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Interlending and document delivery in India through INFLIBNET and the UGC-INFONET Digital Library Consortium

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Abstract

Purpose – The purpose of this paper is to provide an overview of the J-Gate Plus Discovery and Resource Sharing Model, and to examine the interlending and document delivery service within the Indian university system and the UGC-Infonet Digital Library Consortium.

Design/methodology/approach – This paper describes the functionalities of J-Gate Plus services and discusses how it became a successful product in the Indian academic sector. Finally, the paper analyses the search trends and document delivery request reports.

Findings – Information and Library Network, Inter-library loan Centres (universities) and J-Gate@UGC-Infonet are cooperating to facilitate resource sharing in India and to gradually expand their roles to other academic library systems.

Originality/value – The paper is an up-to-date study of resource sharing in the Indian university system through the J-Gate@UGC-Infonet service.

Keywords ILL, Resource sharing, Discovery, INFLIBNET, J-Gate plus

Paper type Case study

Introduction

Information and Library Network (INFLIBNET) Centre is an autonomous Inter-University Centre of the University Grants Commission (UGC) and a leading library network in India. It works collaboratively with universities and college libraries to shape the future of academic libraries in the evolving electronic information environment. The major activity of the centre includes:

- the development of a union catalogue of books, serials and theses, and to provide access to bibliographic information sources with citations, abstracts, etc.
- providing access to national and international databases created by major publishers and aggregator's worldwide; and
- resource sharing through inter-library loan (ILL) and document delivery (DD).

J-Gate is an electronic gateway to global e-journal literature launched in 2001 by Informatics India Limited, Bangalore[1]. J-Gate provides seamless access to millions of journal articles available online and provided by 12,248 publishers. Presently, it has a massive database of journal literature and has indexed 44,832 e-journals with links to the full text at publisher sites. J-Gate is one of the largest indexing databases in India that supports online subscription to journals, DD (print/electronic), archiving and other related services. The consortium version of J-Gate is called J-Gate@Consortia or J-Gate Plus. In 2008,

INFLIBNET Centre became its partner to allow universities Web-based access to the UGC-Infonet Digital Library Consortium journals as well as to journals subscribed to by their own library. It also offers collaborative interlending and DD to consortium members that facilitates the sharing of resources across the Indian university system.

University grants commission-Infonet digital library consortium

The UGC-Infonet Digital Library Consortium was launched in 2003 by the INFLIBNET Centre to develop university and college library systems in India. The Consortium has proved to be a benefit to university libraries which had been discontinuing subscriptions of scholarly journals because of the "Serials Crisis". The crisis is a result of journals prices rising much faster than the rate of inflation, the increase in the number of journals and the paucity of funds available to libraries. Currently, the Consortium provides university libraries with access to current as well as back issues of more than 8,500 journals and 10 bibliographic databases from 26 publishers and aggregators in different disciplines. J-Gate Plus is one of the bibliographic databases subscribed to by the Consortium. The Consortium has been implemented in a phased manner; universities in Phase 1 have been provided access to almost all the e-resources, whereas Phase 2 and 3 have been provided differential access to e-resources subscribed to by the Consortium. So far there are 219 Universities including 14 National Law schools and central universities that come under the purview of UGC. The programme is wholly funded by the UGC and executed by the

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INFLIBNET Centre in Gandhinagar. Figure 1 shows the Consortium's home page.

J-Gate Plus and its functionalities

J-Gate Plus is a customized e-journal portal developed and delivered to a library consortium for use within the registered closed user group members who desire to share resources and infrastructure through a mutual agreement. J-Gate Plus provides a single point search for the consortium subscribed journals, the library subscribed journals and for open access journals. It has two models: a discovery model which searches journals down to article level and an administrative model for tracking document delivery requests (DDR) and their supply.

J-Gate Plus discovery model

The discovery model provides three layers of searching:

- 1 *A consortium layer or resource sharing:* The user can search within the consortium subscribed journals, download the full text articles or request the articles from other libraries within the consortium.
- 2 *A library layer:* The user can search within the library subscribed journals and download the full text of the article. They can also view the articles from journals available only in print in their institution's library.
- 3 *A personal layer:* The user can create their own personalized profile and search within a set of chosen journals to receive an email alert regarding the updates in the Table-of-Contents of those journals.

