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Document Delivery and Resource Sharing: Global Perspectives

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Authors: Elham Abdallah, Andy Appleyard, Loriana Maimone Ansaldo Patti, Peter Bae, Tina Baich, Tom Bruno, Ertugrul Cimen, Nicole Clasen, Peter Collins, Giovanna Colombo, Ibrahim Farah, Filiz Ekingen Flores Mamondi, Maria Carmen Lomba Gutierrez, Joseph Lenkart, Silvana Mangiaracina, Javier Martinez, Katia Medawar, Donald Taylor, Stephen Wyber and the IFLA Document Delivery and Resource Sharing Section Standing Committee

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Elham Abdallah, Andy Appleyard, Loriana Maimone Ansaldo Patti, Peter Bae, Tina Baich, Tom Bruno, Ertugrul Cimen, Nicole Clasen, Peter Collins, Giovanna Colombo, Ibrahim Farah, Filiz Ekingen Flores Mamondi, Maria Carmen Lomba Gutierrez, Joseph Lenkart, Silvana Mangiaracina, Javier Martinez, Katia Medawar, Donald Taylor, Stephen Wyber and the IFLA Document Delivery and Resource Sharing Section Standing Committee, 2023.



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IFLA
Prins Willem-Alexanderhof 5
2595 BE The Hague
The Netherlands

www.ifla.org

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Foreword

Resource sharing is an essential library service. It is essential to the learning, research, and teaching that our libraries support. It is, in fact, essential to the exercise of our human right to share knowledge. Resource sharing professionals recognize the essential nature of their work and the necessity of sharing their own knowledge. This publication represents international colleagues from IFLA's Document Delivery and Resource Sharing Section and the HERMES Project coming together to share their resource sharing knowledge with library workers around the world. The learning gained by its readers strengthens the global resource sharing network and, by extension, the global sharing of knowledge.

Tina Baich

2021-2023 Chair, IFLA Document Delivery & Resource Sharing Section Standing Committee
Member, HERMES Scientific Committee.

Preface

This publication has been written in the framework of the European Erasmus+ project “HERMES - Strengthening digital resource sharing during COVID and beyond”, with the aim of promoting a wide reflection about the meaning and practices of resource sharing involving the worldwide information community and fostering the emergence of a common perspective. Resource sharing is an important and long-standing function of libraries, but resource sharing practices are rarely featured in library and information science programs. This publication is intended to provide librarians, library practitioners, as well as teachers, researchers, and students of universities and research organizations and other interested parties, a foundation in resource sharing principles, practices and management. This publication provides an overview of where things stand today with resource sharing, including key trends, challenges, opportunities, and priorities. The publication seeks to address international resource sharing, exploring the current state of European and international resource sharing systems and the governing laws and regulations and includes case studies and best practices from various countries. Despite authors representing ten countries and efforts to seek information from many more, the authors acknowledge that the publication is not exhaustive on all countries, regions, and laws around the world. Instead, this work should be a good point of entry for people new to resource sharing, but also stimulating for experienced professionals. The author’s ambition is for it to become a must-read piece in the wider resource sharing world and inspire more libraries to participate in open resource sharing practices both locally and internationally.

International Resource Sharing Manifesto

Background: The devastating impact of the COVID-19 pandemic highlighted the worldwide role that library resource sharing services can play. The Resource Sharing during COVID-19 (RSCVD) initiative launched in April 2020 made a breakthrough in advancing international resource sharing. A network of international libraries volunteered to support the mission to help libraries keep supporting their users during the pandemic lockdown, and RSCVD is still supporting the mission to date. We make the following statement to create a solid foundation and inspire library resource sharing activities worldwide. We hope this document helps librarians advocate for resource sharing projects, advance the resource sharing role and expand its boundaries, and reduce barriers to access. In addition, it should encourage librarians and libraries to redefine their role and expand their resource sharing operations.

Access to information is an essential element to achieve the sustainable development of human society, and it is one of the fundamental human rights. Since their inception, libraries have played a crucial role in providing access to information to those who need it. However, no library can possess all of the information its users need. At a certain point, a collaboration between libraries is necessary to provide access to all of the information our patrons are seeking.

