All Shook Up!



How the Current Generational Shift in the ILL Technology Marketplace Will Bring Out the Best in the Resource Sharing Community



Dennis Massie

CHO (Chief Hijinks Officer)
Borrower and Lender Be

What I'll cover today

I. Devil in Disguise

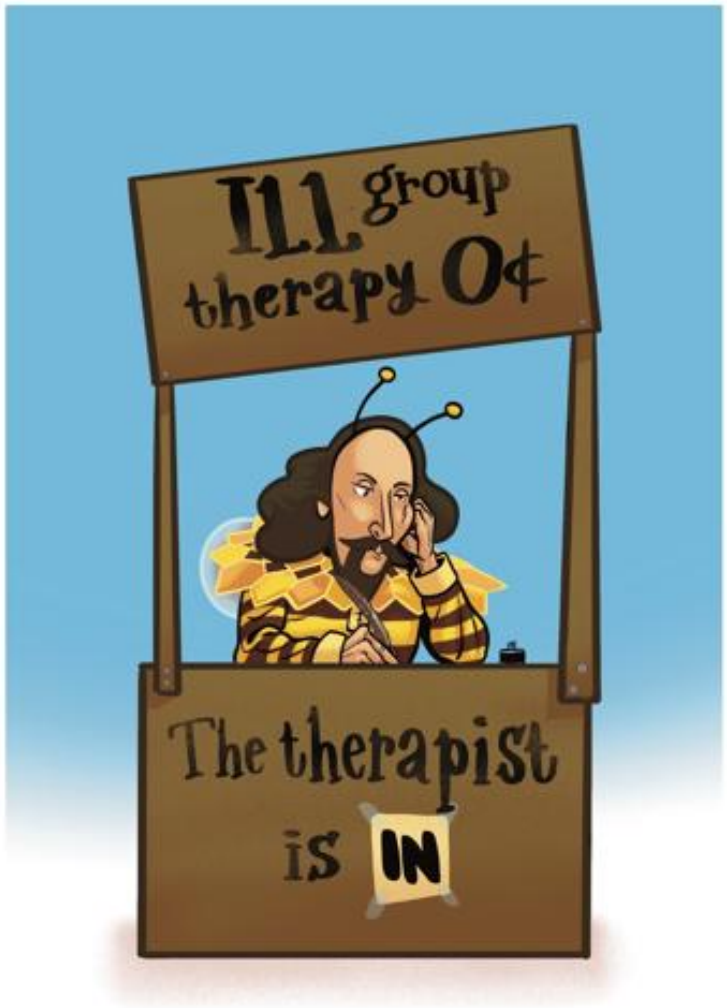
II. It's Now or Never

III. I Believe



Unfettered





- Retired November 30, 2025
- Launched Borrower and Lender Be, LLC, on December 1.
- Held first Hive Mind December 11
- Convened 40 Hive Minds so far
- Formed 2 working groups
- Interviewed 16 former ILLers who became library directors
- Any ILL practitioner or administrator is welcome
- All for free



Hive Minders:
You are the voice;
I am the bullhorn.

Dennis@BorrowerAndLenderBe.org


Your
ILL
operation



And yet… you persist.

Implementing ISO ILL



Geralt via Pixabay

Implementing ISO ILL



Geralt via Pixabay



Implementing ISO ILL



Geralt via Pixabay



Fran Soto via Pixabay





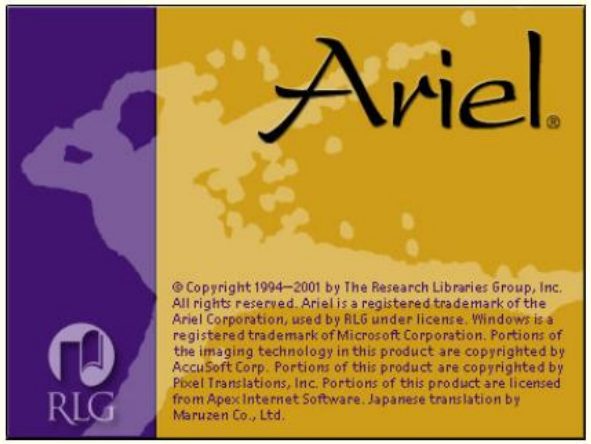

OCLC
SHARES
roundtable
Dennis Massie
OCLC

Cautionary tale #1: RLG were the good guys, right?

