



The Rethinking Resource Sharing Initiative Inspiring Libraries. Empowering People.

Annual Report
July 2008 – June 2009

Prepared by the Rethinking Resource Sharing Steering Committee
www.rethinkingresourcesharing.org

Sponsors

The Rethinking Resource Sharing Initiative receives support from many sponsors in the library community. Thank you to all who have made this Initiative successful!

ALA RUSA/STARS

Alliance of Library Service Networks
(Amigos, BCR, FEDLINK, ILLINET, INCOLSA, MINITEX, MLC, MLNC, NELINET, Nylink, OHIONET, Lyrasis, WiLS, and the Nebraska Library Commission)

BCR (Bibliographical Center for Research)

California Digital Libraries

International Federation of Library Associations and Institutions (IFLA)

National Institute Standards Organization (NISO)

OCLC Online Computer Library Center, Inc.

Relais International Resource Sharing Services

SirsiDynix

University of Michigan

The Rethinking Resource Sharing Initiative

The Rethinking Resource Sharing Initiative (RRSI) seeks to create pandemic change inspiring libraries to meet user expectations through innovative resource sharing service.

The Initiative started in the United States in 2005 with a white paper written by a group of librarians, product vendors, and library technology specialists. They recognized that the information seeking and retrieval behaviors of users and the technological infrastructure in which those users lived had progressed beyond the scope of existing resource sharing processes. Rather than adding layers of improvements to resource sharing functions, they considered an environment with a clean slate and a fresh start to building resource sharing services. They release a white paper encouraging the library community to rethink resource sharing.

After the release of the white paper, the conversation grew. It appeared that much of the library community was ready for a revolution in resource sharing. A Forum was convened in 2007 to further explore the idea. A second forum followed and, soon after, the governance for the ad hoc group for Rethinking Resource Sharing took shape.

A Manifesto for Rethinking Resource Sharing

If libraries want to expand and promote information accessibility, and to continue to be valued resources, we believe that libraries must improve their information delivery system. Aligning resource sharing workflow, collection policies, and discovery-delivery systems by significantly reducing service barriers and cost, and offering user service options are critical pieces that promote information access.

We believe that the user should be able to get what s/he wants on the terms that s/he chooses without undue hurdles from the library community. As libraries are making their collections visible on a global scale, so should they provide an international resource delivery system or a service model that combines the strengths of all participating libraries. Toward that end, we believe the following principles embraced by libraries and librarians will encourage the sort of resource sharing and delivery that will enhance the role of libraries in the expanding information environment:

1. Restrictions shall only be imposed as necessary by individual institutions with the goal that the lowest-possible-barriers-to-fulfillment are presented to the user while maintaining the integrity of the institution's mandate and collections.
2. Library users shall be given appropriate options for delivery format, method of delivery, and fulfillment type, including loan, copy, digital copy, and purchase.
3. Global access to sharable resources shall be encouraged through formal and informal networking agreements with the goal towards lowest-barrier-to-fulfillment.
4. Sharable resources shall include those held in cultural institutions of all sorts: libraries, archives, museums, and the expertise of those employed in such places.
5. Reference services are a vital component to resource sharing and delivery and shall be made readily accessible from any initial "can't supply this" response. No material that is findable should be totally unattainable.
6. Libraries should offer service at a fair price rather than refuse but should strive to achieve services that are not more expensive than commercial services, e.g. bookshops.
7. Library registration should be as easy as signing up for commercial web based services. Everyone can be a library user.

Governance

The Initiative is led by volunteers. In June 2008, the structure of the Steering Committee was revised to include a Chair, Vice Chair, Past Chair, and 3 at-large members. Additionally, committee Chairs and representatives from sponsors service ex-officio on the Steering Committee.

Committees

Communications

In early 2009, the Marketing Committee was renamed to Communications. The committee coordinates outreach and publicity activities for the Initiative.

Delivery

The Delivery Committee will collect, analyze and consolidate information about the resource sharing delivery needs of academic, public, school and special libraries and formulate recommendations for best practices based upon their findings.

Interoperability

The Interoperability Committee analyzes discovery to delivery technology frameworks inside libraries and outside on the open Web to identify best of breed solutions to improve resource sharing. This committee does not develop solutions, but rather defines and encourages development in the greater Web community.

RRS Policies Committee

Affiliated with the Sharing and Transforming Access to Resources Section (STARS) of the American Library Association's Reference and User Services Association, the goals of the Policies Committee is to develop a policy framework for an expanded resource sharing ideal.

User Needs

The User Needs Committee conducts research on user behavior for the purpose of defining user needs in the areas of information access and resource sharing.

Steering Committee Members July 2008 – June 2009

Anne Beaubien, Chair
Director, Cooperative Access Services and Grants
Officer, University of Michigan Library

Poul Erlandsen, Vice Chair
Head of Document Access Services & Collection
Management, National Library of Education, Denmark

Brenda Bailey-Hainer, Past Chair
President and CEO, Bibliographical Center for
Research (BCR)

Gina Persichini
Networking Consultant, Idaho Commission for Libraries

Mary Lehane
Manager, Resource Sharing Department, York
University

Beth Farmer
Assistant Director, Tampa Bay Library Consortium

Robert Krall, IFLA Representative
Director, Departmental Libraries, Resource Sharing and
Delivery Services; University of Pennsylvania Libraries

Committee Leadership

Communications
Beth Posner
Head of Interlibrary Loan Services, Mina Rees Library,
CUNY Graduate Center

Delivery
Melissa Stockton
Quipu Group

Interoperability
Gail Wanner
URSA Product Manager, SirsiDynix

RRS Policies Committee (ALA)
Gina Persichini
Networking Consultant, Idaho Commission for Libraries

