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FIZ AutoDoc – the customer-oriented document delivery service

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Abstract

Purpose – To describe both the service and recent developments of FIZ AutoDoc.

Design/methodology/approach – An in depth description with particular emphasis on copyright issues.

Findings – That FIZ AutoDoc has developed to respond to the information needs of its customers primarily in the commercial sector internationally.

Originality/value – A full description of a valuable service that draws upon the resources of many partners to provide commercial organizations with the information that they need.

Keywords Document delivery, Document supply, Customer service, Delivery services, Document management, Delivery

Paper type Viewpoint

Introduction

Until 20 years ago, all large and most medium-sized companies in Germany and Europe had their own in-house reference library which provided printed books and scientific journals to researchers, engineers and patent specialists.

In the 1990s, the change to electronic publication of scientific literature, patents and other information led to a reduction of the printed holdings in company libraries and an increasing offer of access to electronic publications. This was done directly by publishers and also through aggregators such as EBSCO and SWETS. This electronic offer was further enhanced by the retro-digitization of printed journals and books by publishers. As a consequence, important and widely used journals from large publishers have been available and used almost exclusively in electronic form for many years. On the other hand, niche journals and publications from small publishers are still mostly available in printed form.

As another consequence of the “digital revolution” many traditional reference libraries have been closed down during the last decade. Their staff has assumed an entirely new task, that is that of a manager of information and knowledge. These managers have a much more active role in satisfying the needs of scientific researchers who themselves play a more active role as end users. However, this only functions if the information can always be found, accessed and financed.

As mentioned above, publishers as part of the information infrastructure have already been able, for many years, to ensure that their electronic journals can be found and accessed. The situation is different with other service

providers in the information sector, that is the traditional libraries at academic institutions and research organizations in Germany and other countries (e.g. BSB, Bavarian State Library[1], Technische Informationsbibliothek (TIB) Hannover, ZBMED[2] [. . .]). For a long time, their main objective was to deliver documents on demand in a cost-efficient way and through traditional channels. Within the scope of the “digital revolution,” the way of delivery was simply changed from “as printed copy” or “by fax” to “electronically” without significantly changing the internal workflows, which means that the scientific works are still available in print today and scanned and sent to the customer, if needed.

Thus, the need arose within internationally operating chemistry and pharmaceutical groups in Germany for an online system which would offer a more convenient, flexible and easy procurement of literature than the one provided by individual publishers, libraries and library networks at that time. This was when FIZ AutoDoc, FIZ Karlsruhe’s Web-based, fully automated, English-language document delivery service, was “born”. FIZ AutoDoc is a service that is oriented toward the needs of researchers and is part of the German information infrastructure. This article is an update of developments at FIZ Auto Doc since the two previous articles were published – (DeTemple *et al.*, 2015) and (Rahali and Bausenwein, 2007).

Scientific document delivery services play a major role in providing information

Against this background, document delivery services in the information sector have become increasingly important for information managers. If a corporate information department receives an order for a scientific article, it is often ordered from a document delivery service, because easy and quick access to academic full-texts is essential for

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the end users. Due to the faster innovation cycles, researching enterprises in particular must be able to provide the required articles immediately. Another asset is the high quality of the content provided by the document delivery services. According to a survey of the US consultant firm Outsell[3], many information managers consider scientific document deliveries a very important service for the procurement of information that should also be maintained in times of economic difficulties.

Another important task of information managers is to ensure that copyright is not violated. Owing to content digitization, "Copyright Compliance" has become a hot topic. In the age of the Internet with its intense e-mail correspondence, the procured electronic documents can be copied and forwarded to third parties with just a few clicks. There is always the risk that this may violate a copyright condition and result in reputational damage or even in claims for damages. Therefore, any company will, in its own interests, want to set high standards for the protection of intellectual property rights and ensure compliance with these rights.

Thus, it is an important criterion for an institution or organization ordering literature that the legal situation is secured by appropriate licenses. To an increasing extent, the document suppliers are viewed by the information managers or the legal departments of enterprises as partners in compliance management. Licenses that are adapted to specific user needs, as ideally offered or integrated by the document delivery services, facilitate copyright compliance.

