Document Delivery @ LIBISnet

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

IGeLU, Leuven 2023

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LIBIS INTO INFO

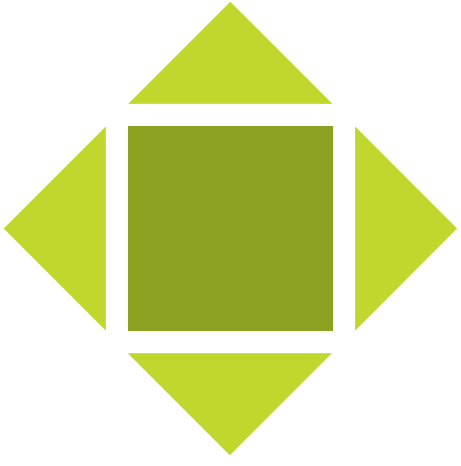
IGeLU 2023 LEUVEN 11-14TH SEPTEMBER

About LIBIS

- 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

About LIBISnet

LIBISnet
SMART LIBRARIES



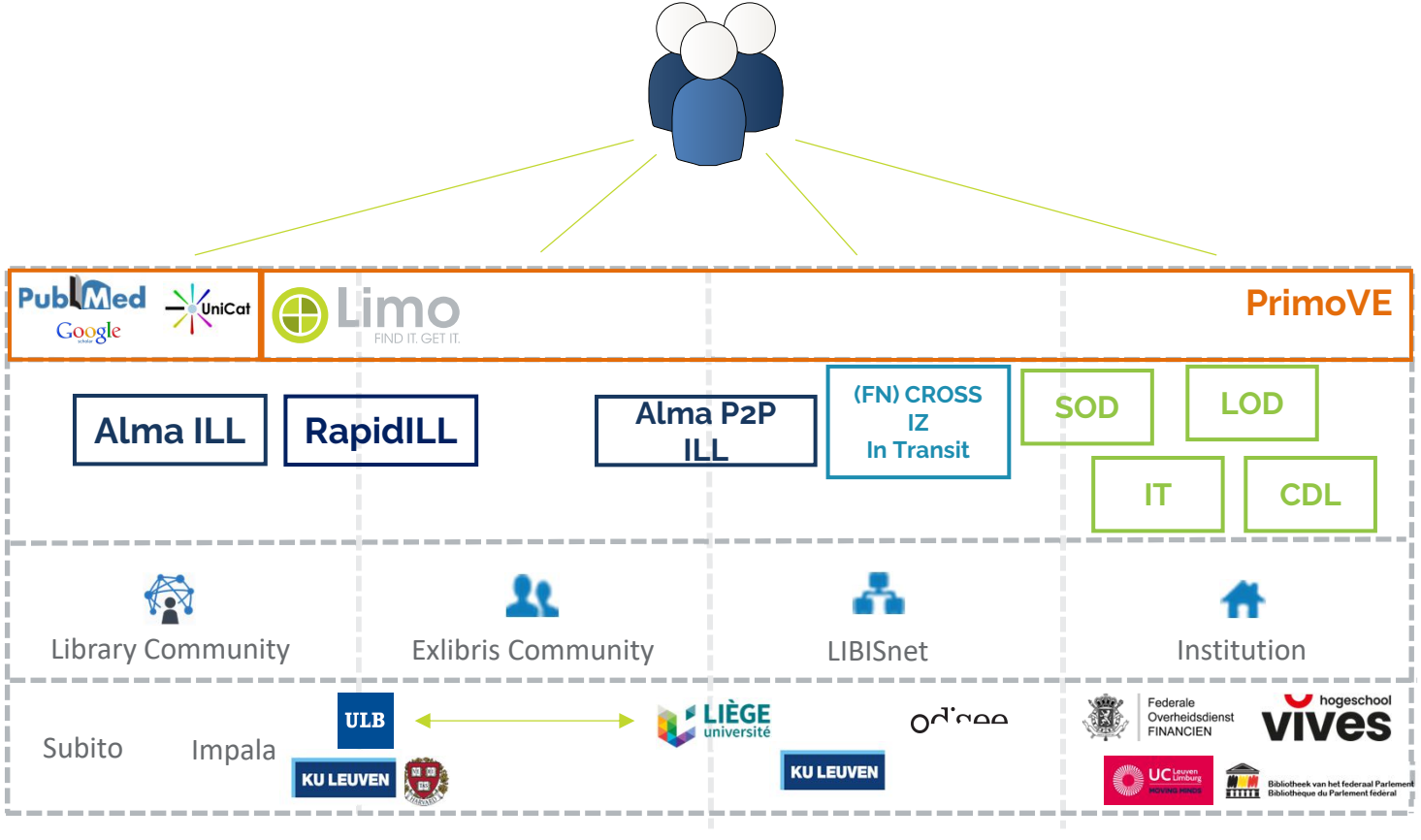
LIBISnet has more than 90 libraries and is the largest scientific library network in Belgium.

