# May I Google (Scholar) That For You?

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## Utilizing Open Access Sources in the ILL Workflow

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**Eureka College**

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## Goals of Presentation

- Inform on what Open Access is and the considerations that need to be made to use it ethically
- Bring an awareness of the potential of utilizing Open Access sources to serve library patrons
- Demonstrate the new article request workflow and analyze its impact on our library services
- Advise on how others may recreate the workflow in their own institutions

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## About Me

- MSLIS degree from UIUC's GSLIS program
- Graduate Assistant at the Library of the Health Sciences at the UIC College of Medicine in Peoria, IL
- Nearly 15 years experience as Public Services Librarian at Eureka College

I oversee the following departments:
Instruction/Information Literacy
Reference
Interlibrary Loan
Circulation

THE MOMENT OF DISCOVERY
EUREKA
COLLEGE

I am also responsible for:
Print Serials & Electronic Resources Maintenance
Donation Collection Development & Annual Book Sale Organization

## About Eureka College

- Small private Liberal Arts College associated with Disciples of Christ Church
- Founded in 1855 and was the first College in the state and third in the nation to admit men & women on an equal basis
- Alma Mater of Ronald W. Reagan ('32)

## Melick Library

- Staffing
  - 1 professional librarian
  - 3 support staff
  - 16 student workers
- Current Patron Base
  - 570 Students
  - 41 FT Faculty
  - 22 Adjunct
  - 68 FT Staff
  - Numerous regular community patrons

## Problematic Impetus for Project

- Library collection management of serials has changed since the turn of the 21st century.
  a. Fewer current print journal subscriptions
  b. Fewer historical print holdings (weeded due to online coverage, especially duplicated JSTOR titles)
  c. Embargoes within database packages (typically 6-18 mos in length)
  d. Rise of e-journals and increase of licensing restrictions
  e. Deflection/unfilling of e-journal article requests by many libraries in WorldShare
- This has resulted in an increased difficulty in obtaining current journal articles over the past 10+ years.

## Workflow Origin

- Article request citations had been checked periodically on the Internet prior to the project's start, but not methodically. (Mostly for difficult requests, unfills in WorldShare, or magazine/newspaper articles that might be published online.)
- Marked increase in articles available noticed, particularly due to expansion of Open Access publishing, scholarly social networking sites, and institutional repositories.
- In an effort to decrease patron wait time and increase customer service, a new workflow utilizing Open Access sources was enacted in August of 2015.

## What is Open Access?

Earlham College's Peter Suber defines open access (OA) literature as:

"digital, online, free of charge, and free of most copyright and licensing restrictions."[1]

[1]Suber, P. (2012). Open access. Cambridge, MA: MIT Press.

## Types of Open Access

1. **Gold Open Access** - Articles in fully accessible open access journals.
2. **Green Open Access** - Self-archiving, generally of the pre- or post-print unofficial version of a published article, often used in repositories.
3. **Hybrid or Paid Open Access** - Subscription journals with open access to individual articles usually when a fee is paid to the publisher or journal by the author, the author's organization, or the research funder.

Burtle, L. (2016, April 26). *Types of Open Access*. Retrieved from http://research.library.gsu.edu/c.php?g=115588&p=754380

## Project Workflow

1. A request for an article (or book chapter, entire book, etc.) is received in our ILL email account via Ebscohost's "Request Article" fo 🔵 Request Article or direct email to ILL dept. or Public Services Librarian.
2. The article's title is copied and first searched in Google Scholar, then ResearchGate, and finally Google.
3. If an article is found in and acceptable format and verified as ethical to use, it is either downloaded as a pdf or its link is emailed to the patron. Data from the article is then entered in a Google Sheet titled "Article Requests Filled Outside of ILL."
4. If the article is not found, a WorldShare request is placed on behalf of the patron.

