Sharing the Load: Alternative to Buying What Users Need

Lynne Branche Brown
Wayne State University, lbrown@iii.com

Nancy Beals
Wayne State University, acquisitions@wayne.edu

Beth Callahan
Wayne State University, ay8078@wayne.edu

Follow this and additional works at: <https://docs.lib.purdue.edu/charleston>

An indexed, print copy of the Proceedings is also available for purchase at:

<http://www.thepress.purdue.edu/series/charleston>.

You may also be interested in the new series, Charleston Insights in Library, Archival, and Information Sciences. Find out more at: <http://www.thepress.purdue.edu/series/charleston-insights-library-archival-and-information-sciences>.

Lynne Branche Brown, Nancy Beals, and Beth Callahan, "Sharing the Load: Alternative to Buying What Users Need" (2009). *Proceedings of the Charleston Library Conference*.
<http://dx.doi.org/10.5703/1288284314738>

SHARING THE LOAD: ALTERNATIVES TO BUYING WHAT USERS NEED

Lynne Branche Brown (lbrown@iii.com) - Sr. Product Manager, Resource Sharing, Innovative Interfaces

Nancy Beals (am4886@wayne.edu) - Electronic Resources Librarian, Wayne State University

Beth Callahan (ay8078@wayne.edu) - Assistant Director for Acquisitions, Materials Processing & Preservation, Wayne State University

ArticleReach in Collection Development
Wayne State University Libraries

Wayne State University Libraries began Innovative Interfaces ArticleReach (AR) service in an effort to expand the use of their collection and utilize the collections of other universities worldwide. Some of the aspects of the service include access issues, the impact of access issues on staffing, holdings cleanup, the licensing impact and collection development examples.

The Wayne State University Library System became a partner in Innovative Interfaces ArticleReach consortium in the summer of 2007. Since then, over forty thousand requests have been filled with the service. Over twelve thousand of them for Wayne State patrons and approximately twenty thousand of requests were filled by Wayne State for other libraries in the consortium. Wayne State has met or exceeded the goal of a three day turnaround time and in many cases, filled the requests in less than half that time.

Many of our electronic journal access issues have been identified by ArticleReach. Most of our access issues have been mainly holdings related which include incorrect coverage date ranges. For example, our holdings say we have access to something but Document Delivery can't locate title/issue/year. There has also been access issues that are subscription related where holdings are correct but access is impeded. Some other issues that we have come across include linking issues in which the URL is incorrect or not working. Also, there can be problems with end users who are either are unaware of the service or not able to use it. The Electronic Resources Librarian typically spends approximately 10% of their time on access issues that are related to incorrect holdings. There are some days that there may be somewhere around five to seven issues and some days where there will be none. Typically there isn't any scheduling when dealing with access issue resolutions; you just have to be flexible in managing them. Wayne State will usually pass on fulfilling an Article Reach request if a resolution could take more than three days such as in the case that the title needs to be claimed.

Having Wayne States library holdings fixed contributes to increased use and access of the serials collection and helps with an accurate portrayal of what we own. It is good for both patrons and staff, especially for those on the reference desk! Having corrected holdings helps to identify gaps and improves efficiency.

ArticleReach and ILLIAD not being able to read the systems holdings has been the driving force behind the Serials Holdings Cleanup Project. The WSU libraries moved from local practice (only our TS Staff could read notes) to using the national MaRC Standard which greatly increased the ability for ArticleReach to read our systems records. The Serials Holdings Cleanup Project has also revealed that ArticleReach is a practical way to identify incorrect holdings and correct them immediately. It has proven to be a good use of staff time and is more effective than checking for correct holdings and access title by title. Some of the improvements by fixing the holdings are: ArticleReach readability, increased patron understanding of the records, more consistent

language across five libraries and reference desk staff can read system records without any formal training.

There has also been impact of ArticleReach on the WSULS licensing of serials. With an increased number of licenses that specify no ILL with libraries outside the country, this has led to new negotiations that now include a paragraph describing the ArticleReach Consortium. There is also a provision for negotiations with ILL between consortia members. Additionally, we have the licensing information in our ERM, so it will display for the staff to see the information and provide for quicker turnaround for the service.

The following is an example of WSULS licensing terms for ArticleReach:

Interlibrary Loan. We are currently participating in ArticleReach Direct, a consortium of academic libraries (for more information, go to <http://elibrary.wayne.edu/screens/arldoc.html>). Recently, non-USA libraries have joined the consortium and we would like to extend interlibrary loan services to all our partners including those not located in the United States. We would like the language to include the following: The Licensee may supply another library, within the same country as the Licensee or a library participating in ArticleReach Direct as long as the Licensee is a member of the consortium, with a single copy of an individual document being part of the Licensed Materials for the purpose of supplying interlibrary loan requests. Supply shall be by post, fax, or secure electronic transmission (using Ariel or its equivalent, whereby the electronic file is deleted after transmittal) for the purposes of research or private study and not for commercial use in accordance with the Interlibrary Loan provisions of section 108 of U.S. Copyright Law.

There is no formal Collection Development policy within the ArticleReach consortium. Wayne State takes a look at other consortia partner's resource holdings when making serial collection decisions. The holdings of the ArticleReach partners are considered as to what is owned and not owned and by whom. This is one of many criteria applied when making collection development decisions.

One example of how ArticleReach is considered regarding collection development decisions is in a Targeted Serials Review. When there is a review of duplicate orders, collection development looks at print/print, print/microform and aggregators. We also review the packages for Internet access and identify titles duplicated between direct and package order availability. Another thing to look at is low use titles/e-titles, where we identify the low use titles, then identify publisher/platform, calculate cost per use, and identify availability through interlibrary loan. Then the decision is to cancel if the title is part of ArticleReach.

Another example is to look at a university publisher e-package. First, we look at what titles we own, and then what titles did we borrow; taking into consideration the ILL stats. Next, we look at the overlap report to see what aggregators or databases offered the publisher titles, titles and years and then, if ArticleReach partners have those titles.

The results of all of these example evaluations are that we did not end up subscribing to the package, and instead we added direct titles, such as Brain journal and EU country history and culture.

The participation in the ArticleReach service has proven to be a positive experience that crossed library departments and fed into other projects. With more accurate information and increased turnaround time the service helps patrons to do their research more effectively.