

# Product review of Article Galaxy

Reprints Desk's Article Galaxy is a Software as a Service platform that provides access to full-text scientific literature and is used by a range of people, from individuals carrying out research to universities and large enterprises.

## In this report:

- [Key advantages; introduction; contact details](#)
- [Sources - content & coverage](#)
- [Technology - search & user interface; outputs & alerts; administration](#)
- [Value - help & training; competitors; development; pricing](#)

*"Reprints Desk has a wide variety of tools and options to help discover, order and manage articles from a wealth of sources. Reprints Desk's business is to provide access to full-text content and assist with filtering for the lowest price of this content. Traditional search options and databases are accessible in addition to alternative discovery tools and resources to organise articles and pertinent information relating to access and copyright."*



[Andy Tattersall](#)

# Key advantages; introduction; contact details

## Quick take on key advantages

- Can buy, access or rent 70+ million full-text documents from the world's leading publishers
- Checks for open access compliance and whether an article is available for free
- Filters for lowest cost acquisition of documents available on the market
- Research articles can be stored and managed using Reprints Desk's in-house reference management app, the Reference Manager gadget
- Extensive suite of online in-house and third-party gadgets to assist and enhance the online research cycle
- Access for single users, groups and large research organisations.

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## Company information

**Reprints Desk** was founded in 2006 by Peter Derycz, chief executive officer and president, and is a subsidiary of Research Solutions which is a cloud-based research intelligence and retrieval solutions provider for research and development organisations. Reprints Desk has won several awards, including being ranked number one in the [Outsell Document Delivery Scorecard](#) since 2008 and was a finalist in the [2018 CODIE Awards](#) for Best Business Intelligence Tools and Platforms category. It has also been listed in the [EContent 100](#), Top 100 companies in the digital industry since 2010. Reprints Desk has offices in North America, Europe and South America.

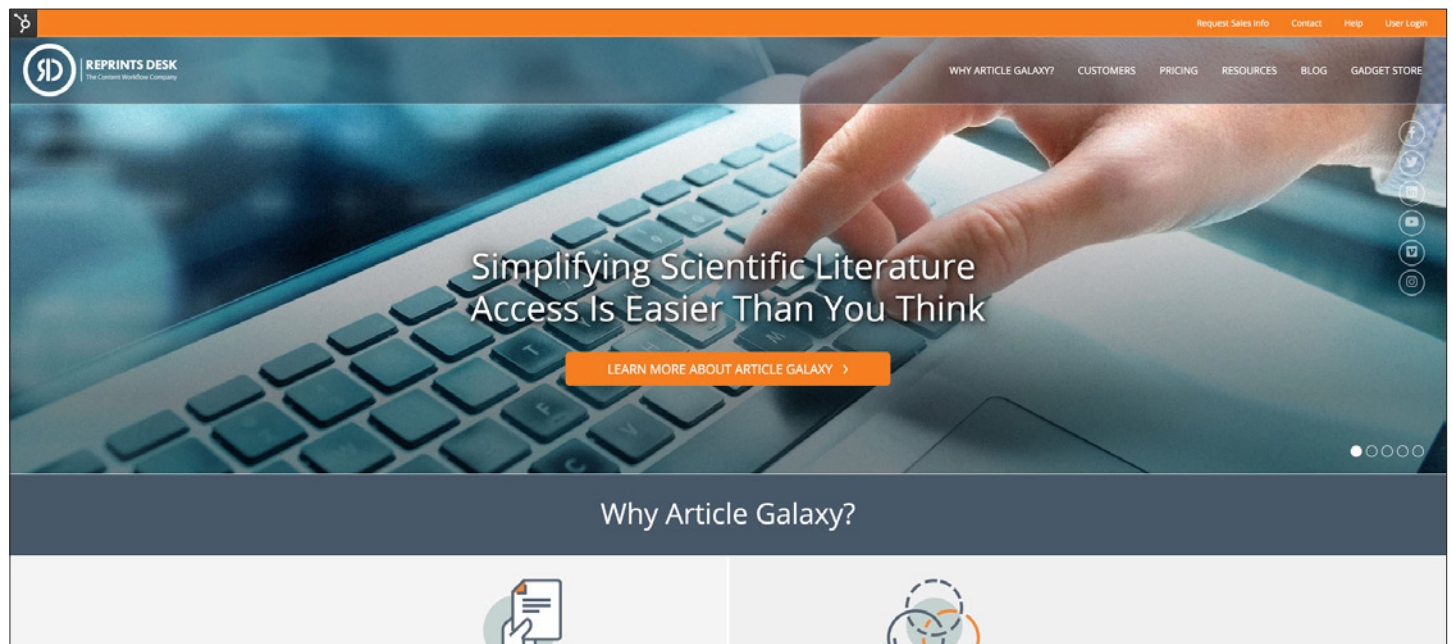


Figure 1: Reprints Desk homepage

# Key advantages

## Product information

Reprints Desk has several complementary products and services designed to assist research organisations to carry out their work. Core to this service is [Article Galaxy](#) which provides access to full-text scientific literature. It is a Software as a Service (SaaS) platform that provides access to over 70 million full-text documents.

Subscribers can purchase access to full-text research that they can either lease to read online or download onto their own devices. To support this process, Reprints Desk has also developed its own reference management app called "[Reference Manager gadget](#)", where researchers can organise and manage the articles they discover and purchase through Article Galaxy.

The company hosts its own suite of apps and proprietary software through its Gadget Store, which can help users as part of their research process. Article Galaxy integrates with over 70 discovery tools such as [PubMed](#) and Google Scholar and with other third-party solutions including, OCLC's ILLiad and RapidILL from Ex Libris.

It also integrates with data from [Digital Science's Altmetric](#) and [Dimensions](#) platforms. Users can easily apply Article Galaxy's document delivery engine directly from their search results in any of their preferred discovery environments.

## Users

Article Galaxy is used by individual users in research and universities, as well as in large enterprises.

