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Document Delivery by the Jupiter Library Consortium

The Jupiter library consortium consists of 4 leading libraries in the Netherlands: Delft University of Technology, Wageningen Agricultural University, Royal Library, Royal Netherlands Academy of Arts and Sciences. During 1993 Jupiter received 600,000 requests for copies of journal articles. This is 70% of all external journal article requests in the Netherlands. Over 90% of the requested documents is delivered from a collection of 40,000 current (inter)national journal subscriptions. Jupiter and its affiliate libraries are organizations in the non-profit sector belonging to and serving the scientific and technical research community.

The increase of subscription prices for journals makes it increasingly difficult for scientific and technical libraries to remain self-reliant in meeting the needs of their users. Libraries are more and more dependant on interlibrary document supply to fill the gaps in their own collection.

The usage of the current journal collection of libraries was analyzed in order to improve the cost/benefit. It showed, what could be expected, that 80% of the requests are pertaining to 20% of the journals. This 20% of very frequently requested journals are responsible for 35% of the budget for journal subscriptions. On the basis of these principals a model was developed to define the optimal journal collection of a library. The model has 4 parameters: the total number of articles needed annually by the user community of the library, the total number of journals that possibly could be acquired with respect to the subject of research, the total cost of an average fulfilled document delivery request, the average subscription price. As a result the model shows the number of journals that should be acquired to have an optimal collection with respect to cost and benefit. Two examples are shown.

The Jupiter-libraries try to overcome the increase of subscription prices for journals through co-ordination of their journal collections. As a result of this the percentage of multiple subscriptions was decreased from 26% in 1980 to 11% in 1993.

The optimal collection model and the practice of co-ordination of collections shows that libraries can increase the cost/benefit of their collections. In order to improve the service level of the Jupiter libraries a market survey was established to define what the user requires in the field of document delivery. This market survey showed that for 96% of the requests, the users are satisfied with a delivery within a week. Only 4% of the requests are urgently needed. In case of standard delivery the user wants a reliable speed. If the document cannot be delivered, he wants to know this in time.

On the basis of this survey a new service was defined: Jupiter Article Highway. Next to the 4 Jupiter libraries the Medical Library of the Erasmus University in Rotterdam supports this service.

Jupiter Article Highway offers a standard prompt service at a fair price.

- Requests for copies of journal articles will result in delivery within 4 days upon receipt of the request.
- If necessary Jupiter will try to obtain the copy requested from a back-up library.
- In case of delay, the customer will be notified of the reason of delay.
- Requests can be made by mail, telefax, electronic mail.

In order to serve also the 4% of urgent requests, these will be faxed within 8 office hours upon receipt.

Document delivery requests could be entered through mail: Jupiter Article Highway, PO Box 90407, NL-2509 LK The Hague; telefax: +31 (0)70 - 3140652; electronic Mail: unioncatalog@konbib.nl

Jupiter Libraries are active in database building. Next to specialised databases, the contribution to the european grey literature database SIGLE should be mentioned. The bureau of Jupiter is also the secretariat of SIGLE.

In the field of document delivery there remain two initiatives with special interest.

The library of the Delft University of Technology is participating in EURILIA (European Initiative in Library and Information in Aerospace). Eurilia is a project to improve access to both european aerospace information and the related documents.

Recently the libraries of the Delft University of Technology and the Royal Netherlands Academy of Arts and Sciences started a document delivery service using Internet. Copies of journal articles can be ordered through Article Express International Inc. in New York.

About the Speaker

Robert H.A. Wessels (1943) studied biology and worked at the State University of Utrecht. In 1974 he was promoted to doctor in Science (cum laude) on a thesis regarding the colour vision of birds, for which he received the Donders-price for Ophthalmology and Physiology in 1976. From 1975 he worked as information specialist at the Library of the Royal Netherlands Academy of Arts and Sciences. In 1986 he joined the Delft University of Technology Library where he became Director of Scientific and Technical Information. At present he is Director of the Bureau of Jupiter, a consortium of libraries with national function in the Netherlands, and Executive Director of the European Association for Grey Literature Exploitation (EAGLE) and its database SIGLE.

