



D2D — Discovery to Delivery

Relais D2D is the latest offering in Relais' product suite. It seamlessly integrates the discovery experience for both end users and staff with request management and delivery functions. D2D optimizes the user's ability to discover items of interest and get immediate access to or request delivery of the material with minimal or no intervention by staff. Based on a modular open approach, a library can further optimize its options by combining the functionality in D2D with other systems and software making D2D the future for resource sharing.

D2D — Components

Discovery

Offered in partnership with Index Data, users will be able to search local, consortia, regional, national and international targets from a single portal. Some of the advanced features of the Discovery component include:

- Pre-authentication provided within the discovery interface
- Ability to target subscription databases and other options such as Google Books
- Google like search box with advanced options
- Real time availability checks that go beyond circulation status and look at local lending policies to deliver "appropriate" links to the user

Request Management

D2D supports requests for both 'returnable' and 'non-returnable' materials. As requests come into the system, routing lists are created based on the user's library preferences allowing such options as:

- Supply from within the consortium
- Local supply with the ability to limit to specific categories of users such as distance education, faculty
- Externally supplied material, i.e. outside the consortium

D2D not only allows the use of load balancing to ensure an equitable distribution of requests among group members but also allows for weighting so that a greater or lesser number of requests can be directed to specific consortial members. Libraries can also define 'tiers' within D2D so that they can route requests to a preferred group or groups of libraries within a consortium, e.g. geographically close libraries or similar library types.

Using RequestFlow Relais' electronic workflow module, libraries have the option to configure the system to suit local policies and procedures. Requests may move automatically within a consortium if they are not updated within an agreed upon time reducing the need for staff intervention. D2D supports interoperability with the library's integrated library system so that returnables, whether borrowed or supplied, can be tracked via the local circulation system.

Using ISO ILL, requests can automatically be sent out for supply. Any requests that are sent "externally" to be filled can be fully tracked and managed by staff within D2D reducing the number of touch points for managing requests and saving your Staff time. Users will be able to track the progress of their requests from beginning to end.



Delivery

D2D offers a delivery component that is unparalleled in the resource sharing world.

D2D supports integration and interoperability with the circulation component of the library's ILS via NCIP, ESIP, SIP2 and screen scraping. D2D can request, checkout, and check-in 'returnable' items automatically eliminating the need to have staff manually perform these functions.

For non-returnables, D2D can deliver material directly to the user's desktop using Post to Web and email with attachment as well as to some e-book devices. For delivery to other libraries Ariel and Odyssey are both supported along with Post to Web, Email attachments and fax. Links to commercial courier systems will ensure end to end tracking of delivery of returnables.

Key Benefits and Features

- Seamless discovery to delivery experience
- Integrates with non catalog based targets such as subscription databases and Google Books
- Real time availability checking
- Use of local lending policies when determining availability
- Load balancing, weighting and tier grouping
- Automated request management within and outside your consortium
- User request status tracking via email or text messages to a user's mobile phone or smart mobile device
- Full tracking and request management capabilities for externally filled requests from within the system
- Interfaces and interoperates with the library's integrated library system as well as with other resource sharing systems and document suppliers
- Unparalleled delivery options close the discovery to delivery loop

D2D is built and developed as an open system interfacing and interoperating with other tools and services used in libraries. This provides libraries with the option to select and use 'best of brand' and link the discovery to delivery process as an integral part of their library's services.

For more information call Relais International at 1-888-294-5244 x229 or email info@relais-intl.com



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D2D — Interoperability

Interfacing and interoperability is and will be available with the following systems and services:

Integrated Library Systems

- ExLibris Aleph
- ExLibris Voyager
- Innovative Millenium
- SirsiDynix Symphony
- SirsiDynix Unicorn
- SirsiDynix Horizon
- TLC
- VTLS Virtua

Resource Sharing System and Document Suppliers:

- ILLIAD
- OCLC WCRS
- RapidILL
- CISTI
- Libraries Australia
- The British Library
- DANBIB
- Libris
- Bibsys

Delivery Systems:

- Ariel
- Odyssey



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