



Document Delivery @ LIBISnet

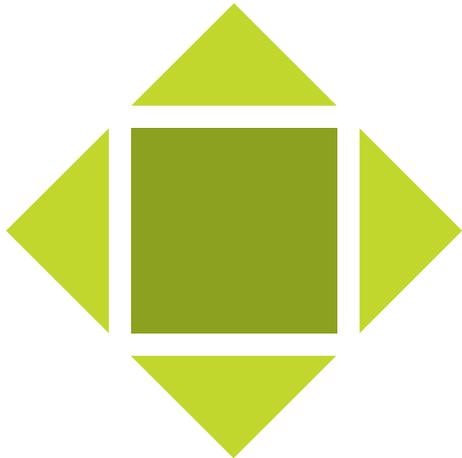
where (how) to start... and where to end?

●●●●● *IGeLU, Leuven 2023*

Gijs Noels - LIBISnet Product manager @LIBIS KULeuven



- Part of KU Leuven
 - Selection, development, implementation and management of central IT applications for managing & providing access to collections for libraries, archives, museums and other (heritage) collections (GLAM)
 - Services concerning digital supported research
- Division of Leuven Research and Development (LRD)
- Since early 70's – **50 year LIBIS!**
- Services offer for external organizations
- 28+ qualified employees
- Internal and external partnerships



LIBISnet has more than 90 libraries and is the largest scientific library network in Belgium.

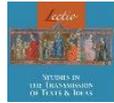
- Since 1977
- Goals
 - Optimization of services
 - Offer new advanced applications to enhance services (Alma – Primo)
 - Improve quality of information
- Different types of libraries
- 27 institutions – about 93 libraries
- ca 8 227 000 records
- ca 7 329 000 items
- Collaboration!!

