
International Guide to Highway Transportation Information: Volume 3 - Document Delivery Suppliers

FEBRUARY 2000

U.S. Department of Transportation
Federal Highway Administration
Office of International Programs

PREFACE

This guide identifies worldwide document delivery suppliers who provide, upon request and usually a service fee, copies of research reports, journal articles, conference proceedings, standards and regulations, gray papers, and other types of documents and information materials covering the highway transportation field. These suppliers are (for the most part) commercial entities; and many of them are associated with bibliographic information database producers and large library and information centers. Many of these document delivery suppliers include other subject areas, besides highway and transportation topics.

Document delivery suppliers will be listed in alphabetical order, and information on their address, telephone number, e-mail correspondence, web site, description of services, and linkage with database producers is included.

We thank and acknowledge the following individuals for reviewing the guide: Jeanne F. Thomas, Manager of Information Services, Michigan DOT; Daniel C. Krummes, Director of Harmer Davis Transportation Library, University of California at Berkeley; Bonnie A Osif, Engineering Librarian, Pennsylvania State University; and Michael Klieber, Consultant and former director of Harmer Davis Transportation Library. Thanks also to Kathy H. Lococo for her assistance in research and report preparation activities.

This work was performed for the U.S.DOT Federal Highway Administration, Office of International Programs under subcontract DTFH61-99-C-00005 to American Trade Initiatives, Inc., P.O. Box 8228, Alexandria, VA 22306-8228, 703-780-3428, Joseph N. Conn, Vice President.

We invite all readers and users to send or fax us corrections or updates on any of these suppliers. Additions are welcome as well. Send to:

Lawrence E. Decina, Principal Investigator
The Scientex Corporation
P.O. Box 1367
1722 Sumneytown Pike
Kulpsville, PA 19443
United States of America
215-412-4912
215-412-4911 (fax)
ldecina@scientexcorp.com

TABLE OF CONTENTS

<u>Section</u>	<u>Page</u>
INTRODUCTION	1
American Association of State Highway and Transportation Officials (AASHTO)	2
American Society of Civil Engineers (ASCE)	3
AARB Transport Research, Ltd.	4
Bell and Howell Information and Learning	5
British Library Document Supply Centre	6
Canada Institute for Scientific and Technical Information (CISTI)	7
Delft University of Technology Library	8
Dialog Corporation	9
Elsevier Science, Inc. (Pergamon Press)	10
Engineering Information, Inc.	11
European Information Network Services (EINS) (QUESTORDER)	12
Fachinformationszentrum (FIZ) Karlsruhe	13
Institut de l'Information Scientifique Technique (INIST) Diffusion	14
Institute for Scientific Information (ISI)	15
Institute of Transportation Studies Library, University of California, Berkeley	16
Japan Information Center for Science and Technology (JICST)	17
National Technical Information Service (NTIS)	18
Society of Automotive Engineers (SAE) International	19
STN International	20
Transportation Association of Canada (TAC)	21
Transportation Library, Document Delivery Service, Northwestern University Library	22
Transportation Research Board (TRB)	23
The Uncover Company	24
United States Department of Transportation (U.S. DOT) National Transportation Library	25
Universitätsbibliothek und Technische Informationsbibliothek (TIB)	26

INTRODUCTION

This guide, *Volume 3 - Document Delivery Suppliers*, is part of the *International Guide to Highway Transportation Information*—a multi-volume set of guides that provides highway transportation information resources for domestic and international professionals.

The guides are useful for the traffic engineer, transportation planner, and intelligent transportation systems specialist, as well as academics, applied researchers, administrative officials, and highway transportation information and library professionals. The guides are also useful for civil engineers or other professionals in highway construction, operations, and materials; as well as highway safety and human factors engineers; psychologists; and social scientists. Volume 1 will identify highway transportation libraries and information centers in the world. Volume 2 will identify web sites; Volume 4 will identify bibliographic and non-bibliographic databases; and Volume 5 will identify highway transportation research centers, associations, organizations, and other professional societies. A final guide will also incorporate all five volumes and include an index. The volumes will be available in electronic form on FHWA's International Programs web site (www.international.fhwa.dot.gov). The final guide will also be produced in hard copy.

For this volume, several research and information search methods were used in identifying and collecting appropriate information for the guides. They include: correspondence with transportation library staff; searching and scanning existing directories of information sources; conducting searches in computerized online and cd-rom transportation-related subject databases; and conducting comprehensive searches on the Internet using several search engines, as well as accessing information and document vendor and clearinghouse web sites.

