

BLDSS.....are we there yet?

.....Nearly!



“The objective of the British Library will be to provide the best possible central library services for the United Kingdom [including].... providing an efficient central lending and photocopying service in support of other libraries and information systems of the country.”

British Library Act 1973

2009 - The journey begins

Vision

- Voice of the Customer
- Unique Sales Proposition (USPs)
- Landscape
- Partners
- Austerity
- New possibilities / Benchmark



"To be a niche supplier of research content to researchers all over the world in whatever format is required, at the highest quality, optimal speed and at best value".

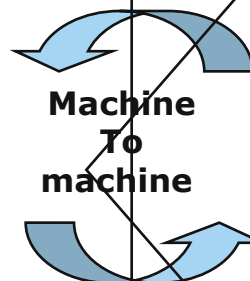
2009 - The journey begins

Big organisations
both commercial
and
“Public Good”



Customer

Customer Library

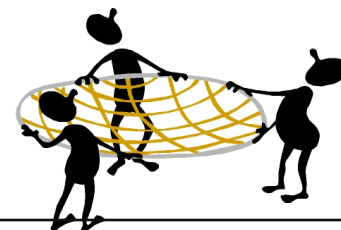


Machine
To
machine



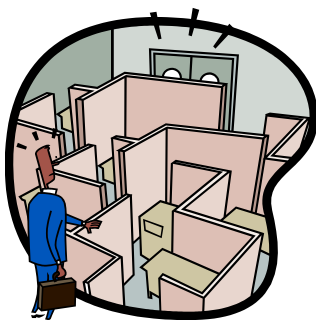
THE BRITISH LIBRARY
Explore the world's knowledge

c10,000 active accounts



Seamless batch ordering of back up content that institution does not subscribe possibly leading to reduction in costly big deal subscriptions and rely on BLDSS to aggregate and make available at a granular level.

