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The Intersection Where Collection Development and Acquisitions Meet Interlibrary Loan

by Maria Silva Kuhn (Coordinator of Acquisitions and Collection Development, Harvey Andrus Library, Bloomsburg University of Pennsylvania, Bloomsburg, PA 17815) <mkuhn@bloomu.edu>

The intersection where Collection Development and Acquisitions meet Interlibrary Loan is the result of shrinking budgets and the consumption by electronic resources of an increasingly larger portion of the library's allocation. This well known dilemma has forced many academic libraries to look towards resource sharing as an essential component of Collection Development and Acquisitions.

Resource sharing is not a new concept for libraries, but the rise in the costs of library materials at the same time that advances in technology made cooperation among libraries easier than before, has made this solution attractive and possible. "Perhaps the most important development for academic libraries during the current decade has been the move from organizational self-sufficiency to a collaborative survival mode as personified by the growth of library consortia." Gone are the days when resource sharing was considered to be a cumbersome and delays. Now that the growth of library consortia and advances in technology have made resource sharing a more attractive and plausible alternative, recommending its use to patrons has become more acceptable than before. This has opened new possibilities for Collection Development and Acquisitions librarians who can now give careful consideration to what must be purchased for the permanent collection in contrast to what can be obtained quickly through resource sharing in order to satisfy requests whose importance to the overall collection may be relative.

Here at Bloomsburg University of Pennsylvania we are fortunate to belong to a consortium, PALCI, now called the Pennsylvania Academic Libraries Consortium Inc., composed of 54 private and public academic libraries in three states: Pennsylvania, New Jersey and West Virginia. These libraries with disparate systems are connected through a virtual union catalog that electronically provides direct access to over 31 million volumes. More than 340,000 students, faculty and staff of member institutions are able to take advantage of this seamless integration of resources through a $39.50 Web-based interface that enables patrons to search members catalogs and directly request needed titles. PALCI has named this method "EZ Borrow." Through "EZ Borrow" a patron is able to obtain a book within three to seven days, the loan period generally given is twenty-eight days and renewal for another twenty-eight days is also possible. Fast and direct accessibility gives the patron the immediate satisfaction of knowing that the desired title is available and will arrive promptly. The length of the loan is also a bonus for the researcher looking for that esoteric title that is either out-of-print or whose cost is out-of-sight for the smaller academic library.

While direct patron borrowing is obviously a labor saving function for Interlibrary Loan departments, it represents both labor and cost savings to the Acquisitions department who would have to go through the process of searching, ordering, and paying for a title that would be of little interest to a student, or because of language, age, or other restrictions, limited to only a handful of users. In the smaller college or university library, where purchases are generally done on the basis of curricular needs, such purchases would be extraneous to the collection development policies of many libraries. Yet by providing this accessibility to a wide variety of materials, faculty and students feel less isolated from the research world and in turn are able to concentrate on building a library collection that supports their teaching and research needs.

When asked to purchase an out-of-print title, or an esoteric one that would be of little interest

can yield valuable glimpses into a library's collection needs. Basing responsible purchases on these data necessarily draws from both quantitative and qualitative cost-benefit analysis of borrowing vs. purchasing. Interlibrary loan software with the capability to generate a variety of customized reports is also essential to accomplishing this task. The extent of purchasing based on ILL data is driven by budgetary constraints, collection policies with regard to specificity of curricular support, and access vs. ownership philosophies. With meaningful ILL data analysis and a spirit of collaboration, ILL and acquisitions can indeed converge on the task of fine tuning the library's balance between access and ownership.

Using Interlibrary Loan Data ...

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to anyone except the requestor. I promptly refer both students and faculty to PALCI. I explain to them how easy and expeditious the process is—certainly faster than most out-of-print searches, and encourage them to use it to obtain titles that we would either prefer not to purchase or would have difficulty doing so. Inevitably they have been pleasantly surprised at how much faster PALCI is than the traditional method of obtaining books from other libraries has become the preferred method.

