Working Group on Resource Delivery
Janifer Gatenby, Leader

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Bucharest, Romania
Mission

Discuss the elements that are necessary to create a workable international framework for resource delivery to end users.
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  – 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

<p>| | |</p>
<table>
<thead>
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</thead>
<tbody>
<tr>
<td><strong>•</strong> Access and negotiate delivery of resources from libraries and related institutions such as archives</td>
<td></td>
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<tr>
<td><strong>•</strong> Hybrid collections will persist for at least 10 years (<em>Dempsey, British Library</em>)</td>
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<tr>
<td></td>
<td><strong>–</strong> <em>Access to Long Tail</em></td>
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<tr>
<td><strong>•</strong> Follow existing easy to use internet delivery models</td>
<td></td>
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<tr>
<td></td>
<td><strong>–</strong> Amazon, eBay, Netflix</td>
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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
  - Request
    - Suggestion mediated by the library
    - User or program defines rota
  - Payment
    - By library, no payment
    - By end user – hook to e-commerce
  - Delivery
    - To library, user picks up
    - To user’s address; email, SMS, URL...
  - 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!!

<table>
<thead>
<tr>
<th>Item:</th>
<th>The 39 Steps - Criterion Collection (1935)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Starring:</td>
<td>Robert Donat, Madeleine Carroll</td>
</tr>
<tr>
<td>Director:</td>
<td>Alfred Hitchcock</td>
</tr>
<tr>
<td>Rating:</td>
<td>UNRATED</td>
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</table>

It is available from the following sources:

<table>
<thead>
<tr>
<th>Source</th>
<th>Format</th>
<th>Cost</th>
<th>Availability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amazon</td>
<td>DVD</td>
<td>$19.99</td>
<td>Usually ships within 24 hours from and sold by Amazon.com</td>
</tr>
<tr>
<td>Netflix</td>
<td>DVD</td>
<td>Available by subscription from $15.00 per month</td>
<td>Shipped to your home via Netflix</td>
</tr>
<tr>
<td>Albany Public Library</td>
<td>DVD</td>
<td>No fee</td>
<td>Available after 15 April 20</td>
</tr>
<tr>
<td>Berkeley Public Library</td>
<td>DVD</td>
<td>No fee</td>
<td>Available now for pickup</td>
</tr>
</tbody>
</table>

Get-It is an initiative of your local libraries - wherever you are!
Referral
openURL

Holdings
SRU

Alternatives
xISBN

Policies
SRU / LDAP

Web page

Library

Union Cat

Directory

Availability & Borrower info
SRU  NCIP

OPAC

Get it!!

Web ui
• 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!! 😊