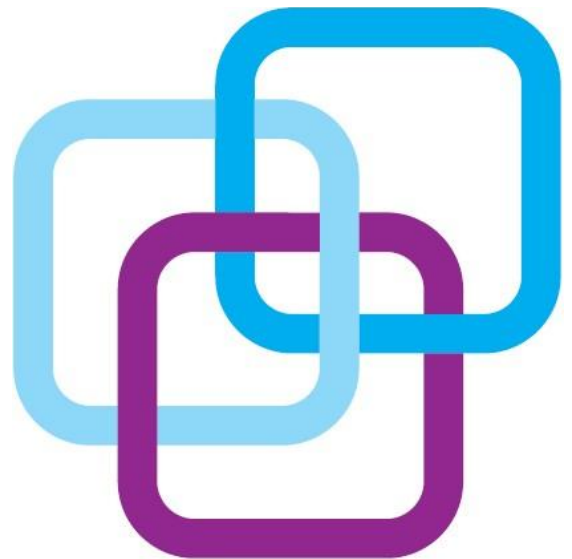


G-Cloud 15

OpenRS (ILL and DCB)

Service description

Knowledge Integration Ltd



About Us

Knowledge Integration was incorporated in 1999, giving us 27 years of unrivalled experience in the provision of bespoke digital solutions. We have a team of skilled, qualified developers and consultants in place to ensure our services meet and exceed our customer's requirements. As of 2026 we work with 30+ customers across the UK and worldwide with our CIIM solution being used for the publication of over 150 million items.

Our systems address broad issues such as resource discovery and sharing and can be applied across a range of industries and sectors. Key sectors we currently operate in include the broad Cultural and GLAM (galleries, libraries, archives, and museums) sectors.

We traditionally focus on the problems of information extraction, description, indexing and matching with particular emphasis on ETL/ELT workflows for converting legacy metadata repositories into modern information retrieval and discovery solutions. We use our experience and skills to support a wide range of customers and solution requirements.

Service Definition OpenRS (ILL and DCB)

What the service is

This service provides application support and delivery services for OpenRS Interlibrary Loan (ILL) and Direct Consortial Borrowing (DCB) applications. The service enables libraries and consortia to operate, maintain, and extend interoperable resource sharing services across a range of library management systems and technical environments.

The service supports OpenRS participation at multiple levels, from fully integrated library management system adaptors to protocol-based participation, ensuring that libraries of different sizes and technical maturity can participate in shared resource networks. The focus is on reliable operation, effective use, and sustainable long-term adoption of OpenRS in production environments.

Application and Scope

The service covers the following OpenRS application areas:

- OpenRS ILL: request creation, routing, fulfilment, and messaging workflows
- OpenRS DCB: consortial supply and request workflows between multiple Library Management Systems via a common discovery system and shared index
- DCB Admin: configuration and operational management interface for consortium managers
- DCB Admin for Libraries: configuration and operational management interface for library managers

Support is limited to OpenRS applications developed and maintained by the supplier and delivered within buyer-managed environments or supplier-hosted OpenRS infrastructure, as applicable.

OpenRS (ILL and DCB) Features

- Support OpenRS ILL request creation, routing, and fulfilment workflows
- Support OpenRS DCB configuration and administration via DCB Admin
- Support OpenRS integrations using adaptors, NCIP, and DCB-ILL participation models
- Diagnose and resolve application-level defects and errors
- Respond to incidents via a centralised ticketing system
- Support ISO 18626, NCIP, Z39.50, OpenURL, and email-based workflows
- Assist with integration to external catalogues and library systems
- Provide guidance and training for OpenRS users and administrators
- Develop new features for OpenRS ILL and OpenRS DCB
- Provide project management and governance for support and delivery activities

Levels of Participation

The service supports libraries participating in OpenRS at different technical levels:

Level One: OpenRS adaptors

Support for fully integrated OpenRS adaptors for supported library management systems. These adaptors enable deep integration with local circulation workflows and access to advanced OpenRS functionality, including pickup-anywhere, re-resolution, and walk-up requesting. The service includes ongoing support to accommodate changes in library management system APIs.

Level Two: OpenRS NCIP adaptor

Support for participation via the NCIP protocol, enabling OpenRS DCB and ILL to interact with local library management systems for circulation-related actions. Supported actions may include item check-in, check-out, renewal, request placement, user lookup, and related workflows, subject to the capabilities of the local system.

Level Three: OpenRS DCB-ILL adaptor

Support for libraries without Level One or Level Two integrations through the OpenRS DCB-ILL adaptor. This enables libraries to participate directly in the consortium union catalogue, create and manage requests within OpenRS ILL, and exchange messages using ISO 18626 and related standards.

Level Four: Protocol-based participation

Support for protocol-based participation for libraries with limited system capabilities. This provides basic requesting and fulfilment options to ensure continued inclusion within OpenRS networks and provides a potential upgrade pathway to deeper integration over time.

Application Support and Incident Management

The supplier provides application-level support for OpenRS ILL and DCB. Incidents are logged, tracked, and managed through a centralised ticketing system, providing a single route for communication and progress updates.

Support activities include investigation, diagnosis, and resolution of application-level defects and errors. This helps reduce service disruption and supports reliable operation of resource sharing workflows.

Application Updates and Fixes

The service includes support for application updates and supplier-provided fixes. This ensures supported OpenRS applications remain aligned with supported releases and continue to function as expected within live environments.

Update support may include assessment of issues, guidance on deployment, and post-update verification.

Guidance and Training

The supplier provides guidance and training to OpenRS users and stakeholders. This includes support for understanding workflows, using DCB Admin, managing requests, and adopting new or updated features within OpenRS ILL and DCB.

Data Management and Interoperability

The service supports data management activities required for effective participation in OpenRS. This includes support for shared index usage, bibliographic record contribution, availability data, and pickup location information.

Integration with external systems and data sources may be supported using standards and protocols such as NCIP, ISO 18626, Z39.50, OpenURL, and email-based requesting, enabling interoperability across diverse library systems.

Project Management and Governance

The supplier provides project management and governance to support structured delivery of onboarding, integration, enhancement, and improvement activities. This provides coordination, oversight, and controlled change management for OpenRS participation.

Service Outcomes

Through a combination of application support, integration support, and delivery governance, the service supports:

- Reliable operation of OpenRS ILL and DCB workflows
- Participation in resource sharing regardless of library system choice
- Pickup-anywhere, re-resolution, and walk-up requesting models
- Reduced downtime through timely issue resolution
- Sustainable long-term operation of OpenRS in production environments
- Interoperability across consortia and external systems