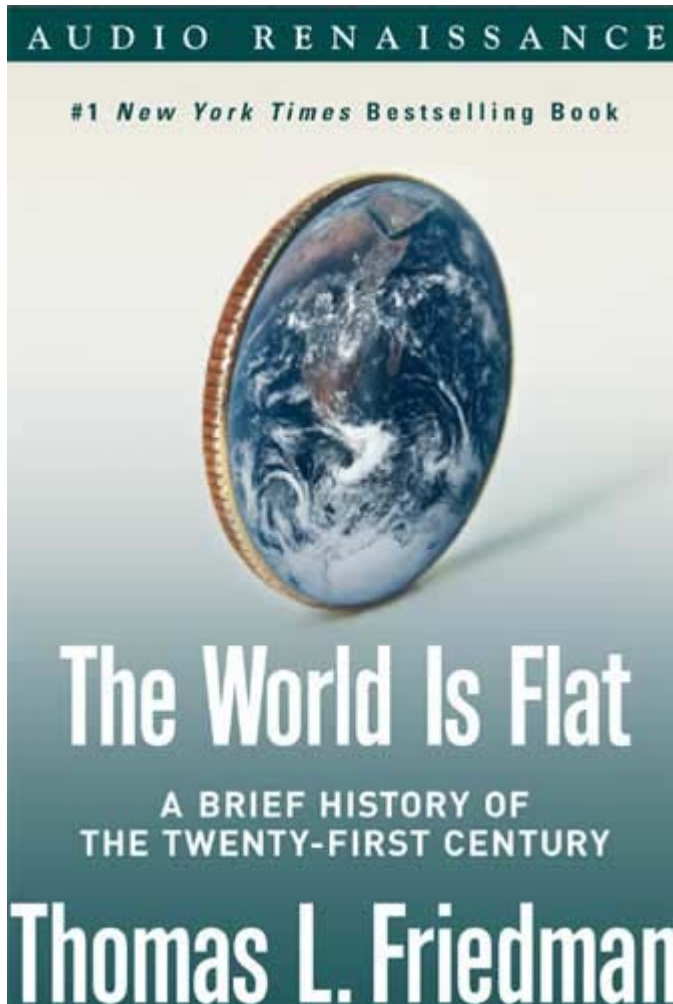




The Impact of Electronic Journals on Document Delivery Services

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“The World is Flat”



- The impact of networks
- The death of distance
- Global competition
 - 1492-1800: Countries globalizing
 - 1800-2000: Companies globalizing
 - 2000 ---: Individuals globalizing



- MS Windows
- Netscape
- Workflow
- Open source software
- . . .
- The Steroids: Digital, mobile, personal, and virtual



- Number of users physically visiting libraries decreasing
- Yet the use of collections increasing
- Instant gratification
 - Napster, Kazaa, Docster
- Decline in the number of document delivery requests (16% - 80%)
- Vertical silos vs. virtual destinations



- Is document “delivery” using traditional or electronic means becoming a withering practice in libraries?
- Would document delivery services exist as we know them today in the age of electronic journals, Big Deals, and library consortia?



- Turkish Academic Network and Information Center (ULAKBİM) (www.ulakbim.gov.tr)
 - Provides networking infrastructure and
 - Networked information services for over 80 Turkish universities
 - Has more than 10,000 journals with 23 years of backruns
 - Spends 40% of its budget on e-journals
- Analysis of some 400,000 document delivery requests (2000-2005)
- The Consortium of Anatolian University Libraries (ANKOS) (www.ankos.gen.tr)



Findings

of Items Supplied by ULAKBİM



<i>Year</i>	<i>Total number of requests</i>	<i>Total number of requests fulfilled</i>	<i>Percentage (%)</i>
2000/01	57,980	37,740	65
2001/02	80,140	54,977	69
2002/03	89,945	63,139	70
2003/04	87,962	62,813	71
2004/05	75,168	58,830	78
Total	391,195	277,499	71

A red arrow points from the 2003/04 row down to the Total row, indicating a 16% decrease in the fulfillment rate.

