UNIT 8  DOCUMENT DELIVERY SERVICE: AN OVERVIEW

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8.0  OBJECTIVES

After reading this Unit, you will be able to:
•  explain the need for and importance of document delivery service;
•  discuss the historical development of the service;
•  describe the different types of systems/models for operating the service and their merits and demerits;
•  highlight the impact of technology and its importance in improving the efficiency of the service; and
•  describe the services of some of the national level document delivery centres operating in the world.
8.1 INTRODUCTION

In Unit 8 of the course BLI-222 you have been provided with an overview of information services that libraries and information centres are providing to their users. You have studied that current awareness services (CAS), indexing and abstracting (I/A) services regularly bring to the notice of the users the recently published literature in their subject field, which is scattered over a wide range of primary sources such as journal articles, research reports, conference proceedings, dissertations, monographs, etc. Producers of these services scan recently published literature in primary sources, select relevant items, arrange them in helpful sequence with full bibliographical details, index and bring them to the notice of the users. These services generate requests from the users for original documents listed in these publications. It may be in the form of a monograph, a journal article, a report or any other such item. To fulfil this need, libraries and information centres locate the required document from their own collections or procure it from outside sources and deliver it to the user. The service that supplies the required document to the user on demand is known as ‘Document Delivery Service (DDS)’ or ‘Document Supply Service’. In this Unit, you will study how this service is being operated by the libraries and other document suppliers and the impact of technology on the provision of this service.

8.2 DOCUMENT DELIVERY SERVICE (DDS): DEFINITION

Document delivery service (DDS) is concerned with the supply of document, either in original or its copy in print or non-print form, to the user on demand. The Online Dictionary of Library and Information Science (http://www.lu.com/odlis/) defines DDS as follows:

“The provision of published or unpublished documents in hardcopy, microform or digital format, usually, for a fixed fee upon request.”

DDS is the culminating point of all access services. Most of the other information services like CAS, A/I services and literature search service guide the users to the currently published sources of information, whereas DDS actually locates the document and supplies it to the user. DDS is an important service, since the value and importance of other access services are directly dependent on the efficiency of this service. For instance, if a user, alerted by a current awareness service, requires an original document listed in the service and if efforts are not made to supply the same to the user in time, then the CAS will have no value for the user. Thus, DDS adds value to other information services.

8.3 DEVELOPMENT OF DDS

Earlier, DDS was mainly concerned with the lending of required document to the user for a specified period of time by the library or information centre from its own resources and if not available within the library, then borrowing it from other libraries on inter-library loan (ILL) and lending it to the user. With the introduction of photocopy in mid 1950s and large scale use of photocopiers in libraries by 1970s, it was found that DDS was not just confined to lending of the documents, but documents could be duplicated and permanently given to the
users. The libraries started using photocopier for the supply of copies of documents, particularly of journal articles and chapters/parts of books.

8.3.1 Increase in Demand

The demand for document delivery service kept on increasing with the increase in the number of researchers primarily in the area of science and technology (S&T), followed by other disciplines. There were many factors which resulted in increasing the demand for DDS. For example, the exponential growth of published information, increase in the number of users and availability of online and CD-ROM bibliographic databases providing easy and timely access to published information, which resulted in a great demand for the original documents. At the same time, declining library budgets, increasing costs of the publications made it difficult for the libraries to meet the growing demands of their clients from their own collection. Libraries and information centres, with limited resources started looking for alternative means to fulfil the growing demands. Many libraries started relying on other libraries to supplement their collection to meet the information needs of their users. Over the years, what was earlier known as inter-lending grew into a planned system of inter-library cooperation which included not only sharing of resources but also sharing of other services like acquisition, classification, cataloguing, etc. To facilitate such cooperation, unified lists of documentary resources of cooperating libraries like union catalogues were compiled. At the same time, producers of bibliographic databases and online search service providers also started offering document delivery service, for example “Document Detective Service” from Chemical Abstracts Service (CAS) and “DIALORDER” service from DIALOG.

