

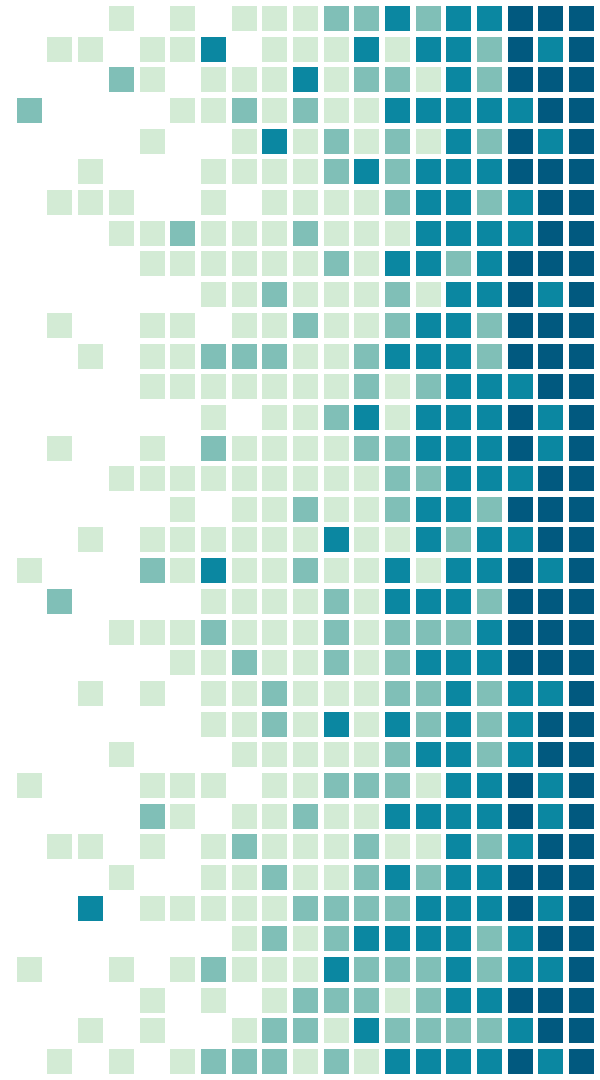
LAUNCHING A DOCUMENT DELIVERY SERVICE: TRIALS AND TRIUMPHS

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



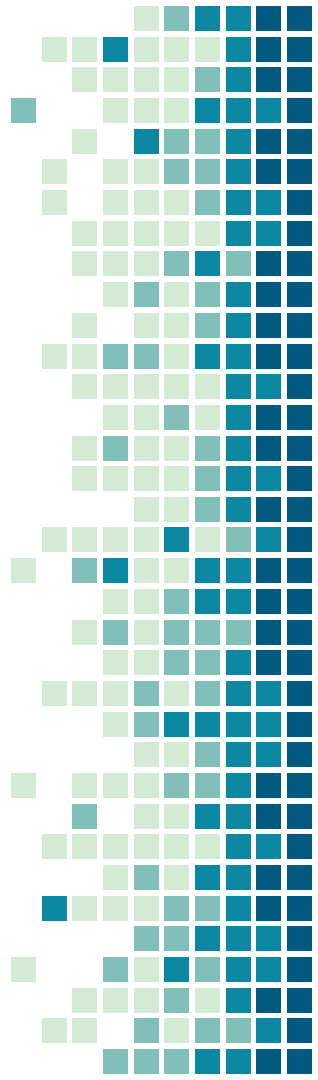
Overview

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



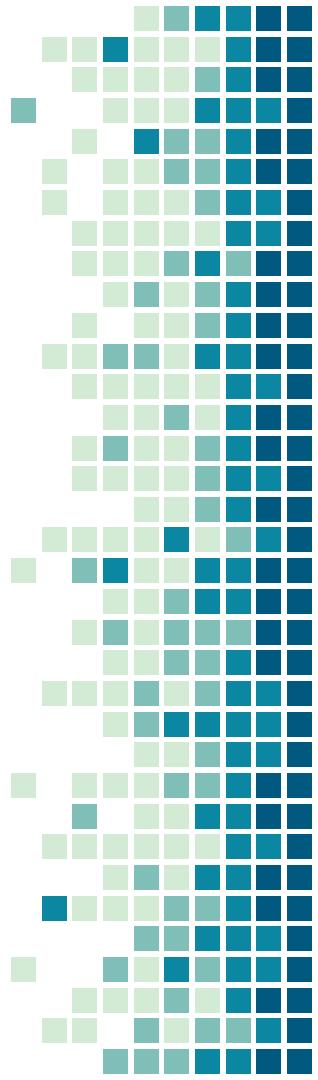
THE PROBLEM

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



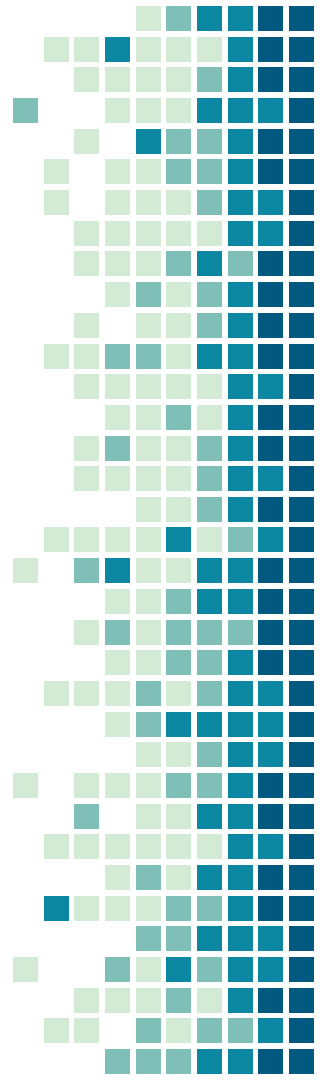
THE SOLUTION

