When Access Starts with Interlibrary Loan
(and document delivery)

Access Services Conference
November 10-12, 2010
Atlanta, GA

James B. Harper, MLIS
Access & Delivery Services (interim head)
STOP TOUCHING ME!!!
“Access starts with acquisition!”

“...unless the library can not or will not acquire something - then access starts with interlibrary loan!”
Where does interlibrary loan need to go exactly?

Will the rest of Access and Delivery Services come along quietly, or will they have to be heavily medicated.

How do we get there?

We are...
- playing a BIG role in collection development
- serving a larger percentage of population
- leveraging power of consortiums

We are striving to...
- close the gap between discovery and delivery
- expand the types of services offered
- diminish the effect of location and/or ownership on access
- enlist rest of ADS in these pursuits
Borrowing and Document Delivery
2001/02 - 29259
2009/10 - 43894
2001/02 - We served 3355 different patrons (11%)
2009/10 - We served 6579 different patrons (21%)

Distance Learners and Extension Personal
2001/02 – 1084
2009/10 – 4425
(50% - 60% from our collection)
Academic library collection growth is driven by patron demand and will include new resource types. Budget reductions, user preferences for electronic access to materials, limited physical space, and the inability to financially sustain comprehensive collections have led many academic libraries to shift from a “just-in-case” to a “just-in-time” philosophy.

ACRL Research Planning and Review Committee
2010 Top Ten Trends in Academic Libraries
A review of the current literature
Criteria
1. monographs
2. under 2 years old
3. not available in local consortium
4. not a 2nd copy
5. nonfiction
6. not a textbook
7. not in call number ranges M, RC, TT, TX
8. not requested by library staff
9. over 50 pages
10. over 4 inches in height
11. under $200 (later dropped to $100)
12. maximum of 2 day delivery

305 monographs purchased since 2004
LIBRARY PATRON PERSPECTIVE

The SCP will support service to all TRLN libraries’ patrons by:

- reducing duplicated effort and long-term costs to shelve and care for low-use print materials that have enduring value;
- creating and managing combined print runs that are potentially more complete than those at individual contributing libraries; and
- ensuring long-term access by designating volumes for permanent retention.

The Program will ensure continued access to contributed material for all patrons. Specifically,

- Patrons will have seamless bibliographic access through their local catalogs to titles their libraries have either contributed to or withdrawn on the basis of the program.
- The materials will be accessible within TRLN via expedited document delivery.
- TRLN libraries will continue to apply a long-standing uniform service model to all partners regardless of which library contributed content to the SCP.

Research in the dark ages

James B. Harper – Access & Delivery Services (interim head)
“Searchers do not distinguish between discovery and delivery in their web searches and increasingly find it discordant to experience this disconnect in the library environment. “

“Today’s searchers increasingly expect discovery of relevant resources and delivery of those resources to occur simultaneously.”

Discoverability: Phase I final report.
University of Minnesota Libraries. 2009
“Discovery is important, but delivery is as important, if not more important, than discovery.”

“...a seamless, easy flow from discovery through delivery is critical to end users.”

“... for many end users, without the delivery of something he or she wants or needs, discovery alone is a waste of time.”

“... end users want to know if an item is available, preferably at the point of sorting through the search results.”
TRIPSAVER: Book Request (Interlibrary Loan)

Title: Geography of the forehead

Author/Editor: Koertge, Ronald

Publication Date: 2000

Publisher: University of Arkansas Press

ISBN: 1557286116 (pbk.)

Source of Citation: NCSU Libraries Catalog

Latest Date Needed: 12/11/2010

Notes:

Use this form to request a book that is UNAVAILABLE in the NCSU Libraries. Provide as much information as you can.

When it arrives, this item will be delivered to your pickup location:

D.H. Hill Library

Update your Tripsaver Profile to choose a different pickup location. You can do this after you place the request.

Questions?
Interlibrary and Document Delivery Services
NCSU Libraries
phone: 919-515-2116
fax: 919-515-7654
email: interlibrary@ncsu.edu
Direct from lender to patron (distance learners)
Cross train ADS staff in working of interlibrary loan (chat service)
Faculty office delivery*
Free document delivery*

*Especially important with ARS

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Questions?