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**DALNET Libraries Access Committee**  
**Preliminary Findings**  
**Subject to Approval of Committee**

It is the purpose of the Detroit Area Library network to:

function to promote and to develop cooperative programs using shared library automation applications, and to determine policy for DALNET and the DALNET Online System.

Detroit Area Library Network By-Laws

While Patron Access may have been discussed previously, the first mention of a formal discussion of Patron Access appears in the March 22, 1989 DALNET Board Minutes. It was reported from this meeting that there were "many concerns about inter-institutional patron access." Since many institutions had brought up their circulation systems numerous questions "assumed a new importance". A committee comprised of DALNET Board members was appointed to deal with circulation and access policy matters. Arranging consensus among multi-type libraries of various sizes is extremely difficult. Philosophy, mission and goals often are at cross purposes. During the interim four years a compelling need to resolve access issues did not evidence itself. However, patron access has again become an issue to be addressed as a group DALNET concern.

In October 1992 a DALNET Access Philosophy was circulated. Currently, a driving force behind patron access deliberations is the fact that DALNET has purchased the PAC Loan inter-campus loan software for implementation. A clear need for a review of patron access among DALNET Libraries exists.

Consequently, the DALNET Board re-staffed the DALNET Access Committee with members who provide a representative cross-section of DALNET Libraries. The Committee was asked to begin a serious investigation of the issues involved. Recommendations for a statement of charge and purpose were requested.

The DALNET Access Committee met April 21, 1993. Current access policies at DALNET institutions were discussed. A draft of a DALNET Access Directory was submitted for review. A Statement of Charge and Purpose was also studied. Changes were suggested in the Charge document and it has been forwarded to the DALNET Board.

In considering a charge for the DALNET Access Committee there are a number of factors that should be pointed out.

Background

The State of Michigan has contemplated automated information access for many years. Leadership and funding have not provided the motivation for a cohesive system. Each year steps are taken toward cooperative networking among multi-type libraries, but, because there is no recognized, centralized planning catalyst, the professional library community can only expect that local, regional and statewide patron access will evolve over many years.

Over the years a number of cooperative networking efforts have been undertaken. In the late 1970's the University of Michigan, Michigan State University, Wayne State University and Detroit Public Library were all designated State Access Offices and funded with money channeled through the Library of Michigan. Because of the high volume of interlibrary loan requests these libraries were given special funding as a consideration for their support for the overwhelming volume of interloan transactions which they were processing in support of multi-type library access across the State. public  
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Because interloan service needed revision on a statewide basis, the State Access Offices were closed. The Library of Michigan convened a Task Force and Regions of Cooperation were created as part of a new load-leveling approach to interlibrary loan service.

Since that time a number of experiments have been undertaken to provide either on-site access or a document delivery alternative. During the early 1980's the Southeastern Michigan League of Libraries instituted its INFOPASS Borrowing Privilege. Some time later, the Library of Michigan implemented Michicard to provide reciprocal borrowing among public libraries. The Council of Library Directors instituted a free reciprocal interlibrary loan agreement. More recently, SEMLOL sponsored a pilot project which implemented an Academic Reciprocal Borrowing Agreement. This September, over twenty academic libraries are experimenting with an Academic Michicard. At the same time Oakland University is piloting a reciprocal borrowing privilege with a library net lending formula among selected libraries. Wayne State University and Oakland University are currently engaged in bilateral agreements for both interlibrary loan and on-site reciprocal borrowing.

Electronic technology has revolutionized libraries. Information access concerns are becoming critical. Libraries recognize that speed and time-saving are as important as access to information. Computerized library databases have been created which allow access to location information. Utilization of computerized technology to provide the actual links for timely, hands-on access must also be provided.

### The DALNET Context

The Detroit Area Library Network is currently made up of thirteen libraries; five special libraries, seven academic libraries, and one public/research library. Each library is unique, having its own mission statement as well as individually tailored policies and procedures. Even the manner in which some of the libraries are configured and connected to the host library poses unique or individualistic circumstances.

From a philosophy of libraries' context, many libraries remain grounded in providing for a primary clientele with an emphasis on collection development. Other libraries have moved to a philosophy of access where information is provided speedily regardless of ownership. Most libraries attempt to build excellent collections while providing quick access. Funding realities cause some libraries to emphasize one philosophy over the other. All libraries look to computerized technology to answer their timely information access needs.

