

Document Delivery - Best Practices and Vendor Scorecard



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Why This Topic?

Even as information management (IM) faces fundamental changes and challenges resulting from new technologies and the phasing out of traditional library functions, classic questions persist. One topic we still get questions about at Outsell is document delivery. Who are the players? What's new on the scene? What are others doing to fulfill the need for articles, patents, and other documents? How must information managers respond in a changing technological and user environment ("enterprise 2.0") that persistently challenges how they handle copyright, distribution, integration, and process management? Outsell published reports in 2000 and 2003 canvassing the document delivery landscape ([Document Delivery Vendors: Full Service vs. Niche](#), August 31, 2000, and [Competitor Assessment: Document Delivery Vendors in 2003](#), September 12, 2003). In response to our clients' inquiries, this report refreshes our coverage of the topic.

Methodology

Outsell conducts an annual benchmark survey of information management functions in the corporate, government, healthcare, and education sectors. The data in this report on the state of document delivery among IM functions comes from the 2007 survey.

We also conducted a short survey in January/February 2008 to pinpoint information professionals' views on specific document delivery vendor usage and performance. The survey drew 199 respondents, 79% of them from the corporate sector, 11% from government, 7% from education, and 4% from the healthcare sector. We used the findings from this survey to create a document delivery vendor scorecard (see section beginning on page 9) and compared 2008 ratings with results from similar surveys that Outsell conducted in 2004 and 2005 ([Annual Product Satisfaction Scorecard Gives Enterprise Buyers an Evaluation Tool](#), May 27, 2005, and [Information Management Best Practices: 2006 Product Satisfaction Scorecard – A Tool for Making Portfolio Choices](#), February 20, 2006).

We developed the scorecard by asking for satisfaction ratings on a scale of 1 to 5, with 1 "very dissatisfied" and 5 "very satisfied" on the following attributes:

- *Depth/breadth of coverage.* One of the critical elements of a document delivery supplier's service is how comprehensive and deep its reach is across disciplines. This attribute measures whether or not the content available from the vendor is what the buyer requires.
- *Fair pricing.* Pricing continues to be an issue, although it's pretty typical for buyers to want lower prices. We asked buyers to rate how reasonable (fair) they believe providers' pricing to be.
- *Ease of doing business.* Sales staff turnover, company restructuring or acquisition, customer service, and processes or methods that fit the needs of enterprise buyers are factors in the ease of working with vendors.

We derived an "overall satisfaction" score from an average of the three satisfaction scores: depth and breadth of coverage, fair pricing, and ease of doing business. For calculating averages, we use the mean.

Additionally, we asked respondents to rate document delivery providers on one loyalty attribute, “would recommend,” on a scale of 1 to 5.

We conducted interviews with eight information managers from a variety of industries (high-technology, pharmaceuticals, chemicals, and instrumentation) about their perspectives on document delivery practices and issues, and we also relied on knowledge gleaned from our continuous dialogue with marketplace players.

Data on end-user information behaviors comes from Outsell’s Information Markets & Users Database.

Document Delivery: A Key Commodity

Document delivery remains a service that information functions provide with great constancy. Outsell’s information management benchmark data for the past five years shows little variation: year over year, 75% to 80% of libraries across all segments (corporate, government, education, and healthcare) offer document delivery. Information professionals believe that document delivery is among their five most valuable and important services; they see it as an integral part of content delivery that is crucial to satisfying client need.

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However, forces both internal and external to the organizational IM function are driving new ways of thinking about and delivering document supply services.

- *Evolving User Preferences.* With the advent of end-user searching and the general practice of self-serve, users increasingly expect to complete their information-seeking process with access to the full text of the documents their searches identify. Heavily mediated document delivery interrupts the flow of self-serve search and retrieval and takes control away from the self-directed end user.
- *User Productivity.* Users may prefer self-serve, but their efficiency in information gathering is questionable. Outsell data about users shows that information tasks, both gathering and analyzing, are taking more time rather than less. Between November 2005 and April 2007, the time required for information gathering and analysis rose by over an hour (almost two hours in healthcare settings), users report – and most of the extra time is spent gathering, rather than using, the information. Driving out inefficiencies in processes like document delivery is important in the quest for improving user productivity in information tasks.
- *Ubiquity of digital information.* This is an obvious driver, and perhaps the biggest. The supplanting of print information by electronic has forced a sea change both in the possibilities for changes in document delivery and the expectations and requirements for article supply. Digitization has impacted

everything from more traditional concerns like speed and quality to the newer landscape of linking technologies, system integration, and the challenges of copyright compliance and redistribution. The ubiquity of easily transmitted digital content has taken document delivery in many instances from a high-touch, labor-intensive, mediated service to a quick-turn, self-serve purchasing exercise.

