DOCUMENT DELIVERY WORKING GROUP
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1 Aim of the Working Group

The aim of the workshop is to discuss the elements that are necessary to create a workable international framework for resource delivery to end users.

Internet web sites such as Amazon and eBay have built user expectations to expect online ordering and delivery internationally. Users are discovering items they want in multiple sources including internet search engines and global online bookshops. How can libraries as a group create a service that brings these users with their needs to a service that will deliver the desired material without too much apparent complication? Traditional cooperation among libraries has occurred in local, regional and national levels with various barriers to certain users based on factors like status and library affiliation. International traffic is small and un-coordinated and generally users are not sufficiently aware of delivery and reference services available to them. What is needed to create a visible and workable international framework that will deliver services that meet expectations set by commercial global web sites?

2 Questions to address in the Working group

What policy changes are desired? Broaden, democratize, advertise
- registration on a larger scale – national library registration?
- broadening delivery options – as well as loan, digitize on demand, reference lookup
- barriers to be overcome
- charge rather than refuse

What services are missing or need developing?
- digitize on demand – should there be an EU fund for this?
- reference lookup, reference service as a form of delivery
- liaisons with archives

What supporting services are desirable – borrowing side?
- holdings location service – European / international in scale
- locating alternative editions that may be out of copyright
- International library registry including machine readable information on collections, services and policies

What supporting services are desirable – lending side?
- determining in print and in copyright status of items
- determining effect of denying a request (determining how unique your holding is)
- easy payment facilities – for charging end users; for settling with libraries

Special requirements of digital and licensed material?
- re-directing user to appropriate resolver
- other requirements?
What standards are required?

- Authentication
- Request submission – from a web page or non delivery system to a delivery system. See IPIG’s Request Submission message openURL schemas: http://www.oclc.org/?id=1409&ln=uk
- Delivery system to delivery system standards: ISO ILL and NCIP
- Schema for transmitting holdings information with policy and availability information? ISO TC46 is currently working on creating a holdings schema with the Z39.50 holdings schema as the base input (http://www.loc.gov/z3950/agency/defns/holdings1-4.html).
- Other holes?

3 Background Information


The vision of the group is to create a new global service framework that focuses on the end user, allowing delivery of library materials based on factors such as cost, time, format and delivery.

The group has defined 3 areas of activity – user needs, library policies and technical interoperability. These areas are listed in sequence such that user needs should determine library policies that should in turn bring about changes necessary to achieve the desired levels of interoperability. The group made decisions to:

- research user needs
- produce a manifesto including best practices and recommendations for broadening resource delivery options and reducing service barriers (by ALA ILL annual conference, Denver April 27 2006)
- produce a browser “get it” plug in that will enable a user to retrieve citation details from a web page and submit a request to a request management system (OCLC will produce this by ALA mid winter, January 2007)

As the thrust of the “rethinking forum” is multi-directional it was thought that no one organization could ensure a continuum of the momentum. Therefore the group will also formalize and be adopted jointly by NISO and ALA RUSA STARS with liaisons being sought with ASCLA (ALA Association of Specialized and Cooperative Library Agencies) and IFLA.

The official minutes of this meeting are located at:

http://blog.aclin.org/links.php
3.2 Reading

Copies Direct: an innovative service from the National Library of Australia
An article by Roxanne Missingham, Margarita Moreno and Anne Xu, National Library of Australia, that appeared in ALJ: Australian Library Journal November 2005 (vol 54 no 4)

International Sharing and Delivery of Library Resources. An article by Janifer Gatenby and Matt Goldner published in ILDS (Inter-Lending and Document Supply) 2005. Copyright Emerald

New Frameworks for Resource Discovery and Delivery
A paper written by Judith Pearce (with Janifer Gatenby) and presented in an earlier form at the Standards New Zealand / Standards Australia IT-19 Seminar, Technical Standards for Libraries and Education: Solutions and Emerging Frameworks, held at the National Library of New Zealand, Wellington, New Zealand, Wednesday 26 October 2005.