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## Internet Tools Overview

1. Google Scholar
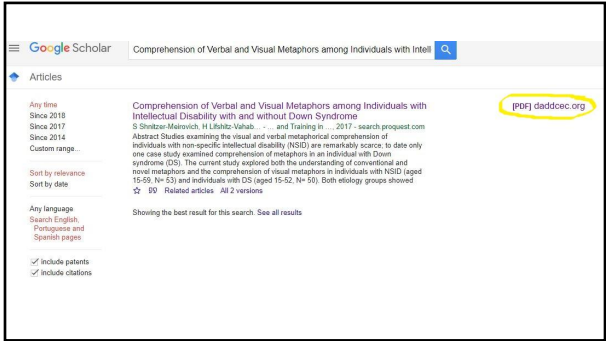2. ResearchGate
3. Google

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## Google Scholar

Search Scope:

"Google Scholar includes journal and conference papers, theses and dissertations, academic books, pre-prints, abstracts, technical reports and other scholarly literature from all broad areas of research. You'll find works from a wide variety of academic publishers, professional societies and university repositories, as well as scholarly articles available anywhere across the web. Google Scholar also includes court opinions and patents." - Google Scholar Content Coverage page

Best For: Scholarly articles

- Does pull up some ResearchGate & JSTOR content
- Makes it easy to identify potential full text with links on a column to the right of the result.
- Can save and apply keywords to results with a Google login

# ResearchGate

Berlin-based scholarly social networking site and repository launched in 2008 and "built by scientists, for scientists." Its mission is to "connect the world of science and make research open to all." - https://www.researchgate.net/about

Search Scope:

Open Access, repository, & author submitted articles from scholars around the world. 100 million+ publications & 15 million members from 193 countries.

Best for:
Academic Articles in Sciences and Social Sciences (as was geared toward Sciences originally).
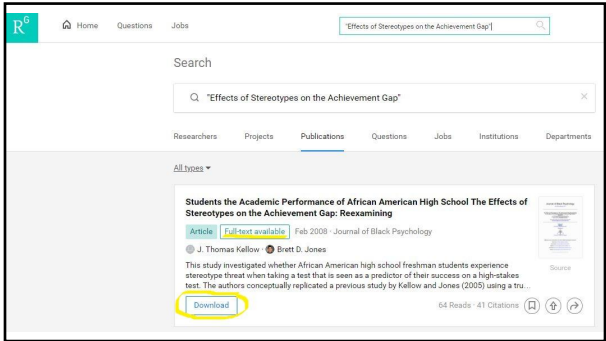
# Google

Search Scope:

Searches 130 Trillion+ pages of information on the open web.

Does not always reproduce Google Scholar search results.

Best for:

- Magazine/Newsletter/Newspaper articles
- Books suspected of being Open Access/Public Domain
- Foreign language articles

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# Method of Data Collection

- Google Sheets was used to collect the data which was housed on the Public Services Librarian's Google Drive, but shared with ILL department's Google Drive.
- Items on sheet called **pre-fills** for stats purposes since they pre-empted the ILL process.
- Public Services Librarian worked on project exclusively the first 3 semesters (Fall 2015, Spring/Summer 2016, Fall 2016) and then trained a **student worker** to assist for Spring 2017-Spring 2018 once the final process was established and a marked increase in pre-fills noted.

## Google Sheets Organization

**Columns for:**

- Date Retrieved
- Source Title
- Source Subject
- Source Discipline
- Publication Type (if not a journal article)
- Source Found (GS, RG, Google, JSTOR)
- Format Found (pdf, html, print)
- Source URL
- Year of Publication
- Supplied by (author, publisher, depository, etc.)
- Requestor Status (student/faculty)
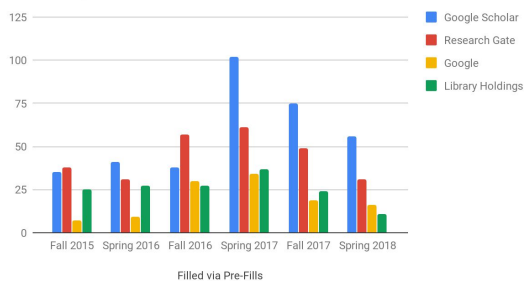- Open Access Status (OAJ, OAA)

**Tabs:**

- One tab per semester per year
  - Spring/Summer (Jan.-July)
  - Fall (Aug.-Dec.)
- A comprehensive data tab
- A statistics tab
- Notes/Comments tab

