2025年11月10日 星期一

ConCERT年會 - 2025年電子資訊資源與學術聯盟國際研討會

WorldShare® Interlibrary Loan

資源共享的新時代: AI驅動的全球圖書館資源智慧媒合與調度

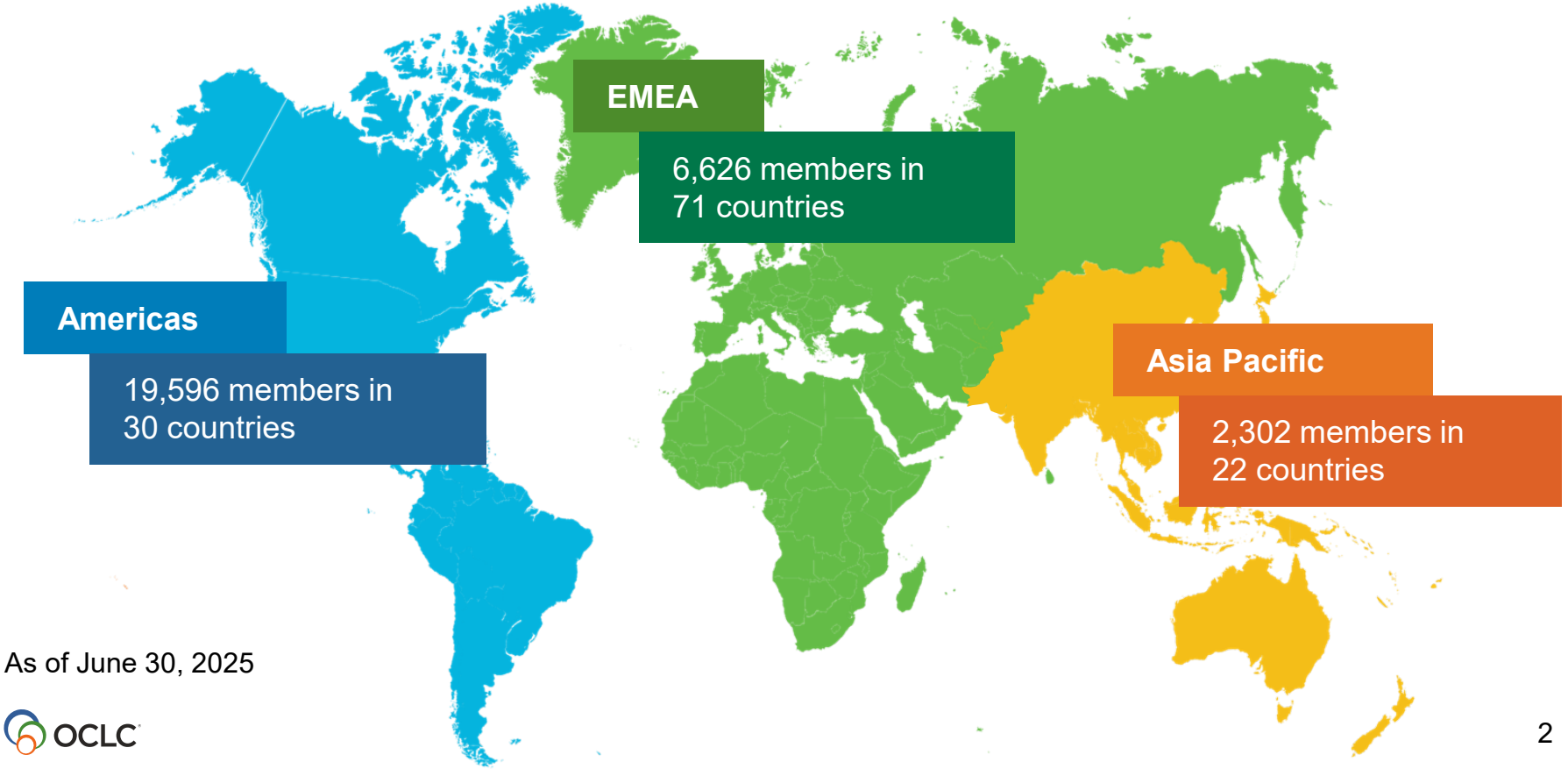
The New Era of Resource Sharing: AI-Powered Smart Fulfillment Approach for Global Interlibrary Loan and Document Delivery of Library Resources