- *IM Resource Optimization.* IM functions of all kinds and across all sectors are faced with rising content costs and the pressure to reduce budgets and staffing. Making best use of precious resources means choosing where to outsource and/or automate services to preserve and direct internal staff talent to the activities that will return the most value to the parent organization. Many information managers have come to view document delivery as a commodity service that can be made, in essence, to run on its own, thus driving down headcount requirements for article supply and redirecting them toward more challenging and complex work.
- *Changing Face of IM.* While users and information professionals alike agree that document delivery remains a critical requirement, the process for making this happen has moved largely to the back office and out of the limelight of key IM services. IM functions want to be known for creating value, advancing knowledge, and catalyzing discovery and development – not for supplying articles.

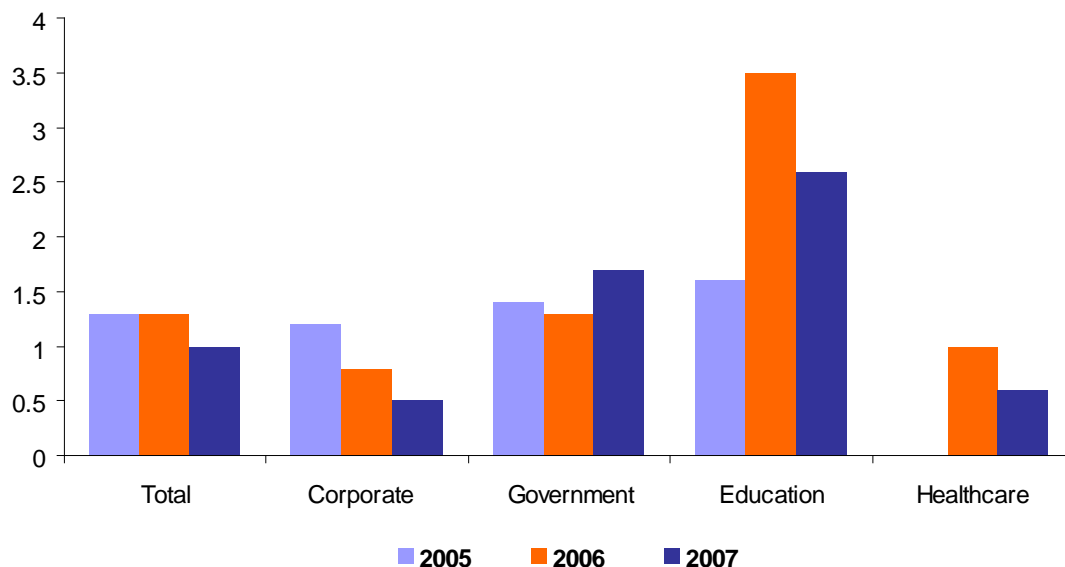
Ensuring document supply is key to meeting user requirements for information, but most IM functions are trending away from staff-mediated solutions. As one information manager we spoke with said, “I see document delivery as administrative, commodity kind of work. There is no real opportunity for value-add. Yet obtaining articles is one of the most important requirements for scientists.”

Like other commodity services in organizations (think help desk, data warehouses, etc.) document delivery is a prime candidate for outsourcing. In fact, Outsell’s IM benchmark data shows that document delivery is the most-outsourced IM service overall. Fourteen percent of all libraries outsource document delivery. The corporate sector leads the pack, with 17% outsourcing document delivery. Libraries in government and education rely considerably less on outsourcing this service, with only 9% in each sector doing so.

Outsourcing document delivery is especially popular among IM functions in the pharmaceutical industry. In Outsell’s benchmark study, [Pharmaceutical Information Services 2006](#), 75% of respondents said they outsource document delivery for published information, making it their most frequently outsourced activity. Furthermore, 30% of contract staff are devoted to content delivery, which includes document delivery and circulation.

As information managers in the corporate sector increasingly automate and/or outsource document delivery, we see a sharp downward trend in full-time equivalents (FTE) dedicated to this work. As Figure 1 indicates, corporate headcounts for document delivery are down significantly and have dropped in the healthcare sector as well. FTEs assigned to document delivery in the government sector are hovering around 1.5. We see greater variation in the education sector, most recently with a sharp drop from 2006 levels.