However, inter-library resource sharing systems had their own limitations, such as problem of updating the union catalogue, extra inter-lending burden on large libraries and withdrawal of some participating libraries. To overcome these problems, the need for specialised document supply centres, exclusively devoted to the document delivery service was felt.

8.3.2 Document Supply Centres

In response to the need for specialised document supply centres, many national centres came up around the world offering DDS service in a planned manner. Some of the document supply centres operating in the world are British Library Document Supply Centre (BLDSC), U.K.; National Library of Medicine, USA; National Research Council-Canada Institute for Scientific and Technical Information (NRC-CISTI), Canada; Indian National Scientific Documentation Centre (INSDOC now NISCAIR), India; and Institute de l’ Information Scientifique et Technique (INIST), France. The document supply centres offer the service drawing upon resources ranging from comprehensive centralised planned collection to decentralised unplanned collection. You will study about the services of some of these centres in the subsequent sections of this Unit.

8.3.3 Types of Document Delivery Systems/Models

International organisations like UNESCO and IFLA have been playing an active role in promoting document delivery service and inter-lending both nationally and internationally. The main objectives of these organisations have been to improve document delivery and inter-lending services through the use of
technologies along with to increase cooperation among libraries and document suppliers. A number of publications have been brought out by these organisations suggesting national document delivery service models from time to time in the changing context of information technology.

Four basic national models suggested by Maurice B. Line (et al) in 1980 in a UNESCO document are as follows:

i) A dedicated centralised collection;
ii) Concentration on a few libraries;
iii) Planned decentralisation; and
iv) Unplanned decentralisation.

In 1984, Vicker and Line described six types of models in IFLA UAP program document. These are as follows:

i) Dedicated centralised service;
ii) Central shared service;
iii) Concentration on a few libraries;
iv) Decentralised planned provision, supply and retention;
v) Decentralised unplanned access; and
vi) Regionally based system.

In 1988, in an International Conference on Inter-lending and Document Supply, Hope E.A. Clement suggested following six composite models:

i) A totally centralised national lending collection;
ii) A central lending collection with back up libraries;
iii) A national lending centre;
iv) A network of interlinked networks;
v) Separate networks; and
vi) Unlinked and total decentralisation.

Suggestions for these variant systems/models came up from time to time mainly due to the progress in information and communication technologies and use of these technologies in the provision of information services. All these models have their own merits and demerits. The extreme models viz. completely centralised and completely decentralised models have not been very efficient. Let us examine merits and demerits of each model in the following sub-sections.

**Completely Centralised Planned Model**

In this model, a comprehensive collection is especially developed in a single institution for providing DDS. The centre acts as a single source for service and supply of documents. It develops finding tools, which are necessary to provide service and also acts as a centre for international lending. The advantages of this model are:

i) Being a single source for request and supply, it saves money;
ii) Being a dedicated centre it provides an efficient service;
iii) Cost of handling requests is low;

iv) Speed of supply is high;

v) It relieves the individual libraries of inter-lending burden; and

vi) Demands and supply of documents can be analysed and monitored more effectively, which in turn help in collection building.

This system has some disadvantages. They are as follows:

i) Cost of building and maintaining the centralised collection in terms of stock, staff, equipment, building, etc. is very high; and

ii) It does not make use of existing library collection thereby leading to unnecessary duplication.

**Completely Decentralised Unplanned Model**

This model is based on the collection of large number of libraries. Individual libraries build a collection in their specific areas of interest and try to obtain loans from other libraries for document demands which they cannot meet from their own collections. There may or may not be a location tool, like union catalogue, for knowing the resources of other libraries. Moreover, in this system there is no focal point or a coordination centre to monitor the activity.

The advantages of this system are:

i) The libraries are free to build their own collection based on the local demands;

ii) They need not acquire additional sources; and

iii) They are not under obligation to participate in this cooperative activity.

However, this system has more disadvantages such as:

i) It is time consuming to locate the sources of loan;

ii) Since the cooperation is on voluntary basis, some libraries may refuse to lend their documents to other libraries;

iii) There is no coordination in building the collection. This results in unnecessary duplication;

iv) This system places the burden mainly on large libraries; and

v) There is no focal point to obtain or handle international loan requests.

