

# #improveresourcesharing Indiana Resource Sharing White Paper

## Executive Summary

Resource sharing continues to flourish in Indiana but increasingly that resource sharing is confined to communities siloed by technology. With the rapid adoption of the State Library's Evergreen Indiana project, providing an online catalog for over 100 public libraries, resource sharing in Indiana has not one but two robust resource sharing communities with academic libraries using OCLC and the Evergreen consortium using a circulation-based request system. While we have a common delivery system through INfoExpress there is currently no means for either of these communities to request from the other. Moreover, discovery—the ability to find what resources are available in our libraries—has not advanced in the intervening years between the 2007 white paper, “Wagging the Long Tail,” and now.

This paper calls for 1) a technical and operational bridge between systems that allows the Evergreen Indiana collections to be discoverable and requestable by libraries on other systems and a means for Evergreen Indiana libraries to discover and request from the OCLC libraries; 2) raising the visibility of our rare and unique resources; 3) embracing a Patron Driven Acquisition model; and, 4) a commitment to continuous process improvement.

## Background

Since the first white paper, “Wagging the Long Tail,” was issued in 2007<sup>1</sup> the academic and public library resource sharing communities have become more, not less, separated and a high percentage of our local history collections remain uncatalogued. Because those materials are not listed in the catalog, these dark collections are not usually discoverable even by the library's own card holders. Resource sharing is also under pressure by the proliferation of ebooks which are licensed, not purchased, and largely unavailable for interlibrary loan.

These issues—discoverability, our ability to loan content irrespective of format, and bridging the chasm between our systems—are the most significant barriers to resource sharing in Indiana. The solution to each of these major issues requires consensual agreement, strong commitment, and decisive action among all the partners and stakeholders.

The library environment and the technology environment of our users have also changed in substantive ways. Mobile devices have become ubiquitous. According to Forbes, ecommerce will exceed \$262 billion in 2013 and internet sales are now discussed in “e” and in “m” (mobile) sales.<sup>2</sup> In 2007 Blockbuster had revenues of \$5.6 billion dollars<sup>3</sup> and Netflix had just introduced

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<sup>1</sup> <http://ali.bsu.edu/Programs/ResourceSharing/IndianaResourceSharingTaskForceWhitePaperJan2007.pdf>

<sup>2</sup> <http://www.forbes.com/sites/chuckjones/2013/10/02/ecommerce-is-growing-nicely-while-mcommerce-is-on-a-tear/>

<sup>3</sup> <http://www.prnewswire.com/news-releases/blockbuster-reports-full-year-2007-and-improved-fourth-quarter-results-56822542.html>

streaming video<sup>4</sup>. In 2007 Apple released the iPhone and Amazon introduced its first Kindle. In 2013 Blockbuster closed operations<sup>5</sup> and Netflix streamed over 4 billion hours in the first quarter<sup>6</sup>. More than ever customer expectations are being set by the commercial market place and self-service is preferred.<sup>7</sup> It is time to revisit our priorities and our practices to align discovery and access with emerging user needs and behaviors.

## Environment

**“When we surveyed information consumers in 2010, they were just as strongly tied to search engines as the starting point for information, with 84% beginning on a search engine. Not a single survey respondent began their information search on a library Web site.”<sup>8</sup>**

Resource sharing in Indiana is robust and active but increasingly segregated by library type with three distinct communities: academics, publics, and health sciences. While each community is using the most appropriate system for their needs, these communities are effectively closed with no integrated means of discovery or requesting between systems. In their 2005 report, “Perceptions of Libraries,” OCLC documented that 82% of users began their information seeking with a search engine such as Google and only 1% reported beginning their search on a library web site. In their 2010 update the percentage of people beginning with a search engine had increased to 84% and no one reported beginning on a library site.<sup>9</sup> This statistic has significant implications for uncatalogued, “dark” materials, such as local history and cultural heritage collections. Users now expect comprehensive discovery and access through electronic search engines, and today’s library must provide web-based discovery to both its primary and remote clientele. We cannot share what we cannot find.

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<sup>4</sup> <https://signup.netflix.com/MediaCenter/Timeline>

<sup>5</sup> <http://money.cnn.com/2013/11/06/news/companies/blockbuster-stores-closing/>

<sup>6</sup> <http://www.thewire.com/technology/2013/05/netflix-youtube-traffic/65210/>

<sup>7</sup> A study of circulation data at Notre Dame showed that 74% of materials were checked out through circulation kiosks even during the hours that the circulation desk was open.