In this Volume 3, information about each document delivery supplier is displayed in tabular form, one entity per page. Information includes: name; address; telephone and fax number; e-mail address; web site; description of services; average costs per document delivered; and additional information.

As a general rule, all of the document delivery suppliers can accommodate several different methods of payment, including deposit accounts, payment upon order, check or money order, credit card, and invoice.

American Association of State Highway and Transportation Officials (AASHTO)	
Address	AASHTO Publications Order Department 444 N. Capital St., N.W., Suite 249 Washington, D.C. 20001 USA
Telephone	202 624 5800
Fax	202 624 5469
E-mail	kyungl@ashto.org
Web Site	http://www.ashto.org/
Description of Service	AASHTO publishes manuals, guides, and specifications in the areas of administration and economics, bridges and structures, construction and right-of-way, design and traffic, highway transport and safety, maintenance, materials, and planning and environment. AASHTO makes all its publications convenient and accessible to the transportation community.
Average Cost per Document	U.S. \$0.25 per page.
Additional Information	Orders may be submitted by mail, telephone, or fax.

American Society of Civil Engineers (ASCE)	
Address	<p>ASCE - World Headquarters 1801 Alexander Bell Drive Reston, VA 20191-4400 USA</p> <p>ASCE - Washington Office 1015 15th St. N.W. Suite 600 Washington, D.C. 20005 USA</p>
Telephone	800 548 2723 703 295 6300 (international calls) 703 295 6300 (headquarters) 202 789 2200 (Washington D.C.)
Fax	703 295 6222 (headquarters) 202 289 6797 (Washington D.C.)
E-mail	marketing@asce.org
Web Site	www.asce.org
Description of Service	Provides issues of Civil Engineering, ASCE News, newsletters and other publications, books, and CD-ROMs of the ASCE.
Average Cost per Document	varies.
Additional Information	Publications can be searched online in the ASCE database. http://www.pubs.asce.org/cedbits.html

ARRB Transport Research, Ltd.	
Address	ARRB Transport Research, Ltd. 500 Burwood Highway Vermont South Victoria 3133 Australia
Telephone	03 881 1560 61 3 9881 1600
Fax	03 802 5502 61 3 9802-5502
E-mail	lynneb@arrb.org.au
Web Site	http://www.arrb.org.au/inf_serv/inf_serv.htm
Description of Service	Publication of the AARB available to order. Strong Australian and New Zealand holdings, as well as large holdings from OECD countries.
Average Cost per Document	AUD \$21 per loan or photocopy item.
Additional Information	Invoice, credit card, check accepted upon mail order.

Bell and Howell Information and Learning	
Address	Bell and Howell Information and Learning 300 North Zeeb Rd. P.O. Box 1346 Ann Arbor MI 48106-1346 USA
Telephone	800 521 0600 734 761 4700 734 761 4700 ext. 2825 734 997 4210 (international sales)
Fax	
E-mail	info@umi.com
Web Site	www.umi.com
Description of Service	Includes scientific and technical documents. Holds 1.2 million doctoral dissertations; most U.S. and many Canadian, British, and European from 1988 to current.
Average Cost per Document	varies.
Additional Information	Formerly University Microfilms International (UMI). Provides document delivery service for over 10 Dialog databases. Provides full text online for over 600 serial titles.

British Library Document Supply Centre	
Address	British Library Document Supply Centre LEXICON Document Delivery Service Boston Spa Wetherby West Yorkshire LS23 7BQ United Kingdom
Telephone	44 1937 546060 44 1937 546363 (rush service)
Fax	44 1937 546333 44 1937 546321 (rush service)
E-mail	asc-customer-services@bl.uk
Web Site	http://icarus.bl.uk/dsc/lexicon
Description of Service	Complete document delivery service available. One of the largest collections of scientific and technical documents and serials in the world.
Average Cost per Document	US \$9.00 unit (10 pages per unit). Other fees and costs vary depending on service.
Additional Information	Online document delivery service available through DIALOG, EINS, and others. A deposit account is necessary for ordering.

Canada Institute for Scientific and Technical Information (CISTI)	
Address	CISTI National Research Council of Canada Building M-55, Montreal Road Ottawa, ON K1A 052 Canada
Telephone	800 668 1222 (Canada and U.S.) 613 993 9251
Fax	613 993 7619
E-mail	cisti.info@nrc.ca
Web Site	http://www.cisti.nrc.ca/cisti/docdel/docdel.html
Description of Service	Collection includes 54,000 serial titles; 700,000 books; and 2 million technical reports on microfiche.
Average Cost per Document	varies.
Additional Information	Offers automated document delivery system service as well. Maintains a large collection of scientific technical translations (in English and French) from a variety of foreign languages.

