



The Rethinking Resource Sharing Initiative: the NILDE case study in the frame of Italian experiences

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Salamone**



Manifesto

“ If libraries want to expand and promote information accessibility, and to continue to be valued resources, we believe that libraries must improve their information delivery system. Aligning resource sharing workflow, collection policies, and discovery-delivery systems by significantly reducing service barriers and cost, and offering user service options are critical pieces that promote information access”



Resource sharing in Italy

- ***NILDE (Network for Inter-Library Document Exchange)***
- **Born at the CNR Bologna Research Area Library**
- **to provide an effective answer to the needs of libraries in order to guarantee information accessibility**
- **sharing resources through Inter Library Loan (ILL) of *returnable* and *non-returnable* items (books and journal articles)**
- **User-centered design, in order to facilitate access to the end-user**



Resource sharing in Italy

- **There are significant experiences of user-oriented resource sharing services, aiming at facilitating information accessibility at the end-user**
- **Focusing on networks of libraries, at national, disciplinary and geographical level**
 - **ILL-SBN - Servizio Bibliotecario Nazionale**
 - **ACNP - Archivio Collettivo Nazionale dei periodici**
 - **SBBL - Sistema Bibliotecario Biomedico Lombardo**
 - **Sistema Bibliotecario Nord-Est Milano**



ILL-SBN - Servizio Bibliotecario Nazionale

- **SBN was born in 1985 as a national service for cooperative cataloguing**
- **Ministry of Cultural Heritage, Regions, University, Central Institute for the Unique Catalogue (ICCU)**
- **3.950 libraries (public, school, academic, research, national and state)**
- **More than 9 millions of bibliographic records (modern books and serials)**
- **ILL SBN was born in 2001**
 - **350 libraries**
 - **Any person with an e-mail address may request non-returnable ILL copies and budget for copies**
 - **Registered users may request returnable ILL**
 - **The user's library must validate the user's request**

ACNP - Archivio Collettivo Nazionale Periodici

- **ACNP (Italian Catalogue of the Serials) was born in the 1970s as the union catalogue of serials**
- **ISRDS-CNR and, since 1988, Interlibrary Centre of the University of Bologna have managed and developed it:**
 - **agreement with ISSN for a derived cataloguing**
- **2.581 libraries (academic, research, public, corporate and special libraries)**
- **870.724 serials descriptions, with holdings, libraries descriptions and services**
- **Since 2002 also electronic serials have been catalogued**
- **Links for full access with Open URL resolvers**

SBBL - Sistema Bibliotecario Biomedico Lombardo

- **SBBL was born in 1994, founded by the Regione Lombardia**
- **156 medical and health sciences libraries (academic, research and hospitals)**
- **Resource sharing: 5 databases, about 6.000 e-journals, Pubmed**

- 1. Restrictions: Customers have to go through one of the 156 libraries.**
- 2. Options for users: the relation is between the library and his customer respecting the specific rules of the library.**
- 3-4. Agreements: 48 reference libraries that placed their entire catalogues available to satisfy the requests of other structures.**
- 5. Reference: Regione Lombardia provides to increase librarians' skills with specific courses in order to make them able to supply a suitable reference service to every single customer of theirs**



Sistema Bibliotecario Nord-Est Milano

- **Library system composed by 7 public libraries**
 - **300.000 items: books, dvd, music cd, magazines and journals, data-bases**
- 1. Restrictions: users must register at one library**
 - 2. Options for users: users may choose where to pick up and give back the requested items. Digital delivery is not allowed by the Italian legislation**
 - 3-4. Agreements with 3 other local library networks, that give access to up to more than 1.500.000 items. Sharing of national and international ILL service**
 - 5. Reference: each library is self-sufficient, via e-mail and chat**
 - 6. Costs for users: Fees only for national and international ILL services**
 - 7. Library registration: experiments of online pre-registration, open to anyone (not restricted to residents)**