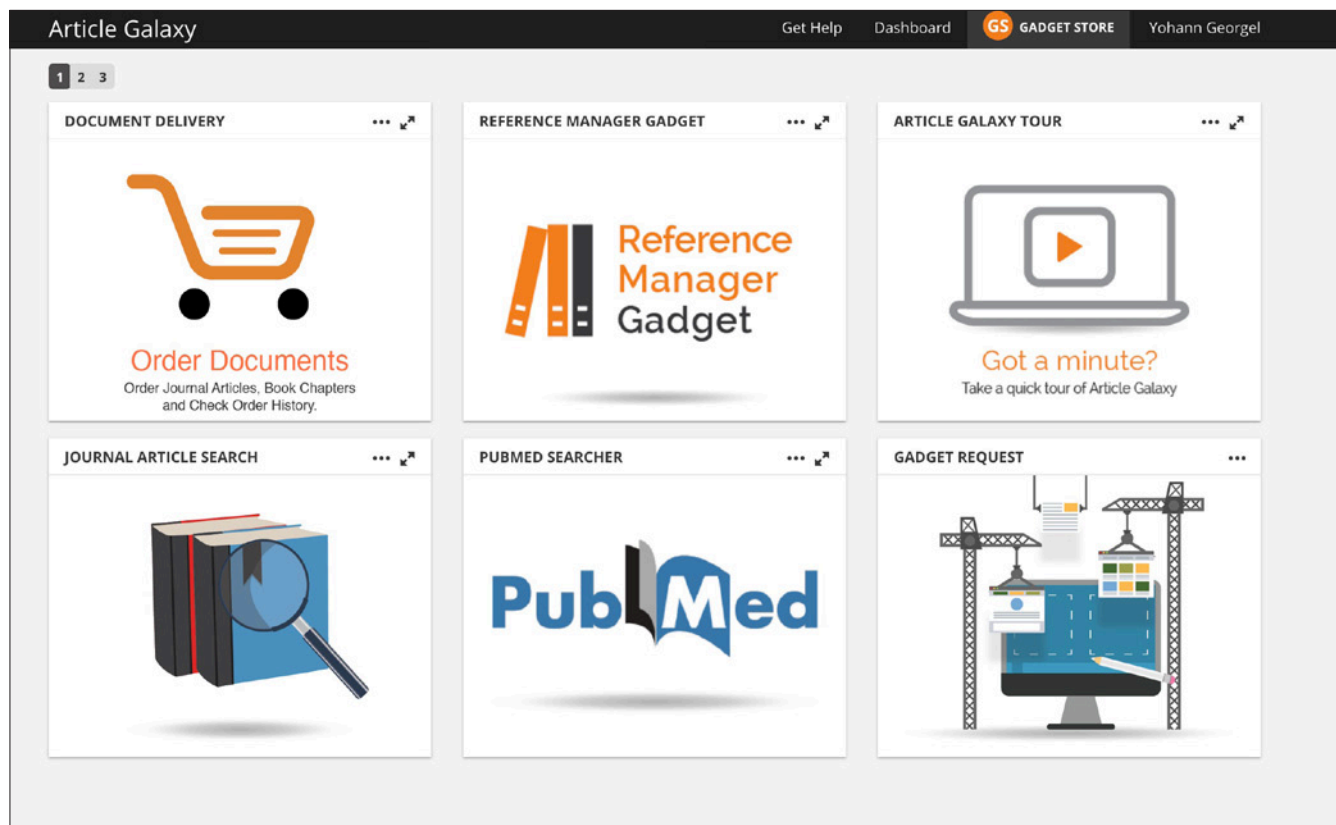


Figure 2: New Article Galaxy interface

# Key advantages

## Development and product roadmap

Reprints Desk has continued to expand its services with two large developments to complement Article Galaxy; its Reference Manager gadget and the [Article Galaxy Gadget Store](#). Launched in March 2019, the Gadget Store helps users improve and offer variety for content discovery and the research process. It contains over 100 science and research apps (aka gadgets) that aid several areas of the research cycle:

- Search and discovery
- On-demand literature access
- Workflow and productivity
- Lab and visualisation
- Biomedical research
- Journal of Content Feeds.

The introduction of Reprints Desk's Reference Manager gadget within the Gadget Store now allows users to save and manage their bibliographic information in sync with their Reprints Desk profile.

Future development plans include the expansion of the Gadget Store to include more specialist research gadgets to assist individuals and organisations with their work. The plan is to add new gadgets on a regular basis, ideally up to five per week. Reprints Desk hopes to open up the store to third-party developers.

## Value

Reprints Desk offers a comprehensive and tailored resource for anyone wishing to obtain research articles in a streamlined and effortless manner. Article Galaxy provides access to research from a huge range of publishers and journals with clear information as to the cost-per-article in addition to bibliographic and supporting information for each article. The addition of the Reference Manager app and Gadget Store help make Reprints Desk a single location platform to assist anyone from single user to large enterprises access and manage their research materials.

## Contact details

### Reprints Desk

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Website: <https://info.reprintsdesk.com/>  
Twitter: [@reprintsdesk](https://twitter.com/reprintsdesk)  
Facebook: [www.facebook.com/reprintsdesk](https://www.facebook.com/reprintsdesk)  
LinkedIn: [www.linkedin.com/company/reprints-desk/](https://www.linkedin.com/company/reprints-desk/)  
Vimeo: <https://vimeo.com/reprintsdesk>



# Sources - content and coverage

## Jinfo's view: sources

Successful research relies on access to as much fully available published content on the web as possible. [Reprints Desk](#) works with an extensive number of notable publishers and database providers to give extensive coverage of research articles that are easily discoverable and obtainable in a seamless and clearly marked process.

The company provides access to a very wide range of published research articles and book chapters. Using its [Article Galaxy](#) platform, users can access in excess of 70 million full-text documents. PDFs of research publications can be discovered and obtained in a matter of minutes. Access to this huge collection of resources is supplemented by data provided by Digital Science's [Altmetric](#) dashboard.

The full list of publishers that are accessible via Article Galaxy would be too long for this review but include:

American Association for the Advancement of Science (AAAS)	Inter-Research Science Center
American Institute of Aeronautics and Astronautics (AIAA)	IOP
American Chemical Society (ACS)	IOS Press
American Institute of Physics	Karger
American Medical Association (JAMA)	Mark Allen Group
American Society of Clinical Oncology (ASCO)	Mary Ann Liebert
ASPET	Massachusetts Medical Society (NEJM)
American Thoracic Society (ATS)	Oxford University Press
Annual Reviews	Pharmaceutical Press
ASME International	Portland Press
Bentham	Royal College of Nursing
Brill	Royal Society of Chemistry
British Medical Journal	SAE International
Cambridge University Press	SAGE
Company of Biologists	Spandidos Publications
Dustri Verlag	SPIE
European Association of Geoscientists & Engineers (EAGE)	Springer Nature Publishing Group
Elsevier	Taylor & Francis
Emerald	Thieme Verlag
Future Science & Future Medicine	TransTech
IEEE	Walter de Gruyter
Inderscience	John Wiley & Sons
Institution of Engineering & Technology (IET)	Wolters Kluwer Health.

## Sources

Most notable in this list is Elsevier, Springer Nature, John Wiley & Sons, SAGE, Taylor & Francis, and Wolters Kluwer, who are the main academic publishers globally.

Reprints Desk has an academic Consortia Programme which enables purchasing agreements with various library consortia. This provides member institutions with access to articles from Reprints Desk's Article Galaxy Scholar Collection at specially negotiated prices. It includes access to articles from 40,000 journals and chapters from 400,000 books. Current consortia agreements with academic libraries include:

- Greater Western Library Alliance (GWLA)
- Pennsylvania Academic Library Consortium (PALCI)
- The Association of Southern Research Libraries (ASERL)
- LYRASIS.

Article Galaxy's discovery model is aligned with that of the traditional research discovery model where researchers either know the article they wish to obtain or are searching for unknown content. Users can access articles in a number of ways starting with their Document Delivery gadget and the single article request form. Other gadgets offer the ability to search PubMed within the platform, or discover trending articles using the Altmetric gadget and by DOI and PubMed ID. All of which allows the user to have the option to rent or purchase any appropriate articles they discover.

The PubMed Searcher gadget gives access to the entire [PubMed database](#) and allows users to search within Article Galaxy directly by free text, title, keyword or DOI. PubMed has more than 29 million records that go back comprehensively to 1966 and partially to 1809. If any of the records discovered using the PubMed Searcher gadget is hosted by a publication in Reprint Desk's portfolio then it is possible to obtain the article through the Article Galaxy dashboard.

