

INFORMATION

AGENDA ITEM: Access Services: Multitype Pilot Loan Programs

GENERAL OVERALL PROGRAM UPDATES:

CURRENT STATUS:

Interlibrary Loan Pilot Program

113 libraries currently are participating in the interlibrary loan (ILL) pilot program. At the time this report was written, 53% of the libraries that had filed a claim at least once during the previous three quarters had submitted statistics for the January – March 2000 quarter. Totals for these preliminary figures are 35,737 loan transactions, or \$81,480 in reimbursement payments.

Total Library of California funds expended on the ILL pilot program thus far:

April – June 1999	\$ 81,245.70
July – September 1999	\$103,842.60
October – December 1999	\$111,952.56
January – March 2000 (prelim.)	<u>\$ 81,480.36</u>
Total	\$378,521.22

Final statistics for January – March will be included in the June 2000 report to the Board.

Staff has identified nineteen libraries – ten special, eight academic, and one school – that have joined the pilot but have not actively participated in any of the first three quarters of the program. After all claims for the past quarter have been received, staff will first check to see if any of these libraries submitted a claim, and then contact those who did not to determine the reasons the libraries are not submitting claims. Staff will report the results at the June 2000 Board meeting.

Direct Loan Pilot Program

As directed by the Board in February, development of a direct loan pilot program has begun. California State Library (CSL) staff met in March with Peninsula Library System (PLS) staff, who will be coordinating the program in the Golden Gateway Planning Region (Library of California Planning Region II). It was determined that

the following tasks would be required in order to implement the pilot:

- Develop a mailing list of libraries of all types in the planning region
- Develop protocols and procedures for the pilot program
- Develop materials to publicize and recruit participants
- Develop reporting/claim forms for recording transactions
- Develop a database for statistical gathering, analysis, and reimbursement determination
- Provide reimbursement checks to participants
- Provide evaluation and analysis of expansion options as a result of the pilot to statewide implementation

In keeping with previous Library of California Board decisions, participating libraries have to meet Library of California interim eligibility requirements and will not be allowed to charge handling fees for direct loan transactions that are claimed.

To assist Golden Gateway in developing the pilot program, CSL staff is providing the following to PLS staff:

- A copy of the current database software and fields used to compute direct loan claims.
- The regulations (once final) pertaining to direct loan
- A packet of current CLSA direct loan forms and instructions
- A list of ILL pilot participants in the Golden Gateway Planning Region
- The interim eligibility form
- Hands-on instruction on using the current software

In order to complete all of the tasks that must be performed prior to full implementation of the pilot, the start date for recording transactions for claiming purposes will be July 1. Golden Gateway feels that this would be realistic for planning purposes and also will allow for recruitment time.

Supporting Interlibrary Loan and Direct Loan Services in California's Multitype Library Environment by Himmel and Wilson Library Consultants.

In their report to assist the Board in determining protocols and formulas for its interlibrary loan and direct loan compensation programs, Ethel Himmel and Bill Wilson:

- Reviewed the general state of interlibrary and direct loan services
- Reviewed statewide programs in the other forty-nine states
- Suggested principles to be considered in developing a compensation program
- Developed compensation assumptions and projections
- Presented compensation options and a final recommendation

Himmel and Wilson's recommendation was that the Board should expand the current transaction-based reimbursement program for subsidizing loans to include all types of libraries, as described in the Library of California, and in addition Himmel and Wilson recommended the Library of California fund regional innovative resource-sharing programs. Staff proposals regarding their recommendations will be provided at the June 2000 Board meeting.

The Board now must decide whether to follow the Himmel and Wilson recommendations or pursue another option. The Board:

- May need to commission a new methodology of determining the handling costs of providing interlibrary and direct loan services
- Will either develop regulations to implement funding for loan programs as described in the Library of California Act or consider revising the Act if a different option is chosen

Staff believes that its recommendations to the Board must include additional input from the field. Before staff delivers its recommendation at the June 2000 Board meeting, a focus group of representatives from the seven Library of California Planning Regions will be convened on May 18 at the State Library. The purpose of the meeting will be to examine and recommend the direction the Board should take in compensating Library of California interlibrary and direct loan programs.

Choices include:

- Completely or partially follow the Himmel and Wilson recommendation (expand TBR)? If so, commission a new handling cost study methodology, based on manual or electronic transactions?
- Support one of the other preferred options in the Himmel and Wilson report?
- Support other options mentioned in Himmel and Wilson's review of other state programs, or options not included in the report?

The focus group will include a mix of public, academic, special, and school librarians. Discussion will be led by a consultant who is cognizant of resource-sharing loan programs as well as current and emerging technologies supporting such programs.

The results of the focus group discussions will be included in the staff recommendations to be presented at the June 2000 Board meeting.

RELATED ISSUES TO COME BEFORE THE BOARD IN THE FUTURE:

1. Update on activity levels of the ILL pilot program and recommendation for the continuation of the program.
2. Update on the Direct Loan pilot program.
3. What funding formulas are appropriate for the loan components of Library of California access services?
4. What onsite, patron referral services should be supported under the Library of California, and what funding formulas are appropriate?
5. How will electronic direct access services be defined, authorized, delivered, and funded?

Relevant Committee: Access Services
Staff Liaison: Tom Andersen