<sup>8</sup> OCLC, “Perceptions of Libraries, 2010 Context and Community” p.32

[http://oclc.org/content/dam/oclc/reports/2010perceptions/2010perceptions\\_all.pdf](http://oclc.org/content/dam/oclc/reports/2010perceptions/2010perceptions_all.pdf)

<sup>9</sup> OCLC “Perceptions of Libraries, 2010 Context and Community” p.32

## “Faster and easier trump trustworthy and accurate”<sup>10</sup>

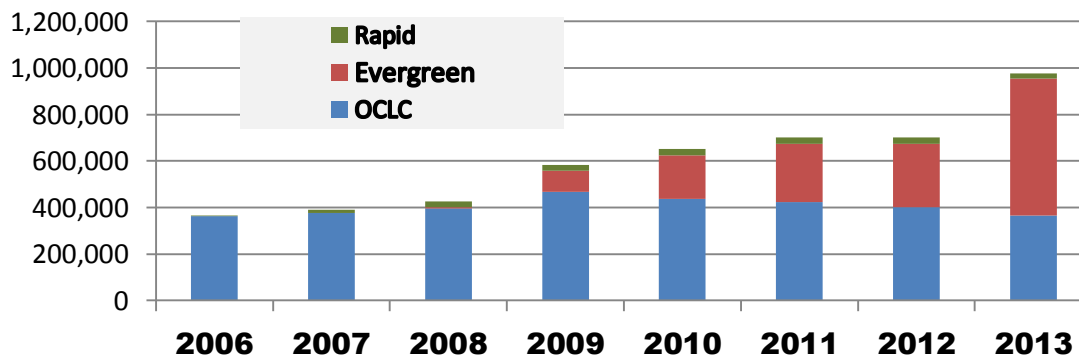
Despite our technical and organizational barriers Indiana has continued to foster a culture of resource sharing in the greater library community. Support for core services associated with resource sharing has been a priority for the Indiana State Library which offers a number of programs critical to the success of discovery and delivery in Indiana. These include:

- State-wide access to WorldCat
- Provision and subsidization of courier service (INfoExpress)
- Public Library Access Card (PLAC) program
- INShare (a brokered interlibrary loan service provided for smaller libraries)
- Evergreen Indiana Consortium

### Evergreen Indiana:

Since 2008 more than 100 public libraries in Indiana have begun using an open-source integrated library system (Evergreen) which allows for patron-initiated requests referred to as remote circulation. The implementation of the Evergreen Indiana catalog has been a tremendous benefit to public libraries in Indiana. Today these 105 libraries are engaged in active and unmediated resource sharing through remote circulation. The Evergreen Indiana consortia has been so successful that it has changed the resource sharing patterns in the state; public libraries are now more actively involved in resource sharing. Unfortunately, the Evergreen Indiana Community and the Academic Libraries of Indiana (ALI) are on incompatible platforms. The 6.8 million holdings of the Evergreen Indiana libraries are not easily discoverable outside of their closed community. In addition, the holdings in Evergreen Indiana continue to reflect the more common materials in the, general collection while the local history materials are more likely to be “dark” (discoverable only through on-site visit and assistance of the local history librarian).

### Impact of Evergreen on Indiana Resource Sharing



<sup>10</sup> OCLC “Perceptions of Libraries, 2010 Context and Community” p. 54

### **Discovery to Delivery:**

Further, the collaborative nature of Indiana's resource sharing community has been realized in the annual Discovery to Delivery conferences, jointly sponsored by the Indiana State Library and the Academic Libraries of Indiana. This annual conference has been instrumental in strengthening our statewide network of library staff across library types. Discovery to Delivery V is scheduled to take place in April 2014.

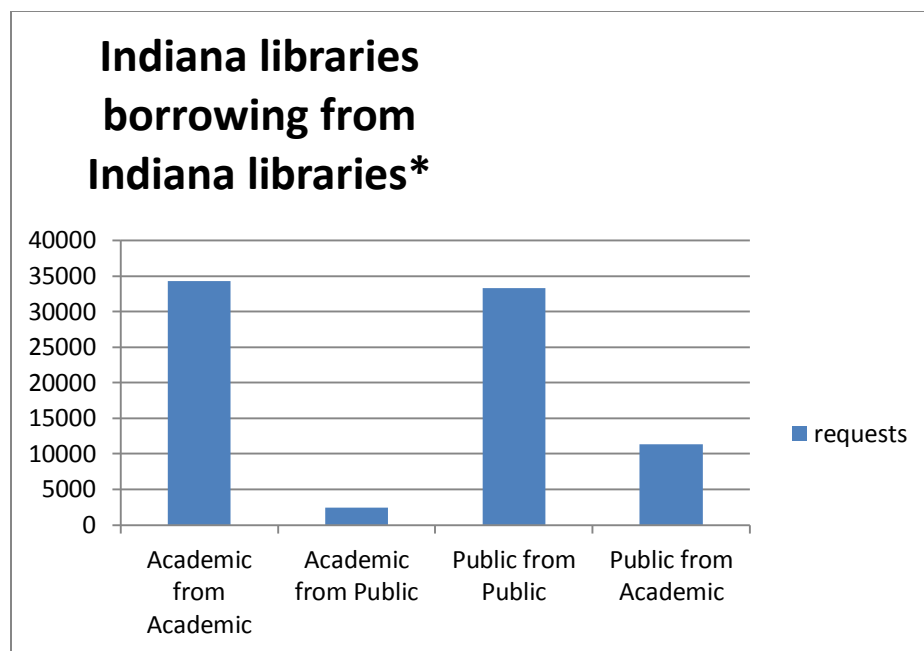
### **Committees:**

The Indiana State Library formed a Resource Sharing Committee which includes representatives from public, academic, school, government, and special libraries throughout the state. In addition, the Academic Libraries of Indiana have an active Resource Sharing Committee. Together these committees recommend improvement and adaptive models for the improvement of resource sharing in Indiana.

