



DOCUMENTS ... WE WANT 'EM RUSHED AND READABLE!

Access Services Conference 2009

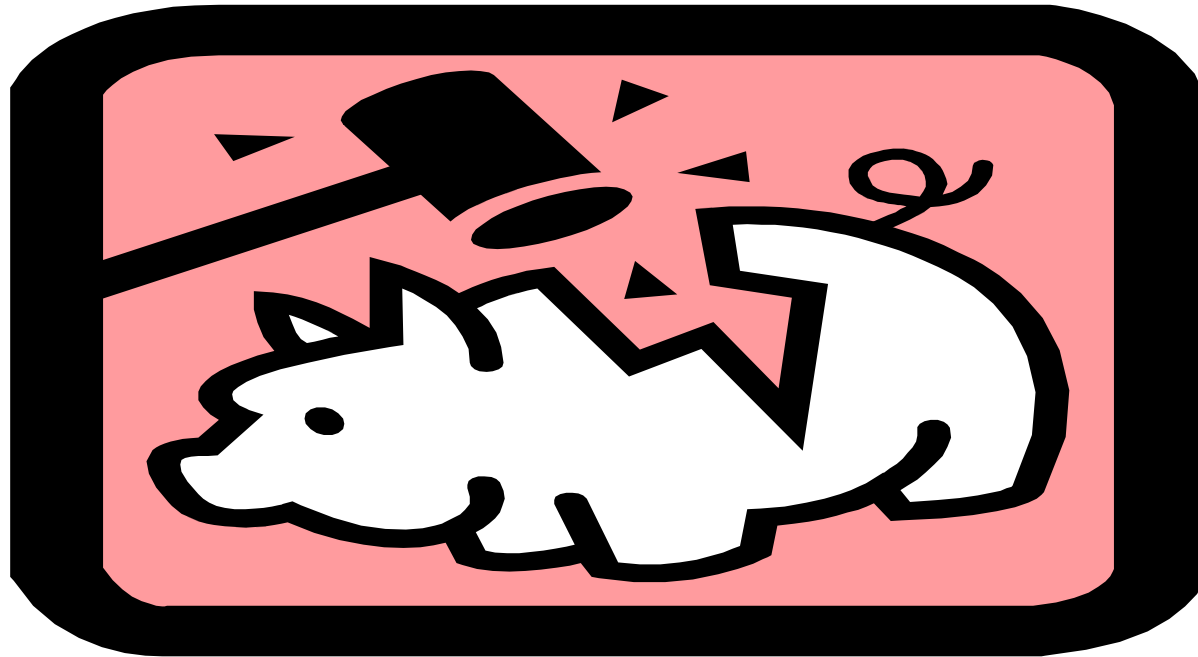
Atlanta, GA

Tina Maresco and Maureen O'Brien Dermott
Dickinson College Library, Carlisle, PA



How did we get here?

Is Ownership Breaking the Bank?





