# RESOURCE DELIVERY WORKING GROUP

Leader: Janifer Gatenby, OCLC PICA

ELAG, May 9-11, Barcelona, Spain

## Aim of the Working Group

The aim of the workshop is to discuss the elements that are necessary to create a workable European and international framework for resource delivery to end users.

Internet web sites such as Amazon and eBay have built user expectations to expect online ordering and delivery internationally. Users are discovering items they want in multiple sources including internet search engines and global online bookshops and links are being forged between these sites and library catalogues. Nevertheless, we now have a situation where users can discover their materials at libraries but there is no easy follow on for requesting delivery. How can libraries as a group create a service that brings these users with their needs to a service that will deliver the desired material without too much apparent complication? Traditional cooperation among libraries has occurred in local, regional and national levels with various barriers to certain users based on factors like status and library affiliation. International traffic is small and un-coordinated and generally users are not sufficiently aware of delivery and reference services available to them. What is needed to create a visible and workable international framework that will deliver services that meet expectations set by commercial global web sites?

The theme of the work shop is unchanged from that of the 2006 work shop in Romania, however, this year there will be a particular focus on developments in standards, the Rethinking Resource Sharing Group's "Get it" prototype and digitisation on demand. The new standard OpenURL Request Transfer Message offers a means of passing a request from a discovery service to a delivery service. A component of the message is the new ISO Holdings Schema (ISO CD 20775) to indicate possible suppliers. This will also be examined.

## Questions to address in the Working group

1. New developments in interoperability: Breaking down delivery into easy to implement components. Moving away from ISO ILL that acts as much like a system in itself as a means of inter-operability.
   - OpenURL Request Transfer Message
   - ISO Holdings Schema
   - Get It Plug in

Examine each of these standards – are they suitable?
If so, how can their implementation be encouraged?
What are the next pieces that need to be developed? Notification message?

2. Digitisation on demand:
   - What are the steps involved?
     - request, check for existing digital copy, locate holdings and policies, [consider alternative delivery options – loan, purchase, reference lookup], retrieve, determine copyright, copyright clearance [authenticate requester?], [transfer to scanning centre], provide quotation, collect payment, scan, [OCR and indexing], make available for delivery, [store copy], register copy
   - Do we need new systems for DoD?
   - Can we centralize some of the processes – determining copyright, copyright clearance, authentication, scanning, indexing, payment procedures?

- o   Application for EU funding?
- o   Policy implications?
- o   Report from eTEN project


3.   Re-thinking Resource Sharing Forum Manifesto
- o   to what extent is this applicable to Europe?
- o   Elag endorsement?

4.   Role of international registries
- o   DLF / OCLC Registry of Digital Masters
- o   OCLC WorldCat Registry

ELAG endorsement?


# Background Information

## Re-thinking Resource Sharing Forum, Denver Co., Feb 28-March 1 2006

The vision of the group is to create a new global service framework that focuses on the end user, allowing delivery of library materials based on factors such as cost, time, format and delivery.

The group has defined 4 areas of activity – user needs, library policies, technical interoperability and delivery.  These areas are listed in sequence such that user needs should determine library policies that should in turn bring about changes necessary to achieve the desired levels of interoperability.  The group made decisions to:

- o   research user needs
- o   produce a manifesto including best practices and recommendations for broadening resource delivery options and reducing service barriers (by ALA ILL annual conference, Denver April 27 2006)
- o   produce a browser "get it" plug in that will enable a user to retrieve citation details from a web page and submit a request to a request management system
- o   Delivery (including home delivery)

As the thrust of the "rethinking forum" is multi-directional it was thought that no one organization could ensure a continuum of the momentum.  Therefore the group will also formalize and be adopted jointly by NISO and ALA RUSA STARS with liaisons being sought with ASCLA (ALA Association of Specialized and Cooperative Library Agencies) and IFLA.

## Reading

ELAG 2006 Working Group on Document Delivery Report.
http://www.oclcpica.org/content/1400/pdf/ELAG2006-WGonResourceDelivery.pdf

ISO Holdings Schema and Request Transfer Message….. documents to be posted to:
http://oclcpica.org/?id=45&ln=uk

Rethinking Resource Sharing Forum:  Functional specifications for GetIt
http://www.rethinkingresourcesharing.org/getit.html

Rethinking Resource Sharing Forum:  Manifesto
http://www.rethinkingresourcesharing.org/docs/Manifesto.pdf

Towards a European Service for Digitisation-on-demand (DoD): an eTen project
http://www.uibk.ac.at/ub/dea/eten/

OCLC WorldCat registry  http://www.oclc.org/news/releases/200652.htm

DLF / OCLC Registry of Digital Masters
http://www.oclc.org/digitalpreservation/why/digitalregistry/default.htm

*Also recommended:*

New paradigm for getting: a proposal to improve access to the information resources of libraries,  Kent Fitch
http://www.nla.gov.au/librariesaustralia/aum/laf06/documents/New_paradigm_getting.ppt

Today's information consumer tapping into International Library Resources:  making it a reality.  A presentation by Janifer Gatenby to the NVB/OCN conference 7th November 2006, Amsterdam.
http://www.oclcpica.org/content/1400/pdf/NVB_20061107.pdf


*Reading recommended for ELAG 2006:*

Copies Direct: an innovative service from the National Library of Australia
An article by Roxanne Missingham, Margarita Moreno and Anne Xu, National Library of Australia, that appeared in ALJ: Australian Library Journal November 2005 (vol 54 no 4)

International Sharing and Delivery of Library Resources  An article by Janifer Gatenby and Matt Goldner published in ILDS (Inter-Lending and Document Supply) 2005. Copyright Emerald

New Frameworks for Resource Discovery and Delivery
A paper written by Judith Pearce (with Janifer Gatenby) and presented in an earlier form at the Standards New Zealand / Standards Australia IT-19 Seminar, Technical Standards for Libraries and Education: Solutions and Emerging Frameworks, held at the National Library of New Zealand, Wellington, New Zealand, Wednesday 26 October 2005.