Small
organisations
and individuals

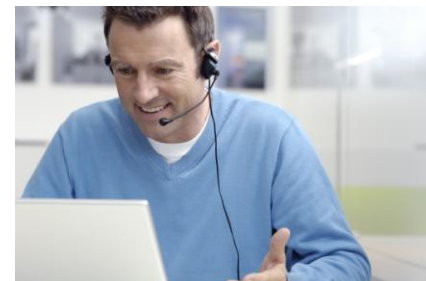


Web
Order
Interface



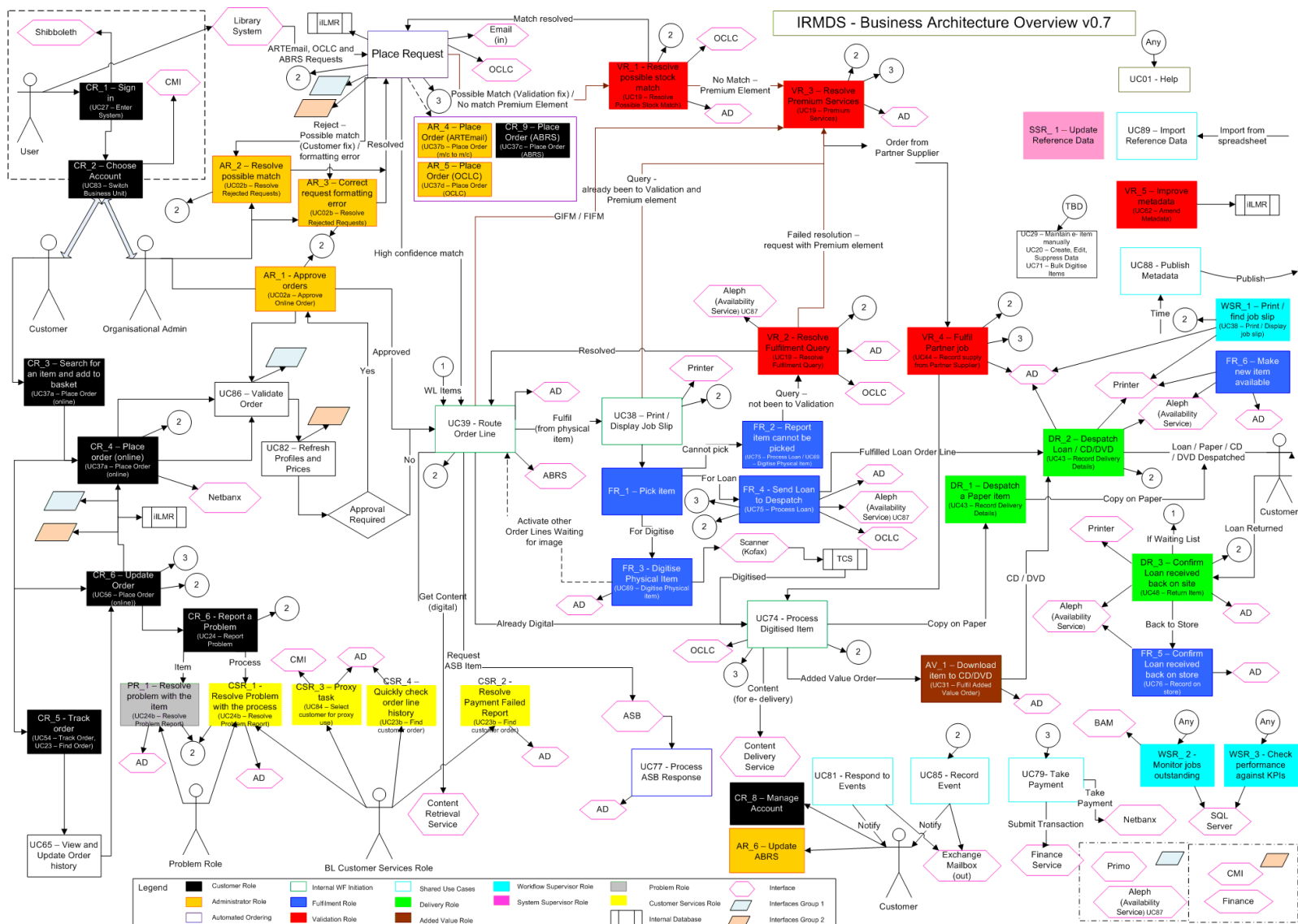
THE BRITISH LIBRARY
Explore the world's knowledge

12k active accounts
(micro payments)

