

# Yin & Yang

## Alternative Formats: Verification & Delivery Challenges



The screenshot shows the Wikipedia article for "Interlibrary loan". The page layout includes a sidebar with navigation and interaction links, a search box, and a table of contents. The main content area provides a definition of interlibrary loan and its general application. A large, colorful, pixelated "edit" button is overlaid on the right side of the page.

**Interlibrary loan**

From Wikipedia, the free encyclopedia

**Interlibrary loan** (abbreviated **ILL**, and sometimes called *interloan*, *document delivery*, or *document supply* etc.) is a service whereby a user of one **library** can borrow **books**, **videos**, **DVDs**, **sound recordings**, **microfilms**, or receive **photocopies** of articles in **magazines** that are owned by another library. Sometimes for a small fee, or possibly for no cost, a library that has the item will loan or copy it, and the item is transported to the requestor's library to be checked out or just used within the library. Policies vary about whether the user is charged for the request.

Generally, the term **document delivery** means more specifically the supply of journal articles and other copies on a personalized basis, with the library charging the user or his academic department for the fees that are often involved.

Without interlibrary loans, if a library patron found an item they wanted, he would have to travel to that library, and apply for a local **library card** if eligible, or present a reciprocal card in order to borrow the item. By taking advantage of interlibrary loan, in comparison, the library staff can search large numbers of libraries at once, transport the item from several miles to thousands of miles away, and allow a patron to borrow the item using his or her local library card.

**Contents** [hide]

- 1 How interlibrary loan works
- 2 History of interlibrary loan
- 3 Resource sharing networks
- 4 Useful information for interlibrary loan users
- 5 Journals dealing with Interlibrary loan
- 6 External links

**How interlibrary loan works**

[\[edit\]](#)

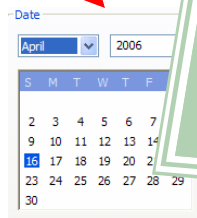
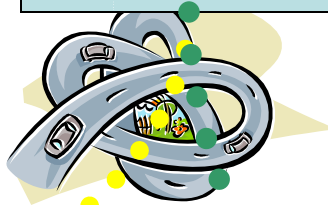
Presented to ALA Yin & Yang by:  
Cyril Oberlander, Director of Interlibrary Services  
University of Virginia Library [cwo4n@virginia.edu](mailto:cwo4n@virginia.edu)  
June 2007 (*Speaker notes – see Notes View*)

# Strategic Options

Workflow is based on Users and Staff sense-making process.

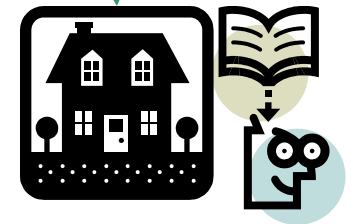
User Search & Discovery

Get Options

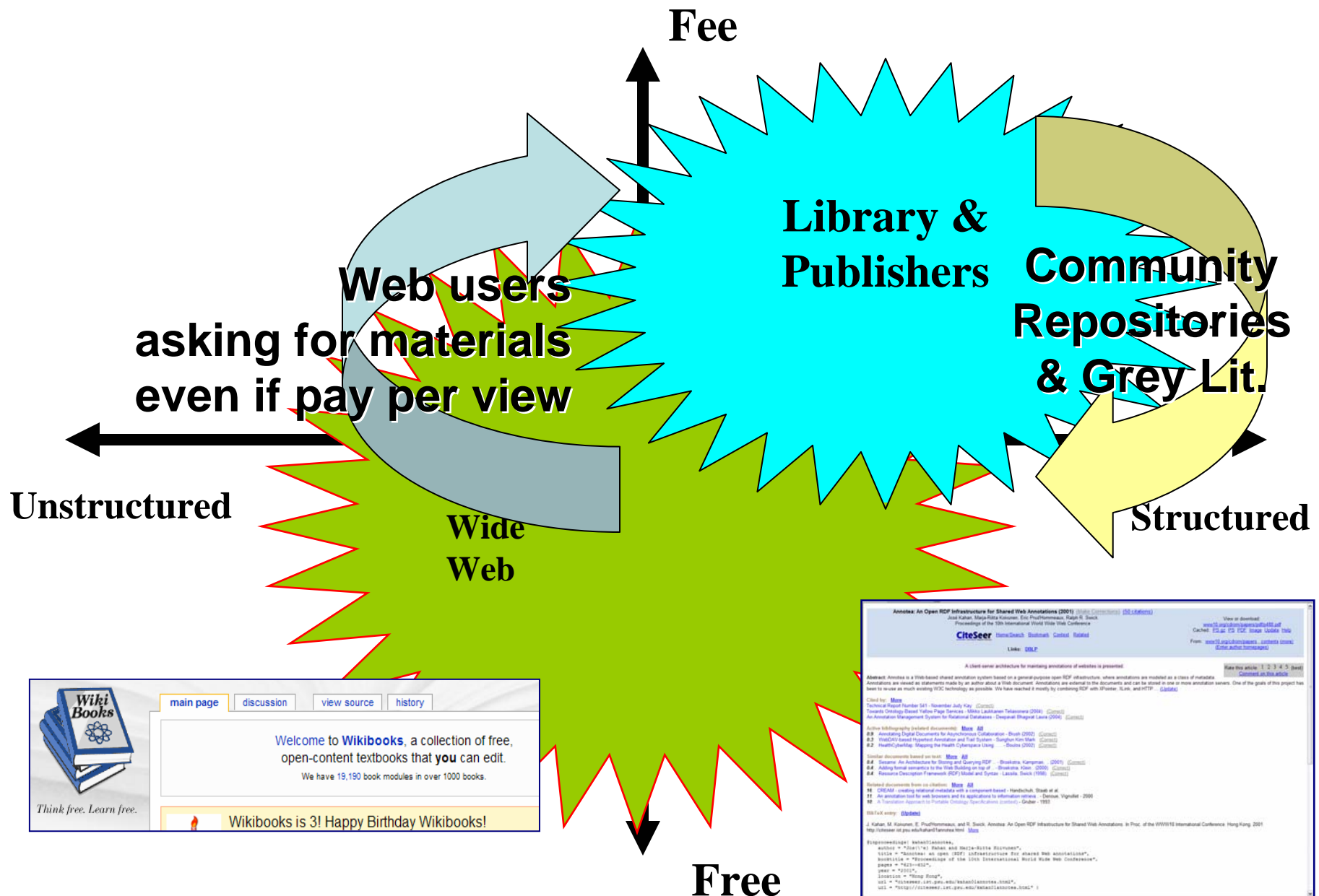


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or ILL from your Library,  
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# Our workflow focused on fee & structured content environments