Centralized or decentralized organization of access to information

With regard to accessing scientific documents, we can generally distinguish between a centralized and a decentralized ordering process. Institutions needing many scientific full-texts will mostly have centralized orders placed through their information managers. The documents are stored in the databases of the information centers and can be accessed by the end users. The information departments always keep an eye on the costs and the copyright compliance. If fewer documents are required, it may make sense to offer the document delivery service online in the corporate intranet or via a Web interface, so that the employees themselves can order scientific publications directly with the delivery service. In this case, it is very important that the service is user-friendly and offers appropriate licensing for end users.

FIZ karlsruhe

FIZ Karlsruhe – Leibniz Institute for Information Infrastructure - is a limited liability company (GmbH) with a recognized not-for-profit status. A high percentage of its revenues (about 78 per cent in 2014) is generated in the international markets. Its research-based activities are funded by the German Federal Government and the Federal State Baden-Württemberg. About 350 employees work at three locations in Germany and one subsidiary in the USA. The headquarters is in Karlsruhe and it is considered to be one of the largest institutions of its kind in Germany.

The organization's activities focus on developing, operating and offering innovative, reliable and secure information services. With its flagship Scientific and Technical Information Network (STN) International[4] alone, more than 1.5 billion indexed scientific research and patent records are available from our suppliers. Two thirds of all German stock companies (Dax) and more than half of Dow-Jones companies use FIZ Karlsruhe's service to secure business-critical decisions, for example patent applications. FIZ Karlsruhe also brokers and delivers full-texts. The Leibniz Institute has developed and launched its own product for this service: FIZ AutoDoc.

FIZ AutoDoc

FIZ AutoDoc offers fast access to the holdings of scientific publishers, scientific libraries and full-text providers. Journal articles, patent documents, research findings and other full-texts can be ordered from various suppliers and are billed on one collective invoice.

Today, FIZ AutoDoc is used by researchers in industry in more than 40 countries. The largest user groups are in Germany, France, the USA and Japan (Figure 1 below).

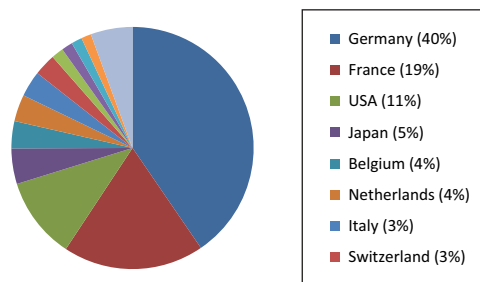
Thanks to its partnerships with international publishers, libraries and document suppliers, FIZ AutoDoc is able to offer access to full-texts and covers all science and technology subjects. The service delivers everything required by the user: for example, articles related to patents, reports, books and conference proceedings. Documents can be ordered in printed or electronic form.

The advantage of this co-operative model is obvious: As the holdings and delivery options of the partners complement each other, FIZ AutoDoc is able to deliver journal articles from more than 201,000 ISSN.

FIZ AutoDoc partners with the following six document suppliers:

- 1 Full service suppliers (libraries etc) include:
 - Bayerische Staatsbibliothek (BSB), München;
 - British Library Document Supply Centre (BLDSC), Boston Spa, UK;
 - Deutsche Zentralbibliothek für Medizin, Bereichsbibliothek für Ernährung, Umwelt und Agrarwissenschaften (ZBL), Bonn;
 - Deutsche Zentralbibliothek für Medizin (ZBM), Köln;
 - ETH Zürich, CH;
 - Infotrieve, Wilton, CT, USA;

