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.