

# The ArticleReach Direct Consortium : History, Processes & Practices



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## ArticleReach - the Product

## ArticleReach Direct - the Consortium

- Origins
- Membership
- Processes & Activities
- Statistics & Reporting
- Enhancements & The Future

## IUG 2007

*ArticleReach - Extending the INN-Reach World to Include Articles...*, Lynne Branche Brown, Product Manager, INN-Reach, III

*ArticleReach: Articulating the Development Process*, Brian Greene, Northeastern University, Sharon Saunders, Bates College, Walter Komorowski, Williams College

## IUG 2012

*ArticleReach Direct: the System and the Consortium*, Denise Forro, Michigan State University, Deborah Cook, Georgetown University, Tom Jacobson, Director of Sales, III

# What is ArticleReach?

InnReach for non-returnables

Unmediated journal article requesting by patrons

Streamlined direct to patron supply via Dropbox

Same Site requesting/supply

No charge for supply

University of Melbourne ILMS Administrator

ArticleReach Direct 'Coordinator'

- Collective voice
- Statistics & reporting
- Documentation
- Google Drive
- Enhancements
- Support tickets
- Liaise with Innovative

How does the system work?

- in theory ?
- in practice ?

How might it work better to achieve -

- greater efficiencies ?
- better service provision ?
- build the consortium ?

# Early History 2005 - 2007

ArticleReach product developed 2005/06

Development Partner NExpress Consortium

NExpress : Summer 2006 –

ArticleReach Direct (ARD) : Jan 2007 –

- 8 ARL Libraries

ARD Expansion 2007 / 2008 -

# ARD 2007 - 2015

	2007	2008	2009	2010	2011	2012	2013	2014	2015
CRL						to May			
Michigan State U									to April
UColorado Boulder					to May				
UOregon					to April				
Washington U						to April			
Wayne State U					to July				
Washington State U					to May				
Georgetown U									to June
Glasgow U		Sept							
Liverpool U		Sept							
Australian Nat U		Sept							
Sydney U			Jan						
CS Long Beach			July			to Dec			
U of Tech, Sydney					Jan				
Azusa Pacific U					Oct				
Alliant Intl U					Oct/No				
U of Wollongong					Nov_Dc				
Warwick U						Oct			
Murdoch U							Sept		
Newcastle U							Oct		
Victoria U						April			
U of Melb									Feb
U of Stirling									May



Departure of MSU & Georgetown

Marketing of ArticleReach

Development of ArticleReach

## Marketing initiatives

Membership : 14 - 62 Libraries

Database : 33% holdings growth

- ARD server hardware upgraded (July 2016)
- ARD software upgraded (2016 , 2018)
- ARD Dropbox server upgraded (Aug 2016)
- Dropbox account upgraded to business-level
- Resource Sharing Broker (with NCIP)
- D2IR API

# ARD 2007 - 2018

	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
CRL						to May						
Michigan State U									to April			
UColorado Boulder					to May							
UOregon					to April							
Washington U						to April						
Wayne State U					to July							
Washington State U					to May							
Georgetown U									to June			
Glasgow U		Sept										
Liverpool U		Sept										
Australian Nat U		Sept										
Sydney U			Jan									
CS Long Beach			July			to Dec						
U of Tech, Sydney					Jan				to July			
Azusa Pacific U					Oct							
Alliant Intl U					Oct/No							
U of Wollongong					Nov_Dc							
Warwick U						Oct						
Murdoch U							Sept					
Newcastle U							Oct					
Victoria U						April						
U of Melb								Feb				
U of Stirling								May				
Auckland U of Tech.										Oct		
MOBIUS libraries											March	
Fresno Pacific U											March	
Occidental College											Nov	