黃宇誠 (Yu-Chen Huang)

Senior User Services Specialist

OCLC Asia Pacific

OCLC – a global network of libraries



As of June 30, 2025

OCLC

OCLC
A member-driven community
By joining together,
member libraries benefit
from reduced effort and cost
and increased access to information
OCLC

What we do

shared
global
data
library
management
discovery
and reference
e-resource
management
cataloging
and metadata
digital
collections
analysis
and
insights
engaging
experiences
resource
sharing

Challenges that libraries face

The new era – why resource sharing matters more than ever

- Supporting academic research and student success
- Serving diverse and specialized needs with access to global resources, including hard-to-find or rare items
- Being a member of a vibrant global resource sharing network ---> making your library's collections more visible

Optimizing delivery using the world's largest resource sharing network

Photo by Nastya Dulhiier on Unsplash

OCLC

WorldCat®

AS THE FOUNDATION

OCLC

Smart fulfillment approach

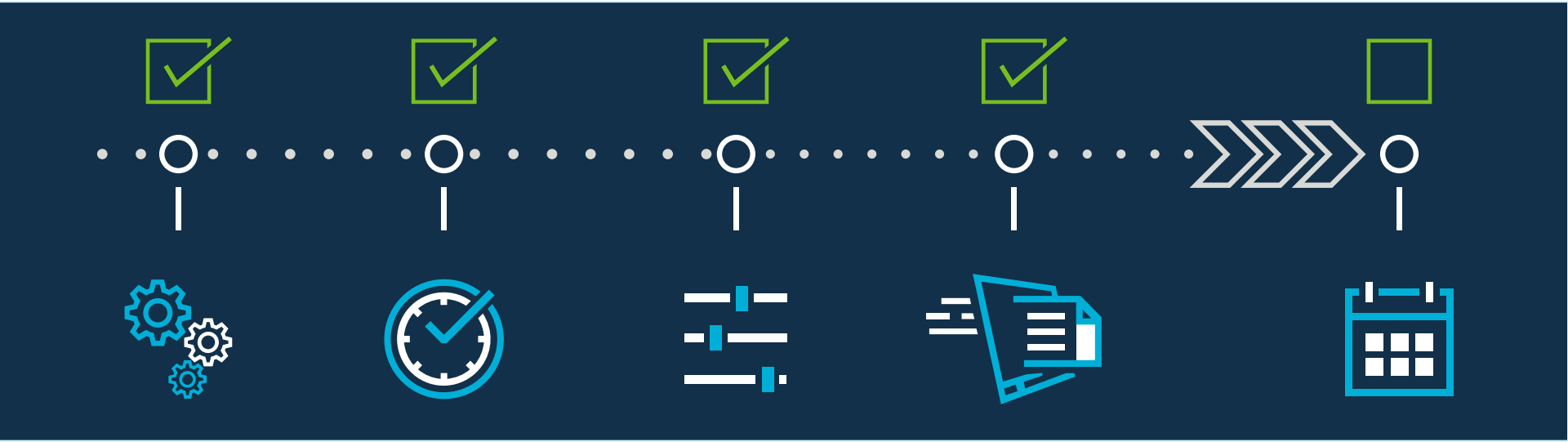
Borrowing libraries

- Which library has the item?
- Which library could be the best possible supplier?
- How to save time on verifying the requests?
- How to prioritize fulfillment options by certain criteria?

Lending libraries

- How to filter out the requests that my library cannot help with?
- How to quickly reply to the requests that cannot be fulfilled by my library?
- How to turndown requests that do not compliant with my lending policies?
- How to save time on locating the exact item to share?

