

## **BRITISH COLUMBIA'S ARTICLE REQUEST SYSTEM**

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### **Summary**

- ? GODOT is designed to provide searching of citations/fulltext, location of holdings, article request, and communication with local ILL management systems within one user session.
- ? Over 30 Canadian university and college libraries are using GODOT, from British Columbia to Ontario.
- ? GODOT can be accessed from over 30 commercial databases [see attached]; two contain fulltext. More fulltext databases will be added in September.
- ? The Z39.50/Web interface is a modified version of the Stanford Gateway Interface.
- ? Article resolution is performed by the user who visually scans a union list and selects a holding library. Holdings list is linked to the citation. No automatic blocks are in place for locally held titles.
- ? Items can be requested from more than 40 libraries including all universities in Western Canada and CISTI (Canada Institute for Scientific and Technical Information).
- ? The system automatically transfers a citation to an ILL form and authenticates users.
- ? ILL information is automatically shipped to ILL management software systems (e.g., Ameritech's RSS).
- ? If the user requests an item for which there are holdings or fulltext, library staff time is avoided.
- ? SFU's ILL requests have doubled since the implementation of GODOT, yet their ILL staffing has only been increased by a 1/4 part time staff member.
- ? Information about GODOT is available at <http://www.lib.sfu.ca/holdings>.

Background

- ? GODOT (Generalized Online Document Ordering and Texts) runs on library Websites.
- ? GODOT was developed by Simon Fraser University (SFU) Library Systems department staff for the Council of Prairie and Pacific University Libraries (COPPUL).
- ? It is based on a prior text-based system called OJAC (Online Journal Access and Citations), in which requests could be made from the citation, developed by SFU under a contract with British Columbia's Electronic Library Network (ELN).
- ? Version 1 of GODOT was released in July, 1997; version 3 is planned for September, 1999.
- ? The biggest users of GODOT are SFU, the University of Victoria (UVic), and Trent University (located in Ontario; one of the developers of GODOT is now their Systems Librarian). Currently, the University of British Columbia (UBC) only uses GODOT for inter-branch lending.
- ? SFU developed SLRI (SFU Library Research Instrument), a Z39.50/Web interface based on the Stanford Gateway Interface, to provide access to GODOT and to article databases.
- ? SLRI is used to link to databases such as:
- Biological Abstracts
  - Canadian Business and Current Affairs (fulltext)
  - HW Wilson Art Index
  - HW Wilson Education Index
  - HW Wilson Humanities and Social Sciences Index
  - HW Wilson Readers' Guide Abstracts Index
  - HW Wilson Science Indexes (General, Biological, Agricultural, Applied, Technology)
  - UBC's DRA catalog
- ? Direct links are provided for a number of databases that include SilverPlatter's WebSPIRS/ERL (e.g., Current Contents).
- ? Fulltext retrieval is in pilot; links to many fulltext article databases from index citations will be included in GODOT version 3, planned for completion in September.
- ? An imminent enhancement is a blank ILL form for those with a citation in hand.
- ? Holdings databases include ELN/COPPUL, Canada Institute for Scientific and Technical Information (CISTI), Serials at Ontario University Libraries (SOUL) housed in Toronto, and Novanet (Nova Scotia's union catalog). CISTI's serials database is loaded in a BRS database at SFU.

- ? Monograph circulation status is available for III and DRA; other integrated systems such as Endeavor and Sirsi are to be linked soon. The system does not deal with periodical issues and their status.
- ? SFU has 15,000 FTE students and offers undergraduate and doctoral degrees with a strong emphasis on distance education.

## **Objectives**

The objectives of GODOT are to provide users with one place to go both to search periodical databases and to request a copy of a desired journal article, while minimizing the need for ILL staff intervention.

## **Request Process**

Users are led through the following process on their home library's website:

1. Search a periodical database of citations, abstracts or fulltext.
2. Select a desired article and request holdings
  - The home library is 1st on list if it holds the title
  - Full text is noted if available
3. Select an option:
  - Select fulltext (then can request print/email);
  - Select to go to a library catalog to view detailed holdings data;
  - Select one of the holding libraries and request the article.
4. When a holding location is selected, an ILL form displays with the citation automatically entered; the user types in:
  - name, barcode number, department (if applicable) and e-mail address
  - pick-up location
  - date after which article is no longer required
5. The user clicks to send a request.

6. The system sends the request to the holding library, plus sends a copy to the home ILL management system.

If no holdings are available, the request is sent directly to the home library's ILL system.

### **System Process**

- ? Citation/fulltext databases are accessed through SFU-developed SLRI or SilverPlatter's WebSPIRS and linked to GODOT for holdings and/or fulltext.
- ? GODOT searches the combined union list of British Columbia's Electronic Library Network (ELN) and Western Canadian universities (COPPUL), and a SFU-maintained copy of the CISTI (Canada Institute for Scientific and Technical Information) union list of serials. A search of the Ontario university libraries database is optional.
- ? Users are authenticated automatically from DRA, III and Sirsi systems; the user only has to enter a barcode number. Work is underway to add a link to Endeavor patron files.
- ? ILL request data is automatically transferred to AVISO (Canadian), Ameritech's RSS, and Pigasus ILL management software systems.
- ? Other requests are sent to the lending library via e-mail to be copied into the library's ILL management software.
- ? COPPUL libraries primarily supply articles via Ariel.
- ? A statistical logging file is used to track use and for report generation.