Figure 1. FTEs Allocated to Document Delivery, 2005-2007



Source: Outsell's Information Markets & Users Database; IM Benchmark 2005-2007
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Models and Best Practices in Document Delivery

We talked with eight information managers about their processes for document delivery. Four models for supplying articles emerged from these conversations. While all the models encompass the use of link resolvers to speed access to licensed e-journals, they vary in terms of systems, process, degree of mediation, and even philosophical approach. The following examples come from corporate R&D-focused enterprises (chemicals, high-tech, instrumentation, and pharmaceuticals).

Self-serve

In this model, document delivery runs on its own, with no IM intermediation at all, largely driven by the notion that document delivery is a commodity service. A good example comes from the biopharmaceutical industry, where an IM leader has devised a fully automated and completely outsourced solution using a sole vendor – Reprints Desk. A user's search yields full text via a link resolver or, if no electronic copy is owned, invokes a simple document delivery process of click and order. The system returns a confirmation by e-mail and articles are delivered within minutes, or hours at most, in full-color PDF format at a minimum resolution of 300 dpi. (This information center has only a very small print archive and made the decision not to incorporate it into the fulfillment process, as sourcing through the document delivery provider was deemed less expensive.) The up-front work to implement this model was considerable – it took one year to find a vendor that could meet all requirements (document quality being among the most challenging) and partner to create a seamless solution. "We worked really hard to make it simple," said the IM leader we spoke with. But the result is clear: "This service has without a doubt been our most used and appreciated

project. We have saved approximately one FTE in the library and at least 0.5 FTE in researcher time (going from minutes to seconds to order a document) for a 5,000-person company. No other library service has this impact.”

In another example – a high-tech company – a self-serve process lets users get to licensed journals via an open source link resolver or by filling out an online web form which then goes into a home-grown tracking system. This system batches requests and e-mails them to the supplier, British Library. Documents are usually delivered directly to the end user, with a confirmation back to the IM group, which then closes out the request. Because of staff cutbacks, no effort is made to check requests and fill from internal collections. With only an estimated 5% of requests able to be filled from within, vetting these for fulfillment is deemed not worth the cost. Mediation only occurs if there are special handling instructions.

Self-serve + Limited Mediation

In this model, an internal document delivery group mediates orders that can't be filled from licensed e-journal collections via a link resolver. We talked to executives at one chemical company that exemplifies this model: the IM group created an application that accepts the URL metadata and populates a form with the user's information. Users can add special instructions or other information if they choose. The forms are sent to an internal document delivery group which in turn checks the catalog to see if the request can be filled from the print collection. If not, the request is turned over to a third-party vendor. The vendor returns a PDF of the article directly to the requesting user. The internal document delivery group also accepts requests via e-mail and uses a citation linker to check the electronic availability of articles submitted in this way. The group is now adding print holdings to its ILS knowledge base, so users and staff can determine in one step whether an article is available electronically or in print.

Mediation + Limited Self-serve

In an instrumentation company, mediation is valued as the best way to control costs and manage statistics. A home-grown database tracks all requests and provides depth and breadth of value metrics. If the link resolver exercise results in a dead end, users submit their requests through the document delivery database via a form on the library home page. Mediation consists of verifying the information on the form, checking to see if the item can be filled internally, and, if not, working with any of four document delivery providers to procure the item. No direct connection exists between the user and the document delivery vendor. “We want them to come through us,” says an information professional at this company, “and we want to limit what information we share with our suppliers in terms of our catalog and our licenses. Our approach also enables us to better manage statistics.”

On-site Outsourced

In this model, IM brings in an outsource partner to manage document delivery onsite. While this encompasses mediation, the work is offloaded to the third-party provider, thereby releasing IM staff for other work while retaining a “human face” on the task of article supply. In one pharmaceutical company, the process works like this: a link resolver leads users to licensed e-journals or directs their requests to the document supplier. The onsite supplier receives the orders and handles the request, filling through the collection or ordering them externally. The IM function pays a flat fee for the third-party staffer and also

pays the cost of any articles procured from outside. Because the information center doesn't do as much document delivery as it used to, the third-party staffer is assigned other responsibilities as well, such as front desk duties in the library.