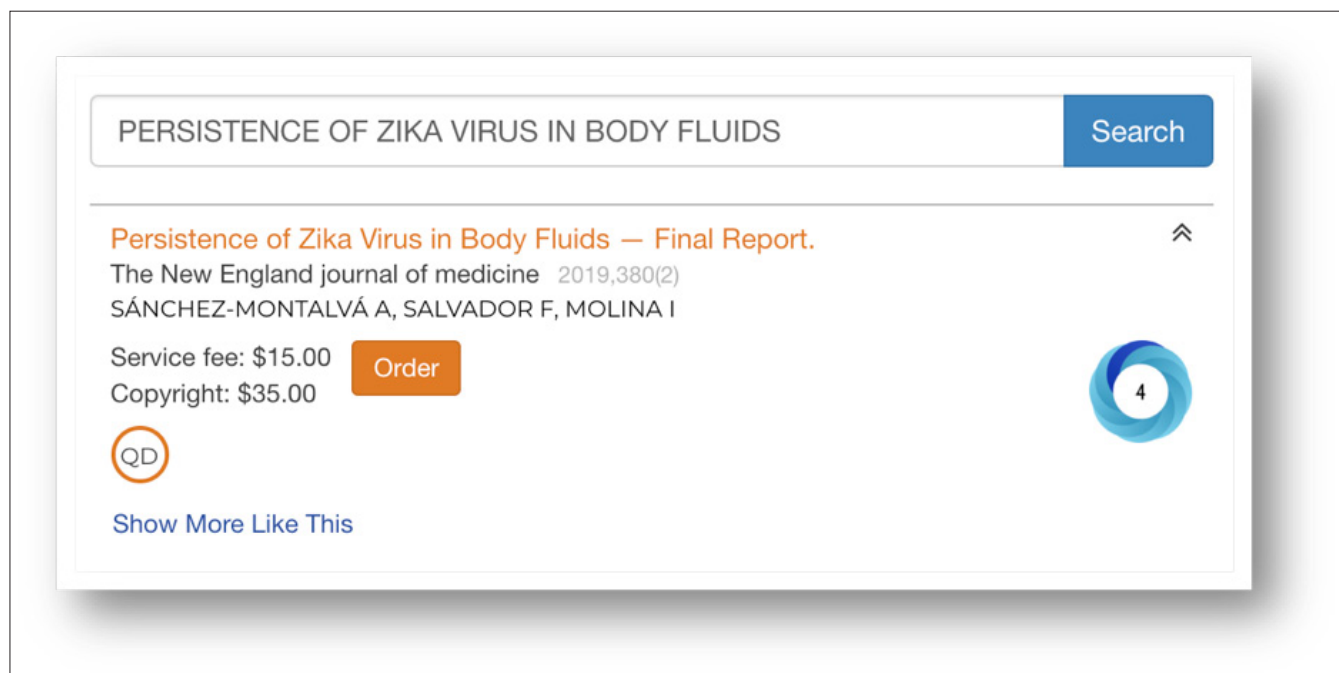


Figure 3: Searching PubMed within Article Galaxy

## Sources

The Article Galaxy widget browser plugin allows quick and easy access to a large array of research websites and publishers. By adding the widget to your web browser's bookmark bar it streamlines the process from article discovery to document delivery, allowing users to extract citations from any website and order journal articles in batches with the click of a button. Reprints Desk showcase a partial list of websites and tools that they have successfully tested using the Article Galaxy widget. The gadget can be accessed [here](#).



Figure 4: Partial list of websites accessed using the Article Galaxy widget

Article Galaxy is only as good as the content it provides access to and given the list of aforementioned publishers, it does deliver a gateway to a comprehensive collection of high-quality journals and articles.

Individual bibliographic information is supplemented by data provided by [Altmetric.com](#). The Altmetric Score appears when an article record is expanded to display the rental and purchasing options. This provides alternative indicators of interest relating to that specific research publication. Clicking on the badge opens up that paper's individual Altmetric.com dashboard that highlights which platforms and sources the research has received attention from.

# Sources

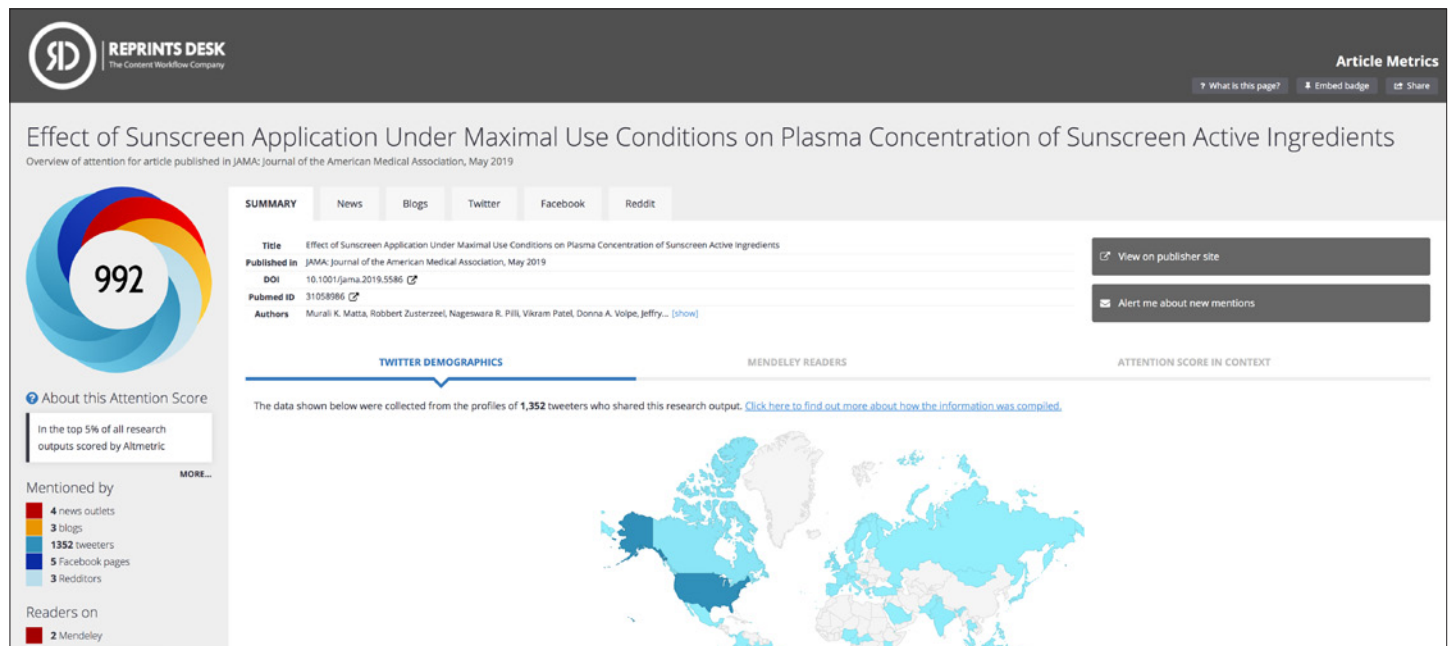


Figure 5: Altmetric dashboard

Altmetric.com provides a huge amount of data to aid document discovery through the Trending Articles gadget. Users can search for Altmetric.com indexed research and filter by the different types of mentions. Searches can be carried out to look at mentions across set periods of time from the past day to the previous year.

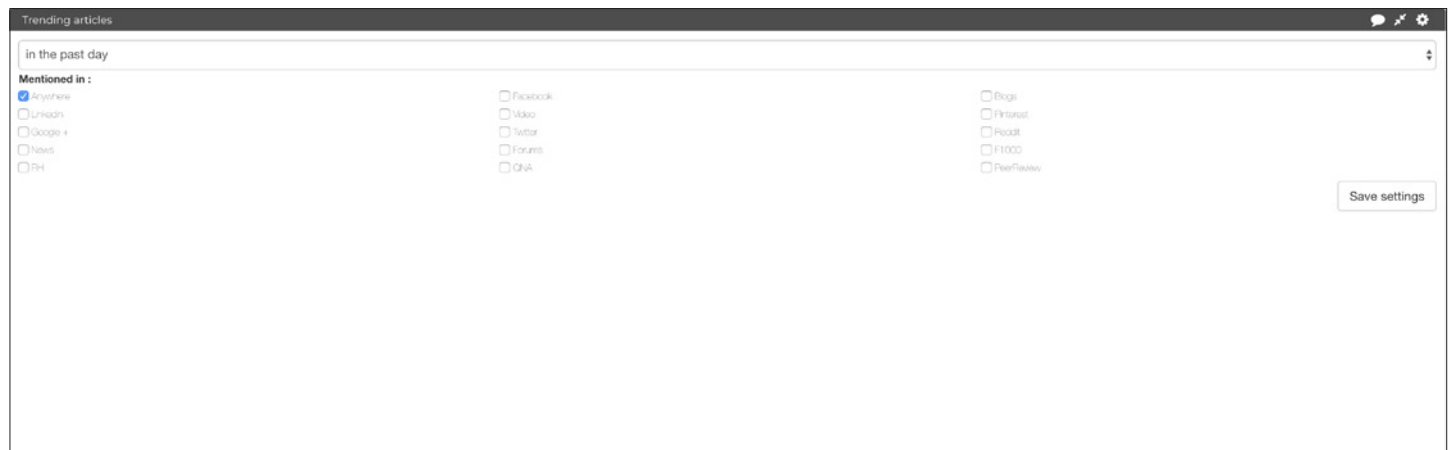


Figure 6: Altmetric Trending Articles finder by type of mention

The Gadget Store is Reprint Desk's collection of curated apps and websites to assist users with their research. Gadgets are separated into several categories, with the option for users to submit gadgets of their choice:

- All time best
- New this week
- Document delivery
- Search tools
- Laboratory
- Biomolecular



# Sources

- Productivity
- Communication
- News
- All gadgets.

GS **GADGET STORE**

## Search and discover gadgets for your research

Welcome to the Gadget Store

Find the Gadgets that meet your research needs! Search by keyword or browse popular categories. Click on any Gadget for a detailed description.

