

The Quest for Documents: Catalogues, Interlibrary Loan and Document Delivery in Austria – using the example of the Danube University Krems

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ABSTRACT

If you want to work efficiently and economically in research and teaching there is a condition precedent: the admission to expert literature. To guarantee appropriate literature, interlibrary loan and document delivery is essential.

Via interlibrary loan different media can be ordered at national and international libraries. As the first library in Austria we use the Aleph Sharing system for interlibrary loan. This system develops the base for computer based working in libraries and enables cooperation between libraries in Austria. For document delivery we collaborate with Subito. Subito is a document delivery service of research libraries in Germany, Austria and Switzerland from where we order most of the articles.

Our users have the possibility to order their documents by a web form on our homepage. The huge number of orders shows us how important, for research and teaching, such a librarian service is.

KEYWORDS

Danube University Krems, Online catalogue, Interlibrary loan, Document delivery.

If you want to work efficiently and economical in research and teaching there is condition precedent: the admission to expert literature. It is not possible for any scientific library to keep the whole literature, which is needed for different sciences, on one single place.

The Danube University Krems shelters 70.000 books and printed journals from sciences like medicine, business, law and education in its stock. Additionally, we have our online resources, like our DigiBib portal (digital library portal), and different kinds of databases to satisfy the great demand on literature.

To guarantee an appropriate literature interlibrary loan and document delivery are growing importance steadily.

The library of the Danube University, as well as the Austrian library bond, is working with the Library-Administration-Software Aleph from the Ex-Libris company. All libraries which are a member of the Austrian library bond are cataloguing in the union catalogue, which in turn means that you can also research literature in a huge database which informs you about other libraries and their stock.

The Austrian library bond is the largest national network of universities, scientific and administrative libraries in the country. Over 80 libraries from 65 partner institutions are cataloguing in the union catalogue, including the Austrian National Library as well as all federal university libraries. Further the magazine stocks and book stocks from 310 facilities from an earlier catalogue are shown¹.

The library of the Danube University is also a member of the Austrian Library Bond. The research in this union catalogue is especially important for the interlibrary loan. As first library in Austria we use the Aleph Sharing System for the interlibrary loan. This system develops the base for computer based working in libraries and enables cooperation between libraries in Austria.

Aleph is responsible for the cataloguing, the acquisition, the journal administration, the borrowing and the interlibrary loan. Aleph is reachable for everyone from every place – the user can connect with the OPACs of the each library and also with the Union catalogue and research literature.

The access to our online catalogue is carried out by a click on the library link on the homepage of the Danube University. The user receives the main information at first sight: opening hours, library rules, contact details and the access to the online catalogue and user account. Via this account the user is able to see his loaned out books, can extend the loan period or place a reservation for loaned out books or interlibrary loan or go directly to the online catalogue and start searching for literature. To research books the user has different possibilities.

Via the simple search the user can search for the title, author, keywords, year of publication, ISSN or ISBN number or after the call number if it is known.

The search can also be limited to language, manifestation or data medium.

¹ <http://www.obvsg.at/bibliothekenverbund/grundlagen/> Web site control 13/1/2015

Next to the simple search the user has the possibility to search by the extended search or the expert search. Normally students choose the simple search and start it with a keyword.

The user gets a by authors alphabetically sorted hit list and by choosing a special book he gets bibliographic information at first sight, then the information about the location in the bookshelf and the information if the book is available or checked out. If the wanted book is found, the user can notice the call number, go to the shelf and take out the wanted book. To borrow a book the user needs his or her identity card and our self-check.

The catalogue contains only literature which is in the stock of the library. Furthermore he must search in the DigiBib portal.

If the user is not able to find a certain book in our stock, he has furthermore the possibility to search in the already mentioned Austrian union catalogue but also in different German catalogues. It is not necessary for the user to visit an extra homepage or search in the internet for the right sites, he will find the catalogue easy and safe to handle via our DigiBib portal on our homepage. The function is the same as in most other online catalogues but the user is now able to scan 11 billion of titles, 19 billions examples and 700.000 magazines only in the Austrian union catalogue by one single search. (Level 2014)². Now the user has two possibilities: if the book is available in a library in his proximity, he can borrow it directly from this library (after being registered as a user) or he can order the book via interlibrary loan.