Best Practice: A Corporate Consortium for Document Delivery and Collection Management

Especially in the pharmaceutical industry, IM leaders are looking at document delivery within the larger context of driving down costs and resources dedicated to collection management. An innovative model comes from that industry, where an IM function, seeking to cut costs generally, zeroed in on document delivery as a likely candidate for improved efficiency. Aiming to move away from an on-site, outsourced document delivery model, and facing closure of the site where the collection resided, this IM group worked with its provider, Infotrieve, to implement a solution unique to the corporate environment.

The STM Library™, fully operational as of January 2008, takes a consortium approach to document delivery with the goal of spreading collection management costs across a group of companies. Two companies currently comprise the consortium, with a third poised to join. Infotrieve serves as a total outsource provider, housing the combined, de-duped collections and filling members' requests from them. Each participating company has its own bar codes on its collection to distinguish it for copyright purposes. Participating companies may opt for different business models for this arrangement, including a per-transaction fee with a separate warehousing charge, or a bundled price that includes both.

The biggest advantage of the arrangement is the vastly reduced turnaround time for delivery of articles not in the library's own archive, which for one company had averaged about 30 hours under traditional processes. This company projects savings upward of \$2 million over the 5-year agreement period. Additional cost savings are expected, as this unique model is envisioned to encompass other collection management functions, including cataloging, online catalog maintenance, and linking to e-content, in a shared, consortial arrangement.

Document Delivery Challenges and Issues

Ordering articles is a single exercise from which users expect a consistent product: preferably a PDF document, according to information professionals we talked with. Original (publisher) PDFs are legible and can be in color – often a critical element for interpreting charts and graphs.

However, publishers' varying requirements for digital rights management (DRM) create a confusing and frustrating landscape. One article may arrive via e-mail as an attached PDF. Another may come as a TIFF file. One document may need to be accessed on a publisher's site, while another may require a special plug-in or a particular version of a program in order to open it. Still another may require a PIN to log in and access the document. Some documents have DRM wrappers that restrict their use. Information managers understand the need for these protective measures, but the lack of consistency hinders and confuses users. Information managers trying to create a seamless, simple, and effective process would welcome publishers' efforts to agree to a common practice.

The notion of common practice carries over to the arena of automated systems for document delivery ordering processes. We heard from IM leaders who would like to see open standards for transmitting requests, documents, status reports, etc. that all providers would work with. Incorporating open standards would enable a company's orders to move between vendors within the same system, reducing time and administrative work required to reprocess orders for different vendors.

Information managers we spoke to for this Briefing – all from the US – have a firm sense that they are upholding copyright requirements. They maintain annual and multinational copyright licenses with the Copyright Clearance Center (CCC), and pay any additional royalty fees through their document delivery suppliers. Most also feel that they address internal compliance so that users are educated about what they can and can't do with the documents they receive. And, as discussed earlier, DRM practices are in place to further ensure compliance in usage and distribution.

However, we have heard that the inconsistency of restrictions from provider to provider causes some information professionals to wonder about the practices of some document delivery vendors and to express doubt about whether they adhere to compliant copyright practice. To this, we say "caveat emptor" – let the buyer beware. The onus is on information managers to question any practice they are unsure of and to do their homework to ensure that they are dealing with reputable vendors.

Changes to German Copyright Law: Fair Practice or Library Muddle?

Recent changes to copyright law in Germany are affecting document delivery practices in German-speaking countries (Germany, Switzerland, Austria, and Liechtenstein). The Second Act Governing Copyright in the Information Society, passed by the Bundesrat on September 21, 2007, went into effect January 1, 2008. In effect, the new law precludes German document delivery vendors from supplying PDFs to customers unless specific agreements are in place that ensure royalty payments to the copyright holders. Absent this provision, German suppliers can only fill requests to customers in Germany, Switzerland, Austria, and Liechtenstein via fax or photocopy. Where providers make arrangements with specific publishers for electronic delivery, DRM wrappers are required.

While some view the changes as a way to provide due remuneration to publishers who were not getting it before, others see it as a barrier to the process for easily providing electronic full-text documents to researchers and other knowledge workers inside corporate organizations. Regardless of their opinion about changes to this law, corporate IM functions in German-speaking countries have to rethink their approach to document delivery. As most will not accept paper copies as substitutes for PDFs, they are arranging for more publisher pay-per-view options, incorporating electronic fax attachments, and looking for solutions through international providers.

