



# Custom Holdings – Best Practices

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# Overview



1. Custom holdings – a refresher and overview
2. University of Central Florida custom holdings case study
3. Survey results
4. Best practices



# What are custom holdings and groups?

- ▶ OCLC terminology

- ▶ “Custom holdings allow you to organize and customize holdings displays to improve access to the OCLC symbols of your preferred lenders.”

- ▶ Our terminology:

- ▶ Its grouping library symbols into categories. Those categories are put into “paths” that determine how best to borrow materials.
  - ▶ You don't have to memorize library symbols and who is free, who is charges, etc.

## Purpose of Custom Holdings

- It keeps groups of libraries in various groups – that you design – so you don't have to look up each institution for every request that you process.
- “A **custom holdings path** is the ordering of a number of groups to optimize automatic selection of lenders. Within the holdings path record are listed holdings group records in order of borrowing preference.”

### Florida

A3P A6D A6P AA6 AAHJL AAIJL ABCFL AEY AGMUS AHUJL AIV ALFJL AM2 AMICU APEJG APFJL APOJG AR5 ATLCH AV@ AVKJL AVMAR AXNJL AYIJL B\$H B0# B0N B3W B3Y B4A B4B B4C B65 BAHML BAMJL BCG BCK BCLJL BEB BIGJG BKOJG BKYJL BL0 BML BOCRS BONJL BP2 BPR BPWJL BRCPS BSCAN BSLJL BVDJG BVLJL BVVJL BWR BYPJL BZBEL BZG BZKJL C1T C5R C6T C7W CBXJL CCCJG CCFMR CCIFJ CCIFT CCNJF CCNMF CCQJL CEQJL CF\$ CF2 CF3 CF4 CF5 CF6 CF7 CF8 CF9 CFEJL CG3 CG4 CG5 CG6 CIEJG CIIJL CKRJG CL@ CLEJG CLZJL CMRJL COCJL CPBJL CQ6 CRCPR CRFJG CRRJG CRSJG CRVJG CSEJL CSQJL CSRJG CT# CTOJG CWOJG CYOJL CYRJG CYRJL CZOJL D2L D2Y D4M D4U D6E D6L D8A D9H DAVJG DBB DEBJG DEI DELJL DISJL DKIJG DL2 DMACI DPMJL DRFJL DTTJL DUEJG DUNBA DUZJL DV\$ DV@ DVACP DVUSF DWDJG DY7 DY8 DZM E02 E2H E3U E5L E8F E@L EBC EDB EEIDE EEKJL EFLJL EFM EFN EGIJL EIDJL EIOJG EIYJL EKC ELBRO ENGJL ENTJL ESTER ESUJG EUSJG EWOJL EWZJL EZMJL F0# F0\$ F00 F01 F02 F03 F04 F05 F06 F07 F08 F09 F0@ F0A F0B F0C F0D F0E F0H F10 F11 F12 F13 F14 F18 F19 F20 F22 F23 F26 F28 F29 F30 F31 F32 F33 F34 F35 F36 F37 F38 F39 F40 F41 F42 F43 F44 F45 F46 F47 F48 F49 F4B F50 F51 F52 F53 F54 F55 F56 F57 F58 F59 F5M F60 F61 F62 F63 F64 F65 F66 F67 F68 F69 F6L F70 F71 F72 F73 F75 F76 F77 F78 F79 F80 F81 F82 F83 F84 F8C F8P F9C F9D F9G F9H F9K F9P F@A F@C F@E F@H F@P F@S F@Z FA2 FA3 FA4 FA5 FA6 FA8 FAC FAL FAMLW FASJL FB3 FB5 FB6 FB7 FB8 FB9 FBA FBB FBC FBL FBM FBO FBP FBR FBX FC4 FCB FCD FCF FCH FCK FCM FCP FCS FCTFS FD2 FD3 FD4 FD5 FD6 FD7 FD8 FD9 FDA FDAGB FDB FDDJL FDL FDP FDS FEA FEC FEJ FEO FER FFC FFL FFLJL FFQ FGA FGIJL FGM FGP FHC FHF FHI FHJ FHM FHMGB FHS FHU FHZJL FIC FIF FIRJG FIUCL FJD FJE FJM FJQ FJSJL FJU FKC FKSJG FKSJL FL# FL\$ FL4XY FL5E9 FL5F8 FL6LR FL7N5 FL7RZ FL7TF FL7TI FL8LQ FLA FLACP FLAHN FLAIJ FLAIO FLAND FLARE FLBCM FLBJP FLBRB FLBVA FLCAR FLCBT FLCCO FLCHI FLCOL FLCOP FLCSA FLCSH FLCTL FLCZK FLDSA