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## Sample Spreadsheet View

| Date | Source Title | Subject | Discipline | Publication Type | Source Found: Google Scholar, Google, ResearchGate | Format found: Pub, Proof | URL | Year of Publication | Supplied by | Requestor Status | Open Access? |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 11/16/2015 | Youth & Society | Sociology | SSB | | GS | pdf | http://www.corwi | 2001 | Author | student | |
| 11/16/2015 | Computers in Human Behavio | Psychology | SSB | | GS | pdf | http://www.loooo | 2014 | ? | student | |
| 11/17/2015 | Journal of College Student De | Education | EDU | | Periodical Stacks | Print | In library print holdings | | library | student | |
| 11/18/2015 | Demography | Sociology | SSB | | GS | pdf | http://www.ncbi.n | 2009 | NIH Repository | student | OAA |
| 11/19/2015 | International Journal of Eating | Medical Science | SCI | | RG | pdf | https://www.rese | 2014 | Author | student | |
| 11/23/2015 | New York Times | General News | SSB | Newspaper | Lexis-Nexis | html | | | Database | student | |
| 11/23/2015 | Art & Antiques Magazine | Art | FPA | Magazine | Google | html | http://www.artanc | 2014 | publisher | student | OAJ |
| 11/30/2015 | Medical Education | Medical Science | SCI | | RG | pdf | https://www.rese | 2015 | Author | student | |
| 11/30/2015 | Journal of Experimental Psyc | Psychology | SSB | | GS | pdf | http://www.newe | 2005 | publisher | student | OAJ |
| 11/30/2015 | Journal or Negro Education | Education | EDU | | JSTOR | | Library Database | | Database | student | |
| 11/30/2015 | BMJ | Medical Science | SCI | | WorldShare | pdf | http://www.ncbi.n | 1988 | NIH Repository | student | OAA |
| 11/30/2015 | Elementary classroom manag | Education | EDU | Book | Melick Catalog | book | Library Catalog | | library | student | |
| 12/2/2015 | American Journal of Epidemic | Medical Science | SCI | | WorldShare | pdf | http://aje.oxfordjc | 2012 | publisher | student | |
| 12/2/2015 | Journal of Media Ethics | Communication | SSB | | RG | pdf | https://www.rese | 2015 | Author | student | |
| 12/3/2015 | Shakespeare Survey | Literature | HUM | Book | Melick Catalog | book | Library Catalog | | library | student | |
| 12/4/2015 | New York Times | Newspaper | HUM | | Lexis-Nexis | html | Library Database | | library | student | |
| 12/7/2015 | MHRA Working Papers in the | Literature | HUM | | WorldShare | pdf | http://www.mhra. | | | | |
| 12/9/2015 | Four Revenge Tragedies | Literature | HUM | | Google | pdf | https://books.goo | 2008 | Google | student | |
| 12/11/2015 | Fin de siecle?: postgraduates | History | HUM | | Google | pdf | http://core.ac.uk/ | 1998 | Institutional Repository | student | OAA |
| 12/20/2015 | Bioessays | Bioscience | SCI | | GS | html | http://onlinelibrar | 2015 | Author | faculty | |
| 1/28/2016 | Canadian Journal of Forest R | Environmental Sci | SCI | | RG | pdf | https://www.rese | 2015 | Author | Faculty | |
| 2/8/2016 | Clara Schumann, ein Künstle | Music | FPA | Book | Melick Catalog | pdf | http://catalog.hat | 1906 | Melick Catalog | Faculty | OAJ |
| 2/22/2016 | International Journal of Speci | Education | EDU | | GS | pdf | http://files.eric.ed | 2011 | ERIC database | Faculty | |

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## Total Pre-Fills By Source

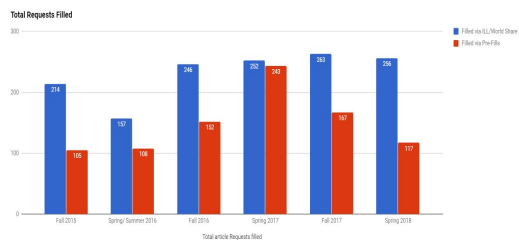| | Filled via Pre-Fills | Google Scholar | Research Gate | Google | Library Holdings |
|---|---|---|---|---|---|
| Fall 2015 | 105 | 35 (33%) | **38** (37%) | 7 (7%) | 25 (24%) |
| Spring/Sum '16 | 108 | **41** (38%) | 31 (29%) | 9 (8%) | 27 (25%) |
| Fall 2016 | 152 | 38 (25%) | **57** (38%) | 30 (20%) | 27 (18%) |
| Spring/Sum '17 | 234 | **102** (44%) | 61 (26%) | 34 (14%) | 37 (16%) |
| Fall 2017 | 167 | **75** (45%) | 49 (29%) | 19 (11%) | 24 (14%) |
| Spring/Sum '18 | 117 | **56** (48%) | 31 (27%) | 16 (14%) | 13 (11%) |
| Total | 883 | **347 (39%)** | 267 (30%) | 115 (13%) | 153 (17%) |