### **Request Resolution**

- ? GODOT compares a user's request for an article to the title fields in the union list/database and (if provided) the ISSN/ISBN. Titles are normalized; e.g., upper/lower case and any prefix are ignored.
- ? Because of the wide range in amount of detail in the serials holding data provided by libraries, it would be extremely difficult to program the software to search for issues or volumes. *The user must eye-ball the holdings list and select one on the basis of a holdings statement.*

- ? Currently there is no interface to an integrated library system to check to determine whether or not the desired issue is available.
- ? Some errors in title resolution cannot be avoided. Problems can occur with alternate names given to different editions of a newspaper by different database publishers (e.g., one database vendor uses 6 different names for a national newspaper).
- ? Journals with the same title can be a problem if no ISSN is supplied, or if they are not qualified by the name of the originating country/city.
- ? A problem area is that users do not read the holdings statement and place requests for cancelled journals.
- ? The software allows libraries to flag selected lending sites for ILL staff mediation, preventing users from placing requests directly.
- ? Double-booking of a request occurs less than 1% of the time, the same rate as with any ILL system.

The "gut feel" of Todd Mundle, Head, Interlibrary Loans at SFU, is that as many as 20% of requests are not filled. One solution is to exploit fulltext. Another option would be to flag titles for staff mediation (e.g., cancelled titles).

## **Volume Data**

### Borrowing

- ? Since the full implementation of an article request system in 1993/94, SFU's *total borrowing* of journal articles has more than doubled, jumping from 8,500 to 20,750.
- ? SFU's own GODOT requests were 1,972 in the first academic year (July 1997/April 1998) and 11,535 this year (to April 1999). Calculated from the date GODOT was first offered, July 1997, GODOT requests totalled 4,089 in the first year and from August 1998 until the end of April 1999, increased to 10,411 requests. This represents a jump to over double (with 3 months to go before completing a full second year). Although we don't yet have total article borrowing requests for 98/99 (May-April), these data suggest that GODOT requests are growing as a proportion of borrowing requests.
- ? SFU's 1998/1999 GODOT requests were sent to:

UBC	57%
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CISTI	14%
U. of Alberta	3%
U. of Victoria	1%
U. of Manitoba	1%
Other	< 1%

? No location was found at participating libraries for 16% of SFU's requests.

? SFU's 1998/1999 GODOT borrowing requests break down into:

Faculty	22%
Graduate	21%
Undergraduate	53%
Staff	4%

? The University of Victoria had 5,345 borrowing requests in its first year of offering GODOT (April 1998 to April 1999).

#### Lending

? SFU's lending directly related to the article request system at first increased, then decreased:

<u>Year</u>	<u>Total Requests</u>	<u>GODOT/OJAC Requests</u>
1993/94	15,366	900
1994/95	17,716	1,303
1995/96	16,201	2,192
1996/97	15,906	2,928
1997/98	19,890	2,892
1998/99	22,317	1,908

The decrease in GODOT lending is presumably because of the growing number of libraries participating in GODOT.

“ *There is no direct charge to users by any of the participating libraries.*

#### Staffing Impact

? With GODOT, SFU has been able to process twice as many borrowing requests with a slight increase in its ILL staff complement of about a .25 temporary position (since 1997). Total lending increased during this time, but GODOT requests actually decreased.

- ? ILL staff does not need to verify either the citation or the user.
- ? Processing can be shifted to junior staff.
- ? Since less staff time - and less expensive time - is involved, GODOT significantly reduces the unit cost per request.
- ? SFU's ILL department has 3 full time staff members; they are hiring a 4th full time staff member to reduce temporary staff hours (currently .63 FTE).
- ? Implementation of a "blank" ILL form will further reduce ILL staff time requirements currently spent on non-GODOT requests.

### **Technical**

- ? The software runs on Sun Solaris (Sun UNIX) at SFU; two other university libraries (UBC and University of Alberta) are installing GODOT locally.
- ? GODOT is written in perl and runs on an Apache webserver compiled with mod\_perl.
- ? The SFU design and development team consists of two programmers and a librarian/analyst (plus 7 other libraries have programmed links from additional databases).
- ? Z39.50, URL links and telnet scripts are used to access union lists, fulltext and catalogs.
- ? SFU downloaded the Stanford Gateway Interface and the Stanford Z39.50 linemode client, zclient, from the Internet and modified both significantly.
- ? GODOT is designed to be easily modified to suit local requirements and allow for a local "look and feel"; there are over 100 configurable options, including the order of holding locations displayed.
- ? ILL request data can be sent in ISO, CISTI or generic script formats.
- ? There are interfaces to standard ILL management software packages; otherwise e-mail is parsed in like a web request.
- ? At DRA, III and Sirsi sites, the user is validated against a patron database; other integrated systems will be added in version 3.
- ? GODOT is designed to be easy for any participating library to add links from selected

databases; online instructions are provided on SFU's Library website [address at end of Summary].

? A link to GODOT can be added from any HTML/Java interface.

### **Planned Enhancements**

Development plans include adding links from a large number of fulltext databases; some candidates are:

- Academic Press (55,000 articles from 174 journals; 2,000 additions per month)
- Blackwell's
- Ebsco
- Elsevier
- Highwire
- IEEE
- Lexis/Nexis
- OCLC's WebZ
- OVID
- ProQuest (ABI/Inform)
- Project Muse (40+ Johns Hopkins University Press periodicals)
- Springer-Verlag

Other planned enhancements are:

- ? Ability to send requests to QuickDoc and Docline.
- ? Access to additional tables of contents and to document delivery vendors.
- ? Searching by title to identify which fulltext databases contain a desired journal title.
- ? Ability to request items from University of Toronto.
- ? Delivery of database content via the Web (current contracts limit to paper delivery).
- ? A warning that a selected article is not in the English language.