This past year the department experienced a small decrease in requests in all categories - ILL Borrowing (-3%); ILL Lending (-7%); LENDS for faculty, staff, and distance learners (-14%); and fee-based research (-8%). However, we continue to perform near the previous year's level, which saw dramatic increases in ILL Borrowing (76%) and LENDS (48%). Given the current statewide budget situation and the potential for increased ILL requests, there is concern about the department being stretched to maintain the current level of service.

We were pleased to be able to supply many more articles from our electronic resources during the past year. This was the result of collaboration between ILL and Elizabeth Winter in Collection Acquisitions & Management to obtain e-resource licensing information relevant to interlibrary loan. The majority of e-resource requests from academic, public, and school libraries can now be supplied.

Martha Saghini (ILL Borrowing for monographic material) retired in March 2008 after 28 years of service to the Library. The department welcomed Gladys Toppert as her replacement in June. Otherwise staff remained the same, with Katharine Calhoun as department head; Glenda Barney, LENDS service manager and ILL Lending; Shirley Dixon (ILL Borrowing for articles); and Runae Knight (ILL Lending). Bette Finn and (occasionally) Katharine Calhoun provide fee-based research to off-campus and on-campus clients. Additionally, Bette provides problem-solving assistance to ILL and LENDS, serves as the subject librarian for GTRI and Electrical & Computer Engineering, and has weekly hours at the Information Services desk.

Other Departmental Highlights
• Katharine participated on the Georgia OCLC/SOLINET Users Group Planning Committee and served as Vice President of the GLA Interlibrary Cooperation Roundtable. She was also elected to a two-year term on the Library Committee on Appointment, Promotion, and Cumulative Review (CAPCR) and was chosen for a two-year term as the ALA/RUSA/STARS column editor for the *RUSA Update*.

• 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 served as the membership chair of the Materials Research and Manufacturing Section. Bette continues to be active in the Georgia Library Association, and she co-presented a well-received program on the NTIS database to the Government Documents Interest Group at the 2007 COMO conference at Jekyll Island.

Accomplishment of 2007/2008 Goals

• **Implement ILLiad’s Odyssey** electronic delivery for receiving and sending of articles. Odyssey for receiving was implemented, and the sending facility will be enabled soon.

• **Implement the new ILLiad 7.2 web pages** with assistance from Mohsen Mahdavi-Hezaveh and Heather King in Systems. Heather and Mohsen have completed most of the technical work on the web pages, and they are now in test mode. Implementation should be accomplished during the fall semester of 2008.

• **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. This is still in the exploration phase.

• **Contribute regularly updated interlibrary loan data** to the Collection Development portal and the subject librarians. Not yet implemented. Data is still provided on an as-needed basis.

• **Finalize document delivery services** to GT students with mobility issues. Unfortunately, repeated attempts to contact and work with the ADAPTS office on this issue went unanswered. However, relevant information can be found via the Accessibility link on the Library's home page, and departmental procedures for service to these students are already in place.

Goals for 2008//2009

• Implement Odyssey for document sending.

• Upgrade to ILLiad 7.3 and implement the new user web pages.
- Contribute regularly updated interlibrary loan data to the Collection Development portal and the subject librarians.
- Continue to seek new ways to promote departmental services to the GT community.
- Further explore ILL services such as RapidILL, DOCLINE, and Direct Request that could benefit GT students, faculty, and staff.
- Work with William Baer, the new subject librarian for distance education, on improved communication and outreach to the various distance learning constituencies.

Statistical Summary

• **Interlibrary Borrowing** requests (materials obtained from other sources for GT faculty, students, and staff) **decreased by 3%** with 17,577 requests versus 18,122 in fiscal year 2006/2007.
• **LENDs** requests (GT Library materials delivered to faculty, staff, and distance learners) **decreased by 14%** with 3956 requests versus 4606 for the previous year.
• **Interlibrary Lending** requests (GT materials provided to other libraries, companies, and individuals) **decreased by 7%** with 16,699 requests compared to 17,983 in 2006/2007.
• **Fee-based research services** for on-campus and off-campus clients **decreased by 8%** with 98 searches versus 107 in FY 2006/2007.
Information Delivery

Katharine Calhoun

Head, Information Delivery Department

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