

Session 1: Projects

Moderator: David Baca

SEND 2.0 – A New Version of an Interlibrary Loan Management System

Sofija Konjevic

Rudjer Boskovic Institute
Croatia

Abstract

Rudjer Boskovic Institute (RBI) Library launched its first application for interlibrary loan, called SEND, in 2002. SEND is an acronym in Croatian for “System for electronic document delivery” and it was intended to allow Rudjer Boskovic Institute employees to place orders for items not available at RBI Library, as well as for use by other Croatian libraries for requesting documents from RBI Library. In order to modernize and expand the functionality of the service, the initial application was upgraded to a new version that was released in March 2014. The application, based on open source technologies, was developed by RBI Library. Unlike the previous version, SEND 2.0 is in the form of SaaS (Software as a Service) to other interested libraries (Croatian or foreign). As the Croatian academic community uses AAI@EduHr unique user identifier for accessing different databases and services, it was used for SEND authentication as well. For other libraries, separate registration is provided. SEND 2.0 enables communication between participating libraries, allowing users to send requests. It also automates handling and tracking of requests and enables easy delivery of digital documents when they are in accordance with copyright law, and the statistics module provides simple gathering and analyses of data.

Keywords: Libraries, interlibrary loan, Rudjer Boskovic Institute, Croatia.