

INTERLIBRARY LOAN ENVIRONMENTAL SCAN MAY 2013

I. EXPLANATION

Interlibrary Loan (ILL) combines software and work flow processes to ensure that interlibrary lending and borrowing are both timely and accurate – that users get the research materials they need when they need them.

The Resource Sharing Committee (RSC) and Interlibrary Loan Advisory Group (IAG) are charged through the UC Libraries' System-wide Operations and Planning Advisory Group (SOPAG). As part of their charge, each group is tasked to identify the current and future landscape for Interlibrary Loan. RSC in its charge "identifies and analyzes resource sharing innovations, strategies and trends." IAG in its charge "monitor[s] national trends in resource sharing."

There are several reasons to analyze and monitor resource sharing trends at this time:

- (1) The software currently used for consortial borrowing, OCLC's VDX product, is being retired in 2016; OCLC has not yet explained the replacement product.
- (2) Other consortia are exploring and pioneering new software options.
- (3) Vendors are announcing new products.
- (4) As more items are shared electronically, the dynamics of resource sharing are changing.
- (5) When the advisory structure for the UC Libraries changes as of July 1, 2013, RSC and IAG will cease to exist in their present forms.

The members of RSC and IAG felt this was an important moment to capture a snapshot of the Interlibrary Loan environment and set a framework for any successor groups to continue the ILL environmental scanning process.

II. PARTICIPATION AND PROCESS

The Interlibrary Loan Environmental Scan group met in March and April 2013. Members of the group came from both RSC and IAG:

Scott Hathaway, UCSB

Jennifer Lee, UCLA

Gerry Lopez, UCI

Jason Newborn, UCD

Andres Panado, UCSF

Charlotte Rubens, UCB

Leslie Wolf, CDL

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The group chose as its mission to survey the ILL environment in a neutral fashion, without a bias for or against products currently used at UC Libraries. Members did not talk to vendors, examine products, or conduct user satisfaction surveys. The scan focused primarily on these key areas:

- (1) Outlining ILL trends and new software products that should be watched as a possible trigger for change in the UC Libraries;
- (2) Recording currently used software features and functions – or wished-for functionality – that might inform a product search in the future.

This report was reviewed and approved by the full membership of both RSC and IAG.

III. RECOMMENDATION

The Interlibrary Loan Environmental Scan group recommends:

- (1) The list of trends should be monitored regularly for possible triggers to action.
- (2) No action should be taken at this time to examine products and services outside the UC Libraries' current product set.
- (3) This report should be owned by the successor group(s) to RSC and IAG.
- (4) The scan should be repeated at least every year to ensure that UC maintains awareness of important trends in the Interlibrary Loan space. At some point, it will be appropriate to investigate new products that might serve the UC Libraries' changing needs.

IV. APPENDICES

The environmental surveys can be found in the Appendices below:

Appendix A: Possible Triggers for Action

Appendix B: ILL Current Functions and Tasks

Appendix C: ILL Wish List of Functions and Tasks

Appendix D: Potential Vendors of Interlibrary Loan Products and Services

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APPENDIX A: POSSIBLE TRIGGERS FOR ACTION

#	Topic	Key Information	Comments on Potential Risks or Benefits
A-1	UC Libraries are planning to investigate a consortial ILS	As of April 2013, the UL's are planning to charge SOPAG with investigating a consortial ILS for the UC Libraries.	Moving to a Consortia ILS, or having a more tightly integrated ILL system (i.e. one that could transmit and share circ/bib data) would result in a dramatic reduction of workload and costs, as units wouldn't have to dual-enter circ transactions or bib information if the next-gen system would be able to handle that.
A-2	Other organizations are moving to a consortial ILS	<p>Orbis Cascade: http://orbiscascade.org/index/shared-ils-implementation</p> <p>10/9/12: The Orbis Cascade Alliance is implementing a new library management service to be shared by all 37 members of the consortium. Following an extensive RFP process, in July 2012 the Council of library directors decided in to enter into a contract with Ex Libris for Alma (selection, acquisition, metadata management, digitization, and fulfillment) and Primo (discovery).</p> <p>The Alliance expects implementation to proceed in four cohorts of approximately 9 member libraries over a two-year period beginning in January 2013. Project lead: Lynn Chmelir, Shared ILS Implementation Manager, (360) 771-4555, lchmelir@orbiscascade.org</p> <p>We can follow the progress of the Orbis Cascade Alliance as they develop policies and implement Ex Libris ALMA & PRIMO, although we cannot link to their confidential material. Some form</p>	Orbis Cascade's move is a game-changer. They have selected a new integrated product set. UC is closely watching Orbis Casade.