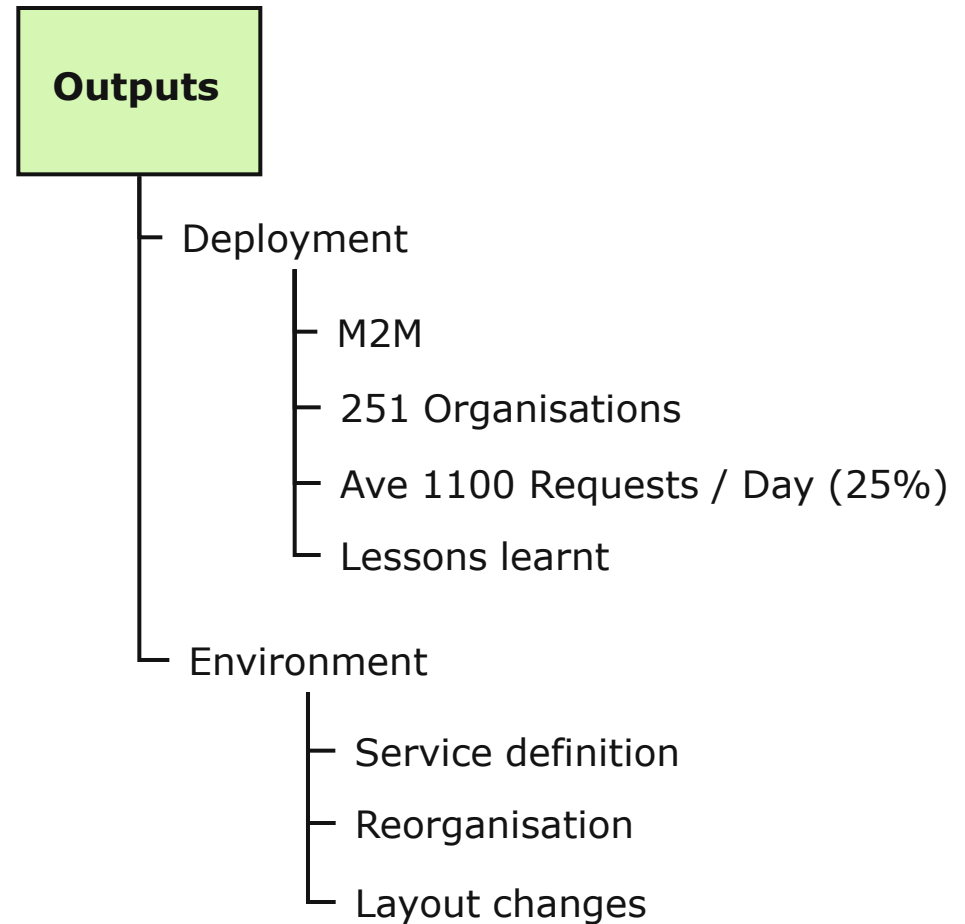
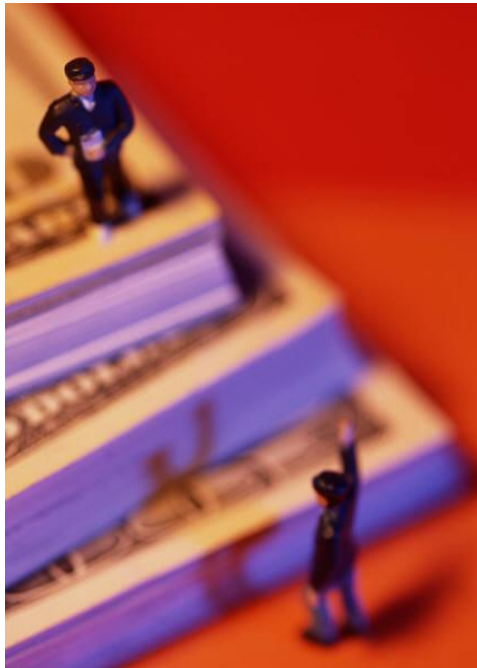


Easy, on-line “amazon-esque” experience to suit the occasional user.
Choice of channel interface.

Internal Workflow, or Business Process



Where are we now?



Scale-ability + Standardisation + Optimisation = Sustainability

Where are we now?

Feedback from early adopters

“As far as I am aware, the two accounts which have so far deployed to BLDSS, have worked a treat. The colour SEDs are a delight!”



“we are receiving monographs almost as fast as the electronic articles, way ahead of the estimated delivery date and far quicker than expected previously”.

“The deployment has gone well and we are impressed with the tracking information we are receiving. It will be even better when we can track our requests online”.

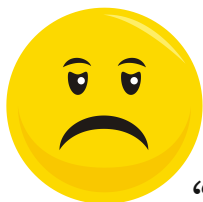
“The lack of recalls now is a positive step and allows us to be confident when we give a due back date to the reader”.

Good quality photocopies. The booklet format and colour is very good
Especially good to see on the Plain English Inray that SED documents have been downloaded

“Items held and supplied don’t have a problem with, very speedy. However responses to queries not so impressed with”.

“Some of the reply codes are quite ambiguous and not helpful”.

“Replies: We are finding them a bit confusing and vague. They seem to cover too many options”.



Next milestone - Admin On-line and On-line Ordering

- **Admin On-line available mid/late May 2012**

- My Orders/Admin Order Tracking
 - Order History
 - Report Problem
 - Cancel Order or Reorder
 - Renew Loan
- Invalid Requests
 - Fix Formatting Errors
 - Select from Possible Matches
- Account Maintenance
 - Account Manager communication
 - Tailored replies
 - Add new users/administrators
 - Etc.