AI-driven global resource sharing for smarter & faster fulfillment



Automated request manager

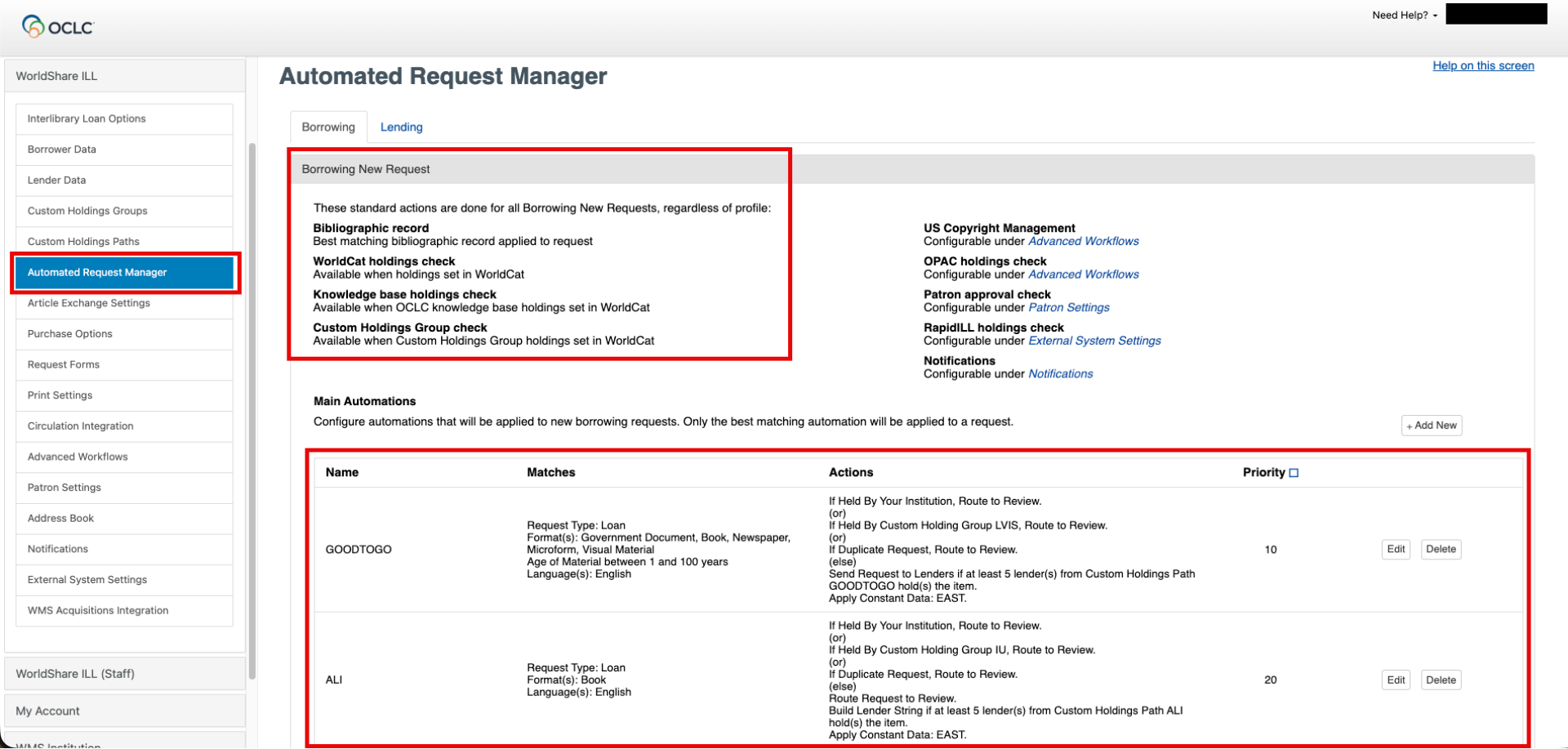
Real-time availability

Smart lender strings

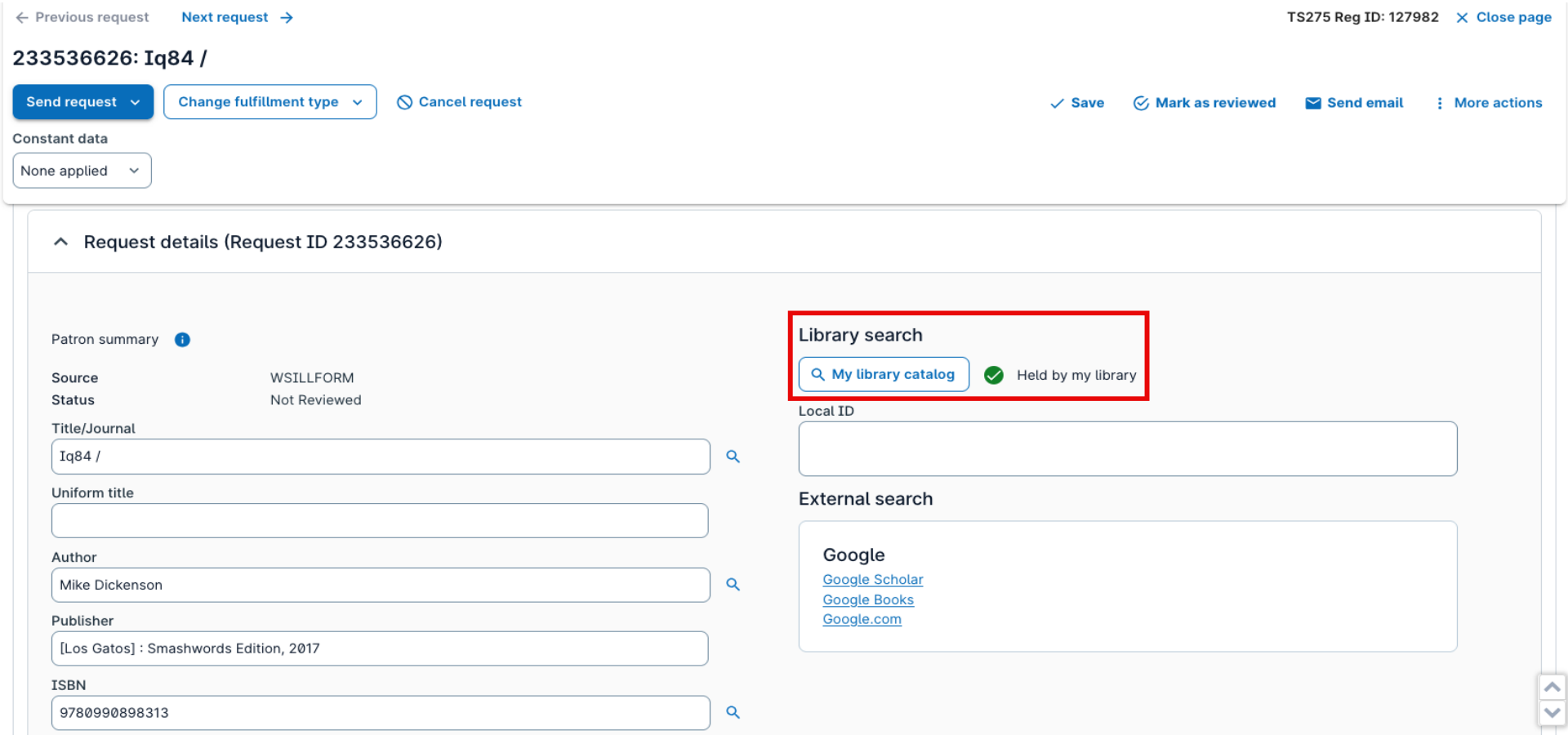
