MLIS/1/CT/03 Unit 3: Electronic Document Delivery Service

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Introduction & Definition

Document Delivery Service (DDS) is actually concerned with the supply of document(s) to the users on de... either the original or its copy in print or non-print form, irrespective of the location and form of the original. ... of the information services such as current awareness service, SDI service, indexing and abstracting se... literature search service, etc. are aimed at guiding the users to the documents where required information is ... to be available. Whereas DDS actually locates the required document and supplies it to the requester eith... original or its copy in print or in non-print form. DDS is an important service, since the value and import... other access services are directly dependent on the efficiency of this service. For instance if a user, alerted... current awareness service, requires a document and efforts are not made to supply the same to him/her in... then the availability of any alerting service however efficient it may be, will have no value for him/her. Thus, ... adds value to other information service

Earlier DDS was mainly concerned with "lending" of a document to the user over a specified period of tim... library or an information centre from its own resources and if not available within the library, then borrow... from other libraries on inter library loan and lending it to the user.

e introduction of xerography in mid 1950s and the large scale use of photocopiers in libraries by 1970s, the D

confined to lending or inter lending of documents, but documents could be duplicated and permanently sup

s. The libraries started using photocopier for the supply of copies of documents, particularly of journal artic

books. Most of the libraries still prefer supplying copies of journal article rather than giving the original, so

may always remain in the library and not get damaged with excessive use. The advent of computers, scann

munication technologies in 1980s made it possible to store the documents in electronic form and transfer th

ically to long distances via telecommunication networks almost instantly. Now many libraries and infor

are using this technology for the delivery of documents to the intended users. This has greatly improved the s

ice. Another trend is being observed, that is the availability of full- text electronic journals and books on the

publishers and aggregators, offering online ordering and instantaneous delivery of books as well as articles f

. The user can request an item directly from the publisher and receive the article at the location of his/ her

pe of DDS has expanded beyond the traditional libraries and specialised document delivery centres. The d

s, commercial online vendors, commercial publishers and e-journal service providers have also joined the do

market. The "ISI Document Solution" from Institute of Scientific Information, DIALORDER servic

G, "Document Detective Service" from Chemical Abstracts Service (CAS) are some of the examples

eed:

crease in Demand :

The primary objective of any information system is to provide its users with timely access to th information they need so that it may be utilised by them to accrue maximum benefit. In recent years, due t advances in computer and telecommunication technologies the access to primary literature has vastl improved. A large number of electronic bibliographic databases accessible online as well as on CD-ROM i all the disciplines have emerged. The availability of these databases providing easy and timely access t published information has resulted in a great increase in demand for the original documents. Access to othe libraries' online catalogues (OPAC) on the Internet, has further boosted up the demand.

haracteristics:

e efficiency of DDS is determined by three factors, namely, speed, cost and satisfaction level. Ideally the DDS cost-effective, speedily delivered and should satisfy all the requests it receives.

Speed   (2) Cost   (3) Satisfaction Level

of Document Delivery Systems/Models:

mentioned in the preceding section, availability of electronic bibliographic databases providing 'instant' information and easy access to library catalogues (OPAC) around the world on the Internet have ne reased the demands for original documents but have increased user's expectations for early as well as t delivery. On the other hand exponential growth of published literature, increasing cost of publicatio lining library budgets have been making it more and more difficult for libraries to meet the demands rons from their own resources. Libraries have been finding ways and means to meet the demands of the pite these limitations. Some of the efforts made by the libraries are improvement in inter library loan s ource sharing among libraries of common interests, development of specialised document delivery centr re recently of joining library consortia to provide access to full-text electronic resources to their patrons. it you will study how DDS has changed over a period of time and what are the recent trends

re are a number of national document delivery centres operating in the world providing document delivery serv

ned manner. Some of these centres operating in different countries are British Library Document Supply Centre (B

on Spa, U.K.; Institute de l' Information Scientifique et Technique (INIST), France; National library of Medicine

