

**Resource Sharing Advisory Committee  
Meeting at SCRLC  
10:00-12:05  
September 12, 2011**

**Minutes**

**Present:** Linda Beins (FLCC), Lorie Brown – virtual (STLS), Caitlin Finley – virtual (Cornell), Pamela Flinton - virtual (SUNY Oneonta), Matthew Hogan (SCRLC), Ben Hogben (Ithaca College), Amanda Hollister - virtual (BCC), Gregg Kiehl - virtual (TC3), Jeremy McGinniss - virtual (Davis College), Carol Simolo - virtual (NY Chiropractic College), Ruth Williamson (Ithaca College)

**Excused:** Jesslynn Shafer (SUNY Binghamton), Ann Voorhees (Cayuga-Onondaga School Library System)

**Welcome**

Matthew reviewed agenda. Ben asked for ILLIAD hosting update to be added.

**ILL Review**

This year SCRLC's ILL numbers left us a net borrower for the first time in many years. The Council is investigating how this came about. Seeking to see what trends might be in play. The Committee was asked that they observe.

Ben: Do you record deflected requests in stats? Discussion of whether deflected requests are valuable to track and what stats count as filled/unfilled.

Linda: Are unfilled numbers effected as patrons become more accustomed to placing holds through PAC? Finger Lakes is depending on South Central libraries more than ever to reduce postage costs. Numbers of filled requests from South Central went up this year. Some of the school library systems have such short lending periods I won't even request from them.

Ben: Lending has leveled off but borrowing goes up every year. What does this mean?

Caitlin: Seeing rise in requests for very obscure titles, alternate formats, more obscure titles, just more of everything. It's almost too easy to click on button and ask for items.

Gregg: For our unfilled requeststs, we often use purchase on demand to supplement them. Sometimes we use ILLiad to send auto email to a patron telling them of an unfilled request and offer help to find alternative resources.

Amanda: (typing) Lending unfilled up due to holding problems and policy of not loaning ebooks. Discussion of how online access has contributed to increase in borrowing requests. Discussion of ebook lending.

Ben: has anyone explored MyLibrary on OCLC? Is anyone investing in that as a way to fill requests?

Carol (typing): NYCC lending unfilled numbers up due to staffing shortage. Also do not lend eBooks.

Caitlin: If libraries are going to rely more on ILL and less on purchasing, everyone will have less to lend and will request more from ILL

Pam: EBooks come up first in catalog.

Lorie: Borrowing in general has been static. Unfilled goes back to individual staff training, staff turnover, etc. No out-of-system ILL requests direct from patron at this time. Increase in number of requests coming in.

Southern Tier Library System has always been a net borrower for many reasons. Another aspect is staffing and delivery issues. Can others here today say that there are specific agencies that have been net lenders in the past and have become net borrowers? Can we track it by agency? And why has this shift happened?

Is further discussion needed on defining "unfilled," which appears to vary by library types? What kind of tracking does ILLiad provide for unfilled? Ben said one year of data stored. Updating the library catalog is another aspect of the issue of unfilled requests.

### **ILLiad regional hosting project**

The regional ILLiad hosting investigation is due to be completed in October. A key consideration is the cost of technical support (who will support and maintain the system)? How many libraries must join before cost efficiency kicks in? What about server farms? Discussion of need for 24/7 support staffing and how this drives up cost.

Ben suggested we run a brief survey to look at interest.

Pam observed that across all systems, delivery services are not keeping up with the rate of technology change.

Matthew will write up a survey and send it to the committee for review.

### **BARC review and summary**

Matthew brought the Committee up-to-date on BARC. A survey aimed at potential BARC users to determine RS needs. Some requests for cataloging service have come into office.

Ben suggested contacting Anna Reid at SUNY Delhi regarding cataloging services.

### **One-stop-shop LibGuide**

Ruth is working on a LibGuide for RSAC pages on SCRLC web site. She would like to know what should go in One-Stop-Guide. Can the group make suggestions? Please send your suggestions to her at [wwilliamson@ithaca.edu](mailto:wwilliamson@ithaca.edu). Please CC Matthew.

Linda: Can member libraries put up LibGuides using SCRLC account? SCRLC has a LibGuide subscription, which allows indefinite number of guides. SCRLC will be promoting this service to the membership soon.

### **RSUG Copyright Workshop**

Workshop is scheduled on Columbus Day. We hope to draw school librarians to the workshop since they all get the day off.

### **Around the Table**

Linda: Finger Lake System is struggling with ILL. The director is considering charging for ILL. We're in the process of attaching a two-question survey asking patrons if they would have requested item if there was a charge attached, and if so, how much? More people have said they would pay than I had imagined. Our

biggest additional expense is the postage. It's running about a thousand dollars a month. Linda had a conversation with Gregg about whether they could host us as an institution. Meanwhile FLLS has entered into an informal relationship with IC for delivery service. I am working hard to keep the service going after I lost my staff person. System is worried about the affect of the property tax cap. I wish I could be reporting a rosier picture.

Pam: Oneonta is still in a state of flux. No full-time director. ILL person has been out on worker's comp since early July.

Lorie: Working on Plan of Service. STLS is still offering ILL free to all customers, hoping to continue that.

Amanda (typed message): flood recovery

### **Planning for next year's meeting schedule.**

How many RS Committee meetings are enough? How many RSUG meetings are best?

Lorie suggested we schedule a few "working meetings"—for ex. 2-3 people meet to work on pages for LibGuides? Is this instead of a regular meeting or in addition to one?

Matthew: If we are going to do two RSUG meetings what topics will appeal to SCRLC members?

Linda suggested that we team up with other NY3Rs to do something at NYLA Annual meeting. She is not going to NYLA this year because there is no good resource sharing offering at NYLA.

Ruth: NYLA just sent out a survey about user satisfaction. We could put some comments re: resource sharing.

Ben: Let's look at "successful" models. "I'd rather go to a retreat than a meeting."

Lorie: What about committee members who seldom attend meetings? Do we want to expand membership or get someone else from their agency?

There were differing opinions about how many meetings and RSUG meetings per year. Suggestions ranged from three committee meetings, with the fourth combined with RSUG event to keeping the four committee meetings and two RSUG events.

Matthew will send out a poll to the entire committee regarding all the issues listed above. He will also suggest potential meeting dates for the committee.

Meeting adjourned  
12pm

Respectfully submitted  
Asia Bonacci