Figure 1 FIZ AutoDoc usage by country, 2014



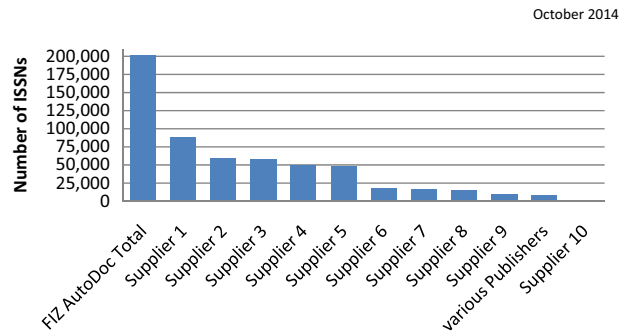
- RAPRA Technology Limited (RAPRA), London, UK;
 - Reprints Desk, Los Angeles, CA, USA;
 - Senckenbergische Bibliothek (SeB) as part of the university library, Frankfurt/Main;
 - Technische Informationsbibliothek (TIB), Hannover, supplier of patent full-texts;
 - LexisNexis Univentio (LNU), NL; and
 - Thomson Patent Store (TPS), UK.
- 2 Agencies include:
 - EBSCO Information Services, USA.
 - 3 Publishers include:
 - American Institute of Physics (AIP)*;
 - American Chemical Society (ACS), Washington DC, USA;
 - American Society of Civil Engineers (ASCE)*;
 - Bentham Science, UAE;
 - De Gruyter*;
 - Elsevier, Amsterdam, NL;
 - Emerald*;
 - Eurographics*;
 - Forschungszentrum (FZ) Jülich*;
 - Future Science Group, GB;
 - Informa Healthcare, UK;
 - Institute of Electrical and Electronics Engineers (IEEE)*;
 - IOS Press*;
 - Karger, Basel, CH;
 - Lippincott Williams & Wilkins (Wolters Kluwer Health), Philadelphia, USA;
 - Oxford University Press, GB;
 - Royal Society of Chemistry (RSC), GB*;
 - SAGE Publications*;
 - Springer, Heidelberg;
 - Taylor & Francis*; and
 - Thieme, Stuttgart (*delivery through our partner TIB Hannover).
 - 4 Book store includes:
 - Schweitzer Fachinformationen, München.
 - 5 Book lending:
 - Technische Informationsbibliothek (TIB), Hannover.
 - 6 Documents for rent:
 - DeepDyve, Redwood City, CA, USA.

The synergy of this cooperation can be visualized in a diagram. Thanks to its many partners, FIZ AutoDoc has by far the highest number of ISSNs available. In comparison, less than half of these ISSNs are available for delivery in the holdings of the individual partnering document suppliers (Figure 2).

The usual document procurement via FIZ AutoDoc comprises a targeted search option, the fast identification of the best delivery source, and the fast delivery of the full-text. FIZ AutoDoc is very flexible and can be optimally integrated into a given workflow according to the user requirements.

FIZ AutoDoc can be used either as a stand-alone Web service or as part of the STN-Full Text Solution[5] directly after a search in the STN databases. It can also be integrated into corporate intranets or document management systems or into search interfaces such as CAS SciFinder®, SciVerse Scopus, Embase or Reaxys®.

Figure 2 Number of ISSNs of the partners (anonymized) and FIZ AutoDoc, October 2014



The automated standard workflow of a full-text order placed via FIZ AutoDoc

It is very easy to order a full-text via FIZ AutoDoc. The user logs on to the system and completes the menu-guided online order form. The relevant bibliographic data of the required full-text can be entered either directly into the order form or exported to FIZ AutoDoc via connected interfaces. In addition to the bibliographic data, the user chooses the required delivery speed (standard within 48 hours, rush within 24 hours and super rush within just three hours), and the desired format (PDF, fax or mail). Fast access to new information is guaranteed. This is important because for competitive reasons information is required faster and more often.

The system then checks automatically whether the bibliographic data are correct and complete. For example, the bibliographic data of an article are checked against the ISSN register and corrected, if necessary. In the next step, the system looks for the best suited supplier, also considering copyright compliance and desired delivery mode. At the same time, it checks whether the document is available with selected publishers for direct download (“pay per view”). Finally, all delivery options are displayed with all details as to availability, document suppliers, delivery conditions, prices, copyright information and rights of use. The user can then choose what they prefer, and the order is automatically forwarded to the best supplier. The suppliers are selected based on certain parameters and criteria, for example suppliers with low costs or residing near the customer are preferred.

If the full-text cannot be ordered as desired, the user is offered alternatives.

Automated and traceable order processing

Once the order has been entered into the system, it is assigned an order number. This unambiguous identification allows for tracing the orders within the system. Information (order date, ordering status, document supplier, all details about the delivery of the full-text, etc.) is available at every stage of order processing.