**Planned Decentralised Model**

In this system a number of libraries build a collection in planned manner depending upon their areas of specialisation. In addition to a core collection, they acquire additional sources and are identified by the system to participate in this cooperative venture. Resources of the libraries are made known to each other by a union catalogue.

The advantages of this system are:

i) Requests for the documents can be sent directly. This saves time;

ii) Adequate collection can be built up to meet entire nation’s requirement;

iii) The system does not place heavy burden on a particular library; and

iv) The planned collection building results in optimal utilisation of the collection budget.
This system also has certain disadvantages such as:

i) To provide efficient inter-lending service, libraries have to put in extra efforts in addition to their routine functions;

ii) Libraries are forced to acquire additional material which they normally do not purchase; and

iii) Since requests are directed to large number of libraries, the demand and supply of documents cannot be analysed and monitored effectively.

**Partially Centralised Model with Back-up Libraries**

In this model, an extensive collection of material, most frequently demanded, is built in a single institution. The centre makes use of resources of some back-up libraries to meet the residual demands. All demands are processed and monitored by this centre. It is centre’s responsibility to locate the needed document from its own collection or from back-up libraries or from other sources and supply it to the requesting institution. It builds location tools as are necessary for the management of the service.

All the advantages of a completely centralised model are also applicable here, except that in this model some back-up libraries have to share inter-lending burden, though to a lesser magnitude.

The disadvantages of the system are also comparatively less than that of highly centralised model. One disadvantage is the high cost of building collection and the second is the inter-lending burden on other libraries.

The above comparison indicates that partially centralised model with back-up libraries is more effective than the other models.

**8.3.4 Impact of Technology on DDS**

The advent of computers, scanners and telecommunication technologies in 1980s made it possible to store the documents in electronic form and transfer the same electronically to long distances via telecommunication networks almost instantly. Many libraries and information centres started using this technology to deliver the documents. This greatly increased the speed of the service. The availability of full-text e-journals and e-books on the Internet and emergence of the World Wide Web in 1990s had the most significant impact on the document delivery service. The scope of DDS expanded beyond traditional libraries and specialised document delivery centres. Database producers, e-journal publishers, commercial online vendors, commercial e-journal service providers and aggregators have also joined the document delivery service market. The ‘ISI Document Solution’ from Institute for Scientific Information and ‘Electronic Document Delivery Service’ from Infotrieve, Inc. are some of the examples of this type.

**8.3.5 Electronic Document Delivery Systems**

As mentioned earlier, document delivery scene has changed with the emergence of a large number of electronic databases and establishment of telecommunication networks. Emerging technologies have also changed the mode of transmission of requests as well as supply of documents. Postal services used for transmission of requests are being replaced by telephone, fax, e-mail and online ordering. Mode of delivery of documents from supplier to the requester is also witnessing
similar type of change. Traditional document storage, retrieval and photocopying functions are increasingly being replaced by imaging technology. This technology uses series of devices that scan paper copy of the document, capture the document image and store it in digital format. The digital copy of the document is sent electronically via e-mail, fax or other document delivery software such as Ariel to the requester. The emerging systems employing electronic technology for receipt of requests and supply of documents are called Electronic Document Delivery Systems (EDDS). An EDDS can provide immediate access to the needed information. You will study about such systems in Unit 9 of this course.

