

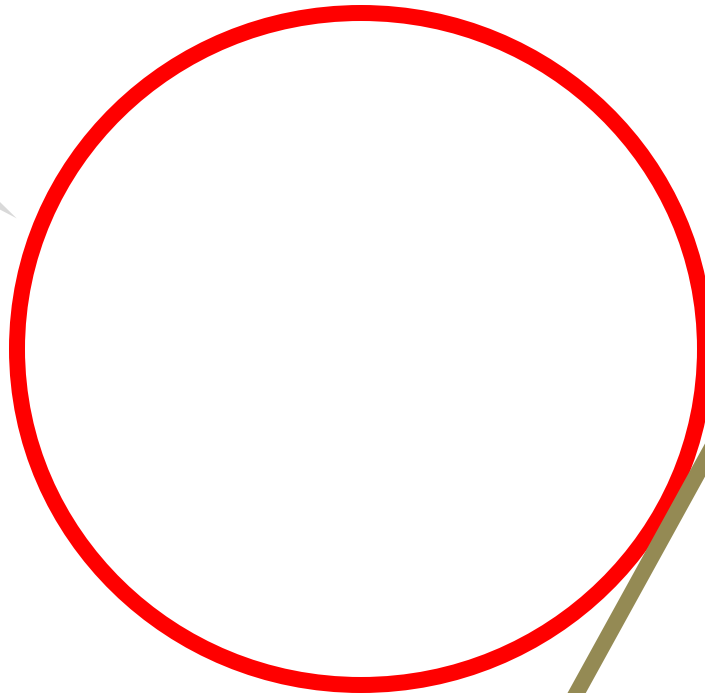
When Access Starts with Interlibrary Loan (and document delivery)

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!”





We are...

...playing a BIG role in collection development

...serving an 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%)

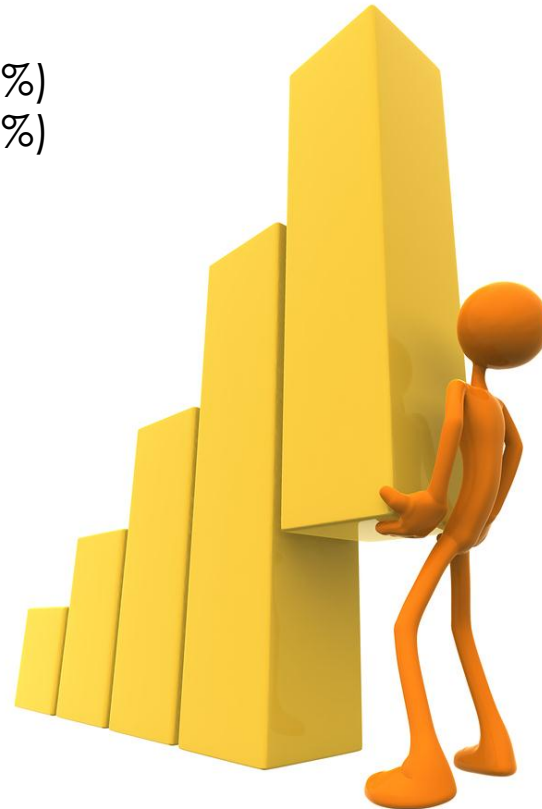
2009/10 - We served **6579** different patrons (21%)

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



Books on Demand

turning Interlibrary Loan requests into **New Book** requests.

This book is the newest addition to the NCSU Libraries Collection.

Our *Books on Demand* process takes Interlibrary Loan requests that meet certain criteria and seamlessly converts them into new book rush orders.



You get faster service

When we buy rather than borrow you get the book quicker.

New books are difficult to borrow from other libraries because the books are in greater demand by their users.

These are the very books that are waiting on our vendors' shelves for speedy delivery.



You help our collection grow

Your Interlibrary Loan request becomes a collection development tool enriching our collection for the whole community.



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



System 449677 - Request

Borrowing Processing OCLC

Cancel Request Request Sent Route Route To Document Delivery Gateway Search Remove Payment Order Status Policies Directory Billing View Send E-Mail Empty Queue and Print Add to Print Queue Pending Updates Import into Resubmission

Next Step Routing Copyright OCLC Billing User Printing System

Detail History OCLC Z39.50 PubMed/Docline Alibris Books Amazon Google Search WorldCat Local Search GOBI Proquest Dissertation Abstracts search.trln

GOBI 3

Quick Search: Go

> Standard Search
> Advanced Search
> Slip Search

Site Map Help Contact Us

Search Notifications Folders Reports Options Library Quick Links

Standard Search Result: 1 item. 0 / Est. Net 0.00 USD 1 / List 29.95 USD
Filter: Unfiltered 0 / Est. Net 0.00 GBP 1 / List 9.95 GBP

Brief - entire list

sorted by title ascending then by pub year descending

Title: CITIZENSHIP, BELONGING AND LIFELONG LEARNING. **ISBN:** [1862014426](#)
Author: FRYER, BOB
Publisher: NATIONAL INSTITUTE **Pub Year:** 2010 **Binding:** Paper
US List: 29.95 USD **US Status:** Import Only
UK List: 9.95 GBP **UK Status:** Not yet published
Library Note: [Add...](#)