Document Delivery Vendor Scorecard

Across the landscape of document delivery vendors, we still distinguish between niche providers (depending primarily upon their own collections for document supply) and full-service providers (using a broad array of sources with a goal of filling any request). However, as noted in our 2003 Briefing, the distinction between these categories continues to blur as many traditionally niche providers now extend their reach through partnerships with other institutional collections and repositories. Full-service providers are expanding their horizons too, providing turnkey services and fully outsourced arrangements that offer a complete document delivery solution.

In selecting among document delivery suppliers, it's key to match requirements to the broad range of available services and approaches. Additionally, Outsell believes that recommendations from other buyers should be front and center in the selection decision, whether you're looking at a vendor for the first time, considering renewing the relationship, or vetting alternative suppliers for your information needs.

We polled information professionals for feedback on key attributes that drive their satisfaction with document delivery vendors: content depth and breadth, fair cost, and ease of doing business. This last category encompasses technical competence and willingness to work with customers moving out of mediated services in favor of automated, self-serve options.

Results of Vendor Satisfaction Survey

Among the suppliers that we have previously tracked (British Library, CISTI, Information Express, Infotrieve, and Linda Hall Library), British Library and CISTI remained consistently strong in 2004, 2005, and 2008 across all three attributes. CISTI maintained a slight edge over British Library in terms of fair pricing and ease of doing business. Linda Hall Library also continued its strong performance, running neck-and-neck with British Library and CISTI in 2008.

But in 2008, rising star Reprints Desk is giving the heavies in the document delivery space a run for their money. Formed about three years ago but offering full-service document delivery only starting 12 months ago, Reprints Desk edged British Library out of the No. 1 spot for depth and breadth of coverage, tied Linda Hall Library to upset CISTI's lead in fair pricing, and topped all entrants for its customer-centricity and ease of doing business.

Table 1 shows detailed vendor satisfaction ratings. For easy comparison in each category, we present the ratings for depth/breadth of coverage, fair pricing, and ease of doing business, and show year-over-year comparisons. Within each category and for each year surveyed, we also highlight the highest performer (shaded in green) and lowest (shaded in yellow).

Table 1. Document Delivery Vendors: Satisfaction Ratings

Vendor	Depth/ Breadth of Coverage			Fair Pricing			Ease of Doing Business		
	(Scale: 1 low, 5 high)								
	2004	2005	2008	2004	2005	2008	2004	2005	2008
British Library Document Supply Service – BLDSS	4.4	4.5	4.4	3.8	3.6	3.7	3.7	3.6	3.8
CISTI – CISTI Document Delivery	4.3	4.4	4.3	4.0	4.1	4.0	4.0	4.1	4.1
Information Express – IE Online	3.5	4.2	3.7	3.6	3.9	3.7	3.5	4.2	3.8
Infotrieve – Infotrieve Document Delivery	3.7	3.8	4.0	3.3	3.2	3.5	3.3	3.2	3.7
Ingenta	NA	NA	3.5	NA	NA	3.0	NA	NA	3.6
Linda Hall Library – Document Delivery Services	NA	4.0	4.4	NA	3.9	4.1	NA	3.9	4.2
Reprints Desk	NA	NA	4.5	NA	NA	4.1	NA	NA	4.5
TDI Library Services	NA	NA	4.2	NA	NA	3.7	NA	NA	4.3
The Research Investment, Inc.	NA	NA	3.7	NA	NA	3.1	NA	NA	3.6
Thomson Scientific – Document Solution	NA	NA	3.8	NA	NA	4.0	NA	NA	3.8

Source: Outsell's Information Markets & Users Database, IM Benchmark 2004, 2005; Outsell Document Delivery Study, 2008

Bases: 2004=19-85; 2005=16-96; 2008=9-83

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Using the mean scores from the three satisfaction ratings, we derived an overall satisfaction rating for each vendor. The average satisfaction rate is 3.9. Reprints Desk took first place at a noteworthy half-point above average. Linda Hall Library, CISTI, TDI, and British Library also scored above average, while The Research Investment, Ingenta, Infotrieve, and Information Express fell below average.