To this end the DALNET Access Committee has met to determine what could be done to improve the information access linkage among DALNET Libraries.

The disparity in library philosophies as well as in mission statements has made it more difficult to consider a cohesive or group DALNET Access Agreement. As a result a number of options need to be available to members from which to choose. No DALNET Library should be required to specify any access option if they believe it is not in their interest.

The DALNET Libraries exist in a cooperative agreement which is intended to provide automated services. The narrow interpretation of such a purpose construes the agreement as strictly a business, commercial agreement. A broader reading, however, might interpret an implicit agreement among members to extend special access considerations among DALNET members as cooperative libraries using the same automated database. Certainly, patrons at any cite, using the LUIS Plus database expect to be able to quickly acquire any information cited on the public access catalogs. The DALNET Access Committee has considered information access on both an interlibrary loan/document delivery basis as well as a reciprocal borrowing circulation basis.

Because not every DALNET Library will want to engage in agreements which require transaction costs, optional tiers need to be provided to allow maximum flexibility in providing expedient information access at the lowest possible price among members.

There are a number of precedents that can be cited as benchmarks in creating options. There is the precedent of state access offices as well as the hard data of interlibrary loan and circulation statistics which show that Wayne State University Libraries and Detroit Public Library have an overwhelming volume of transactions among a large primary and secondary clientele. Due to the strength and size of their collections as well as the large volume of public service transactions, some type of financial compensation may need to be arranged.

The hospital libraries have produced a "Hospital Libraries and Reciprocal Borrowing Position Paper". Hospital libraries in DALNET cannot offer reciprocal borrowing privileges because such a service conflicts with their mission statements. Nevertheless, hospital libraries will provide free interlibrary loan services.

Precedents for a interlibrary loan agreement and a reciprocal borrowing agreement have already been set with the bilateral agreements between Oakland University and Wayne State University. These agreements which involve transaction fees can be modeled as alternatives to be made available to all DALNET Libraries.

In reaching conclusions on cooperative access agreements, there has been a trend away from a DALNET group approach to access services toward bilateral, institutional agreements. There are advantages and disadvantages to both methods.

#### DALNET Group approach

- |               |   |   |
|---------------|---|---|
| Advantages    | - | standardization of Public Services at DALNET institutions<br>standardization of staff training<br>economies of group services |
| Disadvantages | - | lack of individual institutional control and autonomy<br>divergence from mission and primary clientele                        |

## Individual Institutional Approach

**Advantage -** selective relationships  
maintain individuality, autonomy  
tailor services to meet needs of primary clientele

**Disadvantages -** lack of group cohesion in moving toward a statewide  
information access network  
diminished professional trust in working relationships ✓  
commercialization of information access services

Based on past practices, current agreements in place and to accommodate all members of this multi-type consortia a tiered system of agreements might be suggested for discussion.

For Interlibrary Loan, libraries can be offered three options.

1) ILL Tier 1 - an interlibrary loan agreement where libraries agree to perform interloans for each other for free up to 15 pages per transaction. For requests over fifteen pages charges would be .20¢ per page.

or

2) ILL Tier 2 - an interlibrary loan agreement where libraries agree to perform interloans for each other for a fee of \$5 per transaction plus photocopy expenses of .20¢ a page after 15 pages.

or

3) ILL Tier 3 - an interlibrary loan agreement where libraries agree to perform interloans for each other on a quid pro quo basis. Libraries can charge or not charge, but must agree to the same conditions mutually.

For on-cite circulation of library materials, libraries can be offered three options.

1) Recip 1 - a circulation agreement where libraries agree to perform on-cite circulation of materials for each others' patrons for free up to 200 transactions.

or

2) Recip 2 - a circulation agreement where libraries agree to perform on-cite circulation of materials for each others' patrons for a fee of \$3 per transaction after a balancing of transactions is completed. A deposit on account may be required.

or

3) Recip 3 - a circulation agreement where libraries agree to perform on-cite circulation of materials for each other on an agreed basis. Libraries can charge or not charge, but must agree to the same conditions mutually.

All of these suggestions are contingent on DALNET System capabilities. The ability to capture data that will provide accurate patron transactions as well as accurate patron/transaction statistics will be necessary. The optional tiers are contingent on the ability of the DALNET Systems Office to implement any conditions agreed upon.

The DALNET Board will be asked to approve the concepts outlined by these preliminary findings or in the alternative to recommend an appropriate direction to follow.