# User or Staff Workflow Strategy: rent, buy, or borrow

ILL Borrowing Workflow: Possible Lenders

General Request Information

Search Results

Author	Title	Year	Format	Call Number	Location
Dinklage, Peter	Leadership on the Line	2007	Book	HD 64 .D56 L53	Stacks

Article Information

Journal Title: Leadership

Volume: 34

Issue: 1

Page: 1-10

Our Strategy depends:  
What format & uses does  
the user want it in?  
Also, new options...

Search Results

Author	Title	Year	Format	Call Number	Location
The Vines	The Vines	2007	Book	PS 3553 .V53	Stacks

Article Information

Journal Title: The Vines

Volume: 34

Issue: 1

Page: 1-10

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7 Sep 2005: Propo

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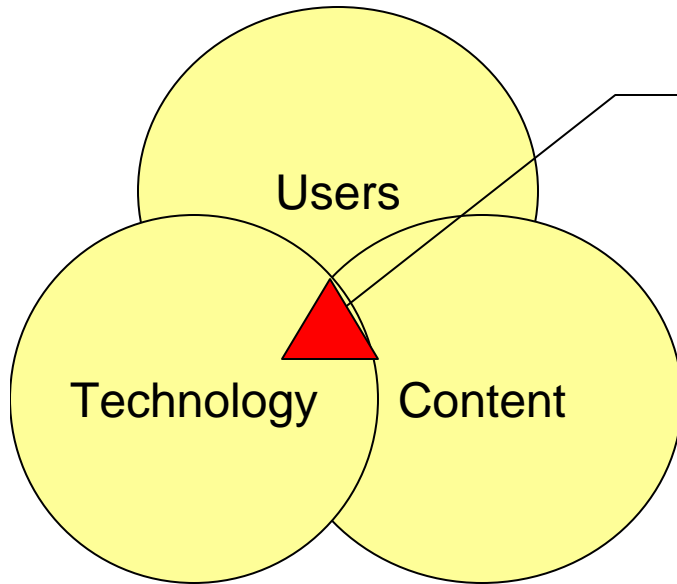
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3. Choose "and" from the drop down menu box.
4. In the second "Keywords Anywhere" box, enter a subject keyword, e.g. biotechnology.

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## Yin & Yang – Going Alternative



Service: Resource Sharing delivers, but how increasingly depends on workflow flexibility?

- ILL or Circulation Borrowing Systems
- Just-in-Time Purchasing
- Subsidize, partially subsidize, etc.
- Pickup @ Library or Electronic
- & more...

Alternative formats & scenarios gives us a chance to explore our options:

- Expanding source options
- Direct to Home Delivery
- Remote User Interlibrary Loan
- Popular Titles
- Special Collections & Digital ILL
- Grey Literature
- Print on Demand
- Specific Use

## Going Alternative: Options, options, options

Say a user needs something immediately,

or wants a color copy,

or you just don't want to pay copyright royalties on that 6<sup>th</sup> article if you can get it immediately for the same cost...

you have options that lead to expanding possible sources.

### Options to search:

1. Open web for content
2. Pay per view options
3. Purchase from publisher

# Verification Strategies = new workflow with Search Engines

Read about the tools:

[http://www.google.com/librariancenter/librarian\\_tools.html](http://www.google.com/librariancenter/librarian_tools.html)

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Ni, X., & Branch, R. (2004, October). Experience

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**Curriculum Vita**

22 March 2005

**Academic History**

Robert Maribe **Branch**

Tips:

- Auto-highlight search terms.
- Ctrl F – Find a word in the html version.
- Find @ your Library
- Buy from BL Direct
- Cached copies may save the day
- If the URL is 404, try the Internet Archive:

<http://www.archive.org/web/web.php>

or UK Web Archiving Consortium:

<http://www.webarchive.org.uk/>

or Australia's Pandora Archive:

<http://pandora.nla.gov.au/about.html>



# Strategy: can we resolve the verification process?

Groowe search toolbar: <http://www.groowe.com/>

The screenshot shows a Mozilla Firefox browser window. The address bar displays 'http://www.google.com/sea'. The search bar contains 'moby dick'. The search results are displayed under the 'Books' tab, showing 'Moby-Dick' by Melville, Herman, Carl F. Hovde - 2003 - 752 pages. A yellow arrow points to the search results with the text 'What would you add? <http://www.worldcat.org> others?'. A Groowe search toolbar is overlaid on the right side of the browser window. The toolbar has a blue header with the text 'Google Search: groowe search toolbar - Mozilla Firefox'. Below the header is a search bar with the text 'groowe search toolbar'. To the left of the search bar is a list of search engines: Google, Yahoo, YouTube, MSN, Ask, Amazon, del.icio.us, Digg, Download.com, and IMDb. To the right of the search bar is a list of search engines: Images, Groups, New, e search toolbar, Google toolbar, Yahoo, search engines. Also allow, 2005 - Cached - Similar p, Download Freeware s, and other Freeware sof.

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Google Search: groowe search toolbar - Mozilla Firefox

What would you add?  
<http://www.worldcat.org>  
others?