In addition, users may assign their own internal numbers and references. This is particularly relevant for large customers who need cost centers and reference numbers to clearly identify an order and to assign it to an end user within their organization. These numbers are added to the order and

remain visible within the system so that they can be searched and retrieved at any time. The user receives a monthly collective bill quoting all costs incurred with the various suppliers within this period.

Optional support by the FIZ AutoDoc service team

Besides the automatic processing of full-text orders, customers can also place orders that are processed manually. This offer is beneficial for FIZ AutoDoc users who only have incomplete or faulty bibliographic data available. In these cases, the system cannot process the order automatically and the order processing is done by the FIZ AutoDoc service team. The order can be sent to the service team by e-mail or fax without any formal requirements. It is then processed by the experts from the service team. These have long-standing experience in procuring literature and communicate directly with the customer to fulfill the requirements specified in the order.

FIZ AutoDoc premium for corporate solutions offers an enhanced functionality

FIZ AutoDoc Premium is the solution for integrating FIZ AutoDoc into a corporate intranet or portal. This FIZ AutoDoc version is managed by an administrator within the company via a user-friendly “Account Settings” menu. The seamless integration of FIZ AutoDoc into the corporate intranet is made via interfaces that are of an international standard, that is Open URL, SOAP for Web Services and XML. Corporate logos and intranet designs can be included so that the system fits in with the corporate design. The system administrator can adapt FIZ AutoDoc Premium to the special requirements of the company. They can, for example, set certain delivery conditions or upload the ISSN lists of subscribed journals and in-house holdings, thus creating a virtual library. All orders are then at first checked against these holdings. Orders for documents contained therein are forwarded to the company library. If the article is contained in a subscribed e-journal, a link to the desired article is generated. This prevents redundant orders being placed with external suppliers and saves costs. FIZ AutoDoc Premium users can also access order and invoice statistics which give a complete and detailed overview of the orders processed. Order details and information on corporate end-users and the related cost centers are available See [Figure 3](#).

The challenge posed by the copyright reform of 2008

The copyright reform (“second basket”), art. 53a in particular, has entirely changed the, up to then, liberal document delivery procedures in Germany. Prior to January 1, 2008, public libraries with large holdings of scientific and other literature for public use could deliver publications to their customers in industry and academic institutions as printed copies, by fax or electronically (scanned, PDF). There were standard copyright charges (€6) paid to the publishers via *Verwertungsgesellschaft Wort (VG Wort)*.

After January 1, 2008, there have been significant changes:

- Public libraries were only permitted to deliver copyrighted electronic documents (PDF) to customers in industry and

academic institutions if the copyright holder (publisher) did not have an offer of its own. This is the case if the publisher is not officially registered with *Elektronische Zeitschriftenbibliothek Regensburg (EZB)*.