Document Delivery

by the

**JUPITER
Library Consortium**

- **Libraries**
- **Usage of Collections**
- **Benefit of Document
Delivery Services**
- **Collection Management by
the Jupiter Libraries**
- **Jupiter Article Highway**
- **Special Services**

Jupiter Libraries

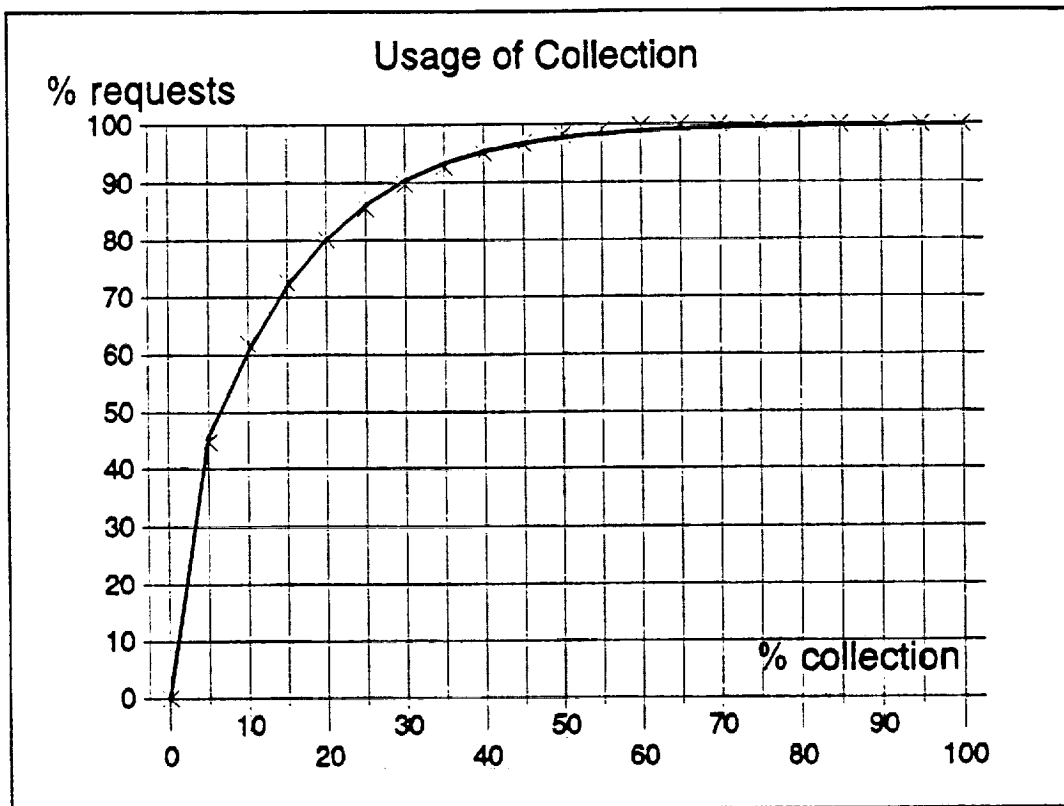
**Wageningen Agricultural
University**

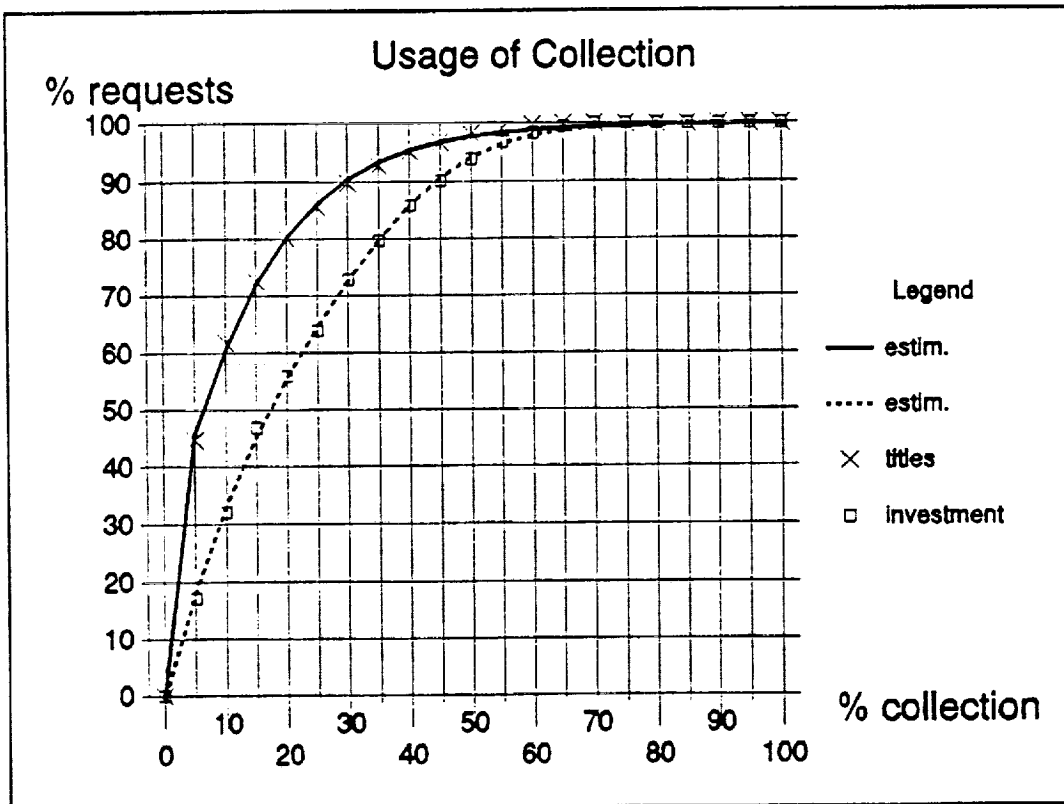
**Delft University of Technology
Royal Library**