# ARD Members 2018


Avila University	Kenrick-Glennon Theological Seminary, St. Louis, Missouri USA	St. Charles Community College in Cottleville, Missouri, USA
Azusa Pacific University, USA	Missouri Baptist University, St. Louis, Missouri, USA	Stephens College
Baptist Bible College	Missouri History Museum	Truman State University
Central Methodist University	Missouri Valley College	Tulsa City-County Library
Columbia College	Missouri Western State University	University of Central Missouri
Conception Abbey and Seminary College	Moberly Area Community College	University of Glasgow, Scotland
Cottey College	Murdoch University, Australia	University of Liverpool, England
Crowder College	Nazarene Theological Seminary	University of Melbourne, Australia
Culver-Stockton College	North Central Missouri College	University of Newcastle, Australia
East Central College in Union, Missouri, USA	Northwest Missouri State University	University of Stirling, Scotland
Evangel University	Occidental College, Los Angeles	University of Sydney, Australia
Fontbonne University, St. Louis, Missouri, USA	Ozark Christian College	University of Warwick, England
Fresno Pacific University	Park University	University of Wollongong, Australia
Goldfarb School of Nursing	Rockhurst University	Victoria University, Australia
Hannibal-LaGrange University	Southeast Missouri State University in Cape Girardeau, Missouri, USA	West Des Moines Public Library
Harris-Stowe State University, St. Louis, Missouri, USA	Southwest Baptist University	Westminster College
Kansas City University	Southwestern Baptist Theological Seminary, Fort Worth, TX USA	William Jewell College
KCAI	Springfield-Greene County Library	

- Borrowing & Lending report
- Journal Title report
- Request detail
- Statistics & Create Lists (central)
- Database report (Innovative)
- Webpac Apache logs (central)

# Borrowing & Lending


sierra

FUNCTION Borrowing Lending Report

**Date Range 1** 

Start Date

End Date

**Date Range 2** 

Start Date

End Date

Submit

**Borrowing**

Category	Date Range 1	Date Range 2
Requests Initiated	10768	11746
Requests Filled	3845	4127
Requests Cancelled	32	20
Requests Unfilled	875	666
Requests Sent to ILL	6044	6879
Requests Turnaround Time	47.19	49.37
Fill Rate	36%	35%

**Lending**



Category	Date Range 1	Date Range 2
Requests Received	2294	1360
Requests Filled	1167	733
Requests UnFilled	1092	617
Lending Turnaround Time	37.07	37.89
Fill Rate	51%	54%

