

Rethinking Resource Sharing

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NISO Workshop: Discovery to Delivery

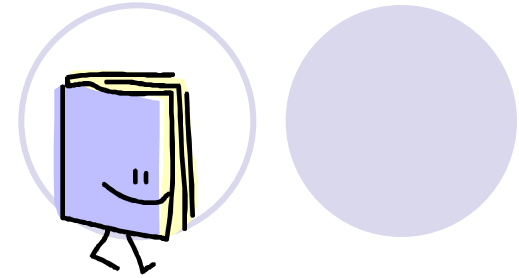
November 3, 2006

What Is Resource Sharing?

- Nice buzz word for ILL?
- Term for an academic paper?



ILL vs Resource Sharing



- Request through fulfillment to return
- Presumption of scarcity
- Presumption of controlling policies
- Presumption of being the sole supplier
- Process is within the library

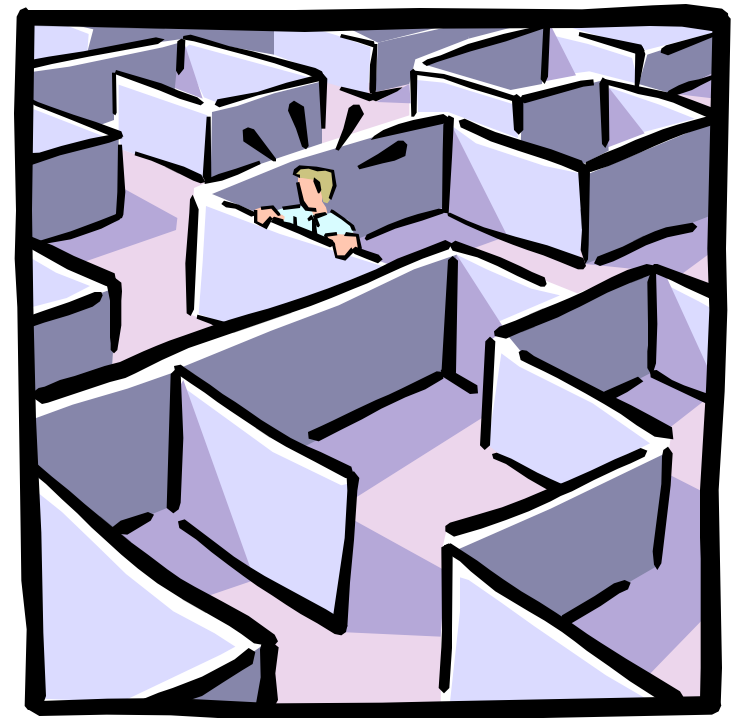


- Discovery to delivery
- Presumption of abundance
- Presumption of user-controlled options
- Presumption of being one of many suppliers
- Process may start and/or end outside the library

Why Do We Need to Re-think It?

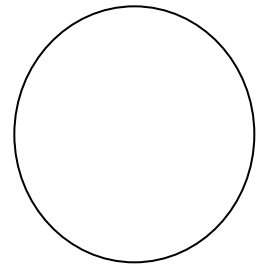
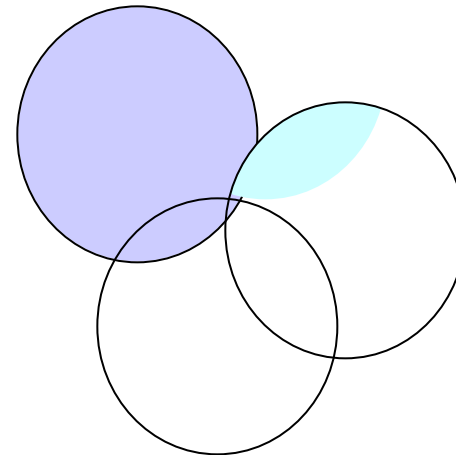
- Or why the Rethinking Resource Sharing Initiative was born