Figure 2 illustrates the home page J-Gate@UGC-Infonet, which is the J-Gate Plus customized service for the UGC-Infonet Digital Library Consortium.

J-Gate Plus has multiple functionalities such as Basic Search for a fast search, Browse table of contents using Journal Finder, locate articles of a specific author using Author Finder and Advanced Search for complex searches based on multiple parameters. Search results are common for all three layers of

searching. A researcher can restrict their searches to Consortium, Library or Favourite according to their searches and toggle between the three layers while using these functionalities.

Basic search allows users to search for articles using Boolean operators such as AND, OR and NOT. Users may use double quotes for an exact phrase search and wildcards to search for variants of words: for example, Enter Library* to match Library's, Libraries, Librarian and Library 3.0.

The advanced search option allows user to search either in Author, Title, Keyword, Abstract and Institution/address or in all of them. The database is divided into six main subject categories, and these categories are again divided into 19 sub-categories. This helps the user to restrict their search to their area of interest. Apart from these features advance search also provides a facility to restrict a search by year of publication.

The Journal Finder option allows users to browse journal titles in four ways:

- 1 by a title A-Z list;
- 2 by publisher;
- 3 by latest updates; and
- 4 by e-journal packages.

Further, the browsed titles can be filtered by category and subject indexed at the left side of the portal (Figure 3). Clicking a journal title will take the user to the "Table of Contents" of the required journal.

J-Gate Plus has other functionalities such as "Search History" and "View Marked Results". To use these functions, users should have a "My J-Gate" account. The "Search History" option allows users to view current as well as saved search results, and the "View Marked Results" helps to view selected marked results.

The methodology used behind the J-Gate Plus discovery model is metadata configuration and a resolver linking method that provides links to appropriate targets available through a library by the use of an OpenURL knowledge base. On clicking any article, its metadata is shown. If it is an open access article or an article from a journal subscribed to by the library, a "Full Text" box appears along with the bibliographic information and that full text takes the user to the link-resolver page through

