IDS Conference minutes: Where Are Our Requests Taking Us?
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Cyril started with some questions, e.g.:
Q: Does anyone really know what your users want”

What would you do with a report that tells you what your users want?
A: We know via interlibrary loan what our users are asking us for.
    • Have the data to evaluate what they’re doing & their voice
    • Evaluate by density
    • Library StatCat
    • Uswer centric focal point
    • Listen & respond
    • ILL requests are a form of collaboration
    • Do we internalize patrons’ voice?
    • What is academic counterpart to Google’s services?
    • How do we tell patrons about our services?
    • Does it really help us to fragment handling borrowing requests?

Rethinking Resource Sharing – look at their cultural & Policy issues manifesto

GoGetter Project:
    • allows users to place request from just about anywhere
    • Designed for user not institution; control shifting to users

We need their (patron’s) voice, but it needs context
LibX tool bar same/similar idea; places their request in our system without patron having to login

User Expectations:
    • Ask users in our requests what they really want
    • Make decisions based on their needs
    • Put yourself in their shoes

Libraries:
    • Discovery isn’t our problem, service delivery is
    • Patron can discover but we deal with getting it
    • Are we listening to what they’re asking for? E.g., can patron indicate wants to listen to PlayWays, an audio book – bookstore’s idea – if return it get 50% off next one…a commercial resource sharing system
    • Wikipedia – been around for 7 years; is this content we should participate in and if so, how do we do that?
    • Emergent content & distribution is/should be important to us
    • Our current bias is library-to-library; working internally among ourselves
Diversity:
  • free domains – Web – identify Web resources as filled rather than cancelled
  • Renting – books, film, renting & borrowing domains are very similar
  • What weight do we give these diverse resources?
  • Buying domain
    ◦ How do we do it?
    ◦ How do we deal with traditional library workflows in working with this?
  • What weight do we give these diverse resources?
  • Public Domain on Googld – works can be filled via openURL or through mediated ILL

Are we asking the right questions in our forms today?

Distance Learners:
Several options; gave cost analysis example: purchasing can fill 50% in 6 % of the time; purchased books treated as a photocopy?

ILL Purchase on Demand
  • Think/call ourselves resource shoppers
  • Many more options than we may be utilizing
  • How do you want to buy? How do you want to deliver? Ask your users.

Regarding buying; when does it make sense as an individual library; when as a group? Strategy building comes into play here; can we coordinate our response to user requests? Coordinated collection development is a part of this. What are the criteria we need to establish?
  • Self capacity?
  • Economics?
  • Collection development policies/criteria
  • Can they be made machine readable
  • If buying can it (ILLiad) download a MARC record? (ILLiad system already talks to OCLC system(s))

The number and variety of options are growing and it makes libraries exciting!
Q: How do we want to participate with our users?
  • Better World Books: quick; new & used books, $10 borrowing fees; they also offer direct delivery to your user?
  • Articles: pay-per-view; can be cost effective when copyright fees come into play (i.e., via traditional borrowing)
  • Rethink/re-evaluate departments; consider partnership(s) with campus department that scans for visually impaired patrons
  • Digitize on demand
  • Print on demand (you see some of this available via amazon.com & others)

Grey/gray literature: consider getting permission to catalog it
Concluding remarks:
  • Every request is an opportunity
  • Redesign services/resources/strategies/workflow(s)/ policies
• Requests becoming an integration rather than get it/deliver it

Respectfully submitted, Michelle Parry, recorder