

DOCUMENT RESUME

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ABSTRACT

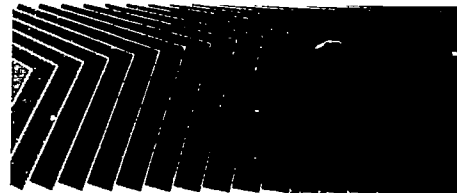
This document summarizes the results of a 1994 survey regarding the use of document suppliers by 90 ARL (Association of Research Libraries) members. A document supplier was defined as "a company or service that supplies documents for a fee." Document suppliers are increasingly used by research libraries as cost-effective solutions to the decreasing buying power of library budgets, multiple serial cancellations, and perceived weaknesses in traditional ILL (interlibrary loan) services. The survey elicited answers to a wide range of questions including reasons for use, charges and costs, service and quality, and direct patron use of document suppliers. Eighty-seven percent of the respondents used document suppliers, up from 74% two years prior. Fifty-six respondents recorded an increase in their use of document suppliers from the previous year. This growth can be attributed to the rising number of ILL requests, the existence of multiple pilot projects, the emergence of new suppliers, and enhanced services offered by existing suppliers. Materials submitted by the responding libraries, which make up the major part of the kit, are organized into sections containing survey results, selection policies and procedures, pilot projects, annual reports, evaluations and statistics, sample flyers, information about document delivery suppliers, and selected readings. (DGM)

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Kit 204

Uses of Document Delivery Services

ED 376 835

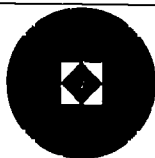


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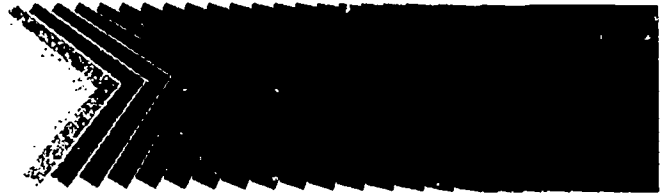
OFFICE OF MANAGEMENT SERVICES

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Flyer 204

Uses of Document Delivery Services

November 1994

INTRODUCTION

At one time, "resource sharing" was simply another name for reciprocal agreements between libraries that were negotiated by interlibrary loan (ILL) departments. As libraries rethink their roles and how they serve their users, the definition of resource sharing has been expanded to encompass commercial documents delivery services.

Document suppliers are increasingly used by research libraries as cost-effective solutions to decreasing buying power of library budgets, multiple serial cancellations, and perceived weaknesses in traditional ILL services. SPEC Kit #204 summarizes the use of document suppliers as cited by the 90 ARL members that responded to the questionnaire mailed in early 1994. For the purpose of the survey, a document supplier was defined as "a company or service that supplies documents for a fee." The survey elicited answers to a wide range of questions including: reasons for use, charges and costs, service and quality, and direct patron use of document suppliers.

SURVEY RESULTS

Document suppliers are used by 87% of the respondents. Two years ago, SPEC Kit #184 reported that 74% used these services. In this survey, 56 respondents recorded an increase in their use of document suppliers from the previous year. This growth can be attributed to the rising number of ILL requests, the existence of multiple pilot projects, the emergence of new suppliers, and enhanced services offered by existing suppliers.

Respondents most often use document suppliers because of 1) faster turnaround time than ILL, and 2) the inclusion of copyright/royalty fees in the charge. When selecting a specific vendor, speed of delivery was the most important criterion, with ease of ordering and subject coverage ranking second and third respectively.

Only 12 of the responding institutions do not use document suppliers to fill patron requests for photocopies. Reasons for non-use are varied: supplier fees too expensive, inclusion of copyright/royalty fees, lack of funds to purchase copies, and the lack of knowledge concerning document suppliers. Several respondents are currently investigating the feasibility of using document suppliers.

Approximately 70% of the respondents project

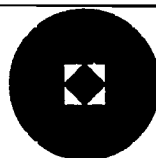
increased use of document suppliers in the next fiscal year. Reasons for the increase include serial cancellations coupled with fixed acquisitions budgets; continued increase in demand; availability of new suppliers or campus access to different suppliers; increase in end-user ordering; and the need to balance staff workload with demands for faster service. No respondent projected a decrease in use, although 18 noted that use would remain steady.

Organizationally, ILL is the library department that most often uses document suppliers (82%). Other departments noted include reference, circulation, document delivery, serials, and current periodicals. In 23 institutions, departmental or branch libraries also place orders with suppliers, with the majority serving the sciences or engineering. The OCLC ILL System is the method by which most orders are sent to document suppliers.

A wide variety of document suppliers are used, some quite heavily. Fifty different suppliers were cited, including one in Moscow. The five most frequently used are, respectively, the British Library Document Supply Centre, UMI's Article Clearinghouse, Chemical Abstracts Service, UnCover, and ISI's The Genuine Article. The average number of requests filled by a document supplier was 1,550, with the Canada Institute for Scientific and Technical Information (CISTI) filling the largest number, 11,630.

Just over half of the libraries do not have a separate budget line for document suppliers. Of the 39 libraries that do have a separate line, 26 allocate money from acquisitions/materials. Other sources include general administration, photocopy account, and the document delivery budget. For the current fiscal year, 39 libraries have budgeted a total of \$770,278 for document suppliers, or an average of \$19,750. Budgeted mounts ranged from \$70,000 to \$200. In the past fiscal year, an average of \$9495 was spent on purchasing materials from document suppliers, with amounts ranging from \$120,000 to \$25.

Forty-five respondents absorb all costs of ordering documents from suppliers. Only 10 institutions ask their patrons to pay the entire cost. For the 20 institutions that split the cost between the library and the user, the library absorbed between \$6 to \$25 of the initial cost, with users paying any



amount in excess. Most of the libraries that pass costs on to users charge a flat-fee, ranging from \$2 to \$5.

The survey asked respondents to evaluate document suppliers against traditional ILL services. When compared with the libraries most frequently used to supply photocopies via ILL, document suppliers were rated better than ILL for turnaround time, expedited processing, and delivery options. Document suppliers were rated about the same as ILL for copy quality, billing/invoices, and requesting options. However, they were rated worse than ILL for coverage. A number of comments indicated that the relative performance depended on the specific supplier, with one respondent noting, "We have some excellent service from reciprocals; suppliers are better than most non-reciprocals."

ISSUES AND TRENDS

This survey documents the widespread interest in and use of document delivery suppliers by ARL libraries. Two broad issues emerge as trends to monitor: user-initiated document ordering, and user expectations.

User-initiated document ordering. The responding libraries were most divided on the issue of providing access for patrons to place orders directly with suppliers. Forty libraries do not provide this service, although 11 noted that this capability is being explored. Several cited the lack of password security and problems with local accounting restrictions. Of the 49 libraries that do provide direct patron access, all pass the charges on to the users. Of the libraries that offer end-user access and ordering, UnCover and OCLC's First Search are most commonly used.

User-initiated document ordering offers the potential to minimize the labor-intensive nature of the ILL process. Direct patron ordering may be more cost-effective and more staff-efficient than ILL-mediated ordering in the long run. Additional research is needed on the costs of library-mediated and user-initiated document ordering.

User expectations. User satisfaction depends on timeliness of delivery, availability of materials, and ease of use, and reasonable costs. Library use of document suppliers is primarily based on an assumption that suppliers can provide faster, and therefore better, service than ILL. In addition to timeliness, the availability of materials, measured either by subject coverage or the range of years covered, also affects the level of satisfaction of using document suppliers. Each of the five most frequently used suppliers are collections-based, either owning their materials or having ready access to external collections. Although document suppliers have comprehensive collections in science and business, they are weaker in the social sciences and humanities.

As user-initiated ordering becomes more widely available, users will expect ordering and delivery to be easier than traditional ILL. Libraries are facilitating user ordering by providing access to document suppliers through local online systems, rather than at dedicated terminals. Fax machines and Ariel workstations installed at library service points, in dorms, or elsewhere on campus will permit users to receive documents directly. Libraries are reviewing internal policies and practices to make end-user ordering as easy as possible, and also reducing the library workload.

Additional study is required to determine users' needs for convenient access to document suppliers and user-friendly ordering systems, as well as preferences for ordering and delivery methods. Providing access is the first step; training users how to use that access effectively is just as important. As systems proliferate, library staff scramble not only to keep themselves up-to-date, but also to meet user needs and demands for education and training.

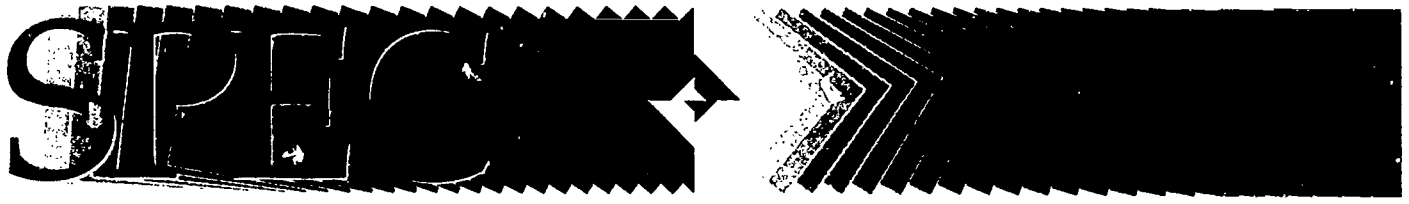
SUMMARY

Libraries and library users need to receive documents quickly, inexpensively, and easily. Unfortunately, neither libraries nor document suppliers are currently able to meet all three of these criteria. Both libraries and document suppliers can often meet all the criteria for specific requests, but are unable to do so consistently. Therefore, tradeoffs between service, speed, and cost must be identified and carefully weighed when selecting a document supplier or library.

Based on actual and projected increases, libraries will continue to expand their use of document suppliers. Approximately half of the libraries participating in this survey have not budgeted for document delivery services. Library administrators will want to address the entire range of costs: out-of-pocket expenditures for documents, investments in equipment, labor, and unmet users' needs and expectations.

ARL libraries are moving toward a more user-centered document ordering environment. Although the current level of use varies significantly, document suppliers have become a viable option for libraries to obtain materials for library users. Each library must determine the optimum balance of library-mediated and user-initiated services that will most effectively and efficiently meet the needs of its particular user community.

This Kit and Flyer were compiled by Mary E. Jackson, Visiting Program Officer, Association of Research Libraries, and Karen Croneis, Head Departmental Library Services, Washington University, and was prepared as part of the OMS Collaborative Research/Writing Program.



S Y S T E M S A N D P R O C E D U R E S E X C H A N G E C E N T E R

Uses of Document Delivery Services

A SPEC Kit compiled by

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Association of Research Libraries

and

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Washington University

November 1994

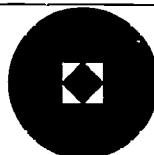
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Uses of Document Delivery Services

Kit 204

November 1994

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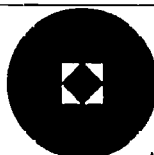
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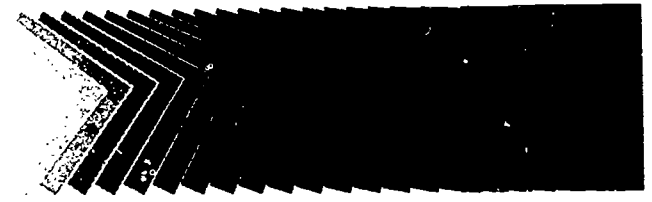
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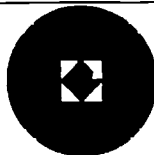
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SYSTEMS AND PROCEDURES EXCHANGE CENTER

SURVEY RESULTS

ASSOCIATION OF RESEARCH LIBRARIES



OFFICE OF MANAGEMENT SERVICES



SPEC SURVEY--USES OF COMMERCIAL DOCUMENT DELIVERY SERVICES

Contact Person: _____ Title: _____

Library/Institution: _____ Telephone: _____ Email: _____ Fax: _____

BACKGROUND

1. What was your total borrowing volume (requests received from your local patrons) for the last completed fiscal year?

- # _____ Loan requests
- # _____ Photocopy requests

2. How many borrowing requests (reported in question #2) were filled?

- # _____ Loan requests
- # _____ Photocopy requests
- # _____ Filled by other libraries
- # _____ Filled by commercial document suppliers

3. Does your library use document suppliers to fill patron requests for photocopies?

78 YES (Total-Primary-Other)

because (check all that apply; double check the primary reason):

- 54-23-31 Faster turnaround time than ILL
- 4- 0- 4 Less expensive than ILL
- 12- 0-12 Fill rate higher than ILL
- 53-13-40 Copyright/royalties included
- 16- 2-14 Broad subject coverage
- 10- 1- 9 Range of years covered
- 6- 0- 6 Delivery direct to library patrons
- 22- 1-21 Easy ordering options
- 15- 0-15 Choice of delivery methods
- 14- 2-12 Less library staff involvement
- 24- 0-24 Other. Please specify:

12 NO

because (check all that apply; double check the primary reason):

- 0-0-0 Too slow
- 2-0-2 Too expensive
- 1-0-1 Fill rate too low
- 2-0-2 Copyright/royalties included in price
- 1-0-1 Subject coverage not broad enough
- 0-0-0 Poor copy quality
- 4-1-3 Not in library budget/no money
- 1-0-1 Too difficult to find holdings information
- 2-0-2 Don't know enough about commercial suppliers
- 0-0-0 Lack of support from supervisor/administration
- 1-0-1 Too library staff-intensive
- 6-2-4 Other. Please specify:

IF YOUR LIBRARY DOES NOT USE COMMERCIAL DOCUMENT SUPPLIERS, PLEASE GO TO QUESTION #18. OTHERWISE, CONTINUE TO THE NEXT QUESTION.

4. In what year did your library begin using commercial document suppliers? 19 _____

USE OF COMMERCIAL DOCUMENT SUPPLIERS

5. Organizationally, which department(s) place(s) orders directly with document suppliers? Check all that apply; double check the department/unit that most often uses document suppliers.

(Total-Most-Uses)

- 74-25-49 Interlibrary Loan
- 7- 0- 7 Reference
- 1- 0- 1 Circulation/Access Services
- 6- 3- 3 Document Delivery unit
- 23- 0-23 Departmental/branch library. Please specify: _____
- 9- 0- 9 Other. Please specify: _____

6. For the previous year, which document suppliers have you used? (Check all that apply. Include number of requests sent to and filled by each, if possible.)

Supplier	#sent to	#filled by
<u>0</u> ADONIS	_____	_____
<u>7</u> Article Express	_____	<u>150</u>
<u>0</u> OCLC Dispatch Services (Article First)	_____	_____
<u>64</u> British Library Document Supply Centre	_____	<u>1,843</u>
<u>18</u> Canada Institute for Scientific and Technical Information (CISTI)	_____	<u>11,630</u>
<u>52</u> Chemical Abstracts Service	_____	<u>957</u>
<u>14</u> DIALOG Information Services	_____	<u>1,853</u>
<u>6</u> Dynamic Information	_____	<u>24</u>
<u>2</u> Faxon Xpress	_____	<u>12</u>
<u>12</u> Fee-based services in libraries. Please specify: _____	_____	<u>319</u>
<u>30</u> The Genuine Article (ISI)	_____	<u>3,092</u>
<u>0</u> Information Access Corp.	_____	_____
<u>5</u> Information Express	_____	<u>65</u>
<u>8</u> Information on Demand	_____	<u>18</u>
<u>5</u> Information Store	_____	<u>9</u>
<u>9</u> Ma...Doc	_____	<u>51</u>
<u>3</u> RLG's CitaDel	_____	<u>1</u>
<u>64</u> UMI Article Clearinghouse	_____	<u>1,776</u>
<u>38</u> UnCover	_____	<u>3,012</u>
<u>27</u> Other. Please specify: _____	_____	<u>962</u>

7. How is a supplier chosen for a specific request? Please rank, using #1 as most important reason.

(The smaller the number, the more important.)

- 2.1 Speed of delivery
- 2.8 Ease of ordering
- 3.3 Cost of articles
- 4.3 Deposit account/clear invoices
- 3.7 Availability of rush/expedited processing/delivery
- 3.1 Subject coverage
- Other. Please specify: _____

8. By which methods are orders sent to document suppliers? Check all that apply; double check the method used most often. (Total-Most-Used)

<u>68-32-36</u>	OCLC ILL System	<u>23- 4-19</u>	Electronic mail
<u>2- 1- 1</u>	RLIN ILL System	<u>47- 8-39</u>	Fax
<u>0- 0- 0</u>	WLN ILL System	<u>31- 9-22</u>	Supplier's order system
<u>15- 1-14</u>	Dialog	<u>31- 3-28</u>	Telephone
<u>3- 0- 3</u>	Other. Please specify:		

9. Comparing this fiscal year with last fiscal year, how has your library's use of document suppliers changed?

<u>56</u>	Increased over last year. Why?
<u>4</u>	Decreased over last year. Why?
<u>16</u>	Stayed about the same as last year. Why?

