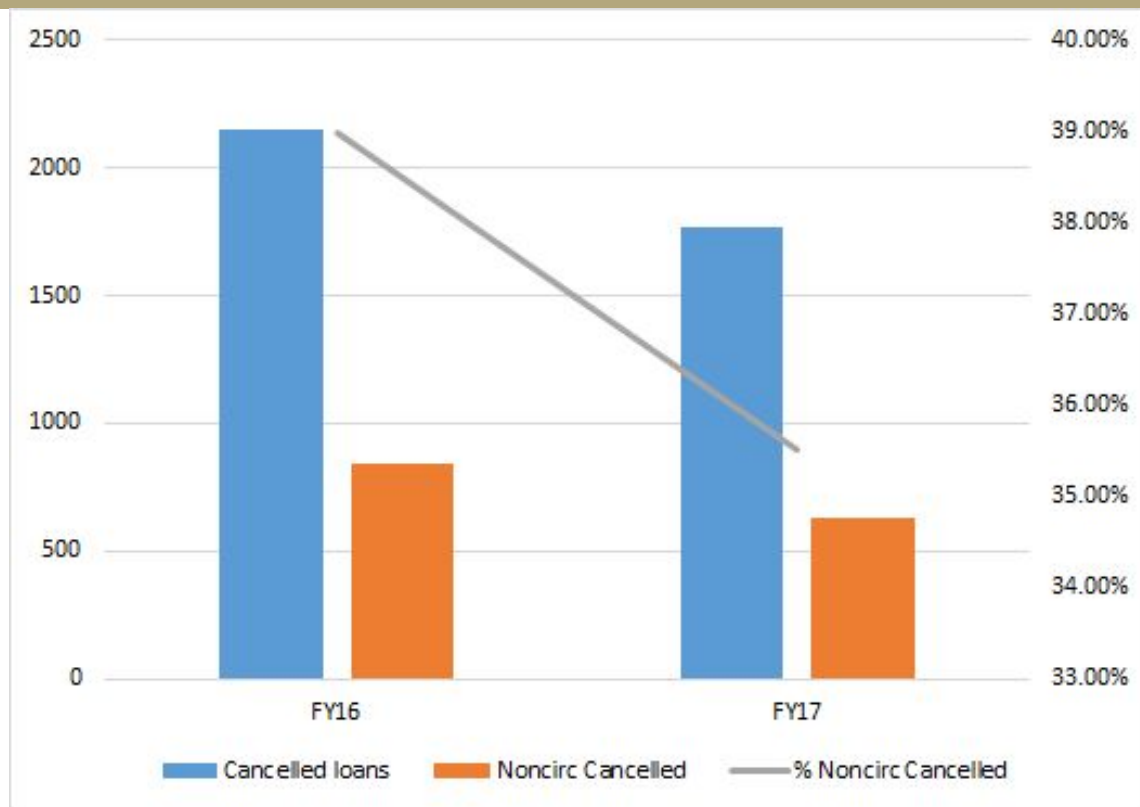
Fiscal Year 16 17

- 3790 loan requests
- 1771 cancelled
 - 629 Non-circulating
 - 710 Checked out
 - 245 Too new
 - 199 Other
- Non-circulating
 - 276 Main Collection
 - 203 Curriculum Center
 - 77 Reserve
 - 35 Reference
 - 4 Archives

Lending Cancellations 16-17



Decreasing Cancellations



Problematic Textbook Borrowing Policy

- Cancelling anything on bookstore's textbook list
 - No ISBN in request--means that it slips through and we borrow
 - Some requests are filled, some are cancelled
 - No distinction between required reading and suggested/supplemental reading
 - Had to manually decide
 - "Suggested" or actually required?
 - What if patron requests a required text from another program? Should they be penalized?
 - Takes time to try and figure this out

Problematic Textbook Borrowing Policy

- Started lending more textbook items
 - Do we lend textbooks to others but not borrow for our patrons?



Concerns with Borrowing Textbooks

- Can we fill all requests?
 - Many libraries don't lend
- Can we meet demand?
 - What if entire class requests instead of purchases?
- Patrons might want item for entire semester

- ...We won't know unless we try!
 - Didn't advertise



New Borrowing Procedures

- Spring 2017
- Borrowing unowned and unavailable textbooks from other libraries
 - Traditional textbook items, on bookstore list or not
 - Textbook email as we send out request
 - Item may take longer to borrow
 - May not be able to keep entire semester

To:
Cc: Interlibrary Loan
Subject: Feedback on your ILL Request (Request # _____)

Dear _____,

The item you requested is considered to be a textbook. While we will try to obtain this item for you, please note that textbooks may be difficult to obtain through interlibrary loan. You will get updates on the status of your request while we try to find a library that will lend a copy. If we are able to obtain a copy, you will not be able to keep it for the entire semester. Please keep this in mind while you plan for your coursework.

The item you requested is:

Title:
Author:
ILL TN#

If you have any questions, please feel free to respond to this email!

If you'd like assistance with locating similar resources please visit the Research Help Desk at Lavery Library.

How can we make your Interlibrary Loan experience even better? Please share your feedback here:
<https://goo.gl/Ah5FsC>

Thank you!
Interlibrary Loan Staff
Access Services
Lavery Library
St. John Fisher College

New Borrowing Procedures

- Textbooks that are owned by our library
 - Collaborate with Circulation department
 - All owned textbooks on same day reserve (using textbook list from bookstore)
 - Just required textbooks, not supplemental reading
 - IDS Logic
 - Routes requests for reserve items we own to special queue
 - Owned at Lavery email
 - Also helps with lending
 - Items on reserve are cancelled by logic--not holding up your requests!

To:
Cc: Interlibrary Loan
Subject: Your Interlibrary Loan Request (Request # _____)

Dear _____,

The item you requested:

Title:
Author:

is owned at Lavery Library. It is available (INSERT LOCATION/TIME, RESTRICTIONS ON USAGE, ETC. HERE).

We will (HAVE LIBRARIAN CONTACT YOU, INVESTIGATE AVAILABILITY, ETC.)

Please do not hesitate to contact us if you have any questions or concerns!

How can we make your Interlibrary Loan experience even better? Please share your feedback here:
<https://goo.gl/Ah5FsC>

Thank you!
Interlibrary Loan Staff
Access Services
Lavery Library
St. John Fisher College

Borrowing stats: Were our cancellations justified?

- FY16, FY17: 14% of borrowing loan cancellations were due to our textbook policy*
 - Last cancellation was in January
- FY17: Out of 96 cancelled, only 2 looked like a traditional textbook

*On *our* textbook list, not yours!

Filled 100% of “Textbook Requests” since February.

**Granted, there were only 7!
2 were filled in within IDS Project and took an average of 3.5 days to obtain.
Those filled outside the Project took an average of 8 days.**

Current and Future Developments

- New plastic DVD cases
 - For shipments through courier
- Lending DVDs 3 months or older
 - Matches normal new book lending policy
- Buying required texts/textbooks in future?
 - Formalizing policy
 - At what point do we borrow v. buy?
 - If certain number of people request, do we then buy our own copy?
 - Diverting budget
- What can we lend next?

Lending More, Borrowing More: The Benefits

- Align with best practices: lend what you borrow
- Better service for our patrons and yours
- Shared understanding among library departments
- Increased usage of collections
- Encourages others to share more
 - Decreases turnaround time



(A la Tom Bruno's 2014 IDS Project Conference Keynote Address)

Questions?

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Thank you!

Images

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