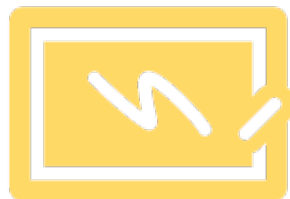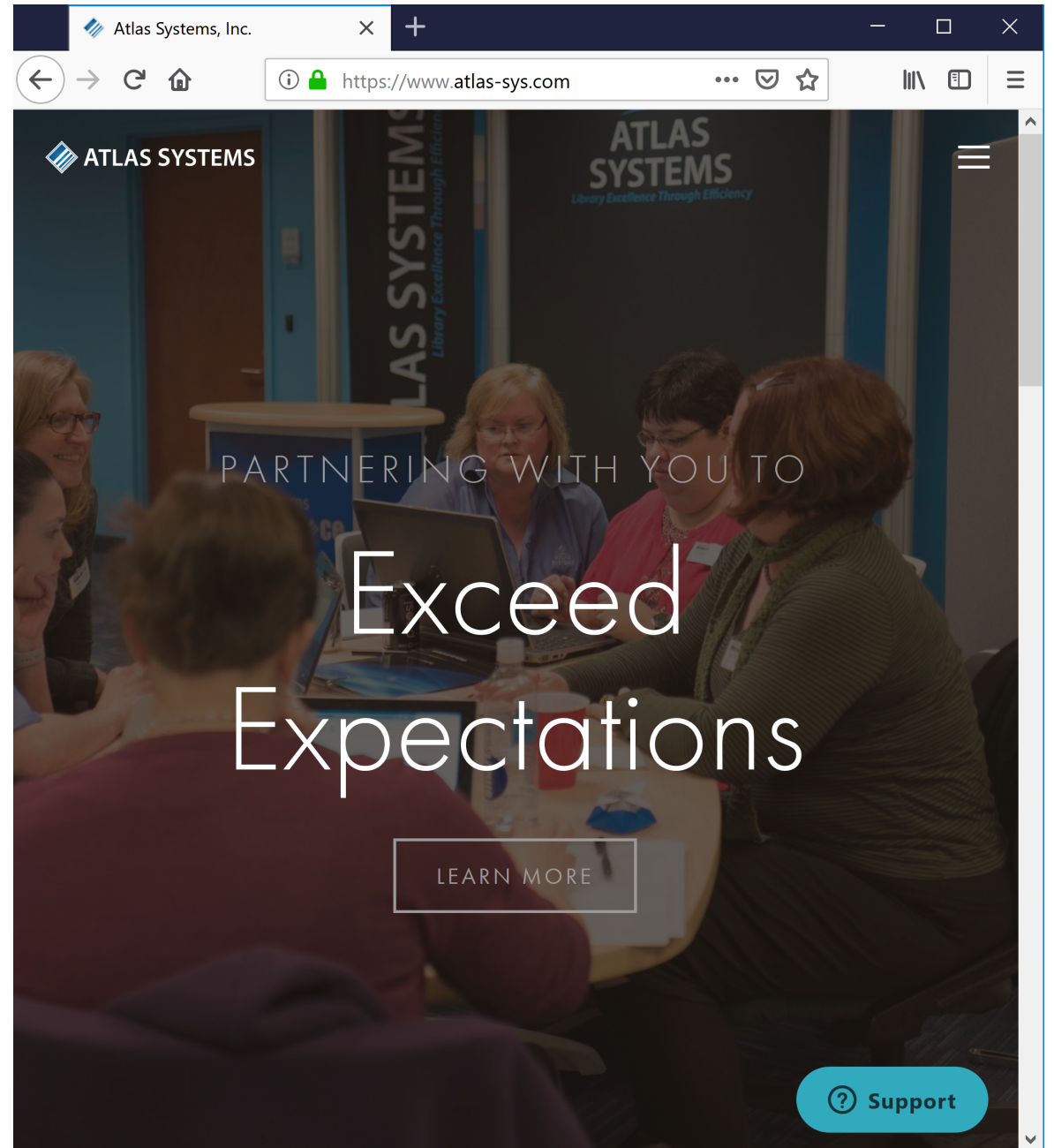# Unmediated Reprints Desk for ILLiad