# Article or Books Path

Articles

Group 1



Group 2



Group 3



Group 4 and so on

Books

Group 1



Group 2



Group 3



Group 4 and so on



# University of Central Florida Custom Holdings Case Study



# UCF has 3 different paths

1. Copies
2. Loans
3. Direct Request for Loans



# The More the Merrier

The more holdings you can add to your groups, the quicker you can process the request, which in turn saves you time.

The screenshot shows the OCLC Borrowing Processing interface. The search criteria include Keyword: "Black-Brown Solidarity Racial Politic...", Scan Title: "Black-Brown Solidarity : Racial Polit...", and Derived: "Bla,So,Ra,P". The search results are displayed in a table format, organized into groups:

Group	Code 1	Code 2	Code 3	Code 4	Code 5	Code 6	Code 7	Code 8	Code 9
UCFAFFILIATES	fwr								
SUS	FDA	FGM	FXG						
SOLINES	AAA	ABC	ALM	GPM	GUA	IRU	KUK	SUC	
	TKN	TUC	VGM	VMC	VSC				
RAPID	CSL	HDC	MJU	OKS	VTU	VXW	WTU		
00BOOK	TXH	VRU							
10BOOK	EAU	EYE	EYR	MUB	obe	ORZ	PAU	SNN	
15BOOK	BUF	BXM	dgu	IND	INU	IUL	IWA	IXA	
	LDL	NJR	ORU	OUN	RBN	RCE	TXA	UIU	
	VVC	WSU							
20BOOK	AZU	CGU	COO	CUV	CUY	EYM	MBB	PUL	
	YUS								
25BOOK	HLS	UAB							



# Invoices, IFM, Free



- ▶ Put libraries that want to **INVOICE last** – even if they charge you less than IFM.
- ▶ The costs of processing invoices are more than the additional costs of IFM.
- ▶ Separate out the Invoices, IFM and Free into separate groups
  - ▶ Use Free first, then IFM and then as a last resort Invoices
- ▶ Break up the institutions that charge in categories: \$10, \$15, \$20, \$25, etc.



# Rapid, Systems used outside of OCLC

- ▶ Put Rapid and other systems into your various groups – at least those that have agreed to lend outside of Rapid for free.
- ▶ If you sent the request via Rapid, or other systems outside of OCLC, and it came back unfilled, it doesn't mean that they won't fill the request.
  - ▶ Not all collections are in Rapid and/or other systems
  - ▶ Some libraries may only be able to provide quick turnaround time (Rapid) for items in their own building, but via OCLC when they have additional days can make the trek across campus to pull and scan items.



# Designing the path for Loans

Custom Holdings Paths | Custom Holdings Group | Constant Data | Direct Request Profiles | Saved Field Request Order

Name: LOANS

Description:

Selected Groups	Available Groups
CRL	E15COPY
UCFAFFILIATES	E20COPY
SUS	E25COPY
FLORIDA	E30COPY
SOLINES	EFREE
RAPID	ERECIP
00BOOK	RAPIDARTICLES
10BOOK	RECIP
15BOOK	SOLINEODYSSEY
20BOOK	
25BOOK	



Loan path



## Stick in your backyard

Use the libraries closest to you and then work out. Don't go across the country for a book if you can get it in your own state or backyard.







# Stick to Like Institutions

- ▶ Use institutions that are similar or larger to your institution.
  - ▶ If you're an academic institution – don't put a county library 10 states away on your custom holdings path – they collect different things than you do (and vice versa).
  - ▶ If you decide to put that county library in your path - don't put them in the first couple of groups.



Selected Groups	Available Groups
CRL	00BOOK
RAPID	10BOOK
SOLINEODYSSEY	15BOOK
FLORIDA	20BOOK
SOLINES	25BOOK
EFREE	30BOOK
E15COPY	ERECIP
E20COPY	RAPIDARTICLES
E25COPY	RECIP
E30COPY	SUS
	UCFAFFILIATES



Designing the path for Articles

# Designing the path for Articles



# Time Zones

Think about putting some libraries that are on the opposite side of the country from you.





