

Northwest Interlibrary Loan & Resource Sharing Conference

Alt.ILL:

Alternative Models in Resource Sharing

Portland Community College
Sylvania Campus in Portland, Oregon
September 18th-19th, 2008

PROGRAM: Thursday, September 18, 2008

8:30 a.m. - 9:30 a.m. **Register and Breakfast**
PAC LOBBY (PERFORMING ARTS CENTER)

9:30 a.m. - 10:45 a.m. **Keynote**
PAC

Rethinking Resource Sharing

*Brenda Bailey-Hainer, Bibliographical Center for Research
and Gina Persichini, Idaho Commission for Libraries*

If libraries want to expand and promote access to information and continue to be valued resources for users, they must stretch beyond the concept of traditional interlibrary loan. Often this means challenging basic operational beliefs and policies that are embedded in every library's culture. The Rethinking Resource Sharing Initiative is an ad hoc group that advocates for a revolution in the way libraries conduct resource sharing. Brenda and Gina will cover the primary tenets of the Initiative, and then invite you to throw off your policies and expose your resources!

Brenda Bailey-Hainer is the President and CEO of BCR. Brenda was honored with the Mountain Plains Library Association President's Board Choice Award in 2005, named among the 2002 "Movers and Shakers" by Library Journal and awarded Librarian of the Year for 2001 by the Colorado Library Association (CLA). She received the CLA Technology Project of the Year Award in 2004 for Colorado's Historic Newspaper Collection. Active in state and national library associations, Brenda currently serves as the chair of the Rethinking Resource Sharing initiative.

Brenda is working on a Ph.D. in public affairs at the University of Colorado at Denver and Health Sciences Center. She earned her MLS at Kent State University in 1983, an M.M. in music literature from the University of South Dakota and a B.F.A. in creative writing from Bowling Green State University.

Gina received her MLIS in 1995 and set about to build a career focused on library collaboration. She worked with multi-type library cooperatives in Florida before she relocated to Idaho in 2001 to become the Networking Consultant at the Idaho Commission for Libraries. As Networking Consultant, Gina focuses on resource sharing and developing statewide library programs. As an example of her success, last year the Idaho library catalog won ongoing state dollars to support the project.

Gina contributes to the library community beyond Idaho and is active in ALA and her state's library association. She has served on the Rethinking Resource Sharing initiative Steering Committee since its origination, and is currently the Chair of the Rethinking Resource Sharing Policies Committee, which is jointly housed within the initiative and RUSA STARS.

10:45 a.m. - 11:00 a.m. **Break**

11:00 a.m. - 12:00 p.m. ***Sharing More than Books: Training Models for ILL***

Nobody should have to reinvent the wheel - that's why this session will focus on tools and collaborations available to the interlibrary loan community for operational support. A variety of models and resources which can be used to train and educate ILL staff and transfer knowledge about ILL operations to other audiences will be presented.

April Younglove, Linfield College, Portland

April Younglove is the Technical Services Specialist at Linfield College's School of Nursing. She is responsible for overseeing all interlibrary loan operations and copy cataloging procedures at the Portland campus. In her career, she seeks to improve technical services by promoting high-quality user-centered support. She is especially interested in metadata creation, storage, and retrieval; digital rights management; and open access issues. April has been published in Oregon Library Association Quarterly and maintains the blog Info Garden (www.infogarden.wordpress.com).

12:00 p.m. - 1:30 p.m. **Birds of a Feather Lunch**

Take an opportunity to get to know your peers in similar institutions. This informal, non-facilitated lunch is a chance to meet and greet with like-minded ILLers.

1:30 p.m. - 2:30 p.m. ***A. Locating Obscure Documents***

For those times when the resource you're hunting doesn't come easily - this session provides a tutorial on resources and techniques for searching obscure materials. Rare, hard-to-find, and international sources are covered.

*Tom Stave, University of Oregon
David Liberty, StreamNet Library*

Tom Stave is the Head of the Document Center at the University of Oregon Libraries. He specializes in the information of Intergovernmental Organizations (IGOs) and state and local governments. Prior to coming to the UO in 1980, he worked in the Congressional Research Service at the Library of Congress.

