

SEND – ILL Service Online

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About Rudjer Boskovic Institute (RBI)

- founded in 1950
- largest Croatian research institute
- physics, chemistry, oceanography, biology, biomedicine, computer sciences, electronic/engineering
- > 500 members of academic staff
- 12 divisions, 2 centres, Library
- 2 locations: Zagreb and Rovinj
- funded by the Ministry of Science, Education and Sports
- <http://www.irb.hr>

About RBI Library

- Largest scientific library in Croatia
- Locations: Zagreb and Rovinj
- 12 staff members
- Holdings:
 - 33 000 books, 800 M.A. and Ph.D. Thesis
 - 1200 titles of printed journals (373 currently subscribed), access to more than 8000 e-journals
 - access to 14 online databases
 - CD-ROM collection
- Projects: CROSBI, EJOL, Who is Who in Croatian Science...
- <http://library.irb.hr>

ILL Service

- Well established ILL service with 120 Croatian and 4 foreign libraries + Subito
- Constant problems with financing → increasing importance of ILL service for RBI staff, as well as for other libraries
- Average number of ILL requests:
 - Made by RBI Library – 700 per year
 - Made by other libraries – 600 per year



Our ILL before SEND

- Requests accepted and sent by phone, mail, e-mail, fax, filling paper forms
- Different forms of requests, often missing data
- Manual statistics
- Complicated process of payment for our users (separate bills for every order, complicated bureaucratic procedure)
- Difficulties with keeping the accurate and detailed track about the orders

SEND (<http://send.irb.hr>)

- End of 2002. – launching of a new ILL system:
Electronic Document Acquiring System (SEND)
- Technical details:
 - Server: SUN Enterprise 250, Sun Solaris 7 operating system
 - Database: Informix
 - Programming language: PHP
- Not dependent on the operation system
- User must have a web browser which supports cookie
- Accessible also from outside RBI
- Interfaces:
 - For users (at first only for RBI users, later added for libraries)
 - For administrators



How it works

- Username and password needed for entering the system
- Users fill a web form with request's details
- Administrator reviews requests, makes the order choosing a library from existing database
- When requested item arrives, administrator processes the order
- User gets standardized e-mail with details about taking over the item and about its price

SEND – User's Interface (1)



Knjižnica Instituta Ruđer Bošković
Sustav Elektroničke Narudžbe Dokumenta

Korisnik s IRB-a:	Knjižnica:
<p>korisničko ime: <input type="text"/></p> <p>lozinka: <input type="text"/></p> <p><input type="button" value="prijava se"/></p> <ul style="list-style-type: none">• Uvjeti korištenja• Registracija novog korisnika• Zaboravili ste lozinku?	<p>korisničko ime: <input type="text"/></p> <p>lozinka: <input type="text"/></p> <p><input type="button" value="prijava se"/></p> <p>Registracija nove knjižnice</p>

SEND – User's Interface (2)

(for users from RBI – order form)



Knjižnica Instituta Ruđer Bošković
Sustav Elektroničke Narudžbe Dokumentata

[završi s radom]

Nova narudžba:

podaci o korisniku: **Mayer, Marina**
korisničko ime: **mmayer**

Želim naručiti (na teret obračunske jedinice:) *

- 1) fotokopije iz časopisa
- 2) fotokopije iz knjige
- 3) original časopisa
- 4) original knjige