- 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

(Document) Delivery

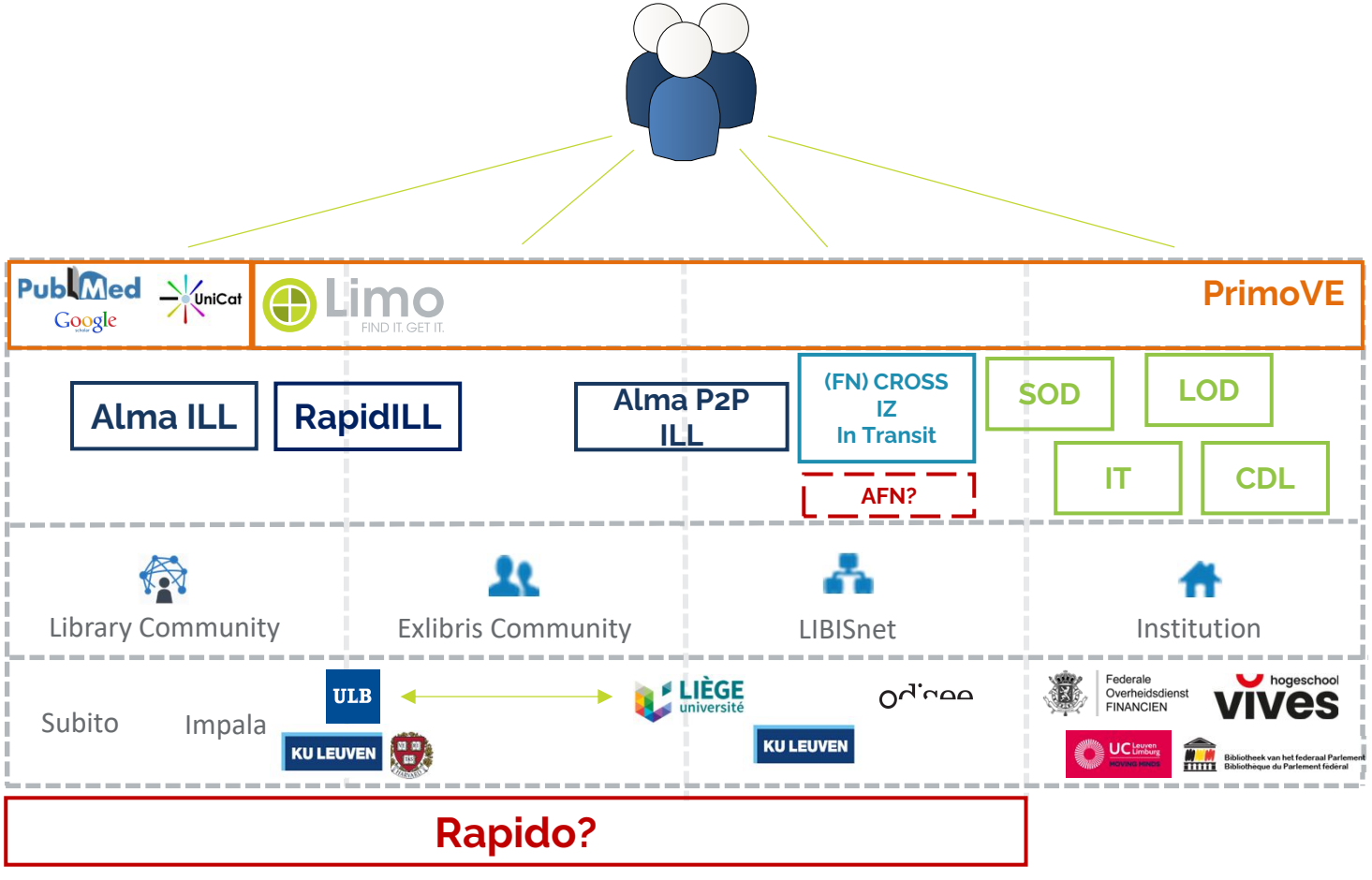
Document Delivery @LIBISnet



