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### **Transforming Document Delivery in the e-Content Environment**

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#### ***Abstract***

*Library users expect libraries to provide seamless and barrier free access to information at the desktop 24/7. In meeting these expectations, libraries cannot use the resource sharing rules that have governed inter-lending in the print world. Rights to access and use e-content must be negotiated directly with publishers. The approaches that libraries are developing to gain the rights to do document delivery for e-content will have a significant impact on current economic models. New business models are needed that will inevitably transform the nature of inter-lending nationally and internationally. All the players - libraries, users and publishers - have needs that must be understood and met if we are to build new and lasting solutions.*

#### **Introduction**

The Canada Institute for Scientific and Technical Information (CISTI) is part of Canada's National Research Council (NRC). As the library of NRC, CISTI provides electronic

resources and information services to NRC scientists and researchers. CISTI is also a publisher through the NRC Research Press, Canada's largest STM publisher. Finally, CISTI has developed a large STM print collection and a Document Delivery service based on this collection.

## **Transforming Document Delivery in the e-content environment**

In one generation, e-content has transformed the business of scholarly communication for publishers, libraries and users. It has changed the way authors seek to publish and distribute their work; the way that publishers carry out peer review, publish and seek compensation; the way users seek, find and use information; and the way the libraries collect, organize and disseminate information.

The changes in scholarly communication have inevitably changed the nature of Document Delivery. This presentation will discuss Document Delivery in the e-content environment from a Canadian perspective, and more specifically, a CISTI perspective.

### **1. What is different about Document Delivery based on e-content?**

Document Delivery, whether print-based or digital, is based on the principle that no one library can hold everything that clients need. Every library needs to identify ways to obtain information from other sources to satisfy client needs.

In the print-based world, the Document Delivery process is linear, based on a physical item that is owned. The roles of all the players are based on well-defined value propositions.

In an electronic environment, an author may choose to have his article peer-reviewed and published by a journal publisher, or he may choose to deposit it on his own website, an institutional repository, or an OpenAccess site. The publisher may publish in print, electronically or both; the publisher also determines what access rights to offer and to whom.

Clearly, the whole process is no longer linear or simple. The digital copy and its location may change over time. Access to the document is based on negotiations to lease the content. The roles of all the players are ambiguous and multi-faceted and the business models that result from these roles are still evolving.

Though the user may find an important quantity of e-content on the Internet, the user may not be able to locate the copy, or may locate but not be able to access the content. The copy may be accessible but the user may prefer Document Delivery because the fees are covered or partially covered by the library.

Document Delivery is not dead, but it is being transformed. There are four issues that we see as critical to this transformation – relationship building, negotiations, rights management and technology.

## **2 What is happening in Canada?**

In Canada, the post-secondary academic institutions are well served with digital content as a result of special five-year funding from the Canadian government. The project proved the value of a national consortium for negotiating electronic licenses and also proved the research value of desktop access to digital resources. The five year funding has ended and universities are now covering all the costs of the licenses.

The largest academic institution in Canada – the University of Toronto – has built an infrastructure and is locally loading all the major publisher packages. The other Ontario universities are accessing content that they have licensed from the University of Toronto site. In addition to the Ontario consortium, there are three other regional academic consortia in the Canada that negotiate licenses on behalf of their members.

The overall increase in the availability of e-content at the universities means that the academic libraries have a reduced need for Document Delivery among themselves and through document supply services.

Federal government researchers have much more limited access to e-content than colleagues in academic institutions. CISTI continues to work closely with the five major STM departments to attract more funding for electronic content.

Lastly, researchers outside the academic or federal arenas most often have very limited access to information at the desktop. These include the medical and health communities, and the provincial government ministries and research councils. This group would particularly benefit from document delivery services based on e-content.

## **3. What is CISTI doing to transform Document Delivery?**

CISTI has the mandate and the expertise to provide digital STM information nationally. CISTI is building the platform from which to exploit the use of locally loaded e-content for Document Delivery. There are key advantages to using the digital content. E-content is available ahead of print. The quality of the locally-loaded PDF will be superior to the scanned image made from print. Publishers now publish certain supplementary material only in electronic format. More long term, publishers may one-day stop publishing paper. The locally loaded content ensures that a copy is accessible to Canadians.