INTERNET ARCHIVE WayBackMachine
http://www.rlg.org/ariel/index.html
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54 captures
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NOV DEC MAR
2000 17 2003
2001
About this capture

The document delivery system for users of the Internet!

- Order Ariel version 3.01—***shipping now***
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- Ariel distributors
- Ariel's advantages
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- Ariel user support
- ARIE-L discussion group
- Registered users' directory and address list
- Powerful partner: RLG's ILL Manager



Ariel® for Windows® From the Research Libraries Group. It's all you need to turn your PC, printer, and scanner into a state-of-the-art document transmission station on the Internet.

With commercially available hardware and Ariel software, you can scan articles, photos, and other documents directly; transmit the electronic images to other Ariel workstations anywhere in the world, using either FTP or e-mail; and convert them to PDF for easy patron delivery. The process is seamless—and all with no long-distance phone charges.

Faster and clearer than a fax, Ariel stands up to difficult text, from Asian scripts to mathematical equations, and handles detailed images, from Elizabethan woodcuts to NASA photos. That's why, since 1991, Ariel has set the standard at libraries—where superior document transmission is vital.

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Last updated 1 October 2001

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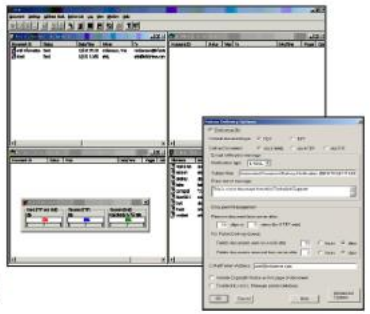
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The #1 Document Transmission System in the Academic World

Ariel® turns your PC, printer, and scanner into a state-of-the-art document transmission station on the Internet. Send electronic images to other Ariel workstations anywhere in the world, using either FTP or e-mail, and convert them to PDF files for easy patron delivery. Faster and clearer than a fax, Ariel stands up to difficult text, from Asian scripts to mathematical equations, and handles the most detailed images, from Elizabethan woodcuts to NASA photos. Over 9,400 institutions have joined this resource sharing community.

The Ariel Advantage

- Ariel gives you the choice of sending and receiving documents through MIME as well as FTP. When patrons retrieve their documents, they can do so with an appropriate viewer and e-mail, and can receive and print on any PC or Mac.
- Scans and sends grayscale and color images.
- Prints variable-resolution images on plain paper - up to 600 dots per inch.
- Lets you scan and print at letter, legal, 11" x 17", A3, or A4 paper size, for effortless international transmissions.
- Works with a wide range of printers and scanners to fit every budget.
- Out performs the fax in speed, quality, reliability, and cost.
- Includes free technical support, to get you up and running fast.



The Ultimate Document Delivery Service for Your Library

- Ariel is in use everywhere, from Athabasca to Amsterdam, Helsinki to Hong Kong, Pennsylvania to Peru, Texas to Tasmania. Send and receive documents to over 9,400 institutions in the world.
- Ariel serves numerous purposes and projects, in libraries, corporations, and agencies ranging from AAAS to NASA to USDA to WHO.
- 49 of the top 50 academic libraries license Ariel; 46 have multiple copies.

Product Highlights

- Check if any pages are missing or askew before transmitting, recipients can verify the completeness and clarity of delivered documents before printing or forwarding them.
- Ariel provides the basis for librarians and information centers to excel in online document delivery - right to their patrons' desktops.
- Insert and delete images in scanned documents. Manage the size of files you store and send or make corrections.
- Monitor the status of materials sent, check what is still pending receipt and see the real-time status of incoming Ariel e-mail and items sent via FTP.
- Print a range of pages or selected pages in a document.

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Infotrieve's Ariel® turns your PC, printer and scanner into a state-of-the-art document transmission station on the Internet. Ariel allows users to send electronic images to other Ariel workstations anywhere in the world, using either FTP or e-mail, and converts them to PDF files for easy patron delivery. This service is faster and clearer than a fax, stands up to difficult text from Asian scripts to mathematical equations, and handles the most detailed of images, from Elizabethan woodcuts to NASA photos. Ariel is the #1 document transmission system in the academic world and enables librarians and information centers to excel in online document delivery.

