

LAUNCHING A DOCUMENT DELIVERY SERVICE: TRIALS AND TRIUMPHS

Bill Schultz, Head of Cataloging Services
Kirstin Duffin, Research Support Librarian



EASTERN ILLINOIS UNIVERSITY

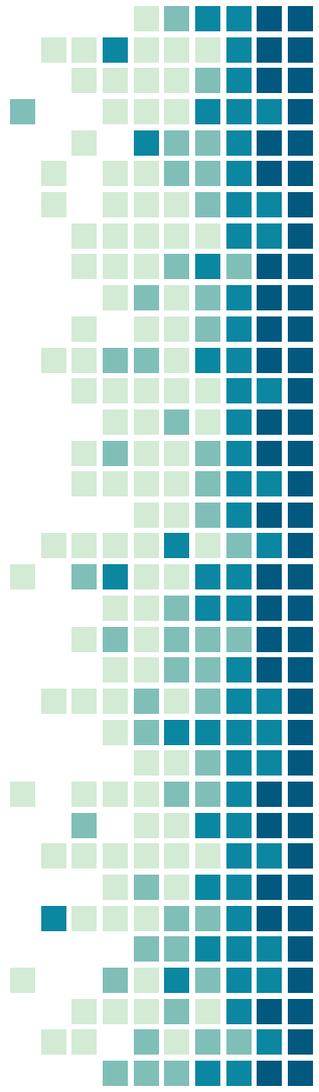
Overview

1. Our problem
2. The solution
3. Our process
4. Our challenges
5. The benefits



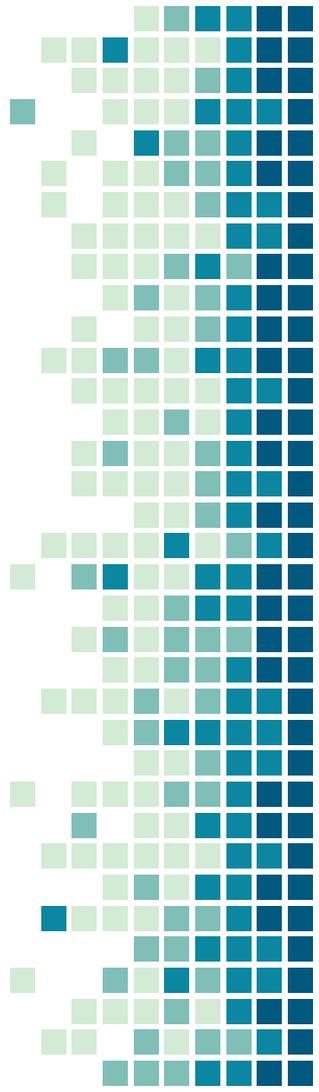
THE PROBLEM

A constricting periodicals budget forced us to cancel relatively high-use journals, leaving some faculty feeling cornered in their research pursuits.



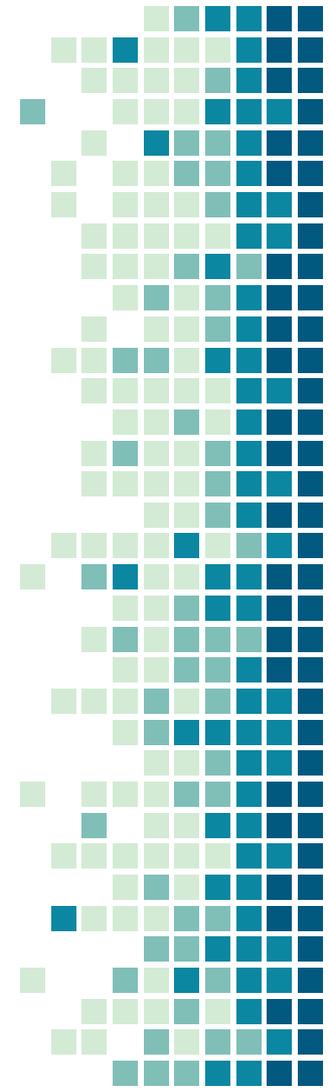
THE SOLUTION

Implementing a document delivery service as a faster alternative to interlibrary loan that felt closer to a true subscription.



