

Speed is everything! Cost consolidation and accelerated processes for journal article delivery systems and Inter- library loans

Sylvia Bernd and Ulrike Holtkamp

Placing an order and having the desired digest on your PC after only a few hours: Speed has become an essential criterion for journal article delivery systems and Inter- library loans. So it`s no surprise that in their bid invitation for service packages in the media sector at the beginning of 2010, the Bavarian State Library (BSB) exclaimed specific expectations: Cost consolidation and further acceleration for the journal article delivery systems and Inter- library loans.

This bid invitation aroused great interest in the library service sector, due to the leading position of the Bavarian State Library in the journal article delivery systems ranking. The defined requirements have a clear objective and the complexity of the order requires knowledge of the concept- and project fields. A welcome opportunity for a number of service providers, to create offers and concepts, based on these demands.



A typical extract of various supply contracts for the journal article delivery system.

Different Inter-library loan services – one service provider

Most service providers in the interlibrary loan sector can only service one of the many interlibrary loan and delivery systems.

This means that service providers who are capable of operating a variety of systems such as „subito. Dokumente aus Bibliotheken e.V.“ and WorldcatResourceSharing OCLC for foreign orders or MyBib/Medea3 from ImageWare have a considerable advantage . The contract was awarded to the Kornwestheim based inhouse- outsourcing- specialist InduPrint, who will continue their partnership with Bavarian State Library in the coming years with a new service package.

“To implement the special adjustments for the inter library loan system we gathered everybody at one table. Through this involvement we were able to achieve a seamless transition without jeopardizing the running operation,” InduPrints` project manager Sascha Melzer explains. The key element for this was the scan software BCS-2® from ImageWare which was tailored to fit the special needs of fast scanning, distribution and publishing of single documents, books, magazines and microfilm. The software supports every merchantable scanner.

Through its ExportSuite BCS-2® can connect to electronic delivery systems like Medea3, MyBib eDoc®, subito, ARIEL as well as library systems such as Aleph/ADAM, OCLC SunRise and PICA CBS/LBS.

Goal: Enhancement of processing time

“Neither do we need different clients, nor do we have to change the application. We just switch from one mode to the next. This is why, in practice, we are very flexible and particularly fast,” Sascha Melzer explains. This was especially important to the InduPrint team, because the Bavarian State Library wants to keep on improving their journal article delivery systems ranking.

“We were able to enhance the speed a great deal through the transposition. We have the right quality and nearly no reclamations due to the stability of the process,” stresses Marco Schilk, InduPrint location manager in the BSL until 2009. Currently InduPrint is using six Bookeye® book scanners for the journal article delivery systems and inter-library loans, which are operated five days a week, in a three shift operation of four hours each. Theoretically a throughput of 450.000 pages per month can be achieved, if averagely 300 pages per hour are processed. In the first month after the transposition InduPrint was already able to deliver 185.000 pages.



Single workstation in the service sector: this is where the orders of the journal article delivery system are attended to in a three shift operation. In the front the Bookeye®

The user profits considerably from the gain in quality and time. In addition he may choose between the various delivery forms (e-mail, post, fax, WEB or print) upon pick up. The BSB has significant cost and capacity advantages through the central organization.

Within the framework of their service provider concept InduPrint equipped the self service sector in the general reading room and the special reading room with eleven new self service stations. These consist of network capable Bookeye® book scanners (WalkUp). All of them have the via the touch screen intuitively usable BCS-2® WalkUp user interface.

High saving through submittal friendly scanning

The submittals are digitized from above (overhead scanning), so that neither book nor binding is pressed. “The State Library saves an enormous amount of money with this gentle scanning method for book restorations, binding costs and new purchases,” Schilk emphasizes.

At the WalkUp- self service stations the scans can now be directly saved as PDF files on a USB Stick over the touch screen. In addition to the preview, output to print/ USB and invoicing of scans, there is also a new function to cut scans prior to the output. New are also the possibilities on the one hand to scan in color up to DIN A2 and on the other hand to print in color. A non commonplace offer, which is especially appreciated by users who want to reproduce full format magazines or save these as a PDF file.



WalkUp scan station in one of the special departments of the BSB for self service

Apart from the three Konica Minolta multifunction copy systems which InduPrint installed in the magazine reading room, there are also multifunction color printers which were integrated into the network surroundings. This way it is possible to print from every internet and research PC. Up to this point it was only possible to print from certain terminals. A particularly hard challenge for InduPrint was linking the high-tech-systems of the different suppliers to create a smooth running process.

Collecting orders and central printing

This includes amongst other things a convenient “Follow-Me” solution: Using a chip card the user identifies himself at a scan station and reads in the desired pages.

After finishing his research work, he then identifies himself at an output device and prints the orders that he scanned on the various machines.

Since the network printers no longer need to be placed directly next to the book scanners, there is an immense reduction of emissions in the reading rooms.

The Follow-Me solution was realized with the QPilot® and a chip card system from the firm Schomäcker, while the scan client BCS-2® from ImageWare enables the Pay-Per-Click connection to the invoicing and payment systems.

The printed pages are paid for with a copy card, wherefore three chip card automats were installed throughout the house.



Part of the Follow- Print- Solution: the value card accounting system, which is also used for the identification of the user print jobs.

InduPrint regards itself as a media agency on site, which can fall back on an extensive cooperation network and therefore perform nearly every media- related service and consulting. In addition there is the connection to their own production group (16 InduPrint locations nationwide and over 100 employees).

This is the beginning of a new round in the partnership between the Bavarian State Library and InduPrint. Both sides hope for a cooperative collaboration and the fast availability of desired data for the users of the library.

Contact: www.imageware.de