8.3.6 E-Journal Consortia

Proliferation of e-publishing has brought in revolution in scholarly publications. At present most of the scholarly peer reviewed journals are available in print as well as in electronic form. E-journals with built in searching facilities, multimedia capability and remote access have influenced the scholarly community to such an extent that there is an increasing demand from them for providing electronic information services in the libraries. However, ever shrinking budgets of the libraries, exponential growth of e-publications and their escalating cost are making it difficult for individual libraries to meet this demand. Therefore, many libraries are joining to form a consortium for subscription to e-journals. A library consortium is a collective activity of a group of libraries towards a common goal of sharing resources. With the help of Internet access to e-journals, a user can search and browse table of contents of a journal, view abstract of the selected article and if desired, can browse and download the full-text article instantaneously on her/his desk-top computer. Consortium based library subscription to e-journals and electronic full-text databases are picking up good momentum in India. At present there are more than 10 national level consortia operating in the country. Some of them are INDEST, CSIR DST e-Journal Consortium now known as National Knowledge Resource Consortium (NKRC), IIM Consortium and INFONET. Consortium based access to e-resources have resulted in paradigm shift in DDS scenario. Most of the document supply centres are witnessing decrease in demand for delivery of documents, particularly of journal articles. You will study about these consortia and related changes in demand for document delivery service in Unit 9 of this course and also in BLI-221 course.

Self Check Exercise

Note: i) Write your answer in the space given below.

   ii) Check your answer with the answers given at the end of this Unit.

1) State the advantages and disadvantages of the partially centralised model with back-up libraries.

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8.4 EFFICIENCY OF DDS

The efficiency of DDS depends on three factors namely, speed, cost and satisfaction level. Ideally, DDS should be cost-effective, delivered fast and should satisfy all the requests it receives.

8.4.1 Speed

The method of receiving requests and mode of delivery of documents directly affect the speed of the service. Requests may be received by post, telephone, fax, electronic mail or online systems. Documents may also be supplied by any of the above mentioned methods. Of the above mentioned methods, receipt of the request online and delivery of the document via electronic document delivery system is the fastest. In the traditional DDS, the speed of the service is also affected by factors, such as location of the document within the library and if not available, then time taken to find its location, transmitting the request, processing the request by the supplying library, receipt of the document by the requesting library and finally the delivery of the document to the user. All these factors affect the speed of delivery of the document. It may range from a week to a month. In case of EDDS, it takes as little as two hours for rush service and a day for standard service.

8.4.2 Cost

DDS should be cost effective. In devising cost effective service all type of costs, direct as well as indirect, are taken into consideration. Direct cost is the cost of operating the service like cost of processing the request, copying the document, postage, etc. Indirect cost includes cost of collection, building, salaries of staff, cost of equipment, etc. The service is more cost effective, if it is offered from a centralised collection and number of requests is large. Conversely, the service is less cost effective when it is offered from a decentralised collection. It is increasingly being realised that the service can be more cost effective if it is operated by building a core collection to meet primary needs of the users and for residual requests, accessing the material speedily from external sources electronically.

8.4.3 Satisfaction Level

This is based on the number of requests satisfied out of total number of requests received by a library or a document delivery centre. Ideally, a DDS should satisfy all the requests it receives, but this target is not achievable even from a most comprehensive centralised collection. In general, a satisfaction level of 90-95 per cent is recommended and considered satisfactory.

Self Check Exercise

Note: i) Write your answer in the space given below.

ii) Check your answer with the answers given at the end of this Unit.

2) Define document delivery service and state the factors that govern the efficiency of this service.

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8.5 DOCUMENT SUPPLY CENTRES: SOME EXAMPLES

You have studied in section 8.3 of this Unit that the document delivery service is not only confined to libraries and specialised document supply centres, but many others have also joined the DDS market. DocDel.net - A Gateway to World Document Delivery Resources lists over 200 such service providers in the world and provides links to them. The directory of DocDel.net lists document delivery service providers under three categories viz. i) subject specialists, ii) full service providers, and iii) suppliers outside US. Instant Information Systems, located in Washington D.C., maintains the DocDel.net (http://www.docdel.net/) and DocDel Listserv. DocDel Listserv is an open group of over 1000 members who are dedicated to the topic of document delivery. In this section you will study about the services of some of the document supply centres, who offer DDS at national as well international level.