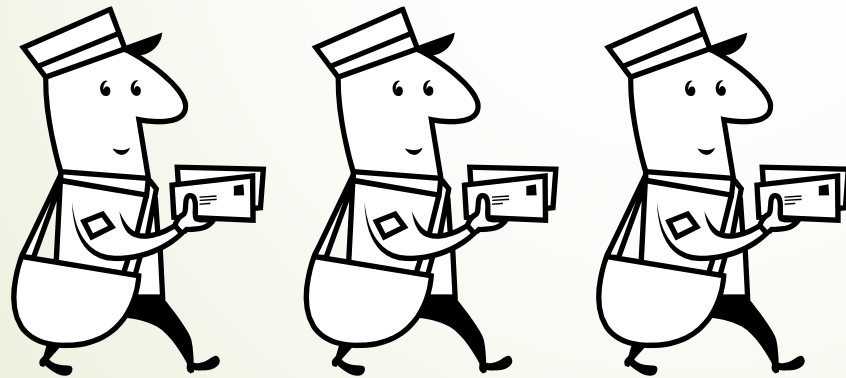
## Odyssey

Put Odyssey libraries – and those that use Odyssey stand alone in a group – you could break them into various categories by cost?

Reasoning: Odyssey libraries will provide scan the article and send it via Odyssey to your account. If you have it set up, the request will automatically update and send notification to patron – without staff intervention.

# Mail / Fax

- ▶ When the mail / fax arrives investigate where the library was in your custom holding string. You may want to move them to the end behind those libraries that send via Odyssey and email the article.





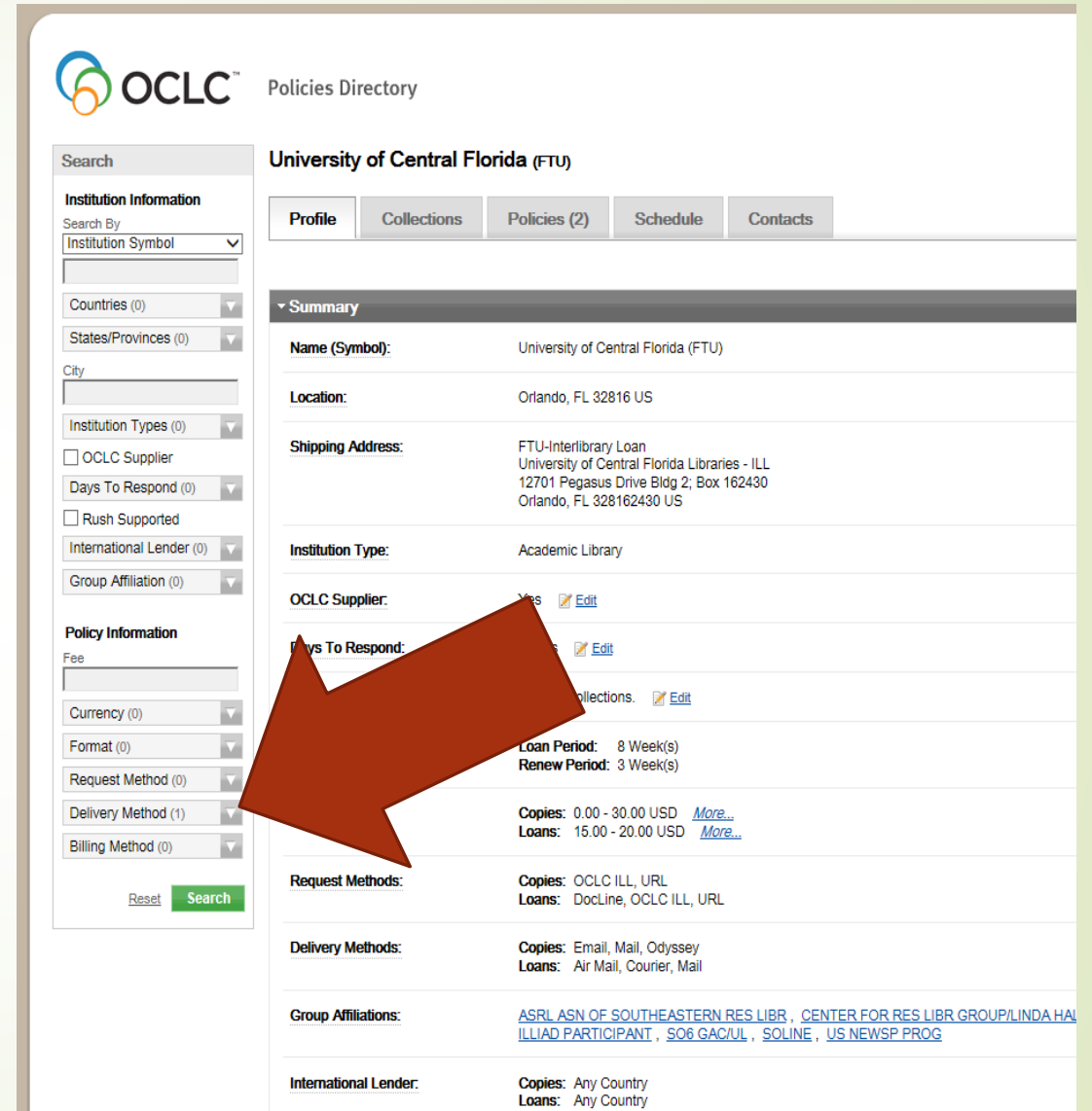
# Ideas for reviewing your custom holdings