Table 2. Document Delivery Vendors: Overall Satisfaction Scorecard

Vendor	Overall Satisfaction (Scale: 1 low, 5 high)		
	2004	2005	2008
British Library – BLDSS	4.0	3.9	4.0
CISTI – CISTI Document Delivery	4.1	4.2	4.1
Information Express – IE Online	3.5	4.1	3.7
Infotrieve – Infotrieve Document Delivery	3.4	3.4	3.7
Ingenta	NA	NA	3.4
Linda Hall Library – Document Delivery Services	NA	3.9	4.2
Reprints Desk	NA	NA	4.4
TDI Library Services	NA	NA	4.1
The Research Investment, Inc.	NA	NA	3.5
Thomson Scientific – Document Solution	NA	NA	3.9

Source: Outsell's Information Markets & Users Database, IM Benchmark 2004, 2005; Outsell Document Delivery Study, 2008

Bases: 2004=19-85; 2005=16-96; 2008=9-83

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Another component of our scorecard is customer loyalty, a key aspect of which is willingness to recommend the service to other buyers. In effect, customers put their own reputations on the line when they recommend a service, so this rating category, along with the buyer’s intention to renew or continue a service, is the ultimate indicator of how well the service or product works for them. As Table 3 shows, Linda Hall Library and Reprints Desk garnered the most loyal followings, with TDI, British Library, and CISTI close at their heels.

Table 3. Document Delivery Vendors: Loyalty Ratings

Vendor	Would Recommend (Scale: 1 low, 5 high)		
	2004	2005	2008
British Library – BLDSS	4.0	4.0	4.3
CISTI – CISTI Document Delivery	4.3	4.4	4.3
Information Express – IE Online	3.5	4.1	4.0
Infotrieve – Infotrieve Document Delivery	3.4	3.3	3.9
Ingenta	NA	NA	3.6
Linda Hall Library – Document Delivery Services	NA	4.0	4.6
Reprints Desk	NA	NA	4.6
TDI Library Services	NA	NA	4.4
The Research Investment, Inc.	NA	NA	3.7
Thomson Scientific – Document Solution	NA	NA	3.9

Source: Outsell’s Information Markets & Users Database, IM Benchmark 2004, 2005; Outsell Document Delivery Study, 2008

Bases: 2004=19-85; 2005=16-96; 2008=9-83

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Key Suppliers' Products and Packaging

Respondents to Outsell's 2008 survey on document delivery depend on a mix of suppliers, using three on average. Both niche and full-service entrants rate high on respondents' lists, offering an array of approaches, coverage, and services.

Table 4 compares key service models and attributes for the five vendors that scored above average on overall satisfaction ratings in Outsell's survey.

Table 4. Key Service Models and Attributes of Five High-Scoring Vendors

	British Library BLDSS	CISTI	Linda Hall Library	Reprints Desk	TDI Library Services
Subject Coverage	The BLDSS collection has a broad base of information types covering "every aspect of scientific, technical, medical, and human knowledge in many languages and many forms."	CISTI's collection focuses on all areas of physical and life sciences, engineering, technology, and health sciences. CISTI has an agreement for agricultural coverage through CAL (Canadian Agricultural Library). CISTI highlights access to worldwide sources through partnerships with providers in Europe, China, Korea, Japan, and Taiwan.	Linda Hall Library's strengths are in mathematics, astronomy, physics, chemistry, engineering, geology, and the life sciences.	Service is focused on scientific and medical content.	Medicine, pharmaceuticals, engineering, chemistry, physical sciences, geology, mathematics, management, astronomy, education, psychology, legal/law, social science.
Information Types	Scholarly journals, conference proceedings, books, patents, grey literature (government/federal publications), technical reports, theses and dissertations, newspapers, and musical scores.	Known for scholarly journals; specializes in worldwide scientific conference proceedings, technical reports, and books. Through partnerships will retrieve additional information types (e.g., annual reports, patents).	Scholarly journals, conference proceedings, reference, technical reports, industrial standards and specifications, engineering society conference papers, US patents, monographs.	Scholarly journal articles, e-prints, and reprints.	Journals, books, conferences and symposia, patents, industry standards and specifications, newspapers, magazines.