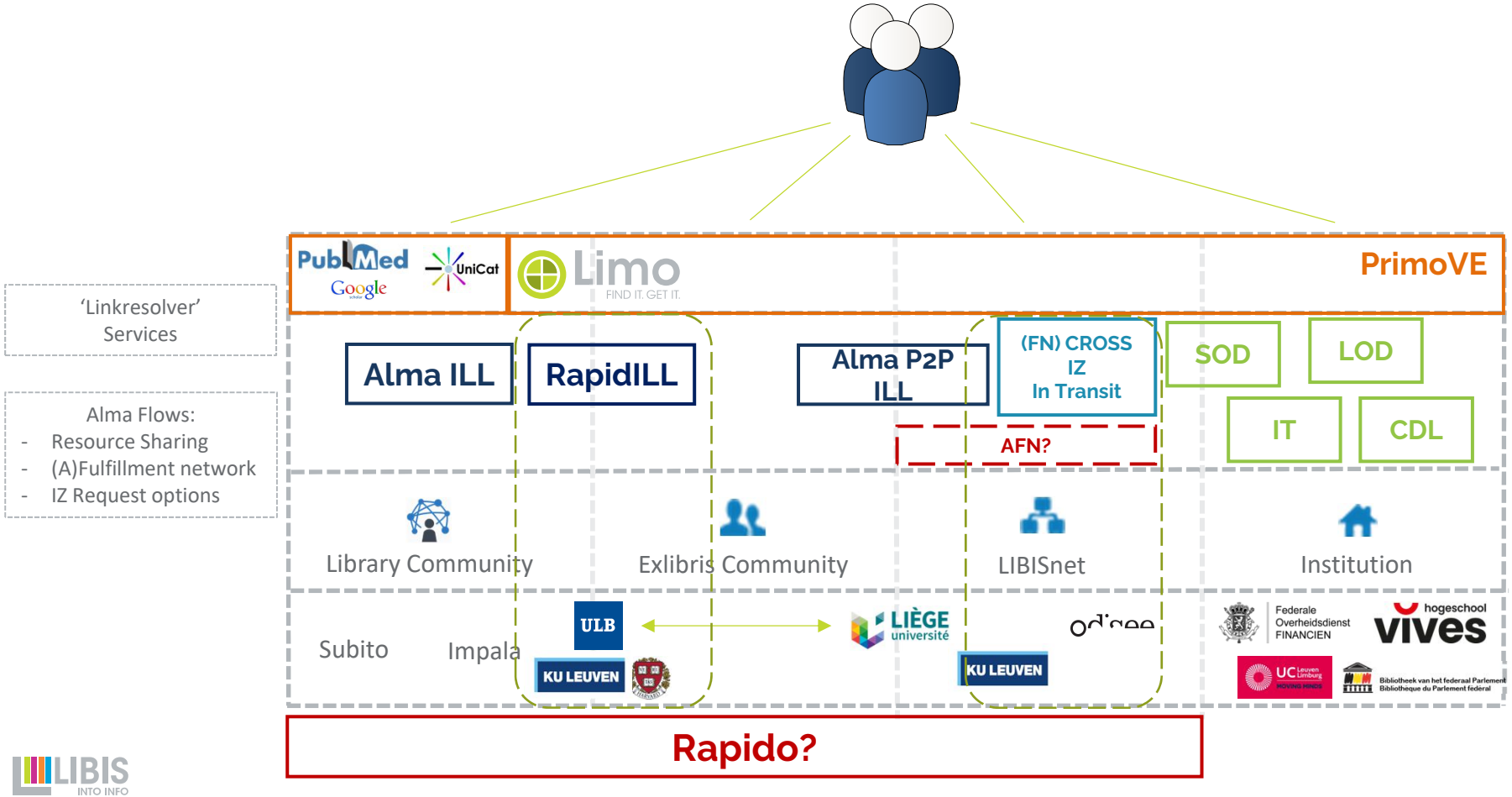
'Linkresolver' Services

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

Document Delivery @LIBISnet: Future?