Matt Calsada, Senior Developer
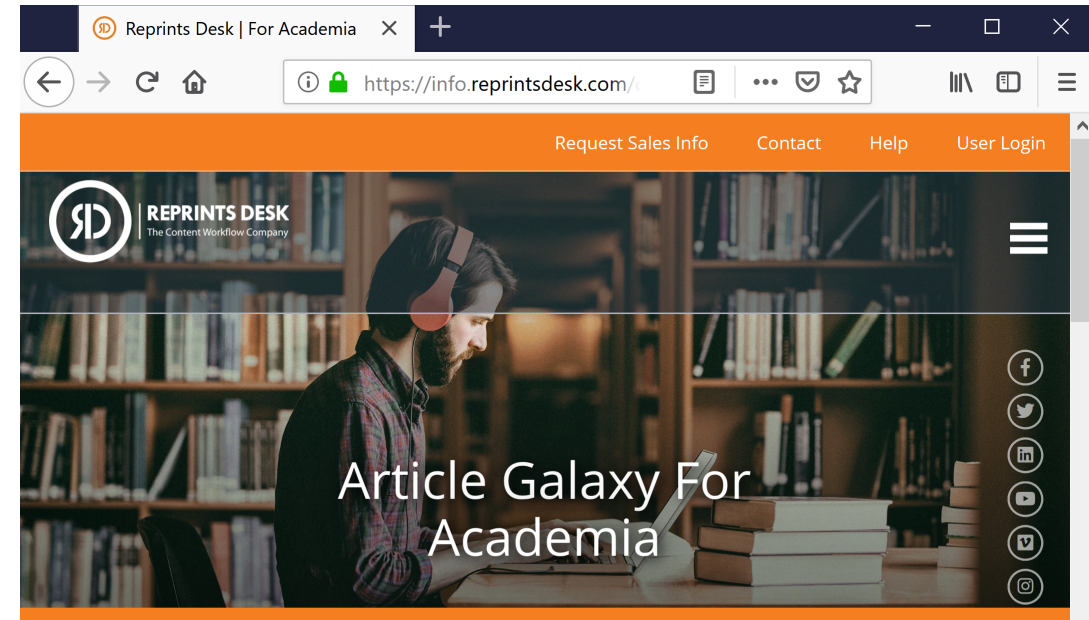Stephanie Spires, Chief Operations & Service Officer

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

Reprints Desk | For Academia

https://info.reprintsdesk.com/

Request Sales Info   Contact   Help   User Login

REPRINTS DESK
The Content Workflow Company

Article Galaxy For Academia

Removing Barriers To Access

Article Galaxy is a cost-effective way to supplement your interlibrary loan (ILL) needs and subscriptions, 24 hours a day, 7 days a week. Compatible with your ILL department workflows or any OpenURL link resolver, Article Galaxy delivers 100% native PDFs of journal articles or book chapters directly to your inbox in minutes. Ask us for special library consortia pricing. No start up fees required.

Big Picture

- Cost of subscriptions increasing
- Copyright costs
- User expectations

Background

- 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.

This Photo by Schekinov Alexey Victorovich is licensed under CC BY-SA

Design Evolution

Peeling back the layers

Webpage Find item Button

ILLiad Authentication

Faculty

Non-Faculty

Choice of 24 Hours or Minutes

24 Hours

Rapid ILL Direct Req. Other Free Sources

Minutes

Reprints Desk (unmediated)

