



Managing your Interlibrary Loan/Document Delivery Unit

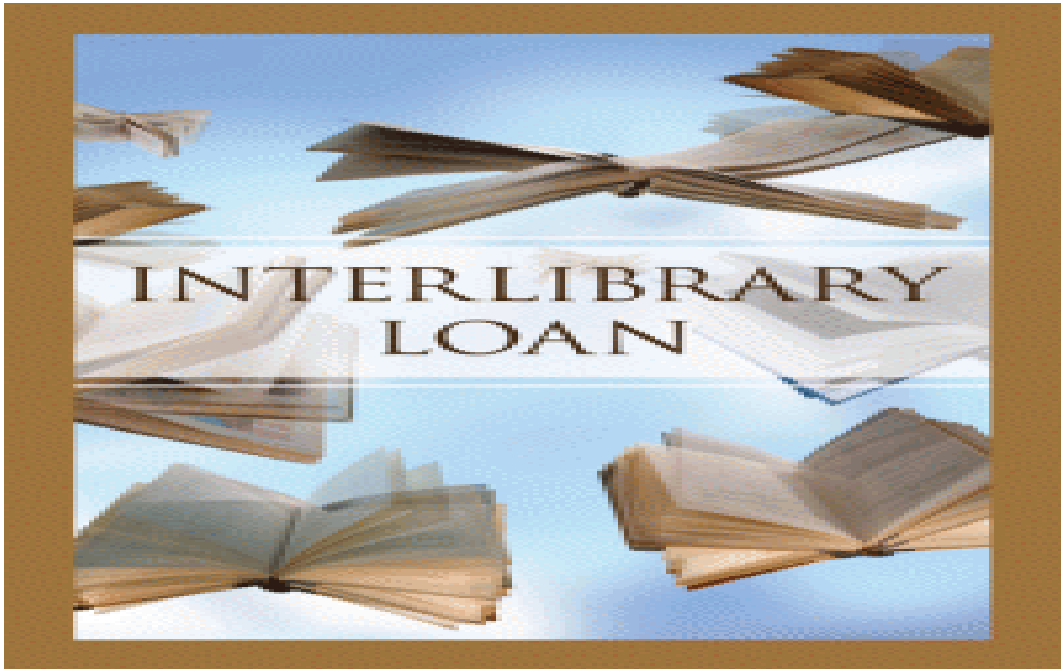
**By Dr. Lynne Porat
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Assessment,
University of Haifa**

**24.11.15 Galilee International
Management Institute - Israel**



Introduction

Interlibrary loan/Document Delivery (ILL/DD) is a service whereby a user of one library can borrow books or receive scans of documents that are owned by another library (often for a fee).





Main Issues

- Professional codes of practice
- Copyright & licensing
- Networks & consortia
- ILL management software
- ILL ordering systems
- Verification tools
- Ebooks
- Payment methods



Professional Codes of Practice

- ALA ILL code
- IFLA ILL code
- Israeli ILL Code



Copyright & Licensing

- **Fair Use – for research and teaching purposes**
- **Maximum one chapter or 10% of a book**
- **Maximum five articles from one journal in one year**
- **Electronic delivery via ILL not permitted by all publishers**



Networks & Consortia

- [Israeli Library Network](#)
- [MALMAD - Israel Center for Digital Information Services](#)



ILL Management Software

- Aleph ILL management software
- ILLiad
- Relais
- ALMA - Cloud-based



ILL Ordering Systems

- [OCLC WorldShare ILL](#)
- [Subito](#)
- [BLDSS](#)



ILL Ordering Systems cont.

WorldShare® Need Help? Lynne Porat
User support info

Metadata Interlibrary Loan Admin

18H Reg ID: 50379

Interlibrary Loan Home

Discover Items

Borrowing Requests

Lending Requests

Can You Supply? (3)

New - Copies (3)

Supplied (12)

Shipped/In Transit (4)

Postharvest biology and technology

Viewpoints on English as a second language /

Renewal Requested (1)

Received/In Use (7)

Returned (5)

Interlibrary Loan Home

Search for requests

Request ID

Active Requests Closed Requests

Quick Links

Borrowing:	Lending:	Other:
Produced (4)	Can You Supply? (3)	OCLC Policies Directory
Conditional (1)	New - Copies (3)	OCLC Service Configuration
In Transit (1)	Supplied	OCLC Usage Statistics
Received	Renewal Requested (1)	OCLC Article Exchange
Renewal Approved (1)	Returned	Resource Sharing News
Returned	Returned/In Transit (5)	
	Returned/Complete? (1)	

Message Board

From Administrator on 2015-11-23

https://50379.ill.wds.worldshare.org



ILL Ordering Systems cont.



