2010

I Need This Now! Interlibrary Loan Meets Collection Development on the Patron Access Road

Nancy Richey
Western Kentucky University, nancy.richey@wku.edu

Follow this and additional works at: http://docs.lib.purdue.edu/atg

Part of the Library and Information Science Commons

Recommended Citation
Richey, Nancy (2010) "I Need This Now! Interlibrary Loan Meets Collection Development on the Patron Access Road," Against the Grain: Vol. 22: Iss. 1, Article 44.
DOI: http://dx.doi.org/10.7771/2380-176X.5874

This document has been made available through Purdue e-Pubs, a service of the Purdue University Libraries. Please contact epubs@purdue.edu for additional information.
I Need This Now! Interlibrary Loan Meets Collection Development on the Patron Access Road

by Nancy Richey (Assistant Professor, Information Librarian, The Kentucky Library, Department of Library Special Collections, Western Kentucky University) <Nancy.Richey@wku.edu>

In the age of Netflix, Amazon, and strained budgets, there is a continuing trend in the growth of purchase on demand as a part of Interlibrary Loan service and collection development. Patrons are accustomed to, and expect expediency in the delivery of the requests: information on demand equals information now for them. This has led to a continuing re-evaluation of the traditional resource sharing models and of collection development policies. Interlibrary Loan, (hereafter ILL) and collection development practices are both sailing upon the same sea of quick patron access to needed materials, and informing systematically. If there is something you are interested in doing, please try it out on us. We’ll probably love it...

If you are interested in leading a discussion, acting as a moderator, coordinating a lively lunch, or would like to make sure we discuss a particular topic, please let us know. The Charleston Conference prides itself on creativity, innovation, flexibility, and informality. If there is something you are interested in doing, please try it out on us. We’ll probably love it...

The Conference Directors for the 2010 Charleston Conference include — Beth Bernhardt, Principal Director (UNC-Greensboro) <beth.bernhardt@uncg.edu>, Glenda Alvin <galvin@tnstate.edu>, Adam Chesler <adam.chesler@cox.net>, Cris Ferguson (Furman University) <cris.ferguson@furman.edu>, David Goodman <dgoodman@princeton.edu>, Chuck Hamaker <chamake@email.uncc.edu>, Heidi Hoerman <hoerman@sc.edu>, Tony Horava (University of Ottawa) <Thorava@uottawa.ca>, Ramune Kubilius (Northwestern Health Sciences Library) <r-kubilius@northwestern.edu>, Corrie Marsh <cmarsh12@hotmail.com>, Heather Miller (SUNY-Albany) <hmiller@uamail.albany.edu>, Jack Montgomery (Western Kentucky University) <jack.montgomery@wku.edu>, Audrey Powers (UF$ Tampa Library) <apowers@lib.usf.edu>, John Perry Smith (Total Information Inc.) <bps@totalinformation.com>, Anthony Watkinson (Consultant) <anthony.watkinson@btopenworld.com>, Katina Strauch (College of Charleston) <kstrauch@comcast.net> or www.katina.info/conference.

Send ideas by July 31, 2010, to any of the Conference Directors listed above.

Or to: Katina Strauch, MSC 98, The Citadel, Charleston, SC 29409
843-723-3536 (voice) 843-805-7918 (fax) 843-509-2848 (cell)
<kstrauch@comcast.net> http://www.katina.info/conference

two-way ILL efforts can augment “collection development by many serious faculty scholars who would otherwise have little input on building the collection. These programs have been titled in various ways including: “Books on Demand,” “Just-in-Time Acquisitions,” “Point-of-Need Acquisitions,” and “Collaborative Collection Development.” Now that technology has caught up with methodology, ILL can be seen as an adjunct, not a replacement for collection development, and this fosters an even greater degree of cooperation between departments than has historically been seen.

Acquisitions have always been focused upon supporting the curriculum and core information needs, but by using ILL requests, access can be provided to other areas of scholarship. “Bibliographers can glean from ILL trails evidence of areas not yet covered by existing library collections or research interests beyond the scope of the current collection.” One study (2004) looked at 72 North American research, college, and governmental libraries. The average costs through ILL were $17.50 per item borrowed and $9.27 per item loaned. Moreover, with such costs as: staffing, supplies, equipment, network, delivery, photocopying, and other associated fees, the average price can rise as high as $42.00 per item. “In addition, the most recent ARL study concluded that, based on historical data, libraries can expect their ILL borrowing to rise 7% a year and their lending to rise 4%. If our costs rise along with our volume, they’re going to spiral out of control very quickly.” The consensus remains that ILL requests represent patron research needs and that “many books purchased through firm orders by bibliographers or approval plans never circulate in our libraries but with this service they would be assured at least one circulation.”