	British Library BLDSS	CISTI	Linda Hall Library	Reprints Desk	TDI Library Services
Sources	<p>Niche provider: BLDSS satisfies 85% of requests from its on-site collection of ~240,000 serial titles, ~400,000 conference proceedings, and ~5 million reports.</p> <p>BLDSS supplies many other major document suppliers because of its unique holdings.</p>	<p>Niche provider with extended services: CISTI satisfies scientific, technical, and medical information requests from its in-house collection of 50,000+ serial titles and 800,000+ books, reports, and conference proceedings.</p> <p>CISTI's agriculture coverage agreement with CAL provides additional access to 1 million volumes, including 8,000 current serials.</p> <p>Extended Supply Service draws on collections of CISTI's service partners including libraries and institutions in Canada, the UK, Europe, and Asia.</p>	<p>Niche provider: Linda Hall Library fills requests from its own collection of journals (10,000+), conference proceedings, historical documents, etc.</p>	<p>Full-service provider: Reprints Desk has partnership agreements with Elsevier, Nature Publishing Group, Karger, Oxford, and Springer to deliver PDFs of single articles from their journals. Fills from collections at NLM and a variety of university libraries with holdings back to the 1800s.</p>	<p>Full-service provider: Partners with ~150 institutions globally for access to materials.</p>
Delivery Method	<ul style="list-style-type: none"> • SED (secure electronic delivery) encrypted PDF files via e-mail • Mail • Fax • Ariel 	<ul style="list-style-type: none"> • SDD (secure desktop delivery) – delivery via link in e-mail notification; requires plug-in • Mail • Fax • Ariel • Electronic access to full text through the CISTI catalogue depends on user access rights. 	<ul style="list-style-type: none"> • E-mail (MIME attached PDF) • Ariel 	<ul style="list-style-type: none"> • E-mail PDF or professionally printed hardcopy (in color for no extra charge) 	<ul style="list-style-type: none"> • US Mail • Fax • FedEx or Courier • International Fax

	British Library BLDSS	CISTI	Linda Hall Library	Reprints Desk	TDI Library Services
Turn-around Time	<ul style="list-style-type: none"> 30% of collection available for immediate download. The rest scanned on demand with three service options for registered users: <ul style="list-style-type: none"> Standard: 2-5 working days, but usually within 48 hours 2-hour delivery 24-hour delivery 2- and 24-hour delivery only on items held in the collection. For non-registered users: immediate delivery is available through British Library Direct, which provides access to a 5-year archive subset of holdings (20,000 most popular titles). Order direct and pay per transaction with credit/debit card. 	<ul style="list-style-type: none"> For Direct Service (filled from CISTI and CAL collections), 90% turnaround within 24 hours. 50% processed on same day. Extended Supply service: 72-hour maximum turnaround for documents delivered from CISTI partners. For extended supply orders outside of CISTI partners: 72 hours to 4 weeks. Urgent service: 2 hours by fax, Ariel (overnight by courier). Secure desktop delivery not available for Urgent service. 48 hours for color copies; delivered by courier. 	<ul style="list-style-type: none"> Regular service: 24-48 hours. Rush – within 6 working hours. Super Rush – within 3 working hours. Drop Everything Rush – 1 hour. 	<ul style="list-style-type: none"> One service level only: same day. Electronic delivery can be minutes to hours. Orders filled from libraries may take up to a day to be found, copied or scanned, and sent. 	<ul style="list-style-type: none"> Regular Service: 1 day + (65% of orders filled within 24 hours; 89% filled within 48 hours). Rush Service: 1-24 hours (68% of orders filled within 6 hours; 99% filled within 24 hours).
Administration/ Usage Reporting	The user can check order status via the web or can receive status updates by e-mail.	IntelliDoc system tracks orders from inception to completion.	N/A	Provides several standard reports; detailed invoices. Will customize reporting to suit client needs.	Provides ordering statistics and usage management reports. Will customize to suit client needs. Free to volume clients.

	British Library BLDSS	CISTI	Linda Hall Library	Reprints Desk	TDI Library Services
Ordering/ Software Integration	<p>BLDSS can support import and export of document delivery requests with ASCII or HTML.</p> <p>British Library Direct Plus provides user interface to search across British Library, Google Scholar, and PubMed Central, set up alerts, and order articles.</p>	<p>IntelliDoc: integrated, intelligent document delivery system that accepts orders, converts documents to requested formats, transmits documents, handles copyright fees and notifications, tracks orders, and provides management statistics.</p>	<p>Orders accepted online via Linda Hall Library website; e-mail; phone; fax; or regular mail.</p>	<p>Reprints Desk supports order placement via e-mail, link resolvers (via pre-populated order forms), a web-based form, or fax.</p> <p>Proprietary DRM tool works with Adobe Acrobat reader and does not require users to download additional plug-ins to open and read articles.</p>	<p>Orders accepted online via TDI Library Services website, phone, fax.</p>
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Imperatives for Information Managers

Document delivery remains a staple of the information provision cycle, closing the loop on search and retrieval. IM functions faced with limited resources are implementing ways to deliver this service with minimal impact to their own staff and budget, with the trend moving away from deep intermediation. Strong vendor partnerships are critical for seamless, successful document supply that satisfies users and frees IM staff from transactional tasks to focus on those that add more value. To ensure optimal processes and good supplier relationships, Outsell recommends the following actions for information managers.