The screenshot shows the subitodoc website interface. At the top, there is a navigation menu with links: Document Delivery, User groups, Prices, Suppliers, Copyright, Invoicing, SD, PDF/DRM, FAQ, GTC, and Contact. On the left side, there are links for Login, Registration, and Registration libraries, along with flags for Germany and the UK. The main content area features the subitodoc logo (subitodoc@) and the text 'Dokumente aus Bibliotheken e.V.'. Below this, a red text block reads: 'You know which source material you need - subito is your service!'. Further down, another red text block states: 'subitodoc is a quick and easy-to-use library service which supplies the user with copies of articles from periodicals and supports the lending of books'. The website URL 'www.subitodoc.de' is visible in the bottom left corner.



ILL Ordering Systems cont.

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BRITISH LIBRARY
 HSIILIRB

DOCUMENT SUPPLY SERVICES

[bl.uk](#) > [Help for researchers Home](#) > [Online or by post](#) > [Document supply](#) > [Customer Help Centre](#) > [BLDSS](#)

> British Library Document Supply Service (BLDSS)

The new British Library Document Supply Service (BLDSS) has taken over 2 years to develop, cost nearly £6 million and has completely replaced legacy systems. In addition to introducing new services supporting remote document supply, it retains the links with all Library services and systems that currently interact with document supply operations.

In these pages, we'll give you a whole host of resources and information on the new system.

Please bookmark this page - we'll be adding information and updating over the coming weeks.

If you have recently used BLDSS, we would be grateful if you could take a few moments to complete a [short survey](#) to tell us how satisfied or dissatisfied you are.

> Access the Online Ordering and Administration interface

Please note the entire site is live except Premium Services. You can familiarise yourself with the site, including Registering, Log-in, Searching, placing items in the Basket and Administering your Account.

> Contact Us

Search [Help for researchers](#)

> In our Reading Rooms

> With the help of our experts

> Online or by post

> Full list of online catalogues

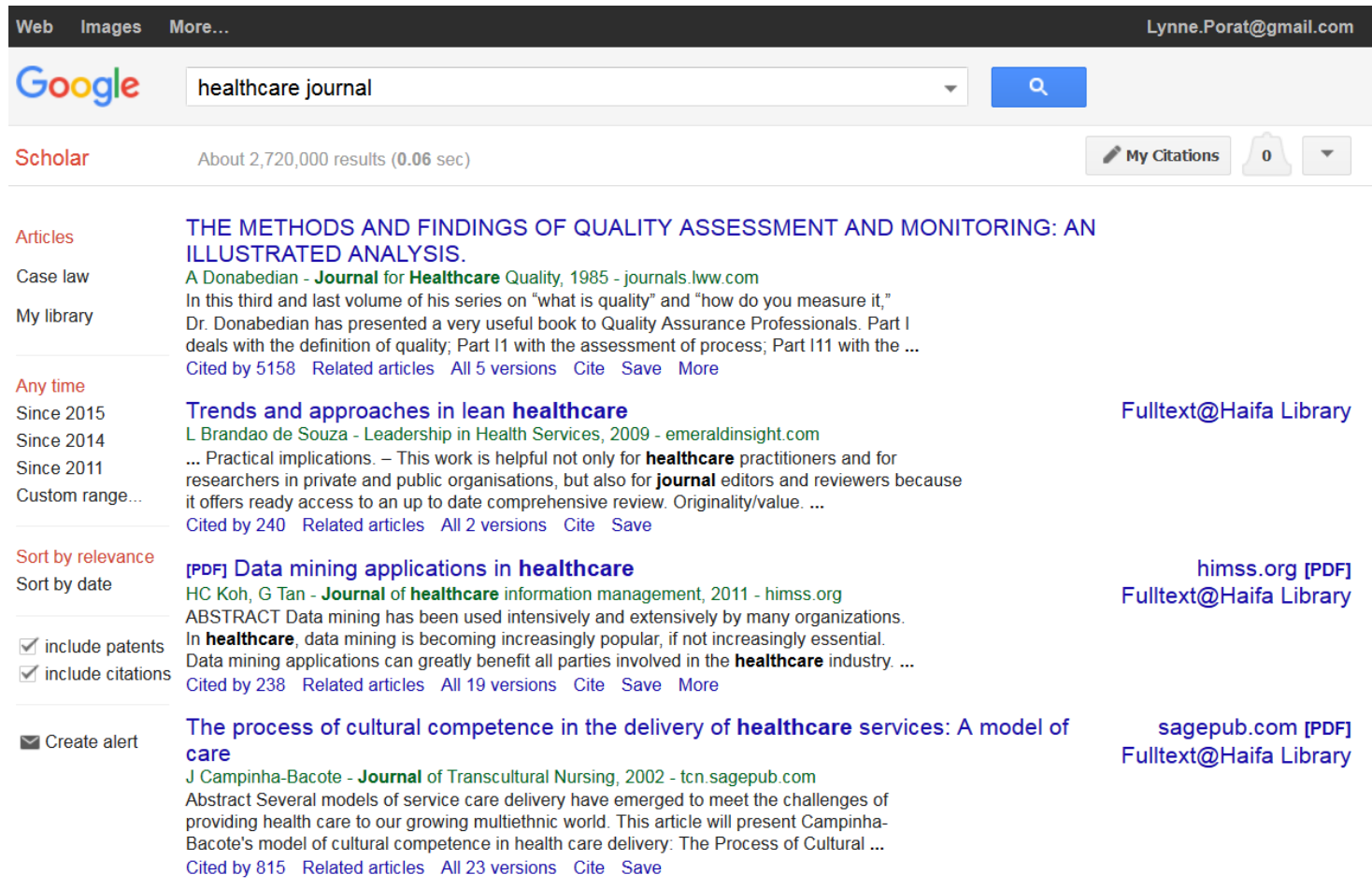
[http://bl.uk/feedback/ask-the-library](#)