The students of the Danube University are not always locals, they come from different regions of Austria, Germany, Switzerland and other European countries. Via the Austrian Union Catalogue they can see, which library contains the wanted book in its stock and then they can further proceed the next decision. If the user wants an order by interlibrary loan he finds via his personal user account the button "Fernleihe" and in this section he will find the form for order. The most important bibliographic data must be filled in the form: author, title, year of publication and maybe also the edition or the ISBN number.

The filled in form will be sent and comes directly to the Aleph Sharing program. First the librarian checks whether the data is right or not (or incomplete). Then he searches in the Austrian Union Catalogue which library has the book in stock and finally sends it to us.

If we find the book and the library concerned, we go back to Aleph Sharing where the bibliographic data is already placed by the user, open the order form, fill in the library and send it. The partner library gets an e-mail with the order and the contact data from our library and sends the book in between 1 to 2 weeks.

When the book arrives at the library it will be received and loaned out to the user. The user can have the book for 3 to 4 weeks (it depends on the other library)

² <http://www.obvsg.at/bibliothekenverbund/grundlagen/> Web site control 13/1/2015

and must pay a fee of 3, 50 € for each ordered book in Austria and 13 € when we must order the book from Germany.

When returned, the book will be booked out and sent back to the partner library.

In the personal user account the user can follow the order from the beginning till the end.

But not only the user can follow the order. In our Aleph Sharing system we see which orders are new and must be attended, which books are ordered and expected, which are loaned out to the user and which orders are closed.

In this connection we decide between orders that must be returned (like books) and must not be returned like articles.

Every order gets a number, which makes it easier for us to find it in our system. When we click on the number we can see the most important facts: who has loaned out the book, how long can he or she take it and from which library we ordered it. The whole process, from the borrowing till the return of the book, goes via Aleph Sharing.

The books are ordered from different institutions in Austria: universities, technical colleges, national and regional libraries – all members of the Austrian Library Bond.

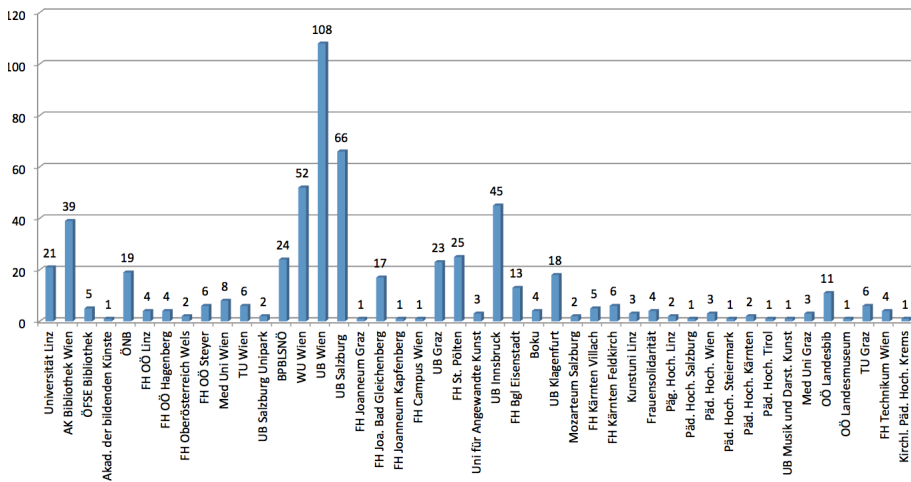


Fig.1 Interlibrary loans from the Library of the Danube University Krems by Austrian libraries 2013

If we find the desired book in the stock of more than one library, it is up to the librarian in which library he orders the book. Unfortunately, there are so far no uniform arrangements for interlibrary loan in Austria. For example, the delivery time is not the same and also the required fees are different from library to library.