**Royal Netherlands Academy of
Arts and Sciences**

Jupiter Collections

- 40.000 Current Journals**
- 4.000.000 Monographs**
- 750.000 External Requests**



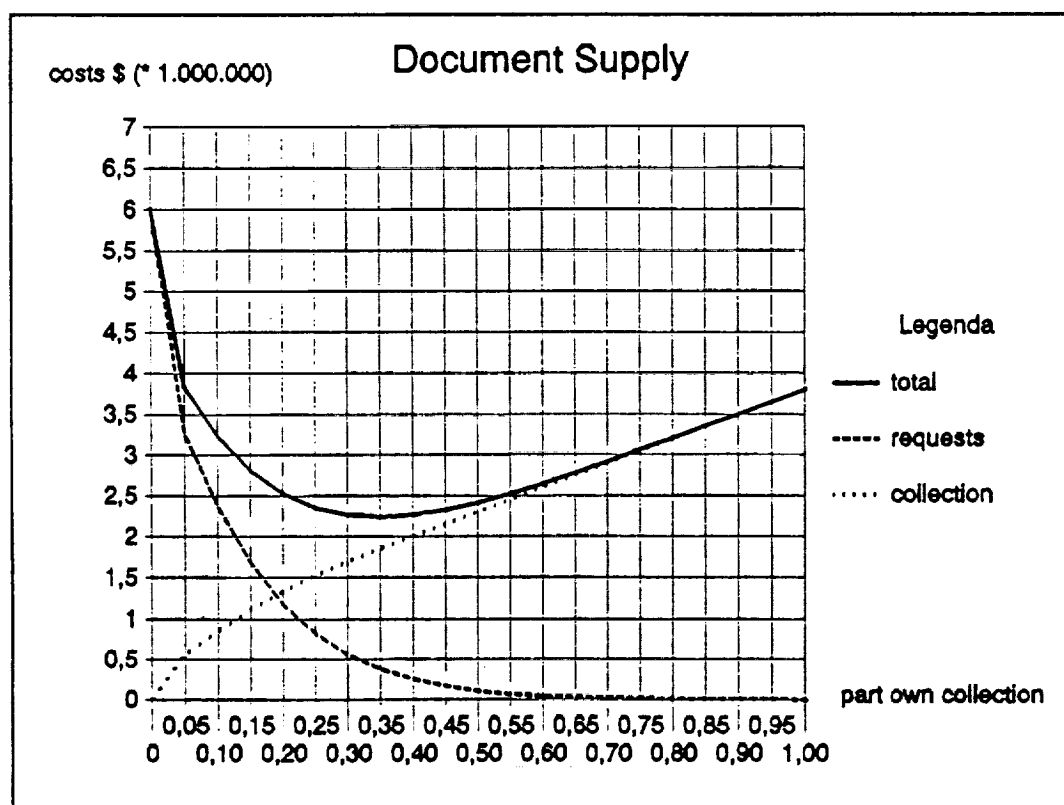


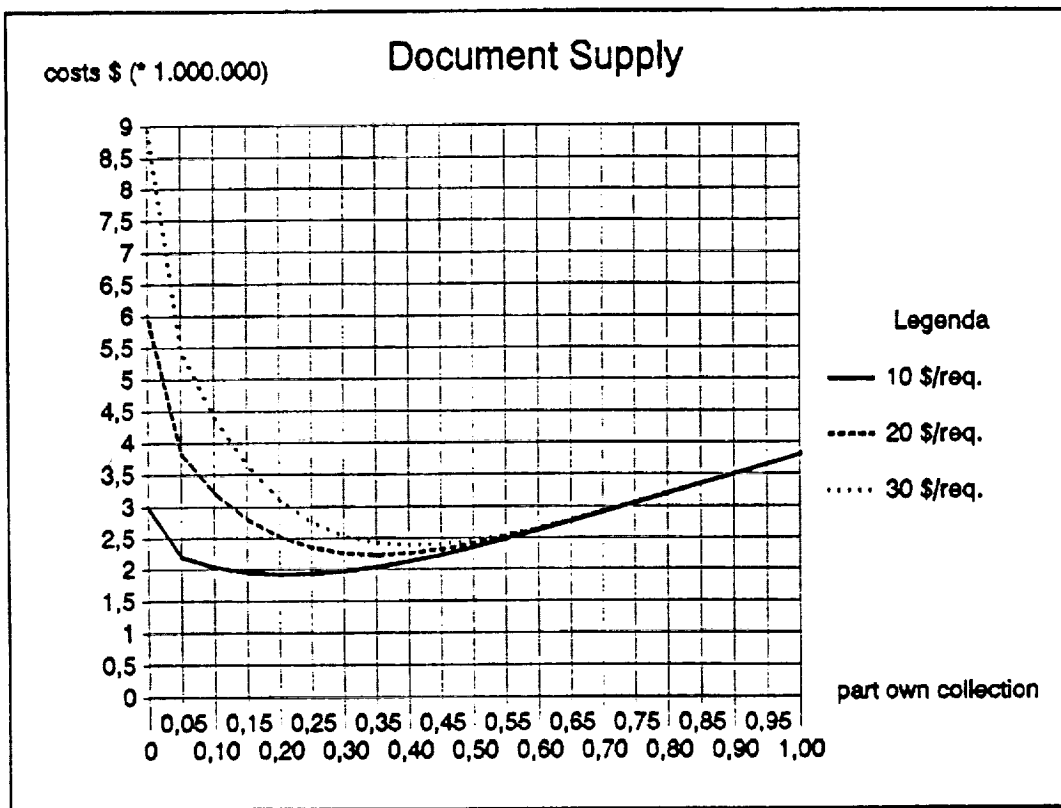
Small University

USERS: 15.000

ANNUAL REQUESTS/USER: 20

POSSIBLE COLLECTION: 13.000 JOURNALS





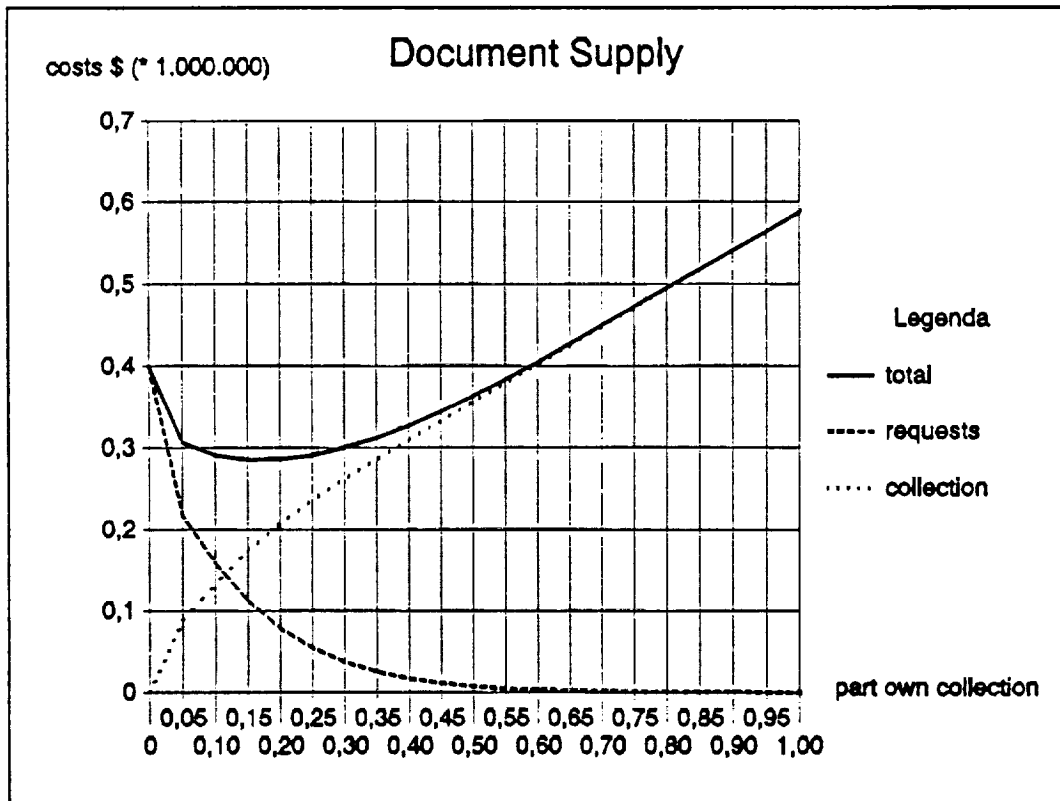
2.600-4.200 journals needed

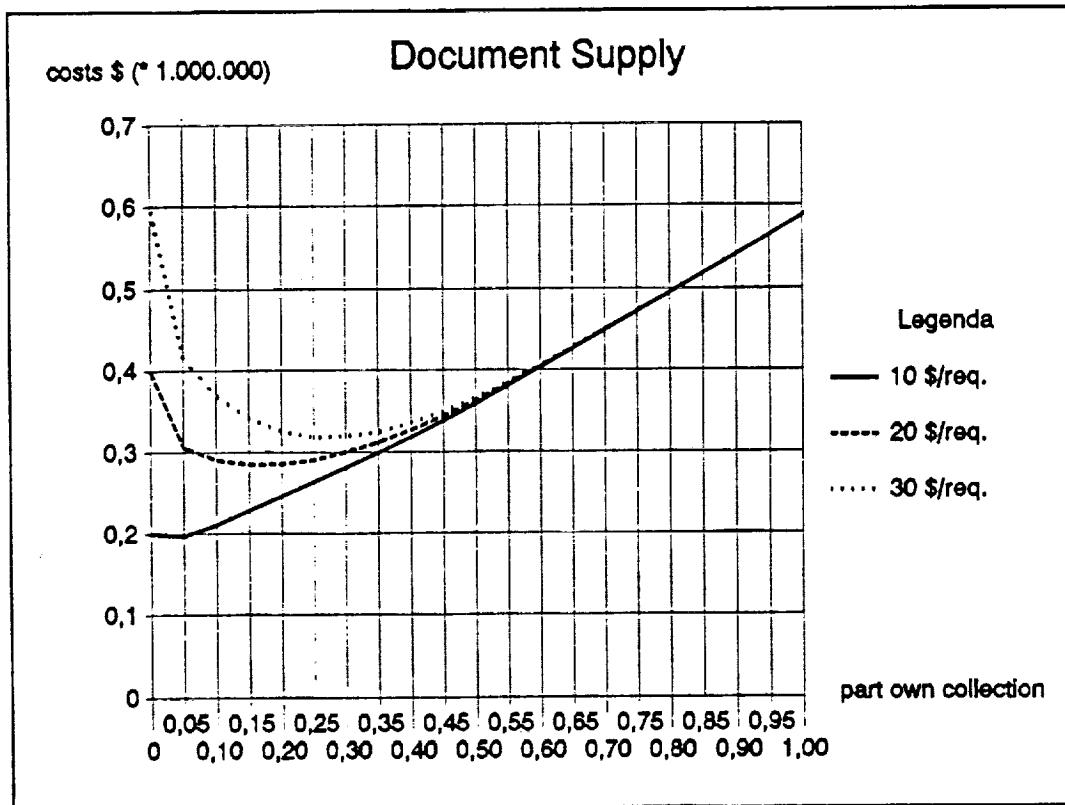
Research Department

USERS: 200

ANNUAL REQUESTS/USER: 100

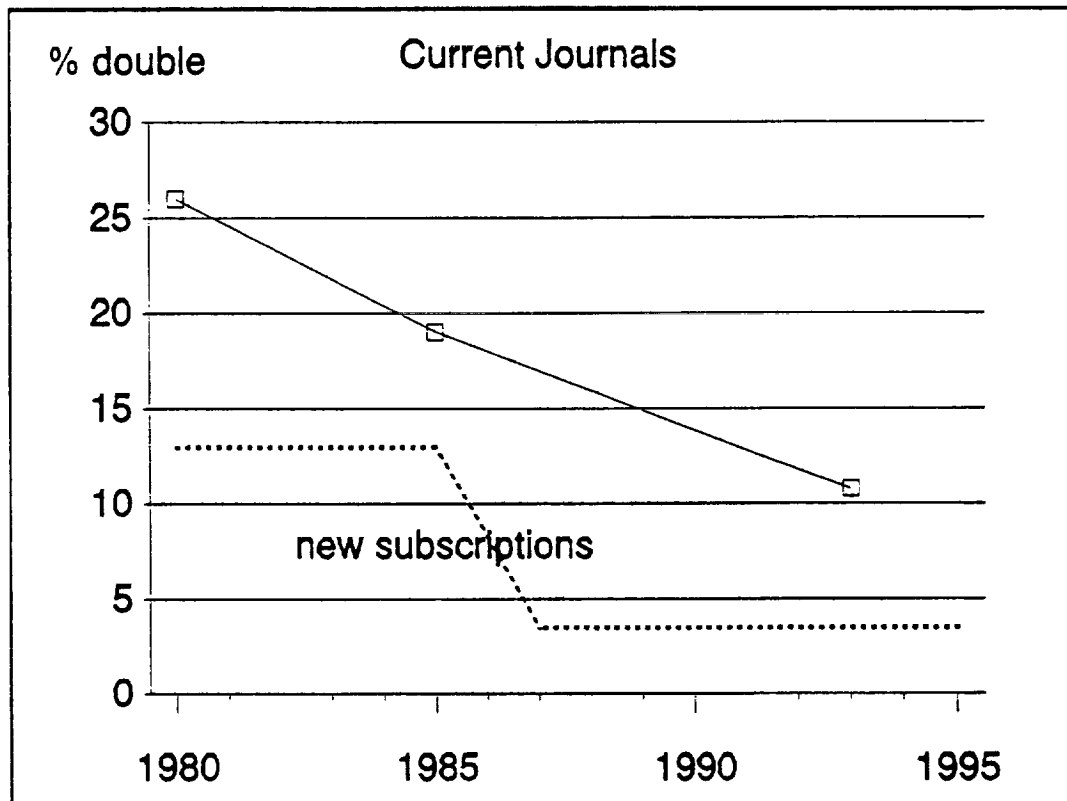
POSSIBLE COLLECTION: 2.000 JOURNALS





100 - 600 journals needed

