

International interlibrary loan in the context of OCLC World Share[®] ILL and the integration of the presentation platform MyBib eL[®] via MyBib eDoc[®]

Nicole Clasen

Initial situation

Kiel and Hamburg are two locations of the German National Library of Economics - Leibniz Information Centre for Economics (ZBW). The ZBW gathers international literature on economics. The stock of 4.4 million volumes and over 26.500 periodicals currently subscribed come from more than 100 countries worldwide. The ZBW has set itself the goal to provide its users with requested information as quickly as possible and in digital form. As only a part of the stock is available in electronic form, the document delivery keeps on closing the gaps between electronic journals, digitized sources and printed materials. The ZBW document delivery supplies its customers via national and international interlibrary loan, per OCLC World Share ILL as well as per subito and EinDienst (cooperative delivery service of the German National Libraries). The ZBW is one of the largest supplying libraries regarding the interlibrary loan in the Common Library Network (GBV).

Since 2012 the ZBW has successfully been using the document delivery system MyBib eDoc[®], from the company ImageWare to process its interlibrary loan and subito orders. Several reasons motivated the switch from DoD2 to MyBib eDoc[®], in 2012. For one the number of parallel used systems in the document delivery was to be reduced to one external system for all delivery routes and the local loan system OUS (loan module of the used LBS 4 system in the ZBW). An additional goal was to reduce the training times between the interlibrary loan and the other document delivery colleagues in the case of sickness or holiday representation as well as reducing the training and servicing times of the IT through the hosting via the head office in Goettingen. The new version of MyBib eDoc[®] offers the ZBW the possibility to also use these advantages for the international interlibrary loan in the scope of WorldShare[®] ILL and therefore to process all orders in one system.

Motivation for the integration

Up to now interlibrary loans via WorldShare[®] ILL were

processed separately from the workflows for the interlibrary loan in the context of the GBV and subito. The interlibrary loan of GBV and subito were processed via MyBib eDoc[®] and the international WorldShare[®] ILL orders via the WorldShare[®] ILL Access. Many operations in the context of WorldShare[®] ILL had to be performed manually. Every order had to be printed individually and assigned to the correct location. Furthermore ordered copies were sent by post and fax in accordance with the German copyright. This substantially increased the manual effort and the delivery times of the international interlibrary loan were still very high. In addition there were also the incorrectly transmitted fax deliveries and mail that was lost on the long journey. This did not correspond to today's requirements and the ZBW's idea of service orientation. Therefore the integration of the presentation platform MyBib eL[®] was the primary aim of the integration of WorldShare[®] ILL in MyBib eDoc[®].

MyBib eDoc[®] is used in the ZBW not only for document delivery, but also for catalogue enrichment in the form of scanning table of contents of monographs and to digitize publication series for the document server EconStor.

This variety of services and thus mixing of two areas in the ZBW had the consequence that the work for the individual processor was confusing and prone with compromises.

Therefore another wish was the splitting of the services so that only the relevant orders with the associates necessary display settings of the individual service would be seen at first glance.

The current version of MyBib eDoc[®], can already implement most ideas and wishes of the ZBW. Therefore, the project was launched in November 2014 with a kick-off meeting with all involved partners, the VZG in Goettingen, the company ImageWare and the ZBW. Afterwards the required workflows were sketchily described by the ZBW and the company ImageWare made the necessary adjustments. These included for example mask definitions, layout changes, amongst others for the cover sheet, the text modules for cancellations

and acknowledgments as well as specifications for the batches that control the automated processes such as cover sheet printing, order allocation on the basis of signature strings or the processing of scans.

In March 2015 a two-day training of the colleagues at the ZBW was held by the company Imageware. The subsequent test phase was a bit short due to technical communication difficulties with the company OCLC. The integration was as planned able to go into real production in May 2015 thanks to intensive efforts by the company ImageWare.

World Share ILL

The stocks of the ZBW are displayed in WorldCat® and made available in World Share® ILL as a copies or loans since 2010. Apart from the international search World Share® ILL characterizes itself through transparency (eg fixed processing times) and an integrated billing system. Each library individually specifies the prices for inter library loan and deposited these, visible for each library, in the Policies Directories. The borrowing library researches via WorldShare® ILL in WorldCat® and selects the desired delivery library itself. This way the route is self-determined and the current status of the order is at all times visible in WorldShare® ILL. Through the billing system a calculation by IFLA voucher is eliminated, instead the libraries receive monthly statements from OCLC for successfully fulfilled orders.

The communication between the acquiring and borrowing library is also managed by the system, this eliminates for example the mail communication in the international interlibrary loan. Questions and renewal applications are for example processed standardized via the Conditionals.

The biggest plus point the ZBW sees in the integration of WorldShare® ILL in MyBib eDoc® is the electronic delivery via MyBib eL®. Its borrowing libraries via WorldShare ILL are mainly located in the US and Australia. As the German copyright law is very different from the legal framework in the US and other countries, the previous restriction of the library to post and fax were only understandable after an explanation. In addition mail delivery to the US is very time consuming and costly. The delivery via MyBib eL® is therefore a user- and service-oriented alternative in the context of the German copyright. The documents are automatically uploaded by MyBib eDoc® in MyBib eL®. The requesting library will receive a mail with the registration information and the link to the article which can only be printed once.

In MyBib eL® the article is blurred; only the cover sheet (the delivery slip) is readable. The orders come

in from many different libraries and not from a few large purchasers. Therefore the ZBW has decided in consultation with their legal counsel that all copy orders are only supplied via MyBib eL®. A prior registration of the acquiring library is not necessary. The coming months will show how well the libraries can handle this procedure and how familiar they become with the presentation platform. So far the feedback has largely been positive, inquiries merely relate to the technical procedure.

The new splitting of the individual services allows the services to be viewed separately. This way the colleagues of the document delivery only see their orders in the order list, for example only the subito orders from Kiel or Hamburg, all other orders from the areas interlibrary loan, WorldShare® ILL and catalogue enrichment remain hidden. Furthermore the necessary settings of the order list can be configured separately for each service; previously all services had to agree on one display setting for the order list. On the one hand this allows the concentration on the actual / current field of work. At the same time the great advantages of a system, improved effectiveness and efficiency, obtained by standardization of work processes, reduced training periods for replacements and lower training times remain.

Conclusion

Since May 2015, the ZBW processes nearly all interlibrary loan and document delivery orders via MyBib eDoc. The integration of WorldShare ILL into an already known and used system went without complications and required little training for the colleagues. The automatic accumulation of signatures by a PlugX will be made in phase 2 this will complete the list of automations and simplifications achieved through the use of MyBib eDoc®.

All copy orders via WorldShare ILL are electronically transmitted and provided for printing via MyBib eL quickly, in high quality and copyright compliant.

Through the service improvement the ZBW hopes for increased WorldShare ILL order volumes and new spaces for the development of innovative, service-oriented and modern services.

Nicole Clasen, Head of User Service of the ZBW



Nicole Clasen

ZBW – Leibniz-Informationszentrum
Wirtschaft Kiel/Hamburg
20354 Hamburg
n.clasen@zbw.eu