Portals and Delivery

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Potential Population

• Internet users [http://www.internetworldstats.com/europa2.htm](http://www.internetworldstats.com/europa2.htm)
  - European Union 44.2% of the total population
  - Japan 44.7%
  - Norway 50.0%
  - Switzerland 59.6%
  - Iceland 62.5%
  - Hong Kong 63.0%
  - Australia 66.6%
  - US 67.6%
  - Sweden 76.8%

• 739,721,856 users at February 29, 2004

• Their expectations: ?
Simple and Seamless

- Google
  - Simple search
  - Unmediated
  - Comprehensive
  - Ranked results
  - Full text access

Don’t we all use it?
But Guaranteed Delivery?

Active articles

• 27 months old – 87%
  (Science)

Active web addresses

• 12 months old – 51%
• 48 months old – 13%
  (OCLC)
Portals – Promise Delivery

• Libraries via their portals can play an important role in delivery
  – Online and offline
  – With and without URLs
  – *No matter where the item was discovered*
For libraries to stay relevant in the world of provision of information, they need to make the path from discovery to delivery **smooth**.

(Must bury the complexity)
The Complexity to Bury

**Electronic**
- Has URL or URLs or
- Generates URL
  - Uses or refers

**Physical**
- Knows holdings or
- Finds holdings or
- Refers for holdings

**Locate**
- Determines best sources
  - Rights, costs, speed

**Select**
- Determines / negotiates sources
  - Location, agreements, speed, cost, availability

**Request**
- Requests access
  - Multiple protocols

**Deliver**
- Delivers to user
  - URL direct, email, DD station, mail direct or to library.

- Notifies user
  - Email, collect URL
Access and Delivery

• Electronic access
  • Electronic delivery
  • Scan on demand
  • Certificates etc.

• Physical access
  • Physical delivery
Determining the Access Method

• Access electronically?
  – URL?
  – DOI? – send to DOI resolver
  – Or can an openURL (or type) be generated?
    • Using ISSN or other identifier?
  – Does the user have access rights?
  – Or portal forwards to a link resolver?
Dynamic Linking

• Parsers for extracting openURL elements
• Templates for constructing dynamic URL
• Check date range against date ranges on each possible provider; user privileges
• Rank possible providers
Physical Access

• Behind the scenes distributed search to
  – Union catalogues, library catalogues, online bookstore, online antiquarian

• “Free” request to a CBS ILL database (e.g. NCC, GBV, Hebis)

• “Direct to profile” request to OCLC ILL

• Refer to supply service
  – e.g. BLDSC, Subito, CISTI, etc.

• Can be multi-staged process
Role of Library Directory

• Portal consults directory to determine
  – Borrowing preferences; preferred sources
  – Choice among possible suppliers
    • Policies, conditions, charges
    • …to increase the fulfilled rate, & **speed** delivery via fewer steps
• Current development in Australia, Canada, US
• Standardisation – IPIG, ISO 2146
Seamless = International

Mary Jackson  *Barriers to International Lending*

http://www.cilip.org.uk/groups/fil/c2003c.ppt

- Discovering material
- Determining supplier
- Transmitting request
- Delivering material
- Cost of shipping
- Logistics of payment
- Copyright / Licensing
- Losing control
- Willingness / need

Directories
- Multiple protocols
- Collect from web site, DD

Clearing house, OCLC IFM
Evolution

- Combining reference service with delivery
  - Forward reference query coupled with access and delivery information
- Combining acquisition methods
  - Access, copy, loan, purchase
- Increase of scan on demand
  - Portal in the role of collection point
- “DD” as a chargeable library service
  - More than cost recoverable
  - Increasingly international
Thank you