A.; Canadian Institute for Scientific and Technical Information (CISTI), Canada; and NISCAIR (National Inst

ntific Communication and Information Resources, Formerly INSDOC), New Delhi, India. These centres offer the

ving upon resources ranging from comprehensive centralised planned collection to decentralised unplanned collection

umber of national document delivery service models have also been suggested by information workers in the field. Fo

onal models suggested by Line (et al) in 1980 in UNESCO document are: i) A dedicated centralised collec

centration on a few libraries, iii) Planned decentralisation, and iv) Unplanned decentralisation. In 1984 Vickers a

ribed six types of models in an IFLA UAP programme document. These are: i) Dedicated centralised service, ii)

ed service, iii) Concentration on a few libraries, iv) Decentralised planned provision, supply and retention, v) Dece

anned access, and vi) A regionally based system. In a conference on Inter Lending and Document Supply held in L

3, Hope E.A. Clement (International Conference on Interlending and Document Supply (1988: London)) suggested f

composite models: i) A centralised lending collection, ii) A centralised lending collection with backup libraries, iii) A

ing centre, iv) A network of interlinked networks, v) Separate networks, and vi) Unlinked and total decentralisation.

Examples of Document Supply Centres

...sh Library Document Supply Centre (BLDSC)

...DSC (http://www.bl.uk/services/..) is an example of partially centralised model with some backup libraries. ...an average 14,000 requests per day and over 90% of them are satisfied. Over 87% requests are filled from BL... ...ection, 2.4% from backup libraries in U.K. and 0.3% from location outside the country. Most of the re... ...essed within 2 hours (for 2-hour service) to 2- 5 days (for standard service) from local collection. Delivery fo... ...ice is by mail, courier, fax or Ariel within 2-5 days of receipt. While for 2-hour or 24- hour delivery, the docu... ...vered by fax or Ariel. British Library collection covers all subjects and languages and include books (over ... ...nals (over 260,000 titles), technical reports (5 million), patents (50 million), conference proceedings (433,00... ...es and dissertations. The whole collection is international with 30% published in U.S. and 70% of the ... ...ected from outside U.K. Its 74% requests are related to S&T. Of these 67% are for serials, 22% for monogr... ...conferences, theses, music and official publications. Many other major commercial suppliers (e.g. Research... ...up's CitaDel, UNCOVER, etc.) use BLDSC as a resource due to its excellent collection. Automation... ...gressing at BLDSC which includes, among other things, scanning and digitisation of print and microform res... ...ument delivery purposes. One of the services offered from its electronic collection is "Inside".

s is an integrated copyright fee paid document delivery and current awareness service. Offered since 199

vides online access to table of contents of 20,000 highly used journals of BLDSC, together with title level inf

250,000 journals held in British Library. It also includes details of papers from over 70,000 conference proc

service allows to search and order directly over the web and receive article within as early as 2 hours.

vice, "Secure Electronic Delivery" service, provides fast access to over 100 million documents that are avai

tal scanning. Almost anything from library's huge catalogue collection whether digital, in print, or in micro

delivered electronically to the requester's desktop within 2-hours, if requested. The Secure Electronic Delivery

ted in December 1, 2003, is based on Adobe Reader 6.0 software and Relias international scanning and

nology. On receiving the request the document is scanned and sent as encrypted PDF (Portable Document

ch the requester can download, from British Library server within 14 days. British Library sends an e-mail m

the requester that the document is available. The electronic copy is available for collection from BL server fo

r which the file is deleted. The requester can make a single paper copy from electronic copy. Since, BL was

to launch the world's fully copyright compliant secure electronic document delivery service for digital docu

ember 2002, it succeeded in obtaining extensive agreements for "secure electronic delivery" with many of the

ding scientific publishers for digitisation and electronic delivery of documents from its entire paper based or m

ection.

...cument Delivery Service of NISCAIR (Formerly INSDOC)

...DOC (NISCAIR since 30 September, 2002) has been offering DDS at the national level since its inception in 1952. ...ice is based on the decentralised collection of resources held in major libraries in India including National Sc... ...ary and Electronic Library of NISCAIR. The requests are received by mail, fax or e-mail. The location of req... ...ument is identified by using the computerised Union Catalogue of Scientific Serials in India (NUCSSI), compiled ...ntained by NISCAIR. NUCSSI database contains serials holding information of about 850 science libraries in ... ...en requests for document delivery are received, they are sorted out on the basis of availability of source docum... ...tly the requests are serviced from NISCAIR's own library collection, then from Delhi based libraries and finall... ...uests are met from other libraries from India or foreign countries. Some of the important Delhi based libraries utilise... ...ument delivery purposes are Indian Agricultural Research Institute Library, National Medical Library and ... ...versity Library. Requests are received from universities, industries, R&D centres, from foreign countries and ... ...viduals. Maximum number of demands (over 80%) is for journal articles. Another form of document delivery se... ...red by NISCAIR is Contents, Abstracts and Photocopy Service (CAPS). Under CAPS service, subscribers receive t... ...ontents of selected journals (15 titles for individual subscription and 30 titles for institutional subscription) every ... ...h a list of 7500 Indian and foreign periodicals