Ariel allows the institution to receive a TIFF file and convert it to a PDF to e-mail to the requesting patron. Features of Ariel include the ability to scan and send grayscale and color images. Print variable-resolution images on plain paper – up to 600 dpi and scan and print on letter, legal, "11 x17', A3 or A4 paper sizes, for effortless international transmissions. Ariel works on a wide range of printers and out performs faxes in speed, quality, reliability and cost. Order Ariel today and discover why over 9, 400 institutions have joined this resource sharing community.

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- More on Ariel 4
- Order Ariel 4.1
- Ariel Information Center
- Ariel's advantages
- Ariel distributors
- Pricing
- Equipment needed

IPIG, you pig, we all pig, for IPIG

IPIG, you pig, we all pig, for IPIG

- 1993 - new ISO standard
  - 10160: application service definition
  - 10161: protocol specification
- 1995: IPIG (ILL Protocol Implementers Group) formed
  - Under the auspices of ARL's North American Interlibrary Loan and Document Delivery Project (NAILDD)

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- Library software vendors and systems
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Mary Jackson is the Director of Collections and Access programs at the Association of Research Libraries, Washington, DC, USA.

Cautionary tale #2: When pigs fly



About Pigasus Software

Pigasus Software, Inc. is a software development company incorporated in the state of Missouri in 1997. It was founded by and is wholly owned by Candy Bogar, a career librarian with almost thirty years experience in the library vendor world, and Art Zemon, a computer engineer with almost twenty years experience in the networking, UNIX, and NT domains.

Pigasus Software's design decisions consistently emphasize real user benefits in terms of improved workflow, saved time, reduced costs, increased accountability, and rock solid reliability.



Pigasus Software's Mission Statement

We produce great software with 100% customer satisfaction while honoring our employees.



Contact: webmaster@pigasus.com
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Wings™ request management systems by **Pigasus Software, Inc.** specialize in processing interlibrary loan, document delivery, and resource sharing. These powerful application handle many sorts of requests, including traditional ILL, photocopies, purchase requests, and subject/information requests. The flexibility, powerful database interaction, ISO 10160/10161 compatibility, and virtually unlimited ability to customize the user interface, makes Wings™ request management systems the new standard for the handling of interlibrary loans. Reserve your copy today!

See Wings™ request management systems in person!

Would you like to the Wings™ request management systems in person? You Can! CLICK HERE! We will be attending the following conferences in the near future. Please stop by and pay us a visit. If you are unable to visit in person, arrange for an evaluation copy of Wings today.

Contact Information

We would love to hear from you. Please don't hesitate to call or send e-mail with your questions or comments. Thank you for your interest in Pigasus Software, Inc. If you need technical support, please contact us directly.

Telephone
314-447-3030 or Toll Free at 877-PIGS-FLY

Cautionary tale #2.1: When pigs *can't* fly

Library Technology Publications and Research

Document Repository

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Demise of the WINGS ILL System

Information Today [December 2001]

As I track developments in the library automation industry, I keep watch for the various mergers and acquisitions and other developments. I noted in my ALA wrap-up article for the September 2001 issue of Information Today that the WINGS Request Management System had been sold from its developer Pigasus Software, Inc. to Auto-Graphics, Inc, a veteran library automation company. The sale took place in June 2001. On October 8, 2001, Auto-Graphics announced that its involvement with WINGS had ended. In this month's column, I'll look deeper into this development, provide some background and perspective, and relay the current status of this product.

Interlibrary-Loan Automation Overview

As libraries increase their reliance on resource sharing, interlibrary loan and document delivery play critical roles. Unfortunately, one of the aspects of library automation that seems to have lagged behind others involves interlibrary loan. Other parts of library operations—circulation, cataloging, acquisitions and the like—have reaped the benefits of automation systems for many years. The work of an Interlibrary loan office is complex and labor-intensive, and very much in need of whatever efficiencies can be gained through technology. Integrated automation tools have emerged only recently for this important part of the library.

The basic tasks of interlibrary loan offices involve allowing the users of one library to borrow materials from another library. Interlibrary loan transactions are complicated by the fact that they involve multiple institutions, and do not work within a single library automation system as does a simple circulation transaction. An automated interlibrary loan system must deal with a complex workflow, where any given transaction involves communications with multiple external systems. Workflow patterns differ significantly for the lending of materials than for the borrowing of materials. Tracking and detailed record keeping are essential features.