- Competing standards
- Changing technology
- Changing expectations



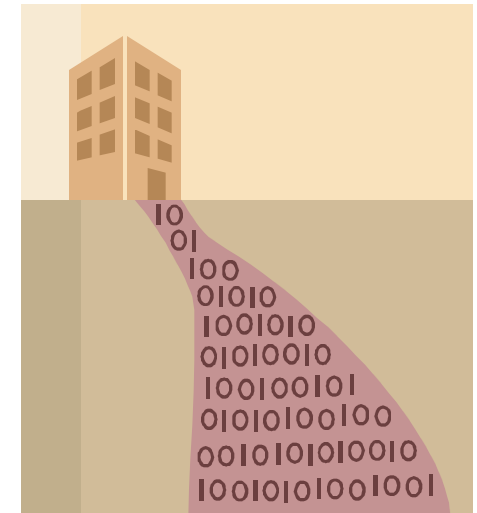
Resource Sharing Standards Multiply

- Overlap (3M SIP2, NCIP, ISO ILL, Z39.50)
- New standards (FRBR, OpenURL)
- Differing assumptions about the environment and tasks
- Different solutions
- Different clientele



Technology Changes

- BER-encoded vs XML
 - Human-readable is a plus
- TCP/IP vs https
 - Security and privacy are issues
- Protocol vs web service
 - Small pieces easily updated are nice
 - Process for protocol can take too long

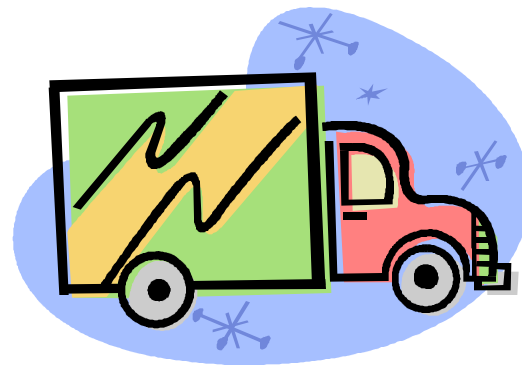
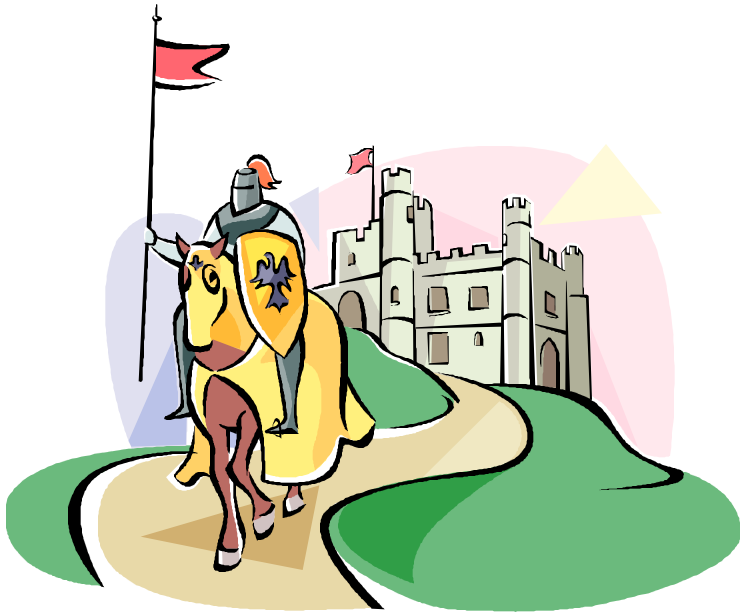


User Expectations Change

- Self service
- Tiered service
 - Fee for added services
- Options
 - provider
 - price
 - time
 - convenience



Library Expectations Change



From Unrest to Initiative

- Resource sharing standards veterans put together a white paper in February 2005
- Publicity through conferences, email lists
- November 2005 meeting in Chicago
- February 2006 meeting in Denver
- Initiative formed
- Updated white paper Spring 2006