- **On-line Ordering available end May 2012**

Order tracking

British Library Document Supply Service | My Orders - Windows Internet Explorer provided by The British Library - Internet

https://irmwebbl1.ad.bl.uk/BLDSS/index.jsp#/My%20Orders

File Edit View Favorites Tools Help

British Library Document Supply Service | My Orders

Anthony Troman (Logout)
Change Business Unit

BRITISH LIBRARY

DOCUMENT SUPPLY SERVICE

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[My Basket \(10\)](#) [My Orders](#) [Approval Queue](#) [Admin Order Tracking](#) [Invalid Requests](#)

My Orders

Filter Orders: ☒ Show Only Open Orders

BL Reference Number	Your Reference	Date Order Placed	Item Details	Service	Current Status
30000837-001	852	07/03/2011 15:56	INTERNATIONAL JOURNAL OF MATHEMATICAL EDUCATION IN SCIENCE AND TECHNOLOGY	Encrypted Download (Immediate Download)	Ready for Download
30000680-001	Atroman - 0001-1 paper 2 hrs	18/02/2011 16:07	SYSTEMIC PRACTICE AND ACTION RESEARCH	Paper (2 Hour)	Order Confirmed
30000657-001	ABC	15/02/2011 21:04	REMOTE SENSING OF ENVIRONMENT -NEW YORK-	Encrypted Download (Immediate Download)	Downloaded
30000626-010	Atroman - 0001-1 paper 2 hrs	11/02/2011 17:34	SYSTEMIC PRACTICE AND ACTION RESEARCH	Paper (2 Hour)	Order Confirmed
30000626-009	Atroman - 0001-1 paper 2 hrs	11/02/2011 17:34	SYSTEMIC PRACTICE AND ACTION RESEARCH	Paper (2 Hour)	Order Confirmed
30000626-008	Atroman - 0001-1 paper 2 hrs	11/02/2011 17:34	SYSTEMIC PRACTICE AND ACTION	Paper (2 Hour)	Order Confirmed

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Done

Local intranet 100%

start

Inbox - Microsoft Out... Search Results Presentation1 British Library Docum... Microsoft Excel - IRM...

12:34

Account Maintenance – Order Status Alerts

Business Account - Windows Internet Explorer provided by The British Library - Internet

https://businessaccounttest.ad.bl.uk/D5OptOutResponses.aspx

File Edit View Favorites Tools Help

Business Account

bluk > Your Business Accounts > Account Details > Plain English Order Status Alerts

Plain English Order Status Alerts

Here you can choose the plain English request/order status alerts you dont want to recieve by email. However, you will still be able to see the status of all your confirmed orders from the [My Orders](#) link on our site.

Alert Description	Opt out?
Account suspended	<input type="radio"/> Yes <input checked="" type="radio"/> No
Batch accepted	<input checked="" type="radio"/> Yes <input type="radio"/> No
Cannot find related order	<input type="radio"/> Yes <input checked="" type="radio"/> No
Contact Customer Services and quote ERR4	<input type="radio"/> Yes <input checked="" type="radio"/> No
Despatched	<input type="radio"/> Yes <input checked="" type="radio"/> No
Duplicate batch	<input type="radio"/> Yes <input checked="" type="radio"/> No
Invalid Account details	<input type="radio"/> Yes <input checked="" type="radio"/> No
Item downloaded	<input type="radio"/> Yes <input checked="" type="radio"/> No
Item no longer available	<input type="radio"/> Yes <input checked="" type="radio"/> No
Item not available for renewal	<input type="radio"/> Yes <input checked="" type="radio"/> No
Item ordered for you	<input type="radio"/> Yes <input checked="" type="radio"/> No
Item renewed	<input type="radio"/> Yes <input checked="" type="radio"/> No
Item returned thank you	<input checked="" type="radio"/> Yes <input type="radio"/> No
On waiting list	<input type="radio"/> Yes <input checked="" type="radio"/> No
Order cancelled	<input type="radio"/> Yes <input checked="" type="radio"/> No
Order confirmed	<input type="radio"/> Yes <input checked="" type="radio"/> No
Order confirmed - Our experts will review shortly	<input type="radio"/> Yes <input checked="" type="radio"/> No
Order in process	<input checked="" type="radio"/> Yes <input type="radio"/> No
Order not available for cancellation	<input type="radio"/> Yes <input checked="" type="radio"/> No
Possible matches emailed	<input checked="" type="radio"/> Yes <input type="radio"/> No
Problem reported	<input type="radio"/> Yes <input checked="" type="radio"/> No

Done

start

Inbox - Microsoft Out...