# Use the Policies Directory

For Articles:

When looking for libraries to put into your custom holdings, you can narrow the search by **Delivery Method: Odyssey**.



**OCLC™ Policies Directory**

**University of Central Florida (FTU)**

Profile | Collections | Policies (2) | Schedule | Contacts

**Summary**

**Name (Symbol):** University of Central Florida (FTU)

**Location:** Orlando, FL 32816 US

**Shipping Address:** FTU-Interlibrary Loan  
University of Central Florida Libraries - ILL  
12701 Pegasus Drive Bldg 2; Box 162430  
Orlando, FL 328162430 US

**Institution Type:** Academic Library

**OCLC Supplier:** Yes [Edit](#)

**Days To Respond:** [Edit](#)

**Request Methods:** [Edit](#)

**Loan Period:** 8 Week(s)  
**Renew Period:** 3 Week(s)

**Copies:** 0.00 - 30.00 USD [More...](#)  
**Loans:** 15.00 - 20.00 USD [More...](#)

**Request Methods:** **Copies:** OCLC ILL, URL  
**Loans:** DocLine, OCLC ILL, URL

**Delivery Methods:** **Copies:** Email, Mail, Odyssey  
**Loans:** Air Mail, Courier, Mail

**Group Affiliations:** [ASRL ASN OF SOUTHEASTERN RES LIBR](#), [CENTER FOR RES LIBR GROUP/LINDA HAL](#)  
[ILLIAD PARTICIPANT](#), [SO6 GAC/UL](#), [SOLINE](#), [US NEWSP PROG](#)

**International Lender:** **Copies:** Any Country  
**Loans:** Any Country

**Search**

**Institution Information**

Search By  
Institution Symbol

Countries (0)

States/Provinces (0)

City

Institution Types (0)

OCLC Supplier

Days To Respond (0)

Rush Supported

International Lender (0)

Group Affiliation (0)

**Policy Information**

Fee

Currency (0)

Format (0)

Request Method (0)

Delivery Method (1)

Billing Method (0)

[Reset](#) [Search](#)



# Use OCLC monthly reports, IFM reports

The screenshot shows the OCLC Usage Statistics website. The browser address bar displays <http://www.stats.oclc.org/cusp/nav>. The page title is "OCLC® Usage Statistics". On the left, there is a navigation menu with the following items: FirstSearch, FirstSearch New, WorldCat.org, OCLC Worldshare Interlibrary Loan, Cataloging, COUNTER, Digital Collections, WebDewey, and Assessment Tools. On the right, there are filters for "Period: January 2014" and "Months: 6", with an "Update" button. Below these filters, the "Institution: FTU" is selected, and a list of reports is displayed, each with a download icon and an envelope icon:

- [ILL Fee Management Program Borrower Report](#)
- [ILL Fee Management Fulfillment Borrower Report](#)
- [ILL Fee Management Program Lender Report](#)
- [Resource Sharing Borrower Reasons For No Report](#)
- [Resource Sharing Lender Reasons For No Report](#)
- [Borrower Resource Sharing Stats Report](#)
- [Lender Resource Sharing Stats Report](#)
- [Strategic Union List Report](#)
- [Borrower Activity Overview Report](#)
- [Lender Activity Overview Report](#)
- [Borrower Transaction-Level Detail Report](#)