The traditional approach to automating interlibrary loan has involved the use of centralized services such as OCLC, RLIN, DOCLINE or Auto-Graphics. Each of these services provide extremely large bibliographic databases with library holdings and include fairly automatic ways to route

Enter ILL Manager (aka The Manager of Maladies)



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Cautionary tale #3: RLG were the good guys, right?

INTERNET ARCHIVE Wayback Machine

http://www.rlg.org/illman/index.html Go

43 captures
27 Nov 1999 - 19 Apr 2024

NOV DEC OCT
2000 17 2003
2001

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RLG's ILL Manager—It's Peer-to-Peer!

- 21st-century interlibrary lending
- Introductory demonstration
- Features checklist
- Interoperability
- How LC uses ILL Manager
  (*RLG Focus*, August 2001)
- "The Future of Interlibrary Loan," by Mary Jackson
- Hardware/software requirements
- Prices
- How to order
- Frequently asked questions
- Other questions?
  (bl.ric@rlg.org)
- Subscribe to online discussion group



Show this to your ILL department!

With RLG's ILL Manager software, the dream of interlibrary loan departments (and their directors) for a single, robust system to handle borrowing and lending transactions with multiple other ILL systems has become a reality.

In these pages, see what ILL Manager—an affordable, standards-based system that works seamlessly with RLG's widely used Ariel® version 3.0 document transmission software—is all about. Libraries can realize a dramatically streamlined workflow. set of skills for handling many ILL partnerships. The automation of many routine procedures. Increased efficiency. And through all this, real cost savings combined with improved service.

Last updated 28 August 2001

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eXtreme Beta Testing



Image by ric7 from Pixabay

eXtreme Beta Testing



- Most former RLIN ILL users went with ILL Manager, ILLiad, or Wings
- Many SHARES members were also big ticket OCLC customers
- SHARES survival was the lever used to bring urgency to production interoperability
- ILL community members were absolutely the key to success

Why ISO 10160/10161 worked

- Mary Jackson
- A core group of implementers successfully completed Phase One interoperability testing in March 1997
  - National Library of Canada, Fretwell Downing Informatics, CPS Systems, The Library Corporation (TLC), Data Research Associates (DRA)
- Pegasus' Wings system was selected by UCLA in June 1998
- RLG's ILL Manager - developed and supported by a major library vendor – was released in May 2000 and widely adopted by 2001
- OCLC's ISO ILL gateway became operational in late 2001
- ILLiad became ISO ILL compliant in February 2002

Why ISO 10160/10161 ultimately failed



When a good standard development process fails

Mary Jackson
Association of Research Libraries, Washington, DC, USA

Abstract
Purpose – The meeting on the international interlibrary loan communication standard meeting in Washington DC under the auspices of the Association of Research Libraries is described.
Design/methodology/approach – The article is based on comments and opinions regarding the failure of a good standard development process.
Findings – The difficulties of arriving at a consensus are identified and an analysis of the wider context of document delivery is suggested as a possible way forward.
Originality/value – This review is a useful source of information for librarians and others interested in good standard development.

Keywords International standards, Communication

Paper type General review

Emerald

Interlending & Document Supply
33/1 (2005) 53–55
Emerald Group Publishing Limited [ISSN 0264-1615]

Why ISO 10160/10161 ultimately failed

- It was a peer-to-peer standard, interacting server-to-server, managing the synchronization of complex state tables
- A proposed 3rd version of the protocols wouldn't have been backward compatible
- The library market soon abandoned local servers in favor of massive cloud-based Software-as-a-Service platforms
- The ILL marketplace saw substantial consolidation

Why ISO 10160/10161 ultimately failed

RLG and OCLC: Combining for the Future

Lizabeth Wilson, James Neal, and Jay Jordan

Introduction

On July 1, 2006, RLG and OCLC combined their organizations and resources. RLG's products and services are being integrated with OCLC's, and RLG's program initiatives are going forward in a new division of OCLC Programs and Research. In this article, the authors offer their views on the coming together of the two organizations and the prospects for the future.

The View from the Boards—Lizabeth Wilson and James Neal

In April 2005, we (James Neal, chair of the RLG Board of Directors, and Lizabeth Wilson, chair of the OCLC Board of Trustees) had a conversation. Our two organizations had been cooperating in several areas—preservation standards, CJK record exchange, and sharing of bibliographic information—for some time, but we both believed that we could do more. Was there a way for us to deepen our collaboration? Were we ready to do something bold?