10. What changes in the use of document suppliers do you project for the next fiscal year?

<u>63</u>	Will increase next year. Why?
<u>0</u>	Will decrease next year. Why?
<u>18</u>	Will stay about the same. Why?

CHARGES, COSTS, AND BUDGETING

11. In the last complete fiscal year, how much did your library spend on:

Purchasing materials from document suppliers?	\$ _____
Passwords/access to document supplier systems?	\$ _____

12. Did your costs for the past fiscal year increase over the previous year?

<u>50</u>	Yes. Why?
<u>15</u>	No.
<u>8</u>	Have not used document suppliers that long.

13. Are copyright/royalty charges separated on document supplier invoices?

<u>24</u>	No.
<u>36</u>	Yes, but we don't keep that information separately.
<u>0</u>	Yes. During the last fiscal year, the library spent \$ _____ on copyright/royalty charges
<u>18</u>	Other. Please specify:

14. Who pays for documents the library orders from document suppliers?

<u>45</u>	Library pays the entire cost.
<u>10</u>	Patron pays the entire cost.
<u>20</u>	Library and patron split the cost. Please detail:
<u>8</u>	Other. Please specify:

15. Does the library have a separate budget line for document suppliers?

45 No. Why not?
39 Yes. The money is allocated from:
26 Acquisitions/materials 0 Public services
1 General administration 9 Other. Please specify:

16. For the current fiscal year, how much has the library budgeted for document suppliers?
\$ _____

SERVICE/QUALITY

17. Compared to the libraries you most frequently use to supply photocopies via ILL, please rate the document suppliers according to the following:

	Better than ILL	About the same	Worse than ILL
Copy quality	<u>5</u>	<u>66</u>	<u>5</u>
Turnaround time	<u>40</u>	<u>30</u>	<u>3</u>
Billing/Invoices	<u>22</u>	<u>43</u>	<u>4</u>
Requesting options	<u>25</u>	<u>40</u>	<u>5</u>
Expedited processing	<u>39</u>	<u>26</u>	<u>5</u>
Delivery options	<u>31</u>	<u>27</u>	<u>4</u>
Coverage	<u>12</u>	<u>22</u>	<u>30</u>

PATRON USE OF DOCUMENT SUPPLIERS

18. Does the library provide access for patrons to place orders directly with document suppliers?

40 No. Why not?
0 Yes, and the library pays the bill.
49 Yes, and the patron pays the bill.
0 Yes, and the library and the patron split the bill. Please detail:

19. By which methods can patrons send orders to document suppliers?

20 OCLC's First Search 3 Fax
8 RLG's CitaDel 4 Telephone
39 UnCover 7 Supplier's dedicated ordering system
2 Electronic mail 2 Other. Please specify:

PLEASE INCLUDE POLICY STATEMENTS ON THE USE OF DOCUMENT SUPPLIERS IF AVAILABLE.

Thank you for your time! Please return the survey and documentation by **April 15, 1994** to:

**Karen Croneis
Olin Library
Campus Box 1061
Washington University
One Brookings Drive
St. Louis, MO 63130**

FAX: 314/935-4045 VOICE: 314/935-5467 Kcroneis@library.wustl.edu kcroneis@wulibs.bitnet

Commercial Document Delivery Services
SPEC Survey - April 1994

Libraries Responding

1. Alabama
2. Alberta
3. Auburn
4. Boston
5. Boston Public
6. Brigham Young
7. British Columbia
8. Brown
9. California, Davis
10. California, Irvine
11. California, Los Angeles
12. California, Riverside
13. California, San Diego
14. California, Santa Barbara
15. Center for Research Libraries
16. Chicago
17. Cincinnati
18. Colorado
19. Dartmouth
20. Duke
21. Emory
22. Florida
23. Georgetown
24. Georgia
25. Georgia Institute of Technology
26. Guelph
27. Hawaii
28. Houston
29. Howard
30. Illinois-Chicago
31. Illinois-Urbana
32. Indiana
33. Iowa State
34. Johns Hopkins
35. Kansas
36. Kentucky
37. Laval
38. Linda Hall Library
39. Louisiana State
40. McMaster
41. Maryland
42. Massachusetts
43. Massachusetts Institute of Technology
44. Michigan
45. Michigan State
46. Missouri
47. National Agricultural Library
48. National Library of Canada
49. Nebraska
50. New Mexico
51. New York Public Library
52. New York State Library
53. New York University
54. North Carolina
55. North Carolina State
56. Notre Dame
57. Ohio State
58. Oklahoma
59. Oklahoma State
60. Oregon
61. Pennsylvania
62. Pennsylvania State
63. Pittsburgh
64. Princeton
65. Purdue
66. Queens
67. Rice
68. Rochester
69. Rutgers
70. Saskatchewan
71. Southern California
72. Southern Illinois
73. Stanford
74. SUNY, Buffalo
75. Syracuse
76. Temple
77. Tennessee
78. Texas
79. Texas A & M
80. Tulane
81. Utah
82. Virginia
83. Virginia Tech
84. Washington
85. Washington State
86. Washington, St. Louis
87. Waterloo
88. Wayne State
89. Western Ontario
90. York

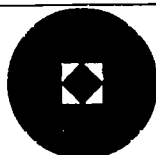
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SELECTION POLICIES AND PROCEDURES

ASSOCIATION OF RESEARCH LIBRARIES



OFFICE OF MANAGEMENT SERVICES

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COLORADO TECHNICAL REFERENCE CENTER

Factors Affecting Choice of Commercial Suppliers

August 1994

I am writing this from the "rush" perspective, since that is how most of my supplier selection is determined. Each request has subtle differences making it unique from all other requests. These factors include but are not limited to:

- 1) turnaround time requested by the client
- 2) format needed by the client (originals or fax copy)
- 3) cost (is client willing to pay rush plus extra costs if necessary)
- 4) time of day request is received (choice of a west-coast supplier might be vital if client needs same-day service and there is a very short time to get the item)
- 5) which equipment (OCLC terminal, PAC terminal for Uncover orders, fax machine, Dialog computer) is available for use

Dependability is the number one factor I use in selection of a commercial supplier. Through trial and error and experience, I have learned that the following suppliers are most useful in the following conditions:

Fast, dependable, reasonable:

Medical: BIS (Biomedical Informations Service); BASIS (now absorbed by ESTIS); NLM (not exactly a commercial supplier, but charges about \$11.00 for a same-day or next-day fax. I use them very sparingly because of who they are).

General, scientific, many foreign languages:
Linda Hall Library; CRL (maybe not so fast, but pretty dependable and reasonable); other fee-based services I use include ESTIS, FYI, NYPL. UMI and ESL are good but not as reliable as the others; Uncover2 and Uncover complete are mostly reliable but fax quality varies from pretty good (seldom wonderful) to unreadable.

Patents: Library Connection for both U.S. and foreign (they automatically refer foreign patent requests to British Library).

U.S. government reports: NTIS. Very reliable rush (5 day) service; other U.S. government departments are generally very cooperative in sending photocopies and reports, even rush.

Japanese language: JICST (Japan Information Center for Science and Technology) very reliable and not costly, very courteous and customer oriented, US rep is in Washington D.C.

Other journal articles or reports not readily available from other sources: publishers and authors are usually very helpful and sometimes will send magazines or their reports for free.

Fast, dependable, expensive:

General, Scientific, foreign-language: BLDSC (very reliable, courteous and customer oriented).

Scientific, General: UMI, CAS--I have found these suppliers good but perhaps somewhat less reliable than BLDSC. They sometimes take a day or two to fax articles and don't always call to inform about delays. They sometimes don't supply requested documents at all and I have to call to find out status of orders. UMI will sometimes send unordered duplicates of dissertations which I then have to return to them.

Maryel Owens

WHEN TO USE WHICH FEE-BASED DOCUMENT SUPPLIER
AT THE UNIVERSITY OF HOUSTON LIBRARIES

1. If a requested article is not owned by libraries that have reciprocal borrowing agreements with us, order from CARL UnCover if available.
2. If a request for an article returns unfilled from 5 libraries that have reciprocal borrowing agreements with us, order from CARL UnCover if available.
3. If a request exceeds CONTU guidelines (6 or more articles from the same journal title published within the last 5 years) and not found in Copyright Clearance Center's Title and Fees: order from CARL UnCover, British Library Document Service Centre (for UK documents not available in U.S.), or from UMI Article Clearinghouse. Order whole issue from UMI if 3 or more articles are from the same issue.
4. If a request for a government-sponsored technical report is not available from OCLC libraries, order from NTIS via OCLC.
5. If a request for a U.S. patent is not available from depository libraries, order from Library Connection via fax. Order all foreign patents from Library Connection.
6. Order all requested standards from ANSI via fax.
7. If a requested chemistry article is not available from OCLC libraries, order from CAS via OCLC.
8. If a requested publication from a non-profit organization is not available from OCLC or RLIN libraries, order from the organization via telephone. Example: Society of Petroleum Engineers.

Criteria for Document Delivery

Patrons often need materials quickly to proceed with research so turn around time is critical for Swain. This must be balanced against cost so compromises are often made depending on the circumstances.

Materials must be clearly readable so I look for companies with good quality control. Sometimes material is really hard to locate and perseverance is important, as is feedback so I know the situation on a difficult search. (Patrons continue to ask about materials which don't arrive so its important to me to know the status of hard to find items.)

Any company where a deposit account can be set up has a real advantage and those companies which keep their billing systems simple also have a terrific advantage. Small units do not have time to figure out complex billing. (Individual billing for document delivery is to labor intensive and I will avoid these companies when possible.)

Ease of ordering is also a consideration, I prefer a phone/FAX/or e-mail. Specific forms and formats are time-consuming and I avoid companies which require them whenever possible.

Document Delivery Cheatsheet

Swain

JOURNALS

Whenever possible journal articles are ordered through Baker which is Stanford's cooperative program with UC Berkeley. We usually get items within a week, and are billed twice a year. Books are never ordered through Baker.

Urgently needed journal articles are ordered through the Physical Science/Engineering FAX project. This is suitable when items are available at UC Berkeley or UC Davis.

CAS On-Line

Comprehensive source for obscure materials. We maintain a deposit account. Until recently materials were ordered on-line and the librarian placed orders because an experienced searcher minimized the connect time. It is now possible to place orders through e-mail which lowers costs and means the order can be placed at any time by support staff.

Stanford's Interlibrary Loan Department is used for materials we cannot get from other sources. (Turn around time is critical in the sciences and we don't know how long it takes to obtain materials through ILL, once order is placed we are out of the loop.)

BOOKS

Books are ordered through Stanford's ILL service. (Journal articles are ordered through ILL when the need is not urgent or when we can't find it through other sources.)

PATENTS

U.S. Patents are ordered from the Sunnyvale Patent Office where we have a deposit account. Service is prompt, billing is clear and simple.

Foreign Patents can now be ordered from the Sunnyvale Patent Office and we are experimenting with this service. Will probably

switch to this source if the service continues to be as prompt and if costs remain competitive.

Dynamic Information has been our traditional source for foreign patents. May or may not continue based on evaluation and comparison of other services for foreign patents. (Billing is unnecessarily complex for deposit accounts.)

British Library Patent Express

Suitable when large numbers of foreign patents are required. Each country must be listed on a different form with patents in ascending numerical order. Orders are FAXed through Library Connection. Service is prompt and inexpensive. (Do not have a deposit account so payments are labor intensive.)

Library Connections

Can provide U.S. patents issued within the last 5 weeks. Costs are low and this is the only source for recent patents. No deposit account because our volume is fairly low for these items.

DISSERTATIONS

UMI is our source for dissertations. We have a deposit account and order dissertations as requested by patrons.

**Document Express Procedures
Public Service Desks
E.S. Bird Library**

Interviewing

1. Verify that the user is an S.U. or ESF faculty, staff, or currently enrolled student.
2. Verify that article is not available in SUMMIT.
3. Determine timeframe within which the article is needed.
4. If within one week, supply Document Express form to be read and completed.
5. Clarify points of service
 - Subsidy - up to \$8.00 per article for SU affiliates only
 - Price range - provide cost estimate
 - Procedures - notification, payment, pick up

Ordering

1. Search CARL UnCover. If article is listed, order. If journal is listed but not year required, use UnCover Complete service.
2. If not in UnCover, inform patron that request will be referred to ILL for UMI Article Clearinghouse verification. If not in UMI, ILL will inform patron, offer rush ILL service.
3. Articles ordered through CARL are sent to ILL fax. Those ordered by ISD or other service point will be routed to ISD office for patron notification.
4. Patron notified of cost, where and when to pick up article.

Accounting and Payment

1. Record all transaction information on Document Express form.
2. Deduct \$8.00 subsidy.
3. Retain form with article in file until picked up.
4. Indicate payment information on form.
5. Deliver forms and funds collected to ISD secretary for statistics and retention.

pwm
rev. 8/94

Using CARL UnCover 2 Procedures for Document Express

CARL (Colorado Alliance of Research Libraries) UnCover 2 is an Internet-accessible database of table of contents information for many of the journals held by libraries in the CARL consortium. UnCover 2 provides online ordering for document delivery by fax, ARIEL (an RLG workstation located in ILL and Sci-Tech), mail, and other means, for titles identified through the database.

Syracuse University Library has a deposit account with CARL for document delivery service. Online orders for journal articles not held by SU can be placed for patrons and charged to this account. Please see the **Document Express Procedures** for complete details. This brief guide will explain procedures for using CARL and placing orders for articles.

1. Log on to your personal or departmental CMS or RODAN account. RODAN works better because it operates on line mode and eliminates the MORE.... and HOLDING.... problem that occurs in CMS.

2. To sign on to CARL, enter

telnet pac.carl.org

When prompted for a password, type _____

Select terminal type **#8.HARDCOPY**

From this point, follow screen prompts, selecting **Current Article Indexes and Access and UnCover -- Article Access.**

3. Depending upon the type of information provided by the requestor, you may search by author, title, or journal title for table of contents. **Follow screen prompts carefully.**
4. When the desired item is located and the record on the screen, you will be presented a choice for **Delivery**. When you choose this option, you will be presented with a series of lines to fill in with information about the request. Our deposit account number is _____ password is _____ (one word, all capitals).
5. All Document Express items should be faxed to the ILL fax number, **443-4507**. See attached sheets for examples of completed delivery form.

pwm

SPECS



S Y S T E M S A N D P R O C E D U R E S E X C H A N G E C E N T E R

PILOT PROJECTS

ASSOCIATION OF RESEARCH LIBRARIES



OFFICE OF MANAGEMENT SERVICES



9500 GILMAN DRIVE
LA JOLLA, CALIFORNIA 92093

February 8, 1993

To: Ginny Steel, Chair, PSAC
From: Tammy Dearie, Chair, Document Delivery/Interlibrary Loan Committee
Re: Trial Project Proposal

SUMMARY

This proposal seeks funding for trial usage of the CARL Uncover2 article delivery system as a supplementary ILL source for rush needs and non-UC holdings. The funds will be used to pay for Uncover2 delivery of such articles to participating UCSD libraries via fax.

BACKGROUND

In these times of diminishing materials budgets, emerging information technologies and services, and rising user needs and expectations, the UC libraries are seeking to offer timelier and more cost-effective access to publications available within and beyond the multi-campus system. Although improvements continue to be made in routine UC lending and delivery, there are irreducible (and perhaps unacceptable) delays associated with expedited transfers between campuses. For example, despite the clear potential of very rapid delivery of articles through fax, the unfortunate reality is that material availability, staff support, and other factors combine to turn many "rush" fax transactions into disruptive and time-consuming headaches, especially for the lending institution. Given these disincentives, it is not surprising that UCSD cannot obtain consistently good fax delivery from its partner libraries, and that getting timely faxes from some units borders on the impossible. (The Southern Science Libraries cooperative fax project is a happy exception, of course.) Such delivery problems are worsened when we must venture outside the UC system for materials, as other libraries have no need to treat our requests with favor, except insofar as we are willing to pay their charges for the transactions. Long waits for photocopies from non-UC sources are commonplace, and quick fax deliveries are difficult to arrange.

