

Executive Summary - Future of UC Resource Sharing Project Team

Submitted to the Direction and Oversight Committee

May 20, 2016

Background

In 2015, Online Computer Library Center, Inc. (OCLC) announced that the current University of California interlibrary loan (ILL) management system, Virtual Desktop eXchange (VDX), would be sunsetted within two years. This, in combination with emerging service needs in the resource sharing field and growing dissatisfaction with VDX, created an opportunity to review options for migration to a new resource sharing system. In August 2015, the Strategic Action Group 2: Access, Discovery & Infrastructure (SAG2) established a project team charged with investigating and making a recommendation for a new suite of resource sharing services.¹

Summary

The project team was charged with the responsibility to think strategically about the shifting landscape for resource sharing and to look for a set of services that will position UC for the future. In particular, the focus from the beginning was on a set of services that would serve the UC's complex resource sharing needs, in terms of local resource delivery / document delivery service (DDS), consortial borrowing (within the UC system), and extra-consortial borrowing (with institutions outside the UC system). While the immediate need was to replace VDX with an appropriate ILL management system, the team also considered the place of CDL-developed and managed Request, the software service that facilitates consortial borrowing. Vended technologies are available to serve as consortial borrowing systems, ILL management systems, both (combined), or neither (auxiliary systems), creating a complex matrix of possible system combinations for the team to consider.

In order to conduct its investigation, the project team reviewed the 2013 Environmental Scan² to determine if the needs and options laid out there were still relevant, and reached out informally to peer institutions for feedback on current resource sharing systems. The team also drafted an initial set of requirements to determine high-priority functionality for a new system. This list was circulated to resource sharing practitioners at every UC campus, at both RLFs, and to a tech team at CDL, and was reviewed, commented upon, added to, and finally prioritized by a points-voting system. The final list of requirements³ was used to inform the creation of a list of 20 questions that were put out in an RFI⁴ in early March 2016. Six vendors responded to the RFI and the results were ranked by the project team in collaboration with UCOP Purchasing staff.

Recommendations

Recommendation 1: The team strongly recommends pursuing ILLiad as the ILL management system, replacing VDX. It clearly outperformed the other contenders in our initial RFI ranking, and was the most lauded system in our feedback from peer institutions.

¹ See Appendix A for the project team membership and Appendix B for the full charge of the Future of UC Resource Sharing Project Team

² See Appendix C: 2013 ILL Environmental Scan

³ See Appendix D: Final List of Requirements

⁴ See Appendix E: RFI Questions and Rankings

Recommendation 2: The team recommends further investigation of both Request and Relais D2D (or the combination thereof) as candidates for the consortial borrowing system. Because of the tight integration with the consortial borrowing system, particular attention should be paid to the place of the union catalog and the discovery layer in the UC resource sharing ecosystem. Changes in either will have significant ramifications for the other.

Recommended Possible Combinations of Resource Sharing Products for UC Environment

CBS	Request + WCL	Relais D2D	Request + Relais D2D	Request + Central union catalog
ILL mgt	ILLiad	ILLiad	ILLiad	ILLiad

Recommendation 3: The team recommends that the next phase include the following activities:

- The creation of a final set of thorough technical and functional requirements for a UC solution for resource sharing services, that is suitable for systematically evaluating products in the RFP phase. The Final List of Requirements is an excellent start and the team recommends incorporating this into the next set of requirements.
- Continued engagement of UC stakeholders in information-gathering and testing.
- A hand-over meeting between the current project team and the next phase team, to transfer knowledge, convey remaining concerns, and pass on relevant documents.
- Strategic consideration of emerging services, such as ebook lending and shared print services among others.