Plan for Document-Delivery Service
Appalachian College Association

- To be useful to ACA libraries, the article delivery service should
    - reduce staff time for the borrowing library
    - not require additional staff time for the lending library
    - not use the OCLC ILL subsystem, which is not available to all ACA libraries
    - e-mail the article directly to the requesting faculty member or student
    - provide an easy way for the borrowing library to track statistics and copyright compliance
    - have an easy-to-access list of journal holdings for participating ACA libraries
    - use Tony Tokens to pay for service
    - be optional for libraries to use
    - not require libraries to lend articles in order to borrow articles
    - provide training for using the service.

- A Web-based ACA Library Union List should
    - be available for anyone to search
    - be searchable by journal title and ISSN
    - provide library name and holdings information (beginning and ending volume/date; major gaps of more than one year)
    - include information from libraries willing to lend articles
    - include links to JSTOR titles available to all ACA libraries
    - include links to open access titles (as provided by ACA libraries)
    - permit the patron to select the library with the appropriate holdings
    - provide a link to the article-request form
    - provide links to ACA library OPACs and full-text journal lists.

- The article-request form should
    - be password-protected so that only ACA libraries or their patrons may use it
    - automatically include the journal title and ISSN information from the Union List
    - include patron information (name, faculty/staff/student, home library, e-mail address), citation information (article title, author, volume, dates, and pages), and citation source
    - require the patron to acknowledge compliance with copyright guidelines
    - remind the patron of borrowing etiquette guidelines (to be developed)

- e-mail the request to the lending library and copy the patron's home library.

- Lending libraries should
- receive a 50 Tony Token credit for adding holdings to the ACA Union List
  - respond to the request within two workdays
  - notify the patron if they cannot fill the request
  - digitize the article
  - e-mail the article directly to the patron *or* post the article to the ILL server and e-mail the patron the access link and password
  - notify the patron's home library that the request has been filled.

- Borrowing libraries should
  - provide their article-request password to faculty and students (optional)
  - maintain data for copyright compliance
  - report the number of articles received from each ACA library at least three times a year so that Tony Tokens can be exchanged.
  - monitor activity to ensure they have enough Tony Tokens to cover the number of articles received.