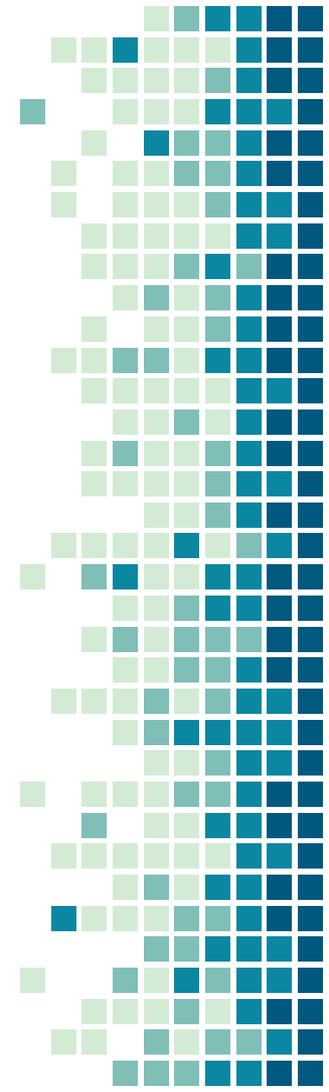
OUR PROCESS

- Review available products
- Seek buy-in from Collection Development Committee (May, 2020)
- Gain funding
- Select journals for inclusion
- Set up in Library Services Platform (Alma)



OUR CHALLENGES

- Limited set-up documentation available
- Alma/Primo VE migration (June, 2020)
- Back-end logistics
- Public display not ideal
- Promotion to faculty



Alma "Portfolio" Editor

< Electronic Portfolio Editor

Relink to another bibliographic record

Cancel

General Linking Coverage Acquisition Notes Related Portfolios History

Which coverage statement will be applied?

Only local Global and local Global or local Only global

Global Date Information

From Year	From Month	From Day	From Volume	From Issue	Until Year	Until Month	Until Day	Until Volume	Until Issue
1	2008	-	-	1	1	-	-	-	-

Local Date Information

+ Add Date Information

From Year	From Month	From Day	From Volume	From Issue	Until Year	Until Month	Until Day	Until Volume	Until Issue
1	2016		9	1					

Global Embargo/Rolling Year

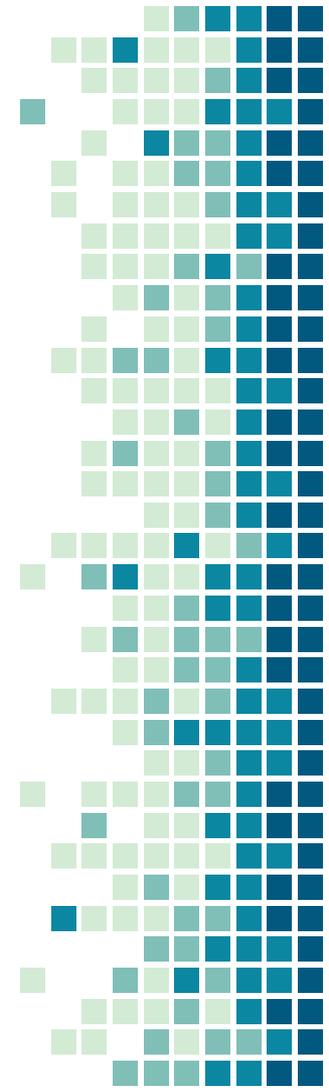
Operator - Number of years - Number of months -

Local Embargo/Rolling Year

Operator Number of years Number of months Clear

Other Challenges

- Service option display in conjunction with ILL service (Alma “display logic” rules”)
 - *Display logic can be dangerous!*
- Discoverability: article level vs. journal level
- Service explanation notes for patrons



Addition of patron-side notes...

View Online

Full text availability

Get It Now rapid article delivery
Available from 2016.