FOCUS: Document Delivery @LIBISnet?



Goals presentation?

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

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Initiate/Engage

Dialogue via Consortia groups?

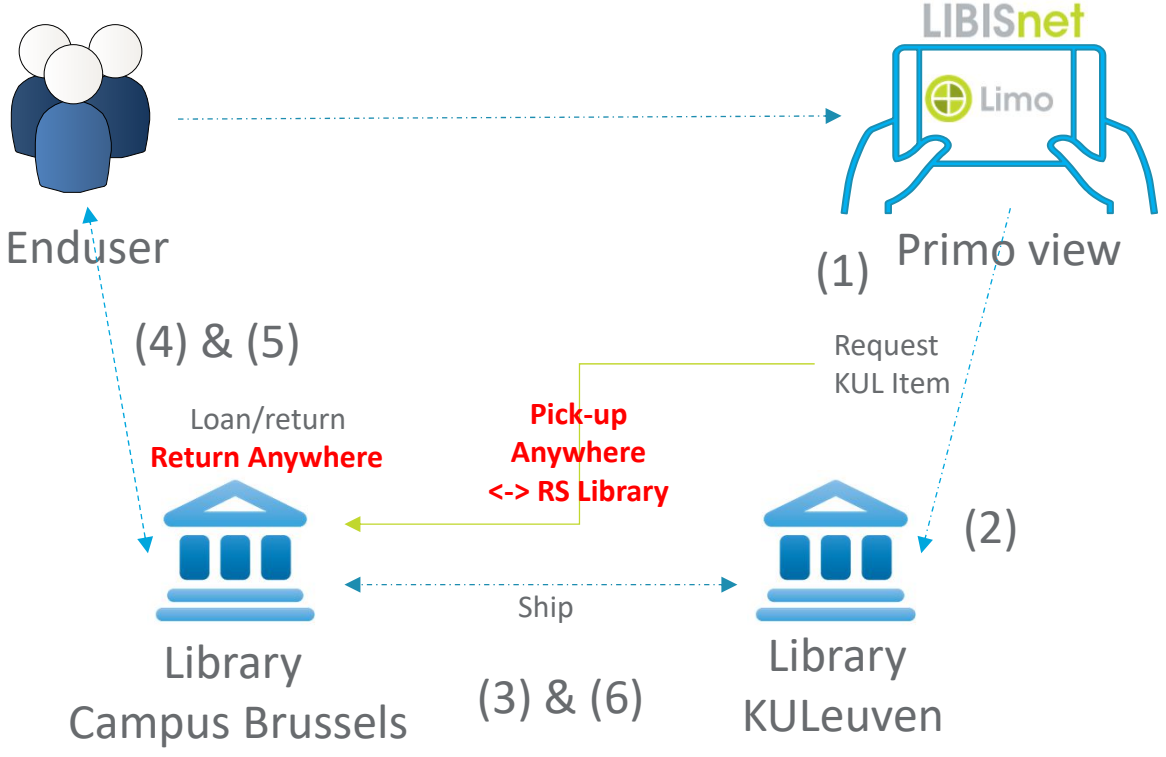
- Initiate additional support from/dialogue with ExLibris
- Initiate a Community dialogue
  - ➢Identify consortia with similar flows/experiences/challenges
  - ➢Learn from each other

NA 1.25

Fulfillment Network: cross IZ In Transit

FN principles:

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



Resource sharing: “RapidILL”

