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

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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 significative 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**
- **Ministery of Cultural Heritage, Regions, University, Central Istitute 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**

NILDE Network Inter-Library Document Exchange

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**

NILDE Network Inter-Library Document Exchange

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)**

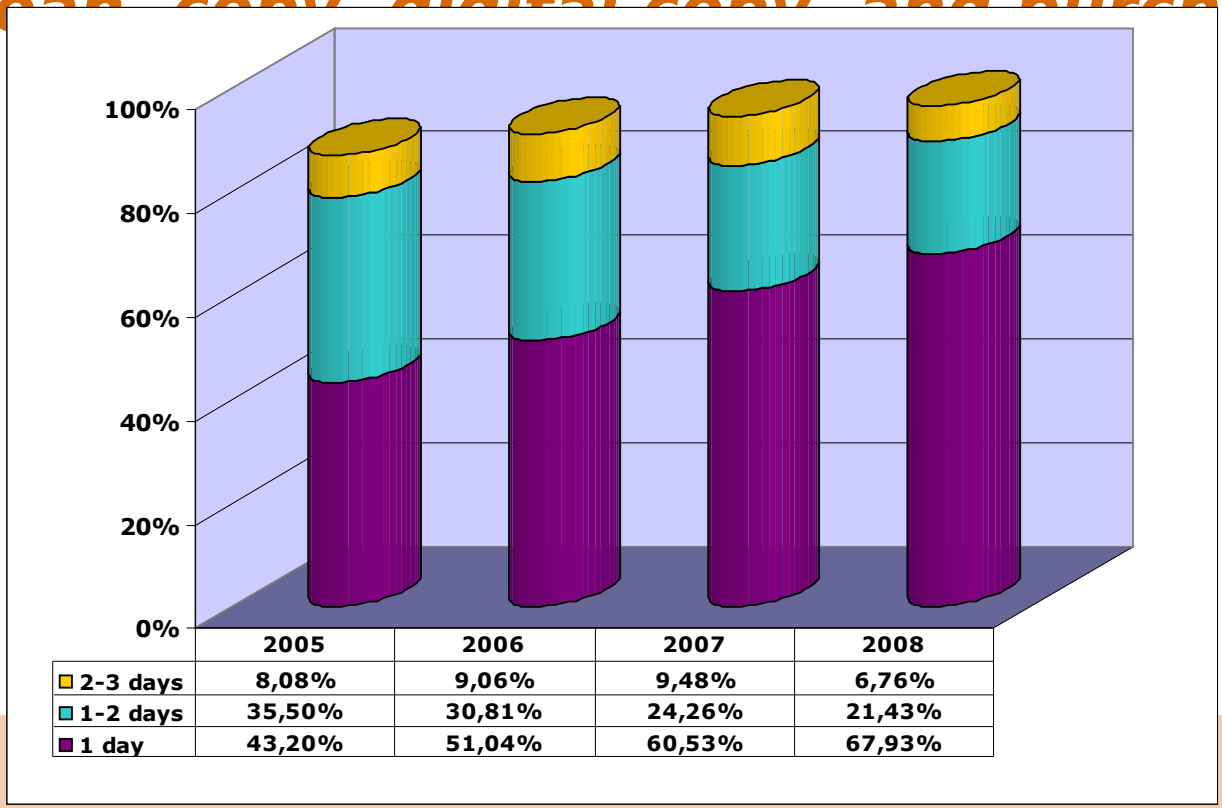
NILDE & the manifesto: Restrictions