# Reciprocal Agreements at UCF





# Agreements

- ▶ Look in your **home state**. There may be agreements already in place in your home state that you are unaware of.
  - ▶ FLIN -- Florida Library Information Network
    - ▶ Libraries in Florida who agree to lend back and forth to each other for free.
- ▶ Look in your region.
  - ▶ SOLINE (SL#N)
    - ▶ SOLINE is regional to the Southeastern region of the US (GA, FL, KY, SC, NC, LA, MS, TN, VA, AL), as well as Indiana, Puerto Rico, and the Virgin Islands. LYRASIS members in those states can join the SOLINE group and borrow returnable items from other SOLINE members at no charge to other SOLINE members.



# Reciprocal Agreements

- ▶ Analyze your borrowing and lending requests – where are they coming from / who do you use the most
  - ▶ Reach out to similar size/nature institutions or larger.
  - ▶ Do your homework.
  - ▶ Sell yourself.
  - ▶ Don't make the other institution do any other work except to sign the agreement.



# Doing your homework: Borrowing

- ▶ Who do you use the most that you do NOT have a reciprocal agreement with already?
- ▶ What are their turnaround times like?
- ▶ Do they fill requests regularly for you?
- ▶ Do they use ILLiad / Odyssey?
- ▶ Look at your IFM reports. Do you see a pattern that could be changed.
- ▶ Look at your ILLiad Web Reports -

# Borrowing – Example

**ILLiad Reports**

Borrowing Lending Document Delivery Administrative

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**Borrowing - Who We Borrow From**

Begin Date 2/1/2012

End Date 2/1/2014

Request Type Article

Number of Requests 5

Groups By Site

Sites	Groups
<input checked="" type="checkbox"/> All	<input checked="" type="checkbox"/> All
<input type="checkbox"/> COM	<input type="checkbox"/> Florida - non DLLI
<input type="checkbox"/> FTU	<input type="checkbox"/> SOL/SO6/ASERL/Reciprocal
	<input type="checkbox"/> Academic - non recip
	<input type="checkbox"/> Public Libraries - non recip
	<input type="checkbox"/> School K-12 - non recip
	<input type="checkbox"/> International
	<input type="checkbox"/> Document Del / Commercial
	<input type="checkbox"/> Govt (non-Florida)
	<input type="checkbox"/> DLLI
	<input type="checkbox"/> Special institutions
	<input type="checkbox"/> DOCLINE
	<input type="checkbox"/> sul
	<input type="checkbox"/> hospital
	<input type="checkbox"/> rapid



# Doing your homework: Lending

- ▶ How often are libraries coming to you?
- ▶ Don't make agreements with institutions that cannot help you on the Borrowing side.
- ▶ Are there large/larger institutions that are coming to you regularly that you could see the benefits of on the Borrowing side?



# Lending - Example

**ILLiad Reports**

Borrowing Lending Document Delivery Administrative

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**Lending - Who We Lend To**

Begin Date 2/1/2012

End Date 2/1/2014

Request Type Both

Number of Requests 5

Groups By Site

**Sites**

- All
- COM
- FTU

Generate Report



# Compare

- ▶ Compare your Borrowing and Lending
- ▶ Are there institutions that are fairly high up on each list that you do NOT have an agreement with? If yes, make an agreement.



# Sell yourself

Pipsqueak Two

February 25, 2008

Dear Pipsqueak:

In an effort to provide better service and lessen costs, the University of Central Florida Libraries (FTU) (main campus library and Rosen campus) would like to enter into a reciprocal agreement with the ADDIS, (OCLC Symbol) for printed journal articles and articles from electronic databases. The University of Central Florida Library collection has over 18,000 periodical titles as well as 9,282 electronic journals. Our collection strength is in the fields of Engineering, Health, Optics and the Sciences. The majority of the periodicals are housed in the main campus library.

Your institution was selected based on an evaluation of lending and borrowing statistics. Within the past three years, FTU has filled 7 lending requests for your institution. Under the agreement, charges for photocopies would be eliminated. Our standard of service is 48 hours for photocopies.

The University of Central Florida currently uses Odyssey and Ariel to provide the majority of photocopy requests. If you agree to participate in a reciprocal agreement with the Interlibrary Loan Department (main campus and Rosen campus only) at the University of Central Florida, please complete the form below and return it to the University of Central Florida Libraries by 03/10/2008.

The agreement will remain in effect until either party cancels it by notifying the other in writing.