Express program

Intelligent timing

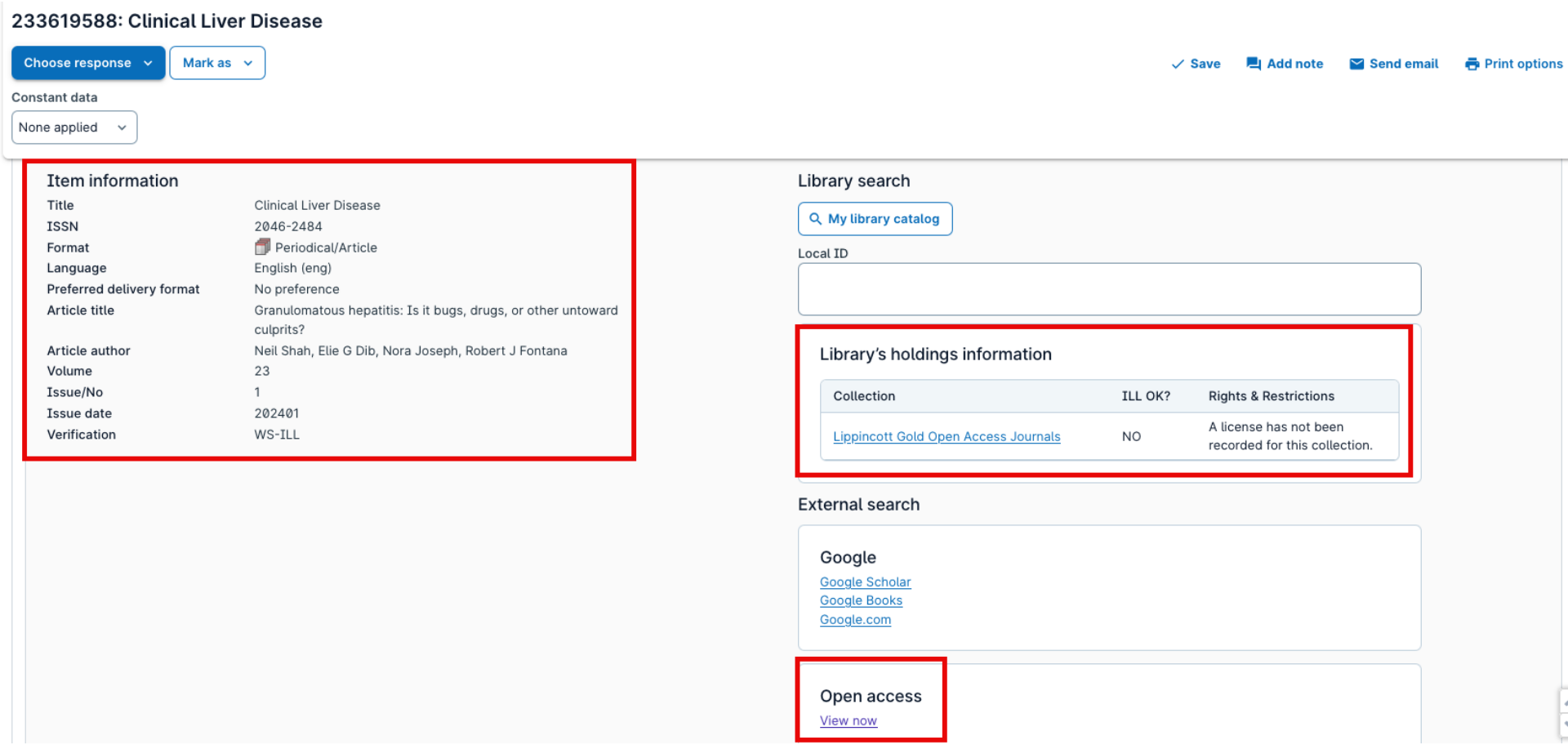
Automated request manager



Real-time availability for ILL / DDS



Knowledge base coverage check



Smart lender strings

The Hakka cookbook : Chinese soul food from around the world (811411281)

Author	Anusasananan, Linda Lau
Type	eBook
Publisher	Berkeley : University of California Press, ©2012.
OCLC Number	811411281