Helping others in need is the first sign of civilization, and sharing is an act of filling the gap between haves and have-nots. Hence, resource sharing librarians from around the world have expressed the importance of library resource sharing activities that cross national boundaries. By providing the following principles, we wish to provoke ideas and actions for a resource sharing network that better serves our ever-connected global community.

Reducing Boundaries

We see libraries as cultural heritage institutions, where the collections we build are not just for the community a library serves, but for all of humanity. Hence, we firmly believe that the materials available for a library's users should be available for other libraries' users globally. Our mission is to enable access to library materials to be as open as possible, in the most efficient manner for our users and for libraries around the world.

Sharing Trends

As members of the information society, we need to be keenly aware of new types of information media available now and in the future. We have to continuously seek ways of sharing those new media among libraries.

Ease of Access / Facilitating Access

As access to information is one of the fundamental human rights, we should adequately provide different modes of access to satisfy our users' diverse technical and logistical circumstances.

Innovation

Information technology continues to develop rapidly. Resource sharing librarians, in turn, must be knowledgeable about current information technology and must continuously seek new ways to facilitate better, more efficient, and more user-friendly resource sharing practices among libraries.

Free and Equal Access

We understand that resource sharing activities require significant resources, both financial and human. However, our actions seek to ensure equal access to information for all communities regardless of their financial resources. Hence, we will try to relieve the burden for our users and libraries by seeking the most economical ways to share resources. We encourage libraries to charge minimal or no fees to one another in order to help eliminate financial barriers to access.

Copyright and International Agreements

In doing our work, we value and acknowledge the importance of copyright protection and its purpose of promoting the progress of science and arts in service to all humanity. Hence, we follow local copyright laws and guidelines, observe international agreements, and propose changes or additions necessary to help our communities.

We live in a diverse global community with different languages, ideas, religions, and cultures. But we believe the differences among us are not for us to judge, criticise, or attempt to change. They are for us to understand and embrace by studying and accepting with an open mind. Access to information by sharing library resources is one of the best ways to appreciate our differences and make our society more harmonious. Hence, as people say, knowledge is indeed power. Yet sharing knowledge is an action to give knowledge power. We resource sharing librarians are proud of being the ones who take such critical measures to make our world a better place for all humankind.

ALPE, Italian cooperative system for checking ILL permitted uses in e-resource licences

Prepared by:

Katia Alboresi, University of Genova (katia.alboresi@unige.it)

Claudia Beretta, University of Pavia (claudia.beretta@unipv.it)

Gustavo Filippucci, University of Bologna (gustavo.filippucci@unibo.it)

Laura Garbolino, University of Torino (laura.garbolino@unito.it)

Silvana Mangiaracina, CNR Dario Nobili Library of Bologna (mangiaracina@area.bo.cnr.it)

ALPE contact email: alpe-support@area.bo.cnr.it

10 June 2022

ALPE (Archivio Licenze dei Periodici Elettronici / e-journals licence database) is an Italian cooperative project aiming to improve the understanding of the issues raised by interlibrary loan clauses of electronic resources licence agreements.

ALPE is designed to collect all clauses of the licence agreements subscribed to by the participating universities and research institutes, with the purpose of building a national archive open to the public.

ALPE is integrated with NILDE — the Italian service for resource sharing — which allows librarians to implement the correct policies for ILL services, leads to the explanation and clarification of the clauses, and at the same time guarantees publishers fulfilment of the subscribed agreements.

Introduction

The massive growth in e-journal collections and the increasing use of electronic/digital interlibrary loan systems such as NILDE highlighted the need to clarify the relationship between e-journal licence conditions and resource sharing.

The problem arises when staff members handling ILL services have to manage the service from different providers and publishers and have to correctly identify the right licence for the specific individual article that they are lending in the shortest possible time. Another relevant problem arises when staff members handling ILL services have to understand the legal language of the licence. Licence wording is technical and sometimes vague with respect to interlibrary loans. In a resource sharing network such as the NILDE community⁹, this means that the licensing rights of all titles need to be communicated to the ILL staff of more than 900 libraries.

