

To: Access Services

From: Library Steering Committee (“LSC”)

Re: Internal document delivery of TCNJ print journal holdings

Date: November 24, 2014

Background:

Library users have increasing expectations of online access to library materials but there are many journal titles that TCNJ Library owns only in print. Public Services of TCNJ Library proposes providing a new internal document delivery service by providing electronic delivery of TCNJ-owned print journals. The Access Services Librarian, Bethany Sewell, has overseen a related pilot project, which has been successfully running since FY14, and submitted a proposal for institutionalizing the service. Public Service librarians and Access Services staff have provided feedback regarding the proposal.

Charge:

The Library Steering Committee views Public Services as having followed step 1 of the formal governance process by identifying the problem (demand for electronic delivery of print journal holdings), and step 2 of the process by having the Access Services Librarian prepare a preliminary proposal for an internal document delivery service, which Public Services librarians and staff have had the opportunity to comment on. LSC charges Access Services, working with the Assistant Director for Public Services, to continue to move the proposal for an internal document delivery service through step 3 of the library governance process by doing the following:

- Clarify the scope of the proposed service regarding type(s) of material to be provided and population(s) to whom the service would be offered, taking into consideration best practices from academic libraries.
- Solicit input and comment from appropriate stakeholder groups.
- Send a final recommendation to the LSC, including a brief discussion of how the recommendation was developed and how testimony/input was solicited and used.

Timeline:

The Steering Committee requests that the final recommendation be submitted by January 16, 2015.

TCNJ Library Governance:

The following steps must be followed in preparing recommendations:

- (1) Identifying and reporting the problem. If necessary, the Library Steering Committee (LSC) will prepare a charge identifying the issue for the appropriate committee.
- (2) Preparing a preliminary recommendation.
- (3) Making a final recommendation.

The presenting of testimony, prior to both the preliminary and final recommendations, is central to the concept of shared governance. The three-step process ensures that there are opportunities for formal testimony and open comment from affected individuals and all stakeholder groups. Committees are

expected to be proactive in inviting stakeholder groups to provide testimony at both steps # 2 and #3 of the process. It is expected that committee members will bring issues back to their stakeholder groups for discussion. For some issues, sufficient initial testimony may come from input through committee membership or solicitation from targeted constituent groups. Preliminary recommendations for a new policy, procedure, or program must be presented to the stakeholders, either at a regular library general staff meeting or at a scheduled forum. The period for open input and comment must also be communicated to all stakeholder groups. If the committee determines that substantive changes are needed after the preliminary recommendation has been presented at an open forum, then the revised recommendation must be sent to all stakeholders and presented again at an open forum.

Committees shall send final recommendations to the LSC.