

## IDS Conference minutes: Where Are Our Requests Taking Us?

Cyril Oberlander

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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
- User 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 Google – 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