
RMIT University Library D2D experience. Using CAVALborrow

Share it - Resource Sharing Futures, Canberra - 2018

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What is CAVAlborrow?

- **D2D (Discovery to Delivery) resource sharing tool.**
- **Initially configured and administered by CAVAl in collaboration with Relais International. Now OCLC with some continued support from CAVAl.**
- **Working across UNSW, RMIT and CAVAl Carm 1 collections** - *We hope that this pool extends in the next few months.*
- **Similar to the Bonus+ scheme...***with a few added features.*
- **Interoperability** - *Can work with any library system.*
- **Real time Z39.50 searching of library holdings and availability, as well as patron eligibility via NCIP.**
- **Can work with or without NCIP** – *NCIP makes a big difference! Through NCIP many processes are automated and circulation is simplified.*

Questions considered....

What problem/issue were you trying to solve?

- **Users wanting to receive not retrieve** - *Face to face reciprocal borrowing scheme less used. Doc Del was increasing.*
- **Reducing load on our Doc Del service.**
- **A more seamless user experience** - *DDS process a bit clunky.*
- **Student satisfaction** - *broadening collection options for our patron, making access simple.*
- **Bonus envy!** - *Was not an option for us.*
- **Library renovations** - *collections would be reduced and harder to access.*
- **Notions of collections of excellence / shared collection development** - *supported by a functional / interoperable D2D system.*

Why did you choose this solution?

- **Bonus was not an option** – *Alma Library.*
- **We have a stake in CAVAL** - *wanted to support the D2D trial.*
- **We invested in the trial process and were keen to “keep it going”** – *confident in the idea and excited by the possibilities.*
- **Interoperability** – *can work with any library system.*
- **Scalable** – *could be taken up by any library. Fantasies about big networks.*
- **Real time Z39.50 searching of library holdings and availability, combined with patron eligibility via NCIP.** *NCIP really helps with circulation processes for both users and the Library.*
- **Lower staff mediation in workflow processes** - *compared to Doc Del.*
- **Working well overseas...why not here?**

Questions considered....

Were there unexpected outcomes? (positive or negative)

- **Skills and knowledge development for our staff:**
 - NCIP functionality in Alma
 - Alma Resource sharing tool / Tiles in primo - *using functionality in ALMA and Primo that had been sitting dormant*
 - *New role for client services staff*
- **Initially successful** – *users and staff had success with the tool.*
- **Hamstrung by the uptake from other libraries** - *hard to really test and see the benefits. Critical mass not there.*
- **System integrations have proved difficult and continue to be difficult** – *Using both Alma Resource sharing to support ILL and D2D is causing problems.*
- **System upgrades (Alma & Primo) have impacted on the service-** *placement of the tile.*
- **Member libraries diminished and the critical mass has just not been there to put the tool to the test.**
- **Complexities in local processes** - *Lending processes complicated by RFID and self lending*

What have been the results and benefits to the library and clients?

- **It was a good news story** - *huge collection concept. Helped ease concerns about collections being weeded and placed in storage*
- **Allowed us to promote the fact that “We” are connected and sharing organisations.**
- **Limited usage especially in the last 6 – 12 months** – *tile placement, critical mass, DDS move to alma resource sharing.*
- **Skills / Systems knowledge growth.**
- **E-preferred acquisitions could be supplemented by D2D** – *contentious.*
- **CAVAL’s CARM 1 shared collection more accessible.**