Lending 101

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CUNY Graduate Center (ZGM)
IDS Project/Online Learning Institute
How to use Lending 101
Today’s Plan:

- Back to Basics: Why lend, & some principles
- Surveying your land
- Reviewing and setting policies
- Workflows and training
- Communicate (x3)
- Troubleshooting
- Assessment/Feedback loop
- What next?
Back to Basics: Why Lend?

- No collection is self-sufficient
- Ever-increasing quantity and diversity of publications
- We get materials to users who need them, where they need them, and, (hopefully), when they need them, and (also hopefully) in the format that they need.
- But: we can borrow only because others lend (and vice versa).
- Contribute to greater equity
Back to Basics: Some Principles

As I distill it,

- Lend as broadly and conveniently as possible.
- Communicate your policies clearly (and in fact, always communicate!)
- Be as prompt as possible
- Respect user privacy

Key Document: *Interlibrary Loan Code for the United States and Explanatory Supplement: Responsibilities of the Supplying Library* Being revised!
Back to Basics: A Few Other Things

- You are not alone: get to know other libraries, visit, (virtually or in person) if possible, get to know colleagues, ask.

- You can be an advocate: To be a good lender (and borrower), you need resources and adequate support (staff, technology, supplies, mailing ability, budget...). You can help your administration see what you need and the value of what you do.
Surveying Your Land

- People
- Systems
- Space
- Money Matters
- Mailing Support
- Library policies & resources
Reviewing and setting policies: Questions

- What can you lend?
- How fast will you be able to respond?
- What will be your loan period?
- Can you renew? For how long?
- Will you need to charge? How much?
- Can you join consortia/reciprocal agreements?
- Keep an eye on accessibility
Reviewing and setting policies: Your Current Policies
Reviewing and setting policies: Policies Directory

- OCLC’s *Interlibrary Loan Policies Directory*: https://illpolicies.oclc.org/
  - Also get there from: Worldshare ILL, ILLiad, Tipasa, FirstSearch).
- Update your contact & mailing info
- Update/check your URLs, Odyssey address, etc.
- Consortium/group information
- Check each tab for stated policies
- *Ask yourself*—does this still make sense? Maintain or explore further for a possible change?
# CUNY The Graduate Center Library (ZGM)

**Mina Rees Library**

<table>
<thead>
<tr>
<th>Summary</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name (Symbol)</td>
<td>CUNY The Graduate Center Library (ZGM)</td>
</tr>
<tr>
<td>Also Called</td>
<td>Mina Rees Library</td>
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<tr>
<td>Location</td>
<td>New York, NY 10016 US</td>
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| Shipping Address| ZGM-default
     ILL-Mina Rees Library-CUNY Graduate Center
     365 Fifth Avenue
     New York, NY 10016 US |
| Institution Type| Academic Library                                                      |
| OCLC Supplier  | Yes [Edit](#)                                                          |
| Days To Respond| Copies: 2 days
    Loans: 2 days [Edit](#)                                             |
| Non-Circulating| Not Defined [Edit](#)                                                  |
| Periods        | Loan Period: 16 Week(s)
    Renew Period: 16 Week(s)                                             |
| Fees           | Copies: 0.00 USD
    Loans: 0.00 USD [More...](#)                                         |

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*OCLC Policies Directory*
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<td>International Lender:</td>
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### Details

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<tr>
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<tr>
<td>SERVICE</td>
<td>FEES</td>
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<td>-----------------------------</td>
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<tr>
<td>Loan Item Max: None</td>
<td>Per Request:</td>
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<td>Note:</td>
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Policies, Cont'd: ILLiad Customization Manager

[Image of the ILLiad Customization Manager interface showing the LendingOverdueNoticesActive setting with options for Key Value and Description]
Lending Reminder Days Before Due Date

Settings

Key Value

0

Description

The number of days before the due date when an overdue reminder should be sent. A value of 0 will disable lending reminders.