# Journal Title (Filled Requests)

sierra

FUNCTION

Journal Title

   
Export Print

Date Range

Start Date

01-01-2017

End Date

31-12-2017

Submit

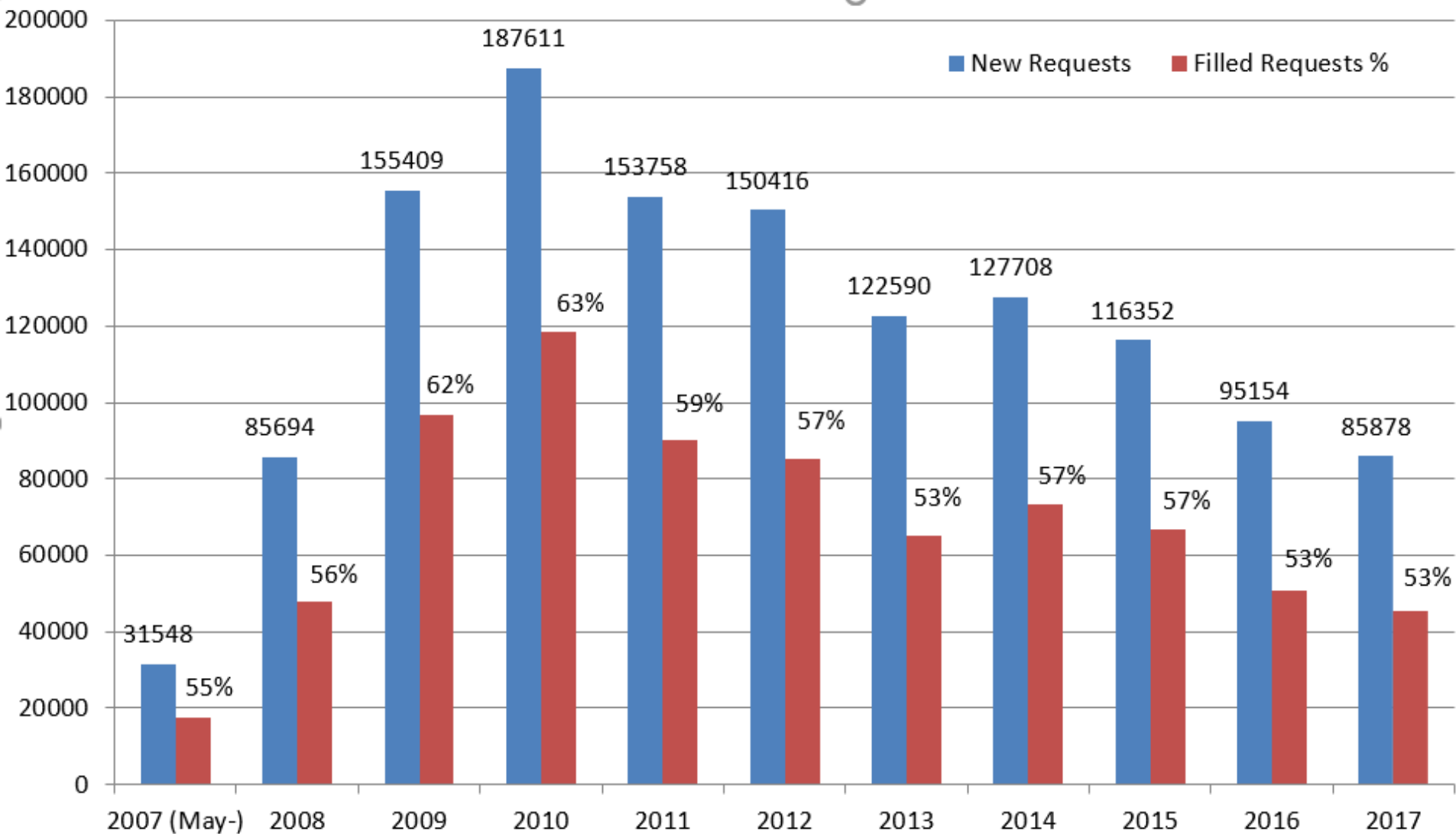
#	ISSN	EISSN	Journal Title	Publication Year	Start Page	End Page
1	0003-2468		Analecta Bollandiana	2009	273	297
2	1352-8165		Performance Research - A Journal of Performing ...	2007	4	7
3	2153-0009		2015 IEEE 18th International Conference on Intellige...	2015	584	589
4	2324-8149		2017 International Conference on Research and Inn...	2017	1	6
5	1033-7539		24 hours : ABC FM Stereo Radio National ABC Con...	1985	?	?
6	0884-8106		53: Performance practice and notation -- Performa...	1992		
7	0389-9160		A + U	1992	7	
8	0389-9160		A + U	2008	58	
9	0389-9160		A + U	2010	44	
10	0389-9160		A + U	2016	64	
11	0389-9160		A + U	2016	8	
12	0389-9160		A + U	2017	142	
13	1559-7768	1559-7776	AACN advanced critical care	2009	228	
14	1559-7768	1559-7776	AACN advanced critical care	2014	297	
15	0891-0162	1938-2448	AAOHN journal	1997	619	624

# Request Detail

Request Id #	Current Status	Mediated Status	Pass Reason	Cancel Reason	Type of Request	Delivery Method	Supply Method	Date of Entry	Request Date	Journal Title	ISSN	E-ISSN
1290080	CANCELLED			The not n	Unknown			2/01/2018 1:02	15/08/2017 8:13	Hospice Journal	0742969X	
1319317	TO LLR				ArticleReach	Catalog Form		4/01/2018 17:25	11/12/2017 17:56	European journal c	1952-4013	1167-11