David Liberty is the assistant director of the StreamNet Library, a fisheries and aquatic sciences specialty library. With ten years of library experience David's academic training is in anthropology and prior to that he was a journeyman drill rig operator. David resides in beautiful Hood River Oregon where he enjoys home, family, long walks, balancing rocks and an occasional round of golf.

B. ILL on the Cheap

Operating on a shoestring? Products, resources and techniques for streamlining your low-budget operation are covered. Ways to improve the efficacy of your outfit without pricey service subscriptions or software will be discussed.

*Andrew Poultridge, Washington State Dept. of Transportation
Keith Palmateer, Portland Community College
Tina Kay, Bonneville Power Administration*

Andrew Poultridge is the Resource Sharing and Collection Specialist for the Washington State Department of Transportation (WSDOT) Library, where he has been for four years. Before coming to the WSDOT Library, he was the Library Supervisor at South Puget Sound Community College's library for nearly six years, where ILL was one of the many hats he wore. He is pursuing an online MLIS

through the University of Washington's iSchool, and hopes to complete his studies during the 2009-2010 academic year. When he's not in the library he likes to read, ride his bicycle, cook, bake and eat.

Keith Palmateer has been at Portland Community College Library since May 1999, and has been responsible for ILL since Nov 2001. He is currently getting ready to finish a Management and Business Information Systems (BS) degree and expand into other library interests. When Keith is not in the office, he is hiding in the woods relaxing.

Tina L. Kay works at the Bonneville Power Administration Library. Currently, she is the cataloging/systems librarian. She has worked in interlibrary loans, at the reference desk, as a research assistant, and in database management. Tina has also had careers as a burrito slinger, a barista, and an agricultural worker, but decided to put her MLIS from University of Washington to work instead. She currently resides in Portland, Oregon with her daughter and her cat.

2:30 p.m. - 2:45 p.m.

Break

2:45 p.m. - 3:45 p.m.

A. WorldCat Local

Come find out the latest about one of the ILL world's newest innovations. Does this next-generation web-based catalog promise to be the future of resource sharing?

Thom Deardorff, University of Washington

Thom Deardorff is the Coordinator for Access Services and Copyright Officer at the University of Washington Libraries. His responsibilities include the online circulation system, circulation policy, electronic reserves, interlibrary loan, the main collection of the Libraries, the management of the Libraries remote shelving facility and copyright management. Thom has been involved in ALA copyright activities and has chaired the ACRL Copyright Committee. Recently, Thom has been involved in the development and implementation of OCLC's WorldCat Local at the University of Washington.

B. Montana Home Delivery Update

It's been a whole year since the last time we heard about the Montana Home Delivery Project. This year, come get the update from the librarians who piloted it. Find out whether the project has been a success - what challenges have arisen, and what the future might hold. Should home delivery come to your state next?

Honore Bray, Missoula Public Library
Nansu Roddy, Bitterroot Public Library
Jennifer Pearson, OCLC

Honore Bray has been a Library Director for the past thirteen years, prior to that she taught High School for 18 years. She holds a 5th-year in Library Science from the University of Montana and a MLS from the University of Illinois, Champaign-Urbana. Honore has been Director of Missoula Public Library for the past three years.

Nansu Roddy has been the Bitterroot Public Library's in-residence Cowgirl for 23 years, serving in the capacities of, initially, Kellogg Foundation Info and Telecom Specialist, and now wearing the silver star of Public Services Librarian; she's a Montana Librarian, after all. She has also been involved in myriads of demonstration projects developing strategies and techniques to improve public service to all library patrons. In Nansu's academic corral you'll find a U of M BA, a Mandarin Language Certification from Taipei Teacher's College as well as Montana State Library Certification. When she's

out under the Montana Big Sky, her activities include the 793.2's, 613.7's, 796.426's and the 641.35's.