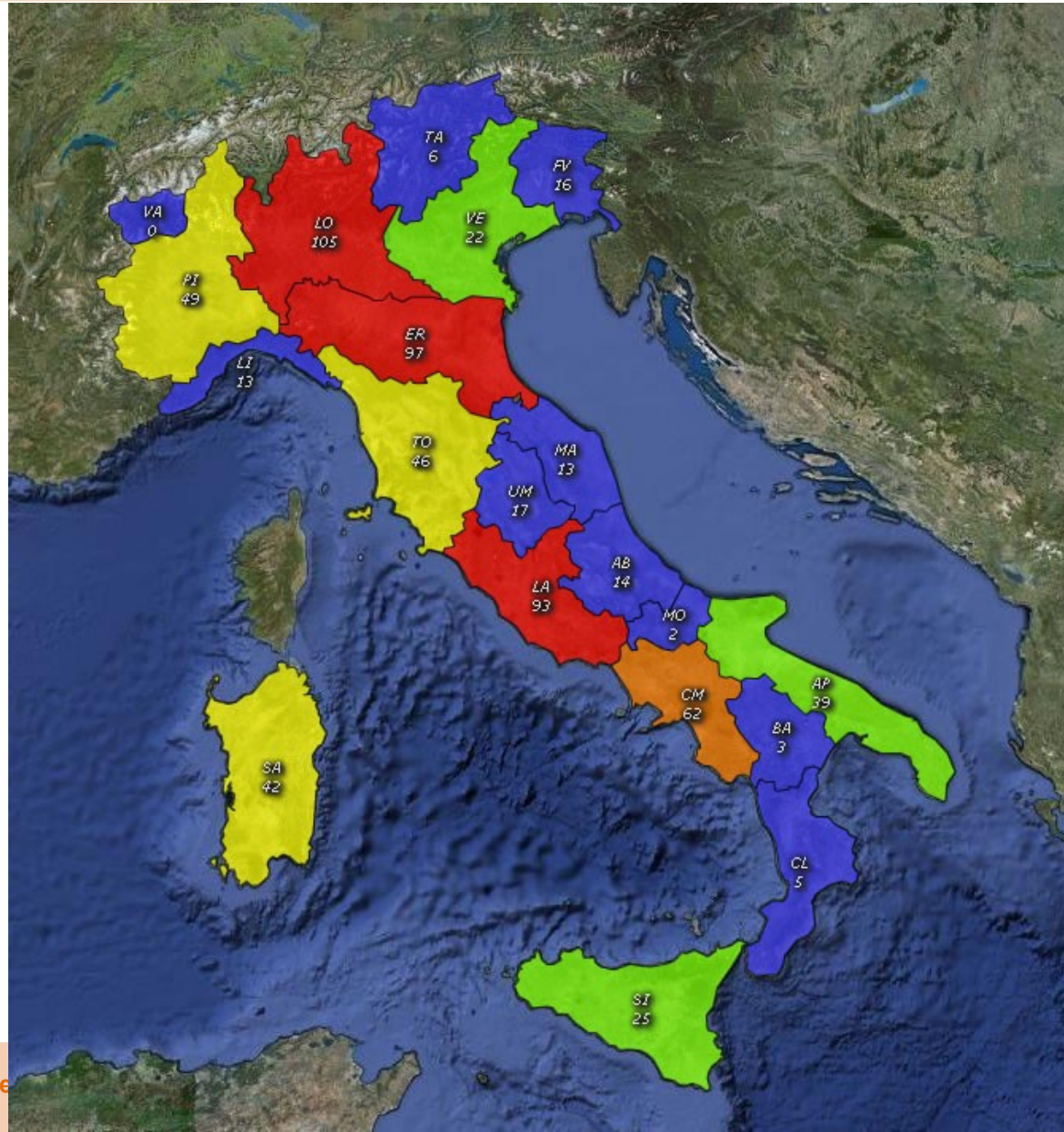
NILDE (Network for Inter-Library Document Exchange)

- **The NILDE system was born in 2001, founded by the CNR**
- **web based system to manage (not-returnable) ILL, for *libraries* and *end-users***
- **NILDE allows a library to:**
 - **authorize users to the ILL service and manage their requests**
 - **send borrowing requests to another library**
 - **manage lending requests from other libraries**
 - **send documents in a secure way via Internet, fax or surface mail**
 - **archive the history of ILL operations, analyze ILL through several statistical reports, calculate indicators fill-rate and turn-around time**
- **NILDE-Users allows end-users to:**
 - **register to one library**
 - **send ILL requests to his/her library , via any OpenURL**