1. Define Your Requirements and Shop Around

There are hundreds of potential suppliers. Having a clear grasp of your needs – sources covered, turnaround time, system integration, level of service – is the only way to navigate the crowded waters to find the right provider(s). Be able to clearly articulate your requirements to potential vendors.

2. Compare Apples to Apples

All document delivery suppliers are not alike. Full-service vendors increasingly work toward bigger-picture solutions rather than focusing on the sole task of filling article requests – and this may impact costs. When evaluating vendor costs, consider the differences in approach, deliverables, and array of services and compare pricing accordingly.

3. Practice Due Diligence on Vendors

Once you've got your short list, do your homework about each vendor to ensure you are satisfied with each provider's ability to meet compliance requirements. Engage your legal department in the due diligence process.

4. Create a Scorecard

Many IM functions work with multiple document delivery vendors. Collect data from users and calculate your own ratings. Rate the same factors that we did in our survey and/or others that are important in your decision to continue using a provider. Share the ratings with your vendors as a way to communicate what's working and where improvements could be made.

5. Consider a Consortial Approach

A few innovative for-profit companies have taken the lead on instituting what was once a model seen only in the nonprofit sector. This approach holds promise for buyers and suppliers alike. Investigate the possibilities for creating or joining in shared arrangements. The time is ripe: 2.0-driven trends like open research, communities, and cross-organizational collaboration echo the long-standing premise of the consortium.

Table 5. Additional Providers Mentioned by Survey Respondents

Provider	Web Address
Access Information	http://www.access-information.com/docdelivery.shtml
Biodox Document Delivery Service	http://www.biodox.com/
Biomedical Information Service at University of Minnesota	http://www.bis.lib.umn.edu/
Blackwell Synergy	http://www.blackwell-synergy.com
BNA Plus	http://bnaplus.bna.com/DocsIndex.aspx
Boalt Express	http://www.law.berkeley.edu/library/services/bex/
CAS Document Detective Service	http://www.cas.org/Support/dds.html
Docline	http://www.nlm.nih.gov/docline/
Docutrial	http://docutrialinfo.com/
Easy presto	http://secure.easypresto.info/
EBSCO Publishers	http://www.ebscohost.com/
Elsevier ScienceDirect	http://www.sciencedirect.com/
FIZ Autodoc	http://autodoc.fiz-karlsruhe.de/
Georef	http://www.agiweb.org/georef/dds/index.html
Guideline	http://www.guideline.com/
Information-Link	http://information-link.com/index.asp?view=procurement
Informaworld	http://www.informaworld.com/smpp/home~db=all
INIST	http://articlesciences.inist.fr/
Jongeling Information Retrieval	http://jongeling.net/
JSD Information Services	http://www.planetjsd.com/
Landon IP	http://www.landon-ip.com/
Libraries Australia Document Delivery	http://www.nla.gov.au/librariesaustralia/docdel.html
LoansomeDoc	http://www.nlm.nih.gov/loansomedoc/loansome_home.html
MicroPatent	http://www.micropat.com/static/index.htm
MINITEX	http://www.minitex.umn.edu/
MITS (Michigan Information Transfer Service)	http://www.lib.umich.edu/mits/
NERAC	http://www.nerac.com/
New York Academy of Medicine	http://www.nyam.org/library/pages/corporate_subscriber_services#doc
NTIS	http://www.ntis.gov/
OCLC	http://www.oclc.org/us/en/default.htm
Petroleum Abstracts Document Delivery Service (PADDS)	http://www.pa.utulsa.edu/index.php?textbox=padds.php
Plus Information Services	http://www.ucsd.edu/plus/
ProQuest Dissertations	http://www.proquest.com/products_umi/dissertations/
Research Solutions	http://www.4researchsolutions.com/
UWorld Express	http://www.lib.washington.edu/uworld/about.html
Subito	http://www.subito-doc.de/?lang=en
Washington Document Delivery	http://www.wdsdocs.com/

Source: Outsell Document Delivery Study, 2008

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