

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.

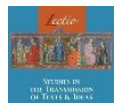
- Since 1977
- Goals
 - Optimization of services
 - Offer new advanced applications to enhance services (Alma – Primo)
 - Improve quality of information
- Different types of libraries
- 27 institutions – about 93 libraries
- ca 8 227 000 records
- ca 7 329 000 items
- Collaboration!!

Our partners

LUCA



Federal
Public Service
FINANCE



VLAAMS-
BRABANT



museum



ALAMIRE
FOUNDATION



Bibliotheek van het federaal Parlement
Bibliothèque du Parlement fédéral



EUROPEAN CENTRAL BANK



Joods Museum van België



Vesalius Documentation and Information Center



Africa
TERVUREN



SYMPLECTIC

KU LEUVEN

BIBLIOTHEKEN



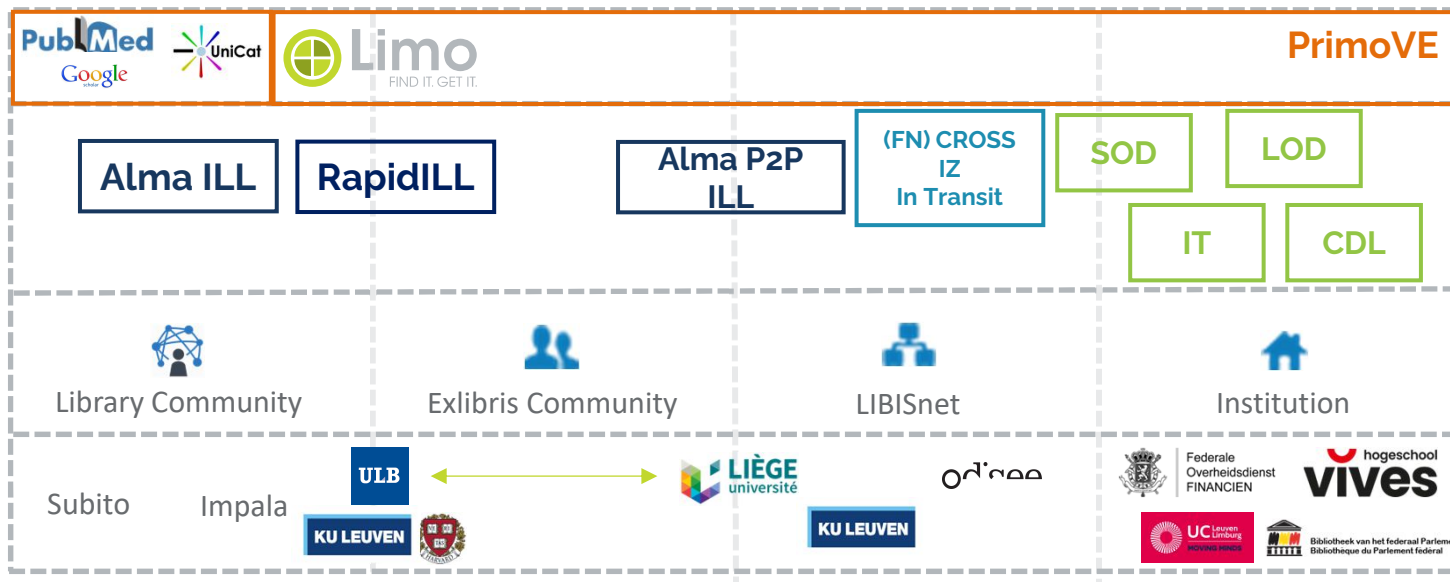
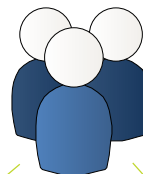
LEAN Library
CONNECTING CONTENT