NILDE network year 2009

- **669 libraries**
university,
research, public funded
and non-profit
- **140,000 borrowing
requests**
- **Fill Rate 87.7**
- **Turn-around Time
1.0 day**





NILDE Rules and Regulation

- **Supply documents on a reciprocal basis**
- **Facilitate access to holdings through the participation in at least one of the Italian union catalogues (SBN or ACNP)**
- **Supply documents within 2 days (average) and 5 days (maximum)**
- **Supply documents at no charge and, in case of heavy usage, ask for a one-off payment at the end of the year**
- **Equally distribute borrowing requests among all libraries (e.g. sending a maximum of 5 requests per week to a single library)**

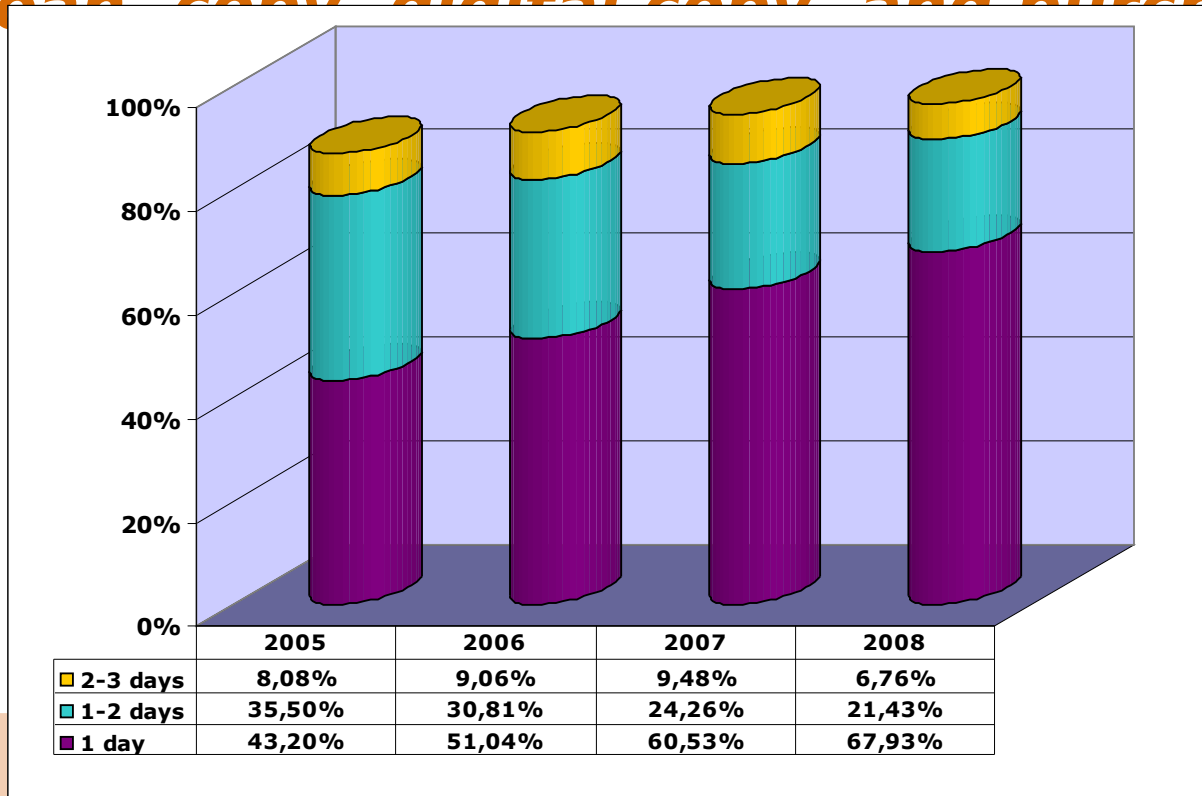
NILDE & the manifesto: Restrictions

1. Restrictions shall only be imposed as necessary by individual institutions with the goal that the lowest-possible-barriers-to-fulfillment are presented to the user

- The user has to register at least at one library
- Copies requested for “accredited users” or “institutional users”
- Copies only for personal use, study or research
- Italian Copyright Law (Diritto d’autore, n. 633 22/4/1941 and following updates) limits:
 - **does not allow** electronic copy delivery
 - → Users can not receive the electronic copy
 - **copy allowed up to 15% of the book or issue**