PROJECT DESCRIPTION

The Document Delivery and Interlibrary Loan committee will arrange a free trial of the CARL Uncover2 system, which consists of an article citations database (similar to Current Contents) and an on-screen ordering module. The system can be reached

through MELVYL and other Internet avenues, but access is controlled by passwords costing \$900 per year (\$765 for CLASS members). CARL staff have indicated their willingness to set us up with free searching for a period longer than their usual two-week trial offer, and to bill us at the end of the period for the articles we order. (The standard two-week trial provides search access, but requires a credit card for document ordering.)

During the trial, participating UCSD ILL staff will use the online Uncover2 system to request delivery of articles that would be problematic to obtain from UC sources in a timely fashion or are not held within the multi-campus system. Uncover2 offers rapid and cost-effective delivery of articles appearing in over 10,000 periodicals (more than CC and MAGS combined), with fax deliveries being the routine rather than the exception. Selected articles are faxed within one hour, and most others arrive within 24 hours. Document charges total around \$10 per item, considerably less than the \$18-22.50 fax rates charged by competitors such as UMI Article Clearinghouse and ISI Genuine Article. Use of Uncover2 as a supplementary source would be at the discretion of ILL staff based on the situational need for rapid delivery and/or the lack of the article within the UC system. Staff will be given instructions on accessing and searching Uncover2 prior to the start of the ordering trial. Uncover2 performance during the trial will be recorded to evaluate its potential to serve as a permanent source for selected article deliveries.

BUDGET

Given an ideal trial run of four to six weeks at the start of the Spring 1993 quarter, a grant of \$500 (some 50 orders) should be sufficient to satisfy library-wide needs for article faxes during that period and to give the Document Delivery & Interlibrary Loan committee enough Uncover2 transactions to develop a meaningful understanding of system performance. The post-trial invoice total from CARL will depend on our actual usage, which can be monitored and controlled to stay within the \$500 target.



9500 GILMAN DRIVE
LA JOLLA, CALIFORNIA 92093

May 9, 1994

To: Phyllis Mirsky, Chair, PSAC
From: Tammy Dearie, Chair, DDS/ILL Committee

RE: Collection Development Funds to Increase Access via ILL

In the 1993/1994 budget, George Soete, AUL for Collections, allocated \$150,000 to fund proposals for "access in lieu of ownership" activities. In September the decision was made to distribute \$75,000 for price increase coverage and to keep \$75,000 available for access projects. The Document Delivery/Interlibrary Loan committee has discussed several proposals that could be funded with the remaining money. Attached is a proposal to fund an expediter at UCLA which would consume \$21,288 of the funds. The remainder of the money would be used to fund deposit accounts or increase the funding to existing deposit accounts for document suppliers in order to facilitate borrowing activity; fund the upgrades to existing ARIEL workstations; purchase a new ARIEL workstation for BML; purchase new scanners for ARIEL at BML, MCL, and S&E, and to remodel and renovate the ILL work area at the Biomedical Library. Please contact me if you have questions about the proposals.

UCLA Expediter	\$21,288
Document Delivery Suppliers:	
Uncover: (approximately 75 requests at \$6.50, plus copyright royalty fees and fax surcharge)	1,000
British Library Document Supply Service: (add money to existing account; \$16.50 per article with ARIEL delivery for 120 requests)	1,000
Dialog Order Service: (use Dialog OneSource to purchase patents, full-text articles, etc.)	1,000
ARIEL Upgrades:	
6 upgrades of Ariel for Windows, 2.0 (\$149 each)	894
2 upgrades of Print Only Ariel for Windows, 2.0 (\$50 each)	100
1 Ariel for Windows, 2.0 (CMRR) (\$249)	249
7 copies of MS Windows (\$50 each)	350

7 Mice (\$50 each)	350
3 Fujitsu M3097 scanners for BML, MCL, S&E*	15,000
1 BML Ariel Workstations (486, printer, software, hardware, etc.; \$789 for ARIEL, \$4084 for workstation)	5,000 (est.)
 BML ILL remodel: (increase and remodel existing ILL work area to make it more efficient and usable for existing staff and workstations)	 20,000 - 25,000 (est.)
 GA supplements to increase staffing: (remainder of money)	 3,000 - 8,000
 Total projected expenditures:	 \$75,000

* S&E replacement scanner will be used as a loaner for all ILL units, original S&E scanner will be given back to Chemistry, MCL scanner will be given to CMRR to complete their workstation.

INFORMATION BROKER A

Article Price:

\$13.00 per item Plus \$.10 each exposure
after the first 10 exposures.

Delivery charges:

Fax - \$10.00 per order
Mail - \$ 3.00 per package

RUSH charges:

4 hour turnaround \$25.00 per order
24 hours turnaround \$10.00 per order



INFORMATION BROKER B

Article Price:

\$15.00 flat rate regardless of the
length of the article.

Delivery charges:

Fax - \$1.00 per page
Mail - \$3.00 per package

RUSH charges:

4 hour turnaround \$10.00 per order
24 hour turnaround \$ 5.00 per order

It is 8:00am and a company has just ordered two articles from us. They would like to have the articles faxed to them by 1:00pm. We do not own the journals these articles are in, so we need to place one order for two articles from another broker. (We need to make a \$5.00 profit on each article we deliver).

The first article is 15 pages long and the second article is 5 pages long.

Which broker would you have fill our request in order to insure the best price for our customer?

How much would you charge the customer for this order?

The following tables are from an article on the University of Colorado System wide document delivery project. They are reprinted with permission of the authors, Glenda Thornton, Associate Director for Library Services, Auraria Library, University of Colorado at Denver, and Yem Fong, Head of Information Delivery Services, University Libraries, University of Colorado at Boulder. An abstract of the article is also included.

Exploring Document Delivery Options:

A Pilot Study of the University of Colorado System

ABSTRACT

In the spring of 1993, five libraries in the University of Colorado multi-campus system explored ways to provide expedited interlibrary loan (ILL) for materials owned collectively. As a result, a pilot study was launched to evaluate the feasibility of employing commercial document delivery as an alternative to ILL, and as a possible solution to the growing need for expedited information delivery. The goal of this study was to determine if a significant number of interlibrary loan requests could be supplied by commercial vendors reliably, cost effectively, and quickly. The results showed that libraries with small collections, large populations, and general patron needs could fill a high percentage of requests using commercial suppliers, while libraries with research or specialized needs experienced differing success rates depending on the titles and coverage offered by each service in the study.

Table 1.--Total requests placed by targeted population at each institution; Undergraduates (U), Graduates (G) or Faculty (F), and percent filled by UnCover and all commercial sources (CS) including UnCover.

Library	Target Population	No. of Requests	Available ¹ from CS	Fill Rate UnCover	Fill Rate all CS
UCB	GS, F	558	261	19%	47%
UCD	GS, F	323	276	85	85
UCCS	F	514	354	37	69
UCHSC	U, GS, F	614	111	18	18
UC LAW	GS, F	24	6	25	25

¹See Table 2 for quantities filled by each commercial source.

Table 2.--Average turnaround and cost for documents supplied by commercial sources for each library.

Commercial Source	Library	Documents Received	Average Turnaround (Days)	Average Cost
BLDSC	UCB	90	9.72	\$13.83
UMI	UCB	66	6.07	8.49
UMI	UCCS	165	4.0	9.00
UnCover	UCB	105	2.13	10.87
UnCover	UCCS	189	1.0	10.40
UnCover	UCD	276	3.16	10.59
UnCover	UCHSC	111	1.9	11.93
UnCover	UC LAW	6	1.16	9.33

BLDSC and UMI supplied documents by U.S. mail, UnCover supplied documents by telefacsimile.

Table 3.--Turnaround distribution for UnCover documents supplied to the Auraria Library (UCD).

Days	Number filled	Cumulative Percent Filled
Same Day	53	19%
1	122	63
2	27	73
3	12	77
4	27	87
5	22	95
7	3	96
8	1	97
9	0	97
10+	9	100

Table 4.--User responses to the "expedited" service for all commercial suppliers combined, for UCB, UCD, & UCHSC, 25% return rate. Total responses = 256.

Question	Yes	No
1. Document supplied before date needed?	179	
2. Document supplied by date needed?	75	
3. Document not supplied by date needed?		0
4. Is quality acceptable?	228	28
5. Would pay nothing for expedited service	111	
6. Would pay \$1.00 to 3.00? ¹	17	
7. Would pay \$3.01 to 5.00?	111	
8. Would pay \$5.01 to 15.00?	14	
9. Would pay \$15.01 to 25.00?	0	
10. Would pay \$25.01-?	0	
11. Would use such a service if available?	226	28

¹This response was not provided, these users wrote in this amount.

University of Colorado at Boulder Libraries
Colorado Technical Reference Center

August 8, 1994

CTRC's Use of Commercial Document Suppliers

To date, CTRC has developed a very simple index to commercial suppliers which could be considered a "cheat sheet" of sorts. The index is primarily of regional and international commercial suppliers that are used infrequently but that are essential for many foreign or obscure publications. This index is arranged by:

A) Supplier's Name B) Broad Subject Category C) Key Word
(See attachment #1).

The index provides cross references to an in-house set of files on commercial document suppliers. It is used in the following way. If CTRC needs to locate a supplier for Japanese technical papers, the staff could look in the index under either 'technology' in the Broad Subject Index or under 'Japan' in the Key Word Index to find JICST (Japan Information Center for Sciences and Technology) as a potential supplier. Then, by looking in the corresponding JICST file, the staff can locate all the information needed to order a document from this supplier.

This index is currently under revision to include more "Cheat Sheet" features in it such as turnaround time, basic fees, delivery methods, etc. (See attachment #2). Profiles of suppliers are designed to help the staff discern which service is most appropriate under the specific circumstance (i.e. rush, cost, etc.).

In addition, CTRC is currently evaluating many of the major commercial suppliers, particularly those offering electronic ordering and delivery options. These suppliers include but are not limited to :

Dialog SourceOne
CARL Uncover
UMI
ArticleFirst (OCLC)
Library Connection
ArticleExpress
Information Express

We are tracking turnaround time, cost and quality for a four month period with the intention of developing a guide to these suppliers indicating quality, efficiency, delivery methods, etc. This would serve as a "cheat sheet" to assist staff in choosing the best supplier in each case. We are looking at these suppliers as viable options to traditional OCLC ordering.

SUPPLIER'S NAME

A.I.A.A. (American Institute of Aeronautics and Astronautics)
A.S.M.E. (American Society of Mechanical Engineers)
Arizona State University
Arizona University Health Sciences Center
Arizona, Health Sciences
Australia and New Zealand Annual Reports
BHRG
British Library Document Supply Centre
British Library Document Supply Centre Urgent Action Service
British Library Patent Express
CAS Document Delivery Service (Chemical Abstracts Service)
CRL (Center for Research Libraries)
Denison Memorial Library (University of Colorado Health Science Center)
Derwent Publications
Docline (Department of Health and Human Services)
Document Center
ERIC (Educational Resources Information Center)
ESL (Engineering Societies Library)
Georgia Tech (Georgia Institute of Technology)
Global Engineering Documents
Honolulu Information Service
Infotrieve Institute of Paper Science and Technology Library
Invention, Inc.
JAICI (Japanese Association for International Chemical Information)
JICST Document Delivery and Translation Service
 (Japan Information Center of Science and Technology)
Library of Congress
Library of Congress National Translations Center
Linda Hall Library
LS, Inc.
MicroMedia in Quebec
NACE (National Association of Corrosion Engineers)
National Ground Water Information Center
New York Public Library Photographic Service
NTIS (National Technical Information Service)
PASS (Petroleum Abstracts Search Service)
Polyglot Language Service
Rapid Patent Service
RAPRA Technology, Ltd. (Rubber and Plastics Research Association)
SAE International (Society of Automotive Engineers)
SJ Delivery
Society for Biomaterials
Southwest Center for Codes & Standards (New Mexico State University)
Technical Pages, Inc.
UMI (University Microfilms, Inc.)
UNIPUB
USGS (U.S. Geological Survey)
West Virginia Geological Survey

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CTRC BROAD SUBJECT INDEX

Bio-Sciences

Society for Biomaterials

Business and Industry

Australia and New Zealand Annual Reports

Chemistry

CAS Document Delivery Service (Chemical Abstracts Service)

Education

ERIC (Educational Resources Information Center)

Engineering and Technology

A.S.M.E. (American Society of Mechanical Engineers)
BHRG (British Hydromechanics Research Group)
ESL (Engineering Societies Library)
Global Engineering Documents
NACE (National Association of Corrosion Engineers)
SAE International (Society of Automotive Engineers)
Southwest Center for Codes & Standards

General

Arizona State University
British Library Document Supply Centre
British Library Document Supply Centre Urgent Action Service
CRL (Center for Research Libraries)
Georgia Tech (Georgia Institute of Technology)
Infotrieve
Library of Congress
Linda Hall Library
Micro Media in Quebec
New York Public Library Photographic Service
SJ Delivery
Technical Pages, Inc.
UMI (University Microfilms, Inc.)

Geology

National Ground Water Information Center
PASS (Petroleum Abstracts Search Service)
USGS (U.S. Geological Survey)
West Virginia Geological Survey

Government

NTIS (National Technical Information Service)
Document Center
Honolulu Information Service
UNIPUB

Law

LS, Inc

Medicine

Arizona (University of) Health Sciences Center
Denison Memorial Library -- University of Colorado Health Sciences
Center
LS, Inc.

Patents & Trademarks

British Library Patent Express
Derwent Publications
Invention, Inc.
JAICI (Japanese Association for International Chemical
Information)
Polyglot Language Service
Rapid Patent Service

Sciences

Library of Congress National Translations Center
Linda Hall Library
Polyglot Language Service

Technology

A.I.A.A. Library (American Institute of Aeronautics and
Astronautics)
Document Center
Georgia Tech (Georgia Institute of Technology)
Institute of Paper Science and Technology Library
JICST Document Delivery & Translation Service
(Japan Information Center of Sciences & Technology)
Library of Congress National Translations Center
NTIS (National Technical Information Service)
RAPRA Technology, Ltd. (Rubber and Plastics Research Association)
Southwest Center for Codes & Standards

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CTRC KEY WORD INDEX

Aeronautics

A.I.A.A. (American Institute of Aeronautics and Astronautics)

Annual Reports

Australia and New Zealand Annual Reports

Arizona

Arizona (University of) Health Sciences Center
Arizona State University

Astronautics

A.I.A.A. (American Institute of Aeronautics and Astronautics)

Australia

Australia and New Zealand Annual Reports

Automotive

SAE International (Society of Automotive Engineers)

Berkeley

Infotrieve

Biomaterials

Society for Biomaterials

Books

Technical Pages, Inc.

Britain

BHRG (British Hydromechanics Research Group)
RAPRA Technology, Ltd. (Rubber and Plastics Research Association)

British Library

British Library Document Supply Centre
British Library Patent Express

California

Infotrieve

Canada

Micro Media in Quebec

Chemical

CAS Document Delivery Service (Chemical Abstracts Service)
JAICI (Japanese Association for International Chemical
Information)

Codes

Southwest Center for Codes & Standards

Colorado

Denison Memorial Library

University of Colorado Health Science
Center

Corrosion Engineers

NACE (National Association of Corrosion Engineers)

Courier

SJ Delivery

Dissertations

Micro Media in Quebec

UMI (University Microfilms, Inc.)

Education

ERIC (Educational Resources Information Center)

Engineering

ESL (Engineering Societies Library)

Global Engineering Documents

SAE International (Society of Automotive Engineers)

Geological

USGS (U.S. Geological Survey)

West Virginia Geological Survey

Georgia

Georgia Tech (Georgia Institute of Technology)

Government

Document Center

Ground water

National Ground Water Information Center

Hawaii

Honolulu Information Service

Health & Human Services

Docline Department of Health & Human Services

Health Science

Denison Memorial Library

University of Colorado Health Science
Center

Arizona (University of) Health Sciences Center

Histories

Invention, Inc.

Hydromechanics

BHRG (British Hydromechanics Research Group)

International

British Library Document Supply Centre
British Library Patent Express
Derwent Publications
Rapid Patent Service

International Agencies

UNIPUB

Japan

JAICI (Japanese Association for International Chemical
Information)
JICST Document Delivery & Translation Service
(Japan Information Center of Sciences & Technology)

Language

Polyglot Language Service

Library of Congress

Library of Congress

Mechanical Engineering

A.S.M.E. (American Society of Mechanical Engineering)

Medical

LS, Inc.

Microfilm

UMI (University Microfilms, Inc.)