Yes, the University of \_\_\_\_\_ agrees to lend photocopies via Ariel or Odyssey to the University of Central Florida for no charges.

Authorized signature: \_\_\_\_\_

ADDIS

Authorized signature: \_\_\_\_\_

Kristine J., Head of ILL & DDS  
University of Central Florida

No, the University of \_\_\_\_\_ does not agree to lend photocopies or mail items for free. Charges will continue to incur.

Authorized signature: \_\_\_\_\_

If there are any questions, please contact me at [kshrauge@mail.ucf.edu](mailto:kshrauge@mail.ucf.edu).



# Survey Results & Best Practices



# Survey Results

- ▶ 46 survey respondents
  - ▶ Of those 44 currently use custom holdings
    - ▶ All have more than one custom holdings path set up
  - ▶ The other 2 do not currently use custom holdings
    - ▶ 1 plans to use them in the coming year and the other does not



# Custom Holdings Paths Used

## Most Common:

- ▶ Copy/Article/Non-returnable
- ▶ Loan/Returnable
- ▶ Direct request for loans
- ▶ Direct request for articles/KBIL/E-journals
- ▶ Audio Video

## Others Used:

- ▶ New book lenders
- ▶ ERIC documents
- ▶ Genealogy
- ▶ Whole journal issues
- ▶ Microfilm
- ▶ Color copies
- ▶ Rush copy/loan
- ▶ Long term loans
- ▶ Book vendors
- ▶ Document Suppliers



# Groups that make up the Custom Holdings Paths

## Most Common

- ▶ Free
- ▶ Consortial/Reciprocal libraries
- ▶ IFM/Invoice
- ▶ Geographic proximity
- ▶ Delivery method

## Others Used

- ▶ Owned by our library group to make it obvious that there is an OCLC holding for our library
- ▶ 'DONTUSE' group of symbols not to use such as book suppliers
- ▶ Libraries that do and do not loan certain materials
- ▶ Last resort libraries
- ▶ 'TEST' group of symbols to look up as time permits





# Factors Considered in Designing Custom Holdings Paths

- ▶ Type of material being requested
- ▶ Cost
  - ▶ Free libraries first such as reciprocal or consortial Libraries
  - ▶ Cost and how those costs are charged (Ex. IFM vs invoice)
- ▶ Speed of fulfillment
- ▶ Delivery methods (Ex. Odyssey vs email, statewide courier vs USPS)
- ▶ Geographic proximity (Returnables)
- ▶ Time zones
- ▶ Type and size of library
- ▶ Loan period

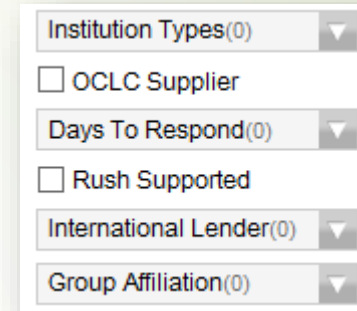


# Factors Considered in Designing Custom Holdings Paths

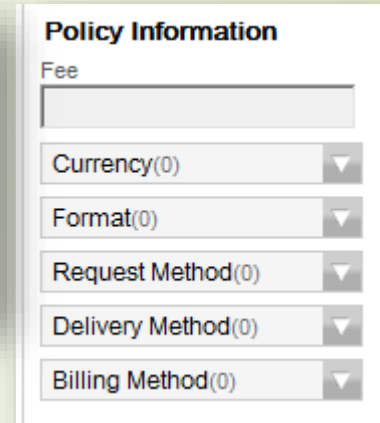
- ▶ “We look at what trends are developing among our patrons and experiences we have had with lenders.”
- ▶ Past experience and statistics
  - ▶ Who provides the quickest service?
  - ▶ Who provides the best service (quality scans and correct items)?
  - ▶ Who do you order most from?
  - ▶ Who should you be ordering more from or less from?
  - ▶ Who has the best fill rate?

# Tools Used for Creating and Updating Custom Holdings

- ▶ OCLC Policies Directory
  - ▶ OCLC Groups (Ex. SO6, LVIS)
  - ▶ Searching
- ▶ Experience (Ex. Conditional messages, Unfilled requests)
- ▶ ShareILL.org lists
- ▶ ILLiad Statistics (Ex. turnaround time, fill rate, who you lend to/borrow from most)
- ▶ OCLC Reports (Ex. IFM billing statement, Filled requests review formats and charges)



A screenshot of a web form with several dropdown menus and checkboxes. The fields are: "Institution Types(0)", "Days To Respond(0)", "International Lender(0)", and "Group Affiliation(0)". There are also two checkboxes: "OCLC Supplier" and "Rush Supported".