Jennifer Pearson has been with OCLC for 5 years. She came to OCLC as Product Specialist for Group Services, progressed to Product Manager of Group Catalogs, and Product Manager of Consortia Services and Manager of Market Solutions. She is currently overseeing all Strategic Customer Programs for the OCLC global product organization. Jennifer came to OCLC from Ingram Library Services (a division of Ingram Book Co.) where she served as Manager of Cataloging Services. Jennifer has worked in almost every aspect of both the book and library industries -- including time as a publicist for a small publishing house, an elementary school librarian, student worker at a University law library, ILL staff member at a University library, and bookseller/barista at one of the finest independent book stores in America (Square Books, Oxford, MS).

3:45 p.m. - 5:00 p.m.

Reception
PAC LOBBY

Head to the foyer to grab an early evening snack and beverage with your colleagues, and stop in to see the demonstrations by Relais and BCR.

Products and services from EBSCO, OCLC, and YBP are also on display.

PROGRAM: Friday, September 19, 2008

8:30 a.m. - 9:00 a.m.

Breakfast
PAC LOBBY

9:00 a.m. - 10:00 a.m.

A. Consortial Agreements

Are you wondering if reciprocal or consortial agreements are for you? Come learn about the pros and cons of reciprocal and consortial agreements presented by Joanne Halgren, recently retired as Head of ILL for the University of Oregon and Troy Christenson, Manager of the Interlibrary Loan Department at the Eastern Washington University Library.

Joanne Halgren, University of Oregon (retired)
Troy Christensen, Eastern Washington University

Joanne Halgren recently retired as Head of Interlibrary Loan Services at the University of Oregon. For the past 30-plus years, she has participated in resource sharing activities locally, regionally and nationally. She has made presentations at other ILL conferences, primarily in the area of OCLC Direct requesting. She was awarded the first Virginia Boucher OCLC Distinguished ILL Librarian Award in 2000. In 2002, she founded the Northwest ILL and Resource Sharing Conference.

Troy Christenson is Manager of the Interlibrary Loan Department at the Eastern Washington University Library. He has worked in libraries since 1981. He is past Chair of the Student Chapter of the American Library Association (ALASC) at San Jose State University, on the planning committee for the Northwest Interlibrary Loan and Resource Sharing Conference, a planning committee member and webmaster for the WALE (Washington Association of Library Employees) 2008 Conference, Webmaster for the WALE Website, past Coordinator of Communications for the Washington Library Association (WLA), past chair of the Interlibrary Loan and the Supervisor Administrators and Managers Interest Groups of the WLA and past chair of SAILIG (the Spokane Area Interlibrary Loan Interest Group). He is also a member of American Library Association (ALA), Reference and User Services Association (RUSA) and the Sharing and Transforming Access to Resources Section (STARS).

B. Cool Tools (What the Big Guys Use)

In the mood to dream, or pondering your next innovation? This session showcases some of the coolest resource sharing tools and technologies out there. Learn about a paperless photocopy manager called eCopy, and an award-winning streaming video program from NCLIVE.

Summer Steele, Oregon Health and Science University
Leslie Sierra, NC LIVE
Virginia Adams, Pacific University

As a library technician in the ILL/Docdel Department at OHSU, Summer Steele has over 13 years of library experience. With a BA in creative writing and an MA in Publishing and Writing, Summer is intrigued by the idea of the library as publisher. She is excited by the possibility of fusing her publishing and library backgrounds into potential opportunities within the field of electronic scholarly publishing.

Leslie Sierra is currently the Online Services Librarian for NC LIVE, North Carolina's statewide library consortia. In addition to fielding inquiries from libraries around the state, she oversees the development of the end-user experience of NC LIVE's web services, including the management of their statewide federated search capability. Her focus on the customer was developed over the six years she spent in the Northwest working briefly for AT&T Wireless and developing customer service policy and process for Amazon.com's early foray into digital products.

Virginia Adams has been the Interlibrary Services Supervisor at Pacific University for 10 years. She manages all interlibrary loan and document delivery activities for Pacific University's libraries at the Forest Grove and Hillsboro campuses, plus coordinates services for satellite campuses and distance users. In her career at Pacific University, she has been a strong advocate for resource sharing with a special interest in finding new ways to streamline processes and use new technologies to increase efficiency and quality of service to the end user. That's ILL talk for making life easier with the same staffing and budget as resource sharing continues to be a growing field.