>>

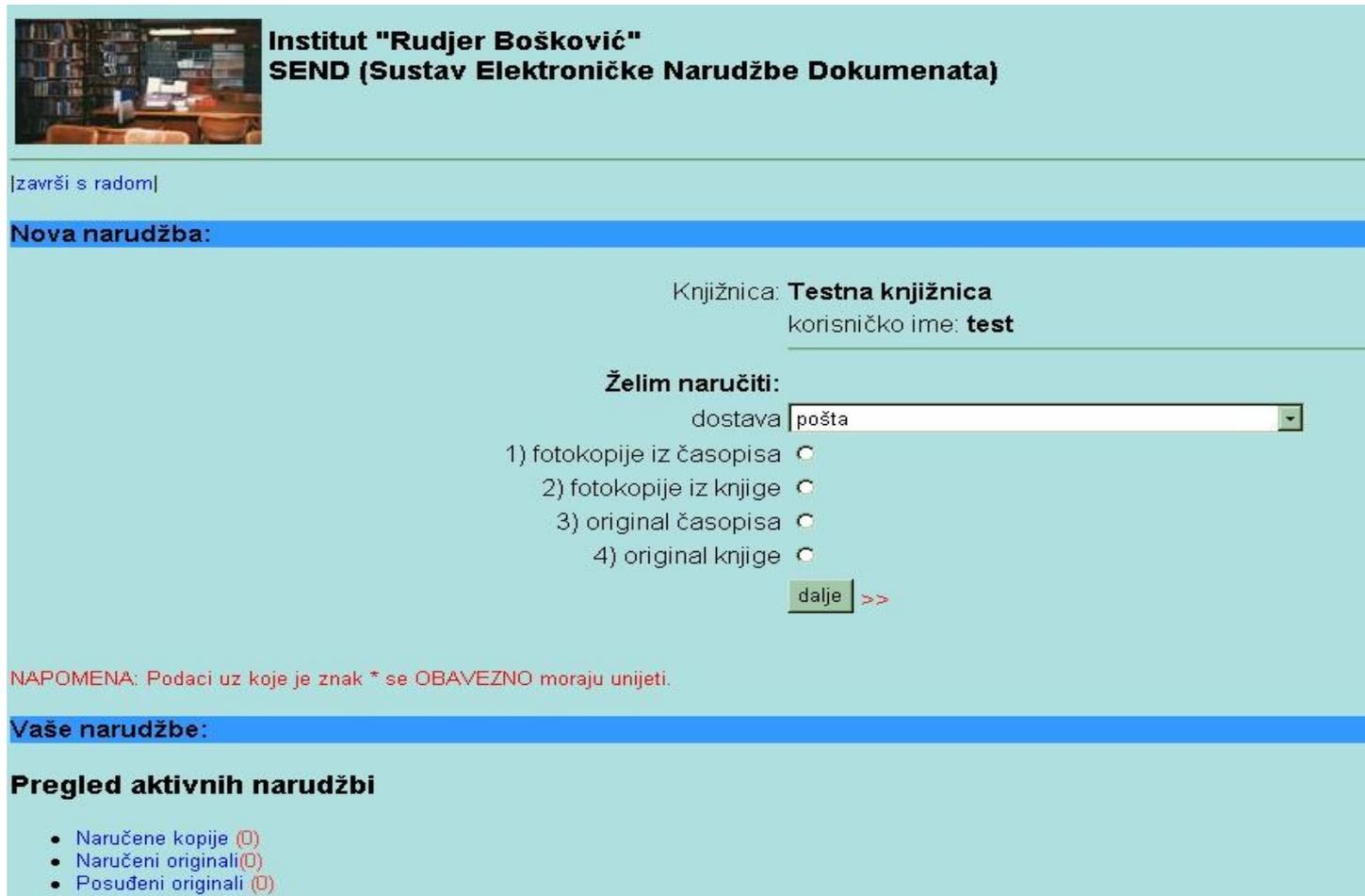
NAPOMENA: Podaci uz koje je znak * se **OBAVEZNO** moraju unijeti.

Status:

Br.nar.	Dat. slanja nar.	Naslov:	status:
1833	26.04.05	acta adriatica	riješeno (pozitivno)
1750	17.03.05	glasnik drustva bibliotekara split	riješeno (pozitivno)

SEND – User's Interface (3)

(for other libraries – order form)



Institut "Rudjer Bošković"
SEND (Sustav Elektroničke Narudžbe Dokumentata)

[završi s radom]

Nova narudžba:

Knjižnica: **Testna knjižnica**
korisničko ime: **test**

Želim naručiti:

dostava

1) fotokopije iz časopisa
2) fotokopije iz knjige
3) original časopisa
4) original knjige

>>

NAPOMENA: Podaci uz koje je znak * se OBAVEZNO moraju unijeti.