Established programs such as ILLiad are enabling this approach by their ease of use and such services as: End-user ILL request functions, quick transfer of requests to the ILL service of choice, including OCLC’s ILL, customized processing queues, electronic linking and searching of the library’s OPAC to verify and check out items, comprehensive ILL statistical management programs that provides numerous ILL statistical reports including copyright tracking, most frequently requested titles (who requests...
Assessing ILL/DD Services: New Convergence Between

State university students and 19,000 faculty and staff. The Direc-
ditions in print and microform formats, and an

extensive reference collection. They serve about

500,000 volumes, 2,500 current subscrip-
tions, and about 12,000 periodicals. They also

manage the library’s digital resources, which in-clude

over 100,000 electronic journals and databases.

Additions in print materials suggest[ing] that

books on demand” purchasing is being shipped within a week.

for purchasing and it has proven to be a success.

they could eliminate, outsource, or absorb.”

of the loans analyzed involved recent, relatively

expensive than repeated requests for ILL, in-

expensive in-print materials suggest[ing] that

summarily, some of the advantages for

implementing such collaborative efforts are:

improved patron satisfaction, enhancement of

the collection in specialized materials, optimized

use of funds if a resource is used more

than once; safety net for acquiring overlooked

titles, decreased workloads for Interlibrary Loan
departments, identification of lost, missing, dam-

ged items, increased constituent participation in

collection development, and possible journal

additions may be noted. Conversely, some of

the disadvantages of such efforts are: additional

personnel may be needed as well as training, staff

may not respond positively to change, slower

turnaround times in some cases, patrons may

bypass already held materials to order new items,

and the system does not work as well for scien-
tific or technical titles. However, these models

highlight the “importance of combining different

sources of data for collection development deci-
sions,” and for information professionals to truly

understand their collections and clients.

What), collection analysis, borrowing and lend-
ing analysis (trends) and complete electronic

management of both borrowing and lending functions that will make paper-based files ob-

solete. The consensus is that “ILL data…helps

identify areas of the collection that may need to

be strengthened to support developing research

activity and to pinpoint areas where collection

levels may be inadequate to meet interdiscipli-

nary needs.

Since purchasing items are usually less

expensive than repeated requests for ILL, in-

vestigations have concluded “a large proportion

of the loans analyzed involved recent, relatively

inexpensive in-print materials suggest[ing] that

some of this could and should be bought either

instead of, or in addition to borrowing.”

Current and effective models such as those

at the Camden-Carroll Library at Morehead

State University use detailed use and purchase

guidelines. The library has a print collection of

about 500,000 volumes, 2,500 current subscrip-
tions in print and microform formats, and an

extensive reference collection. They serve about

10,000 students. The department was seeking

ways to cut costs and acquire titles more rapidly.

They selected Amazon.com as the first choice

for purchasing and it has proven to be a success-

ful partnership with many of the requested titles

being shipped within a week.

Another library that is using this model of

ILL initiated “Books on Demand” purchasing is

the University of Wisconsin-Madison library.

They serve a student population of about 40,000

students and 19,000 faculty and staff. The Direc-
tor of the library system was also seeking ways
to increase turn-around time for patron requests and developed similar detailed selection and

ordering criteria to determine if purchasing an

item was feasible. Each library’s selection

criteria and purchasing standards should be

customized according to the individual librar-

ies’ needs, established acquisitions parameters,

ordering/processing procedures, and project

year funding. “Their model blends formally the

disparate library functions of access and owner-

ship.” The issue of high use is very important, as

libraries do not want the resources to sit on the

shelf. The value of any library is not measured

in collection in specialized materials, optimized

use of funds if a resource is used more

than once; safety net for acquiring overlooked

titles, decreased workloads for Interlibrary Loan
departments, identification of lost, missing, dam-

aged items, increased constituent participation in

collection development, and possible journal

additions may be noted. Conversely, some of

the disadvantages of such efforts are: additional

personnel may be needed as well as training, staff

may not respond positively to change, slower

turnaround times in some cases, patrons may

bypass already held materials to order new items,

and the system does not work as well for scien-
tific or technical titles. However, these models

highlight the “importance of combining different

sources of data for collection development deci-
sions,” and for information professionals to truly

understand their collections and clients.

Works Cited

Anderson, Kristine J., Robert S. Freeman, and Jean-Pierre V. M. Herubel. “Buy, Don’t

Borrow: Bibliographer’s Analysis of Academic Library Collection Development Through Inter-


Badics, Joe. “Acquisitions and Interlibrary Loan: Together: Good Marriage or Will George

W. Bush Object?” Against the Grain 16:3 (2004)


aff/2003augdgate.html #1 November 2005.