Order Cart
Select Cart
Approval Bookshelf

Marked Items: 1

Put In Cart
GobiExpress
Rush Order
Add To Folder
Email
Save To Disk
Print
Remove

Date	Note	Added by	Type
11/4/2010 3:29 PM	1. No matching profile.	System	System

Reason For Cancellation Service Level

BOD Borrowing

LIBRARY PATRON PERSPECTIVE

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

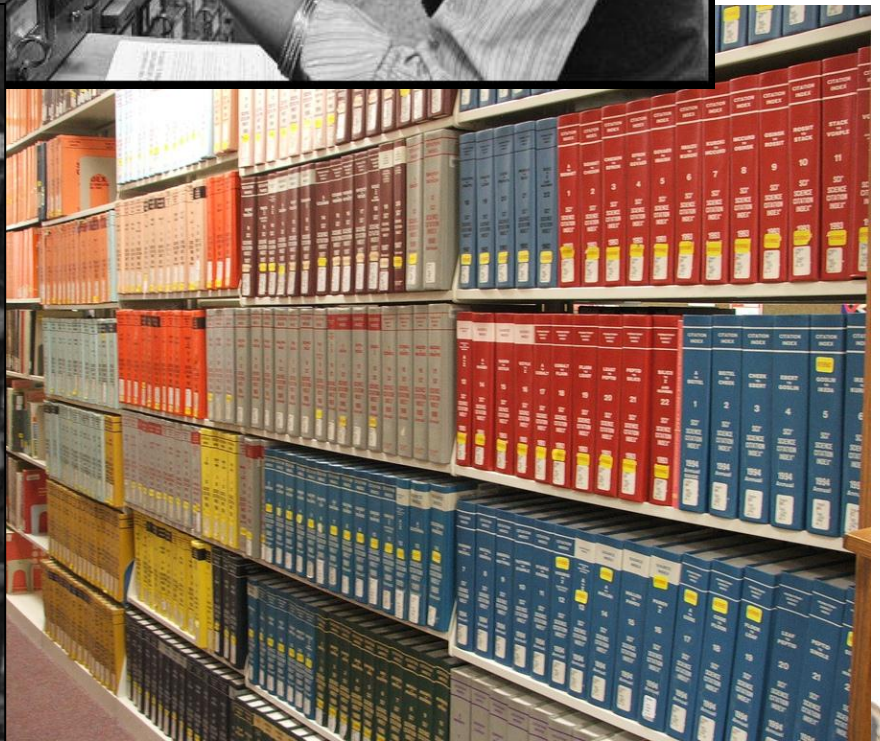
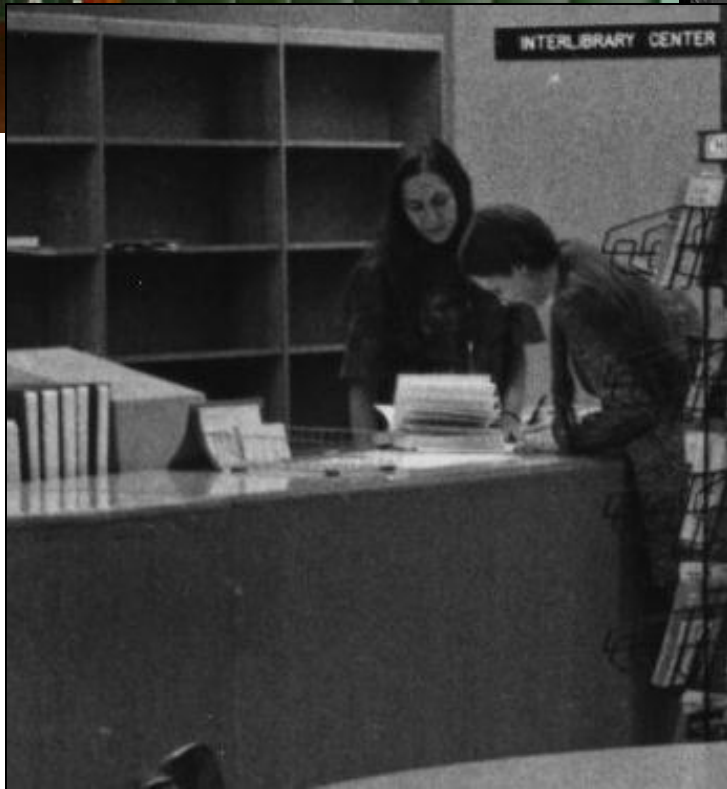
- reducing duplicated effort and long-term costs to shelve and care for low-use print materials that have enduring value;
- creating and managing combined print runs that are potentially more complete than those at individual contributing libraries; and
- ensuring long-term access by designating volumes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

TRLN Single Copy Task Group: Final Report (March 2008)





“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



Online Catalogs: What Users and Librarians Want



An OCLC Report

Development/Initiators:
Karen Calhoun, Vice President, WorldCat and Notabest Services
manu Contoli, Product Analyst
Veggy Gallagher, Market Analysis Manager
and Hawk, Director, Market Analysis and Sales Programs

Graphics, Report and Editing:
Brad Gardner, Creative Services Officer
Rick Limes, Art Director
Sam Smith, Art Director

Send Thanks:
Hans Gallant, Market Research Consultant for OCLC



“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.”