Reprints Desk (mediated)
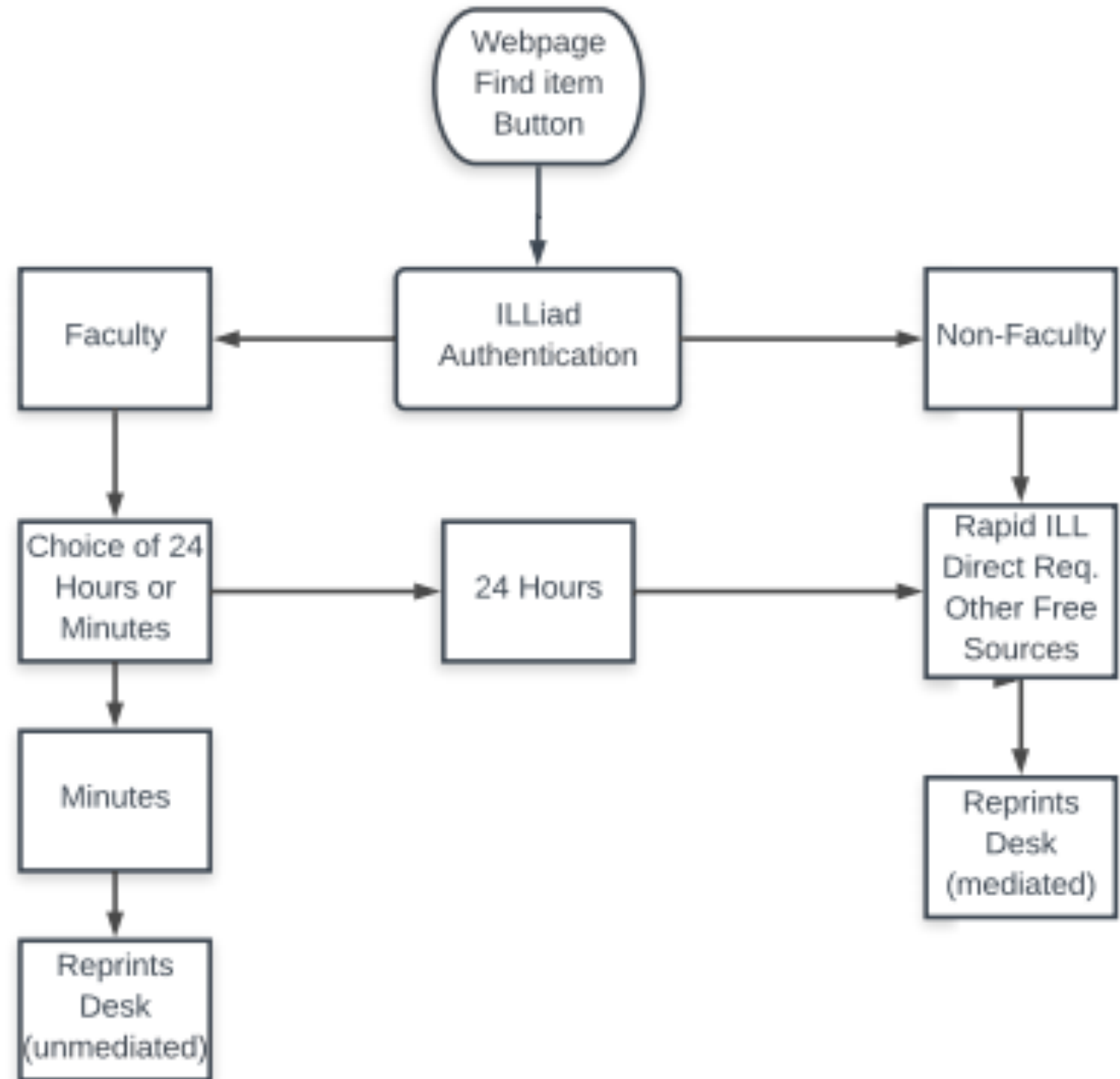