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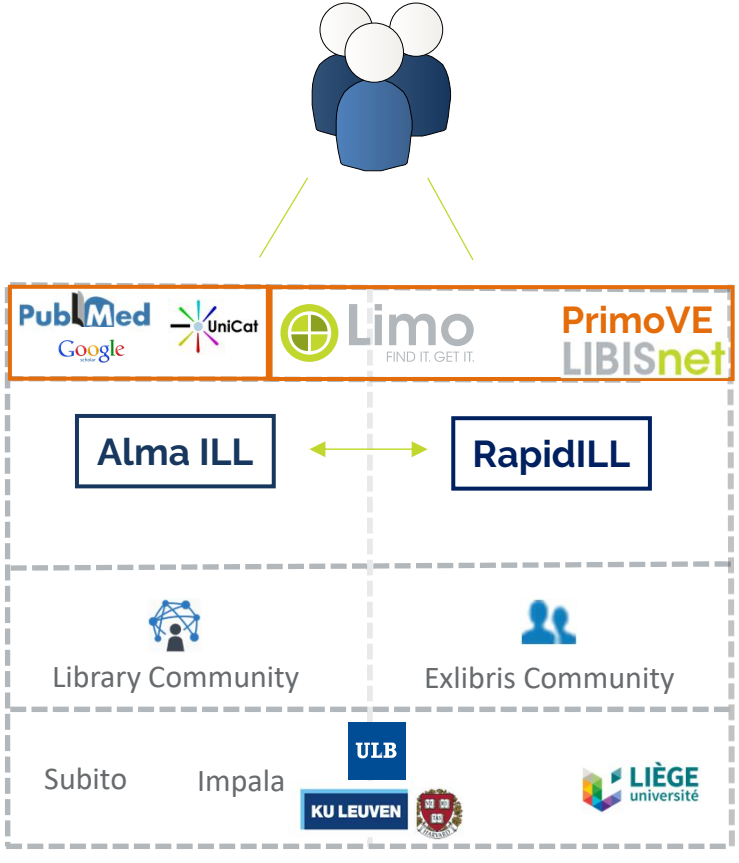
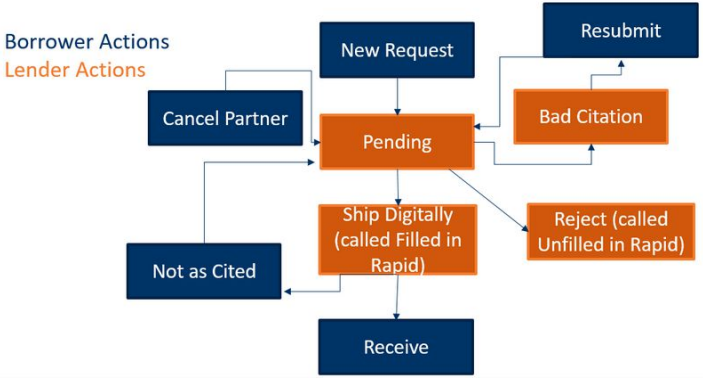
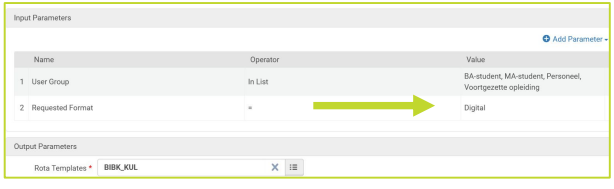
‘Linkresolver’ Services