Those questions set in motion a year-long exploration of issues that culminated in our recommendation in May 2006 that OCLC and RLG be brought together. Driving our discussions was a sense of urgency. We believed that we needed to create a collaborative organization for the research community that would benefit the larger information community and society. We wanted to eliminate redundancy and create more value for more institutions. Acting separately, neither

Acting separately, neither of us had been as effective as we would have liked.

We are just starting to integrate our services. Our goal is to make this integration happen as quickly as possible in a way that minimizes costs and user effort. We are exploring how best to merge WorldCat and the RLG Union Catalog. We have discussed this merger of catalogs with RLG members and are about to begin loading their data into WorldCat.

We are also integrating the RLIN21 online cataloging service into the OCLC Connexion cataloging service. This entails addressing functionality gaps, such as record clustering, between the two services. We have been meeting with RLG users to gather their requirements and vet possible approaches.

We will continue the SHARES resource sharing program, which enables participating institutions to agree on prices, procedures, and policies for resource sharing. RLG's ILL Manager, a standards-based system that handles borrowing and lending transactions with other interlibrary loan systems, will be merged with WorldCat Resource Sharing.

We are also migrating RLG's third party databases from Eureka to the OCLC FirstSearch service. We anticipate that these databases will be transferred to our technological platform by December 2006. We are also in the process of transferring RLG's image-based services—CAMIO, Trove.net, and the Archive Grid—to the OCLC data center. We are, however, maintaining the RLG office in Mountain View, California.

Our combined memberships represent a critical mass of libraries, museums, archives, and other cultural heritage institutions. Going forward, we will use this concentration of collections and resources to advance our public purposes through research, programs, and new alliances with new partners such as Google, Yahoo!, MSN, Ask, and others. We are off to a strong start.

OCLC

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Why ISO 10160/10161 ultimately failed

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Whither ISO 18626?

Whither ISO 18626?

Ex Libris Knowledge Center
Part of Clarivate

Peer to Peer Partner

Once enabled by OCLC, Tipasa and WorldShare ILL can be set up as peer to peer partners using the ISO 18626 protocol. In this case, the request lifecycle will be managed as a peer to peer request (see Peer-to-Peer Resource Sharing).

To set this up, create a partner record with the **Profile Type** `ISO 18626` and **System Type** `Tipasa` or `WorldShare ILL`. In the **Parameters** tab of the partner record, configure the following parameters:

- The partner's symbol in the **Symbol** field
- The server URL in the **Server** field
- An API key in the **API key** field

Note This feature is not currently supported by OCLC.

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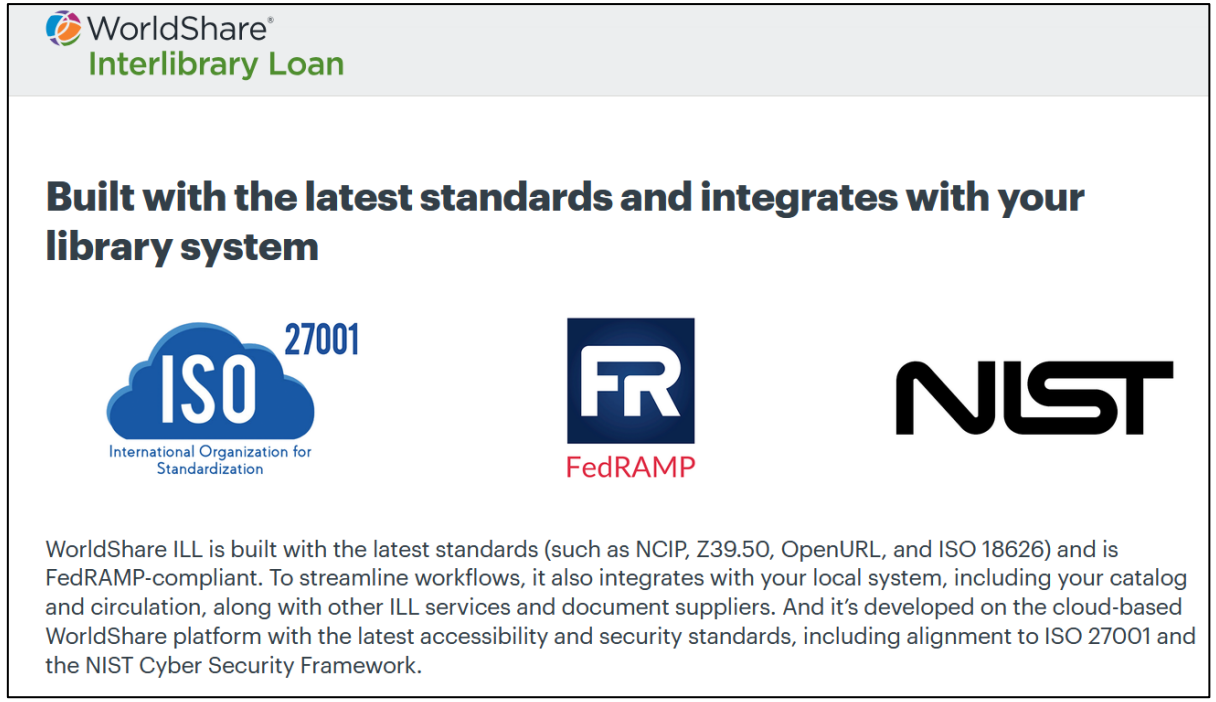
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WorldShare® Interlibrary Loan