of Items Supplied from E-journals

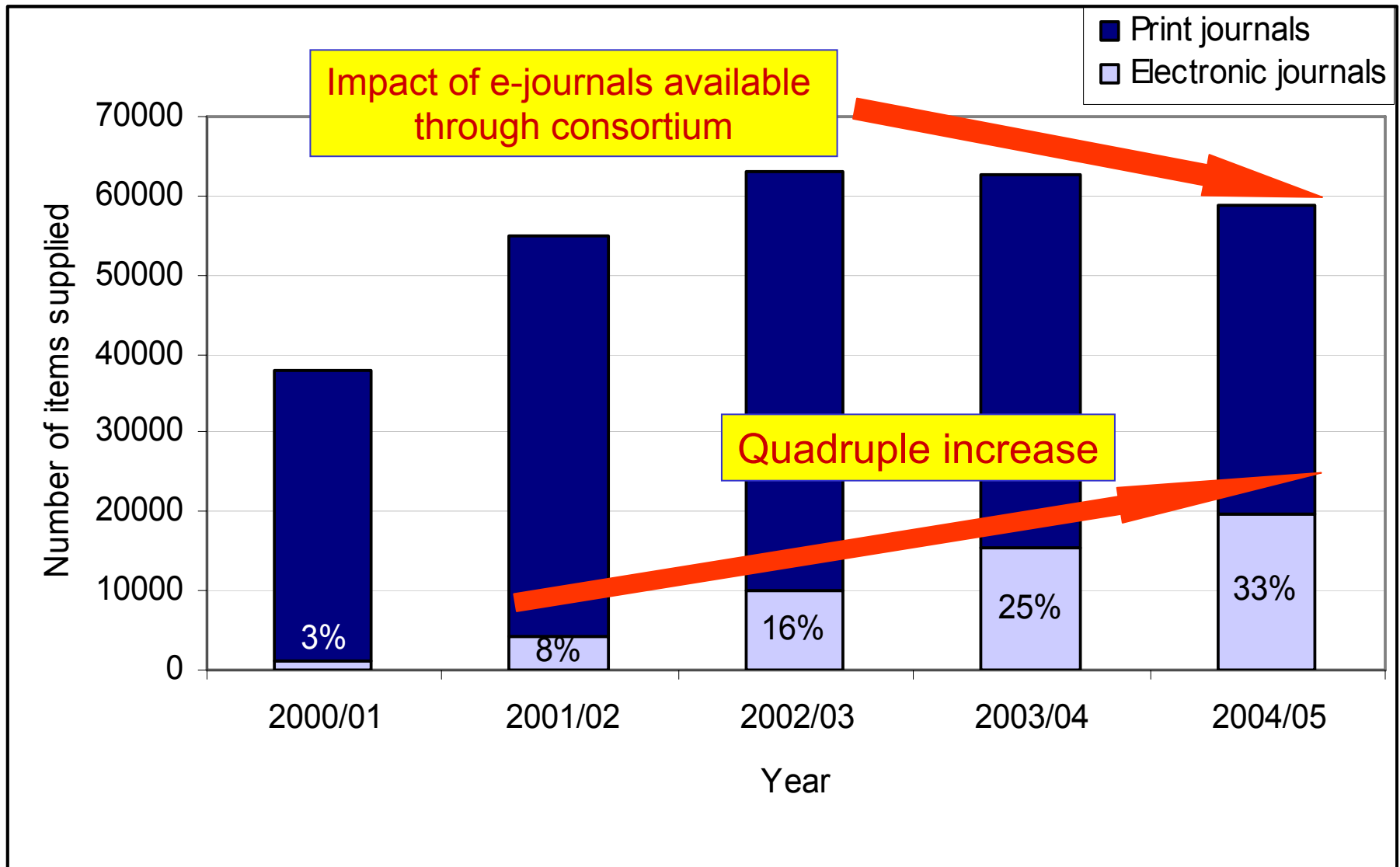


<i>Year</i>	<i>Number of items supplied from electronic journals</i>	<i>Total number of items supplied</i>	<i>Percentage (%)</i>
2000/01	1,061	37,740	3
2001/02	4,302	54,977	8
2002/03	9,989	63,139	16
2003/04	15,477	62,813	25
2004/05	19,642	58,830	33
Total	50,471	277,499	18



