



Major Texas University

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InterLibrary Loan, Simplified

One of the benefits of a major university is a world class library. With collections built over decades, this is where researchers turn when they are looking for special materials they can’t find anywhere else. Most institutions use OCLC’s ILLiad resource sharing software to manage and fulfill these frequent interlibrary loan requests. When Scannx announced a partnership with OCLC to simplify the ILL fulfillment process, one innovative librarian decided to take a closer look.

An interlibrary services specialist at one of the nation’s largest universities, she explained that finding, scanning, and sending materials is time consuming, especially for a large university with numerous branch libraries. Her office is located in the university’s main library, where about 80 percent of the materials requested through interlibrary loan are shelved. “We scan all of those within our own office,” where the staff “are more sophisticated in their training,” she said. The branch libraries, however, were a different story. They had no scanners, and the staff didn’t have ILL experience. “The ILLiad software is quite complex and requires special training,” she said. “So, we would actually go to the branch, make paper copies, and bring them back here to scan. It was a lot of work and very time consuming.”

Although she was specifically interested in the compatibility between Scannx, ILLiad, and Odyssey, the school was also preparing to launch a new document delivery program for sharing materials within the university. When Scannx came to campus to demonstrate its advanced connector to OCLC through the intuitive touchscreen



CASE STUDY

of the Book ScanCenter, she realized she'd found one tool for both interlibrary loan and on-campus document delivery.

"I got a brainstorm," she said. Her idea was to install four Scannx book-edge flatbed scanners connected to PCs in the interlibrary loan office, where they are set up directly with ILLiad and use Odyssey for scanning. She then deployed nine of the touchscreen Scannx Book ScanCenters at satellite libraries, to be used exclusively by branch staff to scan requested materials.

Scannx is Simple, Customizable, and Insightful

While the Book ScanCenter is already simple to use, this librarian wanted to take it a step further. Since the kiosks would be used only by staff to fulfill requests, she disabled the scan-to-fax, scan-to-email, scan-to-print, and scan-to-smartphone features. The start screen now has only three buttons: one for InterLibrary Loan, one for on-campus document delivery, and one for requests that cannot be filled.

"We wanted to remove as much noise as possible, and streamline the process," she said. "The people doing the scanning are not interlibrary loan people, so they're not familiar with our terminology and our workflow. We wanted a simple way they could scan for us with a minimum of training, and the least amount of human error."

The Scannx Book ScanCenters were deployed and everyone is happy with the way the system works. The touchscreens are so easy to use that even student workers can fill a request at one of the branches. Once they pull the material from the shelf, they simply choose ILL or on-campus document delivery and scan the printed ILLiad Request form on the Book ScanCenter, which contains a barcode, request number and citation. The system automatically names it and assigns the ILLiad transaction number. Following the step-by-step instructions on the screen, they scan the pages or chapter, using the scanner's book edge to reduce gutter shadow and stress on the book spine.



CASE STUDY

“When they are done scanning books for us, they just hit send, and it shows up on our server,” she said. “We use the Scannx option Scan-to-Network as the destination. We use our ILLiad established electronic delivery folders for Lending and Document Delivery as the network file destination. We can search for it by number and make sure it’s OK. Then we use Odyssey Helper, an ILLiad component, to update and deliver the request.”

Best of all, the fully customizable interface of the Book ScanCenter made set-up a snap. “The settings are very simple, and you can do a lot of custom configurations yourself,” she said. “We didn’t need any big IT guys.” In addition, with Scannalytics™, she can quickly see how the system is working. “You can log on and see all your machines, so it’s great for tracking usage at different branches,” she said. “It gives you nice charts and I can export a really quick report on an individual machine or the whole system. I like that aspect of it. Librarians love statistics.”

Document Sharing that Saves Time and Trees

The Book ScanCenter saves both time and paper. “It was just so time consuming to go over there, pull all the books, photocopy them, bring them back, and scan them again. And there’s less paper involved, which we like. It’s also more efficient to have branch library staff scan the items for us, which allows our own staff to concentrate on scanning from our main branch.” In one quarter alone, the university scanned 937 articles or chapters from branch libraries – a total of 9,719 pages scanned. That’s a savings of nearly 10,000 sheets of paper over the previous system.