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Cooperative Storage Library Switzerland (CSLS)

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2019

Dostupný z <http://www.nusl.cz/ntk/nusl-403512>

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Datum stažení: 26.04.2024

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Cooperative Storage Library Switzerland (CSLS): Sharing of content and resources - providing quick and modern services

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Abstract:

In the Speicherbibliothek/CSLS libraries of ZHB Luzern, UB Basel, ZB Zuerich, UZH Zuerich and St. Gallen University Library store parts of their holdings. Storage room is tight and expensive in the cities and holdings are growing faster than sorting out of duplicates is being made.

A centralized storage unit in a rural area with good traffic connection seemed a logical solution. In 2016 the Speicherbibliothek came into gear. It is built and equipped like a modern high density fully automated storage unit. (https://de.wikipedia.org/wiki/Kooperative_Speicherbibliothek_Schweiz)

With regard to monographs and anthologies, ownership of the stored items is retained by the giving library and still appear in their catalogue system. These items are the so called individual stock of the partners and can be borrowed. With regard to journals things are different. Most of them are now part of the so called collective stock. The goal is a complete series of a stocked journal title. When a user requests a copy from a journal, the pages will be copied and sent via a workflow system either to the reader or a library. The journal volume itself will not leave the storage unit anymore.

The partners of Speicherbibliothek use the same workflow system (MyBib eDoc®) to manage and monitor their lending processes. In the background this system routes the incoming lending or copy requests from the library patrons to CSLS and manages the automated delivery of scanned pages.

In addition to the above, the presentation will include the following :

- *Restrictions of copyright*
- *Conservational issues*

- *Deduplication (virtual and physical)*
- *Visibility of stored items in the catalogue and for the user/impact on requests*
- *Financial aspects vs. librarian wishes*

Keywords: Storage Library, Resource Sharing, Document Delivery, Copyright, Workflow Management System.

Introduction

The Cooperative Storage Library Switzerland (CSLS) started working in January 2016 after a building process of approximately two years.¹ It is situated in Büron near Lucerne and stores the print collections of five University and Cantonal Libraries in the German speaking part of Switzerland. The partners decided to collaborate after intense calculations of financial and land resources needed to build different types of storage buildings made by the cantonal government of Lucerne.

Sharing of a High-Bay storage

An automated high-bay storage area with a capacity of approximately three million items resulted in being the most cost-effective model. Three partners – the University of Basel, the Canton of Lucerne and the Foundation of the Central Library of Zurich - founded a PLC to finance the building which rents it to a cooperative of the six libraries that currently archive their collections in the CSLS. Land reserves allow for building three additional storage modules, resulting in maximum capacity of 14 Million items, in the future. Since a significant part of the scientific journals are duplicates in two or more libraries, there is a substantial potential for savings of storage space and costs. In order to realize these savings, the partners agreed to deduplicate these holdings and keep one complete run of each journal. This copy must never leave the CSLS.

2

The Deduplication of the collective collection

All partners use Aleph 500 as their library management system, but each has a separate database that is not connected to the others. This will change in 2021 with the switch to ALMA² and when for the first time a nationwide union catalog of Swiss University libraries will be realized. Since all partners were in urgent need of storage space, there was no possibility of waiting for this date, so they decided to merge their journals metadata and holdings in a separate database called bIS (begleitendes Informationssystem in German). After an automatic and intellectual deduplication process the winning record had to be controlled on site for its completeness and its conservational status. Only after this time consuming process and the actual archiving in the CSLS could the duplicate holdings be discarded, which resulted in an average saving of 30% of space. The agreement to fund this collective collection doesn't affect the actual e-only strategies of the partners, because none

¹ A brief outline of the building process can be found in Tschirren, Niederer 2018
<https://www.degruyter.com/view/books/9783110553796/9783110553796-019/9783110553796-019.xml>

² In the course of the project SLSP (Swiss Library Service Platform) all libraries of the participating member institutions will switch to ALMA. For more see: <https://slsp.ch/en>.

could guarantee to keep printed journals in the future. The CSLS is not a substitute for the cooperative print archiving initiative being planned in Switzerland over the last several years, but it still could be the nucleus of a future Swiss journal archive. Apart from this collective collection of journals which belongs to the cooperative, all partners are free to archive journals and monographs in their individual collection. These items can be loaned by users and libraries and the partners are free to withdraw them if necessary. A withdrawal of journals from the collective collection is not desirable.

Behind the scenes - legal matters

Background: Between 2012 and 2014, the Swiss Federal Institute of Technology in Zurich (ETH Zürich) and Elsevier, with the support of Wiley and Thieme, fought over document delivery and its rightfulness within Swiss copyright rules. The publishing houses questioned the lawfulness of ETH's document delivery service. With jurisdiction of 28th of November 2014 the federal court of Switzerland in Lausanne declared the document delivery service legal.³ Without this ruling in favor of this core service of libraries there would have been no further discussion regarding a workflow system for the CSLS. To make it clear: if the court had ruled in favor of the publishing houses this would have been the end of any document delivery service in Switzerland. But with the libraries document delivery service strengthened by the ruling the planning for the architecture of the workflow system could proceed.

Shared resources and copyright

Digital or paper copies can be ordered from the complete collection, according to Swiss copyright law, libraries are allowed to send copies of journal articles in every form (including scans) to individuals or libraries within Switzerland for scientific or private use. Once successfully delivered, these files must be discarded. Libraries are not allowed to build up electronic archives of material protected by copyright. All partners use MyBib eDoc® as their Document delivery management system, but in different databases. These databases are connected to each other so copy requests can be routed to the library in possession of the ordered item.