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



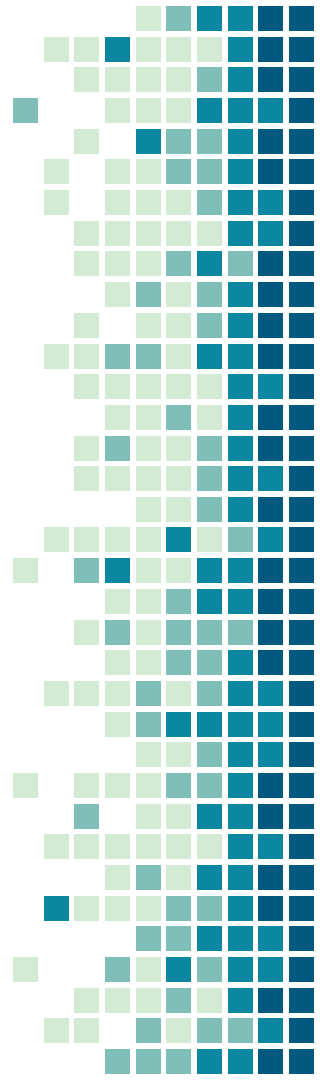
OUR PROCESS

- 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

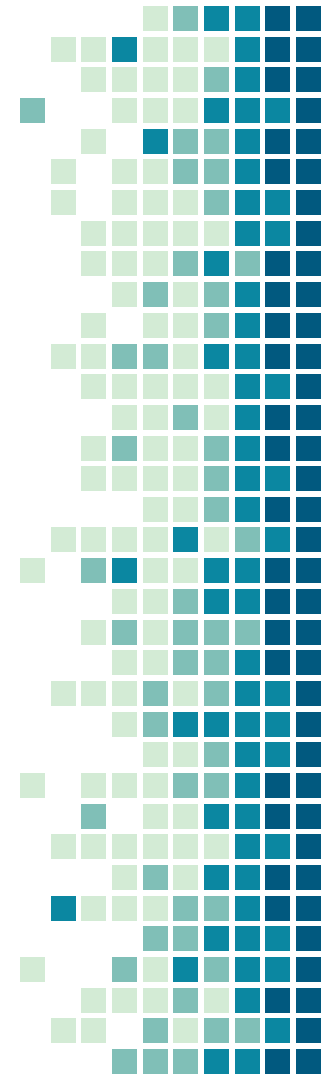
Operator - Number of years - Number of months -

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

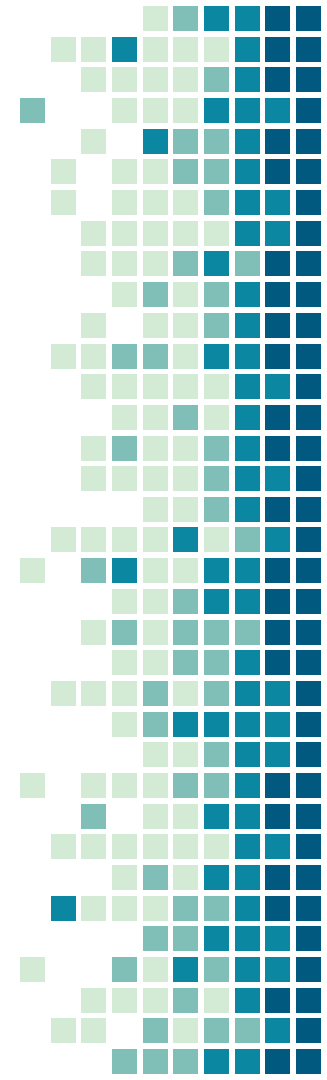
Get it Now Brief “How To”



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