Figure 1 Home page of UGC-Infonet Digital Library Consortium

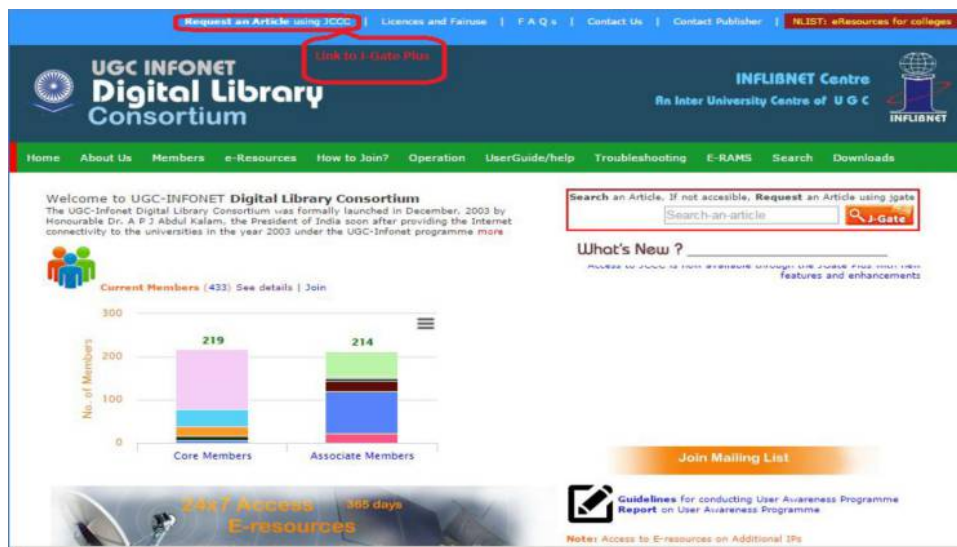


Figure 2 Home page of J-Gate@UGC-Infonet

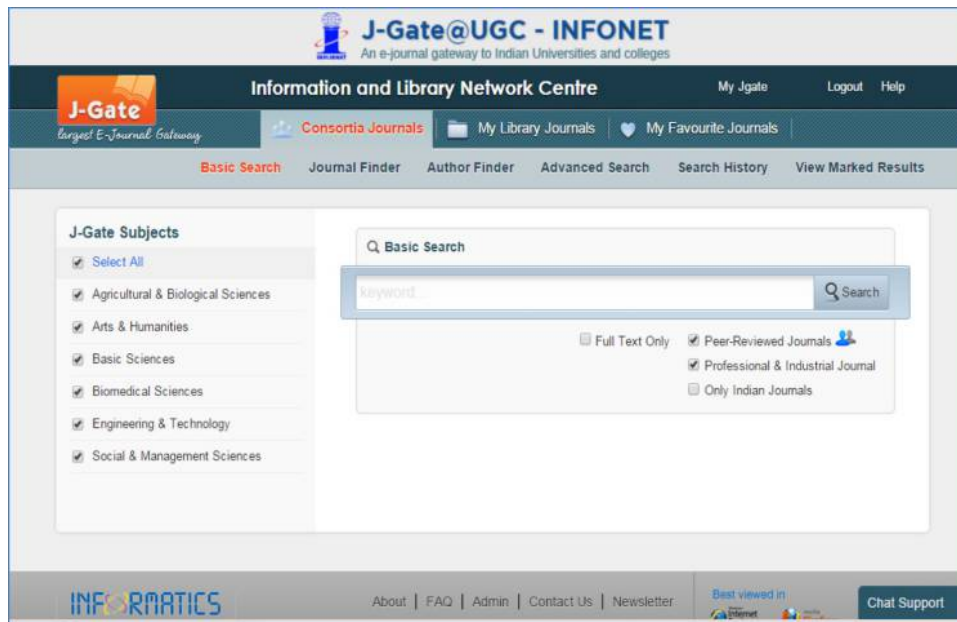
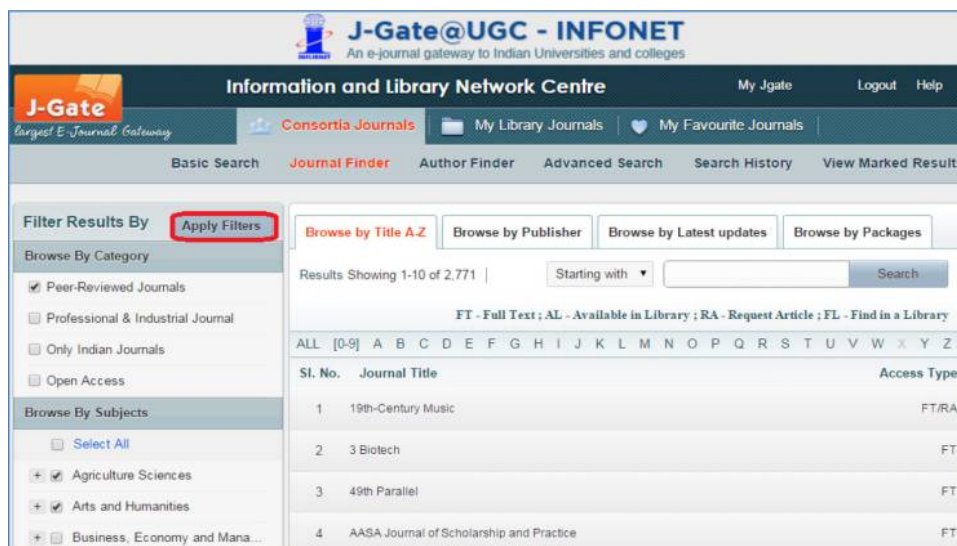


Figure 3 Browsing and filtering journal titles



which the PDF of that particular article can be opened and downloaded. Similarly, if the searched article is not available in their own library, then the user will be offered a link for an “Article Request” to the relevant University called as ILL centre.

Apart from the above functionalities, Informatics India Ltd has designed an application that helps users to gain instant access to J-Gate@UGC-INFONET journals by a single click on “J-Gate Single Window Search Box”, to be configured on the library Web page. This has the following advantages:

- increased visibility and accessibility to the entire collection of the Consortium as well as to the library subscribed journals thereby helping usage;
- avoids links to multiple publisher URLs; and
- an easy to use Google type of search for the subscribed journals.