## Prefills by Source

Filled via Pre-Fills

Legend: Google Scholar, Research Gate, Google, Library Holdings

## Total Article Requests Filled

| | Total article Requests filled | Filled via ILL/World Share | Filled via Pre-Fills | Google Scholar | Research Gate | Google | Library Holdings |
|---|---|---|---|---|---|---|---|
| Fall '15 | 319 | 214 (67%) | 105 (33%) | 35 (11%) | 38 (12%) | 7 (2%) | 25 (8%) |
| Spring '16 | 265 | 157 (59%) | 108 (41%) | 41 (15%) | 31 (12%) | 9 (3%) | 27 (10%) |
| Fall '16 | 398 | 246 (62%) | 152 (38%) | 38 (10%) | 57 (14%) | 30 (8%) | 27 (7%) |
| Spring '17 | 486 | 252 (51%) | 234 (49%) | 102 (21%) | 61 (12%) | 34 (7%) | 37 (7%) |
| Fall '17 | 430 | 263 (61%) | 167 (39%) | 75 (17%) | 49 (11%) | 19 (11%) | 24 (6%) |
| Spring '18 | 373 | 256 (69%) | 117 (31%) | 56 (15%) | 31 (8%) | 16 (4%) | 13 (3%) |
| All Years | 2,271 | 1,388 (61%) | 883 (39%) | 347 (15%) | 267 (12%) | 115 (5%) | 153 (7%) |

## Requests Filled by Method of Retrieval

Total Requests Filled

Total article Requests filled

Legend: Filled via ILL/World Share, Filled via Pre-Fills

## Historical Articles Filled Data

| | 2017-18 | 2016-17 | 2015-16 | 2014-15 | 2013-14 | 2012-13 | 2011-12 |
|---|---|---|---|---|---|---|---|
| Articles borrowed via ILL | 519 | 487 | 371 | 484 | 557 | 598 | 420 |
| Pre-filled articles | 284 | 394 | 236 | - | - | - | - |
| Total articles filled | **803** | **881*** | **607** | 484 | 557 | 598 | 420 |
| Difference | -9% | +31% | +20% | -13% | -7% | +30% | - |

*Highest # of articles filled in 15+ years.

## Pre-Fills by Discipline and Source
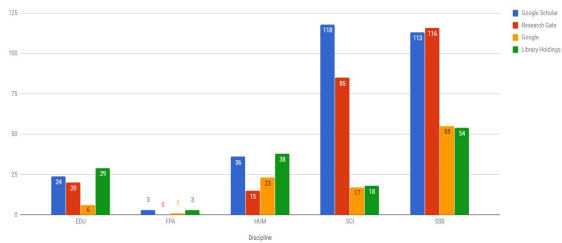


## Open Access Analysis

**696** true OA articles were found (30.5% of 2,279 total filled requests)

**382** (55%) could be confirmed as Gold or Hybrid Open Access sources:

- **124** (32%) were from Gold Open Access Journals (entire title OA)
- **258** (68%) were Hybrid Open Access Articles (entire title not OA)

**314** (45%) were Green OA (non-publisher supplied - found in institutional repositories and ResearchGate)

**Open Access by Source**

- Google Scholar - 311
- ResearchGate - 265
- Google - 102
- Library Sources - 18

**Open Access by Source**
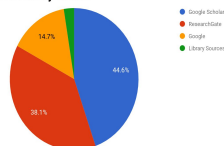
## Positive Patron Response

- WOW! You are very fast! - Faculty Member (3 minute turnaround)
- Awesome, thanks! My reference skills are obviously rusty. - Staff member (and former public library reference specialist)
- Yes! Thank you! I was crossing my fingers that one or two of them would come tonight…! - non-traditional student (3 hour turnaround)
- Okay, great! Thank you for getting those to me so quickly! - student (2 hour turnaround)
- Wow--awesome! Thank you so much for the short notice finds! - student (needed same day)
- Thank you so much...you are the best! - student
- Thank you!! - student
- Thank you!!! - student
- Thank you!!!! :) - student

Requestor Status

- Faculty/Staff
- Student

10.1%

89.9%

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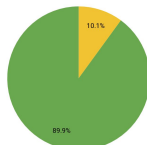
## Will this work for your library?