### **Academic Libraries of Indiana Reciprocal Borrowing Program:**

In 2004 participants in Academic Library of Indiana agreed to extend in-person borrowing privileges to academic library affiliates throughout the state. This program represents an important understanding about the mission-critical nature of resource sharing.

While these efforts represent substantial progress in resource-sharing initiatives, they have limited capacity to span the public / academic library divide, and the increased bifurcation has given rise to a new sense of need for greater cooperation. Additionally, public school libraries and special libraries have been largely uninvolved in these broader resource-sharing opportunities. The construction of these operational and technical silos has not allowed Indiana libraries to fully recognize our potential to provide users at all library types with access to our vast and rich collections.



\*Based on OCLC data from Sample Libraries Feb-March and Oct-Nov 2013

#### **Emerging Priorities:**

The Indiana State Library and the Academic Libraries of Indiana have formed a joint subcommittee to investigate software solutions to maximize our statewide capacity to provide seamless discovery and patron-initiated borrowing of materials held in all types of libraries throughout the State of Indiana. The system will be ILS neutral and will result in greater economy of scale.

Despite an active and engaged library community Indiana continues to have unserved and underserved areas. In 2007 Indiana State Library commissioned the Unserved Task Force to make recommendations to Governor Mitch Daniels’ Commission on Local Government Reform in regards to localities in Indiana that are unserved or underserved by a public library district. The Task Force recommended that library service should be fair and equitable and universally available throughout the state. They cited the direct economic benefits that communities receive from libraries, which are significantly greater than the cost to operate the libraries.<sup>11</sup>

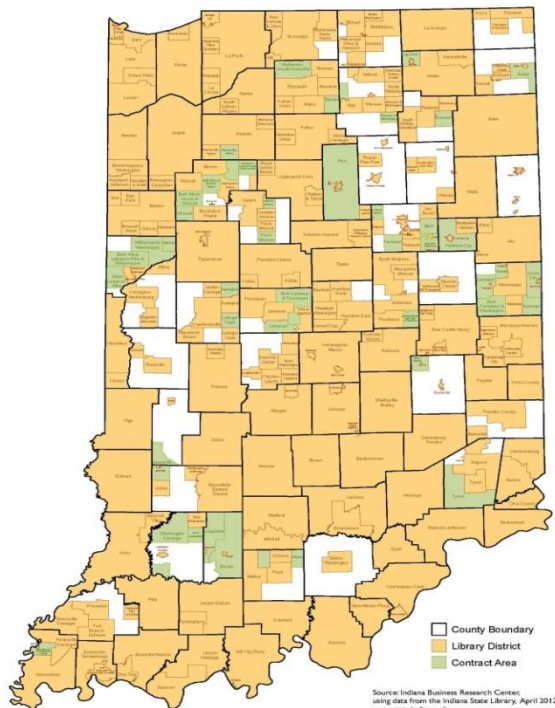
<sup>11</sup> Center for Urban Policy and the Environment “Streamlining Local Government *we’ve got to stop governing like this*” pp. 9 and 33 [https://indianalocalgovreform.iu.edu/assets/docs/Report\\_12-10-07.pdf](https://indianalocalgovreform.iu.edu/assets/docs/Report_12-10-07.pdf)

## Unserviced Areas:

In 1954, 21.4% of the state's population had no "direct access" to public library facilities and of the state's 1,008 townships, over half were without library service altogether. Sixty years later, Indiana's situation has improved, but there are still holes in library access around the state. In 2012, 6.5% of all Hoosiers (425,000 people) still do not have access to a public library<sup>12</sup>. In addition, there are still sixteen libraries without automated catalogs.

This information highlights our need to adopt solutions that will provide a comprehensive discovery and delivery system for all Hoosiers.

## Unserviced Indiana (white areas indicate unserved areas)



**“Focus on the Experiential. New service models need to focus on helping customers discover and enjoy experiences, not just getting them, figuratively or literally, from point A to point B....Embrace and support this worldview and you win their business.”<sup>13</sup>**

<sup>12</sup> Learn more about unserved areas in Indiana, including maps, historical mergers and expansions, and processes for future expansions of library districts at [www.in.gov/library/4632.htm](http://www.in.gov/library/4632.htm).

<sup>13</sup> Solomon, Micah, “7 ways to serve and keep millennial customers”  
<http://www.forbes.com/sites/grouphink/2013/07/25/7-ways-to-serve-and-keep-millennial-customers/>

## Principles

In the preparation of this white paper, a working group drawn from the Indiana State Library's Resource Sharing Committee reaffirmed the principles of "Wagging the Long Tail". The most important of those principles was: Interlibrary loan is a core library service.

As a part of a library's core services:

- Interlibrary loan is a service every library should be expected to offer its community.
  - Just as with circulation, an active interlibrary loan program is an indication of an engaged user community and the library's commitment to service excellence.
- Interlibrary loan should have dedicated staff allowing them to develop subject and workflow expertise as well as relationships with their counterparts in partner libraries.

As part of an Indiana resource sharing community:

- Libraries should be prepared to lend all formats that they borrow.
- Libraries should have more generous lending policies within Indiana than they do out-of-state.
- Libraries should be prepared to accept some inevitable loss and damage expenses as the cost of doing business in exchange for the benefits they receive from borrowing.

