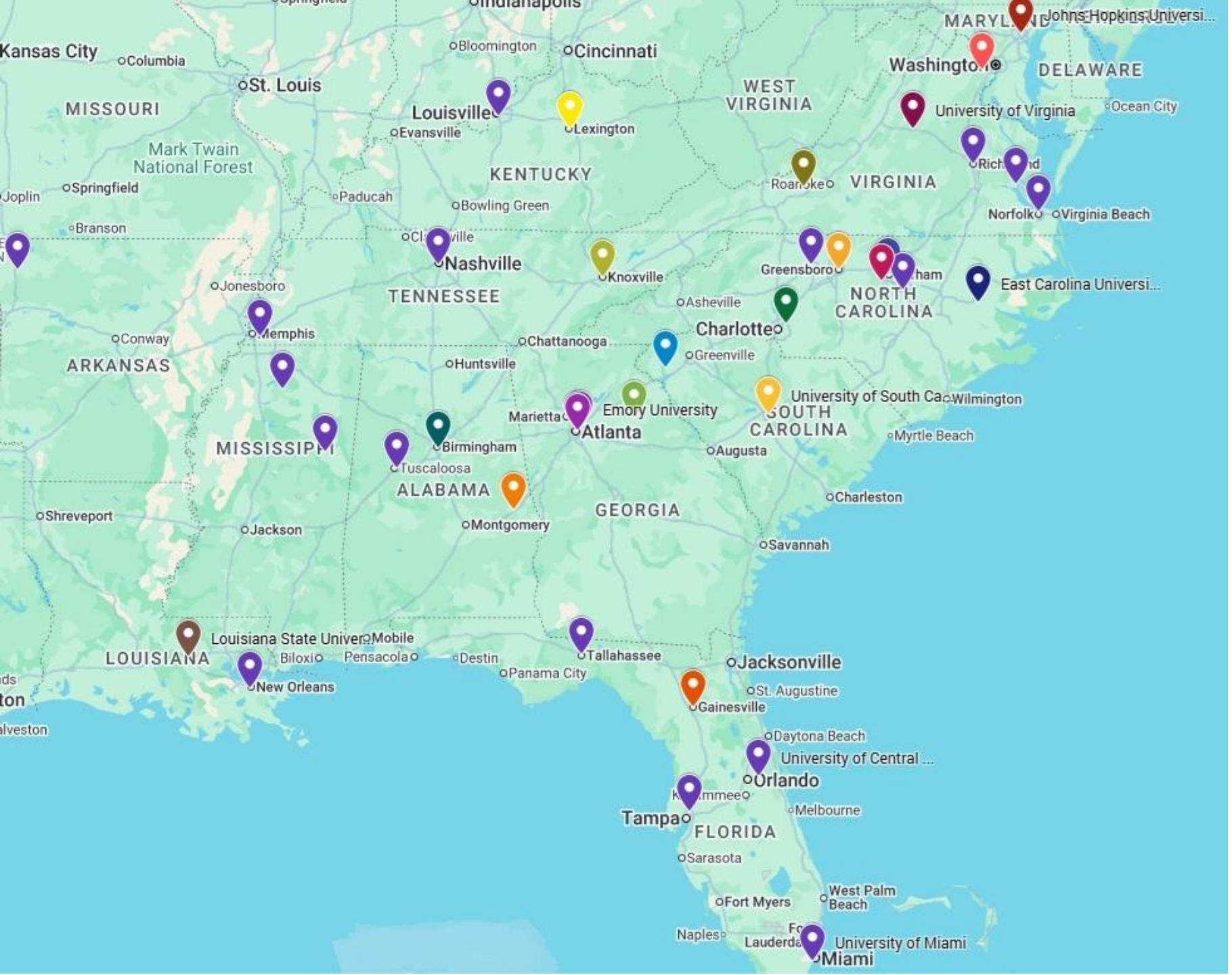
EVEN THE KING NEEDED RHINESTONES

Highlighting the Value of Resource Sharing—Inside and Outside the Library

Rebecca Crist
ASERL
October 2026





Auburn University
Clemson University
College of William & Mary
Duke University
East Carolina University
Emory University
Florida Atlantic University
Florida State University
George Mason University
Georgia Institute of Technology
Georgia State University
Johns Hopkins University
Library of Virginia
Louisiana State University
Mississippi State University
North Carolina State University
Old Dominion University
Tulane University
University of Alabama