E:\

Microsoft PowerPoint ...

IRMD5.txt - Notepad

Business Account - W...

Local intranet

100%

12:53

Future journeys

ACME Library System

Title

ISSN

Publisher

Article Title

Author

Unfortunately this item is on loan to another user at the moment. Would you like to try The British Library?



on behalf of ACME

Title: Roadrunner Monthly
ISSN: 1234-567890
Publisher: Coyote Publishing

Article: How to fall elegantly
Author: Wyle Coyote

Available: Now
Quick order delivery defaults: 24 hr, secure electronic
BL charge: £7.50, Copyright £0.00 (Library Privilege), VAT £0.00 –
TOTAL **£7.50**

[Quick order](#)

[Change order](#)

[Cancel](#)

Link to other library systems & search engines



*Delivery to hand held device
&/or search/order via an APP*



WIKIPEDIA
The Free Encyclopedia

Article [Discussion](#)

Electronic signature

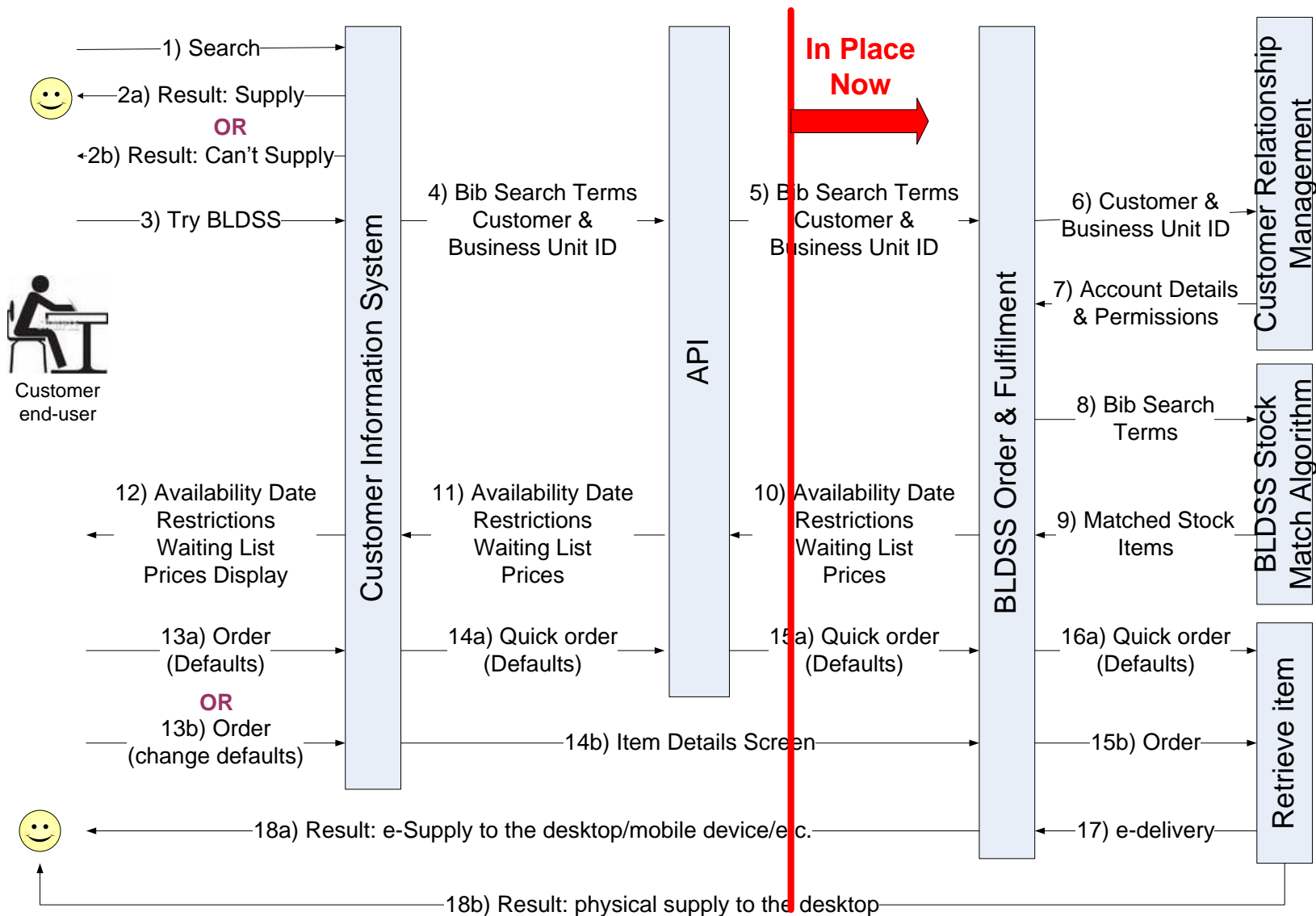
From Wikipedia, the free encyclopedia

Authentication of end users by "electronic signature"



*Manage Digital Rights
Management without
need for "plug-in"*

Application Programming Interface





successful tendering in the public sector

Search tips

☐ Full text ☐ Peer reviewed

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2573 Results* Search within | Find related figures & tables

Suggested subjects

- Public sector
- *Public Sector
- Public sector AND Private sector
- Public sector AND Reforms
- Public sector AND Public policy
- Public sector AND Public administration
- Public sector AND Government

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Sort results by

- ☐ 1 TUPE or not TUPE? success
Grimwood-Jones, D. Managing
 Citation
- ☐ 2 Compulsory competition an
Colling, Trevor. Management
...absent from the debates
...aspect of change in the pu
...process? Second, how suc