**Search results for All Gadgets**



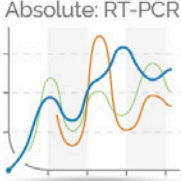









 <p><b>3-D PROTEIN VISUALIZER</b></p>	 <p><b>ABOUT GADGETS</b></p>	 <p><b>ABSOLUTE REAL TIME PCR</b></p>	 <p><b>ANTIBODY PROVIDER</b></p>
 <p><b>What's New?</b> Read about the new Article Galaxy 2.0 features in our blog</p> <p><b>ARTICLE GALAXY NEWS</b></p>	 <p><b>Got a minute?</b> Take a quick tour of Article Galaxy</p> <p><b>ARTICLE GALAXY TOUR</b></p>	 <p><b>ARTICLE GALAXY WIDGET</b></p>	 <p><b>ARTICLE GALAXY WIDGET</b></p>
 <p><b>AT/GC RATIO CALCULATOR</b></p>	 <p><b>AUTHOR FINDER</b></p>	 <p><b>BACTERIA CODON USAGE</b></p>	 <p><b>BIOASSAY SEARCHER</b></p>

Figure 7: Reprints Desk Gadget Store

⬇ **Continue to Technology** ⬇

# Technology - search & user interface; outputs & alerts; administration

## Jinfo's view: technology

[Reprints Desk](#) has a wide variety of tools and options to help discover, order and manage articles from a wealth of sources. Traditional search options and databases are accessible in addition to alternative discovery tools such as the Trending Article Finder gadget using [Altmetric.com](#) data. The [Reference Manager gadget](#) and Article Galaxy's Article Shelf provide resources to organise articles and pertinent information relating to access and copyright.

## Search and user interface

All activity within [Article Galaxy](#) takes place within the dashboard interface. This is where users can search and order articles, install gadgets and organise their documents. This review focuses on these three main areas of operation that are intuitive to navigate. In addition, there is much scope for personalisation to refine how users engage with the platform and create their own dashboard:

- The majority of activity involves using the primary platform and gadgets, Article Galaxy and the [Document Delivery gadget](#)
- There is also the Gadget Store which hosts over 100 gadgets, including those used to obtain research through Article Galaxy
- There is the in-house reference management app which is named the Reference Management gadget.

## Document delivery search

Starting with the primary resource, Article Galaxy, there are different gadgets you can use to find and discover articles from the publisher's databases. Firstly, there is the Document Delivery gadget which is one of the default gadgets on your dashboard. This gadget interface will be familiar to anyone who has searched a typical research database or used a reference management package.

There are several search boxes that can be used, with key fields including DOI, PubMedID and article title. Each one of these on its own is enough to return a successful result if you have the correct bibliographic information and the research can be accessed from the large collection of materials. After inputting the DOI or PubMedID into the search fields there is the option to select the get citation button. This will bring in all available metadata to complete the rest of the search fields.

# Technology

Single Article Request

Your article will be delivered to:

Cut and Paste

DOI:

PubMedID:

[Get Citation](#)

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Article Title:

Author:

Publication:

Year:

Volume:

Issue:

Pages:

ISSN/ISBN:

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**Intended Use**

- For use by myself or for a colleague within my organization
- For external Medical Affairs use
- For regulatory or legal submission
- External Use outside my organization

My Reference:

Check Pricing & Availability

Reset Form

Figure 8: Article Galaxy Document Delivery gadget

## PubMed Searcher

Another effective way for users to access research articles is by using the PubMed Searcher gadget. This gadget offers a simple free text search of the NIH PubMed database for research articles. The same free text search within PubMed (outside of Article Galaxy) returned the exact same results. The integration of PubMed into Article Galaxy gives the added benefits of document availability, pricing, Altmetric data, suggested articles and cited by references. This is in addition to the option of purchasing the article.

# Technology

## Altmetric Trending Articles Finder

The [Altmetric Trending Articles Finder](#) offers an alternative discovery tool for Article Galaxy users. This uses data from Altmetric.com to explore articles that have some type of Altmetric data tied to it. This is more useful for discovering research that is trending now, especially in the news and on social media. The gadget does not allow for free text searching so is not as refined as the aforementioned gadgets and as a result, can return a wide variety of unconnected results.

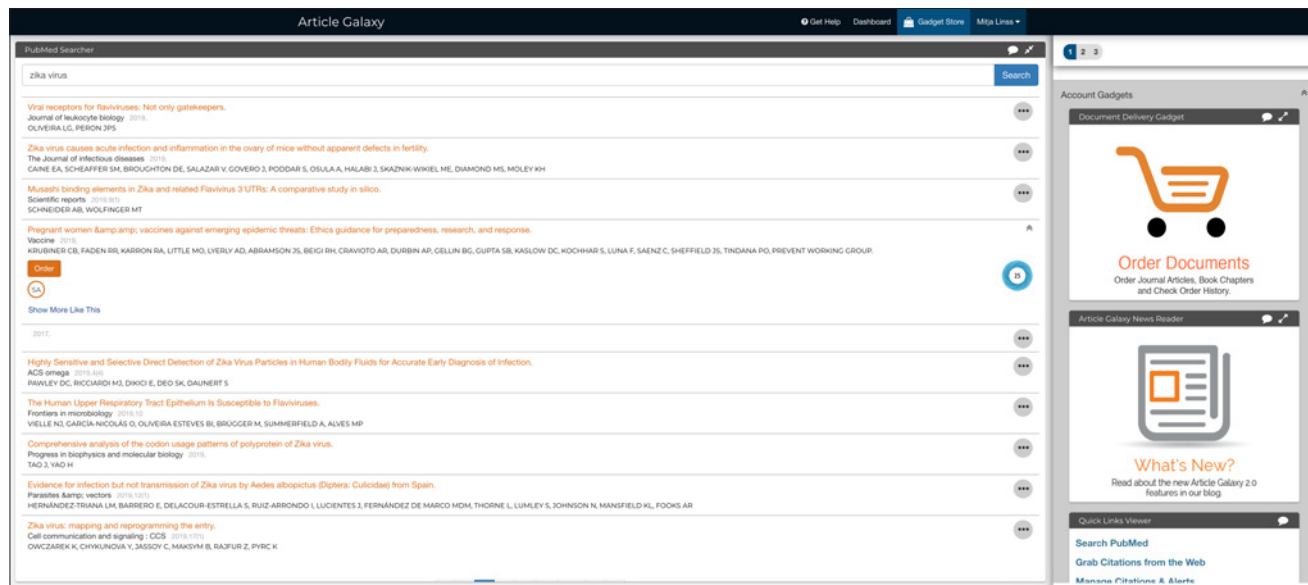


Figure 9: PubMed Searcher results page

## Journal Article Searcher

We did not test [Journal Article Searcher](#) for this review but the vendor advises that it enables users to search the following journals:

American Chemical Society (ACS)	Karger
American Institute of Physics (AIP)	Lippincott Williams and Wilkins (LWW)
American Medical Association (AMA)	Mary Ann Liebert Online
Annual Review	Nature Publishing Group (NPG)
Bentham Science Publishers	Oxford University Press (OUP)
British Medical Journal (BMJ)	PLOS
Cambridge University Press - Journals Online	Royal Society of Chemistry (RSC)
Frontiers	Science Online
Future Science Group (FSG)	ScienceDirect
High Wire Press (NOPE)	Springer
IEEE	Taylor & Francis
J-Stage	Thieme
JSTOR	Wiley.

# Technology

## Outputs, reports and alerts

Regardless of what gadget you use to obtain articles, the order option is consistent.

Each result within PubMed Searcher can be expanded to display Altmetric data, the service and copyright fee and an option to order the article. This allows several articles to be ordered in a very short time. Some articles have a "QD icon" which means they are available for quick download. Once you have made a selection you are given the option to purchase or rent the article based on its availability.

There is also the option of selecting which email address to send the requested article to. This is particularly useful for project managers, group users and those working at a larger organisational level. Those familiar with traditional document supply packages will have used this kind of system previously. There are also additional fields relating to the intended use of the article as this can have implications relating to the financial cost of the request. The next step involves the system checking for price and availability. Article Galaxy carries out the default checks to ensure you do not purchase an article you do not need. The checks carried out are:

- Whether you already have subscription access to the publication
- Whether your organisation has an arrangement with the publisher and pre-paid token access
- If the article is already on your own Article Shelf collection
- If there is a quick delivery option through the web browser
- If the article is available via open access.