University of Alabama at Birmingham
University of Arkansas
University of Central Florida
University of Florida
University of Georgia
University of Kentucky
University of Louisville
University of Memphis
University of Miami
University of Mississippi
University of North Carolina Chapel Hill
University of North Carolina Charlotte
University of North Carolina Greensboro
University of South Carolina
University of South Florida
University of Tennessee
University of Virginia
Vanderbilt University
Virginia Commonwealth University
Virginia Tech
Wake Forest University



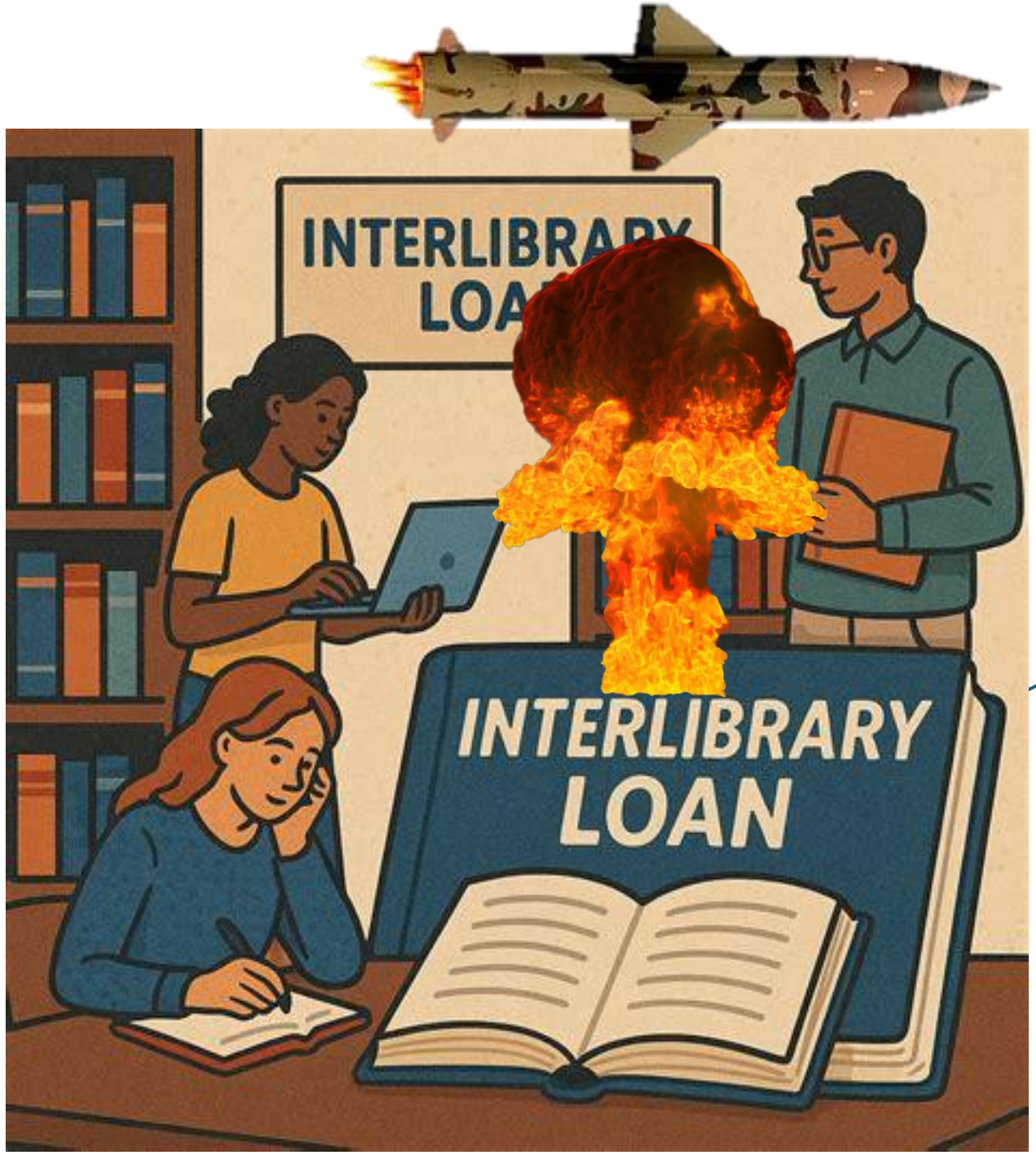
11 recommendations for BBQ in Memphis, from fellow librarians