●●●●● (Document) Delivery





Document Delivery @LIBISnet



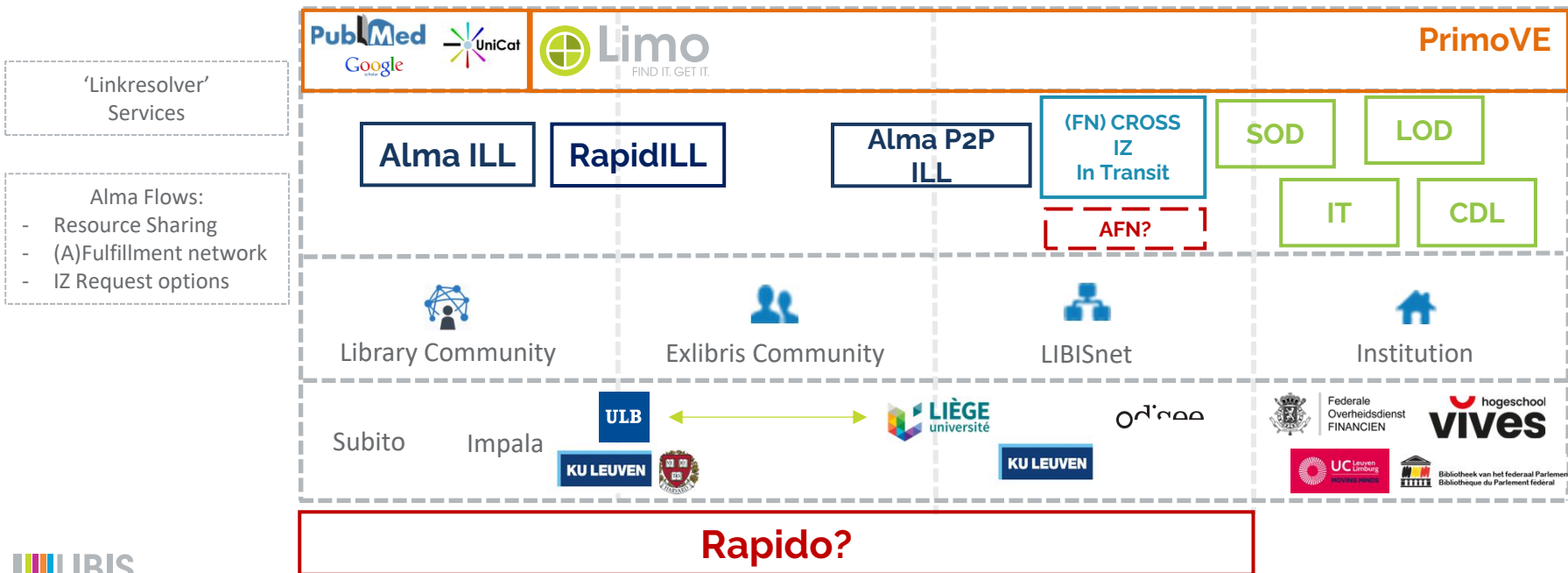
'Linkresolver'
Services

Alma (request) Flows:

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

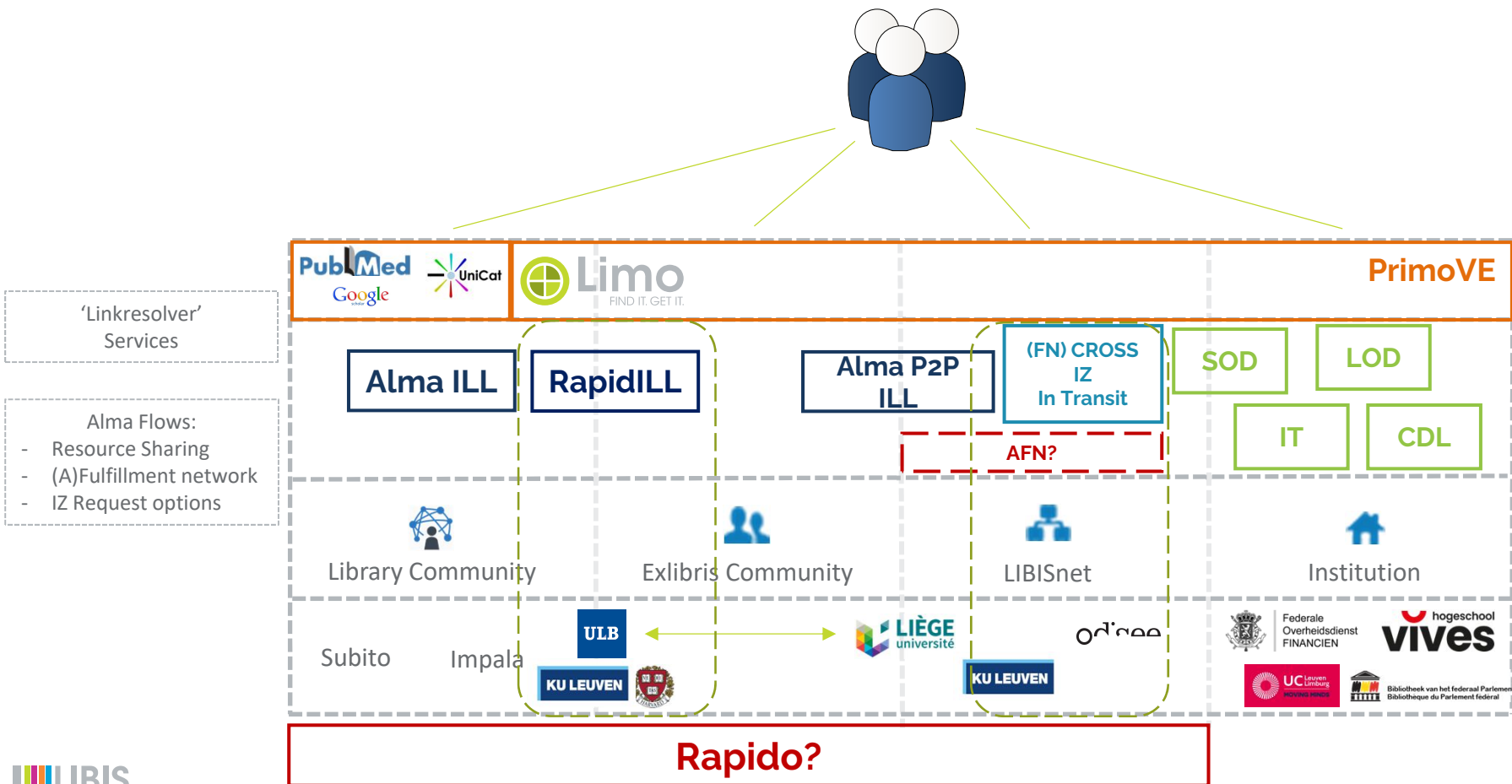


Document Delivery @LIBISnet: Future?





FOCUS: Document Delivery @LIBISnet?



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



Goals presentation?

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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

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Initiate/Engage

Dialogue via Consortia groups?

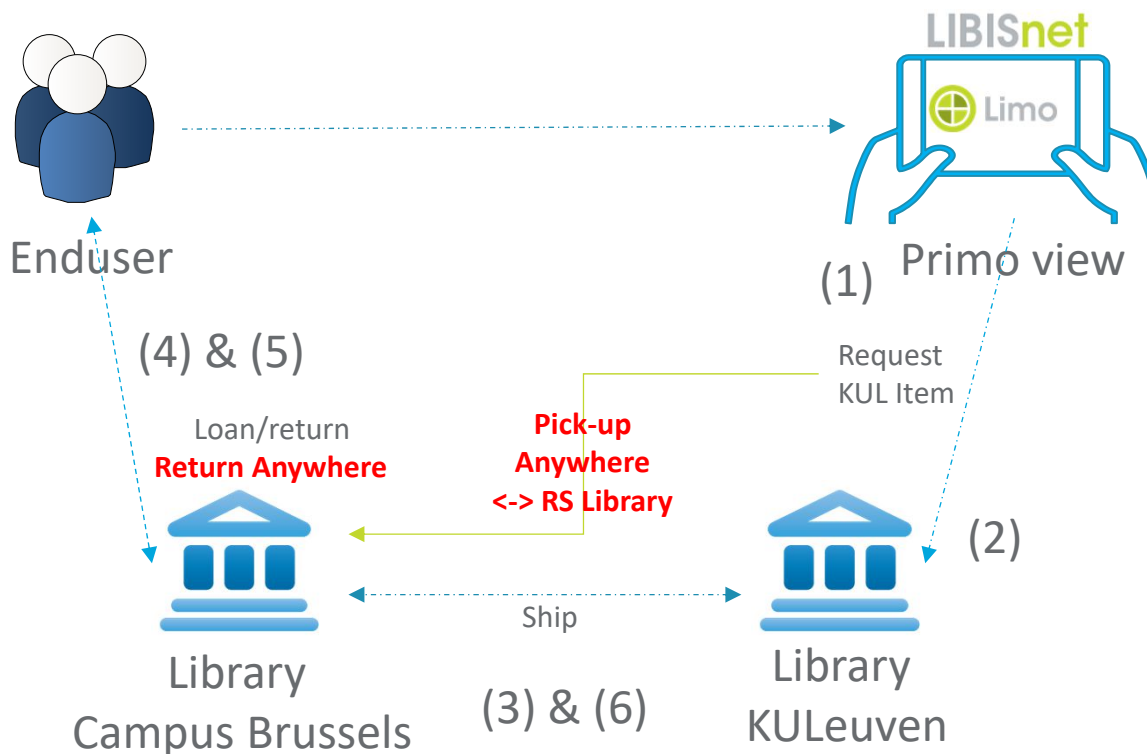
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- Initiate a Community dialogue
 - Identify consortia with similar flows/experiences/challenges
 - Learn from each other