Search Engines

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Web Search

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by Herman Melville  
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by James L. ...  
-- Includes Life  
Synopsis, List  
No preview available  
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Pre-1923 (1 year's requests)	1108
Sample study	459
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by Herman Melville  
Constable (1922)  
382 pages  
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29 pages, sorted by relevance

Page 43 "But when, some year or two after- ward, **Moby-Dick** was fairly sighted from the mast-heads, Macey, the chief mate, burned with ardour to encounter him; and the captain himself being not unwilling to let ..."

Page 335 "It was **Moby-Dick's** open mouth and scroiled jaw; his vast, shadowed bulk still half blending with the blue of the sea. The glittering mouth yawned beneath the boat like an open-doored marble tomb ..."

Page 52 "**MOBY-DICK** Oh, I never hurt when I hit, except when I hit a whale or something of that sort; and this fellow's a weasel. What were you about saying, sir? Only this: go down with him, and get ..."

Page 346 "Sway me up, men; ye have been deceived; not **Moby-Dick** casts one odd jet that way, and then disappears! It was even so; in their heading eagerness, the men had mistaken some other thing for the whale ..."

Page 347 "Lower, all! As if to strike a quick terror into them, by this time being the first assailant himself, **Moby-Dick** had turned, and was now coming for the three crews."

Page 361 "... But he looked too nigh the boat; for as if bent upon escaping with the corpse he bore, and as if the particular place of the last encounter had been but a stage in his leeward voyage, **Moby-Dick** was ..."

Page 202 "And I'm thinking **Moby-Dick** doesn't bite so much as he swallows! Well, then, interrupted Bunker, give him your left arm for bait to get the right."

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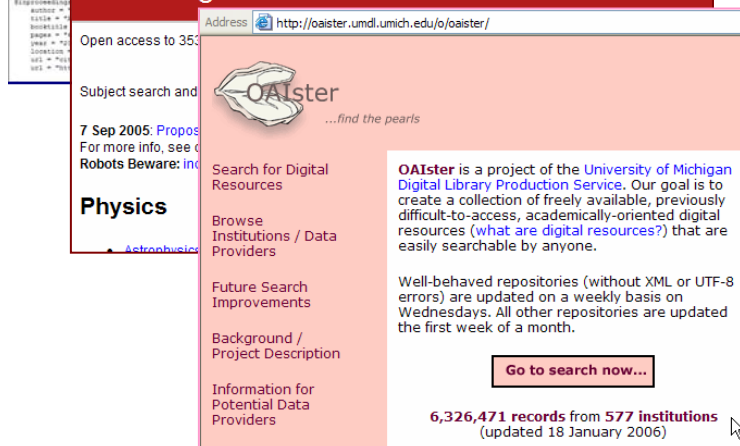
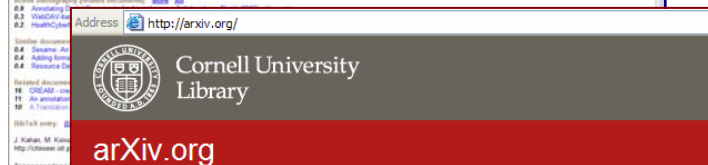
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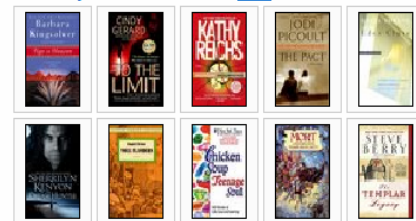
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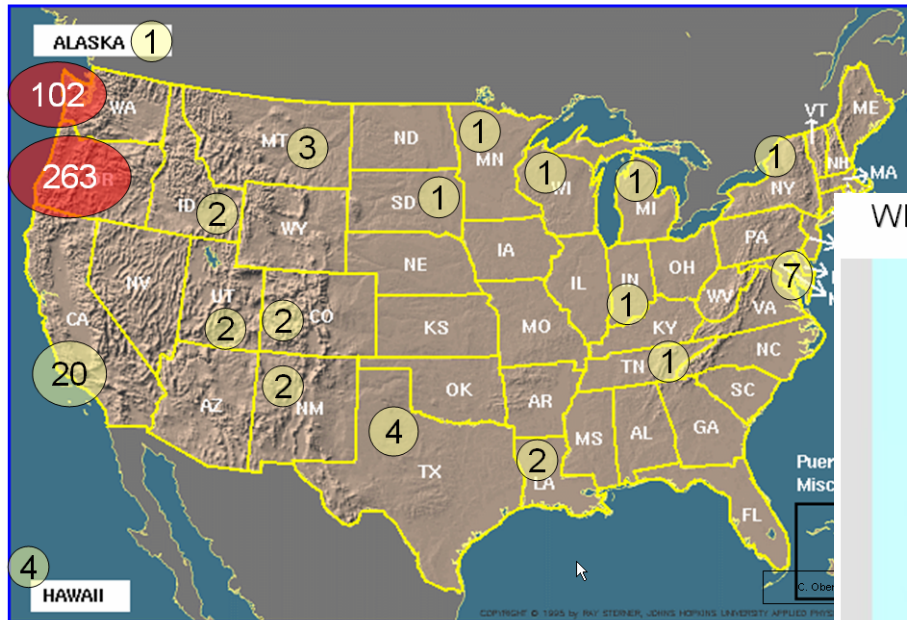
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# Going Alternative: Reaching out to remote users...