The transition to working in partnership and loading electronic content is integral to the new CISTI Strategic Plan 2005-2010. Goal one of the Strategic Plan calls for CISTI to provide universal, seamless and permanent access to information for Canadian research and development.

CISTI Canada's scientific infostructure (Csi)<sup>1</sup> program will be the cornerstone to implementing goal one of the Strategic Plan.

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<sup>1</sup> Infostructure is a word CISTI coined to encompass both **information** content and technology **infrastructure**.

The objective of the Csi is to provide access to digital material for all Canadian researchers. This access must be:

- Barrier-free, with a single point of access at the desktop;
- Secure, to meet intellectual property and security concerns of both publishers and users;
- Rapid, available quickly, from anywhere;
- Equitable and universal, to guarantee that all Canadian researchers are not disadvantaged by geography or organizational affiliation;
- Permanent, to resolve the concerns of librarians about enduring and sovereign access to material they have paid for

The key elements of the Csi are infrastructure, licenses to digital content, access right management, and discovery tools and information services.

#### *Infrastructure*

CISTI has built a high-performance technical platform and is exploiting Endeavor's new EJOS (Encompass Journals On Site) software for loading and indexing full text and metadata, and for searching and displaying. To ensure reliable access, CISTI is implementing a parallel business continuity system offsite at Library and Archives Canada.

#### *Licenses*

CISTI is negotiating with publishers to locally load metadata and full text, in all subject areas, in order to provide direct access to those users who are already subscribers, pay-per-view access to non-subscribers, and Document Delivery. CISTI will use Secure Desktop Delivery to restrict the use that can be made of the document in accordance with the publisher's requirements. In time, CISTI will expand the contents repository to include additional material such as grey literature, unpublished data, and multimedia.

#### *Access rights*

Access rights includes authentication (ensuring that the user is who he says he is), and authorization (determining the services to which the user has rights). Access rights are critical to ensure that users belonging to partner organizations, whose libraries have subscribed to digital content on behalf of their users, will be able to access the content directly and without additional payment. Other users will be charged for access on a pay-per-user basis, as prescribed by the rights-holder.

#### *Tools and services*

CISTI plans to work with its partners to develop a suite of discovery and access tools that will include linking, text and data mining, and text analysis tools. The contents repository could serve as a test bed for research on such topics as interface design, archiving, service development and integration.

Based on locally loaded content, the Document Delivery process will again be simple and linear with roles of the players and business models clear and well-defined.

In developing Canada's scientific infostructure, CISTI will provide an environment that will facilitate Document Delivery for Canadians and international clients. There are four broad components to advancing the Csi program.

1. Manage relationships with partners, who could be consortia, government departments, publishers and other content providers;
2. Negotiate with publishers, to obtain access rights, including local loading rights and Document Delivery rights.
3. Manage digital rights. A digital rights management system will guarantee that subscribers (and their users) who have already paid for access do not have to pay again, and that non-subscribers pay appropriately for access.
4. Develop and maintain the technology. CISTI has already built a technology infrastructure to provide services to NRC. CISTI will now build and maintain the full-text infrastructure for the benefit of all Canadians.

Two years ago at the ILDS conference in Canberra, Australia, Mary Jackson shared her conviction that there will always be a need for Document Delivery. Users will still need libraries and librarians to locate and obtain information on their behalf. Libraries will never have all the content that clients request and therefore will need to turn to other libraries.

Through the use of e-content, CISTI will transform its Document Delivery to respond to the needs of a new generation of researchers.

### **Further reading**

1. Canadian Research Knowledge Network and Canadian National Site Licensing Project, at <http://www.cnslp.ca/about/>
2. OCULS and the Ontario Information Infrastructure, at <http://www.ocul.on.ca/groups.html>
3. Federal Science eLibrary Business case and Feasibility Study, at [http://safstl-sbstf.scitech.gc.ca/feasStudy/feasibility\\_e.shtml](http://safstl-sbstf.scitech.gc.ca/feasStudy/feasibility_e.shtml)
4. CISTI Strategic Plan 2005-2010, EJOS beta test, and other CISTI documents, at [http://cisti-icist.nrc-cnrc.gc.ca/cisti\\_e.html](http://cisti-icist.nrc-cnrc.gc.ca/cisti_e.html)