

Resource Sharing Report

November 2020

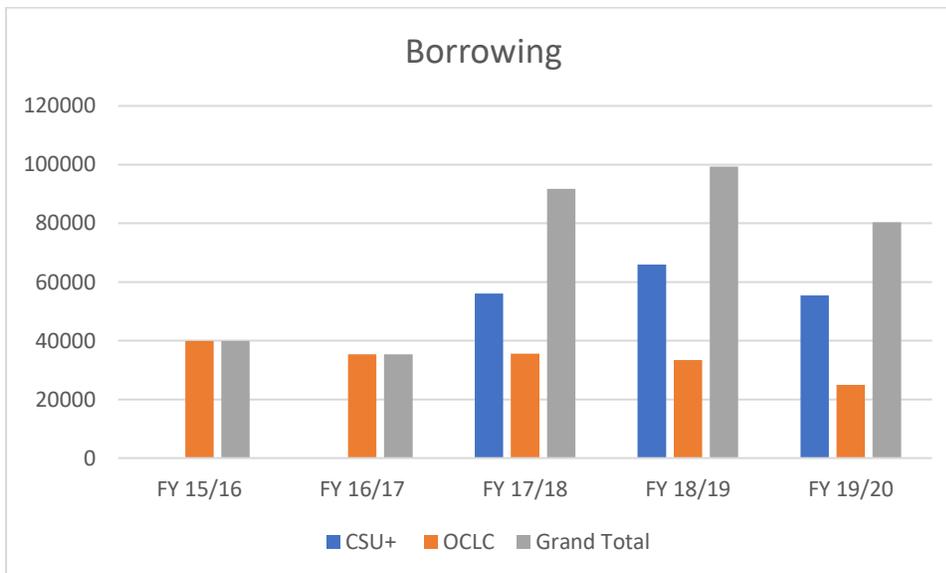
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Introduction

Resource Sharing (aka Interlibrary Loan) in the CSU system is going strong and sharing of physical materials was growing in use before the COVID-19 pandemic. The CSU system saw a dramatic increase in sharing physical materials with the launch of CSU+ in 2017, possibly due to the increased visibility of the service, and the usage continued to grow if until libraries stopped loaning physical materials during the beginning of the pandemic.

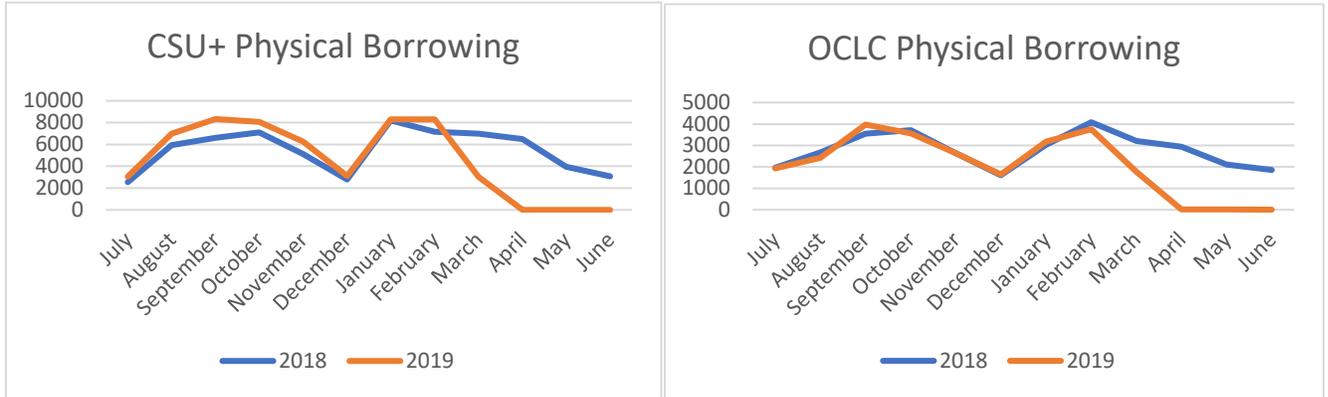
Borrowing

Borrowing					
Service	FY 15/16	FY 16/17	FY 17/18	FY 18/19	FY 19/20
CSU+	0	0	56120	65945	55412
OCLC	39938	35392	35566	33368	24914
Grand Total	39938	35392	91686	99313	80326



