

Session 7 - 25th 14.00-15.30m

Tema: information sources, and information technologies

Sala: B024

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Impact of e-journals on a subsidized unmediated ordering service (SUMO): ten years after

ABSTRACT:

Increasing financial limitations and budgetary changes continue to challenge librarians looking to balance user needs against the growing reality of flat or reduce budgets. Many academic institutions are choosing to provide access to scholarly content via both document delivery and through traditional subscriptions.

In 1996, the McGill University libraries introduced a Subsidized Unmediated Ordering (SUMO) service for its users: the CISTI Source/SUMO service. In its tenth year now, this one stop-shopping service, after a peak year in 2002, has seen a constant decline in the number of articles supplied to our users. Over 150,000 articles have been supplied to our users since the beginning of the service with an average of 1,407 articles/month. The document delivery costs in 1998/1999 and 1999/2000 represented respectively only 6.5% and 6.9% of the total subscription costs for the same journals which supplied the articles.

At the turn of the twenty first century, the libraries were faced with a new acquisition trend in e-journals: bundling. Major publishers started to bundle together hundreds of their e-journals. Now that our users have access to over 30,000 e-journals in our collection, has that altered our users' behaviors for the retrieving of their articles?

Are there any reasons to keep a document delivery service in place now that we have access to so many e-journals? What impacts, if any, had the e-journals on our document delivery service? Are usage statistics comparable between the two types of access? What about the costs? This paper will explore the reasons as to why this document delivery service is still an important asset to the delivery of information to our users.