REQUEST-A-DOC

an unmediated document delivery service

THE UNIVERSITY OF ADELAIDE LIBRARY is about to begin a trial of **Request-a-doc** — a new service for the provision of journal articles that are not available in the Library's collections of paper and online journals. Requests for articles through **Request-a-doc** will be sent directly to a commercial document supplier, rather than to the Library's Document Delivery service. The supplier will then deliver copyright-cleared journal articles directly to the University of Adelaide staff member or higher degree student who made the request.

Unmediated document delivery is a cost-effective substitute for subscriptions to high-cost, low-use journals. Article-level access rather than subscription to low-use journals will compensate researchers for the cancellation of titles. The objective, ultimately, is achieved by selecting high-cost, low-use journals for cancellation, substituting document delivery, and subsidising the cost of the delivered documents by realising savings on subscription, storage and handling.

What may be requested?

Articles may be requested from any journal title that is not held by the Library, including titles that have been cancelled in previous years.

Who may use the service?

Academic staff and higher degree (Masters and PhD) students who have access to the Departmental account code that is normally used when making requests for articles through the Library's Document Delivery service, may make use of the **Request-a-doc** service.

How can I access the service?

The **Request-a-doc** service is available through the Library's Electronic request form at:

www.library.adelaide.edu.au/ual/serv/docdel.html#Electronic request

University of Adelaide academic staff and higher degree students will be able to see the **Request-a-doc** option when they access the Electronic request form.

NEWSLINE is also on the Library's website: **www.library.adelaide.edu.au/ual/publ/Newsline/**

How many articles may be requested?

The Library has allocated to each Department of the University a quota of journal articles that may be requested. Departments will be invoiced $5 for each article that is requested after the quota has been reached.

Filling in the request form

You may cut and paste your database search results into the appropriate field on the form, or you can manually key the data into each field. Please take care with volume and issue numbers to avoid delays in supply. Always first check the Library Catalogue to see if our Library holds the journal issue that you require.

If the article is not held by the Library, contact the appropriate staff in your Department to obtain permission to request the article, and an account code.

Requests are sent directly to a commercial document supplier, Infotrieve. A copy of each request you make will be sent to your email address as your record of the transaction. Another copy of your request will be sent to the Library's Document Delivery service for our records.

Article delivery

The service aims to supply articles in 48 hours. Delivery will be to your desktop or Department fax.

Problem requests

If you have any problems placing requests or with the supply of documents, please contact Document Delivery staff at the Barr Smith Library (bslill@library.adelaide.edu.au). The supplier, Infotrieve, will contact Document Delivery staff in the Barr Smith Library if they have any problems with your request.

Department information

The Library has informed Deans of Faculties of the quota allocations to Departments.

The Electronic request form requires the requester to have a Departmental account code. The cost of obtaining an article will be debited to this account if the allocated quota of requests has been reached.

The Library will send a monthly statement to each Department showing how many **Request-a-doc** articles have been supplied, together with the number of requests which remain available within the quota. The statement will also show any charges that have been made for articles that have been supplied after the **Request-a-doc** quota has been reached.

Closing date

The **Request-a-doc** trial will end on 15 November 2002. Quotas that have not been used by that date will no longer be usable.

Contact

Please contact the Document Delivery Librarian, Bernadine Hardin, if you have any questions.

Telephone: 33863   **Email**: bslill@library.adelaide.edu.au