1319344	PAGED				ArticleReach	URL		2/01/2018 1:02	11/12/2017 20:41	Medicine and scier	0195-9131	
1319344	FILLED				ArticleReach	URL	FILLED SC	3/01/2018 11:40	11/12/2017 20:41	Medicine and scier	0195-9131	
1319854	TO LLR				ArticleReach	Catalog Form		4/01/2018 17:26	14/12/2017 16:52	Endocrinology and	0889-8529	
1319862	TO LLR				ArticleReach	Catalog Form		4/01/2018 17:24	14/12/2017 17:28	Pre- and peri-natal	0883-3095	
1319869	PAGED				Unknown	URL		2/01/2018 1:02	14/12/2017 17:48	Harper's Bazaar	0017-7873	
1319869	FILLED				Unknown	URL	FILLED SC	2/01/2018 10:00	14/12/2017 17:48	Harper's Bazaar	0017-7873	
1319890	TO LLR				ArticleReach	Catalog Form		4/01/2018 17:25	14/12/2017 20:01	Clinical and investi	0147-958X	
1319972	PAGED				OpenURL	URL		2/01/2018 1:02	15/12/2017 14:34	English Journal	138274	216
1319972	FILLED				OpenURL	URL	FILLED SC	3/01/2018 3:40	15/12/2017 14:34	English Journal	138274	216
1320092	IN MEDIA	Request could not be supplied			Blank Form			2/01/2018 1:02	17/12/2017 6:06	Journal of pediatric	8825963	
1320092	CANCELLED				Blank Form			3/01/2018 20:57	17/12/2017 6:06	Journal of pediatric	8825963	
1320183	TO LLR				Unknown			2/01/2018 1:02	18/12/2017 1:05	Reading improvem	0034-0510	
1320208	IN MEDIA	Request could not be supplied			Unknown	URL		2/01/2018 1:02	18/12/2017 4:56	Journal of Pediatric	0334018X	
1320233	CANCELLED				Blank Form			3/01/2018 21:04	18/12/2017 5:48	Quaderni ACP	20391382	



