

# Patron-Driven Digitization on a Dime: Collaborative, Affordable Approaches using ILLiad & Aeon

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## ABSTRACT

Inspired by the implementation of Aeon by Special Collections & University Archives (SCUA) in Summer 2014, the Interlibrary Loan (ILL) unit at the University of Maryland Libraries sought to more actively contribute to the organization's goal of supporting digitization. We used the Aeon implementation as an opportunity to build upon, and integrate with, existing workflows across the Libraries' three divisions, enabling ILL to contribute to digitization efforts in meaningful yet manageable ways. We first partnered with Special Collections & University Archives (SCUA) and Digital Conversion & Media Reformatting (DCMR) to digitize university publications and public domain items held in Special Collections through the ILLiad-Aeon photoduplication workflow, then began using ILLiad data to identify public domain items requested from the general collection for outsourced digitization through the Libraries' Digitization Initiatives Committee (DIC) proposal process, with both methods resulting in upload to the Internet Archive. For each digitization method this poster will present the workflow; detail the partners involved; provide time and cost estimates; and analyze usage of files to determine impact of these efforts.

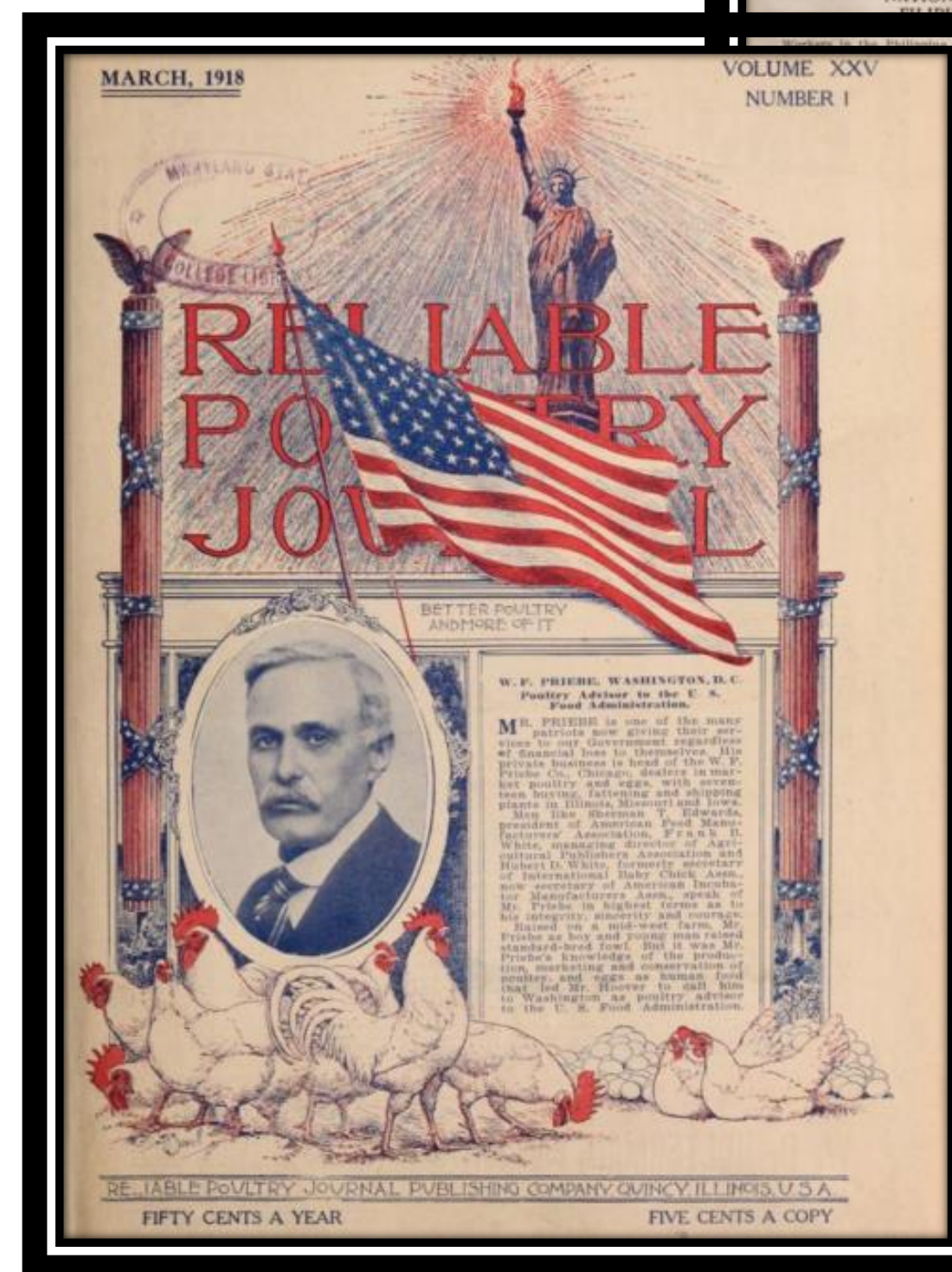
### Late 2014 & 2015 In House Digitization

