

GUIDELINES OF DOCUMENT DELIVERY SERVICE THROUGH PAY PER VIEW (PPV)

1.0 INTRODUCTION

- i. Based on the Library research, many electronic resources that are fully subscribed indicate low use of downloading articles as well as a large number that has never been downloaded.
- ii. Online databases subscription by UKM Library costs million ringgit and the price is gradually increasing year by year. However, the Library is unavailable to continue with full package subscription for several online databases due to low and tight budget received.
- iii. As a result, the implementation of Pay Per View (PPV) service in various overseas libraries has resulted in a significantly expenditure cost saving compares to full package subscription.
- iv. PPV also enables Library users to request for various reference materials even though the online databases were not fully subscribed by the Library before.

2.0 PAY PER VIEW (PPV) DEFINITION

Pay per View (PPV) is a document delivery service for articles which are not available in the Library electronic resources collection based on users' request.

3.0 SCOPE

- i. Request is limited to Library users ranging from academic staff, students and UKM staff.
- ii. Electronic resources that can be requested are from journal articles/proceedings and book chapters which are from the list of databases in **Attachment 1**.
- iii. Document other than journal articles/proceedings and book chapters from the list of databases in **Attachment 1** must be requested through Document Delivery Service (DDS).

4.0 REQUEST RULES

- i. PPV request must be applied through iQuest (<http://iquest.net.my>) system.
- ii. Document given is only for the requester's usage.
- iii. Document given is prohibited to be distributed to the third party as permitted by the Copyright Act 1987 and rules by publishers.
- iv. Requester must ensure that the document has been checked and is not available in UKM Library printed collection (Gemilang), UKM online database subscription (e-Journal Portal/PPPUKM) and open access source (Internet).

5.0 REQUESTER ELIGIBILITY

5.1 Academic Staff and UKM Staff

- i. The number of request is unlimited.
- ii. iQuest system allows ten (10) article requests at one time. For example, if one (1) of ten (10) requests has been completed by the Library, UKM academic/staff may proceed with another request.

5.2 UKM Student

- i. The number of request is unlimited.
- ii. iQuest system allows five (5) article requests at one time. For example, if one (1) of five (5) requests has been completed by the Library, UKM student may proceed with another request.

6.0 SERVICE HOURS

- i. Request can be made at any time.
- ii. Request shall be processed and responded during working hours (Monday – Friday : 8.00 a.m. – 5.00 p.m.)
- iii. Document will be provided in two (2) working days after the response is received by the requester.

7.0 SERVICE CHARGE

- i. This service is free of charge.
- ii. All the purchasing cost is paid by UKM Library. For example, cost of journal article per unit is as below:

Publisher	Cost in original currency	Cost in RM (09.09.2015)
Elsevier (Science Direct)	USD 30.00	RM 129.90
Oxford Univ. Press	USD 39.00	RM 168.87
Sage	USD 30.00	RM 129.90
Springer	USD 39.95	RM 172.98
Taylor & Francis	USD 40.00	RM 173.20
Note : Journal article per unit may cost differently by the title. The currency exchange on 09.09.2015 USD1 = RM4.33		

8.0 PPV SERVICE PROCEDURE

- i. Flow chart of PPV request by the user in **Attachment 2**.
- ii. Document delivery is through the requester's email that is registered in iQuest system.

ATTACHMENT 1 – ONLINE DATABASES FOR PAY PER VIEW (PPV) SERVICE

1	ACM Digital Library
2	Institute of Physics (IOP)
3	Oxford University Press (OUP)
4	Sage
5	Science Direct (Elsevier)
6	Springer
7	Taylor and Francis
8	Wiley Online Library
9	Other online database publishers / related publishers (academic staff only)

ATTACHMENT 2 : FLOW CHART OF PAY PER VIEW (PPV) REQUEST BY THE USER

