Trust in ME

CBB Access Services Collaboration
CBB Library Consortium

Ladd Library
Bates

Hawthorne-Longfellow Library
Bowdoin

Miller Library
Colby

CBB has a rich history of collaboration across a broad spectrum of library services
The Landscape: Where We Are
Who We Are

• Undergraduate, four-year liberal arts colleges.
  — similar size,
  — highly selective,
  — similar curricula.
• Same automated library system (Innovative Interfaces, Inc.).
• Shared discovery catalog - CBBcat
• Same book vendor YBP (Baker & Taylor)
A Short History of CBB Collaboration
1977 – 2010:
A Culture of Sharing and Trust

For over 30 years, CBB has been collaborating successfully to combine library resources for the direct benefit of our students and faculty.
• **1977**: Reciprocal Borrowing privileges.

• **1988**: Shared planning for individual automated library systems (III).

• **1990-91**:
  - Priority ILL and intercampus delivery.
  - CBB requestor function implemented – drop OCLC.
  - Maine Delivery Service contract for CBB deliveries.

• **1995**: Collaborative evaluation, selection and acquisition of e-databases.

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Collaboration, Access Services Conference
2010
• **1999/2000**: CBB committees formed (Circulation, Doc Delivery) to integrate with new statewide INNReach system. CBB formally joins Maine InfoNet service.

• **2004-06**: CBB joins other libraries to form NExpress (Middlebury, Northeastern, Wellesley, Williams).

• **2005**: CBB Mellon Collaborative Collection Development Planning Grant.
• **2006-2009**: CBB Mellon Collaborative Collective Development Implementation Grant.

• **2008**: Combined CBB approval plan implemented

• **2010**:  
  - CBBcat shared holdings database with individualized AquaBrowser interface.  
  - CBB Governance structure created.
A Culture of Sharing

Total Borrowing within CBB (Returnables)

<table>
<thead>
<tr>
<th>Year</th>
<th>Total Borrowing</th>
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<tbody>
<tr>
<td>1995-96</td>
<td>4000</td>
</tr>
<tr>
<td>2001-02</td>
<td>6000</td>
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<tr>
<td>2004-05</td>
<td>9000</td>
</tr>
<tr>
<td>2007-08</td>
<td>12000</td>
</tr>
<tr>
<td>2008-09</td>
<td>15000</td>
</tr>
<tr>
<td>2009-2010</td>
<td>18000</td>
</tr>
</tbody>
</table>
The CBB Collection

• CBB has been committed to complementing one another’s collections for more than 20 years.

• Agreements to share large historic sets, government documents, reference materials, 19th century journals.

• CBB group e-purchases (databases, e-books).

• Purchase decisions consider CBB holdings.
The Mellon Grant

2006-2009

CBB Mellon grant supported collaborative collection development among the 3 libraries.
Mellon Grant Goals

• Expand CBB’s collections through reduction of duplication – a single approval plan.

• Build a culture that views CBB collections as a single shared collection.

• Facilitate cost and space sharing among CBB.
What had to happen first – policies & infrastructure (pre-Mellon grant)

• CBB standardized loan periods.

• Standardized policies – reserves, renewals, recalls, billing, replacement.

• What this entailed... (it was complicated!).

• Patron types, patron blocks, consistent coding, shared calendars.
Delivery

• Fast, reliable delivery mechanisms needed to be in place.

• CBB contracts outside/inside of large Maine contract, Saturday deliveries, turnaround.

• Commitment to our patrons – e.g., Maine delivery service failed- what CBB did to maintain integrity of the system.
Today....

• CBB shares one copy of most new books.

• CBB users ‘see’ CBB as a single collection via CBBcat.

• CBB joint approval plan & AquaBrowser require more coordinated and formalized communication across CBB Technical and Access Services.
CBB Governance

- CBB governance structure created as outcome of Mellon grant.

- Governing Board — library directors & assistant directors.

Access Services

• Review Circulation and Reserve policies that impact CBB collaboration.

• Address delivery issues among CBB and other consortia.

• Communicate with CBB library departments on issues that affect access.

• Gather statistics to show trends and evaluate service.
Communication!

• Constant personal communication!

• Drupal site created by Bowdoin to facilitate communication and documentation among CBB groups.
Access Services Committee

The Committee is comprised of staff with oversight and expertise in circulation, reserves and interlibrary loan. It will address issues relating to sharing collections within CBB and work toward development and sharing of best practices that promote effective collaboration. The Committee will:

- Review circulation and reserve policies that impact CBB collaboration such as loan rules, physical condition of materials and their availability, and use of one another's materials for reserve.
- Address delivery services issues among CBB libraries as well as other consortia to which CBB belongs such as MaineInfo Net and NExpress, e.g., delivery contracts, turn-around time, etc.
- Communicate with CBB library departments on issues that affect access to one another's collections, e.g., staffing and technical issues, renovations, hours, etc.
- Gather statistics to show trends and evaluate service among CBB libraries and between CBB and other consortial partners.

2/05/10

Membership
Meeting Notes
Agendas
Challenges

• CBB partnerships with two INN-Reach systems.

• Delivery service uncertainties.

• Lack of access to one another’s internal III systems.

• Continued evaluation of our collaboration (is it worth all the time staff puts into it?)
Advantages

• Priority requesting within both INN-Reach systems.

• Quick turnaround time.

• Walk-in service.

• Standardized, extended loan periods for CBB patrons.

• Service commitment to each other – TRUST!
Goodbye From BATES

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Goodbye From Bowdoin
Goodbye From Colby

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2010
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