Current Initiative Co-Chairs

- Pennsylvania Academic Library Consortium (PALCI)
- Boston Library Consortium (BLC)
- California Digital Library (CDL)

Initiative Steering Committee Duties

- Oversee direction & progress
- Provide structure and plan
- Communicate among working groups
- Represent all types of libraries and subgroups
- Coordinate financial and organizational support
- Initiate marketing initiatives



Steering Committee Members

Brenda Bailey-Hainer (BCR: Marketing chair)

Anne Beaubien (U of Michigan: Member at Large)

Matt Goldner (OCLC: Finance chair)

Mary Heath (California Digital Library: co-chair)

Dan Iddings (Pennsylvania Academic Libraries Consortium
Inc: co-chair)

Gina Persichini (Idaho Commission of Libraries: ALA RUSA
STARS committee chair)

Barbara Preece (Boston Library Consortium: co-chair)

Pat Stevens (NISO: NISO representative)

Gail Wanner (SirsiDynix: Interoperability chair)

Tanner Wray (U of Maryland: Member at Large)

Mission of the Initiative

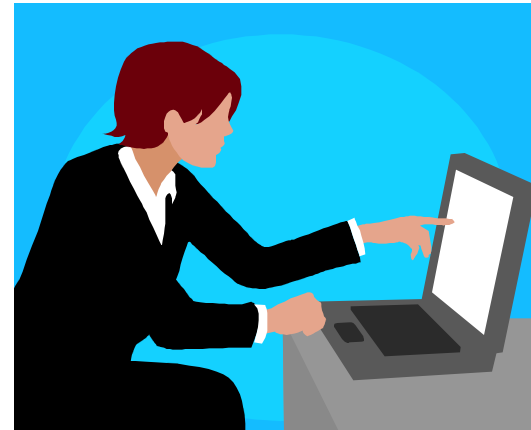
- Create a new global service framework that allows individuals to obtain what they want based on factors such as cost, time, format, and delivery.
- **This framework will encompass promoting and exposing library services in a variety of environments.**



What's the Crucial Point?

- The User

- User Centered Services
- User Centered Changes
- User Focus
- User Control



Three Working Groups

- User Needs
- Policies and Culture
- Interoperability



User Needs Working Group

- Evaluate user expectations, needs, behavior



STARS

- RUSA/STARS Rethinking Resource Sharing Committee

User Needs Topics

- Understanding how a single person displays different personas by task or over time
- Researching how personas help foster user-centric service
- Exploring how personalized services are used



Policies and Culture Working Group

- Lower barriers, examine policies
- Manifesto
- RUSA/STARS Rethinking Resource Sharing Committee



STARS

Some Policies Ideas

- Use floating collections
- Buy and hand to patron
- Impose no fines
- Mail to patron's choice of address
- Use courier delivery
- Provide return mailers
- Expose content in non-library venues



Interoperability Working Group

- Leapfrog today's interop issues
- May eventually apply to be a NISO committee on Framework for Resource Sharing
- Decided on a pilot project to demonstrate a user-centric tool



**Get What
I Want**

The Get-It Button Project

- Modular plug-in for web browsers (Firefox #1)
- Extensible
- Open source, cross-vendor
- Unveiling at MidWinter ALA 2007
- Functionality



- User downloads plugin & enters location, preferences
- Parses web pages to identify published materials
- Displays button
- User clicks to see matrix of options, cost, delivery

Published Materials?