S service is available to subscribers on paper, through e-mail and on diskette. On browsing through the contents, u

e order for abstracts or copies of full paper. Users also have an option to place a standing order for abstracts of all th

aring in one or more chosen journals through Standing Order Abstract Service (SOAS). By subscribing to CAPS an

ries can keep their users abreast of contents of latest journals of their interest at a nominal cost. Users on brow

ents can place order for full copies of paper, which are provided under Document Supply Service of NISCAIR.

urnals Consortium: NISCAIR is the nodal organisation for developing a "Consortium for CSIR laboratories for acc

nals". The activity, range from creation to monitoring the access facility of scientific periodicals published by inte

tutions. To start with, an agreement has been signed with M/S Elsevier Science publisher for 4 years to provide onli

00+ full-text e-journals through Science Direct to all CSIR scientists in 38 CSIR laboratories. The scientists can sea

download articles for R&D purposes. The genesis for setting up e-journal consortium for CSIR laboratories goes bac

. CSIR is a network of 38 R&D laboratories in the field of science and technology. For R&D purposes laborat

cribing to foreign S&T periodicals. Till 1993 CSIR laboratories were acquiring 8000+ foreign periodical titles of wh

unique i.e. acquired by a single laboratory. Due to rising subscription cost of foreign periodicals and sever

traints, the CSIR laboratories had to cut down the subscription to many important S&T periodicals.

the year 2000 the subscription to periodicals came down to 3356 titles of which 2500 were unique titles. Wi
ilability of full- text e-journals on the Internet and the growing demands of research scientists for access to
iodicals, an informal meeting of the heads of library and information centres of these laboratories was held
r 2001 to find out solution to this problem. Following the meeting, a Study Group was set up und
airmanship of Director, INSDOC (Now NISCAIR). The Study Group submitted the report suggesting that
rnal consortium should be set up to meet R&D information needs of CSIR scientists. To begin with, an agre
y be made with the publishers to provide access to fulltext e-journals to all the CSIR scientists. The proposa
mitted to Planning Commission for 10th Five Year Plan 2001-2006 on October 2001. The proposal was acc
begin with an agreement was signed with Elsevier Science publisher on June, 2002. CSIR labs at prese
scribing to 550 print journals. By paying 9% additional cost on the subscription cost of print journals, a
tists in 38 CSIR laboratories have now unlimited access to 1800 full- text e-journals of Elsevier Science
SCAIR serves as a nodal agency, dealing with publishers and CSIR laboratories, monitoring the usage statisti
as been observed that over 1400 (70%) of these e-journals are being accessed by the scientists for their stud
earch. With the success of this Consortium, it is planned to increase the access to 3000 more e-journals fr
lishers.