DALNET LIBRARIES

Libraries	ILL Service for				Service to Libraries			
	Faculty Staff	Students	General Patrons	Monographs	Photocopies	Fax	DALNET ILL	
William Beaumont Hospital Library	free	Restricted	none	Restricted	free	free		
Children's Hospital of Michigan Library	free	Restricted	none	Restricted	free	free		
Boisford General Hospital Library	free	Restricted	none	Restricted	free	free		
Harper Hospital Library	free	Restricted	none	Restricted	free	free		
Detroit Public Library	at cost	at cost	at cost	free	\$2 plus .20c page			
Macomb Community College-Center Library	free	none	none	free	10 pages free .10c page after	free		
Macomb Community College-South Library	free	none	none	free	10 pages free .10c page after	free		
Oakland Community College-Auburn Hills Library	free	free	Free Oakland County Residents	free	free	free		
Oakland Community College-Highland Lakes Library	free	free	Free Oakland County Residents	free	free	free		
Oakland Community College-Orchard Ridge Library	free	free	Free Oakland County Residents	free	free	free		
Oakland Community College-Royal Oak Library	free	free	Free Oakland County Residents	free	free	free		
Oakland University Library	free	free	Free with purchase of guest card	\$ 6	\$ 6	Provided as part of ILL Service if necessary		
Oakland County Law Library	at cost	Restricted at cost	Restricted at cost	Restricted	20 pages free .10c page after			
University of Detroit-Mercy-McNichols Library	free	.50c Charge	at cost	Recips free others \$5	\$5 plus .10c page recp free			
University of Detroit-Mercy-Law Library	free	.50c Charge	at cost	charge	30 pages free .10c after			
University of Detroit-Mercy-Dental Library	free	Charge	charge	charge	charge			

DALNET LIBRARIES

Libraries	ILL Service for			Service to Libraries				
	Faculty Staff	Students	General Patrons	Monographs	Photocopies	Fax	DALNET ILL	
University of Detroit-Mercy-Outler Drive Library	free	.50c Charge	at cost	recip free others \$5	recip free other \$5			
Wayne County Community College-Dowriver Library	at cost	at cost	at cost	free	10 pages free .10c after			
Wayne County Community College-Downtown Library	at cost	at cost	at cost	free	10 pages free .10c after			
Wayne County Community College-Eastern Library	at cost	at cost	at cost	free	10 pages free .10c after			
Wayne County Community College-Northwest Library	at cost	at cost	at cost	free	10 pages free .10c after			
Wayne State University-Neff Law Library	free	free	at cost	charge \$8	\$ 8 = 30 pages .20c after			
Wayne State University-Shiffman Medical Library	free	free	at cost	charge \$8	\$ 8 = 30 pages .20c after			
Wayne State University-Purdy/Kresge Library	free	free	at cost	charge \$8	\$ 8 = 30 pages .20c after			
Wayne State University-Science & Engineering Library	free	free	at cost	charge \$8	\$ 8 = 30 pages .20c after			
Walsh College Library	free	free	at cost	free	free			

DALNET LIBRARIES

Libraries	DALNET Recep	Infopass	Academic Libraries Recep	Medical Libraries Recep
William Beaumont Hospital Library				
Children's Hospital of Michigan Library				M
Botsford General Hospital Library				
Harper Hospital Library				M
Detroit Public Library		I		
Macomb Community College-Center Library		I	R	
Macomb Community College-South Library		I	R	
Oakland Community College-Auburn Hills Library		I	R	
Oakland Community College-Highland Lakes Library		I	R	
Oakland Community College-Orchard Ridge Library		I	R	
Oakland Community College-Royal Oak Library		I	R	
Oakland University Library		I	R	
Oakland County Law Library			R	
University of Detroit-Mercy-McNichols Library		I		
University of Detroit-Mercy-Law Library				
University of Detroit-Mercy-Dental Library			R	
University of Detroit-Mercy-Outer Drive Library		I		
Wayne County Community College-Downriver Library		I		
Wayne County Community College-Downtown Library		I		
Wayne County Community College-Eastern Library		I		
Wayne County Community College-Northwest Library		I		
Wayne State University-Neff Law Library		I		M
Wayne State University-Shiffman Medical Library		I		
Wayne State University-Purdy/Kresge Library		I		
Wayne State University-Science & Engineering Library		I	R	
Walsh College Library		I	R	