The challenge is to share the e-resource licence with staff in a simplified format that educates them on how not to infringe on the permitted uses for interlibrary loan. The ALPE database and the integrated NILDE widget allows this sharing and allows the ILL librarian to search, view,

⁹ <https://nildeworld.bo.cnr.it/en>

and choose the right licence and then to automatically apply its conditions in the same interface while fulfilling the lending request.

A brief history of ALPE

ALPE is a national archive of ILL clauses, extracted from standard and negotiated licences, created to manage, to publicly share, and to check the permitted uses of e-resources for ILL and document supply.

The ALPE project started in 2012 when a national working group was formed by volunteers. The aim of the project is to create a national archive of clauses with a standardised descriptions in order to minimise the risk of subjective interpretation of the licences by librarians and to increase usability. It is a framework developed to help ILL librarians to comply with the licences during the ILL activity.

The working group started with an analysis of the ILL clauses in contracts negotiated by Italian consortia between 2005 and 2012 (about 60 licences), at the same time analysing a local electronic resource management system developed independently by a university. Although the maintenance and update of the information is very difficult, the analysis highlighted the need for a collective and cooperative effort. (Balbi, 2013, Okamoto, 2012; Wiley, 2004; Blake et al., 2013). The ALPE group worked in three subgroups coordinated by CNR Bologna Research Library.

The first group had the task of creating and assessing a shared schema able to represent the content of ILL clauses found in licence agreements. A vocabulary of terms found in licences also had to be shared. In general, there is no common language to describe permitted uses of ILL. The language used is often juridical and technical and is not so easy for non-legal professionals (Lamoreux and Stemper, 2011).

The second subgroup had a mandate of filling the database with the licence agreements of the “big-deals” contracts subscribed to by consortia. In this case, we refer to *negotiated licences*, which are discussed and subscribed to by libraries, consortia or institutions. Negotiated licences may be multi-year.

The third subgroup worked to fill the database with the publisher’s *standard licence* agreements. We consider *standard licences* the automatic licences attached to a subscription to digital content. Usually, terms and conditions can be found on the website of the publisher or of the content provider. This kind of licence usually is valid for a year. This group updates the database annually. It also populates the database if there is no specific information about ILL service on the website of the publisher. In those cases, ALPE’s answer is that the document supply service is not directly allowed or is forbidden.

ALPE is a growing organism that started as a project and has become a vital asset to NILDE's librarians. The design and development of the system was directly inspired by librarians who expressed their practical needs. Now it is a fundamental tool that is fully integrated into the ILL workflow for all NILDE librarians.

How we can work in a large group: methodology, working group, a common language

The ALPE database is steadily updated by the librarians of the universities and research organisations that adhere to NILDE and ALPE. There are three different profiles enabled to fill the database with the licences:

- The librarian with the account of organisation operator. This person inserts the licences negotiated by their institution and these are only effective for the libraries of the organisation.
- The librarian with the account of consortium operator. This librarian inserts the licences negotiated by different consortia (e.g., CRUI-CARE, BIBLIOSAN, etc.) and they are effective for every library of the organisations that subscribed to the contract.
- The librarian with the account of the standard operator. These librarians insert standard examples of licences published by the scientific publishers on their site, and these are effective for all libraries and organisations that don't negotiate licences.

There are about 60 librarians collaborating on the project and contributing to the growth of the database. In many cases, the person who inserts licences is not a librarian assigned to ILL, but instead a colleague who deals with management of electronic resources.

The choice of a system of cooperative filing and updating was a strength of the project and permitted a very high number of licence upgrades or new licences each year.

The CNR Bologna Research Area Library projected and standardised the first training for the project for the operator assigned to insertion. The trainings include a one-on-one Skype webinar and a coaching phase. Every two years, when there is a NILDE national congress, training sessions are provided to every librarian in the network. In recent years, since the pandemic started, online training sessions have been provided upon the request of specific organisations aiming at training all their librarians.

One of the positive effects of ALPE is the growth of knowledge and awareness about copyright and licences for electronic resources among the librarians who take part in the project. This growth causes positive effects in the organisations in which the librarians work.

The purpose of using ALPE is to allow ILL staff who fulfil requests on electronic resources to perform the operations necessary to fulfil the requests in the manner and under the conditions set by the publishers, and to do so automatically and without any expertise in the field of licences. ALPE allows them to answer the questions, “Can I send this file?” and “Under what conditions?” in a short time and without having to possess licensing expertise.