Delft University of Technology Library	
Address	<p>Delft University P.O. Box 98 2600 MG DELFT The Netherlands</p> <p>Prometheusplein 1 2628 ZC DELFT The Netherlands</p>
Telephone	31 (0) 15 278 4636
Fax	31 (0) 15 257 5673
E-mail	customer-service@library.tudelft.nl
Web Site	http://www.library.tudelft.nl/BUTD/eng/rgform.htm
Description of Service	Holdings for technology, engineering, and related sciences. Extensive collection of 13,000 current serial titles and 750,000 monographs and conference proceedings.
Average Cost per Document	fl. 1,25 per page photocopy; fl. 2,50 per page urgent fax; fl. 15,00 per duplicate from microfiche (international rates).
Additional Information	Handles a daily average of 1,000 interlibrary loan requests. Offers invoice or deposit account services.

Dialog Corporation	
Address	The Dialog Corporation 2440 W. El Camino Real Mountain View, CA 94040-1400 USA
Telephone	800 334 2564 650 254 8800
Fax	650 254 8123
E-mail	customer@krinfo.com
Web Site	http://library.dialog.com/yellowsheets
Description of Service	DIALORDER is the online document ordering service that connects users of Dialog to a number of document suppliers. All subject areas are covered.
Average Cost per Document	varies.
Additional Information	There are 33 DIALORDER suppliers available. Highway transportation documents can be accessed through several of these suppliers.

Elsevier Science, Inc. (Pergamon Press)	
Address	Elsevier Science 655 Avenue of the Americas New York, NY 10010-5107 USA
Telephone	212 633 3730
Fax	212 633 3680
E-mail	usinfo-f@elsevier.com
Web Site	http://www.elsevier.com
Description of Service	Book and journal articles on all scientific topics.
Average Cost per Document	varies.
Additional Information	Provides full-text service to more than 1,100 scientific, medical, and technical journals from around the world. There are regional offices in: Europe, Middle East, and Africa (nlinfo-f@elsevier.nl); Japan (info@elsevier.co.jp); Asia and Australasia (asiainfo@elsevier.com.sg); Latin America (elsevier@campus.com.br).

Engineering Information, Inc.	
Address	Engineering Information Inc. Document Delivery Service 1 Castle Point Terrace Hoboken, NJ 07030-5996 USA
Telephone	800 221 1044 201 216 8500 (outside U.S. and Canada)
Fax	201 216 8532
E-mail	mayor@ei.org
Web Site	http://www.ei.org/
Description of Service	Provides photocopies of articles and conference papers cited in the COMPENDEX file (available in Dialog and EINS).
Average Cost per Document	U.S. \$15 per copy (up to 20 pages); U.S. \$0.40 per page after rush services available at additional fees.
Additional Information	Deposit accounts (U.S. \$150 minimum), annual contracts, prepayments used.

European Information Network Services (EINS) (QUESTORDER)	
Address	EINS/DIALTECH The British Library St. Pancras 96 Euston Road London NW1 2DB United Kingdom
Telephone	0171 412 7946 0171 412 7951
Fax	0171 412 7947
E-mail	dialtech@bl.uk
Web Site	http://www.eins.org/contact_points.htm
Description of Service	QUESTORDER is the online document delivery ordering service that is used to access several document delivery suppliers.
Average Cost per Document	varies.
Additional Information	EINS provides an online service in scientific and technical information for the European information market. EINS has 11 national centers depending on the country. (See web site.)

Fachinformationszentrum (FIZ) Karlsruhe	
Address	FIZ Karlsruhe Division Marketing, Service and Sales 76344 Eggenstein-Leopoldshafen Germany
Telephone	49 7247 808 333
Fax	49 7247 808 135
E-mail	docdel@fiz-karlsruhe.de
Web Site	http://www.fiz-karlsruhe.de
Description of Service	Large collection of German and European scientific and technical documents and serials. Offers a wide range of document delivery services.
Average Cost per Document	DM 70,00 per document. Many types of document delivery services available.
Additional Information	Service available through STN International and EINS document supplier network.

