

Relais™ D2D™

Reach across your
consortium to fulfil

requests.

Relais Discovery to Delivery™ (D2D) optimises users' ability to discover library resources within your consortium and get immediate access to or request delivery of the material with little or no intervention from library staff. It also provides the tools staff need to request and track material that cannot be filled within the consortium.



Simplify sharing from discovery to delivery.

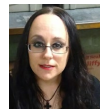
Your library can't own everything your users need, and users may struggle to find resources available to them through your consortial agreements. Then, your staff may spend hours managing the interlibrary loan (ILL) request. You need a way to share consortium resources quickly and to manage requests outside your consortium so you can connect your users with information that **makes breakthroughs possible.**

Help users find consortial resources. When users can't find what they need in your library's collection, the next best option is the collections of libraries in your consortium. With D2D, their search results include items currently available to them through the consortium. With an average consortial fill rate of 90%, you can be confident that your users will get the resources they need.

Empower users to access information. Your library's users can easily request consortial material through D2D without library staff intervention. They can also track their requests through the user portal and receive email updates so they know when the item arrives. If they've requested an e-resource, they may receive and use it without requiring anyone on your staff to touch the request.

Save time managing ILL requests. D2D helps you automate and streamline the small steps of an ILL transaction, such as checking availability, developing routing lists, and documenting the loan in your integrated library system (ILS). Through real-time availability information, load balancing, weighting, and tier groupings, D2D distributes requests across your consortium, leading to an average 92% of requests that are filled with the first library.

Coordinate consortial borrowing and lending across systems. D2D interoperates with many different ILSs, resource sharing systems, and document suppliers. Even if the libraries in your consortium rely on a wide variety of ILSs, D2D can still share information among them to lighten your workload. This allows each library's staff to make their own decisions about which ILS best suits their local requirements.



"Simplified the process..."

"The D2D catalogue simplified the process ... [which] resulted in patrons placing more requests and staff being able to process requests in a more timely manner."

Emma Beaven

Resource Sharing Supervisor, Enoch Pratt Free Library
Manager, Maryland Interlibrary Loan Organization (MILO)
Baltimore, Maryland, United States



To learn more about
D2D, visit oc.lc/D2D.

Make connections within your consortium.



Provide a seamless discovery to delivery experience. Let your users search your consortial collections alongside your own in the same interface. Their search results incorporate real-time availability and restrictions due to local lending policies. They can easily submit requests, track them, and get email updates.



Distribute work evenly. When a user places a request, D2D automatically builds the routing list based on availability and library preferences. D2D distributes load balancing requests equitably among your consortium's libraries to avoid overburdening any one library. In addition, D2D can use tiers to build the routing lists to ensure a logical order, for example, based on geographic location.



Save time through interoperability. D2D interoperates with your local ILS and checks real-time availability before sending your library a request. As a lending library, you simply grab the pick slip and find the item on your shelf. Once your staff updates the request in D2D, your circulation transactions update automatically in your ILS to keep your availability information up to date.



Connect outside your consortium. If none of your consortium's libraries have the resource your user needs, D2D can automatically send requests to other lending libraries. Track and manage those requests with D2D, keeping all your ILL work in one place.



Share e-resources without staff intervention. Set up D2D to automatically deliver e-resources to the requestor through Post to Web or an email attachment. When you lend e-resources to other libraries, D2D also supports Odyssey.

D2D interoperates seamlessly with:

Library systems

- Evergreen*
- Ex Libris Aleph
- Ex Libris Alma
- Ex Libris Voyager
- Innovative Millennium
- Innovative Sierra
- Koha*
- Kuali OLE
- SirsiDynix Symphony
- SirsiDynix Unicorn
- SirsiDynix Horizon
- TLC
- WorldShare® Management Services*

Resource sharing systems and document suppliers

- ILLiad
- Infotrieve
- Libraries Australia
- RapidILL
- Tipasa®
- WorldShare Interlibrary Loan

*Partial interoperability

Optimise access to consortial resources, help your users quickly identify and get the resources they need, and minimise staff effort.

Simplify your work with smart automation.

D2D offers unique requestability logic, which automatically checks real-time availability for items as well as the lending policies configured for each consortial library before sending requests. Once a request is submitted, D2D load balances the requestor string to avoid overloading libraries. This automation allows library staff to quickly and easily pull requested items from the stacks and send them to the borrowing library.

“How easy it is for processing...”

“The great thing about D2D is not just the system and operability. It’s about how easy it is for processing on the library side.”

Cathy Wilt

Executive Director, PALCI
Pennsylvania, United States

As one of the first consortia to explore technology-based solutions to resource sharing, the Pennsylvania Academic Library Consortium, Inc. (PALCI) relies on D2D, branded locally as E-ZBorrow. According to Cathy, E-ZBorrow provides cost savings on two levels. First, the libraries don’t have to buy everything their users need but can still provide access to a wide variety of items, including unique material. Second, the libraries save a lot of time and effort thanks to D2D’s machine-to-machine communication. The first interaction library staff or student assistants usually have with a request is to take the pick slip into the stacks. Cathy said, “That is remarkable in terms of ILL activity.”

Read other members’ experiences at oclc.org/stories.

Visit oclc.org/D2D to learn more.

Learn more about how D2D can support your consortial borrowing and lending agreements and help you manage ILL tasks outside your consortium, contact us, and more.

Because what is known must be shared.®