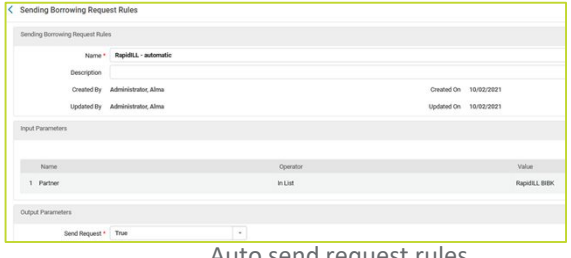
Alma Flow: Resource Sharing







ROTA assignment

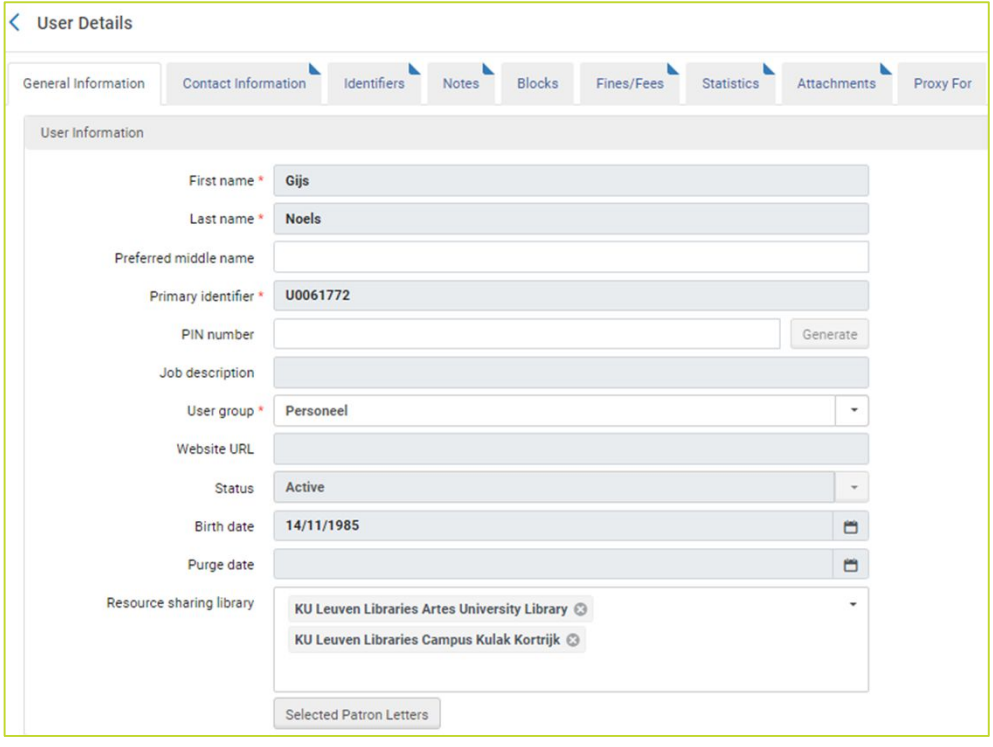


Auto send request rules

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.



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!!!!

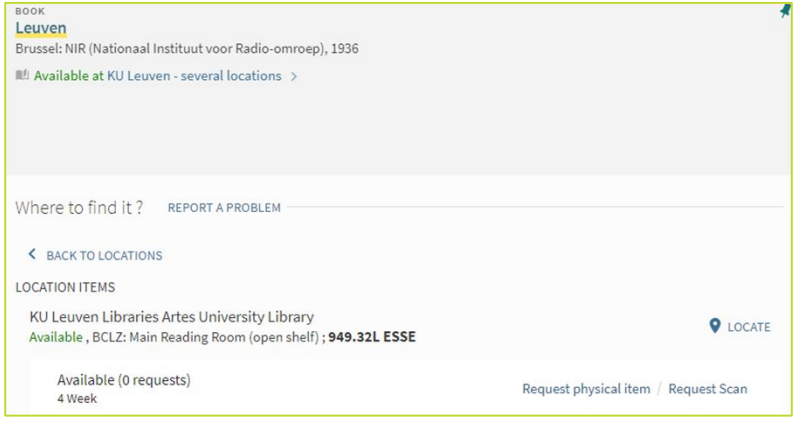
However - current issues FN?

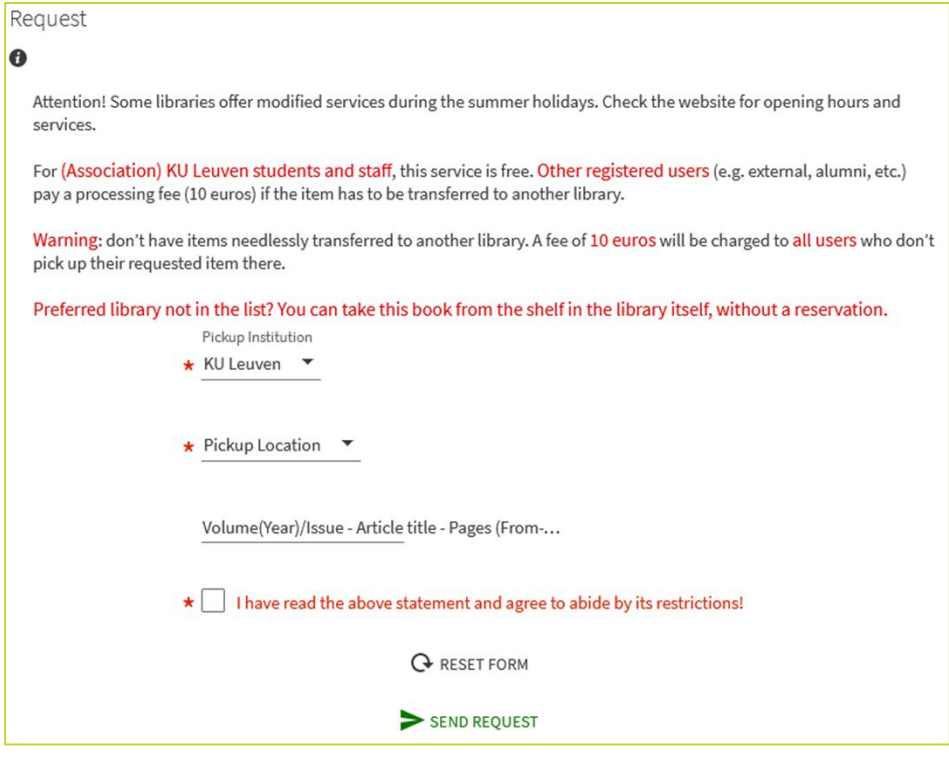
(Will AFN solve current issues?)