Next to book order, there is a great demand on articles from different magazines – especially in the medical field and in the maintenance area. In order to search

for this kind of literature we provide, to students and members, databases which are particularly licensed by the Danube university. The main focus of licensed databases depends in turn on the courses offered by the University and the University of Applied Sciences next door. It follows that different Austrian libraries have different access rights to the contents of databases. To research literature in the databases the user must only visit the homepage, and go one more time in our DigiBib Portal. There he chooses the link to the additional e-media.

Now he has the possibility to search after a special area to gain an insight or in our licensed databases. Within these databases the user can get a lot of articles for free – but not the whole content. The licensed databases are marked with the symbol of the university and can be used within the library of the Danube University or after entering a user ID also from outside the campus.

The user has two possibilities. He can search in publisher databases like Springer or Emerald after full text versions – which he gets when the journal is licensed, or in the reference databases where he receives a link, where the wanted article is available (in most cases we have no license for that). Usually he gets a grasp of the topic and the content of the article.

We also offer our users the ability to search for articles and full text versions in our electronic journals.

The journals are marked with a traffic light system: if the bar in front of the journal is green, the journal is on open access and most items are free available as full text. When the bar is yellow, the Danube University has a license for it and it is possible to get the full text within the library network. The user is able to download or print the articles directly in the library.

When the journal is marked with a red bar, the user gets an insight to a table of contents or an abstract, but does not have access to the full text. In this case it is possible to order the item via document delivery. The order transaction is the same as interlibrary loan. The user can find a form in his or her account, fills in the bibliographic data like: name of the journal, year, volume, issue, pagination, author, title of the article and send it.

The librarian controls the data and examines if the article is really not for free and makes an order at Subito.

Subito is a document delivery service of research libraries in Germany, Austria and Switzerland where we order most of the articles.

This time the order goes not via Aleph Sharing but online via Subito.

For order a copy of documents as well as for the lending of books (if we have to order them via Germany) it is necessary that we first search in the Subito catalogue. A distinction is made between the research of journals and research of books. If you want to search for articles, the search is based on the journal in which the article was published. Next to the order in Subito we also apply the order in Aleph Sharing to make it visible and comprehensible for the user. An order via Aleph Sharing is also made when we order an item at an Austrian library. In this connection the ordering process is done the same way as the inter-library loan.

We get a copy of the articles by post, fax or as a DRM saved mail. Depending on delivery the user must pay a fee between 7,50 € and 10,00 €.

When the article arrives at the library it will be received and loaned out to the user – but he doesn't have to bring it back.

