Internet Document Delivery: a New Model for Network Inter-Library Document Exchange (NILDE)
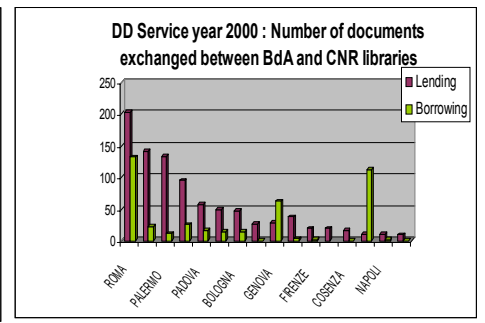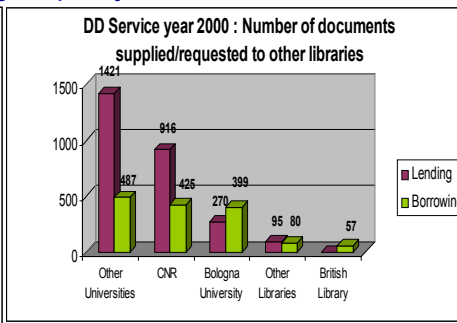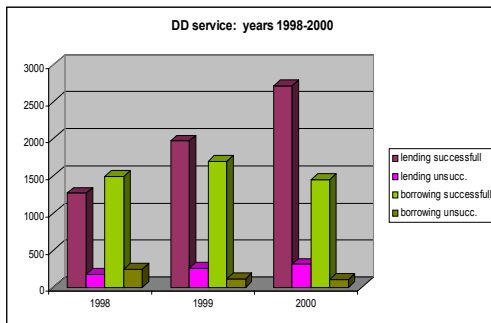
Silvana Mangiaracina
C.N.R. Area di Ricerca di Bologna LIBRARY
Via Gobetti, 101 – 40129 Bologna
http://nilde.bo.cnr.it

The **STATE OF THE ART** of Document Delivery Service at our Library shows more than 4.000 documents exchanged per year with other 300 Italian scientific libraries


DD service: years 1998-2000

DD Service year 2000 : Number of documents supplied/requested to other libraries

DD Service year 2000 : Number of documents exchanged between BdA and CNR libraries

WHY Internet Document Delivery?

❖To reduce costs and delivery times
❖To automate repetitive manual procedures
❖To cope with various accounting methods used by other Italian libraries

Document Delivery costs in 1999-2000
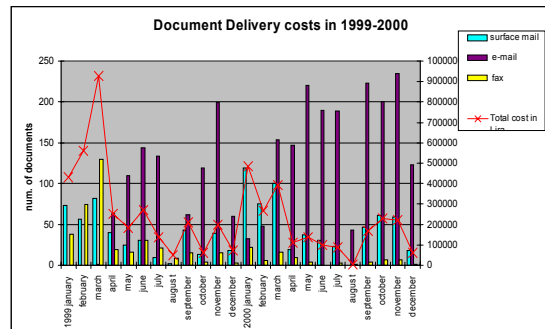
The use of electronic DD has dramatically reduced delivery costs at the Library

Activities **work-flow** in traditional Document Delivery Service: documents are *requested* via fax or e-mail and *supplied* via fax or surface mail.
The example shows the point of view of our Library (BdA), when **experiments with e-mail DD** over the Internet were started.
R1,R2,R3,R4 are bibliographic references. A1,A3, A4 are the related documents
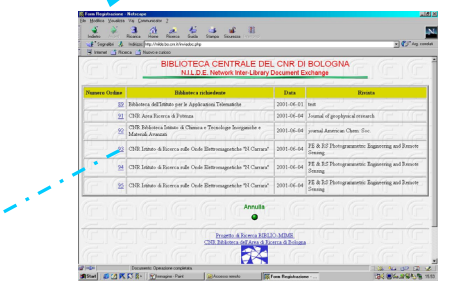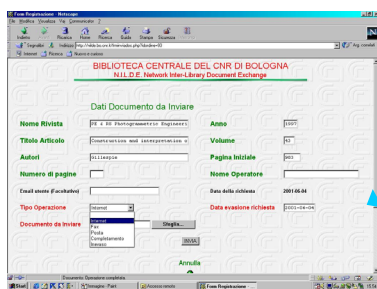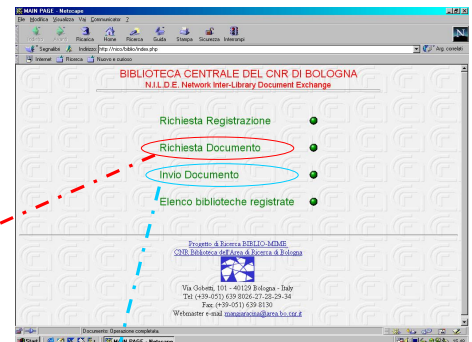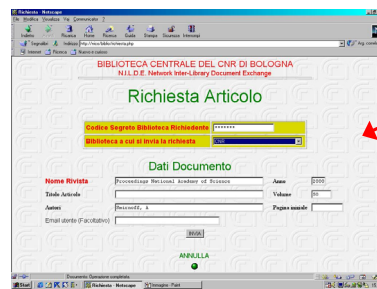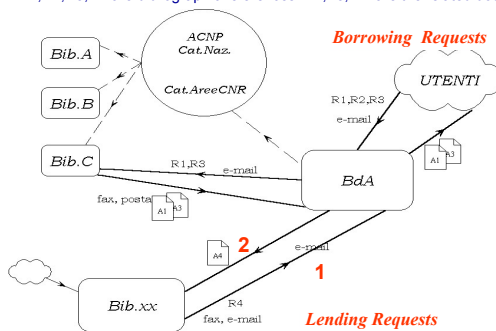
NILDE, the web-based user interface, is being tested NOW. It allows:
❖to send requests to a specific lending library;
❖to manage all the received requests;
❖to send requested documents via Internet, fax or surface mail;
❖to archive all transactions, in order to report comparative performances (statistics);
❖to get accounting reports, based on a "reciprocity" policy established among libraries which agree to cooperate.

CONCLUSIONS

In order to design cost-effective DD services it is necessary:
❖Full automation of all the activities;
❖Use of an Internet delivery system to decrease costs and improve turnaround time;
❖A policy of Cooperation and Mutual Exchange among the participating libraries.