Free Verification Tools

- [Google Scholar](#)
- [Google Books](#)
- [WorldCat](#)

Free Verification Tools cont.



The screenshot shows a Google Scholar search interface. At the top, there are navigation tabs for 'Web', 'Images', and 'More...'. The user's email address 'Lynne.Porat@gmail.com' is visible in the top right corner. The search bar contains the text 'healthcare journal' and a search button. Below the search bar, it indicates 'About 2,720,000 results (0.06 sec)'. On the left side, there are filters for 'Articles', 'Case law', and 'My library'. Under 'Articles', there are three search results listed. Each result includes the title, author, journal name, year, and a brief abstract. To the right of each result, there are links for 'Fulltext@Haifa Library', 'himss.org [PDF]', and 'sagepub.com [PDF]'. At the bottom left, there are checkboxes for 'include patents', 'include citations', and 'Create alert'. The bottom of the page shows a copyright notice for the University of Haifa, Nazarian Library.

Web Images More... Lynne.Porat@gmail.com

Google healthcare journal

Scholar About 2,720,000 results (0.06 sec) My Citations 0

Articles

Case law

My library

Any time

Since 2015

Since 2014

Since 2011

Custom range...

Sort by relevance

Sort by date

include patents

include citations

Create alert

THE METHODS AND FINDINGS OF QUALITY ASSESSMENT AND MONITORING: AN ILLUSTRATED ANALYSIS.
A Donabedian - **Journal for Healthcare Quality**, 1985 - journals.lww.com
In this third and last volume of his series on "what is quality" and "how do you measure it," Dr. Donabedian has presented a very useful book to Quality Assurance Professionals. Part I deals with the definition of quality; Part I1 with the assessment of process; Part I11 with the ...
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Trends and approaches in lean healthcare
L Brandao de Souza - **Leadership in Health Services**, 2009 - emeraldinsight.com
... Practical implications. – This work is helpful not only for **healthcare** practitioners and for researchers in private and public organisations, but also for **journal** editors and reviewers because it offers ready access to an up to date comprehensive review. Originality/value. ...
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[PDF] Data mining applications in healthcare
HC Koh, G Tan - **Journal of healthcare information management**, 2011 - himss.org
