

OCLC SHARES Sharing Special Collections Working Group • May 24, 2021

# **SHARES Principles & Protocols for Sharing Special Collections – discussion session**

# SHARES Sharing Special Collections discussion

## HOUSEKEEPING ITEMS

### Participate

- Please introduce yourself via chat
- Say your name when speaking
- Cameras optional when speaking
- **Mute yourself when you are not talking**
- **We are recording the session for note-taking purposes but will share only the presentation portion; any written summaries will be attribution-free**
- Having trouble with your audio? Pick up up your telephone:
  - 1-877-668-4490 toll-free (US/Canada)
  - 08-002061177 toll-free (UK)
  - 1-800-708203 toll-free (Australia)
  - Other numbers? [bit.ly/RLPgloabal](https://bit.ly/RLPgloabal)
  - Access code: 719 190 792

# Today's agenda

- Welcome and introductions (RLP Team, Working Group)
- How we got here (Dennis)
- Principles and protocols; Concerns (Brian Miller, OSU)
- Discussion
- Wrap-up, next steps

# OCCLC Research Library Partnership Team Members



**Dennis Massie**

Resource Sharing



**Merrilee Proffitt**

Senior Manager



**Chela Scott  
Weber**

Archives and Special  
Collections



**Mercy Procaccini**

Learning Communities;  
the REALM Project

# SHARES Sharing Special Collections Working Group

## Brian Miller

Head, Interlibrary Services, The Ohio State University Libraries

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## Lesliediana Jones

Head of Document Services/Research Librarian,  
George Washington University Law School Library

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## Ralph Baylor

Head of Interlibrary Loan, Frick Art Reference Library

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## Ralph Baylor

Head of Interlibrary Loan, Frick Art Reference Library

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## Richard Saladino

University of Nevada, Las Vegas  
2018-2020

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## Lynn Wexler

Museum of Fine Arts, Houston  
2018-2019

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## **Dennis Massie**

Senior Program Officer, OCLC Research Library Partnership

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## **Chela Scott Weber**

Senior Program Officer, OCLC Research Library Partnership

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# HOW WE GOT HERE

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# Some “sharing special collections” milestones

# Some “sharing special collections” milestones

- 2002 Sharing the Wealth (RLG)



The image is a screenshot of a webpage titled "2002 RLG Members Forum: Sharing the Wealth". At the top, there is a red navigation bar with links: Home, About RLG, Projects, Products & Services, Publications, and Support. Below this is a secondary navigation bar with links: Home, About RLG Programs, Events, Past events, and 2002 RLG members forum. The main heading is "2002 RLG Members Forum: Sharing the Wealth". The text describes the forum's location at the Capitol Hill Suites in Washington, DC, and its purpose: to explore options for sharing treasured items from special collections and better serving scholars. It mentions the successful SHARES model and the use of document transmission technology. A section titled "Post-forum reports" states they were published in the February 2003 issue of RLG Focus. The schedule includes: 9:00 Introductions by Anne Van Camp; 9:10 "Sharing the Wealth" Keynote by Robert Martin; 9:40 PANEL I: Sharing Special Collections—Theory and Practice moderated by Anne Van Camp, featuring presentations on "Expanding Access to Special Collections" by Thomas Hickerson and "The Past, Present, and Future of Lending the Bodleian Library's Special Collections" by Mary Clapinson; 11:00 PANEL II: Experience in Sharing Unique and Rare Materials moderated by Merrilee Proffitt, featuring presentations on "Sharing Unique and Rare Materials at the Frick Art Reference Library" by Deborah Kempe and "Testing the Waters: Report on a Pilot Project for Sharing Special Collections" by Susan Snyder; and 1:30 PANEL III: Innovation in Interlibrary Lending moderated by Dennis Massie, featuring presentations on "Global Document Delivery over the Internet" by Chris Wright and "Digital Delivery of Interlibrary Loan" by Glen Worthey.