<table>
<thead>
<tr>
<th>Books requested by Bloomsburg University, through PALCI</th>
</tr>
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<tbody>
<tr>
<td>180</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Books requested by Bloomsburg University through traditional ILL method</th>
</tr>
</thead>
<tbody>
<tr>
<td>989</td>
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But more importantly, these figures also prove that while traditional ILL requests are slightly down, overall, more is being borrowed today than before due in part to the ease with which materials can be obtained. Patrons are better disposed to borrowing materials today from their desktop PCs than when they had to go to the library and fill out an ILL request form and wait for a book to arrive. The speed and efficiency of borrowing through PALCI has made many friends amongst our students and faculty.

In addition to direct-patron borrowing electronically through EZ Borrow, PALCI also offers reciprocal borrowing for faculty from member libraries. If a faculty member needs a particular book by tomorrow and if there is a member library who owns the title within a reasonable driving distance, they may go and pick it up. When the loan period is up, they can turn the book in to their own library's Interlibrary Loan department who will return the item.

PALCI also offers a "no fee" for ILL photocopy requests, which has simplified bookkeeping for member ILL departments, and has also helped to lower the costs of resource sharing, one of the aims of any consortium.

Another one of the goals of PALCI from the very beginning was to "secure for its membership discounts on electronic information products such as abstracting, and indexing services and electronic journals." Smaller academic libraries would be unable to procure for its patrons the desired electronic information resources available today without the special pricing structures provided by consortia such as PALCI. Again, consortial purchasing has enabled a small academic library to purchase electronic resources that we would not have been able to subscribe to otherwise. Our electronic resources collection is better, larger, and less expensive than it would have been without consortial agreements. More importantly, are the effects that these consortia could have on the marketplace and consequently for collection development in the future. According to Allen and Hirshon, one of the agendas of a consortium is "to affect the future as to how information will be created, marketed, and purchased by libraries. Consortia are seeking not only to have an effect upon the national and international agendas concerning issues such as pricing policies and copyright laws, but also bring pressure to bear upon information providers (particularly commercial publishers) to reduce the rate of rise in the cost of information, and to bring down the unit cost of information." 7

The effects of belonging to a consortium such as PALCI are many. It has obviously had an effect on Interlibrary Loan but also on Collection Development and Acquisitions in our Library. More importantly, it has affected the way students and faculty think about procuring information: no longer is the on-campus library seen as the sole provider, but accessibility to many collections has made them more aware that resource sharing can be to their advantage. According to Hirshon, "Library consortia will become even more important in the future by assisting libraries in implementing and managing the process of change... A library consortium with a broad understanding of how each of its members is coping with these issues has an ideal opportunity to explore these issues objectively, to understand and articulate trends as they are emerging and to create standardized methodologies that individual libraries can employ and customize at their own institutions."

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**Endnotes**

3. PALCI was started in 1997 as the Pennsylvania Library Connection Initiative with thirty-five private and public academic libraries. For more information on PALCI see http://www.palci.org.
4. I wish to thank my colleague Ann Diserad for providing these ILL statistics and information on our current usage of PALCI.
5. Allen and Hirshon, p.39
7. Allen and Hirshon, p.37

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**Buyer Beware: Using Interlibrary Loan Requests in Purchasing Decisions**

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"ILL requests represent a demonstrated need by the faculty and students for materials not in the library, and it is important for bibliographers to consider those needs when planning and evaluating collections. By providing information on items requested from other libraries, ILL data also helps identify areas of the collection that may need to be strengthened to support developing research activity and to pinpoint areas where collecting levels may be inadequate to meet interdisciplinary needs." — (Williams, et al 32)

The **Purchase Express program** at The University of Virginia even aims to have the book in a patron's hand within seven days. (Clendenning 16) Atkins and Weible used data on unfilled ILL requests to assess lost materials in their own collection at University of Illinois at Urbana-Champaign. Yontz and others studied the problem of patrons attempting to interlibrary loan locally-held materials. In her Library to Library column Mary, continued on page 32

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