IDR Support Work flow

External sources want to integrate with NDLI

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The request will come with

→ Mail

→ Phone call

↓ (Phone call)

Request them to write all information/problems in the NDL mail service(ndl-support@iitkgp.ac.in)

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Verify whether or not the external source is already integrated with NDLI

No → Respond to the mail request and ask them for digital content

Yes → Respond to the mail request

↓ (No branch)

If digital content exists

No → Explain to them how to prepare the system for DSpace software and make a repository's all digital contents like eBooks, eThesis, question papers, magazines, annual reports, etc.

Yes → Explain to them all procedures like DSpace software and its features, NDL metadata, copyright issues, remote support, how to keep the service running 24×7 hours, how to protect digital content, and how to make metadata/item entries in the digital repository

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Give remote support via TeamViewer/Anydesk and make a sources name entry in the record sheet