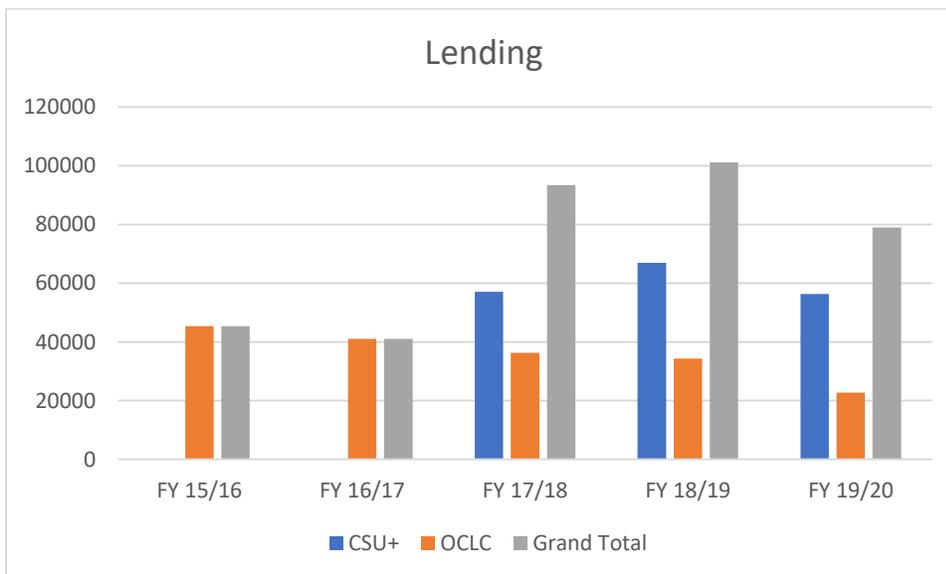
Borrowing requests using OCLC services (ILLiad and WorldShare) has gradually decreased each year. Requests using CSU+ increased in the second year of the service before returning to a similar total to the first year of the program. Total Borrowing of physical materials is still nearly twice as high as before CSU+ launched.

The decrease in usage between FY 2018/2019 and FY 2019/2020 is likely due to the COVID-19 pandemic. Month to month usage of CSU+ was on track to continue to increase before the pandemic forced libraries to stop borrowing physical materials. OCLC usage in FY 2019/2020 was similar to the usage in FY 2018/2019 before the pandemic. Even with three months without borrowing materials the CSU+ usage in FY 2019/2020 was only 708 requests less than FY 2017/2018 when the program launched.



Lending

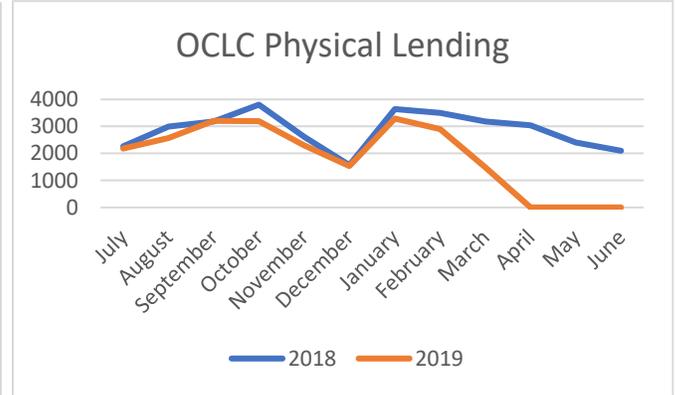
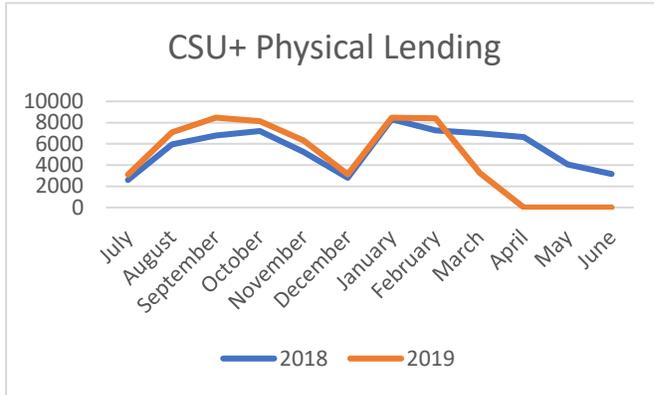
Lending					
Service	FY 15/16	FY 16/17	FY 17/18	FY 18/19	FY 19/20
CSU+	0	0	57122	66939	56355
OCLC	45400	40988	36297	34306	22670
Grand Total	45400	40988	93419	101245	79025