# ARD New & Filled 2007-2017



## **Fill Rate**

53% (2017)  
cf 63% (2010)

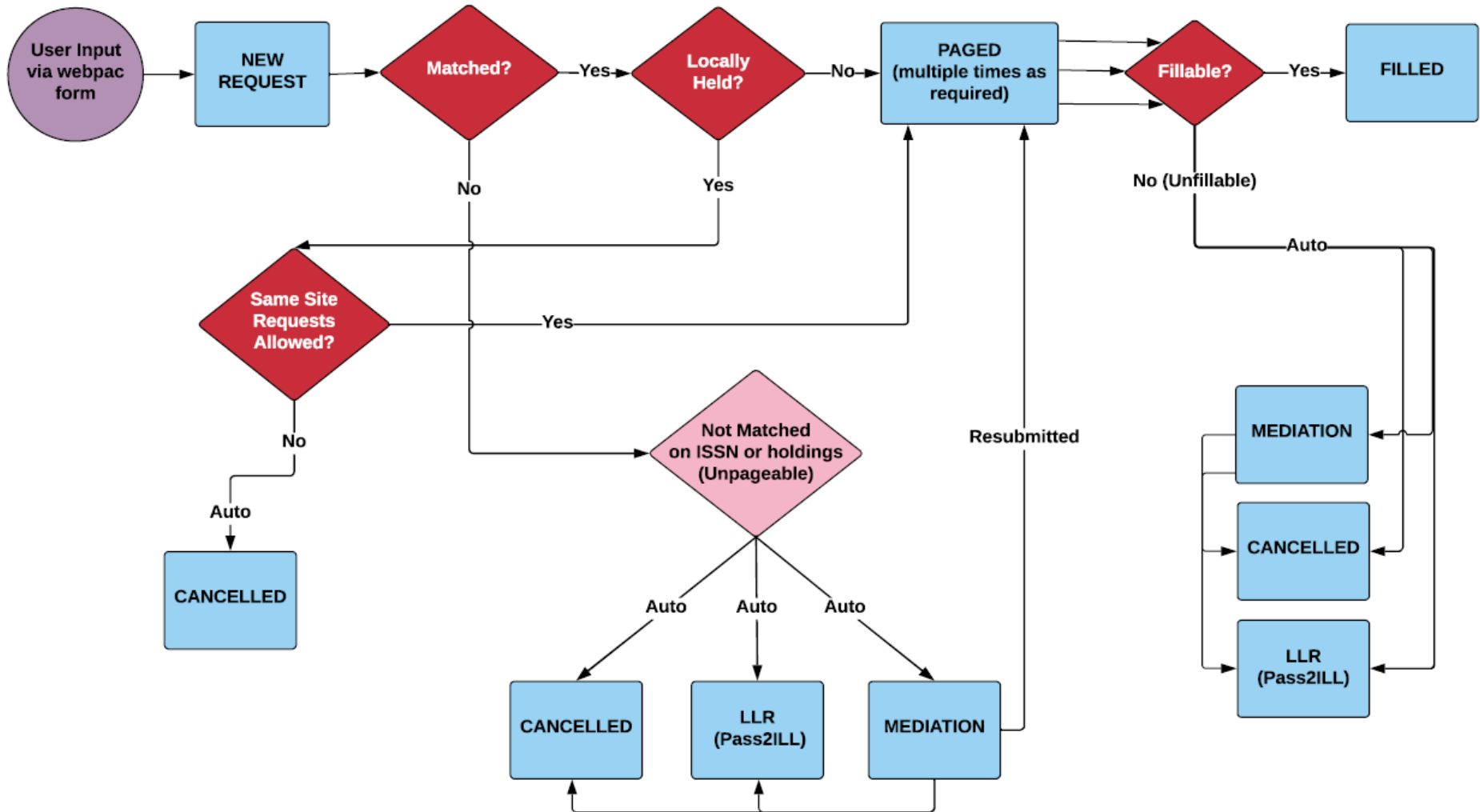
## **Average Delivery Time**

44 hrs 17 mins (2017)  
cf 40 hrs 14 mins (2010)

## **Median Delivery Time**

26 hrs 25 mins (2017)  
cf 22 hrs 57 mins (2010)

# AR Requesting (simplified)



Bruce Eames, IUG 2018

# New Requests

## Request An Article:

Fields marked in red (journal title, and year) are REQUIRED.

Journal Title	<input type="text" value="OASE : tijdschrift voor architectuur = OASE : journal for architecture"/>				
Article Title	<input type="text"/>				
Author	<input type="text"/>				
First Initial Last	<input type="text"/>	<input type="text"/>	<input type="text"/>		
Volume	<input type="text"/>	Issue	<input type="text"/>	Number	<input type="text"/>
Date	Year	Quarter	Season		
YYYY MM DD	<input type="text"/>	<input type="text"/>	<input type="text"/>		
Starting Page	<input type="text"/>	Ending Page	<input type="text"/>		
ISSN	<input type="text" value="0169-6238"/>	EISSN	<input type="text"/>		
Citation Source	<input type="text"/>				
Comments	<input type="text"/>				
Not Wanted if Supplied After:	Date <input type="text"/> Month <input type="text"/> <input type="text"/> Day <input type="text"/> <input type="text"/> Year <input type="text"/> <input type="text"/>				
Item not on shelf/ejournal not available	<input type="checkbox"/>				

By submitting this request I verify I have read and agree to abide by the copyright statement below.

The copyright law of the United States (Title 17, United States Code) governs the making of photocopies or other reproductions of copyrighted materials. Under certain conditions specified in the law, libraries and archives are authorized to furnish a photocopy or