8.5.1 British Library Document Supply Centre (BLDSC), Boston Spa

The British Library has one of the largest collections in the world which BLDSC is using for the purpose of remote document delivery. It covers areas such as science, technology, medical and human knowledge in a number of languages of the world. The British Library (BL) holds 14 million books; 920,000 journal and newspaper titles; 58 million patents; and 3 million sound recordings. With this huge collection, during 2011, the British Library has delivered more than 1.6 million documents in many languages in the areas ranging from science, technology to medicine. BLDSC is also providing scanned and digitized print and microform resources for document delivery. The following services are offered from its digitised collection:

- BLDSS;
- British Library Direct Plus;
- British Library Publishers Digitization Service;
- BLDSS Loan Service;
- British Library Reprints;
- Electronic Theses Online Service (ETHOS);
- Higher Education Scanning Service; and
- License Our Data.

British Library Document Supply Service (BLDSS) (earlier known as British Library Direct Service): British Library Direct was an integrated service which included copyright fee paid document delivery and current awareness service. Offered since 2005, this service used to provide online access to table of contents of highly used journals in BLDSC and access to 5 years old full-text journal archive. It was a subscription based service, but it offered free access to bibliographic records and abstracts of articles. Access to full-text article(s) was on payment basis. Over 40,000 researchers were registered users of this service.

This service has now been replaced by a new online ordering system called BLDSS (British Library Document Supply Service). This also is a subscription
based service. This new service provides the customers with keyword searching for over 42 million articles and more than 12.5 million journal articles with immediate download facility. This service facilitates electronic downloading of documents needed by customers. This service gives customers the information regarding time of delivery, price, etc. The customers can also track their orders online. With the introduction of BLDSS, the document delivery service of the British Library (BL) has become more efficient and quality based.

**British Library Direct Plus:** It is a subscription based service which allows simultaneously searching three databases viz. British Library ETOC (Electronic Table of Contents), Google Scholar and Pubmed databases. Launched in 2007, this service replaces British Library “Inside” service. The service provides online access to over 300,000 journal titles and 400,000 conference proceedings. It allows archival searching dating back till 1940. The service allows searching of all the three databases by entering keywords or phrases. The number of results retrieved from each database, are displayed. The service permits viewing bibliographic records with or without abstracts for free. The service also has a range of bibliographic management tools.

After that the British library announced Direct Plus 2.0 with additional features. Now, the BL in partnership with TDNet is providing British Library Direct Plus service. This joint venture is subscription based. It combines the federated search feature of the TDNet and the BL’s comprehensive online collection. With this service a customer can search the BL’s electronic table of contents, PubMed Central and Google Scholar and place order with the BL.

**British Library Publishers’ Digitization Service:** Under this service the library undertakes digitisation work of old publications of the publishers.

**BLDSS Loan Service:** The British Library offers loan services to both commercial and non-commercial organisations from its collection of 3 million English language books. Loans are offered only to the organisations and not to individuals.

**British Library Reprints:** Under this service the British Library places order for the original reprints on the behalf of the user direct from the publisher with full copyright compliance. A user can place order through the library for multiple copies of a document for training or marketing purposes through this service. Multiple copies are supplied in print (Reprint) or in electronic (ePrint) format.

**Electronic Theses Online Service (EThOS):** This service provides free online access to over 300,000 plus U.K. theses. One can search the database free of cost and access full-text theses on payment basis.

**Higher Education Scanning Service:** The materials which are covered by CLA (The Copyright Licensing Agency) HE Photocopying and Trial Scanning Licence, can be supplied to the customers through this service. Institutions which are holding the licence can order material for course packs from the British Library under this service. The licence permits the British Library to deliver paper based materials in PDF version. The PDF files are loaded on the library server. The customers get information through e-mail about the availability of their document(s) on the server and they can download the files within 14 days.
Licence Our Data: The British Library has bibliographic data from over 200,000 journals and 5 million conference papers. The library has 12 years archive for each journal. From this electronic database, the organisations can make use of the data, under licence agreement with The British Library, either for the whole file or for subject specific sub-set, or for specific journal titles.