Missouri

Linda Hall Library

New Mexico

Southwest Center for Codes & Standards

New York

New York Public Library Photographic Service

New Zealand

Australia and New Zealand Annual Reports

Paper

Institute of Paper Science and Technology Library

Paralegal

LS, Inc.

Patents

Derwent Publications
Rapid Patent Service

Patents & Trademarks

Invention, Inc.

Petroleum

PASS (Petroleum Abstracts Search Service)

Plastics

RAPRA Technology, Ltd. (Rubber and Plastics Research Association)

Publications

British Library Document Supply Centre

Research Libraries

CRL (Center for Research Libraries)

Rubber

RAPRA Technology, Ltd. (Rubber and Plastics Research Association)

Rush

British Library Document Supply Centre Urgent Action Service

Science

Institute of Paper Science and Technology Library

Science & Technology

JICST Document Delivery & Translation Service
(Japan Information Center of Science & Technology)

Scientific

Library of Congress National Translations Center

Specifications

Global Engineering Documents

Standards

Global Engineering Documents
Southwest Center for Codes & Standards
Technical Pages, Inc.

Technical

Document Center
Library of Congress National Translations Center
Technical Pages, Inc.

Technical Information

NTIS (National Technical Information Service)

Technology

Georgia Tech (Georgia Institute of Technology)
Institute of Paper Science and Technology Library

Thesis

UMI (University Microfilms, Inc.)

Translation

JAICI (Japanese Association for International Chemical
Information)
JICST Document Delivery & Translation Service
(Japan Information Center of Science & Technology)
Library of Congress National Translations Center
Polyglot Language Service

U.S.

USGS (U.S. Geological Survey)

UCLA

Infotrieve

Urgent

British Library Document Supply Centre Urgent Action Service

West Virginia

West Virginia Geological Survey

c:\wp51\index\keywords.wp
rev. 11-03-92 eld

C T R C

DOCUMENT DELIVERY SUPPLIERS

COMMENTS

SUPPLIERS

DESCRIPTION

Advanced Information Consultants \$6 from MI sources, Detroit area

AGSM Company Information (Australian Graduate School of Management, Annual Report File)....

A.I.A.A. (American Institute of Aeronautics and Astronautics)..... 24-hr turnaround on order

American Society of Metals..... Use the metals abstract no. from the cites. \$14 paper, \$10 fax, 24-hr

A.S.M.E. (American Society of Mechanical Engineers).....

Arizona State University..... \$10 loans/copies/fiche \$15 fax

Arizona Health Sciences Library..... \$8.00 per request +\$5 fax charge

Ark Information Services -(Australia and New Zealand Annual Reports)..... \$30.00 individual reports

Ark Information Services (European Financial Documents).....

AT&T Bell Laboratories Library Network.....

BHRG.....

British Library Document Supply Centre in America.....



SUPPLIER/ DESCRIPTION/ NOTES

- British Library Document Supply Centre in America.....
- British Library Document Supply Centre Urgent Action Service.....
- British Library Patent Express.....
- CAS Document Delivery Service (Chemical Abstracts Service)..... \$14.00 by STN#
\$18.00 by CA/CIN#
- C&EN Chemical and Engineering News on-line full text database
- Columbia Law School Library Information Services Program..... \$.50/page copy;\$2.00/page fax
- Construction Safety Association of Ontario (Information Products and Services).....
- Coors Technical Documents Department....
- CTIC Document Retrieval Service
- CRL (Center for Reserach Libraries).....
- Denison Memorial Library (Univeristy of Colorado Health Science Center).....
- Kerry Denny (Document Delivery Service) Has employees at NLM, UIL, LHL, etc. Avg. cost \$9-12

48 Berwent Publications.....

Docline (Department of Health and Human Services).....

Document Center.....

ERIC (Educational Resources Information Center).....

ESL (Engineering Societies Library)

European Document Reserach Current Reports

Ford Aerospace Library and Information Center (Colorado Springs Division)

Georgia Tech (Georgia Institute of Technology)

Global Engineering Documents

Foster Higgins (Reports on employee benefits provided by companies)

5 Honeywell Library/Information Center

Honolulu Information Service

IEE/INSPEC

IEEE..... Available ARIEL, 24-hr IEEE collection no extra charge

Information Researchers (Univeristy of Ill at Urbana-Champaign).....

Infotrieve

Institute of Paper Science and Technology Library.....

InterDok Corporation (Proceedings Procurement).....

Institute of Paper Science and Technology \$15.00/document



Invention, Inc.....

JAICI (Japanese Association for International Chemical Information).....

JICST Document Delivery and Translation Service (Japan Information Center of Science and Technology).....

Kindt and Company Translations.....

Library of Congress.....

Library of Congress National Translations Center.....

Linda Hall Library.....

LS, Inc.....

MicroMedia (of Quebec).....

NACE (National Association of Corrosion Engineers).....

National Agricultural Library.....

National Ground Water Information Center.....

New York Public Library Photographic Service

NTIS (National Technical Information Service) Offer software format

PASS (Petroleum Abstracts Search Service)....

Patent Express from the Library Connection \$ 3.00 current 5 weeks/\$6.00 prior issues

Petroleum Abstract Document Delivery Service \$.55/page copy;\$1.50/page fax

Polyglot Language Service.....

Purdue Technical Information Service.....

Rapid Patent Service.....

RAPRA Technology Ltd. (Rubber and Plastics
Research Association).....

RWS Information, INC

SAE International (Society of Automotive
Engineers).....

SJ Delivery.....

Society for Biomaterials.....

Southwest Center for Codes and Standards (New
Mexico State University).....

STELCO Research and Development Division.....

Technical Pages, Inc.

UMI (University Microfilms).....

UNIPUB.....

University of California, Berkeley Library

University of Washington Libraries Resource
Sharing Service..... Monthly Billing with no
invoicing fees

USGS (U.S. Geological Survey).....

West Virginia Geological Survey.....

DOCUMENT DELIVERY PILOT PROJECT

UNIVERSITY OF COLORADO (CU) FOUR CAMPUS SYSTEM

March 8, 1993

1. The individual CU-System Libraries will begin a pilot document delivery project on April 1, 1993 and conclude it by June 30, 1993 or sooner if individual institutional funds set aside for project are used up sooner than June 30th.
2. The goal of this pilot will be to determine how many requested journal articles (or other items typically supplied by facsimile) requested by the targeted groups can be supplied by document delivery suppliers. Quality, cost and speed of document delivery suppliers will also be evaluated.
3. Each participating institution will determine its own targeted population for this study.
4. Each participating institution will determine how much money it will set aside to fund this pilot.
5. Each request from the targeted population will be recorded. Each participating institution will attempt to obtain the requested item from UNCOVER first. If UNCOVER is unable to supply the needed item, other document suppliers can be used. Statistics will be kept for all document delivery suppliers used.
6. Requested articles will be supplied to the institution (not the individual requestor) so that turnaround time and quality can be assessed. (Directly supplying to the end user will be a future desirable goal for document delivery.)
7. A brief user survey will be developed to be given to each end user. This survey will state that this article is being supplied quickly via a pilot project and ask a few questions such as: Is the quality acceptable? Is the turnaround time acceptable? How much would you be willing to pay for this faster service?

CARL UnCover Project at the University of Houston Libraries

Interlibrary loan access to the CARL UnCover database and document delivery service prompted the staff to initiate a project to gather data on the fill rate, turnaround time, and cost of obtaining articles using both the CARL UnCover service and the traditional ILL method. 149 photocopy requests, received by the University of Houston ILL Dept. from July 12-16, 1993 with a publication date of 1988 or later, were used in this test.

CARL UnCover was able to supply 34% of the requests; the traditional sources supplied 97% of the requests.

However, CARL UnCover had a more rapid turnaround time for document delivery supplying 43% of the articles within 24 hours, 84% within one week, and 98% within two weeks. Using the traditional method, ILL received 3% of the documents within 24 hours, 60% within one week, and 90% within two weeks.

CARL UnCover's average cost per document was \$10.25 while the average cost using the traditional method was \$1.07. 90% of the articles received the traditional way were free. The free articles came from Houston Area Research Library Consortium (HARLIC), AMIGOS, and other libraries with which we have reciprocal borrowing agreements.

Based on these figures, the ILL Dept. adopted a policy of sending requests once via OCLC to 5 libraries with which we have reciprocal agreements. Those that come back unfilled are ordered from CARL UnCover. When patrons submit requests to the ILL Dept., students check the journal titles in the printout of titles available from CARL UnCover and identify those found in the printout.

Since the project, the ILL Dept. has installed an Ariel workstation and is currently transmitting documents to over 100 libraries. No study has been conducted to measure turnaround time using this innovative document transmission system.

CARL UNCOVER PROJECT

1. Total Number of ILL photocopy requests received during test period.
207 *(in one week in July, 1992)*

2. Total number of ILL photocopy requests received with a publication date of 1988 or later *(in beginning date of journals available in CARL Database)*
149

3. On Carl Uncover: *Of the 149 requests,*

A. Total found 77

B. Total avail 59

C. Total filled 51

4. Percentages Carl Traditional

D. % filled from 1. 24.64% 70.05%

E. % filled from 2. 34.23% 97%

F. % filled from 3B. 86.44% n/a

5. Turnaround Time (doesn't include orders that were not filled)

	Carl	sum	%	sum	Trad	sum	%	sum
Noon	15	15	29.41	29.41	0	0	0	0
by 5pm	7	22	13.73	43.14	2	2	1.38	1.38
24 hours	21	43	41.18	84.32	2	4	1.38	2.76
1 week	7	50	13.73	98.05	83	87	57.24	60
2 weeks	1	51	1.96	100.01	43	130	29.66	89.66
3 weeks	n/a				5	135	3.45	93.11
4 weeks	n/a				3	138	2.07	95.18
more	n/a				7	145	4.83	100.01
Mean	1.24 days		n/a		8.95 days		n/a	
Median	1.00 day		n/a		6.00 days		n/a	

Itemized list attached

6. Cost	Carl	%	Trad	%
A. Lowest	\$7.20	n/a	\$0.0	n/a
B. Highest	\$16.50	n/a	\$21.75	n/a
C. Mean	\$10.25	n/a	\$1.07	n/a
D. Median	\$9.50	n/a	\$0.0	n/a
E. Free	n/a	n/a	130	89.66%

→ another commercial supplier

F. Itemized list attached

7. Supplier (Traditional)

		#	%	Cost	Avg Cost/trans
AZS	amigos	9	6.21	\$0.0	\$0.0
AZU	amigos	1	0.69	\$0.0	\$0.0
assc	other	1	0.69	\$0.0	\$0.0
CGU	other	1	0.69	\$0.0	\$0.0
CIG	other	1	0.69	\$0.0	\$0.0
COF	amigos	2	1.38	\$0.0	\$0.0
COO	other	1	0.69	\$10.00	\$10.00
EYW	other	1	0.69	\$7.00	\$7.00
FON	other	1	0.69	\$0.0	\$0.0
GKJ	other	1	0.69	\$0.0	\$0.0
GZM	other	2	1.38	\$16.00	\$8.00
ICU	amigos	1	0.69	\$0.0	\$0.0
IDL	other	2	1.38	\$16.00	\$8.00
IGA	amigos	1	0.69	\$0.0	\$0.0
ILU	amigos	13	8.97	\$0.0	\$0.0
INT	amigos	1	0.69	\$0.0	\$0.0
IOD	other	1	0.69	\$21.75	\$21.75
IRU	amigos	2	1.38	\$0.0	\$0.0
ISM	amigos	1	0.69	\$0.0	\$0.0
ITD	amigos	2	1.38	\$0.0	\$0.0
IUA	amigos	2	1.38	\$0.0	\$0.0
IUL	amigos	1	0.69	\$10.00	\$10.00
IXA	amigos	7	4.83	\$0.0	\$0.0
IYU	amigos	2	1.38	\$0.0	\$0.0
KKS	recipro	2	1.38	\$0.0	\$0.0
LDL	other	1	0.69	\$8.00	\$8.00
libco	other	1	0.69	\$12.00	\$12.00
MUM	recipro	1	0.69	\$0.0	\$0.0
NLD	other	1	0.69	\$0.0	\$0.0
NTI	other	2	1.38	\$26.50	\$13.25
OKT	amigos	2	1.38	\$0.0	\$0.0
OKU	amigos	2	1.38	\$0.0	\$0.0
RCE	harlic	5	3.45	\$0.0	\$0.0
SAE	other	1	0.69	\$12.00	\$12.00
SNC	amigos	1	0.69	\$0.0	\$0.0
SYK	amigos	1	0.69	\$0.0	\$0.0
THD	system	2	1.38	\$0.0	\$0.0
TMB	harlic	4	2.76	\$0.0	\$0.0
TMC	harlic	16	11.03	\$0.0	\$0.0

TSA	amigos	1	0.69	\$8.00	\$8.00
TWH	amigos	1	0.69	\$0.0	\$0.0
TXA	harlic	13	8.97	\$0.0	\$0.0
TXH	system	18	12.41	\$0.0	\$0.0
TXI	amigos	1	0.69	\$0.0	\$0.0
TXK	amigos	2	1.38	\$0.0	\$0.0
TXN	harlic	4	2.76	\$0.0	\$0.0
TXR	amigos	1	0.69	\$0.0	\$0.0
TXT	harlic	1	0.69	\$0.0	\$0.0
TXU	amigos	1	0.69	\$0.0	\$0.0
TXV	system	1	0.69	\$0.0	\$0.0
UHC	system	1	0.69	\$0.0	\$0.0
LMM	other	1	0.69	\$8.00	\$8.00

itemized list attached

8. Supplier group (Traditional)

	#	sum	%	sum
TXH	18	18	12.41	12.41
UH System	4	22	2.76	15.17
HARLIC (<i>consortium</i>)	43	65	29.66	44.83
Amigos	57	122	39.31	84.14
Reciprocal	3	125	2.07	86.21
Others/Non-commercial	15	140	10.34	96.55
Others/Commercial	5	145	3.45	100

9. Subject

%F = percentage of that subject of requests filled by that method

%T = percentage of that subject (filled) against the number of that subject submitted

Subject	Total		Filled by Carl			Filled Traditionally		
	#	%	#	%F	%T	#	%F	%T
agriculture	1	0.68	1	1.96	100	1	0.69	100
architecture	1	0.68	1	1.96	100	1	0.69	100
bio. science	7	4.76	4	7.84	57.14	7	4.83	100
business	39	26.53	15	29.41	38.46	39	26.90	100
chemistry	4	2.72	2	3.92	50.00	4	2.76	100
comp. science	11	7.48	2	3.92	18.18	9	6.21	81.82
engineering	30	20.41	9	17.65	30.00	30	20.69	100
environment	2	1.36	0	0	0	2	1.38	100
film	2	1.36	0	0	0	2	1.38	100
geology	2	1.36	0	0	0	2	1.38	100
mathematics	1	0.68	0	0	0	1	0.69	100
medicine	10	6.80	7	13.73	70.00	10	6.90	100

newspaper	1	0.68	0	0	0	1	0.69	100
optometry	2	1.36	0	0	0	2	1.38	100
pharmacy	3	2.04	2	3.92	66.66	3	2.07	100
physics	7	4.76	4	7.84	57.14	7	4.83	100
psychology	22	14.97	3	5.88	13.64	22	15.17	100
technology	1	0.68	0	0	0	1	0.69	100

itemized list attached

10. Status

	#	%	# Carl	% Carl
Faculty	62	42.18	35	23.81
Staff	5	3.40	3	2.04
Grad	64	43.54	11	7.48
Ugrad	16	10.88	2	1.36
Repl pgs	0	0	0	0
Total	147	100	51	34.69

11. UH owns

Number of UH owns requested that were 1988 or later 27
 Percentage of total number requested 1988 or later 18.37%

Number of UH owns that were filled by other lenders 9
 Percentage of total number requested 1988 or later 6.12%
 Percentage of UH owns requested 1988 or later 33.33%

12. Faxing

	TEXT	%	GRAPHICS	%
Excellent	0	0	0	0
Good	43	84.31	25	49.02
Fair	8	15.69	10	19.61
Poor	0	0	6	11.76
None	n/a	n/a	10	19.61

Excellent = as good as original
 Good = readable copy but obviously not original
 Fair = difficult to read but still legible
 Poor = not legible
 None = none in the article

Note on Graphics: Those graphics listed as good or fair tended to be graphs whereas those listed as poor tended to be photographs.