other reproduction. One of these specified conditions is that the photocopy or reproduction is not to be "used for any purpose other than private study, scholarship, or research". If a user makes a request for, or later uses, a photocopy or reproduction for purposes in excess of "fair use", that user may be liable for copyright infringement. This institution reserves the right to refuse to accept a copying order if, in its judgment, fulfillment of the order would involve violation of copyright law.

United Kingdom requests: I declare that: I have not previously been supplied with a copy of the same material by you or any other librarian; I will use the copy ONLY for research for a non-commercial purpose, or private study, and will not supply a copy of it to any other person; to the best of my knowledge no other person with whom I

- Match on ISSN (except if request made on specific record in ARD webpac)
- Match holdings
- Same Site
- Threshold
- Sites excluded from paging
- Match on year

[https://csdirect.iii.com/sierrahelp/Content/sgcir/sgcir\\_artreach\\_reqcycle.html](https://csdirect.iii.com/sierrahelp/Content/sgcir/sgcir_artreach_reqcycle.html)

Cancel / Mediate / Pass2ILL

# Matched & Paged Requests

- 85878 new requests (2017)
- 55979 requests matched / paged (65%)
  - 71% paged 1x
  - 20% paged 2x
  - 8% paged 3-5x
  - 0.2% paged 6-10x
  - 0.01% paged 11-14x

# Paged & Passed Requests

25.8%	Lacking -- Print
20.3%	Lacking -- Electronic
11.4%	Unable to supply
10.4%	Temporarily unavailable
7.9%	Paged too long (5 days after page)
7.7%	Not on shelf
4.7%	Not found as cited
2.9%	Policy Problem (licensing constraints)
1.3%	Abstract only
0.4%	open access
0.4%	HTML only
0.3%	Missing
0.2%	Lacking -- Electronic (embargo)