NILDE & the manifesto: Options for users

2. Library users shall be given appropriate options for delivery format, method of delivery, and fulfillment type, including loan copy, digital copy, and purchase





NILDE & the manifesto: Agreements

3. Global access to sharable resources shall be encouraged through formal and informal networking agreements with the goal towards lowest-barrier-to-fulfillment

- **Network constitutional agreements**
 - Rules and regulation
 - Best practices
 - Network body
- **External agreements with ACNP**
 - ACNP personalized search mask (limited to NILDE libraries)
 - Link from the ACNP catalog to NILDE-ILL request form
 - Searching for ISSN holdings libraries, directly from the NILDE software

NILDE & the manifesto

AN004 Centro di Ateneo di Documentazione - Polo Monte Dago - Università Politecnica di Bari
 Richiedi il documento attraverso <il servizio ILL NILDE>
Posseduto 1993-2003;
 Collocazione: QD 2
 DD e ILL gratuiti sulla base del reciproco scambio

AQ005 Biblioteca Polo Coppito - Sede Facoltà di Scienze MM.FF.NN. - Università degli Studi di Bari
 Il servizio di document delivery è sospeso dal 06/04/2009 a data da destinarsi
 Richiedi il documento attraverso <il servizio ILL NILDE>

Posseduto 1968-1984;1986-1999;
 Lacune: LAC.
 Note: Il periodico è attualmente in corso di acquisizione.
 La Biblioteca garantisce il servizio di document delivery gratuito in formato elettronico. Per le richieste inviate con modulo NILDE, si applicano le condizioni di servizio di cui al regolamento.
Autenticazione richiesta
 Un nome utente e una password sono stati richiesti per accedere alla "Nilde Area biblioteche in aderenti!"
 Nome utente: bo015
 Password: ●●●●●●●●

BA140 Biblioteca "Nicola Cabianca" - Università degli Studi di Bari
Posseduto 1968;1990-1992;
 Lacune: 1968;1990-1992; [Elenco fascicoli disponibili](#)
 La Biblioteca effettua per le Biblioteche di Università o analoghe strutture il servizio di document delivery della vigente normativa sul Diritto d'Autore (Legge 633/1941 e successive modificazioni) elettronico via email, aderisce a NILDE ed evade prioritariamente le richieste pervenute. La Biblioteca conserva una sola copia cartacea dei documenti ricevuti e a distruggere quindi la copia cartacea.

BO015 Biblioteca CNR Area della Ricerca di Bologna
 Richiedi il documento attraverso <il servizio ILL NILDE>
Posseduto 1968-2001;
 Lacune: 1992;
 Collocazione: 540 II/17E
 Note: lac. v 25 1992(12)
 La biblioteca aderisce a NILDE. Indirizzare le richieste di DD preferibilmente attraverso il servizio ILL per articolo in caso di forti scompensi che potranno essere rilevati a fine anno e' pari a seconda delle seguenti condizioni: costo per articolo, forfettario (include spese di fotocopie e spedizioni); Fatturazione a fine anno; la biblioteca richiedente dovrà comunicare gli estremi per la fatturazione a fine anno verrà fatta pagare solo la differenza fra articoli da noi forniti e da altri. Un singolo utente deve obbligatoriamente appoggiarsi ad una biblioteca di sua scelta per la richiesta.

Applicazioni Risorse Sistema

Nilde - Mozilla Firefox

File Modifica Visualizza Cronologia Segnalibri Strumenti Guida

http://nilde.bo.cnr.it/index.php?st=4&bf=BA140&nr=*Accounts+of+chemical+research

Most Visited Hotel CNR Genova Cataloghi Convegni Nilde-dev IDEM Puma

Nilde Network Inter Library Document Exchange

Stiamo lavorando alla nuova versione. NILDE 4 farà più cose e sarà più facile da usare.

