2017 LORI Certification Summary

OLIS conducts LORI certification annually for membership to assure compliance with LORI Standards and Regulations. This summary covers the LORI libraries FY2016 ILL statistics and the highlights from the 3 technology scan surveys. The statistics were collected between January 15 and March 15, 2017.

Highlights from the 2017 Survey

The use of the Virtual Desktop Infrastructure (VDI) in libraries continues to grow but not at the rate that was anticipated. In 2014, LORI libraries reported 2% (185) of the total computers used were VDI. That figure climbed to 6% (512) in 2015, 8% (751) in 2016, and 9% (803) in 2017.

In December 2016, all HELIN libraries completed their migration from Innovative Sierra to OCLC WorldShare Management Services. The impact is clearly reflected in the ILL statistics. Compared with FY2015, LORI academic libraries requested 14% more items from out of state libraries while supplying 55% less to in-state libraries in FY2016.

Under the partnership among OLIS, the Massachusetts Library System and the HELIN consortium, an interstate delivery service pilot project was launched in April 2016. The project enables Rhode Island and select Massachusetts libraries to send and receive interlibrary loan items across the state border at no cost to participating libraries. As a result of the project, several RI public libraries adapted to become suppliers to out of state libraries.

LORI Libraries FY2016 Interlibrary Loan (ILL) Statistics

Collectively, LORI libraries requested 1,078,517 items and supplied 1,104,271 items to and from other library facilities. Most in-state ILL activities took place among public libraries. The top three in-state requesters were Providence Community Library, Cranston Public Library, and Warwick Public Library. The top three in-state suppliers were Cranston Public Library, Providence Community Library, and Lincoln Public Library.

- **In-State**
  Top three requesters
  - FY2016 – (number of items requested)
    - Providence Community Library (99,479)
      - Requested 193 items from out-of-state libraries
    - Cranston Public Library (94,643)
      - Requested 161 items from out-of-state libraries

- Warwick Public Library (62,301)
  - Requested 30 items from out-of-state libraries
- FY2015 - (number of items requested)
  - Cranston Public Library (97,963)
    - Requested 202 items from out-of-state libraries
  - Providence Community Library (96,889)
    - Requested 303 items from out-of-state libraries
  - Warwick Public Library (61,175)
    - Requested 27 items from out-of-state libraries
- FY2014 - (number of items requested)
  - Cranston Public Library (121,326)
    - Requested 147 items from out-of-state libraries
  - Providence Community Library (113,734)
    - Requested 261 items from out-of-state libraries
  - East Providence Public Library (59,858)
    - Requested 187 items from out-of-state libraries

Top three suppliers
- FY2016 – (number of items supplied)
  - Cranston Public Library (66,291)
    - Supplied 5 items to out-of-state libraries
  - Providence Community Library (63,124)
    - Supplied 12 items to out-of-state libraries
  - Lincoln Public Library (52,128)
    - Supplied 6 items to out-of-state libraries
- FY2015 – (number of items supplied)
  - Cranston Public Library (63,779)
    - Supplied 0 items to out-of-state libraries
  - Providence Public Library (52,773)
    - Supplied 145 items to out-of-state libraries
  - Lincoln Public Library (52,431)
    - Supplied 1 item to out-of-state libraries
- FY2014 – (number of items supplied)
  - Cranston Public Library (73,864)
    - Supplied 0 items to out-of-state libraries
  - Providence Community Library (63,956)
    - Supplied 0 items to out-of-state libraries

  - Providence Public Library (60,465)

    - Supplied 126 items to out-of-state libraries

- **Out-of-State**

  Top-three requesters
  - Brown University Library (35,150)
    - Requested 390 items from in-state libraries
  - URI Library (4,169)
    - Requested 732 items from in-state libraries
  - Providence College Library (2,256)
    - Requested 6,355 items from in-state libraries

  The top-three suppliers
  - Brown University Library (36,462)

- Supplied 928 items to in-state libraries
  - URI Library (5,209)
    - Supplied 1,006 items to in-state libraries
  - Roger Williams University Library (4,211)
    - Supplied 4,206 items to in-state libraries