(http://www.bldss.bl.uk/BLDSS/)
(http://www.bl.uk/reshelp/atyourdesk/docsupply/productsservices/index.html/)

8.5.2 National Research Council – Canada Institute for Scientific and Technical Information (NRC-CISTI), Canada

NRC-CISTI is a document delivery centre having the largest sources of information in science, technology, engineering and medicine subjects covering North America. The collection include over 50,000 different serial titles, 800,000 books, conference proceedings, technical reports and 2 million technical reports on microfiche. NRC-CISTI offered document delivery services from its own collection and for documents not available in house, it offered extended supply service, which provided access to articles, books and other documents around the world. Its service levels included Direct Service; Extended Supply Service; Urgent Service; and Special Handling and the ordering options were Electronic Ordering and Non Electronic Ordering. Its delivery options included Ariel; Secure Desk Top Delivery; Fax and Courier services. NRC-CISTI has recently withdrawn from document supply business (with effect from April 2010) and has awarded the contract to Infotrieve Canada, Inc. to take over its collection of scientific, technical and medical (STM) and existing customer base. Infotrieve, Inc. with experience in information centre technology development and document delivery for more than 20 years, is collaborating with NRC-CISTI in providing document delivery service for CISTI’s clients and business partners.

(http://cisti-icist.nrc-cnrc.gc.ca/eng/ibp/cisti/about/index.html)

8.5.3 Institute for Scientific and Technical Information (INIST), France

INIST was formed in 1988 by the merger of two documentation centres located in Paris. These two documentation centres cover scientific and technical information and humanities and social sciences information. The mission of INIST, which is located in the city of Nancy in Eastern France, is not only to continue the traditional activities of the previous documentation centres i.e. document delivery and bibliographic databases, but also to carry them into new developing technological environment.

With the advent of the Internet, the role of INIST has evolved towards providing public sector researchers with direct and personal access to scientific information they need while continuing with its traditional document delivery and bibliographic activities. At present, INIST is actively involved in activities concerning electronic resources negotiations and electronic resource sharing, electronic publishing, electronic archiving, science monitoring and information analysis and processing.

(http://www.inist.fr/)
Document Delivery Service

Document Delivery Service of INIST: Refdoc (The reference in scientific document supply) is a new service for ordering scientific and technical documents from INIST. Refdoc provides access to over 53 million records of articles, books, reports, conference proceedings, theses, etc. in the fields of science, technology, medicine, humanities and social sciences from the year 1823 to the present day. The database is updated daily. One can search as well as place order with Refdoc. INIST uses its extensive document collection plus network of libraries and documentation centres to fill the document orders it receives. INIST’s online services for providing access to for example, Article@INIST (for INIST catalogue of articles), Form@INIST (for document orders), Compte@INIST (for document delivery) have been replaced by Refdoc service.

(http://www.refdoc.fr/)

Self Check Exercise

Note: i) Write your answer in the space given below.

ii) Check your answer with the answers given at the end of this Unit.

3) Name the services offered by the British Library Document Supply Centre (BLDSC).

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8.5.4 Document Delivery Service of NISCAIR (Formerly INSDOC), Delhi

NISCAIR (Formerly INSDOC) has been offering Document Procurement and Supply Service at a national level since its inception in 1952. This service is based on the decentralised collection of resources held in major libraries in India including its own library i.e. National Science Library (NSL). While providing such a service NISCAIR uses its own collection of about 1,20,000 bound volumes of periodicals. NSL subscribes a total of approximately 1250 Indian and 300 plus foreign periodicals and about 4256 international electronic journals. The requests are received by mail, fax or e-mail. The location of the required document is identified by using the database of NUCSSI (National Union Catalogue of Scientific Serials in India). NUCSSI database has information on 45,433 periodical titles pertaining to 564 major S&T libraries in the country. When requests for document delivery are received, they are sorted out on the basis of availability of source documents. First, the requests are met from NISCAIR’s own library collection, then from Delhi based libraries and if not available, then requests are met from other libraries in India or from foreign countries. Some of the important Delhi based libraries utilised for document delivery purposes are Indian Agricultural Research Institute’s Library; National Medical Library and Delhi University Library. It has been observed that maximum number of demands (over 80%) is for journal articles.
Contents, Abstracts and Photocopy Service (CAPS): This is another form of document delivery service offered by NISCAIR. Under CAPS service, the subscribers receive table of contents of selected journals (15 titles for individual subscriber and 30 titles for institutional subscriber) every month from a list of core 7300 Indian and foreign periodicals pertaining to various S&T disciplines. The service is available to subscribers on paper, diskette or through e-mail. On browsing the contents, one can place order for abstracts and/or photocopies of full-text articles. NISCAIR also provides on the spot photocopies of articles from its own collection to the students and researchers who visit the library.