Vaše narudžbe:

Pregled aktivnih narudžbi

- [Naručene kopije](#) (0)
- [Naručeni originali](#) (0)
- [Posuđeni originali](#) (0)

SEND – Administrating Interface (1)



Institut "Ruđer Bošković"
SEND (Sustav Elektroničke Narudžbe Dokumentata) -
administracija -

Prijava administratora na sustav:

login: *

password: *

želim administrirati: ▼

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DB dizajn i programska podrška: Mario Pranjić

SEND – Administrating Interface (2)

(for orders from RBI)



Institut "Ruđer Bošković"
SEND (Sustav Elektroničke Narudžbe Dokumenta) - administracija -

[\[završi s radom\]](#)

Prijavljeni ste na sustav kao: **Mayer, Marina**, login: **mmayer**

Narudžbe:

- [pregled novih narudžbi \(2\)](#)
- [pregled aktivnih narudžbi \(17\)](#)
- [pregled riješenih narudžbi \(2040\)](#)
- [Mjesečni obračuni](#)
- [-- Potraga / ispravak podataka --](#)
- [-- Statistika --](#)

Korisnici:

- [registrirani korisnici sustava \(241\)](#)

Obračunske jedinice:

- [registrirane obračunske jedinice u sustavu \(177\)](#)

Knjižnice:

- [registrirane knjižnice sustava \(67\)](#)

Administratori:

SEND – Administrating Interface (3)

(order form from RBI user)



Institut "Ruđer Bošković"
SEND (Sustav Elektroničke Narudžbe Dokumenta) -
administracija -

[\[završi s radom\]](#)
[glavni izbornik \(narudžbe\)](#) >> [nove](#) | [aktivne narudžbe](#) >> [detalji o narudžbi](#)

Narudžbe: Nova narudžba br. 2167

Opći podaci:

Br.nar.	Obrač.jed.	Datum prijema nar.	Narudžba primljena s adrese
2167	08MP050	16.09.05, 12:24:03	161.53.129.154 (catbio5.irb.hr)

Podaci o korisniku:

Ime korisnika	Prezime korisnika	Korisnički login
Dragan	Šepac	dsepac

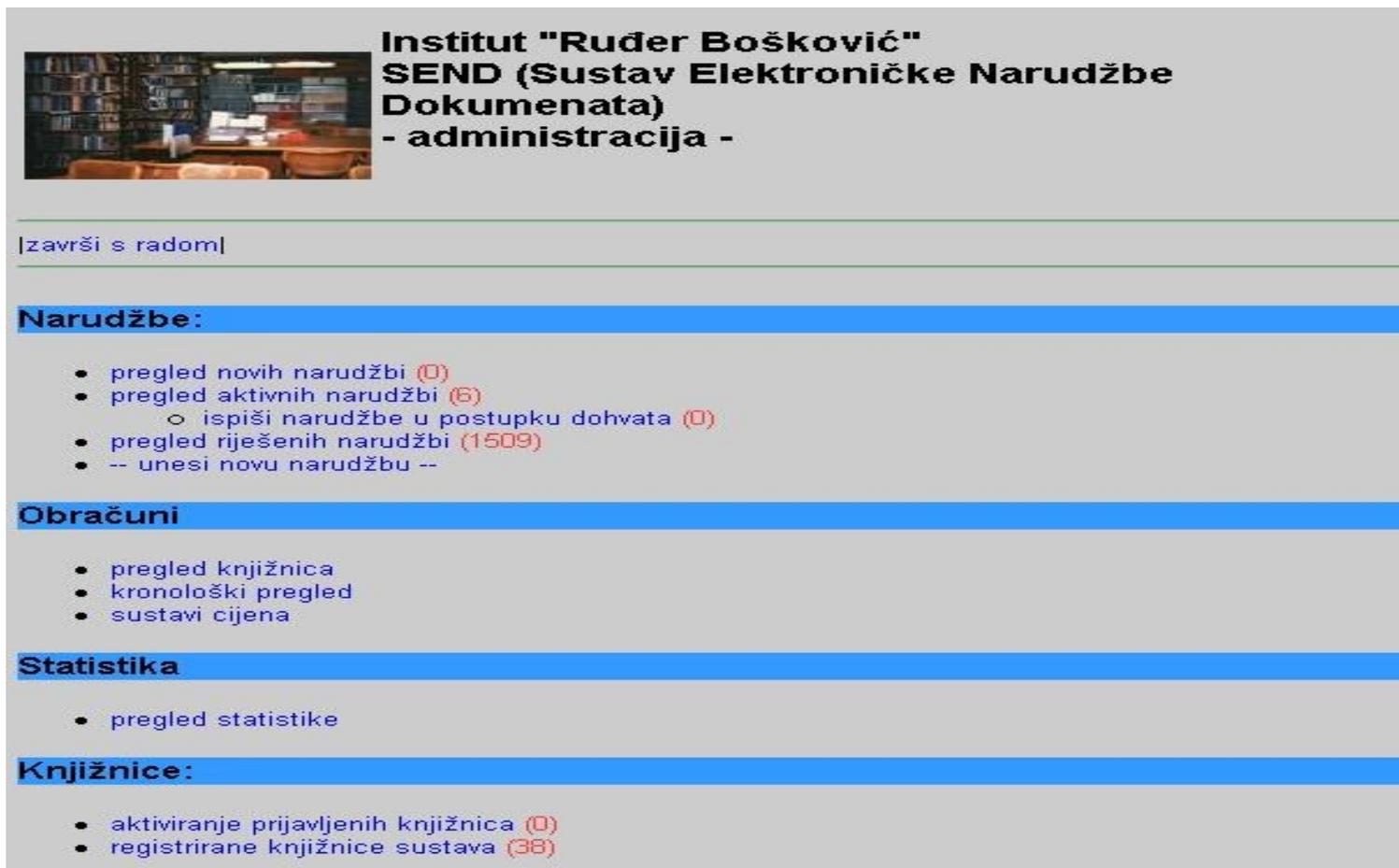
Bibliografski podaci (fotokopije iz časopisa):