Geograpy of the forehead

Anywhere

Search

☐ Search within results

Start Over

Search for this title at Libraries worldwide

Request

Text

Email

Print

RefWorks

Cart (0)

More Like This

Browse Shelf

<< Back to Search

Geograpy of the forehead

Ron Koertge.

Author: Koertge, Ronald.

Published: Fayetteville : University of Arkansas Press, 2000.

Description: x, 71 p. : ill. ; 23 cm.

Format: Book

Summary: Nobody writes poetry like Ron Koertge -- nobody has the nerve. From short, acerbic lyrics to hilarious prose poems about nutty German professors and Dracula's teenage girlfriend.

Request an Item

D.H. Hill Library

PS3561 .O347 G46 2000 - Checked Out, due 12/20/2010, 11:59 PM

Delivery Options

This item is not currently available. You may either:

- Place a hold so that the item will be reserved for you when it is returned. Please note that this may take up to 90 days.
- Place a Tripsaver request for delivery from another library.

Hold

Where would you like to have this delivered?


D.H. Hill Library

Place Request


Tripsaver Request (NCSU students, faculty, and staff only)

Items will be delivered to your default pickup library. Update your default pickup library in your Tripsaver profile.

Place Tripsaver Request

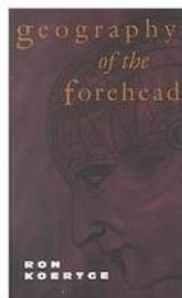


James B. Harper – Access & Delivery Services (interim head)





[Return to Search Results](#)



Geography of the forehead

Author: [Ronald Koertge](#)

Publisher: Fayetteville : University of Arkansas Press, 2000.

Edition/Format: Book : State or province government publication : English [View all editions and formats](#)

[Preview this item](#)

Find a copy in the library

This item is not currently available for check out at your library.
You may request this item from a WorldCat library through interlibrary loan.

North Carolina State University

Get it in the library

0 of 1 available

Location	Status	Call number
D.H. Hill Library	Checked Out	PS3561 .D347 G46 2000

University of North Carolina Libraries

Get it from this library group

3 group libraries own this item

The University of North Carolina at Chapel Hill	check availability for this item
University of North Carolina Charlotte	check availability for this item
WNCLN (ASU, UNCA, WCU)	check availability for this item

WorldCat

Find it in libraries globally

Request Item

Worldwide libraries own this item

CHAPEL HILL

New Features:

UNIVERSITY OF NORTH CAROLINA AT CHAPEL HILL

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chat now

Email
 Print
 Text Message

Export to ...

delicious

Request this title
(2-3 business days)

[Preview this title
on Google Book Search](#)

Geogra

Author:

Format:

Publisher:

Language:

Summary:





Searching: **MLA International Bibliography** | [Choose Databases »](#)

prose poetry

in Select a Field (optional)

Search

Clear



AND

in Select a Field (optional)



NCSU LIBRARIES

360 LINK

Check availability of:

(10/01/1983). "POETRY". *Akwesasne notes* (000

Best Option -- Get Full Text online via the

Go to:



Article

Journal

Option 2 - If not available online, check for

Search NCSU Libraries' catalog by title Search

Option 3 - If not available, use Tripsaver

Request through Tripsaver

☐ Exclude Dissertations

☒ Scholarly (Peer Reviewed)
Journals

1913 Publication Date 2010



NCSU LIBRARIES

360 LINK

Check availability of:

Kirby, David (08/01/2007). "Why, Poetry?".
The American interest (1556-5777), 2 (6), p. 83.

Sorry, but this does not appear to be available online.

It may be available in our print collection. (Why isn't this available online?)

Option 2 - If not available online, check for print copies

Search NCSU Libraries' catalog by title Search NCSU Libraries' catalog by ISSN

Option 3 - If not available, use Tripsaver

Request through Tripsaver

(About Tripsaver)

Databases



FindText@NCSU

in American
35



nticism



TRIPSAVER: Book Request (Interlibrary Loan)

[Back to Tripsaver Main Menu](#)

Title	<input type="text" value="Geography of the forehead"/>
Author/Editor	<input type="text" value="Koertge, Ronald."/>
Publication Date	<input type="text" value="2000."/>
Publisher	<input type="text" value="University of Arkansas Press,"/>
ISBN	<input type="text" value="1557286116 (pbk.)"/>
Source of Citation	<input type="text" value="NCSU Libraries Catalog"/>
Latest Date Needed	<input type="text" value="12/11/2010"/>
Notes	<input type="text"/>
<input type="button" value="Submit Request"/>	

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: 919-515-7854

email: interlibrary@ncsu.edu





Cool building, Dude!



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



Questions?

