

THE CURRENT STATUS OF INTERLIBRARY LOAN AND DOCUMENT DELIVERY SERVICE AT NAZARBAYEV UNIVERSITY LIBRARY



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Abstract: *Technological advances in meeting research information needs of users enabled libraries to deliver materials electronically to users. The operational/organizational processes/procedures of interlibrary loan and document delivery service will be presented in this report. The article describes the practical use of the service, process of requesting documents, and the role of the coordinator in providing such service. Statistical report and assessment/analysis of the document delivery service will also be highlighted which aims to share the Nazarbayev University (NU) Library experience.*

Keywords: *Interlibrary Loan; Document Delivery Service; Nazarbayev University Library; Document Delivery Process.*

Аннотация: *Технологические достижения в удовлетворении потребностей пользователей в научной информации позволили библиотекам доставлять материалы в электронном виде пользователям. Данная работа описывает операционные/организационные процессы межбиблиотечного абонементов и службы доставки документов. В статье изложены практическое использование сервиса, процесс запроса документов и роль координатора в предоставлении данного сервиса. Также освещен статистический отчет и оценка/анализ службы доставки документов, целью которой является обмен опытом библиотеки Назарбаев Университета (НУ).*

Ключевые слова: *Межбиблиотечный абонемент; Служба доставки документов; Библиотека Назарбаев Университета; Процесс доставки документов.*

Introduction

The primary role of the academic library is to provide access for the requested materials to the users. Rising costs and space limitations affect the ability of academic libraries to support research needs and curriculum. Providing Interlibrary Loan and Document Delivery Service (ILL/DDS) facilitates the availability of unavailable materials. This article examines the whole process of Interlibrary Loan and Document Delivery Service (ILL/DDS) from accepting of the request and delivering the material to the requester. In addition, the article discusses procedures, policies and overall statistics of the provided service.

Review of Literature

There is a limited number of articles exploring interlibrary loan document delivery service in Kazakhstan. At the time, the analysis of literature reveals

interlibrary loan service as “a transaction in which library materials, or copies of the material, are made available by one library or information service to another upon request for a specific item or general or specific information” (Drew. S, 1996). In Addition, Libenthal (2000) and Fuller (2000) noted that an electronic ILL service provides clear benefits to staff and users. It is a great advantage to receive materials in a digital format which allows working on computer and getting access to the documents at any time/place. As Jackson (1992) studied sending electronic document by using internet is more efficient and cost effective and reduce paper consumption. Which agrees with Pedersen (2010) who remarked that using technological advantages needs to be done in order to provide innovative ever-fast services.

Interlibrary Loan and Document Delivery Service at NU Library

Interlibrary Loan and Document Delivery Service

(ILL/DDS) is one of the services provided at NU Library for obtaining unavailable materials. Membership between the four partner institutions allows coverage of almost 94% of the requests. The partner institutions are:

1. Wisconsin Madison University Libraries;
2. Library of Congress;
3. University of Pittsburgh Health Sciences Library;
4. Duke University Ford Library, Fuqua School of Business.

The service itself is not a holistic service as we don't do the two sided loan, and just one sided. Another one peculiarity of the service is that, NU Library provides only digital copies of the items, no delivery of the physical items. Library has a branch in a Medical School building which is located in a distance area, so the interlibrary loan service is also provided in order to deliver books from one branch to another.

This is the reason why the formal title of the service is ILL/DDS service, as it is just part of the service. It is planned to expand the service and having two sided interlibrary loan service in the nearest future. NU library started providing ILL/DDS service in 2013 and the service is coordinated by the Reference Department Librarian. There is no separate division in the library, as only one librarian from the department was working on processing and requesting materials. The service is generally free for users and there is no limitation for user. ILL/DDS service available to all NU Community, so faculty members, researchers, graduate and undergraduate students (including Nazarbayev University First Year Program (NUFYP) and Nazarbayev University Zero Year Program (NUZYP - pre master), preparatory academic programs at NU) can order materials. ILL/DDS service can be used for getting access to the unavailable materials without limitations on articles, but only 3 chapters from the book can be processed according to the Interlibrary Loan Document Delivery Service Policy.