Home About RLG Projects Products & Services Publications Support

Home About RLG Programs Events Past events 2002 RLG members forum

## 2002 RLG Members Forum: Sharing the Wealth

**Location:** Capitol Hill Suites, 200 C Street, SE, Washington, DC

**Purpose:** Open to attendees from both the special collections and ILL departments of RLG member institutions. This event was developed to explore possible options for sharing treasured items from special collections and better serving scholars. In addition to "traditional" interlibrary lending operations and extending the successful SHARES model, these include the most current document transmission technology, digitizing on demand, and protocols to protect unique materials while ensuring their widest possible use. The interaction of speakers and members at this forum should help set the directions for RLG collaborative work on this area of resource sharing.

**Post-forum reports:** published in the February 2003 issue of *RLG Focus*.

9:00 Introductions  
—Anne Van Camp, Manager, RLG Member Initiatives

9:10 "Sharing the Wealth" Keynote  
—Robert Martin, Director, Institute of Museum and Library Services

9:40 PANEL I: Sharing Special Collections—Theory and Practice  
Moderator: Anne Van Camp

"Expanding Access to Special Collections" [PDF] [PowerPoint presentation]  
—Thomas Hickerson, Associate University Librarian for Information, Technology and Special Collections, Cornell University  
"The Past, Present, and Future of Lending the Bodleian Library's Special Collections"  
—Mary Clapinson, Keeper of Western Manuscripts, Bodleian Library, University of Oxford

11:00 PANEL II: Experience in Sharing Unique and Rare Materials  
Moderator: Merrilee Proffitt, RLG Program Officer

"Sharing Unique and Rare Materials at the Frick Art Reference Library" [PDF] [PowerPoint presentation]  
—Deborah Kempe, Chief, Collections Management and Access, Frick Art Reference Library  
"Testing the Waters: Report on a Pilot Project for Sharing Special Collections"  
—Susan Snyder, Head, Access Systems, Bancroft Library, University of California, Berkeley

1:30 PANEL III: Innovation in Interlibrary Lending  
Moderator: Dennis Massie, RLG Program Officer

"Global Document Delivery over the Internet" [PDF] [PowerPoint presentation]  
—Chris Wright, Assistant to the Director, Area Studies Collections, Library of Congress  
"Digital Delivery of Interlibrary Loan" [PDF] [PowerPoint presentation]  
—Glen Worthey, Head of the Humanities Digital Information Service, Stanford University

# Some “sharing special collections” milestones

- 2002 Sharing the Wealth (RLG)
- 2009-2012 RLP Tiers for Fears working group

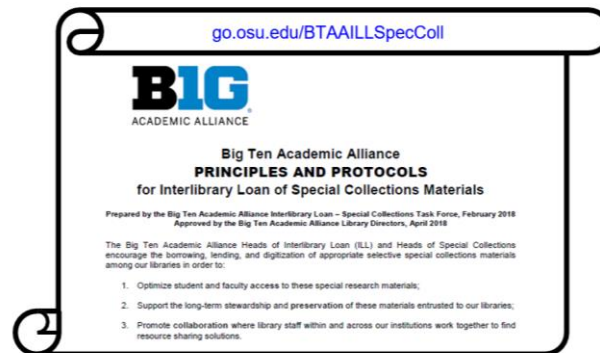
Tiers for Fears: Sensible, Streamlined Sharing of Special Collections