- ☐ 3 Pre-tendering in the const
Carter, Sara; Dunne, Anne. In
 Citation/Abstract Ch

Information Services

Title

ISSN

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on behalf of

Title: Tender International
ISSN: 1234-567890
Publisher: Alba Publishing

Article: Successful Tendering in the Public Service
Author: NHS Scotland

Available: Now
Quick order delivery defaults: 24 hr, secure electronic
BL charge: £7.50, Copyright £0.00 (Library Privilege), VAT £0.00 –
TOTAL **£7.50**

Quick order

Change order

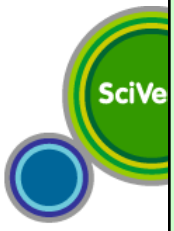
Cancel

SCIRUS
for scientific information only



In a recent survey of 400 document supply customers:

- 72.5% rated interoperability as an important development to BLDSS
- 65% said their business with the British Library would increase as a result

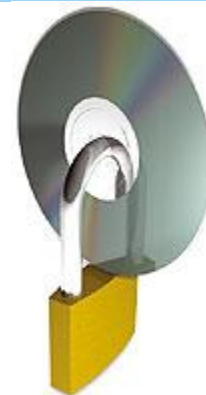


API development

- The project has just started
 - Develop with partner developers
 - 5 large Library System Vendors
 - 3 Customers – UK HE and commercial
 - BL business and technical teams
 - Met to develop first draft spec on 29 March 2012
- Use existing tools/standards if available and suitable, build otherwise
- Delivery for late Autumn 2012
- Launch event to interested parties in August
- Replace ARTEmail asap

Plug-in-less Digital Rights Management

- Adobe Digital Editions and FileOpen are.....
 - [Fill in the blanks!]
- Software must be installed
 - Problems with secure desktops
 - delays in installation
 - Problems with end-user downloads
- YOU can't get the information you want, WE can't supply the service we want to
- Our new technologies support delivery of Digital Rights Management with the item, so no software installation – only need Adobe Reader
- In negotiation with the supplier now over payments