Our partners

LUCA



Federal Public Service FINANCE



museum



ALAMIRE FOUNDATION



Bibliotheek van het federaal Parlement
Bibliothèque du Parlement fédéral



EUROPEAN CENTRAL BANK



Joods Museum van België



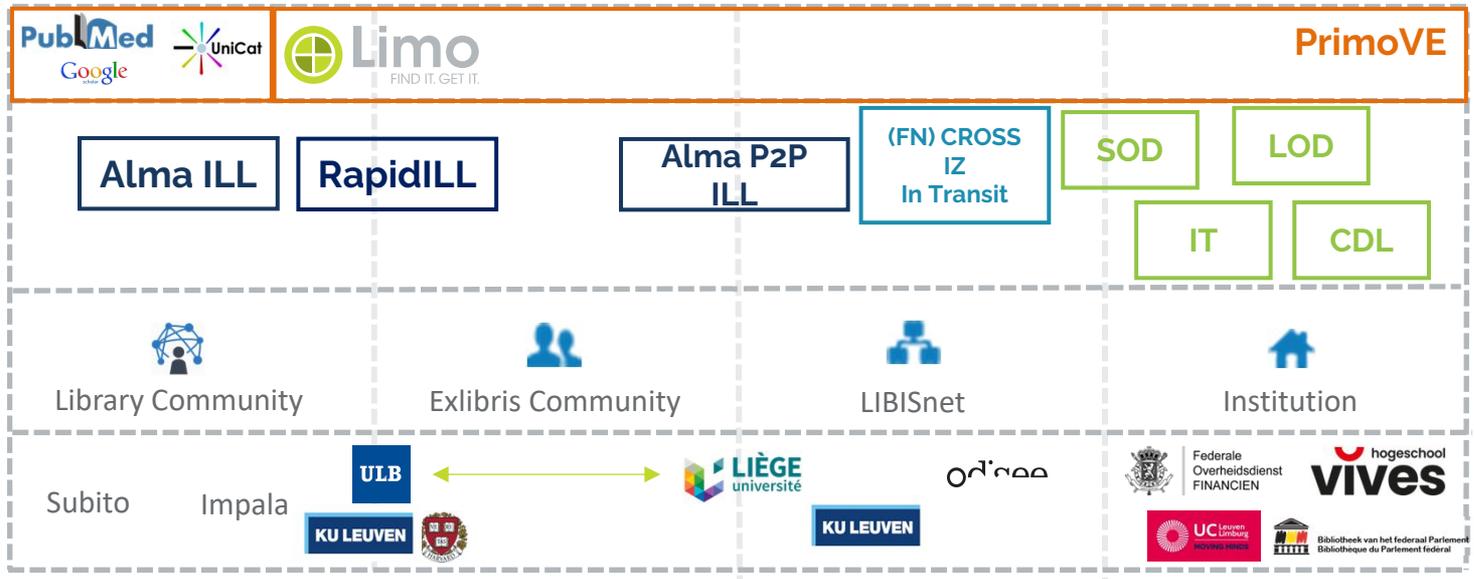
KU LEUVEN

BIBLIOTHEKEN



●●●●● (Document) Delivery



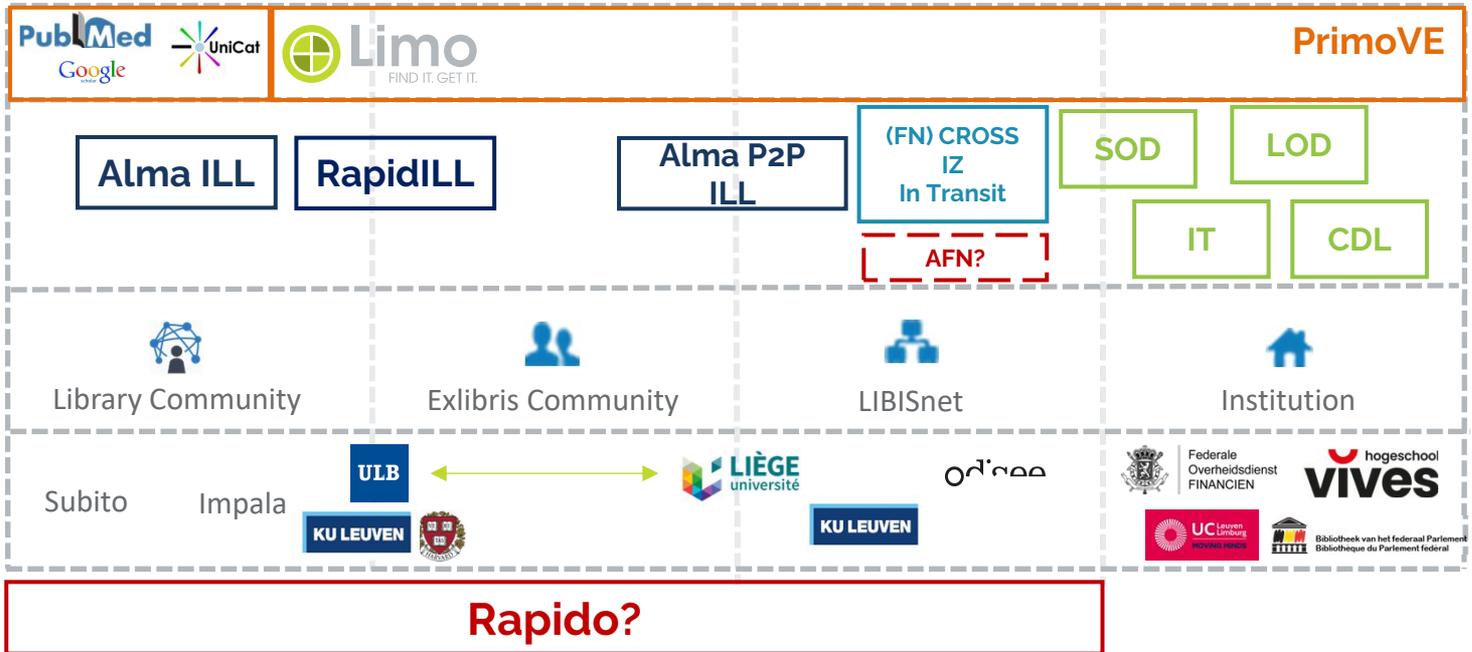


'Linkresolver'
Services

- Alma (request) Flows:
- Resource Sharing
 - (A)Fulfillment network
 - IZ Request options



Document Delivery @LIBISnet: Future?



