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# Kessler-Hancock

Information Services, Inc.

**When it comes to just-in-time delivery of information--no one can match Kessler-Hancock's combination of speed, size of retrieval network and competitive pricing.**

## Electronic Document Delivery

Kessler-Hancock offers electronic document delivery. Your articles can be delivered to you directly via [Ariel](#) or via e-mail as a PDF (Adobe Acrobat's Portable Document Format) or a TIFF (Tagged Image File Format) file.

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## How to Order

- Order [Online](#)
- [Download](#) our order form and FAX it to us
- Just FAX us your request in whatever legible format you have available

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**Kessler-Hancock Information Services**  
**207 E Street, Suite B, Davis, CA 95616 • Phone: (530) 756-INFO (4636)**  
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**009373**

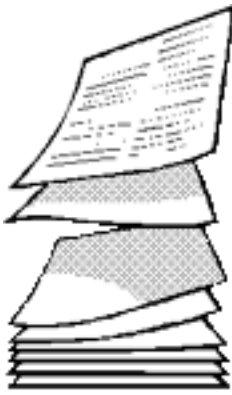
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Services Inc.**

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**WebWeaver:** *Sherry O'Neal-  
Hancock, osherry@kinfo.com*



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**WebWeaver:** *Sherry O'Neal-Hancock, osherry@kinfo.com*



**Do  
we  
provide**



## **electronic document delivery?**

Yes, electronic delivery of documents is gladly provided upon request. We provide this service in a variety of formats, including [Ariel](#) (the ILL standard for electronic document delivery), Adobe Acrobat's Portable Document Format (PDF) and Tagged-Image File Format (TIFF). Once we scan in your document we can e-mail it to you or send it on a 1GB or 2GB Jaz disk. In addition to the regular article fees, electronic delivery is \$1 for 10 pages and \$.10/page thereafter.

## **Do we offer research or subject searching**

2. Credit Cards: VISA, MasterCard, American Express, Carte Blanche, Diner's Club and JCB are accepted. We can process your credit cards automatically or we would be happy to work out a payment schedule.
3. Deposit Account: For those who wish to reduce paperwork, you may establish a deposit account with a minimum of \$500. A statement of account will be sent monthly in place of an invoice. Companies outside of the United States must choose this option, and payment must be tendered by international money order or credit card payable in U.S. dollars.

At Kessler-Hancock we give you options not ultimatums.

## **Is our service confidential?**

All communication, such as but not limited to orders, research projects, and phone conversations between your company and Kessler-Hancock Information Services, printed or otherwise, shall always be held in the strictest confidence between your company and the authorized staff of Kessler-Hancock Information Services. All information originating from your company shall not be divulged in any manner by Kessler-Hancock Information Services unless specific, prior, written permission is obtained from your company by an authorized member.

When you employ Kessler-Hancock your anonymity is guaranteed in writing!

## services?

Yes, our hourly fee for verification, subject searching, or research is \$75/ hour, plus expenses and delivery fees. Discount rates as low as \$50/ hour are available for high volume document delivery clients.



## What payment options do we have?

1. Monthly Invoicing: All invoices are net 10 and subject to a 1.5% per month finance charge (minimum \$5) for those past due. The customer agrees to pay all collection costs including reasonable attorney's fees

arising from failure to  
pay any invoice. Placing  
requests with us assumes  
agreement to these terms.

---

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# Kessler-Hancock Article Request Form



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(530) 756-INFO (4636) • FAX (530) 756-6943

E-Mail: [orders@kinfo.com](mailto:orders@kinfo.com)

WebSite: <http://www.kinfo.com/>

**IMPORTANT:** Only use this form if you have an account  
If not, please sign up for [an account online](#)

---

## Client Order Information

---

Client Contact:

E-Mail Address:

Company:

Client Code:

Client Order No:

Cost Center or Charge Code:

---

## Citations

---

**1.**

Publication:

Title:

Volume:

Issue (Number):

Date/Year:

Page(s):

Author(s):

ISSN/ISBN:

Patron:

Additional Info:

---



**2.**

Publication:

Title:

Volume:            Issue (Number):            Date/Year:            Page(s):

Author(s):

ISSN/ISBN:                            Patron:

Additional Info:

---

**3.**

Publication:

Title:

Volume:            Issue (Number):            Date/Year:            Page(s):

Author(s):

ISSN/ISBN:                            Patron:

Additional Info:

---

**4.**

Publication:

Title:

Volume:            Issue (Number):            Date/Year:            Page(s):

Author(s):