4-29-93

TEST OF CANCELLATION OF HIGH-COST/LOW-USE JOURNALS
AND REPLACEMENT WITH ARTICLE DELIVERY

This project involves the serials funds of the science and social science departments. The hypothesis is that the library can save money heretofore spent for serials subscriptions by cancelling certain high-cost and low-use journals and providing instead articles faxed from a commercial supplier of such documents and paid for by the library.

The Library Administrative Board has approved/recommended the cancellation of 20 to 50 science and social science titles and the creation of a fund to pay for requested article copies. At least part of this fund will be a deposit account with CARL UnCover.

Using INNOPAC-produced lists of titles on science and social science serials funds, Serials Department staff members are checking titles costing \$500.00 and over against a list of titles available from CARL UnCover. Those available (nearly all of them) are so noted on the INNOPAC list.

As an indication of use, titles will be checked against the ranked list of titles cited by UNC authors, according to the ISI Journal Citation Reports. The number of citations reported for 1992 will be noted on the INNOPAC list.

In early June Diane Strauss and Marcia Tuttle will meet with the science librarians and Luke Swindler to distribute the lists and explain the project: the objective of the test, what the lists are, what the marks and numbers on the lists mean, and what we need the librarians to do (i.e., identify a few high-priced and low-use titles to cancel and replace with article delivery). The librarians are encouraged to factor in any use data they may have for their collections.

We hope to have 20 to 50 titles identified for the test by July 1. These will then be cancelled and funding will be created for article delivery.

UnCover will not necessarily be the only commercial service used. It is just the one to which we have current access and know most about. Marcia is working on a further study, the options and recommendations for commercial document delivery for the Academic Affairs library system. This report is due by the end of the summer.

Serials Department
C. B. #3938, Davis Library
University of North Carolina at Chapel Hill
Chapel Hill NC USA 27599-3938
Telephone: 919 962-1067
Fax: 919 962-0484
Internet: tuttle@gibbs.oit.unc.edu

June 9, 1993

TO: Science Librarians (Burk, ~~Dickerson~~, Jones, Markham,
Sheaves) and Swindler; Strauss
FROM: Marcia Tuttle, Head, Serials Department *mt*
SUBJECT: Fund Lists for Cancellation/Document Delivery Project

I am sending each of you the lists of titles on the serials funds you are responsible for, along with a copy of the ranked list of titles in the ISI databases cited by UNC authors in 1992. The fund lists have been annotated with a "+" by each title costing \$500 or more that is available from CARL Uncover (those that have a "o" were not found). Also, each title listed on the ISI list has been annotated with the number of citations on that list. I caution you: the ISI list has some problems. If your own judgment tells you something is heavily used and it is not on the list, go with your knowledge!

As we agreed at our meeting on June 2, each of you will identify a few (ideally 4-6) high-cost, low-use journals that will be cancelled after 1993 and will notify me of these titles by August 1.

I will send you another memo in July covering the other things we discussed at the June 2 meeting: annotations on the OPAC, the price of Gordon & Breach articles, the log and forms we will develop, publicity of the project, and a possible test of articles from 1992 and 1993 issues of journals designated to be cancelled.

Thank you for your (mandatory!) cooperation in this project. We hope we can save some library materials funding without significantly reducing our patrons' access to journal articles.

Serials Department
C. B. #3938, Davis Library
University of North Carolina at Chapel Hill
Chapel Hill NC USA 27599-3938
Telephone: 919 962-1067
Fax: 919 962-0484
Internet: tuttle@gibbs.oit.unc.edu

August 24, 1993

TO: Science Librarians (Burk, Dickerson, Jones, Markham,
Sheaves) and Swindler; Strauss, Klausman
FROM: Marcia Tuttle, Head, Serials Department
SUBJECT: Cancellation/Document Delivery Project: Your Questions

Thank you for identifying and sending me the titles to be cancelled. There are 24 titles, costing \$24,144.67 in 1993. Here are my answers to some of the questions you raised at our meeting on June 2. We can discuss them further at our meeting on September 2 at 9:00 a.m., in Room 3001, Davis.

1. **Annotations on the OPAC.** I have spoken with Frieda Rosenberg about this, and she is willing to put a note on the holdings screen of each title we cancel for this project. We have not talked about the wording of the note, and I believe this group needs to discuss that, to be sure we are agreed on procedure for requesting documents. I suggest the following:

Subscription cancelled at end of 1993. UNC-CH students, faculty, and staff may request free copies of articles in issues for 1994 and following. Please contact the Serials Department in Davis or any science departmental librarian.

2. **Price of Gordon & Breach Articles.** According to Chris Schneider of Gordon & Breach, copies of their articles cost \$30.00. He is adding me to the mailing list of their bimonthly (?) publication SCAN, which lists tables of contents for their journals. It should also give information about means of transmission. When the first issue comes I'll see how best to make sure you all see it.

You may want to think about cancelling G & B titles under this project if you think the article price will save us money.

3. **Log and Forms.** Attached are drafts of a log and a request form. Please revise/question for discussion at our meeting.

4. **Publicity of the Project.** We can plan to have a brief article about the project in Library Notes and in the Tar Heel. Is there any other publicity outside the library that you want?

We also will have notices at the serials service desk, the reference desk, and each science library giving the list of titles cancelled and instructing patrons to ask for free articles at Serials or the science library. The notice will say something like this (please revise if you want to):

The following titles have been cancelled with the end of 1993 in order to reduce the library's serials expenditure. The library will acquire at no charge to the patron (UNC student, faculty, or staff) a copy of any article in these titles for 1994 and following. Please request articles at the Serials Department in Davis Library or any science departmental library.

5. Test of 1992-93 Articles. I discussed this with Joe, Pat, and Larry, and the consensus was that we should not do this.

6. Management of the Project. To begin with, that is, January-August 1994, Liz Klausman, my graduate assistant, will manage the project under my supervision. If or when the volume increases to more than she can handle with her other duties, we will hire a student assistant to deliver the articles. Management will be reassessed near the end of Liz's appointment in August 1994.

7. Deposit Account with CARL. Jack Shipman and I have agreed to begin with a deposit account of 10 percent of the 1993 cost of the cancelled journals. This would be \$2,414.47. We recommend that we put \$2,000.00 with Uncover and reserve \$300.00 for Gordon & Breach articles for the one cancelled title from that publisher. If we need more money for Uncover orders, we will transfer in increments of \$500.00. If more G & B titles are cancelled, 10 percent of their cost can be reserved for copies. The size of the deposit account for 1994/95 will be based on our experience in the first part of 1994.

LIST OF TITLES TO BE CANCELLED FOR DOCUMENT DELIVERY PROJECT
1994

Annali di Chimica (Chemistry)	\$ 300.70
Automatica (Statistics)	1,073.39
Computer Languages (Computer Science)	963.84
Czechoslovak Mathematical Journal (Math)	581.54
Defect and Diffusion Forum (Physics)	1,779.09
Early Child Development and Care (General)	1,907.00
Energy Sources (General)	250.34
Engineering Geology (Geology)	711.00
Hyperfine Interactions (Physics)	2,071.60
International Journal of Coal Geology (Geology)	698.98
International Journal of Rock Mechanics (Geology)	1,326.00
International Journal of Systems Science (Oper Res)	1,146.07
Journal of Alloys and Compounds (Chemistry)	3,375.62
Journal of Luminescence (Chemistry)	1,147.12
Journal of Robotic Systems (Computer Science)	581.54
Medical Science Research (Zoology)	665.00
Pattern Recognition (Statistics)	1,174.42
Pensee (General)	139.99
Photosynthetica (Botany)	671.00
Radiation and Environmental Biology (Botany)	511.00
Radiochimica Acta (Chemistry)	864.29
Scientia Horticulturae (Botany)	797.00
Soviet Journal of Marine Biology (Zoology)	771.00
Vestnik. Mathematics (Math)	637.04

Total: \$ 24,144.67

Total available for document delivery (@10%): \$ 2,414.47

Recommended deposit with Uncover: \$ 2,000.00

Recommended reserve for Gordon & Breach: \$ 300.00

Date: Wed, 8 Dec 1993 09:28:20 +0500 (EST)
From: Marcia Tuttle <tuttle@gibbs.oit.unc.edu>
To: "UnCover Project, 1994 -- Bill Burk" <wmrburk@uncmvs.oit.unc.edu>,
Christie Degener <cdegener.hsl@mhs.unc.edu>,
Jimmy Dickerson <tjd@gibbs.oit.unc.edu>,
Joan Jones <jepar@uncmvs.oit.unc.edu>,
Peggy Markham <pvm@gibbs.oit.unc.edu>,
Miriam Sheaves <mlsheave@gibbs.oit.unc.edu>,
Diane Strauss <dsbass@uncmvs.oit.unc.edu>,
Luke Swindler <swindler@gibbs.oit.unc.edu>
Subject: Press Release (to be sent soon)

DOCUMENT DELIVERY TEST IN ACADEMIC AFFAIRS LIBRARY
December 1, 1993

In an effort to reduce its dangerously high recurring expenditure for scholarly journals, the Academic Affairs Library is testing subsidized "document delivery" -- supplying library-funded copies of individual articles in lieu of continuing to subscribe to some science and social science journals.

The library has cancelled subscriptions to 24 high-priced, low-use journals, effective the end of 1993. These journals are listed below, and a note about the test has been added to the catalog record for each. Using CARL UnCover, a commercial document delivery service, the library will purchase for any UNC-CH student, faculty member, or employee a copy of any 1994 or later article appearing in the journals cancelled for this test.

Requests for articles in these journals may be submitted at the Serials Department service desk in Davis Library, at any science departmental library, and at the Health Sciences Library. Serials Department staff members will order the requested article and will either receive it in Serials and deliver it to the requester, or, upon request, will direct that the article be sent by UnCover to a fax machine more convenient to the requester.

UnCover can usually send an article within 24 hours during the work week. More and more articles are scanned and retained so they can be sent within one hour. Members of the UNC-CH community are still welcome to place their own credit-card orders with UnCover for articles from other journals.

Questions about the document delivery test may be directed to Marcia Tuttle, Head, Serials Department, Davis Library (telephone 962-1967; electronic mail tuttle@gibbs.oit.unc.edu).

JOURNALS CANCELLED FOR DOCUMENT DELIVERY TEST

Annali di Chimica (Chemistry)	\$ 300.70
Automatica (Statistics)	1,073.39
Computer Languages (Computer Science)	963.94
Czechoslovak Mathematical Journal (Math)	581.54
Defect and Diffusion Forum (Physics)	1,779.09
Early Child Development and Care (General)	1,907.00
Energy Sources (General)	250.34
Engineering Geology (Geology)	711.00
Hyperfine Interactions (Physics)	2,071.60
International Journal of Coal Geology (Geology)	698.98
60 International Journal of Rock Mechanics (Geology)	1,326.00
International Journal of Systems Science (Oper Res)	1,146.07

TO: Science Librarians (Burk, Dickerson, Jones, Markham,
Sheaves), Luke Swindler, Christie Degener and Diane Strauss
FROM: Marcia Tuttle, Head, Serials Department
SUBJECT: Document Delivery Test Update and Questions

We are just a short time away from the beginning of the document delivery test project with CARL UnCover, and I want to bring you up to date on our planning, as well as ask for your response to some questions that have come up.

Update

Early this fall we cancelled with our vendors all the titles involved in this project. In late October we opened an account with UnCover. We have created both paper and online forms for requests and to log transactions. I will send you both electronic and paper copies of the request form. In November we got a fax machine in the Serials Department, where we will receive articles. In late December Serials Cataloging will add the cancellation/free articles note to holdings records for the 24 titles in the project.

Questions

I spoke with the librarians from the Health Sciences Library in late October, and they raised many questions that we have not discussed. Here are some of them.

1. We have assumed that ordering would be centralized in the Serials Department, that articles would be sent to our fax machine, and that we would deliver articles to either departmental libraries or faculty offices. For anyone who has access to a fax machine, delivery time would be reduced by having articles delivered to that machine. Do you think any of your requestors will want articles sent to a different fax machine in lieu of personal delivery from Serials?

2. For your ordering, I will send you a copy of the form in paper. I can also send you the form by e-mail. You will be able to send Serials your requests in several ways: campus mail, fax, e-mail, and telephone. Do you think you will want to use e-mail? If so, I can get a separate mailbox on gibbs for this purpose.

3. We are looking at other document delivery services than UnCover. I think the only reason to use a different service is either if it is less expensive or because it has better coverage. Or both. Until now I haven't found one that meets either of these criteria. Do you know of any service that does? We can talk.

Thanks for your help with these three questions. I'll send you the forms shortly. And always remember: If we've chosen well, nothing will happen!!

UNC-CH DOCUMENT DELIVERY PROJECT

REQUEST FOR FREE JOURNAL ARTICLE

The requestor or requesting library is to fill out the top two portions of the form and send it to the Serials Department in Davis Library (FAX: 962-4450 or CB #3938). Serials will fill out the last third of the form.

=====

Journal Title: _____

Volume, Issue, Year, Pages: _____

Article Author: _____

Article Title: _____

Source: CARL Uncover Other: _____

=====

Requestor's Name: _____ Dept.: _____

Phone: _____ Fax: _____ E-mail: _____

Requestor's Status: Faculty Graduate Student Undergraduate
 Staff

Address for delivery: _____
(include CB # if campus address)

Comments:

Person Filling out This Form: _____ Date : _____

Date Request Submitted to Serials: _____

=====

To be filled out in Serials Department, Davis Library.

Date/Time Ordered: _____ Form Number: _____

Date/Time Received: _____ Cost: _____

Date/Time Delivered: _____ Added to Log: _____



The Fondren Library

**REPORT OF THE THREE MONTH PILOT PROJECT
TO PROVIDE RAPID DELIVERY OF JOURNAL ARTICLES
BY THE INTERLIBRARY LOAN DEPARTMENT OF FONDREN LIBRARY, RICE UNIVERSITY**

EXECUTIVE SUMMARY

For a period of three months, beginning March 15, 1993, the Interlibrary Loan Unit undertook a pilot project to provide rapid delivery of articles from journals which are not in the Fondren Library collection. The service was available to all ILL users and Fondren Library absorbed all costs for this pilot project.

BACKGROUND

Community Services Department units, Interlibrary Loan and RiCE, have had a long-standing commitment to find faster ways of delivering journal articles to their users. Because of its cost recovery fee structure, RiCE has been able to take full advantage of libraries and commercial services which charge significantly for expedited services. Prior to the project ILL had moved from the traditional practice of sending its photocopy requests, if possible, to libraries with which we had reciprocal no-charge agreements, and had made more use of charging libraries, commercial services, and fax delivery whenever speed of delivery was a primary concern. We had acquired the ARIEL software and suitable hardware to send and receive journal articles electronically over Internet and we were in the process of developing reciprocal agreements with libraries which will be able to fill our requests using ARIEL.

In January 1993, after consultation with Rice University Faculty, the Fondren Library's Collection Development Coordinator cancelled some expensive and seldom used journal subscriptions. To compensate for this, the sum of \$5,000 was built into the materials budget to allow the library to pay for expedited delivery of articles from these titles.

EXPECTATIONS FOR THE PROJECT

From an analysis of the statistics for photocopy requests in the second half of 1992, it seemed clear that no more than 30% of expected needs could be met by commercial suppliers, while the rest would be supplied by libraries, many of which could be expected to provide expedited service for a fee.

The objective of the project was to deliver all photocopies to the requestors as quickly as possible, with the library paying all service and delivery costs. From the statistics kept, it was anticipated that we would complete the study with a clear understanding of how commercial document delivery services, library fee-based services, and reciprocal interlibrary loan agreements might together fit into the equation of long-term satisfactory document delivery for Fondren Library Interlibrary Loan users.

The money spent on this short term project would give valuable budgeting information for Fondren Library's commitment to fast delivery of materials not in the collection.

METHODOLOGY

The period of the project was eleven weeks, beginning March 29, 1993.

Service was provided to all patrons of the ILL Department, namely faculty, staff, and graduate students of Rice University. In special circumstances, with a written request from a faculty member, service was extended to an undergraduate student.

All costs during the pilot study were absorbed by Fondren Library.

All document requests were examined and, if possible, processed within 24 hours.

If a problem was identified with the citation, necessitating further consultation with the requestor, this was undertaken immediately (same day if possible).

It was considered important that at no time requests should be in an inactive state.

The ILL Librarian screened all document requests and gave appropriate instructions to her staff as to citation verification and where the request should be sent.

In order to achieve rapid delivery, it was imperative that the best effort be made to send a request to a likely supplier the first time. Even automatic forwarding to a second supplier on OCLC would significantly delay the delivery time.