ALPE contents and licenses analysis

ALPE is a complex system composed of:

- management software
- a public archive
- a search engine

It can be integrated in other web systems through its API.

The **management software** allows insertion and updating of licences. There is an authentication system that allows work group operators to enter and update licences, and it allows librarians to search for and view licences that are valid for their own library.

The ALPE **public archive** (<https://nilde.bo.cnr.it/licenze.php>) is freely accessible to all and allows searching and viewing the licences of electronic periodicals. The public interface allows you to search for the licence relating to a specific bibliographic reference starting from some parameters, which are: ISSN of the magazine and year or ISBN in the case of an eBook.

The **search engine** is able to identify the correspondence between the journal publisher and the platform used to access the digital collection and to return only the licences relating to that particular journal for that year, reducing the problem of transfers of a magazine from a publisher. It is also possible to search for all the licences relating to a specific publisher or a specific platform, by selecting them from a drop-down menu. In this second case, the system returns all the licences associated with a publisher.

The advantage of a centralised licence management system is that each library's search results contain only the licences related to its own electronic collections. The ALPE archive has been populated with more than 900 licences related to 160 publishers.

Figure 1 shows the number of negotiated and standard licences per year present in the ALPE archive.

Figures 2 and 3 show in detail the percentage of ILL service allowed, not specified or forbidden in the year 2021 standard and negotiated licenses.

Figure 4 shows in which percentage International ILL is allowed or forbidden in standard and negotiated licenses in year 2021.

Figure 5 and 6 show the allowed method to send a document to another library, in standard and negotiated licenses in year 2021.

It's worth to notice, in all the above cases, that the negotiation activity carried out by libraries and consortia has a positive impact on the permitted uses found in the licenses.