A screenshot of a "Policy Information" form. It includes a "Fee" input field, a "Currency(0)" dropdown, a "Format(0)" dropdown, a "Request Method(0)" dropdown, a "Delivery Method(0)" dropdown, and a "Billing Method(0)" dropdown.

# Tools Used for Creating and Updating Custom Holdings

- ▶ Listserv announcements
- ▶ Lists of consortial libraries
- ▶ IDS worksheet
- ▶ ILLiad feature of hovering over OCLC symbol
- ▶ ILLiad Resource Sharing Settings
- ▶ OCLC Administrative Module (Search for a symbol)



Display groups:  
[by group name](#) | [by symbol](#)

\* Enter symbol:

**Institution Symbol: BRI**

**Custom Holdings Group** click group for description **In my group**

<a href="#">OVER25L</a>	<input checked="" type="radio"/> Yes <input type="radio"/> No
<a href="#">SHARES</a>	<input type="radio"/> Yes <input checked="" type="radio"/> No
<a href="#">SHARESIN</a>	<input type="radio"/> Yes <input checked="" type="radio"/> No

Custom Holdings Group Information					
Select Symbol <a href="#">Select All</a> <a href="#">Clear All</a>	Symbol	Delete Symbol	Delete or Move Symbol From	Move Symbol	Move Symbol To
<input type="checkbox"/>	BRI	<input type="radio"/>	<input type="text" value="OVER25L"/>	<input type="radio"/>	<input type="text" value="05DIRECT"/> <input type="text" value="0DIRECT"/> <input type="text" value="10DIRECT"/>



# Strategies to use when Designing Custom Holdings


- ▶ “Notice what decisions you make when creating a lending string without custom holdings. You should try to create custom holdings that would replicate the decision process you normally use.”
- ▶ “Start simple and expand as you go.”
- ▶ “Think about your needs, whether specialized or general, before creating groups and paths. Create groups that fit those needs, and are easily maintained.”
- ▶ “Use what works for you and your policies, every library is different depending on affiliation, location and nationality. Always consider cost and speed of delivery when setting up holdings groups. If a library does not tell you what their policies are, there's no harm in asking. You can always move them to a different group within custom holdings.”



# Strategies to use when Designing Custom Holdings

- ▶ What type of material are you frequently requesting?
- ▶ What makes sense for your library? What is more important?
  - ▶ Cost
  - ▶ Distance
  - ▶ Delivery method
  - ▶ Delivery speed
  - ▶ Longer loan periods
  - ▶ Statistics
- ▶ Leverage community maintained lists posted on [ShareILL.org](http://ShareILL.org)
- ▶ Consult with colleagues





# Frequency of Updating Custom Holdings

- ▶ Updating is occurring frequently
  - ▶ Update every time an email is sent out on listservs
  - ▶ Update every month based on OCLC reports
  - ▶ Update when ordering and see a OCLC symbol not in your custom holdings
- ▶ Updating is occurring yearly
  - ▶ An annual process that is undertaken typically in the summer
- ▶ Updating is occurring infrequently
  - ▶ Every 2-3 years



# Custom Holdings Best Practices

- ▶ Prioritize what factors are most important for your library
- ▶ Create a basic loan and copy custom holdings paths and build from there
- ▶ Add as many libraries as you are able too to each group
- ▶ Each symbol should only be in one group of the path. If they are in multiple groups, search the OCLC symbol in the OCLC Admin Module and delete it from one group.
- ▶ Have one person responsible for updating, but have other staff make notes about lender behaviors and check policies
- ▶ Use and share custom holdings on [ShareILL.org](http://ShareILL.org)
- ▶ Collaborate with colleagues
- ▶ Review them annually



# Resources



- ▶ IDS Project, Workflow Toolkit: Custom Holdings,  
<http://toolkit.idsproject.org/customholdings.aspx>
- ▶ OCLC Policies Directory, <https://illpolicies.oclc.org>
- ▶ ShareLL.org Custom Holdings,  
[http://shareill.org/index.php?title=Custom\\_Holdings](http://shareill.org/index.php?title=Custom_Holdings)



# Questions?

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