- Numeric match points

- ISBN

- ISSN

- OCLC

- Citation elements

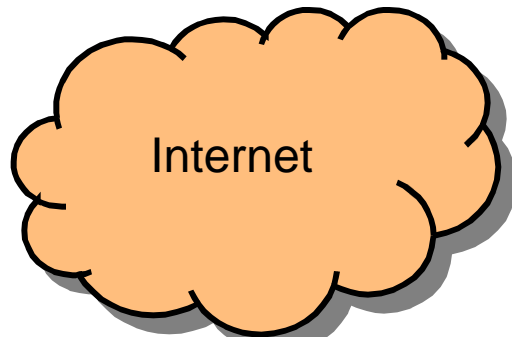
- Author

- Title

- Web pages first then Adobe PDF & other formats



Get-It Diagram



Search



Results

NCIP Update: Growing Pains
 Candy Zemon, NCIP-IG chair

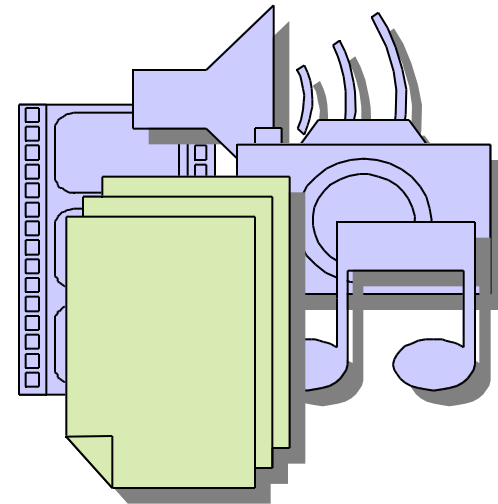
Despite many current successful implementations of both direct consortial borrowing and self service applications, NCIP is not yet as widely used as developers might wish. There are several real and perceived hurdles slowing more widespread adoption. The NCIP Implementers' Group spent its September meeting addressing those issues. Eight specific problem areas formed the agenda of the three-day meeting.

1. extension mechanism
2. smaller messages
3. EFD/schemas
4. transport options
5. reported defects
6. profile structure and purpose
7. supporting documentation for developers and other interest groups
8. ILL/wider resource sharing capabilities

Coming out of this meeting are several specific initiatives to produce documentation and examples, to correct a small number of defects identified over the last few

GET-IT

Options & Terms



[Advanced](#) [Command](#) [Browse](#) [Most](#)

Results: 14 Item(s) [Modify Search](#)

The 39 steps and Format= MV
 Collection

[View](#) [Request](#)

[1 all](#)

Details

Title The 39 steps [motion picture] directed by Alfred Hitchcock
Publisher [London : Gaumont-British
Format Film
 MOVIE
 Videorecording [Get-It](#)

Details

Title The 39 steps [Videorecording]
Publisher [S.l.] : The Criterion Collection
Series [Criterion collection .56](#)
Format Videorecording
 Movie [Get-It](#)

Details

Title The 39 steps [Videorecording] directed by Alfred Hitchcock

File Edit View Favorites Tools Help

Address: C:\Documents and Settings\jmh\My Documents\jmh\Rethinking\get-it-list.htm

Get-It

Item:

The 39 Steps - Criterion Collection (1935)
 Starring: [Robert Donat](#), [Madeleine Carroll](#) Director: [Alfred Hitchcock](#) Rating: **UNRATED** [at](#), [Madeleine](#)

is available from the following sources:

Source	Format	Cost	Availability	Price
Amazon	DVD	Cost: 69 used & new available from \$19.99	Availability: Usually ships from and sold by Amazon.com	DVD 69 \$19.99
Netflix	DVD	Cost: available by subscription from \$15.00 per month	Availability: Shipped to you	\$15.00
Albany Public Library	DVD	Cost: No fee	Availability: Available after	DVD Co
Berkeley Public Library	DVD	Cost: No fee	Availability: Available now	DVD Co

Get-It

is an initiative of your local libraries - wherever you are!

local libraries

Register Done

Taskbar: Health..., Inbox..., World..., Res: VO..., Res: Hello, Pw: Hello, ethera..., GET-IT..., Nefyl..., *UC R...