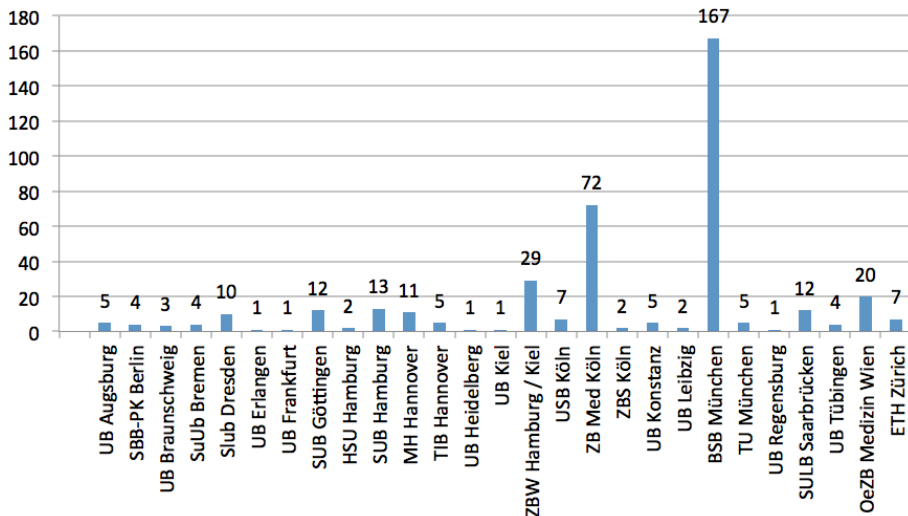


Fig. 2 Orders of the library of the Danube University Krems in 2013 via Subito

To make the interlibrary loan and document delivery in Austria uniformly regulated, the association of Austrian librarians (VÖB) has brought out a recommendation to libraries to perform their interlibrary loan and document delivery solely on the basis of this recommendation³. The recommendation is basically applied only in interlibrary loan and document delivery between Austrian libraries that wishes to participate in interlibrary loan. This includes all orders and borrows, which depend on the capabilities of the participating libraries.

First there is the principle of reciprocity. This means, that all participant libraries who process their interlibrary loan on basis of the recommendation are obliged not only to take interlibrary loan but also to grant them. Thereby it is the personal decision of the lending library to limit interlibrary loan.

Orders, feedback or extension request should be made by the respective library system (in our case about Aleph Sharing). If libraries work with any comparable software, the order may be sent by e-mail. Certain minimum criteria in the order have to be present. This includes information such as author, title, place of publication, year, call number and location of the supplying library.

³ http://www.univie.ac.at/voeb/fileadmin/Dateien/Kommissionen/EDVAnwender/Fernleihe_und_Document_Delivery_Empfehlung.pdf Web site control 13/1/2015

To order independently produced literature, the order can only be made when the following minimum criteria are given: title of the journal, author, article title, year, volume / year, number / booklet and the number of pages. Abbreviations of journal titles should be avoided.

For each order, the user is provided, in accordance with the relevant regulations, to pay a procurement fee. If the book not returned after the deadline an overdraft fee can also be charged.

If it is not possible to fulfill an order, the library should give, as soon as possible, an electronic feedback, so that the taken library has the option of requesting the desired literature somewhere else. An advanced booking by the taken library can also be done - but only on request of the customer. Consequential result is a longer waiting time and so the user has to be informed.

As far as copyright law does not preclude and the conservation status of the template allows it, the ordered work can be sent as a copy or an electronic document. It is explicitly pointed out that the copyright is to be noted.

The processing of incoming orders should be done as quickly as possible. The libraries are obliged to edit and transfer the incoming orders immediately. Books and copies are to be provided and sent without delay. The costs of postage are carried by the giving location while the costs of postage for the return are carried by the taken location.

To every order the given library should send an accompanying letter including the order number, how many books / copies have been sent and the identification of the book.

The lending period depends on the giving library. Unless otherwise indicated the period is about 25 days exl. shipping. Only in justified cases the loan period can be extended. In this case the library should send a reply.

The library shall be liable through its own fault, for the proper return as well as for any damages or losses. Dispatch of the books from the lending library until their return.

There must be a claim if the library loses a book – a new identical book plus replacement for binding and adjustment can be demanded. If this is not possible the damaged library could claim compensation.

The ordered literature can be used after the regulations of the own library if the giving library has no special use for it.

Although, all libraries stick to the recommendation, there are differences by the interlibrary loan and document delivery whichever makes the orders not always easy.

Problems caused by different fees by loan and shipment, different duration of the borrowing time (sometimes from the same library), different order methods (some libraries do not recognize the e-mails from our system and work only with their own order forms) and also by different shipping times (some libraries need a very long time to ship the order, sometimes more than 2 weeks inside of Austria).

The User lacks orientation because of the different durations of borrowing and the different shipping time. The students of the Danube University are not always locals so that they must arrange their orders according to their courses.

However, interlibrary loan and document delivery are important components in scientific work.

The offer of literature thereby expanded immensely and it will be easier for the students and the scientific staff of the University.

The costs are the other side of the coin. Databases and licenses are very expensive and economically not very profitable for the library.

Nevertheless, the status of the library and the whole institution is highlighted when such tools are offered to the students.

Universities and libraries are working together closely and want to be competitive in the international comparison.

The higher the offer, the higher the status, the more satisfied are the users.