ISSN/ISBN:                            Patron:

Additional Info:

---

**5.**

Publication:

Title:

Volume:            Issue (Number):            Date/Year:            Page(s):

Author(s):

ISSN/ISBN:                            Patron:

Additional Info:

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# Order Instructions

---

**Service** *Prices listed are for one article.*

**Regular**(\$11 + Copyright Fees)    **Rush**(48 Hours) (\$21 + Copyright Fees)    **Super  
Rush**(12 Business Hours) (\$31 + Copyright Fees)

**Shipping** *Prices are in addition to article costs.*

**First Class Mail**(Free)    **FAX or E-Mail Delivery (PDF)**(+ \$1 for 10 pages, \$.10/page thereafter)

**Ariel Delivery**(You must have [Ariel](#) installed) (+ \$1 for 10 pages, \$.10/page thereafter)

**FEDEX**(At Cost):

FAX #: (For FAX Delivery)

E-Mail Address: (For Electronic Delivery)

Ariel IP Address: (For Ariel Delivery)

Fed Ex Account No.:

**Date Needed By:**

**Cost Limit:**

**Document Delivery Instructions:**

**Special Handling:**

Shipping Information:

3rd Party FAX:

3rd Party Fed Ex:

Other:

**Special Instructions:**



Send an e-mail to Kessler-Hancock, [orders@kinfo.com](mailto:orders@kinfo.com)

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# Opening an Account

---

## Are you a(n)?

- [Company?](#)
- [Individual?](#)



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# Kessler-Hancock

Information Services, Inc.

207 E Street, Suite B • Davis, CA 95616

Article Requests may be sent in via: FAX, Web, Phone, E-Mail, etc.

Telephone: (530) 756-INFO • FAX: (530) 756-6943 • E-Mail: orders@khinfo.com • Website: www.khinfo.com

## ARTICLE REQUEST FORM

*Material may be protected by copyright law (Title 17 USC)*

Please print your request legibly

CLIENT CODE	CLIENT ORDER NO.	COST CENTER or CHARGE CODE
-------------	------------------	----------------------------

**CITATION**     Journal     Book

JOURNAL			
TITLE			
VOLUME	ISSUE(NUMBER)	DATE/YEAR	PAGE(S)
AUTHOR(S)			
PUBLISHER	ISSN/ISBN		

Journal     Book

JOURNAL			
TITLE			
VOLUME	ISSUE(NUMBER)	DATE/YEAR	PAGE(S)
AUTHOR(S)			
ADDRESS: _____			
PUBLISHER	ISSN/ISBN		

## REQUESTER INFORMATION

REQUESTED BY	COMPANY		
ADDRESS			
ROOM	BUILDING	PHONE NUMBER (    )	EXT
REFERENCE CONTACT	PHONE NUMBER (    )	EXT	
SOURCE OF CITATION			

## ORDER INSTRUCTIONS

<b>SERVICE</b> <input type="checkbox"/> REGULAR <input type="checkbox"/> RUSH (48-72 Hours) <input type="checkbox"/> SUPER RUSH (12 Business Hours)	<b>SHIPPING</b> <input type="checkbox"/> FIRST CLASS MAIL <input type="checkbox"/> FAX <input type="checkbox"/> E-MAIL DELIVERY E-MAIL ADDRESS: _____	<input type="checkbox"/> ARIEL DELIVERY IP ADDRESS: _____ <input type="checkbox"/> FEDEX: ACCOUNT # _____ <input type="radio"/> PRIORITY OVERNIGHT <input type="radio"/> ECONOMY <input type="radio"/> STANDARD
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### DOCUMENT DELIVERY INSTRUCTIONS

If other than regular 6-10 day delivery time, please indicate specific date needed: \_\_\_\_\_

<b>COST LIMIT</b> Not to Exceed \$ _____	<b>SPECIAL HANDLING</b> 3RD PARTY FAX: _____  3RD PARTY FEDERAL EXPRESS: _____  OTHER: _____
<b>SPECIAL INSTRUCTIONS:</b>	

KH USE ONLY

# Kessler-Hancock's Ordering Information

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## Kessler-Hancock Ordering Options

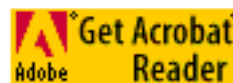
- **Order [Online!](#)**
- **We will take an order from you in whatever available legible format you have.**

You do not need to use our order form if it is inconvenient for you. Many of our clients simply FAX us a list of articles they have printed from a database. Please include contact information and any special instructions if you choose this method.