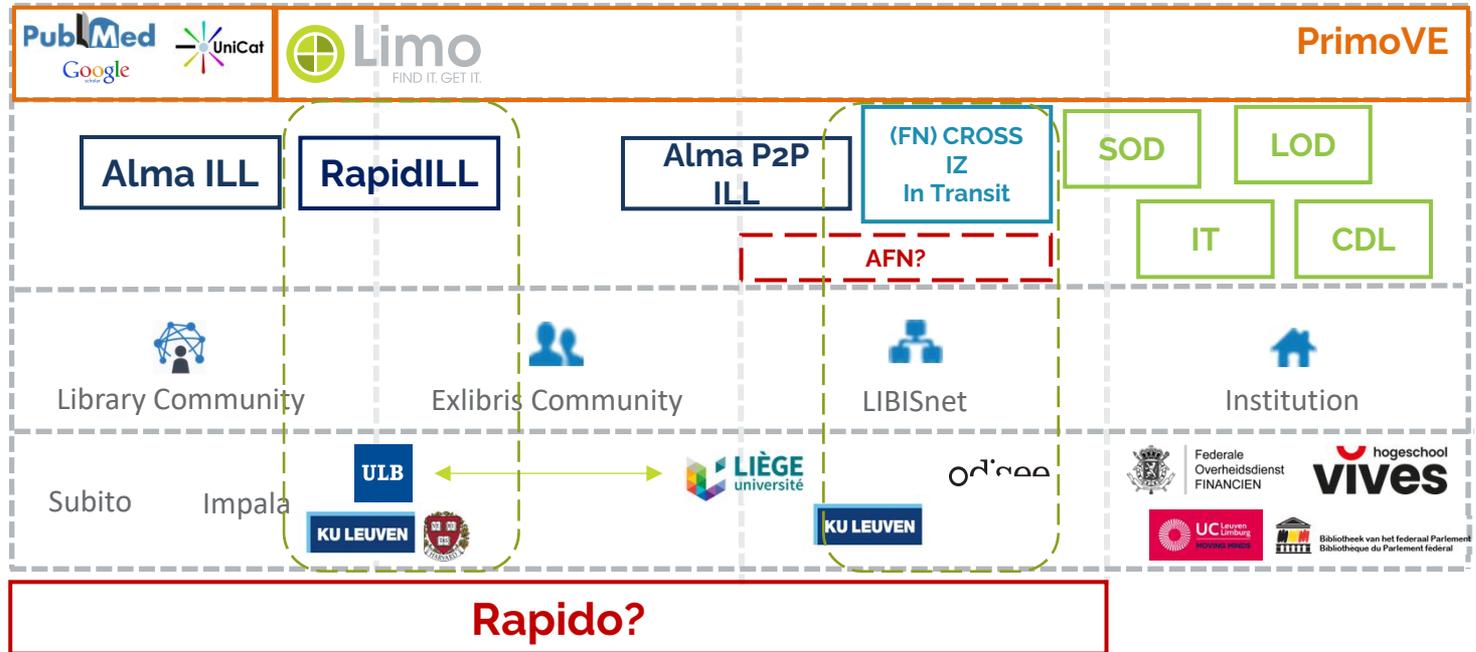
'Linkresolver' Services

Alma Flows:

- Resource Sharing
- (A)Fulfillment network
- IZ Request options



FOCUS: Document Delivery @LIBISnet?



'Linkresolver' Services

Alma Flows:

- Resource Sharing
- (A)Fulfillment network
- IZ Request options

Rapido?

Ask questions

Not the intention to provide answers!

- Are we getting the most out of the current implemented solutions?
- Will a switch/transition to AFN or Rapido solve our current issues and address our needs?
 - *Creating additional value without causing other (bigger) problems?*
- How can we increase knowledge and understanding of the different potential solutions?

Inform

Initiate/Engage

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Inform

- Explain how we use the Fulfilment network configuration options
- Indicate the issues we currently experience
- Suggest potential solutions

Initiate/Engage



Goals presentation?

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Initiate/Engage

Dialogue via Consortia groups?

