

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



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

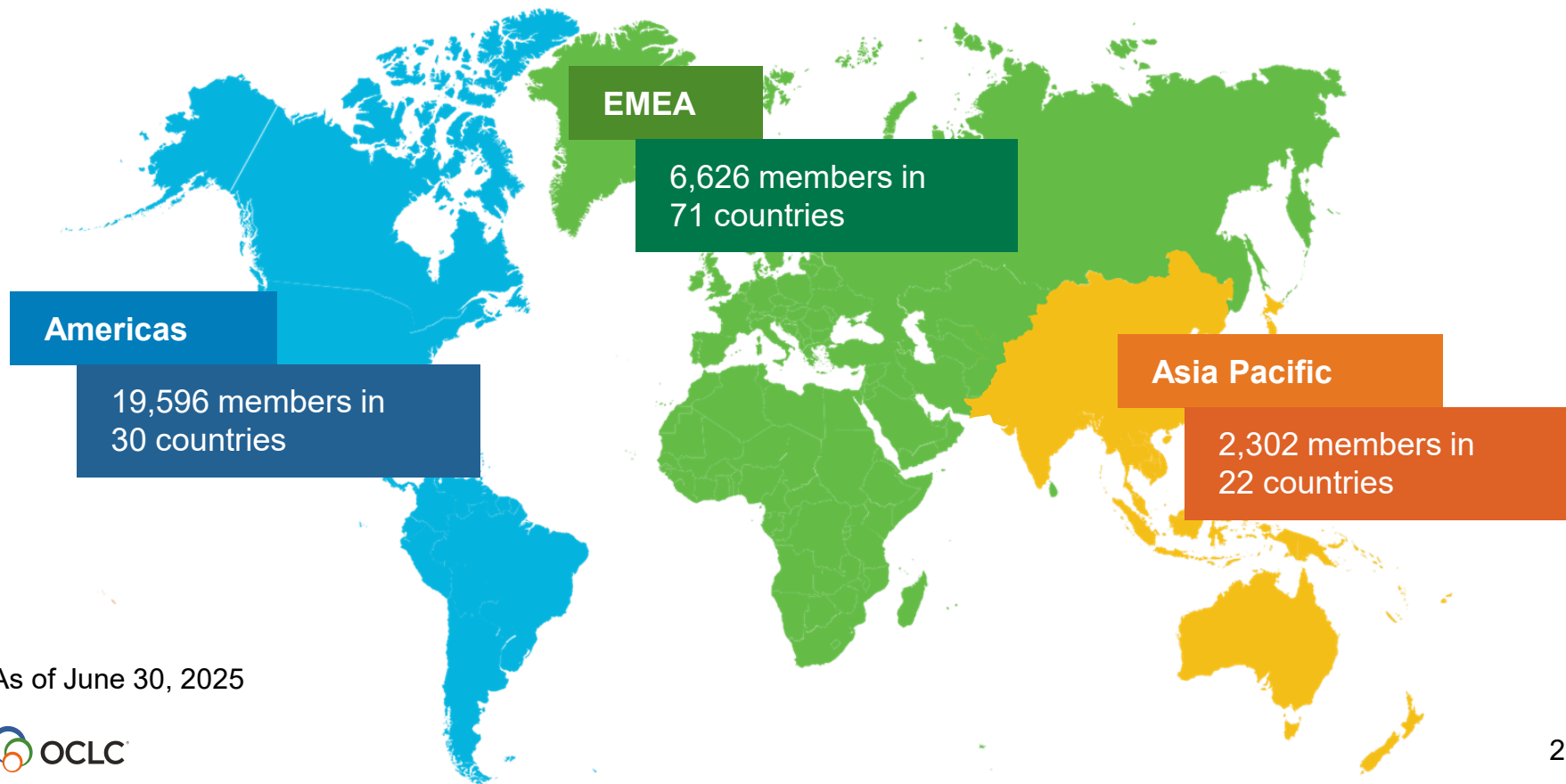
The New Era of Resource Sharing: AI-Powered Smart Fulfillment Approach for Global Interlibrary Loan and Document Delivery of Library Resources

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OCLC – a global network of libraries