Interlibrary Loan and Document Delivery Service Statistics and Patterns of Use

It is important to track and trends and usage of the service over the years in order to have a clear picture of ILL/DDS activities. From the diagram below, the following points are highlighted:

- Number of delivered documents using ILL service

for 2013 - 2018 years at NU Library;

- Number of transaction for ILL/DDS service by departments;

- Number of transaction for ILL/DDS service by user type

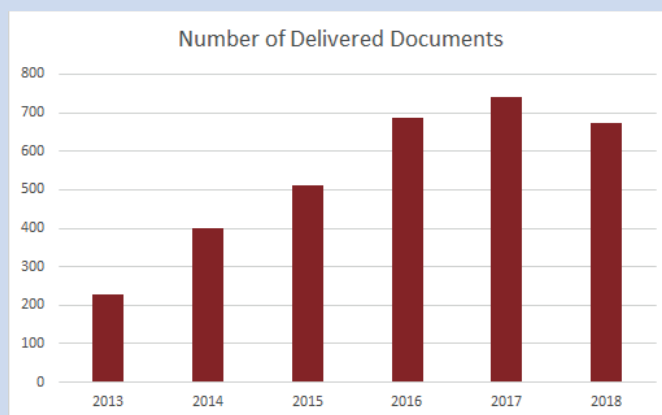


Figure 1. Number of delivered documents using ILL/DDS service for 2013 - 2018 years at NU Library

According to ILL/DDS delivery statistics at NU Library, overall 3246 documents were delivered to the requesters. The usage of the service increase each year, as the number of students and academic staff are tend to grow as well. Increase of the year 2014 compiled about 75%, and it was the highest index overall. In 2015 and 2016 years, the growth was around 27-35%. Rise of the requests for 2017 year make up approximately 8% only, this might be a reason that NU Library enlarged its subscription to different databases based on patron driven acquisition, on user's demands. This is also can be a reason that in 2018 number of ILL/DDS requests decreased to 9%.

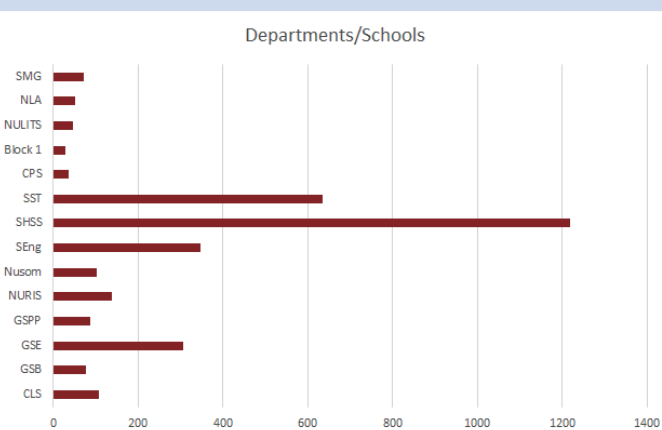


Figure 2. Number of transaction for ILL/DDS service by departments

As indicated on the table (Figure 2) the most active users of ILL/DDS are the 3 schools of NU. They are School of Humanities and Social Sciences with the highest number of students and staff, 1218 documents were delivered to the humanities and social sciences community. School of Science and Technology requested 635 and School of Engineering 348 documents during the service years. All three schools have graduate and undergraduate students. It is also worth to mention that some departments and schools were reorganized and launched recently, so the data did not cover all years, at least for those branches which were opened in last one year.

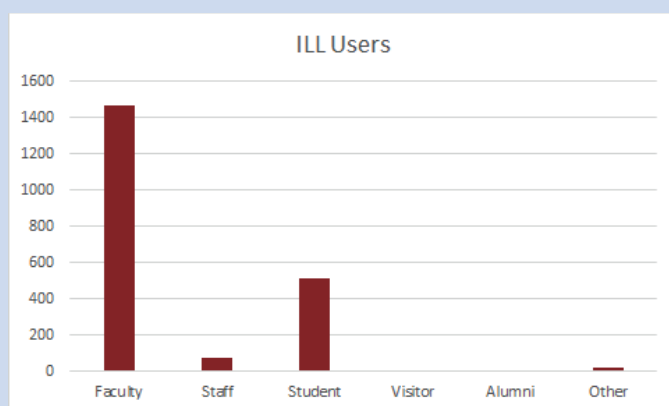


Figure 3. Number of transaction for ILL/DDS service by user type

The chart above (Figure 3) indicates that most of the requests are made by faculty members of NU, it is about 72% of the requesters. 25% of the requests filled out by students (both, graduate and undergraduate). “Staff” and “Other” indicates NU community members who are not teaching but doing research activities, which includes: administration, research assistants, laboratory assistant etc.

Though it is important to highlight that these data gathered only for a limited time period. These transactions monitors ILL/DDS since April 2017 till December 2018. Because of inappropriate data collection and lack of reference transaction system it is not possible to provide full information on user type for all years. In addition, it is necessary to note that in different years access to the ILL/DDS service was limited to undergraduate students, even inclusion of graduate students was discussed and approved by higher management of the university by the request of researchers/faculty members.

Conclusion

Providing interlibrary loan and document delivery service is a benefit to be able to meet patron's needs as well as being available as an electronic library. The speed and convenience of getting materials on the desktop makes Interlibrary Loan Document Delivery Service in a high demand among all library users: faculty members, students and researchers/staff. Though much has been accomplished, we look forward to further growth and will continue to provide this service. Service which allows NU Library users to be on the same level of access to the information and materials with the whole academic world.

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