ABSTRACT Data mining has been used intensively and extensively by many organizations. In **healthcare**, data mining is becoming increasingly popular, if not increasingly essential. Data mining applications can greatly benefit all parties involved in the **healthcare** industry. ...
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The process of cultural competence in the delivery of healthcare services: A model of care
J Campinha-Bacote - **Journal of Transcultural Nursing**, 2002 - tcn.sagepub.com
Abstract Several models of service care delivery have emerged to meet the challenges of providing health care to our growing multiethnic world. This article will present Campinha-Bacote's model of cultural competence in health care delivery: The Process of Cultural ...
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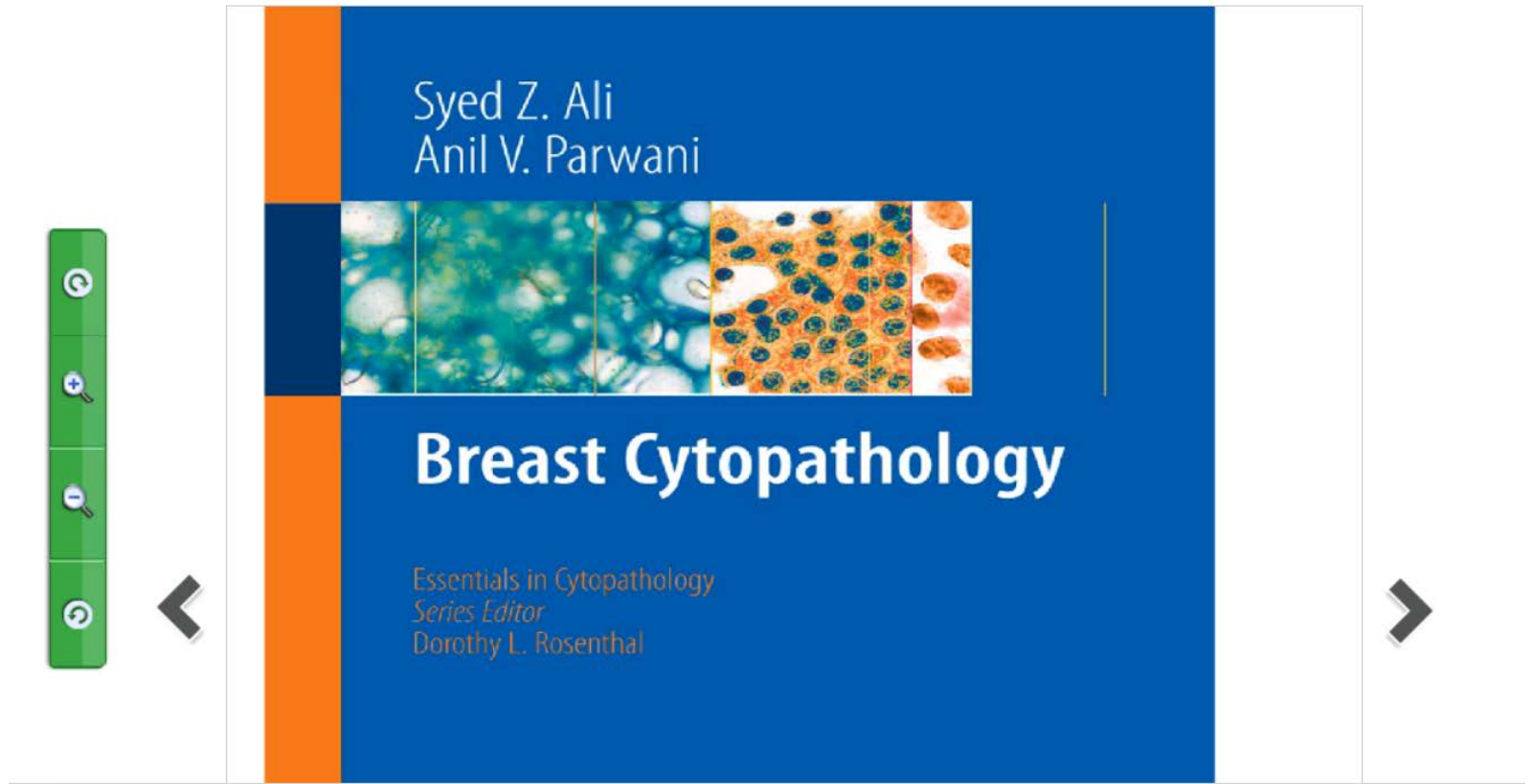
Ebooks

Currently ILL from ebooks is for chapter supply only.

- [Occam's Reader](#) - initiative to allow other libraries to have temporary **access** to your books (downloading/printing not permitted) “Users of the Occam's Reader system receive an email generated by the lending institution. This email includes a customized, token-authenticated link to view their item in a web browse”



Ebooks cont.





Ebooks cont.

[Google Books](#) - previews and snippets of full-text books. “the world's most comprehensive index of full-text books”.

Oct 2015 “**After 10 Years, Google Books Is Legal**” (Downloading/printing not permitted)



Ebooks cont.

Google search results for "health psychology".

Search bar: health psychology

Books section:

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- Get this book in print
- Book cover: HEALTH PSYCHOLOGY, fifth edition, Jane Ogden
- 0 Reviews
- Write review

Result 1 of 97 in this book for health psychology - < Previous Next > - View all



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Payment Methods

➤ Patrons:

Cash, credit card, salary debit, research budget

➤ Libraries:

Invoices + Bank transfer, credit card (PayPal), cheque, OCLC Fee Management



Useful websites

- [Israeli ILL librarians' website](#)
- [ILL Wikipedia](#)
- [ShareILL](#)
- [University of Haifa ILL website](#)
- [Israeli University ILL websites](#)



Hands On (see Bibliography)

Articles:

- [Google Scholar](#) (search by name of article)
- [WorldCat](#) (search by name of journal)

Book Loans:

- [WorldCat](#) (Search by name of book)

Book Chapters:

- [Google Books](#) (Search by name of book)