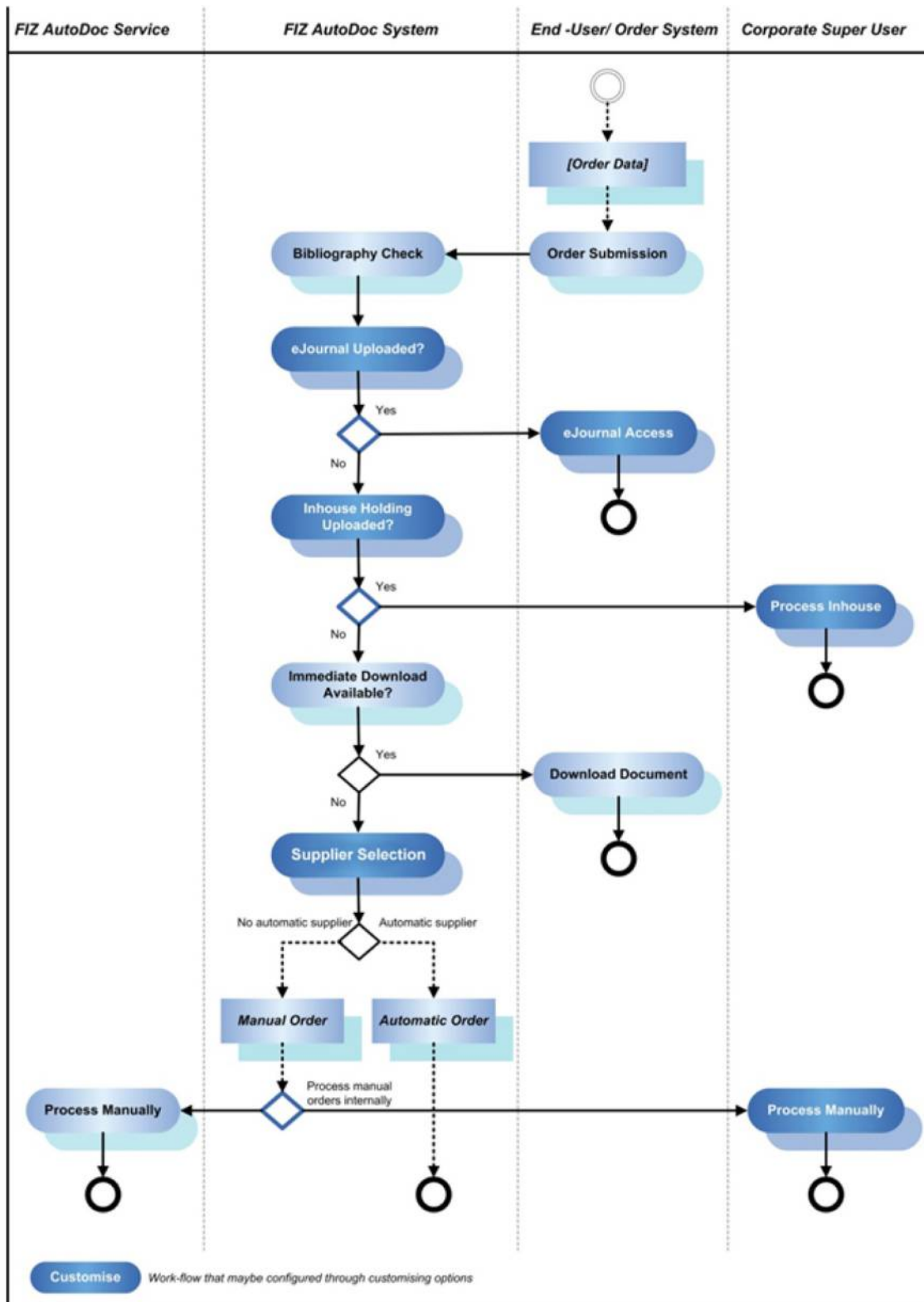
- If the publisher had its own offer, as is the case with all large publishers, each German library had to enter into an agreement with the publisher in question before it was allowed to deliver electronic documents. This meant that there were no more standard copyright fees but that these were set individually by the publishers, just like in other countries. To this day, most documents must not be sent without digital rights management (DRM) protection.

This meant that the German libraries had, practically overnight, lost the permission to deliver documents in electronic form, which had been the delivery mode preferred by customers in the industry. This put a strong innovative pressure on FIZ AutoDoc. These measures were taken to solve the problem:

- The British Library and Institute for Scientific and Technical Information (INIST) were already well-established international FIZ AutoDoc suppliers, but additional contracts were made from 2007 onward with other international suppliers, namely, CISTI, REPRINTS DESK, ETH Zürich and Infotrieve; these already had licensing agreements with a sufficient number of publishers and were thus able to deliver electronic documents. At present, FIZ AutoDoc can provide documents contained in the journal holdings from ten scientific libraries and other document delivery services in Germany and other countries ([Figure 4](#)).
- To maintain the ability to deliver, other publishers were also included in the supplier network, for example Elsevier, Oxford University Press, LWW and Informa. This also means that since 2007, FIZ AutoDoc has evolved from an exclusive document-broker system into a real document-delivery system. At the same time, the ability to deliver scientific literature in an electronic form has been significantly enhanced since 2008, ensuring that documents were delivered as plain PDF, that is without DRM protection. Other services, which had not been offered by the German libraries, could be integrated by gaining further partners. Currently, ten scientific publishers are direct partners with FIZ AutoDoc. Thanks to co-operation with *Technische Informationsbibliothek Hannover (TIB)*, electronic articles from ten further scientific publishers are available for direct download via FIZ AutoDoc. It comes as no surprise that the FIZ AutoDoc customers appreciate this “pay per download” option (used with about a fifth of all orders): They receive the desired document immediately from the publisher in original quality as a PDF file on their desktop. This is cheaper than a delivery received from traditional document suppliers.