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		<p>of "Circulation and Resource Sharing" appears as a section in the Updates for each week: http://www.orbiscascade.org/index/shared-ils-implementation</p>	
A-3	<p>What are other VDX consortia customers planning for the future? What systems are they looking at?</p>	<p>The following people would be a good resource to inquire about what they're planning for their future:</p> <p>1) Becky Reingwelski University of Minnesota – Minitex: e-ring@UMN.EDU Response from Becky to Jenny Lee's email:</p> <p>I am concerned about the ZPortal interface for the end users. I don't think we can wait three more years for a mobile interface, etc. I am also aware of advances in ILL interfaces and workflow within other products. Our contract expires in 2015 and we'll need to go through an RFP process at that time. That's what will drive a change or decision to stay with OCLC.</p> <p>There aren't many options for consortial resource sharing. I expect that we would have a good response to our RFP when we put that out. Perhaps by then there will be more systems on the market.</p> <p>2) Trish Palluck Wyoming State Library: wslill@will.state.wy.us Response from Trish to Jenny Lee's email:</p> <p>I would like to think that WYLD libraries will continue on with VDX until OCLC WorldShare ILL has all the functionality that we have come to appreciate in VDX. But I am concerned on how long it will take for that happen.</p>	<p>If we can follow how another large consortium does its analysis and decision-making, we can leverage their work in any analysis we do.</p>

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		<p>I realize WYLD is unique in our configuration of VDX. Requests for items that are not in their library are sent by way of an email msg to VDX. The bibliographic information and patron information is captured and the request form is auto populated from the msg. We are sending request to OCLC through ISO. When we first started this process it was working beautifully. I'm not sure what has changed but we are having more and more problems. Frequently statuses are not updated in VDX. Many requests are having to be manipulated manually in OCLC. Very frustrating. We are looking at the limited options for when VDX does go away.</p> <p>Our ILS is SIRSI/DYNIX and they really do not have plans for an ILL module. I have considered taking a look at ILLIAD. I need to see what is out there in the way of open source ILL software. We currently have a statewide group contract with OCLC for WCRS. However WCRS is considered our secondary system since the majority of our transactions are handled from VDX library to VDX library. OCLC is used only for out of state requests.</p> <p>I hate to think of the cost for having only WorldShare ILL. Guess the bottom line is we really are not sure where we are going but are investigating some options.</p>	
A-4	Greater Western Library Alliance announced selection of Relais D2D to enhance resource sharing	The Greater Western Library Alliance (GWLA), a consortium of 33 academic research libraries located in the central and western United States has selected Relais D2D to facilitate resource sharing among the member libraries. Relais D2D (Discovery to Delivery) is a next-generation software platform from Relais International and Index Data. Patrons from GWLA libraries will	<p>This is interesting news about a newish Relais product. GWLA has an impressive list of state, private and research universities, including the U. of Arizona, U. of Colorado, etc.).</p> <p>This may make Relais a player, as this product</p>

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	(press release 4/18/13)	search across the member library catalogs simultaneously and request circulating items directly from any partner library.	develops. However, it does not appear to be an integrated library system, since it assumes existence of a catalog, but rather a document discovery and fulfillment option.
A-5	We don't know very much about the roadmap for WorldShare ILL (the successor to VDX)	What is OCLC planning to do with WorldShare ILL and how many products are they merging into one? The replacement for consortial VDX will not be implemented until at least 2015 or beyond.	Lack of detailed plans and explanation of how consortial VDX will be handled is of great concern.
A-6	OCLC shared some roadmap information at ALA Midwinter 2013	<p>OCLC (Mindy Pozenel and Katie Birch) presented their plans for transforming discovery and the roadmap for ILL. All of this is related to introducing their platform services, and by August 2013 they will have tighter integration with Article Exchange; display links to open access resources; display supplier cost information in holdings; and support variable lender aging.</p> <p>As part of updating the roadmap, they will be looking at alternative workflows and fulfillment profiles, and are looking to make IFM available to content providers such as Amazon, Barnes & Noble and Better World Books.</p>	Since all of the campus use OCLC products, it is important to keep present with their developing roadmap regarding discovery and delivery.
A-7	We learned some information about ISO at ALA Midwinter 2013	Clare MacKeigan from Relais talked about the Future of Interoperability, and the fact that a new ISO standard is developing, as USI 10160 and 10161 are very outdated (from 1993). In order to encourage widespread adoption by vendors, it needs to be kept simple, concentrate on a set of common messages, based on current web services, and "stateless," to avoid some of the problems encountered with implementation of	Since UC has made ISO compliance a requirement, but many vendors do not adhere, depending on how the new standards are developed and implemented, and how system vendors respond, this may or may not be good news. We need to continue to track it.