10:00 a.m. - 10:15 a.m. **Break**

10:15 a.m. - 11:15 a.m. ***A. Innovations in the world of ILL: Worldcat Navigator***

Orbis Cascade Alliance libraries have a lot to look forward to as a result of a new partnership with OCLC. The Alliance and OCLC are working together to migrate the Alliance's Summit union catalog to WorldCat Navigator, a new consortial borrowing solution based on the integration of WorldCat.org, VDX, WorldCat Resource Sharing and a new circulation gateway. Come learn more about this exciting new development in the ILL world!

Adriene Lim, Portland State University
John F. Helmer, Orbis Cascade Alliance
Nancy Nathanson, Orbis Cascade Alliance

Adriene Lim is Associate University Librarian at Portland State University, where she serves as a member of the Library's senior management team, participating in library-wide strategic planning and administration. She provides leadership related to library technologies and digital initiatives, and collaborates with those on the university level to improve services for the campus community. Prior to joining Portland State in 2005, she served as the Digital Library Services Team Leader at Wayne State University in Detroit, and the Systems Librarian and Head of Database Management for the Detroit Area Library Network (DALNET). She is now a member of the Orbis Cascade Alliance's Summit Migration Implementation Team (I-Team), working on an exciting, fast-track project to change the Summit Catalog from the INN-Reach system to the WorldCat Navigator platform.

John F. Helmer is Executive Director of the Orbis Cascade Alliance, a consortium of academic institutions in Oregon and Washington. The Alliance offers a number of services including the Summit catalog (summit.orbiscascade.org), group purchase of electronic resources, Northwest Digital Archives, and courier service for Oregon, Washington, and Idaho. John's background includes work in library systems and as a bookseller, undergraduate training in economics and mathematics, and an MLS from UCLA. Alliance headquarters are at the University of Oregon in Eugene, Oregon, where John, his wife and two teenage kids live along with chickens, cats, goats, and a horse.

Nancy Nathanson is the Resource Sharing Program Manager for the Orbis Cascade Alliance. Nancy's academic library work has included catalog and database maintenance, serials, government documents, overseeing a 3-state courier service, and managing a union catalog for 35 institutions. She has also been an entrepreneur, tap dance instructor, local elected official, and currently serves in the Oregon House of Representatives.

B. Innovations in the world of ILL: Relais International

Originally a fee-based competitor with OCLC, Relais ILL software products are now going open-source. This is groundbreaking news for the ILL community - and a great opportunity for low-budget operations with the desire to innovate. Come hear from users and proprietors of Relais ILL about their experiences, consider the future of this software movement, and find opportunities to get involved.

David Winter, University of British Columbia
Dan Denault, Relais International

David Winter is the Borrower Services Librarian responsible for Interlibrary Loans/Document Delivery. He has worked with ILL since 1990, helping to develop an in-house ILL system and a document delivery order system, then implementing Dynix's Resource Sharing System and Relais. He became responsible for ILL/DD in 2002 and is the liaison between Systems and Borrower Services at the University of British Columbia's Koerner Library.

Dan Denault is a librarian who has worked in libraries for 13 years, mostly in Technical Services in Canadian Federal Government libraries. For the past 15 years, he has lived in Virginia, Georgia, North Carolina and now Ottawa, Canada. During this time, he has worked for Library Automation vendors such as Ovid Technologies, Endeavor, Integrated Technology Group, and for the last 3 years with Relais International. His hobbies include golf, rollerblading, reading, and avoiding the very cold winters in Ottawa!

11:15 a.m. - 11:30 a.m. **Break**

11:30 a.m. - 12:30 p.m. ***Practical Sessions***

Come get your practical fix at one of these workshops, provided by competent trainers. Get information and guidance on tracking and paying for copyrights, an introduction to basic wiki-editing, a tutorial on creating podcasts, support creating direct requests in OCLC, or advice and assistance improving your OCLC Custom Holdings Paths.