J-Gate Plus administrative model

The administrative model of J-Gate Plus helps member universities track and update ILL requests. It has four sub modules:

- 1 *Organization Profile*: This stores detailed information about the organization and Administrator / Contact Person: name, address, e-mail ID and Organization IP ranges.
- 2 *Journal Assignments*: Configure and uploading of Journal Holdings held by the library. Searchable holdings supplied once a year by each member library. J-Gate Plus indexes these journal holdings every weekend and the changes are reflected in the portal within two working days. This sub module also provides two types of reports such as “holding

summary” and “holding details” that includes journal name, publisher, media, subscription periods and journal type. The journal type is abbreviated as consortium subscribed (CS), library subscribed (LS) or open access journals (OJ).

- 3 *DDR*: This is the document delivery tracker module of J-Gate Plus that processes the requested articles and provides DDR reports such as “DDR Received” and “DDR Sent”.
- 4 *Usage reports*: This provides two reports: Data Usage Report and COUNTER Report. COUNTER (Counting Online Usage of Networked Electronic Resources) is an international initiative designed to serve librarians, publishers and intermediaries by facilitating the recording and exchange of online usage statistics. COUNTER compliant usage statistics have steadily grown as more and more vendors have adopted the COUNTER Code of Practice globally.

Document delivery through J-Gate@UGC-Infonet

The J-Gate@UGC-Infonet is a virtual library of journals created as a customized e-journal articles access gateway and database solution for the UGC-Infonet Digital Library Consortium. It provides article level access to 16,900 journals including 4,089 open access journals and 8,500 journals subscribed to by the Consortium and more than 4,500 journals subscribed independently by 26 university libraries.

The J-Gate@UGC-Infonet interface manages ILL e-mail requests for articles that are not directly accessible online and are available only in universities with defined ILL Centres. Each region has one or more ILL Centres. Requested articles can be sent by post or online. By post, the requested articles are delivered to the librarian of the requesting university, and the request status is then updated in the Document Delivery Tracker module of J-Gate Plus; an automatic e-mail is then generated to the requester and the university librarian. The requested article can also be delivered online to the requester directly and the request status is automatically updated in the system. If a requested article is not available from the ILL Centre, then the request status is updated in the Document Delivery Tracker as “not available”, and an automatically generated e-mail reporting the non-availability of the requested article is sent to the user and their librarian.

The ILL service is provided free to all members of the UGC-Infonet Digital Library Consortium. Though ILL Centres are providing access to almost all the e-resources subscribed under the consortium they are generously providing this service at their own cost under the interlibrary loan cooperative arrangement. The 26 ILL Centres are listed below.

- 1 Annamalai University;
- 2 Aligarh Muslim University;
- 3 Assam University;
- 4 Banaras Hindu University;
- 5 Banasthali Vidyapith;
- 6 Bangalore University;
- 7 Birla Institute of Technology and Science;
- 8 Jadavpur University;
- 9 Jawaharlal Nehru University;
- 10 Kurukshetra University;
- 11 Mangalore University;
- 12 North-Eastern Hill University;
- 13 Pandit Ravishanker Shukla University;

- 14 Panjab University;
- 15 Pondicherry University;
- 16 Punjabi University;
- 17 Rashrasant Tukadoji Maharaj Nagpur University;
- 18 Sardar Patel University;
- 19 Tata Institute of Social Science;
- 20 The Maharaja Sayajirao University of Baroda;
- 21 University of Delhi;
- 22 University of Hyderabad;
- 23 University of Kolkata;
- 24 University of Madras;
- 25 University of Pune; and
- 26 University of Rajasthan.

Responsibilities of the inter-library loan centres

- Contribute journal holdings for J-Gate@UGC-Infonet and keep these holdings up-to-date.
- Designate an existing staff member to fulfil ILL requests.
- Supply requested articles available in the library to users by post/courier and e-mail via the librarian of the requesting library.
- Promote user awareness to the users and publish details of the ILL service on their website.
- Cooperate with and support INFLIBNET Centre.