Value Changed From

Value Changed To

NVTGC
Reviewing and setting policies: Resources

- Other sources for understanding your policies:
  - Public web pages, FAQs, Libguides, statements.
  - Internal documentation, manuals, task lists, &c.
  - Staff, library administration

- Other sources for data-based decision-making:
  - Statistics
    - Your platform (ILLiad, etc.) + OCLC Usage Statistics:
      [http://stats.oclc.org](http://stats.oclc.org) (or through FirstSearch)
Reviewing and setting policies: Resources

- Other sources for evaluating policies/ideas:
  - Best Practices
    - STAR Checklist: [https://rethinkingresourcesharing.org/star-checklist-2/](https://rethinkingresourcesharing.org/star-checklist-2/)
    - IDS Workflow Toolkit: [https://www.idspoint.org/press/WorkflowToolkit.aspx](https://www.idspoint.org/press/WorkflowToolkit.aspx) and [IDS Answers](https://www.idspoint.org/press/IDSAnswers.aspx)
  - Community
    - Facebook group: ILLers
    - Local resource sharing groups and meetups
    - Resource sharing conferences: OCLC, IDS, regional conferences, etc. (Check out RSC 2022!)
Workflows and Training

- Try everything out, test everything
- Listen to & incorporate feedback from staff
- Develop training documentation (work together with your team!)
Workflows and Training

Request is received → Search for item and fill out call number (may be automated) → Print labels/slips → Page items from stacks → Update items as checked out in Circulation system/found and shipped in ILL system → Pack and ship → Renew as necessary → Item returned back: unpack, check in in ILL and Circ systems
Workflows and Training

- Images (or video) speak louder

1. In ILLiad, open the “Document Delivery” tab. If you see any requests in the “Awaiting DD Stacks Searching” queue, it means that we have work to do!

2. Navigate to the big “Document Delivery” tab and click “Print Pull Slips.”
Workflows and Training

- Lending Best Practices:
  - Fill only as requested:
  - Do not exceed Max Cost;
  - Editions, formats;
  - Check special Instructions

- Physical Loan Best Practices:
  - Efficiency, environmental impact
  - Book labels? Book bands? Return slips?
  - Packaging
  - Reduce, reuse (to a reasonable point!), recycle
  - Avoid “jiffy” envelopes
  - Handling issues: tracking, damage, losses (& reducing billing)
Workflows and Training

• Scanning Best Practices:
  • Complete (endnotes, illustrations; consider book title & copyright pages for chapters),
  • Legible (300dpi+, right side up)
  • Minimize black margins
  • Accessibility: can you provide OCR’d copies by default?
  • Odyssey, Article Exchange, Electronic Delivery Utility
Communicate, Communicate, Communicate

- Clearly state policies:
  - Policies directory
  - Lending info in your website
  - Promptly respond to items you can’t fill
  - Use specific cancellation reasons
Communicating Cont’d

Conditionals (a quick review)

- Use when you have a question with intention/possibility to fill, or, a message with helpful information
  - Good examples:
    - Maxcost $15IFM, OK?
    - In-library use only, OK?
    - This might be in another publication, OCLC# 1234567. We don’t own it, please delete this request. (Should it be ‘please make a new request to other libraries’, or similar?)
    - There is an OA copy here: https://aaa.aaaa. Please reply “No” to this conditional.
  - Not so good:
    - “We don’t own”. Best to just cancel.
Communicating Cont’d

Conditionals (a quick review)

- Requests that are still wanted will come back, and show in the *Awaiting Conditional Request Processing* queue. Check the Notes section (or OCLC request form) for any additional info.
- If you don’t get the request back, it’s not wanted.
Alerts and Messages

- In ILLiad:

Great resource: Galvan, Angela. **System Alerts**. (In IDS Project > Workflow Toolkit/IDS Answers)
TIP: Organize your queues into convenient groups.
- Or in Worldshare:
What's Next?