https://www.aserl-bbq.org/

Why Messaging Matters

The work of resource sharing is often invisible—or looks like an expense, or a student worker pulling call slips. Your work (and your needs) can be overlooked if the value of the work isn't called out.





I didn't make this

Why Messaging Matters

- Lets people know the options available to them
- Affects decisions about budgets and staffing
- Colors how your colleagues see you
- Influences your own morale

Having talking points on hand saves you time and mental energy.

Metrics Aren't Message

California has an aggregate gross value added (GVA) of all resident producer units equal to $4.297 trillion as of 2025



Metric: factual, evaluative



If California were an independent nation, it would rank as the fourth largest economy in the world.



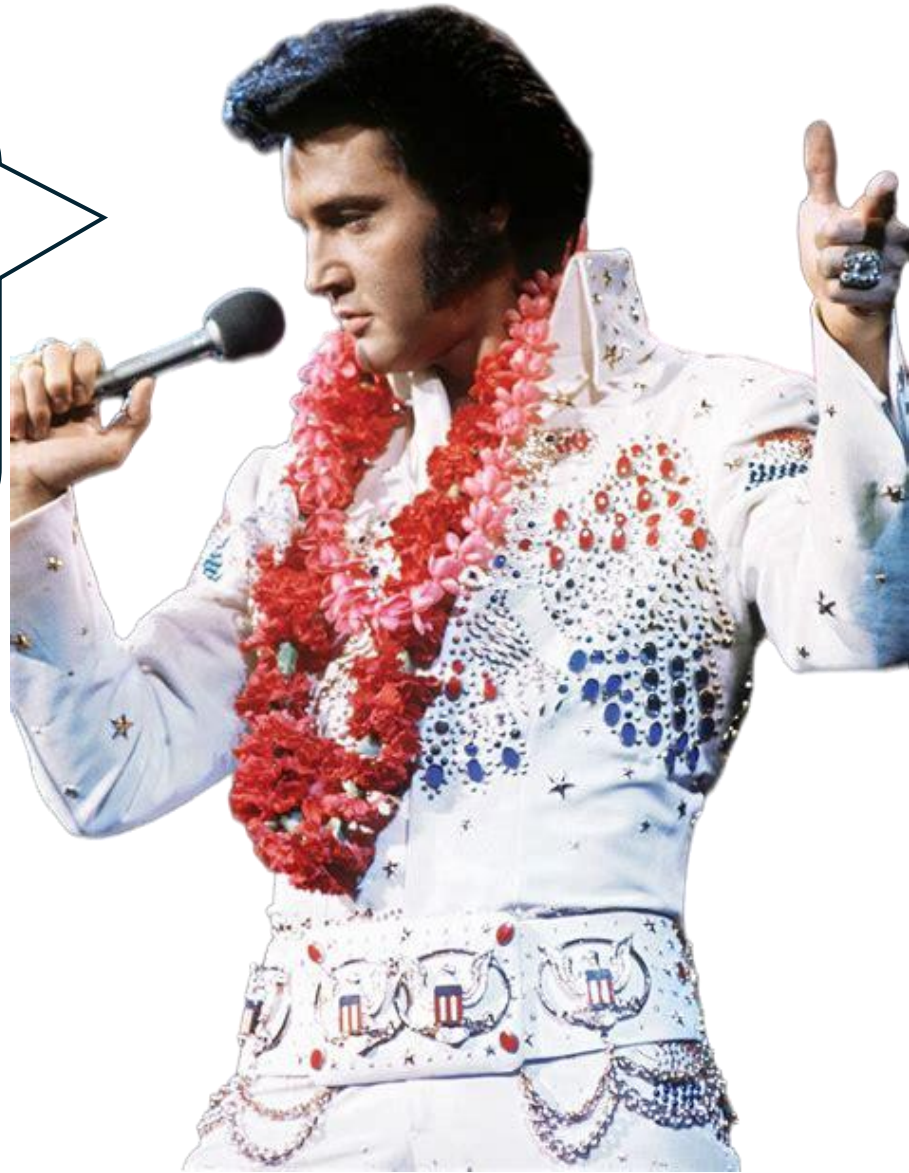
Message: narrative, memorable

Effective Messaging Makes an Impact



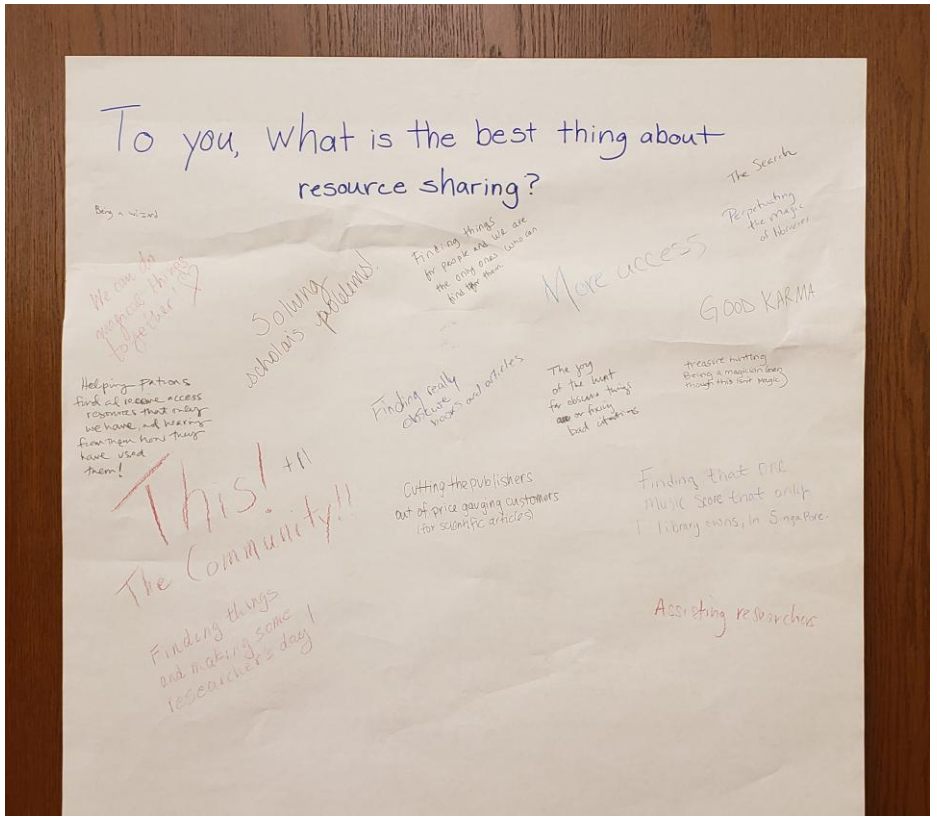
Resource sharing is important.

Our expertise can help you get the information you need--no matter where it is.



What's the best thing about RS?

EXPERTISE
Search skill
Connectivity with others
Problem Solving
Community



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What the biggest misconception?