Held by my library

Search my library's online catalog

Lender String VDM,KBC,GOC,CIJ,DNU,NGW,IHC,NNM,IOB,GBC,TBC,YHM,AZM,AS4,EIP clear

Quantity 1 **Create Request**

All Holdings | State Holdings | Regional Holdings

Filter by Custom Holdings Path YCHEXPRESSDEMO Year: Volume: Go

Results **1** - **100** of **398** Rows 100 1 2 3 4

Library	Supplier	Days To Respond	Location	Symbol	Group	Cost	IFM	Holdings
AGNES SCOTT COL	-	-	US, GA	EGA	EXPRESSANDLVIS	-		
AMERICAN UNIV OF PARIS	Yes	Copies: 2 days Loans: 2 days	FR, EU	EIP	EXPRESSANDLVIS	Copies: 0.00 USD Loans:		
ANTIOCH UNIV LIBR	Yes	Copies: 2 days Loans: 4 days	US, OH	ANTCH	EXPRESSANDLVIS	Copies: 0.00 - 35.00 USD Loans: 0.00 - 35.00 USD	Yes	
ARKANSAS STATE UNIV BEEBE	Yes	Copies: 4 days Loans: 4 days	US, AR	AS4	EXPRESSANDLVIS	Copies: 0.00 USD Loans: 0.00 USD	Yes	
ARKANSAS STATE UNIV MAIN CAM	Yes	Copies: 4 days Loans: 4 days	US, AR	ASU	EXPRESSANDLVIS	Copies: 0.00 USD Loans: 0.00 USD	Yes	
ARKANSAS TECH UNIV	-	-	US, AR	AKP	EXPRESSANDLVIS	-		
ASHLAND UNIV LIBR	Yes	Copies: 4 days Loans: 20 days	US, OH	ASC	EXPRESSANDLVIS	Copies: 0.00 USD Loans: 10.00 USD	Yes	

