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***2014–2015 Resource Sharing Committee:  
Annual Report of Activities***

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**Members:**

Kathleen Bloomberg, 013-2015, Illinois State Library  
Bryan Clark, 2014-2016, Illinois Central College  
Susan Duncan, 2013-2016, University of Illinois at Urbana-Champaign  
Sandy Engram, 2014-2017, Illinois College of Optometry  
Jennifer Funk, 2013-2015, McKendree University, Co-Chair  
Sandra Harris, 2013-2015, Olivet Nazarene University  
Amy LeFager, 2014-2017, National-Louis University  
Marcella Nowak, 2014-2017, College of DuPage  
Jeff Ridinger, 2013-2016, Illinois State University, Co-Chair

**CARLI Staff Liaisons:**

Lorna Engels  
Debbie Campbell

The Resource Sharing Committee met for the first time on August 14, 2015 at the CARLI Offices. Following the initial in-person meeting, the committee met via conference call on the third Thursday of each month, beginning in September.

Jennifer Funk and Jeff Ridinger were elected as co-chairs for the 2014-2015 term.

**Committee activities**

- Generated and contributed monthly discussion topics for the CARLI resource sharing interest group (ResShare-ig) email list. Committee-led discussion topics encouraged timely discussion of issues by the larger community during the past two years. ResShare-ig has also been used by a growing number of community members to elicit feedback and open discussions among themselves.
  - Committee-generated topics this past year included procedures for multiple interlibrary loan ILL requests, requesting Items in WorldShare rather than I-Share, patron local requests, lost item processing fees, how libraries assist other libraries in getting lost items returned, and mediated/unmediated OCLC requesting.
- Hosted the webinar “Responding to Patron Frustrations in a Resource Sharing Environment”, presented by committee member Susie Duncan. This webinar, archived at <http://www.carli.illinois.edu/products-services/pub-serv/resource-sharing>, included discussion on thinking like a patron, shifting the focus from winning to “leveling up”, techniques to improve the effectiveness of email and phone transactions, strategies for handling difficult interactions, and stress reduction.
- Organized and hosted three resource sharing themed “Open House” events for CARLI members. These events were a continuation of a format utilized last year to great success. A mix of

institutions of varying sizes and locations were chosen to provide a glimpse at the breadth of libraries that make up the CARLI membership and how they handle resource sharing processes.

- University of Illinois at Springfield/Illinois State Library – April 8<sup>th</sup> (23 attendees)
- Olivet Nazarene University/Kankakee Community College – April 14<sup>th</sup> (19 attendees)
- Lake Forest College/Trinity International University – April 24<sup>th</sup> (20 attendees)
- Preplanned a webinar on the relationship of copyright to interlibrary loan/resource sharing. The committee identified a list of possible speakers, and a potential speaker has been contacted. The webinar is tentatively scheduled for November.
- The annual project for the Resource Sharing Committee was the development of a web page that provides a set of suggested workflows for recording OCLC lending requests in the library's local circulation system. These workflows will assist CARLI members in determining ways to alleviate the confusion that can occur when there is an overlap between consortial and OCLC Interlibrary Loan requests.

Rotating off the Resource Sharing Committee in July 2015 are Kathleen Bloomberg, Jennifer Funk, and Sandra Harris. Three new volunteers will be added for the terms beginning this summer. The chair for the 2015-2016 year will be elected at our final meeting, scheduled for June 18, 2015.

Respectfully submitted,

Jeffrey Ridinger,  
Co-Chair, Resource Sharing Committee, 2014-2015