Unmediated Reprints Desk for ILLiad

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Atlas Systems

- Developers of ILLiad, Ares, Aeon
- Hosting & consultation services
- Partners with libraries and other companies to create innovative solutions
Reprints Desk

- Offers mediated and unmediated solutions
- Integrates with ILLiad & Odyssey
Big Picture

• Cost of subscriptions increasing
• Copyright costs
• User expectations
• Concierge customer Florida State University had an idea for saving money and streamlining services to researchers without causing undue stress on library staff
• They worked with Atlas Systems and Reprints Desk to facilitate a workflow and build tools
Future Developer?

Never lose the child like wonder.

It’s just too important.

It’s what drives us.

Help others.
Design Evolution

Workflow diagram created by Jim Snowden, FSU Libraries
Peeling back the layers
• Using discovery platforms or regular web request forms, researchers submit requests to ILLiad
• ILLiad routing moves the request to processing queues based on staff selected criteria and library policies
• Server addon picks up the requests and places orders via Reprints Desk
• Customer receives article via Odyssey
Final Workflow

ILLiad article request placed
(User fills out request form, optionally aided by OpenURL)

Request is routed to the default
Awaiting Copyright Clearance

Routing Criteria
This is controlled by a routing rule match string.
Is the ILLiad user status = Faculty and does the request ISSN exist in the list provided & maintained by FSU

Does the estimated charges exceed the MaximumEstimatedCharges?

Yes

Yes

Add note to ILLiad request with estimate charges

Save Reprints Desk Order ID to ILLNumber field in ILLiad, add history entry to ILLiad request, and save estimated order charges

Route to Request Finished

Server Addon

Server Addon Processing Interval delay
Configured by the ServerAddonInterval customization key. This delay can be as low as 1 minute, but all addons will execute on the same timer. 6 minutes is the default and suggested addon execution interval

No

Route to Awaiting Reprints Desk Unmediated Processing

Place order for request on Reprints Desk using ReprintsDesk API
Final Workflow

1. ILLiad article request placed (User fills out request form, optionally aided by OpenURL)

2. Request is routed to the default
   Awaiting Copyright Clearance

3. **Routing Criteria**
   *This is controlled by a routing rule match string.*
   - Is the ILLiad user status = Faculty and does the request ISSN exist in the list provided & maintained by FSU

4. Yes→
Final Workflow

Yes → Awaiting Reprints Desk Unmediated Processing

Server Addon Processing Interval delay

Configuration by the ServerAddonInterval customization key. This delay can be as low as 1 minute, but all addons will execute on the same timer. 5 minutes is the default and suggested addon execution interval.
Final Workflow
What you need

- ILLiad
- ILLiad Server Addon for Unmediated Reprints Desk
- Reprints Desk account
- Workflow modifications & setup that may include:
  - Routing rules
  - Custom Queues
    - You may want to route to the monitoring queue
  - Email template edits
  - Web page edits
  - Staff training
Addon Configuration

• Setup

Download the addon

Install the server addon in
Customization Manager

Configure the addon settings

<table>
<thead>
<tr>
<th>Setting Name</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>MonitorQueue</td>
<td>Awaiting Reprints Unmediated Processing</td>
</tr>
<tr>
<td>ReprintsDeskAPIUsername</td>
<td></td>
</tr>
<tr>
<td>ReprintsDeskAPIPassword</td>
<td></td>
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<tr>
<td>MaximumEstimatedCharges</td>
<td>50.00</td>
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<tr>
<td>ExceedsMaximumChargeQueue</td>
<td>Unmediated Reprints Desk Error - Exceeds</td>
</tr>
<tr>
<td>OrderPlacedQueue</td>
<td>Request Sent</td>
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<td>ReprintsDeskOrderIdField</td>
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<td>ErrorQueue</td>
<td>Unmediated Reprints Desk Error</td>
</tr>
<tr>
<td>NotePrefix</td>
<td>Unmediated Reprints Desk -</td>
</tr>
</tbody>
</table>
Testing

- Reprints Desk staging server
- ILLiad Testweb
- Routing

- Get an account with Reprints Desk
- Make decisions about your workflow
- Be careful when setting up routing
Routing

- Which researchers qualify?
- What kinds of requests qualify?
- What publications qualify?
- Does the researcher need/want fast turnaround?
- Spreadsheet
- Other

t.PhotoJournalYear > CONVERT(varchar(4),(DATEPART(year, GETDATE()) - 6))
AND t.ItemInfo5 = 'FAST'
AND u.Status IN ('Faculty','Distance Ed')
AND t.ISSN IN ('03091708','18759637','12709638','14348411','23522151','01681923','0308521X')
Delivery

- Add Address Record
- Configure Trusted Sender
Email Notifications

• Information to researchers about delivery

Some thoughts:
• Promote the service
• Provide cost or copyright information
Web edits

• Ask researchers if they want faster service?
Before launch

• Prepare staff to answer questions
• Document processes
• Train on workflows
Reprints Desk estimate (18759637, 2011, 8 pages)
Service Charge: 4.50, Copyright Charge: 19.45
The copyright estimate is based on the citation information you have provided. If the citation information is incorrect the copyright charge might be different. This estimate is for basic single article document delivery only. If you request other services, like eCTD, Mighty Linkout Machine, or bouncebacks, the final price may be different.
Reprints Desk order submitted (ID 5862579)
Unmediated Reprints Desk - Failed to retrieve a valid estimate. [Invalid User Name or Password]
Expectations

- Average cost of article
- Turnaround time
- Considerations
  - DOI
  - Citation info
Resources

- [https://prometheus.atlas-sys.com/display/ILLiadAddons/ILLiad+Repri nts+Desk+Unmediated+Server+Addon](https://prometheus.atlas-sys.com/display/ILLiadAddons/ILLiad+Repri nts+Desk+Unmediated+Server+Addon)
- [https://info.reprintsdesk.com](https://info.reprintsdesk.com)
- Atlas Concierge Services
- Video coming soon