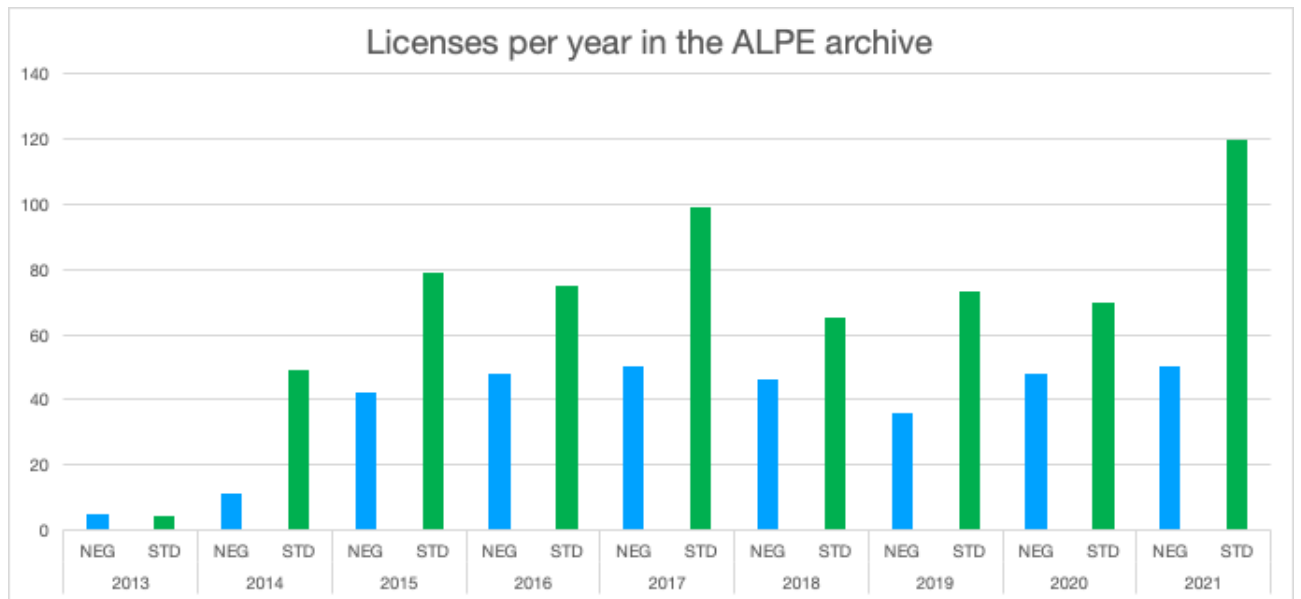


Figure 1 Negotiated and standard licenses in the ALPE database, per year



Figure 2 ILL allowed in standard licenses, year 2021

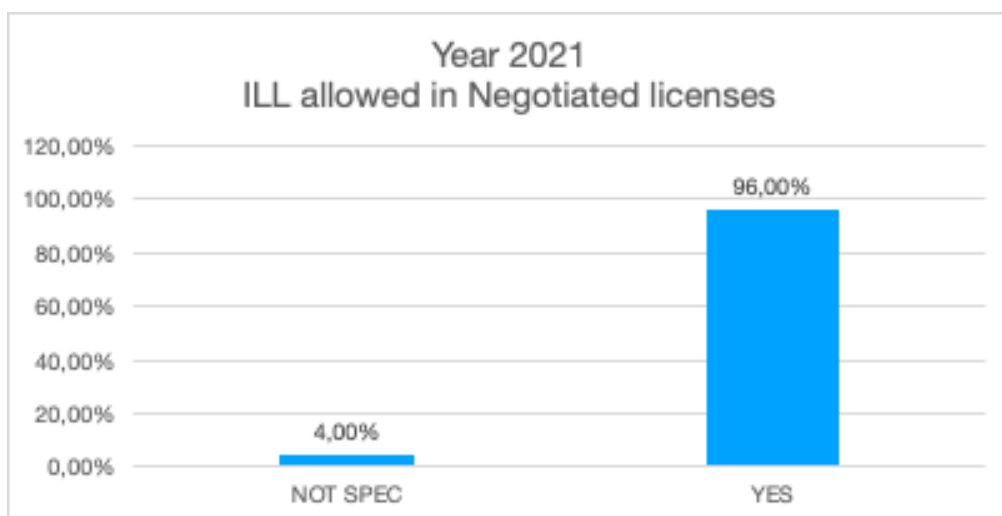


Figure 3 ILL allowed in negotiated licenses, year 2021

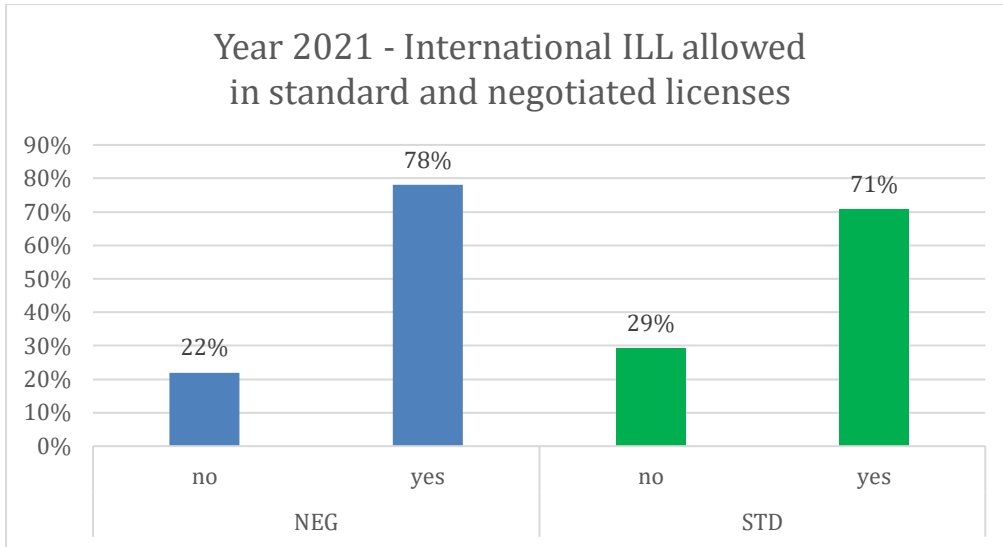


Figure 4 International ILL allowed in standard and negotiated licenses, year 2021

