

Workflow of Information Technology Management & Scholarly Communication

DDS Workflow

DDS stands for the Document Delivery Service this a service, which is provided by IITGN library for IITGN students, faculty and staff to request full text articles, standards and book chapters not available in the IITGN Library. It involves many components like request for document, document types, document sources and functions or processes, which again include functions like document selection, request procedure, document retrieval and document transfer. In case of electronic documents, delivery of documents takes place in digitized form. Library network plays a vital role in fulfilling users need.

Three main components of DDS

- Document identification such as bibliographical details of the documents.
- Document location by using Union catalogue, Delnet, NUCSSI, and Indcat etc.
- Document procurement through requesting documents from the holdings library, or searching in web for free access of document.

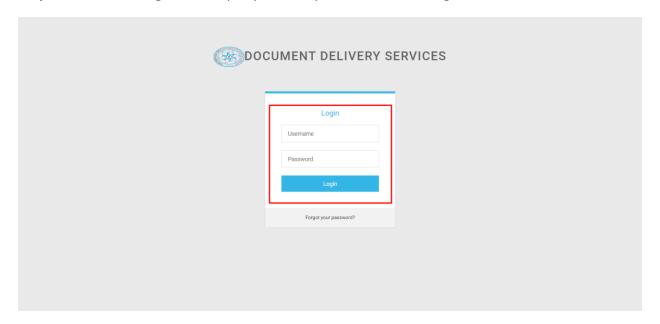
Document Identification

Document Location

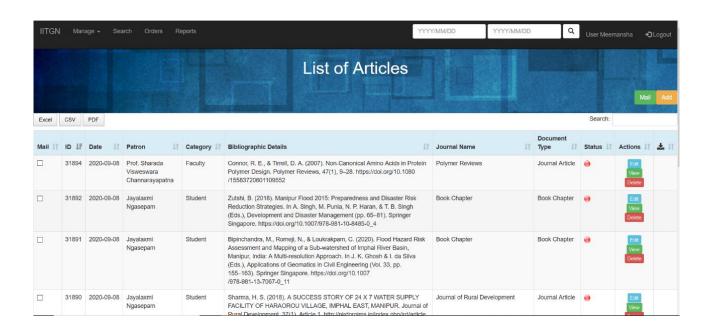
Document Procurement

Steps of DDS

Step 1: After receiving the DDS query in library services mail id, login to DDS software.



Interface of the IITGN DDS



Interface of the IITGN DDS

Step 2: after that, we search the document in our subscribed contents and simple search is helpful and cross check the article title and author name or other information, which is provided by the user, by using bibliographic information such as:

- Title of the article, Journal Name, Volume No, Year, Author Name, DOI etc.
- For accurate bibliographical detail, we take the help of reference management software Zotero.
- For populating/Adding the query and records of patron in DDS software in a format. One has to click on Add menu.

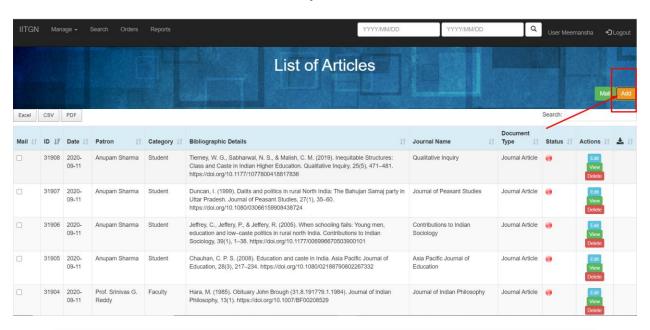
Library Journal: https://legacy.iitgn.ac.in/library files/full text journals.htm

Step 3: Insert the record of patron in DDS software in a format.

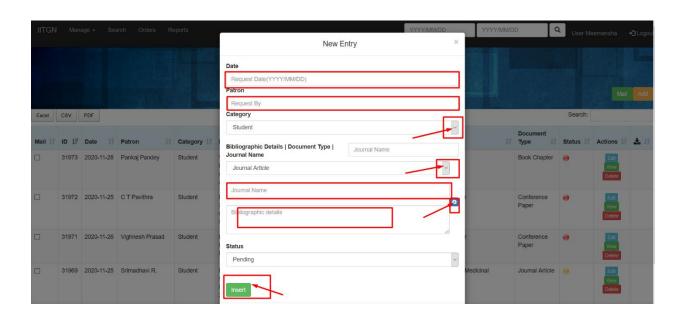
•	Date
•	Patron name:
•	Category of Patron:
•	Type of document

Bibliographical information of Document and Insert.

