

Understanding OCLC Services in the State of Illinois (Revised Feb. 2015)

EXECUTIVE SUMMARY

The Illinois State Library has entered into a contract with OCLC for the Group Services Interlibrary Loan and Cataloging Service, effective FY2016-FY2017 (July 1, 2015-June 30, 2017), with an option for 2-year renewal FY2018-FY2019 (July 1, 2017-June 30, 2019). This contract enables ILLINET libraries the choice to purchase services through OCLC as well as receive products provided through this agreement. Participating libraries also will continue to sign yearly agreements with the Illinois State Library to participate in this service.

Ultimately, Secretary of State and State Librarian Jesse White along with the ISL remain committed to preserving a high standard for statewide resource sharing that employs evolving technologies and addresses the heightened discovery and fulfillment expectations of library users. The ISL looks forward to working with the regional library systems, and ILLINET member libraries to explore innovative and cost effective solutions for Illinois libraries.

Group Services

Although individual libraries may contract directly with OCLC for services, cost savings are realized for libraries that are part of Group Services. Currently, more than 1,300 ILLINET libraries choose to be Group Services members and pay a discounted subscription price for OCLC products covered under the Group Services contract.

In FY2015, the difference in the aggregate price between libraries individually subscribing to OCLC and the ISL acting as intermediary represents a savings of about 13% for libraries in Illinois.

FirstSearch and WorldCat Discovery

The Illinois OCLC Group Services and FirstSearch contracts are completely separate agreements. The ISL fully subsidizes access to the FirstSearch base package databases for all 5,000+ ILLINET (Illinois library system) member libraries. For FY2015, the cost for statewide access to the FirstSearch base package is \$1.4 million.

Without this subscription, regardless of whether it is paid for by the ISL or by the individual library, ***access to library holdings and unauthenticated searching of library catalogs on the web***, including the ability to place remote interlibrary loan requests, ***would not be possible***.

WorldCat Discovery, the new interface for searching WorldCat, is available to all current Group Services and FirstSearch subscribers. The new interface collapses access to WorldCat records and specialized databases into a single search portal that retrieves resources from multiple databases in a single search result set. Access to all FirstSearch databases is continued in this enhanced search interface. Both the WorldCat Discovery and FirstSearch interfaces will run in tandem until December 2015, when the FirstSearch interface will be replaced by WorldCat Discovery.

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OCLC use in Illinois: the beginning

In 1974, the Illinois State Library (ISL) began working with Illinois libraries to build a centralized online union catalog that would expose the holdings of the states' library collections to all residents. Assisted by leaders in the academic and public library communities, OCLC cataloging and interlibrary loan tools were leveraged to support a single platform for online discovery that would ultimately transform resource sharing in Illinois.

ILLINET/OCLC Services established at the Illinois State Library

In 1977, the regional network for "ILLINET/OCLC Services," was established at the ISL, for the purpose of training staff at Illinois libraries and providing support and services that would strengthen resource sharing, both within Illinois and across the nation. Although over twenty regional network offices arose nationwide, ILLINET/OCLC Services was one of only a few networks that were supported by state resources. Authority to enter into the agreements with providers such as OCLC is in the ISL's enabling legislation:

(15 ILCS 320/7) Purposes of the State Library. The Illinois State Library shall:

(l) Contract with any other library or library agency to carry out the purposes of the State Library. If any such contract requires payments by user libraries for goods and services, the State Library may distribute billings from contractors to applicable user libraries and may receive and distribute payments from user libraries to contractors.

Centralized resource sharing in Illinois was made affordable with the ISL subsidies and the support of grant funding. With the help of the ISL, and a decades-long commitment to resource sharing and contribution to the OCLC union catalog, "WorldCat," Illinois libraries have contributed nearly 89 million holdings to WorldCat. According to OCLC, Illinois ranks number one in both WorldCat borrowing and lending activity of all states.

OCLC use at the Illinois' regional library systems: a centralized library service model

OCLC use in Illinois began at the eighteen regional library systems, whose headquarters provided reference, cataloging and interlibrary loan services to their multitype member libraries. OCLC master catalog records were edited at the system headquarters and interlibrary loan services spread statewide and nationwide. Through a hierarchical OCLC profiling process, a three letter, "umbrella" OCLC symbol was assigned to each regional library system. These symbols were added to each record cataloged by the library system headquarters. Distinguishing the collections of each system member were four letter "holding library" symbols, embedded in each catalog record under the main "umbrella" symbol. Interlibrary loan requests were routed to the library system headquarters' message files, by entering their "umbrella" symbols into interlibrary loan workflow lender strings. Only the library system headquarters' staffs could translate their members "holding library" symbols, in order to route the request to the proper location. Overall, this hierarchical OCLC profile conformed beautifully to the workflow of Illinois' indirect and centralized resource sharing model, which thrived until the 1990s, when direct access began to replace the older, intermediary library service models.