- **[Download](#) our order form and FAX it into us.**

You will need Adobe Acrobat's PDF (Portable Document Format) Reader to print out our order form. You can download Adobe Acrobat's Reader by going to <http://www.adobe.com/products/acrobat/readstep.html>. Please FAX in the form to (530) 756-6943 or [mail](#) in the form whenever you have an order.

[Kessler-Hancock Order Form](#) (PDF Format) 33KB



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# Kessler-Hancock

## Contact Information

<b>Address</b>	Kessler-Hancock Information Services 207 E Street, Suite B Davis, CA 95616-4514 USA
<b>Phone</b>	(530) 756-INFO (4636) (800) 578-5047
<b>Fax</b>	(530) 756-6943
<b>Email</b>	<a href="mailto:orders@kinfo.com">orders@kinfo.com</a>
<b>Ariel</b>	168.150.237.171
<b>WWW</b>	<a href="http://www.kinfo.com">www.kinfo.com</a>
<b>Directions</b>	<a href="#">MapQuest Link for Directions</a>

## Key Contacts

Name	Title	Ext.	E-Mail Address
Brian Hancock	President	x102	<a href="mailto:brianh@kinfo.com">brianh@kinfo.com</a>
Jon Taylor	Head Librarian	x105	<a href="mailto:jont@kinfo.com">jont@kinfo.com</a>
Mike O'Neal	Marketing Director	x112	<a href="mailto:mikeo@kinfo.com">mikeo@kinfo.com</a>
Sherry Stroup	Production Coordinator	x103	<a href="mailto:sherrys@kinfo.com">sherrys@kinfo.com</a>
James Lee	Permissions Officer	x109	<a href="mailto:jamesl@kinfo.com">jamesl@kinfo.com</a>
John Kim	Data Entry	x108	<a href="mailto:johnk@kinfo.com">johnk@kinfo.com</a>
Gracie Lehmann	Order Processing	x100	<a href="mailto:delivery@kinfo.com">delivery@kinfo.com</a>
Sherry O'Neal-Hancock	Computer Geek	x111	<a href="mailto:osherry@kinfo.com">osherry@kinfo.com</a>

E-Mail Address for Ordering	Orders	<a href="mailto:orders@kinfo.com">orders@kinfo.com</a>
E-Mail Deliveries are from:	Delivery	<a href="mailto:delivery@kinfo.com">delivery@kinfo.com</a>



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# About Information Services and Document Delivery

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## What is an Information Service?

---

A fee-based information service is an organization that delivers specific information in a variety of formats, both print and electronic, as specified by the client. Typically such information is related to a specific question such as: How many methods exist for uranium enrichment? or What is the most efficient method to recycle carcinogous wastes? or Is the following Drug/Device patented yet?

Occasionally an information service will be requested to supply very general information such as all the professional literature on the Reusable Launch Vehicle (RLV) program that has been published since 1985. Most fee-based information services, much like consulting operations, specialize in specific fields. Kessler-Hancock Information Services, Inc. has experts spanning a broad range of disciplines, from the technical sciences to the humanities, and therefore is able to supply any information in the public domain.

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## What is Document Delivery?

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Document Delivery is one of many methods for supplying information. It is characterized by a specific request, usually in the form of a bibliographic citation, which the client communicates to his vendor. The Document Delivery vendor then locates the requested article/ book/ patent, photocopies the requested portion, and delivers the material to the client on a time frame and in a format specified by the client. Kessler-Hancock Information Services, Inc. is known in the industry for their low costs, fast turnaround, and detailed handling of applicable copyright royalty fees.

---



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# Opening a Kessler-Hancock Account

---

## Company Profile

---

Contact Name: \*

Company: \*

Address: \*

Address Line 2:

Dept./Div./Mail Stop:

City: \* State: ZIP: \*

Country:

Phone Number: \* Ext:

FAX Number:

E-Mail Address: \*

Ariel Address (Only if you need things sent via [Ariel](#)):

### Intended Method of Payment:

Invoice     Credit Card     Deposit Account

*(Credit Card Numbers are not currently taken online. You will be contacted by our office staff. However, soon we will take your credit card information online when we get a secure website.)*

\* = Required fields.

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 [Sign Up Form](#)

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# Opening a Kessler-Hancock Account

---

## Your Profile

---

Name: \*

Address: \*

Address Line 2:

City: \* State: ZIP: \*

Country:

Phone Number: \* Ext:

FAX Number:

E-Mail Address: \*

Ariel Address (Only if you need things sent via [Ariel](#)):

### Intended Method of Payment:

Invoice     Credit Card     Deposit Account

*(Credit Card Numbers are not currently taken online. You will be contacted by our office staff. However, soon we will take your credit card information online when we get a secure website.)*

\* = Required fields.

