Stories shared in January 2018 about user experiece and collection strategy

Library:	Option 1: A story about looking at usage data from your collections where the data contradicted annecdotal data or "conventional wisdom"?	Option 2: A story about how collection development has changed the way it works with access services like circulation, ILL, or document delivery.
Johns Hopkins University	We had not been collecting in house use until 3 years ago. Every time we talked about shrinking circulation our humanities liaisons said that yes, it seems to be shrinking but that was because we are not capturing in house use. Now that we are, we still have shrinking circulation.	

ALA Midwinter 2018 Chief Collection Development Officers of Large Research Libraries Discussion Group:
Stories shared in January 2018 about user experiece and collection strategy

Library:	Option 3: A story about how a multi-institutional collaboration creating an expanded collection for users has changed local collection practices	Option 4: A story about a new position in your organization that was created to make your collection strategies more responsive to your library's changing understandings of user needs, practices, and/or expectations.
Johns Hopkins University	We joined Borrow Direct several years ago. Within a few short years our patrons have turned Borrow Direct into a verb. Rather than recalling a book that we have but is (surprisingly) checked out, they say, "OK, I'll just borrow direct it" Even undergrad say that.	Collection analyst - what we found is that the data our ILS system saves was really based on different ideas about analysis. We are now in the process of examining some of the rules associated with data collection in our ILS.

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Library:	Option 5: Any other story about an insight about user experience of your collections changed your collection strategy.	Anything else you want to share on this general topic?
Johns Hopkins University	I think the biggest thing we've been considering is a potential renovation that has made us really rethink our collection as a whole - what stays onsite, what goes offsite, what could be deaccessioned. It is very refreshing to think about these issues with the real pressure of knowing things	

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New York Public Library	In order to support planning discussions for the consolidation and relocation of the Business Library (currently part of the Science, Industry, and Business Library), the collections staff used various methods of circulation analysis --comparing different data sets -- to demonstrate usage trends. BL staff continued to assert strong print circulation, however the analysis confirmed the downward trend in print usage. This was consistent with the ongoing shift in content acquisition -- at the time of analysis in 2015 more than 70% of the materials budget covered online content, e-journals, specialized databases, e-books, etc. However, no one was prepared for the dramatic decline in print usage -- approximately 25 titles accounted for roughly half the print circulation. (Some BL staff continue to refute these numbers.) We anticipate that going forward, the Business Collection will become an online-only collection since many of these titles, not directly related to business, will be consolidated into other locations.	The ReCAP Shared Collection project has changed the way ILL and document delivery are handled, and have resulted in the elimination of potentially lengthy delivery times. The ReCAP offsite facility maintains a high-volume electronic document delivery unit servicing all member library requests for scans from the collections housed there. Previously, items requested by a patron of a member library were scanned only from the portion of the ReCAP holdings owned by that institution. Now that members have begun sharing offsite collections with one another, document delivery requests may be fulfilled for any ReCAP institution patron from any available collection housed there. This service has vastly expanded access to quick scans of up to 50 pages for patrons of each institution. For the NYPL patron, this can eliminate up to several days of waiting for an electronic document delivery. Traditional print ILL services have also been positively impacted by the ReCAP Shared Collection. ILL staff now check the shared holdings at ReCAP before placing a traditional ILL request via Illiad. If an item is available from the offsite holdings of a partner library, their copy is requested instead and will typically be delivered within 24 hours. This eliminates significant wait times associated with delivery of traditional ILL requests. There are activity surcharges on offsite items, but due to scale, these costs are lower than NYPL's ILL costs.

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New York Public Library	Although local collection development practices have not yet been directly impacted by the ReCAP Shared Collection, they will be in the future. Conversations are ongoing between two partner institutions both in the process of relocating significant portions of their business library collections to the shared offsite facility. This creates numerous opportunities for collaborations around collection development and collections services going forward. Because the ReCAP Shared Collection is a preservation agreement, items designated as shared may not be deaccessioned except under narrow circumstances. This allows partner libraries to more easily de-duplicate offsite holdings against the shared copy, opening up further opportunities for collaborations.	The Assistant Director of Research Services position was created as a parallel position to the existing Assistant Director of Collection Development in order to advocate for, facilitate and enhance services offered around collections. This role serves as a central coordinator of multi-library user services, develops user- and staff-facing collections services policies, helps coordinate outreach and educational initiatives involving collections engagement and serves as a public services liaison to the teams managing the catalog and electronic resources. A strong research services position administratively located within the Collections unit ensures that user needs are always given a voice during collection development decision making, resulting in a more seamless experience for users engaging with those collections.