**“In order to be one of the first choices for information, library systems and interfaces need to look familiar to people by resembling popular Web interfaces, and library services need to be easily accessible and require little or no training to use. Convenience is a critical factor for users across all demographic categories, and is liable to remain so going forward.”<sup>14</sup>**

As a part of the user experience:

- Requesting should be unmediated and offered as a seamless extension of discovery.
- Delivery should be based on the standards set by the commercial market.<sup>15</sup>
- Materials requested on interlibrary loan are an expression of interest from the community and should be considered for purchase.
- Library holdings must be discoverable. This is especially important for local history materials which are likely to be scarcely or uniquely held.

As a part of the digital environment:

- Indiana libraries should all have the tools and training necessary to participate in resource sharing at a level appropriate to their library (No library left behind!).
- Indiana libraries should negotiate licenses that:
  - Allow ILL for electronic books and printing that covers chapters, not number of pages.
  - Allow fully electronic interlibrary loan, not print and scan.

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<sup>14</sup> Connaway, L et al "If it is too inconvenient I'm not going after it:" Convenience as a critical factor in information-seeking behaviors" Library & Information Science Research 33 (2011) pp.179-190

<sup>15</sup> "Add to cart?" ecommerce, self-service and the growth of interlibrary loan

## RECOMMENDATIONS

- Library collections should be discoverable.
  - All Indiana libraries should develop plans and priorities and begin to catalog local history collections.
  - Libraries should identify key staff to take training in preservation and handling to ensure ongoing access to these materials.
- There must be a bridge between the Academic and Evergreen libraries. We cannot have effective resource sharing in this state with this “discovery” chasm between communities.
- Users need to be made aware of interlibrary loan through aggressive service branding and marketing. The State Library and ALI should jointly develop a logo to represent interlibrary loan and encourage adoption of this logo by both the academic and public library community. This would allow users to find interlibrary loan on the web site of any Indiana library.
- Requirements for IN-SHARE should be defined to allow the State Library to manage this service in a cost-effective manner.
  - IN-SHARE membership should be limited to 3 years, with a cost sharing option available after that time.
  - Libraries must not charge their end-users for use of subsidized state-wide services, such as IN-SHARE.
  - Libraries that charge their users for ILL service (e.g. \$5 to request) will be ineligible for the IN-SHARE service or INfoExpress subsidies.
- The Indiana State Library should:
  - Make a library-specific WorldCat account part of library standards (raises visibility of holdings within the state and provides a basic request feature through email).
  - Provide training programs on preservation and conservation practices and handling.
  - Provide support for adding unique local history materials to WorldCat.
  - Provide classes on cataloging special collections with emphasis on local history/archival materials.
  - Promote comprehensive digitization of local history materials within the public domain.
  - Require that any research or publications resulting from an IMLS grant be made available as open access.
- The rapid transit of materials is integral to interlibrary loan service and our delivery mechanism, INfoExpress, is a critical part of Indiana’s resource sharing infrastructure.



Without it resource sharing among public libraries throughout Indiana would come to a standstill and it would greatly increase the costs for all types of libraries. We want to commend the Indiana State Library on their service improvements, and we challenge libraries throughout the state to adopt a minimum of three days a week delivery. We also encourage libraries on one day delivery to increase to two days.

## Best Practices

**“Customer self-determination is key.” Allowing customers to control their own destiny needs to be a component of your new millennial-friendly service model. Give up old notions of control and replace them with a transparent model that allows, wherever possible, your customer to be in the driver’s seat.”<sup>16</sup>**

### Open Access and Public Domain

- Open access resources are those that are “digital, online, free of charge, and free of most copyright and licensing restrictions.”<sup>17</sup>
- Public domain resources are those for which copyright protection has expired, making them available for free distribution and digitization.

There is an increasing body of open access and public domain resources available on the internet. Though these resources are freely available, the sheer volume often makes it necessary for users to seek the assistance of library professionals. Libraries should provide assistance in the location of and access to open access and public domain resources and develop workflows within interlibrary loan to deliver such resources to their users. Libraries should promote the availability of open access and public domain publications. Interlibrary loan practitioners can promote and facilitate discovery of these resources by including information about them in delivery notification emails and by working with their library colleagues to:

- Catalog frequently-requested public domain and open access books and journals.
- Add open access titles to OpenURL link resolver.
- Promote awareness of open access and emerging models of information access and scholarly communication.

**“The beauty of Books on Demand is that it addresses actual research needs, especially those of graduate students, without imposing any particular ideology of collection development or placing demands on the users’ time.”<sup>18</sup>**

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<sup>16</sup> Solomon, Micah “Customer Service for Millennials: Building a Gen Y-Friendly Customer Experience”  
<http://micahsolomon.com/blog/?p=3780>

<sup>17</sup> Suber, Peter. 2004. “A Very Brief Introduction to Open Access.”  
<http://legacy.earlham.edu/~peters/fos/brief.htm> (accessed November 6, 2013).