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!!)





However - current issues FN?

(Will AFN solve current issues?)

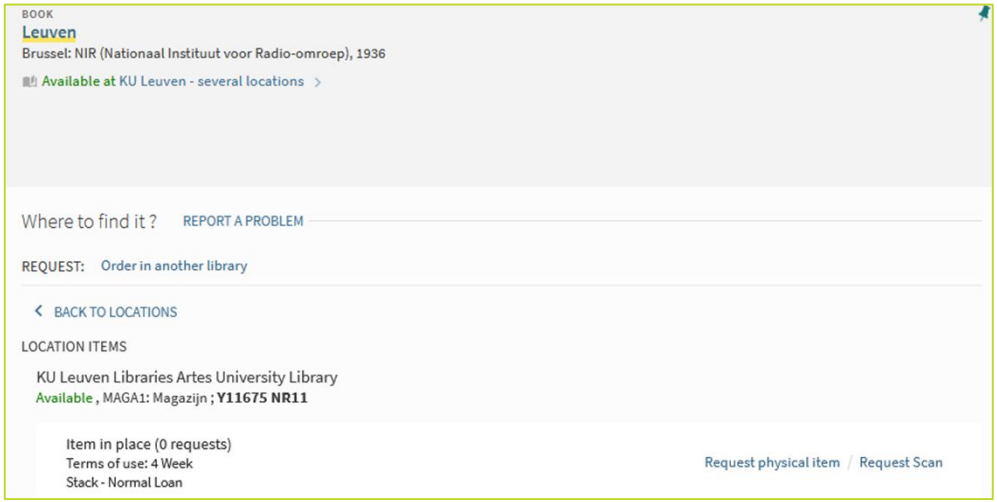
Confusion for the enduser?

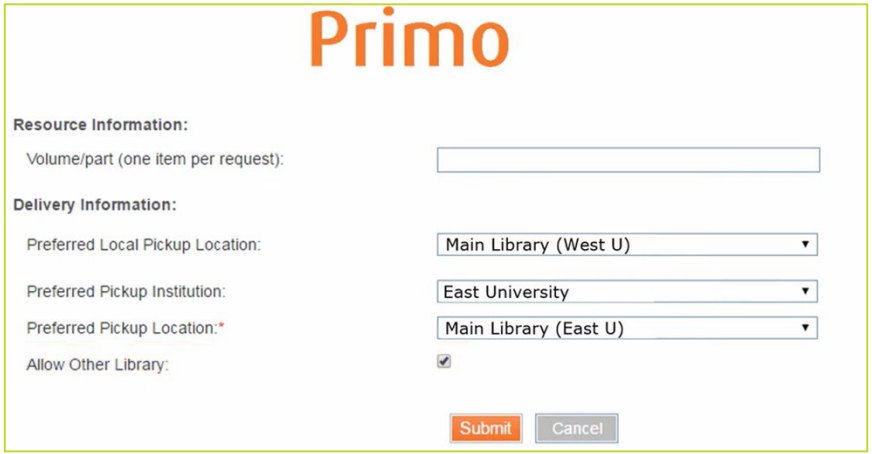
AFN Context?

- 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





Current issues FN?

(Will AFN solve current issues?)

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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)

Wrap-up?

Ask questions

I don't know!

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

Initiate dialogue!

Dialogue via Consortia groups?

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Contact

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