

# Rethink Your Policies, Expose Your Collections and Be Willing to Lend : Home Delivery Services in Europe

## The Problem

Internet users are now finding library records and holdings when searching through Google and other search engines – and that’s exactly what we want to happen. But they might not be able to identify a nearby library that holds the item, traditional interlibrary loan might not satisfy their need of speedy delivery or visiting a library to pick up the requested material might not be a desirable option.

Libraries have usually focused on serving a very local population – students, staff and faculty members of a university etc, or another well-defined group – local citizens etc.

In a globalized society users must be defined in a broader sense but often existing library policies do not allow this.

## What could libraries do?

It’s time to rethink library policies and allow broader access to our collections. In Germany and Denmark two different models – a centralized and a de-centralized – have been adapted to facilitate home delivery of library materials to anyone. My presentation will describe how the two models work and experiences gained.

## What could OCLC do?

The WorldCat Registry should – when merged with the Policies Directory – allow libraries to enter information about direct delivery options. Home delivery could be a relevant search criteria in WorldCat.org (Show libraries that will send me this item on loan).

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