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Topic: Document Delivery Service (DDS)

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Document Delivery Service (DDS):

1. INTRODUCTION:

Library is an important asset for any academic institution. The library identifies, evaluates, procures, processes and makes these learning resources available to the faculty and students for their teaching, learning and research assignments. That's why, Dr. S. R. Ranganathan, has famously said that the Library is the trinity of Learning Resources, Faculty/Students and the Library Staff. Libraries are supporting to teaching and learning programs by providing the proper information from their in-house collections. While for other information or documents they ought to depend upon external document delivery systems.

Libraries can utilise inter-library loan facility for sharing the documents. Due to the emergence of electronic publishing era, the libraries started sharing their resources by transmitting digital images of the print documents or sending electronic files of digital documents over the Internet. In the literature, the terms 'inter-library loan' and 'document delivery' are used interchangeably.

2. Definition of DDS:

DDS is concerned with the supply of document to the user on demand either in original or its photocopies irrespective of the location and form of original document. The Document Delivery Centre (DDC) on demand, deliver the copies of papers from learned journals, conference proceedings and other material available in their collection. Every DDC will also make the required effort to procure and supply the paper from other institution.

3. Need Of DDS:

No library today can hold every item required to meet the needs of its users under the crisis faced due to resource crunch. Hence, sharing of resources using computer networks has become a necessity. Each user doesn't require the whole book, instead of that he required just few pages which are essential to his research work. Therefore users prefer DDS service, because it is very quicker than ILL service and low cost. The required documents are from other libraries or direct from publishers. The user is usually paid the fees for postage and photocopy charge.

4. Modes Of DDS:

Document delivery means supplying documents (copies in print or digital format) are delivered through mail/ courier or other way. Document delivery to end users

implies three types of operations:

- Document identification,
- Document location, and
- Document procurement.

Document identification requires the bibliographical details of the documents such as author, article title, source, volume, and pages correctly in a given format. User can verify such details by searching the web or the relevant databases.

Document location implies identifying the library holdings the documents under reference. User may search by using union catalogues available from library networks.

Document procurement implies writing to the relevant libraries service providers for delivery documents. There are several modes of document procurement.

- Requesting documents from the holdings library/ library networks
- Requesting documents from document delivery service providers
- Searching the Web for digital copies of the documents for free access

5. Electronic Document Delivery Service:

Electronic Document Delivery Service as "The transfer of information traditionally recorded in a physical medium (print, videotape, sound recording, etc.) to the user electronically via e-mail or World Wide Web. The libraries employ digital technology to deliver the information contained in the documents and files placed on reserve and requested via inter-library loan."

EDDS provides immediate access to the needed information. In such systems, the request may be received by telephone, e-mail, Fax or online ordering. The document is sent electronically via e-mail, Fax or document delivery software like Ariel. EDDS can provide instant access to material needed. Apart from speed, it is the convenience in accessing information which makes EDDS the preferred method over traditional document delivery methods.

6. Document Delivery Agencies In India:

There are several document service providers in India and abroad. Their role is to provide copies of documents by the mode of photocopy, fax image, digital image,

or duplicate electronic file. The delivery options are post-mail, courier, fax, or any other way. These systems compete with each other in terms of speed of service and nature of resources.

INLIBNET has initiated interlibrary loans and document delivery services from the comprehensive collection of subscribed journals under jccc@ugc-infonet. INFLIBNET has designated Six university libraries which are well known for their strong collection base to fulfill request from the users. All libraries together subscribe for 2000 plus journals for DDS purpose. Universities can request for articles from the journal holdings of those libraries wherever they find useful articles in JCCC search, that are not available in that library.

1. **Banaras Hindu University, Varanasi**
2. Arunachal Pradesh, Assam, Bihar, Jharkhand, Manipur, Meghalaya, Nagaland, Sikkim, Tripura Uttar Pradesh, & Uttaranchal.
3. **University of Hyderabad, Hyderabad**
Andhra Pradesh, Chhattisgarh, Madhya Pradesh, Orissa, West Bengal
4. **Indian Institute of Science, Bangalore**
Karnataka, Kerala, Lakshadweep, Pondicherry, Tamilnadu
5. **Jawaharlal Nehru University, New Delhi**
Delhi, Haryana, Rajasthan
6. **Punjab University, Chandigarh**
Chandigarh, Himachal Pradesh, Jammu & Kashmir, Punjab
7. **Tata Institute of Social Science, Mumbai**
Diu and Daman, Goa, Gujarat, Maharashtra

Under this service, the above mentioned six university libraries will serve as Document Delivery Centres and deliver on demand, the copies of papers from learned journals, conference proceedings and other materials available in their collection at nominal cost. This service is provided on No Profit - No Loss Basis and Expected to be prompt. The role of INFLIBNET here is mainly to act as a catalyst in promoting this service to the academic and research community

7. SUMMARY:

Document Delivery services provides the pin pointed, proper and very quick service to the user. The INFLIBNETs initiatives are remarkable in India. This is one of the best and important services in modern era. This service has helped to save the time of research scholars, academician and students of the institution. The academic libraries have to take this facility to their user, and encourage to others. Technological, economic and sociological barriers are needed to be removed for effective electronic document delivery. In the recent IT age, where a user asks for pin pointed information instead of resources, DDS can be proved to be an important service to be provided to the users.