Topic	Group Leader
Wiki Editing	Linda Frederiksen, Washington State University, Vancouver
Screencasts	Michael Baird, Oregon State University
OCLC Direct Requests	Sam Sayre, OCLC Western
OCLC Custom Holdings	Margi Mann, OCLC Western
Copyright	Chelle Batchelor, University of Washington, Bothell Rachel Bridgewater, Reed College

12:30 p.m. - 1:30 p.m. ***Lunch and Software Interest Groups***

During today's lunch, join up with a software interest group to chat about the challenges and solutions related to the software you're using. These informal sessions are facilitated by users like you - so come say hello!

Topic	Group Leader
DOCLINE Meet with fellow Docline users and learn about new features.	Patricia J. Devine, National Network of Libraries of Medicine/Pacific Northwest Region Health Sciences Library and Information Center
ILLiad Meet with fellow ILLiad users or learn about the software you are considering.	Sherry Buchanan, Portland State University
Electronic Article Delivery: Ariel, Odyssey and Email Meet with fellow electronic article delivery users or learn about the software you are considering.	Chelle Batchelor, University of Washington, Bothell

Topic	Group Leader
Clio Meet with fellow Clio users or learn about the software you are considering.	Mark Rogen, Bonneville Power Administration
Low Tech/No Tech	Martha Parsons, Washington State University
Alternative Technology	Isabel Encinas, University of California, San Diego

1:30 p.m. - 2:30 p.m.

Closing Ceremony

PAC LOBBY

The conference comes together one final time to hear closing remarks from Brenda Bailey-Hainer and Gina Persichini. Take a few moments to reconnect with colleagues, reflect on what you've learned, and look toward the future. Plus, find out if you're a winner as we distribute this year's prizes!

Travel Information

Location

Portland Community College
Sylvania Campus
12000 SW 49th Avenue
Portland, OR 97219
Phone: (503) 977-4500

The registration table will be located in the PAC (Performing Arts Center).

Parking

Parking at PCC Sylvania during the conference is free, since PCC is not in session. Please do not park in faculty/staff or handicapped spaces (both are clearly marked).

Hotels

Hotels listed below are the closest in proximity to the PCC Sylvania campus.

If you've never been to the PCC Sylvania campus, please be aware that it's at the top of a hill. It's possible to walk from either the Hospitality Inn or Comfort Suites Southwest, but be prepared for a fairly steep climb. You can ride TriMet Line 44-Capitol Hwy from the Hospitality Inn. There is no bus service near Comfort Suites Southwest.

A number of excellent restaurants and unique shops are located in or near Multnomah Village. Take TriMet Line 44-Capitol City and hop off at Multnomah Village. Hop back on Line 44 to return to the campus or continue downtown.

