BLDSS........are we there yet?

Kate Ebdon

9 May 2012
............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 Library

Machine To machine
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

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

12k active accounts (micro payments)
Internal Workflow, or Business Process
Where are we now?

Outputs
- Deployment
  - M2M
  - 251 Organisations
  - Ave 1100 Requests / Day (25%)
  - Lessons learnt
- Environment
  - Service definition
  - Reorganisation
  - Layout changes

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 Intray 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
Account Maintenance – Order Status Alerts

Plain English Order Status Alerts

Here you can choose the plain English request/order status alerts you don’t want to receive 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.

<table>
<thead>
<tr>
<th>Alert Description</th>
<th>Opt out?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account suspended</td>
<td><img src="checkmark.png" alt="Yes" /> <img src="crossmark.png" alt="No" /></td>
</tr>
<tr>
<td>Batch accepted</td>
<td><img src="checkmark.png" alt="Yes" /> <img src="crossmark.png" alt="No" /></td>
</tr>
<tr>
<td>Cannot find related order</td>
<td><img src="checkmark.png" alt="Yes" /> <img src="crossmark.png" alt="No" /></td>
</tr>
<tr>
<td>Contact Customer Services and quote error</td>
<td><img src="checkmark.png" alt="Yes" /> <img src="crossmark.png" alt="No" /></td>
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<tr>
<td>Despatched</td>
<td><img src="checkmark.png" alt="Yes" /> <img src="crossmark.png" alt="No" /></td>
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<tr>
<td>Duplicate batch</td>
<td><img src="checkmark.png" alt="Yes" /> <img src="crossmark.png" alt="No" /></td>
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<tr>
<td>Invalid Account details</td>
<td><img src="checkmark.png" alt="Yes" /> <img src="crossmark.png" alt="No" /></td>
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<tr>
<td>Item downloaded</td>
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<tr>
<td>Item no longer available</td>
<td><img src="checkmark.png" alt="Yes" /> <img src="crossmark.png" alt="No" /></td>
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<tr>
<td>Item not available for renewal</td>
<td><img src="checkmark.png" alt="Yes" /> <img src="crossmark.png" alt="No" /></td>
</tr>
<tr>
<td>Item ordered for you</td>
<td><img src="checkmark.png" alt="Yes" /> <img src="crossmark.png" alt="No" /></td>
</tr>
<tr>
<td>Item renewed</td>
<td><img src="checkmark.png" alt="Yes" /> <img src="crossmark.png" alt="No" /></td>
</tr>
<tr>
<td>Item returned, thank you</td>
<td><img src="checkmark.png" alt="Yes" /> <img src="crossmark.png" alt="No" /></td>
</tr>
<tr>
<td>On waiting list</td>
<td><img src="checkmark.png" alt="Yes" /> <img src="crossmark.png" alt="No" /></td>
</tr>
<tr>
<td>Order cancelled</td>
<td><img src="checkmark.png" alt="Yes" /> <img src="crossmark.png" alt="No" /></td>
</tr>
<tr>
<td>Order confirmed</td>
<td><img src="checkmark.png" alt="Yes" /> <img src="crossmark.png" alt="No" /></td>
</tr>
<tr>
<td>Order confirmed - Our experts will review shortly</td>
<td><img src="checkmark.png" alt="Yes" /> <img src="crossmark.png" alt="No" /></td>
</tr>
<tr>
<td>Order in process</td>
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<tr>
<td>Order not available for cancellation</td>
<td><img src="checkmark.png" alt="Yes" /> <img src="crossmark.png" alt="No" /></td>
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<tr>
<td>Possible matches emailed</td>
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<tr>
<td>Problem reported</td>
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Future journeys

ACME Library System

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

Article Title: How to fall elegantly
Author: Wyle Coyote

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

Yes
No

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

Link to other library systems & search engines

Authentication of end users by “electronic signature”

Electronic signature
From Wikipedia, the free encyclopedia

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

Manage Digital Rights Management without need for “plug-in”
Application Programming Interface
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
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 choice

Higher quality, quicker

1 interface

Unique physical material

Hybrid sourcing

Customer

BLDSS

Publisher

Physical

BL physical collection

Just in time non-subscribed e-material

Digitised

Subscribed e-material

19
More e-sourced material

- From digital: 40% (2011) vs 9% (2015)
- From paper: 78% (2011) vs 40% (2015)
- From backups: 20% (2015)
- Failed: 12% (2011)

Costs:
- £6.91
- £2.90
- £4.00

These cost £6.91
These cost £2.90
These cost £4.00
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?