Naslov	Autori	Naslov članka	Godina	Svezak	Broj	Stranice	ISSN
chemische berichte	w. flaig		1942	?		1098-do kraja clanka	

Napomena:
[izmijeni podatke](#)

[pošalji novi zahtjev](#) | [poništi zahtjev](#) | [negativno riješi zahtjev](#)

SEND – Administrating Interface (4) (for orders from other libraries)



Institut "Ruđer Bošković"
SEND (Sustav Elektroničke Narudžbe Dokumentata)
- administracija -

[|završi s radom|](#)

Narudžbe:

- [pregled novih narudžbi \(0\)](#)
- [pregled aktivnih narudžbi \(6\)](#)
 - [ispiši narudžbe u postupku dohvata \(0\)](#)
- [pregled riješenih narudžbi \(1509\)](#)
- [-- unesi novu narudžbu --](#)

Obračuni

- [pregled knjižnica](#)
- [kronološki pregled](#)
- [sustavi cijena](#)

Statistika

- [pregled statistike](#)

Knjižnice:

- [aktiviranje prijavljenih knjižnica \(0\)](#)
- [registrirane knjižnice sustava \(38\)](#)

SEND – Administrating Interface (5)

(order form from other library)



Institut "Ruder Bošković"
SEND (Sustav Elektroničke Narudžbe Dokumenta)
- administracija -

[\[završi s radom\]](#)
[glavni izbornik \(narudžbe\)](#) >> [nove narudžbe](#) >> [obrada nove narudžbe](#)

Narudžbe: obrada narudžbe 1671:

Knjižnica: Testna knjižnica (TEST)

Traženo je: fotokopije iz časopisa

Narudžba je primljena: 16.09.05
Dokument je naručen: putem web obrasca
Dostava: pošta | ... [izmijeni način dostave...](#) |

Bibliografski podaci:

Naslov	Autori	Naslov članka	Godina	Svezak	Broj	Stranice	ISSN
acta adriatica	ivic, ivo	tidal changes in adriatic	2000	2	3	345-355	

[izmijeni podatke](#)

[pretraži kataloge knjižnice](#)
[pretraži elektroničke izvore](#)

Odaberi postupak

-- izaberite postupak --

OK

Advantages for users

- Placing orders from any place, any time, *via* Internet
- Simple way of filling a web form (less chance for making a mistake with bibliographic details)
- Possibility of choosing some data from a database (i.e. journal title)
- Possibility of checking the status of every order
- Getting e-mails about order processing
- Items are delivered by local post or e-mail directly to the user
- For RBI users - no dealing with financial side of ordering (bills etc.)



Advantages for librarians

- Requests are all stored in one database, in unique form
- sending orders by using library database which is a part of SEND
- Possibility of sending users standardized e-mail messages about order processing
- Automatically generated periodical costs accounting
- Automatically generated statistics
- Speeds up the entire ILL process



Results and Plans

- Since the end of 2002:
 - over 2000 requests made by RBI users and over 1500 requests from other libraries were processed
 - SEND completely replaced all other ways of getting/processing orders
 - 241 registered RBI users; 38 registered libraries

- We're planning to:
 - work more on educating our users about SEND
 - improve the web interface
 - migrate to PostgreSQL database



Thank you for listening!