# Filled Requests

80% of paged requests filled (2017)

My Library :

Cancel All    Cancel Selected

Article Requests ( 2 )								
ARL Article Reach								
Mark to Cancel	Request Id #	Journal / Article Title	Volume	Issue	Number	Pages	Pickup Location/Delivery Information	Status
	1336720	Journal of Leadership, Accountability and Ethics / Literature Review on Shared Leadership in Teams.	10	3		28-		SUBMITTED FOR INTERLIBRARY LOAN
	1336723	Journal of Leadership & Organizational Studies / A Longitudinal Examination of the Relationship Between Team Leadership and Performance.	17	4		335-	<a href="#">Click to view Article</a>	FILLED

Cancel All    Cancel Selected



 Check for updates



Article

# Participatory design in education materials in a health care context

Action Research  
2017, Vol. 15(3) 310–336  
© The Author(s) 2016  
Reprints and permissions:  
[sagepub.co.uk/journalsPermissions.nav](http://sagepub.co.uk/journalsPermissions.nav)  
DOI: 10.1177/1476750316646832  
[journals.sagepub.com/home/arj](http://journals.sagepub.com/home/arj)



**Frida Smith**

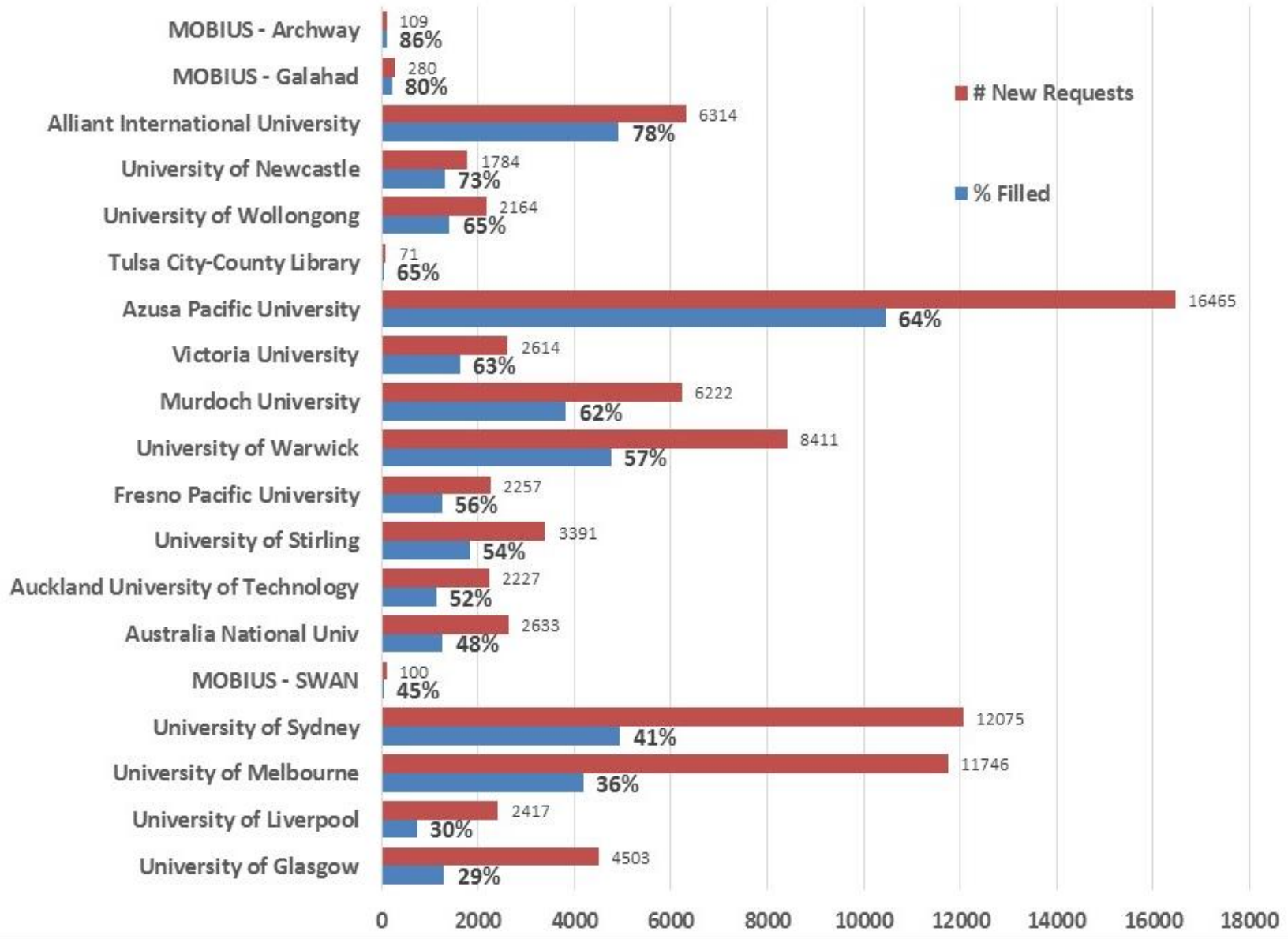
Sahlgrenska University Hospital, Sweden; Sahlgrenska Academy at the University of Gothenburg, Sweden; University of Gothenburg, Sweden