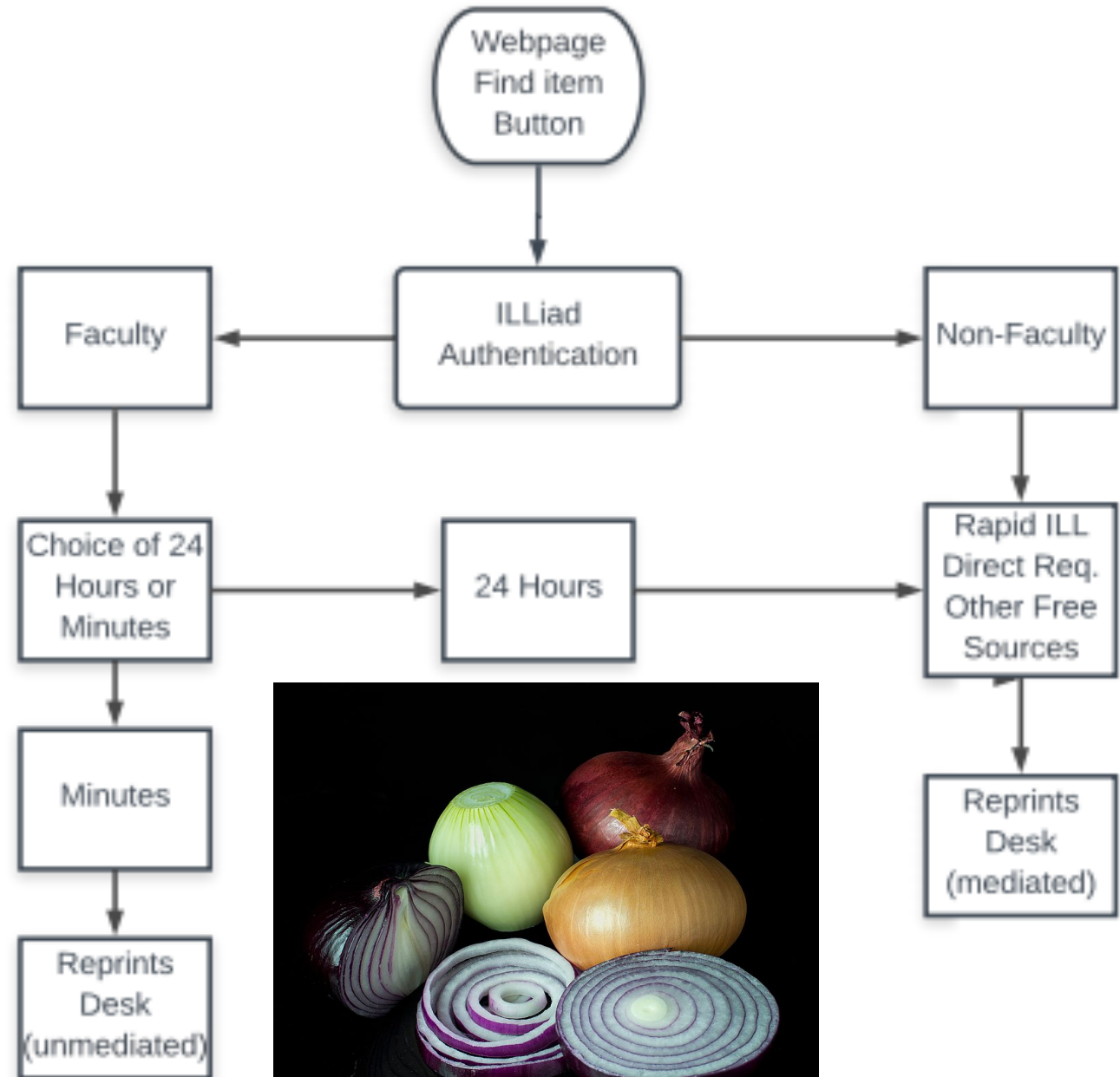