**SYMPOSIUM**

**DocuShock: options for document delivery in the nineties**  
*Edited by Judie Malamud and Lillian Levine*

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INTRODUCTION*

Since the beginning of the 1980s, academic libraries and, in particular, health sciences libraries have had to deal with new financial realities. Fiscal constraints, including rising journal prices and the drop in the dollar vis-à-vis foreign currencies, have forced cancellations of journal subscriptions. During the 1980s, the inflation rate for library materials exceeded all other services and commodities used by higher education institutions, with the exception of employee fringe benefits [1]. College officials are starting to sound like their counterparts in the business world, emphasizing program cutbacks and operating efficiency [2]. These financial realities have caused librarians to rethink philosophies of collection development and access to information.

But what of the user who finds certain journals no longer available locally? Are users deluging interlibrary loan offices with more requests, generated by searches of one of the many user-friendly databases? Are they obtaining documents on their own? It is doubtful that many interlibrary loan offices have seen significant increases in staffing to cope with the influx of requests; how are libraries coping, and what strategies are they employing to meet users' information needs?

Health sciences librarians are beginning to look anew at commercial document delivery services. The National Library of Medicine (NLM) also is involved in a new document delivery project. The older document delivery companies, such as the American Chemical Society's CAS Document Delivery Service, ISI's "Genuine Article," Information on Demand, The Information Store, and UMI's Article Clearinghouse, were, until recently, not heavily used by health sciences libraries. Now they and a host of new services are trying for a share of the academic and health sciences library marketplace. Some of these experienced suppliers are forming new alliances; for example, The Genuine Article will become a document supplier for OCLC's FirstSearch Catalog [3].

New players on the block include the Research Libraries Group's Ariel™/CitaDel; Carl Systems' UnCover; Adonis; Williams & Wilkins' Quick Copies; NLM's LOANSOME DOC™ and SAIL; OCLC's ContentsFirst and ArticleFirst; Faxon Finder and Faxon Xpress; the British Library Document Supply Centre's Inside Information; and UMI's ProQuest MultiAccess System.

Use of any of these three-party providers (as opposed to the traditional library-to-library interlibrary loan request) involves consideration of a number of factors. As enumerated by Leach, the issues include the questions, How can these products be accessed and at what cost? Who will pay, the library or the user? How many journal titles are covered, in what disciplines, and how far back in time? How soon are the contents of the journal available in the database after the journal issue is received? Is all of the journal issue included in the database, and how much information is available about the content of articles? How soon are the articles delivered, by what method, and at what cost? Will the library access documents remotely or on site [4]?

The first paper in this symposium, by Valerie Bennett and Eileen Palmer, describes the Health Sciences Libraries' Consortium (HSLC) use of Ariel, a document transmission system using off-the-shelf hardware and modified software [5]. Mary Linn Borsman relates the Massachusetts General Hospital's experience testing Faxon Finder/Faxon Xpress. The System for Automating Interlibrary Loan (SAIL) is described by Eve-Marie Lacroix from NLM. LOANSOME DOC results are explored by Irene Lovas, representing the National Network of Libraries of Medicine, Pacific Southwest Region. Martha Whittaker from The UnCover Company relates the development, implementation, and use of UnCover. To conclude the symposium, Alison Bunting from the Louise Darling Biomedical Library, University of California, Los Angeles, reviews and ponders some of the legal considerations for document delivery services.

Clearly, there is no one answer for document delivery. The activity of these services in the future will reflect the technological impact of the microprocessor, the sophisticated telecommunications infrastructure developing worldwide, and the changing behavior patterns of researchers and students [6].

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REFERENCES

4. LEACH, op. cit., 360.