Plan for Document-Delivery Service  
Appalachian College Association

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

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

• The article-request form should  
  o be password-protected so that only ACA libraries or their patrons may use it  
  o automatically include the journal title and ISSN information from the Union List  
  o include patron information (name, faculty/staff/student, home library, e-mail address), citation information (article title, author, volume, dates, and pages), and citation source  
  o require the patron to acknowledge compliance with copyright guidelines  
  o remind the patron of borrowing etiquette guidelines (to be developed)
o 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
    o respond to the request within two workdays
    o notify the patron if they cannot fill the request
    o digitize the article
    o 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
    o notify the patron’s home library that the request has been filled.

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