Institut de l'Information Scientifique Technique (INIST) Diffusion	
Address	INIST 2 allée du Parc de Brabois F-54514 Vanoeuvre Cedex France
Telephone	33 83 50 46 64
Fax	33 83 50 46 66
E-mail	fdp-contact@inist.fr
Web Site	http://www.inist.fr/
Description of Service	Catalog contains over 5 million bibliographic references of scientific and technical information.
Average Cost per Document	varies.
Additional Information	Electronic ordering over the Internet is available.

Institute for Scientific Information (ISI)	
Address	Institute for Scientific Information (ISI) 3501 Market St. Philadelphia, PA 19104-7649 USA
Telephone	800 336 4474 215 386 0100
Fax	215 386 6362
E-mail	sales@isinet.com
Web Site	http://www.isinet.com/prodserv/ids/idsprod.html
Description of Service	Supplies articles from over 16,000 journals, books, proceedings in sciences, social sciences, humanities and arts.
Average Cost per Document	U.S. \$10.75 (10 pages or less); \$2.75 per additional 10 pages or less. Other service costs for pre-1991 articles. Provides fax delivery as well.
Additional Information	Deposit account or invoiced billing arrangements are used.

Institute of Transportation Studies Library, University of California, Berkeley	
Address	Harmer E. Davis Transportation Library Institute of Transportation Studies University of California at Berkeley 412 McLaughlin Hall Berkeley, CA 94720 USA
Telephone	510 642 3604
Fax	510 642 9180
E-mail	itslib@uclink4.berkeley.edu
Web Site	http://www.lib.berkeley.edu/ITSL/
Description of Service	Large international collection on all modes of transportation. Documents may also be borrowed via OCLC service available at subscribing member libraries.
Average Cost per Document	U.S. \$15 each title up to 50 pages; \$ 0.25 per each additional page.
Additional Information	Interlibrary loan and document delivery services are available. Maintains the PATH database on ITS topics. http://www.nas.edu/trb/about/path1.html

Japan Information Center for Science and Technology (JICST)	
Address	<p>JICST Headquarters 5-3, Yonbancho Chiyoda-ku Tokyo 102-0081 Japan</p> <p>JICST Library P.O. Box 10, Hikarigaoka Tokyo 179-9810 Japan</p> <p>JICST Washington Office 2000 L Street, N.W. Suite 508 Washington, D.C., 20036 USA</p>
Telephone	<p>81 3 5214 8413 (Japan) 81 3 3977 2551 (overseas service division service department) 202 872 4707 (U.S. branch office)</p>
Fax	<p>81 3 3979 2210 (Japan) 81 3 3979 2210 (JICST Library) 202 872 4053 (U.S. branch office)</p>
E-mail	overseas@mr.jst.go.jp
Web Site	http://www.jst.go.jp
Description of Service	Maintains an extensive collection of the world's scientific and technological literature starting from 1957. Includes 7,050 Japanese published periodicals and over 5,325 periodicals from more than 50 overseas countries.
Average Cost per Document	U.S. \$ 15.00 per copy (first 10 pages); \$3.00 each additional 5 pages; surcharge for non-JICST held documents.
Additional Information	Accepts fax orders. Orders can also be done through STN International's online services. Deposit accounts available.

National Technical Information Service (NTIS)	
Address	Customer Services National Technical Information Service (NTIS) U.S. Department of Commerce 5285 Port Royal Road Springfield, VA 22161 USA
Telephone	703 605 6000
Fax	703 605 6900
E-mail	info@ntis.fedworld.gov
Web Site	http://www.ntis.gov/
Description of Service	U.S. and non-U.S. government sponsored research and development results, business information and engineering solutions. Collection is about 3 million titles.
Average Cost per Document	Varies. Usually based on number of pages of document.
Additional Information	Deposit account, credit card, or check in advance. Bibliographic citation information on NTIS documents is accessible through DIALOG's File 6. Online document delivery service available to database via DIALOG. NTIS offers FedWorld an online information service free to the public to connect to the NTIS database.

Society of Automotive Engineers (SAE) International	
Address	Society of Automotive Engineers (SAE) International World Headquarters 400 Commonwealth Drive Warrendale, PA 15096-0001 USA
Telephone	724 776 4841
Fax	724 776 0790
E-mail	custsvc@sae.org
Web Site	http://www.sae.org
Description of Service	Over 2,000 technical papers available on all vehicle technology topics
Average Cost per Document	\$10 download of full-text paper; \$12 non-members mailing; \$30 fax copy of paper.
Additional Information	SAExpress global document service is available.