Expansion of resource sharing: LLSAPs, Illinois' batchloading initiative and OCLC record use

The expansion of resource sharing in Illinois, and direct access to the holdings of ILLINET libraries, required the overhaul of the library systems' OCLC profiles. During the late 1990's and early 2000's, the Illinois regional library systems (and several other consortia catalog groups) began the monumental task of batchloading all LLSAP (Local Library System Automation Program, i.e., consortial catalog) records into WorldCat and upgrading their embedded symbols to directly accessible three letter, institution level, symbols. This effort increased access from 300 to over 1,000 Illinois libraries.

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To strengthen the batchloading program, the ISL focused grant funds on the improvement of the quality of the LLSAPs, which included pre-processing of bibliographic record services provided by the MARC of Quality, as well as setting holdings in WorldCat via a quarterly batchload process. The batchload process continues to this day. A major benefit of these efforts was the increased interoperability and quality control among the catalogs, particularly due to the presence of OCLC record accession numbers, still the only unique number in the bibliographic record. At that time, OCLC's record use policy focused on libraries returning holdings for records used in shared catalogs. Since then, record use practices at OCLC have evolved. The current statement about record use and membership can be found at: <http://www.oclc.org/worldcat/recorduse/policy/default.htm>.

OCLC use in Illinois libraries: not just LLSAPs, not just batchloads

The complete picture of OCLC use includes many libraries that are not members of a regional library system LLSAP, and many are online users. Specifically, 600 additional multitype libraries in Illinois contribute their holdings to WorldCat. While some of this cataloging workflow begins with local system record editing, followed by batchloads to WorldCat, nearly 500 of these libraries edit their cataloging records exclusively online, using WorldCat Connexion software.

OCLC Group Services: the beginning

As an effort to strengthen resource sharing in Illinois, beginning in 2003, OCLC crafted an Illinois Group Services agreement that would take effect in 2005. The agreement was designed to end transaction based pricing, in favor of a pricing model that would accommodate unlimited use for cataloging and interlibrary loan. Although historic cataloging and interlibrary loan usage set the baseline for the 2005 Illinois Group Services agreement, individual libraries' prices were thereafter allocated by formula, and included yearly percentage increases. For the first time, predictable OCLC bills allowed Illinois libraries to more easily budget for their OCLC cataloging and interlibrary loan services, and workflow was vastly improved by removing the barrier of transaction counts. The Illinois Group Services agreement extended beyond the online use of OCLC records, to include PromptCat (now Cataloging Partners), and the OCLC Batchloading Service. As workflows in Illinois have moved away from labor intensive online record editing, these offline, batch services have proven to be an essential component of Illinois OCLC Group Services.

The end of the OCLC regional networks

In 2009, four years into Illinois OCLC Group Services support, OCLC discontinued its regional network business model in favor of direct product support to member libraries. Online training and OCLC tutorials provided needed access to excellent training options. As OCLC began serving member libraries directly, some OCLC regional networks closed, while others expanded their services well beyond OCLC. With the new OCLC business model, the ISL's role shifted to that of intermediary for billing and maintaining yearly agreements with each OCLC member library. Currently, the ISL supports OCLC billing through an annual agreement with the Illinois Heartland Library System.

Resource sharing and discovery services goes out for bid twice; OCLC awarded contract

1. In **FY2012**, **OCLC was awarded the contract** for resource sharing services (ultimately the Group Services agreement) following an open competitive bid offering process through the State of Illinois procurement process. The bidding opportunity resulted from the change in library technology options in the marketplace. This agreement, which represents the current Group Services contract, awarded for FY2012 and FY2013, was **renewed for FY2014 and FY2015**. The OCLC contract renewal was endorsed by the Future of Resource Sharing Committee (FORSC) and the Illinois State Library Advisory Committee (ISLAC).
2. For **FY2016 and FY2017**, OCLC was once again awarded the contract for Group Services Interlibrary Loan and Cataloging Services through an open competitive bid process. The

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effective dates are July 1, 2015-June 30, 2017, with an option for a 2-year renewal, July 1, 2017-June 30, 2019 (FY2018 and FY2019).

In an effort to ensure equitable, individualized pricing, the bid procurement process required responders to supply pricing on a library-by-library basis. The costs submitted by OCLC in their bid response are passed on, with no added charges, to Illinois Group Services member libraries. Illinois libraries may appeal to OCLC to lower their individual price established in the bid response.