A presto, Il Team di Sviluppo

NILDE 4 Network Inter Library Document Exchange

Home Registrazione Info Cataloghi

Progetto bibliOMIME

Home F.A.Q. Contact Us

Richiesta Articolo

| | |
|---|---|
| Username Biblioteca richiedente | bo015 |
| Biblioteca fornitrice | Biblioteca Dipartimento di Chimica Università di Bari - BA140 |
| Media di richieste per settimana inoltrate alla Biblioteca fornitrice nell'anno corrente | 0 |
| Numero di richieste inoltrate alla Biblioteca fornitrice nella settimana corrente | 0 |
| Numero totale di ordini da evadere della Biblioteca fornitrice | 0 |

Nome Rivista *Accounts of chemical research

Documenti

Regolamento

Manuale d'uso Autori

F. A. Q.

Help Licenze Anno

Secure EDD

Pubblicazioni Volume

CBN

Fascicolo

Sottoscrizione 2010

Condizioni economiche Pagina iniziale

Biblioteca Pagina finale

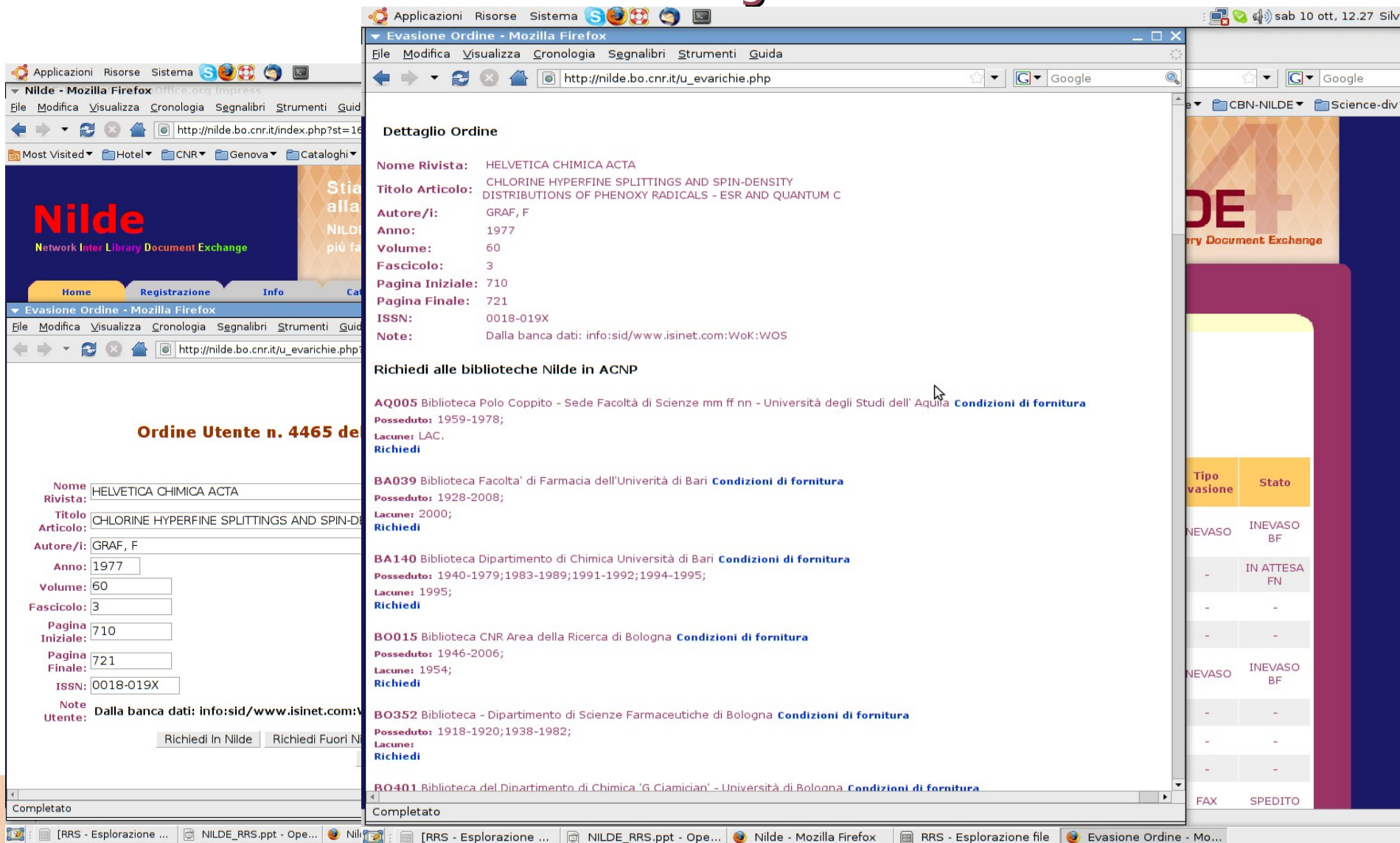
Ente Pubblico ISSN(Facoltativo)