eSignatures



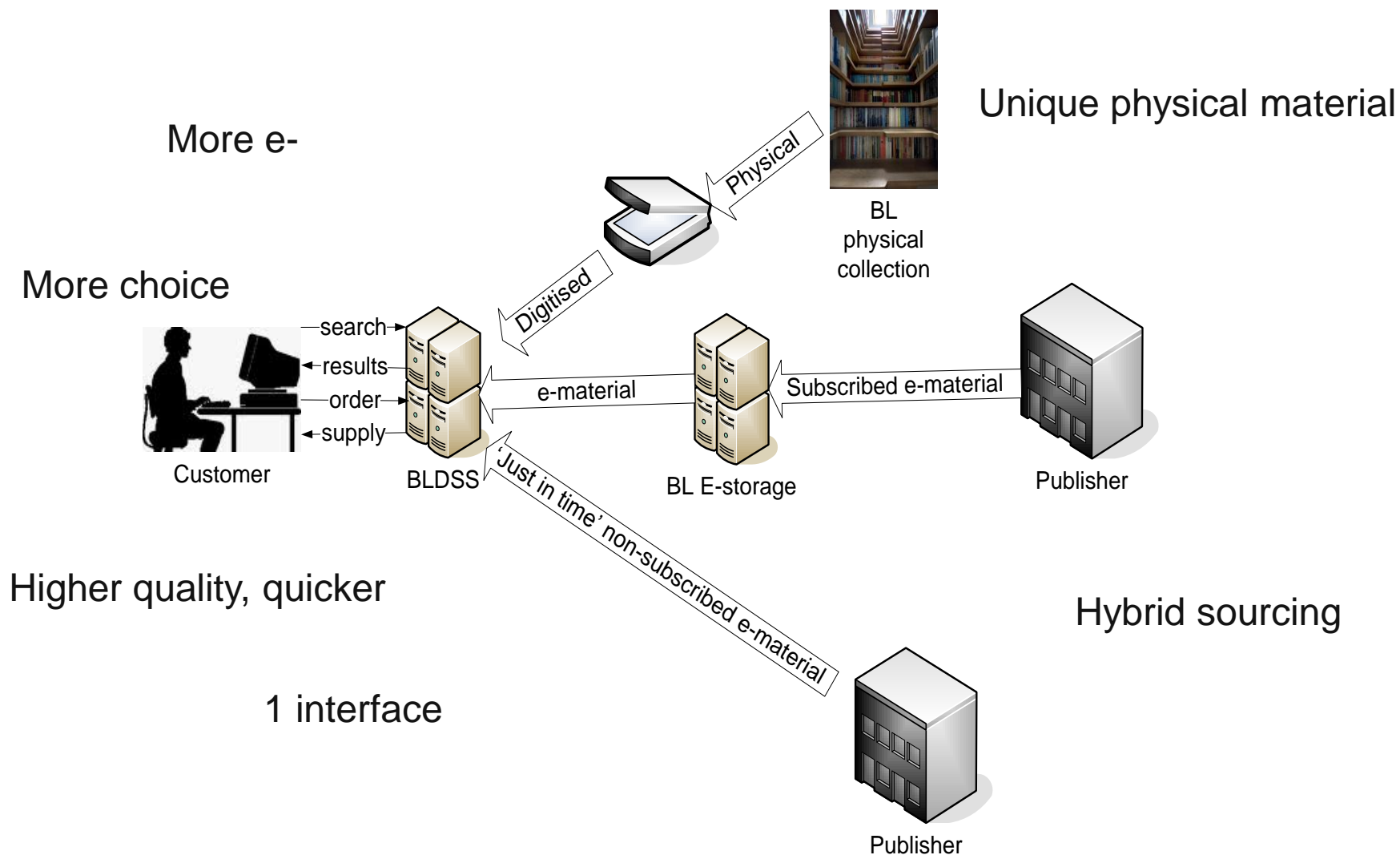
- The BL is trusted by publishers and customers alike to supply material with appropriate rights – to do that we need to know securely who the person ordering is
- The key issue with eSignatures is identifying a scheme which is:
 - legally acceptable
 - acceptable to publishers
 - Seamless to the user
- First stage will be to identify that scheme
- Technical development period will depend on the solution