Express library collections

1,100+ libraries

makeup the Express group

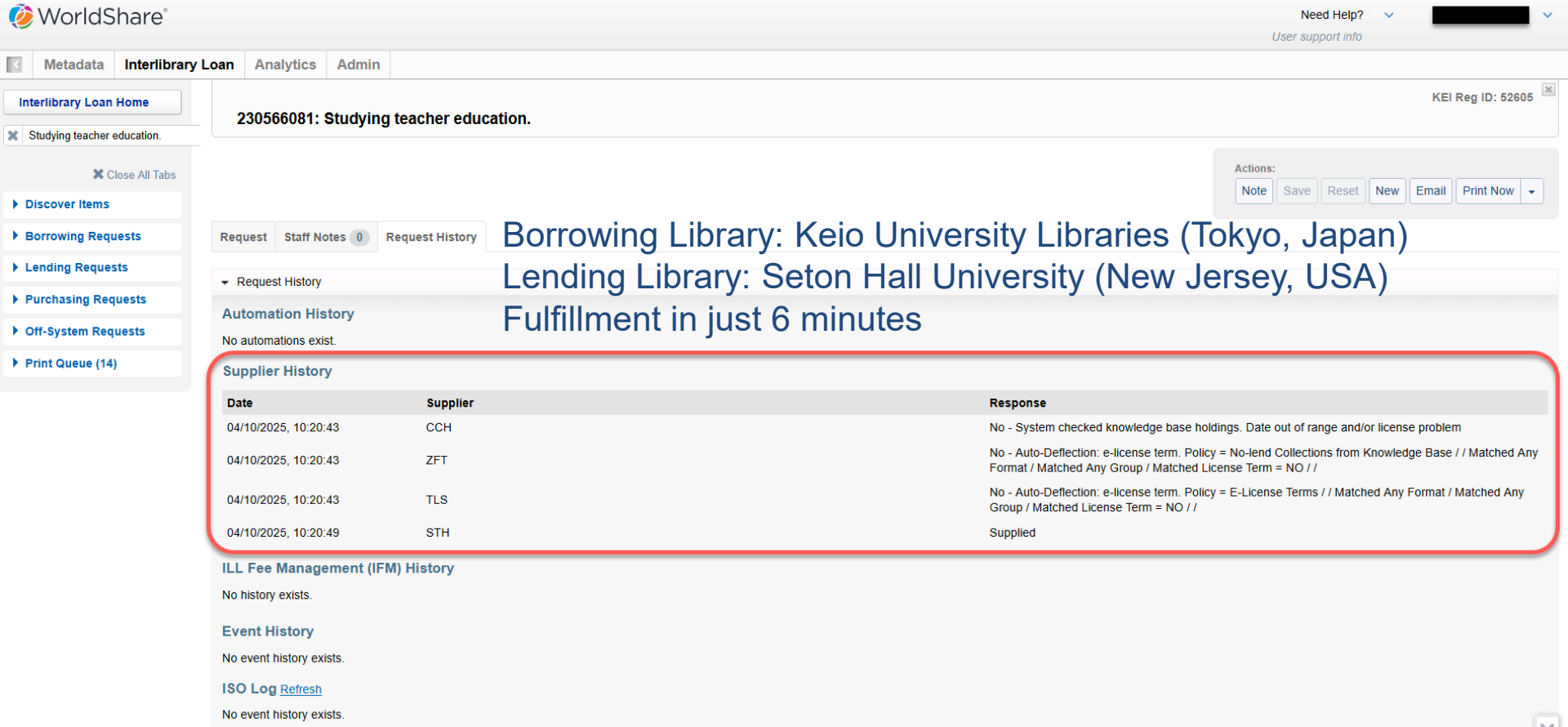
590,000,000+

WorldCat Holdings

26,000,000+

unique Holdings

Express program example



Intelligent timing

It speeds delivery times for library users

Intelligent timing

identifies the fastest lenders

by prioritizing those libraries that are open and actively processing requests.

Automation in action

Request made in Indiana, US – 12:13 am

User requested: Nurse education in practice e-journal, English, 11 editions in 1,499 libraries

AI-powered algorithm: Determined best supplier is in Summerstrand, South Africa

Request filled – 12:51 am
Turnaround time: 38 minutes

AI-driven global resource sharing for smarter & faster fulfillment

AI significantly reduces average turn around times

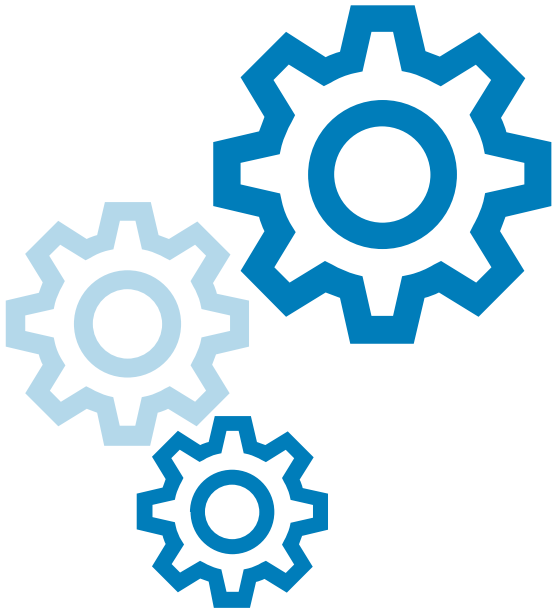
Automations provide a

50% reduction

in processing times and wait times

Accelerated delivery

with smart fulfillment automation



2x

faster for copy requests

2 days

faster for loan requests

“If you have a train that’s about to get faster and faster and go exponential, the only thing that you really need to do is get on it.

And once you get on it, you’ll figure everything else out along the way.”

– Jensen Huang

Bg2 Pod. (2025, September 26). *NVIDIA: OpenAI, Future of Compute, and the American Dream* [Video]. YouTube: https://www.youtube.com/watch?v=pE6sw_E9Gh0

Because what is known must be shared.®

感謝聆聽！

黃宇誠 (Yu-Chen Huang)
Senior User Services Specialist
Email: huangy@oclc.org

OCLC Asia Pacific
Email: AsiaPacific@oclc.org

OCLC 臺北辦事處
Email: Taipei@oclc.org