Through these measures FIZ AutoDoc’s ability to deliver electronic documents, in particular as PDF files, has broadened and consolidated. While in mid-2008, shortly after the copyright reform, only 15 per cent of all documents were available as plain PDF, today more than 70 per cent of all

Figure 3 Ordering workflow and customization options for FIZ AutoDoc Premium, integrated into a corporate intranet and managed by a corporate administrator



Downloaded by TASHKENT UNIVERSITY OF INFORMATION TECHNOLOGIES At 23:16 31 October 2016 (PT)

Figure 4 Suppliers to FIZ AutoDoc

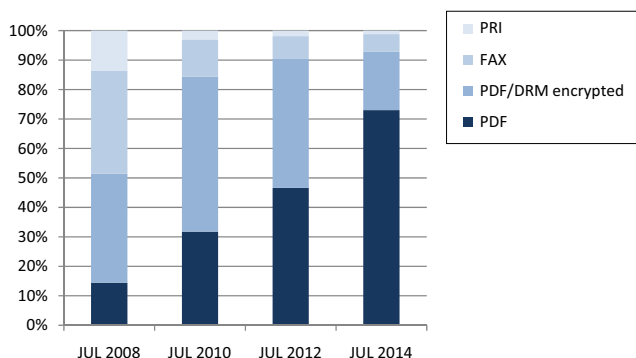
full-text documents ordered via FIZ AutoDoc are delivered in this user-friendly format.

PDF documents can be handled safely and conveniently. Making documents available as PDF files is a prerequisite for handling them in accordance with copyright and other legal regulations. This includes licenses that the customer may already have purchased from publishers or copyright owners (Figure 5).

Copyright compliance

But how can the copyrights of the authors be safeguarded and protected if there is such a large amount of scientific literature? Usually the forwarding of texts is subject to restrictions prescribed by copyright law. With FIZ AutoDoc, FIZ Karlsruhe guarantees that the document deliveries comply with copyright. The institute partners only with enterprises and organizations that act in accordance with their country's copyright laws and pay the copyright fees to their national collecting society or to the rights holders. Thus, FIZ AutoDoc ensures that the customer receives a copyright-compliant copy of the full-text combined with high standards of usability. The delivered documents are copyrighted and may only be used for internal purposes. To make each customer aware of this fact, the usage rights in the articles are displayed during the ordering process. Documents purchased through FIZ AutoDoc must neither be scanned, nor copied electronically, nor re-used (for example, to build repositories).

But what happens if precisely these restrictions imposed by copyright laws conflict with the user's interest because he needs

Figure 5 Development of delivery options for FIZ AutoDoc full text documents. At present, more than 70 per cent of all documents are delivered to the customers in a PDF format

these extended rights of use? In such cases, FIZ Karlsruhe offers individual licenses to the customers. If required, FIZ AutoDoc customers may order an extended right of use in a document through the "Order Copyright Permission" function after their document order has been placed.

The challenge posed by the multinational copyright license (CCC) or the VG WORT digital copyright license (VG WORT, rights direct, CCC)

Other licensing models are available for large customers who need more than the usual limited usage possibilities or individually purchased extended rights of use.

To eliminate the risk of copyright infringements and to ensure that the Corporate Governance Rules are complied with, enterprises can enter into one-year licensing agreements with international collecting societies such as the *Copyright Clearance Center (CCC)* in the USA or the *Copyright Licensing Agency (CLA)* in Great Britain. In 2012, *Verwertungsgesellschaft WORT* and CCC jointly developed the *VG WORT Digital Copyright License* specifically for German enterprises. This license comprises rights of use of more than 400,000 rights holders in Germany and abroad, including the world's largest publishers. It is marketed in Germany by RightsDirect, a fully owned subsidiary of the CCC.

All copyright licenses add further rights (e.g. forwarding of digital content, storage on hard disks or in directories, making digital copies) to the standard rights (to read, to print out) granted in connection with the delivery via FIZ AutoDoc.

