

Document delivery of TCNJ print journal holdings Final Recommendation

Public Services at TCNJ Library would like to submit a final recommendation to provide a new internal document delivery service to scan and electronically deliver TCNJ-owned print journal articles and book chapters directly to TCNJ faculty, students, and staff. By facilitating greater use of the Library's collection, such a document delivery service would address a stated objective of the Library strategic plan, i.e., to maximize user access to Library resources. In the pilot program which ran during the 2014 fiscal year, the Access Services processed more than 300 of these requests.

While there is an increasing expectation of online access to all Library materials, there are many journal titles which the Library only owns in print. The new document delivery service will save users time and frustration by providing electronic delivery of TCNJ-owned print materials. Such a service also has the potential to support the College in advancing its efforts in blended and online learning—an objective recently articulated by the Provost.

This new document delivery service should be easily absorbed in the current ILL daily workflow, as steps in the workflow already include verification of print holdings and notifying users of the existence of Library-owned materials. The additional work of pulling journals (or books) from the stacks, scanning the articles (or book chapters), and delivering the articles (or chapters) to the users would be done by Access Services student staff. In accordance with copyright compliance, only one chapter in a book or one article in a single issue of a journal will be scanned.

Input on this service was given by librarians at Public Services meetings and by Access Services staff at an Access Services meeting. Access services staff were concerned about not teaching students how to use the resources in the library, however, there was interest in the service as resources that might have otherwise been dismissed might be used if electronic access were made available.

A preliminary recommendation was made at the January 14, 2015, all staff meeting and feedback was solicited. The feedback was generally positive with some concern about copyright compliance. If the service is implemented, ILL staff will be sure to only provide electronic access to materials within fair use guidelines.

A review of the literature shows that this is a common practice among academic librarians. The ILL-L list was also consulted and found that many libraries provide internal document delivery services (46 out of 50 libraries responding provide this service).

As all the service is already running as a pilot, we would like to implement and advertise the service upon approval.