Quadruple increase

of Items Supplied by ULAKBİM



Fulfillment Rate for Academic DocDel Requests

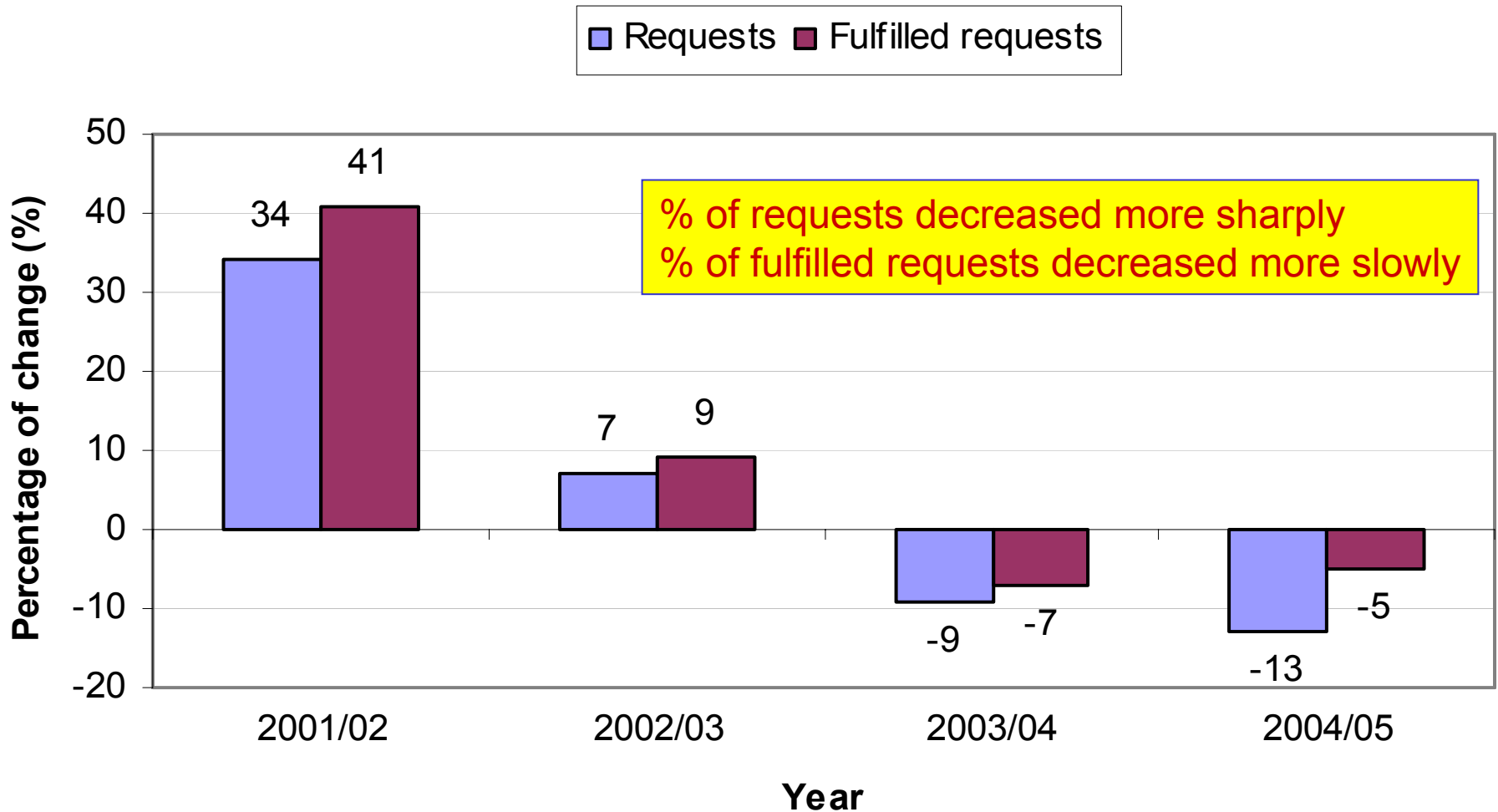


<i>Year</i>	<i>Number of requests</i>	<i>Number of requests fulfilled</i>	<i>Percentage (%)</i>
2000/01	41,548	27,297	66
2001/02	55,653	38,353	69
2002/03	59,684	41,716	70
2003/04	54,378	38,710	71
2004/05	47,168	36,951	78
Total	258,431	183,027	71