Built with the latest standards and integrates with your library system

ISO 27001 International Organization for Standardization

FedRAMP

NIST

WorldShare ILL is built with the latest standards (such as NCIP, Z39.50, OpenURL, and ISO 18626) and is FedRAMP-compliant. To streamline workflows, it also integrates with your local system, including your catalog and circulation, along with other ILL services and document suppliers. And it's developed on the cloud-based WorldShare platform with the latest accessibility and security standards, including alignment to ISO 27001 and the NIST Cyber Security Framework.

Tipasa®

Latest standards and secure integration

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FedRAMP

NIST

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I receive the error, "Your institution is not authorized to request from ISO 18626 Implementation Group member(s)" when submitting a request in WorldShare ILL - OCLC Support

OCLC SUPPORT - WORLDSHARE INTERLIBRARY LOAN

... institution is not authorized to request from ISO **18626** Implementation Group member(s)" when submitting ... not authorized to request from ISO **18626** Implementation Group member(s) [OCLC Symbol ...

https://help.oclc.org/Resource_Sharing/WorldShare_Interlibrary_Loan/Troubleshooting...

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ISO 27001 International Organization for Standardization

FedRAMP

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WorldShare Interlibrary Loan

Symptom

- When submitting a borrowing request in WorldShare ILL, you receive the message: "Your institution is not authorized to request from ISO 18626 Implementation Group member(s) [OCLC Symbol]"

Applies to

- WorldShare Interlibrary Loan
- Tipasa

Resolution

You're seeing this error because the symbol noted in the error is configured to only receive requests via ISO ILL. Any non-ISO requests will be denied for these institutions.

built with the latest standards (such as NCIP, Z39.50, OpenURL, and ISO 18626)

Centre for Interlibrary Loan Transactions (CILLT)

Identifier: http://illtransactions.org/cillt.html

Hosted by OCLC, Inc.

Last update: 12 Aug 2025

The goal of the Centre for Interlibrary Loan Transactions (CILLT) is to support the implementation of ISO 18626 Information and documentation - Interlibrary Loan Transactions with use cases, maintenance of http://illtransactions.org/, the mailing list, and other relevant initiatives. This organization is the international community for ISO 18626, and have a category A liaison to ISO TC46/SC4 Technical interoperability, the sub-committee responsible for ISO 18626.

Statutes
As approved by CILLT members:
http://illtransactions.org/statutes.html

Legal entity
CILLT is registered as a legal entity at the Danish *Central Business Register* (CVR) (link: https://datacvr.virk.dk/data/index.php?q=forside&language=en-gb) with CVR number 42413844.