Electronic Document Delivery Systems

The system employing electronic technology for the receipt of requests and supply of documents are kno[...] Electronic Document Delivery Systems(EDDS). "Inside" and "Secure Electronic Delivery" of BLDS[...] examples of EDDS. In this section you will study some of the EDDS operating in the world. In most [...] Document Delivery Centres, maximum demand (ranging from for 70% to 80%) is for journal articles. [...] because; the scholarly journal is considered the most preferred medium for publishing the R&D results[...] researchers. The scholarly journal and its associated services such as current awareness services, indexin[...] abstracting services are undergoing significant changes due to electronic publishing and the Interne[...] emergence of e-journals has made most significant impact. Traditional publishers are making available ele[...] version of their journals on the Internet. New generation of e-journal service providers have emerged. [...] include aggregators like Ingenta and Catchword, subscription–cum-aggregation agencies like EBSCO, porta[...] aggregation services like Biomednet, bibliographic-cum-document delivery service like Infotrieve and Pr[...] online information service. Citation linking, across journals, and from bibliographic to full-text articles, ha[...] another major development. New pricing models like pay-per-view and transaction-based models are emergin[...]
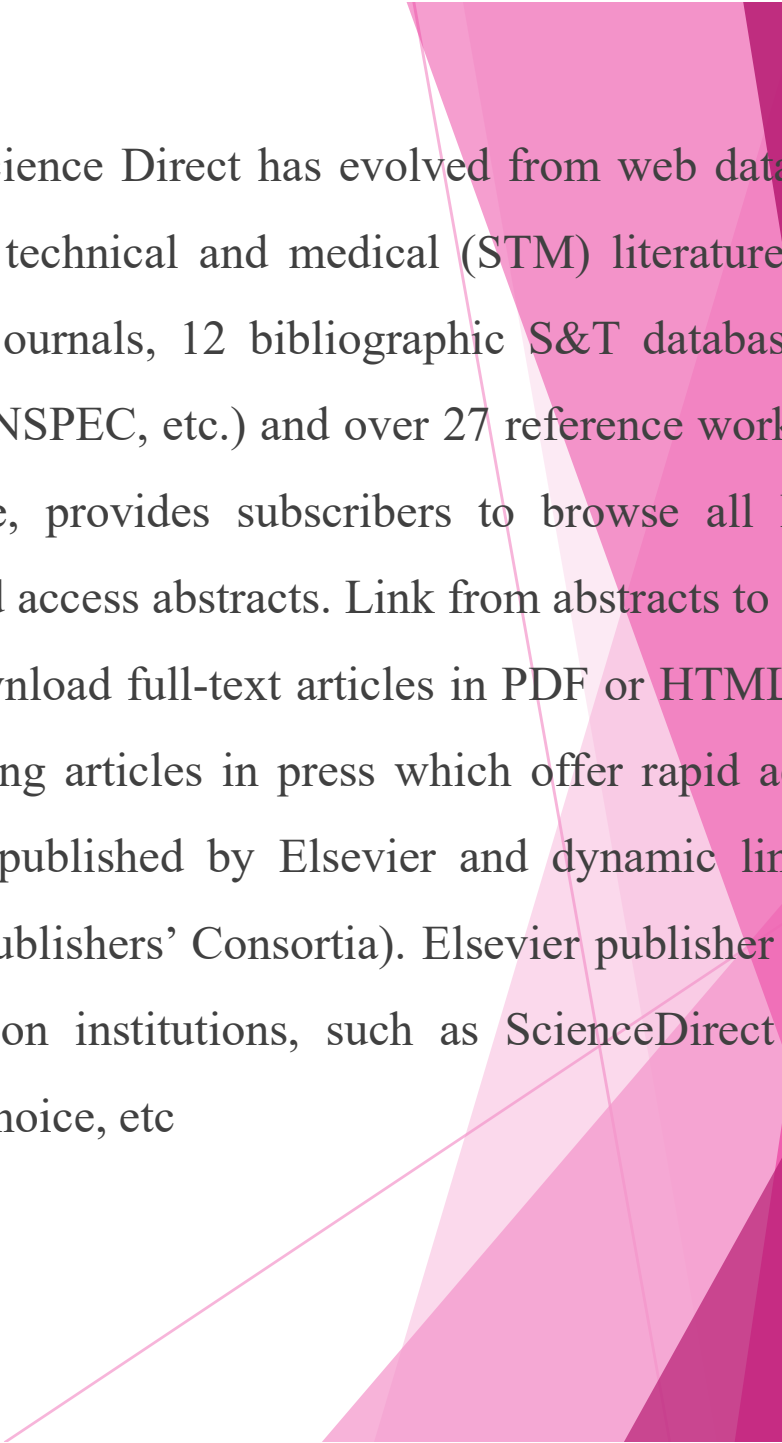
Article Delivery Over Network Information System (ADONIS)