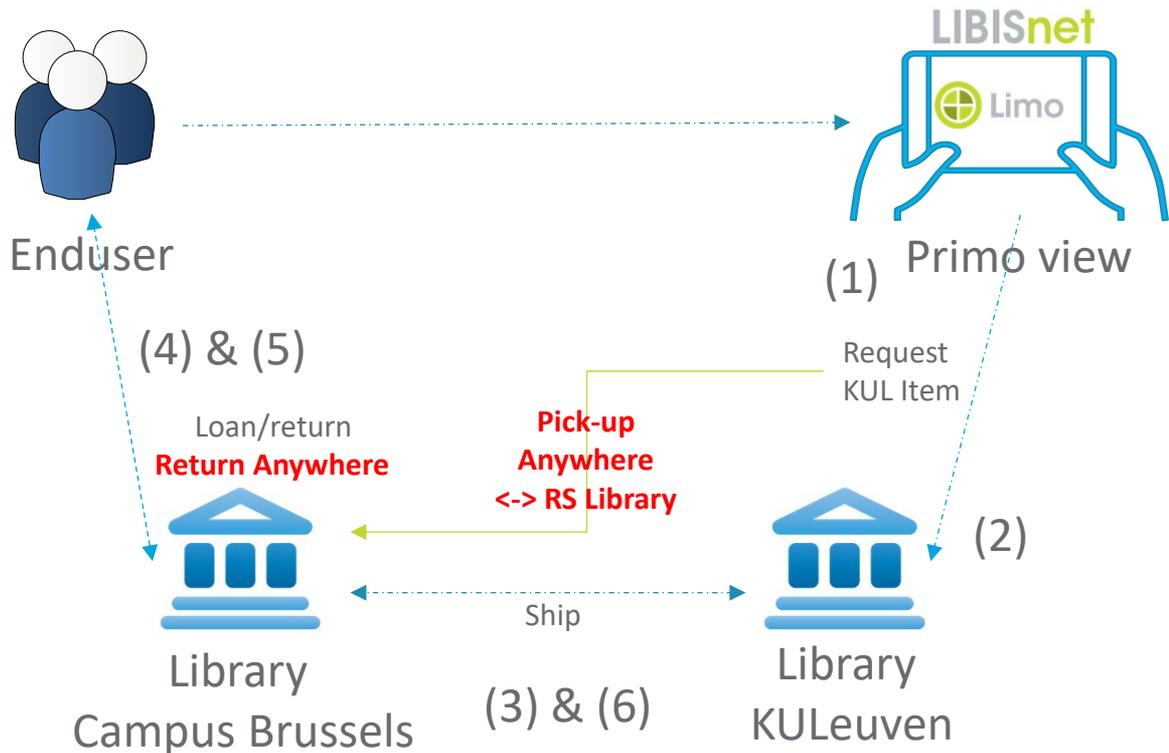
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- Initiate a Community dialogue
 - Identify consortia with similar flows/experiences/challenges
 - Learn from each other



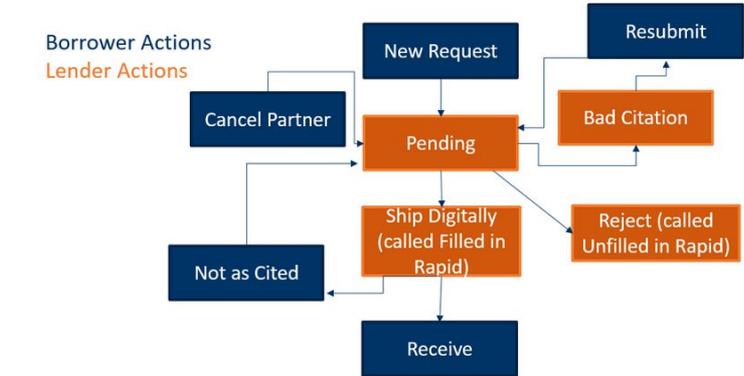
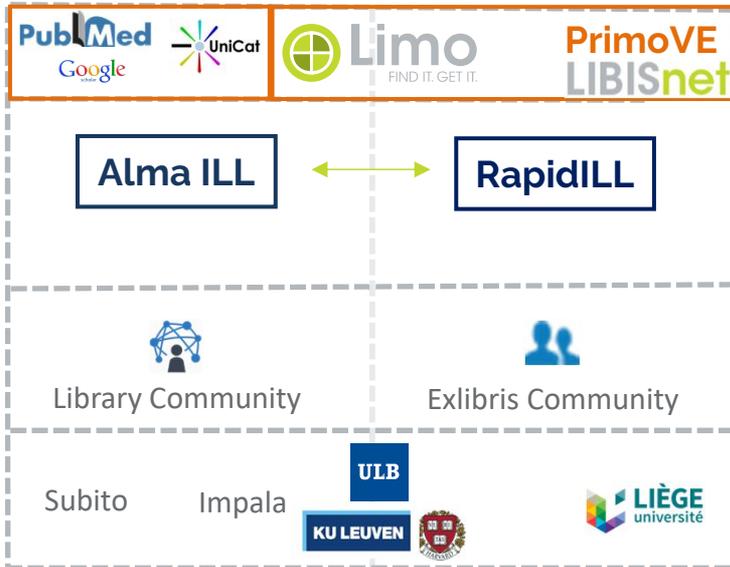
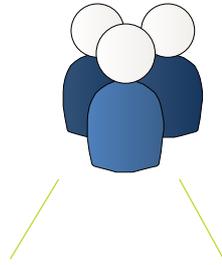