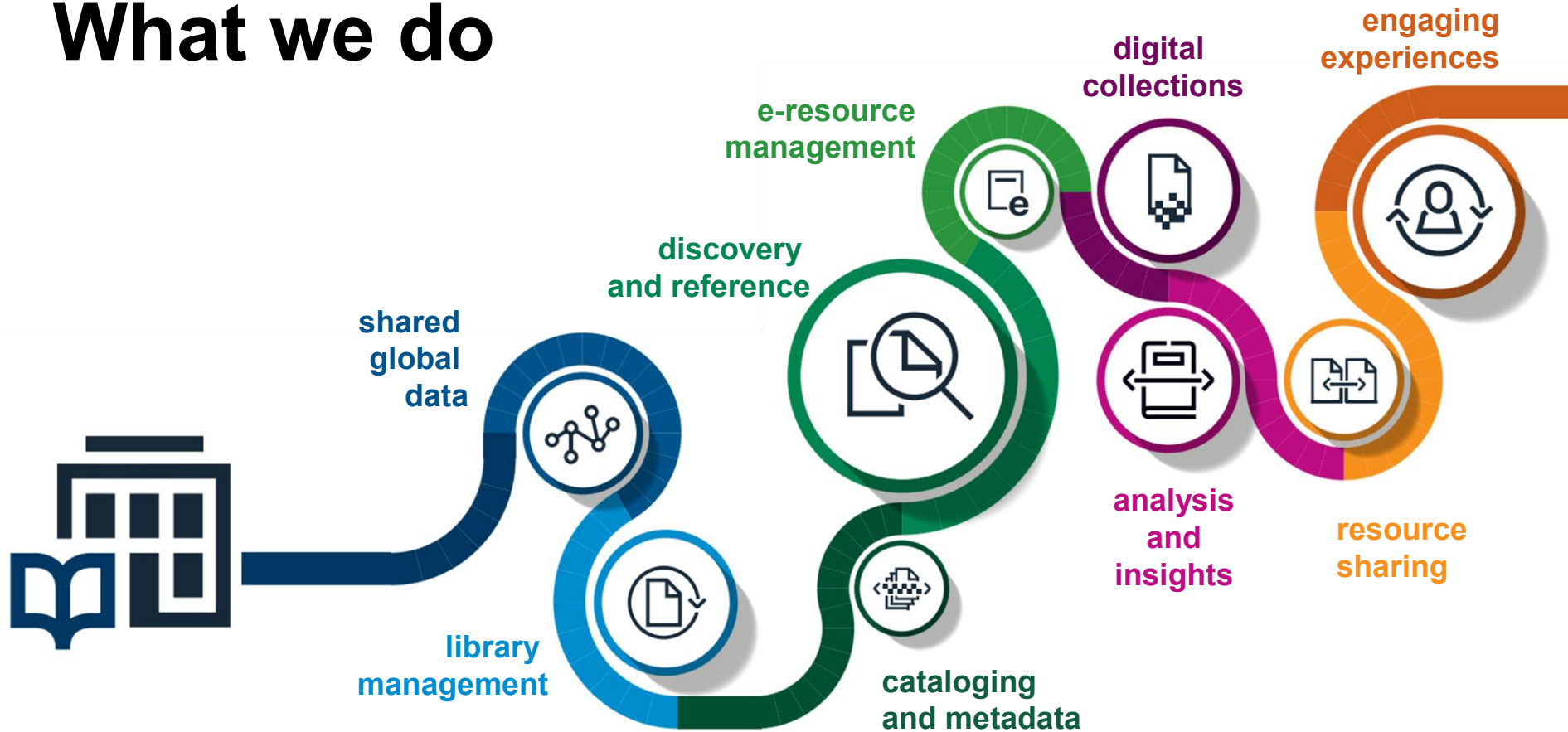


A member-driven community

By joining together,
member libraries benefit
from reduced effort and cost
and increased access to information



What we do

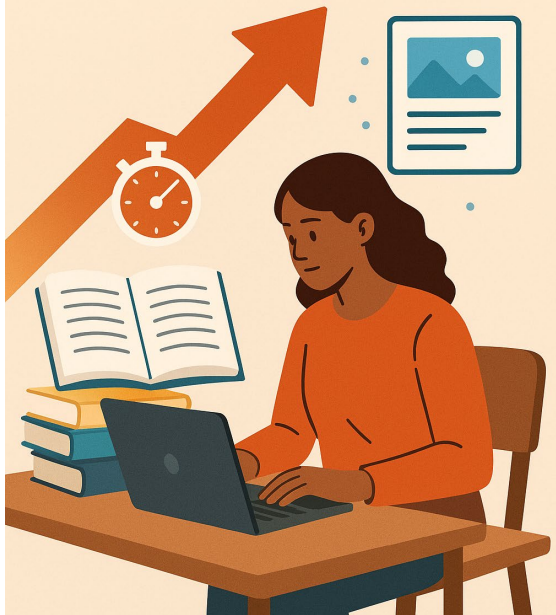


Challenges that libraries face

SHRINKING BUDGET FOR LIBRARIES



INCREASING DEMAND FOR FASTER DELIVERY OF DIGITAL MATERIALS FOR LIBRARY USERS



LIMITED STAFF RESOURCE



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

An aerial night photograph of a city, likely London, with a dense network of glowing orange lines overlaid on the map, representing a global resource sharing network. The lines are most concentrated in the city center and radiate outwards, connecting various points across the landscape. The background is dark, with the city lights providing a high-contrast backdrop for the orange network.