	Routine Workflow	Cooperative Workflow	Exceptional Workflow
REVIEW			
Request	Via ILL system	Collaboration between Special Collections (SC) and ILL	Directly to SC
Is material held in a special collection?	ILL staff	Collaboration between borrowing and lending institutions	Lending institution
Reference Interview	At borrowing institution—reference desk and ILL staff	Collaboration of ILL and SC staff in both institutions	By lending institution—SC staff
Inter-institutional communication how?	ILL system	ILL system and email/phone	Direct contact between two SC's
Internal communication how?	ILL system	ILL system and email/phone	Direct contact between SC/ILL staff and other departments
Stipulate for Research Use?	Implicit	Consider emphasizing	Explicit criteria
Reviewing Infrastructure	Written guidelines	Collaboration between borrowing and lending departments	Elaborate decision tree, multiple staff, institutional level decision
Mutual disclosure of ILL and SC facilities	We trust you	Approved checklist	Facilities report
Forms	ILL transaction work form and IFM	Extra insurance and/or forms for special handling	Use agreement, insurance forms, art museums loan agreement, etc.
DECIDE			
Decision Maker	ILL staff	ILL and SC consult when	SC staff, curator, possibly director

# Some “sharing special collections” milestones

- 2002 Sharing the Wealth (RLG)
- 2009-2012 RLP Tiers for Fears working group
- 2017-2018 BTAA principles and protocols

## The Agreement



# Some “sharing special collections” milestones

- 2002 Sharing the Wealth (RLG)
- 2009-2012 RLP Tiers for Fears working group
- 2018 BTAA principles and protocols
- 2018-2019 SHARES Policy Rethink

## 2018-2019 SHARES Policy Rethink

Encourage evidence-based processes

Build in flexibility

Enhance access

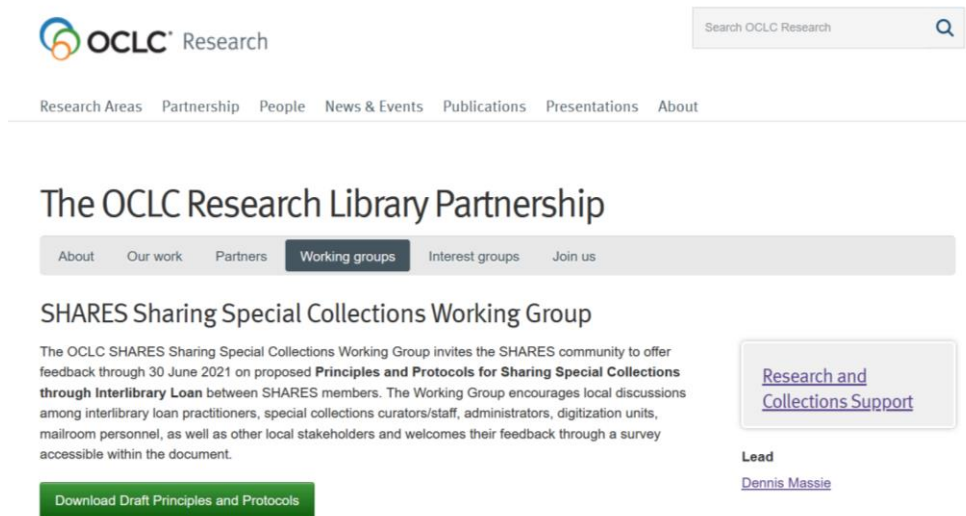
Embrace local procedures that add value

Mitigate international sharing costs

- Many have adopted 16-week loan periods
- Opt-in reciprocal no-charge for copies
- Reciprocal onsite borrowing, sharing special collections
- Pretty much anyone can order pretty much anything
- Borrow once, buy if cheaper

# Some “sharing special collections” milestones

- 2002 Sharing the Wealth (RLG)
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- 2018 BTAA principles and protocols
- 2018-2019 SHARES Policy Rethink
- 2018 new SHARES working group formed



The screenshot displays the OCLC Research website. At the top, the OCLC Research logo is on the left, and a search bar is on the right. Below the logo is a navigation menu with links: Research Areas, Partnership, People, News & Events, Publications, Presentations, and About. The main heading is "The OCLC Research Library Partnership". Below this is a secondary navigation bar with links: About, Our work, Partners, Working groups (highlighted), Interest groups, and Join us. The content area is titled "SHARES Sharing Special Collections Working Group". The text describes the group's invitation for feedback on proposed "Principles and Protocols for Sharing Special Collections through Interlibrary Loan" between SHARES members. It mentions the group encourages local discussions among interlibrary loan practitioners, special collections curators/staff, administrators, digitization units, mailroom personnel, and other local stakeholders, and welcomes feedback through a survey accessible within the document. A green button labeled "Download Draft Principles and Protocols" is visible. On the right side, there is a box with the links "Research and Collections Support" and a section titled "Lead" with the name "Dennis Massie".