Progetto o Consorzio Nome Utente

Completato

[RRS - Esplorazione ...] [NILDE_RRS.ppt - Op...] Nilde - Mozilla Firefox

NILDE & the manifesto: Agreements with ACNP



The screenshot shows a Mozilla Firefox browser window displaying the NILDE website. The main content area shows an order form for 'Ordine Utente n. 4465 de'. The form fields are filled with the following information:

- Nome Rivista: HELVETICA CHIMICA ACTA
- Titolo Articolo: CHLORINE HYPERFINE SPLITTINGS AND SPIN-DENSITY DISTRIBUTIONS OF PHENOXY RADICALS - ESR AND QUANTUM C
- Autore/i: GRAF, F
- Anno: 1977
- Volume: 60
- Fascicolo: 3
- Pagina Iniziale: 710
- Pagina Finale: 721
- ISSN: 0018-019X
- Note Utente: Dalla banca dati: info:sid/www.isinet.com:W

Below the form, there is a section titled 'Richiedi alle biblioteche Nilde in ACNP' with a list of libraries and their respective order details:

- AQ005** Biblioteca Polo Coppito - Sede Facoltà di Scienze mm ff nn - Università degli Studi dell' Aquila [Condizioni di fornitura](#)
 Posseduto: 1959-1978;
 Lacune: LAC.
[Richiedi](#)
- BA039** Biblioteca Facolta' di Farmacia dell'Univerità di Bari [Condizioni di fornitura](#)
 Posseduto: 1928-2008;
 Lacune: 2000;
[Richiedi](#)
- BA140** Biblioteca Dipartimento di Chimica Università di Bari [Condizioni di fornitura](#)
 Posseduto: 1940-1979;1983-1989;1991-1992;1994-1995;
 Lacune: 1995;
[Richiedi](#)
- BO015** Biblioteca CNR Area della Ricerca di Bologna [Condizioni di fornitura](#)
 Posseduto: 1946-2006;
 Lacune: 1954;
[Richiedi](#)
- BO352** Biblioteca - Dipartimento di Scienze Farmaceutiche di Bologna [Condizioni di fornitura](#)
 Posseduto: 1918-1920;1938-1982;
 Lacune:
[Richiedi](#)
- BO401** Biblioteca del Dipartimento di Chimica 'G Ciamician' - Università di Bologna [Condizioni di fornitura](#)

At the bottom of the page, there is a table with columns 'Tipo visione' and 'Stato'.

| Tipo visione | Stato |
|--------------|--------------|
| NEVASO | INEVASO BF |
| - | IN ATTESA FN |
| - | - |
| - | - |
| NEVASO | INEVASO BF |
| - | - |
| - | - |
| - | - |
| FAX | SPEDITO |