FN principles:

- Anywhere principle (Patron decides)
- Owning library in charge!
- Configuration based upon institutional relations – **One Way direction!!**



Resource sharing: "RapidILL"



Name	Operator	Value
1 User Group	In List	BA-student, MA-student, Personnel, Voortgezette opleiding
2 Requested Format	=	Digital

Output Parameters: Rota Templates * BIBK_KUL

ROTA assignment

Name	Description	Created By	Created On	Updated By	Updated On
RapidILL - automatic		Administratie, Alma	15/02/2021	Administratie, Alma	15/02/2021

Name	Operator	Value
1 Partner	In List	RapidILL BIBK

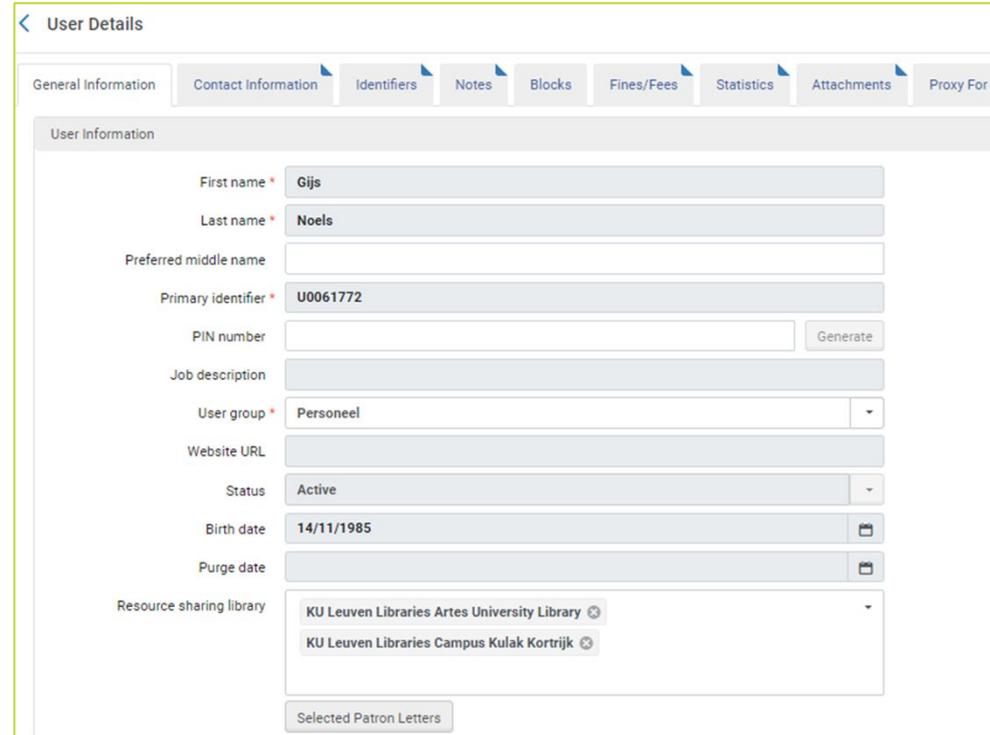
Output Parameters: Send Request * This

Auto send request rules

Resource sharing: “principles”

The Resource sharing Library is crucial:
(Without? NO ILL request option!)

- The enduser requests an item via his/her ‘home’ RS-library (Pickup location)
- The RS library (intermediary) processes the request based upon self determined (**automated**) Rota/partner configuration, uses availability information, priorities and workflow considerations.



User Details

General Information | Contact Information | Identifiers | Notes | Blocks | Fines/Fees | Statistics | Attachments | Proxy For

User Information

First name *

Last name *

Preferred middle name

Primary identifier *

PIN number

Job description

User group *

Website URL

Status

Birth date

Purge date

Resource sharing library



Best of both worlds?

Fulfillment network: cross IZ IT
(Anywhere principle)

- Lowers the **library involvement** in terms of configuration, maintenance of supplier lists and in terms of staff mediation of the requests.
- The responsibility for obtaining the resources **is on the end user**

Automated Fulfillment network:
(RS principles + anywhere principle)

- Lowers the **patron's involvement** in terms of finding and getting the item
- The responsibility for obtaining the resources **is on the library**



Waaw! Let's GO!!!!