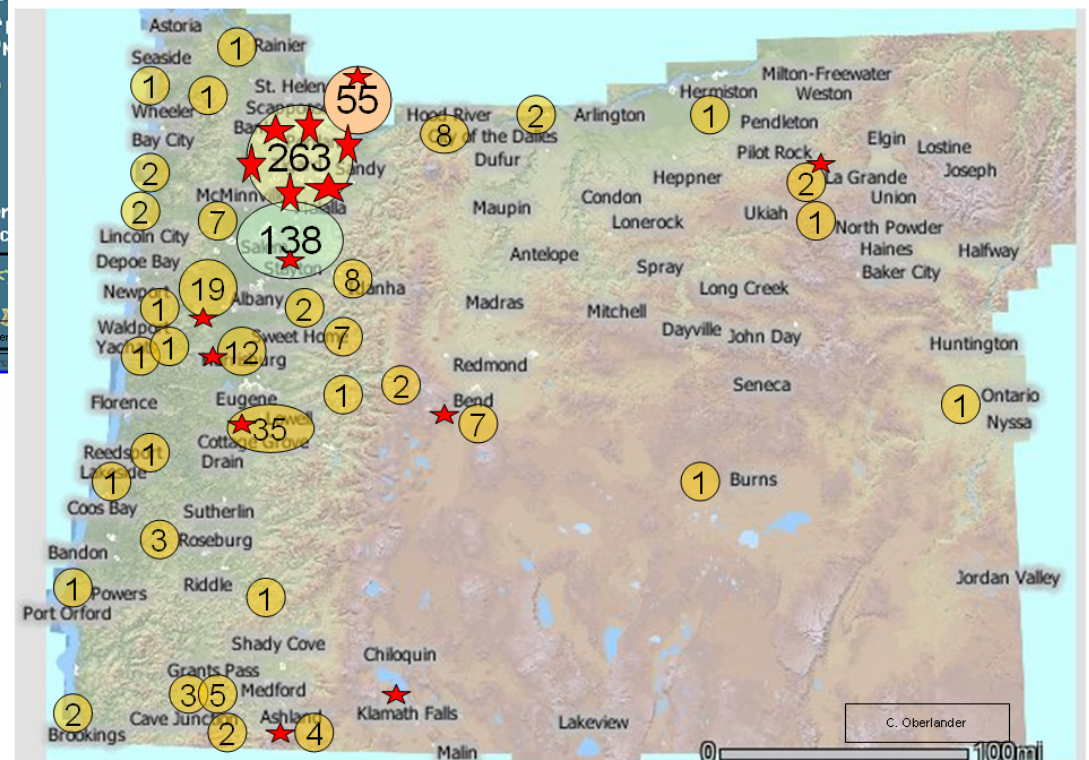
Between 2003-2005, about **14.8% on-campus users** at Portland State University used Interlibrary Loan, while only **7% of Distance Education users** used D.E. Document Delivery & ILL.

Where are PSU's 900+ Distance Education Students or Remote Users?

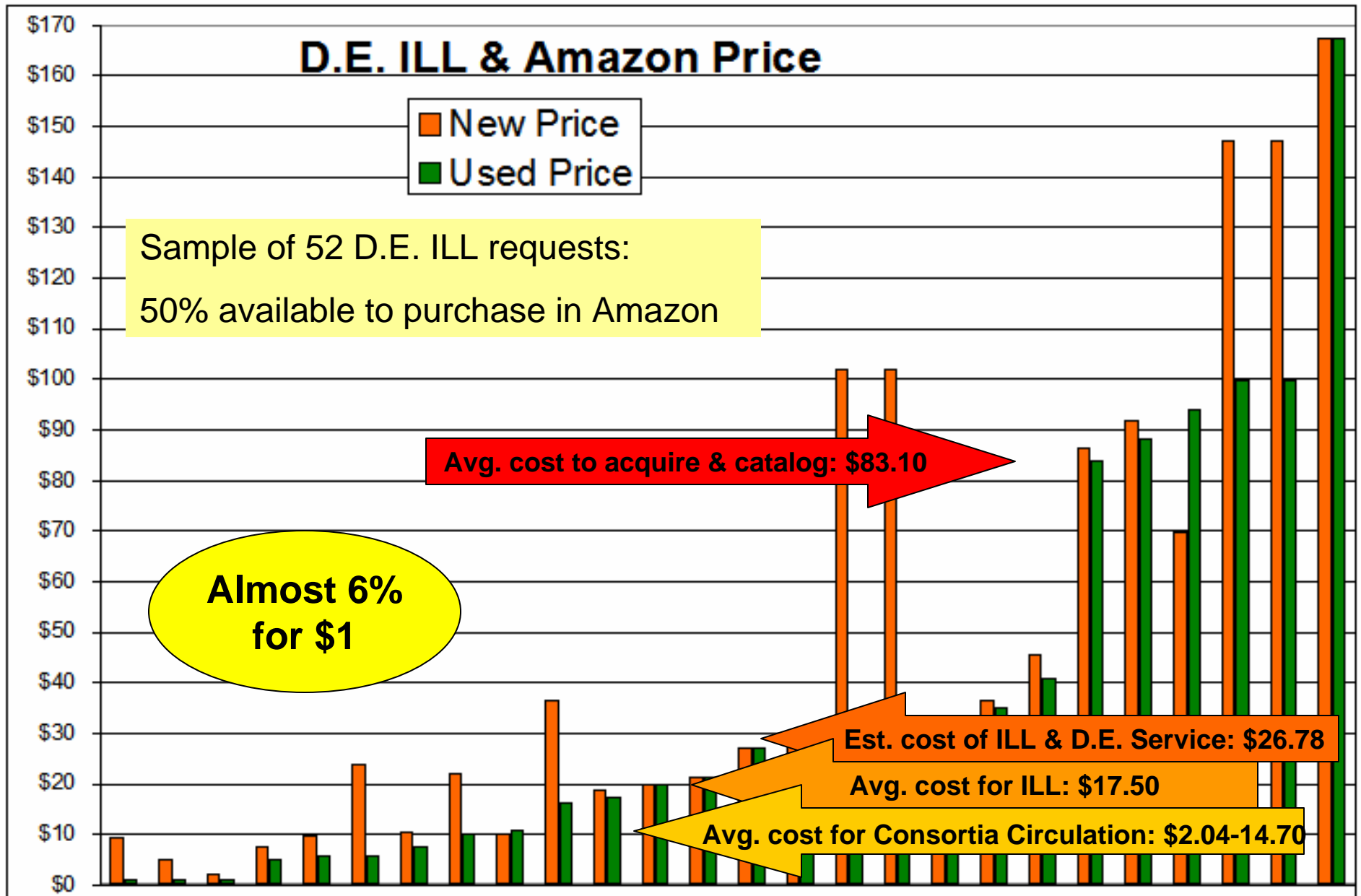


5 International Students

Where are PSU's 900+ Distance Education Students or Remote Users?