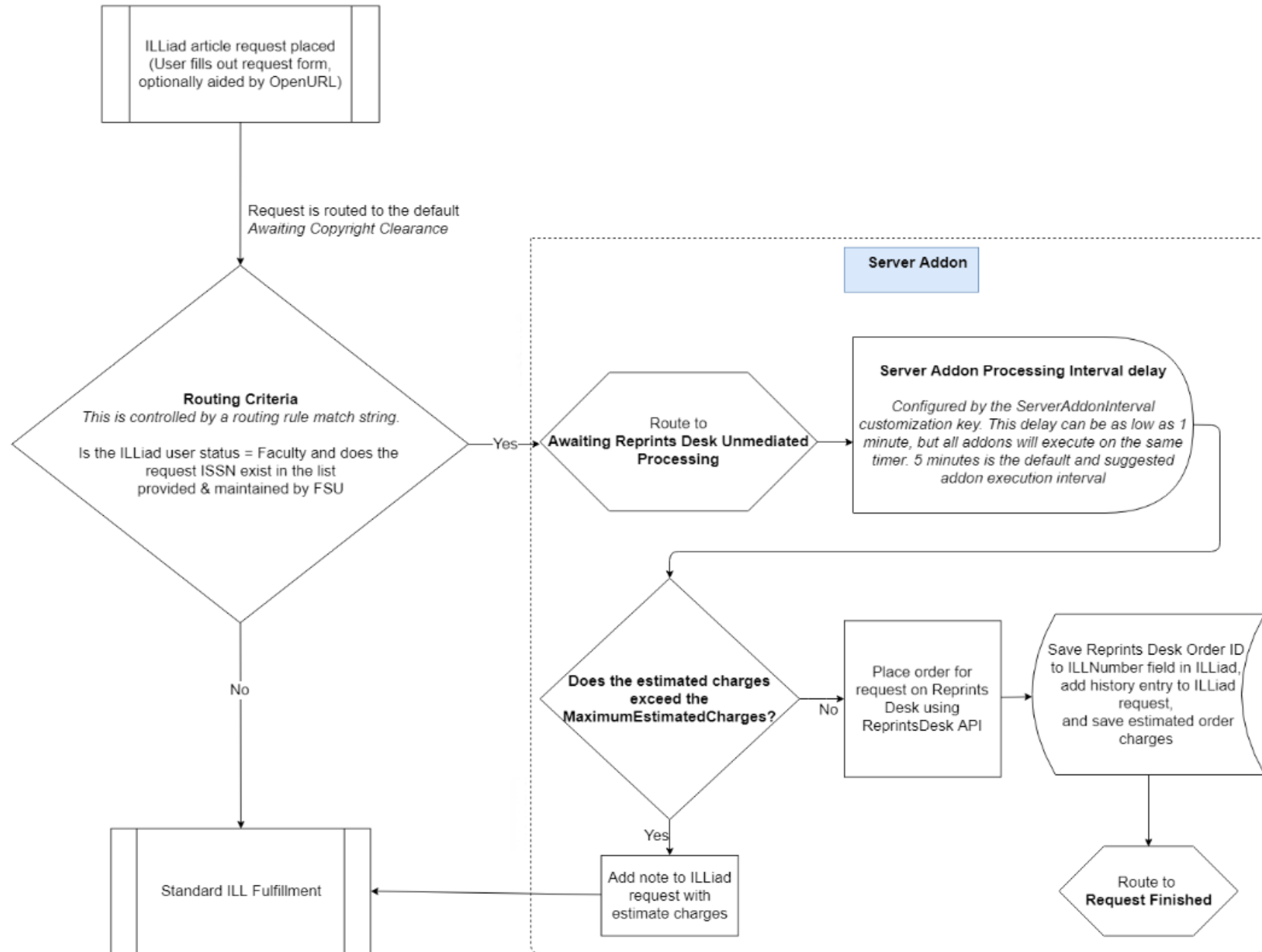