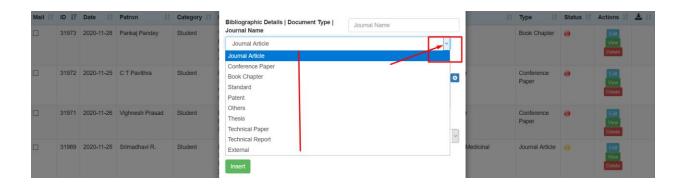
How to Populate Articles



Click on Add Button







Insert the record of patron in DDS software in a format

Step 4: Now search for document availability starts in different catalogs like:

- Union catalog of IITGN
- Delnet
- IndCat
- Nucssi (National Union Catalogue of Science Serials in India)



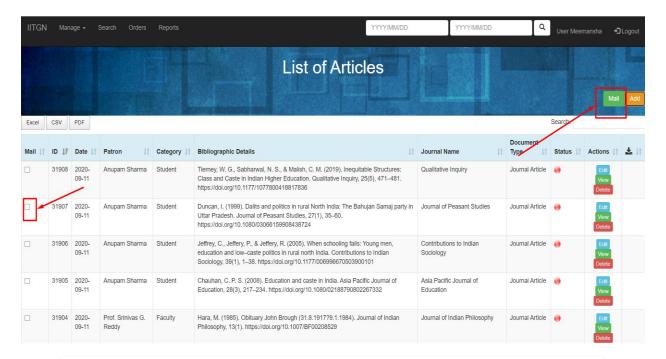




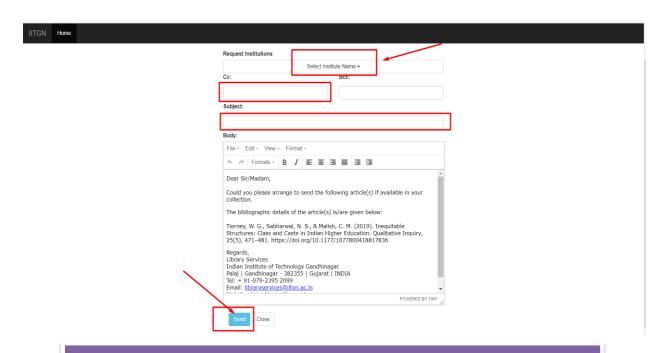


Once we track the availability of journals/books in different institute. We approach them through mail.

Sending Message through DDS/ Approached to the other Institutions:



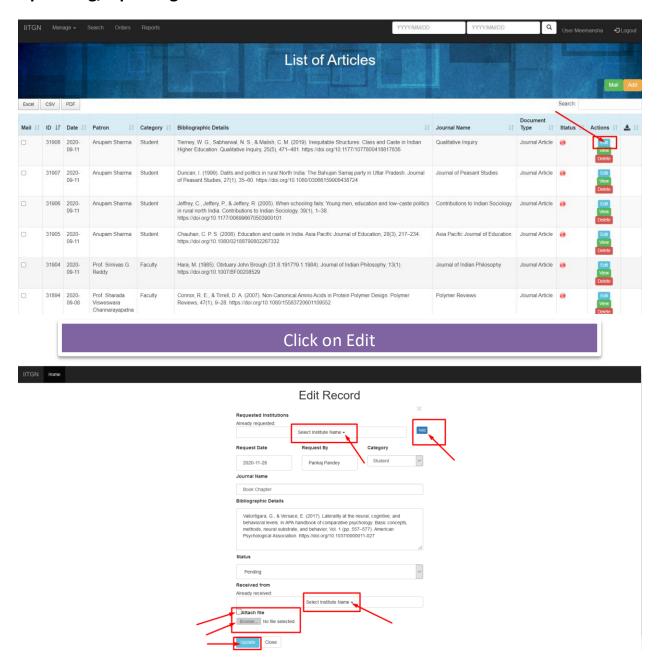
Click on left mailbox and upper mailbox



Fill-up all data fields and Click on Send

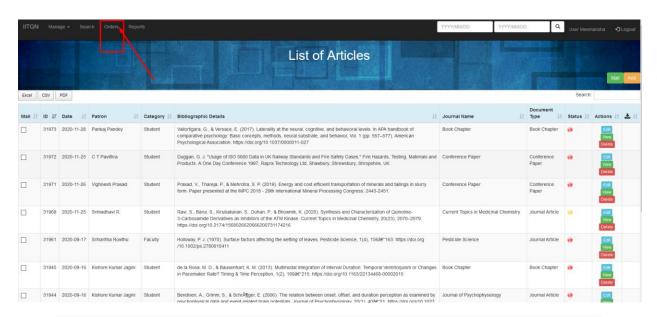
Step 5: Once we get the requested documents from other institute, while uploading/ updating the document tick the checkbox which institute has given first in DDS software by clicking on edit menu.