# Going Alternative: So let's talk \$\$\$



# Going Alternative: Popular Titles, Textbooks, you know the tale...

Title

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BEHAVIOR /  
FREE MONEY TO I  
DIGITAL FORTRES

alibris

search  
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Books  
by title / ISBN  
by author / artist  
by subject / genre  
GO  
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books movies music  
FREE SHIPPING  
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order any two books  
from the same seller

Exeter Public Library

773 Ten Rod Road, Exeter, RI 401-294-4109

NETFLIX @ your library

The Library has subscribed to **Netflix**, the online movie rental service. Now, if there is a title you are looking for that isn't on our shelves or the shelves of any other RI library, you can request that we get it through Netflix for you. This is a great way to view the popular movies that are always out, as well as the documentaries, foreign films, and television series that aren't available at the local libraries. It's also a great way for us to provide the materials you want, without having to purchase several copies of the same title.

How it works: you place a paper or **e-mail request** with us. If the title is not readily available through the regular library delivery system, we will go into our Netflix account and order it for you. When the movie arrives, we will notify you and you can check it out for one week with your library card - just like the movies we own. Depending on how popular the service become, your DVDs should arrive very quickly.

Choose the **BROWSE** tab on the **Netflix** site to see the titles they offer. Send us an e-mail [director@exeterpubliclibrary.org](mailto:director@exeterpubliclibrary.org) with your name, phone # and title of the movie to take advantage of this new service.

Science, Social Sciences  
Reference: Dictionaries,  
Atlases, Quotations, Writing  
Skills  
Study Aids: Study Guides,  
Book Notes, Professional,  
Financial Aid  
all textbook subjects

USED TOP SELLERS

Price for New Title	New Title Availability
\$18.95	yes
	no
\$20.97	yes
	no
\$14.77	yes
\$9.80	yes

Home > Products > McNaughton

Public Libraries Schools About Us Search

McNaughtonBooks.com Automatic Plans

popular Reading

into the bestseller list and then off of it. n to circulation but tricky to select. ge of managing high-demand materials. d are widely recognized as the best brary industry.

s a permanent commitment to satisfy will change as demands change, s you need them.

# Going Alternative: Special Collections & Digital ILL

## Digitize on Demand: *if you can – do, and share it.*

“Small items that are too fragile to circulate on interlibrary loan are usually supplied through a photocopy. But photocopying often shortens the life of the original... LOC now scans this type of material and delivers the images via the Web... A scanned item will be accessible from this page for at least six months... then be permanently accessible from the Library of Congress catalog..., and an 856 tag will also be added for the DLC holdings record in OCLC.”

Digital Interlibrary Loan, Library of Congress:

<http://www.loc.gov/rr/loan/illscanhome.html>

Others doing this...

- National Library of Australia, for public domain Australian works that are requested by ILL: <http://www.nla.gov.au/policy/digitisation.html>
- Europe eTen DoD: <http://www.uibk.ac.at/ub/dea/eten/>

Opportunities for Ideal... Expand the use of Odyssey as article scanning tool, to also provide optional delivery of articles to a public domain repository (maybe OCLC's digital archive) that automatically incorporates the contributions combined with ILL bibliographic citation.



# Going Alternative: If digital, why not Print?

Print on Demand - a solution to rare material ILL?

There are over 12K books from the Michigan Historical Reprint Series in Amazon; prices range between \$12-\$43.

“Print-on-demand is an attractive alternative for scholars on a budget. Another top seller, the 1898 textbook "A Treatise on Universal Algebra with Applications" by Alfred North Whitehead, is available from Cornell for \$35.99 versus \$600 for the original from a used book dealer. “ <http://www.news.cornell.edu/stories/April07/LibAmazon.dea.html>

The screenshot shows the Amazon.com homepage with a search bar and navigation links. Below the search bar, there's a category list on the left and search results on the right. The search results are for the Michigan Historical Reprint Series, showing two books: "Manual of mineralogy ..." and "In memoriam." Both books are available in paperback for \$26.99, with used copies available for \$26.03. The results also show that the books are in stock and eligible for free super saver shipping.

amazon.com Your Amazon.com Books See all 41 Product Categories Your Account Cart Your Lists Help NEW

Advanced Search Browse Subjects Bestsellers The New York Times® Best Sellers New & Future Releases Libros En Español Magazines Sell Your Stuff Bargain Books Textbooks

Search Books GO Find Gifts Web Search GO

Category Books

- Business & Investing (5)
- Entertainment (9)
- Home & Garden (5)
- Arts & Photography (35)
- Health, Mind & Body (9)
- History (11,971)
- Law (8)
- Medicine (4)
- Computers & Internet (2)
- Nonfiction (98)
- Literature & Fiction (69)
- Outdoors & Nature (4)
- Parenting & Families (2)
- Professional & Technical (30)
- Reference (36)
- Religion & Spirituality (87)
- Science (668)
- Sports (2)

Books > Michigan Historical Reprint Series

Showing 1 - 24 of 12,574 Results Sort by Bestselling

- Manual of mineralogy ...** by Michigan Historical Reprint Series (Paperback - Sep 13, 2006)  
Buy new: **\$26.99** 8 Used & new from **\$26.03**  
In Stock  
Eligible for **FREE** Super Saver Shipping.  
★★★★☆  
Other Editions: Hardcover, Paperback, CD-ROM, Unknown Binding
- In memoriam.** by Michigan Historical Reprint Series (Paperback - Sep 13, 2006)  
Buy new: **\$26.99** 7 Used & new from **\$26.03**  
In Stock  
Eligible for **FREE** Super Saver Shipping.  
★★★★☆  
Other Editions: Hardcover, Paperback, Unknown Binding



## CHRONICLEONLINE

April 24, 2007

### From abolition to algebra, CU Library's unique holdings are available to readers online

By Daniel Aloj

A selection of rare and out-of-print historical materials at Cornell University Library is only a click away for readers using a new print-on-demand service.