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		<p>ISO ILL v.2.</p> <p>Note from Charlotte Rubens: at Midwinter, Clare mentioned possible adoption in February, but the latest information from ISO does not indicate a completed vote. Whatever is decided, it will probably have some (unknown as of now) effect on our future...have a look: http://www.niso.org/apps/group_public/download.php/10311/N854_ILI_Standards_development.pdf</p>	
A-8	We will review the proceedings of the 44th Annual Colorado ILL Conference April 2013	<p>http://coill.cvlisites.org/ The conference was held April 18 - 19 2013. The agenda focused on the future of ILL. We should review the meeting proceedings when they are published.</p>	
A-9	Shared print initiatives are changing our needs (WEST may be only one of many programs)	<p>We are already seeing the effects of the developing WEST agreement on ILL units, as we need to be able to efficiently discern which materials may be only copied, scanned or loaned. In addition, we need to be able to know at the point of requesting or receiving a request, what the specifics of the agreement with the other library are, so we can efficiently interact in a timely manner, whether lending or borrowing.</p> <p>In addition, policies and procedures regarding not only request fulfillment, but replacement, etc. must be easily discernible and effectively implemented for UC to gain the advantages such collaborations can bring. Finally, a new ILS should be able to provide statistics for WEST, and any other new initiatives, that use our resource sharing services.</p>	Any collaborative agreements will affect ILL (and Circulation) workflows and effectiveness, and may also affect revenue, depending on the agreement.

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A-10	Campuses are already using Patron Driven Acquisition, Purchase on Demand or Just in Time Purchasing	<ol style="list-style-type: none"> 1) Alibris is already in use and has the advantage of very easy integration with existing ILL workflows. 2) Tighter integration or exportation with local purchasing plans is desirable <ol style="list-style-type: none"> a) Solutions like Alibris, because they are entirely divorced from the standard library acquisitions process present a risk of duplication, particularly in light of increasing use of highly automated purchasing plans. A solution that allows both tight integration with acquisitions and the speed and user-request-centric approach of ILL is desirable. b) Another problem with Alibris as a solution is the issue of funding. Alibris requests route the cost into the ILL budget. To use a similar solution for more expensive publications it would be necessary to have greater flexibility for funding. 3) YBP eliminates a lot of the concerns of buying with Alibris (duplication, allows you to see what the consortia who use YBP has purchased, what was shipped, etc). 	As the UC system moves toward a unified purchasing strategy in the area of monographs, it will increasingly become appropriate to initiate purchasing based on immediate patron demand. ILL is the place where such demand surfaces and has traditionally been filled.
A-11	UC is looking at Publisher or Commercial based article and document delivery	<p>ILL units have been finding that if a journal is too expensive for the UC system it is often too expensive for everyone – so no one has it to loan or copy articles. The same reasoning extends to titles licensed with embargo periods (electronic access to issues more the 6 or 12 months old, etc.).</p> <p>Purchase on demand for scholarly articles direct from the publisher or from a commercial provider might fill this need. However most campuses frown on the use of departmental credit cards for small purchases. The accountability infrastructure is too heavy for the traffic rate of ILL or document delivery.</p>	As the UC system moves toward more aggressive price negotiations (and therefore more aggressive value assessment) in the area of journal subscriptions, it will increasingly be necessary to provide reliable, piecemeal access to the articles of certain scholarly journals.