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



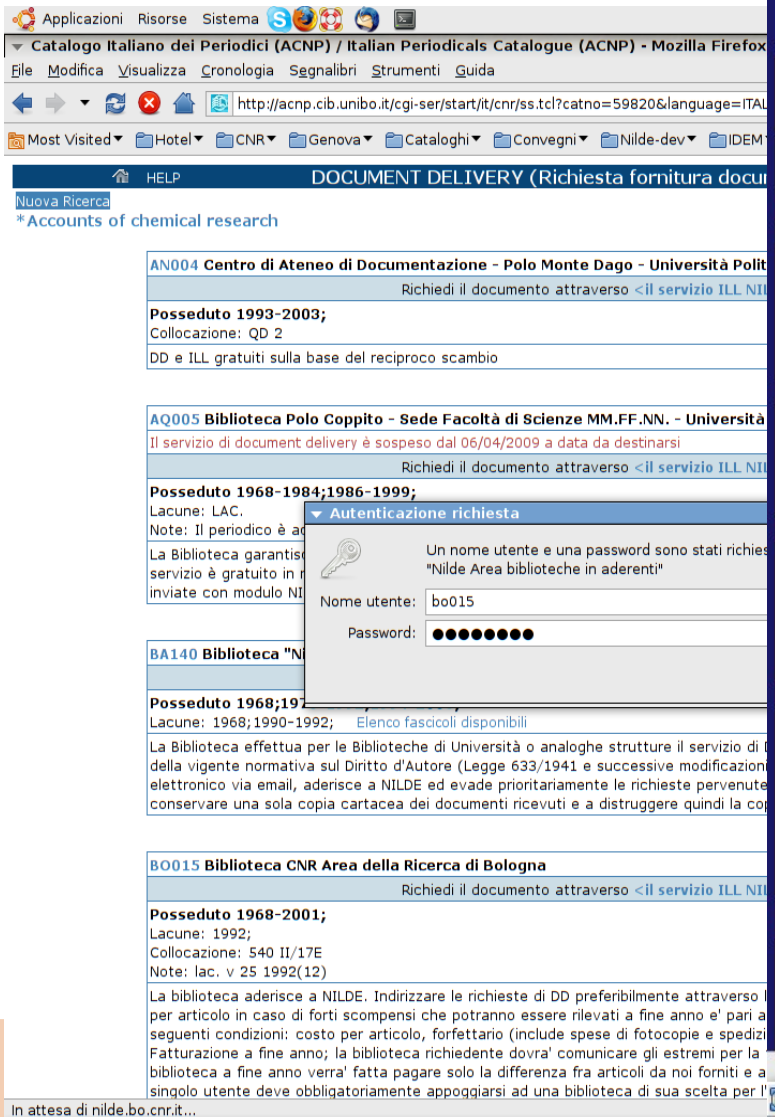
	2005	2006	2007	2008
2-3 days	8,08%	9,06%	9,48%	6,76%
1-2 days	35,50%	30,81%	24,26%	21,43%
1 day	43,20%	51,04%	60,53%	67,93%

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

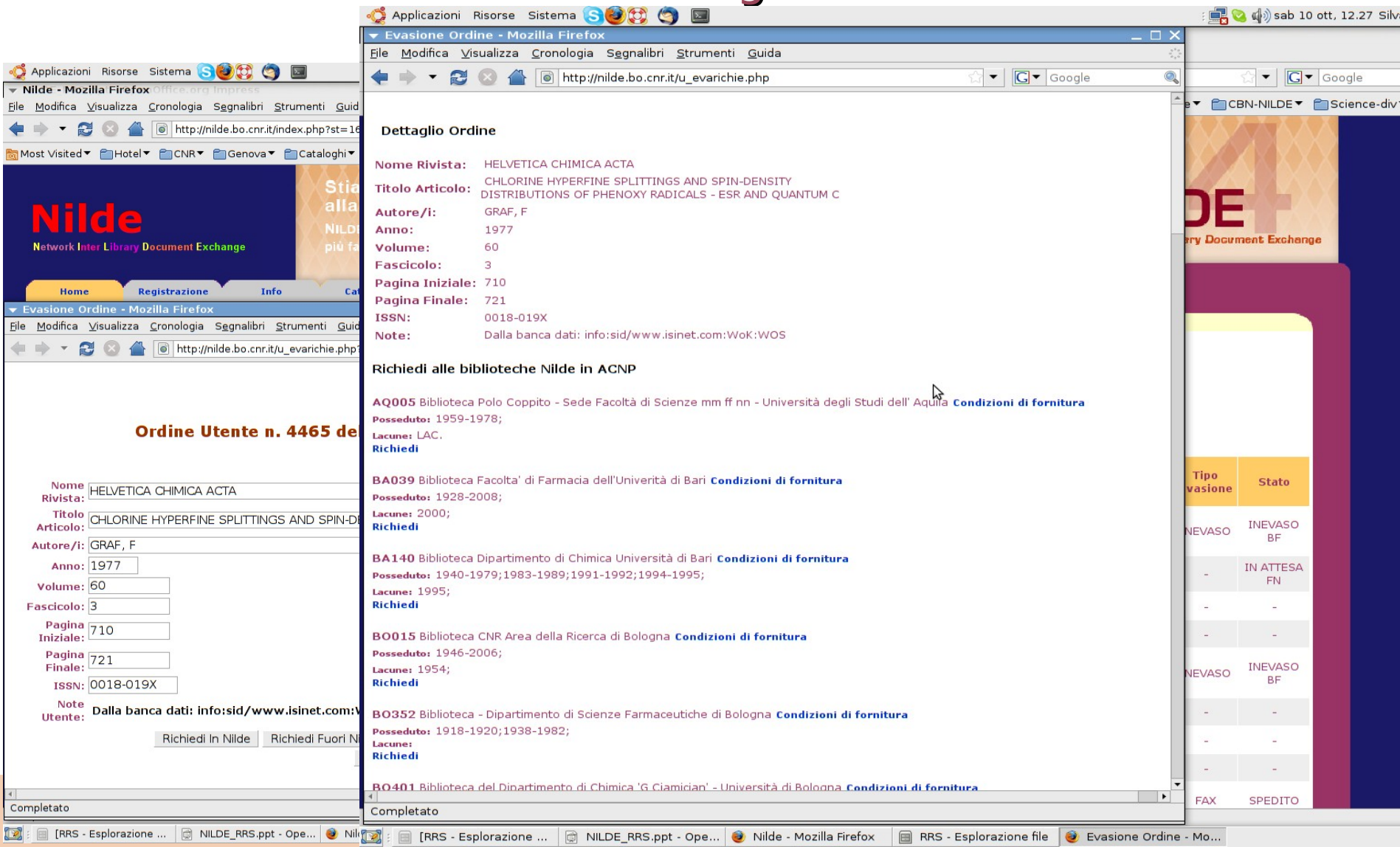
- **Network constitutional agreements**
  - **Rules and regulation**
  - **Best practices**
  - **Network body**
- **External agreements with ACNP**
  - **ACNP personalized search mask (limited to NILDE libraries)**
  - **Link from the ACNP catalog to NILDE-ILL request form**
  - **Searching for ISSN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