**Knowing is not half the battle: Impacts of information from the National Health Screening Program in Korea**  
 HYUNCHEOL BRYANT KIM  
 Journal of Health Economics  
 2019;65 : 1-14

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**Acquire Article**

Subscription Access	NOT AVAILABLE
Token Access	NOT AVAILABLE
In your Article Shelf Collection	NOT AVAILABLE
Quick Delivery in Web Browser	NOT AVAILABLE

**Intended Use:** For use within my organization

Your article will be delivered to:

**REQUEST PDF**

SERVICE FEE: \$7.50

COPYRIGHT: \$51.00

**GET RENTAL**

3-DAY ACCESS: \$17.00

Price displayed is for a basic article purchase using the citation information provided. If the citation is incorrect the copyright fee may change. If extra article services are requested the service fee may be different.

Figure 10: Document Delivery availability and price check

# Technology

A very useful gadget that prevents users from any unnecessary expenditure is the [Open Access Finder](#). This is a very simple and effective search tool in which you add the DOI of the article you are wishing to obtain and it will search for any available open access versions. If one is available, it will take you to a direct link of the PDF and display it.

There are two useful tools that are employed to manage article collections. These are Reprint Desk's Reference Manager gadget and Article Shelf.

The Reference Manager gadget works like most cloud-based reference management tools and will have a familiar interface for most users. New references can be manually inserted, imported from publisher websites or via traditional reference management packages such as [Mendeley](#) and [EndNote](#).

In addition, there is a PDF upload option and "drag and drop" functionality. References can be shared through the group option if you have a premium workgroup version. Whilst traditional folder options exist to ensure your reference management collection remains in order as it grows. Table of content alerts can be set up within the gadget to follow 19,000 journals and add interesting articles to your reference management collection.

The gadget can also be used to manage references and PDFs that have been obtained elsewhere, such as through your own library holdings and the web. Any articles can be exported from Reference Manager in Bib, RIS or CSV file format, whilst PDFs in your collection can be downloaded to your computer. There is also the option to delete articles, share them via email or order a PDF of the reference using the single article request.

The Enterprise version allows for a copyright-managed PDF library across the organisation. With this function, previously acquired PDF documents can be shared and re-used if proper copyright permissions exist. It also automatically detects duplicate articles, helping to save costs. Other functions include the gadget's search & discovery tool which enables search in PubMed and across 19,000 journals, and smart folders, a keyword-driven, self-populating bibliography. Users have the ability to purchase and rent articles on the spot within the Reference Manager gadget - this is unique from other reference managers.

# Technology

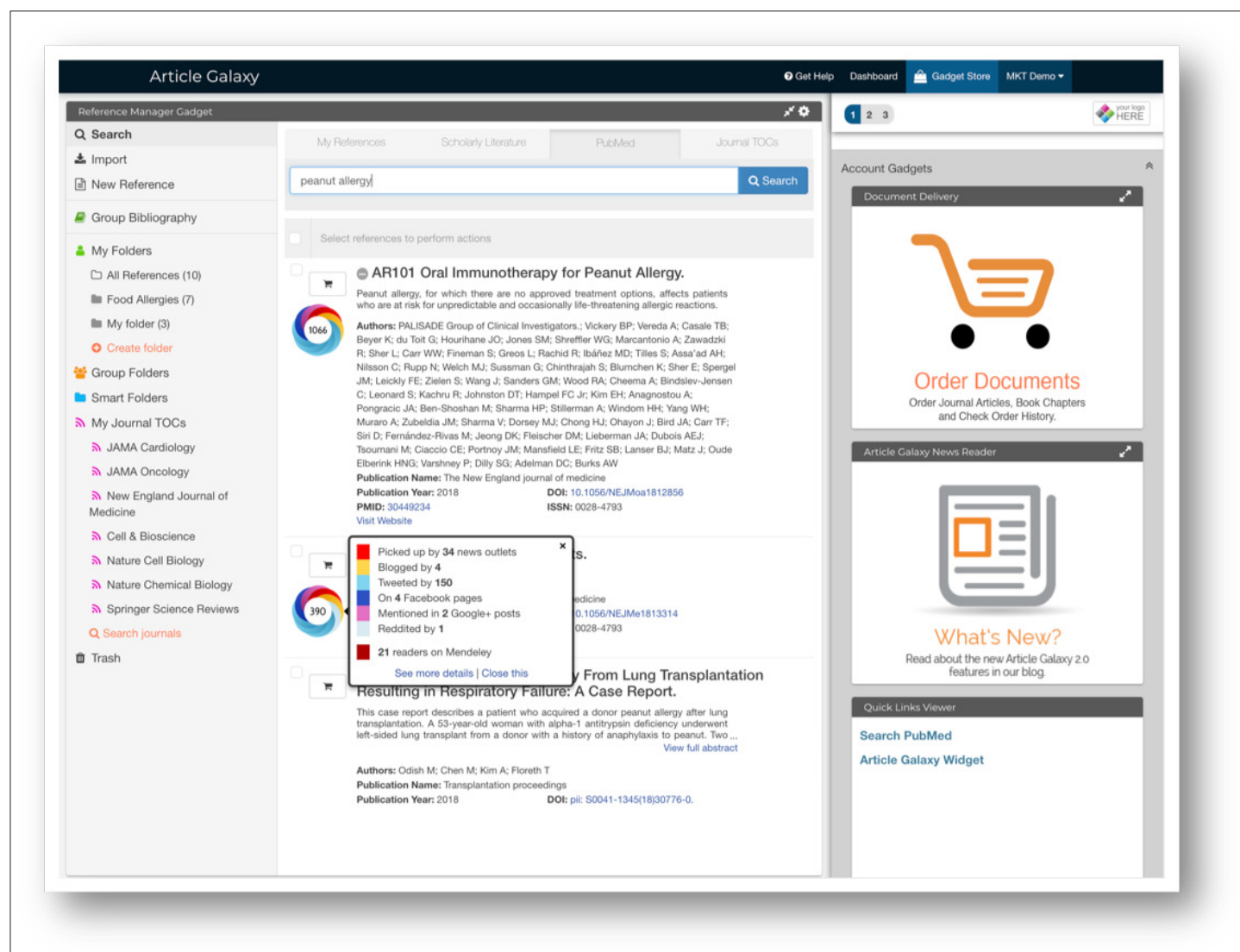


Figure 11: Reference Manager gadget

Users must have a rights management solution appropriate for their account before they can use Article Shelf.

Article Shelf manages the rights of articles using licences such as CLA and CCC and is designed to maintain the collection of copyright compliant articles which the customer has purchased from Reprints Desk or where warrants have been otherwise legally acquired. This function means Article Galaxy compares the incoming ordered article using citation information and how the user has identified its intended use.

If Article Galaxy matches the request it will check re-use rights against the information they have obtained from publishers and against the customer's existing licences, including publisher subscription agreements. If rights exist and can be verified, the article is redelivered with no copyright charge. If rights do not exist or cannot be verified then copyright charge is included as part of the fee.

# Technology

## The Gadget Store

The [Gadget Store](#) is a customisable dashboard of over 100 cloud-based applications that can be used to support the discovery, collection, and management of research articles within Article Galaxy.

There are also several supplementary gadgets that can be used to assist with research and productivity. Only key gadgets are installed in your dashboard by default with further ones available depending on what level of account you have. The free version of Article Galaxy allows for up to eight gadgets with all other accounts having unlimited gadget access.

Gadgets can be installed and deleted as required with the option to re-install them at a later point. The gadgets are listed in the store by category and as a complete A to Z list.



Figure 12: Document Delivery gadget in the Gadget Store

Gadgets listed by category:

- All-time best
- New this week
- Document Delivery
- Search tools
- Laboratory



# Technology

- Biomolecular
- Productivity
- Communication
- News
- All gadgets.

Some gadgets are listed in more than one category and therefore a full list is below. There is an extensive collection of lab and science-based gadgets that fully support life science and biomolecular research. They are built to interact and used in a cluster to enhance and visualise data, helping to save time compared to traditional lab research (by avoiding time and cost spent on multiple applications opened and expensive software downloaded). A good example is the 3-D Protein Visualizer which searches for any protein structures in citations and visualises them in a 3-D image on the screen. Those working in a research lab environment will be aware of the specialist gadgets and how they can employ them as part of their work.

