

CASE STUDY

INDIANA STATE LIBRARY

Eliminates Collection Silos

Providing better service to patrons with improved materials access and faster fulfillment at a reduced cost



Auto-Graphics' SHAREIT Delivers a...

BIG WIN for Hoosiers



CHALLENGE

After the Indiana State Library system evaluated its existing inter-library loan (ILL) and resource sharing procedures, they determined it was time to knock down walls and open their information silos. They would connect Indiana libraries and merge collection resources for the benefit of all Indiana residents.

In 2015 a request for proposal (RFP) for a new ILL system was issued for a statewide patron-initiated request system that could work with a variety of library systems. This new software would be compatible with all integrated library system (ILS) technologies—no matter how robust or basic.

SOLUTIONS

Auto-Graphics' SHAREit—branded statewide as Indiana's Statewide Remote Circulation Service (SRCS)—was chosen to provide a library-to-library resource sharing solution. After full implementation, under one SHAREit resource-sharing umbrella, SRCS can link together over 400 public, academic, special, and K-12 school libraries, all using a wide range of library automation software products, breaking down technical limitations to provide patrons direct access to Indiana material assets statewide. Compliant with all library standards (NCIP, ISO ILL and IPIG), SHAREit easily linked together the more than twenty different ILS solutions in use at libraries across Indiana, while also interoperating with all other major resource sharing systems, including OCLC WorldCat Resource Sharing, ILLiad, Relais and VDX.

RESULTS

The Indiana Library Consortia's new service, SRCS, powered by Auto-Graphics' SHAREit, serves residents in a profound way. Walls that had once prevented a free flow of knowledge and resources have been broken down and swept away. Libraries from small towns and big cities now offer equal knowledge opportunity to patrons – if a title is unavailable at one library, SRCS automatically seeks out another library for that resource. Now Indiana patrons can search and initiate their own requests to access library materials statewide, breaking down library information silos, reducing costs due to unmediated borrowing, leading to increased fulfillment rates and patron satisfaction.

BENEFITS TO THE STATE:

- Patron access to materials extended state-wide
- Eliminates collection silos
- Provides access to previously difficult to access materials
- Reduced acquisition costs due to less material duplication
- Increases fulfillment rates

TECHNOLOGY BENEFITS:

- Automates inter-library loan function
- Provides unmediated library-to-library borrowing
- Reduces IT costs with cloud-based, SaaS solution
- Unifies disparate technology products
- Single solution for both large and small library workflows

Auto-Graphics SHAREIT Delivers a

BIG WIN FOR HOOSIERS

An innovative spirit and impassioned desire to fulfill the mission of the Indiana State Library run through the veins of the state government. To further the lives of those who call Indiana home, the Indiana State Library (ISL) develops collections and provides library services to Indiana citizens and state government employees. It is also responsible for strengthening services of public and private libraries statewide, including special, academic and K-12 school libraries. To fulfill the ISL mission, its leaders are challenged to develop new services and regularly reevaluate existing services.

THE RESOURCE SHARING INTERLIBRARY-LOAN (ILL) CHALLENGE

The balance Indiana strikes between the need for growth and the appreciation of tradition is, perhaps, most evident in its library system. Over the past few decades, hundreds of Indiana libraries have undergone change. From South Bend to Evansville, librarians have crushed roadblocks and revamped tired systems. They have adapted to current conditions and sought innovation. With each challenge the system has been invigorated.

As the Indiana State Library system evaluated its existing inter-library loan (ILL) and resource sharing procedures, they knew it was time to knock down walls—to reach beyond protective library cocoons and open information silos. They needed to connect Indiana libraries, merge collection resources and make assets available, from state agency employees to scholars, genealogists and the general public. But they couldn't do it with current resources.

The procedures for libraries loaning materials from library-to-library hadn't changed in decades, despite new library industry standards to facilitate lending. Procedures still required a library staff member to mediate, or for each title and patron, place the loan request manually. To free up staff, and to provide better service to patrons at a state-wide level, they needed to improve existing ILL system and procedures.

To expand resource sharing services across all 225 libraries—64 academic, 159 public and 2 special, in the spring of 2015 a request for proposal (RFP) for a new statewide ILL system was issued for a patron-initiated request system. No easy task. They needed new software that would enable libraries across the state to work together. To serve patrons in a comprehensive way. If a patron requested a book from Library A, and it wasn't on their shelves, they could request it from Library B—without extensive steps. It would be smooth and uncomplicated.

The new software would need to be compatible with *all* integrated library system (ILS) technologies—no matter how robust or basic. Nobody would be left out. A range of technical product solutions was offered. A review committee composed of stakeholders from academic and public libraries and the State Library reviewed the RFP bids.

Some solutions required additional memory and regular updates. But the Indiana Library Consortia was looking for a cloud-based product solution that would eliminate the need for space on a local server. They wanted free upgrades and all fixes and enhancements applied for them.