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#	Topic	Key Information	Comments on Potential Risks or Benefits
		<p>There are a couple of projects that might bridge this gap:</p> <ol style="list-style-type: none"> 1) Copyright clearance center's "Get-It-Now" program 2) deepdyve.com 	
A-12	<p>We need to work with vendors, standards organizations or others to develop a universal reader or program of some kind to allow simple, efficient "borrowing" and "lending" of ebooks (i.e. granting access), irrespective of the ebook vendor</p>	<p>We may have the permissions to "lend" ebooks, but very little of it happens because it is so difficult and labor-intensive, often requiring we print or send a chapter at a time, essentially requiring electronic re-binding or constructing of a work.</p> <p>We need to be able to easily identify the books for which we have permission (i.e. within the received request) and</p> <ol style="list-style-type: none"> 1) Have an easy way to grant access to ("lend" or "borrow") an electronic item for a designated amount of time 2) Be able to send the item (or directions for access) to our patron without making them load a different reader, depending on the item's vendor's format 3) Be able to renew or extend the amount of time the patron can view the item, if agreeable with the "lender" or as a lender, be able to terminate the ability to read it after the "due date." <p>In other words, we have to make it as easy to "lend" and "borrow" ebooks as it is to do so with physical items (or actually easier and less expensive, since it would not involve packaging and mailing a physical item).</p>	<p>We should be leveraging the amount we are spending on purchasing ebooks to allow us to lend them (grant access) as we can any physical book we purchase, in accord with the "Fair Use" doctrine and complying with copyright law.</p>
A-13	<p>RUSA STARS is generating new ideas with</p>	<p>We should be looking at materials and ideas being generated by colleagues outside of the UC's, to see if there are any ideas we are not already implementing which would benefit our users. Re-visit</p>	

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	Rethinking Resource Sharing	<p>the Rethinking Resource Sharing/STARS Checklist: http://rethinkingresourcesharing.org/?page_id=23</p> <p>Beth Posner (Head of ILL Services, CUNY Graduate Center) gave a solid presentation at the 2012 NW ILL Conference on RUSA STARS. May be worth taking a look: http://www.nwill.org/sites/default/files/nwillrsc@nwill.org/sites/nwill.org/html/conferences/2012/Checklist-BethPosner_1.pptx</p>	
A-14	These are some relevant conferences to watch	<ol style="list-style-type: none"> 1) ALA Midwinter and Annual 2) Northwest ILL Conference (September) 3) Colorado ILL Conference (April) 4) Roundup of known conferences: http://www.shareill.org/index.php?title=Conferences 	

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APPENDIX B: ILL CURRENT FUNCTIONS AND TASKS

Representatives from the ten University of California campus, and the two RLF, ILL units voted High, Medium, or Low on the importance of the current tasks and functions available in VDX. The accumulative votes have been recorded. Some reps voted "Not Applicable" if the task or function was perceived as not affecting the units' workflow. The "N/A" votes were not recorded in the total.		HIGH	MEDIUM	LOW
#	BORROWING			
B-1	Receive data input from REQUEST and UC-eLinks, create ILL request and potential rota/lender string based on Melvyl holdings and REQUEST algorithms.	10	0	0
B-2	Automatic interaction/ILL transaction with OCLC when UC suppliers not available.	10	0	0
B-3	Filter building / filter saving.	10	0	0
B-4	Printable, formattable reports for statistical collection, or based on disposition of requests (Standard Book Band, Received List, Returned List, etc).	10	0	0
B-5	Check/respond to messages between local campus and other UC campuses.	10	0	0
B-6	Patron alerting (ability to send formatted emails directly from system to patron – staff initiated or driven by disposition of requests).	10	0	0

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B-7	Perform regular statistics (interface with statistical application such as jReports).	10	0	0
B-8	"Real time" messaging with OCLC via ISO or related/replacement protocols.	9	1	0
B-9	Receive articles from lending institutions and forward to campus borrowers (document delivery).	9	1	0
B-10	Categorical work queue based on status and/or disposition of requests.	8	2	0
B-11	Consortia: ILL transactions amongst UC libraries without using intermediate database/system such as OCLC (i.e., consortial database).	7	3	0
B-12	Patron interaction with ILL system (ability to query and monitor their own requests, submit renewal requests, etc).	7	3	0
B-13	Search bibliographic/holdings databases (such as Melvyl) and create new requests by importing records from these databases.	4	6	0