**Catarina Wallengren**

Sahlgrenska Academy at the University of Gothenburg, Sweden; University of Gothenburg, Centre for Person-centred Care (GPCC), Sweden

**Leokim Öhlén**

# Fill Rates by Patron Site 2017

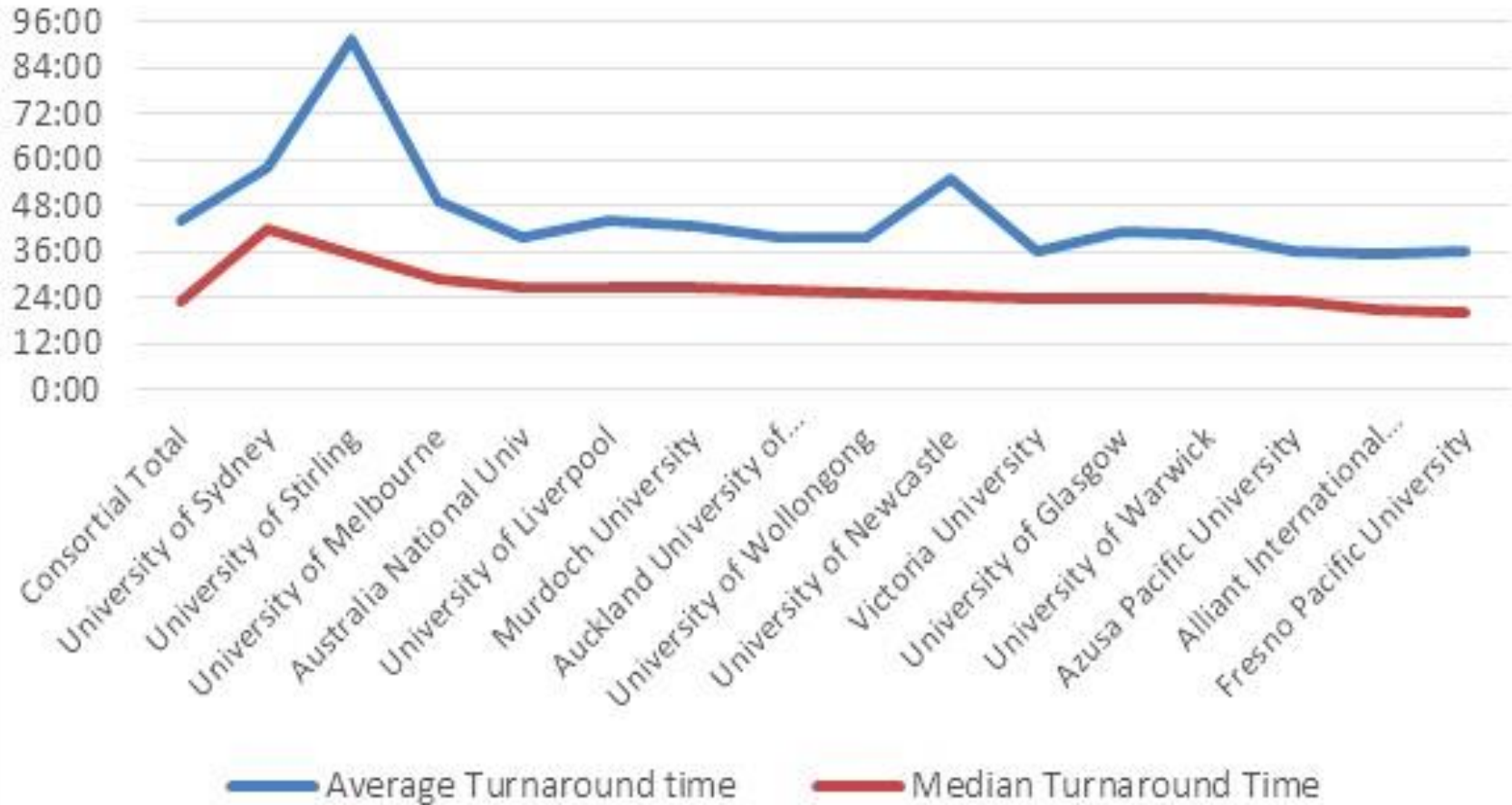


# Supplying / Receiving Ratio

<b>9uliv</b>	15.1	<b>6gala</b>	0.6
<b>9glas</b>	10.6	<b>9murd</b>	0.5
<b>6brid</b>	7.5	<b>9vicu</b>	0.5
<b>9occi</b>	4.5	<b>9aliu</b>	0.4
<b>6swan</b>	2.4	<b>9fres</b>	0.4
<b>6tlsa</b>	1.7	<b>9umel</b>	0.2
<b>9unew</b>	1.3	<b>9aut1</b>	0.2
<b>9anu0</b>	1.2	<b>6arch</b>	0.2
<b>9usyd</b>	1.1	<b>9woll</b>	0.1
<b>9strl</b>	0.8	<b>9azus</b>	0.1
<b>9wwic</b>	0.8		

# Turnaround Time

## Turnaround Time (Hours) by Requesting Site 2017



# Paged & Unfilled Requests

20% of paged requests unfilled (11,420)

67% paged 1x

33% paged 2–11x

Why? Lacking, Unable to supply, etc

69% ⇒ cancelled or Pass2ILL

31% mediated ⇒ cancelled or Pass2ILL

# Unpaged Requests

35% of new requests unpaged (29,899)

44% ⇒ cancelled or Pass2ILL

56% mediated ⇒ cancelled or Pass2ILL

# Mediation

26% of new requests were mediated (2017)

18 sites used mediation

9 sites did not use mediation

39% No ISSN specified for this request

25% No ISSN match in central database

21% No holdings in central database for bib record matching this ISSN

15% Request could not be supplied by participating library

0.3% Exceeds usage threshold

# Mediation - Outcomes

27% of mediated requests end up paged

11% of mediated requests end up filled

89% of mediated requests cancelled / Pass2ILL

Turnaround time –

Average = 65 hrs 42 mins

Median = 49 hrs 35 mins

Worth it?



# Pass2ILL (aka LLR)

Pass request into Innovative ILL

Send formatted email to another system

11 sites use Pass2ILL heavily

28% of new requests routed via Pass2ILL

Pass2ILL email ingested by VDX, Relais, ILLiad

- Improved reporting
- Greater granularity in managing handling of requests
  - Allow requests to be paged a maximum number of times then be routed to mediation, cancellation or Pass2ILL
  - Allow actions for unfillable and upageable requests to be customised by central ptype
- Confirmation email for requests
- Customization of email messages
- More request history & tracking for staff

- After the patron submits request through OpenURL, could they return to a specific web page selected by each institution rather than to the ARD webpac.
- Print paging slips on 1 page where there is space
- More search options in staff client “View Requests” mode

- Resource Sharing Roadmap
- Expanded membership
- Resource Sharing Broker
- D2IR API (direct to InnReach)
  - 3.1 – record contribution
  - 3.2 – circulation
- APIs for import/export of requests in/out of AR
- Knowledgebase integration
- E-resources on demand
- Analytics

- Origins & History
- Membership & Expansion
- Processes & Activities
- Statistics & Reporting
- Enhancements & The Future

# Questions?

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