Evidence-based decisions (and making life easier)

- Check out: Assessment 101 by Emily Aylward @ IDS Project > Online Learning Institute.
- Lending:
  - Number of requests; number filled, unfilled by type (loans vs. articles)
  - Turnaround time by request type (loans, articles, e-books).
  - Reasons for cancellation
- What types of things do you find yourself doing repeatedly?
  - Example:
  - Are they necessary (can your policies be updated)?
  - Can they be automated?
Assessment/Feedback Loop

Evidence-based decisions (and making life easier)

- Consider qualitative as well as quantitative feedback
- Can use to improve services, but also to advocate and communicate with administrators
Example: Updating policies-Loan Periods, Renewals, Overdues

- How generously can you lend, given your institution’s Circ and other policies?
- Can you give long loan periods? (& save time/labor in renewals)
- Can you renew as much as needed?
- Can you lessen recalls (e.g. if another user needs the material, can you borrow it from another library instead of recalling your copy?)
- Can you accept replacement copies instead of payment?
- Can you accept payment with IFLA vouchers, or IFMs?
Setting up deflections and automations

● Deflections:
  ○ Allows requests to be automatically deflected based on Format Type, Age of Material Request Type, Max Cost, OCLC Group, etc.

● Automations: does your system/consortium offer automations you can use?
  ○ IDS Logic
  ○ ILLiad: e-mail routing and routing rules
    ■ Send any frequent messages? Set up e-mail routing.
Email Routing

To: [name]
BCC: [name]

Subject: Dissertation available in OA repository

Dear [name],

The Graduate Center dissertation you requested is currently available at our open access institutional repository, Academic Works. [link]

Title: [title]
Author: [author]
Our No: 655032
ILL: 214513862

We hope this serves your user's needs. If we can help in any other way, please don't hesitate to contact us.

Thank you,

Interlibrary Loan Department
The Graduate Center, CUNY (2014)
212-817-7040
http://www.cuny.edu
Routing Rules

Routing Table:
- RuleNo: 1, RuleActive: Yes, ProcessType: Lending, TransactionStatus: Awaiting Shipping Label Printing, MatchType: t.RequestType = 'Loan', NextProcessType: Lending, Item Shipped
- RuleNo: 2, RuleActive: Yes, ProcessType: Lending, TransactionStatus: Awaiting Shipping Label Printing, MatchType: t.RequestType = 'Article', NextProcessType: Lending, Request Finished
- RuleNo: 3, RuleActive: Yes, ProcessType: Lending, TransactionStatus: Awaiting Lending Request Processing, MatchType: t.transactionRequestNumber = (select distinct Tran...), NextProcessType: Lending, Awaiting SE Journal Processing
- RuleNo: 4, RuleActive: Yes, ProcessType: Lending, TransactionStatus: Awaiting Shipping Label Printing, MatchType: t.RequestType = 'Article', NextProcessType: Lending, Request Finished, NextMatchType: eliminate shipping label
- RuleNo: 5, RuleActive: Yes, ProcessType: Lending, TransactionStatus: Awaiting Lending Request Processing, MatchType: t.transactionRequestNumber in (select distinct Tran...), NextProcessType: Lending, Awaiting SE Journal Processing, NextMatchType: Moves incoming lends
- RuleNo: 6, RuleActive: Yes, ProcessType: Lending, TransactionStatus: Awaiting Shipping Label Printing, MatchType: t.RequestType = 'Article', NextProcessType: Lending, Request Finished, NextMatchType: eliminate shipping label
- RuleNo: 7, RuleActive: Yes, ProcessType: Lending, TransactionStatus: Awaiting Lending Request Processing, MatchType: t.transactionRequestNumber in (select distinct Tran...), NextProcessType: Lending, Awaiting SE Journal Processing, NextMatchType: Moves incoming lends
- RuleNo: 8, RuleActive: Yes, ProcessType: Lending, TransactionStatus: Awaiting Shipping Label Printing, MatchType: t.RequestType = 'Article', NextProcessType: Lending, Request Finished, NextMatchType: eliminate shipping label
- RuleNo: 9, RuleActive: Yes, ProcessType: Lending, TransactionStatus: Awaiting Lending Request Processing, MatchType: t.transactionRequestNumber in (select distinct Tran...), NextProcessType: Lending, Awaiting SE Journal Processing, NextMatchType: Moves incoming lends

Rule Description:
- More loans directly to
- Eliminate shipping label
- Moves incoming lends
- Rule to give IDS licen...
EXPANDING ACCESS

Accessibility

- Start with: good quality scans. Good quality, resolution, and imaging size help further processing.
- Provide OCR’d articles whenever possible (check if your scanner allows this by default)
- There are provisions in copyright law that allow copying for accessibility purposes. Learn more about the Chafee Amendment in the U.S. Law, and the Marrakesh Treaty for International Lending (resources below).
- If you are not able to provide OCR’d articles, send back a Conditional and offer to send a good quality scan instead (OCR may be able to be done at the other end).
- Make good workflows and train your staff.