Byrd, Gary D. A. Thomas, and Katherine

E. Hughes. “Collection Development Using Interlibrary Loan Borrowing and Acquisitions


Houle, Louis. “Convergence Between Interlibrary Loan and Acquisitions; Can it be


Ingold, Jane. “Buyer Beware: Using Inter-


Jackson, Mary E., Bruce Kingma and Tom

Delaney. Assessing ILL/DD Services: New Cost-Effective Alternatives. (Washington, DC:


Kane, Laura Townsend. “Access Vs. Own-

ership: Do We Have to Make a Choice?” College


Knievel, J. E., et. al., “Use of Circulation

Statistics and Interlibrary Loan Data in Collect-

on page 14

10 Against the Grain / February 2010
Distinguished Library Leader – Dr. Edward Holley Dies Peacefully at Age 82

Feb. 19, 2010 — One of the most outstanding leaders in 20th century American librarianship, Dr. Edward G. Holley, died peacefully Thursday, February 18 in Durham, NC. A highly respected dean and professor at the School of Information and Library Science at the University of North Carolina at Chapel Hill from 1972 to 1985 and William Rand Kenan, Jr. Professor from 1989 until he retired from the School in 1995, Dr. Holley was known as a giant in the library world.

Holley was born in 1927 in Pulaski, TN. In 1949 he earned a B.A. in English from David Lipscomb College in Nashville, TN. He then received an M.A. in library science in 1951 from George Peabody College for Teachers, also in Nashville. In 1961 Holley completed a Ph.D. in library science at the University of Illinois at Urbana-Champaign. He began his professional academic career at the University of Houston, and he spent nine years in Texas before coming to Chapel Hill in 1972 to assume the position of dean and professor in UNC at Chapel Hill’s SILS.

Holley served as president of the American Library Association (ALA) from 1974-75 and received nearly every major award his profession bestowed, notable among them the ALA Scarecrow Press Award for his published dissertation, Charles Evans, American Bibliographer (1964); the ALA Melvil Dewey Award (1983); the ALA Joseph Lippincott Award (1987); Distinguished Alumnus Awards (Peabody Library School, Vanderbilt University, 1987; Graduate School of Library and Information Science, University of Illinois at Champaign-Urbana, 1988); the Academic/Research Librarian of the Year Award (Association of College and Research Libraries, 1988); and the Beta Phi Mu Award (1992). In 1994, he was honored with a festschrift, For the Good of the Order: Essays in Honor of Edward G. Holley, the title bearing witness to his tireless professional devotion.

An eminent historian, Holley produced over 100 books, articles and essays on topics as diverse as library biography, the history of library education, copyright, library administration and the place of personal morality in public life. He served on countless high level committees, worked for accreditation standards, defended the MLS, testified before Congressional committees and acted as a library consultant. As ALA president during turbulent times (1974-1975), he was largely responsible for establishing a federated system for ALA (“every tub on its own bottom”).

While dean of SILS, Holley established a doctoral program, hired distinguished faculty and expanded the master’s program to two years, providing a core curriculum known famously to students during his years as “The Block.” In 1975 he established the internship program at the Environmental Protection Agency Library that still exists today. As professor and advisor, he was an inspiration to his students.

“Ed was not only a distinguished professional, but also a caring and compassionate individual,” said Dr. Barbara B. Moran, interim dean of SILS. “He was one of the most unselfish people I ever met and was always concerned with the good of others. He was a wonderful mentor and someone who cared deeply about the students, the faculty and the School. Using his own term, he always put the “good of the order” before his individual needs. He was truly a remarkable person and one who will be missed deeply by those who had the opportunity to know him.”

Dr. Holley was preceded in death by his wife, Bobbie Lee Holley. He is survived by four children, Gallon Holley, Jens Holley, Amy Holley and Beth Holley; and three grandchildren, Melody Holley, Faith Holley and Julia Ruth. A special memorial to honor Dr. Holley is being planned. Details will be shared as they become available.

Gifts in memory of Dr. Holley may be directed to the “Edward G. Holley Student Research Fund” at SILS. For more information on how to make donations in Dr. Holley’s name, please contact the SILS office at 919-843-8337 or send email to <wmonroe@unc.edu>.

Portions of this information have been reprinted from “Interview with Edward G. Holley” by Tommy Nixon, which was published in North Carolina Libraries, 56(2), Summer 1998, p.65-70. http://sils.unc.edu/news/releases/2010/02_holley.htm

© 2004 The University of North Carolina at Chapel Hill