User Needs
Beatrice Pulliam
Library Commons Librarian for Technology and Access,
Providence College
Ann Jerabek
Head, Interlibrary Services, Sam Houston State College

2008-09 Accomplishments

- Sent Manifesto for Rethinking Resource Sharing to ALA Chapter associations.
- Finalized the first annual report and sent it to all our sponsoring organizations
- Appointed Melissa Stockton new chair of delivery Committee summer 2008. Committee was revitalized with new members, the charge revised and possible projects identified.
- Appointed Ann Jerabek and Beatrice Pulliam new co-chairs of User Needs committee; revitalized committee, Created user needs survey for testing summer 2009
- Elected Beth Farmer to Webmaster, May 2009
- Revised the charge for the Interoperability committee
- Awarded three Innovation Awards May 2009
- Drafted a three year strategic plan.
- Held Rethinking Resource Sharing RRS Forum IV in Dublin, Ohio, May 13-14, 2009
- Planned preconference for IDLS conference in Hannover Germany October 2009
- Finalized a revised charter July 2008

Presentations and Publications

- “Rethinking Resource Sharing Overview” by Brenda Bailey-Hainer, IFLA Satellite Meeting, Boston, August 2008.
- “Rethinking Resource Sharing Innovation Awards” by Anne Beaubien, IFLA Satellite Meeting, Boston, August 2008.
- [Rethinking Resource Sharing: Inspiring Librarians, Empowering People](#) by Brenda Bailey-Hainer and Gina Persichini, presented at Northwest ILL Conference, Portland Community College Sylvania Campus, Portland, Oregon, September, 2008 .
- “Rethinking Resource Sharing” by Anne Beaubien, published in *Resource Sharing & Information Networks*, 19:3-14, 2008.
- [Rethinking Resource Sharing: What If We Should Start from Scratch?](#) by Brenda Bailey-Hainer, presented at the 8th Nordic ILL Conference, Vår Gård, Saltsjöbaden, Sweden, October, 2008.
- “The Rethinking Resource Sharing Initiative” by Anne Beaubien and Vicki Miller to the OCLC Strategic Leadership, December 2008.
- “Introducing the Rethinking Resource Sharing Initiative” by Mary Lehane presented at the [Ontario Council of University Libraries \(OCUL\) Resource Sharing Workshop](#), Toronto, Canada, December 2008.
- “The Rethinking Resource Sharing Initiative” by Beth Posner, Poster Session presented at ILLiad International Conference, March, 2009.
- “Rethinking Library Resource Sharing: The Future of Interlibrary Loan Services” by Beth Posner, presented at the Long Island Library Resource Council, March, 2009.
- “Rethinking Resource Sharing Overview” by Ann Jerabek, AMIGOS Members Annuals Conference, May 2009.
- “Rethinking Resource Sharing Initiative and Manifesto” by Anne Beaubien, presented at the Connecticut Library Association ILL Roundtable Webinar, May, 2009.
- “Rethinking Resource Sharing: No- and Low-Tech Innovations” by Gina Persichini, Idaho Library Association Region 2 Spring Conference, May, 2009.
- “Rethinking Resource Sharing Forum IV 2009” with presentations by Ed Rothman, Mark Leggott, Michael Edson, and Katie Birch, Dublin, Ohio, May, 2009.

- “Rethinking Resource Sharing Initiative Worldwide Resource Sharing – Looking to the Future” by Anne Beaubien, OCLC Members’ Council Meeting Keynote, May, 2009.

Goals for 2009-10

Steering Committee members created a Rethinking Resource Sharing Plan for 2012. Participants refined the purpose of the Initiative – to create pandemic change inspiring libraries to meet user expectations through innovative resource sharing service. This will be accomplished by building awareness of information access in the library community, simplifying processes for libraries, and creating easy access to content for libraries users. Several goals were identified:

Building Awareness. To build awareness in the library community, the Rethinking Resource Sharing Initiative will:

- Publish a list of examples of the Manifesto to spark discussion and inspire libraries. (Communications, Policies)
- Collect data to determine what services are already in place comparing user perceptions with actual services available. (User Needs)
- Coordinate a cost benefit study of the impact of charging lender fees on the effectiveness of resource sharing. (Policies, User Needs)
- Create an international "direct delivery" brand for all libraries to use. (Delivery)
- Develop an award and checklist of criteria to achieve the award as a tool for libraries to assist them with steps toward updating their practices to be more in line with the principles of the Manifesto. (Communications, Policies)
- Identify and analyze current direct delivery projects in terms of approach, cost, sustainability and replicability. (Delivery)

Simplifying Processes. To simplify library process, the Rethinking Resource Sharing Initiative will:

- Develop a tool kit to help libraries or library associations implement resource sharing services in line with the principles of the Manifesto. (Policies, Communications)
- Publish best practices workflow examples. (Policies, Communication, Interoperability)
- Develop a procedure for libraries to accept requests from and deliver directly to users in different countries. (Delivery)
- Create a global sharing group like LVIS. (Policies, Delivery)
- Facilitate national and international efforts to obtain favorable delivery contracts with service providers such as USPS, UPS, or FedEx. (Delivery)
- Investigate print-on-demand solutions and evaluate their effectiveness in resource sharing. (Delivery)
- Investigate and promote the viability of using existing delivery services to facilitate the return of materials, from user to home library. (Delivery)
- Work with other national and international groups to examine existing courier services in order to identify ways to facilitate their creation, interoperability and success. (Delivery)

Creating Easy Access. To facilitate easy access to content for library users, the Rethinking Resource Sharing Initiative will:

- Release GoGetter tool and promote it in the library community. (Interoperability)
- Coordinate a program for reciprocal faculty and student on-site borrowing between institutions worldwide. (Policies)