

San Jose State University

From the Selected Works of Susan L. Kendall

June 15, 2016

Canceling Unmediated Document Delivery: Results and Implications at San José State University Library

Emily Chan, *San Jose State University*

Susan L. Kendall, *San Jose State University*



Available at: https://works.bepress.com/susan_kendall/84/

Canceling Unmediated Document Delivery:

Results and Implications at San José State University Library

Emily Chan, SJSU

Susan Kendall, SJSU

June 15, 2016

AAAS-PD





Background information

- Copyright Clearance Center's Get It Now program
- Reasons for Get It Now at SJSU
- Budget for Get It Now



Detailed Record



SJSU King Library GetText

Title: [Uterine Didelphys and Vaginal Birth After Cesarean Delivery](#)

Source: Obstetrics and gynecology [0029-7844] Altwerger, Gary yr:2015 vol:1

● [May be available in the](#) SJSU Library Catalog

Note:**PLEASE NOTE:** The Library Catalog will tell you which years of this journal we have

[We'll get it for you](#) CCC Get It Now Wolters Kluwer

Available from 1953 volume: 1 issue:1

[Request through](#) SJSU Interlibrary Services (ILLiad)


[Having trouble? Let us know.](#) SJSU Library


[Search for related information in](#) Google Scholar

Article Title :

Search Terms: Uterine Didelphys and Vaginal Birth A







Title: Uterine Didelphys and Vaginal Birth After Cesarean Delivery

Author: Altwerger, Gary

Publication: Obstetrics & Gynecology

Publisher: WoltersKluwer

Date: 2015-01

Copyright © Wolters Kluwer

Email Address

(Enter email address for delivery of article)

Terms and Conditions

YOU CAN:

- Store this article in electronic form solely for your personal academic or research use (up to 120 days)
- "Mark it up" for personal academic or research use
- Print a copy of the article and use and store that printed copy indefinitely for authorized uses

YOU CANNOT:

- Remove copyright or trademark notices
- Otherwise change the article
- Store it in on an electronic server accessible to any other person (other than storage by institution library staff for up to 30 days to ensure delivery

☐ I agree to these [terms and conditions](#)





Limiting Get It Now – March 2016

- Chancellor's Office subsidy eliminated
- Concerns about users getting items “just in case”
- Demand and article costs increased, which prompted the elimination of the unmediated Get It Now program



Costs Associated with Requesting Journal Articles

- CONTU – Rule of Five
 - Libraries can borrow up to five articles published within the last five years from a single journal title
 - Requesting and receiving six or more articles from a single journal title in a calendar year results in
 - a denied request
 - starting a subscription to the journal
 - paying of royalties per request in excess of the five
 - Articles older than five years (by date of publication) can be borrowed royalty-free




- The new workflow
 - Route all requests through RapidILL first

SJSU King Library GetText

Title: Uterine didelphys and vaginal birth after cesarean delivery.

Source: Obstetrics and gynecology [0029-7844] Altwerger, Gary yr:2015 vol:125 iss:1 pg:157 -159

 [May be available in the](#) SJSU Library Catalog

Note: Check if the item is available in the library for the specific year/issue you want.

[Request through](#) SJSU Interlibrary Services (ILLiad)

- The promise
 - Fast turn-around time ~14 hours
 - Set budget



Does RapidILL fulfill the promise

The Negatives

- Lending aspect
 - RapidILL is predicated on resource sharing
 - SJSU is required to lend commensurate with the borrowing numbers
- History of borrowing and implications to lending



Borrowing Data

Year (Fiscal Year)	Number of RapidILL/ILLiad Requests	Number of Get It Now Requests	Total Number of Requests for Non-SJSU articles
2012-2013	10,428	2,385	12,813
2013-2014	9,145	4,006	13,151
2014-2015	7,837	6,279	14,116

Rapid ILL workflow

- Mediated
 - RapidILL turnaround time is ~14 hours
 - But this is just a fraction of the total wait time





Example #1

Transaction Information	
Journal Title	Public Health Reports
Volume	130
Issue	5
Month	
Year	2015-09-01
Inclusive Pages	453-457
Article Author	SARAH, AMIN
Article Title	Impact of the National School Lunch Program on Fruit and Vegetable Selection in Northeastern Elementary Schoolchildren, 2012-2013.



Tracking Example #1 request

Tracking			
Date/Time		Status	Changed By
6/3/2016 5:27:17 PM	Times are EST	Submitted by Customer	emilychan
6/3/2016 5:27:17 PM		Awaiting Copyright Clearance	emilychan
6/3/2016 9:22:35 PM	→	Awaiting Request Processing	ILS03
6/3/2016 9:22:36 PM		Awaiting RAPID Request Sending	System
6/3/2016 9:23:59 PM		Request Sent	System
6/6/2016 2:22:18 PM		Odyssey Document Received	Odyssey
6/6/2016 2:22:20 PM		Delivered to Web (Delivered to my ILLiad account)	Odyssey



Example #2

Transaction Information	
Journal Title	Fetal diagnosis and therapy.
Volume	39
Issue	2
Month	3
Year	2016
Inclusive Pages	117-124
Article Author	Derderian, Sarkis C
Article Title	Mass Effect Alone May Not Explain Pulmonary Vascular Pathology in Severe Congenital Diaphragmatic Hernia



Tracking Example #2 request

Tracking			
Date/Time		Status	Changed By
6/1/2016 6:32:19 PM	Times are EST	Submitted by Customer	emilychan
6/1/2016 6:32:19 PM		Awaiting Copyright Clearance	emilychan
6/2/2016 4:35:09 PM	→	Awaiting Request Processing	ils01
6/2/2016 4:35:11 PM		Awaiting RAPID Request Sending	System
6/2/2016 4:43:25 PM		Request Sent	System
6/3/2016 9:51:07 AM		Awaiting Unfilled Processing	System
6/6/2016 1:33:53 PM	→	Request in Processing	ILS03
6/6/2016 1:35:04 PM		Request Sent	ILS03
6/6/2016 1:46:40 PM		Odyssey Document Received	Odyssey
6/6/2016 1:46:41 PM		Delivered to Web (Delivered to my ILLiad account)	Odyssey



Does Rapid ILL fulfill the promise

The Positives

- Mediated
 - Less expensive
 - Not paying royalties on articles outside of CONTU
 - Less likely to have the “just in case” requests
 - No complaints, so far
- Personnel re-organizations
 - Potential for job growth
 - Automation for improved efficiency



Implications

- Collection Development decisions
 - Review titles for subscription possibilities
 - Consider “big deals” again - cancelations are becoming critical as time goes by
- Barriers in the requesting process
- Possible solution – implement a limited Get It Now
 - Limit to Faculty only, or limit to specific publishers

Thank you!



Emily Chan

emily.chan@sjsu.edu

Susan Kendall

susan.kendall@sjsu.edu