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# Document Delivery Services

**Do you have a need for any of the following?**

Newspaper Articles  
Journal Articles  
Magazine Articles  
Abstracts  
Book Chapters  
Gov't. Documents  
Industry Reports  
Reference Works  
Specs. & Standards  
Theses, Patents  
Technical Reports  
Monographic Works

Virtually Any Published Literature

Then let our expert staff at Kessler-Hancock Information Services show you how easy and cost-effective document delivery can be!

**How do we locate your requests?**

**OCLC  
Dialog  
MELVYL  
GLADIS**

**Our fees sound great, but how long does it take us to fill orders?**

The bulk of our regular requests are filled in 48 hours and in the mail the next day.

Nobody beats our turnaround time at Kessler-Hancock. We are the fastest national information broker in the industry today.



**Why are we so fast?**

- We hire only the most talented searchers.
- Our expert staff works around the clock to fill your orders.
- Requests are relayed to our advanced artificial intelligence data network which locates and routes your requests in real time.
- Kessler-Hancock is a specialized company: we only perform document retrieval and searching.

Our combination of expert personnel, technology, and innovation constantly keeps our turnaround time the fastest in the industry.

**Do we offer a Rush Service?**

**RLIN  
CASSI  
And much more!**

At Kessler-Hancock we employ highly experienced information specialists to search your requests. If the material is published, it's nearly guaranteed that we will find it!

## What are our Fees?

- Only \$11/ item up to 20 pages (includes locational searching, copies, postage, & status reports) \$0.20/ page thereafter
- Micro media copies \$0.35/ page
- Extended on-line search extra \$2
- Rush service extra \$10
- Super Rush service extra \$20
- E-Mail and Faxing (\$1 up to 10 pages, \$.10/ page thereafter)
- Verification \$4
- Cancellation \$4

Besides our unmatched speed, Kessler-Hancock has some of the lowest fees available in the business.

**Yes!** If you cannot wait for your request in the mail, annotate you order Rush, and we will retrieve it within 12-24 working hours, barring circumstances beyond our control, and either Federal Express or fax it to you the following day. If that still is not fast enough, annotate your order Super Rush, and when possible, we will retrieve it and transmit it to you as above within 12 working hours.



When you are in a pinch and just cannot wait, Kessler-Hancock delivers.

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# Document Delivery Services

**Do you have a need for any of the following?**

Newspaper Articles  
Journal Articles  
Magazine Articles  
Abstracts  
Book Chapters  
Gov't. Documents

Industry Reports  
Reference Works  
Specs. & Standards  
Theses, Patents  
Technical Reports  
Monographic Works

Virtually Any Published Literature

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Dialog  
MELVYL  
GLADIS  
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- Micro media copies \$0.35/ page
- Extended on-line search extra \$2
- Rush service extra \$10
- Super Rush service extra \$20
- E-Mail and Faxing (\$1 up to 10 pages, \$.10/ page thereafter)
- Verification \$4
- Cancellation \$4

Besides our unmatched speed, Kessler-Hancock has some of the lowest fees available in the business.

**Yes!** If you cannot wait for your request in the mail, annotate you order Rush, and we will retrieve it within 12-24 working hours, barring circumstances beyond our control, and either Federal Express or fax it to you the following day. If that still is not fast enough, annotate your order Super Rush, and when possible, we will retrieve it and transmit it to you as above within 12 working hours.



When you are in a pinch and just cannot wait, Kessler-Hancock delivers.

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(530) 756-INFO (4636) ● FAX (530) 756-6943 ● E-Mail: [orders@khinfo.com](mailto:orders@khinfo.com)**

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## Where do we have regular retrievers?

California State Library  
Center for Res. Libraries  
EPA Main Library  
Iowa State Library  
Library of Congress  
Linda Hall Library  
National Lib. Medicine  
National Ag. Library  
U.C. Berkeley  
U.C. Davis  
U.C. Irvine  
U.C.L.A.  
U.C. San Francisco  
Univ. of Iowa  
Univ. Minnesota

In addition to the above sources, we access virtually any library collection, publisher and society worldwide.

## How is copyright handled?

All documents obtained by Kessler-Hancock will obtain copyright clearance before they are shipped. Copyright clearance is usually obtained within minutes by using the [Copyright Clearance Center](#) or through our large database of publisher's that we contact directly.