OCLC<sup>®</sup> Research

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## The OCLC Research Library Partnership

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### SHARES Sharing Special Collections Working Group

The OCLC SHARES Sharing Special Collections Working Group invites the SHARES community to offer feedback through 30 June 2021 on proposed **Principles and Protocols for Sharing Special Collections through Interlibrary Loan** between SHARES members. The Working Group encourages local discussions among interlibrary loan practitioners, special collections curators/staff, administrators, digitization units, mailroom personnel, as well as other local stakeholders and welcomes their feedback through a survey accessible within the document.

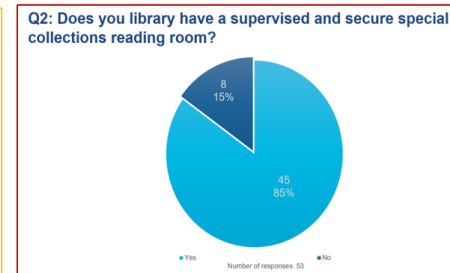
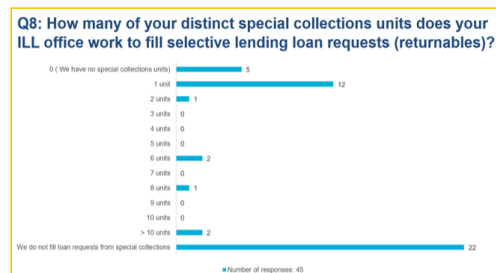
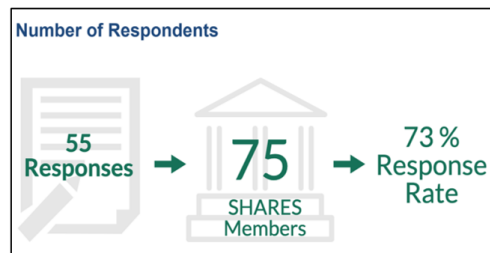
[Download Draft Principles and Protocols](#)

[Research and Collections Support](#)

Lead  
[Dennis Massie](#)

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September 2019

Prepared by: **Sharing Special Collections Working Group**

## **OCLC SHARES Sharing Special Collections Through Interlibrary Loan Survey Results**

**OCLC SHARES Sharing Special Collections Working Group**

- Brian Miller, Chair (OSU, The Ohio State University)
- Ralph Baylor (FXM, Frick Art Reference Library)
- Lesliediana Jones (GWL, George Washington University Law)
- Dennis Massie (OCLC)
- Richard Zwiercan (UNL, University of Nevada, Las Vegas)

## **Acknowledgements**

The SHARES Sharing Special Collections Working Group wishes to acknowledge two colleagues for their significant contributions to our efforts:

- Lynn Wexler, Reference Librarian at the Hirsch Library, Museum of Fine Arts, Houston, who as a member of our working group helped to develop the survey and to analyze the responses upon which this interim report is based, right up until her retirement in March 2019.
- Chela Scott Weber, Senior Program Officer for OCLC Membership and Research, who continues to sit in on many working group calls and has advised us from the perspective of a special collections curator and archivist.



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**DRAFT - OCLC SHARES**

**Principles and Protocols for Sharing Special Collections through Interlibrary Loan**

**OPEN FOR SHARES COMMENTS**

Please enter your comments in the appropriate sections of [this survey](#).