BLDSS and mobile devices

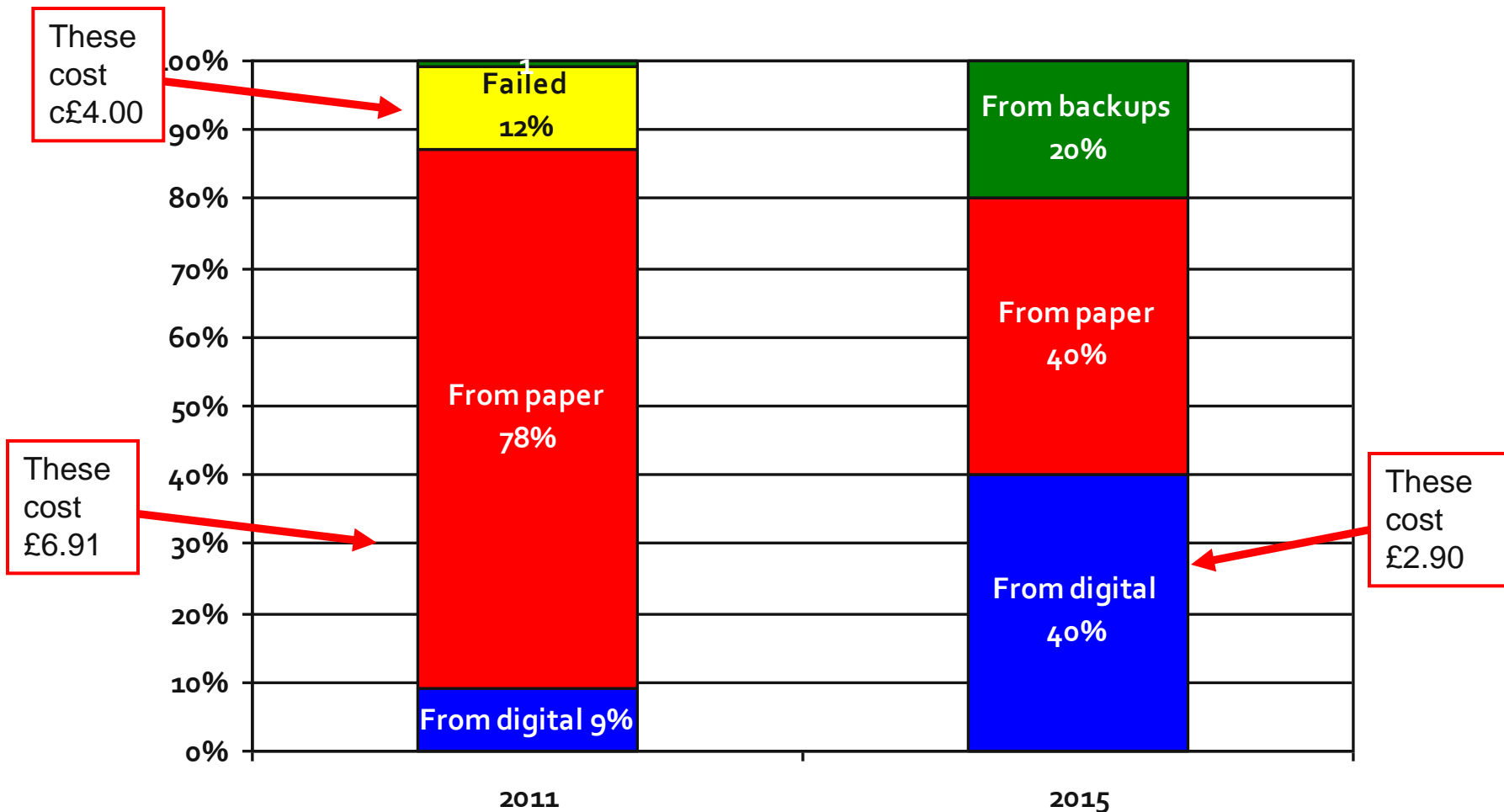


- We know how important mobile devices are and the ‘explosion’ in their use for research is already well underway
- The BL has started a large project to examine opportunities and deliver services to mobile devices
- BLDSS has an established business model and a good idea of what we want to offer, so our service will be used as a ‘guinea pig’
- The intention would be to offer the on-line interface AND delivery to mobile devices i.e. the whole experience
- Too early to give firm deadlines, but the project is underway

More e-sourced material



More e-sourced material



So the future is.....

- On-line
- Seamless integration with Library Management Systems
- Log in once
- Search and order with full information on cost and timescale
- No software installation other than the standard reader
- Better quality documents quicker
- Delivery to your desktop/research lab/home/car/surfboard/etc.

Thank you for your patience
Any questions?