The library partnered with BookSurge, a subsidiary of Amazon.com, in June 2006 to make available some of its unique non-copyrighted holdings -- collections ranging from historical mathematics and agriculture texts to anti-slavery pamphlets.

Anyone browsing Amazon.com can now access 3,500 Cornell titles available for sale, and other documents are being added. Google BookSearch also will lead users to Cornell titles on Amazon. (BookSurge also distributes print-on-demand historical materials from the University of Michigan Library and the library publisher Thomson-Gale; and Microsoft's LiveSearch Books service carries public domain materials from Cornell and other universities.)

Available Cornell collections on Amazon include New York state historical literature (a



# Going Alternative: Archiving Self-Publishing

Grey Literature or unpublished materials

Guides:

<http://del.icio.us/InterlibraryLoan/GreyLiterature>

Search authors using [www.zoominfo.com](http://www.zoominfo.com)

Best Practices:

- **Acquire & Catalog on demand**

1<sup>st</sup> try to get a digital copy and ask for rights add to your institutional repository or digital library.

2<sup>nd</sup> acquire the print and catalog so no one else has to bug the author.

- **Anticipate needs**

Offer Free or fee based Library Metadata & Archiving Service to communities that produce these conference proceedings, reports, etc

- **Service Collaboration**

Convergence with reference, ILL, acquisitions, collection development

The image shows two screenshots of websites. The top screenshot is the Grey Literature Report website, which features a header with the New York Academy of Medicine logo and a navigation bar. The main content area includes a search bar, a list of web page contents (Mission Statement, GreyNet Award Recipient 2006, GL8 Conference Proceedings in Print/CD-Rom (PDF), GreyNet Publications 1994-2000 via BLDSC, GL9 Conference Calendar), and a large green 'GreyNet' logo. The bottom screenshot is the Internet Archive website, which displays a search bar, a list of categories (Web, Moving Images, Texts, Audio, Software, Education, Patron Info, About Us), and a grid of featured items including 'new upload and download count systems', 'Book digitization discussion on NPR', 'Internet Archive officially a library', 'Moving Images', 'Live Music Archive', 'Audio', and 'Texts'.

# Going Alternative: Digital Divide Partnerships

Specific deliveries & uses to be aware of: services to print disabled

DAISY: Digital Accessible Information SYstem (DAISY) ...

VISION  
Our vision is that all published information, at time of release to the general population, be available in an accessible, highly functional, feature rich format and at no greater cost.

Search for Title or Author

**daisy consortium**

Quick Links --> Content

**BENETECH BOOKSHARE.ORG**

Welcome to Bookshare

**Bookshare.org News Update**

STAY UP TO DATE

**Welcome to Benetech Bookshare. Accessible Online Library**

If you are someone who can't read or a person who has difficulty reading print, our community is here to serve you.

Bookshare.org gives print disabled **legal** access to over 32,000 books converted to Braille, large print or text.

**Kurzweil - National Federation of the Blind READER**

K-NFB Reading Technology, Inc. presents the ultimate solution to your everyday reading needs—the Kurzweil National Federation of the Blind Reader. This portable device will revolutionize the way you deal with the avalanche of print you confront each day.

Sorting mail, checking ATM receipts, glancing at handouts—busy people think nothing of doing such tasks on the run, unless they are blind. We have needed human readers or scanners and software programs for such jobs—until now.

Download [PDF](#) or [RTF](#) Brochure

Copyright © 2006 K-NFB Reading Technology, Inc.



# Going Alternative: Mobile Content & Services

The collage features several early mobile web services and content providers:

- Google News Mobile:** A page with a search bar and a list of top stories, including "20 Members of Somalia's Parliament Resign".
- BBC.co.uk Mobile:** A page with a search bar and a list of top stories, including "20 Members of Somalia's Parliament Resign".
- Yahoo! Mobile:** A page with a search bar and a list of top stories, including "20 Members of Somalia's Parliament Resign".
- Microsoft Reader:** A page with a search bar and a list of top stories, including "20 Members of Somalia's Parliament Resign".
- Wiley InterScience Mobile Edition:** A page with a search bar and a list of top stories, including "20 Members of Somalia's Parliament Resign".

A large yellow oval with the text "So where are we?" is overlaid on the center of the collage.



# Going Alternative: From our big box to the user's small screens

Specific uses to be aware of:

- Mobile Technology – why?

**1.1 billion library users** OCLC report:

<http://www.oclc.org/reports/2003libsstackup.htm>

GSM Association, a global association of over 700 mobile phone industries reports that **2.5 billion people currently use GSM phones** for mobile communication, and predicts that “mobile communication will deliver affordable voice, data and Internet services to more than **5 billion people by 2015.**”

“Ubiquitous handheld access is more prominent thanks to digital lifestyle devices such as smart phones and iPods, **yet libraries still focus on digital content for typical desktop PCs.**”

Robert McDonald & Chuck Thomas, “Disconnects Between Library Culture & Millennial Generation Values,” *Educause Quarterly* No. 4, 2006

**We are not here yet**

What does your Library look like on this device?



# Delivering eBooks to phone

Mobipocket books allow annotating, book-marking, highlighting, drawing, auto-scroll speed, etc.

What do Library eBooks offer?

