**Document delivery services provided by Texas A& M Libraries**

**Notetaker: Carol Clemente, Binghamton**

Wed. August 4 3:45 pm – 5 pm

2002 - launched free doc delivery service using ILLiad to entire campus of 40,000.

READ HER ARTICLES.

If we are about serving our users, then what she was doing in 2002 is what we need to be doing now - delivering resources in digital form regardless of whether they started out in print.

"You request it, we get it for you... free."

Texas A&M - "sea land and space grant college." i h largest college in US. Over 48,000 students (including distance ed.) Peak year for distance ed - 3142. Past spring 1596. Avg

1500. 2345 fulltime faculty and staff. Engineering branch in Qatar founded in 2002.

Libraries - 5 branches. Main, business, political science, medical science, Qatar branch.

Ranked 13 th among US public university libraries by Association of Research Libraries

based on expenditures, material expenditures, salaries and wages, number of professional

and support staff.

4 million volumes; 10,134 print journals, 650 databases, 461,225 e-books ...

85 librarians, 192 staff, 200 student assistants.

Doc Delivery Services

Free

Implemented 2002

All students, faculty, staff, researchers, and Texas Agricultural Extension Program - no

matter where in the world.

Uses ILLiad.

Brand name = deliverEdocs

Provide titles no matter where the materials are.

All ILL paperless.

Up to 50 pages per request from items in the Texas A&M collections. ILL requests no

limit - depends on what the lender is willing to give.

10 requests per day per customer for in-house doc delivery. (Don't cancel, just put in a

separate queue and process 10 per day until they're done.) No limit for ILL because they

do load balancing in sending requests out.

2005 started digitizing microform materials that patrons requested.

2008 launched book retrieval service - deliver books to patron's home library (so they

don't have to travel among campuses or go to the stacks.)

Business hours m-f 6am-6pm. Book retrievals are stored at circ desk.

43,000 registered users so far.

1501 registered distance users (3% of total.)

381,130 requests processed for ILL. 28,000 (7.4% of total) for distance patrons.

Fewer article requests year after year - because their e-journal collections are getting

better.

Loan requests increasing due to book retrieval search. Ifbook is missing, they will search

for it 3 days in a row, and then offer to request it from another library.

Request by status - mostly on-campus users.

312,119 doc delivery requests, 29000 (9.5%) for distance ed patrons.

Turnaround time - 90% of article requests within 24 hours. 90% within 24 hours for

loans ... unless not on shelves. ILL 3-7 business days.

500-550 requests processed per day. More like 700 on Mondays (because closed on

weekends.)

13 full time ill/doc delivery staff - 3 lending, 1 floater, 1 right hand.

20 student workers ($60,000/year. .. some are work study.)

8 scanners - 1 Bookeye, 1 Minolta PS7000 flatbed, and 6 Fujitsus.

Zheng reports to Associate Dean

PDFs are posted on server for 30 days. Loans delivered to patron's home library. This

fall, faculty loans will be sent to office via campus mail. Business patrons get items

shipped to home via UPS with prepaid return label.

Qatar students - items shipped via UPS to the Qatar Library branch. Takes about 4 days

to get there (lag because their weekend is different.)

Each registered student pays $1 0.73/credit hour for up to 14 hours per semester Library

Use Fee.

$320,000 a year to support this service -local resource sharing access fee, ILLiad, rapid

subscription fee, copyright fees, UPS shipping, purchase on demand. About 10.7% of

Library's total operating budget and 1% of total library budget.

Rave reviews from users. Increases library use and awareness of other library services.

GET IT button in their catalog (SFX link has option for Request this item through

deliverEdocs. Fields pre-populated. Goes into custom queue in ILLiad after copyright

verification is finished. Use RapidILL - unmediated borrowing requests it checks local

holdings automatically - based on that, decide whether you fulfill it locally or send it out.

Staff copy down call number and route to document delivery module and finish

processing it there.

Users can also submit requests manually - form asks user if item is available at TAMU

libraries - it is moved to Doc Delivery module.

Double-check user-provider holdings info.

Use Notes field in ILLiad (for example, says that you've routed the request to the

microtext processing unit. Involves more custom queues too.)

Loan requests can be submitted via GET IT button in catalog - takes user to deliverEdocs

login and form info is already filled in. This also goes into its own ILLiad custom queue.

Loan requests can be submitted viaWorldCat via link.

User status - students, business, Qatar, etc.

User location - which branch library will it be sent to.

Book shipping also controlled by custom queues in ILLiad.

Campus courier goes twice a day.

Purchase On Demand-

Criteria = anything published in last 12 months. Reason - difficult to ILL new materialsfew

libraries send out their new materials. Exhausted all lenders but item is still available

via purchase. Textbooks for in-library use only. Articles published in the most recent

journal issue so the library hasn't received the latest issue ~ will go through publisher or

commercial doc delivery service. Industrial standards not available through other libraries

will be purchased.

Annual budget for purchase on demand is $20,000. Any item under $500 doesn't require

consult with subject bibliographers. Paid via MasterCard. Order the item and contact the

acquisitions staff: who create a note in the Catalog that it's on order. Check the item out

to the customer. When it gets back to the library, then it gets catalogued.

User gets item for 4 weeks.

4000 sq uare feet.

Staff reaction to change incredulity, outrage, panic. Fear that library users will never

come to the library anymore and create tons of work.

Most people have no reason or desire to abuse the system. Library admin must provide

enough equipment and manpower. Step by step documentation and training required; not

asking users to learn it themselves.

"The only way to be successful is to try."

Staff are very proud and happy with their importance and job security.

1. NEED LIBRARY AND ADMIN SUPPORT. Have gained five positions.

2. Need committed staff with good leadership.

3. Monitor daily workflow closely.

4. Student workers must be fully trained. During finals staff members have to help

out with their work.

5. Need strong technical support.

QUESTIONS

How you convince campus mail service to deliver your books for you.

Talked to mail service manager. Asked any restrictions about types of envelopes.

Admitted didn't know about volume. Manager said "That's what we're here for."

Did you start charging the student fee when this started?

No fee for distance ed students. Library Use Fee was charged before this service ... but

now it is openly admitted. Salaries of ILL/doc delivery staff completely supported by

library use fees.

How do distance ed students return their materials?

We include a pre-paid UPS return label- returned to the office.

Do you send ILL materials to the students?

Both our materials and ILL materials. Use UPS second day for ILL because of the

restrictive loan period. Also because of tracking.

Proportion of ILL versus in-university service?

Much more in-house than ILL.

Purchase text-books on demand but in-library only?

Yes, we add the text-books to the collection, but they are in a secured area, and students

come in to use them for up to 4 hours. Fewer textbook requests because practice of

buying the textbooks for classes and keeping for in-house use. Graduate students have

pointed out that they need textbooks for research, so exceptions are made.

Do you need to support less microforms equipment now that you are digitizing

microforms?

No - actually purchased more equipment and mov~d it to the ILL/Doc Delivery unit.

Public can also print for themselves, but the equipment is not good - will not be upgraded

because they can request it.