Application report

Innovative Interlibrary Loan System
Service provider InduPrint implements major quality and time improvements in the Bavarian State Library

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Already eight years ago the Bavarian State Library (Bayerische Staatsbibliothek, BSB) in Munich transferred comprehensive responsibilities in the area of book and media scanning and other reproduction methods to the nationwide service provider Industrie Print Services GmbH (InduPrint) in Kornwestheim near Stuttgart. With this step, Germany's second largest library was able to provide a remarkable service proposition with considerably shorter waiting times while also allowing the library to profit from more original-preserving media reproduction methods. In the renewed call for tenders 2009/2010, InduPrint once more convinced the BSB with an innovative service provider concept. In a modern, professional library environment exact delivery logistics are essential, so that in addition to efficient hardware, proven and tested software solutions and process competence are decisive.

In order to master the high reproduction and copy volume of the Bavarian State Library, InduPrint, in cooperation with ImageWare Components GmbH from Bonn, developed a library-specific concept in 2002, in which InduPrint took on the capital-intensive investments and risks.

For the follow-up order 2010, InduPrint again acts in close cooperation with ImageWare Components and is able to start with improved organization, new processes and technically up-to-date hardware and software. Among these is the original-preserving Bookeye® document scanner for digital and gentle media reproduction, which – partly equipped with book holders – reproduces originals up to a size of DIN A2 and 35 centimeters thickness in excellent quality. The courage to implement this innovative concept, which has been running successfully since 2002, has paid off for the Bavarian State Library: with the application of the media friendly reproduction devices the library has already saved one million Euros on book repair costs.

Additionally, a Microfilm scanner, high resolution A3 color laser printers, a large format plotter as well as multiple conventional printers and copiers are in action. On different levels of the library, InduPrint is operating further overhead scanners with specially developed and clearly arranged control panels for the users. These devices have replaced the conventional copiers and enabled an easy duplication of the desired contents, without additional user delay. If any questions arise, an InduPrint employee is always available to provide assistance.

The financial aspect is also interesting for the user: digital technology prevents bad scans and therefore faulty and unusable prints. The payment is carried out through a chip card (12.000 active chip cards are in circulation), coin slot, or in person at checkout.

Thanks to modern user friendly personal devices as well as a high-performance system with quick processing time for complicated orders, cumbersome order processes and long delays are a thing of the past. With the newly established service for book and media scanning and reproduction, the Bavarian State Library offers its users unique services not found elsewhere. Because of this, the BSB is an example worth imitating for

other libraries as well as a living demonstration that advanced technology and tradition can absolutely co-exist and even profit from one another.

An especially innovative approach is currently realized by InduPrint in the area of interlibrary loans. The ImageWare scan client BCS-2® in use at BSB is configured with the specifics of quick scanning, distribution and publication of individual documents, books, magazines and microfilms and offers multiple post-processing functions. If a BSB user requests extracts from a specific book, a corresponding order is generated and saved in the library's Medea3 server. The InduPrint team digitalizes the book extract and deposits the pages in the desired format. The BCS-2® scan client recognizes the order details – delivery address, book edition, receipt – via barcode and carries out further processing.

The user of this electronic delivery system profits especially from great increases in quality and time. Orders can now be made over the internet, as well as from other systems. Moreover, the consumer is offered several paths of delivery: He may receive the ordered document via email, post, fax, FTP, WEB or as a print to pick up. Both ImageWare's Medea3 as well as "subito documents from libraries e.V." are used as the delivery and receiving system. With this central organization, the Bavarian State Library achieves significant cost and capital advantages.

"An extremely comprehensive workflow is running in the background here. In our opinion ImageWare is the industry leader for such a complex topic as document delivery: all systems run hand in hand and no one needs to worry about the interfaces" emphasizes Marco Schilk, who has accompanied the projects for the past years as InduPrint site manager in the Bavarian State Library and now also acts increasingly in the InduPrint sales department.

Rolf Rasche, the managing director of ImageWare, is also impressed with the efficiency of the new process designs: "I don't know any service provider that successfully operates so many paths of delivery as InduPrint does at the Bavarian State Library." Another clear advantage in the processing is that all the paths of delivery are attended to by only one service provider.

With its exceptional service offers and the significantly decreased waiting times, the Bavarian State Library is constantly becoming a more attractive provider and modern partner for an increasing number of information seekers. With its foresight, the BSB can further expand its key position among European libraries. It is becoming the innovative precursor and setting new standards in international librarianship. Marco Schilk: "Our goal is to make the Bavarian State Library one of the top three in the subito ranking. This ranking evaluates libraries within the performance network by their delivery performance." Schilk is expecting the first results after the change of the organisational structure in the Bavarian State Library in about three months.

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