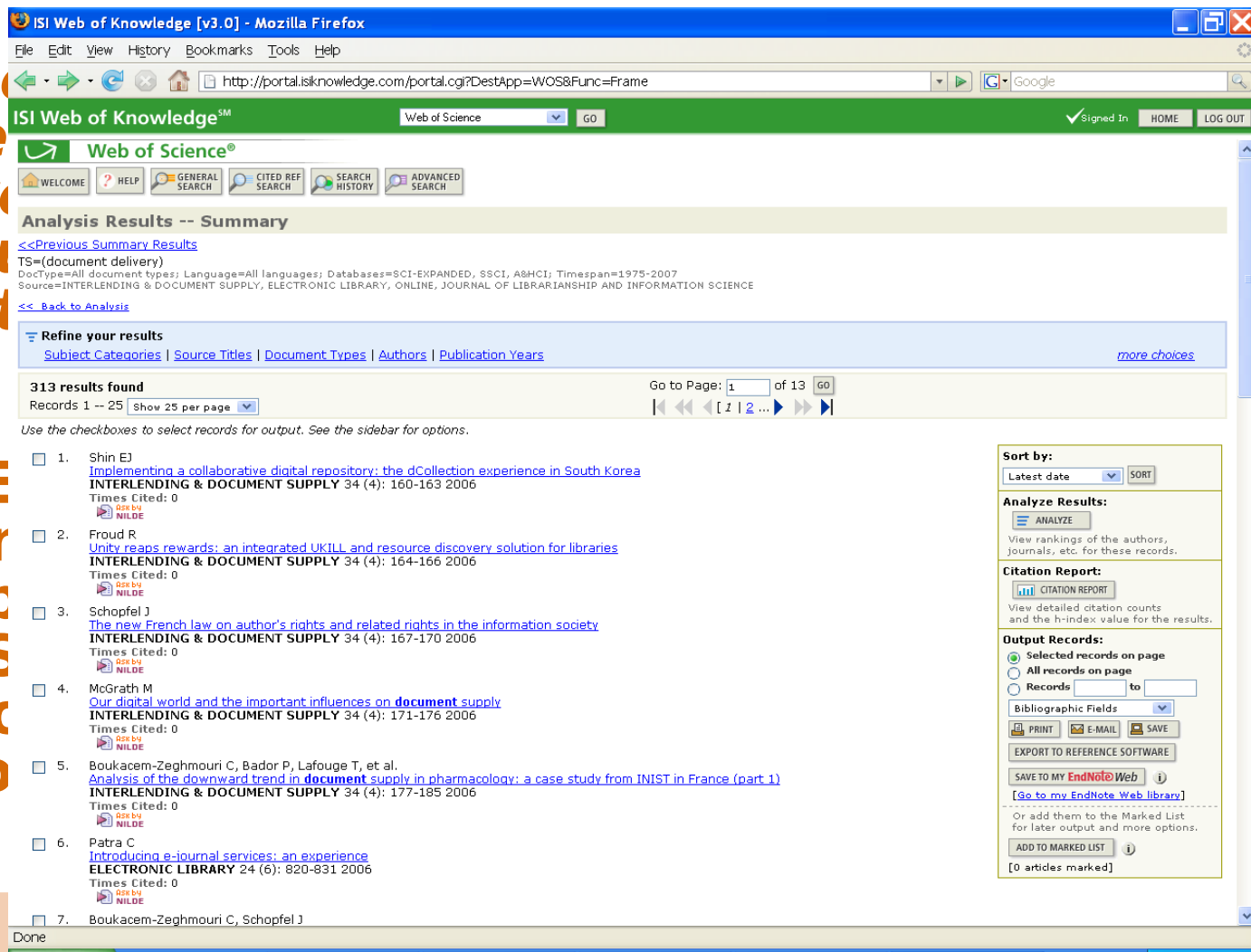
NILDE & the manifesto: Sharable resources

- 4. Sharable resources shall include those held in cultural institutions of all sorts: libraries, archives, museums, and the expertise of those employed in such places***
- **Duty to participate in at least one of the Italian union catalogues: ACNP or SBN**
 - **NILDE libraries holdings (sharable resources) in ACNP:**
 - **80.167 print journals**
 - **8.045 e-journals (not complete, no consortial data)**
 - **Effectively shared from 2005-2008**
 - **22.488 journals - more details tomorrow!**
 - **Consortial licenses -for Academic and Research**

NILDE & the manifesto: Reference

5. Reference resource made r "can't s that

The NILDE may be lir bibliograp Science, S SFX platfo straightfo



ISI Web of Knowledge [v3.0] - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://portal.isiknowledge.com/portal.cgi?DestApp=WOS&Func=Frame

ISI Web of KnowledgeSM Web of Science GO Signed In HOME LOG OUT

Web of Science®

WELCOME HELP GENERAL SEARCH CITED REF SEARCH HISTORY ADVANCED SEARCH

Analysis Results -- Summary

<< Previous Summary Results

TS=(document delivery)
DocType=All document types; Language=All languages; Databases=SCI-EXPANDED, SSCI, A&HCI; Timespan=1975-2007
Source=INTERLENDING & DOCUMENT SUPPLY, ELECTRONIC LIBRARY, ONLINE, JOURNAL OF LIBRARIANSHIP AND INFORMATION SCIENCE

<< Back to Analysis







Refine your results

Subject Categories | Source Titles | Document Types | Authors | Publication Years [more choices](#)

313 results found Go to Page: 1 of 13 GO

Records 1 -- 25 Show 25 per page

Use the checkboxes to select records for output. See the sidebar for options.

