British Library Document Supply and more …………

Kate Ebdon –   Customer Services Liaison & Key Account Support Team Manager
BL Observer on FIL Committee

What is a library?

What is a library?

Question?

The British Library-

What does it mean to you?

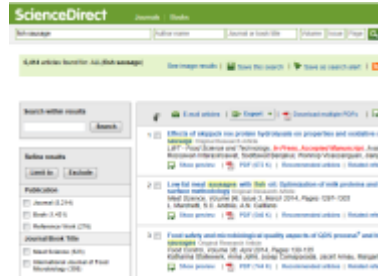# The British Library Locations

Boston Spa
Yorkshire

St Pancras
London

Vast collection available (and described) to supplement your holdings/subscribed content

11m electronic items (immediate)

3rd party content from Websites/publishers

Over 3 million books

33m physical items described at article/paper level

296,000 journal titles

Millions of reports, conferences etc.

British Library Information Services

What we offer

Service	What it does
Document Supply	Provides access to in-copyright content either purchased or licenced via surrogate or loan.
Imaging (Digitisation) Services	High quality, secure and competitively priced digitisation services
Course packs	Provision of course pack (or MOOC) content through partnerships
Collaborative Storage	Based on the UKRR model, support organisational libraries save space but still guarantee access.
Ethos	Provision of PhD theses online through partnership with HE
Reading Rooms & study space	Provision of study space in London and Boston Spa

Document Supply
Instant downloads and 'just in time' digitisation and delivery within 2hrs

\+

Information Services
A range of services providing a total information solution

Document Supply

It's all about choice without complexity

Online and mobile

© Matt Sherberg

For individuals and smaller organisations

Order article by article

Pay as you go card payment

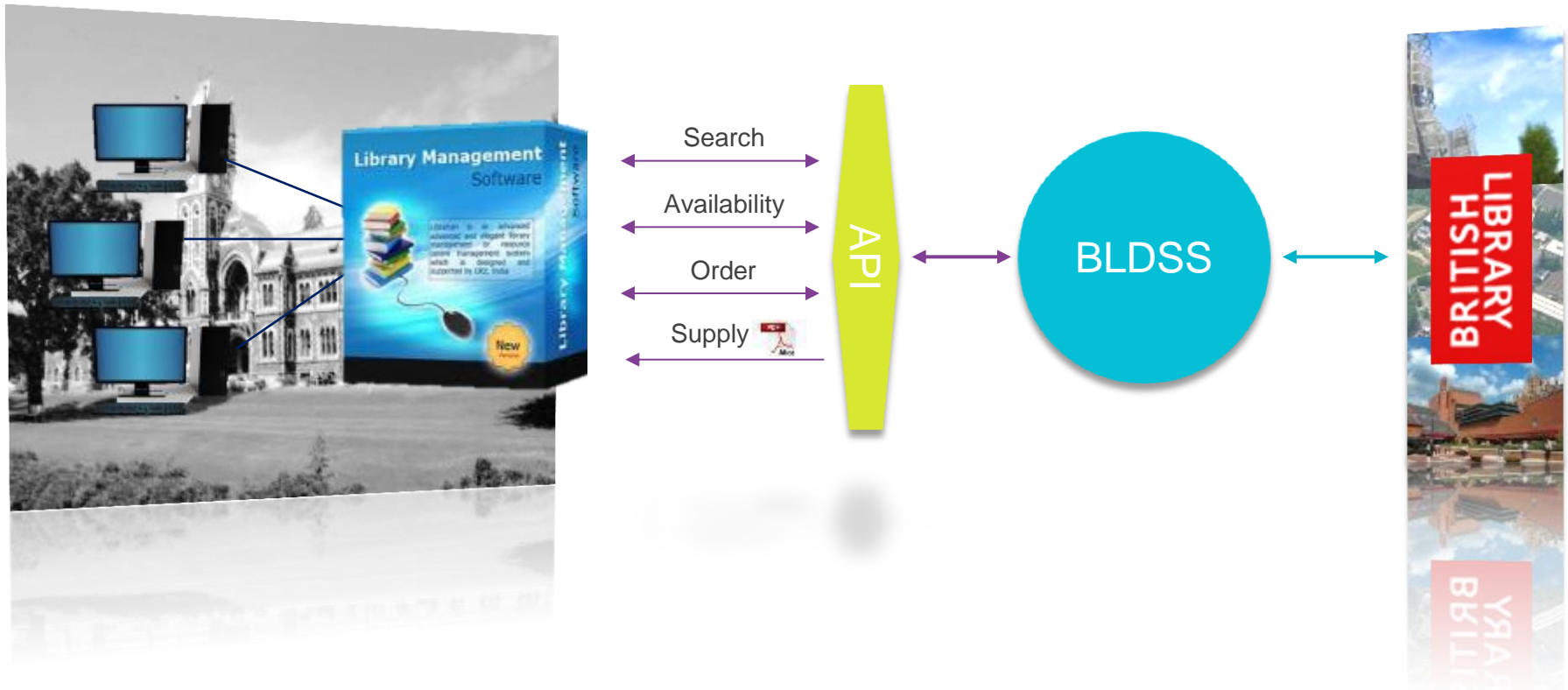## Integrated

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For larger organisations and frequent users

