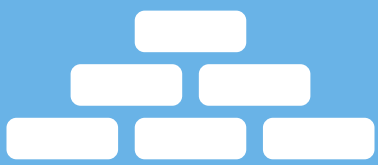


TURNING THE TABLES IN ILL

From Net Borrower to Net Lender at Rooney Library

BACKGROUND

A simple policy change complemented existing practices intended to increase lending and reduce borrowing. The library became a 2-day lender in December 2019 and continued to offer free lending in order to increase lending activity. The library also continued its existing purchase-on-demand program designed to reduce borrowing.



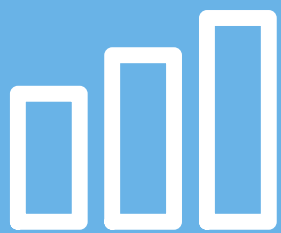
STRATEGY

In April 2020, the library's e-resource collections were selected in OCLC's WorldShare Collection Manager and exposed in WorldShare ILL. Prior to this action, the library ensured the accuracy of its e-resources holdings and verified ILL T&Cs in vendor licenses. COVID-19 stay-at-home orders allowed time to engage in these efforts.



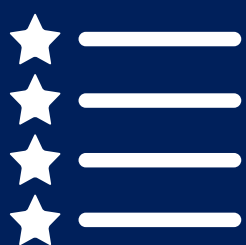
RESULTS

After exposing e-resources in April 2020, by June 2020, the library was a net lender. In FY18-19 the library's borrowing/lending ratio was 2.2:1. At the end of FY20-21 Q3 it was 1:5.3. Concurrently, the percentage of copies supplied shifted from 8% to over 90% of lending transactions. Most copies were supplied from premium journal databases (SAGE, Taylor & Francis, EBSCO Ultimates, etc.)



UNEXPECTED OUTCOMES

ILL policy and procedure changes yielded some unexpected results. The marked increase in ILL activity (nearly 900% in lending from FY18-19 to FY20-21 Q3) justified the library's implementation of OCLC's ILL management system, Tipasa, in January 2021. Also in the spring of 2021, the Rooney Library was invited to participate in OCLC's exclusive Express digital delivery program.



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