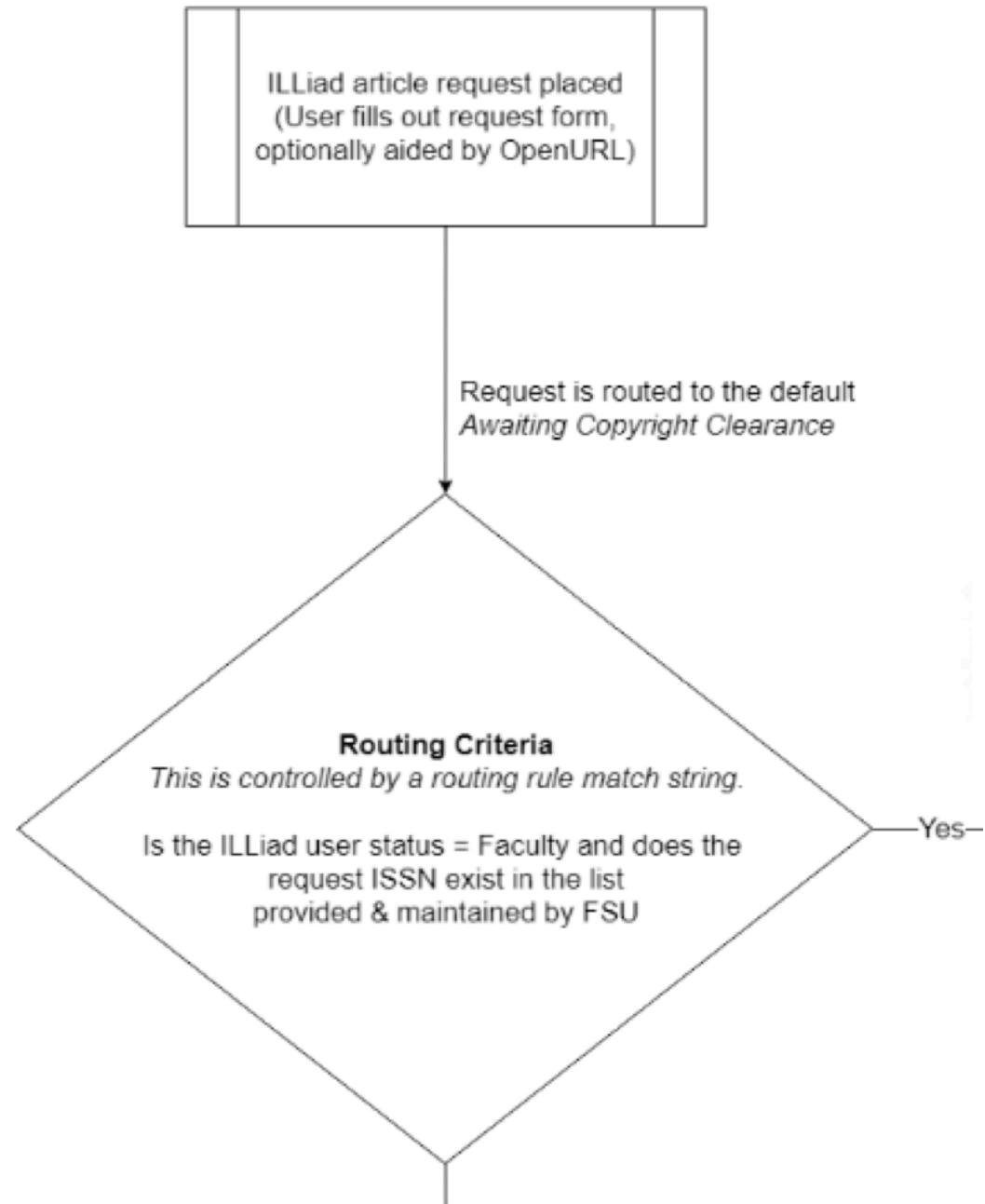
How it works