Ordering and administrating through LMS or other Library Service provider

Integrated

Utilising local customer knowledge to create bespoke experiences

Search

Availability

Order

Supply

API

BLDSS

Document Supply
The Service

Document Supply	
Service Levels	Standard 24 Hour 2 Hour
Delivery Options	Encrypted Download Unencrypted Download File Transfer Paper Loan

Premium Services	
Quality	Standard High
Extended Searches	Find It For Me Get It For Me

Supply Chain

Publisher → Us → Customer

Initiative	Who benefits	Opportunity
BLDSS User Interface	Customer	Mobile friendly
BLDSS Stability	Customer	Improved 'up time' for customer Removal of stalls Improved performance for colleagues (queues, printing, etc.)
Plug-in-less DRM	Customer	No software to install Access to item on multiple devices (id & password protected) Reduce reliance on Ariel & resends
Publisher loaders (£20k = 10-15 loaders)	Customer Publisher	More material loaded for immediate download, more attractive service to customers and publishers
3rd party material	Customer Publisher	Material we don't hold in our collection but we can source direct from the publisher Manual retrieval of high quality digital images More cost-effective than digitisation Increased fulfilment & reduced cost to customers
API	Customer	Move LMS suppliers and Aggregators from ARTEmail to the API – all new customer organisations are building against the API Real-time information Modern format Supportable!

Imaging Services – mixed portfolio of work

EThOS

Government
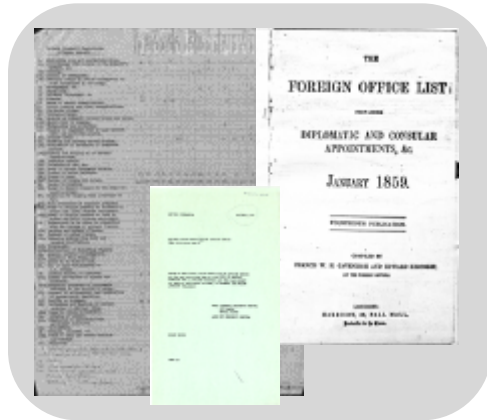
BL Internal

Commercial

Heritage

Higher Education Scanning Service (HESS)

Course Packs and Reading Lists

– The student population has grown by around half a million in 10 years
– Course Packs and Reading Lists are on the increase

• Changes to HESS
– CLA API
– Single Licence from the CLA

• What service could/should the BL offer?
– High Quality scanning?
– OCR for DDA compliance?
– Partnering with Course Pack providers
– Outsource for all scanning?
– Capacity management for busy times?

High Quality Scanning Trial

– 4 universities part of the trial

– Running for 4 weeks –started at the beginning of November

– High quality scans plus OCR

– Outputs of the trial will be

- Feedback on quality of scans
- Feedback on quality of OCR
- BL understanding of costs of high quality
- Engagement with the sector on next steps including proposed pricing for high quality scans with OCR

– Some examples of scans

UK Research Reserve UKRR – collaborative research, storage and access

What is UKRR?

- Strategic partnership between HE sector and the British Library
- 29 member libraries, led by Imperial College London
    - Helps UK HE libraries release space
    - Preserves research material for the UKHE research community

UKRR's aims

Safeguarding the long term future of printed research materials
Maintaining quick and easy access for researchers
Ensuring efficient use of resources in HE libraries

UKRR – What does it look like?
Imperial College

EThOS Aims

- A national *record* of all doctoral theses awarded by UK Higher Education

- Provide a UK PhD single point of access platform

- Showcase UK research globally

- Transition from print to e

- Expand the available content through digitisation

- Access to the *full text* wherever possible
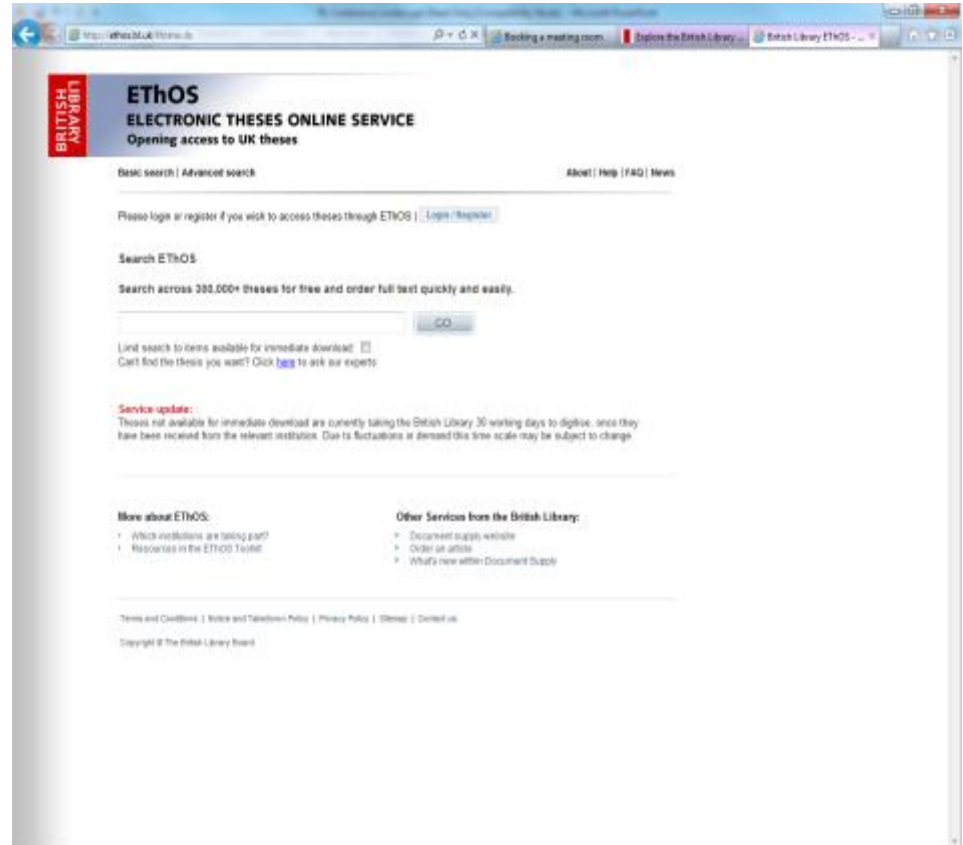
Highlights – EThOS E-Theses Online