Since the end of 2014, FIZ AutoDoc has been offering a new option for holders of CCC or RightsDirect copyright licenses. Before ordering a full-text article, customers can verify the document's license coverage under the *VG WORT Digital Copyright License* or other licenses granted by RightsDirect. The integration with FIZ AutoDoc is available through the *DirectPath™* Application Programming Interface (API) offered by RightsDirect and CCC. More licensing and rights management options will follow.

Articles can be rented thanks to a co-operation with DeepDyve

Through its partnerships with academic publishers such as Springer Science+Business Media and John Wiley & Sons, DeepDyve offers more than 10 million articles from about 10,000 journals, that is the most comprehensive collection of scientifically relevant documents, for rent. Thanks to a co-operation between FIZ AutoDoc and DeepDyve, established in early 2014, FIZ AutoDoc customers can not only buy but also rent journal articles.

Unlike the conventional "buy and download" principle, the new option grants users a 30-day access to research articles via their browser. It is possible to rent full-texts at better prices via the usual FIZ AutoDoc login. During the rental period, the articles can be accessed via a browser, but cannot be printed or edited.

The renting option allows the user to browse the document. Thus, they can procure large amounts of text at low cost and check them for relevance before a purchasing decision is made. In view of the steadily increasing "flood" of publications, this should help users keep a track of what is

really relevant for their individual work. With this measure, FIZ AutoDoc responds to today's customer habits and requirements that have already been established in other areas. Nowadays, most people have become used to renting or streaming songs and films via computers. FIZ AutoDoc has adapted to these changed user requirements by introducing the option to rent documents.

Delivery of open access articles

To publish a scientific document under Open Access conditions permits anyone to read, download, store, link, print and thus use this document free of charge. Access to such documents is already possible via Google Scholar, GetInfo and other search engines.

As the offer of pure Open Access journals and hybrid journals (partly charged, partly free) is steadily increasing, FIZ AutoDoc offers its users various solutions:

- Integration of more than 25,000 Open Access journals into the customer's holdings lists (as with subscribed electronic journals). This solution, which has been successfully used for years, enables the customer to integrate the cost-free check for available Open Access content into his workflow, but the desired Open Access article has to be found by browsing the journal's Web site.
- A much more convenient solution in this context is FIZ AutoDoc's latest project under development, that is to establish direct links to articles available from Open Access sources. This approach is based on harvesting metadata from recognized Open Access archives (e.g. the DOAJ- Directory of Open Access Journals) or from using a Crossref API. It is planned to have both options ready in 2015.

With each of these solutions, FIZ AutoDoc customers can be sure that all correct and reliable Open Access options have been thoroughly checked before the document is delivered through the traditional channels. Thus, FIZ AutoDoc lives up to its claim to be a "one-stop-shop" document delivery service that includes Open Access content.

FIZ AutoDoc as part of the STN full-text solution

It was a logical step for FIZ Karlsruhe to combine its own products to provide enhanced services to the customers. Although there are different ways of ordering documents via FIZ AutoDoc, the STN Full-text Solution is particularly attractive for many users. STN International is the world's premier online service for research and patent information. It is operated by FIZ Karlsruhe and its American partner Chemical Abstracts Service (CAS). To place an order, search results from the STN databases can be simply transferred to FIZ AutoDoc. This has the advantage that authentication, delivery and billing are effected through the customer's STN account without the need for a separate login ID. FIZ AutoDoc's order processing system analyzes and verifies the entered or transferred data by means of DOI or bibliographic data, checks them against the ISSN register and offers context-sensitive help functions (e.g. lists with suggested ISSN), if needed. The costs are displayed throughout the whole ordering process. This results in high transparency and enables the user to keep an eye on their budget planning.

FIZ AutoDoc and subito[6]

Subito is the trademark of the document delivery service of scientific libraries in Germany, Austria and Switzerland. It is a not-for profit registered association domiciled in Berlin and was founded in 1994. Its Articles state:

The association has the aim of supporting science, research and education by establishing a direct point of access to the holdings of public scientific member libraries via a modern catalogue and innovative communication technology.