<sup>18</sup> Anderson, K et al “Liberal Arts Books on Demand: a Decade of Patron-Driven Collection Development, Part 1”  
Collection Management, v 35 (3-4) pp.125-141

**Patron-Driven Acquisitions (PDA) / Demand Driven Acquisitions (DDA).** Both academic and public libraries should implement PDA/DDA programs. Purchasing materials in response to interlibrary loan requests not only meets user needs, but increases the pool of resources in the state and frequently fills interdisciplinary gaps within a library's collection. There is also a rich body of evidence that shows that materials purchased in response to ILL requests have a higher percentage of reuse.<sup>19</sup> PDA/DDA processes should ensure that the end user receives purchased materials as quickly as traditional ILL materials.

Further, these materials should be loanable. Extra consideration should be given to purchasing materials that are not currently held in Indiana as adding those materials increases content available to all Indiana libraries.

**Post lending policies on website.** Posting lending policies on the library website is a simple way to improve communication between libraries on disparate resource sharing systems. Having lending policies readily available eliminates the need for blind requests and speeds the process. Posted policies should include an email address and other relevant contact information.

**Promotion and visibility of interlibrary loan:**

- Links to interlibrary loan should be available from the library's home page.
- Front-line desk staff should be able to assist users with making interlibrary loan requests.

**Unmediated requests.** Users should not have to go through library staff in order to place a request. The use of unmediated requesting benefits both libraries and users. Unmediated requests incur lower costs and require less staff time on the part of libraries. Users receive materials more quickly thus increasing customer satisfaction.

## **Minimum Standards**

To work effectively resource sharing must be acknowledged as a core service with staff time committed to effective service. The following standards are the minimum that every library should be prepared to perform.

### **Borrowing**

- **Promote resource sharing.** Resource sharing is a core service. Availability of this service should be posted on the library's web site, at the reference desk, and on the library's OPAC. Service desk staff should be trained on how to assist users with requests.
- **Process requests quickly.** Borrowing requests should be placed within one business day of receipt from the patron.

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<sup>19</sup> For examples see: Allen, Megan, Suzanne M. Ward, Tanner Wray, and Karl Debus-Lopez. 2003. "Patron-Focused Services in Three US Libraries: Collaborative Interlibrary Loan, Collection Development and Acquisitions." *Interlending & Document Supply*, 31(2):138-141; Anderson, Kristine J., Robert S. Freeman, Jean-Pierre V. M. Hérubel, Lawrence J. Mykytiuk, Judith M. Nixon, Suzanne M. Ward. 2002. "Buy, Don't Borrow: Bibliographers' Analysis of Academic Library Collection Development through Interlibrary Loan Requests." *Collection Management*, 27(3/4):1-11

- **Verify requests using WorldCat.** The Indiana State Library provides Indiana libraries with unlimited access to WorldCat. WorldCat is available on INSPIRE, and every Indiana library is eligible for its own WorldCat account.
- **Automate requests.** Interlibrary loan requests should be placed using an automated system such as OCLC, ILLiad lending pages, or DOCLINE. If the library is not able to send an automated request, requests should be sent via email on an American Library Association (ALA) approved form.
- **Request freely.** Resource sharing is as essential as circulation and reference; end users should not be expected to pay for this service. If necessary, libraries should only charge their patrons to recoup any lending library charges, such as shipping or postage charges.
- **Use INSPIRE.** Article requests should be checked against INSPIRE before placing a request.
- **Comply with copyright law.** (US Code: Title 17 and CONTU Guidelines)

## Lending

- **Participate.** Resource sharing is a core service that depends on the participation of every library. A library that borrows from other Indiana libraries should be prepared to lend its own available materials when asked.
- **Respond quickly.** Automated systems should be checked a minimum of once daily and responded to within two business days. Requests should never be allowed to “age” to the next lender.
- **Provide adequate loan periods.** Loan periods for interlibrary loan materials should be generally liberal and must accommodate transit time and use periods.
- **Lend freely.** Publicly funded public, school, academic and non-profits should lend freely to each other within the state. Privately funded and corporate libraries are encouraged to participate as fully as possible.

## All Libraries

- **Respond quickly.** Libraries should strive for a 1-2 business day turnaround time for the majority of their transactions. This includes sending copies electronically, preparing materials for shipping, and responding if unable to fill requests.
- **Use INfoExpress.** Every Indiana library involved in interlibrary loan should contract for either three day or five day-a-week service from the Info Express courier service to move material rapidly around the state.
- **Lend all formats.** Libraries should make every effort to lend as many items in non-traditional formats as possible (e.g., audio-visual items, maps). Make exceptions, whenever possible, for Indiana partners for items not usually lent (e.g., single periodical issues, reference titles).
- **Use document delivery software.** Any library that supplies or requests photocopies should use automated systems to send and receive requests and materials.
- **Protect materials during transit.** Package materials carefully in order to protect them during transit.
- **Maintain policy and contact information.** If the automated system supports it, record and maintain current policy and contact information. This information should also be posted on your library website.