- "The home of UK PhD theses"

- 370,000 *records* for UK theses

- 130,000 *full text theses* available for download

- 35,000 theses viewed every month by researchers

- 500 paper theses digitised every month, on demand

- All metadata available for re-use by discovery services

- Contacts –

  - http://ethos.bl.uk
  - EthosHelp@bl.uk
  - @EThOSBL

Reading Rooms

- 12 Reading Rooms including our recently opened Newsroom and refurbished Boston Spa Reading Room

- Reference teams-Information Specialists

- Reader Registration

- Workshops and Training Events
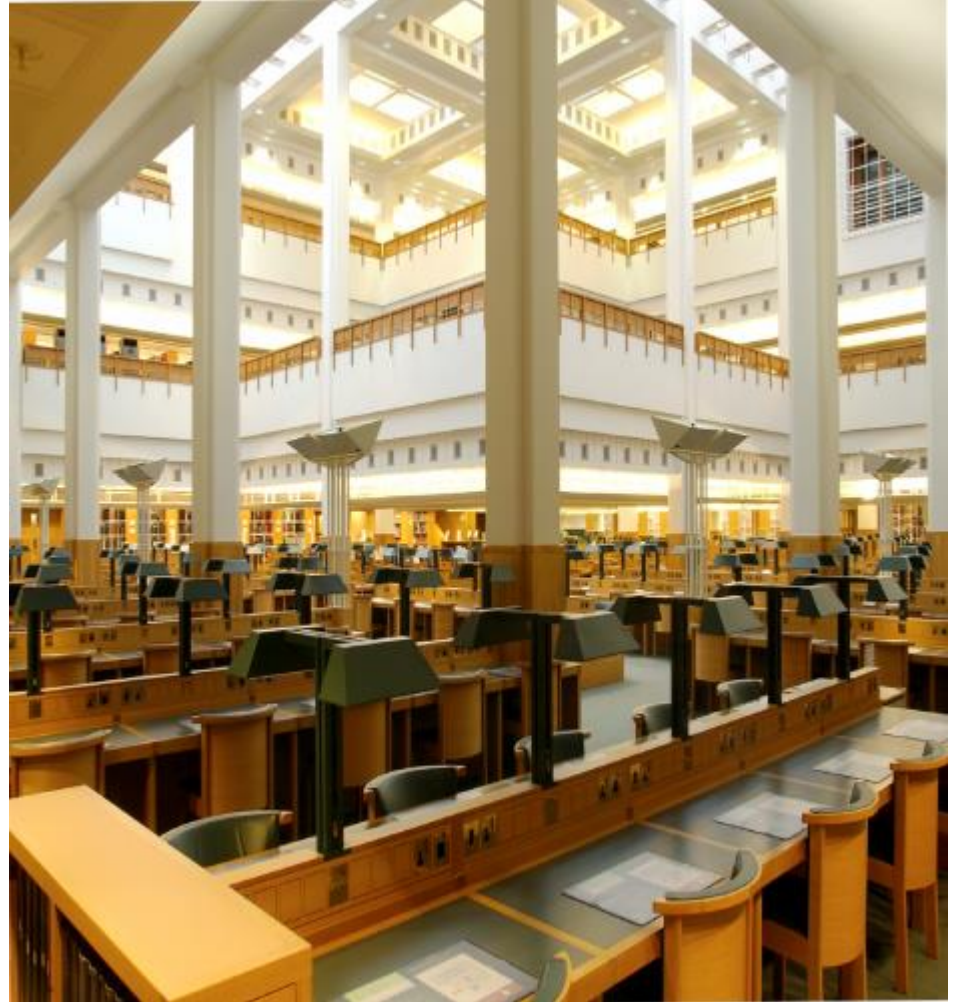
Thank you

Any questions?

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