Uploading/ updating the document on DDS software:



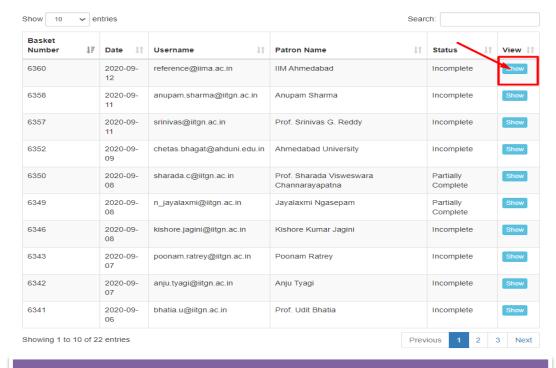
Fill-up all Data and click on Update

Step 6: After Updating the document then go to order menu after that list of basket window will appear on screen, then select the patron for which we updated the document then we will get received status after clicking on show button then we have to select the checkbox then click submit button.

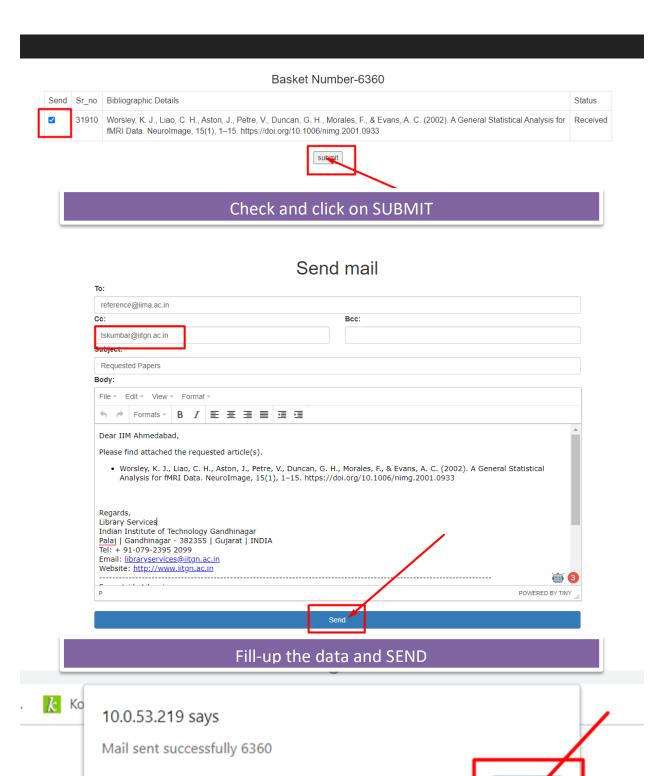


Click on Ordered Button

List of Basket



Click on Show Button

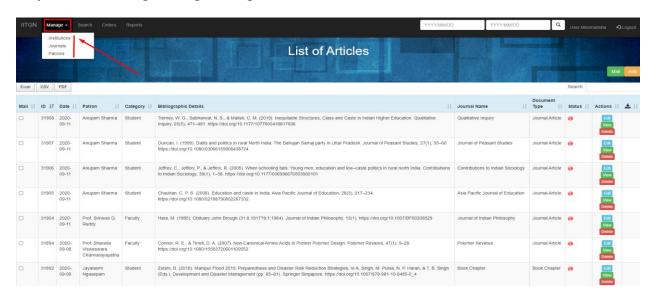


Finally sent, click on OK

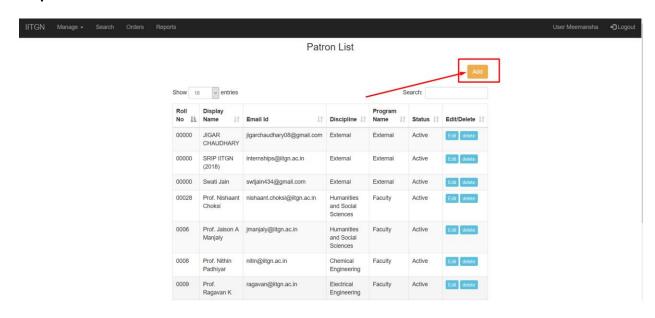
Final Step: Send the mail to the patron, also check all the fields are properly filled or not and the soft copy and sent the document to the patron by mail with copyright guideline according to user.