Initiative's Vision

- Self service
- Service at points outside library
- Service options
- “Traditional” library services



Self Service

- User should be able to invoke a service
- User should be able to complete a service
- User should be able to access all aspects of the service experience via web applications
- User requires security, privacy in services



Self Service Concerns

- Authentication and Authorization
- Encryption and privacy policies
- Accessible user interface
- Integration with other applications
- Personalization



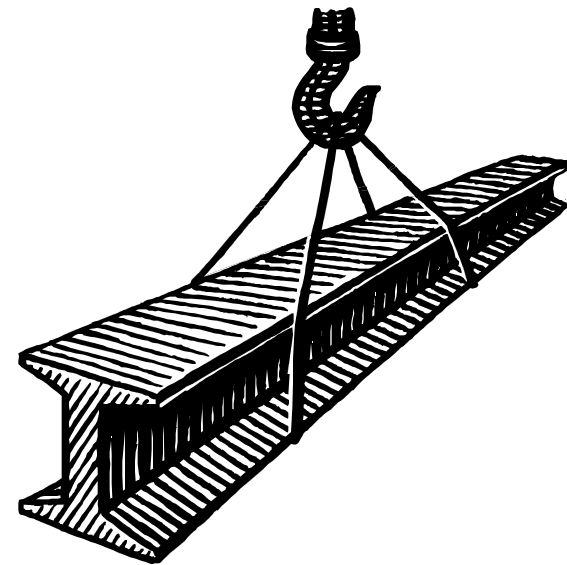
Service Outside Library Venue

- Hooks into library from non-library web venues
- Hooks from library into non-library applications
 - E-learning environment
 - Shopping environment
 - Research environment
 - Business environment



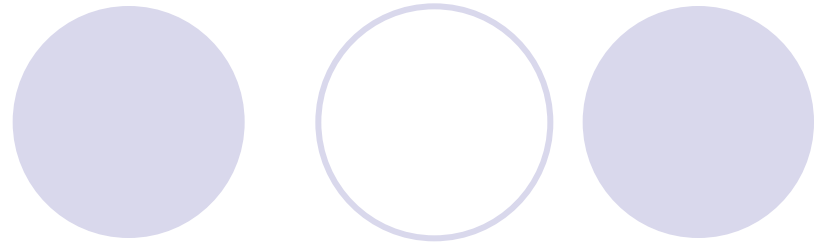
Outside Services Concerns

- Web-based applications and web services
- Standards when they are the best fit
- Currency of information
- Privacy of usage
- Marketing for library



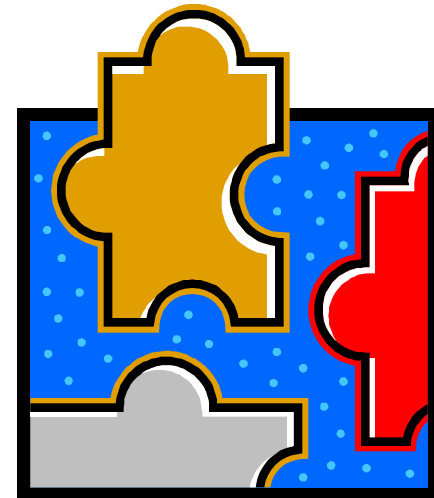
Service Options

- Provider
- Price
- Format
- Delivery terms
- Convenience factor
- Loyalty factor
- Geography factor



Service Options Concerns

- Way to communicate policy-based decisions
- Way to query and display the what-if circ
- Configuring and using a Get-It button for harvest and display
- Directory issues
- Personalization issues



Traditional Library Services

- For things that cannot be purchased, copied, sent out of the building
- For people unwilling or unable to pay
- For experiences requiring face to face consultation
- For added value: group or space



Traditional Services Concerns

- Availability
- Visibility
- Accountability
- Funding



Where Next for the Initiative?

- Annual meeting (April 2007, Chicago)
- Subgroups continue to meet on various schedules
 - Information gathering
 - Production
- RUSA/STARS involvement
- Potential NISO involvement



How do I Learn More?

- RUSA/STARS Rethinking Resource Sharing Committee links to several seminal and current documents

<http://www.ala.org/rusa/stars/>

Thank you.

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LIBRARY SYSTEMS