## Terms

Academic Libraries of Indiana (ALI): A consortium of academic libraries in Indiana.  
<http://ali.bsu.edu>

Article Exchange: A service offered as part of OCLC's resource sharing system that provides a means to upload a TIF or PDF associated with an OCLC request and provides the borrowing library with a tiny URL and password to retrieve the document.  
<http://www.oclc.org/resource-sharing/features/articleexchange.en.html>

Committee on Institutional Cooperation (CIC): A consortium of large research institutions. These universities collaborate in many areas and include a strong library component. Both Purdue University and Indiana University are members of the CIC.  
<http://www.cic.net/home>

Copyright: A form of intellectual property. In the US, copyright law is outlined in US Code Title 17 United States Copyright law; sections 107 and 108 deal with use by libraries and archives. License terms take precedence over copyright law; that which might be considered fair use under the law can legally be forbidden by license terms. The full text of the law can be found at: <http://www.copyright.gov/title17/>

CONTU: National Commission on New Technological Uses of Copyrighted Works. This report, issued in 1978, is the basis for commonly used practice of defining fair use as five articles published within the most recent five years. The full text of the report can be found at: <http://people.ischool.berkeley.edu/~bcarver/mediawiki/images/8/89/CONTU.pdf>

Copyright Clearance Center (CCC): A business that works with a large number of publishers to provide a search and payment service for royalties.  
<http://www.copyright.com>

Creative Commons/Creative Commons License: The Creative Commons is an organization that provides an alternative to creators allowing them to provide access to royalty-free use of their work under specific terms (Creative Commons License) such as the ability to use for non-commercial use.  
<http://creativecommons.org>

Creative Commons Flickr: A site that provides access to images offered under Creative Commons licenses. <http://www.flickr.com/creativecommons/>

Dark Collection: Used in this white paper to signify content in collections that is neither cataloged nor listed in a fashion that would allow discovery. An example would be a box of political buttons from the Truman era or a collection of taped interviews with a local author. Unless those items are cataloged or listed in some manner on the library website, the only access is through personal knowledge or inquiry to the curator. making those collections "dark."

Discovery Layer: The portion of a system that searches across resources and returns the results. In a library the discovery layer might only search the library's catalog or might search the catalog and a number of databases and return an integrated set of results. A commercial example of a discovery layer is the Amazon search interface where the system searches across a number of resources and returns not only items available for purchase through Amazon but from external sites as well.

DOCLINE: An automated interlibrary loan system offered and supported by the National Library of Medicine. Participation in DOCLINE is limited to health science libraries and libraries with a health science collection.

EFTS: Electronic Fund Transfer System, payment system used by DOCLINE libraries to allow them to pay and be paid for interlibrary loan by other libraries without the need to cut or cash checks.

Evergreen: An open source integrated library system commissioned by the State Library of Georgia. [http:// evergreen-ils.org](http://evergreen-ils.org)

Greater Western Library Alliance (GWLA): A consortium of large academic libraries predominately in the western United States. Unlike the CIC, GWLA's activities are limited to library initiatives. [http:// www.gwla.org](http://www.gwla.org)

Interlibrary Fee Management (IFM): A service offered by OCLC that allows libraries to pay and be paid for interlibrary loan charges through credits and debits to the OCLC bill.

ILLiad: An interlibrary loan request management system used by a large number of academic and larger public libraries in the United States. ILLiad was developed by Atlas Systems and is sold by OCLC. ILLiad is used by most ALI member libraries.

INfoExpress: A courier service offered and subsidized by the Indiana State Library. Libraries may choose from 1 to 5 day a week delivery and pickup. The annual fee is based on the number of days, not the number of bags. INfoExpress is critical to the efficient functioning of resource sharing in Indiana.

IN-SHARE: A brokered interlibrary loan service provided by the Indiana State Library. Requests are submitted to the State Library. The State Library finds holdings and places the request with the materials going directly to the requesting library.

Internet Archive: An organization providing access to a wide variety of digitized materials in the public domain. [http:// https://archive.org](http://https://archive.org)

Link Resolver: Software that takes the user from the results set in a database to the library's print or licensed content. A database such as Academic Search Premier will include some full text but will also include articles, book chapters, and conference proceedings without full text immediately available. Link Resolvers provide a link between the citation and the content in the library's collection.

NCIP: NISO Circulation Interchange Protocol or, Z39.83. NCIP is a protocol designed to allow different circulation systems, e.g. Evergreen and Sirsi, to exchange circulation messages. Fully implemented, this protocol would allow a registered user at one library to place a request on a book at a cooperating library even if that library used a different circulation system.

OCLC: A not-for-profit company providing library services internationally. OCLC builds and maintains WorldCat as well as cataloging and resource sharing services.

OCLC WorldCat Resource Sharing: An interlibrary serve used by the majority of ALI member libraries and by larger public libraries.

OCLC WorldShare ILL: The new OCLC resource sharing platform currently scheduled to replace WorldCat Resource Sharing on May 19, 2014.

Odyssey: An electronic delivery system that allows libraries to exchange PDFs and TIFs requested through interlibrary loan. Odyssey is a module within ILLiad as well as a stand-alone product.

Open Access: A model of publishing that allows immediate or almost immediate access to publications without charge to the end-users. An entire journal such as PLoS (Public Library of Science) may be open access or specific articles in an issue may be open access.