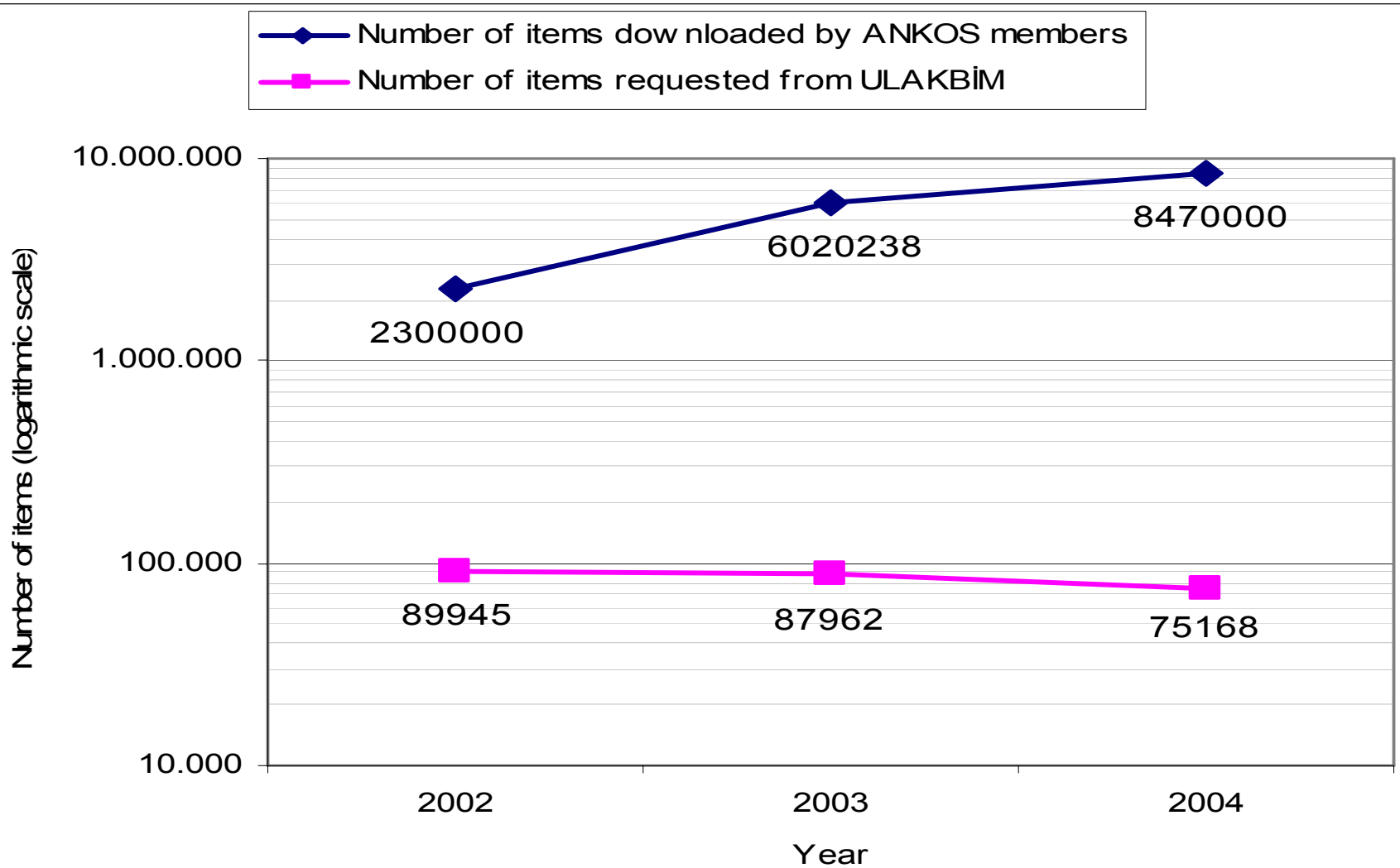
21% decrease

11% decrease

Demand & Fulfillment Rate for Academic Sector



Downloads vs. Document Delivery





- The impact of ANKOS and Big Deals
- High “cross-access” rates
- Low average unit costs
 - downloaded article: 1.22USD
 - document delivery: 4.00 USD (if available in-house)
- More requests to current articles
- Core journals satisfied majority of document delivery requests

Conclusions (cont'd)



- E-journals (with backruns), Big Deals, Consortia
- Standard-based products
 - Z39.50 for searching
 - ISO ILL Protocol for ILL communication
 - NISO Circulation Interchange Protocol (NCIP) for user-initiated circulation
 - Open URL to link directly to electronic resources
- Document delivery in the “Flat World”: A withering service?



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