We will pay the copyright fees for you at cost (unlike other document delivery companies that will charge you an additional



## What about status reports?

We send regular status reports more frequently than most ILL or delivery services. If we can not fill your request within one week we will send you a status report by FAX or mail telling you why. You may also call us at any time for immediate status on items as well.

At Kessler-Hancock we keep you and your requesters informed, not guessing.

## Do we give volume discounts?

**Yes!** -- 200 requests per month = 5.0%  
-- 500+ requests per month = 7.5%

High volume clients get Kessler-Hancock's unbeatable service for an even more cost-effective price.

handling charge), and itemize them separately on your monthly statements.

For a detailed explanation of our copyright process you can read our online [copyright policy statement](#).



## Do we offer a table of contents service?

Yes, we provide a comprehensive table of contents service delivered to you by e-mail or FAX. Each table of contents is considered a document request.

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(530) 756-INFO (4636) • FAX (530) 756-6943 • E-Mail: [orders@khinfo.com](mailto:orders@khinfo.com)

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## How Do We Accept Orders?

- **Phone:** (530) 756-INFO (4636)
- **FAX:** (530) 756-6943
- **Mail:** 207 E Street Suite B, Davis, CA 95616, USA
- **E-Mail:** [orders@kinfo.com](mailto:orders@kinfo.com)
- **Website:** <http://www.kinfo.com>
- **Online Order Form:** <http://www.kinfo.com/order-form.html>

**Online orders are checked twice daily; all others are checked hourly. If you would like to send orders in a manner not mentioned above then tell us. At Kessler-Hancock we go out of our way to serve you!**

---

**207 E Street, Suite B • Davis, CA 95616 • U.S.A. • Website:** <http://www.kinfo.com>  
**(530) 756-INFO (4636) • FAX (530) 756-6943 • E-Mail:** [orders@kinfo.com](mailto:orders@kinfo.com)

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# Job Openings at Kessler-Hancock

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## Employment Opportunities

Our organization has various clerical and paraprofessional positions that become available from time to time. At this moment we are hiring a librarian and student document retrievers. However, even if your position is not currently available please submit resumes and cover-letters by mail, FAX or e-mail for future consideration. All of our positions are for Davis, California with the exception of the Library Retriever position. We are always looking for library retrievers for any of the major research libraries in the United States.

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### Information Services/Librarian

#### Position Closed

MLS not required but helpful. Heavy catalog database searching (Melvyl, OCLC, etc). Some bibliographic searching (Dialog, STN, etc). Workflow coordination in a document delivery service environment. 401 K, Health and Dental. Full-time position is in Davis, CA. Salary \$40K-50K, Depending on experience.

### Library Retriever

Part-Time document retriever wanted to obtain articles from most major research libraries across the United States. If you live near any major research library and have excellent familiarity with that library, please contact us. Positions available all over the U.S.

### Student Document Retriever Position for UC Davis

#### Position Closed

Document Retriever wanted to obtain articles from U.C. Davis libraries. Excellent familiarity with U.C. Davis libraries required. Familiarity with Melvyl and strong computer skills desired. Must be available M-F 10AM-3PM. Start at \$8.00/hour. \$8.50/hour after one month. Position in Davis, CA. One opening currently available. Position Opened 11/18/2002.

### Receptionist/Administrative Assistant

#### Position Closed

Answering phones, processing orders, scanning documents, e-mailing clients, and customer service. Clerical support for office personnel. Customer service and a good phone manner is necessary. Computer expertise with Windows, scanning, Adobe Acrobat and e-mail is a plus. Full-time position in Davis, CA. Pay: \$10.50-\$13/hour DOE. Health/Dental/401K Plan.

## Data Entry/Administrative Assistant

### Position Closed

Quick and accurate typing skills are required. Customer service and a good phone manner is necessary. Computer experience is preferred and Macintosh experience would be excellent. Full-time position in Davis, CA. Health/Dental/401K Plan.

**How to Apply:** Please FAX, E-Mail (Word (no macros), PDF or Text file) or mail your resume.

FAX: (530) 756-6943

E-Mail: [brianh@kinfo.com](mailto:brianh@kinfo.com)

Mail Address: Kessler-Hancock Information Services, ATTN; Brian Hancock, 207 E Street, Suite B, Davis, CA 95616

**No phone calls or walk-ins please.**



Send an e-mail to Kessler-Hancock, [orders@kinfo.com](mailto:orders@kinfo.com)

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# Kessler-Hancock Information Services Copyright Policy

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