This past year the department experienced an increase in requests in all categories – ILL Borrowing (76%), ILL Lending (5%), LENDS for faculty/staff/distance learners (48%), and fee-based research (23%). The continued dramatic increase in interlibrary loan material requested by GT users is no doubt fueled by extensive access to information, continued subsidization by the Library, and ease of requesting through ILLiad. At least a portion of the LENDS increase can be attributed to more requests from distance learners with GT Savannah and other units. In the coming year, priority will be placed on increasing the number of Lending requests supplied to other libraries. Towards this goal, and until the Library implements the Verde ERM system, the department head is collaborating with Elizabeth Winter in Collection Acquisitions & Management to obtain e-resource licensing information relevant to interlibrary loan. IDD has already begun supplying e-resource materials to other libraries in accordance with the license agreements, and that, along with continued monitoring of the lending workflow, should be helpful in reaching this goal.

Staffing has remained stable during the past year. Katharine Calhoun serves as department head, and Glenna Barney, Shirley Dixon, Runae Knight, and Martha Saghini handle the Interlibrary Loan and LENDS services, capably aided by part-time assistants Amy Molden and Kristin Noell. Bette Finn and (occasionally) Katharine Calhoun provide fee-based research to off-campus and on-campus clients. Additionally, Bette serves as the subject librarian for GTRI and Electrical & Computer Engineering, and Katharine served as the collection development liaison for LCC and Modern Languages until Jon Bodnar was hired as the subject librarian for these schools. Bette provides assistance weekly at the Information Services desk, and Shirley and Katharine assist on an as-needed basis.

Other Departmental Highlights

- Katharine participated on the Georgia OCLC/SOLINET Users Group Planning Committee, the GLA Handbook Committee, the GLA Interlibrary Cooperation Roundtable, and the Library’s Committee on Promotion, Reappointment and Cumulative Review.
- Bette was active in the Special Libraries Association, as the Coordinator of the INSPEC Travel Stipend Award for the Engineering Division Awards Committee, and as a member of the Chemistry Division Membership Committee in which she serves as the membership chair of the Materials Research and Manufacturing Section. Bette is also active in the Georgia Library Association, and she co-presented two well-received programs to the Government Documents Interest Group at the 2006 COMO conference in Athens.
Accomplishment of 2005/2006 Goals

- **Training for IDD staff.** Library Administration approved a one-year subscription with Atlas Systems for unlimited ILLiad training classes from June 2006 through June 2007. Various staff members took classes on Borrowing, Lending, Document Delivery, Copyright, Generating Reports, and Customization.

- **Further ILLiad customization, to include the creation of web pages for each category of ILLiad user.** In early 2007, customized web pages for Faculty/Staff and Distance Learners were brought up, providing LENDS and ILL information particular to them. This was a collaborative effort involving Katharine, Mohsen Mahdavi-Hezevah and Heather King.

- **Delivery services to disabled students.** No further progress has been made on this initiative. It will be a priority for the coming year. The outcome will mostly involve working with the ADAPTS office to identify eligible students and publicizing available delivery services.

- **ILL Statistics and Collection Development.** ILLiad statistical data on the most requested journal titles was supplied to Collection Development. A priority for next year will be providing more frequent and more detailed information on journal and monograph requests, both for Collection Development and for the subject librarians.

Goals for 2007/2008

- **Implement ILLiad’s Odyssey** electronic delivery for receiving and sending of articles. Although Ariel is still the standard, more and more libraries are also using Odyssey delivery since it is a better functioning and better supported utility.

- **Implement the new ILLiad 7.2 web pages** with assistance from Mohsen and Heather King in Systems. The new web pages will provide a text-based, more user-friendly interface and will incorporate features such as periodic alerts and RSS feeds.

- **Explore implementing DOCLINE,** the National Library of Medicine’s document delivery system, to see if it would be an efficient and cost-effective way to better serve the Institute’s growing need for medical-related literature.

- **Contribute regularly updated interlibrary loan data** to the Collection Development portal and the subject librarians.

- **Finalize document delivery services** to GT students with mobility issues.
Statistical Summary

- **Interlibrary Borrowing** requests (materials obtained from other sources for GT faculty, students, and staff) increased by **76%**, with 18,122 requests versus 10,271 in fiscal year 2005/2006.

- **LENO** requests (GT Library materials delivered to faculty, staff, and distance learners) increased by **48%** with 4606 requests versus 3114 for the previous year.

- **Interlibrary Lending** requests (GT materials provided to other libraries, companies, and individuals) increased by **5%** with 17,983 requests compared to 17,157 in 2005/2006.

- **Fee-based research services** for on-campus and off-campus clients increased by **23%** with 107 searches versus 87 in FY 2005/2006.

Katharine Calhoun  
Head, Information Delivery Department  
August 2007