News-type article requests were to be checked for possible electronic database sources.

The librarian compiled a prioritized list of suppliers for different types of articles. Preference was given to suppliers, either commercial or library, who would expedite the request and deliver by fax, Ariel, or courier (local consortium).

Suppliers who did not conform to the criteria stated above were to be used only as a last resort.

Requestors who were known to dislike electronic transmissions were to be advised that, while their requests would be processed expeditiously, delivery by U.S. mail would incur several days delay.

Cost for a single item was to be kept, if possible, under \$25. For the period of this study, a cost in excess of \$25, for unusual circumstances, would be paid by the department. For the period of the study, no costs were passed on to the requestor.

The following information was recorded on a chart for each document request: requestor's name; date of request; date processed; name of institutions which did not supply; name of supplier; date received; cost; method of delivery; delivery time (days).

In the case of a reciprocal agreement with another library for expedited service, the ILL department made its best effort to keep the agreement.

The librarian was expected to monitor the project on a daily basis; to remove suppliers from the "preferred" list if they did not fulfil expectations; and to advise her supervisor of problems or delays in service.

PROJECT RESULTS

Overall statistics

Test period	March 29 - June 11	11 weeks
No. requests filled		499
Overall average time from request to delivery		4.8 days
% of requests which incurred fees		74%
Total fees paid		\$5,905
Overall average cost per document		\$11.80

p.3.

First level statistics

No. documents from <u>all Project suppliers</u>	431
Fill rate	76%
Average time for supplier to deliver	2.6 days
Average time from request to delivery	4.1 days

No. documents from <u>various other sources</u> ("difficult" requests)	68
Average time for supplier to deliver	6.7 days
Average time from request to delivery	9.1 days

Second level statistics

No. documents from <u>University Microfilms</u>	165
Fill rate	78%
Average time for supplier to deliver	2.3 days
Average time from request to delivery	3.1 days
Average cost per document	\$16.90

No. documents from <u>library fee-based services</u>	139
Fill rate	74%
Average time for supplier to deliver	2.0 days
Average time from request to delivery	3.5 days
Average cost per document	\$18.15

No. documents from <u>non-charging libraries</u> (reciprocal agreements)	82
Fill rate	71%
Average time for supplier to deliver	3.7 days
Average time from request to delivery	5.8 days

A small number of documents were obtained from several commercial suppliers other than UMI. Results were mixed. CARL Uncover2 supplied 11 documents, and their service was satisfactory, but their coverage of the materials required was very limited.

CONCLUSION

On the basis of this study, supplemental funding was obtained for Interlibrary Loan services. The Department has a commitment to provide rapid document delivery for photocopies of articles from journals which are not in the Fondren collection. While reciprocal agreements with libraries, to exchange fast services without charge, are significant factors in controlling costs, we find that it is necessary to use a mix of sources, including charging services, both commercial and library-based, to obtain most of the items in a timely manner. Evaluation of suppliers is ongoing to keep costs down, while maintaining a fast delivery time.

August 1994, Una M. Gourlay
Manager, Community Services Department.

DOCUMENT DELIVERY PILOT

	SENT	REC'D	DAYS	INVOICE
INFORMATION EXPRESS				
1. ARKIV FOER ZOOLOGIE	7-22	7-27	8	7-30
2. CAMBRIDGE PHIL. SOC.	7-21?	7-26	7	7-30
3. INT. J. PEPT. & PROT.				7-30
4. MATHEMATICAL STUDENT	7-27	8-2	14	8-13
5. OFFICIAL DIGEST PAINT TECHNOLOGY	7-22		8 UNF	
INFORMATION ON DEMAND				
1. J. IND. MATH. SOC.	7-22	7-27	8	7-30
2. REV. MOD. PHY.	7-21	7-30	11	7-30
3. REV. SCI. INST.	7-21	7-30	11	
4. ROCZNIKI CIJEMII	7-27	8-2	14	
5. TOHOKU MATH. J.	7-22	7-27	8	7-30
INFORMATION STORE				
1. TELLUS	7-27	8-2	14	
2. EDINBURGH MATH. SOC. P.	7-26	7-30	11	
3. GYNAECOLOGIA	7-26	7-30	11	
4. INDIAN J. PHYSICS	7-30	8-4	16	
5. KINETICS & MECHANISM OF POLYREACTORS	7-26	7-30	11	

(ALL REQUESTS WERE FAXED 7-19-93)

	SENT	REC'D	DAYS	RESPONSE
RLIN				
1. ARCHIV FOER ZOOLOGIE NJPG 1st class	8-4	8-9m	7	2
2. CAMBRIDGE PHIL. SOC. NH DG, PAUG a	8-			2-nos,
3. INT. J. PEPT. & PROT IAUG a	8-5	8-13m	11	3
4. MATHEMATICAL STUDENT CUBG 1st class	8-5	8-10m	8	3
5. OFFICIAL DIGEST PAINT TECHNOLOGY NYCX a sta 8-9	8-10	8-16m	14	8
6. J. IND. MATH. SOC. FLUG a lib rate	8-4	8-12m	10	2
7. REV. MOD. PHY. TNUG a	8-3	8-5a	3	1
8. REV. SCI. INST. NYUG a	8-3	8-3	1	1
9. ROCZNIKI CIJEMII FLUG a	8-5	8-5a	3	1 lac, 2
10. TOHOKU MATH. J. IAUG a	8-5	8-13m	11	3
11. TELLUS PASG	8-4	8-6m	4	2
12. EDINBURGH MATH. SOC. P. PAUG a 1st class	8-4	8-9m	7	2
13. GYNAECOLOGIA NJRG a	8-4	8-9m	7	2
14. INDIAN J. PHYSICS NYRG a	8-3	8-4a	2	1
15. KINETICS & MECHANISM OF POLYREACTORS NYCX a	8-9	8-6a	4	7

(ALL REQUESTS WERE SENT ON RLIN 8-2-93)

SENT = The day the item was mailed from the source.

REC'D = The day the item was received in the ILL office.

DAYS = The number of days to receive from the request date.

INVOICE = The day the invoice was received in the ILL office.

RESPONSE= The number of days to receive a response from the source.

THE RLIN SYMBOL OF THE INSTITUTIONS RECEIVING THE REQUESTS IS LISTED. NEXT TO THE SYMBOL, "a" APPEARS IF THE INSTITUTION HAS AN ARIEL MACHINE. LISTED UNDER THE REC'D COLUMN, AFTER THE DATE IS AN "a" or "m" APPEARS TO INDICATE WHETHER THE ARTICLE WAS SENT VIA ARIEL OR MAIL.



THE GENERAL LIBRARIES
THE UNIVERSITY OF TEXAS AT AUSTIN

P. O. Box P • Austin, Texas 78713-7330

Date: February 9, 1994
To: Jo Anne Hawkins and John Tongate
From: Nancy Paine

Subject: Uncover Project Update and Recommendation for Continuation

Since October 22, 1993, funds from the ILS Fees account have been used to subsidize document delivery from Uncover. The average cost per document is about \$11. At the end of January, 327 documents had been obtained. Turnaround time averaged 2.75 days. All documents were received via fax.

Turnaround time for all photocopy requests received from our patrons after October 22, 1993 and supplied to them prior to January 31, 1994 was also measured. This sample included 327 Uncover requests, 368 Ariel requests and 557 routine requests. The table below compares turnaround time:

Routine Requests	Routine and Ariel Requests	Routine, Ariel, and Uncover	Uncover requests	Ariel Requests
11.92 days	9.56 days	7.78 days	2.75 days	6.0 days

Use of Uncover improved overall average ILS turnaround time by 1.78 days. This represents an overall decrease in turnaround time of 19 percent. Uncover facilitated obtaining rush requests for patrons. Relying on other libraries to supply materials on a rush basis without additional cost is unreliable. And while Uncover does not always supply documents within the twenty-four hours advertised, it offers dependable faster service than any other supplier for a reasonable price. Ease of online ordering eliminates phone calls and faxing request forms to potential library suppliers for rush requests. Libraries offer one kind of document delivery; Uncover offers a second option with an approximate delivery time known in advance. In addition, many libraries are charging for rush delivery even when routine delivery is free.

The cost of Uncover includes the copyright fee. So when the CONTU limits are met, a document can be obtained without having to file a transaction report to the Copyright Clearance Center. Uncover's charge, exclusive of the copyright fee, is \$6.50 including fax delivery. This is exceptionally cheap.

Not providing documents published prior to 1989 has been a limitation of Uncover. Within a few months, however, Uncover will provide documents published prior to 1989, although they will not be listed in the table of contents database. This added service will significantly increase Uncover's usefulness.

The ILS \$900 access to Uncover expires at the end of February. If we expect to obtain fewer than 450 documents over the next year, it would not be cost effective to renew our access. Using open access is possible even though the delivery fee is \$2 higher. However, if we expect to obtain more than 450 documents over the next year, it is cost effective to renew our access. In the three and a half months of the project to date, we have obtained approximately 350 documents and spent nearly \$4000 on the Uncover project. An additional \$4000 has already been allocated. I recommend increasing the funds allocated to the project by an additional \$4000 from the ILS Book Loan Fee account and purchasing the \$900 password access.



THE GENERAL LIBRARIES
THE UNIVERSITY OF TEXAS AT AUSTIN

P. O. Box P • Austin, Texas 78713-7330

Date: May 1993

To: Jo Anne Hawkins and John Tongate
From: Nancy Paine, ILS Librarian

Subject: Test of Uncover

ILS conducted a test of Uncover, CARL's document delivery service through the spring 1993 semester. The test was conducted in two phases. Throughout the test, all incoming ILS requests that were potentially available from Uncover were identified. During the first phase (labeled the control group), these requests were ordered over OCLC using traditional ILL channels. An attempt was made to select the fastest libraries, preferably libraries using Ariel or fax as delivery options. During the second phase, these requests were searched in the Uncover database and ordered for fax delivery if available.

Testing began January 26 and ended April 19, with Uncover ordering from March 29 through April 19 when funds in our deposit account were nearly depleted. There were 381 requests in the control group and 133 in the Uncover group. This represents just under 20 percent of all incoming ILS requests for journal article photocopies. The table below shows what happened to these requests.

Comparison of Uncover and Traditional Interlibrary Loan

	Control	Percent	Uncover	Percent
Number of requests	381		133	
Found at UT	99	20.6	22	
Obtained via Nexis, or Dialog	4	1.1	2	
Searched in OCLC/Uncover	278		109	
Not found	0		28	28.4
Found, not ordered			3	
Ordered	278		78	71.6
Supplied OCLC/Uncover	272*	97.8	74	94.9
Required reordering	5	1.8	1	1.4
Average turnaround	7.78 days		1.86 days	
Average time spent placing one order	2.2 minutes		2.8 minutes	
Average cost per request	0		\$11.03	

*All unfilled requests were due to incorrect citations provided by patrons

The staff member placing the orders believed Uncover was a time-saving method of ordering although comparison of time logged for ordering over OCLC and Uncover does not reflect this impression. Lack of familiarity with Uncover may have slowed down initial searching and ordering in the database. It is also possible that time data was not collected accurately.

Searching and ordering via Uncover were relatively simple, and only a few problems were encountered. In all cases Uncover staff were cooperative in solving the problem. Two items were not ordered because delivery fee plus copyright exceeded \$20. One item was not available for delivery because of publisher restriction. Although 24-hour turnaround time for document delivery is claimed by Uncover, we found average turnaround nearly two days including weekends. However, most requests were received in one day. We did not include the time spent on requests not filled in calculating turnaround. Most turnaround delays encountered were over weekends or the Easter holiday.

If Uncover were free or ILL averaged \$10 per request, Uncover would be the delivery option of choice. In the real world, patrons prefer to obtain photocopies free if possible. If an allocation were set aside to fund Uncover delivery whenever possible, I estimate \$10,000 would be needed for one year. The advantages of Uncover are speed of delivery, easy verification of citations and library holdings in the Uncover database, elimination of OCLC updates, and probable time-saving in the order process. Offering Uncover on a cost-recovery basis to patrons produced little interest. Our present access to Uncover is too expensive (\$900 per year) to be used so little.

I propose the following use of Uncover be subsidized: ILS will use Uncover on a discretionary basis for patrons submitting rush or close-deadline requests. The Document Access program was subsidized in the past by a \$2000 allocation from Collection Development. I recommend \$2500 be contributed by Collection Development, matched with funds from the ILS Book Fee account to subsidize use of Uncover for fiscal year 1993-94.

REPORT

TASK 1: Assess the efficiency and cost effectiveness of commercial vendors and full-text databases for document delivery; recommend equitable and effective ways to use these options.

COMMERCIAL VENDORS

The Document Access Program uses commercial vendors to obtain photocopies. Patrons pay a flat fee of \$5.00 with the balance of the vendor charge paid by The General Libraries. The purpose of Document Access is to provide materials not currently available on campus in the fastest way possible.

In a comparative study of traditional ILL and document delivery from vendors, sixty ILS requests were ordered simultaneously from one of thirty-two libraries and one of six vendors selected for the test. Requests in the humanities, sciences and social sciences were included. Twenty-three requests were filled by both libraries and vendors. An additional twenty-four were filled only by libraries; an additional three were filled only by vendors. Ten requests were unfilled. Tables I, II and III summarize data.

Library suppliers:

1. had quicker turnaround time,
2. provided higher fill rates, and
3. had lower costs than vendors.

Some vendors:

1. do not list holdings on OCLC, requiring manual searching of vendor catalogs.
2. suspend services during intersession without advance notice.
3. fail to heed maximum cost and time limit requirements.
4. add copyright fees to base charges disallowing copies permitted by the Contu Guidelines.
5. cost more than UT Austin patrons are willing to authorize.

Several vendors (e.g., CARL - Uncover, UMI, Faxon, etc.) are experimenting with scanning and sending documents electronically. Such projects are not yet implemented or priced, but may prove cost effective and efficient. Others (e.g., Engineering Society Library) plan to list holdings in OCLC and offer reduced rates to libraries.

The Task Force recommends down scaling the Document Access Program which depends on commercial vendors for fulfillment, with the exception of: (1) Chem Abstracts (2) The British Library Document Supply Center (3) The Genuine Article (for selected conference proceedings) (4) CTIC (for patents). Present Document Access funds should be continued at the level necessary to subsidize requests to the above vendors.

Use of vendors should be reconsidered if and when their specific holdings appear in OCLC, and they offer cost-effective electronic delivery options using scanners and Internet.

Table I

Fill Rate for Vendors and Libraries by Discipline

	Total Ordered	Libraries Filled	Vendors Filled	Unfilled	Both
Humanities	12	11	3	1	3
Sciences	18	15	13	2	12
Social Science	30	21	10	7	8
Total	60	47* (78%)	26 (43%)	10 (17%)	23

* All unfilled requests were reordered as often as necessary until filled or cancelled by the patron.

Table II
 Cost of Vendor- and Library-Filled Requests

	<u>Libraries</u>	<u>Vendors</u>
Total number filled	47	26
Number of requests with charges: Total	7 (15%)	26 (100%)
Humanities	4	3
Science	2	13
Social Science	1	10
Average cost for requests: Total	\$5.19	\$17.27
Humanities	4.55	19.80
Science	4.86	17.47
Social Science	8.43	16.14

Table III
 Turnaround Time

	<u>Libraries</u>	<u>Vendors</u>
Average days from order to receipt for filled requests:	13.51	17.35

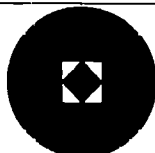
SPECS



SYSTEMS AND PROCEDURES EXCHANGE CENTER

ANNUAL REPORTS, EVALUATIONS AND STATISTICS

ASSOCIATION OF RESEARCH LIBRARIES



OFFICE OF MANAGEMENT SERVICES

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4 - Campus Document Delivery Project (April 1 - May 24, 1993)

University of Colorado, Boulder Campus

- I. Total # of periodical requests (from targeted population) = 558
 Total # of filled periodical requests using document delivery = 261
- A. Uncover II filled 105 requests (40.23%) = **19% of total**
 - B. UMI filled 66 requests (25.29%) = **12% of total**
 - C. British Library filled 90 requests (34.48%) = **16% of total**

II. Average turnaround time:

- A. Uncover II = 2.13 days
- B. UMI = 6.07 days
- C. British Library = 9.72 days

Note: OCLC average turnaround time for April = 11 days, for May = 12 days, for year to date = 11 days.