Optimizing delivery using the world's **largest** resource sharing network

Photo by [Nastya Dulhiier](#) on [Unsplash](#)



AS THE FOUNDATION

Smart fulfillment approach

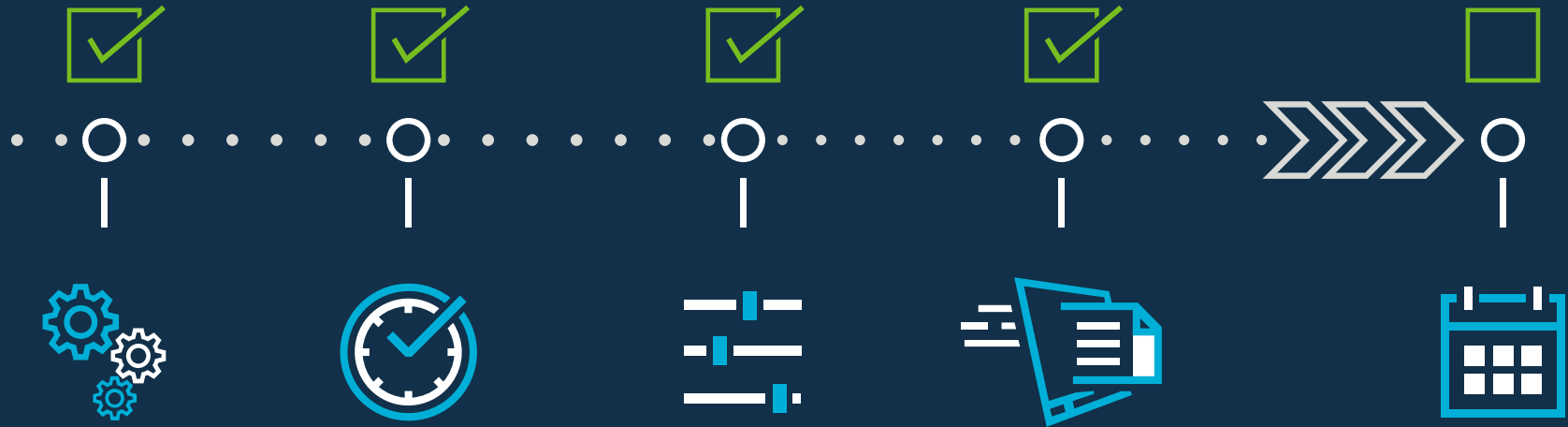
Borrowing libraries

- 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



Need Help? -

[Help on this screen](#)

WorldShare ILL

Interlibrary Loan Options

Borrower Data

Lender Data

Custom Holdings Groups

Custom Holdings Paths

Automated Request Manager

Article Exchange Settings

Purchase Options

Request Forms

Print Settings

Circulation Integration

Advanced Workflows

Patron Settings

Address Book

Notifications

External System Settings

WMS Acquisitions Integration

WorldShare ILL (Staff)

My Account

Automated Request Manager

Borrowing

Lending

Borrowing New Request

These standard actions are done for all Borrowing New Requests, regardless of profile:

Bibliographic record

Best matching bibliographic record applied to request

WorldCat holdings check

Available when holdings set in WorldCat

Knowledge base holdings check

Available when OCLC knowledge base holdings set in WorldCat

Custom Holdings Group check

Available when Custom Holdings Group holdings set in WorldCat

US Copyright Management

Configurable under [Advanced Workflows](#)

OPAC holdings check

Configurable under [Advanced Workflows](#)

Patron approval check

Configurable under [Patron Settings](#)

RapidILL holdings check

Configurable under [External System Settings](#)

Notifications

Configurable under [Notifications](#)

Main Automations

Configure automations that will be applied to new borrowing requests. Only the best matching automation will be applied to a request.