Just because it exists doesn't mean we can get it

It takes time

We can't ILL brand new items

It's not free

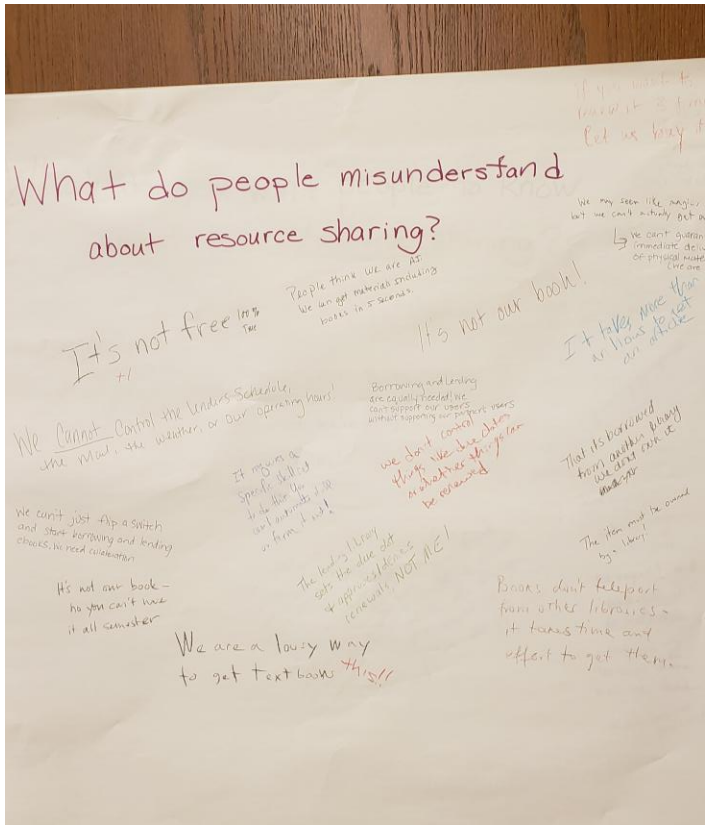
We don't control the lending terms

We have to lend in order to borrow

We can't scan an entire book

It has to exist in the first place

It's not all on the internet



[This slide filled in live with session participants]