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#	LENDING	HIGH	MEDIUM	LOW
B-14	Receive/print "picklist" (new lending requests only).	12	0	0
B-15	Receive incoming borrowing requests from OCLC/i.e. interface with OCLC.	11	0	1
B-16	Check/respond to messages between local campus and other UC campuses.	10	2	0
B-17	Categorical work queue based on status and/or disposition of requests.	9	3	0
B-18	Document delivery.	9	3	0
B-19	DOCFIND RESPONDER: search local holdings for incoming OCLC borrowing requests and direct to correct ILL unit (for brokering campuses).	6	5	0
B-20	Check email and process new local document delivery requests (e.g. at UCSF, it will be Document Express).Forward to Borrowing, if necessary.	3	7	1
B-21	Resend articles due to a variety of reasons (not received, bad email, bad transmission, etc.).	0	12	0

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APPENDIX C: ILL WISH LIST OF FUNCTIONS AND TASKS

Representatives from the ten University of California campus, and the two RLF, ILL units voted High, Medium, or Low on the importance or desirability of potential features of systems that affect ILL processing or patron experience. Some reps voted "Not Applicable" if the task or function was perceived as not affecting the units' workflow. The "N/A" votes were not recorded in the total.		CATEGORY	HIGH	MEDIUM	LOW
#	TASK OR FUNCTION				
C-1	Greater flexibility in patron alerting: ability to create complete ad hoc message, send attachment with message, CC another email address.	ILL	11	0	0
C-2	Ability to work in conjunction with ILS/local circulation interface (NCIP? Or whatever may be in place).	ILL / ILS	11	1	0
C-3	Built in acquisitions function or reporting (part of enhance statistical reporting?).	ILL / STATISTICS	11	1	0
C-4	Enhanced filter building/filter saving— filters for stats, copyright reports, etc.	ILL / STATISTICS	11	1	0
C-5	Ability for patrons to request multiple requests at one time.	REQUEST	10	2	0

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C-6	A more dynamic, intelligent and flexible statistical package is required. In addition to our ILL reporting responsibilities we need to be able to handle reports for copyright compliance and for our collection development librarians. Also, special initiatives (WEST as an example) will need to rely on our statistical reports as well.	STATISTICS	10	1	1
C-7	ILL system able to interface with OCLC Article Exchange.	ILL	9	3	0
C-8	Enhanced document delivery capabilities: built in scanning software; ability to send attachment to desired email address or IP (lender delivery to non-UC locations), or FTP retrieval for patrons or campuses outside the UC community.	ILL	9	3	0
C-9	Invoicing (ability to create invoices directly from the ILL management system).	ILL	8	3	0
C-10	Improved location finding in Availability Query, limit or improve searching across series titles; capability to recognize online journals.	REQUEST	8	4	0
C-11	ILL system able to interface with Docline/Lonesome Doc services.	ILL	4	3	3

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C-12	Ability for borrowing libraries (that do not use OCLC ILL or are not part of the UC consortia) to fill out and submit a request form that upon submission would input a request to the potential lenders within the UC consortia. NOTE: current example is the Canadian "Colombo ILL" system: http://www.mcgill.ca/library/library-using/otherloans/colombo	ILL	3	8	1
C-13	Ability to forward ILL requests by either directly sending formatted email requests to target libraries, or perhaps interfacing with other consortia systems (for instances when potential lenders do not use OCLC ILL).	ILL	2	10	0
C-14	Ability to securely store patron credit card of recharge information	ILL	1	5	5

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**APPENDIX D: POTENTIAL VENDORS OF INTERLIBRARY LOAN
PRODUCTS AND SERVICES**

1. Clio

<http://www.cliosoftware.com/>

2. Evergreen

<http://evergreen-ils.org/>

3. ExLibris

<http://www.exlibrisgroup.com/>

4. ILLiad/Odyssey

<http://www.atlas-sys.com/illiad/>

<http://www.atlas-sys.com/odyssey/>

5. Innovative Interfaces, Inc.

<http://www.iii.com/>

6. OCLC WorldShare ILL (successor name to VDX and also to WorldCat Resource Sharing)

<https://www.oclc.org/support/training/portfolios/resource-sharing/worldshare-ill.en.html>

7. OCLC WorldShare Management Services (WMS)

<https://www.oclc.org/worldshare-management-services.en.html>

8. Relais

<http://www.relais-intl.com/>