- 31 items
  - 5,135 pages
  - \$3,324.43 total cost\*  
\$107.24 average cost per item
  - 340 views to date (02/11/16)  
3 views per month per item
- \*\$210 of this cost was recouped via IFM or invoices to non-partner libraries

## ILLiad-Aeon Digitization (Special Collections)

1. ILLiad receives request from other library or UMD patron.
2. Using Z39.50, ILL staff transfer call number and location to designated fields in ILLiad request form, and click Finished Searching.
3. Routing rules route eligible requests to *Awaiting On Demand DCMR Consideration* queue based on date and location (< 1923 and LIKE HBK) or call number (LIKE UPUB).
4. ILL staff search Google Books, HathiTrust, and Internet Archive to confirm that digital version is not already available.
5. ILL staff send Conditional Message to borrowing library or email to UMD patron, advising of on demand digitization eligibility and parameters (high quality, full-text PDF available within 2 weeks).
6. ILL staff switch ILLiad request from Loan to Article (if needed) and add MDRM to designated Aeon site code field, then click Save.
7. [Lending only] Once library replies yes to conditions, ILL staff click Mark Found in the ILLiad request and confirm billing (if needed).
8. ILL staff click Send via Aeon button, and select Photoduplication (creating a related transaction and photoduplication order in Aeon).
9. SCUA staff approve request in Aeon and bring item to DCMR.
10. DCMR staff scan, perform quality control, save file to Aeon server, and complete photoduplication order in Aeon. Item is returned to SCUA staff, who reshelve and complete Aeon transaction.
11. ILL staff are notified via email of file's availability; they download file and send it to UMD user/borrowing library via Article Exchange.
12. DCMR staff upload files to Internet Archive in quarterly batches.

Reliable Poultry Journal.  
Vol. 25, 1918-1919. 455+ views.



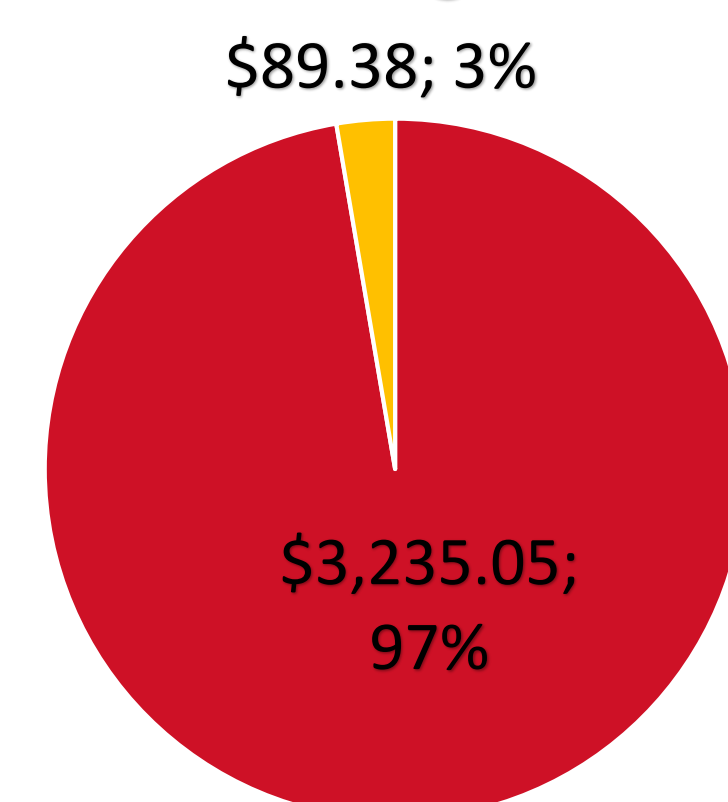
The Union Signal  
Witnesses for Temperance in Manila



The Union Signal : a journal of social welfare. Vol. 37, 1911. 206+ views.