Subito has access to several million periodicals and books from which it provides copies of scientific papers and excerpts from books. Before the order can be placed, the subito catalogue has to be searched via various portals. The documents are delivered in printed form by fax or electronically as pdf. They stem from the holdings of the library archives or are licensed by them. All invoicing is done by subito; ordering and delivery is made by the supplier libraries. At present, the subito supplier network comprises 43 libraries, among them three in China, one in Austria and one in Switzerland. The others are German libraries, mostly from universities and colleges.

Unlike FIZ AutoDoc, subito has various delivery options and prices for the different user groups. The copyright fees also depend on the user group:

- 1 Non-commercial category = user group 1 within Germany, Austria, Liechtenstein and Switzerland are:
 - Pupils;
 - Trainees;
 - Students;
 - University and college staff;
 - Employees of research institutes largely financed through public funds (i.e. 52 per cent or higher);
 - Employees of all legal entities under public law, cultural or social institutions and churches.
- 2 Commercial category = user group 2 within Germany, Austria, Liechtenstein and Switzerland are:
 - Employees of commercial or industrial institutions;
 - Corporate libraries;
 - Self-employed people;
 - Other commercial customers.
- 3 Private category = user group 3 within Germany, Austria, Liechtenstein and Switzerland are:
 - All private individuals;

FIZ AutoDoc is almost exclusively intended for commercial customers (both enterprises and individuals), whereas subito's main customers are those listed as "user group 1" above. The copyright fees and other fees charged by subito are kept as low as possible and are partially subsidized. In the past, this has resulted in legal disputes between subito or subito's supplier libraries and publishing houses or the rightsholders (e.g. a lawsuit filed on June 18, 2004, against subito e. V. and the Federal State of Bavaria, claiming that subito had not paid sufficient licensing fees). This was one of the reasons for the copyright reform in 2008, which significantly restricted the delivery options and the possibility to deliver electronic documents by e-mail through German libraries at a low cost.

After the copyright reform of 2008, university libraries in Germany offered their students and researchers not only

subito and other delivery services from an academic environment but also other commercial delivery services to be able to provide a complete spectrum of scientific literature in an electronic form (Figure 6).

Summary

In the 15 years of its existence, FIZ AutoDoc has had to adapt to changing framework conditions. Originally developed as an answer to the digitization of the libraries, it is now far more

Figure 6 Document delivery options from the university library in Frankfurt (2015)

The screenshot shows the website of the Universitätsbibliothek J.C. Senckenberg UB in Frankfurt. The header includes the university logo and navigation tabs: BIBLIOTHEK ONLINE, STANDORTE, SAMMLUNGEN, SERVICE, ÜBER UNS, BIBLIOTHEKEN VON A-Z, and ENGLISH. The main content area is titled 'Dokumentlieferdienste' and describes various services. A left sidebar lists service categories like 'Anmelden, Ausweis', 'Bibliothekspasswort', 'myUB', 'Ausleihen, online bestellen', etc. The main text explains that document delivery services offer an alternative to traditional loan, listing features like 'kostenpflichtig', 'schneller', and 'direkt'. It lists general services: SUBITO, JASON, and GAUSS. It also lists subject-specific services from the Zentralen Fachbibliotheken and commercial providers like Autodoc, British Library, and UnCover Plus. A footer note indicates the page was last updated on 27. März 2015.

Source: www.ub.uni-frankfurt.de/bestell/dokumentenlieferung.html

than just a Web-based platform for automated full-text ordering. Many publishers and libraries worldwide partner with FIZ AutoDoc and are connected to the system. FIZ AutoDoc can easily be integrated into portals and intranets via interfaces. What is more, the negative side effects of the substantial changes in the copyright law, for example the copyright reform in 2008, can be managed for the user. Today, information specialists placing an order via FIZ AutoDoc can be sure that the delivery is copyright compliant. FIZ AutoDoc customers do not need to deal with these legal aspects. Since 2014, full-texts can be rented through FIZ AutoDoc instead of being purchased, similar to the streaming of music and films. So far, FIZ Karlsruhe has succeeded in adapting its product to new conditions while keeping an eye on the rapidly changing requirements of its customers.

Notes

- 1 www.bsb-muenchen.de/en/
- 2 www.zbmed.de/en/
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