The current list of gadgets available on the Gadget Store by A to Z

3-D Protein Visualiser	My Gadget Builder
About Gadgets	My Links Manager
Absolute Real-Time PCR Quantifier	NCBI Biosystems Finder
Antibody Provider Catalog	NCBI Sequence Searcher
Article Galaxy News Reader	NCBI Taxonomy Searcher
Article Galaxy Tour	NEJM Weekly Updates Finder
Article Galaxy Widget Citation Viewer	NIH Genetics Home Reference Searcher
Article Galaxy Widget Installer	NIH Learning Resources Finder
AT/GC Ratio Calculator	NSF Grant Searcher
Author Finder	Nucleic Acid Quantifier
Bacteria Codon Usage Analyzer	Nucleotide Sequence Editor
Bioassay Searcher	Oligos Designer
Biomolecular Sequence Manager	Open Access Finder
BLAST Searcher	Open FDA Finder
Buffer and Solutions Finder	ORF Finder
Cell Cytotoxicity Calculator	Patent Searcher
Chemical Batch Adjuster	Peptide Sequence Visualiser
Chemical Batch Mixing Calculator	Peptide/Protein Calculator
Chemical Element Visualiser	Periodic Table Lookup
Clinical Trials Searcher	Plasmid Visualiser
Companies in The News Finder	Pomodoro Timer
Compound and Substance Searcher	Products in the News Finder

# Technology

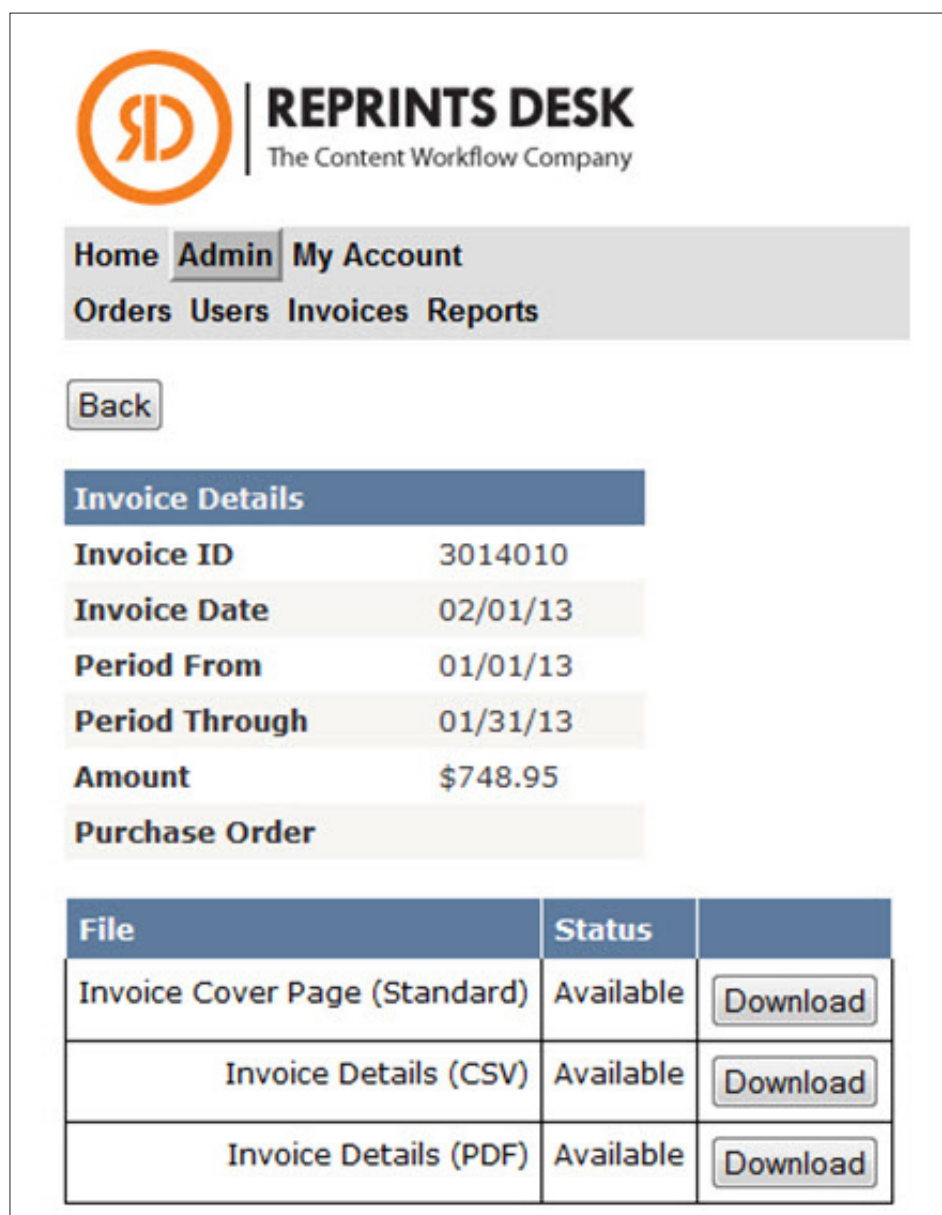
Compound Literature Finder	Protein Concentration Calculator
Compound Patents Finder	Protein Structure Finder
Compound Protein Structure Finder	Protocols Searcher
Compound Structure 3D Viewer	PubMed Searcher
Countdown Manager	PubsHub Journal & Congress Finder
Crypto Currency Calculator	Quick Links Viewer
Current Exchange Calculator	Real-Time PCR Simulator
Daily Quotes	Reference Management Gadget
Daily Normality Tester	Relative Real-Time PCR Quantifier
DGE Data Normalizer	Research Tool Manager
DNA Restriction Mapper	RSS Feed Reader
DNA Sequence Cleaner	Scientific Calculator
DNA to Protein Translator	Sequence Annotator
DNS Assay Calculator	Sequence Literature Finder
Document Delivery Gadget	Sequence Pairwise Aligner
DOI/PMID Article Finder	Solution Concentration Calculator
Drug Interaction Finder	Sticky Notes
Electrophoresis Gel Simulator	Subcloning Wizard
ELISA Concentration Calculator	TCID50 Calculator
Gadget Requester	Text Analyser
GEPIA Tumor Gene Expression Finder	To Do List Manager
Get Help	Trace Sequencing Viewer
IEDB T-Cell Epitope Predictor	Trending Articles Finder
iRNA Designer	US Federal Regulations Searcher
Journal Article Searcher	University Finder
Lab Supply Tracker	USDA Food Composition Data Finder
Lab Task Timer	Virology Assays Calculator
Language Translator	Virtual Peptide Simulator
LD50 Calculator	Welcome
Life Science Webinar Tracker	Wikipedia Searcher
MedlinePlus Searcher	World Weather Viewer
Molecular Weight Calculator	

# Technology

Installed gadgets are displayed in a window of three by three icons per page and can be personalised into the order the user requires. Once more than nine gadgets are installed, the tenth one appears on a second window and there is an option to relocate it onto the first at the expense of one of the other gadgets, which moves to the second page. This works very much like apps on a smartphone screen with the drag-and-drop options.

## Report functions

Jinfo did not have administrator-level access on its trial account. Account administrators have access to run various financial reports on historical document orders, invoices and invoice detail reports. Invoice details can be downloaded in CSV or PDF file format.



The screenshot shows the 'REPRINTS DESK' interface for 'The Content Workflow Company'. The navigation menu includes 'Home', 'Admin', and 'My Account', with 'Orders', 'Users', 'Invoices', and 'Reports' listed below. A 'Back' button is present. The 'Invoice Details' section displays the following information:

- Invoice ID: 3014010
- Invoice Date: 02/01/13
- Period From: 01/01/13
- Period Through: 01/31/13
- Amount: \$748.95

Below this is a 'Purchase Order' section and a table of downloadable files:

File	Status	
Invoice Cover Page (Standard)	Available	<a href="#">Download</a>
Invoice Details (CSV)	Available	<a href="#">Download</a>
Invoice Details (PDF)	Available	<a href="#">Download</a>

Figure 13: Invoice file details

# Technology

Usage and access reports can be run by administrators with the option to export reports in HTML, CSV and Excel file format. Reports remain active for seven days although some may have a date span limitation.

The development plans section in part four of this review gives an overview of improvements to the administrative functions.