3

Lean administration

The CSLS team consists of only 8 employees, including a CEO, his assistant, an accountant, a facility manager, three logisticians and a librarian. Most workflows are triggered by the Warehouse management system or the document delivery system and run semi-automatically. Human interaction is needed to commission the ordered items from their storage containers and ship them to their destination or scan a copy. Economies of scale can already be counted: as the number of items stored is rising significantly due to new partners joining the cooperative, the storage costs per item are sinking rapidly. The Central and University Library of Lucerne for example will next year pay about 20% less than calculated, which allows them to order new services at the CSLS, e.g. the handling of 50,000 orders of items for mass digitization with Google Books.

³ https://www.bger.ch/files/live/sites/bger/files/pdf/de/4A_295_2014_2014_12_18_T_d_09_46_33.pdf
and <http://www.servat.unibe.ch/dfr/bge/c3140616.html>

Document Delivery and its workflow system

The workflow management system, MyBib eDoc has a 15 year old history. It is a development of the company ImageWare Components GmbH from Bonn in Germany. In its origin it was merely designed to manage the workflows of the - at that time brand new - library service of sending copies via ILL in an electronic and digital way. The system is web based and works on a LAMP basis. A library can run its own system or it can rent the system which in that case is run by the company or hosted by a library service network. Over the years the scope has extended from document delivery to workflows like catalogue enrichment, mass digitization⁴, specific delivery services like *subito*⁵, returnable ILL and OCLC's World Cat Resource Sharing⁶.

The latest improvements are: automatic extraction of pages from e-books or e-journals; streaming based solution MyBib eL® for providing digital copies cross border according to the very strict copyright rules such as in Germany, Switzerland or France; implementation of routines for anonymization (according to GDPR⁷).

The purpose of using MyBib eDoc is to steer, monitor and track a workflow from the very beginning to the end. So various library specific workflows could be run with one management system and one user interface only. The status of digital or physical fulfillment from receipt of the order to the point of shipping a book/a stack of copies or sending an e-mail with a link, whether to the requesting library or the end-user/patron, can be seen at any time. The system communicates via standard protocols or via APIs with the library systems and catalogues. It works with many automated background procedures, so that the only physical working steps left are picking a volume from a shelf and process a digitization job. More than 30 libraries rely on MyBib eDoc, among them the biggest – measured in collection size – and the most active agents in ILL in Germany and Switzerland. Among them are the Bavarian State Library, Staatsbibliothek zu Berlin Stiftung Preussischer Kulturbesitz (SBB-PK), Staats- und Universitätsbibliothek Hamburg Carl von Ossietzky (SUB Hamburg), ZBW - Leibniz-Informationszentrum Wirtschaft Hamburg/Kiel (ZBW Leibniz Information Centre for Economics), Zurich Central Library (ZB Zürich) and Basel University Library (UB Basel) and of course ZHB Luzern.

4

Requirements for the workflow system

In the German-speaking part of Switzerland, to which the CSLS partner institutions belong, there is a high service level for patrons. ILL whether with returnable books or document delivery is still seen as a major task of a library. Patrons are entitled to expect a quick and modern service.

In 2014 when the plans for the CSLS took form, questions arose about how the high service level in ILL for the patrons could be maintained even with a substantial number of journals and monographs out of physical reach of patrons. As CSLS partner libraries relied on MyBib

4 <https://www.b-i-t-online.de/archiv/2008-03/nach1.htm>

5 <https://www.subito-doc.de/?lang=en>

6 <https://www.oclc.org/en/member-stories/zb-zurich.html>

7 <https://gdpr.eu/>

eDoc for the management of their document delivery (and some of their catalogue enrichment) for many years, the decision was made that MyBib eDoc should serve as a workflow system within the document delivery around the CSLS in Bueron. Additional critical conditions had to be met: connection to the internal storage software, communication with the 3 Aleph systems of the participating libraries, automated routing of orders between the Aleph systems, patrons should receive their delivery from the library they are attached to even though the fulfillment/scanning itself was done in the CSLS; system should be scalable if other partners decide to join the CSLS and additional services are offered .

From project to production

After several workshops in 2014 and 2015 for the planning of the workflow system, decisions for the future CSLS production were made: each CSLS partner would proceed with its own MyBib eDoc local entity; collections in CSLS would be treated as a branch of each library; to facilitate the scanning process, a scan client with direct linkage to the workflow system was selected. Months of vigorous scripting and testing followed, collection items were moved to CSLS and in the first quarter of 2016 the first document deliveries were fulfilled.

Librarian Wishes vs. Financial Aspects

With the journals out of sight in the CSLS – what would patrons do and would they still use the journals? Subject librarians came forward with the idea of retrodigitizing the journals tables of content, indexing the articles and building up a database for it. It was discussed and projected in several working meetings but the cost calculation impeded the realization.

Visibility in the catalogue of the stored items – impact on users

For the patrons the visibility of the items now stored in the CSLS remained the same. The search entry remains the OPAC of their home library or can be extended to the SwissBib Catalogue which is a kind of supra-catalogue for the German speaking part of Switzerland. In the OPACs the items stored in the CSLS are indicated with CSLS location and the loan or copy request possibilities.

Statistics of loans and copy requests show a constant increase in loans and DocDel requests with the well-known regular peaks during the academic semester.

Future developments

New partners for the CSLS are very welcome in the coming years. This would make the building of new storage modules possible and therefore lower the average storage costs per item even more.

Testing in the upcoming month or the first half of 2020 will show if the ILL tool of ALMA meets the demands of the CSLS partners. MyBib eDoc will then communicate with the ALMA zone instead of the several Aleph systems.