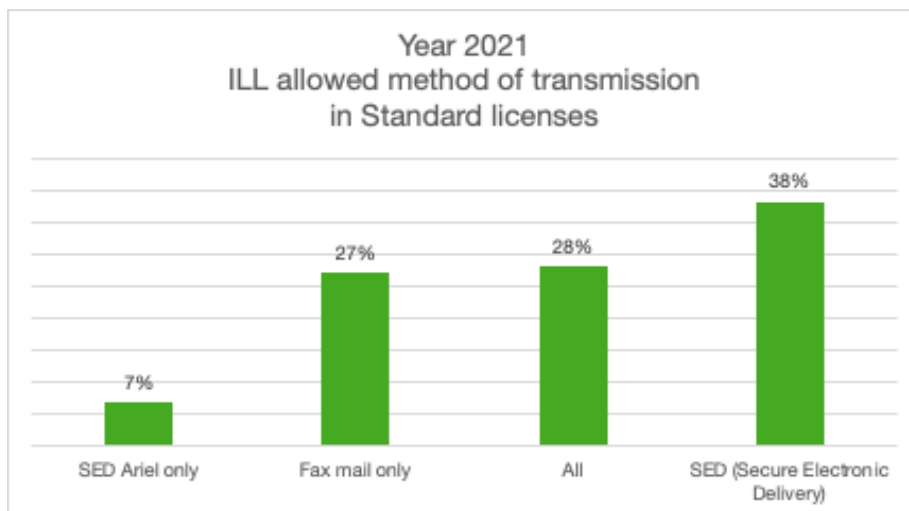


Figure 5 Allowed methods for sending documents, year 2021 standard licenses

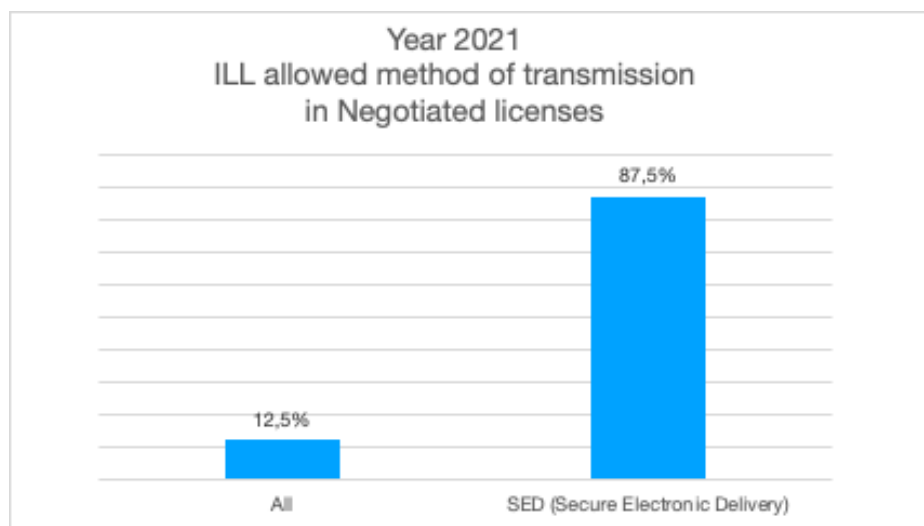


Figure 6 Allowed methods for sending documents, year 2021 negotiated licenses

ALPE API's and integration with the NILDE system

The ALPE system is equipped with a set of APIs that allow access to all the insertion and search functions from other web systems. Using the APIs, it's possible — for developers and everyone else interested — to gain access to ALPE data. The API technical documentation is at <https://nilde.bo.cnr.it/doc/api>.

In the NILDE resource sharing system, the integration with ALPE is accomplished using an ALPE widget for the simplified display of essential licence information for the librarian fulfilling the request.

The librarian who uses NILDE and fulfils a document delivery request therefore has the ability to click on the “find licence” button, which displays a widget that summarises and simplifies the contents of the ILL clause through an immediately understandable system of icons such as a traffic light. In this way, the librarian can easily choose the licence to apply. After the librarian clicks the "apply" button, the system interprets the conditions imposed by the licence by selecting only the permitted operations. If ILL is not allowed, the system blocks the request and prevents the librarian from proceeding.

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