OCLC SHARES supports the Big Ten Academic Alliance's [Principles and Protocols for Interlibrary Loan of Special Collections Materials](#) and strives to optimize access, enhance collaboration, sustain research, promote awareness of our libraries' distinctive holdings, and support the long-term stewardship and preservation of special collections items across the SHARES membership. The Big Ten Academic Alliance initiative builds in part upon work done by previous SHARES working groups, active between 2002 and 2013, whose efforts culminated in a seminal [research report](#) on sharing special collections through interlibrary loan.

## I. SHARES Principles

### A. SHARES libraries should:

1. Work cooperatively within and across interlibrary loan, special collections, preservation, and/or digitization units at our libraries to consider and fill interlibrary loan requests for special collections materials.

# Comparing the BTAA and SHARES environments

- **BTAA**

- 14 institutions
- One geographic region
- Homogenous group
- Top-down mandate to share special collections

- **SHARES**

- 74 institutions
- Spread across 5 countries
- Multi-type group
- Interlibrary loan practitioners advocating to share special collections



# Brian Miller

Head, Interlibrary Services, The Ohio State  
University Libraries

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# PRINCIPLES AND PROTOCOLS

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# Principles

- Framework of expectations
- General ground rules
- Subdivided into those that apply to:
  - All participating SHARES libraries
  - Those who borrow special collections
  - Those who lend special collections



# Protocols

- Outlines workflows with steps involved
- Based on real world experiences
- Customizable
- Workflows
  - Article/chapter scans
  - Digitizing entire works
  - Lending physical loans
  - Packaging and shipping
  - Borrowing physical loans



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# CONCERNS

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**Concern:**

**Volume of requests**



# Concern:

**Requests for realia, artifacts,  
archival boxes, etc.**

**Concern:**

**Loss of curator control**

**Concern:**

**Loss of revenue for  
special collections services**

**Concern:**

# **Safety of physical loans**

# OSU Libraries ILL-Special Collections documents

## Procedures

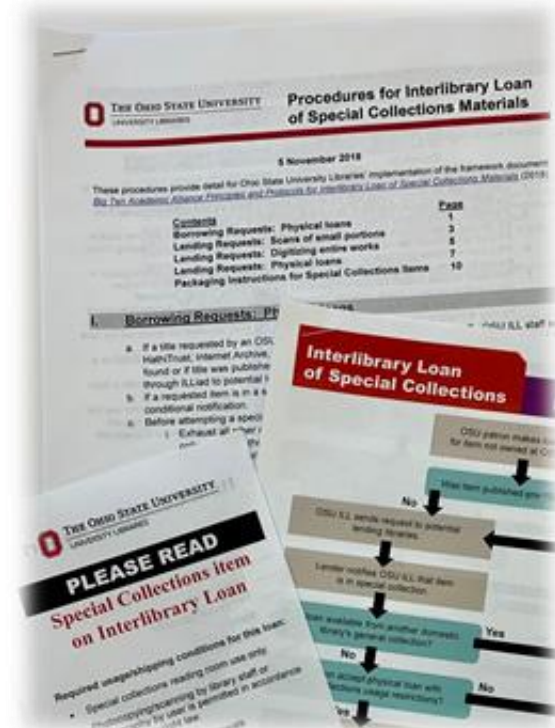
[go.osu.edu/OSUILLSpecCollProcedures](https://go.osu.edu/OSUILLSpecCollProcedures)

## Flowcharts

[go.osu.edu/OSUILLSpecCollFlowcharts](https://go.osu.edu/OSUILLSpecCollFlowcharts)

## Streamer/Condition Report

[go.osu.edu/OSUILLSpecCollStreamer](https://go.osu.edu/OSUILLSpecCollStreamer)



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# DISCUSSION

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# Thank you!

**Brian Miller** [Miller.2507@osu.edu](mailto:Miller.2507@osu.edu)

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**Dennis Massie** [massied@oclc.org](mailto:massied@oclc.org)

**Chela Scott Weber** [weberc@oclc.org](mailto:weberc@oclc.org)

## And the RLP Team

**Because  
what is  
known must  
be shared.®**