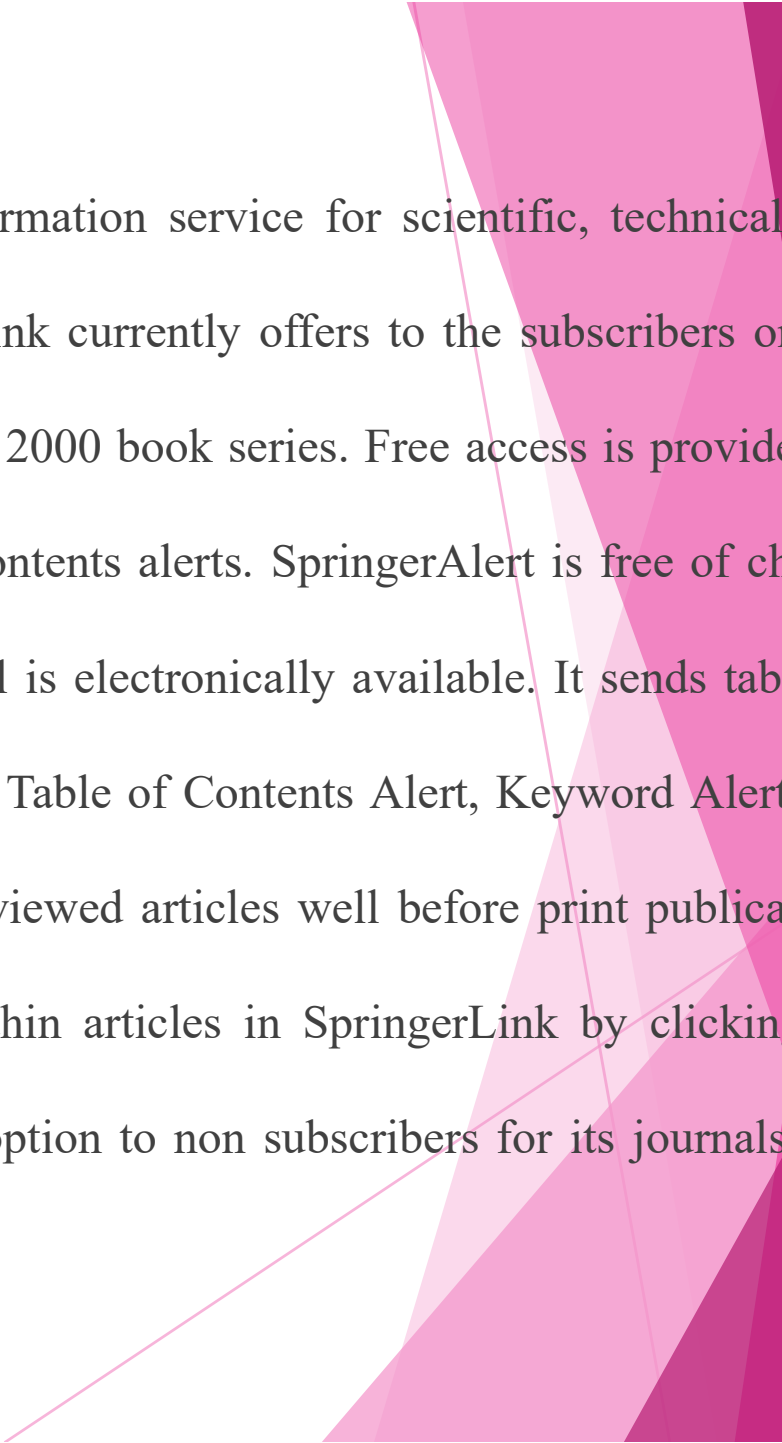Inter-Library Loan Service of Online Computer Library Centre (OCLC ILL)

DOCLINE: ILL System of National Library of Medicine, USA

E-Journal Service Providers

The availability of full- text electronic journals on the Internet has changed the document delivery scene significantly. Full-text e-journals on the Internet provide a wide range of options for the user, ranging from searching the bibliographic databases, selecting the retrieved citations, viewing the relevant article(s) to delivery of the article(s) electronically on the user's desktop. The publishers either themselves are providing their e-journals on the Internet (e.g., SpingerLink and ScienceDirect from SpringerVerlag and Elsevier Science publishers) or making them accessible through e-journal service providers (EBSCO, Infotrac, Proquest, etc.). This section provides a brief account of such services available on the Internet.