Potential Benefits

- Helps avoid unnecessary ILL traffic - saving time and resources of both borrower & lender.
- Cost savings:
  - Reduced copyright clearance fees
  - Avoid paying lending fees from non-consortial libraries
- Faster delivery time and increased patron satisfaction.
- Increased awareness about Open Access resources and their availability.
- Potential for education in information literacy and scholarly communication issues.

Potential Concerns

- May not be feasible to follow workflow for every request in a larger/busier department or during prime article request times, as it takes 3-5 minutes per successful request to search, send to patron, and fill in spreadsheet.
- ILLIAD users and those with automated processes may have difficulty re-creating the workflow.

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## Considerations

- Articles found may not be final published versions.
  - Not all patrons will want to use author's original pre-print manuscripts or post peer-review versions, but may if in a time crunch.
  - NIH Repository, for example, tends to carry many pre/post print versions of government funded health research papers.
- Need to be sure the source found is one that is ethical and legal to use before passing it on.
  - Check root of url if accessed out of context (like as a GS link)  to explore site's purpose.
  - If .edu, could be a teacher resource page for a course (like a Wordpress site), not an institutional repository.
  - Check to see if author is affiliated with the institution or the journal is published by the institution that houses the document.

*Found on Google Scholar as direct link from PSU.edu. Authors not associated with PSU, so not institutional repository. May have been posted as course reading and never removed.*

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# ResearchGate Misuse Potential

- If posted to ResearchGate, an author authorized its sharing. We may assume they have publisher's permission to share with others or are their own copyright holder, but can't be 100% positive. Can use: http://sherpa.ac.uk/romeo/index.php and www.howcanishareit.com as guides.
- In one 2017 study[1], 201 non-OA articles out of 500 randomly sampled English language articles in ResearchGate were found to be non-compliant with their journal publisher's policy and therefore infringed on copyright.
- In 2013, Elsevier publishing issued 3,000 take down notices to Academia.edu and others when it discovered articles posted on its site for which Elsevier owned copyright.[2]

1 Jamali, H. (2017). Copyright compliance and infringement in ResearchGate full-text journal articles. Scientometrics, 112(1), 241-54. DOI 10.1007/s11192-017-2291-4

2 Schiermeier, Q. (2017). Science publishers try new tack to combat unauthorized paper sharing. Nature, 545(7653),145-46. DOI 10.1038/545145a

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## Further Consideration

- How to categorize for statistics?
  - Count as a pre-filled request and add it as a separate category to ILL borrowing requests reports
    - Total ILL Articles Borrowed becomes Total Requests Filled
  - Treat as filled by library (& Internet) holdings in statistics

  OR Don't track in ILL at all, as not technically borrowed from another library

  - Count as a Reference transaction, especially if the patron is educated as to how the article was found
- If ILLIAD is used, can set up special cancellation message to denote reason, like "Filled by OA" or "Available Freely Online" and run report for that new category.

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## Related Project Resource

CARLI Resource Sharing Committee pursued topic of Open Access and ILL connection for their 2015-16 annual project:
https://www.carli.illinois.edu/products-services/i-share/circ/OpenAccessILL

### Open Access and Interlibrary Loan

**Overview**

Open Access (OA) resources provide a wealth of material available for Interlibrary Loan units to fulfill patron requests. While OA materials are freely available to library users, they are often difficult for researchers to easily discover and access. Interlibrary Loan units that develop workflows that incorporate OA resources are able to improve the service they provide. With a body of readily available material, the library is able to fill a patron's request in a more timely manner while not having to rely on other institutions to fill the request. Cost saving benefits include fewer postage and associated copyright fees.

The Resource Sharing committee is pleased to provide:

- resources that may help Interlibrary Loan units utilize Open Access materials in their daily workflows (below, under Annotated Open Access Source List).
- access to a thorough discussion on the inventive ways Interlibrary loan librarians are making use of OA materials (below, under Annotated Bibliography).

(Published 6/2/2016) Created by the ➔ FY2016 CARLI Resource Sharing Committee)

expand / collapse all

▶ Introduction

▶ Annotated Open Access Source List

▶ Annotated Bibliography

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## Questions?

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