Step for creating new patron in DDS Software

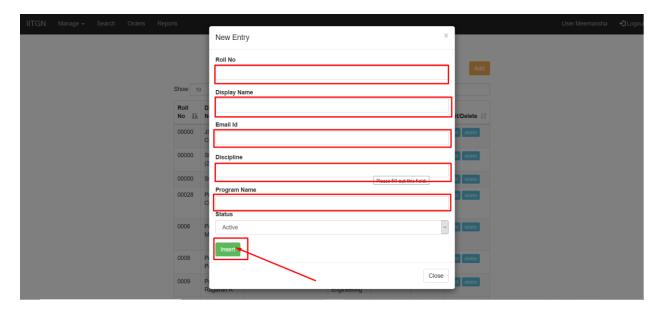
Step 1: After clicking, manage then go to Patrons



Step 2: Click Add button



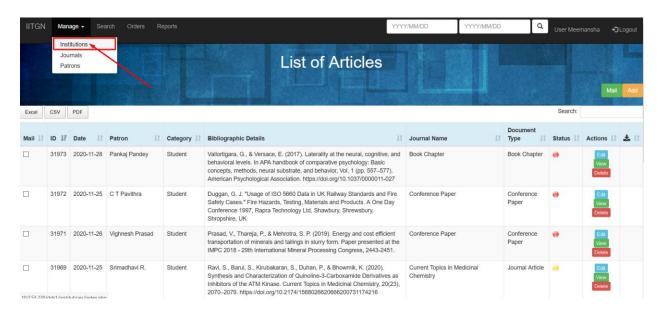
Step 3: Then fill the entire field by using koha information.

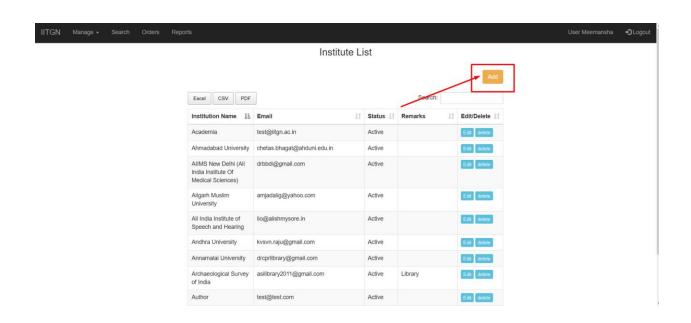


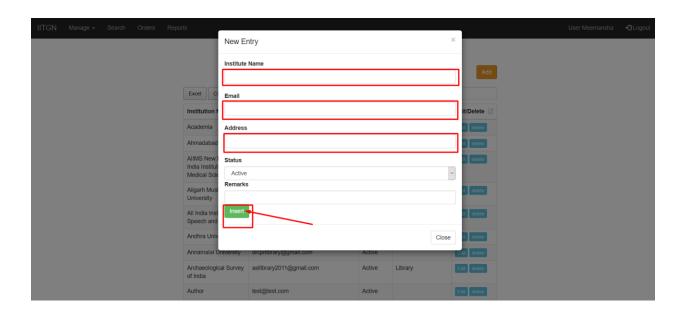
For Adding New institute for approaching

Step 1: Click to manage and then click to dropdown namely Institutions. If we are approaching to any institute always, go for formal mail through libraryservices@iitgn.ac.in. If they response, then only add the institute DDS Software.

Step 2: Then click Add button then one pop-up will appear on screen fill all the details and lastly click Insert.







Points to keep in mind:

- Never forget to give label (DDS Query) in libraryservices@iitgn.ac.in mail id to populated query and to Completed Query (DDS Complete), so that we will come to know about the status of query.
- Make the id in Research gate.
- Try to approach author of document, if no institute has that document or it is too late.
- Thanks to all the institute, which provide us the document through and also thank the institute who inform us that certain requested document is unavailable with them.
- Check the bibliographical detail while entering on DDS software it will not take apostrophe mark (').
- Plug-in- Google scholar, Kopernio
- For report generation we have to select the date such as. 1/12/2019 to 31.12.2019 then click on excel. Check completed request, approach and pending. Then for pending and approach and close the status on DDS software and final send the mail to the user about the status of document, if they still need the document then open the document status on DDS software, discuss with Sir and send the mail to Delnet and National Institute of Science Communication and Information Resources (NISCIR).