Jupiter Libraries Collection Management



What was shown till now ?

The increase of subscription prices for journals makes it increasingly difficult for scientific and technical libraries to remain self-reliant in meeting the needs of their users.

Libraries are more and more dependant on interlibrary document supply to fill the gaps in their own collection.

Market Survey

**Standard document delivery:
... within a week.**

**Only 4% of the requests are
urgently needed.**

Reliable speed

Fair price

Jupiter Article Highway

**Copies of Journal Articles
From 40,000 Current Journals
A Fast and in-Expensive Service**

**Erasmus University,
Medical Library**

Mission of Jupiter

Jupiter and its affiliate libraries are organizations in the non-profit sector belonging to and serving the scientific and technical research community. The prices for its services reflect this position.

What does Jupiter offer ?

Jupiter offers a standard prompt service at a fair price.

- Requests for copies of journal articles will result in delivery within 4 days upon receipt of your request.**
- If necessary Jupiter will try to obtain the copy requested from a back-up library.**

What does Jupiter offer ?

- In case of delay, you will be notified of the reason of delay.**
- Requests can be made by mail, telefax, electronic mail**
- Urgent requests will be faxed to you within 8 office hours upon receipt.**

Prices

Standard Requests:

article 1-8 pages	Dfl. 10,00
each additional page	Dfl. 1,25

Urgent Telefax Requests:

article 1-8 pages	Dfl. 28,00
each additional page	Dfl. 3,50

A deposit account is recommended.

Jupiter-Libraries

Special services

- **specialised databases**
- **SIGLE**
 - European grey literature**
- **EURILIA**
 - European aerospace**
- **Internet service**
 - Article Express Int. Inc.**

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