



METROPOLITAN LIBRARY SYSTEM

Resource Sharing Proposal



Resource Sharing Service Projects

- ✧ Interlibrary Loan
- ✧ Photocopy
- ✧ Union List of Serials
- ✧ Reciprocal Borrowing



Resource Sharing Team

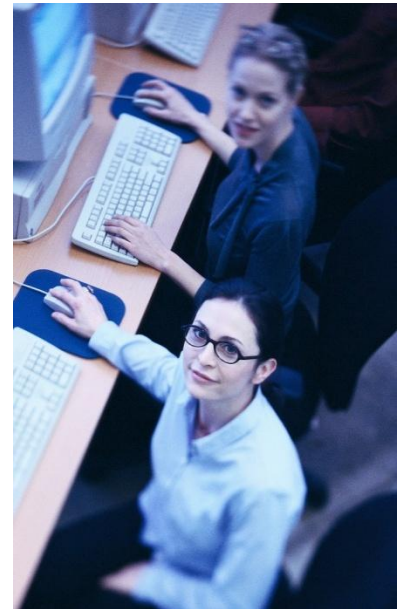
- ✧ Kate Boyle, Resource Sharing Manager
- ✧ Semi Morales-Grady, ILL Bibliographic Asst.
- ✧ Edlyn LeFevour, Reciprocal Borrowing Facilitator
- ✧ Kathy Otto, ILL Office Assistant
- ✧ Jody Rubel, LAN Applications Coordinator



Project Support

✧ Continuing Education

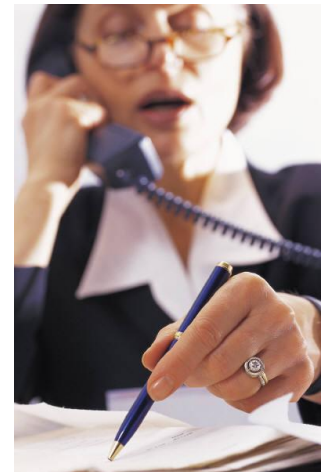
- ✧ 18 CE workshops/training sessions in FY 2008
- ✧ 935 CE contact hours delivered by RS Manager
- ✧ Topics include: SWAN ILL, Reciprocal Borrowing procedures, OCLC ILL – novice and advanced hands on training, Writing an ILL Policy, OCLC Policy Directory, ULS training, ILL Practices, Procedures, and Policies, ILL for School libraries



Project Support

✧ Consulting

- ✧ FY '08 -- 10 site visits to member libraries
- ✧ FY '08-- 9,262 consulting phone contacts
- ✧ Served on the Committee for the new ILLINET Interlibrary Loan Code



Project Support

✦ Facilitation

- ✦ Design, print, and distribute to MLS libraries 850,000 book bands yearly
- ✦ Newly designed MLS Chicago patron Reciprocal Borrower's card – 3,194 new patrons registered between March '06 and Nov. '07 with 8,680 patron cards renewed

Project Support



Promotion of Resource Sharing

“Your Public Library Card” brochure

Available in 4 languages:

English

Polish

Spanish

Arabic

Interlibrary Loan Project

- ✧ Serve as backup support for suburban MLS members
- ✧ Received 17,310 requests for loans/photocopies in FY'08
- ✧ Filled 12,459 requests for loans/photocopies in FY '08
- ✧ Supported 1,028,220 SWAN ILL Direct Loans

MLS Union List of Serials

Some interesting facts about the online edition of the MLS Union List of Serials:

- 173 MLS member libraries contribute their holdings
- 10,235 unique titles are included in the MLS Union List
- 42,009 holdings are represented in the MLS Union List

MLS Union List of Serials

- Holding information is uploaded to OCLC on a semi-annual basis
- Saves members the need to update their serial holdings directly with OCLC
- Online ULS has capability to generate a photocopy request form from within the secure online area
- Has links to full-text available in FirstSearch databases

Reciprocal Borrowing Project

- Offer phone support for Reciprocal Borrowing procedural questions
- Verifies a patron's eligibility for reciprocal borrowing privileges by checking patron's status on SWAN (for MLS and Non-MLS libraries)
- On a monthly basis debit and credit libraries for Reciprocal Borrowing patron losses -- 5,405 transactions in the period March '06 – Jun '08 (MLS libraries and Non-MLS libraries)

Reciprocal Borrowing

- Offer two Collection Agency options to the MLS membership to choose from Unique and Transworld
- Have reported 562 delinquent RB individuals to Unique Management Services, Inc for collection between Jan. '07 and June '08
 - 54.66% recovery rate with Unique
- Have reported 375 delinquent RB individuals to Transworld Services for collection between Jan. '07 and June '08
 - 26.33% recovery rate with Transworld

Reciprocal Borrowing

- Have since January '07 assisted the SWAN member libraries in reporting their internal delinquent patrons to Unique Management Services.
- Began in January reporting for three SWAN libraries
- Now reporting for 15 SWAN libraries
- Recovery rate for the SWAN internal collections is between 23 - 47%