Project Gutenberg: A site that provides no-charge digitized copies of many materials in the public domain with instructions on how to upload them to ereaders such as Kindles. An example of content available through Project Gutenberg would be the Federalist Papers.  
[http:// www.gutenberg.org](http://www.gutenberg.org)

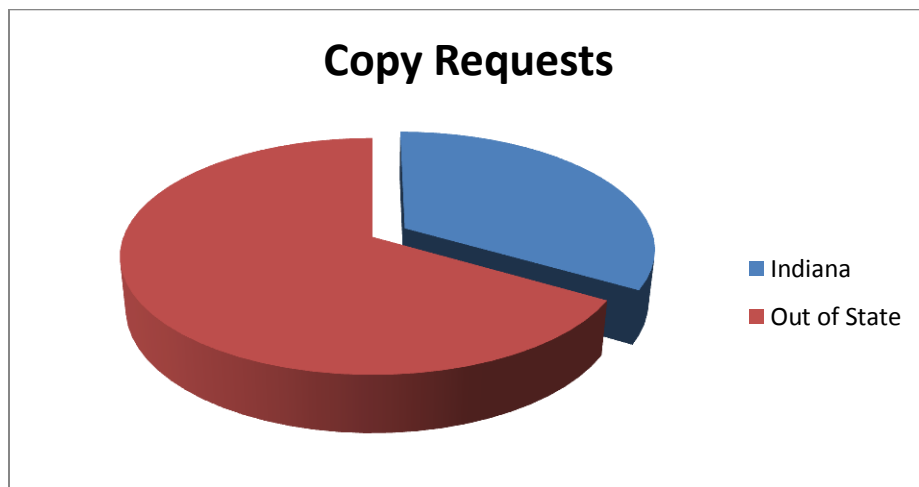
Public Domain: Content that is explicitly not copyrighted, as in some government publications, or where the copyright has lapsed is said to be in the public domain. For example the works of Shakespeare are in the public domain.

Remote Circulation: Where interlibrary loan is a transaction that takes place between two libraries, remote circulation is a transaction between a library and an end-user. Remote circulation can take place within a shared local system such as PALNI or Evergreen Indiana or across systems such as the Borrow Direct program run by the Ivy League libraries.

WorldCat: A database offered by OCLC that includes the aggregated collections of over 72,000 libraries worldwide. WorldCat is used by many academic and larger public libraries for bibliographic verification and to identify libraries that hold the material.

## Additional Data

### Copies in and out of state Based on OCLC and RAPID data for sample libraries

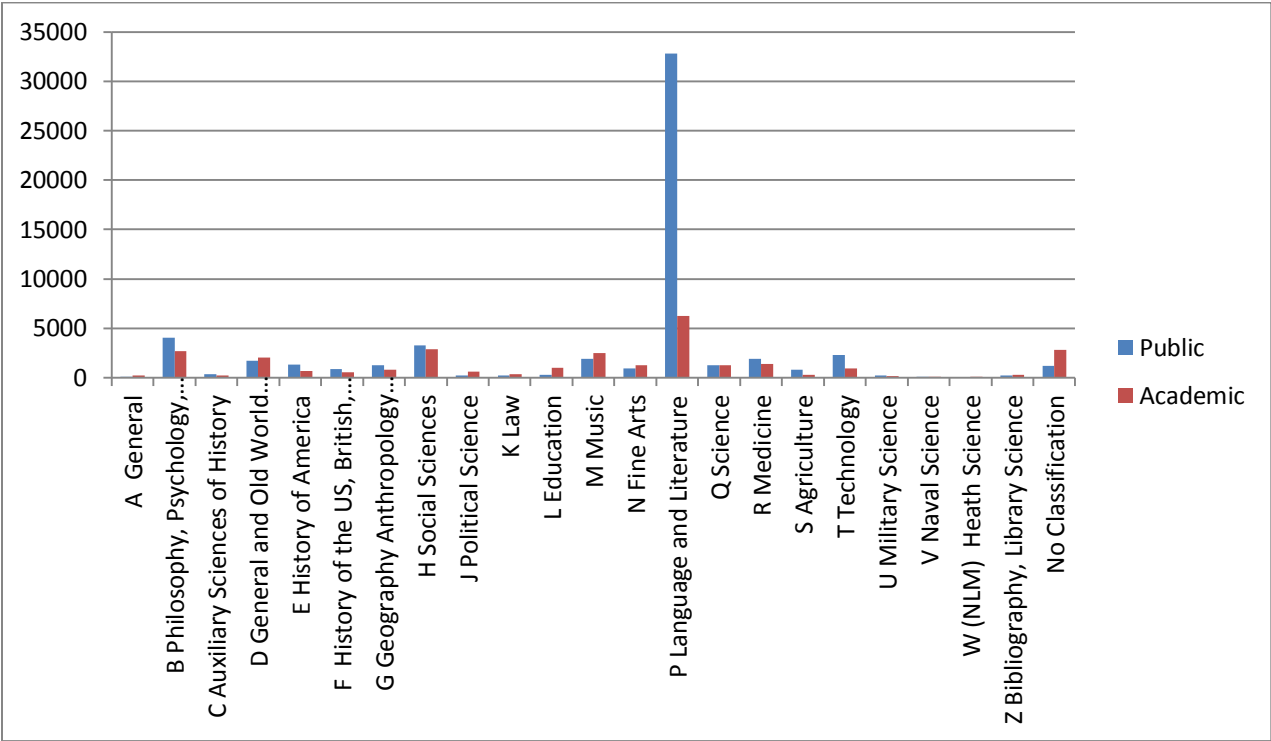


Indiana libraries continue to rely on non-Indiana libraries for the majority of article requests with 67% of copies being filled by out-of-state libraries. Copies are requested almost exclusively by academic libraries (96%). A full 30% of copy requests are for health science materials (LC range R).

