

# ILL service delivery implications when end users have access to Kinetica

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# Unmediated Resource Sharing and the role of Libraries

- Have the collections
- Maintain the infrastructure to support resource sharing
- Have well established resource sharing directories and codes of practice
- A long history of cooperation

# Just-in-case collections

- Australian Libraries particularly, national, state and public libraries.
  - Little used collections – purchased during the 60's, 70's and 80's
  - Are either on the shelves or are relegated to archives and stores

# Potential end users

- Freelance writers and researchers
- Academics
- Historians
- Students – external/Open Learning
- Small to medium business
- Anyone on the Internet

# End users

- May not be officially linked to a Library service
  - Due to retirement
  - Disability
  - Career change
  - Distance from local library service
  - By choice

# Historical institutional and technological barriers

- ILL/DD seen as a Library to Library activity
  - Resource discovery limited
  - Restricted access to and control of collections
  - Internal service to a registered borrower group
  - ILL procedures and processes (secret library business)

# New Opportunities

- Web based catalogues and databases available via the Internet
- Improve direct access to the community
- Increase resource sharing
- Income generating (cost recovery)

# Threats

- Demand
- Loss of materials
- Cost of service
- Legal issues

# Currently available services

- Copies Direct (National Library Australia)
- Subito (German Academic and State)
- CISTI (Canada)
- Infotrieve (International )
- NAPSS (UniSA document delivery service for schools)
- Publishers – lots

# South Australian Resource Sharing Initiative

- Universal Borrowing (UB)
  - Walk up (over counter)
  - Request (delivery)
- A Joint initiative of University Librarians of South Australia (ULSA)
- Facilitated by the Systems Advisory Group for the University Libraries of South Australia (SAGULSA)

# Trial – Universal Borrowing Request

- Search and request utility via the Catalogue
- Available to staff and postgraduate students of UniSA and Adelaide
- Able to 'request' on shelf (available) items from loan collections of each institution
- Delivered via courier to the library campus of choice for pickup

# Trial – software issues

- Software – worked but is complex and not intuitive
- Simultaneous search – powerful, but unable to restrict ‘request’ to items not held in ‘home’ library
- Request mechanism – requires compatible treatment of item records
  - For analysed titles Adelaide attaches the item record to the parent record
  - To request an item through UB the item record needs to be attached to the analytic record

# Trial – Organisational issues

- UniSA – a long history of unmediated on shelf hold, inter-campus requesting via the Catalogue
- Adelaide – no existing unmediated on shelf inter-campus requesting via the Catalogue

# Organisational/cultural issues

- To restrict requesting to items not held by home Library the simultaneous search facility must be turned off
- UniSA decided to retain this function
- Adelaide chose to turn it off

# What we learned so far – a UniSA perspective

- Publicity and promotion is essential - even for a trial
- Software
- Cultural/Organisational differences can be accommodated however,
  - Functionally, UB requesting is essentially a circulation mechanism (Voyager to Voyager) for cross campus, on shelf request and delivery rather than a inter-lending mechanism and;
  - Is perhaps best managed by lending services

# More Information

- 7 February – 19 July 2003
- UniSA borrowed 287 items
- Adelaide borrowed 57 items
- UB request trial is currently suspended due to the latest software upgrade
- UB walk-up service still available
- <http://www.library.unisa.edu.au/about/recipientrial.htm>

# Other Australian initiatives

## ■ Public Libraries Portal

- Initiative of NLA Resource Sharing Division
- Aims to provide access to various online databases and services direct to end users
- Trial in collaboration with Brisbane City Council, Yarra Plenty, Yarra Melbourne and Northern (Moree, NSW) Regional Libraries
- <http://www.nla.gov.au/kinetica/whatsnew.html#portal>

# Initiatives (cont.)

- Borrow Direct – planned trial in 2004
  - NLA
- *LibraryDirect* – available by the end of this year
  - UniSA Flexible Delivery Service

# Threats - revisited

- Demand –
  - unlikely to be overwhelming
- Loss of materials
  - Existing mechanisms for recovery or invoicing would apply
  - Existing policies on 'not for loan items' including rare, valuable or high demand materials would apply
- Cost of service
  - Based on cost recovery
  - Sufficient data available on the cost of inter-lending and document delivery
- Legal issues
  - Copyright
  - Law with regard to copyright would apply
  - Electronic delivery of documents as applied under the Digital Agenda Bill and within vendor licensing agreements

# ILL service delivery Implications when end users have access to Kinetica

- Very few unless :
  - Kinetica is readily available and promoted to end users
  - Search mechanism is improved – ‘not quite Google’
  - A nationally co-ordinated, end user document delivery and lending service is established and promoted

# Just do it!

## ■ The Nike principle

- We have the collections
- We have the infrastructure
- Libraries, information providers and commercial agencies are already doing it
- Community based valued added service that promotes the role of Libraries
- Just do it!

# Acknowledgements

## ■ Roxanne Missingham

- *New Directions and Models for Resource Sharing*
- <http://www.nla.gov.au/rsforum/index.html>

## ■ Tony Barry

- *Document Delivery – an idea whose time has come and gone*
- <http://www.vala.org.au/vala2000/2000pdf/Barry.PDF>