

To: Library Steering Committee (LSC)

From: Bethany Sewell, Access Services and Reference Librarian and Andrew D'Apice, Head of Circulation

Re: Office Delivery

Date: 3/7/2022

Proposal: We are asking the Library Steering Committee to approve making Office Delivery for faculty a permanent service.

Background: In the Fall of 2021, we initiated a pilot of a delivery service for library materials to faculty via their departmental offices. This program delivered items requested from the Gitenstein Library collections and materials received through Interlibrary Loan.

During the pilot program, a total of 12 unique users (faculty members) used the service for a total of 26 deliveries.

Access Services has been able to easily fold this new service into the daily activities of the unit with no interruption to other services offered.

It is possible that the usage of this service may grow as we recover from the pandemic, however, due to decreasing circulation of print books in general, our current staff/student staffing model has the bandwidth to continue this service even if requests increase beyond the numbers from the pilot program.

Date: 5/6/2022

[Answers to Steering Committee's follow-up questions:]

The original need for this service was to facilitate a "... greater use of the Library's collection, an office delivery service would address a stated objective of the Library strategic plan, to maximize user access to Library resources. This service builds on the success of the curbside delivery services. The new service will save users time and potential frustration by providing delivery of print materials."

When materials have been retrieved from the Gitenstein Library shelves or received by ILL staff from a lending library, a notice will be sent to the patron offering the option to have the item(s) held for pick-up at the Access Services desk or directing them to a LibCal form on which they can choose how they would like to receive the item--curbside delivery (either walk-up or drive-up) or office delivery. This is the same notice that patrons currently receive, modified to include office delivery.

During the pilot program, a total of 14 unique users (faculty members) used the service for a total of 34 deliveries.

This was advertised by Library liaisons to their departments. Each Gitenstein Library hold pick up notice and each ILL pick-up notice contained information about the service and a link to make the request.

The service is ongoing.