- 1. Shin EJ
[Implementing a collaborative digital repository: the dCollection experience in South Korea](#)
INTERLENDING & DOCUMENT SUPPLY 34 (4): 160-163 2006
Times Cited: 0

- 2. Froud R
[Unity reaps rewards: an integrated UKILL and resource discovery solution for libraries](#)
INTERLENDING & DOCUMENT SUPPLY 34 (4): 164-166 2006
Times Cited: 0

- 3. Schopfel J
[The new French law on author's rights and related rights in the information society](#)
INTERLENDING & DOCUMENT SUPPLY 34 (4): 167-170 2006
Times Cited: 0

- 4. McGrath M
[Our digital world and the important influences on document supply](#)
INTERLENDING & DOCUMENT SUPPLY 34 (4): 171-176 2006
Times Cited: 0

- 5. Boukacem-Zeghmouri C, Bador P, Lafouge T, et al.
[Analysis of the downward trend in document supply in pharmacology: a case study from INIST in France \(part 1\)](#)
INTERLENDING & DOCUMENT SUPPLY 34 (4): 177-185 2006
Times Cited: 0

- 6. Patra C
[Introducing e-journal services: an experience](#)
ELECTRONIC LIBRARY 24 (6): 820-831 2006
Times Cited: 0

- 7. Boukacem-Zeghmouri C, Schopfel J

Done

Sort by:
Latest date SORT

Analyze Results:
ANALYZE
View rankings of the authors, journals, etc. for these records.

Citation Report:
CITATION REPORT
View detailed citation counts and the h-index value for the results.

Output Records:
 Selected records on page
 All records on page
Records to
Bibliographic Fields
PRINT E-MAIL SAVE
EXPORT TO REFERENCE SOFTWARE
SAVE TO MY EndNote Web
[Go to my EndNote Web library](#)
Or add them to the Marked List for later output and more options.
ADD TO MARKED LIST
[0 articles marked]



NILDE & the manifesto: Prices for users

6. Libraries should offer service at a fair price rather than refuse but should strive to achieve services that are not more expensive than commercial services, e.g. bookshops.

- **users appreciate costless or low-cost services**
- **Thanks to its internal policy, ILL is usually provided at no-charge.**
- **Even libraries that usually provide ILL for a fee, within the NILDE network usually avoid to ask for payment**
- **During the period 2003-2005, there was an agreement between NILDE and INIST to use INIST as a back library**



NILDE & the manifesto: Registration

7. Library registration should be as easy as signing up for commercial web based services. Everyone can be a library user.

- **NILDE counts today about 10.000 registered users**
- **IDEM (IDEntity Management for federated authentication) Federation was born in March 2009**
- **IDEM members: 9 Italian Universities, 10 Research Centers**
- **GARR, the Italian academic and research network**
- **IDEM is based on Shibboleth**
- **NILDE is a IDEM resource/partner**
- **Test application during the 2008 IDEM pilot project**
- **Users authenticate at their home organization, NILDE authorizes**

Innovation factors

- **Impact on users**

- **NILDE's strong points are the standard way of communication between user and library in the complete ILL request workflow**
- **User's satisfaction surveys show that users appreciate:**
 - **No barriers: possibility to start a request at any time and place**
 - **Standardization, automatic processing of a request**
 - **Timeliness of delivery**
 - **Integration with electronic databases, ease of use**
- **Marketing campaigns to promote library services**

- **Scalability**

- **Different not constraining modules: My library, My Users, IDEM auth**

- **Sustainability**

Innovation factors

- **Ability for other libraries/consortia to replicate the idea**
 - Software entirely based on Open Source suite
 - **NILDE 4.0 will be released as Open Source**
 - **New software architecture, multilingual support**
- **Initiative and risk taking**
 - **Limits due to Italian and EU Copyright law constitute a restraint to user service (no digital copy)**
 - **NILDE working group to study ILL clauses in electronic licenses and to talk with Italian consortia/publishers about electronic ILL**
 - **Implementation of SEDD modules**
 - **The Hard-Copy module emulates manual operations such as printing the pdf and digitizing it through a scanner. Negotiation is in progress...**



Thank You for your attention!

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