NOPR (NISCAIR Online Periodicals Repository) provides free access to full-text articles from 17 research periodicals published by CSIR. The Repository at present provides access to over 15766 articles. One can search the database by periodical title, article title, authors, keywords and date of publication.

NKRC (National Knowledge Resource Consortium) (erstwhile CSIR DST e-Journal Consortium): This is CSIR’s Network Project with NISCAIR as an implementing agency. Under this project CSIR laboratories are provided online access to over 5000 plus e-journals of all major publishers, patents, standards, citation and bibliographic databases. The access is provided on 24x7x365 days basis to all the scientists of CSIR laboratories in cost-effective manner. The scientists can search and download full-text article instantaneously on their desktop. NISCAIR serves as a nodal agency for e-journal consortium. It deals with publishers and CSIR laboratories, monitors the usage statistics, and organises training programmes for the end-users.

NISCAIR also provides walk-in-user facility to use the consortium to other researchers who visit the Institute. There has been constant increase every year in the number of articles accessed and downloaded by the researchers/scientists. The number of full-text articles downloaded were 16,72,000 in the year 2009 as against 16,34,000 in the year 2008. (NISCAIR Biennial Report 2008-10).

8.5.5 Document Delivery Service of INFLIBNET Centre, Ahmedabad

Information and Library Network (INFLIBNET) Centre is an autonomous Inter-University Centre (IUC) of the University Grants Commission (UGC). It is involved in modernising university libraries, connecting them as well as information centres through nation-wide high-speed data network for optimum utilisation of information resources. Infrastructure is being created for sharing of information resources and services among academic and research libraries. INFLIBNET works collaboratively with Indian university libraries to shape the future of academic libraries in the evolving information environment.

INFLIBNET has started document supply service based on the collection of subscribed journals within the UGC-INFONET Digital Library Consortium and the journals’ collection of 22 libraries designated as document supply centres. These 22 libraries subscribe to over 2,000 journals which are not available through the consortium. The document supply facility is available through JCCC@UGC-Infonet, which provides access to 149 Indian universities for articles from journal holdings of participating libraries. The JCCC (J-Gate Custom Content Consortium), interface facilitates searching articles in:
Document Delivery Service

i) Journals subscribed through UGC-INFONET Consortium;
ii) Journals (print and e-journals) subscribed by 22 document supply centres;
iii) Journals subscribed by other member libraries; and
iv) Open access journals.

The interface of JCCC provides a hyperlink to articles so that user can access and download the articles accessible to their university. The journals which are not accessible to the users in their own university, the interface facilitates semi-automatic generation of a document supply request directly from user to INFLIBNET Centre or to one of the document supply centres. The software also tracks the request history as well as status of the request.

Self Check Exercise

Note: i) Write your answer in the space given below.
ii) Check your answer with the answers given at the end of this Unit.

4) Describe document supply service of INFLIBNET.

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8.6 SUMMARY

Document delivery service is one of the important services of a library and information centres. While most of the services of a library and information centre lead to the identification of the original document, this service actually locates the original document, irrespective of its location and delivers it to the user. The main points discussed in this Unit are:

• Document delivery service, its necessity and the characteristics;
• The development of document delivery service, impact of technology on the service and emergence of electronic document delivery systems and e-journal consortia;
• Types of document supply systems/models – their merits and demerits; and
• Some examples of national document delivery centres operating in the world.

