Working Group on Resource Delivery

Janifer Gatenby, Leader

ELAG 25-27 April 2006
Bucharest, Romania
Mission

Discuss the elements that are necessary to create a workable international framework for resource delivery to end users.
• Dr. Alojz ANDROVIČ
  – University of Bratislava
• Mr. Dennis BONGERS
  – Endeavor Information Systems
• Mrs Annu JAUHIAINEN
  – National Library of Finland
• Ms Janifer GATENBY
  – OCLC PICA
Background Input to Discussion

- Documents from the “Re-thinking resource sharing group”
  - Meeting 1 Chicago November 2005
  - Meeting 2 Denver February / March 2006
  - Meeting 3 San Antonio April 2006 (today)
Re-thinking

User Needs
Input

Policy Framework

| Whom We Serve | What We Deliver / Offer | How We Offer / Deliver |

Our Vision

Best Practices, Policies, Manifesto

Business Model

Interop Group’s projects & framework
## User Needs

- Access and negotiate delivery of resources from libraries and related institutions such as archives

- Hybrid collections will persist for at least 10 years (*Dempsey, British Library*)
  - *Access to Long Tail*

- Follow existing easy to use internet delivery models
  - Amazon, eBay, Netflix
Basic Tenet

• Focus on the needs of the end user

Do not entrench existing practices
## Policy challenges and recommendations

- **Move to unmediated request & delivery**
  - Make user 😊
  - Cheaper process

- **Registration – make it easier**
  - On a national scale
  - Online registration - “on the spot”
  - Recognize frequent users
Levels of Mediation of User’s request

- **User request**
  - **Authentication, Authorisation**
    - Authorised by the library
      - Anonymous
    - Suggestion mediated by the library
    - User or program defines rota
  - **Request**
    - By library, no payment
    - By end user – hook to e-commerce
  - **Payment**
    - To library, user picks up
    - To user’s address; email, SMS, URL...
  - **Delivery**
  - **Return**
    - Via user’s home library
    - Direct or no return
Policy challenges and recommendations

• Broaden delivery options
  – Indicate relative rareness “request relevance”
    • Digitise on demand, reference lookup
  – Purchase if cheaper than ILL

• Charge instead of “no” (Make user 😊)
  – Innovative ways to reduce costs – floating stock
  – PayPal for return deposit
Digitisation on Demand

- Use EROMM / Directory of Digital Masters
- Portion of EDL (European Digital Library) funding €€€ for DOD (Digitisation on Demand)
Policy challenges and recommendations

• Liaison with archives
  – Collections overlap… therefore
  – Overlap reference, supply (and payments) services
  – Avoid referral, re- authentication etc.,
    • Do instead
European Best Practices

- **Direct delivery** to user’s address
  - Denmark, Germany
- **Digitisation on Demand**
  - eTen DOD (15 countries)
- **National registration & Floating stock**
  - Netherlands (trains, beaches)
Get it!!
Get it!!

Search results: **14 Item(s)**

**Item:**

**The 39 Steps - Criterion Collection (1935)**

*Starring:* Robert Donat, Madeleine Carroll
*Director:* Alfred Hitchcock
*Rating:* unrated

It is available from the following sources:

<table>
<thead>
<tr>
<th>Library</th>
<th>Format</th>
<th>Cost</th>
<th>Availability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Netflix</td>
<td>DVD</td>
<td>available by subscription from $15.00 per month</td>
<td>Shipped to your home via...</td>
</tr>
<tr>
<td>Albany Public Library</td>
<td>DVD</td>
<td>Cost: No fee</td>
<td>Available after 15 April 2020</td>
</tr>
<tr>
<td>Berkeley Public Library</td>
<td>DVD</td>
<td>Cost: No fee</td>
<td>Available now for pickup.</td>
</tr>
</tbody>
</table>

*Get It* is an initiative of your local libraries - wherever you are!
• Probably not a lot of new standardisation needed

• Light, web based, single question type
In Summary

- Let’s do nice, easy international delivery to end users

Without Visas!! 😊