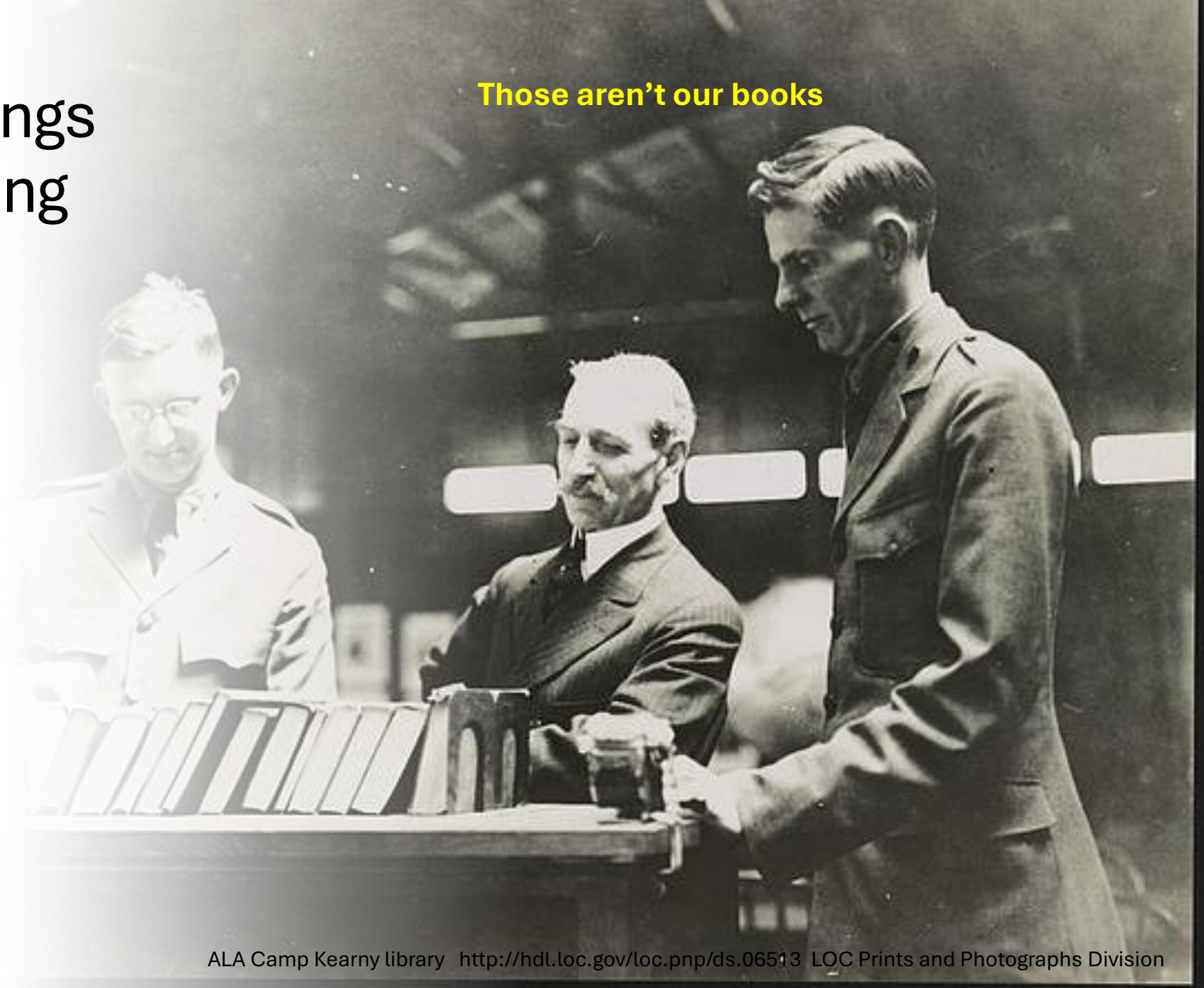
ESSENTIAL VALUES

- Expertise
- Access
- Collections
- Community
- Reciprocity
- Generosity

[This slide filled in live with session participants]

Some of the things Resource Sharing Contributes:

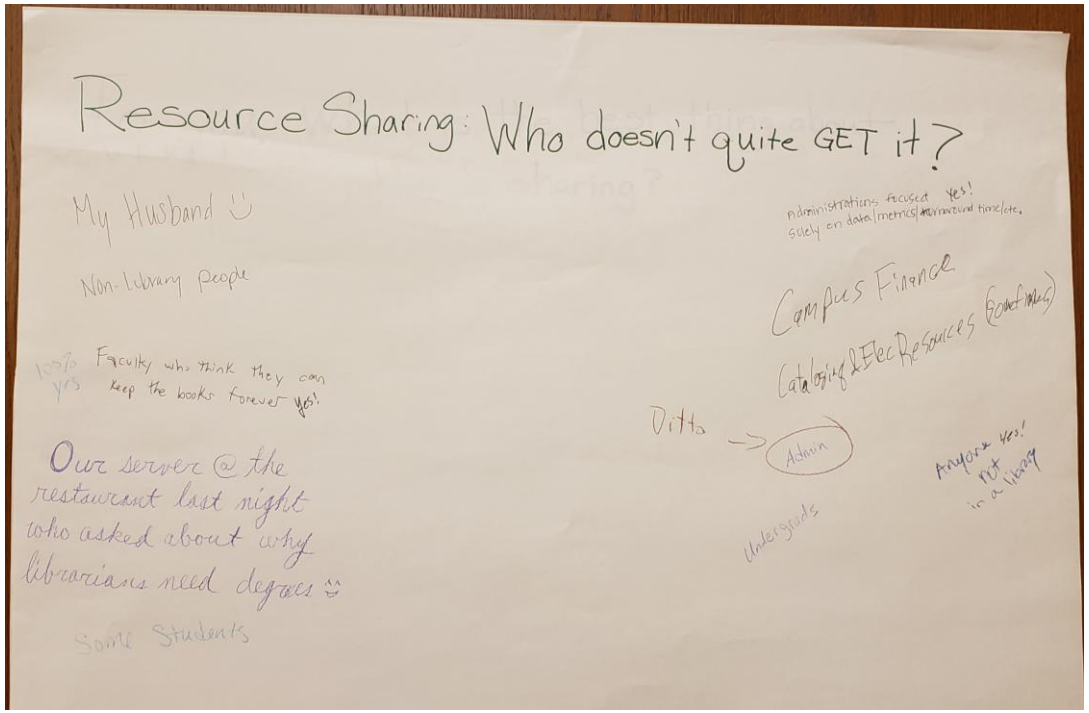
- Access
- Research
- Expertise
- Collaboration
- Equity
- Problem-solving