Classic Literature for \$2-4 & audio enabled

<http://www.fictionwise.com/ebooks/>



**eBook search**

Title

[Advanced Search](#)

[Buywise Club](#)  
[Gift Certificates](#)  
[eBook Big Bargains](#)

**Fiction**  
Alternate History  
Children  
Classic Literature  
Dark Fantasy  
Erotica  
Fantasy  
Historical Fiction  
Horror  
Humor  
Mainstream  
Mystery/Crime  
Romance  
Science Fiction  
Star Trek  
Suspense/Thriller  
Young Adult

**Nonfiction**  
Business  
Children  
Education  
Family/Relationships  
General  
Health/Fitness  
History  
People  
Personal Finance  
Politics/Government  
Reference

**Moby-Dick [MultiFormat]**  
eBook by [Herman Melville](#)

Regular   
You Pay: \$2.49

**eBook Category:** [Classic Literature](#)

**eBook Description:** Written by one of America's greatest authors, *Moby-Dick* is a work of tremendous power and depth—one of world literature's great poetic epics. In the novel, published in 1851 after sixteen months of writing, Herman Melville recounts the Promethean quest of Captain Ahab, who, having lost a leg in a earlier battle with White Whale, is determined to catch the beast and destroy it. By the time readers meet Ahab, he is a vengeful, crazed, and terror-provoking figure, for Moby-Dick has come to represent for him all the evil in the world. The relentless voyage of Ahab and his crew, a finely etched group of weird and wonderful characters who seem both flesh-and-blood individuals and symbolic of the varying qualities of men, becomes a masterful drama of life at sea. The drama is made more fascinating by Melville's eloquent style—a combination of the journalistic, colloquial, and poetic—and the themes and subjects he pursues—whales and whaling; man's need for love and comradeship; and the fury of Ahab for the whale. Through realistic storytelling, symbolic allegory, and allusive and figurative language, Melville achieves in *Moby-Dick* a special intensity that readers will marvel at, and not soon forget.

**eBook Publisher:** Fictionwise.com/Fictionwise Classic  
**Fictionwise Release Date:** March 2003

**This eBook is also available in the following bundle(s):**  
• [Fictionwise Classics \[Authors H-Z Bundle\]](#)

**eBook stats**

**24 Reader Ratings:**

Great Good OK Poor

**Available eBook Formats [MultiFormat - [What's this?](#)]:** Adobe Acrobat (PDF) [2.5 MB], Adobe Acrobat - Large Print (PDF) [2.7 MB], Palm Doc (PDB) [722 KB], Rocket/REB100 (RB) [624 KB], Microsoft Reader (LIT) [567 KB] - PocketPC 1.0+ Compatible, Franklin eBookMan (FUB) [614 KB], niebook (KML) [1.4 MB], iSilo (PDB) [593 KB], Mobipocket (PRC) [733 KB], OEBFF Format (IMP) [944 KB]

**Words:** 213741  
**Reading time:** 610-854 min.  
**Microsoft Reader (LIT) Format:** **Printing DISABLED, Read-Aloud ENABLED**

**ready to buy?**  
**Add to Cart**  
You can always remove it later.

**add to**  
**Wish List**

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**for a friend!**

**Fictionwise Cyberguide**  
People who enjoyed this eBook also enjoyed:

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- ☐ [Billy Budd, Sailor](#) [MultiFormat] by Herman Melville
- ☐ [1001 Arabian Nights \[Volume 4 of 16\]](#) [MultiFormat] by Sir Richard F. Burton
- ☐ [1001 Arabian Nights \[Volume 5 of 16\]](#) [MultiFormat] by Sir Richard F. Burton

# Yin & Yang

**Options**

**User  
Format/Use  
Preferences**

**Systems**

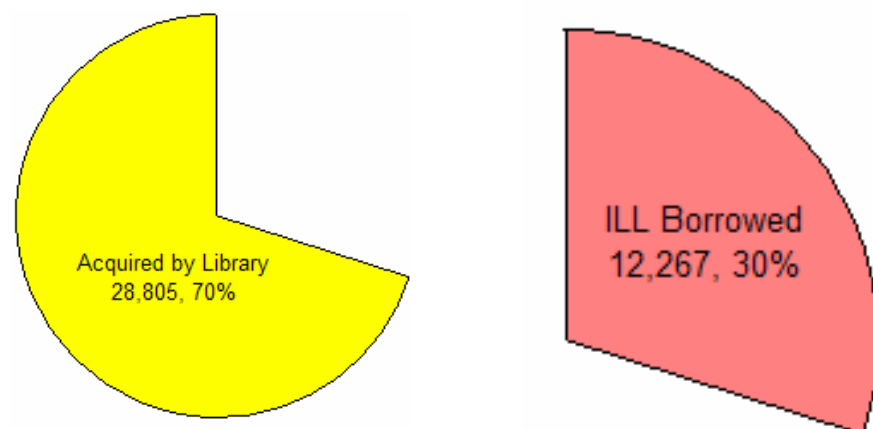
**Accessibility,  
Findability, &  
Usability**



**Budget & flexibility  
to use it**

**User Needs**

# Just-in-Time Acquisition is one strategy that makes sense



1	LoanAuthor	LoanTitle	LoanPublisher	PubDate	Purchase Express or Not ?	Lowest Price Purchase\$	Source AL = Alibris AM = amazon	User says CitedIn	Status	Department
54	Low Donald Anthony.	History of East Africa /		1976		\$19.89	AM	bibliography	FACULTY	POLITICS
55	Podhajsky, Alois.	The art of dressage : basic principles of riding and judging /		1976		\$28.99	AM, AL=31.94		FACULTY	FRENCH
56	Stavropoulos, Christoforos, 1929-	Partakers of divine nature ... /	Light and Life Pub Co	1976		\$49.00	AM, AL=\$76.89		GRAD	RELIGIOUS STUDIES
57	Hinchliff, Peter Bingham.	Cyprian of Carthage and the unity of the Christian Church /	G. Chapman	1974		\$63.00	AM	FirstSearch	GRAD	RELIGIOUS STUDIES
58	Weiss, Arthur, 1912-	O'Kelly's eclipse.		1968		\$0.98	AM, AL=\$2.95		FACULTY	FRENCH
59	Callahan, Daniel, 1930-	The secular city debate,		1966		\$2.02	AL, AM=\$9.99		GRAD	RELIGIOUS STUDIES
60	Young, Wayland Hilton, 1923-	Eros denied; sex in western society	Grove	1966		\$2.95	AM, AL=\$4.94	OCLC 534789	FACULTY	ENGLISH
61	Sweetman, Edward.	The unsigned New Zealand treaty : a publication for the New Zealand centenary, 1840-1940,	Arrow Printery Pty	1939		\$44.95	AL	OCLC 6141380	FACULTY	HISTORY
62	<b>Notes</b>	<b>Avg. Publication Date :</b>			<b>1992</b>	<b>Avg. Cost:</b>	<b>\$31.79</b>	<b>Total Cost for these 60 requests</b>		<b>\$1,907.31</b>

Of 246 requests received in one week in October 2005, we removed requests from Law, Miller, for materials we owned, no CDs or PhDs, and only requests with an available purchase price in Amazon or Alibris. We estimate that about 60 requests per week can be purchased, roughly 24% of ILL loan requests, and about 37% of those are recently published (22 of 60 were published between 2000-2005).