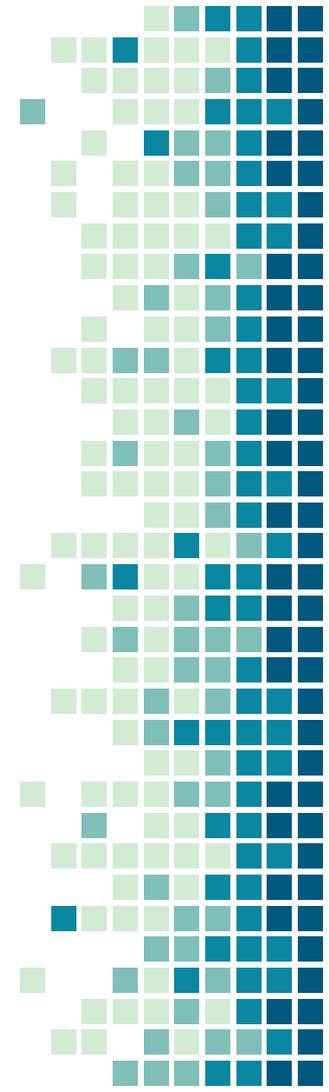
Look for Open Access Full Text via Unpaywall

View Online

Full text availability

Get It Now rapid article delivery
Available from 2016 volume: 9 issue: 1.
 *Booth Library can buy the article and deliver to your EIU email quickly, usually within minutes.*

Look for Open Access Full Text via Unpaywall



Get it Now Brief “How To”

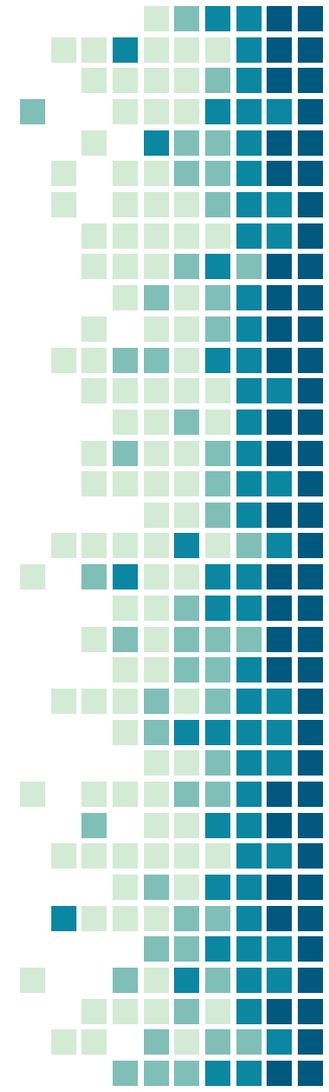


EASTERN ILLINOIS UNIVERSITY

Booth Library

Using
Get It Now

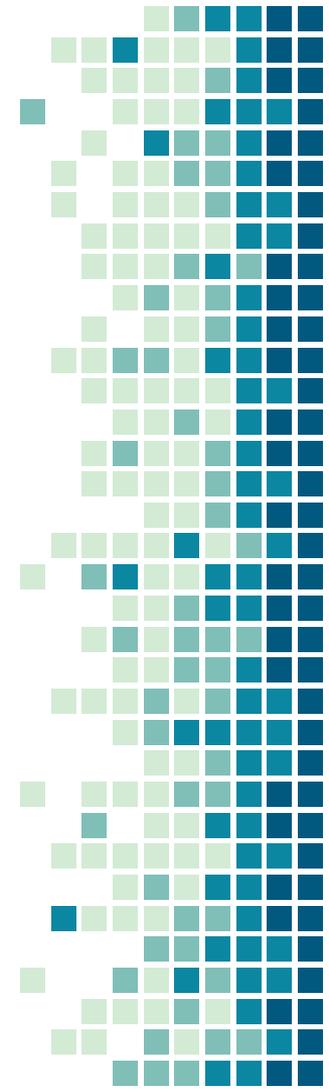
The image shows a presentation slide with a light blue background and black borders at the top and bottom. The Eastern Illinois University logo is in the top left. The text 'Booth Library' is centered in a dark blue box, and 'Using Get It Now' is centered below it.



THE BENEFITS

- Turnaround times
 - 21 requests from 10 faculty over 14 months
- Librarian access controls → Sustainability
- Promotion to faculty instead of just cancellations

Time to fulfillment	% fulfilled
1 minute or less	81
30 minutes or less	95
60 minutes or less	100



THANK YOU!

Questions?

Bill Schultz, wnschultz@eiu.edu

Kirstin Duffin, kduffin@eiu.edu

