

2021-2022 Public Services Committee Annual Report of Activities and Projects

Name	Term	Institution
Caitlin Archer-Helke	2019-2022	Saint Xavier University
Jessica Bastian	2020-2024	Illinois Central College
Krista Bowers Sharpe	2019-2022	Western Illinois University
Chad Kahl	2018-2023	Illinois State University (co-chair)
Cynthia Kremer	2019-2022	Joliet Junior College (co-chair)
Ashley McMullin	2021-2024	DePaul University
Nestor Osorio	2017-2022	Northern Illinois University
Arlie Sims	2021-2024	Columbia College Chicago
Lesley Wolfgang	2019-2022	Saint John's College of Nursing

CARLI Board Liaison:

Spencer Brayton, Waubensee Community College

CARLI Staff Liaisons:

Elizabeth Clarage

Denise Green

Meetings:

The Public Services Committee met ten times by conference call.

Activities:

The Public Services Committee investigated Controlled Digital Lending (CDL). There was interest in this topic due to the effects of the COVID-19 pandemic on access to materials and explore solutions developed to ensure equitable access.

The Committee developed and then distributed a survey in December 2021 via the CARLI Public Services Interest Group, the Collections & Content Group, and E-Resources Group email lists. The survey received 41 responses with seven indicating their library had utilized CDL. The respondents indicated interest in shared experiences and practices from CARLI Libraries (87.8%), a resource guide (80.5%) and programming (48.8 %). The committee divided into two subcommittees—one focused on interviewing survey participants to identify potential panelists for the spring CDL panel discussion and the other created a CDL resource guide.

The interview subcommittee recorded CDL themes from six interviews. Factors affecting the decision to (not) use CDL included lack of knowledge; legal aspects and technical requirements; community needs during the pandemic; and how to restrict sharing. Barriers to implementing included protecting the file to meet copyright; time and staffing constraints; and the “own-to-loan” ratio. Some benefits of CDL included culture building; thinking creatively about fair use/access and creators’ rights; an option for oversized items that are difficult to lend or challenging to ship; and when e-books are not available and patrons are unable to come to campus.

The resource guide subcommittee investigated resources related to CDL. They identified roughly three dozen resources which they divided into the following topics: introduction with definition and recent background; introductory resources; position statements; implementation; legal; and future of CDL. The [Resources about Controlled Digital Lending](#) as shared from the CARLI web site.

The Committee conducted a panel discussion, *Controlled Digital Lending: A Discussion*, on Thursday, April 20, 2022 on Zoom. Chad Kahl and Cynthia Kremer co-moderated and Caitlin Archer-Helke and Ashley McMullin co-managed the chat. Devin Savage from Illinois Institute of Technology, Leslie Starasta from Lincoln Christian University, and Jennifer Sauzer from Columbia College Chicago were the panelists. The presentation attendance was 86. The program received very positive feedback:

- The content presented was of high quality: 12 strongly agree; 8 agree
- The session was a valuable use of time: 13 strongly agree; 8 agree
- The presenters were prepared, knowledgeable, and professional: 13 strongly agree; 8 agree

The [introductory panel presentation](#) and [notes were made available](#).

Respectfully submitted,
Members of the 2021-2022 CARLI Public Services Committee