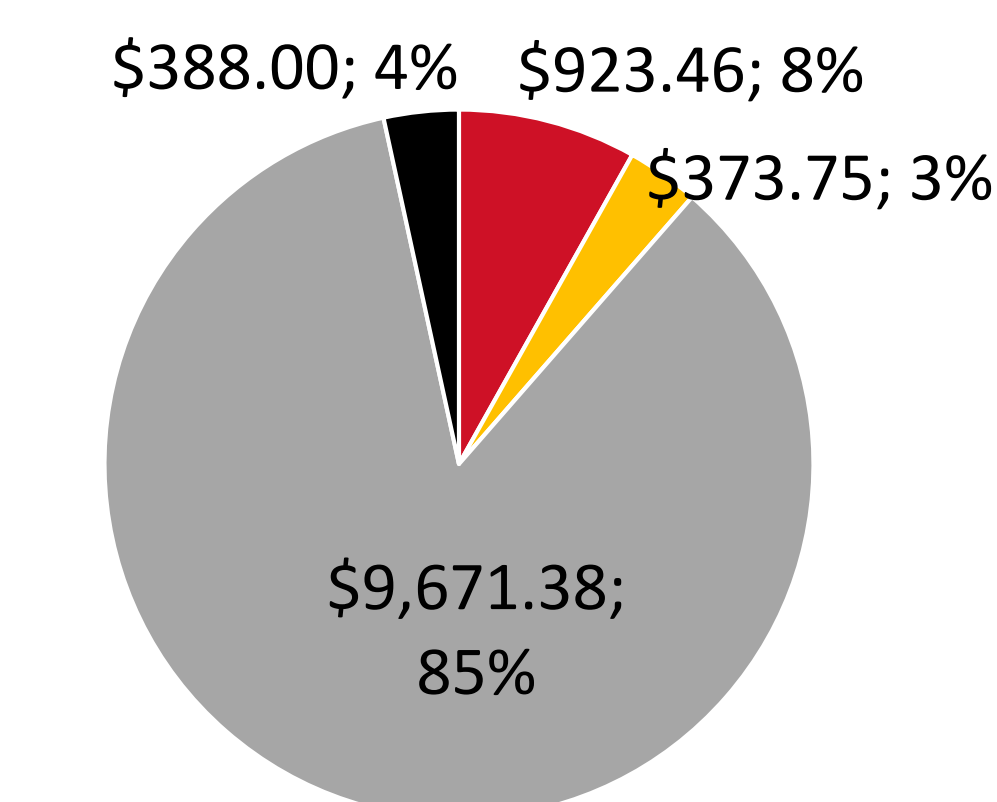
## COST COMPARISON

### In House Digitization



- DCMR staff labor
- ILL staff labor

### Outsourced Digitization



- DCMR staff labor
- ILL staff labor
- Vendor fees
- Shipping

## Outsourced Digitization (General Collection)

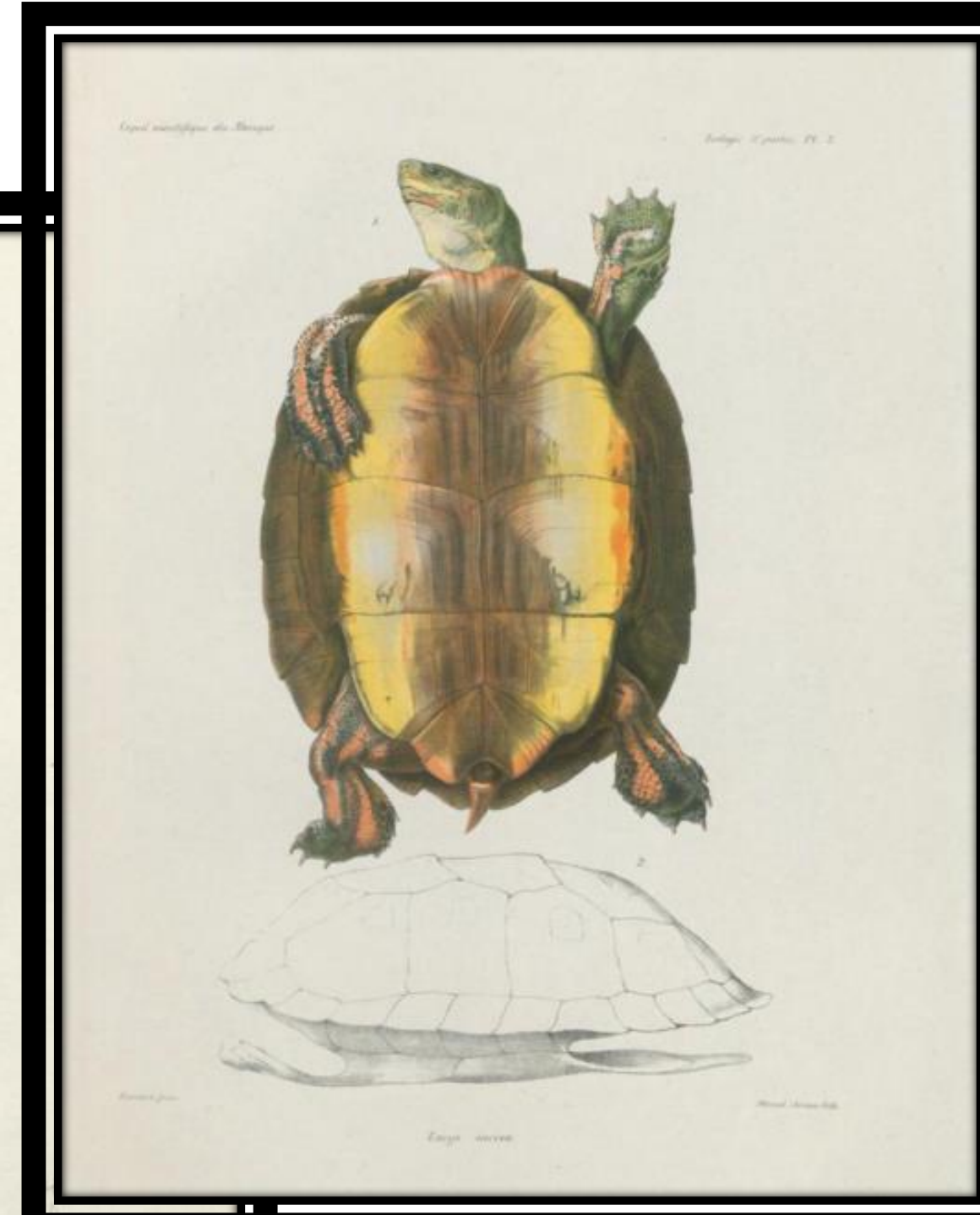
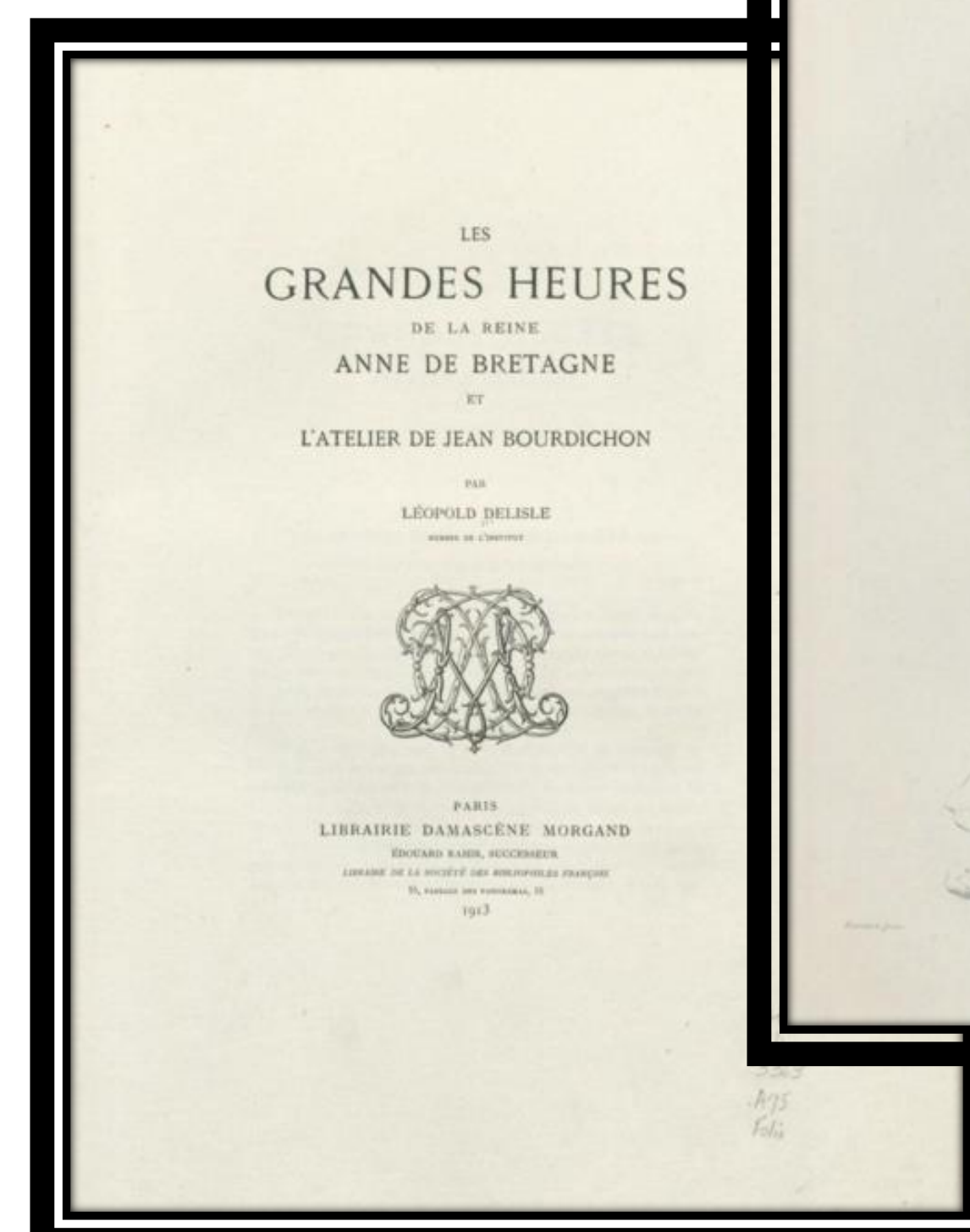
1. ILL supervisor runs Custom Request search in ILLiad to identify public domain items requested via Lending and Document Delivery and exports data to Excel.
2. ILL supervisor performs data clean up, e.g. removing duplicates, items from Special Collections, and any items with bad dates.
3. ILL staff search Google Books, HathiTrust, and Internet Archive to confirm that digital versions are not already available.
4. ILL student assistants pull eligible items (not already digitized) from stacks or request from Offsite Shelving/branch libraries.
5. ILL student assistants measure books and count pages.
6. ILL supervisor submits DIC proposal in December.
7. DIC proposal is approved in the Spring.
8. DCMR manager schedules shipment date in the new fiscal year.
9. ILL staff search digital libraries again, to verify items have not been digitized by other libraries in the meantime.
10. ILL student assistants pull, request, and pack items according to vendor specifications.
11. DCMR staff ship items to vendor for digitization via UPS/FedEx.
12. Vendor digitizes files.
13. DCMR staff perform quality control on files.
14. ILL supervisor works with Technical Services staff to withdraw volumes from collection.