8.7 ANSWERS TO SELF CHECK EXERCISES

1) The partially centralised model with back-up libraries has following advantages:
   a) Since it is single source of request and supply, it offers simple procedure for inter-library loan and service transactions. This saves time and money.
   b) Being a dedicated centre, it provides efficient service.
   c) Cost of handling requests is low.
d) The demands and supply of documents can be analysed and monitored more effectively. This helps in effective collection building.

The disadvantages are:

a) Cost of building and maintaining centralised collection in terms stock, staff, equipment, building, etc. is high.

b) It puts inter-lending burden on other back-up libraries.

2) Online Dictionary of Library and Information Science defines document delivery service as: “The provision of published or unpublished documents in hardcopy, microform or digital format, usually, for a fixed fee upon request.”

The efficiency of DDS depends on three factors namely, speed, cost and satisfaction level. Ideally the DDS should be cost-effective, speedily delivered and should satisfy all the requests it receives.

3) British Library Document Supply Centre (BLDSC) has largest collection devoted to the provision of remote document delivery. It offers range of integrated document delivery and current awareness services from its digital collection. These are:
   - BLDSS;
   - British Library Direct Plus;
   - British Library Publishers Digitization Service;
   - BLDSS Loan Service;
   - British Library Reprints;
   - Electronic Theses Online Service (ETHOS);
   - Higher Education Scanning Service; and
   - License Our Data.

4) Document delivery service of INFLIBNET is based on the collection of subscribed journals within the UGC-INFONET Digital Library Consortium and the journals’ collection of 22 libraries designated as document supply centres. These 22 libraries subscribe to over 2,000 journals which are not available through the consortium. The document supply facility is available through JCCC@UGC-Infonet, which provides access to 149 Indian universities for articles from journal holdings of participating libraries. The JCCC (J-Gate Custom Content Consortium), interface facilitates searching articles in
   i) Journals subscribed through UGC-INFONET Consortium;
   ii) Journals (print and e-journals) subscribed by 22 document supply centres;
   iii) Journals subscribed by other member libraries; and
   iv) Open access journals.

The interface of JCCC provides a hyper link to articles so that user can access and download the articles accessible to their university. The journals which are not accessible to the users in their own university, the interface facilitates semi-automatic generation of a document supply request directly
from user to INFLIBNET Centre or to one of the document supply centres. The software also tracks the request history as well as status of the request.

### 8.8 KEYWORDS

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
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<tbody>
<tr>
<td>Consortium</td>
<td>An association of independent libraries and/or library systems established by formal agreement, usually for the purpose of resource sharing.</td>
</tr>
<tr>
<td>Centralised Model</td>
<td>In this model comprehensive collection is especially developed in a single institution for the sole purpose of document delivery service. The centre acts as a single source for service and supply of documents.</td>
</tr>
<tr>
<td>Decentralised Model</td>
<td>This model is based on the collection of large number of libraries. Individual libraries build collection in their specific areas of interest and try to obtain loan from other libraries for the demands they cannot meet from their own stock.</td>
</tr>
<tr>
<td>Inter-library Loan</td>
<td>When a book or other items needed by a registered borrower is not available or owned by the library, then the library procures it from other library on inter-library loan and lend it to the borrower for a specified period of time.</td>
</tr>
<tr>
<td>Inter-library Resource</td>
<td>The activities that results from an agreement, formal or informal, among a group of libraries to share collection, data, facilities, personnel, etc. for the benefit of their users and to reduce the expense of collection development.</td>
</tr>
<tr>
<td>Union Catalogue</td>
<td>A list of holdings of a group of libraries in a library system.</td>
</tr>
</tbody>
</table>

### 8.9 REFERENCES AND FURTHER READING


**Websites**

(http://www.refdoc.fr/tradure=en/)
(http://cisti-icist.nrc-cnrc.gc.ca/eng/ibp/cisti/about/index.html)
(http://www.bl.uk/reshelp/atyourdesk/docsupply/productsservices/index.html/)
(http://www.inist.fr/)
(http://www.inflibnet.ac.in/)
(http://www.niscair.res.in)