NILDE & the manif



NILDE Network Inter-Library Document Exchange

NILDE & the manifesto: Agreements with ACNP



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 Libraries**

NILDE & the manifesto: Reference

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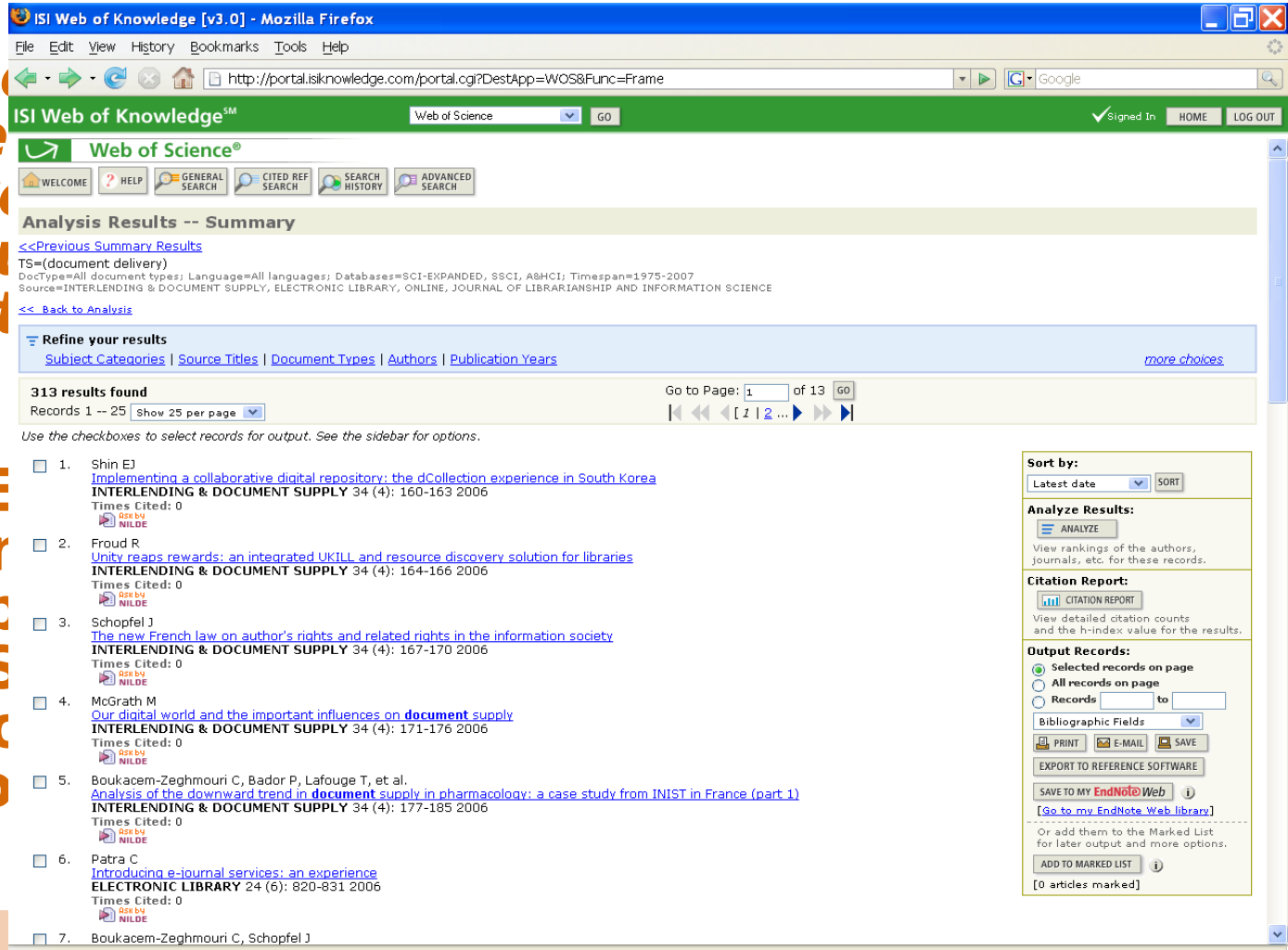

NILDE & the manifesto: Prices for users

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 restrain 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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