### Distribution of Copy Requests 2006 to 2013 Sample

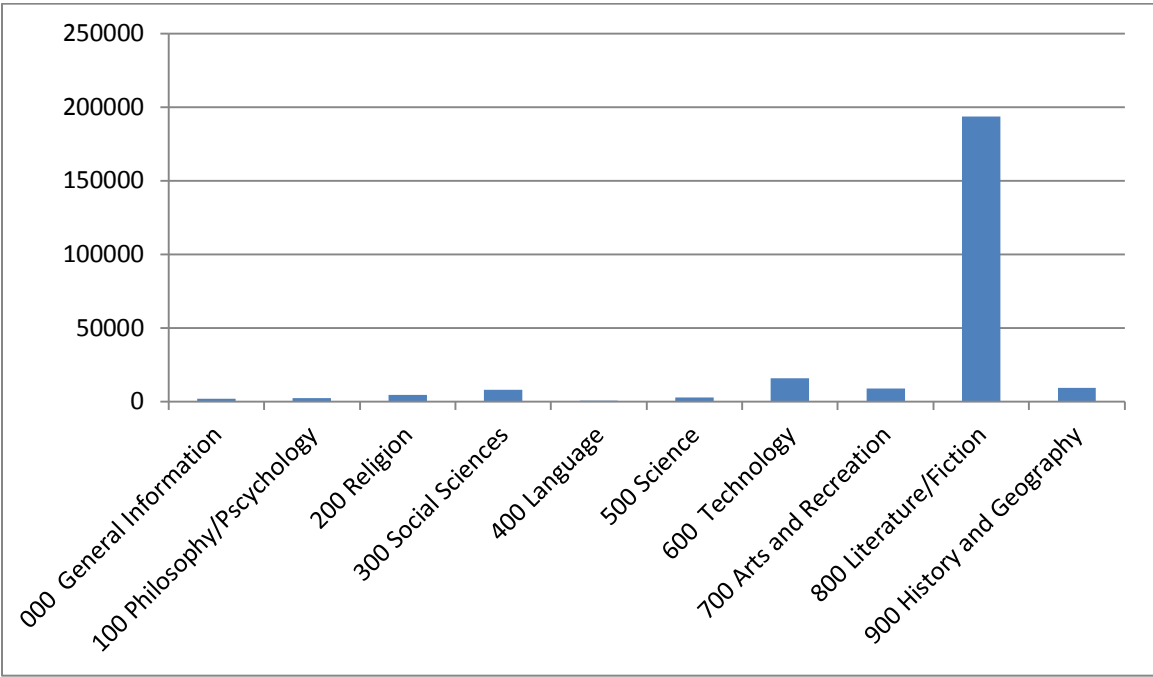
Subject	2006 IN	2006 OOS	2013 IN	2013 OOS
STEM (Q,R,S,T,W)	11,707	15,230	8,000	16,987
Humanities (B,P,M,N)	5,809	4,850	3,895	5,774
Social Sciences (C-L; U,V)	7,425	6,077	5,469	8,732
General (A and Z)	505	907	483	720
Blank	59	467	548	4,368
<b>Total</b>	<b>25,505</b>	<b>27,531</b>	<b>18,395</b>	<b>36,581</b>

## Distribution of Loans, Public and Academic OCLC Sample Libraries





# Distribution of Evergreen Remote Circulation Sample months



The top 20 Indiana OCLC borrowing and lending libraries were used for the data analysis for the 2007 white paper, “Wagging the Long Tail.” At the time, those 20 OCLC symbols represented over 80% of the total resource sharing in Indiana. The OCLC data analysis for “#improveresourcesharing” used these same libraries with one exception. In 2008 the OCLC activity of the INCOLSA centers was replaced by the State Library and conducted under the single symbol, SHARE. The data analysis for this white paper is based on 2013 data for the same symbols used in 2007 and SHARE which represents the same activity as the INCOLSA centers from 2008 forward.

### **Libraries used for OCLC-based data analysis**

Allen County Public Library  
Ball State University  
Butler University  
DePauw University  
Elkhart Public  
Evansville Public  
Indiana State University  
Indiana University  
IU South Bend  
IUPU Fort Wayne  
IUPUI  
IU Med  
INCOLSA Fort Wayne  
INCOLSA Mishawaka  
INCOLSA Muncie  
INCOLSA New Albany  
INCOLSA Valparaiso  
Indiana Wesleyan University  
Indianapolis Marian County Public Library  
Lake County Public Library  
Johnson County Public  
Mishawaka Penn-Harris Public  
Monroe County Public  
Purdue University  
SHARE (INCOLSA symbol activity subsumed by SHARE in 2008)  
University Indianapolis  
University of Notre Dame  
Valparaiso University  
Wabash College

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