Lending to folks outside of your system (e.g. non-OCLC)

- Good practice to lend as widely as possible
- If you charge, let them know upfront how they can pay you before you work on it.
- You can still keep records for statistics, etc.:
  - In ILLiad, you can add them manually.
Can you expand lending even more? OA and International Lending

- **OA**: Have a great OA search workflow incorporated into your Borrowing? Consider using it also for Lending. And referring libraries to it using Conditionals.
  - Example: There is an OA copy here: [https://aaa.aaaa](https://aaa.aaaa). Please reply “No” to this conditional.
- **International lending:**
  - Can you ship internationally?
    - Working with mailroom
    - Filling out custom forms
  - If not, can you lend articles/scans only?
  - Can you accept payment via IFLA vouchers?
  - Put out information on how to contact you to make requests outside of the system.
  - Consider participating in projects like RCVD
  - Resource: International ILL toolkit
Expanding Digital Lending

- Electronic article lending:
  - Maintaining good holdings records: advocacy
  - Licensing agreements: advocacy
  - Do your discovery tools find an OA copy? Forward the info!
  - Find any glitches/errors? Communicate with your Electronic Resources librarian to fix the issue
Lending whole e-books

- Groups, consortia and libraries have negotiated licenses to allow whole e-book lending.
- What are licenses?
  - Licenses are contracts, in which the owners of copyright can permit the use of their work by others (in exchange for a consideration, like subscription fees).
- Advocate & negotiate–new acquisitions, publishers.
- Goal: minimize DRM, or chapter by chapter downloads; whole book lending via single PDF.
- Examples & Resources:
  - Occam’s reader
**Controlled Digital Lending**

- **What is Controlled Digital Lending?**
  - CDL "enables a library to circulate a digitized title in place of a physical one in a controlled manner." (Hansen and Courtney, Par III, White Paper).

- **Consider:**
  - HathiTrust Emergency Temporary Access Service (ETAS),
  - Open Library (IA's version of CDL),
  - The National Emergency Library (NEL-temporary, now closed);
  - CDLI (CDL Implementers), CDL Reserves (see Bae, Hurlburt & Bae), and other local implementations. Open Library: IA's Version of CDL

- **CDL litigation:** Hachette Book Group, Inc. v. Internet Archive, ongoing.

**Resources:**

- [IFLA's statement on international CDL](#)
- CDL Implementers: [Documents and Resources](#).
Following updates

- Facebook group: ILLers
- Local resource sharing groups and meetups
- Resource sharing conferences: OCLC, IDS, regional conferences, etc.
  (Check out IDS Conference 2022! July 25, 27, 29–https://idsproject.org/conferences.aspx)
Resources & References

- General
  - *Interlibrary Loan Code for the United States and Explanatory Supplement: Responsibilities of the Supplying Library*
  - OCLC’s *Interlibrary Loan Policies Directory*: https://illpolicies.oclc.org/
- Statistics
  - ILLiad Web Reports
• Best Practices
  • STAR Checklist: https://rethinkingresourcesharing.org/star-checklist-2/
  • IDS Workflow Toolkit: https://www.idspoint.org/press/WorkflowToolkit.aspx

• Community
  • Listservs: ILL-L, ILLIAD-L, DOCLINE-L, Workflow Toolkit, SHARES-L, etc.
  • Facebook group: ILLers
  • Local resource sharing groups and meetups
  • Resource sharing conferences: OCLC, IDS, regional conferences, etc. (Check out RSC 2022!)
  • Journal: JILLDER
Further Reading


CDL Implementers: Documents and Resources. https://sites.google.com/view/cdl-implementers/documents-resources


Occam’s reader: [https://occamsreader.lib.ttu.edu/about/index.php](https://occamsreader.lib.ttu.edu/about/index.php)


Thank You

Contact me: Silvia Cho
jcho@gc.cuny.edu

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