

## 2CUL Resource Sharing in 2015

Our projection of the anticipated environment surrounding document delivery and interlibrary lending in 2015 focuses on rapidly evolving user behaviors and a continually changing content landscape for sharing scholarly resources.

By 2015, we expect the majority of newly published scholarly content will be borne digital. We expect a substantial proportion of our students and faculty to have ready access to e-readers (and other mobile devices that support the consumption of digital content) and for a growing majority of users to prefer to access scholarly content in e-format from a variety of devices. Though adoption rates will undoubtedly differ by academic discipline and demographic strata, we must position our organizations for quick and agile response to these evolving user behaviors. Scholars will expect the ability to access content in various formats from their personal reading devices, and we must be prepared to meet their expectations. Given this marked swing in the format of newly published content, we expect the volume of requests for scholarly content in print format through existing interlibrary loan and document delivery channels to decrease steadily.

Through collaborative collection building, subscriptions to large corpora of published e-content, and reciprocal borrowing arrangements that include the sharing of e-content, we expect our students and faculty to be able to fulfill the majority of their scholarly content needs through unmediated access to e-content purchased or licensed by the library (article databases, e-book packages, etc.) or through unmediated, demand-driven purchase plans where users initiate (or “buy”) immediate access to e-content through an arrangement funded by the library (with the demand-driven content then considered for addition to the library’s permanent collection). This transition to an e-content ecology for meeting most scholarly needs will hasten research libraries into collaborative print repository arrangements that allow for the organized de-duplication of local print collections and the preservation of some appropriate number of print copies in a system of “last copy” print repositories organized at the regional and/or national levels. The probability of ReCAP (the print repository collaboratively managed by Columbia, Princeton, and the New York Public Library) participation in such a system will create additional complexity for decision-making about local de-duplication and collaborative collection development and resource sharing activities.

The practice of creating a copy of a locally held article or book chapter to transmit to a requesting library will rapidly decline for most commercial scholarly content. We expect new models to emerge – most likely fee-based document delivery services with transaction costs lower than those associated with traditional document delivery operations. We expect large publishers to implement document delivery services to sell access at the article and book chapter levels. Smaller publishers will contract with aggregators such as ProQuest and EBSCO to manage their content (they already do this) and manage micro payments for individual sales. These new access models will be seen as challenging traditional conceptions of “fair use” as the economics of publishing and the distribution of scholarly content in a digital environment drive research libraries to locally- or collaboratively-managed licensing models and away from the

traditional resource sharing models conceived for the print publishing world. We expect research libraries to advocate to publishers and vendors the use cases that support the continued application of “fair use” rights in light of an information ecology offering more ubiquitous and cost-effective options for distributing scholarly content.

We expect the free access to scholarly content to continue—the library will continue to cover the costs associated with delivery of the content required by our students and faculty. However, this subsidized service might not extend to all formats. In an environment where e-content is the default and preferred option for the delivery of scholarly content, we might expect users to cover the expense of creating or delivering a copy in a tangible format, similar to what users experience today when scanning or photocopying print journal articles or book chapters that the library has historically acquired and stored locally.

We must articulate proactively to publishers and aggregators what our students and faculty need to support their research, teaching, and learning in this new environment. With input from our users, libraries must define the terms of a preferred service model and advocate collectively for its adoption. We must push for the development of platforms and portable formats (PDF, for example) that function effectively on various popular e-readers and mobile devices without cumbersome digital rights management restrictions.

While we expect the vast majority of our users’ information needs will be met through various unmediated means, there will remain a smaller percentage of more complex requests for elusive content not (yet) provided by the commercial sector or available as a product of the several ongoing large-scale initiatives to digitize primary documents. What remains for our traditional document delivery and interlibrary lending workflows is the “hard stuff”. A growing proportion of these requests will be for archival and special collections content and research materials from world regions experiencing a slower transition from analog to e-formats. We expect these remaining requests for analog content to require higher-level bibliographic and discipline-specific skill sets on the part of library staff to fulfill – skills different in both type and depth that are not always abundant in traditional document delivery and interlibrary lending operations. We anticipate library subject specialists may play a larger role in identifying and locating this more elusive content both within our organizations and in collaboration at the network level. We also imagine a role for materials vendors from various world regions to assist in the location and dissemination of these more elusive publications. As emphasis shifts to locating and accessing the “hard stuff,” we expect increasing pressure from scholars for research libraries to begin actively sharing special and rare materials. Safe, cost-effective mechanisms that assure the controlled, secure movement and usage (i.e., secure reading spaces) of special and rare materials must be developed before barriers to sharing such materials between geographically distant locations can be eased.

Traditional document delivery and interlibrary lending workflows will continue to play important roles in 2015, but significant changes in both the volume and nature of the requests to be processed will push our organizations to rethink staffing models in these units as the quantity of requests decline and the difficulty of fulfilling the remaining requests increases.