Technology

- Computers
  - 2,339 computers, including 245 Virtual Desktop Infrastructure (VDI), in 18 academic library facilities
  - 2,744 computers, including 382 VDI, in 71 public library facilities
  - 3,423 computers, including 162 VDI, in 105 school library facilities
  - 145 computers, including 14 VDI, in 12 special library facilities
- Peripherals
  Many libraries make electronic peripherals available to patrons.
  - 33 libraries supply USB drives at no cost to patrons; 28 offer the equipment for a fee
  - 84 libraries supply headphones at no cost to patrons; 27 offer the equipment for a fee
  - 19 libraries supply batteries at no cost to patrons
  - 59 provide free printing service to patrons; 52 offer the service for a fee
  - 12 libraries provide free fax service to patrons; 36 offer the service for a fee
- In the spring of 2017, LORI libraries provided the following equipment to support creative workspaces:
  - 3-D printers (23 libraries)
  - Raspberry Pi (12 libraries)
  - Conversion station (20 libraries)
  - Digital audio or video lab (10 libraries)
  - Digital Scanner (111 libraries)
  - Digital Camera (75 libraries)
- In addition to smartboards and projectors in e-classrooms, LORI libraries use the following instructional technologies:
  - ALMO document camera (59 libraries)
  - Apple TV (24 libraries)
  - Google Chromecast (14 libraries)
  - Student response system, such as Clicker (13 libraries)
  - Tablets (49 libraries)

- The most popular content management tools:
  - Destiny (90 libraries)
  - LibGuide (98 libraries)
  - WordPress (30 libraries)
  - Drupal (25 libraries)

eResources

- 117 libraries purchase e-books; 20 purchase them on an on-demand basis; 16 libraries lease e-books.
- Libraries acquire e-books through these aggregators:
  - 3M (2 libraries)
  - eBrary (10 libraries)
  - EBSCO (23 libraries)
  - Follett (63 libraries)
  - OverDrive (51 libraries)
  - Others (49 libraries)
- 42 libraries provided music through either download and/or streaming.
- 55 libraries provided video through either download and/or streaming
- LORI libraries collectively subscribe to a total of 542,998 e-journals. 4 libraries have journal subscriptions only in electronic format.
- 21 libraries subscribe to e-journals directly from the publishers. The top two choices of e-journal subscription aggregators are:
  - EBSCO (23 libraries)
  - Proquest (11 libraries)
- LORI libraries collectively subscribe to a total of 1,544, which does not include AskRI, database packages.
- The vendors used for the indexing database subscriptions are:
  - Gale (30 libraries)
  - ProQuest (30 libraries)
  - EBSCO (22 libraries).
- The vendors used for streaming media collections are:
  - Discovery Education (22 libraries)
  - Films on Demand (8 libraries)
  - Freegal (8 libraries)
  - Alexander Street (7 libraries)

- 106 libraries rely on their consortium to negotiate e-resource licenses; 91 libraries negotiate some or all the licenses on their own.
- 27 libraries have legal help for e-resource license management. 52 libraries would accept license agreement negotiation help if it was made available to them.

Services

- Among the 12 virtual conference/instruction/meeting tools that listed in the survey, Google Hangouts is the top choice, followed by Skype, and GoToMeeting.
- Learning
  - 69 libraries created online tutorials with tools such as LibGuides (57), Camtasia (12), Jing (12), and others (23).
  - 58 libraries provide bibliography creation tools. The top two choices are EasyBib (56) and Destiny (28).
  - The top 4 training topics that libraries offer programs in are:
    - E-book access and use (112 libraries)
    - Productivity (99 libraries)
    - Online safety / Privacy (97 libraries)
    - Social media (55 libraries)
- Digitization
  - 33 libraries maintain a digital repository
  - 12 libraries do not have a digital repository but plan to develop/participate one in the future
  - 7 libraries host their depository on a local server
  - 24 libraries maintain local history in digital format
- Wireless and Mobile Services
  - 166 libraries provide a wireless network inside the library
  - 80 libraries provide wireless access beyond the library facility
  - 50 libraries have mobile apps for library collections
  - 4 libraries have mobile apps for self-check
  - 57 libraries have a library mobile website
  - 73 libraries provide wireless printing for patrons with their own devices

Staff

Of the 177 systems, which include 206 library facilities, LORI member libraries employ 1,603 staff. The top 5 libraries that employ the most, including part time and full time, staff are listed below:

- Brown University Library: 121
  Cranston Public Library: 110
  Providence Community Libraries: 66
  Providence Public Library: 59
  Warwick Public Library: 51