But then we need a transformed workflow: **Service Convergence**

[illegible]

**ILL Borrowing Workflow: Details**

36 borrowing LOAN Request Item

View Charges Cancel Request Queue Loans Request in Queue Import Information Import OCLC Info Decline Show Order Process Request Set

**General Information**

Transaction Number: 007156  
 Username: [redacted]  
 PIN: 0000  
 Session Level: Regular  
 Shipping Options: [redacted]

**Load Information**

Author: MacDonald, Norman  
 Title: Leadership on the line  
 Publication: Harvard Business School Press  
 Place: [redacted]  
 Date: 2002  
 Edition: [redacted]

**Article Information**

Journal Title: [redacted]  
 Volume Number: [redacted]  
 Issue Number: [redacted]  
 Article Title: [redacted]  
 Issue Number: [redacted]  
 Article Title: [redacted]  
 Issue Number: [redacted]

**Details**

Searches: [redacted] General Case: [redacted] Item: [redacted]  
 Search: [redacted] Record Detail: [redacted] Work Form: [redacted]

**Multi-Cat**

**Leadership on the line : staying alive through the dangers of leadership /**  
 Norman A. MacDonald. (Harvard edition). 1951.  
 English text. viii + 242 p. : 24 cm.  
 Boston, Mass. : Harvard Business School Press, ISBN 1570414371 (pbk.)

**NO HOLDINGS @ UVA**  
**675 other holdings**

**LC Call Number**

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# ILL Borrowing Workflow: Possible Lenders

Request  
or  
Just in Time Acquisition  
if acquire...  
Attach OCLC symbol  
Download record

DRAFT

## Criteria for Collaborative Strategy Building Machine Readable Collection Building Profile

### Item Criteria

Availability  
Classification: LC#  
Condition  
Cost  
Cost at \$500  
Currency  
Format  
Use: Heavily Used  
Imprint  
Language  
Level (Juvenile, Research)  
Multi-Copy  
Shelf Space: Only 1 copy  
Subject Area

### User Criteria

Added Copy  
Buy or Borrow  
Follows the collection policy

- Curricular
- New Dept./Faculty
- Subject Area

Status: UG, GR, Faculty, Staff, Cont.  
Ed., non-affiliate.  
Turnaround Time  
User Suggested Time

# New Tools Needed: Automating & Personalizing the ILL Workflow

Add Channel

**Borrowing, Document Delivery, Lending, Process, Queues**

## Article Request (Edit)

Organizing Encyclopedic Knowledge based on the Web and its Application to Question Answering

Atsushi Fujii and Tetsuya Ishikawa from the Proceedings of the 39th Annual Meeting of the Association for Computational Linguistics (ACL-EACL 2001)

Req. by: Cyril Oberlander, Faculty

Source: Bibliography

## No Local Source (Edit)

## Auto-Search (Edit)

### Worldcat

OCLC# (6 records, 80 holdings) (VIEW)

### Purchasing Sources

Amazon ACL-EACL 2001 (Buy for **\$80**)

### Search Engine

### OAI Repositories

## Get / Deliver (Edit)

### OAI Repositories

arXiv.org:  
<http://arxiv.org/abs/cs.CL/0106015>

CiteSeer:  
<http://citeseer.ist.psu.edu/fujii01organizing.html>

### OCLC Worldcat

6 records, 80 holdings

#58973515 URL 1 holding

#12344 Print 20 holdings

#12345 Microform 8 holdings

### Search Engine

ACL Anthology, A Digital Archive of Research Papers in Computational Linguistics – University of Melbourne:  
<http://www.cs.mu.oz.au/acl/P/P01/P01-1026.pdf>

### Purchasing Sources

Amazon: ACL-EACL 2001

URL \$80

No Publisher Pay-per-View

## Next Step (Edit)

Cyril Oberlander: [cwo4n@virginia.edu](mailto:cwo4n@virginia.edu), W: 434-243-2282, F: 434-924-4337, Mail, AIM: electroniccyrilChat

No Fees, prefers electronic delivery, away August 20-28, 2006.

Edit Process: Fill Electronic, Cancel, Contact Cyril, Contact Source

Add Note/Task

# Yin & Yang – Going Alternative

## Balancing subsidizing options

- Buy for user or the Library?
- Send for user or the Library?
- Rent for user or the Library?
- Borrow for user groups?
- User buys and donate?

amazonunbox on TiVo

### Register your TiVo DVRs with Amazon Unbox



Purchase or rent selected videos at Amazon Unbox and download them directly to your TiVo Now Playing List.

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## Consider Alternatives...

- We need to redefine our roles.
- Our users and we are looking for a new service framework.
- We are looking for new partners, strategies, & tools

# Yin & Yang – Go Alternative! – **Thank you.**

## Resources:

Delicious InterlibraryLoan: <http://del.icio.us/interlibraryloan>

Grey Literature: <http://del.icio.us/InterlibraryLoan/GreyLiterature>

Pay-per-View: <http://del.icio.us/InterlibraryLoan/pay-per-view>

Ball State University's Mobile Computing Project:  
[http://www.infotoday.com/il2006/presentations/B303\\_Faust.pps](http://www.infotoday.com/il2006/presentations/B303_Faust.pps)

Best Search Engines: <http://www.lib.berkeley.edu/TeachingLib/Guides/Internet/SearchEngines.html>

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