Lending requests followed a similar trajectory to Borrowing requests. OCLC Lending requests gradually decreased while CSU+ loans rose in FY 2018/2019 and returned to a similar amount to service launch in

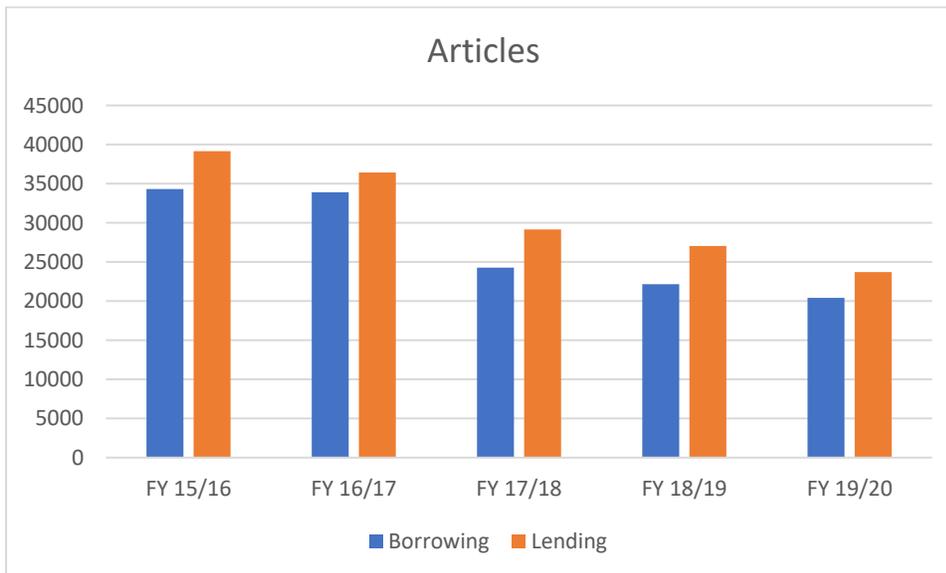
FY 2019/2020. Total Lending is also nearly twice as high overall than years prior to the launch of CSU+ in July 2017.

Lending followed the same trend as borrowing during the pandemic. Without the ability to loan out physical materials usage stats dropped dramatically.