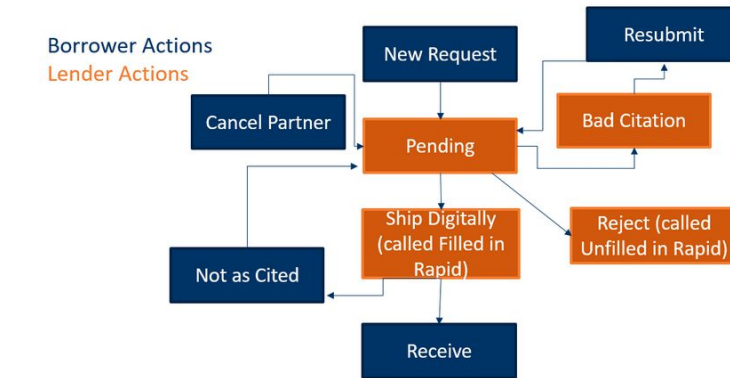
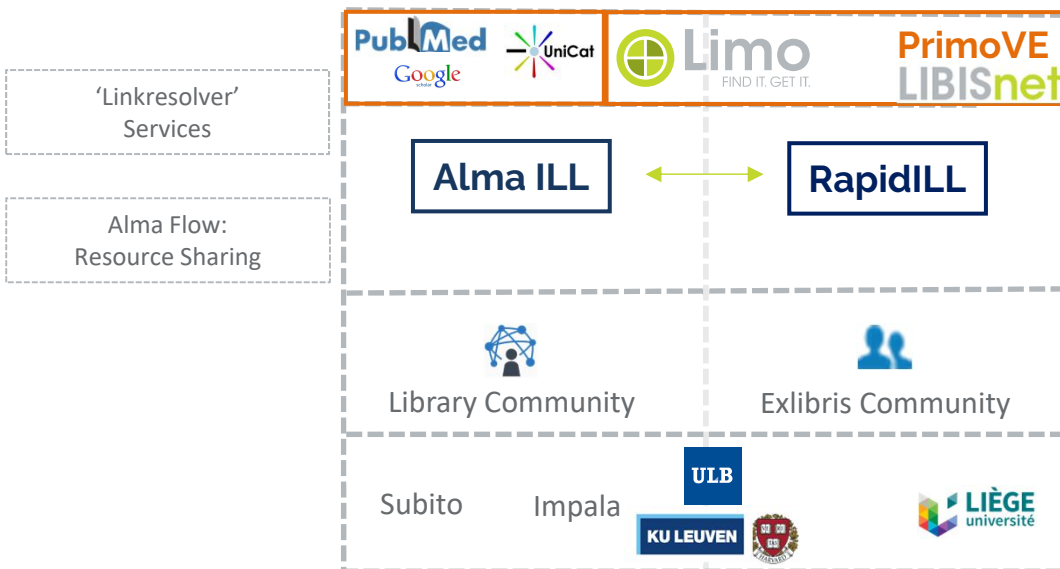
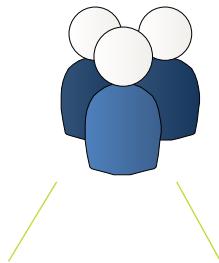