Structure

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- Allen Jones (The New School)
- Mark Paris (Brandeis University)
- Ed Davidson (Retired, formerly of OCLC)
- Abhijeet Roy (OCLC)

Library Advisory Committee
Members represent libraries, library organizations and library-owned institutions.
Library Advisory Committee members are:
- Allen Jones; The New School Libraries & Archives (Editorial Committee)
- Anders Vestergaard; DBC
- Gerri Moeller; Minitex, Minnesota
- Henrik Haagensen; Royal Danish Library
- Juha Hakala; The National Library of Finland
- Kristen Wilson; North Carolina State University (Editorial Committee)
- Mark H. Needleman; Retired Florida Center for Library Automation
- Mark Paris; Brandeis University (Editorial Committee)
- Rita Albrecht; HeBIS library Network, Germany
- Tina Baich; IUPUI University Library, Indianapolis

Implementers Advisory Committee
Members represent the vendor community as well as other organizations currently implementing or planning to implement ISO 18626.
Implementers Advisory Committee members are:
- Abhijeet Roy *; OCLC (Editorial Committee)
- Allen Jones *; ReShare (Editorial Committee)
- Anders Vestergaard *; DBC
- Chas Woodfield *; Knowledge Integration
- Dustin Stokes *; Atlas Systems, Inc
- Ed Davidson; Retired (Editorial Committee)
- Hans Erik Büscher; Reindex
- Ian Ibbotson; Knowledge Integration
- Jude Coelho; Internet Archive
- Kristen Wilson; Ex officio (Editorial Committee)
- Mallory kasinec; ReShare
- Maureen Graham *; Auto-Graphics
- Mike Richens *; Ex Libris
- Moshe Shechter; Ex Libris
- Paul Jansen; OCLC
- Ranny Lacanienta *; SirsiDynix
- Richard Mann; Knowledge Integration
- Stefan Midtgaard *; Systematic
- Tony O'Brien; OCLC

* voting member

Whither ISO 18626?

- ISO/TC 46/SC 4/WG 14 established in March 2013
- ISO 18626 published on July 1, 2014
- It’s now in its 3rd edition (2021)

Whither ISO 18626?

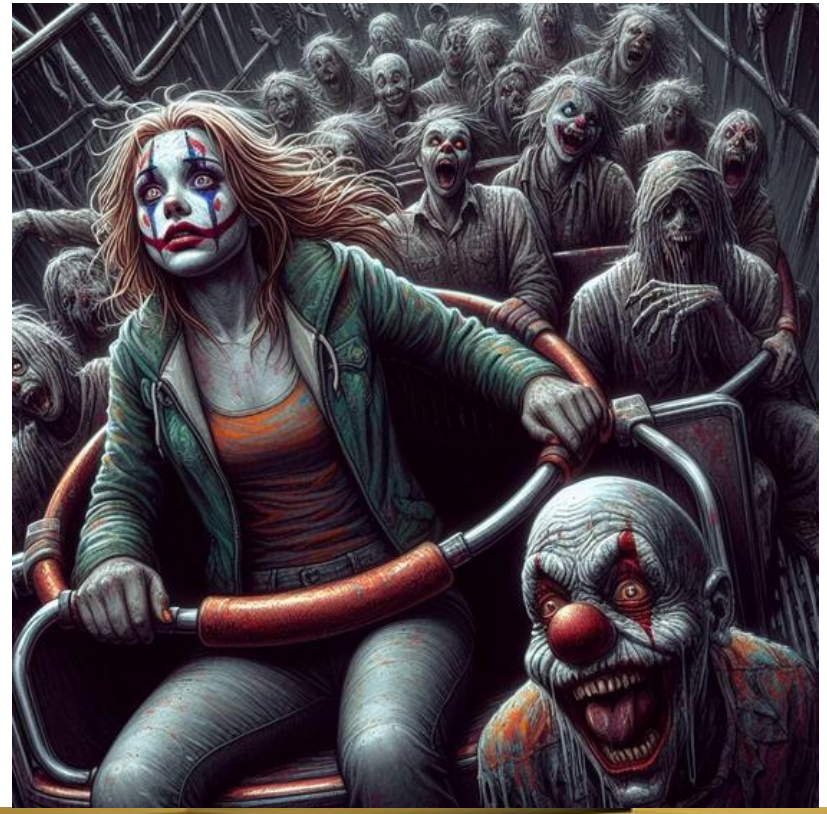
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- It's now in its 3rd edition (2021)
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  - Alberta can't "talk" with McMaster
  - Australia can't "talk" with New Zealand

Whither ISO 18626?