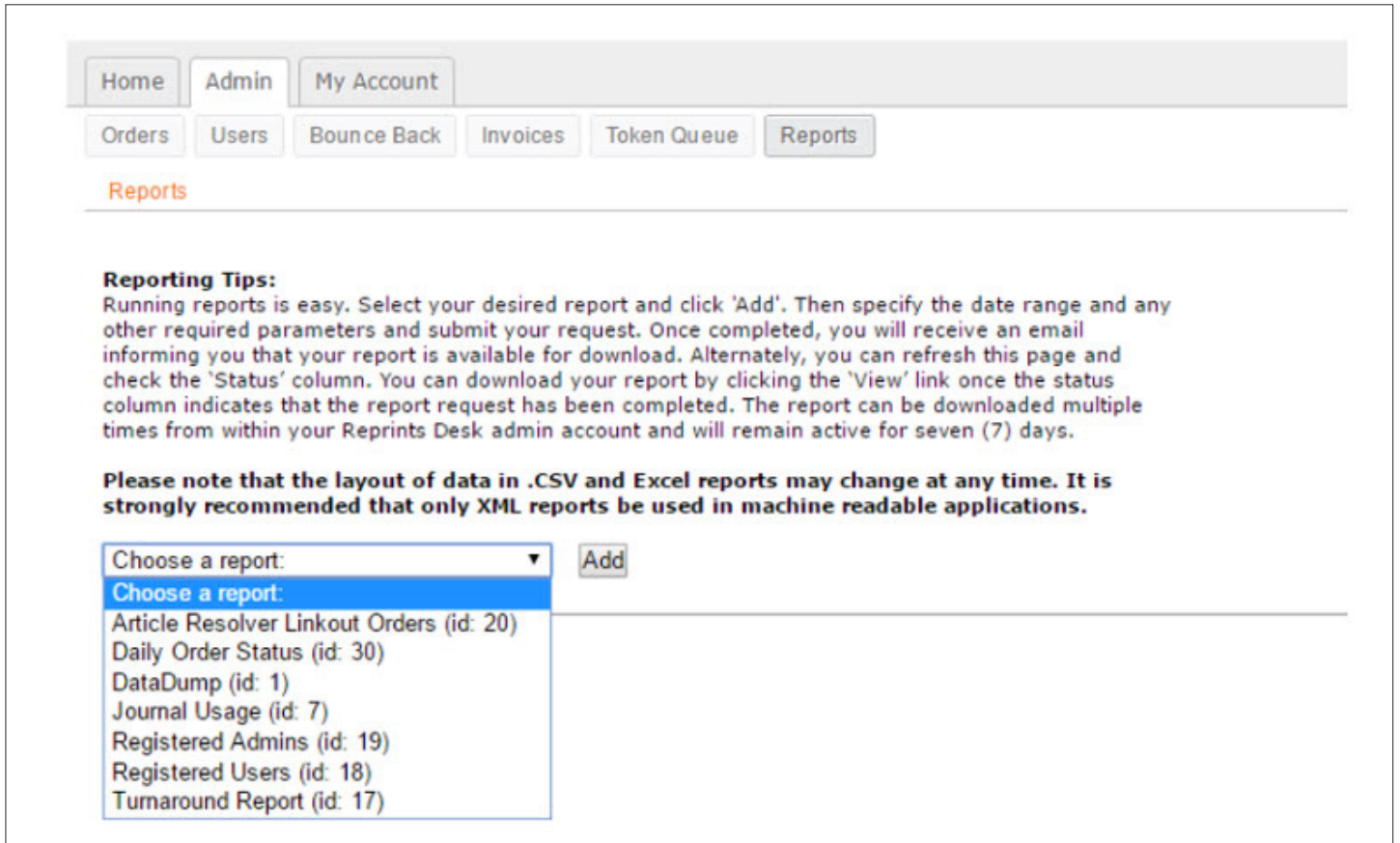




Figure 14: Running reports from Reprints Desk

 **Continue to Value** 

# Value - help & training; competitors; development; pricing

## Jinfo's view: value

[Reprints Desk](#) has a progressive range of subscription options from free to enterprise for [Article Galaxy](#). Individual researchers, small groups, research departments to large organisations are all catered for with Enterprise providing full user benefits. An area for improvement would be access via mobile devices, in particular with the Reference Manager gadget, to give users access via native and web apps on iPhones and Android devices.

## Help & training

Reprints Desk offers an extensive and varied collection of resources to help users ensure they get the maximum from the application in addition to resolving any potential bugs or problems. The help interface is very easy to navigate and options are clearly signposted under the options below:

- **Get help:** request or fix a problem
- **My tickets:** view your ticket history
- **Topics:** browse the knowledge base
- **Tutorials:** view video tutorials and guides
- **What's new:** new features and product releases.

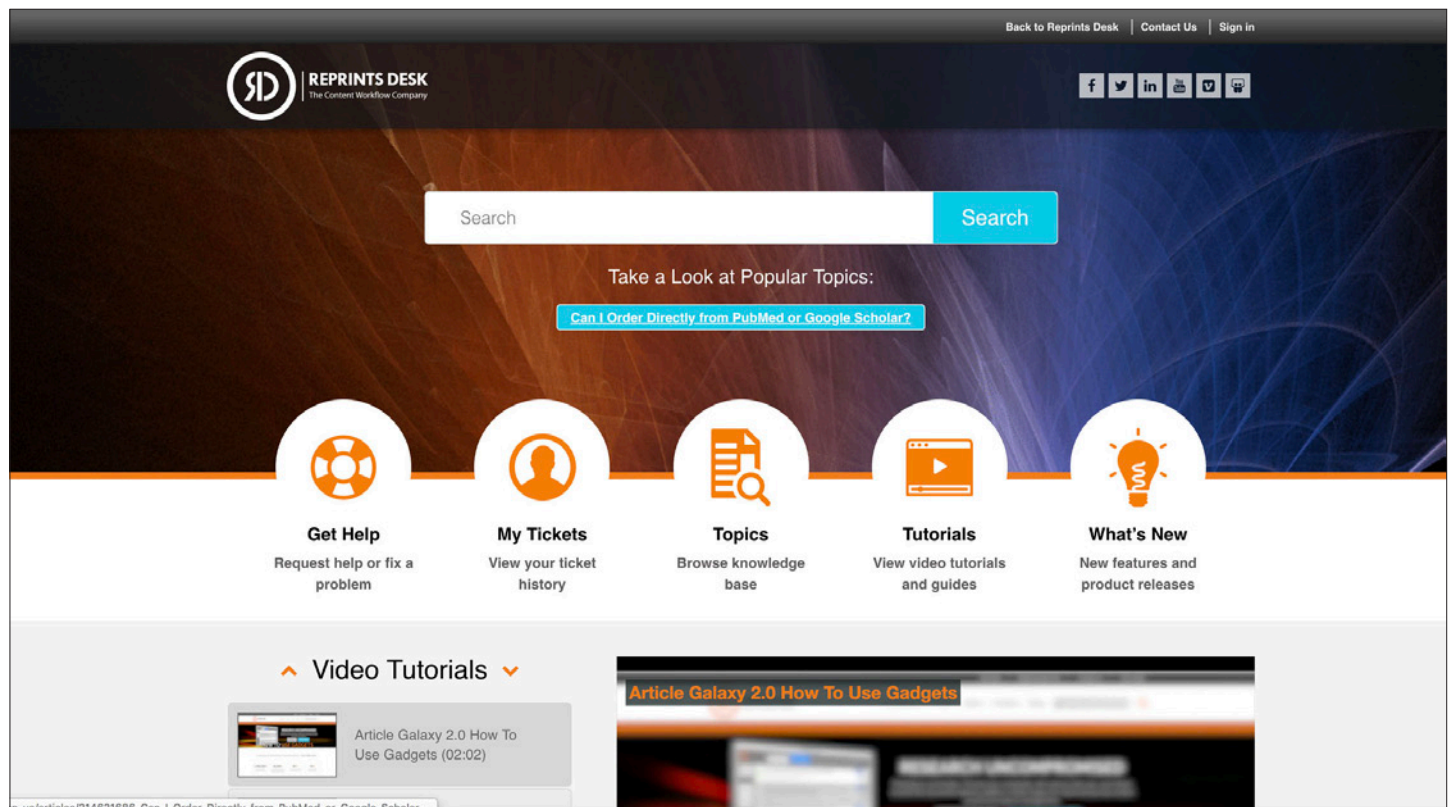


Figure 15: Reprints Desk help pages

There are a variety of useful ways to contact Reprints Desk directly if your enquiry cannot be answered by existing support materials. This is by email, worldwide telephone, which is available 24 hours a day, seven days a week

# Value

and through their support request form. Any requests or contributions to the Reprints Desk community can be viewed via the “my tickets” option.