MORE THAN BIBLIOGRAPHIC RECORDS AND HOLDINGS: FROM RESOURCE DISCOVERY TO FULFILLMENT

Apart from a strong focus on bibliographic record access, the value of OCLC Services in Illinois also includes support for the creation of digital content, as well as access to full text articles, images, internet resources, article abstracts and citation databases. Over the years, widespread use of Google and other internet search platforms ended an era where information needs could be satisfied solely from accessing bibliographic records and sending interlibrary loan requests. More and more, online catalog users wanted their information needs satisfied at the point of resource discovery, without waiting for delivery of a physical item.

CONTENTdm – Illinois Digital Archives (IDA) and Electronic Documents of Illinois (EDI)

The opportunity to help build and store digitized content in one central site led the ISL, in 2000, to select OCLC's CONTENTdm service as the platform for the Illinois Digital Archives (IDA). Currently IDA contains over 250,000 items and metadata records from over 150 library collections. The metadata is synched to WorldCat records, in order to provide additional access to these digitized collections.

In addition to IDA, the Electronic Documents of Illinois (EDI), which provides permanent public access to official publications of the State of Illinois, also uses CONTENTdm as its content management platform, which currently stores over 66,000 items and records.

FirstSearch

In addition to the CONTENTdm subscription, the ISL has fully subsidized statewide access to the FirstSearch Base Package database since 1994. Over the years, the specific base package offerings have changed; additionally, the FirstSearch platform will be replaced by the WorldCat Discovery platform, effective December 2015. Through all these changes, the Illinois State Library continues to subsidize FirstSearch access for all ILLINET member libraries.

The Illinois OCLC Group Services and FirstSearch contracts are completely separate agreements. The ISL fully subsidizes access to the FirstSearch base package databases for all 5,000+ ILLINET (Illinois library system) member libraries. For FY2015, the cost for statewide access to the FirstSearch base package is \$1.4 million.

A subscription to the FirstSearch Base Package is no longer simply a subscription to a set of databases. In addition, the FirstSearch Service will not be accessed on its own search platform by the end of 2015. Nevertheless, the FirstSearch subscription remains necessary for exposing the individual library's holdings on the web.

Understanding the ramifications of a subscription to FirstSearch is easiest to achieve by outlining what libraries would lose if they no longer had this contract (in Illinois, by virtue of the agreement paid for by the ISL with OCLC). Without this subscription, regardless of whether it is paid for by the ISL or by the individual library, **access to library holdings and unauthenticated searching of library catalogs on the web**, including the ability to place remote interlibrary loan requests, **would not be possible**.

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Without the FirstSearch Base Package Subscription:

- Holdings would not be visible in WorldCat.org (*translation: the open web*) or WorldCat Discovery Services.
- Holdings would not be discoverable in partner search engines, social networking and mobile applications; and
- Libraries would have no access to base package databases.

What WorldCat Discovery provides to Group Services and FirstSearch libraries

WorldCat Discovery Services provides a new resource sharing platform to search all bibliographic records and holdings, and request items in WorldCat, as well as, provide access to a central index of e-content collections.

Included in the central index are:

- The FirstSearch base package databases – Electronic Books; ArchiveGrid; ArticleFirst; CAMIO Catalog of Art Museum Images Online, Electronic Collections Online (Abstract & Index); OAlster; PapersFirst; ProceedingsFirst; WorldCat Dissertations and Theses; ERIC; GPO Monthly Catalog; and MEDLINE. These databases can be selected and searched individually.
- Article-level records from sources that include HathiTrust; ArticleFirst; MEDLINE: ERIC; British Library Inside Serials; JSTOR; OAlster; Elsevier metadata and many more.
- Complete metadata for content collections from OCLC partners (e.g., EBSCO, ProQuest, Gale, Springer). Access to these collections is determined per library, based on the library's subscriptions to this content.
- Metadata records from journal publishers, e-book providers and other content suppliers that OCLC has signed agreement with.

WorldCat Discovery also includes an array of customizable individual options for libraries at additional costs.

Facts about Group Services and ISL

- No library is required by the ISL to be an OCLC member.
- No Illinois OCLC member library is required to be a Group Services member.
- ISL, as the administrator for the Group Services agreement, acts as the conduit between Illinois member libraries and OCLC.
- Although individual libraries may contract directly with OCLC for services, cost savings are realized for libraries that are part of Group Services.
- Currently, more than 1,400 ILLINET libraries choose to be Group Services members and pay a discounted subscription price for OCLC products covered under the Group Services contract.
- In FY2015, the difference in the aggregate price between libraries individually subscribing to OCLC and the ISL acting as intermediary represents a savings of about 13% for libraries in Illinois.

Where do we go from here?

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