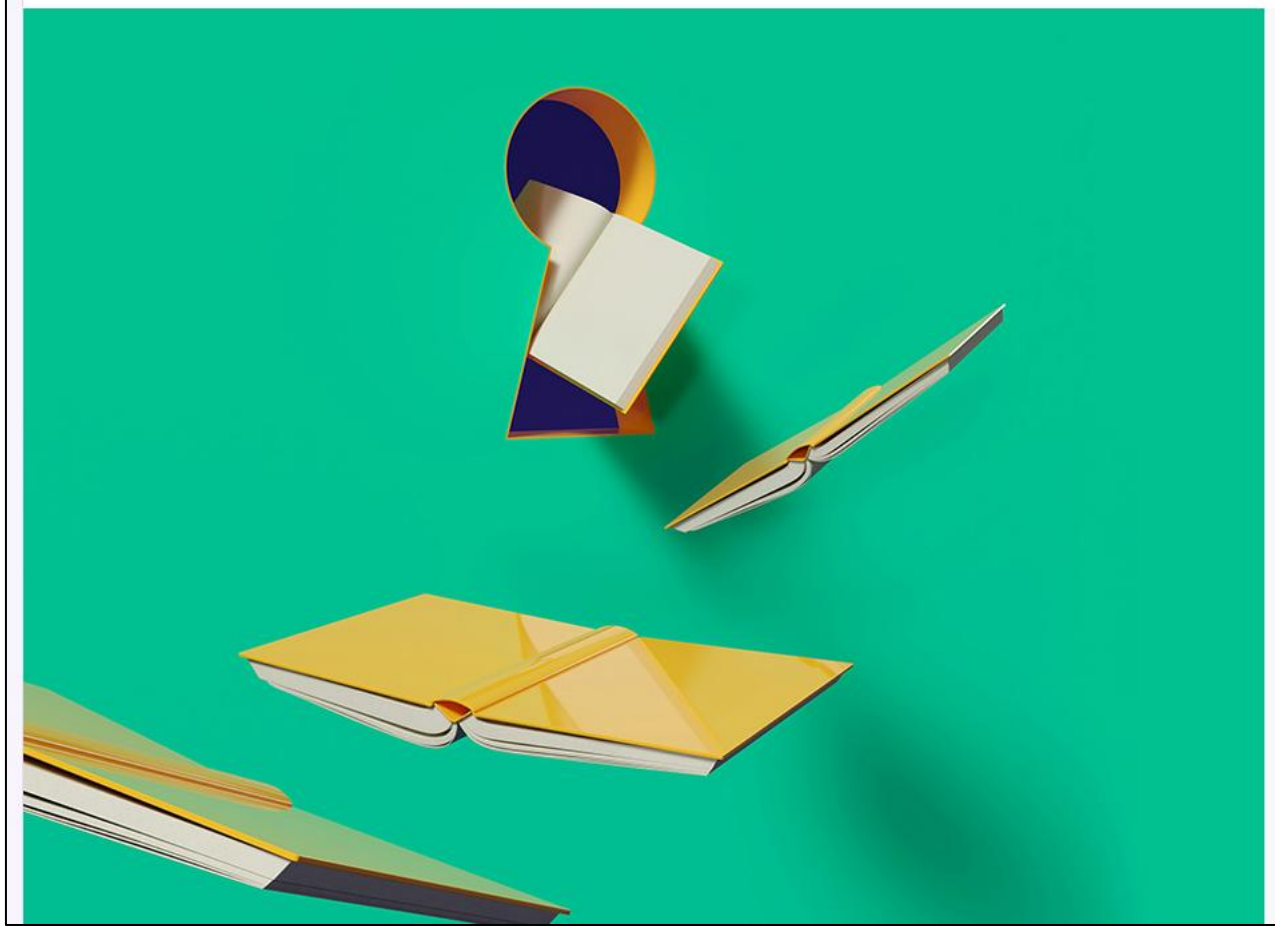
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CAVAL, ReShare, & CrossLink: a triple whammy



Katina
LIBRARIANSHIP ELEVATED

THE FUTURE OF WORK

How Australia Built a Standards-Based National Lending Network

Vendors and open-source products are not substitutes for national infrastructure. But they can be vehicles for realizing it.

By Allen Jones and Sae Ra Germaine | 04.08.2026

https://katinamagazine.org

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2001-2016



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Hold vendors accountable when they fail to meet expectations.

Thanks for listening!

Questions?

Comments?

Elvis impressions?



Dennis@BorrowerAndLenderBe.org

Vilkasss via Pixabay

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