FN principles:

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



Resource sharing: “RapidILL”



Input Parameters

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 X IB

ROTA assignment

Sending Borrowing Request Rules

Name * RapidILL - automatic

Description

Created By Administrator, Alms Created On 18/02/2021

Updated By Administrator, Alms Updated On 18/02/2021

Input Parameters

Name	Operator	Value
1 Partner	In List	RapidILL BIBK

Output Parameters

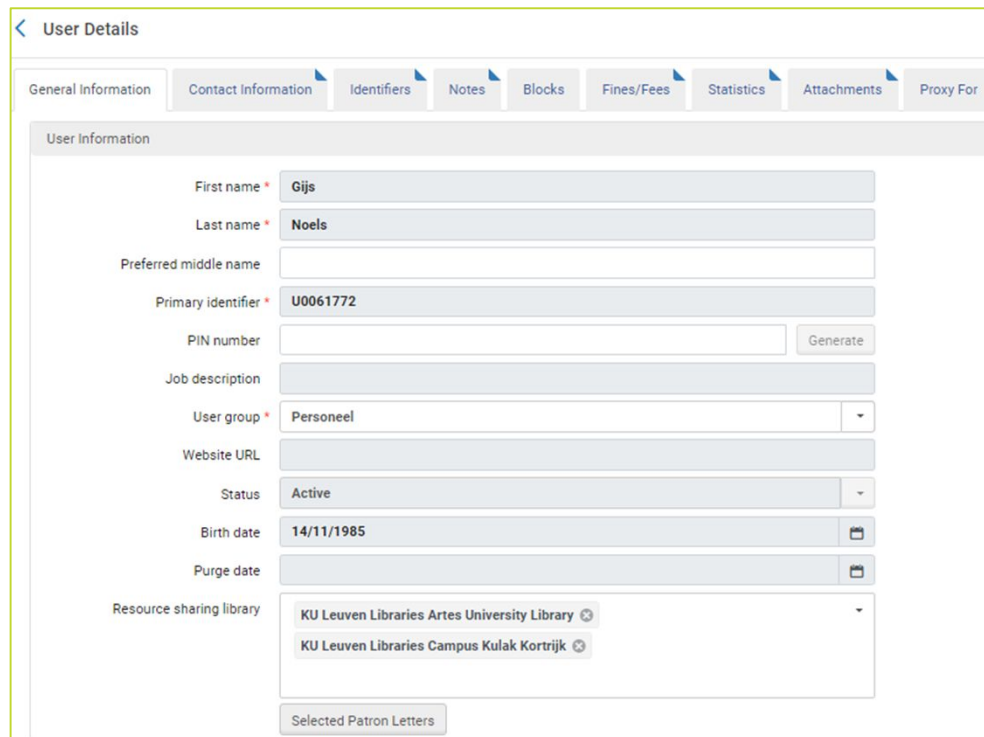
Send Request * This

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 Generate

Job description

User group *

Website URL

Status

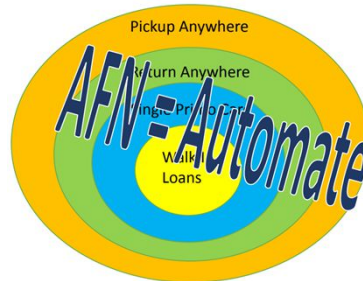
Birth date

Purge date

Resource sharing library

Selected Patron Letters

Summary FN vs AFN (RS network)



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



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)*

So?

Ask questions

I don't know!

- Are we getting the most out of the current implemented solutions?
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So?

Initiate dialogue!

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Contact



Gijs Noels



Product manager LIBISnet @ KU Leuven
Co-chair Alma Working Group
Lead Consortia Coordinator Group

W. de Croylaan 54 - Bus 5592, B-3001
Heverlee
gijs.noels@kuleuven.be



www.libis.be
into-info@libis.be
+32 16 32 22 66



De Croylaan 54
PB 5592
B-3001 Leuven



@LIBISintoinfo



Slidelib