Strengthening Regional Collections One Request at a Time: Using Resource Sharing Technology to Facilitate Coordinated Collection Development

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Abstract
Academic library users in NYS benefit from the connection between resource sharing and collection development, where interlibrary loan is important and shared collections are valued. A need existed to connect the dots between library collection development and resource sharing cooperatives, where the strength of resource sharing groups is the strength of the combined, diversified collections of its members. The session will provide an overview of the need, illustrate the proposed solution, outline the implementation and plans for the future. The first phase of the project was to create a tool to develop collections reactively, by matching patron loan requests with a corresponding library's collection strengths, as indicated by a match with the library's collection building tool, and then provide libraries with communication and reports about requests within their desired collection areas. This tool makes use of IDS Logic, a service that helps automate workflows and provides data analysis tools for libraries using ILLiad resource sharing software.

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fsc2017

Disciplines
Library and Information Science

Comments
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Strengthening Regional Collections One Request at a Time: Using Resource Sharing Technology to Facilitate Coordinated Collection Development

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This project is supported by Regional Bibliographic Databases and Interlibrary Resources Sharing Program Funds which are administered by the Rochester Regional Library Council.
Local culture of collaboration

• At St. John Fisher College, departments with different responsibilities frequently join together
Large Scale Culture of cooperation

- Within the IDS (Information Delivery Service) Project
- Within NYS: NYS CCDA (Coordinated Collection Development Aid) Program
Lavery collection strengths

• Discipline areas unique to St. John Fisher College
Connecting CCD and ILL workflows

• Different approach to CCD: make a CCD friendly workflow based on preferences and communication rather than one focused on up-front rigid agreements.
Maintaining Strong Reputation of Resource Sharing Department at SJFC

- Strong campus reputation
  - Campus Expectation
  - ILL: Because of staff and IDS Project partners
“Wouldn’t it be great if we could notify a library that a book that one of our students requested wouldn’t fit our collection, but it would be a good purchase for their collection?”

This tool does that.
The Solution:

- Patron receives loan
- Patron submits ILL request
- Lending library sends loan
- Borrowing library has option to send out request

CCD API determines:
1. Library where collection development criteria fits request
2. How many times item has been requested by IDS libraries
3. If it is available in IDS libraries or if holdings are below 3 items

Borrowing library can either:
1. Purchase the item
2. Send the ILL request to Lending Library while CCD API communicates purchase recommendation to libraries that meet collection development criteria

Request does not meet collection development criteria for Borrowing library and fits IDS Project library

This project is (partially) supported by Regional Bibliographic Databases and Interlibrary Resources Sharing Program funds which are administered by the Rochester Regional Library Council.
The grant allowed us to...

- Create a CCD (Coordinated Collection Development) API to allow communication between libraries through ILLiad/IDS data
  - Easier for libraries in the region to share information
  - Flexible enough to meet pilot partners’ needs
- Make decisions about purchasing titles related to our curricular foci
- Items purchased will make collections in our region more user-focused
  - Those user-focused collections are shared among all our patrons
In a nutshell:

1) Email notifications of all partner requests: weekly, daily, or both
2) Website where you can evaluate your own borrowing requests for purchase
Libraries configure conspectus to identify areas they would like to build.
CCD Dashboard with highly recommended titles that have high group usage and meet collection areas.
**Weekly CCD Report for VZJ**

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<th>Title</th>
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<th>OCLC</th>
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<th>Reqs IDS</th>
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</table>

**Email notifications:**

- **Title requested**
- **# times requested at patron’s library**
- **# times requested within IDS Project**
- **# copies owned at patron’s library**
- **# copies owned within IDS Project libraries**

**Site from which requests originate**

**Patron’s library TN**

**Call no. area that title matches for patron’s library**

**Recommendation level based upon data shown in row**
Have a non-ILL request for a title you might buy? Search by ISBN or OCLC # to call up CCD data to assist with decision-making.
If only we had the data available:

0 IDS Libraries owned

Requested 4 times within NYS

Matches Conspectus: MT

Took 8 days to borrow out of state...

...when a library down the road specializes in music.
How does it benefit you?

• Sustainable practices:
  • Less duplication, more unique titles
  • Helps make best use of funds
• Easy collaboration across silos
  • Within your library and with other libraries
Where are we now?
- Received grant September 2015
- Secured 2 partner libraries for pilot
  - Nazareth College (Private)
  - Brockport (SUNY state school)
- CCD API for communication is complete
  - Thanks developers!
- Data is disseminating and purchases are being made
How this is built on IDS Logic.

• Logic pulls ILL data for all IDS members.
• Logic finds alternate editions for tns via API that generates all related editions, and then compares all related OCLC#s/ISBNs to tns in Logic data.
• Logic queries External database to check # of holdings within IDS.
• Logic builds a report of CCD Criteria.
Feedback from participants

• “I did an initial round of ordering, once we received our first report, in April. I looked at titles with NO IDS holdings, even if they fell outside our collection development area. If the price was reasonable, I ordered it...I would estimate ordering 10-15 titles per month.”
  
  -Serials/ Resource Sharing Associate Librarian, SUNY Brockport

  “Our collections person...reported she has ordered seven (7) titles from the list...She’s hoping to dive into it more deeply this summer and fall.”

  -Director, ILL/Serial Services, Nazareth College
Current developments

- 2016-2017 Technology Grant: Strengthening Collections Collectively to Share Statewide...AKA Developing Regional Shared Collections, Collectively: Using the CCD API to Generate Purchase Recommendations of unique, highly-requested books and videos

- Goals include:
  1. Moving outside our NYS region
  2. Moving outside the IDS Project
  3. Beginning real-time Coordinated Collection Development (buying at the point of ILLiad request)
Next Steps in CCD Platform Development

Operationalize the CCD System to:

Send purchase requests to other libraries with an efficient shared CCD workflow.

Potential CCD purchase is a “lender” who can easily say yes/no in real-time.

Two methods:
Interactive webpages
ISO ILL requests

More built-in analysis of frequency/percentage of purchases of recommendations.
Thank you! Questions?