- 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

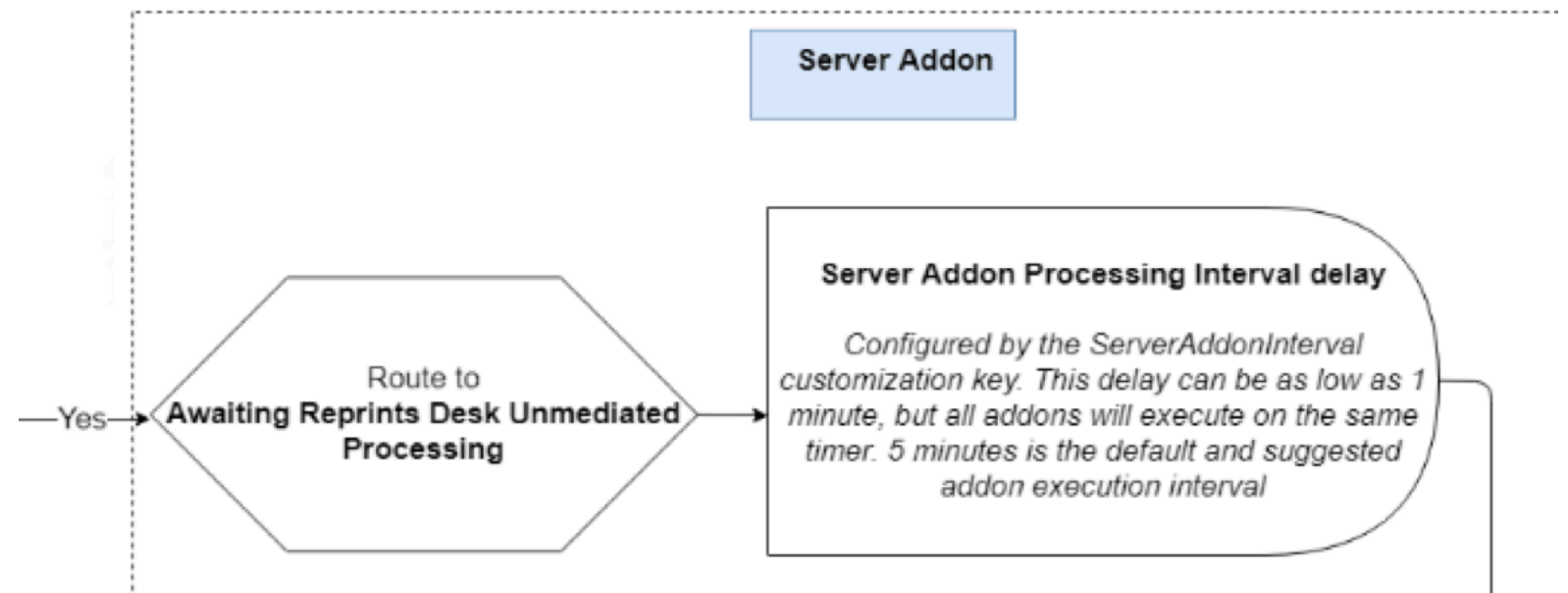- Customer receives article via Odyssey

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

—Yes→

Route to
**Awaiting Reprints Desk Unmediated
Processing**

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. 5 minutes is the default and suggested
addon execution interval*