Hospitality Inn

(503) 244-6684

Comfort Suites Southwest

(503) 768-4400

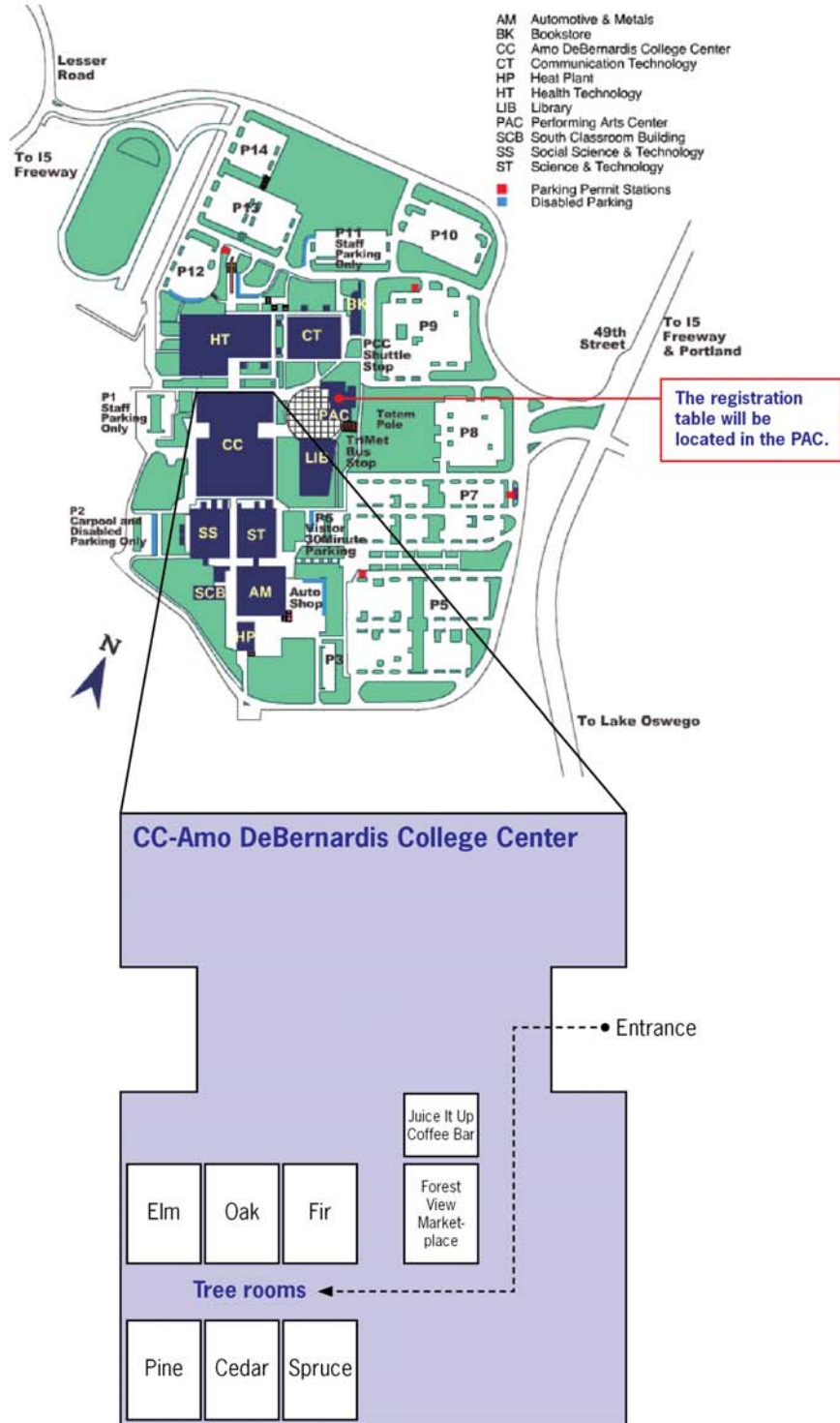
Near the PCC campus.

University Place

(503) 221-0140

Near the PCC campus.

Portland Community College Sylvania Campus Map



Special Thanks

Vendor Tables

- Bibliographical Center for Research (BCR)
- EBSCO
- Indus MIS, Inc.
- OCLC
- Relais International
- YBP Library Services

Sponsors

Platinum Level:

Keynote Speaker's reception

- OCLC Western

Gold Level:

Meals, Speakers and Conference Sessions

- Relais International

Silver Level:

Session Breaks

Bronze Level:

Door Prizes

- EBSCO Information Services

Committee Members

- Chelle Batchelor, Conference Chair
- Margaret Bean
- Sherry Buchanan
- Troy Christenson
- Erica Findley
- Lee-Anne Flandreau
- Linda Fredriksen
- Shally Hartman
- Dan Hays
- Sarah McHugh
- Heidi Nance
- Keith Palmateer
- Alicia Salaz
- Rich Schmidt

Conference fiscal agent & support:

OCLC Western Service Center

- Sylvia Maier
- Margie Creekpaum
- Sam Sayre
- Heather Van Syckle

Presenters & Group Leaders

- Virginia Adams
- Michael Baird
- Chelle Batchelor
- Honore Bray
- Rachel Bridgewater
- Sherry Buchanan
- Troy Christenson
- Thom Deardorff
- Dan Denault
- Patricia J. Devine
- Isabel Encinas
- Lee-Anne Flandreau
- Linda Frederiksen
- Brenda Bailey-Hainer
- Joanne Halgren
- John F. Helmer
- Tina Kay
- David Liberty
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