

# NILDE, a System Designed to Manage and to Evaluate the Quality of Document Delivery Services: a Case Study in Italian Biomedical Libraries

S.Mangiaracina\*, M.Giannuzzi\*, M.Zaetta\*, F.Toni°, S.Motta°, M.Curti\*\*

\* Biblioteca Area della Ricerca CNR - Bologna  
 \* Biblioteca Istituto Superiore di Sanità - Roma  
 \*\* Biblioteca IRCCS Istituto Nazionale Neurologico "Carlo Besta" - Milano  
 \*\* Biblioteca IRCCS Ospedale San Matteo - Pavia

## NILDE (Network Inter-Library Document Exchange)

is a web-based system that allows a library to manage a database of users and to request and/or provide documents to other libraries. Nilde is a National Research Council (CNR) project.

- > Project starting date: 2001
- > Free project (since 2004, after agreement of rules)
- > 474 participating libraries, of which :
  - 53 from the Italian Ministry of Health (Bibliosan)
  - 421 from Universities, Research Institutions and Public Libraries
- > More than 102.000 documents exchanged through the system
- > 2,4 days document processing time
- > 86% document fulfilment rate
- > Interface to the Italian Serials National Catalogue (ACNP)
- > Interface to bibliographic databases (PUBMED)
- > Web-based user interface
- > Users of the system are:
  - Librarians
  - End-users (since May 2005)

## BIBLIOSAN

is a Research Project headed up by the Italian Ministry of Health aiming to create a network of libraries from Italian Biomedical Research Institutes

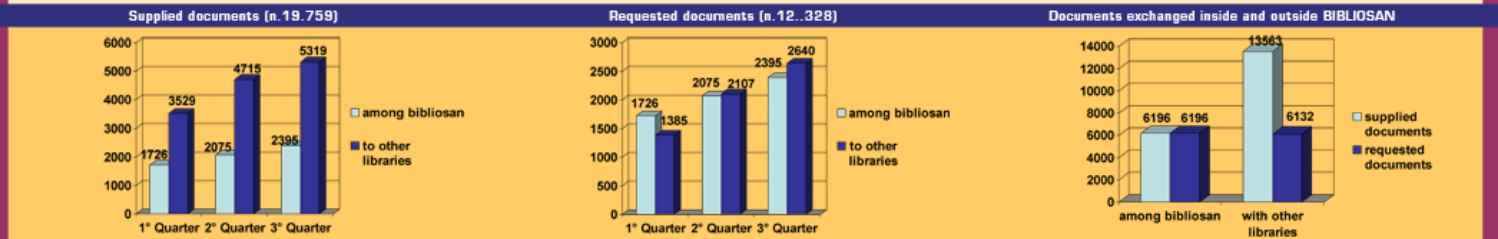
- > Project starting date: 2004
- > 53 participating libraries, of which:
  - 32 from IRCCS - Istituti di Ricovero e Cura a Carattere Scientifico (Scientific Recovery and Treatment Institutes)
  - 10 from IZS - Istituti Zooprofilattici Sperimentali (Zoo Prophylactic Experimental Institutes)
  - ISS - Istituto Superiore di Sanità (The Superior Health Institute)
  - ISPESL - Istituto per la Prevenzione e la Sicurezza sul Lavoro (The Work Prevention and Safety Superior Institute)
  - ASSR - Agenzia per i Servizi Sanitari Regionali (The Agency for Regional Health Services)
- > Objectives
  - Resource sharing
  - Documentation exchange
  - Ratio of purchases
  - Widening of documents disposability

**ADVANTAGES**

- Opportunity of being in a large italian network of cooperation for Document Delivery (more than 470 libraries)
- Minimal training required for librarians thanks to the user-friendly interface
- No costs for libraries: NILDE software has been developed thanks to a CNR research grant
- Ready to use: robustness of the system has been proved by tests and validation of many users since 2001
- Open system: integration and interoperability with other bibliographic systems
- Customization: statistical reports extrapolated from NILDE, for each BIBLIOSAN library and for the overall BIBLIOSAN system of libraries
- Analysis and Evaluation of library services to: improve quality of service, optimize the work-flow organization, plan activities, resources and future investments

## Analysis of document exchange among BIBLIOSAN libraries and between BIBLIOSAN and other libraries over a one year period (May 2004 – April 2005)

**HIGHLIGHTS:** The growing use of the service proves its success. Non BIBLIOSAN libraries play a very important role as suppliers of documents not owned by BIBLIOSAN libraries. The analysis of performance indicators (such as: total number of requested and supplied articles, document processing time, document fulfilment rate) highlights the low involvement of a limited number of libraries.



## Analysis of global document exchange within NILDE in a four-year period (June 2001 – March 2005)

**HIGHLIGHTS:** Analysis of global exchanges through NILDE shows the important role played by bio-medical libraries. Bio-medical and technical-scientific libraries cover together 90% of total document-exchange-rate. Cooperation is necessary and crucial among different Institutions and in different scientific fields.