III. Patron responses to survey form used to assess patron satisfaction with document delivery:

Total # of reponses received = 115 (44.06% of total number of survey forms distributed)

A. Quality acceptable? (Total responses = 115)

Yes	80	69.57 %
Barely	12	10.43 %
No	23	20.00 %

B. Would use the "expedited service" if it were regularly available?
 (Total responses = 114)

Yes	86	75.44 %
No	28	24.56 %

C. Did document reach you on, or before, date needed?
 (Total responses received = 113)

Before date needed	82	72.57 %
By date needed	31	27.43 %
No	0	0.00 %

III. Patron reponses, con't.

D. Amount patron would be willing to pay per article for "expedited service" of this quality and speed:

(Total responses received = 114)

Nothing	57	50.00 %
\$0.00 - \$3.00	8	7.02 %
\$0.00 - \$15.00	1	.88 % ("depending on need")
\$3.01 - \$5.00	42	36.80 %
\$3.01 - \$15.00	1	.88 %
\$5.01 - \$15.00	5	4.39 %



SYRACUSE UNIVERSITY LIBRARY

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**Document Express
User Satisfaction Survey**

Please take a few minutes to fill out this brief survey. It will help us to improve our service. Thank you.

1. Location where you submitted your request
 Reference desk Interlibrary loan Science and Technology library
2. When you submitted your request, did you receive adequate information about the service?
 yes no If no, please explain _____

3. Were you satisfied with the quality of the article?
 yes no If no, please explain _____

4. Did you receive the article within the timeframe you expected?
 yes no If no, please explain _____

5. Please rate the Document Express service
 Poor Needs work Adequate Good Excellent
6. If you could order articles yourself which would be sent directly to your office or home but would cost more, would you use such a service?
 yes no If no, please explain _____

7. Other comments

Thank you for your time!

Syracuse University Library

Final Report Document Delivery Task Force

FORMATION AND CHARGE OF THE TASK FORCE

The Document Delivery Task Force was appointed by Dr. Stam in May, 1991 primarily in response to increasing pressure on the serials budget. In order to contribute to the University's down-sizing effort and to maximize use of University-supported network technology, the task force was charged to investigate traditional and electronic methods of access to materials not owned by the Library, and to establish policies and procedures for rapid delivery of those materials.

The appointed members were: Loretta Caren, Dorcas MacDonald, Pamela McLaughlin, Lee Murray, Bonnie Ryan, and Pat Sulouff. Loretta Caren served as Chair until she left the University in April, 1992. Bonnie Ryan then took over as Chair.

The emerging need for electronic access to materials the Library could no longer afford was recognized when Dr. Stam established a separate fund code for Document Delivery as part of the general acquisitions budget.

METHODOLOGY

The task force met approximately once a month and defined two goals:

- Establish a rapid document delivery service for SU users from public service points throughout the Library
- Acquire the tools that will expedite the transmission of documents, such as a telefacsimile machine in ILL and the purchase of ARIEL workstations for use in ILL and the Science and Technology Library.

The development of a rapid document delivery service required the establishment of deposit accounts with various commercial suppliers, development of an adequate accounting system for auditing purposes, staff training, publicity, and close coordination between library service points.

CHRONOLOGY

Document Express Established

The Document Express service was established as a prototype in the Science and Technology Library in December, 1991. Deposit accounts were established for CARL UnCover, Chemical Abstracts Service, NTIS, Engineering Index, Rapid Patent Service,

UMI, and others. Log sheets, application forms, and procedures were developed by Pat Sulouff and Lee Murray. Although there have been some technical problems with vendors, according to informal reports, the service has elicited a great deal of user satisfaction.

Pamela McLaughlin developed an Information Bulletin which describes the service, serves as an application form, and record for accounting purposes (see attached). Document Express service began at Bird Library service points in Fall 1992.

The service was introduced to the Syracuse University community through announcements in the Science and Technology Library newsletter and in the Syracuse Record.

Tools

ARIEL document transmission workstations were installed in Interlibrary Loan in Spring, 1992, and in the Science & Technology Library in September, 1992. Telefacsimile machines were installed in Interlibrary Loan in Fall, 1991 and in the Science & Technology Library in June, 1991 as part of a CENTRO grant.

Training

Pamela McLaughlin trained ILL, ISD, Maps & Government Information, and Fine Arts staff on the use of CARL UnCover and outlined procedures for staff access to the service. Pamela McLaughlin, Lee Murray, and Bonnie Ryan introduced the entire Library staff to the new service at a presentation in September 1992.

RECOMMENDATIONS

- Evaluate and assess the Document Express service, preferably in Summer, 1993 to determine usage patterns, turnaround time, qualitative service, user satisfaction, costs, and fee structure.
- Continue education and training efforts.
- Although the charges of the Task Force have been completed, we recommend the Task Force convene quarterly under the present leadership to discuss the evolving marketplace, promotional efforts, training needs, refinements on policies and procedures, and evaluation of the service.
- The Library must continue to monitor developments in electronic access to information, and adjust our services to the changing academic information environment. To open a Library-wide discussion of the issues, the task force recommends convening a Librarians' Forum.

**Washington University Libraries
St. Louis, Missouri**

FY94 Document Delivery Service: Annual Summary

The number of requests handled by Document Delivery for FY94 was almost double the number processed for FY93. The fill rate continued to improve, exceeding 99% for the fiscal year.

The turnaround time for regular requests dropped from 5 days to 2 days after first class mail was eliminated as a delivery option. (In some cases, first class mail took 10-12 days for delivery.) All orders are now received by Ariel, telefacsimile, or overnight delivery (Fed Ex).

Because most DDS requests are now received within 2 days (unless there is a specific problem), DDS not make any distinctions between Rush (2 day) and Regular (7 day) service in the coming year. All requests will be handled as Rush requests. The Document Delivery request form has been revised to reflect these changes.

There were a number of vendor/supplier changes during FY94.

1. Both Engineering Information and AskIEEE were dropped as suppliers due to extremely poor and unreliable services.
2. Since it is difficult to find technical information from most commercial vendors at a reasonable cost, the unit began experimenting with OCLC libraries which provide Rush services. Georgia Institute of Technology (GAT), the University of Minnesota (MNU), and the University of Washington (WAU) have proven to be good sources for technical information, in terms of both reliability and cost.
3. Linda Hall Library has undergone a recent revamping of its services. It now sends documents via Ariel (which is much superior to fax), covers copyright, and has lower prices. Linda Hall has become a frequent source of information with a speedy, reliable turnaround time. We are in the process of opening a deposit account there.
4. UMI, ISI, and Chemical Abstracts are extremely reliable but limited in technical materials, specifically engineering. In addition, these vendors are considerably more expensive than the other vendors and libraries being used.
5. The best source, by far, is Carl Uncover, in spite of the fact that until recently only documents from 1989 to the present could be supplied. A new service just added allows for ordering from any issue of a journal listed in the database regardless of year. In addition, items not listed in the table of contents of an issue may be ordered in the same manner. Many more scientific titles have been added, expanding coverage and scope.

Washington University Libraries
St. Louis, Missouri
FY94 DDS/2

Problems continue with collecting financial statistics and reporting accurate totals and expenditures. Several factors combine to make it difficult to balance the DDS records and the Accounting Unit's records when it comes to the final total DDS expenditures.

1. FedEx bills are not included in the cost of an article because the bills arrive separately from the orders. Although FedEx is used infrequently (so there is not a large sum involved), this does represent monies not included in DDS's expenses.
2. Many libraries are very lax about sending bills in a timely manner, making totals and averages inaccurate. Frequently some of DDS's bills are included in those that are sent to ILL and DDS never sees them. Bills have not been received for approximately 270 of the DDS records and, hence, are not reflected in the totals.
3. There is a problem with receiving UMI cost information. In March we learned that we could pay a reduced price for articles by using an ILL number through MLNC. Before March, we received a monthly invoice and were able to record costs as they came in. Although DDS billings were supposed to come through MLNC, they have not been included since March. There are about 50 UMI orders without costs attached; this represents a considerable amount of money. For this report we took a nine month average and used that amount to estimate UMI costs for the entire year.

Because of these factors and the time required to keep statistics, we need to reevaluate the statistics which are being kept for this service. Much time and energy could be saved by deciding which statistics are relevant and which are superfluous.

The unit's major goal during the coming year is to initiate changes that will result in a more streamlined, efficient use of DDS's resources. Suggestions will certainly be welcomed and appreciated.

July 1994

* Thanks to Lynn Harrigan, ILL/DDS Document Delivery Assistant, for providing information for this report.

Washington University Libraries
St. Louis, Missouri

VENDOR ANALYSIS - FY 94

	Requests Total	Requests Filled		Requests Unfilled		Total Cost	Average Cost		Average Turnaround	
		Rush-Reg.	Rush-Reg.	Rush-Reg.	Rush-Reg.		Rush-Reg.	Rush-Reg.		
CARL UNCOVER	488	88	400	0	0	\$5,549.75	11.62	10.81	1	2
CHEMICAL ABSTRACTS	103	67	35	0	1	2,243.00	23.06	19.68	1	5
CRERAR	142	90	52	0	0	2,178.02	15.72	15.60	2	3
EI	23	13	3	5	2	380.00	25.54	16.00	1	7
GAT	211	89	122	0	0	3,352.86	16.96	15.11	1	2
GEOREF	11	1	10	0	0	365.00	31.86	25.90	5	6
ISI	61	24	36	1	0	1,128.90	21.96	18.05	1	5
LINDA HALL LIBRARY	177	117	59	0	1	2,977.97	18.05	14.68	1	3
MATHDOC	25	3	22	0	0	539.98	23.17	22.67	2	4
MNU	32	11	20	0	1	526.09	20.46	16.72	2	2
UMI	112	83	25	2	2	1,984.75	19.20	17.91	1	2
MISC	254	254	0	0	0	na	na	na		
=====										
TOTALS	1,639	840	784	8	7	21,226.32	20.69	17.56	1	2
=====										

Washington University Libraries

St. Louis, Missouri

DOCUMENT DELIVERY SERVICE ANNUAL COMPARISONS

<u>Requests</u>	FY91	FY92	FY93	FY94
Total requests	192	678	875	1,639
Total unfilled	na	14	26	15
Total filled	192 (100%)	664 (98%)	849 (97%)	1,624 (99%)
Rush	86 (45%)	267 (40%)	499 (59%)	840 (52%)
Regular	106 (55%)	397 (60%)	350 (41%)	784 (48%)

COSTS

Total	\$2,789.50	\$10,531.28	\$14,484.34	\$21,226.32
Overall average	14.50	15.86	17.06	19.12
Rush	na	19.00	17.91	20.69
Regular	na	13.00	15.94	17.56

TURNABOUT TIME

Rush average	1 day	1 day	1 day	1 day
Reg. average	na	4 days	5 days	2 days

REQUESTERS

Total	188	678	875	1631
Faculty	54 (29%)	343 (51%)	216 (25%)	328 (20%)
Post-Doc	34 (18%)	29 (4%)	45 (5%)	45 (3%)
Grad	90 (48%)	273 (40%)	555 (63%)	992 (61%)
Staff/Other	10 (5%)	33 (5%)	59 (7%)	266 (16%)



S Y S T E M S A N D P R O C E D U R E S E X C H A N G E C E N T E R

SAMPLE FLYERS

ASSOCIATION OF RESEARCH LIBRARIES



OFFICE OF MANAGEMENT SERVICES

INTERLIBRARY LOAN: QUESTIONS AND ANSWERS

1. WHERE CAN I TURN IN REQUESTS?

Requests may be turned in at the reference desks in both the Rockefeller and Sciences Libraries. Requests are then verified by Reference staff before going on to Interlibrary Loan; forms are available at the reference desks. If you have an accession number for materials from Medline, ERIC or Popline, please include that information on your request. At this time we cannot accept requests via e-mail.

2. WHERE DO I PICK UP ILL MATERIALS?

All loans (books, microfilm, bound serials) are to be picked up at Interlibrary Loan, Rockefeller Library. All photocopied materials will be sent to you via campus mail, fax, or, if you elect to pick them up, you must do so at Interlibrary Loan, Sciences Library.

3. WHO DO I CALL FOR STATUS OF A REQUEST?

With few exceptions, all loan requests are handled at the Rockefeller Library and all photocopy requests are handled at the Sciences Library. To find out what is happening with your request, call or email the staff at the proper library.

Rockefeller Library
863-2169
ROCK-ILL@brownvm

Sciences Library
863-2750
SCI-ILL@brownvm

4. WHAT IS INFORMATION EXPRESS?

INFORMATION EXPRESS is a new service of Interlibrary Loan where the staff contacts commercial vendors in an effort to get photocopied material faster than possible through normal Interlibrary Loan channels. When you check the box marked "EXPRESS" on your photocopy request card, it signifies that you would like to receive the material in 3-6 days. Not all requests are going to be available through the express method, so you should use the following guidelines before requesting materials express. Express requests are limited to 5 per week for undergraduate students.

ITEMS NOT AVAILABLE FOR EXPRESS SERVICE ARE:

Journal articles pre-1988
Journal articles available in
the Providence area
Material from POPLINE sources

Book requests
ERIC documents
Articles from conference proceedings
Incomplete citations

5. HOW MUCH DOES ILL COST?

At this time, the Brown University Library does not charge students or faculty for Interlibrary Loan Services. However, it is important to note that, according to a recent study, Interlibrary Loan costs an average of \$30.00 per request, and EXPRESS materials adds additional costs. **Please use discretion when ordering express.**

6. HOW CAN I GET THINGS ON MY OWN?

Try using UnCover on the Brown CWIS. UnCover provides access to thousands of journal titles and articles may be ordered, charged to your credit card and delivered to your fax machine in **24-48 hours**. Also, try one of many library catalogues or EUREKA, both via the CWIS for local and regional library information. Guides for these resources are available at the Reference desks.

DOCUMENT EXPRESS

What is Document Express?

Document Express is a new **rush** document delivery service, providing journal articles and similar materials not available in the library. **Document Express** requests will be ordered from commercial suppliers with fax or other rapid delivery capabilities. For books and other materials not needed rush, please request through Interlibrary Loan (ILL). See the **Interlibrary Loan Information Bulletin** for procedures.

Who is eligible to use the service?

Document Express service is available to any Syracuse University or SUNY College of Environmental Science and Forestry student, staff or faculty member with a valid ID card.

What kinds of materials can I request?

Journal articles, government reports, patents, and other types of information are available from established commercial document delivery suppliers, including *CARL UnCover2*, *Chemical Abstracts Service*, *DIALOG*, *Engineering Index*, *MathDoc*, *NTIS*, *Rapid Patent*, and *UMI Article Clearinghouse*.

How does the service work?

When you need an item for your research within a few days and have verified that it is not available in the library, complete a **Document Express** form at a Reference Desk or the Interlibrary Loan office in Bird Library or in any of the science libraries. Library staff will determine the most efficient way to acquire the item and will notify you when it has arrived. Items not readily available through an established supplier will be filled through the regular interlibrary loan process. Delivery time for **Document Express** requests ranges from same day service to approximately one week, depending upon the supplier and type of service desired. For more information, see a library staff member.

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Yes, a fee is charged for most **Document Express** requests. Syracuse University Library subsidizes up to \$8.00 of the cost per item for **Document Express** for Syracuse University students, faculty, and staff only. Any fees over \$8.00 are charged to the requestor, payable by cash, check, or interdepartmental order when documents are picked up. Costs vary, depending upon the type of rush service required. For example, articles obtained through *CARL UnCover2* are usually faxed within 24 hours and cost \$9-\$12 each; some may cost up to \$20 or more.

Use the form on the reverse to submit a **Document Express** request.

**Syracuse University
Library**

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EXPRESS**

Supplier: _____					
Confirmation no.: _____					
How ordered: M / P / F / A / O					
	req'st	ord'd	rec'd	not'd	pickup
Date					
Initials					

Date of request: _____

Staff use only

Name (print): _____

SU ID: 2 2 9 1 1 _____

Department: _____

Status: undergrad / grad / faculty / staff

Phone: _____ Email: _____

Author: _____

Title of article / report / patent: _____

Journal title: _____

Volume: _____ Issue: _____ Date: _____ Pages: _____

Document abstract / accession number: _____

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User agrees to comply with U.S. Copyright Law (TITLE 17, U.S. CODE)

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CASH _____

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ACCOUNT #: _____

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Amount due: _____

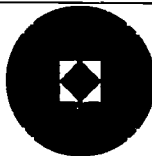
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Loan of document (loan registration required)	2 units	(\$ 18.00)

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April 1994

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Payment Options

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AMIGOS	(800) 843-8482	NEBASE	(402) 471-2045
BCR	(800) 397-1552	NELINET	(617) 969-0400
CAPCON	(202) 331-5771	OHIONET	(614) 486-2966
INCOLSA	(317) 298-6570	PALINET	(800) 233-3401
ISM*	(416) 236-7169	PRLC	(412) 825-0600
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Most orders are filled and shipped within 24 hours of receipt. Regular delivery is via first class mail or United Parcel Service in North America and by International Priority Air Mail elsewhere. The option of even faster delivery, such as fax, is available at extra cost.