STN International	
Address	STN International c/o Chemical Abstracts Service P.O. Box 3012 2540 Olentangy River Road Columbus, OH 43210-0012. USA
Telephone	614 447 3713 614 447 3698 (worldwide), 800 848 6533 (toll-free in North America)
Fax	614 447 3751
E-mail	helpw@cas.org intsalesw@cas.org
Web Site	stnweb.cas.org/
Description of Service	The IRRD database is available in STN International online bibliographic database. Document orders are placed with the British Library Document Supply Centre.
Average Cost per Document	(See British Library Document Supply Centre entry.)
Additional Information	

Transportation Association of Canada (TAC)	
Address	TAC Technical Information Service 2323 St. Laurent Boulevard Ottawa, Ontario K1G 4K6 Canada
Telephone	613 736 1350
Fax	613 736 1395
E-mail	tis@tac-atc.ca
Web Site	http://tac-atc.ca/resource/lloans.htm
Description of Service	Publications sponsored by TAC are available to order. Manuals, guidelines, serials research reports, bulletins, and conference proceedings can be ordered.
Average Cost per Document	US \$0.25 per page. US \$10 per article + \$5 per 20 page increment. US \$5 per item and shipping.
Additional Information	Directory of Canadian transportation data sources, including 250 statistical data sources.

Transportation Library, Document Delivery Service, Northwestern University Library	
Address	Transportation Library Document Delivery Service Northwestern University 1935 Sheridan Road Evanston IL 60208-2300 USA
Telephone	847 491 5273
Fax	847 491 8601
E-mail	trans@nwu.edu
Web Site	http://www.library.nwu.edu/transportation
Description of Service	Interlibrary loan and photocopy services available.
Average Cost per Document	US \$15 loan per document. US \$12 photocopy document (first 10 pages).
Additional Information	One of the largest transportation libraries in the world. Documents can be borrowed via OCLC as well.

Transportation Research Board (TRB)	
Address	Transportation Research Board 2101 Constitution Avenue, N.W. Washington, D.C. 20418 USA
Telephone	202 334 3214
Fax	202 334 2519
E-mail	TRBSales@nas.edu
Web Site	http://www.nas.edu/trb/about/pubindex.html
Description of Service	Contains publications about transportation policy and practice in several subject categories, including: highway design, maintenance and construction, operations and safety, planning, and administration.
Average Cost per Document	U.S. \$0.10 per page; \$0.30 per page out-of-print TRB publications.
Additional Information	More than 1,350 reports from the National Academies are available online free for the reading. Site visitors can search the full text of online reports, and purchase printed copies at a 20% discount.

The Uncover Company	
Address	The UnCover Company 3801 East Florida Avenue #200 Denver, CO 80210 USA
Telephone	800 787 7979 303-758-3030
Fax	303 758 5946
E-mail	sos@uncover.org
Web Site	http://uncweb.carl.org
Description of Service	Database contains article information taken from well over 18,000 multidisciplinary journals. Contains brief descriptive information for over 8.8 million articles from 1988 to present. Ordering can be done online.
Average Cost per Document	US \$10.00 per article plus copyright fees ordered online; other prices for other delivery methods. Discounts available subscribing to other services.
Additional Information	

United States Department of Transportation (U.S. DOT) National Transportation Library	
Address	U.S. DOT/ Bureau of Transportation Statistics (BTS) National Transportation Library 400 7 th Street, S.W., Room 3430 Washington, DC 20590 USA
Telephone	800 853 1351 202 366 3282
Fax	202 366 3640
E-mail	ntl@bts.gov
Web Site	http://www.bts.gov/ntl/
Description of Service	A collection of electronic full-text US DOT documents available via the Internet and CD-Rom.
Average Cost per Document	free.
Additional Information	All material in the National Transportation library is in the public domain or provided by the authors free of any restriction on reproduction.

Universitätsbibliothek und Technische Informationsbibliothek (TIB)	
Address	Universitätsbibliothek und TIB Postfach 60 80 D-30060 Hannover Germany
Telephone	49 511 762 2268
Fax	49 511 715936
E-mail	ubtib@tib.uni-hannover.de
Web Site	http://www.tib.uni-hannover.de
Description of Service	Central German library for technology/engineering and related basic sciences. Has over 20,000 current serial titles and special collections of conference proceedings, unpublished German research reports, and Eastern Europe publications.
Average Cost per Document	DM 32 per article (up to 20 pages photocopied, or 1 monograph loan) (Europe). DM 50 per article (rest of world).
Additional Information	Deposit accounts available. Can invoice as well. Rush orders available.