No

**Does the estimated charges
exceed the
MaximumEstimatedCharges?**

No→

Place order for
request on Reprints
Desk using
ReprintsDesk API

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

Yes

Add note to ILLiad
request with
estimate charges

Standard ILL Fulfillment

Route to
Request Finished

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
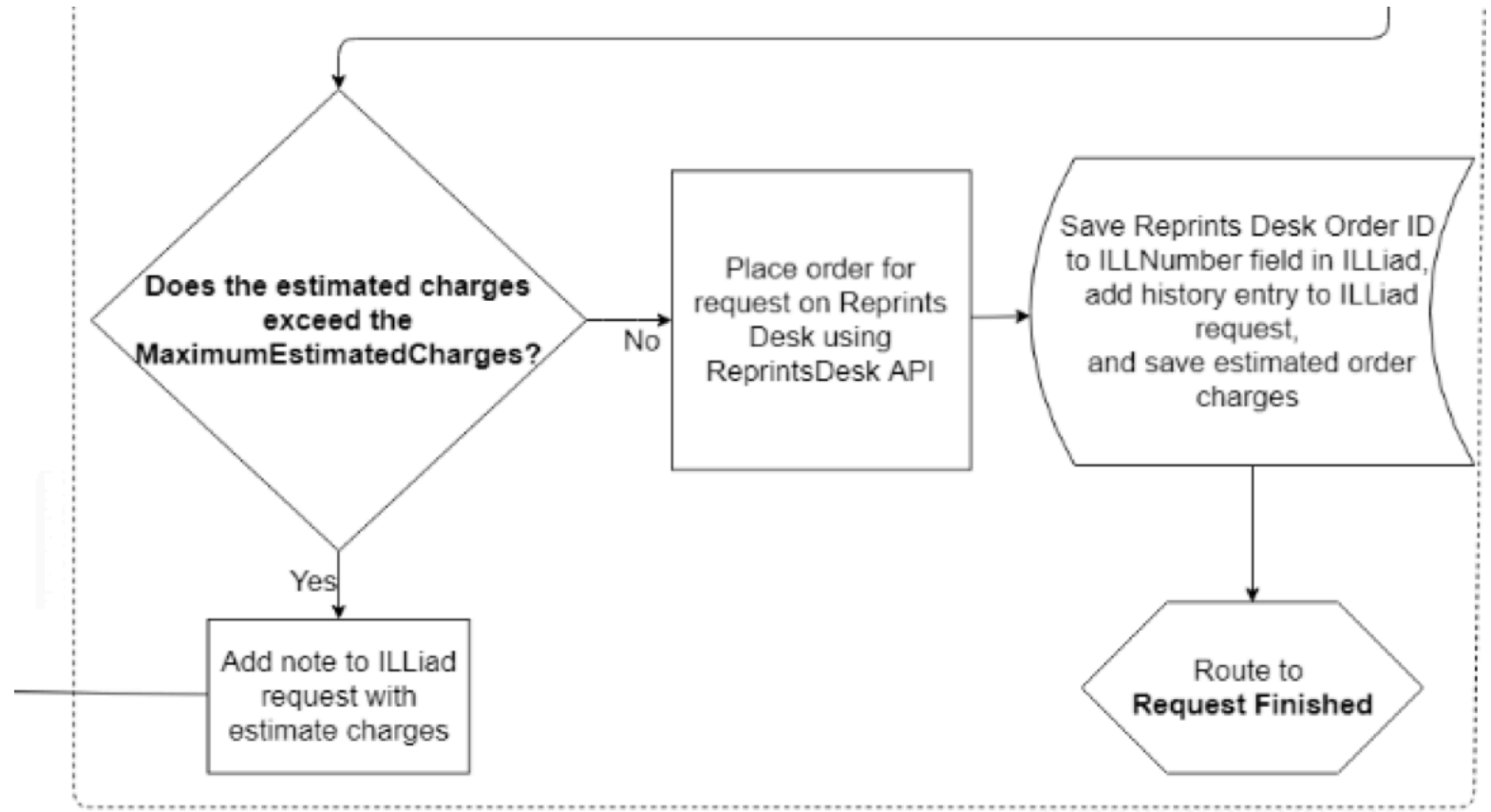request ISSN exist in the list
provided & maintained by FSU

—Yes—

Final Workflow

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
http://bit.ly/UnmediatedReprintsDeskAddon

Install the server addon in Customization Manager

Configure the addon settings

Setting Name	Value
MonitorQueue	Awaiting Reprints Unmediated Processing
ReprintsDeskAPIUsername	
ReprintsDeskAPIPassword	
MaximumEstimatedCharges	50.00
ExceedsMaximumChargeQueue	Unmediated Reprints Desk Error - Exceeds
OrderPlacedQueue	Request Sent
ReprintsDeskOrderIdField	ILLNumber
RoutingRuleField	ItemInfo5
ReprintsDeskLenderSymbol	REPRINTSDESK
ErrorQueue	Unmediated Reprints Desk Error
NotePrefix	Unmediated Reprints Desk -

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?

Photocopy Request

*Indicates required field

Enter information below and press the Submit Request button to send.

Describe the item you want

*Title (Journal, Conference Proceedings, Anthology)
Please do not abbreviate unless your citation is abbreviated

Do you need Express Service?
The library pays additonal fees to the document provider for fast express service.

Volume

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) http://www.reprintsdesk.com/landing/os.aspx?o=5862579&r=395237934

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+Reprints+Desk+Unmediated+Server+Addon

- https://info.reprintsdesk.com

- Atlas Concierge Services

- Video coming soon