Responsibilities of Information and Library Network centre

- Act as a monitoring agency.
- Act as an ILL Centre for the requests coming from member universities for articles published in journals subscribed to by the consortium.
- Identify universities willing to be ILL Centres.
- Responsibility for J-Gate@UGC-Infonet portal development.
- Analysis of DDR reports and dissemination to the ILL Centres.

Copyright restrictions for users

The reproduction of copyrighted materials has become a subject of controversy. INFLIBNET Centre, on behalf of consortium members has signed license agreements with each electronic resource, which permits fair use and reproduction of copyright materials for the DD service across the Consortium. This practice also complies with the US Copyright Clearance Centre’s CONTU guidelines and section 108 (g) (2) of US copyright law. The consortium website provides all necessary instructions for fair use and reproduction of copyrighted materials which would be used for any purpose other than private study, scholarship or research. Breaches of the license agreement with publishers could result in the suspension of access to the resources for the member institutions.

Document delivery request status

All the DDR data are downloaded from the JCCC@UGC-INFONET administrative module and analysed. Table I shows the DDRs received by the 26 ILL Centres and INFLIBNET over a five-year period from 2010 to 2015. During this period, there have been 68,934 ILL requests from all

Table I DDR received by the 26 ILL centres and INFLIBNET

Year	DDR-DU	DDR-F	DDR-P	DDR-UF	Total	% fulfilled
2010-2011	0	18,678	3,638	3,987	26,303	71.02
2011-2012	0	10,112	3,481	2,805	16,398	61.67
2012-2013	0	11,666	939	1,858	14,463	80.66
2013-2014	22	4,811	1,074	1,224	7,131	67.47
2014-2015	53	2,354	871	1,361	4,639	50.74
Total	75	47,621	10,003	11,235	68,934	69.08

Notes: DDR-DU - duplicate, DDR-F - fulfilled, DDR-P - pending, DDR-UF - unable to fulfil and % age fulfilled = (number of DDR fulfilled/total number of DDR received)

member universities and approximately 70 per cent of these requests are fulfilled. There has been a decline in the number of ILL requests as shown in Figure 4. This is mainly because each library is growing, and every year the size of their collections increases. Based on the demand of university and availability of funds, each year the consortium extends one or two more e-resources to the university libraries.

J-Gate@UGC-Infonet search report

J-Gate Plus also provides reports on the searches performed by users from the 219 universities in the Consortium. Table II shows the usage of the top 15 universities for 2015 when 302,713 searches were performed.

Figure 5 shows the search trend report over a five-year period from 2010 to 2015. Searching decreased between 2012 and 2014 and then increased. It seems most users prefer to visit each e-resources platform for finding articles rather than visiting the J-Gate@UGC-Infonet discovery service. For this reason, in 2014, Informatics India Ltd in collaboration with INFLIBNET and its member universities conducted a number of training programmes in four regions of India (“West” at the Tata Institute of Social Science, Mumbai, “North” at the University of Delhi, “South” at Anna University, Chennai and “East” at Jadavpur University, Kolkata) on J-Gate@UGC-Infonet to create an awareness and hands-on practice as well as the administrative aspects of customization.

J-Gate@UGC-Infonet is an indexing database and discovery tool to the 19 full text e-resources subscribed to by the UGC-Infonet Digital Library Consortium[2]. It is the second highest searched database of the four databases subscribed to by

the Consortium which include: Web of Science, SciFinder Scholar and J-Gate Plus[3] (INFLIBNET Annual report, 2014-2015). According to the J-Gate@UGC-Infonet usage report for publishers (Figure 6), 11 e-resources are found in the top 15 among thousands of publishers that are partnered with J-Gate service.

Figure 6 illustrates the top 15 publishers’ hit rates via J-Gate@UGC-Infonet for the year 2015. In all, 11 of the 15 are subscribed through the J-Gate@UGC-Infonet Digital Library Consortium.