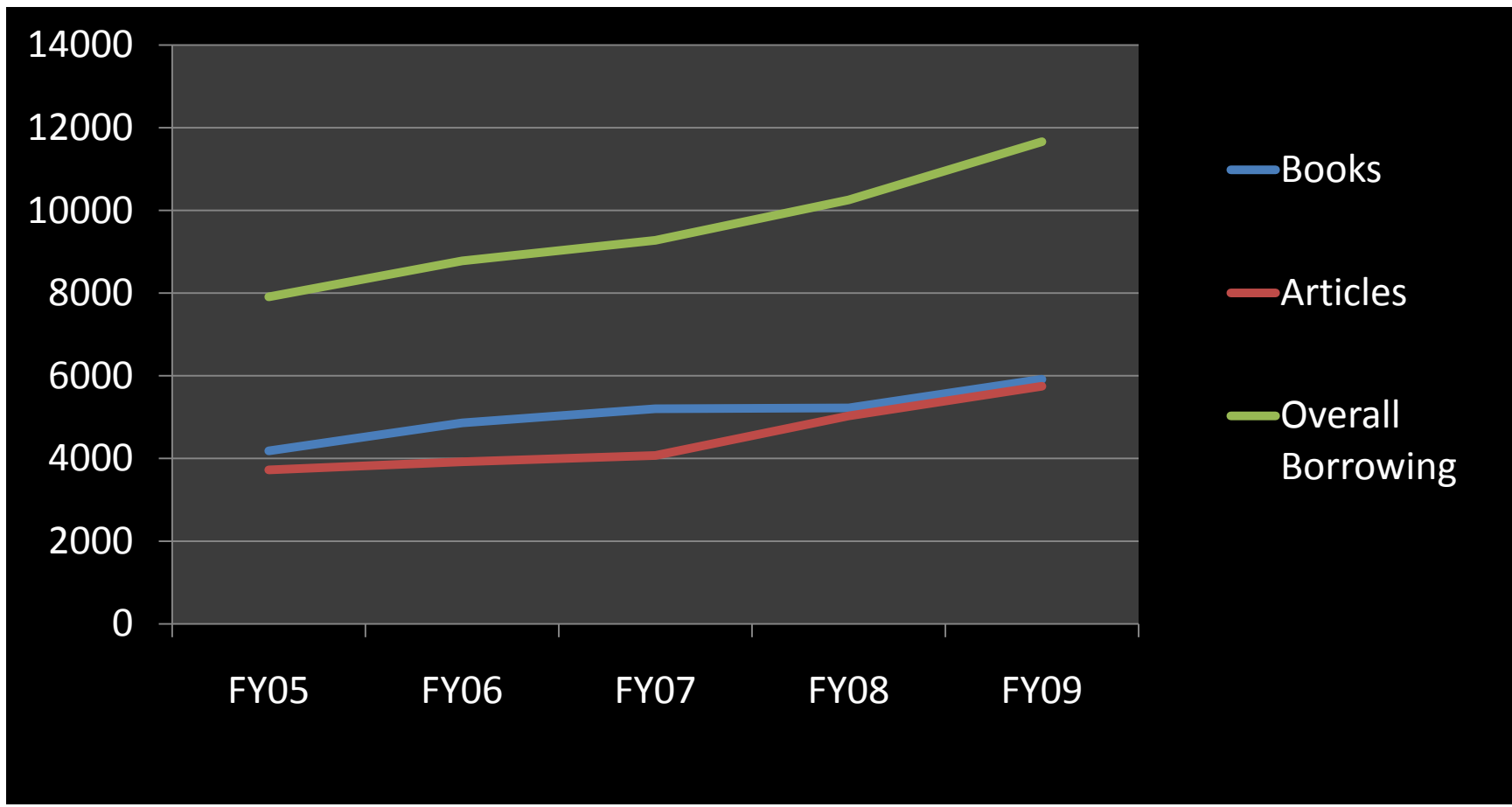


Who ya gonna call?
Interlibrary Loan



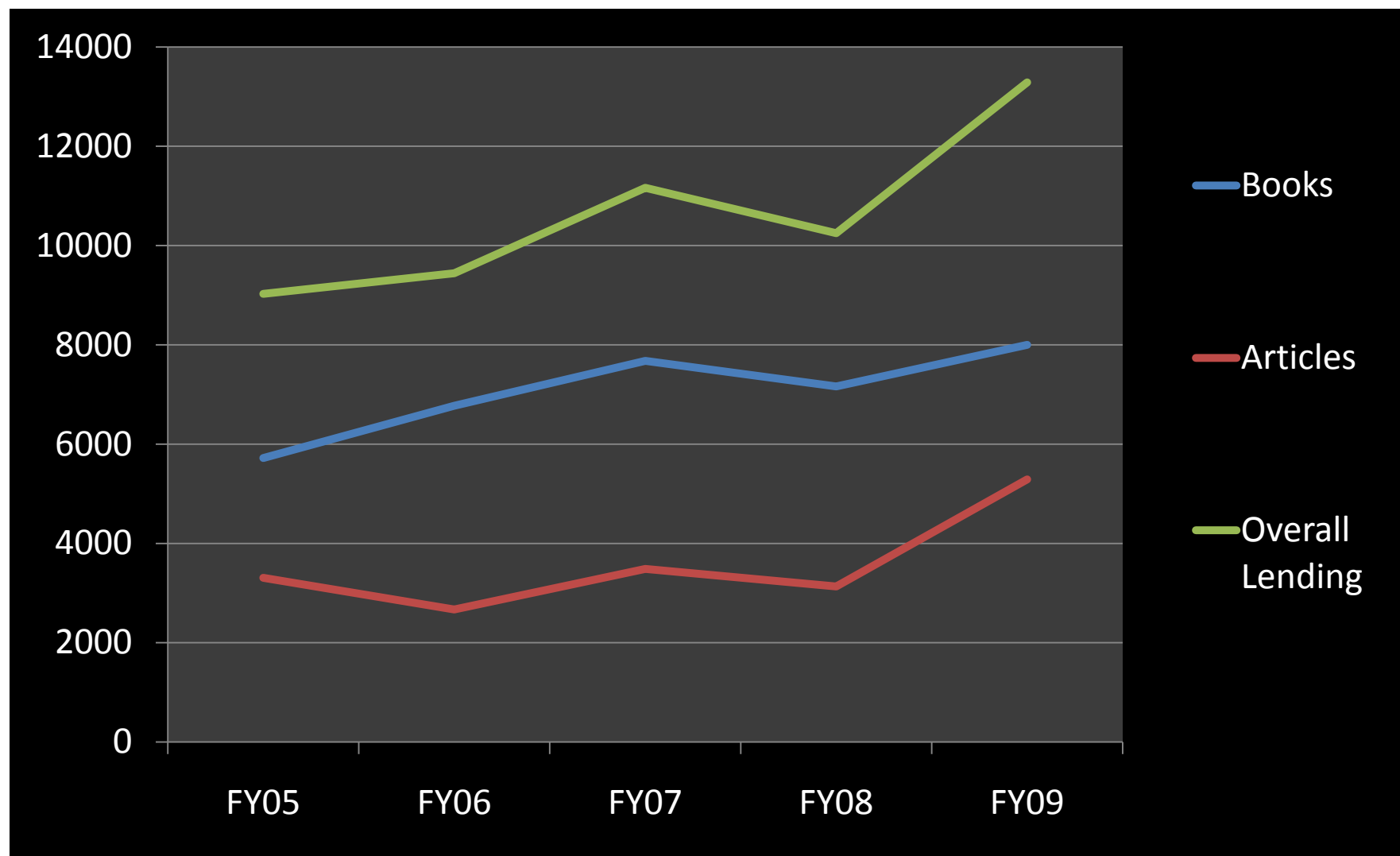


ILL Borrowing



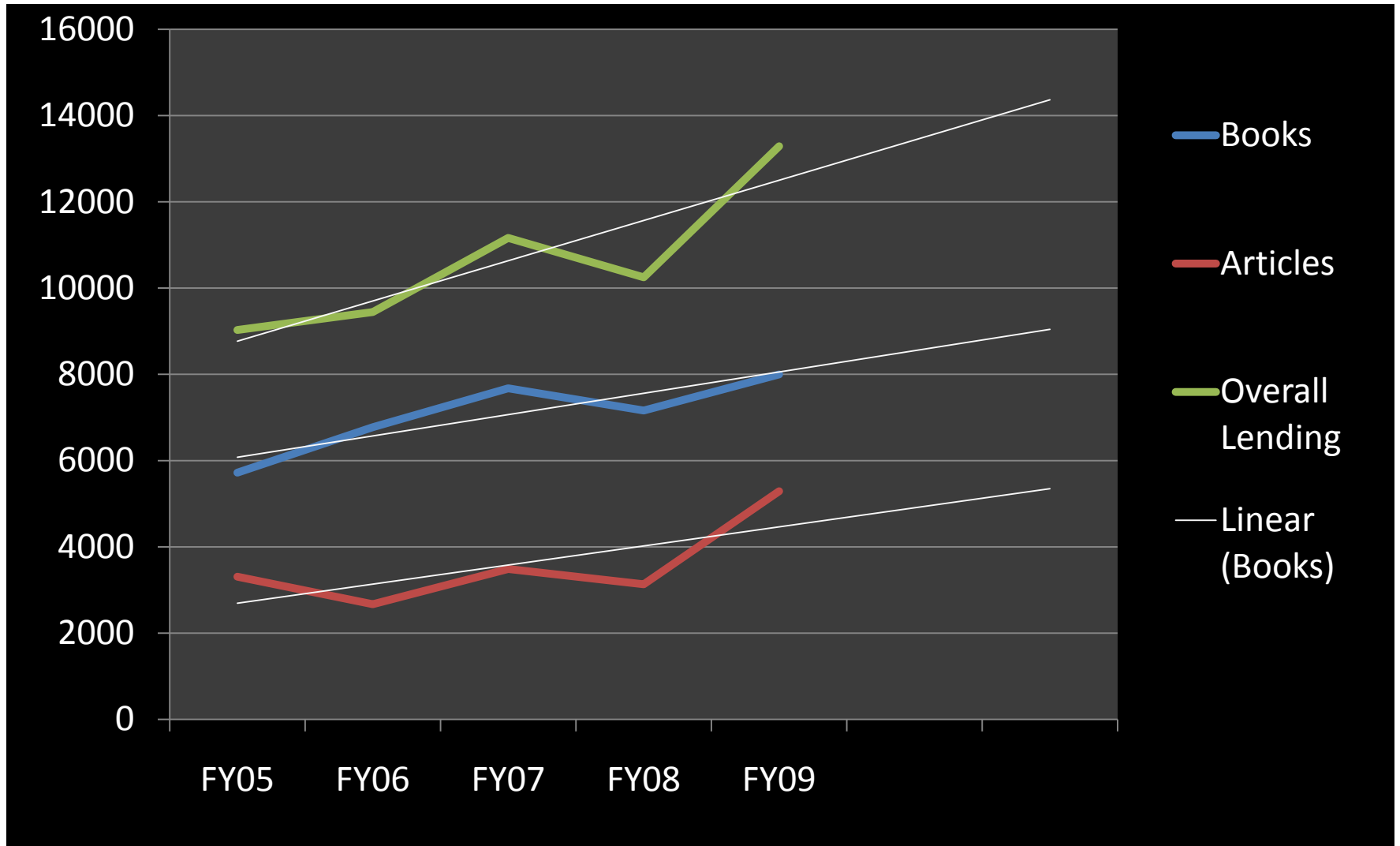


ILL Lending





ILL Lending





Access Strategies

Books

- Consortium Loans

Articles

- Ariel Delivery
- Odyssey Electronic Delivery
- Email
- US mail
- **RapidILL**



TURNAROUND TIME for ARTICLES

FALL 2006

- 5.25 days

FALL 2008

- 2.75 days



DOES IT MEET OUR STANDARDS?



Checklists were kept for one week at “crunch time”.

Each incoming and outgoing document was visually checked by a staff member.



Standards

- Make a Checklist of Criteria
- Provide Visual Examples of Acceptable Work
- Periodic Quality Control by Staff
- Goal of 24 hour Turn Around Time



Summary and Conclusions

- Materials
- Training for Student Workers
- Change in Workflow
- IT Support
- Possible Future Licensing Agreements



Epilogue

Remember:

When it comes to Document Delivery,
we all want 'em FAST,
but nobody wants 'em HALF-FAST

Thank You