



Flexible Delivery Service – Your Library @ your place

New and emerging initiatives – 2003/4

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Reference and Information Services

We have been investigating a range of Virtual Reference (VR) products and services. These include:

■ LSSI Virtual Reference Toolkit

- RMIT trial = e-Query chat
- Presentation at OCLS conference, Monash 2002
- Functions include;
 - Chat and transcripts
 - Co-browsing and pushing pages
 - Sharing/sending files
- **Very expensive -**
- <http://www.altarama.com.au/lssi.htm>



VR products and services (cont.)

■ QuestionPoint - OCLC

➤ Demonstrated at 'Alive and Clicking' May 2003

- Delivers same functionality as LSSI
- In use at University of Queensland
 - <http://www.library.uq.edu.au/askcyb/cybrarianchat.html>
- Provided UniSA with demonstration last week
- ASP – application is hosted and maintained by the provider
- Well priced – annual fee, no other fees and charges with limit on the number of 'seats'

■ <http://www.questionpoint.org/>



More VR

■ HumanClick

- Demonstrated at 'Alive and Clicking' May 2003
- Trial at South Bank Institute of TAFE
- essentially an e-commerce product aimed at small business
- Expensive – however there are plans to provide free in exchange advertising space/revenue

<http://sellitontheweb.com/ezone/product019.shtml>



More VR

- **24x7 – Metropolitan Cooperative Library System**
 - **Demonstrated at ‘Alive and Clicking’ May 2003**
 - **Delivers same functionality as LSSI and QuestionPoint**
 - **Trial = Ask Now !**
 - A National Library of Australia initiative in Collaboration with the State Libraries
 - <http://asknowau.247ref.org>
 - **Expensive - \$30-\$40K for 2 seats**

<http://www.247ref.org/>



Trial at UniSA 2003-4

- **Recommendation that:**
- **QuestionPoint be trialled during 2004 to test functionality and suitability for extending hours of service and replacing 'Ask a librarian' and the 'Electronic Information Desk' services by;**
 - **Developing a centrally managed, Quality Assured service model**
 - **Utilising the skills and attributes of Information Services staff across the Library**
 - **Increasing expertise Library wide in flexible models of online information services**



Achievements this year

- **Reduction of the turnaround time for mediated reference service reduced by 2 working days (7 to 5)**
- **Work redesign**
 - All FDS staff now trained and able to be rostered to 6PM
- **Removal of the Web form for loan requests**
 - Most requests for loan items now placed via the Catalogue
 - Increase in number of loan items requested
 - Workload shift from Loans and Inquiry Team to FDS Support
 - Loans and Enquiry Team now assisting with requests for 'help' in using the Catalogue to 'request items' and use 'My Record' and Authentication
 - Released the Reference and Information Team to concentrate on high level requests and SMART



Document Delivery Initiatives and services

■ Achievements this year

- **Delivery times for standard ILL Request reduced from 14 days to 12 days – most delivered in less**
- **Re-signing of the DBMT contract**
- **New business – TaracTechnologies**
 - **One year contract for ILL/DD Services**
- **Collaboration with University of Adelaide in testing UB Request and in supporting Lending Services throughout the trial February – July 2003**



ILL/DD initiatives (cont.)

■ Trends

- Reduction in the number of transactions**
- Increase in the number of overseas requests**
- Electronic document delivery to the desktop preferred for both Request and Supply**
- Over 70% of Requests from UniSA staff and students received electronically**
- More than 95% of ILL Supply requests received electronically**
- A move away from Infotrieve as our major provider for overseas documents**



Initiatives (cont.)

■ New service providers

➤ CISTI – Canada Institute for Scientific and Technical Information

- http://cisti-icist.nrc-cnrc.gc.ca/cisti_e.shtml
- CAUL trial available via Kinetica Document Delivery (KDD)
- Delivered electronically via ARIEL

➤ SUBITO

- <http://www.subito-doc.com/>
 - Delivered by German, State, National and Higher Education Information Agencies – a service to institutions and end users for research and study purposes
- Overseas providers as we discover them and they prove to be efficient and cost effective



ILL/DD 2004 and beyond

- **Move to implement ILL Management software**
 - **Recommendation from the ULSA Document Delivery Subcommittee that RLG ILL Manager be implemented in 2004**
 - **Recently purchased by the NLA for use in the Document Supply Service**
 - **Currently being tested for interoperability with KDD**
 - **ISO ILL compliant – awaiting NCIP**



Implications for staff and students

- Provides for patron initiated requesting – UniSA staff and students will be able place requests for loans and documents directly to the system for mediation by the ILL Team
 - Checking against the Catalogue
 - Patrons able to monitor progress of their requests
 - No paper forms
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- For more information check the Website <http://www.rlg.org/illman/index.html>



Whyalla

- **Service Model Document**
 - **Whyalla Liaison Team**
 - **Minor works project**
 - Redesign of Loans and Enquiry Desk
 - Move photocopiers
 - Establishment of the FDS Desk

- **Trial and play with NetMeeting and VCN**

- **Consultancy on Joint-Use proposal**



FDS initiatives - 2004

■ LibraryDirect

- End user loan and copy service direct to the public – to be trialled in 2004

■ NAPSS

- Consideration of the future
- Possible new business plan with a focus on the needs of South Australian Schools – particularly within UNAP and rural and remote areas

■ OLA

- Contract negotiations underway for 2004 and beyond



Other interesting developments

NLA initiatives

■ CopiesDirect

- Document delivery for end users
- Credit card payment
- ILRS Code standard rate charge of \$13:20

■ Public Libraries Portal

- Trail of unmediated end user access and interlibrary loans
- Development of a 'Googlised' interface over Kinetica Web

■ End User access to Kinetica Web

- Planned for implementation at UniSA for 2004
- Delivered via the Catalogue and Z39.50



Glossary of Terms

- **VR – Virtual Reference**
- **LSSI – Library Systems and Services L.L.C**
- **OCLS – Off Campus Library Service**
- **OCLC – Online Computer Library Center**
- **ASP – Applications Service Provider**
- **DBMT – Department of Business, Manufacturing and Trade**
- **CISTI – Canadian Institute for Scientific and Technical Information**



Glossary (cont.)

- **ULSA – University Librarians of South Australia**
- **RLG – Research Libraries Group Inc.**
- **NLA – National Library of Australia**
- **ISO – International Organization for Standardization**
- **NISO – National Information Standards Organization**
- **NCIP – Circulation Interchange Part 1: Protocol**
- **VCN – Virtual Computer network**
- **NAPSS – National Periodical Service for Schools**
- **UNAP – UniSA Northern Area Partnerships**
- **OLA – Open Learning Australia**



Links

- <http://www.altarama.com.au/lssi.htm>
- <http://www.questionpoint.org/>
- <http://library.uq.edu.au/askcyb/cybrarianchat.html>
- <http://sellitontheweb.com/ezine/product019.shtml>
- <http://www.247ref.org/>
- <http://asknowau.247ref.org/>
- http://cisti-icist.nrc-cnrc.gc.ca/cisti_e.shtml
- <http://www.subito-doc.com/>
- <http://www.rlg.org/illman/index.html>