The topics option provides access to a large knowledge base of frequently asked questions. These are divided into the following subsections:

- Getting started
- Copyright compliance
- Frequently asked questions (public)
- Frequently asked questions (users)
- Admin controls & billing
- Technical corner
- Security and privacy.

Each section and topic is clearly explained, using screenshots when applicable to the question. Whilst there is an option for users to provide feedback as to whether the solution has been helpful or not.

There are four video tutorials available on the help pages which are hosted on Vimeo. The [Reprints Desk Vimeo account](#) contains 14 videos, although some of these are promotional. The videos are succinct and well-produced screenshots of how to navigate Reprint Desk’s gadgets, functions, and dashboard.

In May, Reprints Desk made product release notes publicly available on its website and is in the process of discontinuing them in the [customer support portal](#). The Article Galaxy blog which has been active since 2017 will be used as more of an educational resource and they will make product updates available to customers via traditional software release notes.

## Competitor landscape

Reprints Desk’s business is to provide access to full-text content and assist with filtering for the lowest price of this content. For any research organisation and individual, they will be aware of established options such as in-house document supply, access to journal subscriptions, and open access repositories as just a few examples of information retrieval solutions.

The reference management component has competition from established, standalone platforms. The leaders in this area are [Mendeley](#), [EndNote](#), [RefWorks](#), and [Zotero](#). Mendeley is owned by the leading global research publisher, [Elsevier](#) which has the ability to purchase articles directly. Mendeley is part of a much bigger research software ecosystem and given the similarities between Elsevier and Reprints Desk, it should be noted that Elsevier’s document delivery is limited by its own collection of articles.

Reprints Desk’s collection includes Elsevier titles and many more in comparison. Other competition in this area of operations is from the [Copyright Clearance Center](#) who recently acquired Infotrieve and provides document delivery services. It provides an alternative service to Article Galaxy with individual document purchasing to larger scale services and provides copyright clearance.

# Value

## Development plans

Reprints Desk has added several useful tools to support Article Galaxy since 2018 and more developments are forthcoming. Potentially the most significant future development on the horizon is the launch of the Article Galaxy Scholar academic platform. This is a service targeted at the academic library market which has different needs from commercial users of Reprints Desk services. This service aims to go beyond transactional access to the academic collection to offer a dashboard for auto-mediation and cost control.

The Article Galaxy Scholar platform is designed with a focus on the user experience for accessing open access content, article purchases, and referrals to interlibrary loans. This will include auto-mediation features which the library staff can use to control their expenditure and broaden the range of content offered to users beyond traditional subscriptions. Reprints Desk's plan is to help libraries compete with unstructured databases such as Google Scholar and unregulated platforms such as Sci-Hub.

Reprints Desk has plans to upgrade its analysis and reporting functions for administrators to include more comprehensive usage and reporting functions. In addition to better visualisation of usage and consolidation of these capabilities in a gadget in the Article Galaxy gadget store.

## Pricing

Reprints Desk has four pricing models:

- Free
- Professional
- Workgroup
- Enterprise.

The four levels of pricing ascend according to the number of licences. The free account is limited to eight research gadgets with no limits set on the paid subscription accounts.

There are two pay-per-month options; professional and workgroup. These differ by the number of licences available, with the professional account set to a single user licence and the workgroup capped at 25 licences. The workgroup licence has collaborative functionality, as it suggests. The Enterprise version has full functionality and customisation as well as enterprise-wide literature management.

# Value

<b>FREE</b> Create an Account	<b>PROFESSIONAL</b> \$9 <sup>99</sup> /month per license	<b>WORKGROUP</b> \$14 <sup>99</sup> /month per license	<b>ENTERPRISE</b> Contact Us
Easy Article Access	Easy Article Access	Easy Article Access	Advanced Literature Access
Reference Manager with up to 2 Bibliographies	Reference Manager with Unlimited Bibliographies	Unlimited Bibliographies Plus Collaboration & Sharing	Enterprise-Wide Literature Management
Up to 8 Research Gadgets	Any Number of Gadgets	Any Number of Gadgets	Plus Custom Research Gadgets
Open Access Discovery	Open Access Discovery	Open Access Discovery	Open Access Compliance Wizard
Single License Account	Single License Account	Up to 25 Licenses	Unlimited Licenses
<a href="#">SIGN UP FOR FREE</a>	<a href="#">UPGRADE ANY TIME*</a>	<a href="#">UPGRADE ANY TIME*</a>	<a href="#">CONTACT US</a>
See a full plan comparison	See a full plan comparison	See a full plan comparison	See a full plan comparison

Figure 16: Reprints Desk licence options

Reprints Desk’s pricing pages provides a useful feature comparison list which clearly shows the differences across the four versions. The main differences relate to licencing and the number of users which will dictate the level of access individuals and organisations will require. The Enterprise option has by far the most functionality and user customisation.



# Value

### Feature Comparison

Sign up for free now, explore the Gadget Store, and upgrade to the paid plan right for you at any time.

	FREE SIGN UP FOR FREE 1 license \$0	PROFESSIONAL UPGRADE ANY TIME* 1 license \$9 <sup>99</sup>	WORKGROUP UPGRADE ANY TIME* Up to 25 licenses \$14 <sup>99</sup>	ENTERPRISE CONTACT US Unlimited Custom
<b>SCIENTIFIC CONTENT</b>				
Comprehensive Citation Search	✓	✓	✓	✓
Single Article Purchase or Rental	✓	✓	✓	✓
TOC Alerts for 19,000 Journals+	✓	✓	✓	✓
Open Access Discovery	✓	✓	✓	✓
<b>RESEARCH PRODUCTIVITY TOOLS</b>				
App-like Research Gadgets	5 max	unlimited	unlimited	unlimited
Reference Manager Gadget	10 bibliographies	unlimited	unlimited	unlimited
Article Galaxy Widget	✗	✗	✗	✓
Custom Research Gadgets	✗	✗	✗	✓
<b>COLLABORATION &amp; SHARING</b>				
Shared Folders	✗	✗	✓	✓
Folder Permission Management	✗	✗	✓	✓
<b>BACK OFFICE</b>				
Billing for Document Orders	per-article purchase	per-article purchase	per-article purchase	monthly invoices
Custom Branding	✗	✗	✗	✓
Custom Dashboard	✗	✗	✗	✓
Account-Level Gadgets	✗	✗	✗	✓
Personal Research Assistant (Ask an Expert)	✗	✗	✗	✓
End User Training	✗	✗	✗	✓
Dedicated Account Manager	✗	✗	✗	✓
Customer Support	email support	email support	email support	24/7 advanced support
<b>SECURE AUTHENTICATION</b>				
Username/Password	✓	✓	✓	✓
SAML 2.0 Single-Sign-On	✗	✗	✗	✓
IP-Based Authentication	✗	✗	✗	✓
Offline Authentication	✗	✗	✗	✓
OpenAthens	✗	✗	✗	✓
<b>ADVANCED RESEARCH RETRIEVAL</b>				
Subscription & Holdings Integration	✗	✗	✗	✓
Article Order Form Customization	✗	✗	✗	✓
Volume Discounts for Article Service Fees	✗	✗	✗	✓
Batch Article Purchase and Delivery	✗	✗	✗	✓
Open Access Compliance Wizard	✗	✗	✗	✓
Supplementary Materials	✗	✗	✗	✓
Advanced Copyright Features	✗	✗	✗	✓
Rights-Managed PDF Library	✗	✗	✗	✓
Mediated & Hybrid Workflows	✗	✗	✗	✓
Open URL Integration	✗	✗	✗	✓
Usage Reporting	✗	✗	✗	✓
Publisher Token Integration	✗	✗	✗	✓
API / Web Services	✗	✗	✗	✓

Figure 17: Reprints Desk feature comparison

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## About this report

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