### FY15 & FY16 Outsourced Digitization

- 72 items
- 47,972 pages
- 28 foldouts
- \$11,356.59 total cost  
\$104.10 average cost per item\*
- 5,423 views to date (2/11/16)\*  
11 views per month per item\*

\*does not include 11 oversize items

Delisle, L. Les grandes heures de la reine Anne de Bretagne et l'atelier de Jean Bourdichon. Paris: 1913. 139+ views.



Dumeril, A. Etudes sur les reptiles et les batraciens. Paris : Imprimerie Impériale, 1870-1909. 67+ views.

## LESSONS LEARNED & NEXT STEPS

- Digitization can be effectively integrated into ILL operations, especially if your library already has digitization workflows in place.
- In house and outsourced digitization are comparable in cost, though one involves more labor for DCMR (in house) and then other more labor for ILL (outsourced).
- Of the items digitized at the request of ILL patrons, items from the Libraries' general collection received more views on average than items from Special Collections.
- 90% of public domain items requested via ILL from the Libraries' general collection in the past 3 years were subsequently found online when searched to prepare for DIC proposal.
- Digitization workflows have increased ILL staff's awareness of public domain items and the need to prioritize their identification as part of our resource sharing workflows.
- Partnering with SCUA on ILLiad/Aeon integration has led to better communication in other areas (e.g. identifying backlogs to catalog and items to send to Offsite Shelving).
- Next steps: expand on demand digitization via ILL to other formats; work with DIC/DCMR to improve timeliness of digitization for materials in the general collection; and implement routing rules to identify public domain items in Borrowing for online searching.