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Domestic Courier	\$3	\$5**	\$8
International Courier	\$3	actual cost**	varies
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* We lend documents that cannot be photocopied because of copyright restrictions.

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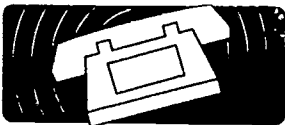
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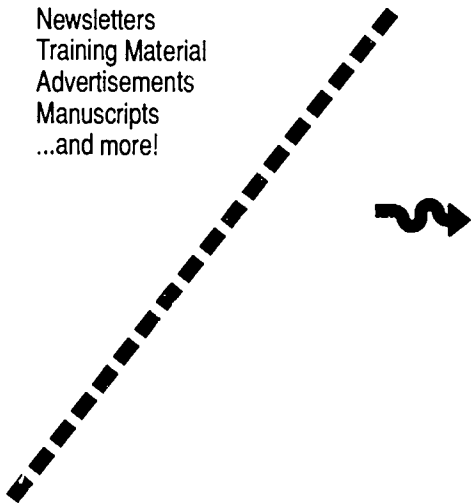
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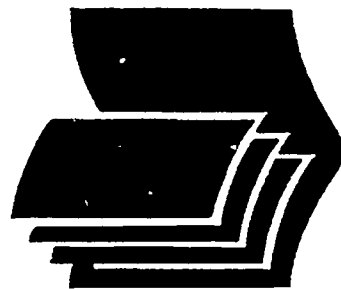
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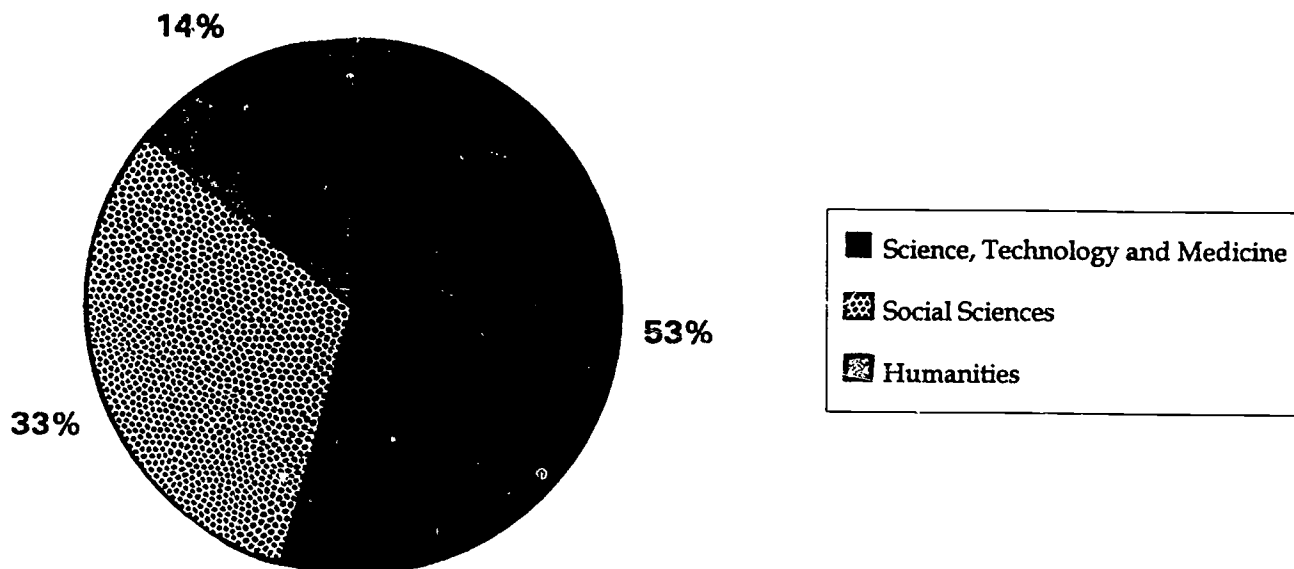
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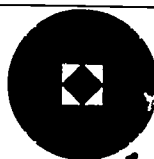
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SELECTED READINGS: DOCUMENT DELIVERY SERVICES

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Document Delivery Services

Selected Readings

GENERAL

Higginbotham, Barbra Buckner and Sally Bowdoin. "Commercial Document Suppliers," pp.144-200. In **Access versus Assets: A Comprehensive Guide to Resource Sharing for Academic Librarians.** (Frontier of Access to Library Materials, No. 1) Chicago: American Library Association, 1993.

Presents an excellent introduction to document delivery services. Covers every possible aspect, including history, comparison with interlibrary loan services, vendor types and services, ordering and delivery methods, and costs. Gives guidelines for experimenting with and evaluating commercial document suppliers. If you have time to read only one thing, read this chapter.

"Symposium: DocuShock: options for document delivery in the nineties," edited by Julie Malamud and Lillian Levine. *Bulletin of the Medical Library Association* 82:2 (April 1994): 161-87.

Relates experiences of health science and medical librarians with various document delivery options. Originally presented at MLA's May 1993 Annual Meeting, articles include: "Introduction" (Malamud and Levine); "Electronic document delivery using the Internet" (Bennett and Palmer); "Faxon Finder/Faxon Xpress: report from a beta test site" (Borsman); "SAIL: automating interlibrary loan" (Lacroix); "A look at LOANSOME DOC™ service" (Lovas); "UnCover: the article access solution" (Whittaker and Malamud); and, "Legal considerations for document delivery services" (Bunting).

"Resource Sharing and Document Delivery in the 1990s." *Wilson Library Bulletin* 67:6 (February 1993):35-51.

Contains the following articles: "Resource Sharing and Document Delivery in the 1990s: An Introduction" (Jackson); "Interlibrary Loan—A Cooperative Effort among OCLC Users" (Nevins and Lang); "Fee-Based Information Services and Document Delivery" (George); "Document Delivery and School Libraries" (Kachel); and "Document Delivery 2000: Will It Change the Nature of Librarianship?" (Bluh).

"Special Section: Document Delivery." *Computers in Libraries* 12:11 (December 1992): 16-39.

Includes the following articles: "Document Delivery Services: Today's Electronic Scriptoria" (Sabosik); "By Our Own Bootstraps: Making Document Delivery Work in Oregon" (Burkholder); "Document Delivery: An Annotated Selective Bibliography" (Khalil and Katz); "Automating Document Delivery: A Conference Report" (Ensor); and "Document Delivery Update".

PILOT PROJECTS and MODELS

Ardis, Susan B. and Karen S. Croncis. "Document delivery, cost containment and serial ownership." *C&RL News* 48 (1987):624-27.

Summarizes a three-month study of four document delivery vendors. Shows cost-effectiveness of service and provides model of how a pilot project can be conducted. Vendors: CAS, CTIC, Global, NTIS.

Selected Readings/2

Fuseler, Elizabeth A. "Providing access to journals - just in time or just in case?" *C&RL News* 55 (1994):130-32.

Describes a two-year experiment in current awareness and document delivery services. Results show overall savings when document delivery services were used. However, for five titles with very heavy demand, subscriptions were more cost-effective. Vendors: ISI, UnCover.

Getz, Malcolm. "Economics: document delivery." *The Bottom Line* 5 (Winter 1991-92):40-44.

Presents vision of integrated document delivery services using both external and in-house (campus) sources. Describes Vanderbilt's system which links electronic book catalog, article indices and accounting systems with online request processing and fulfillment. Predicts that as "the cost of external fulfillment services continues to fall and the quality of network-oriented delivery improves, more clients will turn to document delivery." Concludes that the "critical issue will be the incremental cost of delivery from library stocks relative to the cost of external delivery services."

Hurd, Douglas P. and Robert E. Molyneux. "An evaluation of delivery times and costs of a non-library document delivery service," pp.182-85. In **Energies in Transition: Proceedings of the 4th National Conference of the Association of College and Research Libraries, Baltimore, Maryland, 1986**, edited by Danuta A. Nitecki. Chicago: ACRL, 1986.

Reports on preliminary results of study which compares delivery times and invoiced costs for documents ordered from both conventional ILL sources and UMI Article Clearinghouse.

Jackson, Mary. "Integrating ILL with document delivery: five models." *Wilson Library Bulletin* 68 (September 1993):76-78.

Examines the pros and cons of five different ways in which ILL managers can use commercial document suppliers: as a last resort, as a first resort, only for end-users who order directly for themselves, only for selected groups of patrons, when full-text is available. Choice depends on balancing timely delivery, cost-effectiveness, and less labor-intensive procedures.

Lewis, Martha. "Document delivery vendors: benefits and choices." *The Serials Librarian* 23:3-4 (1993):217-24.

Presents an overview of advantages and disadvantages of using commercial and non-commercial vendors. Points out areas that need to be covered in negotiating contracts and suggests steps in evaluating vendor performance.

Line, Maurice B. "Measuring the performance of document supply systems." *Interlending and Document Supply* 16:3 (1988):81-88.

Describes purposes of and gives guidelines for performance evaluation. Identifies four primary measures: fill rate (broken down by subject, form, and date); speed (broken down into the various steps involved); user satisfaction (because users' needs may not be articulated); and costs. Statistics collection is not as easy as it appears. Sampling is the best option until well-designed automated systems are developed.

Selected Readings/3

McFarland, Robert T. "A comparison of science related document delivery services." *Science & Technology Libraries* 13 (Fall 1992): 115-44.

Summarizes pilot project using CAS and nine other vendors. Compares costs, turnaround time, cost efficiency, fill rate, reliability, and vendor responsiveness to requests.

Trauner, Meg. "Client-based document delivery services." *Law Library Journal* 85 (Spring 1993): 409-12.

Compares traditional collection-centered model in which the library is viewed as a "collection of journals and books supported by copying and facsimile equipment" with client-based model in which the library is viewed as a service organization that provides, among other services, document delivery for specific clients. Result of shifting collection development policies from ownership to access.

DELIVERY METHODS

Bluh, Pamela M. "Striking a balance: document delivery in the nineties." *Law Library Journal* 85 (1993): 599-608.

Introduces various forms of document delivery services: full-text online, CD-ROM databases, table of contents (TOC) services, and direct delivery of articles.

Finnigan, Georgia. "Document delivery gets personal." *Online* 16 (May 1992): 106-108.

Discusses ordering and delivery options: email, FAX, electronic full-text, microfilm, and CD-ROM workstations. Vendors: OCLC, EBSCO, RLG's Ariel, NLM's Loansome Doc, Adonis, UMI.

Jackson, Mary. "Facsimile transmission: the next generation of document delivery." *Wilson Library Bulletin* 62 (May 1988): 37-43.

Evaluates several models of fax machines. Dated but still useful in its coverage of features to look for and as a comparison with other methods of delivery (US mail and UPS options).

Jackson, Mary. "Document delivery over the Internet." *Online* 17 (March 1993): 14-21.

Examines three systems for electronic delivery of documents: RLG's Ariel, North Carolina State University's Digitized Document Transmission Project, and Ohio State University's Network Fax Project. Workflow implications need to be taken into consideration as well as the fact that electronic transmission of documents is still in the developmental stage.

Jackson, Mary. "Integrating document delivery services with electronic document delivery technologies." *Law Library Journal* 85 (1993): 609-18.

Gives criteria for selecting and evaluating suppliers and technologies with emphasis on RLG's CitaDel and Ariel. Points out three essential components of an information system: database citation system, document ordering system, and document delivery technologies.

Selected Readings/4

Carrigan, Dennis. "From Interlibrary Lending to Document Delivery: The British Library Document Supply Centre." *Journal of Academic Librarianship* 19:4 (1993):220-24.

Gives a short historical account of lending services in Britain and describes current state and future plans for the Document Supply Centre (BLDSC).

Kennedy, Sue. "The role of commercial document delivery services in interlibrary loan." pp.66-79. In **Research Access through New Technology**, edited by Mary E. Jackson. New York: AMS Press, 1989.

Examines factors in increased ILL traffic and costs, reviews several document delivery vendors, and foresees a closer relations between ILL and document delivery services in libraries. Vendors: CAS, ISI's Genuine Article, UMI, IOD, BLDSC, MITS.

Khalil, Mounir. "Document delivery: a better option?" *Library Journal* 118 (1 February 1993):43-47.

Gives reasons why document delivery service is becoming more popular than ILL. Presents a list of suppliers with brief descriptions of services each offers. Vendors: ADONIS, Article Express, BLDSC, CISTI, CAS, DIALOG, Disclosure, Docutronics Information Services, Dynamic Information, EBSCO, ERIC, ESL, Faxon, Information Access, Information Express, IOD, Information Store, ISI Genuine Article, LEXIS, National Translations Center, OCLC, RLG, Research Publications, UMI Article Clearinghouse, UnCover2, USBE, NTIS.

Kurosman, Kathleen and Barbara Ammerman Durniak. "Document delivery: a comparison of commercial document suppliers and interlibrary services." *C&RI*, 55 (March 1994):129-39.

Examines fill rates, costs, and response times of traditional interlibrary loan services and four commercial suppliers: UMI's Article Clearinghouse, ISI's The Genuine Article, IOD (Information on Demand), and TIS (The Information Store).

Leach, Ronald G. and Judith E. Tribble. "Electronic document delivery: new options for libraries." *Journal of Academic Librarianship* 18:6 (1993):359-64.

Review document delivery service from the point of view of systems available by remote access. Details criteria to evaluate such services. Vendors: UnCover, Faxon Finder, OCLC's ContentsFirst and ArticleFirst, RLG's CitaDel, UMI's ProQuest, ADONIS.

ISSUES

Drake, Miriam A. "Buying articles in the future." *Serials Review* 18 (Spring and Summer 1992):75-77.

Explores questions raised by the complexities of electronic transmission/publication, e.g., "acquisition on demand", market factors, hidden costs, the changing role of bookstores, and copyright issues.

"Electronic document delivery alternatives: Part 1." *Library Issues* 12:7 (September 1992):1-4.

Identifies limited budget, prices increases, and consumer index as factors forcing universities and libraries to find other options. Discusses access as an alternative to traditional collection development.

Selected Readings/5

Everett, David. "Full-text online databases and document delivery in an academic library: too little too late?" *Online 17* (March 1993):22-25.

Discusses testing of full-text online document delivery. Concludes that, because there are not enough journal titles available in this form, it cannot satisfy the demand. Urges database producers to rapidly increase coverage or become irrelevant in terms of document delivery.

Friend, Frederick J. "Document delivery: a world solution to a world problem?" *HLA Journal 19* (1993):374-84.

Argues for a world-wide electronic document delivery service based on cooperation among librarians. Points out technical, organizational, and economic factors that need to be overcome in order to achieve this goal.

Jackson, Mary. "Library to library: the NAILDD project." *Wilson Library Bulletin 68* (November 1993):66-68.

Discusses the North American Interlibrary Loan and Document Delivery (NAILDD) Project. Identifies project priorities. Suggests "Information Search, Retrieval and Delivery" as a more accurate and more descriptive name for the process. Explores linkages, standards, and management needed for the project.

Jackson, Mary. "Library to library: stand and deliver." *Wilson Library Bulletin 66* (April 1992):86-88.

Explores enduser-initiated ordering of articles directly from vendors (Faxon Finder, UnCover2, CitaDel, and Loansome Doc), ordering that bypasses traditional ILL operations. Examines philosophical issues, funding concerns, and user satisfaction (including turnaround time). Urges libraries to learn about these services and to learn from them.

Gassaway, Laura N. "Document Delivery." *Computers in Libraries 14* (May 1994):25-32.

Examines copyright implications for nonprofit libraries that create profit-making document delivery centers within the library. One of a series of articles in "Special Section: Fair Use and Copyright".

Kuta, Janice E. "AAP Seminar explores document delivery." *Publishers Weekly 239* (30 November 1992):20-21.

Reports overview on seminar, touching mainly on publishers' concerns over the threats and opportunities of document delivery, the need to get involved if they "hope to retain control" (via copyright), and the future of the journal as we know it. Document delivery is "a reality driven by economic necessity, market demand and technology. The size and evolution of the market demands new business decisions and alliances."

August 1994

Annotated by Barbara Luszczynska
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and Christina McClarren.