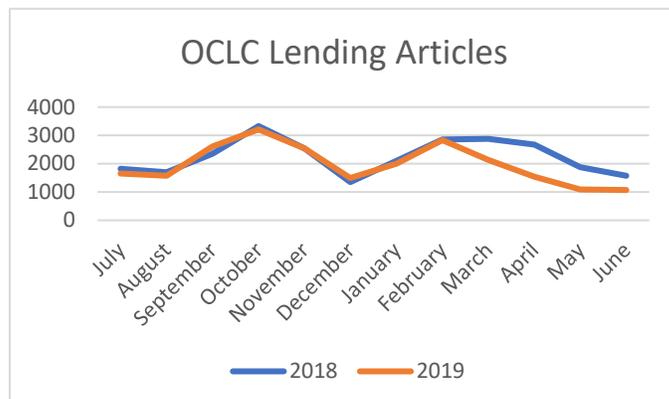
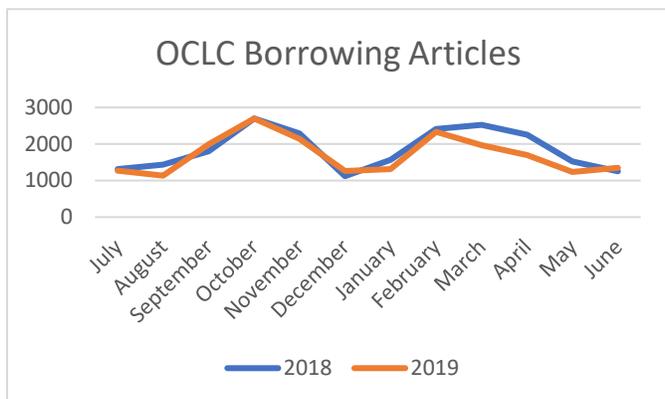
Articles

Articles					
Borrowing or Lending	FY 15/16	FY 16/17	FY 17/18	FY 18/19	FY 19/20
Borrowing	34329	33896	24288	22178	20399
Lending	39151	36434	29144	27044	23718



Both article Borrowing and Lending in OCLC have decreased over time. Currently, the CSU system uses OCLC (ILLiad or WorldShare) to process article requests and does not have a system in place in Alma to process requests. Many libraries also use RapidILL, but unfortunately those statistics are not currently available. Once RapidILL numbers are available an update will be sent to you. The pandemic didn't have

as large of an impact on articles as it did on physical loans. FY 2019/2020 did have a decrease in March coinciding with lockdowns, possibly due to library staff being unable to scan articles and book chapters while the library is closed, but the digital nature of article borrowing and lending may have made the decrease less dramatic.



Conclusion

Overall CSU+ usage has grown while OCLC usage has slowly declined. This may be due to the increased visibility and ease of use of CSU+, at least for print items. Articles and book chapters are slowly decreasing in use through OCLC products. Further data is needed to see if the inclusion of RapidILL statistics reverses or follows this same trend. Increasing the visibility and ease of requesting articles through resource sharing may also help increase usage like it did with physical materials through CSU+.

Q&A

The following questions were asked by members of this council.

Question 1: To what extent is there demand for ILL (books) beyond CSU+?

Prior to the pandemic, the need for shared physical materials grew as the service was integrated into our library system. Traditional resource sharing of physical materials outside of CSU+ has slowly dropped over time, with a sharper drop when libraries around the world closed. This decline is smaller than the growth of CSU+, meaning we are still borrowing more physical materials than prior to the launch of CSU+. Even with the pandemic, the CSU system borrowed 80,326 items from other libraries both inside and outside the CSU system.

Question 2: Is ILL becoming less important overall due to the rise of ebooks?

The sharing of entire print books was continuing to rise prior to the pandemic, showing that Resource Sharing has continued to be relevant with the growing popularity of ebooks. We have yet to see how the pandemic will impact future patrons' preferences between print and ebook copies.

Question 3: How many pods would be necessary for the CSU's to benefit from Rapido while simultaneously running ILLiad?

Currently we do not know how many pods are available through Rapido. Pods work differently in Rapido than they do in RapidILL. In Rapido you put in your library's desired parameters and Ex Libris puts you in pods that meet those parameters. There is no charge for adding additional pods, so we should be able to join every California based pod for physical items and nearly every pod for article and book chapter scans.

Would this product (Rapido) eventually replace CSU+?

If everyone was on Rapido, the CSU would use Rapido workflows to fill CSU+ requests. CSU+ would still exist, it would just take advantage of Rapido enhancements.

Does Ex Libris plan to charge for every Rapido transaction?

There isn't a transactional charge in Rapido.