[+ Add New](#)

Name	Matches	Actions	Priority <input type="checkbox"/>	
GOODTOGO	Request Type: Loan Format(s): Government Document, Book, Newspaper, Microform, Visual Material Age of Material between 1 and 100 years Language(s): English	If Held By Your Institution, Route to Review. (or) If Held By Custom Holding Group LVIS, Route to Review. (or) If Duplicate Request, Route to Review. (else) Send Request to Lenders if at least 5 lender(s) from Custom Holdings Path GOODTOGO hold(s) the item. Apply Constant Data: EAST.	10	Edit Delete
ALI	Request Type: Loan Format(s): Book Language(s): English	If Held By Your Institution, Route to Review. (or) If Held By Custom Holding Group IU, Route to Review. (or) If Duplicate Request, Route to Review. (else) Route Request to Review. Build Lender String if at least 5 lender(s) from Custom Holdings Path ALI hold(s) the item. Apply Constant Data: EAST.	20	Edit Delete

Real-time availability for ILL / DDS

233536626: Iq84 /

Send request ▾

Change fulfillment type ▾

⌛ Cancel request

✓ Save

🕒 Mark as reviewed

✉ Send email

⋮ More actions

Constant data

None applied ▾

⤴ Request details (Request ID 233536626)

Patron summary ⓘ

Source

WSILLFORM

Status

Not Reviewed

Title/Journal

Iq84 / 🔍

Uniform title

Author

Mike Dickenson 🔍

Publisher

[Los Gatos] : Smashwords Edition, 2017

ISBN

9780990898313 🔍

Library search

🔍 My library catalog

✓ Held by my library

Local ID

External search

Google

[Google Scholar](#)

[Google Books](#)

[Google.com](#)

Knowledge base coverage check

233619588: Clinical Liver Disease

Choose response

Mark as

Save Add note Send email Print options

Constant data

None applied

Item information

Title	Clinical Liver Disease
ISSN	2046-2484
Format	Periodical/Article
Language	English (eng)
Preferred delivery format	No preference
Article title	Granulomatous hepatitis: Is it bugs, drugs, or other untoward culprits?
Article author	Neil Shah, Elie G Dib, Nora Joseph, Robert J Fontana
Volume	23
Issue/No	1
Issue date	202401
Verification	WS-ILL

Library search

My library catalog

Local ID

Library's holdings information

Collection	ILL OK?	Rights & Restrictions
Lippincott Gold Open Access Journals	NO	A license has not been recorded for this collection.

External search

Google
[Google Scholar](#)
[Google Books](#)
[Google.com](#)


Open access

[View now](#)

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

WorldShare[®]

Need Help?

User support info

Metadata

Interlibrary Loan

Analytics

Admin

Interlibrary Loan Home

230566081: Studying teacher education.

KEI Reg ID: 52605

Close All Tabs

Discover Items

Borrowing Requests

Lending Requests

Purchasing Requests

Off-System Requests

Print Queue (14)

Request

Staff Notes 0

Request History

Request History

Automation History

Supplier History

ILL Fee Management (IFM) History

Event History

ISO Log Refresh

No automations exist.

Date	Supplier	Response
04/10/2025, 10:20:43	CCH	No - System checked knowledge base holdings. Date out of range and/or license problem
04/10/2025, 10:20:43	ZFT	No - Auto-Deflection: e-license term. Policy = No-lend Collections from Knowledge Base // Matched Any Format / Matched Any Group / Matched License Term = NO //
04/10/2025, 10:20:43	TLS	No - Auto-Deflection: e-license term. Policy = E-License Terms // Matched Any Format / Matched Any Group / Matched License Term = NO //
04/10/2025, 10:20:49	STH	Supplied

No history exists.

No event history exists.

No event history exists.

Note

Save

Reset

New

Email

Print Now

Borrowing Library: Keio University Libraries (Tokyo, Japan)

Lending Library: Seton Hall University (New Jersey, USA)

Fulfillment in just 6 minutes

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



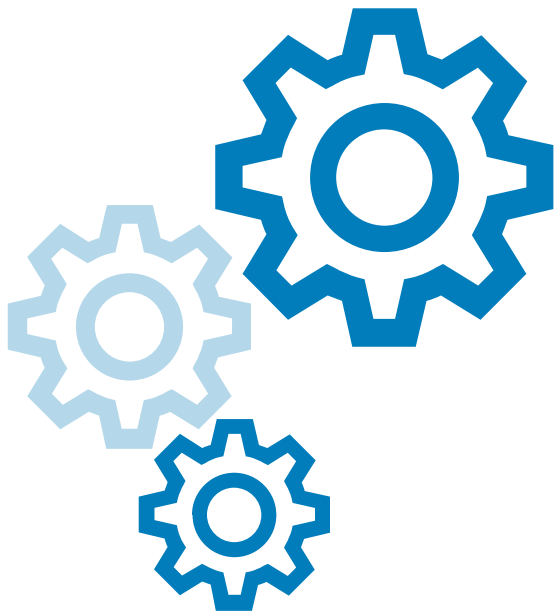
Automations provide a

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.”

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

– Jensen Huang

**Because
what is
known must
be shared.®**

感謝聆聽！

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