...nceDirect (http://www.sciencedirect.com): Launched since 1997, Science Direct has evolved from web dat... ...vier journals to one of the world's largest providers of scientific, technical and medical (STM) literature... ...nceDirect provides online access to about 1900 full-text (STM) journals, 12 bibliographic S&T databas... ...DLINE, BIOBASE, BIOSIS Previews, EMBASE, COMPENDEX, INSPEC, etc.) and over 27 reference work... ...yclopaedias and Dictionaries). ScienceDirect Web Edition service, provides subscribers to browse all... ...nals available on ScienceDirect platform, link to table of contents and access abstracts. Link from abstracts to... ...le(s) is provided for most Elsevier journals and subscribers can download full-text articles in PDF or HTML... ...heir desktop. Nearly 6 million articles are available online, including articles in press which offer rapid a... ...ntly accepted manuscripts. The coverage includes 1800 journals published by Elsevier and dynamic lin... ...nals published by other 170 STM publishers through CrossRef (a Publishers' Consortia). Elsevier publisher... ...ety of subscription and access options to libraries and information institutions, such as ScienceDirect... ...nceDirect Limited, ScienceDirect Complete, ScienceDirect Article Choice, etc

SpringerLink (http://www.springerlink.com): This is online information service for scientific, technical

dical journals and books from Springer-Verlag publisher. Springerlink currently offers to the subscribers or

-text access to 500 (as on September 2004) STM journals and over 2000 book series. Free access is provide

rch functions, table of contents as well as keywords and table of contents alerts. SpringerAlert is free of ch

vice that notifies users via e-mail whenever a new article or journal is electronically available. It sends tab

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oject Alert also. Onlinefirstservice provides users to access peer reviewed articles well before print publica

ers can also expand their search with reference linking found within articles in SpringerLink by clickin

erences within the article. Springerlink also offers a pay-per-view option to non subscribers for its journals

ne book series articles.

ate (http://www.informindia.co.in): J-gate is an electronic gateway to global e-journal literature. Launched in

ormatics India Ltd., J-Gate provides access to over 4 million articles of e-journals available online. It has a dat

rnal literature indexed from 11880 + e-journals with links to full- text articles at publishers' sites. J-Gate present

tents of 11800 + e-journals, provides access to 820 online journals and captures and indexes articles from 2910 ope

rnals and maintains link to them. J-Gate offers two types of services: i) J-Gate Portal and ii) J-gate customized ser

e portal service provides table of contents of latest issues of journals and a comprehensive online searchable dat

r 4 million articles with daily addition of over 4000+ articles. Table of Contents (TOC) provides link to full-text ar

lishers site. Presently link to e-journals from over 3500 publishers are available. J-Gate customized services offe

stom Content (JCC) and J-Gate Custom Contents for Consortia (JCCC). JCC is local Intranet/ Internet solution to

viding e-access for subscribed journals. The service provides TOC and database service to all the journals subscribe

ry. Customised software is installed at library's premises. TOC and database contents are updated weekly. JCCC s

homogeneous group of libraries that wish to share resources. JCC software is installed at participating libraries.

C and database service is provided to all the libraries, which have formed a consortium, and provides link to union ca

resource sharing. E-mail request for article delivery can be sent directly by the user while browsing articles/abstract

sen library participating in the consortia. J-Gate plans to support online subscription to journals, electronic d

ivery, and archiving and other related services.

ISO ILL: The International Standard for Inter-library Loan: ISO ILL 10160 and 10161 are ISO standards for inter-library

these standards provide technical definition of messages as well as set of rules on how to use those messages betwe

tems. Many libraries that use multiple ILL methods, are implementing ISO ILL compliant systems, because they ena

aries to manage all their ILL transactions in a single database. Depending on the system, this allows them t

antage of other system features such as copyright tracking or searching bibliographic databases. (http://www.iso.org)

UNTER (http://www.projectcounter.org): In recent years there has been growing awareness of the need for an interna

ort, involving vendors, librarians and intermediaries, to develop acceptable global standards for measuring online

unched in March 2002, COUNTER (Counting Online Usage of Networked Electronic Resources) is an interna

iative designed to serve librarians, publishers, and intermediaries by facilitating the recording and exchange of

ge statistics. In December 2002, COUNTER released a Code of Practice that provide among other things, guidance

nents to be measured, definition of these data elements, usage report content and formats, as well as on data proce

UNTER will initially focus on journals and databases. E-books and other types of material will be covered in subse

ases of Code of Practice. COUNTER is developed with the joint efforts of library associations, publishers associ

SO, etc. COUNTER will also establish an organisational framework and technical/business model for or

lementation and development of Code of Practice

Reference:
gyankosh.ac.in

THANK YOU