Additionally a full-time Collections Analyst position was created to support Collections and Research Services with in-depth analysis of local and shared holdings to inform collection development and collections services decisions. During the recruitment process we were introduced to a candidate who was a trained data scientist. We saw the potential to go beyond traditional assessment methodologies and immediately hired him. |

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New York Public Library		

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North Carolina State University		Prior to participating in the RAPID ILL resource sharing service, our costs for ILL requests were consistently high. By participating in the RAPID ILL service, our ILL costs have saved approx $150k in labor and document fees. Turnaround time is faster and the patron experience has been much improved.
Ohio State University Libraries	Some of our subject librarians have been sceptical of the value of large primary source products. Following some consortial licensing, we've seen usage that has motivated us to invest more broadly in this kind of resource than we had been.	We are continuing to deepen our work with our ILL and reserves staff. As affordability grows in importance, our staff who work with textbook lending have been a renewed resource to help us rethink our collecting patterns. We're also continuing to look to our ILL data (including purchase on request) to inform collection strategies.
University of Washington	We are taking a closer look of usage of disciplinary focused A&I and citation databases. Our usage data shows that some of these databases are no longer the primary discovery tool for their target researchers despite the long-held belief that they are core and critical tools for research in those disciplines.	

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North Carolina State University		We emphasized analytics as a role for one of our collections-focused librarians. This librarian had already developed a personal passion for analytics (became a SAS certified programmer) and it was a natural fit for him to transition into a role that supports analysis of our collections, services, staffing, shelving projections, etc. In terms of collections, this role has enabled us to have ready access to far more data from disparate sources about access and use of our collections to help drive decision-making.
Ohio State University Libraries		We have both a collection analyst and an acquisitions access position. The latter helps bridge the space between discovery and access for e-resources but also gather e-resource data.
University of Washington		

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North Carolina State University		
Ohio State University Libraries	We've repeatedly needed to review our loan pocies and challenge our stewardship concerns as we understand how important it is for our users to have consistent experiences. We're also working on a project to simplify and make user requested acquisitions more responsive. We believe this may be a substantial path for collection building around our DDA, publisher packages, approval profiles etc.	We're working on a redesign of our discovery tool and a complete rethink of our discovery environment more broadly. This is very likely to surface a great many collections-related issues, outdates assumptions, etc.
University of Washington		

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University of Washington		We are not able to take full advantage of our regional consortial sharing network because sharing of print materials is treated like ILL with no renewals. The short loan periods with no renewals does not serve our graduate students who would most benefit from the wider, more diverse collection across the consortia/region libraries.
Yale University Library		

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University of Washington		We are focused on more data driven decision-making. We are in the process of creating a new Collection Assessment Librarian position. We have changed an Acquisitions staff position from e-resource ordering to one focused on analytics, data analysis and record loading. We are also partnering with the Libraries IT department on an Accessibility Specialist position. The new hire will be reporting to IT but will have responsibilities evaluating new technology (equipment and software) and e-resources for acquisition and provide accessibility expertise to Collection Development and Acquisitions.
Yale University Library		The hiring of a Librarian for Digital Humanities Research, Peter Leonard, in 2013 had a significant impact on our collection strategies. Hiring Peter and the associated development of a digital humanities program at the Yale Library helped drive our discussions around text and data mining (TDM). It went from an abstract concept to one where we had an actual use case with a request to mine the Vogue Archive, http://web.library.yale.edu/dhlab/vogue. It was a useful learning experience for both the library and vendor, in that case ProQuest. We have built off that experience to inform acquisitions, licensing, and collection development practice.

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University of Washington	Moving towards ebooks without DRM/use restrictions is a direct response to improving user experience.	
Yale University Library		This topic quickly spills over into other areas. Two that jump to my mind are marketing and discovery. There is a lack of awareness about resources. As large academic libraries, we provide a resource rich environment, and itâ€™s a challenge informing our user community about all that is available. It is also essential for e-resources to be easily discoverable and accessible through library discovery and search tools.