However - current issues FN?

(Will AFN solve current issues?)

Confusion for the enduser?

- There is a request option, so it looks like requesting is mandatory?
- Which pick-up location should I choose? The owning library is not in the list? (No pickup allowed in owning library on available items in open shelf!)
 - “wrong requesting” – Triage/checks needed? Time consuming!

FYI: Only two request buttons available at the moment! (Item level requesting!!)

BOOK
Leuven
Brussel: NIR (Nationaal Instituut voor Radio-omroep), 1936
Available at KU Leuven - several locations >

Where to find it? [REPORT A PROBLEM](#)

[← BACK TO LOCATIONS](#)

LOCATION ITEMS

KU Leuven Libraries Artes University Library
Available, BCLZ: Main Reading Room (open shelf) ; **949.32L ESSE** [LOCATE](#)

Available (0 requests)
4 Week

[Request physical item](#) / [Request Scan](#)

Request

i

Attention! Some libraries offer modified services during the summer holidays. Check the website for opening hours and services.

For **(Association) KU Leuven students and staff**, this service is free. **Other registered users** (e.g. external, alumni, etc.) pay a processing fee (10 euros) if the item has to be transferred to another library.

Warning: don't have items needlessly transferred to another library. A fee of **10 euros** will be charged to **all users** who don't pick up their requested item there.

Preferred library not in the list? You can take this book from the shelf in the library itself, without a reservation.

Pickup Institution
★ **KU Leuven** ▼

★ **Pickup Location** ▼

Volume(Year)/Issue - Article title - Pages (From-...

★ **I have read the above statement and agree to abide by its restrictions!**

[↻ RESET FORM](#)

[▶ SEND REQUEST](#)



However - current issues FN?

(Will AFN solve current issues?)

Confusion for the enduser?

AFN Context?

- How many request buttons do we need?
 - ILL request button (Order in another library)
 - Potential redundant/different request options?

- Config option: Display logic rules
 - Hide hold request if RS request is available?
 - What with booking requests?

- Are preferred pickup locations more clear?
 - Does the preferred local pickup location overrules the policy that we don't allow requests with pickup at owning library for open shelf items?

Additional (potential) complications:

- Item level requesting vs title level requesting
 - Due to specific metadata management

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REQUEST: [Order in another library](#)

[< BACK TO LOCATIONS](#)

LOCATION ITEMS

KU Leuven Libraries Artes University Library
Available, MAGA1: Magazijn ; Y11675 NR11

Item in place (0 requests)
Terms of use: 4 Week
Stack - Normal Loan

[Request physical item](#) / [Request Scan](#)

Primo

Resource Information:
Volume/part (one item per request):

Delivery Information:
Preferred Local Pickup Location:

Preferred Pickup Institution:

Preferred Pickup Location:*

Allow Other Library:



Current issues FN?

(Will AFN solve current issues?)

Some 'smaller', but annoying, issues:

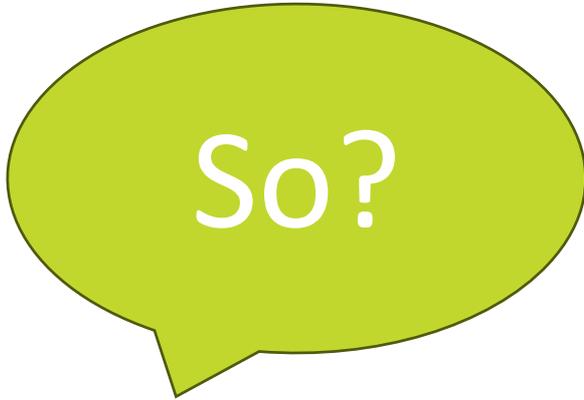
- Closing dates are not aligned between owning library and pickup location (lending library) *(AFN will not solve this)*
- Overview for lending institution of Items coming their way. *(AFN will not solve this)*
 - Only retrievable via the network activity tab of users
- Other barcode types (module 43 with check digit)/barcode reader configurations *(Obviously AFN will not solve this)*
- Not all patrons are registered in the pickup location *(AFN will not solve this) – (user NZ management)*
- Analytics (some gaps in relation to Pickup institution and location – currently at?) *(AFN will not solve this)*



Ask questions

I don't know!

- Are we getting the most out of the current implemented solutions?
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Initiate dialogue!

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Contact



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Lead Consortia Coordinator Group

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