

The Benefits of Electronic Document Delivery Service

Ingenta and Carleton University

About Carleton

Canada's capital university, Carleton University offers undergraduate and graduate programs in 50 areas of study to more than 20,000 students, taught by professors renowned nationally and internationally for their scholarship and cutting-edge research. Both the University and its library have built a strong reputation for excellence in high technology, public affairs and management, and have earned the reputation for being leading innovators in undergraduate education. With undergraduate and graduate programs, Carleton is currently Ingenta's largest document delivery customer in Canada.

Carleton became an Ingenta customer when Ingenta acquired the UnCover Company, a US-based document delivery service for the academic community, in March 2000. This acquisition by Ingenta created the largest service for the search and delivery of research articles online.

Carleton primarily uses their customized library gateway for internal faculty research, as well as graduate and undergraduate research.

Ingenta's Document Delivery Service

Document delivery is most often used by academics, researchers or librarians using databases, many of which only provide abstracts and not full-text.


What distinguishes Ingenta's electronic document delivery service from other providers is that it offers fast access to the articles researchers, academics, or librarians most immediately need over 10,000 of which are electronic full-text journals, and millions of articles from the world's leading scholarly and professional publications. Ingenta offers the most comprehensive collection of academic and professional publications available for online, fax and Ariel delivery. Additional benefits include:

- The ability to search freely within over 20 million articles from 30,000 publications
- Free online access to current subscriptions
- Pay-per-view access
- Superior customer service staff combined with 24/7 desktop delivery
- User-friendly interface
- Library payment accounts to set, control and monitor pay-per-view purchases

The Transition to a Document Delivery Model

When Ingenta and Carleton began their relationship in March 2000, the library was still relying heavily on a traditional print subscriptions program. But given the size of the University, not to mention the number of undergraduate and graduate programs offered, Carleton was spending substantially each year on costly subscriptions. They were carefully examining ways in which to save and maximize research benefits for their students and faculty, and Ingenta helped them come up with solutions that would best suit their needs and budget.

According to Ms Callista Kelly, Head, Interlibrary Loans, at Carleton University, *"Despite a transition period following the UnCover acquisition, Ingenta has been both receptive and fully aware that our goal has always first and foremost been to provide students and faculty with the most content, as well as fastest, user-friendliest research tools possible, while still keeping in check spending and cost-saving measures."* Ms Kelly explains that Carleton found that they were spending a lot of money, especially for those titles barely used by faculty or students.



She continues, *"Ingenta's electronic document delivery offers 24/7 delivery, and considering that students usually are conducting their research at the last minute, they can do so from the convenience of their own computers. By simply logging onto IngentaConnect.com they can receive desktop delivery almost instantly. It is a dual benefit in that it's highly time-saving for our users, but at the same time a huge cost savings for us as a library."*

Furthermore, Ms Kelly points out that IngentaConnect's user-friendly interface enables users to find more content online faster, and quite often for free, owing to Carleton's electronic subscriptions. *"Aside from the one-stop shopping being great, users are getting the best of both worlds. The number of journals indexed by Ingenta is double what other competitors offer, especially the sheer bulk in the Humanities and Social Sciences - two areas important to both our faculty and students. We cut subscriptions based on whether they are available on Ingenta."*

Working Together to Cut Costs

Paul Overend, Ingenta Library Account Manager, comments, *"Carleton have been very proactive in making sure their customized library gateway and Ingenta's electronic document delivery service are working for them in every respect. First, they reviewed their subscriptions, then after realizing the breadth and wealth of publications available through Ingenta, they realized they could cut costs significantly, while still retaining control. In fact, they still do retain hard copy subscriptions, they just have carefully refined them."*

He concludes, *"For an institution the size of Carleton, relying more heavily on electronic document delivery has allowed them to save tremendously by eliminating infrequently used journal subscriptions that can now be accessed on a pay-per-view basis if needed, thus truly getting their gateway to benefit them."*

To learn more about Carleton University, please visit www.carleton.ca

Ingenta and Carleton: An Evolving Partnership

When discussing the overall benefits of Ingenta's document delivery service Ms Kelly notes, *"Ingenta rates highest amongst faculty and students for e-content delivery services out there. Ingenta's system is the most sophisticated because it takes you directly to the exact article level. Other providers, like Elsevier, for example, only take you to the publisher site, where you then have to waste more time searching for what you need, very time consuming."*

Furthermore, *"Customer service is tops. Paul Overend has bent over backwards - always. He makes us feel as if we're number one customer whatever the query or issue. Also, the client response time is superb. I consider us to be quite demanding and Paul is always accommodating of last-minute changes. Furthermore, Ingenta's on site visits mean a lot, too. It tells us that they really do care that we are utilizing services to the fullest and to our advantage. It's still a bit frustrating that Ingenta indexes journals and publishers do not allow faxing or downloading - that's one bugaboo. Then again, the number of journals indexed on Ingenta is double what other competitors offer especially in Humanities and Social Sciences."*

She concluded, *"Overall we are extremely happy with customer service, Ingenta's interface and are grateful for Ingenta. We appreciate the constant communication and efforts on their end to ensure our satisfaction."*

About Ingenta

In addition to providing an online journal service via Ingenta.com and IngentaSelect.com, Ingenta has built more than 60 publisher-branded websites for its clients and hundreds of journal websites ranging from branded home pages to highly customized stand alone websites. Ingenta continues to be the first choice for institutions, libraries and individual researchers to access electronic scholarly and professional content. Some 19,000 institutions worldwide are registered with Ingenta, where 1.8m articles are delivered each month.

To learn more about IngentaConnect, please visit www.ingentaconnect.com