ALA Camp Kearny library http://hdl.loc.gov/loc.pnp/ds.06513 LOC Prints and Photographs Division

Who doesn’t get it?

Shareholders of some vendors
Public
Administrators
Publishers
Lawmakers



[This slide filled in live with session participants]

For a Dean

At the end of the day we are there for our students; we support student success by getting resources. And if we can get it from AGS it saves us

We can get X amount of resources in X amount of time

If we do not lend, they will not let us borrow

RS not only provides material to our scholars, but info to our librarians about potential gaps in our collections

The metacognition and critical thinking behind it helps our students develop thinking skills

It’s not just about the money; it’s about the value of getting the money.

Saves us space, money, and effort in collections

Quantify the hours saved by searching

Deans are in the business of messaging; use the language they’re

Colleges and unis are interested in reputation; ILL spreads goodwill

Collections constantly changing; we provide flexibility that enables you to weather this

Impact; demonstrating impact

[This slide filled in live with session participants]

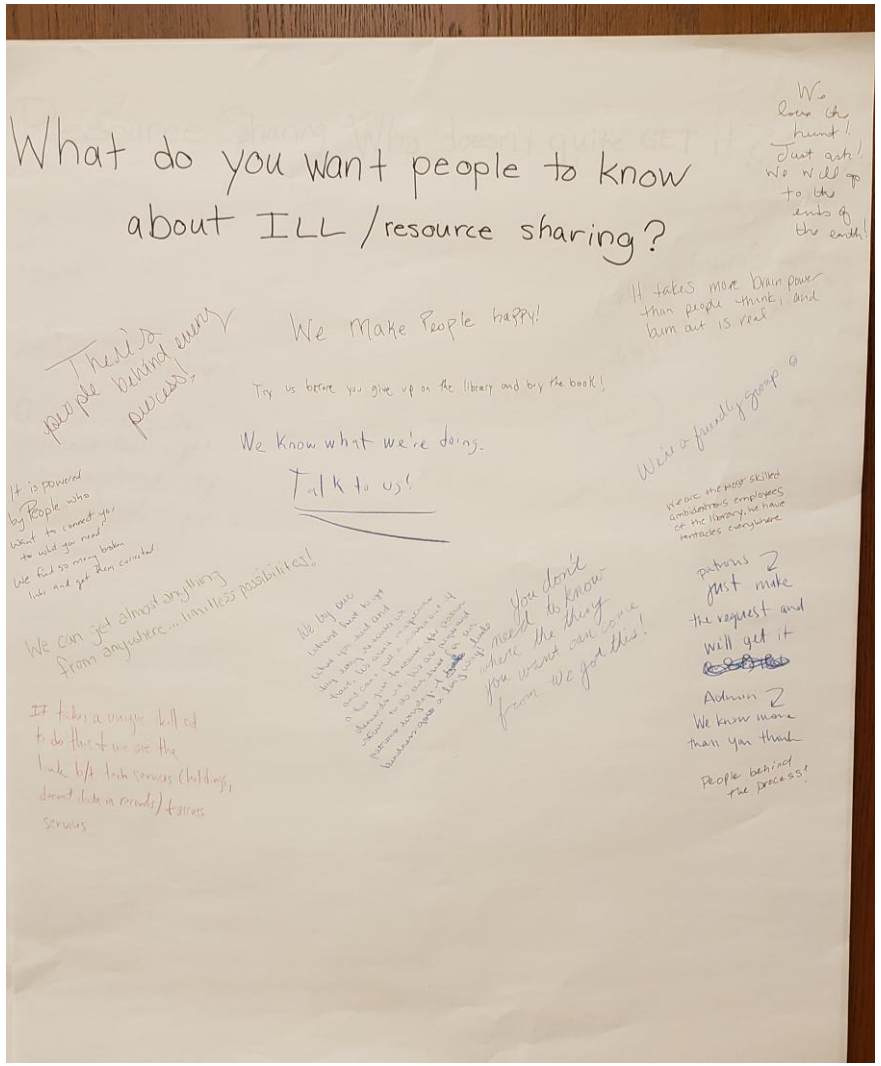
For users

- We exist
- we are here to help
- You need to know how to use ILL for your research
- Faculty: Supports your personal research, but also supports your teaching—you can borrow it rather than buy it
- Set expectations for our users—err on the longer delivery window estimate, then exceed expect
- Hit a paywall? Your research doesn’t need to stop there
- It doesn’t have to be for academics. If you want to borrow a book, borrow it

[This slide filled in live with session participants]

What do you want people to know about ILL?

There are people behind the process
We know what we're doing
It takes more brain power than people think, and burnout is real
Try us before you give up and buy the book
We are the link between tech services & access services
We have special skills & know more than you think
YOU don't need to know where the thing you want is, we've got this
A little kindness goes a long way



[This slide filled in live with session participants]

One Value, Different Audiences: Access

Administrator:

- Resource sharing expands access while supporting strategic stewardship of collection budgets.

Library Colleague:

- Resource sharing lets our collections reach more users--and lets our users have the things we don’t need on our own shelves.

User:

- If we don't have it, we can often help you get it.

Taking Care of Business





- Keep it brief
- Remember you audience
- Speak to their actual concerns
- Connect to broader goals and priorities

An effective example

From Sydney to Rome: ECU's Interlibrary Loan Reaches the World

PUBLISHED OCT 19, 2026 BY BENJAMIN ABEL
FILED UNDER: ECU NOW BLOG, LIBRARY NEWS, UNIVERSITY NEWS

- ECU Libraries surpassed 1 million interlibrary loan transactions in 24 years.
- ECU loans and borrows nearly 42,000 items annually from institutions worldwide.
- The program expands access to research materials for ECU students, faculty and staff.

Last year, an East Carolina University graduate student needed a variety of music scores from a relatively obscure composer to study the musician's body of work. The student totaled up what it would have cost to get reprints of the scores sent to him — into the hundreds of dollars — and not an expense many grad students would be able to part ways with easily.

"We were able to contact some of the libraries who held those scores and convince them to loan us the items. It was really cool," said Arwen Parris, ECU's interlibrary borrowing manager.



Earlier this year, ECU's Libraries passed a significant milestone: 1 million interlibrary loan transactions in 24 years. On average, ECU has loaned and borrowed just under 42,000 items each year, which is in keeping with, or exceeds, major peer institutions like UNC-Chapel Hill, Penn State and the University of Michigan.

Interlibrary loan is the sharing of books, recordings and other physical media between partnering institutions — putting a world of knowledge into the hands of ECU students and sharing the university's

Group Project Time!

“If we all climb together, we could climb the highest hill.”



Elvis ain’t the only royalty from Tennessee

RESOURCE SHARING





THANK YOU

THANKYOUVERYMUCH

rebecca@aserl.org

The talking points and additional resources will be maintained at https://tinyurl.com/RSTalkingPoints

And eventually added to aserl.org