Table II Search report for 2015

Sr. no.	Name of University	Hits
1	Annamalai University Library	95,554
2	Tata Institute of Social Sciences (TISS)	14,873
3	Birla Institute of Technology and Science	10,303
4	University of Calicut	10,162
5	Jiwaji University Gwalior	9,148
6	University of Mysore	8,112
7	Dr.V.S.Krishna Library – Andhra University	6,621
8	SNDT Women’s University	5,939
9	Dr. Babasaheb Ambedkar Marathwada University	5,811
10	Acharya Nagarjuna University	5,620
11	Savitribai Phule Pune University	5,134
12	Thapar University	4,926
13	Osmania University	4,621
14	Gulbarga University	4,588
15	Aligarh Muslim University	4,406
16	Others	103,269
	Total	302,713

Figure 4 Yearly trend of the document delivery service

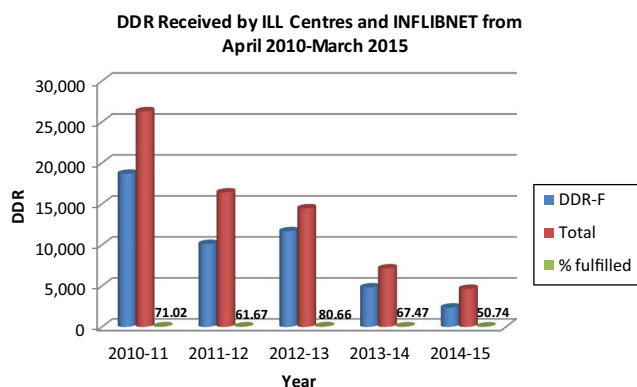


Figure 5 Searching data report from 2010 to 2015

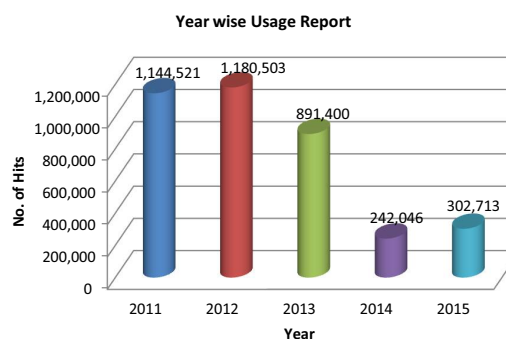
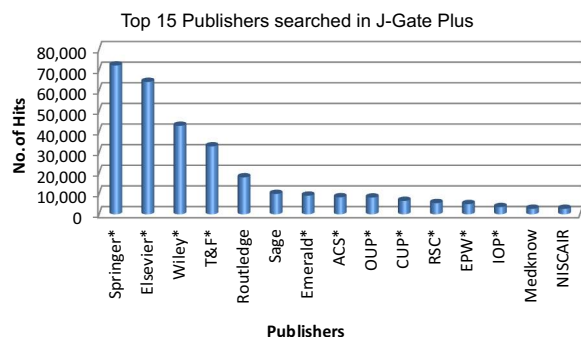


Figure 6 Publisher search report for 2015

Note: *~ e-resources subscribed with UGC Infonet Digital Library consortium

Discussion and conclusion

If we look at the status of the DD service from 2010 to 2015 (Table I), ILL Centres have done excellent work, even though they are not given any financial help from INFLIBNET for the purchase of computers, scanners, office materials and staff (Rao, 2015). The number of ILL requests has been decreasing because of the increasing collection of e-resources at individual universities during the past five years. Also, the J-Gate@UGC-Infonet database is not being updated each year as some ILL Centres are not contributing their journal holdings. This is one of the disadvantages of the interlending and DD service within the Indian university system.

We have also observed that some of the ILL Centres are not responding to ILL requests because of the large number of departments in the universities and the difficulty of co-ordinating all the departments and their staffs for providing the ILL service.

We conclude with thanks to Informatics India Ltd for developing products in the Indian subcontinent such as J-Gate, J-Gate plus and FedGate, which benefit all libraries, information centres and consortia in the country. At the same time, INFLIBNET has been taking a lead role in acquiring, organizing, disseminating information and knowledge through various activities such as the UGC-Infonet Digital Library

Consortium and Union catalogues, Shodhganga (Theses)[4], Vidwan[5] and many others.

Notes

- 1 Available at: http://informindia.co.in/irms/IIPD_Jgate_Custom_Content_Consortia.htm
- 2 Available at: <http://inlibnet.ac.in/econ/>
- 3 Available at: http://inlibnet.ac.in/publication/annualreport/AR_2014-15.pdf
- 4 Available at: <http://shodhganga.inlibnet.ac.in/>
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Further reading

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