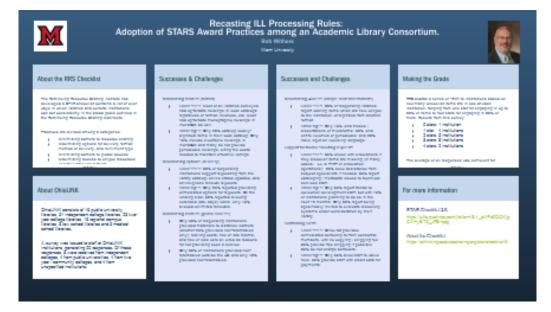# Recasting ILL Processing Rules:
Adoption of STARS Award Practices among an Academic Library Consortium.

Rob Withers

Miami University

PRESENTED AT:

ABOUT THE RRS CHECKLIST

The Rethinking Resource Sharing Institute has developed a STAR checklist contains a list of over ways in which libraries and cultural institutions can act consistently in the broad goals outlined in the Rethinking Resource Sharing Manifesto.

Practices are divided among 6 categories:

- Minimizing barriers to resource sharing
- Maximizing options for delivery format, method of delivery, and fulfillment type
- Minimizing barriers to global access
- Maximizing access to unique resources or difficult-to-lend formats
- Including value-added services for problematic requests
- Containing costs

ABOUT OHIOLINK

OhioLINK consists of 16 public university libraries, 51 independent college libraries, 23 two-year college libraries, 16 regional campus libraries, 8 law school libraries and 5 medical school libraries.

A survey was issued to staff at OhioLINK institutions, generating 20 responses. Of those responses, 8 were received from independent colleges, 4 from public universities, 4 from two year / community colleges, and 4 from unspecified institutions.

SUCCESSES & CHALLENGES

Minimizing barriers (format)

- **Successes:** Most or all libraries surveyed had up-to-date holdings in local catalogs regardless of format, newness, etc. Most had up-to-date monographic holdings in WorldCat, as well.
- **Challenges:** Only 20% catalog locally-digitized items in their local catalog. Only 15% include electronic holdings in WorldCat, and many do not provide periodicals holdings, citing the costs needed to maintain effective listings.

Maximizing options (delivery)

- **Successes:** 80% of responding institutions support requesting from the library catalog, online status updates, and online/phone renewal requests.
- **Challenges:** Only 25% reported providing unmediated options for requests. On the lending side, 60% reported allowing extended (30+ days) loans; only 45% allowed unlimited renewals.

Minimizing barriers (global access)

- Only 50% of responding institutions provided materials to distance learners (another 25% proivided non-returnables only). Mailing costs, risk of late returns, and risk of loss were all cited as reasons for not providing such a service.
- Only 60% of institutions provided non-returnables outside the US, and only 40% provided non-returnables.

SUCCESSES AND CHALLENGES

Maximizing Access (unique materials/formats)

- **Successes**: 80% of responding libraries report loaning items which are new, unique to the institution, or digitized from another format.

- **Challenges:** Only 45% lend theses / dissertations or microforms; 30% lend entire volumes of periodicals; and 20% have input on licensing language.

Support for troubleshooting requests

- **Successes**: 95% check with circulations if they discover items are missing (in many cases, ILL is PART of circulation operations); 85% seek assistance from subject specialists if needed; 85% report cataloging / metadata issues to technical services staff.

- **Challenges:** Only 65% report trends to collection development staff, but with 15% of institutions planning to do so in the next 12 months; Only 60% report being specifically invited to evaluate discovery systems under consideration by their library.

Containing Costs

- **Successes:** OhioLINK provides unmediated borrowing to/from consortial members, with no copying / shipping fee; 95% provide free shipping if possible; 95% do not charge borrowers.

- **Challenges:** Only 65% allow staff to waive fees; 55% provide staff with credit card for payments.

MAKING THE GRADE

RRS awards a series of **stars** to institutions based on how many checklist items are in use at each institution, ranging from one star for engaging in up to 60% of items to four stars for engaging in 90% or more. Results from this survey:

- 0 stars: 1 institution
- 1 star: 4 institutions
- 2 stars: 5 institutions
- 3 stars: 8 institutions
- 4 stars: 2 institutions

The average of all responses was sufficient for responding libraries to earn 2 stars. The STARS checklist notes that not every item is appropriate to every library, but encourages libraries to remain in conversations about how they can continue to re-think resource sharing.

FOR MORE INFORMATION

STAR Checklist 2.0:

https://tufts.qualtrics.com/jfe/form/SV_cXPd0QGKjgCXHyB?Q_JFE=qdg
(https://tufts.qualtrics.com/jfe/form/SV_cXPd0QGKjgCXHyB?Q_JFE=qdg)

About the Checklist

https://rethinkingresourcesharing.org/star-checklist-2/ (https://rethinkingresourcesharing.org/star-checklist-2/)