But that was far from their biggest challenge.

The ILL resource sharing system chosen would have to enable all libraries—no matter what type, size, or library database software used—access to books, data, documents and items, some never-before discoverable to patrons outside of their local library.

This single change would enlarge and facilitate patron access by opening-up closed collections and enabling the patrons to place loan requests directly. It would break open boundaries and offer services that would create real and lasting change.

SOLUTIONS

The committee that researched, debated, weighed and listened had reached a decision. Budget, usability, inter-operability and sustainability had been considered and carefully weighed. Auto-Graphics' SHAREit—branded as Indiana's Statewide Remote Circulation Service (SRCS)—was chosen.

SRCS would link together 400 libraries, operating with a range of library automation collection management products, under one umbrella. SRCS breaks down technical limitations and allows patron access to assets *statewide*. With more than twenty different ILS systems in place across Indiana, it was necessary that resource sharing solutions be fully compliant with all library standards—including NCIP, ISO ILL and IPIG profile support, and interoperate with all major resource sharing systems, including OCLC WorldCat Resource Sharing, ILLiad, Relais, VDX and the Library and Archives Canada's ILL system.

RESULTS

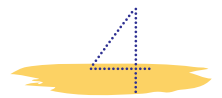
By joining the SRCS virtual union catalog, Indiana libraries have benefitted by:

- Opening collections between differing types of libraries
- Extending patron discovery and material access
- Reducing need for staff dedicated to mediated ILL
- Improving service to patrons
- Simplifying ILL operations
- Reduced costs associated with third-party lending organizations

How does this impact the daily lives of Indiana residents? SRCS removes obstacles, opens collections, and creates new opportunities. When the Indiana Library Consortia launched SRCS, a ripple effect was inevitable. The domino effect was certain. A big transformation? A small shift? Only time would tell.

After extensive training by Auto-Graphics, the go-live date was August 15, 2016. The consortia asked for volunteer libraries to join the initial implementation. In less than two months, more than 100 libraries had signed on. By December 31, 2016, more than 12,000 unique ILL requests had been sent.

“
WHATEVER
 the cost of our libraries,
 the price is cheap compared
 to that of an ignorant nation.
Walter Cronkite
 Author, *Eye on the World.*
”





HUSH HUSH

"There's a serendipity to real life that the Internet can't duplicate. Do you use the library? For anything? Well, sometimes you end up picking up the book next to the one you were looking for, and it's that book that changes your life."

Laura Lippman
 Author, *Hush Hush*

Since Phase One of implementation, 225 of 400 libraries have signed-up, creating a statewide collection of almost 40 million items—larger than the Library of Congress.

According to a staff member of the Indiana State Library:

"One of the most important parts of linking the silos together was the cross-pollination of public, special and academic libraries in a single, user-centric system. Post-implementation, due to the simplified user interface SRCS provides, staff workflow has been improved and patron satisfaction with ease of discovery and access to materials greatly increased."

Before SRCS, library staff would manually process ILL requests as they had 20 years before, in a mediated manner. Now, patrons can initiate their own requests. After the first phase of implementation, patron-initiated requests increased to twenty-three percent, with decreased turnaround time. When staff is needed to provide services to support a book club or study group, staff can initiate multiple requests for the same title with one step, allowing libraries to provide such services with minimal staff involvement. And library staff love the Retry function! SRCS is smart enough to know when an item will likely be lendable in the future, and allow staff to easily try and request again, rather than simply having the request peter out as unfilled and forcing the patron to submit a new request from scratch.

Some libraries rely on a leap of faith. One library was hesitant to sign-on, with only 3 ILL requests the prior year—they simply weren't sure the service was warranted. After signing-up, that same library satisfied 30 requests for their library materials in one month. Due to the collection's newfound visibility, a hidden demand for the collection had been exposed. Previously undiscoverable materials, now available through SRCS, have ignited genealogical searchers. Patrons can now easily access and locate resources that don't circulate—a great benefit to ancestry researchers.

Decisions based on research and hard work and feedback can still go wrong—best-laid plans, and all. Perhaps that's why we don't make more decisions. We hesitate. We prefer the status quo, it's simply easier. But with no decision, there is no progress.

A library is a different sort of place. Libraries are classrooms of teaching and learning with shelves and shelves of historical lessons. Healthy mistakes and a broad perspective can be found amongst the books and in the stories they tell. Tap into a library's greatest assets—books, records, stories, photographs—and guidance can be found. Perseverance, too.

The Indiana Library Consortia's new software, SRCS, powered by Auto-Graphics' SHAREit, serves residents in a profound way. Walls that had once prevented a free flow of knowledge and resources have been broken down and swept away. Libraries from small towns and big cities now offer equal knowledge opportunity to patrons.